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*May 2020*

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

**COVID-19 – Please stay safe and be considerate of those who are essential.**

## **New Postmaster General - Board selects DeJoy for the role**

*(A Board of Governors Release)*



*Louis DeJoy*

The Postal Service Board of Governors has selected Louis DeJoy to serve as the nation's 75th Postmaster General, effective June 15.

DeJoy, a business executive with more than 35 years of experience, previously served as chairman and chief executive officer of New Breed Logistics. He has spent decades collaborating with USPS, Boeing, Verizon, Disney, United Technologies and other public and private companies to provide supply chain logistics, program management and transportation support.

"Louis DeJoy understands the critical public service role of the United States Postal Service, and the urgent need to strengthen it for future generations," said Robert M. "Mike" Duncan, chair of the Board of Governors. "The board appreciated Louis' depth of knowledge on the important issues facing the Postal Service and his desire to work with all of our stakeholders on preserving and protecting this essential institution."

DeJoy becomes the fifth Postmaster General to join the organization from the private sector since the Postal Service became an independent establishment within the executive branch in 1971.

"Having worked closely with the Postal Service for many years, I have a great appreciation for this institution and the dedicated workers who faithfully execute its mission," DeJoy said. "I look forward to working with the supporters of the Postal Service in Congress and the administration to ensure the Postal Service remains an integral part of the United States government. Postal workers are the heart and soul of this institution, and I will be honored to work alongside them and their unions. It will be an incredible honor to serve as Postmaster General, and I commit myself to upholding the Postal Service's cherished role in our nation."

In his role as chairman and CEO of New Breed Logistics, DeJoy transformed a small, family-owned transportation company with 10 employees into a nationwide provider of highly engineered, technology-driven, contract logistics services employing more than 9,000 people.

New Breed Logistics was a contractor to the Postal Service for more than 25 years, supplying the organization with logistics support for multiple processing facilities. The company received Quality Supplier Awards from USPS in 1995, 1996, 1997 and 1998.

In 2014, New Breed merged with XPO Logistics, with DeJoy serving as CEO of XPO Logistics' supply chain business in the Americas before retiring in 2015 and joining the XPO Logistics board of directors, where he served until 2018.

DeJoy's appointment comes upon the retirement of Megan Brennan, the nation's 74th Postmaster General, who announced her intent to step down last fall.

The Postal Service Board of Governors then began an extensive nationwide search that included reviewing the records of more than 200 candidates for the position before narrowing the list to more than 50 candidates to undergo substantial vetting.

Subsequently, the governors interviewed more than a dozen candidates in first-round interviews and invited seven candidates for follow-up interviews. A narrow list of finalists then underwent a final vetting process before the governors made their decision.

### **Deputy Postmaster General & Chief Government Relations Officer**

*(A farewell letter from the PMG)*

After 42 years of public service and 9 years of significant contributions to the United States Postal Service, Deputy Postmaster General & Chief Government Relations Officer Ronald (Ron) A. Stroman has notified the Chairman of our Board of Governors and me of his intention to resign effective June 1. Ron's leadership, advocacy for our organization, wise counsel, and commitment to his colleagues and the men and women of the Postal Service will be missed.

As the 20th Deputy Postmaster General and the highest ranking African American in the history of the Postal Service, Ron serves on the Postal Service's Board of Governors and is a member of the Executive Leadership Team. Ron has led our communications and relationship-building with the Congress and among agencies at the federal, state, and local level, as well as efforts to educate postal stakeholders as we developed a framework for postal reform legislation. He directs all functions of Government Relations and Public Policy, International Postal Affairs, Sustainability, and the Judicial Office Department.



Ron led our successful coordination with the Administration and Department of State, to negotiate profitable rates for the international exchange of small packets which enabled us to remain in the Universal Postal Union. Ron played a vital role coordinating intergovernmental strategy to accelerate the United States receipt of critical advance electronic data for international inbound packages, helping law enforcement agencies to detect illicit drugs. He also spearheaded our Election and Political Mail

strategic outreach to support state and local election officials as the use of vote-by-mail increased over the past five years. Ron also ensured we remained committed to being a sustainable leader by building on our culture of conservation.

Prior to joining the Postal Service, Ron held a number of prominent positions in the legislative and executive branches. Before becoming Deputy Postmaster General, he served as Staff Director for the House Committee on Oversight and Government Reform. Ron had previously served as Managing Director for the Office of Opportunity and Inclusiveness for the General Accounting Office and was a Director with the U.S. Department of Transportation. Ron's deep experience in the House of Representatives includes staff roles on the Committee on Government Operations, as Minority Staff Director and Counsel for the House Committee on Oversight and Government Reform, and as Counsel on the House Judiciary Committee. Ron began his career as an attorney with the Department of Housing and Urban Development.

Please join me in congratulating Ron on his exemplary career of public service and for his many contributions to the Postal Service, and in wishing him good health, happiness, and success in all of his future endeavors.

### **Pandemic parallels - Postal workers, mail played key roles in 1918 crisis**



*A New York City letter carrier wears a mask while delivering mail in October 1918.  
Image: National Archives*

The COVID-19 crisis isn't the first time the nation's postal system has risen to the occasion during a national health emergency.

Postal workers also played a critical role during the 1918-19 influenza pandemic. "Letter carriers then and now were on the front lines," said Jenny Lynch, the Postal Service's historian.

The 1918-19 flu outbreak was the deadliest pandemic in modern history. An estimated 50 million people died worldwide, including approximately 650,000 in the United States.

Called the "Spanish Flu" because newspapers in Spain printed uncensored coverage of the pandemic, the virus is believed to have originated at an Army training camp in Kansas before traveling with American troops to Europe in spring 1918. In crowded military camps and trenches in war-torn Europe, the virus is thought to have mutated into a deadlier form.

The first cases of the more lethal flu in the United States were reported among returned servicemen in Boston that August. Within weeks, the flu jumped to civilian populations and quickly spread to cities nationwide.

From coast to coast, local and state government's enacted social distancing measures — including closing schools, banning public gatherings and shuttering some businesses — in a desperate attempt to stop the spread of the disease.

Some people were also ordered to wear cloth masks.

Through it all, the U.S. Post Office Department kept the mail moving, although not without challenges.

In Washington, DC, for example, more than 150 postal clerks and carriers fell ill during the first week of October 1918 — the deadliest month. Washington Postmaster Merritt Chance urged high school boys to work at the Post Office — for as long as schools were closed — to keep operations continuing. A week later, he required all clerks who interacted with the public to wear gauze masks.

In other towns, especially in the West, Post Offices reduced or even suspended service. In most U.S. cities, the flu peaked between September and November 1918, then weakened in early 1919.

In a 2007 study, researchers from the Centers for Disease Control and Prevention and the University of Michigan's Center for the History of Medicine found that social distancing saved lives during the pandemic. Cities that implemented social distancing measures early, and kept them in place the longest, experienced lower overall mortality rates.

Historians like Lynch have also noted the important role that mail played in keeping people connected during the 1918-19 pandemic and other times of crisis. "The ability to connect can be, quite literally, a lifeline during times of extreme stress," she said. "Mail enables the exchange of vital supplies and information. Perhaps even more important, it can provide hope, comfort and purpose."

### **Mail Helps Americans Feel Connected During COVID-19 Pandemic**

Now more than ever, consumers rely on cards and mail to keep in touch with family and friends and to overcome feelings of isolation, according to a recent survey conducted by the US Postal Service. The survey highlighted the important role that sending and receiving mail plays in helping Americans stay connected during a time of social distancing and stay-at-home mandates.

The majority, or 65% of respondents, said that receiving "cards and letters from family and friends lifts my spirits during this time" while 62% said that "receiving a card or letter in the mail makes me feel more connected during social distancing." Another 60% said it means more to me to receive a card/letter in the mail than an email, while 55% said they feel less isolated when receiving a card or letter in the mail.

The research, conducted by the USPS Market Research & Insights department, was conducted on-line during April 15 – 17, 2020, with more than 1,000 adults, with demographics matching weighted census data.

Survey highlights include:

- Approximately 67% of consumers are feeling increasingly isolated and distant from people, and have acknowledged the effect of the pandemic on their mental well-being.
- When asked how the pandemic has changed their activities over the past few weeks, approximately 1-in-6 consumers said they have sent more mail to family and friends over the past few weeks.

- During the corona virus pandemic, two-thirds of those surveyed indicated that they would be likely to send mail. Family members and friends would be the most common recipients. Those who are younger, have higher income and those with children in the home are more likely to want to send cards and letters.
- 42% said they were more reliant on mail as a result of social distancing and 38% indicated the importance of being able to shop for mail products such as cards and stationery in retail locations permitted to be open during the pandemic.

A recent trend reflects what this survey has shown. Over the past several weeks, the Postal Service has observed significantly higher stamp sales, particularly through the mobile-friendly online Postal Store on [usps.com](https://usps.com). Stamps celebrate the people, events and cultural milestones that are unique to the history of our great nation. Cards, stamps, stationery, shipping supplies and other postal products can be ordered online through the Postal Store at [www.usps.com/store](https://www.usps.com/store).

The complete survey – including questions and responses – is posted on PostalPro™ at: <https://postalpro.usps.com/market-research/covid-mail-attitudes>

### **Those who serve - USPS offers special services for military**

People from all walks of life rely on USPS, but the organization takes particular pride in serving members of the armed forces. Customers can ship care packages to military addresses at domestic prices, even if the package will be sent overseas.

The Postal Service also offers free military shipping kits, help with customs forms, military address tips, shipping restriction lists by country, and free Package Pickup when a shipment is ready to go.

Additionally, USPS handles ballots and other Election Mail for members of the armed forces, including those serving abroad. In addition to serving military members, the Postal Service employs more than 100,000 veterans. USPS regularly honors these employees during Military Appreciation Month in May and during Veterans Day in November.

The organization also publishes Mail Call, a newsletter for employees who served in the military, and the Postal Service has consistently ranked as one of the nation's top employers of veterans by Viqtory, a military marketing organization.

### **Change for the better - New process improves change-of-address service**

USPS has improved the way it helps telephone callers who request change-of-address services, thanks to a team that came together from several postal departments.

Until about two years ago, the organization's customer care centers received approximately 400,000 calls annually from individuals with questions or concerns regarding their change-of-address requests. "For security reasons, there are limits to what our care center agents can do. They can't file a change of address on a customer's behalf. That's something the customer has to do online or at a Post Office," said Juliette Nelson, a business alliances specialist at USPS headquarters in Washington, DC.

Nelson previously worked at a customer care center in Wichita, KS, while participating in the Postal Service's Management Foundations Program, which helps recent college graduates begin careers with the organization. During her stint at the center, she identified some sticking points with change-of-address requests and possible solutions and shared them with her colleagues, including Salina Ferrow, enterprise customer care executive manager, who oversees the centers.

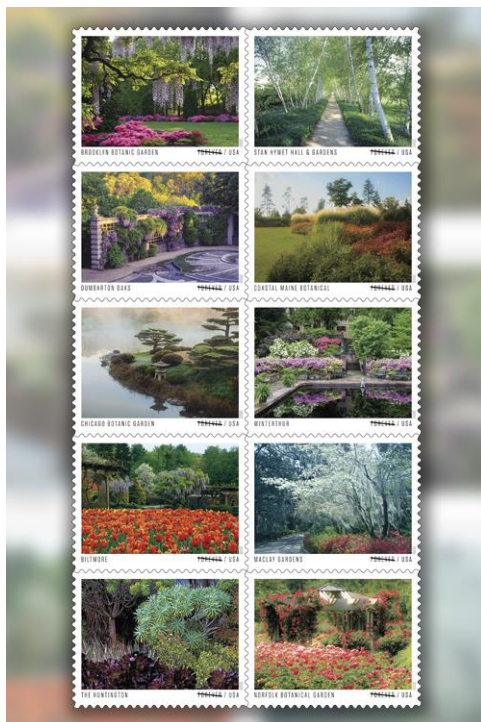
Nelson and her colleagues helped Joseph Craig, customer contact tools and apps manager, and the Interactive Voice Response team implement a solution: giving customers the option to receive a text message with a link to [moversguide.usps.com](https://moversguide.usps.com), where they can manage their change-of-address requests.

Since the text message option was introduced, the number of change-of-address customer calls that are transferred to a customer care center agent has dropped by 21 percent. Other types of calls have also dropped significantly.

"This is a great example of an employee who was able to take what she learned in the Management Foundations Program and work cross-functionally to apply it to our change-of-address program," said William L. Bentley, business alliances manager at USPS headquarters.

Nelson said she is glad she was able to work with colleagues from several departments to help improve a key USPS service. "It's all about working together to meet our customers' needs," she said.

### **Time to grow - American Gardens stamps arrived May 13**



The Postal Service celebrated the natural beauty of botanical parks, country estates and other flowering areas by releasing its American Gardens stamps on May 13.

The pane of 20 Forever stamps features 10 photographs taken at gardens across the nation between 1996 and 2014. Each garden depicted on the stamps is open to the public.

The gardens shown are Biltmore Estate Gardens (North Carolina), Brooklyn Botanic Garden (New York), Chicago Botanic Garden, Coastal Maine Botanical Gardens, Dumbarton Oaks Garden (Washington, DC), Huntington Botanical Gardens (California), Alfred B. Maclay Gardens State Park (Florida), Norfolk Botanical Garden (Virginia), Stan Hywet Hall & Gardens (Ohio) and Winterthur Garden (Delaware).

Allen Rokach took the photographs, while Ethel Kessler served as art director and designer.

The stamps are available at Post Offices and [usps.com](https://usps.com).



## May (National Military Appreciation Month) Fun Facts

May is named for the Roman goddess Maia, who oversaw the growth of plants

May's birth flowers are the Hawthorn and the Lily-of-the-Valley. The hawthorn means hope, while the lily-of-the-valley symbolizes sweetness or the return of happiness.

Those who were born in May have the emerald as their birthstone, which represents rebirth and fertility and was thought to grant foresight, cure various diseases, soothe nerves, improve memory, and ensure loyalty.

Did you wear socks on May 8<sup>th</sup>? Did you remember to dance like a Chicken on May 14<sup>th</sup>?

Here were some fun things to celebrate this May:

- May 1: School Principals' Day – Boy do they need a day!
- May 2: World Tuna Day – Save the Tuna!
- May 4–11: Root Canal Awareness Week – Ouch!
- May 8: No Socks Day – Who needs them anyway?
- May 14: Dance like a Chicken Day – Or at least like no one is watching!

If you forgot, or didn't know, there's always next year!

And don't forget that:

May 5 was Cinco de Mayo ("The Fifth of May"). This day celebrates the victory of the Mexicans over the French army at The Battle of Puebla in 1862.

May 10 was Mother's Day—not that we don't celebrate Mother's every day!

May 25 was Memorial Day—a poignant reminder of the tenacity of life.

### **A continued Thank You to Everyone**

*Thank you all so much for taking the time to read our monthly Industry Engagement and Outreach Mail Spoken Here newsletter. We hope you are finding ways to occupy your time and that you are all staying safe and healthy. Please stay vigilant and we will get through this pandemic stronger than ever.*

### **Federal Register Notices:**

**Published in the Federal Register May 22, 2020**

**Board of Governors; Sunshine Act Meeting (Doc # 2020-11227)**

**DATES AND TIMES:** Thursday, May 28, 2020, at 9 a.m.

**PLACE:** Washington, DC

**STATUS:** Closed.

**MATTERS TO BE CONSIDERED:**

Thursday, May 28, 2020, at 9 a.m.

1. Strategic Issues.
2. Financial and Operational Matters.
3. Personnel Matters.
4. Administrative Issues.

**CONTACT PERSON FOR MORE INFORMATION:**

Michael J. Elston, 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 May 20, 2020**

**Authorization To Manufacture and Distribute Postage Evidencing Systems (Doc # 2020-10245)**

**AGENCY:** Postal Service

**ACTION:** Proposed Rule

**SUMMARY:**

The Postal Service proposes to withdraw all authorizations to distribute Postage Evidencing Systems (PES) that are not producing compliant Intelligent Mail Indicia (IMI) on June 30th, 2024. IMI compliant PES are defined in the IMI Performance Criteria (IMIPC) and produce only IMI-Minimum (IMI-MIN), IMI-Standard (IMI-STD), and IMI-Maximum (IMI-MAX) indicia constructs (as stated in the Performance Criteria). All PES that are not IMIPC compliant, also referenced as Phase VI-IBI and Phase VII-PC Postage, will become Decertified PES on that date, and the Postal Service will withdraw the provider's authority to distribute Decertified PES. Postage indicia printed by Decertified PES will no longer be considered valid postage one hundred and eighty (180) days after June 30th, 2024.

**DATES:** Comments must be received on or before June 19, 2020.

**FOR FURTHER INFORMATION CONTACT:**

Ezana Dessie, Principal Business Systems Analyst, Ezana.Dessie@usps.gov, 202-268-5686.

**Published in the Federal Register May 15, 2020**

**Privacy Act: Modified System of Records (Doc # 2020-10462)**

**AGENCY:** Postal Service

**SUMMARY:**

The United States Postal Service (USPSTM) is proposing to revise four General Privacy Act Systems of Records (SOR). These changes are being made to support the administration of the USPS fleet card program.

**DATES:** These revisions will become effective without further notice on June 15, 2020, unless, in response to comments received on or before that date result in a contrary determination.

**FOR FURTHER INFORMATION CONTACT:**

Janine Castorina, Chief Privacy and Records Management Officer, Privacy and Records Management Office, 202-268-3069 or privacy@usps.gov.



**Published in the Federal Register May 14, 2020**

**Extra Services Refund Time Limit (Doc # 2020-09843)**

**AGENCY:** Postal Service

**ACTION:** Proposed Rule

**SUMMARY:**

The Postal Service is proposing to amend Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®) in subsection 604.9.2 to revise the time limit for extra service refunds.

**DATES:** Submit comments on or before June 15, 2020.

**FOR FURTHER INFORMATION CONTACT:**

Sheila Marano at (202) 268-4257, Adaisja Johnson at (202) 268-6724, or Garry Rodriguez at (202) 268-7281.

**Published in the Federal Register May 13, 2020**

**Market Test of Experimental Product: "Commercial PO Box Redirect Service" (Doc # 2020-10168)**

**AGENCY:** Postal Service.

**ACTION:** Notice of market test.

**SUMMARY:**

The Postal Service gives notice of a market test of an experimental product in accordance with statutory requirements.

**DATES:**

May 13, 2020.

**FOR FURTHER INFORMATION CONTACT:**

Kara C. Marcello, 202-268-4031.

**Published in the Federal Register May 12, 2020**

**Elimination of Customized Postage Products (Doc # 2020-09703)**

**AGENCY:** Postal Service

**ACTION:** Notice.

**SUMMARY:**

The Postal Service hereby provides notice that it has filed a request with the Postal Regulatory Commission to remove Customized Postage from the Mail Classification Schedule.

**DATES:** The request was submitted to the Postal Regulatory Commission on May 1, 2020.

**FOR FURTHER INFORMATION CONTACT:**

Christopher Karpenko at (202) 268-2676 or Garry Rodriguez at (202) 268-7281.

**Published in the Federal Register May 8, 2020**

**Seamless Changes for Detached Mail Unit (DMU) and Full-Service Mailings (Doc # 2020-08625)**

**AGENCY:** Postal Service

**ACTION:** Final Rule

**SUMMARY:**

The Postal Service is revising Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®) to require Detached Mail Unit (DMU) mailers and mailers that enter full-service mailings at a Business Mail Entry Unit (BMEU) to participate in Seamless Parallel by June 1, 2020. In addition, the Postal Service provides advance notice of its intent: To require all mailers with an authorized Detached Mail Unit to enroll in the Seamless Acceptance Program by May 1, 2021; and to verify all BMEU-entered full-service mailings using only automated sampling and verification processes beginning July 1, 2021.

**DATES:** Effective June 1, 2020.

**FOR FURTHER INFORMATION CONTACT:**

Lance Bell at (407) 782-2972, or Jacqueline Erwin at (202) 268-2158.

**Published in the Federal Register May 5, 2020**

**Board of Governors; Sunshine Act Meeting (Doc # 2020-09714)**

**TIME AND DATE:** May 1, 2020, at 1:15 p.m.

**PLACE:** Washington, DC

**STATUS:** Closed.

**ITEMS TO BE CONSIDERED:**

1. Administrative Issues.
2. Strategic Issues.

On May 1, 2020, a majority of the members of the Board of Governors of the United States Postal Service voted unanimously to hold and to close to public observation a special meeting in Washington, DC, via teleconference. The Board determined that no earlier public notice was practicable.

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.

**CONTACT PERSON FOR MORE INFORMATION:**

Michael J. Elston, 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 May 1, 2020**

**Board of Governors; Sunshine Act Meeting (Doc # 2020-09402)**

**TIME AND DATE:** Thursday, May 7, 2020, at 11:00 a.m.; and Friday, May 8, 2020, at 9:00 a.m.

**PLACE:** Washington, DC, at U.S. Postal Service Headquarters, 475 L'Enfant Plaza SW, in the Benjamin Franklin Room.

**STATUS:** Thursday, May 7, 2020, at 11:00 a.m.—Closed. Friday, May 8, 2020, at 9:00 a.m.—Open.

**MATTERS TO BE CONSIDERED:**

Thursday, May 7, 2020, at 11:00 a.m. (Closed)

1. Strategic Issues.
2. Financial and Operational Matters.

3. Administrative Items.

Friday, May 8, 2020, at 9:00 a.m. (Open)

1. Remarks of the Chairman of the Board of Governors.

2. Remarks of the Postmaster General and CEO.

3. Approval of Minutes of Previous Meetings.

4. Committee Reports.

5. Quarterly Financial Report.

6. Quarterly Service Performance Report.

7. Approval of Tentative Agenda for August Meetings.

**CONTACT PERSON FOR MORE INFORMATION:**

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

**Negotiated Service Agreements:**

International **Product Changes-Priority Mail Express International, Priority Mail International and First-Class Package International** Service Agreement:

Product Changes-**Priority Mail Express, Priority Mail, First-Class Package Service and Parcel Select Service** *Negotiated Service Agreements:*

Product Changes-**Priority Mail Express, Priority Mail and First-Class Package Service** *Negotiated Service Agreements:* 5/29/2020 (Doc# 2020-11506)

Product Changes-**Priority Mail Express, Priority Mail and First-Class** *Negotiated Service Agreements:*

Product Changes-**Priority Mail Express and Priority Mail** *Negotiated Service Agreements:*

Product Changes-**Priority Mail Express** *Negotiated Service Agreements:*

Product Changes-**Priority Mail** *Negotiated Service Agreements:* 4/30/2020 (Doc# 2020-09144), 4/30/2020 (Doc# 2020-09146), 4/30/2020 (Doc# 2020-09147), 4/30/2020 (Doc# 2020-09148), 4/30/2020 (Doc# 2020-09149), 4/30/2020 (Doc# 2020-09150), 5/12/2020 (Doc# 2020-10140), 5/12/2020 (Doc# 2020-10143), 5/12/2020 (Doc# 2020-10144), 5/29/2020 (Doc# 2020-11505), 5/29/2020 (Doc# 2020-11508), 5/29/2020 (Doc# 2020-11510), 5/29/2020 (Doc# 2020-11511)

Product Changes-**Priority Mail and First-Class Package Service** *Negotiated Service Agreements:* 5/12/2020 (Doc# 2020-10142), 5/12/2020 (Doc# 2020-10145), 5/29/2020 (Doc# 2020-11507), 5/29/2020 (Doc# 2020-11509)

Product Changes-**First-Class Package Service** *Negotiated Service Agreements:* 4/30/2020 (Doc# 2020-09145)

Product Changes-**Parcel Select** *Negotiated Service Agreements:*

Product Changes-**Parcel Select and Parcel Return Service** *Negotiated Service Agreements:*

Product Changes-**Parcel Return Service** *Negotiated Service Agreements*: 5/12/2020 (Doc# 2020-10141)

### **Postal Bulletins:**

#### **Postal Bulletin 22546 dated 5/21/2020**

<https://about.usps.com/postal-bulletin/2020/pb22546/pb22546.pdf>

#### **Manuals**

**DMM Revision:** Business Bulk Temporary Forwarding and Hold Mail Service Requests

**DMM Revision:** Return Receipt for Merchandise

**DMM Revision:** Seamless Changes for Detached Mail Unit and Full-Service Mailings

**IMM Revision:** Individual Country Listing for Canada

#### **Publications**

**Publication 22 Revision:** Updates for Expedited Packaging Supplies

**Publication 431 Revision:** Changes to Post Office Box Service and Caller Service Fee Groups

#### **Postal Bulletin 22545 dated 5/7/2020**

<https://about.usps.com/postal-bulletin/2020/pb22545/pb22545.pdf>

#### **Publications**

**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).

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