

# **Payment and Acceptance Track**

## **Packages**

**August 28, 2013**

- **Proposed Rules for IMpb Requirements**
  - Compliance Thresholds/Non-Compliance Fee
  - By/For Requirement
  - Timing of Transmission of Shipping Services File
  - 11-Digit ZIP code in 2015
  - IMpb Requirement for MRS
  - Hazmat Indicators
  - Parcel Select Delivery
- **Work Group #159 – Hub Induct**
- **Manifest Processing**
- **eVS duplicates**
- **Reconciliation Process**

<b>IMpb Compliance Category</b>	<b>Jan 2014</b>	<b>Jul 2014</b>	<b>Jan 2015</b>
<b>Unique trackable barcode (legacy or IMpb)</b>	98%	99%	100%*
<b>ZIP+4/destination delivery address in file</b>	93%	96%	100%**
<b>Shipping Services file v1.6 or higher</b>	95%	98%	100%

**\*IMpb only by Jan 2015**

**\*\*Must contain street address/DPV 11-digit ZIP Code by Jan 2015**

- **IMpb fee - TBD**

- **By/For Requirement for packages:**
  - Each Mail Owner should be identified by a unique MID for use with each Mail Service Provider (MSP)
    - **Exception:** Mail Owners who ship less than 5,000 packages through the Package Shipper or MSP per year (less than 20 packages daily), these may use an MSP MID.



- **Timing of Transmission of Shipping Services File**
  - Manifests required at or before the time of mailing
  - There will be a time-stamp associated to each file received by the Postal network
  - If there is a known issue, mailers will not be assessed the non-compliance fee for late files

- **11-Digit ZIP Code in 2015:**
  - 11-Digit ZIP Code in the barcode is under consideration
  - 11-Digit ZIP Code OR delivery address will be located in the file
    - **v1.6**
      - Destination Delivery Point - D1 record 506-507
      - Delivery Address – D2 record 085-132
    - **v1.7**
      - Destination Delivery Point - D1 record 506-507
      - Delivery Address - D1 record 627-674
    - **v2.0**
      - D1 record for Destination Delivery Point or Delivery Address

- **IMpb Requirement for Merchandise Return Service (MRS):**
  - BRM will be no longer available for parcels
  - USPS will require an IMpb on MRS except PC postage returns solution
  - USPS will provide a cloud-based solution for generating MRS labels
  - Manifests will be not generally be required for these parcels
- **Hazmat Indicators:**
  - This rule is a new proposed rule
  - Hazardous, Perishable or Restricted items must be identified in Shipping Services File
  - Location in the file: TBD
- **Parcel Select Delivery:**
  - Parcel Select service standards are two days at destination.

- **5-digit/scheme parcels deposited at a HUB rather than its upstream SCF.**
- **Expected implementation January 2014**
- **USPS is:**
  - Working on making HUBS official drop points via the Mail Direction File
  - Will also identify the valid 5-digits tied to the HUBS for any presorted mail via a labeling list

- **eVS**

- Electronic shipping services files (manifests) are required at or before the time of mailing

<b>IMpb Compliance Category</b>
<b>Unique trackable barcode (legacy or IMpb)</b>
<b>ZIP+4/destination delivery address in file</b>
<b>Shipping Services file v1.6 or higher</b>

- **Non-eVS**

- Hard copy manifests and postage statements are presented at the time of mailing
- Electronic shipping services files are required at or before the time of mailing
- Information required in Shipping Services Files
  - Transaction ID is required
  - Payment Account Number
  - Method of Payment
  - Post Office of Account

- **Duplicate eVS packages**

- Barcodes on eVS packages must remain unique for 180 days
- Duplicate report available in eVS
- Review data
  - USPS reviewing
  - Mailers should review data
- Assessments will be made on valid data

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USPS TRACKING # EVS



9205 5123 4567 8901 2345 6789 09

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## Deep Dive counts by Mailer in June 2013:

MailerName	eVS
Mailer A	23,407
Mailer B	6,187
Mailer C	6,470
Mailer D	5,554
Mailer E	2,800
<b>Total</b>	<b>44,418</b>

## Rules to Remove False Positives (28%)

- **Remove from input data set:**
  - Remove PICs with Matching Number of Manifest Entries and Delivery Scans
  - PICs that have delivery scans at ZIP codes that are mail centers typical of returns
  - PICs containing Return to Sender and Mail Forward event scans
  - PICs with less than 2 delivery events
  - PICs with the next scan after first delivery at the same ZIP3
    - Indicates further processing leaving that delivery attempt

## Rules to Identify True Duplicates (35%)

- **Identify:**
  - PICs with a gap of 15 days between any scans
  - PICs with scan data indicating Impossible Speeds
    - Distance between scan / time between scan > 500 mph
  - PICs with 15 days or more between delivery scans
  - PICs with 7 days or more after first delivery scan and before next scan

## Monthly Reconciliation January Postage Adjustments

**F  
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			1	2	3	4
5	6	7	8	9	<b>10</b>	11
12	13	14	15	16	17	18
19	20	<b>21</b>	22	23	24	25
26	27	28				

- **Mailers have until the 10th of the following month to:**
  - Provide files to pay for any manifest errors or unmanifested packages
  - Dispute any pending adjustments for the previous month
- **Un-disputed adjustments are scheduled to be performed on the 21st of the month for the previous month**
  - Mailers must dispute any adjustments to receive a joint reconciliation
  - If mailers do not dispute the adjustments, they will be collected on the 21st of the month

## Request Joint Reconciliation


[Home](#) | [Help](#) | [Customer Care](#) | [Sign O](#)

Restricted Information

### eVS Monthly Account and Sampling Summary Itemized Manifest Mailings

Acme Mailer, Inc.  
Month 04 of Fiscal Year 2013  
(01/01/2013 - 01/31/2013)

Report Date: 04/25/201

Change Month and Year

January ▼ 2013 ▼ [Show Data](#)

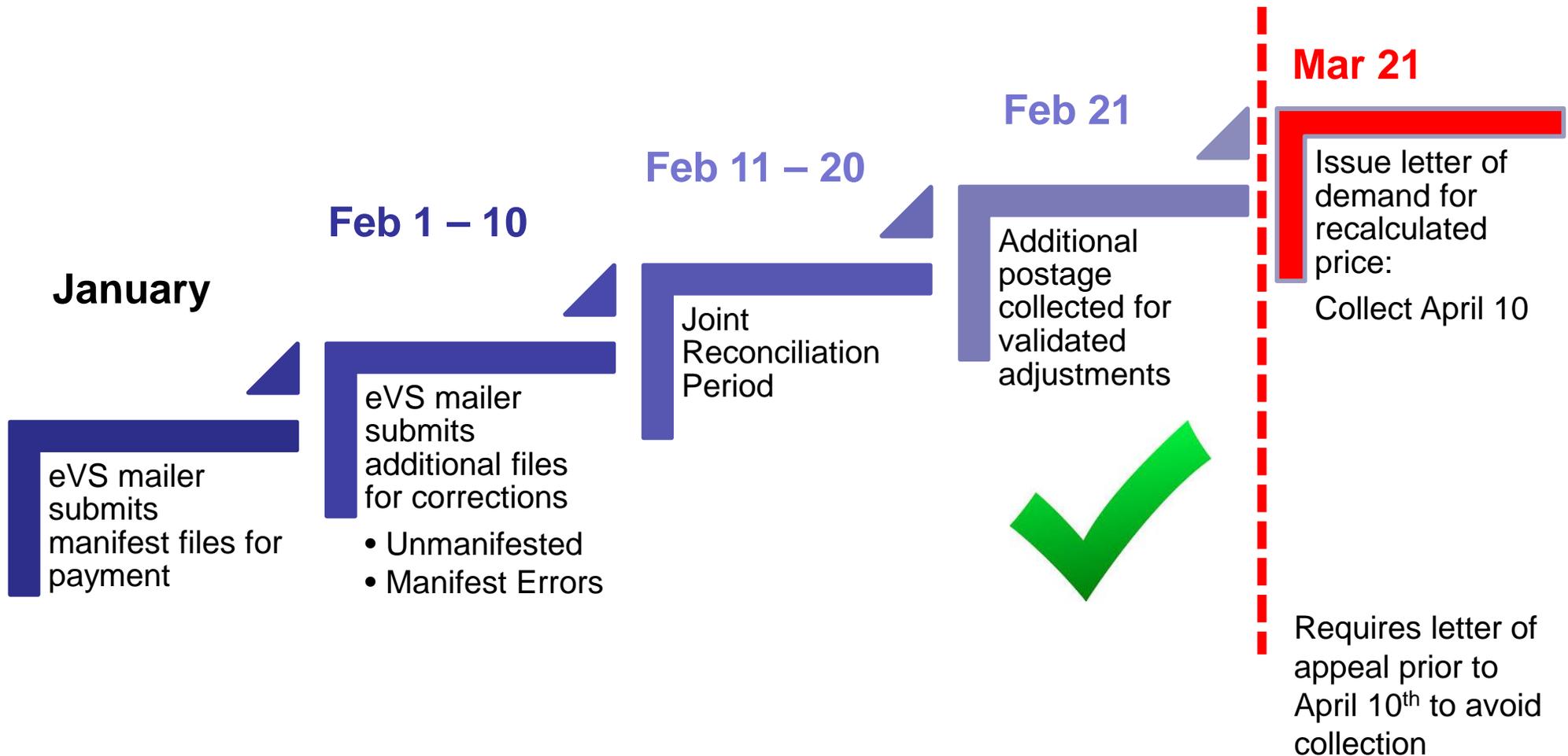
[Reports Menu](#) | [Submit Refund Request](#) | [Joint Review Request](#) | [Printer-Friendly View](#)

#### Mailer Information (Live)

<b>Mailer Name</b>	Acme Mailer, Inc.	<b>Authorized Mail Classes and Subclasses</b>			
<b>Street Address</b>	123 Main Street		Parcel Select		
<b>City, State, ZIP Code</b>	WASHINGTON, DC 20009	First-Class Package Service		Parcel Post	
<b>CRID</b>	1234567	Priority Mail		Bound Printed Matter	
<b>Master Mailer ID</b>	123456789	Standard Mail Marketing		Media Mail	
<b>Mailer ID for Last Transmission of Month</b>	123456789				
<b>Master Permit Account Number</b>	PI 202				
<b>Post Office of Account 5-Digit ZIP Code</b>	20260				
<b>Post Office of Account Finance Number</b>	661204				

Permit	Company Name	Federal Agency Cost Code	Permit ZIP Code	Finance Number	CAPS Account Number
⊕ PI 202	Acme Mailer, Inc.	N/A	20260	66-1204	13333

- eVS is refining processes for SOX compliance
- eVS will reconcile accounts following the process below



# Payment and Acceptance Track

## First-Class Mail

August 2013

- **Full-Service Verification & Thresholds**
  - **Concerns on IMb Full-Service Adjustments**
- **Full-Service Outreach**
- **MicroStrategy Reports**
- **Slow Processing Time – *Uploads to PostalOne!***
- **Agile Development Approach**
- **Intelligent Mail Barcode Accounting (IMbA)**
- **By/For**
- **January 201 Rate Change Procedural Changes and Single Piece Issues**
- **Imaging for Errors in MicroStrategy Reports**

- **Full Service Intelligent Mail Requirements for Automation Prices**
  - **Effective January 26, 2014**
  - **Full-Service Intelligent Mail is required to qualify for Automation Prices for:**
    - First-Class Mail postcards, letters, and flats
    - Standard Mail Letters and flats
    - Periodical letters and flats
    - Bound Printed Matter flats
  - ❖ **Exception: Eligible; Not Required:**
    - Standard Mail Basic Carrier Route (CR) flats & High Density and High Density CR
    - Periodical CR flats
  - ❖ **Exception: Not Eligible (even with an IMB)**
    - Standard Mail saturation CR flats
    - Bound Printed Matter CR flats or DDU entered flats

- **Automation Verification - Existing Verifications**
- **Full-Service Acceptance - Existing Verifications**
  - Documentation not submitted electronically
  - Barcodes and Placards
  - Container placards are inside or covered by shrink-wrap
  - Mailing Falls Below Thresholds
    - Returned for Re-work
    - Additional postage at the non-automated rates in January 2014
- **Full-Service Electronic Verifications - New Verification**
  - Service Type Code, Mailer ID, Barcode Uniqueness, By/For, Entry Facility, CoPal

- **Manual verifications Today same as Tomorrow**
- **All mailings are subject to the following verifications:**
  - Bundle Preparation
  - Content Eligibility
  - Manual Barcode
  - Manual Presort
  - MERLIN
  - Tap Test
  - Weigh Verification
  - Full-Service verification (manual scans performed by Clerk)
- **Resolution Today and Tomorrow is the Same**
  - Returned for Re-work or additional postage at applicable rate

- **Full-Service Acceptance - Existing Verifications**
  - Documentation not submitted electronically
  - Container placards are inside or covered by shrink-wrap
  - No Intelligent Mail container barcodes on the container placards
    - **Initial Sample = 1 Container; If in error, select additional 3 containers**
    - **More than 2 total errors = Failure**
  - No Intelligent Mail tray barcodes on the tray/sack labels
    - **Initial Sample = 3 Handling Units; If one or more in error, select additional 3 Handling Units**
    - **More than 3 total errors = Failure**
  - No Intelligent Mail tray barcode on the mailpieces
    - **Initial Sample = 30 Mailpieces**
    - **4 or more in error = Failure**
  - Mailing Falls Below Thresholds
    - **Returned for Re-work**
    - **Additional postage at the non-automated rates in January**

- **Validation of the Information contained in eDoc (July 2014)**
  - Data is aggregated over a one-month period
  - Displayed in the Mailer Scorecard by CRID (Available Today)
  - Develop reasonable thresholds
  - All verifications are performed by checking against values provided in the eDoc

Validation	What is it?
<b>Mailer ID</b>	Mailer ID provided in the IMb, IMtb, or IMcb is valid and registered with the USPS Mailer ID system
<b>Service Type ID</b>	Service Type ID provided in the IMb is valid, appropriate for the class of mail, and appropriate for the service level of the mailpiece
<b>By/For</b>	Mail Owner and Mail Preparer are provided for each mailpiece
<b>Unique Container Barcode</b>	IMcb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Unique Tray Barcode</b>	IMtb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Unique Piece</b>	IMb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Co-Palletization</b>	Co-palletization files are submitted within 14 days for trays/virtual sacks marked for co-palletization at origin
<b>Entry Facility</b>	Entry facility provided in eDoc (Locale key or ZIP Code) is a valid USPS facility

Mailer Scorecard Thresholds

## Mailer Scorecard

**AUGUST 2013**

### Verifications

Mailer Profile	Full-Service Electronic	eInduction	Seamless	Manual Sampling	Entry Point
<input checked="" type="radio"/> # Metrics	<input type="radio"/> # Trending	<input type="radio"/> % Metrics	<input type="radio"/> % Trending	<b>Full-Service Electronic</b>	
eDoc Submitter ▲	Total	20490409	20488611		
		Chicago Mailing Company	Presort Mailing, LLC		
# Containers	1,049	547	502		
# Handling Units	308	216	92		
# Pieces	41,228	21,103	20,125		
# Full-Service Pieces	37,378	19,178	18,200		
# OCI Errors	11	6	5		
# MID Container Errors	12	6	6		
# MID HU Errors	2	1	1		
# MID Piece Errors	16	8	8		
# STD Errors	404	400	4		
# By/For Errors	53	32	21		
# Barcode Uniqueness Container Errors	25	15	10		
# Barcode Uniqueness HU Errors	5	4	1		
# Barcode Uniqueness Piece Errors	4	2	2		
# Entry Facility Container Errors	16	8	8		
Additional Postage Due (Full-Service Electronic)	\$37.79	\$12.76	\$25.03		
# Early Scheduled Ship Date Warnings	8	4	4		
# CSA Container Warnings	22	11	11		
# DMU Verified USPS Transported Containers	720	360	360		
# Default Tray Barcode Warnings	5	2	3		

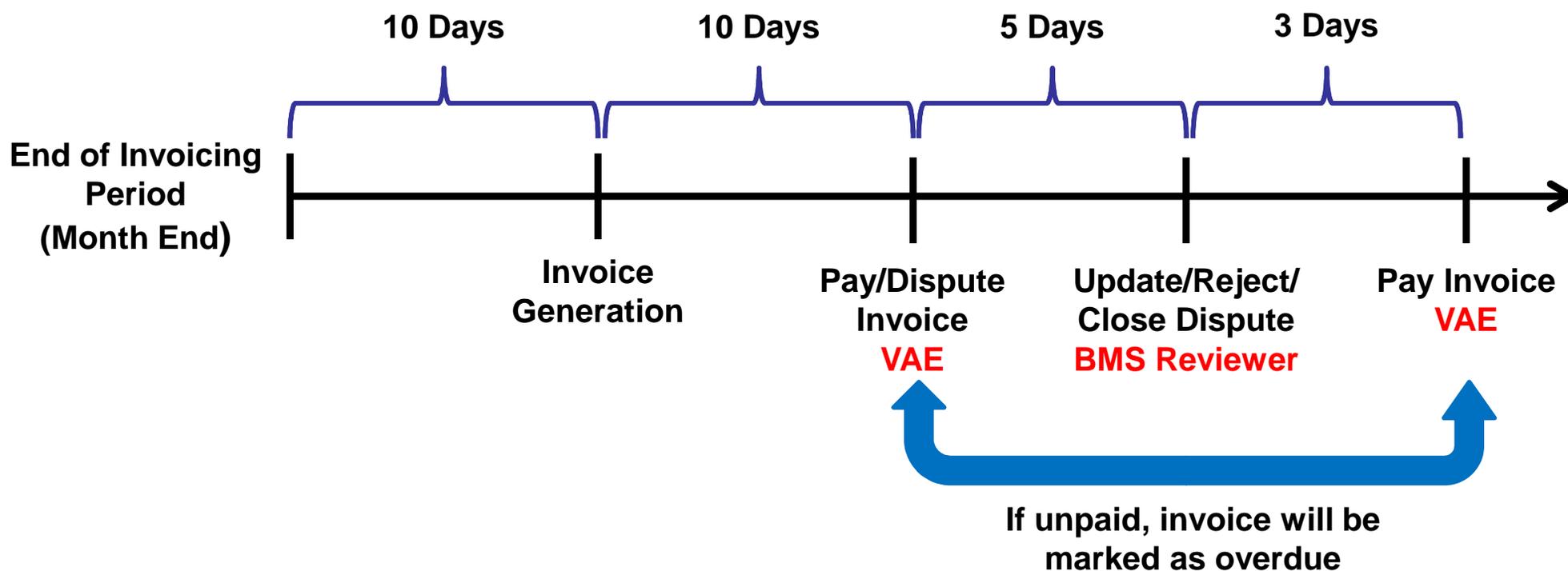
- Preliminary thresholds will be revisited after all automation mailers are on full-service in January 2014**

Full –Service Electronic Verification				
Mail Error Type	Threshold	Level		
		Container	HU	Piece
Barcode Uniqueness	2.00%	X	X	X
By/For*	5.00%			X
By/For Matching*	5.00%			X
By/For Mail Owner Identified as MSP*	5.00%			X
Copalletization	5.00%		X	
Entry Facility	5.00%	X		
Mailer ID	2.00%	X	X	X
Service Type	2.00%			X

\* % By/For threshold value (5%) is applied to the sum of By/For, By/For Matching, and By/For Mail Owner identified as a MSP metrics

- **Assessment approach for full-service electronic verification**
  - Performed on every piece in a mailing
  - Unlike any traditional sample based verification.
- **Reasonable thresholds based upon industry performance.**
  - Assessed if thresholds are exceeded
  - Assessed only for pieces with errors.
- **Additional thresholds**
  - By/For not required for mail owners that mail less than 5000 pieces in a mailing.
- **Reports are provided and available**
  - View performance against the thresholds throughout the month
  - Identify corrective action.

- All postage assessments will be performed at the eDoc Submitter CRID level
- Mailers will have 10 days to review the invoice and all mail preparation errors:
  - During this period of time, mailers can elect to dispute errors
  - If contested, invoice will be placed in a dispute queue report made available externally



- **The Help Desk will monitor a daily report and notify the BMS Reviewer when invoices require review or are overdue**
  - Mailer is notified of any changes to the reviewed invoice or that an invoice is overdue
- **All invoices greater than 90 days overdue will be escalated to the HQ Program Manager**

- The *PostalOne!* Mail Entry Invoice Summary Report allows mailers to quickly view impact adjustments for each invoicing error category, summarized for an eDoc Submitter

[Home](#) > [Mail Entry Invoice Summary Report](#)

## Mail Entry Invoice Summary Report

Please navigate to the [Microstrategy Reports](#) to see the detailed mailer entry invoice information.

Mail Entry Invoice Summary Report Search			
Date From:	March	2013	eDoc CRID: 4430796
Date To:	April	2013	Mailing Group ID: <input type="text"/>
<input type="button" value="Execute Search"/>			

One record found.

1

Responsible CRID	Invoice Period	Impact From Sampling	Impact From Processing	Impact From Undocumented	Impact From eInduction	Total Postage Impact	Status
<a href="#">4430796</a>	<a href="#">March 2013</a>	\$0.00	\$0.00	\$358.87	\$2,691.92	\$3,050.79	Pending Action

<p>LEGAL</p> <p><a href="#">Privacy Policy &gt;</a></p> <p><a href="#">Terms of Use &gt;</a></p> <p><a href="#">FOIA &gt;</a></p> <p><a href="#">No FEAR Act EEO Data &gt;</a></p>	<p>ON USPS.COM</p> <p><a href="#">Government Services &gt;</a></p> <p><a href="#">Buy Stamps &amp; Shop &gt;</a></p> <p><a href="#">Print a Label with Postage &gt;</a></p> <p><a href="#">Customer Service &gt;</a></p> <p><a href="#">Site Index &gt;</a></p>	<p>ON ABOUT.USPS.COM</p> <p><a href="#">About USPS Home &gt;</a></p> <p><a href="#">Newsroom &gt;</a></p> <p><a href="#">Mail Service Updates &gt;</a></p> <p><a href="#">Forms &amp; Publications &gt;</a></p> <p><a href="#">Careers &gt;</a></p>	<p>OTHER USPS SITES</p> <p><a href="#">Business Customer Gateway &gt;</a></p> <p><a href="#">Postal Inspectors &gt;</a></p> <p><a href="#">Inspector General &gt;</a></p> <p><a href="#">Postal Explorer &gt;</a></p>
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- The following Request Review screen is used to dispute an invoice and request review by a BMS Reviewer



Request Review Submission

\* Indicates a required field.

Report Type: Mail Entry Invoice Summary Report  
Date Period: March 2013  
eDoc CRID: 4430796

\* Contact Name:

Email:

\* Phone Number:  (format: 000-000-0000 EXT. 12345)

\* Reason For Requesting Review:

- The following Payment screen is used to settle any invoices generated 10 days after month's end or invoices that were rejected following review
- Available permits to pay invoice:
  - All permits used by the eDoc Submitter during the invoice month
  - All permits associated to the eDoc submitter

**Confirm Payment**

\* indicates a required field.

\* Location: AUTOMATED MAILING SYSTEMS, INC. of WASHINGTON, DC (20260-0004) ▼

\* Permit: PE 16921 (CHURCH SOLUTIONS) ▼

\* Amount (\$):  [Add](#)

Permit	Amount	Action
No records found		

Subtotal: \$0.00  
 Total payment needed: \$358.87  
 Balance: \$358.87

- **Fact Sheets/One-Pagers and other documentation can be found on RIBBS (<https://ribbs.usps.gov>)**
  - **Fact Sheets**
    - Navigate to: Intelligent Mail Services
    - Full-Service Intelligent Mail Fact Sheet:  
[https://ribbs.usps.gov/intelligentmail/documents/tech\\_guides/FullServiceIntelligentMailFactSheet.pdf](https://ribbs.usps.gov/intelligentmail/documents/tech_guides/FullServiceIntelligentMailFactSheet.pdf)
  - **Business Customer Gateway**
    - Navigate to: Intelligent Mail Services → Business Customer Gateway
    - BCG Presentation (July 2013):  
[https://ribbs.usps.gov/intelligentmail\\_gateway/documents/tech\\_guides/BusinessCustomerGateway.pdf](https://ribbs.usps.gov/intelligentmail_gateway/documents/tech_guides/BusinessCustomerGateway.pdf)
  - **Guides & Specifications**
    - Navigate to: Intelligent Mail Services → Guides & Specs
    - MID CRID Acquisition Quick Step:  
[https://ribbs.usps.gov/intelligentmail\\_mail\\_id\\_app/documents/tech\\_guides/MIDCRIDAcquisitionQuickStep.pdf](https://ribbs.usps.gov/intelligentmail_mail_id_app/documents/tech_guides/MIDCRIDAcquisitionQuickStep.pdf)

Outreach	Dates/Contact
<b>Full-Service LMS Training (Internal) for Field Employees</b>	<ul style="list-style-type: none"> <li>• August 2013 – January 2014</li> </ul>
<b>Launch Weekly Full-Service Webinar Series</b> <ul style="list-style-type: none"> <li>• Getting Started with Full-Service</li> <li>• Full-Service MIDs/CRIDs</li> <li>• Business Customer Gateway</li> <li>• Full-Service Feedback</li> </ul>	<ul style="list-style-type: none"> <li>• September 9, 2013</li> <li>• September 16, 2013</li> <li>• September 23, 2013</li> <li>• September 30, 2013</li> </ul>
<b>Letters to Every Permit Holder</b>	<ul style="list-style-type: none"> <li>• May 2013</li> <li>• September 2013</li> </ul>
<b>PCC Workshop-in-a-Box</b>	<ul style="list-style-type: none"> <li>• September 2013</li> </ul>
<b>Full-Service Hotline</b>	<ul style="list-style-type: none"> <li>• Weekly Starting September 3, 2013</li> </ul>

# By (Mailing Agent)/For (Mail Owner) Identification

## USPS was using two different processes to identify By/For

- **Postage Statement**

- **Identification of Mailing Agent (MA):**

- System used a permit assigned to the Mailing Agent.
- Mail.dat - selected permit based on the User ID sending eDoc > CRIDs linked to user > permits linked to CRIDs > permits in finance unit > lowest PI permit
- Mail.XML - permit info in the MailingAgentData in the PostageStatementCreateRequest

- **Identification of Mail Owner (MO):**

- System used a permit assigned to the Mail Owner.
- Mail.dat - .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num & type
- Mail.XML – permit info in the MailingOwnerData in the PostageStatementCreateRequest

- **Full Service Information**
  - **Identification of Mailing Agent (MA):**
    - Mail.dat - System used a MID or CRID from Mail Preparer field in .mpa
    - Mail.XML –
      - QualificationReportDetailCreateRequest MID/CRID;
      - QualificationReportSummaryCreateRequest PermitNumber, PermitType, Permitip+4, PublicationNumber
  - **Identification of Mail Owner (MO):**
    - Mail.dat - System used MID, CRID from Mail Owner field in the .cpt, .mpa, .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num & .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num – Type
    - Mail.XML – MailpieceCreate MID/CRID;  
QualificationReportDetailCreateRequest MailOwnerCRID;  
MailpieceCreateRequest PermitNumber, PermitType, Permitip+4, PublicationNumber
- **Inconsistencies in processes caused confusion and data issue**

United States Postal Service

## Postage Statement—Standard Mail

Post Office: Note Mail Arrival Date & Time  
(Do Not Round-Stamp)

Mailer	Permit Holder's Name and Address and Email Address, if Any	Telephone	Name and Address of Mailing Agent ( <i>If other than permit holder</i> )	Telephone	Name and Address of Individual or Organization for Which Mailing is Prepared ( <i>If other than permit holder</i> )
	CAPS Cust. Ref. No. _____ CRID _____		CRID _____		CRID _____

**No changes**

- **Permit Holder**
  - **Postal Wizard** → Permit selected under Account Holder
  - **Mail.dat** → .mpa Permit Number
  - **Mail.XML** → PermitHolderData block in the CreatePostageStatement block in the PostageStatementCreateRequest message

United States Postal Service <b>Postage Statement—Standard Mail</b>				Post Office: Note Mail Arrival Date & Time (Do Not Round-Stamp)	
Mailer	Permit Holder's Name and Address and Email Address, if Any		Telephone	Name and Address of Individual or Organization for Which Mailing is Prepared (If other than permit holder)	
	<div style="border: 2px solid red; padding: 5px; display: inline-block;"> <b>Change →</b> </div>				
	CAPS			CRID	
	CRID			CRID	

• **Prior:**

- System used a permit assigned to the Mailing Agent.
- Mail.dat - selected permit based on the User ID sending eDoc > CRIDs linked to user > permits linked to CRIDs > permits in finance unit > lowest PI permit
- Mail.XML - permit info in the MailingAgentData in the PostageStatementCreateRequest

**April:**

- Postal Wizard → Permit/CRID selected under Account Holder
- Mail.dat → System no longer derives MA permit
  - .mpa Mailer ID of Preparer
  - .mpa CRID of Preparer
- Mail.XML → PermitHolderData block in the CreatePostageStatement block in the PostageStatementCreateRequest message

**January:**

- Mail.XML → MailingAgentData > MID, CRID, PermitNumber or PublicationNumber when populated with a configurable set of values, in the Postage Statement Create request, Periodicals Postage Statement Create Request, Periodicals Consolidated Postage Statement Request

United States Postal Service

## Postage Statement—Standard Mail

Post Office: Note Mail Arrival Date & Time  
(Do Not Round-Stamp)

Mailer	Permit Holder's Name and Address and Email Address, if Any	Telephone	Name and Address of Mailing Agent (If other than permit holder)	Telephone	Name and Address of Individual or Organization for Which Mailing is Prepared (If other than permit holder)
	CAPS Cust. Ref. No. _____	<b>Change →</b>			CRID _____
	CRID _____				CRID _____

- **Prior:**

- System used a permit assigned to the Mail Owner.
- Mail.dat - .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num & type
- Mail.XML – permit info in the MailingOwnerData in the PostageStatementCreateRequest

- **January:**

- Postal Wizard → Permit/CRID selected under Account Holder
- **Mail.dat**
  - .cpt Mailer ID of Mail Owner,
  - .mpa Mailer ID of Mail Owner,
  - .cpt CRID of Mail Owner,
  - .mpa CRID of Mail Owner,
  - .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num & .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num – Type

United States Postal Service

## Postage Statement—Standard Mail

Post Office: Note Mail Arrival Date & Time  
(Do Not Round-Stamp)

Mailer	Permit Holder's Name and Address and Email Address, if Any	Telephone	Name and Address of Mailing Agent (If other than permit holder)	Telephone	Name and Address of Individual or Organization for Which Mailing is Prepared (If other than permit holder)
	CAPS Cust. Ref. No. _____	<b>Change →</b>		CRID _____	
	CRID _____				CRID _____

- **January:**

- **Mail.XML**

- *PostalOne!* will utilize the Mail Owner through MID tied to CRID, CRID when provided, or Permit linked to a CRID to place and validate the Mail Owner on the postage statement in the following order of precedence for full service and non full service mailings:

1. MID, CRID or Permit from Mailpiece Create/Update request
2. MID or CRID from Qualification Detail Create request -> Container Info Data
3. MID or CRID or Permit/Publication Number from the PostageStatementCreateRequest, PeriodicalsPostageStatementCreateRequest, or ConsolidatedPeriodicalsPostageStatementCreateRequest messages that are tied to an incentive

- **Performance Enhancements – Completed:**
  - Pre-aggregating data such as national averages so complex calculations don't need to be performed at runtime.
  - Simplifying report queries by moving some logic into database procedures that run overnight.
  - Optimizing database indexes to align with common search filters.
  
- **Performance Enhancements – Scheduled for October Release**
  - October Purge historical data to allow for faster database query time.
  - Partition large database tables to improve query time.
  - Apply smaller data caps to reduce data volumes – i.e., 100 records per error code instead of the current 1000 per error code.

- **Performance Review – In Progress:**
  - Perform weekly review of all long running report runs, contact users to understand search parameters and report performance, and investigate any issues reported (Ongoing)
  - Review monthly performance metrics for MTAC UG1 (On-going)
  - Requesting additional details from customers on MicroStrategy performance issues to assist with network investigation (In Progress)
  - Compiling a list of current / on-going issues from key reporting users to review and report on with the MTAC reporting sub-group (In Progress)
  - Reviewing current MicroStrategy performance environments and processes to ensure customer performance can be replicated (In Progress)

# MicroStrategy Reporting Performance (Week Ending 8/18/2013)

Report	Reporting Area	# of Report Views	% Usage	Average Execution Time (Minutes)	Maximum Execution Time (Minutes)*
Mailer Scorecard Details Report	Mailer Scorecard	901	24.16%	0.57	7.89
Mailer Scorecard Daily Trending	Mailer Scorecard	778	20.86%	0.03	0.79
Mail Quality Error Type Report (eDoc Submitter)	Mail Quality	310	8.31%	0.14	60.03
Mail Quality Summary Report (eDoc Submitter)	Mail Quality	300	8.04%	1.98	3.36
Mailing Data Quality Error Type Report	Mail Data Quality	232	6.22%	0.09	60.23
Mail Quality Error Type Report (Mail Preparer)	Mail Quality	164	4.40%	0.16	30.48
Address Quality Report	Mail Preparation Quality	140	3.75%	0.92	0.15
Mail Preparation and Data Quality Dashboard	Mail Quality	135	3.62%	0.12	5.46
Mail Acceptance Verification Report	Mail Preparation Quality	83	2.23%	1.47	12.47
Undocumented Summary Report	Mail Quality	82	2.20%	1.97	19.76
Aggregate Report	eMIR	76	2.04%	0.12	0.09
STC Yield Reporting Dashboard Dataset	Start-the-Clock	63	1.69%	26.33	47.20
eInduction Mailer Summary Report	eInduction	51	1.37%	0.20	1.12
Error Verification Report	Mail Data Quality	51	1.37%	0.19	0.07
Mailing Data Quality Summary Report	Mail Data Quality	32	0.86%	0.15	0.43
Mail Quality Error Type Report (Mail Owner)	Mail Quality	24	0.64%	0.11	0.51
eInduction Facility Report	eInduction	22	0.59%	0.12	0.09
Trend Analysis	Mail Preparation Quality	22	0.59%	11.06	10.51
Full Service eDoc Verification Invoice Report	Mail Data Quality	21	0.56%	1.51	3.72
Date Distribution Report	eMIR	19	0.51%	0.07	0.03
List of Issues Report	eMIR	19	0.51%	0.16	0.04
Mail Quality Summary Report (Mail Owner)	Mail Quality	19	0.51%	0.19	0.81
STC Mailing Group Exclusion Reason Drill	Start-the-Clock	19	0.51%	0.81	3.99
Problem Type Distribution Report	eMIR	17	0.46%	0.11	0.02
Mail Quality Report	Mail Preparation Quality	14	0.38%	0.63	0.00
User Guides	User Guides	14	0.38%	0.00	0.01
Mail Quality Summary Report (Mail Preparer)	Mail Quality	13	0.35%	0.64	0.46
Mail Quality Dashboard (Mail Preparer)	Mail Quality	12	0.32%	0.31	1.36
Detailed Error Verification Report	Mail Data Quality	11	0.29%	0.02	0.06
Seamless Acceptance Job Exception Report (eDoc Submitter)	Seamless	11	0.29%	0.01	0.02
eInduction Container Status Report	eInduction	9	0.24%	0.13	0.43
STC Detail Report by Entry Facility	Start-the-Clock	9	0.24%	0.03	0.11
Mail Quality Dashboard (Mail Owner)	Mail Quality	9	0.24%	0.44	1.92
<b>Total</b>		<b>3,730</b>			

\*Max Execution Time: Scheduled runs have been excluded from max execution time as run times occur behind the scene/do not affect users

Scheduled: All runs were scheduled (user not waiting) so max execution times have been excluded

- **Performance Enhancements – Completed**

Date	Description
July 16 <sup>th</sup>	Implemented SQL execution plan change for specific server side issue
August 2 <sup>nd</sup> (35.0.1.1)	Two client validation performance issues resolved: <ul style="list-style-type: none"><li>• 119838: Mail.dat - Client side validation causing slow processing of jobs</li><li>• 119986: Mail.dat - Slow performance on client side full service validation</li></ul>
August 18 <sup>th</sup> (35.1.0)	One server side performance issue resolved: <ul style="list-style-type: none"><li>• 119884: Mail.dat - Query Performance Improvement For Periodicals with Consolidated Statements</li></ul>
August 23 <sup>rd</sup> (35.1.0.1)	One server side performance improvement resolved: <ul style="list-style-type: none"><li>• 119883: Mail.dat - Slow performance on Mail Owner CRID selection for large periodical jobs</li></ul>

- **Performance Review – In progress**
  - Systematic review of server processing to move any non-essential processing – processing not needed to generate and view a Postage Statement – to occur after postage statement generation.
  - Review the essential postage statement processing steps for improvements in execution logic.
- **Performance Enhancements – Scheduled for October Release**
  - Enhance Mail.dat file load to use bind variables to avoid reparsing.
- **Performance Enhancements – Scheduling Under Review**
  - Implement granular client process timing audit for historical trending.
  - Track batch run/sequence logging for trending and investigation of batch processing.

# eDoc Processing Performance – Mail.dat (Week Ending 08/18/2013)

Week ending 08/18/2013	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 30 minutes	Under 1 hour	Under 2 hours	Under 4 hours	Under 6 hours
<b>% of Jobs that met SLA</b>	99.80%	99.17%	98.48%	76.09%	60.00%
<b>Total Job Count</b>	38,470	2,285	460	46	3
<b>Jobs Not Meeting SLA</b>	77	19	15	11	1
<b>Average E2E Processing Time (HH:MM:SS)</b>	00:01:58	00:06:38	00:34:17	02:35:23	3:42:37
<b>Min E2E Processing Time (HH:MM:SS)</b>	00:00:37	00:01:04	00:04:17	00:23:39	00:56:37
<b>Max E2E Processing Time (HH:MM:SS)</b>	07:31:36 (Server time 07:27:38)	03:21:04 (Server time 03:18:20)	05:05:47 (Server time 04:49:25)	07:48:38 (Server time 06:27:12)	08:07:35 (Client time 6:38:07)

**Mail.dat End to End Processing Time** includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

# eDoc Processing Performance – Mail.xml (Week Ending 08/18/2013)

Week ending 08/18/2013	Qualification Report Summary	Qualification Report Detail	Mail Piece	Postage Statement
<b>SLA</b>	Under 30 seconds	Under 4 minutes	Under 2 minutes	Under 3 minutes
<b>% of Messages that met SLA</b>	99.95%	97.45%	99.96%	95.30%
<b>Total Message Count</b>	1,880	1,997	4,637	1,808
<b>Messages Not Meeting SLA</b>	1	51	2	85
<b>Average E2E Processing Time (HH:MM:SS)</b>	00:00:04	00:00:46	00:00:21	00:00:46
<b>Min E2E Processing Time (HH:MM:SS)</b>	00:00:02	00:00:02	00:00:02	00:00:02
<b>Max E2E Processing Time (HH:MM:SS)</b>	00:00:55	01:06:58	05:34:17	00:15:14



- **Creates and Shares the Product Vision**
- **Creates and Maintains the Product Backlog (Business / Technical User Stories with Acceptance Criteria)**
- **Prioritizes the Backlog based on Business Values and Needs**
- **Participates in the 2 Week Sprint Planning Sessions**
- **Reviews and Approves the Sprint Deliverables**
- **Participates in the Sprint Retrospective (How Can the Process be Improved)**
- **Optionally, Attends the Daily Project Stand-Ups**
- **Leads the Integrated CAT and Performs Final Acceptance**
- **Current applications using Agile methodology: Business Customer Gateway (BCG), Program Registration, and Microstrategy**

**Note:** The Project Scrum Master facilitates with the Customer to accomplish the above items

- **What is IMbA?**

- An accounting platform that leverages the IMb
- Automates the current manual counting and invoicing processes for select USPS products.
- The IMbA system will:
  - Collect all scan records for an enrolled mailer
  - Sort the scan records by product type
  - Generate a count for each product type by mailer
  - Determine the correct postage rate to be applied
  - Generate an invoice for the mailer.

- **Targeted Rollout Date**

- July 2014

- **What products will be supported by IMbA?**
  - The IMbA system is intended to support multiple USPS products in the future, but in the initial rollout USPS will utilize the technology to count Business Reply Mail (BRM) that meets the following requirements of QBRM.
    - Mailpieces must be machine readable
    - Mailpieces must possess an Intelligent Mail Barcode
    - Mailpieces must be identified as Postcard, 1 oz or 2 oz

- **Value to USPS:**

- Automates current manual processes
- Automatically rate each piece counted
- Calculate postage due during invoice creation
- Reduces the time involved in creating an invoice for the customer
- Greater operational efficiency
- Significant reductions in the time it takes to process the mail for our QBRM customers.

- **Value to Mailers:**

- Improved processing efficiency
- Receive their mail faster than ever before.

- **How will IMbA work?**

- The IMbA system will establish a customer profile based on the information collected during QBRM account set up. The IMbA system will send the ZIP+4+2 for each QBRM customer to a mailpiece tracking system to use as filter criteria.
- The mailpiece tracking system will look for all scan records where the ZIP+4+2 in the customer's IMb was identified. All scan records where the ZIP+4+2 of the customer was identified will be sent to the IMbA system.
- The IMbA system will receive all scan records for a given mailer, sort the scan records by product type (ZIP+4+2), and generate a count for each product type by mailer.
- After a piece count has been generated, IMbA will determine the correct postage rate to be applied, and generate an invoice for the mailer through the *PostalOne!* system.

- **What is a ZIP+4+2?**

- The ZIP+4+2 will be introduced as a new requirement for QBRM mailers when the IMbA system is rolled out. The additional two digits on the end of the ZIP+4 in the IMb will allow the IMbA system to identify the QBRM product type, count the total pieces for that product by mailer, and charge the appropriate rate.
- The ZIP+4+2 will be assigned when the customer arrives at the local office to set up a QBRM account.
  - Ex: Postcard = 01 1-oz = 02, 2-oz = 03
- The two digits on the end of the ZIP+4 will be required, both, in the Routing Code of the IMb, and in the physical address block.



- **Sampling Process**

- A sampling process for QBRM will be implemented in parallel to the rollout of the IMbA system in order to ensure that weight of the mailpieces is consistent with the rate being applied by the IMbA system as identified by the additional two digits at the end of the ZIP+4.
- Each QBRM mailer's quality will be evaluated at a site level over a 30 day period.
- Postage due clerks will be instructed to perform random sampling of a QBRM mailer's pieces by selecting and weighing a given number of pieces of each QBRM product type (1-oz, 2-oz, postcard). The postage due clerk will enter the weights of the pieces sampled in order to determine the number of pieces in error. The pieces found to be in error will be measured against a mailer's total volume at a given site over a 30 day period. A statistically driven set of parameters will be used to determine additional postage due for each QBRM mailer at the end of the 30 day period, based on the number of pieces found to be in error.
- A mailer's quality at a given site, as observed through the sampling process, will drive the rate of future sampling. i.e good performance will result in a lower sampling frequency, and bad performance will result in a higher sampling frequency.

- **New customers**

- The onboarding of a customer into the IMbA system will occur when a customer establishes a new QBRM account. Customer information will be collected by the postal clerk during account set up and this information will be entered into the IMbA system to establish the customer profile.

- **Current customers**

- All current QBRM customers will have their information moved into the IMbA system prior to rollout.

- **Transitioning to the ZIP+4+2**

- All new customers will be issued a ZIP+4+2 representing each of the three QBRM product types (1-oz, 2-oz, postcard) when they set up their QBRM account.
- We will work with current QBRM customers to assign and distribute new ZIP+4+2's when new stock is printed to provide a smooth transition into IMbA.

- **Proposed January 2014 Rate Change Procedural Changes and Single Piece Issues**
  - Pending PRC approval
  - FCM Letters Residual Mail changes for 2014
  - Combining 1 and 2 oz pieces still allowable at the blended price
  - Mailers will have the option to separate pieces by weight and pay Retail prices for each ounce increment
  - New Meter Price (pending PRC approval) will be extended to Commercial FCM Residual Letters

# Payment and Acceptance Track

**Periodicals**

August 2013

- **Update on Air Box October Implementation**
- **eInduction and Seamless Acceptance Update**
- **Full-Service Requirements, Verification & Thresholds**
- **Work Group #158 - Streamlining 3510/3526 Startup Update**
- **Work Group #151 - Streamlined Weight and Ad Percentage Capture Process Update**

- **Preparation**

- The Mailers are only allowed to put these flat bundles on a pallet
  - Physical Sack preparation is not allowed
- Allowable Pallet Presort Levels:
  - Merged 5-Digit Scheme, 5-Digit Scheme Carrier Routes, Merged 5-Digit, 5-Digit, 3-Digit
  - SCF through Mixed ADC
  - Origin Mixed ADC
- Container Type = AB in eDoc

- **Acceptance and Verification**

- Full Service and eInduction will support preparation, postage, appointment and induction functionality for AIR BOXES
- *The PostalOne!* system will accept and process Air Boxes as sacks or pallets for postage processing depending on weight restrictions.
  - Air Boxes weighing less than or equal to 70 lbs will be processed and charged as sacks
  - Air Boxes weighing over 70 lbs but less than or equal to 200 lbs will be processed and charged as pallets.
- The *PostalOne!* system will require mailers to specify the weight of sibling containers in Mail.dat and Mail.XML messages for Air Boxes so that the system can correctly process postage for the sibling containers as sacks or pallets depending on weight restrictions.

- **Induction**

- FAST system, through Mail.XML will support a flag of Air box for Airbox appointments
- FAST system will simply have Pallet container type supported, existing functionality, through Online FAST system
- All FAST external reports will show the Air box as a pallet and one internal report for the dock management will show Air Box as a container type for identification and processing of Air Boxes at the dock
  - Mail.dat transportation updates will support Air boxes
- Each Air box will have a single IMcb pallet label
- Surface Visibility system will scan the air boxes for eInduction and Full Service support

- **Reporting**

- Qualification reports will display an Air Box container as a sack when it weighs less than or equal to 70 lbs. The Air Box container type will be displayed as a pallet when it weighs over 70 lbs and less than or equal to 200 lbs. Qual reports will also display sibling Air Boxes as sacks or pallets depending on their categorization in mailer submitted eDocs.
- The eInduction reports will be updated to display Air Boxes as valid container types. The following three reports will be updated:
  - Job Summary Report
  - Shipping Summary Report
  - Container Detail Report

- **SPM (Service Performance Measurement) and Full-Service / Seamless Acceptance processing**

- The SASP system will accept and process Air Boxes and sibling containers as valid container types.

- **Planned for October 2013**

- **Seamless Acceptance deployment will focus on streamlined verification using a phased approach**
- **Roll-out Streamlined DMUs and Undocumented Invoicing**
  - Replace SPPS verifications with Seamless sampling at DMUs for Full Service mail; begin invoicing for undocumented pieces; Run census verifications in parallel with traditional verifications; Develop universal process for validation of non-automation mailings
- **Roll-out Streamline BMEU Entry**
  - Streamline traditional verifications with Seamless sampling and census verifications at BMEUs for Full Service mail
- **Sampling at Induction and Mail Quality Invoicing Process**
  - Move sampling to induction sites and activate invoicing for Seamless census and sampling verifications

## Roll-out Streamlined DMUs

### Summary

- Identify automated solutions to replace/enhance current verifications
- Identify solution for verification of non-automation mail
- Test specific sampling verification scenarios with mailers
- Develop standardized national SOPs
- SOX sign-off on modified verification process
- Limited time period of Seamless verifications in parallel with traditional verifications

### Capabilities

- Invoicing for undocumented pieces
- Sampling at DMU
- Sampling metric reporting

8/12: Preparations Start,  
Weekly Meetings with  
Area Coordinators begin

8/26: Training posted to  
LMS & Expand Paperless  
Pilot

9/13: Training  
Completion Date

9/16: Activation,  
pilot mailers go  
paperless

8/23: Training Rosters  
finalized; eInduction  
Mailbox; 3<sup>rd</sup> Party  
Logistics Survey

9/2: Job Aids  
Distributed to  
Coordinators

Oct: National  
Activation, all  
mailers

## Pilot Mailers

QuadGraphics  
RR Donnelly  
Pitney Bowes  
Valpack  
Harte-Hanks

IWCO Direct  
Arandell  
The Dingley Press  
Farrington Transportation

- **Paid, Not Expected: 0%**
- **Paperless Acceptance at 9 SCFs/NDCs for Pilot Mailers**
  - 53 Appointments, 1389 Containers
- **Deployment on Track**
  - Working with area and facility coordinators
  - Training field personnel
  - Working with pilot mailers and origin sites to roll out new origin process
- **September 16: eInduction Deployment: Pilot Mailers**
  - All USPS facilities will be enabled for eInduction
  - Pilot Mailers can begin entering paperless shipments across nation
  - Non-Pilot Mailers should put eInduction indicator = N
- **October 14: eInduction Deployment: All Mailers**
  - All mailers eligible for participation in eInduction at any facility

<u>Course Name</u>	<u>Required Personnel</u>	<u>Required Completion Date</u>
<b>PVDS User (SV) eInduction</b>	All personnel that process drop shipment arrivals at SV sites.	9/13/2013
<b>PVDS User (Non-SV) eInduction</b>	All personnel that process drop shipment arrivals at non-SV sites.	9/13/2013
<b>PVDS Supervisor SV eInduction</b>	All supervisors at SV sites.	9/13/2013
<b>PVDS Supervisor non-SV eInduction</b>	All supervisors at non-SV sites.	9/13/2013
<b>PVDS Origin Site Training</b>	All BME clerks and BME supervisors	Pilot Mailer Sites: 9/13/2013 All BME sites: 10/11/2013

- **Full Service Intelligent Mail Requirements for Automation Prices**
  - **Effective January 26, 2014**
  - **Full-Service Intelligent Mail is required to qualify for Automation Prices for:**
    - First-Class Mail postcards, letters, and flats
    - Standard Mail Letters and flats
    - Periodical letters and flats
    - Bound Printed Matter flats
  - ❖ **Exception: Eligible; Not Required:**
    - Standard Mail Basic Carrier Route (CR) flats & High Density and High Density CR
    - Periodical CR flats
  - ❖ **Exception: Not Eligible (even with an IMB)**
    - Standard Mail saturation CR flats
    - Bound Printed Matter CR flats or DDU entered flats

- **Automation Verification - Existing Verifications**
- **Full-Service Acceptance - Existing Verifications**
  - Documentation not submitted electronically
  - Barcodes and Placards
  - Container placards are inside or covered by shrink-wrap
  - Mailing Falls Below Thresholds
    - Returned for Re-work
    - Additional postage at the non-automated rates in January 2014
- **Full-Service Electronic Verifications - New Verification**
  - Service Type Code, Mailer ID, Barcode Uniqueness, By/For, Entry Facility, CoPal

- **Manual verifications Today same as Tomorrow**
- **All mailings are subject to the following verifications:**
  - Bundle Preparation
  - Content Eligibility
  - Manual Barcode
  - Manual Presort
  - MERLIN
  - Tap Test
  - Weigh Verification
  - Full-Service verification (manual scans performed by Clerk)
- **Resolution Today and Tomorrow is the Same**
  - Returned for Re-work or additional postage at applicable rate

- **Full-Service Acceptance - Existing Verifications**
  - Documentation not submitted electronically
  - Container placards are inside or covered by shrink-wrap
  - No Intelligent Mail container barcodes on the container placards
    - **Initial Sample = 1 Container; If in error, select additional 3 containers**
    - **More than 2 total errors = Failure**
  - No Intelligent Mail tray barcodes on the tray/sack labels
    - **Initial Sample = 3 Handling Units; If one or more in error, select additional 3 Handling Units**
    - **More than 3 total errors = Failure**
  - No Intelligent Mail tray barcode on the mailpieces
    - **Initial Sample = 30 Mailpieces**
    - **4 or more in error = Failure**
  - Mailing Falls Below Thresholds
    - **Returned for Re-work**
    - **Additional postage at the non-automated rates in January**

- **Validation of the Information contained in eDoc (July 2014)**
  - Data is aggregated over a one-month period
  - Displayed in the Mailer Scorecard by CRID (Available Today)
  - Develop reasonable thresholds
  - All verifications are performed by checking against values provided in the eDoc

Validation	What is it?
<b>Mailer ID</b>	Mailer ID provided in the IMb, IMtb, or IMcb is valid and registered with the USPS Mailer ID system
<b>Service Type ID</b>	Service Type ID provided in the IMb is valid, appropriate for the class of mail, and appropriate for the service level of the mailpiece
<b>By/For</b>	Mail Owner and Mail Preparer are provided for each mailpiece
<b>Unique Container Barcode</b>	IMcb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Unique Tray Barcode</b>	IMtb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Unique Piece</b>	IMb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Co-Palletization</b>	Co-palletization files are submitted within 14 days for trays/virtual sacks marked for co-palletization at origin
<b>Entry Facility</b>	Entry facility provided in eDoc (Locale key or ZIP Code) is a valid USPS facility

Mailer Scorecard Thresholds

## Mailer Scorecard

**AUGUST 2013**

### Verifications

Mailer Profile	Full-Service Electronic	eInduction	Seamless	Manual Sampling	Entry Point
<input checked="" type="radio"/> # Metrics	<input type="radio"/> # Trending	<input type="radio"/> % Metrics	<input type="radio"/> % Trending	<b>Full-Service Electronic</b>	
eDoc Submitter ▲	Total	20490409	20488611		
		Chicago Mailing Company	Presort Mailing, LLC		
# Containers	1,049	547	502		
# Handling Units	308	216	92		
# Pieces	41,228	21,103	20,125		
# Full-Service Pieces	37,378	19,178	18,200		
# OCI Errors	11	6	5		
# MID Container Errors	12	6	6		
# MID HU Errors	2	1	1		
# MID Piece Errors	16	8	8		
# STD Errors	404	400	4		
# By/For Errors	53	32	21		
# Barcode Uniqueness Container Errors	25	15	10		
# Barcode Uniqueness HU Errors	5	4	1		
# Barcode Uniqueness Piece Errors	4	2	2		
# Entry Facility Container Errors	16	8	8		
Additional Postage Due (Full-Service Electronic)	\$37.79	\$12.76	\$25.03		
# Early Scheduled Ship Date Warnings	8	4	4		
# CSA Container Warnings	22	11	11		
# DMU Verified USPS Transported Containers	720	360	360		
# Default Tray Barcode Warnings	5	2	3		

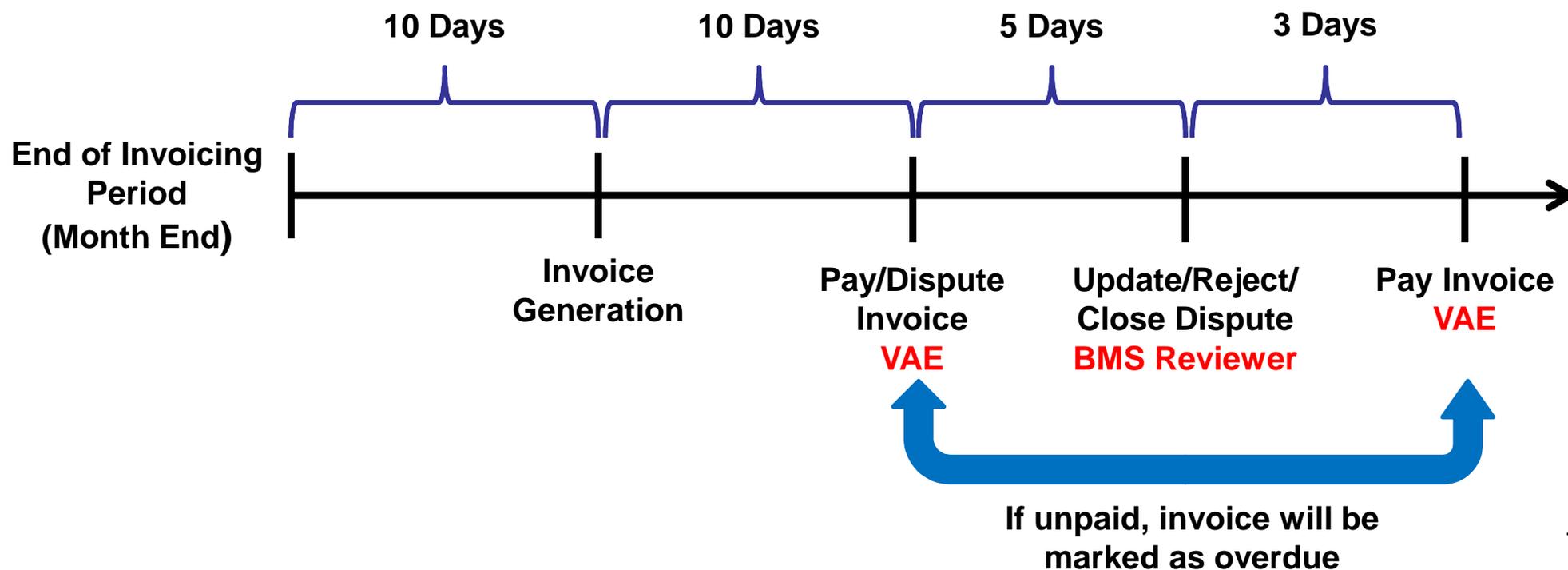
- Preliminary thresholds will be revisited after all automation mailers are on full-service in January 2014**

Full –Service Electronic Verification				
Mail Error Type	Threshold	Level		
		Container	HU	Piece
Barcode Uniqueness	2.00%	X	X	X
By/For*	5.00%			X
By/For Matching*	5.00%			X
By/For Mail Owner Identified as MSP*	5.00%			X
Copalletization	5.00%		X	
Entry Facility	5.00%	X		
Mailer ID	2.00%	X	X	X
Service Type	2.00%			X

\* % By/For threshold value (5%) is applied to the sum of By/For, By/For Matching, and By/For Mail Owner identified as a MSP metrics

- **Assessment approach for full-service electronic verification**
  - Performed on every piece in a mailing
  - Unlike any traditional sample based verification.
- **Reasonable thresholds based upon industry performance.**
  - Assessed if thresholds are exceeded
  - Assessed only for pieces with errors.
- **Additional thresholds**
  - By/For not required for mail owners that mail less than 5000 pieces in a mailing.
- **Reports are provided and available**
  - View performance against the thresholds throughout the month
  - Identify corrective action.

- All postage assessments will be performed at the eDoc Submitter CRID level
- Mailers will have 10 days to review the invoice and all mail preparation errors:
  - During this period of time, mailers can elect to dispute errors
  - If contested, invoice will be placed in a dispute queue report made available externally



- **The Help Desk will monitor a daily report and notify the BMS Reviewer when invoices require review or are overdue**
  - Mailer is notified of any changes to the reviewed invoice or that an invoice is overdue
- **All invoices greater than 90 days overdue will be escalated to the HQ Program Manager**

- The *PostalOne!* Mail Entry Invoice Summary Report allows mailers to quickly view impact adjustments for each invoicing error category, summarized for an eDoc Submitter

[Home](#) > [Mail Entry Invoice Summary Report](#)

## Mail Entry Invoice Summary Report

Please navigate to the [Microstrategy Reports](#) to see the detailed mailer entry invoice information.

Mail Entry Invoice Summary Report Search			
Date From:	March	2013	eDoc CRID: 4430796
Date To:	April	2013	Mailing Group ID: <input type="text"/>
<input type="button" value="Execute Search"/>			

One record found.

1

Responsible CRID	Invoice Period	Impact From Sampling	Impact From Processing	Impact From Undocumented	Impact From eInduction	Total Postage Impact	Status
<a href="#">4430796</a>	<a href="#">March 2013</a>	\$0.00	\$0.00	\$358.87	\$2,691.92	\$3,050.79	Pending Action

<p>LEGAL</p> <p><a href="#">Privacy Policy &gt;</a></p> <p><a href="#">Terms of Use &gt;</a></p> <p><a href="#">FOIA &gt;</a></p> <p><a href="#">No FEAR Act EEO Data &gt;</a></p>	<p>ON USPS.COM</p> <p><a href="#">Government Services &gt;</a></p> <p><a href="#">Buy Stamps &amp; Shop &gt;</a></p> <p><a href="#">Print a Label with Postage &gt;</a></p> <p><a href="#">Customer Service &gt;</a></p> <p><a href="#">Site Index &gt;</a></p>	<p>ON ABOUT.USPS.COM</p> <p><a href="#">About USPS Home &gt;</a></p> <p><a href="#">Newsroom &gt;</a></p> <p><a href="#">Mail Service Updates &gt;</a></p> <p><a href="#">Forms &amp; Publications &gt;</a></p> <p><a href="#">Careers &gt;</a></p>	<p>OTHER USPS SITES</p> <p><a href="#">Business Customer Gateway &gt;</a></p> <p><a href="#">Postal Inspectors &gt;</a></p> <p><a href="#">Inspector General &gt;</a></p> <p><a href="#">Postal Explorer &gt;</a></p>
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- The following Request Review screen is used to dispute an invoice and request review by a BMS Reviewer



**Request Review Submission**

\* Indicates a required field.

Report Type: Mail Entry Invoice Summary Report  
Date Period: March 2013  
eDoc CRID: 4430796

\* Contact Name:

Email:

\* Phone Number:  (format: 000-000-0000 EXT. 12345)

\* Reason For Requesting Review:

- The following Payment screen is used to settle any invoices generated 10 days after month's end or invoices that were rejected following review
- Available permits to pay invoice:
  - All permits used by the eDoc Submitter during the invoice month
  - All permits associated to the eDoc submitter

**Confirm Payment**

\* indicates a required field.

\* Location: AUTOMATED MAILING SYSTEMS, INC. of WASHINGTON, DC (20260-0004) ▼

\* Permit: PE 16921 (CHURCH SOLUTIONS) ▼

\* Amount (\$):  [Add](#)

Permit	Amount	Action
No records found		

Subtotal: \$0.00

**Total payment needed: \$358.87**

Balance: \$358.87

- **The purpose of this Work Group is to develop an approach to streamline and simplify the *capture, reporting and processing* of key data elements in:**
  - PS Form 3510 (Application for Reentry or Special Price) for Periodicals.
  - PS Forms 3526 (Statement of Ownership, Management and Circulation)
  - Meeting alternate Mondays, 1-2 pm EST
  - Next meeting scheduled for September 9, due to Labor Day holiday and October 1<sup>st</sup> filing date for PS Form 3526

- **Current manual process for Application for Reentry or Special Price Request for Periodicals Publications via PS Form 3510**
  - Submitted to Post Office serving your known office of Publication
  - Applicable Fees must be paid manually
  - Postmaster will forward Re-entry application to PCSC
  
- **Current manual process Application for Additional Mailing Office for Periodicals Publication via PS Form 3510M**
  - Submitted to Post Office serving your known Office of Publication
  - Postmaster will furnish each additional Mailing Office and PCSC with a copy
  - No Fees

- **Proposed automated process for Application for Reentry or Special Price Request for Periodicals Publications via PS Form 3510/PS Form 3510M**
  - Pre-populate General Information portion of PS Form 3510/PS Form 3510 M using eDoc submission information stored in Business Customer Gateway
  - Link Fee Payments to CAPS Account

- **Current manual process for Statement of Ownership, Management, and Circulation via PS Form 3526/PS Form 3526R/PS Form 3526X**
  - Customer completes hard copy form with circulation and ownership/management information
  - Hard copy file completed with Postmaster annually, on or before October 1st
  - Customer keeps hard copy of completed form for their records
  - Complete additional hard copy PS Form 3526X if Total Circulation includes Electronic Copies

- **PS Form 3526 – Recent Improvements**

- Currently available to customers through the Business Customer Gateway via Postal Wizard
- Using information stored in Business Customer Gateway to prepopulate form with: Publication Title; Number; Frequency; Number of Issues; Price; Address of Headquarters and Publisher
- Automatic Field notification following submission

- **Proposed automated process for Statement of Ownership, Management, and Circulation via PS Form 3526/PS Form 3526R/PS Form 3526X**
  - Pre-populate general information of PS Forms 3526 series using eDoc submission information stored in Business Customer Gateway
  - Create uploadable spreadsheet to populate copy and distribution information from publisher to Postal forms for automated submission
  - Add PS FORM 3526X as an additional page or pull-down option

- **Group Recommendations**
  - **Ad Percentage (Completed)**
    - Consensus that current practices adopted by mail owners and MSPs are effective
  - **Establish “Tolerance” Threshold for Seamless Acceptance Weight Verification**
    - Tolerance Study (In Progress)
      - Review Periodicals and Standard data and current verification results from Seamless Acceptance pilot mailers over 90-day period (July – September)
    - Perform Case Study of Environmental Impact on Piece Weight (September)
  - **BMEU/DMU vs. MSP/Mail Owner Facility Process Flow**
    - Observe and document best practices for future in-house weight verifications

- **September 2013**

- Bi-weekly meetings resume: September 11
- Regional weight verification test: September 16 – 27
  - Martinsburg WV to Atlanta, Bellmawr NJ, Columbus OH, Dallas, Florida, Indianapolis, Merrifield VA, Oklahoma City, Omaha NE, Saint Paul MN, San Diego CA, Portland OR
- BMEU/DMU Best Practices Analysis: September 16 – October 18
- Review Seamless Acceptance Tolerance Study data: September 25

- **October 2013**

- Review Environmental Impact test results: October 9
- Discuss recommendations: October 23

- **November 2013**

- Make final recommendations: November 6

# Payment and Acceptance Track

## Standard Mail

August 2013

- **Full-Service Requirements, Verification & Thresholds**
- **Tools to Assist with Full-Service – Functionality Prior to Risk**
- **MicroStrategy Reports**
- **Slow Processing Time: Uploads to *PostalOne!***
- **Full-Service Outreach**
- **Refunds and Exchanges: Stamps in Lieu of Money Order or Deposit into Advance Deposit Accounts/Permit Accounts**
- **Mailpiece Design Analyst MDA Help Desk**
- **Non Profit**
- **By/For**

- **Full Service Intelligent Mail Requirements for Automation Prices**
  - **Effective January 26, 2014**
  - **Full-Service Intelligent Mail is required to qualify for Automation Prices for:**
    - First-Class Mail postcards, letters, and flats
    - Standard Mail Letters and flats
    - Periodical letters and flats
    - Bound Printed Matter flats
  - ❖ **Exception: Eligible; Not Required:**
    - Standard Mail Basic Carrier Route (CR) flats & High Density and High Density CR
    - Periodical CR flats
  - ❖ **Exception: Not Eligible (even with an IMB)**
    - Standard Mail saturation CR flats
    - Bound Printed Matter CR flats or DDU entered flats

- **Automation Verification - Existing Verifications**
- **Full-Service Acceptance - Existing Verifications**
  - Documentation not submitted electronically
  - Barcodes and Placards
  - Container placards are inside or covered by shrink-wrap
  - Mailing Falls Below Thresholds
    - Returned for Re-work
    - Additional postage at the non-automated rates in January 2014
- **Full-Service Electronic Verifications - New Verification**
  - Service Type Code, Mailer ID, Barcode Uniqueness, By/For, Entry Facility, CoPal

- **Manual verifications Today same as Tomorrow**
- **All mailings are subject to the following verifications:**
  - Bundle Preparation
  - Content Eligibility
  - Manual Barcode
  - Manual Presort
  - MERLIN
  - Tap Test
  - Weigh Verification
  - Full-Service verification (manual scans performed by Clerk)
- **Resolution Today and Tomorrow is the Same**
  - Returned for Re-work or additional postage at applicable rate

- **Full-Service Acceptance - Existing Verifications**
  - Documentation not submitted electronically
  - Container placards are inside or covered by shrink-wrap
  - No Intelligent Mail container barcodes on the container placards
    - **Initial Sample = 1 Container; If in error, select additional 3 containers**
    - **More than 2 total errors = Failure**
  - No Intelligent Mail tray barcodes on the tray/sack labels
    - **Initial Sample = 3 Handling Units; If one or more in error, select additional 3 Handling Units**
    - **More than 3 total errors = Failure**
  - No Intelligent Mail tray barcode on the mailpieces
    - **Initial Sample = 30 Mailpieces**
    - **4 or more in error = Failure**
  - Mailing Falls Below Thresholds
    - **Returned for Re-work**
    - **Additional postage at the non-automated rates in January**

- **Validation of the Information contained in eDoc (July 2014)**
  - Data is aggregated over a one-month period
  - Displayed in the Mailer Scorecard by CRID (Available Today)
  - Develop reasonable thresholds
  - All verifications are performed by checking against values provided in the eDoc

Validation	What is it?
<b>Mailer ID</b>	Mailer ID provided in the IMb, IMtb, or IMcb is valid and registered with the USPS Mailer ID system
<b>Service Type ID</b>	Service Type ID provided in the IMb is valid, appropriate for the class of mail, and appropriate for the service level of the mailpiece
<b>By/For</b>	Mail Owner and Mail Preparer are provided for each mailpiece
<b>Unique Container Barcode</b>	IMcb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Unique Tray Barcode</b>	IMtb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Unique Piece</b>	IMb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Co-Palletization</b>	Co-palletization files are submitted within 14 days for trays/virtual sacks marked for co-palletization at origin
<b>Entry Facility</b>	Entry facility provided in eDoc (Locale key or ZIP Code) is a valid USPS facility

Mailer Scorecard Thresholds

## Mailer Scorecard

**AUGUST 2013**

### Verifications

Mailer Profile	Full-Service Electronic	eInduction	Seamless	Manual Sampling	Entry Point
<input checked="" type="radio"/> # Metrics	<input type="radio"/> # Trending	<input type="radio"/> % Metrics	<input type="radio"/> % Trending	<b>Full-Service Electronic</b>	
eDoc Submitter ▲	Total	20490409	20488611		
		Chicago Mailing Company	Presort Mailing, LLC		
# Containers	1,049	547	502		
# Handling Units	308	216	92		
# Pieces	41,228	21,103	20,125		
# Full-Service Pieces	37,378	19,178	18,200		
# OCI Errors	11	6	5		
# MID Container Errors	12	6	6		
# MID HU Errors	2	1	1		
# MID Piece Errors	16	8	8		
# STD Errors	404	400	4		
# By/For Errors	53	32	21		
# Barcode Uniqueness Container Errors	25	15	10		
# Barcode Uniqueness HU Errors	5	4	1		
# Barcode Uniqueness Piece Errors	4	2	2		
# Entry Facility Container Errors	16	8	8		
Additional Postage Due (Full-Service Electronic)	\$37.79	\$12.76	\$25.03		
# Early Scheduled Ship Date Warnings	8	4	4		
# CSA Container Warnings	22	11	11		
# DMU Verified USPS Transported Containers	720	360	360		
# Default Tray Barcode Warnings	5	2	3		

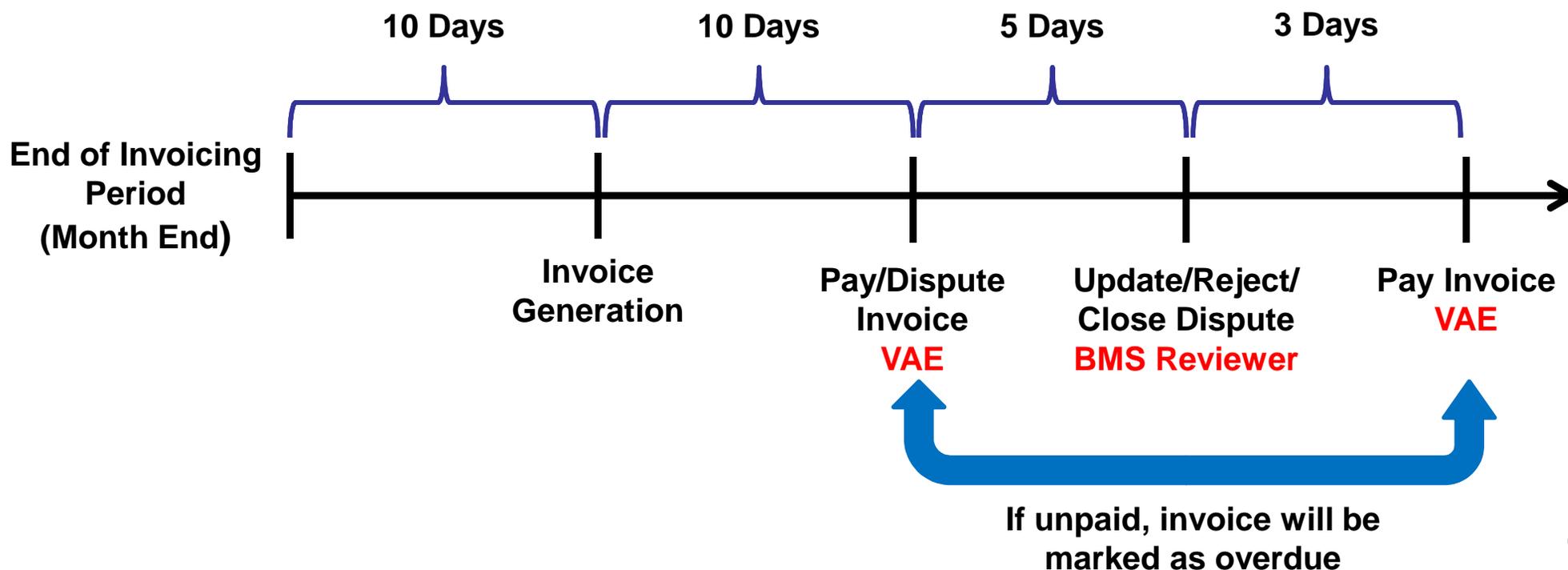
- Preliminary thresholds will be revisited after all automation mailers are on full-service in January 2014**

Full –Service Electronic Verification				
Mail Error Type	Threshold	Level		
		Container	HU	Piece
Barcode Uniqueness	2.00%	X	X	X
By/For*	5.00%			X
By/For Matching*	5.00%			X
By/For Mail Owner Identified as MSP*	5.00%			X
Copalletization	5.00%		X	
Entry Facility	5.00%	X		
Mailer ID	2.00%	X	X	X
Service Type	2.00%			X

\* % By/For threshold value (5%) is applied to the sum of By/For, By/For Matching, and By/For Mail Owner identified as a MSP metrics

- **Assessment approach for full-service electronic verification**
  - Performed on every piece in a mailing
  - Unlike any traditional sample based verification.
- **Reasonable thresholds based upon industry performance.**
  - Assessed if thresholds are exceeded
  - Assessed only for pieces with errors.
- **Additional thresholds**
  - By/For not required for mail owners that mail less than 5000 pieces in a mailing.
- **Reports are provided and available**
  - View performance against the thresholds throughout the month
  - Identify corrective action.

- All postage assessments will be performed at the eDoc Submitter CRID level
- Mailers will have 10 days to review the invoice and all mail preparation errors:
  - During this period of time, mailers can elect to dispute errors
  - If contested, invoice will be placed in a dispute queue report made available externally



- **The Help Desk will monitor a daily report and notify the BMS Reviewer when invoices require review or are overdue**
  - Mailer is notified of any changes to the reviewed invoice or that an invoice is overdue
- **All invoices greater than 90 days overdue will be escalated to the HQ Program Manager**

- The *PostalOne!* Mail Entry Invoice Summary Report allows mailers to quickly view impact adjustments for each invoicing error category, summarized for an eDoc Submitter

[Home](#) > [Mail Entry Invoice Summary Report](#)

## Mail Entry Invoice Summary Report

Please navigate to the [Microstrategy Reports](#) to see the detailed mailer entry invoice information.

Mail Entry Invoice Summary Report Search			
Date From:	March	2013	eDoc CRID: 4430796
Date To:	April	2013	Mailing Group ID: <input type="text"/>
<input type="button" value="Execute Search"/>			

One record found.

1

Responsible CRID	Invoice Period	Impact From Sampling	Impact From Processing	Impact From Undocumented	Impact From eInduction	Total Postage Impact	Status
<a href="#">4430796</a>	<a href="#">March 2013</a>	\$0.00	\$0.00	\$358.87	\$2,691.92	\$3,050.79	Pending Action

<p>LEGAL</p> <p><a href="#">Privacy Policy &gt;</a></p> <p><a href="#">Terms of Use &gt;</a></p> <p><a href="#">FOIA &gt;</a></p> <p><a href="#">No FEAR Act EEO Data &gt;</a></p>	<p>ON USPS.COM</p> <p><a href="#">Government Services &gt;</a></p> <p><a href="#">Buy Stamps &amp; Shop &gt;</a></p> <p><a href="#">Print a Label with Postage &gt;</a></p> <p><a href="#">Customer Service &gt;</a></p> <p><a href="#">Site Index &gt;</a></p>	<p>ON ABOUT.USPS.COM</p> <p><a href="#">About USPS Home &gt;</a></p> <p><a href="#">Newsroom &gt;</a></p> <p><a href="#">Mail Service Updates &gt;</a></p> <p><a href="#">Forms &amp; Publications &gt;</a></p> <p><a href="#">Careers &gt;</a></p>	<p>OTHER USPS SITES</p> <p><a href="#">Business Customer Gateway &gt;</a></p> <p><a href="#">Postal Inspectors &gt;</a></p> <p><a href="#">Inspector General &gt;</a></p> <p><a href="#">Postal Explorer &gt;</a></p>
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- The following Request Review screen is used to dispute an invoice and request review by a BMS Reviewer



The screenshot shows a web form titled "Request Review Submission". At the top left, there is a note: "\* Indicates a required field." The form contains the following fields and information:

- Report Type: Mail Entry Invoice Summary Report
- Date Period: March 2013
- eDoc CRID: 4430796
- \* Contact Name:
- Email:
- \* Phone Number:  (format: 000-000-0000 EXT. 12345)
- \* Reason For Requesting Review:

At the bottom of the form, there are two buttons: "Submit" and "Cancel".

- The following Payment screen is used to settle any invoices generated 10 days after month's end or invoices that were rejected following review
- Available permits to pay invoice:
  - All permits used by the eDoc Submitter during the invoice month
  - All permits associated to the eDoc submitter

**Confirm Payment**

\* indicates a required field.

\* Location: AUTOMATED MAILING SYSTEMS, INC. of WASHINGTON, DC (20260-0004) ▼

\* Permit: PE 16921 (CHURCH SOLUTIONS) ▼

\* Amount (\$):  [Add](#)

Permit	Amount	Action
No records found		

Subtotal: \$0.00  
Total payment needed: \$358.87  
Balance: \$358.87

- **Mail Service Provider (MSP) Indicator deployed in the July release**
  - Indicator in profile provides additional functionality

## MID / CRID requests for customers

- Look-up individual CRIDs or MIDs (up to 10 at a time)
- Bulk look-up of CRIDs or MIDs via csv
- Assign a CRID and/or a MID
- Bulk assignment of CRIDs and/or MIDs via csv
- Results are exportable via csv, excel, XML, PDF, and RTF



**MSP** **Mail Service Providers**

Get MID/CRID Assignments for your Customers.

[GET MIDS/CRIDS](#)

Validate your Client Business Information.

[CUSTOMER VALIDATION TOOL](#)

- **Mail Service Provider (MSP) Indicator** deployed in the July release
  - **Indicator in profile provides additional functionality**

## **Customer Validation Tool**

- **CRID look-up**
  - Single look-up
  - Returns company name and address
- **MID look-up**
  - Single look-up
  - Returns company name and address, CRID
- **Permit look-up**
  - Single look-up
  - Returns company name and address, CRID, Account Number
- **Scheduler ID look-up**
  - Single look-up
  - Returns company name and address, CRID

- **Users cannot validate permits using the new tool introduced on the BCG**
  - Fix to be implemented on 09/03/2013
- **Upcoming functionality in January**
  - Nonprofit validation
    - Search by authorization number (up to 50/search)
    - Search by CRID (up to 50/search)
  - MID Owner / MID User

- **Performance Enhancements – Completed:**
  - Pre-aggregating data such as national averages so complex calculations don't need to be performed at runtime.
  - Simplifying report queries by moving some logic into database procedures that run overnight.
  - Optimizing database indexes to align with common search filters.
- **Performance Enhancements – Scheduled for October Release**
  - October Purge historical data to allow for faster database query time.
  - Partition large database tables to improve query time.
  - Apply smaller data caps to reduce data volumes – i.e., 100 records per error code instead of the current 1000 per error code.

- **Performance Review – In Progress:**
  - Perform weekly review of all long running report runs, contact users to understand search parameters and report performance, and investigate any issues reported (On-going)
  - Review monthly performance metrics for MTAC UG1 (On-going)
  - Requesting additional details from customers on Microstrategy performance issues to assist with network investigation (In Progress)
  - Compiling a list of current / on-going issues from key reporting users to review and report on with the MTAC reporting sub-group (In Progress)
  - Reviewing current Microstrategy performance environments and processes to ensure customer performance can be replicated (In Progress)

Report	Reporting Area	# of Report Views	% Usage	Average Execution Time (Minutes)	Maximum Execution Time (Minutes)*
Mailer Scorecard Details Report	Mailer Scorecard	901	24.16%	0.57	7.89
Mailer Scorecard Daily Trending	Mailer Scorecard	778	20.86%	0.03	0.79
Mail Quality Error Type Report (eDoc Submitter)	Mail Quality	310	8.31%	0.14	60.03
Mail Quality Summary Report (eDoc Submitter)	Mail Quality	300	8.04%	1.98	3.36
Mailing Data Quality Error Type Report	Mail Data Quality	232	6.22%	0.09	60.23
Mail Quality Error Type Report (Mail Preparer)	Mail Quality	164	4.40%	0.16	30.48
Address Quality Report	Mail Preparation Quality	140	3.75%	0.92	0.15
Mail Preparation and Data Quality Dashboard	Mail Quality	135	3.62%	0.12	5.46
Mail Acceptance Verification Report	Mail Preparation Quality	83	2.23%	1.47	12.47
Undocumented Summary Report	Mail Quality	82	2.20%	1.97	19.76
Aggregate Report	eMIR	76	2.04%	0.12	0.09
STC Yield Reporting Dashboard Dataset	Start-the-Clock	63	1.69%	26.33	47.20
eInduction Mailer Summary Report	eInduction	51	1.37%	0.20	1.12
Error Verification Report	Mail Data Quality	51	1.37%	0.19	0.07
Mailing Data Quality Summary Report	Mail Data Quality	32	0.86%	0.15	0.43
Mail Quality Error Type Report (Mail Owner)	Mail Quality	24	0.64%	0.11	0.51
eInduction Facility Report	eInduction	22	0.59%	0.12	0.09
Trend Analysis	Mail Preparation Quality	22	0.59%	11.06	10.51
Full Service eDoc Verification Invoice Report	Mail Data Quality	21	0.56%	1.51	3.72
Date Distribution Report	eMIR	19	0.51%	0.07	0.03
List of Issues Report	eMIR	19	0.51%	0.16	0.04
Mail Quality Summary Report (Mail Owner)	Mail Quality	19	0.51%	0.19	0.81
STC Mailing Group Exclusion Reason Drill	Start-the-Clock	19	0.51%	0.81	3.99
Problem Type Distribution Report	eMIR	17	0.46%	0.11	0.02
Mail Quality Report	Mail Preparation Quality	14	0.38%	0.63	0.00
User Guides	User Guides	14	0.38%	0.00	0.01
Mail Quality Summary Report (Mail Preparer)	Mail Quality	13	0.35%	0.64	0.46
Mail Quality Dashboard (Mail Preparer)	Mail Quality	12	0.32%	0.31	1.36
Detailed Error Verification Report	Mail Data Quality	11	0.29%	0.02	0.06
Seamless Acceptance Job Exception Report (eDoc Submitter)	Seamless	11	0.29%	0.01	0.02
eInduction Container Status Report	eInduction	9	0.24%	0.13	0.43
STC Detail Report by Entry Facility	Start-the-Clock	9	0.24%	0.03	0.11
Mail Quality Dashboard (Mail Owner)	Mail Quality	9	0.24%	0.44	1.92
<b>Total</b>		<b>3,730</b>			

\*Max Execution Time: Scheduled runs have been excluded from max execution time as run times occur behind the scene/do not affect users

Scheduled: All runs were scheduled (user not waiting) so max execution times have been excluded

- Performance Enhancements – Completed**

Date	Description
July 16 <sup>th</sup>	Implemented SQL execution plan change for specific server side issue
August 2 <sup>nd</sup> (35.0.1.1)	Two client validation performance issues resolved: <ul style="list-style-type: none"><li data-bbox="457 688 1906 792">• 119838: Mail.dat - Client side validation causing slow processing of jobs</li><li data-bbox="457 799 1801 902">• 119986: Mail.dat - Slow performance on client side full service validation</li></ul>
August 18 <sup>th</sup> (35.1.0)	One server side performance issue resolved: <ul style="list-style-type: none"><li data-bbox="457 1042 1927 1146">• 119884: Mail.dat - Query Performance Improvement For Periodicals with Consolidated Statements</li></ul>
August 23 <sup>rd</sup> (35.1.0.1)	One server side performance improvement resolved: <ul style="list-style-type: none"><li data-bbox="457 1334 1927 1438">• 119883: Mail.dat - Slow performance on Mail Owner CRID selection for large periodical jobs</li></ul>

- **Performance Review – In progress**
  - Systematic review of server processing to move any non-essential processing – processing not needed to generate and view a Postage Statement – to occur after postage statement generation.
  - Review the essential postage statement processing steps for improvements in execution logic.
- **Performance Enhancements – Scheduled for October Release**
  - Enhance Mail.dat file load to use bind variables to avoid reparsing.
- **Performance Enhancements – Scheduling Under Review**
  - Implement granular client process timing audit for historical trending.
  - Track batch run/sequence logging for trending and investigation of batch processing.

# eDoc Processing Performance – Mail.dat (Week Ending 08/18)

Week ending 08/18/2013	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 30 minutes	Under 1 hour	Under 2 hours	Under 4 hours	Under 6 hours
<b>% of Jobs that met SLA</b>	99.80%	99.17%	98.48%	76.09%	60.00%
<b>Total Job Count</b>	38,470	2,285	460	46	3
<b>Jobs Not Meeting SLA</b>	77	19	15	11	1
<b>Average E2E Processing Time (HH:MM:SS)</b>	00:01:58	00:06:38	00:34:17	02:35:23	3:42:37
<b>Min E2E Processing Time (HH:MM:SS)</b>	00:00:37	00:01:04	00:04:17	00:23:39	00:56:37
<b>Max E2E Processing Time (HH:MM:SS)</b>	07:31:36 (Server time 07:27:38)	03:21:04 (Server time 03:18:20)	05:05:47 (Server time 04:49:25)	07:48:38 (Server time 06:27:12)	08:07:35 (Client time 6:38:07)

**Mail.dat End to End Processing Time** includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

# eDoc Processing Performance – Mail.xml (Week Ending 08/18)

Week ending 08/18/2013	Qualification Report Summary	Qualification Report Detail	Mail Piece	Postage Statement
<b>SLA</b>	Under 30 seconds	Under 4 minutes	Under 2 minutes	Under 3 minutes
<b>% of Messages that met SLA</b>	99.95%	97.45%	99.96%	95.30%
<b>Total Message Count</b>	1,880	1,997	4,637	1,808
<b>Messages Not Meeting SLA</b>	1	51	2	85
<b>Average E2E Processing Time (HH:MM:SS)</b>	00:00:04	00:00:46	00:00:21	00:00:46
<b>Min E2E Processing Time (HH:MM:SS)</b>	00:00:02	00:00:02	00:00:02	00:00:02
<b>Max E2E Processing Time (HH:MM:SS)</b>	00:00:55	01:06:58	05:34:17	00:15:14

- **Fact Sheets/One-Pagers and other documentation can be found on RIBBS (<https://ribbs.usps.gov>)**
  - **Fact Sheets**
    - Navigate to: Intelligent Mail Services
    - Full-Service Intelligent Mail Fact Sheet:  
[https://ribbs.usps.gov/intelligentmail/documents/tech\\_guides/FullServiceIntelligentMailFactSheet.pdf](https://ribbs.usps.gov/intelligentmail/documents/tech_guides/FullServiceIntelligentMailFactSheet.pdf)
  - **Business Customer Gateway**
    - Navigate to: Intelligent Mail Services → Business Customer Gateway
    - BCG Presentation (July 2013):  
[https://ribbs.usps.gov/intelligentmail\\_gateway/documents/tech\\_guides/BusinessCustomerGateway.pdf](https://ribbs.usps.gov/intelligentmail_gateway/documents/tech_guides/BusinessCustomerGateway.pdf)
  - **Guides & Specifications**
    - Navigate to: Intelligent Mail Services → Guides & Specs
    - MID CRID Acquisition Quick Step:  
[https://ribbs.usps.gov/intelligentmail\\_mail\\_id\\_app/documents/tech\\_guides/MIDCRIDAcquisitionQuickStep.pdf](https://ribbs.usps.gov/intelligentmail_mail_id_app/documents/tech_guides/MIDCRIDAcquisitionQuickStep.pdf)

Outreach	Dates/Contact
<b>Full-Service LMS Training (Internal) for Field Employees</b>	<ul style="list-style-type: none"> <li>• August 2013 – January 2014</li> </ul>
<b>Launch Weekly Full-Service Webinar Series</b>	
<ul style="list-style-type: none"> <li>• Getting Started with Full-Service</li> <li>• Full-Service MIDs/CRIDs</li> <li>• Business Customer Gateway</li> <li>• Full-Service Feedback</li> </ul>	<ul style="list-style-type: none"> <li>• September 9, 2013</li> <li>• September 16, 2013</li> <li>• September 23, 2013</li> <li>• September 30, 2013</li> </ul>
<b>Letters to Every Permit Holder</b>	<ul style="list-style-type: none"> <li>• May 2013</li> <li>• September 2013</li> </ul>
<b>PCC Workshop-in-a-Box</b>	<ul style="list-style-type: none"> <li>• September 2013</li> </ul>
<b>Full-Service Hotline</b>	<ul style="list-style-type: none"> <li>• Weekly Starting September 3, 2013</li> </ul>

- **Refunds and Exchanges: Stamps in Lieu of Money Order or Deposit into Advance Deposit Accounts/Permit Accounts**
  - **Postage refunds paid with stamps as opposed to a Money Order: The stamps are First-class on a sheet. These are of no use to me, at least give me presorted Standard or First-class on a coil that I can run in an automated [production line].**
  - **Exchanges for items that are stamped (using pre-cancelled stamps) provided in a stamp exchange (even on coils, etc.) is one option. A better option would be to deposit the refund amount in my advance deposit account or permit account.**

- **Working with Industry and MDA Workgroups to explore short term, near term, and long term solutions:**
  - **Short Term: MDA Pilot Program aims to balance MDA workload and work with customers directly to help migrate them to the MDA Help desk**
    - Create MDA pairs based on ticket volume
    - Train MDA pair to work with unique customer/district needs
    - Kick-Off first week of September
  - **Near Term: MDA Training and Updates. Migrate to Remedy v. 7**
  - **Long Term: Integrate with XO Genesys to improve call routing, customer service monitoring, automate SLA measurement, and improved reporting**
- **MDA Customer Service Survey**
  - **Baseline prior to implementing changes**
  - **Incorporate into on-going improvement strategies**

## Nonprofit eligibility

Customers that mail under nonprofit rates are required to provide nonprofit authorization for each nonprofit customer in the mailing. This authorization number is required so the Postal Service can verify customer eligibility for these rates.

- **Multiple Mail Owners**

Today, we have a manual, paper-based process to identify multiple nonprofit customers in a mailing. When there are multiple nonprofit mailers in a single mailing, one customer's nonprofit authorization is included in the postage statement, while the remaining customers are submitted in a hardcopy document.

## **There are a number of issues with the current process:**

- Clerks must manually look up the nonprofit status for all customers listed in hardcopy.
- There is no automated verification of nonprofit eligibility.
- Only the customer listed on the postage statement is credited for the mailing. This includes volume and revenue as well as the credit for the two-year nonprofit mailing requirement to retain nonprofit status. This results in inaccurate volume and revenue attribution for mail owners, as well as cancellation of nonprofit eligibility due to incorrect documentation of the requirement for nonprofits to mail at least once every two years.
- Nonprofit authorization is at a permit level today
  - Requires a permit at each site where a customer mails
  - Necessitates use of ghost permits to identify customers for nonprofit

- **For Mail.dat:**

- The Rate Type field on the MPU file or the CPT file must be “N”
- First, the permit holder’s nonprofit status is checked (based on the permit in the MPA).
- If the PH does not have nonprofit status, we then use the mail owner’s local permit ref number from the MPA to check the mail owner non profit status.
- If neither the PH or MO have approved and valid nonprofit status, the job is rejected.

- **For Mail.XML:**

- The Rate Type field is on the PostageStatementCreateRequest message, and must be “N”
- The PermitHolderData block and the MailOwnerData block are used to find the nonprofit status for each of those roles; if neither has nonprofit status, the message is rejected.

## Nonprofit Identification by Electronic Process

The Postal Service wants to move verification of nonprofit eligibility to an electronic process. This new process will support revenue assurance by automating the verification of nonprofit authorization status, while providing accurate reporting of nonprofit mailings for retention of nonprofit status as well as revenue and volume information.

The PostalOne! Mail.dat Tech Spec today provides a field for the nonprofit authorization number in the .mpa record. We have also proposed another solution for nonprofit identification that we feel is optimal since it utilizes mail owner information already being provided in a file for Full-Service mailings.

Some customers feel these solutions are burdensome and would like to explore additional options. **MTAC Workgroup 160** was formed to explore the options for electronically submitting nonprofit information - focusing on multiple customers.

- **For Mail.dat:**

- The Rate Type field on the MPU file or the CPT file must be “N”
- Permit holder’s nonprofit status is checked (based on the permit in the MPA).
- **If the PH does not have nonprofit status, then use:**
  - .cpt Mailer ID of Mail Owner,
  - .mpa Mailer ID of Mail Owner,
  - .cpt CRID of Mail Owner,
  - .mpa CRID of Mail Owner,
  - .mpa Mail Owner Lcl Permit Ref Number / Int’l Bill Num & .mpa Mail Owner Lcl Permit Ref Number / Int’l Bill Num

**to check the mail owner non profit status.**

- **For Mail.XML:**

- The Rate Type field is on the PostageStatementCreateRequest message, and must be “N”
- The PermitHolderData block and the MailOwnerData block are used to find the nonprofit status for each of those roles.
- The Mail Owners must be identified in the PostageStatementCreateRequest message
- Based on the Mail Owner CRID, when CRID is provided or will map to a CRID from MID or permit data, that is identified on a postage statement upon receipt of a Mail.XML postage statement (PE included) create messages by validating if the owner is linked to a non profit permit

# By (Mailing Agent)/For (Mail Owner) Identification

## USPS was using two different processes to identify By/For

- **Postage Statement**

- **Identification of Mailing Agent (MA):**

- System used a permit assigned to the Mailing Agent.
- Mail.dat - selected permit based on the User ID sending eDoc > CRIDs linked to user > permits linked to CRIDs > permits in finance unit > lowest PI permit
- Mail.XML - permit info in the MailingAgentData in the PostageStatementCreateRequest

- **Identification of Mail Owner (MO):**

- System used a permit assigned to the Mail Owner.
- Mail.dat - .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num & type
- Mail.XML – permit info in the MailingOwnerData in the PostageStatementCreateRequest

- **Full Service Information**
  - **Identification of Mailing Agent (MA):**
    - Mail.dat - System used a MID or CRID from Mail Preparer field in .mpa
    - Mail.XML –
      - QualificationReportDetailCreateRequest MID/CRID;
      - QualificationReportSummaryCreateRequest PermitNumber, PermitType, Permitip+4, PublicationNumber
  - **Identification of Mail Owner (MO):**
    - Mail.dat - System used MID, CRID from Mail Owner field in the .cpt, .mpa, .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num & .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num – Type
    - Mail.XML – MailpieceCreate MID/CRID;  
QualificationReportDetailCreateRequest MailOwnerCRID;  
MailpieceCreateRequest PermitNumber, PermitType, Permitip+4, PublicationNumber
- **Inconsistencies in processes caused confusion and data issue**

United States Postal Service

## Postage Statement—Standard Mail

Post Office: Note Mail Arrival Date & Time  
(Do Not Round-Stamp)

Mailer	Permit Holder's Name and Address and Email Address, if Any	Telephone	Name and Address of Mailing Agent ( <i>If other than permit holder</i> )	Telephone	Name and Address of Individual or Organization for Which Mailing is Prepared ( <i>If other than permit holder</i> )
	CAPS Cust. Ref. No. _____ CRID _____		CRID _____		CRID _____

**No changes**

- **Permit Holder**

- **Postal Wizard** → Permit selected under Account Holder
- **Mail.dat** → .mpa Permit Number
- **Mail.XML** → PermitHolderData block in the CreatePostageStatement block in the PostageStatementCreateRequest message

United States Postal Service		Post Office: Note Mail Arrival Date & Time (Do Not Round-Stamp)	
<b>Postage Statement—Standard Mail</b>			
Mailer	Permit Holder's Name and Address and Email Address, if Any	Telephone	Name and Address of Mailing Agent (If other than permit holder)
	CAPS _____ CRID _____		Telephone _____ CRID _____
	<b>Change →</b>		Name and Address of Individual or Organization for Which Mailing is Prepared (If other than permit holder)
			CRID _____

## • Prior:

- System used a permit assigned to the Mailing Agent.
- Mail.dat - selected permit based on the User ID sending eDoc > CRIDs linked to user > permits linked to CRIDs > permits in finance unit > lowest PI permit
- Mail.XML - permit info in the MailingAgentData in the PostageStatementCreateRequest

## April:

- Postal Wizard → Permit/CRID selected under Account Holder
- Mail.dat → System no longer derives MA permit
  - .mpa Mailer ID of Preparer
  - .mpa CRID of Preparer
- Mail.XML → PermitHolderData block in the CreatePostageStatement block in the PostageStatementCreateRequest message

## January:

- Mail.XML → MailingAgentData > MID, CRID, PermitNumber or PublicationNumber when populated with a configurable set of values, in the Postage Statement Create request, Periodicals Postage Statement Create Request, Periodicals Consolidated Postage Statement Request

United States Postal Service

## Postage Statement—Standard Mail

Post Office: Note Mail Arrival Date & Time  
(Do Not Round-Stamp)

Mailer	Permit Holder's Name and Address and Email Address, if Any	Telephone	Name and Address of Mailing Agent (If other than permit holder)	Telephone	Name and Address of Individual or Organization for Which Mailing is Prepared (If other than permit holder)
	CAPS Cust. Ref. No. _____	<b>Change →</b>			CRID _____
	CRID _____				CRID _____

- **Prior:**

- System used a permit assigned to the Mail Owner.
- Mail.dat - .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num & type
- Mail.XML – permit info in the MailingOwnerData in the PostageStatementCreateRequest

- **January:**

- Postal Wizard → Permit/CRID selected under Account Holder
- **Mail.dat**
  - .cpt Mailer ID of Mail Owner,
  - .mpa Mailer ID of Mail Owner,
  - .cpt CRID of Mail Owner,
  - .mpa CRID of Mail Owner,
  - .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num & .mpa Mail Owner Lcl Permit Ref Number / Int'l Bill Num – Type

United States Postal Service

## Postage Statement—Standard Mail

Post Office: Note Mail Arrival Date & Time  
(Do Not Round-Stamp)

Mailer	Permit Holder's Name and Address and Email Address, if Any	Telephone	Name and Address of Mailing Agent (If other than permit holder)	Telephone	Name and Address of Individual or Organization for Which Mailing is Prepared (If other than permit holder)
	CAPS Cust. Ref. No. _____	<b>Change →</b>		CRID _____	
	CRID _____				CRID _____

- **January:**

- **Mail.XML**

- *PostalOne!* will utilize the Mail Owner through MID tied to CRID, CRID when provided, or Permit linked to a CRID to place and validate the Mail Owner on the postage statement in the following order of precedence for full service and non full service mailings:

1. MID, CRID or Permit from Mailpiece Create/Update request
2. MID or CRID from Qualification Detail Create request -> Container Info Data
3. MID or CRID or Permit/Publication Number from the PostageStatementCreateRequest, PeriodicalsPostageStatementCreateRequest, or ConsolidatedPeriodicalsPostageStatementCreateRequest messages that are tied to an incentive