UNITED STATES POSTAL SERVICE

September 11, 2019

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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 plans to deploy USPS Electronic Signature Online™ (eSOL) October 7.

This service will allow customers to digitally sign for eligible incoming shipments of Priority Mail Express (PME), Signature Confirmation, and Insurance over $500 through their Informed Delivery dashboard. Additionally, the new service will allow carriers to deliver more items on the first attempt and provide a more convenient offering for customers.

Eligible incoming shipments will appear on the Informed Delivery Package Dashboard for customers who have signed up for the service. A qualified customer can apply his/her electronic signature on a per package basis; however, the eSignature must be applied prior to the Arrival at Unit scan event.

When a carrier is delivering one of the eligible packages (PME, Signature Confirmation, and Insurance over $500) the Mobile Delivery Device (MDD) will receive an alert informing the carrier that the item can be delivered without obtaining a physical signature.

Enclosed are copies of the following documents:

- Draft Delivery and Retail Service Talk
- Internal Frequently Asked Questions
- Delivery Standard Work Instructions

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

Sincerely,

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosures

USPS Electronic Signature Online™ Service Talk

Starting October 7, 2019, the Postal Service will offer customers a more convenient way to manage their deliveries that require a signature, with "USPS Electronic Signature Online™" (eSOL). The eSOL service will allow customers to provide an electronic signature for delivery of Priority Mail Express® shipments, Signature Confirmation™, and Insurance over $500.

Eligible incoming packages will appear on the Informed Delivery® Packages Dashboard for customers to opt-in to the service. For a package to be eligible for eSOL delivery, the customer must apply their electronic signature after one the following scan events occurs:

- **ACCEPT OR PICKUP**
- **FORWARDED**
- **PROCESSED THROUGH USPS FACILITY**
- **INTERCEPTED**
- **TENDERED TO MILITYARY AGENT**
- **AVAILABLE FOR REDELIVERY OR PICKUP**

Customers can apply their electronic signature any time after one of the above scan events occurs or prior to the **Arrival at Unit** scan event.

When a USPS Carrier is delivering a Priority Mail Express®, Signature Confirmation™, or items insured over $500 that has an electronic signature, their handheld devices will provide an alert **"Signature Online- Confirm Address- Deliver Package"** to inform the USPS Carrier that an item (s) can be delivered without obtaining a physical signature.

This enhancement will allow USPS to deliver more items on the first attempt and provide a more convenient offering for customers who aren't always home to sign for their deliveries.

Please inform customers about this new option – it's free! All they have to do is sign up through their Informed Delivery® account. When an eligible package is on their Informed Delivery® dashboard, they can elect to apply their electronic signature to the package – it's that simple.

Additionally, mailers have the option to indicate via their Shipping Services Files (SSF) that they do not want a recipient to use their eSOL. In these cases, the eSOL option will not be displayed for the customer on their Informed Delivery® Dashboard.

USPS Electronic Signature Online™ (eSOL) FAQs

Q: What is USPS Electronic Signature Online™?
A: USPS Electronic Signature Online™ is a new offering that allows customers to electronically sign for their packages, thus authorizing carriers/clerks to deliver their items without capturing a physical signature.

Q: What are the benefits of this service?
A: The benefits for the Postal Service include being able to successfully deliver more packages on the first attempt, and reduce the costs associated with printing and maintaining PS Form 3849, We Redeliver for You!

Q: What products are eligible for eSOL?
A: Electronic Signature Online is available for Priority Mail Express™, Insurance over $500, and Signature Confirmation™.

Q: Are other Extra Services that require signature upon delivery, such as Registered Mail and Certified Mail eligible for eSOL?
A: No. Customers can only apply their eSOL to eligible for eSOL items: Priority Mail Express™, Insurance over $500, and Signature Confirmation™ shipments.

Q: How does a customer sign up for eSOL?
A: The eSOL offering is only available to Informed Delivery (ID) customers. Once a customer is enrolled in ID they can sign up for eSOL by clicking on the enrollment ads in Informed Delivery or by going to the Customer Registration Preferences page.

Q: How does the customer provide their signature electronically?
A: The customer can provide their signature either by using their desktop mouse, laptop mouse pad, or via a touch screen on their tablets or mobile device after selecting the eSOL icon on the Customer Registration Preferences page.

Q: Can a shipper indicate they require a physical signature?
A: Yes. Commercial shippers have the option to require a physical signature instead of an electronic Signature.

Q: Once a customer signs up for eSOL, does it apply to every eligible shipment?
A: No. The customer must select the eSOL option for each eligible package that is sent to their address. The opt-in is authorized through the Informed Delivery Package dashboard.

Q: Is eSOL secure?
A: Yes. All standard security protocols for protecting customer signatures are in place. To sign up for the service customers must first successfully answer Knowledge-Based Authentication (KBA) questions within Informed Delivery. Once a signature is provided they are maintained on a secure Postal server.

Q: How long are the digital signatures stored by the Postal Service?
A: The digital signatures will be maintained for one year. After one year, users must go through the verification process again to opt-in to the service.

Q: How will delivery employees know that a package is to be delivered without obtaining a physical signature, due to the request of an electronic signature?

A: The Mobile Delivery Device (MDD) will alert Carriers during the delivery workflow that a package has an electronic signature applied to it and can be delivered without obtaining a physical signature from the recipient. The MDD will not prompt the carrier to collect a signature for items that the recipient has applied their electronic signature to. The MDD will also indicate any delivery attributes regarding where to leave the package, if the recipient has specified.

Q: Can anyone in a household who is USPS Electronic Signature Online™ enrolled apply their eSOL on any eSOL eligible item displayed in the Informed Delivery® dashboard?

A: Yes. Anyone who has an Informed Delivery account to use Electronic Signature Online can apply their electronic signature to any eSOL eligible packages in the Informed Delivery® dashboard. It works on a first come, first-served basis.

Q: What if an item is to be delivered after the signature has expired?

A: If the recipient has indicated their electronic signature should be applied to an item, the request is valid until 11:59 PM on the day of expiration. As long as the expected delivery date is before the expiration date of the signature, the electronic signature can be used.

Q: Can PO Box customers apply their eSOL for eligible products going to a PO Box?

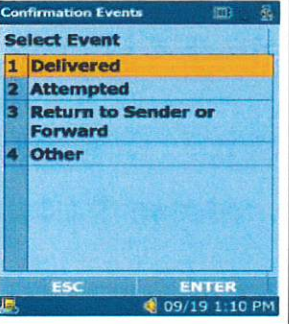**A:** Yes. eSOL is available for items that are going to PO Box.

Q: If a customer receives a redelivery notice for a package requiring a signature, can they sign up and apply eSOL during the redelivery process?

A: Yes. Customers can apply their eSOL to an item(s) being redelivered, but they must do so before scheduling the redelivery.

Q: If a customer applies an eSignature to a package and then changes their mind before the item is delivered, can they remove their eSignature?

A: No. The request for an electronic signature is final once applied; the customer cannot rescind their eSignature.

USPS Electronic Signature Online™ (eSOL)

	Important Steps	Key Points	Reasons for Key Points
	1. Scan eSOL eligible items: • Insurance over $500 • Priority Mail Express • Signature Confirmation	These are the only eSOL eligible products customers currently can apply eSignature Online to • This will Reduce Failed First Attempt • A PS Form 3849, Left Notice form is not required with this service	You do not have to obtain a physical signature for these items.
	2. When eSOL eligible items are scanned, it will display this text on the MDD's screen: Signature Online-Confirm Address-Deliver Package.	• Let's you know that the item scanned has an eSignature applied • Confirm the address and Deliver the package • You are not required to obtain a physical signature for this delivery	You do not have to obtain a physical signature to deliver some items.
	3. Select "**Delivered**"	You can now deliver this item without obtaining the customers' physical signature	You may deliver the item without obtaining a physical signature.
	4. The delivery location will be automatically selected and highlighted. Deliver the item to the location the customer has requested during the eSOL enrollment process and select "ENTER"	• Delivery location was pre-selected by the addressee in advance during the enrollment process • Leaving the item(s) in the selected location is consider a completed delivery	Let's you know where the customer prefers that the item be left