

# MTAC Payment And Acceptance

**August 12, 2015**

## **PROGRAMS MUST EARN YOUR TRUST**

### **Our Principles to Attaining Trust:**

- Commitment to engagement, communication and training.
- Programs must consistently deliver accurate output.
- Programs must consistently deliver output within established SLAs.
- There must be full transparency of each programs performance.

### **Our Commitment to Sustaining Trust:**

- A program will not go live until its reliability and accuracy have been proven by both internal USPS testing and industry acceptance testing.

## **Engagement**

- MTAC Task Team 23, User groups 1-5, Subgroups
- IDEAlliance Postal Operations & Technology Committee (POTC)

## **Communication:**

- All Task Team 23 documentation is regularly posted to the main RIBBS landing page for ease of access to all.
- Mail Quality Programs central document will become a USPS Publication

## **Training:**

- Comprehensive suite of documents developed by Task Team 23 for all industry audiences
- Continued Webinars for both USPS staff as well as Industry

- USPS Mailer Scorecard Performance Metrics
- Guide to Thresholds
- Guide to Assessable Metrics for Full Service, Move Update, eInduction and Seamless Acceptance
- Guide to Postage Assessment
- Test Scripts
- Test Plan
- Rules of Engagement



The screenshot shows the USPS National Customer Support Center website. The main content area features several sections: "Intelligent Mail® Services" with a barcode, "2015 Price Change" with a sub-header "Price Change", "Mail Entry Roadmap", "eDoc and Full-Service Authorization for Software Vendors", and "Find Daily Updates". A sidebar on the right titled "IMPORTANT UPDATES" lists various documents, with a red box highlighting a list of documents including "Guide to Postage Assessment", "USPS Mailer Scorecard Performance Metrics", "Assessable Metric by Program", "Guide to Mailer Scorecard", and "Guide to Thresholds".



Task Team 23  
Issue Statement



Task Team 23  
Artifacts



Mailer Scorecard  
Performance Metric



Assessable  
Metrics



Threshold  
Document



Guide to Postage  
Assessment



Industry  
Engagement

**❑ Developed performance metrics, posted to RIBBS weekly**

- eDoc Processing
- Report Availability
- Data Availability
- Mailer Feedback

**❑ Evaluating options to improve performance and meet SLAs**

Category	Metric Name	Threshold	SLA	Avg	Avg last 4 wks	7/31	7/24	7/17	7/10
eDoc Processing	Mail.dat Job End-to-End Processing Time	98%	Jobs processed in under 2 hours	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%
	Mail.xml Message End-to-End Processing Time	98%	Qualification Report Summary messages processed in <30 seconds	97.9%	99.5%	98.9%	100.0%	99.2%	100.0%
		98%	Qualification Report Detail messages processed in <4 minutes	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%
		98%	Mail Piece messages processed in <2 minutes	96.3%	95.9%	96.7%	96.9%	95.8%	94.1%
	98%	Postage Statement messages processed in <3 minutes	99.1%	98.8%	98.1%	99.1%	99.1%	98.1%	

[https://ribbs.usps.gov/intelligentmail\\_latestnews/documents/tech\\_guides/USPSMailerScorecardPerformanceMetrics.xlsx](https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/USPSMailerScorecardPerformanceMetrics.xlsx)



## Guide to Assessable Metrics for Full Service, Move Update, eInduction and Seamless Acceptance

Error Type	Error	Threshold	Description	Calculation	Postage Assessment
Valid MID	MID Container	2%	<p>A MID Container error is logged when the Mailer ID in the Intelligent Mail container barcode was not assigned by the USPS, and is invalid, or cannot be found.</p> <p>This error is logged at the container level.</p> <p>This error is derived from eDoc only.</p>	$\frac{\text{FS Containers with MID Errors}}{\text{Total FS Containers Submitted in eDoc}}$	<p>For containers in error over the threshold, each piece within the container is assessed the full service discount amount, based on the mail class of the piece.</p> <p>If the container in error is part of a logical container, each piece within the logical container is assessed the full service discount amount.</p>
	MID Handling Unit	2%	<p>A MID Handling Unit error is logged when the Mailer ID in the Intelligent Mail tray barcode was not assigned by the USPS, and is invalid, or cannot be found.</p> <p>This error is logged at the handling unit level.</p> <p>This error is derived from eDoc only.</p>	$\frac{\text{FS Handling Units with MID Errors}}{\text{Total FS Handling Units Submitted in eDoc}}$	<p>For handling units in error over the threshold, each piece within the container is assessed the full service discount amount, based on the mail class of the piece.</p> <p>If the handling unit in error is part of a logical handling unit, each piece within the logical handling unit is assessed the full service discount amount.</p>

## Guide to Postage Assessment

### Mailer Scorecard

- Viewable by eDoc Submitter, Mail Owner, Mail Preparer

### Mail Entry Additional Postage Assessment

- Sent to the eDoc submitter via email
- Mail Owner error detail visible through hyperlink
- eDoc submitter pays assessment
- Notification only sent to Mail Owner when their permit is used for payment

**Mailer Scorecard**

**I'm an eDoc submitter**

This report shows a breakdown of metrics by eDoc submitter CRID across several USPS programs, including Full-Service, Seamless Acceptance, and Inclusion.

**I'm a Mail Owner or Mail Preparer**

This report shows a breakdown of metrics by mail owner and mail preparer across several USPS programs, including Full-Service, Seamless Acceptance, and Inclusion.

**Additional Postage Assessment Detail Report**

Invoice Period: December 2014      eDoc CRID: 20549548      Company Name: ABC Company

Invoice Number	MS-INV-125752			
Invoice Date	12/01/2014			
Invoice Status	Pending Action			
Due Date	02/18/2015			
Webmaster Information				
USPS Correspondence Information				
Description				
Errors	Additional Postage Amount	Adjusted Additional Postage Amount	Assessed Error Count	Assessed Error or PAF (%)
Impact from Seamless	Manual Sampling	General*		
		Barcode Quality		
		Mail Characteristic*		
	Census (eDoc) Delivery Point			
	Census (MPQ) Nesting/Sortation			
Impact from Move				
Impact from eDoc				
Impact from Full-Service				

Mail Owner CRID	Mail Owner Name	Assessed Error Count
25789411	XYZ Company	50
2748965	ACB Company	26
24784152	EFG Company	30
Miscellaneous	N/A	70

Miscellaneous		126	93.10%
Miscellaneous		101	98.10%
Miscellaneous		8,278	98.00%
Miscellaneous		7,809	93.60%
Miscellaneous		28,574	94.00%

- Developed Test Scripts
- Shared Test Scripts with Usergroups
- Developed Rules of Engagement
- USPS engaged in Internal Testing

## ❑ What is USPS testing?

- eDoc Submitter/Mail Owner/Mail Preparer Scorecard and drills
- Cross-section of Mailing Industry
- Postage assessment on eDoc Submitter Scorecard
- Monthly postage assessment report



Test Plan

## ❑ What scenarios are being tested?

- Complex Scenarios – Copal, Mixed Class, Logical, Reversals

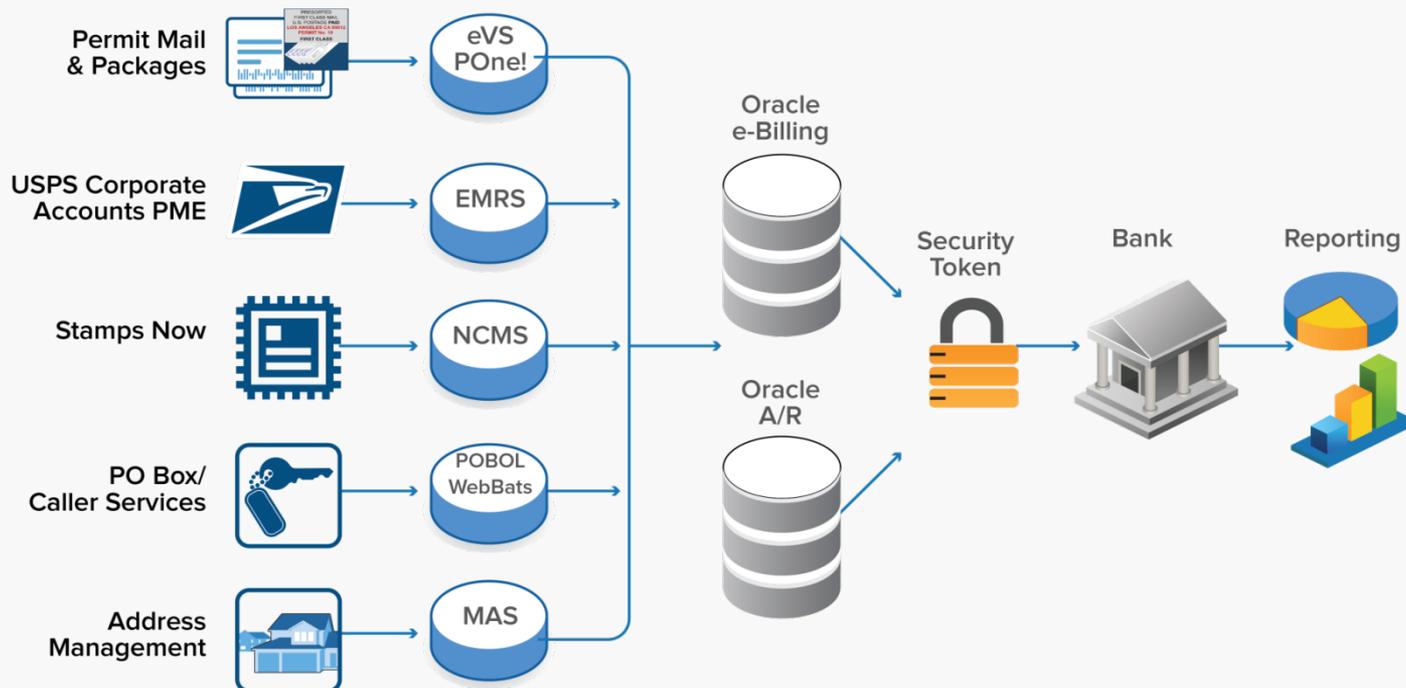
Capability Factors	First Class				Periodicals				Standard			
	Letters	Letters	Flats	Flats	Letters	Letters	Flats	Flats	Letters	Letters	Flats	Flats
	mail.dat	mail.xml	mail.dat	mail.xml	mail.dat	mail.xml	mail.dat	mail.xml	mail.dat	mail.xml	mail.dat	mail.xml
Single Postage Statement												
Master/Child postage statement												
Consolidated postage statement												
Permit Imprint												
Metered												
Piece rate postage												
Pound rate postage												
Consolidator												
3rd Party Co-Pal												
Internal Co-Pal												
Cemail												

Full-Service	Move Update	eInduction	Seamless Acceptance
 MID	Move Update	 Undocumented	 Nesting/ Sortation
 STID		 Payment	 Postage
 By/For		 Duplicate	 Mail Characteristic
 Barcode Uniqueness		 Entry Point Discount	 Barcode Quality
 Entry Facility		 Zone	Undocumented
 Unlinked Copal		Misshipped	Delivery Point
			Weight

- ❑ **Begin testing Mailer Scorecard with the industry**
  
- ❑ **Create single policy publication for Streamlined Mail Entry for Letters and Flats**
  - Full Service Mail Preparation (Portions of Guide to Intelligent Mail Letters and Flats)
  - Move Update Verification
  - eInduction (Formerly Guide to eInduction)
  - Seamless (Formerly Guide to Seamless)
  - Postage Assessment

- Address Quality Measurement Alternative Proposed
- Clarification on Move Update Standard

- Online payment account setup and management
- Account alerts
- Comprehensive customer payment reporting
- Secure



**Workgroup Issue Statement:** The USPS is upgrading its payment architecture for ACH payments. We will acquire and implement software, equipment, and services to establish a secure, self-service account management platform and centralized payment system for commercial customers. The new system will provide a comprehensive view of customer reports through a secure online portal and support multi-user access via unique log-in credentials. A Workgroup is proposed to provide feedback on the new payment system.

### **Desired Results**

Industry feedback related to the following:

- Access to and design of the online account management and reporting features
- Process for migrating existing payment accounts to the new system
- Process of onboarding new users
- Development of customer educational materials



FOCUS AREA ⇨	Payment & Acceptance (Mehra) ROOM 1P410
9:00 AM - 10:15 AM	FIRST-CLASS 3 ANAGNOSTOPOULOS/ HARRISON
10:30 AM - 11:45 AM	PERIODICALS 7 ANAGNOSTOPOULOS /STARK
<b>LUNCH (11:45 AM – 1:00 PM)</b>	
1:15 PM - 2:30PM	STANDARD 11 ANAGNOSTOPOULOS /SENNE
2:45 PM - 4:00 PM	PACKAGES 15 ANAGNOSTOPOULOS/ MEDEIROS



# MTAC Payment And Acceptance

**August 12, 2015**

**First Class**

- ❑ **Action Items Review**
  
- ❑ **Agenda Items**
  - Automated Postage Assessment
  - Threshold Change Communication
  - Undocumented Mail / Manual Sampling
  - By / For Custom Threshold Process Concerns
  - *PostalOne!* Communication Process
  
- ❑ **Additional Topics**
  - Premier BMEU
  - CSA

Action Item	Response / Corrective action / Update
<p>Human readable labeling list was deployed on Sunday May 17, 2015. USPS will provide access to this human readable labeling list through Postal Explorer</p>	<p>Postal Explorer no longer owns or updates the Labeling Lists. These now belong to FAST</p> <p>The instructions given from FAST are:</p> <ol style="list-style-type: none"> <li>1. Click on Labeling Lists on PE</li> <li>2. Find the Effective Date you require and click on Submit</li> <li>3. The next page will show the Labeling Lists. To view an individual list, click on View.</li> </ol> <p>The link was fixed, so it is easy to use and read</p>
<p>Develop and Industry workgroup on Payment Modernization once approved</p>	<p>Workgroup issue statement has been submitted</p>
<p>Determine status of Non-Profit Validation in Mail.dat</p>	<p> Non-Profit Fact Sheet</p>

## ❑ What the Mail Service Provider (MSP) Sees

- Throughout the calendar month, the MSP can view information from two perspectives
  - eDoc Submitter View – Provides metrics of all mailings submitted by a single Customer Registration ID (CRID) for a calendar month
  - Mail Owner/Preparer View – Provides metrics for the Mail Owners for whom they have prepared mailings in a calendar month
- On the 11<sup>th</sup> of the month, a notification will be sent to the eDoc submitter, and they will either
  - Owe additional funds because of one or more threshold violations or
  - A notification that no additional postage is due

[https://ribbs.usps.gov/intelligentmail\\_latestnews/documents/tech\\_guides/GuidetoPostageAssessment.pdf](https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/GuidetoPostageAssessment.pdf)

## ❑ **What does the Mail Service Provider (MSP) Sees (cont.)**

- If postage is due, the MSP is provided links to drill into each Mail Owner that had errors
  - Reports shows mail owner contribution to error % and total error count
- eDoc Submitter can pay or request review
  - Within 10 business days
  - Pay with eDoc Submitter or Mail Owner's permit
- Mail owners receive notice if permit used to pay assessment

- Mail Service Providers have insight into the all mailings submitted by a CRID or can drill into Mail Owners that have contributed to each error type

Mail Owner Scorecard

APRIL 2015



Execution T

Mailer Profile	Verifications				
	Electronic Verification	eInduction	Seamless	Seamless	
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending					
Electronic Verification					
Mail Owner	Total	4430796	2443566	4208350	4433945
		AUTOMATED MAILING SYSTEMS	Mail owner name cannot be found	Mail owner name cannot be found	SHAPIO PERFECT MAILING COMPANY
Mail Preparer		4433945	4433945	4433945	4433945
		SHAPIO PERFECT MAILING COMPANY	SHAPIO PERFECT MAILING COMPANY	SHAPIO PERFECT MAILING COMPANY	SHAPIO PERFECT MAILING COMPANY
# Containers processed for eDoc validations	4	--	4	--	--
# Handling Units processed for eDoc validations	311	97	41	160	13
# Bundles processed for eDoc validations	--	--	--	--	--
# Pieces processed for eDoc validations	17,273	3,973	10,280	2,478	542
# Full-Service Containers processed for eDoc validations	4	--	4	--	--
# Full-Service Handling Units processed for eDoc validations	138	97	41	--	--
# Full-Service Orphan Handling Units processed for eDoc validation	311	97	41	160	13
# Full-Service Pieces processed for eDoc validations	14,253	3,973	10,280	--	--
Full-Service Verifications					
# MID Container Errors	--	N/A	--	N/A	N/A
# MID HU Errors	97	97	--	N/A	N/A
# MID Piece Errors	--	--	--	N/A	N/A
# STID Errors	--	--	--	N/A	N/A
# By/For Errors	--	--	--	N/A	N/A
# Barcode Uniqueness Container Errors	--	N/A	--	N/A	N/A
# Barcode Uniqueness HU Errors	--	--	--	N/A	N/A
# Barcode Uniqueness Piece Errors	--	--	--	N/A	N/A
# Entry Facility Container Errors	--	N/A	--	N/A	N/A
# Entry Facility HU Errors	97	97	--	--	--
# Unlinked Copal Tray Errors	--	--	--	--	--
# Early Scheduled Ship Date Warnings	3	N/A	3	N/A	N/A
# DMU Verified USPS Transported Containers	4	--	4	N/A	N/A
# Default Tray Barcode Warnings	--	--	--	N/A	N/A
# Unlinked Copal Tray Warnings	--	--	--	--	--
# Unlinked Copal Bundle Warnings	--	--	--	--	--
Move/Update Verifications					
# COA Errors	--	--	--	--	--
Entry Point Validations – Info Only					
# eDoc/Appointment Entry Point Mismatch	--	--	--	--	--
# No Valid MDF Match	--	--	--	--	--

## ❑ What the Mail Owner Sees

- Throughout the calendar month, the Mail Owner can view information from one perspective
  - Mail Owner/Preparer View – metrics against only their mailpieces across all the Mail Service Providers (MSPs) that have prepared mailings for them within a calendar month
- The mail owner will be notified by email if the MSP selects their CRID to pay additional fees

- ❑ Mail owners view their mail quality issues by accessing the Mail Owner Scorecard
- ❑ Mail Owners can validate their error counts across Mail Service Providers by drilling into their reports on the Mailer Scorecard

Mail Owner Scorecard		JANUARY 2015		
		Verifications		
Mailer Profile	Electronic Verification	eInduction	Seamless	
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending		Electronic Verification		
Mail Owner	Total	94539986		
Mail Preparer		Mailing Company A		
		94539996	94539986	
		KSHOON	Mailing Company A	
# Containers processed for eDoc validations	268	130	138	
# Handling Units processed for eDoc validations	33	15	18	
# Bundles processed for eDoc validations	202	84	118	
# Pieces processed for eDoc validations	5,943	341	5,602	
# Full-Service Containers processed for eDoc validations	268	130	138	
# Full-Service Handling Units processed for eDoc validations	33	15	18	
# Full-Service Orphan Handling Units processed for eDoc validation	--	--	--	
# Full-Service Pieces processed for eDoc validations	5,943	341	5,602	
<b>Full-Service Verifications</b>				
# MID Container Errors	130	130	--	
# MID HU Errors	15	15	--	
# MID Piece Errors	341	341	--	
# STID Errors	--	--	--	
# By/For Errors	341	341	--	
# Barcode Uniqueness Container Errors	--	--	--	
# Barcode Uniqueness HU Errors	--	--	--	
# Barcode Uniqueness Piece Errors	--	--	--	
# FS Entry Facility Container Errors	--	--	--	
# FS Entry Facility HU Errors	N/A	N/A	N/A	
# Unlinked Copal Tray Errors	--	--	--	

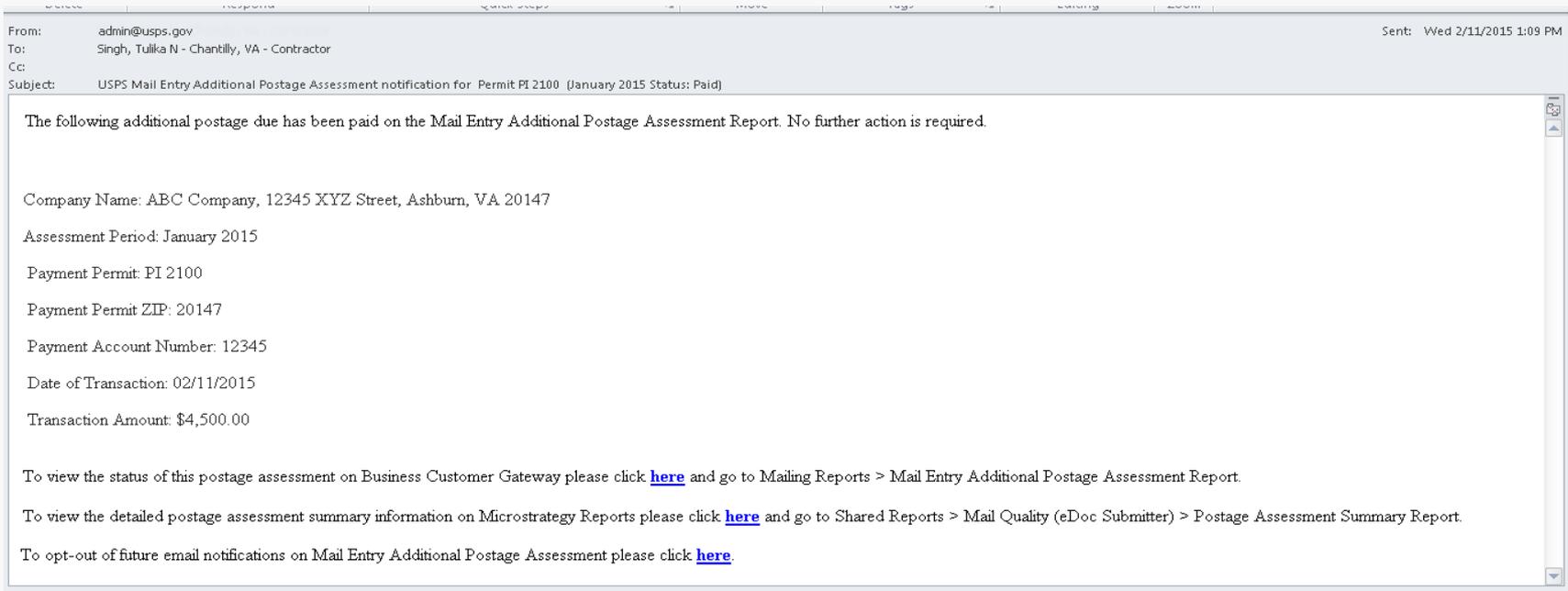


## Mail Entry Additional Postage Assessment Report

eDoc Submitter CRID	Company Name	Assessment Period	Impact from Seamless	Impact from Move/Update	Impact from eInduction	Impact from Full Service Electronic Verification	Additional Postage Due	Adjusted Additional Postage Due	Postage Due	Status	Action
<a href="#">20549548</a>	ABC Company	December 2014	\$0.00	\$0.00	\$0.00	\$40.82	\$40.82	\$40.82	\$40.82	Pending Action	<a href="#">Request Review</a> <a href="#">Pay</a>
<a href="#">20550227</a>	XYZ TEST COMPANY INC	December 2014	\$142.33	\$0.00	\$0.00	\$21.98	\$164.31	\$164.31	\$164.31	Pending Action	<a href="#">Request Review</a> <a href="#">Pay</a>
<a href="#">20550229</a>	DEV TEST COMPANY	December 2014	\$0.00	\$0.00	\$0.00	\$6.02	\$6.02	\$6.02	\$6.02	Pending Action	<a href="#">Request Review</a> <a href="#">Pay</a>
<b>Totals:</b>			\$142.33	\$0.00	\$0.00	\$68.82	\$211.15	\$211.15	\$211.15		

- Displays a summary of all assessments that will be due for the calendar month
- Pay for an assessment or request a review

- ❑ Wording on all notification emails based on recommendations from UG1
- ❑ Mail Service Providers will receive notification when the assessment amount is zero
  - Future, include a link to “opt out” of zero assessment notifications
- ❑ Email sent to the Mail Owner when their permit is selected as a paying permit
  - Includes the option to “opt out” of future notifications



- ❑ Link from the Assessment Detail to display the total error count percentage each mail owner contributed to the overall errors
- ❑ Allow MSP to identify the top offenders at the mail owner level to reallocate the assessment amounts back to the individual mail owners

### Additional Postage Assessment Detail Report

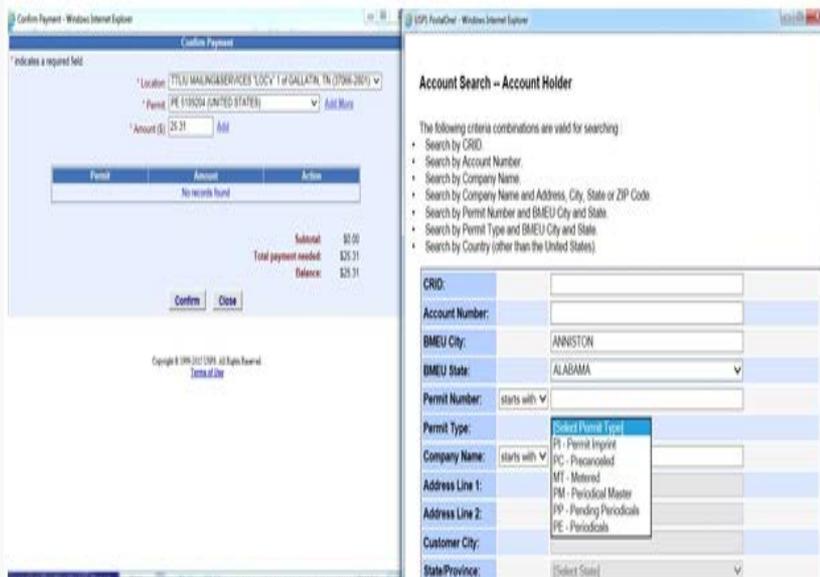
Invoice Period:  
December 2014

eDoc CRID:  
20549548

Company Name:  
ABC Company

Invoice Number		MS-INV-125752			
Invoice Date		12/01/2014			
Invoice Status		Pending Action			
Due Date		02/18/2015			
Customer Information					
USPS Correspondence Information					
Description					
Errors		Additional Postage Amount	Adjusted Additional Postage Amount	Assessed Error Count	Assessed Error or PAF (%)
Impact from Seamless	Manual Sampling	General <sup>#</sup>			
		Barcode Quality			
		Mail Characteristic <sup>†</sup>			
	Census (eDoc) Delivery Point				
	Census (MPJ) Nesting/Sortation				
Impact from Move					
Impact from eDoc	Mail Owner CRID	Mail Owner Name	Assessed Error Count		
	25789411	XYZ Company	50		
	2748965	ACB Company	26		
	24784152	EFG Company	30		
Miscellaneous	N/A	70	176	93.10%	
Impact from Full Service Electronic Verification	Mailer ID Piece	\$13.90 ~	\$13.90	8,276	98.00%
	Service Type ID	\$13.45 ~	\$13.45	7,909	93.60%
	By/For	\$33.68 ~	\$33.68	28,574	94.00%
	Unique Container Barcode				
	Unique Tray Barcode				
	Unique Piece Barcode				
	Co-Palletization				
	Entry Facility Container				
Entry Facility Tray					
Additional Postage Amount <sup>®</sup>				\$40.82	
Adjusted Additional Postage Amount <sup>†</sup>				\$40.82	
Postage Due				\$40.82	
Account Number					

- ❑ Ability to pay an assessment from a permit other than one that was used during the assessment period
- ❑ Internal users with administrative rights will have the ability to search all permits across the country and add the selected one to the drop down list of permits



**Account Search - Account Holder**

The following criteria combinations are valid for searching:

- Search by CRID
- Search by Account Number
- Search by Company Name
- Search by Company Name and Address, City, State or ZIP Code
- Search by Permit Number and BMEU City and State
- Search by Permit Type and BMEU City and State
- Search by Country (other than the United States)

CRID:

Account Number:

BMEU City: ANNISTON

BMEU State: ALABAMA

Permit Number: starts with

Permit Type:

Company Name: starts with

Address Line 1:

Address Line 2:

Customer City:

State/Province:



**Confirm Payment**

\* indicates a required field.

\* Location: TTLIU MAILING&SERVICES 'LOC's' 1 of GALLATIN, TN (37066-2801)

\* Permit: PI 216 (EDWARD JONES) [Add More](#)

\* Amount (\$): 25.31 [Add](#)

Permit	Amount	Action
No records found		

Subtotal: \$0.00  
Total payment needed: \$25.31  
Balance: \$25.31

[Confirm](#) [Close](#)

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- ❑ *PostalOne!* transaction summary report includes the comments Mail Entry Assessment-program type (FS- Full Service, MU-Move Update, EI- eInduction, SE-Seamless) and the two digit month and year of the assessment
  - External Customers view through BCG View Transactions Report
- ❑ CAPs transaction summary report includes the comments in the customer reference/reason code field
  - Accessed through CAPs Account Inquiry

**POSTAL SERVICE® CAPS Transaction History Report**

**Account:** 11593  
**Customer Name:** PERRY JUDD'S INCORPORATED  
**Balance:** \$225,114.73 as of 02/05/2015 03:07:07 PM Central  
**Date Range:** 02/04/2015 thru 02/04/2015  
**Sorted by:** Transaction

Transaction Number	Date	City	State	Permit&USPSCA#	Type	Class	Pieces	Spoil/Damg	Mail Class	Transaction Amt	Balance	Customer Ref / Reason Co
2015020406220100A	02/04/2015	BARABOO	WI		226 PI					\$1.15	\$226,827.76	Job ID 30491302
2015020406310900A	02/04/2015	BARABOO	WI		226 PI					-\$576.37	\$226,249.39	Job ID 80324301
2015020411550100A	02/04/2015	BARABOO	WI		226 PI					\$1,093.33	\$225,156.06	NA
2015020412004502A	02/04/2015	BARABOO	WI		226 PI					\$41.33	\$225,114.73	Amerimark 80278301

**Date Range Summary**

Start Date	02 / 04 / 2015
Opening Balance	\$226,828.91
Ending Date	02 / 04 / 2015
Closing Balance	\$225,114.73
Total Transactions	4
Withdrawals	0 For 50.00
Deposits	0 For 50.00
Other	4 For \$1,714.15

- ❑ **This is all laid in detail in the Guide to Postage Assessment on RIBBS and embedded in [slide 4](#).**

[https://ribbs.usps.gov/intelligentmail\\_latestnews/documents/tech\\_guides/GuidetoPostageAssessment.pdf](https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/GuidetoPostageAssessment.pdf)

## ❑ **Create single policy publication for Streamlined Mail Entry for Letters and Flats**

- Full Service Mail Preparation (Portions of Guide to Intelligent Mail Letters and Flats)
- Move Update Verification
- eInduction (Formerly Guide to eInduction)
- Seamless (Formerly Guide to Seamless)
- Postage Assessment

## Changing Policies/Thresholds

### ❑ **Will provide 90 days notice before the change is effective**

- MTAC Work Groups and User Groups
- Notification to the BMEUs to inform their customers
- BCG
- RIBBS
- Publications Guides - updates identified within the document by the date in red: [xx-xx-xxx]
  - Pub xxx Streamlined Mail Entry for Letters and Flats
  - Mail Entry Roadmap
  - Guide to Mailer Scorecard
  - Guide to Postage Assessment
  - Assessable Metrics
  - Threshold Document
- Separate Change Log posted to RIBBS

- ❑ The recommended threshold was calculated by using 70% of CRIDs randomly selected that had undocumented volume across three months of data.
- ❑ Any CRID that was greater than 3 standard deviations from the mean for a given month was determined to be an outlier and removed from the analysis.
- ❑ This recommended threshold is a rounded value of 1 standard deviation from the mean.
- ❑ Remaining 30% of CRIDs were used to test the results of the analysis.

All Seamless Mailers				
Mean Average Error %	1st Standard Deviation	Current Thresholds		Recommended Threshold
		Egregious Threshold	Mailer Contact Threshold	
0.13%	0.30%	0.80%	0.50%	0.30%

**Note: Steps 1-4 must be done during the Seamless Parallel phase**

- 1. Make adjustments to mailer process to include these pieces in electronic documentation, if possible**
- 2. Mailer provides the reasons why barcoded pieces cannot be included in electronic documentation**
- 3. Mailer must create a process to identify the number of pieces that are barcoded, but not included in eDoc**
- 4. USPS will validate the process used to provide the piece count**
  - a) Validation will include USPS personnel working with the mailer to:
    - i. USPS will provide a test sample of physical pieces
    - ii. USPS will observe the process to count the barcoded pieces that are not in eDoc
    - iii. USPS will confirm that the mailer-provided count is accurate
- 5. When the process is validated and the mailer has transitioned from Seamless Parallel to Seamless Acceptance - On a monthly frequency (exact date TBD), provide documentation to USPS (recipients TBD) to quantify the total number of pieces for the month that are barcoded, but not included in eDoc. This count should include:**
  - a) Barcoded pieces paid using a hardcopy postage statement
  - b) Barcoded pieces paid using a meter
- 6. USPS will subtract the provided piece count from the total undocumented piece count for the month before the postage assessment occurs**
- 7. USPS will conduct periodic audits of the mailer process to provide the piece count**

## Documentation Review

- Select 3 days in the previous calendar month
- Request mailer reports and documentation that will provide the daily volumes for each customer/client in the mailing
- Review the Customer Mail Report located in PostalOne! from the mailings on the selected days
- Select statistically valid number of customers/clients and compare those entries against the supporting documentation to validate volume

## Onsite Review

- Observe all incoming mail and identify mail from a single client with 10 or more trays
- Review any mail received from other MSPs to identify single clients that appear to exceed 5,000 pieces
- Record the results
- Verify the clients listed exceeding 5,000 pieces are properly identified in the .mpa file of the electronic documentation

## Validation process

- Mailer Scorecard review of by/for error percentage on 11th of month following onsite visit
- Review By/For Visibility Summary Report from Mail Quality report folder
- Recalculate the by/for error percentage based on the data of the month onsite visit was conducted
  - Excluding errors from all MSPs
  - Exception: other locations within the same corporate entity

- Based on the August data, everyone who exceeds the By / For threshold will get a letter in September
- The letter will be a written notification that the mailer is exceeding the By / For threshold
- This process will continue on a monthly basis

# Outage/Issue Communications Process

## *PostalOne!* Help Desk

- ❑ IT Tier 2 or 3 investigates application availability
- ❑ Communications will be sent out within 15 minutes of a known impact
- ❑ USPS will send a communication twice a day
- ❑ IT/MEPT provides communications for distribution
  - *PostalOne!* External Distribution List
  - DMM Advisory, Industry Alert, RIBBS

# Premier Business Mail Entry Unit

The Premier Business Mail Entry project is intended to address mailer challenges and issues by providing technical advice via on-site, personal customer support. The goals are to:

- ❑ Provide world class, customer centric experience
- ❑ Assist commercial customers to adopt new innovations
- ❑ Better engage and empower employees
- ❑ Invest in the future of the Postal Service

## Mission Statement

“Provide world class, one-stop, solution-oriented customer service by identifying the best mailing solutions for customer’s commercial mailing needs through consultation, diagnostics, research, recommendations, and hands-on assistance.”

- ❑ Change the DMM separations to mirror real-world First-Class pallets (CSAs)

### **Current DMM**

Minimal Usage Today

#### **Required**

- Origin SCF (no minimum)
- Mixed ADC Air (no minimum)
- SCF
- AADC/ADC
- Origin Mixed ADC Surface

#### **Optional**

- 5-digit

### **Proposed DMM**

Standardized based on CSA

#### **Tier I (All): 4 Required Separations with no min.**

1. Working (single piece)
2. Origin SCF
3. Mixed Surface
4. Mixed Air

#### **Tier II: Based on volume and negotiated # of container separations**

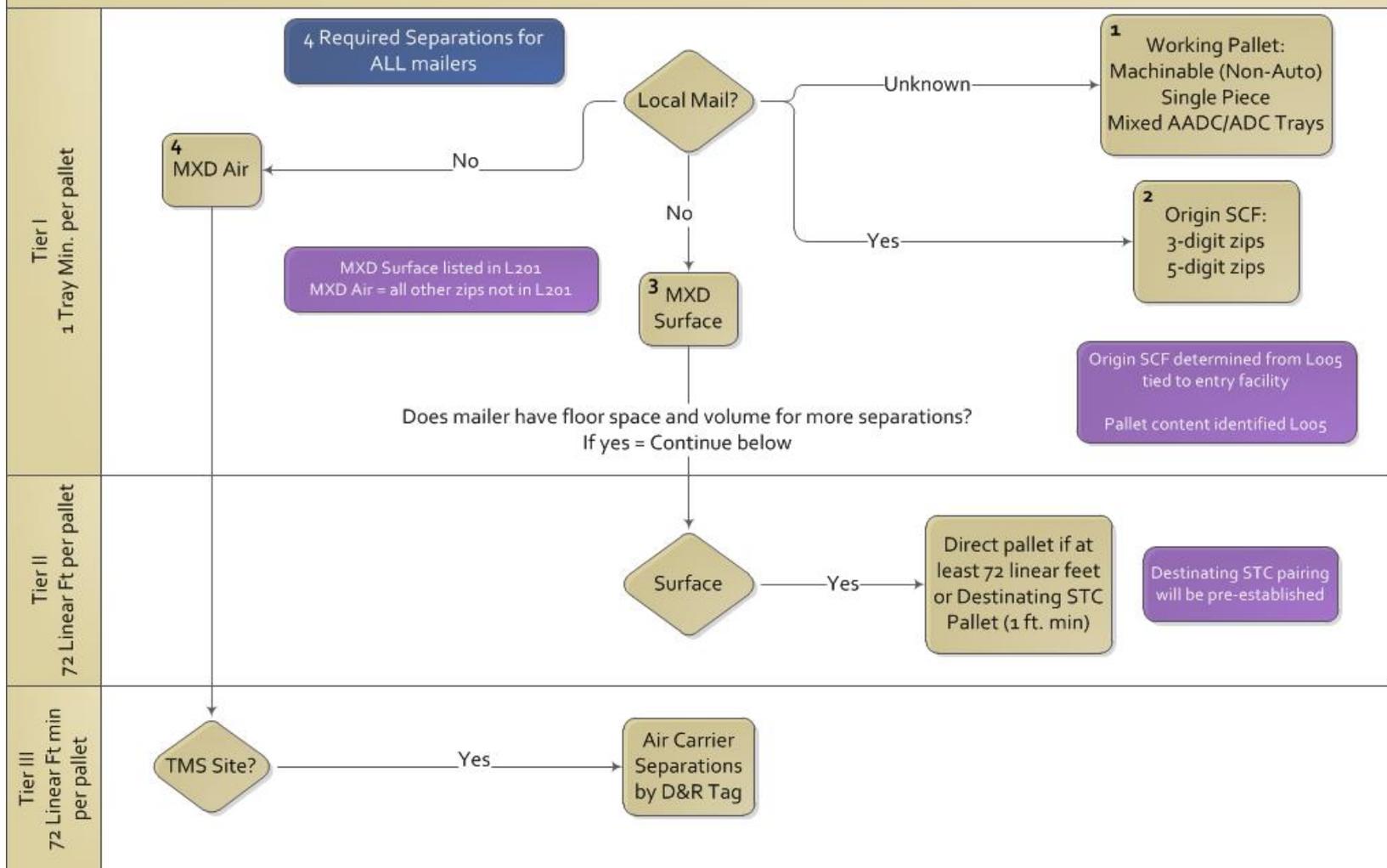
- Direct Surface (SCF/STC) [finer depth of sort for Mixed Surface (#3)]
- 5-digit [finer depth of sort for Origin SCF (#2)]

#### **Tier III: Mailers with TMS/SWYB**

- Air and Mixed Surface pallets based on TMS assignments not labeling list [finer depth of sort for Mixed Air (#4)]

- ❑ Retain Minimum of 72 linear feet (pallets) or 48 linear feet (APCs)

## Mailer FCM CSA Label List Proposed Business Rules - Letters



FOCUS AREA ⇨	Payment & Acceptance (Mehra) ROOM 1P410
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<b>LUNCH (11:45 AM – 1:00 PM)</b>	
1:15 PM - 2:30PM	STANDARD 11 ANAGNOSTOPOULOS /SENNE
2:45 PM - 4:00 PM	PACKAGES 15 ANAGNOSTOPOULOS/ MEDEIROS



# MTAC Payment And Acceptance

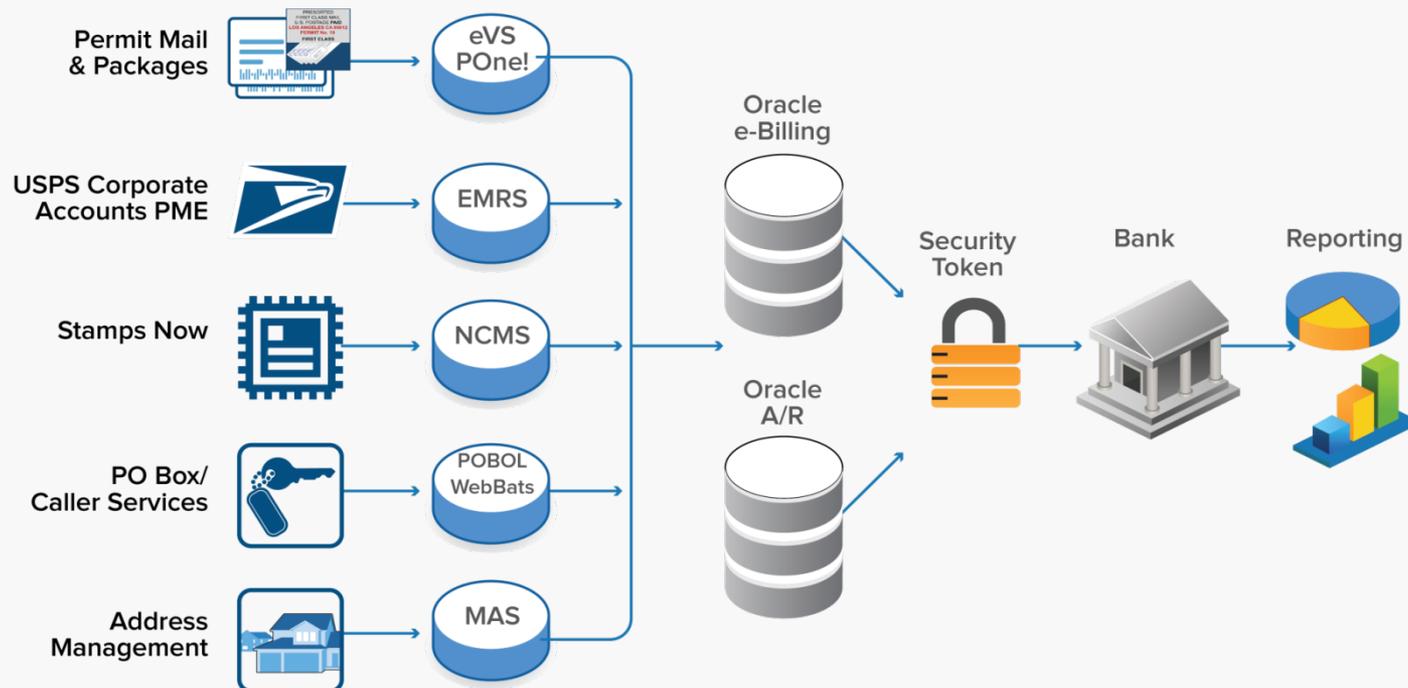
**August 12, 2015**  
**Periodicals**

- ❑ **Action Items Review**
  
- ❑ **Agenda Items**
  - Move Update Federal Register Final Notice
  - CAPS Redesign – Payment Modernization
  - WG 151 Streamlined Weight and Ad Percentage Capture Process update
    - Presentation of latest data analysis and threshold level
  
- ❑ **Additional Topics**
  - Premier BMEU

Action Item	Response / Corrective action / Update
<p>Human readable labeling list was deployed on Sunday May 17, 2015. USPS will provide access to this human readable labeling list through Postal Explorer</p>	<p>Postal Explorer no longer owns or updates the Labeling Lists. These now belong to FAST</p> <p>The instructions given from FAST are:</p> <ol style="list-style-type: none"> <li>1. Click on Labeling Lists on PE</li> <li>2. Find the Effective Date you require and click on Submit</li> <li>3. The next page will show the Labeling Lists. To view an individual list, click on View.</li> </ol> <p>The link was fixed, so it is easy to use and read</p>
<p>Develop and Industry workgroup on Payment Modernization once approved</p>	<p>Workgroup issue statement has been submitted</p>
<p>Determine status of Non-Profit Validation in Mail.dat</p>	<p> Non-Profit Fact Sheet</p>

- Address Quality Measurement Alternative Proposed
- Clarification on Move Update Standard

- Online payment account setup and management
- Account alerts
- Comprehensive customer payment reporting
- Secure



**Workgroup Issue Statement:** The USPS is upgrading its payment architecture for ACH payments. We will acquire and implement software, equipment, and services to establish a secure, self-service account management platform and centralized payment system for commercial customers. The new system will provide a comprehensive view of customer reports through a secure online portal and support multi-user access via unique log-in credentials. A Workgroup is proposed to provide feedback on the new payment system.

### **Desired Results**

Industry feedback related to the following:

- Access to and design of the online account management and reporting features
- Process for migrating existing payment accounts to the new system
- Process of onboarding new users
- Development of customer educational materials



- ❑ Goal to establish threshold for seamless weight verifications using 1-3-30 process
- ❑ WG151 conducted testing Feb-Mar 2014 and May 2015 at Quad/RRD/Brown Printing
- ❑ Agreed to threshold of 3.8%



Weight Threshold  
Analysis

# Premier Business Mail Entry Unit

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1:15 PM - 2:30PM	STANDARD 11 ANAGNOSTOPOULOS /SENNE
2:45 PM - 4:00 PM	PACKAGES 15 ANAGNOSTOPOULOS/ MEDEIROS



# MTAC Payment And Acceptance

**August 12, 2015**  
**Standard Mail**

## ❑ **Action Item Review**

## ❑ **Agenda Items**

- Permit Fee Waiver For Full-Service And Mail Anywhere
  - Permit Fees
- Seamless Acceptance Onboarding
- Pay Anywhere
- Automated Invoicing
- Undocumented Invoicing
- BRM Permit and ZIP +4 Code Acquisition
  - BRM/QBRM and MDA VS Local Assistance
  - BRM and MDA Assistance
- Timing of Communication and Method
- ZIP+4 In Locale Keys
- Scanner Software

## ❑ **Additional Topics**

- Premier BMEU

Action Item	Response / Corrective action / Update
<p>Human readable labeling list was deployed on Sunday May 17, 2015. USPS will provide access to this human readable labeling list through Postal Explorer</p>	<p>Postal Explorer no longer owns or updates the Labeling Lists. These now belong to FAST</p> <p>The instructions given from FAST are:</p> <ol style="list-style-type: none"> <li>1. Click on Labeling Lists on PE</li> <li>2. Find the Effective Date you require and click on Submit</li> <li>3. The next page will show the Labeling Lists. To view an individual list, click on View.</li> </ol> <p>The link was fixed, so it is easy to use and read</p>
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## Mail Anywhere

- ❑ **Mail Anywhere allows customers to enter mailings at additional entry locations without needing to open additional permits**
- ❑ **Approval at the eDoc submitter CRID level**
  - 90% or more Full-Service
  - Below established Electronic Verification thresholds for 30 days
- ❑ **Annual Presort Fees still apply**

## Full Service Fee Waivers

### □ Eligibility:

- Calculated at permit level
- Must mail over 90% of total presort eligible mail
  - Not based on Full-Service eligible volume
- Mail Owner rides on MSP First Class Fees
  - If MSP fees are current mail owners do not need to pay annual presort fee
- Mail Owner must pay standard mail presort fees regardless of MSP status
  - Full service Fees will be waived if Mail Owner permit is over 90%

### □ Waiver Period:

- Full-Service % is reset to 0% each anniversary date
- *PostalOne!* system looks at first mailing submitted on anniversary date
  - Is the mailing over 90%? Fees are waived
  - Is the mailing below 90%? Fees are due
- For each mailing submitted *PostalOne!* continues to recalculates the Full-Service percentage based on the mailing submitted
  - Is the cumulative total over 90%? Fees are waived
    - *PostalOne!* Permit status shows waived
  - Is the cumulative total below 90%? Fees are due
    - Mailer must pay permit fees
    - Anniversary Date Starts Over
    - *PostalOne!* Permit status shows current
- Once Annual Presort Fee is paid system does not look at the Full-Service percentage again until new anniversary date

## Enhancements 9/20/15

- ❑ The Full-Service Cumulative Total will display:
  - Internal/External balance and fees page
  - Internal/External review final screen
  - Internal Permit Number Column on dashboard
  - Internal Customer Assistance lookup screen
  
- ❑ Calculation:
  - Consistent logic used across all systems, *PostalOne!*, SASP, Mailer Scorecard

- Seamless Acceptance Onboarding Discussion

Pay Anywhere Discussion

- What is the target date to implement Automated invoicing related to Full service, eInduction, and seamless?

- ❑ The recommended threshold was calculated by using 70% of CRIDs randomly selected that had undocumented volume across three months of data.
- ❑ Any CRID that was greater than 3 standard deviations from the mean for a given month was determined to be an outlier and removed from the analysis.
- ❑ This recommended threshold is a rounded value of 1 standard deviation from the mean.
- ❑ Remaining 30% of CRIDs were used to test the results of the analysis.

All Seamless Mailers				
Mean Average Error %	1st Standard Deviation	Current Thresholds		Recommended Threshold
		Egregious Threshold	Mailer Contact Threshold	
0.13%	0.30%	0.80%	0.50%	0.30%

Note: Steps 1-4 must be done during the Seamless Parallel phase

- 1. Make adjustments to mailer process to include these pieces in electronic documentation, if possible**
- 2. Mailer provides the reasons why barcoded pieces cannot be included in electronic documentation**
- 3. Mailer must create a process to identify the number of pieces that are barcoded, but not included in eDoc**
- 4. USPS will validate the process used to provide the piece count**
  - a) Validation will include USPS personnel working with the mailer to:
    - i. USPS will provide a test sample of physical pieces
    - ii. USPS will observe the process to count the barcoded pieces that are not in eDoc
    - iii. USPS will confirm that the mailer-provided count is accurate
- 5. When the process is validated and the mailer has transitioned from Seamless Parallel to Seamless Acceptance - On a monthly frequency (exact date TBD), provide documentation to USPS (recipients TBD) to quantify the total number of pieces for the month that are barcoded, but not included in eDoc. This count should include:**
  - a) Barcoded pieces paid using a hardcopy postage statement
  - b) Barcoded pieces paid using a meter
- 6. USPS will subtract the provided piece count from the total undocumented piece count for the month before the postage assessment occurs**
- 7. USPS will conduct periodic audits of the mailer process to provide the piece count**

## ❑ **Current Process**

- Customer applies for BRM permit using PS Form 3615 - Clerk assigns permit number, collects payment and submits completed PS Form 6805 to AMS for ZIP+4 Code assignment
- AMS assigns BRM ZIP+4 Code and returns PS Form 6805 to local office
- Clerk provides PS Form 6805 with assigned ZIP+4 Code to customer - ZIP+4 Code is available for use on the ABRM tool upon assignment in AMS database

# Outage/Issue Communications Process

## *PostalOne!* Help Desk

- ❑ IT Tier 2 or 3 investigates application availability
- ❑ Communications will be sent out within 15 minutes of a known impact
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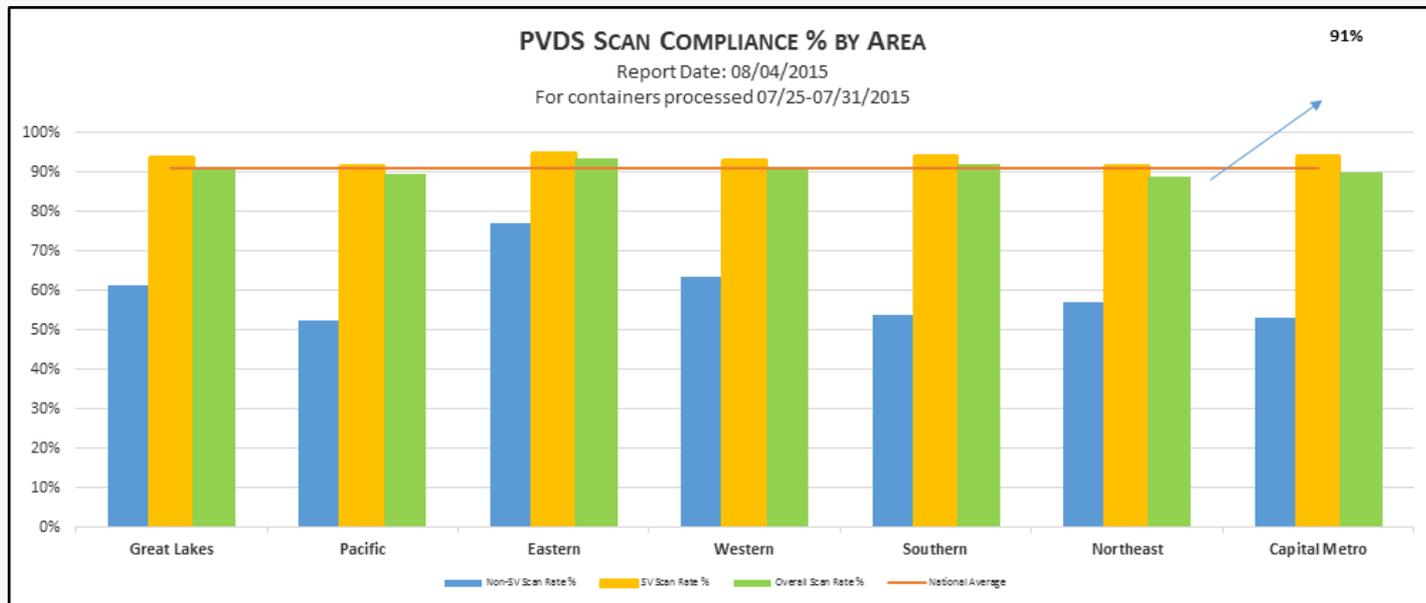
- ❑ **Mail.dat specification requires both the locale key and postal code (ZIP+4) fields to be completed in the .csm**

CONTAINER SUMMARY RECORD, continued					
Field Name	Position	Length	Data Type	Field Code	Description
Entry Point - Actual / Delivery - Locale Key	52 - 60	9*	A/N	CSM-1167	<p>US = LOCA12345 (LOC plus 6 bytes of the Locale key from the drop ship product); 'ORIGIN' for origin entered mail; OT = Other; The field can have a Locale key for origin entered mail when USPS Pick Up is equal to N.</p> <p>See Scenarios and Definitions Sections for alternatives for populating this field. Use value of 'ORIGIN' for Origin DMU Entered mail OR for US Drop Ship, Zone Skipped, and BMEU entered Mail use the Locale Key ("LOC" in the first 3 bytes, balance is the 6-byte of the USPS dropsite key, also known as the Locale Key)</p>
Entry Point - Actual / Delivery - Postal Code	61 - 69	9*	A/N	CSM-1168	<p>ZIP + 4 of building receiving the mail; ZIP + 4 of DMU for DMU entered mail; The ZIP + 4 shall be the Delivery address ZIP + 4 from the USPS Drop Ship Product. Either the Locale Key reference field (CSM-1167), or the Correct ZIP + 4 is required in this field for USPS full-service automation rates. This information helps USPS calculate and measure service performance</p>

- ❑ **Scanners at non-SV sites can report incorrect locations to PostalOne!**
  - Locations settings are specific to an individual IMDAS scanner and are manually configured at the plant/delivery unit
  - Scanners with incorrect configuration or used at a different facility send incorrect location data
  - *PostalOne!* Translates scanner location data to a locale key
- ❑ **Incorrect locations settings lead to false misship errors**
  - *PostalOne!* cannot resolve to any locale key
  - *PostalOne!* Resolves to incorrect locale key

## □ Status/Plan

- Fix Location Settings
  - Weekly calls with impacted sites
  - One on one guidance through configuration process
- Systems Changes
  - Check reported location against all valid locations in MDF (*PostalOne!* date)
  - Use location from FAST closeout data (*PostalOne!* date)
  - Centrally control location settings and send locale key direct from scanner (IMDAS, Fall 2015/Winter 2016)



- ❑ **Scan Compliance remains stable near 90%**
- ❑ **Non-SV sites**
  - New requirement for delivery units, scores slowly increasing
  - 1%-2% impact from scanners that are not cradled
- ❑ **Mailer Impact: Unshipped eDoc containers**
  - Container in eDoc, never shipped to USPS
  - No national trends, handled mailer-by-mailer

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# MTAC Payment And Acceptance

**August 12, 2015**  
**Package Services**

## ❑ **Action Items Review**

## ❑ **Agenda Items**

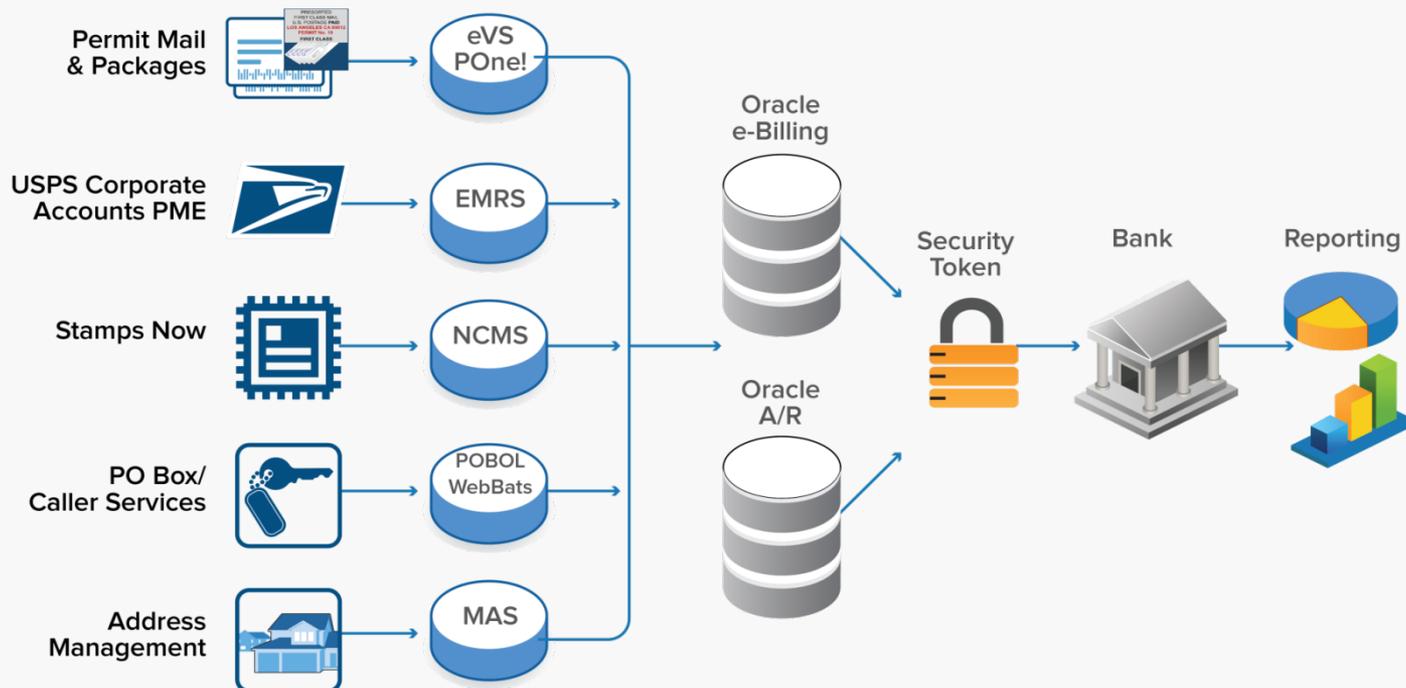
- Payment Modernization
  - Update on CAPS Redesign
  - Update on Bank Account Security
- eVS Issues
- Pulse of the Industry – Package concerns

## ❑ **Additional Topics**

- eVS MID Ownership
- eVS Impb Non-compliance and Reconciliation Process
- Unified Pricing Engine
- Premier BMEU

Action Item	Response / Corrective action / Update
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- Account alerts
- Comprehensive customer payment reporting
- Secure



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### **Desired Results**

Industry feedback related to the following:

- Access to and design of the online account management and reporting features
- Process for migrating existing payment accounts to the new system
- Process of onboarding new users
- Development of customer educational materials



## ❑ **Pulse of the Industry – Package concerns**

- eVS variance reports – display issue
- Customers not receiving all Postage Statement Extracts

## ❑ **USPS Package topics**

- eVS MID ownership
- eVS IMpb Non-compliance
- eVS Reconciliation Process

- ❑ **eVS Variance Reports – PICs downloading a scientific equation hinders ability search for variance pieces**
  - This item was fixed last Sunday Patch Release 8/2
  
- ❑ **Experiencing limited data sets in Postage Extract Reports – receiving approx. 60% of total pieces**
  - We have scheduled this item for 9/20 Patch Release to improve the generation of Postage Statement Extract
    - The .PSE extracts will be generated more real-time from when the postage statements are finalized.
    - There will be additional controls implemented to allow us to monitor the content written into the .PSE extracts to ensure completeness.

- ❑ Mailers must obtain a unique eVS Master MID and any additional MIDs for PICs must be registered for eVS use only**
  
- ❑ eVS MIDs may not be used for non-eVS mail**
  
- ❑ MIDs not registered for eVS but certified for other services (such as USPS Tracking) may not be used for eVS mail**
  
- ❑ Mailers are expected to have a separate MID for each client**
  
- ❑ Mailers need to manage their Child/Client MIDs**
  - Obtaining and issuing the MIDs
  - Managing that relationship with clients
  - Reporting to Postal Inspector if fraudulent activity is suspected

- ❑ **PTR has provided visibility for MID Owner/User, Unregistered MIDs and Flagged Inactive MIDs**
  - Visibility Suspended December 2014
  - Resume May 31, 2015 with Release 4.0/4.1
  - MID ownership information to eVS Customers Only
  
- ❑ **eVS is receiving data from PTR**
  - eVS is evaluating a new report for displaying this data
  
- ❑ **Data is currently provided to customers in the CEWs from PTR**

Scenario	MID Owner or Manifesting MID	Event Code	Event Description and Warning Message	Count
Mismatched Owner/EFN	Manifesting MID	MP	ALERT – MID USER NOT REGISTERED TO EFN MID	7,677,900
Mismatched Owner/EFN	MID Owner	MK	ALERT – MID USED BY ANOTHER MID OWNER	7,677,900
Unregistered MID	Manifesting MID	MU	ALERT – MID USER NEEDS TO BE REGISTERED	1,079,548

\* Data generated for July 2015 on August 10, 2015

## IMpb Non-compliance Assessments

- ❑ **Two criteria handled offline outside of eVS**
  - Shipping Services File v1.6 or Higher 97% -- there are 9 customers non-compliant
  - IMpb on the package 99% -- there are only 13 customers still using non-IMpb
  
- ❑ **IMpb compliance in eVS will focus on address information— current report only reconciles against manifested volume, and does not account for non-compliant Unmanifested and Manifested error volume.**
  - Destination delivery address in the file or 11-digit DPV ZIP Code -- 98%
  - Pieces without delivery address or 11-digit DPV ZIP Code and below the 98% threshold
  - Pieces that are not manifested (these will be missing a file and without delivery address or 11-digit DPV ZIP Code)
  - Files will be sent offline to affected customers until the gap is resolved
  - eVS will provide offline reports which will include timeliness until further notice
  - Performance issue with the Impb report was resolved on 8/2/15
  
- ❑ **The eVS IMpb non-compliance is displayed under “**Live Adjustments**” section of the landing page starting in June reconciliation. All assessments prior to June would be handled as AD-HOC.**

## IMpb Non-compliance for timeliness

- ❑ **Mailers should report concerns to the helpdesk @ [eVS@usps.gov](mailto:eVS@usps.gov)**
  
- ❑ **PTR System Outage - If there is a system outage that impacts the receipt and processing of the files, a non-compliance fee for manifest file requirement will not be assessed**
  - Verify that mailer internal system is functioning correctly
  - Mailers need to contact help desk if do not receive a CEW report within 4 hours after file submission
  - Provide the helpdesk with EFNs or file names along with transmission date and time
  
- ❑ **eVS Mailer Outage – if a mailer has an issue with submitting files to USPS, they should be notifying the helpdesk of the issue**
  - A help desk ticket must be initiated
  - Provide the details of the issue as well as any pertinent information about the mailing.
  - Once the mailers system is restored, mailers must submit all files within three business days. After three days, a noncompliance fee may be assessed

## Monthly Reconciliation July Postage Adjustments

<b>A u g u s t</b>				<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>
	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>
	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>
	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b>	

- Mailers have until the 10th of the following month**
  - To provide files to pay for any manifest errors or unmanifested packages
  - To dispute any pending adjustments for the previous month
  
- Adjustments are scheduled to be performed on the 21st of the month for the previous month**

- ❑ **All refunds and appeals must be submitted through Dispute Queue by clicking on the “Submit Refund Request” or “ Joint Review Request” hyperlink on the landing page**
  - Must be assigned as VAE in BCG to gain access
    - VAE Assignment
      - Login to Business Customer Gateway
      - CLICK (on the left menu) MANAGE ACCOUNT
      - 4 Tabs will display on the top—CLICK MANAGE SERVICES
      - For customers with *multiple locations*-select the CRID in the top location box drop down that the
      - eVS permit is linked to (circled)

- Other Services
- Support
- Manage Account**

Select which location you want to manage:  
 CRID: 17000281, EVS PROGRAM OFFICE, 475 LENFANT PLZ SW # 3650, WASHINGTON, DC 20260-0004

SERVICE	STATUS	BSA	ACTION
Audit Mailing Activity (PostalOne!)	⊕ Available	Not You	<a href="#">GET ACCESS</a>
Business Service Network (BSN) eService	⊕ Available	Not You	<a href="#">GET ACCESS</a>
Click-N-Ship Business Pro™	⊕ Available	Not You	<a href="#">GET ACCESS</a>
Customer Label Distribution System (CLDS)	✓ Approved	N/A	<a href="#">REMOVE</a>
Customer/Supplier Agreements (CSAs)	✓ Approved	You	N/A
Electronic Verification Service (eVS)	✓ Approved	You	N/A
Every Door Direct Mail	✓ Approved	N/A	<a href="#">REMOVE</a>
Incentive Programs	✓ Approved	You	N/A
Intelligent Mail Small Business (IMsb) Tool	✓ Approved	N/A	<a href="#">REMOVE</a>
Logistics Condition Reporting System (LCRS)	⊕ Available	Not You	<a href="#">GET ACCESS</a>
Mail Transport Equipment Ordering System (MTEOR)	⊕ Available	Not You	<a href="#">GET ACCESS</a>
Mailer ID	✓ Approved	You	N/A
Manage APIs	⊕ Available	Not You	<a href="#">GET ACCESS</a>
Manage Mailing Activity	✓ Approved	You	N/A
Online Enrollment	✓ Approved	You	N/A
Parcel Data Exchange (PDX)	✓ Approved	You	N/A
Parcel Return Service (PRS)	✓ Approved	You	N/A
Pickup On Demand (PUOD)	⊕ Available	Not You	<a href="#">GET ACCESS</a>
Premium Forwarding Service Commercial™	✓ Approved	You	N/A
Print & Deliver Shipping Label	⊕ Available	Not You	<a href="#">GET ACCESS</a>
Scan Based Payment (SBP)	✓ Approved	You	N/A
Schedule a Mailing Appointment (FAST)	✓ Approved	You	N/A
USPS Package Intercept	✓ Approved	You	N/A
Verification Assessment Evaluator (PostalOne!)	⊕ Available	Not You	<a href="#">GET ACCESS</a>

- ❑ **Verification Assessment Evaluator (*PostalOne!*) VAE is at the bottom**
- ❑ **Click the blue button to the right GET ACCESS**
- ❑ **Then you see this confirmation**

Schedule a Mailing Appointment (FAST)	✓ Approved	You	N/A
USPS Package Intercept	✓ Approved	You	N/A
Verification Assessment Evaluator (PostalOne!)	✓ Approved	You	N/A



Download your services data  
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Service Request History

# Premier Business Mail Entry Unit

The Premier Business Mail Entry project is intended to address mailer challenges and issues by providing technical advice via on-site, personal customer support. The goals are to:

- ❑ Provide world class, customer centric experience
- ❑ Assist commercial customers to adopt new innovations
- ❑ Better engage and empower employees
- ❑ Invest in the future of the Postal Service

## Mission Statement

“Provide world class, one-stop, solution-oriented customer service by identifying the best mailing solutions for customer’s commercial mailing needs through consultation, diagnostics, research, recommendations, and hands-on assistance.”