

JUN 16 2022

MAIL HEADQUARTERS

LABOR RELATIONS



June 14, 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 be conducting a pilot initiative entitled, *Scanning Integrity*. This pilot will take place in four delivery units and is designed to identify opportunity sites and work with cross-functional groups to pinpoint root causes of scanning related issues and apply solutions to improve scanning visibility for our organization, as well as our customers.

The pilot test will use a daily management system to help improve scanning accuracy visibility for both businesses and customers. This will be done through daily huddles and focusing on the education and importance of when and where to scan.

Scanning Integrity will occur from June 27 through July 1 at the Hoover PO in the Alabama district, Tigard PO in the Oregon district, and the Southwest Carrier Annex, and Lincoln Park Carrier Annex in the Illinois 2 district.

We have enclosed a copy of the Stand Up Talks, Standard Work Instructions, and the correlating poster and LINK article.

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

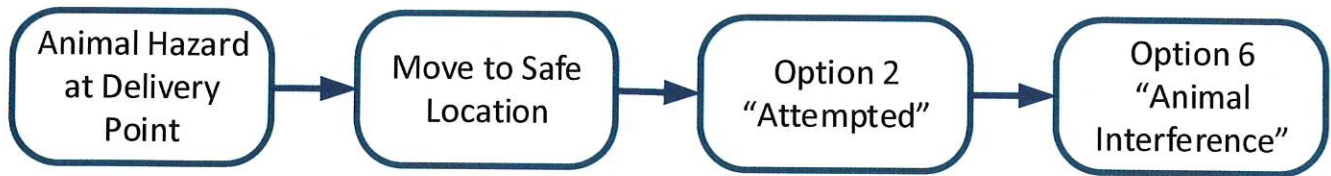
Sincerely,

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

David E. Mills  
Director  
Labor Relations Policies and Programs

Enclosures





If you can't safely deliver mail due to an animal or insect hazard, move to a safe location near the delivery point and make this scan.



The animal interference scan lets our customers know their delivery is delayed due to a hazardous situation on the route.

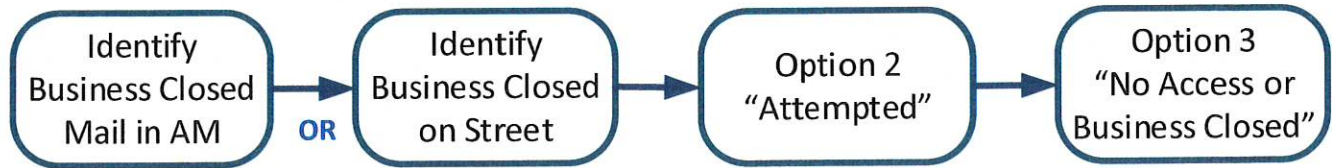


Never make this scan in the office. Making the scan close to the delivery point lets the customer know we attempted delivery.

## Making the Animal Interference Scan

- 1 Arrive at a delivery point with an animal or insect hazard
- 2 Move to the next safe location on your route
- 3 Select Option 2 – Attempted
- 4 Select Option 6 – Animal Interference





The “Business Closed” scan lets customers know the reason the mail is not leaving the office or was not delivered on the street.



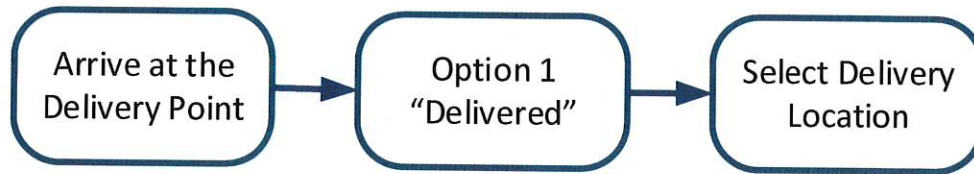
Only make a “Business Closed” scan at the office on days where the AMS/Edit Book records reflect the business is closed.

## Making the Business Closed Scan

- 1 **AM Scan** - Identify mail in the morning for businesses that are closed and have a matching entry in AMS for the current day of the week. Do not take this mail to the street.
- 2 **Street Scan** - Arrive at a business on your route that is closed or not accessible. Make the “Business Closed” scan as close to the business as possible.
- 3 Select **Option 2 – Attempted**
- 4 Select **Option 3 – No Access or Business Closed**



- Never make a NO ACCESS / BUSINESS CLOSED scan in the office after returning mail from the street
- If a business is closed on a specific day each week and the information is documented in the Route Book & Edit Book the mail can be scanned as “Business Closed” in the Office on the day specified in the Route Book & Edit Book



Never make a delivered scan at any location other than the delivery address for the mail piece



The delivered scan informs our customers that their mail has been delivered at a particular time and location. Customers expect real time visibility of their mail and this scan provides it!



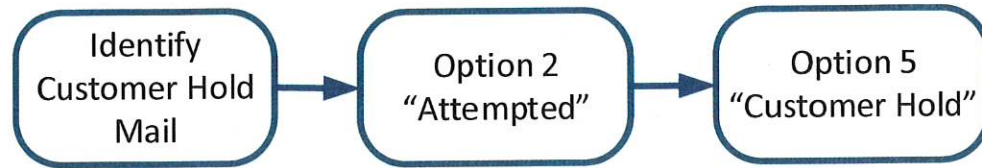
Never make this scan in the office, while loading your vehicle or before starting a loop. Making the scan at the delivery point lets everyone know the mail was accurately delivered.

## Making the Delivered Scan

- 1 Arrive at a delivery point
- 2 Select **Option 1 – Delivered**
- 3 Select the location which best describes where the mail was deposited



Our customers pay for accurate scanning information. Making the delivered scan at the delivery point is part of the service they are paying for!



Never make a "Customer Hold" scan unless the customer has an active hold request



The "Customer Hold" scan informs our customers that their mail has arrived in the office and is waiting to be delivered when their hold request expires



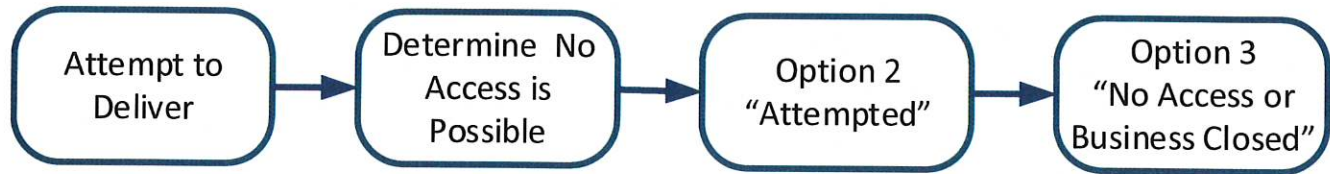
If you mistakenly take customer hold mail to the street, perform the "Customer Hold" scan at the delivery point and return the mail to the office

## Making the Customer Hold Scan

- 1 Identify mail for customers who have an active hold request
- 2 Select Option 2 – Attempted
- 3 Select Option 5 – Customer Hold



- When the customer's hold request expires, the mail should be taken to the street and delivered using the "Delivered" scan.
- The "Customer Hold" only needs to be made on the first day. Mail held for subsequent days is not scanned until it is delivered.



Never make a “No Access” scan in the office. Delivery must be attempted each day.



The “No Access” scan informs our customers that a delivery was attempted, but the carrier could not gain access to the delivery point.



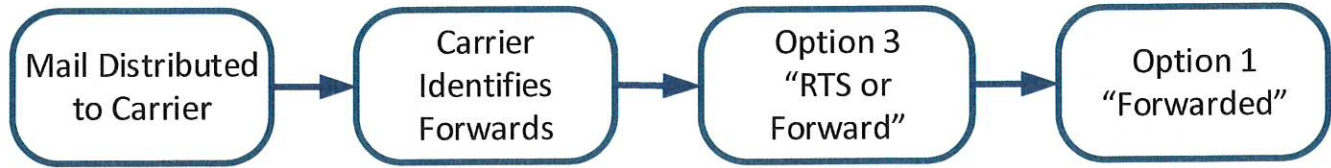
The “No Access” scan should be made at the point the route or delivery point is blocked. This provides visibility to the customer as to why their mail was delayed.

## Making the No Access Scan

- 1 Delivery is attempted, but access to the box or delivery point is blocked
- 2 Select **Option 2 – Attempted**
- 3 Select **Option 3 – No Access or Business Closed**



- Never make a NO ACCESS / BUSINESS CLOSED scan in the office after returning mail from the street
- The MDD will record NO ACCESS for residential deliveries and BUSINESS CLOSED for business addresses.



The “Forward” scan informs our customers that their mail has been received in their old PO and has been redirected to their new delivery address.



Mail being forwarded or returned to sender should be processed in the morning by the carrier, but no later than the close of business upon carrier return.

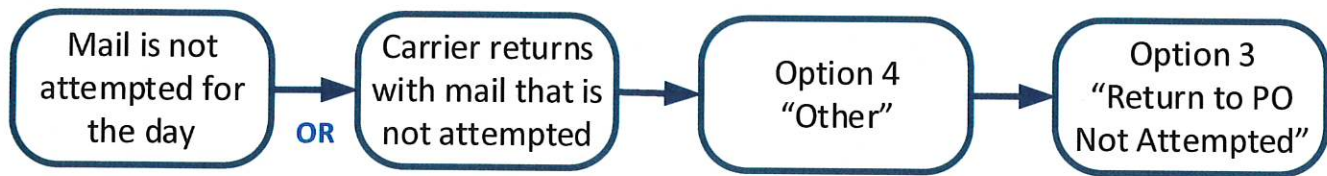
### Making the Forward Scan

- 1 Identify mail for recipients with active forward orders.
- 2 Select **Option 3 – Return to Sender or Forward**
- 3 Select **Option 1 – Forward**



- Ensure this mail has a current forward on file or is valid for being Returned to Sender.
- Once the scan has been completed, the carrier can turn the mail over to the clerk for Remote Forwarding System (RFS) processing.





The “Return to Post Office Not Attempted / Delivery Delay” scan does not stop the clock. Do not scan an additional STC event if using this scan.



Our customers expect accurate information about their mail. If we are not able to attempt delivery, we need to inform our customers that their mail is delayed and rescheduled for delivery the next day.



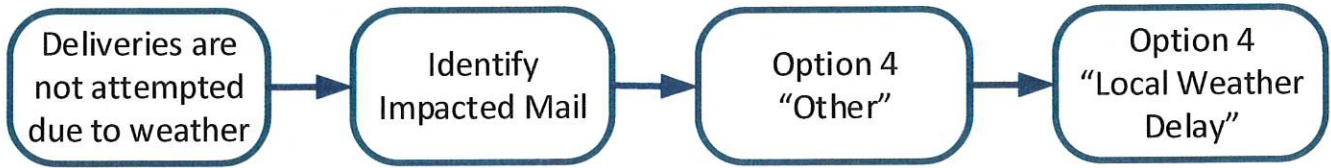
If the customer’s mail is delayed on subsequent days and will not be attempted, scan this event each day.

## Making the Return to Post Office Not Attempted / Delivery Delay Scan

- 1 Identify any mail that will not be taken to the street today due to operational constraints OR mail that has been returned from the street without a delivery attempt or other appropriate scan event
- 2 Select Option 4 – Other
- 3 Select Option 3 – Return to Post Office Not Attempted / Delivery Delay



- Mail that should have been delivered today but was not attempted because of a local operational issue must be scanned as a Return to Post Office Not Attempted / Delivery Delay.
- Accurate reporting of delivery delays helps everyone understand why this mail was not taken to the customer’s address today



Only use “Local Weather Delay” when routes cannot leave the post office or the carrier cannot continue with their route due to extreme weather events.



The “Local Weather Delay” scan informs our customers that a delivery could not safely gain access to the delivery point due to extreme weather conditions and their mail will be delayed.



Use of this scan code must be authorized by a supervisor or manager.

## Making the Local Weather Delay Scan

- 1 Identify mail pieces where delivery will not be attempted due to extreme weather conditions
- 2 Select Option 4 – Other
- 3 Select Option 4 – Local Weather Delay



- The supervisor or manager must provide authorization to the carrier by cell or text if the carrier is on the route and needs to return to the Post Office due to extreme weather
- Parcels that can be attempted or delivered must be taken out for delivery
- Customers will be notified via Product Tracking and Reporting (PTR) “We were unable to attempt delivery of your item on DATE at TIME in CITY, STATE ZIPCODE due to hazardous or unsafe weather conditions. Your item will go out for delivery on the next business day as conditions permit”

## Link Article

Our customers rely on the real time visibility we provide to track their mail and packages. If the Postal Service is to remain competitive and continue to be the shipper of choice, we must provide accurate and timely scanning for our customers. It is imperative that every employee who scans makes **the right scan, at the right location and at the right time.**

When a carrier or clerk scans a package as delivered, the scan conveys not just a package has been delivered, but also the time and location where the scan was made. If a delivery scan is not made at the customer's address or at the counter when a customer picks up their mail, our customers begin to question our integrity. In many cases, our customers believe that their mail has been misdelivered and initiate a complaint.

The location and time where the mail was scanned is recorded using geo-coordinates registered by the scanner. This information becomes visible within minutes to customers who subscribe to Informed Delivery® or visit USPS.com to search and track their package.

If a package is scanned at any location other than the customer's address, our customers are confused by incorrect information, leading to costly Consumer Advisory Council Customer 360 (C360) inquiries and damage to our brand reputation.

Our customers rely on accurate visibility of their mail. Our organization is depending on you to make the right choice and scan every package using the **right scan**, at the **right time** and in the **right location every time!**

Thank you for all you do. Be safe!



# Stand-Up Talk

## Business Closed Scan

Target Audience: City and Rural Carriers

Good morning,

Today, I'd like to discuss the "Business Closed" scan. If you are unable to deliver mail to a business customer because their business is closed or not accessible, use the "Business Closed" scan.

Only make a "Business Closed" scan at the office on days where the Address Management System - AMS/Edit Book records reflect the business is closed. If the AMS/Edit Book records do NOT reflect the business is closed, the mail should be taken to the street to attempt delivery.

### In-Office Business Closed Scan

1. Identify mail in the morning for businesses that are closed and have a matching entry in AMS for the current day of the week. Do not take this mail to the street.
2. Select **Option 2** - Attempted
3. Select **Option 3** – No Access or Business Closed

### On Street Business Closed Scan

1. Arrive at a business on your route that is unexpectedly closed or not accessible. Make the "Business Closed" scan as close to the business as possible.
2. Select **Option 2** - Attempted
3. Select **Option 3** – No Access or Business Closed

Using the "Business Closed" scan lets our customers know the reason their business mail was not delivered today.

Let's do our part to ensure we deliver the Perfect Package Experience for every customer, every day!

Thank You

# Stand-Up Talk

## Customer Hold Scan

Target Audience: City and Rural Carriers

Good morning,

Today, I'd like to discuss the "Customer Hold" scan. The "Customer Hold" scan informs our customers that their mail has arrived in the office and is waiting to be delivered when their hold request expires.

Never make a "Customer Hold" scan unless the customer has an active hold request.

If you mistakenly take customer hold mail to the street, perform the "Customer Hold" scan at the delivery point and return the mail to the office.

1. Identify mail for customers who have an active hold request
2. Select **Option 2** - Attempted
3. Select **Option 5** – Customer Hold

Note: The customer hold only needs to be made on the first day. Mail held for subsequent days is not scanned until it is delivered. When the customer's hold request expires, the mail should be taken to the street and delivered using the "Delivered" scan.

Customers will be notified via USPS Tracking® that their mail arrived at their Post Office and is being held per their request.

Let's do our part to ensure we deliver the Perfect Package Experience for every customer, every day!

Thank You

# Stand-Up Talk

## Delivered Scan

Target Audience: City and Rural Carriers

Good morning,

Today, I'd like to discuss the "Delivered" scan. The delivered scan informs our customers that their mail has been delivered at a particular time and location. Customers expect real time visibility of their mail, and this scan provides it.

Never make this scan in the office, while loading your vehicle or before starting a loop. Making the scan at the delivery point lets everyone know the mail was accurately delivered.

Never make a "Delivered" scan at any location other than the delivery address for the mail piece.

1. Arrive at the delivery point and deliver the mail
2. Select **Option 1** - Delivered
3. Select the location which best describes where the mail was deposited.

Customers will be notified via USPS Tracking® that their mail has been delivered at their residence or business and is now available for them to collect.

Let's do our part to ensure we deliver the Perfect Package Experience for every customer, every day!

Thank You

# Stand-Up Talk

## Forward Scan

Target Audience: City and Rural Carriers

Good morning,

Today, I'd like to discuss the "Forward" scan. The forward scan informs our customers that their mail has been received in their old Post Office and has been redirected to their new delivery address. Customers expect real time visibility of their mail, and this scan provides it.

Mail being forwarded should normally be processed in the morning by the carrier, but no later than the close of business on the day it was received in the office.

Ensure this customer has a current forwarding order on file. Once the scan has been completed, the carrier should turn the mail over to the clerk for Remote Forwarding System (RFS) processing.

1. Identify mail for recipients with active forward orders.
2. Select **Option 3** - Return to Sender or Forward
3. Select **Option 1** - Forward

Customers will be notified via USPS Tracking® that their mail has been redirected to their new address.

Let's do our part to ensure we deliver the Perfect Package Experience for every customer, every day!

Thank You



# Stand-Up Talk

## Local Weather Delay Scan

Target Audience: City and Rural Carriers

Good morning,

Today, I'd like to discuss the "Local Weather Delay" scan. This scan informs our customers that their carrier could not safely gain access to the delivery point due to extreme weather conditions and their mail will be delayed. Customers expect real time visibility of their mail, and this scan provides it.

Only use local weather delay when routes cannot leave the post office, or the carrier cannot continue with their route due to extreme weather events.

Use of this scan code must be authorized by a supervisor or manager. The supervisor or manager must provide authorization to the carrier by cell or text if the carrier is on the route and needs to return to the post office due to extreme weather conditions.

1. Identify mail pieces where delivery will not be attempted due to extreme weather conditions
2. Select **Option 4** - Other
3. Select **Option 4** – Local Weather Delay

Customers will be notified via USPS Tracking® that their mail is delayed due to hazardous or unsafe weather conditions and that their mail will go out for delivery on the next business day as conditions permit.

Let's do our part to ensure we deliver the Perfect Package Experience for every customer, every day!

Thank You

# Stand-Up Talk

## No Access Scan

Target Audience: City and Rural Carriers

Good morning,

Today, I'd like to discuss the "No Access" scan. You will use this scan any time you are not able to access a residential or business delivery point.

This scan informs our customers that the Post Office attempted to delivery their mail, but we were unable to physically access their delivery point. Examples include an apartment complex that is unexpectedly locked or a business that is usually open, but unexpectedly closed for the day. Never make this scan in the office – Delivery must be attempted each day.

1. Determine that you can't make delivery when you approach or arrive at the customer's residence or business.
2. Select **Option 2** - Attempted
3. Select **Option 5** - No Access or Business Closed

The "No Access" scan should be made where the route or delivery point is blocked. This provides visibility to our customers and helps assure them that we are doing everything we can to make their delivery possible.

Let's do our part to ensure we deliver the Perfect Package Experience for every customer, every day!

Thank You

# Stand-Up Talk

## Return to Post Office Not Attempted / Delivery Delay Scan

Target Audience: City and Rural Carriers

Good morning,

Today, I'd like to discuss the "Return to Post Office Not Attempted / Delivery Delay" scan. You will use this scan any time you are not able to attempt delivery to the customer's address.

This scan informs our customers that their mail is delayed and has been rescheduled for delivery the next business day. If the customer's mail is delayed on subsequent days and will not be attempted, the "Return to Post Office Not Attempted / Delivery Delay" scan must be made each day.

1. Identify any mail that will not be taken to the street today due to operational constraints OR mail that has been returned from the street without a delivery attempt or other appropriate scan event.
2. Select **Option 4** – Other
3. Select **Option 3** – Return to Post Office Not Attempted / Delivery Delay

• Making this scan lets our customers know we couldn't deliver to their address today, but their delivery is rescheduled for the next business day.

Let's do our part to ensure we deliver the Perfect Package Experience for every customer, every day!

Thank You

# Stand-Up Talk

## Animal Interference Scan

Target Audience: City and Rural Carriers

Good morning,

Today, I'd like to discuss the "Animal Interference" scan. You will use this scan any time you are unable to safely deliver mail to a customer's address due to an animal or insect hazard.

If you are unable to make the delivery, move to a safe location on your route and make the scan. Do not wait to make the scan until you return to the office or at the end of the loop. The visibility provided by the scanner shows our customer that you were near their address when you attempted delivery. This helps assure our customers that we are doing everything we can to make their delivery possible.

When you arrive at a delivery point with an animal or insect hazard:

1. Move to a safe location on your route
2. Select **Option 2** – Attempted
3. Select **Option 6** – Animal Interference

Making the scan close to the delivery point lets our customers know we attempted delivery to their address. All mail scanned as "Animal Interference" should be taken out for delivery the next business day.

Let's do our part to ensure we deliver the Perfect Package Experience for every customer, every day!

Thank You

You Play a key role in the Delivering for America Plan by providing the Perfect Package Experience!



Our Customers trust us to scan and deliver their mail and packages correctly each and every day

Scanning is the key to show proof of delivery for our business, residential customers, and their shipping platforms of choice

**DID YOU KNOW?**

**Proper Scans:**

- Delight our customers!
- Save money for customers and USPS – fewer refunds
- Save money for shippers – reduce calls from their customers
- Enhance the USPS brand – grow the business

**Improper Scans:**

- Disappoint our customers!
- Create bad press
- Cost money for USPS and our shipping customers
- Give incentives to our competitors to woo our customers over to them



Let's show them that we are the best in Industry!



*In the office or before starting a loop.*

May 2022

