

***PostalOne!* Release 39**
Business Related Changes

NOVEMBER 2014

1

Welcome to the November 2014 *PostalOne!* Release Training. This module will focus on business related changes.

Agenda

□ Nonprofit Authorization



What is a Nonprofit Organization?

- NPA: Current Process and Enhancements
- NPA: By/For Identification in eDoc
- Business Customer Gateway: MSP Customer Validation Tool
- Postal Wizard Enhancements

□ Customer Identification Updates

- Business Customer Gateway Add a Location Page
- Shipping Services Online Enrollment Module

□ Periodicals Air Box Update

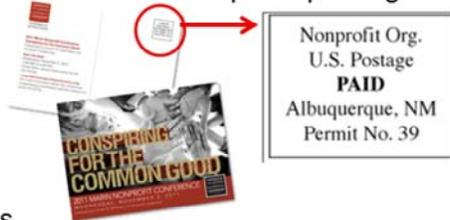
2

Throughout this module of the training, we will cover enhancements to the Nonprofit Authorization process, enhancements to the Customer Identification process, and an update to Periodicals Air Box containers.

We will begin with Nonprofit Authorization. Let's start with a review of what a Nonprofit Organization is.

What is a Nonprofit Organization?

- ❑ A nonprofit organization (NPO) uses surplus revenues to achieve its goals rather than distributing them as profit or dividends
- ❑ Standard Mail Nonprofit postage is lower than Standard Mail regular prices
- ❑ NPOs wishing to mail at nonprofit Standard Mail prices must be authorized by the Postal Service as eligible and the mailing must comply with strict requirements for nonprofit prices
- ❑ NPOs typically eligible for Postal Service nonprofit privileges include:
 - Educational
 - Fraternal
 - Labor
 - Philanthropic
 - Religious
 - Some political committees



3

A Nonprofit organization (NPO) uses surplus revenues to achieve its goals rather than distributing them as profit or dividends. Standard Mail Nonprofit postage is lower than Standard Mail regular prices, but not all organizations qualify. NPOs typically eligible for Postal Service nonprofit privileges can generally be categorized as educational, fraternal, labor-related, philanthropic, or religious. Some political committees qualify as well.

NPOs wishing to mail at nonprofit Standard Mail prices must first be authorized by the Postal Service as eligible and the mailing must comply with strict requirements for nonprofit prices.

Agenda

□ Nonprofit Authorization

- What is a Nonprofit Organization?



■ NPA: Current Process and Enhancements

- NPA: By/For Identification in eDoc
- Business Customer Gateway: MSP Customer Validation Tool
- Postal Wizard Enhancements

□ Customer Identification Updates

- Business Customer Gateway Add a Location Page
- Shipping Services Online Enrollment Module

□ Periodicals Air Box Update

4

This portion of the training will provide information on the current and future (November 2014) way USPS interprets key fields in the electronic documentation to identify the Mail Owner for Nonprofit Authorization. Before we discuss what is changing with this release, let's review the current Nonprofit Authorization process.

NPA: Current Process and Enhancements

Current Process:

- Mailers have two ways to provide Nonprofit Authorization by presenting a mailing on a:
 - Paper postage statement
 - Electronic document (eDoc)
- For paper postage statements, the mailer provides a list of the authorized nonprofit mailers in the mailing
- On an eDoc, either the paying permit or the Mail Owner permit (including ghost permits) in the eDoc must be linked to a Nonprofit Authorization
 - At least one Mail Owner must be identified in the eDoc
 - Remaining Mail Owners may be identified in a hardcopy spreadsheet and presented at the time of mailing



5

Today, mailers have two ways of providing Nonprofit Authorization: either on a paper postage statement or in electronic documentation (eDoc). When presenting a mailing paid on a paper postage statement, the mailer provides a list of the authorized nonprofit mailers in the mailing. When presenting a mailing on eDoc, either the paying permit or the Mail Owner permit (including ghost permits) in the eDoc must be linked to a Nonprofit Authorization to receive the nonprofit rates.

Frequently, a nonprofit mailing which includes mailpieces from multiple nonprofit mailers provides only one permit linked to a nonprofit authorization. If the same permit linked to a Nonprofit Authorization is provided for all nonprofit mailpieces from multiple mailers, the additional nonprofit mailers should be identified on an Excel spreadsheet and presented to the Postal Service.

NPA: Current Process and Enhancements

Enhancements with this release:

- Mailers will have additional options to identify the authorized nonprofit organization by:
 - Mail Owner Customer Registration ID (CRID)
 - Mail Owner Mailer ID (MID)
- An enhanced MSP Customer Validation Tool will show NPA status:
 - Authorized, Pending, Revoked or Denied
 - Official NPA organization name

6

In November, mailers will have additional options for identifying the authorized nonprofit organization other than a permit number. The Mail Owner Customer Registration ID (CRID) and Mail Owner Mailer ID (MID) will be used to identify the authorized nonprofit organization in the eDoc.

Also, an enhanced MSP Customer Validation Tool will now show the official NPA organization name and an NPA status of Authorized, Pending, Revoked or Denied.

NPA: Current Process and Enhancements

Enhancements with this release:

- ❑ To support the implementation of the expanded nonprofit price validation, USPS is engaged in a data clean-up effort of Nonprofit authorizations and CRIDs
- ❑ Following activities are underway to support this initiative:
 - A primary address will be required when:
 - ❑ Applying for a permit
 - ❑ Submitting a PS Form 3624 Application to Mail at Non-Profit Standard Mail Prices) or a PS Form 6015 (Nonprofit Database Change Request)
 - ❑ Creating new permits in *PostalOne!*

7

Additionally, to support the implementation of the expanded nonprofit price validation, the USPS is engaged in a data clean-up effort of Nonprofit authorizations and Customer Registration IDs. The following activities are underway to support this initiative:

A primary address will be required when a mailer applies for a permit, submits a PS Form 3624 (Application to Mail at Non-Profit Standard Mail Prices) or a PS Form 6015 (Nonprofit Database Change Request), and when creating a new permit in *PostalOne!*. Therefore, a user cannot enter an alternate address without first entering a primary address. If the primary address cannot be validated, an alternate address must be provided and validated; otherwise the system will block the BMEU. This measure will prevent a Nonprofit Authorization number from being created without a valid Customer Registration ID.

NPA: Current Process and Enhancements

Enhancements with this release:

- New National NPA numbers are replacing old (Additional Entry) NPA numbers:
 - In 2008, National NPA numbers were provided to all mailers
 - A letter of notification is being sent to mailers still using their old NPA number
 - *PostalOne!* system will update the last mailing date for the Post Office of Mailing so the PCSC knows to notify the Additional Entry Office
- Limited number of NPAs are not assigned a CRID
 - USPS will assign those NPAs a CRID by:
 - Using information on file with PCSC
 - Local BMEU contacting the NPO to either create a new CRID or associate the NPO with correct existing CRID

8

New, “national” Nonprofit Authorization numbers are replacing all old, formerly called “Additional Entry,” Nonprofit Authorization numbers. As a reminder, in 2008, “national” Nonprofit Authorization numbers were provided to all nonprofit mailers. Some mailers are still using the old, Additional Entry, nonprofit authorization number to check their nonprofit status.

A “national” Nonprofit Authorization number is a single, nationwide Nonprofit Standard Mail authorization number to mail at Nonprofit Standard Mail prices. An authorized nonprofit organization need only use this single number to mail at Post Office locations that have access to the *PostalOne!* system. Mailers still using the old Nonprofit Authorization number should begin using their national nonprofit authorization number. A letter of notification is being sent to impacted mailers.

Additionally, the *PostalOne!* system will update the last mailing date for the Post Office of Mailing so the Pricing and Classification Service Center (PCSC) knows to notify the Additional Entry Office. The process to qualify for nonprofit prices will not change. Nonprofit Authorization numbers will still be issued by PCSC to commercial mailers who are authorized to mail at Nonprofit Standard Mail prices in accordance with Domestic Mailing Manual (DMM) 703.

A limited number of nonprofit authorizations are not currently assigned to a CRID. The Postal Service will associate a CRID with these existing NPAs using the information on file with Customer Registration and the PCSC. In the event that a match cannot be made by the Postal Service, the local BMEU will contact the nonprofit organization to either create a new CRID or associate the nonprofit organization with the correct existing CRID.

By centralizing the customer profile in the *PostalOne!* system, the USPS is able to create consistent customer data, reduce duplicate data records and improve the integration with customer registration.

Agenda

□ Nonprofit Authorization

- What is a Nonprofit Organization?
- NPA: Current Process and Enhancements



□ **NPA: By/For Identification in eDoc**

- Business Customer Gateway: MSP Customer Validation Tool
- Postal Wizard Enhancements

□ Customer Identification Updates

- Business Customer Gateway Add a Location Page
- Shipping Services Online Enrollment Module

□ Periodicals Air Box Update

9

We just talked about how Nonprofit Authorization will now be tied to the Mail Owner MID and CRID in addition to the permit number.

This means that *PostalOne!* must first identify the Mail Owner fields in eDoc for Nonprofit mailings, which is accomplished via the By/For Identification process.

NPA: By/For Identification in eDoc

- ❑ By/For is used in Full-Service to determine the Mail Owner
- ❑ Full-Service mailings require the Mail Owner to be identified in eDoc for a mailing of 5,000+ pieces; but for nonprofit mailings, Mail Owner(s) in the eDoc must be identified regardless of the amount of pieces in the mailing
- ❑ Nonprofit entity verified by the *PostalOne!* system is the Mail Owner in the “For” entity if:
 - The mailing Mail Owner is eligible for the nonprofit discount rates
 - The Mailing Agent identifies the authorized nonprofit organization in the eDoc using one of the allowable Mail Owner identifiers
- ❑ Nonprofit order of precedence is same as Full-Service order of precedence, but the system also checks the Permit fields for NPA eligibility

10

By now, you are familiar with the term By/For used in relation to Full-Service mailings. In these mailings, the Mail Owner must be identified in an eDoc when the owner presents 5,000 or more pieces.

Whereas Full-Service mailings require the Mail Owner to be identified in eDoc **only** when there are 5,000 or more pieces in the mailing, nonprofit mailings must **always** identify the Mail Owner in the eDoc for *PostalOne!* to verify the nonprofit rate.

The nonprofit entity verified by the *PostalOne!* system is the Mail Owner in the “For” entity if the Mail Owner is eligible for the nonprofit discount rate and the authorized nonprofit organization is identified in the eDoc by the Mailing Agent using one of the allowable Mail Owner identifiers.

The Nonprofit identification of Mail Owner for eDoc processing has been updated with this release to match the Full-Service order of precedence, but the system will also check Permit fields for NPA eligibility.

We will review the order of precedence in more detail on the next slide. Remember, Nonprofit Authorization is a separate process from identifying the By/For in a Full-Service mailing.

NPA: By/For Identification in eDoc

Current Full-Service By/For Identification for eDoc

	Mail.dat	Mail.XML
Highest Precedence	"Mailer ID of Mail Owner" (.cpt record)	*MailPieceCreateRequest message --MailPieceBlockGroup --MailPieceBlock --MailOwner --MailOwnerMID6 or MailOwnerMID9
2nd Precedence	"Mailer ID of Mail Owner" (.mpa record)	*MailPieceCreateRequest message --MailPieceBlockGroup --MailPieceBlock --MailOwner --CRID
3rd Precedence	"CRID of Mail Owner" (.cpt record)	*QualificationReportDetailCreateRequest message --QualificationReport --ContainerInfoData --MailOwnerCRID
4th Precedence	"CRID of Mail Owner" (.mpa record)	*MailPieceCreateRequest message --MailPieceBlockGroup --MailPieceBlock --MailOwner --PermitPublicationData block --PermitNumber --PermitType --PermitZip4
5th Precedence	"Mail Owner Lcl Permit Ref Number / Int'l Bill Number" & "Mail Owner Lcl Permit Ref Number / Int'l Bill Num - Type" (.mpa record)	N/A

11

As mentioned on the previous screen, the identification for the nonprofit Mail Owner will follow the Full-Service By/For identification order of precedence. This chart illustrates the five orders of precedence from the highest to the lowest, or fifth, precedence and how they apply to the Mail.dat/Mail.XML fields.

For example, in Mail.dat the system will begin by checking the validation with the Highest Precedence, Mailer ID of Mail Owner (.cpt record), followed by the 2nd Precedence, Mailer ID of Mail Owner (.mpa record). This is followed by the 3rd Precedence, CRID of Mail Owner (.cpt record) and then moves on to the 4th Precedence, CRID of Mail Owner (.mpa record). The system finishes with the 5th Precedence, corresponding to the permit in the fields listed here.

NPA: By/For Identification in eDoc

- The Mail Owner postage statement will display the company name/address of authorized nonprofit organization in Mail Owner block

The screenshot shows a postage statement header with the following details:

Posting Group ID	76733	Network Job ID	405274	Open Date	10.22.11
Product		FCI Billing/Phase No	3723	Close Date	
Submission		Submission Type	Initial		

Below the header, there is a 'Postage Summary' section with a table of mail owner information:

Account Number	Posting Agent	Mail Owner	Estimated Postage
UNITED STATES 15160-442 FPOF WASHINGTON, AC 2714-241	QAC 044403 (447) Co-SPRNG	ABC 12345 10 DUPONT CIRCLE WASHINGTON DC 20036	0.00000000 0.00000000 0.00000000

- A "Multiple" link will display in the Mail Owner block for multiple Mail Owners

The screenshot shows a postage statement header similar to the previous one, but with a 'Multiple' link in the Mail Owner block. A red arrow points to this link.

Below the header, there is a 'Postage Summary' section with a table of mail owner information:

Account Number	Posting Agent	Mail Owner	Estimated Postage
UNITED STATES 15160-442 FPOF WASHINGTON, AC 2714-241	QAC 044403 (447) Co-SPRNG	ABC 12345 10 DUPONT CIRCLE WASHINGTON DC 20036	0.00000000 0.00000000 0.00000000

- Click the link to display all Mail Owner CRIDs and names

- Postage statement header will display the same for acceptance employees and mailers

12

Several display changes have been made for the Mail Owner "For" entity. Namely, the Mail Owner postage statement will now display the company name and address of the authorized nonprofit organization in the Mail Owner block. Mailings with multiple Mail Owners determined by By/For processing will see a "Multiple" hyperlink in the Mail Owner block on the postage statement. Clicking on the Multiple link will display all Mail Owner CRIDs and Names.

Next we will discuss the Nonprofit Mail Owner ID and how it is used for eligible price validation.

Nonprofit Mail Owner ID for Eligible Price Validation Process

Mail.dat Order	Mail.XML Order
1. .mpa Permit Number,	1. PermitNumber/PermitType/PermitZip4
2. .mpa Permit ZIP+4,	2. MailOwnerMID6 or MailOwnerMID9
3. .cpt Mailer ID of Mail Owner	3. MailOwner > CRID
4. .mpa Mailer ID of Mail Owner	4. <u>QualDetail</u> .MailOwnerCRID
5. .cpt CRID of Mail Owner	
6. .mpa CRID of Mail Owner	
7. .mpa Mail Owner's Lcl Permit Ref Num / Int'l Bill Num, .mpa Mail Owner's Lcl Permit Ref Num/ Int'l Bill Num - Type	

- ❑ To verify a mailer's Nonprofit Authorization the *PostalOne!* system will check all allowable fields
- ❑ When one field fails the validation, the system will check the next field according to the order of precedence
- ❑ There will not be a validation to ensure provided MID, CRID, or permit are all associated to the same CRID or all associated to a Nonprofit Authorization

13

In order to verify a mailer's Nonprofit Authorization, the *PostalOne!* system will check all of the allowable fields. First, the system will check the Permit Number and Permit ZIP+4 fields to determine if the Permit Holder is authorized. When one field fails the validation, the system will check the next field according to the order of precedence as show in the table above. If any field is linked to a Nonprofit Authorization the mailing will be eligible for nonprofit rates. The order shown in the table is for Mail.dat and Mail.XML submissions.

Note, there will not be a validation to ensure that the provided MID, CRID, or permit are all associated to the same CRID or all associated to a Nonprofit Authorization. Mailers may continue the current practice of providing only one permit linked to a nonprofit authorization in a mailing with multiple nonprofit mailers but should transition to providing accurate information for each nonprofit mailer in the eDoc using a MID, CRID, or a permit.

Nonprofit Mail Owner ID for Eligible Price Validation Process

- Nonprofit Price validation will be on the Mail Owner and then Permit Holder CRID fields for Postal Wizard and Hardcopy entered statements

The screenshot displays the USPS Postal Wizard interface. On the left is a navigation menu with options like 'Home', 'Summary', 'Balance and Fees', 'Postal Wizard', 'Electronic Data Exchange', 'Mailing Reports', 'Dashboard', 'Manage Permits', and 'IBUS Tool'. The main content area is titled 'Postage Statement - Nonprofit Standard Mail' and includes a 'Permit Imprint' section. Below this, there are three columns of information: 'Account Holder', 'Mailing Agent', and 'Mail Owner'. The 'Mail Owner' column contains the CRID '20490409' and '28828', which are highlighted with red boxes. To the right, a 'Postage Statement - Nonprofit Standard Mail' form is visible, with fields for 'Permit Holder's Name and Address', 'Mailing Agent', and 'Mail Owner'. The 'Mail Owner' field in the form also contains '20490409' and '28828', highlighted with red boxes. The page number '14' is located in the bottom right corner.

For Postal Wizard and hardcopy entered statements, the Nonprofit Price validation will be on the Mail Owner CRID and then Permit Holder CRID fields.

Agenda

- **Nonprofit Authorization**

- What is a Nonprofit Organization?
- NPA: Current Process and Enhancements
- NPA: By/For Identification in eDoc

- **Business Customer Gateway: MSP Customer Validation Tool**

- Postal Wizard Enhancements

- **Customer Identification Updates**

- Business Customer Gateway Add a Location Page
- Shipping Services Online Enrollment Module

- **Periodicals Air Box Update**

15

We will now talk about changes associated to the Mail Service Provider Customer Validation Tool located within the Business Customer Gateway (BCG).

Business Customer Gateway: MSP Customer Validation Tool

Current Tool:

- ❑ To validate the status of a customer's nonprofit authorization the USPS released the MSP Customer Validation tool in July 2013
- ❑ Mail Service Providers (MSPs) and Mailing Agents can access the tool via the Business Customer Gateway (BCG) to:
 - Look up/validate Mail Owners' information
 - Provide simple, quick method to validate accuracy of customer information
- ❑ The tool does **not** provide authorized nonprofit organization name, only the company name associated with the CRID

16

Before we discuss what is changing, let's review some background on the tool itself.

The MSP Customer Validation Tool was released in July of 2013 and made available to BCG users associated with a MSP. It is used by MSPs and Mailing Agents as a way to look up and validate information on Mail Owners. This gives MSPs and Mailing Agents a simple, quick method of querying stored customer information and validating its accuracy.

The current MSP Customer Validation Tool does not provide the authorized nonprofit organization name, only the company name associated with the CRID.

Business Customer Gateway: MSP Customer Validation Tool

Current Tool:

- ❑ To navigate to the MSP Customer Validation tool:
 - Navigate to the BCG
 - Select the Manage Account option in the BCG sidebar
 - Click the MSP Customer Validation Tool located under MSPs

The screenshot displays the Business Customer Gateway (BCG) interface. On the left, a blue sidebar contains a 'Support' tab and a 'Manage Account' tab, which is highlighted with a red box. The main content area is divided into several sections: 'Home Business Location' with a location pin icon, address 'ATANDJICATTEN 560 DESERT MAIZE DR SW ALBUQUERQUE, NM 87121-2499 UNITED STATES', and CRID/MID information; 'Add a Business Location' with a location pin icon and an 'ADD A LOCATION' button; and 'Mail Service Providers' with a mail icon, a red oval around the title, and a 'CUSTOMER VALIDATION TOOL' button highlighted with a red arrow. A 'TERMS AND CONDITIONS' link is visible next to the Home Business Location section.

17

To navigate to the MSP Customer Validation Tool from the Business Customer Gateway, the MSP selects Manage Account tab located in the BCG sidebar and scrolls to bottom of the page. Under the Mail Service Providers section, the user clicks the Customer Validation Tool button.

Business Customer Gateway: MSP Customer Validation Tool

Current Tool:

- Today, the main page drop-down box allows MSPs to look up Mail Owner information using customer identifiers:
 - CRID
 - MID
 - Permit Information
 - Scheduler ID
 - Nonprofit



On the main page of the MSP Customer Validation Tool, a drop-down box allows the MSP to look up Mail Owner information using the following customer identifiers:

- CRID
- MID
- Permit Information
- Scheduler ID
- Nonprofit

Business Customer Gateway: MSP Customer Validation Tool

Current Tool:

- ❑ Users may search by CRID, MID, or Scheduler ID:
 - Select an identifier from dropdown menu
 - Enter the appropriate # into the search field
 - Click Search button

- ❑ Search results include:
 - Company Name and Business Addresses associated with CRID
 - MSP may validate if CRID is attached to correct business and its location

Customer Validation Tool

This tool is intended to provide Mail Service Providers with a way to validate Mail Owner information. To begin, select a customer identifier from the dropdown below.

CRID:

* indicates a required field.

CRID: 20153637

Enter a CRID to retrieve the associated business address.

CRID Search Results

CRID:	20153637
Company Name:	SAN MATEO TEST
Urbanization Code:	
Address Line 1:	2700 CAMPUS DR
Address Line 2:	
Address Line 3:	
City:	SAN MATEO
State/Province:	CA
ZIP:	94497-9000
Country:	UNITED STATES

19

MSPs can search for the company name associated with a CRID, MID, or Scheduler ID by selecting the desired identifier from the drop-down menu, entering the number in the search field and clicking the search button. The system will query information from Customer Registration and provide the results. The Search Results will appear at the bottom of the page with information including the company name and business addresses that are associated with the ID entered. The user is then able to validate whether the CRID shown is attached to the appropriate business and its location.

Business Customer Gateway: MSP Customer Validation Tool

Current Tool:

- ❑ MSPs may search Permit Information by entering:
 - Permit Number/Type
 - City where Permit is held
 - State where Permit is held
- ❑ Search results include:
 - Account Number
 - Permit Number
 - Permit Type
 - CRID Number
 - Company Name
 - Business Address

Customer Validation Tool

This tool is intended to provide Mail Service Providers with a way to validate Mail Owner information. To begin, select a customer identifier from the dropdown below.

Permit Information

* Indicates a required field.

Permit Number: 483000

Permit Type: BR

City where Permit is held: SAN MATEO

State where Permit is held: CA

Enter a Permit to retrieve the associated Account Number, CRID, and business address.

Search Reset

Permit Information Search Results

Account Number:	
Permit Number:	483000
Permit Type:	BR
CRID:	20133637
Company Name:	SAN MATEO TEST
Urbanization Code:	
Address Line 1:	2700 CAMPUS DR
Address Line 2:	
Address Line 3:	
City:	SAN MATEO
State/Province:	CA
ZIP:	94497-9000
Country:	UNITED STATES

20

More information is required if the MSP elects to search by Permit Information. In addition to providing the Permit Number, the user must also input the Permit Type, the city where permit is held, as well as the state where the permit is held.

The Permit Information search results are generated at the bottom of the screen. The results include the Account Number, the Permit Number, Permit Type, CRID number, Company Name and Business Address associated with the Permit Information, allowing the MSP to validate that information.

Business Customer Gateway: MSP Customer Validation Tool

Current Tool:

- MSPs may search Nonprofit by:
 - Up to 50 CRIDs can be entered to retrieve each associated NPA number

Customer Validation Tool

This tool is intended to provide Mail Service Providers with a way to validate Mail Owner information. To begin, select a customer identifier from the dropdown below.

Nonprofits

* indicates a required field.

Tool Types: CRID Nonprofit Authorization Number

5161543

Enter one or more CRIDs (separated by a comma) to retrieve each associated Nonprofit Authorization Number, if one exists.

Nonprofit Search Results

NOTE: While a nonprofit's authorization number may be associated with more than one CRID, multiple CRIDs may indicate a data quality issue. If you think the data you are seeing is incorrect, contact the Production Help Desk at (800)522-5638 or at productionhelp@usps.gov.

2 Items found, displaying all items.

CRID	Company Name	Address Line 1	Address Line 2	City	State/Province	Zip+4	Nonprofit Authorization Number
5161543	ABBEY LOCATION	123 TESTING DRIVE		LOS ANGELES	CA	90009-0000	1234
5161543	ABBEY LOCATION	123 TESTING DRIVE		LOS ANGELES	CA	90009-0000	1245

Export options: CSV | XML | PDF

21

Users can enter one or more CRIDs (up to 50) to retrieve each associated nonprofit authorization number, if one exists.

Business Customer Gateway: MSP Customer Validation Tool

Future Tool:

- With R39, the enhanced Customer Validation Tool will enable Bulk Search Report capability to provide MSPs a way to review and validate Mail Owner information
- Using the Bulk Search Report MSPs can:
 - Input up to 250 CRIDs, MIDs, Permit Numbers or NPA numbers
- The output file will produce the:
 - MID (optional selection) - MID Number, MID Owner CRID, MID User CRID
 - Permit (optional selection)- Permit Account Number, Permit Number, Permit Type, PermitZip+4, Publication Name, Permit Status

22

Now let's talk about how this tool is changing. With this release, MSPs will have the additional feature available to them to review and validate Mail Owner information with a Bulk Search Report. Using the Bulk Search Report feature, MSPs can now perform a Bulk Search and input up to 250 CRIDs, MIDs, Permit numbers, or nonprofit authorization numbers instead of just 50. The Customer Validation Tool has been enhanced to output the:

- MID (optional selection) - MID Number, MID Owner CRID, MID User CRID
- Permit (optional selection)- Permit Account Number, Permit Number, Permit Type, PermitZip+4, Publication Name, Permit Status

Business Customer Gateway: MSP Customer Validation Tool

Future Tool:

- The output file will produce the:
 - NPA number, NPA Organization Name, NPA Address, NPA Status and the NPA Status Date
 - 'No record found' will display if no data is found for the MID, Permit, or NPA number entered
 - Customer Input Reference Number will display
 - Allow mailers to upload a flat file, text file, with input data
 - Download a file with search results

23

As well as the, NPA number, NPA Organization Name, NPA Address, NPA Status (Pending, Authorized, Revoked or Denied), the NPA Status Date, and the customer reference number. When no data is found for the MID, Permit, or nonprofit authorization number entered, a message of 'No record found' will be displayed. The Bulk Search report requires that Mailers upload a flat file, also known as a text file, with input data and allows them to download a file with search results. Word and Excel files will no longer be accepted as input files.

We will discuss these enhancements in greater detail in the coming slides.

Business Customer Gateway: MSP Customer Validation Tool

Future Tool:

- ❑ To generate a Bulk Search Report, select Bulk Search from the customer identification dropdown menu



24

To generate a Bulk Search Report, select the Bulk Search from the customer identification dropdown menu.

Business Customer Gateway: MSP Customer Validation Tool

Future Tool:

- Select appropriate Search Data Type and Result Data Elements
- Bulk Search Report includes the mailer's information for:
 - CRID
 - MID
 - Permit
 - Nonprofit
- Upload corresponding file to search

Note: An error message will display if the uploaded file is not in the proper format

The screenshot shows the 'Customer Validation Tool' interface. It includes a 'Bulk Search' dropdown menu, a 'Search Data Type' section with radio buttons for CRID (selected), MID, Permit, and Nonprofit Authorization Number (NPA), and a 'Result Data Elements' section with checkboxes for CRID, MID, Permit, and Nonprofit. There is an 'Upload a File*' section with a 'Browse...' button and a message 'No file selected'. At the bottom, there are 'Upload' and 'Reset' buttons.

This screenshot shows the same interface as the previous one, but with an error message displayed in the 'Upload a File*' section. The error message is 'C:\bulk_search_input_file_search.txt', which is circled in red. The 'Upload' and 'Reset' buttons are still visible at the bottom.

25

Next, select the appropriate Search Data Type – CRID, MID, Permit or NPA -- and Result Data Elements – CRID, MID, Permit or Nonprofit – of your desired search. The new Bulk Search Report in the Customer Validation Tool includes the following mailer's information: CRID, MID, Permit and Nonprofit. Then upload the corresponding file to search. Note, an error message will display if the uploaded file is not in the proper format.

Business Customer Gateway: MSP Customer Validation Tool

Future Tool:

□ Bulk Search Result Files:

- Bulk Search results are displayed in the Bulk Search Results section for review and to download
- Processing these results may take the system 10 to 15 minutes

Note: To access results, user must be affiliated to one CRID, with MMA service approved for same CRID, and MSP indicator marked as "Yes"

Customer Validation Tool

This tool is intended to provide Mail Service Providers with a way to validate Mail Owner information. To begin, select a customer identifier from the dropdown below.

Bulk Search

* indicates a required field

Search Data Type: CRID CMD CFerm CNonprofit Authorization Number (NPA)

Search Data Element: CRID WMD WName WNonprofit

Upload a File*

Bulk Search Results

Please click the link for available download results.

May 24 03:20:24 2014 CRID_bulk_search_input_file_sample.txt | CRID_bulk_search_20140524032024-crnd01.xls

The Bulk Search result files will be displayed in the Bulk Search Results section for the MSP to review and download. Note, only a user affiliated to at least one CRID, with the Manage Mailing Activity (MMA) service approved for the same CRID, and the MSP indicator marked as Yes will be able to access the results. At times, the Bulk Search Report may take up to 10-15 minutes for the system to process. Also, the information in the tool does NOT provide "real time" data since it is only updated once per day. So information input on the same day it's being researched may not display.

Business Customer Gateway: MSP Customer Validation Tool

Future Tool:

□ Bulk Search History:

- MSPs can access previously searched files by clicking on the Search History Results button
- The last 25 files searched by the mailer for the previous 7 days will be displayed
- These files can be reviewed and downloaded

The screenshot shows the 'Customer Validation Tool' interface. At the top, it says 'Customer Validation Tool' and provides a brief description: 'This tool is intended to provide Mail Service Providers with a way to validate Mail Owner information. To begin, select a customer identifier from the dropdown below.' There is a 'Bulk Search' dropdown menu. Below that, there are radio buttons for 'Search Data Type' (CRID, MID, Permit, Nonprofit Authorization Number (NPA)) and 'Result Data Elements' (CRID, MID, Permit, Nonprofit). An 'Upload a File*' section includes a 'Browse...' button, a 'No file selected' message, and a 'Search History Results' button. There are also 'Upload' and 'Reset' buttons. The 'Search History Results' section is highlighted with a red box and contains a table of search results.

Upload Time	Upload File	Download File
May 24 03:20:24 2014	CRID_bulk_search_input_file_sample.txt	CRID_bulk_search_20140524022024-crid001.xls
May 23 05:26:28 2014	MID_bulk_search_input_file_sample.txt	MID_bulk_search_20140523052628-mid002.xls
May 15 11:15:08 2014	Permit_bulk_search_input_file_sample.txt	Permit_bulk_search_20140515111508-permit003.xls

27

Previous searches can be accessed by clicking on the Search History Results button. The system will display the last 25 files searched by the MSP from the previous seven days. These files can be reviewed and downloaded for use.

Business Customer Gateway: MSP Customer Validation Tool

Future Tool:

□ Bulk Search Help:

- Click the Help (file format) button for assistance with:

- Preparing an input file
- Uploading a file
- Downloading an output file

- For example, the Help (file format) button provides instructions on how to create a pipe delimited .txt file

28

MSPs can receive assistance to generate a Bulk Search Report by clicking on the Help (format file) button for instructions on how to prepare an input file, upload a file or download an output file. For example, the Help button can provide instructions on how to create a pipe delimited .txt file using Notepad.

Business Customer Gateway: MSP Customer Validation Tool

Future Tool:

- In addition to the new Bulk Search Report, MSPs will see enhancements to the Permit and Nonprofit reports in the new MSP Customer Validation Tool

The screenshot shows the 'Business Customer Gateway' interface. At the top left is the United States Postal Service logo. The page title is 'Business Customer Gateway'. Below this is a blue header for the 'Customer Validation Tool'. The main content area contains the following text: 'This tool is intended to provide Mail Service Providers with a way to validate Mail Owner information. To begin, select a customer identifier from the dropdown below.' Below the text is a dropdown menu with the following options: '-Select One-', '-Select One-', 'CRID', 'MID', 'Permit Information', 'Scheduler ID', 'Nonprofit', and 'Bulk Search'. The 'Bulk Search' option is currently selected and highlighted in blue.

29

In addition to the Bulk Search Report, MSPs will also see changes to the Permit and Nonprofit reports in the new MSP Customer Validation Tool.

Business Customer Gateway: MSP Customer Validation Tool

Future Tool:

- Permit Information Report:
 - Fields have been added for the ZIP where the Permit is held and the Permit status

The screenshot displays a web form for searching permit information. The search criteria are: Permit Number: 77050000, Permit Type: MR, City where Permit is Held: WASHINGTON, and State where Permit is Held: DC. Below the search criteria, there are 'Search' and 'Reset' buttons. The search results are displayed in a table format:

Permit Information Search Results	
Account Number:	
Permit Number:	77050000
Permit Type:	MR
ZIP where Permit is Held:	202600846
Permit Status:	ACTIVE
CRID:	20500442
Company Name:	FEDEX SMARTPOST

30

On the Permit Information Report, when the Permit Number is used the associated Account Number, CRID and business address will be populated. Note, a field has been added for the ZIP where the Permit is held as well as the Permit Status.

Business Customer Gateway: Customer Validation Tool

Future Tool:

- ❑ Nonprofit Report:
 - Added columns for Nonprofit address/status information in search results

Displays NPA status: Authorized, Revoked, Denied, or Pending

Nonprofit Search Results

NOTE: While a nonprofit authorization number may be associated with more than one CRID, multiple CRIDs may indicate a data quality issue. If you think the data you are seeing is incorrect, contact the PostalOne! Help Desk at (800)522-9095 or at postalone@usps.gov.

3 items found, displaying all items.
1

CRID	Company Name	Address Line 1	Address Line 2	City	State/Province	ZIP+4	NPA Number	NPA Name	NPA Address1	NPA Address2	NPA City	NPA State/Province	NPA ZIP+4	NPA Status	Date of NPA Status
20515842	B523F0 NP NY LLAMA LODGE HQ	184 JAY ST		ALBANY	NY	12210-1808	1000237	B523F0 NP NY LLAMA LODGE HQ	184 JAY ST		ALBANY	NY	122101808	AUTHORIZED	2013-05-06 00:00:00
20514478	B523F0 NONPROFIT CHURCH TEMPLE 01	901 D ST SW STE 201		WASHINGTON	DC	20024-2130	CRID has no Nonprofit Authorization Number								

31

On the Nonprofit Report, MSPs will see columns were added for the Nonprofit address and status (Authorized, Revoked, Denied, Pending) information in the search results.

Business Customer Gateway: MSP Customer Validation Tool

Current	November 2014
MSP Only	No Change
Search by MID, CRID, Permit#, Scheduler ID, or NPA#: Mail Owner CRID info returned	Search by CRID, MID, Permit, NPA <ul style="list-style-type: none"> •CRID, MID, Permit, and NPA record return •Both the company name & address and authorized nonprofit organization name & address outputted
Search by one or more (50 max) CRID to retrieve each associated NPA that is linked to that CRID	Bulk Search Capability (250 max): CRID, MID, Permit, NPA <ul style="list-style-type: none"> •NPA number, NPA organization name, NPA Address, and NPA Status, Date of NPA Status •Nonprofit records with status of Authorized, Pending, Revoked and Denied will be supported in the bulk search report •Nonprofit records with a status of Revoked: effective date of revocation will be provided •Permit records with a status of Active, Inactive, and Cancel will be supported in the bulk search report •When no data is found for data types (MID, Permit, Nonprofit), message 'No record found' will be provided for that data type •Includes customer reference number •Reports is stored for 7 days
Search by one or more nonprofit authorization numbers; tool outputs each associated CRID	Customer Validation Tool enhanced to output: CRID, NPA Number, NPA Organization Name, NPA Address, NPA Status (that is either Pending, Authorized, Revoked, or Denied), and NPA Status Date

32

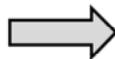
Looking at the MSP Customer Validation Tool Timeline, you'll see the current validation tool is intended for Mail Service Providers only. This will not change in November 2014. However, the proposed plan is to expand usership in the to MSPs and Mail Owners, and will allow users to search by CRID, MID, Permit, or NPA number. Also, the system will generate a simple yes or no response to the question of authorized nonprofit validation.

With the November release, the tool has been enhanced to output Company name, address and authorized nonprofit organization name and address. Additionally, as mentioned, users can now perform a Bulk Search and input up to 250 CRIDs, MIDs, Permit numbers, or nonprofit authorization numbers instead of just 50. The Customer Validation Tool has been enhanced to output the CRID, NPA number, NPA Organization Name, NPA Address, NPA Status (Pending, Authorized, Revoked or Denied) and Nonprofit Authorization Status Date.

Agenda

□ Nonprofit Authorization

- What is a Nonprofit Organization?
- NPA: Current Process and Enhancements
- NPA: By/For Identification in eDoc
- Business Customer Gateway: MSP Customer Validation Tool



Postal Wizard Enhancements

- Customer Identification Updates
 - Business Customer Gateway Add a Location Page
 - Shipping Services Online Enrollment Module
- Periodicals Air Box Update

33

Next we'll discuss Postal Wizard enhancements affected by nonprofit authorization changes.

Postal Wizard Enhancements

- ❑ In November, mailers will have two ways to identify Mail Owner CRIDs in Postal Wizard:
 - Account Holder
 - Mailing Agent
- ❑ To search by Account Holder:
 - Select Account Holder under User Type
 - Select the corresponding permit for the statement

If you are submitting this form as an Account Holder, please select Account Holder under User Type and then select the Account Holder's permit for the statement. If you are a Mailing Agent, please select Mailing Agent under User Type and then select the Mailing Agent's permit. Thank you for your submission.

User Type (required)

Account Holder Mailing Agent

Account Search Results

Account Number	Permit No.	CRID	Location	Name	Address	PO #/Permit No.	PO #/Permit No.
<input type="radio"/> 102386	PH 1	2048811	STURP DE MAPLE	UNITED STATES	2701 16TH ST DUBLIN, CA 94568	Post Office Tampa, FL 33634-8813	102386
<input checked="" type="radio"/> 102392	PH 8	2048848	ST LOUIS MO	UNITED STATES	SOFTWAVE TESTING COMPANY DUBLIN, CA 94568-8723	Post Office Anniston, AL 36811-8952	102392
<input type="radio"/> 1023113	PH 10	2048888	SARATOGA SPGS NY	QUAD GRAPHICS SARATOGA SPRINGS	WINDSORWOOD RD SARATOGA SPGS NY 12868-8022	Post Office Fayette G 6081-8088	1023113
<input type="radio"/> 1023225	PH 25	2048811	STURP DE MAPLE	MONTSEKERCHE	1723 HAINLET ST ST LOUIS, MO 63117	Post Office Beringa NY 12810	1023225
<input type="radio"/> 1023871	PH 48	2048888	SARATOGA SPGS NY	QUAD GRAPHICS SARATOGA SPRINGS	88 DUNLAPVILLE RD SARATOGA SPGS NY 12868-8022	Post Office Burtommas L 85814-8888	1023871
<input type="radio"/> 1023886	PH 48	2048888	SARATOGA SPGS NY	QUAD GRAPHICS SARATOGA SPRINGS	88 DUNLAPVILLE RD SARATOGA SPGS NY 12868-8022	Post Office Burtommas L 85814-8888	1023886

34

With the November release, mailers will be able to select a CRID for a nonprofit mailing within the postage statement by either the Account Holder or Mailing Agent. If the person submitting the form is the Account Holder, then the user will click Account Holder under the User Type and select the Account Holder's permit for the statement.

Postal Wizard Enhancements

- The CRID information attached to that permit will be populated in the following fields:
 - Account Holder
 - Mailing Agent
 - Mail Owner

The screenshot shows the 'Postage Statement' page with a 'Home Information' section. It contains three columns of information:

Account Holder	Mailing Agent	Mail Owner
Account Number: 1402932	STREAMLINED ACCEPTANCE	STREAMLINED ACCEPTANCE
Permit Number: 0	2222 STREAMLINED ACCEPTANCE DR	2222 STREAMLINED ACCEPTANCE DR
Permit Type: Permit Inprint	ST LOUIS, MO 63101	ST LOUIS, MO 63101
CRID: 20490409	20490409	20490409
Price Eligibility: Regular		
Authorization No:		

A red box highlights the 'Search' button next to the CRID field in the Mail Owner column.

- Click the Search button under the Mail Owner field to modify the pre-populated information

The screenshot shows the 'Account Search - Mail Owner' page. It features a search form with fields for Account Number, Permit Number, Permit Type, Address 1 and 2, City, State, and ZIP Code. A red box highlights the 'Search' button at the bottom right of the form.

35

The CRID information attached to that permit will be populated in the Account Holder, Mailing Agent and Mail Owner fields. By clicking the Search button under the Mail Owner field, the user is able to modify the pre-populated information.

Postal Wizard Enhancements

- ❑ To search by Mailing Agent:
 - Select Mailing Agent under User Type
 - Select the corresponding permit for the statement

- ❑ The CRID information attached to that permit will be populated only in the Mailing Agent field
 - User will have to input Account Holder and Mail Owner numbers

If you are submitting the form as an Account Holder, please select Account Holder under User Type and then select the Account Holder permit for the statement. If you are submitting the form as a Mailing Agent, please select Mailing Agent under User Type and then select the Mailing Agent permit for the statement. If you are submitting the form as a Mail Owner, please select Mail Owner under User Type and then select the Mail Owner permit for the statement.

Account Number	Permit	CRID	Location	Name	Address	Permit Type
140000	IN 1	000000	ST. LOUIS, MO	UNITED STATES	2101 18TH ST ST. LOUIS, MO 63103	Mail Owner
140000	IN 1	000000	ST. LOUIS, MO	UNITED STATES	2101 18TH ST ST. LOUIS, MO 63103	Mail Owner
140000	IN 1	000000	ST. LOUIS, MO	UNITED STATES	2101 18TH ST ST. LOUIS, MO 63103	Mail Owner

The screenshot shows the 'Postage Statement' form with the 'Mailing Agent' field populated. The 'Account Holder' field is empty, and the 'Mail Owner' field is also empty. The 'Mailing Agent' field contains the following information:

Mailing Agent
 STREAMLINED ACCEPTANCE
 2222 STREAMLINED ACCEPTANCE DR.
 ST. LOUIS, MO 63101

36

If the person submitting the form is the Mailing Agent, then the user will click the Mailing Agent radio button under the User Type and select the Mailing Agent's permit for the statement. The attached permit will only populate the Mailing Agent field. The user will have to input the Account Holder and Mail Owner numbers.

Postal Wizard Enhancements

- On the Account Verification Information screen the Nonprofit Application/Authorization Number field has been updated:

- Field will display NPA status/business organization
- Dropdown menu added to select a specific NPA number when multiple are associated to a CRID
- Activity credit given to selected NPA on the postage statement with an authorized status during finalization

The image contains two screenshots of the Postal Wizard Account Verification Information screen. The top screenshot shows the 'Nonprofit Application/Authorization Number' field with a dropdown menu. The bottom screenshot shows the same field with a dropdown menu and a 'Drop down selection box' label.

37

On the Account Verification Information screen, users will notice a change to the Nonprofit Application/Authorization Number field. This field has been updated to display the NPA status and business organization in a read-only field. The name of the field has been updated to reflect the additional information. Additionally, when a CRID has more than one NPA number, the user can select the desired NPA from the dropdown menu to associate to the postage statement. An activity credit will be given to the selected NPA on the postage statement with an authorized status during finalization.

This concludes the November 2014 *PostalOne!* Release Training on Nonprofit Authorization. We will now open it up for questions.

Agenda

- Nonprofit Authorization

- What is a Nonprofit Organization?
- NPA: Current Process and Enhancements
- NPA: By/For Identification in eDoc
- Business Customer Gateway: MSP Customer Validation Tool
- Postal Wizard Enhancements



- **Customer Identification Updates**

- Business Customer Gateway Add a Location Page
- Shipping Services Online Enrollment Module

- Periodicals Air Box Update

38

This next set of updates is related to Customer Identification.

Customer Identification Updates

- In today's environment, when a customer creates a BCG account, USPS systems create a CRID based on the address information entered by the user. Discrepancies in the information entered can result in multiple CRIDs per customer
- For example:
 - BCG User 1 ABC Company
 123 Main Street
 CRID 123456789
 - BCG User 2 ABC Co.
 123 Main Street
 CRID 987654321
 - BCG User 3 ABC Corp.
 123 Main Street
 CRID 543212345
- With this release, enhancements have been made to prevent this from happening and to help organize customer information in USPS systems

Three different CRIDs were created in the system based on very slight differences in the address information entered by the user

39

“Customer Identification” refers to the way in which customers are identified in USPS systems. In today’s environment, when a customer creates an account in the Business Customer Gateway, a CRID is created and assigned to the mailer based on the address information entered. Small discrepancies in the address information can result in multiple CRIDs per customer.

For example, if BCG User 1 enters his address information as “ABC Company on 123 Main Street”, he will be given a unique CRID 123456789. If User 2 from the same company enters the address as “ABC Co. on 123 Main Street”, with the word “Company” abbreviated, a second unique CRID will be created for that same company location. Similarly, if a third user comes in and enters the company name as “ABC Corp.” instead of “ABC Company” or “ABC Co.”, another unique CRID will be created. As you can see in this example, three different CRIDS were created for the same location based on very slight differences in the address information entered by the users.

The assignment of multiple CRIDs per customer location makes it difficult for mailers to maintain their customer profiles and makes it difficult for the Postal Service to keep track of customer information.

With this release, enhancements have been made to help prevent this from happening.

Customer Identification Updates

- ❑ New functionality added to the **Business Customer Gateway (BCG)** and **Program Registration**
- ❑ Facilitates accurate designation of a CRID when user attempts to add or modify company name or business location
- ❑ Changes apply to:
 - BCG **Add a Location** page
 - Program Registration **Online Enrollment** module



40

New functionality has been added to the Business Customer Gateway (BCG) and the Program Registration system in order to facilitate accurate designation of a CRID when a user attempts to add or modify a company name/business location entry. These changes apply to the BCG “Add a Location” page and Program Registration Online Enrollment module.

Goals of Customer Identification Updates

- **What are the goals of these updates?**
 - Assist user in inputting a *valid* address
 - Reduce amount of duplicate CRIDs in the USPS database



41

The main purpose of the Customer Identification updates being made in November is to improve internal sales and revenue reporting and to organize the customer information within USPS databases.

These enhancements will help to:

- Assist users in inputting a VALID address
- Reduce the amount of duplicate CRIDs in the USPS database, and

Customer Identification: New Functionality

- ❑ Currently, Customer Registration only communicates with the internal USPS Address Matching System (AMS)
 - To improve the accuracy of business location records USPS Customer Registration will now compare records to an external business database

- ❑ When attempting to add or modify a company name/business location, users will now see a **list of similar** business locations to choose from if an exact match can't be made
 - This is referred to as a *List of Similar*s, or LOS

42

The Customer Registration system is where customer information is stored—this is also the system which assigns CRID numbers to identify customer business locations.

Currently, Customer Registration only communicates with an internal postal system called the “Address Matching System,” or AMS, and does not involve any system users in the address validation process. With this release, the system will now communicate with a third party to compare records to an external business database. This will improve the accuracy of the location records within postal systems.

When adding or modifying a company name or business location, users will see a list of similar business locations to choose from if an exact match can't be made. This is referred to as a “List of Similar,” or LOS.

This enhancement, which we will discuss in more detail on the following pages, will ultimately improve the identification of customer business locations.

Agenda

- Nonprofit Authorization

- What is a Nonprofit Organization?
- NPA: Current Process and Enhancements
- NPA: By/For Identification in eDoc
- Business Customer Gateway: MSP Customer Validation Tool
- Postal Wizard Enhancements

- **Customer Identification Updates**

- **Business Customer Gateway Add a Location Page**

- Shipping Services Online Enrollment Module

- Periodicals Air Box Update

43

Now let's go over the changes that are being implemented within the Business Customer Gateway, or BCG.

BCG Add a Location Page

- Users will see this new functionality when adding a location via the BCG “Add a Location” page, which can be accessed via the **Manage Profile** or **Manage Locations** tabs within Manage Account

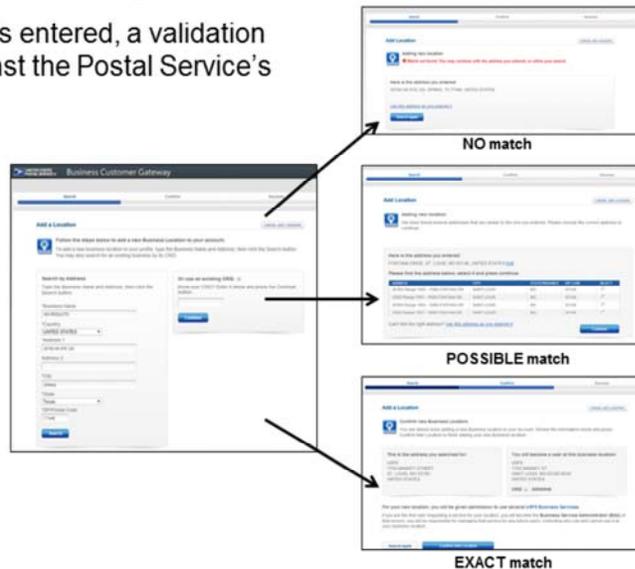
The image displays three screenshots of the Business Customer Gateway (BCG) interface. The top-left screenshot shows the 'Manage Profile' page with a red box highlighting the 'Add a Location' link. The bottom-left screenshot shows the 'Manage Locations' page with a red box highlighting the 'Add a Location' link. The right screenshot shows the 'Add a Location' page itself, which includes a search bar, a 'Business Name' field, a 'County' dropdown, a 'UNFCB ID#/A55' dropdown, 'Address 1' and 'Address 2' fields, a 'City' field, a 'State' dropdown, and a 'Search State' dropdown. A 'Search' button is at the bottom. Red arrows point from the 'Add a Location' links in the left screenshots to the 'Add a Location' page on the right. The number '44' is visible in the bottom right corner of the right screenshot.

As mentioned previously, the BCG page that these updates apply to is the Add a Location page.

The Add a Location page can be accessed one of two ways: either from the Manage Profile tab or from the Manage Locations tab, both of which are located within the Manage Account tab on the left side of the screen.

BCG Add Location Page: Existing Functionality

- ❑ Once an address is entered, a validation is performed against the Postal Service's AMS system
- ❑ Validation will result in three possible outcomes:
 - NO match
 - EXACT match
 - POSSIBLE match
- ❑ Each outcome will display a different screen to the user



45

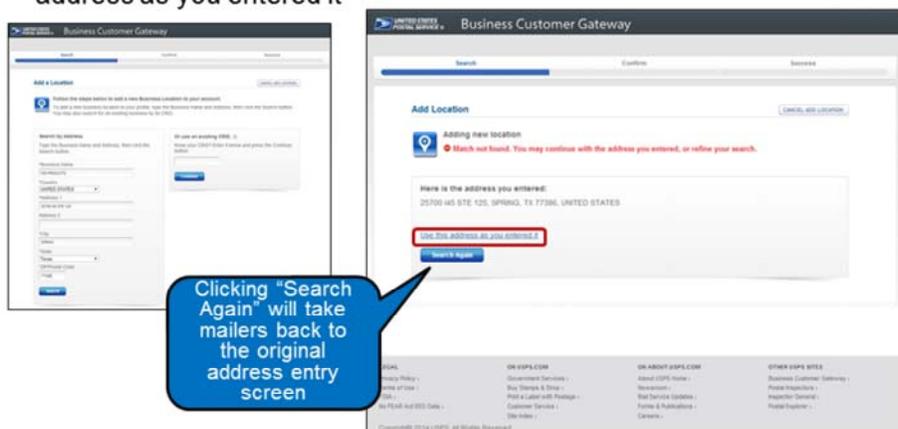
Once an address is entered on the page, a validation is performed against the AMS system. This functionality exists today and is not changing with this release.

Reminder that the AMS validation results in one of three possible outcomes: no match, possible match, or exact match.

Each of these outcomes displays a different screen to the user, as shown here. Let's review each of these screens in a bit more detail. Again, these are not new with this release.

BCG Add Location Page: Existing Functionality: No Match

- If no matching address is found, a red error message will be displayed
- Mailers can continue to the confirmation page by selecting the “Use this address as you entered it”



46

If no match is found in AMS, the screen on the right is displayed. A red error message will read “Match not found. You may continue with the address you entered, or refine your search.” To continue with the address entered, mailers can select the “Use the address as you entered it” hyperlink.

If “Search Again” is selected, mailers are taken back to the original address entry screen.

BCG Add Location Page: Existing Functionality: Possible Match

The screenshot shows the 'Business Customer Gateway' interface. On the left, the 'Add a Location' form is visible, with a search for '1500' and 'MO' entered. On the right, the 'Adding new location' screen displays a message: 'We have found several addresses that are similar to the one you entered. Please choose the correct address to continue.' Below this is a table of possible matches:

ADDRESS	CITY	STATE/PROVINCE	ZIP CODE
(EVEN Range 1300 - 1399) FONTANA DR	SANT LOUIS	MO	63146
(ODD Range 1501 - 1599) FONTANA DR	SANT LOUIS	MO	63146
(EVEN Range 1500 - 1598) FONTANA DR	SANT LOUIS	MO	63146
(ODD Range 1501 - 1599) FONTANA DR	SANT LOUIS	MO	63146

Below the table, there is a link: 'Can't find the right address? [Use this address as you entered it](#)'. A blue callout bubble points to the 'Continue' button, stating: 'Clicking "Continue" will take users to the confirmation page'. A checkbox next to the first row of the table is checked.

□ If AMS finds possible matches to the address entered, users will see the screen on the right

If AMS finds multiple possible matches, a list of similar business locations is displayed. Again, this functionality exists today.

Mailers can either make a selection from the list to proceed with one of the options from the AMS system, or select "Use this address as you entered it". From here, mailers will be taken to the confirmation page.

Mail Entry & Payment Technology Customer Identification Updates

BCG Add Location Page: Existing Functionality: Exact Match

Add a Location CANCEL ADD LOCATION

Confirm new Business Location.
You are almost done adding a new Business location to your account. Review the information below and press Confirm Add Location to finish adding your new Business location.

<p>This is the address you searched for:</p> <p>USPS 1720 MARKET STREET ST. LOUIS, MO 63180 UNITED STATES</p>	<p>You will become a user at this business location:</p> <p>USPS 1720 MARKET ST SAINT LOUIS, MO 63180-9242 UNITED STATES CRID ⓘ: 20506948</p>
--	---

For your new location, you will be given permission to use several USPS Business Services.
If you are the first user requesting a service for your location, you will become the **Business Service Administrator (BSA)** of that service; you will be responsible for managing that service for any future users, controlling who can and cannot use it at your business location.

Search Again Confirm Add Location

48

- If AMS finds an **exact match** to the address entered, users will be directed right to the confirmation page, as seen on the screen to the right

The third possible screen that can display as a result of the AMS validation is when an exact match is found in AMS. In this instance, mailers will be directed right to the confirmation page as shown here.

As you can see, a CRID has now been assigned to the location. Clicking the blue “Confirm Add Location” button will complete the “Add a Location” process.

BCG Add a Location Confirmation Page: New Functionality

- ❑ An extra validation will be performed against Equifax records after the AMS validation is performed
- ❑ The Equifax matching logic used for BCG is identical to what will now be used for *PostalOne!*
 - If there is a possible match, Customer Registration will return a list of similar locations from Equifax to BCG for the mailer to choose from

Confirm new Business Location.
You are almost done adding a new Business location to your account. Review the information below and confirm the location to finish adding your new Business location.

This is the address you searched for:
MSI PRODUCTS
25700 INTERSTATE 45
SPRING, TX 77386
UNITED STATES

You will become a user of:
MSI PRODUCTS
25700 INTERSTATE 45
SPRING, TX 77386
UNITED STATES
CRID #: 26536944

Business Verification
Thank you for validating your mailing address. Now please help us verify your business location.

NAME	ADDRESS	CITY	STATE	ZIP CODE	SELECT
MSI PRODUCTS INC	25700 INTERSTATE 45 STE 125	SPRING	TX	773861386	<input type="radio"/>
MSI LAB PRODUCTS INC	25700 INTERSTATE 45	SPRING	TX	773861384	<input type="radio"/>
MSI PRODUCTS	25700 45	SPRING	TX	77386	<input type="radio"/>
NONE OF THE ABOVE					<input type="radio"/>

Making this selection will not impact your mailing address.

For your new location, you will be given permission to use several USPS Business Services.
If you are the first user requesting a service for your location, you will become the Business Service Administrator (BSA) of that service; you will be responsible for managing that service for any future users, controlling who can and cannot use it at your business location.

49

The Add a Location confirmation page is where customers will see the new functionality implemented. Here you can see that the confirmation page looks a bit different than the version we just showed you. That is because the “Business Validation” section in the middle of the screen is new.

After the address is validated by AMS, the information will be run through the third party system for an additional validation. The BCG will now return a List of Similar from the third party if a possible match exists in their database. If the validation returns an *exact match* or *no match* at all, mailers will not see this section of the confirmation page.

You will notice that a CRID has already been assigned to the location. This is due to the fact that making a selection from the List of Similar does not affect the address originally entered or the address associated to the CRID. The validation is for internal purposes only, and was implemented to improve USPS revenue reporting.

Agenda

- Nonprofit Authorization

- What is a Nonprofit Organization?
- NPA: Current Process and Enhancements
- NPA: By/For Identification in eDoc
- Business Customer Gateway: MSP Customer Validation Tool
- Postal Wizard Enhancements

- **Customer Identification Updates**

- Business Customer Gateway Add a Location Page

- **Shipping Services Online Enrollment Module**

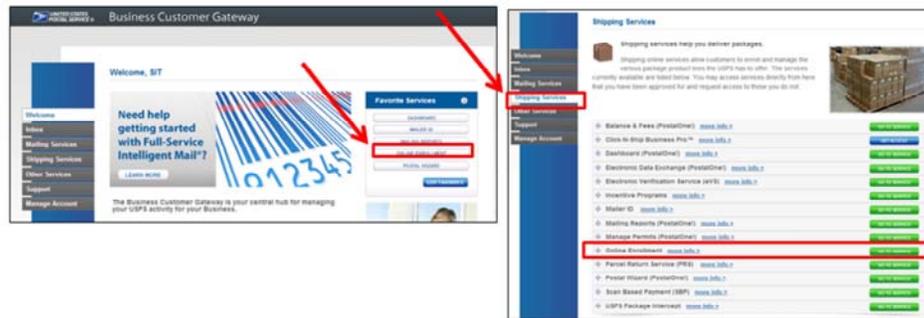
- Periodicals Air Box Update

50

Now that we've gone over the updates for the BCG Add a Location page, let's discuss the changes being implemented to the online enrollment module within the shipping services tab of the BCG.

BCG Online Enrollment Module

- These enhancements have also been made to the BCG Online Enrollment module, accessible via the button in the Favorite Services panel or from the Shipping Services menu on the left



51

Online Enrollment is used to enroll in the following Shipping Services: Electronic Verification System (eVS), Parcel Return Service (PRS), Priority Mail Express Manifesting (PMEM), or Scan Based Payment (SBP), Bulk Proof of Delivery (BPOD), Click-N-Ship Business Pro (CNS BPro), Shipping Partner, PC Postage (PC), Transition to IMpb, and Tracking Only (USPS Tracking).

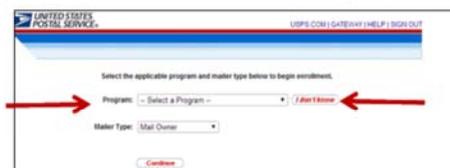
New functionality is being added to Online Enrollment shipping services accessible via BCG in order to facilitate accurate designation of a unique business identifier when a customer attempts to add or modify a company name/business location entry. Just like with the Add a Location functionality we just walked through, the business location will be verified by a third party database, which will validate if the business name and address entered matches any of their business records.

Based on the results of this verification, a list of similar addresses may be displayed when a user attempts to add a new location for their company. This will occur on the Manage Shipping Locations and Manage Clients tasks within Online Enrollment.

Let's take a closer look at these enhancements.

BCG Online Enrollment Module

- ❑ Click on Go To Service 
- ❑ Select a program to enroll in from the Program drop-down

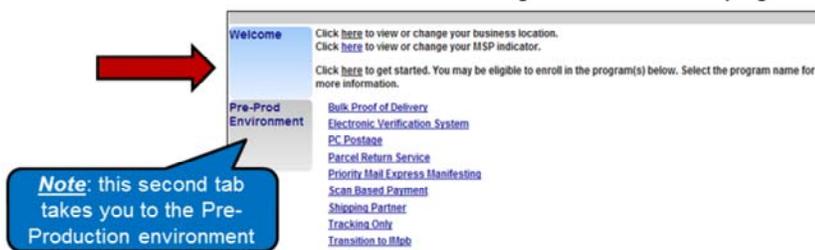


Select the applicable program and mailer type below to begin enrollment.

Program:

Mailer Type:

- ❑ The screenshot below shows the Program Enrollment page



Welcome [Click here](#) to view or change your business location.
[Click here](#) to view or change your MSP indicator.
 Click [here](#) to get started. You may be eligible to enroll in the program(s) below. Select the program name for more information.

Pre-Prod Environment

- [Bulk Proof of Delivery](#)
- [Electronic Verification System](#)
- [EC Postage](#)
- [Parcel Return Service](#)
- [Priority Mail Express Manifesting](#)
- [Scan Based Payment](#)
- [Shipping Partner](#)
- [Tracking Only](#)
- [Transition to iWeb](#)

Note: this second tab takes you to the Pre-Production environment

52

First, let's quickly review how to access the Online Enrollment tool. From the BCG Shipping Services tab, click on "Go To Service" next to Online Enrollment. Select a program to enroll in from the program drop-down field. If you select a program with one-click shipping enrollment (eVS[®]), you will be automatically enrolled and directed to the One-Click Confirmation page for that program.

If you select any other program from the drop-down, you will begin the manual enrollment process for the next step, which is to fill out the "My Profile" survey. When you complete the survey, you will then be directed to the Program Enrollment page shown here at the bottom of the screen.

If you do not know which program to enroll in, you can select the "I don't know" button. You will then be directed to the Program Enrollment page.

Note that once you've gotten to the Program Enrollment page, you will see a tab called "Pre-Prod Environment". This tab brings users to the pre-production environment, which is a replica of the upcoming Production version of the Program Registration and can be used to test any new upcoming functionality.

Mail Entry & Payment Technology Customer Identification Updates

BCG Online Enrollment Module: Manage Shipping Locations Tab

Program Summary

Additional Contact Information Complete

Certification Questionnaire Complete

Manage Shipping Locations Complete

Certification Test Kit Complete

Manage Payment Accounts Incomplete

- ❑ Allows you to search for specific shipping locations, register new locations in Customer Registration, and add locations to the shipping program
 - Once a location is successfully added, it cannot be removed
- ❑ Customer ID updates apply to the programs which have Manage Shipping Locations tab:
 - Electronic Verification System
 - Parcel Return Service
 - Priority Mail Express Manifesting
 - Tracking Only
 - Scan Based Payment
 - Bulk Proof of Delivery
 - PC Postage
 - Click-N-Ship Business Pro

53

Once you've selected a program, you will see several tabs on the left side of your screen, each of which represents a specific task needed to complete the enrollment process. The Manage Shipping Locations task is where the new Customer ID functionality will come into play. This tab allows you to search for specific shipping locations, register new locations, and add locations to the shipping program.

The new Customer ID functionality applies to all of the shipping programs (listed below) that have the Manage Shipping Locations tab.

- Electronic Verification System
- Parcel Return Service
- Priority Mail Express Manifesting
- Tracking Only
- Scan Based Payment
- Bulk Proof of Delivery
- PC Postage
- Click-N-Ship Business Pro

Please note that Shipping Partner and Transition to IMpb are also services available within the Online Enrollment tool, but will not have the new Customer ID functionality.

Mail Entry & Payment Technology Customer Identification Updates

BCG Online Enrollment Module: Manage Shipping Locations Tab

Electronic Verification System (eVS) Unenroll [Back to Enrollment Home](#)

Below are your current locations configured for Electronic Verification System (eVS). If you would like a new Mailer ID, choose the location below and click the "Request New MID" button. [Request New MID](#)

Filter Location: [Filter](#)

Show All -Select Category- Per Page: 20

CRID	Company	Address	MID	6-digit MID	Certifications
20172930	COMPAN	N MICHIGAN AVE	900012197	-	2 of 2 Complete
			900012263	-	1 of 1 Complete
			900013908	-	0 of 1 Complete
			900012253	-	1 of 1 Complete
			900013909	-	0 of 1 Complete

Showing 1 - 5 of 5

Export options: CSV | Excel | XML | PDF

To add an existing MID to your Electronic Verification System (eVS) profile, select it below and click the "Link MID to Program" button. If you do not see one of your existing MIDs below, it may not be eligible for this program. Click the "Request New MID" button to obtain a new, eligible MID. [Link MID to Program](#)

Showing 0 - 0 of 0

CRID	Company	MID	Program Name
Nothing found to display.			

Looking for a location that is not displayed above? Click the "Add Locations" button. [Add Locations](#)

As a brief overview, this tab provides several useful functions for users:

- The ability to request a new MID,
- Display of certification types that have been completed, and
- Display of MIDs available to import to the program.

There is also a filter capability at the top of the page which allows you to filter by Address, MID, User CRID, MID User Company, MID, or 6-digit MID.

The function that will employ the new Customer ID functionality is when a user is attempting to Add a Location on this page, which is done via the "Add Location" button at the bottom of the screen.

BCG Online Enrollment Module: Manage Shipping Locations Tab

The Business name and address combination will be validated against third party records to determine whether the company information entered is a valid business

- If there is a possible match, a list of similar Business Names and addresses will be displayed for the customer to choose from or select 'None of the Above'

COMPANY NAME	ADDRESS LINE 1	CITY	STATE	ZIP
<input type="radio"/> Accenture	901 D St	Washington DC	DC	20016
<input type="radio"/> Ence	901 C St	Washington DC	DC	20016
<input type="radio"/> JuanP3 Company	10 June St	Alexandria	VA	22323
<input type="radio"/> None of the above				

Upon clicking the “Add a Location” button, you will be brought to a screen where you can either search for shipping locations by Company or by MID User CRID. The extra validation implemented as part of this release will occur after entering the company information and clicking “Add Location”. If a possible match exists in the third party database, users will see a table of records to choose from. If you see your business in the list, select the radio button next to that record; if your business is not listed, select “None of the above.” Again, users will only see this list if there was a *possible* match in the database – if no match or an exact match results, no list will be displayed.

BCG Online Enrollment Tool: Manage Clients Tab

Electronic Verification System (eVS) [Back to Enrollment Home](#)

Program Summary
Below are your current locations configured for Electronic Verification System (eVS). If you would like a new Mailer ID, choose the location below and click the "Request New MID" button.
MID Owner CRID: 94544330 [Request New MID](#)

Additional Contact Information *Complete*
Filter Locations: [Filter](#)
Show All --Select Category-- Per Page: 20
Showing 0 - 0 of 0

<input type="checkbox"/>	MID	MID User CRID	MID User Company	MID User Address	6-digit MID	Certifications
Nothing found to display.						

Manage Shipping Locations *Incomplete*
To add an existing MID to your Electronic Verification System (eVS) profile, select it below and click the "Link MID to Program" button. [Link MID to Program](#)
Showing 0 - 0 of 0

<input type="checkbox"/>	MID	MID User CRID	MID User Company	Program Name
Nothing found to display.				

Certification Test Kit *Incomplete*

Manage Payment Accounts *Incomplete*
Looking for a location that is not displayed above? Click the "Add Locations" button. [Add Locations](#)

Manage Clients *Incomplete*
Click on the "Legal Statement" button to download a copy of the legal agreement. [Legal Statement](#)

56

- Business verification is also done on the Manage Clients Tab when a user is adding a location

Please note that the business address verification that we just discussed for the Manage Shipping Locations tab is also performed on the Manage Clients Tab when a user is adding a location. The Manage Clients tab will appear only for those customers who have indicated themselves as a Mail Service Provider in Customer Registration. Mail Owners will not have access to this tab.

Agenda

- Nonprofit Authorization
 - What is a Nonprofit Organization?
 - NPA: Current Process and Enhancements
 - NPA: By/For Identification in eDoc
 - Business Customer Gateway: MSP Customer Validation Tool
 - Postal Wizard Enhancements
- Customer Identification Updates
 - Business Customer Gateway Add a Location Page
 - Shipping Services Online Enrollment Module

 **Periodicals Air Box Update**

57

The final update we will discuss is related to Air Boxes.

Air Boxes Background



- **Air Boxes** – Cardboard boxes used in special circumstances to ship Periodicals that are normally shipped by surface but need to be delivered by air to meet the delivery schedule
- **eDoc** – Air Boxes are identified by Mailers in Mail.dat or Mail.XML
 - Each Air Box is considered a separate container
- **Charges** for Air Boxes:
 - Air Box less than or equal to 70 lbs will be processed and charged as sacks
 - Air Box over 70 lbs will be processed and charged as pallets
- **Sibling Containers** – When there is too much mail from a given presort for one container, a mailer can designate a sibling container to hold the overflow

58

With this release, there are changes to the rules for Air Box sibling containers. First, let's discuss some background. Air Boxes are used in special circumstances to ship Periodicals that are normally shipped by surface (for example, truck delivery) but need to be delivered by air to meet the delivery schedule—this mail is transported in cardboard boxes called Air Boxes.

Recent mailing standards updates have allowed these Air Boxes to be identified as containers in electronic documentation (Mail.dat or Mail.XML) submitted through the *PostalOne!* system. Each Air Box is considered a separate container.

PostalOne! will accept and process Air Boxes as sacks or pallets for postage processing depending on weight:

- Air Boxes less than or equal to 70 lbs will be processed and charged as sacks.
- Air Boxes over 70 lbs will be processed and charged as pallets.

Sibling Air Boxes are used when late changes in publications mean that there is too much mail from a given presort for one container, requiring a sibling container to hold the overflow.

Air Box Enhancements in this Release

- When an Air Box is identified as a sibling container, there will be only one sibling allowed
- The mailer is not required to provide the weight of a sibling Air Box in the eDoc
 - Mailers might not know this weight when the eDoc is prepared
- The sibling container will be charged at the sack prices no matter the weight of the container (if provided)

59

Here are the changes to rules for Air Boxes in this release. When an Air Box is identified as a sibling container, only one sibling is allowed.

The mailer is not required to provide the weight of a sibling Air Box in the eDoc, since mailers might not know this weight when the eDoc is prepared.

The sibling container will be charged at the sack prices no matter the weight of the container. This is true whether or not the weight is provided in the eDoc.

Q & A

