Service Measurement Exclusions

LIST OF TOP FOUR PREVENTABLE EXCLUSIONS

- Incorrect Entry Facility
- Invalid Entry Point for Entry Discount
- Inaccurate Ship Date
- Duplicate IMb

PREVENTION STRATEGIES

- Provide accurate locale keys
- Use the Drop Ship Product to verify entry facility information
- Do not use duplicate IMb's
- Update the mail.dat/mail.XML file

ADDITIONAL RESOURCES

To download the entry facility information: https://fast.usps.com/fast/fastApp/resources/dropShipFileDownload.action

For Information on Service Standards: https://ribbs.usps.gov/index.cfm?page=modernservice

For Information on Accurate Mail Preparation for Full Service: https://ribbs.usps.gov/index.cfm?page=intelligentmail

For Information on using FAST look-up tools: https://fast.usps.gov/fast/fastApp/resources/landing.action

Service Measurement Exclusions

SERVICE MEASUREMENT

The USPS measures service performance on full-service mail. As a part of full-service feedback, Mailers have access to Start-the-Clock information.

Full-Service volume is measured end to end, and is compared against published service standards.

EXCLUSIONS

Some Full-Service mail is not measured for Service Performance. Any mail that is not measured will have an exclusion reason. Mailers can reduce amount of mail excluded by verifying the accuracy of data in their electronic documentation and reducing mail preparation issues.

How to Prevent Exclusions

INCORRECT ENTRY FACILITY

Mail is excluded from Service Measurement when the entry facility (locale key or postal code) in the eDoc provided by the mailer does not match the facility specified in the associated FAST appointment for a container. This error applies to Mailer transported mail being taken to sites where FAST appointments are not able to be made.

PREVENTION

Mailers should make sure the **locale key** is accurate and matches the location where they will be entering the mail and making an appointment. Mailers should not make appointments at the local SCF if entering mail directly at the STC or Air Facility. The locale key for every USPS entry facility, both drop-ship and origin entry can be found in the Drop-Ship product. Details of how to use the Drop-Ship product can be found in the M.dat and M.XML technical specifications.

DUPLICATE IMb

Mail is excluded from Service Measurement when the barcode on the mailpiece is not unique within 45 days.

PREVENTION

Do not use duplicate IMb's. Duplicate IMb numbers are identified on the mailer scorecard and USPS will contact mailers when the Duplicate IMb percentage exceeds a set threshold.

INVALID ENTRY POINT FOR ENTRY DISCOUNT

Mail is excluded from Service Measurement when the entry discount claimed in the eDoc is invalid at the entry facility identified in the eDoc for drop-ship mail.

PREVENTION

Verify entry facility information using the MDF lookup tool at fast.usps.com. This error may be causing by using an out-of-date version of the MDF. The MDF is updated monthly, check to make sure your software is using a current version.

INACCURATE SHIP DATE

Mail is excluded from Service Measurement when it is transported by USPS from a DMU, the scheduled ship date provided in the eDoc is more than 48 hours before the postage statement finalization date/time and the container does not receive a scan when it arrives at the USPS facility.

PREVENTION

If populating the Scheduled Ship Date, **update the mail.dat/mail.XML file** with the correct ship date and time as mailing/logistics plans change.

Service Measurement Exclusions

Additional Exclusions

Exclusion	What is it?
Non-Unique IMtb	The Intelligent Mail tray barcode (IMtb) in the eDoc is not unique or is 24-digit of 9s (999….9999). All mailpieces in the tray or sack with this error will be excluded.
Orphan Handling Unit	A tray or sack from the electronic documentation was not placed on a pallet or other type of container and is being entered at a facility other than a BMEU. All mailpieces in the tray or sack with this error will be excluded.
Non-Unique IMcb	The Intelligent Mail Container barcode (IMcb) in the eDoc is not unique. Non-unique 99M Container Barcode. All mailpieces in the container with this error will be excluded.
Invalid Delivery Point	The delivery point in the Intelligent Mail barcode (IMb) does not exist in the USPS addressing systems.
Unknown Entry Facility	The entry facility provided in the electronic documentation for a container does not exist in the USPS network.
Invalid Origin ZIP5	If a locale key was not provided, the entry point 5 digit ZIP Code does not match to a valid Area or District.
Invalid Start-the-Clock Date	On the date when it was set, the Start-the-Clock date was 120 days or more from the current date.
Destination Entered FCM	In the electronic documentation, First-Class Mail was identified as destination entered which is not a valid preparation.
Invalid Container Level for Entry	A container prepared for Destination Flats Sequencing System (DFSS) is entered at facility that does not support FSS entry.
Incorrect Appointment	Non-matching Appointments between the eDoc and the Surface Visibility (SV) unload scans associated Appointment.
PARS Threshold Failure	During processing, the mailpiece was redirected to a different delivery point or was identified as undeliverable by PARS (Postal Automated Redirection System).
FAST Appointment Irregularity	The appointment that the container was unloaded from had an irregularity. Appointment irregularities are noted in the Facility Access Shipping and Tracking (FAST) system. All mailpieces in the containers on the appointment will be excluded.
Non-Unique Physical IMcb	The IMcb on a container was scanned on multiple different appointments. All mailpieces in the container with this error will be excluded.
PBV Threshold Failure	During the mail acceptance process, the mailing did not pass all manual verifications performed by the clerk. All mailpieces on the postage statement with verification failures will be excluded.
Broken Pallet	While unloading a container from the truck, the user identified that the container was a broken pallet. This error is identified on the SV handheld. All mailpieces in the container with this error will be excluded.
Inaccurate eDoc Nesting	When scanned, a mailpiece is found in a different tray or container than the piece was included on in the electronic documentation.