BSN News Update – Greensboro District

Wrong address

Avoid non-postal websites offering change of address services

USPS and the Postal Inspection Service are warning customers and employees to steer clear of non-postal websites offering change-of-address services for a fee.

USPS has no relationships with non-postal COA sites, some of which charge fees of up to $24 to register new addresses and may claim they’re offering a COA service through the Postal Service.

USPS offers three ways for customers to submit COA orders:

- Online at https://moversguide.usps.com/
- The Call Center at 800-ASK-USPS.

USPS charges a dollar for identity verification to process COA requests submitted online. The other two options are available at no cost to the customer.

Customers charged more than a dollar for identity verification to change their addresses are using a non-postal site. Customers who used an external website and are requesting a refund at a postal retail unit should be referred to the business that operates the site.

Anyone who believes they’re a victim of a mail crime should report it to the Postal Inspection Service by calling 877-876-2455.

USPS Emerging Technologies Promotion

Registration is now open for the US Postal Service’s Emerging Technologies promotion. This promotion is designed to encourage innovation and the use of technologies that can add value to the mail and make it more interactive.

The Emerging Technologies Promotion provides business mailers with an upfront two percent postage discount on Standard Mail®, Nonprofit Standard Mail®, and First-Class Mail® letters, flats, and cards (presort and automation) that incorporate augmented reality, authentication or near field communication with mailpieces.

Emerging Technologies is just one of three promotions that will begin in August 2013. Registration is also open now through September 30, 2013 for the Product Samples and Picture Permit promotions. Mailers can register for all of the promotions on the Business Customer Gateway at https://gateway.usps.com/eAdmin/view/signin.

For additional information and detailed program requirements, please visit our RIBBS website at https://ribbs.usps.gov/index.cfm?page=mobilebarcode.

Questions can be directed to mobilebarcode@usps.gov.
Going wireless

USPS enhances scanning data transfer

USPS has implemented a new wireless Intelligent Mail Device (IMD) system. It’s part of a continuing effort to stay competitive in the parcel business and provide real-time scanning and tracking for customers.

IMD Wireless uses Bluetooth technology to pair an Intelligent Mail Data Acquisition System scanner with a cell phone, making it possible for employees to continue scanning as usual while improving service levels.

“This implementation was generated by the Postal Service to give piece of mind to both the customer and shippers,” said Engineering Systems VP Mike Amato. “These devices also bring USPS closer to the industry standard of providing real-time scanning.”

The IMD wireless device — which clips to a carrier’s belt — transmits scanning information every 15 minutes to the postal network. With this technology, employees no longer have to wait until the end of the day to download scanning data. Also, customers know where their mailpieces are in the postal network in near real time.

The Chief Information Officer group has worked closely with Delivery and Post Office Operations to deploy over 100,000 IMD wireless devices and plans to have 173,000 in use by mid-September, according to Amato.

MailPro

The latest issue of MailPro — the Postal Service’s bimonthly magazine for the nation’s major mailers — has information on the new USPS Service Alerts site, the Annual Sustainability Report, the five-year business plan and a technology credit update. Also included is information on improved Click-N-Ship international offerings, updates to the international mail manual and the Product Samples mail promotion.

Go to: http://about.usps.com/mailpro to read MailPro.
NEW PRIORITIES

Significant changes are coming July 28 to the Postal Service’s expedited product lineup.

With the online shopping marketplace expected to reach $327 billion by 2016, USPS wants to make sure its premier products — Express Mail and Priority Mail — are positioned for growth.

Express Mail will get a new name, and insurance will be included on domestic Priority Mail shipments, pending Postal Regulatory Commission (PRC) approval. Also, expedited shipping labels, retail receipts and Track & Confirm at usps.com will indicate day-specific delivery information, and redesigned packaging will debut.

The strategy behind these changes is to meet customer requirements, stay competitive and build the package business. Here are highlights of the changes:

- Express Mail will have a new name — “Priority Mail Express.” All characteristics of the current domestic Express Mail service will remain the same after the name change.
- Express Mail International will be renamed “Priority Mail Express International,” and Express Mail Corporate Accounts will be called “USPS Corporate Accounts.”
- Subject to PRC approval, insurance will be included — at no additional charge — with most Priority Mail pieces. Retail and commercial customers will receive $50 and $100 coverage respectively.
- Expedited shipping labels, retail receipts and Track & Confirm at usps.com will include day-specific delivery information — 1-Day, 2-Day, 3-Day, Military or DPO.
- Expedited packaging supplies will get a new look. Distribution to field offices begins July 18.

Give your brand a visual boost with Picture Permit

With a Picture Permit, mailers can boost the visual impact of their mailpieces by customizing the Permit Indicia area with logos, brand images and other marketing designs. To encourage use of this innovative product, the Postal Service will have a Picture Permit Promotion in late summer.

Registration is now under way.

Mailers who have an approved Picture Permit Indicia will be eligible to participate in the promotion, which runs from Aug. 1 through Sept. 30. During this period product fees will be waived for mailers with an approved Picture Permit Indicia. The fees are 1 cent per piece for First-Class Mail automation letters and postcards and 2 cents per piece for Standard Mail.

For more information on the program and requirements visit: https://www.usps.com/business/picture-permit.htm

For additional information on the Picture Permit promotion please view the webinar posted on RIBBS at https://ribbs.usps.gov/mobilebarcode/general.htm.
More of a good thing

The newly named Priority Mail Express will continue to include $100 of insurance coverage in the price for the service — the same as with Express Mail, the product’s current name.

But effective July 28, USPS is expanding its program to include insurance coverage, at no extra cost, for Priority Mail. The Postal Regulatory Commission approved the proposal June 21.

The expanded service will include insurance coverage of $50 or $100 for lost, damaged and missing Priority Mail. Coverage at the $50 level will apply except when the customer pays Commercial Plus prices or uses ePostage, Electronic Verification System, Hardcopy Manifest or an approved Manifest Mailing System.

Services that will not include expanded insurance coverage at no extra cost include Merchandise Return Service, Open and Distribute, Premium Forwarding Service and Reshipment Service.

Stay cool

Beware of heat-related illnesses

USPS is reminding everyone to use caution this summer, a time when high temperatures, humidity and direct sun can increase the risk of heat-related illnesses.

Knowing the signs and symptoms associated with these illnesses and practicing preventive measures can help reduce the risk of heat-related health problems.

Signs and symptoms of heat-related illnesses include chills, clammy skin, cramps, dizziness, elevated body temperature, extreme weakness, fatigue, headaches, excessive thirst, heavy sweating or hot, dry skin, pale complexion, slurred speech, fainting, nausea or vomiting.

Keep cool and healthy during high temperatures by following these rules:

- **Shade:** Limit the time you are exposed to sun and heat. Find a shaded area to take authorized work breaks.
- **Rest:** Use authorized breaks to relax from high-heat conditions.
- **Water:** Drink plenty of water throughout your work shift. Out in the sun? You should drink a cup of water every 20 minutes to stay hydrated.

People experiencing symptoms of heat exhaustion or heat stroke — or who notice them in coworkers — should immediately seek medical assistance.
| $50 Insurance Included          | • Commercial Base Pricing, including:  
|                               |   o Approved Shipper  
|                               |   o Click-N-Ship  
|                               |   o Click-N-Ship for Business  
|                               |   o Meters (including IBI)  
|                               |   o PC Postage  
|                               |   o Electronic Verification System (eVS)  
|                               |   o ePostage  
|                               |   o Permit Imprint  
|                               | • Retail  
|                               | • Returns – Scan Base Payment  
|                               | • USPS Package Intercept  
| $100 Insurance Included       | • Commercial Plus Pricing, including:  
|                               |   o Authorized IBI Meter  
|                               |   o PC Postage  
|                               |   o Electronic Verification System (eVS)  
|                               |   o ePostage  
|                               |   o Permit Imprint  
|                               |   o Manifest Mailing Systems (MMS)  
| Insurance Not Included        | • Merchandise Return Service (MRS)  
|                               | • Premium Forwarding  
|                               | • Priority Mail Open and Distribute (PMOD)  
|                               | • Priority Mail Reship  
|                               | • Stamps (when a USPS Retail tracking barcode is not applied)  

**New ACS™ Services**

The United States Postal Service will introduce new ACS™ services on July 28, 2013, providing new options to mailers so that they can effectively manage their Undeliverable As Addressed (UAA) mail. The common feature of these additional services is that an ACS record will be provided for returned items.

- First-Class Mail®: Return Service Requested Option 2 and Temp-Return Service Requested Option 2
- Standard Mail®: Address Service Requested Option 2 and Return Service Requested Option 2
- Bound Printed Matter: Address Service Requested Option 2 and Return Service Requested Option 2

These new services are available for all ACS formats.

This document on RIBBS [https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/DSTIDCommunicationLetter.pdf](https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/DSTIDCommunicationLetter.pdf) provides complete descriptions and details of the new options that will be available July 28. The document also provides advance information on the next phase, effective January 2014, which further enhances mailing flexibility by expanding the STID table so each existing service option will have its own STID.

Mail Service Updates on usps.com has a new look and a new name — **USPS Service Alerts**.

The name change reflects current industry practices by listing the near real-time information USPS communicates about postal facility service changes due to weather, natural disasters or other events.

The page has been organized to give consumers and business mailers more complete, timely information.

The upgraded page provides commercial mailers with more detailed information on the operating status of mail processing facilities and delivery units, allowing better planning of drop shipments and other operational activities. Other improvements include a new section for residential customers.

**Networking at it’s Best! *** Join your local Postal Customer Council!**

**Greater Triad PCC (Greensboro-Winston Salem Area)**

- **New Location!**
- Eastern Facilities Services Building
- 7029 Albert Pick Rd 3rd Floor
- Greensboro NC 27409

**August: Round Table Discussion with District Manager Russ Gardner**

- Third Wednesday of Each Month
- 11:30 am to 1:00 pm
- Free Lunch provided. Please register on website: [www.greatertriadpcc.com](http://www.greatertriadpcc.com)

**Greater Triangle Area PCC (Raleigh-Durham Area)**

- **Tuesday, Aug 20, 2013**
- 9:30 a.m. to 11:30 a.m.
- [www.triangleareapcc.com](http://www.triangleareapcc.com)

**Raleigh Processing & Distribution Center**

- 1 Floretta Place Rm 116
- Raleigh, NC 27676

We commit to you to build strong customer relationships by providing superior service, communications and information to you, our most valuable customer. We serve as the critical link between customers and postal operations.

Call or email us with your concerns or issues.

**ZIPs 271-274 & 286**

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