MAIL SPOKEN HERE

September 2019

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

Statement by Megan J. Brennan - United States Postmaster General
Universal Postal Union

September 25, 2019

The Postal Service would like to thank President Trump for his leadership in helping us to negotiate the resolution of an intractable problem with the payment system for the international exchange of small packets that has persisted over many years, and that has been extremely difficult to resolve. We are very pleased that the member countries of the Universal Postal Union have reached an agreement that accommodates the concerns of the United States and other countries with that payment system. The United States and other countries' concerns have been addressed by allowing the Postal Service to self-declare its rates beginning in July 2020, while operators from other countries will transition to self-declared rates at phased levels over the next six years. The proposal adopted by the Universal Postal Union is aimed at eliminating economic distortions for the distribution of goods, by establishing parity with comparable domestic services for inbound packet volumes.

The outcome of the UPU negotiations will also enable the Postal Service to support infrastructure development abroad that builds capacity for advance electronic customs data transmission and improvements in postal security. The safety, sanctity and security of the mail are of paramount importance to the Postal Service, so we appreciate that the agreement reached today includes concrete steps to ensure that the world's posts will be better positioned to provide data from their customers that will help to reduce the use of the international mail system to transport dangerous contraband and counterfeit goods into the United States.

We are also grateful for the laser focus and concerted efforts of the Trump Administration team, led by Dr. Peter Navarro, on these important issues. Through our collective efforts, and the spirit of cooperation and compromise that was demonstrated by the International Bureau and the participating nations at the Extraordinary Congress, we believe that the global network for the international transportation and delivery of mail will work more effectively, and in a fashion which is fundamentally more fair to all participants in the system.

The National Postal Forum (NPF) *Call for Papers*

The National Postal Forum (NPF) has partnered with the USPS to present the mailing and shipping industry's premier educational venue, trade show and networking event. Held every spring, the four-day NPF is the only event that works directly with USPS managers to provide the most comprehensive

educational and networking platform possible for meeting the needs of the industry and postal customers.

This year the NPF will be held at the Orlando World Center Marriott in Orlando Florida. If you have an interest in speaking at the 2020 NPF please visit www.npf.org and fill out an application. You will have the opportunity to submit a proposal for more than one workshop once you have completed the initial submission.

You may also log back in to your profile at any time to add or edit submissions up until the **Call for Papers deadline of** Thursday, October 10, 2019.

We are looking forward to seeing everyone in Orlando!!

The Postal Service is Committed to Fighting the Illegal Mailing of Drugs

The Postal Service is aggressively working to implement the Stop Act. During Congress's deliberations over the Stop Act, we expressed concerns that several proposed provisions would be impractical to implement. We worked closely with the House and Senate committees of jurisdiction to explain our position on the issue and develop solutions. Ultimately, Congress adopted many of our proposals in the final version of the Stop Act.

The Postal Service doesn't generate advance electronic data (AED) on inbound packages; foreign posts provide it to us. Through bilateral efforts with foreign posts and other international postal organizations, we have substantially increased the percentage of AED provided to us and continue to advocate for increased AED requirements.

Meanwhile, the Postal Service and the Postal Inspection Service work closely with the Department of Homeland Security, Customs and Border Protection and other federal law enforcement agencies to investigate criminal activity and combat trafficking of illicit drugs.

The Postal Service operates in every community in the United States and sees the impacts of addiction every day. We are committed to taking all necessary actions to combat the opioid crisis and criminal use of the mail.

USPS MEPT Changes - Group Restructured to Improve Service

The Postal Service is making changes within its Mail Entry and Payment Technology (MEPT) structure to better serve the organization and its commercial customers.

Under the changes, which were announced Aug. 31, Commercial Acceptance will comprise both the Mail Entry and Major Mailer Support functions, and Business Acceptance Solutions will include the Business Acceptance Performance team (previously Business Mailer Support).

"With these changes, MEPT will be better aligned to develop advanced technological solutions for our commercial mailers and to provide a world-class customer experience," said Mail Entry and Payment Technology Vice President Marc McCrery. "These changes will also help to support the new virtual Mailing and Shipping Solutions Center and facilitate efficiencies across the organization."

Here's a closer look at the major teams within MEPT and their responsibilities:

• Business Acceptance Solutions is responsible for procedures, initiatives and policy for the Mailing and Shipping Solutions Center, a centralized help desk that provides assistance to commercial customers with their mailing and shipping needs.

This group also will define and implement business mail entry strategies, identify training requirements for new and existing programs, and establish quality metrics for business mail acceptance employees.

• Commercial Acceptance is responsible for developing acceptance, verification and entry procedures for commercial mail and packages.

• Commercial Payment is responsible for defining payment procedures, policies and initiatives for PC Postage and meter vendors, as well as ensuring secure and accurate postage payment through the Enterprise Payment System and Automated Package Verification programs.

• Commercial Systems is responsible for overseeing the information technology portfolio within MEPT and serving as a liaison between IT and USPS to support various postal systems.

Attention IV Users

USPS is increasing the power of the Informed Visibility® (IV®) web application by enhancing the portal's library of tools.

The most recent enhancement is the addition of three new visualizations:

Single-Piece Metered Mail, **Delayed At Risk Packages**, and the **Freely Associated States Dashboard**.

Below is a brief description of each new tool.

Single Piece Metered Mail

To find the **Single-Piece Metered Mail** visualization within IV go to **Workload Performance** > **Efficiency** > **Single-Piece Metered Mail.**

The **Single-Piece Metered Mail** tool provides insight into metered and non-metered mail by Area, District, Facility and machine ID. Metered volume trends can be tracked daily or weekly.

Delayed At Risk Packages

To find the Delayed At Risk Packages visualization within IV, select **Service Performance** > **Packages** > **Diagnostic Tools** > **Delayed At Risk Packages.**

The **Delayed At Risk Packages** tool provides tracking information for delayed and at risk packages by Area, Destination, ZIP, Mail Class, Date, and Route.

The data table displays the raw data of the tool information. The first column displays a **Product Tracking and Reporting** link for each barcode.

Freely Associated States Dashboard

To find the **Freely Associated States Dashboard** visualization within IV go to **Service Performance** > **Packages** > **Scores & Impact** > **Freely Associated States Dashboard.**

The **Freely Associated States Dashboard** allows users to see the total volume and percentage on-time of mail that is either originating from or destinating to the islands.

<u>Note</u>: Be sure to select either a State **OR** a ZIP Code. Choosing both will yield no results.

If you have any questions or need assistance, please contact the Informed Visibility Solutions Center at 800-238-3150, select option 2, or InformedVisibility@usps.gov.

Direct Mail Statistics That Will Have You Running to the Post Office

Social media, email, search engine optimization, print advertising, trade shows, conferences... There are so many marketing channels nowadays that business owners often overlook a tried-and-tested marketing method that still yields results. Direct mail marketing might seem like a thing of the past, but we have a list of direct mail statistics that will convince you otherwise.
For example, would you have guested that 4 in ten Americans of all ages look forward to checking their mailbox? Not only do we look forward to receiving a piece of mail but we tend to hold on to it for a long time. In an average household, mail is thrown out after 17 days. This gives plenty of opportunities for direct mail to get read or at least skimmed through. Considering how cluttered digital marketing channels are, direct mail definitely deserves a place in your marketing campaign.

Fascinating Direct Mail Statistics - Editor's Choice:

- 42.2% of direct mail recipients either read or scan the mail they get.
- Direct mail requires 21% less cognitive effort to process than email.
- Direct mail recipients purchase 28% more items and spend 28% more money than people who don't get that same piece of direct mail.
- Direct mail offers a 29% return on investment.
- 73% of American consumers say they prefer being contacted by brands via direct mail because they can read it whenever they want.

General Direct Mail Marketing Statistics

1. 41% of Americans of all ages look forward to checking their mail each day.
(Gallup)

There's just something exhilarating about opening that little mailbox to find an item you can hold, with your name written on it. And though older generations are more likely to say they enjoy getting mail, 36% of Americans under 30 also feel this way.

2. 58% of the mail American households receive is marketing mail.
(United States Postal Service)

Very few people exchange letters in the digital era. According to the latest data from the USPS Mail Use & Attitudes Report, the direct mail industry accounts for almost 60% of the mail US households receive.

This stat really reinforces the previous one. If people mostly get marketing mail and are still looking forward to it, that's great news for mail marketers.

3. The average American household receives 454 pieces of marketing mail per year.
(United States Postal Service)

Is direct mail dead? Absolutely not. The same USPS report shows that direct mail advertising is alive and kicking. The organization's data shows that 454 pieces of regular marketing mail get delivered to an average US household every year. On top of that, 92 pieces of nonprofit marketing mail land in the average mailbox as well.

4. Direct mail had an average response rate of 9% for house lists and 4.9% for prospect lists in 2018.
(Data & Marketing Association)

The 2018 DMA Response Rate Report brings news of amazing average direct mail response rates. The household list response rate was 9% in 2018, significantly up from 2017, when it was 5.1%. The prospect list response rate was 4.9%, also showing a big increase compared to the 2.9% it achieved the year before.

What's contributing to this spike in numbers? In a word, technology. Thanks to technological advancements, mail marketers are gathering more data about consumer behavior. They're sending out direct mail to people who actually look forward to it, which is why they're getting much better direct mail response rates. We're looking forward to seeing whether or not the 2019 report brings even better results.

5. Oversized envelopes have the highest response rate: 5%.
(Data & Marketing Association)

If you are looking for direct mail ideas, you should know that packaging matters. Some mail formats outperform others. Postcards get a fairly high response rate – 4.25% – followed by dimensional mailers with 4% and catalogs with 3.9%. The average response rate for direct mail in letter-sized envelopes is the lowest at only 3.5%.

6. 59% of US respondents say they enjoy getting mail from brands about new products.
(Epsilon)

Consumers can run a Google search and discover new products from their favorite brands. But when they get a glossy catalog through the post it makes them feel appreciated by the brand. As many as six in 10 Americans say they enjoy learning about new products this way according to Epsilon's direct mail advertising statistics.

7. 18% of B2B marketers' budget is assigned to direct mail marketing and print advertising.
(HubSpot)

B2B marketers still send printed ads and catalogs to existing clients and leads years after diversifying their marketing channels. Social media and content marketing are contemporary ways of reaching out to clients but they haven't managed to push direct mail lists out of the picture. Why? Because direct mail still delivers good results. More on that in the following section.

8. 42.2% of direct mail recipients either read or scan the mail they get.
(Data & Marketing Association)

When you send a marketing message, you obviously want people to see it. Email might be cheaper, but it's easily ignored. Direct mail will, on the other hand, get read, or at least scanned by your target audience. The Data & Marketing Association, formerly known as the Direct Mail Marketing Association, reveals that 42.2% of direct mail recipients go through the material you send. Only 22.8% say they don't read it at all.

9. Advertising mail is kept in a household for 17 days on average.
(Mailmen)

If you were wondering why direct mail works, here's your answer. Direct mail stats show that people tend to throw out advertising mail after 17 days. This gives all members of the household plenty of time to review it and take action.

10. 60% of catalog recipients visit the website of the company that mailed them the catalog.
(United States Postal Service)

Consumers are very likely to visit a website after discovering a product in a catalog. Modern shoppers turn to the internet for further product information, but what produces the spark that makes them visit a website? In many cases it's flipping through a good old catalog, according to direct mail statistics published by the US Postal Service.

11. 44.4% of merchants upped catalog circulation last year.
(DMA)

Retailers understand that catalogs boost website traffic in addition to raising brand awareness and increasing conversion rates. That's why almost half of them increased the number of catalogs they sent out last year.

12. Direct mail recipients purchased 28% more items and spent 28% more money than people who didn't get that piece of direct mail.
(United States Postal Service)

By keeping a piece of direct mail in a household for days on end, consumers are constantly reminded of the product you are advertising. This makes them more prone to visit your website or brick-and-mortar business and make a purchase. With a direct mail conversion rate of 28%, this marketing method is definitely worth a shot.

13. 73% of American consumers say they prefer being contacted by brands via direct mail because they can read it whenever they want.
(Epsilon)

Leads love to be nurtured. Consumers like having a relationship with their favorite brands, but not based on the brand's marketing schedule. For example, they hate it when they're browsing the web and all of a sudden an ad appears. They want to be able to learn what's new with the brand they support at their own convenience. Epsilon's direct mail marketing statistics show that the majority of US consumers

prefer direct mail as a method of communication with their favorite brands because they can review it when they see fit.

14. Direct mail offers a 29% return on investment.
(Marketing Charts)

The US Postal Service implemented new, slightly higher postage rates in January 2019. Even with the current postal rates, direct mail marketing provides a strong return on marketing investment. In fact, it matches the ROI of social media marketing efforts. Direct mail stats published by Marketing Charts show that direct mail brings a 29% ROI while social media has a 30% ROI.

15. 50.9% of recipients say they find postcards useful.
(Data & Marketing Association)

Their small size makes them stand out in a mailbox, and the fact they don't come in an envelope means virtually all postcards get read. Combine this with DMA's stat that half of consumers find postcards useful and you'll understand why postcard marketing is arguably the most effective direct mail method available.

16. Consumers aged 45-54 are the demographic group most likely to respond to direct mail pieces.
(Data & Marketing Association)

The key to any successful marketing campaign is knowing who to target and where. Just as you wouldn't advertise a steak restaurant using a vegetarian restaurant's mailing list, you also need to know which demographic group responds to which marketing method. Individuals aged 45-54 have the highest direct mail response rate: 14.1%. This makes them a much better target audience than members of Generation Z, who are more reachable via social media platforms like Snapchat.

Direct Mail vs Email

17. Up to 90% of direct mail gets opened, compared to only 20-30% of emails.
(Data & Marketing Association)

Many modern business owners looking to promote their company in 2019 ask themselves: Does direct mail still work? Is this a sound marketing investment? Should I focus only on digital marketing? Judging by direct mail open rates, it's a marketing method worthy of your attention. Sending and receiving hundreds of emails each day, it's easier for consumers to ignore promotional mail sent online. Postal mail, on the contrary, is opened nine out of 10 times.

18. Only 44% of people can recall a brand immediately after seeing a digital ad compared to 75% of people who receive direct mail.
(Marketing Profs)

In addition to higher open rates, direct mail also leaves a better impression on consumers. According to Marketing Profs' direct mail statistics, three-quarters of consumers are able to recall a brand after receiving a piece of direct mail. On the other hand, just 44% can do the same after seeing a digital ad.

19. Direct mail requires 21% less cognitive effort to process than email.
(Canada Post)

This is yet another perk of direct mail. It's much easier for consumers to understand than email, contributing to the longer-lasting brand recall associated with direct mail. The absence of additional

content makes it simpler to process than email. When people read an ad sent via email, they can often get distracted by other open tabs or pop-up ads. But when they read direct mail they can focus solely on that task.

20. Email's cost per cost-per-acquisition is $22.52, significantly less than direct mail cost-per-acquisition, which amounts to $43.90.
(Data & Marketing Association)

Direct mail stats from 2018 confirm that email beats direct mail in the cost-per-acquisition battle. It's almost twice as expensive to get a new client relying on direct mail than on email.

21. 57% of email addresses are abandoned because the users receives too many marketing emails.
(Marketing Profs)

Getting through to customers via email can prove challenging. When consumers start receiving too many unwanted emails they simply abandon that email address and create a new one. It costs them nothing and it makes a lot of dead leads for marketers. Direct mailing lists, however, are more reliable. After all, people don't move house because their mailbox is overflowing.

22. When asked, "Which is more effective at getting you to take action?" 30% of millennials said direct mail, while 24% said email.
(DMN)

Millennials spend their days glued to their phones. And while it would be easier to visit a website after seeing an email, they report that postal mail inspires them to take action more often than email. DMN's direct mail marketing statistics indicate that 30% of millennials consider postal mail effective in getting them to visit a website, go to a store, or make a purchase. Only 24% said the same of email.

23. The response rate for direct mail is up to nine times higher than that of email.
(Data & Marketing Association)

When we compare response rates of email and direct mail, direct mail wins by a long shot. With an average direct mail response rate between 5% and 9% (depending on the recipient), direct mail leaves email far behind. According to the latest DMA Response Rate Report, email garnered a 1% response rate in 2018 for both household and prospect lists.

Frequently Asked Questions

What is direct mail marketing?

Direct mail marketing is a marketing technique that entails sending unsolicited promotional mail to your existing clients and a list of prospects. This technique is effective because it goes through a less cluttered channel compared to digital marketing.

How does direct mail marketing work?

To run a direct mail campaign first and foremost you need to research your audience. Think about who you want to send your ads to. Who are the people who will respond best to your product or service? Let's face it – you won't get great results if you advertise your gynecology office to men.

Once you've established your target audience, you need to get a hold of people's mailing addresses. There's the option of buying direct mailing lists from marketing agencies, or you could create your own in-house list. This takes some time but is very effective in the long run.

The next step is designing your ad. You can go with a simple message and take care of the design yourself. Or you can pay a professional to do this for you. After that, it's off to the printer. Again, you can opt for the DIY approach if your design solution isn't overly complicated.

And the last step is going to USPS with your direct mail and sending it.

What is a good response rate for direct mail?

This depends on how well you've planned your direct mail marketing strategy. Let's say you are set on raising brand awareness and are sending your mail ads to a list of prospects based on their geographical location. A good response rate for such a mail marketing campaign would be 2%.

This might sound low. But after all, you're reaching out to complete strangers who have possibly never heard of you and might not need your product. That 2% response rate can be considered solid in this scenario.

On the other hand, well-targeted direct mail can have several times better response rates – up to 9%. As you build your business and your in-house list of contacts, you'll see better response rates, too.

How do you calculate direct mail response rate?

To calculate the response rate for direct mail you need to divide the number of responses with the number of pieces of mail you sent. For example, if you sent out 1,000 postcards and 40 people respond by visiting your store or your website, then your response rate is 4%.

What is the average conversion rate for direct mail?

The conversion rate is the number of people who become customers after a marketing campaign. Let's take the same example of the direct mail promotion in which you send out 1,000 postcards and inspire 40 consumers to come to your store. Normally, only half end up buying something. In other words, the average conversion rate for direct mail is half of the response rate.

What is the ROI on direct mail?

Direct mail ROI is on par with digital marketing channels. It even beats some by a landslide. According to Marketing Profs, direct mail has a 29% return on investment, while social media and online display have 30% and 16% respectively.

Direct Mail Still Reigns

If you thought direct mail was dead, we are sure that by now your opinion has changed. This form of marketing is alive and well. Keep in mind, however, that direct mail trends dictate that you'll get better results if you pair direct mail with technology.

Clever marketers have come up with ways to combine this tried-and-tested way of advertising with smart tech and their results are amazing. You too can use QR codes in the mail you send to lead consumers to your website. You'll see – you will reap the rewards in no time.

We hope that our list of direct mail statistics has conveyed the message that this advertising technique raises brand awareness, helps with nurturing customer relations, and boosts sales. If you hear someone ask does direct mail work, you'll have an answer for them.

Dinosaurs show off their moves on new pane of forever stamps

The Tyrannosaurus Rex forever stamps issued Aug. 29 have a different feel to them, and two of the new stamps can show you a new look as well.

The nondenominated (55¢) stamps, issued in a pane of 16, have a very fine lenticular coating that alters your perception of the image that appears on two of the four T. Rex stamps.

The lenticular process has been around for decades. In the 1960s it was used to create a three-dimensional effect on stamps with nature and space subjects issued by Bhutan.

In 2018 the United States Postal Service issued a three-stamp souvenir sheet titled The Art of Magic that shows a white rabbit popping out of a magician's black top hat (Scott 5306). That issue also used the lenticular process with a refined variation on the 1960s plastic overlay.

As a regular commemorative issue, the new T. Rex stamps will be more commonplace than that Magic souvenir sheet. Every pane of the T. Rex stamps has an edge-to-edge surface coating, but only two of the four stamps in the set (eight of the 16 stamps on the pane) take advantage of it.

These are the second and fourth stamp from the left in the top horizontal row and the third horizontal row, and the first and third stamps in the second horizontal row and the bottom horizontal row.

The two stamps showing the young T. Rex watching a flying bug and the larger T. Rex chasing a mammal through the woods display no change.

If you slowly tilt the pane from top to bottom and look at just one of the stamps with motion — the second stamp from left in the top row, for example — you should see the scene change from one illustration to a second illustration.

That second stamp in the top row shows the adult T. Rex in the forest looking to the left (his right), and then the scene changes to show the same T. Rex a little closer with his mouth wide open, as though he's letting loose with a fearsome roar.

The larger T. Rex on the first stamp in the second row changes from a skeletal display to one looking quite alive with full skin covering.

The effect on these stamps is not as immediately obvious as it is on the Magic souvenir sheet, possibly because the artwork on the T. Rex stamps is more detailed.

The new stamps are available in full panes of 16 from U.S. post offices and from Stamp Fulfillment Services, which sells and ships stamps for USPS mail orders.

September Fun Facts

"September morn,
 Do you remember how we danced that night away?
 Two lovers playing scenes from some romantic play.
 September morning still can make me feel that way."
            - Neil Diamond and Gilbert Becaud – *"September Morn'"*

On this Day:
Sept 1st
1952 - The Old Man and the Sea, the Pulitzer Prize-winning novel by Ernest Hemingway, was first published.

Sept2nd
1837 - Samuel F.B. Morse patented his telegraph for sending messages. Ben Franklin was the first to send an electrical signal through a wire in 1750.

Sept 3rd
1189 - Richard The Lion-Hearted was crowned King of England at Westminster Abbey.

Did you know?

September is the only month with the same number of letters in its name as the number of the month. It's the 9th month and has 9 letters.

June is often considered a "summer month", whereas September is not. This is despite the fact that September has twice as many summer days as June.

Federal Register Notices:

Published in the *Federal Register* Aug 26, 2019

Procedures for Disclosure of Records under the Freedom of Information Act (Doc # 2019-18326)

AGENCY: Postal Service

ACTION: Proposed Rule

SUMMARY: The Postal Service proposes to amend its Freedom of Information Act ("FOIA") regulations regarding fee waivers. These changes would improve clarity and more closely align the regulations with both the relevant guidance from the Department of Justice's Office of Information Policy and the relevant statute.

DATES: *Comments must be received on or before September 25, 2019.*

FOR FURTHER INFORMATION CONTACT: Ruth B. Stevenson, Attorney, Federal Compliance, ruth.b.stevenson@usps.gov, 202-268-6627.

Published in the *Federal Register* Sept 25, 2019

Sunshine Act Meeting; Board of Governors (Doc # 2019-20915)

AGENCY: Postal Service

STATUS: Closed

MATTERS TO BE CONSIDERED:

Thursday, October 3, 2019 at 9:00 a.m.

1. Strategic Items.

2. Financial Matters.

3. Compensation and Personnel Matters.

4. Administrative Items.

5. Executive Session—Discussion of prior agenda items and Board governance.

DATES AND TIMES: *Thursday, October 3, 2019, at 10:00 a.m.*

FOR FURTHER INFORMATION CONTACT: Michael J. Elston, Acting Secretary of the Board, U.S. Postal Service, 475 L'Enfant Plaza SW, Washington, DC 20260-1000. Telephone: (202) 268-4800.

Published in the *Federal Register* Sept 17, 2019

Mailing Cremated Remains (Doc # 2019-20009)

AGENCY: Postal Service

ACTION: Notice of prospective revision of standards; invitation to comment.

SUMMARY: The Postal Service is proposing to amend Hazardous, Restricted, and Perishable Mail, Publication 52, in various sections to require markings on mailpieces containing cremated remains, to eliminate the use of USPS-produced Priority Mail Express® labels for domestic shipments, and to limit the use of additional mailing services.

DATES: *Submit comments on or before October 17, 2019.*

FOR FURTHER INFORMATION CONTACT: Karen F. Key at (202) 268-7492 or Garry Rodriguez at (202) 268-7281.

<div align="center">

Negotiated Service Agreements:

</div>

Product Changes-**Priority Mail Express, Priority Mail and First-Class Package Service** *Negotiated Service Agreements*: 9/18/19 (Doc# 2019-20136)

Product Changes-**Priority Mail Express, Priority Mail and First-Class** *Negotiated Service Agreements*: 9/21/19 (Doc# 2019-20467)

Product Changes-**Priority Mail Express and Priority Mail** *Negotiated Service Agreements*: 9/9/19 (Doc# 2019-19330), 9/28/19 (Doc# 2019-21144)

Product Changes-**Priority Mail Express** *Negotiated Service Agreements*:

Product Changes-**Priority Mail** *Negotiated Service Agreements*: 9/6/19 (Doc# 2019-19287), 9/11/19 (Doc# 2019-19589), 9/12/19 (Doc# 2019-19695), 9/18/19 (Doc# 2019-20134), 9/21/19 (Doc# 2019-20471), 9/28/19 (Doc# 2019-21145)

Product Changes-**Priority Mail and First-Class Package Service** *Negotiated Service Agreements*: 9/11/19 (Doc# 2019-19590), 9/11/19 (Doc# 2019-19591), 9/11/19 (Doc# 2019-19592), 9/18/19 (Doc# 2019-20132)

Product Changes-**First-Class Package Service** *Negotiated Service Agreements*: 9/11/19 (Doc# 2019-19593), 9/25/19 (Doc# 2019-20703), 9/28/19 (Doc# 2019-21146)

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

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

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

Postal Bulletins:

Postal Bulletin 22529 dated 9/26/19

https://about.usps.com/postal-bulletin/2019/pb22529/pb22529.pdf

Manuals
DMM Revision: Parcel Return Service

Publications
Publication 431 Revision: Changes to Post Office Box Service and Caller Service Fee Groups
Publication 550 Revision: For the Record, An Employee's Guide to Freedom of Information Act and the Privacy Act of 1974

Postal Bulletin 22528 dated 9/12/19

https://about.usps.com/postal-bulletin/2019/pb22528/pb22528.pdf

Manuals
ELM Revision: Special Circumstances Affecting Health Insurance Coverage
IMM Revision: Individual Country Listing for Australia
IMM Revision: Individual Country Listing for Chile
IMM Revision: Individual Country Listing for Malta
IMM Revision: Individual Country Listing for the Republic of Korea (South Korea)

Management Instructions
Management Instruction EL-510-2019-6: Annual Leave Sharing Program

Additional Resources:

FRN: Federal Register Notices   13

PB: Postal Bulletin

PE: Postal Explorer is a mailer's resource for all information contained in the Domestic Mail Manual (DMM), International Mail Manual (IMM), Publication 52, *Hazardous, Restricted, and Perishable Mail.*

PostalPro: PostalPro is a mailer's resource for other information (i.e., Mailing and Shipping, Operations, Industry   Forum, Certifications, Resources).

Please visit us on the USPS Industry Outreach website.
Thank you for your support of the United States Postal Service -USPS Marketing
To subscribe or unsubscribe to Industry Alerts, please hit reply and send us your request.
Privacy Notice: For information regarding our privacy policies, visit www.usps.com/privacypolicy.