



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

May 15, 2009 Session

BUSINESS CUSTOMER GATEWAY / **PostalOne!**

1. QUESTION: Do we as a mail owner have to sign-up for a *PostalOne!* account if we have a mail service provider doing our mail?

ANSWER: Mail owners are not required to register on the Business Customer Gateway (BCG). They may rely on their mail service providers to handle all mailing-related business.

However, there is one exception. Under the Intelligent Mail Full-Service option, the required electronic documentation must indicate the mail owner in the By/For relationship by using the mail owners Mailer ID (MID), Customer Registration ID (CRID), or local permit number. If the mail owner does not yet have an MID, they should logon to the Business Customer Gateway and request a MID. They can set up their MID profile to delegate all mail responsibility to the mail preparer.

Mail Owners are not required to obtain a MID. They can be represented in the eDoc with CRID, MID or Permit.

The only way to access Intelligent Mail Full-Service option reports and data is through the BCG, so mail owners may want to logon to have access to the information.

More information is available in the *User Access to Electronic Mailing Information and Reports Guide* on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ElectronicmailingInformationReportsGuide.pdf.

FULL-SERVICE OPTION

2. QUESTION: Could you clarify what we need to do in the Test Environment for Mailers to demonstrate we are ready for the Full-Service option?

ANSWER: Essentially, mailers must test their Mail.dat 8.2 and/or 9.1 files by submitting them electronically to the 'production-like' Test Environment for Mailers.

Mailers who need to get started with TEM must follow the instructions below:

- Navigate to the Business Customer Gateway through USPS.COM.

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- Existing *PostalOne!* users should sign-in with your existing *PostalOne!* username and password.
- New postal users should complete the registration process and apply for access:
- Request access to the 08-2 existing Mail.dat Transfer Applet and Batch Processor software.
- Send Help Desk an email to request access to TEM
- Request access to the Mail.dat 09-1 file upload process if Mailers will be submitting Mail.dat 09-1 files.
- Begin transmitting files according to the scenarios as defined in the Mail.dat Testing Criteria section of this document.

More information is available in the *User Access to Electronic Mailing Information and Reports Guide* on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ElectronicmailingInformationReportsGuide.pdf and *A Guide to Intelligent Mail for Letters and Flats* on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailLettersandFlats.pdf.

3. QUESTION: Can Detached Address Labels (DAL) be eligible for Full-Service? These would be Saturation Enhanced Carrier Route Letters and those are eligible.

ANSWER: Detached address labels are not considered mailpieces. The mailpieces are the flats they accompany.

While DALs are not considered full mailpieces, the saturation flats they accompany are, but saturation flats are not eligible for Full-Service. Therefore, while mailers must use barcodes (which may be IMbs) on DALs, that won't qualify the saturation flats for Full-Service.

4. QUESTION: We have a mail service provider commingle all of our mail on a daily basis. We currently have 24 Mailer IDs set up with OneCode ACS and one mailer ID with Confirm. We as the mailer want to get Full-Service.

How can we do that when we are not the ones submitting postage statements and creating the new tray tags as our service provider will have to do that? Do we as the mailer still need to sign up for *PostalOne!* account?

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ANSWER: It is permissible to have different Intelligent Mail barcodes on mailpieces, handling units (trays and sacks), and containers. To be eligible for the Full-Service option, the nesting relationship would be defined in the electronic documentation, as would the By/For relationship between the mail owner and the mail preparer.

The mail owner would have access to the Full-Service ACS records that will be created. Both the mail owner and the mail preparer will have access to the Start-the-Clock data. The MID profile and the Cast of Characters (in the eDoc) may be used to designate others to receive the information.

More information is available in *A Guide to Intelligent Mail for Letters and Flats* on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailLettersandFlats.pdf.

INTELLIGENT MAIL BARCODES (IMb)

5. QUESTION: May the IMb be placed on international mail? My understanding from the *Guide to Intelligent Mail* is that the non-auto IMb should be used but the correct procedure is never explicitly stated.

ANSWER: It is permissible to use Service Type Identifier 700 on international mail. However, international mail may not be combined in a domestic commercial mailing so no Full-Service benefits would be available.

6. QUESTION: When does my company have to start using the Intelligent Mail barcode?

7. QUESTION: When will mailers be required to use IMb for First-Class Mail and Standard Mail letters?

ANSWER: For Full-Service prices: November 2009
QBRM and PRM: May 2010 (under discussion by MTAC workgroup 128)
CRM enclosed in automation mailings and all other BRM: May 2011
To be eligible for automation prices: May 2011 (POSTNET will no longer qualify)

8. QUESTION: What incentives are in place if we use the IMb early?

ANSWER: Intelligent Mail offers several benefits. Both the Basic and Full-Service options offer a 'cleaner' look to a mailpiece

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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.

Full-Service prices will be applicable from November 2009. Anyone using the IMb in compliance with Full-Service prior to November 2009 will receive automation discount offered today not Full-Service prices which go into effect in November 2009.

9. QUESTION:

Our mail service provider told us that they will still be spraying an IMb in the clear zone and we are putting the IMb in the address block. Is that OK? What barcode will the USPS read in order for us as the mail owner to receive the services we want? Would we have to provide information to our service provider so they spray the second barcode with the service codes we want and our Mailer ID?

ANSWER:

It is permissible to have two Intelligent Mail barcodes on letter-size mailpieces, specifically because of the circumstance you describe.

USPS Mail processing equipment will give priority to the barcode in the barcode clear zone in the lower right corner of the mailpiece, in other words, the one sprayed by your service provider. The services that the Postal Service will provide will be based on the barcode defined in the electronic documentation and read by our equipment.

The letter mail will allow printing of IMb in the lower right (clear zone). The barcode in the clear zone will have precedence over the barcode in the address block. Flats do not have a lower right priority (not oriented specific) or any method to physically give barcode precedence. Priority is

given to the highest depth of barcode. If you have multiple barcodes with the same depth and values then we will use any one of them. If you have two barcodes with same depth and are different values then the machine could use any one of the barcodes arbitrarily.

IM™ TRAY BARCODES / LABELS

10. QUESTION: Where can I get my Intelligent Mail tray barcodes tested?

ANSWER: Your local MDA will evaluate (test) your Intelligent Mail tray Labels for you.

There is a voluntary Intelligent Mail tray barcode Vendor Certification available for software vendors and the details of this process are defined in the *Intelligent Mail Tray Label Certification Guide* available on RIBBS at http://ribbs.usps.gov/intelligentmail_tray_label/documents/tech_guides/Intelligent_Mail_Tray_Label_Certification_Guide.doc.

If the customer is not a vendor and is not seeking to have their tray labels “certified”, they can send them to their local MDA for validation.

IM™ CONTAINER BARCODES / LABELS

11. QUESTION: Can we test some container tags for the IMb on MERLIN or is there somewhere else we need to send these?

ANSWER: Intelligent Mail container barcodes can be tested by your local Mailpiece Design Analyst. Again, this is not an approval process but a tool to assist you in creating IM container labels.

MAILER IDs & CUSTOMER REGISTRATION IDs (MIDs & CRIDs)

12. QUESTION: Is the following scenario possible?

Mailer ID on 31-digit IMb (PDR) - 123456
Mailer ID on Tray (CSM) - 789012

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Mailer ID of Mail Owner (MPA) - 901234567 (and NOT 123456)
Mailer ID of Mail Preparer (MPA) - 912345678 (and NOT 789012)

Is it possible to have the MID of the Mail Owner in MPA not matching Mailer ID of Piece Barcode?

ANSWER: **Definitely not an issue at all – we anticipate that the MID in the barcode (in the PDR) will be different than the MID in the MPA. The MID in the barcode is not used for By/For determination.**

The order of precedence to identify the Mail Owner in *physical piece records* is:

**MID of the mail owner from the Component Record (.cpt)
MID of the mail owner from Mailer Payment Account Record (.mpa)
CRID of the mail owner from .cpt
CRID of the mail owner from .mpa
Mail owners local permit from .mpa**

The order of precedence to identify the Mail Owner in *piece range records* is:

**MID of the mail owner in the Intelligent Mail Range Record (.imr)
CRID of the mail owner in Mailer Payment Account Record (.mpa)**

SERVICE TYPE IDENTIFIERS

13. QUESTION: Will there be a grace period for changing the service levels on First-Class Mail. Currently we use 700 but 300 is the new id for Basic service. If our data processing company can't not get this changed by May 18th what will happen?

Do pieces within an automation mailing that are not able to have the ZIP+4 appended to the record keep the service type 700?

ANSWER: **Mailpieces with a Full-Service Service Type Identifier will be not be provided back to the customer by ACS between 5/11 and 5/18. No Full-Service ACS will be provided until after mailers have submitted Full-Service electronic documentation (Mail.dat or Postal Wizard) in production.**

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