

NEWS ARCHIVES

APRIL 2017

NATIONAL NEWS

April 29, 2017

The Independent: The United States Postal Service is hosting National Small Business Week from April 30 to May 6, opening their doors to local businesses wanting to know more about how the USPS can help their business.

April 27, 2017

WSJ: United Parcel Service Inc. is raising rates on shippers and adding new surcharges, too, but not enough to offset the extra costs to help facilitate more consumers shopping online. UPS says shipments to homes, a proxy for e-commerce deliveries, rose about 7% in the first quarter, ahead of the 2.6% volume increase in its U.S. parcel business. Shipping has become more expensive, in part because of the added costs of delivering e-commerce orders to homes, rather than its mainstay business-to-business segment, where more packages are delivered to one location. The trend has put pressure on UPS to try to keep costs under control by using technology such as route-optimization software.

April 26, 2017

CBSLocal: The NFL Draft in Philadelphia is affecting some postal operations in the city. The United States Postal Service, working in conjunction with the Postal Inspection Service and other law enforcement agencies, says it will temporarily lock out some blue collection boxes in the area near NFL Draft activities. Authorities say the collection boxes will be locked out immediately and will be reopened Monday, May 1. Officials say this is a precautionary security measure.

MailSmartLogistics: In 2015, Amazon shipped nearly 500 million packages, and approximately 40% of them were delivered by the USPS – nearly double that of both UPS and FedEx. Fast forward to August 2016, when the USPS released a sobering statistic: package revenues would have to increase 260% to make up for the losses in first-class profits. While dominating the e-commerce behemoth's deliveries was certainly a much-needed boon for the USPS, the sharp increase in package deliveries came hand-in-hand with additional costs due to labor, supplies and technology. To accommodate market changes and what Postmaster General Megan Brennan clearly sees as a package-dominated future, the USPS has invested heavily in larger vehicles, sorting equipment and additional labor. It's become painfully clear that despite its agreement with the USPS, Amazon needs cheaper ways to deliver its products. They've responded by building their own delivery infrastructure encompassing ocean, land and air. So what does this mean for organizations that rely on direct mail? It's safe to assume that if the USPS loses a cornerstone of its regular income from Amazon, postage rates are going to increase, and this is especially true if Postmaster Brennan succeeds in receiving rate setting autonomy.

PostalEmployeeNetwork: The PS Form 3849, We ReDeliver for You! has been updated in a simpler format with additional instructions for letter carriers, clerks and customers. The Postal Service is piloting a revised form to streamline the process for leaving a delivery notice for customers. Customers are encouraged to sign up for My USPS at myusps.com to better manage their deliveries and redeliveries.

April 23, 2017

SiliconUK: Retail giant Amazon has put together a 12-person team focused on exploring how driverless car technology could be incorporated into its supply chain, according to [The Wall Street Journal](#). Rather than going through the trouble of building its own vehicles, Amazon is looking at ways to make use of third-party self-driving tech in its warehouses and for deliveries in an effort to get packages into the hands of customers faster. According to sources familiar with the matter, the company could start using autonomous trucks, forklifts and drones to move goods around and lower shipping costs, as well as driverless cars for package drop-offs.

April 22, 2017

BillingsGazette: So the Postal Service is a driving engine of our national economy, as much today as ever. USPS and letter carriers also play a key role in improving the quality of life in communities everywhere. Next month, as they do the second Saturday of every May, letter carriers will conduct the nation's largest single-day food drive to help replenish food banks, pantries and shelters. Despite

what you may have heard, the Postal Service operates in the black — \$3.7 billion since 2013. Operating profit for Fiscal Year 2017's first quarter alone was \$522 million. As the economy improves from the worst recession in 80 years, letter revenue is stabilizing. And as the Internet drives online shopping in Billings and elsewhere, package revenue is rising sharply — up 16 percent in 2016. As a result, revenue earned from delivering the mail more than pays all normal costs of delivering the mail.

April 21, 2017

CityLab: Consumers today are spending less time in local stores and more time online, buying not only retail items but also such goods as groceries from Peapod, office supplies from Postmates, and whatever the hell they want from Amazon. It's estimated that, on average, every person in the U.S. generates demand for roughly 60 tons of freight each year, according to the National Capital Region Transportation Planning Board. In 2010, the United States Post Office—which has overtaken both FedEx and UPS as the largest parcel-delivery service in the country—delivered 3.1 billion packages nationwide; last year, the USPS delivered more than 5.1 billion packages. The growth in e-commerce is fueling a commensurate rise in the number of delivery vehicles—box trucks, smaller vans, and cars alike—on city streets. Cities, struggling to keep up with the deluge of delivery drivers, are seeing their curb space and streets overtaken by double-parked vehicles, to say nothing of the bonus pollution and roadwear produced thanks to a surfeit of Amazon Prime orders.

April 20, 2017

Presort: Despite a lot of big ticket consumer-oriented issues coming into focus for Congress lately, like healthcare and tax reform, it is also apparent that the United States Postal Service (USPS) and its chaotic operations have also had the attention of some legislators on Capitol Hill. For the new administration, the possibility of fixing the long-plagued federal agency represents a chance to streamline government practices, and could show that it is indeed possible to have an efficient postal system that benefits consumers across the country. Recent data from the Postal Regulatory Commission (PRC) shows that the USPS is continuing its alarming trends in poor mail service performance. The PRC's [annual compliance determination](#), which it evaluates everything the USPS did in 2016, shows how the company failed to meet on-time delivery targets for all First-Class Mail products and nearly all Standard Mail products.

TheHill: Rep. Jason Chaffetz (R-Utah) shocked Washington on Wednesday by announcing he is leaving Congress after his term ends. Chaffetz, the chairman of the House Oversight Committee, kept the surprise decision under wraps, offering no hints that he planned to cut short his tenure leading the panel.

April 19, 2017

FoxBusiness: Tom Ridge, the former Homeland Security secretary and Pennsylvania governor, argues that the country's growing drug problem can't be cured until the U.S. closes loopholes in the postal system that allow illegal and deadly synthetic drugs to be shipped – undetected -- through the regular mail. In February, Sen. Rob Portman (R-OH) reintroduced a bipartisan bill called the Synthetics Trafficking & Overdose Prevention (STOP) Act “to amend the Tariff Act of 1930 and ensure that merchandise arriving through the mail shall be subject to review by U.S. Customs and Border Protection and mail must require advance electronic information. A spokesperson for the U.S. Postal Service told FOX Business that they share the same goal of those calling “for expanding efforts to keep illicit drugs and other dangerous materials out of the hands of the American public and maintaining the safety of our nation's mail system.” USPS told FOX Business it has already been enforcing new regulations set in place earlier this year by the Universal Postal Union (UPS) to enhance its ability to require foreign posts to send electronic data.

April 17, 2017

BusinessWire: Improving digital performance at post and parcel organizations is critical to successfully capturing the revenue potential created by the explosive growth of eCommerce and to compete effectively in an increasingly crowded delivery landscape, according to a new report from Accenture. For the first time, Accenture measured post and parcel organizations by the same criteria it used to assess more than 370 companies across eight other industries as part of Accenture's high performance digital research. The report, [The Value Game-Changer: Digital Performance in the Post and Parcel Industry](#), examined the digital performance of 31 post and parcel organizations to understand how digital technologies could help generate revenue on pace with a booming eCommerce marketplace. The post and parcel industry shows stronger digital performance than consumer goods and services, energy and insurance industries, but lags the five other industries studied: electronics and high tech, communications, retail, banking and utilities. While eCommerce is driving a very different digital experience in retail, the shipping and delivery of goods purchased online is not nearly as digitally enabled as in other industries and lacks the investment required to keep up with changing consumer, the report shows.

Mercantile: The STOP Act would require foreign postal operators to send advance electronic data to the USPS for packages imported into the United States, enabling Customs and Border Protection (CBP) and other agencies to target high-risk shipments for screening. The bill also give USPS more authority to scan arriving mail from places that are currently exempt from CBP protocol, helping stop

these packages from reaching U.S. borders in the first place. A vigilant federal response, including the STOP Act, is a crucial component to reversing the tide of addiction, helping save lives in our community and across the country.

April 14, 2017

BLS: The Consumer Price Index for All Urban Consumers (CPI-U) decreased 0.3 percent in March on a seasonally adjusted basis, the U.S. Bureau of Labor Statistics reported today. Over the last 12 months, the all items index rose 2.4 percent before seasonal adjustment. The March decline was the first 1-month decrease in the seasonally adjusted all items index since February 2016. The index for all items less food and energy declined 0.1 percent in March.

April 13, 2017

FedWeek: An inspector general audit has raised concerns about the Postal Service's continuity of IT operations plans—called Functional Workgroup Annex plans—saying they were not current at some of the IT locations examined. Postal management “did not annually review, update, and test the FWGA plans” and the plans “were also incomplete and missing key requirements such as identifying critical information system assets, alternative telecommunications services, and procedures for using alternative processing sites that are not susceptible to the same threats as the primary location,” it said. Also, it said, management did not sufficiently train the employees who execute the existing plans and did not define how the plans are to be managed. USPS responded that efforts are underway to determine which functions are essential, and that the FWGA plans will be updated.

DeadTree: What many have long suspected has now been confirmed: The U.S. Postal Service's Flats Sequencing System is a disastrous failure that cannot be fixed. The FSS is adding so much to the costs of handling magazines, catalogs, and other flat mail that no amount of machinery tweaks, Lean Six Sigma projects, or "Tiger Teams" can ever make it right. “When all processing and delivery costs are included, an average Periodicals flat addressed to an FSS zone costs over 10.5 cents more than if addressed to a non-FSS zone,” postal expert Halstein Stralberg wrote recently. Assuming the same 40% cost differential applies as well to flat-shaped Standard Mail, such as catalogs and retailer flyers, Stralberg's analysis indicates that FSS is adding several hundred million dollars annually to the Postal Service's costs.

April 12, 2017

PubExec: For the past decade, [changes in publishers' average postal rates](#) have been limited to the rate of inflation. But a Congressionally mandated review of how postage rates are set, coupled with USPS's failure to rein in magazine-delivery costs, has raised serious doubts about whether that protection will continue. Scores of organizations – from tiny charities to behemoth corporations like Amazon, FedEx, and UPS – have submitted comments and evidence to the Postal Regulatory Commission, which is conducting the review and may recommend overhauls to the current law. Fortunately for publishers, the PRC recognizes an inconsistency in the Postal Service's data: In the past eight years, publishers have responded to rate incentives by dramatically increasing their participation in co-mailing and dropshipping programs. That should have significantly lowered the USPS's Periodicals costs, the [PRC noted](#) recently. “The Postal Service should face reality, mothball the FSS, and promote efficiency by increasing the rate discounts offered for carrier route presorting,” the organizations said. “Doing this would stimulate a massive surge in co-mailing, enabling Periodicals Mail and Marketing Mail Flats to cover most if not all of their reported attributable costs.” But removing the price cap on Periodicals would give postal officials no incentive to unwind the FSS disaster, the MPA and its allies said.

April 11, 2017

WashingtonPost: It's bad enough for family members when a loved one dies. Getting cheated by Uncle Sam afterward makes it worse. He did that in cases involving more than 2,000 beneficiaries who didn't get the full benefit of U.S. Postal Service life insurance policies. After waging a losing fight, the Postal Service surrendered, agreeing to a settlement of up to \$49 million. The agency is now sending checks to the beneficiaries it can find, but some of them may never know they are owed money. They would have been easier to find if postal officials had not taken decades to resolve the situation. So far, checks to more than 400 beneficiaries have been mailed.

APWU: New [postal reform legislation introduced](#) in the 115th Congress helps to solve the pre-funding crisis and is fair to active and retired postal workers. The APWU supports two companion bills introduced in the House of Representatives, H.R. 756 and H.R. 760. As these bills move through the legislative process, the APWU will continue working to improve them.

April 10, 2017

PressHerald: A New Hampshire Democratic senator is backing a bill with bipartisan support that targets the flow of drugs sent through the mail. U.S. Sen. Maggie Hassan is co-sponsoring legislation to require the U.S. Postal Service to provide package tracking information. Private postal companies such as UPS and FedEx are required to provide such details. New Hampshire law enforcement authorities are seeing more deadly fentanyl coming into the state.

April 9, 2017

BusinessofFederalTechnology: The U.S. Postal Service may be ill-prepared to fulfill essential operations in the event of an IT outage, according to a recent inspector general [report](#). The Post Office is required to have continuity of operations plans in place to prepare for a range of possible disruptions to normal postal operations, whether they're due to tech failures, cyber attacks or natural causes, such as rain, sleet, snow or gloom of night. But the IG found that USPS's IT management lacks complete continuity of operations plans, and USPS does not annually train personnel responsible for executing them.

April 7, 2017

KATC: Tax Day is Tuesday, April 18, 2017 and many last-minute filers will be trying to wrap up their taxes and get them filed by the tax return deadline. A portion of those will file on the very last day; some will submit tax returns electronically while others will head to the USPS on Tuesday to mail their tax return. Some offices will have extended hours during tax season, so visit <https://www.usps.com/> to locate your nearest post office. After all, you don't want to file taxes late and risk tax penalty.

Post&Parcel: DHL Supply Chain has launched a pilot project in collaboration with technology developer Locus Robotics to assess the suitability of its collaborative warehouse picking robots in the DHL facility in Tennessee. The LocusBots are being tested as a picker companion for order fulfillment within the life sciences sector of the DHL warehouse. LocusBots work collaboratively alongside warehouse staff, helping to quickly locate and transport pick items, so pickers don't have to push carts or carry bins. The pilot will implement different picking strategies while simultaneously assessing how the robot navigates the warehouse, its versatility, and its ability to communicate with the picker and the warehouse management system.

PostalNews: The Postal Service is distributing the final payment of the 1.6.b Global Settlement to retirees on April 21st. The payment is part of the remedy agreed upon in the [Global Settlement](#) reached between the APWU and the USPS on December 5, 2014. Eligible active employees have already received their final payment.

April 6, 2017

USPS: The number of postal employees attacked by dogs nationwide reached 6,755 in 2016 — more than 200 higher than the year before. The U.S. Postal Service (USPS) released its annual ranking of top dog attack cities today, highlighted safety initiatives to help protect its employees and offered tips to pet owners.

April 5, 2017

QG: 2016 was generally a good year for USPS delivery of Standard Mail. On average, 5% more mail was in-home early during that timeframe in 2016 and 10% more was in-home through Day One of client's target in-home windows. In 2016, mail moved at its slowest rate during the second week of October and the second week of November. USPS performance in January of 2017 has proven to be very good. This year, we are seeing consistently good delivery and have no reason to believe it will not continue. Looking forward to the summer and fall, at this point, we expect mail delivery to be better than that of 2016.

MarketWatch: If U.S. Postal Service (USPS) branches offered banking services, more lower income people and minorities could benefit, according to a new study, "[Can Post Offices Increase Access to Financial Services?](#)" by researchers Mathieu Despard, Terri Friedline and Kevin Refior, as part of the Mapping Financial Opportunity project, which is part of the [University of Kansas](#). The study found that rural communities could benefit the most if this happened, because they have more post offices than banks (0.89 Post Offices for every 1,000 people) compared with cities (0.04 per 1,000). In fact, almost 40% of the zip codes in the U.S. don't have a bank or a credit union — mostly in rural areas. The study recommends "postal banking" to help people in these underserved communities. Around 7% of U.S. households are "unbanked," according to the Federal Deposit Insurance Corporation, which represents 9 million households. Another 20% (24.5 million households) are "underbanked," meaning that the household had a checking or savings account but obtained financial products and services outside of the banking system.

[KSHB](#): Snail mail is officially getting a digital twist. Thanks to the United States Postal Service, you'll be able to see photos of your mail every morning before it's delivered. It's called [Informed Delivery](#), and starting April 14, it will be available to most addresses nationwide. Right now, the service only covers letter-sized mail. But in the future, it might include other items, like magazines. You won't be able to see the actual contents of your mail until it arrives, but USPS thinks earlier access to that stuff will make life a little easier and could eventually cut down on mail theft.

April 4, 2017

[FedWeek](#): The IG's office at the Postal Service has started an examination of the potential for insider threats there and whether the agency has taken effective steps against such threats. "Insider threat is the potential for a current or former employee, contractor, or business partner to accidentally or maliciously misuse their trusted access to harm the organization's employees, customers, assets, reputation, or interests. An insider threat program provides an organization with a designed resource to address the problem of insider threats. It must protect the information, documents, files and material provided by USPS components in accordance with current and applicable laws, rules, regulations and policy," the IG's office said. It said it is specifically examining what elements are needed for a good insider threat program and what industry best practices the Postal Service might adopt.

[PostalNews](#): UPS for the first time offers Saturday ground delivery and Saturday pickup services, delivering shippers industry-leading Saturday choices. The time-in-transit improvement is one of the largest in the company's 109-year-history. This planned expansion is expected to create more than 6,000 new UPS jobs nationwide when operations are fully implemented by the end of 2018. UPS began testing the Saturday delivery program in Atlanta, Philadelphia and Los Angeles in 2016. Further expansion is underway in these cities and broader deployment begins in April to 15 additional metropolitan areas including New York, Chicago and Boston. By November – in time for the holiday shipping season – nearly 4,700 cities and towns are planned to be covered. In 2018, coverage will expand to more than 5,800 cities and towns.

April 3, 2017

[Post&Parcel](#): The Postal Regulatory Commission's (PRC) review of the United States Postal Service's (USPS) performance in 2016 indicates that "financial concerns persist despite improvements in liquidity – and USPS's "significant liabilities" are impacting its cash position. USPS generated an operating income of \$610m in financial year (FY) 2016, despite an increase in operating expenses and the expiration of the exigent surcharge in April. The PRC report suggests that, when put in context, this is not such a positive result. Revenues from Market Dominant and Competitive products rate increases, the exigent price surcharge on Market Dominant products during the earlier half of the fiscal year, and continuing growth in Competitive products volume contributed to the net Operating Income. However, when all adjustments are included, the Postal Service incurred a net loss of \$5.6bn, a \$531m deterioration from FY 2015. The increase in the total net loss is largely driven by a \$1.5bn increase in overall compensation and benefits costs and an increase in non-cash workers' compensation expense of \$906 million caused by a decrease in the discount rate.

[TheHill](#): Far from being a drag on taxpayers, the Postal Service operates – by law – without a dime of taxpayer money. And, despite the lingering impact of the worst recession in 80 years and the challenges posed by the Internet, the earned revenue from selling stamps and other products and services has produced a \$3.7 billion operating profit since 2013 – including \$522 million in the first quarter of Fiscal Year 2017 alone. The Postal Service provides Americans and their businesses with the industrial world's most affordable delivery network. Moreover, USPS is the centerpiece of the \$1.3 trillion national mailing industry that employs 7 million Americans in the private sector. So USPS is a driving engine of our national economy, as much today as ever.

April 1, 2017

[PostalReporter](#): Today the Postal Regulatory Commission (Commission) released its [Financial Analysis report](#), which analyzes the United States Postal Service's Fiscal Year (FY) 2016 overall financial position. In FY 2016, the Postal Service generated an Operating Income of \$610 million despite an increase in operating expenses and the expiration of the exigent surcharge in April 2016. While this is the third consecutive year of net positive Operating Income, it is \$578 million less than the net operating income of \$1.2 billion recorded in FY 2015.

INTERNATIONAL NEWS

April 28, 2017

[NEPAL](#): **[HimalyanTimes](#)**: Minister for Information and Communications Surendra Kumar Karki on Friday launched Mobile Postal Services operated by the General Post Office, Sundhara and urged all to make the postal service reliable and qualitative. The Office began the Services aimed at providing fast and prompt services and disseminating the information to the doorsteps of the locals in the

Kathmandu Valley. Minister Karki added that the Ministry was working out to make the postal service attractive and the first choice of employees, adding that such services would be extended to other parts of the country in the future. It is stated that three vehicles will be mobilised for the Mobile Postal Services.

SOUTH AFRICA: [*BusinessLive*](#): The South African Post Office is putting together a business case to transform it into an "e-commerce hub for Africa", says CEO Mark Barnes. The state-owned postal service was in discussions with the Universal Postal Union (UPU), a UN specialised agency for the postal sector, Barnes said this week. The unveiling of the Post Office's e-commerce strategy comes as the entity has struggled to return to profitability. It is seeking to secure the government's multibillion-rand social grants contract, which would solve its revenue concerns and would keep this money within the fiscus.

UNITED KINGDOM: [*FinancialTimes*](#): Royal Mail's latest pension offer has been rejected by the union representing front-line staff, pushing the postal operator closer to its first national strike since it was privatised four years ago. The company announced earlier this month that it would close its £7.4bn defined benefit pension scheme to future accruals from March 2018, prompting the union to obtain advance approval for a strike ballot. Royal Mail on Friday rejected a package put forward by the union last month, which it said created "inherent risks to the company". It set out a new plan that it described as a "fair proposal that compares favourably with the retirement benefits offered in our industry", adding that it "includes elements" of the union plan.

UNITED KINGDOM: [*Reuters*](#): Britain's Royal Mail said on Friday it was looking at ways to replace the defined benefit pension scheme it plans to scrap at the end of March 2018, after a backlash from unions over the closure of the older scheme. Royal Mail, the British postal service privatised in 2013, said it was one of only a few major companies that still has employees in a defined benefit scheme, a type of pension that pays out according to employees' final salary and length of service. The Communications Workers Union (CWU) opposes Royal Mail's move to close the defined benefit plan and says it would result in employees in the plan losing on average up to a third of their future pensions. Around 90,000 Royal Mail workers are in the defined benefit scheme, whose closure to new members in 2008 resulted in about 40,000 workers joining a less generous defined contribution plan.

April 27, 2017

BELGIUM: [*YahooFinance*](#): The European Commission ordered Belgium on Thursday to end restrictive conditions for postal licences and open up its postal market, dominated by state-owned BPost, or face court action. The conditions include that postal operators should deliver mail twice a week and companies should extend to cover the whole of the country within five years at a uniform tariff. These conditions hinder the entry of rival postal companies and are in breach of the 28-country European Union rules, the EU executive said in a statement. Belgium has two months to comply with the order or could then be taken to court.

FINLAND: [*YLE*](#): The newsstand tabloid [*Iltalehti*](#) reports that the postal service estimates that an overnight walkout by workers at Helsinki's main sorting centre could lead to late deliveries of up to a million pieces of mostly first-class mail across the country. Parcel post will not be affected. The walkout was staged to protest a new postal law proposed by the government. A union spokesperson told [*Iltalehti*](#) that government plans to revise postal legislation could lead to as many as 3000 lost jobs.

April 26, 2017

CHINA: [*TheEconomist*](#): Alibaba, China's biggest e-commerce group, handles more transactions each year than do eBay and Amazon combined. Jack Ma, its chairman, pledges to serve 2bn consumers around the world within 20 years. Tencent, which specialises in online games and social media, is now the world's tenth most valuable public firm, worth some \$275bn. Pony Ma (no relation), its chairman, wants China to "preside over the global tech revolution of the future". But as the two firms become global forces, the third member of China's "BAT" trio of internet giants, Baidu, an online-search firm that came to dominate the mainland market after Google left the country to avoid censorship, is lagging behind. A huge home market has not stopped the trio from fighting bloody turf wars among each other. The outcome to this battle is rapidly becoming clear. Tencent and Alibaba are surging ahead; a series of own goals has left Baidu far behind.

April 24, 2017

CHINA: [*AirCargo*](#): China Postal has taken delivery of its latest aircraft, a Boeing 757-200 converted freighter. In total, China Postal ordered six B757-200 conversions from Precision last year. In 2015 the company signed up with US planemaker Boeing for ten Next-Generation 737 Boeing Converted Freighters (BCFs). According to Flight Radar 24, the airline operates a fleet of 14 B737-300s, eight 737-400s and five B757-200s.

INDIA: [*DNAIndia*](#): The India Post is examining an Aadhaar-based cashless payment mode for postal services to facilitate digital transactions, a senior official said today. "If you give your credit card, debit card, or Aadhaar number in a post office, your bank link

will come when your Aadhaar number is entered," B V Sudhakar, secretary, Department of Posts, told reporters here. The Department of Posts is examining a proposal to allow installation of ATMs by any bank on the premises of the post offices. "The proposal we are examining is, anybody can come and set up ATMs in the departmental post offices. They should pay us on the basis of transactions. It (the proposal) would be out approximately in one month," he said.

INDIA: [Domain-B](#): India Post Payment Bank branches will be opened in 650 districts across the country during next four months. The plan is to cover all districts in the country with at least one branch and linking these with post offices in the surrounding areas. Speaking on the sidelines of the launch of Core System Integrator in Hyderabad to integrate all postal activities to speed and improve efficiency of postal services, B V Sudhakar, Secretary, Department of Posts, said that one branch per district will be set up initially to provide doorstep banking, especially in rural areas. Sudhakar said all branch post offices in the country will be covered under the Rural Information and Communication Technology and will be given solar-backed hand-held devices, which will function like a micro ATM. These devices will perform both postal and savings bank operations.

INDIA: [NYOOZ](#): MoU has been signed with the External ministry for issuing of passports by the Postal Department to citizens. Head Post Office plans to issue 100 passports at an average collecting 300 Rupees per passport giving the department a revenue of 750 crores rupees.

April 23, 2017

GERMANY: [HFL](#): The German postal and courier service company, Deutsche Post DHL Group is planning to make an investment of about \$268 million in the steadily growing economy of India by 2020 reported a leading news portal. Reportedly, DHL group, through this investment, will expand its logistics business and will look to cash in on the spur in demand, driven by GST.

INDIA: [EconomicTimes](#): For all its convenience and speed, emails cannot transmit fragrances. At least not yet. So it stands to reason that postal departments cash in on this advantage of snail mail, by issuing stamps with aroma. Back in the day, romantic missives would be enhanced by scented paper and pressed flowers. Using thermochrome ink — so that images change colour when rubbed — is another philately staple. India's postal department should consider putting a more distinctive stamp on its offerings.

JAPAN: [AsiaNikkei](#): Japan Post looks to redraw its overseas strategy after stumbling on plans to strengthen corporate logistics services via Australian unit Toll Holdings. Low resource prices have taken a toll on Australia's economy, eroding demand for logistics services. A new management team installed by Japan Post in January now oversees Toll's rebuilding effort. Total staff will be slashed by 1,700, or a little over 4%, while five operations will be consolidated to three: overseas logistics, transportation and corporate logistics services. The low resource prices mean energy-related logistics will be dropped as a focus area. Meanwhile, Japan Post plans to open a 100,000-sq.-meter logistics center in Singapore this summer to strengthen the Asian business. Japan Post also must rewrite its script for international logistics operations. Consulting in emerging economies for their postal businesses is a potential focus.

April 22, 2017

NEW ZEALAND: [BusinessScoop](#): Postal Workers Union of Aotearoa charges NZ Post with serious misconduct over mail delays. The latest report of standard letters taking up to 2 weeks to be delivered across the country has led the Postal Workers Union to charge NZ Post with serious misconduct. This is the same charge that the company can lay against its own employees for the "non delivery of deliverable mail" – serious misconduct under the "Conduct and Performance Expectations" of the posties' Collective Employment Contract. A postie can be dismissed for failure to meet the company's performance expectations. NZ Post has begun to instruct posties in some branches to give priority to the delivery of parcels and to bring back undelivered letters at the end of their working day. The Union is getting reports from posties who are upset that they are bringing letters back to the office which can lead to delays of several days.

NEW ZEALAND: [Stuff](#): In a quest to find out exactly how fast, or slow, the postal service is, *Stuff* reporters Catherine Groenestein and Jane Matthews sent letters from Hawera in Taranaki to destinations ranging from Kaitaia to places as far afield as Invercargill. None of the letters arrived within NZ Post's target of delivering 95 per cent of Standard Post mail within three working days after it was posted. A letter posted to an Hawera address, which was less than 200 metres away from the postbox it was mailed from, took eight days to arrive, yet another letter went from Hawera to Winton, near Invercargill, in the same amount of time.

TUNISHA: The Tunisian and Palestinian posts inked a bilateral co-operation agreement on the fringes of a visit paid by Palestinian Telecommunication and Information Technology Minister [Allam Mousa](#) to Tunisia, announces the Tunisian Post in a press release Friday. This partnership agreement seeks to foster partnership between the Tunisian and Palestinian posts in the digital services field such as M-money services by using the electronic payment platform the "e-Dinar," services related to electronic trade and financial services (postal savings, electronic mandates and postal insurance services). This partnership will also help boost co-operation

between the two institutions in matters of postal services notably direct mailing, Rapid Post, postal packages and printing of postal stamps and related products.

April 20, 2017

INDIA: [*TheHindu*](#): Customers of some post offices in the southern suburbs are unable to carry out daily transactions for over a week now owing to poor network connectivity. With the problem persisting for over five days, citizens are queueing up at post offices for hours sometimes even before the work hours. Raman R., a BSNL pensioner, says that the post offices at Hasthinapuram, Radhanagar and Bharathipuram in Chromepet have poor broadband connectivity, which leads to delays in cash payment for various saving schemes and bill payments. While many customers, including senior citizens, returned without completing their work in these post offices, savings bank account holders were the worst-hit.

QATAR: [*GulfTimes*](#): Qatar Postal Service Company (Q-Post) has signed a memorandum of understanding (MoU) with Turkish Post in the area of e-commerce. Under the agreement, Q-Post and Turkish Post have agreed on developing a roadmap —designing a product sales plan from Turkey to Qatar and vice-versa and benefiting their customers based in both countries. Building on its business growth, Q-Post is currently going through a holistic modernisation process involving its postal services and products, according to a press statement.

April 18, 2017

INDIA: [*DeccanHerald*](#): The postal department's new initiative appears to have helped to revive the letter writing. Traveling Letter Box (TLB), an initiative of department of post, promises to deliver the letter on the same day for short distances. All one has to do is to drop the letter in a box in one of the five short-haul trains.

IRELAND: [*IrishMirror*](#): Ireland's leading independent postal service CityPost have launched a new nationwide business postal service called PostPICK-UP. CityPOST is offering free postal collection from businesses and delivery to anywhere in Ireland, or in 200 countries around the world. Postal price increases were recently announced by An Post but CityPOST charges just 79c per letter delivery, 21% less than the universal provider.

ISRAEL: [*PRNewsWire*](#): MySize Inc., developer of proprietary, smartphone measurement applications, announced today a new cooperation agreement has been signed with the Israeli Post. MySize solution for the courier market, will provide a solution to measure all types of packages using only a smartphone. Based on the package size, the user will be quoted a shipping price and picture of the package dimension. In addition, The Israel Post has developed relationships in the online fashion apparel markets with fashion retailers and contracted with MySize for solutions to ship the correct size with using our "TrueSize" application.

April 17, 2017

UNITED KINGDOM: [*WiganToday*](#): Postal staff are to be used at the forefront of the on-going fight against the rising tide of scam mail. Over the last few years there has been a huge increase in the number of people targeted by these conmen, often resulting in much misery for the victims, many of whom are elderly residents. As part of its ongoing battle against the fraudsters, Royal Mail will begin pro-actively contacting - by Special Delivery - households it believes are receiving high volumes of scam mail. The latest anti-scam initiative will initially focus on most-impacted customers and will be extended in due course. Royal Mail will block and impound scam mail at its major distribution centres before it reaches the customer's letterbox. Legitimate business and personal mail will continue to be delivered to the customer in the usual way.

April 14, 2017

UNITED EMIRATES: [*ArabianBusiness*](#): Sharjah has announced the start of the roll-out of a postal code system for addresses across the emirate. The introduction of the Postal Code System (PCS) is in line with the emirate's goal to improve the level of services provided to the public, said the Sharjah Urban Planning Council (SUPC). It said PCS aims to raise the efficiency of postal services in the emirate and is linked to the geographical information system as per international standards.

UNITED KINGDOM: [*Reuters*](#): Britain's Royal Mail will close its defined benefit pension scheme at the end of March 2018 after a review found it would need to more than double annual contributions to over 1 billion pounds (\$1.3 billion) to keep the plan running. Royal Mail, the British postal service privatised in 2013, said it was one of only a few major companies that still had employees in a defined benefit scheme, a type of pension that pays out according to final salary and length of service. Around 90,000 Royal Mail workers are in the plan, whose closure to new members in 2008 resulted in about 40,000 workers joining a less generous

defined contribution plan. The company, which pays around 400 million pounds a year into the defined benefits scheme, said it was currently in surplus, but it expected the surplus to run out in 2018.

April 13, 2017

CHINA: The National Development and Reform Commission (NDRC) today posted a notice jointly issued with the Ministry of Finance and the State Post Administration replacing the system of government price-setting for package delivery with a system of government price “guidance” in the form of price ceilings for packages weighing under 10 kilogram and over 167 grams per cubic millimeter delivered by China Post. A six-tier pricing system will be introduced based on distances for intra-provincial and inter-provincial package delivery by China Post. At the same time, China Post is required to abide by its universal service obligations and provide address-delivery of packages weighing under 5 kilograms for urban areas above the county-level and township government seats, and centralized depot delivery for other townships and villages. The new pricing standards will take effect on April 20.

UNITED KINGDOM: *FinancialTimes*: Royal Mail is facing the threat of industrial action following its decision to close its defined benefit pension scheme, affecting 90,000 members. The privatised UK postal operator announced on Thursday that its £7.4bn defined benefit scheme will close to future accruals after March 2018, saying that “there is no affordable solution to keeping the plan open in its current form”. It joins a succession of other large British employers ending ‘DB’ arrangements, which guarantee a retirement income and were once the norm of pension provision but are now increasingly rare. The Communication Workers’ Union, which represents its blue-collar staff, “strongly condemned” the move and sent a shot across the company’s bows. A motion will go to the union’s conference in two weeks asking for branches to endorse a ballot. This raises the possibility of the first national strikes at Royal Mail since it was privatised in 2013 through a controversial stock market flotation.

April 12, 2017

TRINIDAD & TOBAGO: *NewsDay*: In the coming weeks, there could be delays in the delivery of mail, after postal workers promised yesterday to continue protesting if TTPost does not meet with their union to discuss health and safety issues as well as poor governance of the corporation. Yesterday, over 100 workers lined the pavement in the front of TT Post’s head quarters in Piarcro, waving placards and demanding workers get proper governance. David Forbes, General Secretary of the Postal Workers Union said workers are dissatisfied with the overall governance of the corporation and alleged bad Industrial Relations practices.

April 11, 2017

CANADA: *BenZinga*: Canadian Internet of Postal Things Company Snail Inc. has been shortlisted with two other companies in the Innovation category for the [2017 World Post and Parcel Awards](#). The company received the nomination for its proprietary postal box (check and notify-the-Cloud) IoT devices used in first and last mile postal applications. This same technology, which secures automated parcel lockers and turns street letter boxes, P.O. Boxes and traditional parcel lockers into smart devices, has already been awarded the [2016 Digital Innovation of the Year Award by Postal Technology International](#).

GERMANY: *Post&Parcel*: Deutsche Post DHL Group has announced that it will double the production capacity of its own StreetScooter electric vehicles from 10,000 to as many as 20,000 by the end of the year. As previously reported, Deutsche Post DHL Group is now also selling its own electric vehicles – which have so far been optimized for postal operations and delivery purposes – to third parties. The company sees “municipal authorities, strategic partners and large fleet customers in Germany and the rest of Europe” as among the most likely potential buyers of the StreetScooter vehicles. The company aims to at least double – from the current number of about 2,500 vehicles – its own StreetScooter fleet for letter and parcel deliveries this year.

INDIA: *IndiaTimes*: Department of Posts has joined hands with State Bank of India to promote 'SBI buddy e-wallet' and POS machines for cashless transactions at post office counters while booking speed post and registered post items. Installation of SBI Buddy e-wallet and POS machines will facilitate economy through digital payments/cashless transactions in the post offices.

NIGERIA: *TheNation*: The Federal Government Tuesday vowed to reform the postal service system in Nigeria to improve its quality and revenue generation potential. Minister of Communications, Mr Abdur-Raheem Adebayo Shittu, who stated this in Lagos, said the government would ensure an enabling environment for the Nigerian Postal Service (NIPOST) by facilitating the passage of the Postal Reform Bill.

POLAND: *RTE*: More than 50 members of the Irish Postmasters' Union have staged a protest outside the Taoiseach's constituency office in Castlebar in Co Mayo. They are calling on Enda Kenny to show leadership in securing the future of the postal service. There are currently 1,100 post offices in operation around the country and it is estimated there could be in the region of 600 closures under

An Post's restructuring plan. Workers say they will resist any such moves by An Post. Most of the postmasters taking part in the protest are from rural post offices across Co Mayo.

April 10, 2017

BANGLADESH: [*FinancialExpress*](#): The Bangladesh postal service has begun a new initiative: hiring women to drive its mail vans. Women will drive 20 per cent of the 118 new vans purchased by the postal service. Nineteen of the vans were inaugurated at the ceremony and ten women were handed the keys to their vans by the minister.

INDIA: [*TheHansIndia*](#): The prestigious India Post Payment Bank (IPPB) will come up in Vijayawada very soon. The works have been started for setting up of the bank at Buckinghampet Post Office in Vijayawada. Probably the IPPB services will be available after September this year. The target of the IPPB services is 650 branches in the country by end of September 2017.

April 9, 2017

POLAND: [*AssociatedPress*](#): Hundreds of Polish postal workers have noisily marched through downtown Warsaw to demand higher pay and better work conditions. The protesters demanded that more people be employed to help share the workload. Similar protests were organized in Warsaw and other Polish cities last month. There has been no government reaction.

April 6, 2017

UNITED KINGDOM: [*Post&Parcel*](#): Royal Mail's General Logistics Systems (GLS) has bought the US-based overnight parcel delivery company, Postal Express. Postal Express operates in the states of Washington, Oregon, and Idaho, mainly working with business-to-business customers. Postal Express generated revenue of about \$42m and delivered about 8.7m parcels in the year ended 31 December 2016. It would be consolidated within GLS for reporting purposes, but managed as a separate entity.

April 5, 2017

CHINA: [*ChinaPost*](#): Health Minister Chen Shih-chung appeared to pour cold water on an idea broached Tuesday by the Transportation Ministry that would see the postal service participating in elderly care. The Transportation Ministry is exploring the possibility of having mail deliverers make routine checkups and deliver supplies to senior citizens, while forming a monitoring system that would help keep tabs on those living by themselves in rural areas. Chen said that while the possibility was low that postal workers could be tasked with primary tasks in senior care, they may be able to perform auxiliary tasks like reporting incidents of physical immobility and other instances of seniors encountering immediate difficulties.

CHINA: [*FinancialTimes*](#): Amazon has proven adept at growing businesses from scratch and by stealth. Now it is taking aim at the \$8tn global logistics industry, by quietly nurturing a programme in China through which any wholesaler can use it to ship goods around the world by sea, land or air. The service, called Amazon Logistics+, has expanded greatly in recent months to include cross-border air transportation, as well as packaging, warehousing, customs and handling services. Logistics analysts say the new offering will increase pressure on established shippers such as UPS, FedEx and DHL — because anyone in China can use the service, not just Amazon sellers.

KENYA: [*AllAfrica*](#): A United Nations agency has today feted Kenya for compliance with globally recognized postal addressing standards at the ongoing Postal Operational Council (UPU) meeting in Bern, Switzerland. Presenting the S42 recognition certificate to Kenya, the Director General of the Universal Postal Union (UPU), Amb. Bishar Hussein congratulated the country on its efforts to establish a national addressing system and align its addressing formats with the UPU's S46 and S53 addressing standards.

April 4, 2017

GREECE: [*Ekathimerini*](#): Postal workers in the Greek capital have called rolling 24-hour strikes from Tuesday through Friday in protest at management decisions regarding delivery services. The Hellenic Postal Service (ELTA) workers held a rally on Tuesday morning and called the strike to decry the outsourcing of delivery services to private courier companies, which, they say, undermines prospects for more hirings at the state-run company.

NEW ZEALAND: [TheJournal](#): NEW ZEALAND'S NATIONAL postal service has started delivering Kentucky Fried Chicken (KFC) in a bid to counteract revenue losses. NZ Post and the fast food giant have launched a pilot scheme in the North Island city of Tauranga. Mike Stewart, a spokesman for NZ Post, said the company needs to diversify its business as the number of letters being posted in the country has halved in the last decade.

April 3, 2017

UAE: [GulfNews](#): Finding your way around in Sharjah is about to get a whole lot easier. In the past, people found their way around Sharjah city — and the wider UAE — with an often confusing system of landmarks and street names. But since last week, the Sharjah Urban Planning Council (SUPC) has started a full rollout of a postal code system which gives areas unique addresses. The system also aims to raise the efficiency of postal services in the emirate and is linked to the geographical information system (GIS) as per international standards.

April 2, 2017

AUSTRALIA: [AsiaNikkei](#): Australian Postal Corp. may be in for a fall. After near dominance of the country's parcel delivery market for over 200 years, the giant finds itself being challenged by a growing number of startups offering more flexible alternatives at lower costs. Australians are fed up with waiting in long queues at post offices and paying relatively high prices for increasingly poor services. The 40-year-old CEO of Sendle, a delivery startup, is arming his company with information technology to take on the giant. Sendle became a hit after launching a flat-rate nationwide delivery service back in July 2015. A package weighing 500 grams or less can be delivered anywhere in Australia for just 7.95 Australian dollars (US\$6.08). And in addition to being cheaper than Australia Post, it's faster and more convenient.

QATAR: [ThePeninsulaQatar](#): Qatar Post (Q-Post) launched its much-anticipated home delivery service allowing customers to have their post directly delivered to their homes. This new service covers both letters and parcels and is available to all personal post box subscribers, with choice of delivery from one to six days a week, Q-Post said in statement. Currently all customers collect their mail from the post box during working hours of Qatar Post branches across the country. With the new service named Home Delivery, personal post box subscribers can receive their letters and parcels at home at their convenience with a high degree of flexibility. Qatar Post is currently going through an intense transformation phase from a brand, products and services perspective, aimed at turning Qatar Post into a world-class postal operator by embracing the digital age, a modern economy and a changing society, said the statement.

POSTAL/INDUSTRY NEWS

April 30, 2017

Industry Alert: *Attention PostalOne! Users: PostalOne! Release 45.1.1.0* is complete and the *PostalOne!* system is available. As a reminder, Release notes are posted on PostalPro at: <https://postalpro.usps.com/node/3785>. If you have any questions, contact the *PostalOne!* Help Desk at 800-522-9085.

April 29, 2017

Federal Register: Postal Regulatory Commission: New Postal Products, 20397–20398 [2017–08745] [[PDF](#)]

April 28, 2017

Industry Alert: **National Meeting of Mailing Industry Area Focus Groups (AMIFG) First Official National Postal Forum Event**

Chief Operating Officer and Executive Vice President, David E. Williams, officially kicks-off the National Postal Forum (NPF) on Sunday, May 21, 2017 as he leads a series of panel discussions with USPS headquarter and Area Vice Presidents as they review growth, service and program updates, and discuss the power of advanced enterprise analytics in driving performance.

Kim Waltz, National Co-Chair of the AMIFG, joins Williams in the 9 a.m. session, which will feature two panel discussions and a guest speaker. The first panel “Equipping and Empowering the Field” includes several USPS officers discussing how they have benefited and changed operations due to the power of information now available from customer mailings. The second panel will feature several Area Vice Presidents who will discuss how they have transformed their operations using information, and how the data

has given them and their teams more visibility than ever before and the opportunity to be proactive in identifying issues and implementing immediate solutions.

Among Sunday's guest speakers, you also will hear from award-winning graphic designer, Daniel Dejan, North American ETC Print & Creative Manager for Sappi Fine Paper. Dejan is well known in the print communications industry as a graphic arts educator, author and consultant. He is going to discuss the "Neuroscience of Touch", which details how the brain interprets messaging differently from various advertising media, and the lasting power of mail.

This year at NPF there will be more than 130 educational workshops offered at NPF, all of from the following five different workshop tracks:

- **Customer Analytics & Market Research:** These sessions provide best-practice techniques for leveraging marketing analytics, data segmentation and integrated channel strategies.
- **Informed Delivery: Digital Impressions with the Mail:** Learn about how this new feature from USPS will enhance marketing opportunities for mailers.
- **Mail Operations Management:** Learn from experts who can help you save money and teach you methods to get the best return on investment for your company and maximize the value of working with USPS.
- **The Evolving Shipping Marketplace:** Attendees will discover valuable services, the latest innovations and customized shipping solutions offered through USPS.
- **The New Digital Marketing Channel is Mail:** Learn how to build an effective multi-channel campaign by integrating direct mail and digital marketing techniques to reach your audience.

Visit the National Postal Forum at www.npf.org to register. Pre-Registration discount ends TODAY, April 28th!

Industry Alert: Elliott and Nichols PO Re-Opening Effective May 1, 2017- The Greater South Carolina district is pleased to share that the Elliott Post Office (29010) and the Nichols Post Office (29581) will resume all operation on Monday, May 1, 2017. The address and service times for both locations are listed below.

Elliott Post Office

New Address: 1783 Elliott Hwy., Bishopville, SC 29010 (moved approximately a block over to a new location) Retail Hours: Monday – Friday 12:00 pm to 4:00 pm Saturday 9:00 am - 10:00 am

Nichols Post Office

Address: 206 S. Nichols Street Nichols, SC 29581 Retail Hours: Monday – Friday 9:00 a.m. to 4:00p.m (*closed for lunch 1PM-2PM*) Saturday 9:00a.m. -10:00a.m.

Industry Alert: Attention Business Customer Gateway and PostalOne! Users: Please be advised that the notification for the phone system maintenance at the National Customer Support Center has been cancelled. Maintenance of the Phone system will be rescheduled at a later time

Industry Alert: Attention PostalOne! Users: PostalOne! Release 45.1.1.0 will deploy on Sunday, April 30, 2017 from 4:00 AM to 10:00 AM CT. The *PostalOne!* system will remain available during this timeframe. Release notes are posted on PostalPro at: <https://postalpro.usps.com/node/3785>. If you have any questions, contact the *PostalOne!* Help Desk at 800-522-9085.

April 27, 2017

Federal Register: Postal Service - Meetings, Sunshine Act, 19395–19396 [2017–08676] [\[PDF\]](#)

Office of the Inspector General: [Privileged Account Management](#) In our latest audit report, the OIG examines the management of and controls over U.S. Postal Service privileged accounts. To read it, go to <https://go.usa.gov/x59WT>

Postal Regulatory Commission Press Release:

PRC Reviews USPS 2016 Performance Goals and 2017 Performance Plan Report offers recommendations for meeting goals in the future

Washington, DC – Today the Postal Regulatory Commission (Commission) issued its analysis of the United States Postal Service (Postal Service) fiscal year (FY) 2016 Annual Performance Report and fiscal year 2017 Performance Plan. Each year, the Commission must review the Postal Service's performance goals, make findings as to whether the Postal Service has met those goals, and offer recommendations regarding the protection or promotion of public policy objectives.

The Commission's review finds that the Postal Service's FY 2016 Report and FY 2017 Plan comply with all but one of the legal requirements. In addition, the Commission recommends that future annual performance reports and plans clearly explain how the

Postal Service's strategic initiatives relate to performance goals and performance indicators. The Commission also reiterates its prior recommendation that each strategic initiative have a unique performance measure that only measures performance for that initiative.

The report further provides an in-depth evaluation of the Postal Service's four performance goals: **1) Deliver High-Quality Service, 2) Provide Excellent Customer Experiences, 3) Ensure a Safe Workplace and Engaged Workforce, and 4) Sustain Controllable Income.** Below is a summary of the Commission's findings.

- *The Commission finds that the Postal Service partially met the Deliver High-Quality Services performance goal in FY 2016.*
- *The Commission finds that the Postal Service partially met the Provide Excellent Customer Experiences performance goal in FY 2016.*
- *The Commission finds that the Postal Service partially met the Ensure a Safe Workplace and Engaged Workforce performance goal in FY 2016.*
- *The Commission finds that the Postal Service partially met the Sustain Controllable Income performance goal in FY 2016.*

A link to the full report, including a complete list of Commission findings and recommendations for each goal, is available on the Commission's website at www.prc.gov. [Commission Recommendations and Findings](#)

April 26, 2017

Industry Alert: Attention Business Customer Gateway and PostalOne! Users: The Business Customer Gateway (BCG) experienced a performance issue this morning for approximately 15 minutes. The issue is resolved and the application is available. We apologize for any inconvenience. If you experience any further issues, contact the *PostalOne!* Help Desk at 800-522-9085.

Industry Alert: Attention PostalOne! Users: PostalOne! Release 45.1.1.0 will deploy on Sunday, April 30, 2017 from 4:00 AM to 10:00 AM CT. The *PostalOne!* system will remain available during this timeframe. External Release notes are posted on PostalPro at: <https://postalpro.usps.com/node/3785> and the Internal Release Notes are posted on the BMA page at: http://blue.usps.gov/bma/_pdf/PostalOne!%20Releases%20-%20DC/Release45-1-1-0Chg%201.0_Internal.pdf.

Federal Register:

Postal Regulatory Commission: New Postal Products, 19277–19278 [2017–08423], [\[PDF\]](#)

Postal Service: Product Changes, Priority Mail Negotiated Service Agreement, 19278 [2017–08379] [\[PDF\]](#); 19278 [2017–08380] [\[PDF\]](#); 19278 [2017–08382] [\[PDF\]](#)

April 24, 2017

Office of the Inspector General: Fuel Consumption and Cost Risk Mitigation With a fleet of around 7,600 vehicles, the U.S. Postal Service is one of the largest users of diesel fuel in the U.S., purchasing over \$570 million in fiscal year 2016. With fuel prices and Postal Service consumption both forecasted to increase, OIG auditors examined whether the Postal Service has positioned itself to lower its risk. To read the findings, go to <https://go.usa.gov/x5kwN>

April 23, 2017

Office of the Inspector General: Delivery and Customer Service Operations – Bronx, NY. Providing a quality customer experience for the U.S. Postal Service can be difficult in highly-populated areas, where apartments and other multi-family buildings present challenges to mail delivery and retail. Our most recent audit responds to recent complaints about mail and post office service at a number of delivery units in the Bronx section of New York City. To find out more about the problems and what the OIG recommended, go to <https://go.usa.gov/x5kQy>

Office of the Inspector General: Thinking Inside and Outside the Box By promoting packaging innovations both inside and outside the shipping box, the U.S. Postal Service could help online sellers stand out from their competition, according to a new OIG white paper. For example, the use of sensors or augmented reality technology could revolutionize the cardboard box, making it an opportunity to engage with customers and create a lasting experience. Read at <https://go.usa.gov/x5bW3>

April 22, 2017

Industry Alert: San Francisco Post Offices Affected by Power Outage. A power substation fire caused a massive outage in San Francisco, CA on Friday, April 21, 2017. The power for most of the city was restored later that evening. However, the following retail Post Office units are still without power and therefore, not in operation (no window services):

POST OFFICE	ZIPCODE
Gateway	94111
Macy's	94102
Marina	94123-9991
Marina Green	94123-9995
North Beach	94133
Presidio	94129
Steiner	94115
Sutter	94104

We will continue to monitor the situation and provide updates.

April 21, 2017

Industry Alert: Greenbackville, VA Post Office Service Suspension. It is necessary to temporarily suspend services in this facility to address safety concerns. In the interim, customers can pick up their Post Office Box mail at the Horntown Post Office, located at 4581 Fleming Rd., Horntown, VA 23395. Retail service will also be available at this location. The Horntown Post Office is open: Monday - Friday: 9:30AM -1:00PM and 2:00pm - 4:30PM, Saturday: 8:30AM – 12:30PM. Full retail service is also available at the New Church Post Office, located at 4136 Lankford Hwy., New Church, VA 23415. Retail hours at the New Church Post Office are: Monday – Friday: 8:00AM to 1:00PM and 2:00PM to 4:30PM, Saturday: 8:00AM - 11:30AM. Customers who may have questions are asked to call the Horntown Post Office at 757-824-5573.

Office of the Federal Register:

Postal Regulatory Commission

- Product Lists; Update, 18698–18704 [2017–08118] [\[PDF\]](#)

Postal Service

- Product Changes: First-Class Package Service Negotiated Service Agreement, 18783–18784 [2017–08038] [\[PDF\]](#); Priority Mail Express and Priority Mail Negotiated Service Agreement, 18783 [2017–08044] [\[PDF\]](#), 18783 [2017–08037] [\[PDF\]](#), 18783 [2017–08041] [\[PDF\]](#), 18784 [2017–08043] [\[PDF\]](#)

April 20, 2017

Industry Alert: Scheduled Maintenance Outage - Attention IMb Tracing Subscribers. Please be advised that a Linux and Database patch release will be deployed on Sunday, April, 23rd from 3:30 AM CDT - 8:30 AM CDT. During this time period, the transmission of any new IMb Tracing scan data to both the Mail Tracking & Reporting website and via FTP transmissions will be interrupted. Upon completion of the outage period, any scan data that has processed during the outage period will be available on the Mail Tracking & Reporting website and any data that was scheduled to be transmitted to your FTP host, will be processed during your next scheduled transmission time. Note: During the outage period, the Mail Tracking & Reporting website will be available to manually download scan data that was processed prior to the outage. We apologize for any inconvenience this may cause to your internal processes. If you have any questions or concerns, please feel free to contact IMb Tracing Customer Assistance, 1-800-238-3150 option 2.

Federal Register: Postal Regulatory Commission: New Postal Products,18678–18679 [2017–08016] [\[PDF\]](#)

April 18, 2017

Federal Register: Postal Regulatory Commission: New Postal Products,18316–18317 [2017–07774] [\[PDF\]](#)

April 17, 2017

Office of the Inspector General: What's up with Mail? How Mail Use is Changing Across the United States Declining use of traditional letter mail is no surprise. The number of cards and letters being mailed by American adults has been falling since 1996, and the amount of business-to-consumer mail received by American adults has been slipping since 2007. Declines in mail volume and Americans' changing reliance on the U.S. Postal Service are not uniform across the nation, however. A new Postal Service Office of Inspector General white paper explores the varying local, regional, and state-level dynamics of mail use among American adults. Read *What's up with Mail? How Mail Use Is Changing Across the United States* at <https://go.usa.gov/xXh2k>

April 15, 2017

Federal Register:

- **Postal Service:** Product Changes: Priority Mail Express and Priority Mail Negotiated Service Agreement, 18169 [2017–07629] [\[PDF\]](#) Priority Mail Negotiated Service Agreement, 18169 [2017–07628] [\[PDF\]](#) 18168 [2017–07630] [\[PDF\]](#) 18169 [2017–07631] [\[PDF\]](#)
 - **Postal Regulatory Commission:** New Postal Products, 18168 [2017–07706], [\[PDF\]](#)
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April 14, 2017

Federal Register: Postal Service: New Postal Products,18023 [2017–07563] [\[PDF\]](#)

April 13, 2017

Office of the Inspector General: System Vulnerability Assessment The OIG has released an audit report, System Vulnerability Assessment. Read it at <https://go.usa.gov/xXsHD>

Industry Alert: Newell, PA Post Office Closed Due to Fire Damage. The Newell, PA Post Office (15466) is closed due to damage sustained from a fire in an adjacent building. Customers are being serviced through the Post Office in Fayette City, PA (15438). Customers can call 1-800-ASK-USPS or go to the Postal Service's Website www.usps.com to get the location of other nearby Post Offices and approved postal retail service providers.

Industry Alert: PRC Host Technical Conference to Review USPS Audit Plan The Postal Regulatory Commission will host a technical conference to discuss the Postal Service's audit plan for its proposed internal service performance measurement system for Market Dominant products. The technical conference is open to all persons interested in the Postal Service's audit plan and will be

web and video cast in its entirety on the Commission's website, www.prc.gov. All files related to this technical conference are located under Docket No. [PI2015-1](#).

April 19 at 1:00 p.m.
Postal Regulatory Commission
Hearing Room
901 New York Avenue NW, Suite 200
Washington, DC 20268

Federal Register:

- **Postal Regulatory Commission:** New Postal Products, 17897–17898 [2017–07437] [\[PDF\]](#), 17898 [2017–07496] [\[PDF\]](#)
- **Postal Service:**
 - First-Class Package Service Negotiated Service Agreement, 17899 [2017–07423] [\[PDF\]](#)
 - Priority Mail Express Negotiated Service Agreement, 17899 [2017–07425] [\[PDF\]](#)
 - Priority Mail Express, Priority Mail, and First-Class Package Service Negotiated Service Agreement, 17898–17899 [2017–07424] [\[PDF\]](#)
 - Priority Mail Negotiated Service Agreement, 17899 [2017–07426] [\[PDF\]](#)

April 12, 2017

Industry Alert: Attention Business Customer Gateway and PostalOne! Users: The Full-Service Automated email notifications due to be sent on April 11th encountered an issue during the generation process and had to be restarted. Due to this some eDoc submitters may receive duplicate notifications. We apologize for any inconvenience.

April 11, 2017

Federal Register: Postal Regulatory Commission: Market Tests: Experimental Product-Customized Delivery, 17467–17468 [2017–07176] [\[PDF\]](#)

Industry Alert: Temporary Suspension of Mail Service to Guatemala. Effective immediately, the Postal Service™ will suspend most mail services to Guatemala until further notice. Global Express Guaranteed® (GXG®) service is still available. The suspension affects Priority Mail Express International® (PMEI®), Priority Mail International® (PMI®), and First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Airmail® (IPA®) International Surface Air Lift® (ISAL®), and M-Bag® items. For already deposited items other than GXG addressed to Guatemala, Postal Service employees must endorse them “Mail Service Suspended — Return to Sender” and then place them in the mailstream for return. For any item bearing a customs form, as well as any item shipped with Priority Mail Express International service, upon request, the Postal Service will refund postage and fees on mail returned due to the suspension of service. For all other returned items not bearing a customs declarations form, upon request, the Postal Service will refund postage and fees on mail returned due to the suspension of service, or the sender may re-mail them with the existing postage once service to Guatemala has been restored. When re-mailing under this option, customers must cross out the markings “Mail Service Suspended — Return to Sender”.

April 10, 2017

Office of the Inspector General: [Timeliness of Mail Processing at the Santa Clarita, CA, Processing and Distribution Center](#) Delayed mail can adversely affect U.S. Postal Service customers and harm the organization's brand. OIG auditors used their risk model to identify processing facilities with high volumes of delayed mail. From April to September 2016, delayed mail volume at the Santa Clarita, CA, Processing and Distribution Center increased by more than 264 percent over the same period last year, compared to national delayed mail volume, which decreased by 75 percent. Read more about our findings and recommendations at <https://go.usa.gov/xXGGV>

Office of the Inspector General: [Keep it Clean... and Safe](#) A post office lobby is the principal business office of the Postal Service and often the only close-up look at postal operations that many customers get. Its appearance directly affects the Postal Service's public image. Our latest blog looks at a series of OIG audit reports examining the conditions of retail facilities in each of the seven U.S. Postal Service areas across the United States. To read more about the findings so far, and to share your thoughts, go to <https://go.usa.gov/xXUqd>

April 9, 2017

Industry Alert: *Attention PostalOne! Users: PostalOne! Release 45.1.0.2* is complete and the *PostalOne!* system will remain available during this timeframe. If you have any questions, contact the *PostalOne!* Help Desk at 800-522-9085.

April 8, 2017

Office of the Inspector General: [Internal Controls Over Segmented Inventory – Mount Greenwood Station, Chicago, IL](#) - For the OIG's latest internal financial controls audit, we used data analytics to identify anomalies in inventory counts at the U.S. Postal Service's Mount Greenwood Station in Chicago. OIG auditors discovered that accounting records for stamps, cash and money orders were not always accurate and controls for managing them needed improvement. Read the report for details and to see our recommendations: <https://go.usa.gov/xXPyD>

April 7, 2017

Office of the Inspector General: [Extraterritorial Offices of Exchange](#) The OIG has just released an audit white paper on Extraterritorial Offices of Exchange (ETOE), businesses operated by – or in connection with – foreign postal operators. Find out more about the role of ETOEs in \$1.5 trillion international mailing and shipping market and their impact on the U.S. Postal Service and other posts at <https://go.usa.gov/xXQJ7>.

April 6, 2017

Office of the Federal Register: Postal Regulatory Commission: New Postal Products, 16865 [2017–06851], [\[PDF\]](#)
Industry Alert: *PostalOne! Release 45.1.0.2* will deploy on Sunday, April 9, 2017 from 4:00 AM to 8:00 AM CT. The *PostalOne!* system will remain available during this timeframe. Release Notes are posted on PostalPro at: <https://postalpro.usps.com/node/3760>. If you have any questions, contact the *PostalOne!* Help Desk at 800-522-9085.

April 5, 2017

Industry Alert: **Goodman, MO Post Office Closed Due to Power Outage.** The Goodman, MO Post Office (64843) is closed due to a power outage sustained from tornado activity overnight. Customers can call 1-800-ASK-USPS or go to the Postal Service's Website www.usps.com to get the location of other nearby Post Offices and approved postal retail service providers.

Office of the Inspector General: [Information Technology Continuity of Operations Plans](#) In order to meet its mandate to deliver the mail, the U.S. Postal Service has developed an overall Continuity of Operations plan to continue essential business functions during major disruptions. To support this, the Information Technology management team developed its own plans to address technology needs and meet Federal directives. The latest OIG audit report examines whether the technology plan can support the essential functions at USPS. Read more at <https://go.usa.gov/xXnKN>

Office of the Inspector General: [Function 4 Efficiency in the Greater Boston District](#) As part of its ongoing effort to provide cost-effective, high-quality customer service, the U.S. Postal Service tracks customer service activities, known as Function 4, at post offices, stations, and branches. This includes monitoring retail service as well as the scanning, timeliness, and condition of mail and parcels. Our latest audit report examines customer service in the Greater Boston District, read about it at <https://go.usa.gov/xXnkk>

April 4, 2017

Office of the Inspector General: [Response to Extreme Weather Events — Southern Area](#) In 2016, severe flooding, wind damage, and storm surges ravaged the U.S. Postal Service's Southern Area. The OIG has released a new audit report examining USPS's emergency plans and also evaluating the effectiveness of the Southern Area's actions to safeguard the mail and delivery vehicles. You can view the complete report at: <https://go.usa.gov/xXnbb>

Industry Alert: **USPS Officer Led Sessions at 2017 National Postal Forum Baltimore, Maryland** Are you ready to hear directly from the Postal Service's top executives face to face? The Officer Led Sessions at the 2017 National Postal Forum (NPF) will feature a variety of important mailer topics ranging from Safety and Security, Payment, Product Simplifications and many more. Through informative talks and panel discussions, this is your opportunity to learn how the Postal Service plans to embrace the future of the mailing and shipping industry. The National Postal Forum will be held in the heart of Baltimore, Maryland at the Baltimore

Convention Center, May 21-24. Be sure to attend the Officer-Led sessions below and hear how the Postal Service is ready to help grow your business! Visit the [National Postal Forum](#) for full details on 2017 offerings.

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April 2, 2017

Industry Alert: Eufaula, AL Post Office Closed Due to Storm Damage - The Eufaula, AL Post Office (36027) suffered significant damage due to high winds/possible tornado. Currently, this Post Office is closed for assessment of the damage. Customers are being serviced through the Clayton, AL Post Office (36016).

Impacted Office	Impacted ZIP	Nearest Alternate Retail Office	Retail Hours
Eufaula Main Post Office 540 E Broad St Eufaula, AL 36027-9998	36027	Clayton Post Office 15 S Midway St Clayton, AL 36016-9998 21.6 miles from the Eufaula Post Office	Mon-Wed-Fri: 9:00am - 12:00pm, 1:00pm - 3:30pm Thurs: 9:45am - 12:00pm 12:00pm Sun: Closed PC pick up their mail at the Clayton Post O

Office of the Inspector General: [Virtual Exhibit, Very Real Story](#) - Did you know that LLBean had an early store above a Freeport [need to add Maine?] post office and installed chutes to send packed boxes straight down for processing This week's blog from the OIG talks about the National Postal Museum's virtual exhibit, "America's Mailing Industry," highlighting this fact and others while exploring the central role of mail and the U.S. Postal Service in communications, commerce, logistics and more. Read more at <https://go.usa.gov/xXNVE>

Industry Alert: Attention PostalOne! Users: PostalOne! Release 45.1.0.1 is complete. Release notes are posted on PostalPro at: <https://postalpro.usps.com/node/3729>. If you have any questions, contact the *PostalOne!* Help Desk at 800-522-9085.