SECURE DESTRUCTION

A Primer for Mailers

UNITED STATES POSTAL SERVICE ®

USPS BlueEarth®
Secure Destruction
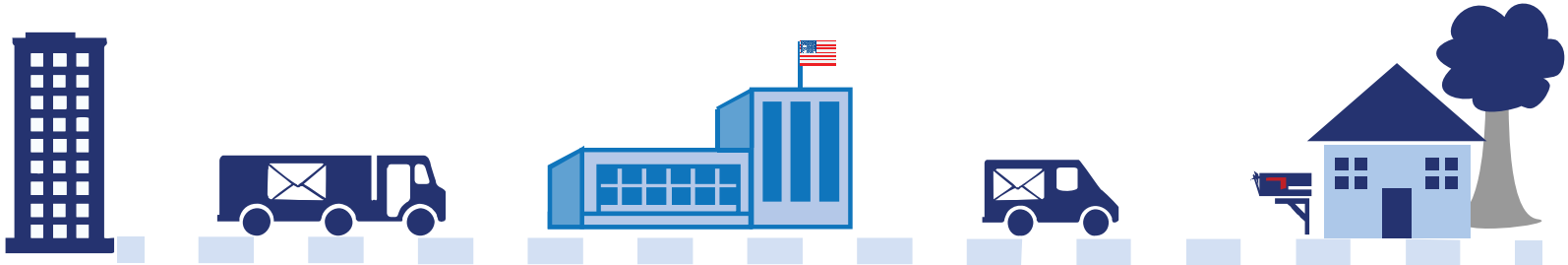
Secure Destruction Service Overview and Update

Mailer Participation and Enrollment Requirements

Next Steps

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 eliminates UAA Return to Sender mail at the USPS® facility.

Secure Destruction Service

Secure Destruction was created in response to mailers asking to reduce handling costs for "Return to Sender" mail with Privacy Protected Information (PPI)

Applies only to letter and flat 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 may be of interest to mailers who face the risk of liabilities if they don't properly and securely destroy PPI
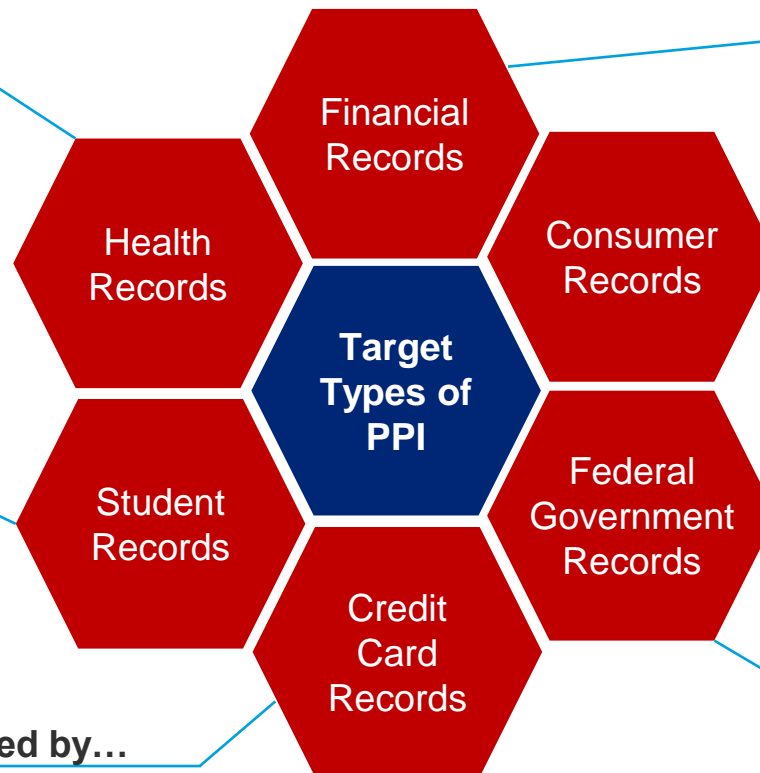
Protected by…
Health Insurance Portability and Accountability Act of 1996

Protected by…
Financial Services Modernization Act of 1999

Protected by...
Family Educational Rights and Privacy Act of 1974

Protected by…
State Security Breach Notification Laws

Governed by…
Payment Card Industry Data Security Standard

Protected by…
Privacy Act of 1974

Target Types of PPI

Financial Records

Health Records

Consumer Records

Student Records

Federal Government Records

Credit Card Records

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4

Industries that will benefit most from using the Secure Destruction Service include:

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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What additional in-house quality controls are used to ensure undeliverable SD mail is securely destroyed ?

Mail Verification - All SD mail generated undergoes <u>individual</u> 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

The Postal Service has a long history of protecting the sanctity of the mail.

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Securely destroying mail within USPS® processing facilities provides three types of 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

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

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Secure Destruction shreds to a smaller size 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 mm^2

USPS® maximum shred size:

- Width: 0.24 inch (6mm)
- Length: 1 inch (25.4mm)
- Surface Area: 152 mm^2

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

MEDIA ENDORSEMENT

PAPER or PRINTED MEDIA is destroyed by commercial grade destruction equipment with the following OEM specifications or produces particle sizes no larger than those listed below (applicant to check and complete details for all equipment used):

☐ **Continuous Shred:**
    Width (max): 5/8 inch & Length: Indefinite

☐ **Cross Cut or Pierce & Tear:**
    Width (max): 3/4 inch & Length (max): 2.5 inches

☐ **Pulverizer, Disintegrator or Hammermill*
    Screen Size (max): 2-inch diameter holes

☐ **Unspecified Equipment**
    Please describe the type of equipment and cutting mechanism specifications (screen hole size*, blade width, etc.): _____

Excerpt from the NAID Auditing Criteria June 2014

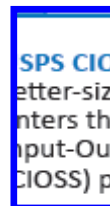# International Standard DIN 66399 has seven levels for paper data destruction

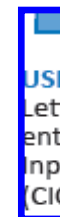**P-Level 1: General Data** Surface Area: ≤ to 2000mm² <u>or</u> strip width: ≤ 12mm (unlimited length)

P-Level 2: Internal Data Surface Area: ≤ 800mm² <u>or</u> Strip width: ≤ 6mm (unlimited length)

P-Level 3: Sensitive & Confidential Data
Surface Area: ≤ 320mm² <u>or</u> Strip width: ≤ 2mm (unlimited length)
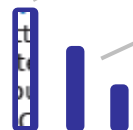
P-Level 4: Particularly Sensitive & Confidential Data
Surface Area: ≤ 160mm² and Strip width: ≤ 6mm

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

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

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

USPS Secure Destruction shred size performance standards are more stringent than NAID, DIN, and common US industry practice for hardcopy documents containing sensitive and/or confidential information
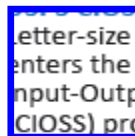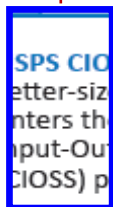
NAID
Surface Area: **1210 mm^2**
Dimension: 0.75" x 2.5"

The Secu

USPS CIOSS
Letter-size F
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Input-Outp
(CIOSS) pro

DIN Standards Level 3
Surface Area: **≤ 320 mm^2 or**
Strip width: **≤ 2mm**

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CIOSS) p

DIN Standards Level 4
Surface Area: **≤ 160 mm^2 and**
Strip width: **≤ 6mm (0.24")**

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USP
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(CIO

Letter-size
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nput-Outp
CIOSS) pro

Common Industry Practice
Surface Area: 252 mm^2
Dimension: 0.63" x 0.63"
(5/8" x 5/8")
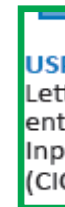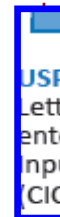
USPS SD Standard
Surface Area: 152 mm^2
Dimension: 0.24" x 1"

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A USPS Secure Destruction industrial cross-cut shredders and paper shred size is pictured below

HSM Model 400.2 for Letter Mail

HSM Model 500.3 for Flat Mail

The Secure Destruction Mail is processed at 66 Mail Processing Plants located across the country (i.e. 61 PARS/CIOSS Ops and 20 FPARS/FCIOSS Ops).
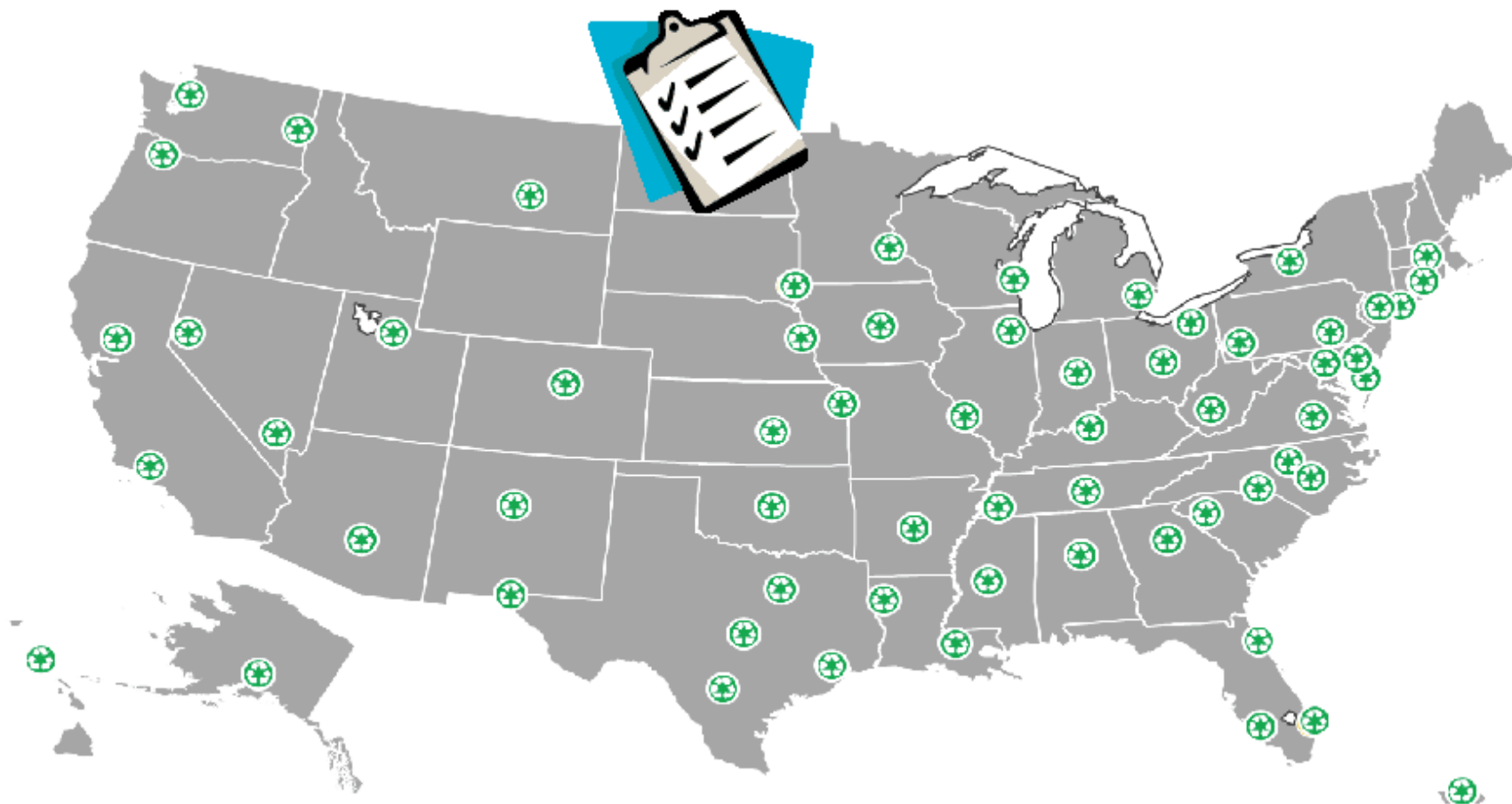

SD PARS/CIOSS and FPARS/FCIOSS Plant Locations

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Secure Destruction

Current List of SD Letter and Flat Mail Plants

Secure Destruction Plant ZIP Lookup Table *(sorted by ZIP)*			
Facility	**FCM Letters**	**FCM Flats**	**ZIP**
San Juan PR PDC	X		00936
Central MA PDC	X	X	01546
Hartford CT PDC	X	X	06101
Northern NJ PDC	X		07699
Morgan Station NYC PDC	X		10199
Rochester NY PDC	X		14692
Pittsburgh PA PDC	X	X	15290
Harrisburg PA PDC	X		17107
Southern MD PDC	X		20790
Baltimore MD PDC	X		21233
Merrifield VA PDC		X	22081
Richmond VA PDC	X		23150
Charleston WV PDC	X		25350
Greensboro NC PDC	X	X	27498
Raleigh NC PDC	X		27676
Charlotte NC PDC	X		28228
Greenville SC PDC	X		29607
North Metro GA PDC	X		30026
Jacksonville FL PDC	X		32203
Gainesville FL PDF		X	32608
Miami FL PDC	X		33152
Fort Myers FL PDC	X		33913
Birmingham AL PDC	X		35203
Nashville TN PDC	X		37230
Memphis TN PDC	X		38101
Jackson MS PDC	X		39201
Louisville KY PDC	X		40231
Louisville KY Annex		X	40221
Columbus OH PDC	X		43218
Cleveland OH PDC	X		44101
Indianapolis IN PDC	X	X	46206
Detroit MI PDC	X	X	48233
Des Moines IA PDC	X		50318

Secure Destruction Plant ZIP Lookup Table *(sorted by ZIP)*			
Facility	**FCM Letters**	**FCM Flats**	**ZIP**
Milwaukee WI PDC	X	X	53201
Minneapolis MN PDC	X	X	55401
Fargo ND PDC	X		58107
Billings MT PDC	X		59101
Carol Stream IL PDC	X	X	60199
St Louis MO PDC	X		63155
Kansas City MO PDC	X		64121
Wichita KS PDC	X		67276
Omaha NE PDC	X		68108
Baton Rouge LA PDC	X		70826
Shreveport LA PDC	X		71102
Little Rock AR PDC	X		72231
Oklahoma City OK PDC	X	X	73107
North Texas TX PDC	X		75099
North Houston TX PDC	X	X	77315
San Antonio TX PDC	X		78284
Austin TX PDC	X		78710
El Paso TX PDC	X		79910
Colorado Springs CO PDC	X	X	80910
Salt Lake City UT PDC	X		84199
Salt Lake City UT Annex		X	84198
Phoenix AZ PDC	X		85026
Pheonix/West Valley AZ LDC		X	85043
Albuquerque NM PDC	X		87101
Las Vegas NV PDC	X		89199
Reno NV PDC	X		89510
Pasadena CA PDC	X	X	91109
Sacramento CA Annex	X	X	95813
Honolulu HI PDC	X		96820
Portland OR PDC	X		97208
Seattle WA PDC	X	X	98168
Spokane WA PDC	X		99224
Anchorage AK PDC	X		99530

61 PARS/CIOSS Ops

20 FPARS/FCIOSS Ops

Regardless of where an SD mail piece originates, all <u>UAA</u> SD mail will be processed at one of the 61 CIOSS or 20 FCIOSS plants

1st Class IMb SD Letter and Flat Mail

Business Mail Entry Unit
(Anywhere Nationwide)

All UAA SD Mail (Intercept)

Deliverable Mail

CIOSS/FCIOSS Processing Plant

UAA SD Mail (CIF and RTS)

Mail Address Location
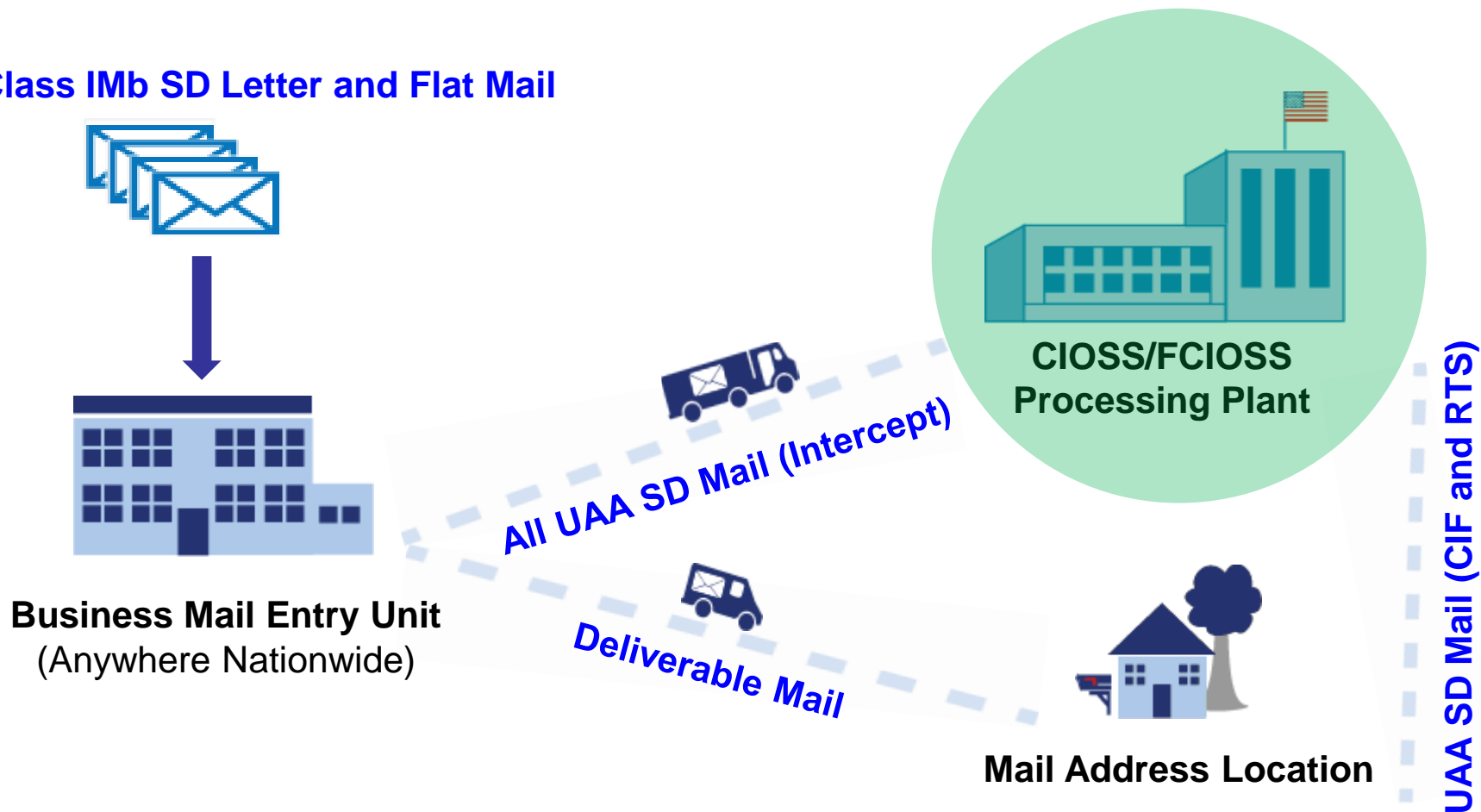
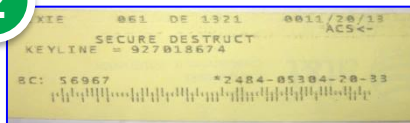# CIOSS Equipment using PARS Software is used to process SD Letter Mail

1

USPS® CIOSS Undeliverable Mail Processing (PARS)
Letter-size First-Class Mail® enters the USPS® Combined Input-Output Sub System (CIOSS) processing facility.

2

Label and Sort Mailpieces
UAA RTS mail is labeled and sorted for Secure Destruction.

3

Verify Mailpieces
All SD mail is verified by USPS® employees prior to destruction.

4

Model 400.2

Shred Mailpieces
All verified SD mail is fed into an industrial cross-cut shredder at the USPS® facility.

5

Level P-4 Cut Size

Recycle Shredded Paper
USPS® facilities recycle shredded SD mail.

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FCIOSS Equipment (i.e. AFSM100) using FPARS Software is used to process SD Flat Mail

1
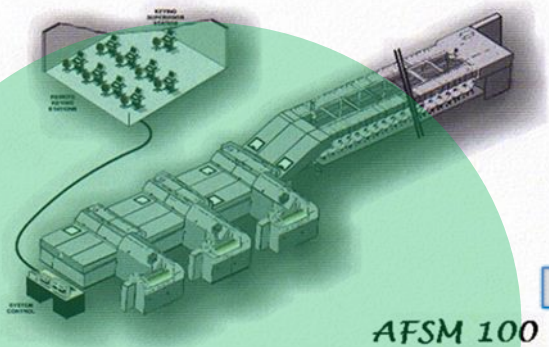
AFSM 100

USPS® FCIOSS Undeliverable Mail Processing (FPARS)
Flat-size First-Class Mail® enters the USPS® Flats Combined Input-Output Sub System (FCIOSS) processing facility.

2

Bins 10 and 15

Label and Sort Mailpieces
UAA RTS mail is labeled and sorted for Secure Destruction.

3

Verify Mailpieces
All SD mail is verified by USPS® employees prior to destruction.

4

Model 500.3

Shred Mailpieces
All verified SD mail is fed into an industrial cross-cut shredder at the USPS® facility.

5

Level P-4 Cut Size

Recycle Shredded Paper
USPS® facilities recycle shredded SD mail.

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USPS mail verification staff follow a detailed process to evaluate that all mail pieces are properly marked for secure destruction

BILL WILSON
TYCO GALLERY LTD
4016 MAIN ST
FORT WORTH TX
76133-5559

Electronic Service Requested

Presorted
First Class Mail
U.S. Postage Paid
Fort Worth TX
Permit No. 1

2

1

5

ROBERT CONNAWAY
1300 MAIN STREET
ANYTOWN, WA 98765-4321

372   DE   1524   0010/01/13
                                                    ACS<

SECURE DESTRUCT
CONNAWAY ' ROBERT

6

BC: 56967

3-4
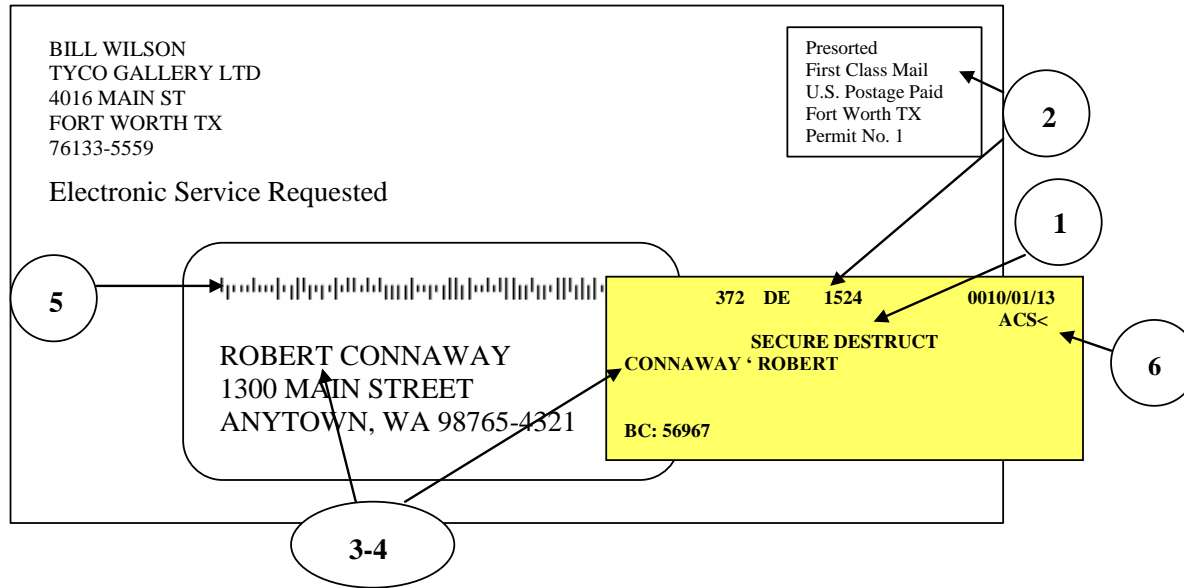
① Verify that the label says "Secure Destruct".

② Verify that the mail class printed on the label matches the mail class on the letter or flat. *Note all SD mail should have a "1" on the SD label to indicate first class mail*

③ If there is a surname on the label, verify that it matches the last name on the letter or flat.

④ If there is also a first name on the label, verify that it matches the first name on the letter or flat.

⑤ Verify that the mailpiece has a mailer applied IMB.

⑥ Verify that "ACS<-" appears on the yellow label in the upper right.

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Secure Destruction participation requirements include:

- Mail must be First-Class Mail®

- Mail must bear Intelligent Mail® barcode (IMb™) containing a **Secure Destruction** Service Type Identifier (STID)

- Barcode must be readable

- Mailer must be enrolled in Secure Destruction Mail Service Program

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

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.

Enrollment and Registration Requirements - There are five steps to register for Secure Destruction Service:

1   **Use of IMb™ for letter and flat-sized First-Class Mail® is required**

- **Full-Service or Basic IMb™ used on letter or flat-sized First-Class Mail® is allowed**
- **Information and Resources regarding the IMb™ can be found at: https://postalpro.usps.com/mailing/intelligent-mail-barcode**

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://postalpro.usps.com/acs/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 on the PostalPro website at: **https://postalpro.usps.com/node/614**

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- **Information is available in the *SD Electronic Notification Requirements Guide* at https://postalpro.usps.com/acs/SDeNotification.pdfdocumentation.**

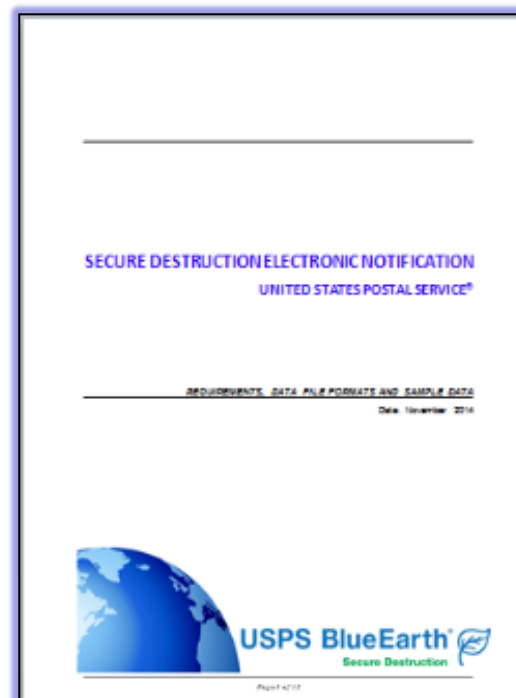| Address Correction Option	Basic Service		Full Service	
	Without IMb™ Tracing	With IMb™ Tracing	Without IMb™ Tracing	With IMb™ Tracing
Full-Service ACS™ – Change Service Requested **Opt 1** w/Secure Destruction			Available for Qualified Full Service IMb™	Available for Qualified Full Service IMb™
Full-Service 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	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants
Traditional ACS™ Format – Change Service Requested **Opt 2** w/Secure Destruction	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants

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

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Receiving electronic notifications is a Two Part Process*

1. Notification of new address or reason for non-delivery is provided to mailer via ACS™

2. Secure Destruction Data is associated with the IMb™ and will be provided in a separate report

SECURE DESTRUCTION ELECTRONIC NOTIFICATION

UNITED STATES POSTAL SERVICE®

REQUIREMENTS, DATA FILE FORMATS AND SAMPLE DATA

Date: November 2014

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* **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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Secure Destruction

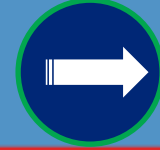# Secure Destruction eNotifications Data File Record

SD File | Mailer ID | Mailer IMb™ | Scan Date and Time | Facility ID (i.e. CIOSS Plant Zip)

```
2 D,200383    ,005132003831234567893813 4754857,04/14/2013,15:16:42,38111,
3 D,200383    ,005132003831234567893811 1206591,04/14/2013,16:20:33,38111,
4 D,912345678,005139123456786543213813 4754857,04/14/2013,17:25:54,38111,
5 D,912345678,005139123456781234563813 4754857,04/14/2013,18:45:54,38111,
```

UNITED STATES POSTAL SERVICE ®

- 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 !!

Determine Eligibility

Review SD documents and materials available on *Postal Pro*

Reach out to us with any questions

Discuss SD benefits and obtain buy in from senior management

Share this presentation with key stakeholders in your organization

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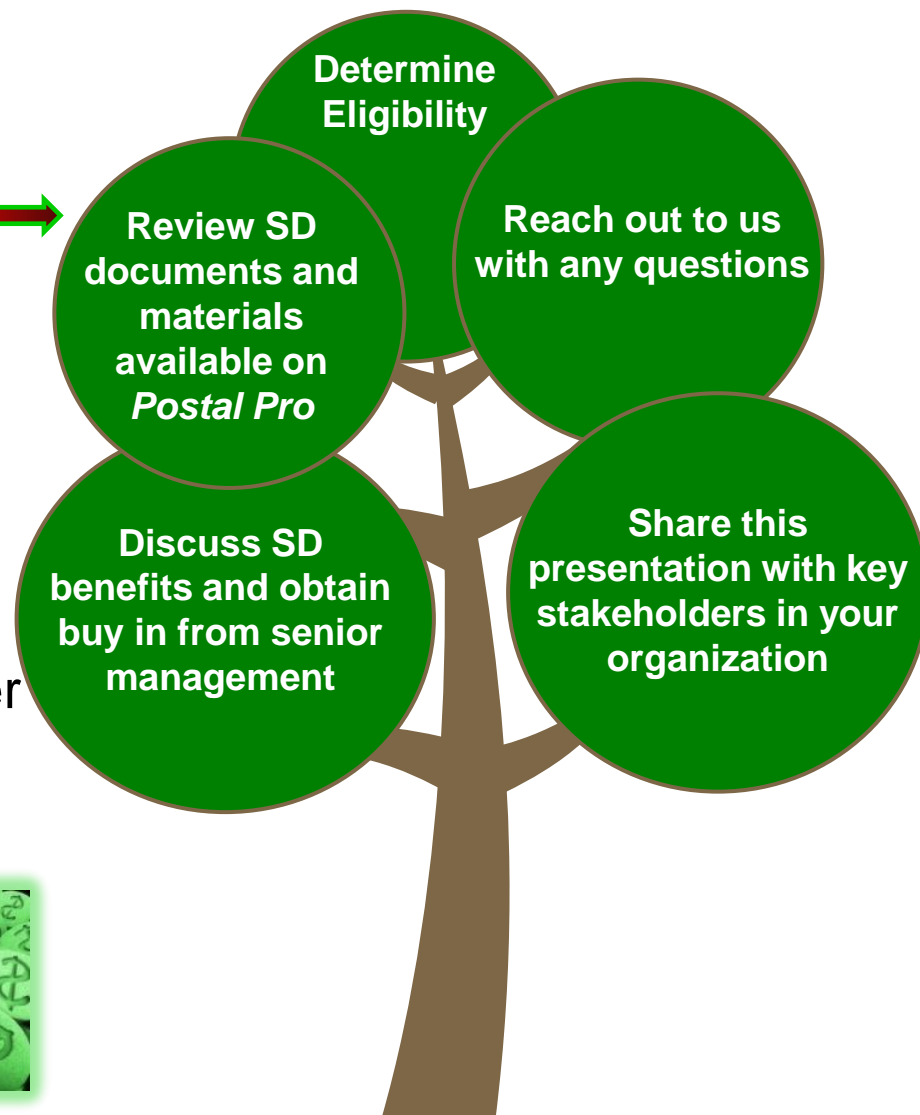
Resource Documents

- **PostalPro 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

  – SD Data Security Considerations and Comparisons Guidance

  – SD Plant Zip Lookup Table

- **PostalPro PCC Webpage**:

  - SD PCC Workshop in a Box

  - Industry Specific Data Protection Info Sheets

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For Additional Information on Secure Destruction visit the PostalPro SD Webpage at:
https://postalpro.usps.com/mailing/secure-destruction

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SD Enrollment and eNotification Questions?...
Contact the National Customer Support Center at:
Phone: 877-640-0724, option 1
Email: acs@usps.gov

Other SD Questions? …Contact the USPS
Office of Sustainability SD Program Mgt. Team
Phone: 203-574-6590
Email: ronald.f.robbins@usps.gov

Questions?

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