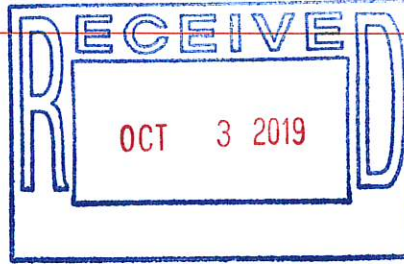


LABOR RELATIONS



October 1, 2019

Mail and Fax

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

Dear Mr. Wagner:

As a matter of general interest, the Postal Service has released its Anonymous Mail Program for fiscal year (FY) 2020.

Included in the program is information about new weight (10 ounces) and size (one-half inch thick) restrictions for packages bearing stamps that are dropped into mail receptacles. Any packages exceeding these restrictions must be presented at a retail service counter.

We have enclosed a series of stand-up talks concerning the FY2020 Anonymous Mail Program.

If you have any questions concerning this matter, please contact Bruce Nicholson, at 202-268-7773.

Sincerely,

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

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

## Aviation Security

### Anonymous Mail Program Awareness - Stand-Up Talks FY20

#### Stand-Up Talk Specifics

##### **Target Audience:**

- **Delivery/Collection:** All craft, Executive and Administrative Schedule (EAS) employees, and contractors who are responsible for the delivery and collection of mail, or the management of delivery and collection operations. This includes city carriers, rural carriers, contract and delivery services suppliers (HCR delivery), clerks, Motor Vehicle Service (MVS), Postal Vehicle Service (PVS), postmasters, postmaster reliefs, managers, and supervisors.
- **Mail Processing:** All craft, EAS employees, and contractors who are responsible for the processing of mail, or the management of mail processing operations. This includes, contract and delivery services suppliers, clerks, Motor Vehicle Service (MVS), Postal Vehicle Service (PVS), plant managers, managers, distribution operations, and supervisors.
- **Retail:** All craft and EAS employees who are responsible for the retail acceptance of mail, or the management of retail operations. This includes all clerks, postmasters, postmaster reliefs, managers, supervisors, Contract Postal Units/Contract Post Offices and Village Post Offices.

**Trainer/Administrator:** Plant Manager, Postmaster, Manager Distribution Operations, Station/Branch Manager, or Supervisor

##### **Stand-Up talks provided to increase employee awareness numbered 1-7, as follows:**

- Anonymous Mail Stand-Up Talk # 1 – City Carrier and Collection Employees
- Anonymous Mail Stand-Up Talk # 2 – Delivery and Collection Employees
- Anonymous Mail Stand-Up Talk # 3 – Rural and Contract Carriers
- Anonymous Mail Stand-Up Talk # 4 – Retail Units
- Anonymous Mail Stand-Up Talk # 5 – Mail Processing Facilities
- Anonymous Mail Stand-Up Talk # 6 – Anonymous Mail General Procedures
- Anonymous Mail Stand-Up Talk # 7 – Anonymous Mail Unit Guidelines





## Aviation Security / Anonymous Mail FY20 Stand-Up Talk # 1 - City Carrier & Collection Employees

The Transportation/Aviation Security Group would like to remind all postal employees of the Aviation Security / Anonymous Mail Program.

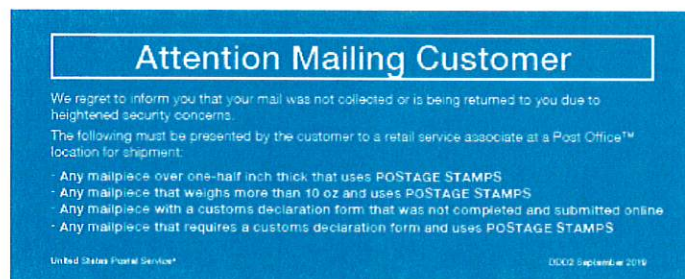
**As indicated on all lobby drops and blue collection boxes,  
All mail that bears only postage stamps as postage, and weighs more than 10 ounces and, or, over one-half inch in thickness, must be taken by the customer to a retail service counter at a Post Office.**

The basis of the program is the Postal Service's ability to verify the identity of customers depositing mailpieces weighing more than 10 ounces and, or, over one-half inch in thickness. Identification may be provided to a mailpiece accepted across postal retail service counters by Postage Validation Imprint (PVI), metered postage, or by an AVSEC Clearance Stamp applied to the mailpiece.

Mailpieces with customer applied electronic postage—from postal approved online vendors—such as PC postage, Click-N-Ship, Endicia.com, Stamps.com, or paid with a permit imprint are **not** considered Anonymous Mail.

**City Carriers and Collection Employees** who find mailpieces at residential or business customer mail receptacles weighing over 10 ounces and, or, over one-half inch in thickness and uses only postage stamps as postage should take the following action:

- Place a DDD2 label over the destination address, city, state, and ZIP, leaving the addressee's name visible on each Anonymous Mailpiece, to indicate why it was not collected.



Do not accept Anonymous Mail from business or residential customers, even in face-to-face transactions. Customers should take these items to an employee at a retail service counter for proper acceptance.

All Anonymous Mail found in unattended locations such as on counters and docks; in lobbies, lobby drops, and collection boxes; and at postal facility side doors should be isolated, placarded, and deposited in the designated Anonymous Mail container(s) at the Anonymous Mail Unit upon return to the postal facility.

## Aviation Security / Anonymous Mail FY20 Stand-Up Talk # 2 – Delivery and Collection Employees

The Transportation/Aviation Security Group would like to remind all postal employees of the **Aviation Security / Anonymous Mail Program**. The basis of the program is the Postal Service's ability to verify the identity of customers depositing mailpieces weighing more than 10 ounces and, or, over one-half inch in thickness.

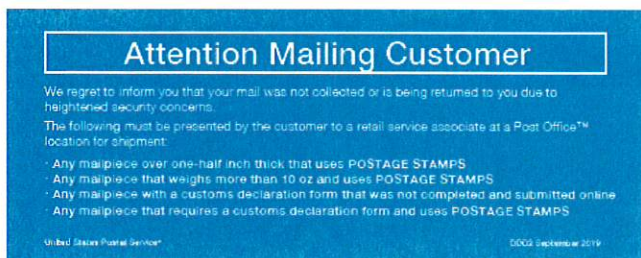


**As indicated on all lobby drops and blue collection boxes,  
All mail that bears only postage stamps as postage, and weighs more than 10 ounces and,  
or, over one-half inch in thickness, must be taken by the customer to a retail service counter  
at a Post Office.**

Processing employees, Retail employees, Delivery and Collection employees may be approached by customers on docks, at side doors, or in lobbies and asked to accept mail. All mail **weighing more than 10 ounces and, or, over one-half inch in thickness and uses only postage stamps as postage** must be taken ***by the customer*** to an employee at a retail service counter at a Post Office.

**Delivery and Collection employees** who find mailpieces in collection boxes, lobby drops, and residential or business customer mail receptacles **weighing over 10 ounces and, or, over one-half inch in thickness and uses only postage stamps as postage** should take the following action:

- Identify as Anonymous Mail, isolate from other mail, and containerize
- Expedite to the Anonymous Mail Unit (AMU)
- Anonymous Mail Unit Applies a DDD2 and Label 127
- Return to Sender Via Surface Transportation



**Mail Processing employees** should extract mailpieces **weighing over 10 ounces and, or, is over one-half inch in thickness and uses only postage stamps as postage** from the mailstream. These mailpieces are to be taken to the nearest Anonymous Mail container or the Anonymous Mail Unit for processing.







## Aviation Security / Anonymous Mail FY20 Stand-Up Talk # 3 – Rural and Contract Carriers

The Transportation/Aviation Security Group would like to remind all postal employees of the **Aviation Security / Anonymous Mail Program**. The basis of the program is the Postal Service's ability to verify the identity of customers depositing mailpieces weighing more than 10 ounces and, or, over-half inch in thickness.

**As indicated on all lobby drops and blue collection boxes, All mail that bears only postage stamps as postage, and weighs more than 10 ounces and, or, over one-half inch in thickness, must be taken by the customer to a retail service counter at a Post Office.**

Be aware of the **Collection Policy** – on every collection box and lobby chute! If you locate Anonymous Mail it must be handled accordingly.



**Rural Carriers/Contract and Delivery Service Suppliers** cannot accept Anonymous Mail from business or residential customers, even in face-to-face transactions. Customers should take these items to an employee at a retail service counter for proper acceptance.

Anonymous Mail left for collection at a customer's mailbox or a business's outgoing mail collection point should not be collected.

- Place the DDD2 label over the destination address, city, state, and ZIP, leaving the addressee's name visible on each Anonymous Mailpiece, to indicate why it was not collected.

### Attention Mailing Customer

We regret to inform you that your mail was not collected or is being returned to you due to heightened security concerns.

The following must be presented by the customer to a retail service associate at a Post Office™ location for shipment:

- Any mailpiece over one-half inch thick that uses POSTAGE STAMPS
- Any mailpiece that weighs more than 10 oz and uses POSTAGE STAMPS
- Any mailpiece with a customs declaration form that was not completed and submitted online
- Any mailpiece that requires a customs declaration form and uses POSTAGE STAMPS

United States Postal Service®

DDC2 September 2019

**Rural Carrier Exception:** Mailpieces weighing more than 10 ounces and, or, over one-half in thickness **without postage—requiring a retail transaction—**are acceptable as long as the return address matches the address at the point of pick-up and the customer/business is known to reside or do business at that location.

- Local postal management must provide a means of making mailpieces requiring a retail transaction identifiable (i.e. applying a PVI, meter strip, or AVSEC Clearance Stamp).

FY20 Aviation Mail Security Program-Anonymous Mail Stand Up Talks

US Postal Inspection Service







## Aviation Security /Anonymous Mail FY20 Stand-Up Talk # 4 – Retail Units

The Transportation/Aviation Security Group would like to remind all postal employees of the **Aviation Security / Anonymous Mail Program**. The basis of the program is the Postal Service's ability to verify the identity of customers depositing mailpieces weighing more than 10 ounces and, or, over one-half inch in thickness.

**As indicated on all lobby drops and blue collection boxes,  
All mail that bears only postage stamps as postage, and weighs more than 10 ounces and,  
or, over one-half inch in thickness, must be taken by the customer to a retail service counter  
at a Post Office.**

**Retail Units:** Employees at a retail service counter presented with an Anonymous Mailpiece directly from customers must apply a \$0.00 Postage Validation Imprint (PVI), meter strip, or use an AVSEC Clearance Stamp **adjacent** to the postage stamps to make the mailpieces identifiable.

Employees at a retail service counter presented with a mailpiece bearing Label DDD2 and Label 127 must:

- Remove Label DDD2
- Remove Label 127
- Apply a \$0.00 PVI, meter strip, or AVSEC Clearance Stamp **adjacent** to the postage stamps. Postage stamps should additionally be cancelled with a postmark device that uses black ink intended for that purpose.

### Attention Mailing Customer

We regret to inform you that your mail was not collected or is being returned to you due to heightened security concerns.

The following must be presented by the customer to a retail service associate at a Post Office™ location for shipment:

- Any mailpiece over one-half inch thick that uses POSTAGE STAMPS
- Any mailpiece that weighs more than 10 oz and uses POSTAGE STAMPS
- Any mailpiece with a customs declaration form that was not completed and submitted online
- Any mailpiece that requires a customs declaration form and uses POSTAGE STAMPS

United States Postal Service®

DD02 September 2019



Retail service counter employees **may not** apply a \$0.00 PVI label, meter strip, or an AVSEC Clearance Stamp to Anonymous Mail accepted by carriers, collectors, or contract and delivery service suppliers from customers on their routes or found in unattended locations such as on counters or docks; in lobbies, lobby drops or receptacles; or at postal facility side doors.

- All Anonymous Mail brought to the postal facility by carriers, collectors, or contract and delivery service providers should be isolated, placarded, and expedited to the facility's Anonymous Mail Unit for return to the customer.

**Note:** This does not apply to pieces accepted by a rural carrier or contract and delivery service supplier in a **retail transaction**. See instructions for Rural Carriers/Contract and Delivery Services Suppliers for specifics in the Anonymous Mail SOP.



**Aviation Security / Anonymous Mail FY20  
Stand-Up Talk # 5 – Mail Processing Facilities**

The Transportation/Aviation Security Group would like to remind all postal employees of the **Aviation Security / Anonymous Mail Program**. The basis of the program is the Postal Service's ability to verify the identity of customers depositing mailpieces weighing more than 10 ounces and, or, over one-half inch in thickness.

**As indicated on all lobby drops and blue collection boxes,  
All mail that bears only postage stamps as postage, and weighs more than 10 ounces and,  
or, over one-half inch in thickness, must be taken by the customer to a retail service counter  
at a Post Office.**

**Mail Processing Facility employees** must identify, isolate, and containerize all Anonymous Mail discovered in any operation including mail left on docks by customers, in an Anonymous Mail placarded container.

- Ensure that Anonymous Mail placarded containers are available for the deposit of Anonymous Mail in operations where Anonymous Mail may be found. Never use pouches or sacks to containerize Anonymous Mail.
- All containerized Anonymous Mail should be expedited to the facility's Anonymous Mail Unit for verification and processing.
- Outbound dock operation employees should tailgate all Anonymous Mail placarded containers and dispatch via **surface transportation only**.

**Never dispatch Anonymous Mail via air transportation. All Anonymous Mail should be expedited to the facility's Anonymous Mail Unit for verification and processing.**

**\*\*For aviation security procedures, please review the instructions for PS Form 6815. PS Form 6815 pertains only to facilities that tender mail directly or indirectly to air transportation.**







## **Aviation Security / Anonymous Mail FY20 Stand-Up Talk # 6 – Anonymous Mail General Procedures**

The Transportation/Aviation Security Group would like to remind all postal employees of the **Aviation Security / Anonymous Mail Program**. The basis of the program is the Postal Service's ability to verify the identity of customers depositing mailpieces weighing more than 10 ounces and, or, over one-half inch in thickness.

**As indicated on all lobby drops and blue collection boxes,  
All mail that bears only postage stamps as postage, and weighs more than 10 ounces and,  
or, over one-half inch in thickness, must be taken by the customer to a retail service counter  
at a Post Office.**

Follow the instructions listed below for proper handling of Anonymous Mail that has been deposited domestically, and that has any of the following:

- **No return address**
- **Domestic delivery and return addresses that are the same**
- **An APO/FPO/DPO or international return address**

### **Anonymous Mail that has a missing return address or the same delivery and return address:**

- Supervisor/Manager/Postmaster should contact the addressee by phone and describe the mailpiece to the addressee, providing the city and state of the postmark, if available. The Supervisor/Manager/Postmaster should ask:
  - a. "Are you expecting the mailpiece?" and, if yes,
  - b. "Does this mailpiece contain anything liquid, fragile, perishable, or potentially hazardous such as lithium batteries, mercury or perfumes?"
- If the addressee is expecting the mailpiece and confirms that the mailpiece does not contain anything, liquid, fragile, perishable, or potentially hazardous, the Supervisor/Manager/Postmaster is to:
  - a. Identify the mailpiece via a \$0.00 PVI, meter strip, or AVSEC Stamp
  - b. Cancel the postage (if not already cancelled)
  - c. Apply Label 127 *Surface Transportation Only*
  - d. Transport the mailpiece via surface transportation only

### **2. The Supervisor/Manager/Postmaster will contact the Inspection Service if the addressee:**

- a. Has no phone number that can be identified by utilizing directory assistance, phone book or Internet; or
- b. Is not expecting the mailpiece; or
- c. Cannot confirm that the mailpiece does not contain anything liquid, fragile, perishable, or potentially hazardous

**For Anonymous Mail deposited domestically, bearing an APO/FPO/DPO or international return address: Contact the Inspection Service at 1-877-876-2455**

FY20 Aviation Mail Security Program-Anonymous Mail Stand Up Talks

US Postal Inspection Service





## Aviation Security / Anonymous Mail FY20 Stand-Up Talk # 7 – Anonymous Mail Unit Guidelines

The Transportation/Aviation Security Group would like to remind all postal employees of the **Aviation Security / Anonymous Mail Program**. The basis of the program is the Postal Service's ability to verify the identity of customers depositing mailpieces weighing more than 10 ounces and, or, over one-half inch in thickness.

**As indicated on all lobby drops and blue collection boxes,  
All mail that bears only postage stamps as postage, and weighs more than 10 ounces and,  
or, over one-half inch in thickness, must be taken by the customer to a retail service counter  
at a Post Office.**

**An Anonymous Mail Unit is a designated area where Anonymous Mail should be taken for resolution.** Every Postal facility that handles mail is required to have an Anonymous Mail Unit.

- Required items for Anonymous Mail Units:
  - a. Current HQ **Anonymous Mail Standard SOP**
  - b. Anonymous Mail Transportation Placard
  - c. DDD2 – blue label “Attention Mailing Customer”
  - d. Label 127 SURFACE TRANSPORTATION ONLY – no fly label
  - e. Unit must be clearly marked with signage
  - f. Description and template identifying restricted Mailpiece

**NOTE:** Access to a scale and ruler is recommended to weigh, measure and verify Anonymous Mailpieces
- Weigh all potential Anonymous Mail to ensure it weighs more than 10 ounces. If a suspected Anonymous Mailpiece is weighed and determined to weigh less than 10 ounces, write “<10 oz.” near the postage and immediately return the piece to the mailstream.
- Measure all potential Anonymous Mail to ensure it is wider than one-half inch. If a suspected Anonymous Mailpiece is measured and determined to be less than one-half inch in thickness, write “< ½ inch” near the postage and immediately return the piece to the mailstream.
- For Anonymous Mail bearing a domestic return address:
  - a. **Do not** cancel postage stamps
  - b. Apply Label DDD2 over destination address city, state, and ZIP, leaving the addressee's name visible
  - c. Apply Label 127 on the address side and return the mailpiece to sender via **surface transportation only**

**ANONYMOUS MAIL UNITS IN MAIL PROCESSING FACILITIES** (P&DC/F, AMC/F, L&DC/F, etc.) must record all Anonymous Mail deficiencies on a Deficiency Report daily.

Anonymous Mail that has been processed, should be placed in an Anonymous Mail placarded container, tailgated and dispatched via **surface transportation only**.

FY20 Aviation Mail Security Program-Anonymous Mail Stand Up Talks