

United States Postal Service®

INDUSTRYALERT

Welcome to the July 2018

Mail Spoken Here

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

The Postmaster General's Mailers' Technical Advisory Committee (MTAC)

MTAC is a venue for the Postal Service to share technical information with mailers, and to receive their advice and recommendations on matters concerning mail-related products and services, in order to enhance customer value and expand the use of these products and services for the mutual benefit of Mailing Industry stakeholders and the Postal Service.

The MTAC Open Session, Reception, MTAC Membership meetings and Focus Group discussions are held at the Postal Service's national headquarters at 475 L'Enfant Plaza SW, Washington, D.C. 20260-0004.

In order to participate in MTAC, you must be a member; however, membership is not required to attend the Open Session or to participate in User Groups.

User Groups

User Groups serve as an ongoing forum for the Postal Service and users of a particular postal product or process. The User Group facilitates communications, helps to define and review improvements in functionality, and addresses/works to resolve issues pertaining to the particular product or process. A User Group is ongoing for as long as the particular postal product or process and its users may benefit from it. User Group participants are users of the product/process, related industry suppliers, and appropriate Postal Service managers.

If any of the below listed groups appeal to you, please send an email to MTAC@usps.gov and we can add you to that groups' discussion.

When we all work collectively together, there are no limits to what can be achieved.

User Groups	Title	Mission Statement	User Group Leaders	Meeting schedule
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<p>UG 2</p>	<p>eVS/Product Tracking System</p>	<p>The mission of the eVS/Product Tracking System (PTS) User Group will be to address and resolve issues in functionality across the eVS and Product Tracking System (PTS). The User Group will create ad hoc subgroups to address specific issues as necessary.</p>	<p>Leaders: John Medeiros (Industry); Vicki Bosch and Juliaann Hess (USPS)</p>	<p>Monthly 2nd Thursday 3:30-4:30pm</p>
<p>UG 3</p>	<p>FAST & eInduction</p>	<p>The mission of the FAST User Group is to define and review improvements in functionality across the FAST and eInduction systems. The User Group will recommend MTAC Workgroups to address specific issues as necessary.</p>	<p>Leaders: Michele Zalewski and Tom Glassman (Industry); Lance Bell and Christian Rivera (USPS)</p>	<p>Monthly 2nd wk of month Wednesday 3-4pm</p>
<p>UG 4</p>	<p>Informed Visibility</p>	<p>The purpose of this meeting is to provide an ongoing forum to facilitate communications between the USPS and the mailing industry on Mail Visibility and Informed Visibility, and to define and review improvements in process/production functionality and to address and resolve issues.</p>	<p>Leaders: Dave Lewis and Judy Kalus (Industry); Steve Dearing and Blaise Steel(USPS), Kevin Bray leads meetings</p>	<p>Bi-Weekly Wednesday 12:30-1:30p</p>

UG 5	Addressing	<p>The mission of the Addressing and Business Strategy User Group will be the pursuit of excellence in Addressing and application of address information in mailers Business Strategy - resulting from improved education and the ability to collectively discuss, propose, and evaluate the costs and benefits of current and future address processes and technology. Support 3 Cs (Correct/Complete/Current) and define and share Best Practices. The User Group will propose MTAC workgroups to resolve any specific industry or Postal Service issues, when necessary. In addition, subgroups may be established to investigate, discuss, and resolve unique issues, as necessary.</p>	<p>Leaders: Adam Collinson (Industry); Kai Fisher(USPS)</p>	<p>Bi-Weekly Wednesdays 1:30-2:30p</p>
UG 8	USPS Promotions	<p>The Industry and the USPS will work together to create and discuss new promotion ideas to enhance the value of mail. In addition, this team will work through the implementation of approved Promotions including (but not limited to); industry software requirements, USPS system and business requirements, documentation requirements, communication of issues and resolution with mailers, and industry education.</p>	<p>Leaders: Steve Colella (Industry); Krista Becker</p>	<p>Monthly 1st Tuesday 1:00-2:00p</p>
UG 9	Label Lists	<p>Collaborate to create and discuss the efficient communication, deployment, and accuracy of USPS presort reference data. Creating visibility into any issues around this presort reference data distribution and usage will lead to recommendations for improvements.</p>	<p>Leaders :Shawn Baldwin and Larry Garrett (Industry); Richard Jewell and Bessie Sharp (USPS)</p>	<p>Monthly 2nd Thursday 2:00-3:00p</p>

UG 11	Mailing Systems & Acceptance	This ongoing User Group will address issues related to USPS mailing systems which include PostalOne!, eInduction, Seamless Acceptance, and Payment Modernization. The purview of this User Group will also include the review of improvements, updates, changes, and issue related to mail acceptance, mail quality thresholds and automated invoicing. The User Group will create ad hoc subgroups to address specific issues as necessary.	Leaders: James Duffy, Melissa Scheidler (USPS); Monica Lundquist, Steve Krejcik (industry)	Bi-Weekly Thursday 10:00-11:00a
UG 12	Informed Delivery	This MTAC User Group will be the venue for the United States Postal Service to share technical information with mailers, and to receive advice and recommendations from mailers on matters concerning Informed Delivery. In addition, the value added would be to enhance customer value and expand the use of Informed Delivery for the mutual benefit of the Mailing Industry, the Postal Service, and consumers (end-users).	Leaders: Bob Dixon, Carrie Bornitz (USPS); Leanne Herman (industry)	Bi-Weekly Tuesday 11:00-12:00
UG 13	Operational Optimization	The mission of this new User Group has its' origins going all the way back to Work Group 11 (Presort Optimization Work Group) which ran for 6 years, eventually ending 2003. MTAC needs a forum where industry and the Postal Service are able to jointly address and prioritize new mail preparation ideas. It remains critically important for Industry and the USPS to identify opportunities that have the potential to positively impact lowest combined costs and operational efficiencies. The focus of this User Group will be to flesh out and vet existing ideas that still remain from the Mail Prep and Entry Steering Committee (which was created after the conclusion of Work Group 11) along with continually generating new ideas to be vetted based on technological and operational advancements. This user group will address the integrated information needs and technical demands on both the USPS and Industry Supply chain upon implementing these prioritized mail preparation changes. All product shapes and classes will be addressed with the guidance of the newly formed Product Management Group.	Leaders: Jay Smith, Elke Reuning-Elliott, Lisa Adams (USPS); Susan Pinter, Brian Bowers, Roger Franco(industry)	Weekly Tuesday 12 - 1 pm

Hawaii to conduct elections by mail

Hawaii is on its way to becoming the fourth state in the nation to conduct all elections by mail, beginning in two years.

Colorado, Oregon and Washington are the other states that hold all elections by mail. “Hawaii is taking action to improve voter participation in the political process and stimulating our democracy by ensuring all voices have equal opportunity to be heard,” Corie Tanida, executive director of Common Cause Hawaii, a nonpartisan organization, said in a [statement](#).

Hawaii Gov. David Ige signed legislation this month to switch to a universal vote-by-mail election system, a process that will start with a pilot program during the 2020 elections.

Studies show that [allowing people to vote by mail](#) boosts turnout, especially during lower-profile elections. The Postal Service works with election officials across the nation — including secretaries of state, county election directors and others — to ensure Election Mail and Political Mail requirements are met each year.



Dates: September 24 – 28, 2018

Theme: Informed Customers: Customer Experience Delivered

National PCC Week 2018 is rapidly approaching and we are confident each PCC event will be a huge success! If you haven't done so already, please start promoting your events now, including the names of your keynote speakers, to maximize attendance. Some of the HQ speakers' key agenda items will include:

- Ø PMG video message
- Ø Informed Visibility Platform
- Ø Informed Delivery
- Ø Academic Outreach – PCC Community Involvement

In the weeks to come, you will be receiving important *National PCC Week* information. *Stay tuned!*

Video highlights business site

The Postal Service highlights one of its sites for business customers in “How USPSDelivers.com Helps Business Grow,” a new [video](#) on YouTube.

The 1-minute, 50-second segment uses quick cut editing and animation to provide an overview of [the site](#)'s selection of how-to videos, interviews with industry experts, industry research, infographics, interactive tools and more.

The video is one of several new segments from USPS. Other offerings include [“Informed Delivery Amplifies Mail Reach,”](#) [“Reimagine What Mail Can Do,”](#) [“Informed Visibility Delivers Data,”](#) [“Deliver a Seamless Customer Experience,”](#) [“Put the Network to Work”](#) and [“The Eagle Always Faces Forward.”](#)

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:

<i>Dates</i>	<i>Area & Location</i>	<i>Contact</i>
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 2109	Shari Myers (412) 494-
November 14, 2018	Northeast Area Meeting New York, NY	Leonard Rooke (860) 285-7391

IMpb Quality Metrics Deep Dive Address Quality – Part 2

The second call in our series will be held via Intercall on Tuesday August 7, 2018

The Intelligent Mail® Package Barcode (IM®pb) is the critical bridge between physical packages and digital information required to enable world class service, tracking and features for our package products.

Date/Time: 8/7/18 – 13:00 (ET)

Duration: 60 Minutes

Toll-Free Attendee Dial In: 844-480-7651

Conference ID: 3188405

Attendee Direct

URL: <https://usps.webex.com/usps/onstage/g.php?MTID=ed50b7ae302efdc00b2d7fb8e67ecaecd>

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

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

Event Number: 996 003 453

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>

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* July 27, 2018

Temporary Emergency committee of the Board of Governors; Sunshine Act Meeting (Doc # 2018-16240)

Time and Date: Wednesday, August 8, 2018, at 9:00 a.m.

Place: Washington, DC

Matters to be Considered:

Wednesday, August 8, 2018, at 9:00 a.m.

1. Financial Matters.
2. Strategic Items.
3. Executive Session—Discussion of prior agenda items and Temporary Emergency Committee governance.

General Counsel Certification: The General Counsel of the United States Postal Service has certified that the meeting may be closed under the Government in the Sunshine Act.

FOR FURTHER INFORMATION CONTACT: Michael J. Elston, Acting Secretary of the Board, U.S. Postal Service, 475 L'Enfant Plaza SW, Washington, DC 20260-1000. Telephone: (202) 268-4800.

Published in the *Federal Register* July 25, 2018

Unused Label Refunds (Doc # 2018-15826)

AGENCY: Postal Service.

Action: None

Summary:

The Postal Service will implement two new options for mailers to submit refund requests for unused labels using an automated online process. A hyperlink will be located on the Electronic Verification System (eVS

®) Monthly Account and Sampling Summary page where users can access a portal to submit unused label refunds.

DATES: These options shall be implemented August 1, 2018.

FOR FURTHER INFORMATION CONTACT: Direct questions to Jimmy A. Palma by email at jimmy.a.palma@usps.gov or by phone at (202) 268-8798.

SUPPLEMENTARY INFORMATION:

Currently the Postal Service allows eVS mailers to submit a refund request for unused labels using a Type "4" Corrections Shipping Services File. Additionally, eVS mailers can submit refund requests for unused labels through the Dispute Queue accessible from the Business Customer Gateway. In this Notice, the Postal Service is announcing its plan to replace these methods with two new options for eVS mailers to submit refund requests for unused labels, using an automated online process. A hyperlink titled "Submit Refund Request for Unused Labels" will be added to the eVS Monthly Account and Sampling Summary page. This hyperlink provides access to the portal to use the two new options.

Published in the *Federal Register* July 23, 2018

New Mailing Standards for Merchandise Return Service (Doc # 2018-15617)

AGENCY: Postal Service.

Action: Proposed Rule

Summary:

The Postal Service is proposing to revise *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®) to provide for new procedures for the processing and rating of Merchandise Return Service (MRS) pieces, and in the future, to transition all current MRS permit holders to use the new procedures.

DATES: Submit comments on or before August 22, 2018

FOR FURTHER INFORMATION CONTACT: Direct questions to Karen F. Key by email at karen.f.key@usps.gov or phone at (202) 268-7492, or Vicki Bosch by email at vicki.m.bosch@usps.gov or phone at (202) 268-4978.

SUPPLEMENTARY INFORMATION:

As part of its Package Platform initiative, the Postal Service is leveraging the devices that were installed as part of the Automated Verification System to enhance the capability of equipment used for the processing of package-size mailpieces. The upgraded equipment is able to capture near real-time data on mailpiece dimensions, weight, mail class or product, and the presence of Extra Services, and to transmit these data to Postal Service information systems as applicable. The Postal Service is proposing to use this new technology to streamline its processes for the identification, rating, and postage assessment of returns. Under this process, automated package-sorting equipment will identify return packages as they pass special scanners, determine the weight, dimension and mail class of the packages, use the captured data to determine postage charges associated with each package, and enable account holders to pay the postage for the returns electronically.

Published in the *Federal Register* July 23, 2018

New Mailing Standards for Merchandise Return Service (Doc # 2018-15549)

AGENCY: Postal Service.

Action: Proposed Rule

Summary:

The Postal Service is proposing an amendment of the *Mailing Standards of the United States Postal Service*, Domestic Mail Manual, (DMM®) to remove all references to the POSTNET™ barcode.

DATES: Submit comments on or before August 22, 2018

FOR FURTHER INFORMATION CONTACT: Lizbeth Dobbins at (202) 268-3789 or Garry Rodriguez at (202) 268-7261.

SUPPLEMENTARY INFORMATION:

On March 2, 2012, the Postal Service published a proposed rule in the Federal Register ([77 FR 12764-12769](#)) to discontinue automation price eligibility for POSTNET barcodes. This was followed by publication of a final rule in the Federal Register ([77 FR 26185-26191](#)) on May 3, 2012.

Effective January 27, 2013, the Postal Service revised the DMM throughout various sections to discontinue automation price eligibility based on the use of POSTNET barcodes on all types of mail. However, while the use of the POSTNET barcode was discontinued for price eligibility, the Postal Service continued to allow the use of the POSTNET barcode to qualify for certain Business Reply Mail® prices and in other circumstances. The DMM therefore retained language referring to POSTNET barcodes.

Published in the *Federal Register* July 20, 2018**New Mailing Standards for Mailpieces Containing Liquids; Extension of Comment Period**

(Doc # 2018-15548)

AGENCY: Postal Service.

Action: Proposed Rule; extension of comment period.

Summary:

On July 9, 2018, the United States Postal Service (USPS®) published a Federal Register proposed rule titled, “New Mailing Standards for Mailpieces Containing Liquids.” The USPS has received several requests to extend the comment period for this proposed rule and is, accordingly, extending the comment period scheduled to close on August 8, 2018, until September 30, 2018.

DATES: Submit comments on or before September 30, 2018.

FOR FURTHER INFORMATION CONTACT: Direct questions to Wm. Kevin Gunther at wkgunther@usps.gov or phone at (202) 268-7208, or Michelle Lassiter at michelle.d.lassiter@usps.gov or phone at (202) 268-2914.

SUPPLEMENTARY INFORMATION:

This document extends the public comment period for the proposed rule entitled “New Mailing Standards for Mailpieces Containing Liquids,” published in the Federal Register On July 9, 2018. USPS is extending the comment period to ensure that the public has sufficient time to review and comment on the proposal. USPS is proposing this rule under the authorities listed in the July 9th document. Further information on this proposal may be found in the USPS notice published in the Federal Register on July 9, 2018 (83 FR 31712).

USPS solicits comments on all aspects of the proposal and specifically on recommendations that reflect industry best practices for shipping liquids.

Negotiated Service Agreements:

Product Changes-**Priority Mail Express, Priority Mail and First-Class Package Service Negotiated Service Agreements**: Posted 7/20/18 (Doc # 2018-15482), Posted 7/25/18 (Doc # 2018-15843)

Product Changes-**Priority Mail Express and Priority Mail Negotiated Service Agreements**: Posted 7/11/18 (Doc # 2018-14782),

Product Changes-**Priority Mail Negotiated Service Agreements**: Posted 7/13/18 (Doc# 2018-14969), Posted 7/25/18 (Doc # 2018-15844),

Product Changes-**Priority Mail and First-Class Package Service Negotiated Service Agreement**: Posted 7/25/18 (Doc # 2018-15842)

Postal Bulletins:

Postal Bulletin 22498 dated 7/19/18

<https://about.usps.com/postal-bulletin/2018/pb22498/pb22498.pdf>

DMM Revision: Customs Declarations

IMM Revision: Additional Availability of Electronic UPSP Delivery Confirmation International Service

IMM Revision: Customers Declarations

IMM Revision: Individual Country Listing for China

IMM Revision: Individual Country Listing for South Africa

IMM Revision: Individual Country Listing for Ukraine

Postal Bulletin 22497 dated 7/5/18

<https://about.usps.com/postal-bulletin/2018/pb22497/pb22497.pdf>

ELM Revision: Update to Dual Employment Reference in Handbook EL-312

Handbook AS-709 Revision: Changes to Purchase card Local Buying Policies and Procedures

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.

Please visit us on the USPS [Industry Outreach](#) website.

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