June 30, 2021

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 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**

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

**Group 2**

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>City, State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesquite</td>
<td>120 E Grubb Dr</td>
<td>Mesquite, TX</td>
</tr>
</tbody>
</table>
Enclosed for your review are the following documents:

- USPS PMG DeJoy Local Kit Letter
- USPS Connect Local Bag
- USPS Connect Local Standard Work Instruction (SW)
- 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

(CA2021-242)
Please contact April Cutchember at 240-321-4768 if there are any questions.

Sincerely,

[Signature]

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

Enclosures
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.

[Louis DeJoy signature]

Postmaster General of the United States
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.
This packaging is the property of the U.S. Postal Service and is provided solely for use in sending Parcel Select Connect Local shipments.

Instructions:
1. Peel away top adhesive strip only.
2. Fold bag down to desired size.
3. Fold flap over to cover outline below.
4. Cut along dotted line.

To open—cut along perforation.

Reuse this mailing bag if it is in good condition.
# Standard Work Instructions: USPS Connect™ Local Shipments

<table>
<thead>
<tr>
<th>Step</th>
<th>Key points</th>
<th>Reasons</th>
</tr>
</thead>
</table>
| 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. |
<table>
<thead>
<tr>
<th>Step</th>
<th>Key points</th>
<th>Reasons</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5</strong></td>
<td>Perform “ACCEPT” scan.</td>
<td>Captures and collects data, demonstrates when USPS received the packages, and provides for other visibility/accountability metrics.</td>
</tr>
<tr>
<td></td>
<td>• If the shipment and contents are destined for the DDU, scan the barcode on PS Form 5630.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Use an Intelligent Mail Device (IMD) or Mobile Delivery Device (MDDIO) and ensure that it is in “office mode.”</td>
<td></td>
</tr>
<tr>
<td><strong>6</strong></td>
<td>PS Form 5630 not present?</td>
<td>Captures and collects data, demonstrates when USPS received the packages, and provides for other visibility/accountability metrics.</td>
</tr>
<tr>
<td></td>
<td>• 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.”</td>
<td></td>
</tr>
<tr>
<td><strong>7</strong></td>
<td>Information box will signify that scanning is complete.</td>
<td>Confirms the completion of “ACCEPT” scan.</td>
</tr>
<tr>
<td></td>
<td>• After all shipping labels have been scanned and the “ACCEPT” scan is applied, confirm that scans have been accepted on the IMD or MDDIO.</td>
<td></td>
</tr>
<tr>
<td><strong>8</strong></td>
<td>Cradle scanner.</td>
<td>Completes the data collection process.</td>
</tr>
<tr>
<td></td>
<td>• If using an IMD, download the scanner immediately after accepting shipment.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Validate that the mailbox is no longer visible, indicating that the data transmitted successfully.</td>
<td></td>
</tr>
<tr>
<td><strong>9</strong></td>
<td>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.</td>
<td>Ensures that packages are processed and distributed in the correct order and delivered in a timely manner.</td>
</tr>
<tr>
<td></td>
<td>• All same-day packages should be processed immediately.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Complete the FIFO placard for each container of next-day packages.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Confirm that the date and time received, and the name of the person accepting the packages, is on the placard.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
<td></td>
</tr>
<tr>
<td><strong>10</strong></td>
<td>Capture Arrival at Unit (AAU) with the Passive Adaptive Scanning System (PASS), Delivery Schemeless Sortation (DSS), IMD, or MDDIO, and distribute packages.</td>
<td>Ensures that packages are processed and distributed in the correct order and delivered in a timely manner.</td>
</tr>
<tr>
<td></td>
<td>• Confirm that each package is scanned “AAU” with the correct Delivery Day Indicaor (DDI).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Next-day packages should be distributed after the current-day Distribution Up Time (DUT) by changing to the correct DDI, then scanning packages.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Individual packages that do not belong to the facility should be scanned as “MIS-SHIpped” (option-M).</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Mis-shipped packages are redirected to the correct office using the USPS outgoing mailstream.</td>
<td></td>
</tr>
<tr>
<td><strong>11</strong></td>
<td>Management and craft feedback process.</td>
<td>Encourages employee engagement and ownership.</td>
</tr>
<tr>
<td></td>
<td>• Communicate your concerns and ideas to your supervisor.</td>
<td></td>
</tr>
</tbody>
</table>
Help neighborhood businesses succeed with same-day or next-day delivery

How USPS Connect™ Local works in five easy steps

1. **Greet.**
   - Postal Service representative greets USPS Connect Local customer.

2. **Scan.**
   - Scan PS Form 5600: Shipment Confirmation Acceptance Notice—barcodes as “ACCEPT.”
   - Visually verify that the volume matches the PS Form 5600.

3. **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 within a FIFO (first-in, first-out) manner in the designated area for next-day processing.
     - Next-day volume would be processed either through the next-day Distribution Up Time (DUT). Scan package barcodes as “AAU” and then sort to route containers for next-day delivery.

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

5. **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.
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.
Sample USPS Connect™ Local Parcel Select® and Parcel Select Lightweight® 4" x 6" Click-N-Ship® shipping labels

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

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!

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6/21 CONNECT LOCAL OPERATIONAL TEST
STANDARD OPERATING PROCEDURES (SOP)
USPS Connect™ Local Acceptance

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.

**Deliver 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 (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** 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.

---

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.


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

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.

- **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 facility1 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-SHIPED" 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.
Ready to launch

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

**DDU Selection First Wave**

<table>
<thead>
<tr>
<th>FAC AREA NAME</th>
<th>DISTRICT NAME</th>
<th>FACILITY NAME</th>
<th>ADDRESS</th>
<th>ZIP CODE™</th>
<th>STATE</th>
<th>CITY</th>
<th>ZIP CODE™ AREAS SERVED</th>
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</thead>
<tbody>
<tr>
<td>SOUTHERN</td>
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<td>JOE POOL</td>
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<td>6500 DE MOSS DR</td>
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**DDU Selection Second Wave**

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<tr>
<th>FAC AREA NAME</th>
<th>DISTRICT NAME</th>
<th>FACILITY NAME</th>
<th>ADDRESS</th>
<th>ZIP CODE™</th>
<th>STATE</th>
<th>CITY</th>
<th>ZIP CODE™ AREAS SERVED</th>
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<tbody>
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<td>MESQUITE</td>
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<td>PRESTONWOOD</td>
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</table>
Help neighborhood businesses succeed with same-day or next-day delivery.
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 day¹ 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.

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.
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**

<table>
<thead>
<tr>
<th>Entry category</th>
<th>DDU</th>
</tr>
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<tbody>
<tr>
<td><strong>Customer base</strong></td>
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<tr>
<td></td>
<td>During the operational test, no minimum or maximum packages are required, but businesses are encouraged to ship at least 10 packages per week.</td>
</tr>
<tr>
<td><strong>Agreement type</strong></td>
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<td></td>
<td>Agreement to USPS Connect Local DDU Program terms.</td>
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<td><strong>Pricing</strong></td>
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<td>Published (CPP) DDU Parcel Select/Parcel Select Lightweight.</td>
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<td><strong>Agreement implementation</strong></td>
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<td></td>
<td>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.</td>
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<tr>
<td><strong>Payment solution/technical integration</strong></td>
<td>Click-N-Ship® application</td>
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</tbody>
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