

JUL 26 2021

LABOR RELATIONS



July 21, 2021

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

Certified Mail Tracking Number:
7019 2280 0001 6261 0838

Dear Brian:

As a matter of general interest, the Postal Service will conduct a pilot test concerning *Informed Delivery* at select retail locations throughout the country.

Specifically, during the pilot test, retail associates will engage customers, while they are waiting in line or browsing for other products and services, for the purpose of encouraging them to sign up for *Informed Delivery*.

Enclosed please find the following:

- Document titled, *Informed Delivery Enrollment at Retail Pilot Concept Description*;
- Document titled, *Informed Delivery Enrollment at USPS Retail Sites Frequently Asked Questions (FAQs)*;
- Document titled, *Informed Delivery at RSS New Functionality Guide (NFG)*;
- Standard Work Instruction (SWI) titled, *How the New Workflow on RSS Terminals Will Work*;
- SWI titled, *How to Engage Customers to Enroll in Informed Delivery Through Their Mobile Devices*; and
- A list of retail locations where the subject pilot test will be conducted.

Please contact Mike Faber at 215-432-0613 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson
Director
Contract Administration (APWU)

Enclosures

AREA	CITY	STATE	FACILITY NAME	FACILITY FINANCE #	FACILITY ID	FACILITY ZIP CODE
Atlantic	ROCKVILLE	MD	TWINBROOK	2378880851	1385259	20851-9997
Atlantic	MAGNOLIA	DE	MAGNOLIA	940700962	1371423	19962-9998
Atlantic	BUSHKILL	PA	BUSHKILL	4110640324	1356461	18324-9998
Atlantic	HIGHLAND LAKES	NJ	HIGHLAND LAKES	3336260505	1366933	07422-9998
Atlantic	BROOKEVILLE	MD	BROOKEVILLE	2311340833	1355996	20833-9998
Central	MILFORD	MI	HIGHLAND	2543600357	1366937	48356-9998
SOUTHERN	SAN ANTONIO	TX	VALLEY HI	4879790227	1385667	78227-9998
SOUTHERN	FORT POLK	LA	FORT POLK	2152400703	1438935	71459-9998
SOUTHERN	KEMPNER	TX	KEMPNER	4846300539	1368815	76539-9998
SOUTHERN	LAND O LAKES	FL	LAND O LAKES	1150550205	1369794	34639-9998
SOUTHERN	NORTH PORT	FL	CITY CENTER	1191660351	1448412	34286-4103
SOUTHERN	ALABASTER	AL	ALABASTER	101050830	1352541	35007-5429
SOUTHERN	GRAND ISLAND	FL	GRAND ISLAND	1134950328	1365307	32735-9998
SOUTHERN	MIAMI	FL	KENDALL	1158780114	1467469	33176-9997
WestPac	MARICOPA	AZ	MARICOPA	350690386	1371835	85139-9900
WestPac	FLORENCE	AZ	FLORENCE	328860255	1363563	85132-9998
WestPac	SANDY	UT	ALTA CANYON	4978210182	1352830	84093-9998
WestPac	SPRING CREEK	NV	SPRING CREEK	3125620827	1440362	89815-9996
WestPac	MAGALIA	CA	MAGALIA	546920954	1371400	95954-9998
WestPac	TERREBONNE	OR	TERREBONNE	4082720760	1384459	97760-9775
WestPac	FLORISSANT	CO	FLORISSANT	731320664	1363578	80816-9604
WestPac	PEBBLE BEACH	CA	PEBBLE BEACH	559100315	1377061	93953-9800

Informed Delivery at RSS

New Functionality Guide (NFG)

07/12/20201

IMPORTANT: This guide is intended to be read by all RSS users no more than two weeks prior to the functionality being activated in their units.

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

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

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This change is for Full Window Service, SDA, Gov Agency and Military sites only.

RSS will offer the ability for a customer to enroll in Informed Delivery. The enrollment workflow will be offered in two ways:

1. Through a new ***Inform Delivery*** workflow.
2. Triggered by one of the following transactions:
 - a. Passport Application
 - b. PO Box Application and Renewal
 - c. Premium Forwarding Service Application and Extension
 - d. Mail Pickup of Signature Item
 - e. Change of Address
 - f. Hold Mail Request
 - g. Hold Mail Pickup

1. New Standalone Workflow

The new Informed Delivery workflow can be accessed through *Other Transactions > Additional Services > Inform Delivery*.

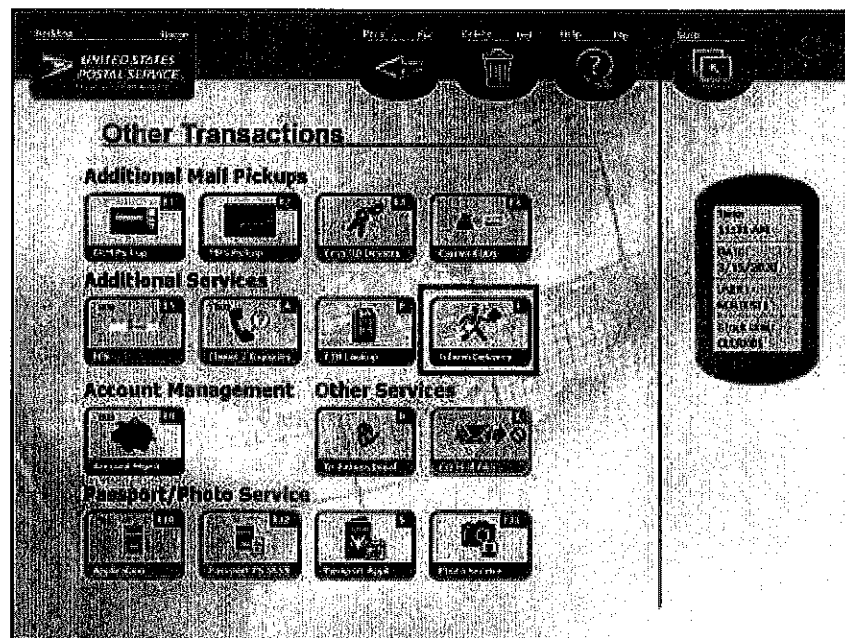


Figure 1

After selection of **Inform Delivery**, the customer is prompted with the following message on the CDU.

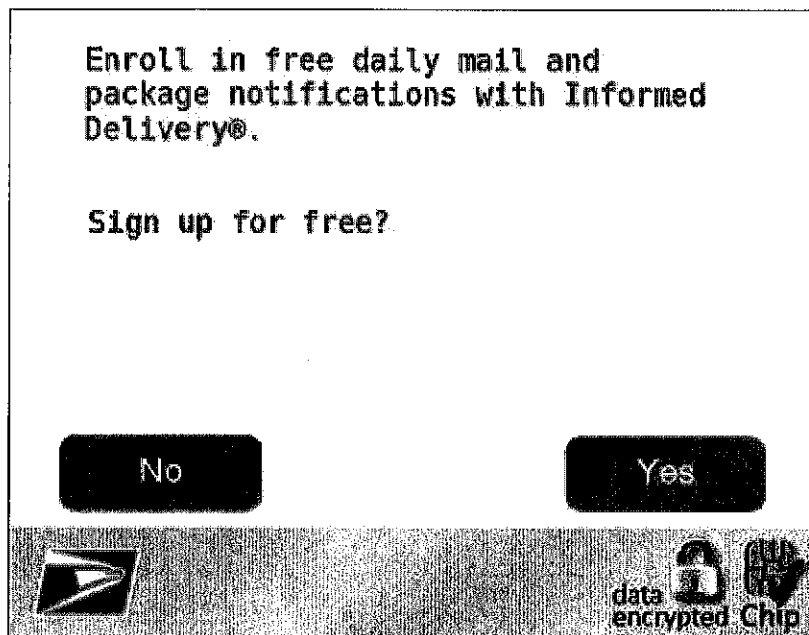


Figure 2

Customer's selection of **No** will cancel the transaction.

If customer selects **Yes**, enter the customer's ZIP Code for their delivery address.

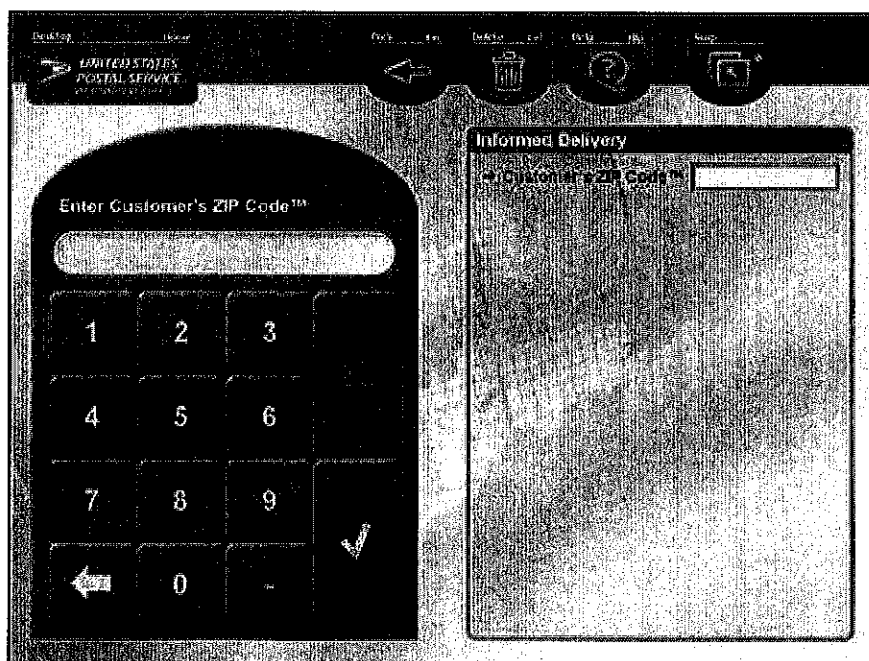


Figure 3

Enter the customer's street number and first letter or number of street name.

Note: Informed Delivery is not allowed for a PO Box address.

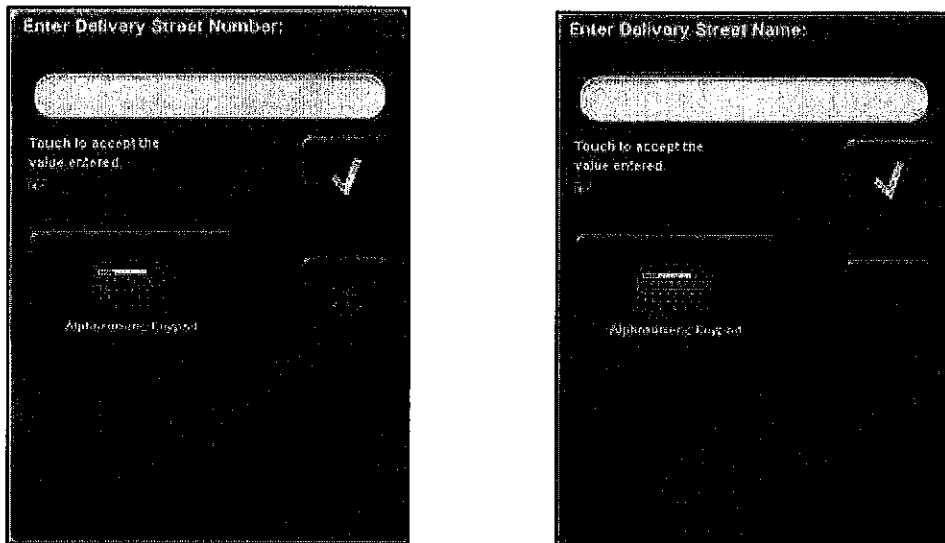


Figure 4

The customer is prompted on the CDU to verify that the entered delivery address information is correct.

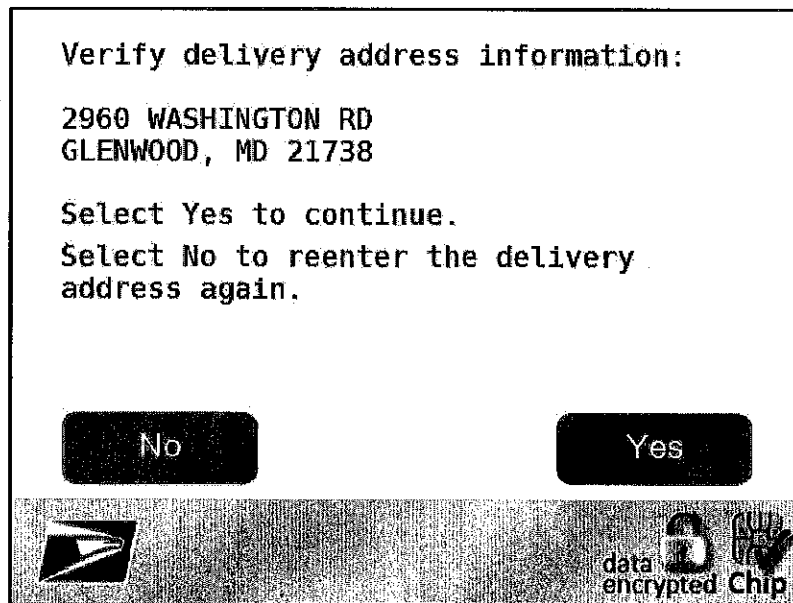


Figure 5

If **No** is selected, RSS will return to the *Enter Delivery Street Number* screen to correct the address information.

If the customer selects **Yes**, the system will verify that the entered address is eligible for enrollment in the Informed Delivery Service.

If it is NOT eligible, the following message will be displayed.

The screenshot shows a USPS Informed Delivery enrollment screen. On the left, a message states: "Ineligible for Informed Delivery. The customer's address is ineligible for Informed Delivery. Press Continue to end the Informed Delivery enrollment process and continue with any existing transactions." On the right, a form titled "Enter Delivery address" is displayed. It shows a sample address "LEWISTON, UT 84420" and asks the user to "Select Delivery Address type:" with a dropdown menu. Below this, there are input fields for "Street Address", "Enter primary street number", "Enter up to 16 numbers or letters", "Enter first letter or number of street name", and "Enter only a letter or number".

Figure 6

If the address is eligible, the Privacy Act Statement will be displayed to the customer.

The screenshot shows a "Privacy Act Statement" screen. The text reads: "Privacy Act Statement: Your information will be used to facilitate enrollment in and administration of Informed Delivery®. Collection is authorized by 39 U.S.C.401, 403 and 404. Providing the information is voluntary, but if not provided we will not be able to process your request. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances; to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; and for customer service". At the bottom, there are two buttons: "Cancel" and "Continue". The USPS logo is in the bottom left corner, and a "data encrypted chip" icon is in the bottom right corner.

Figure 7

If the customer selects **Cancel**, the Informed Delivery transaction will be cancelled.

If **Continue** is selected, verify the customer presented ID, highlight the ID type, and press **Select**.

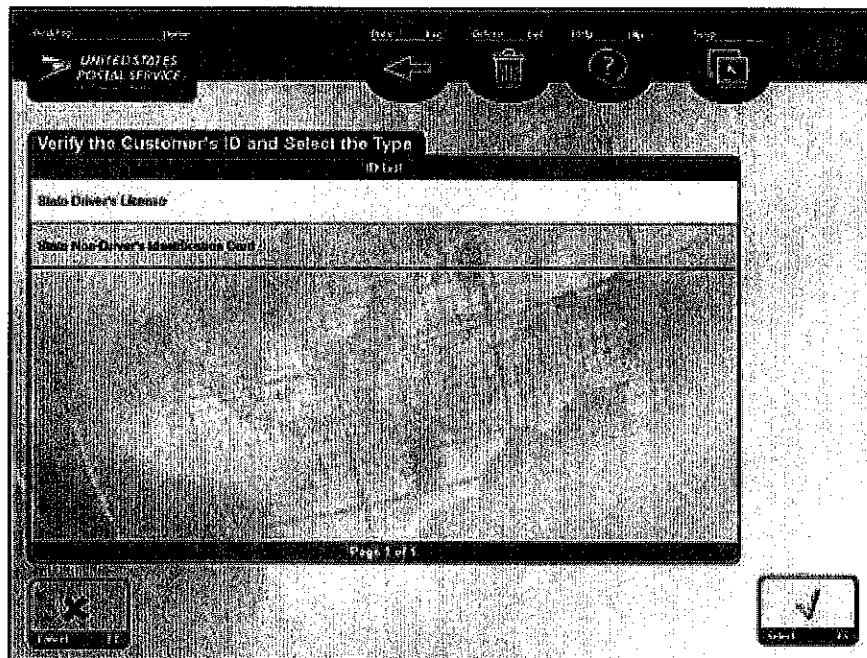


Figure 8

The RA will then acknowledge that the customer's ID has been verified and address is confirmed.

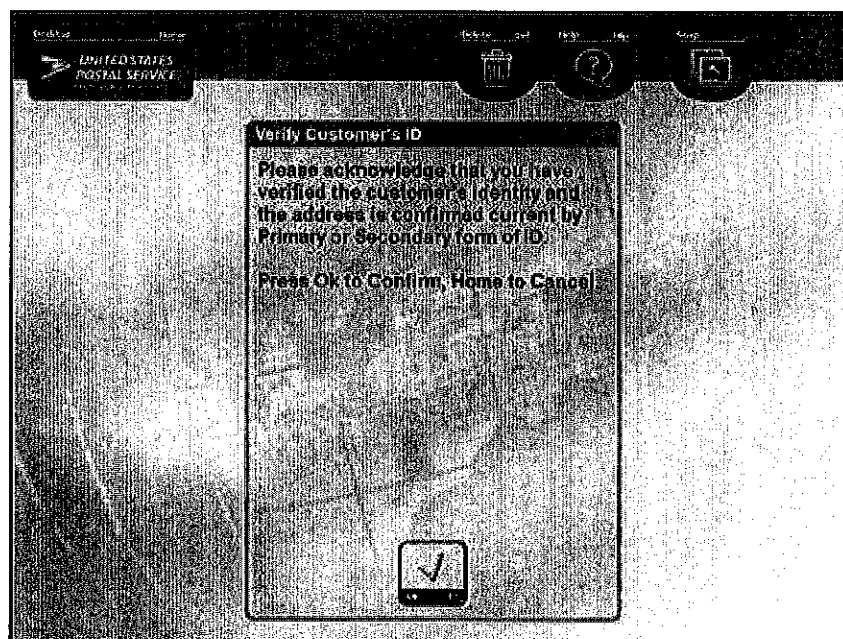


Figure 9

To cancel the transaction, follow current procedure and select **Home**.

If the customer's information is verified, select **OK** to proceed to *Enter Customer's First Name* screen.

The screenshot shows a handheld device interface for the United States Postal Service. At the top, there is a header bar with the USPS logo and navigation icons. The main screen is titled "Enter Customer's First Name". It features a large text input field. Below the field, there is a confirmation message: "Touch to accept the value entered." followed by a checkmark icon. At the bottom of the screen, there is a keyboard with the label "Alphanumeric Keyboard".

Figure 10

Enter the customer's last name.

The screenshot shows a handheld device interface for the United States Postal Service. At the top, there is a header bar with the USPS logo and navigation icons. The main screen is titled "Enter Customer's Last Name". It features a large text input field. Below the field, there is a confirmation message: "Touch to accept the value entered." followed by a checkmark icon. At the bottom of the screen, there is a keyboard with the label "Alphanumeric Keyboard".

Figure 11

Next, the customer will be prompted to enter their email address.

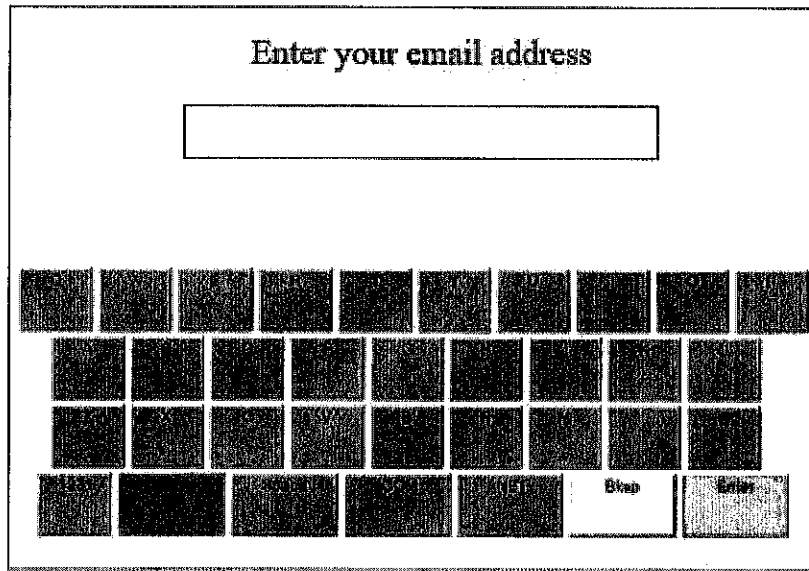


Figure 12

Entry of email is required for Informed Delivery. If **Cancel** is selected to bypass the entry, the Informed Delivery transaction will be cancelled, and the following message will be displayed.

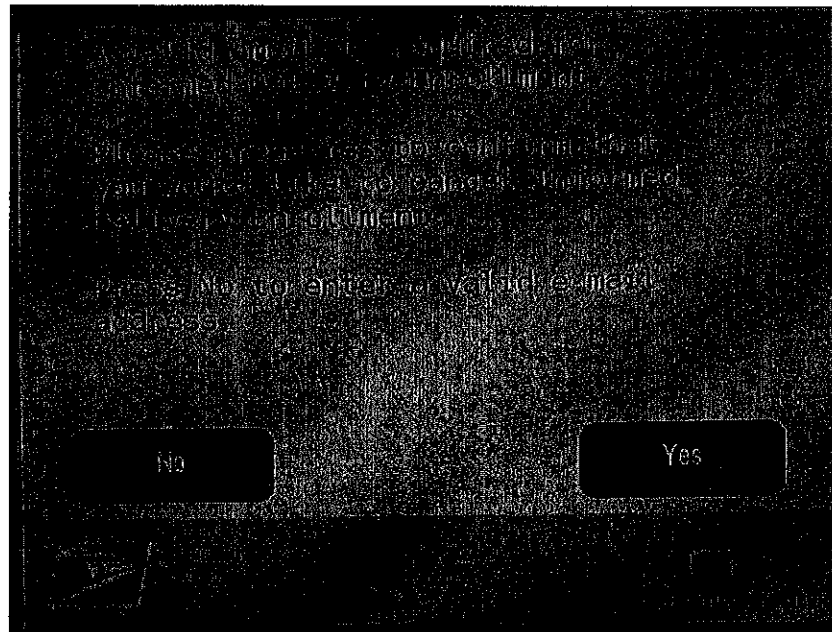
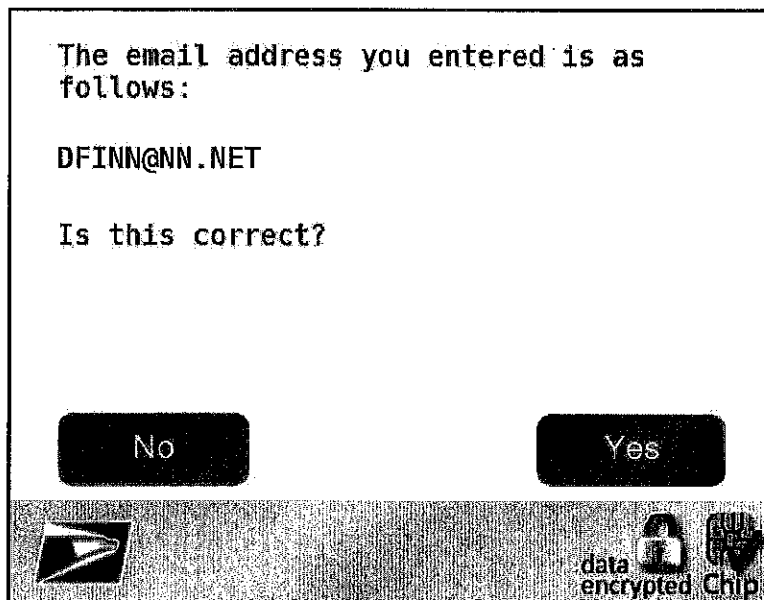


Figure 13

If the customer selects **Yes**, the system will proceed to payment screens. If **No** is selected, the *Enter your email address* screen will be shown on the CDU for customer entry.

Once a valid email address is entered, the customer will be prompted to verify.



The email address you entered is as follows:

DFINN@NN.NET

Is this correct?

No Yes

data encrypted Chip

This is a verification screen for an email address. It displays the email address 'DFINN@NN.NET' and asks 'Is this correct?'. There are two buttons, 'No' and 'Yes', for the user to respond. At the bottom, there is a USPS logo and a 'data encrypted Chip' icon.

Figure 14

After selection of **Yes**, the Informed Delivery transaction will be added to the stack.

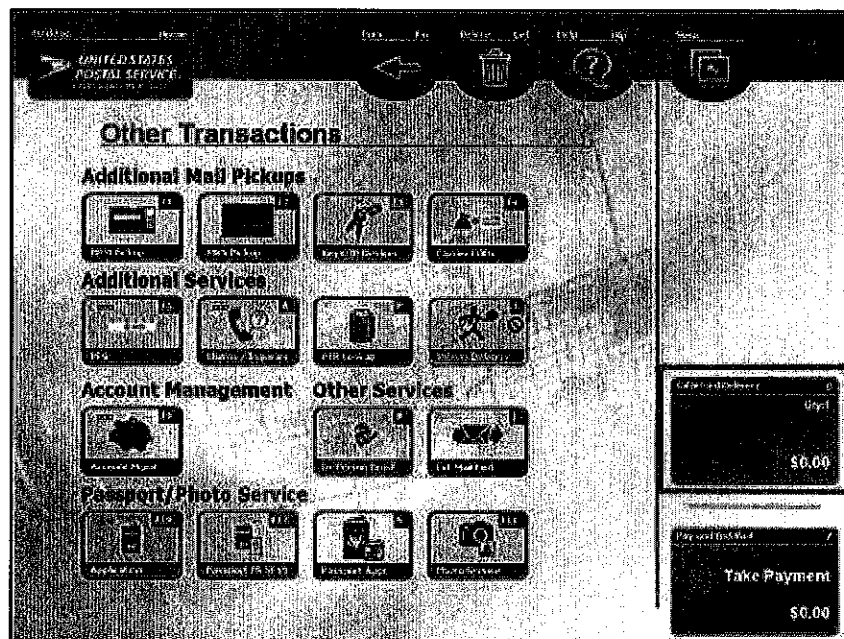


Figure 15

The Informed Delivery transaction can be deleted but the transaction cannot be edited or post voided. To complete the transaction, follow current functionality and select **Pay and End Visit**.

Additionally, only one Informed Delivery transaction per customer visit will be allowed. Once an informed delivery enrollment is complete and added to the stack, the **Inform Delivery** option will be disabled.

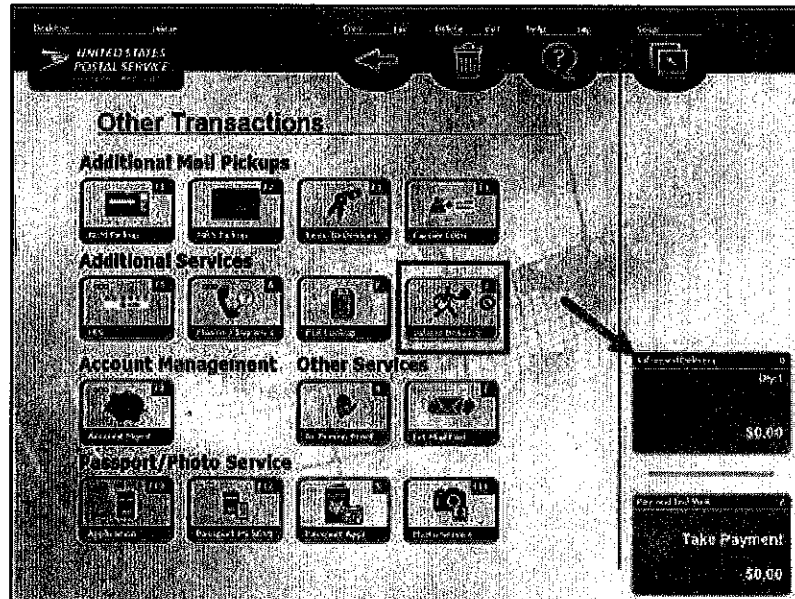


Figure 16

2. Triggered by Transaction

After **Pay and End Visit** is selected in a customer transaction, if one of the items in the stack is a “trigger” transaction, RSS will display the following message to the RA.

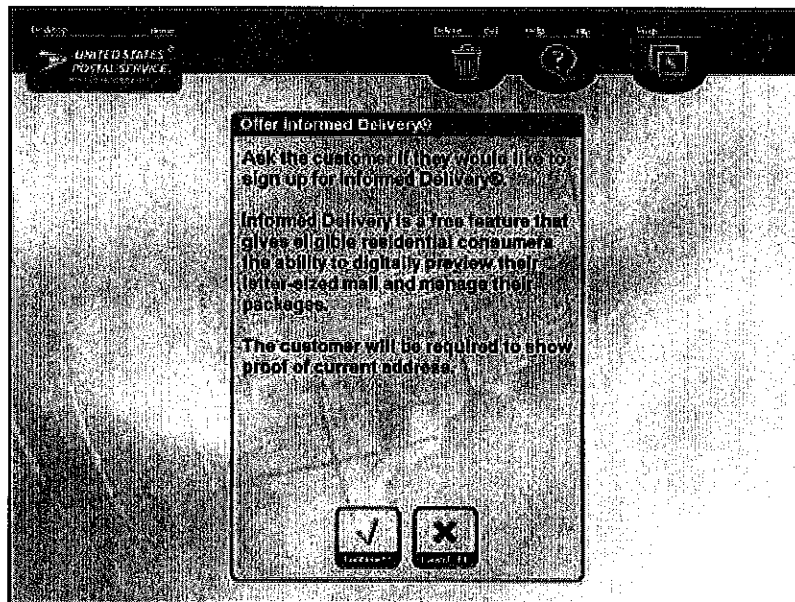
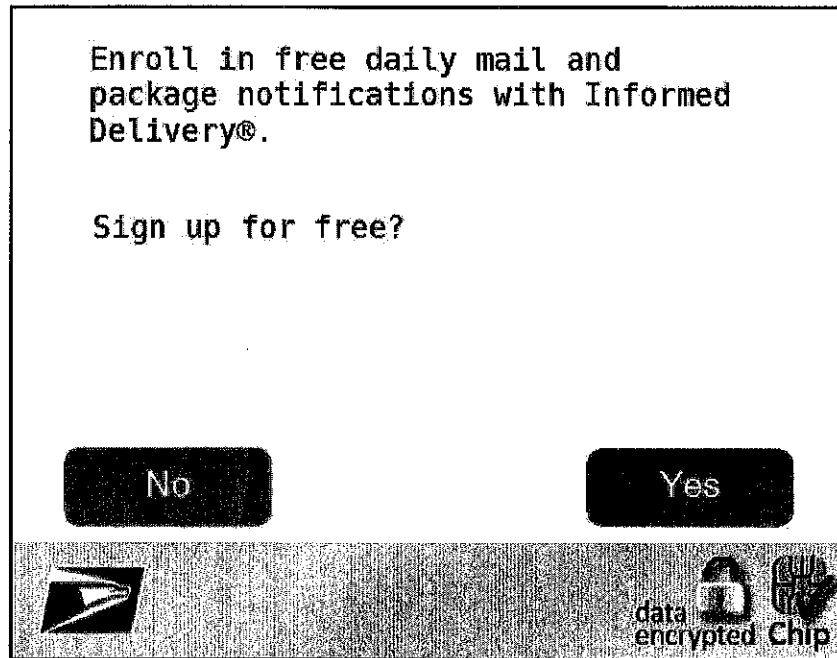


Figure 17

If **Cancel** is selected, RSS will proceed with the payment screens.

If the RA selects **Continue**, the following is shown to customer.



The screenshot shows a mobile application interface. At the top, the text reads: "Enroll in free daily mail and package notifications with Informed Delivery®." Below this, a question is asked: "Sign up for free?". At the bottom of the screen, there are two large, dark buttons with white text: "No" on the left and "Yes" on the right. The bottom of the screen features a dark, textured bar. On the left side of this bar is the United States Postal Service eagle logo. On the right side, there are two small icons: a padlock and a chip, with the text "data encrypted Chip" positioned between them.

Figure 18

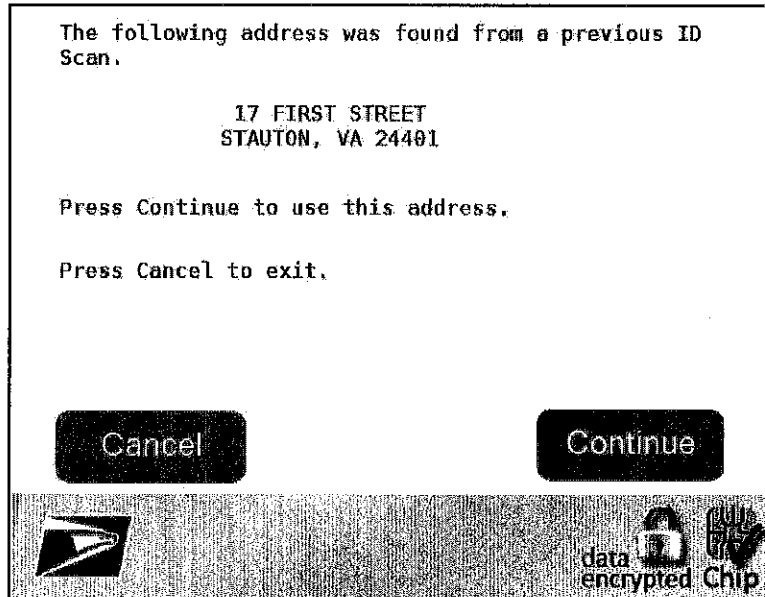
If customer selects **Yes**, the *Enter ZIP Code* screen (Figure 3) will be displayed and RSS will proceed with the same enrollment steps as shown above.

When finished, the Informed Delivery transaction will be placed on the stack.

If the customer selects **No**, RSS will continue with the payment steps.

3. Previously Verified ID in Visit

If the customer's ID was scanned during a previous transaction in the customer visit, after the customer selects **Yes** to question of signing up for Informed Delivery, they will be asked if they want to use the previously entered address for the Informed Delivery workflow.



The following address was found from a previous ID Scan.

17 FIRST STREET
STAUTON, VA 24401

Press Continue to use this address.

Press Cancel to exit.

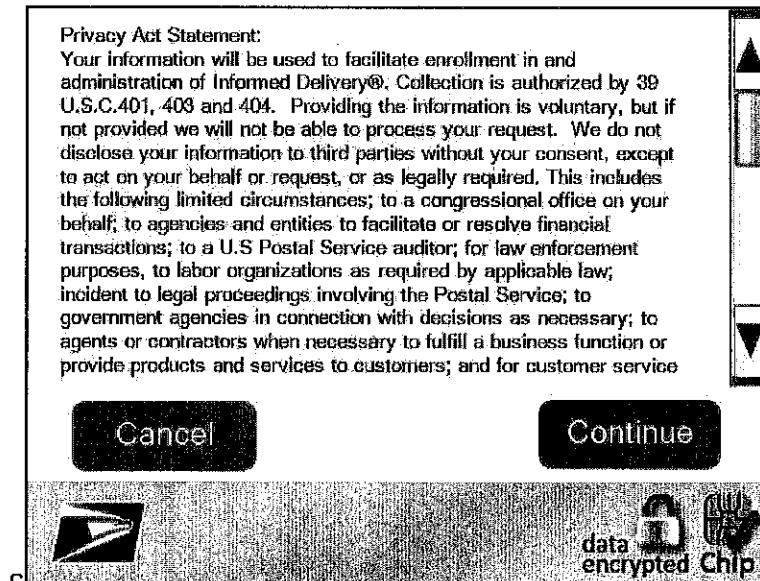
Cancel Continue

data encrypted Chip

Figure 19

If the customer does not want to use this address and **Cancel** is selected, the Informed Delivery transaction will be cancelled.

If the customer selects **Continue**, the Privacy Act statement will be displayed.



Privacy Act Statement:

Your information will be used to facilitate enrollment in and administration of Informed Delivery®. Collection is authorized by 39 U.S.C.401, 403 and 404. Providing the information is voluntary, but if not provided we will not be able to process your request. We do not disclose your information to third parties without your consent, except to act on your behalf or request, or as legally required. This includes the following limited circumstances; to a congressional office on your behalf; to agencies and entities to facilitate or resolve financial transactions; to a U.S Postal Service auditor; for law enforcement purposes, to labor organizations as required by applicable law; incident to legal proceedings involving the Postal Service; to government agencies in connection with decisions as necessary; to agents or contractors when necessary to fulfill a business function or provide products and services to customers; and for customer service

Cancel Continue

data encrypted Chip

Figure 20

After the customer selects **Continue**, the RA will be prompted to acknowledge that the customer's identity and delivery address have been verified as shown below.

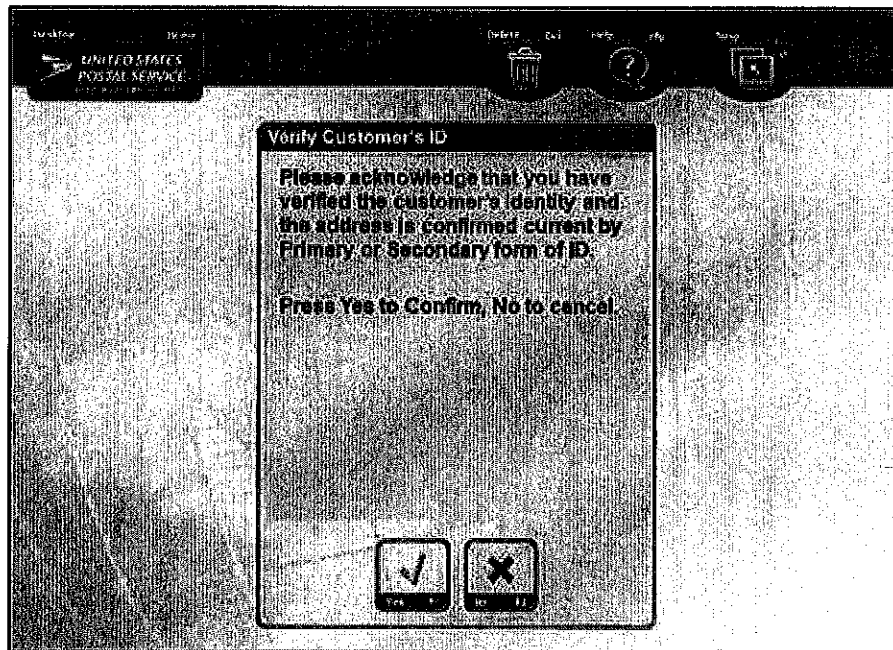


Figure 21

If **Yes** is selected, RSS will prompt the customer to enter their email address and proceed with completing the Informed Delivery enrollment.

Figure 22

4. eReceipt

If the customer selects eReceipt for the visit, the current Privacy Act Statement is displayed on the CDU.

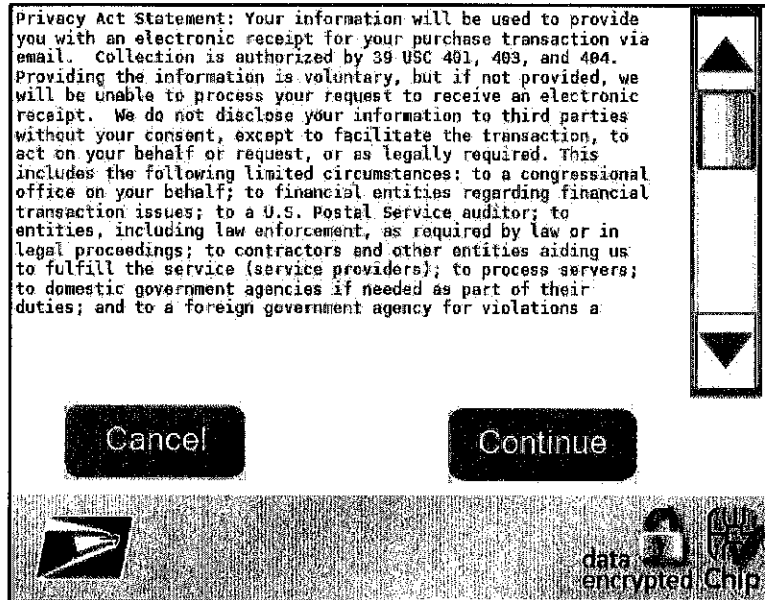


Figure 23

After **Continue** is selected, RSS will allow the email address provided for Informed Delivery to be used for the emailed receipt or the customer can follow existing screens to enter in a new email address for the eReceipt.

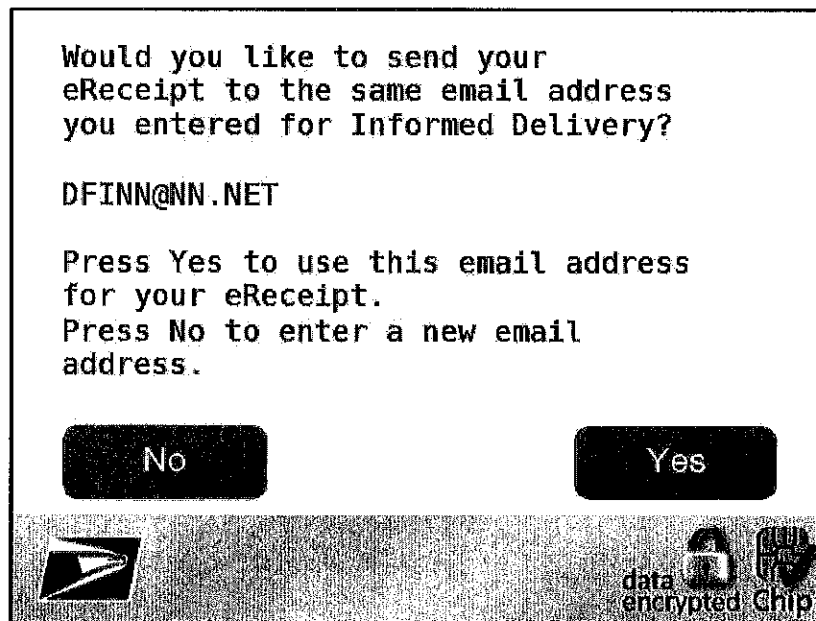


Figure 24

5. **Training Record**

Record of RSS Update Training			
Software Release: Informed Delivery at Retail New Functionality Guide			
Unit Name: _____			
Time: 15 Minutes per Associate			
Name	EIN (Employee Identification Number)	Date	Time Used




Standard Work Instructions:	How to engage customers to enroll in Informed Delivery through their mobile device	Tracking:
Purpose:	Provide standard work instructions on how to best direct customers to scan Informed Delivery QR coded posters and other marketing materials	
Updated on:	7-15-2021	Version 1.0

Direct
Customer

Scan QR
Code

Mobile
Enrollment

USPS RSS
Monitor

	Steps	Key Points
	<ul style="list-style-type: none"> As customers walk into the , direct them to nearby Informed Delivery marketing materials while they wait Example: "If you are interested, you can sign up for Informed Delivery by scanning the QR code to your right." 	<ul style="list-style-type: none"> Marketing materials should be positioned in front of the line or next to the line to promote engagement For customers who are unfamiliar, express that: "Informed Delivery is a free feature that allows you to digitally preview your mail and manage your packages!"
	<ul style="list-style-type: none"> Customers may scan the QR code on the marketing materials to begin enrollment or type in the link on their mobile web browser To scan the QR code, customers can open the camera on their phone and fit the QR code within the space being captured A link to click should appear at the top of their screens Customers should click this link to begin enrollment on their mobile device's web browser 	<ul style="list-style-type: none"> The mobile enrollment can be completed before the customer reaches the retail counter
	<ul style="list-style-type: none"> Customers will guide themselves through the enrollment process on their mobile devices as they wait Customers can complete the identity verification through in-person proofing if they aren't able to pass via online verification If a user is unable to complete their account before reaching the counter, prepare to enroll customer through RSS terminal if so desired 	<ul style="list-style-type: none"> The Informed Delivery mobile sign-up process will allow customers to easily direct themselves through enrollment. See the SWI covering "the new workflow on RSS terminals" for directions on ID enrollment

Standard Work Instructions:	How the new workflow on RSS terminals will work	Tracking:
Purpose:	Provide a summary and additional key points on how to enroll customers in Informed Delivery at RSS terminals	Page 1 of 2
Updated on:	7-15-2021	Version 1.0

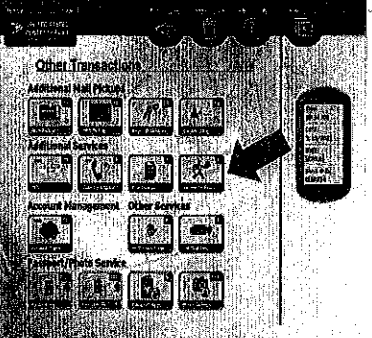
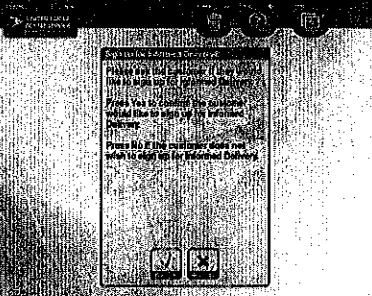
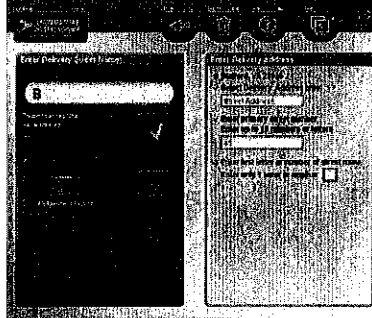
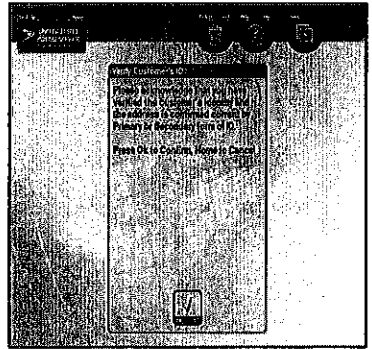
Informed Delivery icon on RSS

Address Eligibility

Identity Verification

Collect Name/E-mail

Instruct customer to check e-mail

	Steps	Key Points
	<ul style="list-style-type: none"> • Prepare to enroll customer in Informed Delivery enrollment through RSS terminal • Navigate to the additional services section of your home screen • Select the Informed Delivery icon 	<ul style="list-style-type: none"> • This standalone RSS enrollment option is available to customers that cannot access or complete enrollment on their mobile devices • Note: This option should not be used if the customer presents an IPP barcode
	<ul style="list-style-type: none"> • The customer or RA can click yes to confirm the customer would like to enroll 	
	<ul style="list-style-type: none"> • Enter the customer's address information through standard data entry methods 	<ul style="list-style-type: none"> • Customer address information includes their delivery street number, delivery street name, and delivery street zip code • Not all addresses are eligible for Informed Delivery. If the customer is ineligible, the RA will notify the customer, and the customer will not be able to enroll
	<ul style="list-style-type: none"> • RA to confirm the customer's address through a primary or secondary ID • RA may cancel the enrollment process by pressing the Home button 	<ul style="list-style-type: none"> • Actively confirming a customer's identity and address is required before granting them access to Informed Delivery • Customers who cannot present an ID/proof of current address may not be enrolled in Informed Delivery

Standard Work Instructions:	How the new workflow on RSS terminals will work	Tracking:
Purpose:	Provide a summary and additional key points on how to enroll customers in Informed Delivery at RSS terminals	Page 2 of 2
Updated on:	7-15-2021	Version 1.0

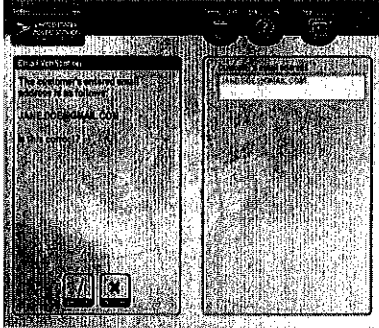
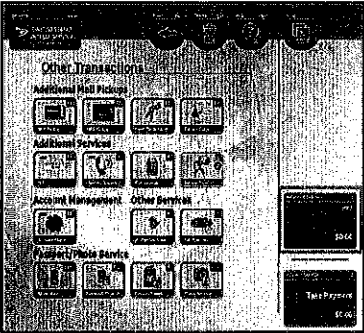
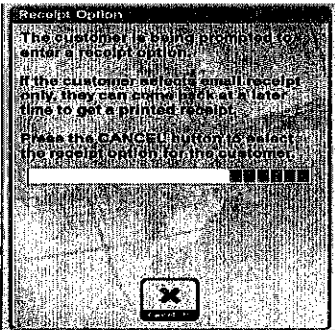

Informed Delivery icon on RSS

Address Eligibility

Identity Verification

Collect Name/E-mail

Instruct customer to check e-mail

	Steps	Key Points
	<ul style="list-style-type: none"> Next, enter customer's name and email address Make sure to verify with the customer that the entered email is correct 	<ul style="list-style-type: none"> A valid e-mail is required for Informed Delivery enrollment
	<ul style="list-style-type: none"> The Informed Delivery transaction is added to stack 	<ul style="list-style-type: none"> The Informed Delivery transaction can be deleted but the transaction cannot be edited or post voided. Only one Informed Delivery transaction per customer visit will be allowed so the Inform Delivery option will be disabled.
	<ul style="list-style-type: none"> Continue to receipt options after enrollment including Print, eReceipt, or both 	<ul style="list-style-type: none"> Please note: Customers may choose the e-mail used for the enrollment for their eReceipt or enter a new email address
	<ul style="list-style-type: none"> If entered correctly, customer should receive an e-mail asking them to complete an account to activate their Informed Delivery enrollment Encourage customer to complete their account at their earliest convenience through the account activation email 	<ul style="list-style-type: none"> Customers will not start receiving daily email notifications with images of mail pieces until they complete activation of their account The account activation email should arrive at the customer's email within the next couple of minutes

**Sign up for
Informed Delivery®
notifications¹ today**

- It's totally free and easy to use
- Daily notifications show you scanned images of your mail and additional interactive content
- Includes tracking information for incoming packages



Scan the code
to sign up for
Informed Delivery®



 **UNITED STATES
POSTAL SERVICE®**

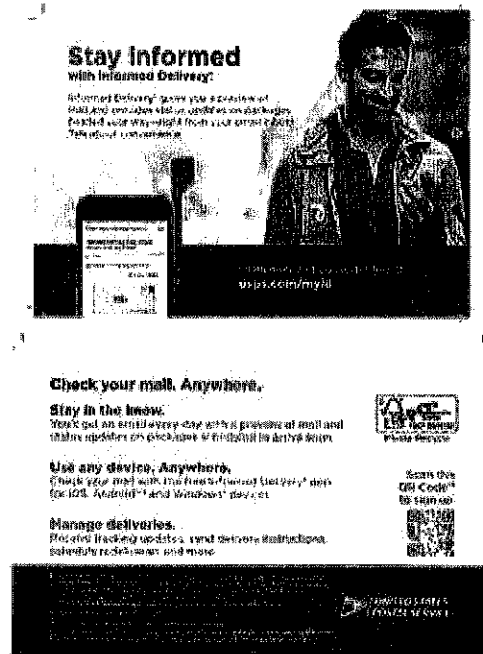
 **FIRST CLASS**

1. Eligible mail is only received by letter-size mailboxes. The only personal mail that can be scanned by the service is first-class mail. Mail delivery is subject to the United States Postal Service's terms of service. For more information, visit usps.com/informeddelivery. ©2014 USPS®. All rights reserved. Photo by © K. L. L. Photo by © K. L. L. Photo by © K. L. L.

Poster



Tear Pads



2. Does your office have poster stands or have room to add poster stands that can be placed near the front of the line?
3. Does your office have additional counters besides the main retail window counters which can accommodate marketing materials listed above for this pilot?
4. Does your office currently have or plan to have a lobby assistant by the end of July to assist customers?

Informed Delivery® Enrollment at USPS Retail Sites Frequently Asked Questions (FAQs)

Q1 What is Informed Delivery®?

Informed Delivery® is a free and optional notification feature that gives residential consumers the ability to digitally preview their letter-sized mail and manage their packages scheduled to arrive soon.

Q2 Who is able to use Informed Delivery® and are there limitations on participation?

You must live in an eligible ZIP Code™ location and be able to verify your identity in order to sign up for Informed Delivery. In rare instances, you may live in an eligible ZIP Code, but cannot sign up for the feature because your individual mailbox is not uniquely coded; this coding determines which images are provided to each Informed Delivery user and ensures that users view mail destined for their address only. While most addresses are uniquely coded, not all are, especially in high density areas (e.g., apartment buildings or condos). If your address is not uniquely coded, you will not be able to sign up for Informed Delivery at this time; please check back at a later date.

Q3 What will I see?

Users receive emails to the email address in their personal USPS.com® account containing grayscale images of the exterior, address side of up to 10 pieces of incoming letter-sized mail that is arriving soon. These images are also accessible on the Informed Delivery dashboard at informedelivery.USPS.com. Only the first 10 pieces of mail appear in the email at this time. The remaining mail images can be viewed on your dashboard.

Q4 What if I can't verify my identity online through mobile self-enrollment at retail?

If you are unable to verify your identity online, you may do so at the Post Office with in-person Identity Proofing. Simply select the "Find Post Office" button after attempting to verify your identity online and pick any Post Office to get to the page with a barcode. Present the barcode at the counter with a proof of your current address such as a State-issued driver's license.

