SECURE DESTRUCTION

A Primer for Mailers

USPS BlueEarth
Secure Destruction
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.

**Target Types of PPI**

- Health Records
- Student Records
- Financial Records
- Consumer Records
- Credit Card Records
- Federal Government Records
- State Security Breach Notification Laws
- Payment Card Industry Data Security Standard
- Privacy Act of 1974
- Family Educational Rights and Privacy Act of 1974
- Health Insurance Portability and Accountability Act of 1996
- Financial Services Modernization Act of 1999
- Payment Card Industry Data Security Standard
- 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 mm$^2$

USPS® maximum shred size:
- Width: 0.24 inch (6mm)
- Length: 1 inch (25.4mm)
- Surface Area: 152 mm$^2$

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

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: ≤ to 2000mm\(^2\) or strip width: ≤ 12mm (unlimited length)

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

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

**P-Level 4: Particularly Sensitive & Confidential Data**
Surface Area: ≤ 160mm\(^2\) and Strip width: ≤ 6mm

**P-Level 5: Secret Data** Surface Area: ≤ 30mm\(^2\) and strip width: ≤ 2mm

**P-Level 6: Highly Secret Data** Surface Area: ≤ 10mm\(^2\) and strip width: ≤ 1mm

**P-Level 7: Top Secret Data** Surface Area: ≤ 5mm\(^2\) and strip width: ≤ 1mm
USPS Secure Destruction shred size performance standards are more stringent than NAID, DIN, and common US industry practice for hardcopy documents containing 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 66 Mail Processing Plants located across the country (i.e. 61 PARS/CIOSS Ops and 20 FPARS/FCIOSS Ops).
# Current List of SD Letter and Flat Mail Plants

## Secure Destruction Plant ZIP Lookup Table

(sorted by ZIP)

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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

Business Mail Entry Unit (Anywhere Nationwide)

CIOSS/FCIOSS Processing Plant

All UAA SD Mail (Intercept)

Deliverable Mail

Mail Address Location

UAA SD Mail (CIF and RTS)
CIOSS Equipment using PARS Software is used to process SD Letter Mail

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

1. **Level P-4 Cut Size**
   Recycle Shredded Paper
   USPS® facilities recycle shredded SD mail.

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.

4. **Model 400.2**
   Shred Mailpieces
   All verified SD mail is fed into an industrial cross-cut shredder at the USPS® facility.

5. **Recycle Shredded Paper**
   USPS® facilities recycle shredded SD mail.
FCIOSS Equipment (i.e. AFSM100) using FPARS Software is used to process SD Flat Mail

1. USPS® FCIOSS Undeliverable Mail Processing (FPARS)

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

4. Shred Mailpieces

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

5. Recycle Shredded Paper

USPS® facilities recycle shredded SD mail.
USPS mail verification staff follow a detailed process to evaluate that all mail pieces 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 yellow 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.
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](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 ACS™, OneCode ACS®, or Traditional ACS™
   - If you do not already have an ACS account, complete and submit the ACS Enrollment Form at: [https://postalpro.usps.com/acs/eACS001.pdf](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](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](https://postalpro.usps.com/node/614)
5  Determine which Secure Destruction STID you will use in the IMb™


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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. CIOSS Plant Zip)
- 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
  - SD Data Security Considerations and Comparisons Guidance
  - SD Plant Zip Lookup Table

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