



May 23, 2024

RECEIVED
MAY 28 2024

Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of general interest, the Postal Service will change the existing Post Office (PO) Box up-times to 12:00 PM for current S&DC and spoke sites effective June 24, 2024.

The PO Box up-time is the time of day the customer can expect committed box mail to be finalized and available.

Additionally, the PO Box up-time for future S&DC and spoke sites will be standardized to 12:00 PM as each site becomes active.

Enclosed is a Standard Work Instructions (SWI) and Service Talk regarding this matter.

Please contact Lindsey A. Butler at extension 7194 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "B. Nicholson".

Bruce A. Nicholson
Director
Labor Relations Policies and Programs

Enclosures



Post Office Operations Service Talk

May 20, 2024

S&DC / Spoke PO Box Uptime Standardization

As the Postal Service continues the implementation of the Delivering for America 10-year plan, there is a need to standardize processes to ensure we are improving overall service for our customers. While Sort & Delivery Centers (S&DC) have helped align network transportation and schedules to reduce costs; we must also maintain a balance between mail arrival time and PO Box distribution uptime. To that end, Management will be standardizing all PO Box uptimes at every S&DC and impacted spoke office.

Postal Operations Manual (POM) 841.72 PO Box Service Up-time states in part, "Implement any changes to the scheduled PO Box up-time at the beginning of a fiscal quarter. Exceptions to quarterly implementation for extenuating circumstances may be implemented with approval of the district manager. Customer notification should be provided 30 days in advance of any scheduled up-time change".

Effective June 24, 2024, 162 current S&DC and spoke sites will change their existing PO Box uptime to 12:00 PM. Customer notification must be posted on May 20, 2024 to alert customers of the upcoming change.

Affected offices will receive a template for posting temporary customer signage, eBuy instructions for ordering permanent PO Box signage and Standard Work Instructions (SWIs) to walk them through the steps. All future S&DC and spoke offices will likewise be standardized to 12:00 PM as each site becomes active.

Additional questions or concerns should be directed to HQ PO Strategy and Operations at HQPostOfficeStrategyandOptimization@usps.gov

Standard Work Instruction: Change PO Box uptime



Visual	Important Steps	Key Points
	<ul style="list-style-type: none"> Identify the unit(s) in FDB by Name, FAC ID, Physical Address or Physical Zip Code Identify current PO Box uptime on specific days of the week Changes made in FDB are done by District Support Staff 	<ul style="list-style-type: none"> FAC ID is important to identify proper location(s) Identifying days of the week to change is required
	<ul style="list-style-type: none"> Order signage for each location changing PO Box uptime Place eBuy+ order a minimum of 14 days in advance to allow sufficient processing time Signage should be available upon activation date of new PO Box uptime 	<ul style="list-style-type: none"> New signage is required in all locations with PO Box uptime change Signage must be professional and meet all postal service requirements
	<ul style="list-style-type: none"> Customer notification must be placed in the lobby 30 days in advance of PO Box uptime change Customer notification should be placed in several locations within the lobby 	<ul style="list-style-type: none"> Postal regulations require 30 day customer notification Signage should be visible and located near current PO Box uptime signage Customer notification should be removed on date of PO Box uptime change
	<ul style="list-style-type: none"> Existing PO Box uptime signage must be removed on date of uptime change New PO Box uptime signage must be installed on date of uptime changes SPMS barcode for PO Box uptime must be printed <ul style="list-style-type: none"> Old SPMS barcode must be removed New SPMS barcode must be installed 	<ul style="list-style-type: none"> Existing PO Box uptime signage is required to be removed/replaced New PO Box uptime signage is required to be installed SPMS barcode must be replaced with new barcode on Tuesday following implementation date <ul style="list-style-type: none"> SPMS only updates on Tuesday