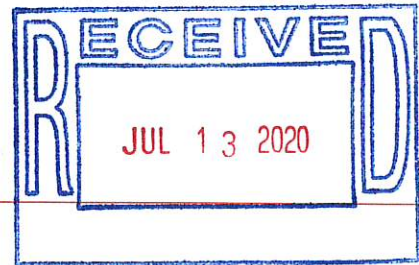


LABOR RELATIONS



July 10, 2020

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

Dear Brian:

This is in further reference to our February 11 correspondence concerning scan events on the Mobile Delivery Device (MDD) and Intelligent Mail Device (IMD) related to redelivery of left-notice items.

Beginning August 9, online tracking numbers, PS Form 3849, *We Redeliver For You!* barcodes, and Quick Response (QR) codes will all serve as new methods by which customers can submit redelivery requests. The scan events described in our February 11 correspondence are part of this effort and will be performed by retail, customer service, and delivery employees in an effort to increase tracking visibility for customers.

We have enclosed updated instructions, a stand-up talk, and a Frequently Asked Questions document concerning these scan events and the redelivery initiative.

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

Sincerely,





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

 David Mills
Manager
Labor Relations Policies and Programs

Enclosure

The following Standard Work Instructions provides a high-level process on how to handle Redelivery request items for back office clerks and carriers. Following these instructions are critical to ensure efficient operations.



	Important Steps	Key Points	Reasons for Key Points
	Package Available for Redelivery or Pickup	<ul style="list-style-type: none"> Clerk places the Failed First Attempt items on a shelf at the post office Clerk selects the Shelving from the Main Menu on Intelligent Mail Data Acquisition System (IMDAS) Clerk scans the Failed First Attempt items Clerk selects Shelving from Confirmation Event screen Clerk scans the Shelf ID barcode 	<ul style="list-style-type: none"> USPS Tracking provides customers Post Office name, address, and hours of operations where their FFA item is located Scan Event 73, Available for Redelivery or Pickup provides the customer the status of their package
	Package Pulled for Redelivery	<ul style="list-style-type: none"> AM supervisor prints all Redelivery tasks from MyPO Clerk retrieves the package from the shelf Clerk selects Shelving from Main Menu on IMDAS Clerk scans the package with IMDAS Clerk selects Shelving from Confirmation Event screen The clerk prints out the package and Morning Manifest and provides it to the carrier for redelivery that day 	<ul style="list-style-type: none"> Product Tracking and Reporting (PTR) displays 74 Scan Event, "Pulled for Redelivery" for postal employees only 74 Scan Event informs employees that customer's package was Pulled for Redelivery
	Package Out for Redelivery	<ul style="list-style-type: none"> Carrier Scans Intelligent Mail Package barcode (IMpb) barcode on the mailpiece with their Mobile Delivery Device (MDD) Carrier selects "Other" from the MDD main menu Carrier Selects "Out for Redelivery" at his or her case 	<ul style="list-style-type: none"> 59 Scan Event, "Out for Redelivery" is provided to customers when an item is tracked 59 Scan Event informs customers that their package is Out for Redelivery
	Package Delivered	<ul style="list-style-type: none"> Carrier scans the IMpb barcode on the mailpiece Carrier selects "Delivered" from the MDD screen Carrier delivers the package to door or to the customer's requested redelivery location if applicable 	<ul style="list-style-type: none"> Carrier selects "Delivered" from the MDD menu and scans the IMpb barcode with MDD 01 Scan Event informs both sender and receiver that the package was successfully delivered

Redelivery Platform

Internal Frequently Asked Questions (FAQs)

Q1: Can a customer schedule a Redelivery request without a PS Form 3849, We Redeliver for You!?

A1: You will not be able to schedule Redelivery request without a Tracking or a Barcode number.

Q2: Why is a customer unable to schedule a Redelivery?

A2: Possible reasons preventing the scheduling of a redelivery request include:

- ✓ The address entered for the tracking number does not match the original delivery Address
- ✓ A Redelivery request already exists for the package
- ✓ The package was returned to sender and is no longer available for redelivery.

Q3: Will customers receive an email/text notification when an item is available for redelivery or pickup?

A3: To receive e-mail or text updates, a customer can visit USPS.com®, enter their tracking number and opt in to receive tracking updates on their items.

Q4: When a customer tracks their package, why they are not always presented with the hours of operation and the location of where their items can be picked up from?

A4: When an item is looked up via USPS Tracking®, the Post Office® information may not be provided. The Post Office name and hours of operations will be available when the package is returned back to the Post Office.

Q5: Can customers schedule a same day redelivery on USPS.com®?

A5: Yes. In order to have your item redelivered on the day, you must submit your request before 2 AM CST via online or by phone; otherwise, it will be redelivered the following day.

Q6: Are customers required to bring PS Form 3849, We Redeliver for You! to pick up an item from their local Post Office?

A6: It is recommended that customers bring their PS Form 3849, We Redeliver for You! to the Post Office when they come to pick up their package(s) this will expedite the pickup process.

Q7: I tracked redelivery items and the latest tracking information displayed was one of the following Scan Events **Available for Redelivery or Pickup, Pulled for Redelivery, or Out for Redelivery**, what do these Scan Events mean?

A7: Listed below are the Scan Event type and Scan Event Description:

Scan Event Type	Scan Event Description
Available For Pickup	Item is either available for pickup at a local Post Office, or the customer can schedule a redelivery request
Pulled for Redelivery (Internal Display Only)	Item is prepared for redelivery for requested delivery date
Out for Redelivery	Item is out for redelivery for requested delivery date

FAQs for Assigning Scan Events 73 and 74

Q8: How do I assign a 73 Scan Event, Available for Redelivery or Pickup?

A8: A Back office clerk chooses the shelving option on their Intelligent Mail Device IMD so that the IMD can prompt the clerk to scan the barcode of the package and shelf ID barcode to create a 73 scan event. (See SOP for scan events 73 and 74).

Q9: How do I assign a 74 Scan Event, Pulled for Redelivery?

A9: After identifying a package that is to be redelivered by a carrier on that day, the clerk selects the Shelving option on IMD and then scan the package barcode with a 74 scan event, Pulled for Redelivery (See SOP for scan events 73 and 74).

Q10: Why are customers getting an error message when they try to create or modify a redelivery request?

A10: Listed below are error messages and explanations as to why a customer maybe unable to create or modify their redelivery request:

USPS.com Redelivery Page Error Messages

#	USPS.com Redelivery Error Message	USPS.com Redelivery Error Message Explanation
1	This package has exceeded the number of allowed Redelivery attempts. See Post Office® information below to pickup your package before the Return to Sender Date.	There is a maximum limit of one Redelivery request.
2	Package is not eligible for Redelivery.	Reasons that a package is ineligible for Redelivery: <ul style="list-style-type: none"> • Refused (by recipient) • Returned to Sender • Delivered • Out for Redelivery
3	The address entered for this tracking number does not match the original delivery address.	Redelivery cannot be requested because the original tracking number does not match the original address.
4	A Redelivery request already exists for this package.	A Redelivery request already exists. User will have to go to <u>Modify Redelivery Request</u> to search for and edit an existing request.
5	Sorry, you can no longer make changes to this Redelivery request.	The user must modify the Redelivery request before 2AM CST, the cut off for redelivery requests.
6	Sorry, this Redelivery request session has expired. Please schedule a new request.	Redelivery request session is closed/expired. User needs to restart a new request session.

Redelivery Platform Enhancements

Service Talk for Back Office and Delivery Employees

On August 9, 2020, the Postal Service is releasing a new and improved way for customers to submit a Redelivery request using USPS Tracking Numbers, PS Form 3849, *and We Redeliver For You!* barcodes or Quick Response (QR) codes. These enhancements will provide greater visibility into the status/processing of Redelivery requests and updates will be provided to customers and internal systems by using one of the scan events listed below:

- **Available for Redelivery or Pickup**
- **Pull for Redelivery (Internal Display Only)**
- **Out for Redelivery**

With this new process, **Scan Event “73” Available for Redelivery or Pickup** will carry a facility identifier so that USPS can accurately communicate to customers where their package is being held. **Scan Event 74, Pulled for Redelivery (Internal Use Only)** and **Scan Event 59, Out for Redelivery** will provide customers and employees end to end visibility into the status of redelivery items.

Additional requirements will be incorporated to ensure that customers are only able to submit Redelivery requests for packages that have a **Delivery Attempt scan event** followed by an **Available for Redelivery or Pickup** scan event. Requirements for the incorporation of Customer Pickup Location (CPUL), the updated PS Form 3849, *We Redeliver for You!*, and Informed Delivery, will create a more robust Redelivery experience for the user, where they have additional information and scheduling options available.

Please ensure the enclosed information is communicated to all impacted employees no later than August 5, 2020:

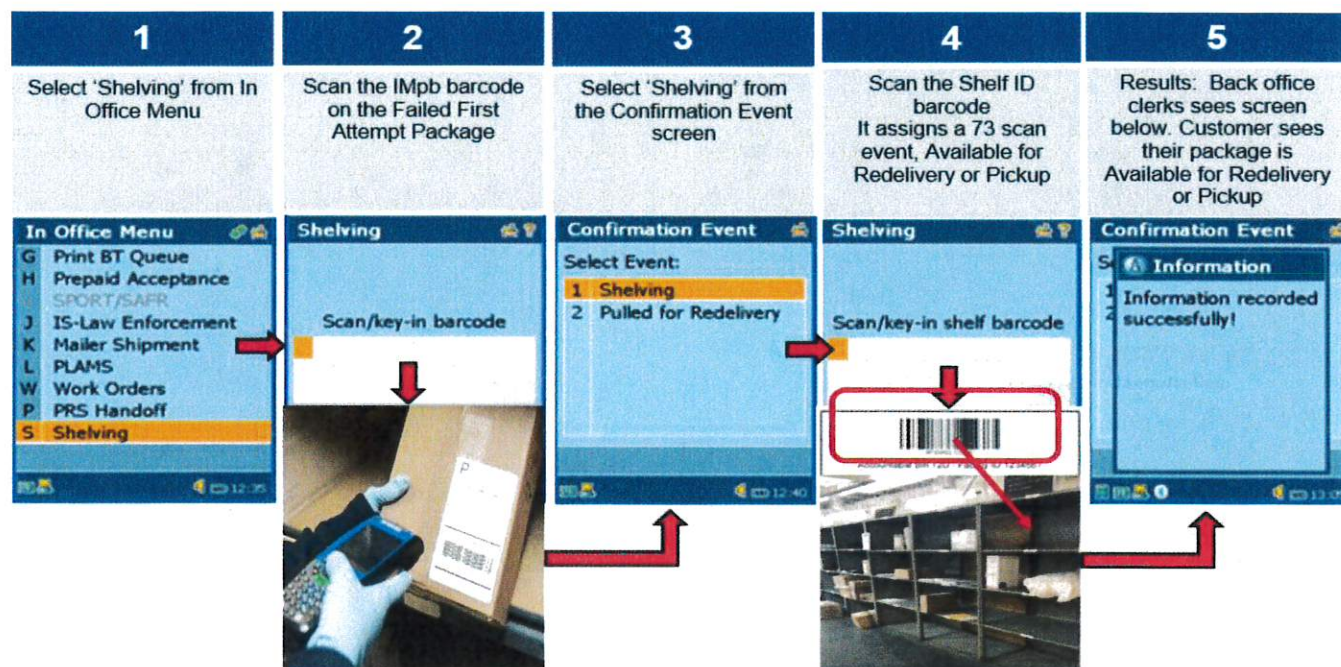
- Stand-up Talk for Carriers, Customer Service and Retail Clerks
- Standard Operating Procedures for Clerks Assigning New Scan Events:
 - 73, Available for Redelivery or Pickup
 - 74, Pulled for Redelivery (Internal Display Only)
- Standard Operating Procedures for Carriers Assigning New Scan Event
 - 59, Out for Redelivery

Any feedback or questions can be sent to ShippingServices@usps.gov.

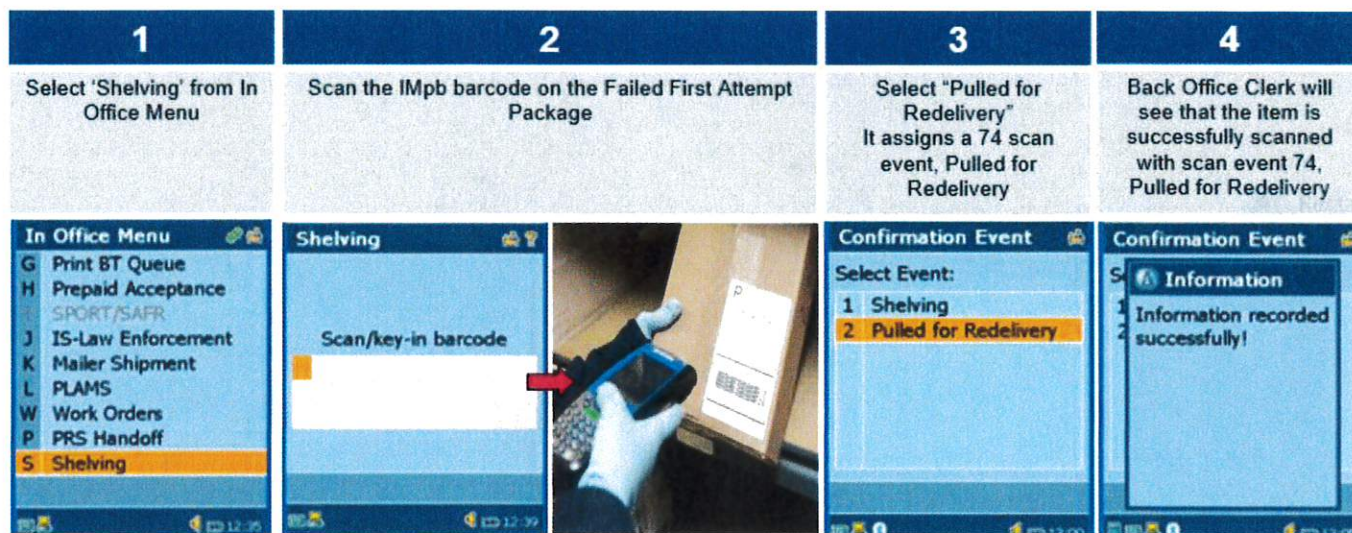
Standard Operating Procedures for Assigning Scan Event 73 and Scan Event 74

The following Standard Operating Procedures (SOP) are to be used when assigning Scan Event 73, **Available for Redelivery or Pickup** and Scan Event 74, **Pulled for Redelivery (Internal Display Only)** to inform employees the accurate status of customer's Failed First Attempted items.

Process for Assigning Scan Event 73, Available for Redelivery or Pickup



Process for Assigning Scan Event 74, Pulled for Redelivery



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Updated: January 17th, 2019