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MAY 25 2017

Per \_\_\_\_\_

LABOR RELATIONS



May 22, 2017

Mr. Brian J. Wagner  
President  
National Association of Postal Supervisor)  
1727 King Street  
Alexandria, Virginia 22314-2753

**Certified Mail Tracking Number:**  
70161370000230147196

Dear Brian:

As a matter of general interest, the Postal Service intends to pilot a Passport Appointment Scheduler (PAS). The scheduler is intended to provide customers, through a web-based system, the ability to schedule, view, and cancel passport appointments for a first-time passport application.

During the pilot, the PAS will be used for scheduling appointments at the sixteen locations identified as part of the passport center strategy. Notification of this strategy was provided by letter dated April 13.

The pilot offices will be provided a tablet which will be used to assist walk-in customers in scheduling an appointment through the PAS. Additionally, the daily passport appointment schedule will be available through the MyPO application. The pilot is anticipated to begin in June.

Enclosed is the following information:

- April 13 notification on passport center strategy
- Retail Stand-Up Talk
- Training
- Internal Fact Sheet

If you have any questions about this matter, please contact Shannon Richardson at extension 5842.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean", with a long horizontal flourish extending to the right.

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosures

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

(CA2017-252)

LABOR RELATIONS



April 13, 2017

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

**Certified Mail Tracking Number:  
7016 1370 0002 3014 5826**

Dear Brian:

As a matter of general interest, the Postal Service is planning to implement a passport center strategy. The strategy plans to leverage existing retail facilities where there are opportunities for revenue growth with passport acceptance.

The intent of this initiative is to evaluate the potential for creating a national passport center model within existing retail facilities and provide recommendations regarding implementation.

Beginning in June, the Postal Service plans to implement this strategy in four Areas. Each Area will have a lead passport office with three associated satellite offices. The lead office will primarily offer walk-in passport services, with possible appointments during the last hour the retail window is open. The satellite offices will provide passport services by appointment only during the current retail hours.

Enclosed is a list of lead offices with associated satellite offices.

If you have any questions about this matter, please contact Shannon Richardson at extension 5842.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean".

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure



# Retail Stand-Up Talk

May 11, 2017

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## Passport Appointment Scheduler (PAS) Customer Friendly Experience

As the demand for passport services continues to grow across the country, customers are expecting more digital and innovative ways when scheduling their appointments with the USPS. The Passport Appointment Scheduler (PAS) will provide customers with the ability to book their passport appointments either online or through their mobile device.

PAS is initially being tested at 16 sites across the country. The effectiveness and the benefits of the tool for both customers and the Postal Service alike will be closely measured. Your office will be a part of that test, so it will be especially important for you to know how PAS works when creating customer awareness and answering their questions.

With PAS, if a customer should come to your office for a passport – and they do not have an appointment – you will still want to make every effort to schedule them for the next appointment opening. However, you can also give them the option of making an on-the-spot appointment through PAS by using your office tablet.

PAS will give offices the capability of printing out a daily appointment schedule through the MyPO Application. This will give offices a better picture of how many customers have scheduled a passport appointment on any given day so resources can be staffed accordingly.

You will receive training on the Passport Appointment Scheduler and other job aids that will assist you in serving your customers as they begin to use the tool. Thank you for your support of PAS and dedication to the Postal Service!



# **USPS Passport Services**

**Passport Appointment Scheduler  
(PAS)  
Pilot Kickoff**

**May 2017**



## Agenda

### **In today's webinar, we will:**

- ✓ Provide an overview of the Passport Appointment Scheduler (PAS) pilot
- ✓ Walk through the Customer View of PAS and show how customers will be making appointments using PAS
- ✓ Demonstrate how clerks and supervisors will manage and update the daily schedule through MyPO

# PAS Overview





## Background

- The Passport Appointment Scheduler (PAS) is being tested at 16 pilot sites with a national deployment planned for early FY2018.
- The PAS seeks to offer a **better customer experience** as a self-service tool that:
  - ✓ Enables customers to create and adjust their own appointments online
  - ✓ Standardizes the appointment process for both individual and family appointments
  - ✓ Provides real-time electronic notification of appointment status
  - ✓ Enables access to multiple Post Offices across the country



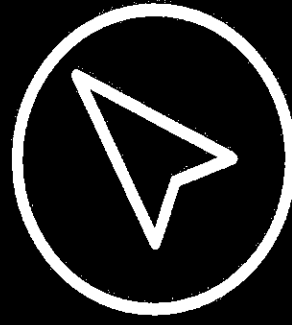
## Tool Overview

For Post Offices participating in the PAS pilot:

- Customers will be able to **search for, schedule, view, cancel and reschedule** passport appointments (individual and family) using the PAS
- Customers will receive **e-mail confirmations** throughout the process from the PAS
- A **dedicated phone help desk will support the customer** by canceling, rescheduling, or confirming appointments using the PAS
- Post Office staff, through MyPO user will be able to **print a schedule** with existing appointments for the day to manage customer intake



# PAS Customer Interface





PAS Home Page

Customers will visit [passportscheduled.usps.com](http://passportscheduled.usps.com) to make an appointment for passport and photo services during the Passport Test



Outlook Tools

Mail & Ship

Track & Manage

Postal Store

Business

International

Help

English Customer Service Register / Sign In



## Passports

### Schedule a Passport Appointment Online

Thousands of Post Offices™ around the country can accept passport applications on behalf of the United States Department of State. Now, in select locations\*, you can schedule an appointment online to expedite your first time passport application process. Save time and get the products and services you need to prepare and submit your passport application.

You can also have your passport photo taken on-site for an additional fee at some locations.

Schedule an appointment now to apply for your passport at a participating Post Office location.\*

Schedule an Appointment

\*Only available in certain locations.



Customers will click 'Schedule an Appointment'



# Searching for an Appointment



Quick Tools

Mail & Ship

Track & Manage

Postal Store

Business

International

Help

## Appointment Scheduler

### Search Locations

- indicates a required field

Individual  Family Appointment  
Select additional family members.

Location Type  
Passport

Facility Type  
Post Office

Within Distance  
20 miles

\*City and State, or ZIP Code  
Baltimore, md

Search

Select Location and Scroll Down to select an appointment time.

2. Type in a Zip Code or City/State and click 'Search' to see a display of available sites

1. Customers will select 'Individual' or 'Family Appointment' based on their needs and complete the highlighted fields

### Location Selection

Distance	Location	Hours	Photo Hours
2.5 mi	HAWKPOEN ROLAND PARK 919 W 94TH ST BALTIMORE, MD 21211 - 9998 (410) 847-4275 Lot Parking Available	Mon-Fri: 10:00 AM - 4:00 PM Sat-Sun: Closed For more information, contact the Department of State at <a href="http://travel.state.gov">travel.state.gov</a> .	Mon-Fri: 10:00 AM - 4:00 PM Sat-Sun: Closed
5.5 mi	MOUNT WASHINGTON 5730 COTTONWORTH AVE BALTIMORE, MD 21205 - 9988 (410) 847-4275 Lot Parking Available	Mon-Fri: 10:00 AM - 3:00 PM Sat-Sun: Closed For more information, contact the Department of State at <a href="http://travel.state.gov">travel.state.gov</a> .	Mon-Fri: 10:00 AM - 9:00 PM Sat-Sun: Closed

3. Click anywhere in the row to select the site desired





# Scheduling Individual Appointment

Schedule Your Appointment

Appointment Requirements

First Name	First
Last Name	Last
Mobile Number	000-000-0000
Email	Email
Appointment Time:	5/16/2017 10:00 AM

Privacy Act Statement

I agree to participate in a voluntary survey, via-email, about my passport application acceptance appointment.

I'm not a robot

Cancel

1. Customers will complete the highlighted fields and then click 'Save'

2. Appointment time selected on previous screen will be depicted here



# Scheduling Family Appointment

## Schedule Your Appointment

### Appointment

### Appointment Requirements

First Name	<input type="text" value="First"/>
Last Name	<input type="text" value="Last"/>
Mobile Number	<input type="text" value="000-000-0000"/>
Email	<input type="text" value="Email"/>
Appointment Time:	<input type="text" value="5/18/2017 10:00 AM"/>

Adults(16+)

Kids

### Privacy Act Statement

I agree to participate in a voluntary survey, via-email, about my passport application acceptance appointment.

I'm not a robot

Cancel

If 'Family Appointment' was selected on Home Page, customers will be able to schedule appointments for up to five other family members for the selected day

1. Customers will complete the highlighted fields and then click 'Save'

2. Provide number of family members -- adults and/or kids

PAS will allot 15 minutes for each family member, e.g. a family of 3 will have a 45 minute appointment



# Confirmation and Appointment Management



Appointment Confirmation Number: 4-27-TABOR-B23E5702

**1. After clicking 'Save' on prior screen, the customer will be led to a confirmation page and receive a confirmation email to the address used to make the appointment**

Hello Alexandra Tabor,

Thank you for using the **Passport Appointment Scheduler**. The details of your appointment are below. Please review your information to ensure that it is accurate.

Please arrive 10 minutes prior to your scheduled appointment time. If you are more than 5 minutes late to the appointment, it may be cancelled. To view/cancel your appointment, please visit [Manage My Appointment](#).

**Appointment Details:**

Location: Hampden Roland Park

Address: 919 W 34th St Baltimore, MD, 21211

Date & Time: Thursday, April 27, 2017 | 10:00 AM - 11:15 AM

Confirmation Code: 4-27-TABOR-B23E5702

Appointment: Passport - Family (5 people)

Parking: Lot

Please prepare to bring the following items to your appointment:

1. Complete and print Form DS-11: Application For A U.S. Passport which can be found here.
2. Proof of U.S. Citizenship, definition found on Form DS-11.
3. Proof of Identity, definition found on Form DS-11.
4. Bring Photocopies of your U.S. Citizenship and Identification Document(s).
5. Appropriate form of Payment. Prices and forms of payment for fees can be found here. *Note: Debit and credit cards are not an appropriate form of payment for the Department of State application fee.*
6. Appropriate Passport Photo. *Note: Passport photos can be taken at USPS locations for an additional fee.*

Thank you for choosing the United States Postal Service®. We appreciate your business.

Please do not respond to this system-generated email. If you need assistance with your appointment, please visit [FAQs](#) or send an email to the [Passport Appointment Scheduler Pilot Help Desk at PassportAppointmentScheduler@usps.gov](mailto:PassportAppointmentScheduler@usps.gov).

**2. Customers would click on 'Manage My Appointments' to view or cancel an appointment**

*Customers must cancel an existing appointment first in order to schedule a new one with the same contact information*





# PAS FAQs and Help Desk



Quick Tools

Mail & Ship

Track & Manage

Postal Store

Business

International

Help

Find Missing Mail

Help

File a Claim

Request a Refund

Contact Us

FAQs

## Appointment Sched

### Search Locations

\* indicates a required field

Individual  Family Appointment  
Select additional family members.

Family Type  
Post Office

Location Type  
Passport

Within Distance  
20 miles

\* City and State, or ZIP code  
Baltimore, MD

Search

Enter English for all fields.

- Book Appointment
- Book Appointment
- Book Appointment

2:30 PM-2:45 PM

2:45 PM-3:00 PM

Select Location and Scroll Down to select an appointment time.

### Need additional help?

Go to our FAQ section to find answers to your Passport Appointment Scheduler questions.

FAQs

If you have any further questions please contact the Passport Appointment Help Desk

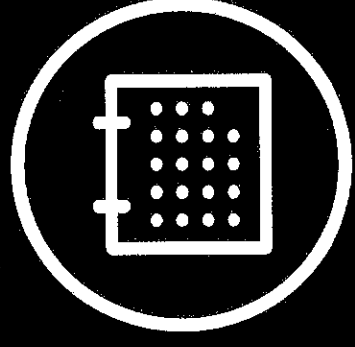
[Passportappointmentscheduler@usps.gov](mailto:Passportappointmentscheduler@usps.gov)

Customers can access PAS FAQs from the PAS homepage or at the bottom of any page in PAS

Customers can also contact the PAS Help Desk via email with questions



# PAS Retail View – MyPO





## Retail Employee User

- PAS is a self-service tool for customers. Appointments made via PAS will be viewable to retail employees through MyPO.
- Through MyPO, authorized employees will be able to:
  - **View appointments** at their respective Post Office
  - **Print scheduled appointments** at their location for the clerks to manage customer intake
  - **Track day of changes** to customer appointments (e.g. no-shows, late arrivals) and input them into PAS



# Managing Daily Schedule

USPS Customers	USPS Passport Trained Clerks	USPS MyPO Users
<ul style="list-style-type: none"><li>✓ Make appointments online</li><li>✓ Have questions answered through PAS Help Desk or PAS FAQs</li><li>✓ Manage their own appointments</li></ul>	<ul style="list-style-type: none"><li>✓ Encourage customers to schedule appointments online using PAS</li><li>✓ Manage customer intake through the daily schedule</li><li>✓ Manually update the status of appointments on the printed daily schedule</li><li>✓ Service walk-in customers when possible and write their information onto the printed schedule</li><li>✓ Provide final print-out to MyPO user at close of business</li><li>✓ Report any issues or insights on customer use of PAS to supervisors</li></ul>	<ul style="list-style-type: none"><li>✓ Monitor appointment schedule and plan staffing to meet demand</li><li>✓ Print daily schedule using MyPO for the clerks</li><li>✓ Upload status of appointments and associated comments at close of business into MyPO</li><li>✓ Report any issues or insights on customer use of PAS to District Retail Marketing Managers</li></ul>



PINE VALLEY

USER: PRTL11

Retail Manifest

Carrier Manifest

CA

Logout

Session will Timeout in 29:30

Show All

Task List

Retail Inventory 1

2856 - Damage Claims 2

User will log into MyPo with existing credentials

Select 'Passport Schedule'

## My Post Office

PINE VALLEY  
28858 OLD HIGHWAY 80  
PINE VALLEY, CA 91962-9998  
FDBID: 1377559  
Finance No: 56042



ECC Cases

Search Tasks

Fill Form

MyPO Tasks and Actions:

Alerts (0)



DURAT Activities (0)

- Manage My Employee Engagement Programs
- MyPO User Guide
- ECC User Guide
- ECC Access
- Damaged Article Claims
- Passport Schedule

- Partnership Agreement
- Reports Module
- CAO Core Language
- Consumer Advocate
- Mail Recovery Center Search Request

Build: [5.1.6, 04/19/2017]

Last Login: PRTL11 04/19/2017 14:02:24 CST




# Retail Login

**USPS.COM**

[Mail & Ship](#) [Track & Manage](#) [Postal Store](#) [Business](#) [International](#) [Help](#)

Log in



Email

Password

User will be provided login credentials by USPS HQ for the Retail View



# Retail User View

Sign Out

USPS.COM

Retail Office

Help

Retail View

1. After logging in, User selects 'Retail Office'

Filter Panel

\* Please choose a location before searching for an appointment.

\* Location: Hampden Roland Park - Baltimore, MD

\* Appointment Date: 05/16/2017

\* Service Type: Passport

\* Confirmation Number: Confirmation Number

\* Last Name: Last

\* First Name: First

Filter

2. User will select 'Location' from the pre-populated list and the date to see what appointments have been scheduled for the day

Scheduler

Date: 16 Tuesday May, 2017

Time: 10:00 AM - 11:30 AM

Event: Family Appointment

Customer Name: Tabor, Alexandra

Email Address: Altabor@deloitte.com

Phone Number: 3502975991

Status:  Cancelled - No Show

Incomplete Documents

Rescheduled

Application Completed

Comments: No comments added yet

Export as PDF

3. Scheduled can be printed by clicking 'Export as PDF' and then saving



# Daily Appointments Schedule

The daily schedule will provide the listing of all appointments for the day

Date	Time	Event	Status	Comments
16 Tuesday May, 2017	10:00 AM - 11:30 AM	Family Appointment Customer Name: Tabor, Alexandra Email Address: Altabor@deloitte.com Phone Number: 9802975991	<input type="checkbox"/> Cancelled - No Show <input type="checkbox"/> Incomplete Documents <input type="checkbox"/> Rescheduled <input type="checkbox"/> Application Completed	No comments added yet
	<input type="checkbox"/> On Time			
	11:30 AM - 11:45 AM	Individual Appointment Customer Name: Tabor, Alexandra Email Address: Altabor@deloitte.com Phone Number: 9082098123	<input type="checkbox"/> Cancelled - No Show <input type="checkbox"/> Incomplete Documents <input type="checkbox"/> Rescheduled <input type="checkbox"/> Application Completed	No comments added yet
	<input type="checkbox"/> On Time			

The schedule should be placed in an accessible area not viewable to the public, such as the clerk drawer, to support clerk(s) in managing customer intake

Throughout the day the clerk(s) need to manually update:

- Check if the customer was on time (within 5 minutes of scheduled appointment time)
- Check the status of the appointment
- Add any comments relevant to the appointment status, such as customer arrival details (tardiness)



# Tracking Changes to Schedule

*This is the PAS Retail page shown immediately after login from MyPO*

Sign Out

USPS.COM Retail Office Help

**1. Clerk to turn in manual appointment sheet to MyPO User at close of business**

**2. MyPO User will login to the PAS Retail view and update the status of appointments for that day based on manual updates provided by the clerks**

**3. The User will update the status by checking the boxes under 'Status' and by clicking 'Edit Appointment' to add comments**

Retail View

Filter Panel

\* Please choose a location before searching for an appointment.

**\* Location**

**\* Appointment Date**

**\* Service Type**

**\* Last Name**

**\* First Name**

**\* Confirmation Number**

**\* Destination Number**

Filter

Scheduler Export as PDF

Date: 05/16/2017

Time: 10:00 AM - 11:30 AM

Event: Family Appointment

Customer Name: Tabor, Alexandra  
 Email Address: Altabor@deloitte.com  
 Phone Number: 3802575931

On Time

**Status**  
 Cancelled - No Show  
 Incomplete Documents  
 Rescheduled  
 Application Completed

**Comments**  
 No comments added yet

[Edit Appointment](#)  
[Cancel Appointment](#)





# Tracking Changes to Schedule

When the User clicks 'Edit Appointment' they will be able to provide information on whether the customer was on time, the status of the appointment, and any comments related to the customer's appointment

Event

First Name:	Alexandria
Last Name:	Tabor
Email:	Altsbor@delloitte.com
Phone:	9082098123
Appointment Time:	5/16/2017 11:30 AM
On Time:	<input type="checkbox"/>
Appointment Status:	<b>Cancelled - No Show</b>
Comment:	Incomplete Documents Rescheduled Application Completed

Save Cancel

Be sure to Click 'Save'



## Recap: Managing Daily Schedule

USPS Customers	USPS Passport Trained Clerks	USPS MyPO Users
<ul style="list-style-type: none"><li>✓ Make appointments online</li><li>✓ Have questions answered through PAS Help Desk or PAS FAQs</li><li>✓ Manage their own appointments</li></ul>	<ul style="list-style-type: none"><li>✓ Encourage customers to schedule appointments online using PAS</li><li>✓ Manage customer intake through the daily schedule</li><li>✓ Manually update the status of appointments on the printed daily schedule</li><li>✓ Service walk-in customers when possible and write their information onto the printed schedule</li><li>✓ Provide final print-out to MyPO user at close of business</li><li>✓ Report any issues or insights on customer use of PAS to supervisors</li></ul>	<ul style="list-style-type: none"><li>✓ Monitor appointment schedule and plan staffing to meet demand</li><li>✓ Print daily schedule using MyPO for the clerks</li><li>✓ Upload status of appointments and associated comments at close of business into MyPO</li><li>✓ Report any issues or insights on customer use of PAS to District Retail Marketing Managers</li></ul>



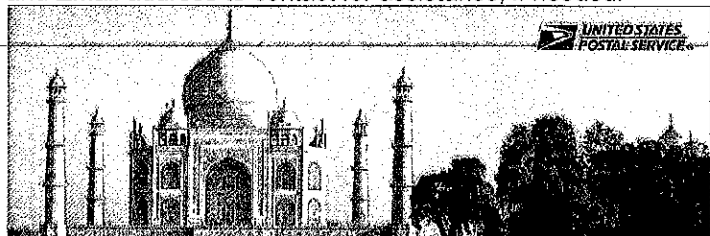
# QUESTIONS

# USPS® Passport Appointment Scheduler Pilot Internal Fact Sheet

## New Passport Appointment Scheduler Pilot: Coming Soon to 16 Post Office Locations!

The U.S. Postal Service® processes millions of passport applications each year through both walk-ins and appointments. In an effort to provide the convenience of scheduling passport appointments online, we are pleased to announce that the Passport Appointment Scheduler (PAS) pilot will be available in 16 Post Office™ locations in the U.S. (see list) in Summer 2017.

The Passport Appointment Scheduler pilot will offer customers the ability to schedule, view and cancel appointments for a first-time passport application at their local Post Office™. Customers will also receive email notifications throughout the appointment process and be provided a dedicated Help Desk phone number and Email address to contact for assistance, if needed.



**APPLY HERE. GET THERE.**

Now You Can Schedule a Passport Appointment Online with USPS®

Below are a few frequently-asked questions and responses about the pilot:

### How do customers schedule a passport appointment using the new Passport Appointment Scheduler?

Customers serviced by Post Offices participating in the pilot will receive notification in the mail (see above) with instructions on how to access the tool. An Email notification will also be sent to USPS.com customers who are opted in for notifications.

### How long will a passport appointment take?

A typical passport appointment should take approximately 10 to 15 minutes, if a passport photo is taken. Family appointments add 15 minutes for each family member scheduled. For instance, a 4-person family appointment will take 60 minutes.

### What will happen if a customer is late to their appointment?

If a customer is more than 5 minutes late to a scheduled appointment, the appointment may be forfeited or given to another customer requesting passport services. Customers should make an effort to be 10 minutes early for their scheduled appointment.

### Can a family appointment be scheduled?

Yes. Family appointments are available for up to 5 additional individuals in one appointment (6 individuals in total).

#### Participating Pilot Post Office Locations:

Mount Prospect (Mount Prospect, IL)/Buffalo Grove (Buffalo Grove, IL)/Deerfield (Deerfield, IL)/Lake Zurich (Lake Zurich, IL)/Hicksville (Hicksville, NY)/Toms River (Toms River, NJ)/Syosset (Syosset, NY)/Bohemia (Bohemia, NY)/Rockville Centre (Rockville Centre, NY)/Lakehurst (Lakehurst, NJ)/Rumson (Rumson, NJ)/Belmar (Belmar, NJ)/Loch Raven (Towson, MD)/Hampden Roland Park (Baltimore, MD)/Mount Washington (Baltimore, MD)/Raspeburg (Baltimore, MD)

### Can customers make a same-day appointment?

No. Customers will not be able to make same day appointments through the online Passport Appointment Scheduler. However, they may call the Passport Appointment Pilot Help Desk Support Team at (202)-268-7900 to help find a Post Office in their vicinity that accepts walk-in passport services.

### What do customers need to bring to their appointment?

Customers should access the Department of State website at [travel.state.gov/content/passports/en/passports/forms.html](http://travel.state.gov/content/passports/en/passports/forms.html) to obtain the DS-11, Application For a U.S. Passport form. Here are a list of items customers need for the appointment:

- ✓ Complete and print Form DS-11: Application For a U.S. Passport
- ✓ Proof of U.S. Citizenship, definition found on Form DS-11.
- ✓ Proof of Identity, definition found on Form DS-11.
- ✓ Bring **Photocopies** of U.S. Citizenship and Identification Document(s).
- ✓ Appropriate form of **payment, prices, and acceptable forms of payment** for fees can be found on the Department of State website at [travel.state.gov/content/passports/en/passports/information/fees.html](http://travel.state.gov/content/passports/en/passports/information/fees.html). Please note: Debit and credit cards are not an appropriate form of payment for the Department of State application fee.
- ✓ Appropriate **Passport Photo**. Note: Passport photos can be taken at USPS pilot locations for a fee.

### Will customers be able to change the time and/or location of an existing appointment?

No. For the pilot, customers will not be able to make those corrections to existing appointments. They will have to cancel their existing appointment first and then make another appointment.

### Will customers be able to schedule an appointment online at all Post Office locations?

No. Online scheduling will only be available at select locations; however, customers are still able to call their local Post Office for an appointment if that office provides passport services by appointment only.