



February 12, 2021

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FEB 16 2021

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

Certified Mail Tracking Number:
7019 2280 0001 7461 3568

Dear Brian:

This letter is in further reference to the Postal Service's August 26, 2020 notice (enclosed) regarding the Label Broker service.

As previously stated, the customer application, Click-N-Ship, was updated to provide the option to pay for labels online and have them printed at a Post Office location through the Postal Service Label Broker service. The Label Broker service was designed for customers who do not have access to a printer or shipping labels. Customers can create a pre-paid or no postage necessary shipping label online and have that label printed for them at the retail counters using the Label ID or QR code from a customer's phone or by manually entering the code presented by the customer. Click-N-Ship customers who use this option will present the retail associate the Label ID or QR code sent to them and the label will be printed.

The service is being expanded from availability only in Retail Systems Software (RSS)-enabled retail offices to also be available in manual retail offices.

Enclosed is a copy of the Service Talk with the Label Broker service process steps in manual Post Offices.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

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

Shannon Richardson
A/Manager
Contract Administration (APWU)

Enclosures

LABOR RELATIONS



August 26, 2020

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

Certified Mail Tracking Number:
7019 2280 0001 7461 0932

Dear Brian:

As a matter of general interest, the customer application, Click-N-Ship, is being updated to provide the option to pay for labels online and have them printed at a Post Office location through the Postal Service Label Broker service. The option will be available beginning in late August.


The Label Broker service was designed for customers who do not have access to a printer or shipping labels. Customers can create a pre-paid or no postage necessary shipping label online and have that label printed for them at Retail Systems Software (RSS)-enabled retail counters using the Label ID or QR code from a customer's phone or by manually entering the code presented by the customer.

Click-N-Ship customers who use this new option will present the retail associate the Label ID or QR code sent to them and the label will be printed.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean".

 Rickey R. Dean
Manager
Contract Administration (APWU)

(CA2020-324)

Service Talk for Retail Employees (Manual Offices Only) USPS Label Broker Support

The Label Broker service supports customers who would like to ship with USPS but do not have access to a printer or shipping labels. With USPS Label Broker, eCommerce businesses and applications such as Click-N-Ship, can give their customers an easier way to print outbound and return shipping labels. Typically, Label Providers send their customers a Label Broker ID via email or SMS. The Label Broker ID can be scanned or entered into the USPS Retail Systems Software (RSS) to print the label. Currently, the Label Broker service is available at RSS Offices only.

Due to significant interest from manual Post Offices wanting to participate in the Label Broker program, there has been a solution identified. SSAs should follow the instructions below to help customers that come to their Post office with the Label Broker ID shown below.

Important - All Label Broker labels are Pre-paid or No Postage Necessary (returns).

You will need the following:

1. An ACE or other computer capable of accessing USPS.COM.
2. A Google Chrome  or Firefox  web browser. Microsoft Internet Explorer does not support the Label Broker service.
3. A printer supporting 8-1/2" x 11" paper.

Next, follow this process:

1. Please make sure the customer's package is large enough to affix a 4"X6" label.
2. Ask the customer for their Label Broker ID and the 5-digit ZIP Code on their package. *(Do not take the customer's mobile phone to the area where the printer is located.)*
3. In your internet browser, access the following USPS Label Broker URL:
<https://tools.usps.com/label-broker.htm>
4. On the USPS Label Broker page, enter the Label ID and customer's 5-digit ZIP Code.
5. Click the "Download Label" button.
6. Print the label.
7. Cut out the label from the 8 1/2" by 11" sized sheet of paper so that the label is approximately 4" by 6".
8. Affix the label to the package using clear tape.

**USPS LABEL
BROKER ID**



XYZZYPJK



**This is the Label
Broker ID**

Please note: If the Label ID begins with an @ character, the customer must be directed to a Post Office with RSS.

If you have further questions, please send an email to LBRO-Support@usps.gov.