



September 19, 2019

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



Dear Brian

As a matter of general interest, the Postal Service plans to implement a new service called *Amazon Counter*.

This service will allow Amazon customers to choose from select business locations as the delivery location for their packages. To facilitate this service, we will deliver the packages to the retail counter of the identified stores with normal mail delivery. The word "counter" will be included in the address between the name of the business and the address. These items will be scanned delivered as normal.

The initial launch of this program is scheduled for September 23 and will include 922 Rite Aid stores identified on the enclosure.


In addition, we have enclosed copies of the following:

- Amazon Counter Delivery Process Service Talk
- Standard Work Instruction: Amazon Counter Delivery Process

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink that reads "ASMOORE".

 Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

Amazon Counter Locations

Areas/Districts	Count of Number of locations
<b>CAPITAL METRO</b>	<b>44</b>
BALTIMORE	21
RICHMOND	23
<b>EASTERN</b>	<b>391</b>
CENTRAL PENNSYLVANIA	74
NORTHERN OHIO	79
OHIO VALLEY	18
PHILADELPHIA METROPO	30
SOUTH JERSEY	61
WESTERN NEW YORK	44
WESTERN PENNSYLVANIA	85
<b>GREAT LAKES</b>	<b>141</b>
DETROIT	91
GREATER MICHIGAN	50
<b>NORTHEAST</b>	<b>110</b>
ALBANY	13
CONNECTICUT VALLEY	20
GREATER BOSTON	3
LONG ISLAND	11
NEW YORK	6
NORTHERN NEW ENGLAND	28
NORTHERN NEW JERSEY	16
TRIBORO	2
WESTCHESTER	11
<b>PACIFIC</b>	<b>150</b>
BAY-VALLEY	10
LOS ANGELES	1
SACRAMENTO	50
SAN DIEGO	34
SAN FRANCISCO	11
SANTA ANA	1
SIERRA COASTAL	43
<b>WESTERN</b>	<b>86</b>
COLORADO/WYOMING	3
NEVADA SIERRA	5
PORTLAND	28
SALT LAKE CITY	4
SEATTLE	46
<b>Grand Total</b>	<b>922</b>



## Amazon Counter Delivery Process

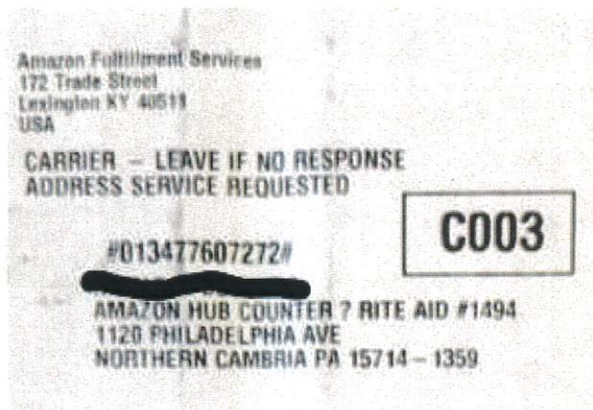
*Amazon Counter* is a new service offered by Amazon. Amazon customers can choose from select business locations as the delivery location for their packages. After delivery, the customer retrieves their package from the retail counter inside the business.

To facilitate this service, USPS has agreed to deliver these items to the retail counter. *Amazon Counter* packages will come addressed to the business. The word “counter” will be included in the address between the name of the business and the address.

Items are to be scanned delivered as normal.

### Key Points:

- Packages addressed to business locations.
- “Counter” appears in address.
- Delivery is made to the retail counter.
- Packages scanned delivered as normal.



# Standard Work Instruction: Amazon Counter Delivery Process



Visual	Important Steps	Notes
	1. Customer selects an Amazon Counter delivery address.	<ul style="list-style-type: none"> <li>Customers seek more flexible delivery options.</li> </ul>
	2. Carrier identifies Amazon Counter packages.	<ul style="list-style-type: none"> <li>Package is addressed to a business location.</li> <li>"Counter" is found in the address, between the business name and the street address.</li> </ul>
	3. Carrier delivers package to clerk at retail counter.	<ul style="list-style-type: none"> <li>Do not deliver the package to the mailbox.</li> <li>Scan package delivered.</li> </ul>
	4. Customer picks up package at retail counter.	