



April 26, 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 3556

Dear Brian:

As a matter of general interest, the Postal Service has deployed an enhancement to the Retail Systems Software (RSS) which enables Sales and Service Associates (SSAs) to look up the tracking status and/or conduct a refund inquiry of mail pieces for customers at USPS retail counters.

The purpose of the enhancement is to improve the customer experience by providing SSAs the ability to efficiently assist customers with real-time tracking information and refund inquiries.

Enclosed are the following items:

- Retail Service Talk – Product Tracking Lookup and Refunds at Retail Systems Software (RSS)
- Internal Frequently Asked Questions (FAQs) – Product Tracking Lookup and Refunds At Retail Systems Software (RSS)

If you have any questions about this matter, 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

Product Tracking Lookup and Refunds At Retail Systems Software (RSS)

Background

Currently Sales and Service Associates (SSA) must leave the retail counter to use the back office Advanced Computing Environment (ACE) computer when looking up tracking information or refund status for customers. After querying Product Tracking Reporting (PTR) for information the SSA returns to the retail counter to share the latest information with the customer. This process is time consuming, inefficient, and could lead to an increase in Wait Time In Line (WTIL).

What is changing?

Effective April 10, 2018, a software enhancement was released in RSS. This new functionality enables SSAs to look up the tracking status or refund inquiry of mailpieces for customers at the retail counter. SSAs only need to enter the customer provided USPS tracking number on their RSS terminals to retrieve the latest tracking information from PTR and to provide to the customer. If the information shows a service performance failure for a guaranteed service or Extra Service not rendered, SSAs can further assist customers with their refund requests following the existing refund process.

Impact to Retail

The new enhancement will streamline the customer inquiry process and make it more convenient for SSAs to obtain tracking or refund status efficiently without having to use the back office ACE computers. Additionally SSAs can assist customers with processing their refund requests.

Impact to Customers

The enhancement will improve customers' retail experience as customers can actively engage with the SSAs who can assist them by providing efficient and real-time tracking information. Customers will also benefit from being able to expedite the submission of their refund requests if eligible.

Payment for Priority Mail Express (PME) or Extra Service refunds will continue to be received in the following manner after a completed PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts*, is submitted and the refund request is approved:

- If the refund is \$25 or less, you will receive cash.
- If the refund is over \$25, you will be given a no-fee money order.
- If the refund is over \$1,000, a check will be mailed to you from the San Mateo Accounting Service Center.
- If you are a USPS Corporate Account (USPSCA) customer you will receive a credit to your USPSCA.

Key Takeaway

The Postal Service strives to serve customers more efficiently by incorporating modern technologies into their retail experience. Our goal is to provide consistent real-time updates to our customers and streamline the process when doing business with us.

Internal Frequently Asked Questions (FAQs) Product Tracking Lookup and Refunds At Retail Systems Software (RSS)

Q1. What are the benefits of using Retail Systems Software (RSS) to track mailpieces?

A. A recently enhanced software release in RSS provides a streamlined process for Sales & Service Associates (SSAs) to verify the status of customer's mail or refund request without having to leave the retail counters.

Q2. How does this enhancement benefit SSAs?

A. SSAs can help customers with inquiries on the status of their mailpieces without having to use the Advance Computing Environment (ACE) computer. The time spent with research will be accounted for on Sales/Service Retail Diagnostic (SSRD) – the ability for SSAs to remain at the retail counters saves time and provides a better customer experience.

Q3. How will SSAs look up information in RSS?

A. SSAs should follow the work flows and instructions provided in the New Functionality Guide (NFG) R116 pages 3-7 to begin the lookup process.

Q4. How is the tracking information displayed in RSS?

A. After the tracking number that the customer provides is entered into RSS, it retrieves information from Product Tracking and Reporting (PTR), the same system that provides information for Track & Confirm, and displays it on the RSS screen.

Q5. What type of tracking information is displayed in RSS?

A. RSS will display the latest four scan events. Information will be provided with the following data points linked to the mailpiece:

- Destination and Origin ZIP Code of the mailpiece
- Class of Mail
- Weight and Postage on the mailpiece
- Extra Service details if purchased
- Scanned event details

Q6. Can the tracking information be printed out in case customers ask for it?

A. Yes. SSAs can print the tracking information for customers by leveraging RSS and selecting the print button on the screen. Refer to NFG R116 page 6 for specific instructions. The customer receipt will print with only the last scan event.

Q7. How will SSAs use the tracking information obtained in RSS?

A. SSAs will be able to use the tracking information to satisfy customers' inquiries about the status of their items or assist with determining the eligibility for a refund upon customers' request. Refunds will only be approved if a service performance commitment has not been met.

Q8. What information will be displayed to SSAs to show refund eligibility?

A. SSAs will be provided descriptions from PTR to help determine refund eligibility besides the latest scan events.

Q9. In what form of payment will customers receive their refunds at a USPS® Retail location?

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Q10. Can SSAs approve a refund request if tracking information shows ineligibility?

A. No, PTR determines refund eligibility. SSAs should deny the refund and explain the reason to the customer.

Q11. How can SSAs handle customers who are not satisfied with the results of their refund requests?

A. SSAs should seek advice from their Manager or Supervisor who can further explain to customers about the refund inquiry.