MEMORANDUM FOR ALL FUNCTIONAL AREA DIRECTORS

SUBJECT: Store of the Future (SOF) Activation Guide

This Activation Guide is being distributed to all Functional
Area Directors at Headquarters, Regions, Divisions, Management
Sectional Centers, and to the field units of the Inspection
Service, Facility Service Centers and Facility Service
Offices.

This is only a guide to be used as a resource to assist in
site preparation, design, and operation of a Store of the
Future. Although it is a regular "post office," there are
some obvious differences, and this guide should provide an
easy reference. Future changes/deletions will be provided as
needed.

If you have any suggestions for additions, or need extra
copies, please call Nancy Wood at (202) 268-3880 or 6919.

Gordon C. Morison
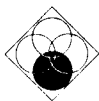Assistant Postmaster General

Store of the Future ...it's here today!

ACTIVATION GUIDE

TABLE OF CONTENTS

1 GENERAL INFORMATION

2 THE TEAM

3 SITE SELECTION

4 THE FACILITY

11 STAMP/PRODUCTS/SUPPLIES

12 CONTACTS AND REFERENCES

13 ACTIVATION "HINTS"

14 GLOSSARY

15 FEEDBACK

The primary target markets for the Store of the Future are small and medium-sized businesses in suburban and urban locations. Residential consumers, particularly in the suburbs, are also expected to take advantage of the increased availability of postal merchandise and greater opportunity for self-service.
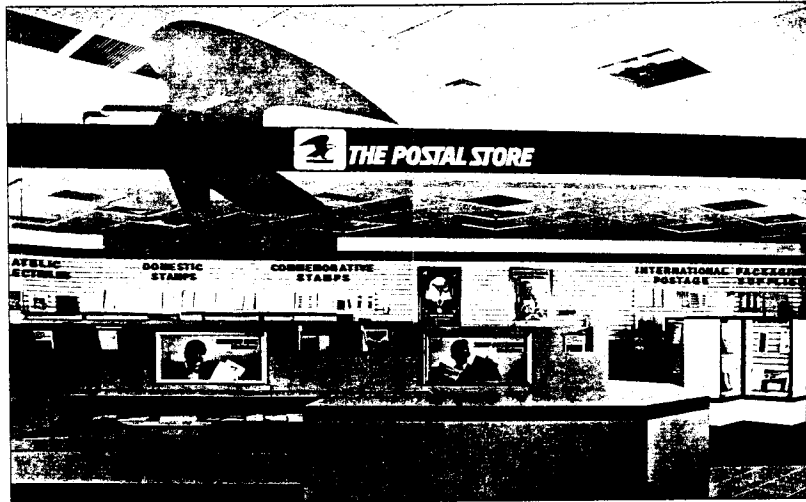
The Store design is totally research-based. Successful private sector retail elements were used to design elements for Postal retail success, including an established color scheme, well-coordinated casework, and graphics using a variation of the new corporate lettertype.

This GUIDE is intended to address questions that have arisen during activation of our present Stores of the Future. It is a guide only and is not intended to replace **Handbook AS-501,** *Postal Facility Activation.* Inasmuch as the Store of the Future is a total retail facility, Handbook AS-501 should be used.

Primary emphasis in this Guide is on areas where the Store is different from traditional retail facilities.

Store of the Future ◆ *ACTIVATION GUIDE*
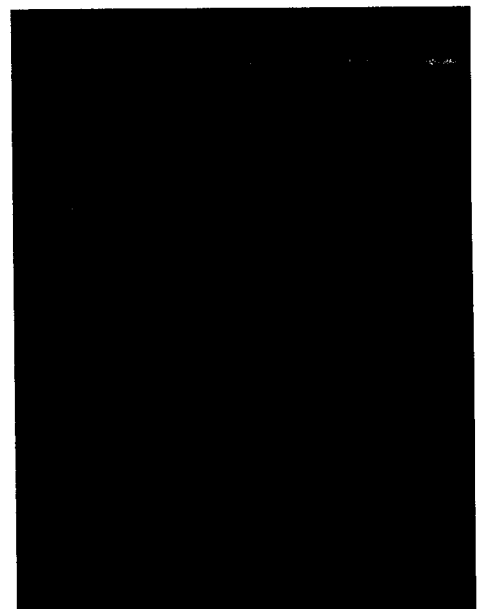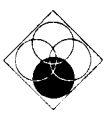
INTRODUCTION

The Store of the Future Program is an interdepartmental effort involving a new approach to post office design. Its purpose is to better serve customers and improve financial performance of services and products through an up-to-date retail image. The physical designs, locations, selection of employees, and operations are all planned to achieve these goals.

The key to implementing a successful Store of the Future is to understand how the various components of this new concept have been purposefully designed to fit together. It is a wholistic design which is greater than the sum of its parts. The components do not stand alone, but rather are part of the well-researched, integrated Store of the Future concept.

Designs focus on a clear presentation of the postal retail service line, providing greater opportunities for self-service and self-selection while reducing lines. Site selection and hours of operation provide greater convenience to the customer. Employees are specially trained to provide quality customer service.
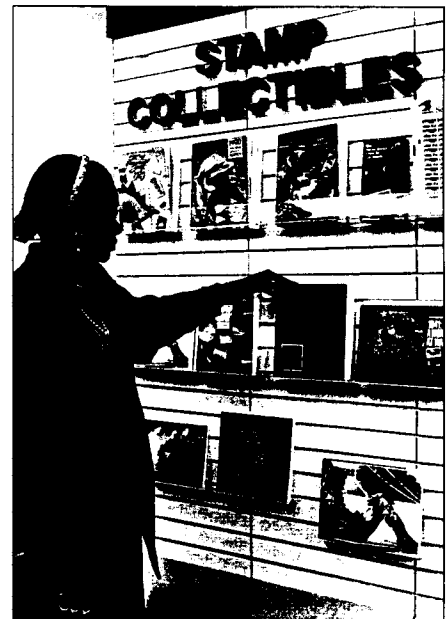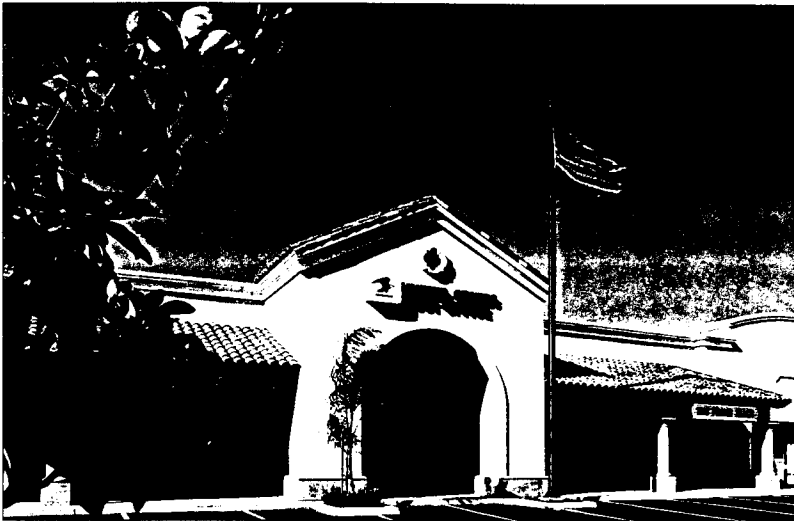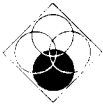
The Store of the Future designs and merchandising concepts will continually evolve, based on employee feedback from successful activations, as well as Post Occupancy Evaluations, the Customer Satisfaction Index and developing technology. As the project expands, design revisions and policy changes will be provided.

To obtain national authorization for a new Store of the Future project, please write:

Director, USPS Office of Retail
USPS Headquarters
475 L'Enfant Plaza West SW
Washington, DC 20260-6730

Authorized sites receive a total package, including StorCAD/D support, design review, prepackaged shrinkwrapped stamps, access to national buying contracts for casework and graphics, planograms, etc.

WHAT'S DIFFERENT?

Although the Store of the Future is a full service postal unit, there are some major differences.

LOCATION

Postal retail locations must be carefully selected by considering customer needs and the cost-effectiveness of retail methods available to meet them. Changing life styles of our customers require that we provide a variety of retail outlets that are open at times and in locations that are more convenient to them. The Store of the Future concept and policy on the future growth of classified retail units are targeted at small business customers.

Planners should focus the use of these design concepts at locations that may make the greatest difference in terms of postal marketing performance with this critical segment of our retail customers.
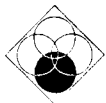
IMAGE

An important goal for the Store of the Future is to convey a retail, **non-institutional, friendly** and **efficient** image that is definitely the "official" US Postal Service. These image qualities were determined by extensive customer research.

Some lobby improvement programs sought a more traditional look by trying to be more bank-like. The Store of the Future research found that customers thought the bank-like designs were cold and unfriendly.

The layout of the Store provides customers with several fast service options to emphasize efficiency. Graphics, that have a theme of smiling customers, add to the friendly atmosphere. The graphics package plays a key role in customer education and works well with the rest of the design to create a planned visual image.

The graphics system, built around the new corporate eagle logotype, reassures customers that this retail Store is "official". Nationwide customer and employee research confirmed that the new corporate graphics convey a more progressive, efficient, and up-to-date image for the Postal Service.

DESIGN

The Store of the Future design is based on extensive research of postal and private approaches to retail design. The new design follows a carefully constructed business plan which has as its central strategy maximization of a Store's financial performance. Together with the proper site selection, these elements influence Store operations and the financial bottom line.

Traditional Linear Layout

Retail Diamond Layout
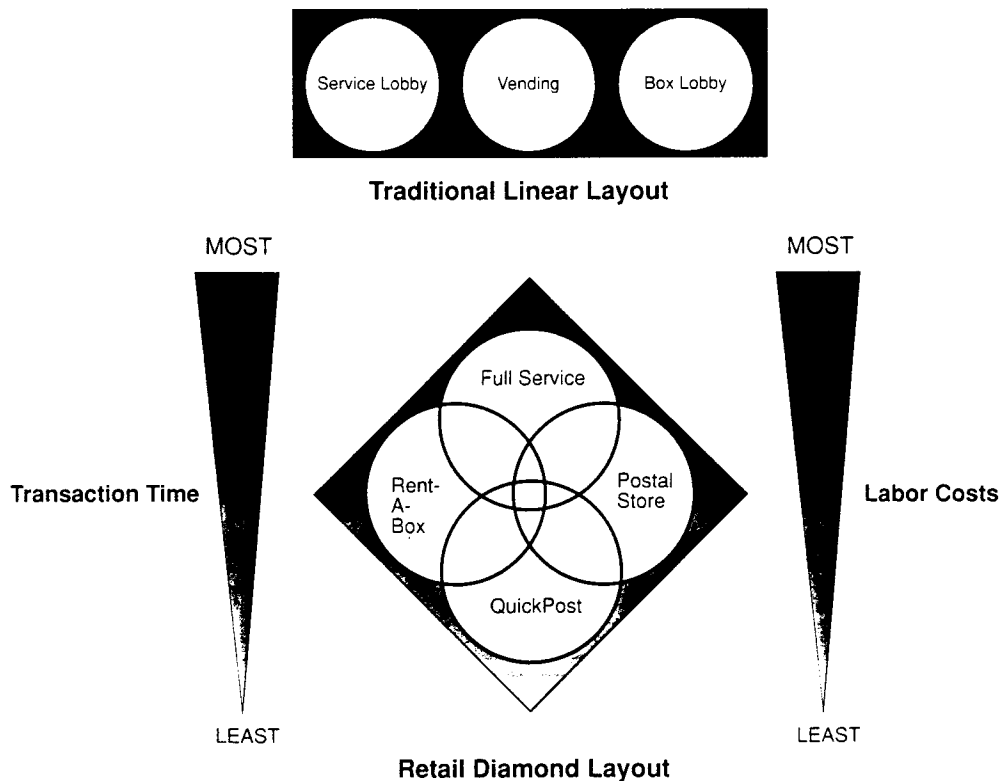
To support financial objectives, the design uses two approaches. First, the design emphasizes the quickest and most cost effective service options in its layout and design. The aim is to serve customers faster with the minimum amount of workhours. Second, Store layout and graphics expose customers to new products and services encouraging new or more profitable sales. Certain mailing options are more profitable to the Postal Service, so by influencing a customer's choice of service we can more positively affect our return.

SIGNAGE/GRAPHICS

The Store of the Future graphics system is built upon the new corporate logotype and attempts to organize signage, promotions, and customer information into a coordinated, organized, professional system.

Identification Signage

Post office identification signage uses the new corporate logotype which consists of the postal eagle in blue, the red bar beneath, and "United States Post Office" in blue Helvetica letters to the right of the eagle. The station name, city, state, and ZIP would normally be placed on the glass entrance doors in order that they not compete with the corporate sign. (Customer research supported this approach which is also more cost-effective for new buildings). The White Flint Mall station uses the new identification graphics manufactured out of acrylic plastic.

Exterior signage would require more durable materials such as aluminum. New exterior sign guidelines have been tested by the Facilities Department as part of their Standard Design Criteria book. The exterior sign should ALWAYS say "United States Post Office" to remind customers that this is an official post office. Exterior name variations such as "Postal Store" can be confusing and are not permitted.

WELCOME SIGN

Upon entering the post office, a "Welcome" sign greets customers and states a message of commitment to service while explaining the new Store concept.

QUICKPOST

The four "departments" of the new post offices have been given names that were selected from many options by customer research.

"Quickpost" is the self-service area of the Store. These words state, in a positive way, what our customers want most—to get in and out of our facilities quickly. The words "Mail Drop" below have been replaced with Self Service Mailing Center. This denotes the area for self-mailing machines, vending, letter drops, and parcel drops.

RENT-A-BOX

The "Rent-A-Box" name was chosen to be less institutional than "Box Lobby". This graphic explains box rental options and three reasons why small business people (the target market) use Rent-A-Box. A brochure listing prices and containing an application has been developed to supplement this graphic.

THE POSTAL STORE

"The Postal Store" name was chosen to emphasize that this is a Store where customers can shop for a variety of products, including packaging products and gifts, not just stamps or philatelic items. Customers are encouraged to peruse the area and self-select items for purchase as in any other type of retail store.
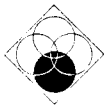
FULL SERVICE

Full service counters are located in the rear of the post office. Since the emphasis is on alternative, more cost-effective service options, signage identification of this space was considered unnecessary.

A yellow accent wall and eagle graphic mark this area for customer orientation. Post occupancy research showed that customers overwhelmingly liked the yellow accent as it gave the appearance of a more friendly, retail image.

The Martin Luther King, Jr. Station has a full-color corporate name graphic ("United States Postal Service") on a side wall. These help reinforce the "official" status of the facility.

A review of the graphics system, to determine the most appropriate materials for durability and cost efficiency was performed. A revised graphic system for a national buying contract is being specified.
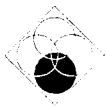
Promotional Graphics

Three main promotional graphics have been organized around a central theme combining the "We Deliver" slogan and photographs of smiling, business customers. Rather than allowing the variety of postal groups to flood a post office with competing graphics, locations have been identified for each end. The three types of graphics are:

1. Parcel slide graphics are interchangeable and rear lighted providing a strategic location for any number of postal products and services. The graphics were shot in a studio and printed on flexible mylar, call "Duratrans." The duratrans are mounted between two sheets of clear acrylic in a snap frame. Fluorescent lighting illuminates the graphics. Ideally, these graphics are changed every few months, and have seasonal themes for marketing effectiveness. Space for promotional literature has been provided alongside the graphics providing customers with more detailed information.

2. The Rent-A-Box graphic markets post office boxes to the target market— small business people. Three smiling business customers quote reasons why post office boxes are useful for their businesses. The graphics are silk-screened on the rear of an acrylic sheet which is mounted to the wall.
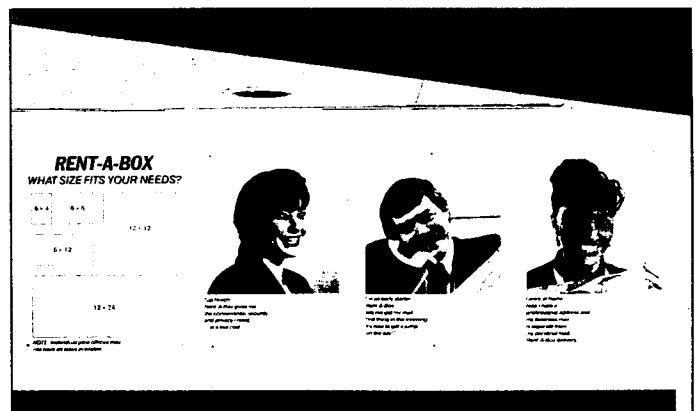
3. A menu graphic, listing products and services, has been located at the head of the customer queue. The menu graphic is a combination of customer faces, the "We Deliver" slogan, and a condensed list of postal products and services with explanations.
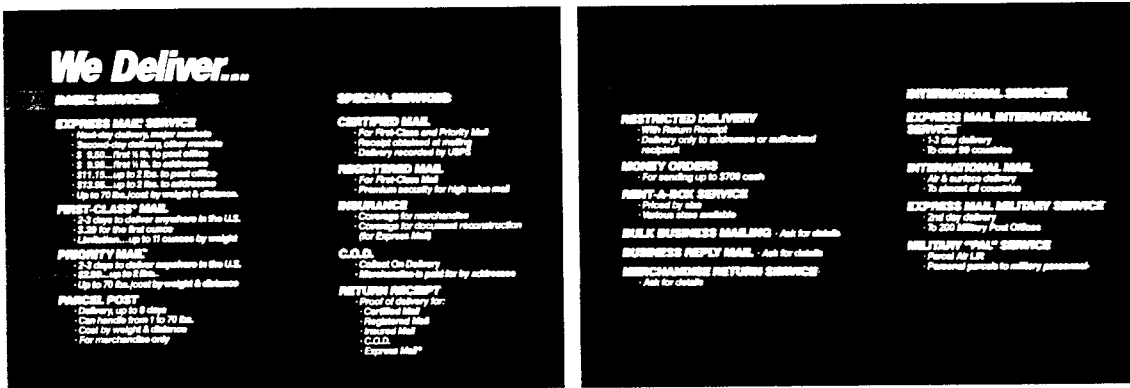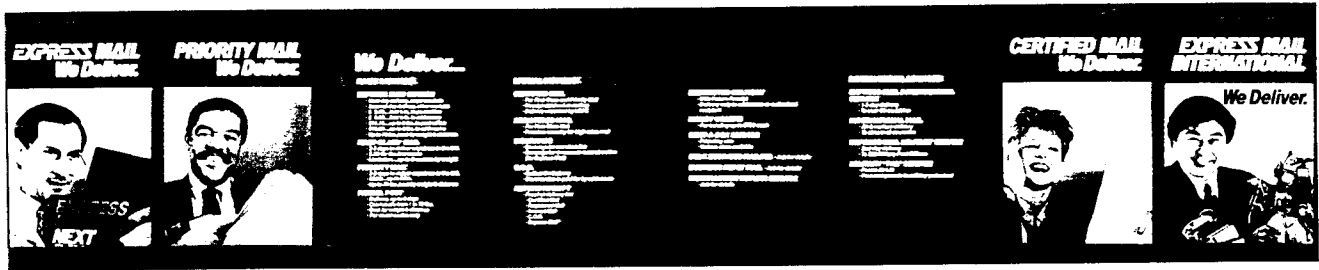
The purpose is to answer customer questions before meeting the clerk, as well as interest customers in additional products. Rate changes were easily implemented by shipping rolls of menu film to the facilities for local installation.

Other Graphics

Customer literature racks have been provided in the parcel slide in order to reduce the number of tent cards that are normally used on counter tops. It is anticipated that these racks could be the vehicle for other government agencies that need to reach the public through post offices. The intent is that these agencies will be given size limitations for customer literature and posters will be discouraged as they would compete with postal promotions in Stores with limited space.
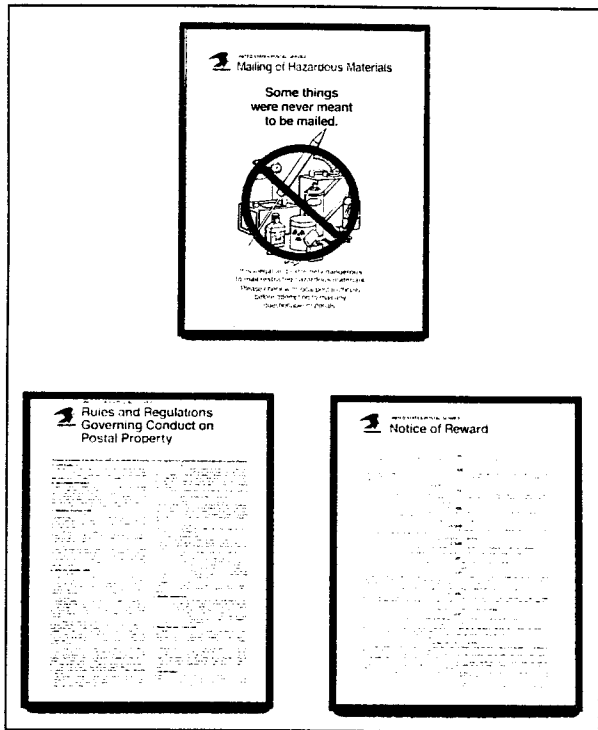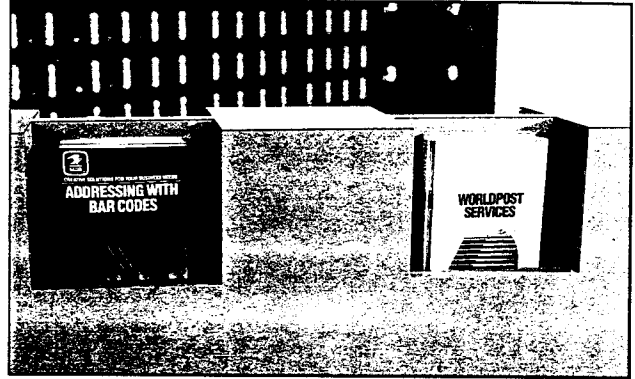
Required postings were also coordinated in the retail Store design. The three "must" postings (Rules and Regulations, Notice of Reward, and Hazardous Mailings) were photographically reduced to 11" x 14" posters in postal red and blue. These were mounted behind clear acrylic sheets on the walls to meet postal requirements. Other postings normally required are being evaluated for similar treatment and incorporation into the design. Wanted posters were put in loose-leaf binders and are available for use by interested customers.
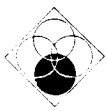
EQUIPMENT

The most up-to-date vending equipment as well as Weighing and Rating Units are available for customer use. The Point of Sale system (cash register) keeps a perpetual inventory of items in the self-select area. It will also prepare reports as well as reordering needed merchandise. Closed circuit TV cameras are mounted in the lobby with a monitor in the supervisory area of the Store to enable the supervisor to monitor activities in the lobby as well as to act as a theft deterrent.

If your Store of the Future design includes a Customer Conference Center, a CD ROM, printer, and monitor should be included.
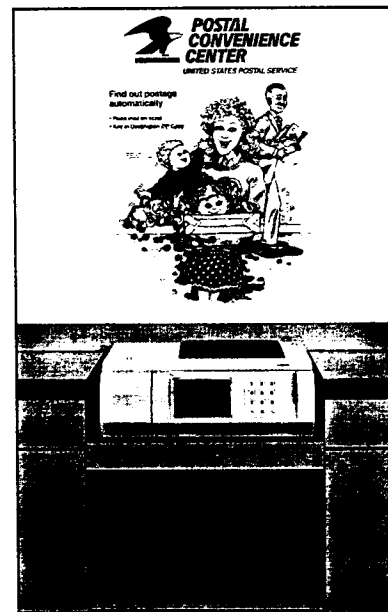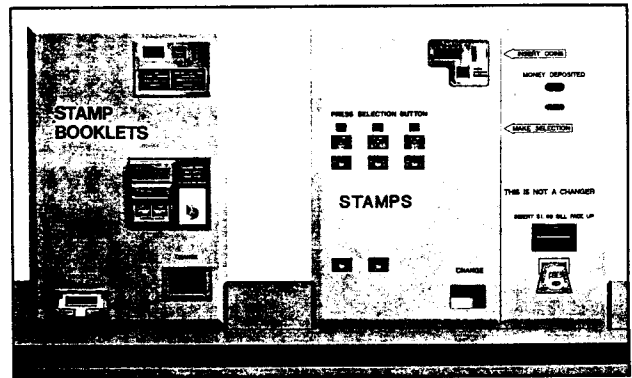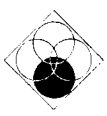
TRAINING

Training for the Store of the Future employees, Supervisors and Window Clerks, is more extensive than for traditional Window Clerks. For example, a clerk in the Store of the Future should receive the following additional training:

- vending
- loss prevention
- a motivation course
- point of sale training
- team building ("Woodism")
- merchandising and promotion
- philatelic
- G.I.S.T. (Greet, Inquire, Suggest, Thank)
- lobby director program

Store Employees perform the duties of lobby director when customers are in line for full-service as well as educating customers about the benefits of the new areas of the post office, the Quickpost and the Store.

OPEN DISPLAYS

The Store of the Future has open displays where customers can see and touch postal products, self-selecting stamps and stamp products as in retail facilities in the private sector. Customer self-select is a much less costly method of selling stamps than through full service.
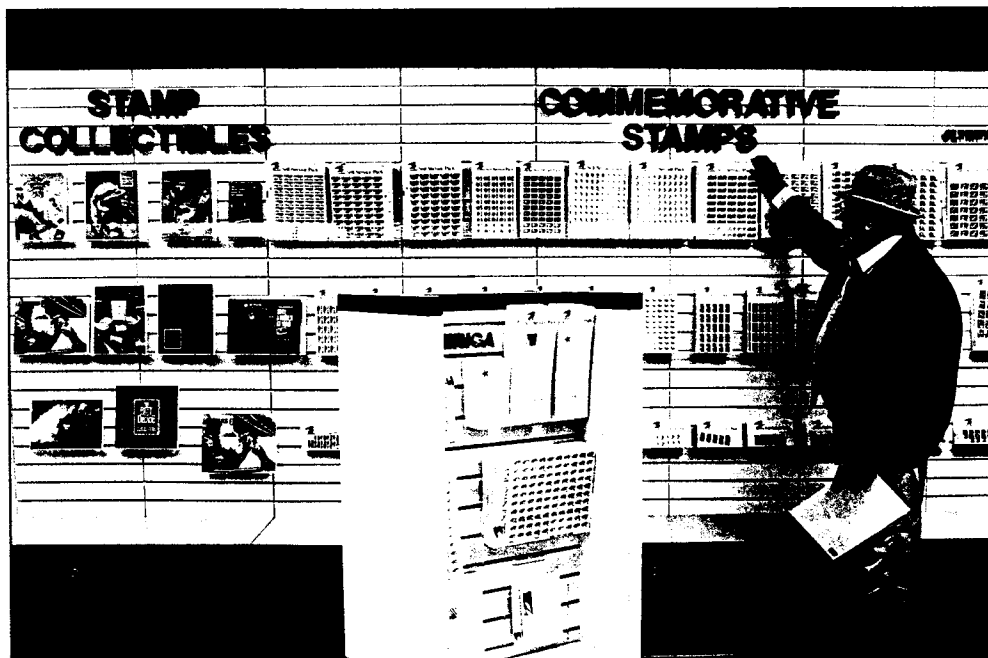
START-UP QUESTIONNAIRE

INITIAL DATA

Facility Name and Address: _____

_____

_____

Shipping Address: _____

_____

_____

Main
Post Office: _____   MSC: _____

Division: _____   Region: _____

Finance #: _____   Sublocation #: _____

Contacts	Name	Telephone #
Division Activation Coordinator:	_____	( ) _____
Station Manager:	_____	( ) _____
Support Services:	_____	( ) _____
Retail Marketing Specialist:	_____	( ) _____
Contracting Officer:	_____	( ) _____

Square Footage Overall _____

Dates for	Planned	Actual
Finance Investment Committee Approval:	_____	_____
Design Development:	_____	_____
Start Construction:	_____	_____
Sign Lease:	_____	_____
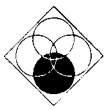
Facility Type (New or Existing) – Check One:

❏ Free Standing Kit of Parts

❏ Storefront

❏ Strip Center

❏ Enclosed Mall

❏ Carrier Annex

❏ Other (description) _____

Facility Description – Check One:

❏ New Construction – Owned

❏ New Construction – Leased

❏ Renovation – Owned

❏ Renovation – Leased

❏ Other (description) _____

Number of Full Service Counters: _____

Number of Cash Registers: _____

Number of Box Modules: _____

Facility Type (New or Existing) – Check One:

❏ Free Standing Kit of Parts

❏ Storefront

❏ Strip Center

❏ Enclosed Mall

❏ Carrier Annex

❏ Other (description) _____

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❏ New Construction – Owned

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❏ Other (description) _____

Number of Full Service Counters: _____

Number of Cash Registers: _____
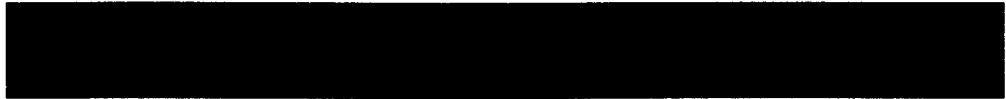
Number of Box Modules: _____

	Projected Walk-in Revenue by AP	Current Fiscal Year Walk-in Revenue by AP	Prior Fiscal Year Walk-in Revenue by AP
A/P 1			
A/P 2			
A/P 3			
A/P 4			
A/P 5			
A/P 6			
A/P 7			
A/P 8			
A/P 9			
A/P 10			
A/P 11			
A/P 12			
A/P 13			

Please complete and mail to:

Program Manager, Store of the Future
Office of Design and Construction, USPS Headquarters
475 L'Enfant Plaza SW
Washington DC 20260-6414

An activation team must concern itself with every aspect of Store set-up operations, especially the content and scheduling of merchandising, staffing (professionalism), securing operational equipment and supplies, installing new financial procedures and promoting the Store to the target customer.

For example, in an MSC, all functions including:
> **Inspection Service**
> **Marketing**
> **Operations Support**
> **Field Operations**
> **Human Resources**
> **City Operations**
> and **Finance**

must be directly involved to assure successful activation of a Store of the Future. **APWU** should also be involved.

Meetings of the ENTIRE Activation Team should be scheduled regularly (perhaps monthly in the beginning and on a more frequent basis as the project is nearing completion). Meetings should include action items with target dates developed by each person on the committee. Regular meetings should continually update action items and inform members on the progress of those items.

Attached are checklists by functional area with suggested areas of responsibility. Obviously, areas of responsibility vary among Divisions and MSCs.

Time estimates have been given for many of the activities. Blank spaces should be filled in by team members according to local projections.

Minutes of each Activation Team meeting should be kept and an agenda and the previous meeting's minutes distributed prior to each meeting. A form to use for an easy way to keep minutes is included at the end of this section.

COORDINATION AND TEAMWORK

very new retail facility needs a Coordinator to lead an Activation Team in preparation for opening and start-up operation. MANAGERS AT ALL LEVELS MUST BE INVOLVED: FSC/FSO; Division; Support Services; APD-SDO; MSC or Post Office; and the Store itself. Experience with prototype Stores show the need for participation and planned interaction among all regular postal functions as well as the architect of record.

Certainly selection of the Activation Coordinator is a local decision; however, inasmuch as the Store of the Future cannot be strictly a Marketing project, why not consider another function? For example, one very successful activation was led by the Director of Human Resources.

Since the Activation Coordinator will assign and monitor responsibilities of team members, the person must be someone with authority and must have a lot of internal support and is committed to the success of the project.
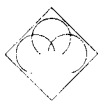
FIELD/CITY OPERATIONS CHECKLIST
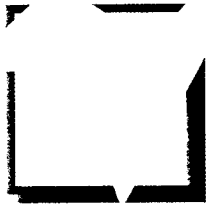
	Time Estimate	Target Date	Completion Date
1. Collection Boxes			
2. Hours of Operation			
3. Maintenance Requirements			
a. Custodial			
b. Equipment			
c. Facility			
4. Mail Flow/Dispatch and Collection			
5. Staffing and Scheduling			
6. Physical Move			

FINANCE CHECKLIST
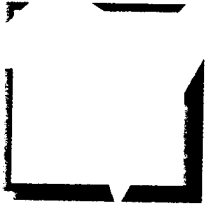
	Time Estimate	Target Date	Completion Date
1. Finance Number	8 wks		
2. Telephones	16–18 wks		
a. Internal Hotline			
b. Public line			
c. Computer line(s)			
d. Cash register (POS) line			
e. WRU line			
f. FAX line for internal use			
g. Customer FAX line (when available)			
h. Postal Buddy line (when available)			
3. Accountability Procedures	8 wks		
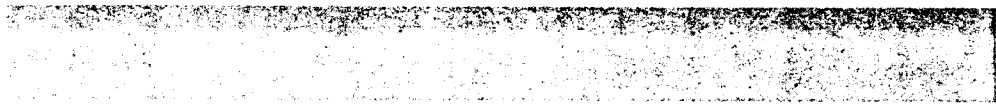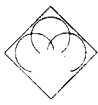
	Time Estimate	Target Date	Completion Date
4. Procurement	12 wks		
a. Safes			
b. Money order imprinter			
▪ Money order plates			
c. Postage meter			
d. POS (cash register)	60 days		
e. Copy machine (coin-op)			
f. IRTs			
g. Rubber stamps			
▪ All-purpose			
▪ Postmarking			
▪ Special service			
▪ Classes of mail			
▪ Miscellaneous			
h. Answering machine			
i. Time clock			
▪ Pay location			
5. Accounting Procedures	8 wks		

HUMAN RESOURCES CHECKLIST
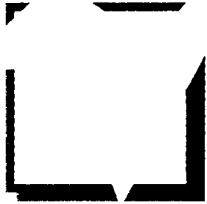
	Time Estimate	Target Date	Completion Date
1. Union Notification		immediately	
2. Staffing Review	12 wks		
3. Job Posting Description/Award	10 wks		
4. Training	10 wks		
a. Point of Sale (cash register)	16 hrs		
b. New window training	120 hrs		
c. Vending	4 hrs		
d. Loss prevention	4 hrs		
e. Motivation	8-16 hrs		
f. Lobby Director	8 hrs		
g. G.I.S.T.	2 hrs		

	Time Estimate	Target Date	Completion Date
h. Merchandise and promotions	8 hrs		
i. Team building "Woodism"	8 hrs		
j. Shrinkwrap	8 hrs		
5. Uniforms/Name Badges	8 wks		
6. Safety Review			

MARKETING CHECKLIST
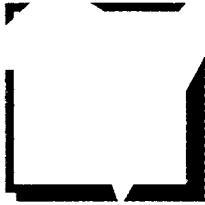
	Time Estimate	Target Date	Completion Date

Retail Marketing:

1. Site Selection

2. Product Sales

   a. Identify what will be sold — 8 wks

   b. Determine quantity (inventory) of products to be sold — 8 wks

   c. Location/operation of shrink-wrap machine — 8-10 wks

   d. Develop theme/occasion packaging — ongoing

   e. Monitor sales of retail products — ongoing

3. Merchandising/Planogram — ongoing

   a. Distribute/update

   b. Monitor displays
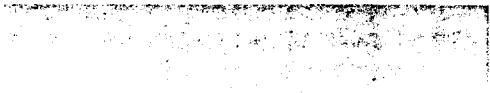
	Time Estimate	Target Date	Completion Date
Communications:			
4. Publicity	ongoing		
a. Internal			
b. External			
▪ Direct mail	30 days for mechanical, etc.		
▪ Press release			
c. Seasonal/special event promo			
d. Open house	2 wks after opening		
▪ Guest list (Mayor, Chamber of Commerce, etc.)			
▪ Invitations			
▪ Ceremony agenda			
▪ Program (printed)			
▪ Tour/info. guides			
▪ Refreshments			

	Time Estimate	**Target Date**	**Completion Date**

Commercial Accounts:

5. **Customer Conference Center** — 12 wks

   a. Determine service offerings

   b. Procure equipment (i.e., CD-ROM, etc.)

   c. Procure furniture

   d. Assist with training

   e. Product publications

OPERATION/ SUPPORT SERVICES CHECKLIST
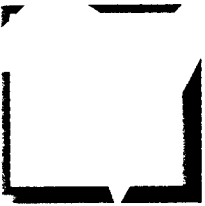
	Time Estimate	Target Date	Completion Date
1. Assess Capital Costs			
2. Site Selection			
3. Lease Agreement			
4. Design Floor Plan			
5. HVAC Requirements			
6. Facility Name			
7. ZIP Code Assignment			
8. PO Box Number Range			
9. Equipment Needs	12 wks		
a. PO boxes			
• Numbers			
• Labels			
b. IRT Counters			
c. Slatboard walls/ displays	8 wks		
d. Cash wrap	8 wks		
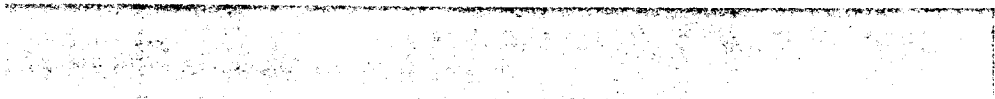
	Time Estimate	**Target Date**	**Completion Date**
e. Architectural casework	8 wks		
f. Handicap writing table	8 wks		
g. Vending equipment	project 1 year in advance		
▪ Booklet vending			
▪ Stamp vending machine with bill validator			
▪ Multi-commodity vending machine			
h. Graphics	8 wks		
i. Mail Drops			
▪ Express Mail			
▪ Letters			
▪ Parcel			
j. Closed circuit TV			
k. Weighing and Rating Unit			

	Time Estimate	**Target Date**	**Completion Date**
10. Coordinate Equipment Installation			
a. Painting	8-10 wks		
• PO Boxes			
• Mail Drops			
11. Punch List			
12. Warranty Inspections			

NOTE: See Design Checklist in Facilities section of this Guide.

STATION MANAGER CHECKLIST

	Time Estimate	Target Date	Completion Date
1. Procurement			
a. Window service supplies	_____	_____	_____
b. Office supplies	_____	_____	_____
c. Forms (overprinting)	_____	_____	_____
d. Manuals/ handbooks	_____	_____	_____
e. Video tapes (14)	_____	_____	_____
f. Flag	_____	_____	_____
g. Mail Transport Equipment	_____	_____	_____
h. Distribution cases	_____	_____	_____
i. Key cabinets	_____	_____	_____
j. First aid cabinet	_____	_____	_____
k. Shopping bags	_____	_____	_____

	Time Estimate	Target Date	Completion Date
l. Fire extinguisher	_____	_____	_____
m. Hold area shelving	_____	_____	_____
n. Storage cases	_____	_____	_____
2. Furniture			
a. Office	_____	_____	_____
b. Customer Conference Center	_____	_____	_____
c. Swing room	_____	_____	_____
3. _____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

	Time Estimate	Target Date	Completion Date
10. Coordinate Equipment Installation			
a.Painting	8-10 wks		
• PO Boxes			
• Mail Drops			
11. Punch List			
12. Warranty Inspections			

NOTE: See Design Checklist in Facilities section of this Guide.

STORE OF THE FUTURE

ACTIVATION COMMITTEE

Meeting No: _____   Date: _____

Location: _____   Time: _____

Construction Status: Target Date: _____

Committee Attendees: Move-In Date: _____

A. Opening Comments:
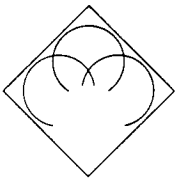
Activation Coordinator Report:
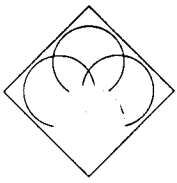
Action Items:

Marketing

Status:

Action Items:

Building Services/Maintenance

Status:

Action Items:

Finance

Status:

Action Items:

Training - Store Manager

Status:

Action Items:

Human Resources

Status:

Action Items:

City Operations/Field Operations

Status:

Action Items:

Support Services

Status:

Action Items:

RETAIL PLANNING
OVERVIEW

U.S. Postal Service (USPS) retail outlets should be carefully selected and placed only after considering customer needs and the cost-effectiveness of retail methods available to meet them. Too often in the past, placement of such outlets has not been based on a careful retail plan, but rather on doing "business as usual." Changing lifestyles of our customers require that we provide a variety of retail outlets that are open at times and locations that are more convenient.

Each Division and Management Sectional Center (MSC), as a priority, should develop retail plans for their higher growth, more congested suburban and urban areas. Each retail plan should clearly describe the current local situation, the objectives and strategies for the planning area, and how these strategies will be implemented. There are many trade-offs to consider when designing an effective retail network. These include the type of service required, the retail options which are available in the area, and revenue and costs for the various options.

RETAIL PLANNING MODEL

The Retail Planning Model (RPM) has been developed to help Retail Marketing Specialists and others in the Division and MSC who are planning locations of retail outlets consider these trade-offs and prepare short and long-term retail plans to meet the retail goals of improved service, increased revenue, and reduced costs. This IBM PC-based computer model incorporates basic USPS retail strategies which maximize the deployment of Stamps on Consignment, Stamps by Mail, and vending equipment for simple stamp purchases, and contract postal units and classified retail units to meet, respectively, residential and business customers' demands for other mailing services.
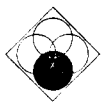
Once the effect of various retail outlet mixes has been explored, the Retail Planning Model can be used to help **locate** the retail outlets to improve service and reduce costs. The location portion of the model provides the Retail Marketing Specialist and other retail planners with a systematic approach to locating Stores of the Future, contract postal units, stamps on consignment stores, and vending equipment in urban and suburban areas.

The model includes mapping software which presents graphically the location of existing retail outlets, business and residential delivery information, and projected growth patterns for the area. It allows the planner to set distances customers will travel to reach retail units and determine what parts of the planning area need additional service based on the distance criteria selected, current capacity of existing facilities, etc. The model also includes **decision guidelines** on location strategies for placing outlets to reduce costs and improve service at classified retail units, as well as to insure that business and residential customers have convenient access to full retail services.

Sample Planning Area

▲ Classified Retail Unit
● Contract Postal Unit
• Stamps on Consignment
• Vending

The U.S. Postal Service is pleased to announce the September 1990 release of the

RETAIL PLANNING MODEL

A new tool to help postal retail managers at the divisions and MSCs develop plans to achieve the major USPS retail goals
• Improve custo
• Increase post
• Reduce post
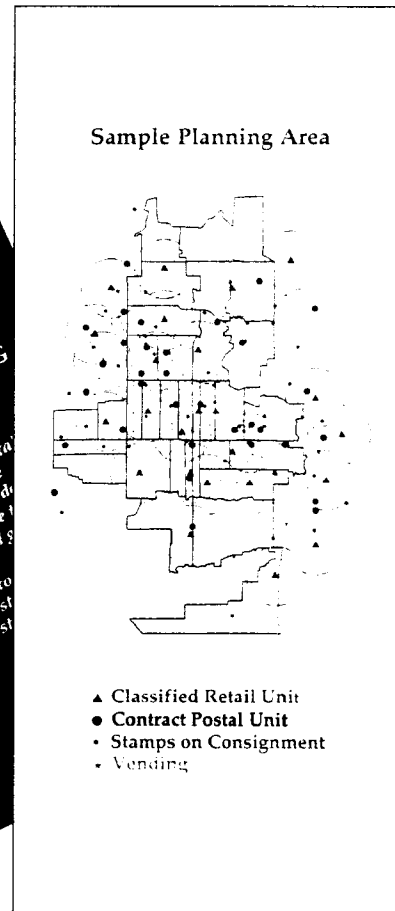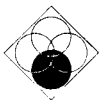
STORE OF THE FUTURE OVERVIEW
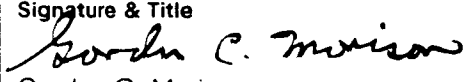
Site selection is an important element to successful retail operations, and must be coordinated with facilities, marketing, operations and real estate.

Primary consideration is given to **customer demand for convenient postal retail locations.** For example, strip shopping centers are more accessible, more visible, and more convenient than enclosed mall locations, especially for small business customers. Storefront locations are best for urban sites.

The Inspection Service should be consulted before any site is finalized.

Management Instruction

Date Issued 10/30/89	Filing Number PO-140-89-7
Effective Date Immediately	Obsoletes n/a
Originating Organization & OCC Code Philatelic and Retail Services Department PR200	

Title	Signature & Title
Retail Location Policy	*Gordon C. Morison* Gordon C. Morison Assistant Postmaster General

I. Purpose

This management instruction establishes policy and planning guidelines for the provision of retail service in future postal facilities so that retail units are properly located to efficiently serve the needs of our customers.

II. Scope

This policy applies to all postal organizations involved in the facility planning process regarding the decision to locate retail units.

III. Background

A. Current Service Locations

Retail services are currently provided at more than 34,000 U.S. Postal Service (owned or leased) facilities. Traditionally, retail units have been placed in the majority of postal facilities as a matter of course, often expanding current service levels and retaining retail service in the former location as both new and replacement facilities are opened. This increased the capital and expense costs of new or replacement facilities, and has caused labor costs to rise in the Customer Service area (LDC 42 and other Function 4 categories). In many cases, our retail units are in the wrong locations because they have been collocated with mail processing and delivery functions.

B. Expansion of Alternative Service

In recent years, the Postal Service has expanded alternative means of providing retail services to customers. While improving convenience, these alternatives impact both the number and type of customers using our retail units which should influence our plans for providing retail service in postal facilities. Our retail customers can be categorized, or segmented, into business and residential customers. It is important that postal retail units be located properly to serve those customers (primarily business) who cannot be served by alternative methods, especially since retail competition for those customers has become a factor in the past decade. It is also important to continue to expand alternative marketing channels to efficiently increase the convenience of the services we offer residential customers.

IV. Procedural Guidelines

To ensure that retail units are placed for maximum customer convenience, revenue potential and cost effectiveness, adherence to the following policy guidelines is required:

a. Retail window services should not be routinely planned nor be included in new (added) General Mail Facilities (GMFs), Mail Processing Centers (MPCs), or delivery units. Exceptions: see section V-B.

b. Airport Mail Facilities (AMFs) must be considered on a case-by-case basis. If an AMF is located near the main terminal or on a main access thoroughfare, then a full window service retail unit may be justified. Otherwise, Express Mail acceptance and vending equipment are sufficient.

c. In all cases, including delivery units, when replacing (vacating existing) a facility, window services may be provided at the replacement facility when needed. Retail services are currently available in virtually every community in the nation. It is not the purpose of this policy to withdraw service from communities. Small community post offices shall be continued and the procedures concerning the establishment and closure outlined in the *Domestic Mail Manual,* Part 113, and the *Postal Operations Manual,* Part 211, must be followed.

Distribution	Special Instructions
Standard Distribution	Organizations may order additional copies from the materiel distribution centers. Use Form 7380, *Supply Center Requisition,* and specify the filing number. You may redistribute this document by photocopying it, but do not paraphrase or otherwise revise it.

d. In all cases, including delivery units, when adding (while retaining existing) a new facility, window service should not be provided unless required to serve a substantial population of business (not residential) customers. As a rule of thumb, 450 possible business deliveries located within 2.0 miles of the proposed facility site but more than 2.0 miles from an existing postal retail unit are considered to be "substantial" population. The needs of residential customers can generally be served by other means as identified in section IV-k.

e. Due to alternative methods of service (e.g., consignment), future growth in the number of lobby window positions should not be projected to match general population growth.

f. In cities with multiple retail units, periodic assessments of the growth or decline of business deliveries in station territories must be made so that retail window service is appropriate for the area served. It is expected that window service hours will not increase nationally in future years, and that growth in the number of postal owned or leased facilities will not increase at the same rate as general population growth.

g. A centrally located (to business) finance station with post office boxes is generally preferable to a retail unit collocated with a delivery unit or GMF on the periphery of the service area.

h. Contract postal units conveniently located where customers shop with hours appropriate to shopping patterns should be considered as a means of serving residential customers.

i. Post office box service should be provided at all postal retail units. However, provisions for post office box service in facilities with no retail units may be appropriate in some areas.

j. Delivery units should provide vending equipment. They should provide a dutch door or other means to serve calling customers. Notice-left items should be retained at the delivery unit for customer pick-up or redelivery.

k. Where retail service is required, it should be provided by:

1. Consignment

2. Stamps by Mail/Stamps by Phone

3. Contract Postal Unit

4. Vending

5. Postal retail window service

l. When determining which service to provide you must consider public interest, cost to the Postal Service, efficiency, availability of equipment, and the qualifications of employees.

V. Implementation

A. Responsibility:

Funds Investment Committees (FICs) and Capital Investment Committees (CICs) are charged with ensuring that new projects (leased and owned) comply with this policy.

B. Exceptions

With the variety of areas we serve, it is recognized that a small number of locations may require an exception to these location guidelines. When an exception is requested, it must be justified by a thorough analysis of existing and projected retail needs of customers and must be consistent with Division or MSC facility and retail plans.

C. Reevaluations
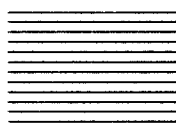
This policy applies only to projects in the planning process. Projects already in design and/or construction may be reevaluated at the option of local/regional management.

STORE OF THE FUTURE FACILITIES

BACKGROUND

The Office of Retail along with The Office of Design and Construction for The United States Postal Service decided several years ago to examine their retailing efforts with an eye towards increasing customer satisfaction and customer awareness of available Postal services. At the time the USPS presented an inconsistent image in retail sales and services. Customers did not understand retail services available to them and they also complained about increasingly long lines.

Research found that customers desired expanded opportunities to select merchandise they needed with little help. This meant maintaining the full service counters for complex transactions but also having separate cashiers accept payments for simple transactions such as purchasing a book of stamps. This would reduce lines at both service counters and make customers happier.

To create these expanded opportunities it was determined that responsive strategies involving postal operated retail facilities would have the following objectives:

1. clearly present the traditional post office services,

2. promote well merchandised postal products such as Express Mail and Two Day Priority Mail envelopes, pre-stamped envelopes and postal cards, and other mail preparation items, and

3. provide a self-service area that emphasized automated equivalents to personal service.
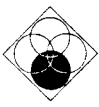
DESIGN CONCEPT

Based on extensive research (including focus groups and post-occupancy evaluations) of postal and private approaches to retail design the Store of the Future was created. To support the business objectives mentioned above the Store layout differs significantly from the typical post office. Instead of a linear arrangement of the space, the retail Store layout is diamond shaped. The linear layout evolved years ago using a single-loaded circulation path which is not very conducive to retail marketing concepts.
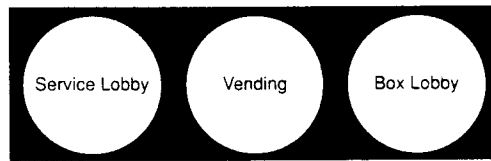
Traditional Linear Layout
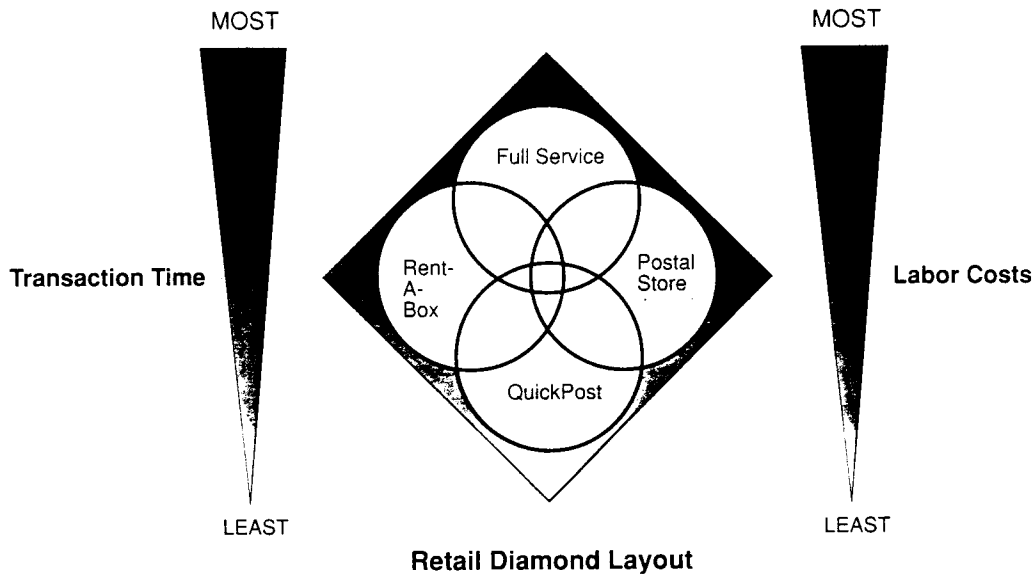
Retail Diamond Layout

The diamond arrangement was developed so that self-service options are presented in a hierarchy of speed to the customer and efficiency for the Postal Service. In addition to this, the diamond layout also allows for more effective merchandising and promotion of postal products and services. Several prototypical Stores of the Future have been built around the country utilizing this diamond shaped design arrangement which creates four areas within the Store.
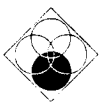
The four areas are:

QUICKPOST

This is the first area a customer sees as they enter a facility. This area is a self- service area that emphasizes the automated equivalents to personal service. It is conceived as a quick and easy way to conduct normal mailing services.

POSTAL STORE

This area offers a variety of postal products including sheets and books of stamps, stamp collecting kits, and mailing supplies. All these items are displayed on the wall for self-service. This shortens the lines plus allows the customer time to browse the available products without holding up any lines.

RENT-A-BOX

This area is across from the Postal Store separated by a parcel slide. The boxes are painted blue to give them a non-institutional look and then pulled into the store so that regular customers can see the displays and new services being offered.

FULL SERVICE COUNTERS

This is the traditional counter service where clerks now have more time to conduct more complex transactions without slowing up lines. To help the customer understand what services are available, an information "menu board" has been added to this area.

The intent of this program is to create an on-going, research based, postal retail facility that is modern and convenient, promoting self-service and self-selection. The Store of the Future program has used the above mentioned layout plus new graphics and colors to convey a professional, non-institutional, friendly and efficient image that is definitely a new and improved "official" looking United States Post Office.
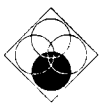
TIME PROJECTIONS TO ESTABLISH NEW STORE

		Normal* (Days)
Requirements & Planning		
Facility Planning Concept		4
Space Survey		5
Decision Analysis Report		4
FIC Approval		7
	Subtotal	20
Real Estate		
Processing of Assignments		1
Planning/Start Up		14
1st Intergovernmental Notice		60
Advertise for Site (Completed during notice posting)		
Site Planning Report		60
Site Selection		15
2nd Intergovernmental Notice		60
	Subtotal	210
Design & Construction		
Design		45
Construction Bid and Building Permit		45
Construction		120
	Subtotal	210
	Total Calendar Days	440
	Total Weeks	63
	Total Months	16

* Average Time – Actual schedule may vary.

DESIGN

Several research-based design features are important to ensuring the success of a Store and should be included in every design. A Store of the Future is comprised of four primary areas: Quickpost, The Postal Store, a Full-Service area and a Rent-A-Box area.

Rather than using a typical linear layout, the areas within the Store are clustered, presenting service options in a hierarchy of speed to the customer and efficiency for the Postal Service.

The cluster layout allows for more effective merchandising and promotion of postal products and services by providing easy visual and physical access to the Postal Store from all areas. This supports the basic principles of retail design where store areas that serve regular customers (such as milk or bread section of food stores) are located in the back to ensure that customers are exposed to other products and services in the hope that additional purchases will be made.

A Store of the Future layout, includes several primary features:

- The **Quickpost** area is located at the front of the lobby near the entrance so that is convenient to the entrance and self-service can be conducted quickly and conveniently.

QUICK POST

Self Service Center
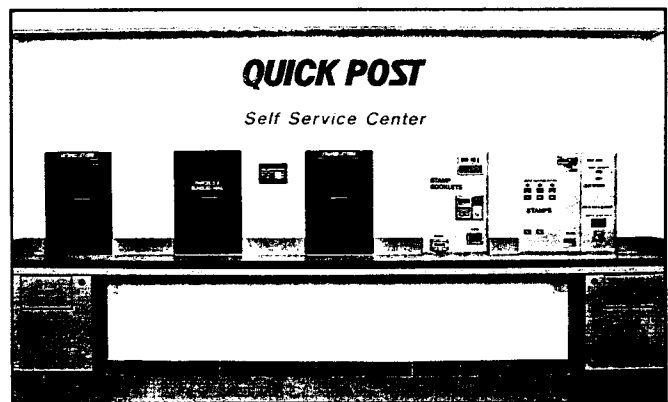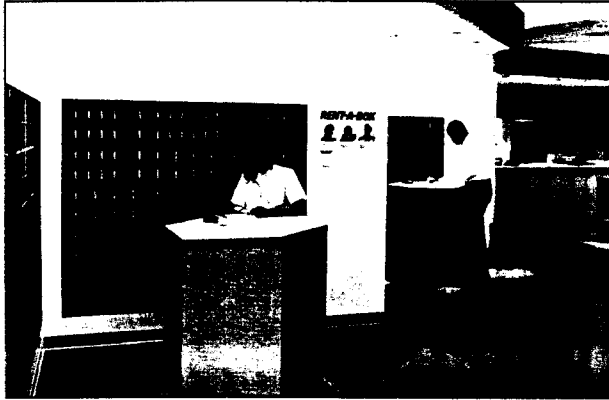
- The **Rent-A-Box** area is opposite the Postal Store with visual access into the Store.

- Users are exposed to other products and services, unlike traditional post offices where they are separate from the vending or counter service areas.

- **The Postal Store** is typically on the right side of the lobby as people tend to move toward the right.

- The Postal Store is located so that it is easily visible from the entrance.

- The **Full-Service** area is placed toward the back of the lobby with visual access to the Postal Store.

- The **parcel slide** is located between Rent-A-Box and the Postal Store and is configured in such a way that the queue to the full-service area occurs along the right side of the lobby with easy visual and physical access to the Postal Store.

- Change in floor materials, ceiling heights and the use of graphics help to differentiate the four primary areas of the store.

- Cabinets (for hold mail, left notice mail, etc.) are located directly behind the full-service counter clerks to keep them from having to go to the back away from the customer's view. This reduces customer anxiety about losing sight of the clerk while waiting for service.

- The **Customer Conference Center** is an optional convenience for small business customers, featuring a meeting room, copying and fax services.

STORCAD/D

(STORE OF THE FUTURE DESIGNS)

The standard "Mini", "Midi", and "Maxi" Store of the Future designs are to be used as models for applying the concept to a real site. In order to simplify their application, a customized Computer-Aided design package called **StorCAD/D** has been developed using Autocad R. It includes complete construction documents of each of the six versions of the Store of the Future. Within the **StorCAD/D** package, the different elements that make up the Store of the Future are consolidated into modules. Designers can use the modules to lay out a Store within the shell of a particular retail space. In addition, all the details and specifications, as well as the overall design philosophy are worked out to save time and money.

StorCAD/D is a menu-driven design package containing all of the standard plans that make up the Store of the Future. It is to be used in conjunction with Autocad R Release 10.0 (or more recent Autocad R releases) and operated on an IBM/PC or PC compatible system.
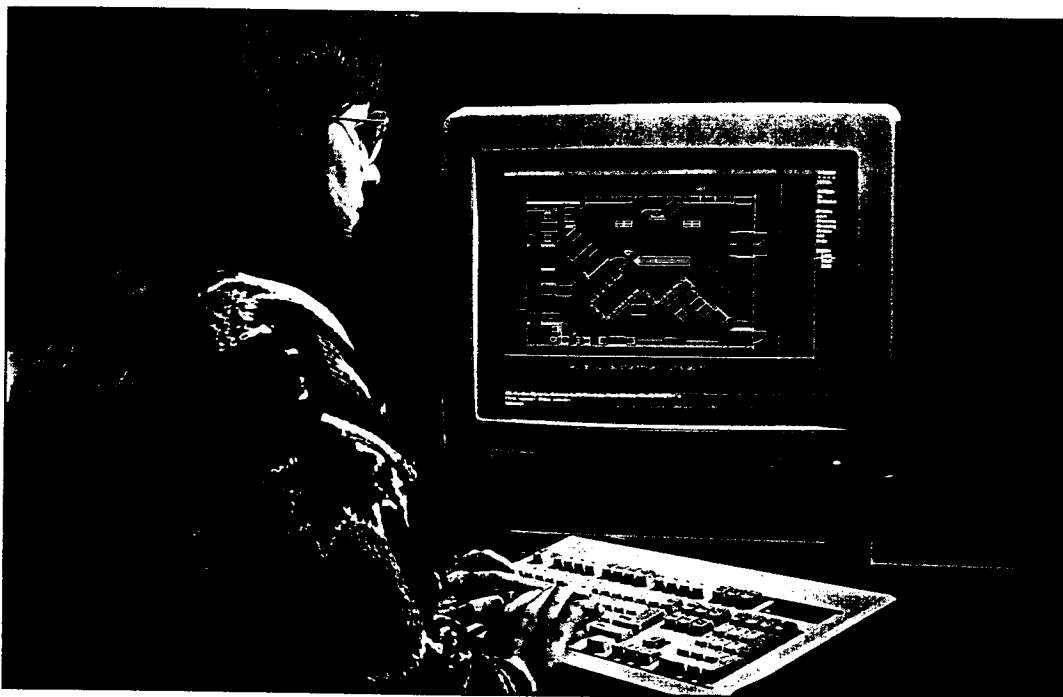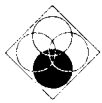
In most cases, **StorCAD/D** will be used by independent architecture/engineering (A/E) consultants as an aid in implementing a Store of the Future (SOF) design.

The design and planning of the model SOF plans contained in **StorCAD/D** reflect fundamental principles of retail design. While the architect will be determining the actual configuration of the Store for his or her particular retail space, the model plans represent optimum situations and must be simulated as closely as possible.

To facilitate design consistency as well as maintain the retail design fundamentals, **StorCAD/D** identifies the major components of the Store as modules. These modules have been pre-designed to reflect sound retail planning and assist the designer in maintaining a design that simulates the standards as closely as possible (they should, therefore, be altered only when absolutely necessary and in a way that will not diminish the effectiveness of the design concept).

Once the site constraints have been clarified, the A/E will use the **StorCAD/D** modules to develop a schematic design that simulates, as closely as possible, the appropriately matched model plan. From that point on, **StorCAD/D** contains the necessary information to develop a full set of contract documents for the construction of the facility.
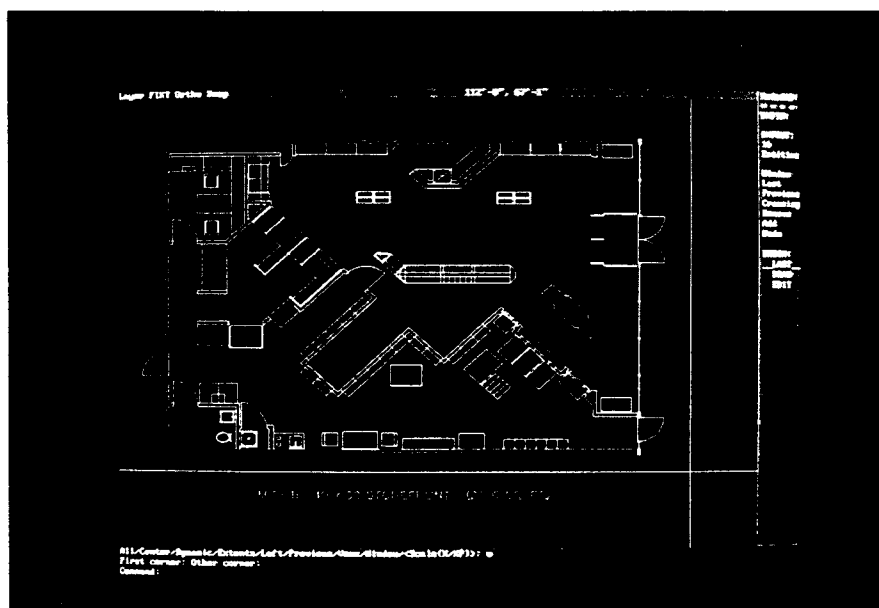
It should be noted that, although **StorCAD/D** standard drawings exist to aid the A/E in optimizing the overall Store of the Future concept at a particular site, **StorCAD/D** was not designed to replace human judgment. The A/E is still responsible for complying with local codes, lessor design criteria, and reviewing all drawings for correctness.

Used properly by competent professionals, **StorCAD/D** can be a valuable tool in assisting the Store of the Future program and the Postal Service in general to achieve overall goals of improving customer and employee satisfaction and increasing postal revenues.

THE STANDARD MODEL PLANS

The Mini (1200 Sq. Ft.)
- **A** 30' x 40' Narrow Opening Mini Store Front
- **B** 30' x 40' Wide Opening Mini Store Front

The Midi (2000 Sq. Ft.)
- **A** 25' x 80' Narrow Opening Midi Store Front
- **B** 40' x 50' Wide Opening Midi Store Front

The Maxi (4000 Sq. Ft.)
- **A** 30' x 133' Narrow Opening Maxi Store Front
- **B** 50' x 80' Wide Opening Maxi Store Front

The drawings that follow show the standard model plans as listed above.

STANDARD MODEL PLAN

MINI A
1000-2000 SQ. FT.

30'x40'
Narrow Opening
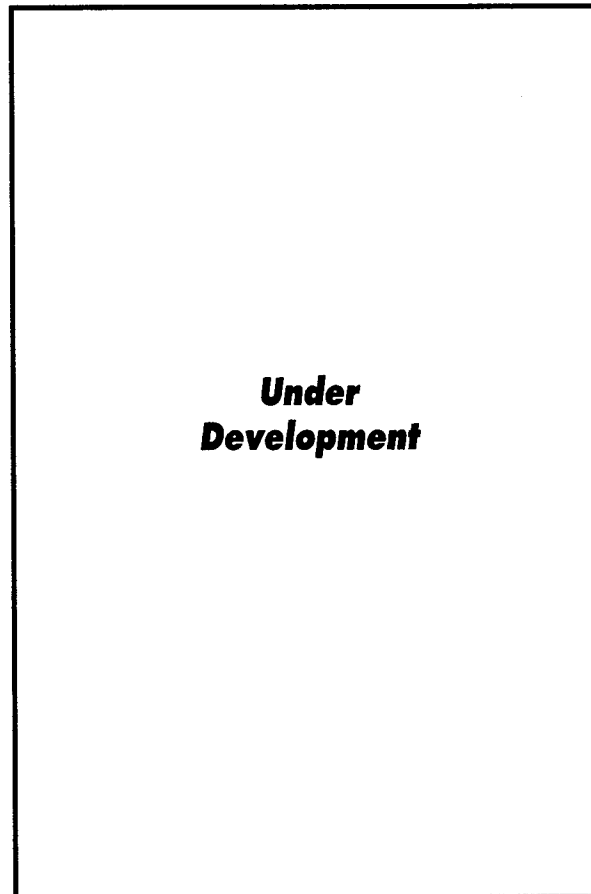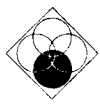
Under Development

STANDARD MODEL PLAN

MINI B
1000-2000 SQ. FT.

30'x40'
Wide Opening
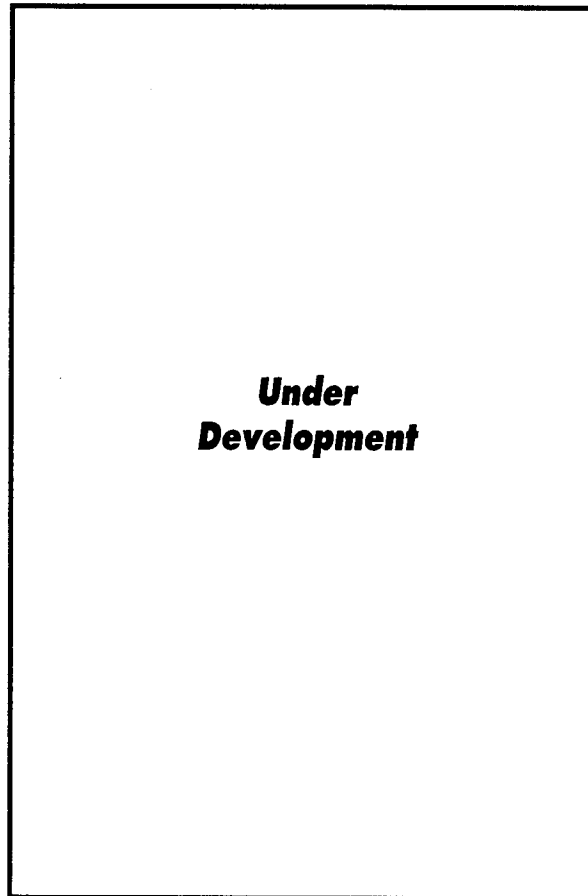
**Under
Development**
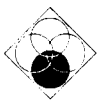
STANDARD MODEL PLAN

MIDI A
2,000-4000 SQ. FT.

25'X80'
NARROW OPENING
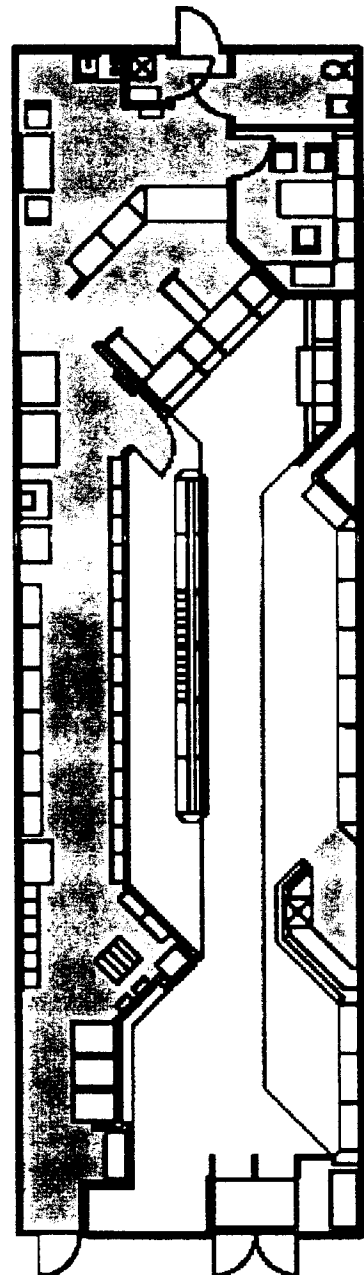
STANDARD MODEL PLAN

MIDI B
2,000-4000 SQ. FT.

40'X50'
WIDE OPENING
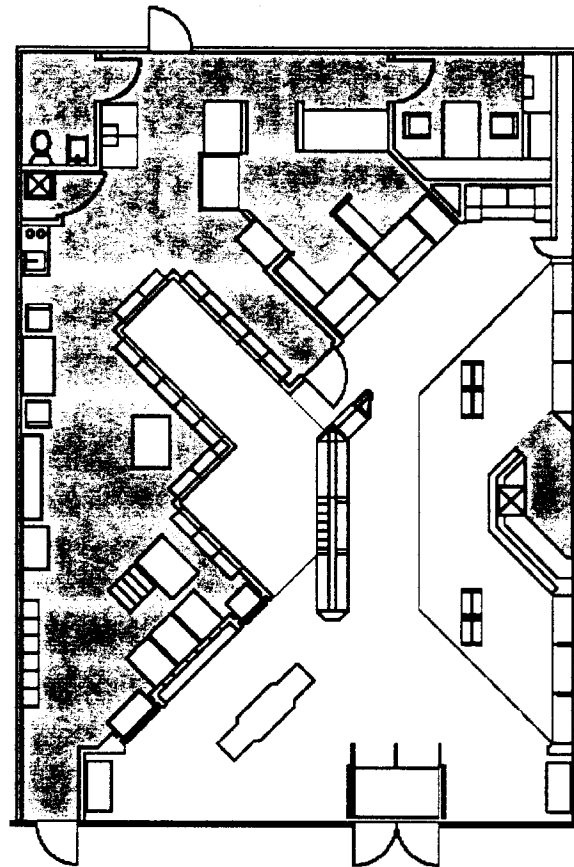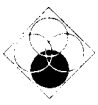
STANDARD MODEL PLAN

MAXI A
4000 SQ. FT.

30'X133'
NARROW OPENING
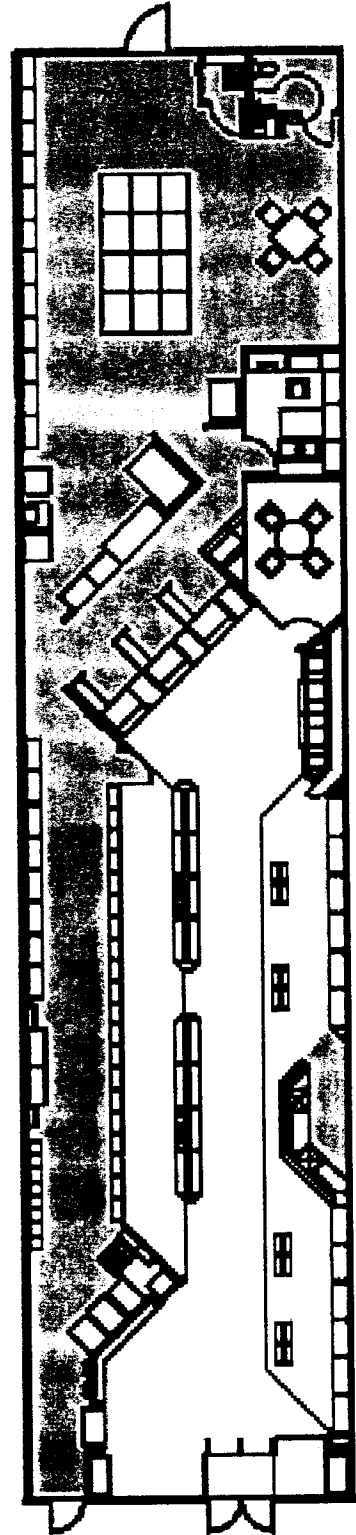
STANDARD MODEL PLAN

MAXI B
4000 SQ. FT.

50'X80'
WIDE OPENING
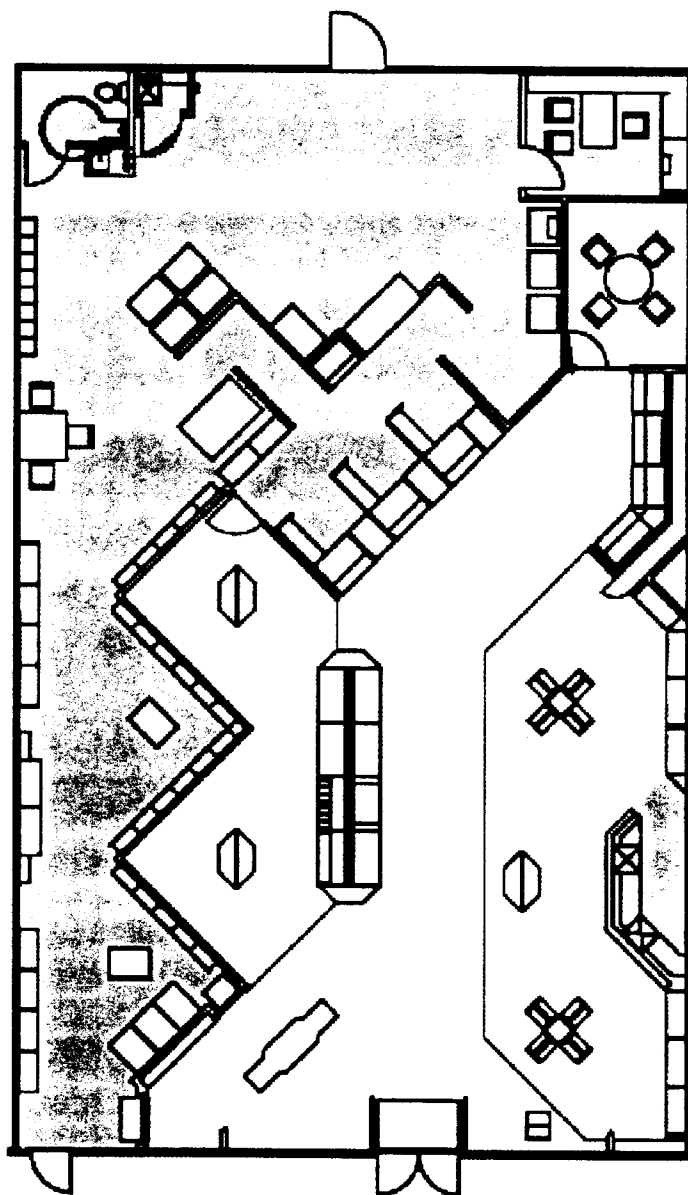
10% DESIGN CHECKLIST

Facility Name: _____

City, State, Zip: _____

Designer (Reviewer): _____

Date: _____

To maintain the design quality of the Store of the Future 10% and 30% design reviews are required. Send the designs to the Facility Service Center Store coordinator and the Headquarters Facility Store team for review. The following are design and detail elements common to all Stores that will help you design a quality facility. Please initial compliance and/or request deviations.

Designer/
Reviewer
Initials
✔ CRITICAL LAYOUT RELATIONSHIPS

_____ ❑ The Quickpost Area and the Postal Store should be immediately visible to the customer from the entry.

_____ ❑ The Postal Store should be to the right upon entry due to the natural tendency of a customer to move to the right once inside a Store. This puts them on the proper (Store) side of the Parcel Slide when they are on the queue line. The Postal Store must contain a cashwrap and POS terminal (cash register).

_____ ❑ The Rent-a-Box should be located directly across from the Postal Store (not in a separate lobby) and on the other side of the parcel slide.

_____ ❑ Full Service Counters should be placed at the rear of the Post Office, and _must_ have unobstructed visible contact with the Postal Store. The clerks must be oriented toward the Postal Store (45° or 90° to the merchandise wall) to create visual security.

_____ ❑ The facility must be able to accommodate shoplifting detection panels. The floor must be wired for future installation. (verify with local Postal Inspector).

Designer/
Reviewer
Initials

☑ ENTRANCE

_____ ❏ Provide an air lock vestibule for comfort and energy conservation when possible.

Designer/
Reviewer
Initials

☑ QUICKPOST AREA

_____ ❏ Provide generous circulation space in the Quickpost area to accommodate current and future vending equipment, such as Postal Buddy and Postal Mailing Center. The PMC should be available in a year and should be planned for now. It is configured either as an alcove-mounted unit or a free-standing floor mounted unit. The overall dimensions are 38" high, 48" wide and 36" deep. They will require a duplex outlet and a telephone jack so plan for the floor space and electrical requirements to accommodate this new equipment.

_____ ❏ The Quickpost Area's core vending at this time includes a Postal Commodity Machine, a Single Stamp Coil Vending Machine, and a Weighing/Rating Unit (WRU).

_____ ❏ InfoPost and AutoPost have been discontinued and will not be available.

_____ ❏ Always provide a coil stamp vendor (53D) so that customers can buy single stamps.

_____ ❏ Parcel Drops are not available, so plan for future installation of Parcel Drops and replace with a blank wall or an additional 1577 letter/bundle drop.

☑ POSTAL STORE

_____ ❏ The minimum merchandising space requirements for a Postal Store are:

8 slatwall modules (fixture 201) and
1 cashwrap (fixture 205)
OR
6 slatwall modules (fixture 201)
3 gondolas (fixture 209) and
1 cashwrap (fixture 205)

Refer to standard layouts for Mini, Midi, or Maxi Store so that standard Planograms will work. Wall space is preferred over gondolas.

_____ ❏ Do not put windows in the Postal Store section. This disrupts merchandising consistency, adversely impacts lighting, register use and security. If windows are existing, details must be provided to eliminate them or cover them with slatwall and conceal the construction from the outside.

_____ ❏ Make sure to change the flooring material to carpet, the floor color, and lower the ceiling height in this area. This defines the area as a different zone and reinforces the main circulation and the parcel slide queue.

_____ ❏ Layout the Postal Store so that physical access to the display wall is not obstructed by the Clerk Counter or Retail Cash Register queue lines.

_____ ❏ Gondolas must be bolted to the floor. They must be placed so that they do not block the visual contact between the window and retail clerk, and the clerks to the customers. Consider placing gondolas at an angle so clerks can see down rows to increase surveillance.

Designer/
Reviewer
Initials

✔ PARCEL SLIDE

_____ ❏ The queue must form on the Store side of the parcel slide (preferably to the right) and terminate as close as possible to the Full Service area to deter the customers from forming a second queue line.

_____ ❏ Provide a clear hierarchy of circulation to avoid a double queue. This can be handled through changes in spatial relationships such as ceiling heights, floor materials and placement of the parcel slide. Studies have shown that signage is ineffective in guiding customer flow.

Designer/
Reviewer
Initials

✔ RENT-A-BOX

_____ ❏ Carpet and a dropped ceiling must be used to define this area.

Designer/
Reviewer
Initials

✔ FULL SERVICE AREA

_____ ❏ Customers should see clerks as they use screenline cabinets, meter setting counter and pass-throughs (to reassure customers that clerks are working conscientiously on their order).

_____ ❏ Minimum equipment requirements for this area are one unit of each of the following items: Tub/Tray Storage Unit, Pouch/Hamper Unit and Left Notice Cabinet.

_____ ❏ Discuss sorting procedures with local personnel and equip. as required. Locate units located directly behind clerk workstation to provide easy access and to eliminate the need for clerk to leave customer view.

_____ ❏ Customers must not be able to see into Workroom.

Designer/
Reviewer
Initials ☑️ **CUSTOMER CONFERENCE CENTER**

_____ ❏ Conference Center should be easily accessible to Manager's Office.

_____ ❏ Avoid placing employee restroom adjacent to Customer Conference Center, or else sound proof adjoining walls.

Designer/
Reviewer
Initials ☑️ **GENERAL**

Security

_____ ❏ Make sure there is a clear line of sight between Counter Clerks and The Postal Store for Retail Clerk security coverage and to deter shoplifting at the product displays.

_____ ❏ Provide a security rolldown screen that rolls to the floor in front of the IRT counters. Consider using a manual rolldown screen instead of an electric screen to keep costs down.

_____ ❏ Provide a security wall between the public areas of the Post Office and workroom spaces. Be sure to provide a security partition above ceiling to slab at security grill locations in both the Postal Store and at Full Service area.

Signage

_____ ❏ Plan location of all graphics early in the design so that the proper wall space and visibility is provided. Order quantities of graphics following standard Mini, Midi, or Maxi layouts.

☑ *WORKROOM*
Manager's Station

_____ ❏ Wherever possible, provide an enclosed office for manager that is adjacent to clerk workstations and accessible to postal lobby. The manager's office should be convenient to customers and look professional (ie. carpeted, bookcases, closed cabinets).

_____ ❏ Locate safes near manager's office.

Restroom

_____ ❏ Verify with local codes if additional restrooms are required for staff size and male/female mix.

General

_____ ❏ Maintain clearance to push hampers behind Rent-A-Boxes (44" min. preferred for saw-tooth layout, 6'-0" min. for straight hallway).

_____ ❏ Provide sufficient accountable mail storage.

_____ ❏ Plan storage and sorting support at the workroom which is coordinated with local practice and responds to the size and volume of postal products received and stored on-site. Workroom layout should be usable and not cramped.

Please mail copies of your designs with this checklist to your Facility Service Center Store of the Future Coordinator.
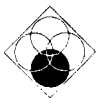
ELECTRICAL AND TELEPHONE REQUIREMENTS FOR THE BACK OFFICE AND POINT OF SALE SYSTEMS

BACK OFFICE SYSTEM (BOS)

Telephone Requirements:

1. One telephone line for communications between the Back Office System site and the POS master terminal at the Store site.

Electrical Requirements:

1. One dedicated, isolated, and grounded 110 electrical line. This line should only be used to plug in the Back Office computer system and modem.

2. One four prong outlet

POINT OF SALE (POS) SYSTEM:

Telephone requirements in the POS Store area:

1. One telephone line for communications between the BOS site and the POS master terminal at the Store site.

2. One telephone line for credit card or EFT transactions. Depending on sales volume and the type of credit card system used, the number of telephone lines required may increase.

Electrical Requirements in the POS Store Area:

1. One dedicated, isolated and grounded 110 electrical line. This line should only be used to plug in the master POS computer terminal and modem, and if present, the credit card authorization equipment.

2. One four prong outlet for each of the four devices.

Electrical requirements in the IRT station area:

1. The same dedicated electric line should also be run to the IRT side to power the satellite POS terminal.

Please note, that each POS terminal draws approximately 1 1/2 amps. Install appropriate size and number of breakers.

Other:

▪ Based on future requirements, 3/4" or 1" conduit should be run that will link the POS terminals in the Store area, the satellite POS terminals in the IRT area, the IRT terminals and all the vending machines. The goal of this linkage is to eventually enable a Store computer system to poll all this equipment and electronically generate the combined 1412 financial report.

Note: Verify requirements with your Facilities representative

ADDITIONAL INFORMATION:
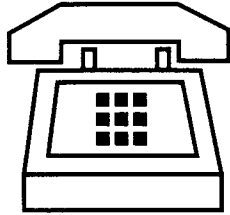
StorCAD/D Hotline
9:00 AM - 5:00 PM EST Monday - Friday;

202-268-4628

USPS Headquarters Store of the Future Team

StorCAD/D Software
and all additional information has been
provided to all Facilities Service Centers and
Facilities Service Offices.
Contact your FSC/FSO.
(see contacts & references section) in this Guide
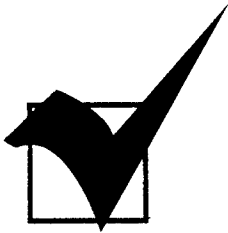
Design Checklist
crucial items to watch for to design your Store
of the Future with the latest information
derived from Post Occupancy Evaluations
(POE's).

Design Review call your FSC or FSO Store of the
Future Coordinator (see Contacts & References
section in this Guide).
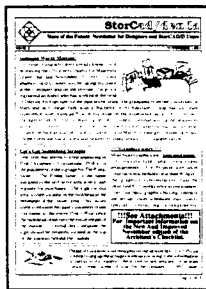
StorCAD/Denda
a quarterly newsletter which updates
changes in the program, specifications, or Store
designs as well as giving important
information about software and how to
configure your system.

RESPONSIBILITY SCHEDULE FOR EQUIPMENT AND CASEWORK

TO BE PROVIDED AND INSTALLED IN A USPS STORE OF THE FUTURE FACILITY

Following is the Responsibility Schedule (by area) for the equipment utilized in a USPS Store of the Future facility. This schedule is intended as a reference and a guide and does not represent a complete listing of all equipment to be utilized in a particular USPS Store of the Future facility. Architectural casework takes eight to ten weeks for delivery and the painting of Post Office Boxes, takes four to six weeks.

General Notes for all items:

1. All mail drops, parcel drops and lock boxes are to be painted according to the USPS Store of the Future Architectural Specifications section 09800 Special Coatings/Finishes.

2. See Graphics Manual for description of action affecting each item.

3. See plans for quantity of fixtures.

LEGEND

1. Equipment to be supplied and installed by your USPS Division.
2. Equipment to be supplied by the USPS Division responsible for the Facility to the General Contractor, who will install (and/or) modify for installation.
3. Equipment to be supplied by the casework Subcontractor and installed by the General Contractor.
4. Equipment to be supplied and installed by the General Contractor.
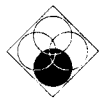
QUICKPOST AREA

Responsibility Schedule

Item Number	Item	1 Supplied & Installed by USPS	2 Supplied by USPS, Installed by General Contractor	3 Supplied by Subcontractor, Installed by General Contractor	4 Supplied & Installed by General Contractor
103	Letter Drop 1577-C		●		
103	Express Mail Drop 1577-C		●		
104	Parcel Drop		●		
105	Weigh Rating Unit Cabinet			●	
106	Mail Drop Counter			●	
108	Coil Stamp Vending Machine PS-53D		●		
109	Stamp Booklet Vending Machine PBM-6		●		
110	Stamp Vending Machine with Bill Validator PS-53C		●		
111	Weighing and Rating Unit		●		
112	Multi-Commodity Vending Machine PCM-1625		●		
113	Seating				●
118	Vending Kiosk			●	
121	Multi-Commodity Vending Machine Template			●	

POSTAL STORE AREA

Responsibility Schedule

Item Number	Item	Supplied & Installed by USPS	Supplied by USPS, Installed by General Contractor	Supplied by Subcontractor, Installed by General Contractor	Supplied & Installed by General Contractor
		1	2	3	4
201	Wall/Drawer Unit			●	
202	Corner Filler			●	
203	End Filler			●	
205-1	Cashwrap Single Register			●	
205-2	Cashwrap Double Register			●	
208	Merchandising Divider			●	
209	Gondola			●	
210	Poster Displayer			●	

Note: Please see Point of Sale section of this Guide, for information on ordering and installing cash register and back office systems.

RENT-A-BOX-AREA

Responsibility Schedule

Item Number	Item	Supplied & Installed by USPS	Supplied by USPS, Installed by General Contractor	Supplied by Subcontractor, Installed by General Contractor	Supplied & Installed by General Contractor
		1	2	3	4
301	Box Module 1		●		
308	End Cap Unit A			●	
309	Corner Filler B			●	
310	Parcel Slide Storage			●	
311	H.C. Desk/Forms A			●	
312	H.C. Desk/Forms B			●	
313	Forms Storage Unit			●	
314	Waste Unit			●	
315	Corner Filler A			●	
316	Light Box A			●	
317	Light Box B			●	
319	End Cap Unit B			●	

FULL SERVICE AREA

Responsibility Schedule

Item Number	Item	Supplied & Installed by USPS	Supplied by USPS, Installed by General Contractor	Supplied by Subcontractor, Installed by General Contractor	Supplied & Installed by General Contractor
		1	2	3	4
401	IRT Workstation	●			
402	Tub Storage			●	
403	Left Notice Cabinet			●	
404	Storage Cabinet A			●	
407	Safe Cabinet			●	
408	Pounch/Hamper Unit			●	
409	Work Counter			●	
410	Shared Storage Counter			●	
411	Shared Work Counter			●	
412	Wall Cabinet			●	
413	Copy Machine	●			
416	Work Counter Corner Filler			●	
417	Shared Counter Corner Filler			●	

WORKROOM ZONE

Responsibility Schedule

Item Number	Item	1 Supplied & Installed by USPS	2 Supplied by USPS, Installed by General Contractor	3 Supplied by Subcontractor, Installed by General Contractor	4 Supplied & Installed by General Contractor
501	Safe #293	●			
502	Post Office Key Cabinet	●			
503	Desk	●			
504	Wing Case #77	●			
505	Letter Case #79	●			
506	Storage Cabinet #119-C18	●			
507	First Aid Cabinet #324		●		
508	Employees Lockers				●
509	Lateral File				●
510	Canvas Truck 26 x 36	●			
511	Fire Extinguisher				●
512	Office Ladder				●
513	Bulk Mail Container	●			
514	Microwave				●
515	Cafe Table A 30 x 42	●			
516	Cafe Table B 42 x 42	●			
517	Conference Table	●			
518	Computer Table	●			

WORKROOM ZONE
(Continued)

Responsibility Schedule

Item Number	Item	Supplied & Installed by USPS — 1	Supplied by USPS, Installed by General Contractor — 2	Supplied by Subcontractor, Installed by General Contractor — 3	Supplied & Installed by General Contractor — 4
519	Managers Chair	●			
520	Side Chair	●			
521	Stack Chair	●			
522	Work Room Wall Cabinet			●	
523	Canvas Truck 32 x 44	●			
524	Key Case (wall mount)		●		

STORE OF THE FUTURE ARCHITECTURAL CASEWORK

The following are a list of items that are to be provided in each of this size facilities. This list is based on the standard drawings provide in the StorCAD/D computer program.

If these standard drawings are altered then this list will also change. Quantities are on an individual Store basis.

MINI STORE
1000-2000 Sq. Ft.

Item Number	Item
106	Writing Counter A
121	Multi-Commodity Vending Machine Template
201	Wall/Drawer Unit
203	End Filler
205	Cashwrap A
208	Merchandising Divider
209	Gondola
308	End Cap Unit A
312	Writing Ledge
314	Waste Unit
316	Light Box A
402	Tub Storage
403	Left Notice Cabinet
408	Pouch/Hamper Unit
412	Wall Cabinet
522	Storage Cabinet
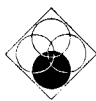
MIDI STORE
2000-4000 Sq. Ft.

Item Number	Item
106	Writing Counter A
118	Vending Kiosk
121	Multi-Commodity Vending Machine Template
201	Wall/Drawer Unit
203	End Filler
205	Cashwrap A
209	Gondola
310	Storage Unit
312	Writing Ledge
313	Forms Unit
314	Waste Unit
316	Light Box A
317	Light Box B
319	End Cap Unit A
402	Tub Storage
403	Left Notice Cabinet
408	Pouch/Hamper Unit
410	Work Counter
412	Wall Cabinet
522	Storage Cabinet
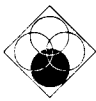
MAXI STORE
4000 Sq. Ft. and larger

Item Number	Item
106	Writing Counter A
118	Vending Kiosk
121	Multi-Commodity Vending Machine Template
201	Wall/Drawer Unit
202	Corner Filler
203	End Filler
205	Cashwrap A
209	Gondola
308	End Cap Unit A
310	Storage Unit
312	Writing Ledge
313	Forms Unit
314	Waste Unit
316	Light Box A
402	Tub Storage
403	Left Notice Cabinet
408	Pouch/Hamper Unit
410	Work Counter
411	Shared Work Counter
412	Wall Cabinet
416	Work Counter Corner Filler
522	Storage Cabinet

STORE OF THE FUTURE GRAPHICS

A Graphics Manual for the Store of the Future facilities has been developed and provided to all the Facilities Service Centers and Facilities Service Offices. Your FSC/FSO will make this manual available to the A/E firm designated to design this facility. The A/E must coordinate designs with the graphics available and provide drawings to the USPS graphics contractor as early as possible. Allow six to eight weeks for the delivery and installation of the graphics required for your particular Store facility. The following is a list of graphics that are available in the graphics manual.

G1   Post Office Call Out on one line

G1A   Post Office Call Out with Background

G1B   Postal Service Call Out with Background

G2   Logo Address - Acrylic Panels

UNITED STATES POST OFFICE
South County Mall Station
St Louis MO 63129

G2A   Logo Address - Vinyl

G3A   Quick Post Center Acrylic Call Out

QUICK POST

Self Service Center

G3B   Quick Post Center Vinyl Call Out
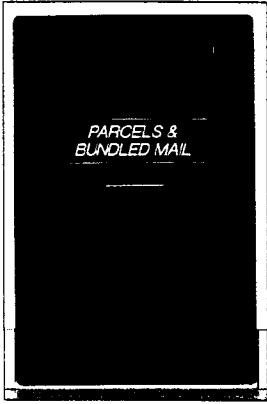
G3C   Drop Box Category Call Out

G3D   Collection Times Wall Plaque

COLLECTION TIMES

Mon – Sat	1:30pm
Sun	7:00pm

G4   Rent-A-Box Size & Photo Posters

G4A   Rent-A-Box Vinyl Call Ocd.

RENT-A-BOX

G5   Menu Board Copy Light Box (pair)
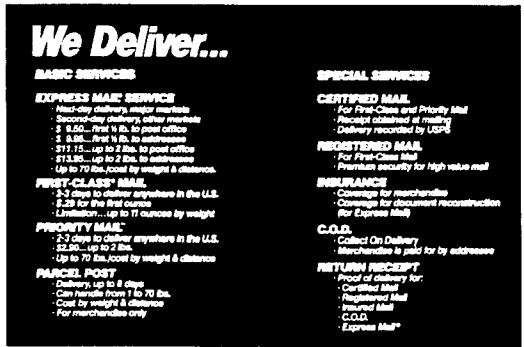
G5A   Menu Board Duratrans (pair)

G6   Menu Board Photo Light Box (each)

CERTIFIED MAIL We Deliver.

G6A   Menu Photo Duratrans (set of 10)

STAMP COLLECTING We Deliver.

G6B   Parcel Slide Duratrans (set of 10)
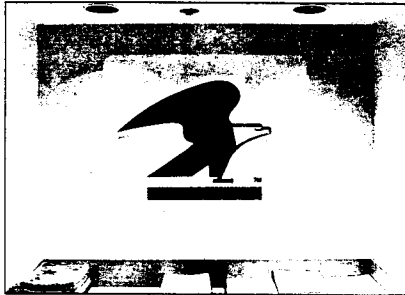
G7   Backlit Eagle Logo Sign

G7A   Backlit Eagle Logo Recessed Sign

G8   Postal Store Call Out

WELCOME

THE UNITED STATES POSTAL SERVICE brings you a new, convenient Post Office to make your mailing easy and fast.

Here's how:

1. QuickPost... everything you need to mail it yourself—fast!
2. The Postal Store... shop for mailing supplies, unique stamps, gifts and collectables!
3. Rent-A-Box... early mail pick-up with convenience, privacy and security!
4. Full Service... courteous, personal assistance for special mailing needs.

We're committed to bringing you the fastest, most economical and dependable mailing services. We Deliver!

G9   Welcome Poster 24"x24"

G9A   Welcome Poster 18"x18"
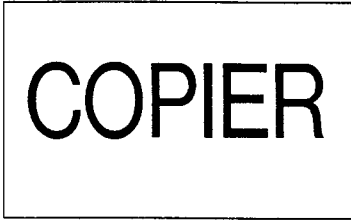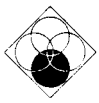
COPIER

G10   Facilities Call Out: Copier

GP12   Facilities Call Out: Conference Room

GP1   Freestanding Mall Pylon
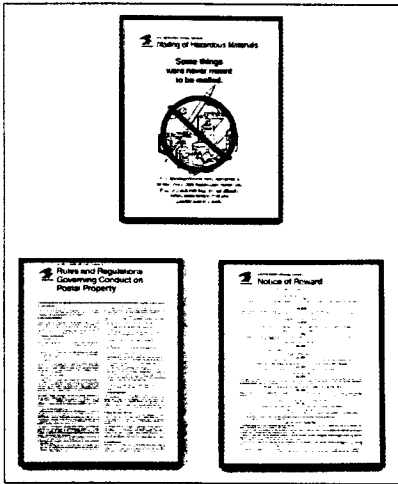
GM1   Mandatory Poster Set

GN1   Rent-A-Box Number Format

STAFFING
CLERICAL STORE STAFFING
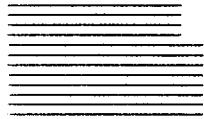
he staffing of a Store of the Future should be in accordance with Function 4 guidelines for total clerical positions, and should be posted as senior qualified positions.

The Full Service counter and the Postal Store are staffed by window and distribution clerks.

If the Full Service counter clerk does not have individual stamp accountability, the clerks between the two areas are interchangeable.

If it is determined that the Full Service counter clerk **will** have individual stamp accountability the clerks are then not interchangeable. The Postal Store clerks have unit responsibility and the two cannot mix.

Complement should not increase.

DIVISION BACK OFFICE SYSTEM/SHRINKWRAP OPERATION STAFFING

Staffing of the Division Back Office System and shrinkwrap operation is also necessary. In one test site it has been staffed by Accounting Technician, PS 06 (See the attached required posting formats). A Store of the Future clerk, whose main function is to sell stamp stock (Full Service or Store), should not be allowed, from a liability standpoint, to work with the same stock they are responsible for selling and accurately posting on either the IRT or Point of Sale system. The functions should be separate to avoid any potential conflict involving stock shortage.

OTHER

Adequate custodial coverage is essential in the Store of the Future as well as all of our retail facilities.

The position and level of the Station Manager are in accordance with existing guidelines.

1. NAME OF OFFICE OR ORGANIZATION

U.S. POSTAL SERVICE, SAN DIEGO 92199

APPROVED RANKING

OCCUPATION CODE	TITLE
0525-31XX	ACCOUNTING TEC.

SUGGESTED TITLE OF POSITION

ACCOUNTING TECHNICIAN

POSITION IDENTIFICATION	LEVEL
2-443	PS-6

3. RECOMMENDED SALARY LEVEL *(From item 6D)*	KEY POSITION REFERENCE	CRAFT
PS-6	KP-17	CLERK

4A. DATE OF SUBMISSION	4B. REASON FOR THIS REQUEST	SIGNATURE OF APPROVING OFFICIAL	DATE OF APPROVAL
03-8-91	NEW POSITION	M. SELLERS	

5. POSITION DESCRIPTION *(Attach continuation sheet if additional space is needed)*

A. BASIC FUNCTION

SERVES AS AN ACCOUNTING TECHNICIAN AND ASSUMES RESPONSIBILITY FOR MAINTAINING ACCOUNTING DATA FOR EACH INDIVIDUAL SITE OF MULITPLE POSTAL STORE LOCATIONS. PREPARES THE DAILY INVENTORY, SALES AND ACCOUNTING REPORTS FOR ORDERED/SOLD ACCOUNTABLE PAPER AND POSTAL RETAIL PRODUCTS USING A AT&T UNIX AND OR SCO XENIX COMPUTER SYSTEM.

B. DUTIES AND RESPONSIBILITIES

PERFORMS WITH ASSISTANCE OF POSTAL STORE MANAGERS AND ACCOUNTING SUPERVISOR.

1) RECIEVES DAILY SALES AND INVENTORY REPORTS FROM ALL POSTAL STORE LOCATIONS, VIA UNIX BACK OFFICE SYSTEM. VERIFIES AND BALANCES REPORTS WITH SUPPORTING DOCUMENTS, CONSOLIDATES DATA AND POSTS DAILY FINANCIAL REPORT TO THE ACCOUNTING OFFICE AND RETAIL MARKETING. ITEMS WHICH ARE QUESTIONABLE ARE TAKEN UP WITH REPORTING UNIT OR INDIVIDUAL TO DETERMINE CORRECTIONS. REPORTING UNITS ARE DEBITED OR CREDITED AS NECESSARY. DISCUSSES WITH SUPERVISORS, STORE MANAGERS FIGURES SUBMITTED TO OBTAIN FURTHER INFORMATION AND EXPLANATION AS REQUIRED. PREPARES EXPLANTORY COMMENTS FOR INCLUSION IN REPORTS.

2) IN ADDITION, EMPLOYEE WORKS WITH SUPERVISOR TO PREPARE AP, QUARTERLY AND FY REPORTS. EMPLOYEE MAY BE REQUIRED TO RESEARCH, COMPILE AND RECORD DATA FOR SPECIAL STUDIES AND REPORTS ON VARIOUS PHASES OF POSTAL ACTIVITIES CONCERNED WITH THE POSTAL STORE AS REQUIRED BY HIGHER AUTHORITY.

3) EMPLOYEE RESPONSIBLE FOR REQUISITIONING, SHRINK WRAPPING AND SHIPPING OF STAMP STOCK, PHILATELIC AND LOCAL RETAIL PRODUCT TO ALL POSTAL STORE LOCATIONS.

4) RESPONSIBLE FOR MAINTAINING INVENTORY OF ALL LOCAL RETAIL PRODUCTS, RECEIPT, HANDLING, INSPECTION AND SHIPPING.

5) MAY MAINTAIN STAMP STOCK AND FILL REQUISITIONS FOR ALL POSTAL STORE LOCATIONS.

6) PERFORMS NECSSARY CLERICAL WORK INVOLVED IN MAINTAINING OPERATION OF POSTAL STORE LOCATIONS AND THE SALE OF RETAIL PRODUCTS IN OTHER POSTAL LOCATIONS.

C. ORGANIZATIONAL RELATIONSHIPS

REPORTS TO RETAIL MARKETING SPECIALIST

May 8, 1991

VACANCY POSTING

BULLETIN No.: # 64-91

TO: **ALL EMPLOYEES**

SUBJECT: **Best Qualified Position Open For Application**
             ACCOUNTING TECHNICIAN, PS-06
             Technical Sales and Service
             Location - Chula Vista Main Post Office

Accounting Technician, PS-06 SP2-44 (052531XX)

Position # 2113527 (Best Qualified Position)
Basic Work Week: Monday - Friday
Hours: 6:00 a.m. - 2:30 p.m.

This Accounting Technician will work under the supervision of
the Manager, Technical Sales & Service for the "Stores of the
Future". This position will be responsible for total
inventory control, point of purchase system by using an ICL
store master cash register system which interfaces with the
"Tomax" system, or comparable systems. Duties also include
requisitioning, shrink wrapping, shipping and maintaining
inventory of philatelic and retail products and other duties
as outlined on the Standard Position Description.

This position will be filled by the **BEST QUALIFIED APPLICANT,**
Office-Wide regardless of craft. All full-time regular and
part-time flexible employees are eligible to apply for this
position. Successful applicant will be placed in the Clerk
Craft.

Applications for this position must be submitted on a **PS**
FORM-991, outlining your specific qualifications for the
position with relation to the General and Specialized
Experience requirements. See attached job description and
qualification standards. Employees are expected to include
the ZIP +4 in their mailing address. The PS-991 should be
completed by your immediate supervisor **AND RECEIVED IN**
PERSONNEL BY THE CLOSING DATE, along with PS Form 991R.

Applications should be addressed to the Postmaster, Attn:
Manager, Employment & Development, San Diego, CA 92199-9402.
They will be received <u>through Friday, May 17, 1991.</u>

SENIORITY RULES:

Employee selected as BEST QUALIFIED for this position will begin a **NEW** seniority period.

Successful applicants will have **NO** retreat rights.

Successful applicants will be governed by the 1987-1990 National Agreement, Section II, Seniority - Clerk Craft. Special attention should be given the Article 37.2.C.6 and 37.2.D.6, concerning returning to former craft as quoted below:

6-C - Reassignment and Return in 90 days

A regular work force employee voluntarily reassigned from one craft to another at the same installation with or without change in PS salary level, and voluntarily reassigned within 90 days to the employee's former craft retains seniority previously acquired in the craft augmented by the intervening employment. (To the former seniority, **NOT** to the former position assignment.)

6-D - Return from any position for which selection was based on best qualified

1) When a full-time employee, either voluntarily or for disciplinary reasons, returns to the same installation and to the last craft the employee left, the seniority shall be established for reassignment as the seniority the employee has when he/she left that craft without seniority credit for service outside that craft.

2) Upon involuntary reassignment of a full-time employee, except for disciplinary reasons, if the employee returns to the same installation and to the last craft the employee left, the seniority shall be established after reassignment as his/her former seniority plus seniority for service in the position outside the craft.

The above rules apply to a full-time employee returning from any position in the same craft which selection was made on the basis of best qualified.

100,35:101

<div align="center">

Accounting Clerk—Level 5 (0520-01)
Accounting Technician—Level 6 (0525-31)
Accounting Technician (Cost Ascert.)—Level 6 (0525-32)
Employee Accounts Clerk—Level 5 (0590-02)
Time and Attendance Clerk—Level 5 (0590-01)
Time and Attendance Clerk—Level 5 (0590-2012)

</div>

Document Date: November 30, 1987

Function

Accounting Clerk: Performs clerical accounting tasks or statistical computing and calculating machine operations in the accounting office.

Accounting Technician: Situation 1—Serves as an accounting technician and assumes responsibility for the proper completion of a designated major segment of accounting work in a large post office where the positions of Manager, Budget and Cost Analysis and Manager, Accounting and Reporting Systems have been authorized.

Situation 2—Serves as assistant to the postmaster in performing accounting and clerical duties involved in the preparation, maintenance, and consolidation of accounts and related reports in a post office having 125-149 employees, one or more reporting units, in addition to those in the main office, at least 9,485 revenue units, and no supervisor in support services.

Accounting Technician (Cost Ascertainment): Examines cost ascertainment sample data submitted by post offices and prepares it for processing at a postal data center or Headquarters.

Employee Accounts Clerk: Examines and maintains various employee accounts, such as payroll, retirement, bond, tax, insurance, leave, and service accounts.

Time and Attendance Clerk: Ascertains the number of hours worked and absent by each of a group of employees, distributes these hours among the significant categories of time and leave to which they are chargeable, and totals these data for reporting purposes; responsible for providing information to employees on rules, regulations, and policies concerning leave and pay matters; maintains assignment cards; makes studies relating to time and attendance.

Description of Work

See Handbook EL-201 (P-1), *Standard Position Descriptions*, for the occupation code given above.

Proficiency Requirements

1. General

Applicants must have demonstrated to a sufficient degree the following skills, abilities, and knowledge to assure adequate performance in the position:

B-10.   Ability to maintain records and prepare reports.

B-14.   Ability to interpret instructions.

B-22.   Ability to perform basic arithmetic computations.

B-39.   Ability to use office machines such as calculator, adding machine, duplicating machine, or any other office equipment as appropriate to the position.

2. Special

a.   Applicants must have progressively responsible experience in (1) accounting, payroll, claims examining, accounting machine operating, or other fiscal or accounting work with documents and records pertaining to a single phase or number of phases of financial activities; (2) maintaining or examining records for the issuance, collection, safekeeping, or disbursing of money and securities, including such records as cost, time, payroll expenses, revenues, expenditures, appropriations, revolving funds, working capital, trust funds, or other fiscal records; or (3) other related work which would provide skill and knowledge of specialized accounting methods, techniques, practices, and procedures.

b.   For positions at level 6, at least 6 months of the specialized experience must be directly related to the work to be performed.

c.   Directly related specialized experience is defined as experience gained in the same function or area of accounting work such as payroll, accounting, claims examining, disbursing, etc. These requirements for directly related experience will ordinarily apply. However, the requirement may be waived under certain circumstances, e.g., for individuals under consideration for promotion in the relatively few instances where it can be clearly shown that:

(1)   Despite the lack of directly related experience, the applicant's background gives positive evidence of possession to a superior degree the essential skills and abilities needed for the position;

(2)   The applicant has had experience that has provided a general familiarity with the work of the specialization of function for which being considered; and

(3)   The overall evaluation of the applicant's background provides strong evidence that the applicant can successfully perform the higher grade work without prolonged training.

Experience Requirements

1.   Except for the substitution of education provided for below, applicants must have had the kind and amount of experience shown in the following:

Level	Total experience (years)	General experience (years)	Specialized experience (years)
5	2	2	0
6	3	2	1

2.   For positions at any grade, the required amount of experience will not in itself be accepted as proof of qualification. The applicant's record of experience and training must show the ability to perform the duties of the position.

3.   Successful completion of a full 4-year high school course which included credits in commercial or business subjects such as general business education, business arithmetic, and office practices, may be substituted for 1 year of general experience.

4.   For a maximum of 3 years of the required experience (1 year of general plus 1 year of specialized), study successfully completed in a resident school or institution may be substituted as follows:

a. For general experience only:
   (1) Study completed in a college, university, or junior college above high school level may
       be substituted on the basis of 1/2 academic year of study for 6 months of experience.
   (2) Full-time study completed in a business or secretarial school or other comparable institution
       above the high school level may be substituted on the basis of 1/2 academic year of study
       for 6 months of experience, provided such subjects as business English, office machines,
       filing and indexing, office practices, business mathematics, bookkeeping or accounting
       were studies. No credit will be allowed for training which has been obtained only or
       primarily in the basic skills of shorthand or typing or refresher courses.

b. For 1 year of specialized experience only:
   (1) Study successfully completed in a resident school above the high school level may be
       substituted at the rate of 1/2 academic year of study for 6 months of specialized experience,
       provided such study included a minimum of 6 semester hours, or the equivalent, per year
       in accounting, business administration, or closely related subjects.
   (2) A full 4-year course of the type of study described in the above paragraph may be substituted
       for a maximum of 3 years of the required experience (2 years of general, plus 1 year of
       specialized experience) and is fully qualified for level 6.

5. Proportionate credit may be granted for courses of study above the high school level offered by
    correspondence by a school approved by the National Home Study Council. Persons who plan to
    take such courses should submit a request to the Regional Director, Human Resources for evaluation
    of the courses as to acceptability and comparability in academic value with resident college or
    technical accounting school courses.

Examination Requirements

Normally, Postal Service Test 741 is required for level 6 positions. The test may be waived when the
applicant has demonstrated the ability, interest, and capability to perform the work of the position to
be filled. These qualities may be demonstrated, for example, under one or more of the following
conditions:

1. Directly related specialized experience for level 6, not more than one level below the level of the
    position to be filled.

2. The applicant has completed education above the high school level:
    a. Which may be substituted in full for 1 year of specialized experience;
    b. Which included completion of at least 12 semester hours, or equivalent, in accounting subjects;
        or
    c. Which included 2 years of study in a business school, junior or senior college, and was awarded
        a certificate in accounting.

3. Certification by an official who is supervising the work, directly or indirectly, that the applicant
    has the ability, interest, and capability to perform the duties of the position.

4. Other evaluation techniques, such as supervisory appraisals, personal observations, interviews, also
    will be used when filling accounting positions.

Additional Provisions

Applicants must be physically able to perform efficiently the duties of the position. Vision of 20/40
(Snellen) in one eye and ability to read without strain printed material the size of typewritten characters
are required. Corrective lenses are permitted. Ability to distinguish basic colors and shades is desirable.
Ability to hear the conversational voice is required; hearing aids are permitted.

U.S. POSTAL SERVICE

Title: Accounting Technician
Key Position Reference No. 17   *Salary Level PS-6*

BASIC FUNCTION. *Situation 1*—Serves as an accounting technician and assumes responsibility for the proper completion of a *designated major segment* of accounting work in a large post office where the positions of Manager Budget and Cost Analysis and Manager Accounting and Reporting Systems have been authorized.

Situation 2—Serves as assistant to the postmaster in performing accounting and clerical duties involved in the preparation, maintenance, and consolidation of accounts and related reports in a post office having 125-149 employees, one or more reporting units, in addition to those in the main office, at least 9,485 revenue units, and no supervisor in support services.

DUTIES AND RESPONSIBILITIES

1. Performs, with assistance of accounting clerks if needed, either (1) or (2) in combination with (3) below:

    a. In the accounting area, received daily cash reports from all reporting units of the post office, verifies and balances reports with supporting documents, consolidates the data into one cash report, and posts the daily financial report. Items which are questionable are taken up with the reporting unit or individual in order to determine the correct entries. Reporting units are debited or credited as necessary.

    b. In the budget and cost control area, receives reports and data relating to mail volume, workload, and cost ascertainment from the various reporting units, examines reports for completeness and tabulates and posts data in accordance with daily and periodic reporting requirements. Discusses with supervisor data submitted by their units in order that further necessary information and explanation may be obtained. Documents explanatory information for subsequent analysis and inclusion in management reports.

    c. In addition, employee works closely with the supervisor in preparing weekly, biweekly, accounting period, or other periodic reports. Gives guidance and instruction to and acts as group leader for any assigned clerical assistance. May maintain accounts, reflecting trust funds, suspense items and inventories of accountable paper, stamp stock, and fixed credits. Participates with the supervisor interpreting instructions and regulations in implementing procedures pertaining to accounting. May be required to research, compile and record data for special studies and reports on various phases of postal activities as desired by the postmaster or higher authority.

2. In a smaller post office having characteristics like those in the basic function, and subject to the provisions of the Postal Service directives, concerning internal control and separation of duties, performs any combination of the following duties:

a. Receives daily cash reports from all reporting units of the post office, verifies and balances reports with supporting documents, consolidates into one cash report, and posts the cashbook. Items which are questionable are taken up with the reporting unit or individual to determine the correct entries.

b. Receives reports and data relating to mail volume, workload, and cost ascertainment from the various reporting units, examines reports for completeness and accuracy, makes the necessary computations, consolidates the information in accordance with daily and periodic reporting requirements. Discusses with supervisors figures submitted by them to obtain further information and explanation as required. Prepares explanatory comments for inclusion in the reports.

c. Works closely with the postmaster in preparing required accounting period reports including operating report, financial statement, workload and mail volume reports.

d. May maintain stamp stock and fill requisitions for window clerks, stations and branches.

ORGANIZATIONAL RELATIONSHIPS. In the large post office reports to Manager Budget and Cost Analysis; Manager, Accounting and Reporting Systems, or other designated supervisor. In a smaller post office reports to the postmaster or other designated supervisor.

*Open to best qualified, office-wide regardless of craft

SPECIAL POSTING --- HORTON PLAZA POSTAL STORE

POSTING NO: 104-91

INSTALLATION: BG27 SAN DIEGO FIELD DIVISION

OPENING DATE: 08/27/91
CLOSING DATE: 09/05/91

CLERK

** JOB ID: 2121378

232029XX WINDOW SVC TECH   SP2-388   P   06   TOUR 2   PL 001   LDC: 42   D/A: 110
BG27-0586 HORTON PLAZA POSTAL STORE RTL SVCS UNIT   Horton Plaza Postal Store
  SKILLS: WINDOW CLERK (T6) TRAINING
  SKILLS: WINDOW CLERK TRAINING
  LICENSES: OF-346 PASSENGER
SCHEDULE NO: 01254   WEEK   DAYS ON   START   END   DAYS OFF
                                      SA   0930   1830   SU MO
                                      TU WE TH FR 1030   1930   SU MO

  COMMENTS: HORTON PLAZA POSTAL STORE - SALES & COURTESY TRAINING PLUS
                 CASH REGISTER TRAINING. PROVIDES A VARIETY OF SERVICES
                 ASSOCIATED WITH RETAIL SELLING OF POSTAL/NONPOSTAL PRODUCTS.
                 ALSO FINANCE RESPONSIBILITIES.
                 MAY BE REQUIRED TO DO SHRINK WRAP AT CHULA VISTA FACILITY

  ALLOWANCE: UNIFORM

** JOB ID: 2121373

234002XX DISTRIBUTION AND WINDOW CLERK   SP2-1   P   05   TOUR 2   PL 001   LDC: 42   D/A: 110
BG27-0586 HORTON PLAZA POSTAL STORE RTL SVCS UNIT   Horton Plaza Postal Store
  SKILLS: WINDOW CLERK TRAINING
SCHEDULE NO: 00334   START: 0800   END: 1700   DAYS OFF: SAT/SUN
  COMMENTS: HORTON PLAZA POSTAL STORE - SALES & COURTESY TRAINING, PLUS
                 CASH REGISTER TRAINING. PROVIDES A VARIETY OF SERVICES
                 ASSOCIATED WITH RETAIL SELLING OF POSTAL/NONPOSTAL PRODUCTS
                 MAY BE REQUIRED TO DO SHRINK WRAP AT CHULA VISTA FACILITY

  ALLOWANCE: UNIFORM
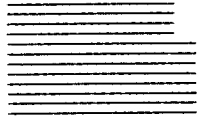
TRAINING

he training program for Store of the Future employees provides the tools needed to excel in each position.

Identify an individual to receive training who will be responsible for coordinating and implementing ongoing training for new clerks and various system enhancements as they occur.

As a minimum, Store clerks must have completed the required

Standard Window Clerk Training 120 hours

Store of the Future managers and clerks must also complete the following

Additional Training 80 hours

* Vending 4 hours
Demonstrates how a Multi-Commodity machine works as well as how to use a Weighing and Rating Unit so they can assist customers . (Instructor could be an SSPC Technician)

* Loss Prevention 4 hours
Covers general security precautions, self-defense, what to do in case of a robbery, shoplifting deterrents. (Instructor could be Postal Inspector/Rent-a-Cop/Mall Security).

Motivation Course (optional) 8-16 hours
Generates enthusiasm within our employees to professionally serve our customers. (Instruction could be Dale Carnegie type course or local college marketing department)

Point of Sale 16 hours
Teaches employees how to use the cash register and the back-office system. Clerks, supervisors and relief supervisors must all receive this training. (Instructor is the vendor supplying the system).

* Financial Procedures   **2 hours**

Clerks should study and understand the new financial procedures
involved in the change from individual accountability to unit
accountability. (Instructor could be an Accounting representative
and/or IRT coordinator).

* Team Building ("Woodism")   **8 hours**

Team Building session where employees get to know one another
personally as well as professionally. The session is a sharing and
caring session. Image and a new way of doing business is
covered in depth. (Instructor for Test Sites was Nancy Wood.
Local instruction by enthusiastic, positive, knowledgeable
individual. A program outline for your use follows).

* Merchandising and Promotion   **8 hours**

Instruction on proper display and stock management. Hands-on
training preparing for Store opening.
(Headquarters resource: Store of the Future Office)

Philatelic   **4 hours**

General session; upcoming commemoratives, stamp collecting
terms, and special interests. (Philatelic clerk or other instructor
philatelic expertise).

G.I.S.T.   **allow 2 hours**

The G.I.S.T. Program prescribes four specific steps for interacting
with customers; greet, inquire, suggest, and thank. It gives
employees confidence in approaching a customer to provide
information and assistance. (Materials available now at PEDCs)

Lobby Director Program   **8 hours**

Instruction on how to assist customers with learning to use the
facility, and in preparing for complex window transactions in
advance. (Instructor could be trainer in PEDC. Materials and
training modules are available in PEDCs and marketing
departments in each division).

Miscellaneous

All clerks should receive additional training in retail sales, up-
selling and cross-selling to achieve a thorough understanding of
products and services such as Express Mail, Two-Day Priority Mail,
corporate accounts, permits, automation discounts, etc.

Back Office System/Shrinkwrap Operation

1 day

An overview of the Store of the Future concept is achieved through field visits to Stores that are up and running.

2 days

Technical training is provided by the equipment vendor and should occur at least a month prior to Store opening.

* **Modules currently in development. In the interim, develop programs locally to meet the training objective.**
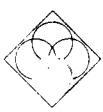
TEAM BUILDING ("WOODISM") DAY

I. **Have each person introduce themselves**

Name

Postal stamp or product that best describes you

Family

Hobbies

Special Talents

II. **Background of Store of the Future**

Video

Slide presentation

What's different? (ask them)

III. **Ask each person**

What makes you mad?

– Socially and at Post Office

What makes you glad?

– Socially and at Post Office

How do you want to be treated if you're having a bad day?

Funniest thing that's ever happened to you?

– Socially and at Post Office

IV. Role Plays

What's different approaching customer without counter as barrier.

How to let customer know stamps and products are on display and not in clerks' accountability area.

Learning how to identify customer need by what's in their hands and how they can be helped without waiting in line

Approaching customer in store area and asking if you can help them

Demonstrating how to use WRU and vending

How to answer questions about shrinkwrapping and environmental issues

Any other ideas for practicing upselling or how to help customers

V. What can you personally do to insure the satisfaction of customer shopping in your Store?

VI. Welcome to the Store of the Future Family. Thank You!
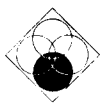
OVERVIEW

The Store of the Future procedures outlined here will follow the Open-Display concept.

All basic financial procedures, regulations and instructions that apply at other classified stations and branches (as outlined in **Handbooks F-1**, **F-50**, etc.) must be followed, except as modified in this document or by subsequent written authorization. This includes all regulations relating to the acceptance of checks as payment for postal products.

Under no circumstances will any employee allow any individual access to funds entrusted to him/her, other than for an official audit or verification of postal bank deposit.

All merchandise on display must be barcoded and have a peel-off stock label or a dedicated key on the cash register.

Each clerk will be assigned a cash reserve of $100.00. The amount of the cash reserve will be carried by each clerk as Cash Retained (AIC 753 and AIC 353) on each day's Form 1412.

The Store inventory will be assigned to the Store Manager or Supervisor. Since he/she will not have personal control of this stock at all times, he/she will be relieved of audit shortages unless it can be established that the loss was a direct result of his/her negligence, theft or embezzlement. Assistance from the Inspection Service will be requested if warranted and appropriate action taken following their investigation. It should be emphasized to Store Managers that, although they will not be held financially
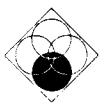
responsible for shortages, they are responsible for the financial integrity of the Store and for managing the Store in a manner that will minimize any losses due to shrinkage.

Each store will be configured with two areas where transactions will occur. The first will be the display area, which will be equipped with a cash register. Any item from the store may be purchased at the cash register.

The second area will be a full service retail window. At this location clerks, equipped with IRTs, will conduct normal retail operations including money order sales, weighing and rating, mail acceptance, special services, and sales of individual stamps, envelopes and postal cards. In addition, customers may purchase display items by paying for them at the window.

Each transaction at the store will be entered into the inventory system via the cash register terminal. At the main register, this will occur when the clerk scans each item as it is sold. Transactions that occur at the IRT windows will be entered to the inventory system in one of two ways. If a satellite cash register terminal is available, the items sold will be scanned at the time of the sale. If a satellite terminal is not available, the clerk will retain the bar code labels from all items sold. These will be scanned into the main register as part of the unit close out.

A satellite terminal is a cash register that is connected to the centralized inventory system, but is not used for cash transactions.

All clerks, whether at the register or at the window, will be responsible for all funds collected and for properly accounting for transactions.
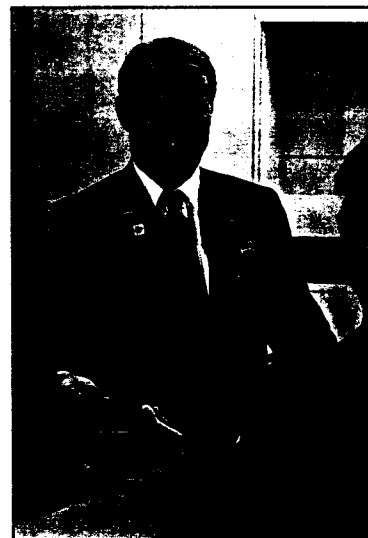
POINT OF SALE

Point of Sale Technology allows us to consummate a customer sale quickly and accurately. At the same time, this technology also allows us to provide detailed and summary sales analysis and inventory management information.

Diligent adherence to correct procedures in the use of this technology is what will lead to an efficient, profitable Store. This is the system that can make or break your Store operation.

POINT OF SALE/CASH REGISTER

The Point of Sale terminal allows the sale of merchandise to customers quickly and accurately. It captures daily and hourly sales information and statistics for both individual operators as well as the entire store.

The Point of Sale terminal(s) are installed behind the retail store counter. Upon receipt of a Certificate of Occupancy, the Point of Sale terminals should be installed and fully operational. Training for Point of Sale terminals (approximately 1 1/2 days for up to six clerks, 3 days for six to twelve clerks), includes detailed instructions on individual register functions and intensive hands-on practice. Each clerk assigned to the Postal Store must be trained on the Point of Sale register. Training should be scheduled no sooner than seven days prior to Store opening which allows practice time for the employees.

Supplies	Quantity
POS register tape	8 rolls
Computer ribbons	6 ribbons
POS ribbons	2 ribbons
20 lb. printer paper	1 box/2000 sheets
High density 3 1/2" diskettes	60

CREDIT CARDS

Store sites that are already accepting credit cards may continue to do so.

New sites may not accept credit cards, pending outcome of the National Credit Card Test.

The acceptance of credit and/or debit cards as payment for postal products and services must be approved, in advance, by the Office of the Treasurer, USPS Headquarters. Stores that have not received approval to use credit/debit cards may not accept them.

BACK OFFICE SYSTEM

The back office computer system is the key to managing sales & inventories. It provides centralized control and monitoring of the individual retail sites. The back office computer system is a 386 personal computer with the capability to retain and generate sales analysis and stock inventory information for at least thirteen A/Ps as well as to generate bar code labels. It will also electronically transmit current product information to each Store on a daily basis as well as to capture sales information by dollar amount and units sold.
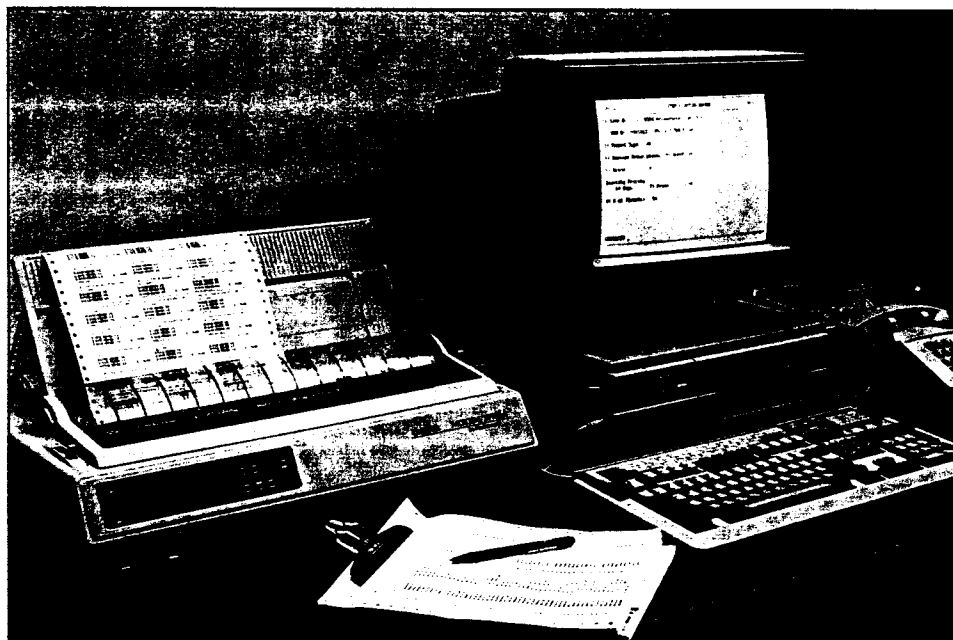
The back office system should be located in a secure site within the Division. Location should be in the Division since many offices can be run on one back office system. Proximity to Accountable Paper Section is the most desirable location.

The back office computer system should be installed and ready for training at least two months prior to Store opening, which allows enough time for personnel to be trained, experience gained and generation of product labels.

Back office training by the vendor, approximately 2 days, includes detailed instructions on use of the system as well as intensive hands-on use of the system.

At least two employees should be trained to maintain the back office system. They should be the primary system administrator responsible for maintaining the system on a day to day basis and a backup administrator responsible in the absence of the primary administrator. Due to the complexities of such a comprehensive system, employees should have some computer skills.

Training of back office personnel should begin as soon as the system is installed and functional.

Responsibilities of the Back Office Administrator include:

1. Daily verification of nightly polling and posting
2. Production of daily management reports
3. Daily file maintenance (price changes, new products)
4. Entry shipping data
5. Daily contact with Store (trouble-shooting, shipping requests, providing sales and inventory information)
6. Necessary inventory adjustments
7. Posting physical inventory results from Stores
8. Contact point for vendor
9. Daily backup of back office system
10. Generation of consolidated sales analysis reports (item sales by A/P, year, etc.)

SOURCES

Basic supplies for the back office system and cash register can be acquired at local business stores.
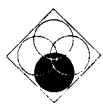
REPORTS

Daily Sales Reports:
sales in units and dollars by

1. Item
2. Class (definitives, commemoratives, booklets, coils, etc.)
3. Department (AIC)
4. Site

Daily Activity:
provides an hourly breakdown of sales activity

Sales Analysis (units, dollars):
sales analysis for week, A/P, or year by

1. Item
2. Product class
3. Department
4. Site

Dead Item Report:
shows items with no movement since the date specified by management (i.e., October 31, 1991) .

Inventory Report (units, dollars):
shows current on-hand inventories by

1. Item
2. Class
3. Department
4. Site

Purchase Order Reports:
used to evaluate inventory requirements and can generate purchase orders either automatically or manually. The reports include:

1. Requirements Report: suggested reorder quantities for items based on reorder points in the inventory record.
2. Replenishment Ordering: automatically creates suggested purchase orders based on stock levels compared to reorder points set up in the inventory record.

Purchase Order Processing:

The procedures required to generate and update purchase order information:

1. Print Purchase Orders: print actual purchase orders
2. Post Purchase Orders: convert purchase orders into open orders. Informs the system that the merchandise is on order and should be received on or before the expected date.
3. Purchase Order Report: produces a listing of all purchase orders placed with a given vendor.

FILE MAINTENANCE

The "host" administrator will be responsible for maintaining product information. This will include the addition, updating and deleting of information currently maintained on the computer system.
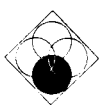
ASSIGNING SKU AND UPC NUMBERS TO POSTAL PRODUCTS

A. PURPOSES OF THE NUMBERING SYSTEM

1. Provide tracking of unique product and product line to maximize efficiency in:

   - Product-specific revenue reporting and sales analysis

   - Producing/purchasing a profitable mix and quantity of inventory

   - Re-ordering

   - Receiving and shipping at warehouses and accountable paper units

   - Receiving and returns at the post office level

   - Inter-office transferring and

   - Reconciling inventory and accounts for prevention of loss, damage and theft

2. Accommodate existing and planned national systems for:

   - revenue accounting

   - control and audit of product inventory

3. Organize product names and groups to reflect clearly how customers use them

4. Centralize planogramming of displays for local open merchandising

5. Minimize need for retraining or orientation of local employees to interpret item codes

B. ORGANIZATION OF PRODUCT INVENTORY

1. **Five AICs/Departments. (090, 091, 092, 093, 099)**

   Merchandise Department classifications are established to accommodate existing national accounting systems. Each of five product Departments corresponds to an unique Postal Service AIC (Account Identifier Code) for daily cash book reporting via PS Form 1412, as implemented manually and in IRT software. (See attached list of product department numbers and the AIC codes to which they correspond.)

2. **Merchandise Classes.**

   The five AICs/Departments are further divided for reporting purposes into ten preassigned merchandise classes (1, 2, 3, 4, 5, 6, 7, 8, 20, 92) to facilitate sales, inventory control and display. Each product number is assigned to an unique merchandise line.

3. **Unique Product Numbers.**

   Each product to be sold is assigned an unique SKU (Stock Keeping Unit) number. For accountable items such as postage stamps, the STAMPS system item number is the basic building block of a SKU number. Another part of the SKU number also identifies the item count per package. The SKU number, in turn, is nested within a larger UPC (Universal Product Code) number, by which a product is uniquely identified within the sales and inventory control system. The UPC number is an 11-digit number imprinted in both Arabic numerals and barcode symbols on package labels.

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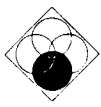
C. USE AND ASSIGNMENT OF PRODUCT NUMBERS

1. **Existing Unique UPC Barcode Symbols.**

   Valid preprinted UPC symbols on commercially packaged products are used as printed on primary product packages. A valid non-postal UPC symbol includes a "vendor number" prefix. The whole symbol meets UPC Council rules for unique number assignment and readability. Even if other vendors' SKU numbers duplicate postal numbers, there is no duplication of whole UPC code symbols.

2. **Providing SKU & UPC Numbers During Postal Packaging.**

   Merchandise lacking appropriate preassigned UPC bar code symbols must be assigned a postal ITEM/SKU number that is imbedded in a UPC symbol and then imprinted on a product/price label.

3. **Preassigned Item Numbers for Accountable Items.**

   Item numbers for accountable merchandise are preassigned via the STAMPS inventory system. All price labeling of such items in connection with point-of-sale systems must be based on STAMPS numbers.

4. **Assigning SKU and UPC Codes.**

   The following illustration shows the format used when assigning SKU and UPC numbers to labeled products:
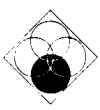
This **example** uses the STAMPS system number for a single 1991 29¢ FLAG ON PARADE Stamp. The first digit of the Postal Service's internally assigned product code for stamps begins with "4," as is required for merchant-assigned UPC numbers. The next five decimals indicate item counts within a package.
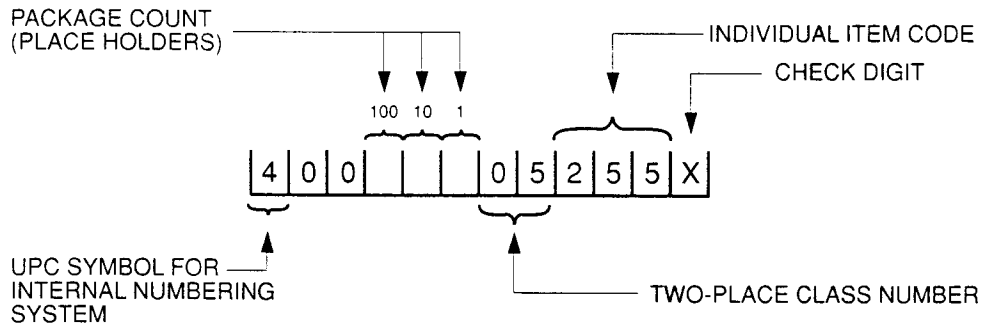
The following **example** shows the relationship among UPC, SKU, Item Descriptions, and package counts for ITEM No. 5525, the 1991 29¢ FLAG ON PARADE Stamp.

UPC CODE	SKU CODE	ITEM DESCRIPTION	PACKAGE COUNT	PRODUCT FORMAT
40000005525	5525	FLAG ON PARADE Stamp 1991 $.29	1	stamp
40001005525	1005525	FLAG ON PARADE Stamp 1991 $.29	10	strip
40005005525	5005525	FLAG ON PARADE Stamp 1991 $.29	50	1/2 pane
40010005525	10005525	FLAG ON PARADE Stamp 1991 $.29	100	full pane

5. **Recipe Stamp Items, AIC 090.**

   Occasionally, a postage stamp is a key part (ingredient) in a locally fabricated Recipe Product, for which there is no STAMPS system item number. For example, an Express Mail stamp may be packaged with an "Overnight Service" envelope or "2-Pound Pak" so customers need take no additional time to shop separately for postage and envelopes. We give away the envelope and shipping label to promote product usage. This new product, however, which creates added value for the customer, needs its own SKU number; Otherwise, its sales cannot be tracked.

6. **National Packaging Products, AIC 093.**

   Class number 20 is reserved for National Packaging Products, comprising mail-preparation items (approved sizes and types of padded mailing bags, mailing tubes, cartons, etc.). Class number 20 corresponds only to DEPARTMENT/AIC 093.

SKU numbers for these items will be assigned by Headquarters.

For a complete list of all SKU numbers, contact:

> Office of Retail
> USPS Headquarters
> 475 L'Enfant Plaza SW
> Washington, DC 20260-6732

The next page shows the general structure of the numbering system.

Assignment of Product Departments and Classes with Corresponding Account Identifier Codes (AICs)

CLASS NO.	DEPARTMENT/ CLASS DESCRIPTION	AIC NO.	EXAMPLES
POSTAGE STOCK		**090**	
1	Definitives, LOVE and Christmas	090	Flag on Parade, 1992 LOVE Stamp
2	Postal Cards and Envelopes	090	Eagle Aerogramme
4	Commemorative Stamps	090	1992 Summer Olympic
5	Worldpost	090	Antarctic Treaty
6	Stamp Booklets	090	Comedians
7	Stamp Coils	090	Flag over White House
BIRD STAMPS		**091**	
3	Bird Stamps	091	
PHILATELIC PRODUCTS		**092**	
8	Philatelic Products	092	I Have a Dream
NATIONAL PACKAGING PRODUCTS		**093**	
20	All products in line	093	Padded bags, cartons
OLYMPIC PRODUCTS		**099**	
92	All products in line	099	

Summary of Product Departments for Cashbook Accounting

ACCOUNT IDENTIFIER DESCRIPTION	Dept./AIC NO.
POSTAGE SALES	090
BIRD STAMPS	091
PHILATELIC PRODUCTS	092
NATIONAL PACKAGING PRODUCTS	093
OLYMPIC PRODUCTS	099
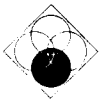
SKU NUMBER ASSIGNMENTS
EXAMPLE: POSTAGE, WORLDPOST, ANTARCTIC TREATY STAMP

		Class 1 Regular Postage Stamps			
		Class 2 Prestamped Envelopes, Postal Cards		Item #5571	
		Class 4 Commemorative Stamps		Item #5572	SKU# 1005578
Dept/AIC 090 Postage Sales		Line 1 Active			
	Class 5 World Post		Item #5578	SKU# 2505578
		Line 86 Obsolete			
	Class 6 Stamp Booklets			SKU# 5005578
Total Merchandise	Class 7 Stamp Coils			
			Item #55NN	
Dept/AIC 091 Bird Stamps	Class 3 Bird Stamp			
Dept/AIC 092 Philatelic Products	Class 8 Philatelic Products, All			
Dept/AIC 093 National Packaging Product	Class 20			
Dept/AIC 099 Olympic Products	Class 92			

LEGEND

☐ Department/AIC Number

☐ Product Class Number

---- Line Number

☐ Item Number

SKU Number
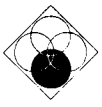
FINANCIAL PROCEDURES
DISTRIBUTION OF STOCK
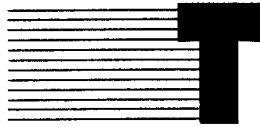
The distribution of merchandise from Accountable Paper to the Store is basically handled as a transfer. The flow follows:

A. A receiving document is created on the back office system.
B. A receiving document is printed out and verified by the host site.
C. Hard copy of the receiving document must accompany merchandise in shipment to store.
D. Store verifies merchandise against receiving document with any discrepancies reported to the back office system immediately.
E. The back office system then records the transfer. This step actually adjusts inventory for the receiving sites.

BARCODE LABEL PRINTING

Approximately 95% of Store of the Future merchandise will arrive already shrinkwrapped and barcoded through the National Ordering Contract.

The back office system has the capability to print barcode labels for locally shrinkwrapped merchandise and packaging products. These labels will be generated and affixed to the merchandise in preparation for shipment to the store.

LOOSE STOCK PROCEDURES

Each Store will be allowed a limited amount of loose stock items for sale at the full service counter and at the cash register. This stock will be centrally located behind the counter so that all clerks at the counter will have access to the stock. The loose stock may be placed in a drawer or envelope or other container at the discretion of the Store manager, providing it is properly secured when the Store is closed.

Only the following items of stock may be allowed in the loose stock drawer:

- First Class letter rate postage stamps (29 cent stamps), 5525
- First Class postal card rate postage stamps (19 cent stamps), 1020
- Aerogrammes, 2235
- Airmail Postage, 1050
- Stamped Envelopes, 2131
- Postal Cards, 2222
- International Reply Coupons (IRCs), 3301

The maximum amount allowed for each of these items will be limited to one week's supply of each item. At no time should there be more than the maximum amount of any item in the loose stock.

Stamp Distribution Offices (SDOs) should be instructed not to fill orders from Stores for any non-shrinkwrapped item other than the items listed above, except for offices that wish to keep large quantities on hand for customers who purchase in bulk.

Each item of loose stock will have a corresponding item in the cash register inventory system. A sample bar code label for each of these items will be placed near each register or satellite terminal, or each item will be assigned a dedicated key on the cash register. Sales of these items will be recorded in the inventory system by scanning these sample labels or pressing the dedicated key.
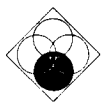
The Store manager will be responsible for maintaining and replenishing the loose stock supply. The manager will also be responsible for monitoring loose stock inventory. On a daily basis, the manager must compare the daily sales reports from the register system to the amount of loose stock that has been taken from the envelope/drawer. The manager must take appropriate action when discrepancies are found.

Note: The loose stock is included as part of the overall unit accountability. Loose stock will be accounted for in the same manner as all other accountable items in the Store. The only difference is that, due to the nature of the stock, it will not be available to the public as a display item in the Store.

INITIAL SETUP ON IRT

Unit Reserve

The Store should be initialized on the Integrated Retail Terminal (IRT) as a non-banking, Unit Reserve. This is done on a new Supervisor Disk (Unisys sites) or on new Stamp Stock and Control Disks (MOS sites).

Due to the nature of the Postal Store, inventory of items will not be maintained on the IRT. All inventory records will be kept on the cash register inventory system.

The Reserve Stock should be set up on the IRT disk using the following method:

1. Create Stamp Stock records for only one (1) item number. This item should be valued at $0.01.

2. Enter the total dollar value of the stock on hand using this item number. For example, if the store contains $85,420.64 worth of accountable items, create an item number for a value of $0.01, and enter 854,206,400 of this item as received.

Note: You may find it more convenient to set up two (2) item numbers; one for whole dollars ($1.00) and one for cents ($0.01). This is an acceptable alternative.

Clerk Disks

Clerks in the Store will not be selling from individual accountabilities. However, for IRT purposes, they must have a stamp stock accountability entered in order for the IRT to process Stamp Sales.

To accomplish this, the supervisor must issue a Form 17, through the IRT, to each clerk for an arbitrary amount. This amount will be subtracted from the total of the Unit Reserve. Each clerk must enter the same amount as "Stamps +" on their individual disks. The clerks should NOT sign the Form 17 indicating that stock was received. These procedures must be repeated whenever the closing stamp stock balance on each clerk's 1412 approaches zero.

By following these procedures, the total unit accountability will remain correct.

Example: The total Store accountability is $85,420.64. There are three (3) clerks in the Store. Issue a Form 17 in the amount of $2000.00 for each clerk. Each clerk will enter $2000.00 received to his/her IRT. The Form 3958 will then show $79,420.64 in the Unit Reserve, and each of the three clerks will show $2000.00 ($6000.000 total). The total for the unit will still be $85,420.64.

Cash Register Disk

Initialize a separate Clerk Disk to be used for cash register activity. This will be set up using the same procedures as stated above. However, the disk will be assigned to the register rather than to one individual. Only the Unit supervisor and/or the designated closeout employee should have access to the ID number for this disk. It is suggested that the amount of stock initially assigned to this disk be a greater amount than what is assigned on the other clerk disks since the register usually does a greater dollar volume of stamp sales.

DAILY OPERATIONS
At IRT Window

Display Items

Enter dollar value of item sold into proper AIC on IRT:

Regular Postage Items	– Enter to POSTAGE STAMPS, AIC 090
Bird Stamps	– Enter to MIGRATORY BIRDS, AIC 091
Philatelic Item	– Enter to PHILATELIC, AIC 092
Packaging Products	– Enter to RETAIL SALES, AIC 093
Olympic Products	– Enter to OLYMPIC PRODUCTS, AIC 099

If a satellite register terminal is not available, peel label off item and affix to the Daily Inventory Reconciliation Worksheet (see sample). If label will not come off, write the UPC number from the label on the worksheet. If label is missing or unreadable, write the stamp description and number of stamps sold in that pack. For example:

.19	FAWN	50
↑	↑	↑
Denomination	Item	# in pack

Multiple worksheets may be used if necessary.

If a satellite register terminal is available, scan the bar code label(s) when customer presents item(s) for purchase, or press dedicated key for the item sold. Enter total from terminal to the proper AIC on the IRT.

Items From Loose Stock

If satellite terminal is available, scan sample label into register or press dedicated key for number of items sold. If satellite terminal is not available, keep a running total on the worksheet of the number of each type of loose stock that is sold.

Enter dollar value of items sold into the IRT, using the AIC # displayed on the satellite terminal.
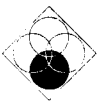
All Other Transactions – Enter to IRT using normal procedures.

> **Window Clerks Must Issue Receipts to Customers for All Transactions.**
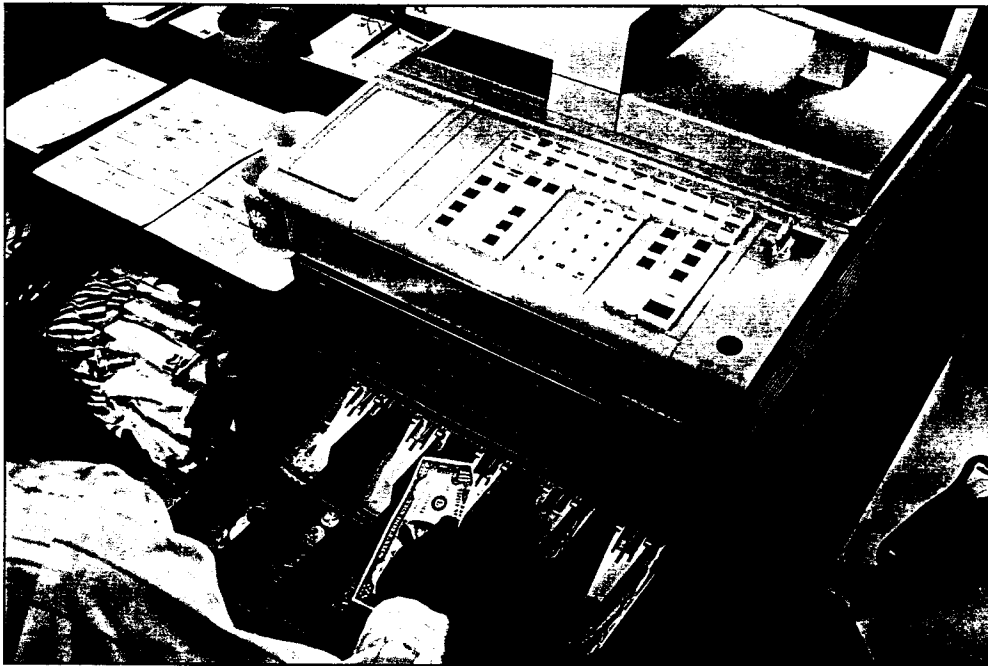
At Cash Register

Scan bar code label when customer presents item(s) for purchase.
Collect money and enter cash received into register.
Return change if necessary.
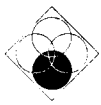
All Other Transactions – Enter to IRT using normal procedures.

> **Window Clerks Must Issue Receipts to Customers for All Transactions.**
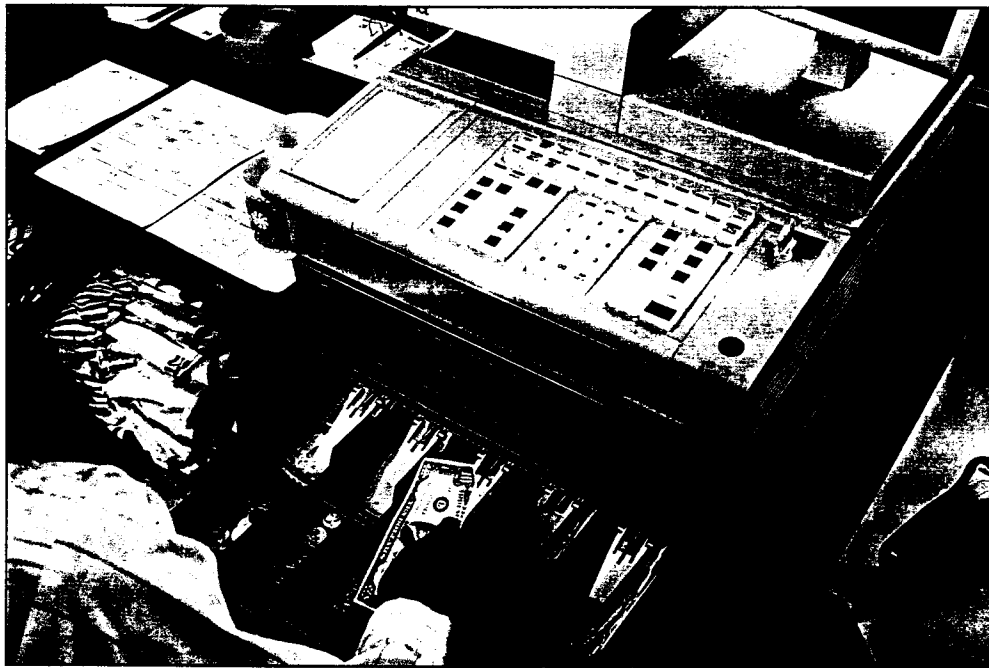
At Cash Register

Scan bar code label when customer presents item(s) for purchase.
Collect money and enter cash received into register.
Return change if necessary.
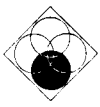
DAILY CLOSE OUT PROCEDURES

Cash Register Clerk

1. Pull the cash register terminal tape.

2. Remove total sales amount from drawer. This total of funds remitted will include proper processing/remitting of cash, checks, paid money orders and credit card transactions (if authorized).

3. Retain the authorized reserve. Visually inspect the remaining cash. If there is an apparent discrepancy, notify supervisor or store manager.

4. Verify total sales from register tape to total funds remitted.

5. Submit the cash register terminal tape and funds remitted to the store manager or designated employee for consolidation.

Full Service Window Clerk

1. Enter $100.00 to AIC 753, Cash Retained, to the IRT. Print a preliminary 1412 and other lists from the IRT as determined by the day's business.

2. Remove total sales amount from drawer. This total of funds remitted will include proper processing/remitting of cash, checks, paid money orders and credit card transactions (if authorized). The cash portion of the deposit must be in whole dollar amounts. If this is not the case, adjust AIC 753 accordingly.

3. Retain the authorized reserve. Visually inspect the remaining cash. If there is an apparent discrepancy, notify supervisor or store manager.

4. Verify the total AIC of 751 and 752 to the total of funds remitted.

5. Verify all entries on the 1412 to their appropriate support documents.

6. Print a Final 1412 and submit to designated closeout employee along with total funds remitted.

Store Manager/Designated Closeout Employee

1. Perform all normal 1412 verification and closeout procedures as specified in **Handbook F-1** Section 223.2.

2. Count all funds submitted in the presence of the clerk who submits the funds. Verify the amount counted to the amount reported on the 1412 for window clerks or the cash register tape for register clerks.

3. Pull the cash register tape for the entire day's business. Enter all cash register business to the appropriate AICs on the IRT disk for the register. Enter the total amount of cash reserves of register clerks to AIC 753. Print a form 1412 for the register activity. (See Satellite Balancing later in this section)

4. If clerks do not have satellite terminals, scan all items from the window clerks' Daily Inventory Reconciliation Worksheet into the cash register. Include the total amount of loose stock sold by scanning the sample label for the number of units indicated on each worksheet. NOTE: The register must be closed out for the business day so that it will not require that funds be remitted for this activity.

5. Compare total sales scanned from each clerk's worksheet to the total sales reported on each clerk's 1412. Resolve any discrepancies. Corrective action must be taken if there are repeated problems with individual clerks.

6. Consolidate all clerk disks – including the register disk – and print a Consolidated Form 1412.

7. Verify all support documents to the Consolidated 1412.
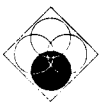
SATELLITE BALANCING

The Post Office service counter (satellite) terminal system was designed to capture item movement data at the full service counter. This allows a consumer to select products from the self service area of the Postal Store, and pay for them, with other services, at the full service counter. The cash accountability will remain with the existing IRT system.

The store manager should match the AIC totals contained on the "Department Sales By Operator" report with the AIC totals contained on the "1412" report (see attached examples). Although the AIC totals should agree, this report should be used as a mechanism for identifying and correcting any discrepancies that are encountered.

There will be NO cash accountability generated by the satellite counter terminal. All cash and cash substitutes in full service area must continue to be balanced against the IRT system. The satellite counter terminal will only generate the "Operator Sales by Department" report and update the item movement data in the master terminal.

Individual 1412 Report

```
*** U.S. POSTAL SERVICE ***
   GOLDEN TRIANGLE STATION
      8650 GENESEE, 215
05-6768
---------------------------------
CLERK #02
DATE:   04/04/92 05:17:55 PM
---------------------------------


          FINAL

          PS-1412


---------------------------------
    CONTROL RECEIPT #'S
   TYPE      START#      END#
---------------------------------

PS-1538      0000
PS-3544      0034
PS-3602      0000
PS-3603      0029
---------------------------------
         RECEIPTS
---------------------------------

080 TR FD REC          .00

090 POSTAGE         139.92
093 RET SALES         5.50
100 MO - DOM        712.00
101 MO FEE-DM         1.50
102 MO - INTL        20.00
103 MO FEE-IN         3.00
110 P O METER       269.95
115 BOX RENTS        17.50
353 $RETN YDY       100.92

400 $REQUIRED      1270.29
```

Dept Sales by Operator Report

```
    WELCOME TO THE
    UNITED STATES
    POST OFFICE
    GOLDEN TRIANGLE STATION
    SAN DIEGO, CA. 92122

SERVICE COUNTER AIC SALES BY OPERATOR

OPERATOR    4    BECKY

090 STAMPS              445.97

093 NATIONAL RETAIL       4.95

                      ------------

SUB TOTAL              450.92

OPERATOR    8    D

090 STAMPS             227.61

093 NATIONAL RETAIL      8.25

                      ------------

SUB TOTAL              235.86

OPERATOR    2    DONNA

090 STAMPS             139.92

093 NATIONAL RETAIL      5.50

                      ------------

SUB TOTAL              145.42

                      ------------

TOTAL                  832.20

 215   01   8  8017   17:14:52  4APR92

THANK YOU FOR SHOPPING WITH US
WE DELIVER FOR YOU
```
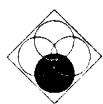
INVENTORY/COUNT PROCEDURES

Generally speaking, the audit of each employee's cash reserve may be conducted at any time and should be on an irregular basis. Verification must be conducted weekly or more frequently if necessary.

An inventory of the entire unit must be conducted at least once per Accounting Period for the first (3) Accounting Periods that the Store is open. If these initial counts do not indicate any inventory problems, the Division Controller may authorize that the counts be performed on a quarterly basis. This may be reverted to AP counts if the quarterly counts reveal problems or discrepancies. Unit inventories should follow all normal procedures for financial examinations of postal units. (see Physical Inventory section of this guide)

Discrepancies

Clerk
Each clerk will be allowed a tolerance of $2.00 in his/her cash reserve. If a count reveals a discrepancy of $2.00 or less, no action is necessary.

If an **overage** exists that is greater than $2.00, the overage must be placed in Trust and remitted on the date disclosed. Enter the full amount of the overage into AIC 061 on the 1412 of the individual who has the overage. The offsetting entry will be an increase to the clerk's deposit (AIC 752). Maintain a Form 25 for each clerk for overages.

If a **shortage** exists that is greater than $2.00, the shortage must be placed in suspense on the date disclosed. Enter the full amount of the shortage into AIC 761 on the 1412 of the individual who has the shortage and reduce the Cash Retained (AIC 753) amount to the actual amount counted. When the clerk repays the shortage, clear the suspense item using AIC 361 and offset by increasing AIC 753 by the same amount.

All regulations relating to collection of employee credit shortages (i.e. Employee and Labor Relations Manual, National Agreement) will apply to shortages in these cash reserves.

Unit

Shortages discovered during the inventory of the unit will be placed in suspense by entering the amount of the shortage into AIC 767 on the unit 1412. If there is no evidence of negligence, theft, embezzlement or correlation to a corresponding overage, the amount of shortage will be submitted as a Claim for Loss.

Results of Store inventories will be submitted to the Division Controller after each count. Division Controllers will submit results to Headquarters Office of Accounting on a quarterly basis.

REFUNDS AND EXCHANGES

All requests for refunds and exchanges of Postage should be handled in accordance with Section 147 of the **Domestic Mail Manual.**

A customer can exchange merchandise for an item of equal or greater value at either the IRT or the cash register.

If a customer requests an exchange for stamps which are not available at the Store (or not available in the quantity being exchanged), inform the customer that he/she may make the exchange at another station, or make the exchange by purchasing additional stamps from the Store.

Damaged Stock

Damaged stock may only be returned to an IRT clerk. When a customer redeems stock and purchases additional stock, the IRT clerk records the difference between the stock returned and the stock purchased as Postage Sales. The bar code label(s) for the stock purchased will be affixed to the Daily Reconciliation Worksheet. The clerk will write on the bottom of the worksheet, "Stock Redeemed – $xx.xx", indicating the amount of stock that was returned. The returned stock will be submitted to the supervisor along with the worksheet at the end of the clerk's tour.
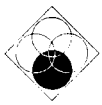
The supervisor or designated close out employee will scan the stock sold from the IRT clerk's worksheet at the end of the day (as described above). The dollar value of the stock returned by the customer, as listed on the bottom of the worksheet, will be entered to the cash register system as a return of merchandise.

For this purpose, an inventory item must be set up in this system for redeemed stock. The redeemed stock item must have a unit value of $0.01 so that any dollar amount may be entered.

The redeemed stock will be held by the supervisor and submitted for destruction under the stamp destruction procedures in effect at the site.

Resaleable Stock

An item is resaleable if it is in the original package, unopened and undamaged. The clerk scans the amount sold, enters the amount returned as a merchandise return and collects the difference from the customer.

PERFORMANCE TRACKING
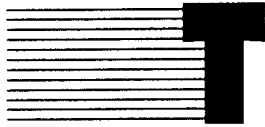
The following page contains performance forms for submission to Headquarters Office of Retail.

For those facilities that are being renovated, please establish files for 13 Accounting Periods prior to opening of your Store of the Future. Data should be collected and forwarded to Headquarters for 16 Accounting Periods after Store of the Future opening. Include **PS Form 1557** for your facility and those within a five-mile radius. The data will be required for the next Decision Analysis Report and possibly for Before and After Cost Studies for the Postal Inspection Service and the General Accounting Office.

The Vending Equipment Sales and Service log (**VESS**) is also filed each A/P to track Quick Post activity. (A sample follows the Financial Report form.)
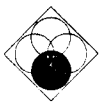
ACCOUNTING PERIOD FINANCIAL REPORT

* Please note:
  This report is needed each AP (Accounting Period) by Friday
  after end of AP). Copy as needed.

AP _____ FY _____

Station Name _____

Division _____ City _____

Report Completed by _____

Division Contact & Phone # _____

FY___WORKHOURS AND REVENUE

Workhours	AP	YTD	SPLY AP	YTD
Total Workhours	_____	_____	_____	_____
Postal Store Workhours	_____	_____	_____	_____
Window Workhours	_____	_____	_____	_____
Vending Workhours	_____	_____	_____	_____

Walk-in Revenue	AP	YTD
Postal Store Revenue (AIC's 090, 091, 092, 099)	_____	_____
Window Revenue (AIC's 090, 091, 092, 093, 099)	_____	_____
Total Walk-in Revenue (AIC's 090, 091, 092, 093, 099)	_____	_____

	AP	YTD	SPLY AP	SPLY YTD
Philatelic Sales – AIC 092 (from Form 1079)	___	___	___	___
Packaging Products – AIC 093 (from Finance)	___	___	___	___
Olympic Products – AIC 099 (from Finance)	___	___	___	___
Express Mail Sales (From Finance labels and EMRS reports)	___	___	___	___
Vending Sales – AIC 096 (VESS form must agree)	___	___	___	___

When completed, mail to:

Program Manager, Store of the Future
Office of Retail, USPS Headquarters
475 L'Enfant Plaza SW
Washington DC 20260-6732

WINDOW EMPLOYEE'S DAILY INVENTORY RECONCILIATION WORKSHEET

UNITED STATES POST OFFICE
GOLDEN TRIANGLE STATION
.N DIEGO CA 92192-9998

Name of Employee	Employee I.D. Number
Date (Month , Day, Year)	Sheet # of

DIRECTIONS: Submit this worksheet as directed by your supervisor on each day when you sell one or more products bearing a barcoded stock label. At the time of sale, peel from each product its bar-coded label and affix the label to this sheet. Use as many sheets as necessary to create a complete record of daily product movement.

MARIN -.05-
SINGLE STAMP
40000101013
0.05

BUFFALOW BILL CODY -.15-
SINGLE STAMP
40000101062
0.15

HARRY TRUMAN -.20-
SINGLE STAMP
40000101022
0.20

FLAG WITH CLOUDS -.25-
SINGLE STAMP
40000105535
0.25

IGOR SIKORSY -.36-
SINGLE STAMP
40000105573
0.36

SAMUEL LANGLEY AIRMAIL -
SINGLE STAMP
40000105574
0.45

JOHN HOPKINS -1.00-
SINGLE STAMP
40000101090
1.00

Affix price label here

Use this form to track sales when satellite terminals are not available or if system is temporarily down.

Affix price label here

Affix price label here

Affix price label here

Affix price label here

Affix price label here

Affix price label here

Affix price label here

Affix price label here

Affix price label here

Affix price label here

Affix price label here

Affix price label here

Affix price label here

Affix price label here

Usage: At postal retail windows, we record all _revenue_, but not unit sales. On this sheet, window employees record all _units_ sold while avoiding the need to write down product names or stock numbers. After scanning the barcoded labels, we generate computerized reports that help us to analyze sales and forecast when to reorder stock.

Vending Equipment Sales and Service
Daily Activity Log
(See Instructions on Reverse)

UNITED STATES POSTAL SERVICE

AP	FY

Location Information

	Type Code	Work Address
Location Name:		
Street Address		City and State
City and State		ZIP + 4
ZIP + 4		

Servicing Employee Information

Servicing Employee Name	Servicing Employee ID Number
Commercial Number ( )	
Check One	
[ ] SSPC Tech. [ ] Supervisor	
[ ] Clerk [ ] Other:	

AP Totals

AP Total Office Workhours/Mins.	Miles Driven
AP Total Service Workhours/Mins.	
AP Travel Time (Hours/Mins.)	Misc. Cost
AP Total OT Workhours/Mins.	

Machine Serial #:   Model Code: Model Name/Type:
- a. Service Date
- b. Office
- c. Service
- d. Overtime
- e. **Revenue** $
- f. Transactions
- g. Out of Service   [ ] Add   [ ] Delete   **AP Totals**

Machine Serial #:   Model Code: Model Name/Type:
- a. Service Date
- b. Office
- c. Service
- d. Overtime
- e. **Revenue** $
- f. Transactions
- g. Out of Service   [ ] Add   [ ] Delete   **AP Totals**

Machine Serial #:   Model Code: Model Name/Type:
- a. Service Date
- b. Office
- c. Service
- d. Overtime
- e. **Revenue** $
- f. Transactions
- g. Out of Service   [ ] Add   [ ] Delete   **AP Totals**

Machine Serial #:   Model Code: Model Name/Type:
- a. Service Date
- b. Office
- c. Service
- d. Overtime
- e. **Revenue** $
- f. Transactions
- g. Out of Service   [ ] Add   [ ] Delete   **AP Totals**

INSTRUCTIONS

Record accounting period (AP) activity for vending equipment on this form. Each employee associated with the vending equipment operation must complete a form detailing the equipment serviced and maintained during the accounting period. All vending equipment related time and costs must be reported.

REPORTING PERIOD

Enter the accounting period and fiscal year for which the information on this completed form represents.

LOCATION INFORMATION

ZIP + 4 Use the ZIP + 4 for the geographical location where the equipment is located (i.e., if the equipment is installed in a free standing unit in a shopping mall parking lot use the ZIP + 4 assignment for the mall).
NAME Enter a location name that local personnel will recognize when referencing the location.
ADDRESS Street address of the location.
CITY / ST Enter the CITY / ST of the location.
TYPE CODE Type codes are listed below. Enter the two digit code.
TOTAL OFFICE HOURS Enter the sum total of ''b'' entries here.
TOTAL SERVICE HOURS Enter the sum total of ''c'' entries here.
TRAVEL TIME Enter the total time spent in transit for this location for the accounting period.
TOTAL O.T. Enter the sum total of OT entries here.
MILES DRIVEN Enter the total mileage charged to this location for the accounting period.
MISC. COST Enter the dollar and cent amount for any rent, utilities, or cleaning supplies used during the accounting period. (i.e., One hundred twenty-five dollars thirty-five cents should be entered as $125.35. One hundred twenty-five dollars should be enterd as $125.00).

SERVICING EMPLOYEE INFORMATION

I.D. # This number is assigned by the database when the location is established. A new employee will be given the next sequential number by the VESS system database. This number may be determined by contacting the MSC or Division VESS program administrator.
NAME Name of servicing employee whose activities are reported on this form.
ADDRESS Street address where servicing employee is domiciled.
CITY / ST Enter the CITY / ST where the servicing employee is domiciled.
ZIP + 4 Enter the ZIP + 4 where the servicing employee is domiciled.
TEL. # List the COMMERCIAL telephone numbers if known.
JOB TITLE Check the appropriate box. If ''OTHER'' include title and pay level.

MACHINE INFORMATION

MACH. SERIAL # Each vending machine will have a serial number located on a boiler plate identification tag affixed to the machine.
MODEL CODE Enter the appropriate Model Code from the list at the bottom of this page.
MODEL NAME/TYPE Enter the appropriate Model Name / Type from the list at the bottom of this page.
ADD / DELETE Check the appropriate box to add or delete a machine.
    a. **SERVICE DATE** of service activities.
    b. **OFFICE** workhours are the number of hours and minutes spent counting currency, preparing deposits and stock requisitions, performing accounting functions, auditing, depositing currency, arranging for repair and replacement of failed subassemblies, and providing customer service including reimbursements.
    c. **SERVICE** workhours are the number of hours and minutes spent servicing the equipment by loading stock, collecting cash, replacing modules (troubleshooting), and general housekeeping.
    d. **OVERTIME** = Postal overtime is a premium pay to eligible employees for work performed after eight paid hours in any one service day or forty paid hours in any one service week.
    e. **REVENUE** is the money collected from the machine on each servicing day. Add all daily entries and place the sum total in the column to the right. (i.e., One hundred twenty-five dollars thirty-five cents should be entered as $125.35. One hundred twenty-five dollars should be entered as $125.00).
    f. When requested to monitor **TRANSACTIONS**, enter the total number of transactions generated by the corresponding machine during the accounting period. (Refer to Retail Vending Operational and Marketing Handbook, PO-102 for instructions on monitoring transactions for a particular machine type.)
    g. **OUT OF SERVICE**. Enter the four digit code based on the following: the first two digits represent the total number of days a machine is out-of-service. The second two digits are based on the following code table:

01 = VALIDATOR
02 = COIN MECHANISM
03 = CONTROLLER
04 = DISPENSER
05 = ELECTRICAL
06 = OTHER
07 = JAM
08 = JACKPOT
09 = SWITCH
10 = PHYSICAL DAMAGE

EXAMPLE: 04-03

The first two digits indicate the machine was OUT-OF-SERVICE for four days. The second two digits indicate the primary reason was a defective controller.

NOTE: In the event a machine is inoperative for various reasons on different dates during the accounting period, indicate the OUT-OF-SERVICE code you feel was most predominant in the AP TOTALS column.

AP TOTALS Total rows e thru g, left to right, for each machine listed. Enter the sum in the appropriate AP TOTALS block. (Make entries for items ''f'' and ''g'' only when applicable.)

CURRENT EQUIPMENT CODES

MODEL CODE	ITEM NUMBER	MODEL	TYPE
114	V-3503	PS-86	SVM
115	V-3504	PS-53	SVM
116	V-3504B	PS-53B	SVM
117	V-3504C	PS-53C	SVM
118	V-3504D	PS-53D	SVM
119	V-3504C	PS-53C MOD	SVM
201	V-1065	PBM-1	BVM
201	V-1065	PBM-1A	BVM
203	V-1065B	PBM-4	BVM
204	V-1065C	PBM-5	BVM
205	V-1065D	PBM-2	BVM
206	V-1065E	PBM-6	BVM
301	V-3508A	PCM-21	PCM
303	V-1031A	21CE-64	PCM
305	V-1032A	21CE-72	PCM
307	V-3508B	PCM-1625	PCM
308	V-3508C	PCM-1625B	PCM
420	V-7407C	SCC-3	SCC
500	V-	WRU	WRU
624	V-1065F	PBSM-624	BSM

LOCATION TYPE CODES

LOCATION TYPE	CODE CODE
Postal Branch	BR
Postal Main Office	MO
Postal Station	ST
Airport	AV
Bank	BK
College	CL
Corporation	CO
Department Store	DS
Gift Shop	GS
Hospital	HP
Hotel	HT
Supermarket	SM
Mall	MA
Misc. / Other	MI
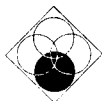
PACKAGING SYSTEMS

INTRODUCTION

Few retailers today sell their product "raw," unprocessed or unpackaged. Prepackaging is done as much to avoid the costs and damage resulting from handlings of "raw" product, as it is for the attraction, convenience (and health) of customers. So it is in the Postal Service.

Eventually, almost all preprinted postage, other than single stamps, meter imprints, and select philatelic stock, may be packaged in some way. Today, the key role of packaging in handling, promoting and selling at The Postal Store is supported in two other ways.

TODAY'S PACKAGING OPTIONS
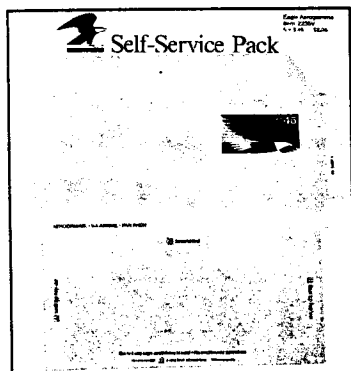
First, the Postal Service has arranged for industrial repackaging of the latest stamps and other postage products. These items will pass through the Stamp Distribution Network en route to authorized Stores of the Future. 95% of your stock will be available through this National Ordering Contract.

The second way to obtain displayable products, is to package locally, employing postal employees or contractors. Used on a small scale to fill gaps in the product line, as back-up, or for emergency replenishment, local packaging is neither a preferred, nor an especially wise long-term option. It involves relatively high direct and
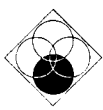
overhead costs for its value of output. The Store of the Future Program team at Headquarters will collaborate with you in weighing your options.

SHRINK-IT-YOURSELF?

The following information on setting up a local shrinkwrapping operation is provided in the belief that most Field Divisions will find it convenient to maintain at least a small-scale packaging capability. The rule of thumb, as always, is "do it right the first time."

We know of one efficient way to package modest quantities of a light-weight commodity like stamps, while displaying the artwork superbly, protecting the contents from damage in transit and on the shelf, and using an absolute minimum of plastic (by weight). It is called "shrinkwrapping." This is done on a much smaller scale and uses a much lighter weight wrapping film than does the "shrinkwrap/re-wrap" operation found in mail processing.

Briefly, here's what's involved:

1. A skilled operator stands before a table-height shrinkwrap machine. He centers some product (like a pane of 50 30¢ stamps) against a cardboard backing and places the whole piece within a fold of very thin film of plastic, fed from a large roll.
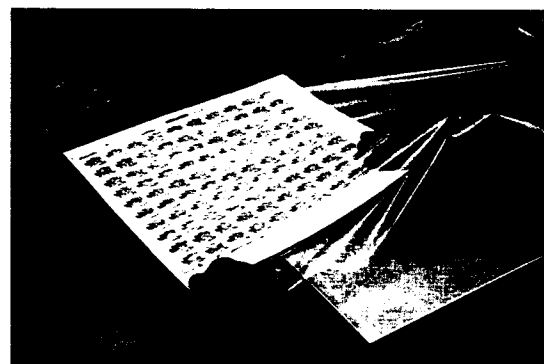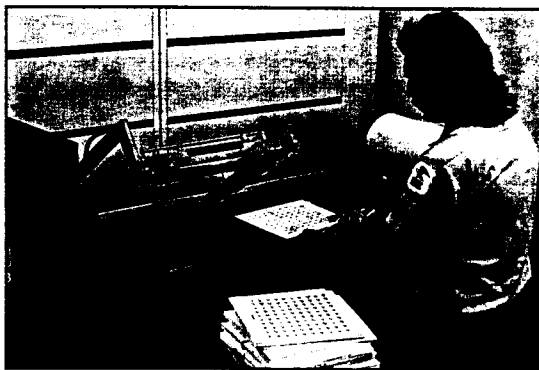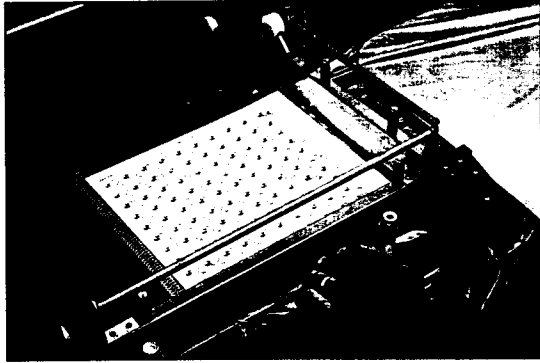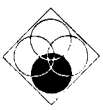
2. Applying a heat-seal bar locks the stamps in the plastic pocket, like sealing food in a freezer bag. In this case, however, pin holes are produced to let air escape during the next step.

3. A conveyer belt then automatically pulls the sealed product smoothly through a shrink tunnel.
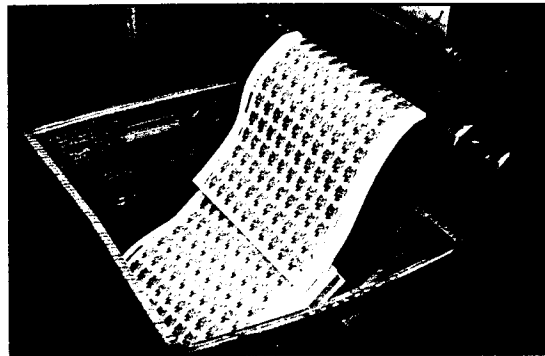
4. In the shrink tunnel, hot air melts the plastic film just enough that it shrinks to conform evenly to the shape of the cardboard. The conveyor belt deposits wrapped products in a container, ready for labeling and cartoning.

5. In an alternate manual process, an operator may substitute a hot-air paint-stripping gun for the heat tunnel when wrapping very large or odd-shaped items.

As with any industrial process, doing this job safely, efficiently, and with attractive results requires appropriate professional training and installation in a suitably prepared space and working environment.

WHERE TO PUT THE OPERATION?

At first, a postal-run shrinkwrap operation may be located within or right adjacent to an accountable paper operation. This minimizes the logistics costs and time involved in staging stamps in and out of a vault area. When seen as an extension of the vault, this operating arrangement avoids the paperwork of stock transfer, and allows unity of management throughout the process.
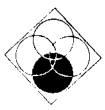
Longer-term, as this warehouse operation grows to support more than one or two retail outlets, it may seem wise to move it to more spacious and specialized quarters. That site may better be chosen for its convenience to transportation serving the retail outlets throughout the entire Field Division. Note: where ever the shrinkwrap system is to be located, please remember two key facts:

- A shrink tunnel requires ventilation to exhaust heat from the work area. You must know the requirements of the shrinkwrap system before selecting an operating space;

- The shrinkwrapping area is a staging area for stamps and other negotiable items on their way to the store that need modest security.

Successful shrinkwrap working environments are often those on or near high-ceilinged workroom areas, where heat is exhausted naturally by convection, and where a cage with a lockable gate can be built to enclose the entire operation on all sides and over the top.

STAFFING AND TRAINING:

General staffing and training requirements for Store of the Future program implementation are covered in The Personnel Section of this Guide. The key elements are to have a designated, procedurally-trained supervisor in charge of the operation. There need to be two-three procedurally trained operators (even if only one at a time is needed to perform the function), and the local maintenance supervisor and technicians also need to be trained.

SYSTEM SPECIFICATIONS, SUPPLIES, AND COSTS:

Shrinkwrap systems appropriate for packaging stamps and other postal products are light-industrial machines. We do not require automatic insertion of product, unusually high-speed operation,

duty cycles exceeding one thousand packages per day, or accommodation of unusually wrapped objects. Please review the specification for practical requirements. You should know that the Office of Retail paid roughly $5,500 per machine for an order of five systems. We recommend budgeting another $4,700 for set-up and support expenses and $3,000 of expense funds for the first year's supplies. Prices vary by area and distributor. Depending on how you are staffed for inventory management, there may be additional staffing costs to operate.

Timeline: See attached - Shrinkwrap System Solicitation: Optimistic Schedule of Events.

CONTRACTING AND SPECIFICATIONS:

Remember, retailing is our primary business; industrial product packaging is an important, but small function in which we lack proficiency and are not likely to become experts. The firm that sells the shrinkwrapping system, should be required by the terms of our contract with them to completely install the system, train the supervisors, operators and maintenance personnel, perform certain maintenance during the warranty period, and maintain a ready supply of spare parts at reasonable prices. That firm also should be required to deliver initial quantities of shrink film and other supplies needed to make this a turn-key installation. Please see the next article, entitled "SALIENT CHARACTERISTICS," which we offer as a model statement of work (SOW) in a solicitation.

UNITED STATES POSTAL SERVICE ATTACHMENT TO REQUISITION FOR SHRINKWRAP MACHINES

SALIENT CHARACTERISTICS: INTRODUCTION

With the increasing number of open displays in existing post offices and retail-oriented postal facilities, there is a need for shrinkwrap systems to package stamps and other retail merchandise. These salient characteristics describe the functional requirements for an entire shrinkwrap system. The system includes two machines: one large semi-automatic shrinkwrap machine used to efficiently wrap most retail items, and a manual packaging device used to shrinkwrap large items and items of irregular shape. The two machines are described below. A total of (?) entire shrinkwrap systems will ordered by the United States Postal Service. Companies may offer only on the entire system. Those interested in offering must meet, as a minimum, the following requirements related to the machines for which they are offering.

1.0 MANUAL PACKAGING MACHINE

The manual packaging machine should be the same or equivalent to the Reynold Reddi-Wrapper Packaging System Model RW3NT. A hand heater, sealing wand should be included in the package. It should have the capability of using shrink film of at least 24" in width. See sections 4.0 and 5.0 below for service and proposal package requirements.

2.0 SEMI-AUTOMATIC SHRINK WRAP MACHINE REQUIREMENTS

The automatic shrink wrap machine must perform, at a minimum, the following functions. It must be able to:

- Shrinkwrap packages with maximum overall dimensions of 12 1/2"(w) X 17"(l), minimum overall dimensions of 6"(w) x 7" (l) and weighing as little as 0.75 ounces.

- Shrinkwrap packages ranging in thickness from those made up of stamp sheets mounted on 20 point cardboard backing to packages one inch thick.

- Shrinkwrap at least 12 packages per minute.- Wrap flat items with minimal bending after the shrinkwrap procedure. The maximum acceptable bending is 3/16", measured from a flat surface upon which the wrapped package is resting to the highest edge point of the package (see figure below).

3/16" max
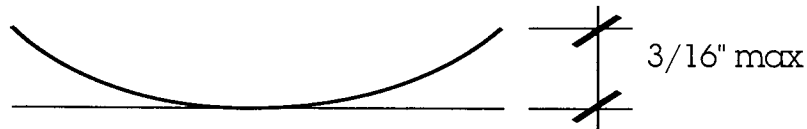
Maximum Acceptable Bending After Shrinkwrap Process

- Produce a wrapped package that is neat and clean in appearance with no wrinkles or unsightly seams.

- Produce a package that provides clear visibility through the wrapping film to the item being wrapped.

- Produce a uniform shrinkwrap seam and locate the seam at the edges or the back of the package being wrapped.

- Produce a package with film that is strong enough to withstand the force of a punch machine used to punch holes (through the film and cardboard backing of 1/4" max thickness) for hanging the packages on a slat wall

without producing a tear beyond the punched hole or weakening the film enough that it begins to tear when the item is hung on display. Maximum weight of items being hung is equal to the weight of a poster 12 1/2" X 17" mounted on corrugated cardboard of the same size and 1/4" maximum thickness.)

- Operate efficiently with minimal mechanical problems.

- Be equipped with industry operator safety features

3.0 FILM REQUIREMENTS

The film packages to be used with both machines and number of rolls to be acquired initially should be the same or equivalent to either package listed below.

Film Package A:

(requires hot bar blade
sealing mechanism
for semi-automatic
operation):

Film Package B:

Cryovac		**DuPont Clysar**	
9" D-940, 9" CF, 60GA	11 rolls	9" XEH 921	11 rolls
12" D-940,12" CF, 60GA	15 rolls	12" XEH 921	11 rolls
16" D-940,16" CF, 60GA	4 rolls		

Reynolon

16" 5044	4 rolls
12" 5044	4 rolls

4.0 SERVICE REQUIREMENTS

The offeror must provide the Postal Service with delivery, installation, set-up and maintenance for each machine to be installed at a postal facility during the length of the contract [delivery address(es) to be supplied in this package]. At the time of the installation and set-up, the company must also present operational training and training in basic preventive

organization with facilities located nationwide, a technical/ mechanical support service serving the continental United States, Alaska and Hawaii may be required. This service should include a toll free, 1-800 assistance line for questions generated by the operators of the machinery. Because of the highly specific requirements of the semi-automatic shrinkwrap machines, it is preferable to have one representative of the firm be the ongoing contact for service needs and other problems related to the Postal Service account.

5.0 PROPOSAL PACKAGE

The proposal package for each machine type must be limited to 10 pages (there will be no exceptions). In addition to the price proposal the package should also include:

- The floor space requirements of the proposed machine.

- Dimensioned line drawings in plan and elevation, outlining key components.

- Power, air and wiring requirements.

- Information related to warranty, parts, maintenance and service, for the specific machine(s) proposed by the offeror for the completion of this job.

- Information relating to the amount of parts and supplies routinely carried in stock as onhand inventory.

- Three business references from customers who have purchased substantially identical systems from the offeror within the last two years.

- Bank and credit references with statement of the offeror's ownership and management.
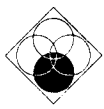
SHRINKWRAP SYSTEM SOLICITATION

OPTIMISTIC SCHEDULE OF EVENTS

EVENT	DAY	STATUS
Completed draft Solicitation: sent for legal review	x	_____
Presentation dry runs (Support Svcs.)	x	_____
Presentation to local senior management	x+2	_____
Recap purpose/deliverables Respond to issues of risk Present advertisement for signature Present requisition(s) for signature		
Technical & legal review & changes complete	x+5	_____
Publish ad notice (date may be advanced with risk)	x+7	_____
Issue Solicitation	x+9	_____
End distribution of Solicitation (14 days after Solicitation)	x+23	_____
Deadline for offers (30 days after Solicitation)	x+39	_____
Evaluate offers/award contract (7 days after offers due)	x+46	_____
Complete installation area preparations (USPS)	x+60	_____
Complete applicable system installation (operator training scheduled immediately)	x+67	_____
Complete initial store inventory packaging	x+81	_____
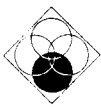
EQUIPMENT & SUPPLIES

Shrinkwrapping of local stamps and products will require the following equipment:

ITEM	DESCRIPTION	DIMENSIONS	APPROX. WEIGHT
1913MB	Sealer Assembly	59" x 31" x 16"	75 lbs.
T-14-8-D	Heat Tunnel	37" x 27" x 28"	75 lbs.
	Leg Kit	76" x 19" x 10"	60 lbs.
	Casters (for Leg Kit)	12" x 6" x 6"	12 lbs.
	Film (shrink)	Skid Load	850 lbs.
RW3NT	Reddi Wrapper	40" x 20" x 18"	40 lbs.

The following supplies should be procured locally:

Chipboard Stock: Bleached White (one side), uncoated, recycled

Thickness: 27 point, approximately (20 point is too flimsy for hand-fed operation)

Height: 11 inches

Width (for full pane of stamps): 10 1/2 inches
(for half pane of stamps): 5 1/4 inches

Division shrinkwrap equipment should be installed and operational eight weeks prior to store opening.

PHYSICAL INVENTORY PROCESS
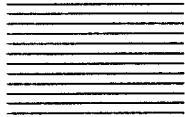
hysical inventories* are a fact of life in all retail environments. Whether completely automated, with Point of Sale and Back Office Systems or still somewhat manual as in traditional post offices, physical inventories provide us with true tangible evidence of total dollar ownership. The physical dollar ownership is compared to the book inventory or what the Back Office System indicates the dollar amount should be. The two numbers are compared. The physical inventory is the benchmark used and the book inventory is adjusted upwards/downwards once an inventory is reconciled.

* A physical inventory must be taken before the store opens to establish a true data base.
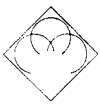
Traditionally in most retail environments, physical inventories are taken every A/P.

For a new Store, a physical inventory must be taken every A/P for the first three A/Ps. If there is no shortage greater than 0.5% of sales, inventory may then be taken quarterly. If a 0.5% of sales shortage does occur then inventory must be taken the next A/P. If shortages occur for 2 consecutive A/Ps, please call Postal Inspection or Accounting for assistance.

Besides providing comparative balances, physical inventories give the following residual benefits:

Opportunity to "eyeball" ownership by SKU# or item # (compare to SKU selling reports)

Opportunity to re-adjust basic stock plan, based on item inventory (example: too many 52¢ airmail stamps, 50 sheet, to sales?).

Opportunity to tidy up understock and to establish a beginning inventory by item as well as by dollar amount.

Double check proper ticketing

Opportunity to realign understock to appropriate display area (example: Are all 29¢ coils housed underneath their display?).
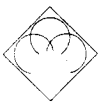
DAY OF INVENTORY

SUPPLIES NEEDED:

Pencils
Clipboards - 1 per team
Self-adhesive note pads
Rubberbands
Calculator - 1 per team

DAY OF INVENTORY PROCEDURE

Assign teams to area of responsibility

Explain that 1 person counts and 1 person writes

Explain SKU system/barcode system on sheets.
Explain that while some stock may look alike, it isn't! All stock
should be separated by subject and then by pack size.
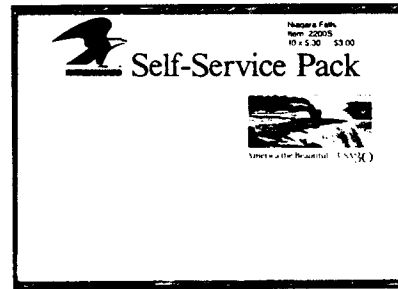
BE SURE TO COUNT EACH ITEM SEPARATELY!

Explain that self-adhesive note for each lot needs to be
extended by price point.

Example:

Web DuBois, sheet of 10
SKU# 504421
25 x 7.25 = $181.25

Display stock needs to be banded by lot of 25 - same procedure.

Numbers transferred to inventory sheet.

Start teams counting - stop after 20 minutes - perform spot check to see if procedure is accurate and teams are following procedure.

Have finance/accounting representative do 10% spot check before completing the inventory. It is advisable that items of high value be spot-checked or items of large quantity be checked more than once. (i.e., 10-packs of express Mail stamps or all commemorative 10-packs)

Floor plan and accompanying sheets should be checked to assure that **all** stock has been counted.

Inventory sheets should be picked up in chronological order and checked for completeness and accuracy.

Inventory is immediately entered into Back Office System, hopefully before next day store opening. Inventory should be entered before close of day.

POST INVENTORY

Numbers of physical/book are compared.

Shortages are researched (refer to floor plan, fixture and sheet # for specifics).

If shortages are not within standards, re-count should be taken.

If numbers are all agreed upon, book the inventory and record losses on **Form PS 571** *Discrepancy of $100 or more and Financial Responsibility.*

QUICKPOST AREA

Vending products provide customers with a quick and convenient way to purchase postal products. As the first retail area encountered upon entering a Store of the Future, it is important to keep the machines stocked with a product-mix that meets customer demand. Customer acceptance studies show the success of retail vending in providing:

- Economical supplement to existing postal services

- Availability of postal service outside of regular window hours

- Reduction of congestion at post office windows

- Capability of completing postal transactions without assistance

FAMILY TYPES

All postal vending equipment is categorized into the following family types:
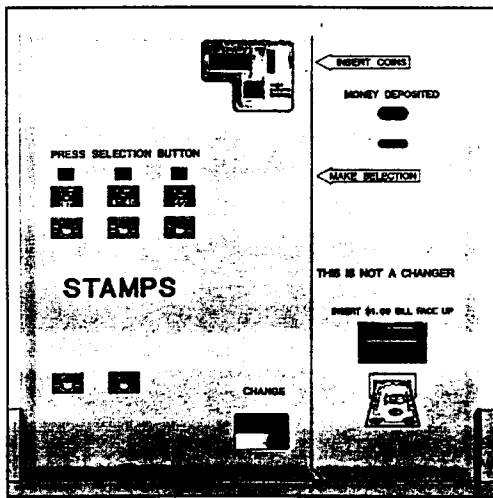
Stamp Vending Machine (SVM)
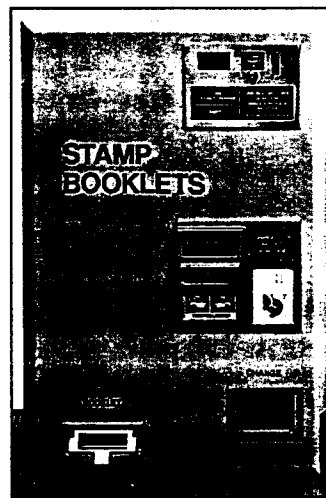
Booklet Vending Machine (BVM)

Postal Commodity Machine (PCM)
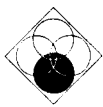
GUIDELINES

1. The correct mix and use of vending equipment is essential to improving customer convenience and meeting revenue generation goals.

2. Of prime importance in meeting vending objectives is contacting and working with the retail marketing specialist (RMS) and vending program coordinator (VPC) to determine vending needs.

3. Refer to the Retail Vending Operational and Marketing Handbook, **PO-102**, for the guidelines on handling the vending equipment.

4. The Quickpost area's vending equipment varies according to the facility size. The **PO-102**, and the *Traditional Post Office to Store of the Future Clerk Station and Equipment Equivalency Guide* provides direction in vending needs.

Product Display Area/PCM 1625B

Postal Cards	Stamp Coil of 100	(Temporarily Unassigned)	(Temporarily Unassigned)
Aerogrammes	Long Envelopes	Commemorative Packs	First Class Booklets
Small Envelopes	Express Mail Up to 1/2 Pound	Commemorative Packs	First Class Booklets
Priority Mail Packets	Commemorative Packs	Commemorative Packs	First Class Booklets

5. The vending equipment appearance must have a professional look, be free of handwritten signs, and continuously stocked as required. Stamp vending machines must display the vend selection with **PS Form 223D**; booklet vendors must display the vend selection with a book cover of the type of booklet that will be vended; and commodity machines must follow the product display as shown in the maintenance series handbook provided with the PCM-1625B.

Positions for Loading Postal Products in the PCM-1625B

Tray	Front	Center	Rear
10 Top	Aerogrammes **B1**		Postal Cards Pack of 5 **A1**
9	Long Envelopes **B2**		Stamp Coil of 100 **A2**
8	Small Envelopes **C1**		To Be Determined **A3**
7	Express Mail up to 1/2 lb **C2**		To Be Determined **A4**
6	Priority Mail 12 to 32 oz **D1**	Commemorative Packs **B3.1**	Commemorative Packs **B3.2**
5	Commemorative Packs **D2**	Commemorative Packs **C3.1**	Commemorative Packs **C3.2**
4	Commemorative Packs **D3**	First Class Booklets **D4.1**	First Class Booklets **D4.2**
3	First Class Booklets **C4.1**	First Class Booklets **D4.2**	First Class Booklets **D4.3**
2	First Class Booklets **B4.1**	First Class Booklets **B4.2**	First Class Booklets **B4.3**
1	First Class Booklets **B4.4**		First Class Booklets **B4.5**

6. Servicing vending equipment is not randomly performed. Service procedures are documented in chapter 4, **PO-102**. The servicing frequencies are determined by the revenue with service hours and office hours recorded separately on the **PS Form 8130**, Daily Activity Log. Vending hours are to be charged to LDC 48 (LDC 46 beginning FY 93).

7. Revenue is also recorded on the daily activity log. Bank deposits must be made whenever revenue is removed from the vending machine. Entries are made into AIC 096 on the **PS Form 1412**. By the end of the accounting period, the totals on the daily activity log should match the AIC 096 for that location.

8. Specially prepared vending packets are for vending use only. Do nor mix Store of the Future prepackaged items with vending packets. **All** products for Postal Commodity Machines are available prepackaged, including short and long envelopes. See **Postal Bulletin 21812**, dated 4-2-92, page 29 for listing. Order through your Associate Office or SDO.

9. Examination of the vending credit takes place every 120 days.

10. If a customer claims to have lost money or not receive the product they paid for, verification is made by escorting the customer to the vending machine and checking that the stamps are not caught in the machine dispensing area. Customer assistance procedures are shown in chapter 8, **PO-102**.

THE POSTAL STORE
MERCHANDISE AND DISPLAY PHILOSOPHY

The Store of the Future, as has been discussed, is based on customer research. From our research. it has been determined that "open sell" (i.e., department store/ convenience store) is the way to expedite customer service and simultaneously increase the potential for incremental sales and higher profit realization.

In basic store set-up, the customer's needs and shopping behavior and preferences drive the configuration of categories offered. Typically, the major categories include:

Stamp stock - commemorative, definitive (Domestic)

Expedited Services - Express Mail and Two Day Priority Mail

Special Services - Registered Mail, certified mail

Packaging Supplies - protective envelopes, boxes, tubes

Philatelic - mint sets, stamp collecting kits

Worldpost - postage and expedited services

The primary impetus, from a sales and image objective, is on the core business of selling stamps and related services.

The overall physical image of the Postal Store is clean, crisp and well delineated as to product or function. In fact, the suggested signage headings for the store are indicative of function.

WALL SIGNAGE:

Stamp Collectibles
Domestic Postage
Commemorative Stamps
Packaging Supplies
Worldpost

CASHWRAP SIGNAGE: Postal Information
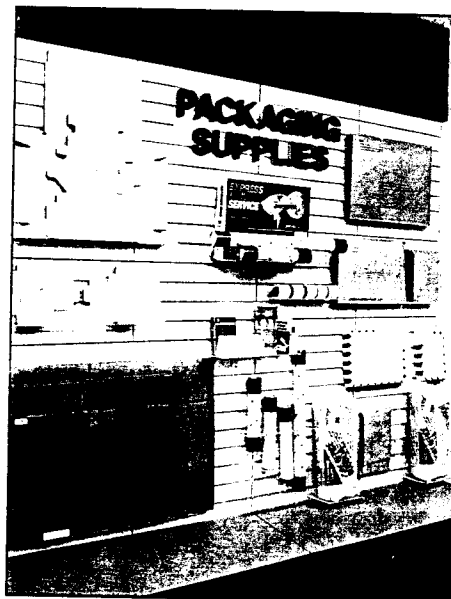
GONDOLA SIGNAGE Examples:

Love
Olympics
Space
Gifts
Flags
Sports
America
Express
Two-Day Priority
Stationery
Postal Cards
Wildlife

The slatwall area serves as the premiere area to showcase the huge variety and inventory (see suggested start-up inventory list attached) of stamps, philatelic products and packaging supplies.
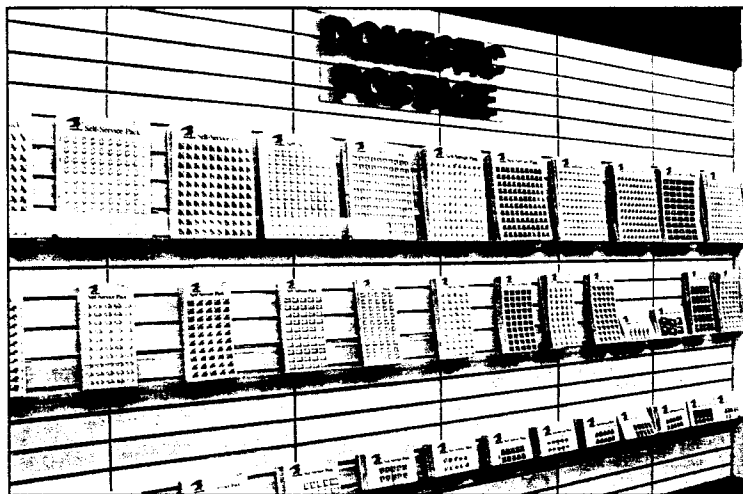
The gondolas, either two-sided or eight-sided, serve to highlight the expedited services, miscellaneous items such as envelopes and postal cards, and most importantly, to double expose top selling items, such as coils, books and packaging supplies. (These double exposures should not face out; they would be shown on the back of the gondolas to avoid visual repetition.)
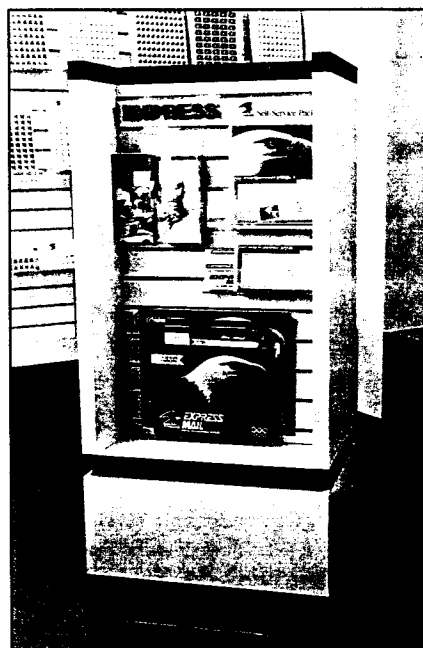
The art of making the Postal Store inviting is to keep the stock really separated by function and by scheduled replenishment, based on the sales reports provided by the POS (Point of Sale) system. Ultimately, fast sell/slow sell items are determined and adjustments in product mix should ensue.

DISPLAY FIXTURES/ACCESSORIES/SIGNAGE

The type of display fixtures that are used are primarily acrylic. The rationale for their use is that they fit properly into the slatwall, showcase the merchandise because they are clear, durable and easily moveable.

Acrylics, as well as most other fixtures, can be procured from any reputable display house. However, some suggested sources follow:

Acme Display Fixture
1057 S Olive Street
Los Angeles CA 90015-1601
Phone: 213-749-9191

Baltimore Display Industries
1900 Bayard St
Baltimore MD 21230-2023
Phone: 301-685-3393

Dann Dee Display
350 N Orleans St
Chicago IL 60654-1898
Phone: 312-527-5820

DDS Plastics
2840 Singleton Blvd
Dallas TX 75212-3740
Phone: 800-258-5525 or 214-630-8383

Melvin Roos Display
4465 Commerce Dr SW
Atlanta GA 30336-1911
Phone: 800-341-6897 or 404-691-4234

Scope Display
1840 Cranston Street
Cranston RI 02920
Phone: 401-942-7150

Trimco Displays
459 W 15th St
New York NY 10011-7065
Phone: 800-Trimco-1 or 212-989-1616

SUGGESTED ACRYLIC FIXTURES

The variety as well as number of fixtures depend on the total square footage of slatwall as well as the number of two or eight-sided gondolas used. A guide for your use follows:

Description	Midi Store Prototype Quantity*
Stamp Stock (wall display):	
23 3/4" Open ended tilt back shelves	50
11 3/4" Open ended J rack gondola display	30
Envelopes, Postal Cards, Postal Publications:	
3 1/2" x 7" literature holders	10
4" x 7" literature holders	10
7 1/2" x 9" literature holders	10
8 1/2" x 11" literature holders	10
Packaging Supplies:	
12" x 12" slanted shelf with lip	10
12" x 16" slanted shelf with lip	10
3 tier display	2
Packaging Supplies, Mailing Tubes:	
12" x 4" slatwall display tray	3
6" x 12" utility box	3
6" x 18" utility box	3
4" flat tube display	2
12" flat tube display	2
16" flat tube display	2
24" flat tube display	2
Sign Holders	
8 1/2" x 11"	6
14" x 11"	4
5 1/2 x 7"	4

* NOTE: Includes replacement quantities for damage/breakage for one year.

SIGNAGE

The recommended signage, literally spelling out the categories discussed earlier is comprised of foam core mounted on high grade plexiglas. The signs are made to fit easily into the slatwall or gondola.

The suggested color palette includes:

- 1" thick persian blue letters with grey krylon highlighting (slatwall under soffit)

The recommended size is as follows:

- Mini Store: 3" high letters (single line)

- Midi Store: 4" high letters (single or double line)

- Maxi Store: 4" high letters (single or double line)

Gondolas (All size stores): 1 1/2" high letters (single line)
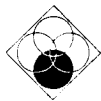
PRESENTATION MATERIALS

Slides and script for a presentation on merchandising for Stores of the Future is available from headquarters.

For your copy, contact:

Office of Retail, Store of the Future
USPS Headquarters
475 L'Enfant Plaza SW
Washington, DC 20260-6732

THE CONCEPT

STRUCTURE

GONDOLAS

THE CONCEPT
Continued

DISPLAYS

CLEAR ACRYLIC PRODUCT CONTAINERS

HOW DO I PLAN?

4. DETERMINE TRAFFIC-FLOW BY CUSTOMER PRIORITY
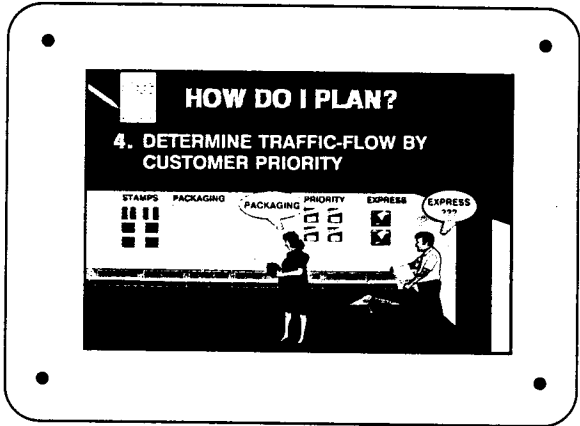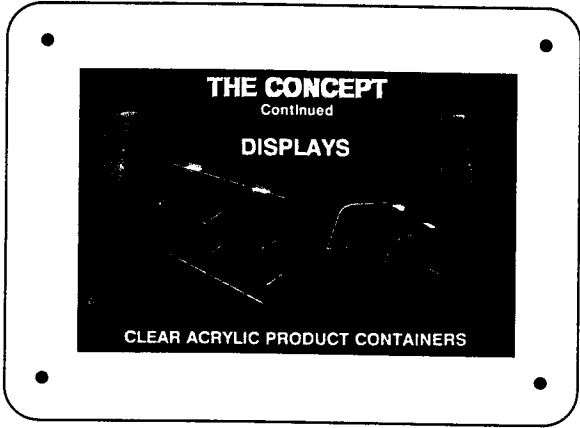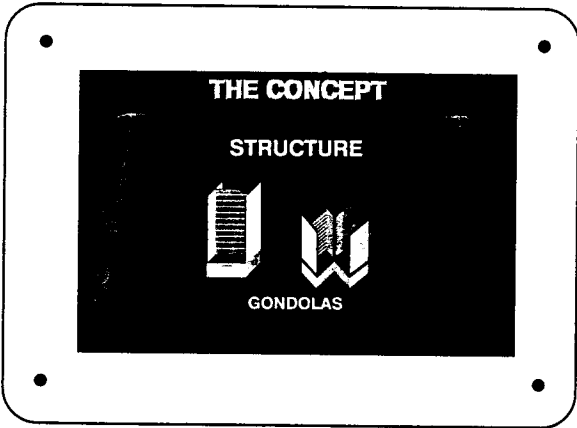
PRE-OPENING WEEK

SUPPLIES

Screwdrivers	Hammer
Picture hanger nail sets	Nosed plyers
White glue	Scissors
Matte knife	Lint free rags
Acrylic cleaner	Industrial strength cleaning spray
Hot glue gun and glue "bullets"	Vacuum cleaner
Large plastic trash bags	Broom and dust pan

Item/ Action	Approximate Time	By Whom	Comments
Uncrate and organize acrylics and signage	3 hours	1 - 3 people	Broken items should be reported immediately to vendor for return or replacement.
Clean acrylics and signage	2 hours	1 - 3 people	Use acrylic cleaners to prevent scratching.
Clean slat wall, gondolas, and flooring	2 hours	2 people	Use this opportunity to clean all surfaces of the gondola.
Lay out signage and place on slat wall	2 hours	1 person	
Bring in stamp stock, organize back stock, and display stock near appropriate walls and fixtures	12 hours	3 - 5 people	Stock should be banded into packets of 25 for understock and display stock purposes. Understock should be pre-inventoried, with the top of each packet showing SKU and price and count.

Item/ Action	Approximate Time	By Whom	Comments
Arrange and display stamp stock on wall by category	4 hours	2 - 4 people	
Repeat organization, back stock & pre-inventory process for packaging supplies arrangement and display	4 hours	2 - 4 people	
Repeat above with philatelic mint sets	1 - 2 hours	1 person	Make certain 1 mint set is made and open for customer "touch and feel" - the rest should be shrink wrapped.
Audit store and check that all items are ticketed properly	1 - 2 people	2 hours	Use back of the house generated item inventory list as resource.
Complete physical inventory for accurate opening inventory (see Physical Inventory section of this Guide)	2 - 4 hours	4 teams of 2 people (8 people)	Inventory must be entered on back of the house system before store is officially open.

Express Mail Postage:

Basic rate.

Two Day Priority Mail Postage:

Basic rate quantities of 1 and 10-packs available.

Two Day Priority Mail Envelope Packs:

Envelope with minimum postage applied.

Philatelics:
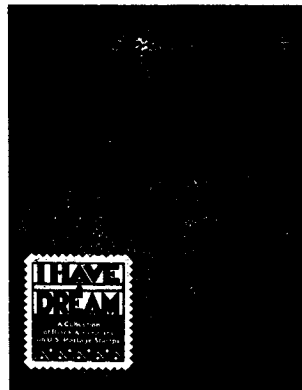
Padded Mailing Bags:	6" x 10"
	8 1/2" x 12"
	14 1/2" x 30"
Plain Clasp Envelopes:	6" x 9"
	9" x 12"
First Class Clasp Envelopes:	9" x 12"
Mailing Tubes:	All sizes
Packaging Tape:	Rolls

PERSONALIZED ASSORTMENT PLANS
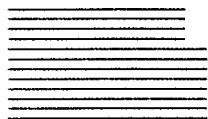
o better calculate and anticipate levels of business, each Store has been assigned their own stamp stock assortment plan. In simple terms, an assortment plan represents the total mix and quantity of each stamp and packaging type.

In the middle of every year, total stamp usage for all Stores (existing and new) must be determined. Usage of stamps is evaluated by rate and by subject. Bulk orders are projected for each stamp. At this point, stock quantities are further refined to A++, A+, A, B, and C levels. These levels represent anticipated retail sales by dollar and stamp unit volume, as well as space considerations, for different Stores.

The assortment plans serve as guidelines for ordering stock and for revenue projections. As your business changes, your personalized assortment plan can be adjusted accordingly.
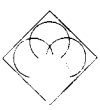
STAMP ORDERING GUIDELINES FOR STORES OF THE FUTURE

1. Stamp shipments for Stores of the Future will be made directly to the servicing Stamp Distribution Office (SDO).

2. A contract has been awarded for packaged stamps and stamp products for Stores of the Future. Only Stores authorized by the Office of Retail will be supplied from this contractor.

3. Store of the Future managers should submit **Form 17A,** *Accountable Items Requisition From Stamp Distribution Office,* to their SDO. Associate Offices servicing Stores of the Future should order from their SDO. Stations and branches should order from their SDO. In ordering pre-packaged stamps and stationery items, **Form 17A** should specify the basic item number followed by the appropriate alpha codes.
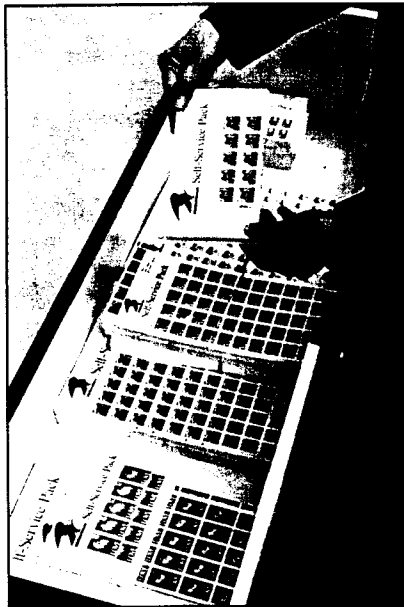
H - Half pane or set of 50
I - Half pane or set of 25
P - Full pane (35, 40, 48, 50 or 100)
S - Set of 10 (stamps, postal cards)
T - Set of 20
V - Set of 5 (envelopes, aerogrammes, etc)
E - One stamp with soft envelope (Express, Two-Day Priority)/one coil
X - One stamp with hard envelope (Express, Two-Day Priority)

Stamp booklets are not shrinkwrapped. They are ordered and shipped in the usual way.

Shrinkwrapping of coils is under development.

For example: The basic item number for the 29-cent Basketball is 4492; to order in half pane of 25 stamps, use item number 4492.I.
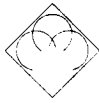
All items are to be ordered in multiples of 25.

For a current listing of stamps and stationery items being used by the Stores of the Future, see **Postal Bulletin 21812**, dated 4-2-92, page 27, Postage Stamp Master Item Number Listing. Store of the Future products begin with item 1010S.

4. Except for commemorative issues, SDOs should maintain a three-accounting period stock level of each pre-packaged item.

5. For each new issue, an automatic distribution will be made to each servicing SDO. SDOs should automatically furnish their Stores of the Future and Associate Offices with each new issue. The Stores of the Future Managers are to establish and provide their Associate Office/SDO with quantities. Monthly automatic shipments of previous commemorative issues will be made directly to the servicing SDO, if demand warrants the additional shipments.

6. SDOs requiring additional regular/special issue, coils, airmail and stationery prepackaged items should submit their Forms 17A to their Regional Accountable Paper Depository.

7. Regional Accountable Paper Depositories should monitor their inventories of the prepackaged items. As additional stock of the prepackaged items (regular, airmail, special and stationery issues) are required, Regional Accountable Paper Depositories should contact the Stamp Distribution Branch at 202-268-5768.

Authorization to order prepackaged products for Store of the Future can be obtained by writing to:

> Program Manager, Store of the Future
> Office of Retail, USPS Headquarters
> 475 L'Enfant Plaza SW
> Washington DC 20260-6732

Store of the Future
CONTACT PERSONNEL

National Level Contacts

Nancy Wood Secretary	(202) 268-3880 (202) 268-6919	Office of Retail Program Manager
Warren Walker	(202) 268-3887	Facility Department Program Manager
John Hughes-Caley	(202) 268-3589	Point of Sale Systems
Joseph L. Martone	(202) 268-4482	Inspection Service, Security Systems, Audit
Steve Andrzejczyk	(202) 268-5389	Accounting Procedures
Frank Weaver	(202) 268-5245	IRT, Window Counter Concerns
John Sorenson	(202) 268-3107	Real Estate Issues
Glen Friedman	(202) 268-3889	Design Review, Casework, National Buying Contracts, Graphics
Elizabeth Lerch	(202) 268-4628	Design, StorCAD/D, Newsletter, Feedback
Skip Lowney	(202) 268-4628	Design, StorCAD/D
Adair Fogarty	(202) 268-6341	Planogram, Visual Merchandising

Richard Praml	(202) 268-3589	Information Systems, Point of Sale
Detail Assignee	(202) 268-6922	Activation Issues
Adam Geldhof	(202) 268-6921	Finance Issues, Inventory Control, BOS Training, POS HELP line
Detail Assignee	(202) 268-6923	Training/CIC Issues
Ann Bright	(202) 268-3585	Clerk and Supervisor Training
Stan Urban	(202) 268-3823	Labor Relations Issues
Carolyn Murphy	(202) 268-3590	Vending Equipment
Gary Rinehart	(405) 366-4253	Vending Equipment, Technical Support

DESIGN AND CONSTRUCTION (STORCAD/D) CONTACTS

FACILITIES SERVICE CENTERS REGIONAL STORE OF THE FUTURE COORDINATORS

NATIONAL

Elizabeth Lerch	(202) 268-4628	USPS Headquarters
Skip Lowney	(202) 268-4628	USPS Headquarters
Glen Friedman	(202) 268-3889	USPS Headquarters

EASTERN REGION

Calvin Threadgill	(215) 931-5470	USPS Philadelphia FSC

WESTERN REGION

Berne Holman	(415) 742-4604	USPS San Bruno FSC

SOUTHERN REGION

Gary Copeland	(901) 722-7651	USPS Memphis FSC

NORTHEAST REGION

Doug Palmer	(203) 285-7176	USPS Windsor FSC

CENTRAL REGION

Frank Sugino	(312) 765-5342	USPS Chicago FSC

FORMS, HANDBOOKS, AND PUBLICATIONS

The following list is provided to assist in ordering forms, publications, handbooks, etc. for opening your Store of the Future. Some of the items listed may not apply to your Store and some additional items may be needed in your area.

FORMS

PS	Stamp Requisition
PS 17A	Accountable Items Requisition from Stamp Distribution Office
PS 542	Inquiry About a Registered Article or an Insured Parcel or an Ordinary Parcel
PS 565	Registered Mail Application for Indemnity/Inquiry
PS 571	Discrepancy of $100 or More and Financial Responsibility
PS 1012	Travel Voucher
PS 1091 A	Post Office Box Fee Register (card)
PS 1091 B	Register for Caller Service Fees (card)
PS 1092 X	Box Rent Notice
PS 1093	Application for Post Office Box or Caller Service (card)
PS 1094	Application for Additional Keys to Post Office Box
PS 1096	Cash Receipt
PS 1099	Notice to Return Keys
PS 1230 A	Time Card (Week 1)
PS 1230 B	Time Card (Week 2)
PS 1230 C	Time Card—Other Service
PS 1236 A	Weekly Loan, Transfer, & Training Hours
PS 1412	Daily Financial Report
PS 1510	Mail Loss/Rifling Report
PS 1532	Semiannual Check of Overflow Mail
PS 1538	Receipts for Post Office Box/Caller Service Fees

PS 1608	Emergency Salary Authorization and Receipt
PS 1627	General Purpose Ruled Form
PS 1628	Individual Key Record
PS 1629	Building Keys Inventory
PS 1700	Accident Investigation Worksheet I
PS 1717	Bid for Preferred Assignment
PS 1723	Assignment Order
PS 1767	Report of Hazard, Unsafe Condition or Practice
PS 1769	Accident Report
PS 1908	Financial Adjustment Memorandum
PS 2146	Employee's Claim for Personal Property
PS 2150	Notice for Prohibitory Order Against Sender of Pandering Advertisement in the Mails
PS 2152	Prohibitory Order
PS 2201	Application for Listing Pursuant to 39 USC 3010
PS 2240	Pay, Leave, or Other Hours Adjustment Request
PS 2865	Return Receipt for International Insured or Registered Mail
PS 2966 A	Parcel Post Customs Declaration—United States of America
PS 2966 B	Parcel Post Customs Declaration and Dispatch Note
PS 2966 E	Parcel Post Customs Declaration (envelope)
PS 2976	Customs—Douane C1
PS 2976 A	Customs Declaration
PS 3083	Trust Accounts Receipts and Withdrawal
PS 3189	Request for Temporary Schedule Change for Personal Convenience
PS 3203	Printed Stamped Envelopes Order
PS 3220	Claim for Stamped Envelope Discount
PS 3227	Stamps by Mail (envelope)
PS 3504	Food Coupon Inventory Report
PS 3533	Application and Voucher for Refund of Postage and Fees
PS 3575	Change of Address Order
PS 3575 A	New Address Verification Card
PS 3576	Change of Address Request for: Correspondents Publishers, and Businesses
PS 3584	Postage Due Log
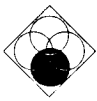
PS 3610	Record of Postage Meter Setting
PS 3618	Local Setting of Postage Meter Licensed at Another Office
PS 3721	Publication Watch
PS 3800	Receipt for Certified Mail
PS 3806	Receipt for Registered Mail
PS 3811	Domestic Return Receipt
PS 3811 A	Request for Return Receipt (After Mailing)
PS 3812	Request for Payment of Domestic Postal Insurance
PS 3813	Receipt for Domestic Insured Parcel
PS 3813 P	Receipt for Insured Mail—Domestic-International
PS 3816	COD Mailing and Delivery Receipt
PS 3817	Certificate of Mailing
PS 3826	Registry Irregularity Report
PS 3830 A	Registry Dispatch Record
PS 3849	Delivery Notice/Reminder/Receipt
PS 3849 C	Express Mail—Notice of Attempted Delivery
PS 3849 D	Notice to Sender of Undelivered COD Mail
PS 3854	Manifold Registry Dispatch Book
PS 3854 A	Registered Mail Dispatch Bill
PS 3861	COD Loss Claim filed by Mailer
PS 3861 A	Numbered Loss Claim filed by Mailer or Addressee
PS 3862	Damage Claim filed by Mailer
PS 3863	Damage Claim filed by Addressee
PS 3877	Firm Mailing Book for Registered, Insured COD, Certified, Return Receipt for Merchandise, and Express Mail
PS 3883	Firm Delivery Book—Registered, Certified, and Numbered Insured Mail
PS 3883 A	Firm Delivery Receipt
PS 3892	Registered Mail Found in Ordinary Mail
PS 3896	Receipt for Registered Article
PS 3899	Registered Matter—Damaged, Unsealed or Without Cover
PS 3907	Mail Pickup Notice
PS 3915	Post Office Box Key Requisition
PS 3971	Request for or Notification of Absence
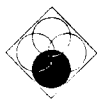
PS 3972	Absence Analysis
PS 3977	Duplicate Key Inventory
PS 4242	ZIP + 4 Code State Directory Order Form for Mail Order Use (form and envelope)
PS 4243	1991 National Five-Digit ZIP Code and Post Office Directory Order Form for Mail Order Use (return envelope included)
PS 4314 C	Consumer Service Card (4-part set)
PS 4400	Maintenance Work Order
PS 5049	Mail Found in Supposedly Empty Equipment
PS 5600	ZIP + 4 National/State Directory Computer Tapes Request
PS 5601	ZIP + 4 Coding of Address Lists Order Form
PS 5603	Diskette Processing Request Form—ZIP + 4 Coding, Carrier Route Identification, Address Standardization
PS 5625	Express Mail Custom Designed Service Receipt
PS 5631	Express Mail Service Agreement
PS 5634 I	Incoming Express Mail Service Schedule Log
PS 5634 O	Outgoing Express Mail Service Schedule Log
PS 5637	Express Mail Corporate Account/Express Mail Service Leg
PS 5638	International Express Mail Service—Inquiry Reclamation
PS 5639	Express Mail Corporate Account Application
PS 5690	Express Mail Application for Indemnity
PS 6401	Domestic Money Order Inquiry
PS 7537	Bomb Threat Report
PS 8005	Promotion/Preferred Assignment Withdrawal Request
PS 8021	Stampin' Game Reply Card
PS 8033	Definitive Mint Set Order (card)
PS 8047 X	Stamps on Consignment Replenishment and Analysis Record
PS 8130	Vending Equipment Sales and Service Daily Activity Log
CA 1	Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation
CA 2	Notice of Occupational Disease and Claim for Compensation

CA 2 A	Federal Employee's Notice of Recurrence of Disability and Claim for Continuation Pay/Compensation
CA 10	What a Federal Employee Should do When Injured, at Work
CA 11	When Injured at Work
CA 17	Duty Status Report
SF 1164	Claim for Reimbursement for Expenditures on Official Business

MANUALS

ASM	Administrative Support Manual
DMM	Domestic Mail Manual
ELM	Employee and Labor Relations Manual
FMM	Financial Management Manual
IMM	International Mail Manual
POM	Postal Operations Manual Local Memo of Understanding (APWU)

HANDBOOKS

HBK PO 102	Retail Vending Operational and Marketing Program
HBK DM 201	Express Mail Service
HBK DM 901	Registered Mail
HBK EL 801	Supervisor's Safety Handbook
HBK EL 901	Agreement Between USPS and American Postal Worker's Union and National Association of Letter Carriers, AFL-CIO
HBK F1	Post Office Accounting Procedures
HBK F21	Time and Attendance
HBK F50	Examination of Stamp Credits and Main or Unit Reserve Stocks
RE 4	Standards for Facility Accessibility by the Physically Handicapped
RE 5	Building and Site Security Requirements

LABELS

LAB 11-A	Express Mail Post Office to Post Office Service
LAB 11-B	Express Mail Post Office to Addressee Service
LAB 11-E	Express Mail Post Office to Post Office (continuous)
LAB 11-F	Express Mail Post Office to Addressee (continuous)
LAB 19-A	Airmail Par Avion
LAB 19-B	Airmail Par Avion
LAB 41	Penalty Open Return Address for Post Office
LAB 43	International Express Mail Service Receipt
LAB 54	Special Delivery
LAB 57	Express Special Delivery
LAB 63	Express Mail Outside Shipment
LAB 87	Registered Outside
LAB 89	Closing Registered Mail Container
LAB 100	Return to Sender, $.10 Postage due for Nonstandard Surcharge
LAB 105	Official Seal, Do Not Break
LAB 106	Priority Mail Sticker
LAB 106-A	Priority Mail
LAB 107	Priority Mail
LAB 108	Express Mail Corporate Account
LAB 155	Express Mail International Service (continuous)
LAB 176	Express Mail Military Service
LAB 200-A	Registered Mail
LAB 200-B	Registered Mail
LAB 207	OCR Machine Readable

MANAGEMENT INSTRUCTIONS

MI AS-220-88-9	Bait Money Order Program
MI EL-540-87-3	Injury Compensation Program: Supervisor's Role and Responsibilities

NOTICES

NOT 3-A	Letter-Size Mail Dimensional Standards Template
NOT 3-B	ZIP + 4 Eligibility Template
NOT 6	Express Mail Convenience
NOT 7	Express Mail Insurance
NOT 8-A	Change of Address Kit
NOT 18	Printed Embossed Stamped Envelopes from the USPS
NOT 21	13 Period Year Calendar
NOT 22	Express Mail Reship
NOT 24	International Priority Airmail Benefits
NOT 32	Box Rent or Caller Service Fee Due
NOT 42	Express Mail Corporate Account Application
NOT 43	Express Mail General Information
NOT 44 A	Express Mail Same Day Airport Service
NOT 46	Business Reply Mail Accounting System
NOT 47	National Change of Address
NOT 48	Operation MAIL
NOT 59	Postage Rates, Fees, and Information
NOT 67	Automation template
NOT 82	INTELPOST
NOT 107	Hazardous Materials
NOT 109	Manifest Mailing System
NOT 125	Metering
NOT 186	Creative Solutions for your Business Needs
NOT 189	Zip + 4 Code Procedures
NOT 194	Express Mail Mailing Label Preparation Guide
NOT 198	Express Mail Drop-Ship Service
NOT 221	Addressing for Success
NOT 244	Programming for Presort
NOT 254	Printed Embossed Stamped Envelopes
NOT 255	From Here to There International Mail
NOT 256	How To Go On A Shopping Spree

POSTERS

POS 35	How to Prepare your International Express Mail Service Shipment
POS 51	International Postal Rates and Fees
POS 74	Packaging Pointers
POS 76	Hazardous Materials
POS 89	How to Prepare Presorted First-Class Mail
POS 103	Postage Rates, Fees, and Information
POS 198	Express Mail Rate Chart

PUBLICATIONS

PUB 2	Packaging for Mailing
PUB 19	Mailers Guide
PUB 20	Priority Mail
PUB 25	A Guide to Business Mail Preparation
PUB 31	International Surface Airlift Service Guide
PUB 35	International Priority Airmail
PUB 40	Address Information Systems Product Directory
PUB 49	Third Class Mail Preparation
PUB 51	international Postal Rates and Fees
PUB 61	Information Guide on Presort First-Class Mail
PUB 65	National Five-Digit ZIP Code and Post Office Directory
PUB 65-A	National Five-Digit ZIP Code and Post Office Directory
PUB 66	ZIP + 4 State Directory
PUB 66-A	ZIP + 4 State Directory
PUB 67	Automation Plan for Business Mailers
PUB 122	Customer Guide to Filing Indemnity Claims on Domestic Mail
PUB 159-A	Contingency Planning—Work Stoppages
PUB 159-B	Contingency Planning—Civil Disorders and Natural Disasters
PUB 161	Express Mail Users Guide
PUB 163	Express Mail Custom Designed Service
PUB 201	A Consumer's Directory of Postal Services and Products
PUB 223	Directives and Forms Catalog
PUB 225-J	Introduction to Stamp Collecting

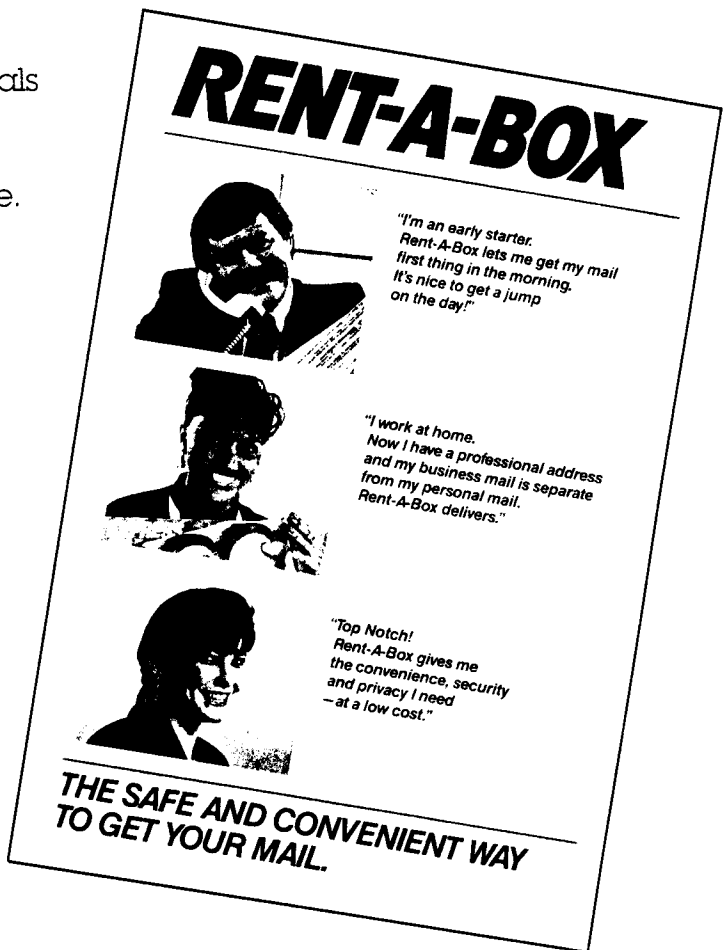| PUB 227 | How to Prepare and Wrap Packages |
PUB 273	Express Mail International Service Guide
PUB 300	A Consumer's Guide to Postal Crime Prevention
PUB 301	Postal Crime Prevention: A Guide for Business
PUB 409	Express Mail and Priority Mail Drop Shipment Expedites Your Mail
PUB 409-A	Express Mail and Priority Mail Drop Shipment
PUB 507	International Priority Airmail Mailer Guideline

OTHER AGENCY DIRECTIVES

| SSS Bro 10 | Selective Service |
| | Local publications and guidelines. |

CUSTOMER EDUCATION

Mechanicals are available from the Office of Retail for a brochure entitled "Welcome to Your New Post Office" describing features of the Store of the Future and including a map as well as a photo of the exterior of the Store. The brochure can be modified for use as a direct mail piece promoting the opening of your Store.

Rent-A-Box brochure mechanicals are also available. Rent-A-Box brochures will be stocked in the supply centers in the near future. The Notice numbers follow:

RENT-A-BOX

"I'm an early starter. Rent-A-Box lets me get my mail first thing in the morning. It's nice to get a jump on the day!"

"I work at home. Now I have a professional address and my business mail is separate from my personal mail. Rent-A-Box delivers."

"Top Notch! Rent-A-Box gives me the convenience, security and privacy I need — at a low cost."

THE SAFE AND CONVENIENT WAY TO GET YOUR MAIL.

Fee Group	Notice
1A	280-A
1B	280-B
1C	280-C
2	280-D

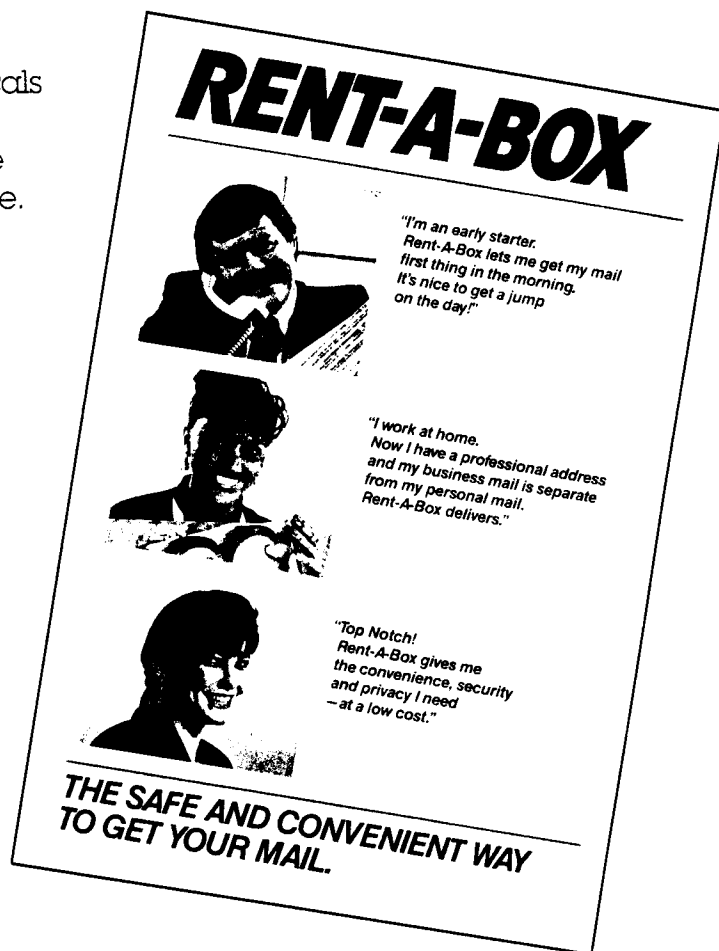Camera ready artwork is included in this section that can be used for cachets, pictorial cancellations, etc.

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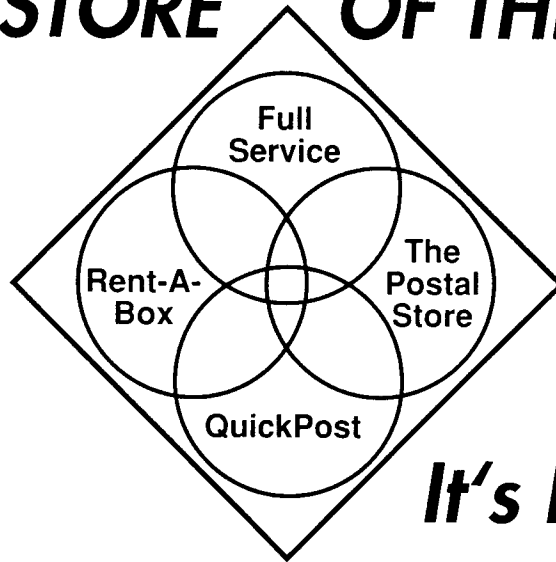
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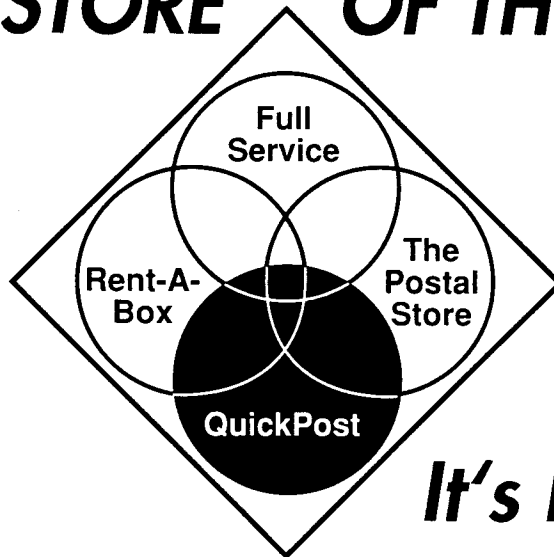Camera ready artwork is included in this section that can be used for cachets, pictorial cancellations, etc.

STORE OF THE FUTURE

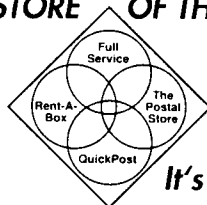**Full Service**

Rent-A-Box

The Postal Store

QuickPost

It's here.

STORE OF THE FUTURE

Full Service

Rent-A-Box

The Postal Store

QuickPost

It's here.

STORE OF THE FUTURE

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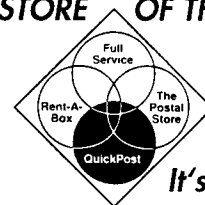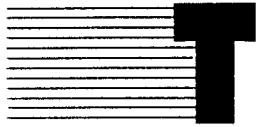
It's here.

STORE ACTIVATION "HINTS"

This section includes some of the suggestions of Activation Teams in test sites.
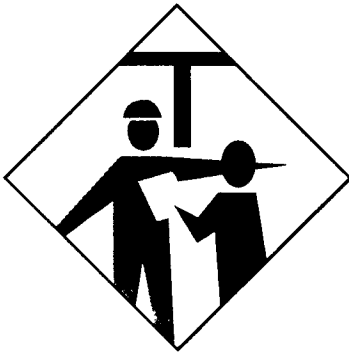
INTERNAL EDUCATION

Include APWU in activation process

Include Inspection Service in activation process

Consider employee and family open houses for all store employees as well as carriers whose routes are near the store so they can respond to customer questions. Include APWU, NALC, NRLCA, NAPS, NAPUS, League officials as appropriate

PRE-OPENING

Store Name: Customers expect a post office retail unit to be a station or a branch—names like The Postal Store or Corporate/Business Center are confusing to customers.

Design review at the beginning of the project and frequent field inspections during construction - two times per week when finishing work is in progress. Minimizes punch list. Postal architect should make frequent visits to the site to avoid and to solve problems.

Enclose Stamps by Mail envelope in shrinkwrapped packages of coils or booklets. Several benefits: justifies making package larger so it is more difficult to steal, encourages Stamps by Mail, attractive and easy to display.

STORE OPENING

Include all Store employees in Store opening

Recognize (by name) all Store employees in Ribbon Cutting/Grand Opening Ceremonies.

Full-time Lobby Director for specified time (perhaps first 30 days) to educate customers on how to use the facility.

"Dry Run" period or "Mock Sales Day" very important so clerks can practice using their new equipment and any system "bugs" can be identified and worked out.

Important to have a "soft opening" and postpone notification to the community for at least two weeks. Once initial bugs are worked out, the media can be notified and an opening ceremony planned. The ceremony might be announced in the local paper and through invitations to local businesses. Dignitaries and others who have worked on the project from the Postal Service as well as local community leaders may also attend.

Consider pictorial cancellation/cachet the day of the grand opening

GENERAL
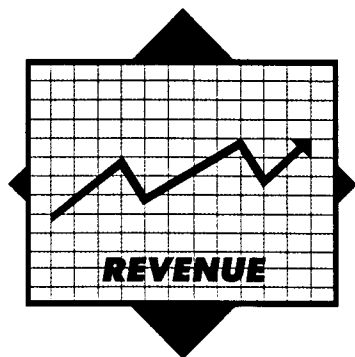
It can be helpful for clients and supervisors to establish weekly revenue goals. Supervisors can post actual sales to a chart each week.

Hold staff meetings each week to discuss new products, share ideas, or feedback on how we did last week.

Assure adequate custodial time to maintain the facility

Consider answering machine on customer telephone lines when Store is closed.

GLOSSARY OF STORE TERMS

Back-Office System -   Computer system to record inventory of stock received, shipped, sold, etc. Keeps a perpetual inventory.

Cash Wrap -   Sales counter in Postal Store.

**CCTV
(Closed Circuit TV) -**   Used for security in the Store of the Future. Videotapes customer and employee activity in Quickpost, Rent-A-Box, and Postal Store.

Duratrans -   Mylar backlit graphic advertising products and services on the parcel slide and menu board in a Store of the Future.

Gondola -   Two or eight-sided free-standing self-select display fixture used in the Postal Store

Gross Margin -   Difference between the selling price and the cost of goods sold.

**Gross Margin
Percentage -**   Gross margin divided by the selling price; purchase price minus cost of goods sold divided by the purchase price.

Kit of Parts -   Computer aided design system for stand-alone post offices from approximately 6,500 to 35,000 sq. ft.

Maxi Store -   Store of the Future of about 4,000 sq. ft. with 3 to 4 full service counters and a large Postal Store with 1 or 2 POS terminals.

Menu Board -	Lighted sign in Full Service area defining products and services, e.g., Certified, Registered.
Midi Store -	Store of the Future of about 2,000 sq. ft. with 2 to 3 full-service counters and a medium-sized Postal Store with 1 POS terminal.
Mini Store -	Store of the Future of about 1,200 sq. ft. with 1 full service counter and a small Postal Store with 1 POS terminal.
Open Display -	Self-select area of The Postal Store. Customers can touch and select merchandise from the wall.
POS - Point of Sale -	Gives clerks the ability to scan UPC (Universal Product Code) barcode to record actual sale through a cash register.
Postal Store -	The self-select area of the Store of the Future
Planogram -	Diagram of the stamps and product displays for the slatwall/self-select area of The Postal Store.
Quickpost -	Self-Service/Vending Area of the Store of the Future.
Rent-A-Box -	Post Office Box Section in Store of the Future.
Sales $ per sq. ft. -	Total sales divided by total sq. ft.
Security Grill -	Rolling screen to secure The Postal Store when it is closed to the public.
Shrinkwrap -	To wrap in tough clear plastic film that is then shrunk (as by heating) to form a tightly fitting package.

Slatwall -   Self-select display wall; plastic laminate covered wood with horizontal grooves used in the Postal Store.

SKU
(Stock Keeping Unit) -   A part of a UPC (Universal Product Code) denoting package quantity and accountable merchandise item number assigned by STAMPS inventory system.

"Soft" Opening -   Store opening with no public announcement

StorCAD/D -   A menu driven computer aided design and drafting (CAD/D) package containing all of the standard plans, elevations, details, specifications and engineering requirements needed to plan and create construction documents for a Store of the Future.

Store in a Box -   Premanufactured "mini" store for economical multiple purchases and fast on-site installation.

Turnover -   To receive and dispose of merchandise.

UPC (Universal
Product Code) -   Barcode applied to shrinkwrapped stamps and products sold in a Postal Store. The UPC number identifies quantity, item number, and cost of the item.

FEEDBACK

he Store of the Future program involves a process where the designs and other portions of the package will be continually refined. To improve the package we need your feedback. Please do not hesitate to notify us with any comments on how to improve the program or any portions of the Store of the Future package, including this Guide.

Please submit the enclosed form to:

Program Manager, Store of the Future
Office of Retail, USPS Headquarters
475 L'Enfant Plaza SW
Washington DC 20260-6732

Thank you for your assistance.

FEEDBACK FORM

Date _____   Store Size _____

Caller/Author _____   Project Name _____

Organization _____   Drawing No. _____

Branch _____   Module _____

Phone _____   User Manual Section _____

Category _____   Spec. Section _____

Comments

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