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SEP 25 2023

September 26, 2023

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 8553

Dear Ivan:

This is in further reference to the Postal Service's correspondence dated August 5, 2022 (enclosed) regarding the installation of Smart Lockers in retail offices across the country. The keyless parcel lockers allow customers to retrieve incoming, redelivered and oversized post office (PO) box packages without waiting in the retail line.

As previously explained, customers can submit redelivery requests using quick response (QR) codes from PS Form 3849, *We ReDeliver for You!* left when a carrier is unable to deliver an item successfully or customers can use the *PO Box Package Pickup Notice* form to select the Smart Locker delivery option at no additional charge. Once a delivery is scanned as ready for pickup, the customer will receive an email with a QR code or an alphanumeric access code to use when retrieving items from the Smart Locker. In addition, customers at the retail counter, the self-service kiosk (SSK), or using an eCommerce website, such as Walmart, Stamps.com, etc. will have the option of using Smart Lockers for shipping or returning packages.

Installation of the Smart Lockers will occur through June 2024. Enclosed on compact disc (CD) is a copy of the following:

- USPS Smart Locker Stand Up Talk
- USPS Smart Locker Handbook (with Standard Work Instruction included)
- USPS Smart Locker Job Aids
- USPS Smart Locker Posters
- USPS Smart Locker Frequently Asked Questions
- USPS Smart Locker Talking Points
- USPS Smart Locker List of Locations and Deployment Dates

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 long, sweeping flourish extending to the right.

Shannon Richardson  
Director  
Contract Administration (APWU)

Enclosures

LABOR RELATIONS



August 5, 2022

Mr. Ivan Butts  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of general interest, the Postal Service will soon be adding a fourth redelivery option to allow customers to schedule a redelivery request to Postal Service Smart Lockers.

Postal Service customers can still submit redelivery requests using QR codes from PS Form 3849, *We ReDeliver for You!*, and IMpb barcodes on the back of a Notice Left form. Postal Service employees are required to leave this form when they are unable to deliver an item successfully.

Similarly, customers can also access redelivery tracking numbers on usps.com through the Redelivery and Tracking and Mobile Simplified Redelivery applications.

Starting on August 31, customers will have an additional redelivery option to 65 Smart Parcel Locker locations. The customer can retrieve their packages with a pickup or PS Form 3849 barcode after the package is loaded into the locker with the Delivered, to Smart Parcel Locker scan event.

Enclosed is a list of sites, a standard work instruction, and FAQs for your review.

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "James Lloyd".

for  
James Lloyd  
Director (A)  
Labor Relations Policies and Programs

Enclosures

LABOR RELATIONS  
475 L'ENFANT PLAZA SW  
WASHINGTON DC 20260-4101  
WWW.USPS.COM

# USPS® SMART LOCKER STANDUP TALK

The Postal Service is expanding the USPS Smart Locker program to additional locations starting in September 2023, giving customers a new option for package delivery. **By June 2024, 450+ Smart Lockers will be deployed nationwide.**

USPS Smart Lockers provide a **safe, secure, and convenient** package delivery alternative. These state-of-the-art, keyless lockers are being installed in Post Office lobby locations across the country—and many will have 24/7 access. When a customer selects a USPS Smart Locker as their delivery option, they will receive a QR code via email (and in the future, via text) to retrieve their package. This initiative will reduce package theft and damage for customers who do not have a protected place to receive their packages.

Currently, customers have three options when it comes to retrieving a missed package:

- ◆ Arrange a redelivery online at [usps.com/redelivery](https://usps.com/redelivery);
- ◆ Pick it up themselves at their local Post Office; or
- ◆ Manually fill out a Notice Left form specifying a date for redelivery

Carriers are required to leave Form 3849—*We ReDeliver for You!*—if they are unable to complete a delivery and Form 3908-S—*PO Box™ Package Pickup Notice*— if they are unable to complete an oversized package delivery.

Moving forward, customers will be able to see if their package is eligible for redelivery to a USPS Smart Locker and, if so, can use the QR code located on the front of the *We ReDeliver for You!* or *PO Box Package Pickup Notice* forms to opt into the Smart Locker redelivery option.

On [usps.com/redelivery](https://usps.com/redelivery), the Smart Locker option will be available to customers if a locker is vacant at their location and has the correct dimensions for their package. Recipients will be able to claim their package with either a six-digit access code or a QR code, both of which will be generated once a postal employee places their package into a Smart Locker.

Customers will also have the option to ship packages to a Smart Locker using RSS, SSK, and Postal Service approved eCommerce Websites (Walmart, Stamps.com, etc.) and process package returns using a Smart Locker. These new self-service shipping options will help Post Office employees **unlock** streamlined work during business hours and prioritize meaningful customer interactions.

# USPS® SMART LOCKER STANDUP TALK

Please ensure the following enclosed information is communicated to all impacted employees in your Post Office no later than September 24, 2023:

- ◆ USPS Smart Locker Stand Up Talk
- ◆ USPS Smart Locker Handbook (includes Standard Work Instructions)
- ◆ USPS Smart Locker Job Aids
- ◆ USPS Smart Locker Posters
- ◆ USPS Smart Locker Frequently Asked Questions (FAQs)
- ◆ USPS Smart Locker Talking Points .

If you have any questions or concerns regarding the USPS Smart Locker program, please contact Iwon Kaiyuan at [iwon.s.kaiyuan@usps.gov](mailto:iwon.s.kaiyuan@usps.gov).

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# USPS® SMART LOCKER

POST OFFICE™ HANDBOOK

September 2023



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# SMART LOCKER OVERVIEW

Smart Lockers are a safe, secure, and convenient package delivery alternative for customers to use in Post Office lobbies across the country. With many of these keyless lockers offering 24/7 access, customers will be able to receive and send their packages for free, and on their own timelines. The program will reduce package thefts and help streamline Post Office staff workloads. Below, please find a selection of topics that will be covered in this training:

- ◆ **Smart Locker Shipping Channels**

- ◆ RSS and SSK
- ◆ Merchant Websites (Nike, Pitney Bowes, etc.)

- ◆ **Removing First Mile and Time Expired Packages**

- ◆ **Smart Locker Delivery Types**

- ◆ Redelivery
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- ◆ PO Box Locker

- ◆ **New Locker Scan Events**

- ◆ Scan Event 01, Attribute 84 – Delivered, Smart Locker
- ◆ Scan Event 43, – Pickup, Smart Locker
- ◆ Scan Event 58, Attribute 19 – Held at PO for pickup beyond the 5-day period in Smart Locker

- ◆ **Customer and Employee Notifications**

- ◆ Access Code and Reminder Notification
- ◆ MyPO Redelivery Morning Manifest

# SMART LOCKER 101

## STEP 1

Review USPS  
Smart Locker  
Overview

## STEP 2

Request Access to  
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## STEP 3

Provide Service  
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Provide PS Form  
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Setup Location and  
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# PO TOOL

ACCESS,  
ASSIGNMENT  
& MANAGEMNT



# WHY IS PO TOOL ACCESS IMPORTANT?

Agents are the USPS front line—and they need access to Smart Locker to start unlocking ease in the workday. Fortunately, getting set up on PO Tools is quick and easy.

Read the steps that follow to learn how to set your agents up for Smart Locker success.

# ACCESSING THE PO TOOL

The PO Tool is an internal web-based computer system used to help monitor locker usage and status and conduct Agent Management. Once your approval is granted, you will be able to access the PO Tool by selecting “PO Tool” from the “Featured Topics” tab on the USPS Blue Page.


Home My Work My Life Inside USPS

Essential links

Featured topics

- [Accessing LiteBlue Safely](#)
- [Bank Secrecy Act Compliance](#)
- [Business Intelligence Capacity Model \(BICM\)](#)
- [C360](#)
- [HERO](#)
- [IdeaSMART](#)
- [Informed Delivery](#)
- [IT Self Help/ServiceNow](#)
- [LEADing Together](#)
- [Mailin' It! Podcasts](#)
- [Postal Communicator's Toolbox](#)
- [PostalProud](#)
- [PO Tool](#)
- [TACS Help Desk](#)
- [USPS Connect](#)
- [USPS-TV](#)

Link



UNITED STATES POSTAL SERVICE®

Post Office Tool

gopost Post Office Tool Logon

Use your ACE account and password that you use to log into your ACE workstation

ACE Login ID

ACE Password

Note: Password is case sensitive

Login

**Restricted Information**

This is a U.S. Government computer system and is intended for official use only. Unauthorized access or use of this system may subject violators to administrative action, civil, and/or criminal prosecution under the U.S. Criminal Code (Title 18 USC 1030).

You have no expectations of privacy regarding monitoring of this system. Authorized or unauthorized use of this computer system signifies consent to and compliance with Postal Service policies and these terms.

CMS Post Office Tool(2) 5.10.0 (build 86) - CMS Suite 5.2.0 (build 20) Brought to you by Engineering Delivery Technology Programs

# ACCESSING THE PO TOOL

## STEP 1

**Access** Blue Page > My Work > General Tools > Enter Application in eAccess

## STEP 2

**Ensure** your profile reflects your current duty station

## STEP 3

Type in **“CMS”** as the application name, then press **“Search”**

## STEP 4

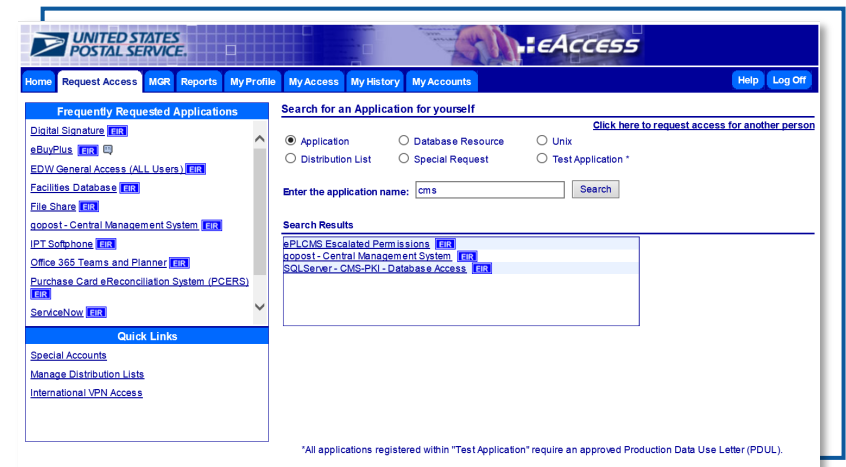
Select **“gopost-Central Management System”** and press **“Enter”**

## STEP 5

Select your **“Role”** from the dropdown menu – ex. “Site Supervisor,” “Site Staff,” “Site Manager/PM”

## STEP 6

**Complete** the application and **submit** it to your approving manager



### Request Setup Information *(Required information when submitting a request.)\**

Options displayed will depend upon System chosen

Select Access Role from a drop-down menu\*

Site Supervisor



# ADDING AN AGENT FOR DIRECT ACCESS TO THE UNIT

- ◆ For the purposes of Smart Locker and the PO Tool, an **agent** is defined as an individual who accesses the Smart Locker unit to load and unload packages.
- ◆ An agent **must be set-up** via PO Tool before they can access a Smart Locker unit.
- ◆ There are two methods for giving agents access Smart Locker units:
  - ◆ Agent **has** ACE ID
  - ◆ Agent **does not have** ACE ID

UNITED STATES POSTAL SERVICE®

Post Office Tool

User : Kaiyuan, Iwon S    User Role : Headquarter Admin, Superuser Agent    Access Level : National    Lo

Home	Customer Management	Agent Management	Parcel Status	Unable To Load	Locker System Status	Report	Special Event	SD Admin
		Add New Agent View/Modify Agents						

Post Office Tool (PO Tool) Home

# ADDING AN AGENT FOR DIRECT ACCESS TO THE UNIT

The screenshot displays the 'Post Office Tool' interface. At the top left is the United States Postal Service logo. The top right corner shows the text 'Post Office Tool'. Below the logo is a navigation bar with the following items: Home, Customer Management, Agent Management (highlighted), Parcel Status, Unable To Load, Locker System Status, Report, Special Event, and SD Admin. Above the navigation bar, user information is displayed: 'User : Kaiyuan, Iwon S', 'User Role : Headquarter Admin, Superuser Agent', and 'Access Level : National'. The main content area is titled 'Add New Agent' and contains a multi-step process:

- Step 1: User's Personal Information** (highlighted in blue):
  - User's Personal Information** (sub-header)
  - Instructional text: "You can either add a new agent who does not have an ACE ID (e.g. Accountable Card) or assign agent capability to an existing PO Tool user. To add agent capability to existing PO Tool user, choose "Agent has ACE ID". To add a non-ACE agent choose "Agent does not have ACE ID". Agents without valid ACE IDs will not be able to access PO Tools web application."
  - Radio button options: "Agent has ACE ID" (selected) and "Agent does not have ACE ID".
- Step 2: Select User's Agent Type
- Step 3: Select Default Post Office
- Step 4: Assign Agent's locker system(s)
- Step 5: Preview User Information

# ADDING AN AGENT: AGENT HAS ACE ID

Home Customer Management **Agent Management** Parcel Status Unable To Load Locker System Status Report Special Event SD Admin

## Add New Agent

### User's Personal Information

Step 1: User's Personal Information  
You can either add a new agent who does not have an ACE ID (e.g. Accountable Card) or assign agent capability to an existing PO Tool user. To add agent capability to existing PO Tool user, choose "Agent has ACE ID". To add a non-ACE agent choose "Agent does not have ACE ID". Agents without valid ACE IDs will not be able to access PO Tools web application.

Step 2: Select User's Agent Type  
Agent has ACE ID  Agent does not have ACE ID

Step 3: Select Default Post Office  
Enter ACE ID    
ACE ID

Step 4: Assign Agent's locker system(s)  
Name  Title  Phone   
Office  Email   
City  State  Zip

Step 5: Preview User Information

## STEP 1

Select "Agent has ACE ID"

## STEP 2

Enter "ACE ID" in box

## STEP 3

Select "Find"

## STEP 4

Finish agent set up

- Information will self populate for those with a valid ACE ID
- Verify the information
- If correct, click the blue arrow on the lower right-hand corner of the screen to complete

# ADDING AN AGENT: AGENT DOES NOT HAVE ACE ID

UNITED STATES POSTAL SERVICE® Post Office Tool

User: Kalyuan, Iwon 9 User Role: Headquarter Admin, Supervisor Agent Access Level: National

Home Customer Management Agent Management Parcel Status Unable To Load Locker System status Report Special Event SD Admin

### Add New Agent

**Step 1: User's Personal Information**

You can either add a new agent who does not have an ACE ID (e.g., Accountable Care) or assign agent capability to an existing PO Tool user. To add agent capability to existing PO Tool user, choose "Agent has ACE ID". To add a non-ACE agent choose "Agent does not have ACE ID". Agents without valid ACE IDs will not be able to access PO Tools web application.

Agent has ACE ID  Agent does not have ACE ID

Required fields are marked with \*

First Name \* Last Name \* M.I. Title

Office \* Phone \* Email

City \* State \* Zip \*

Select State

**Add New Agent**

**Step 1: Select User's Agent Type**

In this step you can assign agent type and set agent's PIN and badge number. The selected agent type determines activities that an agent can perform while at locker system location. All fields are required.

Select Agent Type:  Maintenance  Supervisor

Step 2: Select User's Agent Type

Step 3: Select Default Post Office

Step 4: Assign Agent's locker system(s)

Step 5: Preview User Information

Agent PIN: 0000 Confirm Agent PIN: 0000

Agent Badge Number: 00000000000000000000 Confirm Agent Badge Number: 0000000000

Route ID: 0000

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Delivery	00:00:00-00:00:00	00:00:00-00:00:00	00:00:00-00:00:00	00:00:00-00:00:00	00:00:00-00:00:00	00:00:00-00:00:00	00:00:00-00:00:00
Maintenance	23:00:00-23:00:00	23:00:00-23:00:00	23:00:00-23:00:00	23:00:00-23:00:00	23:00:00-23:00:00	23:00:00-23:00:00	23:00:00-23:00:00
Supervisor	00:00:00-00:00:00	00:00:00-00:00:00	00:00:00-00:00:00	00:00:00-00:00:00	00:00:00-00:00:00	00:00:00-00:00:00	00:00:00-00:00:00

**Note:** If you scan the employee's Postal ID badge, the letter 'J' at the beginning is called a barcode symbology and is not part of the barcode number.

When scanning a barcode, the 'J' may show however, the barcode number is 000XXXXXXXXX1.

It is important that you add the last digit displayed on the scanner. This is the 12<sup>th</sup> digit for your PO Tool ID.

**Note:** Only the employee themselves can change their PIN# once their Postal ID Badge is programmed.

## STEP 1

1. Select "Agent does not have ACE ID"
2. Fill in all required fields with an asterisk
3. Click the blue arrow in the lower right-hand corner to continue

## STEP 2

1. Select "Delivery"
2. Select a unique Agent PIN (4 digits); type again to confirm
3. Type in the agent badge number OR scan the employee's Postal ID badge to populate; type again to confirm
4. Enter (B000) under "Route ID"
5. Click the blue arrow in the lower right-hand corner of the screen to complete



# ADDING AN AGENT: AGENT DOES NOT HAVE ACE ID

The screenshot shows the 'Add New Agent' form at Step 3, 'Select Agent's Default Post Office'. The form has a sidebar on the left with steps 1 through 5. The main area contains instructions: 'In this step you can assign a default Post Office (PO). Default PO is the PO that this agent normally works from.' Below this, there are two input fields: 'Enter ZIP code to select a PO. You can also enter partial zip code and select the desired PO from a list of Post Offices.' and 'Enter (partial) PO Zip Code'. A 'Find' button is next to the second field. Below the fields, a list of Post Offices is shown, with 'Burlington, 296 ATLANTIC AVE WOODLYN, NY 11007' selected. At the bottom right, there are navigation arrows.

The screenshot shows the 'Add New Agent' form at Step 4, 'Assign Agent's Locker System(s)'. The form has a sidebar on the left with steps 1 through 5. The main area contains instructions: 'In this step you can select locker system units that agent will have access to.' Below this, there are two sections: 'Locker system access' and 'Assign locker system this agent will have access to'. The 'Assign locker system' section has two columns: 'Available locker systems' and 'Assigned locker systems'. Both columns have a 'Select All' checkbox. Below the columns are two arrows pointing right and left. At the bottom right, there are navigation arrows.

## STEP 3

1. Enter the full or partial ZIP Code
2. Select "Find"
3. Verify the station name and address
4. Click the "Select" button
5. Move selections from the left box to the right box
  1. Use the Ctrl or Shift key to select multiple names to move to either the "Available locker systems" category on the left or the "Assigned locker systems" category on the right
6. Click "Select"

# ADDING AN AGENT: AGENT DOES NOT HAVE ACE ID

The screenshot shows a web form titled "Add New Agent" with a sidebar on the left containing five steps: "Step 1: User's Personal Information", "Step 2: Select User's Agent Type", "Step 3: Select Default Post Office", "Step 4: Assign Agent's locker system(s)", and "Step 5: Preview User Information". The main content area is titled "Preview User Information" and contains the following text:

Review the new agent's information.  
If the information is correct, click "Finish" to add as agent.  
**Note:** The data you have entered so far will be lost if the "Finish" button is not clicked or if your session times out.

**Personal Info**

ACE ID	Name	Title	Phone	Office
	Last Name, First		(703) 285-7800	XXXX
	Name			
	City	State/Zip	Email	
	XXXX	VA 1120		

**Role Info**

Agent Role	Delivery
Default DO	East New York - 2546 ATLANTIC AVE BROOKLYN, NY 11207
Assigned locker system(s)	East New York
Route ID	c000
PIN	1234
Badge Number	0000000000

At the bottom right of the form, there are two blue arrows: one pointing left and one pointing right.

## STEP 4

1. Verify all agent information
2. Click the blue arrow in the lower right-hand corner if all is correct and you are ready to move forward
  1. Follow additional confirmation prompts to add the Agent to the PO
3. Click the blue arrow in the lower left-hand corner to go back and make edits, if needed

# PACKAGE PROCESSES

STANDARD WORK  
INSTRUCTIONS

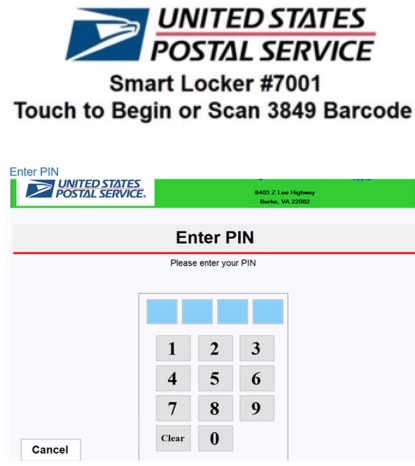


# HOW WILL SMART LOCKER STREAMLINE MY CURRENT TASKS?

The Smart Locker will enhance several of your existing Post Office processes—and Standard Work Instructions for current use cases are outlined on the following pages.

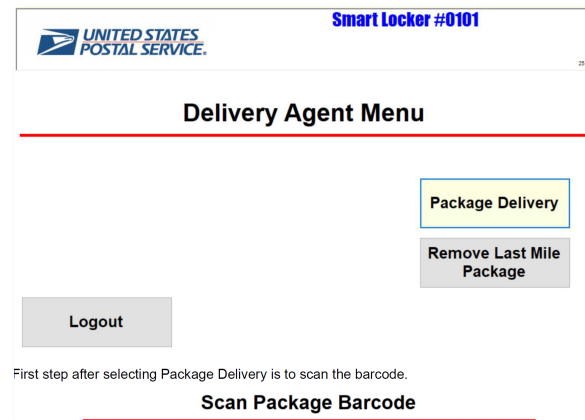
With this understanding, you will be ready to deliver even more streamlined shipping experiences and meaningful customer interactions.

# PACKAGE LOADING PROCESS



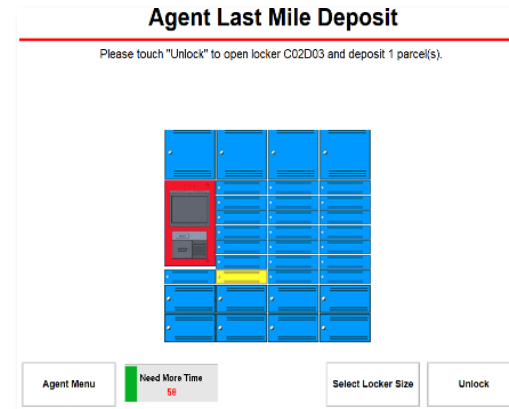
## STEP 1

Scan your ID badge and enter your PIN number to begin



## STEP 2

Select “Package Delivery” and scan the package Tracking #



## STEP 3

Select “Unlock” to open the locker door and deposit the package



## STEP 4

Close locker door and select “Confirm” to complete the delivery process

# PO BOX LOCKER DELIVERY PROCESS



## STEP 1

Customer **ships** to PO Box Locker via eCommerce websites, RSS/SSK, or CNS on USPS.com

## STEP 2

Agent **scans** incoming packages with AAU and **places** them into the designated MTE

## STEP 3

Agent **loads** the package into the locker; an email with an access/QR code and locker address is sent to the customer once the locker door is closed

## STEP 4

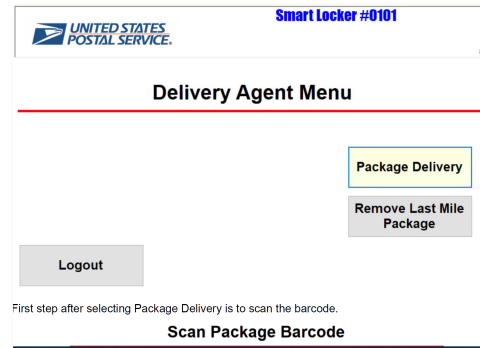
Customer **enters** or **scans** the QR code to retrieve their package

# PO BOX OVERSIZED PACKAGE DELIVERY PROCESS



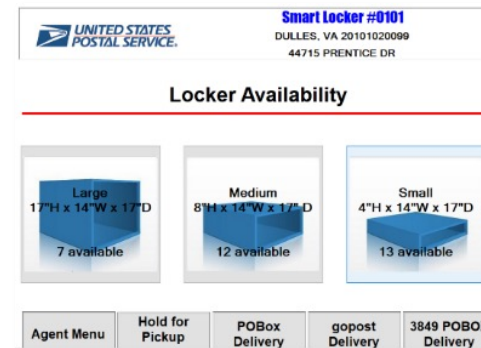
## STEP 1

Scan your ID badge and enter your **PIN** number to begin



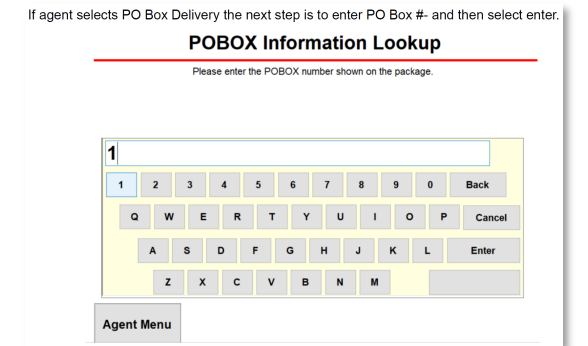
## STEP 2

Select **“Package Delivery”** and scan the package Tracking #



## STEP 3

Select **“PO Box Delivery”**



## STEP 4

Enter the **PO Box #**

*Continued on the next page*

# PO BOX OVERSIZED PACKAGE DELIVERY PROCESS

They will be asked to validate customer name on the label with what is displayed on the screen.

Confirm Customer Information - PO Box

Please confirm the PO box customer information.

Customer Information

Name: John Doe

Company:

Agent Menu Go Back Yes, this is Correct

Once they confirm they will continue to select locker size and deposit as normal (same screenshots as above process).

## STEP 5

**Confirm** the name on the label matches what is displayed on the screen

Smart Locker #7001  
NEW ORLEANS, LA 701131234  
701 LOYOLA AVE

Select Locker Size

Scanned Barcode: 9114902307224346988705  
State Time: 3 days

Large 17H x 14W x 17D  
Medium 8H x 14W x 17D  
Small 4H x 14W x 17D

Agent Menu

Agent Last Mile Deposit

Please touch "Unlock" to open locker C02D03 and deposit 1 parcel(s).

Agent Menu Need More Time 55 Select Locker Size Unlock

## STEP 6

Select the **correct locker size** for the package; **unlock** the locker door and **deposit** package

Agent Last Mile Deposit

Please touch "Confirm" to confirm parcel has been deposited to C02D03.

Agent Menu Need More Time 55 Select Locker Size Confirm

## STEP 7

**Close** the door and select **"Confirm"** to complete delivery

Post Office Box™ - Parcel Pickup Notice  
Notificación para reclamar paquete

A parcel is too big for your box and has been placed in the Smart Parcel Locker.  
El paquete es demasiado grande para su apartado de correo y se ha colocado en el Smart Parcel Locker.

Scan the QR code or enter the USPS® code at the Smart Parcel Locker to retrieve your parcel.  
Escanee el código QR o ingrese al código de acceso en el Smart Parcel Locker para reclamar paquete.

USPS® Code:

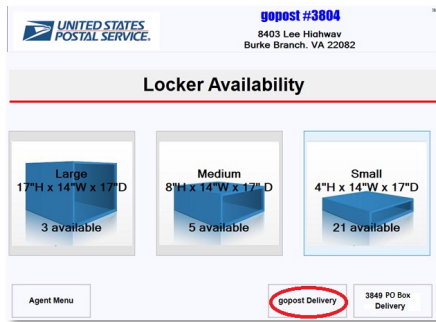
PS Form 3908-S, March 2023 PSN 7500-19-000-0715. A sample of this form is at <https://www.usps.com>

## STEP 8

If needed, **complete** PS Form 3849 or PS Form 3908-S and place the form in the customer's PO Box

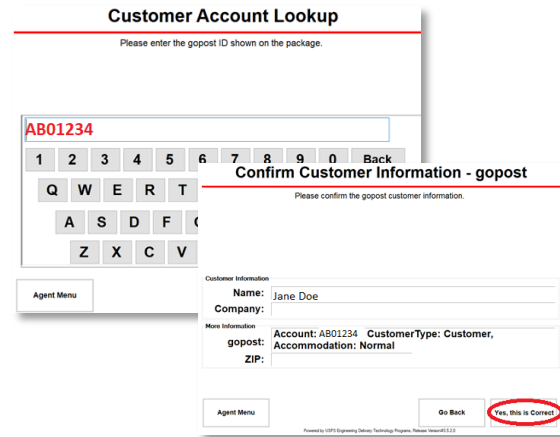


# GOPOST® PACKAGE DELIVERY PROCESS



## STEP 1

If there is no reservation for the locker, **select** the appropriate package size for the locker



## STEP 2

Enter the **gopost account number** on the package in the address line; **confirm** that the customer information on the screen matches what is on the package



## STEP 3

**Select the appropriate locker size**, using your best judgment



## STEP 4

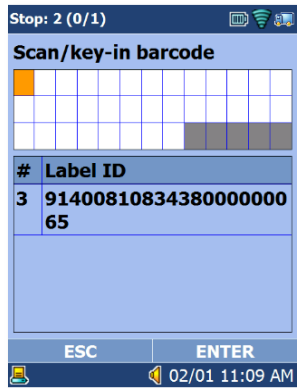
Select **“Unlock”** to open the locker that is displayed as blinking yellow on the screen; **Open** the locker door, **deposit** the package, and **close** the locker door

Select **“Confirm”** to verify that the package has been successfully deposited into the locker



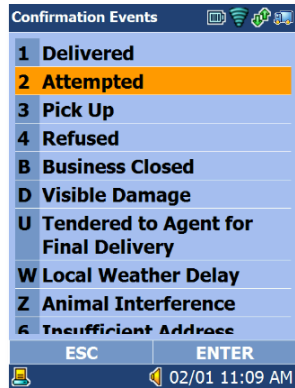
# PO BOX PACKAGE TO PS FORM 3849 OR PS FORM 3908-S

If using an **MDD TR** device, the following procedures should be followed:



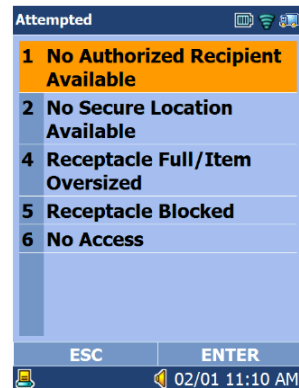
## STEP 1

**Scan** the package Barcode



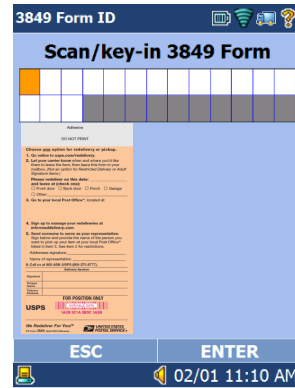
## STEP 2

Select **“Attempted”**



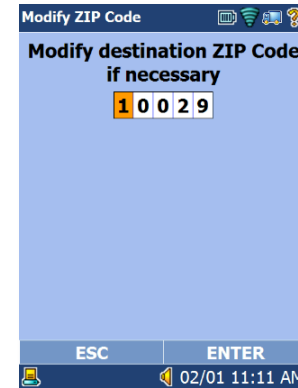
## STEP 3

**Select** the appropriate sub-menu option



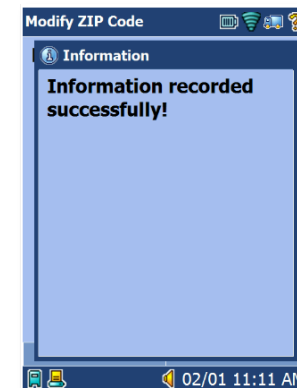
## STEP 4

**Scan** PS Form 3849 or PS Form 3908-S



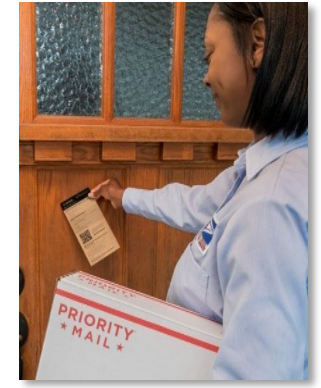
## STEP 5

**Modify** the ZIP screen



## STEP 6

The record is saved

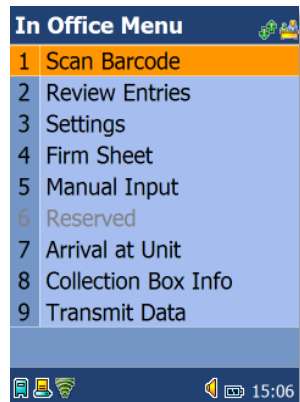


## STEP 7

**Leave** a PS Form 3849 or PS Form 3908-S on the customer's door

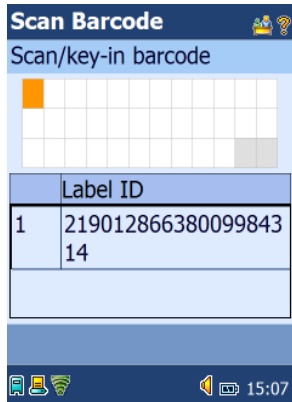
# PO BOX PACKAGE TO PS FORM 3849 OR PS FORM 3908-S

If using an **MDD IO** device, the following procedures should be followed:



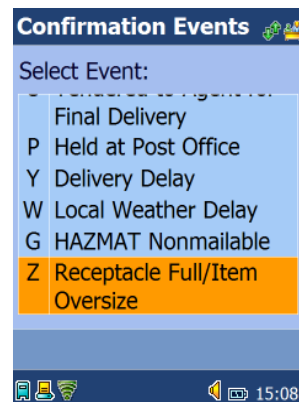
**STEP 1**

Select “**Scan Barcode**”



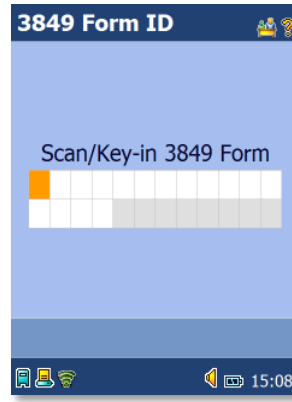
**STEP 2**

**Scan** the Package Barcode



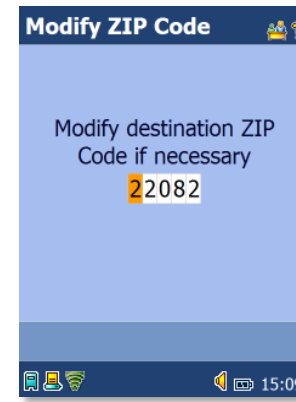
**STEP 3**

**Select Z:** “Receptacle Full/Item Oversize”



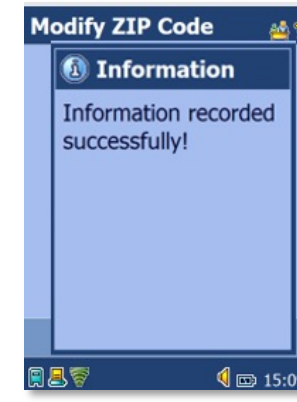
**STEP 4**

**Scan** PS Form 3849 or PS Form 3908-S



**STEP 5**

**Modify** the ZIP as needed



**STEP 6**

The record is saved

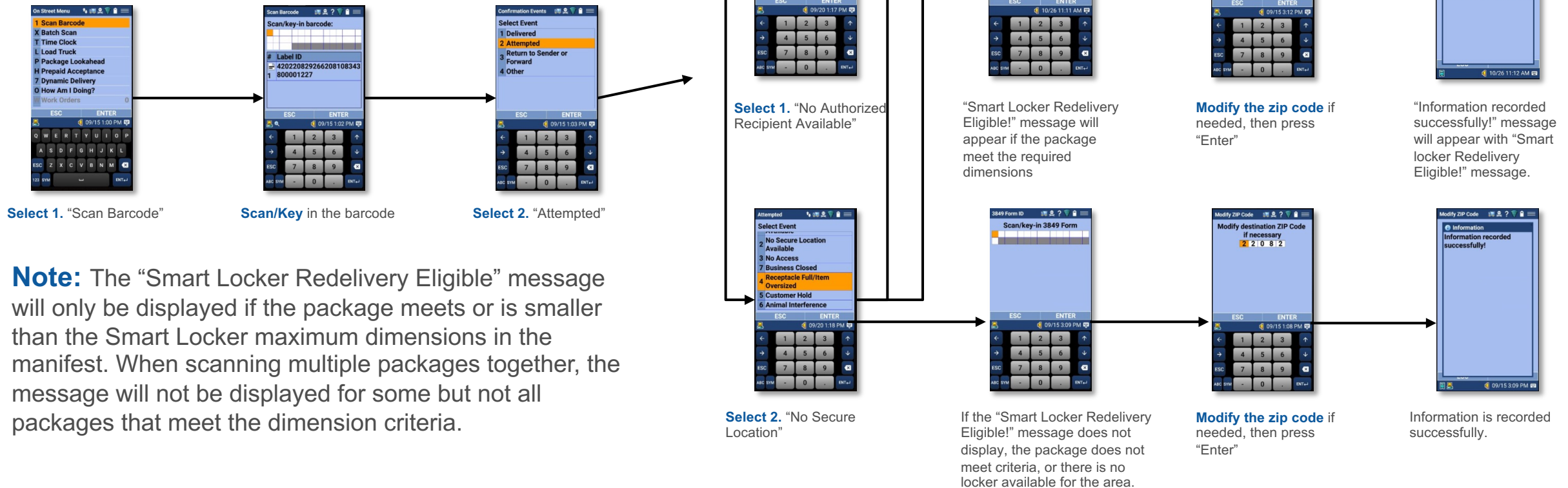


**STEP 7**

**Put** the PS Form 3849 or PS Form 3908-S into the customer’s PO Box

# REDLIVERY ELIGIBLE: ATTEMPTED EVENT

If using an **MDD IO** device, the following procedures should be followed:



**Note:** The "Smart Locker Redelivery Eligible" message will only be displayed if the package meets or is smaller than the Smart Locker maximum dimensions in the manifest. When scanning multiple packages together, the message will not be displayed for some but not all packages that meet the dimension criteria.

# FIRST MILE & TIME EXPIRED PACKAGE REMOVAL

If using an **MDD IO** device, the following procedures should be followed:

**Process Incomplete 3849 Deposit**  
Please remove the deposited 3849 parcel(s), touch "Remove" to proceed to remove the listed 3849 parcel(s).

**PS Form 3849 Information**  
Destination: , HUBBARD, OR 97032  
Parcel(s) deposited: 3  
9202520126101833011214  
9202520126101877712924  
9207320126101877712130

Logout Remove

## STEP 1

**Review** all package barcodes that must be removed from the Smart Locker

**Agent Last Mile Removal**  
Please touch "Confirm" to confirm parcel has been deposited to C02D03.

Agent Menu Need More Time Select Locker Size **Confirm**

## STEP 2

Select **"Unlock"** and the blinking yellow locker will open

**Agent Last Mile Removal**  
Please touch "Confirm" to confirm parcel has been deposited to C02D03.

Agent Menu Need More Time Select Locker Size **Confirm**

## STEP 3

**Remove** the package from the locker, **close** the locker door and select **"Confirm"** on the screen to verify that the package was successfully removed

## STEP 4

If there are additional packages to be removed, **return to Step 2 and repeat** until all packages are removed

When there are no more packages to remove, the agent will be automatically logged out

# RSS

WORKFLOW  
& RECEIPTS



UNITED STATES  
POSTAL SERVICE

**PRIORITY<sup>®</sup>  
MAIL**

**VISIT US AT [USPS.COM](https://usps.com)<sup>®</sup>**  
ORDER FREE SUPPLIES ONLINE

# HOW DOES SMART LOCKER INTEGRATE WITH RSS?

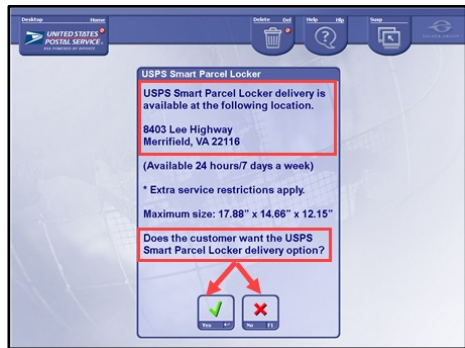
Did you know that customers can ship packages directly to Smart Lockers?

Read on to learn more about the addition of Smart Lockers to the domestic RSS workflow and the expansion of customer shipping options at USPS.



# RSS WORKFLOW

The Postal Service added the USPS Smart Locker shipment option to the domestic mail workflow to allow customers to ship eligible items to a specified locker location.



## STEP 1

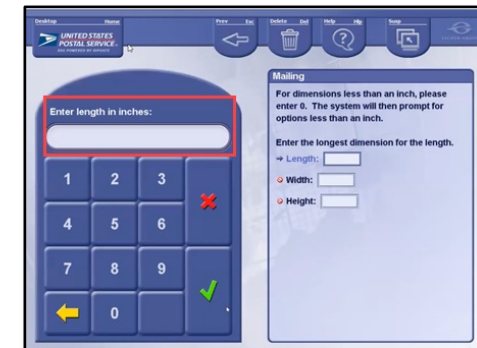
If Smart Locker delivery is available for the destination ZIP Code, the above message will appear



## STEP 2.1

If **Yes** is selected and a USPS packaging barcode was scanned, a grid will be displayed with available locker locations for the ZIP Code entered

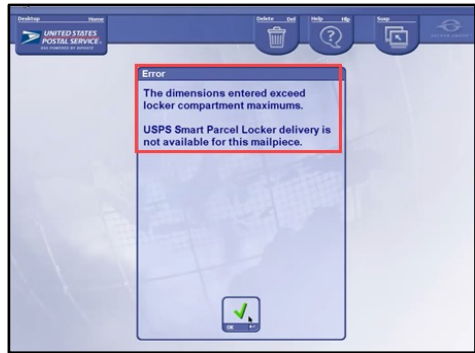
**Highlight** the desired location and press **"Select."**



## STEP 2.2

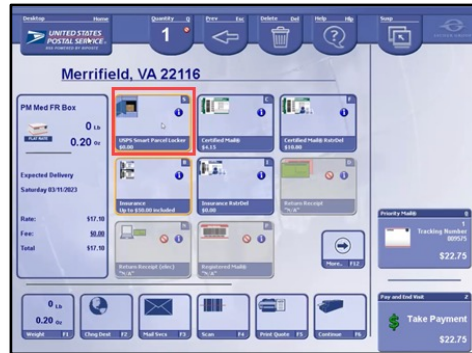
If a USPS packaging barcode was not scanned at the beginning of the workflow and **"Yes"** is selected, RSS will prompt for package dimensions in inches on the Mailing screen

# RSS WORKFLOW



## STEP 2.3

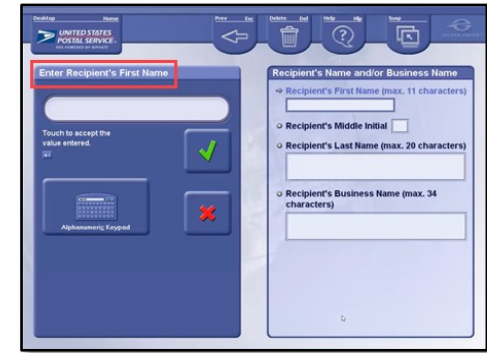
If the dimensions entered exceed the dimensions of the locker compartment, the above message will be shown



## STEP 3

At the Extra Services screen, the USPS Smart Locker option will be selected automatically if “**Yes**” was selected on the “*USPS Smart Locker*” screen and the article size meets requirements

Any extra services not available because of the USPS Smart Locker selection will be disabled



## STEP 4

After “**Continue**” is selected and the “**USPS Smart Locker**” option is selected, RSS will prompt you to enter the Recipient’s name and/or business name using existing screens beginning with the “*Enter Recipient’s First Name*” screen

# RSS WORKFLOW

Please verify recipient's name:  
NAFEZ EL MIR

Please verify recipient's Email Address:  
TEST123@GMAIL.COM

No Yes

data encrypted Chip

This screenshot shows a verification screen for a recipient's name and email address. The name 'NAFEZ EL MIR' and email 'TEST123@GMAIL.COM' are displayed. At the bottom, there are 'No' and 'Yes' buttons. A footer contains the USPS logo and 'data encrypted Chip' with a lock icon.

## STEP 5

After the recipient's name/business name has been verified by selecting **"Yes,"** the RA will be prompted to enter the recipient's Email address

This is a required entry

Recipient's Delivery Receipt  
Enter the Recipient's Mobile phone number. This number will be used to notify them by SMS/Text when their package is available for pickup, or press Cancel to continue.

Enter Number For SMS/Text Alerts

( ) -

Standard text message charges may apply

Cancel Clear Enter

data encrypted Chip

This screenshot shows a screen for entering a mobile phone number for SMS/text alerts. It includes a title 'Recipient's Delivery Receipt', instructions, a text input field with a placeholder '( ) -', a note about standard text message charges, and 'Cancel', 'Clear', and 'Enter' buttons. The footer features the USPS logo and 'data encrypted Chip' with a lock icon.

## STEP 6

The customer will be prompted on the CDU to enter the recipient's mobile phone number and press **"Enter"**

This is an optional entry that the customer can bypass by pressing **"Cancel"**

After the entry/bypass of the cell phone number, RSS will continue with the existing mailing workflow

# RSS SMART LOCKER RECEIPT

**UNITED STATES POSTAL SERVICE**  
 BLUFFTON TEST KIOSK  
 25 THURMOND HAY  
 BLUFFTON, SC 29910-9998  
 (800)275-8777

03/15/2023 11:33 AM

Product	Qty	Unit Price	Price
PM Express	1		\$35.80
MERRIFIELD, VA 22116 Weight: 9.10 oz Scheduled Delivery Date Fri 03/17/2023 06:00 PM Money Back Guarantee Signature Requested Tracking #: 9571 2003 5186 3074 0011 96			
Insurance			\$7.10
Amount: \$400.00 Sign Requested			
USPS Smart Parcel Locker			\$0.00
8403 Lee Highway Merrifield, VA 22082			
Total			\$42.90
Priority Mail®	1		\$10.20
MERRIFIELD, VA 22116 Weight: 0.30 oz Expected Delivery Date Sat 03/18/2023 Tracking #: 9502 6003 5186 3074 0012 17			
Insurance			\$0.00
Up to \$50.00 included Certified Mail®			
USPS Smart Parcel Locker			\$0.00
8403 Lee Highway Merrifield, VA 22082			
Total			\$14.35
Grand Total:			\$57.25

Credit Card Remit \$57.25  
 Card Name: AMEX  
 Account #: XXXXXXXXXXXX1003  
 Approval #: 957089  
 Transaction #: 115  
 Receipt #: 000115  
 AID: A00000025010801  
 AL: AMERICAN EXPRESS  
 PIN: Not Required Chip

Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also visit [www.usps.com](http://www.usps.com) USPS Tracking or call 1-800-222-1811.

Save this receipt as evidence of insurance. For information on filing an insurance claim go to <https://www.usps.com/help/claims.htm> or call 1-800-222-1811

Preview your Mail  
 Track your Packages  
 Sign up for FREE @ <https://informedelivery.usps.com>

All sales final on stamps and postage. Refunds for guaranteed services only. Thank you for your business.

Tell us about your experience. Go to: <https://postalexperience.com/ssk> or scan this code with your mobile device,



UFN: 996105-6105  
 Receipt #: 0-12900567-1-655350-1  
 Clerk: 00

RSS RECEIPT

**UNITED STATES POSTAL SERVICE**  
 TURNPIKE TEST STORE  
 3601 PICKETT RD  
 FAIRFAX, VA 22031-9998  
 (800)275-8777

02/28/2023 05:01 PM

Product	Qty	Unit Price	Price
First-Class Mail® Package	1		\$5.40
Merrifield, VA 22116 Weight: 0 lb 5.20 oz Estimated Delivery Date Wed 03/01/2023 Tracking #: 9507 3100 2166 3059 0039 30			
USPS Smart Parcel Locker			\$0.00
8409 LEE HWY Merrifield, VA 22116			
Total			\$11.50
Amount: \$600.00			\$16.90

RSS RECEIPT

# NOTIFICATIONS

ELIGIBILITY, REDELIVERY,  
MYPO & CUSTOMER  
EMAILS



# WHAT COMMUNICATIONS DO CUSTOMERS RECEIVE ABOUT LOCKER DELIVERIES?

How will the customer know they have a package ready for pick-up from the Smart Locker?

Read on to familiarize yourself with the different notifications that customers receive when packages are delivered to, redelivered to, or left in a Smart Locker.

# USPS SMART LOCKER ELIGIBLE NOTIFICATIONS


UNITED STATES POSTAL SERVICE®
Post Office Box™ - Parcel Pickup Notice  
Notificación para reclamar paquete

**A parcel is too big for your box and has been placed in the Smart Parcel Locker.**  
*El paquete es demasiado grande para su apartado de correos y se ha colocado en el Smart Parcel Locker.*

Scan the QR code or enter the USPS® code at the Smart Parcel Locker to retrieve your parcel.  
*Escanee el código QR o ingrese el código de acceso en el Smart Parcel Locker para reclamar paquete.*



USPS® Code:




1234 5678 9012 3456



SAMPLE

PS Form 3908-S, March 2023 (PSN 7530-19-000-2715) A sample of this form is on <http://www.usps.com>.

PS FORM 3908-S



UNITED STATES POSTAL SERVICE®
We Redeliver For You!®

Download Informed Delivery® APP to manage your redeliveries.

**Sorry we missed you while you were out.**  
 Date: \_\_\_\_\_  
 The item was sent by: \_\_\_\_\_  
 It was sent to: \_\_\_\_\_  
 At this address: \_\_\_\_\_

**About the missed delivery:**  
 It was a:  
 Package     Letter     Large envelope  
 USPS® Smart Parcel Locker Eligible *(Smaller than 17Hx13Wx23D)*  
 Available for pickup date: \_\_\_\_\_  
 This is the:  
 First attempt     Final notice

**To schedule a redelivery:**



Scan the QR code or go to [usps.com/redelivery](https://usps.com/redelivery)

Article number: \_\_\_\_\_

**We have item/s for you which we could not deliver because:**

It requires a payment of \$ \_\_\_\_\_ for: \_\_\_\_\_ Postage due     Customs

Receptacle full/item oversized  
 No secure location available  
 No authorized recipient available  
 Signature required  
     \_\_\_\_ must be 18+ years old    \_\_\_\_ must be 21+ years old

Other: \_\_\_\_\_

**Please see reverse to schedule redelivery or pickup.**  
 PS Form 3849, April 2022

Adhesive

DO NOT PRINT

**Choose one option for redelivery or pickup.**

1. Go online to [usps.com/redelivery](https://usps.com/redelivery).
2. Let your carrier know when and where you'd like them to leave the item, then leave this form in your mailbox. *(Not an option for Restricted Delivery or Adult Signature items.)*

**Please redeliver on this date: \_\_\_\_\_ and leave at (check one):**  
 Front door     Back door     Porch     Garage  
 Other: \_\_\_\_\_

3. Go to your local Post Office™, located at: \_\_\_\_\_

4. Sign up to manage your redeliveries at [informedelivery.com](https://informedelivery.com).

5. Send someone to serve as your representative:  
 Sign below and provide the name of the person you want to pick up your item at your local Post Office™ listed in item 3. See item 2 for restrictions.


Addressee signature: \_\_\_\_\_  
 Name of representative: \_\_\_\_\_

6. Call us at 800-ASK-USPS (800-275-8777).


Delivery Section

Signature	_____
Printed Name	_____
Delivery Address	_____

FOR POSITION ONLY




VARIABLE DATA



1A2B 3C1A 2B3C 1A2B

**We Redeliver For You!®**  
 PS Form 3849, April 2022 (Reverse)


UNITED STATES POSTAL SERVICE®

PS FORM 3849

# REDELIVERY MYPO NOTIFICATION

The screenshot displays the USPS MyPO Task interface for a redelivery notification. On the left is a vertical navigation sidebar with icons for Home, Tasks (42), Search, Tools, and Admin. The main content area is titled "USPS RESTRICTED INFORMATION" and includes a "Return to Summary" button. The notification details are as follows:

- Confirmation Number:** WER24806642
- Redelivery Record Information:**
  - Current Status: Undelivered
  - Redelivery Type: USPS Smart Parcel Locker
- Tracking Information:**

Tracking Number	Return Date	Mail Type	Special Services
940783010935500059967	Sat 05/13/2023	DEFAULT	Insured Signature Confirmation™
- Customer Information:**
  - Name: IWON KAIYUAN
  - Street Address: 9699 BANTING DR
  - City, State, ZIP: FAIRFAX, VA 22032-2453
  - Carrier Route: C045
  - Phone Number: (571) 332-9206
- Additional Comments:** A text input field with the placeholder "Enter comment".
- Task Tracking Information:**
  - Redelivery Date: Sat 05/06/2023

A "Close" button is located at the bottom of the notification panel.

MYPO TASK



# USPS SMART LOCKER DELIVERY EMAIL NOTIFICATIONS

1

Hello ,

As of 11:02 am on December 8, 2022, your item is available for redelivery or pickup. [Schedule a Redelivery](#) to receive your package.

Or, pick up your item at

TURNPIKE  
3601 PICKETT RD  
FAIRFAX, VA 220319998  
M-F 0830-1700; SAT 0830-1200

If this item is unclaimed by December 23, 2022 then it will be returned to sender.

Tracking Number: [9510811274412341441754](#)

**Schedule a Redelivery**

The linked image cannot be displayed. The file may have been moved or renamed.

2

UNITED STATES POSTAL SERVICE®

Confirmation #: [WER200006067](#)

Hello IWON KAIYUAN,

A package addressed to you at the USPS Smart Parcel Locker is not eligible for delivery for the reason provided below. This package is being held at: 44715 PRENTICE DR, Dulles, VA until 05/05/2023

Reason:  
After this date, the package may be returned to the sender or discarded based on normal hold times and procedures.

**Package Details**  
**Redelivery Type:** USPS Smart Parcel Locker

**Redelivery Details**  
**Confirmation #:** WER200006067

**Redelivery Request from:**  
IWON KAIYUAN  
9699 BANTING DR  
FAIRFAX, VA 22032-2453

**Phone:** (202)210-7444  
**Email:** [IWON.S.KAIYUAN@USPS.GOV](mailto:IWON.S.KAIYUAN@USPS.GOV)

**Need Help?**

- [Create a new Redelivery request](#)
- If you need more help, please visit our [FAQs section](#) or [Contact Us](#) page.

The United States Postal Service® appreciates your business.

3

UNITED STATES POSTAL SERVICE®


Confirmation #: [WER200006034](#)

Hello IWON KAIYUAN,

Here are your USPS Smart Parcel Locker pickup details for 03/23/2023.

**Pickup Details**  
Pick up your package at the USPS Smart Parcel Locker unit located at: 44715 PRENTICE DR, Dulles, VA  
Hours: 24/7

**Pickup Code:** F195R6  
**QR Code:**



Last Day for Pickup: Please pick up your package by 04/29/2023. After this date, the package will be removed from the USPS Smart Parcel Locker unit and held at a Post Office™ facility for the normal Post Office hold period.

**Package Details**  
**Redelivery Type:** USPS Smart Parcel Locker

**Redelivery Details**  
**Confirmation #:** WER200006034

**Redelivery Request from:**  
IWON KAIYUAN  
9699 BANTING DR  
FAIRFAX, VA 22032-2453

**Phone:** (202)210-7444  
**Email:** [IWON.S.KAIYUAN@USPS.GOV](mailto:IWON.S.KAIYUAN@USPS.GOV)

**Need Help?**

- [Create a new Redelivery request](#)
- If you need more help, please visit our [FAQs section](#) or [Contact Us](#) page.

The United States Postal Service® appreciates your business.

4

UNITED STATES POSTAL SERVICE®

Confirmation #: [WER200004334](#)

Hello KELLY GEORGE,

Your Redelivery request is complete. Thank you for picking up your package on 10/14/2022 from the USPS Smart Parcel Locker unit located at: 8409 Lee Highway, Merrifield, VA 22116

**Redelivery Details**  
**Confirmation #:** WER200004334

**Redelivery Request from:**  
KELLY GEORGE  
133 WILDWOOD DR  
WEATHERLY, PA 18255-5026

**Phone:** (202)210-7444  
**Email:** [IWON.S.KAIYUAN@USPS.GOV](mailto:IWON.S.KAIYUAN@USPS.GOV)

**Need Help?**

- [Create a new Redelivery request](#)
- If you need more help, please visit our [FAQs section](#) or [Contact Us](#) page.

The United States Postal Service® appreciates your business.

Customers receive a total of **four** notifications related to packages delivered to a Smart Locker:

1. After a package was delivered to a Smart Locker
2. After the package has been in the Smart Locker for 24 hours
3. 24 hours before the package is removed from the Smart Locker
4. Once the package has been picked up

**Note:** These notifications are separate from the confirmation message that customers will receive when shipping a package to a Smart Locker

# REPORT TYPES

EDW, PO TOOL & DWS



# HOW CAN WE TRACK SMART LOCKER USE?

Curious how your Smart Locker is performing or being used by Post Office customers?

This section highlights several reports that you have access to that capture the Smart Lockers use and impact.

# USPS SMART LOCKER REPORT TYPES

The screenshot shows a report titled 'REDELIVERY BY CHANNEL TYPE' with columns for Fiscal Year, National, Redelivery Channel, Request Type, # of Requests, SPLY # of Requests, and % of Change. The data is summarized in the following table:

Fiscal Year	National	Redelivery Channel	Request Type	# of Requests	SPLY # of Requests	% of Change
2022	NATIONAL C360 - (Call Center)	USPS Carrier Redelivery	Customer Pickup	11,065	118,794	(23.92%)
2022	NATIONAL C360 - (Call Center)	USPS Carrier Redelivery	Return to Sender by USPS	1,298	1,597	(18.72%)
2022	NATIONAL C360 - (Call Center)	USPS Smart Parcel Locker		180	0	0.00%
2022	NATIONAL C360 - (Call Center)	<b>Total</b>		<b>95,293</b>	<b>124,016</b>	<b>(23.16%)</b>
2022	NATIONAL IVR	USPS Carrier Redelivery	Customer Pickup	117,650	156,562	(24.85%)
2022	NATIONAL IVR	USPS Carrier Redelivery	Return to Sender by USPS	758	656	15.55%
2022	NATIONAL IVR	USPS Smart Parcel Locker		797	904	(11.84%)
2022	NATIONAL IVR	<b>Total</b>		<b>119,205</b>	<b>158,122</b>	<b>(24.61%)</b>
2022	NATIONAL QR Code	USPS Carrier Redelivery	Customer Pickup	876,569	1,017,298	(13.83%)
2022	NATIONAL QR Code	USPS Carrier Redelivery	Return to Sender by USPS	292,047	313,946	(6.98%)
2022	NATIONAL QR Code	USPS Smart Parcel Locker		5,366	5,579	(3.82%)
2022	NATIONAL QR Code	USPS Smart Parcel Locker		1,194	0	0.00%
2022	NATIONAL QR Code	<b>Total</b>		<b>1,175,176</b>	<b>1,336,823</b>	<b>(12.04%)</b>
2022	NATIONAL Sunday Delivery	USPS Carrier Redelivery	Customer Pickup	3,970	4,534	(12.44%)
2022	NATIONAL Sunday Delivery	USPS Carrier Redelivery	Return to Sender by USPS	759	675	12.44%
2022	NATIONAL Sunday Delivery	USPS Smart Parcel Locker		33	19	73.68%
2022	NATIONAL Sunday Delivery	USPS Smart Parcel Locker		1	0	0.00%
2022	NATIONAL Sunday Delivery	<b>Total</b>		<b>4,763</b>	<b>5,228</b>	<b>(8.86%)</b>
2022	NATIONAL USPS.COM Redelivery	USPS Carrier Redelivery	Customer Pickup	858,170	622,897	37.77%
2022	NATIONAL USPS.COM Redelivery	USPS Carrier Redelivery	Return to Sender by USPS	217,045	176,091	23.26%
2022	NATIONAL USPS.COM Redelivery	USPS Smart Parcel Locker		6,240	4,750	31.37%
2022	NATIONAL USPS.COM Redelivery	USPS Smart Parcel Locker		1,052	0	0.00%
2022	NATIONAL USPS.COM Redelivery	<b>Total</b>		<b>1,087,507</b>	<b>803,738</b>	<b>34.83%</b>
2022	NATIONAL USPS.COM Tracking Redelivery	USPS Carrier Redelivery	Customer Pickup	256,141	805,772	(68.21%)
2022	NATIONAL USPS.COM Tracking Redelivery	USPS Carrier Redelivery	Return to Sender by USPS	92,155	292,467	(68.49%)
2022	NATIONAL USPS.COM Tracking Redelivery	USPS Smart Parcel Locker		3,625	9,938	(63.52%)
2022	NATIONAL USPS.COM Tracking Redelivery	USPS Smart Parcel Locker		909	0	0.00%
2022	NATIONAL USPS.COM Tracking Redelivery	<b>Total</b>		<b>352,825</b>	<b>1,108,177</b>	<b>(68.19%)</b>
2022	NATIONAL Total			<b>2,829,469</b>	<b>3,536,104</b>	<b>(19.98%)</b>
2022	NATIONAL Total			<b>2,829,469</b>	<b>3,536,104</b>	<b>(19.98%)</b>

EDW: REDELIVERY BY CHANNEL TYPE

The screenshot shows the 'Post Office Tool (PO Tool) Home' interface. It displays a table of locker systems with columns for Locker System Type, Location, and various metrics. A summary table is provided below:

Locker System Type	Count	%
AM	1	0.00%
GOPOST	1	0.00%
IPALIN	1	0.00%
KPL	1	0.00%
KXBS	1	0.00%
SmartLocker	1	0.00%

PO TOOL

The screenshot shows the 'Delivery Management System (DMS)' interface. It features a navigation menu with options like 'Links', 'Message', 'Help', and 'Standard Work Instructions'. The main content area is titled 'Exception Reporting' and includes filters for 'Total Opportunity Hours', 'Scanning Variances', and 'All Route Types'. A dropdown menu is open, showing options like 'AME', 'AVUS', 'Carrier After DOV', 'CSAW', 'CSDRS', 'Dynamic Routing', 'Dynamic Routing Monitor', 'Informed Visibility', 'LOC', 'MYPO', 'PD/TAT', 'RIMS', 'RIMSS', 'VAP', and 'Smart Locker'. The interface also displays summary cards for 'TOTAL OPPORTUNITY', 'DELIVERY OPPORTUNITY', and 'DELIVERY EVENTS'.

DELIVERY MANAGEMENT SYSTEM (DMS)



UNITED STATES  
POSTAL SERVICE®

# APPENDIX

ADDITIONAL INFO, FAQs  
& SUPPORT CONTACTS

# USPS SMART LOCKER SHIPPING LABELS

For all USPS Smart Locker transactions, RSS and Merchant websites will print a 4x6 shipping label. The label will include:

- ◆ Recipient's Name
- ◆ PO Box Locker
- ◆ City, State, and ZIP Code

Each Smart Locker unit has its own unique address contained in the USPS AMS database and recognized as a legitimate address/format.

- ◆ Customers do NOT need to use the physical address of the Smart Locker unit in the address block
- ◆ Customers may use ANY functioning Smart Locker unit
- ◆ All Smart Locker addresses/locations can be found at:  
<https://www.uspsmartpackagelockers.com/locker-location>



# SMART LOCKER PACKAGE HANDLING BEFORE LOADING

## ◆ Package Handling

- ◆ Smart Locker Packages will be sorted with normal distribution
- ◆ Packages will be placed into the appropriate agent's MTE based on the physical address of the Smart Locker unit

## ◆ Overflow Packages (if the unit was at capacity the prior day)

- ◆ The designated employee will distribute Smart Locker packages from the previous day to the agent the next morning
- ◆ These endorsed packages from the previous day will be prioritized for Smart Locker delivery

## ◆ Key Smart Locker To Dos



Check to ensure there is postage!



Check Smart Locker availability on the PO Tools home page before leaving the office or use the Locker Status Report from the Reports tab in PO Tools. The unit itself will also automatically account for available lockers.



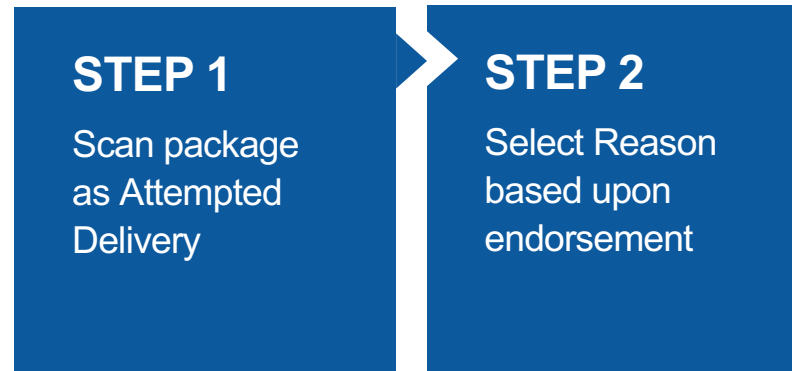
Stop by the Smart Locker unit every day, even if there are no deliveries. Agents must access the unit to check for first mile and time expired packages.

# PACKAGES INELIGIBLE FOR SMART LOCKER

## Hold the Following Packages During Distribution:

- ◆ Packages without a Smart Locker address
- ◆ Packages that are clearly too large to fit into maximum sized locker
- ◆ Packages with the following Extra Services\*
  - ◆ Adult Signature
  - ◆ Green Card Return Receipt
  - ◆ Registered Mail
  - ◆ Collect on Delivery (COD)
  - ◆ Restricted Delivery
- ◆ International packages requiring customs payment
- ◆ Regular Letters and Flats

## What Should Be Done With Ineligible Packages?



### Example reasons for ineligibility:

- ◆ Locker size not available
- ◆ Unit would not allow loading
- ◆ Site or unit inaccessible
- ◆ Too large for largest locker
- ◆ Ineligible special service
- ◆ Customs payment required
- ◆ International mail after 25 days
- ◆ Customer information does not match

**Note:** *If a package is ineligible for Smart Locker, hold it for customer pick up. Retention periods are the same.*



# COMPETITOR PACKAGES

Competitor packages (e.g., UPS) **may not be** addressed to a Smart Locker unit and may not be delivered to the Smart Locker units.

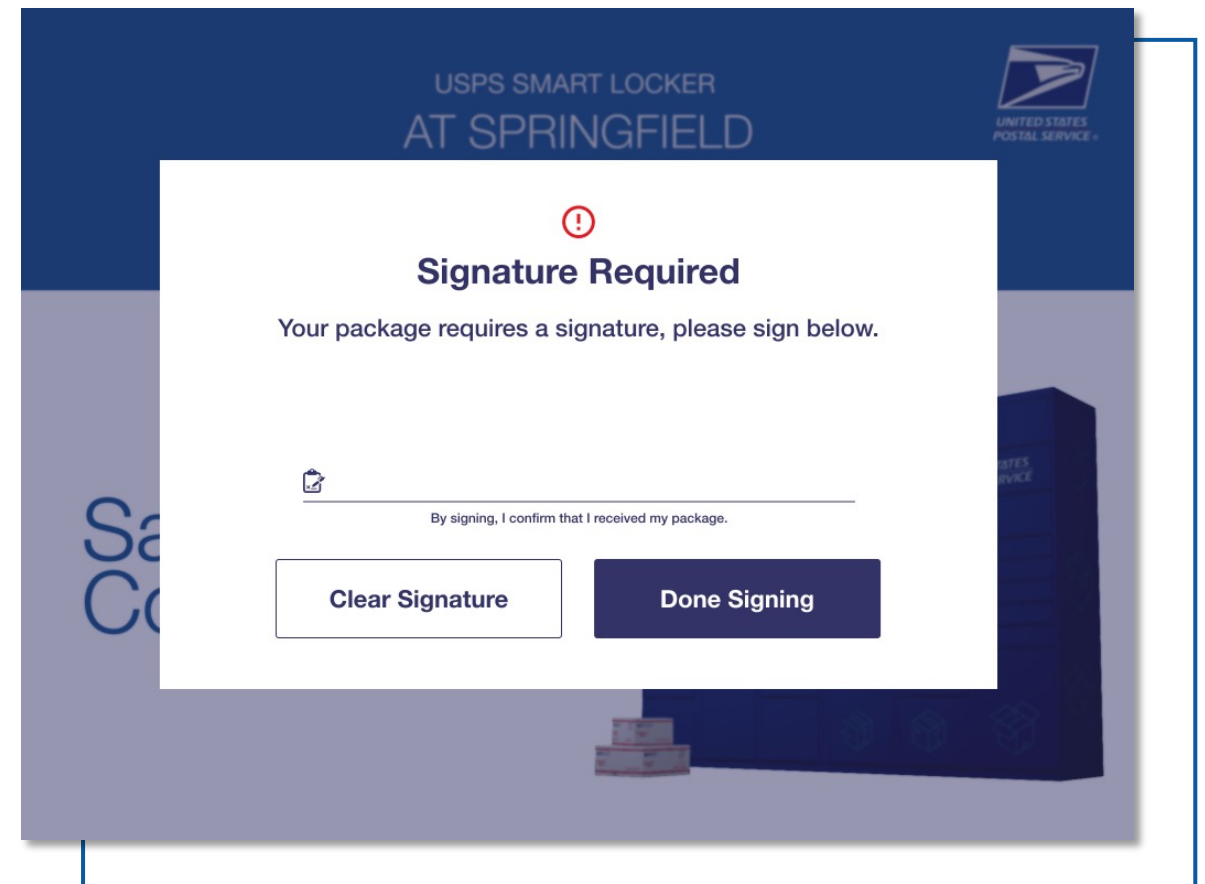


**Ensure this by refusing these packages!**



# SIGNATURE REQUEST PACKAGES

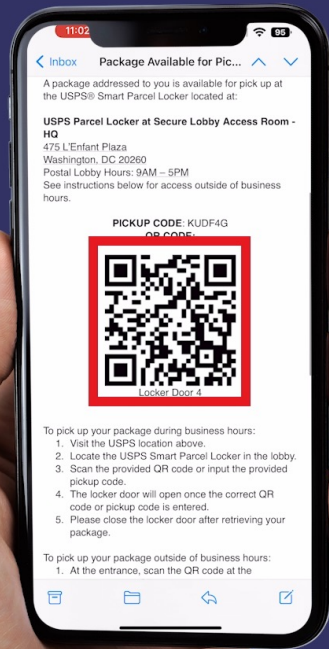
Signatures may be captured at Smart Locker for eligible special services such as Signature Confirmation. In this case, the customer would complete their signature using their finger on the locker screen.



# SIGNATURE REQUEST



## QR Code Access



Customer Email Triggered When Package has Been Delivered to the Parcel Locker Scan Event 01)\*

\*New Scan Event

Certain Post Office locations will not have 24/7 lobby access for their planned Smart Locker, as the PO doors are locked after normal business hours. For customers to pick up packages at their convenience, USPS has developed a Secure Lobby Access (SLA) solution. Once a customer's package(s) has been loaded into the Smart Locker, an email will be sent with a QR code and pin-code that grants access to both the locked outer lobby door and compartment with secured package. The code must be presented to the video intercom and Smart Locker scanner.



# FAQ

**Q: What should we do with a Priority Mail package with Hardcopy Return Receipt (Green Card)?**

**A: Priority Mail package = Eligible for Smart Locker**

**A: Return Receipt = Ineligible for Smart Locker. If this is the case, follow the steps below:**

## STEP 1

Scan with hand-held scanner as Held at Post Office for pickup

## STEP 2

Endorse the package with Notice Left date

- ◆ The customer will receive a message letting them know that they have a Smart Locker package that is too large for the locker that is available for pick up at the local Post Office

## STEP 3

Place in appropriate Notice Left area (hold periods are the same)

# FAQ

**Q: What should we do with packages that are too large for the largest Smart Locker?**

**A:** *Most Priority Mail EPS packages fit into a Smart Locker with the exception Priority/Express Triangle Tube. If it does not fit, follow the steps below:*

## STEP 1

Scan with hand-held scanner as Held at Post Office for pickup

## STEP 2

Endorse the package with Notice Left date

- ◆ The customer will receive a message letting them know that they have a Smart Locker package that is too large for the locker that is available for pickup at the local Post Office

## STEP 3

Place in appropriate Notice Left area (hold periods are the same)

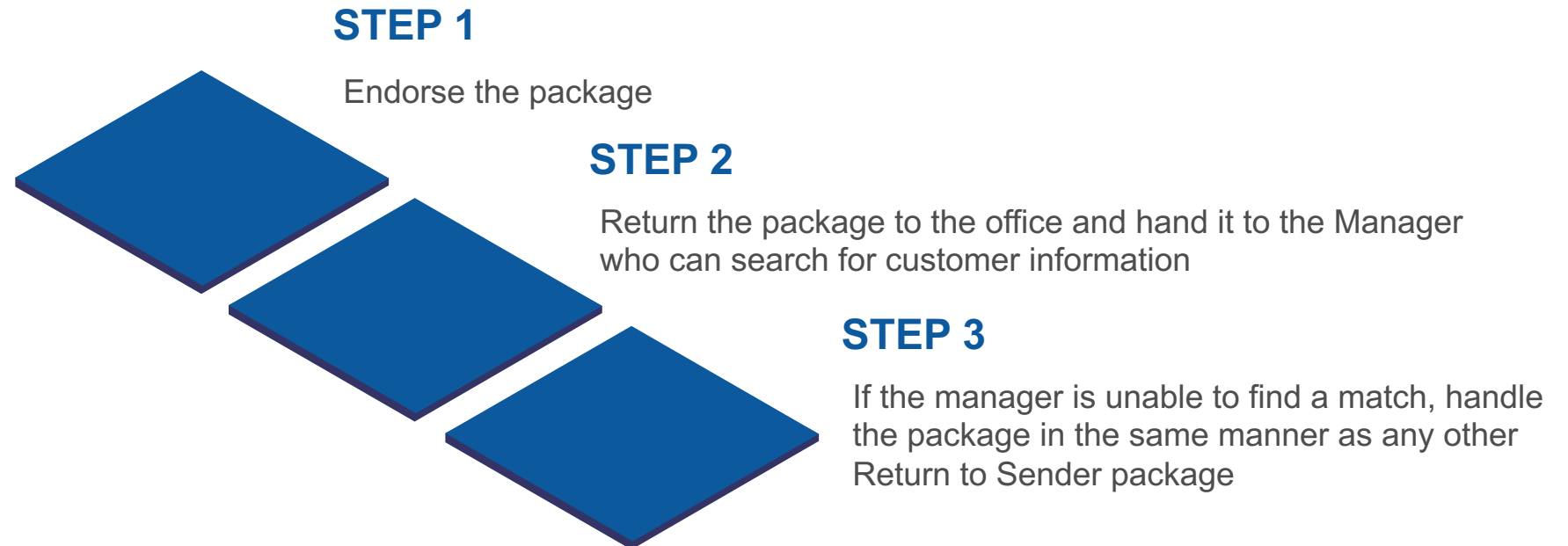
# FAQ

**Q: What should we do with regular First-Class Flats that are ineligible for Smart Lockers because Smart Lockers are for package services only?**

**A:** *The Post Office will endorse these as Attempted, Not Known, or Return to Sender on the same day*

**Q: What should we do when an agent is at the Smart Locker unit scanning the package barcode, but the barcode is not legible and tracking number is defaced?**

**A:** *Even if the package was eligible for gopost, the last name and Account number must match what is in the system. In this case, follow the steps to the right:*



# STEPS FOR SMART LOCKER UNIT ISSUE RESOLUTION

## STEP 1

Select “Issue Resolution”

## STEP 2

Use the drop-down menu to select a locker.

- ◆ Note: Only lockers requiring issue resolution are displayed in the list.

## STEP 3

Select “Unlock”

## STEP 4

Once the locker is unlocked and the door is opened

- ◆ If the locker is *occupied*:
  - ◆ Remove the package
  - ◆ Close the door
  - ◆ Select “Parcel Removed”
    - ◆ If the package is a First Mile piece (Customer deposit) collect the package
    - ◆ If the package is a Last Mile piece (Agent deposit) re-deposit the package
- ◆ If the locker is *empty*:
  - ◆ Close the door
  - ◆ Select “No Parcel in Locker”

## STEP 5

Repeat steps above for additional lockers until “Issue Resolution” is grayed out and can no longer be selected

# FOR FURTHER ASSISTANCE

## CONTACT

[EngDeliveryTechnologySupport@usps.gov](mailto:EngDeliveryTechnologySupport@usps.gov)

*for technical questions*

## CONTACT

[Iwon.S.Kaiyuan@usps.gov](mailto:Iwon.S.Kaiyuan@usps.gov)

*for all other Smart Locker questions*

## REVIEW

- ◆ USPS Smart Locker Job Aids
- ◆ USPS Smart Locker Posters
- ◆ USPS Smart Locker FAQs
- ◆ USPS Smart Locker Talking Points







**THANK YOU!**

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**2** | PO Box™ Locker Delivery

**3** | PO Box™ Oversize Delivery

**4** | Package Redelivery

**5** | Time Expired Package

**6** | RSS Shipping Channel

# USPS® SMART LOCKER JOB AID

## LINKING PO BOX™ PACKAGE TO PS FORM 3908-S OR PS FORM 3849

To support our ongoing efforts to streamline Post Office™ employee workload, the Postal Service created the USPS Smart Locker PS Form 3908-S / PS Form 3849 Link process to ensure attempted package deliveries are seamlessly redirected back to a Smart Locker for customer pick up.

### If using an MDD TR device, the following procedures must be followed:

1. Carrier to access *Scan/key-in barcode* page on MDD TR.
2. Carrier to scan the package barcode.
3. On the Confirmation Events screen, carrier to select **Attempted**.
4. On the Attempted screen, carrier to select a sub-menu option to indicate why delivery was unsuccessful.
5. Carrier to scan necessary form:
  - a. If the package does not fit in the mailbox, carrier to scan PS Form 3908-S.
  - b. If the delivery was attempted and not completed, carrier to scan PS Form 3849.
6. On the *Modify Zip Code* screen, carrier to adjust Zip Code if necessary and select **Enter**.

*Note: Record will be saved.*
7. Carrier to leave necessary form on the customer's door.

# USPS® SMART LOCKER JOB AID

## LINKING PO BOX™ PACKAGE TO PS FORM 3908-S OR PS FORM 3849

To support our ongoing efforts to streamline Post Office™ employee workload, the Postal Service created the USPS Smart Locker PS Form 3908-S / PS Form 3849 Link process to ensure attempted package deliveries are seamlessly redirected back to a Smart Locker for customer pick up.

### If using a MDD IO device, the following procedures must be followed:

1. Carrier to access *In Office Menu* on MDD IO.
2. Carrier to select **Scan Barcode**.
3. Carrier to scan the package barcode.
4. On the Confirmation Events screen, carrier to select **Z: "Receptable Full/Item Oversize"**.
5. Carrier to scan necessary form:
  - a. If the package does not fit in the mailbox, carrier to scan PS Form 3908-S
  - b. If the delivery was attempted but not completed, carrier to scan PS Form 3849
6. On the Modify Zip Code screen, carrier to adjust Zip Code if necessary and select **Enter**.

*Note: Record will be saved.*
7. Carrier to put necessary form into the customer's PO Box.

# USPS® SMART LOCKER JOB AID

## PO BOX™ LOCKER DELIVERY

To support our ongoing efforts to streamline Post Office™ employee workload, the Postal Service created the USPS Smart Locker PO Box Locker Delivery process to ensure easy parcel delivery to PO Boxes.

### The following procedures must be followed:

1. Customer to ship to PO Box Locker via eCommerce websites, RSS/SSK, or CNS on USPS.com.
2. Agent to scan incoming packages with AAU and place them into the designated MTE.
3. Agent to access the screen on the Smart Locker.
4. Agent to load the package into the locker:
  - a. Scan **ID badge** and enter **PIN** number at the locker.
  - b. On the *Delivery Agent Menu* screen, select **Package Delivery** and scan the package Tracking # that needs to be delivered.
  - c. On the *Locker Availability* screen, agent to select **Hold for Pickup**
  - d. On the *Select Locker Size* screen, agent to select the correct locker size for the desired package
  - e. On the *Agent Last Mile Deposit* screen, select the **Unlock** button to open the locker door and deposit package.
5. Agent to close the locker door and select **Confirm** to end the delivery process.
  - a. *Note: After confirmed deposit, UI will return to scan package barcode screen to continue to the next package.*
  - b. *Note: An email with an access/QR code and locker address is sent to the customer once the locker door is closed.*
6. Customer enters or scans the QR code to retrieve their package.

# USPS® SMART LOCKER JOB AID

## PO BOX™ OVERSIZE DELIVERY

To support our ongoing efforts to streamline Post Office™ employee workload, the Postal Service created the USPS Smart Locker PO Box Oversize Delivery process to ensure easy parcel delivery to PO Boxes with oversized dimensions.

### The following procedures must be followed:

1. Agent to access the screen on the Smart Locker.
2. Agent to scan **ID badge** and enter **PIN** number.
3. On the *Delivery Agent Menu* screen, agent to select **Package Delivery** and **scan** the package Tracking # to be delivered.
4. On the *Locker Availability* screen, agent to select **PO Box Delivery**.
5. On the *POBOX Information Lookup* screen, agent to enter **PO Box #**.
6. Agent to confirm the name on the label matches what is displayed on the screen.
7. On the *Select Locker Size* screen, agent to select the correct locker size for the package, unlock the locker door, and deposit package.
8. On the *Agent Last Mile Deposit* screen, agent to close the locker door and select **Confirm** to complete delivery.
  - a. Note: *After confirmed deposit, UI will return to scan package barcode screen to continue to next package.*
9. **If required**, agent to complete PS Form 3849 or PS Form 3908-S and place it into the customer's PO Box.

# USPS® SMART LOCKER JOB AID

## PACKAGE REDELIVERY

To support our ongoing efforts to streamline Post Office™ employee workload, the Postal Service created the USPS Smart Locker PO Box™ Locker Redelivery process to ensure easy parcel redelivery to PO Boxes for customer retrieval.

### The following procedures must be followed:

1. Carrier to scan the package with a 54, 55, or 56 scan event and leave a PS Form 3849 on the customer's door.
2. Customer to schedule a Smart Locker Redelivery request via [USPS.com/Redelivery](https://usps.com/Redelivery) or Tracking.
3. Supervisor CS to print the daily Smart Locker Package redelivery morning manifest.
4. Agent to load the package into the locker:
  - a. Scan **ID badge** and enter **PIN** number at the locker.
  - b. On the screen, select **Package Delivery** and scan the package Tracking # that needs to be delivered.
  - c. Select the **Unlock** button to open the locker door and deposit the package.
5. Agent to **close** the locker door and select **"Confirm"** to end the delivery process.
  - a. *Note: After confirmed deposit, UI will return to scan package barcode screen to continue to the next package.*
  - b. *Note: The QR code and locker address are sent to the customer once the locker door is closed.*
6. Customer to enter or scan the QR code to receive their package.

# USPS® SMART LOCKER JOB AID

## REMOVE TIME EXPIRED PACKAGE

To support our ongoing efforts to streamline Post Office™ employee workload, the Postal Service created the USPS Smart Locker Time Expired Package Removal process to ensure easy parcel removal from PO Boxes™.

### The following procedures must be followed:

1. Agent to access screen on Smart Locker.
2. Agent to view *Process Incomplete 3849 Deposit* screen to view list of package barcodes to be removed from the Smart Locker. Select **Remove**.
  - a. *Note: If time expired package(s) are in the Smart Locker, agent will be prompted to remove package(s). If agent is not prompted, no package removal required, and the following steps do not need to be completed.*
3. On *Agent Last Mile Removal* screen, agent to select **Unlock**.
  - a. *Note: The blinking yellow locker on the screen will open.*
4. Agent to remove the package from the opened locker, close the locker door and select **Confirm** on the screen to verify that the package was successfully removed.
5. If there are additional packages to remove, the screen will return to the list of packages from Step 2. Repeat Steps 3 & 4 until all packages have been removed.
  - a. *Note: When there are no more packages to remove, the agent will be automatically logged out.*



# USPS® SMART LOCKER JOB AID

## RSS SHIPPING CHANNEL

To support our ongoing efforts to streamline Post Office™ employee workload, the Postal Service created the USPS Smart Locker RSS Shipping Channel process. Adding RSS Shipping Channels to the domestic mail workflow allow customers to ship an eligible item to a specific locker location.

### The following procedures must be followed:

1. Agent to access the screen for USPS Smart Lockers.
2. If verified that USPS Smart Parcel Locker delivery is available for desired Zip Code, the agent will inform the customer of Smart Parcel Locker Delivery option. If the customer would like to utilize the Smart Parcel Locker Delivery option, agent to select **Yes** on *USPS Smart Parcel Locker* screen.
3. Agent to verify that the USPS packaging barcode was scanned:
  - a. If the barcode was not scanned, agent to manually enter the package length, width, and height on the *Mailing* screen. *Note: Enter dimensions in inches.*
    - i. If the dimensions entered exceed maximums, the customer cannot utilize USPS Smart Parcel delivery.
4. On the *Select a USPS Smart Parcel Locker Location* screen, highlight the desired location and press **Select**.
5. On the *Extra Services* screen, agent to verify that the USPS Smart Locker option is automatically selected. Agent to select **Continue**.
  - a. Note: Extra services are not available, otherwise USPS Smart Locker selection will be disabled.
6. On the *Recipient's Name and/or Business Name* screen, agent to enter customer's information starting with the *Recipient's First Name* box.
7. Agent to confirm recipient's name/business name with the customer and select **Yes**.

## RSS SHIPPING CHANNEL

8. Agent to enter the recipient's Email address.
  - a. Note: This is a required entry.
9. On the *Recipient's Delivery Receipt* screen, the customer will be prompted to enter the recipient's mobile phone number.
  - a. Note: This is an optional entry. The customer can bypass by pressing **Cancel**.
10. RSS will continue with the existing mailing workflow.

# GET READY TO *UNLOCK* CONVENIENCE FOR YOUR PACKAGE CUSTOMERS!

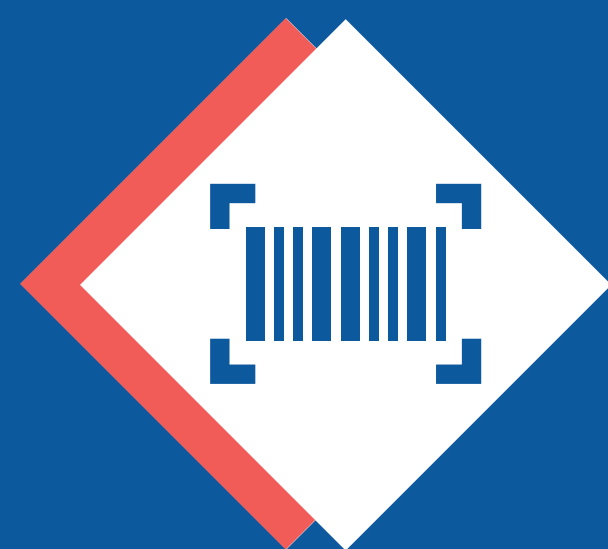


How package delivery works with a  
USPS® Smart Locker, in four quick steps:



## 1. INITIATE

Scan your **ID badge** and enter your **PIN number** to start



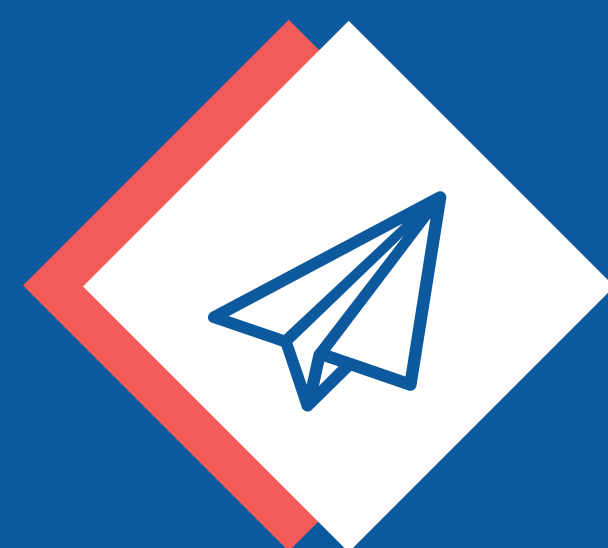
## 2. SCAN

Select **Package Delivery** then scan the package **Tracking #**



## 3. DEPOSIT

Select **Unlock** to open the locker door and **deposit package**



## 4. DELIVER

Close the Smart Locker door and select **Confirm** to end delivery

*After the deposit is confirmed, the locker will return to the **scan package barcode** screen to continue to the next package*



# ***UNLOCK* ACCESS TO THE PO TOOL TO GET STARTED WITH SMART LOCKER**

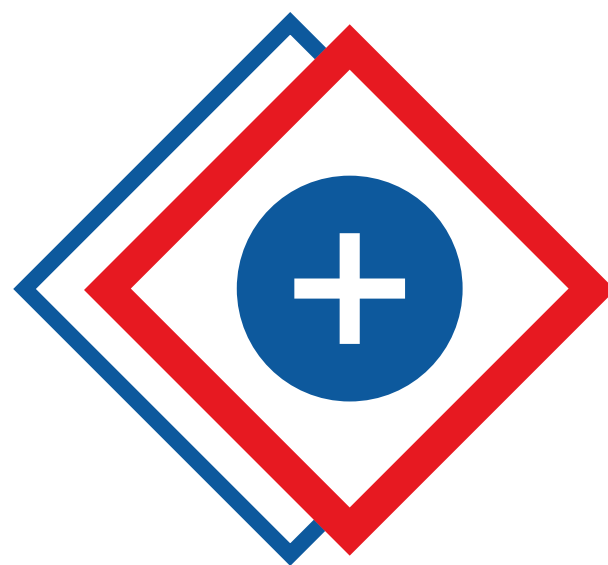
Post Office™ agents will need access to the PO Tool to load and unload packages from a Smart Locker.

## How to grant agents access to a USPS® Smart Locker



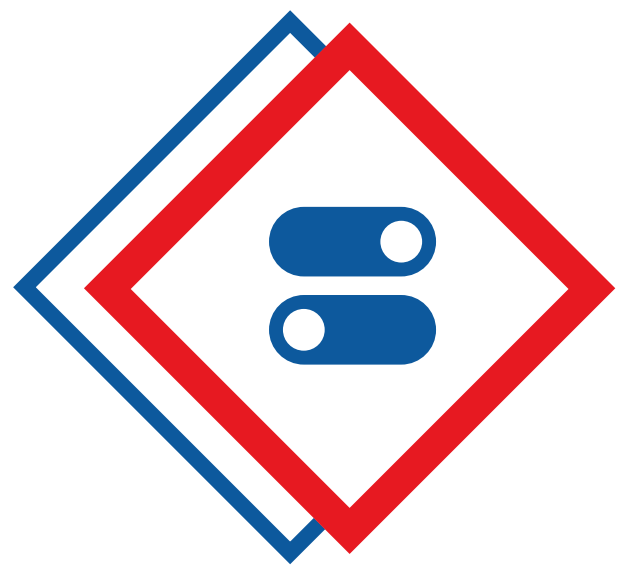
### **1. LOG IN**

Log into the **PO Tool** webpage using your **ACE ID** and password



### **2. ADD**

Select **Add/Modify Agent**



### **3. DETERMINE**

Select **Agent has ACE ID** or **Agent does not have ACE ID**



### **4. COMPLETE**

Complete all required fields and then click on the **Check Mark** to complete

## **Forgotten a PIN #?**

Clerks should ask their Supervisor for the following to obtain their PIN #

- PS Form 3977
- Duplicate Key
- Combination
- Password Envelope

Clerks can also reset their PIN # directly by logging into the **PO Tool** webpage using their ACE ID and password, and selecting **Assign New PIN #** under **Agent Management**

# USPS® SMART LOCKER INTERNAL FAQs

## 1. What is this new USPS Smart Locker service and how does it help the customer?

Smart Lockers provide a safe, secure, and convenient package delivery alternative. These keyless lockers are being installed in Post Office lobby locations and give many customers 24/7 access to retrieve their package. When a customer opts for Smart Locker delivery, they will receive a QR code via email (and in the future via text), so that they can retrieve their package. This initiative will reduce package theft and damage for customers who do not have a protected place to receive parcels.

## 2. How would a customer select this service?

Customers will have the option to select Smart Locker delivery through the following channels:

- ◆ A Merchant's Website (Nike.com, Pitney Bowes, etc.)
- ◆ Retail System Software (RSS)
- ◆ Self Service Kiosk (SSK)
- ◆ Click-N-Shipv2 (CNSV2)

Customers will be asked to provide an email address (required) and/or mobile phone number (optional).

## 3. Is there an additional charge for the service?

No, this is a free service.

## 4. What products are eligible for Smart Locker delivery?

Products Eligible for Smart Locker Delivery:

- ◆ Priority Mail Express
- ◆ Priority Mail
- ◆ USPS Ground Advantage
- ◆ Media
- ◆ Bound Printed Matter
- ◆ Library
- ◆ Hazardous Materials (Inbound Deliveries Only)

Products Not Eligible for Smart Locker Delivery:

- ◆ Cremated Remains
- ◆ Live Animals

# USPS® SMART LOCKER INTERNAL FAQs

- ◆ Day Old Poultry
- ◆ Registered Mail
- ◆ COD
- ◆ COD HFPU
- ◆ Return Receipt (Green Card)
- ◆ Restricted Items
- ◆ Adult Signature Required
- ◆ International Customs (Requiring Money Collection)

## 5. What size packages will fit in a USPS Smart Locker?

For the original 67 lockers, any package with dimensions less than 14.5" x 13" x 18.5" are accepted. A package with dimensions smaller than 14.5" x 22" x 18.5" will be accepted for the newly deployed lockers. Please check with your supervisor to see which module reflects the locker installed at your Post Office.

## 6. What does the address look like on the label?

The system prints a unique USPS Smart Locker Pickup shipping label with a banner and address reflecting the USPS Smart Locker Address.

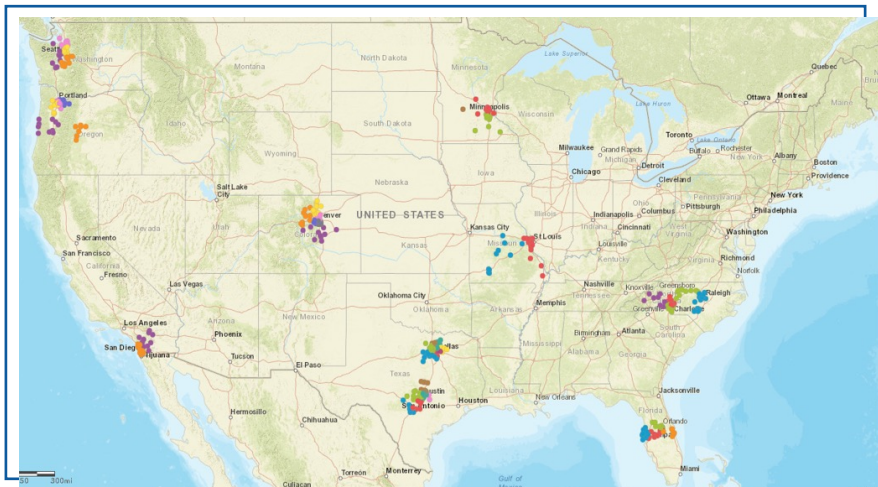
<b>P</b>	<small>PRIORITY MAIL U.S. POSTAGE PAID COMPANY NAME eVS</small>
<b>USPS PRIORITY MAIL®</b>	
<small>INTERNET SALES DEPT FAST AND EFFICIENT SUPPLY CO. 10474 COMMERCE BLVD DUPLEX B SILVER SPRING MD 20910-9999</small>	
<b>USPS PO BOX LOCKER PICKUP</b>	
	<small>JANE DOE PO BOX LOCKER ANNANDALE VA 22003-0304</small>
<b>USPS TRACKING # eVS</b>	
	
<b>9211 2912 3456 7803 2334 54</b>	
	

# USPS® SMART LOCKER INTERNAL FAQs

## 7. Where are USPS Smart Lockers being deployed?

This initiative is currently in 67 locations in the US and is being expanded to over 450 in 10 metropolitan markets across the country by June 2024.

1. AUSTIN, TX
2. CHARLOTTE, NC
3. COPPELL, TX
4. DENVER, CO
5. MINNEAPOLIS, MN
6. ORLANDO, FL
7. PORTLAND, OR
8. SAN DIEGO, CA
9. SEATTLE, WA
10. ST. LOUIS, MO



## 8. When can a customer retrieve a package from a USPS Smart Locker?

The package can be picked up 24/7 from many USPS Smart Locker locations. The package will be kept in the locker for five (5) days and should be picked up before this date or it will be held for pick up at the Post Office retail window.

## 9. How will the customer know when a package is delivered to a USPS Smart Locker?

When the package is placed in the locker, the customer will receive an email with a QR code and the address of the Post Office where the package is located. Once the package is picked up, the customer will receive another notification that the package was retrieved successfully.

## 10. How does a customer retrieve a time expired package?

The customer has five (5) calendar days to pick up their package. Once this time has passed, they will receive a notification stating that the package must be picked up at the retail window. They will need to provide a valid ID.

After the first email, they will be sent two (2) reminder emails, and a final email when the package is removed (QR code is expired).

# USPS® SMART LOCKER INTERNAL FAQs

## 11. Who can a customer call if their QR code is not working?

The customer can request assistance during office hours at the Post Office, where the locker resides. A USPS Certified Agent will need to open the locker, provided the recipient has valid ID for package pick up.

## 12. What if the customer didn't receive a QR code?

The customer should first check their junk email to see if it was delivered. If not, the code can be requested to be resent to the original email.



# USPS® SMART LOCKER TALKING POINTS

## WHEN COMMUNICATING WITH POST OFFICE EMPLOYEES

### What is a USPS Smart Locker?

- ◆ Smart Lockers provide a safe, secure, and convenient package delivery alternative.
- ◆ These keyless lockers are being installed in Post Office lobby locations and give customers self-service access to retrieve their packages.
- ◆ Smart Lockers currently support redeliveries, hold for pickup, oversized PO Box™ packages, and deliveries direct to the locker.
- ◆ When a customer opts for Smart Locker delivery of their package, they will receive a QR code via email (and in the future via text), so they can retrieve it.
- ◆ This initiative will reduce package theft and damage for customers who do not have a protected place to receive parcels.

### Why would I want to use a USPS Smart Locker?

- ◆ Smart Lockers provide self-service options for our customers, enabling them to skip the retail line for package pickup transactions.
- ◆ The availability of Smart Lockers makes the Postal Service more appealing to package recipients. By providing a safe, secure and convenient delivery location alternative, package recipients can be confident in receiving their packages without worrying about “porch pirates.”
- ◆ In the future, other pre-paid transactions will be enabled at Smart Lockers such as label printing, prepaid returns, and shipping using prepaid labels. These services will further allow customers to skip the retail line.

### Why is the US Postal Service deploying Smart Lockers now?

- ◆ Package theft is increasing nationwide. Recipients are looking for safe, secure, and convenient alternatives for delivery of their packages.
- ◆ Offering choice to package recipients drives more choice in carriers for package shippers. The more delivery choices we offer, the more shippers will choose the Postal Service as the carrier for their packages.

### How will USPS Smart Lockers improve the Post Office experience for our customers?

- ◆ When Smart Lockers are used as a destination for package delivery, the confidence recipients get in their package delivery increases greatly.
- ◆ With Smart Lockers, customer shipping and delivery options are expanded beyond normal Post Office hours, taking into account the modern-day schedule.
- ◆ Customers can skip the line at the retail window. Package pick up for redeliveries, hold for pickup, oversized PO Box packages, and direct deliveries, can all be served at the Smart Locker, eliminating the need for customers to go to the retail window for these transactions.

# USPS® SMART LOCKER TALKING POINTS

## How will I train my employees to use a USPS Smart Locker?

- ◆ Employee communications and training materials will be delivered to your Post Office before the Smart Locker arrives on site, helping to equip your team with information and give them confidence in using the lockers.
- ◆ Continued support will be available after the locker deployment should you need additional assistance.
- ◆ Example materials include FAQs, Posters, Job Aids, and a Handbook.

## How do merchants and shippers interact with Smart Lockers? What role do they play?

- ◆ The Postal Service provides software tools that allow merchants to incorporate Smart Lockers seamlessly into their existing check-out, shipping, tracking, and delivery processes.
- ◆ Merchants and shippers receive all of the tracking data that they have received in the past, *plus* specific events related to package delivery to and pick up from the Smart Locker.

## WHEN COMMUNICATING WITH POST OFFICE CUSTOMERS

### What is this new USPS Smart Locker?

- ◆ Smart Lockers are a safe, free, secure, and convenient package delivery alternative for customers.
- ◆ The lockers are being installed in Post Office lobbies across the country and are keyless, free to use, and accessible 24/7 in many locations.

### Why should customers use a Smart Locker?

- ◆ Smart Lockers provide a safe place for customers to retrieve packages without worrying about them being stolen or damaged by the weather.
- ◆ Many lockers will be located in 24/7 lobbies, allowing customers to retrieve their packages at any time of the day or night.
- ◆ Smart Lockers are self-service, which means that customers can skip the line and serve themselves without needing assistance from Post Office employees for simple package pickups and deliveries.

### How can customers choose to ship their package to a Smart Locker?

- ◆ Customers can search for a Smart Locker location by entering their delivery City and State or ZIP Code at [USPS Smart Lockers](#).
- ◆ When a customer chooses to send a package to a Smart Locker, they will receive a QR code via email (and via text in the future) that can be used to retrieve their package, once it is delivered.

# USPS® SMART LOCKER TALKING POINTS

## Do customers need to pay to use a Smart Locker?

- ◆ No. Smart Lockers are a free service.

## Can any type of package be delivered to a Smart Locker?

- ◆ No. Only products that fall under these categories can be shipped to a Smart Locker:
  - ◆ Priority Mail Express
  - ◆ Priority Mail
  - ◆ USPS Ground Advantage
  - ◆ Media
  - ◆ Bound Printed Matter
  - ◆ Library
  - ◆ Hazardous Materials (Inbound Deliveries Only)
- ◆ Package size will also be a factor in Smart Locker delivery ability, but most packages shipped through the Postal Service will fit inside of a Smart Locker.

## What would an address look like if a customer is shipping their package to a Smart Locker?

- ◆ The system prints a unique PO Box Locker Pickup shipping label with a banner and address for the Smart Locker address.

<b>P</b>	<small>PRIORITY MAIL U.S. POSTAGE PAID COMPANY NAME eVS</small>
<b>USPS PRIORITY MAIL®</b>	
<small>INTERNET SALES DEPT FAST AND EFFICIENT SUPPLY CO. 10474 COMMERCE BLVD DUPLEX B SILVER SPRING MD 20910-9999</small>	
<b>USPS PO BOX LOCKER PICKUP</b>	
	<small>JANE DOE PO BOX LOCKER ANNANDALE VA 22003-0304</small>
<b>USPS TRACKING # eVS</b>	
	
<b>9211 2912 3456 7803 2334 54</b>	
	

# USPS® SMART LOCKER TALKING POINTS

## How will customers be notified that their package has been delivered to a Smart Locker?

- ◆ The customer will receive an email with the QR code and the Post Office address where the package was delivered. When the customer picks up the package, they will receive another email confirming that the package was retrieved.

## How does a customer pick up a time-expired package?

- ◆ After five (5) calendar days, the customer will receive a notification that their package must now be picked up at the retail window at the Post Office, which requires proof of ID. The retail window will hold the package for an additional nine (9) business days.

## Who should the customer contact if they have questions about their QR code?

- ◆ The customer can contact the local Post Office for assistance or visit the [USPS Smart Locker](#) web page.

Branch Name	Address
BALLWIN MAIN OFFICE	15455 MANCHESTER RD, BALLWIN, MO 63011
TOWN AND COUNTRY BRANCH	16105 SWINGLEY RIDGE RD, CHESTERFIELD, MO 63017
FENTON MAIN OFFICE	10 FENTON PLZ, FENTON, MO 63026
FESTUS MAIN OFFICE	109 WALNUT ST, FESTUS, MO 63028
FLORISSANT MAIN OFFICE	2200 N HIGHWAY 67, FLORISSANT, MO 63033
MARYLAND HEIGHTS BRANCH	177 WELDON PKWY, MARYLAND HEIGHTS, MO 63043
IMPERIAL MAIN OFFICE	6035 W OUTER RD, IMPERIAL, MO 63052
CLAYTON BRANCH	7750 MARYLAND AVE, SAINT LOUIS, MO 63105
MACKENZIE POINTE BRANCH	7217 WATSON RD, SAINT LOUIS, MO 63119
SOUTH COUNTY BRANCH	5636 TELEGRAPH RD, SAINT LOUIS, MO 63129
CREVE COEUR BRANCH	331 N NEW BALLAS RD, SAINT LOUIS, MO 63141
SAINT CHARLES MAIN OFFICE	1890 1ST CAPITOL DR, SAINT CHARLES, MO 63301
SAINT PETERS MAIN OFFICE	7055 MEXICO RD, SAINT PETERS, MO 63376

<b>Deployment Date</b>
11/16/2023
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<b>Branch Name</b>	<b>Address</b>
ISSAQUAH MAIN OFFICE	400 NW GILMAN BLVD, ISSAQUAH, WA 98027
MAPLE VALLEY MAIN OFFICE	22023 SE WAX RD, MAPLE VALLEY, WA 98038
NORTH BEND MAIN OFFICE	451 E NORTH BEND WAY, NORTH BEND, WA 98045
HIGHLANDS STATION	4301 NE 4TH ST, RENTON, WA 98059
GRAHAM MAIN OFFICE	10102 224TH ST E, GRAHAM, WA 98338
SOUTH HILL BRANCH	13516 MERIDIAN E, PUYALLUP, WA 98373
WEST HILLS	200 S NATIONAL AVE, BREMERTON, WA 98312
GIG HARBOR MAIN OFFICE	3118 JUDSON ST, GIG HARBOR, WA 98335
PORT ORCHARD MAIN OFFICE	1125 BETHEL AVE, PORT ORCHARD, WA 98366
UNIVERSITY PLACE BRANCH	6817 27TH ST W, TACOMA, WA 98466
REDMOND POST OFFICE	7241 185TH AVE NE, REDMOND, WA 98052
WEDGWOOD STATION	7724 35TH AVE NE, SEATTLE, WA 98115
BITTER LAKE STATION	929 N 145TH ST, SEATTLE, WA 98133
KIRKLAND MAIN OFFICE	721 4TH AVE, KIRKLAND, WA 98033
EVERETT HUB	8120 HARDESON RD, EVERETT, WA 98203
MILL CREEK BRANCH	15833 MILL CREEK BLVD, MILL CREEK, WA 98012
LYNNWOOD MAIN OFFICE	6817 208TH ST SW, LYNNWOOD, WA 98036
WOODINVILLE MAIN OFFICE	17610 WOODINVILLE SNOHOMISH RD, WOODINVILLE, WA 98072
SNOHOMISH MAIN OFFICE	1323 AVENUE D, SNOHOMISH, WA 98290
OLYMPIA MAIN OFFICE	900 JEFFERSON ST SE, OLYMPIA, WA 98501
TUMWATER	200 ISRAEL RD SE, TUMWATER, WA 98501
LACEY BRANCH	5815 LACEY BLVD SE, LACEY, WA 98503
OAK HARBOR MAIN OFFICE	1155 SE CITY BEACH ST, OAK HARBOR, WA 98277
SEQUIM MAIN OFFICE	240 S SUNNYSIDE AVE, SEQUIM, WA 98382
ARLINGTON MAIN OFFICE	524 N OLYMPIC AVE, ARLINGTON, WA 98223
SMOKEY POINT STATION	3609 168TH ST NE, ARLINGTON, WA 98223
FREELAND MAIN OFFICE	1619 E MAIN ST, FREELAND, WA 98249

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<b>Branch Name</b>	<b>Address</b>
GRAND PRAIRIE MAIN OFFICE	802 S CARRIER PKWY, GRAND PRAIRIE, TX 75051
WESTCHESTER	765 W WESTCHESTER PKWY, GRAND PRAIRIE, TX 75052
BEVERLY HILLS STATION	2202 S COCKRELL HILL RD, DALLAS, TX 75211
WATSON COMMUNITY STA	1975 BALLPARK WAY, ARLINGTON, TX 76006
OAKWOOD STATION	1009 OAKWOOD LN, ARLINGTON, TX 76012
ADDISON MAIN POST OFFICE	4900 AIRPORT PKWY, ADDISON, TX 75001
CARROLLTON ROSEMEADE	3755 N JOSEY LN, CARROLLTON, TX 75007
COPELL MAIN OFFICE	450 S DENTON TAP RD, COPPELL, TX 75019
FLOWER MOUND	2300 OLYMPIA DR, FLOWER MOUND, TX 75028
IRVING CENTRAL STATION	2300 STORY RD W, IRVING, TX 75038
IRVING MAIN OFFICE	2701 W IRVING BLVD, IRVING, TX 75061
IRVING VALLEY RANCH	8501 N MACARTHUR BLVD, IRVING, TX 75063
LEWISVILLE MAIN OFFICE	194 CIVIC CIR, LEWISVILLE, TX 75067
FARMERS BRANCH	13904 JOSEY LN, DALLAS, TX 75234
PRESTONWOOD STATION	5995 SUMMERSIDE DR, DALLAS, TX 75248
ALLEN MAIN POST OFFICE	401 CENTURY PKWY, ALLEN, TX 75013
RICHARDSON MAIN OFFICE	433 BELLE GROVE DR, RICHARDSON, TX 75080
PLANO NORTHWEST	3905 HEDGCOXE RD, PLANO, TX 75025
GARLAND MAIN OFFICE	1000 W WALNUT ST, GARLAND, TX 75040
SOUTH GARLAND	501 E OATES RD, GARLAND, TX 75043
NORTH STATION	2346 BELT LINE RD, GARLAND, TX 75044
PLANO MAIN OFFICE	1200 JUPITER RD, PLANO, TX 75074
PLANO COIT STATION	3400 COIT RD, PLANO, TX 75075
ROWLETT MAIN OFFICE	3416 ENTERPRISE DR, ROWLETT, TX 75088
WYLIE MAIN OFFICE	940 W FM 544, WYLIE, TX 75098

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<b>Branch Name</b>	<b>Address</b>
SANFORD MAIN OFFICE	1200 S HORNER BLVD, SANFORD, NC 27330
BURLINGTON MAIN OFFICE	405 MAPLE AVE, BURLINGTON, NC 27215
HILLSBOROUGH MAIN OFFICE	144 E KING ST, HILLSBOROUGH, NC 27278
APEX MAIN OFFICE	501 W WILLIAMS ST, APEX, NC 27502
CARY MPO	150 WRENN DR, CARY, NC 27511
CLAYTON MAIN OFFICE	604 E FRONT ST, CLAYTON, NC 27520
FUQUAY VARINA MAIN OFFICE	131 N JUDD PKWY NE, FUQUAY VARINA, NC 27526
GARNER MAIN OFFICE	267 TIMBER DR, GARNER, NC 27529
WAKE FOREST MAIN OFFICE	224 E HOLDING AVE, WAKE FOREST, NC 27587
NORTH RIDGE STATION	7800 FALLS OF NEUSE RD, RALEIGH, NC 27615
MANOR STATION	3331 HEALY DR, WINSTON SALEM, NC 27103
LEXINGTON	110 N STATE ST, LEXINGTON, NC 27292
SPRING VALLEY STATION	2300 SOABAR ST, GREENSBORO, NC 27406
LENOIR MAIN OFFICE	114 RIDGE ST NW, LENOIR, NC 28645
MARION	215 S MAIN ST, MARION, NC 28752
MINT HILL	8920 LAWYERS RD, MINT HILL, NC 28227
CONCORD MAIN OFFICE	66 MCCACHERN BLVD SE, CONCORD, NC 28025
DAVIDSON MAIN OFFICE	99 JACKSON ST, DAVIDSON, NC 28036
HARRISBURG MAIN OFFICE	4258 NC HIGHWAY 49 S, HARRISBURG, NC 28075
HUNTERSVILLE PO	400 GILEAD RD, HUNTERSVILLE, NC 28078
DENVER MAIN OFFICE	3593 DENVER DR, DENVER, NC 28037
NEW HOPE ANNEX	1882 S NEW HOPE RD, GASTONIA, NC 28054
KINGS MOUNTAIN MAIN OFFICE	115 E GOLD ST, KINGS MOUNTAIN, NC 28086
LINCOLN TON MAIN OFFICE	326 E MAIN ST, LINCOLN TON, NC 28092
MATTHEWS MAIN OFFICE	301 E JOHN ST, MATTHEWS, NC 28105
MOORESVILLE MAIN OFFICE	123 INSTITUTE ST, MOORESVILLE, NC 28115
NORTH LAKE	172 WILLIAMSON RD, MOORESVILLE, NC 28117
MOUNT HOLLY MAIN OFFICE	806 W CENTRAL AVE, MOUNT HOLLY, NC 28120
SALISBURY MAIN OFFICE	605 E INNES ST, SALISBURY, NC 28144
SHELBY MAIN OFFICE	405 S DEKALB ST, SHELBY, NC 28150
WAXHAW MAIN OFFICE	100 WAXHAW PKWY, WAXHAW, NC 28173
CLEMMONS MAIN OFFICE	3630 CLEMMONS RD, CLEMMONS, NC 27012
YORKMONT/AMC	4800 EXPRESS DR, CHARLOTTE, NC 28208
PLAZA STATION/CLT	4325 E W T HARRIS BLVD, CHARLOTTE, NC 28215
OAKDALE STATION	1101 SUNSET RD, CHARLOTTE, NC 28216
NORTHEAST	1820 HARRIS HOUSTON RD, CHARLOTTE, NC 28262
WT HARRIS	3515 DAVID COX RD, CHARLOTTE, NC 28269
STEELE CREEK	10926 QUALITY DR, CHARLOTTE, NC 28278

MORGANTON MAIN OFFICE	320 SANFORD DR, MORGANTON, NC 28655
STATESVILLE MAIN OFFICE	301 S OAKLAND AVE, STATESVILLE, NC 28677
BURNSVILLE MAIN OFFICE	670 W MAIN ST, BURNSVILLE, NC 28714
CANDLER MAIN OFFICE	99 RUTHERFORD RD, CANDLER, NC 28715
<b>KERNERSVILLE</b>	325 W MOUNTAIN ST, KERNERSVILLE, NC 27284
TOKAY ANNEX	2812 RAMSEY ST, FAYETTEVILLE, NC 28301
<i>WEST DURHAM</i>	<i>3520 KANGAROO DR, DURHAM, NC 27705</i>
<i>RTP STATION</i>	<i>65 TW ALEXANDER DR, DURHAM, NC 27709</i>
EUTAW STATION	816 ELM ST, FAYETTEVILLE, NC 28303
LAKEDALE STATION	2503 SOUTHERN AVE, FAYETTEVILLE, NC 28306
FORT BRAGG BRANCH	1605 REILLY RD, FORT BRAGG, NC 28307
CLIFFDALE	6380 CLIFFDALE RD, FAYETTEVILLE, NC 28314
LAFAYETTE STATION	907 BRIGHTON RD, FAYETTEVILLE, NC 28314
HOPE MILLS MAIN OFFICE	3215 N MAIN ST, HOPE MILLS, NC 28348
BRENTWOOD STATION	2777 BRENTWOOD RD, RALEIGH, NC 27604

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<b>Branch Name</b>	<b>Address</b>	<b>Deployment Date</b>
ANOKA	2168 7TH AVE, ANOKA, MN 55303	9/19/2023
COON RAPIDS	10250 FOLEY BLVD NW, MINNEAPOLIS, MN 55448	9/19/2023
ELMWOOD STATION	5100 W 36TH ST, MINNEAPOLIS, MN 55416	9/20/2023
EAGAN BRANCH	3145 LEXINGTON AVE S, EAGAN, MN 55121	9/20/2023
APPLE VALLEY	7287 153RD ST W, SAINT PAUL, MN 55124	9/20/2023
WOODBURY BRANCH	7595 CURRELL BLVD, SAINT PAUL, MN 55125	9/27/2023
BROOKLYN PARK	5001 EDINBROOK TER, MINNEAPOLIS, MN 55443	9/27/2023
MAPLE GROVE	13500 GROVE DR, MAPLE GROVE, MN 55369	9/28/2023
BURNSVILLE	13800 NICOLLET BLVD W, BURNSVILLE, MN 55337	9/28/2023
HOPKINS	910 1ST ST S, HOPKINS, MN 55343	9/28/2023
EDEN PRAIRIE BRANCH	8725 COLUMBINE RD, EDEN PRAIRIE, MN 55344	10/3/2023
LESTER PRAIRIE	38 JUNIPER ST N, LESTER PRAIRIE, MN 55354	10/10/2023
PRIOR LAKE	4455 VILLAGE LAKE DR SE, PRIOR LAKE, MN 55372	10/4/2023
BURNETT	6101 W OLD SHAKOPEE RD, MINNEAPOLIS, MN 55438	10/4/2023
ROCHESTER	1445 VALLEYHIGH DR NW, ROCHESTER, MN 55901	10/5/2023
LAKE CRYSTAL	201 S MAIN ST, LAKE CRYSTAL, MN 56055	10/11/2023
WILLMAR	401 TROTT AVE SW, WILLMAR, MN 56201	10/10/2023
SAINT CLOUD	915 2ND ST N, SAINT CLOUD, MN 56301	10/11/2023