

LABOR RELATIONS



February 11, 2020

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

FAXED

Dear Brian:

As a matter of general interest, effective February 17, the Postal Service will be implementing new scan events for the Mobile Delivery Device (MDD) and the Intelligent Mail Device (IMD) related to redelivery of left-notice items. The purpose of these scan events is to improve the customer experience by providing information to customers concerning the status of when and where left-notice items can be picked up and when redelivery for these items is scheduled.

We have enclosed a document titled, "Standard Work: Left Notice Redelivery Scanning" that details the processes associated with these new scan events.

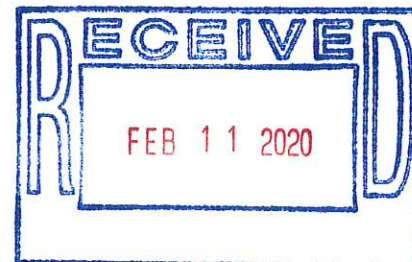
Please contact Bruce Nicholson at 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "David Mills", written over a circular scribble.


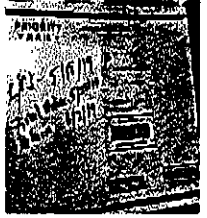
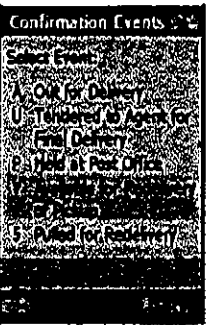
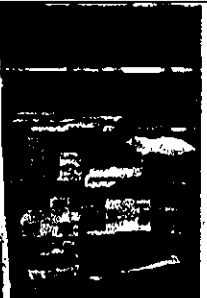
David Mills
(A) Manager
Labor Relations Policies and Programs

Enclosure

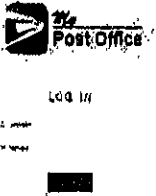




Standard Work: Left Notice Redelivery Scanning



| Visual | Important Steps | Key Points | Reasons for Key Points |
|--|--|--|---|
|  | <p>1. Complete PS Form 3849, We ReDeliver for You, for items that cannot be delivered on the first attempt.</p> <p>Delivering Employee</p> | <ul style="list-style-type: none"> Perform required Attempted scan for On-Street Users at point of delivery. Available for Pick-Up scan should be performed for In-Office users i.e. Box Section Left Notice parcels. | <p>The Attempted and Available for Pick Up scans will be used to inform customers of the status of their items.</p> <p>It will also be used by Product Tracking and MyPO to assist in managing the final notice and return process for Attempted Items.</p> |
|  | <p>2. Write the following near the address on the item:</p> <ul style="list-style-type: none"> Date of attempt Date of Final Notice Date of Return <p>Clerk</p> | <ul style="list-style-type: none"> Prior to storing item on shelf, ensure that the date(s) of the attempt, final notice, and return are transcribed on the item. | |
|  | <p>3. Perform "Available for Redelivery or Pick-Up" scan on mail piece(s)</p> <p>CLERK</p> | <ul style="list-style-type: none"> Notice Left clerk should perform Available for Redelivery or Pick-Up scan on all pieces being placed on the Notice Left bins/shelves | <p>This scan will be used to inform customers that their items are available to be picked up if PO Box. Or picked up or Redelivered if On-Street delivery item.</p> |
|  | <p>4. File and Store the mail piece</p> <p>CLERK</p> | <p>File mail Items using one of the recommended filing systems:</p> <ul style="list-style-type: none"> Last number of the delivery address Last two numbers of the delivery address | <p>Ensures Item can be located and retrieved quickly and efficiently.</p> |

Standard Work: Left Notice Redelivery Scanning

| | | | |
|---|---|---|---|
|  | <p>5. Check MyPO for Redelivery Request CLERK/Supervisor</p> | <ul style="list-style-type: none"> Retrieve Item from Notice Left Shelf for Redelivery | |
|  | <p>6. Scan item(s) as "Pulled for Redelivery" CLERK</p> | <ul style="list-style-type: none"> Scan item as "Pulled for Redelivery" and hand off to carrier Notify management if unable to connect item with carrier | <p>Inform carrier of the Redelivery request to ensure the item is scanned as "Out for Redelivery"</p> |
|  | <p>7. Scan the barcode and select "Other".</p> <ul style="list-style-type: none"> After selecting "other", scroll down & select "Out for Delivery" After selecting "Out for Delivery" above, select "Out for Redelivery" <p>CARRIER</p> | <ul style="list-style-type: none"> This scan is completed after moving to the street, <u>prior</u> to loading. PTR will display to the customer "Out for Delivery" when the carrier scans Out for Redelivery" | <p>To notify customers that an item(s) is being Redelivered.</p> |