



*MSMA & YOU: Operations Management, Communications, Logistics and More*

# “All About the USPS”

**June 5, 2018**

**Austin BMC Presentation**

**Arlene J. Zisow**

**VP of Postal Affairs, Royal Alliances**

# Agenda

## All About Dealing with the USPS

- USPS Organizational Structure
- USPS Operational Structure
- USPS Logistics Network
- USPS Support Services
- USPS Sponsored Events



# USPS Organizational Structure

- Postmaster General and Executive Leadership Team
- Area Vice President Officers
- District Level Structure
  - District Manager
  - District Marketing Manager
    - Business Mail Entry Manager (BME MGR)
    - Consumer Affairs Manager
    - Retail Manager
    - Consumer Industry Contact Manager (CIC MGR)
  - Manager, Post Office Operations (MPOO)
    - Postmasters

# USPS Organizational Structure

## Postmaster General and Executive Leadership Team



[Megan J. Brennan](#)

Postmaster General and Chief Executive Officer



[Ronald A. Stroman](#)

Deputy PMG and Chief Government Relations Officer



[David E. Williams](#)

Chief Operating Officer and Executive Vice President



[Jacqueline Krage Strako](#)

Acting Chief Customer and Marketing Officer and Executive Vice President



[Kristin Seaver](#)

Chief Information Officer and Executive Vice President



[Thomas Marshall](#)

General Counsel and Executive Vice President



[Joseph Corbett](#)

Chief Financial Officer and Executive Vice President

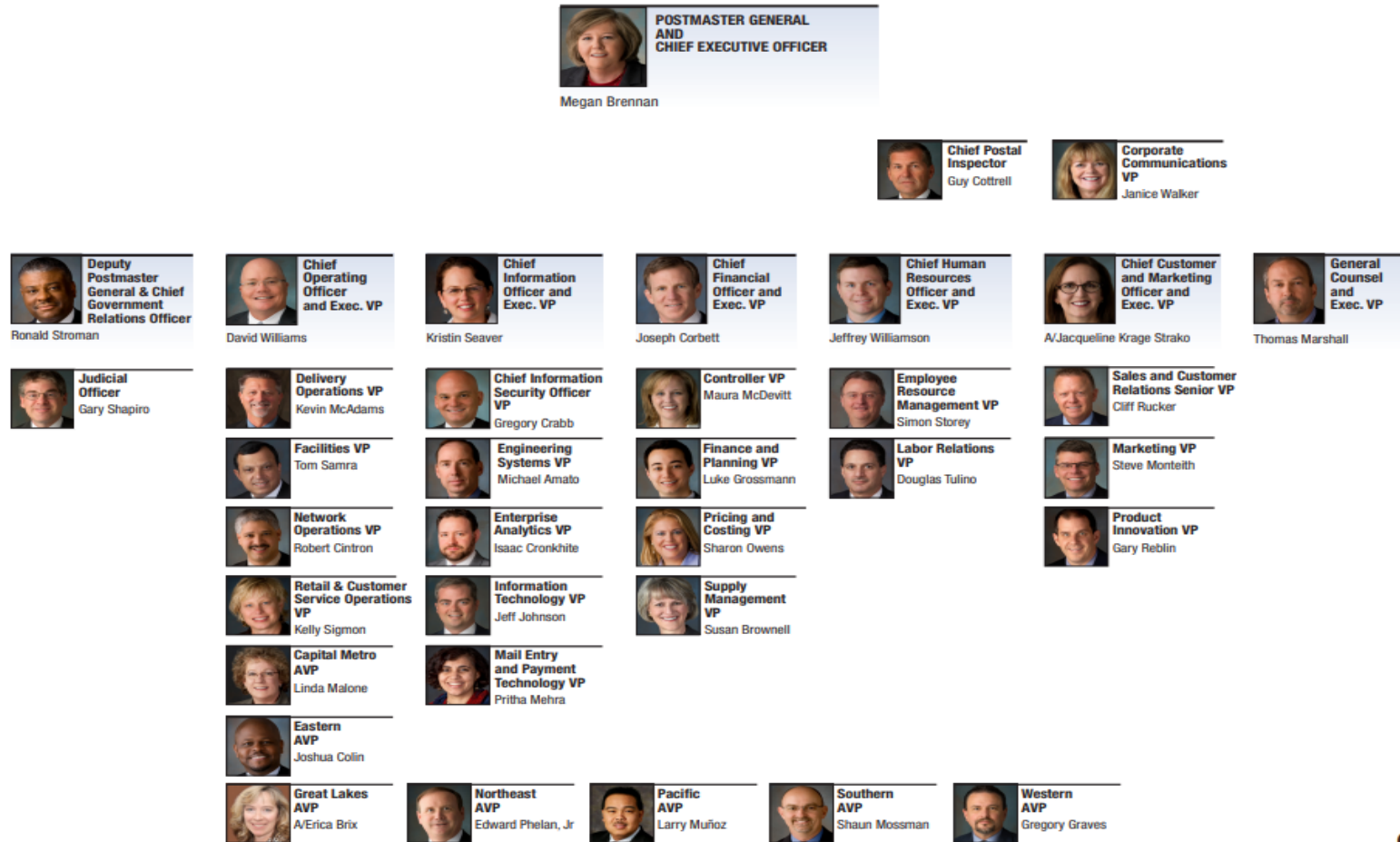


[Jeffrey Williamson](#)

Chief Human Resources Officer and Executive Vice President

# USPS Organizational Structure

## Vice President Officers



Official Organizational Chart

Shading = Executive Leadership Team (8 Members)



# USPS Organizational Structure

## District Level Management

67 District Offices Nationwide

- District Manager
  - District Marketing Manager
    - Business Mail Entry Manager (BME MGR)
    - Consumer Affairs Manager
    - Retail Manager
    - Consumer Industry Contact Manager (CIC MGR)
- Plant Managers
- Finance Manager
- HR Manager
- Manager, Post Office Operations (MPOO)
  - Postmasters



# USPS Operational Structure

## Headquarters Level Structure

- Responsible for connecting virtually every US home and business
- Globally, a leader in mail delivery
- USPS is 2<sup>nd</sup> largest employer in US
- Delivers more than 200 billion pieces of mail per year
- Government Relations & Public Policy
  - Legislation & Policies affecting USPS
  - Serves as the primary representative with Congress, the Executive Branch and other government leaders



# USPS Operational Structure

## Area Level Structure

7 Area Offices Nationwide

Area	Employee Oversight	Post Offices	# Customers	District Oversight
Capital Metro	Approx. 63,000	2,700+	Approx. 16 million	Atlanta, Baltimore, Capital, Greater South Carolina, Greensboro, Mid-Carolinas, Northern Virginia and Richmond
Eastern	Approx. 85,000	6,600+	Approx. 50 million	Pennsylvania, Ohio, Tennessee, W. Virginia, Delaware, Kentucky, Central & South Jersey, W. New York; portions of Virginia and Indiana
Great Lakes	Approx. 61,000	3,300+	Approx. 36 million	Wisconsin, Illinois, parts of Missouri, Indiana, Michigan
Northeast	Approx. 90,000	4,000+	*	Maine, New Hampshire, Massachusetts, Rhode Island, Connecticut, Vermont, parts of New York and New Jersey, the US Virgin Islands and Puerto Rico
Pacific	Approx. 68,000	*	Approx. 15 million	California, Hawaii, Guam, American Samoa and the trust territories
Southern	Approx. 119,000	6,324+	Approx. 33 million	Alabama, Arkansas, Florida, Louisiana, Mississippi, Oklahoma, Texas, and parts of Georgia and South Carolina
Western	Approx. 104,000	*	Approx. 49 million	Alaska, Arizona, Colorado, Idaho, Iowa, Kansas, Minnesota, western and southern Missouri, Montana, Nebraska, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington, western Wisconsin and Wyoming

\*Unable to collect data



# USPS Operational Structure

## District Level Structure

67 District Offices Nationwide

- District Manager
  - District Marketing Dept.
    - Business Mail Entry
    - Consumer Affairs
    - Retail
    - Consumer Industry Contact
- Plant Operations
- Finance Dept.
- HR
- Post Office Operations (POO)
  - Post Offices



RIBBS

### District Business Mail Entry Locator

Enter City and State or ZIP Code

Locate

Reset

To locate a District Business Mail Entry office, enter a city and state or ZIP Code (Example, Seattle WA or 981 or 98111).



RIBBS

### Consumer Affairs Office Locator

Consumer Affairs administrative offices may be reached between the hours of 9:00AM to 5:00PM, M-F.

Enter City and State or ZIP Code

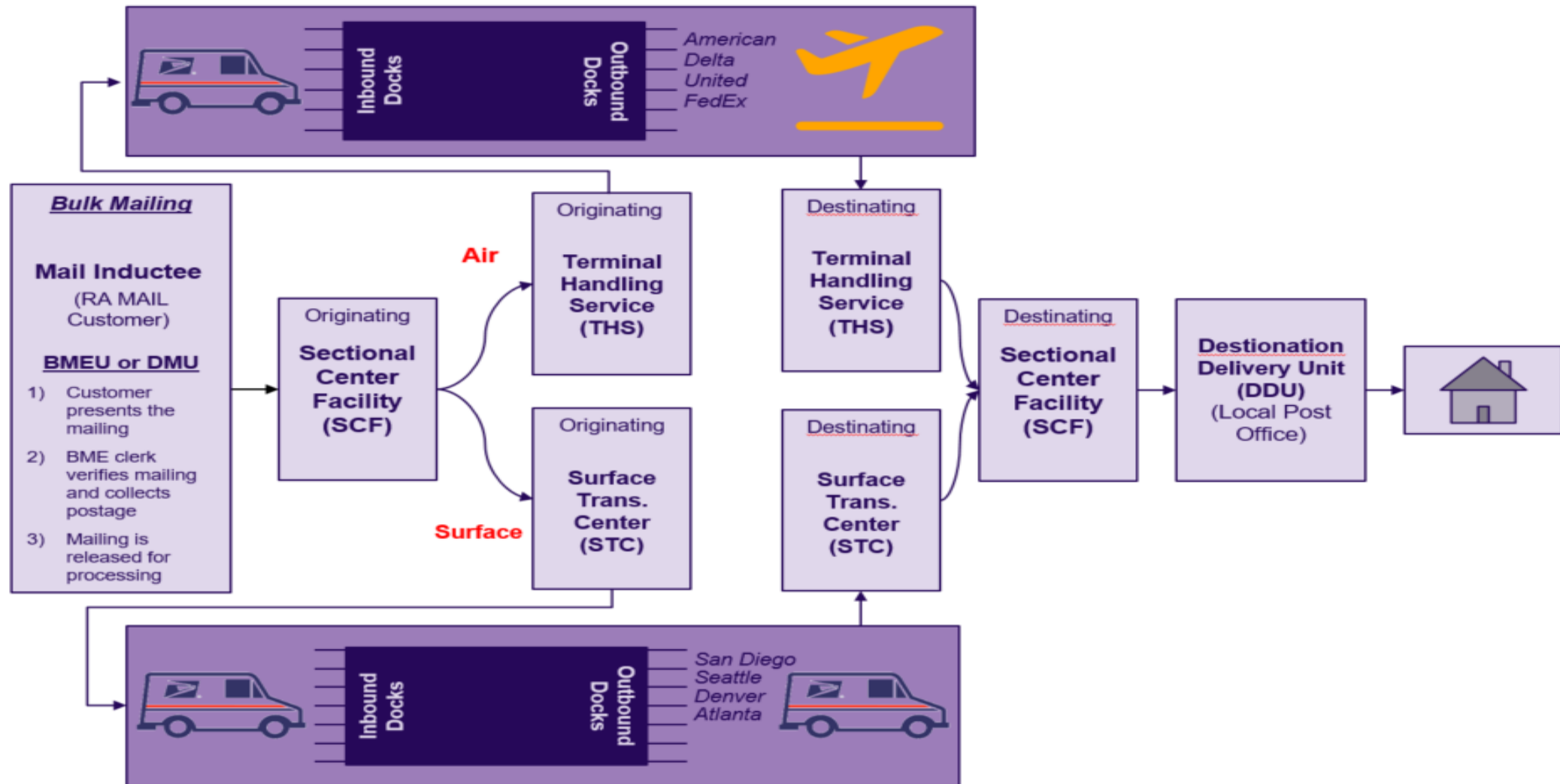
Locate

Reset

To locate a Consumer Affairs office, enter a city and state or ZIP Code (Example, Seattle WA or 981 or 98111).

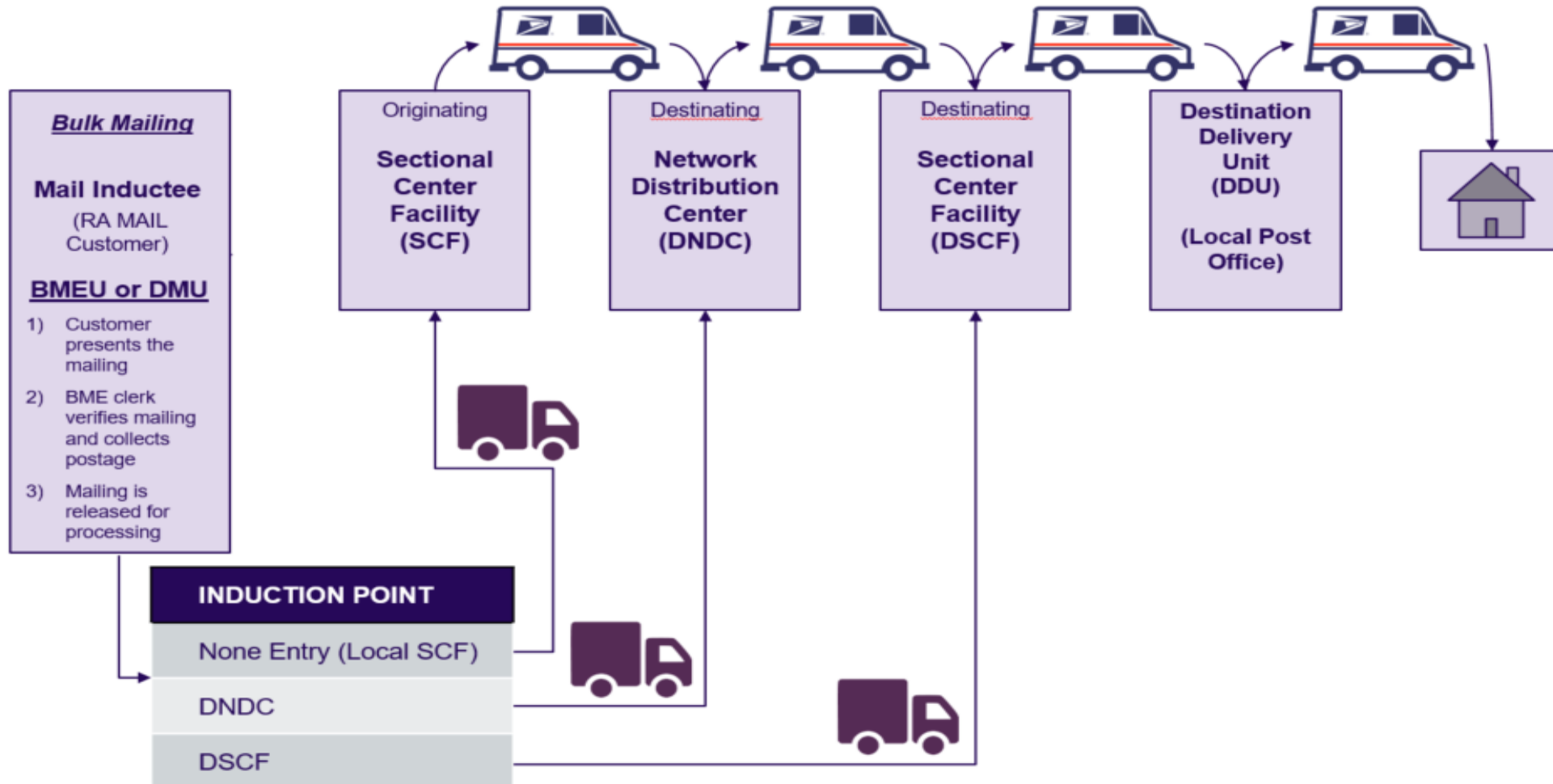
# USPS Logistics Network

Express Mail, Priority Mail, First Class Mail Network



# USPS Logistics Network

## Marketing Mail, Package Services Network



# USPS Support Services

## Online Support

- [www.usps.com](http://www.usps.com)
- [https://tools.usps.com/go/TrackConfirmAction\\_input](https://tools.usps.com/go/TrackConfirmAction_input)
- <https://postalpro.usps.com/support>
- <https://gateway.usps.com/eAdmin/view/signin>
- <https://postalpro.usps.com/>
- <https://pe.usps.com/>



### A B C D

ACS™  
Email: [acs@usps.gov](mailto:acs@usps.gov)  
Telephone: 1-877-640-0724 (Option 1)

ANLink®  
Email: [ncoalink@usps.gov](mailto:ncoalink@usps.gov)  
Telephone: 1-800-589-5766

Address Element Correction (AEC)  
Email: [aec@usps.gov](mailto:aec@usps.gov)  
Telephone: 1-800-238-3150

Address Element Correction II (AEC II)  
Email: [aec@usps.gov](mailto:aec@usps.gov)  
Telephone: 1-800-238-3150

Address Information System (AIS) Viewer  
Email: [incsc@usps.gov](mailto:incsc@usps.gov)  
Telephone: 1-800-238-3150

### E F G H I J K L

Election and Political Mail

Electronic Address Sequencing (EAS)  
Email: [eas.ncsc@usps.gov](mailto:eas.ncsc@usps.gov)  
Telephone: 1-800-238-3150

Electronic Documentation (eDoc)  
Email: [postalone@usps.gov](mailto:postalone@usps.gov)  
Telephone: 1-800-522-9085

Electronic Verification System (eVS®)  
Email: [evs@usps.gov](mailto:evs@usps.gov)  
Telephone: 1-877-264-9693

Enhanced Line of Travel (eLOT®)  
Telephone: 1-800-238-3150

Enterprise Payment System

Every Door Direct Mail  
Telephone: 877-747-6249

### M N O P Q

MASS™  
Email: [cassman.ncsc@usps.com](mailto:cassman.ncsc@usps.com)  
Telephone: 1-800-642-2914

Mail Anywhere  
Email: [postalone@usps.gov](mailto:postalone@usps.gov)  
Telephone: 1-800-522-9085

Mail Prep and Entry Steering Committee  
Email: [joe.eagle@usps.gov](mailto:joe.eagle@usps.gov)  
Telephone: 1-202-268-4628

Mail Processing Equipment Service Provider Licensees  
Email: [ncoalink@usps.gov](mailto:ncoalink@usps.gov)  
Telephone: 1-800-589-5766

Mail Spoken Here!  
Email: [IndustryFeedback@usps.gov](mailto:IndustryFeedback@usps.gov)

### R S T U V W X Y Z #

RDI™  
Email: [incsc@usps.gov](mailto:incsc@usps.gov)  
Telephone: 1-800-238-3150

Seamless Acceptance  
Email: [intelligentmailsupport@usps.gov](mailto:intelligentmailsupport@usps.gov)  
Telephone: 1-800-522-9085

Secure Destruction  
Email: [acs@usps.gov](mailto:acs@usps.gov)  
Telephone: 1-877-640-0724

September 2017 Releases

Service Hubs and Facilities  
Email: [ncsc.servstan@usps.gov](mailto:ncsc.servstan@usps.gov)  
Telephone: 1-800-238-3150

Service Standards  
Email: [ncsc.servstan@usps.gov](mailto:ncsc.servstan@usps.gov)

# USPS Support Services

## Mailpiece Design Support

- Centralized Agency that routes requests from customers to MDA's who have specialized mailpiece design expertise.
- MDA Support Center Hours: Monday through Friday, between 8:00AM and 5:00PM CST
  - (855) 593-6093
- Send a request via email to: [mda@usps.gov](mailto:mda@usps.gov)

Mailpiece Design Analysts (MDA) are available to provide a variety of services to postal customers for mailpiece design and review including:

### Reply Mail Evaluations

- Qualified Business Reply Mail™ (QBRM)
- Business Reply Mail® (BRM)
- Courtesy Reply Mail™ (CRM)
- Permit Reply Mail™ (PRM)
- Meter Reply Mail (MRM)

### Mailpiece Evaluation

- Automation Cards
- Automation Letters
- Automation Folded Self-Mailers
- Automation Booklets
- Automation Flats
- Automation CD

### Intelligent Mail® Suite of Barcodes/Other Tests

- IM® Barcode
- IM® Container Placard & Barcode
- IM® Tray Label and Barcode
- Address Change Service® (ACS)
- IMb Tracing
- Delivery Confirmation Barcode Test
- MERLIN
- Parcel Barcode
- Reflectance
- Tap Test
- Thickness

### Other Reviews and Services

- Basic & Full-Service Barcoding Questions
- Customized MarketMail™ (CMM)
- Flats Addressing
- Flats Deflection
- Magnets
- Mailability
- MERLIN 2nd Level Review
- Mobile Barcode
- Repositionable Notes

# USPS Support Services

## Ordering Stamps

For a convenient and fast way to order large quantities of stamps for your business, contact the USPS at:

1-800-STAMP-24 (800-782-6724)

Or

Email to: [StampsNow.info@usps.gov](mailto:StampsNow.info@usps.gov)



# USPS Support Services

## National Customer Support Center (NCSC)

- Assistance with managing address quality
- Move Update Options
- CASS / MASS Assistance
- Creating customized labels (domestic and international)
  
- NCSC Hours: Monday through Friday, between 7:00AM and 5:00PM CST
  - (800) 642-2914
  
- Send a request via email to: [mda@usps.gov](mailto:mda@usps.gov)
  
- Correspond at:  
USPS-NCSC  
225 N. Humphreys Blvd. Ste 501  
Memphis, TN 38188-1001

<b>1</b>	<b>\$1.98</b> US POSTAGE FIRST-CLASS PKG COMMERCIAL BASE PRICING	062S0017063917 FROM 90066
		<b>stamps.com</b> 01/23/2012
<b>USPS FIRST CLASS MAIL®</b>		
	Eric Nash Stamps.com 12959 Coral Tree Pl Los Angeles CA 90066	
SHIP TO:	Mr. John Sample CEO 123 Media 345 Hudson Street Frnt A New York NY 10014-4502 	
<b>USPS TRACKING #</b>		
		
9999 9999 9999 9999 9999 99		

# USPS Support Services

## PostalOne! Customer Support Desk

- Assistance with tracking a package. Applying for Mailer ID. Explanation of current features and available benefits. Answer technical questions about the PostalOne! System. Help with passwords, system logon, clarify file testing and transmission processes, etc.
- PostalOne! Customer Support Desk Hours: 24 hour coverage, includes weekends and holidays
  - (800) 522-9085
- Send an email to: [postalone@email.usps.gov](mailto:postalone@email.usps.gov)
- Correspondence can be mailed to:  
PostalOne! Customer Care Center  
USPS-NCSC  
225 N. Humphreys Blvd Ste 501  
Memphis, TN 38188-1001



# USPS Support Services

## Informed Visibility Help Desk

- Informed Visibility Mail Tracking & Reporting (IV-MTR) is a near real-time, single source for all mail and mail aggregate tracking information.
- IV-MTR Support Center Hours: Monday through Friday, between 7:00AM and 7:00PM CST
  - (800) 238-3150, Option #2
- Email to: [InformedVisibility@usps.gov](mailto:InformedVisibility@usps.gov)

### How does IV-MTR help your business?

IV-MTR provides near real-time tracking data, which allows you to do the following:

For outgoing mail:

- Obtain near real-time notification when your mail receives its last processing scan
- Identify mail delivery trends and predicted delivery dates
- Know when your message reaches your audience so you can synchronize multichannel marketing
- Enable fulfillment, staffing, and inventory planning based on mail delivery

For incoming reply mail:

- Obtain near real-time notification when your return mail enters the mailstream
- Know when return items are on the way so you can better manage your supply chain
- Manage cash flow and accounts receivable more effectively
- Evaluate the success of advertising campaigns in near real-time

# USPS Support Services

## Centralized Account Payment System (CAPS) Service Center

- The Centralized Account Processing System is an electronic postage payment system that provides business mailers a centralized, convenient, and cost effective way to fund:
  - Permit Imprint
  - Business Reply Mail\*
  - Return Services\*
  - Postage Due Account\*
  - USPS Corporate Account
  - Address Element Correction / Address Change Service
- \*Availability for CAPS is currently very limited
- CAPS Service Center Hours: Monday through Friday, between 7:00AM and 4:00PM PST (excluding holidays)
  - (650) 377-1334

Centralized Trust Account: Customers deposit funds using electronic funds transfer to the CAPS bank prior to mailing. The CAPS account is automatically reduced when local post offices process postage statements.



Centralized Debit Account: Customers designate a debit-enabled bank account for postage charges. The bank account is debited for the total day's postage on the next bank business day.

# USPS Support Services

## Enterprise Payment System

- The Enterprise Payment System (EPS) allows customers to pay for Postal products and services through a single account, called the Enterprise Payment Account (EPA). EPS supports commercial, domestic and international products and services which includes:
  - First-Class Mail
  - USPS Marketing Mail
  - Periodicals
  - Electronic PO Boxes Online (EPOBOL)
  - Address Quality Products
- Trust Account: Directly deposit funds to your USPS payment account for transactions. You are no longer restricted to deposit at the ZIP Code where your permit/publication is held.
- ACH Debit: Allows USPS to withdraw payment transactions directly from your bank account.

### EASY ENROLLMENT

- Request invitation code to participate in EPS
- Login to the Business Customer Gateway (BCG) and access the EPS
- Create an EPA
- Manage user roles
- Select payment method and update banking information
- Activate a payment method
- Link permits/publications
- Notify your Mail Service Provider (MSP), if applicable

### 1. REQUEST INVITATION CODE TO PARTICIPATE IN EPS

- To request invitation code:
  - Send an email to [PaymentModernizationMigrationTeam@usps.gov](mailto:PaymentModernizationMigrationTeam@usps.gov)
    - Include the following information:
      - Subject Line: "EPS Request"
      - Name, Address, and Contact Information (email)
      - CRID (Customer Registration ID)
  - Contact your local [Business Mail Entry Unit](#)
- Receive an email with an invitation code within two business days  
*Note: The invitation code is unique to the requestor and grants the Business Service Administrator (BSA) access to EPS.*

Hi [customer name],  
 Congratulations! Your access request for the Enterprise Payment System (EPS) is enabled. Your Invitation Code is **xxxxxxx**.  
 Please use this link to complete the enrollment:  
<https://usps.com/eps>  
 Sign in with your Business Customer Gateway (BCG) account and password. Enter the invitation code to complete the authorization.  
 This invitation code provides access to the Enterprise Payment System for use with commercial mailing permits and financial transactions. Please note the registration website also references the EPOBOL pilot, but participation in that program is optional for financial pilot participants.  
 After your Enterprise Payment Account is enabled, please follow the steps in the attached quick reference to link permits for payment processing through EPS.  
 If you have questions or concerns regarding the EPS process, you may reply to this email or contact the PostOffice Help Desk at 1-800-522-9885.  
 Additional information regarding EPS can be found at <https://usps.com/eps>.  
 Thank you for using the United States Postal Service.

### 2. LOGIN TO BCG AND ACCESS THE EPS

Follow the steps below to login to the BCG and access EPS.

- Sign into the BCG with existing username and password
- Enter the "Invitation Code" located in the email
- Select "Yes" to agree to the Terms & Conditions
- Select "Submit"

# USPS Support Services

## Pricing and Classification Service Center (PCSC)

The Pricing and Classification Service Center is a national center that provides one source for mail classification decisions and provides direction on price application or mail eligibility. The PCSC is both domestic and international in scope. It provides guidance on mailing standards and handles customer requests for exceptions. The office administers the following:

- Final Agency Decisions on:
  - Refund Requests
  - Revenue Deficiency Assessments
  - Mailability Issues
  - Requests for Exceptions
  - Local Classification Decisions
  - MERLIN Barcode Readability
  - Customer Related Agreements
- Initial Decisions on:
  - Periodicals Mailing Privileges Applications
  - Periodicals Reentry Applications
  - Periodicals Revocations and Cancellations
- Manual Periodicals Centralized Postage Payment System
- Authorization to Mail at Nonprofit USPS Marketing Mail Prices Applications
- Sexually Oriented Advertising (SOA) / Pandering Prohibitory Orders
- National Customer Rulings

# USPS Support Services

## Pricing and Classification Service Center (PCSC), cont.

PCSC Hours: Monday through Friday, 8:30am – 7:00pm EST

- (212) 330-5300
- FAX: (212) 330-5320

Send an email to: [postalone@email.usps.gov](mailto:postalone@email.usps.gov)

Correspondence can be mailed to:

Pricing and Classification Service Center  
90 Church Street STE 3100  
New York, NY 10007-2951

# USPS Support Services

## US Postal Inspection Service

The US Postal Inspection Service is the law enforcement arm of the USPS. Its jurisdiction is defined as “crimes that may adversely affect or fraudulently use the U.S. Mail, the postal system or postal employees.”

Number of employees: approx. 3,500

Sworn members: approx. 1,200

- Inspection Service: (877) 876-2455
- Website address:  
<https://postalinspectors.uspis.gov/>




[Click here for more information](#)

### CONSUMER HELP      VICTIM HELP      REPORT MAIL CRIME

- |                        |                            |                             |
|------------------------|----------------------------|-----------------------------|
| MAIL FRAUD             | HELP FOR VICTIMS OF CRIME  | FILE A COMPLAINT            |
| MAIL THEFT             | RESOURCES                  | CALL US                     |
| IDENTITY THEFT         | VICTIM NOTIFICATION SYSTEM | ZIP CODE LOCATOR            |
| MAILBOX VANDALISM      | FINANCIAL CRIMES           | INTELLECTUAL PROPERTY THEFT |
| RETURN TO SENDER LABEL | CHILD EXPLOITATION         | DELIVERY ISSUES             |
| EXPORT ISSUES          |                            |                             |

### CRIME ALERTS      MEDIA      MOST WANTED

- |                         |                        |  |
|-------------------------|------------------------|--|
| FOREIGN LOTTERY FRAUD   | THE INSPECTORS TV SHOW | <br>VIEW BY STATE |
| BEWARE OF BOGUS EMAILS  | CONSUMER ALERT VIDEOS  |  |
| BOGUS CHANGE OF ADDRESS | PRESS RELEASES         |  |
| CHARITY FRAUD           | INSPECTORS IN THE NEWS |  |
| RESHIPING SCAM          | EMAIL INQUIRIES        |  |
| FAKE CHECK SCAM         | HOTLINE                |  |
| DON'T FALL FOR IT       |                        |  |

# USPS Sponsored Events

## National Postal Forum (May 6-9, 2018 in San Antonio, TX)

The nation's premier mailing and shipping industry conference offering over 130 educational workshops, official USPS certification courses, special USPS leadership led sessions, the largest mailing and shipping industry exhibit hall, etc. Attending the NPF is the ideal way to stay in sync with innovation, technology and trends that affect our rapidly progressing and changing industry.

<https://npf.org/>

## Mailer Technical Advisory Committee (MTAC)

A venue for the USPS to share technical information with mailers, and to receive their advice and recommendations on matters concerning mail-related products and services, in order to enhance customer value and expand the use of these products and service for the mutual benefit of Mailing Industry stakeholders and the Postal Service.

<https://postalpro.usps.com/mtac>

## Postal Customer Councils (PCC)

A resource for business mailers, large and small. Local PCC's serve as an open channel for USPS-to-business communication, providing information and best practices for cost-effective and profitable mailing, education, and training, and solving local challenges. Though most PCC members include large business mailers, government agencies, and business mail service providers, small businesses can benefit from PCC memberships.

<https://about.usps.com/postal-customer-council/local-pcc.htm>

# Questions and Answers

# Thank You!

*Arlene J. Zisow*  
*Vice President, Postal Affairs*  
*Royal Alliances*  
*(214) 437-8783*



**ROYAL ALLIANCES**