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AUG 08 2022

LABOR RELATIONS



August 5, 2022

Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of general interest, the Postal Service will soon be adding a fourth redelivery option to allow customers to schedule a redelivery request to Postal Service Smart Lockers.

Postal Service customers can still submit redelivery requests using QR codes from PS Form 3849, *We ReDeliver for You!*, and IMpb barcodes on the back of a Notice Left form. Postal Service employees are required to leave this form when they are unable to deliver an item successfully.

Similarly, customers can also access redelivery tracking numbers on usps.com through the Redelivery and Tracking and Mobile Simplified Redelivery applications.

Starting on August 31, customers will have an additional redelivery option to 65 Smart Parcel Locker locations. The customer can retrieve their packages with a pickup or PS Form 3849 barcode after the package is loaded into the locker with the Delivered, to Smart Parcel Locker scan event.

Enclosed is a list of sites, a standard work instruction, and FAQs for your review.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "James Lloyd".

for
James Lloyd
Director (A)
Labor Relations Policies and Programs

Enclosures





LABOR RELATIONS
475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4101
[WWW.USPS.COM](https://www.usps.com)

FAC AREA NAME	FAC DISTRICT NAME	FAC FACILITY NAME	ADDR PHY ADDRESS	ZIP
ATLANTIC	DE-PA 2	NEWARK	401 OGLETOWN RD	19711
ATLANTIC	MA-RI	PITTSFIELD	212 FENN ST	01201
ATLANTIC	NEW JERSEY	LAKEWOOD	1820 SWARTHMORE AVE	08701
ATLANTIC	NEW JERSEY	PRINCETON	213 CARNEGIE CTR	08540
ATLANTIC	NEW YORK 1	SHIRLEY CHISOLM	1915 FULTON STREET	11233
ATLANTIC	NEW YORK 1	STAPLETON	160 Tompkins Avenue	10304
ATLANTIC	NEW YORK 1	WILLIAMSBRIDGE	711 E GUN HILL ROAD	10467
ATLANTIC	NEW YORK 2	MERRICK	2040 MERRICK ROAD	11566
ATLANTIC	NEW YORK 3	NEWBURGH	217 LIBERTY STREET	12550
ATLANTIC	NORTH CAROLINA	BOONE	1544 BLOWING ROCK ROAD	28607
ATLANTIC	NORTH CAROLINA	CONCORD PKWY	455 CONCORD PKWY N	28027
ATLANTIC	NORTH CAROLINA	HICKORY	231 GOVERNMENT AVENUE	28602
ATLANTIC	NORTH CAROLINA	NEW BERN	1851 S GLENBURNIE ROAD	28562
ATLANTIC	VIRGINIA	ANNANDALE	4270 John Marr Dr	22003
ATLANTIC	VIRGINIA	ASHBURN	44715 PRENTICE DR	20101
ATLANTIC	VIRGINIA	CHARLOTTESVILLE	1155 SEMINOLE TRAIL	22906
ATLANTIC	VIRGINIA	FAIRFAX	10660 Page Ave	22030
ATLANTIC	VIRGINIA	HERNDON	590 Grove ST	20170
ATLANTIC	VIRGINIA	LINCOLNIA	6137 Lincolnia Rd	22312
ATLANTIC	VIRGINIA	MONTICELLO	5219 MONTICELLO AVE	23188
ATLANTIC	VIRGINIA	POTOMAC FALLS	46164 WESTLAKE DR	20165
ATLANTIC	VIRGINIA	SLS-RESTON	11110 SUNSET HILLS RD	20190
ATLANTIC	VIRGINIA	TURNPIKE	3601 Pickett Rd	22031
ATLANTIC	VIRGINIA	VIENNA PO	200 Lawyers Rd NW	22180
ATLANTIC	VIRGINIA	WEST MCLEAN	1544 Spring Hill Rd	22102
CENTRAL	INDIANA	FISHERS	8500 E 116TH STREET	46038
CENTRAL	INDIANA	GREENWOOD	407 W SMITH VALLEY RD	46142
CENTRAL	KY-WV	LEXINGTON LIBERTY RD BR	2041 CREATIVE DRIVE STE 100	40505
CENTRAL	MN-ND	BEAR CREEK	1224 EASTGATE DRIVE SE	55904
SOUTHERN	AL-MS	BRANDON	1252 W GOVERNMENT STREET	39042
SOUTHERN	AL-MS	GULFPORT	11110 HIGHWAY 49	39503
SOUTHERN	FLORIDA 3	ALLAPATTAH	1799 NW 28TH STREET	33142
SOUTHERN	FLORIDA 3	FORT LAUDERDALE	1900 W OAKLAND PARK BLVD STE 100	33310
SOUTHERN	FLORIDA 3	JOSE MARTI	425 NW 27TH AVE	33125
SOUTHERN	FLORIDA 3	MILAM DAIRY	5600 NW 72ND AVE	33178
SOUTHERN	FLORIDA 3	NORLAND	18640 NW 2ND AVE	33169
SOUTHERN	FLORIDA 3	OPA LOCKA	550 FISHERMAN STREET	33054
SOUTHERN	GEORGIA	DECATUR	520 W PONCE DE LEON AVE	30030
SOUTHERN	GEORGIA	LINDSEY CREEK	3465 MACON RD STE E	31907
SOUTHERN	GEORGIA	NORTHRIDGE	1185 HIGHTOWER TRAIL	30350
SOUTHERN	GEORGIA	OGLE THORPE	1348 EISENHOWER DRIVE	31406
SOUTHERN	LOUISIANA	LAKE CHARLES	921 MOSS ST	70601
SOUTHERN	SOUTH CAROLINA	COLUMBIA	1601 ASSEMBLY STREET	29201
SOUTHERN	SOUTH CAROLINA	CONWAY	2570 MAIN STREET	29526
SOUTHERN	SOUTH CAROLINA	GREENVILLE MAIN	600 W. WASHINGTON STREET	29602
SOUTHERN	SOUTH CAROLINA	GREER	504 PENNSYLVANNIA AVE	29650
SOUTHERN	SOUTH CAROLINA	LEXINGTON	1830 S LAKE DRIVE	29073
SOUTHERN	SOUTH CAROLINA	NORTHEAST	8505 TWO NOTCH ROAD	29223
SOUTHERN	TENNESSEE	CHATTANOOGA	6050 SHALLOWFORD ROAD	37421

SWI: Customer Initiated Redelivery to Smart Parcel Lockers (SPLs)



The Smart Parcel Lockers allows the USPS to safely provide an alternate method for our customers to access Parcels after a delivery attempt has been made to addressee. Utilizing the smart lockers ensures the security of the mail, reduces the handling process and allows for greater convenience to our customers.

	Important Steps	Key Points	Reasons for Key Points
	<p>Step 1: Supervisor C&S prints out the daily parcel locker redelivery morning manifest</p>	<ul style="list-style-type: none"> Make sure you have access to MYPO 	<ul style="list-style-type: none"> Access to MYPO enables the delivery unit to view the requests submitted by customers on how to handle their redelivery
	<p>Step 2: Clerk selects Shelving option from the MDD-MIO Main Menu and scans “Pulled for Redelivery” to complete the process</p>	<ul style="list-style-type: none"> Retrieve package from designated holding location, scan package with MDD-MIO to generate internal PS 3849 	<ul style="list-style-type: none"> This ensures the security of the package and allows access to the parcel locker system
	<p>Step 3: Clerk loads the package into the locker, using ID badge and Pin #</p> <p>After Load: Scan Event 01 - Delivered, To Smart Parcel Locker (Clerk confirms that package was loaded)</p>	<ul style="list-style-type: none"> Clerk confirms the package was loaded into the appropriate parcel locker location 	<ul style="list-style-type: none"> This enables tracking, notifies the customer of the location and alpha numeric access code provided by CCC (Corporate Customer Contact) for their package in the parcel locker
	<p>Step 4: Customer picks up the package</p> <p>After Pickup: Scan Event 43 - Picked up at Smart Parcel Locker</p>	<ul style="list-style-type: none"> Customer uses PS 3849 or alpha numeric access code provided by CCC (Corporate Customer Contact) to open designated locker, once retrieved the customer closes door and the system will generate the scan event 43 	<ul style="list-style-type: none"> To close the loop for redelivery and finalize the retrieval process of a package

Smart Parcel Lockers (SPL) Frequently Asked Questions (FAQs)

Q1: What is a Smart Parcel Locker?

A. SPL are electronic keyless parcel lockers that can be installed in indoor or outdoor locations that provide a secure storage solution and allows parcel notification and delivery.

Q2: What is the purpose of the Smart Parcel Locker?

A. Smart Parcel Lockers provide secure, quick, easy, and convenient option for customers to retrieve their packages 24/7. (Where available)

Q3: How does an employee gain access to the Smart Parcel Locker?

A. Management will need to request access through **e-access** for **Electronic Parcel Locker Central Management System (EPLCMS)**. Management will then assign the employee access using their EIN number and PIN number.

Q4: How am I assigned a PIN number?

A. Management will assign an employee a PIN number through PO Tool website.

Q5: What if I forget my four-digit PIN number?

A. Management can access PO Tool to retrieve PIN number.

Q6: How do I help a customer that doesn't have their PS 3849 to retrieve a parcel?

A. An authorized employee (agent) can retrieve their parcel by inputting their street address on the Smart Parcel Locker screen.

Q7: Can I load a foreign or signature parcel?

A. At this time foreign parcels and accountable parcels are not allowed to load into the Smart Parcel Lockers.

Q8: How do I retrieve a time expired parcel?

A. An authorized employee (agent) will select the '**Time Expired Pick Up**' (over 5 days) on the Smart Parcel Locker screen and the system will indicate which locker to open.

Q9: What does the white, green, and red lockers on the Smart Parcel Locker screen mean?

A. The white lockers indicate availability, the green lockers indicate available for pick up by customer and the red lockers indicate time expired parcels.

Q10: What happens if Local Management is unable to open a Smart Parcel Locker(s) manually?

A. Contact Engineering Delivery Technology Support EngDeliveryTechnologySupport@usps.gov to open the Smart Parcel Lockers remotely.