

TITLE SLIDE

Today's topic is Secure Destruction, a new sustainable BlueEarth mail service offering that provides a solution for USPS customers' business needs while providing environmental and economic benefits across our mailing industry.

Secure Destruction was developed as a sustainability initiative that helps achieve the USPS goals of "delivering mail at the lowest cost with minimal impact to the environment – and to better serve our customers, our bottom line, and our planet."



What is Secure Destruction (SD)?

Who should use SD?

What are the benefits of SD?

How secure is SD?

What are the requirements to participate?

How do mailers register and participate?

What should mailers do next to get started?



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Today we will review the following topics:

- What is Secure Destruction (SD)?
- Who should use SD?
- What are the benefits of SD?
- How secure is SD?
- What are the requirements to participate?
- How do mailers register and participate?
- What should mailers do next to get started?

Note: The slide background is a map of the 61 USPS SD Plants .

Each year USPS® returns over 1.2 billion pieces of Undeliverable-As-Addressed (UAA) First-Class Mail® to mailers



Large mailers send mail that is processed at USPS® facilities prior to being sent out for delivery. Secure Destruction identifies and eliminates UAA Return to Sender mail at the USPS® facility during processing.

Secure Destruction Service

Secure Destruction was created in response to mailers asking to reduce handling costs for “Return to Sender” mail with Personally Identifiable Information (PII)

-  Applies only to letter-sized First-Class Mail®
-  Performed by USPS® employees in USPS® facilities
-  An opt-in service for mailers provided at no additional fee



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Secure Destruction (SD) is an opt-in mail service offered and operated solely by USPS.

Secure Destruction will reduce the amount of undeliverable as addressed 1st class letter mail that is currently being returned to sender (RTS) to protect any confidential or sensitive information in the mailpiece.

The USPS is now able to identify and intercept UAA 1st class SD letters.

Once intercepted, SD mail will be securely shredded and recycled.

Secure Destruction was created in response to USPS customer requests to offer a service that reduces the handling costs associated with RTS mail with personally identifiable information (PII).

Secure Destruction is a five-step process that destroys UAA RTS mail



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Secure Destruction is basically a 5-step process which occurs within our USPS mail processing facilities:

- Step 1: Mail enters one of 61 CIOSS processing plants,
- Step 2: Driven by the Secure Destruction STID in the IMb, mailpieces are labeled and sorted for Secure Destruction,
- Step 3: The SD sorted mail is then verified by USPS employees to ensure accuracy before shredding,
- Step 4: Verified mail is shredded using USPS industrial cross-cut shredders,
- Step 5: Shredded material is recycled.

Certain industries will receive the most benefit from the SD Service

Financial Services



- Banking
- Credit Card Providers
- Investment Firms

Service Providers



- Health Care
- Insurance
- Legal
- Telecommunications
- Utilities

Government



- Federal Government Agencies
- State Government Agencies
- Government Contractors

Education



- Public Institutions
- Private Institutions



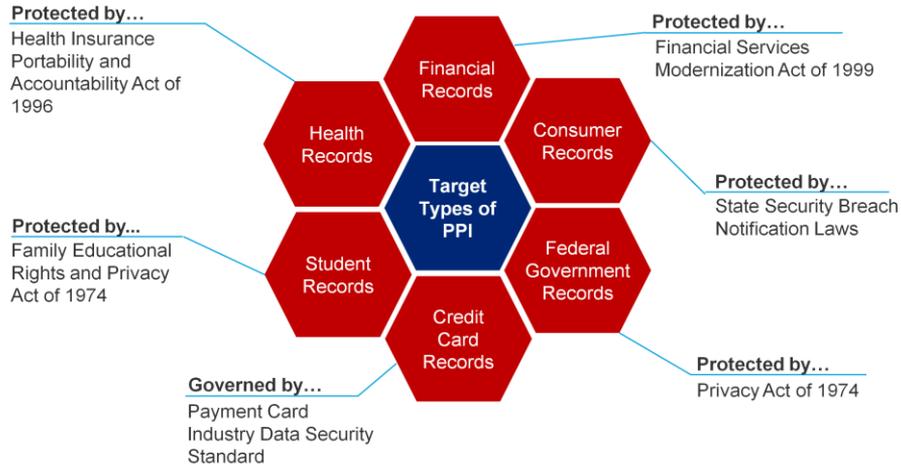
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There are several industries that can benefit from the SD service based on the types of companies in those industries and the sensitivity around the type of information those companies manage.

Relevant industries include: financial services, service providers, government agencies, and educational institutions (*note: note examples of each*).

As you look at these industries and think about the relevance of Secure Destruction for your company, determine if your company falls into one of these industries.

Secure Destruction is also beneficial to mailers who face the risk of liabilities if they don't properly and securely destroy Personally Identifiable Information (PII)



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Another way to determine the application of this service to your company is to identify the type of information that you send to your customer through the mail.

If you send sensitive information that must be securely managed and that is protected/governed by any information security laws, regulations or industry standards, then Secure Destruction mail service can certainly benefit your organization.

Relevant information types include: financial, consumer, federal government, credit card, student, and health records

Securely destroying mail within USPS® processing facilities provides environmental, economic, and security benefits



Environmental - Reduces the carbon footprint of UAA mail through recycling and eliminating unnecessary reverse logistics associated with returning mailpieces to the sender



Economic - Reduces the costs for mailers for handling and destroying RTS mail in-house or through third party contactors at no additional cost to the mailer



Security - Strengthens mailers' information security programs, processes, and procedures

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The Secure Destruction program provides environmental, economic, and security benefits:

- Environmental benefits include: less carbon emissions (i.e. greenhouse gases) by reducing the need for additional mail processing and transportation associated with RTS mail. Other benefits included increased recycling of UAA mail.
- Economic benefits include: reduced RTS handling and management costs for mailers at no additional charge from the USPS.
- Security benefits include: strengthens the security profile of participating mailers by ensuring that confidential and sensitive information contain in the mail is securely removed from the mail stream and destroyed with fewer touch points.

The Postal Service® has several processes in place to ensure the security of SD mail



Mail Verification - All SD mail generated undergoes individual mailpiece verification prior to destruction



Standard Handling Procedures - Mail that is not eligible or that could not be processed is handled per standard procedures



Postal Inspection Service - Periodic security assessments of Secure Destruction processes and procedures are conducted



Office of the Inspector General - Per Title 18, United States Code, investigations will occur for any allegations of mail theft by individuals and entities under contract with the Postal Service

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The USPS has multiple tiers of mail security protection in place for SD Mail.

Each piece of SD Mail generated on USPS mail processing equipment will be individually verified prior to destruction.

Standard operating procedures and controls have been established to ensure mail flows securely thru the mail processing facility.

As the appointed federal agency responsible for regulating and protecting the sanctity of the mail, the USPS Inspection Service will periodically inspect and assess SD Mail operations.

As with all mail, the Office of the Inspector General will investigate any allegations of mail theft or tampering.

Secure Destruction uses industrial cross-cut equipment to shred paper smaller than the NAID standard

USPS® uses industrial cross-cut shredders

NAID maximum shred size:

- Width: 0.75 inch
- Length 2.5 inches
- Surface Area: 1210 mm²

USPS® maximum shred size:

- Width: 0.24 inch (6mm)
- Length: 1 inch (25.4mm)
- Surface Area: 152 mm²

Current level of destruction exceeds the level required to meet the NAID standard



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SD further ensures the security of the mail shredding process by shredding paper to a cut size smaller than the (National Association for Information Destruction) NAID standard.

The total surface area of SD shredded material is 152mm², compared to the NAID standard of 1210mm² – over 85% smaller than the NAID standard.

The SD team also consulted the International Standard DIN 66399 to determine paper data destruction specifications

P-Level 1: General Data Surface Area: \leq to 2000mm² or strip width: \leq 12mm (unlimited length)

The Secure De



USPS CIOSS Mail Processing
Letter-size First-Class
enters the USPS Core
Input-Output Sub System
(CIOSS) processing facility

P-Level 2: Internal Data Surface Area: \leq 800mm² or
Strip width: \leq 6mm (unlimited length)



USPS CIOSS Mail Processing
Letter-size First-Class
enters the USPS Core
Input-Output Sub System
(CIOSS) processing facility

P-Level 3: Sensitive & Confidential Data
Surface Area: \leq 320mm² or
Strip width: \leq 2mm
(unlimited length)



USPS CIOSS Mail Processing
Letter-size First-Class
enters the USPS Core
Input-Output Sub System
(CIOSS) processing facility

P-Level 4: Particularly Sensitive & Confidential Data
Surface Area: \leq 160mm² and
Strip width: \leq 6mm



USPS CIOSS Mail Processing
Letter-size First-Class
enters the USPS Core
Input-Output Sub System
(CIOSS) processing facility

P-Level 5: Secret Data Surface Area: \leq 30mm² and strip width: \leq 2mm



USPS CIOSS Mail Processing
Letter-size First-Class
enters the USPS Core
Input-Output Sub System
(CIOSS) processing facility

P-Level 6: Highly Secret Data Surface Area: \leq 10mm² and strip width: \leq 1mm

P-Level 7: Top Secret Data Surface Area: \leq 5mm² and strip width: \leq 1mm



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The SD team also evaluated the international standards for destroying various levels of sensitive information.

The SD team determined that the information contained in first-class mail fell into the sensitive/confidential bucket (Levels P3 and P4) and used these international standards as a benchmark in addition to the NAID standard.

Secure Destruction shred size is more stringent than NAID, DIN, and common US industry practice for documents with sensitive and/or confidential information

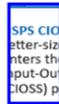
NAID

Surface Area: 1210 mm²
Dimension: 0.75" x 2.5"



DIN Standards Level 3

Surface Area: ≤ 320 mm² or
Strip width: ≤ 2mm

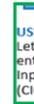
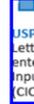


Common Industry Practice

Surface Area: 252 mm²
Dimension: 0.63" x 0.63"
(5/8" x 5/8")

DIN Standards Level 4

Surface Area: ≤ 160 mm² and
Strip width: ≤ 6mm (0.24")



USPS SD Standard

Surface Area: 152 mm²
Dimension: 0.24" x 1"



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Compared to the NAID, international Levels P3, and common industry practice, the SD Service destroys sensitive and confidential information to a size that exceeds all these standards and falls within international Level P4 for "Particularly Sensitive and Confidential" information.

[Note: the sizes above are to scale]

[Note: the same content is contained within each mailpiece to compare the amount of information you are able to discern]

Mailers must meet the following requirements in order to use the SD Service

- Mailer has an ACS account
- Mailer is enrolled in Secure Destruction Mail Service Program
- Mail is First-Class Mail®
- Mail bears an Intelligent Mail® barcode (IMb™) containing a Secure Destruction Service Type Identifier (STID)
- Barcode is readable
- Mail requests Change Service Requested ancillary service, ACS Option 1 or 2



* A printed ancillary service endorsement is optional for First-Class Mail® when using the IMb™



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In order for a mailer to use the SD Service, the following requirements must be met:

- Mailer has an ACS account: the mailer must have a registered ACS account; mailers may also use an existing ACS account
- Mailer must be enrolled in the SD Service
- Mail is First-Class: the program is currently limited to First-Class letter mail only
- IMB: the mail must have a readable IMB that contains an SD-specific STID (will be discussed in a later slide)
- Change Service Request: Change Service Request, ACS Option 1 or 2 must be selected

Secure Destruction can only occur when the Intelligent Mail® Barcode is readable

- If the barcode cannot be read and there is no printed endorsement, the mail will be treated as unendorsed
- The default treatment for unendorsed First-Class Mail® is to be forwarded or returned with no additional postage paid and no separate address correction notice



** If "Change Service Requested" is printed and the IMb™ cannot be read, First-Class Mail® will be returned to sender.*

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Inability to meet the previously mentioned criteria will prevent the mailer from participating in the SD Service at this time.

If the previously mentioned requirements are met; but the IMb on the mailpieces is not readable, the mailpiece will follow standard handling procedures independent of secure destruction.

There are five basic requirements to fulfill before preparing any SD mailings

- 1 Use of IMb™ for letter-sized First-Class Mail® is required**
 - Full-Service or Basic IMb™ used on letter-sized First-Class Mail® is allowed
 - Information and Resources regarding the IMb™ can be found at:
<https://ribbs.usps.gov/index.cfm?page=intellmailmailpieces>
- 2 An ACS account is required to receive Secure Destruction Notices**
 - You may use an existing ACS™ account: SingleSource ACS™, OneCode ACS®, or Traditional ACS™
 - If you do not already have an ACS account, complete and submit the ACS Enrollment Form at: https://ribbs.usps.gov/acs/documents/tech_guides/eACS001.PDF
- 3 Use Existing or Register for an Electronic Product Fulfillment Account**
 - If you already have an ACS account with EPF access, then you may skip this step.
 - If not, go to <http://epf.usps.gov> for the EPF Web Access Request Form
- 4 Enroll in the Secure Destruction program**
 - The form is available in the Secure Destruction eNotification guide, or from:
http://ribbs.usps.gov/forms/documents/secure_destruction/SDACS001.pdf



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In order to register for the SD Service and receive electronic notifications of securely destroyed mail, mailers must follow a 5 step process:

Step 1. Identify first-class mail to destroy and ensure that an IMb is used,

Step 2. Register or use an existing ACS account,

Step 3. Register or use an existing EPF account to receive SD eNotifications,

Step 4. Enroll in the SD program by filling out the form located on the RIBBS site,

5 Determine which Secure Destruction STID you will use in the IMb™

- Information is available in the [Secure Destruction Electronic Notification documentation](#).

Address Correction Option	Basic Non-Auto Service		Full Service	
	Without IMb™ Tracing	With IMb™ Tracing	Without IMb™ Tracing	With IMb™ Tracing
Full-Service ACS™ – Change Service Requested Opt 1 w/Secure Destruction			Available for Qualified Full Service IMb™	Available for Qualified Full Service IMb™
Full-Service ACS™ – Change Service Requested Opt 2 w/Secure Destruction			Available for Qualified Full Service IMb™	Available for Qualified Full Service IMb™
One Code ACS® – Change Service Requested Opt 1 w/Secure Destruction	Available for OneCode ACS® Participants	Available for OneCode ACS® Participants		
One Code ACS® – Change Service Requested Opt 2 w/Secure Destruction	Available for OneCode ACS® Participants	Available for OneCode ACS® Participants		
Traditional ACS™ Format – Change Service Requested Opt 1 w/Secure Destruction	Available for Traditional ACS™ Participants			
Traditional ACS™ Format – Change Service Requested Opt 2 w/Secure Destruction	Available for Traditional ACS™ Participants			

STID will be provided after registration is complete Not Applicable for SD



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Step 5. Determine which STID category you will use in the IMb.

STID numbers will be provided to mailers after they complete the first 4 steps in the registration process.

Receiving electronic notifications is a two part process *

1. Notification of new address or reason for non-delivery provided to the mailer via ACS™
2. Secure Destruction record associated with the IMb™ that will be provided in a separate report



* All mailer SD eNotification records will be provided daily in reports available to registered mailers through the customer Electronic Product Fulfillment (EPF) customer portal website

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Once mailers has completed the registration process and SD mail starts to get processed, they will begin receiving notifications electronically. Mailer records when using SD will be a two part process:

Part 1. ACS Notification indicating the reason for non-delivery of the mailpiece;

Part 2. SD Notification of mailpieces (by IMb) that have entered the secure destruction process.

The SD notifications can be accessed by mailers via the Electronic Product Fulfillment (EPF) website.

Secure Destruction eNotifications Data File Record

	SD File	Mailer ID	Mailer IMb™	Scan Date and Time	Facility ID (i.e. CIOSS Plant Zip)
2	D,200383	,0051320038312345678938134754857,		04/14/2013,15:16:42,	381111,
3	D,200383	,0051320038312345678938111206591,		04/14/2013,16:20:33,	381111,
4	D,912345678,	0051391234567865432138134754857,		04/14/2013,17:25:54,	381111,
5	D,912345678,	0051391234567812345638134754857,		04/14/2013,18:45:54,	381111,

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When mailers access the EPF site, they will see a listing of mailpiece-level notifications similar to the one of this slide.

The notification will include:

- Mailer ID
- Mailpiece IMb
- Date and Time the mailpiece entered the SD process
- Facility ID for the USPS location that processed and ultimately destroyed the mailpiece

- Increase your awareness of the new SD mail service option and how it works

- Make the decision to enroll
- Target the 1st Class mailings that would benefit most from the service
- Enroll in the SD Program via our National Customer Support Center
- Prepare Mailings with SD STIDs
- Start saving Money !!



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As mailers decide whether or not they want to be part of the SD process, we recommend you take some of the next steps listed in the slide to learn more about the program and to gain buy-in from your respective organizations.

Additionally, mailers should access the RIBBS website SD page to find more information on the SD Service.

RIBBS SD Webpage:

- SD “A Primer for Mailers” PPT Presentation
- SD Checklist for Interested Mailers
- SD Fact Sheet
- SD Pamphlet for Mailers
- SD Frequently Asked Questions
- Information Security Cross Comparison Matrix
- SD Plant Zip Lookup Table

RIBBS PCC Webpage:

- SD PCC Workshop in a Box
- Industry Specific Data Protection Info Sheets



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There are a number of additional SD resource documents available on the USPS RIBBS Website on the Secure Destruction page as well as the PCC page.

For Additional Information on Secure Destruction
visit the RIBBS SD Webpage at

<https://ribbs/index.cfm?page=securedestruction>

SD Enrollment and eNotification Questions?

Contact the National Customer Support Center at:

Phone: 877-640-0724, option 1

Email: acs@usps.gov

Contact Your Account Manager at *(insert info)*:

