

# MAIL SPOKEN HERE

*January 2021*

*Your source for Important News and Information*

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

## **Officer Announcement — New Vice President, Marketing**

The Postmaster General has announced the appointment of Sheila B. Holman to the position of Vice President, Marketing in the Chief Customer and Marketing Officer (CCMO) organization, reporting directly to the CCMO Executive Vice President Steve Monteith.

Ms. Holman brings with her over 25 years of marketing experience and a proven track record across hospitality, direct-to-consumer, media and entertainment, and consumer packaged goods. She has experience in innovation, creating brands with purpose, and leading through vision; having led large global teams and demonstrated the ability to influence and unify organizations. Her specialties include brand strategy and positioning; creative development; consumer insights; data-driven digital and performance marketing; social media; content strategy; advertising and production; media strategy and planning; customer relationship management and customer segmentation; sales strategy and distribution; and organizational alignment.



*Marketing Vice President Sheila B. Holman*

As the CCMO marketing vice president, Ms. Holman will be the USPS corporate lead on brand, industry engagement, innovation and marketing insights, and stamp services. She will support the efforts of our Retail and Delivery; Logistics and Processing Operations; and Commerce and Business Solutions organizations that are concentrated on improving efficiency and driving business growth. She will lead the marketing vision, focusing on customers and industry to grow revenue, and ensuring the USPS brand, marketing, sales, industry strategies, and messaging are consistent.

Over her award-winning career, Sheila has held executive positions as chief marketing officer at Framebridge home decor; global vice president at Marriott International; marketing vice president at Travel Channel; and area marketing and sales manager at The Coca-Cola Company.

Ms. Holman has received a Bachelor of Science, Industrial, and Operations Engineering degree from the University of Michigan Ann Arbor; and a Master's in Business Administration from the KenanFlagler Business School at the University of North Carolina at Chapel Hill. She also holds a professional certification in Digital Marketing from George Washington University.

Source: *USPS Industry Alert dated January 12, 2021*

## **New Vice President - Koetz to Lead Network and Compute Technology Group**

Bill Koetz has been named network and compute technology vice president, a role he has filled on an acting basis since November. The Network and Computer Technology group was created when Information Technology was split during a Postal Service realignment in the fall.

Koetz has been with USPS for 31 years, most recently serving as computer operations manager, overseeing the organization's data centers, computer servers, cloud, software services and the personnel that maintain the Postal Service's internal and external applications.

He previously served as the Eagan, MN, Solutions Center manager; program manager; and business project leader

Source: *USPS News Link, Washington, DC*



Network and Compute Technology  
Vice President Bill Koetz

### **REMINDER: January 2021 Price Change**

January 2021 Prices will be implemented effective Sunday, January 24, 2021. Updated prices and postage statements are available on the [Postal Explorer website](#).

#### **Plant-Verified Drop Shipment (PVDS) Updates**

In conjunction with the upcoming price change occurring on January 24, 2021, Plant-Verified Drop Shipment (PVDS) mailings will be verified and accepted as follows:

**Current Prices** — PVDS mailings verified and paid for on or before January 24, 2021, using the current prices, will be accepted at destination entry postal facilities through Monday, February 08, 2021, when presented using eInduction® or eVS® processes or with appropriate verification and payment documentation (PS Form 8125 or PS Form 8017).

**New Prices** — PVDS mailings may be verified and paid for beginning January 10, 2021, using the new prices, provided the shipments, when presented using eInduction or eVS processes, or with appropriate verification and payment documentation (PS Form 8125 or PS Form 8017), are not deposited at destination entry postal facilities before January 24, 2021.

#### **Mailing Dates**

For mailings paid for and entered after the price change, be sure to notate the mailing dates as listed below :

##### **Electronic Postage Statement**

- For mailings with electronic documentation, mailers must enter a Mail Arrival Date that is on or after January 24, 2021.

##### **Hardcopy Postage Statements**

- For mailings with hard copy postage statements, USPS® acceptance employees must enter a Mail Arrival Date that is on or after January 24, 2021.

### **Postage Statement Exceptions**

For customers who could not make the change to new postage statements by January 24, 2021, Business Mail Entry Units (BMEUs) and acceptance sites will continue accepting the old postage statements with new prices through close of business on February 28, 2021.

As of January 24, 2021, the new January 2021 postage statements are required for:

- First-Class Mail and First-Class Package Service (PS Form 3600-FCM)
- Priority Mail (PS Form 3600-PM)
- USPS Marketing Mail—Easy Nonautomation Letters or Flats (PS Form 3602-EZ)
- Nonprofit USPS Marketing Mail (PS Form 3602-N)
- Nonprofit USPS Marketing Mail—Easy Nonautomation Letters or Flats (PS Form 3602-NZ)
- USPS Marketing Mail (PS Form 3602-R)
- Package Services (PS Form 3605-R)
- Periodicals (PS Form 3541)
- International Mail (PS Form 3700)

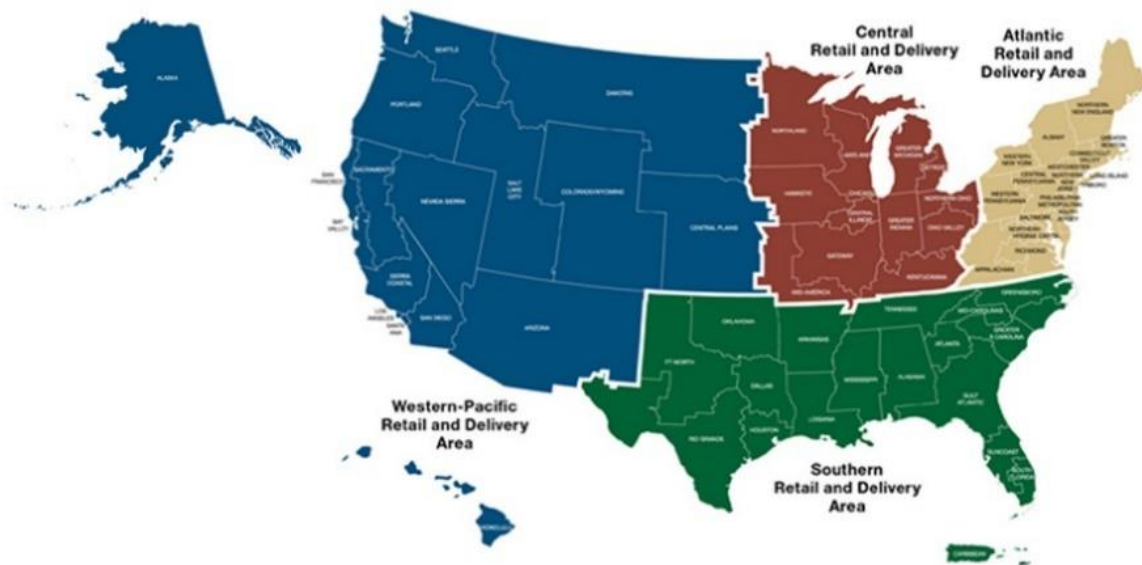
Postage Statement Exception Process is attached.

If you have any questions, please reach out to one of the options below:

- Mailing & Shipping Solutions Center (MSSC) at 1-877-672-0007
  - Email [MSSC@usps.gov](mailto:MSSC@usps.gov)
  - Business hours for the MSSC are Monday-Friday from 7:00 AM - 7:00 PM Central Time
- Local Business Mail Entry Units (BMEU)
  - To locate your local BMEU follow this URL: <https://postalpro.usps.com/ppro-tools/business-mail-entry>

Source: *USPS Industry Alert dated January 21*

## Here and There - Learn about USPS Areas, Regions



The Postal Service's four retail and delivery areas include 67 districts. How much do you know about the Postal Service's areas and regions?

To operate more efficiently and better serve customers, the organization recently consolidated its seven delivery and retail operations areas to four: Atlantic, Central, Southern and Western-Pacific. Chief Retail and Delivery Officer Kristin Seaver oversees the areas, which focus on the acceptance and delivery of mail and packages.

Here's what you should know about each area:

- **Atlantic Area**

*Spans a 247,500-square-mile region in that includes the Northeast and mid-Atlantic states; led by Sal Vacca, Atlantic Area retail and delivery operations vice president*

**Districts:** 19 (Albany, Appalachian, Baltimore, Capital, Central Pennsylvania, Connecticut Valley, Greater Boston, Long Island, New York, Northern New England, Northern New Jersey, Northern Virginia, Philadelphia Metropolitan, Richmond, South Jersey, Triboro, Westchester, Western New York and Western Pennsylvania)

**Delivery points:** 36 million

**Employees:** Approximately 169,000

**Facilities:** Approximately 9,000, including 8,600 Post Offices and 66 plants

- **Central Area**

*Spans a 490,300-square-mile region that includes 10 states; led by Krista Finazzo, Central Area retail and delivery operations vice president*

**Districts:** 13 (Central Illinois, Chicago, Detroit, Gateway, Greater Indiana, Greater Michigan, Hawkeye, Kentuckiana, Lakeland, Mid-America, Northern Ohio, Northland and Ohio Valley)

**Delivery points:** 33.2 million

**Employees:** Approximately 140,000

**Facilities:** Approximately 8,100, including 8,000 Post Offices and 72 plants

- **Southern Area**

*Spans a 781,000-square-mile region that includes 11 states, as well as Puerto Rico and the U.S. Virgin Islands; led by Tim Costello, Southern Area retail and delivery operations vice president*

**Districts:** 18 (Alabama, Arkansas, Atlanta, Caribbean, Dallas, Fort Worth, Greater South Carolina, Greensboro, Gulf Atlantic, Houston, Louisiana, Mid-Carolinas, Mississippi, Oklahoma, Rio Grande, South Florida, Tennessee and Suncoast)

**Delivery points:** 52.8 million

**Employees:** Approximately 175,000

**Facilities:** Approximately 8,000, including 7,900 Post Offices and 88 plants

- **Western-Pacific Area**

*Spans a 2.1-million-square-mile region that includes the Western continental states, as well as Alaska and Hawaii; led by Greg Graves, Western-Pacific Area retail and delivery operations vice president*

**Districts:** 17 (Alaska, Arizona, Bay-Valley, Central Plains, Colorado-Wyoming, Dakotas, Honolulu, Los Angeles, Nevada-Sierra, Portland, Sacramento, Salt Lake City, San Diego, San Francisco, Santa Ana, Seattle and Sierra Coastal)

**Delivery points:** 37.9 million

**Employees:** Approximately 136,000

**Facilities:** Approximately 7,000, including 6,900 Post Offices and 94 plants

In addition to these four areas, USPS has established two logistics and processing operations regions — Eastern and Western — that focus on processing and moving mail and packages efficiently to delivery units. Chief Logistics and Processing Operations Officer Isaac Cronkhite oversees these regions, which are divided by the Eastern and Western halves of the United States.

Here's more information about each:

- **Eastern Region**

*Spans a 642,000-square-mile region that includes 22 states; led by Dane Coleman, eastern regional processing operations vice president*

**Divisions:** Six (Chesapeake, Coastal Southeast, Lakeshores, Mid-Atlantic, New England and New York Metro)

**Employees:** 59,000

**Facilities:** 139

- **Western Region**

*Spans a 2.3-million-square-mile region that includes 28 states; led by Larry Munoz, western regional processing operations vice president*

**Divisions:** Six (Mid-South, Midwest, Southwest, Pacific Northwest, Southern California and Westshore)

**Employees:** 50,300

**Facilities:** 149

The [USPS Areas and District Maps website](#) has interactive maps of the areas and regions, while the [usps.com Leadership page](#) has additional information about the executives, as well as an organizational chart.

Source: *USPS News Link, Washington, DC*

### **COVID-19 CONTINUITY OF OPERATIONS UPDATE Effects on Qualification Efforts for Periodicals Publications**

The Postal Service understands that the Periodicals industry continues to have a difficult time renewing requester and subscriber/paid publications due to the COVID-19 outbreak. To address this, in an April 2020 Industry Update, we temporarily extended expiration dates of all legitimate requests and extended legitimate subscribers for six (6) months, effective from January 15, 2020. In July we extended this another six (6) months.

Due to continuing issues with COVID-19, we are extending this temporary exception to the *Domestic Mail Manual (DMM) 207.4.2* and *DMM 207.7.6* mailing standards until July 1, 2021. This new temporary extension is available until July 1, 2021 to legitimate requesters or legitimate subscribers.

This should allow publishers to count requests or subscriptions that either expired or would have expired between January 15, 2020 and July 1, 2021 as legitimate requesters or legitimate subscribers/paid publications. This new temporary extension includes renewals related to membership renewals. Please note that it is only applicable to legitimate subscribers and legitimate requesters who continued to receive the publications during this period.

This is a temporary exception to *DMM 207.4.2* and *DMM 207.7.6* and will be reevaluated prior to the July 1, 2021 expiration date.

If you have any questions, please email [PCSC@usps.gov](mailto:PCSC@usps.gov).

Source: *USPS Industry Alert dated January 11*

### **Show me the Data - New Dashboard helps move Priority Mail items**

The Postal Service recently introduced a dashboard to enhance service performance for Priority Mail Open and Distribute (PMOD) shipments. The Received at Opening Unit (RAOU) dashboard uses the Informed Visibility platform to deliver greater insight to serve high-value customers, particularly pharmaceutical companies that rely on USPS to send medication — a need that has grown during the coronavirus pandemic.

The new dashboard measures and displays RAOU scan performance for PMOD shipments. It also gives managers and supervisors at delivery and processing units the analytics they need to improve scan performance and deliver timely service for pharmaceuticals and other priority items. “It’s amazing what you can do with complex data when you see it through telling visuals and an intuitive user experience,” said Erika Ramirez, operations integration and support director at USPS headquarters in Washington, DC.

The dashboard also delivers:

- End-to-end network visibility;
- Real-time snapshots to allow for incremental adjustments;
- An elevated view of RAOU scans for prior days;
- The ability to drill down to facility level by origin, destination sectional center facility and destination delivery unit;
- The ability to capture individual PMOD container scans; and
- Easy identification of pharmaceutical mailpieces.

The dashboard is available [online](#) and through the Informed Visibility application.

Source: *USPS News Link, Washington, DC*

### **Reap the Rewards - USPS Loyalty Program Updated**

The Postal Service has updated the USPS Loyalty Program, adding three tiers that allow registered businesses to earn credits on Priority Mail and Priority Mail Express products purchased through Click-N-Ship. Registered businesses must use the Click-N-Ship application on usps.com to earn the credits, which can be put toward future purchases of Priority Mail and Priority Mail Express products.

There are no limits to the amount of credits that can be earned. “The USPS Loyalty Program helps us reward our valued business customers and provide them with an incentive to continue turning to the Postal Service for all their shipping and mailing needs,” said Mary Anderson, small-business engagement director at Postal Service headquarters in Washington, DC.

The first-of-its-kind program, which launched last year, uses the following three tiers:

- **Base.** Existing USPS customers are automatically enrolled in this tier, earning \$40 in credits for each \$500 spent in qualifying Priority Mail and Priority Mail Express products.
- **Silver.** Business users that reach \$10,000 worth of Priority Mail and Priority Mail Express labels purchases in the prior calendar year earn \$50 in credits for each \$500 spent.
- **Gold.** Business users with \$20,000 purchased on Priority Mail and Priority Mail Express labels in the prior calendar year will have access to commercial base pricing, with up to 20 percent savings, on their Priority Mail and Priority Mail Express shipments.

New Click-N-Ship business customers are also eligible for a one-time \$40 “welcome bonus” credit when they ship at least \$500 combined at Priority Mail Express Retail and Priority Mail Retail rates.

The [USPS Loyalty Program page](#) on usps.com has additional information.

Source: *USPS News Link, Washington, DC*

### **Five Cybersafe Tips for Data Privacy Day**

Did you know that today is Data Privacy Day? The National Cyber Security Alliance organizes Data Privacy Day to inspire dialogue and empower individuals and companies to take action to protect their personally identifiable information. Protecting the privacy of this data begins with cybersecurity. By

protecting individuals and enterprises from breaches, brands and individuals alike take important steps towards addressing data privacy.

The USPS® Chief Information Security Office believes an educated team member is less likely to fall for data privacy scams like those coming via phishing (email), vishing (voicemail), or smishing (text message) methods. But, to keep employees and contractors safe and informed, CISO has published suggestions that can be applied to almost anyone, especially personnel working remotely in this coronavirus era. “At the U.S. Postal Service, cybersecurity is a priority and a shared responsibility. We’re proud to support Data Privacy Day and raise awareness about the importance of data protection, provide valuable resources, and empower action. We’re all in this together, and we thank our industry partners for helping us continue to build a robust culture of cybersecurity across the entire mailing ecosystem,” adds Gregg Crabb, Vice President and Chief Information Security Officer.

Below you can find a list of five favorite tips from the Mailers Technical Advisory Committee, User Group No.14 (Business Mailer Security). These are suggestive and do not represent formal guidance from the United States Postal Service.

- Tip 5: [Watch out for COVID-19 branded phishing attacks](#)
- Tip 14: [Secure your meeting](#)
- Tip 16: [Home security](#) (routers)
- Tip 22: [Webcam spy](#) (Protect your laptop and home)
- Tip 30: [Cabin Fever?](#) (Beware of unknown Wi-Fi)

You can also visit the USPS CISO site at <https://postalpro.usps.com/ciso> to learn more about these tips and other important cybersecurity information.

Learn more about Data Privacy Day via the Stay Safe Online website, which is run by the National Cyber Security Alliance (<https://staysafeonline.org/data-privacy-day/>).

Source: *USPS Industry Alert dated January 28*

## Introducing the Stamp Corner



### Lunar New Year - Year of the OX

The Postal Service will issue the second of 12 stamps in a new series of Lunar New Year stamps. Calling to mind the elaborately decorated masks used in the dragon or lion dances often performed during Lunar New Year parades, these three-dimensional masks are a contemporary take on the long tradition of paper-cut folk art crafts created during this auspicious time of year. Art director Antonio Alcalá designed the stamp with original art by Camille Chew.

Issue Date: 2/2/2021





### Chien-Shiung Wu

Chien-Shiung Wu (1912-1997) was one of the most influential nuclear physicists of the 20th century. During a career that spanned more than 40 years in a field dominated by men, she established herself as the authority on conducting precise and accurate research to test fundamental theories of physics. Art Director Ethel Kessler designed the stamp with original art by Kam Mak.

Issue Date: 2/11/2021



### Garden Beauty

Garden Beauty celebrates America's love of flowers and gardens with 10 new stamp designs in a booklet of 20. The stamps include a pink flowering dogwood; a rose-pink and white tulip; an allium, or ornamental onion; a pink and white Asiatic lily; a magenta dahlia; a yellow and pink American lotus; a pink moth orchid with mottled petals; a pink and white sacred lotus; an orange and yellow tulip; and a yellow moth orchid with a pink center. Art director Ethel Kessler designed the stamps with existing photographs by Allen Rokach.

Issue Date: 2/23/2021

Source: *USPS Newsroom, Washington, DC*

### Hopeful Messages - Group Mails Notes to those in Need

If you or someone you know is facing challenges resulting from the coronavirus pandemic or the shaky economy — or if you could just welcome a positive message — Theresa Harrison wants to help.

“People today feel very uncertain about the future,” said Harrison, a Frederick, MD, resident who has launched [Just a Kind Note](#), a project to spread kindness at a time when it seems to be in short supply. The idea is simple: Send a positive message in the mail to someone — anyone — who might need something to make them smile. Harrison was inspired to send a note 20 years ago, when she met an older woman at her church. “She said that unless she went to church, she didn’t have anyone to talk to during the week. That feeling of loneliness stunned me, so I started sending her short, kind notes.”

Harrison, who is president and founder of a Maryland-based cybersecurity firm, continued this practice and included friends and family. Then, in 2018, she experienced the power of kind notes firsthand when she received a cancer diagnosis. “As I went through my two-year battle to get well, people would send me kind notes, so for the first time, I was the recipient. I realized that having something sent through the mail — versus a text or an email or a call — said to me that the person took time to think about me. It was so impactful.” Harrison realized many more could benefit from receiving supportive, encouraging messages. Last April, she recruited 10 friends, who met on a conference call to discuss the project. As

Harrison explained her idea, “a person on the call said, ‘Theresa, you sent me a kind note 20 years ago and I still have it.’ Right there, that said to me: ‘This is what we need today.’”

By May, the project had a name — Just a Kind Note — and a broader mission. “With the coronavirus pandemic, more people are lonelier and unemployed. They feel very uncertain about the future. Caregivers and health care professionals have unbelievable levels of stress. There’s a gamut of people we can send Just a Kind Note to,” Harrison said. In fact, hospitals, drug recovery centers and educational institutions have asked Harrison and her team of Kind Writers to send notes to their employees.

The typical Just a Kind Note is just two or three sentences long. A note could read, “I woke up this morning and you came to mind. I hope you are having a good day.” Nevertheless, the notes can have a significant effect. Jennifer Moxley, the student leadership and service coordinator at Fredrick Community College in Maryland, received a note from a student who is a Kind Writer. “I have my Just a Kind Note on my refrigerator where I can see it every day. It is a nice reminder. It means a lot to me. Spreading kindness is a powerful tool,” Moxley said. Paula Land was similarly touched when she recently received a Just a Kind Note from a member of her church. “The note reminds me that I am loved. I keep it on my desk to be reminded that someone loves and cares for me — that God’s loved is shown through others,” Land said.

Memorial Hermann, a Houston facility affiliated with one of Texas’ largest nonprofit healthcare systems, recently received more than 1,200 encouraging Just a Kind Notes given to nurses, maintenance staff and others. “When I handed them out, the hospital workers held them to their hearts and smiled. The fact that notes were actually handwritten and personalized had a huge impact,” said Karen Fingado, a hospice nurse. “It touched my heart and it touched the hearts of many people here.” Just a Kind Note doesn’t charge for its services. Said Harrison: “We’re not asking for anything other than spending a few minutes a month sending three kind notes. If you need stamps, we’ll provide them. This costs nothing, but it is priceless to the recipient.”

### **Interested in Joining MTAC...**

The Postmaster General’s Mailers Technical Advisory Committee (MTAC) is a venue for the United States Postal Service (“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.

Please see our Web Site: <https://postalpro.usps.com/mtac>

For further information please contact the MTAC Program Manager at [MTAC@usps.gov](mailto:MTAC@usps.gov).

### **Celebrating 60 Years of the PCC 1961 - 2021**

As we begin 2021, the National PCC Program Office is pleased to celebrate the 60<sup>th</sup> anniversary of the PCC and announce a special tagline to commemorate the occasion.

Mail Users Councils, renamed Postal Customer Councils (PCCs) in 1971, were first established in 1961 in 300 large cities. The councils’ initial focus was to improve mail service by encouraging postal customers

to deposit mail earlier in the day or in staggered increments, to avoid delays in mail processing. Later, the councils served as open channels of communication for local business and postal executives to exchange ideas and information, from best mailing practices, to solving local challenges. Through the years, PCCs have evolved to promote and maintain a strong partnership between Postal and Industry through meetings, educational programs, mailer clinics and seminars.

To celebrate the PCC's 60<sup>th</sup> anniversary, the PCC Advisory Committee, Marketing and Communication Sub-Committee worked with the National PCC Program Office and USPS Brand team to create the official 60<sup>th</sup> anniversary tagline, "**Celebrating 60 Years of the PCC.**" We encourage PCCs to use this tagline throughout this year in your communication material to highlight the 60 years of PCC success; however, as specified in our style guidelines we ask you NOT to place the tagline near the PCC logo. This would alter the logo which is not approved.

In addition, keep an eye out for future PCC newsletters with major milestones and interviews with previous members who had a major impact on the PCC.

Source: *PCC Alert dated January 21*

### Looking ahead – February Fun Facts

DID YOU KNOW:

**5 facts about Martin Luther King Jr.**

1. King came from a family of preachers.
2. Music and musicians accompanied him throughout his life.
3. He was a Trekkie.
4. King revered Mohandas Gandhi.
5. He believed in economic justice

**February 2** is Groundhog Day. Groundhog Day is celebrated in the U.S. each year. On this day in mid-winter, the groundhog awakens from a long winter's nap, and goes outside of his den to see if he sees his shadow.

**February 7** is Super Bowl Sunday. On the first Sunday in February (February 7), America's love affair with football springs into full bloom.

**February 12** is Chinese New Year. Chinese New Years is celebrated by billions of people around the world. The date of Chinese New Years changes every year. It is a 15-day celebration, beginning on the first day of the new moon, and ends on the full moon.

**February 14** is always Valentine's Day. This day of love is celebrated in so many ways, it is always exciting to see what new traditions are included or created year after year.

**February 15** is President's Day. All the presidents in American history are remembered and honored for their exemplary work in making America the great country it is today.

**February 16** is Mardi Gras / Fat Tuesday. Mardi Gras is French for "Fat Tuesday" to reflect the practice of eating rich, fatty foods before the ritual fasting of the Lenten season. It's also a time to bring out those colorful beads and masks and party!

**February 17** is Ash Wednesday. The first day of the Christian season of Lent and a sign of penitence.

**February** is also American Heart and Black History Month

And also:

**February 2** – Thank a Mailman Day – A great time to say Thank You, every day

**February 7** – Send a Card to a Friend Day – Keep that mail flowing

**February 17**– Random Act of Kindness Day – This should be every day as well

**And this is interesting: The Snow Moon**

February's full Moon, the Snow Moon, reaches peak fullness at 3:19 A.M. EST on Saturday, February 27, 2021. Look skyward on Friday night to catch the best view of this full Moon! Why is it called the Snow Moon? Thank you for asking.

The Snow Moon is the Full Moon in February, named after the snow on the ground. Some North American tribes named it the Hunger Moon due to the scarce food sources and hard hunting conditions during mid-winter, while others named it the Storm Moon.

**Thank you as always for taking the time to read our newsletter.**

**Federal Register Notices:**

**Published in the Federal Register January 14, 2021**

**Inspection Service Authority; Civil Monetary Penalty Inflation Adjustment (Doc # 2021- 00447)**

**AGENCY:** Postal Service

**ACTION:** Interim final rule.

**SUMMARY:** This document updates postal regulations by implementing inflation adjustments to civil monetary penalties that may be imposed under consumer protection and mailability provisions enforced by the Postal Service pursuant to the Deceptive Mail Prevention and Enforcement Act and the Postal Accountability and Enhancement Act. These adjustments are required under the Federal Civil Penalties Inflation Adjustment Act of 1990, as amended by the Federal Civil Penalties Inflation Adjustment Act Improvements Act of 2015. This document includes the adjustments for 2021 for statutory civil monetary penalties subject to the 2015 Act.

**DATES:** Effective date: January 14, 2021.

**FOR FURTHER INFORMATION CONTACT:** Steven Sultan, (202) 268-7385, SESultan@uspis.gov.

**Published in the Federal Register January 13, 2021**

**Privacy Act; System of Records (Doc # 2021-00530)**

**AGENCY:** Postal Service

**ACTION:** Notice of new system of records.

**SUMMARY:** The United States Postal Service (USPSTM) is proposing to create a new Customer Privacy Act System of Records (SOR) to support the implementation of enhanced scanning functionality at the USPS Mail Recovery Center (MRC) in order to improve the customer experience. The new SOR will also bring related functions under one new SOR as described below.

**DATES:** These revisions will become effective without further notice on February 12, 2021, unless 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](mailto:privacy@usps.gov).

**Published in the Federal Register January 7, 2021**

**Extra Services Refund Time Limit (Doc # 2020- 27802)**

**AGENCY:** Postal Service

**ACTION:** Proposed rule; revision; additional comment period.

**SUMMARY:** The Postal Service is revising its pending proposal 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 February 8, 2021.

**FOR FURTHER INFORMATION CONTACT:** Sheila Marano at (202) 268-4257, Adaisja Johnson at (202) 268-6724, or Garry Rodriguez at (202) 268-7281.

### **Negotiated Service Agreements:**

International Product Changes-**International Priority Airmail, Commercial ePacket, Priority Mail Express International, Priority Mail International & First-Class Package International Service Agreement: 1/1/2021 – (Doc# 2020-29035)**

International Product Changes-**International Priority Airmail, Commercial ePacket, Priority Mail Express International, Priority Mail International & First-Class Package International Service with Reseller Agreement:**

International Product Changes-**International Priority Airmail, International Service Air Lift, Commercial ePacket, Priority Mail Express International, Priority Mail International & First-Class Package International Service with Reseller Agreement: 1/1/2021 – (Doc# 2020-29032)**

International Product Changes-**Priority Mail Express International, Priority Mail International & Commercial ePacket Duty and Tax Chargeback Agreement:**

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

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

International Product Changes-**International Priority Airmail, Commercial ePacket, Priority Mail Express International, Priority Mail International & First-Class Package International Service with Reseller Agreement:**

International Product Changes-**International Priority Airmail Agreement:**

International Product Changes-**Competitive Multi-Service Commercial Contracts 1:**

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

**Service Negotiated Service Agreements:** 1/7/2021 – (Doc# 2020-29318),

**Product Changes-Priority Mail Express, Priority Mail and First-Class Package Service Negotiated Service Agreements:** 1/7/2021 – (Doc# 2020-29311)

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

**Product Changes-Priority Mail Express and Priority Mail Negotiated Service Agreements:** 1/7/2021 – (Doc# 2020-29312)

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

**Product Changes-Priority Mail Negotiated Service Agreements:** 1/7/2021 – (Doc# 2020-29310), 1/7/2021 – (Doc# 2020-29316)

**Product Changes-Priority Mail and First-Class Package Service Negotiated Service Agreements:** 1/7/2021 – (Doc# 2020-29314), 1/7/2021 – (Doc# 2020-29309), 1/7/2021 – (Doc# 2020-29306), 1/7/2021 – (Doc# 2020-29307), 1/7/2021 – (Doc# 2020-29313), 1/7/2021 – (Doc# 2020-29317)

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

**Product Changes-Priority Mail and Parcel Select Negotiated Service Agreements:** 1/7/2021 – (Doc# 2020-29308)

**Product Changes-First-Class Package Service Negotiated Service Agreements:**

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

**Product Changes-Parcel Select and Parcel Return Service Negotiated Service Agreements:** 1/7/2021 – (Doc# 2020-29315), 1/7/2021 – (Doc# 2020-29305)

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

### **Postal Bulletins:**

**Postal Bulletin 22564 dated 1/28/2021**

<https://about.usps.com/postal-bulletin/2021/pb22564/pb22564.pdf>

### **Manuals**

**DMM Revision:** Priority Mail Express Refund Documentation

**ELM Revision:** Executive and Management Safety and Health Committees

**ELM Revision:** Training and Development

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

### **Handbooks**

Handbook EL-312 Revision: Sex Discrimination Policy

### **Publications**

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

**Postal Bulletin 22563 dated 1/14/2021**

<https://about.usps.com/postal-bulletin/2021/pb22563/pb22563.pdf>

#### **Manuals**

**ELM Revision:** Waiver of Claims for Erroneous Payment of Pay

**IMM Revision:** First-Class Package International Service

**IMM Revision:** IPA Services

**Postal Bulletin 22562 dated 12/31/2020**

<https://about.usps.com/postal-bulletin/2020/pb22562/pb22562.pdf>

#### **Manuals**

**IMM Revision:** Availability of Electronic USPS Delivery Confirmation International Service

**IMM Revision:** Changes to Pricing for International Shipping Services

**IMM Revision:** IPA and ISAL Services

#### **Publications**

**Publication 223 Revision:** Directives and Forms Update

**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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