Industry Resource Guide – Shipping

Committed to Providing Excellent Customer Service

This guide is a tool to provide you with all of the information you need to navigate Postal Service resources. The Industry Resource Guide will be updated regularly and is available on line at PostalPro under the *Industry Forum* link**.**

Address Change Services (ACS) for IMpb (Intelligent Mail Package Barcode) – This allows parcel shippers that print the Intelligent Mail package barcode to receive an electronic address correction using that barcode. https://postalpro.usps.com/mailing-and-shipping-services/IMpb-ACS email acs@usps.gov

All Things Postal - located on *PostalPro* http://postalpro.usps.com/

Areas Inspiring Mail (AIM) Focus Groups - The AIM Focus Groups serve as a vehicle of communications between customers and the Postal Service advocating issues and supporting the needs of the Mailing and Shipping industries.

> **Areas Inspiring Mail Calendar** - https://postalpro.usps.gov/AreasInspiringMailing/Calendar
> **Co-chairs and Coordinators:** http://postalpro.usps.com/node/637

Automated Package Verification (APV) System - The primary purpose of the APV System is to support recovery of postage discrepancies in an automated process. After calculating the postage adjustment, the system will submit a file to Vendors with data to support postage adjustment. Vendors will pay or collect the adjustment amount and enable customers to dispute postage adjustments. The newly built system will maintain records of all items related to postage adjustments and disputes. https://postalpro.usps.com/shipping/automated-package-verification-system

Business Customer Gateway - The Business Customer Gateway provides a single entry point for Postal Service® online business services. https://gateway.usps.com/eAdmin/view/signin

Business Mail Acceptance - **Assistance and Escalation (in order)**

> **Business Mail Entry Managers** - https://ribbs.usps.gov/locators/find-bme.cfm
> **District Marketing Managers Directory -** http://postalpro.usps.com/node/1624
> **Area Marketing Managers Directory -** https://postalpro.usps.com/node/1625

Business Mailer/Major Mail Support - Detached Mail Units; Mailer Scorecard; Special Postage Payment Systems. http://postalpro.usps.com/node/1086

> **Special Postage Payment System Refunds -** The process for Manifest Mailing System (MMS), Optional Procedure Mailing System (OPMS), and Alternate Mailing System (AMS) only. All others refer to the Business Mail Entry Manager. https://postalpro.usps.com/node/384

Business Service Network Locator - The BSN offers qualifying business mailers personalized service and help with unique mailing needs. https://ribbs.usps.gov/locators/find-bsn.cfm

Centralized Accounts Processing System (CAPS) – email ssmctas@usps.gov

Certifications – The United States Postal Service® in cooperation with the shipping industry developed certification programs to evaluate the accuracy of software and equipment offered by Vendors and Licensees that provide shipping related services to customers.

> **Certification Programs**
> **eVS Certification -** https://postalpro.usps.com/node/1325
>
> **Barcode Certifications**
> **USPS Tracking** - https://postalpro.usps.com/certifications/delivery-confirmation-electronic-services-certification

DMM Advisory - Pricing & Classification DMM Advisory message board to keep postal customers informed of changes to mailing standards, services, and prices. http://pe.usps.com/dmmadvisory/index

Domestic Mail Manual - Mailing standards for the United States Postal Service (policy and procedures). http://pe.usps.gov/text/dmm300/dmm300_landing.htm

Drop-shipped and/or Plant Verified Drop Shipment (PVDS) - The Drop Shipment Management System (DSMS) program allows authorized users to streamline the Plant-Verified Drop Shipment (PVDS) process through consolidating PVDS documentation from multiple jobs and mailing location in electronic files. https://postalpro.usps.com/operations/dsms

Electronic Verification System (eVS) - eVS integrates with other systems and business processes for data collection and performance measurement, eVS makes it easy for customers to prepare and induct parcel mailings, streamlining their internal business processes as well as those with the Postal Service. https://postalpro.usps.com/shipping/evs

> **Electronic Verification System (eVS®) Business and Technical Guide** - https://postalpro.usps.com/pub205

Enterprise Payment System - The new Enterprise Payment System (EPS) replaces the current product-centric payment with a centralized account processing system enabling customers to pay and manage their service online using a single account. https://postalpro.usps.com/EPS

Facility Access and Shipment Tracking (FAST) - The Facility Access and Shipment Tracking (FAST) system allows mailers to provide advance notification of drop shipment and Origin Entered mailings into postal facilities. FAST provides Mail Owners, Mail Preparers, and Schedulers enhanced visibility of their scheduled mailings at each facility.
https://postalpro.usps.com/operations/fast

>**FAST Appointments -** https://fast.usps.gov/fast/
>**FAST Help Desk -** 800-877-7435 (800-USPS-HELP) or email fast@usps.gov

Federal Register Notices – In brief, the Federal Register is the official daily publication for rules, proposed rules, and notices of Federal agencies and organizations.

>**Entire FRN collection** - https://www.gpo.gov/fdsys/browse/collection.action?collectionCode=FR
>**Federal Register Notices (USPS only)** - https://www.federalregister.gov/agencies/postal-service

IMpb Quick Guide - eVS Certification - https://postalpro.usps.com/node/786

IMpb Fact Sheet – The IMpb or unique tracking barcode is required for all parcels shipped through the Postal Service. The Intelligent Mail Package Barcode is a class-specific barcode for virtually every product and combination of extra services available to retail and commercial customers across all payment channels. The IMpb and associated electronic files satisfy a wide range of data and product requirements for businesses, consumers, and the Postal Service through the comprehensive information they contain.
https://postalpro.usps.com/shipping/impb/impbfactsheet

Industry Alert Resources – To inform industry stakeholders about important information regarding USPS webinars, promotions, products, and other news

>**Provide feedback** - IndustryFeedback@usps.gov
>**Subscribe to Industry Alert** - IndustryAlert@usps.gov

Industry Work Group (IWG) – is a venue for the United States Postal Service to share regulatory information, discuss initiatives that affect the meter and PC Postage industry, and receive advice and feedback from members of that industry. It is typically held twice a year at USPS headquarters with representatives of the meter and PC Postage industry in attendance.

International Links

>**International Mail Service Disruptions –** International Mail Service disruptions, Custom Forms.
>http://about.usps.com/news/service-alerts/welcome.htm
>**International Mail Manual -** This manual sets forth the conditions and procedures for the preparation and treatment of mail sent from the United States to other countries and the treatment of mail received from other countries. http://pe.usps.com/text/imm/welcome.htm
>**International Mailers Advisory Group (IMAG) -** The core mission is to address barriers to the efficient flow of information and goods across borders for companies utilizing postal services.
>http://www.internationalmailers.net/

Label Certification – https://postalpro.usps.com/storages/2017-08/786_QuickGuidetoIMpbCert.pdf

Mail Transport Equipment Ordering - The Mail Transport Equipment Ordering System (MTEOR) provides a fast, reliable, and convenient place for Mailers to request mail transport equipment (MTE) directly from a Postal Plant or a MTESC.
https://postalpro.usps.com/operations/mteor

Mailers' Technical Advisory Committee (MTAC) - is a venue for the United States Postal Service to share technical information with mailers, and to receive their advice and recommendations on matters concerning mail-related products and services.
http://postalpro.usps.com/mtac

> **MTAC Upcoming Meeting Details** - http://postalpro.usps.com/node/1690
> **MTAC Meeting Notes and Presentations** - http://postalpro.usps.com/mtac#section-4
> **MTAC Open Session and Focus Information** - http://postalpro.usps.com/mtac#section-1
> **MTAC User Group-Work Group and Task Team Leaders Roster** -
> http://postalpro.usps.com/mtac#section-5

National Postal Forum - Tradeshow and conference featuring latest USPS products, services, and information. http://www.npf.org/

Postal Customer Council (PCC) - Local network consisting of Industry and Postal participants focused on support and communication pertaining to the mailing industry.
http://postalpro.usps.com/pcc

> **PCC Insider** - Latest newsletters are located on the main page.
> **Email PCC feedback** - PCCfeedback@usps.gov
> **PCC Workshops-in-a-Box** - http://postalpro.usps.com/pcc#section-3

Postal Explorer - Contains the standards for Nonprofit, Domestic Mail, International Mail, hazardous, restricted and perishable mail, also includes Labeling lists, and Notice 123.
http://pe.usps.com/

Postal Bulletin *Updates to Policy and Procedures* - http://about.usps.com/postal-bulletin/welcome.htm

Press Releases

> **Postal Regulatory Commission** - http://www.prc.gov/press-releases
> **United States Postal Service Newsroom** - http://about.usps.com/news/welcome.htm

Service Alerts - Latest information on USPS operations impacted by weather-related or other natural disasters or events. http://about.usps.com/news/service-alerts/welcome.htm
USPS Tracking - https://tools.usps.com/go/TrackConfirmAction_input

USPS educational and informational series - https://postalpro.usps.com/industry-events/webinars-and-presentations

USPS website - For more information on Mail & Shipping, Tracking and Managing, Postal Store, Business and International resources. https://www.usps.com/