

SECURE DESTRUCTION

Mail Service Program Overview

***Sacramento Postal Customer Council Meeting
July 16th, 2020***

**Presented by:
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Corporate Sustainability Initiatives
USPS HQ's Office of Sustainability**



Secure Destruction Service Overview and Update



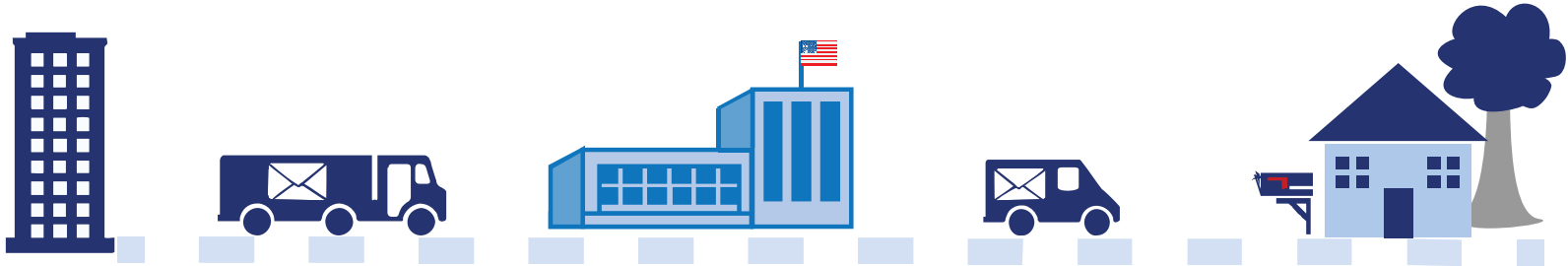
Mailer Participation and Enrollment Requirements



Next Steps



Each year USPS® returns over 1.2 billion pieces of Undeliverable-As-Addressed (UAA) First-Class Mail® to mailers



Large mailers send mail that is processed at USPS® facilities prior to being sent out for delivery. Secure Destruction eliminates UAA Return to Sender mail at the USPS® facility.

Secure Destruction Service

Secure Destruction was created in response to mailers asking to reduce handling costs for “Return to Sender” mail with Privacy Protected Information (PPI)



Applies only to letter and flat sized First-Class Mail®



Performed by USPS® employees in USPS® facilities



An opt-in service for mailers provided at no additional fee



Secure Destruction may be of interest to mailers who face the risk of liabilities if they don't properly and securely destroy PPI

Protected by...

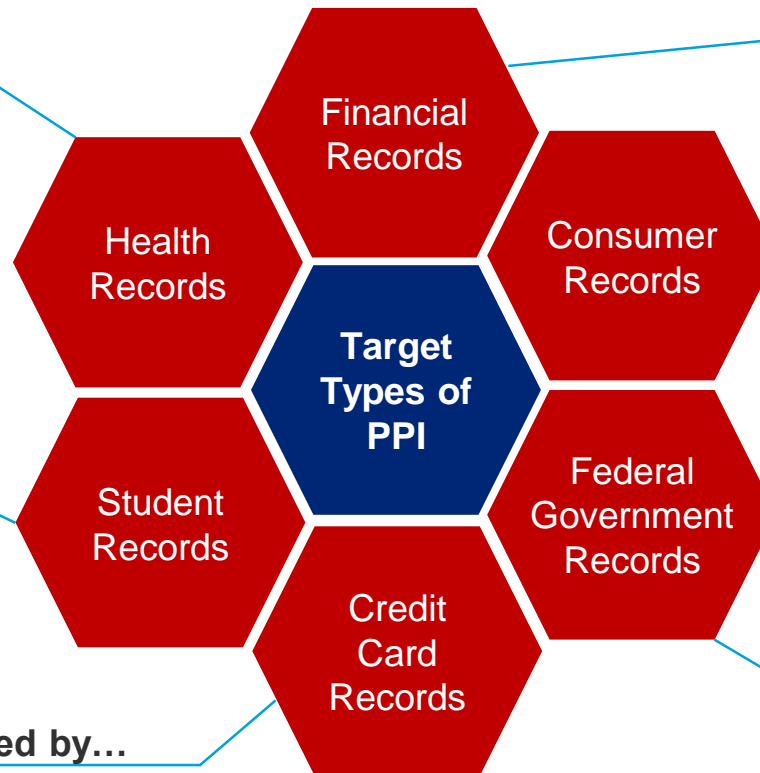
Health Insurance
Portability and
Accountability Act of
1996

Protected by...

Family Educational
Rights and Privacy
Act of 1974

Governed by...

Payment Card
Industry Data Security
Standard



Protected by...

Financial Services
Modernization Act of 1999

Protected by...

State Security Breach
Notification Laws

Protected by...

Privacy Act of 1974



Industries that will benefit most from using the Secure Destruction Service include:

Financial Services



- Banking
- Credit Card Providers
- Investment Firms

Service Providers



- Health Care
- Insurance
- Legal
- Telecommunications
- Utilities

Government



- Federal Government Agencies
- State Government Agencies
- Government Contractors

Education



- Public Institutions
- Private Institutions



What additional in-house quality controls are used to ensure undeliverable SD mail is securely destroyed ?



Mail Verification - All SD mail generated undergoes individual mailpiece verification prior to destruction



Standard Handling Procedures - Mail that is not eligible or that could not be processed is handled per standard procedures



Postal Inspection Service - Periodic security assessments of Secure Destruction processes and procedures are conducted



Office of the Inspector General - Per Title 18, United States Code, investigations will occur for any allegations of mail theft by individuals and entities under contract with the Postal Service

The Postal Service has a long history of protecting the sanctity of the mail.



Securely destroying mail within USPS® processing facilities provides three types of benefits:



Environmental - Reduces the carbon footprint of UAA mail through recycling and eliminating unnecessary reverse logistics associated with returning mailpieces to the sender



Economic - Reduces the costs for mailers for handling and destroying RTS mail in-house or through third party contactors



Security - Strengthens mailers' information security programs, processes, and procedures



Secure Destruction shreds to a smaller size than the NAID standard

USPS® uses industrial cross-cut shredders

NAID maximum shred size:

- Width: 0.75 inch
- Length 2.5 inches
- Surface Area: 1210 mm²

USPS® maximum shred size:

- Width: 0.24 inch (6mm)
- Length: 1 inch (25.4mm)
- Surface Area: 152 mm²

Current level of destruction exceeds the level required to meet the NAID standard

MEDIA ENDORSEMENT

PAPER or PRINTED MEDIA is destroyed by commercial grade destruction equipment with the following OEM specifications or produces particle sizes no larger than those listed below (applicant to check and complete details for all equipment used):

- Continuous Shred:
Width (max): 5/8 inch & Length: Indefinite
- Cross Cut or Pierce & Tear:
Width (max): 3/4 inch & Length (max): 2.5 inches
- Pulverizer, Disintegrator or Hammermill*
Screen Size (max): 2-inch diameter holes
- Unspecified Equipment

Please describe the type of equipment and cutting mechanism specifications (screen hole size*, blade width, etc.): _____

***Excerpt from the NAID
Auditing Criteria June 2014***

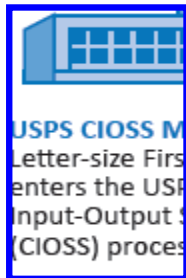


International Standard DIN 66399 has seven levels for paper data destruction

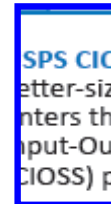
P-Level 1: General Data Surface Area: \leq to 2000mm² or strip width: \leq 12mm (unlimited length)



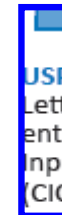
P-Level 2: Internal Data Surface Area: \leq 800mm² or
Strip width: \leq 6mm (unlimited length)



P-Level 3: Sensitive & Confidential Data
Surface Area: \leq 320mm² or
Strip width: \leq 2mm
(unlimited length)



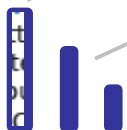
P-Level 4: Particularly Sensitive & Confidential Data
Surface Area: \leq 160mm² and
Strip width: \leq 6mm



P-Level 5: Secret Data Surface Area: \leq 30mm² and strip width: \leq 2mm

P-Level 6: Highly Secret Data Surface Area: \leq 10mm² and strip width: \leq 1mm

P-Level 7: Top Secret Data Surface Area: \leq 5mm² and strip width: \leq 1mm





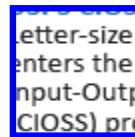
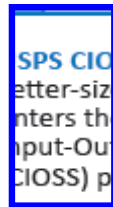
USPS Secure Destruction shred size is more stringent than NAID, DIN, and common US industry practice for documents with sensitive and/or confidential information

NAID

Surface Area: 1210 mm²
Dimension: 0.75" x 2.5"

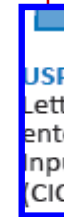


DIN Standards Level 3
Surface Area: ≤ 320 mm² or
Strip width: ≤ 2mm



Common Industry Practice
Surface Area: 252 mm²
Dimension: 0.63" x 0.63"
(5/8" x 5/8")

DIN Standards Level 4
Surface Area: ≤ 160 mm² and
Strip width: ≤ 6mm (0.24")



USPS SD Standard
Surface Area: 152 mm²
Dimension: 0.24" x 1"



A USPS Secure Destruction industrial cross-cut shredders and paper shred size is pictured below



**HSM Model 400.2
for Letter Mail**

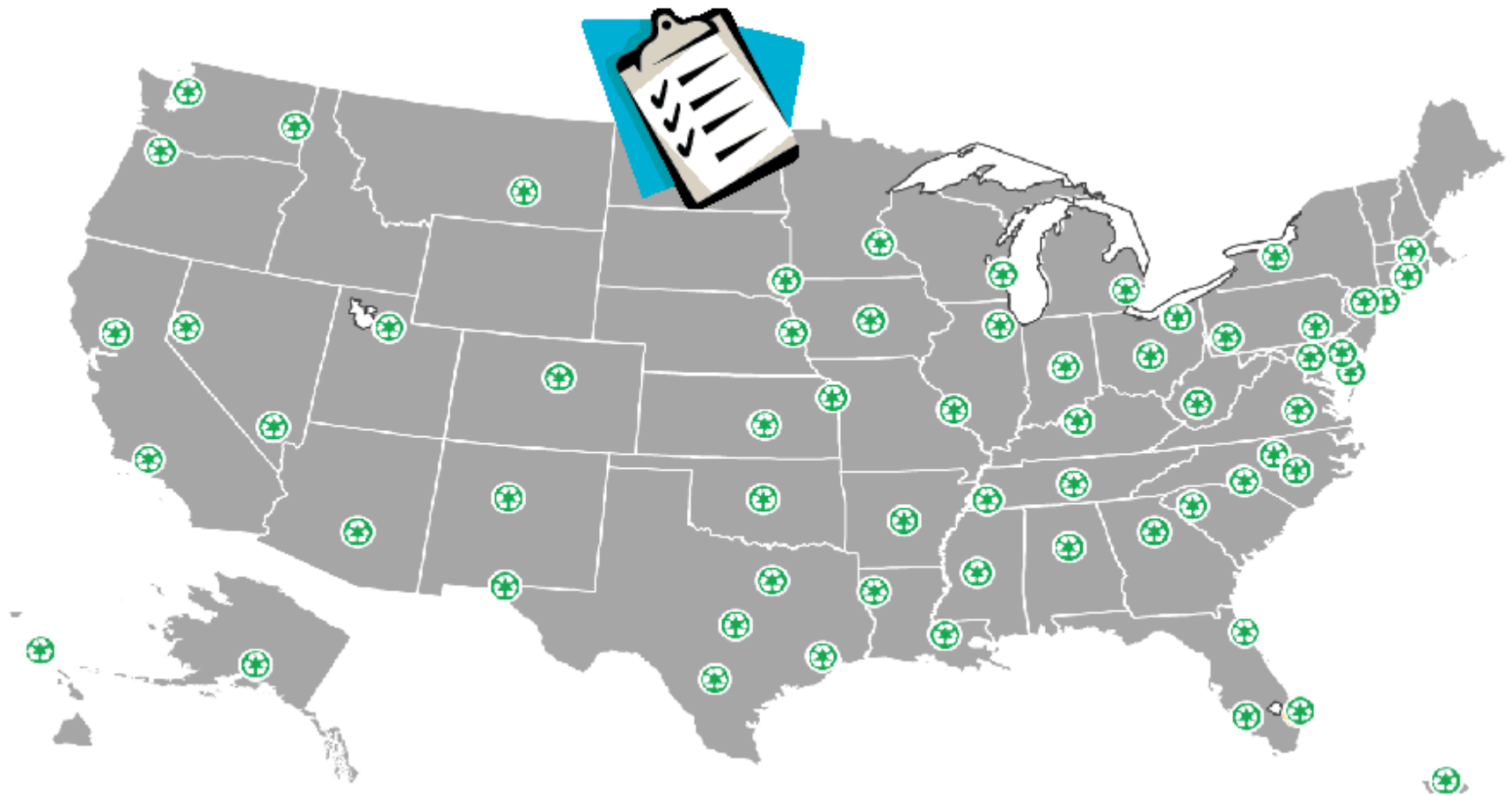


**HSM Model 500.3
for Flat Mail**





The Secure Destruction Mail is processed at 61 CIOSS and 20 FCIOS plants across the country



 SD CIOSS/FCIOS Plant Locations



Current List of SD CLOSS and FCLOSS Plants

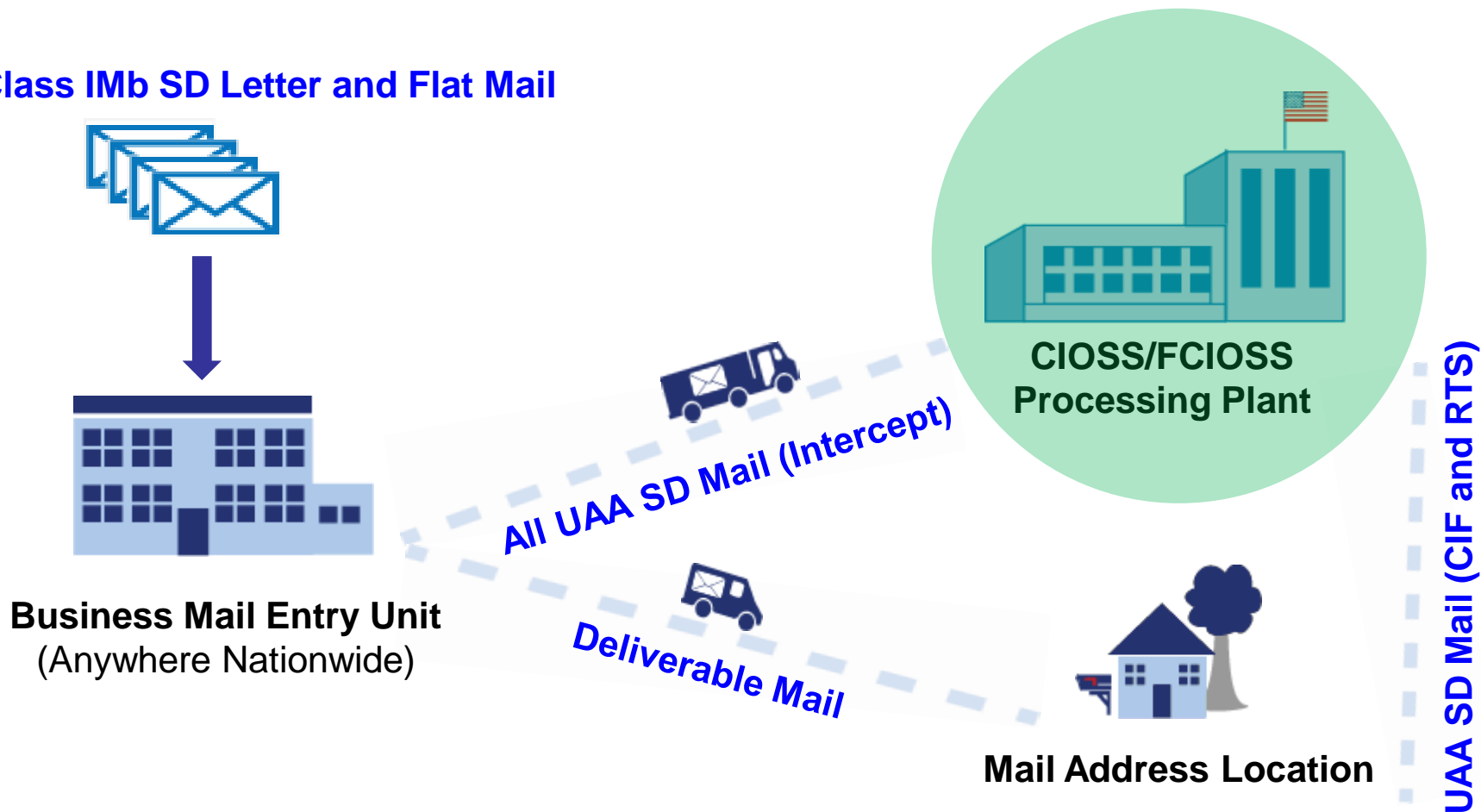
Secure Destruction Plant Zip Lookup Table				
Area	Facility	FCM Letters	FCM Flats	ZIP
Capital Metro	Southern MD	X		20790
Capital Metro	North Metro GA	X		30026
Capital Metro	Raleigh NC	X		27676
Capital Metro	Greensboro NC	X	X	27498
Capital Metro	Greenville SC	X		29607
Capital Metro	Charlotte NC	X		28228
Capital Metro	Baltimore MD	X		21233
Capital Metro	Richmond VA	X		23150
Capital Metro	Merrifield VA		X	22081
Eastern	Nashville TN	X		37230
Eastern	Memphis TN	X		38101
Eastern	Cleveland OH	X		44101
Eastern	Columbus OH	X		43218
Eastern	Louisville KY	X	X	40231
Eastern	Charleston WV	X		25350
Eastern	Pittsburgh PA	X	X	15290
Eastern	Lancaster PA	X		17604
Eastern	Rochester NY	X		14692
Great Lakes	Carol Stream	X	X	60199
Great Lakes	Detroit MI	X	X	48233
Great Lakes	Milwaukee WI	X	X	53201
Great Lakes	St Louis MO	X		63155
Great Lakes	Indianapolis IN	X	X	46206
Northeast	Hartford CT	X	X	06101
Northeast	Central MA	X	X	01546
Northeast	San Juan PR	X		00936
Northeast	Morgan Station NYC	X		10199
Northeast	Northern NJ	X		07699
Pacific	Sacramento CA	X	X	95799
Pacific	Honolulu HI	X		96820
Pacific	Pasadena CA	X	X	91109

Secure Destruction Plant Zip Lookup Table				
Area	Facility	FCM Letters	FCM Flats	ZIP
Southern	Miami FL	X		33152
Southern	Oklahoma City OK	X	X	73107
Southern	Jackson MS	X		39201
Southern	San Antonio TX	X		78284
Southern	Austin TX	X		78710
Southern	El Paso TX	X		79910
Southern	North Texas	X		75099
Southern	Baton Rouge LA	X		70826
Southern	Shreveport LA	X		71102
Southern	Little Rock AR	X		72231
Southern	Birmingham AL	X		35203
Southern	North Houston TX	X	X	77315
Southern	Fort Myers FL	X		33913
Southern	Jacksonville FL	X		32203
Southern	Gainesville FL		X	32608
Western	Las Vegas NV	X		89199
Western	Anchorage AK	X		99530
Western	Portland OR	X		97208
Western	Seattle WA	X	X	98168
Western	Spokane WA	X		99224
Western	Colorado Springs CO	X	X	80910
Western	Reno NV	X		89510
Western	Albuquerque NM	X		87101
Western	Phoenix AZ	X		85026
Western	Omaha NE	X		68108
Western	Minneapolis MN	X	X	55401
Western	Salt Lake City UT	X	X	84199
Western	Wichita KS	X		67276
Western	Kansas City MO	X		64121
Western	Billings MT	X		59101
Western	Des Moines IA	X		50318
Western	Fargo ND	X		58107
Western	Phoenix/West Valley AZ		X	85043



Regardless of where an SD mail piece originates, all UAA SD mail will be processed at one of the 61 CIOSS or 20 FCIOSS plants

1st Class IMb SD Letter and Flat Mail





CLOSS Equipment using PARS Software is used to process SD Letter Mail

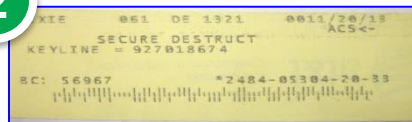
1



USPS® CLOSS Undeliverable Mail Processing (PARS)

Letter-size First-Class Mail® enters the USPS® Combined Input-Output Sub System (CLOSS) processing facility.

2



Label and Sort Mailpieces
UAA RTS mail is labeled and sorted for Secure Destruction.

3



Verify Mailpieces
All SD mail is verified by USPS® employees prior to destruction.

5



Recycle Shredded Paper
USPS® facilities recycle shredded SD mail.

4

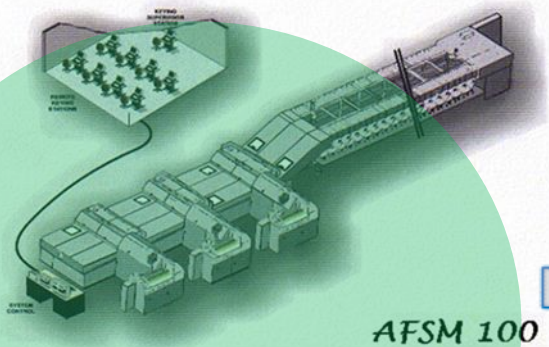


Shred Mailpieces
All verified SD mail is fed into an industrial cross-cut shredder at the USPS® facility.



FCIOSS Equipment (i.e. AFSM100) using FPARS Software is used to process SD Flat Mail

1



AFSM 100

USPS® FCIOSS Undeliverable Mail Processing (FPARS)

Flat-size First-Class Mail® enters the USPS® Flats Combined Input-Output Sub System (FCIOSS) processing facility.

2



Bins 10 and 15

Label and Sort Mailpieces

UAA RTS mail is labeled and sorted for Secure Destruction.

3



Verify Mailpieces

All SD mail is verified by USPS® employees prior to destruction.

5



Level P-4 Cut Size

Recycle Shredded Paper

USPS® facilities recycle shredded SD mail.

4



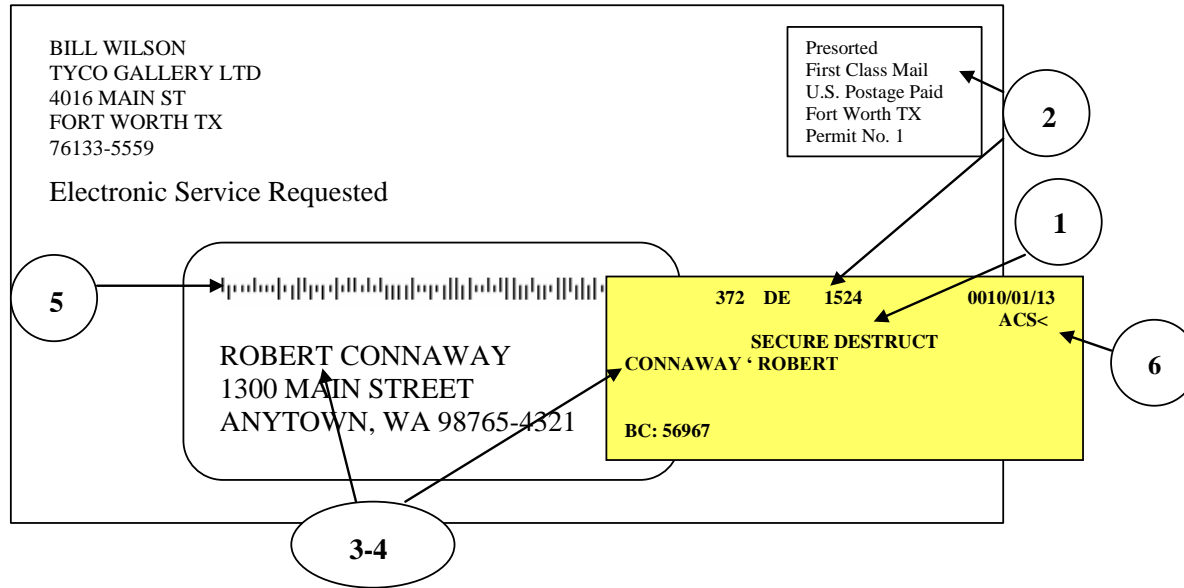
Model 500.3

Shred Mailpieces

All verified SD mail is fed into an industrial cross-cut shredder at the USPS® facility.



USPS mail verification staff follow a detailed process to evaluate that all mailpieces are properly marked for secure destruction

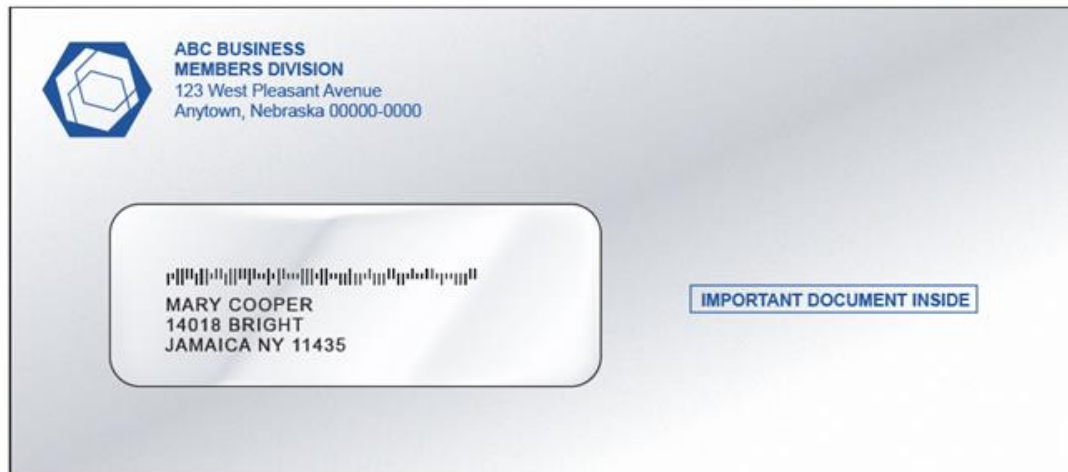


- 1 Verify that the label says “Secure Destruct”.
- 2 Verify that the mail class printed on the label matches the mail class on the letter or flat. *Note all SD mail should have a “1” on the SD label to indicate first class mail*
- 3 If there is a surname on the label, verify that it matches the last name on the letter or flat.
- 4 If there is also a first name on the label, verify that it matches the first name on the letter or flat.
- 5 Verify that the mailpiece has a mailer applied IMB.
- 6 Verify that “ACS<-” appears on the label in the upper right.



Secure Destruction participation requirements include:

- Mail must be First-Class Mail®
- Mail must bear Intelligent Mail® barcode (IMb™) containing a **Secure Destruction** Service Type Identifier (STID)
- Barcode must be readable
- Mailer must be enrolled in Secure Destruction Mail Service Program



- ❖ A printed ancillary service endorsement is optional for First-Class Mail® when using the IMb™



Secure Destruction can only occur when the Intelligent Mail® Barcode is readable

- If the barcode cannot be read and there is no printed endorsement, the mail will be treated as unendorsed
- The default treatment for unendorsed First-Class Mail® is to be forwarded or returned with no additional postage paid and no separate address correction notice



- ❖ If “Change Service Requested” is printed and the IMb™ cannot be read, First-Class Mail® will be returned to sender.
- ❖ Ineligible mail pieces with an SD STID will be handled as ASR-Option 2 (i.e. forwarded if possible or returned to sender).



Enrollment and Registration Requirements - There are five steps to register for Secure Destruction Service:

1 Use of IMb™ for letter and flat-sized First-Class Mail® is required

- Full-Service or Basic IMb™ used on letter or flat-sized First-Class Mail® is allowed
- Information and Resources regarding the IMb™ can be found at:
<https://postalpro.usps.com/mailing/intelligent-mail-barcode>

2 An ACS account is required to receive Secure Destruction Notices

- You may use an existing ACS™ account: SingleSource ACST™, OneCode ACS®, or Traditional ACST™
- If you do not already have an ACS account, complete and submit the ACS Enrollment Form at: <https://postalpro.usps.com/acs/eACS001.pdf>

3 Use Existing or Register for an Electronic Product Fulfillment Account

- If you already have an ACS account with EPF access, then you may skip this step.
- If not, go to <http://epf.usps.gov> for the EPF Web Access Request Form

4 Enroll in the Secure Destruction program

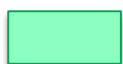
- The form is available on the PostalPro website at: <https://postalpro.usps.com/node/614>



5 Determine which Secure Destruction STID you will use in the IMb™

- Information is available in the *SD Electronic Notification Requirements Guide* at <https://postalpro.usps.com/acs/SDeNotification.pdfdocumentation>.

Address Correction Option	Basic Service		Full Service	
	Without IMb™ Tracing	With IMb™ Tracing	Without IMb™ Tracing	With IMb™ Tracing
Full-Service ACS™ – Change Service Requested Opt 1 w/Secure Destruction			Available for Qualified Full Service IMb™	Available for Qualified Full Service IMb™
Full-Service ACS™ – Change Service Requested Opt 2 w/Secure Destruction			Available for Qualified Full Service IMb™	Available for Qualified Full Service IMb™
One Code ACS® – Change Service Requested Opt 1 w/Secure Destruction	Available for OneCode ACS® Participants	Available for OneCode ACS® Participants		
One Code ACS® – Change Service Requested Opt 2 w/Secure Destruction	Available for OneCode ACS® Participants	Available for OneCode ACS® Participants		
Traditional ACS™ Format – Change Service Requested Opt 1 w/Secure Destruction	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants
Traditional ACS™ Format – Change Service Requested Opt 2 w/Secure Destruction	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants



STID will be provided after registration is complete

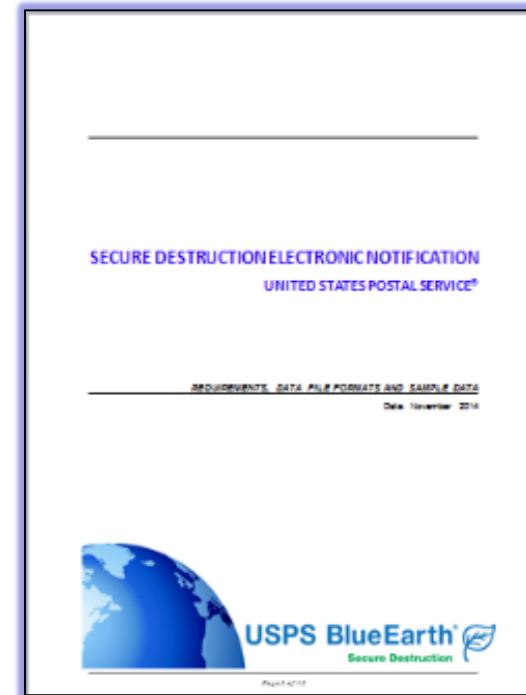


Not Applicable for SD



Receiving electronic notifications is a Two Part Process*

1. Notification of new address or reason for non-delivery is provided to mailer via ACS™
2. Secure Destruction Data is associated with the IMb™ and will be provided in a separate report



*** All mailer SD eNotification records will be provided daily in reports available to registered mailers through the customer Electronic Product Fulfillment (EPF) customer portal website**

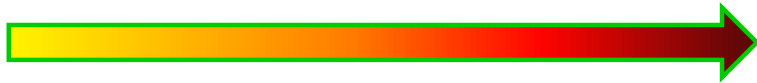


Secure Destruction eNotifications Data File Record

SD File	Mailer ID	Mailer IMb™	Scan Date and Time	Facility ID (i.e. CROSS Plant Zip)
D,200383	,0051320038312345678938134754857,		04/14/2013,15:16:42,	38111,
D,200383	,0051320038312345678938111206591,		04/14/2013,16:20:33,	38111,
D,912345678,	0051391234567865432138134754857,		04/14/2013,17:25:54,	38111,
D,912345678,	0051391234567812345638134754857,		04/14/2013,18:45:54,	38111,

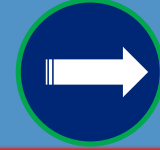


- Increase your awareness of the new SD mail service option and how it works



- Make the decision to enroll
- Target the 1st Class mailings that would benefit most from the service
- Enroll in the SD Program via our National Customer Support Center
- Prepare Mailings with SD STIDs
- Start saving Money !!





Resource Documents

- **PostalPro SD Webpage:**
 - SD "A Primer for Mailers" PPT Presentation
 - SD Checklist for Interested Mailers
 - SD Fact Sheet
 - SD Pamphlet for Mailers
 - SD Frequently Asked Questions
 - Information Security Cross Comparison Matrix
 - SD Plant Zip Lookup Table

- **PostalPro PCC Webpage:**
 - SD PCC Workshop in a Box
 - Industry Specific Data Protection Info Sheets

The collage displays several key resource documents:

- Secure Destruction: A Primer for Mailers:** A presentation slide titled "Secure Destruction: A Primer for Mailers" featuring the USPS BlueEarth logo and a globe.
- Secure Destruction Fact Sheet:** A document titled "Secure Destruction Fact Sheet" describing the program's goals and benefits.
- Secure Destruction Checklist for Interested Mailers:** A checklist titled "Secure Destruction Checklist for Interested Mailers" with sections for "General" and "SD Service Readiness (both technical and operational)".
- Secure Destruction Frequently Asked Questions:** A document titled "Secure Destruction Frequently Asked Questions" with sections for "Secure Destruction Service" and "Secure Destruction (SD)".
- Secure Destruction (SD) Informational Table:** A table titled "Secure Destruction (SD) Informational Table" providing details on the program.
- Secure Destruction Industry Information:** A document titled "Secure Destruction Industry Information" with a "Healthcare" section and "HPPA Requirements Applicable to Secure Destruction".
- Secure Destruction Potential Benefits:** A document titled "Secure Destruction Potential Benefits" listing various advantages.



**For Additional Information on Secure Destruction
visit the PostalPro SD Webpage at:**

<https://postalpro.usps.com/mailing/secure-destruction>



SD Enrollment and eNotification Questions?...

Contact the National Customer Support Center at:

Phone: 877-640-0724, option 1

Email: acs@usps.gov

Other SD Questions? ...Contact the USPS

Office of Sustainability SD Program Mgt. Team

Phone: 203-574-6590

Email: ronald.f.robbins@usps.gov



Questions?