

Effective July 2013 release, Acceptance employees cannot accept the Mixed-Option Full-Service hardcopy postage statement to process the exception process due to changes to the First-Class and Standard Mail postage statement postage calculation for full-service discount and discount of (Mobile incentive).

Description of Full-Service Mailing & Mixed-Option Full-Service mailing:

- ✚ Full-Service Mailing: Entire 100% mailpieces are qualified for Full-Service Discount
- ✚ Mixed-Option Full-Service Mailing: Only the partial mailpieces are qualified for Full-Service Discount

Note: We will continue to support the mixed-option full-service hardcopy exception process for the Periodicals and Bound Printed Matter Flats.

Here are the processes of Mixed-Option Full-Service hardcopy postage statements:

1. Mailers will submit a mixed-option full-service hardcopy postage statement when there is an issue with the PostalOne! system to accept mailer's eDOC (Mail.dat or Mail.XML) mailing
  - a. You may request for a Helpdesk Remedy Ticket Number or ETR (External Trouble Report) number from mailers
2. In July 2013, the PostalOne! system will remove the Mixed Full Service option from the Full-Service Mailing drop down (see screen shot below).
  - a. Enter hardcopy postage statement as an automation mailing (not as a Full-Service Mailing)
  - b. If mailers are claiming the Mobile Incentive program, you may process as an automation mailing with incentive.
  - c. For the Full-Service discount amount, you must perform the manual "Refund" transaction to credit mailer's account.
3. Manual Refund Transaction for the Full-Service Discount Amount without PS Form 3533:
  - a. Perform the manual refund transaction to the Permit Holder's Permit Imprint account and enter ETR# or Helpdesk # on the Comment section
    - i. This will only apply for Local Trust Account (Account Number will be 6 digit of longer)
    - ii. CAPS Trust Account
  - b. You must complete the attached CAPS Debt Account Refund process excel form and submit it to Headquarter ME/BMS? On a weekly basis by Wednesday for weekly credit to the CAPS debt account by the following week.
  - c. Perform the manual refund transaction to the Permit holder's Metered or Precanceled account and enter ETR# or Helpdesk # on the comment section. Please inform the mailers that metered and precanceled can obtain the fund just like a permit imprint
  - d. If mailers request for separate refund check for the permit holder then mailers must complete the PS form 3533, follow the existing refund scanning image process.

## Hardcopy Exception Process

Transactions > Postage Statement Processing  
First-Class Mail and First-Class Package Service - Perm

**Mailer Information** Permit Location

Process statement for other account location:

**Account Information**

Account Holder Mailing Agent CRID

\* Number:  [Search](#)  [Search](#)

\* Type:  [Check Fee/Balance](#)

**General Information**

Post Office of Permit: HOUSTON, TX 77201-9651  
Post Office Of Mailing: DMU-AT&T SERVICES INC - 77063

Check the appropriate checkboxes:

\* Mailing contains automation prices - Barcode Type:

This is a Full Service Mailing:

Mailing contains windowed letters or flats:

Statement reentered following a reversal:

This is a continuous mailing:

\* This is a Political Campaign mailing:  Yes  No

**Only Full-Service  
Will be available  
July 201**