LABOR RELATIONS

JAN 13 2014

UNITED STATES
POSTAL SERVICE

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

To File

Ex Board

January 10, 2014

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

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

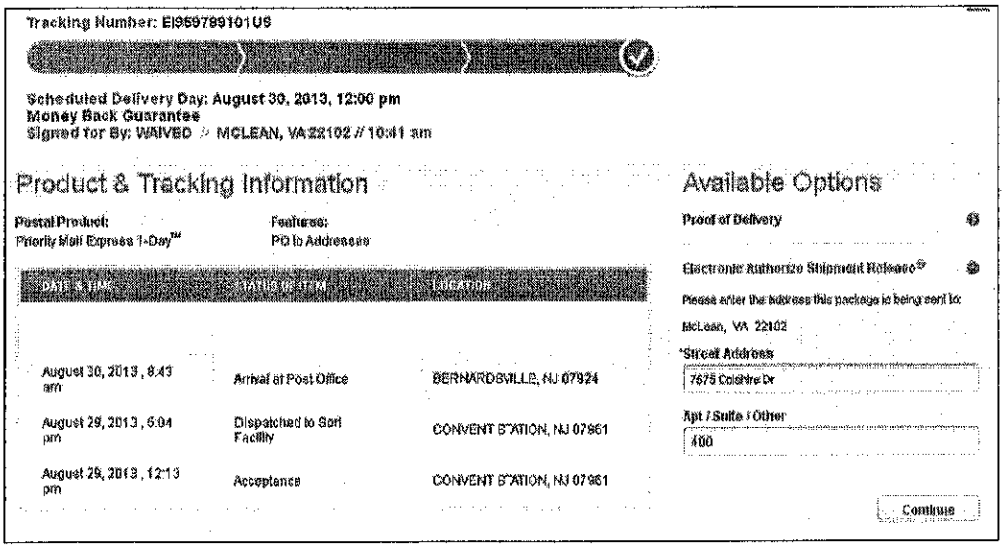
Enclosures

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4101
WWW.USPS.COM

UNITED STATES POSTAL SERVICE®

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.



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:

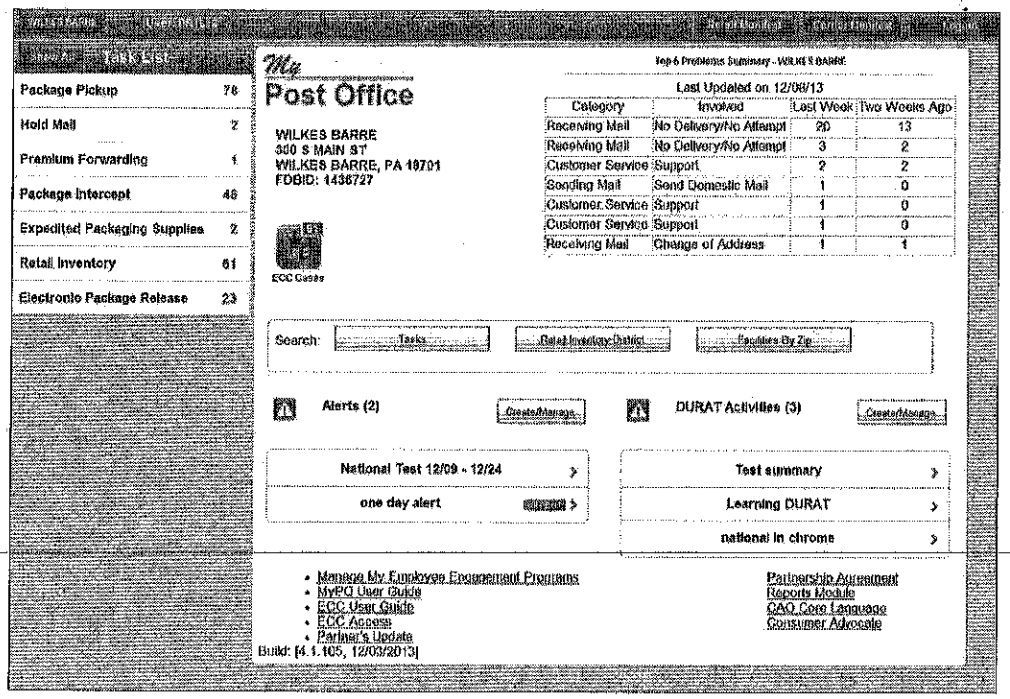
- Front door
- Back door
- Side door
- In/at mailbox
- On the porch
- Neighbor (must be on the same route)
- Garage
- Other (specific instructions included)

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.



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.

UNITED STATES POSTAL SERVICE

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.

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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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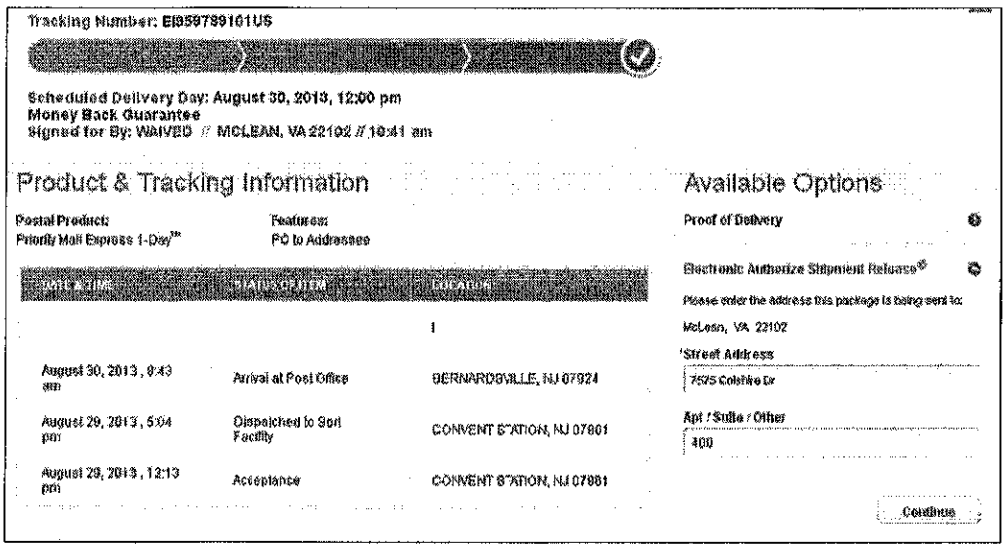
Standard Operating Procedures
Electronic Authorize Shipment Release (EASR)

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



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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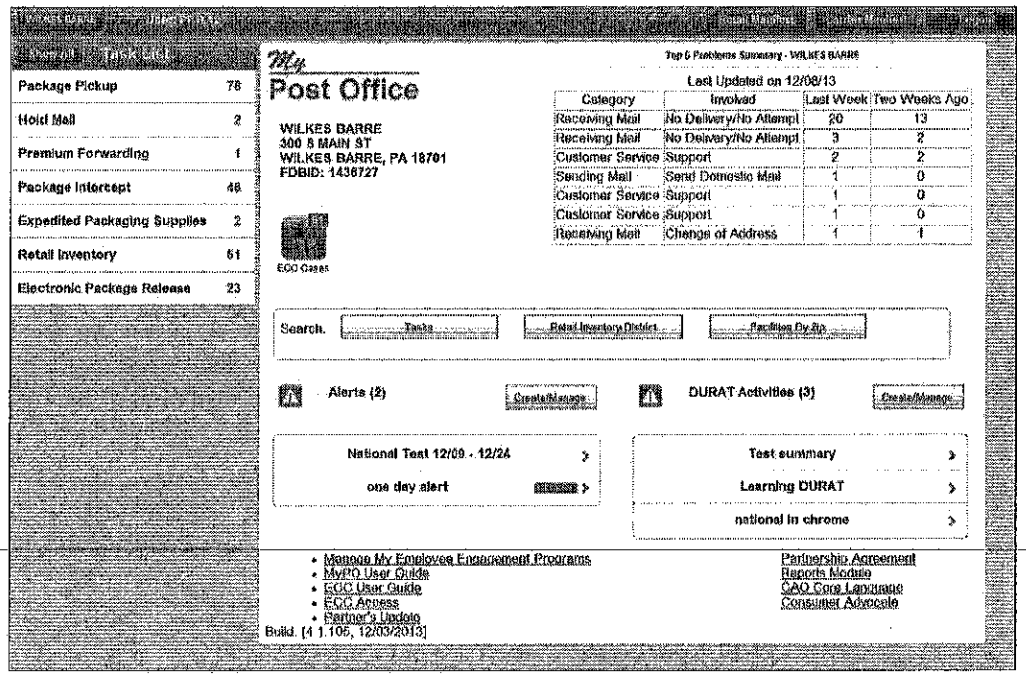
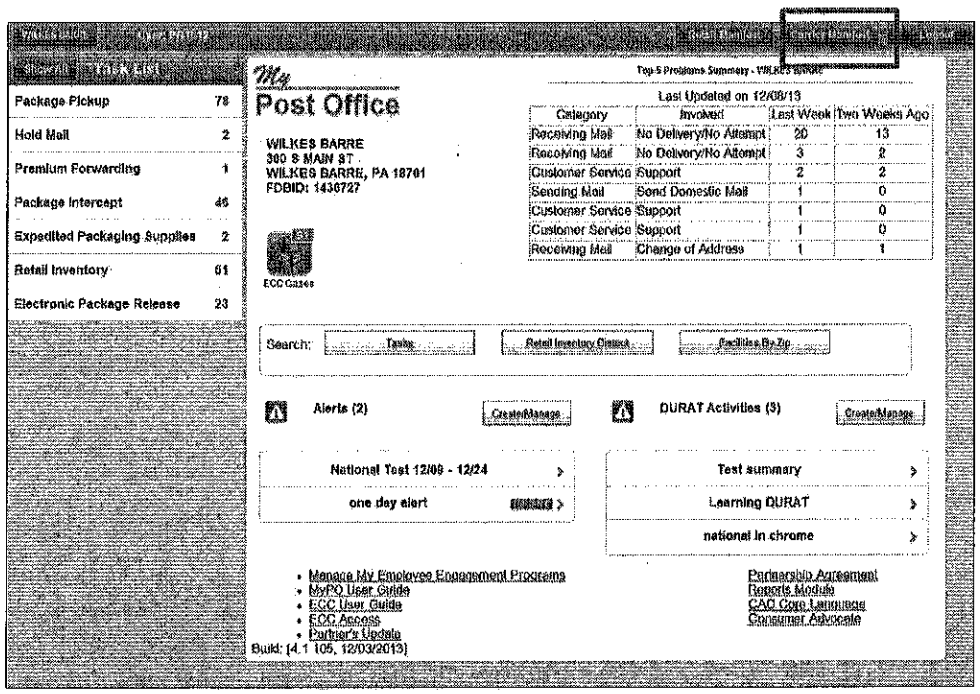


6. Each request will be included on the carrier manifest. Print all related forms.



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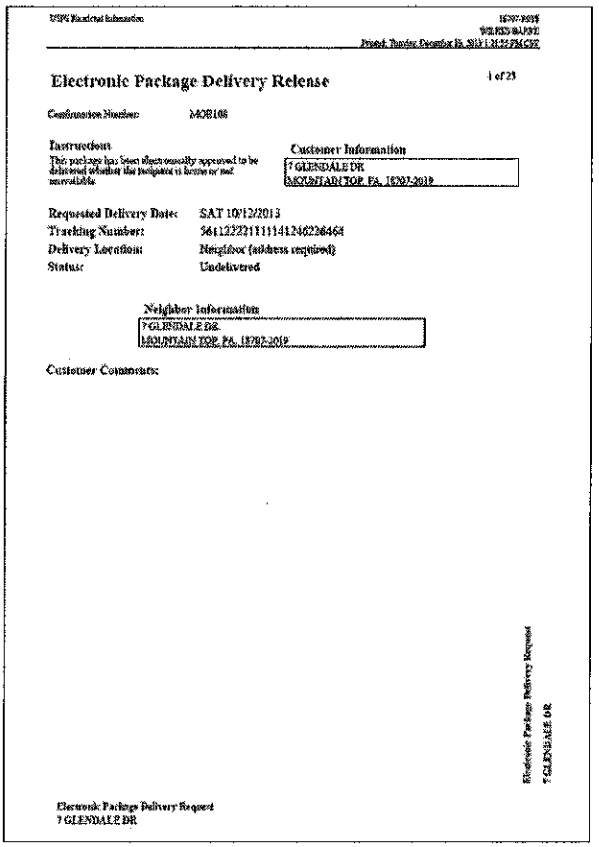
7. Print the carrier manifests by clicking the "Carrier Manifest" link. Ensure that the daily carrier manifests are distributed to each carrier route before the carriers have left the office.



USPS Restricted Information

Printed: Tuesday, December 31, 2013 11:59:55 PM CST

Electronic Package Delivery Release

1 of 23

Confirmation Number: 1408108

Instructions

This package has been electronically approved to be delivered whether the recipient is home or not unavailable.

Customer Information

7 GLENDALE DR
MOUNTAIN TOP, PA, 18707-2019

Requested Delivery Date: SAT 10/12/2013
Tracking Number: 9611222211111412462264641
Delivery Location: Neighbor (address required)
Status: Undelivered

Neighbor Information

7 GLENDALE DR.
MOUNTAIN TOP, PA, 18707-2019

Customer Comments:

Electronic Package Delivery Request
7 GLENDALE DR

Electronic Package Delivery Request
7 GLENDALE DR

8. 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.

9. As the carrier arrives at the address for the EASR, they should follow the "leave at" location instructions and scan the package accordingly.

10. 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.

11. In the event that EASR request was not completed, the open request must be closed out in MyPO indicating the failed reason.

12. **Postmaster or designee is responsible for ensuring that MyPO tasks have been properly closed out each day.**

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