

May 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, the Postal Service intends to conduct a Priority Mail non-Flat Rate and ReadyPost Packaging Supplies pilot test.

The purpose of this test is to evaluate the feasibility of removing Priority Mail non-Flat Rate and select ReadyPost packaging items from retail operations in order to streamline product offering.

The test will include the following options:

- Option 1: Priority Mail Flat Rate Packaging. This test will be conducted in ten post offices in the Western Pennsylvania District as identified in the enclosed *Frequently Asked Questions (FAQs)* document.
 - In this scenario, select USPS branded Priority Mail non-Flat Rate package offerings will be removed from the retail operation (as identified in the *Items to be Removed* enclosure).
- Option 2: Selected ReadyPost packaging supply items will be removed in ten post offices in the Western New York District, as identified in the enclosed *Frequently Asked Questions (FAQs)* document.
 - In this scenario select ReadyPost packaging supplies will be removed from the retail operation (as identified in the *Items to be Removed* enclosure).
- Option 3: Is a combination of Option 1 and Option 2. This option will be conducted in five units in Western Pennsylvania and five units Western New York District, as identified in the *Frequently Asked Questions (FAQs)* document.

Items removed from retail operations during testing will be available on USPS.com for customers to order.

The participating offices will be removed from the Solution for Enterprise Asset Management (SEAM) mailing list for the selected Priority Mail non-Flat Rate and ReadyPost supplies during of the pilot testing.

Participating offices will not be removed from the Retail Customer Experience (RCE) program during the pilot test.

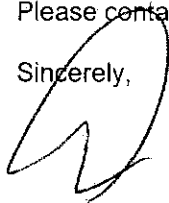
The pilot test is currently scheduled to run from June 4 through August 31.

We have enclosed the following material:

- *Retail Service Talk*
- *Items to be Removed*
- *Frequently Asked Questions (FAQs)*
- *Sales and Service Associate (SSA) Survey*
- *Consumer Survey*

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

Sincerely,

A handwritten signature in black ink, appearing to be 'A. Moore', written over the word 'Sincerely,'.

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosures

Priority Mail Non-Flat Rate and ReadyPost Packaging Supplies - Pilot Test

The United States Postal Service will be conducting a pilot test on the feasibility of removing Priority Mail Non-Flat Rate packaging and select ReadyPost packaging items from Retail sites. The pilot test will be in the Eastern Area and is scheduled to run June 4th, 2018 – August 31st, 2018 in 30 Post Offices within the Western Pennsylvania and Western New York districts.

The goal of the pilot is to provide a better customer experience and streamline our product offerings. The pilot test will be divided into three options running simultaneously during the 90 days. The first option will test removal of Priority Mail Non-Flat Rate packaging in 10 Post Offices, the second option will test removal of 14 ReadyPost items in 10 Post Offices, and the third option will test a combination of options 1 and 2 in 10 Post Offices.

A list of the items that will be removed during the pilot test are listed below:

Priority Mail Non-Flat Rate items

- Priority Mail Tyvek Envelope (item# - EP-14)
- Priority Mail Box (item# - O-1092)

ReadyPost items (not all offices are stock with every item listed)

- Cushion Mailer 6" x 10" (item # - 93090028)
- Bubble Mailer 6" x 10" (item # - 930100109)
- Cushion Mailer 8.5" x 12" (item # - 93090029)
- Bubble Mailer 8.5" x 12" (item # - 91000110)
- Bubble Mailer 10.5" x 16" (item # - 93100111)
- Cushion Mailer 10.5" x 16" (item # - 93090030)
- Bubble Mailer 12.5" x 19" (item # - 930100112)
- Cushion Mailer 14.25" x 20" (item # 93090031)
- Photo/Doc Mailer 6.5" x 9.5" (ins w/ adh)-Gen-paper (item # 93070005)
- Photo/Doc Mailer 9.5" x 12" (item # - 93070006)
- Photo/Doc Mailer 9 3/4 " x 12 1/4" (item # - 93070008)
- Photo/Doc Mailer 6" x 10" (item # 93070007)
- CD Mailing Carton 5 3/4 "x5 1/4"x1" (item # - 93140004)
- DVD Mailing Carton 9 1/16"x 5 5/8"x1 1/4" (item # - 93210101)

Select Priority Mail Non flat-rate packaging and ReadyPost items will be available during the pilot test for customers to order at USPS.com.

Additionally during the pilot test, both customers and Sales and Service Associates (SSAs) will be given the opportunity to take a survey to provide feedback. Customers that purchase Priority Mail and ReadyPost products will be given a survey invite card with information on how to complete the survey. SSAs will be given pre and post surveys to provide feedback on their experience during the pilot test. The URL link to the survey for SSAs is provided below:

SSA Pre Survey: <https://www.research.net/r/T8CCRMV>

SSA Post Survey: <https://www.research.net/r/T8MFYL9>

The following Priority Mail Non-Flat Rate items will be removed:

- Priority Mail Tyvek Envelope (item# - EP-14)
- Priority Mail Box (item# - O-1092)

The following ReadyPost items will be removed:

- Cushion Mailer 6" x 10" (item# - 93090028)
- Bubble Mailer 6" x 10" (item# - 930100109)
- Cushion Mailer 8.5" x 12" (item# - 93090029)
- Bubble Mailer 8.5" x 12" (item# - 91000110)
- Bubble Mailer 10.5" x 16" (item# - 93100111)
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- DVD Mailing Carton 9 1/16"x 5 5/8"x1 1/4" (item# - 93210101)

Priority Mail Non-Flat Rate and ReadyPost Packaging Supplies - Pilot Test

1. Why is the Postal Service testing the removal of Priority Mail non-Flat Rate (weight/zone based) packaging and select ReadyPost items from retail lobbies?

The Postal Service is committed to seeking new ways to improve the customer experience. The objective of the pilot test is to study the removal of Priority Mail Non-Flat Rate packaging and select ReadyPost items to streamline USPS product offerings in the Retail Lobby and prevent a loss of revenue due to downgrading service based on available packaging items.

2. What Priority Mail Non-Flat Rate (weight/zone based) packaging will be removed from Retail for the pilot?

The following Priority Mail Non-Flat Rate (weight/zone based) packaging will not be available at select participating offices during the pilot test:

- Priority Mail Tyvek Envelope (item# - EP-14)
- Priority Mail Box (item# - O-1092)

3. What ReadyPost items will be removed from Retail for the pilot?

The following select ReadyPost items will not be available at select participating offices during the pilot test:

- Cushion Mailer 6" x 10" (item # - 93090028)
- Bubble Mailer 6" x 10" (item # - 930100109)
- Cushion Mailer 8.5" x 12" (item # - 93090029)
- Bubble Mailer 8.5" x 12" (item # - 91000110)
- Bubble Mailer 10.5" x 16" (item # - 93100111)
- Cushion Mailer 10.5" x 16" (item # - 93090030)
- Bubble Mailer 12.5" x 19" (item # - 930100112)
- Cushion Mailer 14.25" x 20" (item # 93090031)
- Photo/Doc Mailer 6.5" x 9.5" (ins w/ adh)-Gen-paper (item # 93070005)
- Photo/Doc Mailer 9.5" x 12" (item # - 93070006)
- Photo/Doc Mailer 9 3/4 " x 12 1/4" (item # - 93070008)
- Photo/Doc Mailer 6" x 10" (item # 93070007)
- CD Mailing Carton 5 3/4 "x5 1/4"x1" (item # - 93140004)
- DVD Mailing Carton 9 1/16"x 5 5/8"x1 1/4" (item # - 93210101)

4. Will my Office continue to receive automatic shipments of these items from Solution for Enterprise Asset Management (SEAM)?

No, offices participating in the pilot test will be removed from the SEAM mailing list for the Priority Mail non-Flat Rate and select ReadyPost packaging during the pilot. All other products will continue to be fulfilled as normal.

5. Will the items removed for the pilot still be available at USPS.com for customers to order?

All Priority Mail non-Flat Rate packaging and select ReadyPost items will remain available to customers at USPS.com.

6. Will the pilot test have any changes on the Retail System Software (RSS)?

No, there will be no changes to the RSS during the pilot test.

7. Will the pilot test have any changes to the Menu Boards?

No, there will be no changes to the menu boards during the pilot test. Offices will receive signage to update their EPS displays for the pilot as well as counter cards to communicate the changes.

8. Can Sales and Service Associates (SSAs) still process transactions for items that have been removed from their location?

SSAs should continue to accept and process transactions for all packaging items that have been removed. These packaging items will still be available at USPS.com, at other Retail sites, and customers may have some existing supplies on hand.

9. Will my office be removed from the Retail Customer Experience (RCE) Program during the pilot test?

No, all participating offices will not be removed from the Retail Customer Experience (RCE) Program during the pilot test (June 4th, 2018 – August 31st, 2018).

10. How will customers be notified about the changes to our product offering and EPS Retail display?

Counter Cards will be displayed on writing tables in the Retail Lobby at participating pilot locations. The counter cards will serve as notification to the customers regarding changes to USPS product offering. In addition, Expedited Packaging Supply (EPS) displays will be updated in pilot locations

11. How do I know which test option my office is assigned?

Pilot Test Sites			
Test Option 1-Western Pennsylvania	Test Option 2-Western New York	Test Option 3-Western Pennsylvania	Test Option 3-Western New York
Castle Shannon 15234	Amherst 14226	Butler 16001	Fredonia 14063
South Hills 15216	Buffalo MOW 14240	Glenshaw 15116	North Chili 14514
Cedarhurst 15243	Canandaigua 14424	Johnstown 15901	Panorama 14625
Coraopolis 15108	Hamburg 14075	Lyndora 16045	Irondequoit 14621
Greentree (Main Branch) 15205	Henrietta 14467	Uniontown 15401	Loehmann's Plaza 14618
Monroeville 15146	LaSalle 14304		
Penn Hills 15235	Lockport 14094		
Murrysville 15688	Penfield 14526		
Ingomar 15127	Webster 14580		
McKnight 15237	Westside 14213		



Opening Statement

The United States Postal Service is conducting a pilot test in several retail sites to see if it is beneficial to remove some Priority Mail and/or ReadyPost products from our retail offices. This brief survey will provide valuable feedback as we work together to improve our customer experience.

Retail Associate Questionnaire

Please type the ZIP Code of the post office where you work. *Required*

How would you describe the level of information you received for this pilot at your post office?

Please select one.

- Excellent
- Very Good
- Good
- Fair
- Not Very Good
- Not Good at All

What type of customer experience do you think you were able to provide the customer regarding shipping envelopes/boxes? Please select one.

- Excellent
- Very Good
- Good
- Fair
- Not Very Good
- Not Good at All

Please let us know your level of agreement for each of the following statements. Select one response for each statement.

By streamlining the amount of shipping envelopes/boxes available at the post office....

	Disagree strongly	Disagree	Neutral	Agree	Agree strongly
It makes it easier for the customer to find the product they are looking for					
It was easier to stock the Retail Lobby					
It is easier to keep the merchandise display area neat and organized					

Do you have any suggested transaction improvements for the shipping envelopes/boxes you processed? Please type your response next to the shipping envelopes/boxes you processed. (Comment box for each option)

- Priority Mail Envelope – Flat Rate
- Priority Mail Box – Flat Rate
- Ready Post Envelope
- Ready Post Box



Which of the following should USPS remove to streamline the retail lobby? Select all that apply.

- Priority Mail non-Flat Rate Envelope
- Priority Mail non-Flat Rate Box
- Cushion Mailer 6"x10"
- Cushion Mailer 10½"x16"
- Bubble Mailer 6"x10"
- Bubbler Mailer 12½"x19"
- Photo/Doc Mlr 6½"x 9½" (ins w/ adh)-Gen-paper"
- Photo/Doc Mlr 9¾" x 12¼" (ins w/ adh)-Gen-paper
- Photo/Doc Mlr 9¾" x 12¼" (ins w/ adh)-Gen-paper
- Cushion Mailer 14¼"x20"
- Bubble Mailer 8½"x12"
- Bubble Mailer 10½"x16"
- Cushion Mailer 8½"x12"
- DVD Mailing Carton 9 1/16"x 5 5/8"x1 1/4"
- CD Mailing Carton 5 3/4 "x5 1/4"x1"
- Photo/Doc Mlr 6" x 10" (ins w/ adh)-Gen-paper
- None

What are your thoughts on the elimination of Priority Mail Non-Flat Rate packaging and select ReadyPost packing items from the retail lobbies? Comment box

Thank you for your time! Your opinion matters!
(Post Survey Questions)

How satisfied were you with the pilot test? On a scale of very satisfied to very unsatisfied.

What do you think the customer thought about the pilot test?

- *Did we enhance the customer experience*
- *Do you think it improved the transaction time?*
- *Do you think that the customers would return to USPS or go to a competitor?*

Should we as an organization move forward with eliminating the Priority Mail Non-Flat Rate and selected ReadyPost items from the retail lobby?

Yes

No (If they selected "no" they will be taken to a new question that asks them to explain their selection.)



Dear Valued Customer,

Thank you for taking the time to provide your feedback on the shipping envelopes/boxes you purchased today. Your feedback will help us to improve service to our customers. The survey should take roughly 2 minutes to complete.

Thank You!

The United States Postal Service

What is the ZIP Code of the Post Office you purchased the shipping envelopes/boxes services at today? It can be found on the survey invitation card or on your receipt. Please type your answer below.

I don't know the ZIP Code of the post office that I purchased shipping envelopes/boxes

ZIP Code

Which shipping envelopes/boxes services did you purchase today? Please select all that apply.

Priority Mail Envelope - Flat Rate
Priority Mail Box - Flat Rate
ReadyPost Envelope
ReadyPost Box

Which of these shipping envelopes/boxes services have you purchased in the past 12 months? Please select all that apply.

Priority Mail Envelope - Flat Rate
Priority Mail Box - Flat Rate
Priority Mail Envelope Non-Flat Rate
Priority Mail Box Non-Flat Rate
ReadyPost Envelope
ReadyPost Box

I have not purchased any of these shipping envelopes/boxes services in the past 12 months

How satisfied were you with the experience of purchasing shipping envelopes/boxes services? Please select one. (Matrix rating from Very Unsatisfied to Very Satisfied.)

How easy/difficult was it to find the shipping envelopes/boxes you needed for what you wanted to ship? Please select one. (Matrix rating from Very Difficult to Very Easy.)

How easy/difficult was it to find the shipping envelopes/boxes you needed for what you wanted to ship on this trip compared to your last trip? Please select one. (Matrix rating from Very Difficult to Very Easy.)



UNITED STATES
POSTAL SERVICE

Consumer Survey
Priority Mail Non-Flat Rate and ReadyPost Packaging Supplies Pilot - Test

How easy/difficult was it to decide which shipping envelopes/boxes to select for what you wanted to ship? Please select one. (Matrix rating from Very Difficult to Very Easy.)

(Only if you clicked priority mail) For those that used Priority Mail Non-Flat Rate (have bolded) packaging in past 12 months:

What impact does not having Priority Mail Non-Flat Rate envelopes/boxes in the post office have on your future use of USPS? Please select one.

- Use USPS more
- Use USPS the same
- Use USPS less

For those that used Priority Mail Non-Flat Rate packaging in past 12 months:

You can still order Priority Mail Non-Flat Rate envelopes/boxes at USPS.com to be delivered to you. What impact does this have on your future use of USPS? Please select one.

- Use USPS more
- Use USPS the same
- Use USPS less

(Only if you clicked ready post) For those that used ReadyPost (have bolded) packaging in past 12 months:

What impact does not having ReadyPost envelopes/boxes in the post office have on your future use of USPS? Please select one.

- Use USPS more
- Use USPS the same
- Use USPS less

For those that used ReadyPost packaging in past 12 months:

You can still order ReadyPost envelopes/boxes at USPS.com to be delivered to you. What impact does this have on your future use of USPS? Please select one.

- Use USPS more
- Use USPS the same
- Use USPS less

Was the postal merchandise displayed neatly?

- Yes
- No
- Don't remember

Please let us know if you have any other suggested improvements for the shipping envelopes/boxes you purchased. Please write your response next to the shipping product you purchased.

- Priority Mail Envelope – Flat Rate
- Priority Mail Box – Flat Rate
- Ready Post Envelope
- Ready Post Box