



## USPS Domestic Products June 24 Shipping Product Initiatives



Karen F. Key  
Manager, Shipping Products  
USPS Domestic Products

May 16, 2012

# AGENDA

---

## Overview of June 24 changes

- Day Certain Delivery
- Package Intercept – Commercial
- Pickup Services
- Extra Services

## Questions

## Day Certain Delivery

- New competitive fee-based service
- Custom label shows:
  - “Day Certain Delivery Date”
  - Label Identifier Number
- Available with negotiated service agreement (NSA)
- Pilot tested 2011



- BMEU acceptance
  - Verify mailing
  - Verify package labeling
- Destination Delivery Units
  - Verify “Day Certain Delivery Date”
  - Place packages in holding area
- Internal / External Messaging



**DELIVER ON  
MARCH 8, 2011**

- Package Intercept for commercial letters, flats or packages
- Matches competitors' offerings
- Protects against:
  - Buyer impropriety
  - Buyer's remorse
  - Shipper error & potential product loss
- Fee plus Priority Mail postage
  - Outgoing tracking included
  - Additional extra services available



- Request through Business Customer Gateway
- Shipment intercepted at DDU
  - Stop the Clock scan event
  - Redirected
    1. Return to Sender
    2. Hold For Pickup
    3. Alternate address
  - Customer notification automated



| Carrier   | Description  | 2012 Fees                                   | Availability  | Delivery Options   |
|---|--|---|---|--|
| <b>Reroute of Shipment</b><br>       | Shipper requests shipment rerouting  | \$11/pkg                                    | <ul style="list-style-type: none"> <li>- FedEx Express</li> <li>- FedEx Ground</li> <li>- FedEx Home Delivery</li> <li>- Hold at FedEx</li> </ul> | <ul style="list-style-type: none"> <li>- Deliver to a different address in the same city</li> <li>- Hold at location</li> </ul>  |
| <b>Delivery Intercept</b><br>        | Shipper requests package intercept prior to delivery                                   | \$11.00/pkg (online)<br>\$15.00/pkg (phone) | Package deliveries within U.S. and PR, excluding UPS Express Critical™ service  | <ul style="list-style-type: none"> <li>- Return to Sender</li> <li>- Deliver to Another Address</li> <li>- Reschedule Delivery</li> <li>- Will Call (no charge)</li> </ul>             |
| <b>Delivery Change Request</b><br> | Receiver requests to change original delivery instruction after first delivery attempt | \$5/pkg (online)<br>\$6.00/pkg (phone)      | Package deliveries within U.S. and PR, excluding UPS Express Critical service   | <ul style="list-style-type: none"> <li>- Return to Sender (no charge)</li> <li>- Deliver to Another Address</li> <li>- Reschedule Delivery</li> <li>- Will Call (no charge)</li> </ul> |
| <b>Package Intercept</b><br>       | Sender requests intercept of delivery and rerouting of item                            | \$10.95/pkg                                 | All deliveries within the U.S. and PR, excluding Standard Mail and Periodicals  | <ul style="list-style-type: none"> <li>- Return to Sender</li> <li>- Redirect to Another Address</li> <li>- Hold For Pickup</li> </ul>   |

- Pickup window provided (estimated)
- Managed Merchant Pickup
  - Addresses updated through AMS
- Recurring pickups
  - Reschedule up to 1 year in advance
    - Option to renew
- Customer notification letter
  - Discontinued when email/text is requested



- Pickup on Demand/Schedule A Pickup
  - Automate payment and notification
  - Weekly Pickup Fee
- Text notification to confirm pickup
  - SMS text message optional



- **Electronic Bulk Proof of Delivery**
  - Electronic return receipt replaces PS Form 3811-A
  - Retain/store indefinitely
- **Increase integrated barcode insurance limit**
  - \$5K Signature & Delivery Confirmation Services
  - Standardized across USPS products

# Questions?



Karen Key, Manager  
Shipping Products  
USPS Domestic Products