



August 16, 2018

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

Dear Brian:

As a matter of general interest, effective August 31, the Postal Service plans to provide customers with an option to obtain an electronic receipt for purchases at 17,880 retail Post Offices through Retail Service Software (RSS).

Customers who elect to receive a receipt by email (eReceipt) will be prompted to enter their email address into the Customer Display Unit (CDU) after selecting the "email only" or the "email & print (hardcopy)" option on the CDU. If requested, the Sale and Service Associates (SSAs) may also enter the information on behalf of the customer.

The eReceipt will provide transaction details as well as hyperlinks to the three following subjects: online tracking, customer Point of Sale (POS) survey, and refunds related to Priority Mail Express or Extra Services.

We have enclosed draft copies of the following:

- Retail Service Talk – eReceipt/Electronic Receipts
- Internal Frequently Asked Questions (FAQs)

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

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

## eReceipts / Electronic Receipts

# Retail Service Talk

Effective August 31, 2018 the US Postal Service will implement the ability to add an electronic receipt (eReceipt) option at 17,880 retail locations with Retail Systems Software (RSS). This will allow customers to save time, be paper free and obtain a receipt for their USPS retail transactions digitally via email. Customers will be provided three options on the Customer Display Unit (CDU) to obtain their receipt upon completion of payment:

- Print only
- Email only
- Print and Email

When customers request to have an eReceipt they are prompted to provide their email address by entering it directly into the CDU at checkout. Only in the event when customers are unable to enter their email on the CDU should the Sales and Service Associates (SSAs) enter the customer's email address. eReceipt will be sent via email with the details of the transaction. Three hyperlinks are provided to direct customers to the following online applications:

- Product Tracking & Reporting (PTR) – for tracking customers' mailpiece.
- Point of Sale (POS) Survey– for customers to provide the feedback of their retail experience.
- Online Refunds application – for filing online refund requests.

Customers can request a copy of their paper receipt within 35 days of the transaction at the USPS retail location where the original transaction occurred if eReceipt cannot be delivered. Only employees with a Supervisor's role in RSS can fulfill this type of request.

### Benefits of eReceipts

- eReceipts are delivered within 5 to 10 seconds or less after customer's email address is provided.
- Less paper for customers to carry around.
- Easier for customers to organize eReceipts using their mobile devices or computers.
- Eco-friendly for the environment.
- Helps USPS reduce paper costs.

### Key Takeaway:

The Postal Service continues to incorporate new technology to keep pace with the market and provide seamless customer experience. The goal is to become one of the most innovative organizations to improve the customer experience as well as become more environmentally friendly.

## Electronic Receipts / eReceipts at USPS Retail Counters Internal Frequently Asked Questions (FAQs)

### Q1. What is eReceipt?

A. An electronic receipt, or eReceipt, is a proof of purchase issued instead of a paper receipt, usually via email, for any goods or services that have been paid for. Unlike paper receipts, eReceipts are used to reduce paper usage and is more ecofriendly for the environment.

### Q2. Can the manual offices (non Retail Systems Software) provide customers with eReceipts?

A. No, only offices with Retail Systems Software (RSS) can offer customers an eReceipt option.

### Q3. Why use an e receipt?

A. There are two main reasons to use an eReceipt – to save paper and save time. As a customer, an eReceipt is easy to file and find if you need a receipt for tax or business reasons, want to file a refund or track an item.

### Q4. How can customers obtain an eReceipt at a USPS retail counter?

A. When customers select to receive their receipt by email, the system will prompt them to enter their email address on the Customer Display Unit (CDU). Acceptable email address formats are:

- [xxxxxxx@theirnetwork.com](mailto:xxxxxxx@theirnetwork.com)
- [xxxxx@theirnetwork.gov](mailto:xxxxx@theirnetwork.gov)
- [xxx@theirnetwork.net](mailto:xxx@theirnetwork.net)
- [xxx@theirnetwork.edu](mailto:xxx@theirnetwork.edu)

### Q5. Is there a limit of how many characters are allowed for a customer's email address?

A. Yes, RSS allows 36 characters on the CDU and 40 characters on Sales and Service Associate's (SSA's) screen in RSS.

### Q6. Will customers be able to obtain a printed receipt if they do not receive their eReceipt?

A. Yes, customers can ask for a copy of their printed receipt within 35 days of their purchase at the original USPS retail location of the transaction if the eReceipt could not be delivered to them via email.

### Q7. Will customers have to provide their email address every time they request an eReceipt?

A. Yes, customers must provide their email address each time for this phase of the initiative. Future software enhancements may change this process.

### Q8. How can customers correct an error to the email address they entered?

A. Customers need to use the back-space button on the CDU to delete all entered characters to the point of the error and reenter their correct email or they can ask the Sales and Service Associate to enter it for them.

### Q9. What happens if my retail terminal goes down during the time customer provides email address?

A. Once system is reset SSA will need to recall the transaction by following work flows in section 4.8 – Recalling Transaction in the RSS Procedure Guide and print a paper receipt for the customer in case his/her email address is not captured.

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**Q10. Will SSAs still need to ask customers to complete a Point of Sale (POS) Survey for eReceipts?**

A. Yes, SSAs will still need to remind customers to complete the POS survey. A hyperlink is provided on the eReceipt to direct customers to the online survey site to provide their comments and feedback of their retail experience.

**Q11. Can SSA enter email information for customers?**

A. Yes, **only** when customers cannot enter email information on the CDU and ask the SSA to do it for them.

**Q12. Will eReceipt provide all the necessary information for customers to track their mailpiece?**

A. Yes, customers will have the same information on an eReceipt as that on a paper receipt such as tracking number and information of any product or Extra Services if purchased. In addition customers will be provided with hyperlinks to direct them to online websites for survey, tracking and online refund.

**Q13. Can customers ask for both paper receipt and eReceipt?**

A. Yes, there are three options on the CDU for customers to select on how they will obtain the receipts of the retail transactions:

- Print only
- Email only
- Print and Email

**Q14. How long will it take from the transaction time for customers to receive their eReceipts?**

A. Customers will receive their eReceipts within 5 to 10 seconds or less.

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