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## The USPS Deserves a Prize – Commentary

After reading the Postal Service's July 1 *Industry Alert* ("USPS to Implement Second Phase of Service Standard Refinements on July 1") it's clear that the agency's PR writers have again shown their singular ability to spin anything the USPS does into a great benefit for its customers.

Accordingly, we're proposing that an award be developed that can be given out as needed – such as every time the postal spinmeisters issue another laughably transparent statement about how decreasing service is a "refinement."

In its *Industry Alert*, the Postal Service crowed:

"The US Postal Service will implement the next phase in its service standard refinements on July 1, part of the organization's ongoing efforts to better serve customers nationwide. Service standards indicate the expected number of days for delivery after a mail piece is accepted by USPS. In March, USPS announced service standard refinements to be implemented in two phases: April 1 and July 1. The changes will support the organization's operational improvements and are estimated to save the Postal Service at least \$36 billion during the next decade through reductions in transportation, mail and package processing, and real estate costs. ...

"Service standard refinements previously announced on April 1 included:

- Adding one day to the service standard for USPS Ground Advantage, single-piece First-Class Mail and Periodicals originating in a 5-digit ZIP Code that is more than 50 miles from the nearest regional processing and distribution center.
- New critical entry times for commercial mail acceptance, with no change to the service standard for presort First-Class Mail.
- Arrival time by 8pm at regional processing and distribution centers for collection mail and packages originating in offices within 50 miles.
- Sundays and holidays no longer counted in service performance measurement when accepted on the day prior to Sunday or a holiday."

The July 1 announcement wasn't the first that the USPS has issued about changes to service standards or service



measurement, nor is it the first of the type that would deserve the award.

For years, the agency – implementing former Postmaster General Louis DeJoy's 10-Year Plan – has been reducing transportation, eliminating collections, and insourcing mail processing by diminishing the value of worksharing. At the same time, its new network design includes – aside from more plant-to-plant trucking – the assignment to some processing hubs of the additional task of cross-docking mail and consolidating loads to serve DeJoy's objective of full trucks.

The impact on service – especially for First-Class Mail and Periodicals – has been stunning; the added handling and loss of air transportation shows in the numbers. Meanwhile, for Marketing Mail, often drop-shipped by mailers close to destination to bypass the maze of postal processing and "full trucks," service for the class has suffered less.

Concurrently, to legitimize its claims for service performance, the Postal Service has simply redefined the applicable standards and added convenient exceptions and conditions about when and how service is measured. By moving the goalposts – more than once – the USPS has sought (and, notably, still failed) to achieve the lower targets it's set for itself to meet the relaxed standards.

Despite this, as if the mailing industry can't read the reported numbers, the Postal Service continues to make dizzyingly spun statements about its service and its actions related to moving mail.

For example, calling the addition of a "day zero" to how service performance is measured a "refinement ... to better serve customers" is absurd – yet they make such declarations unabashedly. Most people would expect a "refinement" to be more than a glibly self-serving assertion but, conversely, something that *actually improves* an outcome.

Aside from making *real* improvements in service performance, incoming PMG David Steiner would be well advised to counsel his publicists: if you're going to make a statement, don't say something every reader will know to be ... *award-winning*. Ratepayers will know good service when they get it.

## PRC Approves Price Change for Competitive Products

In an order issued July 2, the Postal Regulatory Commission approved the prices for competitive products that had been announced by the Governors of the Postal Service on May 9. Those revised prices took effect July 13.

Unlike for a price change for market-dominant products, the PRC has a limited role in price changes for competitive products. The 2006 *Postal Accountability and Enhancement Act* empowered the Governors of the USPS to adjust competitive product prices on their own authority, and tasked the commission only with assuring that those prices meet the applicable statutory requirements. Their recent order represented their affirmation of the announced prices accordingly.

### Issues

However, the Postal Service's filing was not a simple adjustment of prices, and the PRC's order was not a simple ruling on their legality.

In addition to amended prices, the governors' announcement also included four classification changes:

- USPS Ground Advantage Commercial packages will be sealed against inspection.
- The Destination Network Distribution Center (DNDC) price category within Parcel Select will be eliminated.
- Priority Mail Express, Priority Mail, Parcel Select and USPS Ground Advantage Non-Standard Fees (NSFs) are being restructured to include a category for packages with certain non-standard package characteristics (tubes or rolls, liquids, wooden boxes, etc.).
- The IMpb (Intelligent Mail Package Barcode) Noncompliance Fee will be renamed to the Package Quality Noncompliance Fee.

These changes elicited comments from groups representing package shippers.

As summarized by the PRC, the Parcel Shippers Association raised three concerns:

"First, PSA raises concerns that the structure of the nonstandard fees is not consistent with the guidance communicated by the Postal Service to industry over the past year and that 'proposed changes that are not aligned with advance industry guidance increase compliance costs and the likelihood of operational challenges.' Second, PSA raises concern that the guidance regarding the restructured nonstandard fees is 'too indefinite to ensure equitable implementation.' PSA states that the proposed price adjustments are 'silent with respect to how the Postal Service can reliably and consistently demonstrate to shippers who are assessed these fees why a particular package was subject to a substantial fee.' Third, PSA questioned the Postal Service's market power over certain subordinate units of the USPS Ground Advantage and Parcel Select products."

The Association for Postal Commerce (Postcom):

"states that the Postal Service 'provides little additional evidence about these fees' and the 'criteria for what constitutes a "non-standard" package remain unclear and subjective.' PostCom also raises concerns that implementation is unlikely to be consistent across the Postal Service's network creating the possibility that fees will not be assessed in a consistent and uniform manner ..."

### The PRC responses

After reviewing the Postal Service's filing and the input from commenters, the PRC offered its analyses and opinions:

As noted, the commission found that the revised prices comply with statute.

Regarding other USPS actions:

- "The Commission takes under advisement the concerns raised by PSA regarding the Competitive classification of certain segments of USPS Ground Advantage and Parcel Select but notes that those concerns are beyond the scope of this proceeding. Additionally, neither PSA, nor any other party, has presented evidence that the Postal Service exercises sufficient market power so that it does not risk losing a significant level of business to competitors as a result of the proposed changes."
- Regarding Ground Advantage Commercial packages being sealed against inspection, the PRC stated it was "concerned that this change will result in some existing volume from Priority Mail migrating to USPS Ground Advantage" and that "the Postal Service may be underestimating the risk and encourages the Postal Service to collect applicable information on existing Priority Mail customers and quantify the volume that is at risk of migrating to the enhanced USPS Ground Advantage product."
- Responding to comments about non-standard fees, the PRC stated that it "finds the Postal Service's responses to the multiple [questions] and further assertions reasonable and accepts the Postal Service's explanations concerning its efforts to provide visibility, clarification, and guidance on the restructured NSFs. In consideration of PSA's comments, the Commission encourages the Postal Service to further engage with the shipping industry to minimize potential confusion and disruptions associated with structural changes and ensure changes can be implemented as smoothly as possible."

The PRC also criticized the "inadequate detailed descriptive information" provided by the Postal Service:

"As stated by the Public Representative, PSA, and PostCom, the Postal Service's Notice lacked sufficient context and descriptive detail to accurately determine the operational implications of the proposed NSFs changes and its impact on users. The Commission issued a series of questions related to the proposed classification changes to clarify the impact of the proposed changes on users of the product."

"The Commission is also concerned with the Postal Service's lack of research to provide an accurate estimate of either the potential number of customers that might be impacted by the NSFs or the potential volume shift caused by expanding USPS Ground Advantage Commercial to be sealed against inspection."

"The Commission has a strong interest in ensuring that changes to the MCS are made in an accurate and transparent manner. The Commission reminds the Postal Service that 'the level of detail and breadth and depth of information provided in filings pursuant to [regulation] are instructive of the level of detail and information the Commission also expects in filings made pursuant to [regulation].'"

Given that the PRC's role regarding competitive product price and classification changes is limited, its conclusion had to focus on legal compliance, notwithstanding the shortcomings it found in what the Postal Service submitted:

"In conclusion, based on the record before it, the Commission finds that the planned rate and classification changes appear to satisfy the relevant statutory and regulatory requirements. As set forth in this Order, the Postal Service may implement its proposed rate and classification changes as scheduled."

## OIG Finds Challenges Continue at the Atlanta RPDC

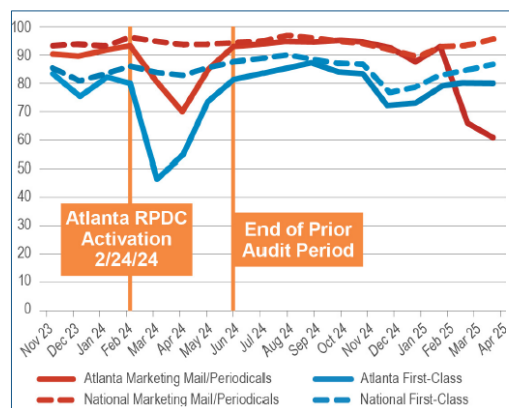
Early in his tenure, former Postmaster General Louis DeJoy toured the Atlanta region's postal operations and didn't like what he found. To him, the several processing centers, annexes, and special-purpose facilities, connected by a web of transportation routes, were emblematic of the poorly designed and inefficient network deployed by his predecessors. Their old "inefficient" network of "randomly" located processing centers would be replaced by a matrix of "high-performing" facilities enabling "service excellence." Atlanta would be where he'd show what the network should be.

Accordingly, he ordered the construction and activation of the Atlanta Regional Processing and Distribution Center, the nation's second RPDC (after Richmond) and the first that was not an existing facility; it would be the showcase for his planned \$40 billion investment to rework the Postal Service's processing and distribution network – all part of his 10-Year Plan. The new Atlanta RPDC was intended to consolidate the operations of six local facilities (including the Peachtree P&DC and the Atlanta NDC) under one roof, to be the processing hub for four subordinate Local Processing Centers (in Atlanta, Duluth, Augusta, and Macon), and to be one of the nation's Regional Transfer Hubs.

The Postal Service expected its investment of \$254 million to build out the one-million-square-foot RPDC to yield \$2.6 billion in savings over the following thirty years.

### Problems

However, virtually from when it opened in February 2024, the facility suffered from a range of problems – untrained employees and supervisors, inadequate yard space for vehicle movement, an inefficient mail flow, and insufficient dock areas for trailer unloading and staging – and service performance for the RPDC service area plunged. Congressional legislators from Georgia repeatedly grilled DeJoy about the situation but his reassurances of improvement were not fulfilled.



The issues at the RPDC were reflected in the audit report issued by the Postal Service's Office of Inspector General on August 28, 2024, after they examined the

RPDC's operations earlier that year (See the September 9, 2024, issue of *Mailers Hub News*). Less objectively, other observers simply referred to the facility as a dumpster fire.

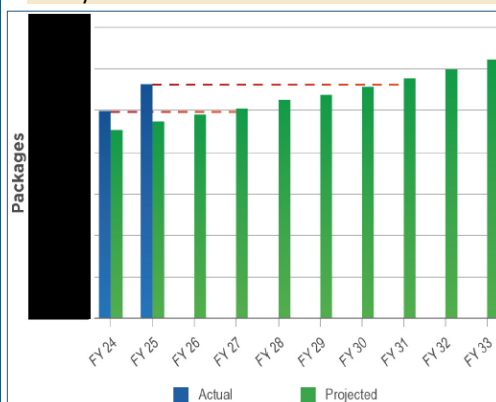
To see if there was any improvement, the OIG visited the Atlanta RPDC again in December 2024 and March 2025; its evaluation was presented in *Network Changes: Progress on Improvements at Atlanta, GA, Regional Processing and Distribution Center*, an audit report issued July 8.

### Findings and recommendations

- **"Finding #1: Ongoing Challenges With Plant Design.** The Atlanta RPDC continues to struggle operating as designed due to space constraints, higher than expected package volumes, and adverse events that impacted processing capacity. The Atlanta RPDC was designed to process mail and packages as soon as they arrive at the dock. Unfortunately, this is not always the case, as the facility has demonstrated it is not always able to process mail and packages at the rate they arrive. This results in backlogs and leads to delayed mail and additional costs. The Postal Service used other facilities to help handle the amount of mail and trailers sent to the Atlanta RPDC, but this increased costs, and the RPDC still struggled to operate as designed. ...

"At the beginning of peak season, the Postal Service realized the facility could not keep pace with the volume assigned and made changes to how it was sent to the RPDC. Specifically, the Postal Service redirected trailers with Regional Transfer Hub mail volume intended for the Atlanta RPDC to the Indianapolis, IN, RPDC. Also, the Postal Service used the Palmetto Mail Processing Annex (MPA), two miles away, to receive and stage mail. During our site visit in December 2024, we observed over 50 trailers waiting to be unloaded at the Palmetto MPA. Further, in February 2025, the Postal Service moved some mail coming from local offices to the Palmetto MPA. Once received, the mail was separated into "mail for processing" at the RPDC and "mail for transportation" to a different facility. Using the MPA helped address the lack of storage space; however, the Atlanta RPDC was intended to simplify transportation logistics and reduce the number of facilities needed for mail processing operations.

"Despite these actions, we observed during our December 2024 and March 2025 site visits that the issues previously identified have not been fully resolved. We found during our site visits conducted in the evenings and early mornings the facility was gridlocked with mail, containers of mail older than 30 days were identified in the facility, and trailers waited hours to unload at the MPA. The facility especially struggled with large heavy packages that could not be loaded onto a processing machine and must be sorted manually. The facility does not have sufficient space to stage nonmachinable packages, and as backlogs accumulate, the facility had not been able to maintain FIFO order. ...



"Even with diverting mail to other facilities and using the MPA, the Atlanta RPDC is processing significantly more packages than the Postal Service expected when it designed the facility. The original design of the

Atlanta RPDC was based on the regional volume at the time, yet the Postal Service did not consider network changes and the launch of new products that increased the package volume well beyond expectations. Specifically, making the Atlanta RPDC a Regional Transfer Hub – and the success of Ground Advantage – significantly increased the amount of packages sent to the RPDC and pushed the facility past its planned capacity. ...

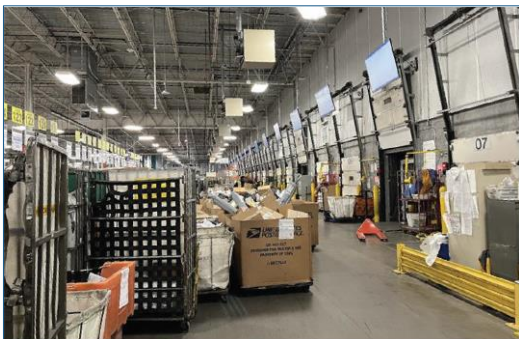




"We found the facility could not overcome adverse events and process mail at the rate that it arrived. For example, during our March 2025

site visit, we observed each of the two Universal Sort Systems – designed to process larger parcels – were inoperable for three and four days while the Postal Service waited for the parts needed to repair the machines. The facility was forced to stage containers of nonmachinable packages throughout the facility, taking up most available space. FIFO order was lost, as these mail containers were inaccessible, packed one against the other, three or four containers deep. Mail handlers moved containers from the perimeter to mail processing, yet those spaces were quickly filled with incoming containers preventing access to the older mail. Older mail lingered at the facility for more than 30 days until the backlog was processed.

"Additionally, one of the Matrix Regional Sorter (MaRS)11 conveyor belts was out of operation for 13 hours, which caused congestion within the plant. We also noted that parcel mail volume staged on the loading dock prevented the use of a high-speed tray sorter to induct mail for processing. ...



"The Postal Service is incurring unplanned costs to meet the unexpected volume of mail and packages sent through Atlanta RPDC. Specifically, the Postal Service is using the Palmetto MPA to assist the Atlanta RPDC in handling the large amount of mail and trailers assigned. ... However, the cost of the Palmetto MPA was not included as part of the cost analysis in the original investment decision; therefore, the projected costs were understated. Additionally, it appears the Postal Service will need to renew the lease when it expires in October of 2028 or find another suitable facility that can continue to support operations at the RPDC.

"The Postal Service is leasing space adjacent to the Atlanta RPDC that will allow parking for an additional 75 trailers to reduce congestion as trailers arrive at the RPDC. ..."

The OIG made two recommendations:

- [1] "... direct the Atlanta [RPDC] Plant Manager to develop and execute a plan to ensure the timely processing of nonmachinable packages and maintain a first in, first out processing order.
- [2] "... assess mail volume and reevaluate operations in the Atlanta region to identify opportunities for more effective use of space, efficient processing and logistics operations, and cost optimization."

The OIG added that"

"Management disagreed that the facility cannot handle the volume of mail and trailers it receives and remains one adverse

event away from gridlock. ... Management disagreed with recommendations 1 and 2 stating that it does not intend to develop a new plan as one already exists for timely processing and maintaining a FIFO order. Management also stated it worked to address specific opportunities at the Atlanta RPDC by expanding the yard, implementing swim lanes, and adding trailer parking capacity in April. ..."

- **"Finding #2: Deficiencies in Management Oversight and Workplace Culture.** Insufficient supervision and a poor employee work culture continued to negatively impact operations, delaying mail processing. We found a general inattention to detail that resulted in mail left on or around machines, employees not actively engaged in work or following workplace rules, and poor house-keeping conditions. ...

"During our site visits we observed continued issues related to management oversight. Specifically, we found:

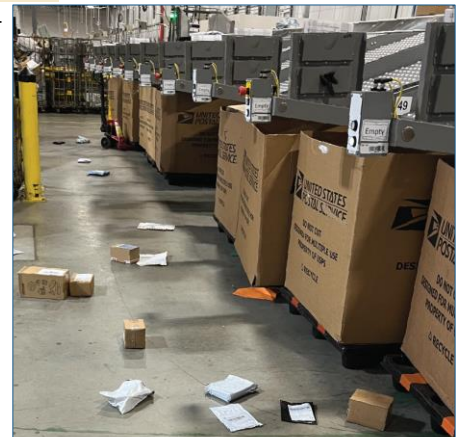
- Several areas without active supervision of employees.
- FIFO order not maintained, resulting in packages remaining in the facility for more than 30 days.
- Overlooked safety issues, including spills and broken equipment.
- Priority Mail Express with live animals sitting in the facility past expected dispatch time.
- Processing equipment not cleared of mail after operations were complete.
- Excessive cardboard, trash, and empty or broken gaylords throughout the facility, occupying valuable space for mail staging.
- No employees assigned to process rejected packages during late evening and early morning hours.
- Backlog of damaged packages awaiting processing.
- Mail not placarded correctly.

"We also found that nearly 80% of all overtime hours at the facility from July 1, 2024,

through March 28, 2025, were not authorized. ...

"During all site visits we observed a work culture lacking in engagement, which negatively impacted mail movement and resulted in delayed mail. In some instances, we saw a lack of commitment and indifference to job performance. For example, we found:

- On average, 20% of employees expected to work not showing up each day.
- An ad hoc cardboard shelter used to shield employees from view for extended breaks.
- FIFO order not maintained, resulting in packages remaining in the facility for more than 30 days.



- Mail left on the workroom floor after falling from processing equipment or mail transport equipment.
- Not removing full sorting containers, resulting in packages overflowing to the floor.
- Disregarded safety issues, such as extension cords lying on the floor and broken equipment.
- Employees wearing earbuds while operating motorized forklift equipment.
- Employees on personal phones while on the workroom floor.”

The OIG made two recommendations, with which management agreed:

[3] “... direct the Atlanta [RPDC] Plant Manager to establish a method to identify, document, and address issues daily and hold managers accountable for recurring issues.

[4] “... direct the Atlanta RPDC Plant Manager to manage unauthorized overtime and penalty overtime and monitor for compliance.”

- **“Finding #3: Projected Labor and Lease Savings Unlikely to Reach Targets.** ... By launching the RPDC, the Postal Service expected operating costs to increase \$6 million in FY 2025, and to have a net savings of \$22 million in FY 2026 and \$66 million in FY 2027. The Postal Service expected savings from labor, transportation, elimination of leases, and consolidated contractor operations. ... However, based on our analysis of staffing, labor costs, workhours, and operations, we do not anticipate the Postal Service will fully realize these projected savings. Further, the Postal Service expects savings from eliminating leases at two facilities, but as of March 2025, one of these facilities is still in use. ...

“The Postal Service projected labor savings based on a reduction of 916 mail processing personnel and over 1.6 million annual work-hours across the region by FY 2027. However, it increased the estimated numbers of employees needed to operate the facilities in the region since it launched the Atlanta RPDC. As of March 2025, the approved mail processing staffing was about 9% above the original projected levels making it unlikely they will achieve the anticipated savings. Further, workhours increased in the year after the launch by about 108,000 hours or 2% from the prior year.

“These issues occurred because staffing in the region is not aligned with the needs of each facility. Atlanta RPDC mail processing is 10% understaffed, while other facilities in the region are overstaffed by as much as 28%. ...”

The OIG made one recommendation, with which management disagreed:

[5] “... revise projected savings as staffing is balanced with additional facilities and operational needs in the region.”

- **“Finding #4: Scanning of Trailer Loads Not Conducted.** Personnel at the Atlanta RPDC are not always completing required ‘unload’ and ‘load’ scans needed to support operational planning and mail tracking. Specifically, logistics and processing personnel conducted 86.8% of the required scans; yet this is over 8 percentage points below goals. ...”

The OIG offered one recommendation, with which management agreed:

[6] “... direct the Atlanta [RPDC] Processing and Logistics managers to review daily scan data to identify problem areas and correct issues to achieve current scanning goals.”

- **Finding #5: Transportation Performance Remains Inconsistent.** Thirteen months after the activation of the Atlanta RPDC, the Postal Service has yet to stabilize transportation operations. ... “From February 24, 2024, to March 28, 2025, we determined transportation performance at the Atlanta RPDC improved for all indicators except for extra trips. Despite improvement, the

number of trips on time and the utilization of trailer space were below targets among other continued challenges, noted below.

- The percentage of trips on time fluctuated between about 50 and 66%, well below the goal of 86.47%.
- Trailer utilization improved over the last year and was about 34% but was well below the goal of 61.3%.
- While there has been modest progress in reducing canceled trips, we found 5,934 contracted transportation trips were canceled unnecessarily, resulting in \$2 million in questioned costs. This includes approximately \$1 million paid to two contractors who accounted for 63% of these cancellations.
- Extra trips, designed to be infrequent, have become a recurring expense, signaling inefficiencies in the transportation plan. These additional trips resulted in over \$5.9 million in questioned costs, further straining resources.

“Additionally, the facility had been unable to load and unload trailers within the goal of 30 minutes. Almost 45% of trailers took more than 30 minutes with about 12% taking over four hours.

Failing to adhere to trip schedules

delays mail processing, disrupts downstream operations, impacts customer satisfaction, and incurs additional costs.

“We also identified that most of the transportation costs were not properly charged to the Atlanta RPDC; rather they were charged to other facilities in the region. Local management stated it was unaware this was occurring. ... One contributing factor to these recurring problems is that according to logistics management at the Atlanta RPDC they are understaffed for their current operational responsibilities. ... The lack of sufficient oversight and timely action by the Postal Service has continued to drive these inefficiencies.”

The OIG made two recommendations, with which management agreed:

[7] “... develop a plan to immediately improve performance against transportation key performance indicators at the Atlanta [RPDC].

[8] “... ensure that transportation schedules are reviewed and adjusted to capture potential cost savings for unnecessary trips.”

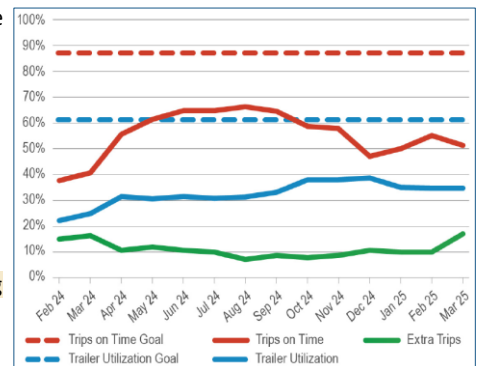
### Observations

Our observations following release of the OIG’s previous audit remain applicable after release of the second:

“The Atlanta RPDC is an ongoing fiasco that resulted from poor facility design, planning, communication, activation, and operation. ... How the Atlanta RPDC will ever become what it should be is an open question. Its physical limitations cannot be easily modified and so neither can the related challenges; staffing and management shortages and training will take months to deliver any benefit. Meanwhile, service remains sub-par.

“Regardless, the situation deserves to be laid at DeJoy’s doorstep. It’s his siloed management structure, unrelenting pressure on subordinates, and demand for unquestioning adherence to what and how he wants things done that contributed to another shoot-ready-aim facility activation.”

The dumpster fire continues to burn.



## USPS Defers Changes to Service Measurement

As reported in the June 30 issue of *Mailers Hub News*, in a June 27 order, the Postal Regulatory Commission expressed serious concerns over whether the Postal Service's proposed changes to its internal service measurement system, filed May 30, will result in accurate measurement and reporting.

### *The commission*

In its order, the PRC stated

"... As the Commission explained when conditionally approving the Postal Service to use the Internal SPM System as the system of record beginning in FY 2019, the Commission must be persuaded that SPM is capable of producing accurate, reliable, and representative performance data. ... After review and consideration of the Postal Service's filings supporting the planned revisions to SPM, the Commission finds that the Postal Service has not provided sufficient information for the Commission to evaluate whether the planned changes will result in accurate, reliable, and useful measurement and reporting of service performance at the 5-Digit level. ... While the Commission considers these matters, the Commission imposes additional interim reporting requirements on the Postal Service ... ."

The PRC also recommended that the USPS not implement the first phase of its proposed changes on July 1, as it plans, given the David Steiner will be sworn in as Postmaster General later in the month:

"The Commission notes that the Postal Service has scheduled these changes to take effect during a period of significant transition, including the imminent arrival of new leadership. Given the scope of the planned changes, it is important to ensure the incoming Postmaster General has sufficient opportunity to review and, if appropriate, endorse them to support effective oversight of service performance measurement. Accordingly, and in view of the concerns identified below, the Commission strongly recommends that the Postal Service delay implementation of these changes at the present time."

The PRC also ordered the USPS and other participating parties to provide additional information by specific deadlines later in July to the address the concerns it expressed in the

order, and it scheduled a technical conference for July 14 to discuss the contents of the USPS proposal in detail.

### *The USPS*

In a departure from its usual argumentative stance, the Postal Service filed a response on July 1 that took a more agreeable approach:

"... The Postal Service is very confident that we can address all of the items raised by the Commission in the Interim Order and that we will appease all of the Commission's concerns. Nevertheless, in the spirit of comity and cooperation, and in the interest of providing answers to all the questions and concerns raised by the Commission in the Interim Order about the Postal Service's planned revisions to its SPM Plan, including through a dialogue at the upcoming Technical Conference, in advance of implementation, the Postal Service hereby notifies the Commission that the Postal Service has decided to defer the planned revisions to the SPM Plan for Leg 3 that were scheduled to be implemented on July 1, 2025 to September 1, 2025, so that these revisions align with the planned revisions to the SPM Plan concerning Leg 1 that are scheduled to be implemented on that date. To be clear, however, the planned changes to our service standards to expand the Leg 2 bands will be implemented today as planned.

"In the Interim Order, the Commission directed the Postal Service to file monthly reports about eight additional categories of service performance data, beginning on August 1. Given the deferred implementation of the planned revisions to the SPM Plan for Leg 3 to September 1, 2025, the Postal Service requests that the Commission rescind these additional reporting requirements. These additional reporting requirements are directly tied to the planned revisions to the SPM Plan for Leg 3, and the Postal Service will be unable to provide accurate data in response to these reporting requirements until the revisions are implemented."

As of July 11, the PRC had not responded to the Postal Service's request to rescind the reporting requirements set to take effect a little over three weeks later. The commission may wait to learn more at the technical conference before making a decision but, if and until then, the mandate stands.

## Another Board Nominee

On June 16, the president nominated John LaValle to be a governor of the Postal Service, to replace Anton Hajjar and complete a term expiring December 8, 2030.

His nomination was referred to the Senate Committee on Homeland Security and Governmental Affairs, joining the nomination of Anthony Lomangino who was nominated on June 2. A hearing for neither nomination has been scheduled.

Meanwhile, the eleven-member USPS Board of Governors – the Postmaster General, Deputy PMG, and nine politically-appointed governors – is currently short one Deputy PMG and four – soon to be five – appointed governors.

When David Steiner is seated as PMG, currently acting PMG Doug Tulino will return to his DPMG role, but action is needed by the White House to fill the vacant governors' seats. Donald Moak and William Zollars completed their holdover years and left in December 2023; Anton Hajjar finished his and left in December 2024; and Robert Duncan

resigned in March 2025. Roman Martinez IV will finish his holdover year this December 8.

No party can hold more than four governor's seats; currently there are two Democrats, two Republicans, and one independent. Lomangino and LaValle are both Republican nominees, so two from the other party are needed.

As for the nominees' qualifications, Lomangino formerly ran a trash collection business in Florida that was sold to Waste Management, the company once led by incoming PMG David Steiner. LaValle is an attorney from Holtsville (NY) and chairman of the Suffolk County Republican Committee. He was notably successful in getting Suffolk County to vote for the president in the 2024 election. Neither has any identifiable experience in mailing or printing, or in being on the board of a multi-billion dollar enterprise.

In today's hyperpolitical environment, how the nominees will be evaluated by the Senate committee remains to be seen.



## Significant Volume Continues to be Excluded from “Measurement”

The granular PQ II service performance data released May 12 validates the question of whether the figures the agency uses in its publicity truly represent the service experience of the entire associated class or category of mail.

Significant quantities of mail remain not “in measurement” for any of several reasons, as detailed in the charts below. (In the bottom chart, “total excluded volume” sums the column; “% RPW Vol Excluded” is the proportion of total volume for the corresponding category that was excluded, based on the quarterly *Revenue, Pieces, and Weight* report.)

Mail volume may vary (for example, PQ I had election mail offering a temporary boost for Marketing Mail), so it’s the *proportion* of excluded mail that warrants attention.

Consistently, the leading causes of exclusion from measurement are “long haul,” “no piece scan,” and “no start-the clock.” The “long haul” exclusion, which mainly impacts

Presort First-Class Mail, was supposedly remediated by a change that was approved by the PRC and implemented by the USPS at the end of May 2022, but exclusion for that reason still represents significant volume.

The other two leading reasons – representing well over half of all excluded volume – relates to the failure to capture a necessary container or mailpiece scan. The reasons for this vary: a documentation gap or omitted scans on the inbound dock, or because the mail wasn’t processed on automation. Regardless, missing scans cannot be attributed to errors by the mail preparer.

Why the Postal Service has failed to take effective action to reduce the volume of excluded mail hasn’t been explained.

Regardless, so long as these exclusions persist, preparers of the associated mail will be unable to confirm that the service the USPS claims is actually what their mail receives.

FY 2025 Exclusions (%)		First-Class Mail Presort First-Class Mail				USPS Marketing Mail Letters and Flats across all products measured by IMb				Periodicals			
Reason	Description	PQ I	PQ II	PQ III	PQ IV	PQ I	PQ II	PQ III	PQ IV	PQ I	PQ II	PQ III	PQ IV
Excluded ZIPs	Excluded due to 3-digit delivery ZIP Codes that are not measured.	0.05%	0.06%			0.03%	0.04%			0.10%	0.11%		
FAST Appointment Irregularity	Irregularity with the mailing/trip captured by FAST (e.g., contents not matching 8125).	0.00%	0.00%			0.46%	0.65%			0.18%	0.14%		
Inaccurate Scheduled Ship Date	eDoc scheduled ship date time is 48+ hours earlier than the postage statement finalization date time	0.66%	1.35%			0.05%	0.04%			0.28%	0.20%		
Inconsistent Service Performance Measurement Data	Mail piece received inconsistent scan events when calculating service performance measurement (container/mail piece scans not in chronological order).	5.02%	5.48%			5.23%	6.27%			0.66%	0.81%		
Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST appointment.	0.00%	0.00%			0.00%	0.00%			0.00%	0.00%		
Invalid Entry Point for Discount Claimed	Entry Point for Entry Discount claimed in eDoc is invalid for the entry point and destination of the mail.	0.00%	0.00%			3.20%	6.65%			3.79%	4.77%		
Long Haul	Mail verified at a DMU then transported by USPS to a mail processing facility in a different district than the DMU.	12.09%	14.22%			0.37%	0.54%			4.93%	3.80%		
No Piece Scan	No automation scan observed for the mail piece	6.01%	6.38%			31.31%	25.52%			55.00%	50.98%		
No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container.	59.98%	54.11%			45.69%	45.91%			24.87%	29.11%		
Non-Compliant	Mail identified as non-compliant due to inaccuracies in mail preparation.	2.53%	2.90%			0.09%	0.07%			0.06%	0.03%		
Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb.	2.01%	2.83%			1.93%	1.81%			1.67%	1.23%		
Non-Unique Physical IMcb	Physical containers with non-unique IMcb on the placard	0.77%	1.22%			2.69%	2.48%			0.71%	0.86%		
Orphan Handling Unit	Mailpiece associated to an Orphan Handling Unit not inducted at a BMEU	1.12%	0.88%			0.65%	0.80%			1.75%	1.78%		
Other	All other reasons	4.07%	4.87%			3.21%	2.85%			1.85%	1.71%		
PARS	UAA mail as indicated by ACS and/or PARS operation when mail piece is processed.	5.67%	5.69%			5.08%	6.35%			4.14%	4.45%		

Reason	First-Class Mail Presort First-Class Mail				USPS Marketing Mail Letters and Flats across all products measured by IMb				Periodicals			
	PQ I	PQ II	PQ III	PQ IV	PQ I	PQ II	PQ III	PQ IV	PQ I	PQ II	PQ III	PQ IV
Excluded ZIPs	1,348,379	1,494,062			1,002,220	742,756			199,517	186,144		
FAST Appointment Irregularity	0	0			13,171,096	12,936,594			364,030	251,794		
Inaccurate Scheduled Ship Date	16,307,183	31,678,380			1,398,560	819,869			559,004	352,214		
Inconsistent Svc Perf Measurement Data	124,163,107	128,288,970			151,072,474	124,700,061			1,310,566	1,435,579		
Incorrect Entry Facility	0	0			0	0			0	0		
Invalid Entry Point for Discount Claimed	5,470	8,133			92,293,574	56,737,768			7,477,153	8,410,234		
Long Haul	299,361,860	332,569,389			10,819,083	10,826,475			9,728,087	6,687,448		
No Piece Scan	148,860,107	149,165,436			904,469,941	507,519,308			108,479,964	89,819,270		
No Start-the-Clock	1,484,684,521	1,265,913,449			1,319,821,042	913,116,189			49,052,363	51,293,090		
Non-Compliant	62,658,561	67,804,617			2,520,283	1,412,997			125,823	55,589		
Non-Unique IMb	49,792,098	66,191,960			55,687,931	36,067,896			3,293,450	2,168,688		
Non-Unique Physical IMcb	19,119,167	28,517,580			77,765,864	49,369,534			1,391,752	1,522,226		
Orphan Handling Unit	27,759,084	20,541,717			18,782,445	15,933,404			3,445,246	3,135,768		
Other	100,849,018	113,985,724			92,811,302	132,285,179			3,647,299	3,017,406		
PARS	140,261,591	133,226,661			146,768,689	126,390,919			8,159,142	7,843,795		
<b>Total Excluded Vol.</b>	<b>2,475,170,146</b>	<b>2,339,386,078</b>			<b>2,888,384,684</b>	<b>1,988,858,949</b>			<b>197,233,396</b>	<b>176,179,245</b>		
<b>% RPW Vol Excluded</b>	<b>21.56%</b>	<b>27.99%</b>			<b>17.37%</b>	<b>15.26%</b>			<b>28.98%</b>	<b>29.32%</b>		

## OIG Evaluates Changes to Air Transportation

In *Assessment of Changes to Air Transportation Contracts*, an audit report released June 23, the Postal Service's Office of Inspector General examined whether the changes reduced costs and improved service, as the USPS has claimed.

During his tenure, former trucking company owner and former Postmaster General Louis DeJoy pushed to reduce moving mail by air in favor of transporting it by truck, believing it would lower costs and offer more reliable performance. He concurrently eased the service standards for mail once typically flown medium- and long-haul distances so that the slower movement by truck wouldn't hurt service scores.

The USPS also changed its primary contractor; though the OIG does not mention either by name, it's widely understood that FedEx and UPS are the former and new air contractors, respectively. As the OIG stated:

"The new agreement, effective September 30, 2024, through March 2030, has a total estimated value of over \$10 billion for the contract period. Under the new agreement, the Postal Service transitioned its First-Class Mail, Priority Mail, and some Priority Mail Express from the previous carrier to the new carrier. However, the previous carrier still transports mail requiring special handling, such as hazardous material (HAZMAT), live animals, and perishable goods. The Postal Service expects this new agreement will help achieve its operational and financial sustainability goals, by consolidating volumes and reducing overall transportation costs.

"... In the first quarter of fiscal year (FY) 2025, the Postal Service assigned about 327 million pounds to the air network. This is a reduction of 7% compared to the same period in FY 2024.

"Additionally, the new air cargo agreement transferred most air volume from the previous carrier to the new carrier. Prior to FY 2025, the previous carrier was the main air cargo carrier for the Postal Service, carrying over 984 million pounds of air mail (71%) in FY 2024. For the same period, the new carrier was assigned 244 million pounds (18%). However, in the first quarter of FY 2025 under the new agreement, the Postal Service assigned over 279 million pounds (85%) to the new carrier and about 13 million pounds (4%) to the previous carrier.

"With its new air cargo agreement, the Postal Service realized an initial cost savings for the first quarter of FY 2025 following contract implementation. Specifically, the Postal Service spent about \$641 million on air transportation costs during the first quarter of FY 2024. During the first quarter of FY 2025, under the new agreement, the Postal Service spent about \$364 million on air transportation costs. This is a reduction of 43% compared to the same period in FY 2024."

### Findings and recommendations

- **"Finding #1: Air Cargo Agreement Changes.** The key provisions in the new air carrier agreement are more favorable to the Postal Service than corresponding provisions in its prior agreement with the previous carrier. Specifically, with the new carrier, the Postal Service lowered costs, consolidated airstops, and increased flexibility with lower volume commitments and more planned capacity. Additionally, the new contract increases the required percent of mail and packages transported on time, compared with the last contract.

"... We consider the changes in provisions with the new air cargo agreement to be beneficial to the Postal Service; therefore, we are not making a recommendation at this time."

As the OIG noted, USPS management "did not provide official comments on, or state whether it agreed with, this finding."

- **"Finding #2: Service Performance Reporting.** We found that the Air Carrier Performance report used by the Postal Service to measure air carrier performance does not provide accurate service performance scores. Therefore, we were unable to determine whether the new carrier met the [redacted] percent service performance requirement for the operating periods in quarter 1 of FY 2025. ...

"If the new carrier's calculated performance is less than the [redacted] percent requirement, a reduction in payment can be assessed for the late handling units. At the time of our audit, the Postal Service had not completed the reconciliation process for quarter 1 operating periods. As a result, we were unable to determine if any reductions in payment should have occurred ... ."

The OIG added that the USPS agreed with the finding and the one related recommendation:

[1] "... determine whether the Air Carrier Performance report should be used as the official record of the new carrier's service performance and update performance reporting, as appropriate, to ensure stakeholders have timely and accurate performance data."

- **"Finding #3: Handling of Potentially Hazardous Material.** We found that packages potentially containing HAZMAT were entering the new carrier's network. According to Postal Service management, mailable HAZMAT packages may only be sent to the previous carrier for transport by air or planned surface transportation. ... In the first quarter of FY 2025, the new carrier reported a total of 2,411 HAZMAT-marked packages at the new carrier's hub. Of the 2,411 packages reported by the new carrier, we observed 70 packages with HAZMAT markings during our site visit. These 70 packages included HAZMAT with the previous carrier's labels and re-used packages with improperly removed HAZMAT markings."

The OIG stated that the USPS disagreed with the finding but agreed with two associated recommendations:

[2] "... implement additional accountability measures for retail units with clerks who fail retail acceptance testing more than once.

[3] "... require retail and delivery units to certify that all current hazardous material signage and counter guides be displayed and accessible."

- **"Finding #4: Scanning at Surface Feeder Sites.** We found problems at all nine surface feeder sites we reviewed with Postal Service employees not performing the required build and/or break scans. While build scans are performed to load the handling units into the trailers, break scans are performed to unload the handling units from the trailers. ... At three of the surface feeder sites we visited, we observed mail handlers not performing the required scans of handling units while loading and unloading trailers. Additionally, we reviewed scanning data for quarter 1 of FY 2025 and found that employees at surface feeder sites failed to perform build scans 93% of the time, and break scans 97% of the time. ... The proper scanning did not occur because of network connectivity issues and a lack of consistent communication and direction from headquarters to the field. ..."

The OIG noted that, again, "Management did not state whether it agreed with [the] finding" but it did agree with recommendations 4 and 5.

[4] "... require surface feeder sites to report out on daily scan performance with a plan for improving scan performance

[5] "... develop a process to monitor and evaluate scanning performance to determine if required daily scans are performed at the surface feeder sites."

Unfortunately, the OIG was unable to determine if the new contract really improved service for ratepayers.



## OIG Examines USPS Oversight of CMRAs

On June 24, the Postal Service's Office of Inspector General issued *Management of Commercial Mail Receiving Agencies* following its earlier audit. As the OIG stated,

"Customers can receive mail and packages from the US Postal Service in a variety of locations, including via their residence or an alternative access point like a Post Office (PO) Box. Another option is through a private mailbox (PMB) at a CMRA. CMRAs are private businesses that enter into an agreement with the Postal Service whereby they accept mail from the Postal Service and then sort and deliver it to their customers' PMBs ... . The customers pay fees to the CMRA for this service. The Postal Service does not collect any related revenues but manages CMRA applications, quarterly reporting, mail sample tests, and overall program data quality.

"Postal Service data show nearly 12,000 CMRAs and 1.6 million customers were registered for this service as of February 2025...."

- **"Finding #1: Unknown CMRA Costs Hinder Effective Management.** The amount the Postal Service spends administering, managing, and overseeing CMRAs is **unknown**. While the Postal Service is aware of some individual components – for example, the \$1.5 million to create and deploy the [Customer Registration Database] – other recurring associated costs (for example, local staff work hours providing oversight and management, such as reviewing and approving applications or performing quarterly reviews or mail samples; sorting and delivery costs; or investigative costs) are not estimated or tracked. This occurred because **management** has chosen not to track these costs as they consider CMRAs as part of their normal delivery service rather than a standalone service. We estimated recurring administrative costs for managing and overseeing CMRAs, as well as the known costs dedicated to the CRD, to be about \$5.2 million for FYs 2023 and 2024."

The OIG noted that "management disagreed with the finding, recommendations 1 and 2:

- [1] "... develop an approach to estimate and **track Commercial Mail Receiving Agency program-related costs**
- [2] "... develop and implement an approach to **generate revenue to offset all Commercial Mail Receiving Agency-related costs.**"

- **"Finding #2: Non-Compliance Limits Program Effectiveness.** We found the following issues related to Postal Service compliance with key program requirements from our review of CMRA data and activities and discussions with CMRA officials.

"We randomly selected 205 CMRA applications to assess Postal Service compliance with applicable completeness and accuracy requirements and found a variety of issues. We found the following concerns:

- **Missing applications:** 14 of the 205 records (seven percent) did not have the required application on file. ...
- **Outdated application:** 133 of the remaining 191 applications (69%) were completed on a prior version of the form (only 58 applications reflected the current version). ...
- **Improper identification:** 94 of the 191 applications (49%) did not include all necessary requirements for proper identification. ...
- **Missing application data:** 75 of the 191 applications (39%) had missing data, such as the applicant's name, home address, application date, or signatures from the applicant and local Postal Service staff, which were required at the time the application was submitted and reviewed.

"Based on these concerns about the quality and accuracy of the CMRA application data, we then reviewed data for the 11,684 CMRA locations in [the Facility Database] as of August 2024. We found multiple examples that collectively speak to **data quality concerns** regarding the source FDB data. ...

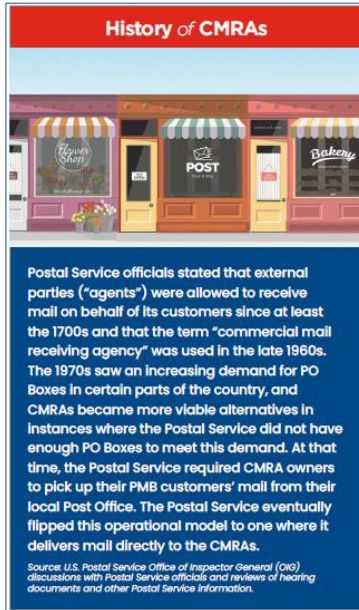
"We also interviewed 24 Postal Service staff throughout the country responsible for managing local CMRAs, and 21 stated they were **not completing the required mail sample reviews** of PMB mailpieces, and 14 stated they were not completing the required data reviews. Postal Service officials attributed this **non-compliance to other program priorities**, including the push to transition to CRD. ... While we acknowledge these challenges associated with the transition to CRD, these noncompliance issues occurred due to a variety of management and oversight shortfalls such as:

- **Vague policies that lack key details.** We found multiple instances where CMRA policies for applications, mail samples, and data quality reviews were **incomplete or lacked clear instruction**. ...
- **Staff not aware of certain policy requirements.** Some local staff we spoke with stated they were not performing key program tasks because they were **not aware of the related requirements**.
- **Lack of internal controls to track and verify local staff compliance.** Some local staff we spoke with were aware of their responsibilities to review and approve CMRA applications, but our review of CMRA application data indicated that local staff were **not complying with policy** for ensuring complete and accurate information, including acceptable forms of identification. ...

The OIG added that "Management disagreed with the finding and recommendations 4 and 5 but agreed with recommendation 3":

- [3] "... **update** Commercial Mail Receiving Agency application, mail sample, and data quality review policies to include additional detail regarding the timing, scope, and documentation
- [4] "... **develop strategies to better communicate** policies and related updates to Postal Service field staff and Commercial Mail Receiving Agencies, including those for reviewing, vetting, and documenting applications and conducting mail samples and data quality reviews
- [5] "... **develop and implement internal controls** for ensuring effective local staff compliance and oversight with key program responsibilities, including reviewing, vetting, and documenting applications (using the current PS Form 1583-A version) and conducting mail samples and data quality reviews."

As the OIG stated, the CMRA program benefits customers but, like other Postal Service programs, it suffers because adequate training and clear direction for postal employees isn't always available.



## All the Official Stuff

### Federal Register

#### Postal Service

##### NOTICES

**July 2:** International Product Change: Priority Mail Express International, Priority Mail International, and First-Class Package International Service Agreement, 29056; Product Change [13]: Priority Mail and USPS Ground Advantage Negotiated Service Agreements [7]; Priority Mail Negotiated Service Agreements [6], 29056-29057.

**July 10:** International Product Change: Priority Mail Express International, Priority Mail International, and First-Class Package International Service Agreement, 30710.

**June 11:** Sunshine Act Meetings, 30994.

##### PROPOSED RULES

[None].

##### FINAL RULES

**July 3:** Rules of Practice Before the Postal Service Board of Contract Appeals; Corrections, 29485.

#### Postal Regulatory Commission

##### NOTICES

**July 1:** New Postal Products [2], 28821-28822, 28822-28823.

**July 2:** New Postal Products, 29055-29056.

**July 3:** New Postal Products, 29595.

**July 8:** New Postal Products [2], 30116-30117, 30118; Complaint, 30117.

**July 9:** New Postal Products, 30273.

**June 10:** System for Regulating Rates and Classes for Market Dominant Products, 30606-30607

**July 11:** New Postal Products [2], 30992-30993, 30993-30994.

**July 14:** Notice of proposed rulemaking, 31158-31159.

##### PROPOSED RULES

[None].

##### FINAL RULES

[None].

#### DMM Advisory

**July 2:** International Service Resumption Notice – effective July 4, 2025. [Iran, Tajikistan].

**July 9:** International Service Resumption Notice – effective July 11, 2025. [Israel].

#### Postal Bulletin (PB 22680, July 10)

- Effective **August 1**, the Postal Service will revise Labeling Lists L002, L004, L005, L007, L010, L012, L601, L605, and L606 to reflect changes in mail processing operations. Mailers are expected to label according to these revised lists for mailings inducted on

or after the August 1, 2025, effective date through the September 30, 2025, expiration date.

- Effective **November 3**, various sections of the DMM are revised to clarify Postal Service standards for overseas military and diplomatic Post Office mail. The Postal Service is reorganizing the text of DMM 703.2.0, *Overseas Military and Diplomatic Post Office Mail*, for consistency within the DMM. For clarity and consistency, the Postal Service is also revising the text of reorganized DMM 703.2.0 to include the Army Post Office (APO), Fleet Post Office (FPO), and Diplomatic Post Office (DPO) acronyms consistently throughout the section. Additionally, the DMM is being revised to reflect that the Postal Service is discontinuing the *Space Available Mail (SAM)* and *Military Ordinary Mail (MOM)* services. This decision was made in consultation with the US Department of Defense (DOD) and the US Department of State. Except for the discontinued SAM and MOM services; the relocation of section 703.2.3.2, related to firearms (which will be placed in Publication 52, *Hazardous, Restricted, and Perishable Mail*), and a few minor revisions, the current text of 703.2.0 will otherwise remain intact. Other revisions include updating section references in the DMM index based on the reorganization of DMM 703.2.0, and removing references to SAM and MOM services. The Postal Service will revise the *Quick Service Guide (QSG) 800, Glossary of Postal Terms and Abbreviations in the DMM*, to reflect these changes.
- Effective **October 1**, the Postal Service will revise IMM 371 to reflect the elimination of the competitive international extra service for the International Money Transfer Service known as international postal money orders. ... Effective **October 1**, the foreign posts for the following countries will stop cashing international postal money orders issued by the Postal Service: Albania; Belize; Bolivia; Cape Verde; Dominican Republic; Ecuador; El Salvador; Guinea; Guyana; Honduras; Mali; Peru; Sierra Leone. Likewise, effective **October 1**, the Postal Service will stop cashing international postal money orders issued by the following countries: Belize; Peru. A customer who is in possession of an international postal money order issued by the US Postal Service may redeem it at a US Post Office facility at face value until September 30, 2025. A customer who is in possession of an international postal money order issued by the US Postal Service who does not redeem it at a US Post Office facility by September 30, 2025, may file a PS Form 6401, *Money Order Inquiry*, pursuant to IMM 371.4. Direct inquiries about an international postal money order issued by another country to the postal operator of the issuing country.

Postal Bulletin announcements of revisions to the DMM, IMM, or other publications often contain two dates: when a revised document is effective, and when a revised standard is effective. The effective date of a revised standard is typically earlier than when it will appear in a revised publication.

### USPS Industry Alerts

June 30, 2025

#### Mail Spoken Here – June Edition – Industry Engagement & Outreach Newsletter

Please enjoy the latest edition of Mail Spoken Here attached. The newsletter contains informative and important articles on the following topics: The eagle takes wing - From 1975-2024 - USPS rode the winds of technological and cultural change; USPS Leadership and Staffing Updates: Scott R. Bombaugh, Chief Technology Officer & Executive Vice President, and Scott Raymond, Atlantic Area VP, have retired, while the USPS has appointed a historical preservation architect to support its preservation efforts; USPS Labor Agreements: The National Rural Letter Carriers' Association approved a contract with the USPS and reached a tentative agreement with the American Postal Workers Union (APWU); Priority Mail Open and Distribute (PMOD) Service Updates; International service suspension notice; Plant-Verified Drop Shipment Updates; DML Product Retirement Reminder: Detached Marketing Label (DML) will be replaced by Plus One; Postal Service Prepares for Network Distribution Center Entry and Presort Discount Elimination; USPS unveils this year's US Flag stamp and dedicates Barbara Bush stamp. Industry Engagement Strategy – CCMO.

July 1, 2025

### **USPS to Implement Second Phase of Service Standard Refinements on July 1**

The US Postal Service will implement the next phase in its service standard refinements on July 1, part of the organization's ongoing efforts to better serve customers nationwide. Service standards indicate the expected number of days for delivery after a mail piece is accepted by USPS. In March, USPS announced service standard refinements to be implemented in two phases: April 1 and July 1. The changes will support the organization's operational improvements and are estimated to save the Postal Service at least \$36 billion during the next decade through reductions in transportation, mail and package processing, and real estate costs. On July 1, USPS will expand:

- The applicability of its service standard bands because of earlier surface transportation dispatch times from regional processing and distribution centers. This will increase the reach of two-, three- and four-day service standards for First-Class Mail and USPS Ground Advantage.
- The geographic scope of "turnaround" volume, which refers to mail and package volume originating and destinating within a processing facility's service area. Turnaround volume of single-piece First-Class Mail and USPS Ground Advantage will receive a two- or three-day service standard.

The added geographic coverage area and expansion of bands will add value for our customers. Service standard refinements previously announced on April 1 included:

- Adding one day to the service standard for USPS Ground Advantage, single-piece First-Class Mail and Periodicals originating in a 5-digit ZIP Code that is more than 50 miles from the nearest regional processing and distribution center.
- New critical entry times for commercial mail acceptance, with no change to the service standard for presort First-Class Mail.
- Arrival time by 8pm at regional processing and distribution centers for collection mail and packages originating in offices within 50 miles.
- Sundays and holidays no longer counted in service performance measurement when accepted on the day prior to Sunday or a holiday.

A fact sheet and an FAQ document providing more information on the service standard changes are available on the Delivering for America page on [usps.com](https://usps.com). Customers can also review the Service Commitments page to find the expected delivery day for postal products depending on the sender and recipient's ZIP Codes. Additionally, a new interactive map for customers is available at <https://www.usps.com/service-standards/>. This tool allows users to check service standards and expected delivery times by entering the mail class and the sender and recipient's ZIP Codes. Detailed file specifications for downloadable files with the new standards can be accessed on PostalPro (Service Standards | PostalPro). API specs are available now on the USPS Developer Portal (<https://developers.usps.com/>).

July 2, 2025

### **International Service Resumption Notice Effective July 4, 2025**

Effective Friday, July 4, 2025, the Postal Service will resume acceptance of mail destined to the following: **Iraq, Tajikistan**. This service resumption affects the following mail classes: Priority Mail Express International (PMEI), Priority Mail International (PMI), First-Class Mail International (FCMI), and First-Class Package International Service (FCPIS), International Priority Airmail (IPA), and M-Bag items. Please visit our International Service Alerts page for the most up to date information: [https://about.usps.com/newsroom/service-alerts/international/?utm\\_source=residential&utm\\_medium=link&utm\\_campaign=res\\_to\\_intl](https://about.usps.com/newsroom/service-alerts/international/?utm_source=residential&utm_medium=link&utm_campaign=res_to_intl).

July 2, 2025

### **USPS Transitions from an On-prem Environment to a Cloud-based Platform**

We are excited to share some great news! On July 9, 2025, the United States Postal Service is modernizing its infrastructure by transitioning from its current On-prem environment to a Cloud-based platform. As part of this modernization, USPS will decommission the legacy infrastructure supporting USPS API V3. To ensure uninterrupted service, all customers will be automatically migrated to the new Cloud-based APIs. Why This Change? This decision has been made to ensure that USPS continues to provide the highest quality services and most advanced technologies. This transition will offer several key benefits: Improved Performance & Stability – Cloud infrastructure offers better uptime and optimized processing speeds; Scalability & Flexibility – Easily scale API usage as your business grows; Reduced Maintenance & Overhead – No need for On-prem hardware maintenance, reducing costs and complexity; Enhanced Security & Compliance – Cloud-based security ensures adherence to USPS standards.

Transition to the New Cloud-based USPS APIs: All existing client app credentials have been migrated by USPS from On-prem ([developer.usps.com](https://developer.usps.com)) to the Cloud-based ([developers.usps.com](https://developers.usps.com)) and as a result: Credentials will be available on [developers.usps.com](https://developers.usps.com); Credentials will be able to be used when calling [apis.usps.com](https://apis.usps.com); Client Apps will be able to use the same Access Token in the Cloud-based platform as they did in the On-prem environment.

However, if you chose to update your base-URL from [api.usps.com](https://api.usps.com) to [apis.usps.com](https://apis.usps.com) prior to July 9, 2025, there is one API for which you will need to take notes. Addresses 3.0 will return a "null" value instead of an empty string in cases where there is no data for an optional field. Please see additional details on the Addresses 3.0 API below. Addresses 3.0 On-Prem vs. Cloud Discrepancies: There are a few small but meaningful differences in response bodies between the On-prem and Cloud instances of the Addresses 3.0 API. Differences have been observed in the following response fields: secondary Address (null on prem vs. "" in cloud); firm (null on prem vs. "" in cloud); urbanization (null on prem vs. "" in cloud); corrections (null on prem, a list of a single object with "" in cloud); matches (null on prem, a list containing the "Exact Match" code in cloud). If you have coded to the On-Prem version that returns nulls, you may encounter errors when transitioning to the Cloud on your own. Similarly, if you are currently utilizing the Cloud version, you may face issues if it were to suddenly exhibit behavior similar to the On-Prem version. Although the code modifications necessary to rectify these errors and transition to the Cloud API may be minor, they are significant enough to assure that no adjustments are needed. We appreciate your continued partnership with USPS and look forward to providing an even more robust and reliable USPS API experience. Direct any inquiries or concerns to API Support via [API Support](https://apis.usps.com). For additional information on USPS API access the <https://developers.usps.com/>. NOTE: Delivery of packages IS NOT impacted during scheduled system events.



July 9, 2025

### International Service Resumption Notice Effective July 11, 2025

Effective Friday, July 11, 2025, the Postal Service will resume acceptance of mail destined to the following: **Israel**. This service resumption affects the following mail classes: Priority Mail Express International (PMEI), Priority Mail International (PMI), First-Class Mail International (FCMI), and First-Class Package International Service (FCPIS), International Priority Airmail (IPA), International Surface Air Lift (ISAL), and M-Bag items. Please visit our International Service Alerts page for the most up to date information: [https://about.usps.com/newsroom/service-alerts/international/?utm\\_source=residential&utm\\_medium=link&utm\\_campaign=res\\_to\\_intl](https://about.usps.com/newsroom/service-alerts/international/?utm_source=residential&utm_medium=link&utm_campaign=res_to_intl).

## Calendar

To register for any Mailers Hub webinar, go to [MailersHub.com/events](https://MailersHub.com/events)

Mailers Hub webinars are at 1pm ET on Thursdays unless otherwise noted.

July 17 – **Mailers Hub Webinar**

July 22-23 – MTAC Meeting, USPS Headquarters

August 7 – **Mailers Hub Webinar**

August 28 – **Mailers Hub Webinar**

September 18 – **Mailers Hub Webinar**

October 7-8 – MTAC Meeting, USPS Headquarters

October 9 – **Mailers Hub Webinar**

October 22-24 – Printing United, Orlando (FL)

October 30 – **Mailers Hub Webinar**

November 20 – **Mailers Hub Webinar**

December 11 – **Mailers Hub Webinar**



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