

External *PostalOne!*® Outage and Restoration Plan

Recovery Guidelines for Mailers

Version 1.0

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Introduction

1.0 Purpose

The following guidelines are intended to provide assistance to mailers when presenting a mailing for acceptance to a Business Mail Entry Unit (BMEU), Detached Mail Unit (DMU), or Post Office during one of two conditions:

- 1) A *PostalOne!* outage.
- 2) When the electronic documentation and postage statement fail to upload and are not accessible on the *PostalOne!* Dashboard. This condition will be referred to in the remainder of this document as an Electronic Documentation Transmission Failure (EDTF).

Adherence to this plan will assist USPS personnel with the proper acceptance and verification of mailings with minimal impact to the mailers, and ensure that all fees and postage are collected.

This document (when finalized) is available on the RIBBS® website at: <https://ribbs.usps.gov>.

For mailings accepted under Special Postage Payment Systems (SPPS) agreements authorized by USPS HQ Business Mailers Support, mailers must follow the procedures outlined in the agreement and Standard Operating Procedures (SOP).

2.0 Mailer Responsibilities during a *PostalOne!* Outage or EDTF Condition

This summary is a list of steps for mailers to follow during a *PostalOne!* outage or EDTF condition. During a *PostalOne!* outage or EDTF condition the mailer:

1. Must report the electronic documentation transmission failure to the external *PostalOne!* Help Desk at 1-800-522-9085 and obtain a ticket number. This ticket number must be provided to the acceptance personnel.
2. May submit a hardcopy postage statement for each mailing presented to a BMEU, DMU, or Post Office when using the Postal Wizard or Mail.dat/Mail.XML method. The following alternatives to submitting a hardcopy postage statement apply.

a. Postal Wizard customers may:

Option 1 Submit hard copy postage statement

Option 2 Provide a copy of the Postal Wizard confirmation page in lieu of a hardcopy postage statement.

Option 3 Provide a hardcopy Daily Log of Mailings (or facsimile) to the BMEU, DMU or Post Office. Each single line entry must represent a postage statement. The Daily Log of Mailings must contain the following information:

1. Date of Mailing
2. Permit Holder Name
3. Type of Permit (i.e. PI, PC, MT, PE)
4. Permit Number

5. Processing Category (LTR, FLT)
6. Class of mail
7. Total Pieces
8. Total pieces Full-Service
9. Total Postage
10. Mailer Job ID

Mailer will submit hard copy mailing documentation if applicable for each mailing. For mailings of fewer than 10,000 pieces, presort and price documentation is not required if postage at the correct price is affixed to each piece or if each piece is of identical weight and the pieces are separated by price when presented for acceptance.

NOTE: If the system has not been restored within 72 hours, Postal Wizard mailers must submit a hardcopy postage statement for all mailings accepted with a confirmation page or a Daily Log of Mailings.

b. Mail.dat/Mail.XML customers:

Option 1 Submit hard copy postage statements

Option 2 Submit a postage statement using the Postal Wizard through the Business Customer Gateway for each affected mailing. Reminder: Full Service mailings submitted through Postal Wizard must not exceed 9,999 pieces per mailing.

Option 3 Provide a hardcopy Daily Log of Mailings (or facsimile) to the BMEU, DMU or Post Office. Each single line entry must represent a postage statement. The Daily Log of Mailings must contain the following information:

1. Date of Mailing
2. Permit Holder Name
3. Type of Permit (i.e. PI, PC, MT, PE)
4. Permit Number
5. Processing Category (LTR, FLT)
6. Class of Mail
7. Total Pieces
8. Total pieces Full-Service
9. Total Postage
10. Mailer Job ID

- i. If a mailer is unable to upload files (ETDF) and has contacted the helpdesk and *PostalOne!* is operational, the Full-service discount will be allowed pending outcome of problem.

- ii. Resubmit Full-Service electronic documentation via the file transfer within 72 hours after the system has been restored or after the issue has been resolved.
- iii. Review mailing information to ensure that all resubmitted mailings are finalized and all hardcopy postage statements for these mailings have been reversed.

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