



RECEIVED

MAR 05 2021

March 4, 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 3506

Dear Brian:

As a matter of general interest, the Postal Service is updating the Retail Systems Software (RSS) for Priority Express Mail cremated remains transactions.

Beginning March 10, when Cremated Remains Expedited Packaging Universal Product Code (UPC) barcode is scanned on the RSS, the Cremated Remains icon will automatically be selected on the Extra Services screen.

Enclosed for review are a Changes to Cremated Remains Retail Systems Software Workflow Standard Operating Procedure (SOP) and a Cremated Remains Retail Systems Software Workflow Service Talk for Retail Employees.

Please contact April Cutchember at 240-321-4768 if there are any questions.

Sincerely,

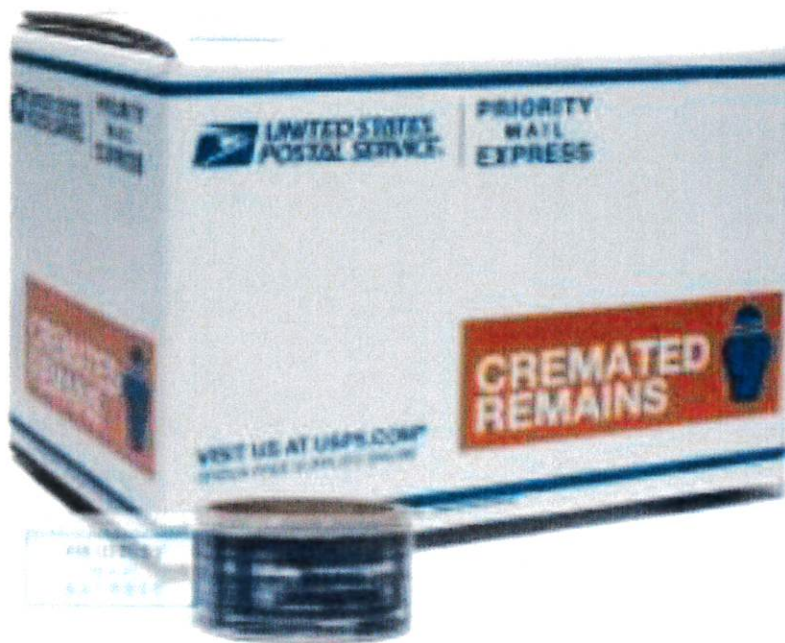
A handwritten signature in blue ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson
(A) Manager
Contract Administration (APWU)

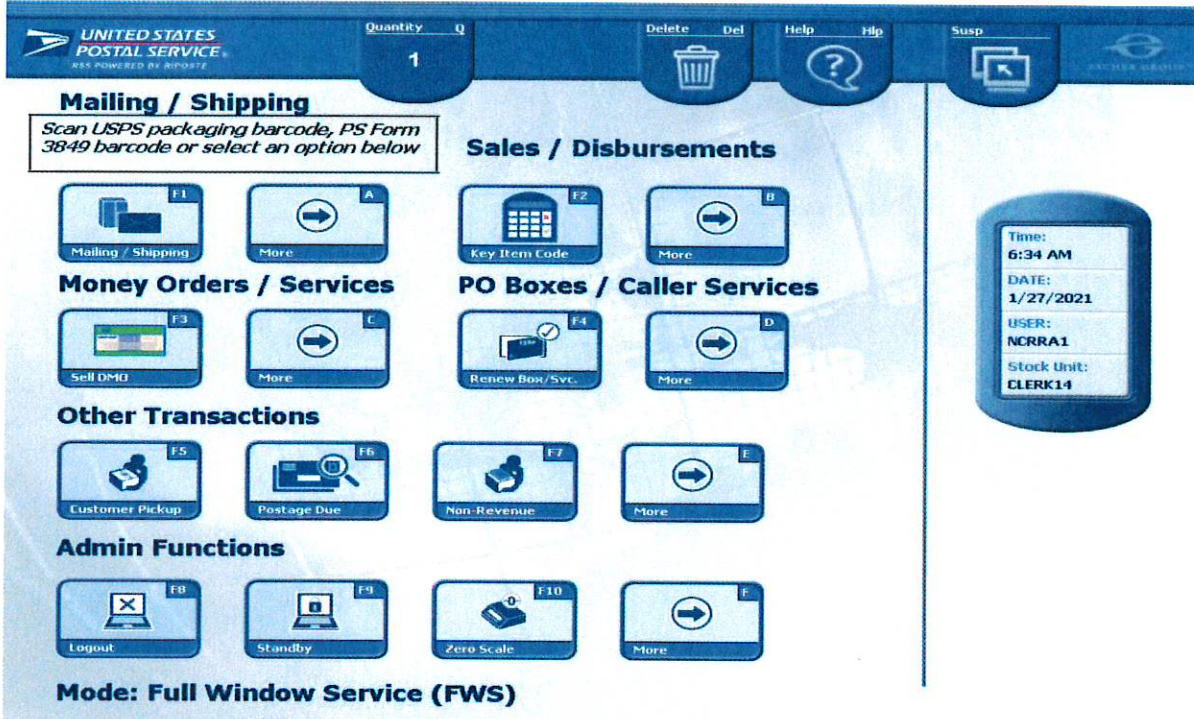
Enclosures

Changes to Cremated Remains Retail Systems Software Workflow

March 10, 2021 Retail Systems Software (RSS) will update the workflow for Priority Mail Express so that when a Cremated Remains Expedited Packaging Supply Universal Product Code (UPC) barcode is scanned, the Cremated Remains icon on the Extra Services screen will automatically be selected. RSS will limit the available Extra Services to Insurance and Return Receipt, and customers will still have the option to indicate if they would like Signature Requested or Signature Waived when Cremated Remains is selected.



1. Place the Priority Mail Express Cremated Remains box on the scale, scan Expedited Packaging Universal Product Code (UPC) barcode.



UNITED STATES POSTAL SERVICE®
RSS POWERED BY ADPOST®

Quantity: 1

Delete Del Help Hlp Susp

Mailing / Shipping
Scan USPS packaging barcode, PS Form 3849 barcode or select an option below

Sales / Disbursements

Money Orders / Services

Other Transactions

Admin Functions

Mode: Full Window Service (FWS)

PO Boxes / Caller Services

Time: 6:34 AM
DATE: 1/27/2021
USER: NCRRA1
Stock Unit: CLERK14



UNITED STATES POSTAL SERVICE® | **PRIORITY MAIL EXPRESS**

CREMATED REMAINS

VISIT US AT USPS.COM®
ORDER FREE SUPPLIES ONLINE

*Tracking outside the U.S. is available to many major international destinations. Limited international indemnity.


This package is made from post-consumer waste. Please recycle - again.





This packaging is the property of the U.S. Postal Service® and is provided solely for use in sending Priority Mail® Express shipments. Reuse may be a violation of federal law. This package is not for resale.

PS10110017600

2. Enter destination ZIP Code.

Desktop
Home
Prev
Esc
Delete
Del
Help
Hlp
Susp




**UNITED STATES
POSTAL SERVICE**
PAID POWERED BY AIRPOST


Enter 5-Digit ZIP Code


22556


1
2
3
4
5
6
7
8
9
0
-






Mailing 2 Lb 15.80 Oz
Enter ZIP Code for domestic destination. For international mailing, select a country, "List Countries" or "Enter Country Name" for more international destinations.



F1
Canada



F2
Mexico



F3
United Kingdom


F4
Ireland

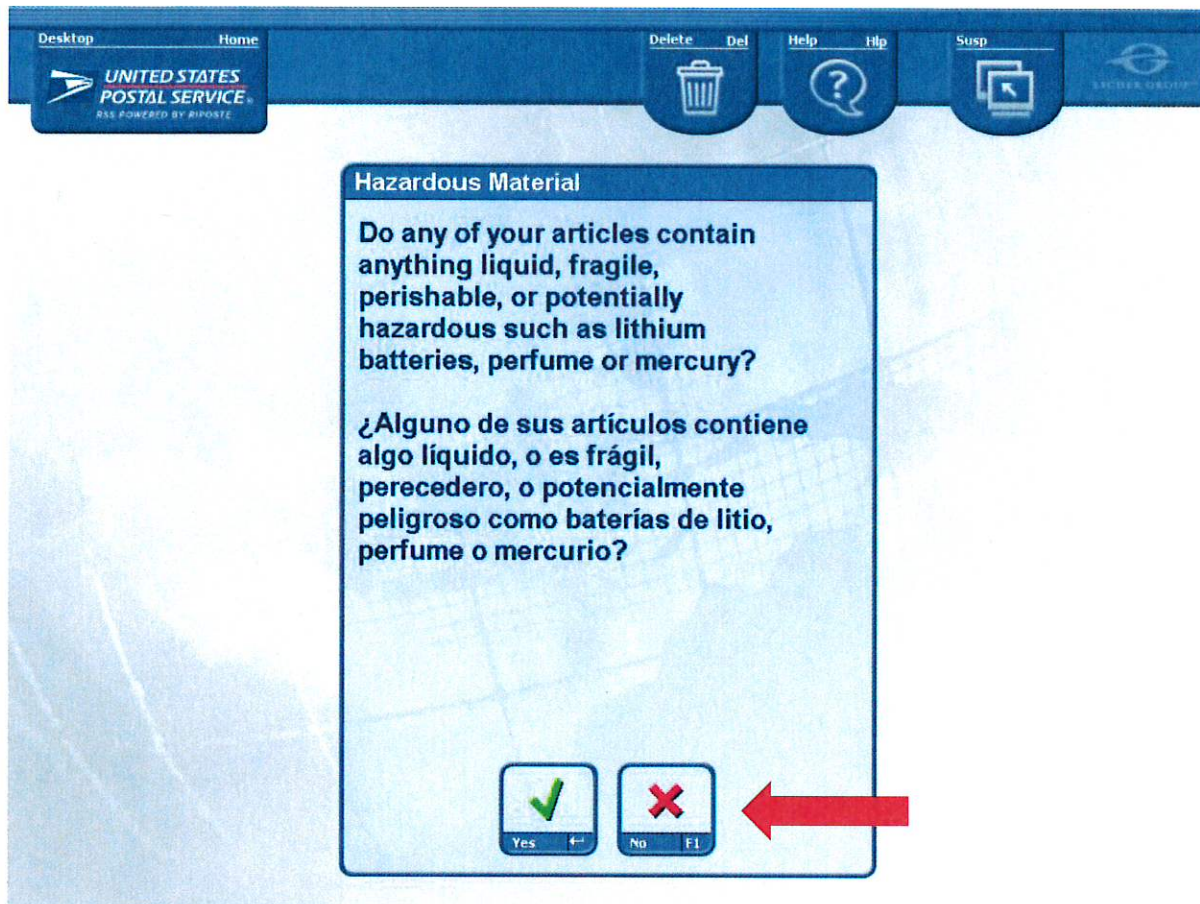

F5
Japan


F6
China


F7
List Countries


F8
Enter Country Name

3. Customer will be prompted to answer the Hazardous Material question on the Customer Display Unit (CDU).



Hazardous Material

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

¿Alguno de sus artículos contiene algo líquido, o es frágil, perecedero, o potencialmente peligroso como baterías de litio, perfume o mercurio?

☐ Yes ☒ No

4. Select Continue.

Desktop Home Quantity Q Prev Esc Delete Del Help Hlp Susp

UNITED STATES
POSTAL SERVICE
RSS POWERED BY RIPOSTE

1

SCHEENECTADY, NY 12305

PM Exp
3 Lb
0.00 Oz
Loss Guar Only
Cutoff Time: Unavail
Curr. Time: 1:39 PM
Rate: \$25.80
Fee: \$0.00
Total: \$25.80

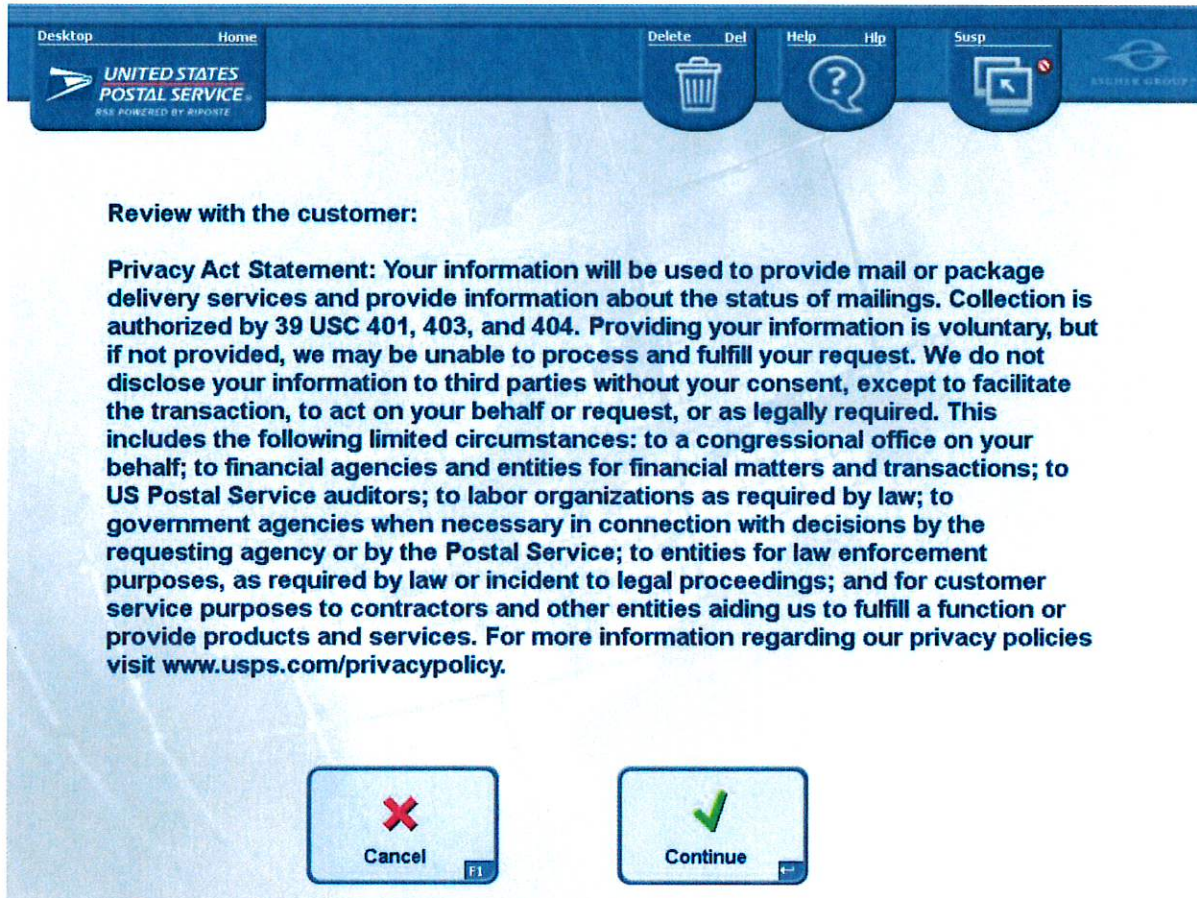
Insurance Up to \$100.00 included
Insurance RstrDel "N/A"
Return Receipt \$2.80
Signature Requested \$0.00
Signature Waived \$0.00
COD RstrDel "N/A"
Cremated Remains \$0.00

Time: 1:39 PM
DATE: 10/9/2019
USER: RSSCLERK1
Stock Unit: CLERK22

More... F12

Weight F1 Chng Dest F2 Mail Svcs F3 Scan F4 Print Quote F5 Continue F6

5. Customer will be prompted to review and answer the **Privacy Act Statement** question on the Customer Display Unit (CDU).



Desktop Home Delete Del Help Hlp Susp

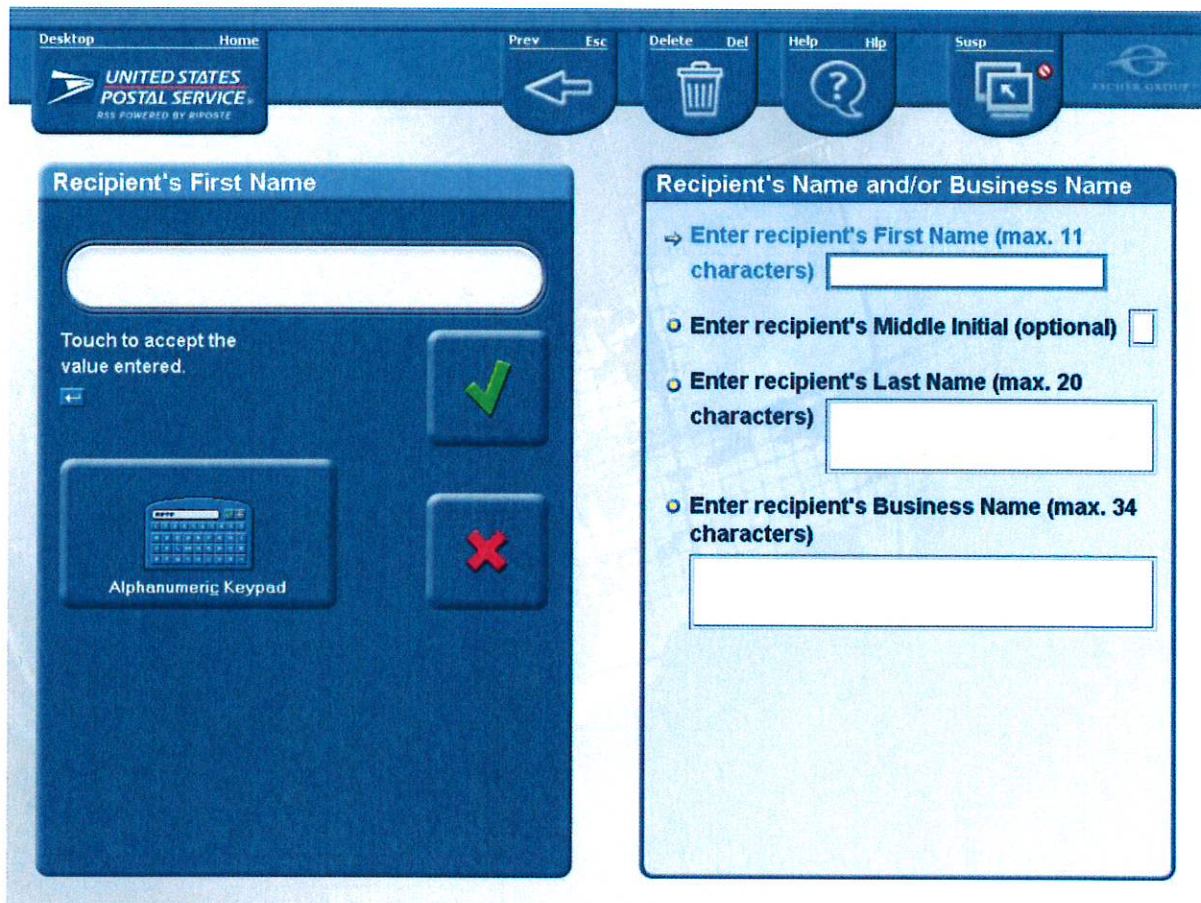
UNITED STATES POSTAL SERVICE
RSS POWERED BY RUPORTE

Review with the customer:

Privacy Act Statement: Your information will be used to provide mail or package delivery services and provide information about the status of mailings. Collection is authorized by 39 USC 401, 403, and 404. Providing your information is voluntary, but if not provided, we may be unable to process and fulfill your request. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial agencies and entities for financial matters and transactions; to US Postal Service auditors; to labor organizations as required by law; to government agencies when necessary in connection with decisions by the requesting agency or by the Postal Service; to entities for law enforcement purposes, as required by law or incident to legal proceedings; and for customer service purposes to contractors and other entities aiding us to fulfill a function or provide products and services. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

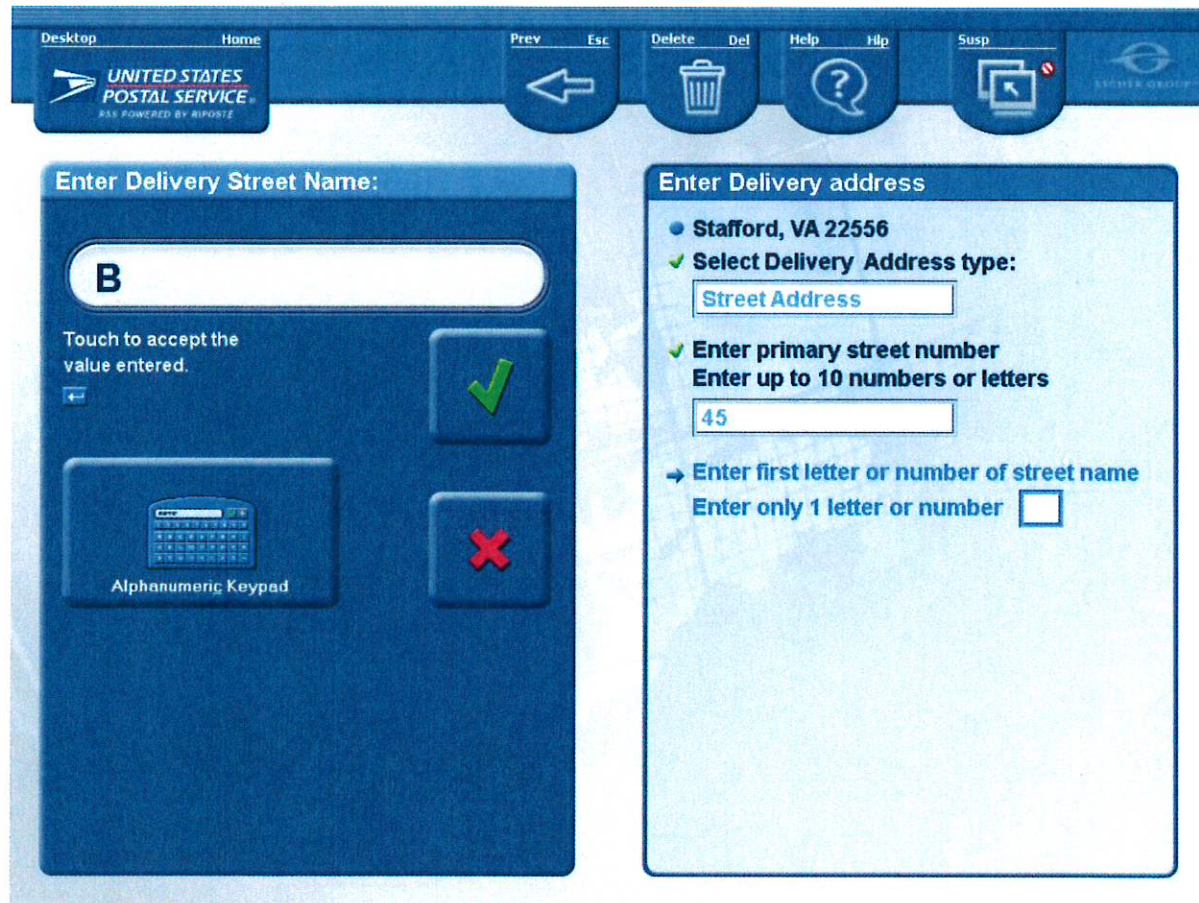
Cancel **Continue**

6. RSS will prompt the Retail Associate (RA) to enter the recipient's first name, last name and business name (if applicable).



The screenshot displays the RSS (Retail Service System) interface. At the top is a navigation bar with buttons for Desktop, Home, Prev, Esc, Delete, Del, Help, Hlp, and Susp. Below this is a header area with the United States Postal Service logo and a navigation bar with icons for back, delete, help, and suspend. The main screen is divided into two panels. The left panel, titled 'Recipient's First Name', features a large text input field, a green checkmark button, a red X button, and an 'Alphanumeric Keypad' icon. The right panel, titled 'Recipient's Name and/or Business Name', contains four radio button options: 'Enter recipient's First Name (max. 11 characters)', 'Enter recipient's Middle Initial (optional)', 'Enter recipient's Last Name (max. 20 characters)', and 'Enter recipient's Business Name (max. 34 characters)'. Each option has a corresponding text input field.

7. RSS will prompt (RA) to enter Delivery Address information.



The screenshot displays the USPS RSS interface with a top navigation bar and two main input panels.

Top Navigation Bar: Includes buttons for Desktop, Home, Prev, Esc, Delete, Del, Help, Hlp, and Susp. Below these are icons for back, delete, help, and suspend.

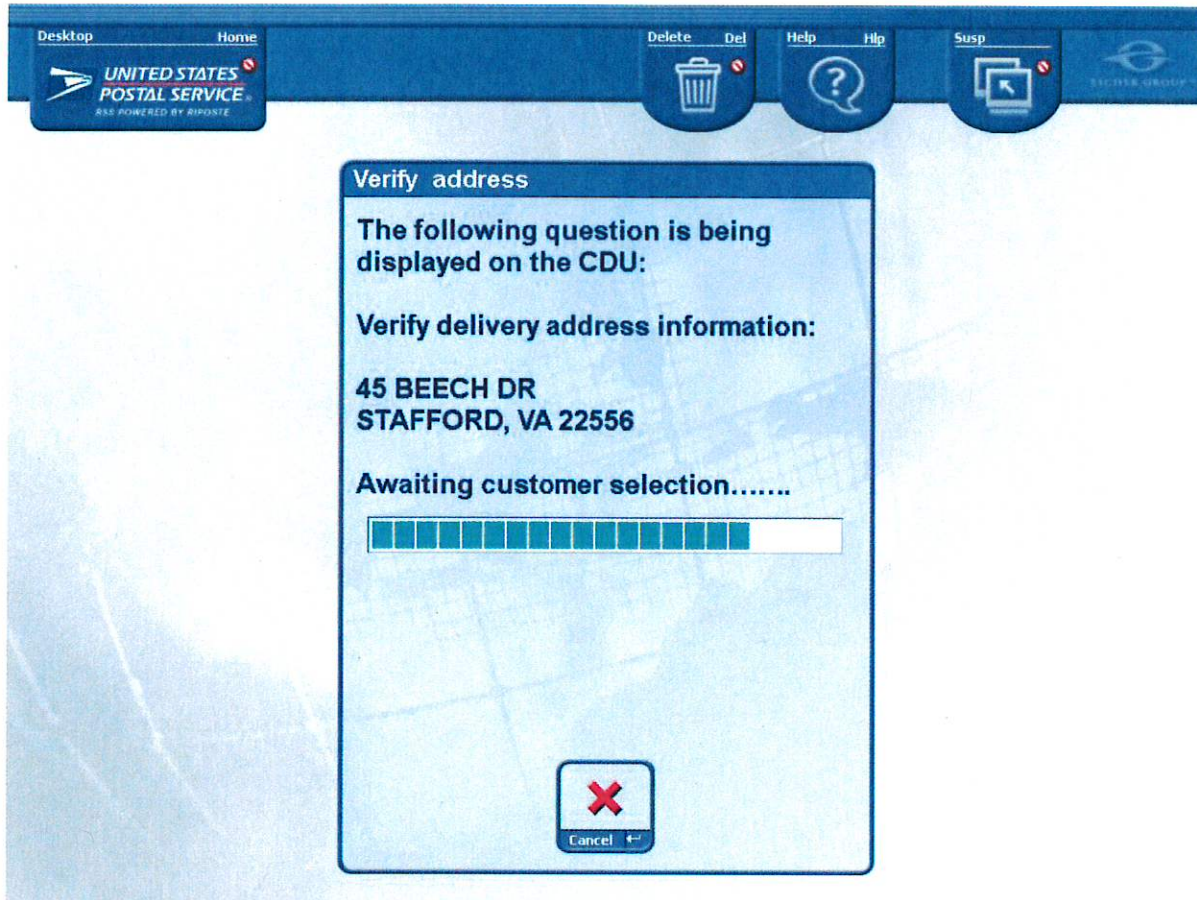
Left Panel: Enter Delivery Street Name:

- Input field contains the letter **B**.
- Text: "Touch to accept the value entered."
- Buttons: A green checkmark button and a red X button.
- Alphanumeric Keypad: A virtual keypad is visible at the bottom.

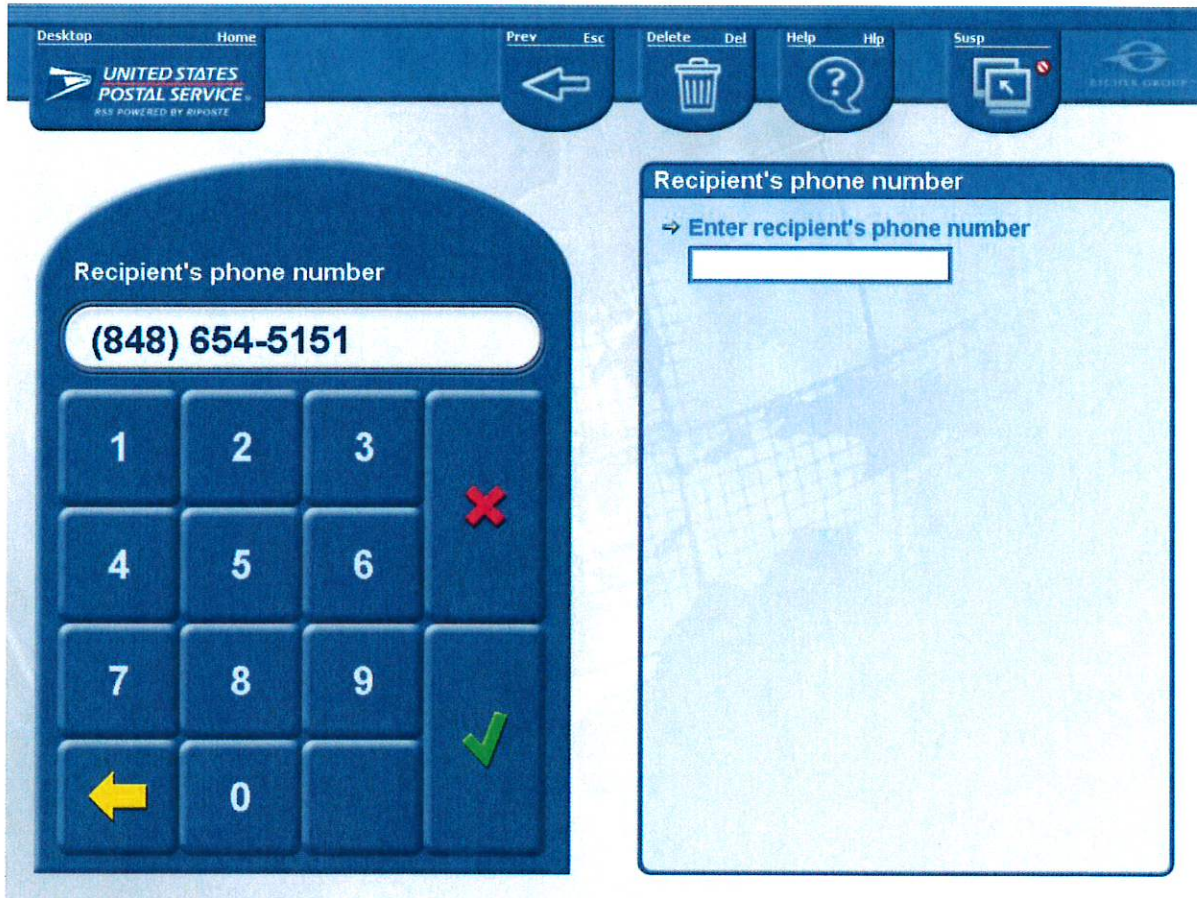
Right Panel: Enter Delivery address

- Location: **Stafford, VA 22556**
- Step 1: **Select Delivery Address type:** The option **Street Address** is selected.
- Step 2: **Enter primary street number** (Enter up to 10 numbers or letters). The input field contains **45**.
- Step 3: **Enter first letter or number of street name** (Enter only 1 letter or number). An empty input box is provided.

8. Customer is asked to verify the Delivery Address information on the Customer Display Unit (CDU).

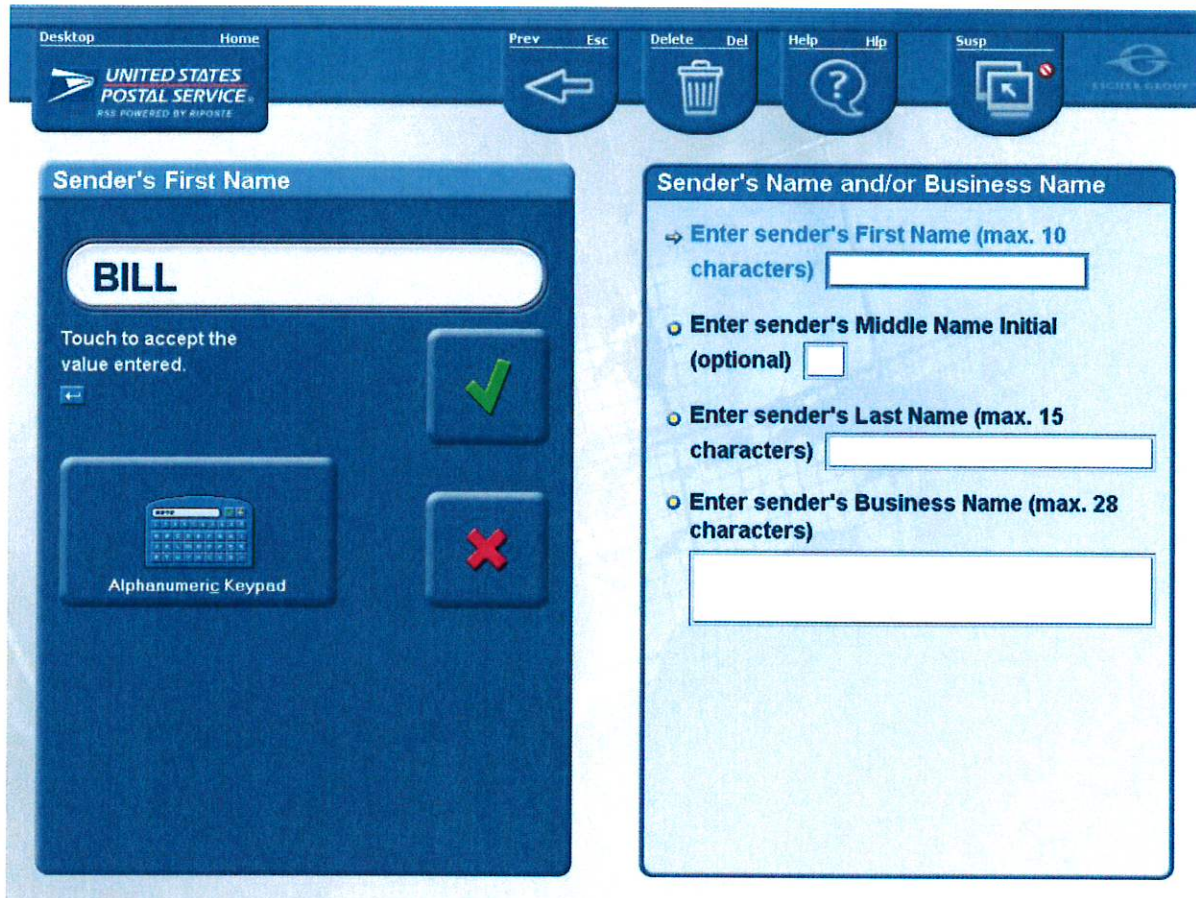


9. (RA) will then enter the recipient's phone number. If the mailer does not know the recipient's phone number, they may provide their own instead.



The screenshot displays the USPS RA interface. At the top, there is a navigation bar with buttons for Desktop, Home, Prev, Esc, Delete, Del, Help, Hlp, Susp, and a logo for the United States Postal Service. Below this, the main interface is divided into two sections. On the left, a large blue keypad is visible with the title 'Recipient's phone number'. The keypad contains a display showing '(848) 654-5151' and a numeric keypad with buttons for digits 1-9, 0, a yellow left arrow, a red X, and a green checkmark. On the right, a smaller white box with a blue border also has the title 'Recipient's phone number' and contains the text '⇒ Enter recipient's phone number' above a text input field.

10. RSS will prompt the (RA) to enter the Sender's first name, last name and business name (if applicable).



The screenshot displays the RSS interface with a top navigation bar and two main input panels.

Top Navigation Bar: Includes buttons for Desktop, Home, Prev, Esc, Delete, Del, Help, Hlp, and Susp. The RSS logo is on the left, and the 'RSS POWERED BY RUPORTE' logo is on the right.

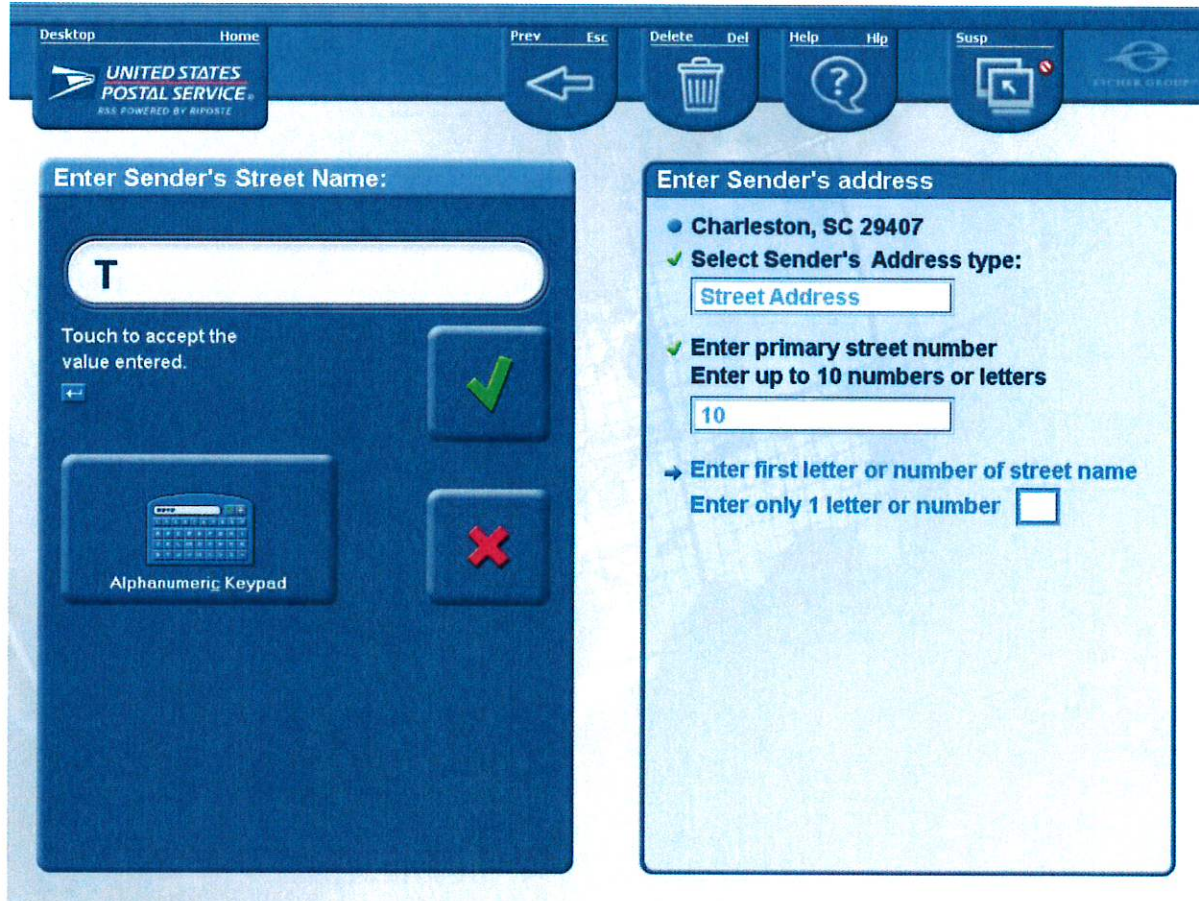
Sender's First Name Panel:

- Header: **Sender's First Name**
- Input field: **BILL**
- Text: "Touch to accept the value entered."
- Buttons: A green checkmark button and a red X button.
- Alphanumeric Keypad: A virtual keypad is visible below the input field.

Sender's Name and/or Business Name Panel:

- Header: **Sender's Name and/or Business Name**
- Input fields:
 - Enter sender's First Name (max. 10 characters)**
 - Enter sender's Middle Name Initial (optional)**
 - Enter sender's Last Name (max. 15 characters)**
 - Enter sender's Business Name (max. 28 characters)**

11. RSS will prompt (RA) to enter Sender's Address information.



The screenshot displays the USPS Address Entry Interface. At the top, a navigation bar includes buttons for Desktop, Home, Prev, Esc, Delete, Del, Help, Hlp, Susp, and a logo for ECHES GROUP. Below this, the interface is divided into two main sections.

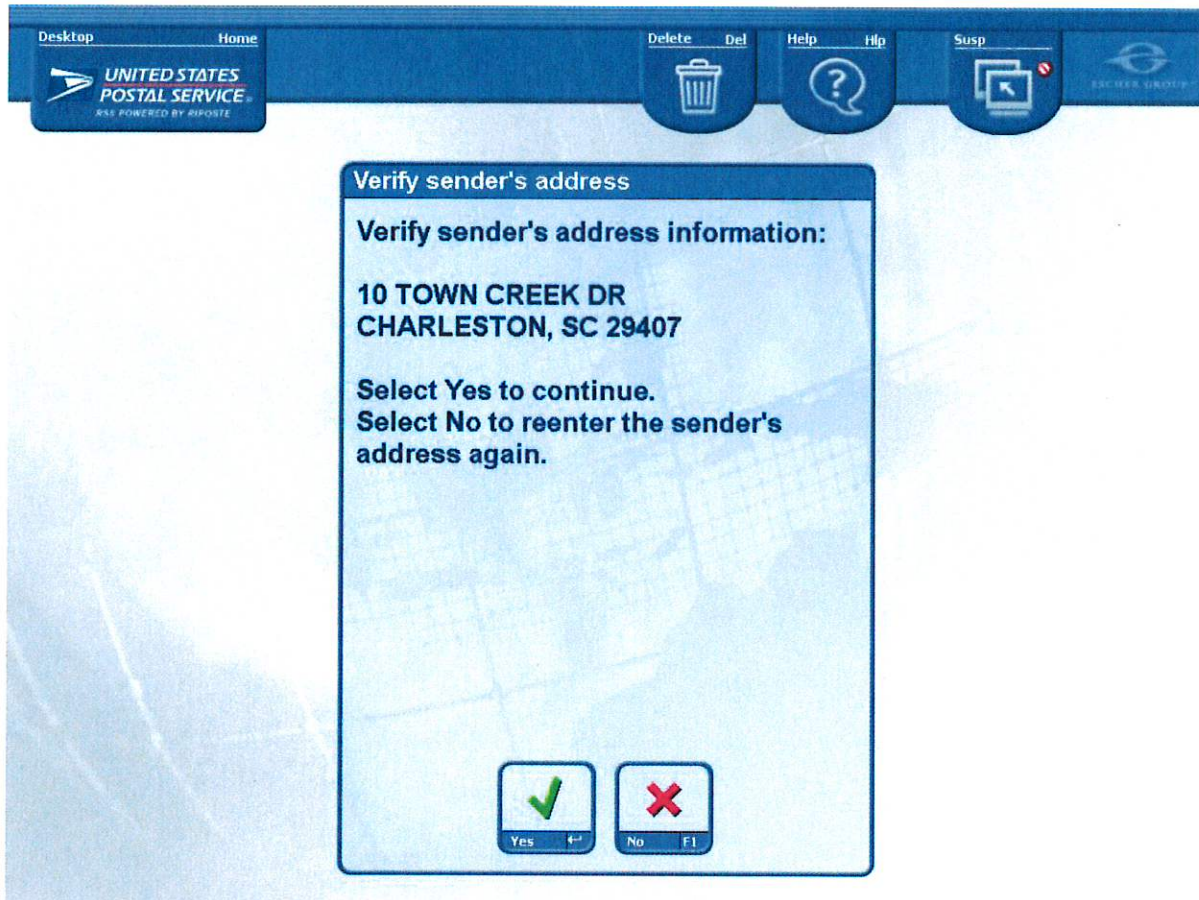
Left Section: Enter Sender's Street Name:

- A text input field contains the letter 'T'.
- Below the field, it says "Touch to accept the value entered."
- To the right of the field are two buttons: a green checkmark (accept) and a red 'X' (cancel).
- Below these buttons is an "Alphanumeric Keypad" icon.

Right Section: Enter Sender's address

- A bullet point indicates the current location: "Charleston, SC 29407".
- A green checkmark indicates the next step: "Select Sender's Address type:". Below this is a button labeled "Street Address".
- Another green checkmark indicates the next step: "Enter primary street number Enter up to 10 numbers or letters". Below this is a text input field containing the number "10".
- A blue arrow points to the next step: "Enter first letter or number of street name Enter only 1 letter or number". Below this is a small square input field.

12. Customer is asked to verify Sender's Address information on the Customer Display Unit (CDU).



Desktop Home Delete Del Help Hlp Susp

Verify sender's address

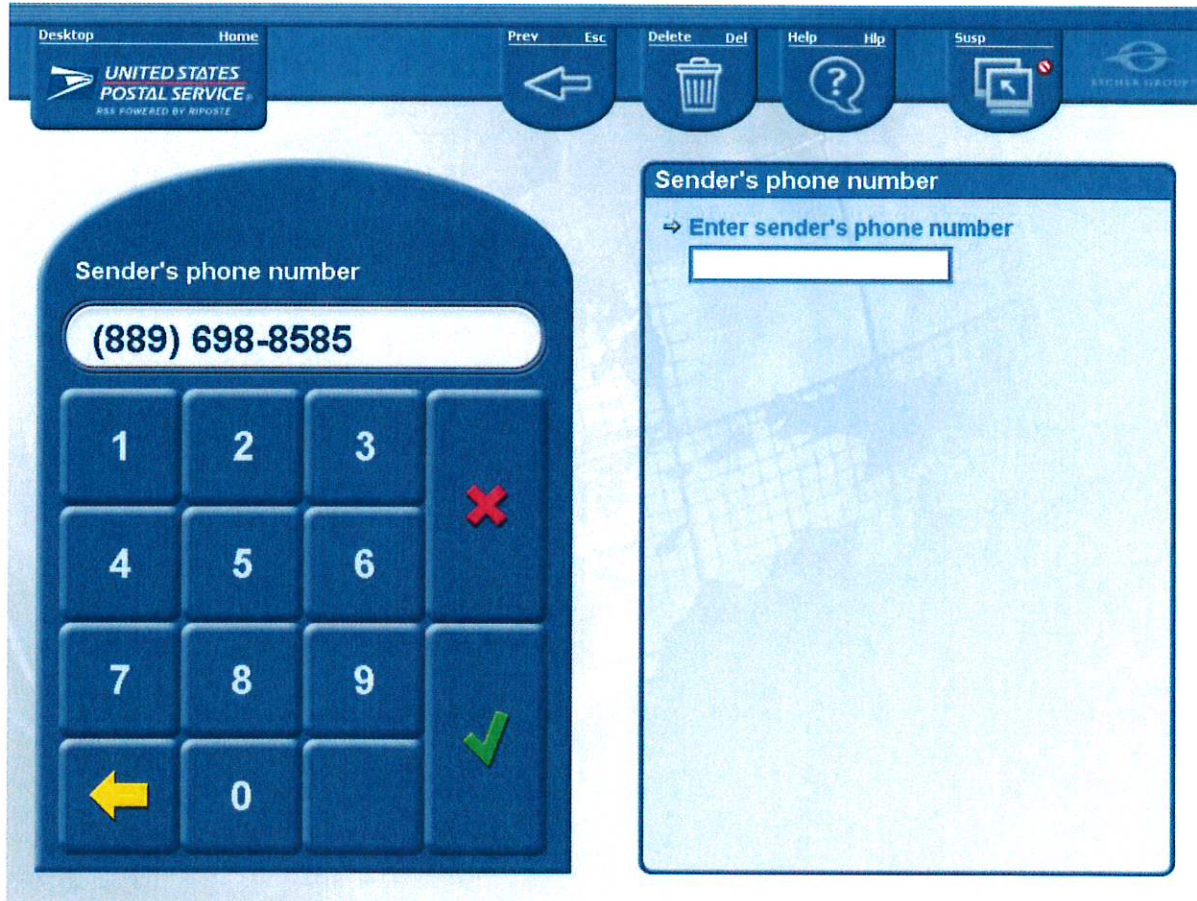
Verify sender's address information:

**10 TOWN CREEK DR
CHARLESTON, SC 29407**

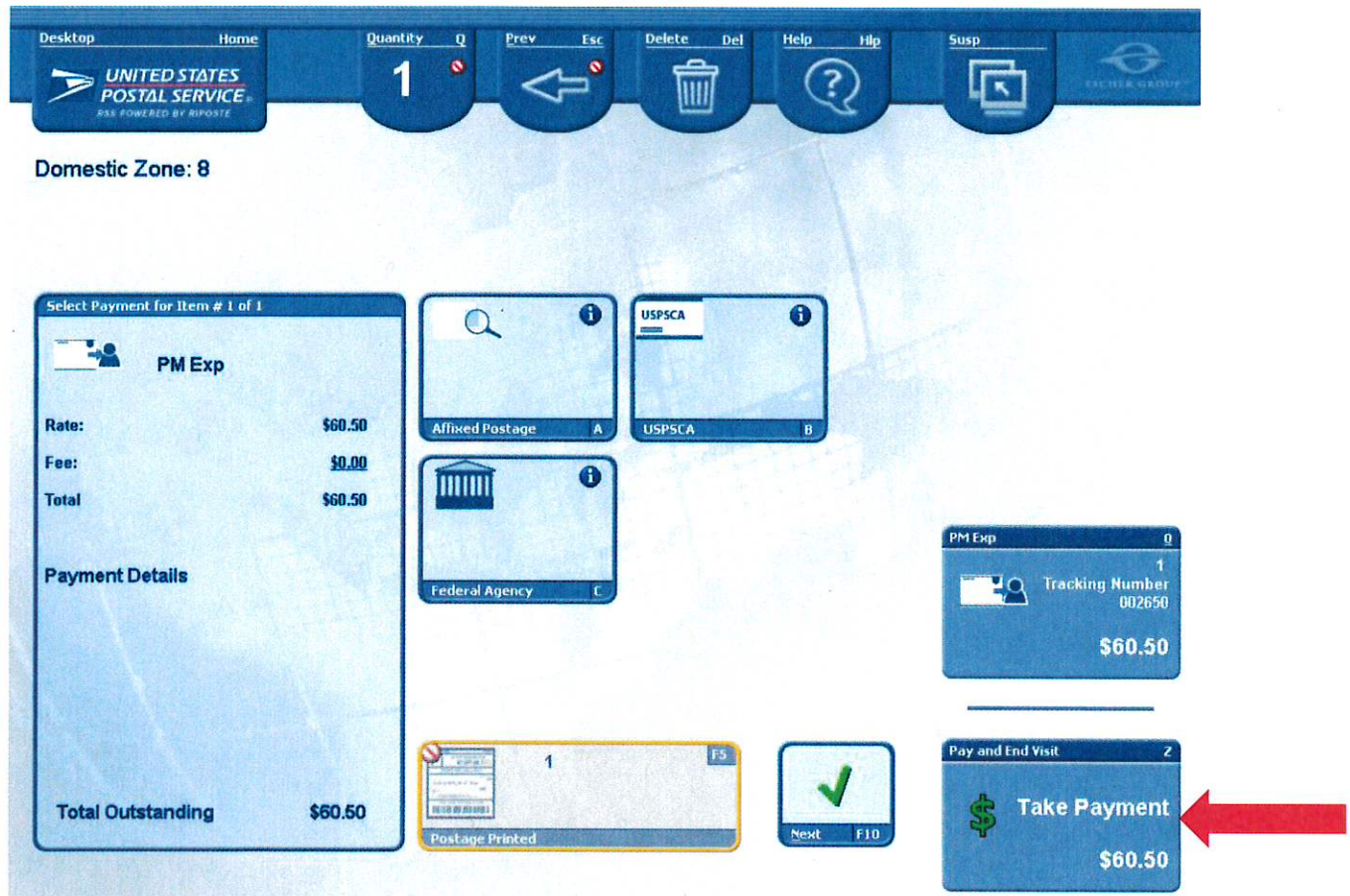
**Select Yes to continue.
Select No to reenter the sender's
address again.**

Yes **No**

13. RA will then enter the Sender's phone number.



The screenshot displays the USPS RA (Retail Associate) interface. At the top, a navigation bar includes buttons for Desktop, Home, Prev, Esc, Delete, Del, Help, Hlp, Susp, and a search icon. Below this, the main interface is divided into two sections. On the left, a numeric keypad is shown with the text 'Sender's phone number' above it. The keypad contains digits 1-9, 0, a yellow left arrow, a red X, and a green checkmark. The number '(889) 698-8585' is entered into the input field above the keypad. On the right, a larger input field is labeled 'Sender's phone number' and contains the text '→ Enter sender's phone number' above a text entry box.

14. Select Postage Printed, then select Take Payment.


The screenshot displays the USPS PM Exp interface. At the top is a navigation bar with buttons: Desktop, Home, Quantity (1), Prev (left arrow), Delete (trash can), Help (question mark), and Susp (suspend). Below the navigation bar, the text "Domestic Zone: 8" is visible. The main area is titled "Select Payment for Item # 1 of 1" and shows a "PM Exp" summary with the following details:

Rate:	\$60.50
Fee:	\$0.00
Total	\$60.50

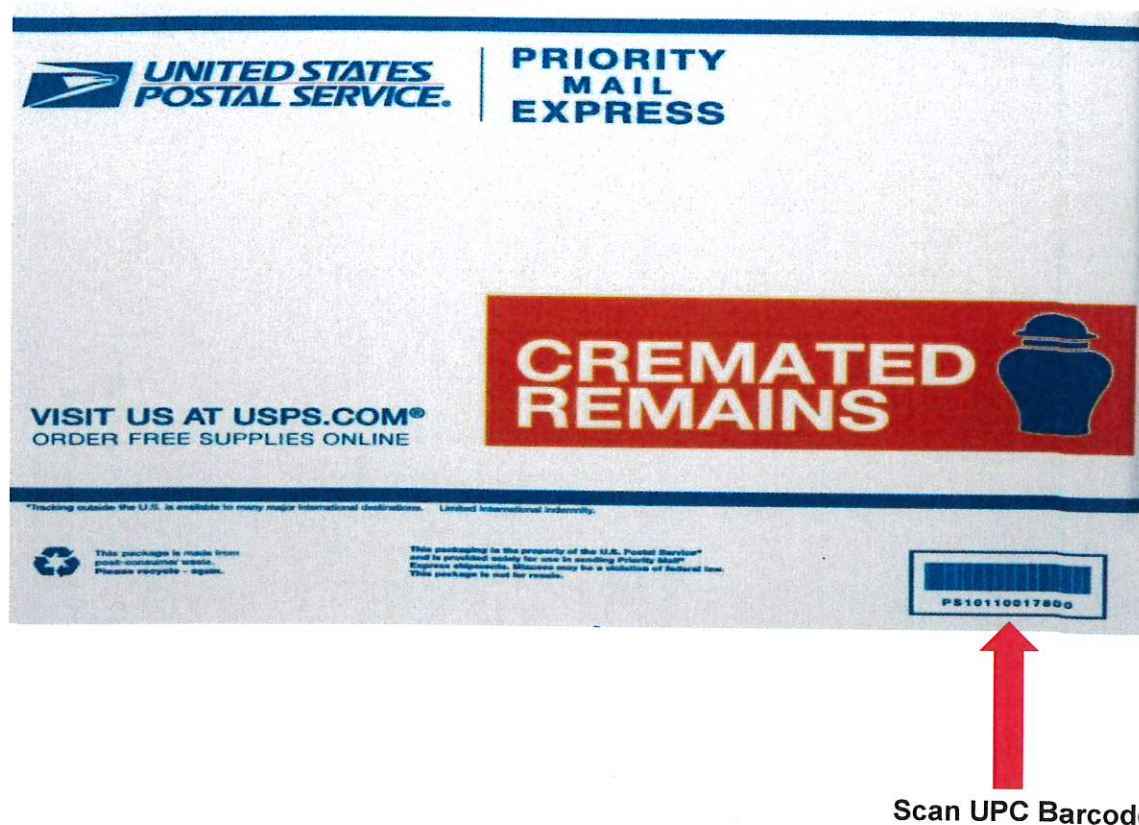
Below the summary, there are three selection boxes: "Affixed Postage" (A), "USPSA" (B), and "Federal Agency" (C). A "Postage Printed" box is also visible. To the right, a "PM Exp" box shows the "Tracking Number 002650" and the amount "\$60.50". At the bottom right, a "Pay and End Visit" box shows the "Take Payment" button with a green checkmark and the amount "\$60.50". A red arrow points to the "Take Payment" button.

15. Once all the required information has been entered, a 4" x 6" Priority Mail Express label will be printed for the Cremated Remains shipment. The 4" x 6" label includes specific Cremated Remains human readable text above the barcode to assist postal employees to identify the shipments, as shown below.
16. RSS will not prompt for scanning the barcode on Priority Mail Express (PME) labels (Labels 11-B and 11-F) when Cremated Remains is selected; if the mailpiece already has a PME Label 11-B or 11-F affixed, the RA should place the 4" x 6" label over the existing label.

 UNITED STATES POSTAL SERVICE®		<i>Retail</i>
E	US POSTAGE PAID VOID \$29.05	
Origin: 64744 10/08/19 9980958095-01		
PRIORITY MAIL EXPRESS 2-DAY®		
JANE DOE 1 ANFRED WALK SAINT LOUIS MO 63132-4902 (222) 222-2222		0 Lb 3.70 Oz 1007
SIGNATURE REQUIRED		
SCHEDULED DELIVERY DAY: 10/10/19 03:00 PM		
SHIP TO: (555) 555-5555 JOHN SMITH PO BOX 1 NEWTON FALLS OH 44444-0001		B001
USPS SIG REQ CREMATED REMAINS		
		
9509 0100 0291 9281 0013 91		

Changes to Cremated Remains Retail Systems Software Workflow Service Talk for Retail Employees

March 10, 2021 Retail Systems Software (RSS) workflow will be updated for Priority Mail Express so that when a Cremated Remains Universal Product Code (UPC) barcode is scanned, the Cremated Remains icon on the Extra Services screen is automatically selected. RSS will limit the available Extra Services to Insurance and Return Receipt. Customers will still have the option to indicate if they would like Signature Requested or Signature Waived when Cremated Remains is selected.



Please ensure to scan the UPC barcode for each Cremated Remains transaction when customer utilizes our branded Priority Mail Cremated Remains Box.