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LABOR RELATIONS



June 16, 2022

Mr. Ivan D. Butts
President
National Association of Postal Supervisors
1727 King St., STE 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7020 3160 0002 0327 0823

Dear Ivan:

As a matter of general interest, the Postal Service is piloting a new self-service package drop off station in retail offices, called a Rapid Dropoff Station (RDS). The RDS will combine the Label Broker label printing and the pre-paid package drop off.

This initiative is intended to allow customers to use a new screen mirroring technology to scan their packages as accepted before dropping them off at the chute or bin in the retail lobby. The retail lobby will have a RDS desk where a computer screen will be set up for the customer to either scan the Quick Response (QR) code from their cellular phone and print the Label Broker label or scan their pre-printed pre-paid label barcode. After scanning, the customer will receive an acceptance receipt and the package can be placed in the drop off chute or bin in the lobby.

Enclosed is a copy of the following:

- Rapid Dropoff Station Pilot Stand Up Talk
- Rapid Dropoff Station Frequently Asked Questions
- Standard Work Instructions - Reset RDS Kiosk
- Standard Work Instructions - Restock RDS Label Printer
- Standard Work Instructions - Restock RDS Receipt Printer.

The RDS will be tested in the Lorton, Virginia Post Office and is anticipated to be available in July.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Richardson", with a stylized, flowing script.

Shannon Richardson
Director
Contract Administration (APWU)

Enclosures



Rapid Dropoff Station Pilot Stand Up Talk

June 27, 2022

Rapid Dropoff Station Pilot

The Postal Service will pilot a new self-service package drop off station beginning in July. The initial pilot site will be at the Lorton Post Office in Lorton, VA. The purpose of the pilot is to evaluate the adoption of a self-service station facilitating Label Broker label printing and pre-paid package drop off.

The Rapid Dropoff Station (RDS) also features new screen mirroring technology, allowing customers to complete transactions on their mobile phone while standing in front of the RDS. Screen mirroring begins when the customer scans a Quick Response (QR) code presented at the station.



Rapid Dropoff Station Pilot Customer Transactions Offered:

- ✓ Label Printing through Label Broker
- ✓ Pre-paid Mail Acceptance

If you have any questions, please contact the Rapid Dropoff Pilot Team at APTPIlot@usps.gov.

Thank you again for your continued support and ensuring a "world class" customer experience.

--Innovative Business Technology Team

Rapid Dropoff Station (RDS) Frequently Asked Questions (FAQs)

RDS Overview:

- Q1. What can the RDS kiosk be used for?**
A. The RDS only supports Label Broker and Prepaid Mail Acceptance transactions.
- Q2. How can a customer use the RDS for a Label Broker® transaction?**
A. Customers can print Label Broker labels and receive acceptance scans for their packages before dropping them off at a drop-off chute/bin.
- Q3. How can a customer use the RDS for a Prepaid Mail Acceptance transaction?**
A. Customers can receive acceptance scans for their prepaid packages before dropping them off at a drop-off chute/bin.
- Q4. Can a customer complete an RDS-enabled transaction on their mobile device?**
A. Yes, a customer can use screen-mirroring to complete both the Label Broker and Prepaid Mail Acceptance transactions. **Note:** A customer must stay at the RDS even if using screen mirroring to collect printed labels and receipts.
- Q5. Can more than one person use the RDS at a time?**
A. No, only one customer can use the RDS at a time. The one customer limit still applies even if a customer is using screen-mirroring to complete the transaction on their mobile device.
- Q6. Can a customer complete more than one Label Broker or Prepaid Acceptance Mail transaction in a single session?**
A. Yes, a customer can complete as many label prints and label acceptance scans as needed in one session.
- Q7. Can a customer purchase postage with the RDS?**
A. No, a customer cannot purchase postage with the RDS.
- Q8. Can a customer use the RDS to ship prohibited or restricted items?**
A. No, customers can not ship prohibited or restricted items using RDS.
- Q9. What should I do if a customer prints a label, and it does not fit on their package?**
A. Instruct the customer to repackage their mail in a large envelope or box before attaching the label to their package.
- Q10. What should I do if the barcode scanner does not work, and a customer cannot receive an acceptance scan for their labels?**
A. Follow the existing RSS Prepaid Mail Acceptance workflow to provide the customer with an acceptance scan at the retail counter. Refer to the Standard Work Instruction (SWI) documents to troubleshoot issue with the RDS kiosk.

Label Printing:**Q1. What labels can be printed at the RDS?**

A. Label Broker labels can be printed with no restrictions.

Q2. What labels cannot be printed at the RDS?

- A. The following labels cannot be printed at the RDS:
- a. Previously printed and/or expired labels
 - b. Operation Santa labels
 - c. All Restricted labels

Q3. What should I do if a customer's Label Broker Quick Response (QR) Code/ID cannot be found or validated?

A. Follow the existing Retail Systems Software (RSS) workflow to locate and print the requested label at the retail counter. If the label cannot be found, advise the customer to contact the Label Broker QR Code/ID issuer.

Q4. What should I do if a customer wants to print a previously printed label?

A. Follow the existing RSS workflow to charge for and print the duplicate label at the retail counter.

Q5. What should I do if a customer wants to print an Operation Santa label?

A. Follow the existing RSS workflow to securely print the requested label at the retail counter.

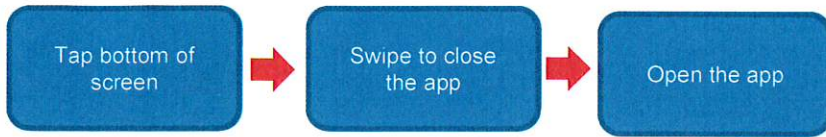
Q6. What should I do if a customer wants to print a restricted label?

A. Follow the existing RSS workflow to securely print the requested label at the retail counter.

Q7. What should I do if a customer's label does not print properly?

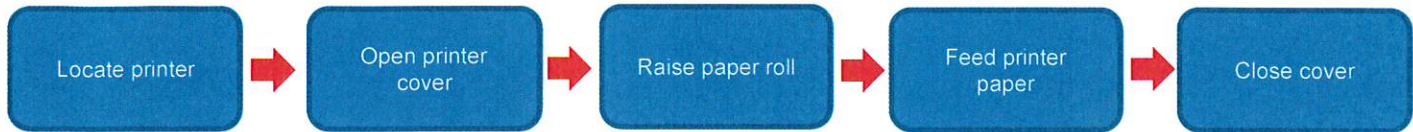
A. Instruct the customer to re-print the label using the RDS. Follow the existing RSS workflow to complete the label print transaction at the retail counter. Refer to the SWI documents to troubleshoot the issue with the RDS kiosk.




Standard Work Instructions: Resetting the Rapid Dropoff Station (RDS)


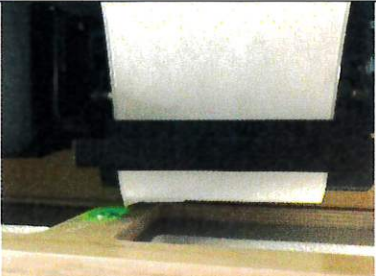


	Important Steps	Key Points
	<p>1. Tap 3 vertical bars on bottom of RDS screen</p>	
	<p>2. Screen will shrink as shown to the left – swipe to close the app</p>	<ul style="list-style-type: none"> • Use finger to swipe up anywhere on tablet screen to close the app
	<p>3. Open the app to restart the program</p>	<ul style="list-style-type: none"> • RDS application icon will appear on the kiosk screen




Standard Work Instructions: Restock Rapid Dropoff Station (RDS) Label Printer





	Important Steps	Key Points
	<p>1. Open RDS table drawer and locate label printer</p>	<ul style="list-style-type: none"> The label printer is the larger printer with a clear cut-out on top
	<p>2. Open the printer cover by pressing down the grey buttons on either side of the cover and lifting</p>	
	<p>3. Once cover is open, find blue handle on the right side of the printer and pull up to raise paper roll holder out of the printer base</p> <p>Fix label paper roll or replace empty roll as needed</p> <p>Place new label paper roll on roll holder so that end of the roll curves downwards (as seen to the left)</p> <p>Push blue handle down to lock paper roll in place</p>	

	<p>4. Feed printing paper through slit until it appears on the side</p>	
	<p>5. Make sure some paper feeds out at other side of slit and close cover</p>	

Standard Work Instructions: Restock Rapid Dropoff Station (RDS) Receipt Printer


	Important Steps	Key Points
	1. Open RDS table drawer and locate receipt printer	<ul style="list-style-type: none"> The receipt printer is the smaller printer with 'citizen' branding
	2. Press grey lip down to open/lift printer top	
	3. Fix receipt paper roll or replace empty roll as needed Place new receipt paper roll on roll holder so that end of the roll curves downwards (as seen to the left) paper roll should be placed back into printer base in the same orientation it was removed	

	<p>4. Lay receipt paper down and let it hang over the edge of the printer</p>	
	<p>5. Close printer cover</p>	