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August 2022

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



National PCC Week – September 19 through 23, 2022 Speakers Announced

The National Postal Customer Council (PCC) Program Office recently announced the speaker line-up for PCC Week events around the nation. USPS Headquarters speakers will be participating in various in-person events to support the PCC mission and to amplify the message of Postmaster General Louis DeJoy’s keynote speech regarding the Delivery for America (DFA) Plan and the future of the Postal Service.

National PCC Week is returning to in-person events for the first time in three years – PCCs will be conducting their National PCC week events between September 19 through 23, 2022. The theme is “Facing the Future Together,” a continuation of the concepts shared at the National Postal Forum in May 2022. This will be a great opportunity to hear from postal leaders at the local level about USPS business strategies and best practices in the mailing and shipping industry.

During the events, there will be a segment dedicated to USPS Headquarters messaging. A portion of the content will include:

- A 20-minute keynote video featuring Postmaster General Louis DeJoy
- A 35-minute presentation from a USPS Officer, including what they are working on in their area of responsibility to support the DFA Plan

Additionally, PCCs will provide giveaways and host raffles which include an opportunity to win a free registration to the 2023 National Postal Forum which will be held May 21 through 24, 2023 in Charlotte, NC (participation may vary).

More information to follow; to find a PCC event near you, please visit our “Locate a PCC Event” site at: <https://about.usps.com/what/business-services/postal-customer-council/pcc-event-locator.htm>

We look forward to seeing you at a 2022 PCC Week event.

Source: *USPS News Link – Washington, DC*

Road Show - PMG Visits Employees, Customers in TX, LA

Postmaster General Louis DeJoy visited USPS facilities in Texas and Louisiana recently to meet with employees and customers and update them on the Delivering for America plan.

DeJoy discussed the Postal Service's steady progress in service performance, as well as improvements to the organization's processing and delivery network.

He also highlighted the successful delivery of hundreds of millions COVID-19 test kits to 180 million households, along with preparations for this fall's midterm elections and holiday season.



"I appreciated the opportunity to meet with our employees and customers and share with them the progress we are making in becoming the high-performing organization the American people expect and deserve," DeJoy said. "We have a long road ahead of us, but I am confident that we will achieve what we have set out to accomplish."

In Texas, the postmaster general met with Southern Area Inspiring Mail and the Greater Dallas Postal Customer Council, two groups that bring USPS leaders and business customers together. He also met with Texas 1 District employees and workers at the Dallas Network Distribution Center and the Fort Worth, Dallas and North Texas processing and distribution centers.

In Louisiana, DeJoy visited with New Orleans area employees, as well as workers at St. Rose Annex, Park Manor Station and the Kenner and Metairie Post Offices.

Additionally, he delivered a keynote address at the National Association of Postal Supervisors national convention in New Orleans.

Source: *USPS News Link – Washington, DC*

Atlantic VP Retiring - Vacca to Wrap up 36-Year USPS Career

Atlantic Area Vice President Salvatore "Sal" N. Vacca

Salvatore "Sal" N. Vacca, Atlantic Area vice president, is retiring on Oct. 1.

Vacca was appointed to the newly created area in August 2020. He oversees 12 districts across 14 states, 128,000 employees and 35.6 million delivery points.



Prior to his current role, he was an acting vice president overseeing the former Great Lakes Area; a postmaster in Fort Lauderdale, FL, and West Palm Beach, FL; and served as an officer in charge in Miami.

He also served as district manager of both the former Capital and Atlanta districts, officer-in-charge in Atlanta and operations support manager for the former Capital Metro Area.

He began his career with the Postal Service as a letter carrier in Newark, NJ, in 1985.

Source: *USPS News Link – Washington, DC*

Acting Vice President, Retail and Delivery Operations, Atlantic Area-Scott Raymond

Postmaster General Louis DeJoy has announced the appointment of Scott Raymond as the Acting Vice President, Retail and Delivery Operations, Atlantic Area, effective October 1. As acting Vice President, Raymond will oversee an area encompassing 12 districts, 128,000 employees, 8,600 Post Offices and 35.6 million delivery points.

Raymond previously served as the Atlantic Region Senior Director of Regional Logistics, a post he held since March 2021. In this role, Raymond directed regional logistics operations, programs, and processes, including air and surface transportation routes while ensuring timeliness and utilization of all network assets to meet established targets.

Source: *Industry Alert dated Aug 26*

New Vice President - Hawkins to Lead Western Region



Western Region Vice President Todd S. Hawkins

Todd S. Hawkins has been named Western Region vice president, a role he has filled on an acting basis since April.

Hawkins is responsible for processing and maintenance operations across the region, including overseeing 140 facilities and a workforce of more than 56,000 employees.

In a memo last week announcing the appointment, Postmaster General Louis DeJoy cited Hawkins' commitment to customers and employees, his efforts to develop leaders and his work in support of the Delivering for America plan.

Hawkins joined the Postal Service in 1983. His previous roles include district manager, and processing operations senior director for Lakeshores and Westshores divisions.

Source: *USPS News Link – Washington, DC*

**U.S. Postal Service Honors 2022 PCC Leadership Award
Winners**

The U.S. Postal Service recognized PCCs throughout the nation for their outstanding achievement and innovation during the past year.



Each year, PCC Leadership Awards are presented by the Postal Service in recognition of exemplary work to strengthen and grow the PCC network.

Top honors were presented to PCC groups that achieved overall excellence in their efforts to serve their communities. The PCCs offered innovative solutions for unique challenges during a year that has created greater challenges for businesses of all sizes. And the 2022 winners are:

**PCC of the Year — Metro Market
PCC of the Year — Large Market
PCC of the Year — Small Market**

**Greater Boston PCC
Santa Ana District PCC
Greater Madison Area PCC**

Julie Gosdin (Greater Oklahoma, Tulsa, Central Arkansas, and Northwest Arkansas PCCs) received the **2022 District Manager of the Year Award**. Gosdin was recognized for her consistent leadership, support, and active involvement in all PCCs in her district.

The following categories recognized winners with gold, silver, and bronze awards:

PCC Postal Member of the Year honors went to postal employees who excelled in their efforts with their local PCCs.

Gold	Sherwin Salla (Northeast Florida PCC)
Silver	James Chambers (Southwest Florida PCC)
Bronze	Grant Nakashima (Hawaii PCC)

PCC Industry Member of the Year award winners are tireless supporters of the Postal Service, constantly advocating postal products and services.

Gold	Jennifer Hoyer (Greater Baltimore PCC)
Silver	Alice Gordon (Greater Boston PCC)
Bronze	Rob Hanks (Greater Madison Area PCC)

Innovation of the Year is presented to PCCs that demonstrate out-of-the-box thinking and implement creative ideas that can be replicated by all PCCs.

Gold	Greater Boston PCC
Silver	Central Missouri PCC

Bronze

Sacramento PCC

Communication Excellence is awarded to PCCs that excel in implementing effective and creative communication programs using various touchpoints to reach their members.

Gold

Greater Oklahoma PCC

Silver

Chicago PCC

Bronze

Greater Baltimore PCC

Education Excellence is given to PCCs that have incorporated unique educational topics, speakers, and workshops to increase knowledge within their PCC.

Gold

Greater Philadelphia PCC

Silver

Greater Cleveland PCC

Bronze (tie)

Twin Cities PCC

Bronze (tie)

Puerto Rico PCC

Membership Excellence Award recognizes PCCs that implement strategies to grow membership and keep members engaged.

Gold

Greater Baltimore PCC

Silver

Central Arkansas PCC

Bronze

Sacramento PCC

Congratulations again to our 2022 PCC Leadership Award winners. We look forward to seeing which PCCs will be recognized for their great work in 2023.

Source: *USPS News Link – Washington, DC*

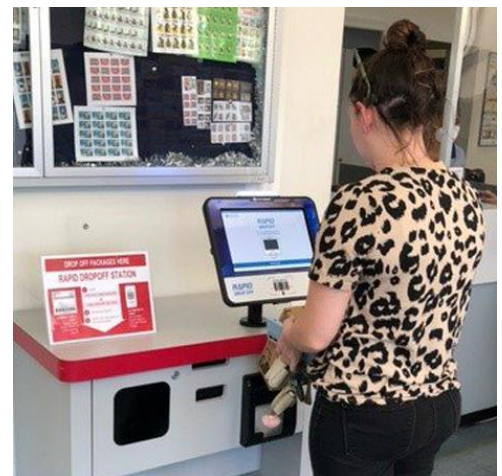
Rapid Dropoff Station - USPS Tests New Self-Service Concept

Customers at the Gunston Plaza Post Office in Lorton, VA, are testing a self-service kiosk for Label Broker and prepaid package drop-offs.

The Postal Service is testing a new Rapid Dropoff Station concept to help customers expedite Label Broker and prepaid mail acceptance transactions.

Through the Label Broker service, customers who need to return a retail purchase but don't have access to a printer can have a shipping label printed at a participating Post Office.

During the Rapid Dropoff Station pilot, customers will have the option of using a self-service kiosk for Label Broker and prepaid package drop-offs.



Here's how it works:

- Customers looking to print labels or drop off prepaid packages go to a participating Post Office to locate the Rapid Dropoff Station kiosk.
- Customers can complete as many label prints and label acceptance scans as needed. Customers can also receive acceptance scans for prepaid packages.
- Once the transaction is complete, the customer drops off his or her packages at the designated package drop-off drum.

The Postal Service is testing the Rapid Dropoff Station concept at the Gunston Plaza Post Office in Lorton, VA. Additional sites may be added later.

Source: *USPS News Link – Washington, DC*

More to Come - USPS, GSA to Expand USAccess Locations

The Postal Service and the General Services Administration will soon offer USAccess government credentialing services at more Post Offices across the nation.

The program provides authorized federal employees and contractors with personal identity verification cards for a variety of purposes, such as getting access to federal office buildings.

Currently, six Post Office locations offer USAccess services by appointment, part of the Postal Service's broader effort to leverage its retail network and trusted reputation. During fiscal year 2023, which begins Oct. 1, USPS and GSA plan to offer the services at 22 locations.

USPS began offering USAccess services as a pilot program in 2020 after the General Services Administration, also known as GSA, closed approximately 400 USAccess locations during the coronavirus pandemic.

Postal employees were trained to use the USAccess computers and other equipment provided by GSA.

"We do multiple transactions including enrollment, activation and PIN resets," said Ann Marie Tallarino, the Postal Service's digital marketing and solutions specialist. "We've had very positive feedback from customers. Without the hard work and dedication of our employees, the success of the program wouldn't be possible."

When the pilot ended last year, GSA and the Postal Service decided to continue the USAccess collaboration permanently at more postal locations to be determined by the GSA.

Meanwhile, USAccess postal locations, such as the Merrifield, VA, Post Office, are booked up months in advance.

USAccess fits with passport and FBI fingerprinting services offered at the Post Office, said Kabirul Islam, a retail associate and one of the USAccess experts.

More than half the USAccess customers at Merrifield need new ID cards, while roughly 15 percent already have a card and come to the Post Office to have it activated, according to Islam, who was recently recognized by GSA for his customer service skills.

"All of the window clerks are trained for good customer service. It's not only me. But I'm happy the Postal Service will open more locations so that customers can get this service," he said.

Source: USPS News Link – Washington, DC

Hurricane Prep - High Season Began Aug. 1



Hurricane season runs from June 1 to Nov. 30.

The Postal Service wants to remind you that the high season for hurricanes is here.

Hurricane season runs from June 1 to Nov. 30, with most storms forming after Aug. 1.

The storms can cause high winds, heavy rain, flooding and other dangerous conditions, with coastal areas most affected.

Disasters happen whether you are prepared or not, so take those few moments to get ready:

- Know your community's hurricane plans, including evacuation routes.
- Complete a personal preparedness plan that includes a household inventory and the location of important family documents.
- Prepare your home for hurricane-force winds or flooding.
- Store enough food and water to last at least three days. One gallon of drinking water per person per day is recommended.
- Create a personal preparedness kit and include items such as hand sanitizer and disposable masks as a precautionary measure.
- Prepare a first-aid kit and make plans for pets.
- Keep contact information current using a physical address — not a PO Box — and mobile telephone number.

Stay aware and stay prepared.

Source: USPS News Link – Washington, DC

New Stamps - Release Date, Location Updates

Oases of the Seas - Stamps Mark 50 years of Marine Protection

The National Marine Sanctuaries stamps highlight 16 habitats and monuments.

The Postal Service is celebrating 50 years of the National Marine Sanctuary System with the release of 16 stamps on Aug. 5.

The National Marine Sanctuaries pane features images as varied as the habitats and monuments that make up this vast network, which



ranges from Rose Atoll in the South Pacific to Stellwagen Bank off the coast of Cape Cod, MA.

The system got its start on Oct. 23, 1972, when the Marine Protection, Research, and Sanctuaries Act was signed — 100 years after the Yellowstone National Park Protection Act became law.

That 1872 law was the first step in establishing the National Park Service. Similarly, the 1972 law provided a framework for preserving and protecting marine areas of ecological, cultural and historical importance.

Today, the system covers 620,000 square miles, with 15 sanctuaries and two monuments. It is managed by the National Oceanic and Atmospheric Administration.

The stamps were designed by art director Greg Breeding from existing photographs, with a map of the system by illustrator Todd M. Detwiler on the back of the pane.

The Forever stamps will be sold in Post Offices and on usps.com.

Source: *USPS News Link – Washington, DC*

Sunken Treasures - Marine Sanctuaries Stamps Dedicated in CA

Leon Panetta, left, and William D. Zollars display framed stamp artwork following the dedication ceremony.

National Marine Sanctuaries, the latest Forever stamps issued by the Postal Service, were dedicated at the Monterey Bay National Marine Sanctuary Exploration Center in Santa Cruz, CA, on Aug. 5.



“Protecting our environment is one of the most important things we can do now and for future generations,” said William D. Zollars, a USPS Board of Governors member who helped dedicate the stamps.

“The habitats protected by these marine sanctuaries and monuments help ensure the survival of threatened and endangered species,” he said.

The sanctuary system was established by the Marine Protection, Research and Sanctuaries Act, which was signed into law in 1972. The system is composed of 17 marine sanctuaries or monuments extending over 620,000 square miles and is managed by the National Oceanic and Atmospheric Administration, or NOAA.

Zollars was joined at the ceremony by Paul Scholz, deputy assistant administrator at NOAA’s National Ocean Service, and Leon Panetta, former U.S. secretary of defense and co-chair of the Monterey Bay chapter of the National Marine Sanctuary Foundation.

The stamps are “a colorful celebration of the beauty, abundance and diversity of our nation’s most iconic underwater places,” Scholz said.

“As these stamps circulate across the nation, we hope they’ll generate excitement about these incredible places and what people can do to help protect them. We especially hope they inspire people

to visit a national marine sanctuary. Perhaps, the stamps will even inspire a child who one day grows up to become a marine biologist, environmental educator, science communicator or a passionate protector of our blue planet.”

National Marine Sanctuaries comes in panes of 16, each stamp depicting a different treasure of the system. Art director Greg Breeding used existing photographs to design the stamps.

They can be purchased at Post Offices and on usps.com.

Source: *USPS News Link – Washington, DC*

Trunk Show - USPS to Release Elephants Stamp

Cue the boppy clarinet.

The Postal Service’s new Elephants stamp, like the Henry Mancini tune “Baby Elephant Walk,” is cheerful, lighthearted, and childlike — fun and simple without being simplistic.



The stamp, which depicts a mother and calf beneath an orange sun, were released Aug. 12, World Elephant Day.

Americans have long loved these complex, sensitive creatures, but they were not always conscientious in caring for them.

Thankfully, the past few decades have seen great strides in elephant welfare. More are being freed from captivity and the importing of ivory is banned.

Rafael Lopez was the stamp’s artist and designer. Derry Noyes served as art director.

The Forever stamp is being issued in booklets of 20. They are available at Post Offices and on usps.com.

Source: *USPS News Link – Washington, DC*

Vroom, Vroom - USPS to Release Pony Cars Stamps

The Pony Cars stamps pay homage to sporty coupes and convertibles of the 1960s and '70s.

The Postal Service’s Pony Car stamps were released Aug. 25.

The Forever stamps are an homage to the sporty coupes and convertibles of the 1960s and '70s that were marketed to adventurous young drivers.

The wildly popular cars played a big role in popular culture, appearing in songs, movies and television.



There are five stamps in all, each depicting a particular model: a 1967 Mercury Cougar XR-7 GT, a 1969 Ford Mustang Boss 302, a 1969 Chevrolet Camaro Z/28, a 1969 AMC Javelin SST and a 1970 Dodge Challenger R/T.

Pony cars are believed to have gotten their name from Car Life editor Dennis Shattuck, who took his inspiration from the Ford Mustang.

Automakers have recently begun reintroducing many models from the cars' glory days.

The stamps' oil-on-panel artwork was created by Tom Fritz. Zack Bryant was the designer and Greg Breeding the art director.

The Pony Cars stamps will be available in panes of 20 at Post Offices and on usps.com.

Source: *USPS News Link – Washington, DC*

Okay, it's Time to Join MTAC

There's a comfort in being this close to so much great information. 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, 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. It's time to join the conversation. 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.

Upcoming Events...

National PCC Week – September 19 – 23, 2022

Quarterly MTAC Meeting

October 25-26, 2022

For information contact: MTAC@usps.gov

***Proposed MTAC dates for 2023:**

- **Jan 31-Feb 2, 2023**
- **March 28-30, 2023**
- **July 18-20, 2023**
- **October 17-19, 2023**

**Preliminary 2023 MTAC meeting schedule; schedule will be finalized in October 2022*

**Preliminary 2023 MTAC meeting schedule does not confirm PMG or ELT participation*

**As of July 2022, all MTAC 2023 meetings are scheduled to take place at USPS HQs, with evening receptions on Tuesday meeting dates*

And now, a Quick Glance Forward Welcome to September

September is on fire - The Romans believed September was ruled by Vulcan, the God of fire. Could it be the warm days? Perhaps, the leaves changing red? The lazy orange sunsets across the sky? Whatever their reasoning, it's one of our favorite fun facts about September.

The days are equal - In the northern hemisphere, September 22nd is the fall equinox. This means that the day and night hours are roughly the same. From here on out the daylight hours will begin to get shorter.

In the southern hemisphere, September 22nd is the spring equinox. This means the daylight hours will begin to get longer.

National days in September - September is full of wacky days, including National Speak like a Pirate Day September 19. Arrr, matey! What's a Pirate's favorite letter? It's NOT R.... Send an email to ddean31@usps.gov, with your answer and you may just win a prize!

September is also the month to take Grandma out for pizza and a pint, home to National Grandparents Day, National Cheese Pizza Day and National Drink a Beer Day. Cheers!

A day that will never be forgotten - Sadly, one of the most recognized September days is a very tragic and somber one. On September 11th, 2001, now known as Patriot Day. When the United States was targeted with the single deadliest terrorist attack in history.

We mustn't forget Labor Day – Sept 5th. Have a wonderful, safe, and long weekend everyone!

Be sure to tell your friends about us and thanks for taking the time!

Federal Register Notices:

Published in the Federal Register Aug 31, 2022

Privacy Act of 1974; System of Records (Doc # 2022-18822)

AGENCY: Postal Service

ACTION: Notice of new system of records

SUMMARY: The United States Postal Service® (USPS® or Postal Service) is proposing to create a new Customer Privacy Act System of Records (SOR) to support an initiative to centralize Commercial Mail Receiving Agency (CMRA) records into an electronic database, improve the security of the In-Person

enrollment process, and consolidate all CMRA paper and electronic records under one new and dedicated SOR. Previous Federal Register Notices for CMRA records that covered the current manual paper record system were published as USPS SOR 840.000, Customer Mailing, and Delivery Instructions.

DATES: These revisions will become effective without further notice on September 30, 2022, unless responses to 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.

Published in the Federal Register Aug 19, 2022

Elimination of Parcel Return Service Product (Doc # 2022-17716)

AGENCY: Postal Service

ACTION: Notice

SUMMARY: The Postal Service hereby provides notice that it has filed a request with the Postal Regulatory Commission to remove the Parcel Return Service product from the competitive product list.

DATES: The request was submitted to the Postal Regulatory Commission on August 12, 2022.

FOR FURTHER INFORMATION CONTACT: Elizabeth A. Reed at (202) 268-3179.

Published in the Federal Register Aug 16, 2022

Change in Rates of General Applicability for Competitive Products (Doc # 2022-17615)

AGENCY: Postal Service

ACTION: Notice of a change in rates of general applicability for competitive products.

SUMMARY: This notice sets forth time-limited changes in rates of general applicability for competitive products.

DATES: *Effective date October 2, 2022.*

FOR FURTHER INFORMATION CONTACT: Elizabeth Reed, 202-268-3179

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:* 8/4/2022 – (Doc# 2022-16649), 8/25/2022 – (Doc# 2022-18296),

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:* 8/4/2022 – (Doc# 2022-16652),

Product Changes-Priority Mail Express *Negotiated Service Agreements:* 8/4/2022 – (Doc# 2022-16651), 8/25/2022 – (Doc# 2022-18299),

Product Changes-Priority Mail *Negotiated Service Agreements:* 8/10/2022 – (Doc# 2022-17172), 8/10/2022 – (Doc# 2022-17173), 8/24/2022 – (Doc# 2022-18294), 8/25/2022 – (Doc# 2022-18292), 8/25/2022 – (Doc# 2022-18295), 8/30/2022 – (Doc# 2022-18730),

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

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:* 8/4/2022 – (Doc# 2022-16650),

Product Changes-Parcel Select *Negotiated Service Agreements*: 8/25/2022 – (Doc# 2022-18298),

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

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

Postal Bulletins:

Postal Bulletin 22605 dated 8/25/2022

POLICIES, PROCEDURES, AND FORMS UPDATES

Manuals

DMM Revision: Periodicals Requester Records Requirements

IMM Revision: International Reply Coupons

Handbooks

Handbook EL-505 Correction: Changing Handbook Name to “Workers’ Compensation” and Updating Standards

Publications

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

Postal Bulletin 22604 dated 8/11/2022

POLICIES, PROCEDURES, AND FORMS UPDATES

Manuals

IMM Revision: Individual Country Listing for Italy

IMM Revision: Termination of International Postal Money Order Service

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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Attn: Industry Engagement & Outreach
475 L’Enfant Plaza SW, RM 4411
Washington DC 20260

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