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May 8, 2017

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

Certified Mail Tracking Number:
7016 1370 0002 3014 6854

Dear Brian:

As a matter of general interest, the Postal Service™ is redesigning the Post Office Boxes Online (POBOL) Application on USPS.com®.

The enhancements are intended to improve the customer experience by providing a more user-friendly online process and additional features including:

- Refund options,
- PO Box™ waitlist notifications and reservations,
- Ability to close a PO Box online, and
- Access to the application from a smartphone or tablet.

The redesigned application is expected to launch the beginning of June. Employees working in Retail units will be given a stand-up talk regarding the enhancements and Customer Care Agents will receive training which includes an overview of the changes and descriptions of the updates.

Enclosed is the stand-up talk for Retail units and the training material for Customer Care Agents.

Please contact Shannon Richardson at extension 5842 (or Bruce Nicholson at extension 7773) if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean", written over a horizontal line.

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

If anyone wants to see the copy of the PO Boxes Online Overview and Updates, you may contact NAPS Headquarters.

Service Talk for Retail

Redesign of the Post Office Boxes Online Application

The Post Office Boxes Online (POBOL) application was launched in 2008 to provide customers the convenience of reserving and managing a Post Office Box online via their USPS.com account. Unfortunately, since then, increased customer chargebacks and refund requests have been reported. In an effort to reduce these issues and improve the overall customer experience, the Postal Service™ is redesigning the Post Office Boxes Online application.

The following enhancements will be offered:

- The new application will be **mobile responsive** - so it will be easily accessed by customers on their internet-capable smartphone or tablet
- Customers will be able to close their PO Box™ online. If the PO Box was paid for online, the customer may apply for a refund, if eligible
- Customers will be notified via email when their waitlisted PO Box is available and will be able to reserve it online
- The POBOL application will be updated to have the same "look and feel" as the rest of USPS.com®
- USPS.com global header/footer will be present within the application
- Updates to the existing flow will make the application easier for customers to use

*Please note that customers who are eligible for free Group E boxes as described in DMM 508.4.5.3 **should not** use the Post Office Boxes Online application. Instruct these customers to reserve their Group E box at the Post Office.*

This release is scheduled to launch in Spring 2017.

The newly-designed application will continue to offer customers:

- The ability to request payment reminders via email
- The option to view their account status
- The ability to set up automatic payments and view their online payment history

All from the convenience of their internet-capable smartphone or tablet!

Please note that no PO Box processes at the Retail Office are changing. Customers that reserve a PO Box online will still have 30 days to activate their PO Box at the Post Office™ location where the box is reserved. A signed PS Form 1093, *Application for Post Office Box Service*, and two forms of acceptable ID (one with a photo and one to verify their address) must be provided.

Over the next few months, communications to existing POBOL customers and customer-facing USPS employees will be underway. Look for Fact Sheets, *Retail Digest* and *USPS NewsTalk* articles to stay informed of this release.

It is important that you are aware of the enhancements so you can inform your customers that they will soon have more options for managing their PO Box online.