



MAC[™] & MAC Gold[™] Certification

**Quality Mail starts
with Certified Software**

Technical Guide



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What is a Manifest Mailing?

A manifest mailing is an automated system that allows a mailer to document postage and fees for all pieces in a mailing paid via permit imprint indicia. Each piece in the mailing is assigned a unique identification number that may be compared with the manifest. The Manifest Mailing System (MMS) may be used to pay domestic or international postage, as well as fees for extra services. The minimum volume for each manifest mailing is 200 pieces or 50 pounds of mail. For single-piece rate mail all classes and processing categories of domestic and international mail may be applied toward meeting the 200-piece or 50-pound minimum if presented to the Postal Service for acceptance at the same time and reported on the same manifest.

The MAC™ Purpose

The MAC program is a process designed in cooperation with the mailing industry to evaluate manifest mailing software. MAC determines whether the manifest mailing software accurately lists and calculates postage for identical and/or non-identical permit imprint mailpieces according to the standards of the *Domestic Mail Manual (DMM)*, <http://pe.usps.gov/>; *International Mail Manual (IMM)*, <http://pe.usps.gov/>; *Publication 51, International Postal Rates and Fees*, <http://pe.usps.gov/>; and *Publication 401*, <http://www.usps.com/cpim/ftp/pubs/pub401.pdf>, *Guide to the Manifest Mailing System*.

MAC is available only to software developers, i.e., companies that develop manifest mailing software for resale or internal use. Participation in the program is voluntary. Although this program evaluates and validates manifesting products manufactured by software developers, MAC **does not guarantee acceptance** of mail prepared using MAC certified software and/or hardware. It does, however, provide national approval of computer-generated facsimiles of United States Postal Service® (USPS®) postage statements, standardized documentation, and other manifest documentation.

The MAC Overview

The USPS defines a MAC certified software product as a manifesting software product specifically written to operate on a particular platform or operating system and assigned a specific version number. Many products use different language compilers to process files within different operating systems or on different hardware platforms. Therefore, to maintain the highest quality standards, MAC will certify a software developer's product that operates on a particular platform at the current version number. The software developer may submit all platforms, or as many as are desired for certification. The MAC process evaluates each manifest product platform on its own merits and will issue a specific certification for that platform if warranted. The BMA (Business Mail Acceptance) Certification department may request that a product be retested in certain categories if a failure or modification affects another category. The BMA Certification department evaluates the accuracy of manifest products by testing a variety of manifest scenarios each certification cycle. The USPS selects different scenarios based upon, but not limited to, three key factors:

- Manifest categories most often used by different mailers (to cover the wide range of manifested mailings).
- Manifest categories with common errors that have been reported by Business Mail Entry Units (BMEUs).
- Changes in mail preparation and guidelines.

The MAC™ Testing Process

Manifesting software that is evaluated will receive certification upon successful completion of both electronic and hardcopy evaluation. Electronic testing allows tracking and verification of every mailpiece within a test deck. Software developers must append each test address record within the specific manifest information as described in the MAC File Layouts. To achieve certification, the software product must accurately manifest, calculate postage, and assess extra service fees (where applicable) by following the setup parameters given for each test deck processed. After processing the test deck, software developers will return all documentation produced by their product to the USPS® National Customer Support Center for evaluation, i.e. manifest(s), summary(s), postage statement facsimile(s), exception reports and shipping labels

Each record in a file represents a specific mailpiece and is described by attributes such as the following:

Piece id	Country Name	Piece Value
Firm or Resident	International Mail Class	Piece Insurance Coverage
Delivery Address	Processing Category	Piece COD Amount
Mail Class	Piece Weight	Extra Service Type

For each specific manifesting category tested, the USPS® evaluates the documentation for piece id listing, class, rate, and postage accuracy. In addition, the accuracy, format, and content of facsimile postage statements and all other postal forms (where applicable) are evaluated. If the USPS determines that the manifest mailing product satisfies all applicable standards, the software developer's product is issued MAC certification for that category(s). Due to the complexity of programming manifest software products, the USPS requires that software developers submit all files at the time they intend to certify in a particular cycle.

Software developers must complete and return the electronic test deck within 30 business days from the date on the MAC cover sheet; failure to do so will result in a failed round. After successfully passing the electronic grading round(s), software developers must return all hardcopy documentation to the USPS for evaluation. Test data is provided in the form of address files. Each manifest scenario has its own address file and specific characteristics, such as mailpiece dimensions, specific entry point, processing categories (letters, flats, parcels, machinable, non-machinable, automation and non-automation). The software developer can test in any or all available categories.

MAC Domestic Mail Classes	MAC International Mail Classes
First-Class Mail Letters First-Class Mail Flats First-Class Mail Parcels	First-Class Mail International Letters First-Class Mail International Large Envelopes (Flats) First-Class Mail Intl Packages (Small Packets) First-Class Mail International M-Bag Airmail
Priority Mail* Priority Mail Dim Weight Rectangular Priority Mail Dim Weight Non-Rectangular Priority Mail Flat-Rate Envelope Priority Mail Flat-Rate Box Priority Mail Small Flat-Rate Box Priority Mail Large Flat-Rate Box Priority Mail Large Flat-Rate Box APO/FPO <i>Commercial Base and Commercial Plus</i>	Priority Mail International Priority Mail International Flat-Rate Envelopes Priority Mail International Flat-Rate Box Priority Mail International Small Flat-Rate Box Priority Mail International Large Flat-Rate Box
Parcel Post Retail Parcels	
Parcel Select Commercial Parcels Barcoded – Nonpresort	
Parcel Select Destination Entry (Single & Multiple Entry) <i>Machinable</i>	
Media Mail <i>Machinable</i> <i>Nonmachinable</i>	
Library Mail <i>Machinable</i> <i>Nonmachinable</i>	
Bound Printed Matter Nonpresorted Parcels <i>Machinable</i> <i>Nonmachinable</i>	
Bound Printed Matter Nonpresorted Flats <i>Automatable</i> <i>Nonautomatable</i>	
MAC Domestic Mail Extra Services	MAC International Mail Extra Services
Certified	Insurance
Certificate of Mailing	
Collect on Delivery	
Delivery Confirmation	
Electronic Return Receipt	
Insurance	
Parcel Air Lift	
Registered	
Restricted Delivery	
Return Receipt	
Return Receipt for Merchandise	
Signature Confirmation	
Special Handling	

The MAC Gold Purpose

The MAC Gold Certification program evaluates manifest mailing systems (scales and printers) along with the manifest software to determine the system's compliance with the manifesting standards set forth in the current *Domestic Mail Manual (DMM) and Publication 401, Guide to the Manifest Mailing System*. MAC Gold is limited to the manifest categories of First-Class Mail, Priority Mail, Parcel Post (all single-piece rate), and Insurance with the integrated barcode with Confirmation Services. MAC Gold tests the ability of the manifest system to produce accurate postage and fees as well as quality standardized documentation.

Domestic Mail Classes
First-Class Mail Letters First-Class Mail Flats First-Class Mail Parcels
Priority Mail* Priority Mail Dim Weight Rectangular Priority Mail Dim Weight Non-Rectangular Priority Mail Flat-Rate Envelope Priority Mail Flat-Rate Box Priority Mail Small Flat-Rate Box Priority Mail Large Flat-Rate Box Priority Mail Large Flat-Rate Box APO/FPO <i>Commercial Base and Commercial Plus</i>
Parcel Post Retail Parcels
Parcel Select Commercial Parcels Barcoded – Nonpresort
Domestic Mail Extra Services
Delivery Confirmation
Signature Confirmation
Insurance

Certification is valid until the end of the current cycle. Software developers whose products are certified in any or all categories receive a MAC certificate and have their company name, address, and manifest mailing product name and version number in the *MAC Certified Products List* on RIBBS.

The MAC Gold Classes of Mail

There are many benefits to the MAC Gold program:

- Customers experience quick and easy start-ups
- Software developers can expand their customer base mailings with the USPS®
- Systems are uniform and accurate
- Customers are not required to maintain quality control documentation
- USPS administrative costs are reduced

MAC Gold systems are pre-approved, but it is necessary for the district to confirm that each system is using a certified product and that no critical errors occur due to incorrect use of the system. This certification program is only available to manifest system software developers. Participation in the program is voluntary. Although this program evaluates and validates manifesting products manufactured by software developers, MAC Gold certification **does not guarantee acceptance** of mail prepared using MAC Gold certified hardware/ software platforms. MAC Gold does, however, provide national approval of computer-generated facsimiles of USPS postage statements, standardized documentation, and other manifest documentation.

The MAC™ Gold Overview

The MAC Gold certification process is the same as MAC. Once all documentation has been verified and is correct, the final phase of testing is conducted at the USPS in the MAC Gold lab. Participants in the program will indicate on the order form the particular hardware that is compatible with their software. The software developer is responsible for supplying hardware for testing if the BMA department does not have the equipment in stock. The hardware will be returned upon completion of certification. The MAC™ analyst will install the software, connect the specified hardware and use the system to simulate a manifest just like a mailer would. Please have a representative from your company available for technical support during this phase of testing.

During this process the system will be tested for accuracy in the following areas:

- Zone assignment of applicable mail classes
- Postage calculation
- Fee calculation for Extra Services supported
- Format of the MAC Gold Manifest
- Format of the Postage Statement facsimiles
- Format of the MAC Gold Standard Shipping Label

How MAC Gold Works

Under the traditional MAC program, the USPS® tests a software developer's MMS (Manifest Mailing System) software only by sending the developer an electronic test deck. The test deck is processed and the results are returned to the USPS for grading. Finally, the hardcopy documentation is reviewed for accuracy. This process has greatly improved the consistency and accuracy of MMS software, but each MMS installation still must be approved through a multi-level process.

Under the MAC Gold program, however, a software developer's entire system, software and hardware, is certified as compliant. The software developer sends his or her software to the USPS along with hardware specifications and instructions for use. The USPS puts the software developer's system through several tests to determine if it will function accurately under many conditions and on the specified hardware.

If the results of the test are 100% accurate, then the MMS product is certified by product name and version number. The software developer is given a MAC Gold certificate and the software product's manifest categories are published in the MAC Gold Certified Products Listing. Certification is valid until the end of the current cycle. When a MAC Gold system is sold, the supplier and the mailer will follow the required MAC Gold application process. If that process is followed, the mailer should be able to begin mailing on their desired start date with no approval needed at the local level.

The Differences between MAC and MAC Gold Certification

Both MAC and MAC Gold certify software based on the ability to process the electronic test deck provided and on the documentation that is produced from the test deck. MAC Gold, however, goes a step further and certifies the functionality of the software and hardware. MAC offers a wider variety of areas of certification while MAC Gold is limited to First Class Mail, Priority Mail and Parcel Post. "Gold" certification does not necessarily provide the "best" certification. Mailers who are seeking products that process Library Mail, for instance, would not benefit from MAC Gold.

Testing Fees

The MAC / MAC Gold certification program is free-of-charge, at this time, to software developers actively participating during the normal testing cycle or when a *DMM or Publication 401* -initiated MAC cycle is conducted. However, a fee is charged for:

- any software developer initiating testing in the MAC program outside of the normal testing cycle

- any product that has failed the three electronic or three hardcopy test rounds
This fee is assessed as follows:

- minimum fee for first retest or out-of-cycle is \$250.00 which will include three rounds

- each additional three rounds will be \$250.00

Testing Calendar

April 9, 2009	Cycle K testing begins
May 11, 2009	MAC Cycle J certifications expire
July 30, 2009	Testing fees go into effect
September 30, 2009	Cycle K testing ends
December 31, 2009	Cycle K certification is extended until future Rate Case

Testing Instructions

Products Attempting MAC / MAC Gold Certification

Step 1: Complete order form and fax or email to the USPS®.

Fax: 901-821-6206

Mail: manifest.ncsc@usps.gov

Step 2: After order form has been received and processed, a coversheet will be emailed to the software developer. The software developer will review the coversheet and return it with approval and/or changes. The test deck will then be created and emailed to the software developer.

Step 3: Process the test deck utilizing the Manifest Test File Layout (Appendix A).

Step 4: Create an electronic version of your manifest utilizing the Electronic Manifest File Layout (Appendix B).

Step 5: Produce the following hard copy documentation; manifest, PS Form 3877, postage statements, summaries, labels and exception report. The MAC Coversheet must be packaged with each manifest and supporting documentation.

Step 6: Forward all hardcopy documentation to the address below:

National Customer Support Center

United States Postal Service

Attn: MAC Department

6060 Primacy Parkway, Suite 101

Memphis, TN 38188-0001

Once the order form has been received it will be processed and a coversheet will be emailed to the software developer. The software developer will review the coversheet and return it with approval and/or changes. The test deck will then be generated and emailed to the testing contact. Each test deck ordered includes an individualized 2-page MAC Cover Sheet. This indicates any required or optional processes (electronic and hardcopy) and all standardized documentation.

MAC™ Standardized Documentation

There are several different manifest formats that may be used to support a single class manifest which only supports one class of mail at a time or a mixed class manifest, which supports several different classes of mail at one time. There are also formats that include Domestic and International mail on the same manifest. For detailed illustrations of the exhibits, please reference *Publication 401, Guide to the Manifest Mailing System*.

Manifests and Summaries

Exhibit 11	MAC Gold Manifest Mailing System Application
Exhibit 15	MAC Gold Standardized Manifest Format With Confirmation Services—with Forms 3877 and 3152 Facsimiles included
Exhibit 24	Price and Fee Codes
Exhibit 25	Column Heading Abbreviations
Exhibit 26	Itemized Manifest Commercial or Commercial Plus Price-Priority Mail Form 3877 Facsimile Not Incorporated within Manifest (with Cumulative Postage Column)
Exhibit 26A	Itemized Manifest Summary Commercial Price or Commercial Plus – Priority Mail
Exhibit 27	Itemized Manifest Commercial or Commercial Plus Price – Priority Mail with Confirmation Services – with Cumulative Postage Column Manifest and Form 3877 Facsimile Combined for Confirmation Services
Exhibit 27A	Itemized Manifest Summary Commercial Price – Priority Mail with Delivery and Signature Confirmation
Exhibit 29	Itemized Manifest Mixed Classes – Domestic Prices (with Cumulative Page Totals) Nonbarcoded Machinable Library Mail, Media Mail, and Bound Printed Matter Pieces Denoted by Asterisk Following ID Number
Exhibit 29A	Itemized Manifest Mixed Classes – Domestic Prices (with Cumulative Page Totals) Nonbarcoded Machinable Library Mail, Media Mail, and Bound Printed Matter Pieces Denoted in Separate Column
Exhibit 29B	Itemized Manifest Summary Mixed Classes – Domestic Prices (includes Package Services with Barcodes)
Exhibit 30	Itemized Manifest Mixed Classes—Domestic Prices with Extra Services Manifest and Form 3877 Facsimile Combined Nonbarcoded Machinable Library Mail, Media Mail, and Bound Printed Matter Pieces Denoted Following ID Number
Exhibit 30A	Itemized Manifest Domestic Prices – Mixed Classes with Extra Services
Exhibit 30B	Itemized Manifest Summary Mixed Classes – Domestic Prices with Extra Services
Exhibit 30C	Form 3877 Facsimile Mixed Extra Services
Exhibit 42	Itemized Manifest Parcel Select – DBMC Parcel Select Price or Multiple DBMC Entry Machinable and Nonmachinable, Barcoded and Nonbarcoded
Exhibit 42A	Itemized Manifest Grand Total Summary Parcel Select DBMC Parcel Select – Multiple Entries
Exhibit 48	Itemized Manifest First-Class Mail International and Priority Mail International Mixed – with Extra Services (with Cumulative Charges Column)
Exhibit 48A	First-Class Mail International and Priority Mail International Mixed – with Extra Services Summary
Exhibit 48B	Itemized Manifest International and Domestic Prices – Mixed Classes (with Cumulative Page Totals)
Exhibit 49	International Country Codes – Listed Alphabetically by Country Name
Exhibit 49A	International County Codes – Listed Alphabetically by Country Code

Postage Statements

Each class of mail and postage must be reported on the appropriate postage statement.

<http://www.usps.com/forms/allforms/htm>

Postage Statement	Description
PS Form 3600-R	Postage Statement - First-Class Mail and Priority Mail
PS Form 3605-R	Postage Statement – Package Services (Bound Printed Matter, Library Mail, Media Mail, Parcel Post, and Parcel Select)
PS Form 3700	Postage Statement – International Mail

Labels

Shipping label samples are required for each mailing. Please reference the MAC coversheet for specific requirements.

Service Icon

Banner

P	US POSTAGE PAID WASHINGTON DC PERMIT NO. 12345
	USPS PRIORITY MAIL®
Sample Mailer 1123 Main St Test City DC 20260	PKG ID 00000101 2 LBS 3 OZ 1 of 1
ADDRESS SERVICE REQUESTED	
SHIP WILLIAM SMITH TO: ONLINE SPECIALISTS 2345 GLENDALE DR RM 245 ATLANTA GA 30328-3474	
e/ USPS DELIVERY CONFIRMATION  9101 0268 3733 1000 0010 16	
² Optional Verbiage → First-Class Mail is a registered trademark of the United States Postal Service	

← Indicia

← Package Info

← ¹Endorsement / Marking

²Optional Verbiage

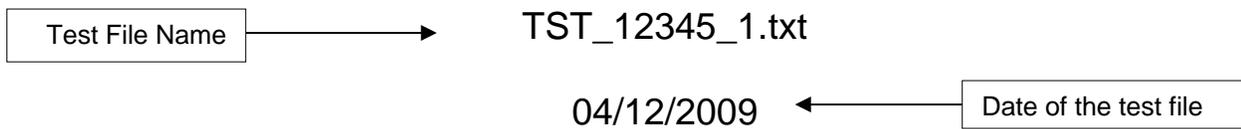
SERVICE INDICATOR BLOCK		DMM Reference
FCM	FIRST CLASS MAIL®	Not required for MAC Certification 102.3.2
P	PRIORITY MAIL®	102.3.1
■	PACKAGE SERVICES / DOMESTIC	102.3.3
Banner / Indicia Verbiage		Banner DMM / IMM Reference
All Domestic Indicia Formats		604.5.3.10
[Banner] USPS FIRST-CLASS MAIL®	[Indicia] First-Class Mail	102.3.3
[Banner] USPS PRIORITY MAIL®	[Indicia] Priority Mail or Priority	102.3.3
[Banner] USPS PARCEL POST®	[Indicia] Parcel Post	102.3.3
[Banner] USPS PARCEL SELECT®	[Indicia] Parcel Select	402.2; 455.1.8
[Banner] USPS PARCEL SELECT®	[Indicia] Barcoded Nonpresort	402.2; 455.1.8
[Banner] USPS LIBRARY MAIL	[Indicia] Library Mail	102.3.3
[Banner] USPS MEDIA MAIL	[Indicia] Media Mail	102.3.3
[Banner] USPS BOUND PRINTED MATTER	[Indicia] Bound Printed Matter	302.2.2; 402.2
All International Indicia Formats		IMM, Exhibit 152.44
[Banner] FIRST-CLASS MAIL INTERNATIONAL		IMM, Exhibit 152.44
[Banner] PRIORITY MAIL INTERNATIONAL		IMM, Exhibit 152.44
PACKAGE INFORMATION		Reference
Package Id, Weight, Number of Packages, & Processing Category		Required format for MAC Certification
¹ Mail for which return receipt service is requested by mail (Form 3811) must be endorsed Return Receipt Requested above the delivery address and to the right of the return address. No endorsement is required on mail for which electronic return receipt service is requested or is provided in bulk via a signature extract file or a CD-ROM.		503.6.2.3
¹ Mail for which Restricted Delivery service is requested must be endorsed Restricted Delivery . The endorsement must be placed above the address and to the right of the return address.		503.7.2.3
¹ The marking Special Handling must appear prominently above the address and to the right of the return address on each piece for which Special Handling service is requested.		503.12.2.5
² The following statement is a sample of the verbiage that is allowed if the ™ or the ® is not added to the class of mail in the banner: "First-Class Mail is a registered trademark of the United States Postal Service." (See DMM reference for all trademarks and copyrights of the USPS).		608.7.1.1
Permit imprint mail with Extra Services also paid with a permit must show "First-Class Mail" (if First-Class Mail), "U.S. Postage and Fees Paid"; city and state; and permit number.		604.5.3.8
Registered Mail service must be shown within the permit imprint.		Pub. 401, 7-4

Exception Report

Classes of mail, extra services and/or processing categories that the software does not support should be dropped and indicated on the MAC™ Exception Report accompanying each test submission. The purpose of the exception report is to list all mailpieces that the software did not process and was dropped from the manifest. The exception report should only list the mailpieces that the software has dropped from the manifest. A mailpiece that shows up on the exception report should not be listed on the manifest.

Note: An exception report should be created for each retest of a manifest.

MAC Exception Report



Piece ID	Explanation for Drop
123458	First Class Mail Letters is not supported.
225896	Signature Confirmation not available for First Class Mail parcels.
459912	Delivery Confirmation is not available for First Class Mail letters.
587945	Signature Confirmation is not available to any U.S. territory.
687412	Insurance service not available to destination country.
984561	Registered service is not supported.
999874	Delivery Confirmation is not available for to mail addressed to APO/FPO destination.

Version Policy Number

All MAC/MAC Gold certifications are awarded to specific versions of manifest products. To receive MAC/MAC Gold certification, these guidelines must be followed:

- If all submitted tests are completed successfully within one testing round without the need for any corrections or changes, the original version number of the manifest product submitted will be certified.
- After grading and before certification, if corrections or changes to manifest logic are required for any of the test categories, a new version number will be specified by the software developer of the manifest products after all corrections and modifications are successfully completed.
- Changing a MAC/MAC Gold certified product's version number requires recertification of the product at the new version number.

Version Number	Revision Number	MAC/MAC GOLD Cycle	Manufacturer Number
2.01	0.03	.C	.99.06
Field A	Field B	Field C	Field D

Field A

Contains the software version number assigned by the software developer. The number left of the decimal point represents the major release number, and the number to the right of the decimal point represents the version of the manifest logic code. Any change to an existing software product's manifest logic must be reported in writing to the BMA Certification department before release. The change will be evaluated to determine whether the product requires recertification.

Field B

Contains the software revision number representing any non-manifest logic change to the software product. A change in the revision number would be enacted by, but not limited to, an update of postage rate tables; Zone Charts; enhancements to the user interface; updates to print drivers; or other revisions or updates.

Field C

Contains the MAC/MAC Gold cycle indicator assigned by the BMA Certification department.

Field D

Contains the manufacturer number, which may be used by the manufacturer to indicate other internal tracking information such as monthly or quarterly database releases.

NOTE: If Field D is used to indicate database release dates, the USPS recommends using a 2-byte number to indicate the year followed by a decimal and another 2-byte number to indicate the month of the database.

Reporting of Product and Version Number

The USPS® requires software developers to indicate the product name and version number at the bottom of postage statement facsimiles and in the header portion of the manifest report. Doing so will help resolve errors or problems encountered when the manifested mailing is presented for acceptance.

Multiple Products with the Same Manifest Engine

It is recommended that all manifest products that produce a manifest under various environments be tested for MAC™ Certification.

However, it is recognized that, within the same business entity/development group, the same manifest engine can be used for a variety of manifesting products. In some instances, this covers multiple versions of the same manifest product that are designed to run on different operating systems. It may also apply to a manifest engine that is bundled with other software enhancements, such as address matching software, resulting in a new product line.

In the situations described above, the software developer may elect to submit one product for full certification testing. It is required this be the product that incorporates the full set of supported options. Upon successful completion of certification of the primary product, MAC will reserve the right to perform sample testing on the latest product, provided the same manifest engine is utilized without any additional code alterations or modifications added.

A statement attesting to the fact that the manifest engine has not been altered will be required. The number of additional tests needed may vary between software developers, dependent on the stated capabilities of the additional product versions being tested.

Licensing Certified Products

If the MAC-certified software is licensed to or from another company, the BMA Certification department must be notified in writing by both parties and the requirements of MAC Certification testing will be similar to that described for “Multiple Products with Same Manifest Engine”.

If a certified product is licensed, repackaged and sold by another company as a different product but without any modifications being made, other than graphic changes to accommodate the new company and software information, then MAC certification can be extended to the second product without the need for additional testing. Certification for the original product must be completed before the second product can receive certification. MAC will reserve the right to perform sample testing on the newly packaged product prior to certification being extended. Any substantiated deficiencies that are subsequently reported from field activities would, if not corrected, adversely affect the certifications of both products. When a manifest engine is licensed to another company and the second company builds its own user interface around the manifest code in order to market a new product line, full testing of the new product will have to be performed before that product can be MAC certified.

Advertising MAC & MAC Gold Certified Products

MAC-certified software developers may use the phrase “MAC™-certified” on marketing materials and other user documentation if it corresponds to and identifies a specific manifest category for which the product is certified. In other words, if the product is advertised as “MAC™-Certified”, it must list all the manifest categories that the product is certified for. If there are space constraints to the advertisement,

you must state, “Certified for ### manifest categories see our (website, users manual, certificate, etc.) for details.” When an advertisement directs a customer to websites, user manuals, certificates, etc. for additional information it must plainly state each manifest category certified. On websites, all reference to MAC or MAC Gold should link to the list of manifest categories that the software product is certified for.

Violation Consequences

Any examples of misrepresentation of MAC/MAC Gold certification will be turned over to the Postal Legal Department and the Postal Inspection Service.

1st Offense warrants a “cease and desist” letter from the USPS®. The Postal Inspection Service and the Legal department will be notified.

2nd Offense warrants a temporary suspension of certification (removal from the MAC certified list on RIBBS until the necessary corrections are made.

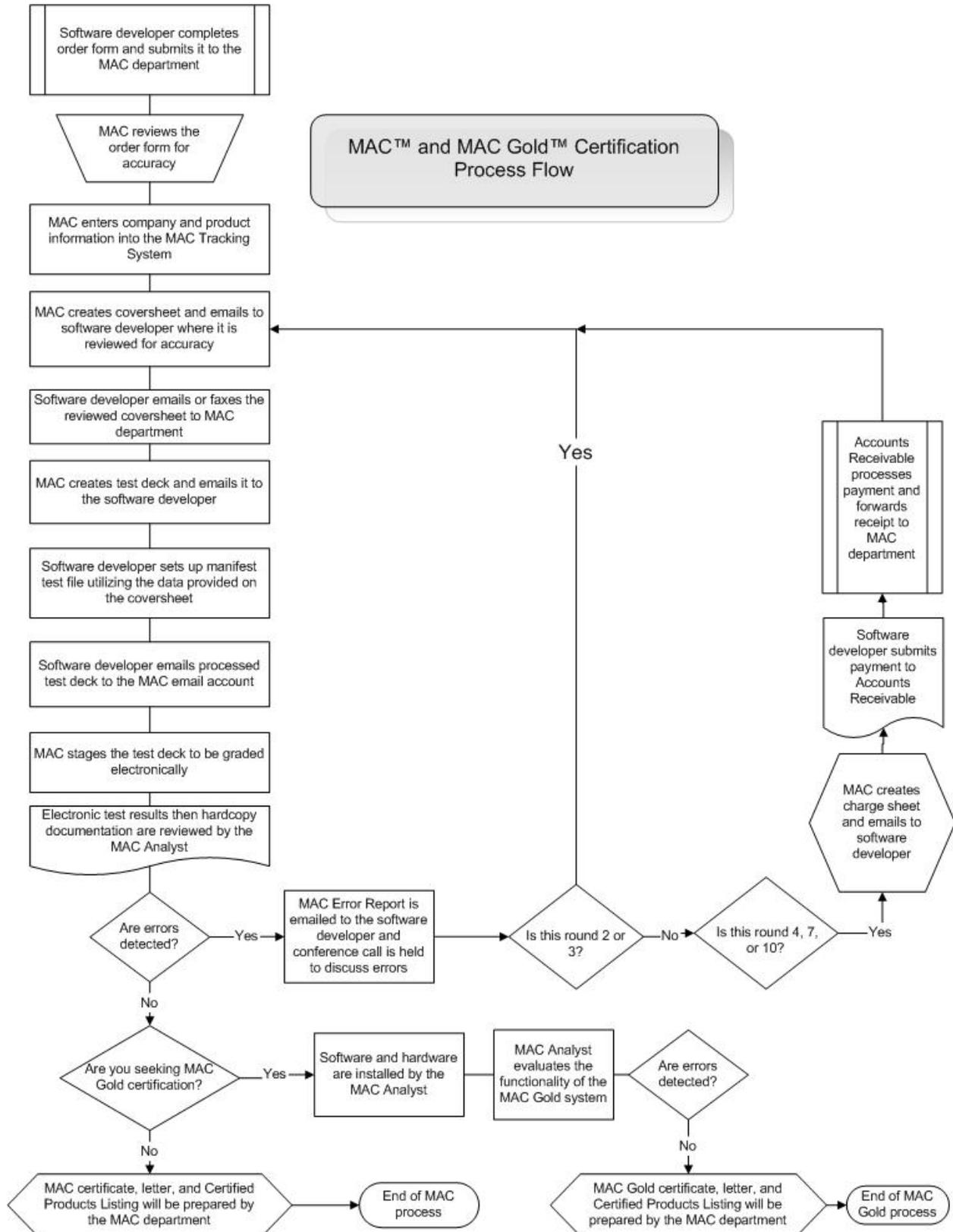
3rd Offense warrants a suspension of certification privileges from a period of time to be determined depending on the severity of the infraction (decided upon by USPS management).

Field Error Detection and Resolution

It is the BMA Certification department’s goal, to assist software developers in achieving the highest quality manifest product possible. The field error detection and the resolution policy are used by both the BMA Certification department and the software developer to ensure manifest product quality. Regardless of cycle schedules, quality assurance remains an ongoing part of the MAC/MAC Gold certification programs. Occasionally, manifest errors are detected and reported by USPS field personnel or mailers after a MAC/MAC Gold-certified product has been distributed to customers. If errors are detected, the following protocol is followed to resolve the problem:

1. The BMA Certification department starts an incident report file for the product and version number.
2. The BMA Certification department determines whether the problem is a manifest error or some other problem, such as a user setup issue.
3. The BMA Certification department notifies the software developer.
4. The BMA Certification department consults the software developer to determine a reasonable time frame in which to correct the problem. **If the time frame is exceeded, MAC™ or MAC Gold certification could be revoked or suspended.**
5. The BMA Certification department reserves the right to request that the software developer retest any applicable test file(s) before release.
6. When the BMA Certification department determines that the problem has been Corrected, the software developer will release a patch to all customers.

MAC™ and MAC Gold Testing Process Flow



MAC Test Submission

Please make sure that your test files and/or documentation submitted meets all required check points. Failure to complete the checkpoints could result in a failed testing round. All test files and correspondence must be submitted to the MAC email account (manifest.ncsc@usps.gov).

- Has the correct entry point/Post Office of mailing been used? (Reference MAC coversheet)
- Has the correct naming convention of the electronic test deck been followed? (TST_12345_1.txt)
- Has an exception report been submitted for both the electronic test deck and hardcopy documentation for each testing round?
- Have the correct postage statement facsimiles been used?
- Are there two labels included for each class of mail supported with and without Extra Services? (Reference MAC Coversheet)
- Has all supporting documentation been submitted according to the coversheet provided?