



RECEIVED

DEC 7 2020

December 3, 2020

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 will be partnering with Smarte Carte to pilot USPS Smart Lockers which will serve as a next-generation upgrade in Post Office parcel delivery equipment.

The USPS continues to seek alternative options to deliver packages to our customers in an efficient and secure manner. Under this project, customers will receive a notification via the PS Form 3849 that they have a package available for pick up. The carrier will scan the package(s) as they normally would and link the packages to a modified PS Form 3849. Carriers will provide information on the PS Form 3849 regarding the pickup location, date and time available and instructions on how to retrieve parcels from the smart locker.

The pilot is scheduled to begin December 11.

We have enclosed the final draft copy of the Smart Locker Training PowerPoint presentation that includes a list of the pilot locations in the Northern Virginia District.

Please contact Bruce Nicholson at (202) 268-7773, if you have questions concerning this matter.

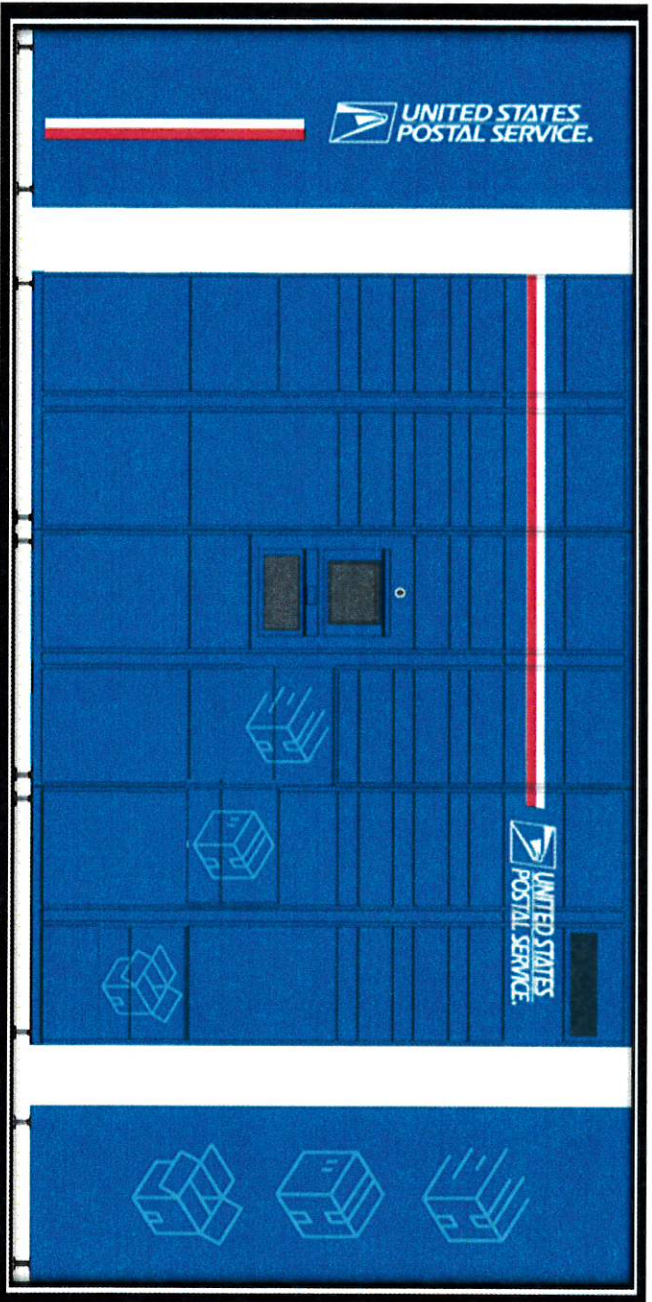
Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills", with a stylized flourish extending to the right.

David E. Mills
Manager
Labor Relations Policies and Programs

Enclosure

Smart Locker Pilot



December 2nd, 2020

- To meet the ever-changing parcel delivery demand, shipping companies have been making investments in various tools to attract new business and expand their customer base. The USPS Smart Lockers are being explored to enhance customer-oriented services to meet this need.
- Customers demand for secure package delivery
- USPS Smart Lockers serve as a next-generation upgrade in Post Office parcel delivery equipment. The resulting improvements to the parcel locker delivery process would be:
 - Improved visibility of parcel locker loading and pickup activity
 - Eliminate management/purchase of parcel locker keys/lock replacement and manual paperwork
 - Equipment reliability
- Reduced rehandling costs due to Failed First Attempts

Smart Locker Pilot

- Utilize the current IDIQ Contract to purchase 10 off the shelf units from Smarte Carte
 - Not rated for outdoor use in extreme environments
 - Smart Locker Units will range from 54 (7 Units) -74 lockers (3 Units)
- Plan is to deploy the units with software that will be able to test 1 of the current 7 use cases
 - GoPost use case should be available post peak
 - Remaining options require upgrades to multiple different programs
- Central Management System (CMS) is utilized to monitor the locker systems
 - Future training will be provided on the system and how to run inventory and utilization reports
- Targeted Informational PC for Impacted Delivery Area

- Indoor and Outdoor Locations
- 54 and 74 Unit Locations
- Postal Decals should be ready second week in December
- Weather dependent installation for graphics for outside units

Post Office Install Schedule	Location	Model	Install Date	Commissioned Date	Graphics Applied Date
McLean West	Inside	54	2-Nov		TBD
Vienna	Outside	54	9-Nov	Completed	TBD
Reston	Inside	54	10-Nov	Completed	TBD
Annandale	Inside	54	13-Nov	Completed	TBD
Lincolnia	Outside	74	16-Nov	Completed	TBD
Potomac Falls	Inside	54	20-Nov	Completed	TBD
Turnpike	Outside	54	30-Nov		TBD
Ashburn	Inside	74	2-Dec		TBD
Herndon	Outside	54	4-Dec		TBD
Fairfax	Outside	74	??		TBD





Smart Locker 3849 Use Case – Carrier Workflow

- **Carrier scans package barcode and PS Form 3849 barcode.**
 - If package cannot be left. Carrier scans package barcode(s) and PS 3849 barcode. Carrier utilizes PS Form 3849 with information that the package is available for pick up on “Date” at “Smart Locker” location by Customer scanning barcode on PS Form 3849. (Multiple package barcodes can be linked to a 3849 barcode)
- **Modified PS Form 3849 left for Customer**
- **Carrier returns to the post office**
 - Packages for Smart Locker are placed in a hamper for loading into the Smart Locker that night.

3849 Use Case – Carrier Workflow

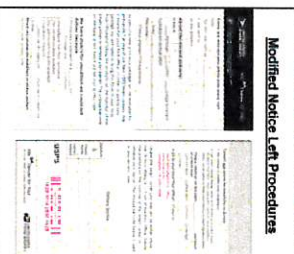

3849 Smart Locker Use Case: Standard Work Instructions (Carriers)



Visual	Important Steps	Key Points	Reasons for Key Points
	<ul style="list-style-type: none"> For real time events, it is the customer's real receipt or pickup order. Scan the QR code with the scanning tool. For scheduled events, it is the carrier's scan of the QR code. Scan the QR code with the scanning tool. For scheduled events, it is the carrier's scan of the QR code. Scan the QR code with the scanning tool. 	<ul style="list-style-type: none"> Scan at the point of delivery. Scan the QR code with the scanning tool. 	<ul style="list-style-type: none"> Ensure that the QR code is visible to the carrier. Ensure that the QR code is visible to the carrier.
	<ul style="list-style-type: none"> For real time events, it is the customer's real receipt or pickup order. Scan the QR code with the scanning tool. For scheduled events, it is the carrier's scan of the QR code. Scan the QR code with the scanning tool. For scheduled events, it is the carrier's scan of the QR code. Scan the QR code with the scanning tool. 	<ul style="list-style-type: none"> Scan at the point of delivery. Scan the QR code with the scanning tool. 	<ul style="list-style-type: none"> Ensure that the QR code is visible to the carrier. Ensure that the QR code is visible to the carrier.

Revised 11/28/2020

3849 Smart Locker Use Case: Standard Work Instructions (Carriers)

Modified Notice Left Procedures	Carrier Workflow	Carrier Workflow	Carrier Workflow
	<ul style="list-style-type: none"> Scan and send with appropriate Notice Left. No Address and the carrier will be notified. No Address and the carrier will be notified. No Address and the carrier will be notified. No Address and the carrier will be notified. 	<ul style="list-style-type: none"> Place the package in the designated location. Scan the QR code with the scanning tool. Scan the QR code with the scanning tool. Scan the QR code with the scanning tool. Scan the QR code with the scanning tool. 	<ul style="list-style-type: none"> Carrier will be notified. Carrier will be notified. Carrier will be notified. Carrier will be notified. Carrier will be notified.
	<ul style="list-style-type: none"> Scan and send with appropriate Notice Left. No Address and the carrier will be notified. No Address and the carrier will be notified. No Address and the carrier will be notified. No Address and the carrier will be notified. 	<ul style="list-style-type: none"> Place the package in the designated location. Scan the QR code with the scanning tool. Scan the QR code with the scanning tool. Scan the QR code with the scanning tool. Scan the QR code with the scanning tool. 	<ul style="list-style-type: none"> Carrier will be notified. Carrier will be notified. Carrier will be notified. Carrier will be notified. Carrier will be notified.

Revised 11/28/2020



3849 Use Case – Carrier Workflow

UNITED STATES POSTAL SERVICE® We ^{Re} Deliver for You!

Download Informal Delivery® App to manage your redelivery.

Sorry we missed you while you were out.

Date: _____

The item was sent by: _____

It was sent to: _____

At this address: _____

About the missed delivery:

It was a: _____

Package: _____ Letter _____ Large envelope _____

Available for pickup after: _____

Date: _____

This is the: ☐ First attempt ☐ Final notice

To Schedule a Redelivery:

Scan the QR Code or go to usps.com/redelivery

Article Number: **1A2B 3C1A 2B3C 1A2B**

We have item/s for you which we could not deliver because:

☐ It requires a payment of \$_____ for _____ Postage due _____ Customs _____

☐ Receiptable full/item oversized

☐ No secure location available

☐ No authorized recipient available

☐ Signature required

☐ Other _____ must be 18+ years old _____ must be 21+ years old

Please see reverse for redelivery or pickup options.

PS Form 3849, October 2019

UNITED STATES POSTAL SERVICE® We ^{Re} Deliver for You!

Download Informal Delivery® App to manage your redelivery.

Sorry we missed you while you were out.

Date: _____

The item was sent by: _____

It was sent to: _____

At this address: _____

About the missed delivery:

It was a: _____

Package: _____ Letter _____ Large envelope _____

Available for pickup after: _____

Date: _____

This is the: ☐ First attempt ☐ Final notice

As part of a new pilot your package will be available for pickup 24/7 at one of our New USPS Smart Lockers, that is located at your Post Office. In order to pickup your package you will need to bring this form to your local Post Office and follow the prompts on the monitor of the Smart Locker to retrieve your parcel. The unique barcode on the back of this notice will be your access code.

We have item/s for you which we could not deliver because:

☐ It requires a payment of \$_____ for _____ Postage due _____ Customs _____

☐ Receiptable full/item oversized

☐ No secure location available

☐ No authorized recipient available

☐ Signature required

☐ Other _____ must be 18+ years old _____ must be 21+ years old

Please see reverse for redelivery or pickup options.

PS Form 3849, October 2019

Choose one option for redelivery or pickup.

1. Go online to [USPS.com/redelivery](https://usps.com/redelivery)

2. Let your carrier know when and where your item is. To leave the item, then leave this form in your mailbox. (Do not use an option for Restricted Delivery or Adult Signature item.)

Please redeliver on this date: _____ and leave at (check one): ☐ Front door ☐ Back door ☐ Porch ☐ Garage

☐ Other _____

3. Go to your local Post Office* located at: _____

Next Springfield Post Office
6000 Pauling Rd
Springfield, VA 22153-9998

4. Sign up to manage your redeliveries at informaldelivery.com

5. Send someone to serve as your representative to pick it up for you at your local Post Office. Sign below and provide the name of the person you want to pick up the item.

Addressed signature: _____

Name of representative: _____

6. Call us at 800-ASK-USPS (800-275-8777)

Delivery Section

Signature: _____

Printed Name: _____

Delivery Address: _____

USPS

VARIABLE DATA

1A2B 3C1A 2B3C 1A2B

We ^{Re} Deliver for You!

PS Form 3849, October 2019 (Revised)

UNITED STATES POSTAL SERVICE®

Choose one option for redelivery or pickup.

1. Go online to [USPS.com/redelivery](https://usps.com/redelivery)

2. Let your carrier know when and where your item is. To leave the item, then leave this form in your mailbox. (Do not use an option for Restricted Delivery or Adult Signature item.)

Please redeliver on this date: _____ and leave at (check one): ☐ Front door ☐ Back door ☐ Porch ☐ Garage

☐ Other _____

3. Go to your local Post Office* located at: _____

Next Springfield Post Office
6000 Pauling Rd
Springfield, VA 22153-9998

Locate the Smart Locker unit that will be either inside the 24-hour lobby or in front of the Post Office. Follow the prompts on the monitor of the Smart Locker to retrieve your parcel. The unique barcode below is used as your access code.

Delivery Section

Signature: _____

Printed Name: _____

Delivery Address: _____

USPS

VARIABLE DATA

1A2B 3C1A 2B3C 1A2B

We ^{Re} Deliver for You!

PS Form 3849, October 2019 (Revised)

UNITED STATES POSTAL SERVICE®

Clerk Workflow



Smart Locker Steps for Package Delivery

Login Options

Select Your Login Option

Please select an option below.

Enter Account ID

Enter Pickup Code

Scan PS Form 3849
Barcode

Enter Account ID
 UNITED STATES
POSTAL SERVICE.

9403 Z Line Highway
Durham, VA 27602

Enter or Scan Your ID

Please enter or scan your ID.

1234567890Back

QWERTYUIOPCancel

A S D F G H J K L Enter

Z X C V B N M

Cancel



Smart Locker Steps for Package Delivery

Enter PIN



8403 Z Lee Highway
Burke, VA 22002

Enter PIN

Please enter your PIN

Cancel

1	2	3
4	5	6
7	8	9
Clear	0	

Delivery Agent Menu



8403 Z Lee Highway
Burke, VA 22002

Delivery Agent Menu

Issue Resolution
(Unavailable)

Time Expired
Pickup
(Unavailable)

Package Delivery

Remove Last Mile
Package

Logout



Smart Locker Steps for Package Delivery

Package Delivery

Smart Locker System

8403 Z Lee Highway
Burke, VA 22082

3849

Locker Availability

Large

17"H x 14"W x 17"D

4 available

Medium

8"H x 14"W x 17"D

8 available

Small

4"H x 14"W x 17"D

22 available

Agent Menu

Delivery gopost

3849 Delivery

3849 Delivery

Scan 3849 Package Barcode

Please scan or enter the barcode shown on the package for 3849 redelivery.

1 2 3 4 5 6 7 8 9 0 Back

Q W E R T Y U I O P Cancel

A S D F G H J K L Enter

Z X C V B N M

Logout

Agent Menu



Smart Locker Steps for Package Delivery

3849 package information

Review 3849 Information

Please review current 3849 information.
The 4 package(s) associate with the PS3849 form shall be deposited together.
Touch "Next" to continue.

PS Form 3849 Information
Destination: , HUBBARD, OR 97032

Current scanned barcode: 9207320126101877712130
☐ 9202520126101833011214
☐ 9202520126101877712535
☐ 9202520126101877712924
☐ 9207320126101877712130

Logout

Agent Menu

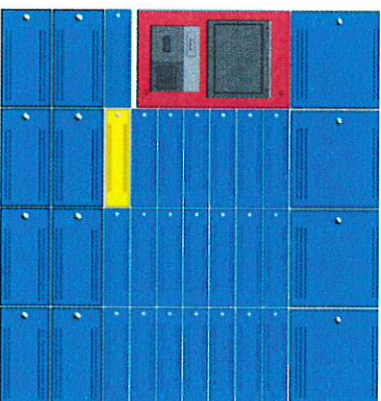
Next

Powered by USPS Engineering Delivery Technology Programs Release Version 2.7.0.1

Deposit Process Screens

Agent Last Mile Deposit

Please touch "Unlock" to open locker C02D03 and deposit 1 parcel(s).



Agent Menu

Need More Time
58

Select Locker Size

Unlock



Smart Locker Steps for Package Delivery

Duplicate Barcode Scanned Package Has Been Loaded

Our record shows the scanned barcode has been loaded to a locker before.
Please touch "Next" to continue to deposit this duplicate barcode package.

Logout with Incomplete Deposit Incomplete 3849 Deposit

You have 1 incomplete PS Form 3849 deposit, please touch "Continue" to continue the process.

PS Form 3849 Information

Destination: , HUBBARD, OR 97032

Current scanned barcode: 9207320126101877712130

☐ 9202520126101833011214

☐ 9202520126101877712535

☐ 9202520126101877712924

☒ 9207320126101877712130

Logout

Agent Menu

Next

Logout

Continue



Smart Locker Steps for Package Delivery

Incomplete 3849 Deposit

Please review PS3849 information below.
Touch "Yes" to confirm that you have the listed parcel(s) below and ready for deposit, otherwise, touch "No".

PS Form 3849 Information
Destination: , HUBBARD, OR 97032

Parcel(s) not yet deposited: 1
920252012610187712535

Logout

Need More Time
\$9

No

Yes

If "No" is selected: removing parcels

Process Incomplete 3849 Deposit

Please remove the deposited 3849 parcel(s), touch "Remove" to proceed to remove the listed 3849 parcel(s).

PS Form 3849 Information
Destination: , HUBBARD, OR 97032

Parcel(s) deposited: 3
9202520126101833011214
920252012610187712924
920732012610187712130

Logout

Remove



Smart Locker Steps for Package Delivery

If "yes" is selected: completing deposit

Scan 3849 Package Barcode

Please scan the barcode shown on the list.

Agent assisted last mile removal

Last Mile 3849 Package Removal

Please select an option below

PS Form 3849 Information

Destination: , HUBBARD, OR 97032

Parcel(s) not yet deposited: 1

920252012610187712535

Logout

Need More Time
68

Agent Menu

Scan Barcode

Enter Data



Smart Locker Steps for Package Delivery

Entering partial data (street address or 3849 barcode)
Select a Record

Please select a 3849 record shown on the list.

490

PS Form:5293055866655550. Destination: 490 5TH ST, HUBBARD, OR 97032



Agent Menu

PS Form 3849 Package Removal

2 lockers shall be opened for you to pick up the parcel(s).
Touch "Continue" to continue.



Agent Menu

Need More Time
58

Continue



Smart Locker Steps for Package Delivery

Customer Pickup Process by Entering Pickup Code



8403 Z Lee Highway
Burke, VA 22082

Customer Pickup Process by scanning barcode:

PS Form 3849, We Redeliver for You!
October 2019 Version

UNITED STATES POSTAL SERVICE We Redeliver for You!
PS Form 3849, We Redeliver for You!
October 2019 Version

Sorry we missed you while you were out.
We have your package ready for pickup at the address below.

About the missed delivery:
It was a _____
Delivered by _____
At _____
On _____

To schedule a Redelivery:
Scan the QR Code or go to usps.com/redelivery

We have items for you which we could not deliver because:
☐ No one was home
☐ Package was too large
☐ Package was too heavy
☐ Package was too bulky
☐ Package was too fragile
☐ Package was too valuable
☐ Package was too dangerous
☐ Package was too sensitive to temperature

Check the appropriate box for redelivery or pickup:
☐ I want to schedule a redelivery for my package.
☐ I want to schedule a pickup for my package.
☐ I want to schedule a pickup for my package and a redelivery for my package.
☐ I want to schedule a pickup for my package and a redelivery for my package and a redelivery for my package.

USPS **1-800-ASK-USA**
1-800-ASK-USA

We Deliver for You!
PS Form 3849, We Redeliver for You!
October 2019 Version

Cancel

Enter Pickup Code

Please enter your pickup code

● ● ● ● ● ● ● ● ● ●

1 2 3 4 5 6 7 8 9 0 Back

Q W E R T Y U I O P Cancel

A S D F G H J K L Enter

Z X C V B N M

Cancel

Smart Locker Steps for Package Delivery

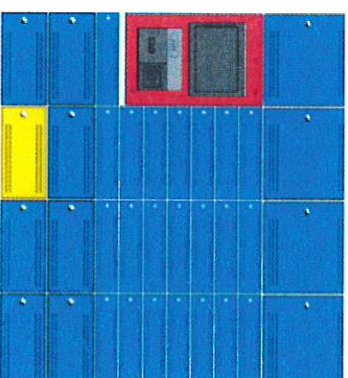
Review Your Pickup Information

You have 5 package(s) to pick up.

Continue

Pickup Code Removal

You have 5 parcel(s) to pick up. Touch "Unlock" to unlock the highlighted locker door.



Logout

Unlock




Smart Locker Steps for Package Delivery

Signature Required Package

Please Sign for Your Package(s)

We need your signature for delivering your package(s).

X



Clear

Submit

Entering Invalid Pickup Code:

Invalid Pickup Code

The entered pickup code is invalid or your package has been removed from the locker. Please ask a USPS retail associate for help.

1234567890Back

QWERTYUIOPCancel

ASDFGHJKLEnter

ZXCVBNM

Cancel



Smart Locker Steps for Package Delivery

Entering Incorrect Pickup Code



8400 Z Lee Highway
Burke, VA 22082

Invalid Pickup Code

The entered pickup code is invalid or your package has been removed from the locker. Please ask a USPS retail associate for help.

1 2 3 4 5 6 7 8 9 0 Back

Q W E R T Y U I O P Cancel

A S D F G H J K L Enter

Z X C V B N M

Cancel

Scanning an Invalid Barcode:

Do Not Load

Do not load the parcel with barcode: 9207320126101877712188

1 2 3 4 5 6 7 8 9 0 Back

Q W E R T Y U I O P Cancel

A S D F G H J K L Enter

Z X C V B N M

Logout

Agent Menu

- Request access to PO Tool
- Provide Service Talk to Employees
- Provide and Review SWI and Modified PS Form 3849 to the carriers on the Targeted Routes
- Provide and Review SWI and Workflow with clerks that will be required to utilize the smart locker
- Setup location for packages being routed to the Smart Locker
- Smart Locker technical support email: EngDeliveryTechnologySupport@usps.gov

- Annandale will be utilized as the initial test site and will start utilizing the system on Friday 12-4
 - HQ DS&P Team will be in the office reviewing the process and validating the SWI's and software
- Go/No Go Decision on Wednesday 12/9
- Planned go live date for remaining sites with a commissioned system is Friday 12/11

Additional Use Cases

- Utilize the GoPost model with the customer using a unique address assigned to the smart locker. Planned for late January 2022.
- Customer requested Redelivery to the Smart Locker
- Pick up from store for our retail partner
- Deliver directly to Smart Locker
 - From retail partnership sites and potentially systems like Doddle or Click N Ship
 - Allow customers to redirect a package or all packages in their package delivery preference settings in My USPS.com
 - Access codes could be transmitted using the customers informed delivery account
- Customer drop point for package pickup