

LABOR RELATIONS



September 9, 2019

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

Faxed

Dear Brian:

As a matter of general interest, the Postal Service intends to conduct an operations test offering Package Less Returns at 53 Retail Systems Software (RSS) sites in the Dallas District.

The pilot test will be conducted from September 16 through January 17, 2020.

During the pilot test, retail associates will assist customers with their "package less" returns. Consumers will provide retail associates with an unpackaged item and a code. The code will be scanned or entered into RSS which will generate a USPS Returns label or Parcel Return Service (PRS) label. Two sizes of poly bags will be available. The return item will be placed into the poly bag, sealed, and the USPS Returns label or PRS label will be affixed to the bag. The package will then be dispatched.

We have enclosed:

- A list of the sites
- Package Less Returns Retail Service Talk
- Package Less Returns Standard Operating Procedures (SOP)
- Package Less Returns Frequently Asked Questions (FAQs)

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

Sincerely,

for Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosures