SECURE DESTRUCTION

A Primer for Mailers

USPS BlueEarth®
Secure Destruction

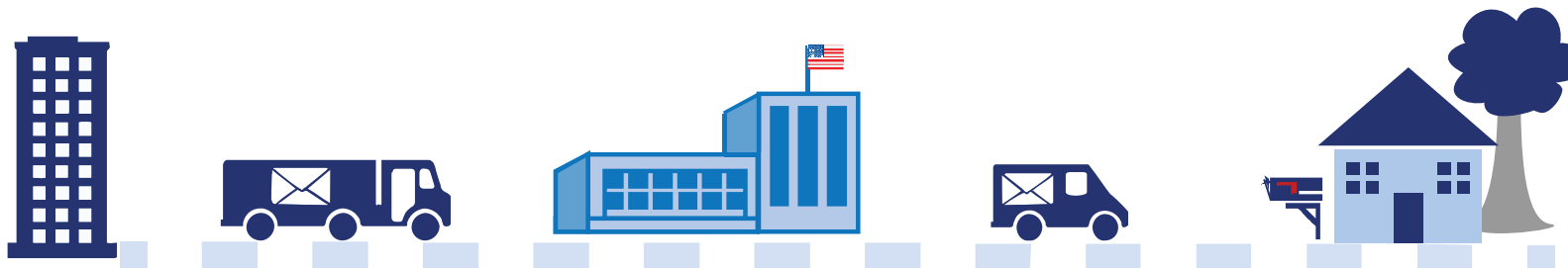Secure Destruction Service Overview and Update

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
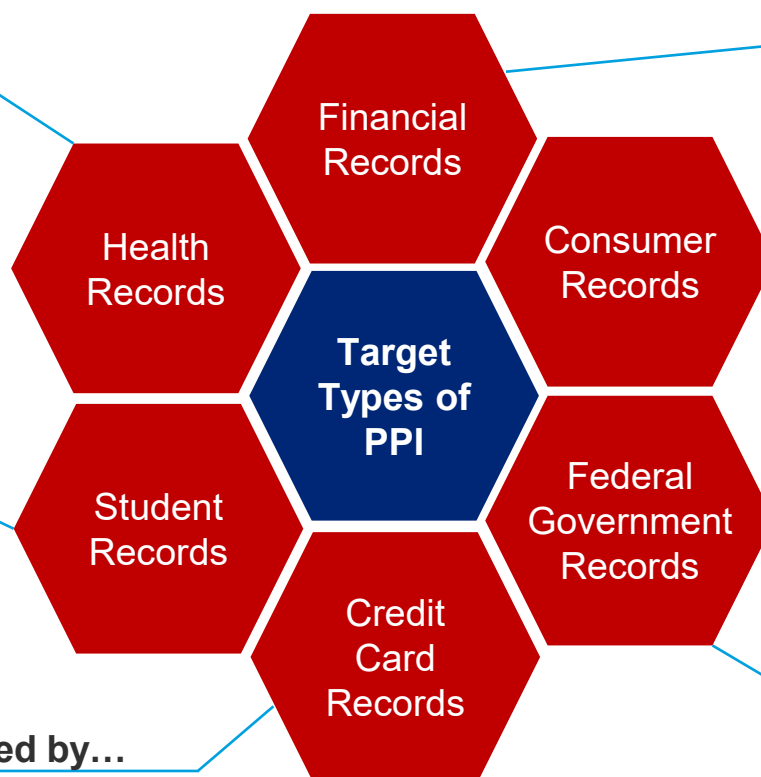
Protected by…
Health Insurance Portability and Accountability Act of 1996

Protected by…
Financial Services Modernization Act of 1999

Protected by…
State Security Breach Notification Laws

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

Protected by…
Privacy Act of 1974

Governed by…
Payment Card Industry Data Security Standard

Financial Records

Health Records

Consumer Records

Target Types of PPI

Student Records

Federal Government Records

Credit Card Records

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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 ?

Standard Handling Procedures - Mail that is not eligible or that could not be fully automated 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.

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

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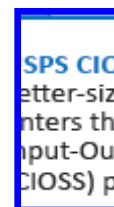# International Standard DIN 66399 has seven levels for paper data destruction

P-Level 1: General Data Surface Area: ≤ to 2000mm^2 <u>or</u> strip width: ≤ 12mm (unlimited length)
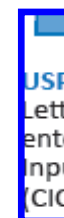
P-Level 2: Internal Data Surface Area: ≤ 800mm^2 <u>or</u> Strip width: ≤ 6mm (unlimited length)

P-Level 3: Sensitive & Confidential Data
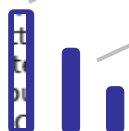Surface Area: ≤ 320mm^2 <u>or</u> Strip width: ≤ 2mm (unlimited length)

P-Level 4: Particularly Sensitive & Confidential Data
Surface Area: ≤ 160mm^2 and Strip width: ≤ 6mm

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

P-Level 6: Highly Secret Data Surface Area: ≤ 10mm^2 and strip width: ≤ 1mm

P-Level 7: Top Secret Data Surface Area: ≤ 5mm^2 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
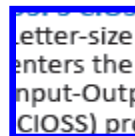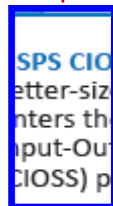
NAID
Surface Area: 1210 mm^2
Dimension: 0.75" x 2.5"

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

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

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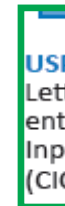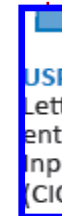
USPS SD Standard
Surface Area: 152 mm^2
Dimension: 0.24" x 1"

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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

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The Secure Destruction Mail is processed at 58 Mail Processing Plants located across the country (i.e. 55 PARS/CIOSS Ops and 19 FPARS/FCIOSS Ops).

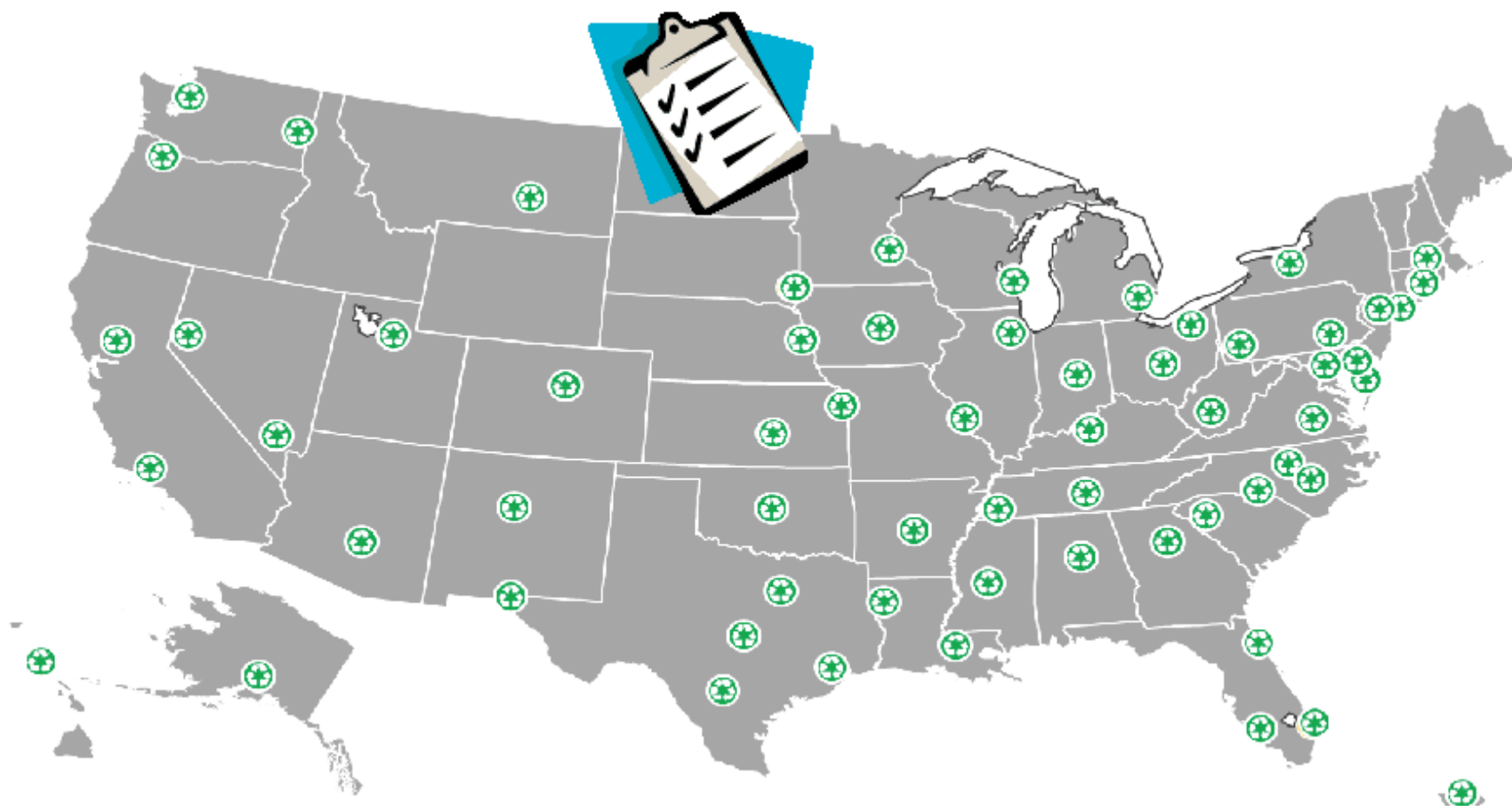SD PARS/CIOSS and FPARS/FCIOSS Plant Locations

Current List of SD Letter and Flat Mail Processing Plants

Secure Destruction Plant Zip Lookup Table (sorted by ZIP)			
Facility	FCM Letters	FCM Flats	ZIP
San Juan PR	X		00936
Central MA	X	X	01546
Hartford CT	X	X	06101
Northern NJ	X		07699
Morgan Station NYC	X		10199
Pittsburgh PA	X	X	15290
Harrisburg PA	X		17107
Richmond VA	X		23150
Greensboro NC	X	X	27498
Raleigh NC	X		27676
Charlotte NC	X		28228
Greenville SC	X		29607
Gainesville FL	X	X	32608
Fort Myers FL	X		33913
Nashville TN	X		37230
Memphis TN	X		38101
Louisville KY		X	40221
Louisville KY	X		40231
Columbus OH	X		43218
Cleveland OH	X		44101
Indianapolis IN	X	X	46206
Detroit MI	X	X	48233
Milwaukee WI	X	X	53201
Minneapolis MN	X	X	55401

Secure Destruction Plant Zip Lookup Table (sorted by ZIP)			
Facility	FCM Letters	FCM Flats	ZIP
Carol Stream IL	X	X	60199
St Louis MO	X		63155
Kansas City MO	X		64121
Wichita KS	X		67276
Omaha NE	X		68108
Baton Rouge LA	X		70826
Shreveport LA	X		71102
Little Rock AR	X		72231
Oklahoma City OK	X	X	73107
North Texas	X		75099
North Houston TX	X	X	77315
San Antonio TX	X		78284
Austin TX	X		78710
El Paso TX	X		79910
Salt Lake City UT	X		84199
Phoenix AZ	X		85026
Pheonix/West Valley AZ		X	85043
Pasadena CA	X	X	91109
Sacramento CA	X	X	95799
Honolulu HI	X		96820
Portland OR	X		97208
Seattle WA	X	X	98168
Spokane WA	X		99224
Anchorage AK	X		99530

45 PARS/CIOSS Ops

17 FPARS/FCIOSS Ops

Not Co-Located with PARS Op = X

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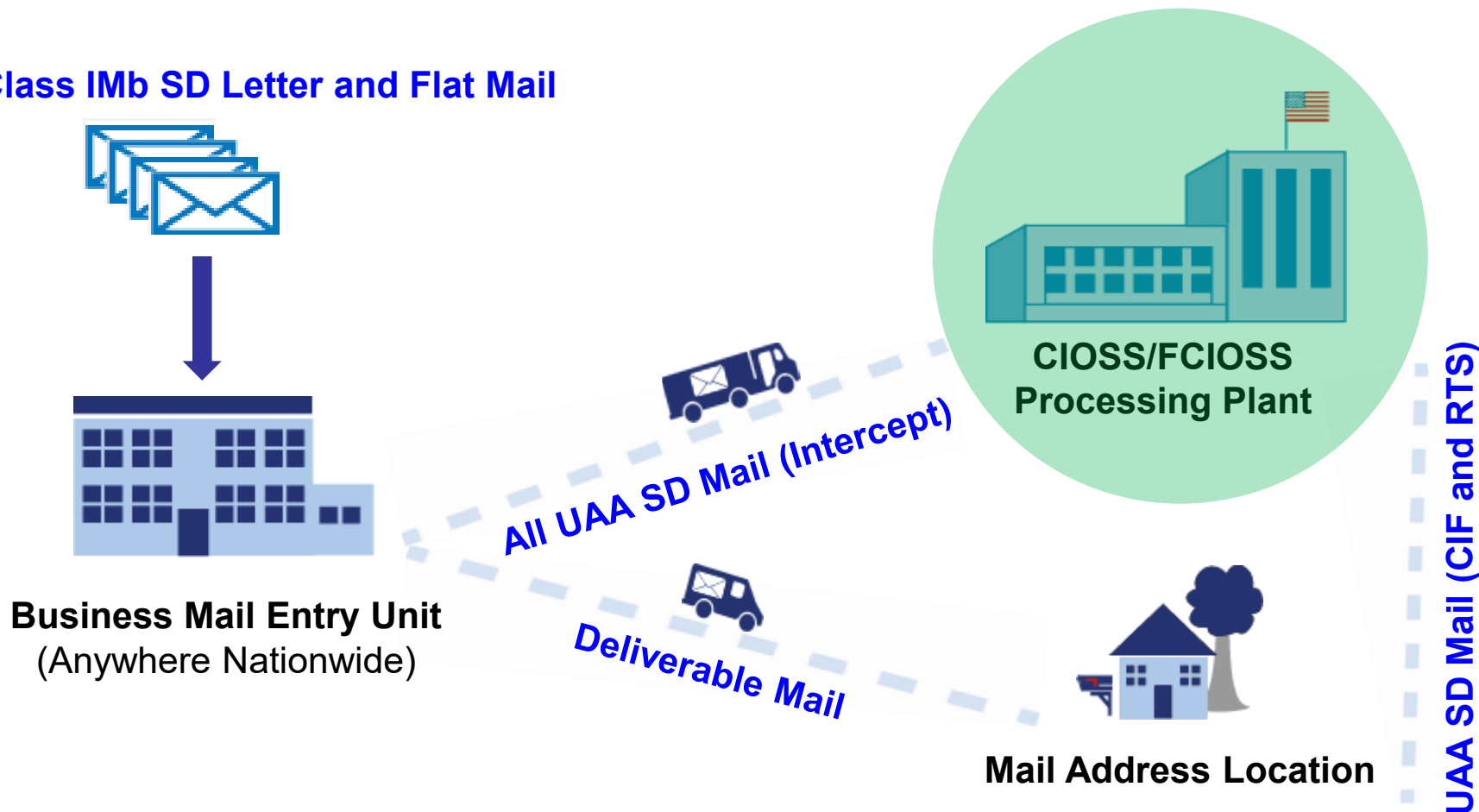
13

Regardless of where an SD mail piece originates, all <u>UAA</u> SD mail will be processed at one of the 55 CIOSS or 19 FCIOSS plants

1st Class IMb SD Letter and Flat Mail

CIOSS/FCIOSS Processing Plant

All UAA SD Mail (Intercept)

Deliverable Mail

UAA SD Mail (CIF and RTS)

Business Mail Entry Unit
(Anywhere Nationwide)

Mail Address Location

Secure Destruction is a five-step process that identifies, intercepts, and destroys undeliverable First-Class™ letters and flats.

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

Undeliverable SD mail, that is not forwardable, is identified, labeled, and sorted for Secure Destruction.

3

Tray and Placard

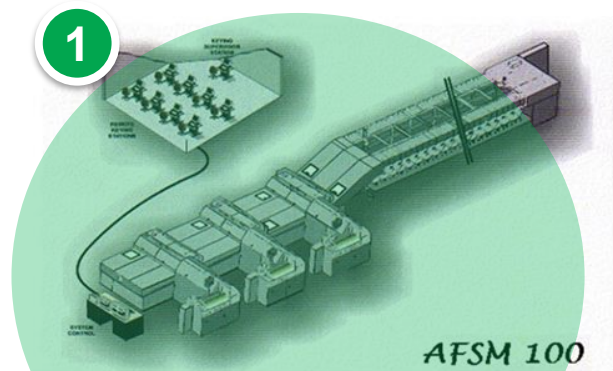Sorted SD mail is trayed, placarded, and sent to the SD shredding area.

5

Level P-4 Cut Size

Recycle

USPS® facilities recycle the shredded SD mail.

4

Model 400.2

Shred

SD mail is then fed into an industrial cross-cut shredder at the USPS® facility.

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UNITED STATES POSTAL SERVICE ®

SD mail processing for flats is similar, but uses an FPARS Modified AFSM100

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.
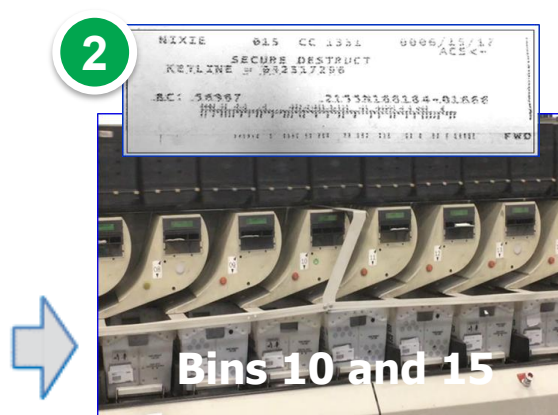
2

Bins 10 and 15

Label and Sort

Undeliverable SD mail, that is not forwardable, is identified, labeled, and sorted for Secure Destruction.

3

Tray and Placard

Sorted SD mail is put in mail tubs, placarded, and sent to the SD shredding area.

5

Level P-4 Cut Size

Recycle

USPS® facilities recycle the shredded SD mail.

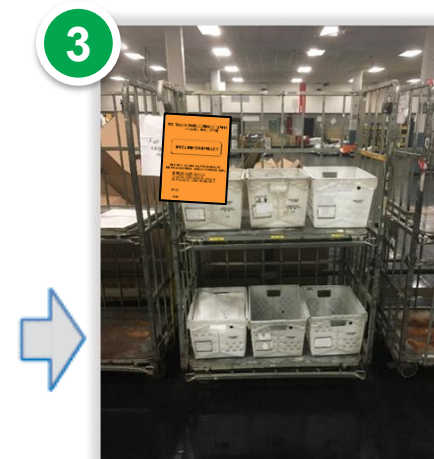**4**

Model 500.3

Shred

SD mail is then fed into an industrial cross-cut shredder at the USPS® facility.

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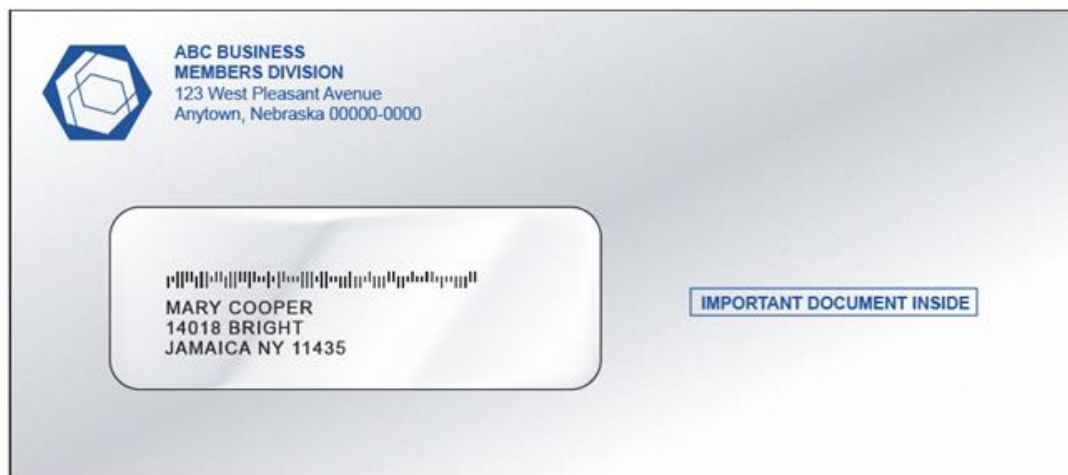
❖ A printed ancillary service endorsement is optional for First-Class Mail® when using the IMb™

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

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

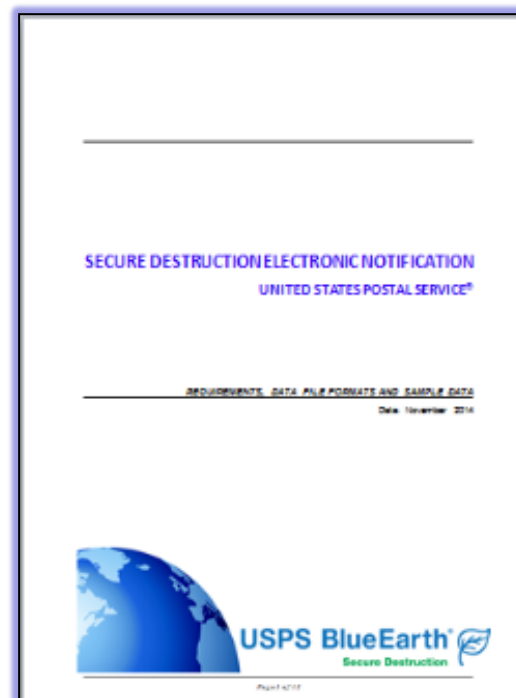| Address Correction Option	Basic Service		Full Service	
	Without IMb™ Tracing	With IMb™ Tracing	Without IMb™ Tracing	With IMb™ Tracing
Full-Service ACS™ – Change Service Requested **Opt 1** w/Secure Destruction			Available for Qualified Full Service IMb™	Available for Qualified Full Service IMb™
Full-Service 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
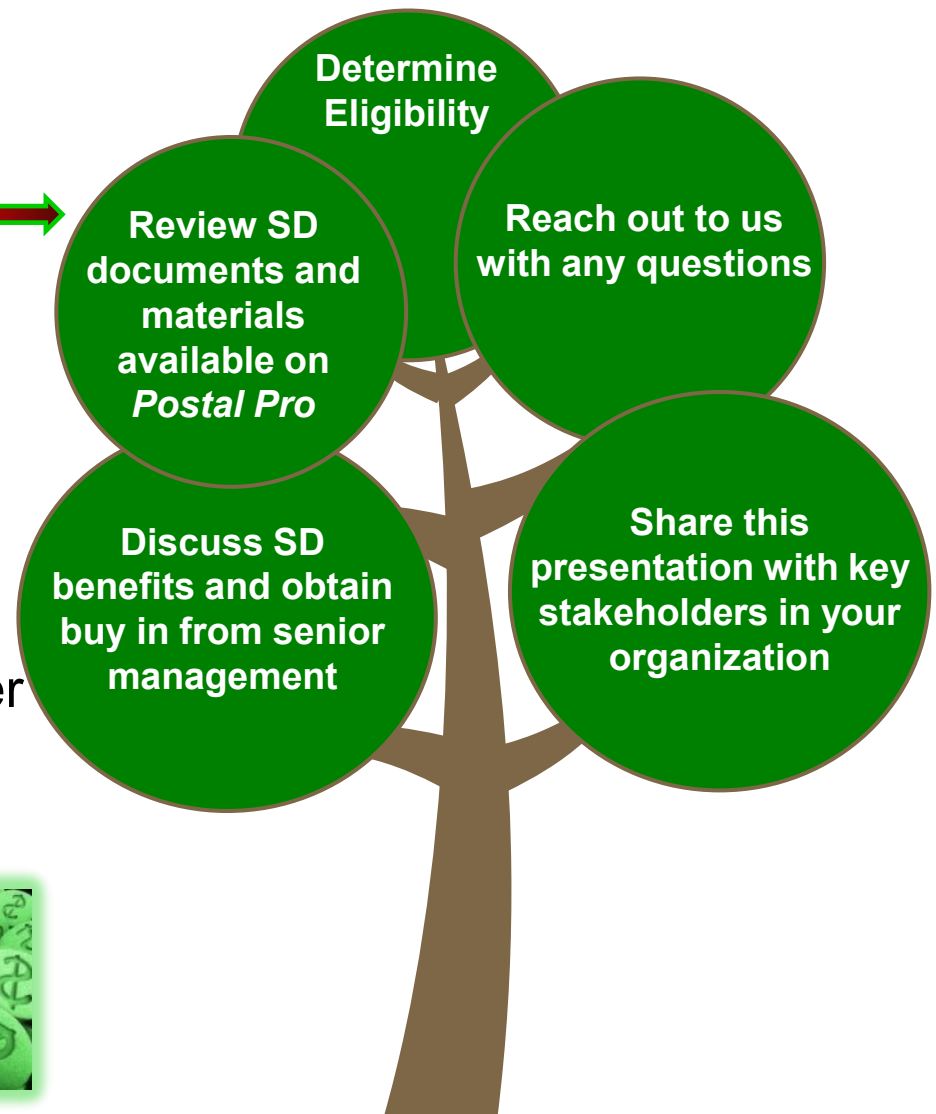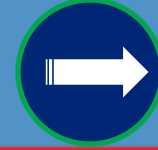
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Secure Destruction eNotifications Data File Record

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

```
      0           1.0         2.0         3.0         4.0     T    5.0         6.0         7.0         8.0
2  D,200383      ,0051320038312345678938134754857,04/14/2013,15:16:42,38111,
3  D,200383      ,0051320038312345678938111206591,04/14/2013,16:20:33,38111,
4  D,912345678,0051391234567865432138134754857,04/14/2013,17:25:54,38111,
5  D,912345678,0051391234567812345638134754857,04/14/2013,18:45:54,38111,
```

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- 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

Reach out to us with any questions

Review SD documents and materials available on *Postal Pro*

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

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 SD Program Manager,
HQ's Sustainability Initiatives Team at:
Phone: 860-463-1159
Email: ronald.f.robbins@usps.gov