



December 30, 2015

POSTMASTERS  
STATION AND BRANCH MANAGERS

SUBJECT: 2016 Price Change Reference Book

On January 17, 2016, the Postal Service is eliminating seven products and services, and making changes to several other Shipping Products and Services. New Products and Innovation has developed a reference book to help guide you through successful implementation of these changes.

The enclosed 2016 Price Change Reference Book includes:

- An overview of the changes.
- Frequently Asked Questions (FAQs).
- Service Talks.
- Standard Operating Procedures (SOPs).
- Expedited Package Supplies Poster (Retail Only).

If you have questions regarding the upcoming changes to Shipping Products and Services, please send an email to [shippingservices@usps.gov](mailto:shippingservices@usps.gov).

Thank you for continuing to promote the features and benefits of shipping with USPS to our customers!

A handwritten signature in cursive script that reads "Kelly M. Sigmon".

Kelly M. Sigmon  
Vice President  
Retail and Customer Service Operations

A handwritten signature in cursive script that reads "Gary C. Reblin".

Gary C. Reblin  
Vice President  
New Products and Innovation

Enclosures

cc: Chief Operation Officer, & Executive VP  
Chief Marketing/Sales Officer, & Executive VP  
Vice Presidents, Area Operations  
Vice President, Delivery Operations  
Vice President, Consumer and Industry Affairs  
District Managers  
Area Marketing Managers