

# Payment & Acceptance Track

May 21, 2014

# Payment & Acceptance Track

## First-Class Mail

9:00 am – 10:15 am

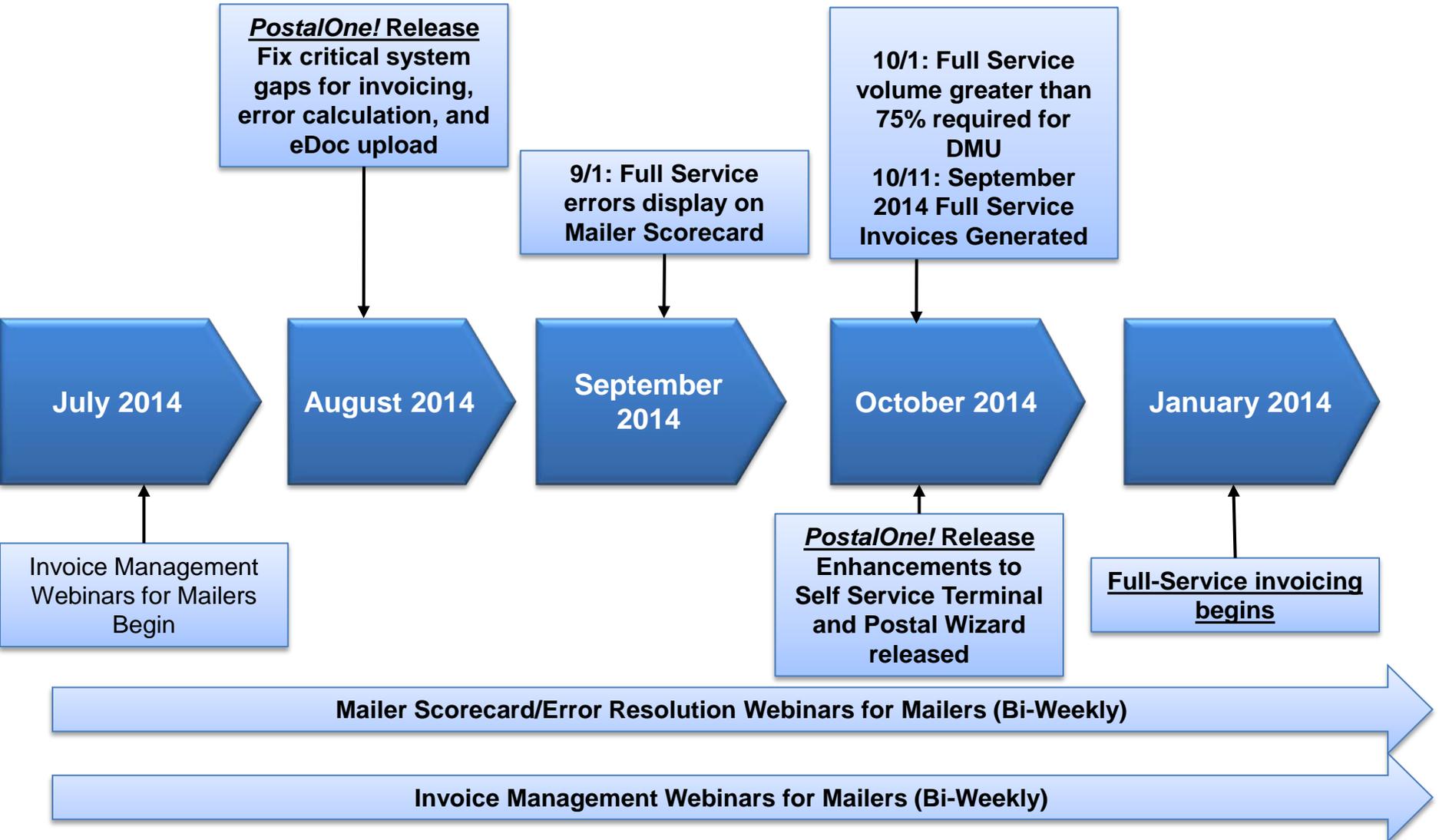
## First-Class Mail Agenda

1. January 2014 MTAC Action Items Follow-up
2. Topics Requested by Industry
  - a. Review of Pain Points / Follow-up from NPF discussion
  - b. Roadmap: Acceptance, Verification, and Payment
  - c. Full-Service Acceptance, Verification, Invoicing, Mailer Concerns
  - d. Update on Seamless Acceptance
  - e. BME/DMU Approach
  - f. Trend-Based Move-Update Verification and Tolerance
  - g. Data Quality Effort - more information about the 3<sup>rd</sup> party data provider who will clean the CRID list later in 2014
  - h. Microstrategy and USPS data quality and issues
  - i. Postage Reporting, Permit/Pay Anywhere Status
  - j. Customer Service - CustomerFirst upgrade, Help Desk Improvements

Action Item	Response / Corrective action / Update
<p>1. Incentives: Post “Incentive Clarifications” table on Incentives webpage</p>	<p>Posted on RIBBS:  <a href="https://ribbs.usps.gov/mailingpromotions/documents/tech_guides/IncentivePrograms2014.pdf">https://ribbs.usps.gov/mailingpromotions/documents/tech_guides/IncentivePrograms2014.pdf</a></p> <p>General Promotion Site:  <a href="https://ribbs.usps.gov/mailingpromotions">https://ribbs.usps.gov/mailingpromotions</a></p> <div style="text-align: right;">             IncentivePrograms2014.pdf         </div>
<p>2. Single Piece Documentation: Publish the Single-Piece eDoc modification for permit imprint DMM change (&lt;200 pieces).</p>	<p>DMM 604.5.1.2            Proposed Language:            Single-piece price mailings that are presented from mailers or mail owners participating in Seamless Acceptance Parallel or Seamless Acceptance. Each piece must be uniquely barcoded and documented in electronic documentation.</p>
<p>2-g: Data Quality Effort - more information about the 3<sup>rd</sup> party data provider who will clean the CRID list later in 2014</p>	<p>In October 2014, the Customer Registration is making change for the external users to prevent creating duplicate CRIDs when they register in BCG.</p>

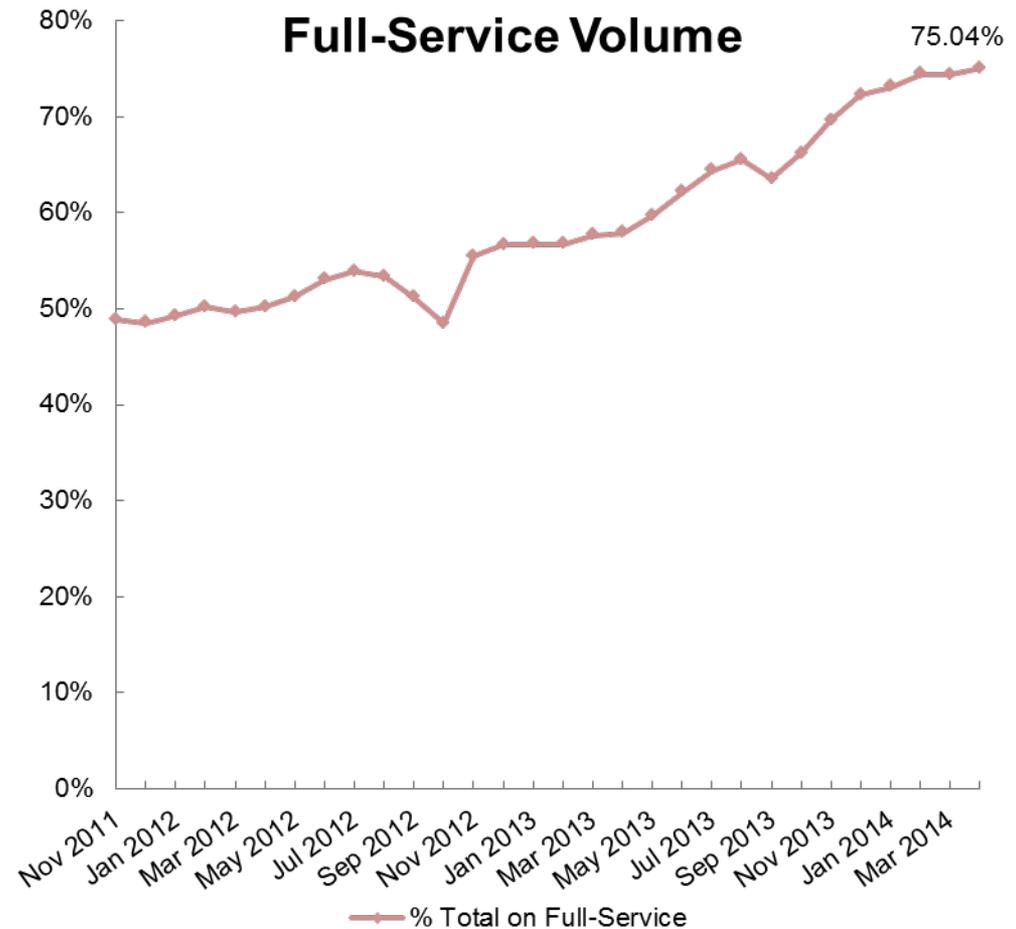
Action Item	Response / Corrective action / Update
<p>3. Full Service Outreach: Arlene will work with MTAC associations to conduct Educational seminars</p>	<p><u>Held the following educational seminars:</u></p> <ul style="list-style-type: none"> <li>• October 16, 2013 - Diamond Marketing Solutions</li> <li>• November 20, 2013 - Ft. Worth PCC</li> <li>• October 22, 2013 - NPPC (with Randy Workman) National Postal Policy Council</li> <li>• October 9 and October 30, 2013 - NAPM Webinars</li> <li>• October 23, 2013 - Royal Alliance Members</li> <li>• November 18, 2013 - Ft. Worth PCC</li> <li>• February 11, 2014 - Postcom (multi association webinar, MTAC deliverable)</li> <li>• February 25, 2014 - NAPM National Conference</li> <li>• February 28, 2014 - NAAD Semi Annual Meeting</li> <li>• March 18, 2014 - National Postal Forum</li> <li>• March 25, 2014 - Ft. Worth PCC</li> <li>• March 26, 2014 - Dallas PCC</li> <li>• March 27, 2014 - Omaha PCC</li> <li>• April 23, 2014 - Oklahoma PCC</li> <li>• May 13, 2014 - National PCC Webinar (requested by Paula McCullum, NPF)</li> </ul>

Action Item	Response / Corrective action / Update
<p>4. Mail.xml changes in July:</p> <ul style="list-style-type: none"> <li>a. Cindy will confirm w/DST that new linkage with postage statements is being addressed for their Mail.xml submissions.</li> <li>a. Outreach all mailers and Working Group to ensure readiness for Mail.XML changes in August 2014</li> </ul>	<ul style="list-style-type: none"> <li>a. Confirmed DST implemented changes when installed Mail.XML 15.0A in February 2014</li> <li>b. Obtained the Mail.XML mailers who is using 15.0.A without Container DetailedID and any mail.XML mailers using 13.0 version. The <i>Posta/One!</i> Helpdesk continue to reach out to Software vendors.</li> </ul> <p>Met with Mail.XML Working Group week of 5/12</p>  <p>Mail.XML 15.0A Changes</p>
<p>5. Data Retention: Reporting Sub-Group needs to explore needs regarding data retention and retrieval processes</p>  <p>DataRetention.pdf</p>	<p>Reporting subgroup met and discussed data retention; customers accepted retaining data for 1 year</p> <p>File posted on RIBBS under Intelligent Mail Services, Guides &amp; Specs, Data Retention (midway down in blue box)</p> <p><a href="https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/DataRetention.pdf">https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/DataRetention.pdf</a></p>
<p>5. Industry/USPS issues:</p> <ul style="list-style-type: none"> <li>• Provide a response to Industry pain points in the First-Class mail pulse report</li> <li>• Schedule a meeting at NPF with First-Class Mailers to address issues and define strategies.</li> <li>• USPS should document their pain points</li> </ul>	<p>Met with mailers at NPF and discussed pain points. Responses included in attached file.</p>  <p>First Class Mail in Points - Respon:</p>



## 75% of total volume is Full-Service

- Working towards 100% mailer adoption
- Active Mailer Contact
- Promoting Software vendors with certified solutions



## Promote Benefits

- Access to lowest rates possible
- Visibility
- Free Address Correction
- Permit Fee Retirement
- Mail Anywhere

## Options to Further Adoption

- Free ACS for residual Single Piece
- Trend Based Move Update Assessments
- DMU
- Postal Wizard Terminal

- Full Service Electronic Verification Approach

Full Service Verifications	Thresholds	April Percentages
Service Type ID	2%	99.95%
Mailer ID	2%	99.87%
Unique Piece Barcode (IMb)	2%	97.99%
Unique Tray Barcode (IMtb)	2%	99.66%
Unique Container Barcode (IMcb)	2%	99.29%
★ By/For	5%	89.25%
Co-Palletization (.OCI)	5%	96.76%
Entry Facility	5%	99.95%

Mailer Profile
Full-Service Electronic
eInduction
Seamless
Manual Sampling
Entry Point

- Actively working with Mailers on Scorecard Metrics
- USPS fixing Issues/Gaps in Aug. 2014
- Invoice Amount displayed in Oct. using Sept. Data
- No assessments until Jan. 2015

Mailer Scorecard		MARCH 2014	
Verifications			
Mailer Profile	Full-Service Electronic	eInduction	Seamless
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending			
eDoc Submitter		Total	Full-Service Elec
# Containers		795	795
# Handling Units		16,559	16,559
# Pieces		3,104,648	3,104,648
# Full-Service Pieces		3,068,125	3,068,125
# OCI Errors		10,092	10,092
# MID Container Errors		--	--
# MID HU Errors		--	--
# MID Piece Errors		--	--
# STID Errors		--	--
# By/For Errors		270,134	270,134
# Barcode Uniqueness Container Errors		--	--
# Barcode Uniqueness HU Errors		--	--
# Barcode Uniqueness Piece Errors		6,267	6,267
# Entry Facility Container Errors		--	--
# Entry Facility HU Errors		N/A	N/A
Total Additional Postage Due (Full-Service Electronic) - Info Only		N/A	N/A
# Early Scheduled Ship Date Warnings		36	36
# DMU Verified USPS Transported Containers		795	795
# CSA Container Warnings		285	285
# Default Tray Barcode Warnings		--	--
# OCI Warnings		1,007	1,007

- **Full Service Invoice Calculations**

- The %of pieces above threshold are eligible for invoicing
- The Full Service discount (.003 or .001) is lost for pieces eligible for invoicing
- **Example**
- 1000 FS pieces
- 5% have unique IMb errors= 50 Pieces
- Unique IMb Error Threshold: 2%
- 3% of errors are in excess of threshold=30 pieces  
Invoice Amount: 30 pieces x FS Discount Amount

## Full Service Invoice Reports-Invoice Summary


HOME | CUSTOMER CARE | SIGN OUT

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

### Mail Entry Invoice Summary Report

Please navigate to the [Microstrategy Reports](#) > Shared Reports > Mail Quality > Mail Quality (eDoc Submitter) > Invoice Summary Report (eDoc Submitter) to see the detailed mailer entry invoice information.

**Mail Entry Invoice Summary Report Search**

Date From: December 2013

Date To: February 2014

eDoc CRID:

Mailing Group ID:

Mail Job:

[Execute Search](#)

3 records found, displaying all records.

1

Responsible CRID	Invoice Period	Impact from Sampling	Impact from Processing	Impact from Undocumented	Impact from eInduction	Impact from Full Service Electronic Verification	Total Postage Impact	Status	Action
4430796	<a href="#">February 2014</a>	\$0.00	\$0.00	\$0.00	\$193.53	\$0.00	\$0.00	Past Due	<a href="#">Request Review</a>
4430796	<a href="#">January 2014</a>	\$0.00	\$0.00	\$0.00	\$621.33	\$0.00	\$0.00	Past Due	<a href="#">Request Review</a>
4430796	<a href="#">December 2013</a>	\$0.00	\$0.00	\$0.00	\$31,731.38	\$0.00	\$22,485.66	Past Due	<a href="#">Request Review</a>

## Full Service Invoice Reports-Invoice Review Request

**Request Review Submission**

\* indicates a required field.

Please select from the following error(s) to request a review on:

Impact From Undocumented Errors:  \$6,131.64

Report Type: Mail Entry Invoice Summary Report  
Date Period: November 2013  
eDoc CRID: 20165090

\* Contact Name:

Email:

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

\*Reason For Requesting Review:

Mailers can request a review of an invoice by BMS



## Full-Service Verification

### Verification Procedures for Full-Service Automation Mailings

In January 2014, acceptance employees will continue to verify full-service and non-full-service mailing as they do today. Automation mailings (Full-Service and Basic) will be verified to confirm that the mailing meets automation standards as described below in the *Existing Automation Verifications*. Full-Service mailings will continue to be verified to confirm that that electronic documentation was submitted and that Intelligent Mail barcodes have been applied to the mailpieces, handling units, and containers. These verifications are described below as the *Full-Service Acceptance Verifications*.

The USPS also reviews full-service electronic documentation for compliance with full-service mailing requirements. The results of this review are available today, as described below in the *Full-Service Electronic Verification* section. In July 2014, the USPS will begin charging mailers for the full service discount amount (\$.001 for Standard/periodicals/BPM or \$.003 for First-Class) for full-service electronic verification failures over the threshold.

#### Existing Automation Verifications

As they do today for all automation mailings including full-service, acceptance employees will perform existing verification and assessment processes for automation compatibility. Existing verifications include validation of the mailpiece dimensions, shape, weight, flexibility, barcode quality, content, presort makeup, and automation eligibility.

Should a mailing fail existing verifications, the mailer may choose to have the disqualified mailing returned for re-work or pay the additional postage due from the specific verification failure as determined by USPS.

#### Full-Service Acceptance Verifications

In addition to the existing verifications described above, acceptance employees perform additional verifications on full-service mailings to ensure that Intelligent Mail barcodes are present and readable on mailpieces, trays, and containers where applicable and that the mailing is presented with proper eDoc. The following are full-service acceptance verification failures:

- No Electronic Documentation provided
- No Intelligent Mail Barcode (IMb) on Mailpieces
- No Intelligent Mail Tray Barcode (IMtb) on Handling Units where applicable (trays/sacks)
- No Intelligent Mail Container Barcode (IMcb) on Container where applicable OR Container Placard with IMcb is under shrinkwrap

Should a mailing fail Full Service Acceptance verification, the mailer may choose to have the disqualified mailing returned for re-work or forfeit the Full Service discount and mail at the Auto prices (Basic Mailing Option).

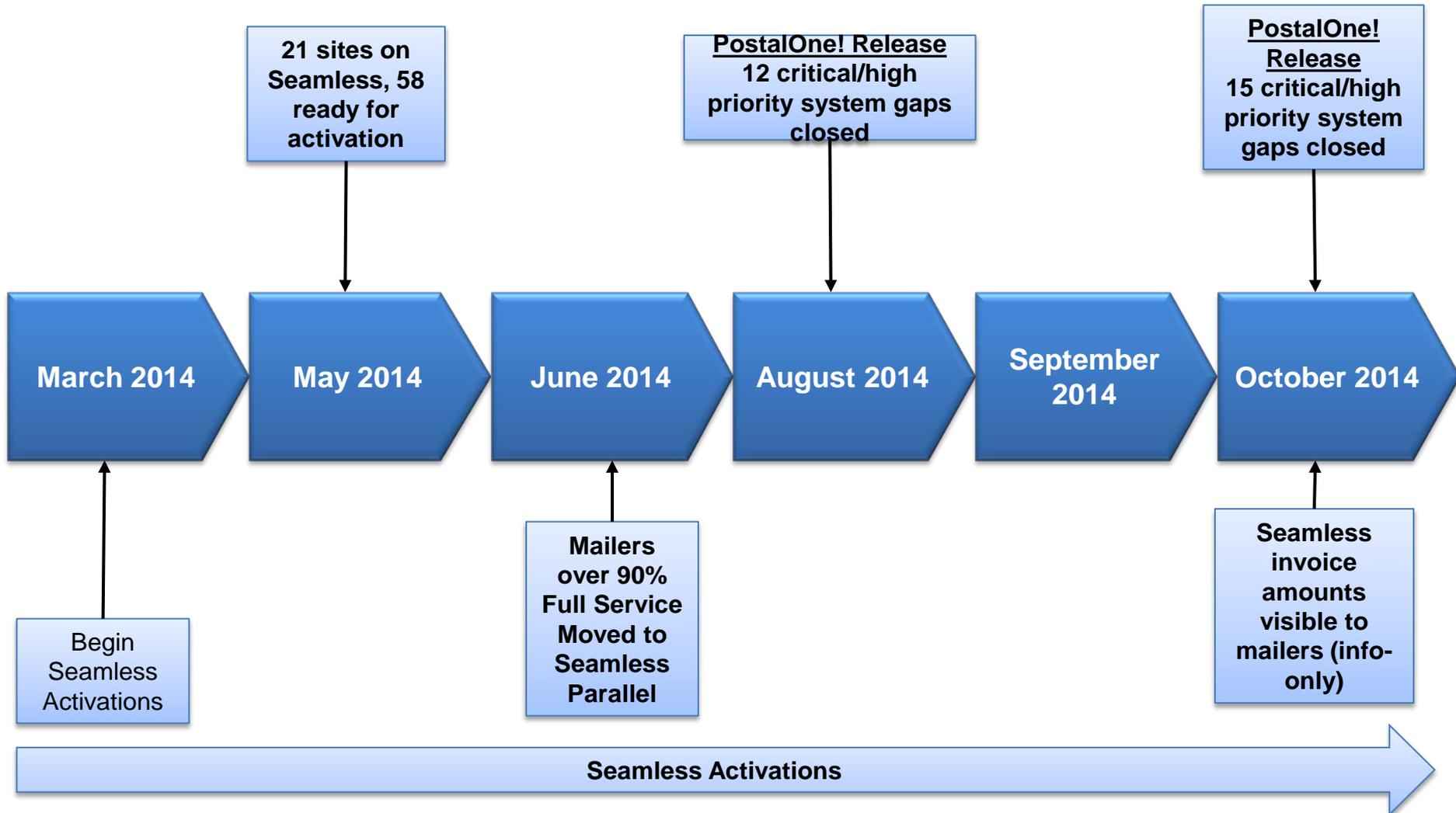
#### Full-Service Electronic Verification

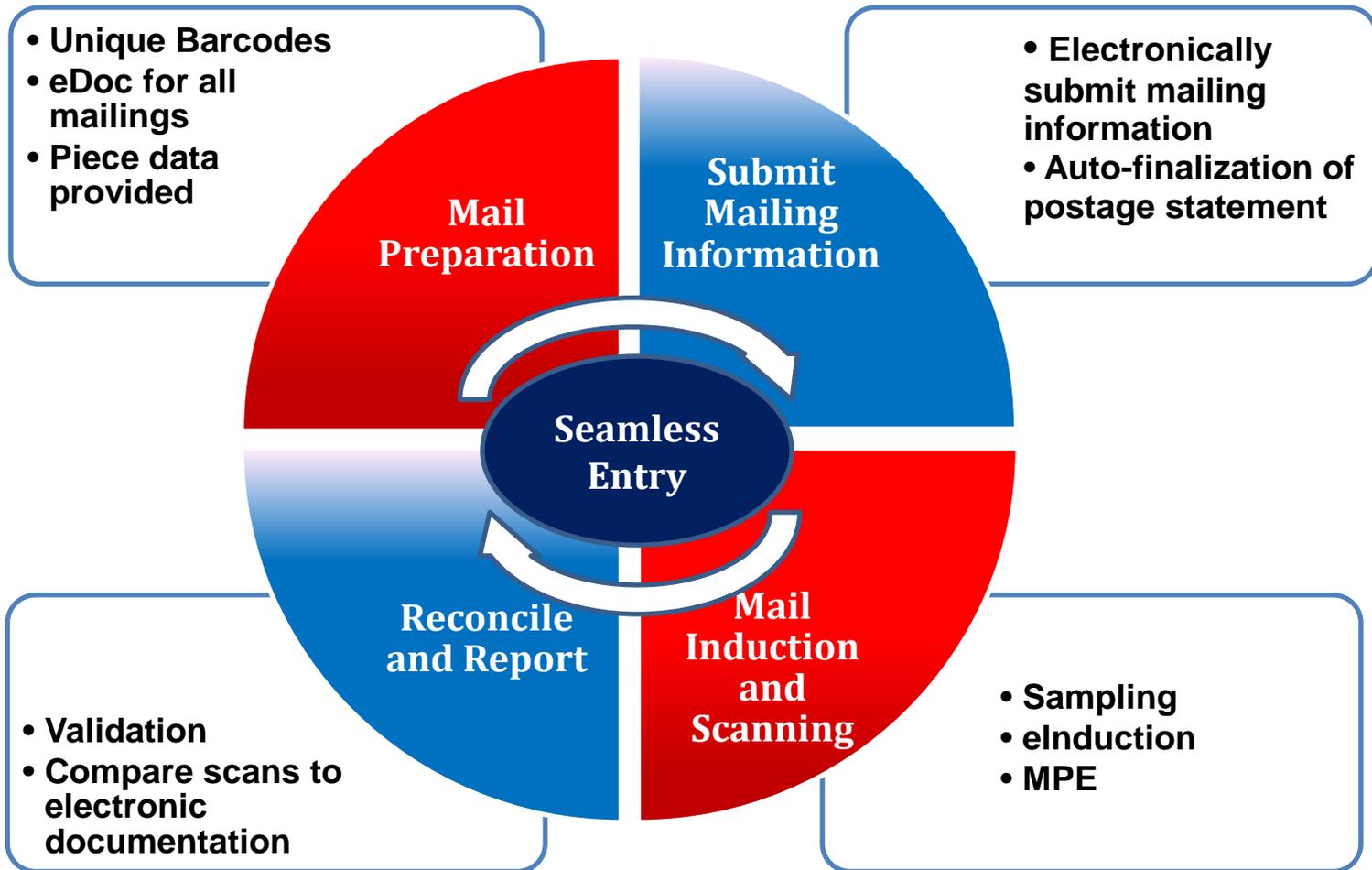
In addition to the above verification processes, the Postal Service performs additional validations of the following information contained in the eDoc submitted with full-service mailings. The Postal Service provides detailed data from these verifications including by/for information, service type ID, mailer ID, unique barcodes (piece, handling unit, container), entry facility, and co-palletization information.

12/17/2013

1

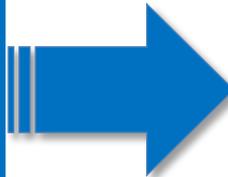
# Roadmap: Seamless Acceptance





- **Once on Seamless Parallel, you can work with USPS to understand your mail quality results and prepare for Seamless Acceptance**
  - ✓ Begin to review Seamless results on the Mailer Scorecard
  - ✓ Evaluate your results against the “Mailer Contact” thresholds
  - ✓ Work with USPS to identify the root causes on any issues
  - ✓ Resolve any mail preparation issues identified in Parallel
- **After one calendar month below threshold, mailers will be moved from parallel to Seamless Acceptance**

**Demonstrate mail quality  
under thresholds for at  
least one calendar month**



**Activate Seamless  
Acceptance**

Verification	eDoc	Mail Processing Scans (MPE)	Sampling	Mailer Contact Threshold	Egregious Threshold
Undocumented		X	X	0.5%	0.8%
Delivery Point	X			2%	5%
Move/Update		X		0.5%	0.5%
Nesting/Sortation (MPE)		X		1%	3%
Nesting/Sortation (eDoc)	X			2%	4%
Nesting/Sortation (Sampling)			X	3%	5%
Mail Characteristic			X	0.1%	0.5%
Postage			X	2%	5%
Weight			X	3%	5%

	May 2014	June 2014	August 2014	October 2014	March 2015	Unscheduled	Grand Total
Seamless gaps							
Critical			7	3			10
High			5	12		4	21
Seamless Issues							
Critical	8	2	6	5			21
High	3	1	1	8		6	19
Full Service Issues & Gaps							
Critical	5	4	16	24		1	50
High	6	6	11	11	1	11	46
Grand Total	<b>22</b>	<b>13</b>	<b>46</b>	<b>63</b>	<b>1</b>	<b>22</b>	<b>167</b>



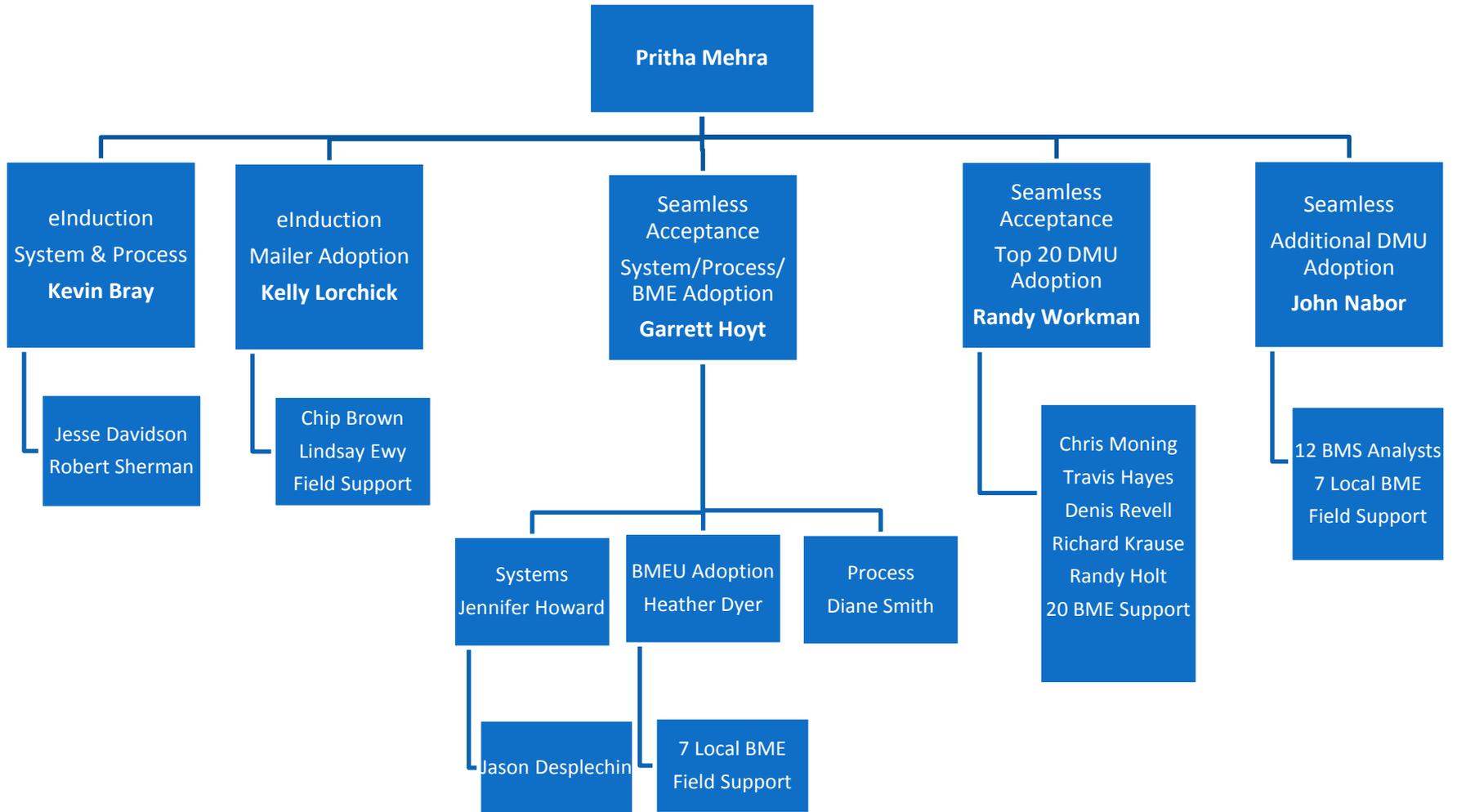
Microsoft Excel  
Worksheet

- Issue: Undocumented pieces resulting from another mail preparer using MID they are not authorized to use by the MID owner
- Enhancements in the August 2014 release will identify cases when the mail preparer not authorized to use the MID has submitted eDoc using the MID
  - Identify scan patterns surrounding undocumented pieces (bookends) and reassign undocumented pieces to the most likely eDoc Submitter; bookended scans will be viewable in the reports
  - Add MID usage reports for internal users to view all parties submitting eDoc for specific MIDs and undocumented pieces identified during sampling

## Need your support in Migrating to Seamless

	# Sites	# Pieces	% Total Volume
Seamless Acceptance	21	297,663,342	2.73%
Approved Mailers	58	874,709,085	8.02%
Parallel Mailers	112	2,149,619,944	19.70%
New Parallel Mailers	362	2,012,711,669	18.68%
<b>Total</b>	<b>553</b>	<b>5,334,704,040</b>	<b>49.13%</b>

- 90 Day Focus
  - Aggressively fix system Issues
  - Increase Full-Service, eInduction, Seamless Adoption
  - Enable Seamless Parallel for DMUs Over 90% FS: Jun 1
    - Provides Visibility to Seamless Verifications (Mailer Scorecard)
  - Created Focus Teams to Maximize Mailer Support
    - BMEU vs. DMU
    - By mailer size and type
      - MLOCR, List, CoPal, CoMail, etc.
    - By product category where applicable

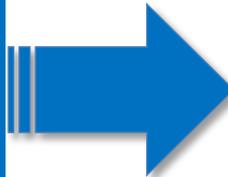


Area	District	Mailer Name	Activation Date
WESTERN	NORTHLAND	IWCO DIRECT/CHANHASSEN <CHANHASSEN, MN>	4.21.2014
SOUTHERN	RIO GRANDE	MATRIX IMAGING SOLUTIONS - TX <BOERNE, TX>	4.28.2014
EASTERN	TENNESSEE	BLUECROSS BLUESHIELD OF TENNESSEE <CHATTANOOGA, TN>	4.28.2014
CAPITAL METRO	CAPITAL	NETFLIX - GAITHERSBURG <ROCKVILLE, MD>	4.28.2014
PACIFIC	HONOLULU	NETFLIX - HAWAII <KAPOLEI, HI>	5.5.2014
WESTERN	NEVADA SIERRA	NETFLIX – LAS VEGAS <LAS VEGAS, NV>	5.5.2014
WESTERN	NORTHLAND	IWCO DIRECT/LITTLE FALLS <LITTLE FALLS, MN>	5.12.2014
WESTERN	ARIZONA	NETFLIX - PHOENIX <PHOENIX, AZ>	5.12.2014
PACIFIC	SANTA ANA	NETFLIX - SANTA ANA <SANTA ANA, CA>	5.12.2014

Area	District	Mailer Name	Activation Date
EASTERN	KENTUCKIANA	NETFLIX – LOUISVILLE	6.24.2013
WESTERN	SALT LAKE CITY	NETFLIX - SALT LAKE CITY <SALT LAKE CITY, UT>	3.17.2014
SOUTHERN	SOUTH FLORIDA	WILEN DIRECT <DEERFIELD BCH, FL>	3.24.2014
SOUTHERN	SUNCOAST	VALPAK DIRECT MARKETING SYSTEMS INC <SAINT PETERSBURG, FL>	3.24.2014
WESTERN	HAWKEYE	REES ASSOCIATES/Select Mail <DES MOINES, IA>	3.24.2014
NORTHEAST	GREATER BOSTON	NETFLIX - BOSTON <NORTHBOROUGH, MA>	4.07.2014
PACIFIC	HONOLULU	CARDINAL PRESORT SERVICES LTD. <HONOLULU, HI>	4.14.2014
EASTERN	CENTRAL PENNSYLVANIA	JETSON SPECIALTY MARKETING SERVICES <KUTZTOWN, PA>	4.14.2014
PACIFIC	BAY-VALLEY	NETFLIX – FREMONT <FREMONT, CA>	4.21.2014
NORTHEAST	MULTIPLE	NETFLIX – FLUSHING (MID-ISLAND) <MELVILLE, NY>	4.21.2014

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Microsoft Excel  
Worksheet

- Issue: Undocumented pieces resulting from another mail preparer using MID they are not authorized to use by the MID owner
- Enhancements in the August 2014 release will identify cases when the mail preparer not authorized to use the MID has submitted eDoc using the MID
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Currently Mailers have 3 options when metering mail.

1. First option is to meter all pieces at the exact rate of postage
2. Second option is to meter all pieces at the lowest rate of postage in the mailing.
3. Third option is to meter at the neither rate of postage in the mailing.

All options are difficult for Mailers claiming Full Service discounts or incentive discounts.

## **Proposal:**

- Provide Mailers with a “Metered Neither” option
- Will remove the “Lowest” option in next major release in 2015

Customers meter all pieces at one price which is lower than the lowest rate in the mailing

Suggested prices could mirror pre-canceled stamp prices

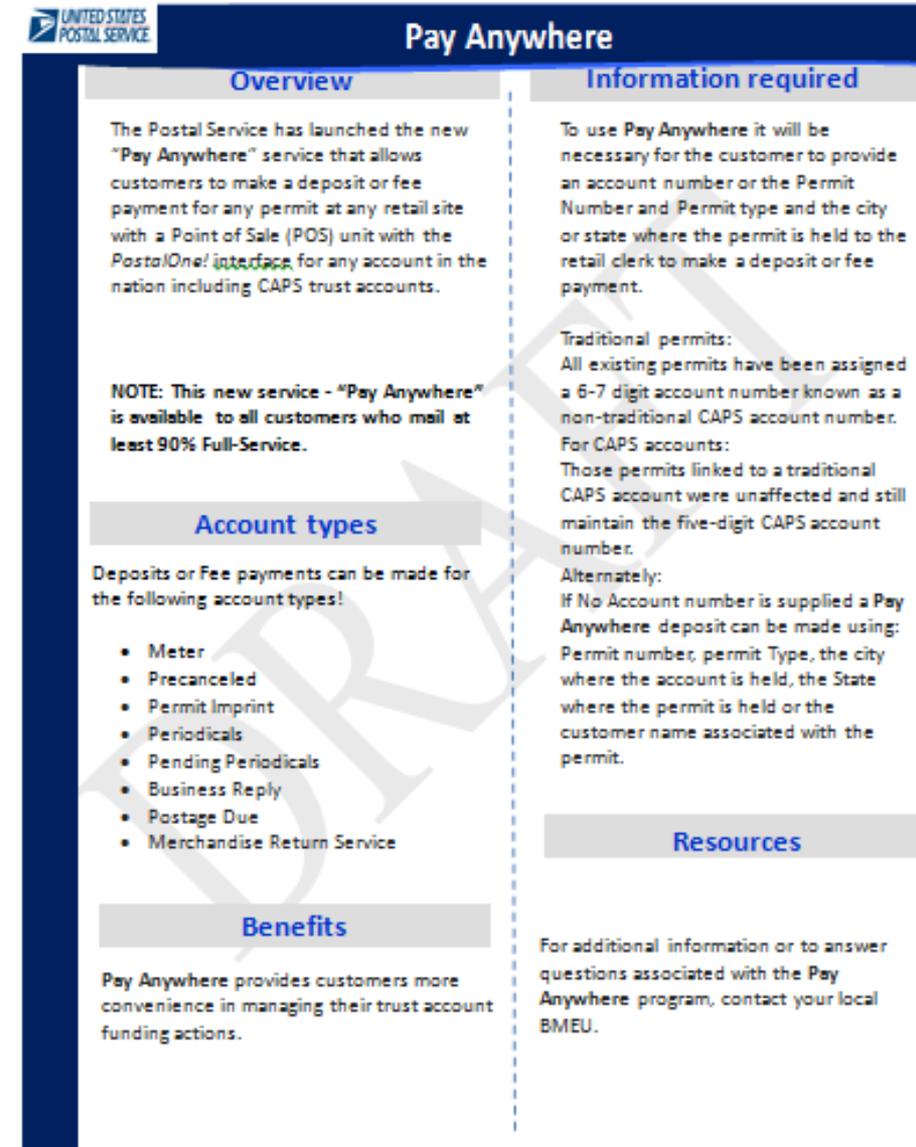
- FCM \$0.25, STD Mail \$0.10, Nonprofit \$0.05
- *Postalone!* currently supports this option
- Will require DMM change
- Will allow all mailers to receive FS discounts and incentives without a refund

- **Role of a Business Mail Acceptance Employee as a ‘Customer Service and Solutions Specialist’ for Business Mail (concept based -- name change not implied)**
  - Providing excellent customer service
  - 1 Degree of Separation: the shortest path between the customer and a mailing solution
  - Skilled at Researching, learning, analyzing, and resolving

- **BME Role**
  - Review Full-Service Electronic reports for all mailers in your service area
  - Outreach to mailers to advise them on fixing errors in the scorecard
    - Escalate to the Help Desk if a dispute can not be resolved locally

- Deploying Postal Wizard Terminal to BMEs
- Helps customers transition into “e” world
  - Assist customers in signing up for BCG account
  - Promote electronic postage statements
- Phase 1 criteria: BMEUs with more than 1,000 hard-copy postage statements in Q2FY14 and more than 1 million pieces in volume.  
Goal – Deploy by October 2014 (191 locations)
- Phase 2 criteria: BMEUs with more than 500 hard-copy postage statement in Q2FY14. (172 locations)

- Pay Anywhere
- Release date 08/29/2014
- Allows customers to make a deposit or fee payment for any permit at any retail site with a Point of Sale (POS) unit with the *PostalOne!* interface for any account in the nation including CAPS trust accounts.



The graphic is a fact sheet titled "Pay Anywhere" with the United States Postal Service logo in the top left corner. It is divided into four main sections: Overview, Information required, Account types, and Benefits. The Overview section describes the new service and includes a note about availability. The Information required section lists the details needed for a deposit or fee payment. The Account types section lists the types of accounts that can be used. The Benefits section highlights the convenience for trust account funding. A Resources section at the bottom right provides contact information for more details.

**Pay Anywhere**

**Overview**

The Postal Service has launched the new "Pay Anywhere" service that allows customers to make a deposit or fee payment for any permit at any retail site with a Point of Sale (POS) unit with the *PostalOne!* interface for any account in the nation including CAPS trust accounts.

**NOTE:** This new service - "Pay Anywhere" is available to all customers who mail at least 90% Full-Service.

**Information required**

To use Pay Anywhere it will be necessary for the customer to provide an account number or the Permit Number and Permit type and the city or state where the permit is held to the retail clerk to make a deposit or fee payment.

Traditional permits:  
All existing permits have been assigned a 6-7 digit account number known as a non-traditional CAPS account number.  
For CAPS accounts:  
Those permits linked to a traditional CAPS account were unaffected and still maintain the five-digit CAPS account number.  
Alternately:  
If No Account number is supplied a Pay Anywhere deposit can be made using: Permit number, permit Type, the city where the account is held, the State where the permit is held or the customer name associated with the permit.

**Account types**

Deposits or Fee payments can be made for the following account types!

- Meter
- Precanceled
- Permit Imprint
- Periodicals
- Pending Periodicals
- Business Reply
- Postage Due
- Merchandise Return Service

**Benefits**

Pay Anywhere provides customers more convenience in managing their trust account funding actions.

**Resources**

For additional information or to answer questions associated with the Pay Anywhere program, contact your local BMEU.

- Salesforce.com will replace CustomerFirst! in October 2014
  - Benefits:
    - Provides a web portal for customer interaction
    - May also include an interactive chat feature
    - {Dale Kennedy may have additional benefits to add}
- Integration with other support functions
  - Proof of Concept
    - 8 Month Proof of Concept
    - 2 Customers Requested to Participate
    - 49 Issues entered during the Proof of Concept
  - Integration
    - Initial integration with PostalOne! Support & Remedy
    - Requirements Presented to Contractor
    - ROM to be Developed
    - Cost/Benefit Analysis Needs Completion
    - Pending Finance/Budget Approval
    - If Approved, Targeted Implementation Date ~Early Calendar year 2015

## Mail Anywhere

### Overview

The Postal Service has launched the new "Mail Anywhere" service that allows customers to use the same permit at every mailing location.

- This **new service** is available to Mail Service Providers (MSP) or customers who prepare their own mail, and who have mailed at 90% Full-Service from the business location (CRIC) meeting the criteria explained on the back of this document. The criteria is evaluated on the month prior to their request to participate for the Mail Anywhere program.

- **Classes of Mail supported by Mail Anywhere:**

- o First-Class letters, postcards and flats
- o Standard letters and flats
- o Bound Printed Matter flats
- o Periodicals/letters and flats

- **Eligible Permit Types:**

- o Permit Imprint
- o Precanceled Stamps
- o Metered Mail
- o DMG (future enhancement)
- o Periodicals

- **Eligible Submission Methods:** Mail Anywhere

- requires electronic postage statement (eDoc) submission using:
  - o Mail.dat
  - o Postal Wizard (Full-Service)
  - o MailXML
  - o Intelligent Mail for Small Business (IMiS)

- Permit types are not interchangeable (i.e., you cannot use a Precanceled permit to mail via a Permit Imprint)

\* Periodicals already can use a single Publication ID across multiple locations under status quo operations. Under Mail Anywhere, Periodicals mailers do not need to submit a 2510-M when using multiple entry locations, as long as the Publication ID is included in the eDoc.

### Benefits

- Maintain a single permit and centralized account to enter and pay for all mailings across the country
- Local Permit Number or Company Imprint Imprints may be used at any location

### Sign-Up Process

**Step 1:** Verify you meet the criteria explained on the back of this document by accessing the Mailer Scorecard via the Business Customer Gateway (<http://gateway.usps.gov>) under Mailing Reports and then Mailer Scorecard.

Access detailed information on using and understanding the mailer scorecard at [http://fblbs.usps.gov/intelligentmail\\_guides/documents/tech\\_guides/MailerScorecardUserGuide.pdf](http://fblbs.usps.gov/intelligentmail_guides/documents/tech_guides/MailerScorecardUserGuide.pdf)

**Step 2:** Email the PostalOne! Help Desk at [postalone@usps.gov](mailto:postalone@usps.gov) with the following information:

- Request for Mail Anywhere
- Customer Registration ID (CRIC) – for location where mail is prepared
- Contact Name
- Company Name
- Business Address, including City, State, and ZIP Code
- Permit # and DMG/Us where the permit is registered
- Postal Facilities where you plan on dropping your mail

Provide the permit #s that you plan on consolidating or customer permits you mail for if account numbers are needed.

**Step 3:** Follow the instructions from the Help Desk on how to populate your electronic mailing file **Optional** – submit test job to Test Environment for Mailers (TGM) via [mailto:USPSMailers@usps.gov](mailto:mailto:USPSMailers@usps.gov)

**Step 4:** Submit your Mail Anywhere job to the Production environment

## Criteria for Authorization

Entry into the Mail Anywhere program is open to mailers who are mailing via Full-Service standards. Once a mail preparer is approved for participation in the Mail Anywhere program, failing to meet the Full-Service thresholds below will not impact the authorization. Since the business location (i.e. CRIC) is the authorized Mail Anywhere participant, customers changing MSPs will need to ensure the new MSP is authorized for Mail Anywhere, to continue participation in the program.

To be authorized for Mail Anywhere, the mail preparer must meet the following criteria for the month prior to their request:

- **Full-Service Requirement:** Customers must have mailed at 90% Full-Service during the month prior to their request at the business location
- **CRIC mailed Full-Service places, customer must meet the following eDoc thresholds at their CRIC/business location for the month prior to their request:**
  - o **Service Type ID:** The service type ID (STID) provided in the Intelligent Mail Barcode (IMb) and in the eDoc must be appropriate for the class of mail and service level of the mailpiece – fewer than 2% in error
  - o **Mailer ID:** A mailer ID that is provided in the IMb, Intelligent Mail Tray Barcode (IMTr), and/or Intelligent Mail Container Barcode (IMCb), and contained in the eDoc is valid – fewer than 2% in error
  - o **Unique Piece Barcode:** An IMb contained in the eDoc is unique across mailings for 45 days – fewer than 2% in error
  - o **Unique Tray Barcode:** An IMTr contained in the eDoc is unique across mailings for 45 days – fewer than 2% in error
  - o **Unique Container Barcode:** An IMCb contained in the eDoc is unique across mailings for 45 days – fewer than 2% in error
  - o **Co-Palletization:** Co-palletized mailings must have eDoc submitted by both the origin facility and the consolidator to describe the movement of trays and sacks – fewer than 5% in error
  - o **Entry Facility:** Entry facility provided in eDoc (Local key or ZIP Code) is a valid USPS facility – fewer than 5% in error
  - o **By/Fac:** Electronic documentation is checked to ensure that the mail owner and mail preparer identification are accurately populated\*\* – fewer than 5% in error

\*\* When mail owners provide less than 5,000 pieces in a mailing, the "By/Fac" information does not have to be provided. When more than 5% of the mail volume for a mail preparer in a month is from mailings with less than 5,000 pieces/ mailing, contact the PostalOne! Help Desk to evaluate the By/Fac.

### Resources

For more information on the Mail Anywhere program, contact the PostalOne! Help Desk at 800-522-6065 or [postalone@usps.gov](mailto:postalone@usps.gov)

Customers can access their Mailer Scorecard to ensure they are meeting the criteria before applying for authorization. To access your Mailer Scorecard, go to <http://gateway.usps.com/>

Scorecard guide: Access detailed information on using and understanding the mailer scorecard at [http://fblbs.usps.gov/intelligentmail\\_guides/documents/tech\\_guides/MailerScorecardUserGuide.pdf](http://fblbs.usps.gov/intelligentmail_guides/documents/tech_guides/MailerScorecardUserGuide.pdf)

# Payment & Acceptance Track

**Periodicals**  
**10:30 am – 11:45 am**

## Periodicals Agenda

1. January 2014 MTAC Action Items Follow-up
2. Topics Requested by Industry
  - a. Roadmap: Acceptance, Verification, and Payment
  - b. Airbox Update - Sibling containers and implementation timelines
  - c. WG 151 Streamlined Weight and Ad Percentage Capture Process update
  - d. Postal Wizard not accepting auto/non-auto pieces when over 1.25 lbs
  - e. Full-Service Acceptance, Verification, Invoicing, Mailer Concerns
  - f. Update on Seamless Acceptance & eInduction
  - g. BME/DMU Approach
  - h. Dual Periodical mailpieces / Progress of UG 1 Task Team

Action Item	Response / Corrective action / Update
<p>1. Polybag: Investigate solution for 2 Periodicals mailed in 1 Polybag (UG1 item).</p> <p>Examine existing workaround with Chuck Tricamo, Bob Shimick, Linda G, John Stark, Kevin Elkin, Uni Han-Norton and share with Usergroup to determine if changes are needed.</p>	<p>MTAC Workgroup proposal document has been submitted &amp; reviewed by Pritha, Chuck and Uni on Monday, April 21, 2014. Meeting scheduled for May 27</p> <p><u>Sponsors:</u> <u>Industry:</u> Angelo Anagnostopoulos <u>USPS:</u> Pritha Mehra</p> <p><u>Work Group Leaders:</u> Industry: Kevin Elkin, RR Donnelley MTAC rep for Continuity Shippers USPS: Chuck Tricamo Manager, PCSC</p>
<p>2. Mail Anywhere: Update Mail Anywhere Fact Sheet to clarify how the USPS calculates the 90% of Full Service requirement in a multi-permit MSP environment.</p> <p>How will USPS validate eligibility for a permit that is at 90% but being presented for the first time at MSP location not at 90% threshold?</p>	

Action Item	Response / Corrective action / Update
3. Airbox: Can any other class (other than Periodicals) use Air Boxes?	Airboxes are only available for Periodical Mail  Airbox Changes for October 2014
4. FSS and eInduction: Flats Sequencing System (FSS). Need to resolve “sacks on pallets’ (courtesy pallet) issue as related to eInduction & FSS Rate Eligibility. (Todd Black will submit scenarios).	FSS Changes effective in January 2015 Release
5. January Price Change/FSS: Distribute exception process for mailers that are unable to meet the FSS mail prep requirements on Jan 26	Distributed exception process. There are no active exceptions
6. Streamlined Weight Test: MTAC WG 151 will resume bi-weekly meetings. First meeting next week. Include Phil Thompson, Martinsburg	Resumed bi-weekly meetings. See slides for updates.

Action Item	Response / Corrective action / Update
<p>7. Postal Wizard (20 ounce, 1.25 lb) error message. Communicate issue (ETR 1818), workaround, and date of resolution to Industry.</p>	<p>Will be corrected in August, 24 2014 release (R38.0): to correct:</p> <p>Postal Wizard, Periodicals –</p> <ol style="list-style-type: none"> <li>1. When a barcode type of IMB, Postnet, or Both is selected, the Postal Wizard and BMEU system does not recognize the Line items (Weight validation must be based on the line items instead of barcode type)</li> <li>2. Modify the existing Error message for maximum piece weight</li> </ol> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1) Submit a separate Machinable flats with piece weight of 1.25 lbs (max)</li> <li>2) Submit a another PW for Nonmachinable flats with piece weight of 4.4 (max)</li> </ol>

- Currently, the Mail Direction File v1, v2, v3 identify the FSS Facilities through the use of a mail class code designed to identify FSS facilities
- With the January 2014 publication, the same MDF v1, v2, v3 records with the FSS specific mail class codes will continue to exist
  - The MDF discount codes of DSCF tied to FSS facilities will be replaced with DFSS discount code to align with new DFSS discount entry prices available in January 2014
- With the July 2014 publication of Mail Direction File set the FSS specific mail class codes will be removed, instead the FSS facilities will be identified through the DFSS discount type in the MDF files.

## In August 2014 Release:

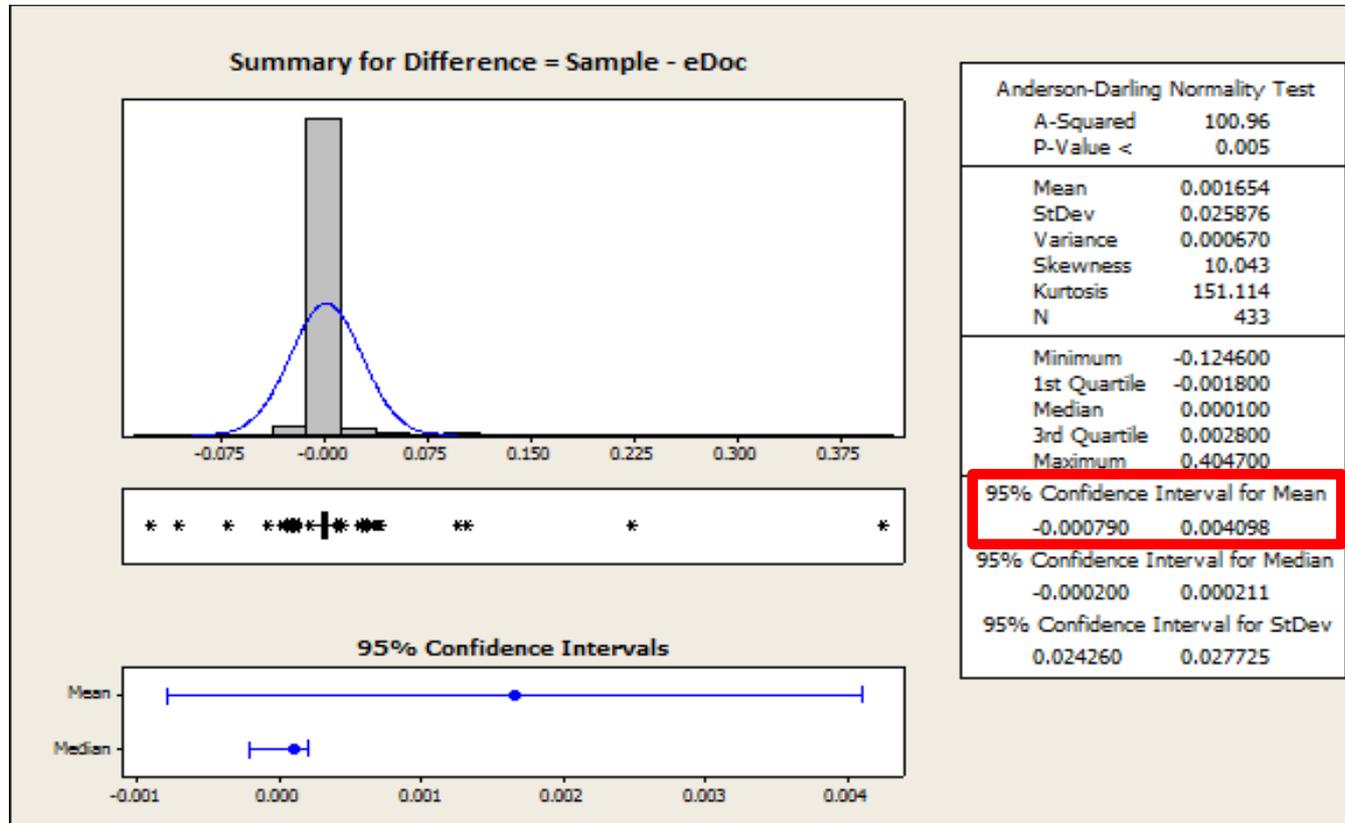
- The USPS proposes to have Periodicals container charges processed without checks for upper bound maximum weight for Air Box postage. The maximum weight limit was formerly 200 lbs. (in August 2014)
- The *PostalOne!* system will accept and process Air Boxes as sacks or pallets for postage processing depending on weight restrictions.
  - Air Box less than or equal to 70 lbs will be processed and charged as sacks
  - Air Box over 70 lbs will be processed and charged as pallets.

## In October 2014 Release:

- Weights of sibling air box is not required
- Automatically charge for a sack when there is a sibling container tied to a parent container (Sibling Container Reference ID in .CSM)
- The *PostalOne!* system will require mailers to specify the weight of sibling containers in Mail.dat and Mail.XML messages for Air Boxes so system can derive postage for the sibling containers as sacks or pallets depending on weight
- Will validate that there is only one Sibling container tied to a parent container. If there are more than one siblings, the eDoc submission will fail the *PostalOne!* validation.
- Not allow any Logical mailings for Periodicals air boxes because allowing Logical mailings for air boxes will require weights of the Siblings

## **Streamlined Weight and Ad Percentage Capture**

- **GOAL: Establish “Tolerance” Threshold for Seamless Acceptance Weight Verification**
  - Perform Case Study of Environmental Impact on Piece Weight
  - Regional weight verification test: February-March 2014
  - Samples collected using Seamless Acceptance 1-3-30
- **Regional Weight Verification Test**
  - Midwest origin to each of the six environmental zones identified by the group



**Results from February/March study did not indicate a statistically significant difference between eDoc and mailpiece sampled weight**

- **Follow-up Questions**

- Humidity/environmental influence has greatest impact in summer months (June-July-August); would samples collected at that time also remain in tolerance?
- Multiple versions of a single publication may vary due to placement in print run, regional variations; would samples collected nationally have a statistically significant variance?

- **Recommendation**

- Additional study targeting the above variables to determine what impact, if any, these factors have in a Seamless Acceptance environment

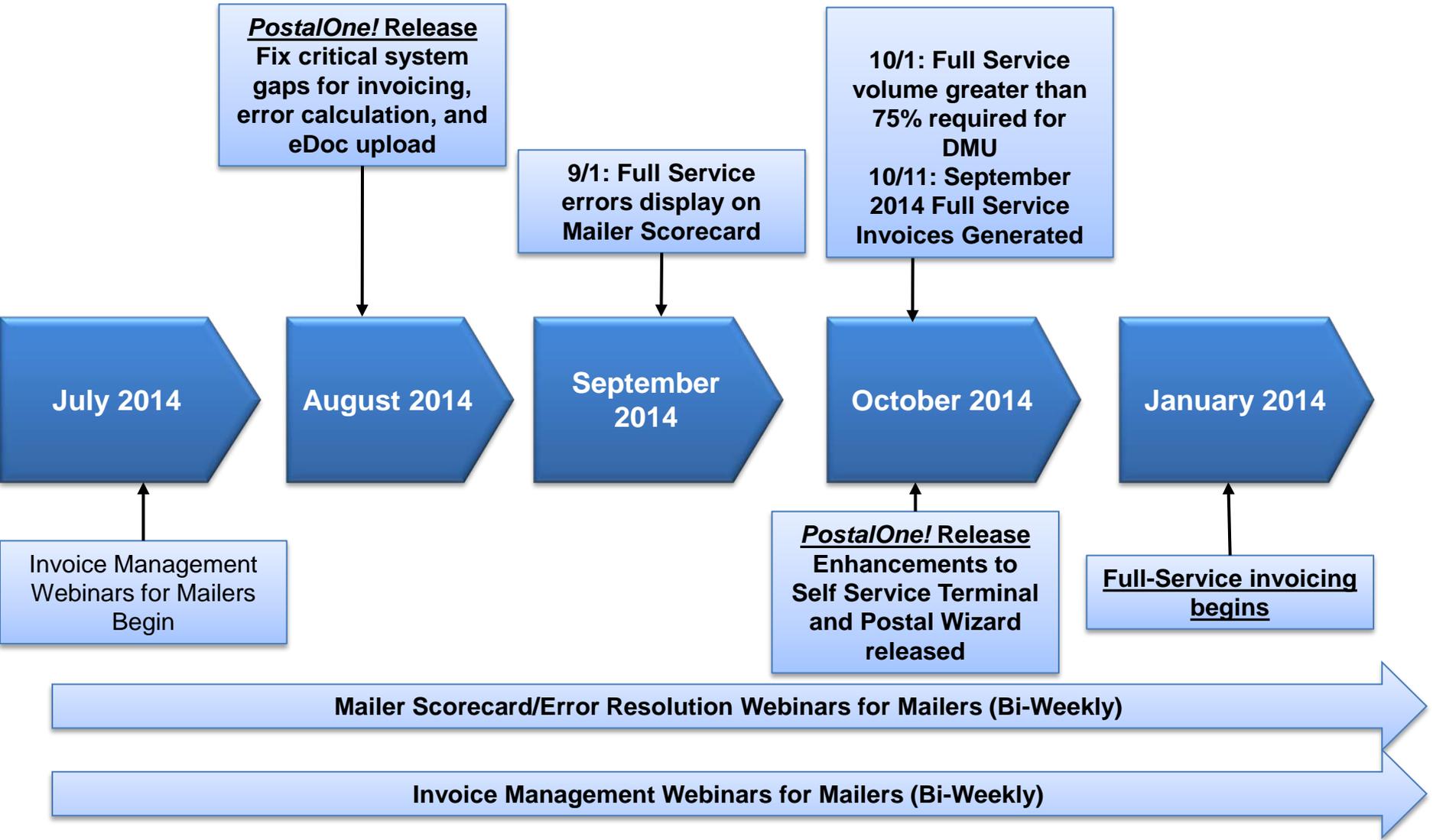
Defect 1818: Invalid Error message for Postal Wizard Periodicals Flats for both Machinable and Nonmachinable: This will be corrected in August/September release (R38.0)

When a barcode type of IMb, Postnet or Both is selected, the Postal Wizard system does not recognize the Line items (Weight validation must be based on the line items instead of barcode type)

- Will modify the existing Error message for maximum piece weight

### Business Workaround for Postal Wizard Periodicals Flats:

- Submit a separate Postal Wizard for Machinable flats with piece weight of 1.25 lbs (max)
- Submit a another Postal Wizard for Nonmachinable flats with piece weight of 4.4 lbs (max)



## Promote Benefits

- Access to lowest rates possible
- Visibility
- Free Address Correction
- Permit Fee Retirement
- Mail Anywhere

## Options to Further Adoption

- Free ACS for residual Single Piece
- Trend Based Move Update Assessments
- DMU
- Postal Wizard Terminal

- Full Service Electronic Verification Approach

Full Service Verifications	Thresholds	April Percentages
Service Type ID	2%	99.95%
Mailer ID	2%	99.87%
Unique Piece Barcode (IMb)	2%	97.99%
Unique Tray Barcode (IMtb)	2%	99.66%
Unique Container Barcode (IMcb)	2%	99.29%
★ By/For	5%	89.25%
Co-Palletization (.OCI)	5%	96.76%
Entry Facility	5%	99.95%

Mailer Profile
Full-Service Electronic
eInduction
Seamless
Manual Sampling
Entry Point

- **Actively working with Mailers on Scorecard Metrics**
- **USPS fixing Issues/Gaps in Aug. 2014**
- **Invoice Amount displayed in Oct. using Sept. Data**
- **No assessments until Jan. 2015**

Mailer Scorecard		MARCH 2014	
Verifications			
Mailer Profile		Full-Service Electronic	
eInduction		Seamless	
Manual Sampling			
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending		Full-Service Elec	
eDoc Submitter	Total		
# Containers	795		795
# Handling Units	16,559		16,559
# Pieces	3,104,648		3,104,648
# Full-Service Pieces	3,068,125		3,068,125
# OCI Errors	10,092		10,092
# MID Container Errors	--		--
# MID HU Errors	--		--
# MID Piece Errors	--		--
# STID Errors	--		--
# By/For Errors	270,134		270,134
# Barcode Uniqueness Container Errors	--		--
# Barcode Uniqueness HU Errors	--		--
# Barcode Uniqueness Piece Errors	6,267		6,267
# Entry Facility Container Errors	--		--
# Entry Facility HU Errors	N/A		N/A
Total Additional Postage Due (Full-Service Electronic) - Info Only	N/A		N/A
# Early Scheduled Ship Date Warnings	36		36
# DMU Verified USPS Transported Containers	795		795
# CSA Container Warnings	285		285
# Default Tray Barcode Warnings	--		--
# OCI Warnings	1,007		1,007

- **Full Service Invoice Calculations**

- The %of pieces above threshold are eligible for invoicing
- The Full Service discount (.003 or .001) is lost for pieces eligible for invoicing
- **Example**
- 1000 FS pieces
- 5% have unique IMb errors= 50 Pieces
- Unique IMb Error Threshold: 2%
- 3% of errors are in excess of threshold=30 pieces  
Invoice Amount: 30 pieces x FS Discount Amount

## Full Service Invoice Reports-Invoice Summary


HOME | CUSTOMER CARE | SIGN OUT

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

### Mail Entry Invoice Summary Report

Please navigate to the [Microstrategy Reports](#) > Shared Reports > Mail Quality > Mail Quality (eDoc Submitter) > Invoice Summary Report (eDoc Submitter) to see the detailed mailer entry invoice information.

**Mail Entry Invoice Summary Report Search**

Date From: December 2013

Date To: February 2014

eDoc CRID:

Mailing Group ID:

Mail Job:

[Execute Search](#)

3 records found, displaying all records.

1

Responsible CRID	Invoice Period	Impact from Sampling	Impact from Processing	Impact from Undocumented	Impact from eInduction	Impact from Full Service Electronic Verification	Total Postage Impact	Status	Action
4430796	<a href="#">February 2014</a>	\$0.00	\$0.00	\$0.00	\$193.53	\$0.00	\$0.00	Past Due	<a href="#">Request Review</a>
4430796	<a href="#">January 2014</a>	\$0.00	\$0.00	\$0.00	\$621.33	\$0.00	\$0.00	Past Due	<a href="#">Request Review</a>
4430796	<a href="#">December 2013</a>	\$0.00	\$0.00	\$0.00	\$31,731.38	\$0.00	\$22,485.66	Past Due	<a href="#">Request Review</a>

## Full Service Invoice Reports-Invoice Payment

**Confirm Payment**

\* indicates a required field.

\* Location: STREAMLINED ACCEPTANCE of SAINT LOUIS, MO (63011) ▼

\* Permit: PI 616 (ROANOKER) ▼

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

Permit	Amount	Action
No records found		

**Subtotal:** \$0.00  
**Total payment needed:** \$6,131.64  
**Balance:** \$6,131.64

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[Terms of Use](#)

Invoice amounts can be allocated across all permits associated to the invoiced CRID

## Full Service Invoice Reports-Invoice Review Request

Request Review Submission

\* indicates a required field.

Please select from the following error(s) to request a review on:

Impact From Undocumented Errors:  \$6,131.64

Report Type: Mail Entry Invoice Summary Report  
Date Period: November 2013  
eDoc CRID: 20165090

\* Contact Name:

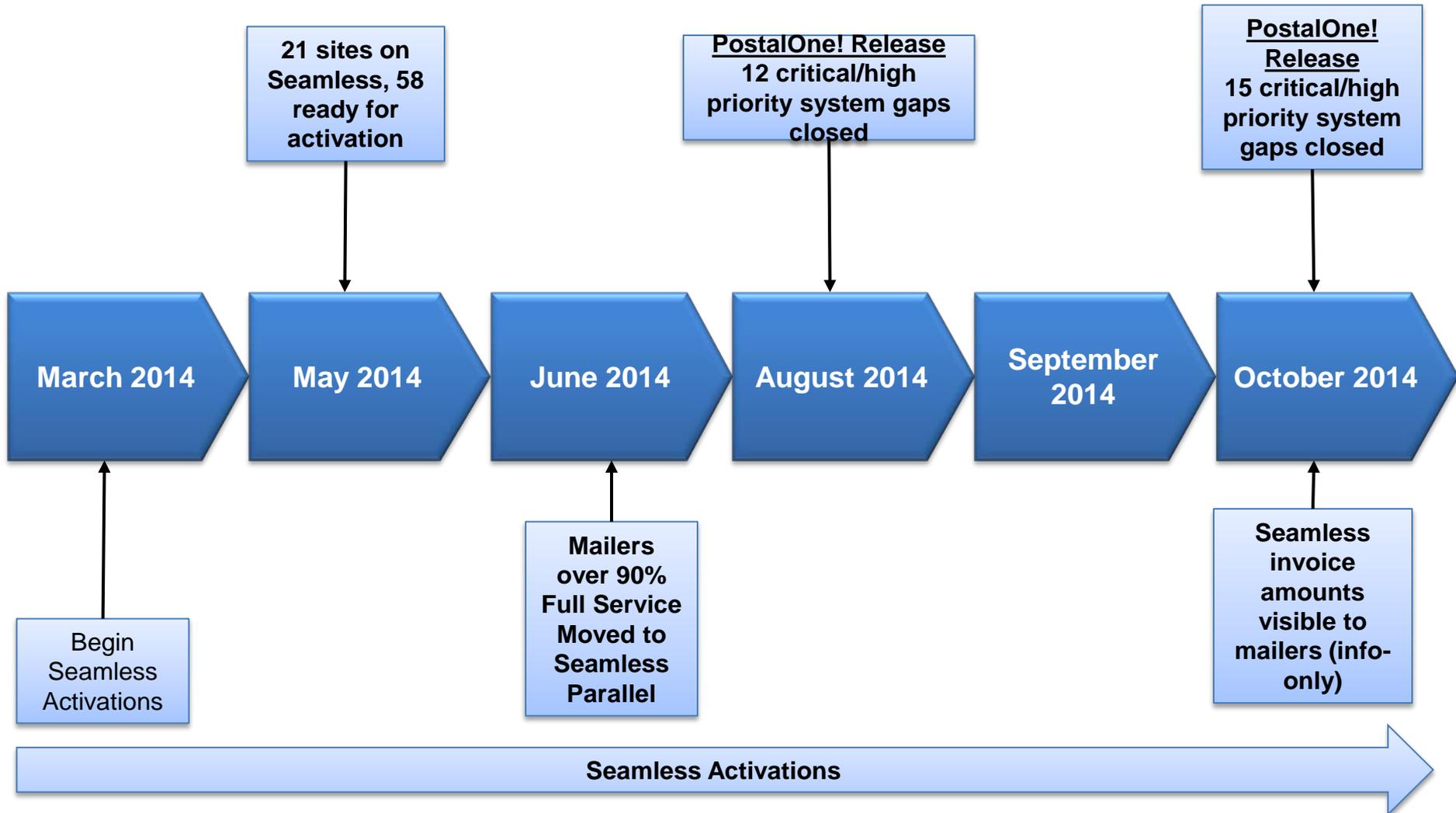
Email:

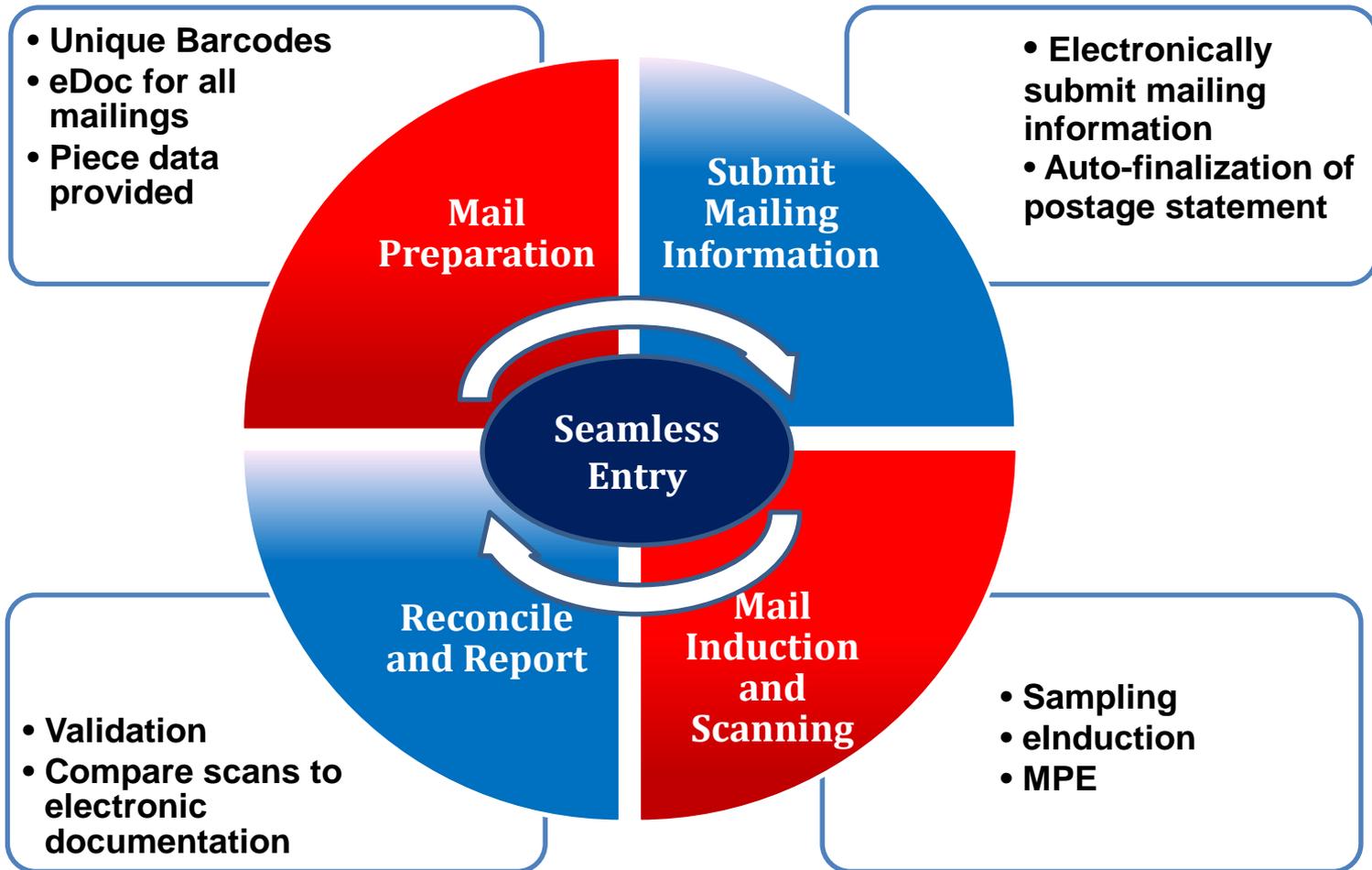
\*Phone Number:  (format: 000-000-0000 EXT. 12345)

\*Reason For Requesting Review:

Mailers can request a review of an invoice by BMS

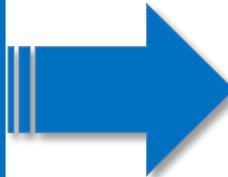
# Roadmap: Seamless Acceptance





- **Once on Seamless Parallel, you can work with USPS to understand your mail quality results and prepare for Seamless Acceptance**
  - ✓ Begin to review Seamless results on the Mailer Scorecard
  - ✓ Evaluate your results against the “Mailer Contact” thresholds
  - ✓ Work with USPS to identify the root causes on any issues
  - ✓ Resolve any mail preparation issues identified in Parallel
- **After one calendar month below threshold, mailers will be moved from parallel to Seamless Acceptance**

**Demonstrate mail quality  
under thresholds for at  
least one calendar month**



**Activate Seamless  
Acceptance**

## Need your support in Migrating to Seamless

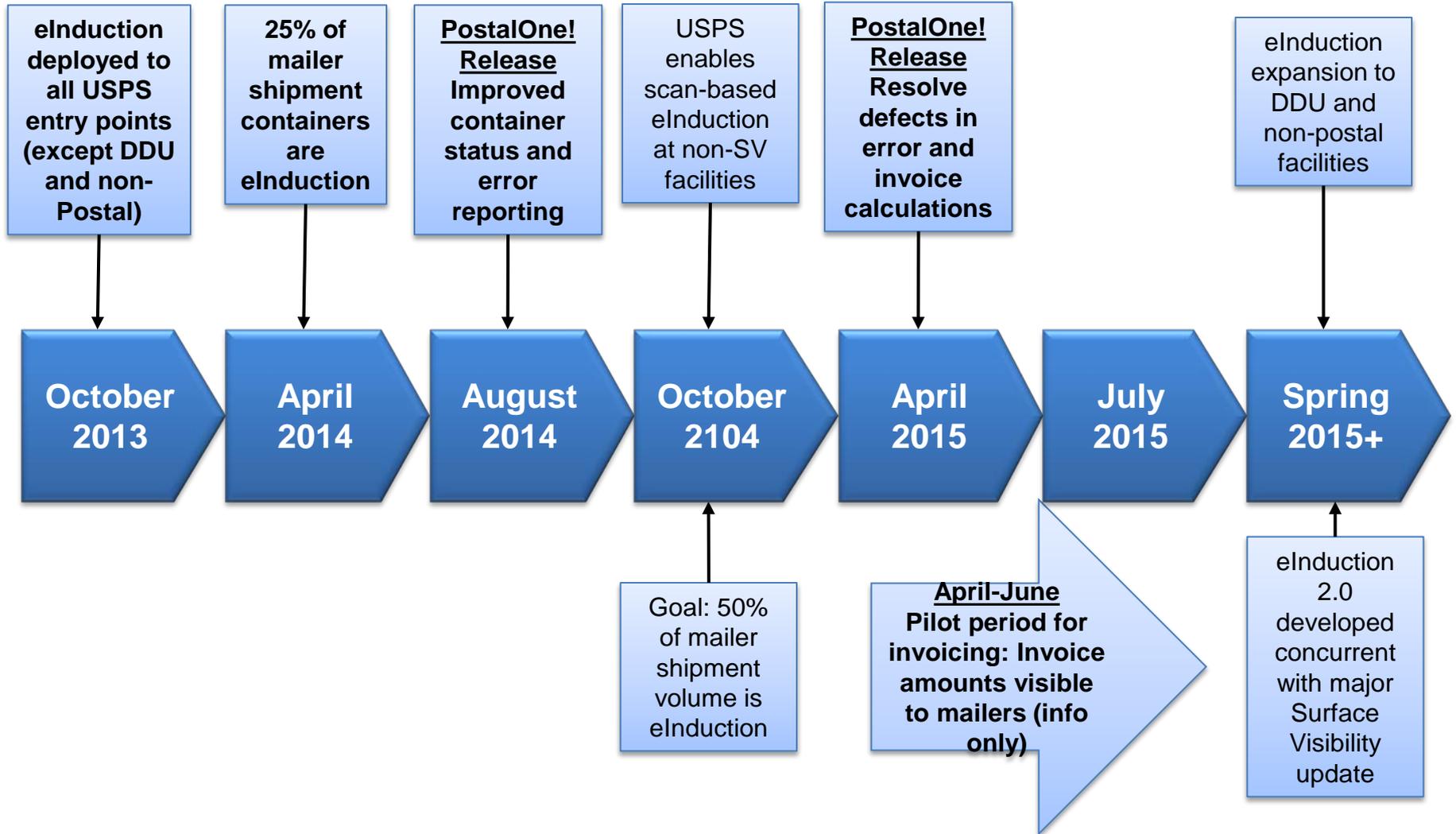
	# Sites	# Pieces	% Total Volume
Seamless Acceptance	21	297,663,342	2.73%
Approved Mailers	58	874,709,085	8.02%
Parallel Mailers	112	2,149,619,944	19.70%
New Parallel Mailers	362	2,012,711,669	18.68%
<b>Total</b>	<b>553</b>	<b>5,334,704,040</b>	<b>49.13%</b>

	May 2014	June 2014	August 2014	October 2014	March 2015	Unscheduled	Grand Total
<b>Seamless gaps</b>							
Critical			7	3			10
High			5	12		4	21
<b>Seamless Issues</b>							
Critical	8	2	6	5			21
High	3	1	1	8		6	19
<b>Full Service Issues &amp; Gaps</b>							
Critical	5	4	16	24		1	50
High	6	6	11	11	1	11	46
<b>Grand Total</b>	<b>22</b>	<b>13</b>	<b>46</b>	<b>63</b>	<b>1</b>	<b>22</b>	<b>167</b>



Microsoft Excel  
Worksheet

- Issue: Undocumented pieces resulting from another mail preparer using MID they are not authorized to use by the MID owner
- Enhancements in the August 2014 release will identify cases when the mail preparer not authorized to use the MID has submitted eDoc using the MID
  - Identify scan patterns surrounding undocumented pieces (bookends) and reassign undocumented pieces to the most likely eDoc Submitter; bookended scans will be viewable in the reports
  - Add MID usage reports for internal users to view all parties submitting eDoc for specific MIDs and undocumented pieces identified during sampling



The mailing industry presented **33 issues** to USPS in March 2014

- 7 - Closed/Resolved Issues
- 26 - Open Issues
  - 6 – NON SV Issues
  - 9 – Invoicing Issues
  - 11 – Issues related to: Data/Reporting, Process and Logical Mailings

## 6 – Closed Issues:

- BOL and Acceptance Issues
- eInduction Optional Pallet Placard Marking
- Scan Data Reporting
- Mailer Onboarding/Mailer Notification

## 2 – Resolved Pending Training and Testing

- Mail.xml scenarios
- Internal Operations and BSN Training

## Open Issues:

6 – NON SV Specific Issues

9 – Invoicing Issues

4 – Data/Reporting Issues

6 – Process Issues

1 – Logical Mailing Issues

Issues	USPS Response	Status
Induction at Non-SV sites	<p>All non-SV sites will be transitioned to scan-based eInduction in FY15 allowing for issues to be identified through reporting and back-end data. The USPS has seen limited process compliance issues where containers are incorrectly handled at the entry facility. We have worked aggressively from the area down to plants to address fix the issues since we have detailed information. These reports on the number of issues have been shared with the industry in MTAC 138. We are seeing an average of 35 issues per week across all facilities and appointments. We ask that mailers continue to provide immediate notification of any induction sites that fail to adhere to the PVDS process to FAST Help Desk.</p> <p>USPS personnel should sign the BOL as a courtesy to mailers. If a site will not sign the BOL, please notify the FAST Help Desk. Data about container acceptance is available in the shipping summary report and the Mailer Summary reports. A July enhancement to the shipping summary report will show eInduction and NoneInduction containers in the same report.</p>	Closed/Monitoring
eInduction indicator on placard	USPS will allow the placard indicator as an optional item on either side of the text reading "USPS Scan Required".	Closed
Provide access to proof of payment for 3PL	<p>a. That is correct.</p> <p>b. Payment on a container can be verified using the ContainerStatusQuery request message. Details on how to use this message can be found in the eInduction Guide to Mailers.</p> <p>c. Postage statement status can also be verified on the Shipping Summary Report</p>	Closed
Savings from 100% eInduction	By moving to 100% eInduction, additional efficiencies are gained at origin for mailers who do not need to generate any paper 8125s/8017s. The dock process is streamlined for a 100% eInduction load, speeding mail entry.	Closed

Issues	USPS Response	Status
Letter/email confirmation of eInduction onboarding for mailers	This procedure has been updated. Mailers will receive an e-mail from BMS once they approved for activation.	Closed
Mail XML messaging	The eInduction related Mail.XML messages have been tested per the Mail.XML spec, USPS user guide, and the eInduction mailers guide. The eInduction team can share the test scenarios and address mailer-specific concerns at MTAC 138. If additional use cases exist, they will be discussed with the MTAC 138 and IDEAlliance Mail.XML workgroup. Currently, the Mail.XML eInduction specific messaging is being used by 1 mailer.	Closed/Monitoring
Scan data availability and BSN/Operations	<p>Scan data is available near real time using the shipping summary report, and within 48hrs from the Microstrategy reports. The USPS will share data on scan performance with MTAC 138. We are working with the field to continue to improve scan rates but have seen dramatic improvements since launching eInduction for participating mailers. USPS is investigating options with MTAC UG4 to provide scan data in near-real-time based on the MID in the barcode.</p> <p>The eInduction team will engage with BSN and operations to educate them on eInduction and the validity of the scan as POD.</p>	Closed/Continued Communication and Training

- Of the 33 issues presented to the MTAC 138 Workgroup, **11 issues** remain open for further action:

Issue	USPS Response	Action To Close
Container accidentally unloaded at wrong location	<p>The USPS worked with MTAC 138 to develop two processes to address mis-shipped containers. The first is to let mailers enter the containers and pay later, the second is to let mailers choose to take the container back. In eInduction, the USPS is working to expedite the entry process and eliminate decisions at the entry locations. The USPS is committed to sharing national information on mis-shipped containers with the mailers to identify typical problems. The USPS has a threshold for mis-shipped containers to allow for individual errors.</p>	Share data on misshipped containers
PO! local outage process	<p>The USPS is making every attempt to ensure that there are no eDoc failures to upload. If you have problems, please open a Help Desk ticket to allow us to investigate and resolve any issues. Local PO! outages are handled via the posted PO! contingency process. A mailer should call the PostalOne! Help Desk when they are unable to upload eDoc to get a HD ticket number. That ticket number will need to travel with the container if it is being entered via eInduction. Mailers may move forward with eInduction shipments per the eInduction PO! outage contingency process. The contingency plan is currently posted on RIBBS. Systemic issues where PO! is down will be communicated through SV network and no mailer action is needed.</p>	Review PO! outage process with MTAC 138 workgroup

Issue	USPS Response	Action To Close
Changes to spec/PO! when eInduction flag is no longer mandatory	The eInduction program is a new program. We have mailers flagging containers as eInduction who are not on eInduction which has caused confusion at the dock. Until only mailers participating in the eInduction program are flagging their containers in electronic documentation, we are limiting container releases to the dock to authorized mailers. Once the eInduction program is mature and mailers are correctly using the eInduction flag, we plan to remove this limitation.	Long-term change to eInduction; to be addressed during late FY2014
Undocumented containers from logical mailers	Data from mailers participating in both Seamless Acceptance and eInduction will be used to ensure that a mailer is not double-charged for undocumented piece and extra containers. Extra containers may be disputed in the monthly invoice process if the mailer can demonstrate that all mail on the container was included in a finalized postage statement.	Sub-workgroup being formed to address issues specific to logical mailers
Provide 3PL access to reports	We will work through MTAC 138 to define the requirements to provide third-party access to the MicroStrategy reports and eInduction Mail.XML messages.	A future enhancement to eInduction, available after January 2015
Provide access to proof of payment for 3PL	<p>a. That is correct.</p> <p>b. Payment on a container can be verified using the ContainerStatusQuery request message. Details on how to use this message can be found in the eInduction Guide to Mailers.</p> <p>c. Postage statement status can also be verified on the Shipping Summary Report</p>	A future enhancement to eInduction, available after January 2015
eInduction at non-USPS facilities (Air terminals)	These facilities are not operated by USPS and do not currently have the systems needed to support eInduction. Enhancements to PO! will be needed to handle data generated by these facilities in a future release.	Enhancements to PostalOne! to receive scan data from vendor facilities

Issue	USPS Response	Action to Close
CSAs allows multiple locale keys depending on time of day	An enhancement may be needed to allow an entry location to be provided at the physical container level for logical mailings. This issue should be further discussed in MTAC 138.	A future enhancement to eInduction, available after January 2015
eInduction for all mailer shipments	USPS will test the current eInduction implementation to identify gaps that are preventing the expansion to packages that are not accepted under the eVS program. These enhancements will be included in a future release. USPS will work with MTAC 138 to prioritize the parcel classes that need to be included in the program.	Long-term change to eInduction; to be addressed with MTAC 138 during late FY2014
Definition of eInduction mandate	The USPS has not proposed a mandate for eInduction, the USPS asked for industry feedback on issues that would prevent mailers from transitioning to eInduction. The USPS will ensure there is a critical mass of mailers who have transitioned to eInduction prior to moving forward. If there is an eInduction mandate, there will be a grace period to support the transition of all mailers from a paper 8125/8017. During the grace period, mail will continue to be accepted with a paper 8125/8017.	Long-term change to eInduction; to be addressed with MTAC 138 during late FY2014
Impact of eliminating paper forms	The USPS has not proposed a mandate for eInduction, the USPS asked for industry feedback on issues that would prevent mailers from transitioning to eInduction. The USPS will ensure there is a critical mass of mailers who have transitioned to eInduction prior to moving forward. If there is an eInduction mandate, there will be a grace period to support the transition of all mailers from a paper 8125/8017. During the grace period, mail will continue to be accepted with a paper 8125/8017. Since the launch of eInduction in November 2013, over 35 mailers presenting more than 25% of all containers, have transitioned away from paper 8125s.	Long-term change to eInduction; to be addressed with MTAC 138 during late FY2014

Of the 33 issues presented, **9 issues and sub-issues related to invoicing** will be addressed in Q4 FY2014, when the invoicing process and screenshots will be shared:

Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
23	Need to define the responsible parties related to the decision making on an eInduction pallet. Who will be able to make decisions on a pallet or investigate issues related to mistakes whether industry or USPS. This May be an issue for a newly proposed MTAC WG.	Business Level Issues	10-Mar	23	Responsible parties for decisions made about eInduction pallet	The eInduction team will share the process for identifying alternate CIRDs for invoicing, dispute requests/criteria, and the order of precedence for invoice assignment with the workgroup.	Open
25	Where is the sample invoicing? Need to review this well in advance of the planned live July 2014 date.	USPS Reporting	28-Feb	25	View sample invoicing prior to July 2014 invoicing date	Invoicing will not be implemented for eInduction in July 2014. Invoices will be available for informational purposes for several months prior to being activated for mailer payment.	Close
26	Need to analyze in depth the accuracy of Data quality reports. We have invoice \$'s showing up on facilities that are not doing eInduction.	USPS Reporting	28-Feb	26	Invoice report accuracy	There are known issues with invoice reports for eInduction that have been communicated to MTAC 138. The invoice amount for eInduction are not accurate and should be ignored until notified by USPS that they are ready for review.	Open

- Issues and sub-issues related to invoicing to be addressed in Q4 FY2014:

Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
24	Evaluation of loss of drop ship discounts responsibility: <ul style="list-style-type: none"> <li>How do we know whose fault it is? We could have made an error, and we use six vendors. In addition to the possible vendor error, what about the USPS?</li> <li>How do we prove who is responsible for the error?</li> <li>If it's the USPS and there MDF file how do we prove it?</li> <li>Resources and personnel to research the errors and resolve them.</li> </ul>	Business Level Issues	10-Mar	24a	Fault assignment	Invoice assignments will be per the invoicing order of precedence. eDoc submitters may designate transportation carriers and third parties for invoice assignment (optional). This is controlled by the eDoc submitter.	Close
				24b	Possibility of USPS errors	Cases that are known USPS errors are excluded from invoicing. In the event that a new excetion arises, the mailer can dispute the invoice in question.	Open
				24c	Proving responsibility	Mailer may reassign invoices to other CRIDS included in the eDoc. Dispute criteria to prove other parties responsible will be shared with the workgroup at a later date.	
				24d	MDF File Errors	Errors in the MDF file are proposed dispute criteria	
				24e	Who is responsible for researching errors?	BMS Analysts and BME Clerks will investigate all disputed invoices, in addition to monitoring mailer quality over the course of a month.	Close

- Issues and sub-issues related to invoicing to be addressed in Q4 FY2014:

Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
27	The proposed processes concerning being able to designate billing to logistics vendors is very unclear and unwelcome. Agreed that if I am handling the logistics and I error I should be responsible, but that is going to need to be worked out as a business decision between me and client. I do not accept any proposal that allows an eDoc submitter to upload a file using my DUNS or CRID information indicating I am responsible for billing. Too often freight is reassigned from original planned vendor, both by the eDoc submitter or by the actual beneficial mail owner. Another related issue is that the mailer submits the mail.dat to PostalOne! If the container data is incorrect, or if the mailer neglects to attach the appointment to the proper containers on a resubmit, the USPS will charge the scheduler CRID. A logistics provider who schedules the appointments will be invoiced under correct procedures.	USPS Reporting	28-Feb	27	Assignment of invoicing to logistics provider	Logistics providers are only invoiced when their CRID is identified in the eDoc and can only be held responsible for mis-shipped containers. There is no default to the Appointment Scheduler. If a logistics provider does not agree that they transported a specific container that was mis-shipped, they can dispute the charge during the invoice generation period.	Close

Of the 33 issues presented, **6 issues related to non-SV sites** will be addressed by the non-SV Scanning solution in Q1 FY2015:

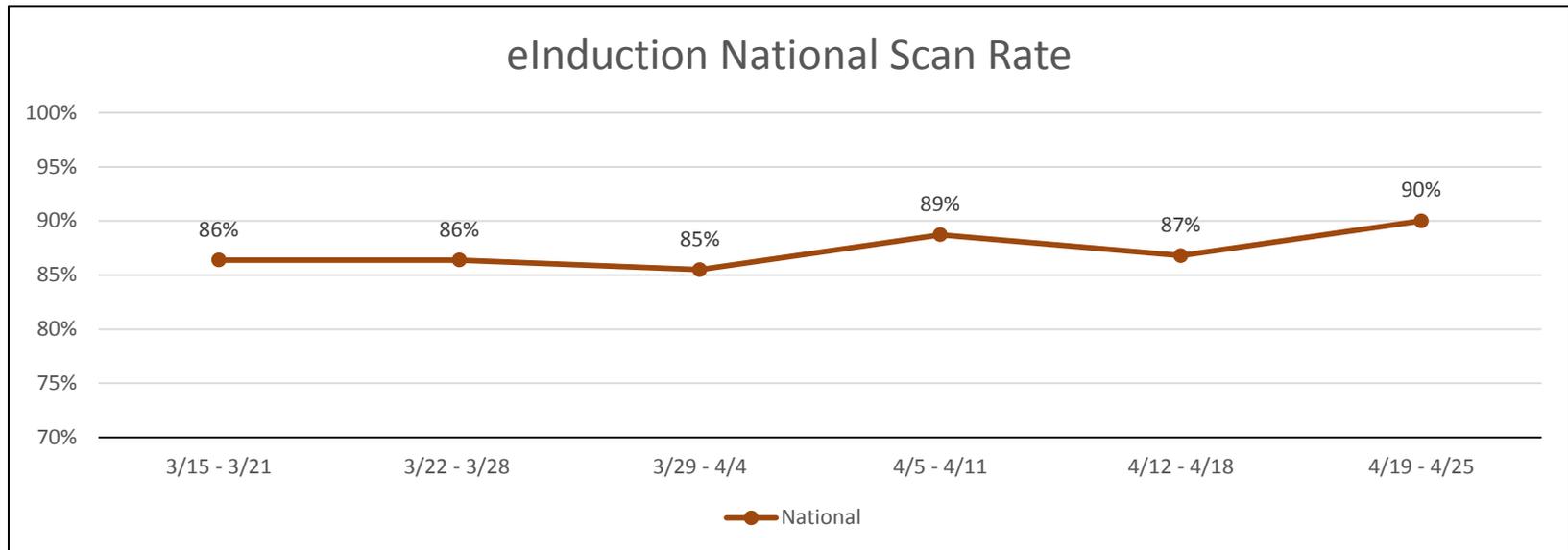
Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
7	<p>This issue occurs on tracing container scans when an unexpected appointment is recreated and there isn't a link back to the original container and appointment. An example is when a logistics provider uses XYZ Freight for LTL redistribution. The logistics provider may make the original appointment, but might have to drop the freight at XYZ's terminal. In that case, XYZ Freight will use their standing appointment. When this occurs, the IMb and associated content will not match the appointment. The IMb will show postage paid if the USPS digs around for the connection, but will the logistics provider be penalized and/or invoiced? How will the USPS handle this situation? We're told some of these LTL freight companies (FedEx for example) have approached the USPS, but then did not follow up or show any additional interest in working towards a resolution.</p>	Electronic Communication Process	28-Feb	7	Appointment association when multiple 3PL carriers are used (LTL)	<p>All non-SV sites will be transitioned to scan-based induction in FY2015. We are developing and testing the capability to accept an induction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138. At that time, requirement to associate a container to appointments will be removed.</p>	Close

- Issues to be addressed by the non-SV Scanning solution in Q1 FY2015:

Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
12	FAST will not allow for the updating of content within 1 hour prior to an appointment time. Will this be waived/adjusted for eInduction?	Electronic Communication Process	28-Feb	12	FAST update of content	There are currently no plans to adjust the content association window. Content association must occur 1 hour prior to arrival in order to allow for the linkage to be completed by the time of mailer arrival. We are developing and testing the capability to accept an eInduction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138. At that time, the requirement to associate a container to appointments will be removed.	Close
14	What is the plan for non-SV sites? Bringing on an additional 10 sites (about 78% of destination entry) but the solutions for the other 22% needs to be addressed.	Limitations to get to 100%	28-Feb	14	Induction at Non-SV sites	We are developing and testing the capability to accept an eInduction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138.	Close

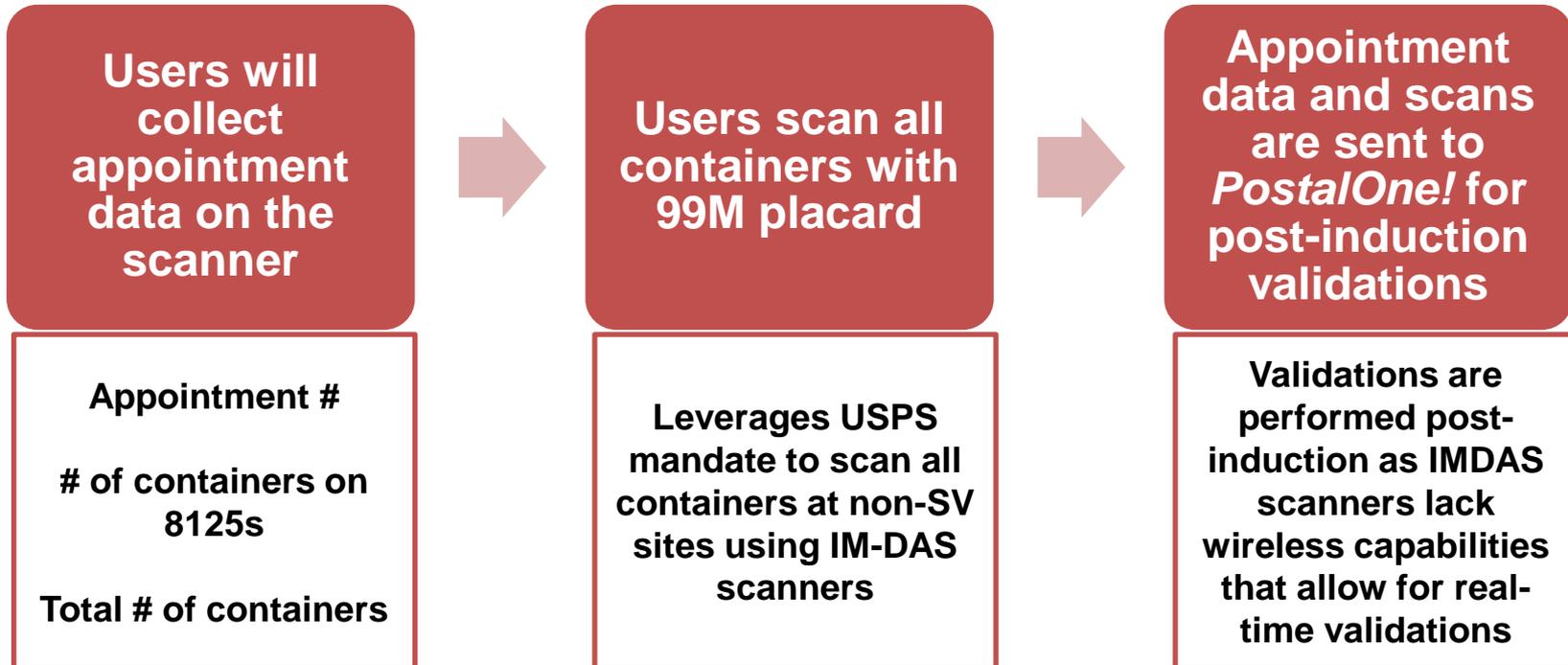
- Issues to be addressed by the non-SV Scanning solution in Q1 FY2015:

Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
15	USPS needs to make all their processing facilities "Surface Visible" before they can think about making eInduction mandatory so there is a consistent process for mailers to use.	Limitations to get to 100%	28-Feb	15	Induction at Non-SV sites	We are developing and testing the capability to accept an eInduction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138.	Close
16	In July, the USPS will be adding somewhere between 100 to 500 additional "HUB" facilities where mailers will be able to drop mail and receive a DSCF discount on direct containers. What are the USPS plans to make these facilities "Surface Visible" prior to mandating eInduction?	Limitations to get to 100%	28-Feb	16	Induction at Non-SV sites (HUBs)	We are developing and testing the capability to accept an eInduction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138.	Close
17	DDU facilities are not currently planned for eInduction yet we deliver the same product at that level. To go 100% eInduction we need a process for these facilities. Going direct to DDUs is not much different than drop shipping to "HUB" facilities which are considered as Super DDUs.	Limitations to get to 100%	28-Feb	17	Induction at Non-SV sites (DDU)	We are developing and testing the capability to accept an eInduction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138.	



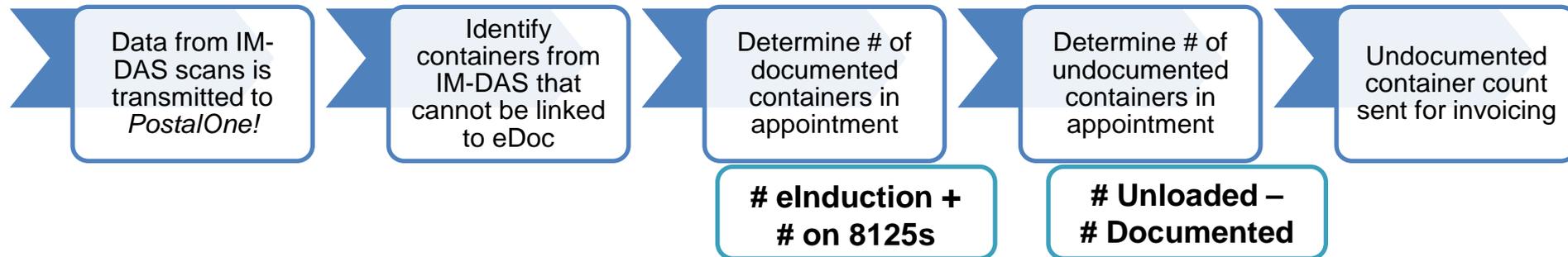
- **Current non-SV process poses several problems:**
  - Requires association of containers to appointments
  - Lacks ability to track individual containers

## Proposed Process-Induction Sites



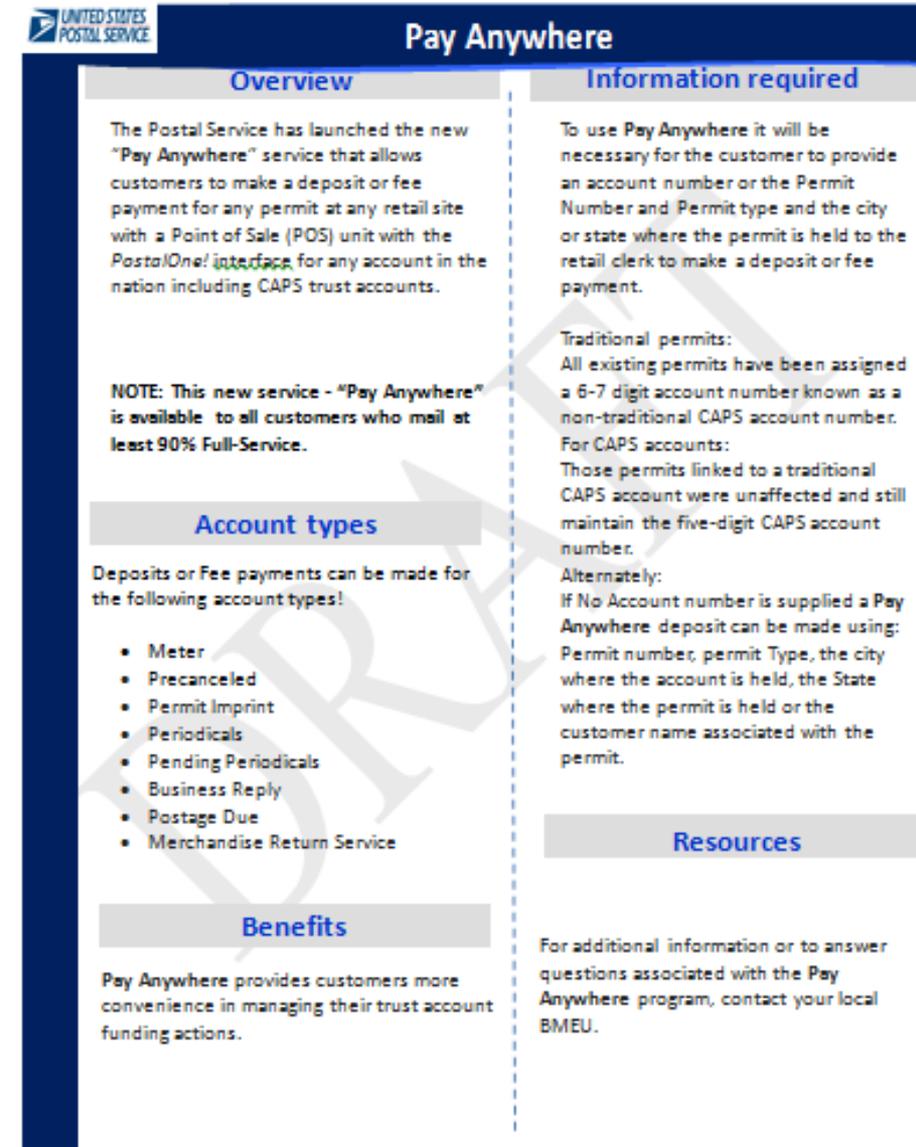
- **Post-induction validations will be performed on all scanned containers to determine if additional postage is due:**
  - Payment
  - Mis-shipped
  - Duplicate barcodes between appointments
  - Entry point discount
  - Zone
- **Additional postage may be collected for any undocumented containers or containers that failed post-induction validations**

- **Undocumented containers will be identified by the system through the following process:**



- **Undocumented containers will be invoiced to the MID in the container barcode**

- Pay Anywhere
- Release date 08/29/2014
- Allows customers to make a deposit or fee payment for any permit at any retail site with a Point of Sale (POS) unit with the *PostalOne!* interface for any account in the nation including CAPS trust accounts.



The graphic is a fact sheet titled "Pay Anywhere" with the USPS logo in the top left. It is divided into four main sections: Overview, Information required, Account types, and Benefits. The Overview section describes the new service and includes a note about availability. The Information required section lists what a customer needs to provide and explains how traditional and CAPS accounts are handled. The Account types section lists various account types where deposits or fee payments can be made. The Benefits section highlights the convenience for trust account funding. A Resources section at the bottom right provides contact information for more details.

**Pay Anywhere**

**Overview**

The Postal Service has launched the new "Pay Anywhere" service that allows customers to make a deposit or fee payment for any permit at any retail site with a Point of Sale (POS) unit with the *PostalOne!* interface for any account in the nation including CAPS trust accounts.

**NOTE:** This new service - "Pay Anywhere" is available to all customers who mail at least 90% Full-Service.

**Information required**

To use Pay Anywhere it will be necessary for the customer to provide an account number or the Permit Number and Permit type and the city or state where the permit is held to the retail clerk to make a deposit or fee payment.

Traditional permits:  
All existing permits have been assigned a 6-7 digit account number known as a non-traditional CAPS account number.  
For CAPS accounts:  
Those permits linked to a traditional CAPS account were unaffected and still maintain the five-digit CAPS account number.  
Alternately:  
If No Account number is supplied a Pay Anywhere deposit can be made using: Permit number, permit Type, the city where the account is held, the State where the permit is held or the customer name associated with the permit.

**Account types**

Deposits or Fee payments can be made for the following account types!

- Meter
- Precanceled
- Permit Imprint
- Periodicals
- Pending Periodicals
- Business Reply
- Postage Due
- Merchandise Return Service

**Benefits**

Pay Anywhere provides customers more convenience in managing their trust account funding actions.

**Resources**

For additional information or to answer questions associated with the Pay Anywhere program, contact your local BMEU.

**MTAC Workgroup proposal document has been submitted & reviewed.**

**Workgroup meeting scheduled for May 27, 2014**

**Sponsors: Industry:** Angelo Anagnostopoulos  
**USPS:** Pritha Mehra

**Work Group Leaders:**

**Industry:** Kevin Elkin, RR Donnelley - MTAC rep for Continuity Shippers  
**USPS:** Chuck Tricamo - Manager, PCSC

# Payment & Acceptance Track

## Standard Mail

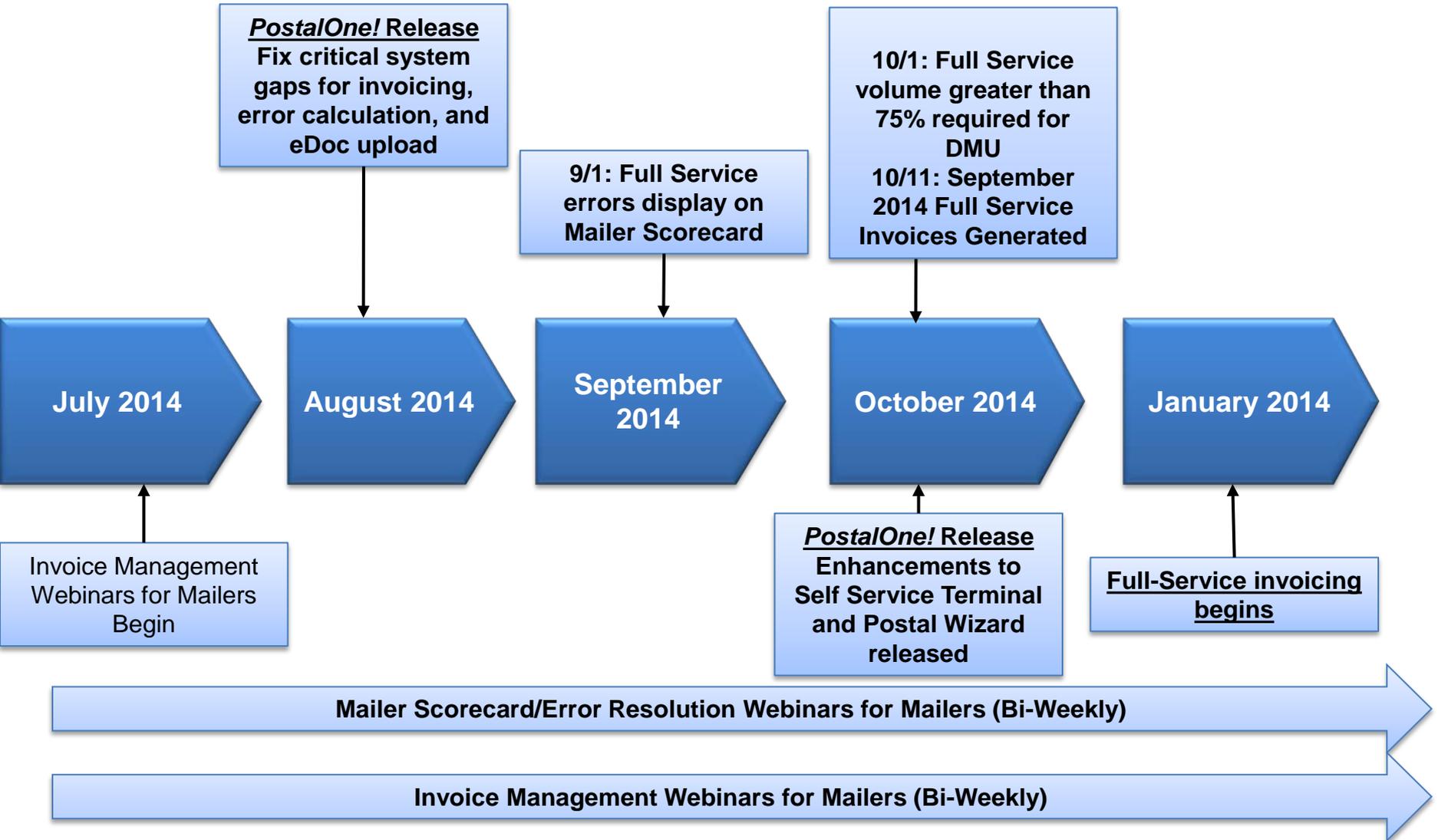
1:15 pm – 2:30 pm

## Standard Mail Agenda

1. January 2014 MTAC Action Items Follow-up
2. Topics Requested by Industry
  - a. Roadmap: Acceptance, Verification, and Payment
  - b. Full-Service Acceptance, Verification, Invoicing, Mailer Concerns
  - c. Update on Seamless Acceptance & eInduction
  - d. BME/DMU Approach
  - e. Trend-Based Move-Update Verification and Tolerance
  - f. MDA and Help Desk Process
  - g. Data Quality –
    - CRID Clean-up update
    - Multiple MSPs using one CRID (MID Profiling)
    - CRID/MID Validation Tool
    - Nonprofit
  - h. Metered Neither - Individual piece prices in presort

Action Item	Response / Corrective action / Update
<p>1. January Price Change/FSS: Distribute exception process for mailers that are unable to meet the FSS mail prep requirements on Jan 26</p>	<p>Distributed exception process. There are no active exceptions</p>
<p>2. Full-Service: Clarify requirements re: container placards for residual portion of large mailings (for DMU submitted mailings and with BMEs – Possible revision to DMM 708.6.1.2)</p>	<p>For the residual portion of a mailing that has required container placards on other portions of the mailing, containerization is not required. If a mailer wants to containerize the mailing and apply an IMCB, this is an allowed preparation in all cases. For a mail to be entered under eInduction, containerization is required.</p> <p>Per DMM 708.6.1.2,  <b>6.1.2 Container Placards</b>  <span style="color: red;">[1-26-14]</span> Mailer-generated container placards bearing Intelligent Mail container barcodes identify the mail owner or agent and uniquely identify the unit (pallet, container, or rolling stock). Intelligent Mail container placards are designed for use with Intelligent Mail barcoded mail and Intelligent Mail tray labels.</p> <ul style="list-style-type: none"> <li>a. Intelligent Mail container placards are not required for small mailings of Standard Mail, Periodicals, and Bound Printed Matter letters and flats when entered at a BMEU, if the mailing is less than 500 pounds of bundles or sacks, and fewer than 72 linear feet of trays.</li> <li>b. Intelligent Mail container placards are not required when entering mail at co-located BMEU within the service area where mail is entered, if the mailing consists of 100 but less than 250 pounds of bundles or sacks, and at least 12 but fewer than 35 linear feet of trays.</li> <li>c. Intelligent Mail container placards are not required on the residual</li> </ul>

Action Item	Response / Corrective action / Update
3. eInduction: Provide date for IMDAS solution for NON-SV sites	
4. Mail Anywhere and Permit Fee Retirement: Reinforce training at BME relating to the new programs. Reach out to clerks in World Marketing and Arandell to ensure in-depth understanding	<p>Increased training on Mail Anywhere and Fee Retirement efforts with the BMEUs.</p> <p>Met with clerks from World Marketing and Arandell – training of all sites completed by 5/14/14</p>
5. Full Service Outreach: Arlene will work with MTAC associations to conduct Educational seminars	<p><u>Held the following educational seminars:</u></p> <ul style="list-style-type: none"> <li>• October 16, 2013 - Diamond Marketing Solutions</li> <li>• November 20, 2013 - Ft. Worth PCC</li> <li>• October 22, 2013 - NPPC (with Randy Workman) National Postal Policy Council</li> <li>• October 9 and October 30, 2013 - NAPM Webinars</li> <li>• October 23, 2013 - Royal Alliance Members</li> <li>• November 18, 2013 - Ft. Worth PCC</li> <li>• February 11, 2014 - Postcom (multi association webinar, MTAC deliverable)</li> <li>• February 25, 2014 - NAPM National Conference</li> <li>• February 28, 2014 - NAAD Semi Annual Meeting</li> <li>• March 18, 2014 - National Postal Forum</li> <li>• March 25, 2014 - Ft. Worth PCC</li> <li>• March 26, 2014 - Dallas PCC</li> <li>• March 27, 2014 - Omaha PCC</li> <li>• April 23, 2014 - Oklahoma PCC</li> <li>• May 13, 2014 - National PCC Webinar (requested by Paula McCullum, NPF)</li> </ul>



## Promote Benefits

- Access to lowest rates possible
- Visibility
- Free Address Correction
- Permit Fee Retirement
- Mail Anywhere

## Options to Further Adoption

- Free ACS for residual Single Piece
- Trend Based Move Update Assessments
- DMU
- Postal Wizard Terminal



## Full-Service Verification

### Verification Procedures for Full-Service Automation Mailings

In January 2014, acceptance employees will continue to verify full-service and non-full-service mailing as they do today. Automation mailings (Full-Service and Basic) will be verified to confirm that the mailing meets automation standards as described below in the *Existing Automation Verifications*. Full-Service mailings will continue to be verified to confirm that that electronic documentation was submitted and that Intelligent Mail barcodes have been applied to the mailpieces, handling units, and containers. These verifications are described below as the *Full-Service Acceptance Verifications*.

The USPS also reviews full-service electronic documentation for compliance with full-service mailing requirements. The results of this review are available today, as described below in the *Full-Service Electronic Verification* section. In July 2014, the USPS will begin charging mailers for the full service discount amount (\$.001 for Standard/periodicals/BPM or \$.003 for First-Class) for full-service electronic verification failures over the threshold.

#### Existing Automation Verifications

As they do today for all automation mailings including full-service, acceptance employees will perform existing verification and assessment processes for automation compatibility. Existing verifications include validation of the mailpiece dimensions, shape, weight, flexibility, barcode quality, content, presort makeup, and automation eligibility.

Should a mailing fail existing verifications, the mailer may choose to have the disqualified mailing returned for re-work or pay the additional postage due from the specific verification failure as determined by USPS.

#### Full-Service Acceptance Verifications

In addition to the existing verifications described above, acceptance employees perform additional verifications on full-service mailings to ensure that Intelligent Mail barcodes are present and readable on mailpieces, trays, and containers where applicable and that the mailing is presented with proper eDoc. The following are full-service acceptance verification failures:

- No Electronic Documentation provided
- No Intelligent Mail Barcode (IMb) on Mailpieces
- No Intelligent Mail Tray Barcode (IMtb) on Handling Units where applicable (trays/sacks)
- No Intelligent Mail Container Barcode (IMcb) on Container where applicable OR Container Placard with IMcb is under shrinkwrap

Should a mailing fail Full Service Acceptance verification, the mailer may choose to have the disqualified mailing returned for re-work or forfeit the Full Service discount and mail at the Auto prices (Basic Mailing Option).

#### Full-Service Electronic Verification

In addition to the above verification processes, the Postal Service performs additional validations of the following information contained in the eDoc submitted with full-service mailings. The Postal Service provides detailed data from these verifications including by/for information, service type ID, mailer ID, unique barcodes (piece, handling unit, container), entry facility, and co-palletization information.

12/17/2013

1

- Full Service Electronic Verification Approach

Full Service Verifications	Thresholds	April Percentages
Service Type ID	2%	99.95%
Mailer ID	2%	99.87%
Unique Piece Barcode (IMb)	2%	97.99%
Unique Tray Barcode (IMtb)	2%	99.66%
Unique Container Barcode (IMcb)	2%	99.29%
★ By/For	5%	89.25%
Co-Palletization (.OCI)	5%	96.76%
Entry Facility	5%	99.95%

Mailer Profile
Full-Service Electronic
eInduction
Seamless
Manual Sampling
Entry Point

- **Actively working with Mailers on Scorecard Metrics**
- **USPS fixing Issues/Gaps in Aug. 2014**
- **Invoice Amount displayed in Oct. using Sept. Data**
- **No assessments until Jan. 2015**

Mailer Scorecard		MARCH 2014	
Verifications			
Mailer Profile		Full-Service Electronic	
eInduction		Seamless	
Manual Sampling			
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending		Full-Service Elec	
eDoc Submitter	Total		
# Containers	795		795
# Handling Units	16,559		16,559
# Pieces	3,104,648		3,104,648
# Full-Service Pieces	3,068,125		3,068,125
# OCI Errors	10,092		10,092
# MID Container Errors	--		--
# MID HU Errors	--		--
# MID Piece Errors	--		--
# STID Errors	--		--
# By/For Errors	270,134		270,134
# Barcode Uniqueness Container Errors	--		--
# Barcode Uniqueness HU Errors	--		--
# Barcode Uniqueness Piece Errors	6,267		6,267
# Entry Facility Container Errors	--		--
# Entry Facility HU Errors	N/A		N/A
Total Additional Postage Due (Full-Service Electronic) - Info Only	N/A		N/A
# Early Scheduled Ship Date Warnings	36		36
# DMU Verified USPS Transported Containers	795		795
# CSA Container Warnings	285		285
# Default Tray Barcode Warnings	--		--
# OCI Warnings	1,007		1,007

- **Full Service Invoice Calculations**

- The %of pieces above threshold are eligible for invoicing
- The Full Service discount (.003 or .001) is lost for pieces eligible for invoicing
- **Example**
- 1000 FS pieces
- 5% have unique IMb errors= 50 Pieces
- Unique IMb Error Threshold: 2%
- 3% of errors are in excess of threshold=30 pieces  
Invoice Amount: 30 pieces x FS Discount Amount

## Full Service Invoice Reports-Invoice Summary


HOME | CUSTOMER CARE | SIGN OUT

---

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

### Mail Entry Invoice Summary Report

Please navigate to the [Microstrategy Reports](#) > Shared Reports > Mail Quality > Mail Quality (eDoc Submitter) > Invoice Summary Report (eDoc Submitter) to see the detailed mailer entry invoice information.

Mail Entry Invoice Summary Report Search

Date From: December ▾ 2013 ▾

Date To: February ▾ 2014 ▾

eDoc CRID:

Mailing Group ID:

Mail Job:

3 records found, displaying all records.

1

Responsible CRID	Invoice Period	Impact from Sampling	Impact from Processing	Impact from Undocumented	Impact from eInduction	Impact from Full Service Electronic Verification	Total Postage Impact	Status	Action
4430796	<a href="#">February 2014</a>	\$0.00	\$0.00	\$0.00	\$193.53	\$0.00	\$0.00	Past Due	<a href="#">Request Review</a>
4430796	<a href="#">January 2014</a>	\$0.00	\$0.00	\$0.00	\$621.33	\$0.00	\$0.00	Past Due	<a href="#">Request Review</a>
4430796	<a href="#">December 2013</a>	\$0.00	\$0.00	\$0.00	\$31,731.38	\$0.00	\$22,485.66	Past Due	<a href="#">Request Review</a>

## Full Service Invoice Reports-Invoice Payment

**Confirm Payment**

\* indicates a required field.

\* Location: STREAMLINED ACCEPTANCE of SAINT LOUIS, MO (63011) ▼

\* Permit: PI 616 (ROANOKER) ▼

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

Permit	Amount	Action
No records found		

**Subtotal:** \$0.00  
**Total payment needed:** \$6,131.64  
**Balance:** \$6,131.64

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[Terms of Use](#)

Invoice amounts can be allocated across all permits associated to the invoiced CRID

## Full Service Invoice Reports-Invoice Review Request

**Request Review Submission**

\* indicates a required field.

Please select from the following error(s) to request a review on:

Impact From Undocumented Errors:  \$6,131.64

Report Type: Mail Entry Invoice Summary Report  
Date Period: November 2013  
eDoc CRID: 20165090

\* Contact Name:

Email:

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

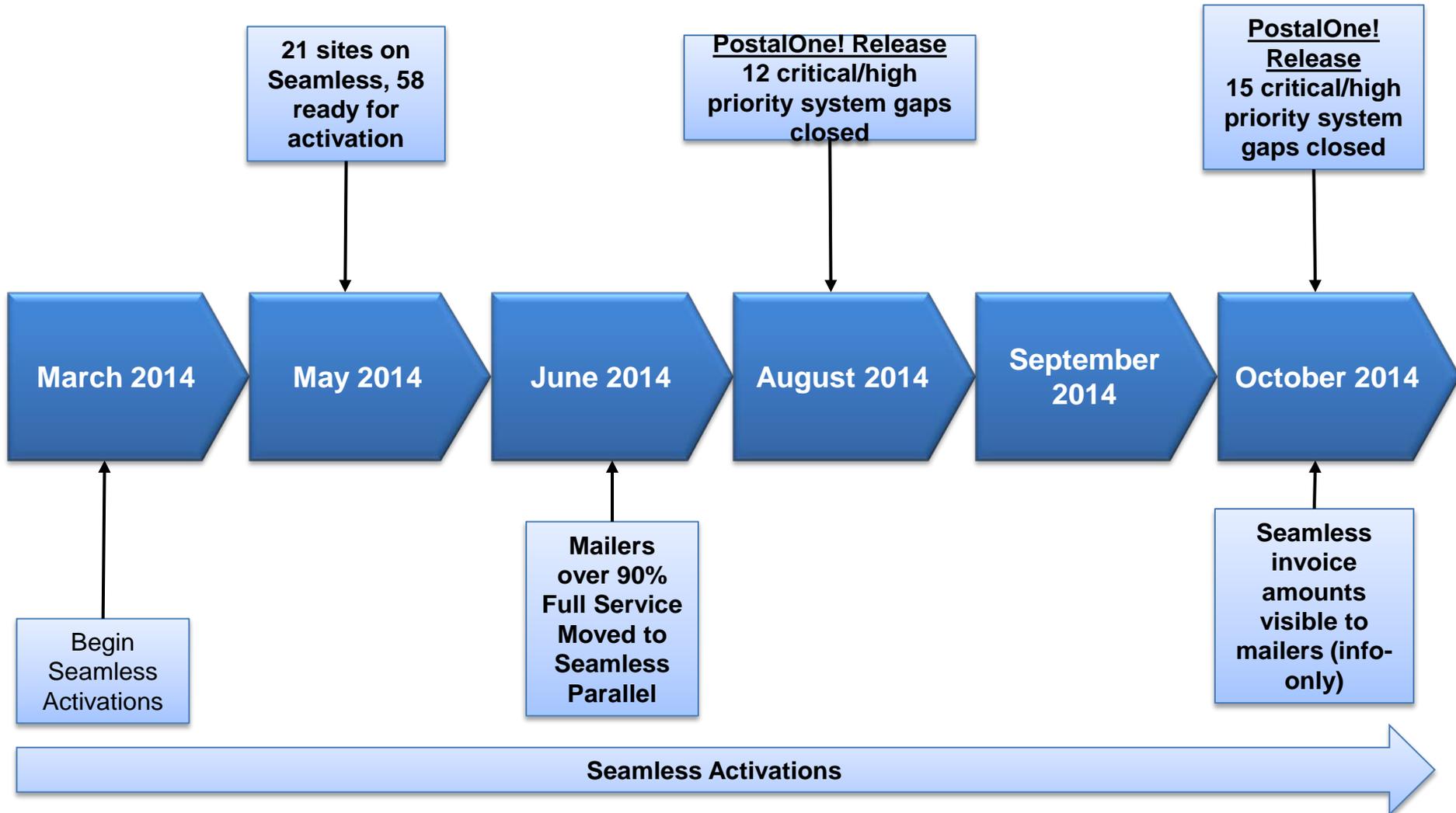
\*Reason For Requesting Review:

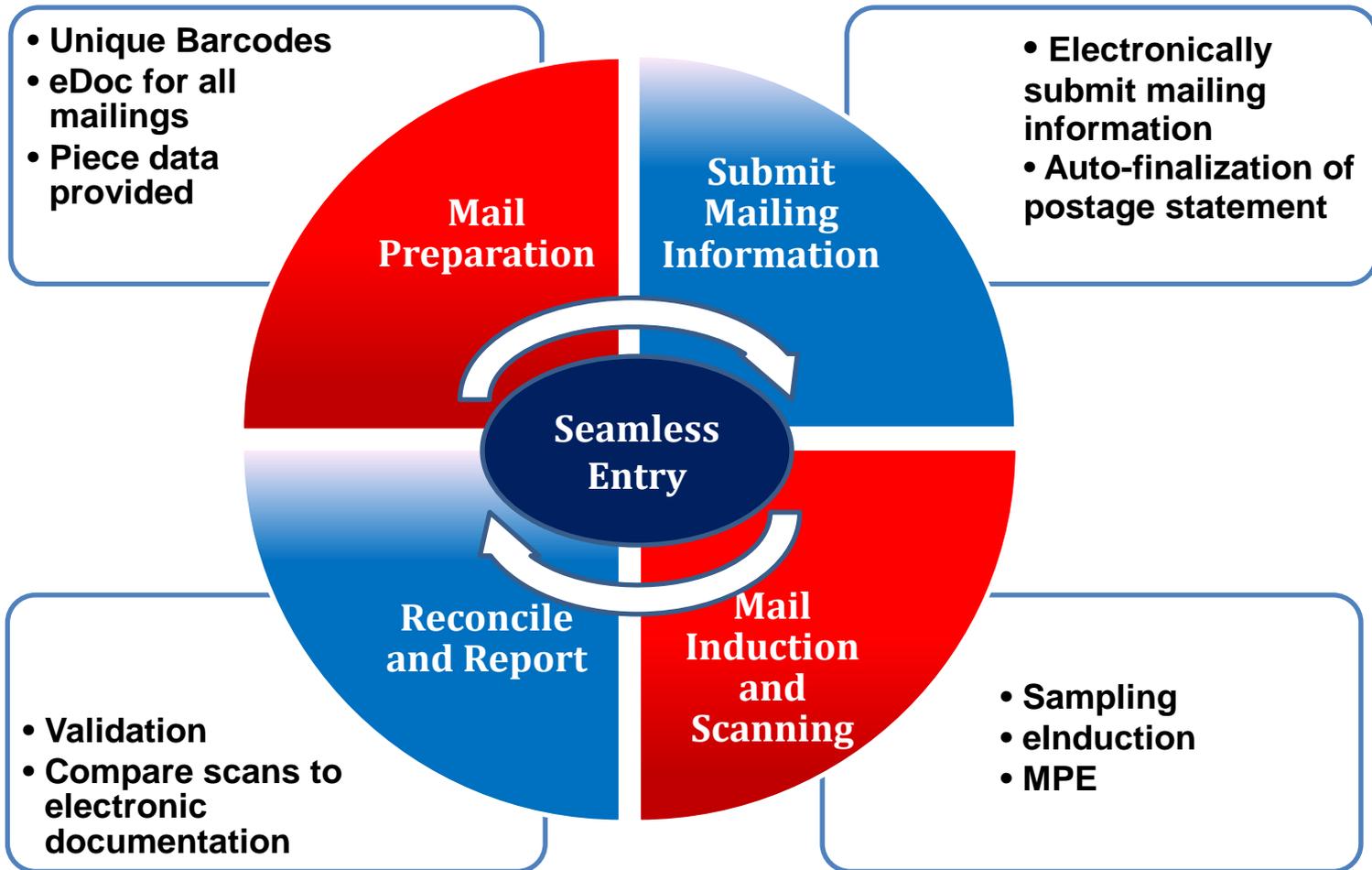
Mailers can request a review of an invoice by BMS

## Full-Service

- **Free ACS** for residual pieces from Full-Service mailings
- Eliminate **Move Update** Assessments per mailing and transition to a trend approach limiting assessment to pieces in error for Full-Service mailings
- Discussions being held in WG 143

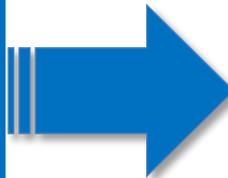
# Roadmap: Seamless Acceptance





- **Once on Seamless Parallel, you can work with USPS to understand your mail quality results and prepare for Seamless Acceptance**
  - ✓ Begin to review Seamless results on the Mailer Scorecard
  - ✓ Evaluate your results against the “Mailer Contact” thresholds
  - ✓ Work with USPS to identify the root causes on any issues
  - ✓ Resolve any mail preparation issues identified in Parallel
- **After one calendar month below threshold, mailers will be moved from parallel to Seamless Acceptance**

**Demonstrate mail quality  
under thresholds for at  
least one calendar month**



**Activate Seamless  
Acceptance**

- As part of Seamless Acceptance, the following verifications are performed:

Verification	eDoc	Mail processing Scans(MPE)	Sampling	Mailer Contact Threshold	Egregious Threshold
Undocumented		X	X	0.5%	0.8%
Delivery Point	X			2%	5%
Move/Update		X		0.5%	0.5%
Nesting/Sortation (MPE)		X		1%	3%
Nesting/Sortation (eDoc)	X			2%	4%
Nesting/Sortation (Sampling)			X	3%	5%
Mail Characteristic			X	0.1%	0.5%
Postage			X	2%	5%
Weight			X	3%	5%

	May 2014	June 2014	August 2014	October 2014	March 2015	Unscheduled	Grand Total
Seamless gaps							
Critical			7	3			10
High			5	12		4	21
Seamless Issues							
Critical	8	2	6	5			21
High	3	1	1	8		6	19
Full Service Issues & Gaps							
Critical	5	4	16	24		1	50
High	6	6	11	11	1	11	46
Grand Total	<b>22</b>	<b>13</b>	<b>46</b>	<b>63</b>	<b>1</b>	<b>22</b>	<b>167</b>



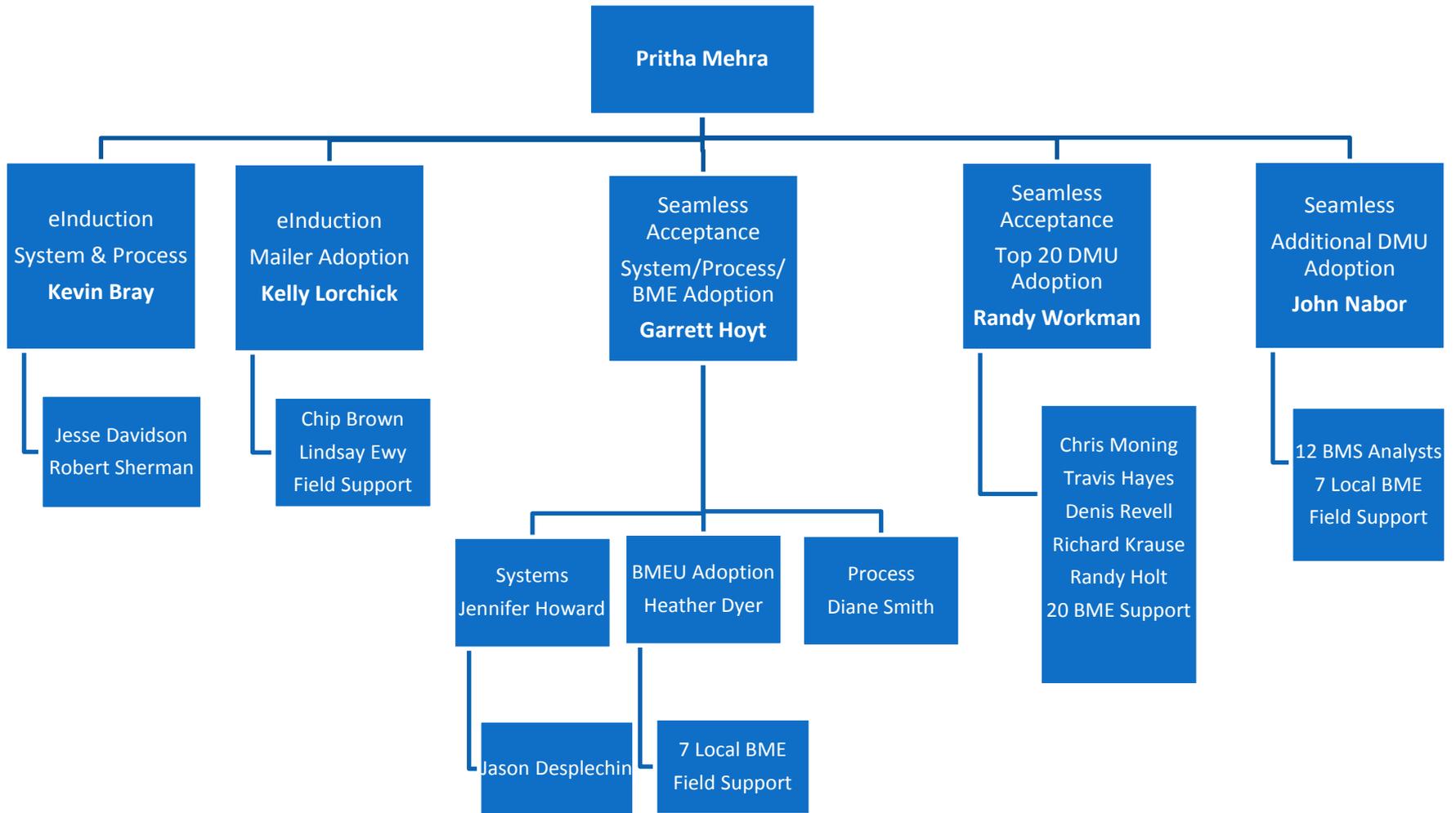
Microsoft Excel  
Worksheet

- Issue: Undocumented pieces resulting from another mail preparer using MID they are not authorized to use by the MID owner
- Enhancements in the August 2014 release will identify cases when the mail preparer not authorized to use the MID has submitted eDoc using the MID
  - Identify scan patterns surrounding undocumented pieces (bookends) and reassign undocumented pieces to the most likely eDoc Submitter; bookended scans will be viewable in the reports
  - Add MID usage reports for internal users to view all parties submitting eDoc for specific MIDs and undocumented pieces identified during sampling

## Need your support in Migrating to Seamless

	# Sites	# Pieces	% Total Volume
Seamless Acceptance	21	297,663,342	2.73%
Approved Mailers	58	874,709,085	8.02%
Parallel Mailers	112	2,149,619,944	19.70%
New Parallel Mailers	362	2,012,711,669	18.68%
<b>Total</b>	<b>553</b>	<b>5,334,704,040</b>	<b>49.13%</b>

- 90 Day Focus
  - Aggressively fix system Issues
  - Increase Full-Service, eInduction, Seamless Adoption
  - Enable Seamless Parallel for DMUs Over 90% FS: Jun 1
    - Provides Visibility to Seamless Verifications (Mailer Scorecard)
  - Created Focus Teams to Maximize Mailer Support
    - BMEU vs. DMU
    - By mailer size and type
      - MLOCR, List, CoPal, CoMail, etc.
    - By product category where applicable



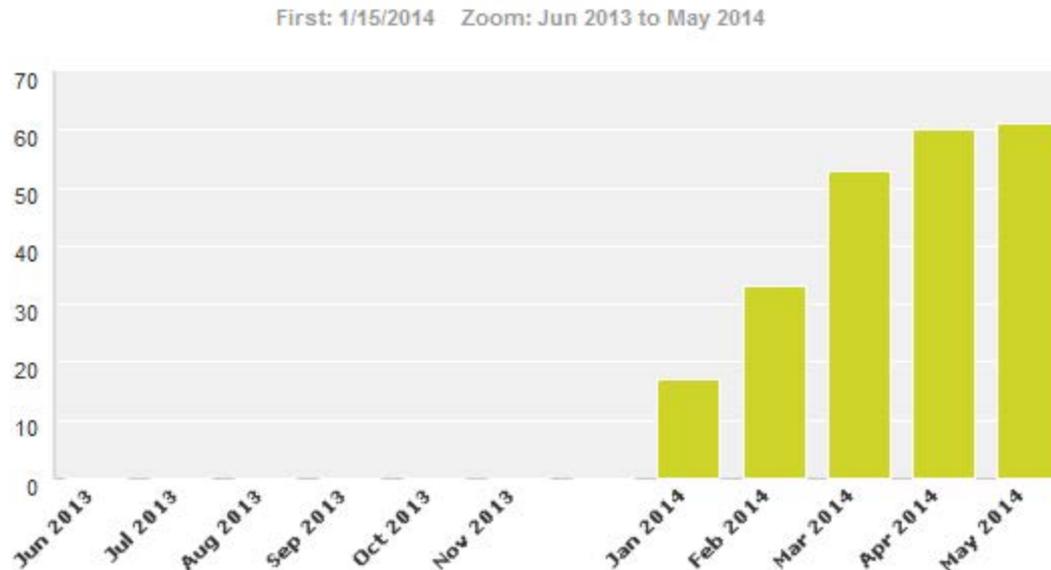
- **Role of a Business Mail Acceptance Employee as a ‘Customer Service and Solutions Specialist’ for Business Mail (concept based -- name change not implied)**
  - Providing excellent customer service
  - 1 Degree of Separation: the shortest path between the customer and a mailing solution
  - Skilled at Researching, learning, analyzing, and resolving

- **BME Role**
  - Review Full-Service Electronic reports for all mailers in your service area
  - Outreach to mailers to advise them on fixing errors in the scorecard
    - Escalate to the Help Desk if a dispute can not be resolved locally

- Deploying Postal Wizard Terminal to BMEs
- Helps customers transition into “e” world
  - Assist customers in signing up for BCG account
  - Promote electronic postage statements
- Phase 1 criteria: BMEUs with more than 1,000 hard-copy postage statements in Q2FY14 and more than 1 million pieces in volume.  
Goal – Deploy by October 2014 (191 locations)
- Phase 2 criteria: BMEUs with more than 500 hard-copy postage statement in Q2FY14. (172 locations)

## MDA Customer Survey Analysis

- MDA Customer Survey launched January 13, 2014
  - Link: <https://www.surveymonkey.com/s/USPSMDA>
  - A request to “Click Here” to be directed to the survey is provided at the bottom of all MDA Support Center Agents and MDAs’ signatures
- Over 220 responses received as of 5/19/14 and on an upward monthly trend:

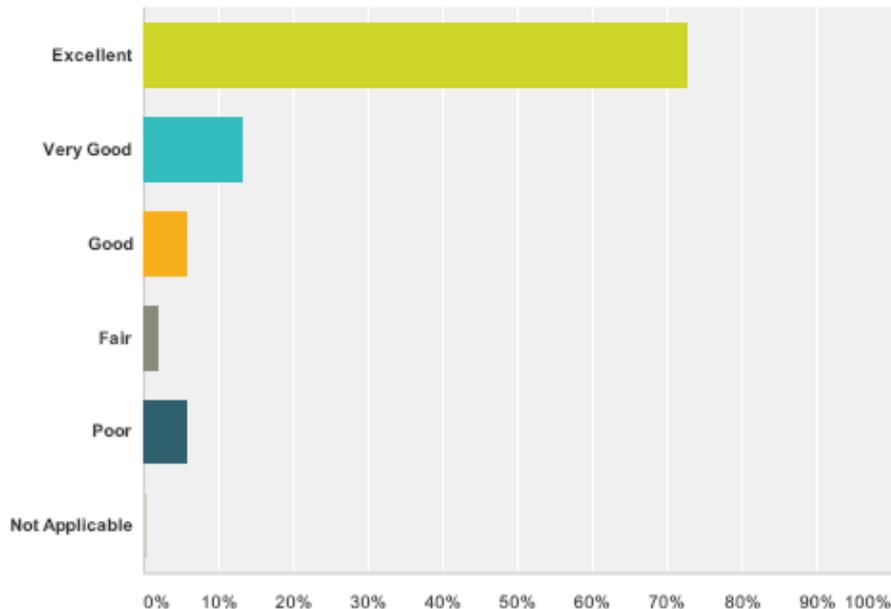


## Survey Results

### Timeliness

**Q6 How would you rate the speed of response from your initial contact with the MDA to the time you received an answer or guidance to your question(s)?**

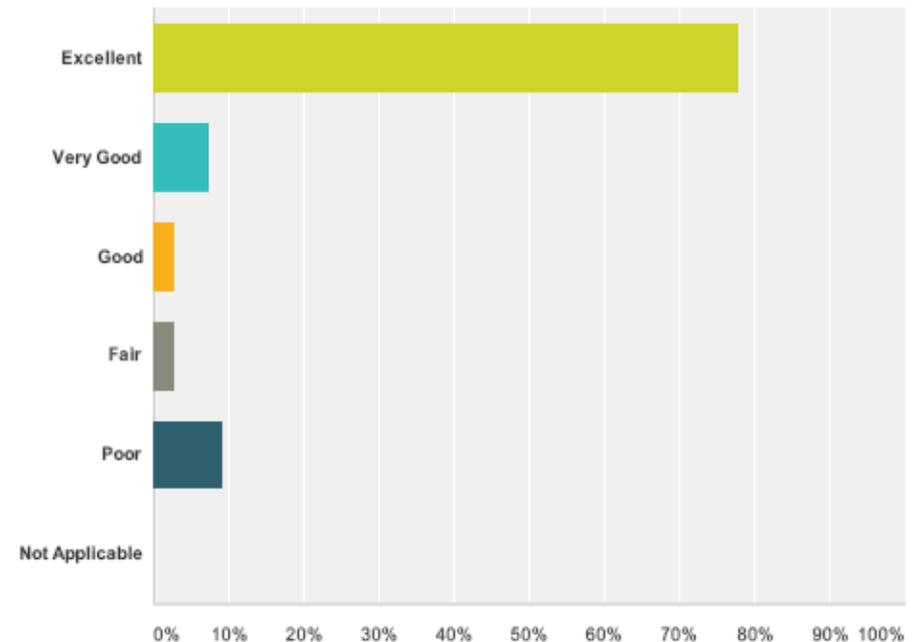
Answered: 220 Skipped: 4



### Helpfulness

**Q14 How would you rate the MDA's overall Helpfulness?**

Answered: 216 Skipped: 8

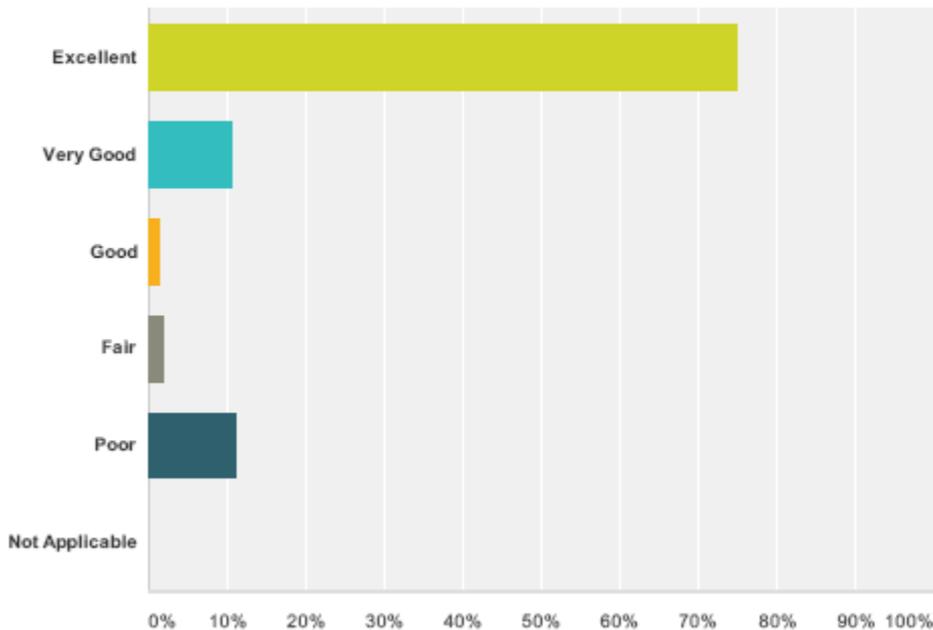


## Survey Results

### Quality

Q13 How would you rate the quality of service you received from the MDA?

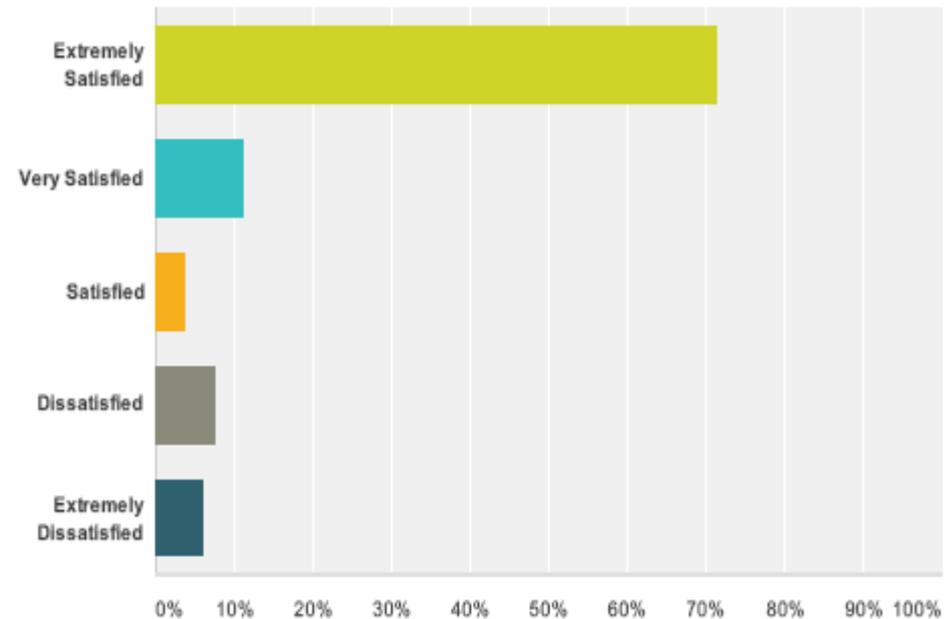
Answered: 216 Skipped: 8



### Overall Customer Satisfaction

Q16 Overall, how satisfied are you with the service you received?

Answered: 214 Skipped: 10



## **Concerns identified:**

- Response Time
- Redirects
- Customer Service and Knowledge
- MDA Support Center/MDA Contact Process
- MDA approved pieces rejected by the field

## **MDA Customer Service Helpdesk Strategies**

### **Response Time**

- MDA Support Center e-mail sampling throughout the day to monitor and report on Service Level Agreement (SLA) response time
- MDA Support Center sends “All Clear” report to Mail Entry to confirm the Inbox has been cleared by COB (5:00PM CT)
- Contingency Plan created to mitigate MDA Support Center Staffing Impacts

### **Redirects**

- New MDA Customer Service Point of Contact (POC) Policy for Non-MDA Related Tickets made effective 05/01/14
  - MDAs will reach out to the appropriate department or person to help obtain resolution for the customer
  - Pertinent contact information will be provided to the customer for future reference
  - Tickets will remain open until an answer or resolution is obtained

## **MDA Customer Service Helpdesk Strategies (continued)**

### **Customer Service and Knowledge**

- Sending MDA Survey Results & Customer Comments to Area Managers
- Leverage Mailing Requirements (MR) to serve as Business Solutions Center
  - Train on ABRM Tool
  - Train employees on commonly asked MDA Q&As
  - Train on high volume Remedy Categories
- Conduct MR “Mystery Calls” using the commonly asked MDA Q&As to gauge MRs Technical Knowledge and Helpfulness
- MDA Quality Reviews
  - All surveys with negative customer feedback will be reviewed for Quality Assurance
  - Results will be sent directly to the MDA and their Manager of Small Business and Mail Acceptance
  - Results will be tracked and monitored for improvement
- Genesys Solution: All calls will be recorded for quality assurance and training purposes

## **MDA Customer Service Helpdesk Strategies (continued)**

### **MDA Contact Process: Genesys Solutions**

- Direct auto-routing of calls and e-mails to next available, longest waiting MDA
- Increased visibility for Managers
- Additional Metrics, Real-Time, and Historical Reporting to help monitor performance
- MDA Training planned for later part of May and early June
- Launch planned weekend of June 20<sup>th</sup>

### **MDA Approved Pieces**

- Train Mailing Requirements on the Enhanced Mailpiece Automation-Compatibility (EMAC) Review process
  - Once the review has been performed, the mailer can proceed to create their piece with the confidence that the selected design would be acceptable at automation prices anywhere in the nation.
- Send out communications to BMEUs

## Nonprofit Identification – Permit Verification

- **Nonprofit Authorization # is linked to a permit record**
- **Permit is used in mailings to identify customer and provide Nonprofit Authorization validation**
- **Hardcopy provided when multiple NPAs in a mailing (exception)**

## Issues

- **Permits are required to support Nonprofit Authorization #s**
- **Requires permit assignment for all Nonprofit customers in a mailing**
  - Issuance of ghost permits and management of additional information for a customer manual (no auto-system refresh)
- **Hardcopy exception does not provide system reporting information**
  - NPA not updated when mailing occurs
  - Mail Owners not correctly credited for NP mailing

## Nonprofit Identification – CRID Level Verification

- **Nonprofit Authorizations are linked to CRIDs**
- **MID, CRID, or Permit is used in mailings to identify customer and provide Nonprofit Authorization(NPA) validation**
  - Follows Full-Service order of precedence but in addition, checks permit field if MID or CRID fails for NPA
- **All Nonprofit Mail Owners are identified electronically**
- **System verification uses one crosswalk table**
- **Search and Validation tools output same records and statuses to all users**

## Industry Feedback – USPS Response

- **Permits (including ghost)**
  - Permits can still be used. The same identifiers that are used for Full-Service can be used to identify NPA.
- **Duplicate CRIDs**
  - *PostalOne!* will support a many-to-many relationship with NPAs and CRIDs. This will accommodate CRID match-up issues.
- **Duplicate NPAs**
  - *PostalOne!* will support many-to-many relationship with NPAs and CRIDs.
- **NPAs not found– not all NPAs have ghost permits assigned**
  - *PostalOne!* will load all active and pending NPAs from PCSC database.
  - Internal Admin (Help Desk) module allows adding CRID and/or linking a NPA
- **MSP Tools not robust enough: single query, no bulk upload option, need more time to use existing and new tools**
  - We are enhancing the tools to output all NPA ID info with crosswalk options
  - We are also enhancing the tools to add bulk upload capability
  - We are equipping the Help Desk to crosswalk information



MSP Customer  
Validation Tool

**A** Continue to use the BCG/MSP Customer Validation Tool

**B** Call the Help Desk (800-522-9085) if you encounter any discrepancy or if you want to verify:

- NPA Not Found
- NPA w/o CRIDs
- CRID mismatch
- NPA Owner mismatch

**C** *PostalOne!* Help Desk will cross walk your data & perform linkage corrections: Masterlist of identifiers w/ crosswalk will be available for Help Desk:

1) CRID, MID, NPA# or Permit

**D** Help Desk will provide you spreadsheet:

- 1) NPA#: status including revoked & denied
- 2) CRID: existing, updated linkage, newly created
- 3) MID: validity, linkage to CRID
- 4) Permit: existing, updated linkage, newly created & permit status



MSP Customer  
Validation Tool

### October 2014 Release

- **Mailings taking the Full-Service discount must meet By/For to identify Mail Owner with MID, CRID, or Permit**
  - MID must be used if data distribution is desired
- **For Nonprofit validation, *PostalOne!* will follow the order of precedence (MID, CRID, Permit), but will check all fields for a valid NPA**
  - MID and permit fields will be mapped to a CRID with NPA authorization
  - MID is linked to CRID that MAY NOT have valid NPA but permit field contains valid NPA
  - *PostalOne!* will continue to use NPA from permit field for Nonprofit eligibility
    - Accommodates present permits (including ghost)
    - Lessens chance of CRID or MID providing invalid NPA
- **To accommodate Nonprofit with more than one NPA Mail Owner**
  - MID and permit fields could be populated to identify Mail Owner
  - MID would indicate Mail Owner while the permit field would only indicate a permit for Nonprofit authorization

**June 2014**

- Review/verify USPS identifiers
- Call the Help Desk to help verify
- Use Permit for NPA Identification / Spreadsheet

**October 2014**

- Data merge based on clean-ups
- Deploy Technical Implementation
- Launch MSP Customer Validation Tool w/ Enhancements

**January 2015**

- Implement Policy Requirements
- Discontinue Use of Spreadsheet

The mailing industry presented **33 issues** to USPS in March 2014

- 7 - Closed/Resolved Issues
- 26 - Open Issues
  - 6 – NON SV Issues
  - 9 – Invoicing Issues
  - 11 – Issues related to: Data/Reporting, Process and Logical Mailings

## 6 – Closed Issues:

- BOL and Acceptance Issues
- eInduction Optional Pallet Placard Marking
- Scan Data Reporting
- Mailer Onboarding/Mailer Notification

## 2 – Resolved Pending Training and Testing

- Mail.xml scenarios
- Internal Operations and BSN Training

## Open Issues:

6 – NON SV Specific Issues

9 – Invoicing Issues

4 – Data/Reporting Issues

6 – Process Issues

1 – Logical Mailing Issues

Issues	USPS Response	Status
Induction at Non-SV sites	<p>All non-SV sites will be transitioned to scan-based eInduction in FY15 allowing for issues to be identified through reporting and back-end data. The USPS has seen limited process compliance issues where containers are incorrectly handled at the entry facility. We have worked aggressively from the area down to plants to address fix the issues since we have detailed information. These reports on the number of issues have been shared with the industry in MTAC 138. We are seeing an average of 35 issues per week across all facilities and appointments. We ask that mailers continue to provide immediate notification of any induction sites that fail to adhere to the PVDS process to FAST Help Desk.</p> <p>USPS personnel should sign the BOL as a courtesy to mailers. If a site will not sign the BOL, please notify the FAST Help Desk. Data about container acceptance is available in the shipping summary report and the Mailer Summary reports. A July enhancement to the shipping summary report will show eInduction and NoneInduction containers in the same report.</p>	Closed/Monitoring
eInduction indicator on placard	USPS will allow the placard indicator as an optional item on either side of the text reading "USPS Scan Required".	Closed
Provide access to proof of payment for 3PL	<p>a. That is correct.</p> <p>b. Payment on a container can be verified using the ContainerStatusQuery request message. Details on how to use this message can be found in the eInduction Guide to Mailers.</p> <p>c. Postage statement status can also be verified on the Shipping Summary Report</p>	Closed
Savings from 100% eInduction	By moving to 100% eInduction, additional efficiencies are gained at origin for mailers who do not need to generate any paper 8125s/8017s. The dock process is streamlined for a 100% eInduction load, speeding mail entry.	Closed

Issues	USPS Response	Status
Letter/email confirmation of eInduction onboarding for mailers	This procedure has been updated. Mailers will receive an e-mail from BMS once they approved for activation.	Closed
Mail XML messaging	The eInduction related Mail.XML messages have been tested per the Mail.XML spec, USPS user guide, and the eInduction mailers guide. The eInduction team can share the test scenarios and address mailer-specific concerns at MTAC 138. If additional use cases exist, they will be discussed with the MTAC 138 and IDEAlliance Mail.XML workgroup. Currently, the Mail.XML eInduction specific messaging is being used by 1 mailer.	Closed/Monitoring
Scan data availability and BSN/Operations	<p>Scan data is available near real time using the shipping summary report, and within 48hrs from the Microstrategy reports. The USPS will share data on scan performance with MTAC 138. We are working with the field to continue to improve scan rates but have seen dramatic improvements since launching eInduction for participating mailers. USPS is investigating options with MTAC UG4 to provide scan data in near-real-time based on the MID in the barcode.</p> <p>The eInduction team will engage with BSN and operations to educate them on eInduction and the validity of the scan as POD.</p>	Closed/Continued Communication and Training

- Of the 33 issues presented to the MTAC 138 Workgroup, **11 issues** remain open for further action:

Issue	USPS Response	Action To Close
Container accidentally unloaded at wrong location	<p>The USPS worked with MTAC 138 to develop two processes to address mis-shipped containers. The first is to let mailers enter the containers and pay later, the second is to let mailers choose to take the container back. In eInduction, the USPS is working to expedite the entry process and eliminate decisions at the entry locations. The USPS is committed to sharing national information on mis-shipped containers with the mailers to identify typical problems. The USPS has a threshold for mis-shipped containers to allow for individual errors.</p>	Share data on misshipped containers
PO! local outage process	<p>The USPS is making every attempt to ensure that there are no eDoc failures to upload. If you have problems, please open a Help Desk ticket to allow us to investigate and resolve any issues. Local PO! outages are handled via the posted PO! contingency process. A mailer should call the PostalOne! Help Desk when they are unable to upload eDoc to get a HD ticket number. That ticket number will need to travel with the container if it is being entered via eInduction. Mailers may move forward with eInduction shipments per the eInduction PO! outage contingency process. The contingency plan is currently posted on RIBBS. Systemic issues where PO! is down will be communicated through SV network and no mailer action is needed.</p>	Review PO! outage process with MTAC 138 workgroup

Issue	USPS Response	Action To Close
Changes to spec/PO! when eInduction flag is no longer mandatory	The eInduction program is a new program. We have mailers flagging containers as eInduction who are not on eInduction which has caused confusion at the dock. Until only mailers participating in the eInduction program are flagging their containers in electronic documentation, we are limiting container releases to the dock to authorized mailers. Once the eInduction program is mature and mailers are correctly using the eInduction flag, we plan to remove this limitation.	Long-term change to eInduction; to be addressed during late FY2014
Undocumented containers from logical mailers	Data from mailers participating in both Seamless Acceptance and eInduction will be used to ensure that a mailer is not double-charged for undocumented piece and extra containers. Extra containers may be disputed in the monthly invoice process if the mailer can demonstrate that all mail on the container was included in a finalized postage statement.	Sub-workgroup being formed to address issues specific to logical mailers
Provide 3PL access to reports	We will work through MTAC 138 to define the requirements to provide third-party access to the MicroStrategy reports and eInduction Mail.XML messages.	A future enhancement to eInduction, available after January 2015
Provide access to proof of payment for 3PL	<p>a. That is correct.</p> <p>b. Payment on a container can be verified using the ContainerStatusQuery request message. Details on how to use this message can be found in the eInduction Guide to Mailers.</p> <p>c. Postage statement status can also be verified on the Shipping Summary Report</p>	A future enhancement to eInduction, available after January 2015
eInduction at non-USPS facilities (Air terminals)	These facilities are not operated by USPS and do not currently have the systems needed to support eInduction. Enhancements to PO! will be needed to handle data generated by these facilities in a future release.	Enhancements to PostalOne! to receive scan data from vendor facilities

Issue	USPS Response	Action to Close
CSAs allows multiple locale keys depending on time of day	An enhancement may be needed to allow an entry location to be provided at the physical container level for logical mailings. This issue should be further discussed in MTAC 138.	A future enhancement to eInduction, available after January 2015
eInduction for all mailer shipments	USPS will test the current eInduction implementation to identify gaps that are preventing the expansion to packages that are not accepted under the eVS program. These enhancements will be included in a future release. USPS will work with MTAC 138 to prioritize the parcel classes that need to be included in the program.	Long-term change to eInduction; to be addressed with MTAC 138 during late FY2014
Definition of eInduction mandate	The USPS has not proposed a mandate for eInduction, the USPS asked for industry feedback on issues that would prevent mailers from transitioning to eInduction. The USPS will ensure there is a critical mass of mailers who have transitioned to eInduction prior to moving forward. If there is an eInduction mandate, there will be a grace period to support the transition of all mailers from a paper 8125/8017. During the grace period, mail will continue to be accepted with a paper 8125/8017.	Long-term change to eInduction; to be addressed with MTAC 138 during late FY2014
Impact of eliminating paper forms	The USPS has not proposed a mandate for eInduction, the USPS asked for industry feedback on issues that would prevent mailers from transitioning to eInduction. The USPS will ensure there is a critical mass of mailers who have transitioned to eInduction prior to moving forward. If there is an eInduction mandate, there will be a grace period to support the transition of all mailers from a paper 8125/8017. During the grace period, mail will continue to be accepted with a paper 8125/8017. Since the launch of eInduction in November 2013, over 35 mailers presenting more than 25% of all containers, have transitioned away from paper 8125s.	Long-term change to eInduction; to be addressed with MTAC 138 during late FY2014

Of the 33 issues presented, **9 issues and sub-issues related to invoicing** will be addressed in Q4 FY2014, when the invoicing process and screenshots will be shared:

Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
23	Need to define the responsible parties related to the decision making on an eInduction pallet. Who will be able to make decisions on a pallet or investigate issues related to mistakes whether industry or USPS. This May be an issue for a newly proposed MTAC WG.	Business Level Issues	10-Mar	23	Responsible parties for decisions made about eInduction pallet	The eInduction team will share the process for identifying alternate CIRDs for invoicing, dispute requests/criteria, and the order of precedence for invoice assignment with the workgroup.	Open
25	Where is the sample invoicing? Need to review this well in advance of the planned live July 2014 date.	USPS Reporting	28-Feb	25	View sample invoicing prior to July 2014 invoicing date	Invoicing will not be implemented for eInduction in July 2014. Invoices will be available for informational purposes for several months prior to being activated for mailer payment.	Close
26	Need to analyze in depth the accuracy of Data quality reports. We have invoice \$'s showing up on facilities that are not doing eInduction.	USPS Reporting	28-Feb	26	Invoice report accuracy	There are known issues with invoice reports for eInduction that have been communicated to MTAC 138. The invoice amount for eInduction are not accurate and should be ignored until notified by USPS that they are ready for review.	Open

- Issues and sub-issues related to invoicing to be addressed in Q4 FY2014:

Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
24	Evaluation of loss of drop ship discounts responsibility: <ul style="list-style-type: none"> <li>How do we know whose fault it is? We could have made an error, and we use six vendors. In addition to the possible vendor error, what about the USPS?</li> <li>How do we prove who is responsible for the error?</li> <li>If it's the USPS and there MDF file how do we prove it?</li> <li>Resources and personnel to research the errors and resolve them.</li> </ul>	Business Level Issues	10-Mar	24a	Fault assignment	Invoice assignments will be per the invoicing order of precedence. eDoc submitters may designate transportation carriers and third parties for invoice assignment (optional). This is controlled by the eDoc submitter.	Close
				24b	Possibility of USPS errors	Cases that are known USPS errors are excluded from invoicing. In the event that a new excetion arises, the mailer can dispute the invoice in question.	Open
				24c	Proving responsibility	Mailer may reassign invoices to other CRIDS included in the eDoc. Dispute criteria to prove other parties responsible will be shared with the workgroup at a later date.	
				24d	MDF File Errors	Errors in the MDF file are proposed dispute criteria	
				24e	Who is responsible for researching errors?	BMS Analysts and BME Clerks will investigate all disputed invoices, in addition to monitoring mailer quality over the course of a month.	Close

- Issues and sub-issues related to invoicing to be addressed in Q4 FY2014:

Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
27	The proposed processes concerning being able to designate billing to logistics vendors is very unclear and unwelcome. Agreed that if I am handling the logistics and I error I should be responsible, but that is going to need to be worked out as a business decision between me and client. I do not accept any proposal that allows an eDoc submitter to upload a file using my DUNS or CRID information indicating I am responsible for billing. Too often freight is reassigned from original planned vendor, both by the eDoc submitter or by the actual beneficial mail owner. Another related issue is that the mailer submits the mail.dat to PostalOne! If the container data is incorrect, or if the mailer neglects to attach the appointment to the proper containers on a resubmit, the USPS will charge the scheduler CRID. A logistics provider who schedules the appointments will be invoiced under correct procedures.	USPS Reporting	28-Feb	27	Assignment of invoicing to logistics provider	Logistics providers are only invoiced when their CRID is identified in the eDoc and can only be held responsible for mis-shipped containers. There is no default to the Appointment Scheduler. If a logistics provider does not agree that they transported a specific container that was mis-shipped, they can dispute the charge during the invoice generation period.	Close

Of the 33 issues presented, **6 issues related to non-SV sites** will be addressed by the non-SV Scanning solution in Q1 FY2015:

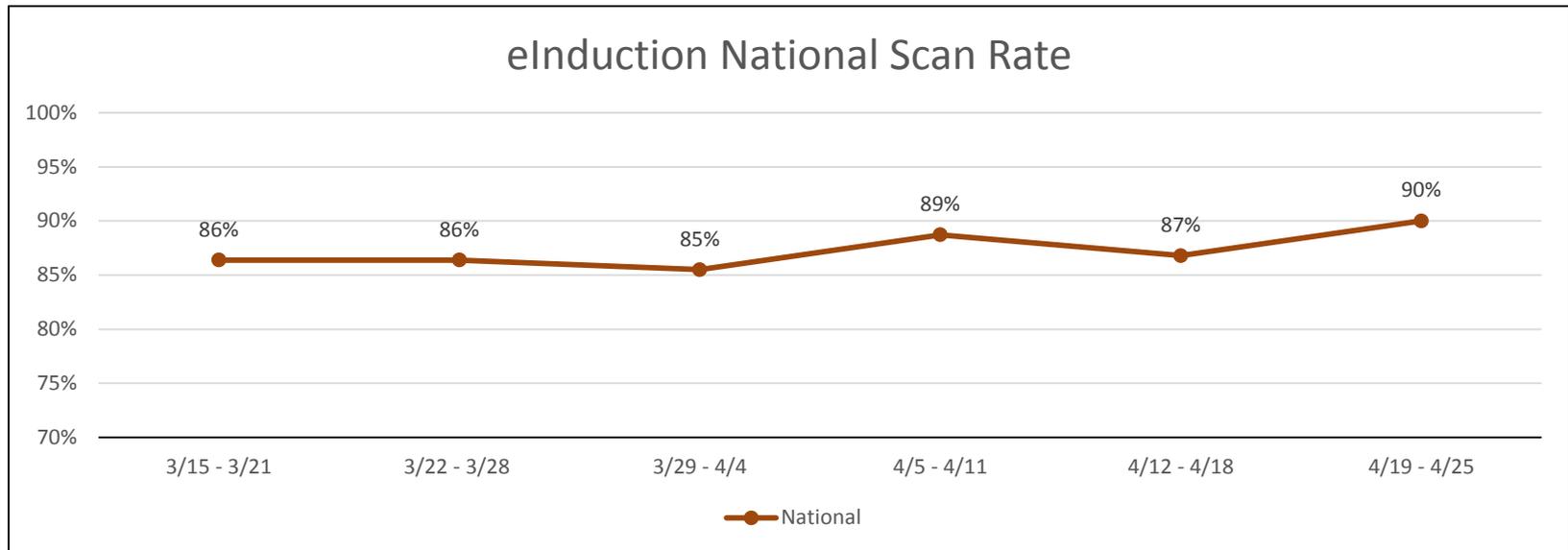
Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
7	<p>This issue occurs on tracing container scans when an unexpected appointment is recreated and there isn't a link back to the original container and appointment. An example is when a logistics provider uses XYZ Freight for LTL redistribution. The logistics provider may make the original appointment, but might have to drop the freight at XYZ's terminal. In that case, XYZ Freight will use their standing appointment. When this occurs, the IMb and associated content will not match the appointment. The IMb will show postage paid if the USPS digs around for the connection, but will the logistics provider be penalized and/or invoiced? How will the USPS handle this situation? We're told some of these LTL freight companies (FedEx for example) have approached the USPS, but then did not follow up or show any additional interest in working towards a resolution.</p>	Electronic Communication Process	28-Feb	7	Appointment association when multiple 3PL carriers are used (LTL)	<p>All non-SV sites will be transitioned to scan-based induction in FY2015. We are developing and testing the capability to accept an induction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138. At that time, requirement to associate a container to appointments will be removed.</p>	Close

- Issues to be addressed by the non-SV Scanning solution in Q1 FY2015:

Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
12	FAST will not allow for the updating of content within 1 hour prior to an appointment time. Will this be waived/adjusted for eInduction?	Electronic Communication Process	28-Feb	12	FAST update of content	There are currently no plans to adjust the content association window. Content association must occur 1 hour prior to arrival in order to allow for the linkage to be completed by the time of mailer arrival. We are developing and testing the capability to accept an eInduction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138. At that time, the requirement to associate a container to appointments will be removed.	Close
14	What is the plan for non-SV sites? Bringing on an additional 10 sites (about 78% of destination entry) but the solutions for the other 22% needs to be addressed.	Limitations to get to 100%	28-Feb	14	Induction at Non-SV sites	We are developing and testing the capability to accept an eInduction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138.	Close

- Issues to be addressed by the non-SV Scanning solution in Q1 FY2015:

Industry Ref#	Industry Issue	Industry Issue Grouping	Date Added	USPS Ref #	Distinct Issues	USPS Response	USPS Recommendation
15	USPS needs to make all their processing facilities "Surface Visible" before they can think about making eInduction mandatory so there is a consistent process for mailers to use.	Limitations to get to 100%	28-Feb	15	Induction at Non-SV sites	We are developing and testing the capability to accept an eInduction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138.	Close
16	In July, the USPS will be adding somewhere between 100 to 500 additional "HUB" facilities where mailers will be able to drop mail and receive a DSCF discount on direct containers. What are the USPS plans to make these facilities "Surface Visible" prior to mandating eInduction?	Limitations to get to 100%	28-Feb	16	Induction at Non-SV sites (HUBs)	We are developing and testing the capability to accept an eInduction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138.	Close
17	DDU facilities are not currently planned for eInduction yet we deliver the same product at that level. To go 100% eInduction we need a process for these facilities. Going direct to DDUs is not much different than drop shipping to "HUB" facilities which are considered as Super DDUs.	Limitations to get to 100%	28-Feb	17	Induction at Non-SV sites (DDU)	We are developing and testing the capability to accept an eInduction container at a non-SV site regardless of appointment association status. Testing will begin in August 2014. We will be looking for participants to participate in the test process through MTAC 138.	



Currently Mailers have 2 options when metering mail.

1. First option is to meter all pieces at the exact rate of postage
2. Second option is to meter all pieces at the lowest rate of postage in the mailing.

Both options are difficult for Mailers claiming Full Service discounts or incentive discounts.

**Proposal:** provide Mailers with a “Metered Neither” option

Customers meter all pieces at one price which is lower than the lowest rate in the mailing

Suggested prices could mirror pre-canceled stamp prices

- FCM \$0.25, STD Mail \$0.10, Nonprofit \$0.05
- *Postalone!* currently supports this option
- Will require DMM change
- Will allow all mailers to receive FS discounts and incentives without a refund

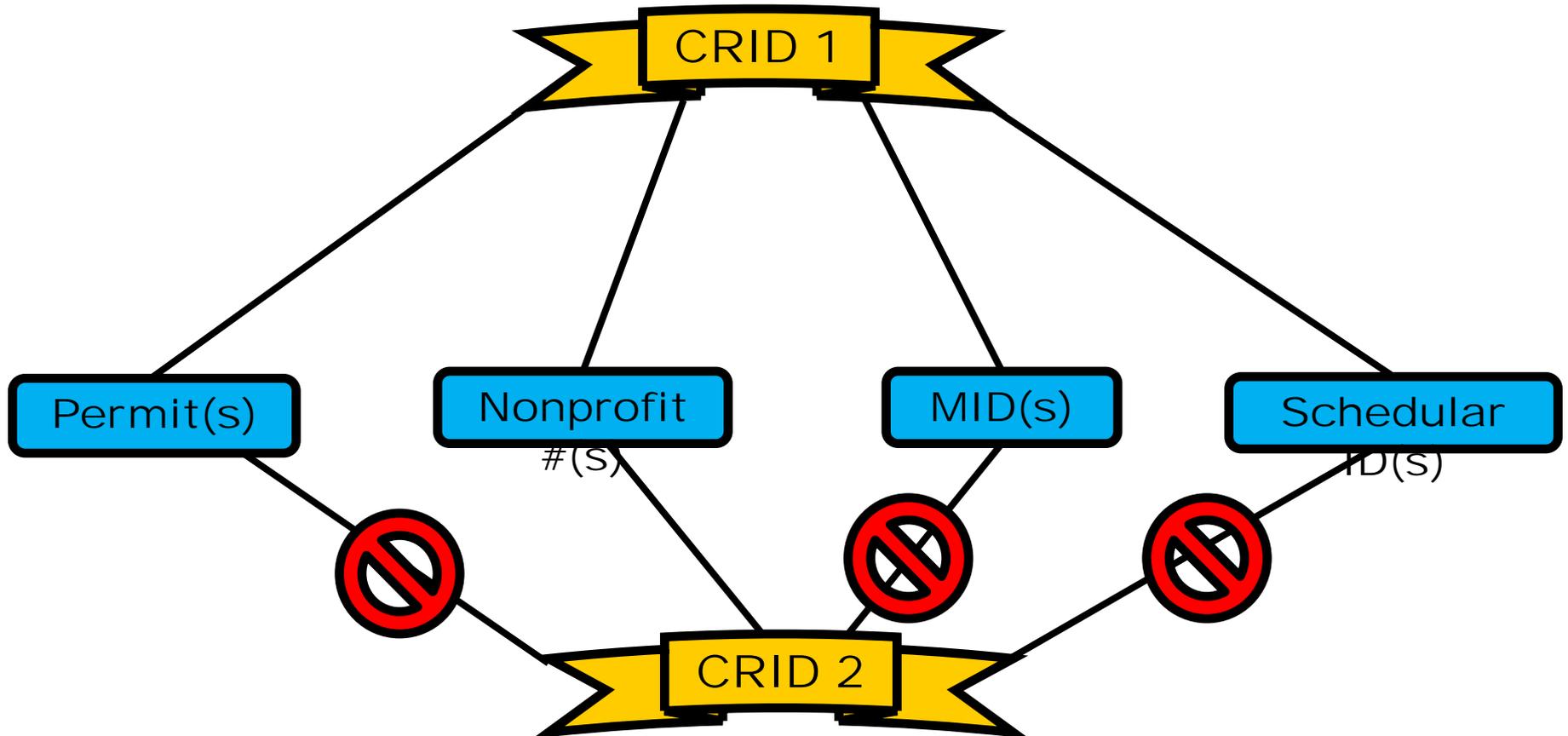
# Payment & Acceptance Track

## APPENDIX SLIDES

Detected on Date	Item ID	Summary	Priority	Target Release	Release Notes
1/13/2014	1814	The PostalOne! system - Wrong non-profit number being applied for CRID with multiple permits	03-High		
6/14/2013	2089	PS 3602 - PSW or BMEU - Mailer CRID is a Non-Profit authorized in Pending Status but system charge as Regular rate This issue occurred with PSW or BMEU Submission Type statements, with PS 3602 Mail Class, and with All Processing Category. This has some revenue impact and no workaround.	03-High		Since R34 there have been 2 occurrences of this issue. It is not wide spread. Finno: 351215-0215 GH 80035 Mail Owner CRID – 3839564 Nonprofit Authorization Numbers: 1534942 (PENDING) instead of 708624 (APPROVED) User contact: Geriann Wakely 631.588.6132 Findings/Root cause: (from Helen/Florida) They have a Pending Auth 1534942 without effective date for one of the companies under the CRID.
6/6/2013	1683	CRID - BMEU and PSW statements have Mailing Agent -MA- and Mailing Owner -MO- populated incorrect company info and not corresponding to the selected CRID	03-High		BMEU and PSW statements have Mailing Agent (MA) and Mailing Owner (MO) populate incorrect company info and correspond to the incorrect CRID.
4/10/2014	3342	Problem with account management, unable to edit BR MR & PD permits. Error msg: You have entered a NON-ACTIVE or INVALID Nonprofit Authorization Number.	04-Critical	38.0.	The BMEU Clerks are receiving the following message when attempting to edit a BR, MR or PD type permit: You have entered a NON-ACTIVE or INVALID Nonprofit Authorization Number. Please check the number and try again. You entered 0." ALM 3348; Weekly Data Repair to correct the impacted Permits

Business Customer Gateway tools may not be sufficient for the mailers		Enhancements / Correction
1	Existing tools are inadequate	Ability to return the following information: 1-a: CRID Name and Address (Which CRID, Permit CRID, NPA CRID, BCG Account CRID) 1-b: Any linked Permit Type and Status (Active, Inactive, Canceled, Deleted) 1-c: NPA Org Name, Address and Status (Authorized, Pending, Revoked, Denied)
2	Tools are limiting in usability when large amounts of data need to be process and cross referenced	Ability to upload up to 1,00 (?) or greater #s of data
3	Look-up tool is returning authorized and nonprofit account numbers with authorized and pending status	This item will take care of by item # 1
4	The mailers are getting results in name that do not match the authorized nonprofit name – they may be rejected when the BMEU does the verification because it does not match the address in the PCSC database – will not provide NPA name from PCSC – PCSC does not provide the NPA record from the search engine being used	This item will take care of by item # 1
5	MSP needs to see official name and address from the nonprofit official PCSC data	This item will take care of by item # 1
6	Ghost permit with primary NPA being cancelled/deactivated for non-use – not tied to Legacy – record discrepancy situation	This item will take care of by item # 1
7	When the system switched from mail owner permit to mail owner CRID - We are not capturing the mailing for ghost permits – we should be capturing the last mailing date at the permit level, the nonprofit authorization level – applies to every mailing that occurs – we are not capturing the mailing. We need to update that permit with last permit date, we need to update NPA table with last mailing date – the PCSC will remove for nonuse if not used for 2 yrs. We need to capture the NP activity report – BMEU uses if customer account should be cancelled manually for non use. Additional entry office for the nonprofit authorization must be added so the PCSC knows to notify them when a change occurs	This item will resolve by item1 and provide an access to Validation Tool to Internal BMEU Users

## CRID → ID Relationship



Nonprofit Authorizations are attached to CRIDs to indicate a business location (CRID) is eligible for Nonprofit prices. It is NOT used as a unique customer identification and can therefore have a many-to-many relationship.

All CRID → Nonprofit # (via permit linkage) in  
*PostalOne!*

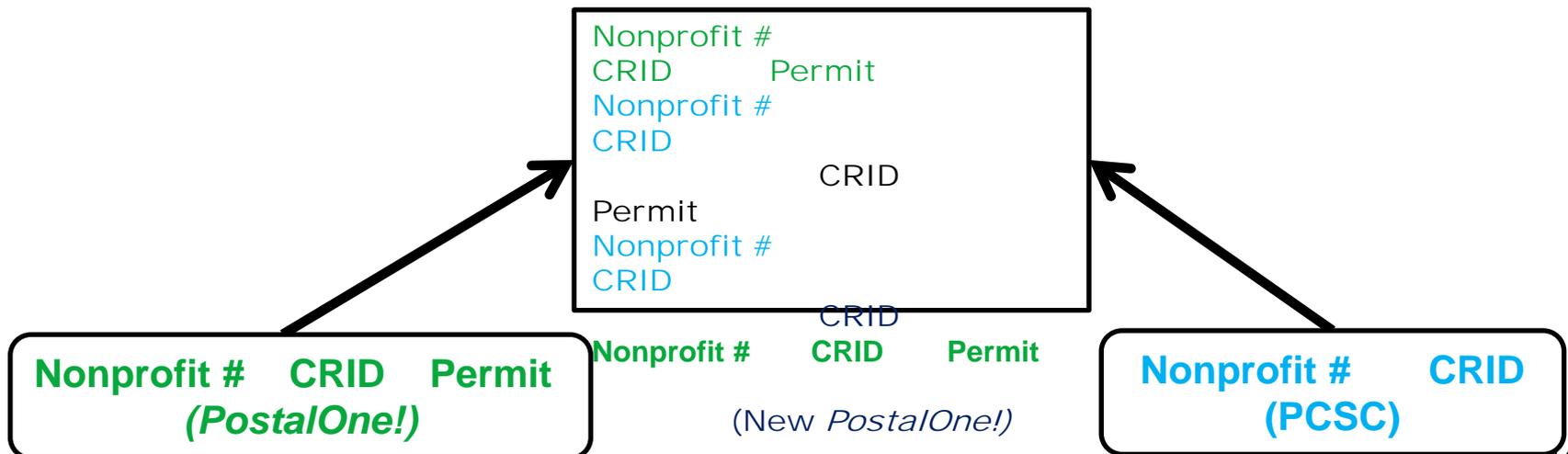


All CRID → Nonprofit # in Nonprofit database (PCSC)



All Nonprofit # with CRID assignment in *PostalOne!*

- Some CRIDs may also have permits



Area	District	Mailer Name	Activation Date
EASTERN	KENTUCKIANA	NETFLIX – LOUISVILLE	6.24.2013
WESTERN	SALT LAKE CITY	NETFLIX - SALT LAKE CITY <SALT LAKE CITY, UT>	3.17.2014
SOUTHERN	SOUTH FLORIDA	WILEN DIRECT <DEERFIELD BCH, FL>	3.24.2014
SOUTHERN	SUNCOAST	VALPAK DIRECT MARKETING SYSTEMS INC <SAINT PETERSBURG, FL>	3.24.2014
WESTERN	HAWKEYE	REES ASSOCIATES/Select Mail <DES MOINES, IA>	3.24.2014
NORTHEAST	GREATER BOSTON	NETFLIX - BOSTON <NORTHBOROUGH, MA>	4.07.2014
PACIFIC	HONOLULU	CARDINAL PRESORT SERVICES LTD. <HONOLULU, HI>	4.14.2014
EASTERN	CENTRAL PENNSYLVANIA	JETSON SPECIALTY MARKETING SERVICES <KUTZTOWN, PA>	4.14.2014
PACIFIC	BAY-VALLEY	NETFLIX – FREMONT <FREMONT, CA>	4.21.2014
NORTHEAST	MULTIPLE	NETFLIX – FLUSHING (MID-ISLAND) <MELVILLE, NY>	4.21.2014

	May 2014	June 2014	August 2014	October 2014	March 2015	Unscheduled	Grand Total
<b>Seamless gaps</b>							
Critical			7	3			10
High			5	12		4	21
<b>Seamless Issues</b>							
Critical	8	2	6	5			21
High	3	1	1	8		6	19
<b>Full Service Issues &amp; Gaps</b>							
Critical	5	4	16	24		1	50
High	6	6	11	11	1	11	46
<b>Grand Total</b>	<b>22</b>	<b>13</b>	<b>46</b>	<b>63</b>	<b>1</b>	<b>22</b>	<b>167</b>



Microsoft Excel  
Worksheet

# Payment & Acceptance Track

**Packages**  
2:45 pm – 4:00 pm

## Packages Agenda

- Jan 2014 MTAC Action Items Follow-up
  - HUB listing availability
  - New report in eVS that displays any MIDs owned by eVS mailer that are manifested by another eVS mailer
  - Update on complete data sets of duplicates provided to eVS mailers – data sets were provided to customers individually
  
- New Topics
  - eVS MIDs - MID Management
  - De-Activating a MID
  - Duplicates
  - BCG Mapping for Services Improvement

Action Item	Response / Corrective action / Update
<p>1. Conduct a User Group (eVS) meeting a week after the Release to see if there are any issues.</p> <p>Ensure functionality is working and resolve any issues.</p>	<p>Meeting Held 2/3/14 3:30-4:30. Issues raised and addressed; functionality is currently working</p>
<p>2. Confirm with Operations when HUB information would be available in the Mail Direction File to identify when eVS can use this for the destination entry validation logic</p>	<p>File Available May 30</p>
<p>3. Evaluate the creation of a new report in eVS that displays the MID belonging to one MSP but another mailer is using it (pieces manifested by the wrong parent MID).</p>	<p>This report is scheduled for the October PTR release and has been confirmed by J. Hess.</p>
<p>4. Share the complete set of duplicate data with mailers to get feedback on identifying the root cause of the duplicates</p>	<p>Mailers have been given their duplicate data; we have collected \$1.4m in duplicates</p>

# MID Management

## Industry concerns:

- **Requesting ability to de-link Child MIDs of clients who no longer use them.**
- **Requesting a report displaying MIDs that are manifested incorrectly**
  - eVS MID sent on a SSF tracking only file (unmanifested)
  - eVS MID paid by another eVS mailer (manifested)
- **Unaware they would be forever tied to the Child MID**

## USPS response:

- **eVS Business rules require:**
  - MID adoption from eVS mailers for each client
  - (typically un-adoption of children has not been considered)
  - MID management of usage is responsibility of eVS mailer

- **Current report enhancements are being made in PTR for October**

### **Added to the Weekly/Monthly Unmanifested Report**

#### **Scenario 1**

**MID USER's PARENT is not the same as the MID in the EFN**

**MID EFN File receives MA event with event name "ALERT MID USER USED BY ANOTHER MID OWNER"**

**MID USER's Parent File - MA event with event name as "ALERT MID USER NOT REGISTERED TO EFN MID"**

#### **Scenario 2**

**MID USER is not a known MID in PTR**

**MID EFN File - MA event with event name as "ALERT MID USER NEEDS TO BE REGISTERED"**

#### **Scenario 3**

**MID Owner of the MID User in the Tracking Number is not equal to the MID in the EFN.**

**This message will appear in the MID owners weekly unmanifested report as "ALERT MID USED BY ANOTHER MID OWNER"**

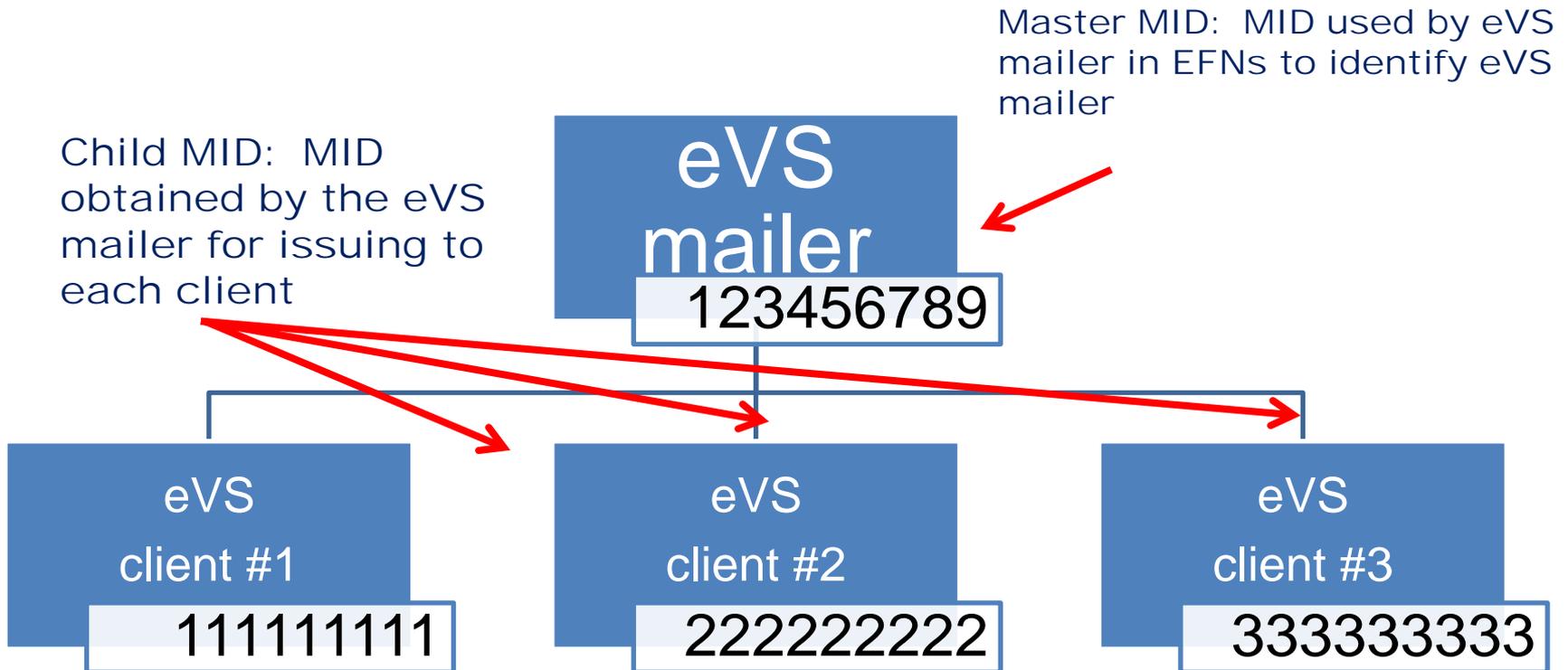
## **Delinking Child MIDs from Master MID**

### **Risks:**

- **USPS does not have relationship with “clients” for payment collection**
- **MIDs belong to eVS mailer – they are responsible for payment**
- **No link for unpaid packages – for un-manifested**

### **Solutions:**

- **Currently mailers are told to attempt contact with the client to discontinue use**
- **Refunds can be provided for packages that provide evidence of payment (eg., hardcopy manifest)**
- **Postal Inspectors can be alerted if client continues to use Child MID after notification by eVS mailer**
- **If client (using Child MID) has their own eVS account – MID can be transferred to eVS mail owner (client)**
- **If client (using Child MID) goes to another consolidator and wants to continue to use same MID, we can transfer the Child MID to the new provider**
- **We will update the PUB 205 with final solutions**



**The eVS mailer requests client MIDs for use with the clients exclusive use with them as a consolidator. The eVS mailer has the relationship with the client and is responsible to manage the MID usage.**

## Background

Since introducing duplicate functionality into eVS in November 2010, USPS has been challenged to assess on packages with duplicate barcodes:

- Original duplicate logic resulted in many false positives
- Multiple attempts were made to refine business logic to remove false positives
- Duplicate delivered events are not always indicative of duplicate packages
- Data analysis completed on complete data sets to determine patterns and define true duplicates

## November 2013 - date

- Actual data files with true duplicates provided to mailers for assessments.
- Duplicate collection has resulted in payment of \$1.4M for duplicate packages
- Mailer feedback has helped us adjust logic to produce more accurate reports

## Next Steps

- **Continue manual reconciliation of duplicates**
- **Automating manual logic – August 24, 2014**
- **Evaluating use of additional data through June 30, 2014**
- **Implementing additional logic if determined feasible in 2015**

## August 2014 Release

- **Automate current manual reconciliation**
- **PTR will no longer suppress data – 100% of scans will be evaluated**
- **Evaluate effectiveness of July 2014 release**
- **'46' Event and Duplicate Count**
  - **Packages with identical barcodes being delivered to same address on same day will be captured**
- **Implement current manual duplicate logic**
  - **Will capture packages with same barcodes in different NDC areas**

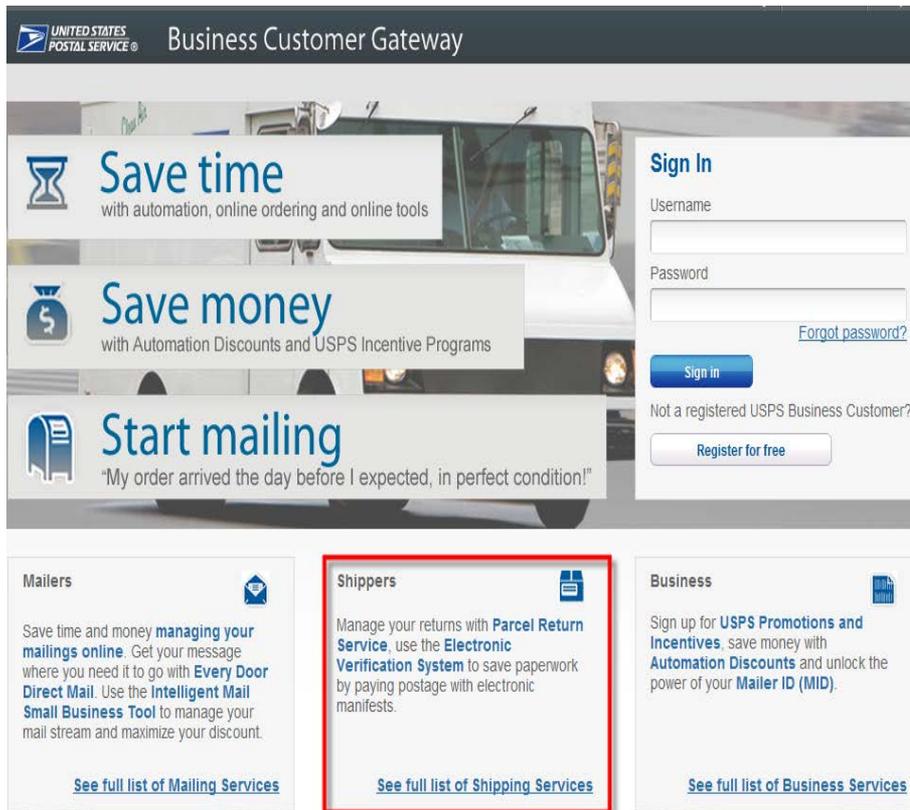
**Evaluate effectiveness of August 2014 release and implement changes as necessary**

- **Issue**
  - **Mapping for Services**
    - There are no guides or references for the BSA to determine what services map to Manage Mailing Activity (MMA).
  
- **MMA maps to the following sub-services:**
  - Dashboard
  - Balance and Fees
  - Electronic Data Exchange
  - Mailing Reports
  - Manage Permits
  - Postal Wizard

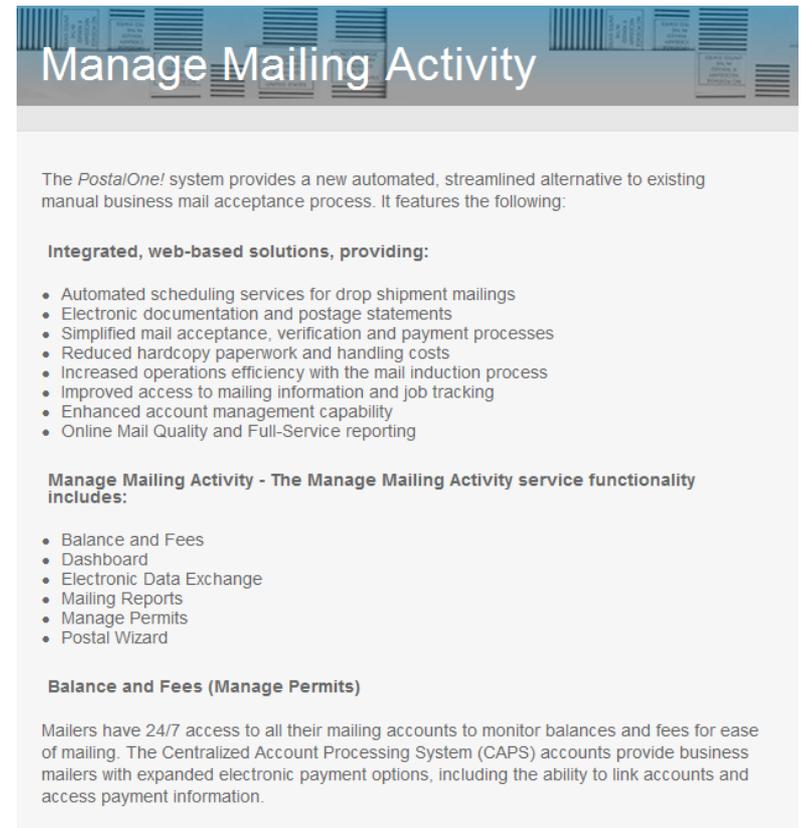
*(If you request access to one of these services you will be granted access to all automatically.)*

## Current Solution #1

The MMA Knowledge Base Page is updated.



The screenshot shows the Business Customer Gateway homepage. At the top, there is a navigation bar with the USPS logo and the text "Business Customer Gateway". Below this, there are three main promotional banners: "Save time" (with automation, online ordering and online tools), "Save money" (with Automation Discounts and USPS Incentive Programs), and "Start mailing" ("My order arrived the day before I expected, in perfect condition!"). To the right of these banners is a "Sign In" section with fields for Username and Password, a "Forgot password?" link, a "Sign in" button, and a "Register for free" button for non-registered users. At the bottom, there are three service categories: "Mailers", "Shippers" (highlighted with a red border), and "Business". Each category has a brief description and a link to "See full list of [Service] Services".



The screenshot shows the "Manage Mailing Activity" page. The header features the title "Manage Mailing Activity" over a background of mailboxes. The main content area contains the following text:

The *PostalOne!* system provides a new automated, streamlined alternative to existing manual business mail acceptance process. It features the following:

**Integrated, web-based solutions, providing:**

- Automated scheduling services for drop shipment mailings
- Electronic documentation and postage statements
- Simplified mail acceptance, verification and payment processes
- Reduced hardcopy paperwork and handling costs
- Increased operations efficiency with the mail induction process
- Improved access to mailing information and job tracking
- Enhanced account management capability
- Online Mail Quality and Full-Service reporting

**Manage Mailing Activity - The Manage Mailing Activity service functionality includes:**

- Balance and Fees
- Dashboard
- Electronic Data Exchange
- Mailing Reports
- Manage Permits
- Postal Wizard

**Balance and Fees (Manage Permits)**

Mailers have 24/7 access to all their mailing accounts to monitor balances and fees for ease of mailing. The Centralized Account Processing System (CAPS) accounts provide business mailers with expanded electronic payment options, including the ability to link accounts and access payment information.

## **Current Solution #2**

Each MMA sub-service description is updated on the Mailing and Shipping pages to include additional information on MMA.

## Current Solution #3

Updating the BCG Presentation document located on RIBBS at the following URL:

<https://ribbs.usps.gov/index.cfm?page=intellmailgateway> to include additional information around MMA and the sub-services

# Revised 2014 Release Schedule August/September, October 2014

Release Schedule: 2014			
Release Activities & Milestones	January-14	August/September-14	October-14
	Price & Structural	Price & Structural Changes	Non-Structural Changes
<b>USPS Announcement of Major Business Changes &amp; Requirements</b>			
Publish Release Overview	Jun 28 2013	Jan 3 2014	Jun 6 2014
<b>IDEAlliance Technical Specifications</b>			
CR Filing Deadline	Jun 7 2013	Nov 29 2013	N/A
CR Filing Deadline for Postage Statements	Jun 14 2013	Dec 9 2013	N/A
Publish initial technical specifications	Jul 12 2013	Dec 31 2013	N/A
CR Filing Deadline for updates based on Design (IT)	Jul 19 2013	Jan 21 2014	N/A
Publish final technical specifications	Aug 9 2013	Feb 17 2014	N/A
<b>USPS Postage Statements Publication Schedule</b>			
Publish Preliminary Postage Statements minus actual prices	Oct 4 2013	Apr 7 2014	N/A
Publish Final Price Embedded Postage Statements	Dec 20 2013	Jun 27 2014	N/A
<b>USPS Release Documents (Release Notes, Guides and Technical Specifications)</b>			
Publish Initial Version of Release Documents	Jul 12 2013	Jan 17 2014	Jun 13 2014
IT Publish Error Codes and Descriptions to Business	Aug 16 2013	Feb 21 2014	N/A
Publish Second Version of Release Documents	Aug 23 2013	N/A	Jul 18 2014
Publish Third Version of Release Documents	Nov 22 2013	June 6 2014	N/A
Publish Fourth Version of Release Documents (Release Notes only)	Jan 8 2014	Jul 9 2014	Aug 29 2014
Publish Final (Post-Deployment) Release Documents	Feb 14 2014	Sep 26 2014	Nov 14 2014
<b>Acceptance Testing</b>			
Start Acceptance Testing / Pre-Prod Environment Deployment	Dec 2 2013	Jun 16 2014	Sep 22 2014
Finish Acceptance Testing / Pre-Prod Environment Deployment	Jan 3 2014	Jul 18 2014	Oct 17 2014
<b>USPS Release Deployment</b>			
Deployment	Jan 12 2014	Aug 24 2014	Oct 26 2014
TEM Software Deployment	Jan 13 2014	Aug 25 2014	Oct 27 2014
Price Change Effective	Jan 26 2014	Sep 7 2014	N/A