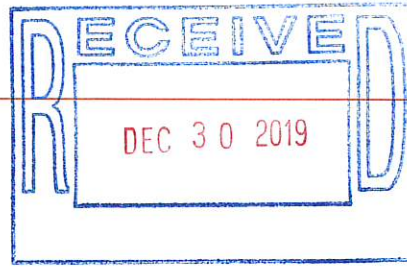


LABOR RELATIONS



December 27, 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 7600

Dear Brian:

As a matter of general interest, the Postal Service intends to update the Priority Mail Express Cremated Remains workflow at Retail Systems Software (RSS) sites.

Beginning January 26, 2020, RSS will be updated to allow Sales and Service Associates (SSAs) to print 4" X 6" shipping labels for domestic Priority Mail Express shipments identified by customers as containing cremated remains.

RSS will limit the available Extra Services to Insurance and Return Receipt, however, customers will still have the option to indicate if they would like Signature Requested or Signature Waived when Cremated Remains is selected.

Enclosed is Standard Operating Procedure for the subject update.

Please contact Judith Reeder at extension 3577 if you have any questions concerning this matter.

Sincerely,

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

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure

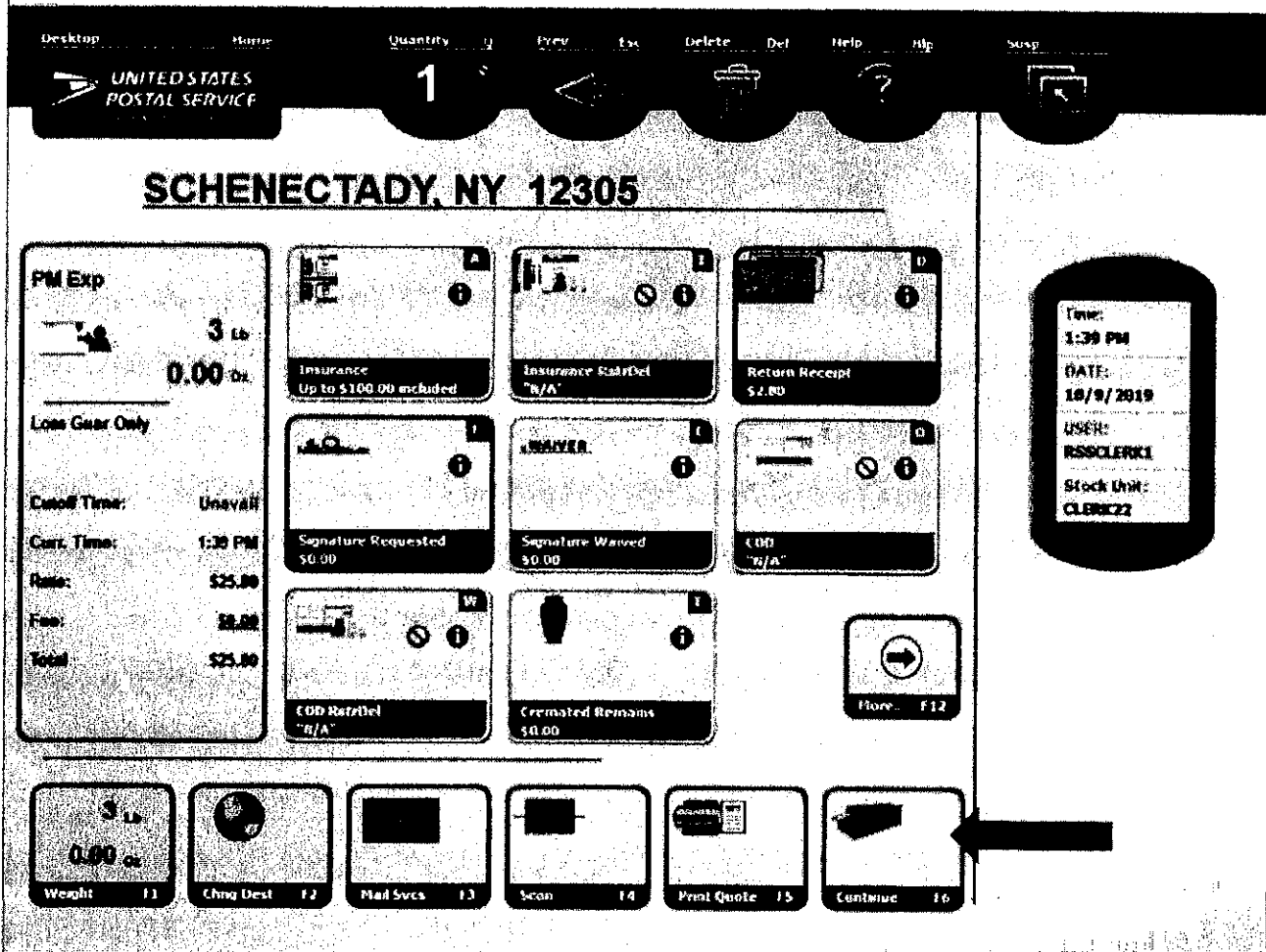
Changes to Cremated Remains Retail Systems Software Workflow

On January 26, 2020 Retail Systems Software (RSS) sites will be updated to allow Sales and Service Associates (SSA) to print 4" x 6" labels for domestic Priority Mail Express (PME) shipments that contain Cremated Remains. RSS will limit the available Extra Services to Insurance and Return Receipt, and customers will still have the option to indicate if they would like Signature Requested or Signature Waived when Cremated Remains is selected. Depending on the services selected, the human readable text above the barcode on the 4" x 6" labels will state either:

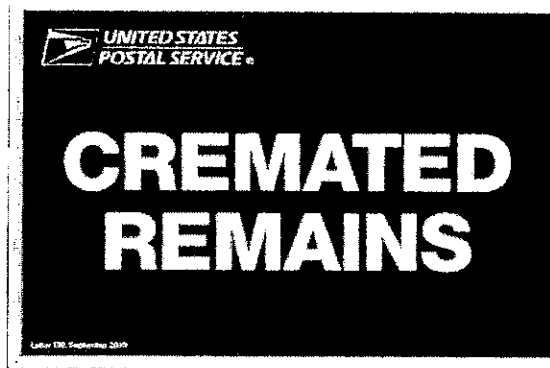
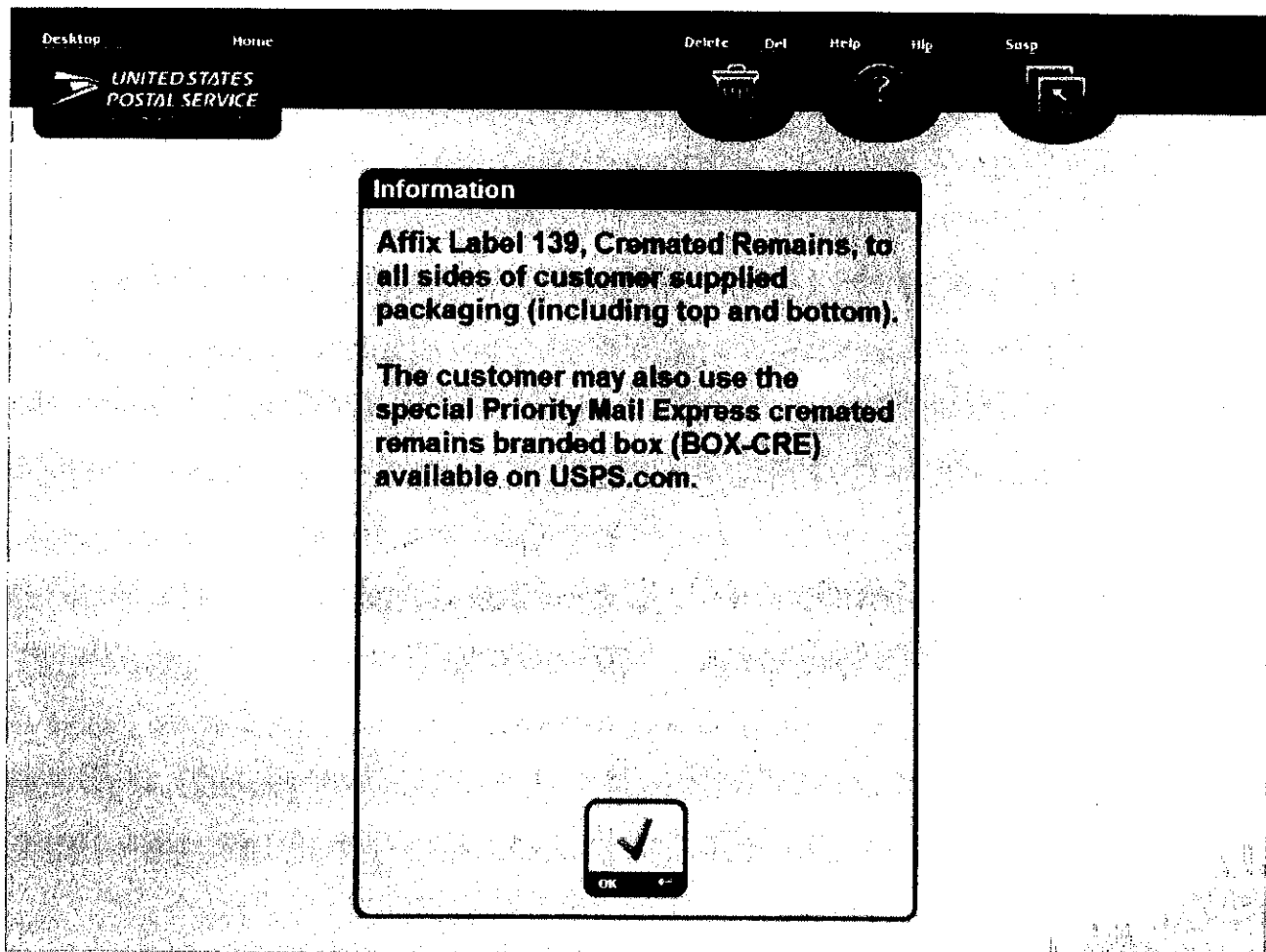
- USPS TRKG# CREMATED REMAINS, or
- USPS SIG REQ CREMATED REMAINS

This change is in conjunction with recent efforts to improve the visibility of Cremated Remains. If a mailpiece is presented with the Priority Mail Express Label 11-B or 11-F already affixed, the 4" x 6" label should be placed over the existing label. The following steps should be taken by the SSA when a mailer indicates their shipment contains Cremated Remains:

1. Within the **Priority Mail Express** workflow, select the **Cremated Remains** option. Once Cremated Remains is selected, the system will limit the available Extra Services to Insurance and Return Receipt. The sender will also have to indicate if they want the Signature Requested or Signature Waived.
2. Once the desired Extra Service is selected, select **Continue**.

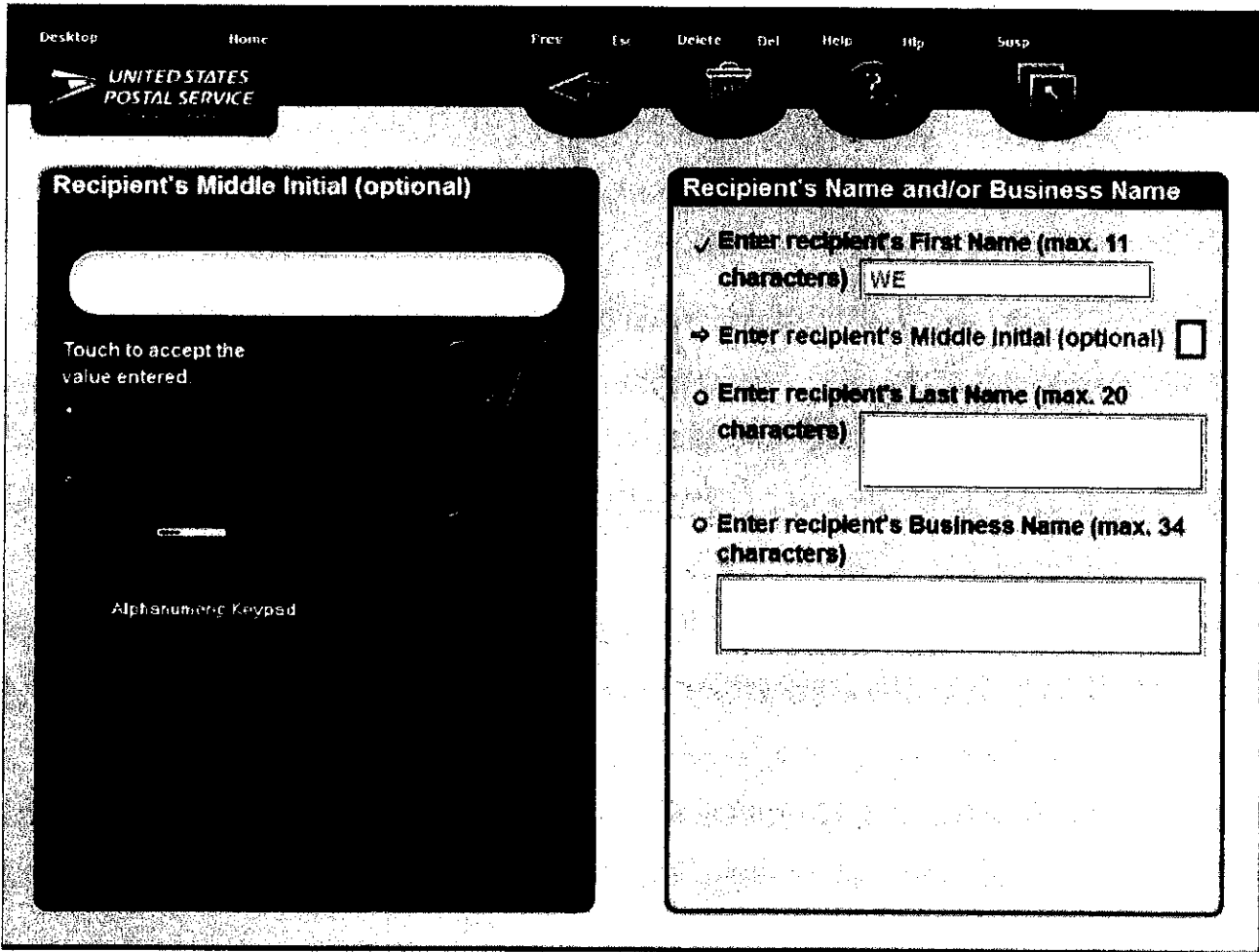


3. A pop-up message will be displayed to remind the SSA to affix Label 139, *Cremated Remains* to all sides (including top and bottom) of the packaging if the customer is not using the branded Priority Mail Express Cremated Remains box. Select OK to continue.



Label 139, *Cremated Remains*

4. RSS will prompt the SSA to enter the recipient's first name, last name and business name (if applicable).



The screenshot displays two side-by-side screens from the RSS interface. The top navigation bar includes 'Desktop', 'Home', 'Prev', 'Esc', 'Delete', 'Del', 'Help', 'Hlp', and 'Susp'. The left screen is titled 'Recipient's Middle Initial (optional)' and features a large input field. Below the field, it says 'Touch to accept the value entered' and 'Alphanumeric Keypad'. The right screen is titled 'Recipient's Name and/or Business Name' and contains three radio button options: 'Enter recipient's First Name (max. 11 characters)' with a text box containing 'WE', 'Enter recipient's Middle Initial (optional)' with an empty text box, and 'Enter recipient's Last Name (max. 20 characters)' with an empty text box. Below these is an option for 'Enter recipient's Business Name (max. 34 characters)' with an empty text box.




5. SSA will then enter the recipient's phone number. If the mailer does not know the recipient's phone number, they may provide their own instead.

The image shows a screenshot of a retail terminal interface. At the top, there is a navigation bar with the following labels: Desktop, Home, Prev, Esc, Delete, Del, Help, Hlp, and Susp. Below this bar is the United States Postal Service logo and a set of navigation icons: a left arrow, a trash can, a question mark, and a right arrow. The main interface is divided into two panels. The left panel, titled "Recipient's phone number", features a large white input field at the top and a numeric keypad below it. The keypad has buttons for digits 1 through 9, a left arrow, and a 0 button. The right panel, also titled "Recipient's phone number", contains a sub-header "→ Enter recipient's phone number" and a single-line text input field.

- RSS will then prompt the SSA to enter the destination street address or P.O. Box, City and State. Once the recipient information is entered, RSS will prompt the SSA to enter the same information for the sender.

The screenshot shows a handheld device interface with a top navigation bar containing icons for Desktop, Home, Prev, Esc, Delete, Del, Help, Illp, and Susp. Below the navigation bar is the United States Postal Service logo. The main screen is split into two panels. The left panel is titled "Enter Delivery Street Number:" and features a large white input field. Below the field, it says "Touch to accept the value entered." and "Alphanumeric Keypad". The right panel is titled "Enter Delivery address" and contains the following steps: 1. "SCHENECTADY, NY 12345" (pre-filled). 2. "Select Delivery Address type:" with a dropdown menu showing "Street Address". 3. "Enter primary street number" with the instruction "Enter up to 10 numbers or letters" and an empty input field. 4. "Enter first letter or number of street name" with the instruction "Enter only 1 letter or number" and a small empty input field.

7. Once all the required information has been entered, a 4" x 6" Priority Mail Express label will be printed for the Cremated Remains shipment. The 4" x 6" label includes specific Cremated Remains human readable text above the barcode to help postal employees to identify the shipments, as shown below.
8. RSS will not prompt for scanning the barcode on PME labels (Labels 11-B and 11-F) when Cremated Remains is selected; if a mailpiece already has a PME Label 11-B or 11-F affixed, the SSA should place the 4" x 6" label over the existing label.

 UNITED STATES POSTAL SERVICE	<i>Retail</i>
E	US POSTAGE PAID VOID \$29.05
Origin: 84744 10/08/18 9980958095-01	
PRIORITY MAIL EXPRESS 2-DAY 	
JANE DOE 1 ANFRED WALK SAINT LOUIS MO 63132-4902 (222) 222-2222	0 Lb 3.70 Oz 1007
SIGNATURE REQUIRED	
SCHEDULED DELIVERY DAY: 10/10/18 08:00 PM	
SHIP TO:	B001
(555) 555-5555 JOHN SMITH PO BOX 1 NEWTON FALLS OH 44444-0001	
USPS SIG REQ CREMATED REMAINS	
	
9509 0100 0291 9281 0013 91	