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August 12, 2020

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

Certified Mail Tracking Number:
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Dear Brian:

As a matter of general interest, the Postal Service is expanding the Post Office Box Online (POBOL) application on USPS.com to include Informed Delivery enrollment.

This initiative will improve the customer experience by allowing customers to sign up for Informed Delivery when purchasing a new Post Office Box (PO Box) online or when renewing their PO Box online through the POBOL application.

The enrollment option will be available beginning August 23. There are no changes to the in-person PO Box process.

Enclosed are the following:

- Retail Stand-Up Talk: Post Office Box Online Informed Delivery Enrollment Initiative
- Informed Delivery Cross-Sell Post Office Box Online (POBOL) Initiative Internal Fact Sheet
- Retail Digest: Post Office Box Online – Informed Delivery Enrollment Initiative

If there are any questions, please contact Dion Mealy at 202-507-0193.

Sincerely,

A handwritten signature in blue ink, appearing to read "R. Dean", with a stylized flourish at the end.

 Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

Retail Stand-Up Talk

August 2020

Post Office Box™ Online Informed Delivery® Enrollment Initiative

This summer, USPS will implement an enrollment initiative involving the Post Office Box™ Online (POBOL) tool on USPS.com and the free Informed Delivery® feature in order to increase the number of Informed Delivery® customers.

Please note that for the Retail Associate, there will be no changes to the current in-person PO Box™ process. This Stand-Up Talk is for informational purposes only as customers may have questions related to this initiative.

This Informed Delivery® enrollment initiative will allow customers to sign up for the feature while performing certain transactions on the POBOL application. While performing transactions on the POBOL application, eligible customers will be able to complete the following:

- Sign up for the Informed Delivery® feature at their PO Box™ and/or residential address (USPS.com account address) during the purchase of a new PO Box™ online.
- Sign up for the Informed Delivery® feature at **only their PO Box™ during the renewal of a PO Box™ online.**
 - *Please note: At this time customers who renew their PO Box™ in person will not be eligible for Informed Delivery® opt-in through the POBOL enrollment channel. Customers that renew their PO Box™ in person may still be eligible to enroll that PO Box™ and/or their residential address by using the standard online Informed Delivery® enrollment process.*

Retail Associates should be aware of the following information if customers have any questions related to their Informed Delivery® enrollment through POBOL:

1. Customers will be fully enrolled in the Informed Delivery® feature after presenting two forms of acceptable identification (i.e. driver's license, passport, etc.) at the Post Office and activating their new PO Box™.
 - *Note: These are the existing identity verification requirements to purchase a new PO Box™ with the 1093 form.*
2. Customers should allow 2-5 business days for mail and package information to display in their Informed Delivery® email/dashboard.

3. Customers can unenroll from the Informed Delivery® feature at both their PO Box™ and/or their residential address at any time.
4. Customers will only be fully enrolled in the Informed Delivery® feature if the PO Box™ is eligible (Only PO Box™ sizes 1-2 are eligible at this time for Informed Delivery® enrollment through POBOL).
 - *Note: Customers who change their PO Box™ to an ineligible PO Box™ at the time of key pickup/identity proofing, will not be able to enroll in Informed Delivery® for their indicated PO Box™ and/or residential address through the POBOL enrollment channel. However, customers may still be able to enroll their PO Box™ and/or residential address by using the standard online Informed Delivery® enrollment process. Customers who successfully enroll in Informed Delivery® should receive the standard Informed Delivery® welcome letter to their enrolled addresses.*
5. Customers will only be fully enrolled in the Informed Delivery® feature at both their primary residential address/new PO Box™ address if the address used during online purchasing matches the address used on the 1093 form submitted at the Post Office.
 - *Note: Customers who express interest in enrolling at both addresses (Residential/PO Box™) but do not have the address match specified will only be able to enroll at their PO Box™ address.*

A customer's enrollment in the Informed Delivery® feature fully depends on eligibility and identity proofing requirements. Some customers who have expressed interest in the feature may not be able to complete enrollment due to changes in eligibility or identity proofing requirements.

Informed Delivery® Cross-Sell Post Office Box™ Online (POBOL) Initiative Internal Fact Sheet

POBOL Users will soon be offered the option to sign up for Informed Delivery®!

In Summer of 2020, the Postal Service will implement an enrollment initiative involving the Post Office Box™ Online (POBOL) tool on USPS.com and the free Informed Delivery® feature in order to increase the number of Informed Delivery® customers.

Please note that, for the Retail Associate, there are no changes to the current in-person PO Box™ process.

This Informed Delivery® enrollment initiative will allow customers to sign up for Informed Delivery® while performing certain transactions within the POBOL application. While performing transactions eligible customers will be able to complete the following actions:

- Sign up for Informed Delivery® at their PO Box™ and/or Residential address (USPS.com account address) during the purchase of a new PO Box™ online.
- Sign up for Informed Delivery® at only their PO Box™ during the renewal of a PO Box™ online.
 - *Note: At this time customers who renew their PO Box™ in person will not be eligible for Informed Delivery® opt-in through the POBOL enrollment channel. Customers that renew their PO Box™ in person may still be eligible to enroll that PO Box™ and/or their residential address by using the standard online Informed Delivery® enrollment process.*



To assist with responding to questions from customers, below are a few frequently-asked questions and responses:

How long will it take for newly enrolled customers to receive their first Informed Delivery® notifications?

It normally takes 2-5 business days for mail and package information to display (and emails generated) on the customer's Informed Delivery® dashboard.

Are there any changes being made to the Identification requirements?

No. Customers will only be fully enrolled in Informed Delivery® after presenting two forms of acceptable identification (i.e. driver's license, passport, etc.) at the Post Office and activating their new PO Box™. **Note: These identification requirements are existing requirements in order to rent a PO Box™.**

Are customers able to *unenroll* from Informed Delivery®, if they choose?

Yes. Customers will be able to unenroll from Informed Delivery® for their PO Box™ and/or residential address at any time.

Are there any restrictions that customers need to be aware of before enrolling a PO Box™ in Informed Delivery®?

Yes. Customers will only be fully enrolled in Informed Delivery® if the PO Box™ is eligible. **At this time, only PO Box™ sizes 1-2 are eligible for Informed Delivery® through the POBOL enrollment channel.** *Note: Customers who change their PO Box™ to an ineligible PO Box™ at the time of key pickup/identity proofing, will not be able to enroll in Informed Delivery® for their indicated PO Box™ and/or residential address through the POBOL enrollment channel. However, customers may still be able to enroll their PO Box™ and/or residential address by using the standard online Informed Delivery® enrollment process. Customers who successfully enroll in Informed Delivery® should receive the standard Informed Delivery® welcome letter to their enrolled addresses.*

To enroll, does the addresses on the PS Form 1093 need to match their address of record on USPS.com?

Customers will only be fully enrolled in Informed Delivery® at both their residential and PO Box™ address if their USPS.com account address (address used during purchasing) matches the address used on the 1093 form submitted at the Post Office. **Customers who express interest in enrolling at both addresses (Residential/PO Box™) but do not have the address match specified previously will only be able to enroll at their PO Box™ address.**

What are the benefits of Informed Delivery®?

Informed Delivery® provides customers a digital preview of their incoming letter-sized mail and the ability to manage their packages scheduled to arrive soon at their address. Customers may view greyscale images of the exterior, address side of their letter-sized mailpieces and manage their packages.

Note: Images are provided only for letter-sized pieces that are processed through USPS automated equipment.

How will enrolling in Informed Delivery® benefit PO Box™ customers and USPS?

PO Box™ customers enrolled in Informed Delivery® will have some visibility into the letter-sized mail expected to be delivered to their PO Box™ address. This may assist them in determining when to pick up their mail. By increasing Informed Delivery® usage among residential and PO Box™ customers, the Postal Service believes it will not only add convenience for more users, it could have a positive impact on declining mail volume.

Please Note: The following Retail Digest section has been created to be incorporated into the official final copy of the USPS Retail Digest article in preparation for the Post Office Box™ Online (POBOL) Informed Delivery® deployment in summer 2020.

<p>Need to Know</p>	<p>Retail Partners and Services</p>	<p>Post Office Box™ Online – Informed Delivery® Enrollment Initiative</p> <p>USPS will implement an enrollment initiative involving the Post Office Box™ Online (POBOL) tool on USPS.com and the free Informed Delivery® feature in order to increase the number of Informed Delivery® customers.</p> <p>This Informed Delivery® enrollment initiative will allow customers to sign up for the feature while performing certain transactions on the POBOL application. While performing transactions on the POBOL application, eligible customers will be able to complete the following:</p> <ul style="list-style-type: none"> • Sign up for the Informed Delivery® feature at their PO Box™ and/or Residential address (USPS.com account address) during the purchase of a new PO Box™ online. • Sign up for the Informed Delivery® feature at <u>only their PO Box™ during the renewal of a PO Box™ online.</u> <ul style="list-style-type: none"> ○ <i>Please note: At this time customers who renew their PO Box™ in-person will not be eligible for Informed Delivery® opt-in through the POBOL enrollment channel. Customers that renew their PO Box™ in person may still be eligible to enroll that PO Box™ and/or their residential address by using the standard online Informed Delivery® enrollment process.</i> <p>Please note that for the Retail Associate, there will be no changes to the current in-person PO Box™ process. Communication between Web Box Activity Tracking System (WebBATS) and Customer Registration (CustReg) will be handling the enrollment of new Informed Delivery® customers for both their eligible PO Box™ and their primary residential address.</p> <p><u>Link to Stand Up Talk for Retail Associates:</u></p>
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