



DEPARTMENT OF DEFENSE ADDRESSING

**2007 Official Mail Workshop
Mr Gabe Telles**



ADDRESSES

- ❑ Complete, correct addresses are:
 - ❖ Essential for prompt, efficient mail delivery
 - ❖ Reduce costs for both the DoD and the USPS

**ATTN DOD OFFICIAL MAIL MANAGER
MILITARY POSTAL SERVICE AGENCY
2461 EISENHOWER AVE STE 814
ALEXANDRIA VA 22331-0006**



REFERENCES

☐ References:

- ❖ Sections E4.2.13 & 14, DoD Instruction 4525.08, “DoD Official Mail Management”
- ❖ Chapter 3, DoD 4525.8-M, “DoD Official Mail Manual”
- ❖ USPS Publication 28, “Postal Addressing Standards”



ADDRESS MANAGEMENT SYSTEM (AMS)



- ❑ AMS Database:
 - ❖ Contains all deliverable addresses and is the basis for all bar-coding and automated mail processing
 - ❖ Must include street addresses with secondary unit designators



ADDRESS MANAGEMENT SYSTEM (AMS)



- AMS Offices:
 - ❖ Enter city names, street addresses and secondary unit designators into AMS database
 - ❖ Assign ZIP+4 Codes & process requests for more 5-digit ZIP Codes
 - ❖ Local address & telephone number available via USPS' Home Page



ADDRESS ASSIGNMENT

- ALL DoD addresses shall be assigned so they are compatible with USPS' automated delivery point sequencing
- APO/FPO addresses shall include the unit, postal service center (PSC), or consolidated mail room (CMR) address and secondary unit designator as appropriate
- Do not use city, state, & street addresses in APO/FPO addresses



ADDRESS ASSIGNMENT

- Include DoD installation names as city or community names in AMS database.
- DoD installation assigns city-style street addresses on the installation. Shall not duplicate addresses in adjacent civilian communities.
- Do not rename streets being used as mail address & in AMS Database



ADDRESS ASSIGNMENT

- Use only geographically locatable civilian-style street addresses
- Do not use one street address for entire installation
- “Building 123 Roberts Street” is not a valid address format
- Use “PSC” and “CMR” only in APO/FPO addresses



ADDRESS PLACEMENT

- ❑ By building's front entrance and must be visible from street.
- ❑ Put both street name and address number on building if:
 - ❖ Both building number and address number are visible from the street
 - ❖ Buildings placed diagonally on street corners or set back from street



SECONDARY UNIT DESIGNATORS



- Are words such as suite, room, unit, or stop followed by a number (no alpha characters)?
- Use only words listed in USPS Pub 28. Do NOT use “box”
- Use when more than one activity, office, or mail receptacle is at the same street address



DELIVERY POINT BARCODE



- Does not accept alpha characters
- Last two digits of secondary unit designator are placed after ZIP+4 Code for sorting in delivery point sequence
- Do not duplicate last two digits of secondary unit designator within a +4 Code.



QUESTIONS



Military Postal Service Agency



OPENING, CLOSING, OR RELOCATING A MAIL CENTER

2007 Official Mail Workshop

Mr Gabe Telles



PLANNING

- Establish goals
- List all functions
- List necessary resources for each function
- List specifications for each resource
- Combine functions and resources list
- List current resources and compare to combined list



PLANNING

- ❑ List separately the resources no longer needed and the new resources required
- ❑ List things now preventing efficient operations
- ❑ Immediate Actions
 - ❖ Where will the facility be located?
 - ❖ When will operations begin?
 - ❖ Contracts/leases



PLANNING

- ❑ Immediate Actions (cont)
 - ❖ Will the facility be on more than one floor?
 - ❖ Does the building exist or is it being built to our specifications?
 - ❖ Who is allocating the space?
 - ❖ Who is designing the new building?
 - ❖ Who is coordinating the move into the building?



PLANNING

- ❑ U.S. Postal Service Related Actions
 - ❖ Identify follow-on location, if required
 - ❖ Keep postal representative informed
 - ❖ Notify of address change/follow-on
 - ❖ Keep vendors and customers informed
 - ❖ Equipment disposal
 - ❖ Contracts/leases



DESIGNING

- ❑ Computer Aided Design (CAD) software
- ❑ Mail Center equipment/furniture vendors
- ❑ Things to consider
 - ❖ Layout of Space (flow)
 - ❖ Conceptual Layout (Security etc.)
 - ❖ Avoid overlap of functions
 - ❖ Align sequentially (receive, sort, scan etc.)
 - ❖ Individual workstations



TEMPORARY MAIL CENTER



- ❑ Existing mail center's business recovery plan should contain:
 - ❖ Information necessary to establish TMC
 - ❖ Lists of pre-positioned and needed supplies, equipment, vehicles, personnel
 - ❖ Contact information for personnel, vendors, suppliers, and USPS
 - ❖ Postage Funds
 - ❖ Agreements
 - ❖ Personnel
 - ❖ Contracts/leases



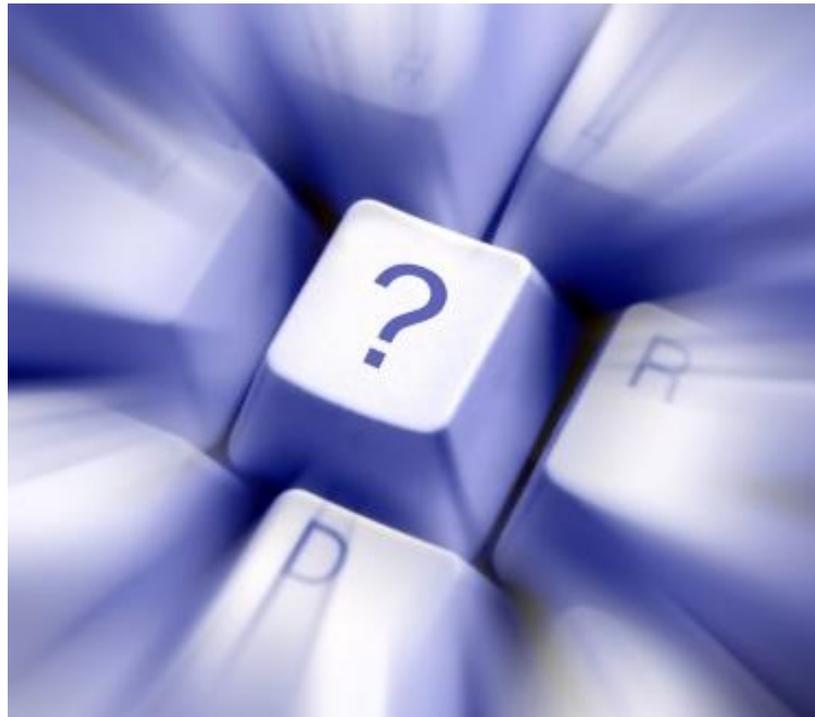
TEMPORARY MAIL CENTER



- Establishing TMC is essentially a combination of opening a new mail center and relocating a mail center.
- The cost-efficient opening, closing, or relocating of a mail center requires a lot of communication and careful planning.
- How well you communicate and plan will directly affect your organization and your reputation as mail manager.
- Do not neglect communication and planning!**



QUESTIONS



Military Postal Service Agency



MAIL CENTER TRAINING PLAN

2007 Official Mail Workshop

Mr Ray Lucier



GENERAL INFORMATION



- Policy and Operational Channels
- Installation OMM
- Training Requirements
- OMM Responsibilities
- Mail Management
- Classes of Mail
- Addressing – Special Services
- Accountable Mail



GENERAL INFORMATION



- ❑ Handling of Suspicious Mail
 - ❖ Detecting Mail/Place Bombs
 - ❖ Anthrax

- ❑ Protection of Mail
 - ❖ Scanning



Policy & Operational Channels



- MPS; Extension of USPS
- Primary Mission
- Overseas



Installation OMM



- Postmaster of the Installation
- Officer, E-7, or GS-7 or above



Training Requirements



- Documentation
- Other methods of communicating and shipping material
- Material that cannot be mailed
- Classification of mail
- DoDI 4525.8_AF Sup 1, 20 Mar 06
- Special postal services; fees



Training Requirements (Cont'd)



- International mail requirements
- Penalties for private use of official mail
- Protection of mail
- Performing mail surveys
- Addressing mail
- Cost-saving methods
- Handling of suspicious mail



Training Directives



- ❑ By no means inclusive, OMMs should become familiar with the following:
 - DoD 4525.6-M, DoD Postal Manual
 - DoDM 4525.8_AFMAN 33-306, Official Mail Manual
 - DoDI 4525.8/AF Sup 1, DoD Official Mail Mgt
 - AFI 31-401, Information Security Program
 - Any local directive instructions
 - Air Force Address Directory
(<https://private.afca.af.mil/afdir>)



OMM RESPONSIBILITIES

- How to Contact their OMM ?
- Single POC with Mail Center
- Receive/Sign for all Parcel Deliveries
- Current OMM Authorization Letter
- Supervise Mailing Practices
- Cost Effective Mail Management
- Report Misuse of Official Mail
- Search and Seizure



Mail Management



- Private Express Statutes – Title 39
- Military Postal Service (MPS)
- USPS Publications 38
- Business Recovery Plan
 - Five-Year Plan
 - Security Plan
- Official Business – Custom Tags
- Hours of Operation
- OMM Appointment Letters



Mail Management



- Misuse of Appropriated Funds
- Inappropriate Mailings
- Envelopes
 - 1/4 thickness; 5/6 sheets; black or dark ink only
- Small Parcel Companies
- AFP 33-305, Postal Augmentee Orientation



Addressing

- Addressing Standards
- Classes of Mail
- Special Services
- Endorsements
- Directory Mail
- Cost Saving Tips



Addressing

- ❑ How addresses are put together
 - Addresses are in the following format:
 - First line: Organization and FAS
 - Second line: Street Address and Suite #
 - Third Line: Schriever AFB, CO 80912+4

- ❑ Use this address in the return address and include “Official Business” beneath it



Addressing

- Consolidated Mail
 - Pouch
 - Defined as 2 or more pieces destined for 1 location
 - Based on weight rather than separate pieces

- Personal Mail
 - Exception

- Care Packages



Policy Regarding Personal Mail



- According to DoD 4525.8_AFMAN 33-306, C7.3.1.7.2.3., “The Installation OMM restricts the delivery of personal mail through the BITS because it delays the processing of official mail and correspondence.”



Directory Mail

- ❑ Directory mail is mail that cannot be delivered as addressed because of an incomplete or incorrect mailing address
- ❑ Write in omitted elements of the name, if know, draw a single diagonal line through the incorrect lines of the address. Make any endorsement neat and legible. Do not use highlighters to make corrections



Classes of Mail

- 1) First-Class (less than 13 ounces)
- 1a) Priority (more than 13 ounces)
- 2) Periodicals (formerly 2nd class)
- 3) Standard (less than 16 ounces)
- 3a) Standard B (more than 26 ounces)
- 4) Express Mail
- 5) Package Services



Special Services



- Special Services (most common)
 - Express Mail
 - Registered Mail
 - Certified Mail
 - Return Receipt

- Endorsements



Special Services (Cont'd)



- Special Services
 - Return Receipt
 - Restricted Delivery

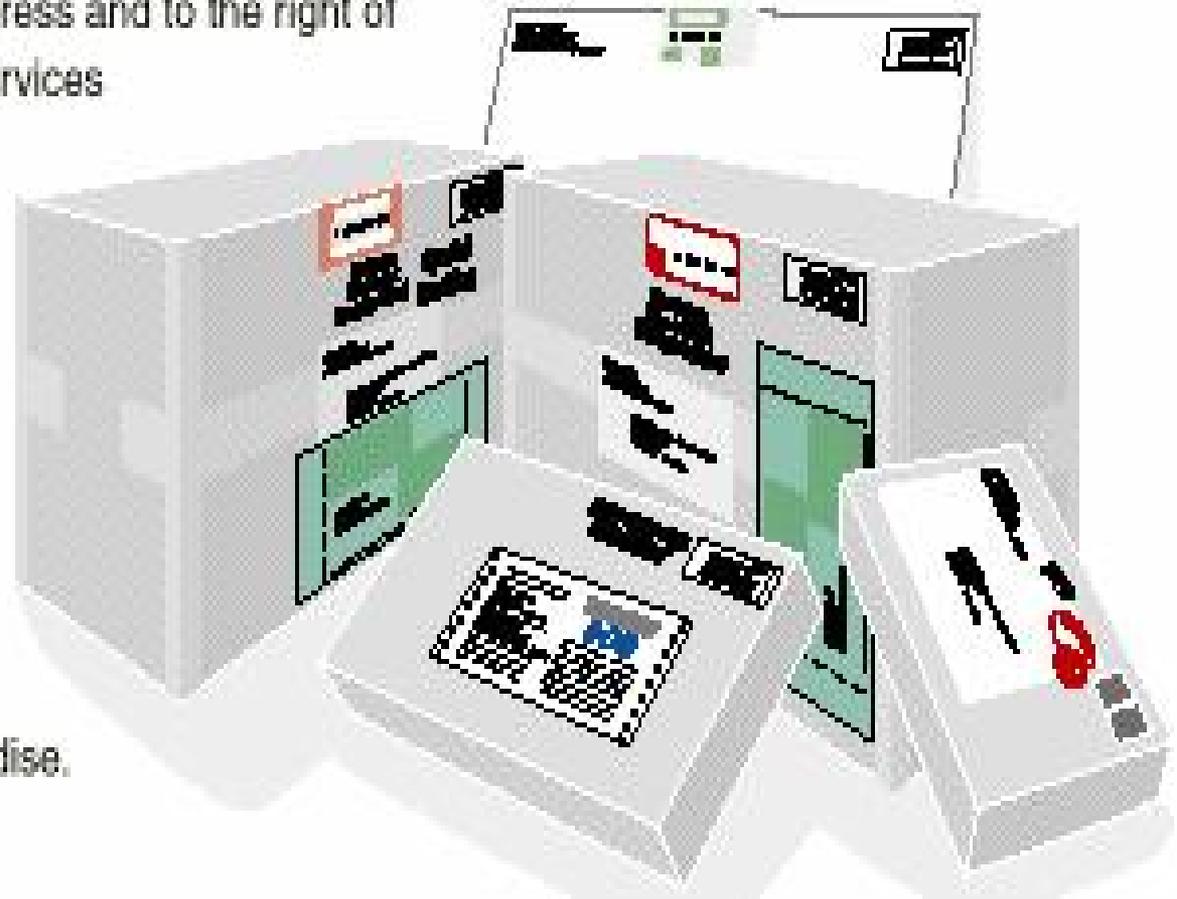
- Endorsements



ENDORSEMENTS

All markings for any special service requested must be placed above the delivery address and to the right of the return address. Special services include the following:

- Certified mail.
- Collect on delivery (COD).
- Insured mail.
- Registered mail.
- Restricted delivery.
- Return receipt.
- Return receipt for merchandise.





Cost Saving Tips



- ❑ Always consolidate distribution whenever possible
- ❑ Use “POUCH” service when available
- ❑ Use a standard size envelope for mailing up to five pages of correspondence
 - Surcharge on the larger envelopes
- ❑ Remember: Official Mail Isn't Free





Accountable Mail



- Classified Communications
- Registered Mail
- Certified
- USPS Express Mail
- FedEx Express
- Return Receipt
- DD Form 2825, Internal Receipt



Classified Communications



- Classified communications should be marked with the appropriate security classification on the front and back, top and bottom
- Be sure the container number is under the return address



Sample Classified Communication



**50 SCS/SCSA
300 O'Malley Ave., Ste. 7
Schriever AFB, CO 80912-3007**

SCSA-07-001

SECRET

**325 CS/SCBA
730 Suwannee Rd., Ste. 1
Tyndall AFB, FL 32403-5429**

SECRET



Registered Mail

- Use for SECRET being sent anywhere in the CONUS and for CONFIDENTIAL going overseas
- Must be double wrapped and the security classification must not be shown on the outside
- Ensure inner container is addressed the same as the outer and be sure to stamp the security classification on the inner container only



Registered Mail (Cont'd)



- ❑ Paper tape must cover all inner and outer envelope seams
- ❑ Ensure control number is two lines under the return address on both inner and outer envelope
- ❑ Do not address registered mail to an individual!
Address it only to a specific organization!
- ❑ Examples



Certified Mail



- Does not have widespread application in AF
- Used for Confidential within CONUS/MPS
- Cannot be tracked during routing
- Examples



USPS Express Mail



- Most expensive means of mailing
- Not authorized without letter of justification
- Can be used to transmit classified; SECRET



Return Receipt



- Provides mailer with proof of delivery
- Not authorized between AF activities
- AF 4, Communications Status Notice/Request



FedEx Express



- Preferred DoD private carrier
- Can be used for overnight delivery and to transmit classified up to SECRET



DD Form 2825

- All classified correspondence entering the MPS must have a DD Form 2825 with the package(s)
(Replaces AF Form 12; use until supplies exhausted)



Physical Security



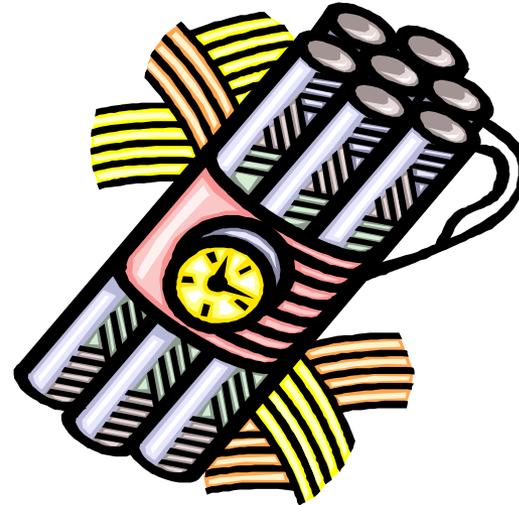
- Registered, Express, and FedEx Express must be secured in a manner which is appropriate for SECRET material



Suspicious Mail Mail/Place Bombs



- Recognition Points
- What to do
- Who to Notify





Recognition Points

- Incorrect Titles
- Titles but no Names
- Misspellings
- Oily Stains
- No Return Address
- Foreign Mail
- Bulky or Rigid Envelope
- Excessive Postage
- Lopsided Envelope
- Protruding Wires/Tinfoil
- Visual Distractions
- Poorly typed or Written
- Restrictive Markings
- Excessive Tape or String
- Excess Weight/Postage
- Odd Noises or Odors



WHAT TO DO WHEN A SUSPICIOUS ITEM IS FOUND



- Isolate Item
- Do not open*
- Do not move or handle more than necessary
- Contact Security
- Secure area and evacuate all personnel/customers
- Note circumstances of delivery
- Ensure First Aid capability



Anthrax

(Greek for Coal – Black)



- What is Anthrax
- What to look for in letters and parcels
- What to do if you receive a suspicious package



What is Anthrax?

- ❑ Anthrax is a bacterial, zoonotic disease caused by *Bacillus Anthracis*
- ❑ Anthrax occurs in domesticated and wild animals, including goats, sheep, cattle, horses, and deer



What to look for in letters & parcels



- Any powdery substance on the outside or falling from inside the package
- Is unexpected or from a person or organization you are not familiar with
- Is correspondence addressed to a member no longer with the organization
- Outdated package
- Has no return address, or the address is unknown



What to look for (Cont'd)

- Package is lopsided or oddly shaped and has unusual weight given its size
- Has more tape than required on the package
- Is marked with restrictive endorsements such as “Personal” or “Confidential”
- Package has a strange or unusual odor or stain
- Postmark shows a different city or state than the return address



What to do if a suspicious package is received



- DO NOT try to open the package
- Calmly alert others
- DO NOT shake or empty the package
- Leave area, close doors, section off room(s)
- Contact Security
- Remove all possible contaminated clothing and place in a plastic bag to prevent leaks
- Wash hands and arms



Protection of Mail



➤ Scanning/Sniffing



OBJECTIVES

- Mail Security
- Personnel Safety
- Minimize Postal Costs
- Protection of Information
- Efficient Delivery Service



WEB SITES

USPS

❖ [USPS.com](https://www.usps.com)

GSA

❖ [GSA.gov](https://www.gsa.gov) “Mail Management”

MPSA

❖ hqdainet.army.mil/mpsa



QUESTIONS



Military Postal Service Agency



Operating An Efficient Mail Center

**2007 Official Mail Workshop
Mr Gabe Telles**



CURRENT REGS



- ❑ DoDI 4525.08, DoD Official Mail Management
 - ❖ August 2006

- ❑ DoD 4525.8-M, DoD Official Mail Manual
 - ❖ December 2001

- ❑ DD Form 2495, Official Mail Managers' Inspection Checklist
 - ❖ July 2006



WHAT'S NEW?

- ❑ Security Plans Statement along w/ Prepaid Postage
 - ❖ Practiced Quarterly, Reviewed Annually
- ❑ Mailing Government-owned Firearms in the MPS
 - ❖ Mailing To, From, or Between MPOs
- ❑ Assignment of Postal/Official Mail Personnel
 - ❖ MPS Requirements now apply to OMCs
- ❑ Handling Contaminated Mail
 - ❖ **PUT IT DOWN & WALK AWAY!**



AGENDA



- Mail Manager Responsibilities
- Managing Incoming Mail
- Outgoing Mail
- Postage Meter Management
- Sources
- Ensure appointment memo is on file
- Perform transit surveys at least semi-annually
- Perform annual inspections



Mail Center Manager

- ❑ Ensure an effective training program is established
 - ❖ Handling Suspicious Mail
 - ❖ Private Express Statutes
 - ❖ Misuse of Appropriated Funds
 - ❖ Inappropriate Mailings
 - ❖ Consolidated Mail
 - ❖ Small Parcel Companies
 - ❖ Addressing Standards
 - ❖ Markings
 - ❖ Special Services



Mail Center Manager



- ❑ Establish an efficient and effective Mail Cost Control Plan
- ❑ Monitor postage use to ensure support of priorities
- ❑ Plan & Budget for the future operations
- ❑ Review Policies & Procedures
- ❑ Be sure Mailers know When & How to Contact You
- ❑ Report Misuse to alleged violator's activity
- ❑ Perform Annual Staff Assistance Visits to activities
- ❑ Report unauthorized use, Loss or Theft of appropriated funds
- ❑ Ensure employees has access to USPS via internet



Mail Center Manager



- ❑ Establish controls on expenditures
 - ❖ Ensure procedures are in affect to safeguard spoiled postage
 - ❖ Ensure deductions from USPS Trust Accounts and electronic billings are validated
- ❑ Inspect incoming mail -- report errors to mailer



Mail Center Manager



- ❑ Prepare Semi-Annually
 - ❖ Prepaid Postage Report
 - ❖ Include Security Plans Verification Statement
- ❑ Review contractor's SOW to ensure compliance with DoD Directives



Managing Incoming Mail



- ❑ Establish Delivery Routes
 - ❖ Map area of travel – ensuring timely delivery
 - ❖ Number of deliveries
 - ❖ Most efficient roads to use



Managing Incoming Mail



- ❑ Break Down Mail and Prepare for Sorting
 - ❖ Separate letter mail trays from flat mail
 - ❖ Remove strapping, letter tray sleeves and flat tub covers
 - ❖ Combine less than full trays or tubs of mail to conserve space
 - ❖ Maintain integrity of the class of mail, i.e. First-Class, Standard, etc.



Managing Incoming Mail



- Consider placing high volume receivers in center of sorting case
- Place flat mail directly into tubs or bags using designated racks
- Maintain control of accountable mail at all times



Outgoing Mail

- Ensure proper preparation & authorized use--
RETURN improperly prepared items
- Determine who needs additional training & policies
needing emphasis
- Sort by class for metering



Outgoing Mail



- ❑ Metered mail preparation
 - ❖ Use only florescent ink and authorized meter tape/strips
 - ❖ Ensure meter imprint is bright and clear
 - ❖ All addresses must face the same way
 - ❖ Bundle five or more pieces with rubber bands or paper straps
 - ❖ Place large volumes in appropriate size tray or flat container



Outgoing Mail



- ❑ Consolidate mail when there are two or more items for the same location
- ❑ Ensure consolidated mailings are prepared properly
 - ❖ Postage and fees are required only on the consolidated container, not on each individual item
 - ❖ PS Form 3811, Return Receipt, is not authorized on individual items because the required fee is not paid
 - ❖ Inquires on individual items must be sent to the receiving mail center, not the USPS -- USPS will have no record of these items



Outgoing Mail

- ❖ Items may be combined with other items HOWEVER, the container must be prepared and mailed with the highest service
- ❖ Prepare and place a PS Form 3854, Manifold Registry Dispatch Book, DD Form 2825, Internal Receipt, or an automated tracking system-generated manifest in the container showing the items



Outgoing Mail

- ❑ Registered Mail
 - ❖ First-Class or Priority Mail postage required
 - ❖ Specific packaging requirements
 - ❖ USPS maintains delivery record AND mailing record
 - ❖ Signed for each time it changes hands in transit
 - ❖ Mailer receives mailing receipt
 - ❖ Return Receipt (delivery receipt) available at additional cost



Outgoing Mail

- ❑ Certified Mail
 - ❖ First-Class or Priority Mail postage required
 - ❖ Handled in transit as ordinary mail
 - ❖ USPS maintains delivery record but no mailing record
 - ❖ Mailer receives mailing receipt
 - ❖ Return Receipt (delivery receipt) available at additional cost



Outgoing Mail

- ❑ Numbered Insured
 - ❖ Not limited to First-Class or Priority Mail
 - ❖ Handled in transit as ordinary mail
 - ❖ USPS maintains delivery record but no mailing record
 - ❖ Mailer receives mailing receipt
 - ❖ Return Receipt (delivery receipt) available at additional cost



Outgoing Mail



- ❑ Return Receipt for Merchandise
 - ❖ Priority Mail, Package Services, Some Standard Mail
 - ❖ No restricted delivery service
 - ❖ Handled in transit as ordinary mail
 - ❖ USPS maintains delivery record but no mailing record
 - ❖ Fee includes a mailing receipt AND a return receipt
 - ❖ Provides recipient's actual delivery address if different from address used by mailer



Outgoing Mail



- ❑ Delivery Confirmation
 - ❖ First-Class Mail parcels, Priority Mail, Standard Mail pieces subject to the residual shape surcharge (electronic option only), and Package Services parcels
 - ❖ Handled in transit as ordinary mail
 - ❖ Provides the date and time of delivery or attempted delivery.
 - ❖ USPS maintains delivery record but no mailing record



Outgoing Mail

- ❖ Mailer receives mailing receipt
- ❖ Not available for APO/FPO destinations, U.S. territories, possessions, and freely-associated states and mail paid with precanceled stamps
- ❖ May be combined with COD, insured mail, registered mail, return receipt for merchandise (Form 3804), special handling
- ❖ Restricted delivery or Return receipt are available if purchased with insurance for over \$50, COD, or registered mail



Outgoing Mail



- ❑ Signature Confirmation
 - ❖ First-Class Mail parcels, Priority Mail, and Package Services parcels
 - ❖ Handled in transit as ordinary mail
 - ❖ Provides the date and time of delivery or attempted delivery



Outgoing Mail



- ❖ USPS maintains delivery record, including the recipient's signature, but no mailing record
- ❖ Mailer receives mailing receipt
- ❖ Not available for APO/FPO destinations, U.S. territories, possessions, and freely-associated states and mail paid with precanceled stamps
- ❖ Waiver of signature is optional
- ❖ May be combined with COD, insured mail, registered mail, or special handling
- ❖ Restricted delivery is available if purchased with insurance for over \$50, COD, or registered mail



Postage Meter Management



- ❑ Setting, Payments, and Refunds:
 - ❖ Quarterly reset all meters for amount of postage needed during the quarter
 - ❖ Reset for zero amount if postage not needed
 - ❖ Set minimum postage on back-up meters
 - ❖ Verify meter was set for correct amount



Postage Meter Management



- ❑ Meter not needed, defective or moved to different post office
 - ❖ Immediately check meter out of service
 - ❖ Establish procedures to ensure receipt of and proper accounting for refunds



Postage Meter Management



- ❑ Daily Register Readings and Control Number
 - ❖ Supports refunds when meters fail
 - ❖ Some equipment maintains electronic log
 - ❖ Use spreadsheet to keep record in lieu of obsolete PS Form 3602-A, "Daily Record of meter Register Readings"
 - ❖ Meter is defective when Control Number changes



Postage Meter Management



- ❑ Defective Meters
 - ❖ Do not use
 - ❖ Illegal to tamper with meter
 - ❖ Report defective meter to vendor
 - ❖ Check out of service
 - ❖ Support refund with daily register readings
 - ❖ Establish procedures to ensure receipt of and proper accounting for refunds



Postage Meter Management



- ❑ Spoiled or Incorrect Meter Postage
 - ❖ Submit refund requests when authorized
 - ❖ See DMM section P014.3 for conditions and procedures



Postage Meter Management



- ❑ Postage Management Systems
 - ❖ Useful tool for managing metered postage and charging postage back to user
 - ❖ Record various types of data such as amount of postage, date, mail class, and volume by user, function, or task
 - ❖ Analyze data to determine areas to concentrate on



Postage Meter Management



- ❑ Meter Security
 - ❖ Meters
 - ✓ Physical security
 - ✓ Immediately report loss, theft, and recovery of lost or stolen meter
 - ❖ Meter Keys/Passwords and Combinations



Sources of Technical Postal Advice



- ❑ Official Mail Managers
- ❑ USPS Business Service Network
- ❑ USPS publications
 - ❖ Domestic Mail Manual
 - ❖ International Mail Manual
 - ❖ Postal Bulletins
 - ❖ Other



Sources of Postal Assistance



- PCC events
- National Postal Forums
- MAILCOMs
- Vendors
- Consultants
- Acquaintances



Questions?



Military Postal Service Agency



SECURITY AND BUSINESS RECOVERY PLANS

2007 Official Mail Workshop

Mr Gabe Telles



ELEMENTS OF PLAN

- ❑ **Official Mail Centers must have a**
 - ❖ **Security Plan**
 - ❖ **Business Recovery Plan**
 - ❖ **5 Year Plan**

- ❑ **It must be:**
 - ❖ **Reviewed & updated annually**
 - ❖ **Stored in a location outside away from the mail center**
 - ❖ **Practiced on a quarterly basis**
 - ❖ **Coordinated with local security officials**
 - ❖ **Coordinated with USPS**



ELEMENTS OF PLAN



- ❑ **Plan should cover as a minimum**
 - ❖ **Risk Assessment**
 - ❖ **Mail Center Relocation**
 - ❖ **Loss of Personnel**
 - ❖ **Recall Procedures**
 - ❖ **Evacuation Procedures**
 - ❖ **Procedures for Handling Threats**
 - ❖ **Notification of First Responder**



ELEMENTS OF PLAN



- ❑ **Risk Assessment**
 - ❖ **Overall process of asset and mission identification, threat assessment, vulnerability assessment, impact assessment and risk analysis**
 - ❖ **Conducted by qualified security personnel in conjunction with mail center manager**
- ❑ **Mail Center relocation requirements**
 - ❖ **Supplies/equipment**
 - ❖ **Vehicles**
 - ❖ **Alternate location for metering mail**
 - ✓ **Availability of postage**



ELEMENTS OF PLAN

- ❖ **Can operations begin immediately upon relocation (availability of equipment etc.)?**
- ❖ **Is space available on first floor?**
- ❖ **Who will allocate the space?**
- ❖ **Who in the facility office will coordinate the move into the building?**



ELEMENTS OF PLAN



- ❖ **Provide notification of relocation to**
 - ✓ **U.S. Postal Service**
 - ✓ **Vendors**
 - ✓ **Couriers**
 - ✓ **Customers**
- ❖ **Similar to closing and opening a mail center**
- ❖ **Ideal time for improvements**



ELEMENTS OF PLAN

- ❖ **Loss of personnel**
 - ✓ **How will you function if part or all personnel are not available?**
 - ✓ **Augmentation procedures**
- ❖ **Recall procedures**
 - ✓ **Who will be recalled?**
 - ✓ **Where will they report?**
- ❖ **Evacuation procedures & meeting location**



ELEMENTS OF PLAN



- ❖ **Notification of emergency services**
 - ✓ **Fire**
 - ✓ **Security Forces**
 - ✓ **Medical**
 - ✓ **USPS Postal Inspector**
- ❖ **Procedures for handling threats**
 - ✓ **Chemical, Biological or Radiological**
 - ✓ **Letter/Parcel Bombs**
 - ✓ **Place Bombs**
 - ✓ **Characteristics**



INFORMATION SOURCES



- Equipment suppliers**
- Acquaintances who have done it**
- USPS.com**
- GSA.gov**
- DoD 4525.8-M, *DoD Official Mail Manual*, dated Dec 26, 2001, Chapter 6.**



RESULTS

- Avoiding unwarranted, costly and disrupting evacuations within a mail center requires coordination and planning**
- How well you plan will directly affect your organization and your reputation as mail manager**
- Do not neglect planning**



QUESTIONS



Military Postal Service Agency



2007 DOD OFFICIAL MAIL WORKSHOP

U.S. Department of Homeland Security
Mail Management Program

July 30, 2007

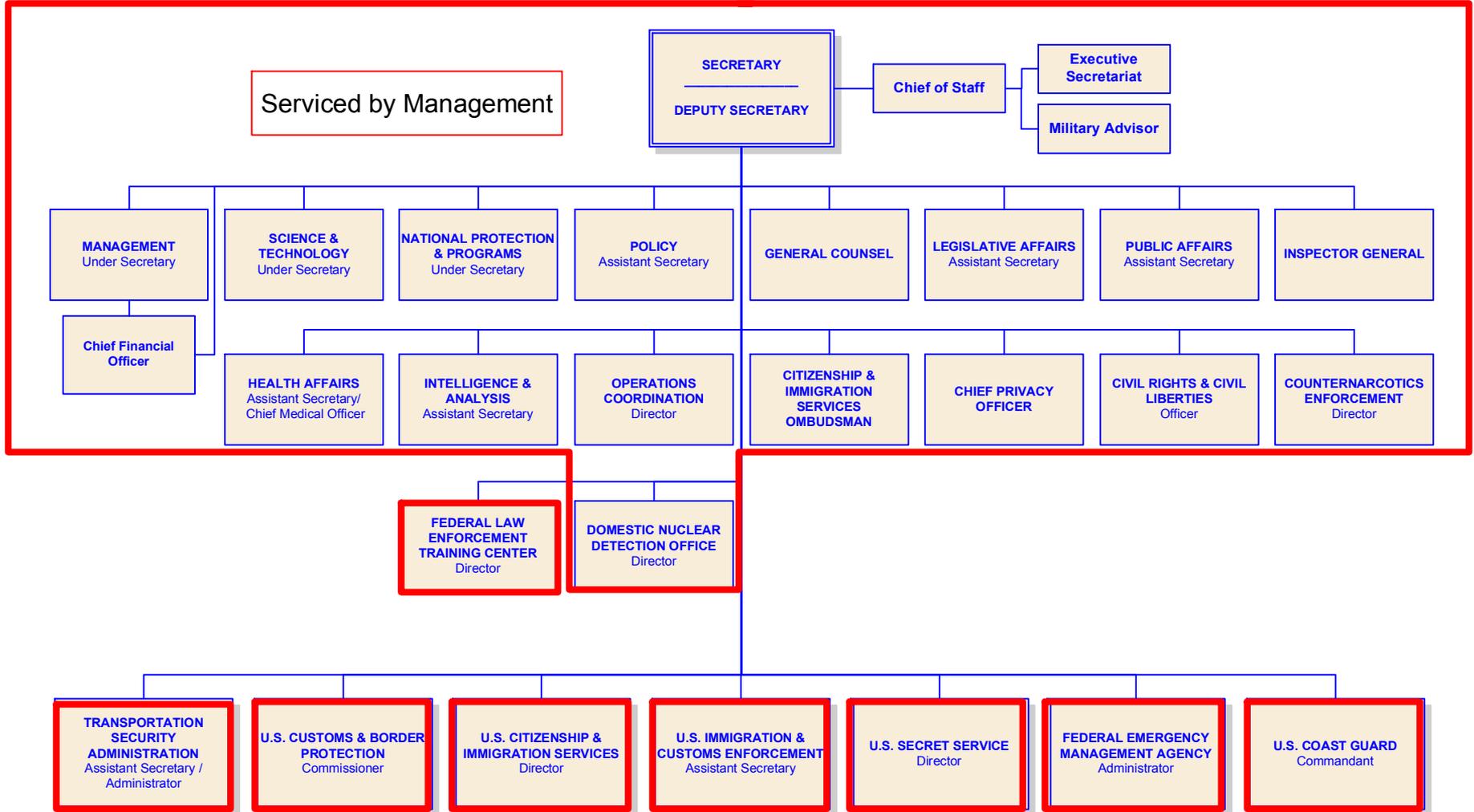


Overview

- Department of Homeland Security (DHS) Organization Structure
- DHS Mail Management Committee
- Mail Management Program Component Review Program
- Mail Management Program Scorecard
- Mail Management Business Intelligence Tool
- DHS Express Package Program
- Consolidated Remote Delivery Site
- Questions and Discussion



Department of Homeland Security Organizational Chart





DHS Mail Management Committee

Why a Mail Management Committee?

- Standardize mail policies – One DHS
- Develop Institutional knowledge management
- Keep pace with a changing environment
- Follow technology and modernization
- Maintain a structure for sustainability/development as the mission grows and changes
- Mandated by the Department via Management Directive MD0590
- Develop appropriate, accurate metrics that provide information that enables DHS to make informed decisions
- Maintain the capability to quickly and effectively respond to disasters
- Enable communication across all DHS Component Mail Programs
- Identify Strategic Goals and Objectives for the Department, and Next Steps for achieving those goals and objectives





DHS Mail Management Committee

The Committee identified the following reasons for affecting change within the Mail Management Program:

- Cost reduction to better support the mission
- Security and safety
- Risks to employees and resources
- Safety and security of the employees
- Increase efficiency (some units working, but not from a Department-wide perspective)
- Economies of scale – take advantage of discount opportunities
- Consolidation and effective utilization of resources
- Need to improve customer service, minimize frustration of the public/customers



DHS Mail Management Committee

DHS Mail Management Program Vision and Mission Statements

- **Vision:** To be the leader in government mail, express and courier services today and in the future
- **Mission:** As a Committee unified in purpose, employ industry best practices and uniform procedures to ensure the safe, timely, efficient delivery of mail, express and courier service, enabling our customers to focus on their core mission. Assure mail, express, and courier services are not hampered during critical times or disasters





DHS Mail Management Committee

Committee Initiatives

- At the first annual Committee Offsite in FY2006, the committee identified the current state of the Department and the Components to identify how the strengths of some organizations could be leveraged to assist other Components
- The Committee meets on a bi-monthly basis to discuss all current initiatives

Current Programs and Initiatives:

- Mail Management Program Scorecard
- Component Review Program
- Mail Management Business Tool (MBIT)
- Express Package Program



Component Review Program

Overview

The Mail Management Program Office will schedule and facilitate a peer review of each Component's Mail Management Program. DHS Components will be reviewed every eighteen (18) months by a team of participants from other Component Mail Program Offices. Each review will take the place of the Mail Management Committee Meeting for that month.

- Collaborative environment as Department matures
- Committee Member Driven
- DHS Centers of Excellence – leveraged and defined
- Not an assessment, not an inspection
- Focused on:
 - Best Practices (Gathering and Sharing)
 - Training opportunity for Committee Members and others



Component Review Program

- Component Review Program currently contains 4 criteria groups that are tied directly to the FY07 Scorecard
- Each Component Mail Manager will serve on 1 of 4 Criteria Review Groups initially and eventually rotate to others
- Post-review documents to stay with Component
 - Best Practices to be shared with all Components
- Designed to operate for about a 3-year term
- Impact on Mail Management Committee
- New GSA Program Review

- Security Programs (includes COOP)
- MBIT
- Express Package Program
- Contract Management and Analysis



Mail Management Program Scorecard

	Goal	TOTAL		X		Y		Z		A		B		C		D		E	
		Status	Progress																
1	Evaluates Annual Program Goals	88%	8%	100%	20%	88%	8%	75%	n/a	75%	-5%								
1a	Working Groups	n/a	n/a																
1b	Committee Meeting Attendance	81%	63%	100%	0%	88%	13%	75%	n/a	75%	8%								
1c	Currently evaluated on a quarterly basis	n/a	n/a																
2	GSA Annual Report	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	n/a	100%	0%
2a	On Time, Accurate Submission	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
3	Security Programs	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	n/a	0%	0%
3a	Submit Plans	n/a	n/a																
3b	Plan Incorporates Risk Assessment	n/a	n/a																
3c	MBIT	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
4	Express Mail	37%	100%	0%	100%	0%	100%	0%	33%	33%	100%	100%	67%	67%	100%	n/a	100%	0%	
4a	Participation at all MBIT events	85%	100%	0%	100%	0%	100%	0%	0%	0%	100%	100%	100%	100%	100%	100%	100%	100%	0%
4b	Fulfillment of MBIT requirements by	90%	n/a	100%	n/a	0%	n/a	100%	n/a	100%	n/a								
4c	Accurate Monthly Input of Contract	n/a	n/a																
5	Consolidated Remote Delivery Site	54%	n/a	12%	n/a	14%	n/a	98%	n/a	60%	n/a								
5a	Provide Quarterly Analysis	58%	n/a	89%	n/a	90%	n/a	80%	n/a	55%	n/a	5%	n/a	0%	n/a	100%	n/a	55%	n/a
5b	Participation and compliance with roll out	70%	n/a	50%	n/a	88%	n/a	50%	n/a	53%	n/a	25%	n/a	25%	n/a	97%	n/a	75%	n/a
6	Service contracts, MOUs, MOAs, and Inter-agency service agreements	n/a	n/a																
	TOTAL	63%	14%	63%	-4%	71%	0%	69%	2%	45%	14%	71%	40%	57%	25%	100%	n/a	66%	-1%



Mail Management Business Intelligence Tool

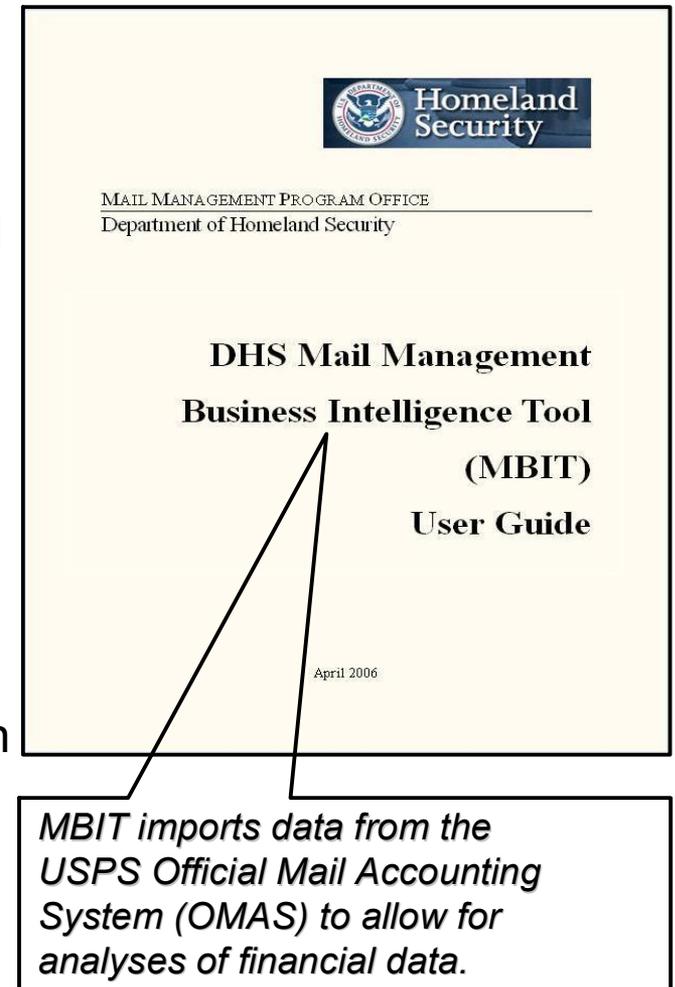
General MBIT Overview

- MBIT provides crucial management and performance data on mail operations across DHS, heightening the awareness of the performance, volume and costs associated with DHS mail operations (Mail is an estimated 250+ million business line)
- MBIT will enable the Mail Management Program, CAO's and Component Mail Managers to develop new means of improving efficiency, reducing overall mail costs and accurately estimating budget appropriations
- Mail Management is one of the first program offices in the federal government to begin collection of performance metrics through an automated system involving a website interface
- MBIT was designed to limit the impact on DHS Component Mail Managers



Mail Management Business Intelligence Tool

- DHS has over 2,000 mail centers and mail service locations conducting mail operations throughout the continental US and its territories
- MBIT allows users to enter data on monthly mail volume, expenditures, and performance information into a centralized Web database
- MBIT collects and tracks meaningful performance metrics and program information from mail centers and mail service locations and consolidates the data into a central repository.
- MBIT serves as both a management reporting tool and a repository of mail program information for mail center and office locations
- Data allows you to create reports depicting various aspects of the mail business within an individual Mail Center, a DHS Component, or DHS-wide





Mail Management Business Intelligence Tool

- Currently being implemented within each DHS Component
- In May 2007, 83% of Mail Centers submitted their monthly data within MBIT
- Currently supports approximately 3,000 users through DHSI Platform
- Implementation in select Components has been outstanding, namely USCG and FEMA
- Organized training in both an interpersonal and help desk setting is available through the Program Office to Components as they continue to monitor their respective transitions
- Near-term goal is to make any necessary updates to MBIT as time/technology progress, and provide the means for 100% data compliance and accuracy across each respective Component

The screenshot shows the DHS MBIT web application interface. The browser title is "DHSInteractive+ - View Reports - Microsoft Internet Explorer". The address bar shows "https://interactive.dhs.gov/dhsipus/". The page header includes the DHS logo and "DHS MBIT MAIL MANAGEMENT BUSINESS INTELLIGENCE TOOL". The user is logged in as "Kiely". The report title is "Pre-Defined Reports > Average Sort Rate". The report displays a table of "Average Sort Rate per Hour (incoming mail)" for various reporting periods from 2006 to 2007.

Reporting Period	Average Sort Rate per Hour (incoming mail)
"2006 - 08"	119067.73
"2006 - 09"	1336785.46
"2007 - 01"	(No value)
"2007 - 02"	(No value)
"2007 - 03"	(No value)
"2007 - 04"	(No value)
"2007 - 05"	(No value)
"2007 - 06"	(No value)
"2007 - 07"	(No value)
"2007 - 08"	(No value)
"2007 - 09"	(No value)
"2007 - 10"	4673736.55
"2007 - 11"	282688.36
"2007 - 12"	654415.23



DHS Express Package Program

Overview:

- The DHS Express Package Program utilizes three providers to obtain full domestic and international express package shipping capabilities
- Providers:
 - DHL
 - UPS
 - FedEx (GSA FSSI Program)





DHS Express Package Program

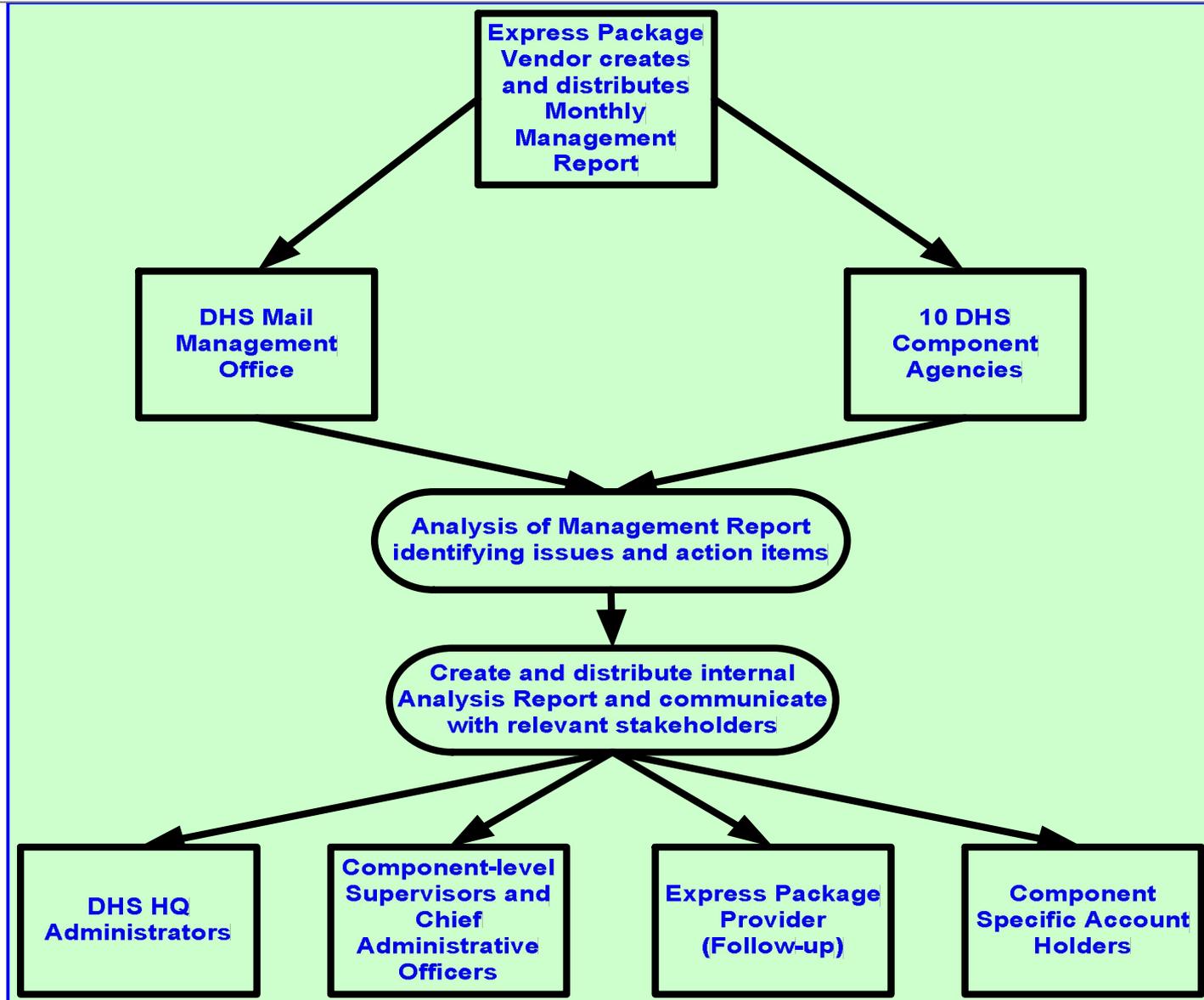
- Each month, detailed management reports are provided to the DHS Mail Management Program Office at Headquarters as well as the individual Mail Managers for each of the mail DHS Components
- Data Fields in these monthly reports include:
 - Month
 - Account number
 - Agency (Component)
 - Address
 - POC (Point of Contact)
- The reports also track performance, expenditure totals by type, and savings compared to the GSA Schedule

Components submit a quarterly analysis of express mail data to their respective Chief Administrative Officers (CAOs) and to the DHS Mail Management Program Office.





DHS Express Package Program





Consolidated Remote Delivery Site: Business Case Analysis

BCA Purpose

- Determine if consolidation of mail operations in WDC around a single facility represents a sound and defensible business decision
- Decision Criteria
- Reduced Risk
- Improved Cost Efficiency
- Strengthened Accountability

Methodology (Data Analysis)

- *Business Case Guide 2nd Edition* (Schmidt)
- Gap Analysis based on OMB Scorecard
- Analysis of Alternatives: “Viability Pyramid” and Decision Tool
- Benefit Cost Analysis: NPV analysis per OMB Circular A-94
- Risk Analysis: “Identify-Assess-Mitigate” Tables

Discovery Process (As-Is)

- Survey Questionnaire
- Site Visits / Interviews



Consolidated Remote Delivery Site: Business Case Analysis

Current State Assessment:

- 81 Mail Centers and additional delivery points
- 3.7 million pieces of incoming mail
- 11 million pieces of outgoing mail
- 107 full-time and part-time staff
- 24 vehicles
- 19,140 sq/ft
- \$9.9 million annual operation costs

Key Takeaway

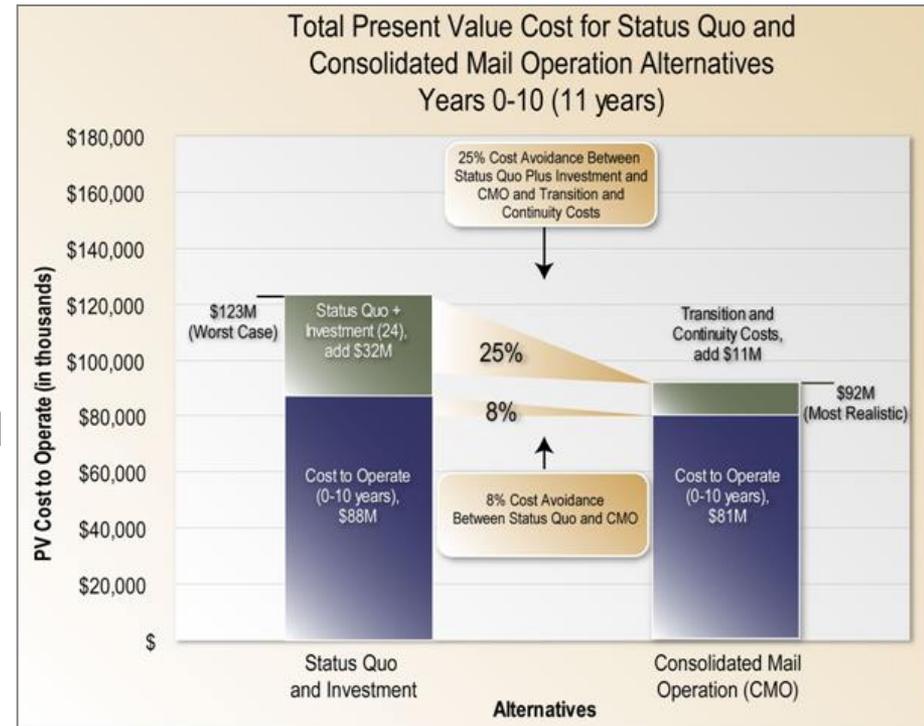
DHS Mail Operations across WDC are **decentralized**, with no cross-Departmental standards in place, or common system of oversight. Accountability is diffuse. Common **data standards do not exist**. Minimal CBRNE detection currently in place.



Consolidated Remote Delivery Site: Business Case Analysis

Tangible Benefits of the CRDS

- Postage Cost Avoidance on Annual USPS Postage; estimated at \$1.12 M per year
- Increased Safety for DHS and Component Staff and Facilities (Reduced Risk)
- Improved Management Practices and Spending Accountability (Strengthened Accountability)
- Improved Organizational Effectiveness (Strengthened Accountability)
- Increased Security (Reduced Risk)
- Intangible Benefits





Consolidated Remote Delivery Site: Goals

- Consolidate 29 disparate DHS mail centers and 81 DHS mail locations in Washington, DC to provide future year cost avoidance and support future Department requirements
- Provide standardized safe, secure mail processing to increase efficiency and effectiveness in supporting DHS and Component end-users
- Provide state of the art CBRNE testing for all mail and freight destined to DHS and Component customers
- Provide industry best practice tracking for accountable mail
- Enable DHS to take advantage of volume discounts from the USPS and express carriers
- Track costs in order to identify areas for process improvement and cost savings

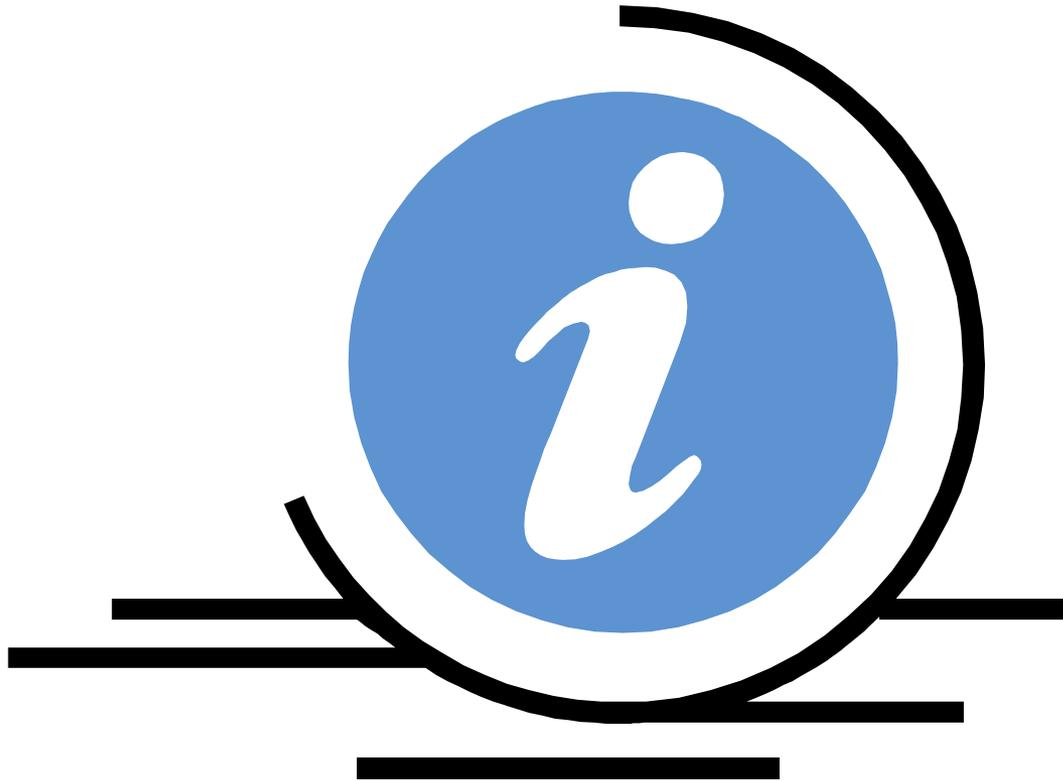


Consolidated Remote Delivery Site: Key Milestones

- CMF Business Case Analysis (*Completed - February 2007*)
- Funding Strategy: Government Estimate (*Completed March 2007*)
- JWOD Committee Review/Approval Process (*Completed July 2007*)
- Updated DHS Acquisition Plan submitted (*July 2007*)
- DHS Statement of Objectives / Procurement Process (*July – September 2007*)
- CRDS Location and Contingent Lease by NISH contractor (*August-September 2007*)
- Contract Award (*September 2007*)
- Construction
 - Phase I: Mail and freight (*October 2007 – September 2008*)
 - Phase II: Digital Operations (*January 2009 – December 2009*)
- CRDS Operational/Phase-in of DHS Components begins (*October 2008*)
- Fully Operating Digital Mail Operations (*December 2009*)



Questions and Discussion





Smithsonian
National Postal Museum

Mail Call

Exhibiting America's Wartime Mail at
the Smithsonian National Postal Museum



Smithsonian *National Postal Museum*





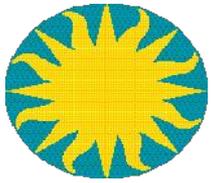
Smithsonian
National Postal Museum

Coconut sent from Hawaii,
1944



Confederate envelope
handmade from surplus
wallpaper





Smithsonian *National Postal Museum*





Smithsonian
National Postal Museum

Mail Call





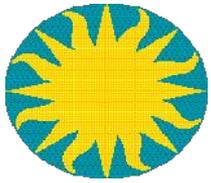
Artifacts & History



*“ Please excuse the paper
but white lined paper is
worth its weight in gold
around here. We use it if
it’s torn or is full of dirt.”*

Letter by MAJ Josepha Altersitz,
February 26, 1991

Mailbag on loan from the United States Postal
Service, Corporate Information Services

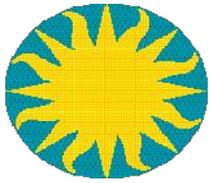


Video: “Missing You”



Excerpts of letters from:

- World War I
- World War II
- Korea
- Vietnam
- Operation Desert Storm



Video: “Missing You”



Excerpts of letters from:

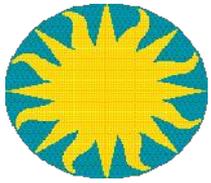
- World War I
- World War II
- Korea
- Vietnam
- Operation Desert Storm



Smithsonian
National Postal Museum

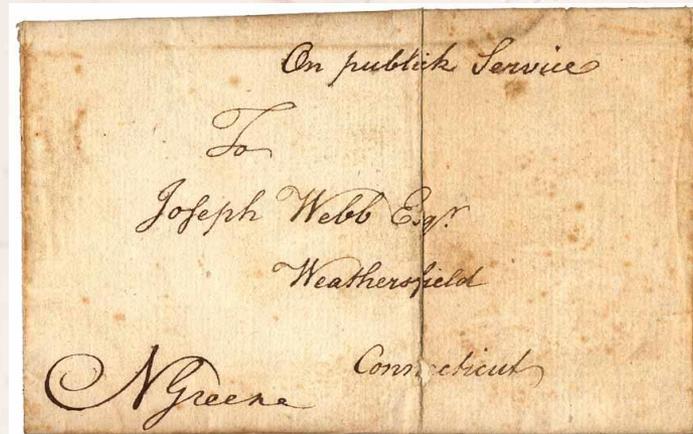
Past Exhibits Featuring Wartime Letters

- Unwelcome: Moritz Schoenberger & SS *St. Louis*
- A Far Distant Land: Letters from the Mexican War
- Missing You: Last Letters from World War II
- Forwarding Address Required
- War Letters: Lost and Found



Out of the Mails

Out of the Mails was a term used by the colonists and postal officials to describe sending letters and packages outside of the official mail lines, such as sending a letter by private courier or having friends carry packages while they are traveling.





Smithsonian National Postal Museum

Victory Mail

- V-mail ensured that thousands of tons of shipping space could be reserved for war materials.
- A single sack of V-mail microfilm of 150,000 one-page letters could replace 37 regular bags of mail.



A—You read a letter in your boy's own writing, like that above (actual size).
 B—The three small boxes in the photograph contain over 5000 of these letters—in the form of photographic film. C—On this one roll of 16-mm. film—shown in slightly reduced size—1200 letters have been photographed.

Kodak created, U.S. Government adopts "V---MAIL" for communication with our men on distant fronts

Your boy writes you a letter on a sheet of paper—regular letter size. This is photographed on Kodak microfilm—is reduced in size to about a quarter of a square inch... Now it has only 1/1000 of the weight of normal mail.

With thousands of other letters—85,000 letters weighing 2000 pounds weigh only 20 when reduced to microfilm—it is swiftly blown from his distant outpost to America.

Here, again through photography, the letter addressed to you is "blown up" to readable size—folded, sealed in an envelope and forwarded to you. It is as clear as the original writing. It really is the writing of your boy because it's a photograph of

on special forms, go by the same space-saving, time-saving V--- Mail.

Kodak developed and perfected the process... Pan American Airways and British Overseas Airways, the two great pioneers in transoceanic air transport, blazed the air trails... and the three companies, as Airgraph, Ltd., offered the service to the American and British governments.

the British million And Ameri of the At here Syst





Smithsonian
National Postal Museum

Rendering for Mail Call Exhibit

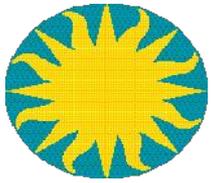




System

- Coordination between the US Postal Service and Military Postal Service Agency
- APO & FPO
- Franking
- History of censoring
- Security
- Processing & transporting





Mail Piece

- Volume
- Changing variety of mail:
 - Letters
 - Postcards
 - Packages
 - Audio & video recordings





Morale

- Letter writing campaigns
- Pen pals
- Any Soldier
- Content of letters

“... the only pleasure I now see is in perusing your very precious letters.”

Letter from Confederate First Lieutenant William Steele to Annie McFarland, 1864





Research & Collecting



For daily operations & wartime

- Equipment & facilities
- Materials related to postal clerks
- Still photographs
- Film footage
- Letters
- Manuals & documents



Smithsonian
National Postal Museum

Mail Call: Exhibiting America's Wartime Mail at the Smithsonian National Postal Museum

Lynn Heidelbaugh

Assistant Curator

email: heidelbaughl@si.edu

phone: 202.633.5538

www.postalmuseum.si.edu

Shape-Based Pricing



Tom Devaughan
Classification Specialist
Pricing Implementation – USPS

**Official Mail Managers
Workshop
July 30, 2007**

Shape-Based Pricing

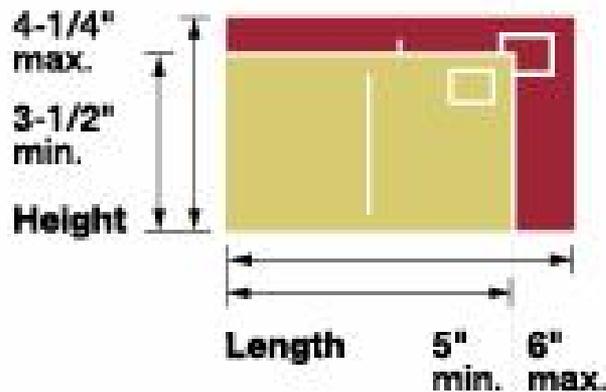
Shape is three dimensional

- **Length**
- **Height**
- **Thickness**

Shape-Based Pricing

First-Class Mail

POSTCARDS



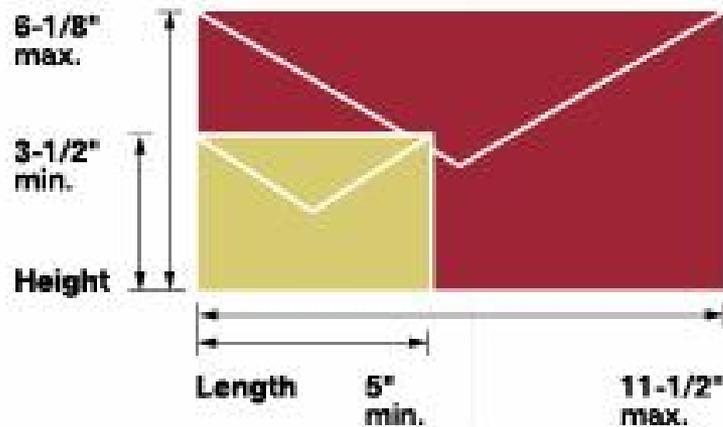
	Minimum	Maximum
Length	5 inches	6 inches
Height	3-1/2 inches	4-1/4 inches
Thickness	0.007 inch	0.016 inch

Shape-Based Pricing

First-Class Mail

LETTERS

- Maximum weight 3.5 ounces
 - Pieces that exceed 3.5 ounces or any letter-size dimension are charged as flats



	Minimum	Maximum
Length	5 inches	11-1/2 inches
Height	3-1/2 inches	6-1/8 inches
Thickness	0.007 inch	1/4 inch

Nonmachinable letters will be charged a 17¢ nonmachinable surcharge.

Shape-Based Pricing

First-Class Mail

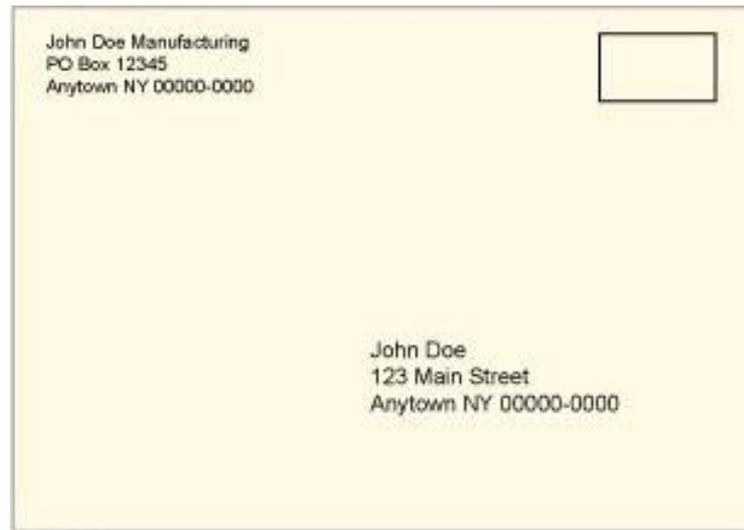
Nonmachinable Criteria

- Has an aspect ratio (length divided by height) of less than 1.3 or more than 2.5
- Has a delivery address parallel to the shorter dimension of the mailpiece.
- Is rigid or contains odd-shaped items such as loose keys or coins that cause the thickness to be uneven.
- Is polybagged, polywrapped, or enclosed in any plastic material.
- Has clasps, strings, buttons, or similar closure devices.
- Is a self-mailer with a folded edge perpendicular to the address if the piece is not folded and secured.
- Booklet-type pieces with the bound edge (spine) along the shorter dimension of the piece or at the top, unless specifically prepared.

Shape-Based Pricing

LETTERS

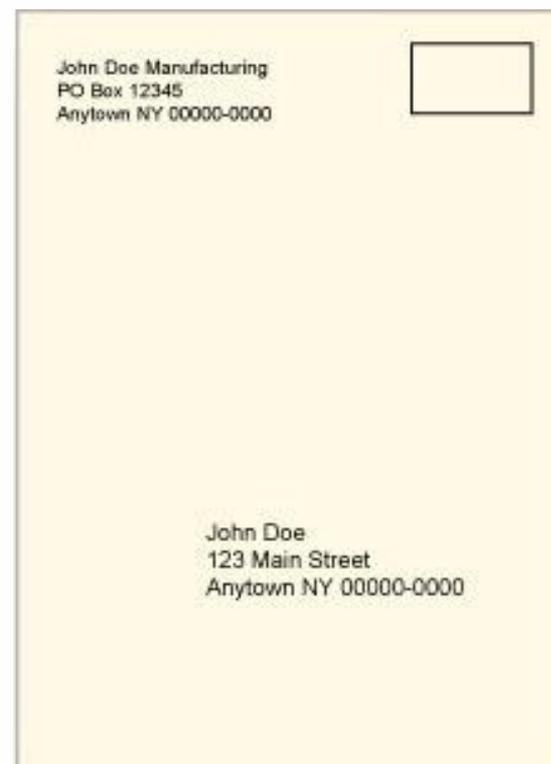
- Address Orientation
 - Letter



Shape-Based Pricing

LETTERS

- Address Orientation
 - Letter (nonmachinable surcharge)
 - Or, flat



Shape-Based Pricing

LETTERS

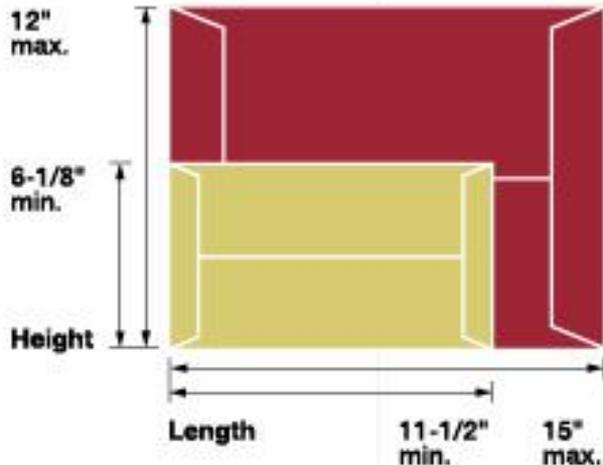
- Square
 - Letter (nonmachinable surcharge)
 - Or, flat



Shape-Based Pricing First-Class Mail

FLATS (Large Envelopes)

- Maximum weight 13 ounces
 - Pieces that exceed any dimension are charged as parcels



	Minimum*	Maximum
Length	11-1/2 inches	15 inches
Height	6-1/8 inches	12 inches
Thickness	1/4 inch	3/4 inch

*Flats exceed at least one of these dimensions.

Flats with the following characteristics are also subject to parcel prices:

- Not flexible
- Not rectangular
- Not uniform in thickness

Shape-Based Pricing

First-Class Mail

Flats (large envelopes)

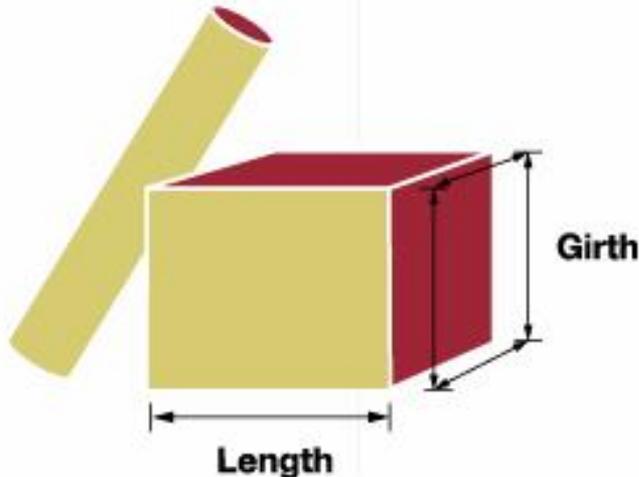
- **Must be rectangular**
- **Must be somewhat flexible**
- **Must be uniform in thickness**
 - Mailpieces must be uniformly thick so that any bumps, protrusions, or other irregularities do not cause more than 1/4-inch variance in thickness.
 - If the contents are significantly smaller than the envelope, wrapper, or sleeve, mailers must secure the contents to prevent shifting of more than 2 inches within the envelope.

Shape-Based Pricing

First-Class Mail

PARCELS (Packages)

- Maximum weight 13 ounces
 - Pieces that exceed 13 ounces are charged as Priority Mail®



Length + Girth

Length + girth cannot exceed 108 inches.

Length

The longest side of the parcel

Girth

Measurement around the thickest point

Shape-Based Pricing

First-Class Mail

Shape Matters – Lower Prices

- Lower prices for
 - Letters over 1 ounce
 - Flats over 6 ounces



Shape-Based Pricing

First-Class Mail

Shape Matters – Example

- Flat-size to letter-size envelope

97¢



58¢



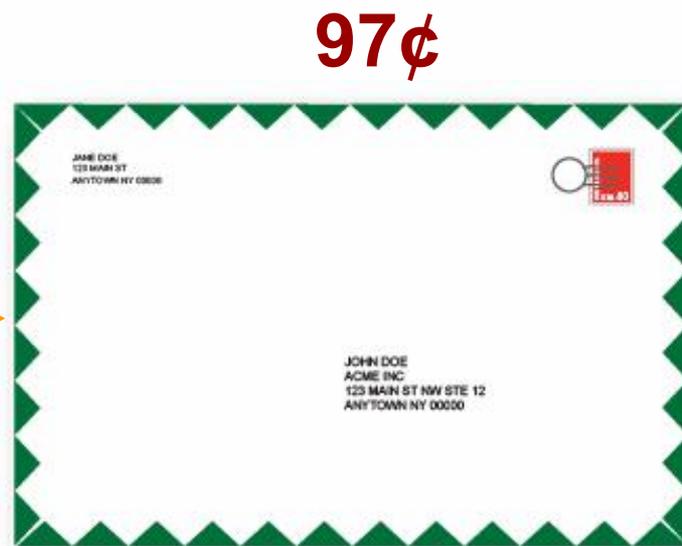
Save 39¢

2-ounce example

Shape-Based Pricing First-Class Mail

Shape Matters – Example

- Parcel to flat



Save 33¢

2-ounce example

Shape-Based Pricing

Priority Mail

Dimensional Weight and Balloon Rate Pricing

- Dimensional weight Zones 5-8
- Balloon rate Local and Zones 1-4
- USPS-complimentary packaging not subject to either
- Lower prices for heavier items

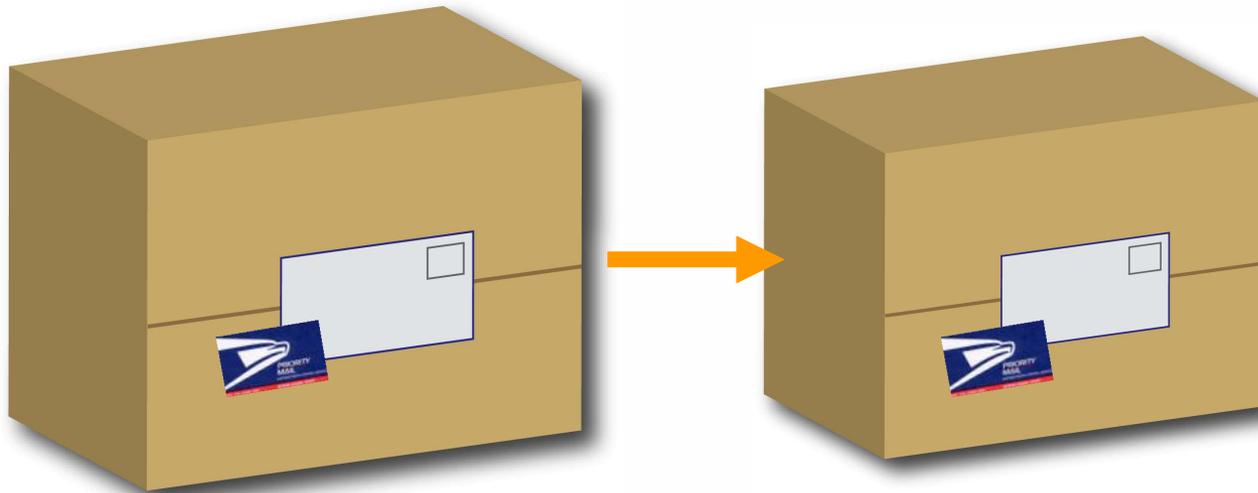


Shape-Based Pricing

Priority Mail

Dimensional Weight Pricing Example

Zone 8, 10 pound, 1.6 cubic foot parcel	\$30.50	Reduce size by 25% to 1.2 cubic feet	\$26.35
--	----------------	---	----------------



Save

\$4.15

Shape-Based Pricing

Resources

USPS.com

- Postal Explorer – pe.usps.com
- MailPro – usps.com/mailpro
- DMM Advisory – dmmadvisory@usps.com



U S Postal Service

Centralized Payment

The Enterprise Solution

July 2007



The *New* Centralized Payment Program

- Marketing Vision
- Customer Registration
- Enterprise Administration
- Enterprise Payment

The Enterprise solution consists of ...

- *Single Point Access for Users*
- *Company Self-Management of Accounts*
- *Centralized Payment for All Products & Services*

Convenient Customer Channels, Integrated Customer Service



Flexible Payment Options



For All Products



Automated Services



Seamless Acceptance, In-Line Revenue Assurance, USPS & Customer Visibility



Customer Registration

Single Point Access for Users

- Create a single, unified landing point for customers to access all of the Postal Service's online business offerings.
- Define a set of business and user management tools that can be used by any public-facing, web-based business application.



Enterprise Administration

Company Self-Management of Accounts

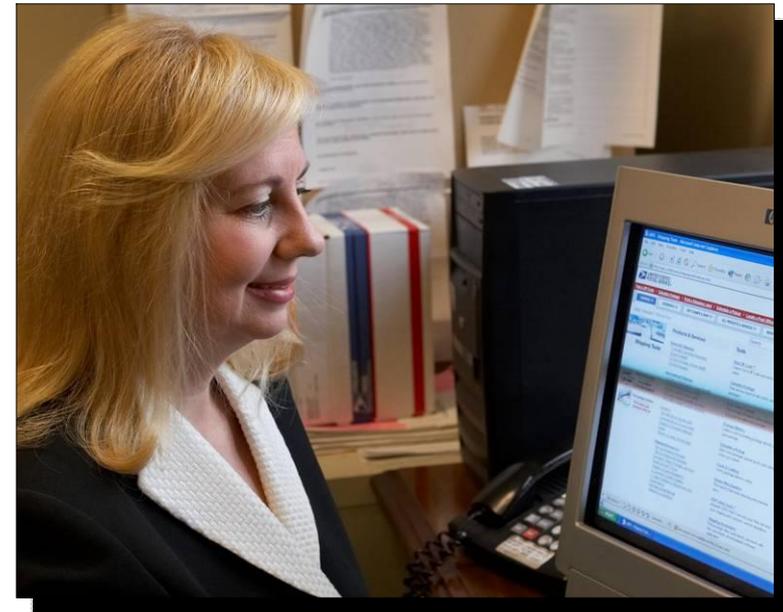


- Allow business customers to manage access by their own users to data within Postal Service applications.
- Allow business customers to manage their own profile data without intervention by USPS personnel.

Enterprise Payment

Centralized Payment for All Products & Services

- Universal to all customers
- Customers self-manage account profile online
- Flexible payment methods
- Can be used to pay for all USPS products and services





Enterprise Administration

- Extension of Customer Registration
- Contains the tools to allow Business Entity administrators to manage access to multiple Business Services
- Customers can manage User and Business Entity Profiles
- User affiliation to Multiple Business Entities
- Universal Access to Business Functions

Business Customer Gateway

- Framework into which Business Service functionality can be categorized.
- Jumping-off point for access to all Business Services.
- Integrated “look-and-feel” for the front-end.
- Consolidates Postal Service online offerings in a manner comparable with business competition.



Search [Search >](#)

[Business Customer Gateway](#)

[Products & Services](#)

[Manage Accounts](#)

[Ship and Track](#)

[Customer Support](#)

[Site Feedback](#)



Business Customer Gateway

Welcome to the USPS Business Customer Gateway!

If you are a sophisticated mailer who uses multiple, complex mailing products at various locations, this site is for you! Here you will find one-stop shopping for information and postal resources.

Products and Services

- [Packages \(Shipping Tools\)](#)
- [Letters & Documents \(Mailing Tools\)](#)
- [NetPost® Services](#)
- [International Mail & Packages](#)
- [Direct Mail \(Advertising\)](#)
- [Books & Media](#)
- [Catalogs & Publications](#)
- [Supplies](#)

Manage Accounts

Some text will go here for Manage Accounts.

- [Business Profiles](#)
- [Financial Management](#)

Ship and Track

Some text will go here for Ship and Track.

- [Electronic Mailing Information](#)
- [Advance Notification / Scheduling](#)
- [Mailing Status](#)
- [Mail Quality](#)

Login

Username:

Password:

[Go >](#)

New User

Register for Business Customer Gateway access.

[Go >](#)

Track & Confirm

Enter label number:

[Go >](#)

Customer Support

Some text will go here for Customer Support.

- [User Guides](#)
- [Mailing Quality](#)
- [News and Alerts](#)
- [Equipment and Supplies](#)
- [Contact Us](#)



Applications Presented as Business Services

Products and Services

- Packages (Shipping Tools)
- Letters & Documents (Mailing Tools)
- NetPost® Services
- International Mail & Packages
- Direct Mail (Advertising)
- Books & Media
- Catalogs & Publications
- Address Quality Products

Manage Accounts

Business Profiles

- My Profile
- Apply for Additional Services
- Manage Users
- Manage Business Locations

Financial Management

- Account Creation and Management
- Payment Profiles
- Transaction Reports
- Account Balance & Fees

Business Accounts & Services

- Account Application
- Account Profile Management

Mail and Track

Mailing Status

- Confirmation Services (DELCON)
- Letter/Flat Mailings Tracking (CONFIRM)
- Bulk Mailings Tracking (Dashboard)
- Publication Delivery Problems (ePub Watch)

Electronic Mailing Information

- Postage Statement Wizard Online Submit
- Electronic Documentation & Postage Statement
- PTS / eVS Submit
- Click-n-Ship

Advance Notification / Scheduling

- Package Pick-Up (CPU)
- Mailing Pick-Up
- Drop Shipment Entry (FAST)
- Delivery Unit Notification (Advance)

Mail Quality

Mail Quality Reports

- Mail Improvement Reports

Customer Support

Contact Us

- Business Service Network
- Help Desk

User Guides

- Quick Service Guides

News and Alerts

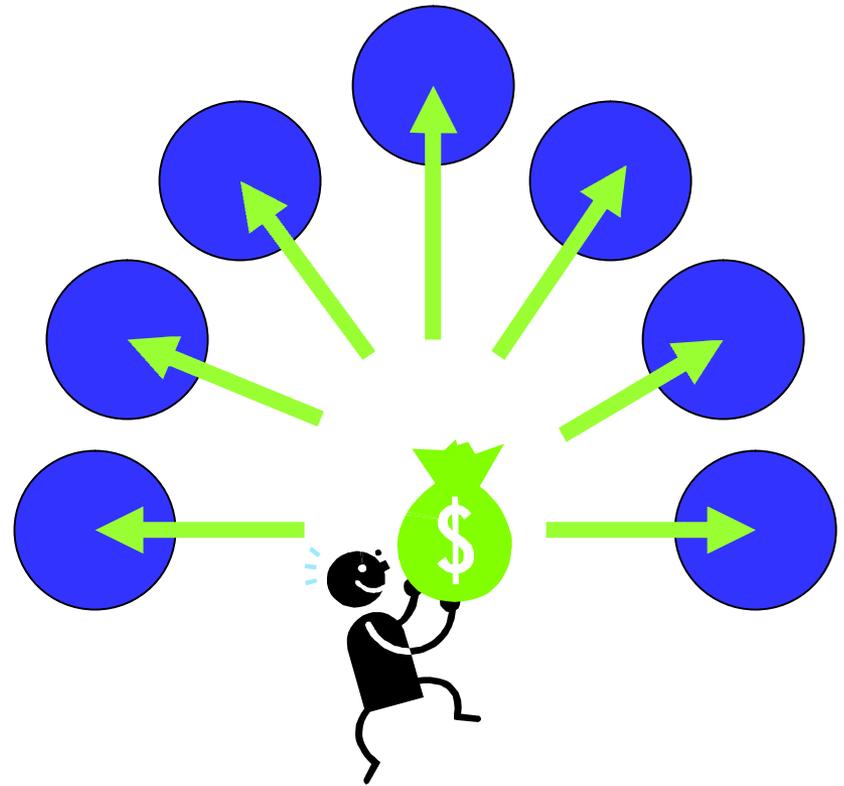
- Message Center
- Mail Service Updates / Impacted Delivery Areas

Equipment and Supplies

- MTE
- Postal Store

Current Payment Points

- CAPS
- Permit (Local Accounts)
- EMCA
- AEC / AMS
- POS Retail Window
- PO Boxes / Caller Service
- Netpost
- Confirm
- Click-n-Ship[®]
- Postal Store[®]
- Meters
- and Others



Payment Options Today

- Centralized Account Payment System (CAPS)
 - Centralized Account
 - Must link Permits manually via the USPS Service Center
 - Account must be ACH Debit OR ACH Credit
- Local Trust Accounts
 - Individual permit accounts
 - Funded by check or cash at retail window
 - Multiple permits / services means multiple accounts
- Cash / Check / Credit Card
 - PO Boxes
 - Click-N-Ship
 - PostalStore

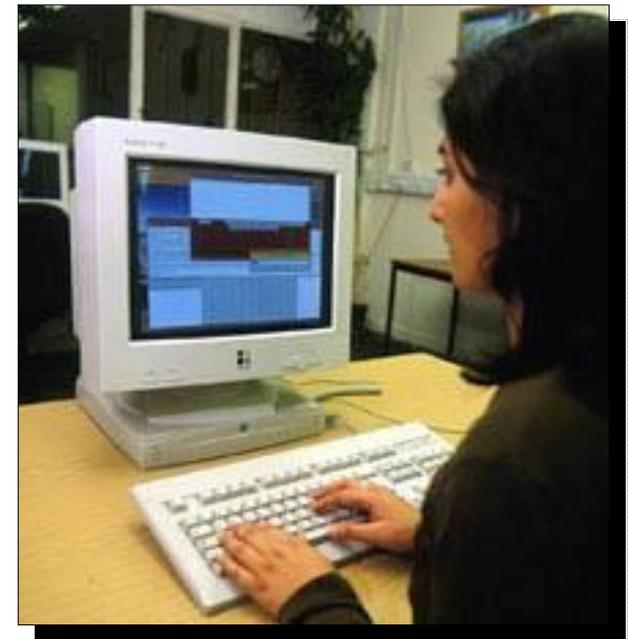


CAPS Account Management

- Customer cannot self-manage account profile
 - Customer cannot change funding options without referencing the USPS Service Center
 - Customer cannot open a new CAPS account without referencing the Service Center
 - USPS Service Center must link and de-link permits
 - No single view across multiple CAPS accounts
- CAPS Service Center is an extremely manual operation
 - Manual operation costs discourage large customer volume
 - Manual reconciliation very time consuming

Enterprise Payment

- Incorporate payment into the Enterprise Payment system – replaces CAPS
- Flexible management of payment accounts - Customers self-manage account profile online
 - Unified management of all payment activities
 - Access / view by account or across accounts
 - 24/7 access to information and account management
- Universal to all customers





Enterprise Payment

- All customer accounts at integrated sites are centralized
 - No longer need to have local trust accounts
 - Customers who do not choose online access can continue to fund their account(s) at the retail window as they do now
- Customer accounts have multiple funding options
 - All customers will be able to fund accounts at retail window through POS One.
 - All customers with centralized payment online access will be able to fund their account(s) electronically

Enterprise Payment

- Customers manage their accounts
 - Create and maintain payment profile
 - Bank debit information
 - Credit card information
 - Create and maintain payment account structure
 - Link and de-link individual accounts to centralized accounts
 - Designate accounts as debit or trust
 - Approve / remove user access
 - Designate access by accounts
 - Delegate account payment to another business entity
- Payment Help Desk available to assist customers



Enterprise Payment

Online Centralized Payment Options

- Credit Cards (Limited to certain fees & services)
- ACH Credit/Fed wire
- NEW!** • Canadian bank option
- ACH Debit
- NEW!** • Online Deposit
 - Electronic check facsimile to make deposits to a trust account





Welcome to the Business Customer Gateway

[Gateway Home](#) > [Manage Payment Profile](#) > [eCheck Setup](#)

Online Deposit

NEW!

Sample Check

Account Holder's Name 4 Address, etc.	Check Number Transit Code ex. 23-94/1002
PAY TO THE ORDER OF _____ \$	
_____ DOLLARS	
1 Bank Information	
FOR _____ 2	_____ 3
I: 9 Digit Routing Number	I: Bank Account Number II'

1 Bank Information
2 Bank Routing Number
3 Bank Account Number
4 Company/Account Holder's Information(Name, Address, Phone)

Bank Information (1)

Bank Name

Bank Contact Name

Telephone () - x

9 Digit Bank Routing Number (2)

Bank Account Number (3)

Company Information (4)

Account Holder's Name (as shown on bank account)

Address

City, State ,

Enterprise Payment

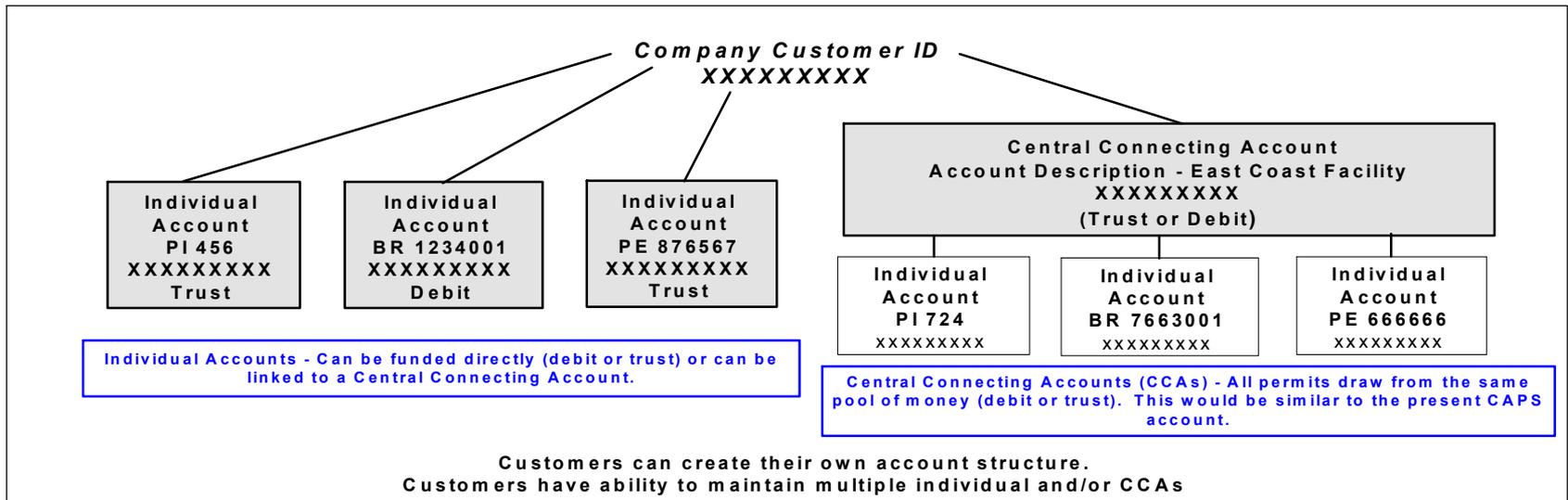
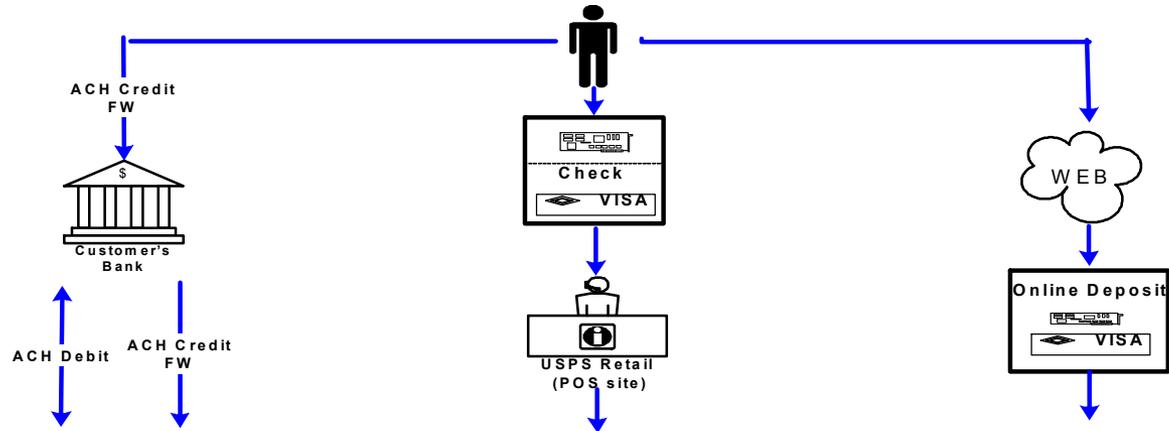
- Master Account number links multiple connecting accounts (today structured as individual CAPS accounts) to enable customers to have control and universal view of accounts

- Flexible payment methods

- Allow accounts to use both credit and debit options
- Allow multiple funding methods for a trust account (ACH Credit, Fedwire, Online (check) Deposit)



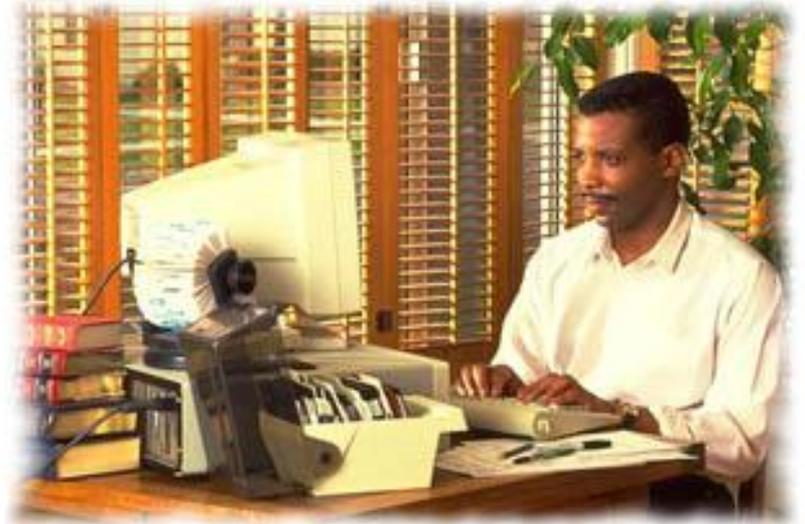
Flexible Account Structure



Enterprise Payment

Additional Benefits

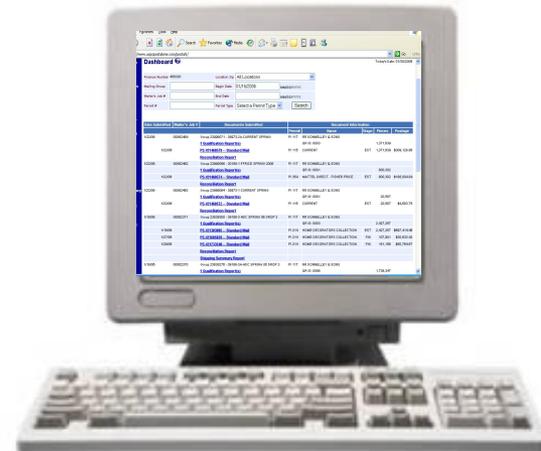
- Low balance notification
- Email notifications
- Auto fee renewal
- Delegated account option
- Automated debit pre-note
- Online account applications



Enterprise Payment

Customer Reports

- Payment functionality provides robust customer reporting options
- Criteria reports
 - Payment type
 - Account number
 - Account type
 - Customer Reference ID
 - Transaction type
- Links to transaction detail
- Sort / display options
- Downloadable excel format





Enterprise Payment

- Supports “Pay Anywhere – Mail Anywhere” concept
- Positions to pay for all USPS products and services
 - Stamps, PC postage, P.O. Boxes, Click-N-Ship
- Enhances the customer experience
 - Ease of use through online access
 - Customer manages their account
 - Online account and mailing information available
 - Customers structure account portfolio to meet needs
 - Simplifies mailing and account funding process

Enterprise Administration & Payment

- Completes the framework necessary to support the big-picture “Business Customer Gateway” component of the Marketing Visibility Vision.
- Provides the final piece necessary for Customer Self-Service for online Business Service offerings.
- Collects the necessary data upon which to build other customized Business Service offerings.

Enterprise Administration & Payment

- Timeline
 - Requirements review & finalization
 - Business process review
 - Stakeholder reviews
 - Design & Implementation
 - Customer Registration integration
 - CAPS parallel test

Questions?



USPS: Supporting the Department of Defense Mission at Home and Abroad

July 30, 2007

The Importance of DoD Mail



- ▶ The Department of Defense is one of USPS' most important customers
- ▶ Serving our armed forces will always be our primary motivation for continuing to support military mail

Recent Improvements



- ▶ **Sorting and Distribution Operations**
 - Address Standardization
 - » Specific formats for APO/FPO
 - Success of PARS through 2006
 - » 161 plants converted
 - » 50% decrease in complaints
 - » Reduction of transportation and handling costs for DoD

Recent Improvements



- ▶ **Transportation**
 - EDI performance evaluation by lane
 - End-to-End contract for OIF and OEF

- ▶ **Delivery**
 - Product tracking system
 - Delivery confirmation

- ▶ **Intelligent Mail**

- ▶ **Bulk Mail acceptance**

Vision for Enhancing Partnership



- ▶ Improve Technology and processes
- ▶ Optimize distribution nodes
- ▶ Leverage USPS purchasing power for transportation
- ▶ End-to-end service performance measurement
- ▶ All retail transactions and accounting data linked in one integrated system
- ▶ Reduce costs through self-service platforms

USPS Presentations at the Conference



- ▶ Postal Inspection Service
- ▶ 2007 Rate Case
- ▶ Business Services Network
- ▶ Intelligent Mail
- ▶ Domestic Package Services
- ▶ Global Shipping Solutions
- ▶ International Product Redesign
- ▶ Tours of USPS Processing and Distribution Centers at Dulles and Merrifield on Wednesday afternoon

INTERNATIONAL PRODUCT RE-DESIGN

***Presented By:
Carolyn Lucas***

FLAT RATE POSTAGE REQUIREMENTS
DOMESTIC USE ONLY

Example: USPS to Japan 3 Pound Retail Package Shipping Options

Services Today	Range (days)	Weight	Price	Features
Global Express Guaranteed (doc)	3	Up to 70 lbs	\$55.75	Guaranteed, Track and Trace Insurance - \$100.00
Global Express Guaranteed (non-doc)	3	Up to 70 lbs	\$61.25	Guaranteed, Track and Trace Insurance - \$100.00
Global Express Mail	3-5	Up to 70 lbs	\$31.15	Guaranteed – 5 Countries, Tracking (major countries), Insurance \$100.00
Airmail Parcel Post	4-10	Up to 70 lbs	\$25.80	Indemnity up to \$270.00 Insurance available, Limited Visibility
Economy Parcel Post	28-42	5 to 70 lbs	\$24.50	Indemnity up to \$270.00 Insurance available, Limited Visibility
Global Priority Mail	4-6	Up to 4 lbs	\$23.25	<24 inches, No Insurance, No Visibility
Airmail Letter Post	4-7	Up to 4 lbs	\$21.40	<24 inches, No Insurance, No Visibility
Economy Letter Post	28-42	1 to 4 lbs	\$9.55	<24 inches, No Insurance, No Visibility

Product Enhancements

Services Prior to Change

Global Express Guaranteed (doc)
Global Express Guaranteed (non-doc)

Global Express Mail

Airmail Parcel Post

Economy Parcel Post

Global Priority Mail

Airmail Letter Post

Economy Letter Post

Services Today



Global Express
Guaranteed



Express Mail
International



Priority Mail
International



First Class Mail
International

Retail Products Affected

Current Product	2007 Offering
Economy Parcel Post	Priority Mail International
Economy Letter Post	First Class Mail International or Priority Mail International
Economy Registered Service	Air Registered Service
Aerogramme	Air Letter Post
Economy Publishers	International Surface Air Lift
Economy Books and Sheet Music	International Surface Air Lift
Recorded Delivery	Air Registered Service

Global Express

- **Global Express Guaranteed**
 - High Speed/Day Certain
 - 1 to 3 Business Days
 - Over 190 Countries
 - 10% Discount
 - Tracking
 - Insurance



Express Mail International

- Flat Rate product offering
- 3- 5 Days
- Over 190 Countries
- 8% Discounts
- Tracking
- Insurance
 - Max up to \$5,000



Priority Mail International

- 6 to 10 Days
- Over 190 Countries
- 5% Discount On-line
- Flat Rate Pricing
 - Envelopes
 - 4 lb Max
 - Box/Parcels
 - 20 lb Max



First Class Mail International

- **No Tracking**
- **Registered Mail for signature**
- **Upgrade to Priority Mail International**
1 pound Rate Group 1 \$16.00
- **First Class International w/ Registered service**
1 pound Rate Group 1 \$4.66 +
\$10.15 registered fee + \$2.15 return receipt fee



Online Shipping Enhancements

- **Online Discounts – Click n Ship and authorized postage vendors**
- **Online Insurance up to \$500**
- **Customs Form/Mailing Label Combined**
 - **Now Single Ply for PS Form 2976**
 - **Electronic PO Copy**
 - **Electronic Date Stamp**
 - **Signature and Date Printing**

Commercial Products

FY 2007 Change

- Price Increase Only**
- Customized Solutions and Pricing Available (ICM)**
- ISAL**
- IPA**

International Priority Airmail (IPA)

- **Catalogs, publications, small merchandise, packages, etc.**
- **Two – Rate Groups**
 - **Presort**
 - **Worldwide Non- Presort**
 - **Volume Discounts**
 - **Drop Shipments**
- **Non identical weights & sizes acceptable**

International Surface Airlift (ISAL)

- **Similar to Domestic Std Mail**
- **Volume Discounts**
- **Minimum Volume Required**
- **Various Rates**
 - **Full Service, Direct Shipment,**
 - **M–Bag, Dropship ISC**

M-BAG SERVICE

- **Maximum weight: 66 pounds**
- **Availability:**
 - **All destinations on Country Listings**
- **Postage:**
 - **IPA, FIRST CLASS, ISAL**
- **Extra services:**
 - **Certificate of mailing is available.**
 - **No Registered or Insurance**

Global Shipping Solutions (GSS)

- **Labeling Packages**
 - **Generate Address & Customs Labels**
- **Manifesting**
 - **Generates All Required Documentation**
- **Pre-Advising Foreign Agents –**
 - **To Japan and Singapore**
- **Pre-Payment of Duties and Taxes –**
 - **To Canada, UK, & European Union**

Resources

www.usps.com/global

www.usps.com/ratecase

blue.usps.gov/salesforceresource

www.usps.com/global/postalqualifiedwholesalers.com

www.upu.int

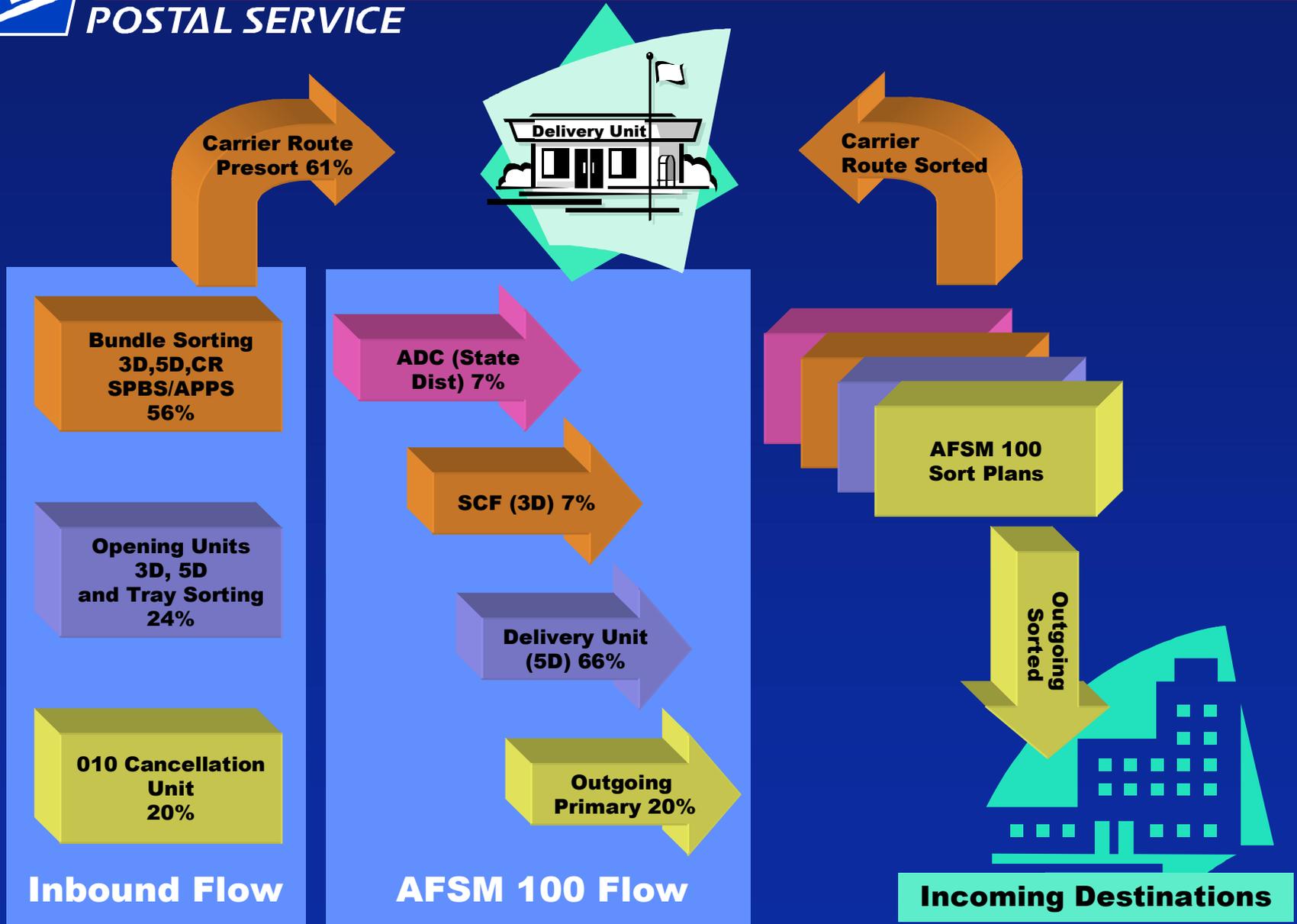


- **Flat Mail Work Flows**
 - **Current**
 - **Long Term**
 - **FSS Environment**



**UNITED STATES
POSTAL SERVICE**

Current Flat Mail Flows





FLATS INITIATIVES - ENGINEERING

- **Auto induction (ai)**
 - **Purpose**
 - **Integrate Flat Mail Prep with AFSM 100 Processing**
 - **Automate Induction/Feeder Operations**
 - **Status**
 - **Purchased 355 ai Systems**
 - **First Article Test – September, 2005**
 - **Deployment – October, 2005 – May, 2007**



FLATS INITIATIVES - ENGINEERING

- **Automatic Tray Handling System (ATHS)**
 - **Purpose**
 - **Automate Loading, Sweeping and Labeling of Flat Mail Tubs for AFSM 100 Operations**
 - **Status**
 - **Purchased 350 ATHS Units**
 - **First Article Test- April/May, 2005**
 - **Deployment – May, 2005 – July, 2006**



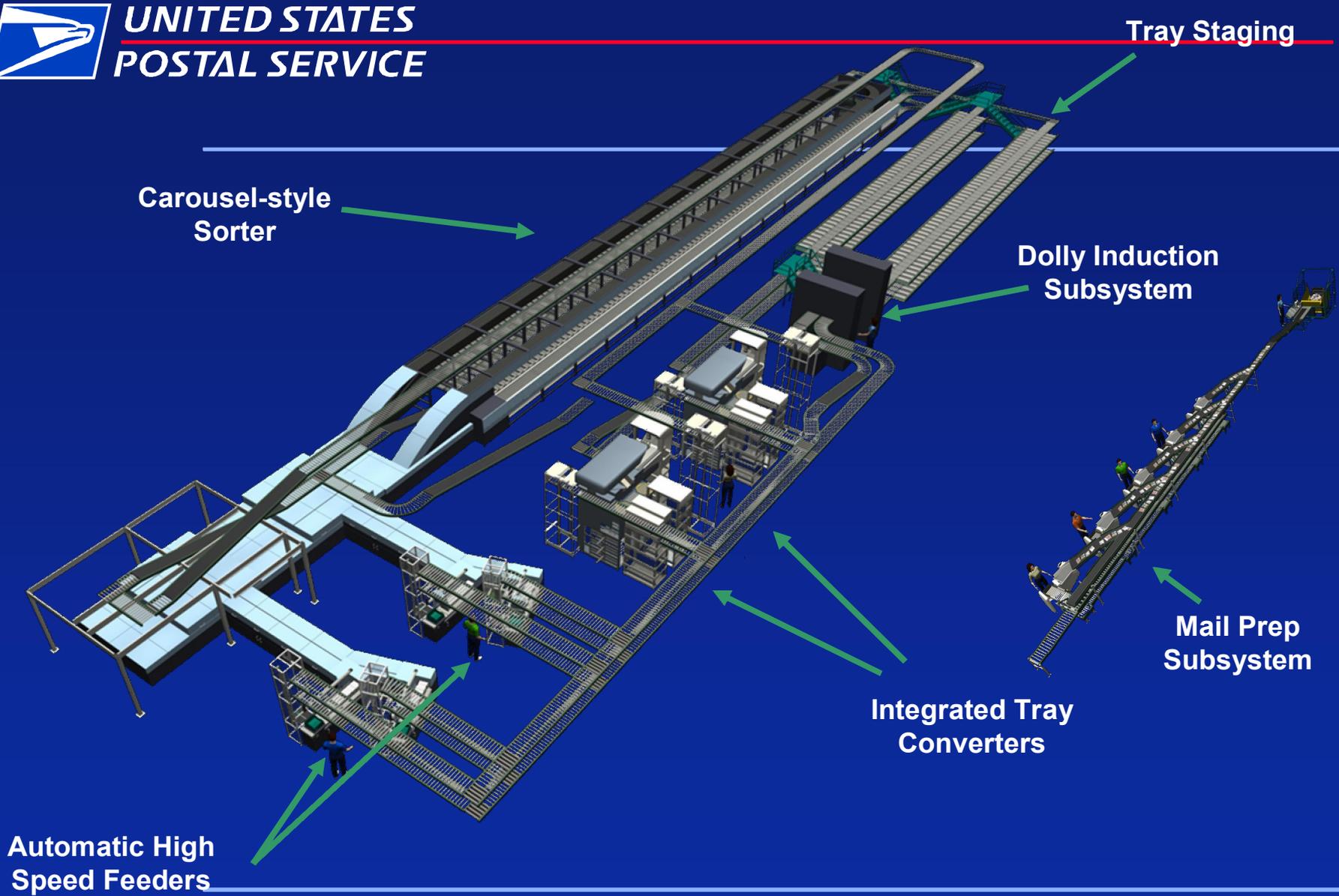
FLATS INITIATIVES - ENGINEERING

- **Flats Recognition Improvement Program (FRIP)**
 - **Purpose**
 - Upgrade OCR Address Recognition for All AFSM 100s and UFSM 1000s
 - Incremental Software Releases; Two (2) Phases
 - Improve Read Rates from 87% to 93%
 - **Status**
 - Completed Phase 1- November, 2005
 - Phase 2 – September, 2007



FLATS INITIATIVES – ENGINEERING

- **Flats Sequencing System (FSS)**
 - **Purpose**
 - **Automate Delivery Point Sequencing and Dispatching of Flats**
 - **Replicates For Flats What We Do Today For Letters**
 - **Status**
 - **Field Test Prototype FSS - Spring 2006**
 - **Pre-Production Test – Fall 2007**
 - **Deployment Scheduled for FY 2009/10**





FSS Benefits

- Minimize Carrier In-Office Time
 - Substitute Technology for Manual Carrier Casing
- Benefit From Street Opportunities
 - Carriers Start Street Delivery Earlier
 - Consistent Delivery Times
 - Manage Growth
 - Optimize Routes
- Other Benefits
 - Delivery Day Visibility
 - Capture Real Estate Opportunities
 - Manage Vehicle Fleet

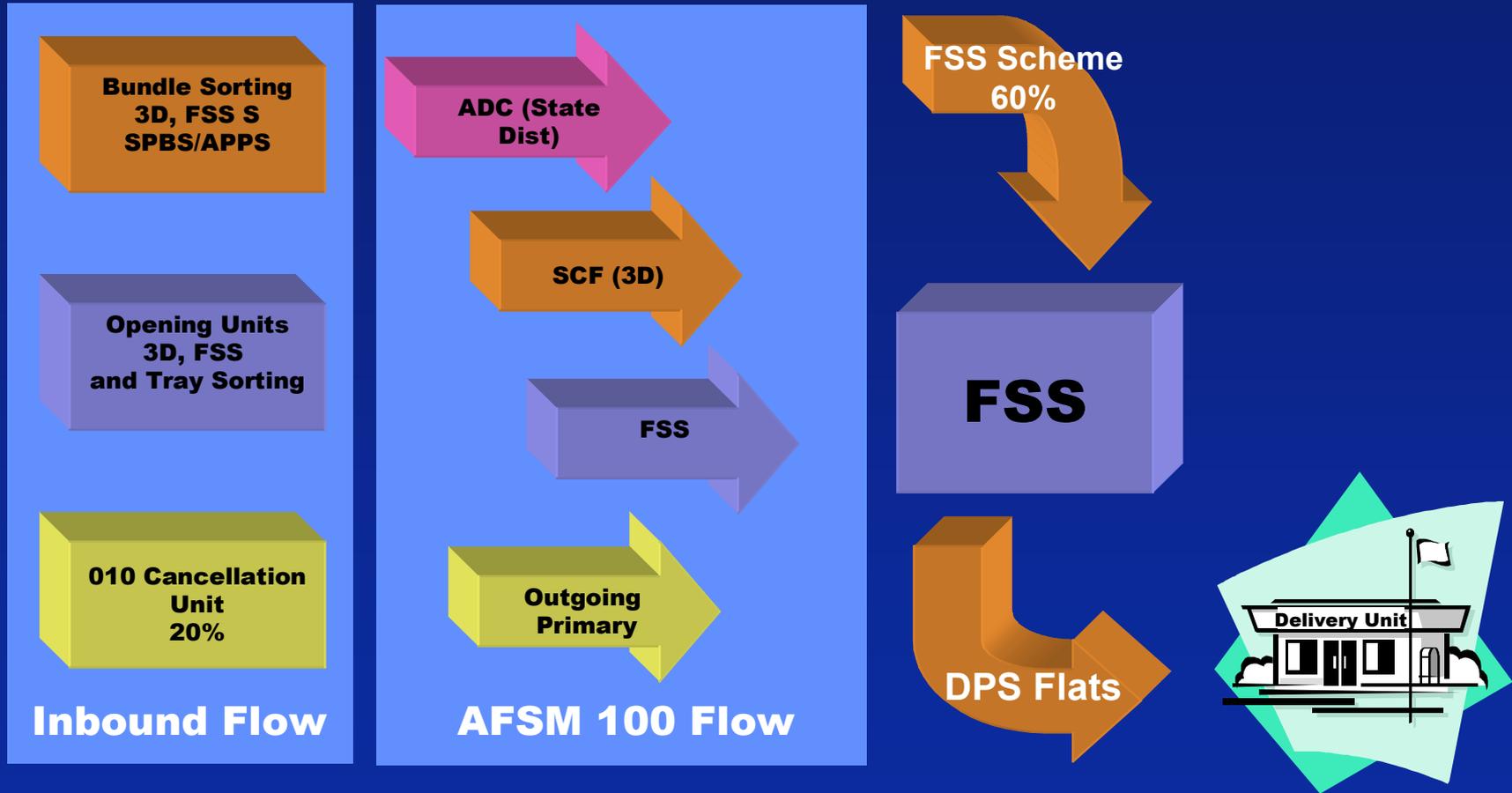


Flats Sequencing System

- **Mailing Industry Impacts**
 - **Increase Customer-Applied Delivery Point Barcodes**
 - **Improve Address and Barcode Readability**
 - **Evolving Standards for Machinability**
 - **Standard Address Placement**
 - **Match Mail Preparation Requirements to Processing Needs**
 - **Changes in Entry Points and Critical Entry Times**



FSS Flat Mail Flows





FLATS INITIATIVES – ENGINEERING

- **Flats Forwarding System**
 - **Purpose**
 - **Automate Re-Direction of Flats and Other Forwarding and Return Services**
 - **Status**
 - **Review and Evaluate Design Proposals**



FLAT MAIL PREP INITIATIVES – OPERATIONS

- **Reduce Sacks/Bundles for Periodicals/News**
 - **Proposal**
 - **Convert Bundles in Sacks to Bundles on Pallets**
 - **Co-Palletization**
 - **100 Lb. Pallets**
 - **Co-Mailings**
 - **Convert Bundles in Sacks to Loose Mail in Tubs**
 - **Tub-Based Prep Option for Mixed ADC/ADC**
 - **Reduce Sacks**
 - **Increase Minimum Volume to 24 Pieces**
 - **Creation of 3-Digit Carrier Route Sacks**



FLAT MAIL PREP INITIATIVES – OPERATIONS

- **Purpose of Initiatives**
 - **Reduce Overall Cost for Processing Periodicals**
 - **Reduces Sack and Bundling Handlings**
 - **Creates some Direct Flow to AFSM 100**
 - **All Levels of Presort under Consideration - Mixed ADC, ADC, 3D & 5D**
- **Status**
 - **Co-Palletization Option – Available**
 - **Co-Mailing Option – Available**
 - **Provide Tub Option to Periodical Mailers – Available**
 - **Increase Sack Volume Minimum – Proposed**
 - **3-Digit/Carrier Route Sacks - Proposed**

Global Business Organization

DoD Workshop
July 31, 2007

Frank Cebello



The Power of Mail



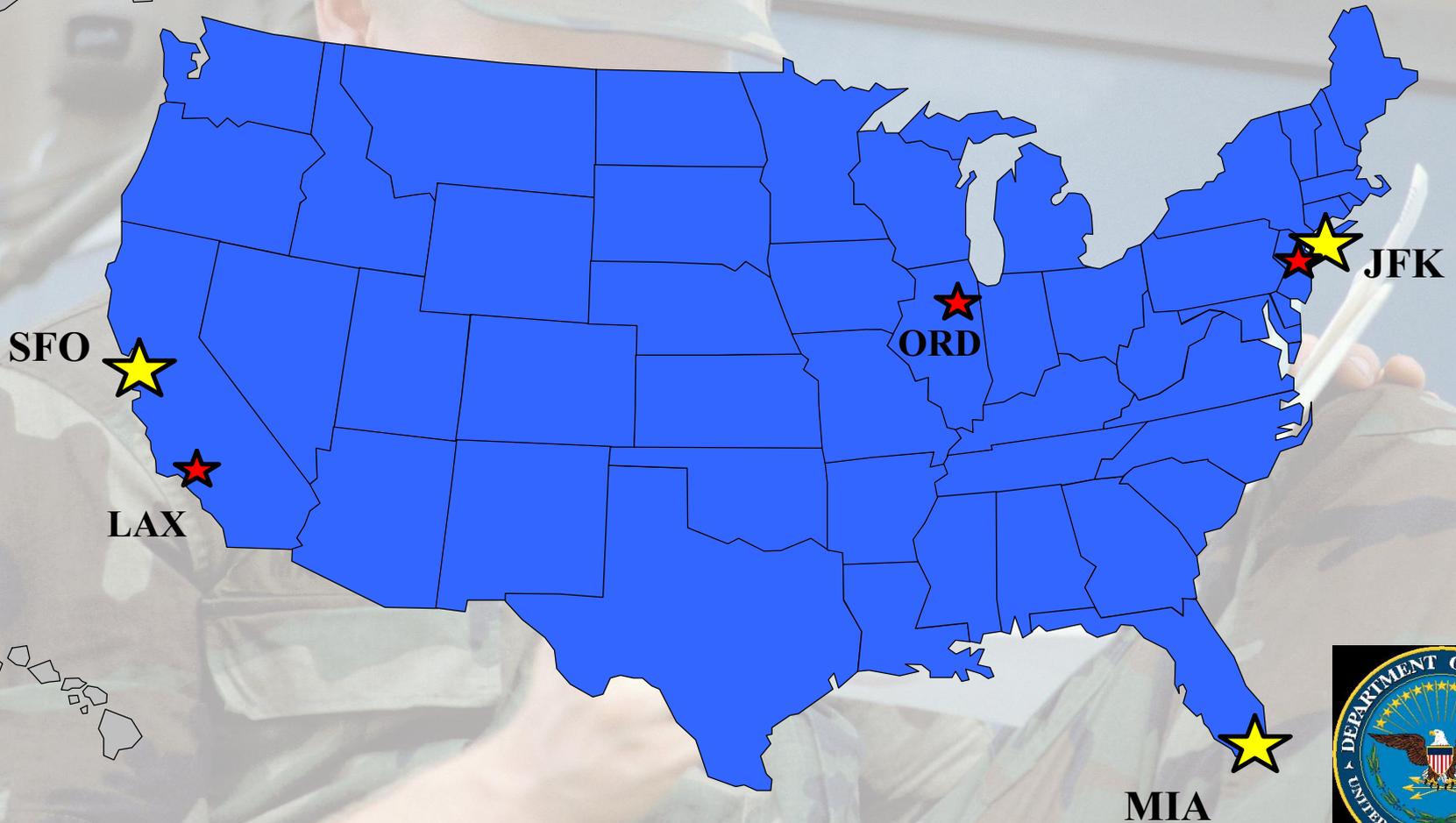
- **Introduction to Global Business**
 - Network Operations
 - ISC's
 - Global Business Management
 - GAM Locations
- **Working together**
 - APO/FPO Products
 - Commercial Products
 - ICM Agreements
 - Global Shipping Software (GSS)



- **Mike Nappi – Executive Director**
- **John Holden- Director Int'l Processing**
- **Bev Van Soest- Dir. Int'l Transportation**
- **Jeff Burger- Military Mail Ops Specialist**
- **Burt Frady- Int'l Ops Specialist**
- **Cheri DeMoss- Int'l Ops Specialist**



International Service Centers (ISC's)



- **Frank Cebello- Executive Director**
- **Darcy Phillips- Director Business Devel.**
- **Tom Foley- Manager Global Accounts**
- **Joe Stier- GAM- ORD**
- **Dave Krassnoff- GAM- BOS**
- **Carolyn Lucas- GAM- ORL**
- **Carol Pinto- GAM- DFW**
- **Ed Wohlganger- GAM- DCA**



Tom Foley - Sales Mgr.

Joe Stier

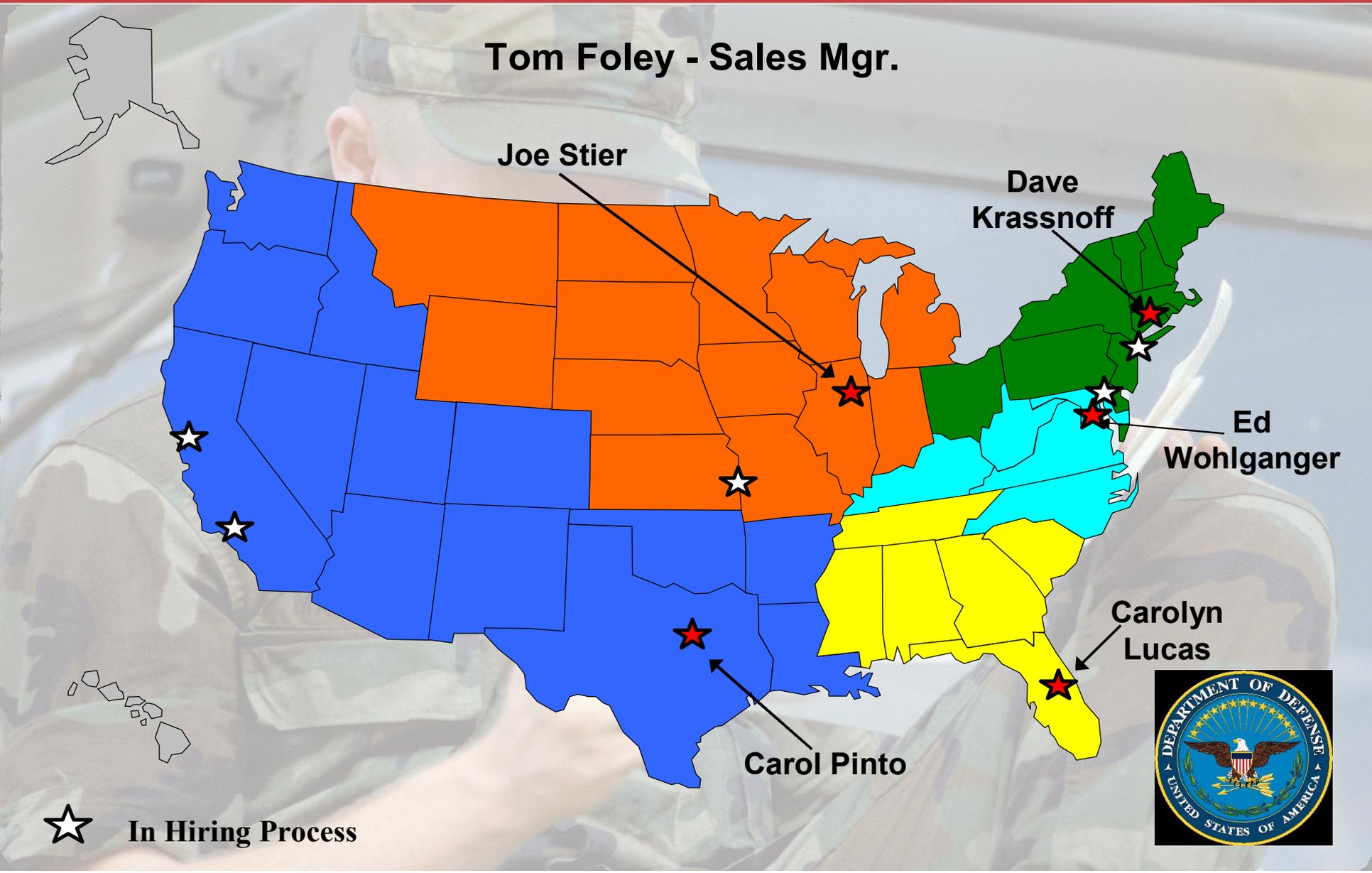
**Dave
Krassnoff**

**Ed
Wohlganger**

**Carolyn
Lucas**

Carol Pinto

 **In Hiring Process**



- **APO/FPO**

- EMMS
- Priority Mail
- Military Surface

- **Commercial**

- Express Mail Int'l
- Priority Mail Int'l
 - Flat rate envelop
 - Flat rate box
- First Class Mail Int'l

- **ICM's**

- IPA
- ISAL
- GBE
- Express Mail Int'l
- Priority Mail Int'l

- **GSS**

- Customs forms
- Manifest
- Postage statement
- Pre-advice
- Landed Costs



