

USPS Election & Government Mail Services

**Adrienne Marshall, Director Election & Government
Mail Services**

June 30, 2026



The Postal Service's Role in the Election Process

The Postal Service is committed to fulfilling our role in the electoral process and we provide a secure, efficient and effective way for citizens to participate when policymakers decide to use mail as part of their elections. The Postal Service has a robust and tested process for proper handling and timely delivery of Election Mail.

Every federal election cycle, we make efforts across the nation to inform local and state election officials about mailing procedures, our operational standards, and our recommended best practices for utilizing the mail.

EGMS Team Role

Election & Government Mail Services



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EGMS Roles and Responsibilities

- Establish USPS nationwide solutions and coordinate activities for Election and Government Mail.
- Lead cross-functional collaboration to implement Election and Government Mail practices.
- Collaborate with field leadership to ensure resources and processes are in place to support the proper and timely handling, processing, and delivery of Election Mail.
- Accelerate development of tools and enhancements to Election and Government Mail products and services.
- Escalate/Prioritize Election and Government Mail operational issues to Postal Service leadership at all levels of the organization.
- Communicate EGMS solutions and activities to the ELT and BOG.
- Lead Election community stakeholder engagement
- Oversee postal field activities to address service issues raised by state officials and local administrators and to educate them on our services and practices

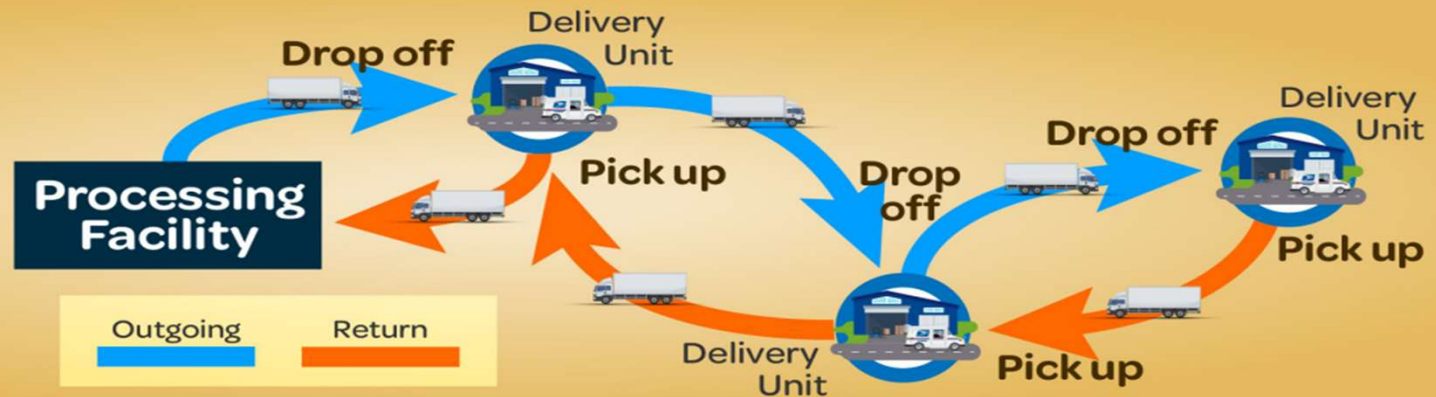
MCR Key Responsibilities for Election Mail

- **Serve as the Primary Point of Contact to all Election Officials**
 - Responsible for building, fostering and maintaining relationships with the election community
 - Liaison between election community and USPS operations.
- **Conduct ongoing, consistent outreach and communication with Election Officials.**
 - Ensure Primary and General Election Preparedness Presentations are conducted with state, local, and tribal election officials.
- **Prioritize Election Mail service issues.**
 - Ensure timely resolution of Election Mail tickets.
 - Timely assistance with media inquiries

Postmarking and Service Standards

Service Standard Refinements

Separate Drop Off and Pick Up



Combined Drop Off and Pick Up



Postmark Definition

- August 12, 2025 –Proposed rule filed in the Federal Register – Comment Period ended on 9/11/2025
- November 24, 2025 – Final Rule published in Federal Register
- December 24, 2025 – Final Rule effective in the Domestic Mail Manual (DMM)
- Addition to the Domestic Mail Manual (DMM) add Section 608.11 “Postmarks and Postal Possession.”
 - This Section identifies the types of Postal Service markings that qualify as postmarks and describes the circumstances under which those markings are applied. It also advises customers of how to obtain evidence of the date on which the Postal Service accepts possession of their mailings.
 - This new language in the DMM does not change any existing postal operations or postmarking practices but is instead intended to improve public understanding of postmarks and their relationship to the date of mailing.

[Federal Register :: Postmarks and Postal Possession](#)

USPS Transit Time Map

Get Started!

- Enter the 5-digit ZIP Code™ you're shipping from.
- Drag and zoom the map to see the area you're mailing to, as well as Alaska, Hawaii, and U.S. territories.

* Required field

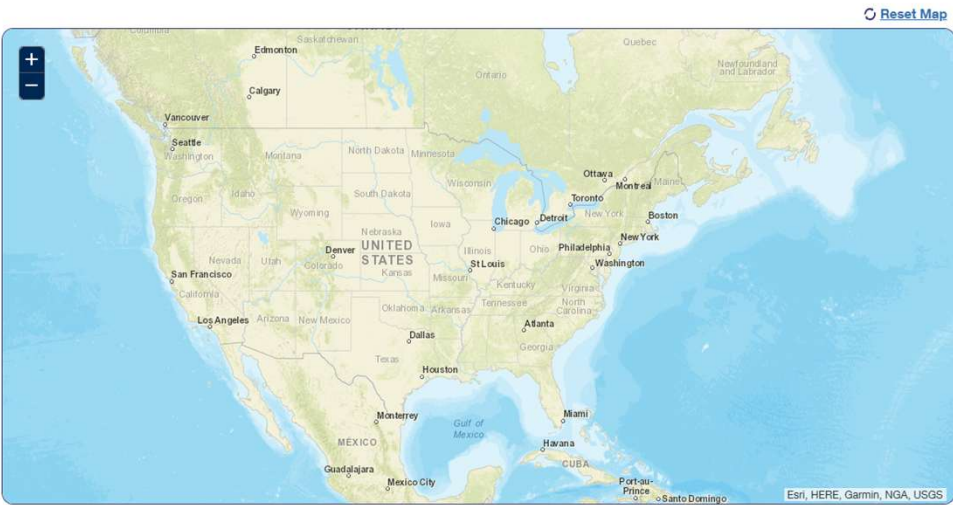
* Mailing & Shipping Services

First-Class Mail® Letters and Flats

* Entry Point 5-digit ZIP Code™

Entry Point 5-digit ZIP Code™

Search



With Priority Mail® Next Day, the expected delivery date reflects a delivery time of 1 business day and is based on the specified origin, destination, and drop-off time in most cases. The expected delivery date does not come with a money-back guarantee.

<https://www.usps.com/service-standards/>

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20260

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Election Mail Preparation and Enhancements

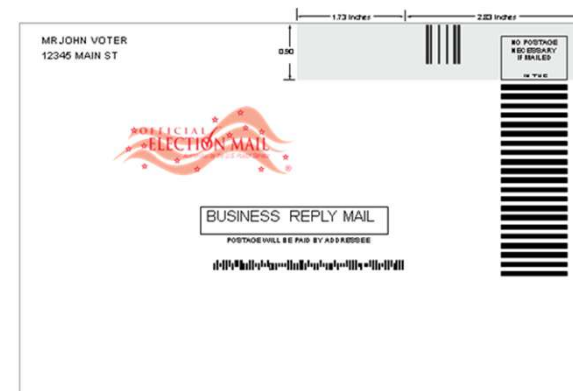
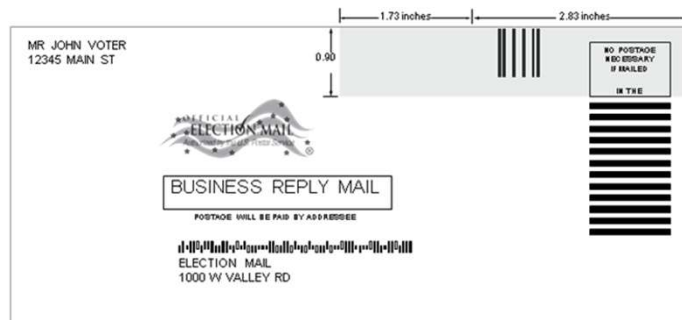
Kit 600

- **2026-2027 Official Election Mail Guide (Kit 600)**
- Distribution to All State Executives and Local Jurisdiction Administrators
 - Updated Pub 631, *Official Election Mail – Graphic Guidelines and Logos* & Pub 632, *State and Local Election Mail – User's Guide*
 - STID Finder Tool
 - Election Mail & Ballot Mail Checkbox
 - Postmarking DMM Update
 - Pull Out Postmarking Fact Sheet
 - Contact Information for MCRs and MDAs
 - Strengthened Definition of election official use for the OEM Logo
 - USPIS Fact Sheet
 - Service Standard Update



Follow and Implement USPS Recommendations on how to Design, Prepare, and Send Election Mail

- Work with Mailpiece Design Analysts to review and approve of mail pieces
- Create automation compatible mail pieces
- Use Qualified Business Reply Mail (QBRM) with Intelligent Mail barcode Accounting (IMbA®) for return Ballot Mail
- Send Ballot Mail using First-Class® Mail



Qualified Business Reply Mail



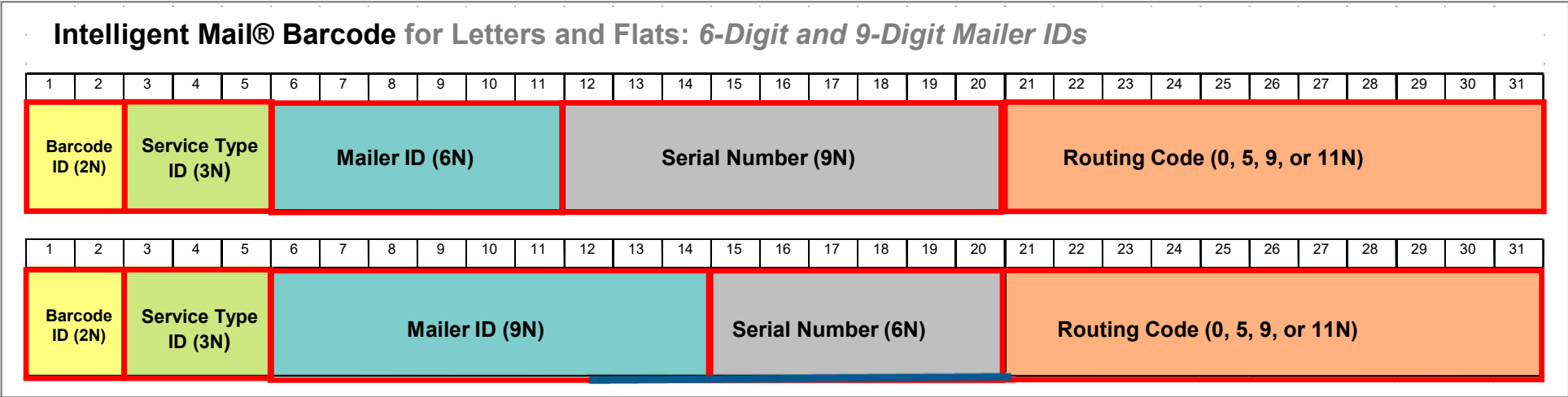
Qualified Business Reply Mail (QBRM)

- First-Class & Priority Reply Mail
- Mailer pays the return postage and fees
- Only Card and Letter mail types are allowed
- One Zip+4 assigned for Cards
- One Zip+4 assigned for Letters up to 3.5 oz
- Intelligent Mail barcode (IMb) Required
- Discounted pricing

Design Example



Serialized Intelligent Mail barcode IMb®



- The Intelligent Mail® barcode is used to track letters & flats in the mailstream.
- The fields in the barcode allow mailers to create individual IDs for each mailpiece so they can be tracked.
- For optimal tracking of election mail, Local Election Offices need to use the correct entries for the **Service Type ID (STID)**, **Serial Number**, and **Routing Code** fields.

Key Benefits of IMbA

- **Value-Added Service** - Automated invoicing through the IMbA is provided to the customer
- **Improved Consistency** – Mail availability is more consistent and timely on a daily basis
- **Expedited Processing** – Receive mail earlier in the day; reducing float time with efficient and effective mail processing
- **Reporting Enhancements** – QBRM mail pieces with serialized barcodes, enables IMbA customers to view invoicing via Informed Visibility or BCG in *PostalOne!*
- **Seamless Transition** – QBRM customers who submit samples after January 2023 will be automatically enrolled into IMbA parallel
- **Uniform Rate** - One rate for QBRM letters weighing up to 3.5 ounces

Intelligent Mail Barcode - Election Community Usage

Absentee Ballot Tracking

This web site is for informational purposes only. The information displayed reflects the most recent entry on your record by your county and is updated nightly. Activity occurring today will not appear until the next day. For additional information, please [contact your County Clerk](#).

Town or City Election Absentee Ballot Tracking: [Contact your Town/City Recorder or Clerk.](#)

* First Name	
* Last Name	
* Date of Birth (MM/DD/YYYY)	
Submit	



Tracking your vote-by-mail ballot—when it is mailed, received, and counted—has never been easier. The California Secretary of State is now offering **Where's My Ballot?**—a new way for voters to track and receive notifications on the status of their vote-by-mail ballot. Powered by BallotTrax, **Where's My Ballot?** lets voters know where their ballot is, and its status, every step of the way.

COMPLETED

NOVEMBER 4, 2025 GENERAL

Ballot Accepted
10/24/2025
Your ballot has been accepted! Your voter packet has been Accepted by the county election office for counting.

Details ^

Ballot Outbound
09/24/2025
Your ballot has been mailed! Your voter packet is at the Post Office and is making its way to you. Look for your ballot in your mailbox soon!

Ballot Inbound
10/21/2025
Your ballot is being returned! The Postal Service has indicated to us that they have your voter packet, and it is being returned to your county election office.

Ballot Accepted
10/24/2025
Your ballot has been accepted! Your voter packet has been Accepted by the county election office for counting.

Intelligent Mail® for Small Business Tool

The **Intelligent Mail® for Small Business Tool** (IMsb Tool) is a **free** online tool specifically designed for small-volume mailers.

- It's a web-based program.
 - No software or downloads required
- The Tool creates unique Intelligent Mail barcodes (IMb) for printing on address labels or mail pieces.
- Electronic postage statements are automatically created.
- The Tool supports DSCF (Destination Sectional Center Facility) entry rates and all automation presort discounts along with the Full-Service discount.
- The annual presort fee may be waived if all mailings are submitted as Full-Service! [Fee Waiver Fact Sheet](#)
- Address list is cleansed
 - Validates addresses within the database are accurate.
 - Reduces amount undeliverable mail
- Ability to remove duplicates from mailing list.

Intelligent Mail® for Small Business Tool

Contact your local BMEU manager for additional information.

You can access the current IMsb User Guide located on the right-hand side on the IMsb Tool landing page.

IMsb Tool page at PostalPro : [Intelligent Mail® for Small Business Mailers \(IMsb\) | PostalPro](#)

The User Guide can also be found on IMsb Tool page at PostalPro.

[Intelligent Mail for Small Business Owners \(IMsb\) User Guide | PostalPro \(usps.com\)](#)

Mailing & Shipping Solutions Center (MSSC)

Phone: 1-877-672-0007

Email: MSSC@usps.gov

[Business Postage Price Calculator \(usps.com\)](#)

Intelligent Mail® for Small Business Mailers (IMsb)

Intelligent Mail® for Small Business Mailers (IMsb) is a free online tool which will allow you to produce the presorted Intelligent Mail barcodes (IMb) for your mail pieces, tray labels and submit an electronic postage statement to the acceptance units.

Quick Links

[Intelligent Mail® for Small Business \(IMsb\) Fact Sheet](#)

[Intelligent Mail® for Small Business Owners \(IMsb\) User Guide](#)

STID Finder

- Designed to assist election officials and their mail service providers in selecting an appropriate Election Mail and Ballot Mail STID for their outbound mailings
- <https://postalpro.usps.com/election-ballot-stid-finder>

The screenshot shows the USPS PostalPro website's STID Finder tool. At the top, the USPS and PostalPro logos are displayed alongside a search bar and a navigation menu with links for Mailing and Shipping, Promotions & Incentives, Industry Forum, Operations, Certifications, Resources, and Contact. Below the navigation bar, a breadcrumb trail indicates the path: Home > STID Finder. The main heading reads "ELECTION MAIL AND BALLOT MAIL STID FINDER". A central white box contains the question "Are you mailing a ballot?" with two buttons: "Yes" and "No". Below this box, a disclaimer states: "Please note that the tool's results are suggestions only. For further insight into what each STID offers, contact the ACS Help Desk via email at ACS@usps.gov or by phone at 877-640-0724, Option 1." It also provides a link to a full list of STIDs: <https://postalpro.usps.com/ mailing/ service-type-identifiers>. Finally, it mentions that detailed descriptions of each STID can be found in Appendix A at <https://postalpro.usps.com/node/461>.

Advances to USPS.com/election mail

- **New Site to report Election Mail Issues**

- Single location for all customer facing Election Mail related service requests.
- Service Requests will be routed to USPS CRM application
- Aligns with all current USPS service ticket processes

[Introduction](#) [Voters](#) [Military & Overseas](#) [Election Officials](#) [Guidance & Resources](#)

USPS contact forms for Election Officials

The Postal Service can assist local and state election officials with any of their Election Mail needs.

Election Mail design review

Mailpiece Design Analysts (MDAs) are specially trained postal employees who evaluate mailpiece design, automation discount opportunities, envelope standards, and more.

[Request a design review](#)

Contact a Local Manager, Customer Relations

Local Managers, Customer Relations serve as primary points of contact to guide election officials through the mailing process and match postal services with their needs.

[Contact Customer Relations](#)

Report a problem

Election officials can receive support by notifying the Postal Service of any Election Mail service issues.

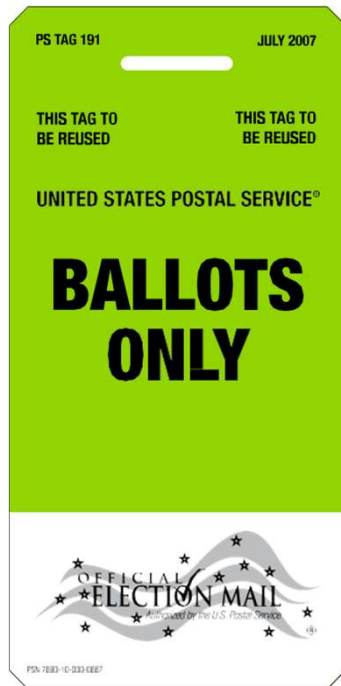
[Report a problem](#)

For further Election Mail assistance, call 877-672-0007 (select option 2 for mailing requirements or option 3 for mail piece design). Hours of operation are Monday through Friday, 7 a.m. to 7 p.m. Central Time (closed federal holidays).

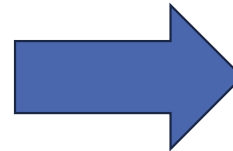
[Election Mail - usps.com](https://usps.com/election-mail)

Coming Soon! Bilingual Tag 191

Existing Front



Existing Back



NEW Front & Back



USPS Message to Voters

Our Message to Voters Opting to Use the Mail to Cast a Ballot

- If you are eligible to vote by mail and choose to do so, you should plan ahead to give yourself enough time to complete and return your ballot by your state's deadlines.
- Be sure to know your state's requirements and recommendations on receiving a blank ballot and mailing your completed ballot.
- Mail your completed ballot before Election Day, and at least one week before the deadline by which your completed ballot must be received by your election office. Some states may recommend allowing even more time for mailing completed ballots.
- **A voter can ensure that a postmark is applied to his or her return ballot, and that the date on the postmark matches the date of mailing, by visiting a Postal Service retail office location and requesting a manual (local) postmark from a retail associate at the retail counter when dropping off the ballot for mailing.**
- **Manual postmarks will be applied free of charge.**

USPS Advice for College Students

- Request your absentee ballot as soon as possible from your local Board of Elections
 - Every state has a different process for requesting a mail in ballot
 - Research the process prior to leaving for college
 - Ensure you know the due date for the returned ballot
- Provide your full college address to your local Board of Elections when requesting a ballot
 - Include box number (if applicable)
 - Many college mailrooms just receive a central delivery from the Postal Service, check with your local mailroom to ensure you are providing the proper address
- Check your mail daily
- Consider renting a PO Box near campus
- Return your ballot as soon as possible, but no later than one week prior to the due date.

Election Mail Security and Integrity

Ensuring the Secure Delivery of Our Nation's Election Mail



- **Supports USPS by responding to customer and partner driven election related security questions and incidents**, including those reported by customers (boards of election and voters).
- **Coordinates closely with federal, state and local partners** on election security table-top exercises, planning meetings and other events on an ongoing basis.
- **Operates a 24hr law enforcement reporting line** for election officials. (877)876-2455 (please select #4).
- **Triages reports of Election Mail security and criminal incidents** from election officials throughout election cycles.
- **Monitors the postal network for election mail related issues** including potential unauthorized delay, delivery, and changes of address related to election mail.
- **Works with local, state and federal law enforcement authorities** to conduct and support election crimes investigations.



- **Monitoring and oversight** of the Postal Service's ability to timely process and deliver Election Mail.
- **Coordinates closely with federal, state and local partners** on election security table-top exercises, planning meetings and other events on an ongoing basis.
- **Conduct site visits to observe and monitor operations** at postal facilities around the country.
- **Continued focus on protecting the integrity** of election mailings through investigating allegations of employee misconduct with respect to election and political mailings.
- **Works with state and federal law enforcement authorities** to support election offense investigations involving USPS employees

Questions?

