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August 14, 2020

AUG 17 2020

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 6184

Dear Brian:

As a matter of general interest, the Postal Service has deployed a new Customs Intercept tracking and reporting initiative to combat the trafficking of illegal drugs through the mail system.

There is currently an existing customs intercept alert message that appears on the Passive Adaptive Scanning System (PASS), Delivery Scheme-less Sortation (DSS), and the Intelligent Mail Device (IMD) as employees perform their arrival-at-unit scans during the distribution process. The alert messages identify incoming International Customs hold items that need to be intercepted and returned to the United States Postal Inspection Service (USPIS) at the International Service Centers (ISCs).

The new Product Tracking and Reporting (PTR) system will send an email alert to report items identified as custom hold pieces by destination zip codes. The email will coincide with the alert message that appears on the scanning equipment.

Enclosed is a copy of the Service Talk to further explain the initiative.

Please contact Dion Mealy at 202-507-0193 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



Customs Intercept Service Talk

The Postal Service is committed to taking all necessary actions to combat the trafficking of illicit drugs. We continue to enhance our aggressive efforts to keep dangerous drugs from entering the United States from China and other countries.

Beginning August 14, Product Tracking and Reporting (PTR) will send an email to the set of email addresses associated to the destination ZIP Code of items identified as a custom hold piece.

The email is intended to provide a "heads up" to the destination delivery unit to watch out for and intercept the item. Scanning equipment will continue to alert distribution employees of the custom intercept and require confirmation the custom intercept piece has been retrieved prior to allowing scanning to continue. RIMS will continue to send 2 emails to management. One notifying management a customs intercept piece was detected at the facility. A second one notifying management the customs intercept piece was confirmed intercepted by a distribution employee and to process the item in Delivery Special Handling and Redirection (DSHR) accessed from the Return Forwarding System (RFS) landing page.

It is imperative custom intercept performance in delivery units improves immediately. Currently, Delivery units intercept success is between 40 and 50 percent. Approximately 40% of custom intercept pieces with a 44-Intercept Scan end up being delivered by the carrier to the destination address rather than being processed in DSHR and sent to the local ISC.

Standard Work Instructions for DSS, PASS are located on the Customer Service Operations Webpage, <https://blue.usps.gov/retail/dept-retail-cust-svc-ops.htm>

For additional questions contact your district scanning coordinator or District Manager, Operations Programs Support.



Customs Intercept Service Talk – Email Alerts

PTR Customs Intercept Alert Message – Sent to emails lists for associated office

The email is generated based on an enroute scan with mail processing equipment and associated customs hold request.



March 19, 2019

A customs intercept piece with tracking number EL132054301CA has been identified and is on the way to your delivery unit. Please capture the piece and follow the standard work instructions.

Please contact your Area or District coordinator if you have any questions.

Thank You

RIMS Customs Intercept First Alert Message – Sent to RIMS group email list

The email is generated based on an AAU scan with PASS or DSS and associated customs hold request.

Customs Intercept ALERT

A customs intercept has been detected at your facility. Please ensure package is processed properly with DSHR. The package barcode is EL132054301CA scanned on 03/19/2020 10.25.30 AM by device PASS-20171-001.

RIMS Customs Intercept Second Alert Message – Sent to RIMS group email list

The email is generated based on an AAU scan with PASS or DSS and associated customs hold request.

Customs Intercept ALERT

A customs intercept has been confirmed by your distribution employee(s). Please ensure package is processed properly with DSHR. The package barcode is EL132054301CA scanned on 03/19/2020 10.40.30 AM by device PASS-20171-001.

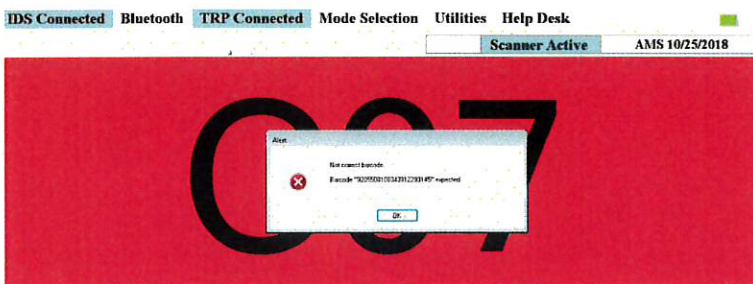
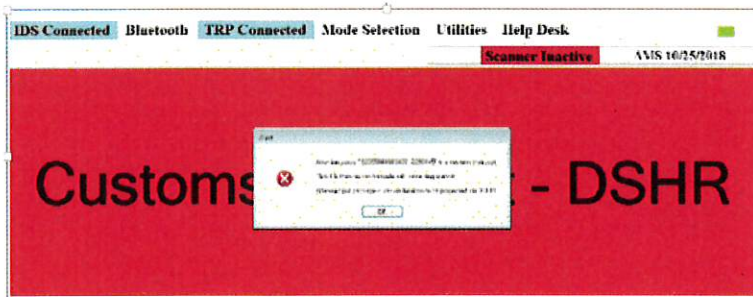
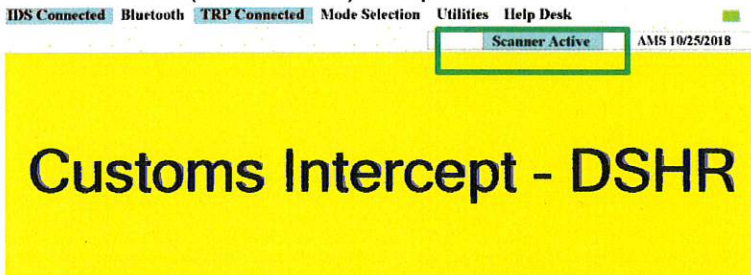
PASS Customs Intercept Alert Messages

Custom Intercept Piece is scanned. 1st alert appears and camera is disabled. User has to select OK to proceed. Once User selects OK, the 2nd alert appears, the camera is enabled for the User to scan the identified Custom Intercept piece. When the correct Intercept piece is scanned, the alert goes away and the screen returns to blue. AAU scanning can resume. The Custom Intercept piece is to be placed in the DSHR container. The piece is later scanned 44-Intercepted with the hand held in-office scanner (IMDAS/MIO) and processed in DSHR to be sent to the local ISC.



DSS Customs Intercept Alert Message

Custom Intercept Piece is scanned. 1st alert appears and all ring scanners are de-activated. User has to select OK to proceed. DSS will flash yellow and red until the User selects OK, to confirm the Intercept. The 2nd alert appears, the ring scanner is activated for the User to scan the identified Custom Intercept piece. When the correct Intercept piece is scanned, the alert goes away and all ring scanners reactivate. The Custom Intercept piece is to be placed in the DSHR container. The piece is later scanned 44-Intercepted with the hand held in-office scanner (IMDAS/MIO) and processed in DSHR to be sent to the local ISC.



IMDAS Customs Intercept Alert Message

Custom Intercept Piece is scanned. Alert appears that the piece is a Custom Hold. The Custom Intercept piece is to be placed in the DSHR container. The piece is later scanned 44-Intercepted with the hand held in-office scanner (IMDAS/MIO) and processed in DSHR to be sent to the local ISC.

