

# Industry Resource Guide

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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 RIBBS under the- [Industry Outreach](#) link. <https://ribbs.usps.gov/index.cfm?page=industryoutreach>

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

**All Things Postal** located on [RIBBS](#) <https://ribbs.usps.gov> *This site will soon complete a transition to [PostalPro](#)* - What can we help you find? <http://beta.postalpro.usps.com/>

**Area Mailing Industry Focus Group:** The Area Mailing Industry 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.

**Area Mailing Industry Focus Group Calendar** <http://beta.postalpro.usps.com/node/962>  
**Co-chairs and Coordinators**  
[https://ribbs.usps.gov/periodicalsfocus/documents/tech\\_guides/uspsindustry/AreaFocusGroupCoChairsCoordinators.pdf](https://ribbs.usps.gov/periodicalsfocus/documents/tech_guides/uspsindustry/AreaFocusGroupCoChairsCoordinators.pdf)

**Barcode Certification** - [Click here](#). <https://ribbs.usps.gov/index.cfm?page=barcodecert> - The information will assist you in obtaining USPS certification for your Confirmation Services barcodes and your electronic file submissions

**Barcode Certification / Confirmation Services** – email - <mailto:delivery.confirmation@usps.gov>  
**Parcel Labeling Guide** - This document was developed to make it easier to create and use labels on parcels shipped via the United States Postal Service.  
[https://ribbs.usps.gov/barcode\\_cert/documents/tech\\_guides/ParcelLabelingGuide.pdf](https://ribbs.usps.gov/barcode_cert/documents/tech_guides/ParcelLabelingGuide.pdf)

**Business Customer Gateway:** [Click BCG](#) - The Business Customer Gateway provides a single entry point for Postal Service® online business services. <https://gateway.usps.com/eAdmin/view/signin>  
-email [intelligentmailsupport@usps.gov](mailto:intelligentmailsupport@usps.gov)

## **Business Mail Acceptance--Assistance and Escalation –in order**

**Business Mail Entry Managers** - <https://ribbs.usps.gov/locators/find-bme.cfm>  
**District Marketing Managers Directory** -  
[https://ribbs.usps.gov/bma/documents/tech\\_guides/DistrictMarketingManagerDirectory.pdf](https://ribbs.usps.gov/bma/documents/tech_guides/DistrictMarketingManagerDirectory.pdf)  
**Area Marketing Managers Directory** -  
[https://ribbs.usps.gov/bma/documents/tech\\_guides/AreaMarketingManagerDirectory.pdf](https://ribbs.usps.gov/bma/documents/tech_guides/AreaMarketingManagerDirectory.pdf)



**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.

**ABRM Brochure** - [https://ribbs.usps.gov/bma\\_abrmtool/documents/tech\\_guides/ABRMInfo.pdf](https://ribbs.usps.gov/bma_abrmtool/documents/tech_guides/ABRMInfo.pdf)

**ABRM Tool Instructional Process Guide** -  
[https://ribbs.usps.gov/bma\\_abrmtool/documents/tech\\_guides/ABRMToolInstructionalGuide.pdf](https://ribbs.usps.gov/bma_abrmtool/documents/tech_guides/ABRMToolInstructionalGuide.pdf)

**Business Mailer/Major Mail Support (BMS/MMS) Analyst Directory** - Detached Mail Units; Mailer Scorecard; Special Postage Payment Systems -  
[https://ribbs.usps.gov/bma/documents/tech\\_guides/BMSAnalystDirectory.pdf](https://ribbs.usps.gov/bma/documents/tech_guides/BMSAnalystDirectory.pdf)

**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://ribbs.usps.gov/bma/documents/tech\\_guides/SPPSRefundProcess.pdf](https://ribbs.usps.gov/bma/documents/tech_guides/SPPSRefundProcess.pdf)

**Business Service Network Locator** - The BSN offers qualifying business mailers personalized service and help with unique mailing needs. <https://ribbs.usps.gov/locators/find-bsn.cfm>

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

**Customer label Distribution System (CLDS)** – email [ribbsfeedback@usps.gov](mailto:ribbsfeedback@usps.gov)

**DMM Advisory** - [Click here](#). 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** [Click here](#). – 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)**

**Drop Ship Checklist for Mailers-**  
[https://ribbs.usps.gov/bma/documents/tech\\_guides/DropshipChecklistMailers.pdf](https://ribbs.usps.gov/bma/documents/tech_guides/DropshipChecklistMailers.pdf)

**Electronic Verification System (eVS)** – email [evs@usps.gov](mailto:evs@usps.gov)

**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.

**FAST Appointments** - <https://fast.usps.gov/fast/>  
**FAST Appointments for Mixed Periodicals**  
[https://ribbs.usps.gov/bma/documents/tech\\_guides/FASTMixedPeriodicals.pdf](https://ribbs.usps.gov/bma/documents/tech_guides/FASTMixedPeriodicals.pdf)

**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** - [Click here.](#) -This tool provides visibility into the mail stream; assists in planning drop shipments; and helps manage delivery expectations. [https://ribbs.usps.gov/imb\\_planning\\_tool/index.cfm](https://ribbs.usps.gov/imb_planning_tool/index.cfm)

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

**Archives-**

**2015** [https://ribbs.usps.gov/industryoutreach/documents/tech\\_guides/IndustryAlertArchives/2015IndustryAlerts/](https://ribbs.usps.gov/industryoutreach/documents/tech_guides/IndustryAlertArchives/2015IndustryAlerts/)

**2016** [https://ribbs.usps.gov/industryoutreach/documents/tech\\_guides/IndustryAlertArchives/2016IndustryAlerts/](https://ribbs.usps.gov/industryoutreach/documents/tech_guides/IndustryAlertArchives/2016IndustryAlerts/)

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

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

## International Links

**International information on RIBBS** – International Mail Service disruptions, Custom Forms (Privately-Printed) PS Form 2976, 2976A. <https://ribbs.usps.gov/index.cfm?page=international>

**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** - [Click here.](#) 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** – email [mteor@usps.gov](mailto:mteor@usps.gov)

**Mailing Promotions and Incentives** - email [mailingpromotions@usps.gov](mailto:mailingpromotions@usps.gov)

**Mailpiece Design Analysts**- 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. <https://ribbs.usps.gov/index.cfm?page=mtac>

Next MTAC Members meeting will be held - November 1 - 3, 2016

**Calendar - Monthly** - <https://ribbs.usps.gov/mtac/mtacalendar/mtacalendar.cfm>

**MTAC Agendas:**

**2015** [https://ribbs.usps.gov/mtac/documents/tech\\_guides/2015/agenda/](https://ribbs.usps.gov/mtac/documents/tech_guides/2015/agenda/)

**2016** [https://ribbs.usps.gov/mtac/documents/tech\\_guides/2016/agenda/opensessions/](https://ribbs.usps.gov/mtac/documents/tech_guides/2016/agenda/opensessions/)

**Archives:** [https://ribbs.usps.gov/mtac/documents/tech\\_guides/meetingarchives/meetingarchives.htm](https://ribbs.usps.gov/mtac/documents/tech_guides/meetingarchives/meetingarchives.htm)

**Hotel Accommodations:**

**2016** <http://beta.postalpro.usps.com/node/427>

**Mailers' Technical Advisory Committee (MTAC), cont.****MTAC Notes and Presentations:****2015** [https://ribbs.usps.gov/mtac/documents/tech\\_guides/2015/minutes/](https://ribbs.usps.gov/mtac/documents/tech_guides/2015/minutes/)**2016** [https://ribbs.usps.gov/mtac/documents/tech\\_guides/2016/minutes/](https://ribbs.usps.gov/mtac/documents/tech_guides/2016/minutes/)**MTAC Open Session and Focus Information****2016** [https://ribbs.usps.gov/mtac/documents/tech\\_guides/2016/agenda/opensessions/](https://ribbs.usps.gov/mtac/documents/tech_guides/2016/agenda/opensessions/)**MTAC User Group-Work Group and Task Team Leaders - Roster**[https://ribbs.usps.gov/mtac/documents/tech\\_guides/2016/roster/MTACWGTTUGRosterAugust2016.pdf](https://ribbs.usps.gov/mtac/documents/tech_guides/2016/roster/MTACWGTTUGRosterAugust2016.pdf)**Move Update - email** [ncsc.moveupdate@usps.gov](mailto:ncsc.moveupdate@usps.gov)**National Postal Forum** -Tradeshow and conference featuring latest USPS products, services, and information: **NPF** <http://www.npf.org/>**Periodical Critical Entry Times (CET):****FAQs** [https://ribbs.usps.gov/bma/documents/tech\\_guides/CETFAQs.pdf](https://ribbs.usps.gov/bma/documents/tech_guides/CETFAQs.pdf)**Postal Customer Council: - PCC** - Local network consisting of Industry and Postal participants focused on support and communication pertaining to the mailing industry. <https://ribbs.usps.gov/index.cfm?page=pcc>**PCC Insider** Latest newsletters are located on the main page. <https://ribbs.usps.gov/index.cfm?page=pcc>**Email PCC feedback:** [PCCfeedback@usps.gov](mailto:PCCfeedback@usps.gov)**PCC Workshops-in-a-Box-** [Click here.](https://ribbs.usps.gov/index.cfm?page=pccworkshopbox) <https://ribbs.usps.gov/index.cfm?page=pccworkshopbox>**Postal Explorer** [Click here.](#) – 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** **PRC** <http://www.prc.gov/press-releases>**United States Postal Service (Newsroom)** **USPS** <http://about.usps.com/news/welcome.htm>**Publication for Streamlined Mail Acceptance for Letters and Flats- [Click Here](#)** 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. <http://beta.postalpro.usps.com/node/581>**Service Alerts** [Click here](#) Latest information on USPS operations impacted by weather-related or other natural disasters or events <http://about.usps.com/news/service-alerts/welcome.htm>**Track and Confirm: [USPS Tracking](#)** [https://tools.usps.com/go/TrackConfirmAction\\_input](https://tools.usps.com/go/TrackConfirmAction_input)**USPS educational and informational series:****2015** [https://ribbs.usps.gov/mtac/documents/tech\\_guides/webinararchives/2015Webinars/](https://ribbs.usps.gov/mtac/documents/tech_guides/webinararchives/2015Webinars/)**2016** [https://ribbs.usps.gov/mtac/documents/tech\\_guides/webinararchives/2016Webinars/](https://ribbs.usps.gov/mtac/documents/tech_guides/webinararchives/2016Webinars/)**USPS website [USPS.COM](#)- For more** information on Mail & Shipping, Tracking and Managing, Postal Store, Business and International resources <https://www.usps.com/>

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