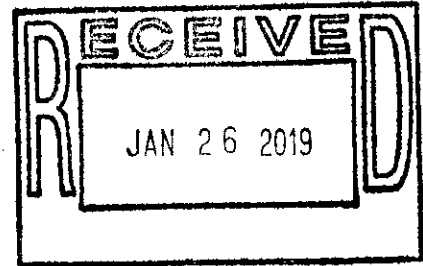




January 23, 2019

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



Dear Brian:

As a matter of general interest, the Postal Service is revising Publication 399, *Pickup Services Field Guide*, Section 3-1, Item 9 under City Carrier Responsibilities.

Under the new procedures, city letter carriers will collect and scan all available packages picked up at a delivery point. Also, additional language states that carriers should, upon return to the office, report the location of the customer who did not provide a completed PS Form 5630, *Shipment Confirmation Acceptance Notice*.

We have enclosed copies of the final draft, with and without changes identified.

These changes are scheduled to take effect on February 25.

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosures

3-1 Pickup Services Work Instructions

This work instruction standardizes the processes for the Pickup Services programs at a Post Office, station or branch for City, Rural or Contract Delivery Service (CDS) deliveries. It describes:

- ⌘ Postmaster or designee Package Pickup and Pickup on Demand procedures for morning and afternoon responsibilities.
- ⌘ Package Pickup and Pickup on Demand procedures.
- ⌘ Information about acceptance and dispatch of Pickup Services mail.

The postmaster uses this document to monitor and ensure that employees are following the proper procedures for Pickup Services.

Responsibilities

- ⌘ **Headquarters:** Develop, implement and maintain standardized processes.
- ⌘ **Area:** Monitor performance and ensure compliance.
- ⌘ **District:** Provide instruction and support to the field, implement and monitor process performance, and ensure compliance.
- ⌘ **Postmaster or designee:** Provide instruction, safe work practices, and efficient work methods to employees and monitors compliance.
- ⌘ **Carriers:** Follow established procedures.

Work Instruction for Package Pickup and Pickup on Demand

Preparing for Daily Package Pickup and Pickup on Demand Requests:

Postmaster/Designee Responsibilities:

1. Logs on to the Blue page (<http://www.blue.usps.gov>) after 5 A.M. but before 9 A.M. local time.
2. Opens the My Work tab.
 - a. Their facility will be listed under the Facilities header in the left column.
 - b. Pickups are listed under the following tabs:
 - (1) **Tasks:** This includes the carrier manifest for each route.
 - (2) **Today's Pickup Summary:** This includes the facility information.
3. Prints the carrier manifests, including the facility summary, by clicking the Carrier Manifest link in the row above the Facilities header.

4. Ensures that the daily carrier manifests are distributed to each carrier route, with Package Pickup and Pickup on Demand requests, before the carriers leave the office.
5. Ensure all carriers delivering on pivoted or split routes have knowledge of pickup requests. Requests should be referenced on PS Form 3996, *Carrier— Auxiliary Control*, by the carrier casing/splitting the route.

City Carrier Responsibilities:

1. May case the carrier manifest as a reminder of the pickup location during delivery.
2. Takes a supply of Label DDD2, as well as Notice 128, *The Safety of the Mail is Everyone's Responsibility*, with the name and telephone number of the local Postmaster.
3. Verifies that the vehicle capacity can accommodate the anticipated Package Pickup volume. Postmaster or designee makes other arrangements as needed for completion of the requested pickup.

On-Street Package Pickup and Pickup on Demand Procedures

1. As the carrier arrives at the address for the pickup request, he or she should follow the instructions specified on the carrier manifest to locate the item(s).
2. If any mailpieces weigh more than 13 ounces and bear only postage stamps as postage, the carrier applies Label DDD2 over the destination address, city, state and ZIP Code of these pieces and leaves them for the customer.
3. The carrier may accept the mailpiece if:
 - a. It does not exhibit any characteristics of being potentially hazardous.
 - b. It meets all other requirements for mailing.
4. For International packages, including mail destined to APO/FPO/DPO addresses, the carrier does not accept the package if:
 - a. It has a customs declaration form that was not completed and submitted online (e.g., using Click-N-Ship). The carrier and the customer take the following actions:
 - (1) The carrier leaves the package with the customer.
 - (2) The customer must present the package to an employee at a Retail location.
 - b. In addition, the mailpiece requires a customs declaration form and bears postage stamps. The carrier and the customer take the following actions:
 - (1) The carrier leaves the package with the customer.
 - (2) The customer must present the package to an employee at a Retail location.
5. The carrier verifies the items being picked up by comparing them to the requested count on the carrier manifest.

6. The carrier scans the barcode on the carrier manifest. After the carrier scans the barcode, the handheld scanner will display the message "Shipment Accepted."
 - a. The scanner will provide the carrier with two options to select "YES" or "NO." The carrier should select "YES" by pressing the number 1 on the keypad on the handheld scanner.
 - b. If the carrier arrives at the pickup location and there are no packages for pickup or if the packages have to be left with the customer due to the restrictions listed in item 4, the carrier should scan the carrier manifest and select "NO" by pressing the number 2 on the keypad.
7. The carrier keeps the MyPO carrier manifest.
8. If the carrier presents or leaves PS Form 5630, *Shipment Confirmation Acceptance Notice*, the carrier picks up the packages and scans the barcode on PS Form 5630. After the carrier scans the barcode, the handheld scanner will display the message "Shipment Accepted."
 - a. The scanner will provide the carrier with two options to select "YES" or "NO." The carrier should select "YES" by pressing the number 1 on the keypad on the handheld scanner. There is no need to validate or compare the number of parcels.
 - b. The carrier leaves PS Form 5630 with the customer.
9. In the event the carrier arrives at a delivery point and finds packages for pickup and there is no package pickup request or PS Form 5630, the carrier will still collect and scan all available mail as picked up. Upon return to the Post Office, the carrier should report the location of the customer who did not provide a complete PS Form 5630.
 - a. ~~If there are five (5) or fewer pieces requiring an acceptance scan, the carrier must scan each piece.~~
 - b. ~~It is not required that the carrier scan each piece if a large quantity of parcels (6 or more) are being picked up.~~

3-1 Pickup Services Work Instructions

This work instruction standardizes the processes for the Pickup Services programs at a Post Office, station or branch for City, Rural or Contract Delivery Service (CDS) deliveries. It describes:

- ⌘ Postmaster or designee Package Pickup and Pickup on Demand procedures for morning and afternoon responsibilities.
- ⌘ Package Pickup and Pickup on Demand procedures.
- ⌘ Information about acceptance and dispatch of Pickup Services mail.

The postmaster uses this document to monitor and ensure that employees are following the proper procedures for Pickup Services.

Responsibilities

- ⌘ **Headquarters:** Develop, implement and maintain standardized processes.
- ⌘ **Area:** Monitor performance and ensure compliance.
- ⌘ **District:** Provide instruction and support to the field, implement and monitor process performance, and ensure compliance.
- ⌘ **Postmaster or designee:** Provide instruction, safe work practices, and efficient work methods to employees and monitors compliance.
- ⌘ **Carriers:** Follow established procedures.

Work Instruction for Package Pickup and Pickup on Demand

Preparing for Daily Package Pickup and Pickup on Demand Requests:

Postmaster/Designee Responsibilities:

1. Logs on to the Blue page (<http://www.blue.usps.gov>) after 5 A.M. but before 9 A.M. local time.
2. Opens the My Work tab.
 - a. Their facility will be listed under the Facilities header in the left column.
 - b. Pickups are listed under the following tabs:
 - (1) **Tasks:** This includes the carrier manifest for each route.
 - (2) **Today's Pickup Summary:** This includes the facility information.
3. Prints the carrier manifests, including the facility summary, by clicking the Carrier Manifest link in the row above the Facilities header.

4. Ensures that the daily carrier manifests are distributed to each carrier route, with Package Pickup and Pickup on Demand requests, before the carriers leave the office.
5. Ensure all carriers delivering on pivoted or split routes have knowledge of pickup requests. Requests should be referenced on PS Form 3996, *Carrier— Auxiliary Control*, by the carrier casing/splitting the route.

City Carrier Responsibilities:

1. May case the carrier manifest as a reminder of the pickup location during delivery.
2. Takes a supply of Label DDD2, as well as Notice 128, *The Safety of the Mail is Everyone's Responsibility*, with the name and telephone number of the local Postmaster.
3. Verifies that the vehicle capacity can accommodate the anticipated Package Pickup volume. Postmaster or designee makes other arrangements as needed for completion of the requested pickup.

On-Street Package Pickup and Pickup on Demand Procedures

1. As the carrier arrives at the address for the pickup request, he or she should follow the instructions specified on the carrier manifest to locate the item(s).
2. If any mailpieces weigh more than 13 ounces and bear only postage stamps as postage, the carrier applies Label DDD2 over the destination address, city, state and ZIP Code of these pieces and leaves them for the customer.
3. The carrier may accept the mailpiece if:
 - a. It does not exhibit any characteristics of being potentially hazardous.
 - b. It meets all other requirements for mailing.
4. For International packages, including mail destined to APO/FPO/DPO addresses, the carrier does not accept the package if:
 - a. It has a customs declaration form that was not completed and submitted online (e.g., using Click-N-Ship). The carrier and the customer take the following actions:
 - (1) The carrier leaves the package with the customer.
 - (2) The customer must present the package to an employee at a Retail location.
 - b. In addition, the mailpiece requires a customs declaration form and bears postage stamps. The carrier and the customer take the following actions:
 - (1) The carrier leaves the package with the customer.
 - (2) The customer must present the package to an employee at a Retail location.
5. The carrier verifies the items being picked up by comparing them to the requested count on the carrier manifest.

6. The carrier scans the barcode on the carrier manifest. After the carrier scans the barcode, the handheld scanner will display the message "Shipment Accepted."
 - a. The scanner will provide the carrier with two options to select "YES" or "NO." The carrier should select "YES" by pressing the number 1 on the keypad on the handheld scanner.
 - b. If the carrier arrives at the pickup location and there are no packages for pickup or if the packages have to be left with the customer due to the restrictions listed in item 4, the carrier should scan the carrier manifest and select "NO" by pressing the number 2 on the keypad.
7. The carrier keeps the MyPO carrier manifest.
8. If the carrier presents or leaves PS Form 5630, *Shipment Confirmation Acceptance Notice*, the carrier picks up the packages and scans the barcode on PS Form 5630. After the carrier scans the barcode, the handheld scanner will display the message "Shipment Accepted."
 - a. The scanner will provide the carrier with two options to select "YES" or "NO." The carrier should select "YES" by pressing the number 1 on the keypad on the handheld scanner. There is no need to validate or compare the number of parcels.
 - b. The carrier leaves PS Form 5630 with the customer.
9. In the event the carrier arrives at a delivery point and finds packages for pickup and there is no package pickup request or PS Form 5630, the carrier will still collect and scan all available mail as picked up. Upon return to the Post Office, the carrier should report the location of the customer who did not provide a complete PS Form 5630.

