

RECEIVED

AUG 18 2021

LABOR RELATIONS



August 13, 2021

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

**Certified Mail Tracking Number:**  
70203160000173579278

Dear Mr. Wagner:

As a matter of general interest, the Postal Service will conduct a pilot test to evaluate the use of the Mobile Delivery Device In-Office (MIO) feature in lieu of PS Form 3575Z, *Employee Generated Change-of-Address*, to report when a customer closes a Post Office Box but does not complete a change of address using PS Form 3575, *Change-of-Address*.

The pilot test will commence no sooner than August 16 at the locations identified on the enclosed list.

Also enclosed are draft copies of the following:

- Stand-Up Talk (SUT) titled, *Box Closed No Order (BCNO) In-Office Scanner Enhancement*; and
- Standard Work Instruction (SWI) titled, *Standard Work: Box Closed No Order (BCNO)*.

Please contact Mike Faber at 215-432-0613 if you have any questions concerning this matter.

Sincerely,

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

Shannon R. Richardson  
Director  
Contract Administration (APWU)

Enclosures

Area	District	Level	Facility	Address	City	State	ZIP	PO Box ZIPs
SOUTHERN	TEXAS 2	22	CONROE	809 W Dallas St	Conroe	TX	77301	77305
WESTPAC	CO-WY	21	ASPEN	235 Puppy Smith St	Aspen	CO	81611	81612
ATLANTIC	NORTH CAROLINA	20	FORT BRAGG	1605 Reilly Rd	Fort Bragg	NC	28307	28307, 28308
CENTRAL	MICHIGAN 1	21	EAST DETROIT	22430 Gratiot Ave	Eastpointe	MI	48021	48021
SOUTHERN	FLORIDA 2	22	CROSSROADS	1275 66th St N	Saint Petersburg	FL	33710	33743
WESTPAC	CALIFORNIA 5	21	CYPRESS MAIN	5762 LINCOLN AVE	Cypress	CA	90630	90630
ATLANTIC	PENNSYLVANIA 1		DOWNTOWN LANCASTER	48-50 W Chestnut St Ste 1	Lancaster	PA	17603	17608
WESTPAC	CALIFORNIA 1	22	EUREKA	337 W Clark St	Eureka	CA	95501	95502
WESTPAC	WASHINGTON	22	REDMOND	7241 185th Ave NE	Redmond	WA	98052	98073
CENTRAL	MICHIGAN 1	21	BELLEVILLE	45601 S Interstate 94 Service Dr	Belleville	MI	48111	48112
ATLANTIC	VIRGINIA	24	FREDERICKSBURG	600 PRINCESS ANNE ST	Fredericksburg	VA	22401	22404



# Post Office Operations Service Talk

Aug 2021

## Box Closed No Order (BCNO) In-Office Scanner Enhancement

Currently, when a clerk has knowledge that a PO Box customer has closed their box and they have not completed a *PS Form 3575, Change-of-Address Order* informing the Postal Service™ of their new address, the clerk is required to complete a *PS Form 3575Z, Employee Generated Change-of-Address*. PS Form 3575Z is then directed to the nearest PARS site to be scanned and processed.

In order to streamline the process, the Mobile Delivery Device In-Office (MIO) scanners will be updated to allow clerks to use the scanner to report this information and the data will be sent automatically to the National Customer Support Center, NCSC, to be added into USPS mail forwarding systems.

Benefits include:

- Ease of use for clerks
- Timely and improved notification to mailers
- Improved data quality through reduced manual/handwritten entry
- Form processing savings

Before the BCNO can be entered with this method or with the hardcopy PS Form 3575Z, the following steps must be completed:

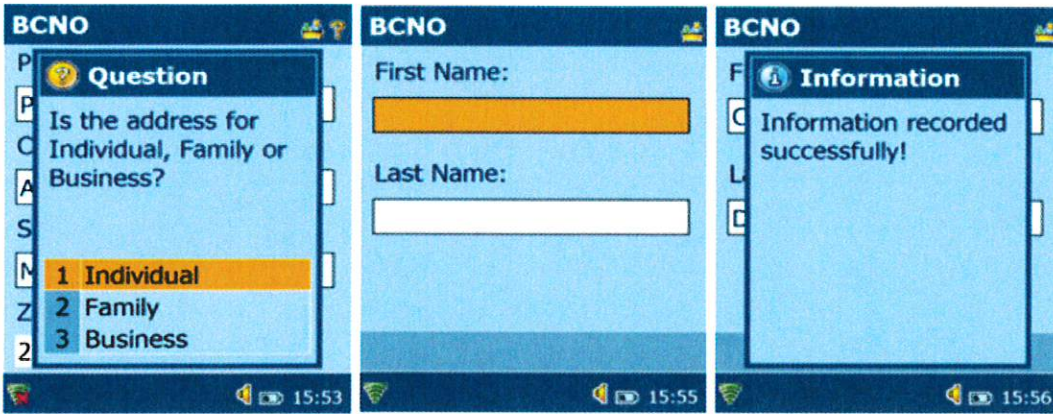
- Check to ensure
  - The PO Box is closed in WebBATS
  - A late payment for the PO Box fee has not been received
  - An online payment has not been made (Self Service Kiosk or USPS.com)
- Ensure a Change of Address (COA) order has not been submitted by customer
- PO Box lock has been changed
- WebBATS has been updated

If the BCNO is for a PO Box at a Premium PO Box Service Post Office (formerly known as "Move To Competitive") and the customer has a signed Customer Agreement for PO Box Street Addressing on file, a PS Form 3575Z must be manually submitted for the PO Box "street address" in addition to the BCNO for the PO Box address.

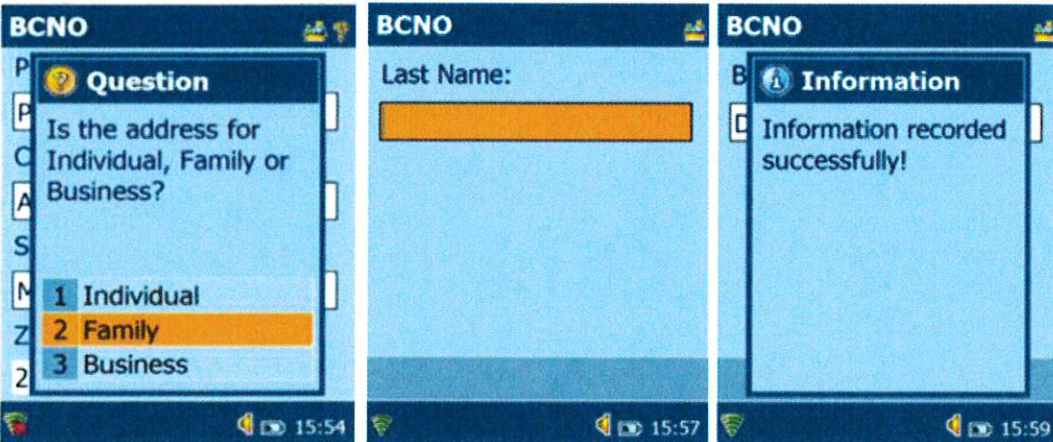
If a customer has discontinued street addressing, but maintained their PO Box, then do not submit a COA or BCNO. Mail bearing the street address will be delivered to the PO Box without a charge for an additional 90 days. The 90-day period is designed to give customers enough time to communicate their address change to their mailers. After the 90-day readjustment period, all mail addressed to the PO Box street-style address will be returned to the sender as undeliverable as addressed.

To use the MIO, the clerk will select hot key Q – BCNO. The pop-up screen will ask if the PO Box lock has been changed and updated in WebBATS. If the PO Box lock has not been changed and WebBATS has not been updated, the clerk is to select "No". The clerk will not be able to enter the BCNO.

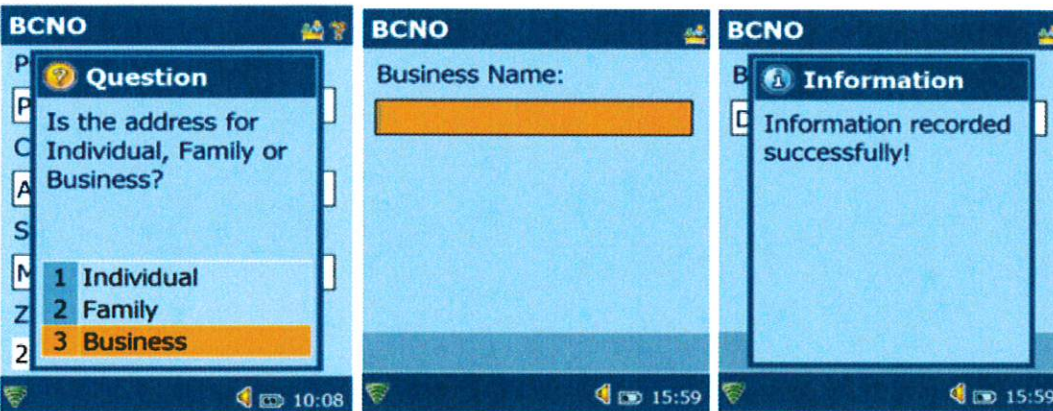




If the order is for a family, the clerk will enter the customer's last name:




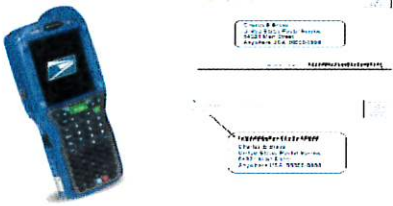

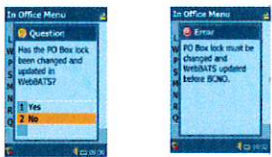
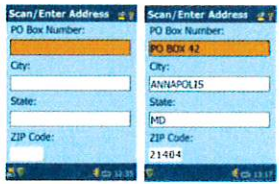
If the order is for a business, the clerk will enter the business name. Special characters allowed include: \$?!<&#@=:%-.



Note: All of the same rules apply to BCNO as forwarding, i.e. no individual/family forwarding from a business address and only the box holder is allowed to have a COA on file.

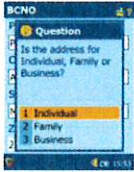

## Standard Work: Box Closed No Order (BCNO)



Visual	Important Steps	Key Points
	1. Clerk identifies a PO Box that has been closed or fee has not been paid and no change of address (COA) has been submitted	<ul style="list-style-type: none"> <li>Ensure the customer has closed box or a late payment for the PO Box fee has not been received</li> <li>Ensure a change of address (COA) order has not been submitted</li> <li>Change the PO Box lock</li> <li>Update WebBATS</li> </ul>
	2. Use the MIO and available mail from the PO Box to enter the BCNO information	<ul style="list-style-type: none"> <li>Clerk will scan IMB to populate the PO Box address</li> </ul>
	3. Scroll to or use Hot Key Q to access BCNO application on the scanner	<ul style="list-style-type: none"> <li>Select BCNO on the scanner to enter the PO Box information</li> <li>Eliminates the need to complete hardcopy PS Form 3575Z</li> </ul>
	4. Clerk will be asked if the PO Box lock has been changed and updated in WebBATS	<ul style="list-style-type: none"> <li>BCNO cannot be entered if the PO Box lock has not been changed and updated in WebBATS</li> </ul>
	5. Scan the IMB or manually enter the PO Box address	<ul style="list-style-type: none"> <li>Scanning the IMB will prepopulate the PO Box address</li> <li>If there is an error with the IMB scanned the user will receive a pop-up message               <ul style="list-style-type: none"> <li>Follow the instructions on the error message</li> </ul> </li> <li>Select the "?" on any screen for the help menu and more information on the current screen</li> </ul>



## Standard Work: Box Closed No Order (BCNO)

	<p>6. Select if the BCNO is for an individual, family or business</p>	<ul style="list-style-type: none"><li>• If the change is for an individual, enter the first and last name</li><li>• If the change is for a family, enter the last name</li><li>• If the change is for business, enter the business name.<ul style="list-style-type: none"><li>○ Special characters are allowed</li><li>○ No individual/family forwarding is allowed from a business</li></ul></li><li>• BCNO is only for the box holder</li></ul>
<p><b>Premium PO Box Service Street Addressing</b></p> 	<p>7. A hardcopy PS Form 3575Z must be submitted for PO Box street addressing</p>	<ul style="list-style-type: none"><li>• If a customer has Premium PO Service with a Customer Agreement, a hardcopy PS Form 3575Z must also be submitted for the PO Box street address</li><li>• If the customer has discontinued PO Box street addressing, but maintained their PO Box, then do not submit a COA or BCNO</li></ul>