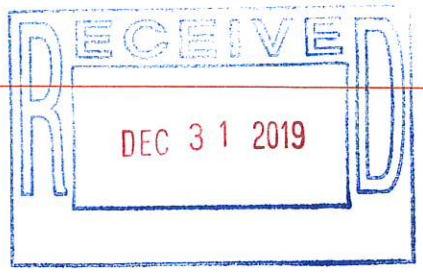
LABOR RELATIONS

UNITED STATES POSTAL SERVICE



December 30, 2019

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

Certified Mail Tracking Number:
7019 1640 0001 4464 7570

Dear Brian:

As a matter of general interest, the Postal Service is implementing an initiative entitled Caller Visibility to improve visibility of remittance mail pieces within its network.

The objective of this initiative is to improve visibility of remittance mail pieces and national firm holdout trays as they are processed and ready for pickup at Caller Service. Surface Visibility (SV) and Intelligence Mail Device (IMD) scanners will be programmed to add caller visibility reporting and functionality for use by clerks when handling mail remittance pieces.

The subject initiative is scheduled to be implemented nationwide beginning February 1, 2020, at remittance mail processing locations.

Enclosed for review are the following documents.

- Remittance Mail Visibility National Rollout Service Talk
- Standard Work Instruction: Caller Service Area
- Standard Work Instruction: Firm Caller Service Area
- Standard Work Instruction: DBCS/DIOSS/CIOSS

Please contact April Cutchember at extension 6612 if you have any questions concerning this matter.

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

(CA2019-373)

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4100
WWW.USPS.COM

Processing Operations
Service Talk
12/18/2019

Remittance Mail Visibility National Rollout – <Enter Site Name>

Good (Morning/Afternoon/Evening). Today, we would like to talk with you about an important initiative that coincides with our continuing efforts to provide more visibility of our product mail flow. We are ready to begin the "Caller Visibility" National Rollout here at the <**Enter Site name**> and Caller Service Operation this week. Our sites need to have the following important things; (1) a good caller/remittance operation as viewed by your stakeholders, (2) you to be dedicated towards exceptional service performance for our customers, and (3) Leadership that will use this new visibility tool and provide your customers with opportunities to improve their handoff times; resulting in a improved remittance operation.

Our current challenge is that our caller/Remittance mailers lack visibility about where their mail is in the Postal system as well as when their mail is ready for pickup at Caller Service.

Our objective is to rollout this concept to improve visibility of remittance mail pieces and national firm holdout trays as they are processed and ready for pickup at Caller Service. Piece-to-tray nesting (i.e. knowing which pieces are in which trays) was implemented for the OGP/INP and Box Section Automation sort programs***. It is absolutely essential, for accurate visibility purposes, that we print one label at a time for any separation finalized for a caller service customer or flowing to the Caller Service 897 programs. In addition, we must NOT consolidate trays at the risk of losing visibility***. We have also introduced scans that will indicate when mailer trays are "Ready for Pickup" & when the mail couriers have "Picked up" those trays. While our mail processes will not change very much, there will be a few scanning tasks. We will be using the SV or IMD scanners and new menu items programmed into the scanners specifically added for caller visibility reporting and functionality.

With your help, there will be continued enhancement and improvement of the Caller visibility tool. Rest assured that you will play an important part in the development of the Caller Visibility initiative. Your feedback will be appreciated.

If you have any questions, please feel free to ask us while we are with you and thank you all very much.

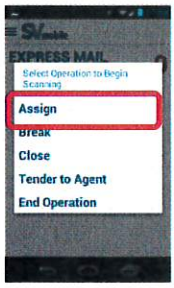
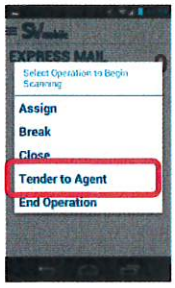
F4 Caller Service Area (IMD)

Apply 99H Placard to Container → Scan 99H and select "Nest Container" and then "Assign/Open" → Scan Incoming Trays and select "Available for Pickup" → Scan 99H and select "Tendered to Authorized Agent " → Provide Courier the Customer Trays

	Important Steps	Key Points	Reasons for Key Points
	**1.) Bullpen Setup:** Setup containers and apply 99H MTEL placards	• For each mailer separation/container, print and apply a 99H MTEL placard with the customer's CSI	• With the MTEL placard with CSI in the "From" field, trays can be logically nested • Enables downstream notification and handoff scans
	**2.) Device Setup:** Scan the 99H and select ***Nest Container*** and then ***Assign/Open***	• After scanning the 99H placard or placards, hit the enter button on the IMD • Once finished scanning, when prompted "if scanning is complete", select **Yes** • Next, in the options list, select **Nest Container** and then hit the Enter button on the IMD • On the next screen, select, **Assign/Open** and then hit the Enter button on the IMD	• With the container "Open", trays can now be successfully 'nested' into it
	**3.) Tray Scanning:** Scan incoming trays and select, ***Available for Pickup***	• As mail trays enter the Caller Service area, scan each tray • Once finished scanning, when prompted "if scanning is complete", select **Yes** • Finally, select "**Available for Pickup**" in the options list	• Scanning each tray notifies the customer their mail is ready to be picked up
	**4.) Tray Sortation:** Sort trays to the appropriate container	• After scanning each tray as it enters the Caller Service area, sort the trays into each mailer specific separation or container	• Moving the trays to the custumer's container readys them for pickup
	**5.) Courier Arrives:** Scan the 99H placard and select ***Tendered to Authorized Agent,*** when the courier arrives	• When a courier arrives, scan the 99H placard • Once finished scanning, when prompted "if scanning is complete", select **Yes** • Finally, select ***Tendered to Authorized Agent*** in the options menu, and then hit the Enter button	• This scan notifies customers that a courier has picked up their mail

In-Plant Caller Service Area (SV)

Apply New MTEL on Containers → Scan 99H Containers in *Assign* → Scan Tray Labels in *Assign* → Scan Container in *Tender to Agent*

	Important Steps	Key Points	Reasons for Key Points
	**1.) Device Setup:** Log into the SV device to use the ***Manual Bullpen Visibility*** Mode	• On the Home Page, select the **SV Application** icon • Scan or enter your Badge ID. • From the Navigation Menu, select **"Container Scanning"** • Scroll to the bottom of the section and select **"Manual Bullpen Visibility"** • Finally, select **"CALLER SERVICE"** from the location list • Device is now ready to use	• Necessary to use the device
	**2.) Bullpen Setup:** Setup Containers and apply 99H MTELs with CSI. Using the **SV** device, scan the containers while in the ***Assign*** operation	• In the Walk Off Area, for each mailer separation/container, print and apply a 99H MTEL placard with CSI • Next, select the "**Assign**" operation and then **scan** all newly printed 99H MTEL container placard barcodes • Put a check mark on the MTEL placard to indicate the placard has been scanned. • **(DO NOT SELECT END OF OPERATION)***	• With the MTEL placard with CSI in the "From" field, trays can be logically nested • Enables downstream notification and handoff scans
	**3.) Tray Scanning:** Using the **SV** device, scan the trays while in the ***Assign*** operation. Sort trays to mailer specific container/separations	• As remittance trays enter the Walk Off Area, while still in "**Assign**", **scan** the tray label barcodes as the trays are sorted to their mailer separation/container. • **(DO NOT SELECT END OF OPERATION)***	• Building the customer trays to the MTEL placard, associates the trays to that customer's specific MTEL barcode
	**4.) Courier Arrives:** Using the **SV** device, scan mailer specific 99H MTEL container placard barcode as ***Tender to Agent***	• When a courier arrives to pick-up their remittance trays, the Expeditor selects "**Tender to Agent**" from the operations list and **scans** the 99H MTEL container placard barcode • **(DO NOT SELECT END OF OPERATION)*** • Discard MTEL placard **(DO NOT REUSE PLACARD)** • Return container to Caller Service Area • Place a new MTEL placard on container	• This generates "Tender" events notifying the customer about the number of trays that have been picked up by their courier
	**5.) Shift Ends:** When your tour is over, return the **SV** device to it's cradle to charge	• After completing your tour, please place device back into cradle	• Allows device to recharge

***If accidentally selected, choose "No" on the pop-up screen.**

12/2/2019

Standard Work Instruction: DBCS/DIOSS/CIOSS

Piece-to-Tray Nesting

Print **ONLY ONE** Tray Label for each Bin → Run Mail → Sweep Pieces to Tray → Print **Only ONE** New Label for Tray → Repeat Process until End of Operation

	Important Steps	Key Points	Reasons for Key Points
	**1.** For all bins, **Print Only One Tray Label at a Time**	• During intitial setup, configure print quantity to **ONE** label per bin at a time • Edit in Sort Plan, if default is not already set to 1 • At start up, before processing the mail, print and apply one label to each bin's tray • **Print only ONE label** for each bin	On-demand printing of one label at a time allows for piece-to-tray "nesting"
	**2.** Process mail	• Run sort program and feed mail	Mail is sorted to bins that have one label associated to it
	**3.** Sweep pieces into tray, until tray is full	• Place pieces into the tray until tray is full	Pieces are swept from the bin to the empty tray with tray label on it
	**4.** As soon as tray is full, print **ONE** new tray label for next new empty tray	• As remaining pieces are swept, hit the print button to print a new label • **Print only ONE** new tray label for the next tray bin/tray that will have pieces swept to it	Printing a new tray label opens a new tray and closes out the previous tray's label for "nesting" purposes
	**5.** Continue to sweep pieces into tray until the operation is complete	• Place pieces into the tray until the tray is full • Repeat process unitl end of operation • End the Run of the DBCS	Pieces are swept from the bin to empty tray