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June 2021

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

Seaver to Retire - Retail, Delivery Chief to Step Down Aug. 28



Chief Retail and Delivery Officer Kristin Seaver

Chief Retail and Delivery Officer Kristin Seaver will retire Aug. 28, concluding a Postal Service career that began almost three decades ago.

In a memo announcing the news, Postmaster General Louis DeJoy praised Seaver, writing that he named her retail and delivery chief last year because he wanted someone in the role who is “innovative, creative and a visionary.”

Seaver previously served as COVID-19 incident commander, providing leadership and guidance that allowed USPS to continue its essential service at the outset of the coronavirus pandemic.

Her other roles include chief information officer from 2016-2020, a time marked by major technological advances such as Informed Delivery and Automated Package Verification; Capital Metro Area vice president; and operations support manager for both Northeast and Eastern areas.

She joined the Postal Service as an industrial engineer in 1991.

“Kristin’s legacy is one that will be long remembered and lasting — the industrial engineer who combined energy, people and technology to create a positive culture of collaboration and performance,” DeJoy wrote.

Joshua D. Colin, delivery operations vice president, will serve as acting chief retail and delivery officer.

Source: *USPS News link – Washington, DC*

New CISO - Nielsen to Lead USPS Cybersecurity Program

The Postal Service has named Christopher A. Nielsen chief information security officer and vice president.

Nielsen, who had been serving in the role on an acting basis since March, is responsible for directing the USPS cybersecurity program, securing the postal network against cyberthreats and protecting the organization's technology assets.

His duties also include leading a team of information security professionals who manage five portfolios: identity and access management, cyber risk, cyber engineering, cybersecurity operations and the deputy chief information security officer's organization.

Nielsen, who began his career in 2007 as a postal inspector in the New York Division, has served in a range of leadership positions, including deputy chief information security officer and cybersecurity risk management director.

He reports to Chief Information Officer Pritha Mehra.



*Christopher A. Nielsen, USPS
Chief Information Security Officer and Vice President*

Source: *USPS News link – Washington, DC*

Price Changes - Letters, Postcards, Flats Affected

USPS has announced price changes for letters, postcards and flats in alignment with Delivering for America, its 10-year plan to achieve financial stability and service excellence.

If favorably reviewed by the Postal Regulatory Commission, the changes would take effect Aug. 29.

Here are the current and planned prices:

- **Letters (1 ounce):** 55 cents (current), 58 cents (planned)
- **Letters (additional ounces):** 20 cents (no change from current price)
- **Letters (metered 1 ounce):** 51 cents (current), 53 cents (planned)
- **Domestic postcards:** 36 cents (current), 40 cents (planned)
- **Flats (1 ounce):** \$1 (current), \$1.16 (planned)
- **Outbound international letters (1 ounce):** \$1.20 (current), \$1.30 (planned)

“For the past 14 years, the Postal Service has had limited pricing authority to respond to changing market realities,” said Postmaster General Louis DeJoy. “As part of our 10-year plan to achieve financial sustainability and service excellence, the Postal Service and the Board of Governors are committed to judiciously implementing a rational pricing approach that helps enable us to remain viable and competitive and offer reliable postal services that are among the most affordable in the world.”

Under the current pricing model and the proposed changes, the cost to mail a First-Class Mail letter is significantly lower in the United States than in many other Western countries, including Canada, Germany, the United Kingdom and France.

The proposed changes will address operating losses in the near term and will help fund investments in workers, technology and infrastructure to improve operations and customer service.

The [PRC's website](#) has the Postal Service's complete price filing, including prices for all products. The [Postal Explorer site](#) has price change tables.

Source: *USPS News link – Washington, DC*

Notice of the United States Postal Service of Update to the Maximum Size Limit for Presorted First-Class Mail Postcards

On June 23, the Postal Service filed a proposal with the Postal Regulatory Commission to increase the maximum size limit for Presorted First-Class Mail postcards to 9 inches in length and 6 inches in height, instead of the current limits of 6 inches in length and 4 ½ inches in height. The Postal Service hopes to implement this change on August 29. Docket Number MC2021-104 in its entirety can be found here: <https://www.prc.gov/dockets/document/119045>

MDD Update - New Feature Added to Handhelds



Mail carriers can now use mobile delivery devices to electronically file PS Form 3575Z, Moved, Left No Address.

The Postal Service has added a feature to mobile delivery devices (MDDs) that allows mail carriers to electronically file PS Form 3575Z, Moved, Left No Address (MLNA).

The forms report instances where customers have moved without submitting a change-of-address (COA) form. Postal procedures, in part, require carriers to complete the form, checking the “Moved, Left No Address” box before submission.

The information is added to the national change-of-address database used in USPS mail forwarding systems and commercial COA products.

Submitting MLNAs electronically:

- Provides a more efficient process for filing forms;
- Reduces the volume and cost of processing undeliverable mail;
- Saves costs related to handling paper forms;
- Automates the entry of address information; and

- Improves the delivery point sequence by reducing the number of times a mailpiece is handled.

In addition to MLNAs, the Postal Service plans to add a “Box Closed, No Order” tool to all MDDs and mobile in-office devices in July. Additional tools are planned. The organization is currently rolling out new touch-screen MDDs to letter carriers across the nation, including 75,000 last year and another 200,000 in 2021.

The new devices align with Delivering for America, the Postal Service’s new 10-year plan to modernize the organization.

Source: *USPS News link – Washington, DC*

Mail Delivery - May Figures Show Improvement Across the Board



USPS has reported improved delivery rates in May.

Delivery of First-Class Mail, Marketing Mail and Periodicals showed improvement in May as Postal Service operations continue to recover from challenges brought on by the coronavirus pandemic.

Compared with fiscal year 2021’s second quarter (Jan. 1-March 31), May’s numbers showed:

- A 9.5 percentage point improvement in First-Class Mail deliveries, with 87.6 percent being delivered on-time. On average, a first-class mailpiece took 2.4 days to be delivered so far this quarter.
- A 5.5 percentage point improvement in delivery of Marketing Mail to 90.6 percent against the USPS service standard. On average, a marketing mailpiece took 2.9 days to be delivered so far this quarter.
- A 7.4 percentage point improvement in Periodicals delivery since the second quarter.

“While we are encouraged by the progress, we have made on service performance so far this year, there is more work to be done to meet and exceed the expectations of our customers for service reliability,” said Postmaster General Louis DeJoy. “The entire United States Postal Service is fully committed to addressing long-standing challenges head-on as we emerge from the pandemic.”

The Postal Service reported the figures June 3.

The organization also said it is continuing to address staffing challenges as it emerges from the pandemic. In May, 78 percent of employees were available to work. Service improvement remains a core priority under Delivering for America, the Postal Service's 10-year plan to achieve financial sustainability.

Once fully implemented, the plan includes the goal of meeting or exceeding 95 percent network-wide, on-time delivery for all mail and package classes.

Investments and network enhancements are underway for this year's holiday delivery season.

Source: *USPS News link – Washington, DC*

USPS Service Performance Improvement Holds Steady in Latest Weekly Update

The U.S. Postal Service provided updated third quarter service performance data through the week of June 18th which showed performance improvement continues to hold steady since the second quarter.

Performance numbers below include the weeks of April 1 through June 18:

- **First-Class Mail:** 87.5 percent of First-Class Mail delivered on-time against the USPS service standard, an over 9 percent increase over the second quarter.
- **Marketing Mail:** 90.8 percent of Marketing Mail delivered on time against the USPS service standard, a nearly 6 percent increase over the second quarter.
- **Periodicals:** 79.1 percent of Periodicals delivered on time against the USPS service standard, a nearly 8 percent increase over the second quarter.

As laid out in its 10-year plan "Delivering for America," the Postal Service continues its efforts to improve service performance and reliability while addressing ongoing employee availability challenges with the goal of meeting or exceeding 95 percent on-time delivery across mail and shipping product classes.

As announced in April, the Postal Service is moving forward with network enhancements and investments as part of its preparations for the 2021 holiday peak season and to meet the evolving mailing and shipping needs of the American public and business customers. These initiatives include the procurement of 138 package sorters to process higher package volume, the leasing of 45 annex facilities within 5 miles of existing facilities to accommodate surges and overflows of packages, and the completion of operational mail moves previously paused in 2015 at 18 facilities.

Service performance is defined by the Postal Service from acceptance of a mailpiece into our system through delivery, measured against published service standards.

Source: *USPS Postal News – June 24, 2021*

Vehicle Production Facility Selected - Supplier to Build NGDVs in Spartanburg, SC

Oshkosh Defense has selected a facility in Spartanburg, SC, where the company will build the Postal Service's next-generation delivery vehicles (NGDVs).

The NGDVs will include air conditioning and heating, increased cargo capacity and advanced vehicle technology.



“Upstate South Carolina has a skilled workforce and a proven history in advanced automotive manufacturing — it’s the perfect place to produce the NGDV,” said John Bryant, the company’s president. The Postal Service awarded its NGDV production contract to Oshkosh Defense in February.

The NGDV, a right-hand vehicle for mail and package delivery, will feature air conditioning and heating, increased cargo capacity and advanced vehicle technology. The production contract calls for the delivery of between 50,000 and 165,000 vehicles over a 10-year period, with production expected to begin in late 2023.

The company, a subsidiary of Oshkosh Corp., will produce a fleet of both zero-emission battery vehicles and fuel-efficient, low-emission internal combustion engine vehicles, with the option of producing any combination of models. The NGDVs, along with other vehicles, will replace the Postal Service’s existing fleet of delivery vehicles, many of which have been in service for more than 30 years. Oshkosh expects to hire more than 1,000 workers for the Spartanburg facility. On-site supply chain partners may have additional openings, as well.

John Pfeifer, president of Oshkosh Corp., said the company is committed “to engineering and delivering a wide range of electric vehicles featuring new sustainable technologies. Now the company’s innovative NGDV will bring these sustainable technologies into every American neighborhood.”

The NGDVs are part of Delivering for America, the 10-year plan to modernize the Postal Service and achieve financial stability.

Source: *USPS News link – Washington, DC*

When two paths cross - Authors share pen-pal friendship, love of mail

Two longtime pen pals who wrote a New York Times bestseller about their friendship have embarked on a virtual tour of the nation’s classrooms to teach students about the value of letter writing and mail.

Caitlin Alifirenka and Martin Ganda, co-authors of “I Will Always Write Back” with Liz Welch, an award-winning journalist and memoirist, regularly speak to school groups virtually and in person, where they explain how one letter sparked their lifelong friendship.

“My heart is so unbelievably happy going to schools and talking to young adults,” Alifirenka said.

The friendship began in 1997, when Alifirenka, then a 12-year-old student in suburban Pennsylvania, was matched with Ganda, a 14-year-old student in Zimbabwe, during a classroom pen-pal project. Her letters shared anecdotes of a quintessential American teenage experience and tales of her comfortable, middle-class life. His letters, while optimistic, painted a picture of extreme poverty as he and his family lived with another family in a one-room home.

Despite the disparity of their lives, the two students formed a bond through their exchange of letters, which regularly ended with the promise “I will always write back.” Between one letter exchange, Alifirenka worried when she hadn’t heard from Ganda for an extended time.

Finally, she received a discarded ice-cream wrapper from him because paper had become too expensive for him to purchase. The wrapper shared the message that he had to leave school because his family couldn’t pay the fees.

Alifirenka then sent \$20 she had earned babysitting. Ganda wrote in response that the \$20 was “more money than my father made in several months” and that it had enabled him to resume his studies.

His letters were eye-opening for Alifirenka, who said she came to appreciate how privileged she was and how hard parents work to provide for their children.

“I always tell people: We’re so fortunate to have the opportunity to get our mail. I’m grateful to our mail carriers in the U.S. that we can rely on them and know the mail is coming, which is something we take for granted,” she said, adding that this wasn’t the case for Ganda.

To receive mail was quite expensive on his end in Zimbabwe, where customers must pay to both send and receive cards, letters and packages. Alifirenka, who works as an emergency room nurse outside Philadelphia, where she lives with her husband and daughters, is especially appreciative of Postal Service workers during the coronavirus pandemic.

Ganda lives in New York City and runs his own nonprofit foundation — Seeds of Africa — to help impoverished students like himself in his hometown of Mutare, Zimbabwe. These days, the two friends mostly email and text one another, although Ganda writes letters to Alifirenka’s daughters, who refer to him as “Uncle Marty.”

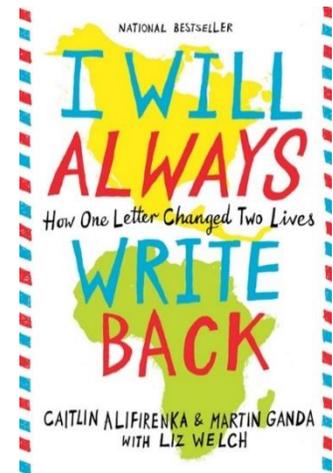
During their virtual appearances, the pen-pal pair explain how their friendship began through the mail and continued when Ganda moved to the United States, where he received degrees from Villanova University and Duke University. They also emphasize the message that kindness is contagious. “I’d like to thank everyone who shares and supports our story,” said Ganda. “Helping us share our message of kindness can truly change the world. One small act of kindness makes big waves around the world.”

Many young adults have written to the duo that they felt inspired to contribute to communities in need after reading their book. The authors always write them back.

“That is the greatest reward, knowing that kids have taken our message and are doing small life-changing things,” Alifirenka said.

“I Will Always Write Back: How One Letter Changed Two Lives” tells the true story of an American girl, a boy from Zimbabwe and the friendship they formed through mail.

Source: *USPS News link – Washington, DC*



‘Any Dog Can Bite’ - USPS begins annual awareness, safety campaign



letter carrier Thomas Tyler places his satchel between himself and an approaching dog.

More than 5,800 Postal Service employees were attacked by dogs last year, an increase compared with 2019 that can be attributed to more people being home and more packages being delivered during the coronavirus pandemic.

The organization reported the numbers in advance of USPS National Dog Bite Awareness Week, which took place from June 12-18.

Houston led the pack of cities where the most bites occurred — 73. Rounding out the top five cities were Chicago (59), Los Angeles (54), Cleveland (46) and Denver (44).

The top state was California at 782, up from 777 attacks reported in 2019.

Of the top 10 states for bites, six saw a decrease year over year, with Texas’s being particularly substantial, from 491 in 2019 to 402 in 2020.

The general trend in the past few years has been a decrease or plateauing in bite incidents nationwide. However, as anyone who's been on the receiving end can tell you, one bite is too many, and there's a lot of work to be done educating humans on how to train and interact with dogs.

"Raising awareness about dog bite prevention and how to protect our letter carriers as we deliver the mail is paramount," said Jamie Seavello, acting safety and health awareness manager for USPS. "Dogs are instinctive animals that may act to protect their turf and that why's it's important to inform the public about this campaign."

The theme for 2021 is "Be Aware: Any Dog Can Bite." As in years past, the effort aims to promote bite prevention and best practices for both pet guardians and letter carriers. The Postal Service provides dog bite prevention safety training for employees and reminders for customers.

The Postal Service wants to remind customers and employees to follow best practices when dealing with dogs.

Customers with dogs should:

- Keep dogs inside the house, behind a fence, away from the door or in another room, or on a leash whenever a letter carrier comes to the home.
- Teach their children not to take mail directly from a letter carrier because the dog may view the carrier as a threat.
- Take good care of them because dogs that are not properly socialized, receive little attention or are left tethered for long periods of time are more likely to turn into biters.

Informed Delivery, a free feature that offers digital previews of incoming mail, and Package Pickup are also promoted as useful tools in bite prevention because advance notification of a delivery gives customers an opportunity to secure dogs before a carrier arrives.

Letter carriers and anyone who may encounter a dog should:

- Avoid startling a dog;
- Never assume a dog won't bite;
- Not attempt to pet or feed a dog;
- Always be aware of the dog's location; and
- Call the dog's name, if known, and speak to it in a friendly manner.

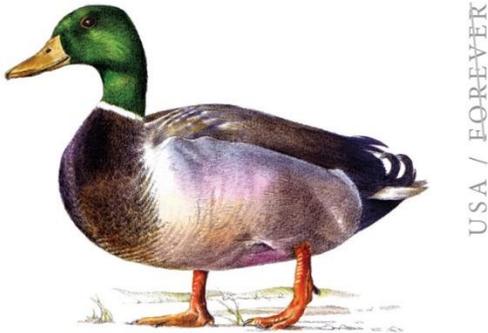
The Postal Service provides letter carriers with safety training, warning-card reminders for customers and dog repellent. Carriers' hand-held scanners also provide a dog-alert feature.

The Safety Resources Blue page has additional tips and information. Please be aware and stay safe out there.

Source: *USPS News link – Washington, DC*

USPS Stamp Corner – Featuring New Stamps

Make way for mallards - USPS releases new stamped postcard



The mallard pictured on the stamped postcard is a drake in breeding season.

The Postal Service’s newest stamped postcard, which features a watercolor image of a mallard duck by Dugald Stermer, was released on June 1.

Stermer was an eclectic artist widely known for his drawings of the natural world as well as for a typographical style that influenced the early aesthetic of Rolling Stone, New York and Mother

Jones magazines.

The mallard pictured is a drake in breeding season, when his plumage is at its finest: iridescent green head, white neck ring, chestnut breast and curled black tail feathers.

The drake’s eye-catching display fades to mottled brown in summer and early autumn, when he is growing new wing feathers and cannot fly. The temporary dun coloring provides effective camouflage from predators while he’s grounded. Ethel Kessler designed the postcard, which is a Forever product that will always be equal to the value of the stamped postcard rate at the time of use.

The stamped postcard is available at usps.com.

Source: *USPS News link – Washington, DC*

Go for Broke - Stamp Honors Japanese American WWII Vets

Go for Broke: Japanese Americans Soldiers of WWII is based on a photograph taken by a member of the 442nd Regimental Combat Team in 1944.

Go for Broke: Japanese Americans Soldiers of WWII, a stamp that recognizes one of the Second World War’s most distinguished fighting units, was released June 3.

The 100th Infantry Battalion/442nd Regimental Combat Team — whose motto was “Go for Broke” — was composed primarily of second-generation Japanese Americans, also known as nisei.



After Japan bombed Pearl Harbor, nisei were subjected to increased scrutiny and prejudice because of their Japanese heritage. Initially, nisei were not allowed to fight in the war for fear their loyalty lay with the country of their parents rather than the nation in which they were born and raised.

However, the U.S. Army eventually turned to nisei to serve as translators, interpreters and interrogators in the Pacific theater for the Military Intelligence Service.

More than 33,000 Japanese American men and women served in the Army during the war.

Designed by Antonio Alcalá, the Go for Broke stamp is based on a photograph taken in France by a member of the 442nd Regimental Combat Team at a railroad station in 1944. The Forever stamp, available at Post Offices and usps.com, is one of three Asian-themed releases this year, along with Year of the Ox, a Lunar New Year stamp; and Chien-Shiung Wu, honoring the Chinese American physicist.

Source: *USPS News link – Washington, DC*

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. It's also a great way to receive mailers 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. Don't hesitate, reach out and we'll get you acquainted with MTAC today.

Check out our Web Site for more information at: <https://postalpro.usps.com/mtac>

Or for further information please contact the MTAC Program Manager at MTAC@usps.gov.

And Now for Some Interesting July Facts

- **July 1 is Canada Day**, a Canadian federal holiday that celebrates the creation of the Dominion of Canada in 1867.
- **July 4 is Independence Day (U.S.)**. On the fourth of July, we celebrate the adoption of the Declaration of Independence in 1776. Don't forget to raise the flag!
- **July 14 is Bastille Day**, which commemorates the storming of the Bastille and the start of the French Revolution.

July is National Watermelon Month—yum! And here are a few more:

- **July 7–13: National Farriers Week** - The week encourages horse owners, riders, and trainers to say thank you to the specialists in equine hoof care.
- **July 8: International Town Criers Day** – "Oyez, Oyez, Oyez!"
- **July 17: World Emoji Day** – What's your favorite?
- **Jul 20–28: National Moth Week** – leave the light on and night.
- **July 22: Spooner's Day** - A Spoonerism is the name for the instance where you switch the first letters of words around as you talk.
- **July 25: National Day of the Cowboy** – Yeehaw!!
- **July 27: Take Your Houseplants for a Walk Day** – Um, I got nothing...

July 3 brings the start of the hot and sultry **Dog Days of Summer!**

Why Are They Called the “Dog Days” of Summer? The phrase is actually a reference to the fact that, during this time, the Sun occupies the same region of the sky as Sirius, the brightest star visible from any part of Earth and part of the constellation Canis Major, the Greater Dog.

Thank you everyone!

Federal Register Notices:

Published in the Federal Register June 3, 2021

New Mailing Standards for Domestic Mailing Services Products (Doc # 2021-11722)

AGENCY: Postal Service

ACTION: Proposed Rule

SUMMARY: On May 28, 2021 the Postal Service (USPS®) filed a notice of mailing services price adjustments with the Postal Regulatory Commission (PRC), effective August 29, 2021. This proposed rule contains the revisions to Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®) that we would adopt to implement the changes coincident with the price adjustments.

DATES: Submit comments on or before July 6, 2021.

FOR FURTHER INFORMATION CONTACT: Jacqueline Erwin at (202) 268-2158, or Dale Kennedy at (202) 268-6592.

Published in the Federal Register June 3, 2021

International Mailing Services: Price Changes (Doc # 2021-11721)

AGENCY: Postal Service

ACTION: Proposed rule; request for comments

SUMMARY: The Postal Service proposes to revise Mailing Standards of the United States Postal Service, International Mail Manual (IMM®), to reflect changes coincident with the recently announced mailing services price adjustments.

DATES: We must receive your comments on or before July 6, 2021.

FOR FURTHER INFORMATION CONTACT: Kathy Frigo at 202-268-4178 or Dale Kennedy at 202-268-6592.

Negotiated Service Agreements:

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

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*:

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

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*: 6/16/2021 – (Doc# 2021-12642)

Product Changes-**Priority Mail** *Negotiated Service Agreements*: 6/3/2021 – (Doc# 2021-11698), 6/3/2021 – (Doc# 2021-11699), 6/3/2021 – (Doc# 2021-11701), 6/16/2021 – (Doc# 2021-12640), 6/16/2021 – (Doc# 2021-12647), 6/16/2021 – (Doc# 2021-12650), 6/16/2021 – (Doc# 2021-12651)

Product Changes-**Priority Mail and First-Class Package Service** *Negotiated Service Agreements*: 6/16/2021 – (Doc# 2021-12644)

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

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

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*:

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

Postal Bulletins:

Postal Bulletin 22574 dated 6/17/2021

<https://about.usps.com/postal-bulletin/2021/pb22574/pb22574.pdf>

POLICIES, PROCEDURES, AND FORMS UPDATES

Manuals

DMM Revision: Bound in Enclosures in Periodicals

DMM Revision: Hold Mail Service Clarification

IMM Revision: Individual Country Listing for Austria

IMM Revision: Retention Period for PS Form 2976-R

Publications

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

Postal Bulletin 22573 dated 6/3/2021

<https://about.usps.com/postal-bulletin/2021/pb22573/pb22573.pdf>

POLICIES, PROCEDURES, AND FORMS UPDATES

Manuals

IMM Revision: IPA and ISAL Services

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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