UNITED STATES POSTAL SERVICE

December 11, 2020

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

Certified Mail Tracking Number:
7019 2280 0001 7461 2967

Dear Brian

As a matter of general interest, the Postal Service is adding a *Scan Prepaid Label* option on Self Service Kiosks (SSKs) in retail units.

This option will allow customers to scan a prepaid label for PC postage or Return Merchandise. Customers will be prompted to select the *Other Services* icon on the SSK to access the *Scan Prepaid Label* option. This scan is the same process as the acceptance SSK label generation.

The prepaid acceptance scan option is scheduled to be available nationwide by the end of December.

Enclosed is a copy of the Retail Service Talk, New Functionality Guide, and Poster.

Please contact Dion Mealy at (202) 507-0193 if you have any questions concerning this matter.

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

(CA2020-422)

Retail Stand-Up Talk - Update

December 10, 2020

Self Service Kiosk (SSK) New Functionality - Pre-paid Acceptance Scans

At SSK locations, customers can receive an acceptance scan and receipt for their prepaid mail piece (i.e.; PC postage or Return merchandise label).

The customer accesses the Scan Prepaid Label workflow by selecting 'Scan Prepaid Label' on the Other Services option,

Back	Other Services	Exit

Renew PO Box	Purchase Merchandise	Ext Mail Forwarding
Passport Scheduler	**Scan Prepaid Label**	**Look up ZIP Code™**
Look up Tracking		

After the customer selects *Scan Prepaid Label*, they will be prompted to respond to the Hazmat question:

Back	Warning	Exit

Does your package contain anything liquid, fragile, perishable, potentially hazardous, or otherwise prohibited or restricted? Please see partial list of examples of prohibited and restricted items below. See Retail Associate for additional details.

PROHIBITED	RESTRICTED
Airbags	Aerosols
Ammunition	Chemicals/Peroxides
Explosive	Cigarettes & Tobacco
Fireworks	Cleaners
Gasoline	Cremated Remains
Mercury	Dry Ice
Strike Anywhere Matches	Lithium Batteries
	Live Animals
	Perfume/Paint

I confirm my package does NOT include any of the above

My item contains one or more of the above.

The scan would be the same as SSK label generation with acceptance, follow the USPS system to be 'proven' as accepted for returns or refunds.

Back	Disclaimer	Exit

Articles must be placed in the bin and processed by USPS® in order to receive a true acceptance scan. This scan does not constitute a service or delivery guarantee.

Continue

Articles must be placed in the bin for processing. Customers then checkout to complete the transaction and receive a receipt.

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 Ann Marie Tallarino at annmarie.tallarino@usps.gov

RSS SSK Prepaid Acceptance

New Functionality Guide (NFG)

06/29/2020

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.

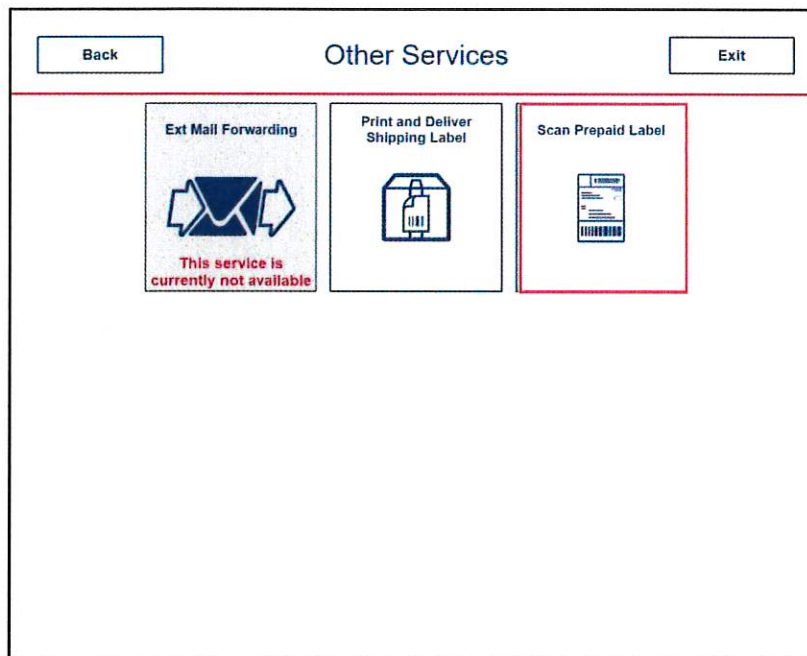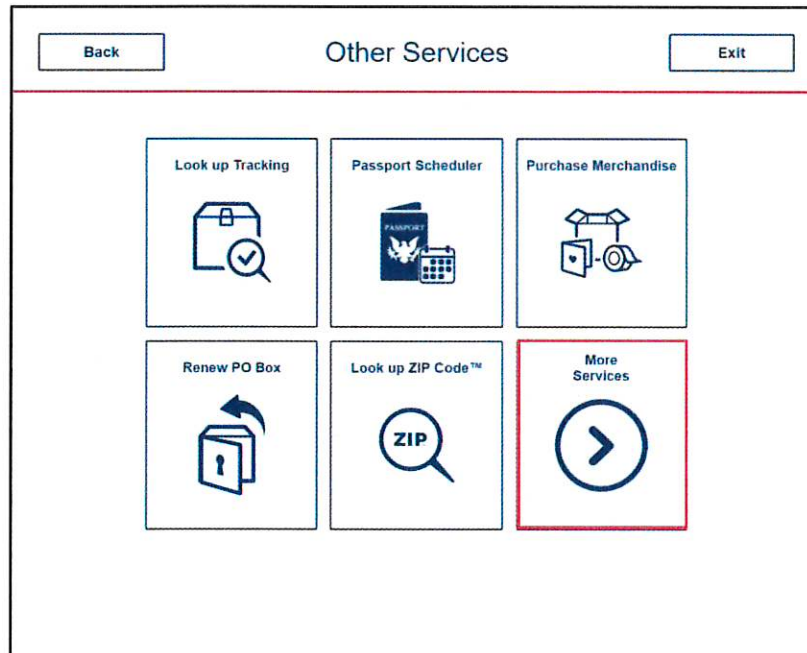**Regarding the use of this guide:** RSS training materials are produced by USPS Retail Operations and may be sent to the field electronically for convenience, cost effectiveness and timely delivery. The materials are not to be electronically edited and reprinted without permission of Retail Operations.

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

This change is for SSK sites only.

The *Scan Prepaid Label* option will be enabled which will allow customers to scan a pre-paid PC postage or Return Merchandise label.

The customer accesses the *Scan Prepaid Label* workflow by selecting **More Services** on the **Other Services** option.

After the customer selects **Scan Prepaid Label**, they will be prompted to respond to the Hazmat question.

After selection of **I confirm my package does NOT include any of the above**, the following disclaimer message will be displayed.

The customer will next scan the shipping label barcode or enter the label number.

If the scanned label does not contain the destination ZIP Code information, the customer will be prompted to enter.

After a successful scan, the item will be placed in the customer's shopping cart.

Shopping Cart

	Item	Unit Price	Qty	Total
Delete	Prepaid Mail	Tracking # Destination	9470 1036 9930 0036 0599 47 WASHINGTON, DC 20010	$0.00

DELETE ALL	CONTINUE SHOPPING	FINISH

If a non-prepaid label is scanned, the customer will receive the following message.

Invalid Barcode

Continue

Record of RSS Update Training

Software Release: RSS SSK Prepaid Acceptance New Functionality Guide

Unit Name:

Time: 5 Minutes per Associate

Name	EIN (Employee Identification Number)	Date	Time Used

Have a prepaid package that needs a receipt?

Our Self-Service Kiosk allows you to:

★ Scan your prepaid packages

★ Deposit packages in a safe and secure collection bin

★ Provides a receipt for your records

Conveniently available at most locations 24 hours a day, 7 days a week!

SELF-SERVICE

SHIP PACKAGES

MAIL LETTERS

UPGRADE SERVICES

RENEW YOUR PO BOX™

SCAN AND PAY FOR PRODUCTS

BUY PRE-PRINTED FOREVER® POSTAGE

Touch screen to begin

Shipping, mailing and more!

CARD

SCANNER

Visit tools.usps.com to find a Self-Service Kiosk near you.