



Welcome

June 19, 2019



MAILERS TECHNICAL
ADVISORY COMMITTEE
UNITED STATES POSTAL SERVICE®

Work Group 190

Business Customer Change of Address / Hold Mail (COA/H)

Business Logistics TCA Top 100

April 23, 2018 4:00 PM, EDT

Change-of-Address Scam Moved UPS Corporate Headquarters to Tiny Chicago Apartment, Feds Say



Mike Blake/Reuters

“Among the correspondence were letters meant for the company’s CEO and other executives, sensitive documents containing personal information, as well as corporate credit cards and tens of thousands of dollars in business checks, according to an affidavit from the U.S. Postal Inspection Service submitted with the warrant.

It wasn’t until the resident, Dushaun Spruce, allegedly deposited nearly \$60,000 in UPS checks into his bank account in late January that UPS was alerted to the alleged scam, court papers say.”

*Blake, Mike. “Change-of-Address Scam Moved UPS Corporate Headquarters to Tiny Chicago Apartment, Feds Say.” Transport Topics, Transport Topics, 23 Apr. 2018, www.ttnews.com/articles/change-address-scam-moved-ups-corporate-headquarters-tiny-chicago-apartment-feds-say.

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Expected Completion Date and Work Group Leaders

Start Date: December 2018

Completion Date: April 2019 (push back to May 2019 due to Peak)

Industry:

- **Rick Marino, BB&T / MTAC Rep: Major Mailers Association**
 - 407.854.2540 / rmarino@BBandT.com
- **Alvin Serrano, UPS / MTAC Rep: International Mailers' Advisory Group**
 - 404.828.6030 / alvinserrano@ups.com

USPS:

- **Star Blackwood, USPS, Manager, Address Technology (COA)**
 - 901.681.4475 / Starlene.R.Blackwood@usps.gov
- **Lynne Hallett, USPS, Principle Product Management Specialist (Hold Mail)**
 - 202.268.2213 / lynne.k.hallett@usps.gov

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Issue Statement

This workgroup will focus on two (2) different USPS features/initiatives that collectively may interface together and ultimately impacts Business Customers. This workgroup will review the needs, features, capabilities, and provide recommended improvements for:

- Change of Address (COA) process for Business Customers
- Hold Mail for Business Customers

These initiatives impact business customers and require some change to processes or systems that support business customers in new ways. Ultimately businesses have a need to ensure their mail and information is protected from malicious acts or misuse for mail movement or mail holds. It is anticipated that automated solutions for these initiatives could be collectively developed, which would benefit the USPS and business customers.

It is also possible this workgroup will need to interact with another workgroup supporting Business Customers for Informed Delivery, to ensure that solutions for business authentication align, where possible.

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Participation and Discussion Format

MTAC Work Group 190 met, as needed, on the second and fourth Tuesday of every month, from 2-3 PM Eastern Standard Time via WebEx meeting.

The Work Group has a timeline where all meeting topics have been laid out and they are addressed during the weekly meetings. Additionally, Work Group Leadership pushed to recruit participants from all areas of the mailing industry.

The Work Group Leadership segmented the discussion topics into four (4) major categories:

- Education – Utilized to ensure that all participants had an equal knowledge base to build upon.
- Communication & Standard Operating Plans – Utilized to better understand industry responsibilities and USPS responsibilities.
- Risk Management – Utilized to discuss implications of fraud and to address security and operational errors.
- Process – Utilized to create the basis of the recommendation, while covering validation of request, approvals, authorized personnel, franchise models, mergers, acquisitions, and P.O. Boxes.

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Recommendations Summary

MTAC Work Group 190 recommends a multi-faceted approach when it comes to Business Customer Change of Address / Hold Mail (COA/H) process which would focus on:

- Creation of a centralized system (“business friendly portal”) where an authorized business agent can be assigned, and provides the capabilities to manage, change, and update COA/H, and potentially, Informed Delivery subscriptions.
- Implementation of a COA/H approval process where communication from the USPS directly to the assigned business agent in order to mitigate fraudulent activities and/or correct potential errors.
- Creation of an alias list that would identify all acceptable permeation of a business customer name within the USPS system. This will simplify the COA/H submission process for a business customer, and make tracking existing COA/H’s much more manageable for both the business customer and USPS.
- Documentation of Standard Operating Procedures (SOP) and Best Practices for COA/H with the implementation of any business COA/H system or process updates.
- Documentation of security and privacy regulations regarding the use and modification of business addresses, naming conventions, and COA/H administrator names and contact information.