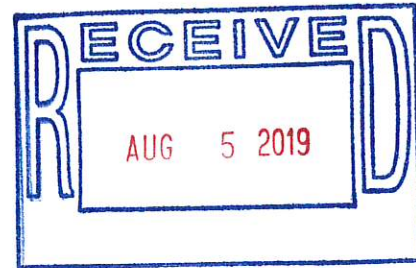




August 1, 2019

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 intends to conduct a pilot test which will include removing *ReadyPost* supplies as postal packaging products at six Retail Systems Software (RSS) sites within the following Northeast Area Districts: Long Island, Connecticut Valley, New York and Greater Boston Districts.

The objective of this initiative is to test the feasibility of removing certain supplies in an effort to streamline the availability of postal packaging products. Participating offices will not receive *ReadyPost* supplies from the Solution for Enterprise Asset Management (SEAM) during the test. However, the subject supplies will continue to be available to consumers at USPS.com.

The six *ReadyPost* supplies to be removed during the pilot test are:

- Photo/Doc Mailer 6.5" x 9.5" (adh) Generic paper
- Photo/Doc Mailer 9.5" x 12"
- Photo/Doc Mailer 9 3/4" x 1 1/4"
- Photo/Doc Mailer 6" x 10"
- CD Mailing Carton 5 3/4" x 5 1/4" x 1"

In addition, Priority Mail Flat rate padded envelopes will be added to the Long Island and Connecticut Valley districts as part of the test.

Testing is currently scheduled to be conducted beginning August 3 through November 30.

We have enclosed the following related material:

- *Retail Service Talk*
- *Frequently Asked Questions (FAQs)*

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". The signature is fluid and cursive, with a large initial "A" and "M".

Alan S. Moore  
Manager  
Labor Relations Policies and Programs

Enclosures

## Priority Mail Flat Rate Padded Envelope and ReadyPost Packaging Supplies - Pilot Test

The United States Postal Service will be conducting a pilot test on the feasibility of removing select ReadyPost packaging items and adding a Priority Mail Flat Rate Padded Envelope in Retail sites. The pilot test will be in the Northeast Area and is scheduled beginning August 3, 2019 – November 30, 2019 in the Long Island, Connecticut Valley, New York and Greater Boston districts.

The goal of the pilot is to provide a better customer experience streamline our product offerings and grow revenue. The pilot test will be divided into two options running simultaneously during the 4 months. The first option will test removal of 6 ReadyPost items (listed below) in two districts (New York, Greater Boston) Retail Systems Software (RSS) sites only. The second option will test removal of 6 ReadyPost items (listed below) and adding Priority Mail Flat Rate Padded Envelope in two districts (Long Island, Connecticut Valley) RSS sites only.

A list of the items that will be removed during the pilot test are listed below:

**ReadyPost items** (not all offices are stock with every item listed):

1	Photo/Doc Mlr 6.5" x 9.5" (adh) Generic paper
2	Photo/Doc Mlr 9.5" x 12"
3	Photo/Doc Mlr 9 3/4 " x 1 1/4"
4	Photo/Doc Mlr 6" x 10"
5	CD Mailing Carton 5 3/4 "x 5 1/4" x 1"
6	DVD Mailing Carton 9 1/16"x 5 5/8" x 1 1/4"

Listed below is the item that will be added in two districts (Long Island and Connecticut Valley). No other retail offices authorized to feature this product:

**Priority Mail Padded Flat Rate Envelope 9-1/2" x 12-1/2"** (SKU: EP14PE)

Select ReadyPost items will be available during the pilot test for customers to order at USPS.com.

Additionally during the pilot test, both customers and Sales and Service Associates (SSAs) will be given the opportunity to take a survey to provide feedback.. SSAs will be given pre and post surveys to provide feedback on their experience during the pilot test.

## Priority Mail Flat Rate Padded Envelope and ReadyPost Packaging Supplies - Pilot Test

### 1. Why is the Postal Service testing the removal of select ReadyPost items and adding Priority Mail Flat Rate Padded Envelope in retail lobbies?

The Postal Service is committed to seeking new ways to improve the customer experience. The objective of the pilot test is to study the removal of select ReadyPost items to streamline USPS product offerings in the Retail Lobby and prevent a loss of revenue due to downgrading service based on available packaging items. In addition, we will add a Priority Mail Flat Rate Padded envelope in select Retail Lobbies to grow revenue.

### 2. What must be done with the 6 supplies during the pilot?

During the pilot, the 6 supplies must be removed from the ReadyPost display and stored in the back office clearly marked as **“Not For Customer Use During Pilot Test”**.

### 3. What ReadyPost items will be removed from Retail for the pilot?

The following select ReadyPost items will not be available at select participating offices during the pilot test:

1	Photo/Doc Mlr 6.5" x 9.5" (adh) Generic paper
2	Photo/Doc Mlr 9.5" x 12"
3	Photo/Doc Mlr 9 3/4 " x 1 1/4"
4	Photo/Doc Mlr 6" x 10"
5	CD Mailing Carton 5 3/4 "x 5 1/4" x 1"
6	DVD Mailing Carton 9 1/16"x 5 5/8" x 1 1/4"

### 4. Will my Office continue to receive automatic shipments of these items from Solution for Enterprise Asset Management (SEAM)?

No, offices participating in the pilot test will be removed from the SEAM mailing list for the select ReadyPost packaging during the pilot. All other products will continue to be fulfilled as normal.

### 5. Will the items removed for the pilot still be available at USPS.com for customers to order?

Select ReadyPost items will remain available to customers at USPS.com.

### 6. Will the pilot test have any changes on the Retail System Software (RSS)?

No, there will be no changes to the RSS during the pilot test.

### 7. Will the pilot test have any changes to the Menu Boards?

No, there will be no changes to the menu boards during the pilot test.

### 8. Can Sales and Service Associates (SSAs) still process transactions for items that have been removed from their location?

SSAs should continue to accept and process transactions for all packaging items that have been removed. These packaging items will still be available at USPS.com, at other Retail sites, and customers may have some existing supplies on hand.

### 9. Will my office be removed from the Retail Customer Experience (RCE) Program during the pilot test?

No, all participating offices will not be removed from the Retail Customer Experience (RCE) Program during the pilot test (August 3, 2019 – November 30, 2019).

**10. How do I know which test option my office is assigned (RSS sites only)?****Test Option 1**

**Remove 6 ReadyPost items  
Add Priority Mail Padded Envelope**

**Test Option 2**

**Remove 6 ReadyPost item only**

<b>Test Option 1</b>	<b>Test Option 2</b>
Long Island District	New York District
Connecticut District	Greater Boston

**11. How will SSAs promote more Priority Mail options to customers?**

The Priority Mail Padded Flat Rate envelope along with display will sent to the option 2 pilot sites so they can be stocked on the retail counter(s).

**12. How will we know if customers like the idea of removing these 6 selected supplies from our product offering?**

Customer Insights group is leading the initiative on getting feedback from both the consumer and SSAs.