

RECEIVED

LABOR RELATIONS

MAY 13 2021



May 11, 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 1640 0001 4464 6641

Dear Brian:

As a matter of general interest, the Postal Service will test a proof of concept concerning Priority Mail Express (PME) labels available through Self Service Kiosks (SSKs).

The proof of concept test will encompass 21 SSKs in 15 locations nationwide. Enclosed is a list of the test locations and SSKs.

The proof of concept test will commence on May 21, at which time changes will be implemented to the PME workflow on the SSKs at the test locations. The subject changes will allow for the capture of both Recipient and Sender mailing information for PME pieces and allow all mailing information to be printed on an SSK shipping label. As a result, the SSKs at the test locations will no longer accept handwritten form 11-B labels.

Also enclosed are the following:

- Standard Work Instruction (SWI) titled, *SSK – Electronic Priority Mail Express Label*;
- Document titled, *RSS SSK Capture Recipient/Sender Information New Functionality Guide (NFG)*;
- Document titled, *Retail Stand-Up Talk – Update*; and
- Document titled, *Priority Mail Express Label Processing Stand-Up Talk*.

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  
A/Manager  
Contract Administration (APWU)

Enclosures

GROUP ID	MACHINE	CHANNEL	UNIT	DISTRICT CODE	AREA	DISTRICT	STREET NAME	ADDR	CITY	STATE	ZIP
12800792	CHRLNFGS01	KIOSK	3614189558	280	Southern	Mid Carolinas	DOWNTOWN CHARLOTTE	201 N MCDOWELL ST	CHARLOTTE	NC	282049709
17600724	LBCKTXFGS05	KIOSK	4853969551	760	Southern	Fort Worth	MONTREY	5014 GARY AVE	LUBBOCK	TX	794139998
16041008	OKPRLLFGS01	KIOSK	1657909550	604	Central	Central Illinois	OAK PARK	901 LAKE ST	OAK PARK	IL	603011286
18520530	SCTSAZFGS00	KIOSK	376659551	852	WestPac	Arizona	SCOTTSDALE	1776 N SCOTTSDALE RD	SCOTTSDALE	AZ	852572125
17700760	SPIOTXFGS14	KIOSK	4885659550	770	Southern	Houston	SPRING	1411 WUNSCH LOOP	SPRING	TX	773739998
19260352	ALHMCAGFGS00	KIOSK	501089555	926	WestPac	Santa Ana	ALHAMBRA	10 W BAY STATE ST	ALHAMBRA	CA	918029998
19260351	ALHMCAGFGS02	KIOSK	501089554	926	WestPac	Santa Ana	ALHAMBRA	10 W BAY STATE ST	ALHAMBRA	CA	918029998
13000617	DLTHGAFGS01	KIOSK	1227509550	300	Southern	Atlanta	DULUTH	3470 MCCLURE BRIDGE RD	DULUTH	GA	300969998
13300322	FRTLFLFGS00	KIOSK	1130619551	330	Southern	South Florida	SOUTHSHORE	2801 S FEDERAL HWY	FORT LAUDERDALE	FL	333169998
18900377	LSVGNVFGS17	KIOSK	314899554	890	WestPac	Nevada-Sierra	SUNMERRLIN	1611 SPRING GATE LN	LAS VEGAS	NV	891349998
12200341	MRELVAFGS00	KIOSK	5165409551	220	Atlantic	Northern Virginia	MERRIFIELD	8409 LEE HWY	MERRIFIELD	VA	221169998
12200342	MRELVAFGS01	KIOSK	5165409550	220	Atlantic	Northern Virginia	MERRIFIELD	8409 LEE HWY	MERRIFIELD	VA	221169998
13300326	PMPEFLFGS00	KIOSK	2580719552	481	Southern	South Florida	POMPAHO BEACH	2632 S ATLANTIC BLVD	POMPAHO BEACH	FL	330699998
14810329	RCHHMFSGS01	KIOSK	2580719551	481	Central	Detroit	ROCHESTER HILLS	2632 S ATLANTIC BLVD	ROCHESTER HILLS	MI	483079998
14810328	RCHHMFSGS02	KIOSK	2580719552	481	Central	Detroit	ROCHESTER HILLS	2632 S ATLANTIC BLVD	ROCHESTER HILLS	MI	483079998
11400569	RCHSNVFGS02	KIOSK	357129550	140	Atlantic	Western New York	ROCHESTER	1335 JEFFERSON RD	ROCHESTER	NY	146929998
11400571	RCHSNVFGS04	KIOSK	357129552	140	Atlantic	Western New York	ROCHESTER	1335 JEFFERSON RD	ROCHESTER	NY	146929998
11400570	RCHSNVFGS0F	KIOSK	357129551	140	Atlantic	Western New York	ROCHESTER	1335 JEFFERSON RD	ROCHESTER	NY	146929998
17700749	SPIOTXFGS00	KIOSK	4885679552	770	Southern	Houston	THE WOODLANDS	9450 PINECROFT DR	SPRING	TX	773809998
17700763	SPIOTXFGS09	KIOSK	4885679553	770	Southern	Houston	THE WOODLANDS	9450 PINECROFT DR	SPRING	TX	773809998
15701164	WLSTNDFGS02	KIOSK	3793139551	570	WestPac	Dakotas	BADLANDS POSTAL STORE	4315 9TH AVE W UNIT 411	WILLISTON	ND	588018003

# **RSS SSK Capture Recipient / Sender Information**

## **New Functionality Guide (NFG)**

03/24/2021

**IMPORTANT:** This guide is intended to be read by all RSS users no more than two weeks prior to the functionality being activated in their units.

**Regarding the use of this guide:** RSS training materials are produced by USPS Retail Operations and may be sent to the field electronically for convenience, cost effectiveness and timely delivery. The materials are not to be electronically edited and reprinted without permission of Retail Operations.

**Note:** The sign in sheet at the back of this guide should be recorded and maintained locally.

**This change is for RSS SSK sites only.**

RSS will be implementing changes to Priority Mail Express (PME) workflow to capture Recipient's and Sender's name and address to print on the shipping label when the weight of the PME article is under 13 oz. If the PME article weighs 13 oz. or more, the customer will be directed to bring the item to the counter.

Additionally, a pre-attached label 11-B will no longer be accepted for any PME article.

When Priority Mail Express is selected in the mailing workflow, the screens will not change through the *Extra Services* screen.

Next the workflow will advise the customer to remove any pre-attached label.

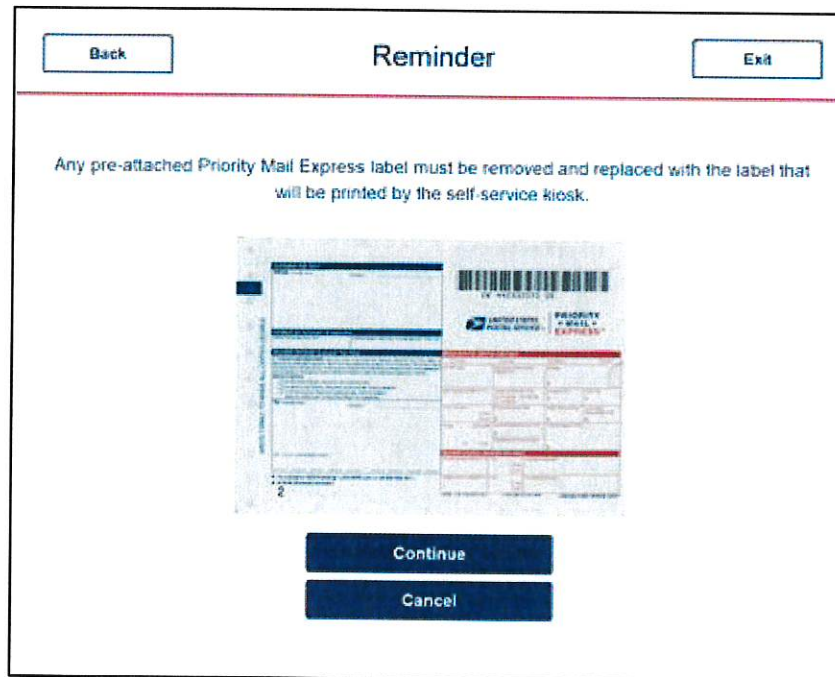
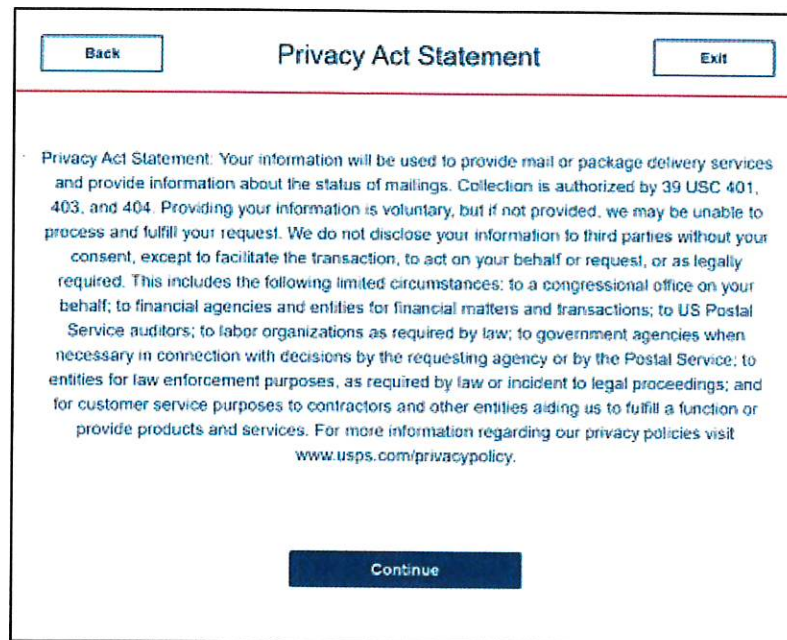


Figure 1

The *USPS Privacy Act Statement* screen will then be displayed.



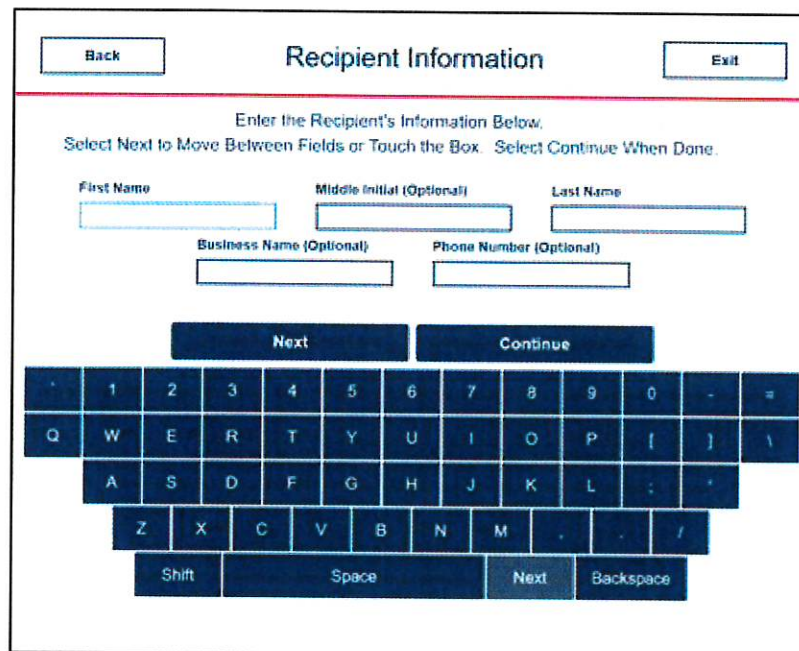
The screen displays a title bar with 'Back' and 'Exit' buttons. The main heading is 'Privacy Act Statement'. Below it, a paragraph of text explains the use of information for mail or package delivery services, citing 39 USC 401, 403, and 404. It states that providing information is voluntary but necessary for processing requests. It lists limited circumstances for disclosure: to a congressional office, financial agencies, US Postal Service auditors, labor organizations, government agencies, law enforcement, and for customer service. A 'Continue' button is at the bottom.

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](http://www.usps.com/privacypolicy).

Continue

Figure 2

After selection of **Continue**, the customer will enter the Recipient name/business name and phone number (optional) as shown below.



The screen displays a title bar with 'Back' and 'Exit' buttons. The main heading is 'Recipient Information'. Below it, instructions prompt the user to enter recipient information and select 'Next' to move between fields. The form includes input fields for First Name, Middle Initial (Optional), Last Name, Business Name (Optional), and Phone Number (Optional). Below these are 'Next' and 'Continue' buttons. At the bottom is a numeric keypad with letters, a 'Shift' button, a 'Space' button, a 'Next' button, and a 'Backspace' button.

Enter the Recipient's Information Below.  
Select Next to Move Between Fields or Touch the Box. Select Continue When Done.

First Name Middle Initial (Optional) Last Name

Business Name (Optional) Phone Number (Optional)

Next Continue

1 2 3 4 5 6 7 8 9 0 - =

Q W E R T Y U I O P [ ] \

A S D F G H J K L ; ' ,

Z X C V B N M . /

Shift Space Next Backspace

Figure 3



If they select **Continue** without entering a first and last name or business name, the following prompt will be displayed.

The screenshot shows a form titled "Recipient Information" with a "Back" button on the left and an "Exit" button on the right. Below the title, it says "Enter the Recipient's Information Below" and "Select Next to Move Between Fields or Touch the Box. Select Continue When Done." There are five input fields: "First Name", "Middle Initial (Optional)", "Last Name", "Business Name (Optional)", and "Phone Number (Optional)". Below these fields are two buttons: "Next" and "Continue". A red arrow points to the "Continue" button, and a red text message "First and Last or Business must be entered" is displayed above the buttons. At the bottom of the form is a virtual keyboard with letters, numbers, and symbols, including a "Next" button and a "Backspace" button.

Figure 4

Next the customer will be prompted to enter the sender information.

As with recipient information, the customer will be required to enter a first and last name or business name.

The screenshot shows a form titled "Sender Information" with a "Back" button on the left and an "Exit" button on the right. Below the title, it says "Enter the Sender's Information Below." and "Select Next to Move Between Fields or Touch the Box. Select Continue When Done." There are five input fields: "First Name", "Middle Initial (Optional)", "Last Name", "Business Name (Optional)", and "Phone Number (Optional)". Below these fields are two buttons: "Next" and "Continue". At the bottom of the form is a virtual keyboard with letters, numbers, and symbols, including a "Next" button and a "Backspace" button.

Figure 5

Next they will enter the sender's ZIP Code.

The screenshot shows a window titled "Sender Address" with "Back" and "Exit" buttons at the top. The instruction "Enter ZIP Code™ for sender address and press Continue." is displayed. Below this, a text input field labeled "ZIP Code™" contains the value "01852". Underneath the input field is a numeric keypad with buttons for digits 1 through 9, 0, and a "Backspace" button. At the bottom of the screen is a large blue button labeled "Continue".

Figure 6

After selection of **Continue**, the customer must select the sender address type.

The screenshot shows the same "Sender Address" window. The instruction now reads "Select the type of sender address for: LOWELL, MA 01852". Below this text are two buttons: "Street Address" (highlighted in blue) and "PO Box" (in a white box with a blue border).

Figure 7

RSS will next prompt the customer to enter the sender address.

Back Sender Address Exit

Enter the street number and street name of the sender address for:  
LOWELL, MA  
01852

Street Number: 95 X Street Name: W X

95 WHEED ST  
LOWELL, MA  
01852-0308

95 WENTWORTH AVE  
LOWELL, MA  
01852-0915

95 WOLLASTON ST  
LOWELL, MA  
01852-1638

Result not listed

1 2 3 4 5 6 7 8 9 0 - =  
Q W E R T Y U I O P [ ] \  
A S D F G H J K L ; ' .  
Z X C V B N M , - /  
Shift Space Next Backspace

Figure 8

After entering the sender address information, RSS will continue with the current workflow and display the *Summary* screen.

Back Summary Exit

Mail Class: Priority Mail Express 2-Day®  
Legal Envelope

Dimensions: 15.00 x 9.50

Weight: 11.60 oz

Destination Address: DAVE SMITH  
PO BOX 6  
KILLINGTON VT 05751-0006

Scheduled Delivery Date: 07/03/20 03:00 PM

Insurance: \$100.00

Tracking: Included

Extra Services: Signature Required

Total Postage: \$26.50

Note: Delivery date only guaranteed if item is deposited before 4:05 PM

Buy Postage

Already Stamped, Buy Less Postage

Figure 9



If the customer is mailing multiple packages, when the workflow arrives at entering sender information (Figure 5), the following screen will be displayed.

Figure 10

Below is a sample SSK Priority Mail Express label.

Figure 11

After entry of recipient's or sender's address, RSS connects to AISCK for address verification. If the address cannot be verified, the customer will be prompted to enter additional address information. (The following screens are for entry of Recipient's address, but the workflow is the same for Sender's address.)

Enter the street number and street name.

The screenshot shows a screen titled "Enter Recipient Address" with "Back" and "Exit" buttons. The instruction "Enter the street number and street name of the destination address for:" is followed by "Gaithersburg, MD 20878". Below this are two input fields: "Street Number" containing "10000" and "Street Name" containing "Q". A message "No Results Found" is displayed. A "Continue" button is below the message. At the bottom is a virtual keyboard with rows of letters and numbers, and "Shift", "Space", "Next", and "Backspace" keys.

Figure 12

Select **Yes** or **No** if the displayed city and state are correct.

The screenshot shows a screen titled "Enter Recipient Address" with "Back" and "Exit" buttons. The question "Is this the correct city and state?" is displayed, followed by "City: Gaithersburg" and "State: MD". At the bottom are two buttons labeled "Yes" and "No".

Figure 13

If the entered address still cannot be found, the customer will be prompted to indicate if they want the entered address printed on the label.

Back Enter Recipient Address Exit

The full address could not be found. Your mailing will continue to  
Gaithersburg, MD 20878

You entered:

10000 Q  
Gaithersburg, MD 20878

Would you like this printed on the label?

Yes  
No

Figure 14

RSS will follow current functionality and display the *Summary* screen.

Back Summary Exit

Mail Class: **Priority Mail Express 2-Day®**  
**Flat Rate Envelope**

Dimensions: **12.50 x 9.50**

Weight: **10.60 oz**

Destination Address: **JOHN SMITH**  
**SMITH CONSTRUCTION**  
**10000 Q**  
**Gaithersburg MD 20878**

Scheduled Delivery Date: **10/28/20 03:00 PM**

Insurance: **\$100.00**

Tracking: **Included**

Extra Services: **Signature Required**

**Total Postage: \$26.35**

**Note: Delivery date only guaranteed if item is deposited before 4:05 PM**

Buy Postage  
Already Stamped, Buy Less Postage

Figure 15

## Training Record

## Record of RSS Update Training

Software Release: RSS SSK Capture Recipient / Sender New  
Functionality Guide

Unit Name:

**Time: 10 Minutes per Associate**

[illegible]

Standard Work Instructions:	SSK – Electronic Priority Mail Express Label	Tracking:
Purpose:	The elimination of handwritten 11-B labels when performing a Priority Mail Express transaction on an SSK	Page 1 of 2
Updated on:	04-02-2021	Version 1.0

Elimination  
of 11-B at  
SSK

Privacy  
Statement

Entering  
Mailing  
Information

Summary

Print PME  
Label

## Steps

## Key Points

- RSS will be implementing changes to Priority Mail Express (PME) workflow to capture Recipient's and Sender's name and address to print on the shipping label when the weight of the PME article is under 10 oz
- If the PME article weighs 13 oz. or more, the customer will be directed to bring the item to the counter
- Additionally, the handwritten 11-B label will no longer be accepted for any PME article processed on an SSK
- When Priority Mail Express is selected in the mailing workflow, the screens will not change through the *Extra Services* screen.

- If PME is less than 13oz, 11-B label is not longer accepted when the transaction is performed on a SSK
- If PME is 13oz or more, then the transactions must be performed at the retail counter

- Customers who perform a PME transaction on the SSK will be required to read and acknowledge the Privacy Act Statement

- Customers must acknowledge Privacy Act statement

- Customer will be required to enter in the Recipient's Name or Business, Address, and Zip Code
- Customer will then be required to enter in the Sender's Name or Business, Address, and Zip Code
- For both the recipient and sender, SSK will ask prior to entering the address if the location is a PO Box or street address

- Customer will be required to enter all mailing information to proceed with the transaction
- If required information is not entered, the SSK will not advance to the next screen



Standard Work Instructions:	SSK – Electronic Priority Mail Express Label	Tracking:
Purpose:	The elimination of handwritten 11-B labels when performing a Priority Mail Express transaction on an SSK	Page 2 of 2
Updated on:	04-02-2021	Version 1.0

Elimination  
of 11-B at  
SSK

Privacy  
Statement

Entering  
Mailing  
Information

Summary

Print PME  
Label

### Steps

### Key Points

The screenshot shows the 'Summary' screen of the SSK system. It displays the following information:

- Mail Class:** Priority Mail Express 2-Day
- Weight:** 15.50 LBS
- Origin:** 01000
- Destination:** 01000
- Postage:** \$15.50
- Insurance:** \$100.00
- Signature:** Signature Required
- Total Postage:** \$15.50

Buttons at the bottom include 'No Postage' and 'Affix Postage: Buy Less Postage'.

- After entering all mailing information, SSK will display a summary screen to verify all information including any extra services and scheduled delivery date
- Customers will then have the option to purchase the full postage or a different amount if the PME has pre-affixed postage

- Summary screen will provide overview of all information entered
- Customers can purchase either the full postage or a different amount

The screenshot shows a printed 'Priority Mail Express 1-Day' label. It includes the following information:

- Postage:** \$15.50
- Origin:** 01000
- Destination:** 01000
- Postage:** \$15.50
- Insurance:** \$100.00
- Signature:** Signature Required
- Total Postage:** \$15.50
- USPS Tracking Number:** 9505 1003 4871 4014 0005 83

- After customer has completed and paid for the transaction, the SSK will print a full PME mailing label
- Customers will apply the PME label and deposit the item into a collection point

- SSK will print a full PME mailing label

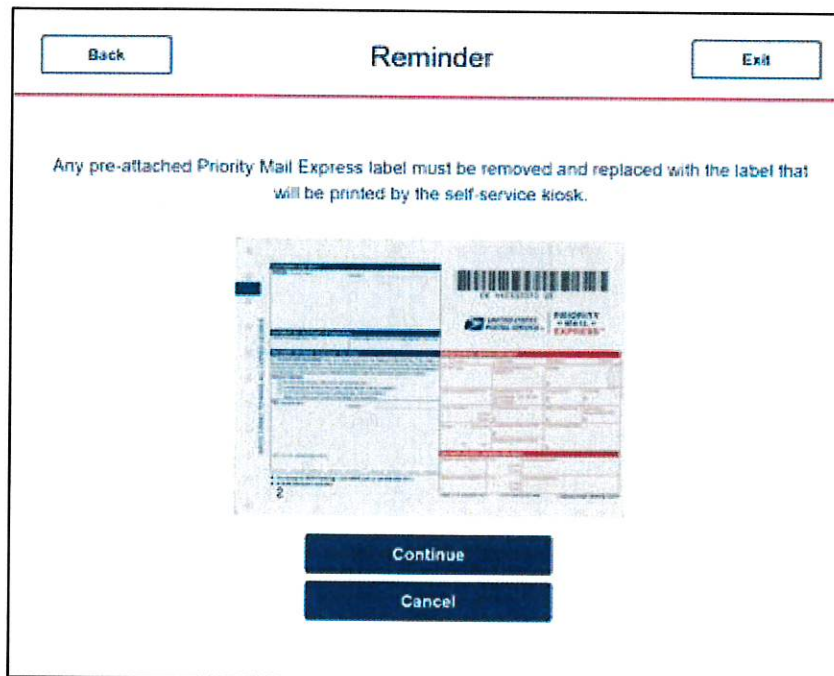
# Retail Stand-Up Talk - Update

May 8, 2021

To improve service performance and to reduce failures as a result of illegible or missing data from handwritten labels, USPS is conducting a Proof of Concept at 15 locations involving the Self Service Kiosk (SSK).

Effective May 21, 2021, changes will be implemented to the Priority Mail Express (PME) workflow on the SSK to capture Recipient's and Sender's mailing information. This will now allow all mailing information to print on the SSK shipping label. As a result, the selected SSKs will no longer accept handwritten form 11-B labels when the weight of the PME article is under 13 oz. If the PME article weighs 13 oz. or more, the customer will be directed to bring the item to the counter.

Please note that when Priority Mail Express is selected in the mailing workflow, the screens will not change through the Extra Services screen.



It is critical that employees performing lobby assistant duties inform customers of this change. Additionally, PME pieces processed on the SSK should be verified that only the printed label is affixed. If a label 11B is also present, please remove the label 11B to prevent multiple tracking numbers. This could cause mis-scanning and create a negative customer experience.

For the complete workflow, please refer to the New Functionality Guide found using the link below:  
<https://blue.usps.gov/retail/reporting-systems-applications/applications/retail-systems-software.htm>

For questions, contact your Area Retail Equipment Coordinator (AREC).





# Printed Priority Mail Express Label Processing Stand-Up Talk

May 17, 2021

To improve service performance and to reduce failures as a result of illegible or missing data from handwritten labels, USPS is conducting a Proof of Concept at 15 locations involving 21 Self Service Kiosks (SSKs).

Effective May 21, 2021, changes will be implemented to the Priority Mail Express workflow on the SSK to capture Recipient's and Sender's mailing information. This will now allow all mailing information to be printed on the SSK shipping label. As a result, the selected SSKs will no longer accept handwritten form 11-B labels. Customers are reminded to remove the handwritten form 11-B labels if already located on the package and replace them with the label printed by the SSK. Clerks at the Post Office are also instructed to remove this label from any package that has a printed label by the SSK. However, there may be instances when a package with both the printed Priority Mail Express label and handwritten form 11-B label gets to the processing facility.

If this happens, please scan the printed Priority Mail Express label and cover the barcode on the handwritten form 11-B label using a marker or sticker.



Sample of Priority Mail Box with two labels

It is critical that the printed Priority Mail Express label is scanned to make sure the correct scanning information is captured and presented to the customer to prevent a negative customer experience.

For questions, contact Manager, In-Plant Support.