

JAN 13 2014



January 10, 2014

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

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

To File _____

Lx Board

Dear Louis:

As a matter of general interest, the Postal Service plans to update Retail Systems Software (RSS) to include a selection button for cremated remains that allows retail associates to identify these shipments when disclosed by customers. There will be no change to Point of Service (POS) terminals. This update is scheduled for January 26.

We have enclosed a retail service talk and frequently asked questions regarding this change.

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

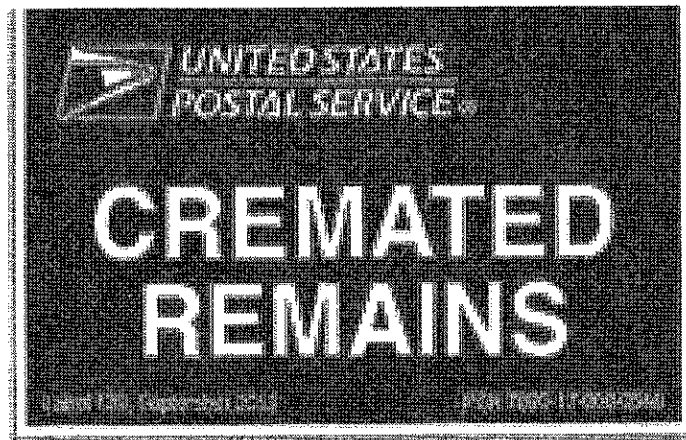
Retail Service Talk Cremated Remains

In September 2013, the Postal Service introduced a new Label 139, *Cremated Remains* to provide more visibility during processing and transportation of cremated remains shipments.

For January 2014, a selection button will be added to Retail Systems Software (RSS) to allow retail associates to identify shipments disclosed as cremated remains. Retail associates must select the Cremated Remains button when such shipments are disclosed by the mailer. The introduction of cremated remains identifiers makes it easier for USPS to track volume and revenue.

Here are key points to remember about shipments containing cremated remains:

- Cremated Remains shipped domestically must be sent via Priority Mail Express.
- Label 139, *Cremated Remains*, is for domestic use only.
- Retail associates must select the Cremated Remains selection during the transaction.
- The retail associate will affix Label 139, *Cremated Remains*, to the address side of the shipment, next to the shipping label.
- Packages containing cremated remains bearing Label 139 must be processed in accordance with current policy; no special handling or separation of the packages is required.



Label 139, *Cremated Remains*

NOTE: POS will not be updated to include a selection for cremated remains. As sites transition to RSS, please ensure cremated remains are identified within the mailing workflow.

FOR INTERNAL USE ONLY

Please direct all inquiries to shippingservices@usps.gov



Frequently Asked Questions Cremated Remains

Q: What is Label 139, *Cremated Remains*?

A: In September 2013, the Postal Service introduced a new Label 139, *Cremated Remains*, a nontrackable label that will be added to shipments to identify them as containing cremated remains.

Q: Why did the Postal Service introduce this label?

A: Cremated remains were not identifiable in the mail stream. If a package containing cremated remains is unable to be located, the situation can cause negative customer experiences and generate unfavorable publicity for the Postal Service.

Q: Why is it necessary to identify cremated remains shipments in the mail stream?

A: The introduction of cremated remains identifiers makes it easier for the Postal Service to track volume and revenue of cremated remains.

Q: Is this label required for acceptance?

A: The label will not be required but its use is highly recommended to increase visibility during USPS processing and transportation.

Q: Are changes to cremated remains or the label planned for January 2014?

A: For January 2014, changes will be made to Retail Software Systems (RSS) only to provide retail associates the ability to identify shipments disclosed as cremated remains.

Q: What changes will be made to POS?

A: No changes will be made to POS to identify shipments as cremated remains.

Q: How does the retail associate know where to enter cremated remains in RSS?

A: Retail associates will select the "Cremated Remains" key which will be listed under "Extra Services" during normal transactions when such shipments are disclosed by the mailer.

Q: Will cremated remains receive special handling or treatment?

A: No, packages containing cremated remains should continue to be processed in accordance with current policy; no special handling or separation is required.

Q: Which classes of mail can be used to ship cremated remains?

A: Cremated remains shipped domestically must be sent via Priority Mail Express only.

Q: Can cremated remains be shipped internationally?

A: While certain countries allow shipments of cremated remains, Label 139 is for domestic use only.

Q: Can customers order Label 139, *Cremated Remains*?

A: Label 139 may be ordered by Post Offices, crematories and the funeral industry.

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Q: How can individual customers apply to receive Label 139?

A: External customers that are not a business should send an email to expeditedpackaging@usps.gov to qualify to receive the label.

Q: Where can Post Offices order Label 139, *Cremated Remains*?

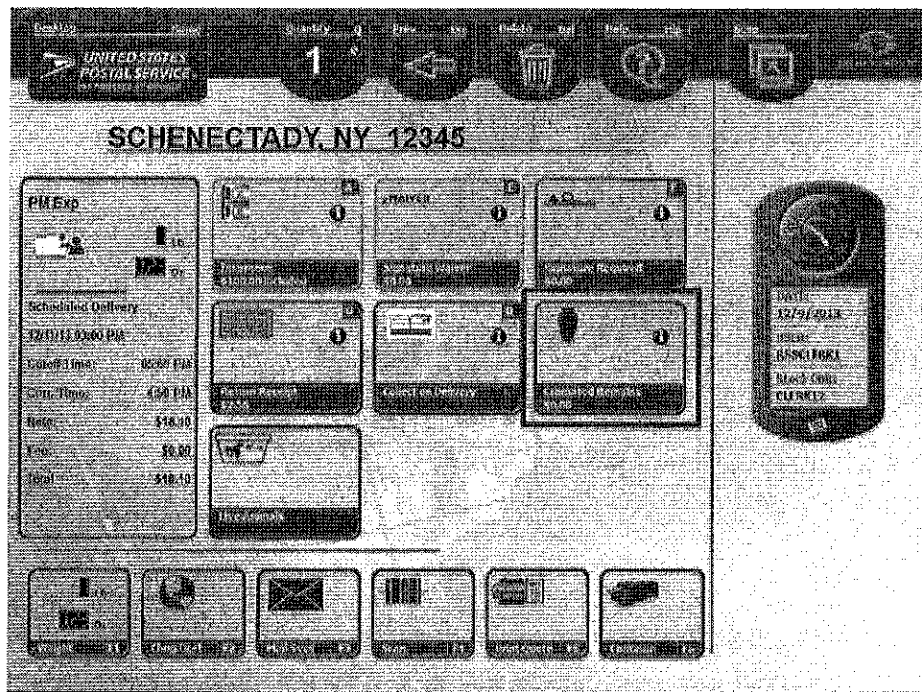
A: Cremated remains label orders are placed through eBuy2 using PSN# 7690-17-000-0548.

Q: Where should the label be placed on the shipment?

A: Address side of the mailpiece, next to the shipping address.

Q: What does the key for cremated remains look like?

A: An illustration of the Cremated Remains key in RSS is provided here:

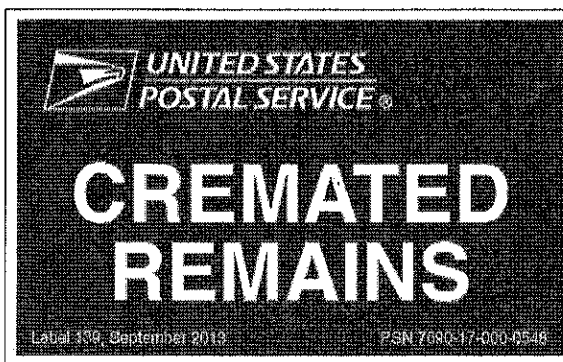


Q: What does Label 139, *Cremated Remains*, look like?

A: See illustration below.

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Please direct all inquiries to shippingservices@usps.gov



Dimensions: 3.00" x 1.857"

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