



# **Twin Cities PCC Covid-19 Industry Update**

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# Today we are going to discuss:

- Retail and Delivery Safety
- How to Stay Informed on latest USPS Changes
- Retail Modifications
- Business and Residential Service Changes
- Your Questions

## Safety First





## **Postmaster General Megan J. Brennan issued the following statement April 10 in response to discussions about including funding for the Postal Service in possible federal coronavirus economic stimulus legislation:**

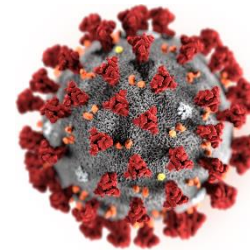
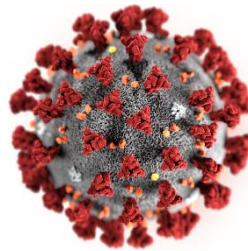
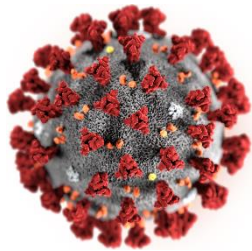
The men and women of the United States Postal Service provide an essential public service and bind the nation together as a part of the country's critical infrastructure. At least six days per week, and in some instances seven, Postal Service employees accept, process, transport and deliver vital mail and packages like medicine, products that sustain us, benefits checks and important information, in every community, to every home and residence, and we will continue to do so. As Americans are urged to stay home, the importance of the mail will only grow as people, including those in rural areas and senior citizens, will need access to vital communications, essential packages and other necessities.

We are at a critical juncture in the life of the Postal Service. At a time when America needs the Postal Service more than ever, the reason we are so needed is having a devastating effect on our business. The Postal Service relies on the sale of postal products and services to fund our operations, and these sales are plummeting as a result of the pandemic. The sudden drop in mail volumes, our most profitable revenue stream, is steep and may never fully recover. We now estimate that the COVID-19 pandemic will increase the Postal Service's net operating loss by more than \$22 billion over the next 18 months, and by over \$54 billion over the longer term, threatening our ability to operate.

As Congress and the administration take steps to support businesses and industries around the country, it is imperative that they also take action to shore up the finances of the Postal Service and enable us to continue to fulfill our indispensable role during the pandemic and to play an effective role in the nation's economic recovery.

We are grateful for the heroism and commitment of our 630,000 postal employees who continue to serve the American public during this pandemic, and we look forward to working with policymakers on ensuring the solvency of the Postal Service.

Northland District employs over 13,000 employees. As of today, 4 Northland employees have tested positive for COVID-19



Due to Federal Privacy Law, we are unable to share specific information. However, we can tell you we are following CDC guidelines for presumptive cases and isolating employees when necessary. We are also educating and enforcing social distancing practices among our employees and with interactions with customers. ***It's important to note that the CDC, the World Health Organization and the Surgeon General have all confirmed that the mail is safe and our practices will continue to assure its safety.***



## COVID-19 LINKS

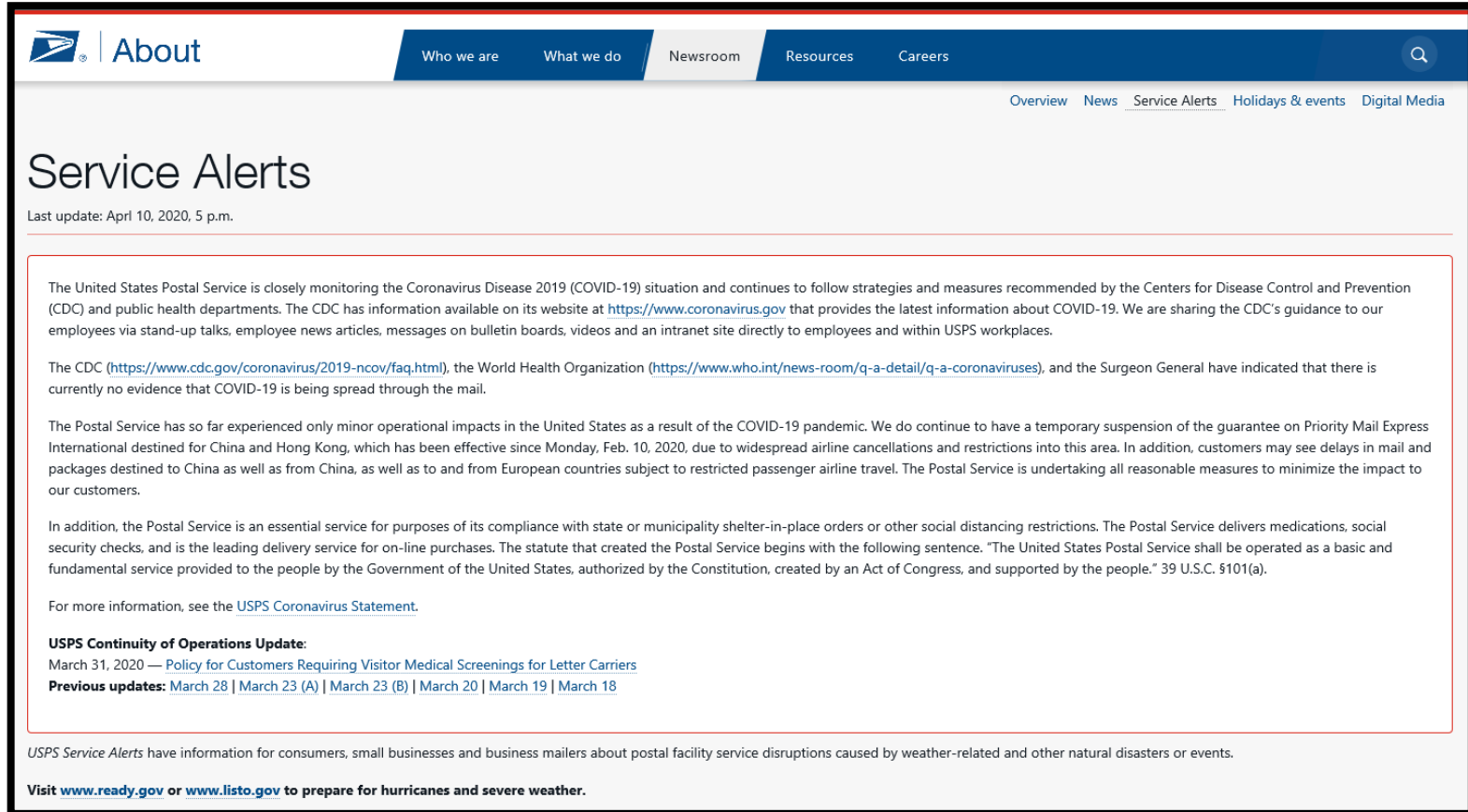
Updated Information at **USPS.com**: <https://www.usps.com/>

The screenshot shows the USPS.com homepage with a navigation bar at the top containing links for Quick Tools, Mail & Ship, Track & Manage, Postal Store, Business, International, and Help. A red alert banner at the top reads: "ALERT: USPS IS FOLLOWING STRATEGIES AND MEASURES RECOMMENDED BY THE CDC AND PUBLIC HEALTH DEPARTMENTS. READ MORE:". Below this is a large banner for "Search or Track Packages" with a search input field. Three service tiles are visible: "Click-N-Ship" (pay and print shipping labels), "Stamps & Supplies" (Forever Stamps: \$0.55, Postcard Stamps: \$0.35), and "Informed Delivery" (digitally preview your incoming mail). A "USPS Service Alerts" section follows, with a message about service disruptions. Below are three columns: "Residential & Business Mail" (with a link to "Residential Service Alerts"), "Overseas Shipments" (with a link to "Notices on Mail Acceptance & Delivery"), and "USPS Coronavirus FAQs" (with links to "Residential FAQs" and "Business FAQs").



## COVID-19 LINKS

**USPS Service Alerts:** <https://about.usps.com/newsroom/service-alerts/>



The screenshot shows the USPS Service Alerts webpage. At the top left is the USPS logo and the word "About". A navigation bar contains links for "Who we are", "What we do", "Newsroom", "Resources", and "Careers". On the right side of the navigation bar is a search icon. Below the navigation bar, there are links for "Overview", "News", "Service Alerts", "Holidays & events", and "Digital Media". The main heading is "Service Alerts" with a sub-heading "Last update: April 10, 2020, 5 p.m.". The main content area contains several paragraphs of text regarding the COVID-19 situation, including information about CDC and WHO guidance, operational impacts, and essential services. At the bottom, there is a "USPS Continuity of Operations Update" section with a date of March 31, 2020, and a list of previous updates from March 18 to March 28. A footer note states that USPS Service Alerts have information for consumers, small businesses, and business mailers about postal facility service disruptions caused by weather-related and other natural disasters or events. A final note encourages visitors to visit [www.ready.gov](http://www.ready.gov) or [www.listo.gov](http://www.listo.gov) to prepare for hurricanes and severe weather.

**Service Alerts**  
Last update: April 10, 2020, 5 p.m.

The United States Postal Service is closely monitoring the Coronavirus Disease 2019 (COVID-19) situation and continues to follow strategies and measures recommended by the Centers for Disease Control and Prevention (CDC) and public health departments. The CDC has information available on its website at <https://www.coronavirus.gov> that provides the latest information about COVID-19. We are sharing the CDC's guidance to our employees via stand-up talks, employee news articles, messages on bulletin boards, videos and an intranet site directly to employees and within USPS workplaces.

The CDC (<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>), the World Health Organization (<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>), and the Surgeon General have indicated that there is currently no evidence that COVID-19 is being spread through the mail.

The Postal Service has so far experienced only minor operational impacts in the United States as a result of the COVID-19 pandemic. We do continue to have a temporary suspension of the guarantee on Priority Mail Express International destined for China and Hong Kong, which has been effective since Monday, Feb. 10, 2020, due to widespread airline cancellations and restrictions into this area. In addition, customers may see delays in mail and packages destined to China as well as from China, as well as to and from European countries subject to restricted passenger airline travel. The Postal Service is undertaking all reasonable measures to minimize the impact to our customers.

In addition, the Postal Service is an essential service for purposes of its compliance with state or municipality shelter-in-place orders or other social distancing restrictions. The Postal Service delivers medications, social security checks, and is the leading delivery service for on-line purchases. The statute that created the Postal Service begins with the following sentence, "The United States Postal Service shall be operated as a basic and fundamental service provided to the people by the Government of the United States, authorized by the Constitution, created by an Act of Congress, and supported by the people." 39 U.S.C. §101(a).

For more information, see the [USPS Coronavirus Statement](#).

**USPS Continuity of Operations Update:**  
March 31, 2020 — [Policy for Customers Requiring Visitor Medical Screenings for Letter Carriers](#)  
**Previous updates:** [March 28](#) | [March 23 \(A\)](#) | [March 23 \(B\)](#) | [March 20](#) | [March 19](#) | [March 18](#)

USPS Service Alerts have information for consumers, small businesses and business mailers about postal facility service disruptions caused by weather-related and other natural disasters or events.

Visit [www.ready.gov](http://www.ready.gov) or [www.listo.gov](http://www.listo.gov) to prepare for hurricanes and severe weather.



## COVID-19 LINKS

Updated Information can be found at *PostalPro.com*: <https://postalpro.usps.com/>

The screenshot shows the PostalPro website homepage. At the top left is the USPS logo, followed by the 'POSTALPRO' logo. A navigation bar contains links for 'Mailing and Shipping', 'Operations', 'Industry Forum (PCC/MTAC/AIM)', 'Certifications', 'Resources', and 'Contact'. The main content area features a dark blue background with a factory-like image. Text on the page includes 'Welcome to PostalPro', 'USPS Service Alerts and Disruptions', and 'COVID-19 BME FAQs, Contingency Plan and Diversion Request Form'. A search bar is located below the main text. At the bottom, there is a footer with links for 'Election and Political Mail', 'Enterprise Payment', 'A-Z Site Index', 'Informed Visibility® (IV®)', 'Latest Updates', 'Technology Roadmap', '\*USPS Service Alerts\*', 'Subscribe to Updates via RSS', and 'Academic Outreach'.



# COVID-19 LINKS

## USPS Coronavirus Updates for Business Customers

<https://faq.usps.com/s/article/USPS-Coronavirus-Updates-for-Business-Customers>

**USPS® Coronavirus Updates for Business Customers**

FAQs specific to the Coronavirus situation and Postal Service™ continuity can be found here. The Postal Service is closely monitoring the COVID-19 situation and continues to follow strategies and measures recommended by the Centers for Disease Control and Prevention (CDC) and public health departments. Please forward your COVID-19 questions to [IndustryFeedback@usps.gov](mailto:IndustryFeedback@usps.gov).

Apr 11, 2020 · FAQ

**ARTICLE NUMBER**  
000004193

**CUSTOMER INFORMATION**

The Postal Service™ is closely monitoring the COVID-19 situation and continues to follow strategies and measures recommended by the Centers for Disease Control and Prevention (CDC) and public health departments.

Updates for Business Customers	
<a href="#">IT</a>	<a href="#">International</a>
<a href="#">Military</a>	<a href="#">Contingency Plans</a>
<a href="#">Mailing &amp; Shipping</a>	<a href="#">Hold Mail</a>
<a href="#">Claims</a>	<a href="#">Facilities</a>
<a href="#">HAZMAT</a>	<a href="#">Passports</a>
<a href="#">Funding</a>	<a href="#">Business Mail Acceptance</a>
<a href="#">Essential Government Service</a>	<a href="#">Safety</a>
<a href="#">Delivery</a>	<a href="#">Mail Transport Equipment</a>
<a href="#">Transportation</a>	

**For additional information:**

<a href="#">Residential Service Alerts</a>	<a href="#">Business Service Alerts</a>
<a href="#">USPS® Statement on Coronavirus</a>	
To order stamps and supplies online, please visit: <a href="#">The Postal Store®</a>	To learn about additional online postage options: <a href="#">Click-N-Ship®</a> & other <a href="#">Online Postage Options</a>
<b>For additional information, see:</b> <ul style="list-style-type: none"> <li>Ordering Online - The Basics</li> <li>Ordering Free Shipping Supplies</li> </ul>	
Learn how to <a href="#">Schedule a Package Pickup</a>	Learn about your Post Office® Hours and PO Box™ Access Hours at <a href="#">Post Office Locator</a> .
<b>For additional information, see:</b> <ul style="list-style-type: none"> <li>What is Package Pickup?</li> <li>What is Pickup on Demand®?</li> </ul>	<b>For additional information, see:</b> <ul style="list-style-type: none"> <li>PO Box - The Basics, see "How do I find the PO Box Access Hours for my local Post Office™?"</li> </ul>

**Links  
are  
videos**



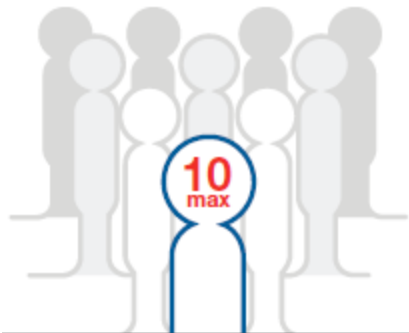
[Retail Changes due to COVID-19](#)



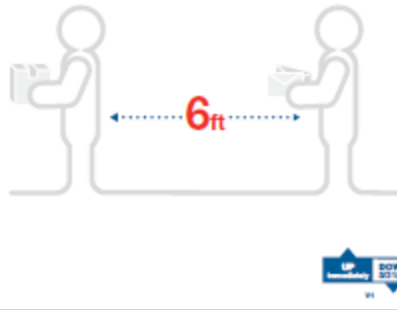
[Delivery Changes Due to COVID 19](#)

## Please protect yourself and others

Limit the Post Office lobby to **no more than 10 people at a time**



Keep a **minimum of 6 feet** between yourself and others



- Use of the Mobile Point-of-Sale device has been suspended where it requires close customer contact.
- Use of a Lobby Assistant (employee in customer lobby) has been suspended where it requires close customer contact.
- Customer must sign for any item that requires a signature. If refused, the item will be held for the allotted time and then returned to sender if not picked up.
- Increased cleaning of frequently touched surfaces in the workplace including the Self-Service Kiosk (SSK), Mobile Point of Sale (mPOS), Customer Display Units (CDUs), counters, PO Boxes, parcel lockers, door handles and knobs.
- Hand sanitizer and/or wipes available
- Some locations may be forced to operate under temporarily reduced hours. Signage will be posted.



## RETAIL AND BUSINESS CUSTOMER SERVICE CHANGES



## **Extension of PO Box Renewal Fee Payment**

To assist our customers amid the Coronavirus Disease 2019 (COVID-19) pandemic, effective immediately the Postal Service™ is extending the Post Office Box (PO Box) renewal fee payment due date.

This temporary change will allow customers to make their PO Box payments for a period of up to 30 days after the due date, without penalty of a box closure and will also eliminate the handling fees associated with reopening a closed PO Box.

## **Temporary International Service Suspensions**

Effective April 7, 2020 the Postal Service temporarily suspended international mail acceptance to a total of 51 destinations where mail service is temporarily unavailable due to air and sea transportation issues related to widespread cancellations and restrictions to the area.

**\*Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.**

**Information related to any service disruption can be found any time at:**

**<https://about.usps.com/newsroom/service-alerts/>**



- **U.S. Passports - COVID-19 Impacts**

**Effective 3/25/2020**, USPS will conduct all passport application services by [appointment only](#). Walk-in appointments will no longer be accepted at any retail location that currently offers that service.

**Effective 3/20/2020**, Due to public health measures to limit the spread of COVID-19, the Department of State has advised that regular passport delivery times may be delayed.

**Effective 3/20/2020**, *Expedited* passport application processing services are not being offered unless a life or death emergency exists. *Regular* passport applications are still accepted.

The USPS will continue to accept Passport applications/photos – using the Retail Customer Appointment Scheduler (RCAS)



- **Can I ship hand sanitizer or disinfectant wipes?**

To ship hand sanitizers including wipes, you must use USPS Retail Ground, Parcel Select, or Parcel Select Lightweight. These services are only available through your local Post Office™ branch.

Most hand sanitizers, including wipes, contain alcohol and are flammable in nature and are therefore handled and shipped as hazardous matter (HAZMAT) in the US Mail™. As flammable materials, these products are limited to surface transportation-only in domestic mail. It is prohibited to send these materials by International Mail including APO/FPO/DPO (military) destinations.

If you are unsure whether or not the product that you are shipping is flammable, please check with the manufacturer of the product before mailing. **Additional Resources**

**[Publication 52-Hazardous, Restricted and Perishable Mail Packaging Instructions 3A](#)**



## **New Processes for Bulk Hold Mail and Forwarding Requests by Businesses**

The United States Postal Service has implemented two new processes to allow businesses to submit Hold Mail requests in bulk (10 or more), as well as requests to forward mail from many locations (10 or more) to one.

The new processes allow businesses with 10 or more requests to provide the Postal Service with an Excel spreadsheet with the addresses and relevant information for their hold or forwarding requests. Businesses must provide the information in a specific Excel file format. The Sales or Business Service Network Representatives will coordinate directly with the customer to obtain the required information.

There are currently no changes to the maximum timeframe for holding mail (30 days). Businesses should contact their Sales or Business Service Representative if they would like to request Bulk Hold Mail (10 or more) for 30 Days or to Forward Mail from many locations (10 or more) to one.

For more information on these new processes, please contact your Sales Representative or email [ShippingServices@usps.gov](mailto:ShippingServices@usps.gov).



## Return Mail Timeframe Extension

The Postal Service temporarily will extend the current timeframe provided under DMM 508.1.1.7f of 15 days (5 days for Priority Mail Express, 10 days for COD) and under postal policy of 10 days generally for all other mail, to 30 days for all mailpieces, unless a customer has requested a return timeframe at the time of mailing. Perishable items will continue to be handled as indicated under current postal policy.

All customer notifications for items with an attempted delivery date of March 28, 2020, or later will be updated to reflect the extended 30-day timeframe. The Postal Service is also working on implementing additional notices to remind customers about missed delivery items and the extended 30-day timeframe.



## **Detached Mail Unit (DMU) Health Screenings**

The safety and well-being of our employees and customers are our highest priorities. The Postal Service respects the additional measures taken to protect the employees of your organization. While we understand your concerns, we cannot permit our clerks to comply with any request to submit to screenings, including medical questionnaires or temperature checks prior to admittance into your facility.

There are alternate means by which the Postal Service is willing to accommodate mail acceptance during this pandemic:

- 1) You may opt to bring the mail to your local Business Mail Entry Unit.
- 2) You may work with the local Manager, Business Mail Entry (MBME) to identify an alternate process and/or location for mail acceptance.



## **Internal Business Mail Entry COVID-19 Contingency**

As Coronavirus Disease 2019 (COVID-19) continues to spread across the United States, the USPS is committed to identify solutions that will allow the continuity of mail acceptance with minimal disruption. The USPS will endeavor to find an alternative method of commercial mail acceptance.

The Internal Business Mail Entry COVID-19 Contingency plan contains the process steps required to divert mailings to alternate locations for mail acceptance, and guidance on mail acceptance procedures at offices that have been impacted with COVID-19 and face reduced or limited staffing. In addition, the contingency plan provides support for mailers that may require a change in mail entry locations, or exceptions to mail entry requirements.



## Questions submitted at Registration

- **Is it safe to handle the mail?**

It's important to note that the CDC, the World Health Organization and the Surgeon General have all confirmed that the mail is safe and our practices will continue to assure its safety.

- **Are there any statistics to show how many USPS employees have contracted the virus?**

We are not releasing this number as it pertains to individual health information. We do have employees in other parts of the country who have contracted COVID-19 and some who have recovered and returned to work.

- **Hoping all USPS workers are taking extra precautions during this pandemic. Should we be wiping off our mail with a Clorox wipe before bringing the mail in our home?**

As stated above, the CDC, WHO and Surgeon General have all confirmed that the mail is safe. Additional processing at home is unnecessary.

- **What is the best way for businesses to handle their mail if one of their locations closes? Should they temporary forward or put a temporary hold on the mail?**

We cannot tell you what is best for your company. There are several options available.

In Northland District, these include:

- Providing a receptacle at your place of business for the carrier to use.

- Putting your mail on hold with a designated staff member assigned to pick up.

- Forwarding your mail to an alternate address.

- Have a designated staff member meet the carrier outside your facility to pick up the mail.

If you wish to take advantage of any of these, or need to make other arrangements, please contact your Business Service Network Representative or local Post Office.



- **How will international mail be handled that is not able to be delivered during this time?**

For already deposited items, other than GXG, USPS employees will mark the items as “Mail Service Suspended — Return to Sender” and then place them in the mail stream for return. For any returned item bearing a customs form, the Postal Service will, upon request, refund postage and fees on mail returned due to the suspension of service. For all other returned items not bearing a customs declarations form, the Postal Service will, upon request, refund postage and fees on mail returned due to the suspension of service, or the sender may re-mail them with the existing postage once service has been restored. When remailing under this option, customers must cross out the markings “Mail Service Suspended — Return to Sender.” Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail. USPS is closely monitoring the situation and will continue to update customers until the situation returns to normal. Please visit our International Service Alerts page for the most up to date information.

- **When presenting bulk mail to the BMEU is there any precautions in place to protect the drivers when unloading the mail? Anything you would like our drivers to do?**

BMEU employees have been issued Personal Protective Equipment, sanitizer and disinfectant, as available.

The best thing for our customers to do is to maintain the 6 foot social distancing guideline and to have all mail ready and available for presentation as quickly as possible.

- **What options exist if my organization will not allow my DMU clerk into our facility? How much longer will DMU arrangements be allowed?**

You may opt to bring the mail to your local Business Mail Entry Unit.

You may work with the local Manager, Business Mail Entry (MBME) to identify an alternate process and/or location for mail acceptance.

There is no plan at this time to cease using DMU arrangements.



- **What should we be advising our offices to do so that they can continue to get mail addressed to the office while many of them are shut down or on limited hours? Keeping in mind that in some locations going to the Post Office in person is not possible, not safe or both?**

We cannot tell you what is best for your company. There are several options available.

In Northland District, these include:

Providing a receptacle at your place of business for the carrier to use.

Putting your mail on hold with a designated staff member assigned to pick up.

Forwarding your mail to an alternate address.

Have a designated staff member meet the carrier outside your facility to pick up the mail.

If you wish to take advantage of any of these, or need to make other arrangements, please contact your Business Service Network Representative or local Post Office.

- **What does the outline of events look like in the event service is interrupted? What are Communication plans for service level changes? Does USPS plan to close any facilities for any reason related to COVID-19 and is there Anything else we need to be worried about?**

The Postal Service has no plans to stop delivering the nation's mail and so far experienced only minor operational impacts in the United States as a result of the COVID-19 pandemic. Mail service alerts and updates are provided on USPS.com® to inform the public and the mailing industry when service is suspended for any reason. Information is updated frequently and updates are made in real time. To view postal facility service alerts and updates, go to the USPS Service Alerts page on USPS.com® at <https://about.usps.com/newsroom/service-alerts/>

Mailers can also sign up for Industry Alerts at [industryalert@usps.gov](mailto:industryalert@usps.gov).



- **How is USPS handling mail for closed businesses?**

Mail on the delivery route is returned to the Delivery unit and will be held for 30 days under the new temporary mail return policy. Customers can request a temporary hold for their mail. Caller Box customers should contact their local office to discuss how they will be handling the pickup of this volume.

- **How are signature service items being handled with social distancing regulations in place?**

To reduce health risks, we are temporarily modifying customer signature capture procedures for carriers. While maintaining a safe, appropriate distance, employees will request the customer's first initial and last name so that the employee can enter the information on the electronic screen or hard copy items such as return receipts, PS Forms 3811 and 3829.

For increased safety, employees will ask the customer to step back a safe distance or close the screen door/door so that they may leave the item in the mail receptacle or appropriate location by the customer door.

- **What precautions are being taken to keep carriers and customers safe?**

Instructions and supplies have been provided to carriers for shared vehicles and keeping frequently-touched surfaces clean using sanitizing wipes and/or disinfectants.

We have asked that carriers refrain from ringing doorbells. Instead we ask they knock on customer doors instead. When knocking, they are advised to avoid frequently-touched areas.

When delivering mail, parcels, and signature items, carriers have been instructed to allow extra space (6 feet or more if possible) between them and the customer.



- **Do shelter-in-place orders apply to USPS facilities?**

The Postal Service is classified as an essential government service operation, which allows us to continue operations.

The Postal Service is an essential service for purposes of its compliance with state or municipality shelter-in-place orders or other social distancing restrictions. The Postal Service delivers medications, social security checks, and is the leading delivery service for online purchases.

The statute that created the Postal Service begins with the following sentence: “The United States Postal Service shall be operated as a basic and fundamental service provided to the people by the Government of the United States, authorized by the Constitution, created by an Act of Congress, and supported by the people.” 39 U.S.C. §101(a).

- **How safe is the mail and mail transport equipment?**

Current Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) guidance continues to indicate there is no evidence the virus is spreading through the mail.

According to WHO, the likelihood of an infected person contaminating commercial goods is low, and the risk of catching the virus from a package that has been moved, traveled, and exposed to different conditions and temperatures is also low. This guidance remains true for mail transport equipment.



- **There are rumors that USPS may only concentrate on only processing and delivering FCM? Is there any truth to how this rumor got started?**

The Postal Service has not changed its policy regarding processing and delivery of mail or packages. We are working to timely process and deliver all products based on our service standards.

- **Will the 30 day extension be true for consumer customers as well that are not picking up their mail at this time? If mail is returned to senders due to full boxes what will the return reason be on the envelope?**

The 30 day extension is being afforded to consumer customers also. At the end of the 30 period, the Postal Service will re-evaluate the situation.

- **How is the USPS treating mailings that were prepared (presorted) using previously applicable labeling lists but which now may be expired when the mail is eventually deposited, resulting in errors. Specifically, will the USPS grant exceptions?**

The USPS is committed to identify solutions that will allow the continuity of mail acceptance with minimal disruption. Mailers with mailing issues that are a direct result of COVID-19 should work with their local MBME to identify solutions or request exceptions. Exception requests may include but are not limited to outdated CASS, Move Update and Labeling Lists for mailings that were prepared, then held at the mail owner's request.

Additionally the USPS will work to mitigate any scorecard assessments that are a direct result of COVID-related mailing issues.



- **Have their been any unique challenges for your specific location's industry and/or PCC members?**

We referred this to our Industry Executive Board members. Here are the responses:

From our perspective, we've tried to keep it business as usual and keep people in the plant working. We've had to make sure we can get materials (mostly paper) and that the supply lines are moving, but perhaps slower than normal. Everyone has people working from home, which has made it tougher for some customers to get everything together, and yet the delivery times seem to be getting shorter. Everyone wants information in the customer hands sooner. It's hard having people working remotely when you don't have everything you need right in front of you, so it may take longer to get responses for quotes and materials. We've worked very hard to ensure our customers that we're open, that we've cleaned everything (several times a day!) and we can get them what they need. We've done a lot of work to find a place for a quick turn job, only to have it put on hold or cancelled due to uncertainty of people not spending money. Some normally large mailing business at this time of year has gone down or disappeared due to the pandemic, so everyone in my industry is looking harder for those who are still mailing.

*Some of our customers had to cancel orders, hold them or reprint with new dates for events. We had 1 order cancel with precancel stamps and we had to work on getting this shredded and reimbursed. The other challenge is staffing, with some at home and at the office with a good distance between people. Working from home does have it's challenges with VPN lines. But we are making it work!*

*Fortunately for us, people working from home has gone quite smoothly, and we are operating pretty much as usual. The number of First-Class presorted jobs has not dropped as drastically as the number of Standard Mail jobs. Also, we are working with mailers whose revenue has dropped and it's time to renew their annual subscription to our services. We are offering different options to help them through this time.*

[Our company] is doing its best to stay Business as usual as well. Our particular challenge has been staying fully staffed.

As a PCC, we have moved to mostly digital. We have web-based meetings and email communication.



- ❑ For a complete list of impacts, please utilize the USPS Service Alerts web site <https://about.usps.com/newsroom/service-alerts/>
- ❑ Industry Alerts can be found at:  
[https://postalpro.usps.com/industryoutreach/alert\\_and\\_notices](https://postalpro.usps.com/industryoutreach/alert_and_notices)
- ❑ For up to date alerts please subscribe to the Industry Alert mailing list, by contacting [IndustryAlert@usps.gov](mailto:IndustryAlert@usps.gov)

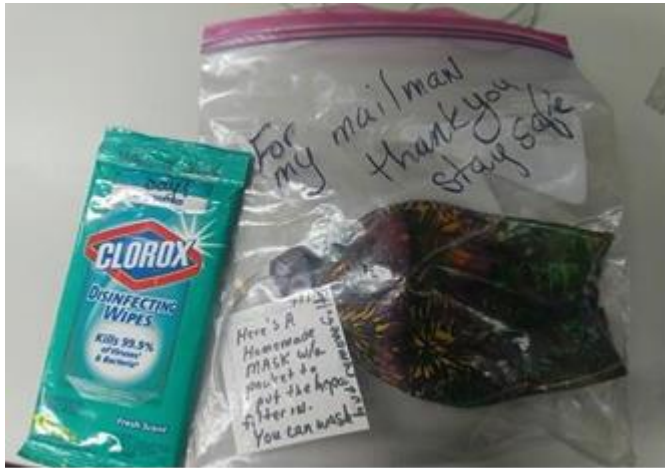


**If we were unable to address your question, or if you have an additional question, please email us at:**

**[Mark.A.Janda@usps.gov](mailto:Mark.A.Janda@usps.gov)**

**[Rachel.M.Christensen@usps.gov](mailto:Rachel.M.Christensen@usps.gov)**

## Thank You for Showing You Care!



## Thank You for Showing You Care!



## Thank You for Showing You Care!



and bringing the mail. even now that this sickness is going around. I am thank you because you won't ever stop doing your job.  
😊😊😊😊😊



Since





**Thank You for Your  
Business!  
Stay Safe!**