



March 5, 2021

**RECEIVED**  
**MAR 9 2021**

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

**Certified Mail Tracking Number:**  
7019 2280 0001 7461 3490

Dear Brian:

As a matter of general interest, the Postal Service has developed a new customer facing prepaid acceptance scanning service designed to improve the customer experience and help reduce the customer wait time in line. Retail offices will begin testing the Instant Parcel Acceptance (IPA) Lite system on March 8 and conclude on June 8.

The IPA Lite system will assist customers who need an acceptance scan and receipt for parcels with prepaid postage. The system will prompt and require customers to answer the hazmat question as it relates to their parcel. If the package contains hazardous material, they will be required to take the item to the retail counter. If the package contains no hazardous material, the customer will be able to scan the item, choose a receipt option and deposit the package into the collection box.

The test locations are listed below by Area, District and Site:

- WestPac Area
  - Arizona District, Coronado Station
  - Arizona District, Albuquerque
  - Seattle District, Lynwood
  - Seattle District, Oly-Lacey Branch
  - Salt Lake City District, Draper
- Atlantic Area
  - Capital District, WDC – Friendship Station
  - Capital District, Leonardtown
  - Capital District, RCV - Pike Station
  - Capital District, BET – West Lake Branch
  - Capital District, District Heights

Enclosed are the following for your review:

- Retail Service Talk – Instant Parcel Acceptance Lite (IPA Lite) Device Prepaid Acceptance Scanning

- Standard Work Instruction – Instant Parcel Acceptance Lite (IPA Lite)
- User Guide for Instant Parcel Acceptance (IPA Lite).

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 'Shannon Richardson', with a stylized, cursive script.

Shannon Richardson  
A/Manager  
Contract Administration (APWU)

Enclosures



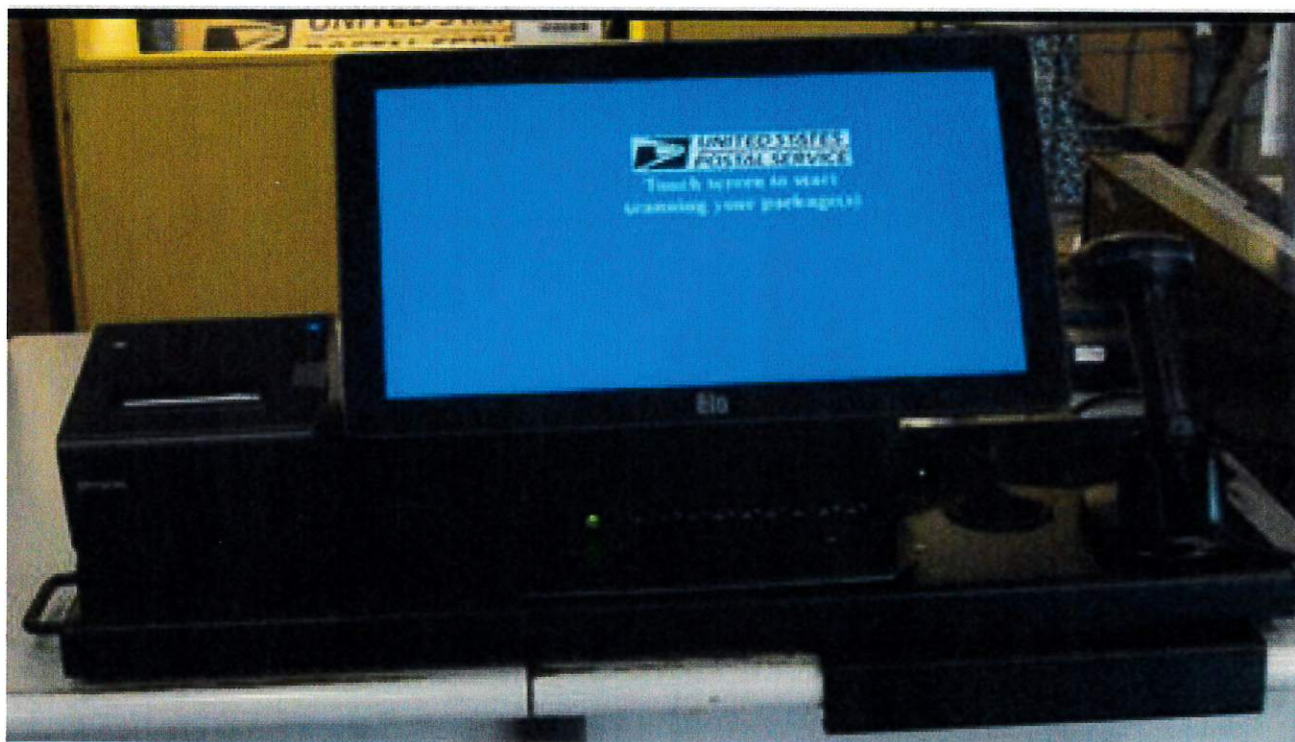
## Retail Service Talk

February 25, 2021

### Instant Parcel Acceptance Lite (IPA Lite) Device Prepaid Acceptance Scanning

To improve our customer experience and the USPS brand, we are conducting a pilot test of the Instant Parcel Acceptance Lite (IPA Lite) Device in 10 retail locations. The IPA Lite is a solution for customers who need an acceptance scan and receipt for parcels with prepaid postage. This new service may help reduce counter congestion inside US Post Offices.

The Pilot will begin on March 8, 2021 and continue through June 8, 2021. Customers will be required to answer the Hazmat question. If their prepaid package contains hazmat materials, they will be prompted to bring their package to the retail counter. If their package is mailable, the customer will be prompted to scan, choose their receipt option and deposit the package in the collection area.

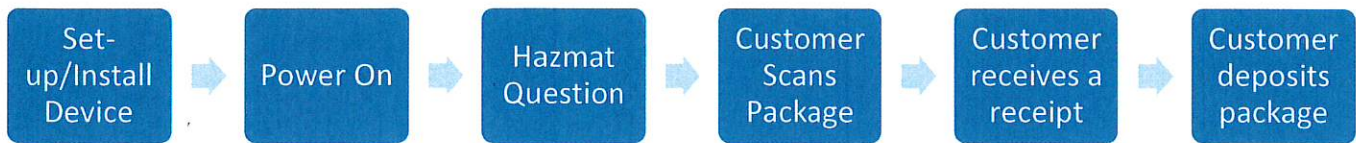



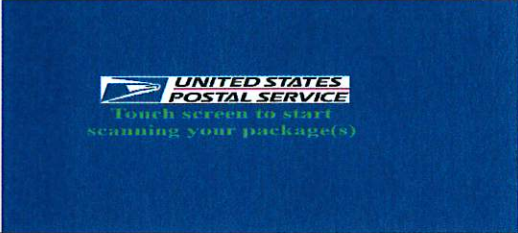
For the complete workflow, please refer to the attached user guide.

For questions, please contact Ann Marie Tallarino at 518-545-0048 or William Tartal at 703-987-0620.




## Work Instruction: Instant Parcel Acceptance Lite (IPA Lite)



	Important Steps	Key Points	Reasons for Key Points
	1. Set up IPA-Lite according to instructions in the user guide and power on	<ul style="list-style-type: none"> <li>This step ensures device will work properly</li> </ul>	<ul style="list-style-type: none"> <li>Properly working device supports customers dropping off prepaid items to not wait in line at the retail counter</li> </ul>
	2. To begin the transaction, the customer touches the screen	<ul style="list-style-type: none"> <li>Touchscreen ensure ease of use of the IPA-Lite</li> </ul>	<ul style="list-style-type: none"> <li>Touchscreen helps to provide a positive customer experience</li> </ul>
<p><b>WARNING</b></p> <hr/> <p>Do any of your packages contain anything liquid, fragile, perishable, or potentially hazardous such as lithium batteries, perfume or mercury?</p> <p>No Yes</p>	3. Customer is asked the Hazmat question	<ul style="list-style-type: none"> <li>This step ensures safety of the mail</li> </ul>	<ul style="list-style-type: none"> <li>Keeping the mail safe keeps customers and employees safe</li> </ul>
<p><b>See Retail Associate</b></p> <hr/> <p>Your package(s) can't be deposited here, please see a retail associate at the retail counter for help.</p> <p>Main Menu Exit</p> <p><small>Powered by USPS Engineering Services Technology Support Version 1.0.1.0</small></p>	4. If the customer answers yes, they are instructed to go to the retail counter	<ul style="list-style-type: none"> <li>Hazardous materials are not mailable through the IPA-Lite</li> </ul>	<ul style="list-style-type: none"> <li>Mailable matter cannot be verified, to keep the mail safe, interaction with a clerk is needed</li> </ul>
<p><b>Scan Barcode</b></p> <hr/> <p>Please scan your prepaid package barcode.</p> <p>Main Menu Exit</p> <p><small>Powered by USPS Engineering Services Technology Support Version 1.0.1.0</small></p>	5. If the customer answers no, they can proceed with scanning up to 7 items per transaction	<ul style="list-style-type: none"> <li>Customers can scan one or multiple items at the IPA-Lite</li> </ul>	<ul style="list-style-type: none"> <li>The ability to scan multiple mail pieces provides a better customer experience</li> </ul>

## Work Instruction: Instant Parcel Acceptance Lite (IPA Lite)

<p>Select a Receipt Option</p> <p>Please select an option for your receipt.</p> <p>Email Receipt      Print Receipt      Email And Print</p> <p><small>© 2015 USPS Engineering Research Technology Program. Version 1.0.0</small></p>	<p>6. The customer chooses their receipt option</p>	<ul style="list-style-type: none"> <li>This step gives customers an option for their receipt</li> </ul>	<ul style="list-style-type: none"> <li>Giving receipt options is consistent with FWS, SSK and mPOS</li> </ul>
<p>Submit Your Package(s)</p> <p>Please check the package barcode shown on your receipt and submit total 1 package to the collection area.</p> <p>Please collect your receipt from the printer and the receipt has also been sent to chungming.c.peng@usps.gov</p> <p>Acceptance is conditional on your package(s) having a second scan event during processing. This scan does not provide a service or delivery guarantee.</p> <p>Main Menu      Exit      Re-print Receipt</p> <p><small>© 2015 USPS Engineering Research Technology Program. Version 1.0.0</small></p>	<p>7. The customer is instructed to submit their packages to the collection area</p>	<ul style="list-style-type: none"> <li>This step allows USPS to assume possession of the item(s) for processing</li> </ul>	<ul style="list-style-type: none"> <li>This ensures proper processing and handling of the items through the USPS network</li> </ul>
	<p>8. Sweep parcels from counter</p>	<ul style="list-style-type: none"> <li>To avoid overflow and keep mail secure</li> </ul>	<ul style="list-style-type: none"> <li>To keep the mail secure and clear space</li> </ul>
<p>❖ Troubleshooting</p>	<p>9. Find troubleshooting steps in the user guide</p>	<ul style="list-style-type: none"> <li>Refer to the guide to fix any inoperable components of the IPA-Lite to ensure the device works properly</li> </ul>	<ul style="list-style-type: none"> <li>If device is down, customers will not have access and will have to wait in line at retail counter</li> </ul>



**USPS Engineering  
Organization**

**User Guide  
For  
Instant Parcel Acceptance (IPA-Lite)  
Version 1.0.0  
Revision 2**

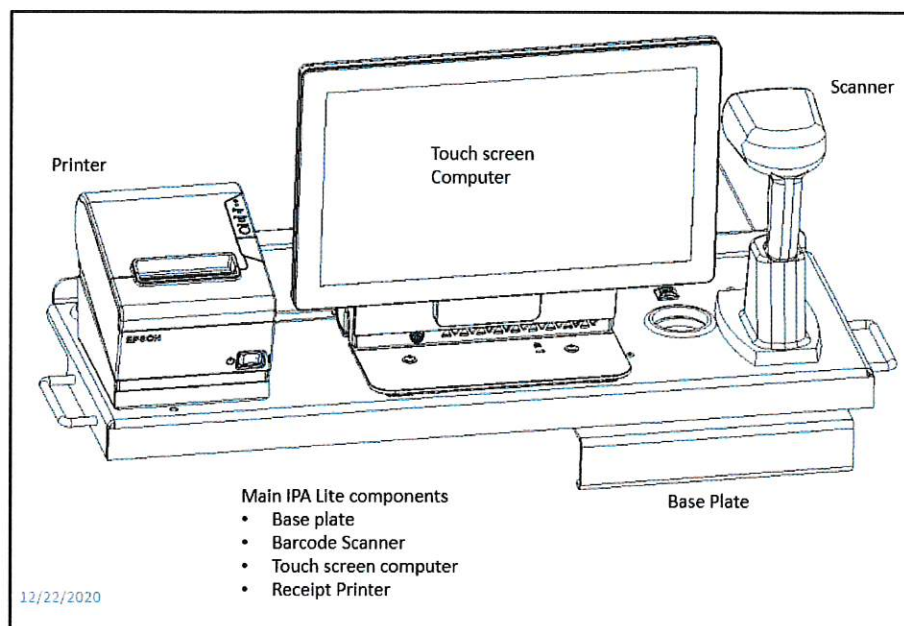
**USPS Engineering Delivery Technology Programs**

**December 2020**

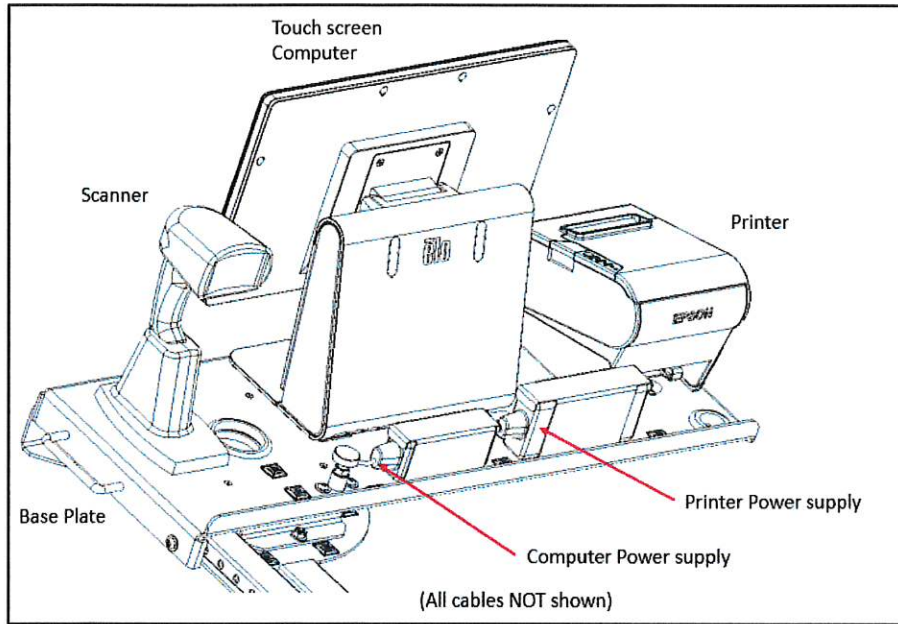
## In your shipment:

Included in the package you should find the following:

ITEM	DESCRIPTION	QTY
1	BASE PLATE ASSEMBLY	1
2	POWER SUPPLY, PRINTER	1
3	POWER SUPPLY, COMPUTER	1
4	PRINTER, EPSON	1
5	ELO TOUCH SCREEN COMPUTER	1
6	BARCODE SCANNER	1







## IPA-Lite Installation:

# IPA LITE ASSEMBLY INSTRUCTIONS



VIEW OF INSTALLATION FROM  
CUSTOMER SIDE OF THE COUNTER

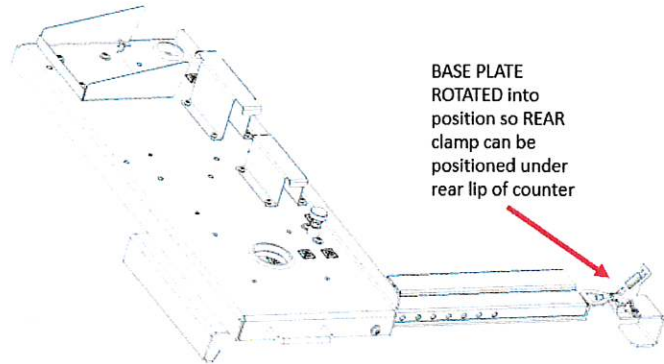


VIEW OF INSTALLATION FROM  
CLERK SIDE OF THE COUNTER

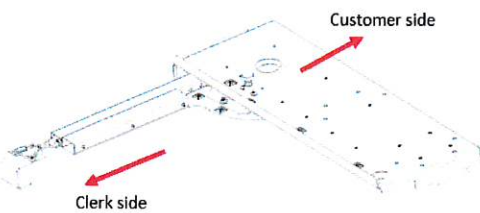


IPA Lite base plate as shipped

- Bracket for PRINTER installed
- Brackets for power supplies installed
- Screws to retain Computer installed (2)
- Rear Toggle Clamp bracket—included in box

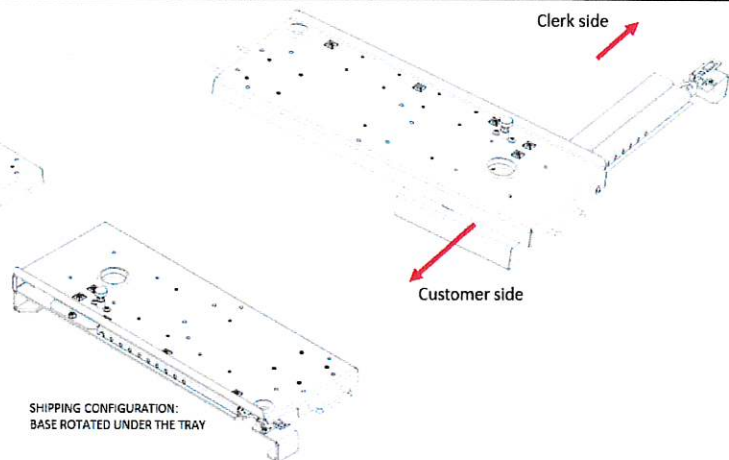


BASE PLATE  
ROTATED into  
position so REAR  
clamp can be  
positioned under  
rear lip of counter

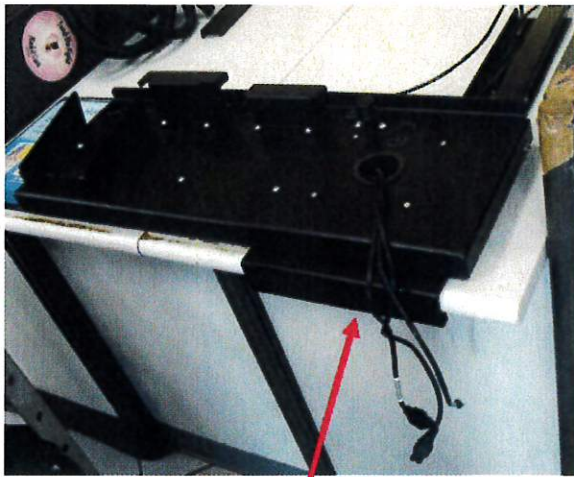


BASE PLATE ASSEMBLY  
(COUNTERTOP CLAMPS SHOWN ROTATED—IN POSITION  
USED FOR INSTALLATION)

BRACKETS FOR PRINTER AND  
POWER SUPPLIES NOT SHOWN



SHIPPING CONFIGURATION:  
BASE ROTATED UNDER THE TRAY

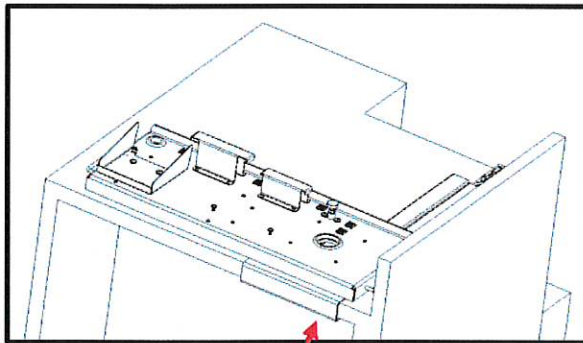


POSITION FRONT CLIP UNDER  
COUNTERTOP LIP

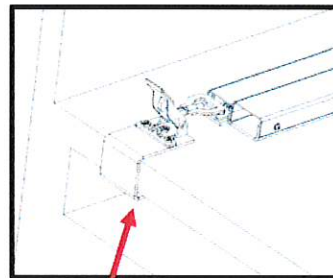


**MINIMUM  
3 INCHES**

VIEW SHOWING CLEARANCE  
FROM WALL/DIVIDER REQUIRED  
TO BE ABLE TO ROTATE THE UNIT



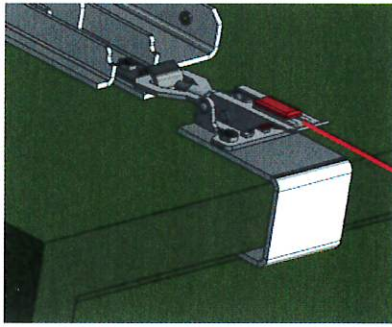
POSITION FRONT CLIP UNDER  
COUNTERTOP LIP



POSITION REAR CLIP UNDER  
COUNTERTOP—REAR LATCH NEEDS TO  
BE IN UNLATCHED POSITION

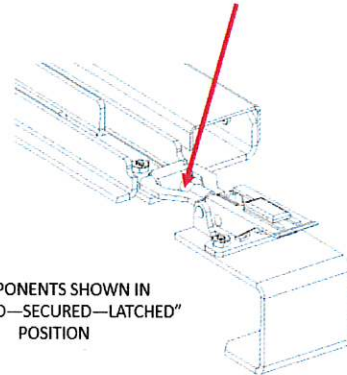


UNLATCHED  
POSITION



LATCH THE TOGGLE CLAMP.  
"RED" INDICATOR" WILL LOCK  
IN PLACE—SLIDE REARWARD

REAR LATCH IS ADJUSTABLE (THREADED) TO PROVIDE  
ADDITIONAL CLAMPING FORCE IF REQUIRED.  
ENSURE UNIT IS SECURE ON THE COUNTERTOP.



COMPONENTS SHOWN IN  
"CLAMPED—SECURED—LATCHED"  
POSITION

### POSITION #1

IN POSITION FOR PARCELS TO BE  
PLACED ON THE COUNTER  
OR  
WHEN NOT IN USE



**MINIMUM  
3 INCHES**

VIEW SHOWING CLEARANCE  
FROM WALL/DIVIDER REQUIRED  
TO BE ABLE TO ROTATE THE UNIT

### INTERMEDIATE POSITION

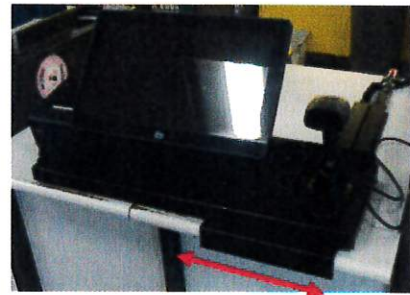


UNIT SHOWN ROTATING BETWEEN  
THE 2 POSITIONS  
(plunger has been pulled to allow rotation)

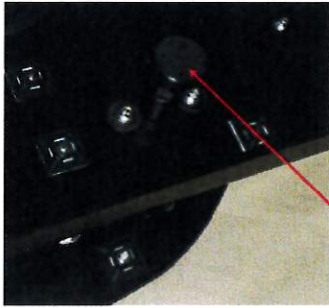
THERE ARE "2" OPERATIONAL POSITIONS

### POSITION #2

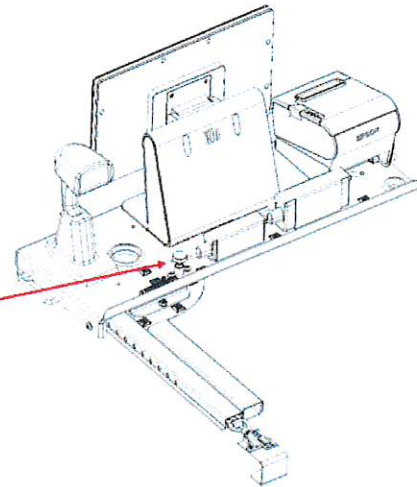
IN POSITION FOR CUSTOMER USE



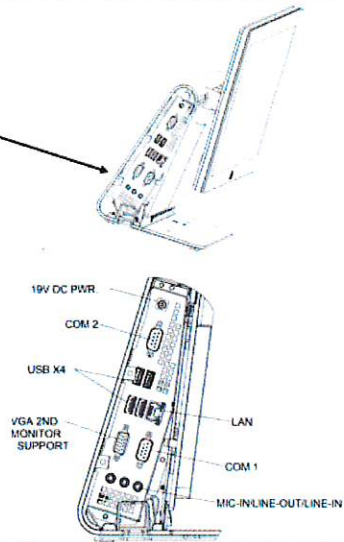
**UNIT SHOULD NOT SLIDE FROM SIDE TO SIDE  
AFTER INSTALLATION.  
ADJUST REAR CLAMP TO PROVIDE ADDITIONAL  
CLAMPING FORCE AS REQUIRED.**



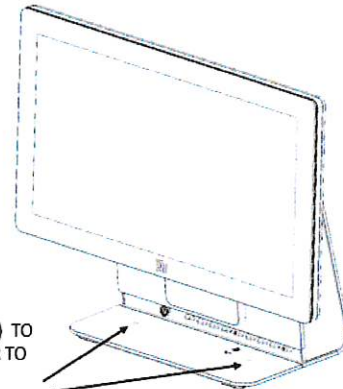
SPRING LOADED "**PLUNGER**"  
USED TO LOCK ASSEMBLY IN 2  
DIFFERENT POSITIONS ON THE  
COUNTERTOP. PULL "KNOB"  
UP SO THE TRAY CAN BE  
ROTATED. PLUNGER WILL  
SNAP "LOCK" INTO POSITION  
WHEN PLACED IN EITHER  
POSITION.



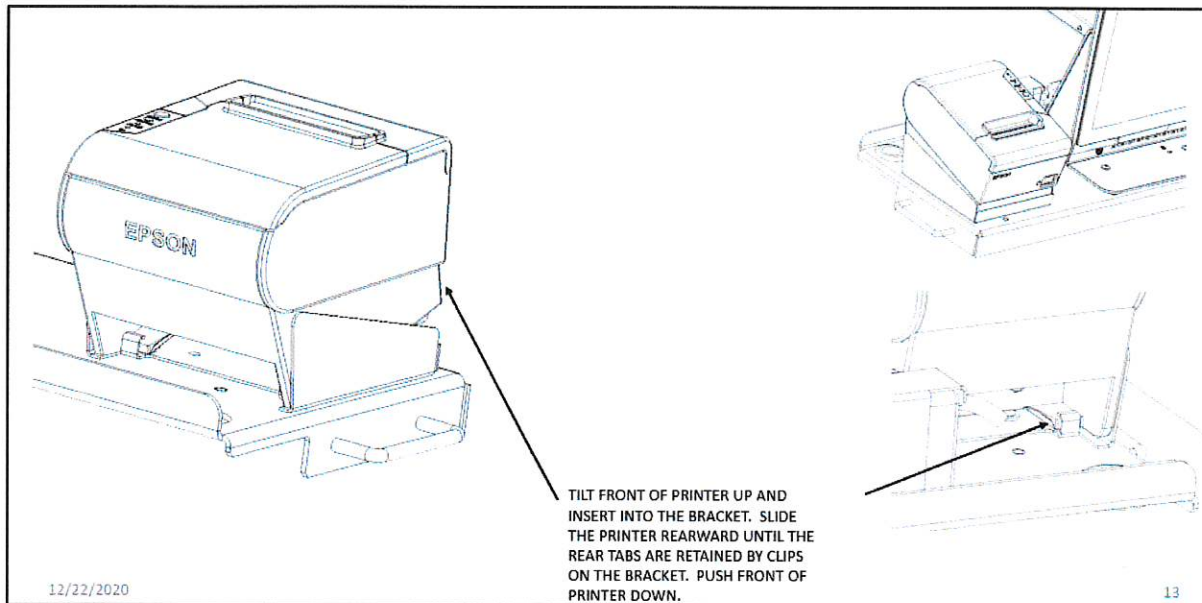
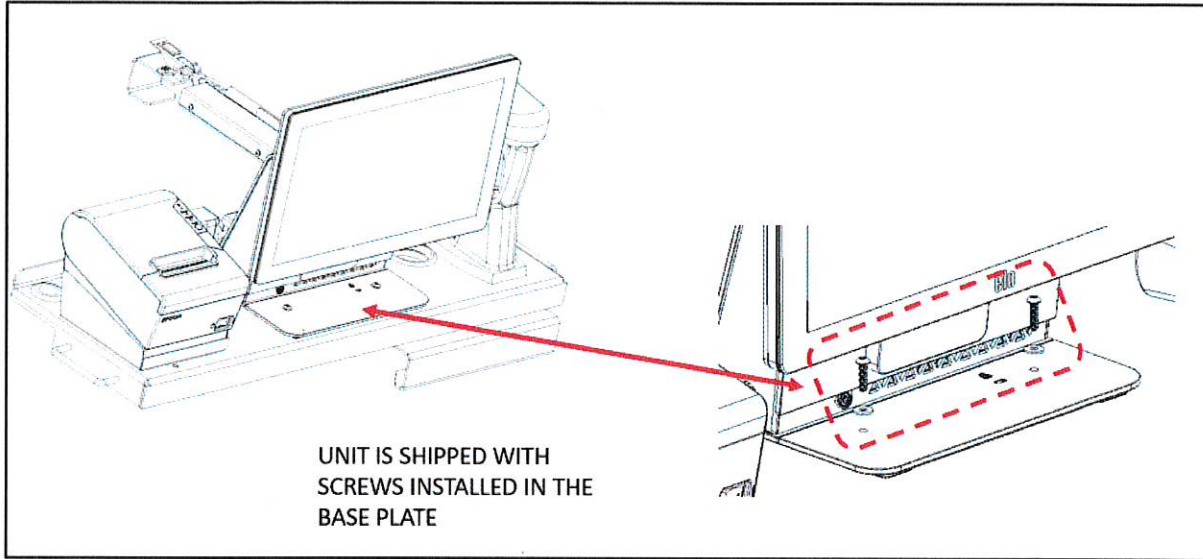
SIDE PANEL REMOVED  
SHOWING ACCESS TO  
I/O PORTS

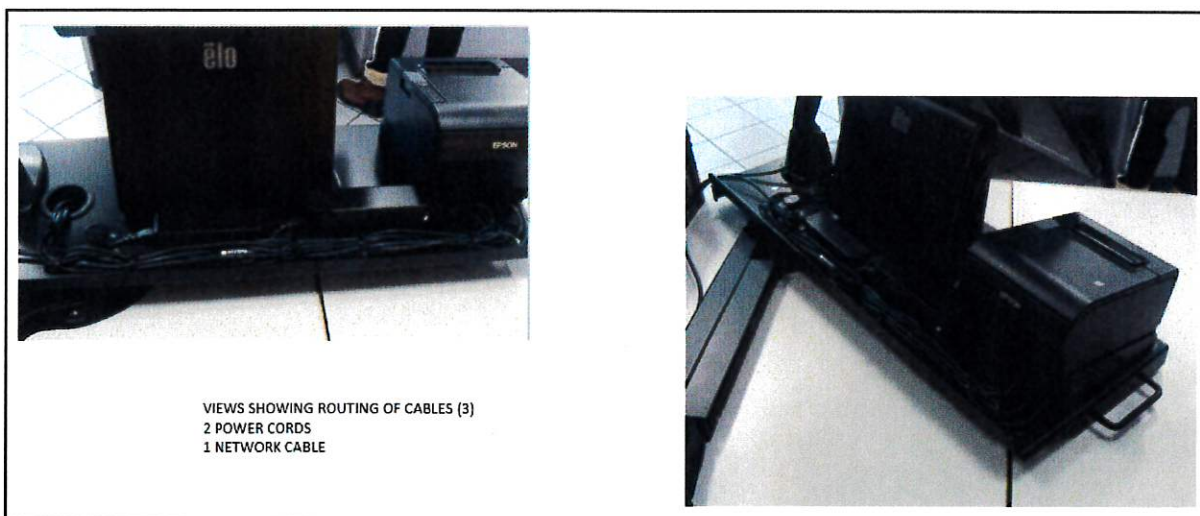
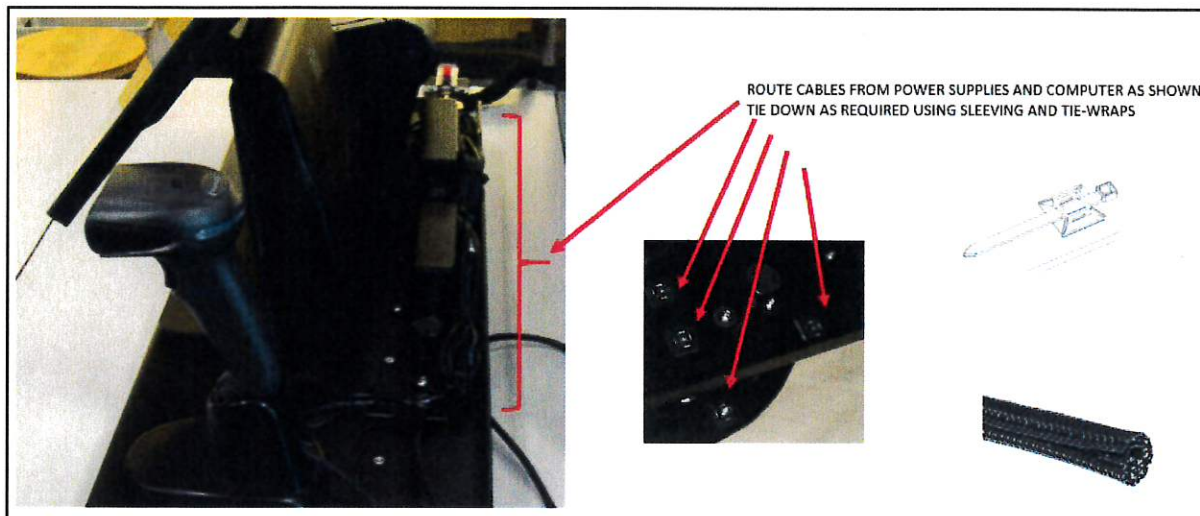
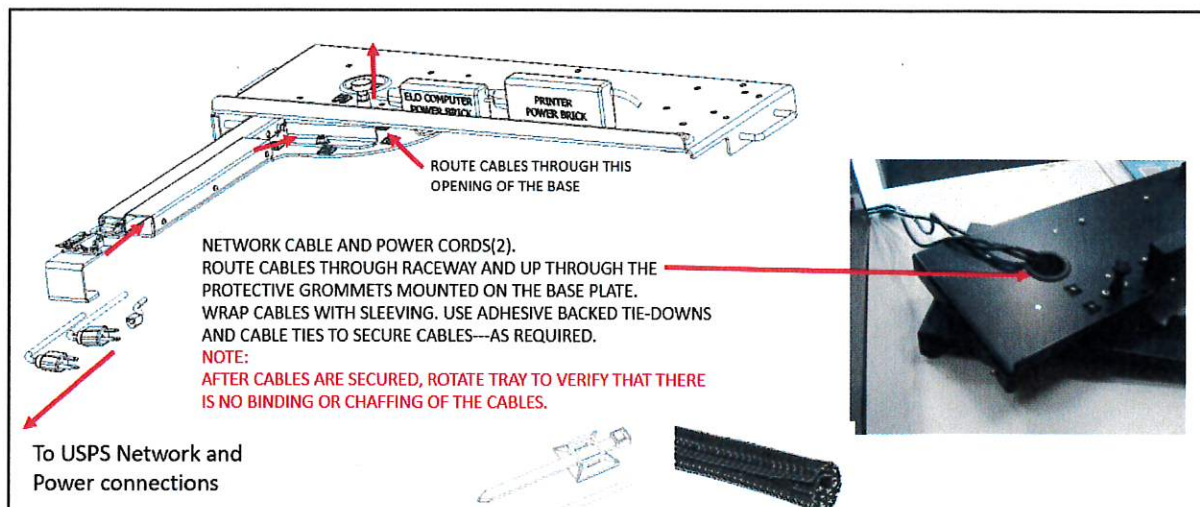


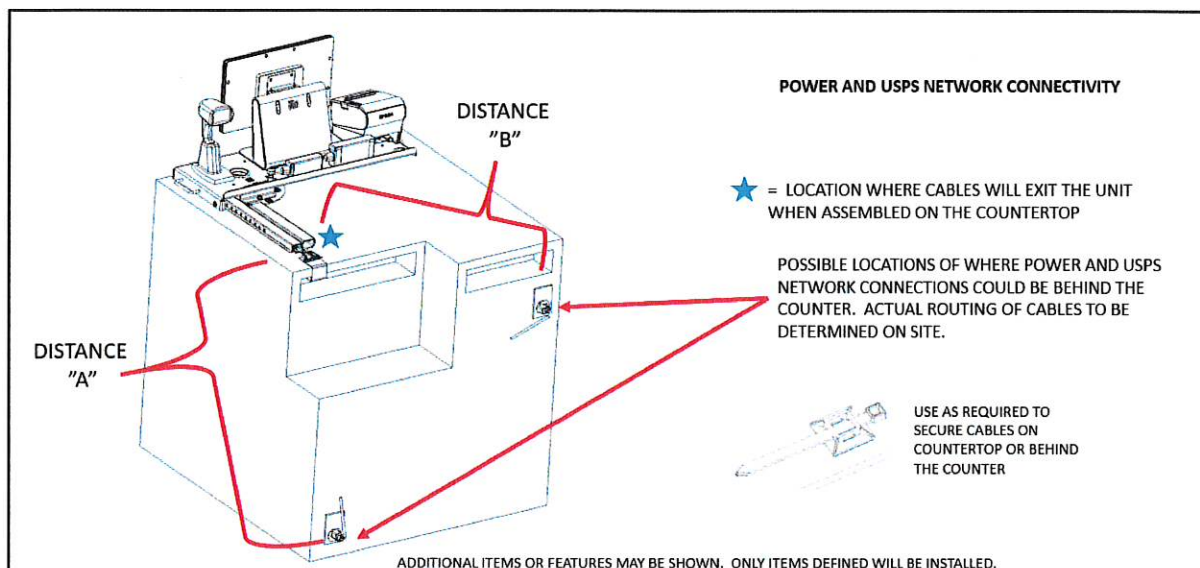
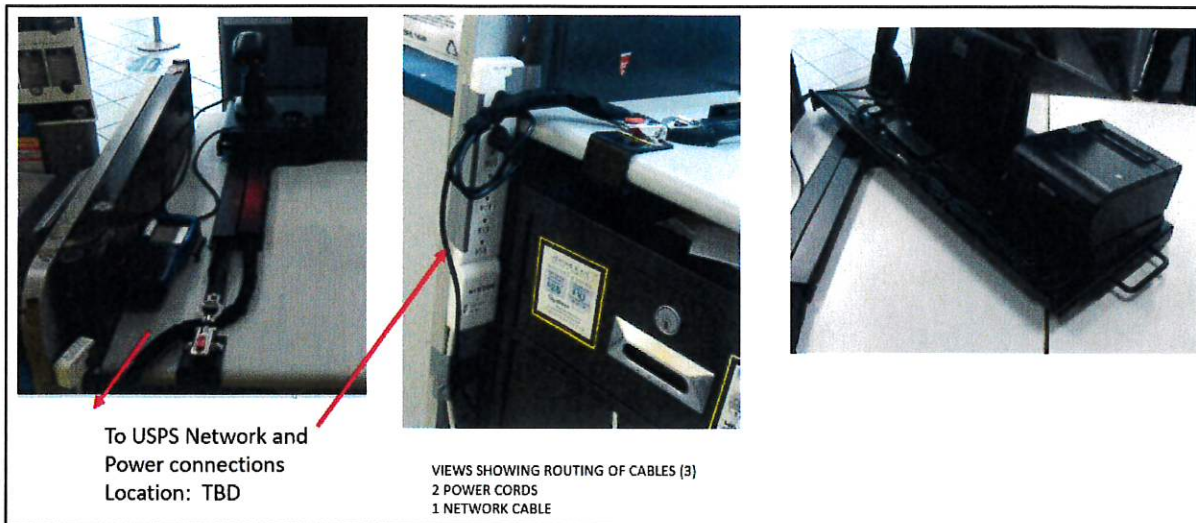
HOLE LOCATIONS (2) TO  
MOUNT COMPUTER TO  
BASE PLATE  
(SEE NEXT PAGE)











## Once installed:

1. Once you have IPA-Lite unit fully installed and plugged in, turn the unit on.
2. When unit is powered on please contact USPS Engineering team by calling (703) 280-7228 or (703) 280-7525 immediately to assist in commissioning the unit.
3. Once unit has been commissioned by USPS Engineering it will be ready for customer use.



## User Deposit Process:

1. User touches the idle screen



2. User answers warning question about package contents.

### WARNING

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**Do any of your packages contain anything liquid, fragile, perishable, or potentially hazardous such as lithium batteries, perfume or mercury?**

No
Yes

3. If user selects "Yes", customer is required to go to retail counter.



## See Retail Associate

---

**Your package(s) can't be deposited here, please see a retail associate at the retail counter for help.**



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4. If user selects “No” they may continue to scanning packages.

## Scan Barcode

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**Please scan your prepaid package barcode.**



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5. User can scan and deposit UP TO 7 packages in one session.

## Maximum Number of Packages Has Been Met

**You've reached the maximum number of packages for this transaction, please touch "Next" to continue.**

Scanned Package Barcode: 7 / 7

9114901159815869198429

9114901159815869198290

9114901159815869198474

9114901159815869198467

9114901159815869198498

9114901159815869198481

9114901159815869198405

Main Menu

Exit

Next

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6. User selects next after scanning all packages.
7. User selects how they would like to receive their receipt.  
**Select a Receipt Option**

**Please select an option for your receipt.**

Email Receipt

Print Receipt

Email And Print

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8. If they select "Email Receipt" they can enter their email on the screen.

Submit Your Package(s)

Please check the package barcode shown on your receipt and submit total 1 package to the collection area.

Please collect your receipt from the printer and the receipt has also been sent to  
example@example.com

Acceptance is conditional on your package(s) having a second scan event during processing. This scan does not provide a service or delivery guarantee.

Main MenuExit

Re-enter Email

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9. User can re-enter email or select to
10. They leave their packages at the drop off counter and select exit.

## Troubleshooting

### How to restart IPA-Lite (if screen is frozen/black)

1. Press and hold power button at the base of the IPA-Lite unit until the screen powers off and button becomes red.



2. Wait approximately 15-30 seconds after shutdown is completed.
3. Press and hold power button at the base of the IPA-Lite unit until the power button becomes green and screen begins powering up.

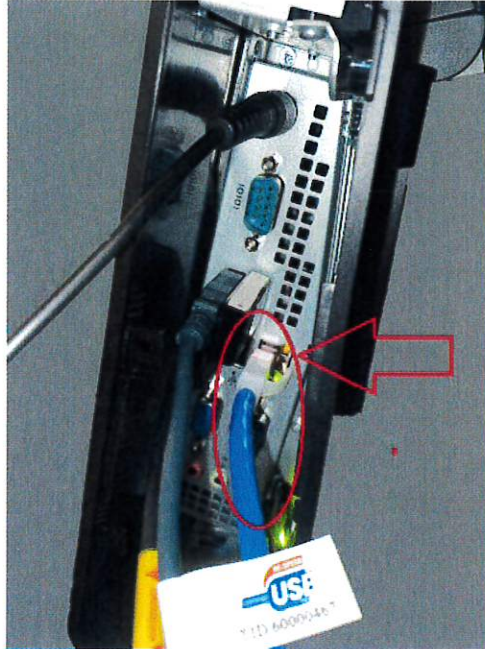


4. IPA-Lite program should launch immediately and automatically upon reboot (you should see the blue screen above with USPS logo).
5. **IF IPA-LITE APPLICATION DOES NOT LAUNCH AUTOMATICALLY YOU MUST CONTACT FIELD SUPPORT EMAIL LISTED BELOW IMMEDIATELY!**

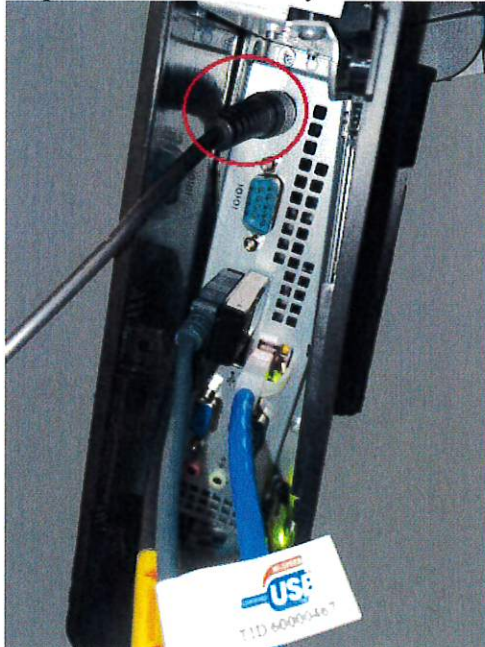
### If IPA-Lite is not working/returning no network message:

1. Check to ensure that the internet network cable is securely connected to the IPA-Lite unit.





2. Verify that the internet network cable is securely attached to the wall connection.
3. Verify there is no network outage at the Post Office.
4. Check that the IPA-Lite power cord is securely connected to the unit



5. Verify that power outlet for the unit is working.
6. Restart IPA-Lite (see directions above) and see if it is working again.
7. If nothing resolves the issue, contact field support email listed below.

**If scanner is not working/does not have the red light:**

1. Check to see if there is any obvious physical damage to the scanner.
2. Check to see if scanner is securely connected to the USB port on the unit.



3. Restart unit using instructions above and see if issue is resolved.
4. If nothing resolves the issue, contact field support email listed below.

If receipts are not printing:

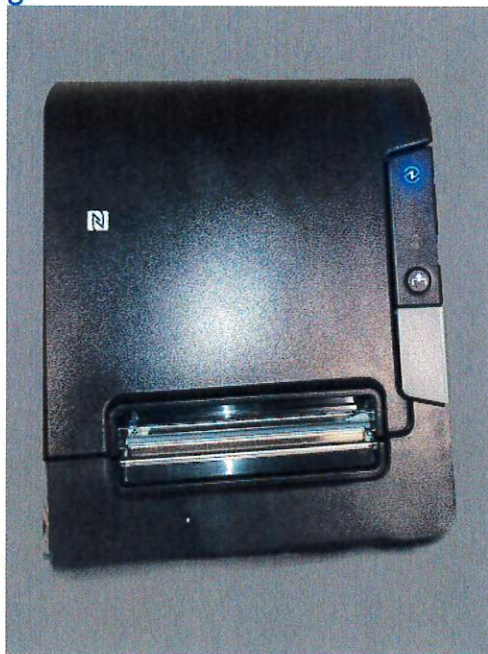
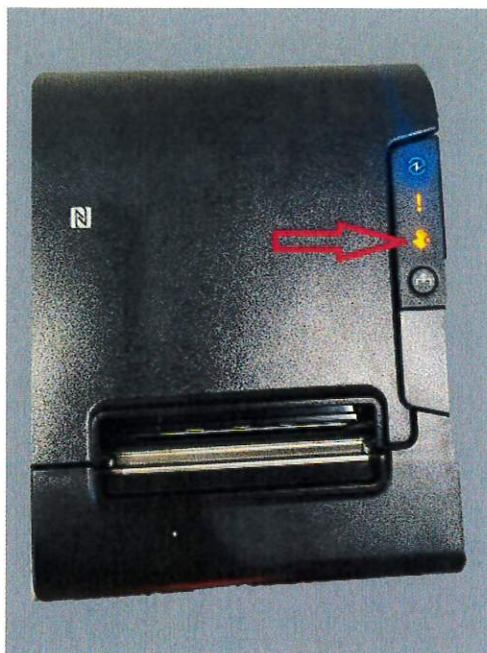
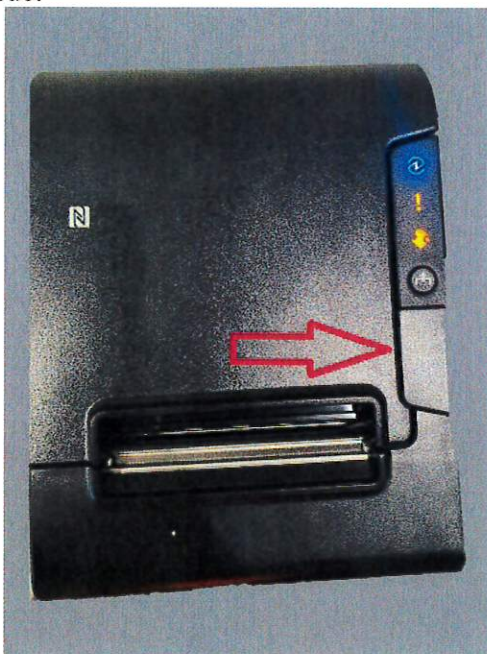


Image: Working printer

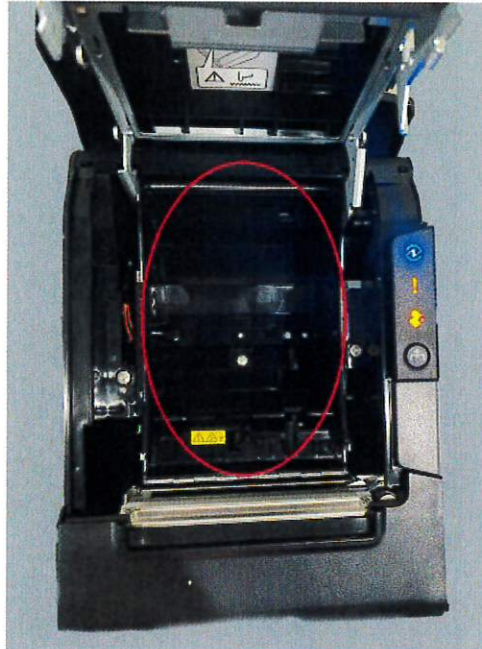
1. Check to see if there is any obvious physical damage to the printer.
2. Check the printer to see if there is an orange light illuminated. This means you must replace the empty roll of printer paper.



- a. Replace the roll by pressing the grey button, opening the cover, remove the plastic from the empty roll and insert the new one. Close the cover and this should resolve the issue.

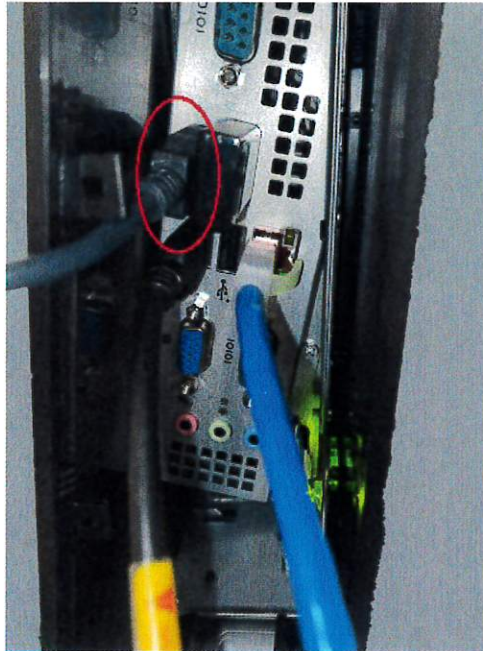






3. Check to see if the printer USB is securely connected to the unit.





4. Check to see if the power supply cords are securely connected to the printer.



5. Verify the power source (wall outlet) that printer is connected to is working properly.
6. If the paper roll is not empty restart the printer by flipping the power button off and then turn back on after about 15-30 seconds and see if this resolves the issue.



7. If nothing resolves the issue, contact field support email listed below.

**If IPA-Lite displays “Out Of Service” message:**

1. Must contact the field support email listed below immediately.

Field Support Email:  
[EngDeliveryTechnologySupport@usps.gov](mailto:EngDeliveryTechnologySupport@usps.gov)