



## Industry Resource Guide – Mailing

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### ***Committed to Providing Excellent Customer Service***

This guide is a tool to provide you with all of the information you need to navigate Postal Service resources. The Industry Resource Guide will be updated regularly and is available on line at [PostalPro](#) under the *Industry Forum* link.

**Address Change Services (ACS)** – email [acs@usps.gov](mailto:acs@usps.gov)

**All Things Postal** located on [PostalPro: http://postalpro.usps.com/](http://postalpro.usps.com/)

**Areas Inspiring Mail (AIM) Focus Groups:** The AIM Focus Groups serve as a vehicle of communications between customers and the Postal Service advocating issues and supporting the needs of the First-Class, Periodicals and Standard Mail industries.

**Areas Inspiring Mail Calendar:** <https://postalpro.usps.gov/AreasInspiringMailing/Calendar>  
**Co-chairs and Coordinators:** <http://postalpro.usps.com/node/637>

**Business Customer Gateway:** The Business Customer Gateway provides a single entry point for Postal Service® online business services. <https://gateway.usps.com/eAdmin/view/signin>

### **Business Mail Acceptance: Assistance and Escalation (in order)**

**Business Mail Entry Managers** - <https://postalpro.usps.com/ppro-tools/business-mail-entry>  
**District Marketing Managers Directory** - <http://postalpro.usps.com/node/1624>  
**Area Marketing Managers Directory** - <https://postalpro.usps.com/node/1625>

**Business Mail Acceptance--Automated Business Reply Mail (ABRM) Tool:** A web-based, self-service tool created to assist Reply Mail customers with creating domestic Courtesy Reply Mail CRM™, Business Reply Mail (BRM)®, and Qualified Business Reply Mail (QBRM)™ artwork for card and letter-size mailpieces.

<https://postalpro.usps.com/mailing/abrm-tool>

**ABRM Brochure** - <https://postalpro.usps.com/node/1626>  
**ABRM Tool Instructional Process Guide** - <https://postalpro.usps.com/node/381>

**Business Mailer/Major Mail Support:** Detached Mail Units; Mailer Scorecard; Special Postage Payment Systems.

<http://postalpro.usps.com/node/1086>

**Special Postage Payment System Refunds** - The process for Manifest Mailing System (MMS), Optional Procedure Mailing System (OPMS), and Alternate Mailing System (AMS) only. All others refer to the Business Mail Entry Manager.  
<https://postalpro.usps.com/node/384>

**Business Service Network Locator** - The BSN offers qualifying business mailers personalized service and help with unique mailing needs. <https://postalpro.usps.com/ppro-tools/business-center>

**Centralized Accounts Processing System (CAPS)** – email [ssmctas@usps.gov](mailto:ssmctas@usps.gov)

**Certifications** – The United States Postal Service® in cooperation with the mailing industry developed certification programs to evaluate the accuracy of software and equipment offered by Vendors and Licensees that provide mailing related services to customers. USPS also offers certifications for Full-Service and Mail Service Providers.

### **Certification Programs**

**Coding Accuracy Support System (CASS™)** - <http://postalpro.usps.com/certifications/cass>  
**Manifest Analysis Certification (MAC™) & MAC Gold™** - <http://postalpro.usps.com/certifications/mac-and-mac-gold>  
**Manifest Analysis Certification Batch (MAC Batch™)** - <http://postalpro.usps.com/certifications/mac-batch>  
**Multiline Accuracy Support System (MASS™)** - <http://postalpro.usps.com/certifications/multiline-accuracy-support-system-mass>  
**Periodicals Accuracy Grading and Evaluation (PAGE) Program** - <http://postalpro.usps.com/certifications/page>  
**Presort Accuracy, Validation, and Evaluation (PAVE™)** - <http://postalpro.usps.com/certifications/pave>  
**Zone Analysis Program (ZAP)** - <http://postalpro.usps.com/certifications/zone-analysis-program-zap>

### **Barcode Certifications**

**Intelligent Mail® Tray Label Certification** - <http://postalpro.usps.com/certifications/intelligent-mail-tray-label-certification>  
**Delivery Confirmation™: Electronic Services Certification** - <http://postalpro.usps.com/certifications/delivery-confirmation-electronic-services-certification>

### **Full Service Certification Programs**

**eInduction Certification** - <http://postalpro.usps.com/certifications/einduction-certification>  
**Standard Full-Service certification for Mailers** - <http://postalpro.usps.com/certifications/standard-full-service-certification-mailers>  
**Platinum Full-Service Certification** - <http://postalpro.usps.com/certifications/full-service-platinum-certification>

**Customer Label Distribution System (CLDS):** CLDS is a web-based application that provides mailers with the capability to create, edit, and locally print or submit Intelligent Mail® tray label orders online for printing by the Topeka Print Center (NPC). <https://postalpro.usps.com/mailing/clds>

**DMM Advisory:** Pricing & Classification DMM Advisory message board to keep postal customers informed of changes to mailing standards, services, and prices. <http://pe.usps.com/dmmadvisory/index>

**Domestic Mail Manual:** Mailing standards for the United States Postal Service (policy and procedures). [http://pe.usps.gov/text/dmm300/dmm300\\_landing.htm](http://pe.usps.gov/text/dmm300/dmm300_landing.htm)

**Drop-shipped and/or Plant Verified Drop Shipment (PVDS):** The Drop Shipment Management System (DSMS) program allows authorized users to streamline the Plant-Verified Drop Shipment (PVDS) process through consolidating PVDS documentation from multiple jobs and mailing location in electronic files. <https://postalpro.usps.com/operations/dsms>

**Electronic Verification System (eVS)** - eVS integrates with other systems and business processes for data collection and performance measurement, eVS makes it easy for customers to prepare and induct parcel mailings, streamlining their internal business processes as well as those with the Postal Service. <https://postalpro.usps.com/shipping/evs>

**Enterprise Payment System** - The new Enterprise Payment System (EPS) replaces the current product-centric payment with a centralized account processing system enabling customers to pay and manage their service online using a single account. <https://postalpro.usps.com/EPS>

**Facility Access and Shipment Tracking (FAST)** -The *Facility Access and Shipment Tracking* (FAST) system allows mailers to provide advance notification of drop shipment and Origin Entered mailings into postal facilities. FAST provides Mail Owners, Mail Preparers, and Schedulers enhanced visibility of their scheduled mailings at each facility. <https://postalpro.usps.com/operations/fast>

**FAST Appointments** - <https://fast.usps.gov/fast/>

**FAST Help Desk at 800-877-7435 (800-USPS-HELP) or email [fast@usps.gov](mailto:fast@usps.gov)**

**Federal Register Notices** – In brief, the Federal Register is the official daily publication for rules, proposed rules, and notices of Federal agencies and organizations.

**Entire FRN collection** - <https://www.gpo.gov/fdsys/browse/collection.action?collectionCode=FR>

**Federal Register Notices (USPS only)** - <https://www.federalregister.gov/agencies/postal-service>

**IMB Planning Tool** - This tool provides visibility into the mail stream; assists in planning drop shipments; and helps manage delivery expectations. <https://iv.usps.com/imb-planning-tool/>

**Industry Alert Resources** –To inform industry stakeholders about important information regarding USPS webinars, promotions, products, and other news.

**2016 Archive:** <http://postalpro.usps.com/node/3419>

**Provide feedback:** [IndustryFeedback@usps.gov](mailto:IndustryFeedback@usps.gov)

**Subscribe to Industry Alert:** [IndustryAlert@usps.gov](mailto:IndustryAlert@usps.gov)

## International Links

**Customs Forms** - (Privately-Printed) PS Form 2976, 2976A.

<https://postalpro.usps.com/shipping/customs-forms> or

**International Mail Service Disruptions** – International Mail Service disruptions, Custom Forms.

<http://about.usps.com/news/service-alerts/welcome.htm>

**International Mail Manual**- This manual sets forth the conditions and procedures for the preparation and treatment of mail sent from the United States to other countries and the treatment of mail received from other countries. <http://pe.usps.com/text/imm/welcome.htm>

**International Mailers Advisory Group (IMAG)** - The core mission is to address barriers to the efficient flow of information and goods across borders for companies utilizing postal services.  
<http://www.internationalmailers.net/>

**Labeling Lists:** Lists are available through the Postal Explorer website or the FAST application.  
<https://fast.usps.com/fast/fastApp/resources/labelListFiles.action>

**Mail Transport Equipment Ordering:** The Mail Transport Equipment Ordering System (MTEOR) provides a fast, reliable, and convenient place for Mailers to request mail transport equipment (MTE) directly from a Postal Plant or a MTEESC. <https://postalpro.usps.com/operations/mteor>

**Mailing Promotions and Incentives:** The Postal Service has been creating promotions and incentives to create awareness of innovative uses of mail. By encouraging customers to adopt and invest in technologies that enhance how consumers interact and engage with mail, we fundamentally improve the long-term value of the product which will provide substantial benefits in future years.  
<https://postalpro.usps.com/promotions>

**Mailpiece Design Analysts (MDA):** The MDA Customer Service Help Desk is a centralized process that connects customers directly with Mailpiece Design Analysts (MDAs) who have specialized mailpiece design expertise. <http://postalpro.usps.com/mailing/mailpiece-design-analyst-mda-customer-service-help-desk> Call the MDA Support Center at 855-593-6093 or email [MDA@usps.gov](mailto:MDA@usps.gov)

**Mailers' Technical Advisory Committee (MTAC):** is a venue for the United States Postal Service to share technical information with mailers, and to receive their advice and recommendations on matters concerning mail-related products and services. <http://postalpro.usps.com/mtac>

Next MTAC Members meeting will be held - February 28 – March 2, 2018  
**Hotel Accommodations** - <http://postalpro.usps.com/node/1690>

**MTAC Meeting Notes and Presentations:** <http://postalpro.usps.com/mtac#section-4>

**MTAC Open Session and Focus Information:** <http://postalpro.usps.com/mtac#section-1>

**MTAC User Group-Work Group and Task Team Leaders Roster:**  
<http://postalpro.usps.com/mtac#section-5>

**Move Update:** The 99% Accurate test is a computer-based process that performs Postal Service ZIP + 4® coding and change-of-address processing utilizing the customer's file as input. The 99% Accurate test is accomplished by submitting the mailer's address file(s) to the Postal Service for processing.  
<https://postalpro.usps.com/address-quality-solutions/99-testing>

email [ncsc.moveupdate@usps.gov](mailto:ncsc.moveupdate@usps.gov)

**National Postal Forum** - Tradeshow and conference featuring latest USPS products, services, and information. <http://www.npf.org/>

**Periodical Critical Entry Times (CET) FAQs:** <https://postalpro.usps.com/node/385>

**Postal Customer Council (PCC):** Local network consisting of Industry and Postal participants focused on support and communication pertaining to the mailing industry. <http://postalpro.usps.com/pcc>

**PCC Insider:** Latest newsletters are located on the main page.

**Email PCC feedback:** [PCCfeedback@usps.gov](mailto:PCCfeedback@usps.gov)

**PCC Workshops-in-a-Box:** <http://postalpro.usps.com/pcc#section-3>

**Postal Explorer:** Contains the standards for nonprofit, domestic mail, international mail, hazardous, restricted and perishable mail, also includes Labeling lists, and Notice 123. <http://pe.usps.com/>

**Postal Bulletin Updates to Policy and Procedures:** <http://about.usps.com/postal-bulletin/welcome.htm>

**Press Releases:**

**Postal Regulatory Commission:** <http://www.prc.gov/press-releases>

**United States Postal Service Newsroom:** <http://about.usps.com/news/welcome.htm>

**Publication for Streamlined Mail Acceptance for Letters and Flats:** This publication contains the policies and processes for the verification of eligible business mailings using tools provided by Intelligent Mail Full-Service, eInduction, and Seamless Acceptance. <https://postalpro.usps.com/node/581>

**Service Alerts:** Latest information on USPS operations impacted by weather-related or other natural disasters or events. <http://about.usps.com/news/service-alerts/welcome.htm>

**USPS Tracking:** [https://tools.usps.com/go/TrackConfirmAction\\_input](https://tools.usps.com/go/TrackConfirmAction_input)

**USPS educational and informational series:** <https://postalpro.usps.com/industry-events/webinars-and-presentations>

**USPS website:** For more information on Mail & Shipping, Tracking and Managing, Postal Store, Business and International resources. <https://www.usps.com/>

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