

JAN 13 2014



NOTED
PRES: MA 1-13-14
EXEC VP: _____
SECY: _____

January 10, 2014

Mr. Louis M. Atkins
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

To File _____

Ex Board

Dear Louis:

As a matter of general interest, the Postal Service plans to expand the Carrier Release program to include allowing the addressee to electronically authorize the carrier to release a package. The electronic authorization will allow the customer to select an alternate location for delivery and release of the package. This expansion will be effective January 26.

We have enclosed a retail and delivery service talk, frequently asked questions, and standard operating procedures regarding this expansion.

Please contact John Cavallo at extension 3804 if you have questions concerning this matter.

Sincerely,

Alan S. Moore
Manager
Labor Relations Policy and Programs

Enclosures

1948

1. The first part of the report
describes the general situation
of the country and the
state of the economy.
2. The second part of the report
describes the results of the
survey and the conclusions
drawn from it.
3. The third part of the report
describes the measures
proposed to be taken
to improve the situation.



Retail and Delivery Service Talk Electronic Authorize Shipment Release (EASR)

Beginning January 26, 2014, the Carrier Release program will expand to allow the addressee to electronically authorize the carrier to release a package. The customer will include all identifying information on USPS.com.

Tracking Number: E1959799101US

Scheduled Delivery Day: August 30, 2013, 12:00 pm
Money Back Guarantee
Signed for By: WAIVED // MCLEAN, VA 22102 // 10:41 am

Product & Tracking Information

Postal Product: Priority Mail Express 1-Day™
Features: PO to Addressee

DATE & TIME	STATUS & ITEM	LOCATION
August 30, 2013, 8:43 am	Arrival at Post Office	BERNARDSVILLE, NJ 07924
August 29, 2013, 5:04 pm	Dispatched to Sort Facility	CONVENT STATION, NJ 07961
August 29, 2013, 12:13 pm	Acceptance	CONVENT STATION, NJ 07961

Available Options

Proof of Delivery

Electronic Authorize Shipment Release

Please enter the address this package is being sent to:
McLean, VA 22102
*Street Address
7675 Colshire Dr
Apt / Suite / Other
400

This will allow the customer to enter information concerning a mailpiece and permit the Postal Service to leave this piece at the specified location including:

- Front door
- Back door
- Side door
- In/at mailbox
- On the porch
- Neighbor (must be on the same route)
- Garage
- Other (specific instructions included)

This does not apply to insured items over \$200 or items requiring a signature. This **will not** supersede USPS carrier policy that released items should be out of public view, out of the elements and in a secure location.

EASR requests will appear in the MyPO tasks and will be included on the carrier manifest.

FOR INTERNAL USE ONLY

Please direct all inquiries to shippingservices@usps.gov.

Page 6 Promises Summary - WILKES BARRE

Last Updated on 12/08/13

Category	Invoked	Lost Week	Two Weeks Ago
Receiving Mail	No Delivery/No Attempt	20	13
Receiving Mail	No Delivery/No Attempt	3	2
Customer Service	Support	2	2
Sending Mail	Send Domestic Mail	1	0
Customer Service	Support	1	0
Customer Service	Support	1	0
Receiving Mail	Change of Address	1	1

My Post Office
 WILKES BARRE
 300 S MAIN ST
 WILKES BARRE, PA 18701
 FDBID: 1436727

ECC Cases

Package Pickup: 78
 Hold Mail: 2
 Premium Forwarding: 1
 Package Intercept: 46
 Expedited Packaging Supplies: 2
 Retail Inventory: 61
 Electronic Package Release: 23

Search: Tasks Retail Inventory District Facilities By Zip

Alerts (2) DURAT Activities (3)

National Test 12/09 - 12/24 >
 one day alert >

Test summary >
 Learning DURAT >
 national in chrome >

• Manage My Employee Equipment Programs
 • MyPO User Guide
 • ECC User Guide
 • ECC Access
 • Partner's Update
 • Partnership Agreement
 • Reports Module
 • OSQ Core Language
 • Consumer Advocate

Build: [4.1.105, 12/03/2013]

The carrier should follow the "leave at" location instructions and scan the package accordingly.

Upon returning to the Post Office the carrier should promptly cradle the scanner to ensure that data is uploaded and inform the Postmaster or designee of any failed EASR requests. In the event that an EASR request was not completed, the open request must be closed out in MyPO indicating the reason for the failed request. The Postmaster or designee is responsible for ensuring that MyPO tasks have been properly closed out each day.

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Frequently Asked Questions Electronic Authorize Shipment Release

Q: What is Electronic Authorize Shipment Release?

A: Electronic Authorize Shipment Release (EASR) allows the recipient of a package to electronically authorize the carrier to release the item at a specific location.

Q: Are all packages eligible?

A: No, packages that are insured for \$200 or more or have a signature requirement are not eligible. In addition, the package must bear an Intelligent Mail package barcode.

Q: What is the difference between this initiative and the PS Form 3849, *Delivery Notice/Reminder/Receipt*?

A: The goal of this initiative is to migrate customers online so they can electronically authorize USPS to release the package. In addition, the customer will be able to give us instructions as to where to leave the package (i.e., on the porch, at the back door, etc.)

Q: Is there a fee?

A: No, this free service is about improving the customer experience.

Q: What are the requirements to use EASR?

A: Customers must have or create a USPS.com account and be signed in when they make the request. The address in their account must also match the address where the package is being delivered to as well.

Q: Will customers receive any notification?

A: Customers will get an email or SMS text to confirm that their request was successful. They will also receive an email or SMS text once their package is delivered. If a customer is ineligible, they will be given a reason as well.

Q: What would make a customer ineligible?

A: If the customer signs in to their account and it is determined that they have an active forwarding order, an active "Hold Mail" request or a "Hold For Pickup" request.

Q: What are the "leave at" locations that a customer can request?

Customers can request that their package be left at the following locations:

- Front door
- Back door
- Side door
- In/at mailbox
- On the porch
- Neighbor
- Garage
- Other

Q: What constitutes a "neighbor?"

A: We will leave the package at a "neighbor's address" if the address is on the same street and ZIP Code as the recipient.

FOR INTERNAL USE ONLY

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Q: Can customers cancel their request?

A: No, this will be stated in the Terms and Conditions

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Standard Operating Procedures Electronic Authorize Shipment Release (EASR)

1. A customer will have the option to electronically authorize the carrier to release an item.
2. This does not apply to insured items over \$200 or items requiring a signature.
3. Customers will be able to provide these specific "leave at" instructions for the carrier:
 - Front door
 - Back door
 - Side door
 - In/at mailbox
 - On the porch
 - Neighbor (address required)
 - Garage
 - Other

Tracking Number: E1959799161US

Scheduled Delivery Day: August 30, 2013, 12:00 pm
Money Back Guarantee
Signed for By: WAIVED # MCLEAN, VA 22102 # 10:41 am

Product & Tracking Information

Postal Product: Priority Mail Express 1-DaySM Features: PC to Addresses

DATE/TIME	STATUS/ITEM	LOCATION
August 30, 2013, 9:43 am	Arrival at Post Office	BERNARDSVILLE, NJ 07924
August 29, 2013, 5:54 pm	Dispatched to Sort Facility	CONVENT STATION, NJ 07801
August 29, 2013, 12:13 pm	Acceptance	CONVENT STATION, NJ 07801

Available Options

Proof of Delivery

Electronic Authorize Shipment ReleaseSM

Please enter the address this package is being sent to:
McLean, VA 22102

Street Address
7525 Cobble Dr

Apt / Suite / Other
400

[Continue](#)

4. Requests will appear as a MyPO task.
5. The Postmaster or designee should log on to MyPO each morning.
 - a. EASR requests will be listed under the "Task" header.

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Top 5 Problems Summary - WILKES BARRE
Last Updated on 12/08/13

Category	Invoked	Last Week	Two Weeks Ago
Receiving Mail	No Delivery/No Attempt	20	13
Receiving Mail	No Delivery/No Attempt	3	2
Customer Service	Support	2	2
Sending Mail	Send Domestic Mail	1	0
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Customer Service	Support	1	0
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Package Pickup 78
Hold Mail 2
Premium Forwarding 1
Package Intercept 48
Expedited Packaging Supplies 2
Retail Inventory 61
Electronic Package Release 23

Post Office
WILKES BARRE
300 S MAIN ST
WILKES BARRE, PA 18701
FDBID: 1436727

ECC Cases

Search: Tasks Retail Inventory District Facilities By Zip

Alerts (2) DURAT Activities (3)

National Test 12/08 - 12/24 >
one day alert

Test summary >
Learning DURAT >
national in chrome >

- Manage My Employee Engagement Programs
- MyPO User Guide
- ECC User Guide
- ECC Access
- Partner's Update

Partnership Agreement
Reports Module
CAC Core Language
Consumer Advocate

Build: [4.1.105, 12/03/2013]

6. Each request will be included on the carrier manifest. Print all related forms.

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- Print the carrier manifests by clicking the "Carrier Manifest" link. Ensure that the daily carrier manifests are distributed to each carrier route before the carriers have left the office.

EPC® Electronic Information		16207-9999 WEB:PS3999
		Printed: Thursday, December 13, 2012 11:34:22 PM CST
Electronic Package Delivery Release		1 of 23
Confirmation Number:	1406106	
Instructions This package has been electronically approved to be delivered whether the recipient is home or not available.	Customer Information 7 GLENDALE DR MOUNTAIN TOP, PA, 18203-2019	
Requested Delivery Date:	SAT 10/12/2013	
Tracking Number:	961122211111-41240226464	
Delivery Location:	Mailbox (address required)	
Status:	Undelivered	
	Neighbor Information 7 GLENDALE DR MOUNTAIN TOP, PA, 18203-2019	
Customer Comments:		
Electronic Package Delivery Request 7 GLENDALE DR		

- Ensure all carriers delivering on pivoted or split routes have knowledge of EASR requests. Requests should be reverenced on PS Form 3996, *Carrier – Auxiliary Control*, by the carrier casing/splitting the route.
- As the carrier arrives at the address for the EASR, they should follow the "leave at" location instructions and scan the package accordingly.
- Upon returning to the Post Office the carrier should promptly cradle the scanner to ensure that data is uploaded and inform the Postmaster or designee of any failed EASR requests.
- In the event that EASR request was not completed, the open request must be closed out in MyPO indicating the failed reason.
- Postmaster or designee is responsible for ensuring that MyPO tasks have been properly closed out each day.**

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