

LABOR RELATIONS



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October 21, 2011

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

Certified Mail Tracking Number: 7010 3090 0001 2044 6504

Send to Board

Dear Louis,

As a matter of general information, please be advised that on October 1, 2011, the Postal Service entered into a service agreement with its foreign postal partners to provide inbound First-Class Mail service, with Delivery Confirmation, to customers abroad. This new service is called Post Exprès.

Post Exprès is a perfect solution for small businesses and retailers allowing foreign merchants the opportunity to reach U.S. buyers while providing customers a reliable, delivery confirmation service. In the future, the participating countries will also support U.S. businesses selling items to foreign destinations.

Small Businesses and retailers are an important growth segment for the USPS. Meeting all the requirements around scanning and on time delivery of this agreement will enable the USPS to gain an additional \$3.00 in revenue per piece, and assist us in continuing to sell our inbound international services.

Employees will be given a Stand-Up Talk on the product and the importance of proper scanning. I have enclosed copies of the Stand-Up Talk, Local Newsbreak, and FAQs that will be sent to local offices through the Area Marketing Managers.

If you have any questions, please contact Rickey Dean of my staff at 202-268-7412.

Sincerely,

Patrick M. Devine
A/Manager
Contract Administration (APWU)

Enclosures



UNITED STATES
POSTAL SERVICE

localuspsnewsbreak

SCAN Inbound International Letter-Class Post Expres at Delivery

DATE

All employees and managers should be aware of the International Letter-Class Post Expres Mail items and the stop the clock scanning requirements.

Carriers should identify International Letter-Class Post Expres Mail items (flats, letters and small packets) for appropriate action as they load their vehicles or while out delivering their route. If all employees focus on International Letter-Class Post Expres Mail scanning requirements, we can provide our customers with the service they expect and at the same time generate revenue to the Postal Service.

In our continuing effort to improve service performance and the stop the clock scanning process, Foreign Postal administrations have placed unique logos with the "globe", "chevron" "POST Expres" wordmark and barcodes prefixes beginning with "L" to identify these mail pieces. These items require a Stop The Clock scan such as an "Attempted Delivery" or "Delivered Scan".

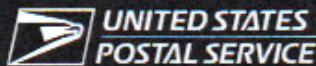


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You play a vital role in generating revenue for the Postal Service by properly scanning Letter-Class Post Expres Mail, more customers will be willing to use the service. Let's work together to help grow the business and keep our customers happy -- one scan at a time.

PLEASE COPY AND POST ON ALL EMPLOYEE BULLETIN BOARDS

INTERNATIONAL OPERATIONS



Letter-Class Post Exprès Mail

Stand-up Talk

Recently the USPS entered into a service agreement with its foreign Postal partners to provide inbound First-Class Mail service with Delivery Confirmation to customers abroad. This new service is called Post Exprès. These items may be found mixed in with your letter mail, flats or small packets, (Sprs) and contain the Post Exprès logo.



By correctly scanning Letter-Class Post Exprès items you ensure that the Postal Service collects all the revenue earned for delivering shipments arriving from abroad. By scanning every piece, every day you are giving our sales force tools to sell our services by assuring potential customers that their packages will reach their final destination.

All employees who scan are key players in growing revenue.

Carriers, SSAs and back office employees play an important role. It is important that each piece receives a Stop the Clock scan event. A Stop the Clock scan event such as an "Attempted delivery" or "Delivered" scan which lets the shipper know that we have fulfilled our commitment to them and that we deserve full payment for that shipment.

Scans are critical because if done correctly the USPS would have an opportunity to gain an additional \$3.00 in revenue per piece.

With correct scanning procedures, we attract and retain customers by raising the quality and consistency of the service. When potential customers know they will receive good service, they are more likely to use the Postal Service. Scanning is the tool you have to assist in revenue growth and protection. We must deliver amazing customer service to every customer every time.

To summarize, a Stop the Clock scan event such as an "Attempted delivery" or "Delivered" scan is required. Thank you for your diligence in capturing the revenue through scanning and for keeping our customers happy worldwide.

International Inbound Letter-Class Post Expres Mail

Frequently Asked Questions;

1. What is International Inbound Letter-Class Post Expres Mail?

International Inbound Letter-Class Post Expres Mail are foreign letters, flats, and small packets (SP&Rs) currently received by the US Postal Service with unique logo and barcode (as shown below). The logo contains the "globe" "and" "chevron" and the barcode begins with the "L" prefix.



2. What are the scanning requirements for International Inbound Letter-Class Post Expres Mail?

Only A Stop the Clock scan event such as an "Attempted delivery" or "Delivered" scan which lets the shipper know that we have fulfilled our commitment. No signature capture is required.

3. Why is a stop the clock scan event such as an "Attempted delivery" or "Delivered" scan critical?

The USPS earns incremental revenue on each piece for providing the stop the scan. Ensuring that scans are made timely and according to the prompts in the IMD scanner is critical. With correct scanning procedures, we attract and retain customers by raising the quality and consistency of the service. When potential customers know they will receive good service, they are more likely to use the Postal Service. Scanning is the tool you have to assist in revenue growth and protection. We must deliver amazing customer service to every customer every time.

4. What should I do when if my scanner fails to work while I'm out on my route?

Write each label's letters and numbers, date, time, and ZIP Code of delivery on the front of PS Form 3849 and deliver the item. Upon returning to the office, try entering the article's letters and numbers into a different handheld scanner in Manual Input (Option 5) mode. Notify your supervisor if you are unable to enter this information into a scanner.

5. What happens if the barcode is unreadable?

The revenue generated from this new service is based on a scanning percentage threshold. We have a small window that allows the minimal volume where this may occur to be delivered without greatly impacting our revenue opportunities. This is why ensuring all readable pieces are scanned properly is critical.