

May 2, 2018

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

Certified Mail Tracking Number:
7016 1370 0002 3014 3624

Dear Brian:

This letter is in further reference to the pilot of the Automated Package Drop (APD) (previously identified as the "Intelligent Parcel Induction Unit"). The Union was notified of this pilot and subsequent expansions through previous correspondence, the most recent dated August 23, 2017 (enclosed).

As previously informed, the APD is an all-in-one-wall unit that allows customers to print postage labels, scan parcels to receive acceptance scan events, deposit parcels for shipment, and receive a receipt of the transaction.

At the seven APD pilot locations, the Postal Service has added a Mobile to Retail Print Solution which allows customers to print a shipping label at the APD that had previously been purchased through their Click-N-Ship account on a mobile device.

Enclosed is a Retail Service Talk that will be given at the pilot sites.

If you have any questions, please contact Shannon Richardson at extension 5842.

Sincerely,

Rickey R. Bean
Manager
Contract Administration (APWU)

Enclosures



August 23, 2017

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

Certified Mail Tracking Number:
70161370000230149220

Dear Brian:

As a matter of general interest, the Postal Service intends to expand the pilot of the Intelligent Parcel Induction Unit (IPIU) to an additional retail location on August 31.

As previously informed by letters dated October 7, 2016 and March 13 (enclosed), the IPIU is an all-in-one-wall unit that allows customers to print postage labels, scan parcels to receive acceptance scan events, deposit parcels for shipment, and receive a receipt of the transaction. If successful, the IPIUs will become another component of the self-service technologies the Postal Service is developing to meet customer shipping needs and provide a physical solution for customer parcel acceptance.

The selected expansion site is:

Cupertino Post Office
21701 Stevens Creek Blvd
Cupertino, CA 95014

If you have any questions, please contact Shannon Richardson at extension 5842.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean".

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

RETAIL SERVICE TALK

Mobile Label Printing (Pilot) at Automated Package Drop

The Automated Package Drop (APD) is a self-service unit that allows USPS customers to get an acceptance scan, paper receipt and induct prepaid parcels and Merchandise Return parcels. A paper receipt will immediately print for the customers with an acceptance scan, date, time and tracking number. The tracking event will also be sent to USPS Product Tracking & Reporting (USPS.com) for customer notifications.

The Mobile to Retail Print Solution was added in March 2018 to allow customers to enter shipment details and pay postage for parcel shipments on their mobile device and ultimately print a shipping label at an APD.

- On their mobile device, the customer will initiate and pay for the shipping transaction through their Click-N-Ship (CNS) account on the USPS app..
- When the label is ready to be printed, customers shipping from a ZIP Code where an APD is located will be given an option to "Print at Post Office." This option will not appear unless the customer indicates they are shipping from a ZIP Code with an APD.
- Once a customer chooses the "Print at Post Office" option, a QR Code is generated and displayed on the Payment Confirmation page on the customer's mobile device as well as in their Mobile Label Details.
- The code can be scanned on the APD to generate a shipping label.
- An email is also sent to the customer when they select this option along with the QR Code which explains how to print their label at the P.O.
 - Due to USPS restrictions related to providing receipts for insured packages inducted at an unmanned parcel drop, certain Click-N-Ship packages are unable to be inducted at an APD. These include, but are not limited to: Registered Mail, Priority Express Mail, International Mail, Media Mail, Library Mail, Insurance >\$500, COD, Bound Printed Matter, Parcel Select, and Critical Mail
 - The APD will inform customers on how to induct their package if it is unable to be inducted at the APD

The Click-N-Ship will also add language to inform customers around how to induct their package if it is unable to be inducted at the APD.

The following screenshots depict the customer interface on Mobile USPS.com:

Create New Label | Shipping History

Label Summary

[View Label](#)

[Print at Post Office](#)

Return Address
 JOHN DOE
 901 D ST SW
 WASHINGTON, DC 20024 2103

Delivery Address
 MARY DOE
 886 N OLIVE RD
 ARLINGTON VA 22203 2149

Package

Tracking #	9405 6038 9330 0000 8174 11
Shipping Date	03/03/2017
Exp. Delivery Date	03/04/2017
ZIP Code	20024
Contents Value	\$18.00

Service

Priority Mail® 1-Day Flat Rate Envelope	\$8.65
Insurance	Free
Total:	\$8.65

Payment Method
 VISA-5216

You have until 11:59 PM CDT of the ship date to print your label.

[View Label](#)

[Print at Post Office](#)

Did you know you can request a refund online for unused Click-N-Ship® labels in your Shipping History? [Click here](#) to learn more.

Create New Label | Shipping History

Label Summary

[View Label](#)


How do I print my label at the Post Office™ facility? ^

1. Scan QR Code® at 24/7 access Automated Parcel Drop
2. Attach the printed label to your package
3. Place your package in the collection bin
4. Collect your tracking receipt

Your QR Code® has been emailed to you and can be found in your Shipping History.

Please note other Post Office™ locations will not be able to scan your QR Code® or print your label. If you would rather print this label using your own printer, click "View Label" above or reprint this label from your Shipping History.

Post Office™ Print Location:
 FARGO PO
 657 2ND AVE N RM 104
 FARGO, ND 58102




USPS.COM | [Sign In](#) | [Shipping History](#) | [Manage Your Mail](#) | [Customer Service](#)

USPS-Click-N-Ship® Label Print Code

This Click-N-Ship® label can be printed at the Post Office™ location listed below until 11:59 PM Central Time of the ship date. Please note other Post Office™ locations will not be able to scan your QR Code® or print your label.

Print at Post Office FARGO POST OFFICE
Option Selected: 657 2ND AVE N RM 104
 FARGO ND 58102

Ship Date: Date



How do I print my label at the Post Office™ facility?

1. Scan QR Code® at 24/7 access Automated Parcel Drop
2. Attach the printed label to your package
3. Place your package in the collection bin
4. Collect your tracking receipt

What if the collection bin does not open to accept my package?
 You can drop your package off at a Blue Box or give it to the Retail Counter.

What if I encounter a problem printing my label?
 Go to the Retail Counter at the Post Office™ facility, or go to your Shipping History to print your label using your own printer.