



April 7, 2021

RECEIVED
APR 9 2021

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

Dear Mr. Wagner:

As a matter of general interest, the Postal Service intends to conduct a Lean Six Sigma (LSS) pilot test which will remove four Expedited Packaging Supplies currently available at select retail offices.

The four Expedited Packaging Supplies that will be removed during the Pilot Test are as follows:

USPS Item Number	Description
O1092	Priority Mail Box
EP14GT	Priority Mail Gift Card Flat Rate Envelope
EP14	Priority Mail Tyvek Envelope
EP16A	Global Express Guaranteed Envelope

The objective of this pilot is to test the feasibility and impact of removing these four Expedited Packaging Supplies that are available in retail lobbies for consumers, in an effort to simplify our box and envelope offerings, improve cost savings and increase revenue for the Postal Service.

The benefits of streamlining Expedited Packaging Supplies:

- Offering a simpler selection of packaging supplies for customers
- Increase retail revenue by providing better value options to our customers
- Improve cost savings and Wait Time in Line (WTIL)

The pilot test will run from April 24 through May 24, in the Centreville Virginia, Gainesville Virginia, and Leesburg Virginia Post Offices (Virginia District/Atlantic Area).

During the pilot, retail personnel such as the Sales Service Associates (SSAs) will be requested to complete an on-site pre and post survey. The on-site surveys will be key in gathering feedback on the effectiveness of the pilot test.

**Do not
re-stock item
in lobby
during Pilot
Test.**

These Expedited Packaging Supplies Items will not be available to customers at retail. The Pilot Test will go from April 24, 2021-May 24, 2021

Remove Four Expedited Packaging Supplies at Retail Lean Six Sigma Pilot Test

Effective April 24, 2021 through May 24, 2021 a Pilot Test to remove four Expedited Packaging Supplies (EPS) will be tested at three Northern Virginia Post Office locations (Virginia District/Atlantic Area). The objective of this pilot is to test streamline EPS available at retail for consumers to be presented with supplies effectively and to improve cost savings and revenue for the Postal Service.

During the one-month test period, the selected Post Office test locations will need to remove the four EPS listed below from the retail lobby. It is expected during this test, the four removed EPS must be stored in the back office and clearly marked with the sign that will be provided to participating offices that states, **"Do not re-stock item in lobby during Pilot Test"**. Pilot Test locations participating in the Pilot Test will be removed from the Solution for Enterprise Asset Management (SEAM) mailing list for the selected Expedited Packaging Supplies during the pilot. Sales and Service Associates (SSAs) will be asked to take a pre and post on-site survey to gather feedback on the Pilot Test.

#	USPS Item Number	Description
1	O1092	Priority Mail Box
2	EP14GT	Priority Mail Gift Card Flat Rate Envelope
3	EP14	Priority Mail Tyvek Envelope
4	EP16A	Global Express Guaranteed Envelope

Benefits of the Pilot Test

By streamlining Expedited Packaging Supplies that are offered at retail, the Postal Services can further maximize opportunities to reallocate costs and present supplies effectively to better accommodate shipping needs of our customers. This will enable the Postal Service to reduce packaging expenses for unsold supplies, and to also create more opportunities for SSAs to continue to promote or value branded services to customers.

Key Message

The Postal Service's priority is our customers, and we will continue to find ways to improve the customer experience and reduce any unnecessary expenses and improve revenue.

Any questions can be sent to ExpeditedPackaging@usps.gov.

**Lean Six Sigma Pilot Test
Remove 4 Expedited Packaging Supplies (EPS) Available at
Retail Frequently Asked Questions (FAQs)**

Q1. What sites are participating and when is the pilot?

- A. Three Northern Virginia Post Offices in the Virginia District will participate in this pilot:
- Leesburg
 - Centreville
 - Gainesville

The Pilot will begin on April 24, 2021 and will end on May 24, 2021.

Q2. Which EPS items will be removed from Retail Systems Software (RSS) sites during the Pilot Test?

- A. The following four EPS items will not be available to customer at the participating sites during the Pilot Test:

#	USPS Item Number	Description
1	O1092	Priority Mail Box
2	EP14GT	Priority Mail Gift Card Flat Rate Envelope
3	EP14	Priority Mail Tyvek Envelope
4	EP16A	Global Express Guaranteed Envelope

Q3. What must be done with the four EPS items during the Pilot?

- A. During the pilot, these four EPS items must be removed from the EPS display and stored in the back office clearly marked with the sign that will be provided to your office that states, **"Do not re-stock item in lobby during Pilot Test"**.

Q4. Why are we removing these four EPS items from retail lobbies?

- A. The Postal Service is committed to seeking new ways to improve the customer experience. These supplies will be removed during the pilot test as part of a Lean Six Sigma Green Belt project to streamline Expedited Packaging Supplies that are currently offered in the retail lobby to help improve revenue and save costs for the Postal Service.

Q5. Will my office continue to receive automatic shipments of these supplies from Solution for Enterprise Asset Management (SEAM)?

- A. No, sites participating in the Pilot will be removed from the SEAM product distribution list for the four selected EPS items.

Q6. Will these four EPS items be available on USPS.com/Postal Store for customers to order?

- A. Yes, they will remain available for customers to order on USPS.com/Postal Store.

Q7. Will there be any new process Sales and Service Associates (SSAs) must become familiar with on the Retail System Software (RSS)?

- A. No, there will be no changes to the RSS during the Pilot Test.

Q8. Will there be any changes to the retail lobby menu board for the Pilot Test?

- A. No, there will be no changes to the menu board during the Pilot Test.

Q9. Can SSAs process transactions for supplies that have been removed at their site?

A. The four Expedited Packaging Supplies that are removed from the selected sites will continue to be available at USPS.com/Postal Store and/or other retail sites that are not participating in the Pilot Test. SSAs should continue to complete transactions using the normal workflows when customers show up with any of the removed supplies.

Q10. Will pilot test sites be impacted from the Retail Customer Experience (RCE) program during the pilot test?

A. No, the three participating pilot test sites will not be impacted from the RCE program regarding the removal of the four EPS items.

Q11. How will we know if customers like the idea of removing these four EPS items from our product offering?

A. SSAs should inform the customers that we want to get their feedback on this project. This is the customer's opportunity to tell how they feel about the removal of these supplies. Additionally, SSAs will be given the opportunity to complete an online survey to provide feedback on the Pilot, and phone interviews will be randomly conducted to gain additional insight.

Q12. Is there a list of alternative Expedited Packaging Supplies that have been removed for the Pilot Test that SSAs can recommend to customers?

A. Yes, SSAs can provide the following alternative recommendations to their customers:

Removed Expedited Packaging Supplies		Alternative Expedited Packaging Supplies	
USPS Item Number	Description	USPS Item Number	Description
O1092	Priority Mail Box	OFRB2	Priority Mail Medium Flat Rate Box (side loading)
EP14GT	Priority Mail Gift Card Flat Rate Envelope	EP14B	Priority Mail Small Flat Rate Envelope
EP14	Priority Mail Tyvek Envelope	EP14F	Priority Mail Flat Rate Envelope
EP16A	Global Express Guaranteed Envelope	EP16B EP13F	- Global Express Guaranteed Tyvek Envelope - Priority Mail Express Flat Rate Envelope

Q13. What should Pilot sites do if they have an issue during the Pilot Test?

A. Pilot sites should contact Headquarters by emailing ExpeditedPackaging@usps.gov for any issues or questions regarding the Pilot Test.

Pilot Test: Remove Four Expedited Packaging Supplies Available at Retail

Methodology: On-Site Survey with Sales Service Associates (SSAs) from the three participating Northern Virginia Pilot Test locations

Objective: To gather insight of the impacted retail pilot test employees on Expedited Packaging Supplies before removing the four Expedited Packaging Supplies in retail lobbies effective April 24, 2021.

Disclaimer to Survey Participant: Responses are kept completely anonymous and confidential. Responses to anonymous surveys cannot be traced back to the respondent. No personally identifiable information is captured. All questions asked in this survey are intended to gather feedback. None of the provided information is an evaluation of the employee and their designated Post Office Location.

Q1. How satisfied are you with the Expedited Packaging Supplies that are available at retail? Please explain the reason for your rating. [Open End]

1. Very dissatisfied
2. Dissatisfied
3. Neutral
4. Satisfied
5. Very Satisfied

Q2. From your personal experience, are customers able to easily find what type of Expedited Packaging that they are looking for at retail?

1. Yes
2. No

Q3. Do you find it easier and quicker to complete transactions with Flat Rate Products versus Non-Flat Rate Products?

1. Strongly Disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly Agree

Q4. When completing a transaction at the retail window, what type of packaging do you usually see a customer use to ship their item?

1. Expedited Packaging Supplies
2. ReadyPost
3. Customer's Own Shipping Supplies

Q5. Are the Expedited Packaging Supplies that are available at retail meet your expectations?

1. Much less than expected
2. Less than expected
3. Matched expectations
4. Exceeded expectations
5. Greatly exceeds expectations

Q6. What would you change or improve about the Expedited Packaging Supplies that we currently provide to customers available at retail? [Open End]

Pilot Test: Remove Four Expedited Packaging Supplies Available at Retail

Methodology: On-Site Survey with Sales Service Associates (SSAs) from the three participating Northern Virginia Pilot Test locations

Objective: To gather insight of the impacted retail pilot test employees on Expedited Packaging Supplies after removing the four Expedited Packaging Supplies in retail lobbies effective April 24, 2021.

Disclaimer to Survey Participant: Responses are kept completely anonymous and confidential. Responses to anonymous surveys cannot be traced back to the respondent. No personally identifiable information is captured. All questions asked in this survey are intended to gather feedback. None of the provided information is an evaluation of the employee and their designated Post Office Location.

Q1. Do you feel the customer experience has improved from the Pilot Test changes?

1. Yes
2. No

Q2. Are you satisfied with the Pilot Test changes that occurred?

1. Not at all satisfied
2. Somewhat satisfied
3. Neither satisfied nor unsatisfied
4. Somewhat satisfied
5. Very satisfied

Q3. What are some examples of what customers did if they were unable to find an Expedited Packaging Supply that they were looking for? [Open End]

Q4. Based on the Pilot Test changes, do you believe customers would continue to use the Postal Service's Expedited Packaging Supplies or go to a competitor?

1. Continue to use the Postal Service
2. Go to a competitor

Q5. How would you rate your experience on providing customer's alternative Expedited Packaging Supplies?

1. Not Good at All
2. Not Very Good
3. Fair
4. Good
5. Excellent

Q6. Do you agree that the Postal Service should eliminate the four Expedited Packaging Supplies? If yes, why should the Postal Service make this modification? [Open End] If no, why should the Postal Service not make this modification? [Open End]

1. Yes
2. No





Q7. Have you received notification and training before the start of the Pilot Test?

1. Yes
2. No

Q8. With the Pilot Test Changes, how much do you agree or disagree with the following statements? (Check off one answer per row)

	Disagree Completely	Disagree Somewhat	Neither Agree or Disagree	Agree Somewhat	Agree Completely
It is a better value for the customer to use Expedited Packaging Supplies					
The Wait Time in Line (WTIL) improved for the customer					
The transaction time for SSAs was quicker and easier					
It is easier for the customer to find the product they are looking for					
Supplies are easier to re-stock the retail lobby					

Q9. Which of the following should the Postal Service remove to streamline the Expedited Packaging Supplies available at retail? (Select All That Apply)

Priority Mail Box (O1092) 	Priority Mail Gift Card Flat Rate Envelope (EP14GT) 
Priority Mail Tyvek Envelope (EP14) 	Global Express Guaranteed Envelope (EP16A) 

Q10. With the completion of this Pilot Test, is there anything that you would change or improve about the Expedited Packaging Supplies that we currently provide to customers available at retail? [Open End]