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LABOR RELATIONS



November 3, 2020

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

Dear Mr. Wagner:

As a matter of general interest, the Postal Service will be partnering with Yale Home Incorporated to test the Yale Smart Delivery Box, which is specifically designed to protect delivered packages.

The USPS continues to seek alternative options to deliver packages to our customers in an efficient and secure manner. The Yale Smart Delivery Box will test package delivery utilizing an unattended secure box. The box has a feature called "Delivery Mode" that leaves the box unlocked each morning until the first delivery is made. The carrier simply lifts the lid of the box, places the package in the box, and then closes the lid. Customers will receive a notification that the delivery has been made, and customers can choose to either unlock the box to allow for another delivery, or leave the box locked until they are ready to retrieve the package.

The test is scheduled to begin November 9.

We have enclosed the final draft copies of the following:

- Delivery Standup Talk - Yale Smart Delivery Box
- Yale Smart Delivery Box Work Instruction
- Initial Yale Smart Delivery Box Locations

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".

David E. Mills
Labor Relations Policies and Programs

Enclosures

DELIVERY EMPLOYEE STAND UP TALK

October 19, 2020

Yale Smart Delivery Box – Alternative Parcel Delivery Device

The USPS continues to look at alternative options to deliver packages to our customers in an efficient and secure manner, with deliveries occurring on the first attempt. The USPS has partnered with Yale to test a new smart delivery box, specifically designed to protect deliveries from porch pirates and package thieves. The lock is designed to give the customer peace of mind that their deliveries will be in a secure location.

The Yale Secure Box Delivery will test package delivery utilizing an unattended secure box. The box has a feature called “Delivery Mode” that leaves the box unlocked each morning until the first delivery is made. The carrier simply lifts the lid of the box, places the package in the box, and then closes the lid using the easy to use safety latch. Customers will receive a notification that the delivery was made, and customers can choose to either unlock the box to allow for another delivery, or leave the box locked until they are ready to retrieve the package. The Yale Secure Box can accommodate packages up to 22” x 13” x 16”.

The letter carriers will continue to place smaller packages, which fit securely, in the customer’s mailbox. If the box is locked the carrier will utilize the Yale Smart Keypad on the top of the box to unlock it. Entry codes will be provided to the carrier via the Regional Intelligent Mail Server (RIMS) Hazard Warning Notification System. The carrier will receive the passcode whenever they enter the geofenced area of the pilot site. If adopted, future enhancements will create an API to pass the access code directly to the MDD when a package for a registered customer is received.

The Yale Secure Box will be tested in the Connecticut Valley District. Testing will be done in three delivery units; West Hartford, Shelton and South Glastonbury as a proof of concept. A voluntary survey will be conducted near the end of the pilot for both the letter carriers and customers to provide feedback.



Q & A

Do I still use the Yale Smart Delivery Box if the package will fit in the customer's mail receptacle? Packages that fit securely in the customer's mail receptacle will still be delivered in the mail receptacle and scanned Delivered – In/At Mailbox.

Do I still need to scan the package with the MDD? The Yale Smart Delivery Box does not transfer to our Postal tracking system, so all packages delivered in the Yale box need to also be scanned as delivered with a delivery attribute of Parcel Locker in the MDD.

What do I do if the package does not fit inside the Yale Secure Box? Carriers will handle the package as previously done prior to the Yale Secure Box being installed (if there is a secure location the carrier will scan as delivered – with the correct delivery attribute and leave package; if the package cannot be left the carrier would scan Attempted – Receptacle Full / Item Oversized, leave a 3849 and return the package to the delivery unit).

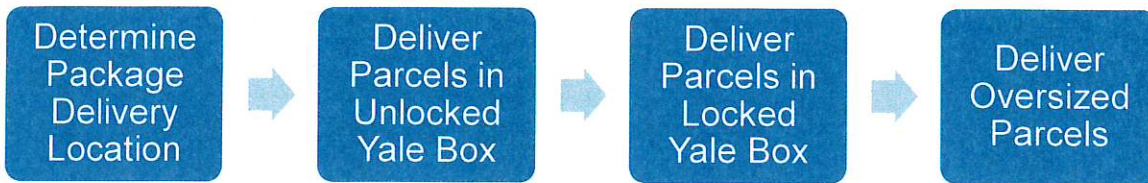
What if the Yale Smart Delivery Box is locked and does not open up when the access code is entered on the key pad, or you do not receive the access code on your MDD? Carriers will handle the package as you had previously done prior to the Yale box being installed. Unsuccessful scan data is tracked by Yale and shared with USPS. Both parties work jointly to determine the root cause for the box not opening and make necessary changes to help eliminate future occurrences.





What do I do if I open the Yale Smart Delivery Box and find another package inside the container? Other delivery companies can utilize the same system so if another package is already in the container the carrier will deliver the package into the container if the package will fit. If the USPS package will not fit then the carrier will handle the package as they did previously to the Yale Secure Box being installed. Under no circumstance should a carrier remove the non-USPS package delivered in the unit.

Yale Smart Delivery Box Test

Area	District	Route	Street Address	City	State	ZIP Code
Atlantic	Connecticut Valley	R022	141 Bluff Point Rd	South Glastonbury	CT	06073
Atlantic	Connecticut Valley	R022	220 Dug Roud	South Glastonbury	CT	06073
Atlantic	Connecticut Valley	R022	48 Kettle Pond Dr	South Glastonbury	CT	06073
Atlantic	Connecticut Valley	R022	75 Taylor Town Rd	South Glastonbury	CT	06073
Atlantic	Connecticut Valley	R022	80 Tayler Town Rd	South Glastonbury	CT	06073
Atlantic	Connecticut Valley	R024	24 Kingswood Dr	South Glastonbury	CT	06073
Atlantic	Connecticut Valley	C051	203 Tunxis Rd	West Hartford	CT	06107
Atlantic	Connecticut Valley	C008	270 Oakwood Ave	West Hartford	CT	06110
Atlantic	Connecticut Valley	C012	76 Colonial St	West Hartford	CT	06110
Atlantic	Connecticut Valley	C007	29 Court Park	West Hartford	CT	06119
Atlantic	Connecticut Valley	C002	130 Wakelee Ave Extension	Shelton	CT	06484
Atlantic	Connecticut Valley	C002	15 Birch Street	Shelton	CT	06484
Atlantic	Connecticut Valley	C004	25 Belmont Ave	Shelton	CT	06484
Atlantic	Connecticut Valley	C006	25 Webster Dr	Shelton	CT	06484
Atlantic	Connecticut Valley	C009	7 Shady Brook Lane	Shelton	CT	06484
Atlantic	Connecticut Valley	C010	225 Coram RD	Shelton	CT	06484
Atlantic	Connecticut Valley	C012	126 Yutaka Trail	Shelton	CT	06484
Atlantic	Connecticut Valley	C014	10 Far Mill Road	Shelton	CT	06484
Atlantic	Connecticut Valley	C018	39 Pearmain Road	Shelton	CT	06484
Atlantic	Connecticut Valley	C018	65 Pearmain Road	Shelton	CT	06484
Atlantic	Connecticut Valley	C018	69 Pearmain Road	Shelton	CT	06484
Atlantic	Connecticut Valley	C027	232 Mohegan RD	Shelton	CT	06484

Work Instruction: Yale Smart Delivery Box



	Important Steps	Key Points	Reasons for Key Points
	1. Determine package delivery location	<ul style="list-style-type: none"> Small packages and rolls that do not require a signature and will fit securely in the customer's mailbox, will continue to be delivered in the mailbox. SPRs that fit in the mailbox require a delivered scan on the MDD with a delivery attribute of "in Mailbox" Delivered scans must be made at the point of delivery 	<ul style="list-style-type: none"> Packages that fit securely in the customer's mail receptacle will still be delivered in the mail receptacle Accurately scanning builds trust and integrity in our customers
 	2. Deliver parcels in Yale Box	<ul style="list-style-type: none"> For Yale Pilot customers the larger packages that will not fit securely in the mail receptacle need to be placed in the Yale secure box. Locate the Yale Smart Delivery Box Lift lid on Yale Box and validate that the package will fit in the box. If the box is locked and you cannot lift the lid you will need to utilize the access code sent to you on your MDD Enter the six digit access code on the key pad and press the Yale logo button to unlock. Scan package as delivered on the MDD with a delivery attribute of in Parcel Locker. Delivered scans must be made at the point of delivery Place package in the Yale Box and close the lid. Make sure you press down on the lid to assure that the lid locks. 	<ul style="list-style-type: none"> Improve security and reduce theft Enhance the customers package delivery experience The Delivery Attribute of in parcel locker will be utilized to determine the impact of the Yale Box Accurately scanning builds trust and integrity in our customers
	3. Delivery of Oversized parcels or when customer has multiple packages that will not fit	<ul style="list-style-type: none"> Handle the package as previously done prior to the Yale Secure Box being installed (if there is a secure location the carrier will scan as delivered – with the correct delivery attribute, and leave package; if the package cannot be left the carrier would scan Attempted – Receptacle Full / Item Oversized, leave a 3849 and return the package to the delivery unit). 	<ul style="list-style-type: none"> By satisfying customer expectations, we can maintain and grow our package business.