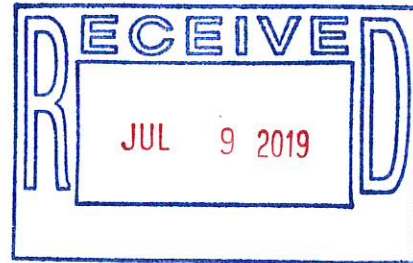




July 2, 2019

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 is in the process of adding Quick Response (QR) Codes to collection box labels, return labels, and certain categories of packaging supplies.

We have enclosed two documents – “Service Talk – QR Code on Collection Box Labels” and “Retail and Delivery Service Talk – QR Code on Return Labels” – that outline the features and functionality of the QR codes.

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

Sincerely,

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

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosures

Retail and Delivery Service Talk QR Code on Return Labels

Beginning May 2019 the Postal Service is introducing a new feature enhancement on return labels that will allow a simple and quick way to find a nearby post office or schedule a pickup. With the USPS Merchant Return Application (MRA) and to the Web Tools API system, it will print a Quick Response (QR) Code on the following eight Return labels to make Returns more convenient for customers:

- The following 4 x 6 USPS Return labels are generated by MRA:
 - Priority Mail Return Service
 - First-Class Package Return Service
 - Ground Return Service
 - Parcel Return Service (PRS)-Full Network (NSA only)
- The following 5 x7 Merchandise Return labels are generated by Web Tools API:
 - Ground (Parcel Select Ground)
 - First-Class Package Service
 - Priority Mail Return Service
 - 4 x 6 Parcel Return Service generated by Web Tools Application (NSA only)

To use this new feature, customers simply scan the QR code using the camera on their IOS or Android device. The device must have USPS Mobile®, Informed Delivery®, or another QR code scanning application installed on the device.

When customers scan the QR code on the Return label with their iOS or Android device, **Schedule a Pickup** and **Find a Post Office** options will be provided for them to select as shown below.



- When “**Find a Post Office**” option is selected, it displays ten closest post offices nearby with distance and the hours of operations, and
- When “**Schedule a Pickup**” option is selected it will direct them to the mobile “**Schedule a Pickup**” application where they can specify a date and time for a USPS Carrier to pickup their Return shipments.

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Domestic Products / Shipping Products
Updated: January 17th, 2019

Service Talk

QR Code on Collection Box Labels

As a part of the United States Postal Service's broader efforts to make sending mail more convenient for customers, we are adding a Quick Response (QR) Code to the labels on all of our Blue collection boxes to provide customers with other nearby post offices' information.

To use this new feature, customers may use the camera on the smart mobile phone, have USPS Mobile, Informed Delivery, or another QR code scanning application installed on their device.

When the QR code is scanned with a mobile device, the user will be provided with additional USPS locations and the following information:

- the location's address,
- hours of operations, and
- the distance (in miles) to drop off their items.

The new labels with QR Codes will be available for order starting on May 22, 2019 in eBuy2. Offices are encouraged to exhaust the current supplies on hand before ordering the new labels with the QR codes.

The new labels should only be replaced when it is needed (or meets maintenance standards: for example, lewd or obscene matter cannot be erased, or other information is not legible, etc. (See [MS-22 Handbook](#), Street Letter Box Maintenance for more information). When one of the grouped collection boxes needs to be updated with a new label, the rest of the collection boxes should also be updated.

Standard Collection Box Label
PSN 7690-18-000-4565
(LAB 66-QR)



UNITED STATES POSTAL SERVICE **COLLECTION TIMES**

Monday - Friday Saturday Scan Here Last Collection in this area is at:

Monday-Friday _____
Saturday _____

To find the nearest Post Office Location with the address, hours of operations and distance, scan the QR Code to drop off items. To report QR Code issues, call 800-222-1811.

Normal collection times may not apply on the day before a holiday. Always check with your local Postmaster to verify collection times.

Location of Priority Mail Express™ Drop: For local information call: Location ID No.: Date label printed:

Tampering with this box, lock, or contents is punishable by fine or imprisonment. LAB 66 November 2018

Priority Mail Express Collection Box Label
PSN 7690-18-000-4566
(LAB 67-QR)



PRIORITY MAIL EXPRESS **COLLECTION TIMES**

Monday - Friday Saturday Scan Here Last Collection in this area is at:

Monday-Friday _____
Saturday _____

Priority Mail Express items deposited in this box will be delivered within 1 or 2 delivery days depending on the date and time deposited and the destination ZIP™ Code, with a money-back guarantee.

To find the nearest Post Office Location with the address, hours of operations and distance, scan the QR Code to drop off items. To report QR Code issues, call 800-222-1811.

Location of Priority Mail Express™ Drop: For local information call: Location ID No.: Date label printed:

Tampering with this box, lock, or contents is punishable by fine or imprisonment. LAB 67 November 2018

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