



NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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November 21, 2024

Board Memo 181-2024: USPS Response to PASS/DSS Mis-Scanning

Executive Board,

NAPS headquarters reached out to the USPS regarding incorrect scans for PASS/DSS. Please see response below from the USPS regarding this issue.

A software change was implemented recently, beginning November 5. The PASS/DSS will automatically apply a mis-shipped event code to all parcels that do not belong in a particular delivery unit. This change was intended to increase efficiency and prevent errors. Prior to this change, packages were mis-shipped, and the clerk did not notice it and scanned the item, and the scan applied was Arrival at Unit incorrectly.

A small percentage of the parcels are receiving an incorrect scan resulting from this change and we are developing a fix to it. In the interim, when this anomaly occurs, employees should use the MDDIO scanner to apply the appropriate scan and notify the HQ PO Operations and Delivery Integration Team at K4TNC0@usps.gov until the fix is implemented.

NAPS headquarters will keep you updated on any additional information.

Please share with your membership.

Thank you and be safe.

NAPS Headquarters