

# SECURE DESTRUCTION

## *PCC Workshop-in-a-Box*

United States Postal Service  
Corporate Sustainability Initiatives  
HQ's Office of Sustainability

**USPS BlueEarth®**   
Secure Destruction



**What is Secure Destruction (SD)?**

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**Who should use SD?**

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**What are the benefits of SD?**

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**How secure is SD?**

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**What are the requirements to participate?**

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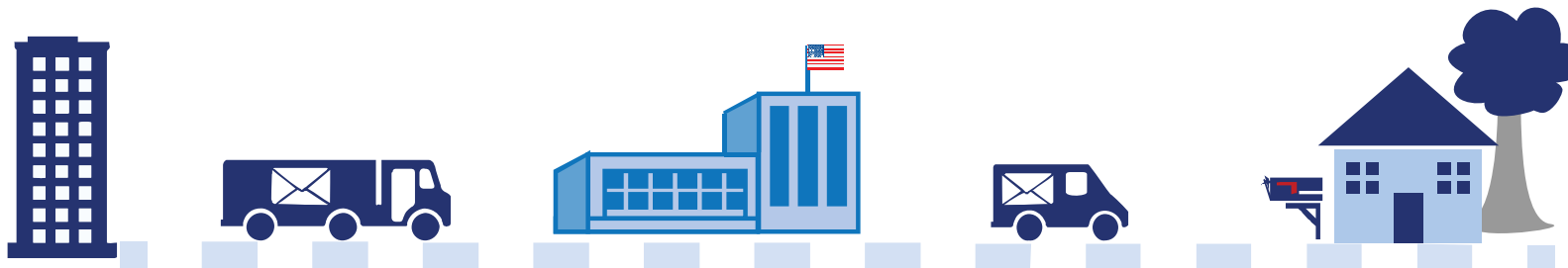
**How do mailers register and participate?**

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**What should mailers do next to get started?**

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**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 identifies and eliminates UAA Return to Sender mail at the USPS® facility during processing.*

## Secure Destruction Service

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



Applies only to letter-sized First-Class Mail®



Performed by USPS® employees in USPS® facilities



An opt-in service for mailers provided at no additional fee

## Secure Destruction is a five-step process that destroys UAA RTS mail

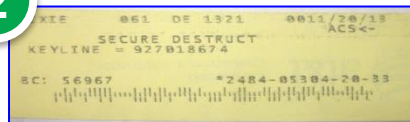
1



### 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



### Shred Mailpieces

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

5



### Recycle Shredded Paper

USPS® facilities recycle shredded SD mail.

## Certain industries will receive the most benefit from the SD Service

### Financial Services



- Banking
- Credit Card Providers
- Investment Firms

### Service Providers



- Health Care
- Insurance
- Legal
- Telecommunications
- Utilities

### Government



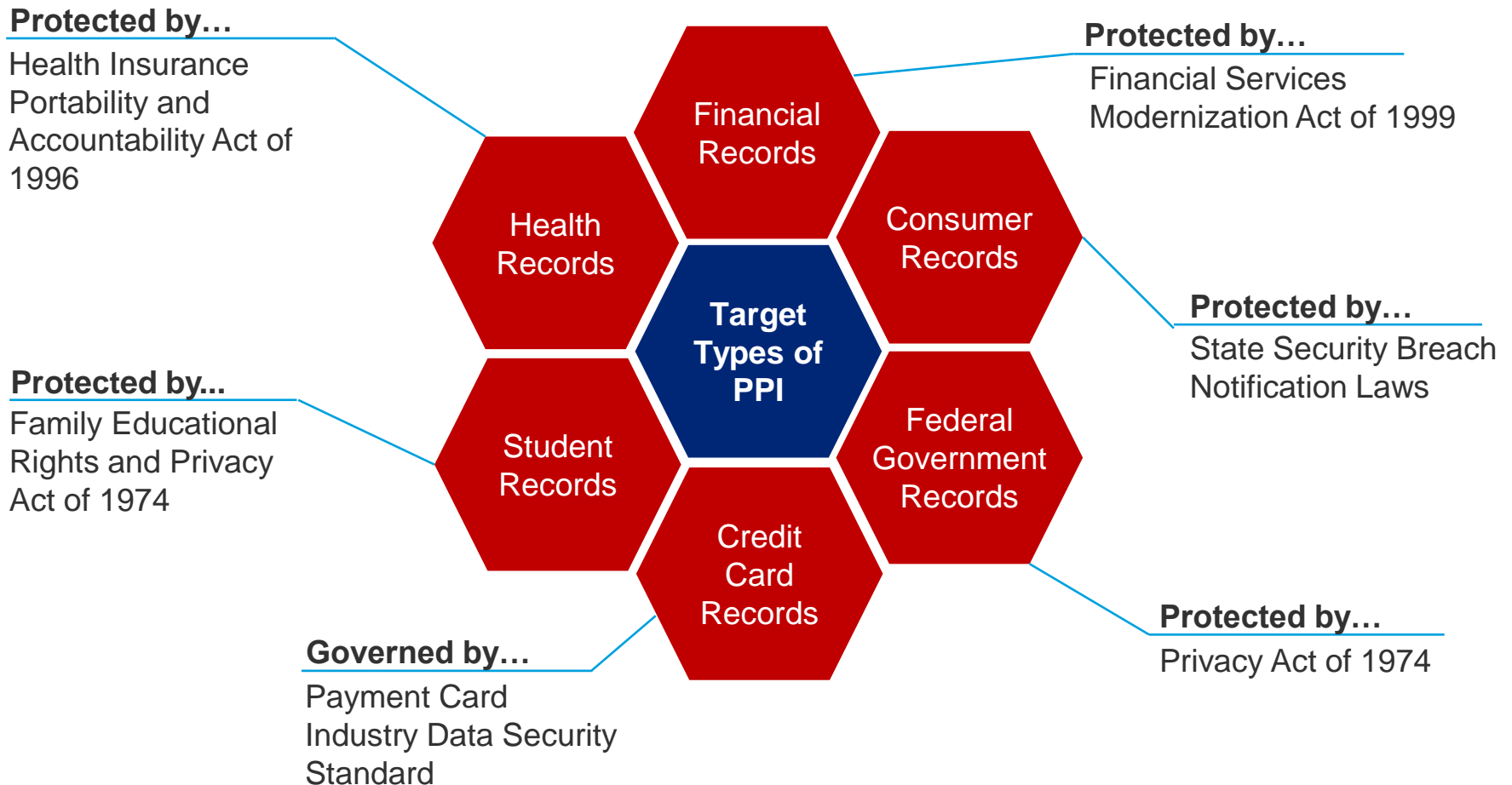
- Federal Government Agencies
- State Government Agencies
- Government Contractors

### Education



- Public Institutions
- Private Institutions

## Secure Destruction is also beneficial to mailers who face the risk of liabilities if they don't properly and securely destroy PPI



## Securely destroying mail within USPS® processing facilities provides environmental, economic, and security 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 at no additional cost to the mailer



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

## The Postal Service® has several processes in place to ensure the security of SD mail



**Mail Verification** - All SD mail generated undergoes individual 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

## Secure Destruction Letter vs. Label Verification

A review of the letter and Secure Destruct Mail label must be performed. Mismatches and verification failures must be pulled from Secure Destruct and placed in error trays. **Exhibit 6.3** displays the information that must be verified on the letter and label.

**Exhibit 6.3 Letter and Label Components**



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.
3. If there is a surname on the label, verify that it matches the last name on the letter.
4. If there is also a first name on the label, verify that it matches the first name on the letter.
5. Verify that the mailpiece has a mailer applied IMB.
6. Verify that "ACSc-" appears on the yellow label in the upper right.

## **Secure Destruction uses industrial cross-cut equipment to shred paper smaller 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<sup>2</sup>

USPS® maximum shred size:

- Width: 0.24 inch (6mm)
- Length: 1 inch (25.4mm)
- Surface Area: 152 mm<sup>2</sup>

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



## The SD team also consulted the International Standard DIN 66399 to determine paper data destruction specifications

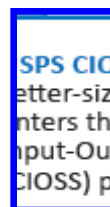
**P-Level 1: General Data** Surface Area:  $\leq$  to 2000mm<sup>2</sup> or strip width:  $\leq$  12mm (unlimited length)



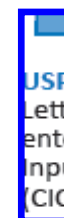
**P-Level 2: Internal Data** Surface Area:  $\leq$  800mm<sup>2</sup> or  
Strip width:  $\leq$  6mm (unlimited length)



**P-Level 3: Sensitive & Confidential Data**  
Surface Area:  $\leq$  320mm<sup>2</sup> or  
Strip width:  $\leq$  2mm  
(unlimited length)



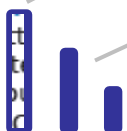
**P-Level 4: Particularly Sensitive & Confidential Data**  
Surface Area:  $\leq$  160mm<sup>2</sup> and  
Strip width:  $\leq$  6mm



**P-Level 5: Secret Data** Surface Area:  $\leq$  30mm<sup>2</sup> and strip width:  $\leq$  2mm

**P-Level 6: Highly Secret Data** Surface Area:  $\leq$  10mm<sup>2</sup> and strip width:  $\leq$  1mm

**P-Level 7: Top Secret Data** Surface Area:  $\leq$  5mm<sup>2</sup> and strip width:  $\leq$  1mm



**Secure Destruction shred size is more stringent than NAID, DIN, and common US industry practice for documents with sensitive and/or confidential information**

## NAID

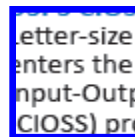
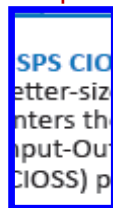
**Surface Area: 1210 mm<sup>2</sup>**

**Dimension: 0.75" x 2.5"**



## DIN Standards Level 3

**Surface Area:  $\leq 320 \text{ mm}^2$  or  
Strip width:  $\leq 2\text{mm}$**

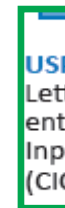
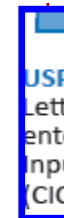


## Common Industry Practice

**Surface Area: 252 mm<sup>2</sup>  
Dimension: 0.63" x 0.63"  
(5/8" x 5/8")**

## DIN Standards Level 4

**Surface Area:  $\leq 160 \text{ mm}^2$  and  
Strip width:  $\leq 6\text{mm}$  (0.24")**



## USPS SD Standard

**Surface Area: 152 mm<sup>2</sup>  
Dimension: 0.24" x 1"**

## Mailers must meet the following requirements in order to use the SD Service

- Mailer has an ACS account
- Mailer is enrolled in Secure Destruction Mail Service Program
- Mail is First-Class Mail®
- Mail bears an Intelligent Mail® barcode (IMb™) containing a **Secure Destruction** Service Type Identifier (STID)
- Barcode is readable
- Mail requests Change Service Requested ancillary service, ACS Option 1 or 2



*\* 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.*

## There are five basic requirements to fulfill before preparing any SD mailings

### 1 Use of IMb™ for letter-sized First-Class Mail® is required

- Full-Service or Basic IMb™ used on letter-sized First-Class Mail® is allowed
- Information and Resources regarding the IMb™ can be found at:  
<https://ribbs.usps.gov/index.cfm?page=intellmailmailpieces>

### 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://ribbs.usps.gov/acs/documents/tech\\_guides/eACS001.PDF](https://ribbs.usps.gov/acs/documents/tech_guides/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

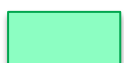
### 4 Enroll in the Secure Destruction program

- The form is available in the Secure Destruction eNotification guide, or from:  
[http://ribbs.usps.gov/forms/documents/secure\\_destruction/SDACS001.pdf](http://ribbs.usps.gov/forms/documents/secure_destruction/SDACS001.pdf)

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

- Information is available in the [Secure Destruction Electronic Notification](#) documentation.

Address Correction Option	Basic Non-Auto Service		Full Service	
	Without IMb™ Tracing	With IMb™ Tracing	Without IMb™ Tracing	With IMb™ Tracing
Full-Service ACS™ – Change Service Requested <b>Opt 1</b> w/Secure Destruction			Available for Qualified Full Service IMb™	Available for Qualified Full Service IMb™
Full-Service ACS™ – Change Service Requested <b>Opt 2</b> w/Secure Destruction			Available for Qualified Full Service IMb™	Available for Qualified Full Service IMb™
One Code ACS® – Change Service Requested <b>Opt 1</b> w/Secure Destruction	Available for OneCode ACS® Participants	Available for OneCode ACS® Participants		
One Code ACS® – Change Service Requested <b>Opt 2</b> w/Secure Destruction	Available for OneCode ACS® Participants	Available for OneCode ACS® Participants		
Traditional ACS™ Format – Change Service Requested <b>Opt 1</b> 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 <b>Opt 2</b> w/Secure Destruction	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants	Available for Traditional ACS™ Participants



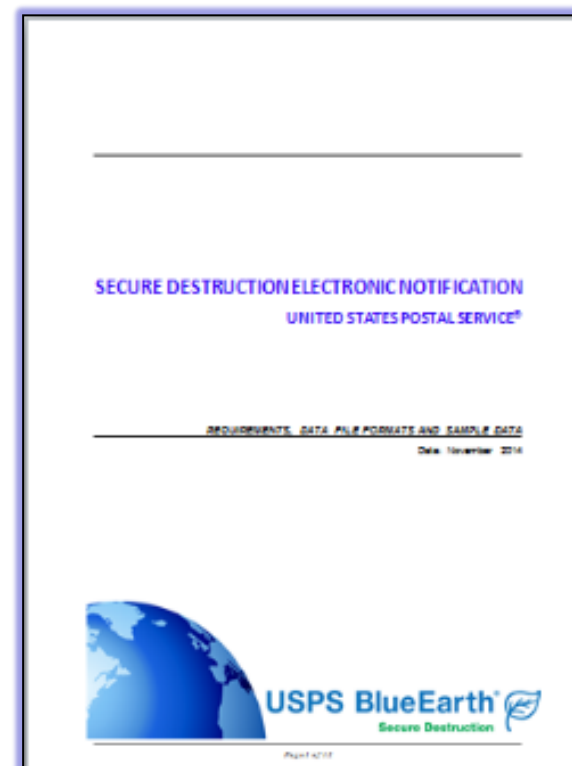
**STID will be provided after  
registration is complete**



**Not Applicable for SD**

## Receiving electronic notifications is a two part process \*

1. Notification of new address or reason for non-delivery provided to the mailer via ACS™
2. Secure Destruction record associated with the IMb™ that will be provided in a separate report

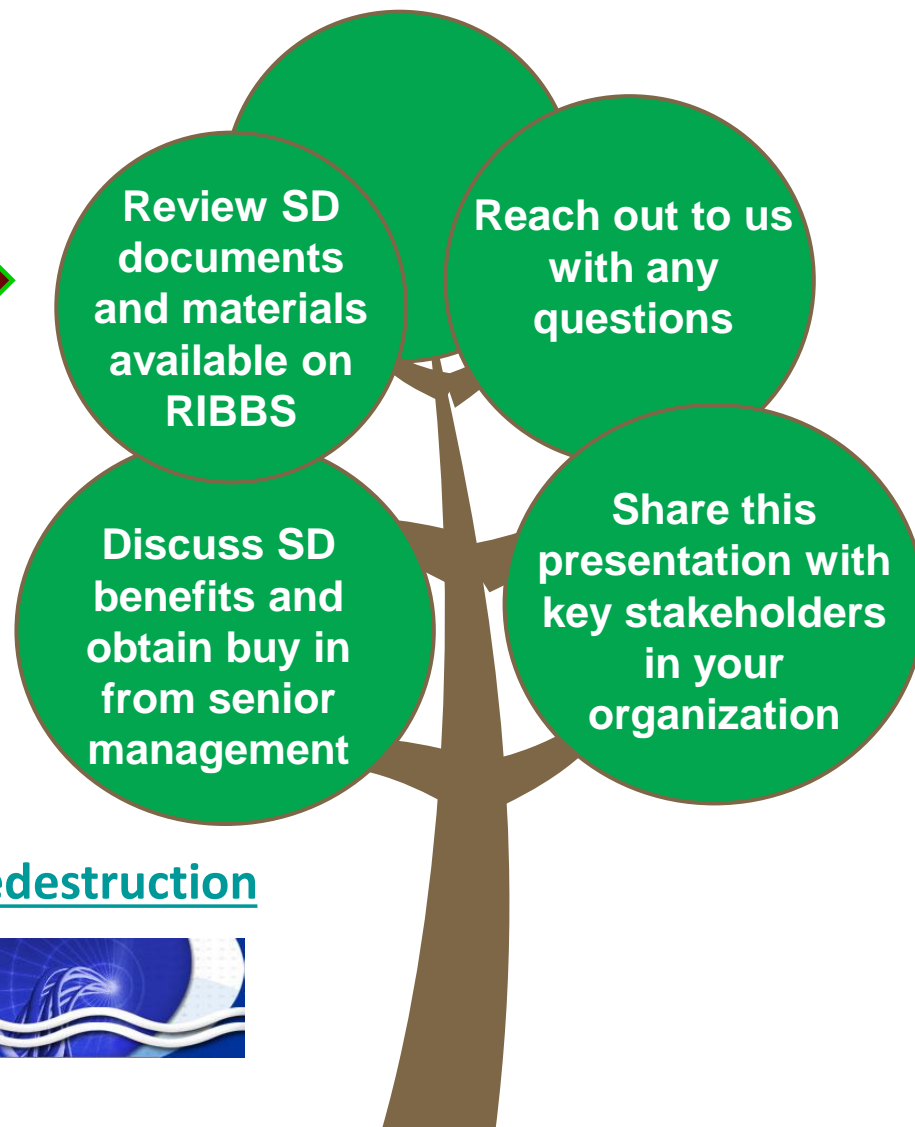
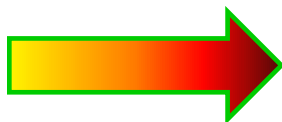


**\* All mailer SD eNotification records will be provided daily in reports available to registered mailers through the customer Electronic Product Fulfillment (EPF) customer portal website**

## Secure Destruction eNotifications Data File Record

SD File	Mailer ID	Mailer IMb™	Scan Date and Time	Facility ID (i.e. CROSS Plant Zip)
D,200383	,0051320038312345678938134754857,	04/14/2013,15:16:42,	38111,	
D,200383	,0051320038312345678938111206591,	04/14/2013,16:20:33,	38111,	
D,912345678,	0051391234567865432138134754857,	04/14/2013,17:25:54,	38111,	
D,912345678,	0051391234567812345638134754857,	04/14/2013,18:45:54,	38111,	

- **Some steps you can take to become more familiar with the SD service option**
- **Additional SD mail service informational resources and enrollment forms are available on the Rapid Information Bulletin Board System (RIBBS) website at**



<https://ribbs/index.cfm?page=securedestruction>



**For Additional Information on Secure Destruction  
visit the RIBBS SD Webpage at**  
**<https://ribbs.usps.gov/index.cfm?page=securedestruction>**

**SD Questions?... Contact the National Customer  
Support Center at:**

**Phone: 877-640-0724, option 1**

**Email: [acs@usps.gov](mailto:acs@usps.gov)**

**Contact Your Account Manager at:**

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**Questions?**