



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

National Headquarters
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ALEXANDRIA, VA 22314-2753
(703) 836-9660

December 4, 2020

Board Memo 087-2020: Notice of USPS partnership with Smarte Carte to Pilot USPS Smart Lockers for Parcel Delivery

USPS Headquarters has sent notice that they will be beginning a pilot program with Smarte Carte for USPS Smart Lockers starting on December 11th in the Northern Virginia District

Please share the attached with your membership. It will also be posted on our website at <https://naps.org/Bulletin-Board-Archive>.

Thank you and be safe

NAPS Headquarters

LABOR RELATIONS



December 3, 2020

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Mr. Wagner:

As a matter of general interest, the Postal Service will be partnering with Smarte Carte to pilot USPS Smart Lockers which will serve as a next-generation upgrade in Post Office parcel delivery equipment.

The USPS continues to seek alternative options to deliver packages to our customers in an efficient and secure manner. Under this project, customers will receive a notification via the PS Form 3849 that they have a package available for pick up. The carrier will scan the package(s) as they normally would and link the packages to a modified PS Form 3849. Carriers will provide information on the PS Form 3849 regarding the pickup location, date and time available and instructions on how to retrieve parcels from the smart locker.

The pilot is scheduled to begin December 11.

We have enclosed the final draft copy of the Smart Locker Training PowerPoint presentation that includes a list of the pilot locations in the Northern Virginia District.

Please contact Bruce Nicholson at (202) 268-7773, if you have questions concerning this matter.

Sincerely,

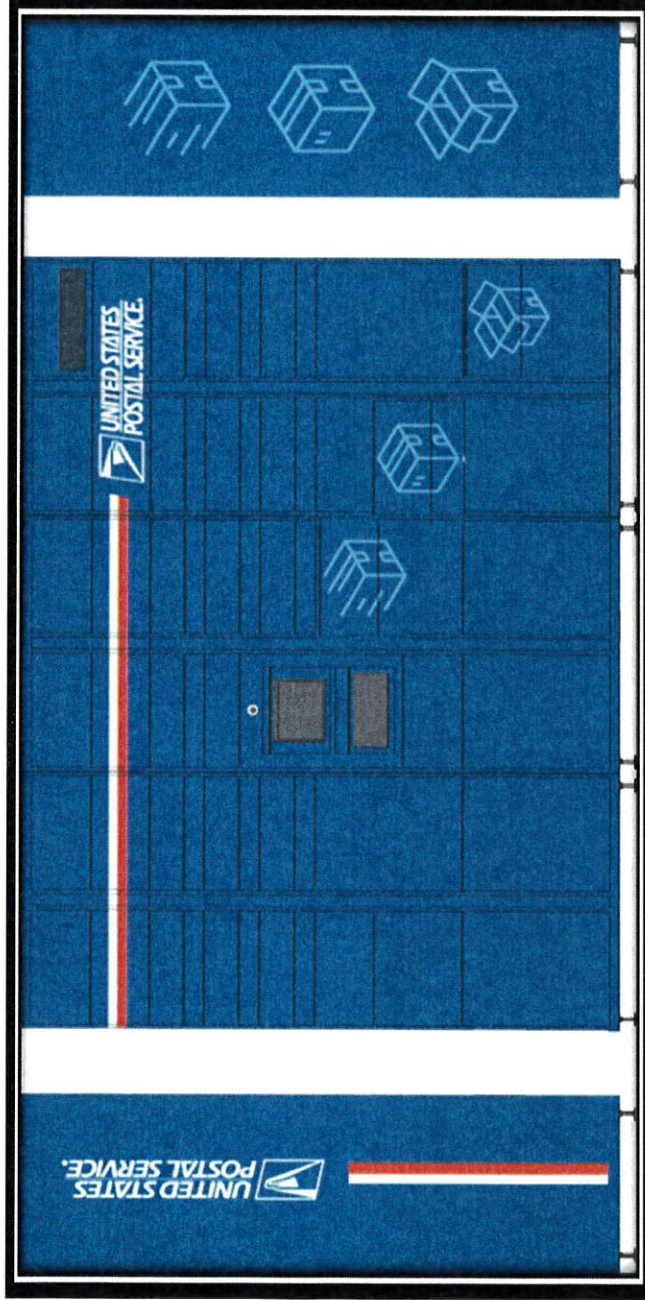
A handwritten signature in blue ink, appearing to read "David E. Mills".

David E. Mills
Manager
Labor Relations Policies and Programs

Enclosure



Smart Locker Pilot



December 2nd, 2020



Smart Locker Pilot

- To meet the ever-changing parcel delivery demand, shipping companies have been making investments in various tools to attract new business and expand their customer base. The USPS Smart Lockers are being explored to enhance customer-oriented services to meet this need.
- Customers demand for secure package delivery
- USPS Smart Lockers serve as a next-generation upgrade in Post Office parcel delivery equipment. The resulting improvements to the parcel locker delivery process would be:
 - Improved visibility of parcel locker loading and pickup activity
 - Eliminate management/purchase of parcel locker keys/lock replacement and manual paperwork
 - Equipment reliability
 - Reduced rehandling costs due to Failed First Attempts



Smart Locker Pilot

- Utilize the current IDIQ Contract to purchase 10 off the shelf units from Smarte Carte
 - Not rated for outdoor use in extreme environments
 - Smart Locker Units will range from 54 (7 Units) -74 lockers (3 Units)
- Plan is to deploy the units with software that will be able to test 1 of the current 7 use cases
 - GoPost use case should be available post peak
 - Remaining options require upgrades to multiple different programs
- Central Management System (CMS) is utilized to monitor the locker systems
 - Future training will be provided on the system and how to run inventory and utilization reports
- Targeted Informational PC for Impacted Delivery Area

- Indoor and Outdoor Locations
- 54 and 74 Unit Locations
- Postal Decals should be ready second week in December
- Weather dependent installation for graphics for outside units

Post Office Install Schedule	Location	Model	Install Date	Commissioned Date	Graphics Applied Date
McLean West	Inside	54	2-Nov		TBD
Vienna	Outside	54	9-Nov	Completed	TBD
Reston	Inside	54	10-Nov	Completed	TBD
Annandale	Inside	54	13-Nov	Completed	TBD
Lincolnia	Outside	74	16-Nov	Completed	TBD
Potomac Falls	Inside	54	20-Nov	Completed	TBD
Turnpike	Outside	54	30-Nov		TBD
Ashburn	Inside	74	2-Dec		TBD
Herndon	Outside	54	4-Dec		TBD
Fairfax	Outside	74	??		TBD





3849 Use Case – Carrier Workflow

Smart Locker 3849 Use Case – Carrier Workflow

- **Carrier scans package barcode and PS Form 3849 barcode.**
 - If package cannot be left. Carrier scans package barcode(s) and PS 3849 barcode. Carrier utilizes PS Form 3849 with information that the package is available for pick up on “Date” at “Smart Locker” location by Customer scanning barcode on PS Form 3849. (Multiple package barcodes can be linked to a 3849 barcode)
- **Modified PS Form 3849 left for Customer**
- **Carrier returns to the post office**
 - Packages for Smart Locker are placed in a hamper for loading into the Smart Locker that night.



3849 Use Case – Carrier Workflow

UNITED STATES POSTAL SERVICE® We [®] Deliver for You!

Download Inform Delivery App to manage your redelivery.

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
 Available for pickup after: _____
 Date: _____
 This is the: First attempt Final notice

To Schedule a Redelivery:

 Scan the QR Code or go to usps.com/redelivery
 Article Number: **1A2B 3C1A 2B3C 1A2B**

We have item/s for you which we could not deliver because:
 It requires a payment of \$ _____ for: _____ Postage due _____ Customs
 Receiptable 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 for redelivery or pickup options.
 PS Form 3849, October 2019

UNITED STATES POSTAL SERVICE® We [®] Deliver for You!

Download Inform Delivery App to manage your redelivery.

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
 Available for pickup after: _____
 Date: _____
 This is the: First attempt Final notice

As part of a new pilot your package will be available for pickup 24/7 at one of our New USPS Smart Lockers, that is located at your Post Office. In order to pickup your package you will need to bring this form to your local Post Office and follow the prompts on the monitor of the Smart Locker to retrieve your parcel. The unique barcode on the back of this notice will be your access code.

We have item/s for you which we could not deliver because:
 It requires a payment of \$ _____ for: _____ Customs
 Receiptable 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 for redelivery or pickup options.
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 Signature required
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 Other: _____
 Please see reverse for redelivery or pickup options.
 PS Form 3849, October 2019


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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
 Available for pickup after: _____
 Date: _____
 This is the: First attempt Final notice

To Schedule a Redelivery:

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We have item/s for you which we could not deliver because:
 It requires a payment of \$ _____ for: _____ Postage due _____ Customs
 Receiptable 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 for redelivery or pickup options.
 PS Form 3849, October 2019



Clerk Workflow



Smart Locker Steps for Package Delivery

Login Options

Select Your Login Option

Please select an option below.

Enter Account ID	Enter Pickup Code	Scan PS Form 3849 Barcode
------------------	-------------------	---------------------------



Enter Account ID

#403 Z Line Highway
Burke, VA 22012

Enter or Scan Your ID

Please enter or scan your ID.

[Empty Input Field]											
1	2	3	4	5	6	7	8	9	0	Back	
Q	W	E	R	T	Y	U	I	O	P	Cancel	
A	S	D	F	G	H	J	K	L	Enter		
Z	X	C	V	B	N	M					
Cancel											



Smart Locker Steps for Package Delivery

Enter PIN



8403 Z Lee Highway
Burke, VA 22082

Enter PIN

Please enter your PIN

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1	2	3	
4	5	6	
7	8	9	
Clear	0		

Cancel

Delivery Agent Menu



8403 Z Lee Highway
Burke, VA 22082

Delivery Agent Menu

Issue Resolution
(Unavailable)

Time Expired
Pickup
(Unavailable)

Package Delivery

Remove Last Mile
Package

Logout



Smart Locker Steps for Package Delivery

Package Delivery



3849 Delivery

Scan 3849 Package Barcode

Please scan or enter the barcode shown on the package for 3849 redelivery.

Locker Availability

Large
17"H x 14"W x 17"D
4 available

Medium
8"H x 14"W x 17"D
8 available

Small
4"H x 14"W x 17"D
22 available

Agent Menu

Delivery gopost

3849 Delivery

1	2	3	4	5	6	7	8	9	0	Back
Q	W	E	R	T	Y	U	I	O	P	Cancel
A	S	D	F	G	H	J	K	L	Enter	
Z	X	C	V	B	N	M				

Logout

Agent Menu



Smart Locker Steps for Package Delivery

3849 package information

Review 3849 Information

Please review current 3849 information.
The 4 package(s) associate with the PS3849 form shall be deposited together.
Touch "Next" to continue.

Destination: , HUBBARD, OR 97032

Current scanned barcode: 9207320126101877712130

- 9202520126101833011214
- 9202520126101877712535
- 9202520126101877712924
- 9207320126101877712130**

Logout

Agent Menu

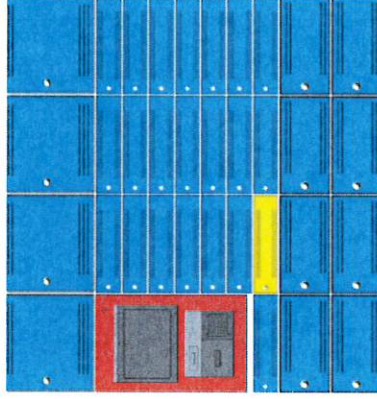
Next

Powered by USPS Engineering Delivery Technology Programs - Release Version: 2.7.0.1

Deposit Process Screens

Agent Last Mile Deposit

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



Agent Menu

Need More Time
58

Select Locker Size

Unlock



Smart Locker Steps for Package Delivery

Duplicate Barcode Scanned

Package Has Been Loaded

Our record shows the scanned barcode has been loaded to a locker before. Please touch "Next" to continue to deposit this duplicate barcode package.

PS Form 3849 Information

Destination: HUBBARD, OR 97032

Current scanned barcode: 9207320126101877712130

9202520126101833011214

9202520126101877712535

9202520126101877712924

9207320126101877712130

Logout

Agent Menu

Next

Logout with Incomplete Deposit

Incomplete 3849 Deposit

You have 1 incomplete PS Form 3849 deposit, please touch "Continue" to continue the process.

Logout

Continue



Smart Locker Steps for Package Delivery

Incomplete 3849 Deposit

Please review PS3849 information below.
Touch "Yes" to confirm that you have the listed parcel(s) below and ready for deposit, otherwise, touch "No".

PS Form 3849 Information

Destination: , HUBBARD, OR 97032

Parcel(s) not yet deposited: 1

9202520126101877712535

Logout

No

Yes

Need More Time
59

If "No" is selected: removing parcels

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



Smart Locker Steps for Package Delivery

If "yes" is selected: completing deposit

Scan 3849 Package Barcode

Please scan the barcode shown on the list.

PS Form 3849 Information

Destination: , HUBBARD, OR 97032

Parcel(s) not yet deposited: 1

920252012610187712535

Logout

Need More Time
58

Agent assisted last mile removal

Last Mile 3849 Package Removal

Please select an option below

Agent Menu

Scan Barcode


Enter Data



Smart Locker Steps for Package Delivery

Entering partial data (street address or 3849 barcode)
Select a Record

Please select a 3849 record shown on the list.

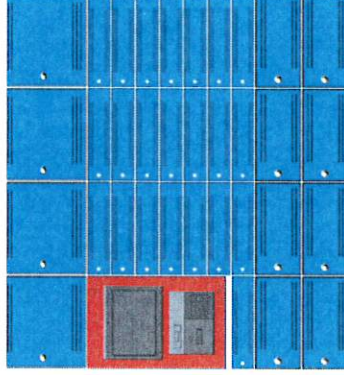
490 

PS Form:5293055866655550, Destination: 490 5TH ST. HUBBARD, OR 97032

Agent Menu

PS Form 3849 Package Removal

2 lockers shall be opened for you to pick up the parcel(s).
Touch "Continue" to continue.



Agent Menu

Need More Time
68

Continue



Smart Locker Steps for Package Delivery

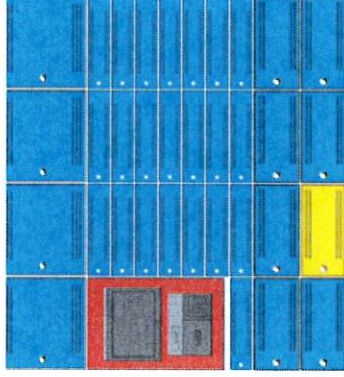
Review Your Pickup Information

You have 5 package(s) to pick up.

Continue

Pickup Code Removal

You have 5 parcel(s) to pick up. Touch "Unlock" to unlock the highlighted locker door.



Logout

Unlock



Smart Locker Steps for Package Delivery

Signature Required Package

Please Sign for Your Package(s)

We need your signature for delivering your package(s).



Clear

Submit

Entering Invalid Pickup Code:

Invalid Pickup Code

The entered pickup code is invalid or your package has been removed from the locker. Please ask a USPS retail associate for help.

1	2	3	4	5	6	7	8	9	0	Back
Q	W	E	R	T	Y	U	I	O	P	Cancel
A	S	D	F	G	H	J	K	L	Enter	
Z	X	C	V	B	N	M				

Cancel



Smart Locker Steps for Package Delivery

Entering Incorrect Pickup Code



1405 Z Leo Highway
Burke, VA 22082

Invalid Pickup Code

The entered pickup code is invalid or your package has been removed from the locker. Please ask a USPS retail associate for help.

1 2 3 4 5 6 7 8 9 0 Back

Q W E R T Y U I O P Cancel

A S D F G H J K L Enter

Z X C V B N M

Cancel

Scanning an Invalid Barcode:

Do Not Load

Do not load the parcel with barcode: 9207320126101877712188

1 2 3 4 5 6 7 8 9 0 Back

Q W E R T Y U I O P Cancel

A S D F G H J K L Enter

Z X C V B N M

Logout Agent Menu



Pilot Site Task Items

- **Request access to PO Tool**
- **Provide Service Talk to Employees**
- **Provide and Review SWI and Modified PS Form 3849 to the carriers on the Targeted Routes**
- **Provide and Review SWI and Workflow with clerks that will be required to utilize the smart locker**
- **Setup location for packages being routed to the Smart Locker**
- **Smart Locker technical support email: EngDeliveryTechnologySupport@usps.gov**



Next Steps

- **Annandale will be utilized as the initial test site and will start utilizing the system on Friday 12-4**
 - **HQ DS&P Team will be in the office reviewing the process and validating the SWI's and software**
- **Go/No Go Decision on Wednesday 12/9**
- **Planned go live date for remaining sites with a commissioned system is Friday 12/11**



Additional Use Cases

- Utilize the GoPost model with the customer using a unique address assigned to the smart locker. Planned for late January 2022.
- Customer requested Redelivery to the Smart Locker
- Pick up from store for our retail partner
- Deliver directly to Smart Locker
 - From retail partnership sites and potentially systems like Doddle or Click N Ship
 - Allow customers to redirect a package or all packages in their package delivery preference settings in My USPS.com
 - Access codes could be transmitted using the customers informed delivery account
- Customer drop point for package pickup