Today’s topic is Secure Destruction, a new sustainable BlueEarth mail service offering that provides a solution for USPS customers’ business needs while providing environmental and economic benefits across our mailing industry.

Secure Destruction was developed as a sustainability initiative that helps achieve the USPS goals of “delivering mail at the lowest cost with minimal impact to the environment – and to better serve our customers, our bottom line, and our planet.”
SLIDE 2
Today we will review the following topics:
• What is Secure Destruction (SD)?
• Who should use SD?
• What are the benefits of SD?
• How secure is SD?
• What are the requirements to participate?
• How do mailers register and participate?
• What should mailers do next to get started?

Note: The slide background is a map of the 61 USPS SD Plants.
SLIDE 3

Secure Destruction (SD) is an opt-in mail service offered and operated solely by USPS.

Secure Destruction will reduce the amount of undeliverable as addressed 1st class letter mail that is currently being returned to sender (RTS) to protect any confidential or sensitive information in the mailpiece.

The USPS is now able to identify and intercept UAA 1st class SD letters.

Once intercepted, SD mail will be securely shredded and recycled.

Secure Destruction was created in response to USPS customer requests to offer a service that reduces the handling costs associated with RTS mail with personally identifiable information (PII).
Secure Destruction is basically a 5-step process which occurs within our USPS mail processing facilities:

Step 1: Mail enters one of 61 CIOSS processing plants,

Step 2: Driven by the Secure Destruction STID in the IMb, mailpieces are labeled and sorted for Secure Destruction,

Step 3: The SD sorted mail is then verified by USPS employees to ensure accuracy before shredding,

Step 4: Verified mail is shredded using USPS industrial cross-cut shredders,

Step 5: Shredded material is recycled.
There are several industries that can benefit from the SD service based on the types of companies in those industries and the sensitivity around the type of information those companies manage.

Relevant industries include: financial services, service providers, government agencies, and educational institutions *(note: note examples of each).*

As you look at these industries and think about the relevance of Secure Destruction for your company, determine if your company falls into one of these industries.
Another way to determine the application of this service to your company is to identify the type of information that you send to your customer through the mail.

If you send sensitive information that must be securely managed and that is protected/governed by any information security laws, regulations or industry standards, then Secure Destruction mail service can certainly benefit your organization.

*Relevant information types include: financial, consumer, federal government, credit card, student, and health records*
SLIDE 7

The Secure Destruction program provides environmental, economic, and security benefits:

- **Environmental benefits** include: less carbon emissions (i.e. greenhouse gases) by reducing the need for additional mail processing and transportation associated with RTS mail. Other benefits included increased recycling of UAA mail.

- **Economic benefits** include: reduced RTS handling and management costs for mailers at no additional charge from the USPS.

- **Security benefits** include: strengthens the security profile of participating mailers by ensuring that confidential and sensitive information contained in the mail is securely removed from the mail stream and destroyed with fewer touch points.
The USPS has multiple tiers of mail security protection in place for SD Mail.

Each piece of SD Mail generated on USPS mail processing equipment will be individually verified prior to destruction.

Standard operating procedures and controls have been established to ensure mail flows securely thru the mail processing facility.

As the appointed federal agency responsible for regulating and protecting the sanctity of the mail, the USPS Inspection Service will periodically inspect and assess SD Mail operations.

As with all mail, the Office of the Inspector General will investigate any allegations of mail theft or tampering.
SLIDE 9

SD further ensures the security of the mail shredding process by shredding paper to a cut size smaller than the (National Association for Information Destruction) NAID standard.

The total surface area of SD shredded material is 152 mm\(^2\), compared to the NAID standard of 1210 mm\(^2\) – over 85\% smaller than the NAID standard.
The SD team also evaluated the international standards for destroying various levels of sensitive information.

The SD team determined that the information contained in first-class mail fell into the sensitive/confidential bucket (Levels P3 and P4) and used these international standards as a benchmark in addition to the NAID standard.
SLIDE 11

Compared to the NAID, international Levels P3, and common industry practice, the SD Service destroys sensitive and confidential information to a size that exceeds all these standards and falls within international Level P4 for “Particularly Sensitive and Confidential” information.

[Note: the sizes above are to scale]

[Note: the same content is contained within each mailpiece to compare the amount of information you are able to discern]
In order for a mailer to use the SD Service, the following requirements must be met:

- Mailer has an ACS account: the mailer must have a registered ACS account; mailers may also use an existing ACS account
- Mailer must be enrolled in the SD Service
- Mail is First-Class: the program is currently limited to First-Class letter mail only
- IMB: the mail must have a readable IMB that contains an SD-specific STID (will be discussed in a later slide)
- Change Service Request: Change Service Request, ACS Option 1 or 2 must be selected
Inability to meet the previously mentioned criteria will prevent the mailer from participating in the SD Service at this time.

If the previously mentioned requirements are met; but the IMb on the mailpieces is not readable, the mailpiece will follow standard handling procedures independent of secure destruction.
SLIDE 14

In order to register for the SD Service and receive electronic notifications of securely destroyed mail, mailers must follow a 5 step process:

Step 1. Identify first-class mail to destroy and ensure that an IMb is used,

Step 2. Register or use an existing ACS account,

Step 3. Register or use an existing EPF account to receive SD eNotifications,

Step 4. Enroll in the SD program by filling out the form located on the RIBBS site,
SLIDE 15

Step 5. Determine which STID category you will use in the IMb.

STID numbers will be provided to mailers after they complete the first 4 steps in the registration process.
SLIDE 16

Once mailers has completed the registration process and SD mail starts to get processed, they will begin receiving notifications electronically. Mailer records when using SD will be a two part process:

   Part 1. ACS Notification indicating the reason for non-delivery of the mailpiece;

   Part 2. SD Notification of mailpieces (by IMb) that have entered the secure destruction process.

The SD notifications can be accessed by mailers via the Electronic Product Fulfillment (EPF) website.
SLIDE 17

When mailers access the EPF site, they will see a listing of mailpiece-level notifications similar to the one of this slide.

The notification will include:

- Mailer ID
- Mailpiece IMb
- Date and Time the mailpiece entered the SD process
- Facility ID for the USPS location that processed and ultimately destroyed the mailpiece
As mailers decide whether or not they want to be part of the SD process, we recommend you take some of the next steps listed in the slide to learn more about the program and to gain buy-in from your respective organizations.

Additionally, mailers should access the RIBBS website SD page to find more information on the SD Service.
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There are a number of additional SD resource documents available on the USPS RIBBS Website on the Secure Destruction page as well as the PCC page.
For More Information

For Additional Information on Secure Destruction visit the RIBBS SD Webpage at https://ribbs/index.cfm?page=securedestruction

SD Enrollment and eNotification Questions?
Contact the National Customer Support Center at:
Phone: 877-640-0724, option 1
Email: acs@usps.gov

Contact Your Account Manager at (insert info):