December 4, 2020

Board Memo 087-2020: Notice of USPS partnership with Smarte Carte to Pilot USPS Smart Lockers for Parcel Delivery

USPS Headquarters has sent notice that they will be beginning a pilot program with Smarte Carte for USPS Smart Lockers starting on December 11th in the Northern Virginia District

Please share the attached with your membership. It will also be posted on our website at https://naps.org/Bulletin-Board-Archive.

Thank you and be safe

NAPS Headquarters
December 3, 2020

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

Dear Mr. Wagner:

As a matter of general interest, the Postal Service will be partnering with Smarte Carte to pilot USPS Smart Lockers which will serve as a next-generation upgrade in Post Office parcel delivery equipment.

The USPS continues to seek alternative options to deliver packages to our customers in an efficient and secure manner. Under this project, customers will receive a notification via the PS Form 3849 that they have a package available for pick up. The carrier will scan the package(s) as they normally would and link the packages to a modified PS Form 3849. Carriers will provide information on the PS Form 3849 regarding the pickup location, date and time available and instructions on how to retrieve parcels from the smart locker.

The pilot is scheduled to begin December 11.

We have enclosed the final draft copy of the Smart Locker Training PowerPoint presentation that includes a list of the pilot locations in the Northern Virginia District.

Please contact Bruce Nicholson at (202) 268-7773, if you have questions concerning this matter.

Sincerely,

David E. Mills  
Manager  
Labor Relations Policies and Programs

Enclosure
To meet the ever-changing parcel delivery demand, shipping companies have been making investments in various tools to attract new business and expand their customer base. The USPS Smart Lockers are being explored to enhance customer-oriented services to meet this need.

Customers demand for secure package delivery

USPS Smart Lockers serve as a next-generation upgrade in Post Office parcel delivery equipment. The resulting improvements to the parcel locker delivery process would be:

- Improved visibility of parcel locker loading and pickup activity
- Eliminate management/purchase of parcel locker keys/lock replacement and manual paperwork
- Equipment reliability
- Reduced rehandling costs due to Failed First Attempts
Smart Locker Pilot

- Utilize the current IDIQ Contract to purchase 10 off the shelf units from Smarte Carte
  - Not rated for outdoor use in extreme environments
  - Smart Locker Units will range from 54 (7 Units) - 74 lockers (3 Units)
- Plan is to deploy the units with software that will be able to test 1 of the current 7 use cases
  - GoPost use case should be available post peak
  - Remaining options require upgrades to multiple different programs
- Central Management System (CMS) is utilized to monitor the locker systems
  - Future training will be provided on the system and how to run inventory and utilization reports
- Targeted Informational PC for Impacted Delivery Area
- Indoor and Outdoor Locations
- 54 and 74 Unit Locations
- Postal Decals should be ready second week in December
- Weather dependent installation for graphics for outside units

### Post Office Install Schedule

<table>
<thead>
<tr>
<th>Location/Model</th>
<th>Graphics Applied Date</th>
<th>Commissioned Date</th>
<th>Installed Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>McLean West 54</td>
<td>TBD</td>
<td>Completed</td>
<td>2-Nov</td>
</tr>
<tr>
<td>Vienna Inside 54</td>
<td>TBD</td>
<td>Completed</td>
<td>9-Nov</td>
</tr>
<tr>
<td>Reston Outside 54</td>
<td>TBD</td>
<td>Completed</td>
<td>10-Nov</td>
</tr>
<tr>
<td>Annandale Inside 54</td>
<td>TBD</td>
<td>Completed</td>
<td>13-Nov</td>
</tr>
<tr>
<td>Lincolnia Outside 74</td>
<td>TBD</td>
<td>Completed</td>
<td>15-Nov</td>
</tr>
<tr>
<td>Potomac Falls 54</td>
<td>TBD</td>
<td>Completed</td>
<td>20-Nov</td>
</tr>
<tr>
<td>Turnpike Outside 74</td>
<td>TBD</td>
<td>Completed</td>
<td>30-Nov</td>
</tr>
<tr>
<td>Ashburn Inside 54</td>
<td>TBD</td>
<td>Completed</td>
<td>2-Dec</td>
</tr>
<tr>
<td>Herndon Outside 74</td>
<td>TBD</td>
<td>Completed</td>
<td>4-Dec</td>
</tr>
<tr>
<td>Fairfax TBD</td>
<td>TBD</td>
<td>Completed</td>
<td>??</td>
</tr>
</tbody>
</table>
Smart Locker 3849 Use Case – Carrier Workflow

- **Carrier scans package barcode and PS Form 3849 barcode.**
  - If package cannot be left. Carrier scans package barcode(s) and PS 3849 barcode. Carrier utilizes PS Form 3849 with information that the package is available for pick up on “Date” at “Smart Locker” location by Customer scanning barcode on PS Form 3849. (Multiple package barcodes can be linked to a 3849 barcode)

- **Modified PS Form 3849 left for Customer**

- **Carrier returns to the post office**
  - Packages for Smart Locker are placed in a hamper for loading into the Smart Locker that night.
Locate the Smart Locker unit that will be either inside the 24-hour lobby or in front of the Post Office. Follow the prompts on the monitor of the Smart Locker to retrieve your parcel. The unique barcode below is used as your access code.
Smart Locker Steps for Package Delivery

Login Options

Select Your Login Option

Please select an option below.

Enter Account ID

Enter Pickup Code

Scan PS Form 3849 Barcode

Enter Account ID

Enter or Scan Your ID

Please enter or scan your ID.

Back

Cancel

1 2 3 4 5 6 7 8 9 0

Q W E R T Y U I O P

A S D F G H J K L

Z X C V B N M

Enter

Cancel
United States Postal Service®

Smart Locker Steps for Package Delivery

Package Delivery

Smart Locker System

8401 ZIon Highway
Burke, VA 22015

3849 Delivery

Scan 3849 Package Barcode

Please scan or enter the barcode shown on the package for 3849 redelivery.

Locker Availability

Large
17"H x 14"W x 17"D
4 available

Medium
8"H x 14"W x 17"D
8 available

Small
4"H x 14"W x 17"D
22 available

Agent Menu

Delivery go post

3849 Delivery

Logout

Agent Menu
3849 package information

Review 3849 Information

Please review current 3849 information.
The 4 package(s) associate with the PS3849 form shall be deposited together.
Touch "Next" to continue.

PS Form 3849 Information

Destination: , HUBBARD, OR 97032

Current scanned barcode: 9207320126101877712130

- 9202520126101833011214
- 9202520126101877712535
- 9202520126101877712924
- 9207320126101877712130

Deposit Process Screens

Agent Last Mile Deposit

Please touch "Unlock" to open locker C02D03 and deposit 1 parcel(s).
Duplicate Barcode Scanned

Package Has Been Loaded

Our record shows the scanned barcode has been loaded to a locker before. Please touch "Next" to continue to deposit this duplicate barcode package.

Logout with Incomplete Deposit

Incomplete 3849 Deposit

You have 1 incomplete PS Form 3849 deposit, please touch "Continue" to continue the process.

PS Form 3849 Information

Destination: HUBBARD, OR 97032

Current scanned barcode: 9207320126101877712130
☐ 9202520126101833011214
☐ 9202520126101877712535
☐ 9202520126101877112924
☐ 9207320126101877712130

Logout
Agent Menu
Next

Logout
Continue
Smart Locker Steps for Package Delivery

Incomplete 3849 Deposit

Please review PS3849 information below. Touch "Yes" to confirm that you have the listed parcel(s) below and ready for deposit, otherwise, touch "No".

PS Form 3849 Information
Destination: , HUBBARD, OR 97032
Parcel(s) not yet deposited: 1
9202520126101877712535

If "No" is selected: removing parcels

Process Incomplete 3849 Deposit

Please remove the deposited 3849 parcel(s), touch "Remove" to proceed to remove the listed 3849 parcel(s).

PS Form 3849 Information
Destination: , HUBBARD, OR 97032
Parcel(s) deposited: 3
9202520126101833011214
9202520126101877712924
9207320126101877712130
Smart Locker Steps for Package Delivery

If "yes" is selected: completing deposit

Scan 3849 Package Barcode

Please scan the barcode shown on the list.

PS Form 3849 Information

Destination: , HUBBARD, OR 97832
Parcel(s) not yet deposited: 1
9202520126101877712535

Agent assisted last mile removal

Last Mile 3849 Package Removal

Please select an option below

Logout

Need More Time

Agent Menu

Scan Barcode

Enter Data
Smart Locker Steps for Package Delivery

Entering partial data (street address or 3849 barcode)

Select a Record

Please select a 3849 record shown on the list.

490
PS Form: 5293055866655550, Destination: 490 5TH ST, HUBBARD, OR 97032

PS Form 3849 Package Removal

2 lockers shall be opened for you to pick up the parcel(s).
Touch "Continue" to continue.
Customer Pickup Process by scanning barcode:

Customer Pickup Process by Entering Pickup Code

Enter Pickup Code

Please enter your pickup code

1 2 3 4 5 6 7 8 9 0 Back
Q W E R T Y U I O P Cancel
A S D F G H J K L Enter

Cancel
Smart Locker Steps for Package Delivery

Review Your Pickup Information
You have 5 package(s) to pick up.

Pickup Code Removal
You have 5 parcel(s) to pick up. Touch "Unlock" to unlock the highlighted locker door.

Continue

Logout

Unlock
Signature Required Package

Please Sign for Your Package(s)

We need your signature for delivering your package(s).

Invalid Pickup Code

The entered pickup code is invalid or your package has been removed from the locker. Please ask a USPS retail associate for help.

Enter the pickup code and click Submit.
Invalid Pickup Code

The entered pickup code is invalid or your package has been removed from the locker. Please ask a USPS retail associate for help.

Scanning an Invalid Barcode:

**Do Not Load**

Do not load the parcel with barcode: 9207320126101877712188
Pilot Site Task Items

- Request access to PO Tool
- Provide Service Talk to Employees
- Provide and Review SWI and Modified PS Form 3849 to the carriers on the Targeted Routes
- Provide and Review SWI and Workflow with clerks that will be required to utilize the smart locker
- Setup location for packages being routed to the Smart Locker
- Smart Locker technical support email: EngDeliveryTechnologySupport@usps.gov
• Annandale will be utilized as the initial test site and will start utilizing the system on Friday 12-4
  • HQ DS&P Team will be in the office reviewing the process and validating the SWI’s and software

• Go/No Go Decision on Wednesday 12/9

• Planned go live date for remaining sites with a commissioned system is Friday 12/11
Additional Use Cases

- Utilize the GoPost model with the customer using a unique address assigned to the smart locker. Planned for late January 2022.
- Customer requested Redelivery to the Smart Locker
- Pick up from store for our retail partner
- Deliver directly to Smart Locker
  - From retail partnership sites and potentially systems like Doddle or Click N Ship
  - Allow customers to redirect a package or all packages in their package delivery preference settings in My USPS.com
  - Access codes could be transmitted using the customers informed delivery account
- Customer drop point for package pickup