

# Industry Connect

Dashboard Access and Notes  
USPS Service Alerts

**FONTELL PEART**

**OPERATIONS INTEGRATION & SUPPORT**

**HQ PROCESSING OPERATIONS**

# Access and Approval Process

Business Customer Gateway (BCG)  
USPS Mail Analytics

# Gaining Access



## Mailers

Save time and money [managing your mailings online](#). Get your message where you need it to go with [Every Door Direct Mail](#). Use the [Intelligent Mail Small Business Tool](#) to manage your mail stream and maximize your discount.

[See full list of Mailing Services](#) +



## Shippers

Utilize [Click-N-Ship Business Pro™](#) as an End-to-end solution for businesses to fulfill their daily shipping needs. Schedule regular reshipment of mail from one or more addresses to a chosen destination with [Premium Forwarding Service Commercial™](#)

[See full list of Shipping Services](#) +



## Business

Sign up for [USPS Promotions and Incentives](#), save money with [Automation Discounts](#). Take advantage of [Informed Visibility](#), which provides mail tracking data for letters, flats, bundles, handling units, and containers.

[See full list of Business Services](#) +

## USPS Returns® Services

Returns Are Inevitable. Give your customers an easy way to ship items back with USPS.

[Learn More](#)

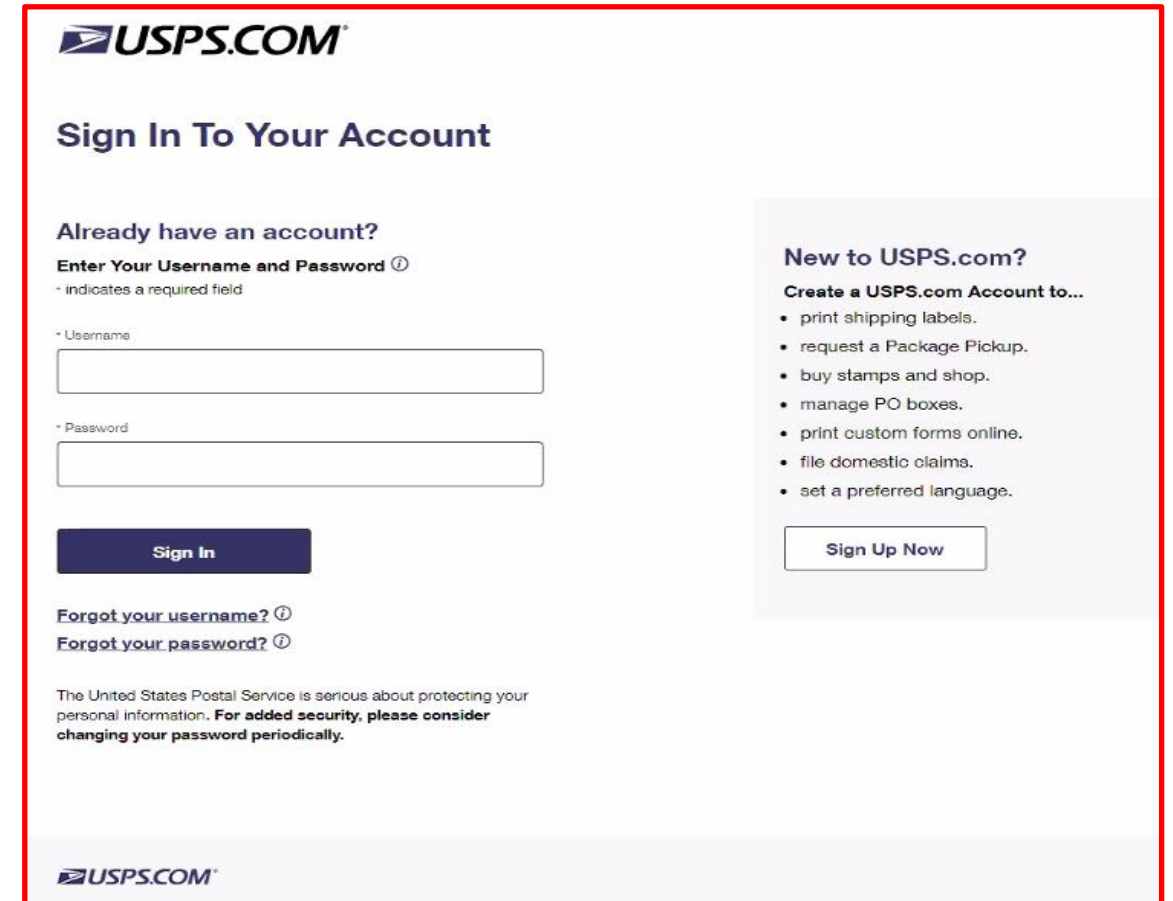


# Two ways to enter the Application

## Gateway.usps.com



## USPSMailAnalytics.com



# Main Page After Logging In

**BUSINESS CUSTOMER GATEWAY** Home Hello Imsbtestthree!

Mailing Services Shipping Services HCR Services Additional Services Alerts Pending Requests **Manage Account** USPS.com Help

Welcome, Imsbtestthree Imsbtestthree

NABORS PLACE (94828591), 311 STEEPLECHASE WAY, LAKE IN THE HILLS, IL 60156-5878

**Account Overview**

Access to the Enterprise Payment System is required for this information. Request access to the Enterprise Payment System.

**Mailer Scorecard**

eDoc Submitter Mail Preparer Mail Owner

September 2021

You either do not participate in this program, or we have yet to receive data for this CRID.

[Mailing Report](#)

Next Pe [Balance and Fees](#)

**Fav** [Edit](#)

- Dashboard >
- IMsb >
- Mailer ID >

Log Out

Manage Profile

Manage Favorites

**Manage Services**

Manage Locations

Manage Users

Mailers will select Manager Accounts tab

Then select Manage Services

# What Customers Will Do to Gain Access

After selecting Manage Services, the below screen will give you the options to select all the services we have to offer. Customer will find USPS Mail Analytics and select Get Access.

Show Services for Location:			
IMSB TEST3 INC (94538914), 1831 N MOORE ST, ARLINGTON, VA 22209			
Service	Status	BSA	
StampsNow Commercial Postal Store	Available	<a href="#">Not You</a>	<a href="#">Get Access</a>
Transportation Procurement Services	Available	<a href="#">Not You</a>	<a href="#">Get Access</a>
<b>USPS Mail Analytics</b>	<b>Available</b>	<b><a href="#">Not You</a></b>	<b><a href="#">Get Access</a></b>

# First Person Requesting Access

The screenshot shows a list of services with a modal dialog box overlaid. The modal dialog has the title "No BSA For This Location" and a close button (X). The text inside the modal reads: "You are the first person requesting access to this service for your Business Location. As such you will become the BSA responsible for controlling access to this service for this location. Do you agree?". There are two buttons: "Agree & Become BSA" (highlighted with a red box) and "Decline".

Service Name	Status	Action	Get Access Button
Scan Based Payment (SBP)			Get Access
Schedule a Mailing Appointment			Get Access
Share Mail			Get Access
StampsNow Commercial Postal Store	Available	<a href="#">Not You</a>	Get Access
Transportation Procurement Services	Available	<a href="#">Not You</a>	Get Access
USPS Mail Analytics	Available	<a href="#">Not You</a>	Get Access

The first person requesting access to the USPS Mail Analytics Service will see the message to the left.

Once you select Agree & Become the BSA your status will move to Pending Help Desk as seen below.

This will generate an email to the MSSCADMIN Helpdesk for validation and approval.

The screenshot shows the USPS Mail Analytics service status. The text "USPS Mail Analytics" is on the left. To its right is the status "Pending Help Desk" (highlighted with a red box) with an information icon (i). Further right is the text "Not You" and a "Cancel" button.

# Mail Analytics

Processing & Logistics

Service Performance



## Operating Condition

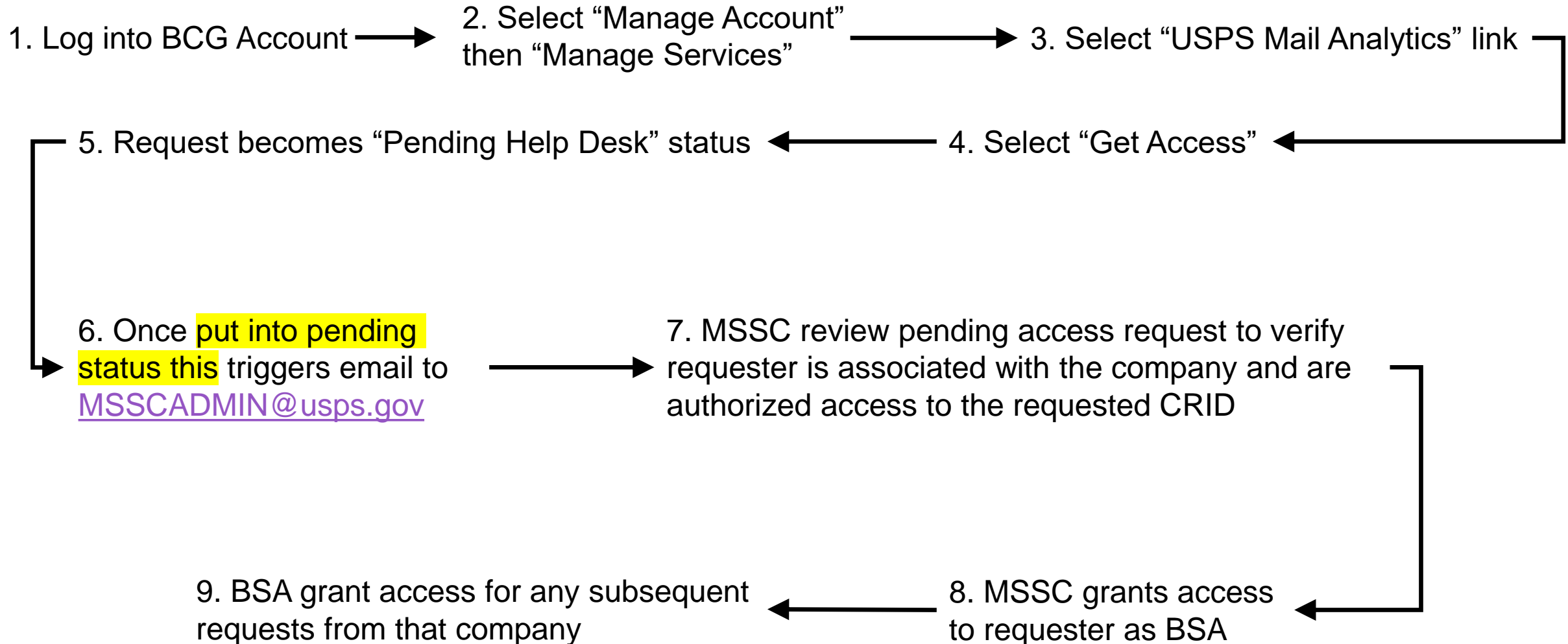
Industry Dashboard

[Launch report](#)

Mail Processing & Logistics operational conditions. Informing industry stakeholders of Normal, Elevated, Power Outage operations in processing and logistics facilities across the country.



# BSA Approval for Industry SPM Exclusion tool



# Industry Connect Dashboard Overview

**Operations Integration & Support**  
HQ Processing Operations

# Industry Connect – Overview (What it Provides)

## Birds eye view of processing centers overall conditions

- Dashboard provides current conditions for USPS processing facilities
- Provides varied Status types
  - Network (Transportation)
  - Drop Shipment (Entry conditions)
  - Letters
  - Flats
  - No Shows (Appointment conditions)
- Users can select specific geographic regions or processing center types
- The information is refreshed hourly to provide the most current conditions

# Industry Connect - Report Notes

## Selectable Features

- Region>Division>Facility>State> Facility Type>Sub Type
- Map View- Clicking on each header changes the map view accordingly
- Status Charts displays the number of facilities in each status box






The screenshot displays the Industry Connect web application interface. At the top, there are six dropdown menus for filtering: "Select a Region", "Select a Division", "Select a Facility", "Select a State", "Select a Facility Type", and "Select a Facility Subtype". Below these are several filter sections on the left, including "Filter on Elevated Status", "Filter on Network Status", "Filter on Drop Ship Status", "Filter on Letters Status", "Filter on Flats Status", and "Filter on No-Show Status". The main area is a map of North America with numerous colored markers representing facilities. A "Color Legend for Map:" is located on the right side of the map, with the following categories: 1 - Impacted (experiencing power outage) in red, 2 - Elevated in orange, 3 - Above Normal in yellow, 4 - Normal Operations in green, and 5 - Normal Operations in blue. At the bottom of the interface, there is a dark blue navigation bar with search fields for "Facility Name" and "NASS Code", and a series of buttons for "Network Cycle Time", "Drop Ship Cycle Time", "Letters", "Flats", and "No-Show Appointment %".

# Industry Connect - Report Notes

## Color Code Legend

- **Blue-** Normal Operations (5) – Conditions are better than acceptable/normal range
  - Site continues with established operational plans
- **Green-** Normal Operations (4) – Conditions are within acceptable/normal range
  - Site continues with established operational plans
- **Yellow-** Above Normal (3), conditions with variation – Conditions slightly outside or varying in/out of acceptable/normal range
  - Site adjusts operating plans and corrects variation to manage conditions
- **Orange-** Elevated (2) – Conditions are outside acceptable/normal range & manageable
  - Site adjusts operational plans to correct conditions to the acceptable/normal range
  - Counter measures – predetermined and in place, constant monitoring to Green
  - Actions/Conditions are shared during Peak Industry Call
  - *NOT* an Industry Alert condition
- **Red-** Impacted (1), Facility Down/Power Outage – extenuating circumstances, site is not operational
  - Share Actions/Conditions during Peak Industry call, constant monitoring to Green
  - Site reacting appropriately with contingency plans to bring operations back normal state, mitigating any service impacts
  - Greater than 24hrs. impact or overarchingly affecting service, Industry Alert is issued

Color Legend for Map:

	1 - Impacted (experiencing power outage)
	2 - Elevated
	3 - Above Normal
	4 - Normal Operations
	5 - Normal Operations

# Industry Connect – Status Elements

## Elements

- **Network Cycle** – Postal transportation – Based on average arrive to unload
  - Updated hourly
- **Drop Ship Cycle** – Entry Conditions – Based on average of yard arrive to appointment close
  - Updated hourly
- **Letters** – Facility Condition – key metrics are delayed letter volumes, volumes processed, capacities
  - Updated Daily based on operational day
- **Flats** - Facility Condition – key metrics are delayed Flats inventory, volumes processed, capacities
  - Updated Daily based on operational day
- **No Show Appointment %** - Appointment Conditions – FAST No Show appointments relative to Scheduled appointments
  - Updated hourly

Facility Name	NASS Code	Network Cycle Condition	Drop Ship Cycle Condition	Letters	Flats	No-Show Appointment %
Akron OH P&DC	442					
Albany N						
Anaheim						
Anchorage						
Atlanta G						
Atlanta G						

# National Service Alert Map Overview

Operations Integration & Support / Enterprise Analytics  
Processing Operations & Maintenance

# Service Alert Map – Where/How

## Where/How

- Access USPS.com
- Go to lower portion of page
- Click “USPS Service Updates”

[Email Scams](#)

**USPS.COM**

**HELPFUL LINKS**  
Contact Us  
Site Index  
FAQs  
Feedback

**USPS JOBS**  
Careers

**ON ABOUT.USPS.COM**  
About USPS Home  
Newsroom  
→ [USPS Service Updates](#)  
Forms & Publications  
Government Services

**OTHER USPS SITES**  
Business Customer Gateway  
Postal Inspectors  
Inspector General  
Postal Explorer  
National Postal Museum  
Resources for Developers  
PostalPro

**LEGAL INFORMATION**  
Privacy Policy  
Terms of Use  
FOIA  
No FEAR Act EEO Data

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[f](#) [t](#) [p](#) [v](#)

**USPS.COM** Quick Tools Send Receive Shop Business International Help

English Locations Support Informed Delivery Register / Sign In

### See Incoming Mail in Your Email

Preview mail and track packages with Informed Delivery® notifications.\*

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\*Informed Delivery dashboard, mobile app, and email notifications include grayscale images of letter-sized mail, package tracking information, and some color images.

**Search or Track Packages**

Search USPS.com or Enter Tracking Number(s)

**Click-N-Ship®**  
Pay for and print shipping labels.

**Stamps & Supplies**  
Forever® Stamps: \$0.58  
Postcard Stamps: \$0.40

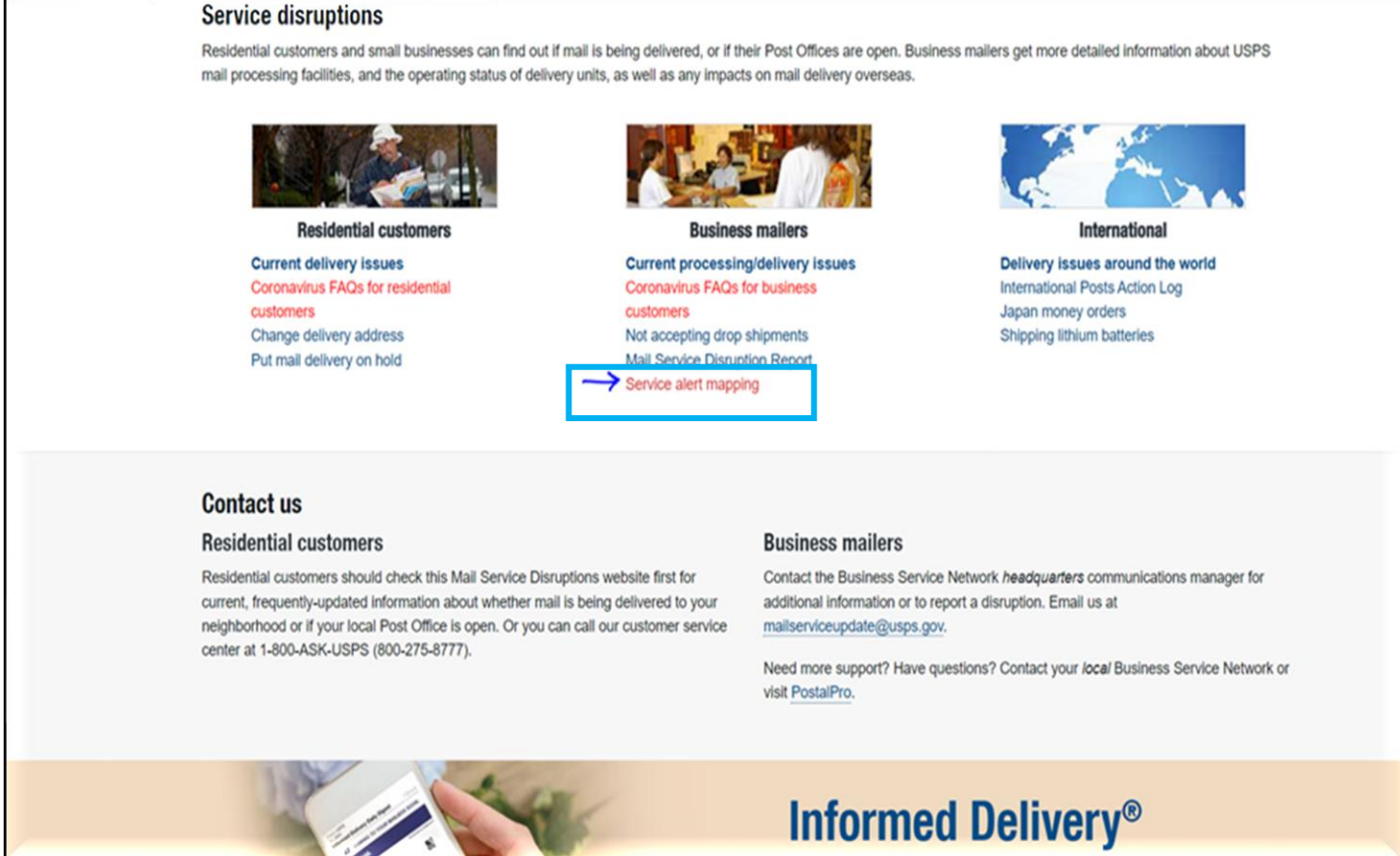
**Informed Delivery®**  
Digitally preview your incoming mail.



# Service Alert Map – Where/How

## Where/How

- Go to lower mid of new page
- Select “Service alert mapping”
  - You will be ported to the map



**Service disruptions**  
Residential customers and small businesses can find out if mail is being delivered, or if their Post Offices are open. Business mailers get more detailed information about USPS mail processing facilities, and the operating status of delivery units, as well as any impacts on mail delivery overseas.

**Residential customers**  
Current delivery issues  
Coronavirus FAQs for residential customers  
Change delivery address  
Put mail delivery on hold

**Business mailers**  
Current processing/delivery issues  
Coronavirus FAQs for business customers  
Not accepting drop shipments  
Mail Service Disruption Report  
[→ Service alert mapping](#)

**International**  
Delivery issues around the world  
International Posts Action Log  
Japan money orders  
Shipping lithium batteries

**Contact us**

**Residential customers**  
Residential customers should check this Mail Service Disruptions website first for current, frequently-updated information about whether mail is being delivered to your neighborhood or if your local Post Office is open. Or you can call our customer service center at 1-800-ASK-USPS (800-275-8777).

**Business mailers**  
Contact the Business Service Network *headquarters* communications manager for additional information or to report a disruption. Email us at [mailserviceupdate@usps.gov](mailto:mailserviceupdate@usps.gov).  
Need more support? Have questions? Contact your *local* Business Service Network or visit [PostalPro](#).

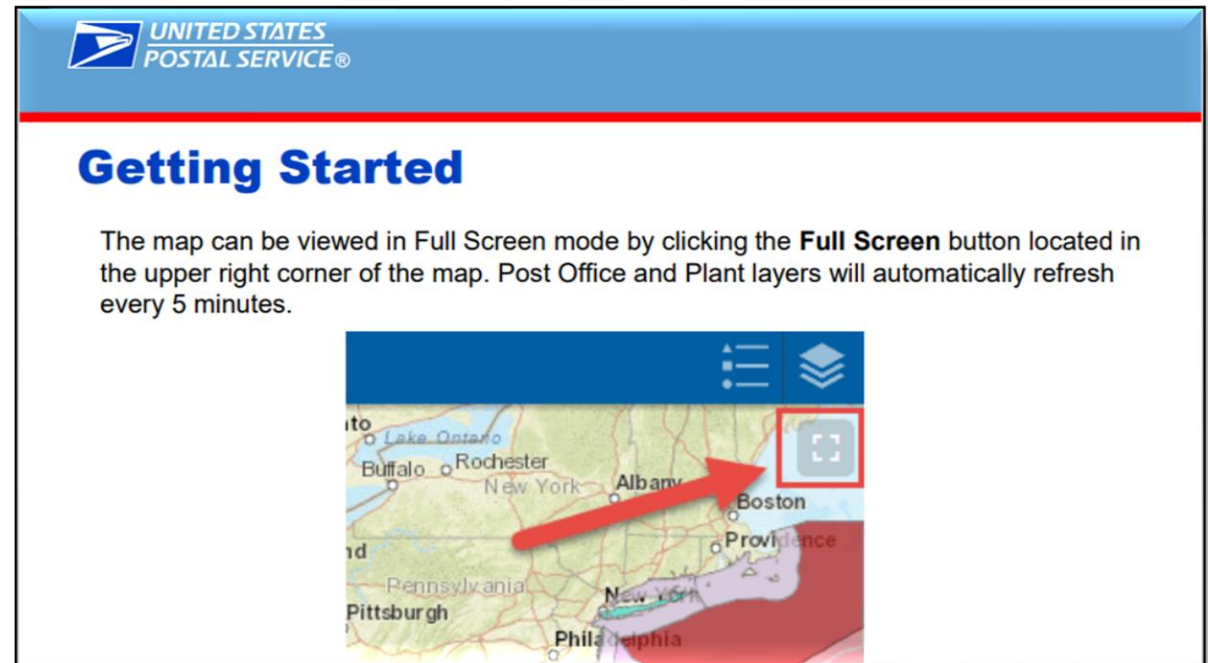
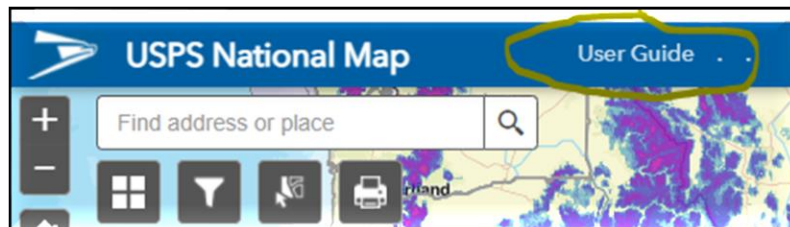
**Informed Delivery®**

# Service Alert Map – Purpose & User Guide

## Purpose

The USPS National Map is an external facing GIS map (online geographic information system) showing the location of postal facilities alongside hazards and other authoritative layers from entities like NOAA, NWS (weather-related) and GeoMAC - Geospatial Multi-Agency Coordination, public face of all wildland fire perimeters. This map is dynamic and other layers may be added or removed as appropriate.

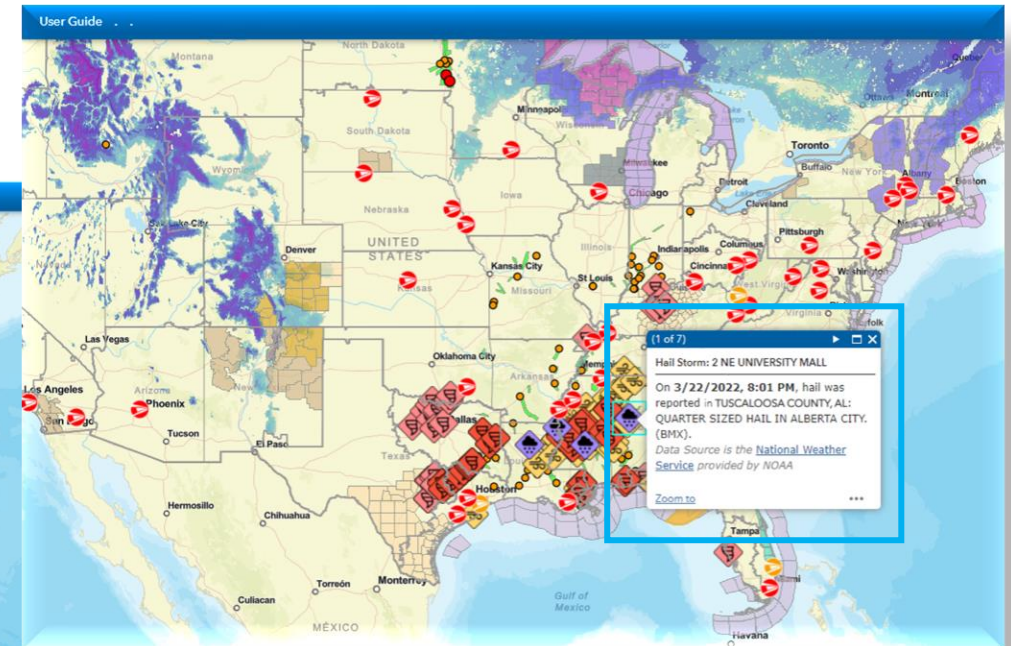
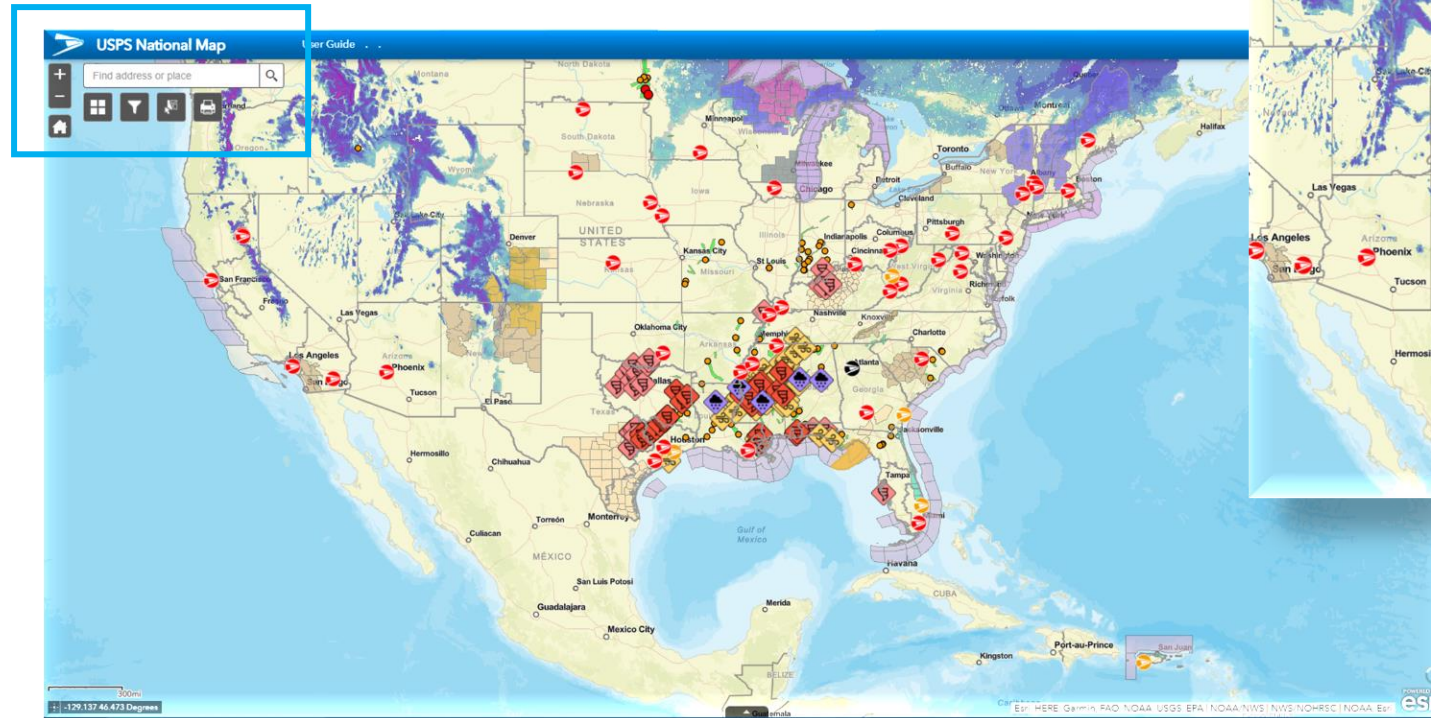
The User Guide is a great way to get acquainted  
Available at the Top of the Map

A screenshot of the USPS National Map interface showing the 'Getting Started' section. The top navigation bar is blue and contains the USPS logo, the text 'UNITED STATES POSTAL SERVICE', and a 'User Guide' link. Below the navigation bar is a search bar with the placeholder text 'Find address or place' and a magnifying glass icon. To the left of the search bar are navigation controls: a plus sign for zoom in, a minus sign for zoom out, a grid icon for full screen, a funnel icon for layers, a lightning bolt icon for hazards, and a printer icon. The main area shows a map of the Northeast United States with various colored overlays representing postal facilities and hazards. A red arrow points to a 'Full Screen' button in the top right corner of the map area. The text below the map reads: 'The map can be viewed in Full Screen mode by clicking the Full Screen button located in the upper right corner of the map. Post Office and Plant layers will automatically refresh every 5 minutes.'

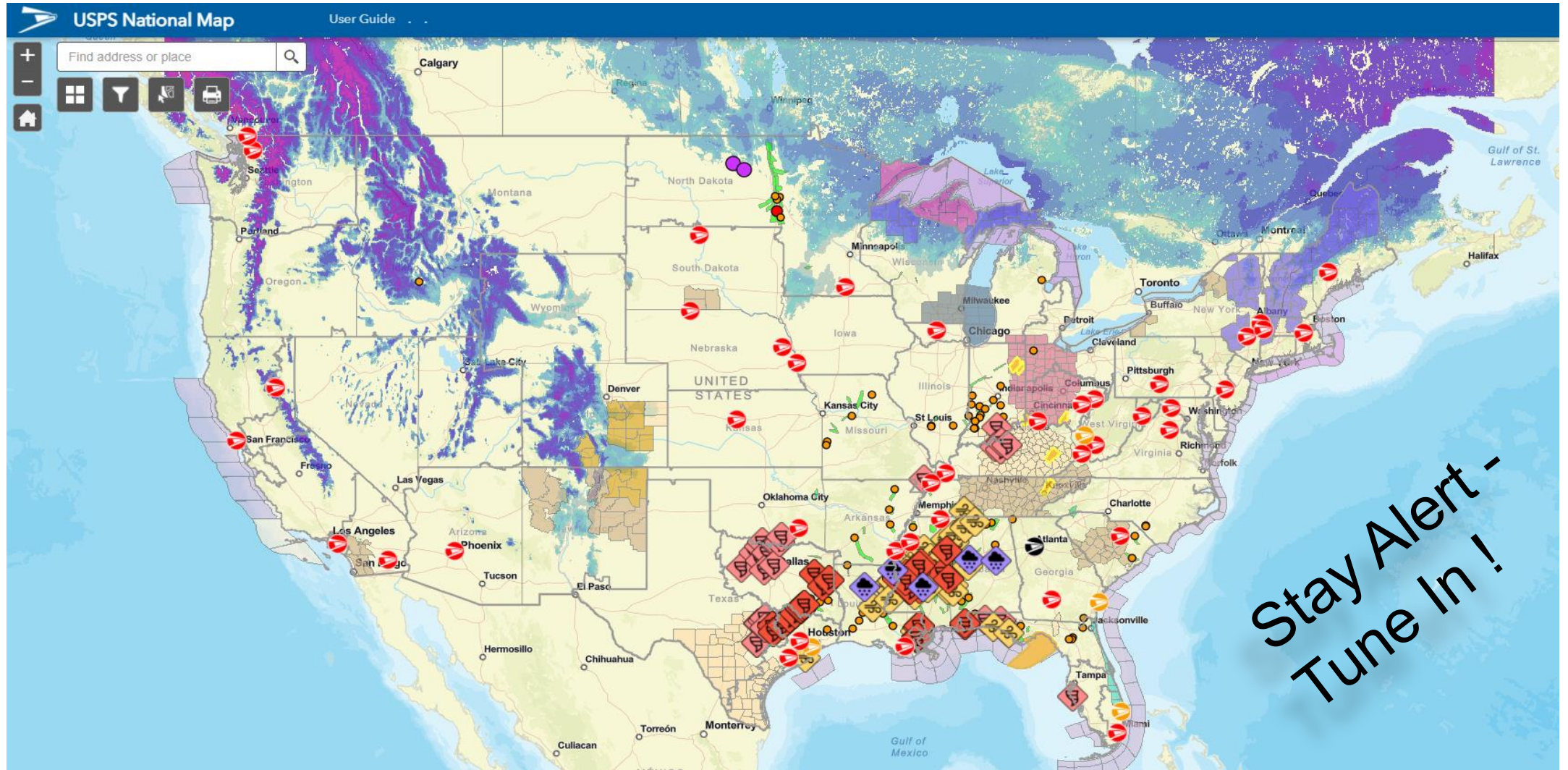
# Service Alert Map - View

## View

1. Filter and Search capabilities
2. Zoom and Back features
3. Available hover and selection caption data/information/pages

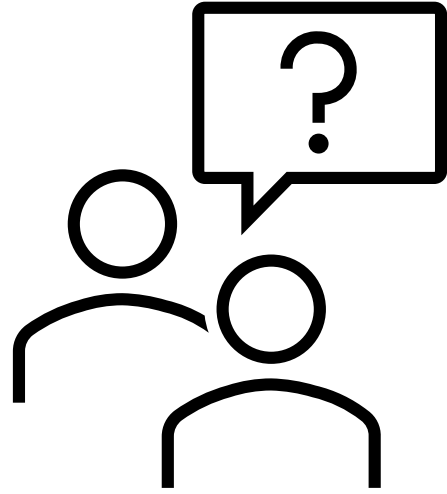


# Service Alert Map



Stay Alert -  
Tune In!

# QUESTIONS?



Thank you for your time and (possibly 😊)  
your attention today!

