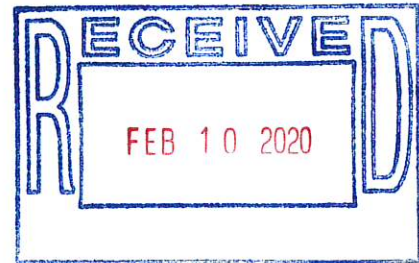




February 7, 2020



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 will pilot a new program for Mail Delivery Notifications. The new notification feature is being offered to Informed Delivery® users. Using existing technology from Intelligent Mail Devices (IMDs) and Mobile Data Devices (MDDs), emails will be sent to pilot participants once data is received, indicating that PO Box mail has been made available or when a carrier leaves a ZIP+ 4 Code location. The new Mail Delivery Notifications leverage the current mail delivery processes and data collected during these processes to provide an additional feature to Informed Delivery users.

The Mail Delivery Notifications will only be sent to eligible users within the pilot ZIP Codes™ who turn on the feature. Eligible users will be notified when mail has been delivered to their home address or their personal use PO Box. Please note that the Mail Delivery Notification emails do not provide an assurance that a specific mail piece, visible in a user's Informed Delivery daily digest email or dashboard, has been delivered.

ZIP Codes 10036, 15701, 20002, 20009, 20747, 20874, 34481, 49651, 57108, 67846, 80521, and 92067 have been targeted for the pilot scheduled to begin in March 2020.

Copies of the Retail and Carrier Standup talks for employees in the targeted ZIP Codes are enclosed for your review.

Through these delivery notifications, the Postal Service is providing our customers additional visibility into their mail delivery, while keeping mail relevant in an increasingly digital world.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills".

6<sup>n</sup> David E. Mills  
A/Manager  
Labor Relations Policies and Programs

Enclosures

## **STAND-UP TALK - CARRIERS**

### **Mail Delivery Notification Pilot for Informed Delivery®**

Informed Delivery was launched in 2017 as an optional, free feature that provides eligible residential and PO Box customers the ability to digitally preview their mail and manage incoming packages. To enhance Informed Delivery, as part of a pilot program we will be offering Mail Delivery Notification emails as an added feature that Informed Delivery users can choose to opt in to.

These optional Mail Delivery Notification emails will be sent to Informed Delivery pilot participants notifying them when letter and/or flat-sized mail has been delivered to the mailbox at their home address or to their PO Box. Please note that the Mail Delivery Notification emails are not providing an assurance that a specific mailpiece visible in a user's Informed Delivery daily digest email or dashboard has been delivered.

This new feature does not impact carrier delivery or scanning activities. Using existing technology on our Mobile Data Devices (MDDs) that provides visibility into deliveries as they are completed, emails will be sent to pilot participants once a carrier leaves a particular ZIP+ 4 Code.

Starting in March, 2020 USPS will pilot this new feature in select ZIP Codes™ within the United States. The pilot ZIP Codes include 10036, 15701, 20002, 20009, 20747, 20874, 34481, 49651, 57108, 67846, 80521, and 92067. Informed Delivery users in these ZIP Codes will be contacted via email to participate in the pilot and turn on Mail Delivery Notification emails.

Pilot participants can turn on these delivery notification emails by signing into their Informed Delivery account, selecting the "Settings" tab, and checking the box to turn on Mail Delivery Notification emails.

Through these delivery notification emails, USPS is providing our customers additional security and visibility into their mail delivery, while keeping mail relevant in an increasingly digital world.

Thank you for your time and support as we provide our customers additional visibility into their mail!



*Notional design of cell phone with a Mail Delivery Notification email.*



## **STAND-UP TALK – CLERKS**

### **Mail Delivery Notification Pilot for Informed Delivery®**

Informed Delivery was launched in 2017 as an optional, free feature that provides eligible residential and PO Box customers the ability to digitally preview their mail and manage incoming packages. To enhance Informed Delivery, as part of a pilot program we will be offering Mail Delivery Notification emails as an added feature that Informed Delivery users can choose to opt in to.

These optional Mail Delivery Notification emails will be sent to Informed Delivery pilot participants notifying them when letter and/or flat-sized mail has been delivered to the mailbox at their home address or to their PO Box. Please note that the Mail Delivery Notification emails are not providing an assurance that a specific mailpiece visible in a user's Informed Delivery daily digest email or dashboard has been delivered.

This new feature does not impact any delivery or scanning activities. Using the existing "Up" scan event entered in an Intelligent Mail Device (IMD) that signals that all PO Box mail is available, emails will then be sent to pilot participants. For residential deliveries, this notice will be provided by carrier Mobile Data Devices (MDDs) once a carrier leaves a particular ZIP+ 4 Code.

Starting in March 2020, USPS will pilot this new feature in select ZIP Codes™ within the United States. The pilot ZIP Codes include 10036, 15701, 20002, 20009, 20747, 20874, 34481, 49651, 57108, 67846, 80521, and 92067. Informed Delivery users in these ZIP Codes will be contacted via email to participate in the pilot and turn on Mail Delivery Notification emails.

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*Notional design of cell phone with a Mail Delivery Notification email.*