

To: Mailers' Technical Advisory Committee (MTAC) Members
Postal Customer Council Members
DMM Advisory Subscribers

In response to recommendations from a Mailers' Technical Advisory Committee (MTAC) Workgroup, USPS Consumer & Industry Affairs will be improving our Mail Service Update (MSU) process to provide information that is timely and more useful to you and your operations. First we will be expanding and standardizing the format of the information we supply. Update data will include:

Date of Disruption

Last Update

Post Office Affected, ZIP(s)

Cause

Drop Shipments Diverted To

Scheduled Resume Operations

Operations Impacted (Delivery, Retail, Acceptance)

Mail Categories Impacted (All, Incoming only, Outgoing Only, Letters, Flats, Parcels, Bundles, Priority, Express, Other)

Also, Mail Service Updates are made in real time, and in many cases, frequently. We know it is important for you to have the information as soon as possible. We will "push" a notification to your email whenever we make a change to the MSU list. If you wish to get the push to your email, please click on Mail Service Update and be sure Subscribe is in the subject line. At any time you can send an email to mailserviceupdate@usps.gov. Once again, be sure Subscribe is in the subject line. Each notification you receive will allow you to opt out if you decide to discontinue participation.

If you do not wish to receive the pushed notification for each update, you can always check <http://www.usps.com/communications/news/serviceupdates.htm> (accessible through usps.com or RIBBS) for the current status. The Mail Service Update file posted on this page will be downloadable.

We sincerely hope that these improvements will be helpful to you, your operations and the mailing industry. Thank you for your business, and your continued confidence in the USPS.

Susan M. LaChance
Vice President, Consumer and Industry Affairs