Welcome to the June 2018

Mail Spoken Here

The electronic newsletter from the Industry Engagement & Outreach team summarizing recent USPS news and developments

Introducing the newly renovated Portland, OR P&DC

Here's a glance at the First Enhanced Package Processing System (EPPS) – similar to the APPS but with components that are much larger – it will process 25,000 packages per hour to 442 outputs.

Below are images of some of the other processing machines the new P&DC houses - the Advanced Facer Canceler System 200 (AFCS), Letter Mail Sorting machines (LMS), Delivery

Barcode Sorters,
Combined Input-output Subsystem, Delivery Barcode Sorter with Optical Character Reader, Input-output Subsystem and more.

The new Portland facility opened for processing and drop shipments on June 16.

Note: The Old Portland-970 and Mount Hood – 9722D will close and all mail will be processed at the new Portland facility - Mailers/shippers were strongly encouraged to begin dropping at the new Portland facility on June 16.

Custom redirections will allow mailers to drop at the new facility and the permanent change will take effect July 1, with a 30 day grace period.

Areas Inspiring Mail

The US Postal Service supports a forum in which to meet with members of the Mailing industry to discuss and seek solutions for service issues, share information and ideas, and provide opportunities to interface with industry and postal management.
Areas Inspiring Mail serves as a vehicle of communications between customers and the US Postal Service advocating issues and supporting the needs of the industry.

Here is the AIM calendar with dates, locations and contacts for the rest of 2018:

Dates	Area & Location	Contact
June 28, 2018	Cap Metro Area Meeting Charlotte, NC	Brian Corley (202) 636-1435
July 26, 2018	Western Area Meeting Minneapolis, MN	Debbie Stoops (303) 313-5438
August 8, 2018	Pacific Area Meeting Los Angeles, CA	Mohoa Ha (858) 674-3173
August 14, 2018	Southern Area Meeting Dallas, Texas	Torie Miles (214) 267-3147
August 16, 2018	Great Lakes Area Meeting Carol Stream, IL	Patty Tyc (630) 539-4786
November 1, 2018	Eastern Area Meeting Cleveland, OH	Shari Myers (412) 494-2109
November 14, 2018	Northeast Area Meeting New York, NY	Leonard Rooke (860) 285-7391

Reducing Return to Sender and Undeliverable As Addressed (UAA) Items for No-Fee (Group E) Post Office Box Addresses

The Postal Service™ has our customers back when it comes to ensuring packages with undeliverable physical street addresses, are successfully delivered to the actual No-Fee (Group E) Post Office address, instead of being returned to sender. Packages being sent to these undeliverable physical street addresses usually occur when the Group E customer orders items through merchants that exclude delivery to Post Office Box addresses. This inconvenience delays delivery of merchandise to No-Fee (Group E) POB customers and causes frustration and cost to both the USPS™ and our customers.

Effective June 30, 2018, the Postal Service will begin leveraging data that maps undeliverable physical street addresses to the corresponding No-Fee (Group E) PO Box. This data will be used to affect delivery of those items improperly addressed to the undeliverable physical street address to the actual No-Fee (Group E) POB address.

The initiative is expected to improve service performance and customer satisfaction, and reduce undeliverable as addressed (UAA) volumes.

Postal Service Releases the 2017 Household Diary Study

In June, the US Postal Service released the 2017 Household Diary Study (HDS). The HDS, which the US Postal Service has produced annually since 1987, examines how households use the Postal Service, and how usage of USPS by households varies according to demographic and other variables. The HDS

examines mail by the markets it serves. The survey collects household information on:

- Volumes of mail sent and received
- Demographics
- Attitudes toward mail and advertising
- Bill payment behavior
- Use of the Internet and other information technologies.

This data is used for market research, forecasting, and strategic planning within the US Postal Service. The survey design cuts across classes, but provides a foundation for understanding mail flows and the marketplace changes that affect them. In 2017, U.S. households received 118.4 billion pieces of mail, and sent 8.5 billion pieces.

The report in its entirety, including an executive summary can be found here.

Insightful Postal Customer Council (PCC) Information
NATIONAL PCC WEEK 2018 PLANNING TIPS

National PCC Week is one of the larger annual events, especially for those PCCs that serve as hosts. Some PCCs sponsor a full day, half-day or luncheon event during the week. It is a great opportunity to acknowledge how the industry has grown over the past year and to recognize outstanding contributions from PCCs across the nation. Some PCCs opt to include vendor tradeshows or educational seminars during the week. A major highlight will be the video message from Postmaster General, and guest speaker Megan J. Brennan to PCCs nationwide.

Here are tips for hosting your National PCC Week event:

1. Once your date, time and location are selected, mail a "save the date" postcard to members so they can plan ahead. This should be done at least 10 weeks in advance.
2. This year's PCC Week theme is "Informed Customers — Customer Experience Delivered," which continues the theme from the National Postal Forum (NPF) held in May.
3. Promote the event to all members and to your local business community. Use direct mail, email blasts, flyers and your social media accounts.
4. Provide the USPS Sales teams and your Business Mail Entry Units with materials to share with customers.
5. Feel free to reach out to your PCCAC Communications and Marketing Committees, which can offer tips and best practices on communicating with members and promoting events.

ACADEMIC OUTREACH AND THE PCC PARTNERSHIP

USPS made a presentation on its academic outreach program at NPF in May. Two universities showcased the results of student classes on direct mail and integrated marketing campaigns. Clemson University Graphic Communication students designed a campaign using direct mail, social media and websites. The students received training that helped them develop and execute complete campaigns. The results were judged by industry experts who provided well-rounded feedback.

Bentley University involved its Marketing Communication and Graphic Communication students in courses that covered:

- Understanding direct marketing
- Creating an impactful and measurable campaign
- Integrating mail with digital technologies and data management
- Personalized and variable messaging
- Innovative direct mail techniques and neuro-marketing
- Direct mail attribution

The students and professors from both schools were part of a panel discussion. The students' impressions are summarized:

- Most students didn't really give any thought to mail prior to this class. They were amazed how cool and effective direct mail is — much more so than other marketing vehicles.

- They were excited about direct mail as part of an integrated marketing program.

- They felt that their course work would help them obtain internships and jobs in the direct mail industry.

Some of our industry's future talent is emerging from the academic world and our PCC network is a connection to this future. The PCC community can provide subject matter experts for course modules. The university can facilitate recruiting for internships and employees.

International mail delivery 101 Upcoming webinar

We are pleased to announce a webinar Wednesday, July 11, at 2 p.m. EDT titled International Mail Delivery 101 for Mail and Parcels. Our two hosts are subject matter experts Julie Aitken, National Account Manager, IMEX Global Solutions; and Gary Schneider, Senior Executive, USPS International Consolidator Sales. Look for your invite in PCC Alert, or if you do not currently receive the PCC Alert you can send a request to PCC@USPS.gov.

PCC Boot Camp 2.0 schedule

PCC Boot Camp 2.0 is heading to an area near you. Please plan to attend one of the boot camps this year if you haven't already. They are receiving rave reviews and are open for everyone to attend free of charge. We encourage both Industry and USPS members to attend to further their PCC knowledge. The schedule for the next several months is listed below. The entire schedule is available on PostalPro at: *postalpro.usps.com/node/4986*.

Coming to locations near you:

- Baltimore, MD – Wednesday, July 18
- New York, NY – Tuesday, Aug. 14
- Carol Stream, IL – Wednesday, Aug. 15
- Richmond, VA – Thursday, Aug. 30
- Jacksonville, FL – Friday, Oct. 12
- Atlanta, GA – Tuesday, Oct. 30
- Boston, MA, Tuesday, Nov. 7
- Portland, OR – Thursday, Nov. 8

- Philadelphia, PA – Wednesday, Nov. 14

For additional information, contact *pcc@usps.gov* with "PCC Boot Camp" in the subject line.

National Postal Forum (NPF) 2019

We live in a high-tech world. The NPF is the ideal way to stay in sync with all the advances and trends that affect the rapidly progressing and changing mailing and shipping industry.

The NPF is the premier mailing and shipping conference that works directly with the US Postal Service to provide the most comprehensive educational and networking platform for meeting the needs of the industry. Offering 130+ educational workshops, providing US Postal Service Officer-led sessions and being the largest mailing and shipping industry trade show, the NPF is the ideal opportunity for the industry professional to learn, collaborate and grow their business.

This is also the only event that brings together all senior level US Postal Service executives, leaders of the mailing and shipping industry, as well as major industry supplier and shipping partners. You can't afford to miss this opportunity.
For information please visit NPF.org.

We'll see you at:
The **Indianapolis Convention Center**
100 South Capitol Avenue
Indianapolis, IN 46225
From: **Sunday, May 5 to Wednesday, May 8, 2019**

Enterprise Payment System (EPS) Important Info and FAQs
New payment accounts must be established in EPS by Sept 1, 2018
CAPS to retire April 1, 2019

The Enterprise Payment System (EPS) allows customers to pay for products and services through an Enterprise Payment Account (EPA) funded as an Automated Clearing House (ACH) Debit or Trust Account. Some great features are:

- Self-Service Customer Service
- Enhanced Security
- Pay online using a single account

And more. Funding permits has become so much easier with EPS. Enroll today.

PostalOne! Customer Care:
- Assistance with the EPS set-up process
- Assistance with password reset, system logon, and site administrator roles

Call: 1-800-522-9085 or email: Postalone@usps.gov

You can also refer to the helpful 21 page FAQ document by going to: https://postalpro.usps.com/EPS/FAQs

REMINDERS

USPS to Retire the Centralized Accounting Processing System (CAPS) – Effective April 1, 2019

The US Postal Service has launched a new payment processing platform called Enterprise Payment System (EPS). EPS supports multiple payment options, including mobile check deposit, offers more reporting features, and allows customers to manage multiple US Postal Service business functions under one account.

Eligible Products and Services include First-Class Mail®, Letters, Cards, and Flats, Priority Mail, First-Class Package Service, USPS Marketing Mail™, Letters, Flats, and Parcels, Parcel Select®, Media Mail®, Library Mail, Bound Printed Matter, Periodicals, International Products, Business Reply Mail (BRM), and Every Door Direct Mail (EDDM®), submitted via hard copy, eDoc (Mail.dat/Mail.XML), Postal Wizard or the Intelligent Mail® small business (IMsb) Tool, PO Box, Caller & Reserve Services (EPOBOL), and Address Quality Products (AEC, AECII and ACS™).

Products not currently supported include Electronic Verification System (eVS®), Parcel Return Service (PRS), PC Postage®, Scan Based Payment (SBP), Merchandise Return Service (MRS), Official Mail Accounting System (OMAS), Premium Forwarding Service Commercial (PFSC™), Share Mail®, and Intelligent Mail barcode Accounting (IMbA). Customers utilizing these products will continue to be supported through CAPS.

Effective September 1, 2018, new payment accounts must be established through EPS. Effective April 1, 2019, eligible CAPS accounts must be migrated to EPS, although customers are encouraged to migrate sooner.

For more information:
- Visit PostalPro Enterprise Payment System Page: https://postalpro.usps.com/eps
- For more EPS benefits and how to create an EPS account review the Enterprise Payment System Account Creation Fact Sheet: https://postalpro.usps.com/EPS/MigrationFactSheet

To sign-up today contact:
- Your local Business Mail Entry Unit (BMEU): https://ribbs.usps.gov/locators/find-bme.cfm
- *PostalOne!* Helpdesk
  - Call: 1-800-522-9085
  - Email: Postalone@usps.gov

Mail Entry and Business Mailer Support is hosting a series of informational sessions on EPS and the migration process
Every Tuesday 1:00 PM - 2:00 PM (EST)

Since this meeting was originally published, the WebEx link has changed. The new series information is:

- WebEx:
  https://uspsmeetings.webex.com/uspsmeetings/j.php?MTID=mb2fa637535b3d99a3c91879db494ff8f
- Call-in toll-free number (US): 1-855-860-7461
  - Conference Code: 358 251 5082

If you cannot join using the direct link above, please use the alternate logins below:

Alternate URL: https://usps.webex.com

Event Number: 740 320 567

Move Update (Webinars Every Wednesday):
Every Wednesday 3:00 PM – 4:00 PM (EST)

The US Postal Service is changing the method for measuring compliance for meeting the Move Update requirement to a Census based approach. Move Update is moving to an Automated Assessment Process that began with April 2018 assessments. The US Postal Service measures compliance at an individual mailing level using a MERLIN machine. In the future, the US Postal Service will use scans from Mail Processing Equipment to determine addresses for First-Class and USPS Marketing Mail, letters and flats, have been updated within 95 days of the mailing date, and compliance will be measured across a calendar month. This new process will result in several benefits including enhanced mailing visibility and improved mail quality metrics over all mailings within a calendar month, rather than sampling at an individual mailing level. Results of this census verification are displayed on the Electronic Verification tab of the Mailer Scorecard.

Testing of the data has been completed by an Industry task team and the reports have been declared ready for use. Mailers should begin reviewing the results to ensure compliance with the Move Update standards are met.

Business Mailer Support is hosting weekly Move Update calls for mailers who have questions or want additional information. Again, the webinars will be held at 3:00 PM Eastern each Wednesday and will continue beyond the February 2018 implementation date.

ATTENDEE INFORMATION
Toll-Free Attendee Dial-In: 1-855-860-7461
Call-in number: 1-678-317-2063
Conference Code: 563 772 2130

Attendee Direct URL:
https://uspsmeetings.webex.com/uspsmeetings/j.php?MTID=m83f589e9e33af65aaf951ac514b79511

Federal Register Notices:

Published in the *Federal Register* June 15, 2018

Production or Disclosure of Material or Information (Doc # 2018-12858)

AGENCY: Postal Service.

ACTION: Proposed Rule

SUMMARY:

The Postal Service proposes to amend its Freedom of Information Act (FOIA) and Privacy Act regulations. These changes would improve clarity, make technical corrections, and create a definition of "information of a commercial nature" as it pertains to the Postal Reorganization Act's provisions concerning disclosure of information under the Freedom of Information Act.

DATES: Comments must be received on or before July 16, 2018.

FOR FURTHER INFORMATION CONTACT: Ruth B. Stevenson, Attorney, Federal Compliance, *ruth.b.stevenson@usps.gov*, 202-268-6627.

SUPPLEMENTARY INFORMATION:

The Postal Service proposes to amend 39 CFR part 265 to make technical corrections to conform to the FOIA and to establish a definition of information of a commercial nature. The amendments to Sections 265.1 and 265.3 correct citations. The amendment to Section 265.6 adds paragraph (e)(2) so as to conform to the FOIA Improvement Act of 2016. (130 Stat.544). The amendment to Section 265.9 eliminates an internal cross reference to the CFR by stating the dollar amount to be charged by Postal Service personnel when reviewing records in response to a FOIA request. The amendments to Section 265.14 establish a definition of "information of a commercial nature" to comply with applicable case law and to provide examples of the type of information that may be commercial in nature. Section 265.14 is further amended to clarify that the Postal Service will release change of address information submitted by a business. It is further amended to limit the disclosure of change of address information submitted by domestic violence shelters. Finally, the Postal Service proposes to amend 39 CFR part 266 to conform with Privacy Act provisions pertaining to disclosure of information and to define a court of competent jurisdiction.

Published in the *Federal Register* May 15, 2018

International Product Change-Global Plus 4 (Doc # 2018-10635)

AGENCY: Postal Service.

Action: Notice

Summary:

The Postal Service gives notice of filing a request with the Postal Regulatory Commission to add the Global Plus 4 product to the Competitive Products List.

DATES: Date of notice: May 18, 2018

FOR FURTHER INFORMATION CONTACT: Kyle R. Coppin, 202-268-2368

SUPPLEMENTARY INFORMATION:

The United States Postal Service® hereby gives notice that, pursuant to 39 U.S.C. 3642, on May 10, 2018, it filed with the Postal Regulatory Commission a Request of the United States Postal Service to add Global Plus 4 to the Competitive Products List. Documents are available at *www.prc.gov*, Docket Nos. MC2018-150 and CP2018-216.

Ruth B. Stevenson, Attorney, Federal Compliance.

Negotiated Service Agreements:

Product Changes-**Priority Mail Express, Priority Mail and First-Class Package Service** *Negotiated Service Agreements*: Posted 5/23/18 (Doc # 2018-10985), Posted 6/18/18 (Doc # 2018-12959), Posted 6/20/18 (Doc # 2018-13186)

Product Changes-**Priority Mail Express and Priority Mail** *Negotiated Service Agreements*: Posted 6/14/18 (Doc # 2018-12747), Posted 6/18/18 (Doc # 2018-12954), Posted 6/18/18 (Doc # 2018-12955)

Product Changes-**Priority Mail Express** *Negotiated Service Agreements*: Posted 6/7/18 (Doc #2018-12252), Posted 6/25/18 (Doc #2018-13479)

Product Changes-**Priority Mail** *Negotiated Service Agreements*: Posted 5/31/18 (Doc# 2018-11726), Posted 5/31/18 (Doc# 2018-11727), Posted 6/7/18 (Doc #2018-12253), Posted 6/7/18 (Doc # 2018-12254), Posted 6/7/18 (Doc # 2018-12255), Posted 6/14/18 (Doc # 2018-12743), Posted 6/14/18 (Doc # 2018-12744), Posted 6/14/18 (Doc # 2018-12745), Posted 6/14/18 (Doc # 2018-12746), Posted 6/18/18 (Doc # 2018-12956), Posted 6/18/18 (Doc # 2018-12957), Posted 6/18/18 (Doc # 2018-12958), Posted 6/20/18 (Doc # 2018-13182), Posted 6/20/18 (Doc # 2018-13183), Posted 6/20/18 (Doc # 2018-13184),   Posted 6/25/18 (Doc #2018-13480), Posted 6/25/18 (Doc #2018-13481), Posted 6/26/18 (Doc #2018-13702), Posted 6/26/18 (Doc #2018-13703)

Product Changes-**Priority Mail and First-Class Package Service** *Negotiated Service Agreement*: Posted 6/20/18 (Doc # 2018-13180), Posted 6/20/18 (Doc # 2018-13181)

Product Changes-**First-Class Package Service** *Negotiated Service Agreement*: Posted 5/24/18 (Doc # 2018-11119), Posted 6/18/18 (Doc # 2018-12960)

Product Changes-**Parcel Select** *Negotiated Service Agreement*: Posted 6/20/18 (Doc # 2018-13185)

Postal Bulletins:
Postal Bulletin *22496* **dated 6/21/18**

https://about.usps.com/postal-bulletin/2018/pb22496/pb22496.pdf

ASM Revision: Use of Signature Devices and Digital Signature Technology
DMM Revision: Invalid Postage
Publication 223 Revision: Directive and Forms Update
Publication 52 Revision: Change to Minimum Purchasing Age for Mailing of Cigarettes and Smokeless Tobacco Products
Publication 431 Revision: Changes to Post Office Box Service and Caller Service Fee Groups

Postal Bulletin *22495* **dated 6/7/18**

https://about.usps.com/postal-bulletin/2018/pb22495/pb22495.pdf

DMM Revision: Laminated Card-Type Letter and Postcard
IMM Revision: Individual Country Listing for Turkey
IMM Revision: Individual Country Listing for South Africa

IMM Revision: Individual Country Listing for Columbia
IMM Revision: Individual Country Listing for Kazakhstan
Handbook EL-801 Revision: First-Aid Kits
Publication 431 Revision: Changes to Post Office Box Service and Caller Service Fee Groups

Postal Bulletin *22494* dated 5/24/18

https://about.usps.com/postal-bulletin/2018/pb22494/pb22494.pdf

Handbook AS-353 Revision: Appendix – Privacy Act System of Records
Revised Poster: 702 is Now Available
Forms: Revised PS Form 2489 is Now Available

Postal Bulletin *22493* dated 5/10/18

https://about.usps.com/postal-bulletin/2018/pb22493/pb22493.pdf

DMM Revision: Combined Mailing Options for Periodicals and Bound Printed Matter Flat-Sized Pieces
DMM Revision: Refunds of Postage and Fees
Revised Poster: 702 is now available
Publication 431 Revision: Changes to Post Office Box Service and Caller Service Fee Groups

Postal Bulletin *22492* dated 4/26/18

https://about.usps.com/postal-bulletin/2018/pb22492/pb22492.pdf

ELM Revision: Leave
POM Revision: Modes of Delivery
Publication 431 Revision: Changes to Post Office Box Service and Caller Service Fee Groups

Additional Resources:

FRN: Federal Register Notices
PB: Postal Bulletin
PE: Postal Explorer is a mailer's resource for all information contained in the Domestic Mail Manual
(DMM), International Mail Manual (IMM), Publication 52, *Hazardous, Restricted, and Perishable Mail.*
PostalPro: PostalPro is a mailer's resource for other information (i.e., Mailing and Shipping, Operations, Industry Forum, Certifications, Resources). This site will replace RIBBS.