

LABOR RELATIONS



June 14, 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 is updating the Internal Service Performance Measurement (SPM) system to include Domestic Return Receipt (PS Form 3811) sampling using Mobile Delivery Devices (MDDs).

National implementation is scheduled for July 1.

We have enclosed a final draft copy of the *Informed Visibility: Return Receipt Sampling with MDDs Service Talk*.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Alan S. Moore".

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosure

Informed Visibility: Return Receipt Sampling with MDDs

SERVICE TALK

As part of the Informed Visibility (IV) program, USPS will conduct Internal Service Performance Measurement (SPM) of all mail. This measurement includes Domestic Return Receipt (PS Form 3811) sampling using Mobile Delivery Devices (MDDs). This will allow USPS to sample a large, previously un-sampled, volume of mail. Domestic Return Receipt (PS Form 3811) sampling will give better insight and information regarding this mail type. This process aligns overall with USPS' strategy of increased visibility at all levels of operational detail. The scanning of barcodes on Domestic Return Receipts (PS Form 3811) is part of Standard Operating Procedures.


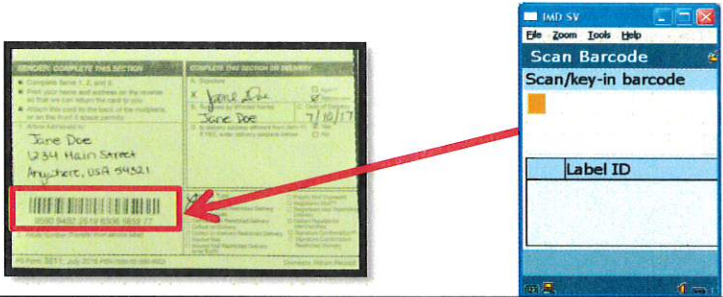
This Service Talk provides instructions for the Domestic Return Receipt (PS Form 3811) sampling process.

IV will send sampling requests based on the anticipated delivery of a mailpiece with form 3811 return receipt service attached.

The user needs to scan the 3811 form when it is delivered back to the original sender. Once the scan is performed, a query screen will appear asking if the form was signed.

Sampling Process:

When a carrier scans a form 3811 of an address with a sampling request, the carrier will be alerted to the signature capture query.

<ol style="list-style-type: none"> 1. Select the On Street Menu 2. Select 1 – Scan Barcode 	
<ol style="list-style-type: none"> 3. Scan the tracking code on the Domestic Return Receipt (PS Form 3811). 	
<ol style="list-style-type: none"> 4. Select 1-Yes, if the form was signed. Select 2-No, if the form was not signed. 5. The Question box will then close and return you to the Scan Barcode screen. 	