



Resolution Statement: Workgroup # 149 - Certification of Mail Service Providers for Full-Service

December 16, 2013

Purpose of the Workgroup

This workgroup was tasked with creating a certification process for Mail Service Providers that support Full-Service mailings. This certification is to take the place of MPTQM certification in acknowledging an MSP's ability to produce high-quality mail.

Participation and Discussion Format

The more than 30 mailing industry participants on the workgroup represented printing companies, lettershops, presort bureaus and third party data and logistics service providers. Teleconferences were held on a bi-weekly basis to facilitate discussion of certification levels and requirements. Two in-person meetings were held in conjunction with full MTAC meetings.

Recommendations

The workgroup recommends that the U.S. Postal Service implement a two-tiered program to recognize Mail Service Providers (MSPs) who are able to implement the Full-Service mailing process and consistently meet all Full-Service mailing criteria. The tiers are:

Standard Certification: available to all mailers meeting the then current thresholds for Full-Service metrics, as listed in the Mail Quality Reports found on the Business Customer Gateway.

Platinum Certification: available to all mailers who meet the Standard Certification criteria noted above and create and maintain quality processes that meet total quality management standards, perform and pass an internal audit, pass an external audit, and submit audit results for USPS review.

Documentation regarding these two types of certification, including application instructions, can be found on the RIBBS website

(https://ribbs.usps.gov/intelligentmail/documents/tech_guides/FullServiceCertificationStandardsApplicationForm.pdf). Information is also available by emailing MSPcert@usps.gov.

Note: certification is a voluntary program for MSPs who wish to demonstrate for clients or potential clients their ability to produce high-quality mail meeting Full-Service requirements.

Conclusion

This workgroup, having met its desired results, should be officially concluded.