

June 20, 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, the Postal Service plans to introduce an initiative that will map street addresses to Group E Post Office (PO) No Fee PO Boxes.

This process will allow Postal Service personnel to use existing technology to reassign parcels sent to a customer's undeliverable physical street address to the customer's Group E PO Box. Implementation will begin on June 30.

We have enclosed the following:

- Retail Back-Office Customer Service Operations—Service Talk
- Retail Back-Office Customer Service Operations—Standard Work Instructions (SOW)
- Retail Back-Office Customer Service Operations—Frequently Asked Questions (FAQs)
- Delivery Special Handling and Redirection (DSHR) Instructions

Please contact or 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

Retail Back-Office Service Talk

Mapping Street Addresses to Group E Post Office Boxes (POBs)

Currently there are 1.3 million Group E Post Office Boxes (POBs) for use by customers to which USPS does not provide street delivery. Packages being sent to these undeliverable physical street addresses often occurs when the Group E customer orders items through merchants that exclude delivery to POB addresses. In these cases, the package that they are expecting is often returned to the sender as undeliverable as addressed (UAA), causing frustration and delivery delays.

This initiative will allow parcels sent to the undeliverable physical street addresses to be reassigned to their actual Group E POB address. A Group E table created between our Web Box Activity Tracking System (WebBATs) Group E customer data and Address Management System (AMS) maps the physical street address of Group E customers to their associated Group E POB.

Effective June 30, 2018, the Group E table AMS provides to the Transactional Record Processor (TRP) system will update Passive Adaptive Scanning System (PASS), Delivery Sortation System (DSS), and Intelligent Mail Data Acquisition System (IMDAS) to produce an audible and/or visual alert for items containing a physical street address mapped to a Group E POB and prompts for the item to be "held out" for special handling.

Once "held out", the back office/distribution clerk will use the Delivery Special Handling and Redirection (DSHR) module accessed through the Remote Forwarding System (RFS) landing page to print a separate POB delivery point addressed label based on the Group E table. The label will be affixed over the undeliverable street address (but should not cover the Intelligent Mail package barcode) and the item will then be delivered to that POB address assigned to the Group E customer.

The initiative is expected to improve service performance and customer satisfaction, and reduce undeliverable as addressed (UAA) volumes.

Thank you in advance for your support!

Frequently Asked Questions (FAQs)

Mapping Street Addresses to Group E Post Office Boxes – Retail/Back-Office Distribution Clerks

Q: What is Mapping Street Addresses to Group E Post Office Boxes?

A: Mapping Street Addresses to Group E Post Office Boxes (POBs) is an initiative that will allow parcels addressed to undeliverable physical street addresses to be reassigned to the applicable Group E POB address and be delivered to the customer's actual Group E (free) POB instead of being returned to sender.

Q: Why are we implementing Mapping Street Addresses to Group E POBs?

A: Currently there are 1.3 million Group E (free) PO Boxes for use by customers to which USPS does not provide street delivery. Group E PO Box customers sometimes have packages addressed their undeliverable physical street addresses, but the packages are often returned to the sender as undeliverable as addressed (UAA), causing customer frustration and delivery delays for items they were expecting.

Q: Which Post Office Box customers are eligible for the Mapping Street Addresses to Group E POB process?

A: All customers with a Group E POB that have provided us with their physical street address to record in our Web Box Activity Tracking System (WebBATs) would be eligible to have their packages reassigned to their Group E POB.

Q: How will a Retail/Back-Office employee be notified a specific package needs to be "held out" for reassigning to a Group E POB?

A: Once an employee scans a package arriving in the delivery unit bearing an undeliverable physical street address mapped in the Group E table, the Passive Adaptive Scanning System (PASS), Delivery Sortation System (DSS), or Intelligent Mail Device (IMD), will produce an audible and/or a visual alert and prompt for the package to be "held out" for special handling.

Q: How will Group E POB packages that have been "held out" for special handling be redirected to the appropriate Group E POB?

A: The back office clerk will login to the Delivery Special Handling and Redirection (DSHR) system (using the same workstation as for the Remote Forwarding System (RFS)) and scan/process the package which will result in the printing of a new delivery point address label. The label will display the appropriate Group E POB number which the clerk will affix to the package (but not over the barcode) and then deliver it to the appropriate POB following normal procedures.

Q: How will Group E POB packages with USPS Tracking or accountable Extra Services be handled?

A: After the packages have been reassigned to the appropriate Group E POB, packages will be scanned according to normal procedures. The back office clerk will either place the package in the appropriate Group E POB or parcel locker (if applicable), or stage the package in the appropriate holding area for customer pickup and including collecting a signature for accountable items.

Q: What items do I need to have on hand for the Retail/Back-Office to implement the Mapping Street Addresses to Group E POB process in my office?

A: The following items need to be available to the employees in order to aid in implementing this initiative in your facility:

- Designated (labeled) hamper or mail equipment to store the “held out” packages
- Retail Back-Office Customer Service Operations - Standard Work Instructions (SWI)
- Retail/Back-Office Customer Service Operations - Service Talk
- Retail/Back-Office Customer Service Operations - Frequently Asked Questions (FAQs)
- Delivery Special Handling and Redirection (DSHR) Instructions
 - Remote Forwarding Service (RFS) ACE Workstation
 - Ring Scanner
 - DYMO LabelWriter
 - DYMO LabelWriter Labels

Q: What is the implementation date for the Mapping Street Addresses to Group E POB initiative?

A: The Mapping Street Addresses to Group E POB initiative will be implemented on June 30, 2018.

Q: Will there be additional or new scan events in between the distribution/processing and the address reassignment for these ‘special handling’ packages?

A: No. The packages will not be scanned after the Arrival at Unit scan until delivery is attempted and/or completed.

Q: Will the recipient’s physical street delivery address still be displayed on the package once reassigned to the Group E POB?

A: No. The Group E POB address label will be placed over the original physical street address on the shipping label, but **must NOT cover the original Intelligent Mail package barcode** (IMpb) (e.g. USPS Tracking or Extra Service barcode).



WORK INSTRUCTION
Mapping Street Addresses to Group E Post Office Boxes

Group
E. POB

Version
#01

Effective
June 30, 2018

1) PURPOSE:

The purpose of this work instruction is to standardize the procedures for handling packages impacted by Mapping Street Addresses to Group E Post Office Boxes (POBs). This information will assist Retail Customer Service Operations and Back Office employees in identifying all activities associated with this process.

2) SCOPE:

This work instruction provides instructions for proper distribution, handling, and delivery for all packages bearing a physical street address in which we have identified as being deliverable to an associated Group E (free) Post Office Box.

3) PREREQUISITES:

Training is required for all Customer Service Operations, Retail Operations and Delivery Service managers and employees who will process and handle incoming packages for delivery to the Group E POB. All employees processing Group E POB packages must go through eAccess to get approved for Delivery Special Handling and Redirection (DSHR) access.

4) SUPERVISOR REQUIREMENTS:

Use this work instruction to monitor and ensure that employees are performing correct work methods and practices.

5) RESPONSIBILITIES:

Headquarters: Develop, implement, and maintain a standardized process for Mapping Street Addresses to Group E POBs.

Area: Implement and monitor program performance and ensure compliance.

District: Provide training and support to field offices; implement and monitor program performance and ensure compliance.

Postmaster: Provide training, safe work practices, and efficient work methods to employees; implement and monitor compliance of accurate identification, separation, and redirection of Group E POB packages.

Delivery Unit: Map Street Address to Group E POB according to this Work Instruction procedure.

6) PROGRAM ACRONYMS:

AAU: Arrival at Unit

DSHR: Delivery Special Handling and Redirection

DSS: Delivery Scheme-less Scanning

IMD: Intelligent Mail Device

PASS: Passive Adaptive Scanning System

POB: Post Office Box

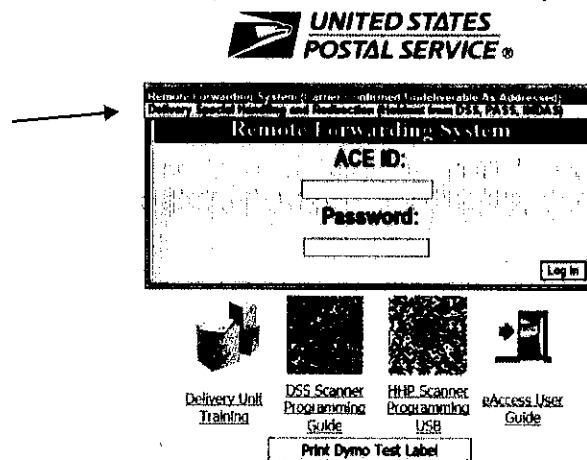
RFS: Remote Forwarding System

7) WORK INSTRUCTION CONTENT:**Delivery Post Office Responsibilities**

Packages impacted by Mapping Street Addresses to Group E POBs will arrive at the Post Office addressed to a physical street address. The Post Office delivery unit must follow their normal process to scan the incoming packages as Arrival at Unit and then complete the following steps:

1. **Sites with Passive Adaptive Scanning System (PASS), Delivery Scheme-less Sortation (DSS), or Intelligent Mail Device (IMD) Scanning:**
 - Transport all packages to the PASS or DSS distribution area.
 - Prepare PASS/DSS/IMD for Arrival at Unit (AAU) scanning.
 - Retrieve packages and pass each package through the PASS camera scan zone. Ensure that the USPS Tracking or Extra Service barcode on the shipping label is scanned. For DSS scanning, ensure that the ring scanner scans the USPS Tracking or Extra Service barcode on the shipping label.
 - Upon a successful read of the USPS tracking or Extra Service barcode, the overhead camera on the PASS will emit a "red" light in the scanning zone and produce a unique audible alert.
 - The secondary display unit on the PASS will also display an "E PO Box-DSHR" text alert message.
 - Upon a successful read of the USPS Tracking or Extra Service barcode, the DSS will produce an audible alert as well as spell out "E PO Box-DSHR" on the laptop display screen.
 - Sites with Intelligent Mail Devices (IMDs): Scan the package barcode. The IMD will display the following alert: Group E item scanned. Stage for POB delivery.
2. The back office clerk will place the identified Group E POB package in a designated separate mail container in the distribution area.
3. After distribution, the back office clerk will log in to the Remote Forwarding System (RFS)/DSHR system and do the following:

- a. At the drop-down menu, select DSHR system:



- b. Login in to the DSHR system using your ACE ID and Password:

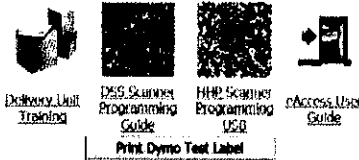


Delivery Special Handling and Redirection

ACE ID:
[Input field]

Password:
[Input field]

[Log In]



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- c. At the DSHR initial landing page:

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Web Server: VAENG-RF-PWEB Log: 000_1002009527 US 01 ACE ID: 1E311U Scope: Delivery Unit PFLM

Please select a Facility.

Use Serial Toshiba [1] Process Any Shape

Facility: [Dropdown menu]

Shape: [Input field]

Barcode scan: [Input field] (When scanning, this bar must have the focus.)

- d. Select your facility using the drop down menu:

2.8.8 Build 20180213A UNITED STATES POSTAL SERVICE

Web Server: VAENG-RF-PWEB Log: 000_1002009527 US 01 ACE ID: 1E311U Scope: Delivery Unit PFLM

Please select a Facility.

Use Serial Toshiba [1] Process Any Shape

Facility: [Dropdown menu with list of facilities]

Shape: [Input field]

Barcode scan: [Input field] (When scanning, this bar must have the focus.)

- e. Scan the package barcode for the Group E POB item:

2.8.8 Build 20180213A UNITED STATES POSTAL SERVICE

Web Server: VAENG-RF-PWEB Log: 000_1002009527 US 01 ACE ID: 1E311U Scope: Delivery Unit PFLM

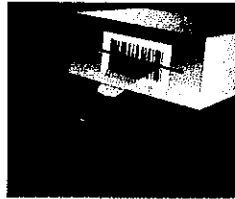
Please scan the barcode on the seal and place.

Use Serial Toshiba [1] Process Any Shape

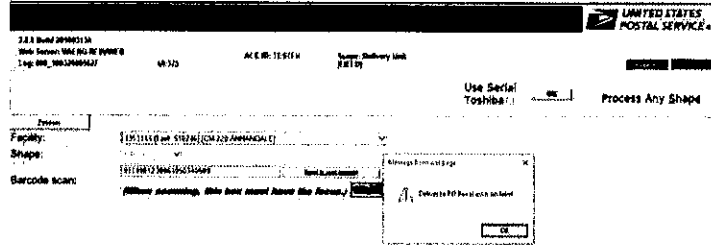
Facility: [Dropdown menu]

Shape: [Input field]

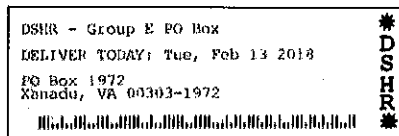
Barcode scan: [Input field] (When scanning, this bar must have the focus.)



- ii.
f. Confirm display screen message "Deliver to PO Box shown on label"



- g. Print and affix the Group E POB address label on the package over the street address on the shipping label but **DO NOT PLACE THE LABEL OVER THE ORIGINAL PACKAGE BARCODE**



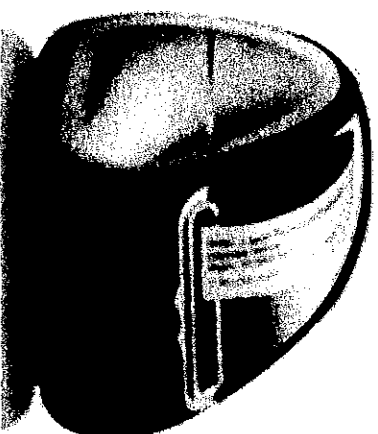
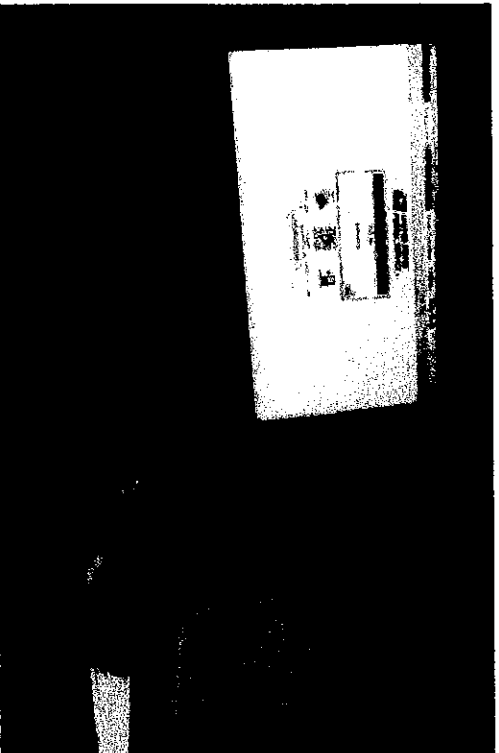
4. Deliver the Group E POB package to the available POB or parcel locker, or *leave notification* (as applicable and including for accountable signature items) to notify the Group E POB customer there is a package ready for pick up at the customer service retail counter.





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Mapping Street Addresses to Group E (Free) Post Office Boxes



Back Office Clerk:

Delivery Special Handling and Redirection (DSHR) Instructions

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Overview of DSHR Instructions

What the instructions cover:

- Safe use of the DSHR software application
- How to apply for use and management of DSHR in eAccess (under the “Remote Forwarding System” [RFS] access)
- Processing packages with a barcode using DSHR software application

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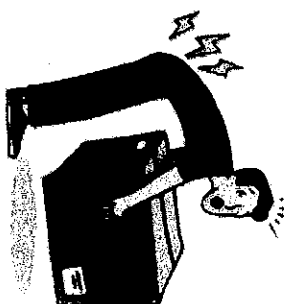
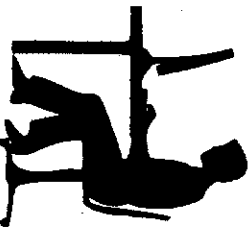


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Safety First

Safety First: We must work safely at all times.

- Delivery Scanning System (DSS) computer placement should be at typing level on a desk, etc. If unable to place DSS at an ergonomically safe typing height, Facility may use an ACE computer setup.
- Seek help when needed to lift heavy parcels. Observe all safe lifting practices.



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eAccess: Login is required for access to RFS (to access DSHR)

- Log in to “eAccess”
- Click on the “Request Access” tab and enter “Remote Forwarding System (RFS)” in the “Enter the application name” box. Click on search.
- Click on the “RFS” hyperlink.
- What role are you requesting?
 - Select “Delivery Unit Supervisor/Clerk”
- Select the “Area & District” that you work in from the drop down menus.



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eAccess Request (continued)

eAccess: (continued)

- Select the **“ZIP Code(s), Facility name & ID”** for which you need access from the drop down menu. (Select all facilities if you are in a multi-ZIP office.) Generally, these should be the Facilities that your delivery unit provides delivery for, including city, rural, contract delivery service (CDS), and PO Box.
- Verify the information on the ensuing page, and if correct, click on **“Submit Request”**.
- Once approved, your district RFS coordinator will add you to the RFS system and you can start using the RFS and DSHR programs.



DSHR Step 1: Selecting System

- At the RFS workstation, use the drop down menu to select the DSHR application

Remote Forwarding System (Remote Forwarding System)

Remote Forwarding System

ACE ID:

Password:

Log In

Delivery Unit Training

DSS Scanner Programming Guide

HHP Scanner Programming USB

Access List Guide

Print Dymo Test Label

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DSHR Step 2: DSHR Login

- Input your ACE ID and ACE password

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Delivery Special Handling and Reduction
Delivery Special Handling and Reduction from OSS, PASS, and ASJ

ACE ID:

Password:

Delivery Unit Training

DSS Scanner Programming Guide

HHP Scanner Programming USB

Access User Guide

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DSHR Step 3: Initial Landing Page

- DSHR initial landing page

2.0.0 Build 20180313A		Web Server: VAENG-RFSWMB		Log: 000_180326095627		UI-16		ACE ID: TESTFU		Scope: Delivery Unit (FIELD)		Use Serial Toshiba <input type="checkbox"/>		Process Any Shape	
Please select a Facility.															
Facility:	<input type="text"/>														
Shape:	<input type="text"/>														
Barcode scan:	<input type="text"/>														
<i>(When scanning, this box must have the focus.)</i>															

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DSHR Step 4: Select Facility

- Select your correct facility

2.0.0 Build 20180313A
Web Server: VAENG-RSSWEB
Log: 090_180326095627

U#16
ACE ID: TESTFU
Scope: Delivery Unit
(FIELD)

Please select a Facility.

Use Serial
Toshiba

Process Any Shape

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Facility:
Shape:
Barcode scan:

1352657	FORM 501124	CM 228	ALEXANDRIA	
1352111	FORM 50124	CM 228	ANNAPOLIS	
1457283	FORM 501116	CM 228	COMMUNITE	
1457285	FORM 518204	CM 228	MOUNT VERNON	

(When scanning, this box must have the focus.)

100%

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DSHR Step 5: Waiting for the Barcode Scan

- Scan package barcode

2.0.0 Build 20180313A
 Web Server: VAENG-RFSWEB
 Log: 000_180326095627

UI:31
 ACE ID: TESTFU
 Scope: Delivery Unit (FIELD)

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Please scan the barcode on the next mail piece.

Facility: 1353111 (Fac# 510246) [CM 228 ANNANDALE]
 Shape:

Use Serial Toshiba

Barcode scan:

(When scanning, this box must have the focus.)

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DSHR Step 6: Group E POB Message

- Instructional message to deliver item to PO Box shown on label

DSHR Label Processing

2.0.0 Build 20180313A
Web Server: VAENG-RE-SWMB
Log: 000_180326095627

ACE ID: TESTFU
Scope: Delivery Unit (FIELD)

Process

Facility: 1363111 [Field 510246] ICM 220 ANNANDALE

Shape: 9114901230881060340689

Barcode scan: (When scanning, this bar must have the focus.)

Message from webpage: Deliver to PO Box shown on label

Use Serial Toshiba

Process Any Shape

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DSHR Step 7: Label Generating; waiting for next Barcode Scan

- Label generating; waiting for next barcode scan

DSHR Mail Processing

File Edit View Favorites Tools Help

2.0.0 Build 20180313A

Web Server: VAENG-RF-SVWE8

Log: 000_180326095627

URI: /

ACE ID: TESTFU

Scope: Delivery Unit (FIELD)

Please scan the barcode on the next mail piece.

Facility: 135311 [From 510246] [CM 220 ANNANDALE]

Shape: [Barcode]

Barcode scan: [Barcode]

Use Serial Toshiba

Process Any Shape

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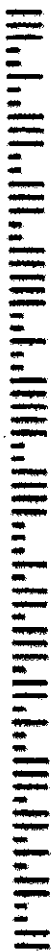
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DSHR Printed Label

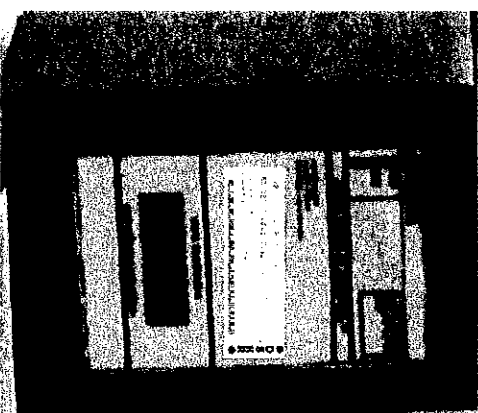
- Sample DSHR Label

* D S H R *

DSHR - Group E PO Box
 DELIVER TODAY: Tue, Feb 13 2018
 PO Box 1972
 Xanadu, VA 00303-1972



NOTE: Print and affix the Group E POB address label on the package over the street address on the shipping label but **DO NOT PLACE THE LABEL OVER THE ORIGINAL PACKAGE BARCODE**

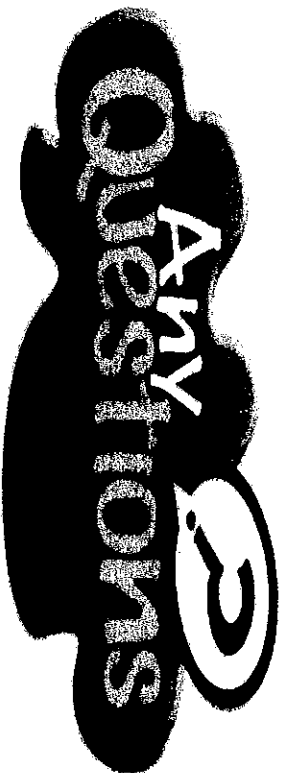


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Additional Information



Please contact your local management and/or District Operations Programs Support Office for additional information, questions, and/or concerns regarding these instructions.

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