

KEVIN L. MCADAMS
VICE PRESIDENT, DELIVERY & RETAIL OPERATIONS



March 27, 2020

AREA VICE PRESIDENTS
MANAGERS, OPERATIONS SUPPORT
MANAGERS, DELIVERY PROGRAMS SUPPORT

SUBJECT: CVS Stores Pickup Notification

Due to recent spikes in volume with CVS Rx Home Delivery program and the critical nature of delivering prescriptions to customers, USPS has decided to fast track a new automated email notification system (currently piloting) to alert post offices of packages to be picked up at participating CVS stores. During the initial rollout we will run the current notification process in conjunction.

The new Delivery Management System (DMS) Alert Program is streamlined, automated and eliminates the need for manual notifications sent from the Strategic Service Support (SSS) system. More importantly, it can handle the current volume surge, improve the consistency of the notifications and reduce delays in the email notifications that can potentially impact timely pickups.

Beginning Wednesday, April 1, post offices with CVS Notification stores will receive email notifications at two set times daily when package pickups are needed. The new system has another added feature that will include direct notification to city carriers' Mobile Delivery Device (MDD) devices, alerting carriers that there are packages to pick-up at specific CVS locations (Rural carriers will NOT receive this MDD alert). This new notification system is designed to help you provide the best pick-up service possible for this critically important program. Here's how it works for post offices serving CVS stores:

Auto Stores:

NO CHANGES. AUTO stores will continue to pick up daily Monday – Friday, between 4:00 and 5:00 pm and Saturdays, between 3:00 and 5:00 pm. Carriers must scan the Collection Point Management Systems (CPMS) barcodes and scan each package "Prepaid Acceptance". AUTO Stores will not receive any email or MDD notifications.

Notification Stores:

Beginning, April 1, Alert emails will be sent to post offices daily at 9:30 am and 3:30 pm local time weekdays; 9:30 am and 2:30 pm local time on Saturdays. The city carrier assigned to the route that would pick-up the CVS packages will receive an alert on the MDD at 3:30 pm (**Rural Carriers will NOT receive the MDD alert**). Pick-up times remain the same: Monday - Friday from 4:00 to 5:00 pm and on Saturdays from 3:00 to 5:00 pm. Carriers must scan each package "Prepaid Acceptance." Delivery supervisors will have the ability to assign the pick-up to a different route if necessary. Any packages destined for local delivery should be kept in the delivery unit and delivered the following delivery day.

Please share the attached Standard Operating Procedures information with your respective Districts. Carriers should be made aware they will be receiving alerts directly on their MDDs. Supervisors should still follow through to ensure carriers are making these pick-ups timely and scanning each package.

Thank you for all you have done to support the CVS Rx Home Delivery program.

The point of contact is Medora Walker who can be reached at 202-268-8533, or by email at Medora.R.Walker@usps.gov.



Kevin L. McAdams

Attachments

There is a CVS Pickup requested for your Delivery Station today.

ACTION REQUIRED:

- The pickup location is in the Pharmacy.
- The Prepaid Acceptance Scan must be done in the store when the package is picked up.

Packages should be picked up between 4:00 and 5:00 Monday thru Friday and between 3:00 and 5:00 on Saturday.

CVS Pickup ZIP: 01746 Route# C008

CVS Pickup Address: CVS 01860
101 CENTRAL ST
HOLLISTON, MA 01746

① Tracking Number: 9205590984282123253456,
9205590984282123253029,
9205590984282123282814

ATTENTION USPS RECIPIENT:

Please report any operational (Packaging/Pickup/Etc) issues with this pickup by clicking on this link:
[CVS Pickup Issue Reporting Survey](#)

If your office is not the correct Delivery Unit for this CVS Pick-Up, please reply to this message alerting us that delivery to this store does not belong to your unit.

If possible, please provide the following information:

Correct Delivery Unit Name and ZIP Code for this store
Email Address/Distribution List for the Correct Delivery Unit

Thank you,
Headquarters SSS Alerts (JS)

Click on the ① to view the Status in Product Tracking and check for Pickup Scans.

There is a CVS Pickup requested for your Delivery Station today,

ACTION REQUIRED:

The pickup location is in the Pharmacy.

The Prepaid Acceptance Scan must be done in the store when the package is picked up.

Packages should be picked up between 4:00 and 5:00 Monday thru Friday and between 3:00 and 5:00 on Saturday.

CVS PICK DETAILS:

CVS Store Number	:	CVS_01276
CVS Pickup ZIP	:	08088 ROUTE# R010
CVS Pickup Address	:	1497 ROUTE 206
Tracking Number	:	9205590984145212661276

ATTENTION USPS RECIPIENT:

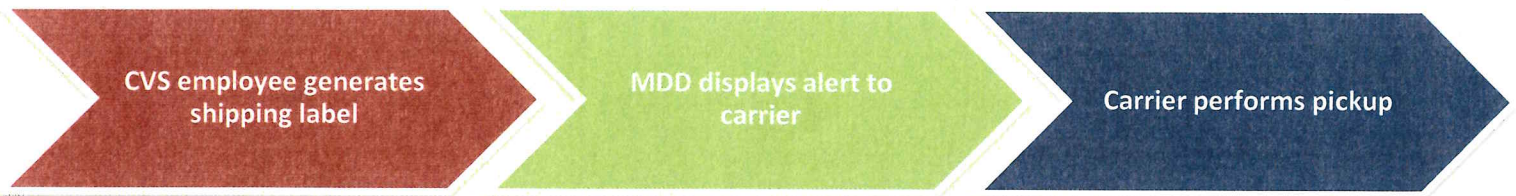
Please report any operational (Packaging/Pickup/Etc) issues with this pickup by clicking on this link:




delivery.blueshare.usps.gov

Please do not reply to this email,

This email was a system generated email from DMS and the address is not monitored.

Standard Work Instruction: MDD Alert Pickup Process



Visual	Important Steps	Notes								
	<p>1. CVS employees generates shipping label prior to 3 pm local time Mon – Fri and prior to 2 pm on Saturdays.</p>	<ul style="list-style-type: none"> Labels generated after cutoff will not create notifications, but may be included with other packages in the pickup. 								
	<p>2. MDDs configured for correct route receive pickup alert no later than 3:30 pm local time Mon – Fri and 2:30 pm on Saturdays.</p>	<ul style="list-style-type: none"> Individual alert for each individual CVS requesting pickup. If a route has 3 CVS locations and all 3 have pickups the route will receive 3 separate e-mails. Alerts sent to all devices configured for the route. 								
<p><small>There is a CVS Pickup request for your Delivery System today.</small></p> <p>ACTION REQUIRED:</p> <p><small>The pickup location is in the Pharmacy.</small></p> <p><small>The Prepaid Acceptance Scan must be done in the store when the package is picked up.</small></p> <p><small>Packages should be picked up between 4:00 and 7:00 Monday thru Friday and between 3:00 and 5:00 on Saturday.</small></p> <p>CVS PICKUP DETAILS:</p> <table border="1"> <tr> <td>CVS Store Number</td> <td>CVS_0117</td> </tr> <tr> <td>CVS Pickup ZIP</td> <td>0401700078-C084</td> </tr> <tr> <td>CVS Pickup Address</td> <td>17 PENNSYLVANIA AVE</td> </tr> <tr> <td>Tracking Number</td> <td>92079984291824827 92079984291824844</td> </tr> </table> <p><small>ATTENTION: ACTION REQUIRED:</small></p> <p><small>Please report any operational (Pickup/Pack/Exc) issues with this pickup by clicking on this link: Delivery Numbers page</small></p>	CVS Store Number	CVS_0117	CVS Pickup ZIP	0401700078-C084	CVS Pickup Address	17 PENNSYLVANIA AVE	Tracking Number	92079984291824827 92079984291824844	<p>3. Supervisor also receives e-mail notification of pickup.</p>	<ul style="list-style-type: none"> Supervisors must act on e-mails if no carrier could be notified.
CVS Store Number	CVS_0117									
CVS Pickup ZIP	0401700078-C084									
CVS Pickup Address	17 PENNSYLVANIA AVE									
Tracking Number	92079984291824827 92079984291824844									
	<p>4. Carrier picks up item from CVS pharmacy and applies prepaid pickup scan. Pickup must be no earlier than 4pm M-F (3pm Saturday).</p>	<ul style="list-style-type: none"> If scan is not performed, parcels may be recorded as pickup failures even if picked up. Saturday hours of some CVS locations vary and should be accommodated if possible. Pickup is from pharmacy, not front counter. 								
	<p>5. Items destined to addresses in the same delivery unit are held overnight.</p>	<ul style="list-style-type: none"> Items destined for other offices should be sent to the plant as normal. 								
	<p>6. Report any failure to pickup caused by a deficiency at CVS.</p>	<ul style="list-style-type: none"> https://hq.fws.usps.gov/sites/Field_Performance/Delivery%20Strategy/List%20CVS%20Pickup%20Issues/overview.aspx 								