Full-Service Electronic Verification
Automated Assessment Process Fact Sheet

UNITED STATES POSTAL SERVICE

Full-Service Electronic Verification

In November 2016, the USPS began assessments for Full-Service Mail Quality Metrics determined to be over the established threshold in a calendar month. These assessments result in the removal of the Full-Service discount on those pieces exceeding the established threshold.

To submit a mailing as Full-Service, and claim the per piece discount, the following fields must be correctly populated in the electronic documentation (eDoc):

- Mailer Identification (MID)
- Service Type Identification (STID)
- By (mail preparer) and For (mail owner) fields
- Barcode Uniqueness
- Entry Facility
- Unlinked CoPal

For more information about the Full-Service Electronic Verifications and Assessment process visit:
http://beta.postalpro.usps.com/node/581

POSTAGE ASSESSMENT

Mailers are given the Full-Service discount at the time of mailing. After the postage statement is finalized, verifications are performed on the eDoc to ensure Full-Service requirements are met. Verification errors will be logged against pieces that do not meet the Full-Service requirements. These errors are identified as being postage assessment eligible when the total pieces in error, for a specific requirement, have exceeded an established error threshold. When this occurs, the USPS will identify the responsible eDoc submitter associated to the CRID (Customer Registration Identification) and issue a postage assessment against the eDoc submitter that presented the mailings to the Postal Service.

AUTOMATED ASSESSMENT NOTIFICATION

On the 11th of each month the USPS will identify the eDoc submitters who have exceeded a threshold. The USPS will use the information within a Business Customer Gateway (BCG) user profile to identify the correct company to send the automated assessment email notification. To receive a notification, the eDoc submitter must have a BCG account and the correct combination of user roles and services as shown in the table below.

Order	System sends automated notification if:	Business Service	Business Service Role that receives automated notification:
1st Attempt	The system identifies an individual with a BSA/BSA Delegate or User role no additional attempts will be made	Verification Assessment Evaluator (VAE)	Business Service Administrator BSA)/BSA Delegate and User Role
2nd Attempt	1st attempt does not identify a VAE BSA/BSA Delegate or User	Managed Mailing Activity (MMA)	Business Service Administrator (BSA)/BSA Delegate
3rd Attempt	1st and 2nd attempt does not identify a VAE BSA/BSA Delegate or User or a BSA for Managed Mailing Activity	Audit Mailing Activity, eVs, PRS, Scan Based Payment	Business Service Administrator (BSA)/BSA Delegate

MAIL OWNER: AUTOMATED ASSESSMENT NOTIFICATION

There may be circumstances where an eDoc submitter chooses to pay a postage assessment using a Mail Owner's permit. When this occurs, the Mail Owner will be notified through the Automated Postage Assessment notification under the following guidelines:

- BCG account and the correct combination of user roles and services as shown in the table above
- The permit used to pay the postage assessment is linked to the Mail Owner's BCG profile

For more information on setting the BCG profile visit :
https://ribbs.usps.gov/intelligentmail_gateway/documents/tech_guides/BGGAccountsVAESignupUpdate.pdf

MAIL ENTRY POSTAGE ASSESSMENT REPORT

The Mail Entry Postage Assessment Report, located in the BCG, allows the designated BSA/BSA Delegate and/or user of VAE service and/or BSA/BSA Delegate of MMA Service for the eDoc submitter CRID, to review, dispute, and make payments based on the error information provided in the postage assessment report. The graphic below provides an overview of the postage assessment reporting process and the corresponding email notifications. The graphic also highlights the basic steps used to pay and request review of a postage assessment. For detailed information on this process visit: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoSMAReporting.pdf

Postage Assessment Process
Through the *Mail Entry Postage Assessment Report*

Generate Report	*Pay	*Request Review	Resolution		Past Due

• Postage Assessment Report is generated on the 11th of the following month	• Review and pay assessment
	  • Must be completed within 10 business days
	• **Status:** "Pending Action"
	• **Action:** "Pay"
	  • Allocate postage assessment amounts to permits
	  • Review permit allocations
	• **Action:** "Confirm"
	• **Status:** "Paid"
		• Review and dispute postage assessment
		  • Must be completed within 10 business days
		• **Status:** "Pending Action"
		• **Action:** "Request Review"
		  • USPS will contact eDoc submitter within 5 business days to gather supporting documentation
		  • USPS processes within 30 business days of request
		• **Status:** "Pending Review"
			• USPS review request is completed and the postage assessment report is closed or amount is adjusted		• No action is taken within 10 business days of postage assessment
					
					• **Status:** "Past Due"
					• **Action:** "Pay" or "Request Review"
					
					• No action is taken within 3 business days of adjusted postage assessment
					
					• **Status:** "Past Due"
					• **Action:** "Pay"

			CLOSED	**ADJUSTED**	

			• No action required by eDoc submitter
			  • Adjusted postage due across all programs is > $50.00
			
			• **Status:** "Closed"
			• **Action:** "None"
				• Review and pay assessment
				  • Must be completed within 3 business days
				• **Status:** "Pending Action"
				• **Action:** "Pay"
				  • Allocate postage assessment amounts to permits
				  • Review permit allocations
				• **Action:** "Confirm"
				• **Status:** "Paid"	

Only VAE BSA/BSA Delegate/User or BSA/BSA Delegate MMA can view or take action

Email Notification Process
USPS System Generated Email notifications are sent throughout the postage assessment process

Initial Assessment Notification	Assessment Paid	Request In Review	Resolution		Past Due
• Sent on the 11th of the following month regardless of whether additional postage is due • Prompts the eDoc submitter to take action in the BCG	• Sent immediately after potage assessment transaction is paid • *Sent to Mail Owner ONLY when their permit is used to pay a postage assessment*	• Sent to eDoc submitter immediately after requests review • Confirms postage assessment is under review by USPS	• Sent to eDoc submitter when review is complete and postage assessment is closed without adjustment	• Sent to eDoc submitter when review is complete and postage assessment amount has been adjusted	• Sent to eDoc submitter when payment of postage assessment is past due at initial time of payment or after review of postage adjustment
			CLOSED	**ADJUSTED**	

Sent according to the rules outlined in the Automated Assessment Notification section

*PAY

The eDoc submitter has the ability to select any permit they own or Mail Owner permit used as a paying permit in the assessment month. eDoc submitters also have the ability to split payment of an assessment and distribute it across multiple permits. When an eDoc submitter selects a Mail Owner Permit for payment, the Mail Owner will be notified via email as long as they have an associated Business Customer Gateway account with valid services and roles associated. USPS Headquarters' employees can assist with adding a permit other than one used during the assessment period to pay some, or all, of the assessed amount.

Request to Add Permit
The eDoc submitter may request to add a permit. The request must be in writing to the *PostalOne!* Helpdesk and included the following:
- Postage Assessment Number
- Postage Assessment Month
- Mail Owner Permit Number
- Error Metric being Assessed
- Total Postage being Assessed

Concurrence from the Mail Owner that they are aware their permit will be used to pay for an assessment must also be included.

*REQUEST REVIEW

USPS assigns a Business Mail Entry Acceptance employee or BMS Analyst to investigate all requests for review. If a review is requested, the entire assessment is placed in a pending review status and no further action can be taken by the eDoc Submitter until resolution.

The assigned reviewer will contact the mailer within five business days to gather any supporting documentation. Once the review is complete, the USPS employee will contact the mailer with the results of the review.

APPEAL

USPS will work with mailers to resolve any overdue assessments. A mailer who disagrees with the results of the review may send a written appeal to the postmaster within 30 days.

The appeal is forwarded to the Pricing and Classification Service Center (PCSC). The PCSC issues the final agency decision.