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JUL 0 6 2021

UNITED STATES POSTAL SERVICE

June 30, 2021

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

Certified Mail Tracking Number:
7020 3160 0002 0328 8033

Dear Brian:

As a matter of general interest, the Postal Service intends to test a service for small and micro business customers that ship locally and want same-day or next-day delivery options, called USPS Connect Local.

Beginning July 19 customers at participating locations can utilize the Click-N-Ship application to access the USPS Connect Local option for Parcel Select and Parcel Select Lightweight shipments.

The subject test will be implemented in the facilities listed below and the offices will receive kits with information on how USPS Connect Local works. The first group of offices should receive their kits in advance of July 19. It is anticipated that the second group will receive the kits by the end of July. The test is schedule to last for six months.

Group 1

Facility	Address	City, State
Beverly Hills	2202 S Cockrell Hill Rd	Dallas, TX
Juanita Craft	3055 Al Lipscomb Way	Dallas, TX
Joel Pool	5521 S Hampton Rd	Dallas, TX
Beechnut	11703 Beechnut St	Houston, TX
De Moss	6500 De Moss Dr	Houston, TX
North Shepherd	7511 N Shepherd Dr	Houston, TX
Oak Forest	2499 Judiway St	Houston. TX

Group 2

Facility	Address	City, State
Mesquite	120 E Grubb Dr	Mesquite, TX

(CA2021-242)
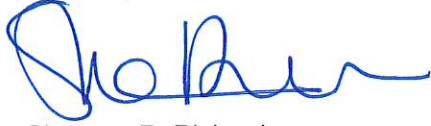
Waxahachie	316 N College St	Waxahachie, TX
Prestonwood	5995 Summerside Dr	Dallas, TX
Farmers Branch	13904 Josey Ln	Dallas, TX
Brookhollow	5055 Norwood Rd	Dallas, TX
University Dallas	5606 Smu Blvd	Dallas, TX
Northaven	2736 Royal Ln	Dallas, TX
Lakewood	6120 Swiss Ave	Dallas, TX
Robert E Price	8135 Forest Ln	Dallas, TX
Preston	8604 Turtle Creek Blvd	Dallas, TX
Willow Place	12955 Willow Place Dr W	Houston, TX
Memorial Park	10505 Town and Country Way	Houston, TX
T W House	1300 W 19th St	Houston, TX
Fairbanks	7050 Brookhollow West Dr	Houston, TX
Medical Center	7205 Almeda Rd	Houston, TX
Almeda	3030 W Fuqua St	Houston, TX
Windmill	9898 Almeda Genoa Rd	Houston, TX
Granville W Elder	Granville W Elder	Houston, TX
Ashford West	12655 Whittington Dr	Houston, TX
William Rice	5201 Wakeforest St	Houston, TX

Enclosed for your review are the following documents:

- USPS PMG DeJoy Local Kit Letter
- USPS Connect Local Bag
- USPS Connect Local Standard Work Instruction (SWI)
- USPS Connect Local Standard Operating Procedures (SOP)
- USPS Connect Local Operational Test Service Talk for All Employees
- USPS Connect Local Sell Sheet
- USPS Connect Local Posters
- USPS Connect Local Locations
- USPS Connect Local Fact Sheet
- USPS Connect Local Frequently Asked Questions
- Program Guide USPS Connect Local

Please contact April Cutchember at 240-321-4768 if there are any questions.

Sincerely,

Shannon R. Richardson
A/Director)
Contract Administration (APWU)

Enclosures

LOUIS DEJOY
POSTMASTER GENERAL, CEO

UNITED STATES
POSTAL SERVICE

JUNE 2021

DEAR POSTAL LEADERS,

As we execute our "Delivering for America" 10-year vision for stability and service excellence, we want to emphasize the opportunities to drive growth. That's why we are launching the suite of USPS Connect™ solutions to enhance access to our vast delivery network for businesses of all sizes. An important part of that suite is our new USPS Connect Local solution.

The Postal Service has always played a vital role for the nation. You are essential to our plan for the future because of the important role you play for USPS in the local communities you serve. You understand their needs and strengths and can be instrumental in helping local businesses grow and prosper. Because when our communities thrive, we thrive. That's why we're excited to introduce USPS Connect Local to your area.

USPS Connect Local helps small businesses level the playing field with the same delivery opportunities as large businesses. It's a game changer because it enables them to offer fast, affordable, and convenient delivery to nearby customers with same-day and next-day Local-to-Local shipping. This gives them the ability to compete on a level like never before.

We've created this kit to detail how USPS Connect Local works and to empower your conversations with local businesses to help them make the most of this new opportunity. You'll find a list of all the kit materials attached to this letter.

Now is the time to engage with businesses in your community. Get them excited about USPS Connect Local by telling them how this valuable solution can help grow their business. Then show them how easy it is to get started delivering for their communities.

I want to thank you for your commitment to our mission of service, and for bringing integrity, purpose, and precision to everything you do every day.

Thanks again for all your great work.

Postmaster General of the United States

UNITED STATES
POSTAL SERVICE

Inside this kit, you'll find the:

- **How-To Guide**: What you need to know about USPS Connect™ Local to have successful conversations with local businesses.

- **Sell Sheet**: A customer leave-behind to reinforce your conversations about USPS Connect Local.

- **Program Launch Locations Sheet**: Operational test locations where USPS Connect Local will be rolled out.

- **Service Talk**: Talking points to help inform employees about the offering, while reinforcing their important role in delivering on our mission.

- **Frequently Asked Questions (FAQs)**: A list of FAQs about USPS Connect Local.

- **Standard Operating Procedures**: An outline of USPS Connect Local acceptance objectives, responsibilities, and procedures.

- **Standard Work Instructions**: A set of step-by-step instructions detailing key points about USPS Connect Local shipments.

- **Fact Sheet**: A one-page sheet outlining important facts about USPS Connect Local.

- **USPS Connect Local mailing bag sample**

- **Back-Dock Poster**: A reference poster to be hung in the back dock to help customers when dropping off packages.

- **Back-Office Poster**: A reference poster to be hung in the back office to help familiarize employees with key features of the offering.

USPS Connect Local Bag

June 4, 2021

UNITED STATES
POSTAL SERVICE®

Dimensions:
14"(W) x 17"(L)

SKU:
CLB

USPS®CONNECT
Local

REUSABLE MAILING BAG
FOR DOMESTIC USE ONLY

UNITED STATES
POSTAL SERVICE®

PS8000031326D0

CLB July 2021
CLB: 14 x 17

TRACKING
VISIT US AT USPS.COM®

Reuse this mailing bag if it is in good condition.

TO OPEN – Cut along perforation ✂

First Use for Sealing Instructions:
1. Peel away tape adhesive strip only
2. Fold bag down to adjust size
3. Fold flap over to cover outline below

Second Use for Sealing Instructions:
1. Peel away adhesive strip only
2. Fold bag down to adjust size
3. Fold flap over to cover outline below

UNITED STATES
POSTAL SERVICE®

USPS®CONNECT
Local

REUSABLE MAILING BAG
FOR DOMESTIC USE ONLY

- Expected delivery date specified for domestic use.
- USPS Tracking® included for domestic destinations.
- This packaging may be subject to service fee.

PS80003132600

CLB July 2021
SD: 14 x 17

PARCEL SELECT
CONNECT LOCAL
POSTAGE REQUIRED

FROM:

TO:

TRACKING

VISIT US AT USPS.COM®

DuPont™ Tyvek®
Protect What's Inside.™

UNITED STATES
POSTAL SERVICE®

Connect Local Bag (Instructions / Information)

Reuse this mailing bag if it is in good condition.
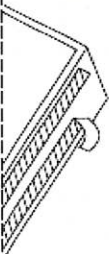
TO OPEN — Cut along perforation

✂

First Use for Sealing Instructions:
1. Peel away top adhesive strip only
2. Fold bag down to adjust size
3. Fold flap over to cover outline below

Second Use for Sealing Instructions:
1. Peel away adhesive strip only
2. Fold bag down to adjust size
3. Fold flap over to cover outline below

This packaging is the property of the U.S. Postal Service® and is provided solely for use in sending Parcel Select Connect Local shipments. Misuses may be a violation of federal law. This package is not for resale. Parcel Select Connect Local bag © U.S. Postal Service; July 2021; All rights reserved.

PARCEL SELECT
CONNECT LOCAL
POSTAGE REQUIRED

M/DD/YYYY

UNITED STATES POSTAL SERVICE ®

Standard Work Instructions: USPS Connect™ Local Shipments

Meet customer. →	Verify mail. →	Scan mailer barcode. →	Cradle scanner (IMDs only). →	Process as same-day or next-day delivery based on the time received.

Step	Key points	Reasons
1 **Unattended shipment?**	• If a shipment was left unattended and IS NOT for your destination delivery unit (DDU), have the customer pick up the shipment. • If the customer cannot be reached or does not pick up the shipment, scan each piece "MIS-SHIPPED" and dispatch to the plant for processing to the correct location. • If the shipment is for your facility, accept the shipment per the steps below and notify the customer and Postmaster of the unattended drop.	Reduces mis-shipped packages.
2 **Greet the customer.**	• Upon arrival, ensure that a USPS employee greets the customer on the dock (customers are not allowed inside the facility). • Ensure that a scanner and container for the packages are on hand when meeting the customer to immediately begin the acceptance process.	Ensures engagement, safety, and security between customers, USPS employees, and assets.
3 **Verify that packages are within the service area for your facility.**	• Review the information on the shipping labels to ensure that the shipment is destined for the DDU. • Inspect the "Drop Off DDU Location" section at the bottom of the package label to verify that the packages are for the facility.	Reduces mis-shipped packages.
4 **Not your shipment?**	• If the packages are not for that DDU, refuse shipment from the customer. • If the customer will not accept the shipment back, scan the item as "MIS-SHIPPED" and redirect it to the correct office by dispatching it to the plant for processing to the correct location.	Ensures that mis-shipped packages are recovered in a timely manner.

Step	Key points	Reasons
5 **Perform "ACCEPT" scan.**	• If the shipment and contents are destined for the DDU, scan the barcode on PS Form 5630. • Use an Intelligent Mail Device (IMD) or Mobile Delivery Device (MDDIO) and ensure that it is in "office mode."	Captures and collects data, demonstrates when USPS received the packages, and provides for other visibility/accountability metrics.
6 **PS Form 5630 not present?**	• If the customer does not have the PS Form 5630 with their shipment, switch to the "PREPAID ACCEPTANCE" scan mode and scan each individual package as "ACCEPT."	Captures and collects data, demonstrates when USPS received the packages, and provides for other visibility/accountability metrics.
7 **Information box will signify that scanning is complete.**	• After all shipping labels have been scanned and the "ACCEPT" scan is applied, confirm that scans have been accepted on the IMD or MDDIO.	Confirms the completion of "ACCEPT" scan.
8 **Cradle scanner.**	• If using an IMD, download the scanner immediately after accepting shipment. • Validate that the mailbox is no longer visible, indicating that the data transmitted successfully.	Completes the data collection process.
9 **Same-day packages should be processed immediately; for next-day packages, complete and apply the First-In, First-Out (FIFO) DDU placard and stage containers.**	• All same-day packages should be processed immediately. • Complete the FIFO placard for each container of next-day packages. • Confirm that the date and time received, and the name of the person accepting the packages, is on the placard. • Ensure that the correct service commitment date is on the placard. Packages must be dropped off between 5 a.m. and 7 a.m. local time for same-day delivery. Packages dropped off after 7 a.m. will be delivered the next day, including Sunday, if available for your facility.	Ensures that packages are processed and distributed in the correct order and delivered in a timely manner.
10 **Capture Arrival at Unit (AAU) with the Passive Adaptive Scanning System (PASS), Delivery Schemeless Sortation (DSS), IMD, or MDDIO, and distribute packages.**	• Confirm that each package is scanned "AAU" with the correct Delivery Day Indicator (DDI). • Next-day packages should be distributed after the current-day Distribution Up Time (DUT) by changing to the correct DDI, then scanning packages. • Individual packages that do not belong to the facility should be scanned as "MIS-SHIPPED" (option-M). • Mis-shipped packages are redirected to the correct office using the USPS outgoing mailstream.	Ensures that packages are processed and distributed in the correct order and delivered in a timely manner.
11 **Management and craft feedback process.**	• Communicate your concerns and ideas to your supervisor.	Encourages employee engagement and ownership.

6/21 CONNECT LOCAL OPERATIONAL TEST

how2recycle.info
PAPER
CARD

UNITED STATES POSTAL SERVICE ®

Help neighborhood businesses succeed with same-day or next-day delivery

How USPS Connect™ Local works in five easy steps

1   **2**   **3**   **4**   **5**

Greet.

Postal Service representative greets USPS Connect Local customer.

- **SAME-DAY DELIVERY**
Drop off packages between 5 a.m. and 7 a.m. local time.

- **NEXT-DAY DELIVERY**
Drop off packages throughout the day until closing.

Scan.

Scan PS Form 5630—Shipment Confirmation Acceptance Notice—barcodes as "ACCEPT." Visually verify that the volume matches the PS Form 5630.

Note: If the customer does not have a PS Form 5630 with their shipment, scan each individual package as "ACCEPT."

Sort.

- **SAME-DAY DELIVERY**
Immediately scan package barcodes as "ARRIVAL AT UNIT" (AAU), then sort to route containers for same-day delivery.

- **NEXT-DAY DELIVERY**
Stage packages with a FIFO placard in the designated area for next-day processing. Next-day volume would be processed after that day's Distribution Up Time (DUT). Scan package barcodes as "AAU" and then sort to the route containers for next-day delivery.

Load.

Ensure that carriers load all packages onto the carrier vehicle for the route before departing for delivery.

Deliver.

Carriers will deliver packages for local delivery during their normal line of travel. Upon delivery scan, customers will get an electronic confirmation of their delivery.

UNITED STATES POSTAL SERVICE ®

USPS**CONNECT**
Local

USPS Connect™ Local Acceptance Location

- If a Postal Service employee is not present, please ring doorbell or knock on door.

- Please ensure that a Postal Service employee scans your packages before you leave.

- Do not leave packages unattended without being accepted.

PLEASE WATCH YOUR STEP AND BE AWARE OF INCOMING AND OUTGOING TRAFFIC

USPS Connect™ Local Operational Test
Service Talk for All Employees

Our office has been selected as one of the participating offices in the USPS Connect Local operational test, which will begin July 2021.
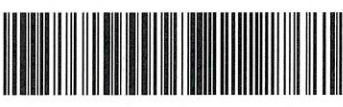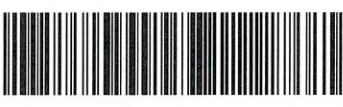
USPS Connect Local is part of the U.S. Postal Service 10-year plan, "Delivering for America." It is designed to increase revenue and expand access for our small and micro business customers that ship locally and want same-day or next-day service. The operational test will be used to evaluate customer demand and determine any changes that may be required for national implementation.

USPS CONNECT LOCAL FEATURES:

- Allows customers to enter their packages at a destination delivery unit (DDU) for same-day or next-day delivery to the servicing ZIP Code™ areas of that office.
  - Customers must enter packages between 5 a.m. and 7 a.m. local time for same-day delivery. Packages entered after 7 a.m. but before the office closes will be delivered the next day, including Sunday, if available for your facility.
  - Packages must be dropped at the back dock or at the business mail entry unit, if available.
- Shipments will be via either Parcel Select® or Parcel Select Lightweight® service, depending on the weight.
- Customers will print labels from the Click-N-Ship® application only.
- Click-N-Ship labels will have the drop-off DDU location at the bottom of the label, so customers and employees can confirm that packages are being dropped off at the correct location.
- Customers must have an approved agreement through their USPS® Representative, which will allow them to access the USPS Connect Local option within the Click-N-Ship application.
- Customers will be encouraged to drop off a minimum of 10 packages a week.
- USPS Connect Local Tyvek® 14" W x 17" L mailing bags are available for customers to use, but are not required.

As employees from a participating office, it is important that we are familiar with the features of this new service and know how to process USPS Connect Local packages. All same-day packages should be scanned "ACCEPT" and immediately apply an AAU scan for delivery that day. Next-day packages should be scanned "ACCEPT" when received and follow the First-In, First-Out (FIFO) process.

Click-N-Ship® Labels

UNITED STATES POSTAL SERVICE ® Click-N-Ship®

usps.com
$3.30
US POSTAGE

9484 5036 9930 0000 0010 65 0033 0000 0217 7037

06/16/2021 0 lb 2 oz   Mailed from 77011

PARCEL SELECT CONNECT LOCAL

JOHN DOE
5613 SHERMAN ST
HOUSTON TX 77011-3328   **0000**

C004

SHIP TO:

JOHN DOE
514 W BERTRAND ST
HOUSTON TX 77037-2704

9484 5036 9930 0000 0010 65

Drop-Off DDU Location: NORTH SHEPHERD
7511 N SHEPHERD DR
HOUSTON TX 77088

UNITED STATES POSTAL SERVICE ® Click-N-Ship®

usps.com
$3.30
US POSTAGE

9484 5036 9930 0010 65 0033 0000 0217 7037

U.S. POSTAGE PAID
Click-N-Ship

06/16/2021 0 lb 2 oz   Mailed from 77011   10001000

USPS PSLW CONNECT LOCAL

JOHN DOE
5613 SHERMAN ST
HOUSTON TX 77011-3328   **0000**

C004

SHIP TO:

JOHN DOE
514 W BERTRAND ST
HOUSTON TX 77037-2704

9484 5036 9930 0000 0010 65

Drop-Off DDU Location: NORTH SHEPHERD
7511 N SHEPHERD DR
HOUSTON TX 77088

Sample USPS Connect™ Local Parcel Select® and Parcel Select Lightweight® 4" x 6" Click-N-Ship® shipping labels

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USPS CONNECT
Local

REUSABLE MAILING BAG
FOR DOMESTIC USE ONLY

UNITED STATES POSTAL SERVICE ®

PS00003132603

TRACKING
VISIT US AT USPS.COM®

USPS CONNECT
Local

PARCEL SELECT
CONNECT LOCAL
POSTAGE REQUIRED

■ Expected delivery date specified for domestic use.
■ USPS Tracking® included for domestic destinations.
■ This packaging may be subject to service fee.

REUSABLE MAILING BAG
FOR DOMESTIC USE ONLY

FROM:

TO:

PS00003132600

TRACKING
VISIT US AT USPS.COM®

Front and back images of the USPS Connect Local Tyvek® mailing bag

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Other materials available to support USPS Connect Local include posters, Standard Operating Procedures (SOPs), Standard Work Instructions (SWIs), dock signage, and Frequently Asked Questions (FAQs).

Thank you for your support with the USPS Connect Local operational test!

PAPER CARD
how2recycle.info

STANDARD OPERATING PROCEDURES (SOP)

USPS Connect™ Local Acceptance

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OBJECTIVES

Establish a uniform process throughout USPS for the scanning of USPS Connect Local packages upon arrival at the destination delivery unit (DDU).

1. Ensure and provide for accurate and verifiable scan data for the acceptance of USPS Connect Local packages at the DDU.

2. Provide delivery commitment and revenue protection via the "ACCEPT" scan.

3. Ensure customer service.

RESPONSIBILITIES

Postmasters, Station/Branch Managers, Supervisors, Lead Sales and Service Associates, etc.: Ensure that all employees are informed and follow the procedures set forth in this SOP.

DDU PROCEDURES

1. Scanner: Ensure that the Intelligent Mail Device (IMD) or Mobile Delivery Device—In Office (MDDIO) scanner is set up per established procedures.

2. Acceptance: Upon shipment arrival, perform a cursory review to ensure that the shipment is for your facility. Shipment acceptance requires a face-to-face exchange with the customer.

3. Scanning: Scan the PS Form 5630—Shipment Confirmation Acceptance Notice (SCAN Form) as "ACCEPT" upon receipt of the shipment.

   a. If the customer does not have the PS Form 5630, enter Prepaid Accept mode on the scanner and scan each individual Intelligent Mail® package barcode (IMpb®) shipping label as "PREPAID ACCEPT" upon receipt of the shipment.

   b. If scanning with an IMD, cradle the scanner to upload the scan immediately after performing the "ACCEPT" scan.

   c. "ARRIVAL AT UNIT" (AAU) scan: AAU scans will be generated during distribution. The Passive Adaptive Scanning System (PASS), Delivery Schemeless Sortation (DSS), IMD, or MDDIO will generate and upload this scan event as each piece is scanned and sorted.

   d. "DISTRIBUTION COMPLETE" scan: Perform the "DISTRIBUTION COMPLETE" scan according to current policy.

Ensure that the correct information is being reported by following these procedures:

It is imperative that the PS Form 5630 is scanned "ACCEPT" or the Intelligent Mail package barcode shipping labels are scanned "PREPAID ACCEPT" for every shipment **AT THE ACTUAL TIME OF ACCEPTANCE.**

This will allow USPS to provide visibility as well as run reports from the Enterprise Data Warehouse (EDW) to show when the drop shipments arrived at the unit. Timely scanning also helps with reporting data to headquarters, such as late/early delivery (after 7 a.m. drops) and expected delivery date (same-day/next-day).

Note: All USPS Connect Local shipments received between 5 a.m. and 7 a.m. local time are committed for same-day delivery; shipments received after 7 a.m. are committed for next-day delivery, including Sunday, if available for your facility.

Fast, local delivery designed for Main Street

Neighborhood businesses are the lifeline of Main Streets everywhere

In 2020, neighborhood businesses were forced to change their business model and reinvent the customer experience in order to survive.

As the world shifts into recovery, with consumers shopping online more than ever, businesses need to find new, cost-effective ways to compete on shipping speed, price, and convenience to meet customer demand for local delivery.

USPS is ready to help neighborhood businesses like yours find your ideal customers and meet today's challenges head-on.

USPS Connect™ Local offers expected same-day or next-day delivery to your local customers who are located within the ZIP Code™ areas served by participating U.S. Postal Service® facilities. This program is available through a confirmed agreement to the program terms.[1] Speak with your local Postmaster or USPS® Representative about requirements and participating locations. Details are also available at 1-855-MYUSPSCONNECT (1-855-698-7772) or **uspsconnect.com/local**.

USPS Connect Local is great for businesses across all industries and nonprofits that need to deliver to their local community. For example:

- A neighborhood pharmacy that needs to deliver time-sensitive medications to patients.

- A family-owned pet store that wants to ensure that dog food and treats arrive fresh to local customers.

- A neighborhood candy shop that wants to ensure that gifts arrive in time to local recipients.

- A school that needs to deliver items ordered for a fundraiser.

DELIVERY SPEED IS IMPORTANT FOR A BUSINESS'S SUCCESS

87% of consumers say the shipping experience directly impacts their decision to shop with a merchant again.[2]

37% of consumers are frustrated when shipping takes too long.[3]

WHY USPS?

- **We understand Main Street because it's where we live and do business, too.** We are part of your community and want to help you succeed. With Post Office™ locations serving every customer in your local community six and seven days[4] (in certain locations) a week, USPS has the network, tools, and expertise to help empower the growth of neighborhood businesses.

- **Our mission is to empower your business.** How? By helping you expand your reach in your community, providing local shipping and mailing expertise, and helping you get your products and marketing to your neighborhood customers even faster.

- **We offer same-day or next-day delivery[5] with competitively priced Parcel Select® and Parcel Select Lightweight® shipping services.** This means your customers can enjoy your products even faster at a great value to you.

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1. Participation in USPS Connect Local requires agreement to program terms and entry of packages close to final destination. Same-day/next-day delivery is expected but not guaranteed. Next-day delivery may be impacted by holidays and availability of Sunday delivery. Restrictions and minimum/maximum number of packages may apply. Speak with your USPS Representative for details.
2. "Last Touch, Lasting Impact," ShipStation, 2020.
3. "Future of Commerce 2021," Shopify, 2020.
4. Seven-day delivery is only available in certain locations and is not available on holidays. Speak with your USPS Representative for details.
5. Same-day or next-day delivery is expected but not guaranteed. Next-day delivery may be impacted by holidays and availability of Sunday delivery. Additional restrictions apply.

How USPS Connect™ Local works, in six easy steps

1 Agreement

After the initial discussion with your Postmaster, a USPS® Representative will contact you to review the requirements and coordinate the completion of the agreement.

2 Process

Process orders for expected same-day or next-day delivery at the participating Postal Service™ facilities that deliver to your customers' ZIP Code™ areas.

3 Print/pay

Use the Click-N-Ship® application to easily print shipping labels, prepay postage with a credit card or via Visa Checkout® or PayPal®, and receive tracking numbers—all in one place.

4 Drop off

Drop off your packages at the Postal Service facility in the delivery ZIP Code™ area—first thing in the morning for same-day delivery, or by Postal Service facility close of business for next-day delivery.[1]

5 Deliver

Your packages go out for local delivery along the carriers' daily routes.

6 Confirm

You can receive confirmation of delivery by setting up notifications through the Click-N-Ship application.

Call 1-855-MYUSPSCONNECT (1-855-698-7772) or email **uspsconnect@usps.gov** with questions and for support.

Why USPS Connect Local is good for your business

- **Satisfied customers.**
  Today, shipping is a key part of the customer experience. When you deliver your products faster, you build customer satisfaction that can turn into loyalty.

- **Convenience.**
  Local-to-Local shipping makes same-day or next-day delivery simple. You can easily ship your products at your local Post Office™ location.

- **Value.**
  Competitively priced shipping provides value for your business and your customers, enabling potential savings over other carriers or using your own delivery people.

- **Mailing bags are available to USPS Connect Local customers.**
  Contact 1-800-610-8734 or email **usps-connectlocal@victorypackaging.com** for information on how to order USPS Connect Local 14" W x 17" L mailing bags. A confirmed agreement to program terms and final acceptance into the program are required to order packaging.[2]

- **Additional solutions.**
  USPS provides solutions beyond your local shipping needs. You can use Priority Mail® service or First-Class Package Service®, or even enter packages at a regional facility[1] to reach customers who are farther away.

USPS Connect Local is coming to neighborhoods across America

The USPS Connect Local offering will first launch in select cities. Soon thereafter, we will roll out the program to additional communities across the country.

Ready to learn more?

Talk to your local Postmaster or USPS Representative about how USPS Connect Local can meet your needs.

Visit **uspsconnect.com/local** to learn more.

USPS Connect™ Local Fact Sheet

As outlined in the U.S. Postal Service 10-year plan, "Delivering for America," USPS will expand our core products, namely Priority Mail Express®, Priority Mail®, First-Class Package Service®, Parcel Select®, and Parcel Select Lightweight® services, to offer a wide variety of solutions for small to large businesses with same-day, next-day, and 2- to 3-day delivery options.

USPS Connect Local is one of these new services. It will provide neighborhood businesses with access to local drop points and local services for same-day or next-day delivery, depending on what time the customer drops the packages at the destination delivery unit (DDU).

FACTS

- During the operational test, there are no minimums or maximums per drop-off. However, 10 Parcel Select/Parcel Select Lightweight USPS Connect Local packages per week is encouraged.

- Parcel Select/Parcel Select Lightweight USPS Connect Local packages must be dropped off between 5 a.m. and 7 a.m. local time for same-day delivery.

- Parcel Select/Parcel Select Lightweight USPS Connect Local packages dropped off after 7 a.m. will be delivered the next day, including Sunday, if available for your facility.

- A Postal Service employee must greet the customer for proper acceptance of USPS Connect Local packages.

- Customers should bring PS Form 5630—Shipment Confirmation Acceptance Notice (SCAN Form) to receive bulk acceptance scans on their packages.
  Note: If the customer does not have a PS Form 5630, the back-office clerk is required to scan each individual package as "ACCEPT" at the time of drop-off.

- Drop-off can only be at the back dock of the DDU, or at the business mail entry unit (BMEU), if the office has one.

- All customers must have an agreement on file to access the Parcel Select/ Parcel Select Lightweight USPS Connect Local option within the Click-N-Ship® application.

- The Click-N-Ship application must be used to create the USPS Connect Local shipping labels.

- Each package must have the specific Click-N-Ship Parcel Select/Parcel Select Lightweight USPS Connect Local label to be eligible for the service.

- USPS Connect Local Tyvek® mailing bags are available for the customer to use, but are not required. These can be ordered in increments of 25 by calling 1-800-610-8734 or emailing **usps-connectlocal@victorypackaging.com**.

THE FOLLOWING INFORMATION MUST BE PROVIDED WHEN ORDERING THE USPS CONNECT LOCAL TYVEK BAGS (14" W X 17" L):

1. Customer Agreement Number.

2. SKU: CLB.

3. Number of bags requested in increments of 25.

4. To order, call 1-800-610-8734 or email **usps-connectlocal@victorypackaging.com**.

AVAILABILITY

- USPS Connect Local will be available in the approved test locations within Dallas and Houston, TX.

ASSISTANCE

- For assistance, the customer can call 1-855-MYUSPSCONNECT (1-855-698-7772) or email **uspsconnect@usps.gov**.

- For any additional questions, employees should contact their manager or supervisor or call 1-877-925-0554.

USPS Connect™ Local:
Frequently Asked Questions

1. **What products are included in the USPS Connect Local operational test?**
   The operational test is for Parcel Select®/Parcel Select Lightweight® packages.

2. **Is the Click-N-Ship® application the only one that will be allowed to generate the Parcel Select/Parcel Select Lightweight USPS Connect Local labels?**
   Yes. For the initial rollout, all customers using USPS Connect Local must be registered Click-N-Ship business users.

3. **Will Click-N-Ship be programmed to automatically generate a PS Form 5630—Shipment Confirmation Acceptance Notice (SCAN Form) for Parcel Select/Parcel Select Lightweight USPS Connect Local shipping labels?**
   Yes. Click-N-Ship should automatically generate the PS Form 5630, and employees should scan the PS Form 5630 as "ACCEPT" when packages are presented.

4. **Are customers required to present a PS Form 5630 when dropping off Parcel Select/Parcel Select Lightweight USPS Connect Local packages?**
   Customers are encouraged to bring the PS Form 5630 for quicker acceptance. If the customer does not have a PS Form 5630, every package will need to be individually scanned as "ACCEPT" by a Postal Service employee.

5. **Will the label application programming interface (API) be updated to generate the Parcel Select/Parcel Select Lightweight USPS Connect Local shipping labels?**
   No. For the initial rollout, the API will not be updated. Only the Click-N-Ship application will be used. APIs may be available later.

6. **Will customers be allowed to drop USPS Connect Local shipments off at a USPS retail counter?**
   No. The objective of USPS Connect Local is for customers to drop off these packages at the back dock, or at the business mail entry unit (BMEU), if the office has one.

7. **Does the return address on the label have to be a local address?**
   The return address should be from the actual shipping location.

8. **What payment types are allowed within the Click-N-Ship application?**
   Credit card, PayPal®, and Visa Checkout® payments are the options allowed within the Click-N-Ship application.

9. **Does the customer need an agreement to be qualified for Parcel Select/Parcel Select Lightweight USPS Connect Local?**
   Yes. An agreement to program terms and final acceptance to the program is required for Parcel Select/Parcel Select Lightweight USPS Connect Local shipments.

10. **What is the minimum and maximum number of Parcel Select/Parcel Select Lightweight USPS Connect Local packages that can be dropped off at an approved destination delivery unit (DDU)?**
    There are no minimums or maximums per drop-off. However, 10 packages per week is encouraged.

11. What is the earliest drop-off time for Parcel Select®/Parcel Select Lightweight® USPS Connect™ Local packages?

Packages must be dropped off between 5 a.m. and 7 a.m. local time for same-day delivery. Packages dropped off after 7 a.m. local time will be for delivery the next day, including Sunday, if available for your facility.

12. Can a customer drop off USPS Connect Local packages at multiple offices?

Yes. Customers can drop off at multiple offices, if the office is participating in the USPS Connect Local operational test.

13. Are there any free packaging supplies available for USPS Connect Local?

Customers can order, at no additional cost, USPS Connect Local Tyvek® mailing bags (14" W x 17" L). These can be ordered in increments of 25. The customer can call 1-800-610-8734 or email **usps-connectlocal@victorypackaging.com** to order. When placing an order, the customer must provide:

1. Customer Agreement Number.

2. SKU: CLB.

3. Number of bags requested in increments of 25.

14. Is there a maximum weight for Parcel Select/Parcel Select Lightweight USPS Connect Local packages?

Shipments for USPS Connect Local will be either Parcel Select or Parcel Select Lightweight, and the weight characteristics for Parcel Select and Parcel Select Lightweight will apply:
- Rates will be based on published prices: Weight and DDU zone for Parcel Select and Parcel Select Lightweight.
- Parcel Select weight goes up to 70 pounds.
- Parcel Select Lightweight weight goes up to 15.999 ounces.

15. Do all Parcel Select/Parcel Select Lightweight USPS Connect Local packages get same-day delivery?

Packages must be dropped off between 5 a.m. and 7 a.m. local time for same-day delivery. Packages dropped off after 7 a.m. will be delivered the next day, including Sunday, if available for your facility.

16. Can the packages be a mix of all ZIP Code™ areas serviced by the drop-off location?

Packages can be a mixture of the ZIP Code™ areas serviced by the office. They do not need to be segregated if the office serves that ZIP Code™.

17. Can multiple drops be scheduled for one day?

Yes. Customers can have multiple drops per day, but the items will be delivered based on the drop-off time.

18. How should a Parcel Select/Parcel Select Lightweight USPS Connect Local package be handled if it was dropped off at the wrong office (ZIP Code™ handled by another office)?

If Parcel Select/Parcel Select Lightweight USPS Connect Local packages are received at the wrong office, they should be scanned as "MIS-SHIPPED" and dispatched to the plant for processing to the correct location.

19. Will the postage-paid amount be visible on the Click-N-Ship label?

Yes. The postage-paid amount will be visible on the Click-N-Ship label.

20. Is there customer service and support for USPS Connect Local?

For assistance, the customer can call 1-855-MYUSPSCONNECT (1-855-698-7772) or email **uspsconnect@usps.gov**. For internal assistance, employees should call 1-877-925-0554.

UNITED STATES POSTAL SERVICE®

Ready to launch

USPS**CONNECT**™
Local

We are initially offering USPS Connect™ Local to customers in the following areas:

DDU Selection First Wave

FAC AREA NAME	DISTRICT NAME	FAC FACILITY NAME	ADDRESS	ZIP CODE™	STATE	CITY	ZIP CODE™ AREAS SERVED
SOUTHERN	DALLAS	JOE POOL	5521 S HAMPTON RD	752329998	TX	DALLAS	75224, 75232, 75237, 75376
SOUTHERN	DALLAS	JUANITA CRAFT	3055 AL LIPSCOMB WAY	752159998	TX	DALLAS	75204, 75210, 75215, 75223, 75226, 75315, 75371
SOUTHERN	DALLAS	BEVERLY HILLS	2202 S COCKRELL HILL RD	752119998	TX	DALLAS	75211, 75233, 75236, 75249
SOUTHERN	HOUSTON	NORTH SHEPHERD	7511 N SHEPHERD DR	770889998	TX	HOUSTON	77037, 77039, 77076, 77088, 77091, 77093, 77222, 77238, 77291
SOUTHERN	HOUSTON	OAK FOREST	2499 JUDIWAY ST	770189998	TX	HOUSTON	77018, 77022, 77092, 77292
SOUTHERN	HOUSTON	BEECHNUT	11703 BEECHNUT ST	770729998	TX	HOUSTON	77072, 77083, 77099, 77272
SOUTHERN	HOUSTON	DE MOSS	6500 DE MOSS DR	770749998	TX	HOUSTON	77036, 77074, 77081, 77236, 77274

DDU Selection Second Wave

FAC AREA NAME	DISTRICT NAME	FAC FACILITY NAME	ADDRESS	ZIP CODE™	STATE	CITY	ZIP CODE™ AREAS SERVED
SOUTHERN	DALLAS	MESQUITE	120 E GRUBB DR	751499998	TX	MESQUITE	75149, 75180, 75181, 75182, 75185
SOUTHERN	DALLAS	PRESTONWOOD	5995 SUMMERSIDE DR	752489998	TX	DALLAS	75248, 75252, 75379
SOUTHERN	DALLAS	BROOKHOLLOW	5055 NORWOOD RD	752479998	TX	DALLAS	75207, 75212, 75235, 75247, 75247, 75342, 75356, 75390
SOUTHERN	DALLAS	UNIVERSITY DALLAS	5606 SMU BLVD	752069998	TX	DALLAS	75205, 75206, 75360, 75372
SOUTHERN	DALLAS	NORTHAVEN	2736 ROYAL LN	752299998	TX	DALLAS	75229
SOUTHERN	DALLAS	WAXAHACHIE	316 N COLLEGE ST	751659998	TX	WAXAHACHIE	75165, 75167, 75168
SOUTHERN	DALLAS	LAKEWOOD	6120 SWISS AVE	752149998	TX	DALLAS	75214, 75359
SOUTHERN	DALLAS	ROBERT E PRICE	8135 FOREST LN	752309998	TX	DALLAS	75230, 75251
SOUTHERN	DALLAS	PRESTON	8604 TURTLE CREEK BLVD	752259998	TX	DALLAS	75225
SOUTHERN	DALLAS	FARMERS BRANCH	13904 JOSEY LN	752349998	TX	DALLAS	75234, 75244, 75381
SOUTHERN	HOUSTON	WILLOW PLACE	12955 WILLOW PLACE DR W	770709998	TX	HOUSTON	77064, 77069, 77070, 77269
SOUTHERN	HOUSTON	MEMORIAL PARK	10505 TOWN AND COUNTRY WAY	770249998	TX	HOUSTON	77024, 77224, 77279
SOUTHERN	HOUSTON	T W HOUSE	1300 W 19TH ST	770089998	TX	HOUSTON	77007, 77008, 77248, 77270
SOUTHERN	HOUSTON	FAIRBANKS	7050 BROOKHOLLOW WEST DR	770409998	TX	HOUSTON	77040, 77065, 77240, 77241
SOUTHERN	HOUSTON	MEDICAL CENTER	7205 ALMEDA RD	770549998	TX	HOUSTON	77030, 77054, 77230
SOUTHERN	HOUSTON	ALMEDA	3030 W FUQUA ST	770459998	TX	HOUSTON	77045, 77047, 77053, 77085, 77245
SOUTHERN	HOUSTON	WINDMILL	9898 ALMEDA GENOA RD	770759998	TX	HOUSTON	77034, 77075, 77089, 77275
SOUTHERN	HOUSTON	GRANVILLE W ELDER	550 MAXY RD	770139998	TX	HOUSTON	77013, 77015, 77029, 77049, 77213, 77229
SOUTHERN	HOUSTON	ASHFORD WEST	12655 WHITTINGTON DR	770779998	TX	HOUSTON	77077, 77082, 77244, 77282
SOUTHERN	HOUSTON	WILLIAM RICE	5201 WAKEFOREST ST	770059998	TX	HOUSTON	77005

UNITED STATES POSTAL SERVICE ®

Help neighborhood businesses succeed with same-day or next-day delivery

USPS**CONNECT**™
Local

HOW-TO GUIDE
for Postmasters, Branch Managers, and Station Managers

For internal use only

HELP YOUR COMMUNITY THRIVE AND GROW

Neighborhood businesses are looking to the future, with consumers shopping online more than ever. These businesses need to find new and affordable ways to compete on shipping speed, price, and convenience to meet customer demand for local delivery. USPS has the knowledge and experience local businesses need to deliver for their customers.

As leaders in your community, you have a great opportunity to reach out to businesses in your area—and talk to them about how USPS Connect™ Local shipping can help them deliver for their customers and thrive.

This guide is designed to help you have a successful conversation with neighborhood businesses about how USPS Connect Local works and how it can help them succeed.

What is USPS Connect Local?

USPS Connect Local is a new offering available in select locations that supports our mission of "Delivering for America." How? By giving neighborhood businesses enhanced access to our delivery network at the local level to deliver their products as soon as the same day or the next day[1] via your local Post Office™ branch to every address served by your delivery unit.

Who benefits?

BUSINESSES

- With local delivery, neighborhood businesses can provide the convenience their customers expect and exceed shipping expectations to build loyalty and grow their business.

USPS

- Local delivery helps us increase high-margin deliveries and grow our shipping volume.

- You and your employees are "Delivering for America" by helping neighborhood businesses thrive.

How USPS Connect™ Local works for businesses, in six easy steps

1. **Agreement**—After having a meeting with a potential new USPS Connect Local customer, the Postmaster or Business Connect participant should enter the activity in the BC Portal and request sales assistance. A USPS® Representative will then work with businesses to review the requirements and terms of service, as well as coordinate the completion of the agreement. Once the business customer is confirmed as a Click-N-Ship® registered business user and has completed the enrollment process, Sales will communicate to the local offices.

2. **Process**—The business will process orders for expected same-day or next-day delivery with USPS Connect Local shipping at participating Post Office™ branches or destination delivery units (DDUs) that deliver to the ZIP Code™ areas served by that location. Businesses are encouraged to complete PS Form 5630, Shipment Confirmation Acceptance Notice.

3. **Print/Pay**—The business will use the Click-N-Ship® application to easily print shipping labels, prepay postage with a credit card or via Visa Checkout® or PayPal®, and receive tracking numbers.

4. **Drop off**—Businesses drop off packages within the Critical Entry Time at the Post Office or DDU in the delivery ZIP Code™ area—early in the morning on the day of delivery for same-day delivery, or by Postal Service™ facility close of business for next-day delivery.

5. **Deliver**—Packages go out for local delivery along the carriers' daily routes.

6. **Confirm**—The business will receive confirmation of delivery by setting up notifications through the Click-N-Ship application.

From initial contact to implementation: How the process works

1. Meet with the business's decision maker to review the USPS Connect Local program details.
   Tip: Use the USPS Connect Local sell sheet to guide your conversation.

2. Explain the Critical Entry Time for expected same-day and next-day delivery for your Post Office location.

3. If the customer is interested, let them know that a USPS Representative will contact them to discuss details, requirements, and the agreement process.

4. Enter a Business Connect activity using the BC Portal. Select "USPS CONNECT" from the drop-down menu in question 1. Complete the form and request Sales assistance.

5. Sales receives the lead, contacts the customer, and processes the agreement.

6. Sales communicates to the Postmaster or Post Office the confirmation of customer participation and agreement to the program terms.

7. Contact the customer to confirm the start date, inquire about their need for USPS Connect Local mailing bags, and confirm that they are ready to start shipping.

8. Once the start date is confirmed with the customer, Postmasters, Branch Managers, or Station Managers should ensure that employees are briefed using the posters, Standard Operating Procedures, Standard Work Instructions, and other materials provided to assist them in getting ready to support the new business.

DEDICATED CUSTOMER SUPPORT—Support for your customers is only a phone call or email away. The business can call us at 1-855-MYUSPSCONNECT (1-855-698-7772) or email **uspsconnect@usps.gov**.

INTERNAL SUPPORT—For assistance internally, USPS employees can call 1-877-925-0554.

USPS CONNECT LOCAL MAILING BAGS—Let your customers know to order the USPS Connect Local 14" W x 17" L mailing bags by calling 1-800-610-8734 or emailing **usps-connectlocal@victorypackaging.com**. Agreement to program terms and final acceptance into the program are required to order mailing bags.

How to overcome obstacles when talking to customers

OBSTACLE: Delivering the product themselves vs. shipping.

RESPONSE: USPS Connect™ Local simplifies the delivery process, allowing them more time to focus on their business.

OBSTACLE: Delivery time convenience.

RESPONSE: Drop off by the Critical Entry Time for expected same-day delivery or by Postal Service™ facility close of business for next-day delivery.

OBSTACLE: Shipping costs.

RESPONSE: Parcel Select® and Parcel Select Lightweight® services are competitively priced alternatives that enable potential savings over other carriers or their own delivery people.

Who is your target customer audience?

Your target customers are local businesses, nonprofits, and community service providers that need to deliver in their surrounding area. This includes a wide variety of specialty businesses such as clothing boutiques, pharmacies, hardware stores, jewelry shops, schools, food banks, etc. The ideal customers are shipping multiple packages (at least 10 packages per week).

FOR EXAMPLE, USPS CONNECT LOCAL IS GREAT FOR:

- A neighborhood pharmacy that needs to deliver time-sensitive medications to a patient.
- A family-owned pet store that wants to ensure that dog food and treats arrive fresh to local customers.
- A neighborhood candy shop that wants to ensure that gifts arrive in time to local recipients.
- A school that needs to deliver items ordered for a fundraiser.

Program requirements

USPS Connect™ Local by DDU entry for small and medium-sized businesses

Entry category	DDU
Customer base	During the operational test, no minimum or maximum packages are required, but businesses are encouraged to ship at least 10 packages per week.
Agreement type	Agreement to USPS Connect Local DDU Program terms.
Pricing	Published (CPP) DDU Parcel Select/Parcel Select Lightweight.
Agreement implementation	Program begins July 19, 2021. Customer agreements can begin on July 19, 2021. Individual customer agreement start dates will vary, but are limited by the six-month operational test from July 19, 2021 until the January 2022 Price Change.
Payment solution/technical integration	Click-N-Ship® application

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