



Intelligent Mail[®] Technical Integration Webinars – Frequently Asked Questions (FAQs)

May 1, 2009 Session

IM™ TRAY BARCODES / LABELS

1. **QUESTION:** This question below was raised during the April 3 Webinar, but was not answered correctly and in fact appeared to be misunderstood.

The new IMB Tray/Sack specification requires that for automated mail the word AUTO appear prominently below the destination zip on the tag. What is not clear is whether the word AUTO is to be used on those units containing only automation pieces, or for units containing any automation pieces. This clarification is needed because for flat mail a sack can contain both automated and non-automated pieces.

The question relates to flat mail in sacks. The current DMM rules allow for non-automated flat and automated flat qualified pieces to be placed in the same bundle (co-bundled) and thus the same sack (co-sacked). When this situation exists should the sack tag contain the word AUTO or should the use of the word AUTO on the tag be restricted to containers that contain only automated pieces?

- ANSWER:** **If a mailer is using an IM tray label, and there are some automation pieces in the sack, the word AUTO is required.**

2. **QUESTION:** For POSTNET-coded only mailings, may we use the new 24-digit IMb tray barcodes and IMb pallet placards on the trays and pallets respectively? And vice-versa, when we have an IMb Basic option mailing, can we continue to use the current 10-digit tray tags or will we be 'required' to use the new 24-digit tag?

- ANSWER:** **Yes, the new Intelligent Mail tray and container barcodes can be used on POSTNET-only mailings. The new Intelligent Mail tray barcode is only *required* for Full-Service mailings.**

ADDRESS CHANGE SERVICE (ACS)

3. **QUESTION:** What is the difference between Traditional ACS and OneCode ACS?

- ANSWER:** **The short answer is that Traditional ACS required a printed ancillary service endorsement and the printing of a seven-character text participant ID and a 4-16 character keyline in the top 2 lines of your address block. This information is read or keyed to identify the mailer and the customer for electronic address corrections to be**

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provided to the mailer. These records do not qualify for Full-Service ACS. OneCode ACS relies on the data provided in the Intelligent Mail barcode (and the required or desired printed ancillary service endorsement) to identify the mailer and the service requested to provide electronic address corrections and invoicing. Records generated from this process that contain a Full-Service Service Type ID are the basis for the Full-Service ACS record if applicable.

For complete information, refer to Publication 8A, *Traditional ACS Technical Guide*, on RIBBS at <http://www.usps.com/cpim/ftp/pubs/pub8a.pdf> and Publication 8B, *OneCode ACS Technical Guide*, on RIBBS at http://ribbs.usps.gov/acs/documents/tech_guides/PUB8B.pdf.

Full-Service ACS information is in *A Guide to Intelligent Mail for Letters and Flats* on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv6.pdf and *User Access to Electronic Mailing Information and Reports Guide* on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ElectronicmailingInformationReportsGuide.pdf.

4. QUESTION:

In order to be eligible for **Free** ACS notifications, assuming full-service compliance, do you need to be a Traditional ACS or a OneCode ACS subscriber?

ANSWER:

See above. Traditional ACS records are not eligible to become the basis for Full-Service records. Traditional records are never free and are invoiced through the ACS department in Memphis.

Since OneCode ACS records are the basis of the Full-Service ACS record, the Mailer ID used on Full-Service mailings must be registered in ACS.

5. QUESTION:

We use traditional ACS on monthly invoices to comply with the Move Update rule. As the statements cover the entire mailing list, we do not use ACS on the late notices. Under IMb Full-Service we must include the Move Update method in the documentation and with the Service Type. The late notices would have the traditional ACS Service Type, but there wouldn't be any of the other markings. Is this correct? If not, how should this be handled.

ANSWER:

Do not print Traditional data on the late notices if you do not want us to generate records from them - it's confusing.

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Declaring the Move Update method for either mailing as ACS is correct. It is not required for pieces to carry the Traditional markings because it matches your move update method. The mailing does not need to contain markings if you are not requesting the service on that mailing.

6. QUESTION: One of the big pushes to IMb was that the barcode could hold a much large payload of data and free up label "real estate". The mailpiece disposition is required to be in the Service Type Code. Why is a printed ancillary service endorsement that matches the desire mailpiece disposition still required?

ANSWER: The printed ancillary service endorsement requirement applies to Standard Mail for OneCode ACS and on all classes except Periodicals for Traditional ACS. This is for human recognition that if the piece is UAA, it must be sent to PARS or CFS for processing. The default handling for unendorsed Standard Mail is that it be disposed of in the Delivery Unit. Since the barcode is not human readable, this endorsement is required if the mailer wishes to receive address corrections of any type on UAA Standard Mail.

BASIC OPTION

7. QUESTION: After May 2011 will we be able to co-mingle POSTNET barcoded mail and IMb barcoded mail?

ANSWER: POSTNET mail will not be eligible for automation discounts after May 2011. The DMM requirements for combined mailings of automation and non-automation mail will apply to mixed POSTNET and IMb mailings after May 2011.

CENTRALIZED ACCOUNTING PROCESSING SYSTEM (CAPS)

8. QUESTION: Will *PostalOne!* Release 21 support multiple CAPS permits in combined mailings?

ANSWER: This capability already exists and is being used for Standard Mail and Periodicals. MLOCR (Multi-line Optical Character Reader) mailers will have access in May 2009. In all cases, mailers must pass testing and be approved to use this system.

CONFIRM

9. QUESTION: Can we still use the PLANET Code for inbound return mail without losing any discounts and if so for how long?

ANSWER: Yes, Confirm subscribers can still use PLANET Code for inbound reply mail. The current plan is that it will be allowed as long as POSTNET is allowed for particular reply mail classifications. POSTNET is required for PLANET Code to be functional on reply mail.

Both POSTNET and PLANET Codes will be 'retired' in 2011.

10. QUESTION: Currently we have a client that is tracking the payment using the PLANET Code. Can we print one barcode to incorporate the IMb and Planet Code for the return payment address? Does that barcode have to be unique if going Full-Service?

ANSWER: Customers can use one unique IMb to receive Origin Confirm data that can be used for tracking reply mail. That capability has been in place since Confirm began offering IMb capability in fall 2006.

Full-Service requirements do not apply to reply mail.

11. QUESTION: If this client is going Full-Service two IM barcodes are going to be needed one for the delivery address and one for the return. Correct?

ANSWER: For Confirm, a customer does use two separate barcodes: one Destination Confirm barcode for the outgoing piece with destination address; one Origin Confirm barcode for the incoming reply piece.

Intelligent Mail barcodes incorporate all of the data necessary for Destination Confirm on outgoing mailpieces and Origin Confirm on reply mailpieces, negating the necessity of the PLANET Code.

12. QUESTION: If the return address has a POSTNET barcode for the return payment and an IMb on the delivery address, does that disqualify the Full-Service?

ANSWER: For Confirm, it is possible to use IMb on the outgoing piece and PLANET/POSTNET on the reply.

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The POSTNET or Intelligent Mail barcode on an outgoing mailpiece must reflect the delivery information of the destination address. With a POSTNET barcode, the PLANET Code must be used to generate Confirm information, however the POSTNET barcode and PLANET Code information can both be incorporated into the Intelligent Mail barcode.

The reply mail format is essentially the same.

13. QUESTION:

We currently subscribe to Confirm and have subscriber IDs assigned for each of our Automated Processing System (APS) flat sorting machines (20 + -). Relative to Confirm, will a single Mailer ID replace the exiting subscriber ID? We would like to continue the unique assignment of the ID by individual APS machine and would request that this continue.

ANSWER:

In Confirm, Mailer IDs are used with IMb, while 5-digit Subscriber IDs are used with PLANET Code. If you are using IMb now in Confirm (i.e., OneCode Confirm), then your "Subscriber IDs" are already being used as Mailer IDs by adding the leading zero. If you are not using IMb yet, then you will be instructed on how to obtain MID(s) prior to registering them in Confirm prior to being activated for IMb. The increased barcode payload of IMb enables more uniqueness opportunities and may ultimately reduce the need to maintain as many IDs.

14. QUESTION:

When we manifest our First Class Letters, the majority of our mail is sorted to the 3 and 5 digit levels. If we subscribe to OneCode Confirm when will the piece tracking begin and at what point will the last tracking information be received? I have been told that mail piece tracking may not begin until it is sorted at the destination post office.

ANSWER:

Confirm scans are generated when the Postal Service processes Confirm barcoded letter or flat mail on automated barcode sorting equipment. Thus, presort levels will impact when and where scans occur. If there is no need for USPS to process individual mailpieces at a given point in the mail stream, then scans will not be generated at those points. Most mail receives its final automated processing at major Processing and Distribution Centers. However, some larger delivery units that have automated barcode sorting equipment may generate final scans in preparation for delivery.

ELECTRONIC DOCUMENTATION (eDoc)

15. QUESTION: If some mail is Full-Service IMb and the rest Basic, can a comailing be handled or does it have to be 2 separate events?

ANSWER: This would qualify as a mixed mailing which may include Full-Service, Basic and POSTNET mail in the same mailing. While the Basic and POSTNET mailpieces are not required to have a unique IMb, the mailing must meet the other preparation requirements for Full-Service including:

- Electronic documentation including piece information for all mailpieces in the mailing
- Unique tray and container barcodes
- Identification of mail owner and mail preparer

FACILITIES ACCESS & SHIPMENT TRACKING (FAST)

16. QUESTION: We have FS IMb customers and non-IMb customers on the same drop shipments. Some of those drops are provided through agents which means that they schedule the appointments for us. Our Full-Service IMb customers want us to provide the appointment number ahead of their verification. That may not be possible. I have customers who may clear their mail today but it might not be dropped for another two weeks. Their mail is not time sensitive and they want the cheapest available service. With that service, it ships on a space available basis. We don't know that actual drop shipment date at the time of verification. If this mailer assigns the contents in FAST, we can go in and link them to the appointment when we create it. The postal literature seems to allow this as an option if we are just handling Full-Service IMb drops but indicates this is not an option if we drop multiple customers on the same appointment. I really need to speak to an expert on this to understand our true options. We have a couple of mailers with over 5 million pieces weekly that are moving to Full-Service IMb as quickly as possible. I want to help them move in that direction.

ANSWER: FAST appointment can be created two weeks in advance. If the appointment date/time needs to be updated, it can be done so up to 12 hours prior to the appointment date/time with no impacts to the customer rating.

Contents/Containers from various mail owners/mail preparers can be linked to an appointment. This is not specific to Full-Service.

FULL-SERVICE ACS™

17. QUESTION:

I am obtaining two additional Mailer IDs targeted for use with Full-Service and ACS at no charge.

For #1 MID, I have chosen Service Type Identifier 080, with K/L 9N, option 2. This was originally described as a First-Class Mail service at no charge.

For #2 MID, I have chosen Service Type Identifier 092, with K/L 9N. This was originally described as a Standard Mail service at no charge.

I received a price increase notice dated April 14, effective May 11, 2009, from the ACS department. It shows a charge for Standard Mail at \$0.03 for the first two notices and \$0.18 for subsequent notices.

Consistent with the May 11 price change, the first two First-Class Mail ACS notices remain at no charge. However, where is the Standard Mail service at no charge?

ANSWER:

Mailers of First-Class Mail Full-Service pieces will receive all COA and Nixie address correction records without additional charges for subsequent notices. There will be no limit on the number or the length of time that address correction notices will be provided. Compliance with the Move Update standard is required and mailers must meet this requirement regardless of their receipt of address correction notices at no additional charge.

Mailers of Standard Mail Full-Service pieces will receive the first unique COA/Nixie notice at no additional charge. Subsequent notices for the same COA record or Nixie notice will continue to be provided at no additional charge for 30 calendar days after the initial notice. Beginning on the 31st day after the COA/Nixie notice is first made available to the mailer, the mailer will be charged for subsequent notices provided for the same COA record or Nixie notice. The price will be the current price in effect for additional automated notices for Standard Mail letters and for electronic notices for Standard Mail flats. Compliance with the Move Update standard for Standard Mail mailpieces is required and mailers must meet this requirement regardless of their receipt of address correction notices at no additional charge.

This benefit is known as Full-Service ACS™. More information in *A Guide to Intelligent Mail for Letters and Flats* on RIBBS at

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http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv6.pdf
and *User Access to Electronic Mailing Information and Reports Guide* on RIBBS at
http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ElectronicmailingInformationReportsGuide.pdf.

18. QUESTION:

During the April 3 webinar the statement was made “OneCode ACS does not equal Full-Service IMb Free ACS”.

If that is the case what is the procedure for signing up for and using “Full-Service IMb Free ACS”. All I have ever seen in any USPS guides or forms is how to sign up/use OneCode ACS. Even the *Service Type Identifier Matrix* chart in the *Guide to Intelligent Mail for Letters and Flats* shows the OneCode ACS pricing fee under Full-Service. Publication 8b is about OneCode ACS. What publication is for Full-Service IMb Free ACS?

ANSWER:

Full-Service ACS™ is available as a benefit of the Intelligent Mail Full-Service option. Mailers must use appropriate Service Type Identifiers and ACS registered MIDs in their Full-Service Intelligent Mail barcodes.

Mailers may retrieve their Full-Service ACS data by viewing or downloading the records in either a comma delimited or Excel format through the Business Customer Gateway.

Mailers may also opt for an automated data exchange via Mail.XML Push/Pull models.

More information is available in the following documents on RIBBS:

- ***A Guide to Intelligent Mail for Letters and Flats* at http://ribbs.usps.gov/intelligentmail_guides/document_s/tech_guides/GuidetoIntelligentMailv6.pdf**
- ***User Access to Electronic Mailing Information and Reports Guide* at http://ribbs.usps.gov/intelligentmail_guides/document_s/tech_guides/ElectronicmailingInformationReportsGuide.pdf**
- ***Postal Service Mail.XML Technical Specification* at http://ribbs.usps.gov/intelligentmail_guides/document_s/tech_guides/MailXMLTechnicalGuidev6_8_4.pdf.**

19. QUESTION:

The USPS has always encouraged mailers to sort to the finest presort level – which would be the Carrier Route level. Now they

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are being penalized by making them pay for ACS. Why is Full-Service free ACS not allowed for Standard Mail Carrier Route and BPM Carrier Route mail?

ANSWER: **Availability of Full-Service ACS is not determined by class of mail but by the mail processing category (shape) and entry office level.**

Letter-size mail prepared under the Intelligent Mail Full-Service option will qualify for Full-Service ACS. The USPS processes letter-size mail on automated equipment that will create the ACS records through PARS, the Postal Automated Redirection System.

Not so for flat-size mail. Flats are not processed through PARS but through the Computerized Forwarding System (CFS). The COA and nixie data is stored in computers but the mailpieces are handled manually. This is a very expensive operation.

The USPS performed studies to determine at what point the manual processing of these flats through CFS became cost-prohibitive and decided upon the Full-Service ACS structure as designed.

20. QUESTION: If there is a magazine, under CPP, with two MIDs. There are two MIDS because there are two list providers and want ACS to be sent to right provider. Will there be any issues with two MIDs with Full-Service under one title?

ANSWER: **No, there would not be any problems using multiple MIDs in the piece barcode for the same title. If the magazine will be sent Full-Service, the owner of the publication would be identified in the electronic documentation using the mail owner's MID, CRID or permit. If the owner would like Full-Service ACS to be provided to the two list providers whose MID was used on the mailpiece, the owner will need:**

- To be identified in the electronic documentation through the mail owner MID**
- Set up a "MID on Piece" static profile for ACS data**

21. QUESTION: From MTAC 122 in the Problems & Consequences D9.b - regarding the USPS' response:
On the last Friday Technical WebEx:
Supported the change in understanding of how multiple notices are to be tracked => that not just to MID, but to Mail Owner or the By/For.
On the next technical webinar, please discuss this in more details and with example scenarios of how changes will work. Example:

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- Mailer owner with multiple Mailer IDs.
- Multiple mailers (with different Mailer IDs) have their ACS notices going to the same, 3rd party vendor.

But, supported the prior statements that free period is based on when notice is made available, vs. what was documented in D9.b that "free window period starts when SASP receives S-T-C"

- Please confirm that not based on Start-the-Clock, but on when the ACS information is posted (i.e. made available to the mailer).

ANSWER:

We have a new Feedback presentation which we will post to RIBBS and email to the MTAC 122 group for more details on ACS.

22. QUESTION:

Please address the following - or, more importantly, indicate when an updated guide with the additional information will be available.

The new User Access to Electronic Mailing Information and Reports Guide is out. Appendix A still need definitions for all of the fields and details of how they are populated, any special scenarios, etc. For examples:

- 1) `ORIG_MAILER_ID_6 VARCHAR2(6 BYTE)`
`ORIG_MAILER_ID_9 VARCHAR2(9 BYTE)`

Can't have both, so are both always provided? If so, what is present for the one that does not apply.

- 2) `RECORD_CREATE_DATE DATE`
What is the format of the date?

- 3) `MOVE_EFFECTIVE_DATE DATE`
What is the format of the date? Other presentations have indicated that this will include the day - not just the month and year. If this correct, is this now allowed? If so, will the other COA products be changing to also include the day?

MMDDYYYY

- 4) `MOVE_TYPE VARCHAR2(1 BYTE)`
Description is not 100% clear. Is this the move type of how the mailer filled out the COA form (like everything except NCOALink), or the COA Match level (like NCOALink)?

- 5) Several fields indicate sizes like "`VARCHAR2(100 BYTE)`" for data that can not possible be that big. Confirm that data will be limited just to the number of characters needed (like a true CSV file)? And, provide the real size maximums for the data that could appear in that field and that software processing these files needs to be able to handle.

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- ANSWER:**
- 1) Only the one you have should be provided. If one the field is not populated then it will blank
 - 2) MMDDYYYY
 - 3) MMDDYYYY
 - 4) Move Type will identify the type of move for Individual, Family or Business (indicated by values 'I', 'F', or 'B' respectively).
 - 5) Yes.

23. QUESTION: Related to not having complete documentation on the Full-Service ACS implementation, are the Deliverability Codes and NIXIE codes going to be the same as what is used for Traditional ACS and OneCode ACS? If there are any differences, please detail.

ANSWER: Yes.

24. QUESTION: As a very specific question, can you confirm that for pieces that end up getting manually processed at a CFS site, that it will be possible for NIXIE P (Deceased) records to be produced and returned via the Full-Service ACS notice processes?

ANSWER: Yes.

25. QUESTION: There has been and continues to be a lot of conversation regarding when Full-Service ACS notices are free vs. when they will be billed for. Using Standard Mail as the example for this question, the free period ends 30 days after the first notice is supplied. The question is, if/when does this reset? In other words, if a mailer has not received a duplicate ACS records in X days, the next notice will, again, be considered the first notice (resetting the cycle). Another way to ask this is, for how long with the ACS notice information be stored in the USPS' systems?

ANSWER: There is no "expiration" of the after-30-day rule. The USPS provides free notices for 30 days. If mailers don't update, the future mailpiece will fail to meet the Move Update standard. If the Postal Service continues to perform multiple additional handlings on undeliverable-as-addressed mail, the customer will have to pay to get the correction. There is no "reset" of the 30-day time frame.

FULL-SERVICE OPTION

26. QUESTION: Could you detail any benefits other than electronic address correction when flats are bundled for carrier route delivery?

ANSWER: Intelligent Mail offers several benefits. Both the Basic and Full-Service options offer a 'cleaner' look to a mailpiece allowing for additional space available to the mail owner, possibly for marketing purposes, by consolidating information that is currently required on mailpieces, such as the POSTNET barcode (routing information), PLANET Code (Confirm service), keyline information (Confirm service and ACS), and in some cases, ancillary service endorsements (ACS). Both options also prepare mailers for the 'retirement' of the POSTNET barcode and PLANET code in 2011. IM barcodes will be required to be eligible for automation prices.

The Full-Service option offers feedback such as Full-Service ACS change-of-address and nixie data, Start-the-Clock information, and container visibility based on induction scans.

This information is in *A Guide to Intelligent Mail for Letters and Flats* at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv6.pdf.

27. QUESTION: What benefits will Full-Service IMb have over basic IMb if we don't utilize OneCode ACS or OneCode Confirm?

ANSWER: See #26.

28. QUESTION: In the document *A Guide to Intelligent Mail for Letters and Flats*, it states that Full-Service mailings will be provided a Start-the-Clock summary online report and automated data exchange for BMEU verified mail. This report is to provide information on when the mail is inducted for mail processing at a USPS mail processing facility. This does not talk about having to have OneCode Confirm in order to receive this data. Am I reading this correctly? Can we receive start the clock and container tracking without subscribing to OneCode Confirm? I am specifically referring to First-Class letters that are manifested. These pieces will contain a Full-Service IMb, a Mail.dat file will be submitted, Intelligent Mail tray tags will be used and Intelligent Mail pallet labels will also be used. Will there be any other container tracking provided before the mail is delivered?

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ANSWER: Confirm service provides tracking data on an individual mailpiece. It provides USPS scan information up to the point when it is sequenced for a carrier route, thereby essentially providing delivery date information. It is distinct and separate from Start-the-Clock data.

Start-the-Clock data, including container induction visibility scans, will be available to all Intelligent Mail Full-Service option mailers, even with a Manifest Mailing System.

This information is in *A Guide to Intelligent Mail for Letters and Flats* at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv6.pdf.

29. QUESTION: When will container tracking be made available?

ANSWER: Container tracking is not included in Intelligent Mail services. Full-Service option mailers may receive container induction visibility scans from postal processing facilities that offer the service.

This information is in *A Guide to Intelligent Mail for Letters and Flats* at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv6.pdf.

30. QUESTION: What reports will be made available under *PostalOne!* with the Full-Service IMb?

ANSWER: Full-Service option mailers will have access to the following information:

- Full-Service ACS change of address detail records
- Full-Service ACS nixie detail records
- Start-the-Clock summary report
- Container induction scan date and time

This information is in *A Guide to Intelligent Mail for Letters and Flats* at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv6.pdf.

INTELLIGENT MAIL BARCODES (IMb)

31. QUESTION: I believe current regulations state we can have two barcodes on the same mailpiece. Will we be able to have both the POSTNET and IMb on the same mailpieces, and if not, when do we have to have the POSTNET removed by?

ANSWER: Per the DMM, both POSTNET and IMb can be present on a letter-size mailpiece. Currently, either barcode can qualify a mailpiece for automation discount. POSTNET will no longer be accepted for automation discount beyond May 2011. There is no mandate to remove POSTNET barcodes from mailpieces; these mailpieces simply won't qualify for automation discount unless a valid IMb is present.

On any flat-size piece claimed at automation prices, the piece may bear one POSTNET barcode or Intelligent Mail barcode under Domestic Mail Manual (DMM) 302.5.2 or it may bear two POSTNET barcodes under DMM 302.5.3. Other non-USPS barcodes may appear on the address side of the piece if the barcode format is not discernable to automated postal equipment.

This information is found in the Domestic Mail Manual on Postal Explorer at http://pe.usps.gov/text/dmm300/dmm300_landing.htm.

32. QUESTION: Will there be any penalty if we do not have the POSTNET barcodes removed from our mailpieces by a particular date (i.e., May 2011)?

ANSWER: There is no penalty associated with POSTNET barcodes on mailpieces beyond May 2011. However, automation discount will not longer be available for POSTNET bar coded mailpieces beyond May 2011.

33. QUESTION: I have attended a number of USPS meetings over the past 2 years regarding the implementation of the IMb. At one of the meetings I recall information was shared stating we can have both the IMb and the POSTNET barcodes on our mailpieces:

- When do we have to stop having both codes on our mailpieces?
- If we are not ready to implement the IMb on all of our mail pieces by May 2011, when do we have to remove the POSTNET from our mail?

ANSWER: See answers 29 and 30.

MAILER IDs & CUSTOMER

REGISTRATION IDs (MIDs & CRIDs)

- 34. QUESTION:** During the April 23 MTAC122 telecon, an industry attendee shared frustration with the following Mailer ID conundrum:
- Her customer, the Mail Owner, is a seasonal mailer doing less than 10 million pieces per year. As a result, they have a 9-digit MID.
 - In season, they mail 3 million pieces within a 45-day period.
 - In order to do Full-Service, they would need to use 3, maybe 4, 9-digit MIDs in order to uniquely serialize the IM barcodes. This is a big, costly, hassle-filled workflow problem.
 - In response to this production challenge, USPS officials suggested the solution of submitting a letter explaining the problem and perhaps a 6-digit MID might be issued to this Mail Owner.
 - This conundrum will be quite common. Please clarify the guidelines which stipulate that entities mailing less than 10-million pieces annually will be assigned a 9-digit MID. Is USPS revising the guideline to say entities mailing more than 1 million pieces in a 45-day window will be issued a 6-digit MID?

ANSWER: The rules for assigning MID are as follows:

9-digit

- 1st MID can be obtained with no verified volume
- 2nd MID and additional MIDs requires 1 million pieces in verified volume per MID request.

6-digit

- 1 - 5 MID requires 10 million pieces per MID (i.e. 5 MIDs requires 50 million pieces of verified volume). No exception required.
- All exception requests including those for more than 5 MIDs must be approved through USPS HQ.
 - Exception request should include the following justification:
 - Total mailing volume (per year)
 - Number of mailing locations
 - Total volume per mailing location (per year)
 - Mailing cycles at locations (i.e. estimated total number of pieces within a 45 day period).
- *PostalOne!* Help Desk will forward the exception request to USPS HQ.

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35. QUESTION: Are MIDs forever? That is, if one is not used for a period of time, is it de-activated? And If so, what is that period of time?

ANSWER: MIDs are essentially forever however, they can be turned in or revoked if the mailer does not meet the volume requirements for the prior year.

MIDs can be deactivated if not used for a period of time, currently set to 2 years.

MAILING STANDARDS

36. QUESTION: Why does QBRM have an IMb requirement date of May 2010? What is the benefit to the USPS and/or the mailer beyond that which can be realized by using a PLANET Code barcode?

ANSWER: Using IM barcodes on QBRM, which are barcoded automation-compatible postcards and letters up to 2 ounces, allows us greater flexibility in improving our automated accounting system for these pieces.

MTAC 128 Work Group on Intelligent Mail Barcodes for Reply Mail has identified this issue as needing attention from the Postal Service. We are awaiting their recommendation and will reevaluate the implementation date based on their recommendation.

PostalOne! –

BUSINESS CUSTOMER GATEWAY

37. QUESTION: We have 8 clients that we prepare their manifested First-Class Mail for. Do we need all 8 clients set-up under our *PostalOne!* account when we begin to use the Full Service IMb? We have been issued 2 mailer IDs for these clients. Will that cause any problems with having one *PostalOne!* account?

ANSWER: As a mail service provider, your *PostalOne!* account is sufficient. Your Full-Service electronic documentation must reflect the By/For relationship. Your clients must be identified by MID or CRID if the permit is yours.

If your clients want to receive their Full-Service ACS, they must have their own MIDs on the mail. ACS records belong

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to the owner of the mail and only the owner may delegate another party to have access to them. ACS records will be created for the MID on the mail, so all of the ACS records for your eight clients will be consolidated in your Full-Service ACS data.

Start-the Clock summary records will be available to both the mail owner and the mail preparer.

REPLY MAIL

38. QUESTION: Do you know if the QBRM May 2010 requirement is the Full-Service option? Also, can we use a POSTNET barcode on our outbound mail and the IMb on the return piece?

ANSWER: The Full-Service option refers to outgoing mail, not reply mail.

POSTNET barcodes may be used on outbound mail, for automation prices until 2011, when an IMb is used on the reply mailpiece.

SERVICE TYPE IDENTIFIERS

39. QUESTION: What service codes should be used if we are not requesting any services, just converting to the new IMb for First-Class Mail and Standard Mail?

ANSWER: Those who do NOT wish to request any services (no Confirm, no ACS) nor participate in Full-Service but are creating mail that is automation compatible should use Service Type ID 300 for First-Class Mail and 301 for Standard Mail.

40. QUESTION: We are going to be doing Basic option First-Class Mail and Standard Mail. The codes we should be using starting on May 11th are:

- 300 for First-Class Mail instead of 700
- 301 for Periodicals instead of 702

Is this correct?

ANSWER: 300 and 301 are correct, respectively. This information is in *A Guide to Intelligent Mail for Letters and Flats* at http://ribbs.usps.gov/intelligentmail_guides/documents/tech

Tech Webinars Q&A for 05-01-09.doc

[guides/GuidetoIntelligentMailv6.pdf](#), specifically in Figure 3 (overview) and Appendix A (detail).

41. QUESTION: We will not be purchasing OneCode ACS or Confirm services so we don't need to use a different code as published in *A Guide to Intelligent Mail Letters and Flats* Appendix A, is that correct? However, some of our customers use the Ancillary Service Endorsement, Address Service Requested, not in conjunction with the OneCode Services. Will we need to use a different Service Type Code in this case? If so for Basic, what would that code be?

ANSWER: Yes, if you are not using OneCode ACS and want Traditional ACS data you will need to use a different Service Type ID than if no ACS data is requested.

For example, for First-Class Mail, Basic option, manual address changes, no Confirm, use Service Type ID 700. For the same combination *with* Confirm, use 040.

This information is in *A Guide to Intelligent Mail for Letters and Flats* at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv6.pdf, specifically in Figure 3 (overview) and Appendix A (detail).

START-THE-CLOCK

42. QUESTION: Where and how do mailers (mail owners and mail agents) apply for Start-the-Clock notification?

ANSWER: On the Business Customer Gateway, under Full-Service Subscription profile link. We have a new Feedback Presentation which we will post to RIBBS and email to the MTAC 122 group for more details on ACS.

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