

# MTAC Payment and Acceptance

July 2016

Standard Mail

- ❑ Pulse of the Industry
- ❑ Updates
  - [Streamlined Mail Acceptance Publication](#)
  - [Move Update Federal Register Notice \(FRN\)](#)
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  - [Nesting Sampling Verifications](#)
  - [Seamless Acceptance Updates](#)
  - [Undocumented Analysis](#)
  - [eInduction Updates](#)
  - [Streamlined Mail Entry Program Status](#)
  - [PostalPro™](#)
  - [Payment Modernization](#)
  - [FAST Appointment Modifications](#)

<b>Pulse Item</b>	<b>Response / Corrective Action / Update</b>
By/For Requirements: Multiple parties involved in handling 'left over' mail pieces	Slide follows
eInduction Postage Assessment for logical containers	Slide follows
Business Solution Center Phase 2 Timeline	Slide follows

## What causes By/For Errors?

- ❑ Mail Owner/Preparer is invalid or missing
  - Mail Owner/Mail Preparer was not identified in the eDoc
  - Mail Owner/Mail Preparer MID, CRID, or permit information provided in the eDoc was invalid
- ❑ Mail Owner and Mail Preparer were identified in the eDoc as the same business entity
- ❑ Mail Owner CRID or permit/MID associated to the CRID was used to identify a Mail Preparer in an eDoc within the past 90 days

## By/For Custom Threshold Alternative

- ❑ MSPs with significant volume from owners with under 5,000 pieces
  - Existing Option: Custom By/For Threshold
  - New Option: Jackpot CRID\*
- ❑ USPS identify a new CRID as “jackpot” CRID
- ❑ MSP to use “jackpot” CRID in the eDoc as the Mail Owner
  - Only use for volume from owners with under 5,000 pieces
  - USPS to periodically audit use of the “jackpot” CRID and MSP quality control processes
- ❑ No by/for error will be generated when “jackpot” CRID is used by the MSP
- ❑ New Jackpot CRID option is being piloted by USPS to evaluate results

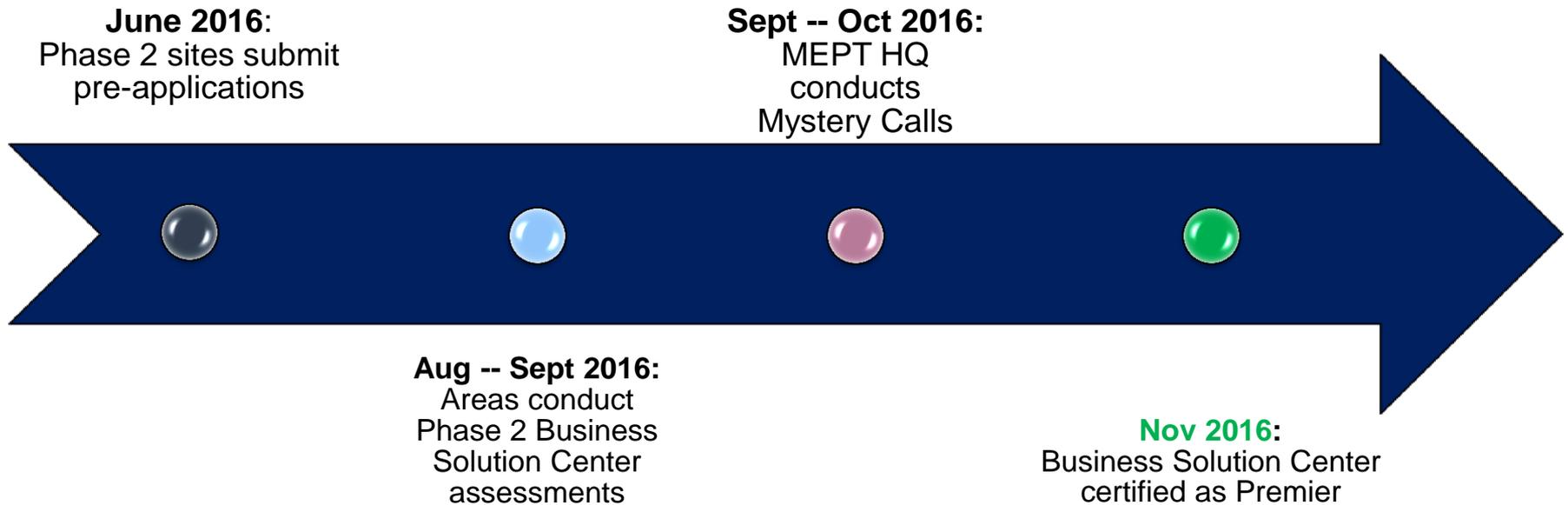
*\*Note: To use this alternative, a new CRID is required. After the CRID is obtained, the CRID or associated MIDs may be used in the eDoc*

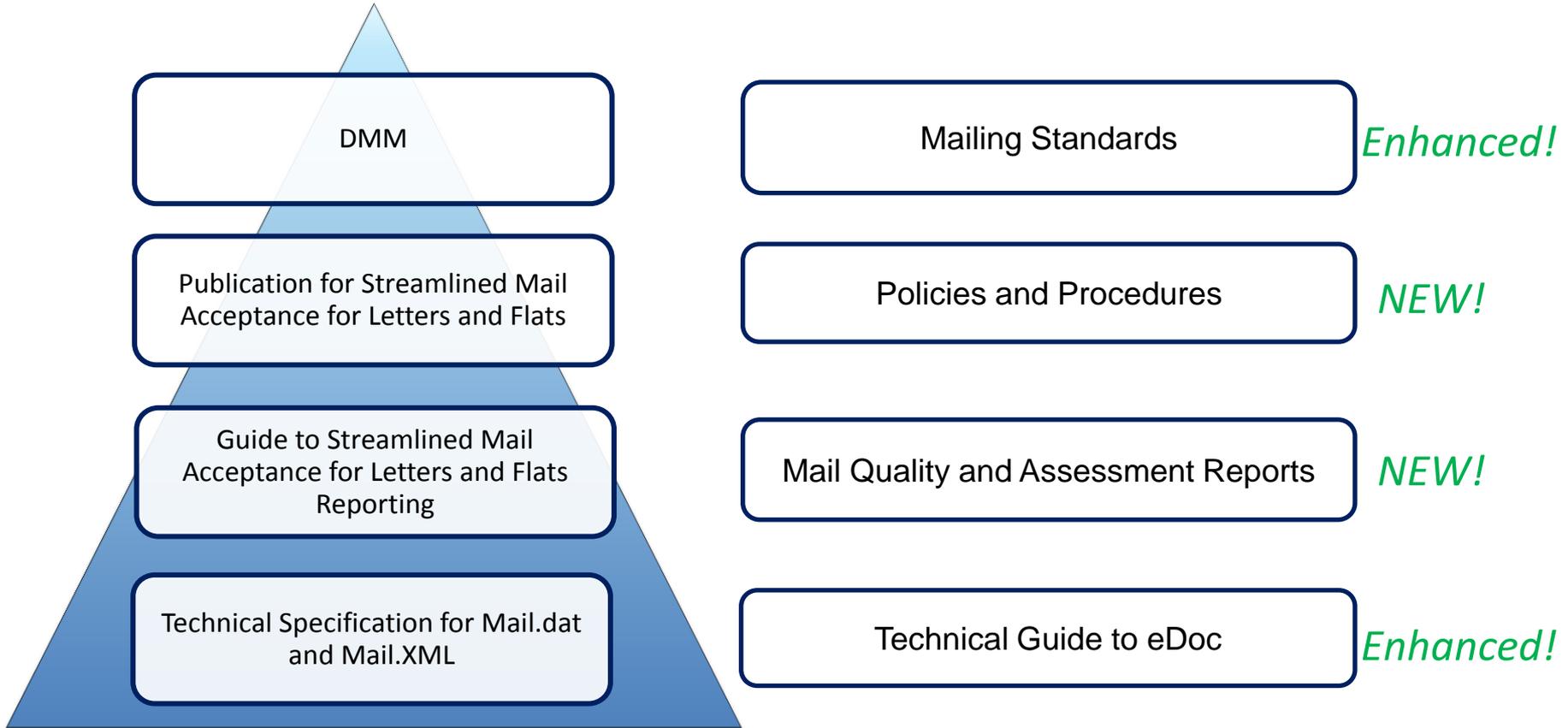
## Issue: eInduction Postage Assessments for logical containers

- ❑ Logical containers require different assessment rules
- ❑ Non-Seamless logical mailers are assessed on Undoc, Payment, and Duplicate errors
- ❑ USPS recommends logical mailers onboard to Seamless when available

Error	Assessment Approach for Logical Containers
Undocumented	Assessed by calculating the average cost of all containers for that mailer during the given month and assessing the container at that amount
Payment	<p>When a payment error is assessed against a logical container, only one physical sibling has an assessment placed against it</p> <p>Any additional scans among the group of physical containers will log an error, but an invoice amount will not be assessed against the mailer</p>
EPD Misshipped Duplicate Zone	<p>Postage is recalculated on the logical container, then divided by the number of physical siblings</p> <p>This amount is applied to each physical sibling in error</p>

## Business Solution Center Phase 2 Timeline





## Published on 7/1

- Available on PostalPro:  
<http://beta.postalpro.usps.com/resources/mailing-latest>
- 30 day comment period
- Future changes: 90-day period before implementing

❑ Clarification of the Move Update Standard (Final Notice):

This Federal Register Notice intended to clarify Move Update requirements in relation to discount mail preparation prices for all commercial mailers, including those authorized as 99 Percent Accurate and Legal Restraint customers  
Published on July 1, 2016

❑ Address Quality Census Measurement and Assessment Process (Proposed Rule):

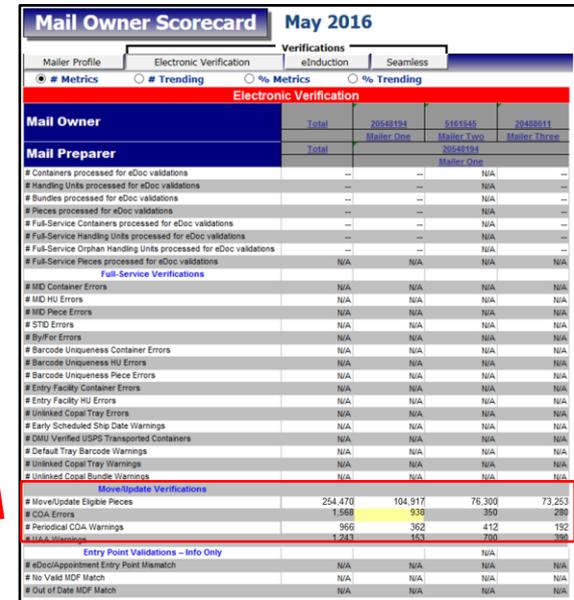
This proposed Federal Register Notice provides information regarding the approach to measuring Move Update compliance utilizing information derived from the Intelligent Mail Barcode during processing on Mail Processing Equipment. This proposed Federal Register Notice will be published on July 6, 2016. There will be a 30 day comment period through normal FRN processes

## FRN: Address Quality Census Measurement and Assessment Process

- ❑ Moving to a Census-Based Verification with results shown on the Mailer Scorecard
- ❑ Applies to ANY eDoc submitter who prepares FS volume (change from 75% adoption)
- ❑ ACS for basic automation/nonautomation pieces:
  - Charged Full-Service fee (\$0.00)
  - 95% previous month eligible volume as FS for First-Class and Standard mail
    - Calculates full-service percentage across the previous calendar month to determine their next month eligibility
  - Proper By/For Identification
  - Unique IMb w/ ACS Requested STID (either FS or OneCode)
  - IMb included in eDoc
  - Data may be received via SingleSource
- ❑ All of USPS programs are based on eDoc level assessments and customers have a comment period to respond to the Federal Register notice
- ❑ Periodicals will NOT be included in Census Measurement Assessments
- ❑ Clarification on Periodicals Manual ACS notices
- ❑ Threshold change from 0.8% to 0.5%

## Move Update Scorecard Enhancements

- ❑ Add Nixie Data to Summary of Scorecard (8/14)
  - Currently available as warnings through drill reports
- ❑ Add *Move Update Eligible Pieces* to Scorecard (8/14)
- ❑ Separate Periodicals from Census/Assessments (8/28)
- ❑ Provide *Move Update Compliance Threshold* to Mail Preparer/Mail Owner views of Scorecard (8/14)



Mail Owner Scorecard		May 2016			
Maier Profile	Electronic Verification	Verifications		Seamless	
# Metrics	# Trending	% Metrics	% Trending		
<b>Electronic Verification</b>					
<b>Mail Owner</b>	Total	20448194	5161545	20488811	
<b>Mail Preparer</b>	Total	20448194		20488811	
<b>Maier Data</b>					
# Containers processed for eDoc validations	---	---	N/A	---	
# Handling Units processed for eDoc validations	---	---	N/A	---	
# Bundles processed for eDoc validations	---	---	N/A	---	
# Pieces processed for eDoc validations	---	---	N/A	---	
# Full-Service Containers processed for eDoc validations	---	---	N/A	---	
# Full-Service Handling Units processed for eDoc validations	---	---	N/A	---	
# Full-Service Orphan handling Units processed for eDoc validations	---	---	N/A	---	
# Full-Service Pieces processed for eDoc validations	N/A	N/A	N/A	N/A	
<b>Full-Service Verifications</b>					
# MID Container Errors	N/A	N/A	N/A	N/A	
# MID HU Errors	N/A	N/A	N/A	N/A	
# MID Piece Errors	N/A	N/A	N/A	N/A	
# STD Errors	N/A	N/A	N/A	N/A	
# By/Fr Errors	N/A	N/A	N/A	N/A	
# Barcode Uniqueness Container Errors	N/A	N/A	N/A	N/A	
# Barcode Uniqueness HU Errors	N/A	N/A	N/A	N/A	
# Barcode Uniqueness Piece Errors	N/A	N/A	N/A	N/A	
# Entry Facility Container Errors	N/A	N/A	N/A	N/A	
# Entry Facility HU Errors	N/A	N/A	N/A	N/A	
# Unlinked Copal Tray Errors	N/A	N/A	N/A	N/A	
# Early Scheduled Ship Date Warnings	N/A	N/A	N/A	N/A	
# BDU Verified USPS Transported Containers	N/A	N/A	N/A	N/A	
# Default Tray Barcode Warnings	N/A	N/A	N/A	N/A	
# Unlinked Copal Tray Warnings	N/A	N/A	N/A	N/A	
# Unlinked Copal Bundle Warnings	N/A	N/A	N/A	N/A	
<b>Move/Update Verifications</b>					
# Move/Update Eligible Pieces	254,470	104,917	76,300	73,253	
# COA Errors	1,568	938	350	289	
# Periodical COA Warnings	966	362	412	192	
# UAA Warnings	1,243	153	700	390	
<b>Entry Point Validations - Info Only</b>					
# eDoc/Assessment Entry Point Mismatch	N/A	N/A	N/A	N/A	
# No Valid MDF Match	N/A	N/A	N/A	N/A	
# Out of Date MDF Match	N/A	N/A	N/A	N/A	

Move/Update Verifications				
# Move/Update Eligible Pieces	254,470	104,917	76,300	73,253
# COA Errors	1,568	938	350	289
# Periodical COA Warnings	966	362	412	192
# UAA Warnings	1,243	153	700	390

## **Does the United States Postal Inspection Service (USPIS) agree with the newly proposed measurement process, and how will investigations be determined?**

- ❑ USPS Response: Yes, USPIS agrees with the decision to utilize the newly proposed Address Quality Census Measurement and Assessment Process, which allows the Postal Service to leverage technology. Also, USPIS will continue to collaborate with the Postal Service on all matters, including the determination of whether investigations are warranted

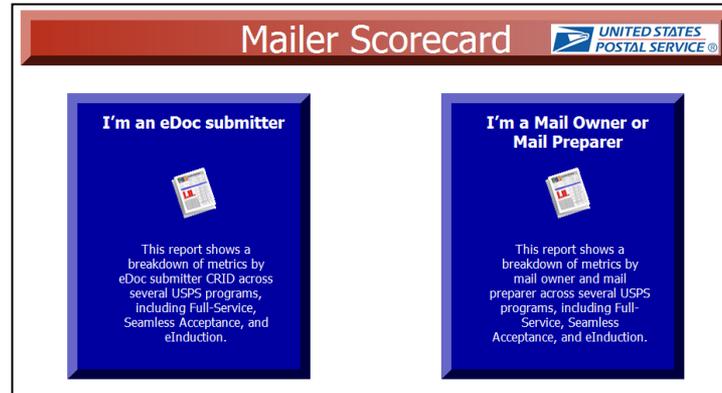
eDoc Verifications	Description
<b>Mailer ID</b>	<b>MIDs</b> in the IMcb, IMtb, & IMb™ as listed in the eDoc must be valid and assigned by the USPS®
<b>Service Type ID</b>	The <b>STID</b> in the IMb as listed in the eDoc must be valid and correct for the mail class and service level of the mailpiece
<b>By/For</b>	<b>By/For</b> –The mail owner and preparer must be identified correctly in the eDoc for a mailing with 5000 pieces or more per day for a single mail owner
<b>Barcode Uniqueness</b>	<b>Unique Barcodes</b> in the IMcb, IMtb, & IMb as listed in the eDoc must be unique across all mailings from all mailers over the previous 45 days
<b>Entry Facility</b>	The <b>Entry Facility</b> for a container or handling unit as listed in the eDoc must match the entry facility from the Mail Direction File or the Facilities Database
<b>Unlinked Copal</b>	All trays/virtual sacks marked for co-palletization at origin must have corresponding eDoc linking to a pallet within <b>14 days</b>

## Full-Service Assessment Date Announced

- ❑ Full-Service assessments will be in effect for errors logged in October 2016
- ❑ First assessment will be posted November 2016
- ❑ Currently providing outreach to mailers who have exceeded any error metrics
- ❑ Review Mailer scorecard to see status of your mailing quality



**Begins  
November 2016  
Based on  
October 2016  
Mailings**



## As eDoc Submitter

- ✓ **View mail quality metrics for all mailings submitted by single CRID**
  - Does not provide breakdown of Mail Owners

## As Mail Owner

- ✓ **View mail quality metrics across all MSPs used**
  - See results for mailpieces, handling units and containers for all MSP's that identified you as the Mail Owner in their eDoc

## As Mail Preparer

- ✓ **View metrics across mail owners serviced by a single MSP**
  - See results for mailpieces, handling units, and containers for clients that were reported as the Mail Owner in your eDoc

**eDoc Submitter View**  
displays mail quality  
metrics for all mailings  
submitted by a single  
CRID

New: FS errors now  
broken out

- # of errors
- # of pieces w/ errors

New: Rolling  
assessment for  
Additional Postage Due

<b>Mailer Scorecard</b>				
<b>July 2016</b>				
<b>Verifications</b>				
Mailer Profile	Electronic Verification	eInduction	Seamless	SPM Exclusions
<input checked="" type="radio"/> <b># Metrics</b>	<input type="radio"/> # Trending	<input type="radio"/> % Metrics	<input type="radio"/> % Trending	
<b>Electronic Verification</b>				
eDoc Submitter	Total	646283	950778	
	-	DOC NOW INC.	SUB-MITTERS CORP	
# Containers processed for eDoc validations	13,437	9,332	4,105	
# Handling Units processed for eDoc validations	384,517	356,457	28,060	
# Bundles processed for eDoc validations	1,161,103	735,162	425,941	
# Pieces processed for eDoc validations	78,498,279	33,727,018	44,771,261	
# Full-Service Containers processed for eDoc validations	10,277	8,739	1,538	
# Full-Service Handling Units processed for eDoc validations	331,376	303,675	27,701	
# Full-Service Orphan Handling Units processed for eDoc validation	3,094	592	2,502	
# Full-Service Pieces processed for eDoc validations	53,277,399	31,423,381	21,854,018	
<b>Full-Service Verifications</b>				
# MID Container Errors	--	--	--	
# Containers with MID Errors	--	--	--	
# MID HU Errors	--	--	--	
# HUs with MID Errors	--	--	--	
# MID Piece Errors	--	--	--	
# Pieces with MID Errors	--	--	--	
# STID Errors	--	--	--	
# Pieces with STID Errors	--	--	--	
# By/For Errors	1,623,793	1,623,793	--	
# Pieces with By/For Errors	1,623,793	1,623,793	--	
# Barcode Uniqueness Container Errors	--	--	--	
# Containers with Barcode Uniqueness Errors	--	--	--	
# Barcode Uniqueness HU Errors	3	3	--	
# HUs with Barcode Uniqueness Errors	3	3	--	
# Barcode Uniqueness Piece Errors	706	706	--	
# Pieces with Barcode Uniqueness Errors	706	706	--	
# Entry Facility Container Errors	--	--	--	
# Containers with Entry Facility Errors	--	--	--	
# Entry Facility HU Errors	--	--	--	
# HUs with Entry Facility Errors	--	--	--	
# Unlinked Copal Tray Errors	--	--	--	
# HUs with Unlinked Copal Errors	--	--	--	
<b>Total Additional Postage Due (Full-Service Electronic) - Info Only</b>	<b>\$52.55</b>	<b>\$52.55</b>	--	
# Early Scheduled Ship Date Warnings	7	7	--	
# DMU Verified USPS Transported Containers	3,162	3,070	92	

**Mail Owner View** displays mail quality metrics across all MSPs used by a single Mail Owner

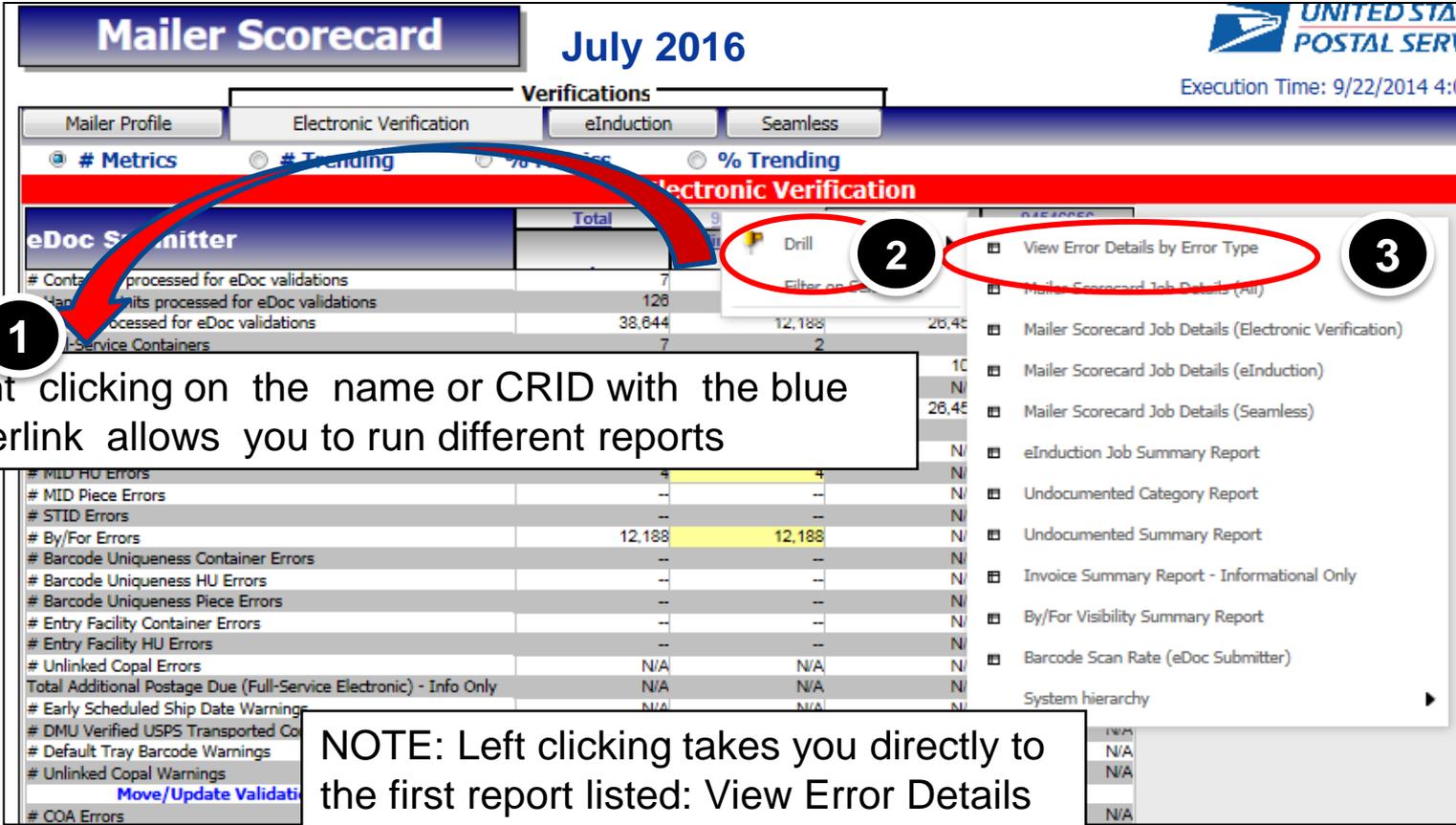
<b>Mail Owner Scorecard</b>		<b>JUNE 2016</b>		
Mailer Profile		Verifications		
Electronic Verification		eInduction	Seamless	
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending		<b>Electronic Verification</b>		
Mail Owner	Total	1234567		
		The Paul Jones Company		
Mail Preparer		9162731	6735901	8675439
		MAILS R US	MAIL FOR FUN	WE MAIL 4U
# Containers processed for eDoc validations	4,587	1,349	3,237	1
# Handling Units processed for eDoc validations	747,481	29,604	717,873	4
# Bundles processed for eDoc validations	--	--	--	--
# Pieces processed for eDoc validations	2,506,534	309,010	2,197,523	1
# Full-Service Containers processed for eDoc validations	4,587	1,349	3,237	1
# Full-Service Handling Units processed for eDoc validations	747,481	29,604	717,873	4
# Full-Service Orphan Handling Units processed for eDoc validation	--	--	--	--
# Full-Service Pieces processed for eDoc validations	2,496,493	309,010	2,187,482	1
<b>Full-Service Verifications</b>				
# MID Container Errors	--	--	--	--
# MID HU Errors	--	--	--	--
# MID Piece Errors	--	--	--	--
# STID Errors	--	--	--	--
# By/For Errors	2,496,493	309,010	2,187,482	1
# Barcode Uniqueness Container Errors	--	--	--	--
# Barcode Uniqueness HU Errors	663	--	663	--
# Barcode Uniqueness Piece Errors	5,139	1,090	4,048	1

**Mail Preparer View** displays metrics across all Mail Owners serviced by a single MSP

<b>Mail Owner Scorecard</b>		<b>JUNE 2016</b>			
Mailer Profile		Verifications			
Electronic Verification		eInduction	Seamless		
<input checked="" type="radio"/> <b># Metrics</b>	<input type="radio"/> <b># Trending</b>	<input type="radio"/> <b>% Metrics</b>	<input type="radio"/> <b>% Trending</b>		
<b>Electronic Verification</b>					
Mail Owner	Total				
		<u>THE PAUL JONES COMPANY</u>	<u>THE PAUL JONES COMPANY</u>	<u>DANDELION CORP</u>	
Mail Preparer		1234567	7892342	9162731	
		MAILS R US	MAILS R US	MAILS R US	
# Containers processed for eDoc validations	63,003	1,349	173	1,313	
# Handling Units processed for eDoc validations	1,655,418	29,604	896	16,163	
# Bundles processed for eDoc validations	2,923	--	--	--	
# Pieces processed for eDoc validations	104,364,077	309,010	522	10,634	
# Full-Service Containers processed for eDoc validations	62,992	1,349	173	1,313	
# Full-Service Handling Units processed for eDoc validations	1,655,404	29,604	896	16,163	
# Full-Service Orphan Handling Units processed for eDoc validation	--	--	--	--	
# Full-Service Pieces processed for eDoc validations	104,156,799	309,010	522	10,634	
<b>Full-Service Verifications</b>					
# MID Container Errors	--	--	--	--	
# MID HU Errors	--	--	--	--	
# MID Piece Errors	--	--	--	--	
# STID Errors	2,581	--	--	--	
# By/For Errors	338,956	309,010	--	--	
# Barcode Uniqueness Container Errors	--	--	--	--	
# Barcode Uniqueness HU Errors	163	--	--	--	
# Barcode Uniqueness Piece Errors	45,583	1,090	--	--	

### Drilling down to investigate an error:

1. Right-click on the eDoc Submitter name or Customer Registration ID (CRID)
2. Click “Drill”
3. Click “View Error Details by Error Type”



**1** Right clicking on the name or CRID with the blue hyperlink allows you to run different reports

**2** Drill

**3** View Error Details by Error Type

**NOTE:** Left clicking takes you directly to the first report listed: View Error Details by Error Type

eDoc Submitter		Total	9	10
# Containers processed for eDoc validations		7		
# Mailer Units processed for eDoc validations		128		
# Containers processed for eDoc validations		38,844	12,188	26,45
# Service Containers		7	2	
# MID HU Errors				
# MID Piece Errors				
# STID Errors				
# By/For Errors		12,188	12,188	
# Barcode Uniqueness Container Errors				
# Barcode Uniqueness HU Errors				
# Barcode Uniqueness Piece Errors				
# Entry Facility Container Errors				
# Entry Facility HU Errors				
# Unlinked Copal Errors	N/A	N/A	N/A	
Total Additional Postage Due (Full-Service Electronic) - Info Only	N/A	N/A	N/A	
# Early Scheduled Ship Date Warnings				
# DMU Verified USPS Transported Co				
# Default Tray Barcode Warnings				
# Unlinked Copal Warnings				
# COA Errors				

eDoc Submitter	Level	Error Type	Error Code	# Errors
1234567 The Paul Jones Company	Container	<a href="#">Barcode Uniqueness</a>	<a href="#">E17P</a>	1
		<a href="#">Entry Facility</a>	<a href="#">E29P</a>	1
	Handling Unit	<a href="#">Barcode Uniqueness</a>	<a href="#">7603</a>	163
		<a href="#">Nesting/Sortation</a>	<a href="#">7843</a>	2
		<a href="#">Barcode Quality</a>	<a href="#">605</a>	1
	Piece	<a href="#">Barcode Uniqueness</a>	<a href="#">7703</a>	41,045
		<a href="#">Barcode Uniqueness</a>	<a href="#">7704</a>	7
		<a href="#">Barcode Uniqueness</a>	<a href="#">7705</a>	4,535
		<a href="#">By/For</a>	<a href="#">7142</a>	338,956
		<a href="#">Delivery Point</a>	<a href="#">7901</a>	130,709
		<a href="#">Move/Update</a>	<a href="#">6000</a>	104,917
		<a href="#">Move/Update</a>	<a href="#">6009</a>	45
		<a href="#">Nesting/Sortation</a>	<a href="#">6010</a>	70,946
		<a href="#">Nesting/Sortation</a>	<a href="#">6011</a>	1,264
<a href="#">Nesting/Sortation</a>		<a href="#">6012</a>	2,564	
<a href="#">Service Type</a>	<a href="#">7402</a>	2,581		

Mailing Group ID	Customer Group ID	Job ID	User License Code	Date	Level	Error Type	Error Code	Mail Class	Processing Category	# Errors
				6/2/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	126,207
				6/14/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	53,728
				6/21/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	65,096
				6/28/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	93,925

Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type	Error Code	Error Description
6/21/2016	0024320058805726516364064168060	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.
6/21/2016	0024320058805726516563755792334	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.
6/21/2016	0024320058805726516864064158850	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.
6/21/2016	0024320058805726517563366759044	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.

## User/Report Timeout Settings

- Users are logged out after 20 minutes of idle time
  - For security reasons, timeouts are usually a standard on such systems
- Reports will time out if execution against the data warehouse does not complete within 60 minutes
- A less frequent issue: Users not being able to login
  - Solution: Wait a few minutes and then try again
  - Due to the infrequency, reporting the issue to the Helpdesk may take longer than waiting a few minutes to try re-logging in
- If logged out utilize History list function to quickly return to a report



Accessing History  
List

## Assessment Report Generation

Verification results are finalized on the 10<sup>th</sup> day of the month and assessment reports generated on the 11<sup>th</sup>

## Assessment Report Receipt

Assessment notification email is sent to Verification Assessment Evaluator (VAE) on the 11<sup>th</sup> day of the month

## Mailer VAE Review & Action

VAE is responsible for reviewing, or challenging if necessary, and paying the request due at the end of the calendar month

## Mailer Payment or Review

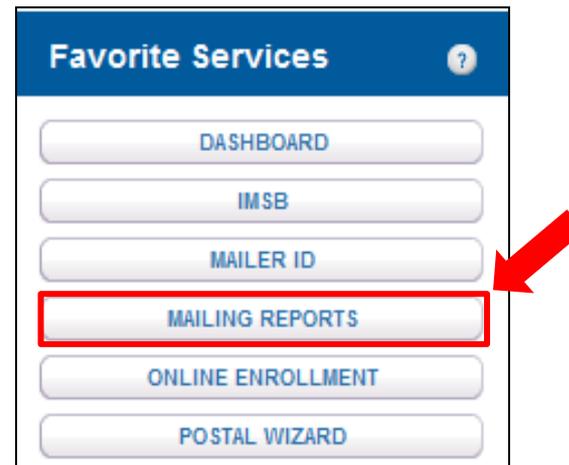
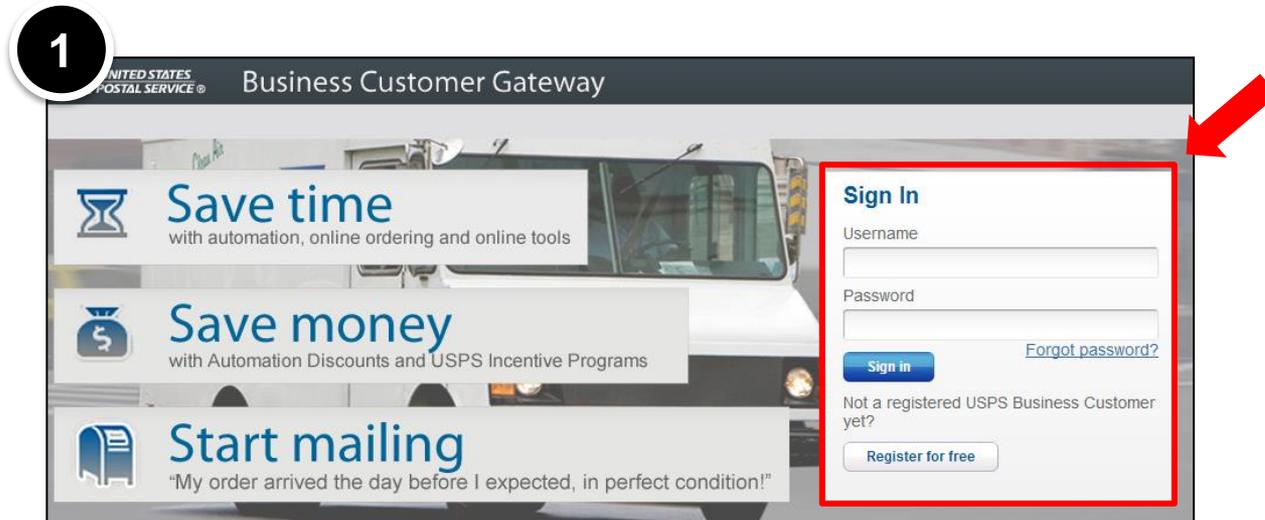
Mailers can submit payment or review charges through the review process

## Final Email Notification

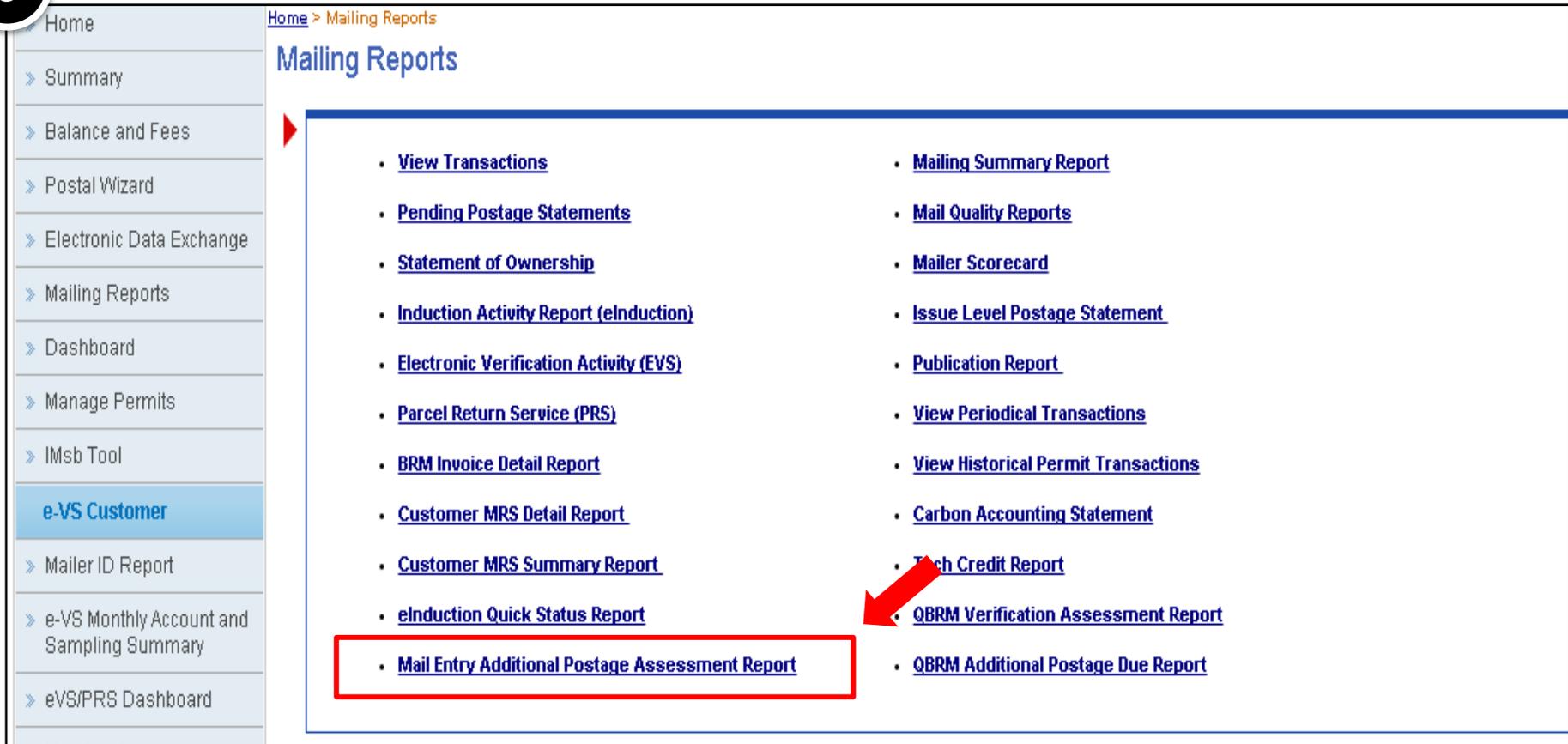
Once paid, final email notification is sent to VAE of the paying permit

The postage assessment process generates assessment reports that allow for the review, payment, and challenge of additional postage assessments

After the 11<sup>th</sup> of the month, mailers can view Postage Assessment Reports by accessing the Mailer Scorecard via the BCG:



Mailers can view Postage Assessment Reports by accessing the Mailer Scorecard via the BCG:

**3**

Home > Mailing Reports

## Mailing Reports

- [View Transactions](#)
- [Pending Postage Statements](#)
- [Statement of Ownership](#)
- [Induction Activity Report \(eInduction\)](#)
- [Electronic Verification Activity \(EVS\)](#)
- [Parcel Return Service \(PRS\)](#)
- [BRM Invoice Detail Report](#)
- [Customer MRS Detail Report](#)
- [Customer MRS Summary Report](#)
- [eInduction Quick Status Report](#)
- [Mail Entry Additional Postage Assessment Report](#)
- [Mailing Summary Report](#)
- [Mail Quality Reports](#)
- [Mailer Scorecard](#)
- [Issue Level Postage Statement](#)
- [Publication Report](#)
- [View Periodical Transactions](#)
- [View Historical Permit Transactions](#)
- [Carbon Accounting Statement](#)
- [Touch Credit Report](#)
- [QBRM Verification Assessment Report](#)
- [QBRM Additional Postage Due Report](#)

The Assessment Summary Report shows all active invoices for a CRID:

**Mail Entry Additional Postage Assessment Report Search**

**Date From:** May 2016 eDoc Submitter CRID:  Area: All District: All Mail Job:

**Date To:** May 2016 Mailing Group ID:  Status: All - Include all Statuses

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

One record found.

1

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 Paid	Status
1234567	CMS	May 2016	\$0.00	\$0.00	\$0.00	\$851.23	\$851.23	\$851.23	\$0.00	Pending Action

The Assessment Detail Report shows additional postage, adjusted additional postage, error counts, and error % for each error type

- ❑ Links in the *error count* and % column display a breakdown of error counts by mail owner

**Additional Postage Assessment Detail Report**

Assessment Period: May 2016      eDoc Submitter CRID: 1234567      Company Name: ACME Mail Company

Impact from Move/Update		\$4,585.28	\$4,585.28	<a href="#">62,812</a>	<a href="#">1.50%</a>
Duplicate Barcode					
Impact from Full Service Electronic Verification	Zone Discount				
	Mailer ID Container				
	Mailer ID Tray				
	Mailer ID Piece				
	Service Type ID				
	By/For	\$6,004.78	\$6,004.78	<a href="#">2,001,594</a>	<a href="#">47.78%</a>
	Unique Container Barcode	\$52.35	\$52.35	<a href="#">4</a>	<a href="#">1.14%</a>
	Unique Tray Barcode				

Mail Owner CRID	Mail Owner Name	Total Error Count
2345127	Company A	863,081
9264718	Company B	1,104,948
2351045	Company C	243,035



- ❑ USPS has been aggressively investigating mailpieces failing service performance measurement. The Nesting Sampling verification process was implemented at sites where mailpieces were identified as affecting Service Measurement scores
  - Identifying internal issues that may affect the mailpieces
  - Identifying mail preparation issues that may affect the mailpieces
  
- ❑ Sites were identified having large volumes of recurring tray preparation errors
  
- ❑ Manual verification process being replaced by an automated system utilizing the hand held scanners
  - Verification information will be available on the Mailer Scorecard under the Seamless tab
  
- ❑ The number of containers to be sampled is currently being evaluated. A statistical analysis is being conducted in order to determine the correct number of sampled units

## Scanner verification process

- ❑ Implementing a random selection process for containers
- ❑ Establishing an unbiased sampling frequency
- ❑ Utilizing a new Nesting Sampling Randomizer Tool
  - Provide times and number of containers to sample
  - Based on 1-hour time windows
- ❑ Results available on Seamless tab of Mailer Scorecard

Mailer Scorecard		JUNE 2016	
		Verifications	
Mailer Profile		Electronic Verification	eInduction
Seamless		SPM	
# Metrics		# Trending	
% Metrics		% Trending	
<b>Seamless</b>			
Data displayed for a Seamless Parallel or non-S			
<b>eDoc Submitter</b> ▲	Total	646283	
	-	DOC NOW INC.	
CRID Seamless Status	N/A	Parallel	
# Seamless Acceptance Jobs	1,729	1,729	
# Containers processed for Seamless validations	2,540	2,540	
# Handling Units processed for Seamless validations	37,834	37,834	
# Pieces processed for Seamless validations	9,190,093	9,190,093	
# Seamless Acceptance Jobs not Auto-Finalized	1,729	1,729	
# Seamless Documented Piece Scans	8,894,717	8,894,717	
# Adjusted Seamless Documented Piece Scans	7,101,770	7,101,770	
# Undocumented Pieces	20,165	20,165	
Unscanned Undocumented Pieces at Risk - Lower Bound	117	117	
Unscanned Undocumented Pieces at Risk - Upper Bound	1,752	1,752	
Additional Postage Due (Undocumented Pieces) - Info Only	--	--	
# Nesting/ Sortation Piece Errors (MPE)	963	963	
# Delivery Point Piece Errors	205	205	
<b>Sampling Verifications</b>			
# Containers Sampled	90	90	
# Handling Units Sampled	266	266	
# Pieces Sampled	1,744	1,744	
General PAF	N/A	1.0007	
# Weight Piece Errors	5	5	
# Postage Piece Errors	--	--	
Mail Characteristic PAF	N/A	--	
# Mail Characteristic Piece Errors	--	--	
Barcode Quality PAF	N/A	--	
# Barcode Quality Piece Errors	2	2	
Total Additional Postage Due (Seamless) - Info Only	--	--	
<b>Nesting Sampling Validations - Info Only</b>			
# Containers Sampled for Nesting Validations	145	145	
# Handling Units Sampled for Nesting Validations	1,000	1,000	
# Pieces Sampled for Nesting Validations	1,132	1,132	
# Nesting/ Sortation Container Warnings	3	3	
# Nesting/ Sortation Handling Unit Warnings	55	55	
# Nesting/ Sortation Piece Warnings	12	12	

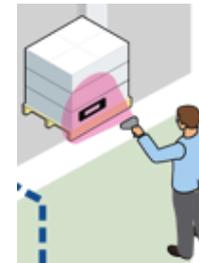
## ❑ Handling Unit (HU) to Piece Sampling

- Samples 3 HUs per container and then verifies 10 pieces per HU
- Occurs 4 times a day



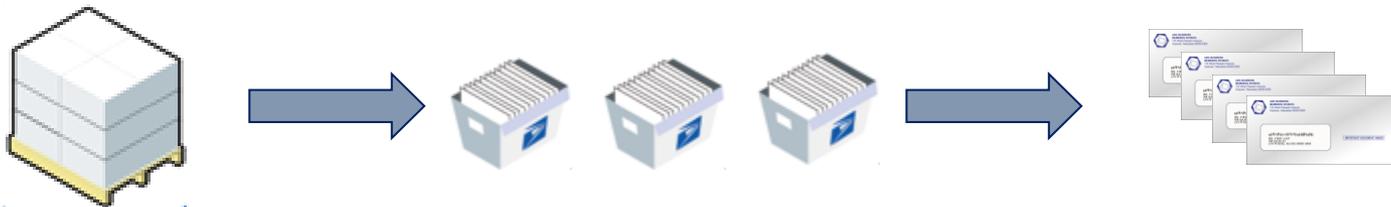
## ❑ Handling Unit (HU) to Container Sampling

- Samples all trays on one pallet
- Occurs 24 times a day



Seamless Acceptance Sampling collects information that MPE cannot

- ❑ Acceptance employees complete samples after using the sampling randomizer tool to determine the time and which container to sample
- ❑ A complete sample includes one container, three handling unit from that container, and 30 pieces from the container (10 pieces/handling unit)
- ❑ On every mailing date, the clerk will randomly select a pallet to sample (4 times/day)
- ❑ Over one month, USPS completes a statistically significant number of samples in the month, which logs errors based on samples



## eDoc Verifications

## Description

	eDoc Verifications	Description
Sampling Verifications	Postage	Postage Payment Method or Postage Affixed amount on piece different than included in the eDoc
	Weight	Piece weight is different than was included in the eDoc
	Mail Characteristic	Piece was paid at Standard Mail price but the content makes it a First-Class piece OR piece is paid at a Non-Profit piece but content should makes it a Regular price piece
	Barcode Quality	Piece had a unscannable barcode and was included in a mailing that only had automated price pieces
MPE	Undocumented Delivery	Scanned piece cannot be matched to an eDoc
	Nesting / Sortation (MPE)	Physical sortation of the mail doesn't match the eDoc
eDoc	Delivery	Scanned piece cannot be matched to an eDoc

## Using PAF for Postage Assessment

- ❑ Information retrieved from sampling verifications are used to calculate postage for sampled pieces
- ❑ “Adjusted postage” is compared to the eDoc postage using a Postage Adjustment Factor (PAF)

<b>Sampling Verifications</b>	<b>Postage</b>	Postage Payment Method or Postage Affixed amount on piece different than included in the eDoc
	<b>Weight</b>	Piece weight is different than was included in the eDoc
	<b>Mail Characteristic</b>	Piece was paid at Standard Mail price but the content makes it a First-Class piece OR piece is paid at a Non-Profit piece but content should makes it a Regular price piece
	<b>Barcode Quality</b>	Piece had a unscannable barcode and was included in a mailing that only had automated price pieces

We divide the sampling verifications into 3 PAF assessments:

PAF Type	Verification Included	Attribute Checked	How Charges Work?
<b>General</b>	Postage	Postage Type Postage Amount	<p><b>*Applies to all pieces from an eDoc submitter</b></p> $\text{General PAF} = \frac{\text{Sum of Adjusted Postage for Sampling Errors (postage + weight) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}}$
	Weight	Mailpiece Weight	
<b>Mail Characteristic</b>	Mail Characteristic	Processing Category Mail Class Nonprofit Eligibility Content	<p><b>*Separately calculated for all pieces from each Mail Owner and eDoc submitter</b></p> $\text{Mail Characteristic PAF} = \frac{\text{Sum of Adjusted Postage for Sampling Errors (Mail Characteristic) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}}$
<b>Barcode Quality</b>	Barcode Quality	Barcode Application Barcode Readability	<p><b>*Applies only to unscanned pieces from eDoc submitter</b></p> $\text{Barcode Quality PAF} = \frac{\text{Sum of Adjusted Postage for Sampling Errors (Barcode Quality) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}}$

## Each PAF follows the same process for calculation:

- ❑ PAF measures the difference between the original eDoc postage paid and the correct postage amount for the pieces sampled:

$$PAF = \frac{\textit{Sum of Adjusted Postage}}{\textit{Sum of eDoc Postage}}$$

- ❑ If the PAF > 1 the mailing is **underpaid**
  - If PAF exceeds PAF Threshold (**PAF > 1.05**), additional postage will be charged
  - The additional postage charged for the sample is then applied to the entire mailing

## PAF Calculation Example: General PAF

<b>General PAF</b>	=	$\frac{\text{Sum of Adjusted Postage Sampling Error (postage + weight) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}}$
	=	$\frac{\$25.64 + \$31.85}{\$53.54}$
	=	<b>1.0738</b>

- Postage was underpaid by 7.38%
- PAF Threshold exceeded ( $1.0738 > 1.05$ )
  - Portion exceeding threshold will be applied to entire mailing

## Sampling Postage Assessment:

- Using the sample as a representative of the entire mailing, additional postage is assessed

<b>Additional Postage Due</b>	=	Original eDoc Postage in Calendar Month	X	(PAF – PAF Threshold)
	=	\$24,500	X	(1.0738 – 1.05)
	=	\$24,500	X	0.0238
	=	<b>\$583.10</b>		

## **Mailers on Seamless Acceptance are consistently under PAF threshold of 5%.**

- Interest in understanding root cause of all errors
- USPS reviewed January to April Data to identify any clerk input issues
- Data mining suggested that some of these errors caused by manual entry errors
- Implementing 8 logic changes to address manual entry errors**

## Postage

1. **Factor of Ten:** Scan postage differs from eDoc postage by factor of 10; suggests that the decimal point was not entered correctly
2. **Missing/False Digit:** eDoc postage is 0.001 higher than scan postage affixed; suggests that the complete number of digits on the mail piece was not entered
3. **Transpose:** Digits reported by the scan postage affixed are transposed from the eDoc postage affixed, e.g. eDoc says 0.471 and scan says 0.417
4. **Implausibly Low:** Scan postage is less than a penny, in an otherwise different and consistent tray

## Weight

1. **Overweight Letter:** Letter weight verification finds that a Letter weighs more than 1 pound, suggesting improper entry of either weight or Mail Category
2. **Factor of Ten:** Letter, card or flat weight verification is more than eDoc weight by a factor of 10, suggesting improper entry of weight
3. **Integer Entry:** Letter, card or flat verification is a perfect integer greater than 0, suggesting improper entry of weight, as a perfect integer weight is unlikely
4. **Zero Entry:** Letter, card or flat weight verification is 0

**Case 1:** Scan postage differs from eDoc postage by factor of 10: suggests that the decimal point was not entered correctly

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PERMIT_TYPE	SCAN PERMIT_TYPE	EDOC POSTG AFFIXED	SCAN POSTG AFFIXED
1	3/29/16 1:38 PM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.0391
2	3/29/16 1:38 PM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.0391
3	3/31/16 8:54 AM	Standard	Standard	Letter	Letter	Precanceled	Precanceled	0.1	10
4	3/31/16 8:54 AM	Standard	Standard	Letter	Letter	Precanceled	Precanceled	0.1	10
5	4/14/16 5:35 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.465	0.0465
6	4/27/16 5:41 AM	First Class	First Class	Letter	Letter	Precanceled	Precanceled	0.25	25

**Case 2:** eDoc postage affixed is 0.001 higher than scan postage affixed, suggests that the complete number of digits on the mail piece was not entered, or that the final digit was mistakenly entered

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PERMIT_TYPE	SCAN PERMIT_TYPE	EDOC POSTG AFFIXED	SCAN POSTG AFFIXED
1	3/5/16 3:05 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.39
2	3/5/16 3:05 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.39
3	4/23/16 5:49 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.452	0.451
4	1/23/16 3:38 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.471	0.47
5	1/23/16 3:38 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.471	0.47

### Definitions

685. The Postage Affixed from the FS-IMD Piece Scan does not match the Postage Affixed from the eDoc

**Case 1:** Letter weight verification finds that a Letter weighs more than 1 pound, suggesting improper entry of either weight or Mail Category

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PIECE_WT	SCAN PIECE_WT
1	3/30/16 8:06 AM	Standard	Standard	Letter	Letter	0.092	95
2	4/26/16 5:57 PM	First Class	First Class	Letter	Letter	0.125	70
3	1/12/16 12:18 PM	First Class	First Class	Letter	Letter	0.0625	60
4	1/25/16 4:33 PM	First Class	First Class	Letter	Letter	0.0625	25
5	2/29/16 7:49 AM	Standard	Standard	Letter	Letter	0.01	15
6	1/13/16 10:11 AM	Standard	Standard	Letter	Letter	0.0104	10

**Cases 3 and 4:** Letter, card or flat verification is a perfect integer greater than 0, suggesting improper entry of weight; Letter, card or flat weight verification is 0

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PIECE_WT	SCAN PIECE_WT
1	2/2/16 6:05 AM	Standard	Standard	Flat	Flat	0.15	0
2	3/10/16 6:39 AM	Standard	Standard	Letter	Letter	0.0225	2
3	4/22/16 5:40 AM	Standard	Standard	Letter	Letter	0.017	2
4	3/17/16 1:22 PM	First Class	First Class	Letter	Letter	0.0625	3
5	1/29/16 8:39 AM	First Class	First Class	Letter	Letter	0.047	4
6	3/18/16 4:09 PM	First Class	First Class	Letter	Letter	0.0625	5

### Definitions

30. The Piece Weight from the FS-IMD Piece Scan is more than the Piece Weight from the matching eDoc Piece Barcode.

## Next Steps

- ❑ BMS will reach out to mailers and review remaining errors
- ❑ Upcoming UG10 will be dedicated to PAF

Develop process to enhance the understanding of undocumented mail pieces

1. Defined operational variability

Variability Cause	
USPS operational variability	Cancellation after delivery
	Redirection after delivery
	Other processing loop
Mailer operational variability	Double feeds, Misprints, Bad printing, Print/eDoc mismatch, etc.

2. Reconciling undocumented mail with mailer feedback

3. Advanced analytics for remaining unknown undocumented mailpieces

- ❑ 100% eDoc mailer has all barcoded mailpieces documented
- ❑ Analyzed operational variability for 100% eDoc mailers
  - Undocumented mail from USPS operational variability - **0.003%**

Root Cause		100% eDoc
		% (Volume)
USPS operational variability	Cancellation after delivery	0.001%
	Redirection after delivery	0.0001%
	Other processing loop	0.002%
	Total from USPS operational variability	<b>0.003%</b>

\* Data is from May 2016

- ❑ Validate findings by expanded analysis to all Seamless mailers
- ❑ Results confirmed 100% eDoc mailer findings
  - Undocumented mail from USPS operational variability - **0.004%**

Root Cause		100% eDoc	All Seamless Mailers
		% (Volume)	% (Volume)
USPS operational variability	Cancellation after delivery	0.001%	0.001%
	Redirection after delivery	0.0001%	0.0001%
	Other processing loop	0.002%	0.003%
	<b>Total from operational variability</b>	<b>0.003%</b>	<b>0.004%</b>

\* Data is from May 2016

<b>USPS Operational variability ceiling % (Volume)</b>	<b>.005%</b>
--	--------------

- ❑ Undocumented pieces can also be introduced in mailer plant/processes
- ❑ Analyzed operational variability for 100% eDoc mailers
  - 53 100% eDoc mailers
- ❑ All undocumented pieces not due to USPS operational variability is mailer operational variability
- ❑ Undocumented mail from mailer operational variability - 0.089%

Root Cause		100% eDoc
		% (Volume)
Mailer operational variability	Double feeds, Misprints, Bad printing, Print/ eDoc mismatch, etc	<b>0.089%</b>

\* Data is from May 2016

<b>Mailer operational variability ceiling % (Volume)</b>	<b>.09%</b>
--	-------------

- ❑ No mailer action needed when undocumented volume is less than 0.1%

Root Cause	100% eDoc	Operational Variability Ceiling
	% (Volume)	% (Volume)
Total from USPS operational variability	<b>0.003%</b>	<b>0.005%</b>
Total from Multiple IMb (removed from undocumented volume in September)	<b>N/A</b>	<b>0.011%</b>
Total from mailer operational variability	<b>0.089%</b>	<b>0.09%</b>
<b>Total operational variability ceiling</b>		<b>0.1%</b>

\* Data is from May 2016

- ❑ Mail produced with IMb and not included in eDoc
- ❑ Categorizing undocumented mail pieces into bucketed reasons
- ❑ Targeting mailers with a >0.1% undocumented volume
  - Assist Seamless mailers with undocumented volume >0.3%
- ❑ Developed an investigation/ reconciliation process between USPS and mailers

## Undocumented Reasons

Single-piece not in eDoc (rejected from auto mailing or planned)

Metered pieces in presort mailing without eDoc (hard copy)

Pre-cancelled stamps in presort Mailing without eDoc (hard copy)

Permit Imprint pieces in presort mailing without eDoc (hard copy)

Spoiled/shorted pieces are re-created and not re-submitted in eDoc

3606 (Certification of Bulk Mailing)

eDoc upload failure to *PostalOne!*

Identified pieces from mailing in October--scan had a 93 barcode

Mailing is not finalized

PMOD (Priority Mail Open and Distribute) without eDoc

Pieces on Full Service Postal Wizard

Pieces on Non-Full-Service Postal Wizard

Prepared pieces and handed to 3rd party

- ❑ Detailed mailer process for identifying known undocumented
- ❑ BMS undocumented workbook and checklists
  - Mailers above 0.1% ceiling asked monthly to categorize undocumented pieces
  - Identify undocumented mailpieces due to system/mailer processes
  - Mailer reported “Known Undocumented” mailpieces will be approved by BMS/MMS
- ❑ Remaining undocumented categorized as “Unknown Undocumented” mail pieces
- ❑ Known undocumented process only until mailer presents consistent known undocumented volume

- ❑ Piloted process with current Seamless mailers
- ❑ Reconciled undocumented mailpieces under 0.1% operational variability ceiling

Mailer	Total Pieces	Undocumented Pieces	Undocumented %	Explained Undocumented	Remaining Undocumented	Remaining Undocumented %
Mailer A	1,998,821	92,854	4.439%	92,854	0	0.000%
Mailer B	749,221	6,865	0.908%	6,865	0	0.000%
Mailer C	23,580,863	27,225	0.115%	27,225	0	0.000%
Mailer D	10,199,104	339,107	3.218%	339,107	0	0.000%
Mailer E	6,489,832	17,532	0.269%	17,528	4	0.000%
Mailer F	72,696,215	186,884	0.256%	185,930	954	0.001%
Mailer G	616,409	17,384	2.743%	17,367	17	0.003%
Mailer H	1,856,726	16,930	0.904%	16,836	94	0.005%
Mailer I	5,974,917	106,259	1.747%	105,329	930	0.015%
Mailer J	21,849,759	110,067	0.501%	104,401	5,666	0.026%
Mailer K	7,280,425	18,903	0.259%	15,379	3,524	0.048%
Mailer L	32,465,732	33,866	0.104%	3,262	30,604	0.094%

\* Data is from Jan-Apr 2016

- ❑ Mailer F had 0.256% undocumented mail
- ❑ Reconciled undocumented volume down to 0.001% and identified series of known undocumented reasons

<b>Undocumented Reasons</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>Total</b>
Single-piece not in eDoc (rejected from auto mailing or planned)	0	135	104	215	185,930
eDoc upload failure to <i>PostalOne!</i>	171,389	13,788	0	0	
USPS operational variability	0	130	96	73	954
Remaining Unknown Undocumented	932	6	0	16	
<b>Total</b>					<b>186,884</b>

- ❑ Mailer J had 0.501% undocumented mail
- ❑ Reconciled undocumented volume down to 0.026% and identified series of known undocumented reasons

<b>Undocumented Reasons</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>Total</b>
Single-piece not in eDoc (rejected from auto mailing or planned)	6,000	0	0	0	104,401
Pieces on Non-Full-Service Postal Wizard	5,307	73,678	0	9,601	
Permit Imprint pieces in presort mailing without eDoc (hard copy)	0	9,649	0	0	
USPS operational variability	0	153	0	13	
Remaining Unknown Undocumented	0	5,666	0	0	5,666
<b>Total</b>					<b>110,067</b>

- ❑ Additional investigation techniques for undocumented reconciliation
  - Deep dives performed at mailer requests
  
- ❑ Create mailer profiles based on scan patterns
  
- ❑ Analyzing serial numbers for undocumented and surrounding documented mail pieces
  
- ❑ Bookending and sampling scan series analysis

- Unknown undocumented pieces match the profile of documented mail volume

### Undocumented

Facility	Facility Name	Number of Pieces in Service Area	Number out of Service Area	Total	% in SA
30026	SCF NORTH METRO GA	3422	2	3424	99.94%

### Documented

Facility	Facility Name	Number of Pieces in Service Area	Number out of Service Area	Total	% in SA
30026	SCF NORTH METRO GA	5339	7	5346	99.87%

- Serial numbers on undocumented piece scans have similar ranges with documented pieces at the same time

Scan Date	Serial Number Min	Serial Number Max	Number of Undoc Pieces in Series
4/1/2016	465390992	465801780	553
4/2/2016	465760489	465802063	688
4/3/2016	465809294	465946824	253
4/4/2016	465946546	465948158	236

Undocumented

eDoc Mailing Date	Mailing Number	Serial Number Min	Serial Number Max
4/4/2016	1	465806399	465808950
4/4/2016	2	465954630	465956084

Documented

- ❑ Determined mailer and USPS operational variability thresholds
  - Operational Variability Ceiling set to 0.1%
  - Mailers below ceiling will not need any action
  
- ❑ “Known Undocumented” reconciliation process established
  - Joint process with supporting worksheet to track IMb mail without eDoc for mailers above 0.1%
  
- ❑ “Unknown Undocumented” deep dive analysis
  - USPS offering further investigation if unable to reconcile below 0.1%

## **Issue: Industry concerns about misshipped errors for sacks on pallets**

- ❑ .003% of all mailer shipped pallets are identified as misshipped and contain sacks that are valid at the planned entry location
- ❑ Proposal: Update M.dat and M.XML technical specifications to add “courtesy pallet” as a new container level. *PostalOne!* will use eDoc entry location to release “courtesy pallets”

## **Issue: Invalid Label-to ZIP codes**

- ❑ USPS implemented a DR to account for the missing ZIP codes from LL601 in the eInduction container release process and misshipped verification
- ❑ This will not impact the published MDF or existing mailer workarounds for the issue
- ❑ USPS will complete analysis to identify missing ZIP codes from other labeling lists by 7/8

## **Issue: Misshipped or Undocumented errors due to manually entered barcodes**

- ❑ eInduction performs validations based on the barcode sent from SV, regardless of if it is scanned or manually entered
- ❑ Manually entered barcodes do not cause Misshipped or Undocumented errors unless they are entered incorrectly
- ❑ USPS has initiated a ALM ID 9771 scheduled for January 2017 to flag manually entered barcodes and note on the Shipping Summary Report

Program	Mailer Scorecard	Postage Assessment	Automated Assessment
Full-Service	<b>Open to Industry</b>	Ready to Use	November (October Data)
eInduction	<b>Open to Industry on 7/15</b>	Ready-to-Use July	TBD
Seamless	<b>TT23 Testing Completed</b>	<b>Internal</b> and TT23 Testing in Progress	TBD
Move Update	<b>TT23 Testing in Progress</b>	<b>Internal Testing in Progress</b>	TBD

## PostalPro Updates



- ❑ Recent PostalPro challenge:
  - Technical difficulties when attempting to view PDFs
- ❑ What was the cause?
  - Document viewer code no longer compatible after code update made June 17<sup>th</sup>
- ❑ What was the fix?
  - PDF document viewer code updated and now compatible
- ❑ Future plan to avoid issues of this nature in the future:
  - More extensive testing prior to Production
  - Automation scripts to be added during deployment to verify Production system compatibility

**WHAT:** Payment Modernization will allow USPS commercial customers to securely pay for products and services with ACH Debit or Trust using one Enterprise Payment account that they can manage online

**HOW:** (1) Enable a single, secure, self-service online account management and payment system

(2) Use secure identifier to replace bank account number and remove sensitive customer data from USPS' servers

**Note:** CAPS, eACH Online, and EMRS will be retired as part of the Enterprise Payment project



## Setting up Enterprise Payment Account with EPOBOL (pilot):

1. Create/verify BCG account	6. Select payment methods
2. Submit POBOL migration sheet	7. Enter EPA number into migration sheet
3. Receive email to enroll in Enterprise Payment System and in EPOBOL	8. EPOBOL teams links PO Boxes to EPA
4. Enroll in EPS and EPOBOL	9. Manage EPOBOL
5. Create EPA	10. Manage EPA reports

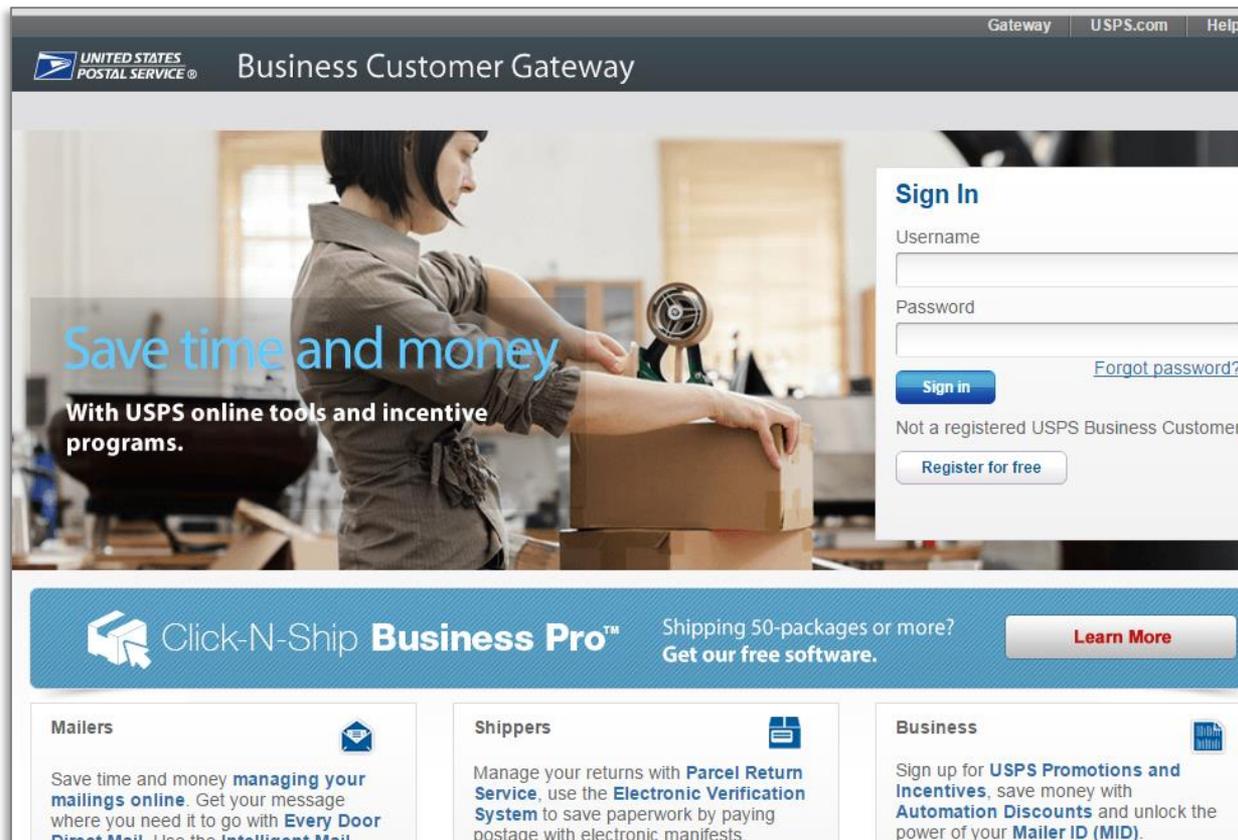


- User will verify that they have a Business Customer Gateway (BCG) account, or create a new one, with an assigned Company Registration ID (CRID)
- Collect and validate PO Boxes, Caller Services, and Reserves using provided migration sheet:

Migration Sheet							Completed by USPS Migration Team	
Completed by Customer								
Step 1								
Company Name	PO Box Zip Code	PO Box Number	Box Size	Customer Registration ID (CRID)	CAPS or Enterprise Payment Account #	Customer Validated? (Y/N)	USPS Migration Team Validated? (Y/N)	Error Reason/ Comments
COMPANY NAME	10101	10136	C	100001	56789	Y		
COMPANY NAME	10101A	10137	C	100001	56789	Y		

- Instructions and invitation code will be sent after validation

- ❑ User will receive an email inviting them to create an Enterprise Payment Account and access Enterprise PO Boxes Online. User will click the invitation code link from the email
- ❑ Sign into the Business Customer Gateway (BCG)



Gateway USPS.com Help

 **Business Customer Gateway**

**Save time and money**  
With USPS online tools and incentive programs.

**Sign In**

Username

Password

[Forgot password?](#)

**Sign in**

Not a registered USPS Business Customer?  
[Register for free](#)

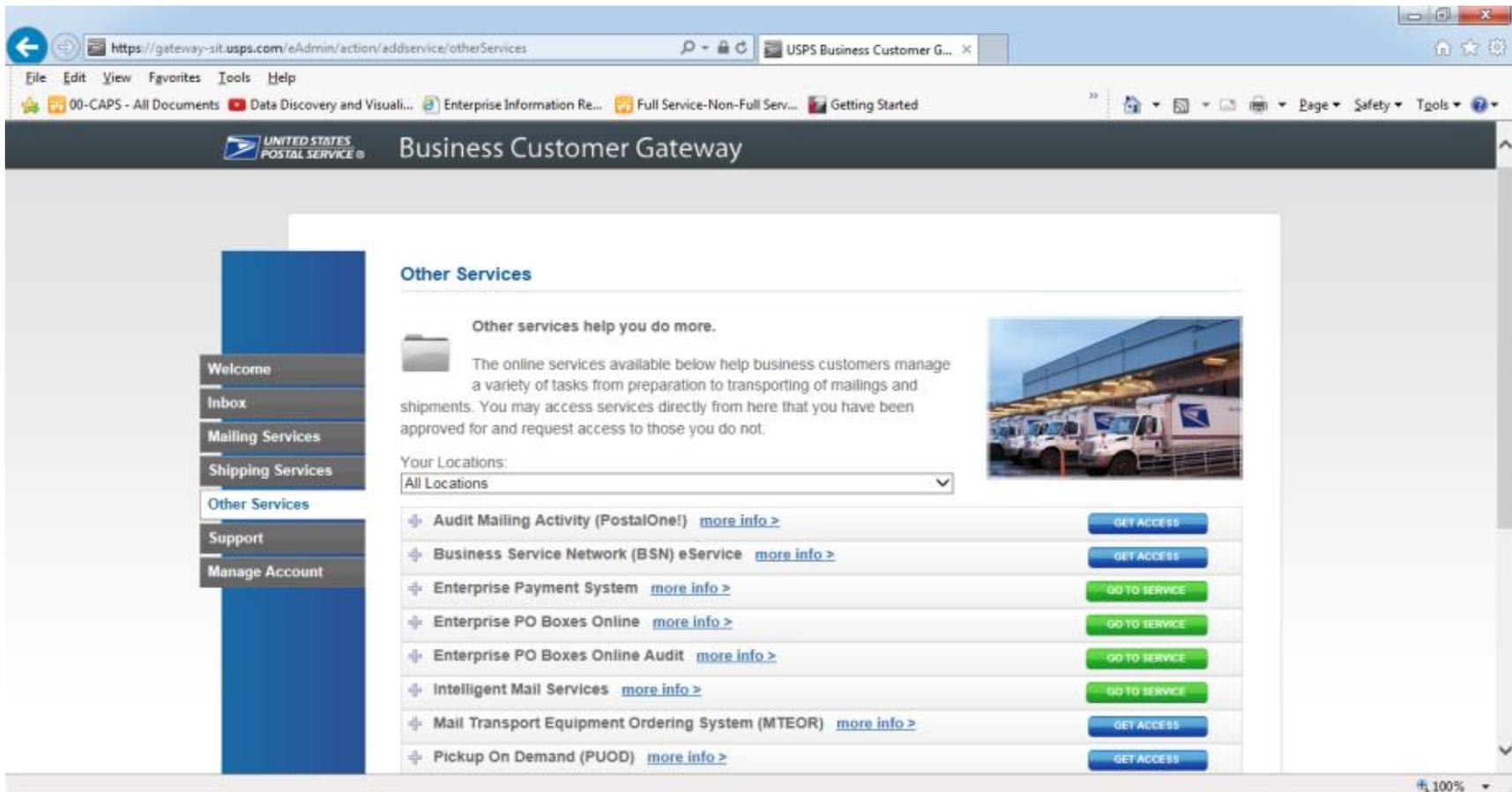
 **Click-N-Ship Business Pro™** Shipping 50+ packages or more?  
Get our free software. [Learn More](#)

**Mailers**   
Save time and money **managing your mailings online**. Get your message where you need it to go with **Every Door Direct Mail**. Use the **Intelligent Mail**

**Shippers**   
Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.

**Business**   
Sign up for **USPS Promotions and Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**.

- ❑ Customers will enroll in Enterprise Payment System and Enterprise PO Boxes
- ❑ Customers will need to use an invitation code to access EPS
- ❑ Note: Customers need to have a Business Location and an EPA to access EPOBOL



The screenshot displays the USPS Business Customer Gateway interface. The browser address bar shows the URL: <https://gateway-sit.usps.com/eAdmin/action/addservice/otherServices>. The page title is "Business Customer Gateway".

**Other Services**

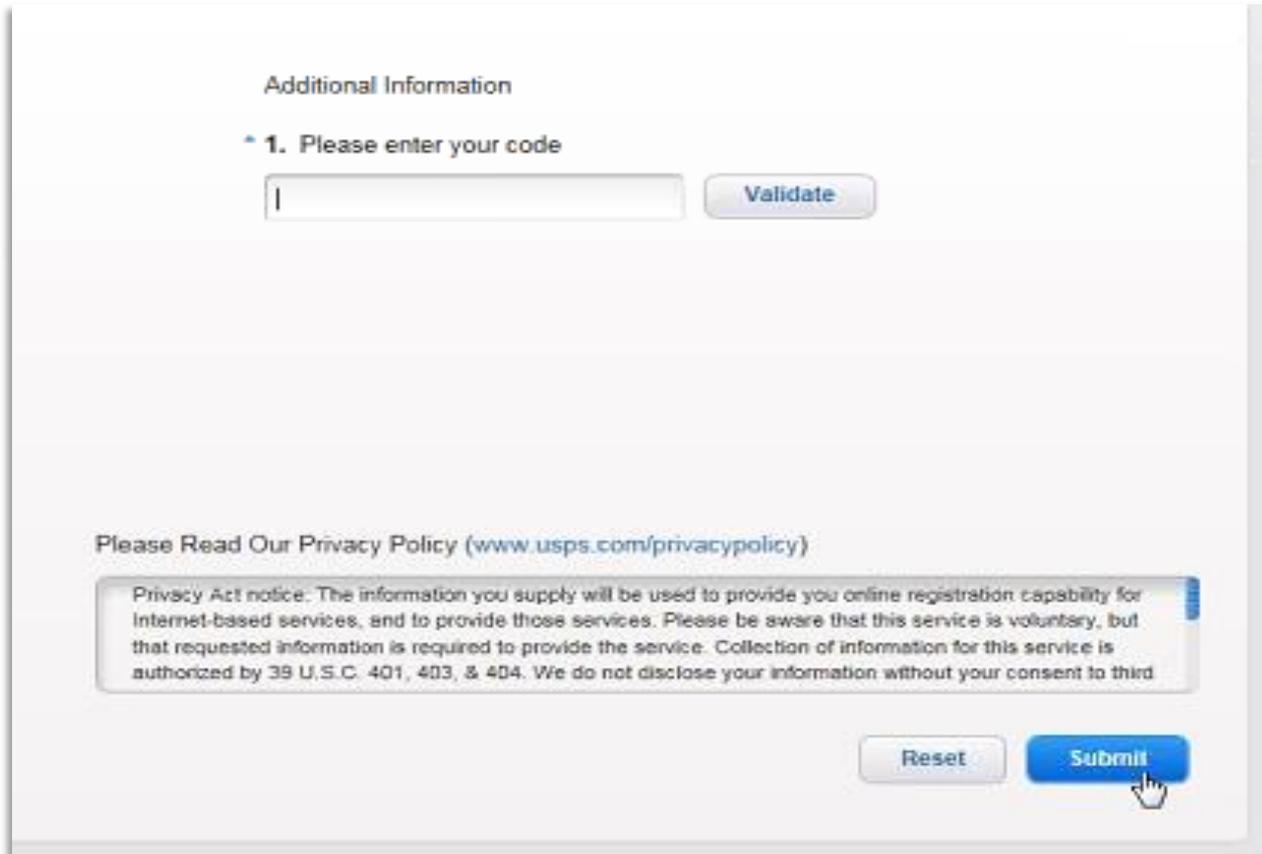
Other services help you do more.

The online services available below help business customers manage a variety of tasks from preparation to transporting of mailings and shipments. You may access services directly from here that you have been approved for and request access to those you do not.

Your Locations:  
All Locations

+	Audit Mailing Activity (PostalOne!) <a href="#">more info &gt;</a>	GET ACCESS
+	Business Service Network (BSN) eService <a href="#">more info &gt;</a>	GET ACCESS
+	Enterprise Payment System <a href="#">more info &gt;</a>	GO TO SERVICE
+	Enterprise PO Boxes Online <a href="#">more info &gt;</a>	GO TO SERVICE
+	Enterprise PO Boxes Online Audit <a href="#">more info &gt;</a>	GO TO SERVICE
+	Intelligent Mail Services <a href="#">more info &gt;</a>	GO TO SERVICE
+	Mail Transport Equipment Ordering System (MTEOR) <a href="#">more info &gt;</a>	GET ACCESS
+	Pickup On Demand (PUOD) <a href="#">more info &gt;</a>	GET ACCESS

- ❑ Enter the invitation code, select “validate”
- ❑ Select “Submit”



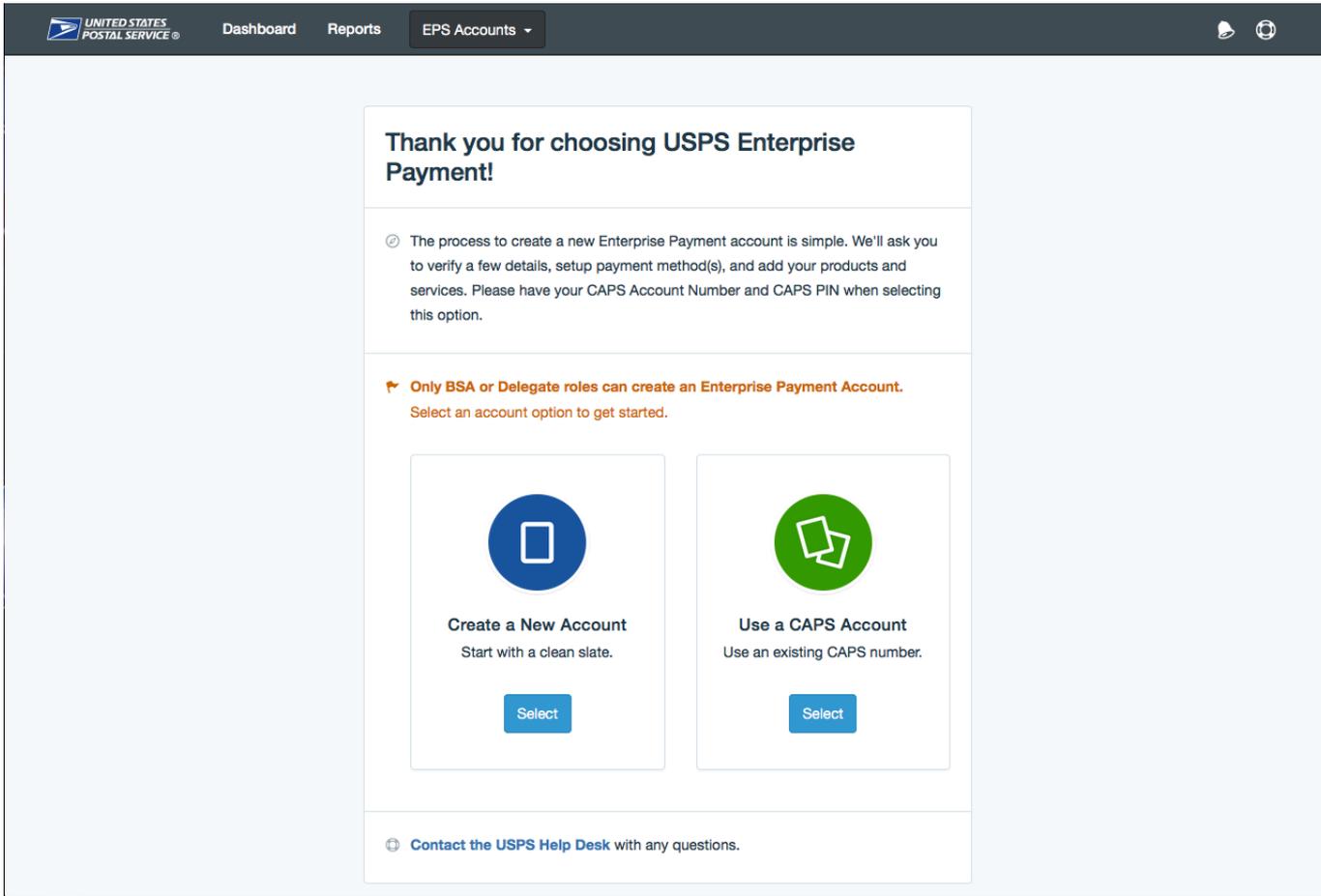
Additional Information

\* 1. Please enter your code

Please Read Our Privacy Policy ([www.usps.com/privacypolicy](http://www.usps.com/privacypolicy))

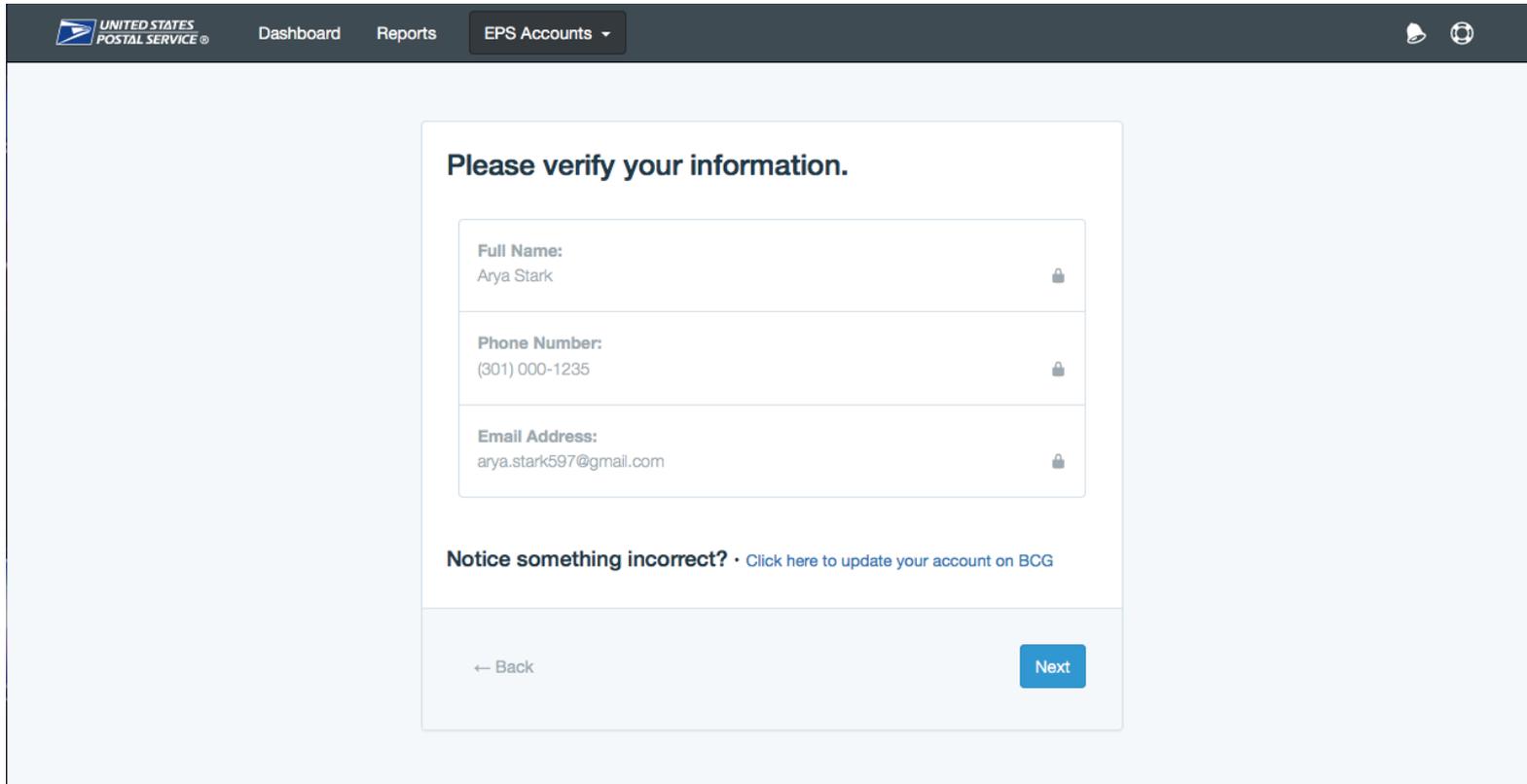
Privacy Act notice: The information you supply will be used to provide you online registration capability for Internet-based services, and to provide those services. Please be aware that this service is voluntary, but that requested information is required to provide the service. Collection of information for this service is authorized by 39 U.S.C. 401, 403, & 404. We do not disclose your information without your consent to third

- ❑ Select one of the following options:
  - Create a New Account
  - Use a CAPS Account Number



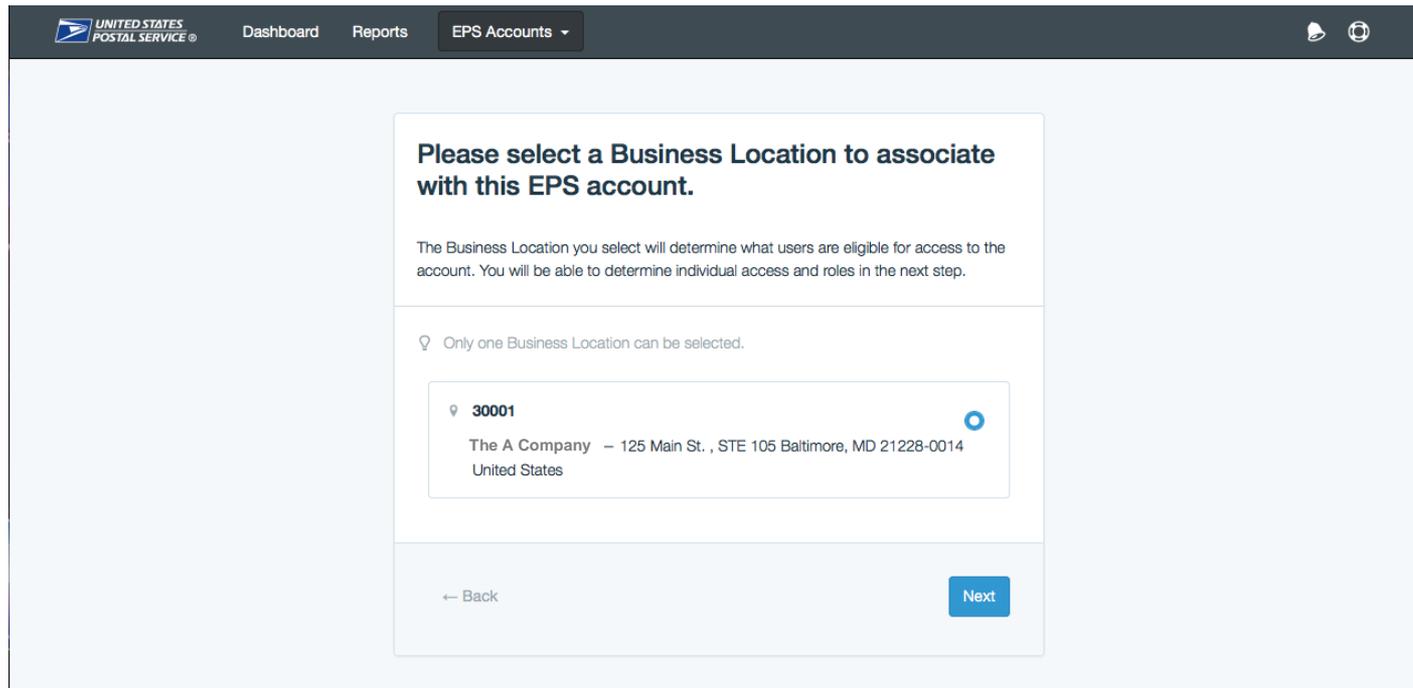
The screenshot shows the USPS Enterprise Payment account creation interface. At the top, there is a navigation bar with the USPS logo, "Dashboard", "Reports", and "EPS Accounts" (with a dropdown arrow). On the right side of the navigation bar, there are notification and user profile icons. The main content area features a large heading: "Thank you for choosing USPS Enterprise Payment!". Below this, there is a paragraph of text: "The process to create a new Enterprise Payment account is simple. We'll ask you to verify a few details, setup payment method(s), and add your products and services. Please have your CAPS Account Number and CAPS PIN when selecting this option." Below the text, there is a warning message: "Only BSA or Delegate roles can create an Enterprise Payment Account. Select an account option to get started." There are two main options presented in cards. The first card is titled "Create a New Account" and includes the subtext "Start with a clean slate." and a blue "Select" button. The second card is titled "Use a CAPS Account" and includes the subtext "Use an existing CAPS number." and a blue "Select" button. At the bottom of the main content area, there is a link: "Contact the USPS Help Desk with any questions."

- ❑ Verify profile information, click “Next”



The screenshot shows a web interface for the United States Postal Service. At the top, there is a dark navigation bar with the USPS logo, the text "UNITED STATES POSTAL SERVICE®", and menu items for "Dashboard", "Reports", and "EPS Accounts" (with a dropdown arrow). On the right side of the navigation bar are a notification bell icon and a user profile icon. The main content area is light gray and features a white-bordered box with the heading "Please verify your information." Below this heading are three rows of information, each with a lock icon on the right: "Full Name: Arya Stark", "Phone Number: (301) 000-1235", and "Email Address: arya.stark597@gmail.com". Below these rows is a link: "Notice something incorrect? · [Click here to update your account on BCG](#)". At the bottom of the box are two buttons: a "← Back" button and a blue "Next" button.

- ❑ Select a CRID to associate to the Payment Account, click “Next”



The screenshot shows a web interface for the United States Postal Service. The top navigation bar includes the USPS logo, 'Dashboard', 'Reports', and 'EPS Accounts' (with a dropdown arrow). There are also notification and help icons on the right. The main content area is a light gray box with a white border. It contains the following text:

**Please select a Business Location to associate with this EPS account.**

The Business Location you select will determine what users are eligible for access to the account. You will be able to determine individual access and roles in the next step.

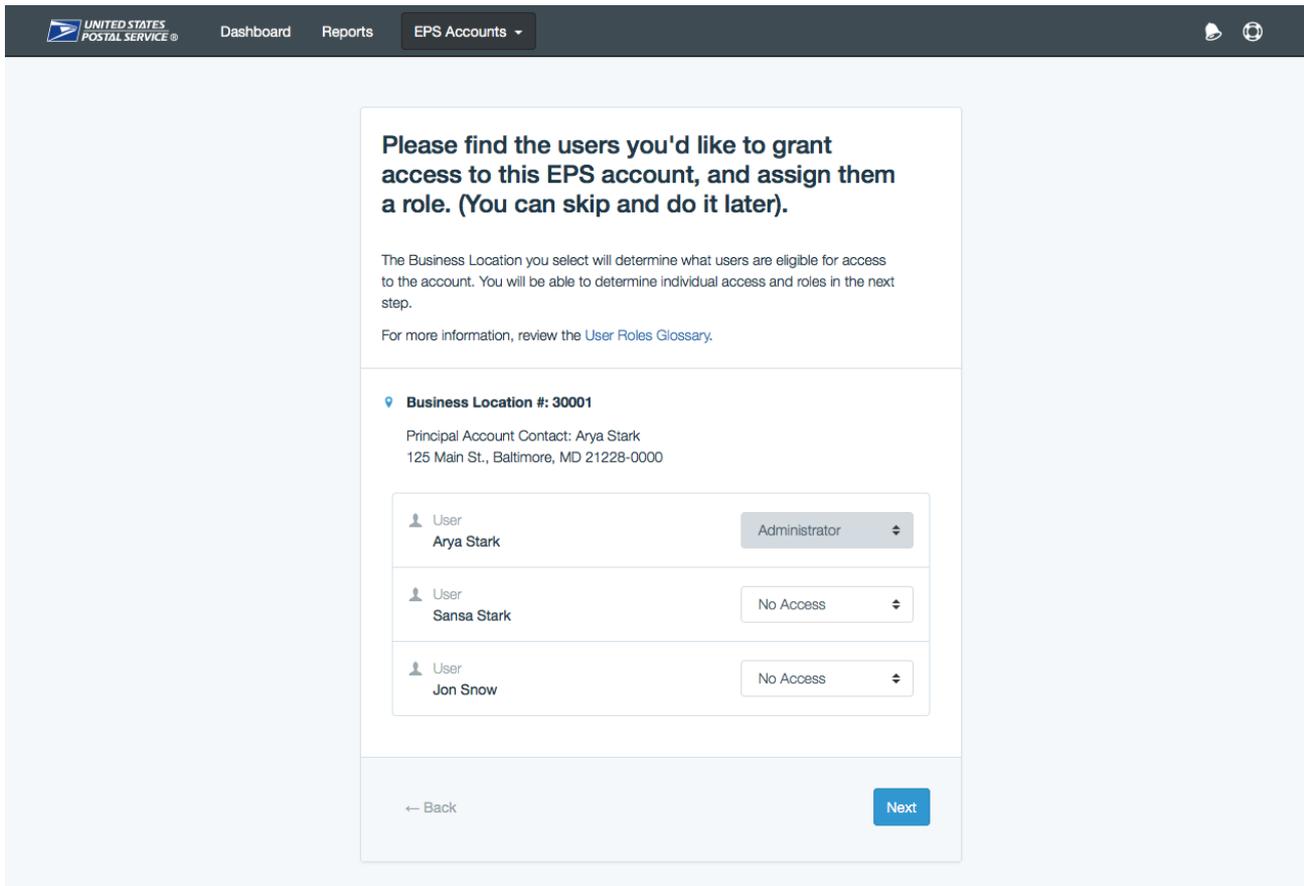
📍 Only one Business Location can be selected.

📍 **30001**

The A Company – 125 Main St. , STE 105 Baltimore, MD 21228-0014  
United States

← Back Next

- ❑ Review all the users that have access to the CRID and are enrolled in Enterprise Payment, update their role if necessary, click “Next”

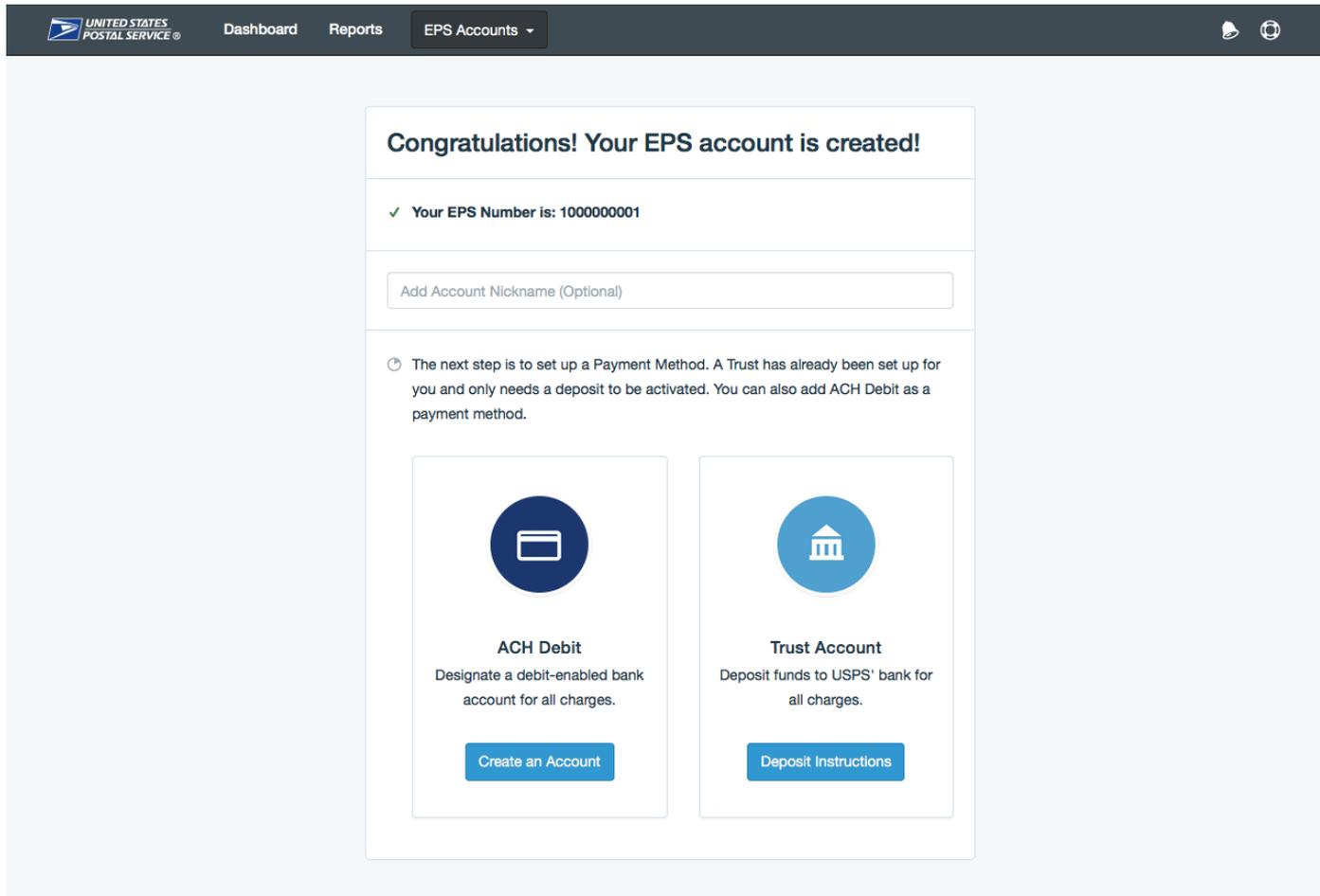


The screenshot shows a web interface for managing user access to an EPS account. The top navigation bar includes the USPS logo, "Dashboard", "Reports", and "EPS Accounts". The main content area has a heading: "Please find the users you'd like to grant access to this EPS account, and assign them a role. (You can skip and do it later)." Below this is explanatory text: "The Business Location you select will determine what users are eligible for access to the account. You will be able to determine individual access and roles in the next step." and a link to "User Roles Glossary". The "Business Location #: 30001" is displayed, along with the "Principal Account Contact: Arya Stark" and address "125 Main St., Baltimore, MD 21228-0000". A table lists three users with their assigned roles:

User	Role
Arya Stark	Administrator
Sansa Stark	No Access
Jon Snow	No Access

At the bottom, there are "← Back" and "Next" buttons.

- Payment Account Number will display, add a nickname if necessary
- Select a Payment Method (ACH Debit or Trust)

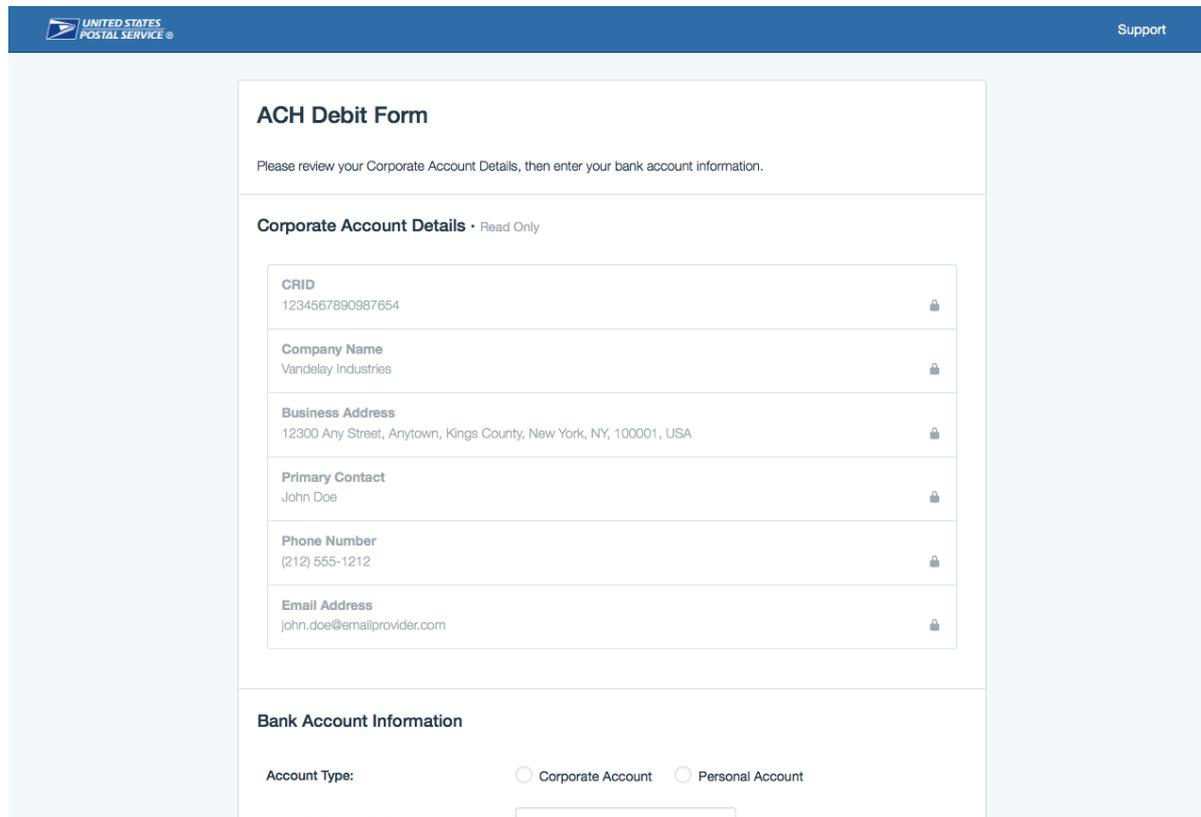


The screenshot shows the USPS EPS Accounts dashboard. The navigation bar includes the USPS logo, "Dashboard", "Reports", and "EPS Accounts" (with a dropdown arrow). There are notification and help icons on the right. The main content area displays a success message: "Congratulations! Your EPS account is created!". Below this, it shows a green checkmark and the text "Your EPS Number is: 100000001". There is an input field for "Add Account Nickname (Optional)". A note indicates that the next step is to set up a payment method, mentioning that a Trust has already been set up and only needs a deposit to be activated, and that ACH Debit can also be added. Two options are presented: "ACH Debit" with a card icon, described as designating a debit-enabled bank account, with a "Create an Account" button; and "Trust Account" with a bank icon, described as depositing funds to the USPS' bank, with a "Deposit Instructions" button.

- ❑ Customer will input new EPA number into migration sheet
- ❑ Send the updated migration sheet to the migration team
- ❑ The migration team will validate the Enterprise Payment account and upload your boxes in EPOBOL

Migration Sheet							Completed by USPS Migration Team	
Completed by Customer								
Step 1								
Company Name	PO Box Zip Code	PO Box Number	Box Size	Customer Registration ID (CRID)	CAPS or Enterprise Payment Account #	Customer Validated? (Y/N)	USPS Migration Team Validated? (Y/N)	Error Reason/Comments
COMPANY NAME	10101	10136	C	100001	9000056789	Y	Y	
COMPANY NAME	10101A	10137	C	100001	9000056789	Y	Y	

- ❑ Customer will continue setting up EPA
- ❑ If Trust is selected – Follow the on screen instructions to initiate a wire transfer through the bank or at retail
- ❑ If ACH Debit is selected – the user is redirected to Global Payment to securely add bank account information



The screenshot shows a web interface for the "ACH Debit Form". At the top left is the United States Postal Service logo, and at the top right is a "Support" link. The main heading is "ACH Debit Form". Below the heading is a instruction: "Please review your Corporate Account Details, then enter your bank account information." The form is divided into two main sections: "Corporate Account Details" and "Bank Account Information".

**Corporate Account Details** • Read Only

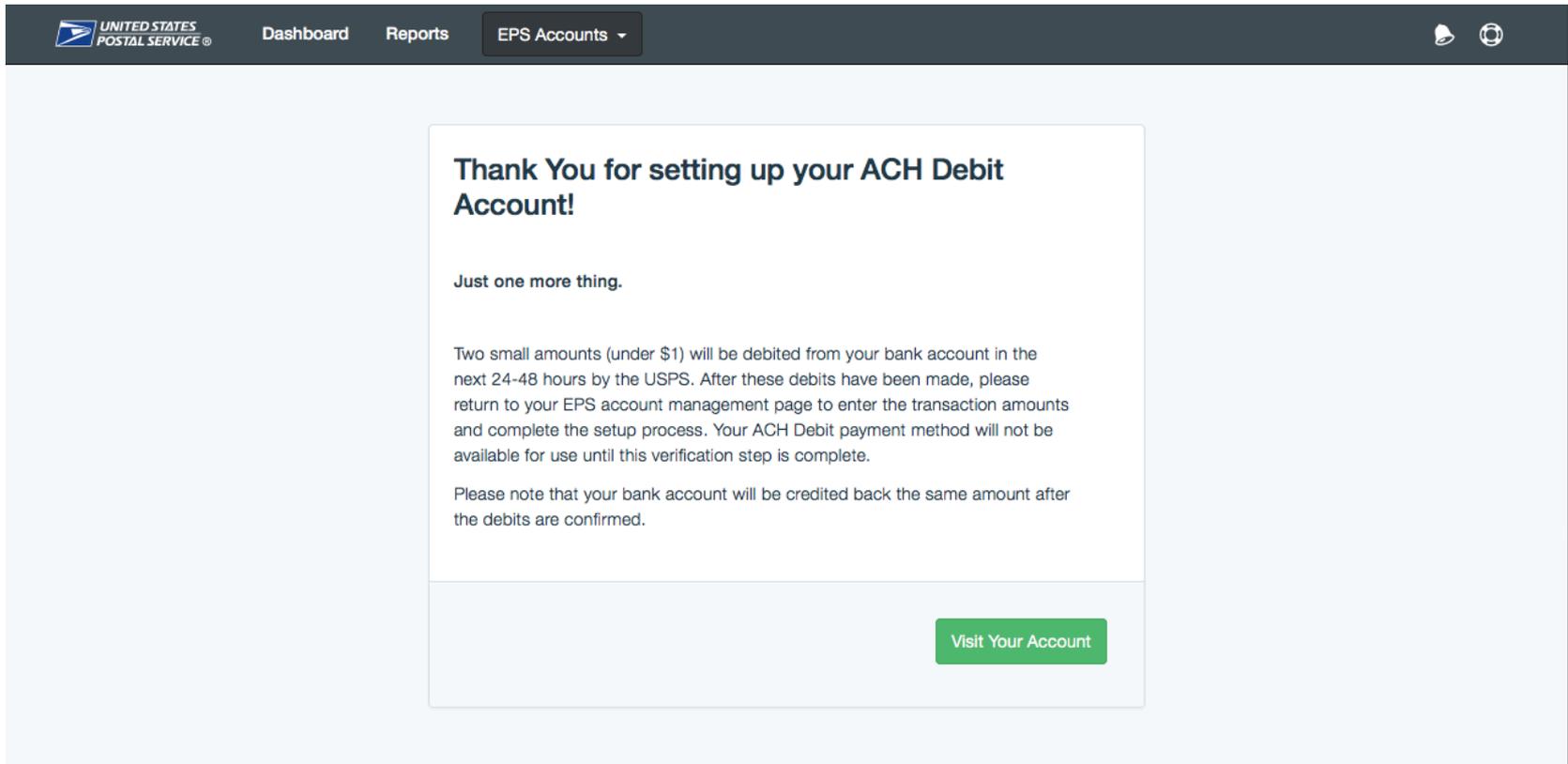
CRID	1234567890987654	🔒
Company Name	Vandelay Industries	🔒
Business Address	12300 Any Street, Anytown, Kings County, New York, NY, 100001, USA	🔒
Primary Contact	John Doe	🔒
Phone Number	(212) 555-1212	🔒
Email Address	john.doe@emailprovider.com	🔒

**Bank Account Information**

Account Type:  Corporate Account  Personal Account

Bank Name (ABA Member)

- ❑ After entering bank account information, user is then redirected back to Enterprise Payment to see a confirmation screen and instructions to complete account verification



The screenshot shows a web interface with a dark grey navigation bar at the top. On the left of the bar is the USPS logo and the text "UNITED STATES POSTAL SERVICE®". In the center are navigation links: "Dashboard", "Reports", and "EPS Accounts" with a dropdown arrow. On the right are icons for a notification bell and a user profile. The main content area is light blue and contains a white-bordered box with the following text:

**Thank You for setting up your ACH Debit Account!**

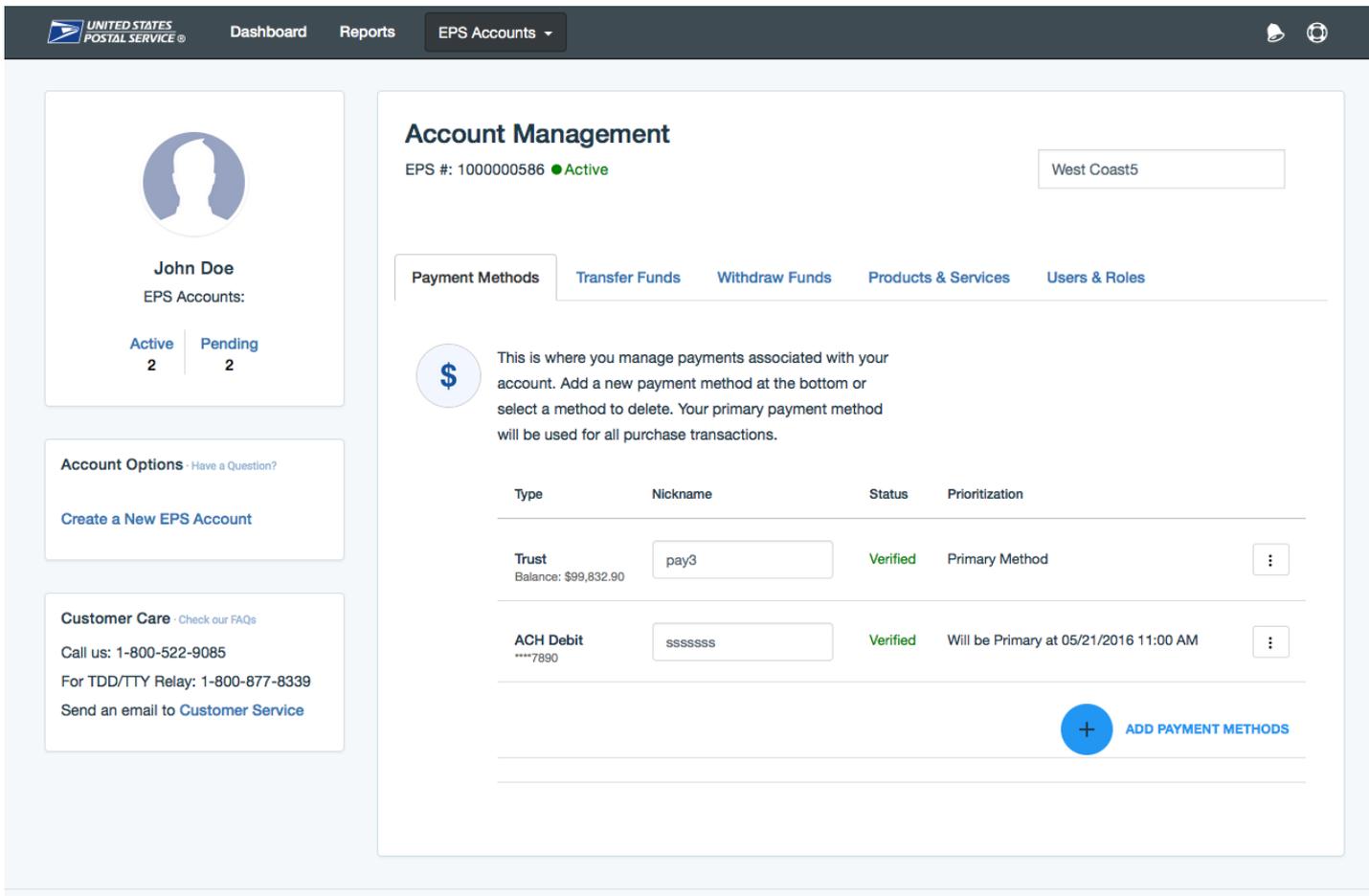
Just one more thing.

Two small amounts (under \$1) will be debited from your bank account in the next 24-48 hours by the USPS. After these debits have been made, please return to your EPS account management page to enter the transaction amounts and complete the setup process. Your ACH Debit payment method will not be available for use until this verification step is complete.

Please note that your bank account will be credited back the same amount after the debits are confirmed.

At the bottom right of the white box is a green button with the text "Visit Your Account".

- ❑ After the 2 transactions have been made to the user's bank account, the user can log into their Enterprise Payment account, navigate to their pending ACH Debit and verify the 2 micro deposits
- ❑ The user can use the Account Management page to manage payment methods, transfer funds, withdraw funds, and manage users and roles

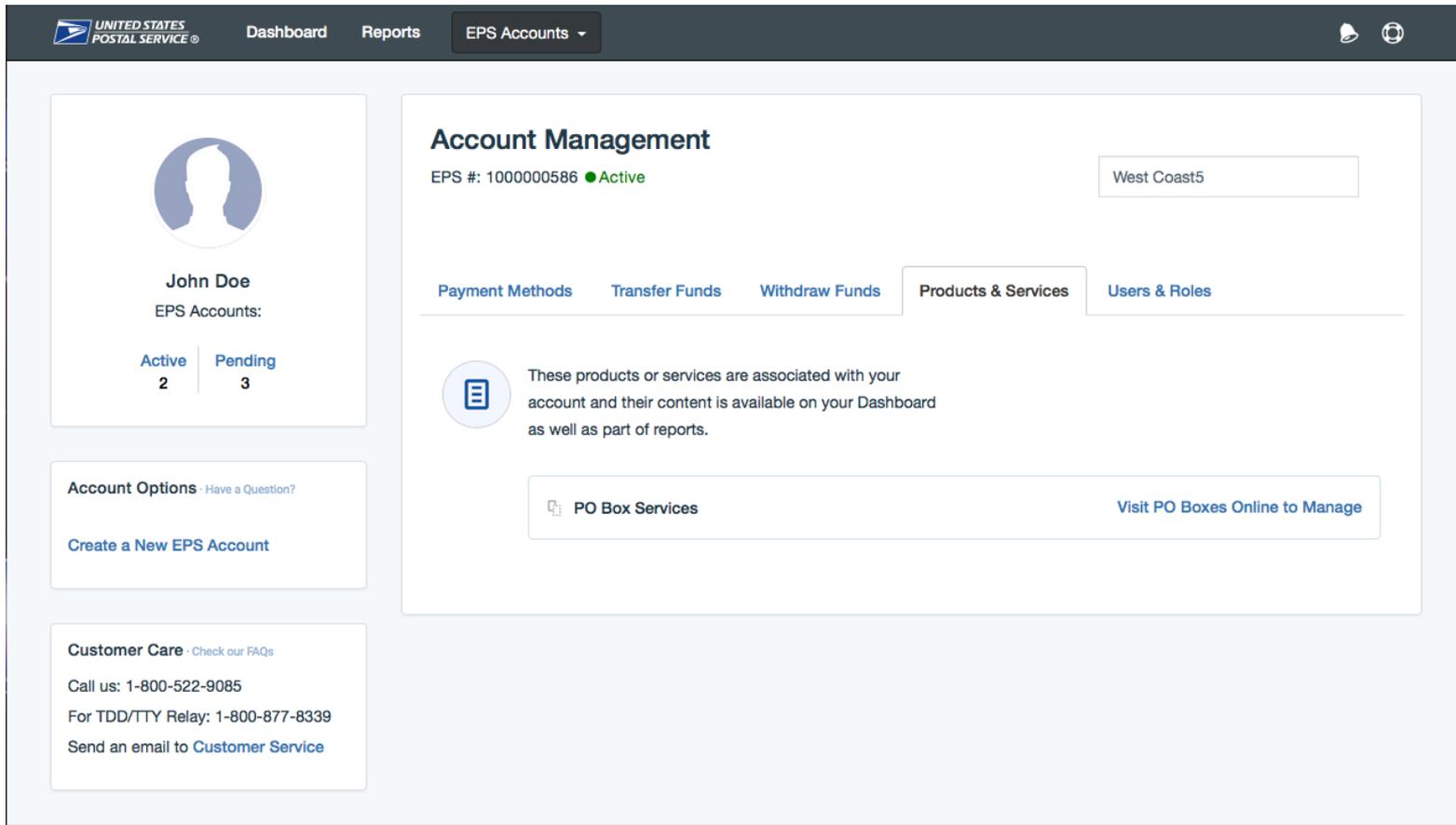


The screenshot shows the 'Account Management' interface for a user named John Doe. The top navigation bar includes 'Dashboard', 'Reports', and 'EPS Accounts'. The user's profile shows 2 Active and 2 Pending EPS Accounts. The main content area is titled 'Account Management' and shows the account is active with EPS #: 1000000586. Below this, there are tabs for 'Payment Methods', 'Transfer Funds', 'Withdraw Funds', 'Products & Services', and 'Users & Roles'. The 'Payment Methods' tab is selected, displaying a table of payment methods:

Type	Nickname	Status	Prioritization
Trust Balance: \$99,832.90	pay3	Verified	Primary Method
ACH Debit ***7890	ssssss	Verified	Will be Primary at 05/21/2016 11:00 AM

At the bottom right of the payment methods section, there is a blue button with a plus sign and the text 'ADD PAYMENT METHODS'.

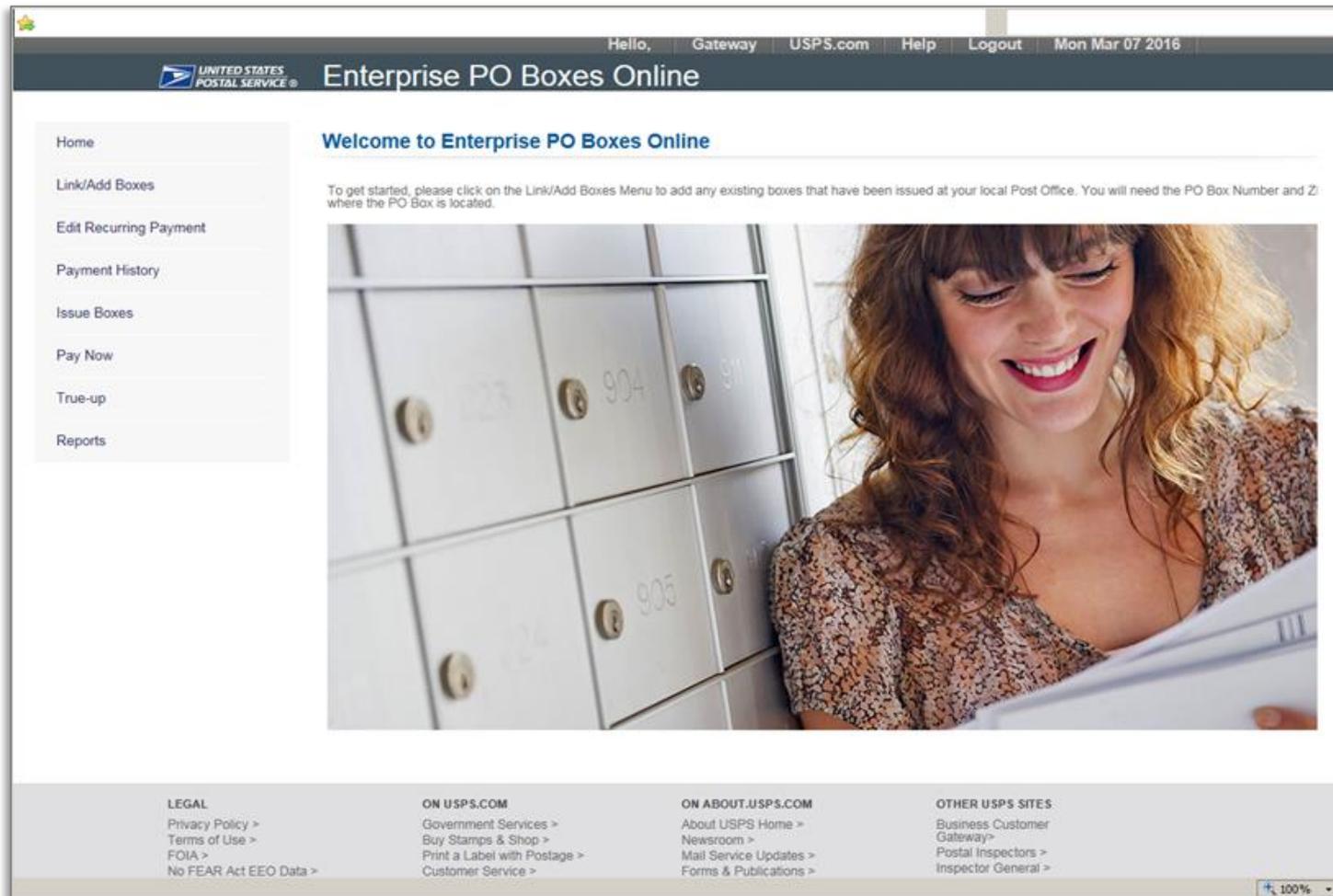
- ❑ To link an Enterprise Payment account to PO Boxes, click “Products and Services”
- ❑ Select “Visit PO Boxes Online to Manage”, which will redirect the user to EPOBOL



The screenshot displays the 'Account Management' page for a user named John Doe. The page is divided into several sections:

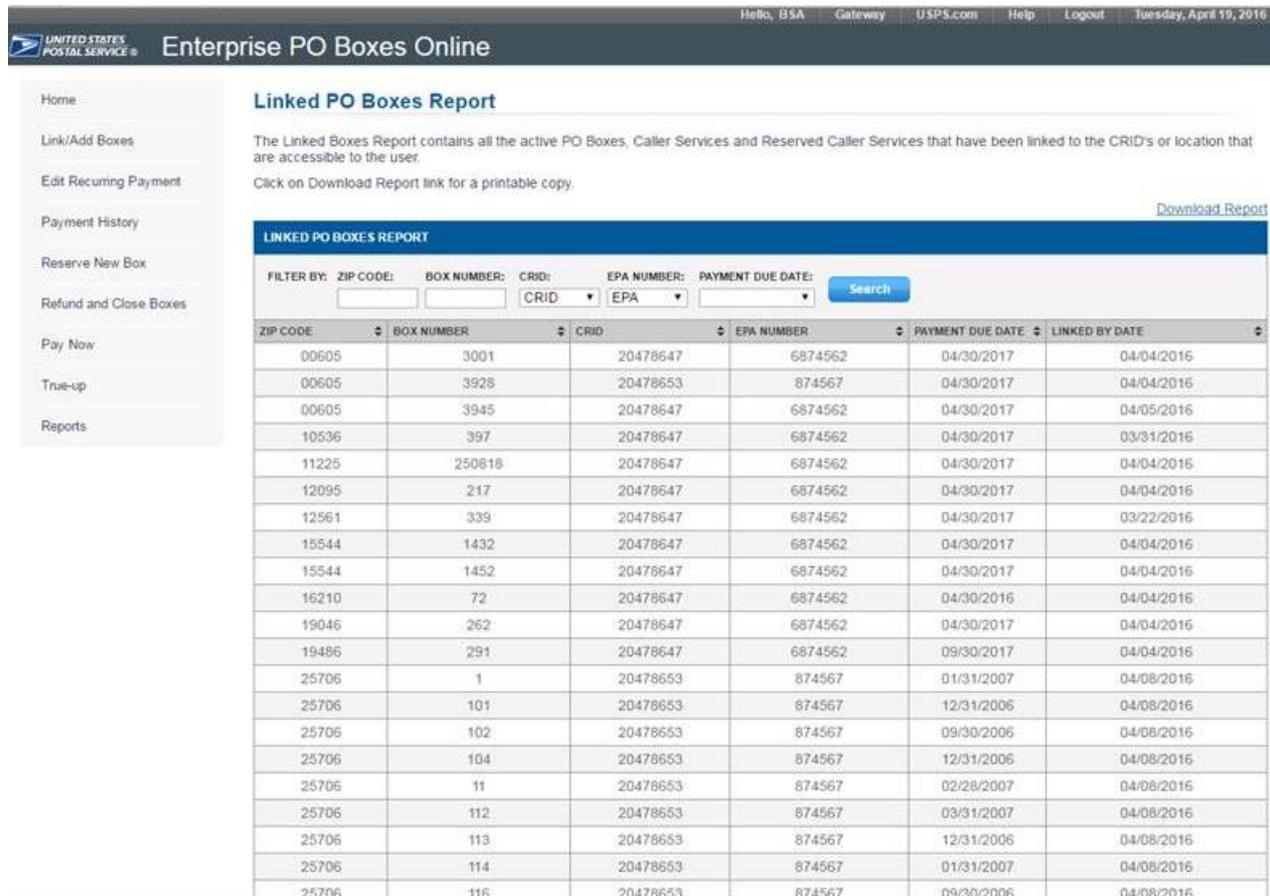
- Header:** Includes the USPS logo, navigation tabs for 'Dashboard', 'Reports', and 'EPS Accounts', and notification icons.
- User Profile:** Shows a profile picture placeholder, the name 'John Doe', and 'EPS Accounts: Active 2 | Pending 3'.
- Account Options:** Contains a link for 'Account Options - Have a Question?' and a button for 'Create a New EPS Account'.
- Customer Care:** Provides contact information: 'Call us: 1-800-522-9085', 'For TDD/TTY Relay: 1-800-877-8339', and a link to 'Send an email to Customer Service'.
- Account Management Section:**
  - Header: 'Account Management' with 'EPS #: 1000000586 ● Active' and a location dropdown set to 'West Coast5'.
  - Navigation tabs: 'Payment Methods', 'Transfer Funds', 'Withdraw Funds', 'Products & Services' (selected), and 'Users & Roles'.
  - Message: 'These products or services are associated with your account and their content is available on your Dashboard as well as part of reports.'
  - Content: A box for 'PO Box Services' with a button labeled 'Visit PO Boxes Online to Manage'.

- ❑ Customers are redirected to the EPOBOL Landing Page from EPS
- ❑ Customers can also sign in to EPOBOL using BCG
- ❑ EPOBOL Landing Page contains all available features



The screenshot displays the 'Enterprise PO Boxes Online' web application. At the top, a navigation bar includes links for 'Hello', 'Gateway', 'USPS.com', 'Help', 'Logout', and the date 'Mon Mar 07 2016'. The main header features the USPS logo and the title 'Enterprise PO Boxes Online'. A left-hand navigation menu lists various options: Home, Link/Add Boxes, Edit Recurring Payment, Payment History, Issue Boxes, Pay Now, True-up, and Reports. The main content area is titled 'Welcome to Enterprise PO Boxes Online' and contains a text instruction: 'To get started, please click on the Link/Add Boxes Menu to add any existing boxes that have been issued at your local Post Office. You will need the PO Box Number and ZIP where the PO Box is located.' Below this text is a photograph of a smiling woman with long, wavy hair looking at a document in front of a row of white mailboxes. The footer of the page is organized into four columns: 'LEGAL' (Privacy Policy >, Terms of Use >, FOIA >, No FEAR Act EEO Data >), 'ON USPS.COM' (Government Services >, Buy Stamps & Shop >, Print a Label with Postage >, Customer Service >), 'ON ABOUT.USPS.COM' (About USPS Home >, Newsroom >, Mail Service Updates >, Forms & Publications >), and 'OTHER USPS SITES' (Business Customer Gateway >, Postal Inspectors >, Inspector General >). A browser zoom indicator shows '100%' in the bottom right corner.

- ❑ Click “Reports” to view the list of loaded boxes
- ❑ Send an email to the migration team if you experience any issues or errors  
[PaymentModernizationMigrationTeam@usps.gov](mailto:PaymentModernizationMigrationTeam@usps.gov)
- ❑ Start managing (open, close, pay) PO Boxes, Callers and Reserves online



The screenshot shows the 'Enterprise PO Boxes Online' interface. At the top, there is a navigation bar with links for 'Hello, BSA', 'Gateway', 'USPS.com', 'Help', 'Logout', and the date 'Tuesday, April 19, 2016'. Below this is a sidebar menu with options: Home, Link/Add Boxes, Edit Recurring Payment, Payment History, Reserve New Box, Refund and Close Boxes, Pay Now, True-up, and Reports. The main content area is titled 'Linked PO Boxes Report' and includes a description: 'The Linked Boxes Report contains all the active PO Boxes, Caller Services and Reserved Caller Services that have been linked to the CRID's or location that are accessible to the user. Click on Download Report link for a printable copy.' There is a 'Download Report' link on the right. Below the description is a search filter section with fields for 'ZIP CODE', 'BOX NUMBER', 'CRID', 'EPA NUMBER', and 'PAYMENT DUE DATE', along with a 'Search' button. The main part of the page is a table with the following columns: ZIP CODE, BOX NUMBER, CRID, EPA NUMBER, PAYMENT DUE DATE, and LINKED BY DATE. The table contains 20 rows of data.

ZIP CODE	BOX NUMBER	CRID	EPA NUMBER	PAYMENT DUE DATE	LINKED BY DATE
00605	3001	20478647	6874562	04/30/2017	04/04/2016
00605	3928	20478653	874567	04/30/2017	04/04/2016
00605	3945	20478647	6874562	04/30/2017	04/05/2016
10536	397	20478647	6874562	04/30/2017	03/31/2016
11225	250818	20478647	6874562	04/30/2017	04/04/2016
12095	217	20478647	6874562	04/30/2017	04/04/2016
12561	339	20478647	6874562	04/30/2017	03/22/2016
15544	1432	20478647	6874562	04/30/2017	04/04/2016
15544	1452	20478647	6874562	04/30/2017	04/04/2016
16210	72	20478647	6874562	04/30/2016	04/04/2016
19046	262	20478647	6874562	04/30/2017	04/04/2016
19486	291	20478647	6874562	09/30/2017	04/04/2016
25706	1	20478653	874567	01/31/2007	04/08/2016
25706	101	20478653	874567	12/31/2006	04/08/2016
25706	102	20478653	874567	09/30/2006	04/08/2016
25706	104	20478653	874567	12/31/2006	04/08/2016
25706	11	20478653	874567	02/28/2007	04/08/2016
25706	112	20478653	874567	03/31/2007	04/08/2016
25706	113	20478653	874567	12/31/2006	04/08/2016
25706	114	20478653	874567	01/31/2007	04/08/2016
25706	116	20478653	874567	09/30/2006	04/08/2016

## Link/Add: Link or Add retail PO Boxes, Callers Services, and Reserves to EPOBOL

### ☐ Ability to link Single or Multiple boxes

- Link/Add Boxes
- Update Payment Details
- New Box
- Close and Refund
- Pay Now
- Reports
- FAQ

To link your existing PO Box to your Enterprise PO Boxes Online (EPOBOL) account, you can choose either option one to link one box at a time or option two to link multiple boxes.

You will need to enter the PO Box Number, 5-digit ZIP Code and last name or business name of your PO Box and select the Business Location and Enterprise Payment Account (EPA) you want to associate the boxes with.

#### Link one Box / Caller / Reserve

\* Business Location to link your PO Box

Select Business Location

\* Enterprise Payment Account Number to setup recurring payment

Select EPA Number

\* PO Box Number

\* ZIP code

\* Last Name or Business Name

#### Or Link multiple Boxes / Callers / Reserves

To link multiple PO Boxes, create a .csv (or .txt) file, click on Browse, double-click on your file and Submit for processing.

For instructions to create a csv file, [click here](#). For instructions to create a txt file, [click here](#).

If your file has more than 10 records, then we will process your file offline and email you once it has been processed.

BROWSE

Submit

### Single Box:

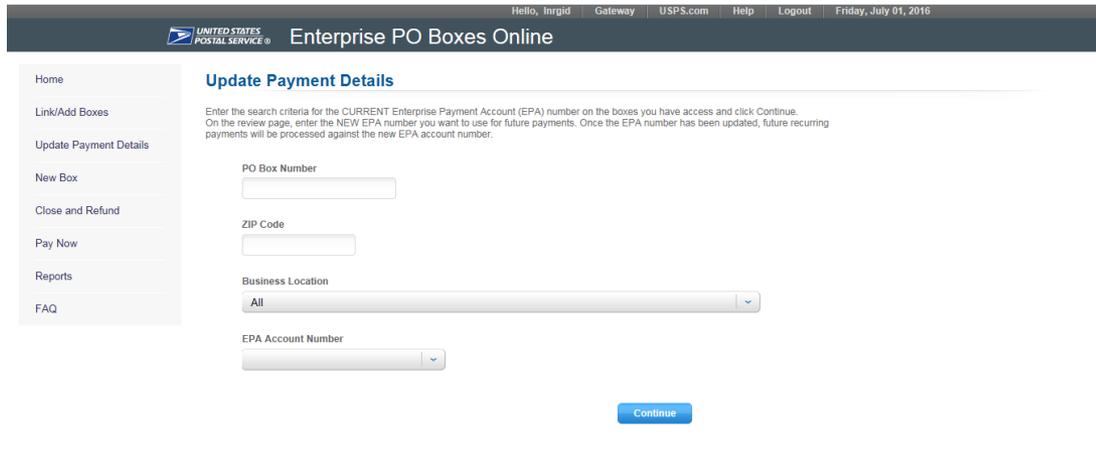
- Business Location
- EPA
- Box number
- ZIP Code
- Name

### Multiple Boxes Template:

- ZIP Code
- Box Number
- Business Location
- EPA

PO BOX NUMBER	ZIP CODE	BUSINESS NAME or LAST NAME	BUSINESS LOCATION	EPA

- ❑ **Update Payment Detail:** If customers have more than one EPA, they can select the most convenient one to pay for their boxes at any time



Enterprise PO Boxes Online

**Update Payment Details**

Enter the search criteria for the CURRENT Enterprise Payment Account (EPA) number on the boxes you have access and click Continue. On the review page, enter the NEW EPA number you want to use for future payments. Once the EPA number has been updated, future recurring payments will be processed against the new EPA account number.

PO Box Number

ZIP Code

Business Location

EPA Account Number

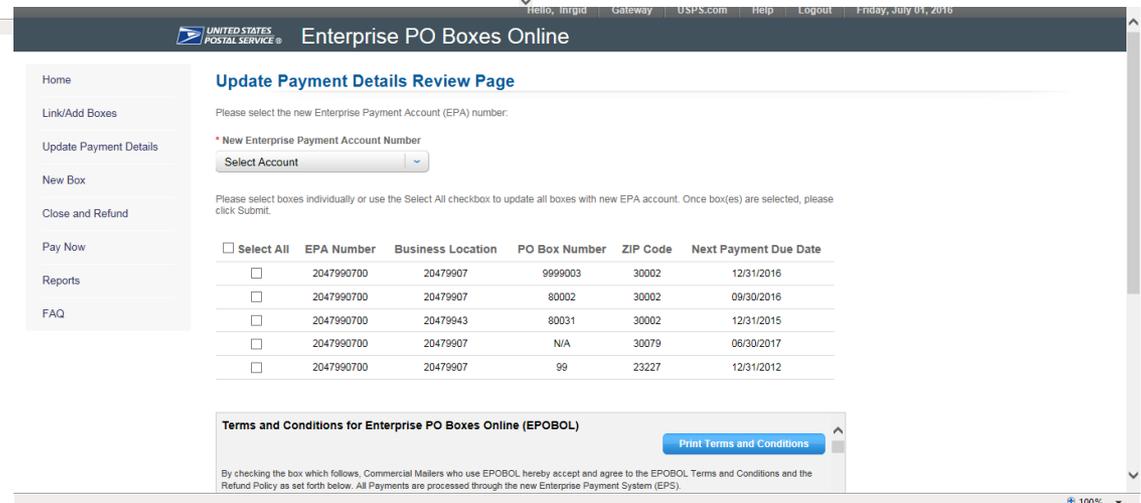
[Continue](#)

## Enter Search criteria for CURRENT EPA:

- Box Number OR
- ZIP Code OR
- Business Location OR
- EPA

## Select NEW EPA:

- Single Box
- Multiple Boxes
- Accept T&C



Enterprise PO Boxes Online

**Update Payment Details Review Page**

Please select the new Enterprise Payment Account (EPA) number.

\* New Enterprise Payment Account Number

Please select boxes individually or use the Select All checkbox to update all boxes with new EPA account. Once box(es) are selected, please click Submit.

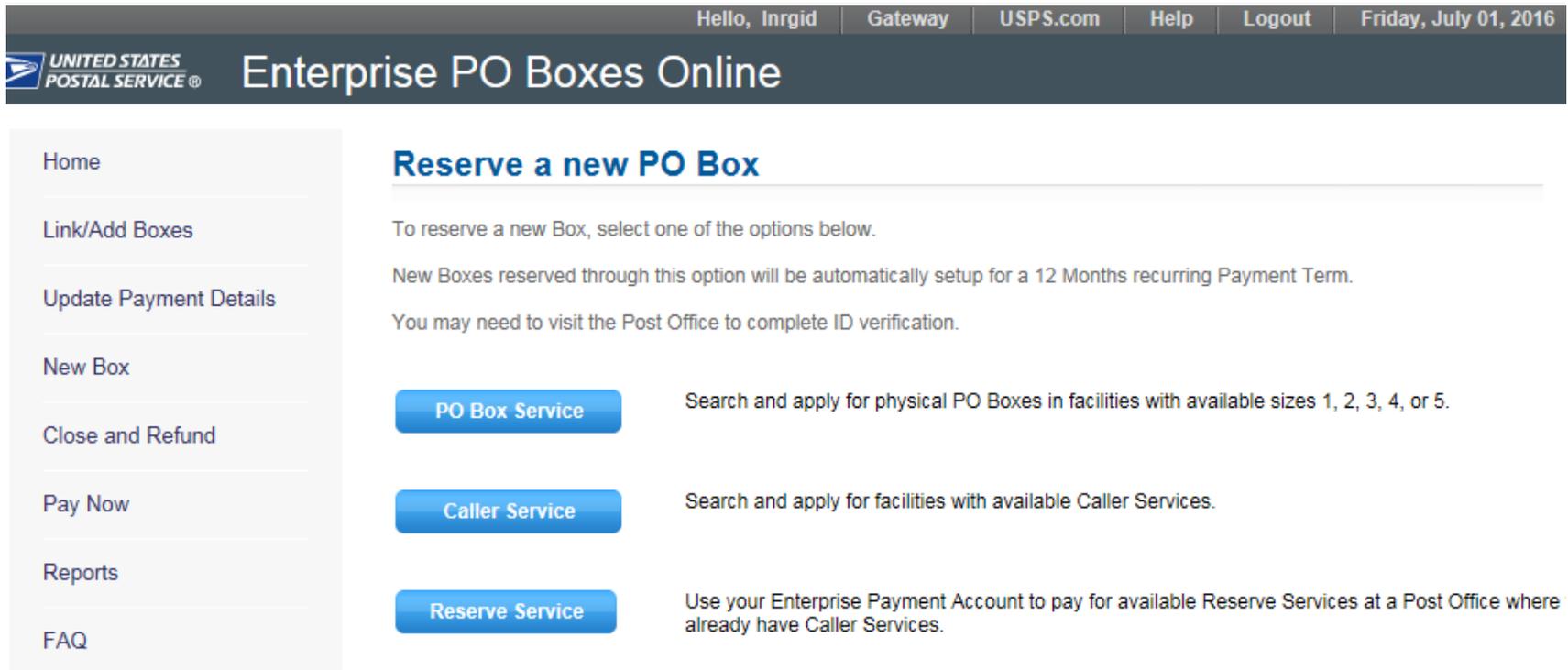
<input type="checkbox"/> Select All	EPA Number	Business Location	PO Box Number	ZIP Code	Next Payment Due Date
<input type="checkbox"/>	2047990700	20479907	9999003	30002	12/31/2016
<input type="checkbox"/>	2047990700	20479907	80002	30002	09/30/2016
<input type="checkbox"/>	2047990700	20479943	80031	30002	12/31/2015
<input type="checkbox"/>	2047990700	20479907	N/A	30079	06/30/2017
<input type="checkbox"/>	2047990700	20479907	99	23227	12/31/2012

**Terms and Conditions for Enterprise PO Boxes Online (EPOBOL)**

[Print Terms and Conditions](#)

By checking the box which follows, Commercial Mailers who use EPOBOL hereby accept and agree to the EPOBOL Terms and Conditions and the Refund Policy as set forth below. All Payments are processed through the new Enterprise Payment System (EPS).

- ❑ **New Box:** Customers can issue new PO Boxes, Caller Services, and Reserves



The screenshot shows the USPS Enterprise PO Boxes Online interface. At the top, there is a navigation bar with the text "Hello, Ingrid", "Gateway", "USPS.com", "Help", "Logout", and "Friday, July 01, 2016". Below this is the main header "Enterprise PO Boxes Online" with the USPS logo. On the left side, there is a vertical menu with the following items: Home, Link/Add Boxes, Update Payment Details, New Box, Close and Refund, Pay Now, Reports, and FAQ. The main content area is titled "Reserve a new PO Box" and contains the following text: "To reserve a new Box, select one of the options below." "New Boxes reserved through this option will be automatically setup for a 12 Months recurring Payment Term." "You may need to visit the Post Office to complete ID verification." Below this text are three blue buttons with corresponding descriptions: "PO Box Service" (Search and apply for physical PO Boxes in facilities with available sizes 1, 2, 3, 4, or 5.), "Caller Service" (Search and apply for facilities with available Caller Services.), and "Reserve Service" (Use your Enterprise Payment Account to pay for available Reserve Services at a Post Office where already have Caller Services.).

## ❑ New Box: PO Box:

- 1) Customers can search PO Boxes by ZIP Code or Address within a range area
- 2) Select the desired box and
- 3) Select the Business Location and EPA

Hello, Ingrid Gateway USPS.com Help Logout Friday, July 07, 2010

**Enterprise PO Boxes Online**

- Home
- Link/Add Boxes
- Update Payment Details
- New Box
- Close and Refund
- Pay Now
- Reports
- FAQ

### Search for PO Boxes

Enter address, city, and state or ZIP Code™ to find PO Boxes near you.

\*Note: If you enter your ZIP Code™ only, your delivery Post Office displays first. If you enter your address, the Post Office closest to your address displays first.

**Search by Zip Code™:**

\* ZIP Code™

**OR Search By Address:**

\* Address 1:

Address 2:

\* City:

\* State:

**Search Post Offices within:**

50 Miles

**Post Office - CLEVELAND PARK 3.00 Miles**

**3430 CONNECTICUT AVE NW,  
WASHINGTON, DC 20008**

Phone: (202) 636-1259  
 On-site parking available: Yes

Size <span style="font-size: small;">?</span>	12 months	Availability <span style="font-size: small;">?</span>
1 (3 IN X 5.5 IN)	<input checked="" type="radio"/> \$106.00	Yes
2 (5 IN X 5.5 IN)	<input type="radio"/> \$160.00	Yes
3 (11 IN X 5.5 IN)	<input type="radio"/> \$278.00	Yes
4 (11 IN X 11 IN)	<input type="radio"/> \$550.00	Yes
5 (22.5 IN X 12 IN)	<input type="radio"/> \$900.00	Yes

[PO Box lobby hours](#)  
[Business hours](#)

## Account Selection

Please select a Business Location and an Enterprise Payment Account below along with either the desired quantity of caller numbers.

\* Business Location:

\* Enterprise Payment Account:

## ❑ New Box: Caller Services

- 1) Customers can search Caller Services by ZIP Code or Address within a range area
- 2) Select the desired Caller and
- 3) Select the Business Location and EPA

**UNITED STATES POSTAL SERVICE® Enterprise PO Boxes Online**

### Search for Caller Services

Enter address, city, and state or ZIP Code™ to find PO Boxes near you.

\*Note: If you enter your ZIP Code™ only, your delivery Post Office displays first. If you enter your address, the Post Office closest to your address displays first

#### Search by Zip Code™:

\* ZIP Code™

#### OR Search By Address:

\* Address 1:

Address 2:

\* City:

\* State:

#### Search Post Offices within:

**UNITED STATES POSTAL SERVICE® Enterprise PO Boxes Online**

### Available Caller Services

Select a box size for the most convenient location. Each page below lists up to 5 Post Offices.

\*Note: Be sure to scroll down to see all 5 locations. To see more than 5 locations, go to the bottom of this page and click the next page number go to the Post Office where the box is located and present your printed application form and [two forms of acceptable identification](#). If you have special needs (height of PO Box) please visit the Post Office to ensure you acquire the PO Box location that best suits your needs.

[Back](#)

[Continue](#)

#### Post Office - COURT HOUSE ARLINGTON

0.48 Miles

2043 WILSON BLVD,  
ARLINGTON, VA 22201

Phone: (703) 525-4441  
On-site parking available: No

Size [?](#)

12 months

Availability [?](#)

C (CALLER)

\$1530.00

Yes

[PO Box lobby hours](#)  
[Business hours](#)

**UNITED STATES POSTAL SERVICE® Enterprise PO Boxes Online**

### Account Selection

Please select a Business Location and an Enterprise Payment Account below along with either the desired quantity of caller numbers.

\* Business Location:

\* Enterprise Payment Account:

\* Quantity:



## New Box – Reserves:

- 1) Customers enter existing Caller ZIP Code
- 2) Caller Number
- 3) Business Location
- 4) Reserve information by range or individually separated by commas
- 5) and EPA number

### Enterprise PO Boxes Online

---

#### Issue New Reserves

To apply for a new reserve box, you must have an existing caller service in that ZIP Code and you must have linked that box to a Business Location accessible to you. To find if the box is linked to your account, please go to the Reports -> Linked Box Report to find a list of boxes linked to your account.

To link a box to your account, click on the Link/Add Box menu and enter the information requested.

---

#### Existing Caller Information

Please enter the Caller Box details of an existing Caller in the ZIP Code where you want to issue new Reserves

\* Zip Code:

\* Caller Number:

\* Business Location:

---

#### Request Reserve Numbers

Please enter a range of available Reserves or individual Reserve Numbers separated by comma. To find Reserve Numbers that are available for issue, please contact the local Post Office.

\* Range:  To

OR

\* Reserve Number(s):

---

#### Payment Details

Please select the Enterprise Payment Account to pay for your new reserves

\* Enterprise Payment Account:

- ❑ **Close and Refund:** 1) Customers can close Boxes entering the Box Number and the Zip Code. The request will be processed immediately

## Enterprise PO Boxes Online

### Close and Refund PO Boxes

To close your existing PO Box and to get refund, please enter the PO Box Number, ZIP Code.

\* PO Box Number

\* ZIP Code

Close And Refund



## Enterprise PO Boxes Online

### Refund Request Review

You are about to request a refund for this PO Box. Please select a reason for the refund and review the information before submitting. Your PO Box will be closed as soon as you submit this transaction. Any mail sent to you at this PO Box will be returned to sender.

\* Why are you requesting a refund?

Provide a Reason

#### PO Box Details

PO Box Address:	99 RICHMOND VA 23227
Box Size:	1
Post Office Address:	5327 CHAMBERLAYNE RD RICHMOND VA 23227 -9998

#### Refund Details

Amount:	\$0.00
---------	--------

Submit

- ❑ **Pay Now:** Customers can make an immediate payment at the end of the month when the boxes are due

## Enterprise PO Boxes Online

### Pay Now

Pay Now will allow you to make an immediate payment on any of your issued boxes due at the end of the month or any delinquent boxes due at the end of the previous month.

For boxes due end of the month, Pay Now can be used after the 16th of the month.

For boxes due end of previous month, Pay Now can be used from the 1st of the month through the 10th of the month.

Click Continue to check if you have any boxes that are payable today.

Only boxes linked to your Business Locations accessible by your User ID are eligible to be processed. **If this Enterprise Payment Account (EPA) number is successful in processing, it will replace the current EPA number for those boxes.**

\* Select an EPA Number to be used for payment

EPA Number



Continue

- ❑ **Reports:** Customers can select one of the following report to manage their boxes

## Enterprise PO Boxes Online

### [Linked PO Boxes Report](#)

To view all linked boxes which contains all active PO Boxes, Caller Services and Reserves that have been linked to your business locations or accessible locations.

### [Job Status Report](#)

To view the status of all submitted jobs that have been scheduled.

### [Billing Report](#)

To view the detailed information of all boxes in your account.

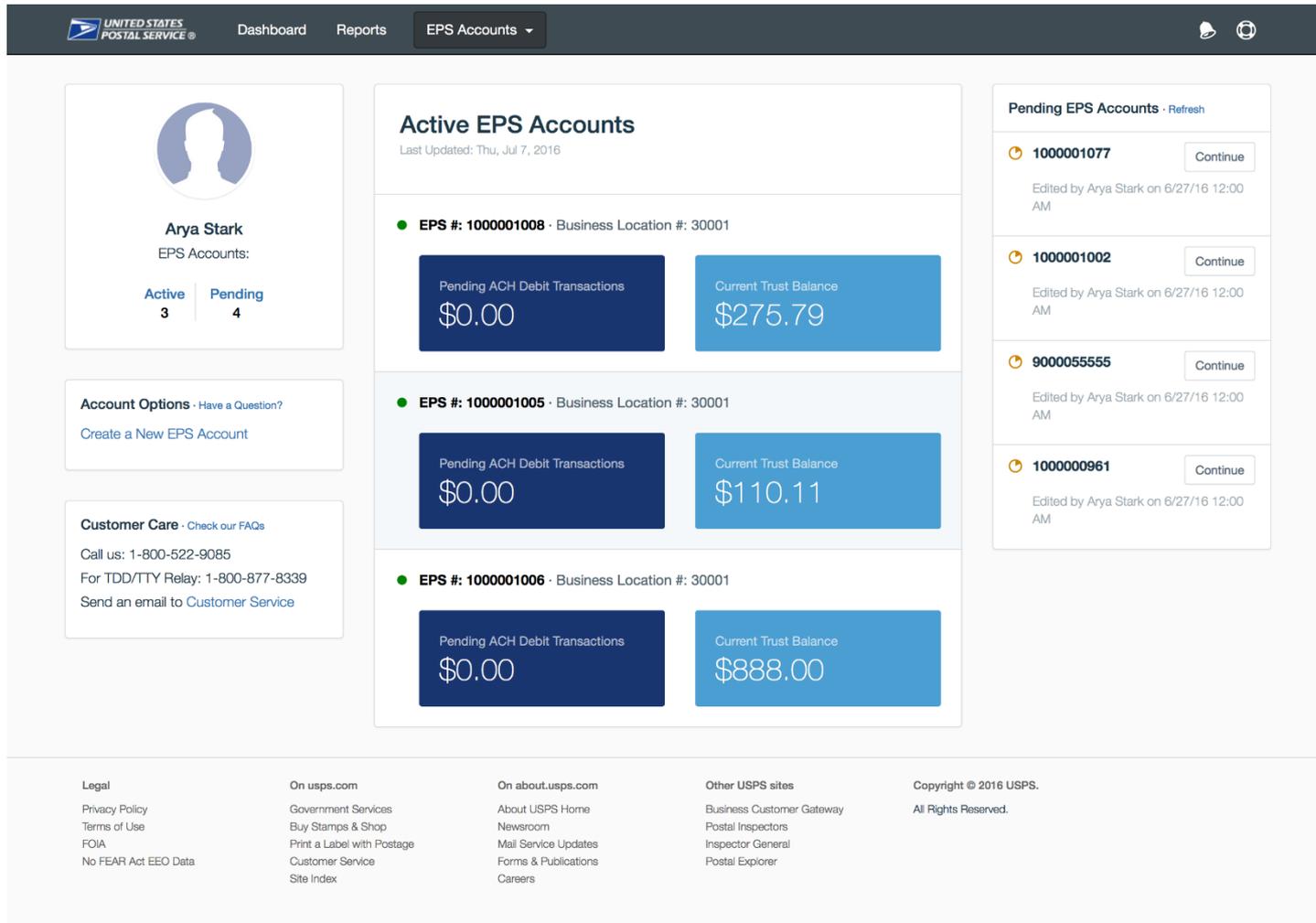
### [Box Detail Report](#)

To view the detailed box information of all Boxes in your account.

### [Transaction History Report](#)

To view detailed transaction history on all payments made with Enterprise PO Boxes Online.

- ❑ Customer returns to EPS to manage payments for EPOBOL
- ❑ Dashboard view shows EPA overview and link to view reports



The screenshot displays the USPS EPS Accounts dashboard. At the top, there is a navigation bar with the USPS logo, 'Dashboard', 'Reports', and 'EPS Accounts' (selected). The main content area is divided into several sections:

- User Profile:** Arya Stark, with 3 Active and 4 Pending EPS Accounts.
- Active EPS Accounts:** A list of three active accounts, each showing 'Pending ACH Debit Transactions' as \$0.00 and 'Current Trust Balance' as \$275.79, \$110.11, and \$888.00 respectively.
- Pending EPS Accounts:** A list of four pending accounts, each with a 'Continue' button and a timestamp indicating they were edited by Arya Stark on 6/27/16 at 12:00 AM.
- Account Options:** Includes a link to 'Create a New EPS Account'.
- Customer Care:** Provides contact information: 1-800-522-9085, TDD/TTY Relay: 1-800-877-8339, and a link to 'Send an email to Customer Service'.

The footer contains various links for Legal, On usps.com, On about.usps.com, Other USPS sites, and Copyright © 2016 USPS. All Rights Reserved.

## ❑ EPA Reporting Detail shows overview of spending and transaction history

UNITED STATES POSTAL SERVICE®
Dashboard Reports **EPS Accounts** ▼



**Arya Stark**  
EPS Accounts:

Active: 3 | Pending: 4

---

**Account Options** - Have a Question?  
[Create a New EPS Account](#)

---

**Customer Care** - Check our FAQs  
Call us: 1-800-522-9085  
For TDD/TTY Relay: 1-800-877-8339  
[Send an email to Customer Service](#)

● **EPS #: 1000001006**
Business Location #: 30001
[Manage Account](#)

### Account Overview

Pending ACH Debit Transactions

\$0.00

Pending ACH Debit Transactions

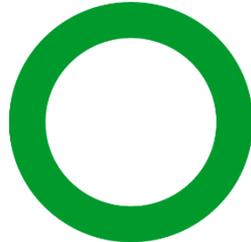
Current Trust Balance

\$388.00

Current Trust Balance

### Spending History

All Products & Services ▼



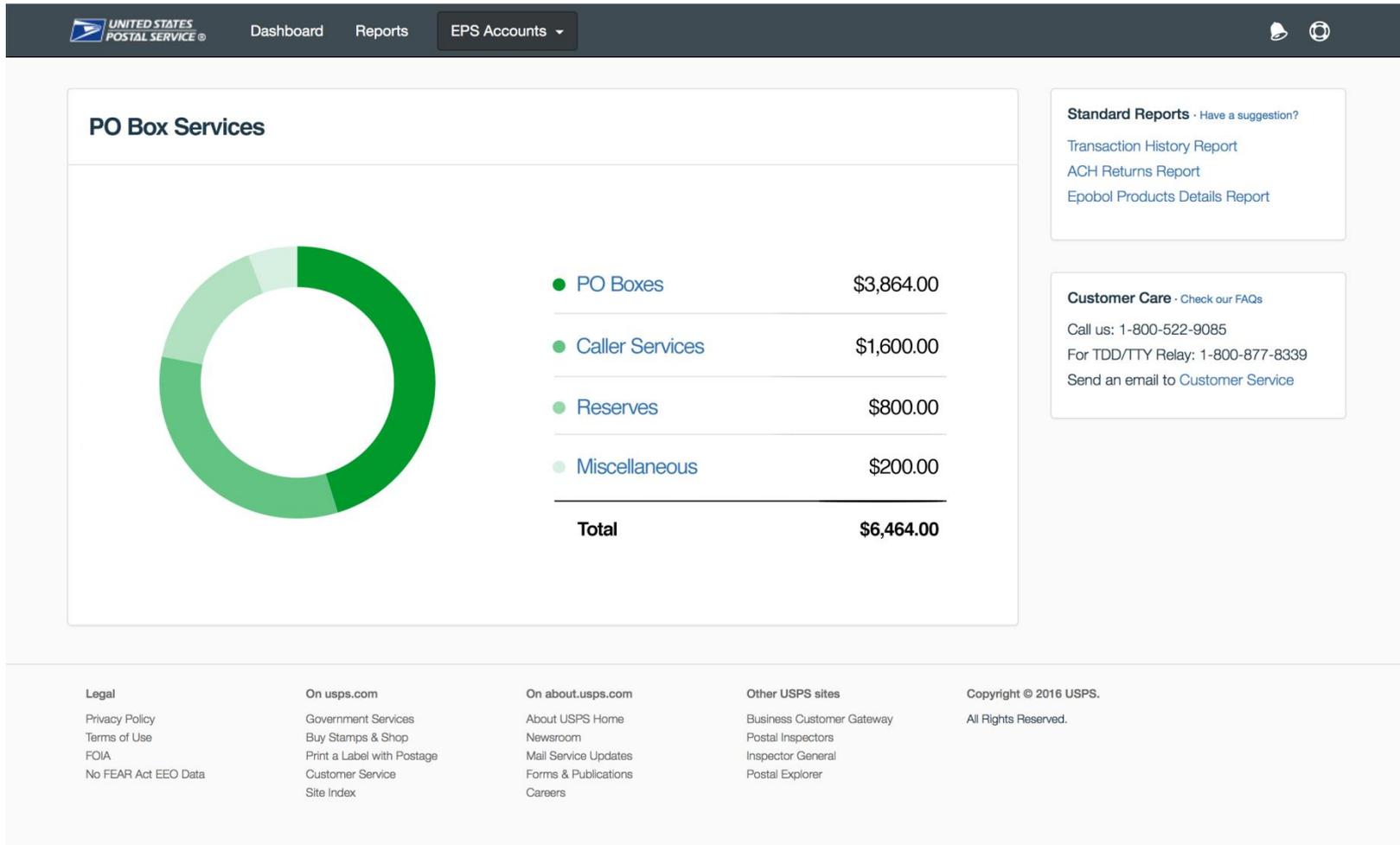
Products & Services

● <b>PO Box Services</b>	<b>\$6,464.00</b>
<b>Total</b>	<b>\$6,464.00</b>

### Transaction History

PO Box #	City	State	Zip	Renewal Date	Account #	Pay Date	Type	Amount
7895	Herndon	VA	20190	11/15/16	<a href="#">201509162777</a>	11/15/16	5	\$1,062.00
7895	Fredricksburg	VA	22401	10/15/16	<a href="#">827292020111</a>	10/15/16	5	\$1,062.00
7895	Montgomeryville	PA	19454	08/15/16	<a href="#">201777509162</a>	08/15/16	2	\$196.00
7895	Sunnyvale	CA	94085	06/15/16	<a href="#">324201509162</a>	06/15/16	3	\$350.00

❑ The EPOBOL summary page in EPS shows the spending breakdown for the service



## ❑ The EPOBOL detail report shows specific transactions across the EPA

 UNITED STATES POSTAL SERVICE®

[Dashboard](#)
[Reports](#)
EPS Accounts ▾
🔔
🌐

### PO Box Services Detail Report

PO Box #	City	State	Zip	Renewal Date	Account #	Pay Date	Type	Amount
7895	Herndon	VA	20190	11/15/16	<a href="#">201509162777</a>	11/15/16	5	\$1,062.00
7895	Fredricksburg	VA	22401	10/15/16	<a href="#">827292020111</a>	10/15/16	5	\$1,062.00
7895	Montgomeryville	PA	19454	08/15/16	<a href="#">201777509162</a>	08/15/16	2	\$196.00
7895	Sunnyvale	CA	94085	06/15/16	<a href="#">324201509162</a>	06/15/16	3	\$350.00

**Standard Reports** · [Have a suggestion?](#)

- [Transaction History Report](#)
- [ACH Returns Report](#)
- [Epobol Products Details Report](#)

**Customer Care** · [Check our FAQs](#)

Call us: 1-800-522-9085  
 For TDD/TTY Relay: 1-800-877-8339  
 Send an email to [Customer Service](#)

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## **Modifications to FAST Appointments (Scheduled: September 2016)**

- ❑ Allow Mailers/Appointment Schedulers to reschedule appointments any time prior to the original appointment time and up to 24 hours after the original appointment time
- ❑ If a mailer reschedules after the appointment time but within the 24 hour grace period, the FAST system will mark the rescheduled appointment as “Late Rescheduled” and that appointment will impact their carrier rating
- ❑ If an appointment is not rescheduled and the driver does not show up within 24 hours, the missed appointment becomes a “No Show”
- ❑ Late rescheduled appointments must be within 72 hours of the original appointment
- ❑ The FAST system will limit the mailer to one reschedule per original appointment



# MTAC Payment and Acceptance

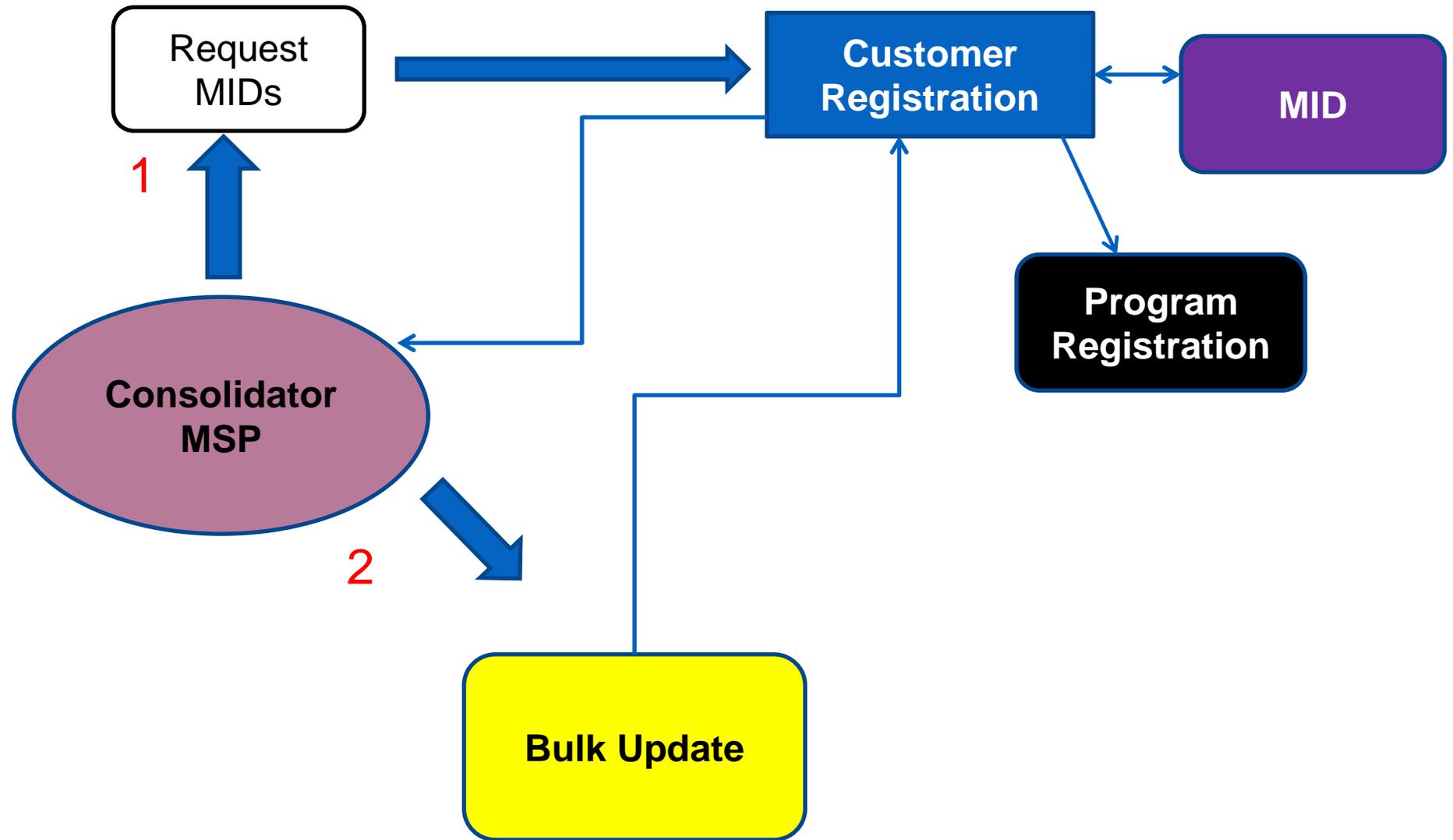
July 2016

Packages

- ❑ Pulse of the Industry
- ❑ Updates
  - [eVS: A New Approach to Commercial Permit Imprint Packages](#)
  - [ePostage: Enhanced Postage Verification](#)
  - [PostalOne!: An Outline for a PostalOne! Road Map](#)
  - [Scan, Weigh, Pay: The Evolution of Scan Based Payment](#)

<b>Pulse Item</b>	<b>Response / Corrective Action / Update</b>
Update on Bulk MID Process	Slide Follows
IMpb Non-Compliance Reports	Slide Follows
System Outages to avoid IMpb Non-Compliance fees	Slide Follows
Improved Notification Processes for Re-directions	Slide Follows

Proposed changes to the current process  
for the  
Bulk MID Requests & Updates





## Business Customer Gateway

- Manage Profile
- Manage Preferences
- Manage Services
- Manage Locations
- Manage Users

### Manage Profile



#### User:

SUE TESTER  
susan.f.redman@usps.gov  
(703) 292-3725

[EDIT PROFILE](#)



#### Home Business Location:

GATEWAY - LATEST NEWS  
900 N STUART ST  
ARLINGTON, VA 22203-4101  
UNITED STATES

[TERMS AND CONDITIONS](#)

CRID [?](#) : 4431362  
MSP [?](#) : YES [Edit MSP](#)  
MID [?](#) : [View your Mailer IDs](#)

### Favorite Services [?](#)

[DASHBOARD](#)

[MAILER ID](#)

[MANAGE PERMITS](#)

[ONLINE ENROLLMENT](#)

[POSTAL WIZARD](#)

[USPS PACKAGE INTERCEPT](#)

[EDIT FAVORITES](#)



#### Add a Business Location

[ADD A LOCATION](#)

Does your business have more locations? Click here to add additional locations to your account.



#### Mail Service Providers

Get MID/CRID Assignments for your Customers.

[GET MIDS/CRIDS](#)

Validate your Client Business Information.

[CUSTOMER VALIDATION TOOL](#)

Welcome

Inbox

Mailing Services

Shipping Services

Other Services

Support

Manage Account

 **Business Customer Gateway**

[Manage Profile](#) | [Manage Preferences](#) | [Manage Services](#) | [Manage Locations](#)

### Manage Profile

 **User:** [EDIT PROFILE](#)

SALLIE JOE IV  
barbara.wheeler@usps.gov  
(918) 345-5382

 **Home Business Location:** [TERMS AND CONDITIONS](#)

ICE CREAM SOCIAL 3  
1271 AVENUE OF THE AMERICAS  
FL 8  
NEW YORK, NY 10020-1302  
UNITED STATES

**CRID** ⓘ : 10000108  
**MSP** ⓘ : **YES** [Edit MSP](#)  
**MID** ⓘ : [View your Mailer IDs](#)

 **Add a Business Location** [ADD A LOCATION](#)

Does your business have more locations? Click here to add additional locations to your account.

 **Mail Service Providers**

Get MID/CRID Assignments for your Customers.  
[GET MIDS/CRIDS](#)

Validate your Client Business Information.  
[CUSTOMER VALIDATION TOOL](#)

#### Favorite Services

 ⓘ

- [DASHBOARD](#)
- [MAILER ID](#)
- [MAILING REPORTS](#)
- [ONLINE ENROLLMENT](#)
- [POSTAL WIZARD](#)

[EDIT FAVORITES](#)



- ❑ Here you can choose to make a request for MIDs and CRIDs or you can look up MIDs and CRIDs
  - In the subsequent pages, we'll first review all the individual options and then turn to the Bulk Request options

## Requests for MIDs and CRIDs

### Select the type of request:

**CRID**

- Users will provide a company name and address and the system will return a CRID

[Individual Request >](#) [Bulk Request >](#)

**Mailer ID (MID)**

- Users will provide a CRID and the system will provide the list of Mailer IDs associated with this CRID or will provide a new Mailer ID

[Individual Request >](#) [Bulk Request >](#)

**CRID and MID**

- Users will provide a Company Name and Address, and the system will provide a CRID and a MID

[Individual Request >](#) [Bulk Request >](#)

**Package MID**

[Bulk Request>](#) [Bulk Update>](#)

[Business Customer Gateway](#)

### Select the type of look-up:

**CRID Look-Up**

- Users will provide a CRID and the system will return the corresponding Company Name and Address

[Individual Request >](#) [Bulk Request >](#)

**MID Look-Up**

- Users will provide a Mailer ID and the system will return a corresponding CRID plus it's Company Name and Address

[Individual Request >](#) [Bulk Request >](#)

### Your Latest Requests ?

## Request a Block Of Mailer IDs

**Enter the number of MIDs requested for the block assigned to your company (limit 5,000 per request)**

**Enter Number of  
\* MIDs Requested** 

Cancel

Request

## Requests for MIDs and CRIDs

### Select the type of request:

#### CRID

- Users will provide a company name and address and the system will return a CRID

[Individual Request >](#) [Bulk Request >](#)

#### Mailer ID (MID)

- Users will provide a CRID and the system will provide the list of Mailer IDs associated with this CRID or will provide a new Mailer ID

[Individual Request >](#) [Bulk Request >](#)

#### CRID and MID

- Users will provide a Company Name and Address, and the system will provide a CRID and a MID

[Individual Request >](#) [Bulk Request >](#)

### Package MID

[Bulk Request>](#) [Bulk Update>](#)

[Business Customer Gateway](#)

### Select the type of look-up:

#### CRID Look-Up

- Users will provide a CRID and the system will return the corresponding Company Name and Address

[Individual Request >](#) [Bulk Request >](#)

#### MID Look-Up

- Users will provide a Mailer ID and the system will return a corresponding CRID plus it's Company Name and Address

[Individual Request >](#) [Bulk Request >](#)

### Your Latest Requests ?

#### Bulk MID Request

Jul 11 12:04:05 20130711120405-36  
Jul 11 12:00:06 20130711120006-35  
Jul 10 07:46:53 20130710074653-22  
Jul 10 07:42:35 20130710074235-21

#### Bulk MID Update

Jul 12 07:45:44 20130712074544-47  
Jul 12 07:33:27 20130712073327-46  
Jul 12 07:31:03 20130712073103-45  
Jul 12 07:24:00 20130712072400-44  
Jul 11 10:28:47 20130711102847-33

## Bulk Upload Requests

### Select the Type of Bulk Upload:

Type	Required Input and Format
<input checked="" type="radio"/> CRID	Company Name and Address ?
<input type="radio"/> CRID Look-up	CRID number ?
<input type="radio"/> MID	CRID ?
<input type="radio"/> MID Look-up	MID Number ?
<input type="radio"/> CRID and MID	Company Name and Address ?

### Upload a File

**Enter Information**  
\* Indicates a required field

\*Choose your file

### Bulk Upload Request Questions?

Please click the link for more information:  
[Detailed instructions and file layouts](#)

Estimated Time to Process 100 records ▾

- Bulk requests allow a file upload to retrieve CRIDs and/or MIDs for up to 100 customers at a time
- **The Basic process** is to create a file in the correct file layout format for each type and upload the file
- Please review the detailed instructions for each file layout

## ❑ Here are instructions for creating a **Comma Delimited** csv file

### Requests for MIDs and CRIDs Instructions

When using the file import feature to request or lookup CRIDs and MIDs, the file must be formatted correctly and saved as a Comma Delimited (.csv) file type. Files that do not meet these requirements cannot be loaded and will be rejected.

#### How to create a Comma Delimited (.csv) file in Excel 2010 using Windows 7

Once you have entered the data and formatted each column correctly, you are ready to create the Comma Delimited (.csv) file. CSV files can be created using Microsoft Excel or other spreadsheet programs. Directions to create a .csv file are below:

1. Click "Start | Control Panel | Clock, Language, and Region | Region and Language" to open the "Region and Language" window.
2. Click the "Additional Settings" button on the Formats tab to open the Customize Format window.
3. Insert the pipe symbol "|" (without the quotes) in the List Separator field, and then click "Apply" to apply the settings. Do not click "OK" to avoid closing the Customize Format window.
4. Save File as an Excel file (or original file type)
5. Click "File" in the top navigation bar
6. Select "Save as"
7. Click on the drop-down menu in the "Save as Type" section
8. Select "CSV (Comma delimited) (\*.csv)" in the Save As Type box, type a name for the delimited file in the File Name field, select the destination folder, and then click the "Save" button to create the pipe delimited file.
9. Switch to the Customize Format window, insert a comma in the List Separator field, and then click "Apply" and "OK" to use the default list separator.
10. Click "Apply" and then "OK" to close the "Region and Language" window.
11. Import the file into USPS UI using the instructions provided on the bulk upload screen.

If the software program you use cannot create a CSV file, you can "Copy and Paste" your data into Microsoft Excel and follow the instructions above to create a CSV file. If you use this option, make sure to "Paste as Special Value", this ensures that formulas are not exported into the file.

#### How to create a Comma Delimited (.csv) file using Notepad

One way to create or edit a CSV database is using a text editor such as Notepad. There are a few general rules in creating a CSV file. Directions to create a .csv file are below:

1. Open Notepad.
2. Add a record for each item with the fields separated by a single pipe symbol ("|").
3. End each record with a single line break.
4. Click on the drop-down menu in the "Save as Type" section
5. Select "All Files (\*.\*)" in the Save As Type box, type a name for the delimited file in the File Name field, select the destination folder, and then click the "Save" button to create the pipe delimited file.
6. Import the file into USPS UI using the instructions provided on the bulk upload screen.

#### Common Mistakes:

- Missing fields within records. If you want to leave a field empty, remember to include the pipe symbol ("|"), or the remaining fields will be off by one column.
- Extra line breaks at the end of the file. After the last field in the last record, you will want to add a single line break and save the file. Make sure there are no additional line breaks at the end of the file.

GRID REQUEST	GRID LOOK-UP	MID REQUEST	MID LOOK-UP	GRID AND MID REQUEST	<b>MID UPDATE</b>
--------------	--------------	-------------	-------------	----------------------	-------------------

## MID BULK UPDATE

Mailer ID Sequence Number	Company Name	Addr 1	Addr 2	Addr 3	City	State	Urban Code	Postal Code	Country
digits	50 characters maximum	50 characters maximum	50 characters maximum	50 characters maximum	50 characters maximum	2 characters max for U.S. address 50 character max for International	20 characters maximum	5-9 max for US addresses 50 max for International	Must be a valid USPS Country
Number used to reconcile input to output data	Required	Required		International addresses only	Required	Required for US addresses	Puerto Rico addresses only	Required for US addresses	Required

File Format

### Validation:

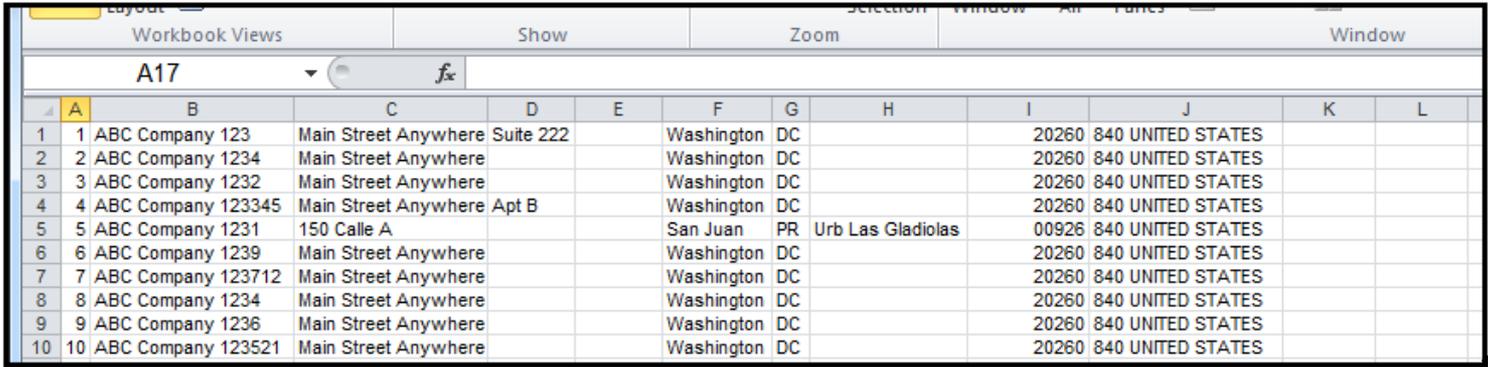
All fields will be validated to meet USPS standards. If any field of the record fails validation, the record will not be processed. An error message will be provided on the output screen so the field can be fixed and the record re-processed.

The USPS desires to ensure that all domestic addresses reflect valid mailing locations and use the Postal Service standard abbreviations and our ZIP+4 format. All addresses will be validated and if they do not pass USPS validation that record will not be processed. Addresses must have valid Country codes and U.S. addresses must have a valid State Code. A complete list of valid USPS countries and U.S. states are available:

[Valid USPS Country List](#) [Valid U.S. State List](#)

The Postal Service has reserved 7 CRIDs for its internal usage. We call these placeholder CRIDs. Those CRIDs are: 5155279, 5155323, 5155336, 5155360, 5198487, 5807691, and 8148017.

Example of how your formatted file will look in Microsoft Excel:



	A	B	C	D	E	F	G	H	I	J	K	L
1	1	ABC Company 123	Main Street Anywhere	Suite 222		Washington	DC		20260	840	UNITED STATES	
2	2	ABC Company 1234	Main Street Anywhere			Washington	DC		20260	840	UNITED STATES	
3	3	ABC Company 1232	Main Street Anywhere			Washington	DC		20260	840	UNITED STATES	
4	4	ABC Company 123345	Main Street Anywhere	Apt B		Washington	DC		20260	840	UNITED STATES	
5	5	ABC Company 1231	150 Calle A			San Juan	PR	Urb Las Gladiolas	00926	840	UNITED STATES	
6	6	ABC Company 1239	Main Street Anywhere			Washington	DC		20260	840	UNITED STATES	
7	7	ABC Company 123712	Main Street Anywhere			Washington	DC		20260	840	UNITED STATES	
8	8	ABC Company 1234	Main Street Anywhere			Washington	DC		20260	840	UNITED STATES	
9	9	ABC Company 1236	Main Street Anywhere			Washington	DC		20260	840	UNITED STATES	
10	10	ABC Company 123521	Main Street Anywhere			Washington	DC		20260	840	UNITED STATES	

File layout example

- When you provide the list of addresses, the response will provide a list of valid matches and additional information

## Bulk MID Update

[More Info >](#)

8 found, displaying all items

MID	COMPANY	ADDR 1	ADDR 2	ADDR 3	CITY	STATE	URBAN	POSTAL CODE	COUNTRY	
4430082	ACCENTURE	8093 FAIRGROUNDS PKWY			SAN ANTONIO	TX		78238-4540	UNITED STATES	✓
4433904	SUNLIGHT	16428 GRANDE VISTA DR			DERWOOD	MD		20855-1914	UNITED STATES	✓
5155279										✗
5155360										✗
5807691										✗
8148017										✗
94545436	MARRIOTT HOTELS SAN JUAN	1309 AVE ASHFORD			SAN JUAN	PR	123	00907	UNITED STATES	✓
94545437	LONDON MARRIOTT HOTEL REGENTS PARK	128 KING HENRY'S ROAD			LONDON	ENGLAND		NW3 3ST	GREAT BRITAIN AND NORTHERN IRELAND	✓

Export options: [CSV](#) | [Excel](#) | [XML](#) | [PDF](#) | [RTF](#)

I'm Finished
Look-Up more CRIDs

All results can be exported in multiple formats. Data exports occur page by page

## Your Latest Requests

### Bulk MID Request

Jul 11 12:04:05 20130711120405-36  
Jul 11 12:00:06 20130711120006-35  
Jul 10 07:46:53 20130710074653-22  
Jul 10 07:42:35 20130710074235-21

### Bulk MID Update

Jul 12 12:55:20 20130712125520-50  
Jul 12 12:53:35 20130712125335-48  
Jul 12 07:45:44 20130712074544-47  
Jul 12 07:33:27 20130712073327-46  
Jul 12 07:31:03 20130712073103-45

- We store your results for 7 days
- We will send you a reminder message telling you when we will be deleting your files

From:  USPostalService@usps.com Sent: Fri 7/12/2013 9  
To:  Wheeler, Barbara - Washington, DC - Contractor  
Cc:  
Subject: Your United States Postal Service Online Account

In the past 7 days, you have used the MID-CRID upload process. The results of your file uploads are posted on the Business Customer Gateway. We save the results for 7 days. On Tuesday, July 16, 2013 we will be deleting those result files. If you haven't done so already, please save these reports for your records by visiting <https://reg.usps.com/cridMidRequests?app=EadminAPP&appURL=https://gateway.usps.com/bcg/login.htm>.

The following reports will be deleted:

- Report Type: ADD COMPANY, Number of Reports: 15
- Report Type: ADD CRID MID, Number of Reports: 2
- Report Type: ADD MID, Number of Reports: 3
- Report Type: CRID LOOKUP, Number of Reports: 1
- Report Type: MID LOOKUP, Number of Reports: 2

Objective #2: Agreement on Measurement Approaches approved

✓ *April 27, 2016*

Objective #3: Discussion Calculations, How Compliance Measured through Payment Systems approved

✓ *May 25, 2016*

USPS deferred IMpb Quality Compliance Thresholds and Assessments from July 2016 to January 2017

- Requested by Industry Work Group members and four Industry Associations

✓ *June 15, 2016*

MTAC Executive Committee approved extending WG #178 until August 31, 2016

✓ *June 21, 2016*

Work Group came to consensus on 8 of 10 items for IMpb quality validations proposed by USPS

✓ *June 22, 2016*

## Address Quality (AQ) – 4 Validation Combinations

## Manifest Quality (MQ) – 4 Validation Combinations

✓ *USPS dropped 11 Validation Combinations from the Original List of 15*

✓ *USPS dropped 36 Validation Combinations from the Original List of 40*

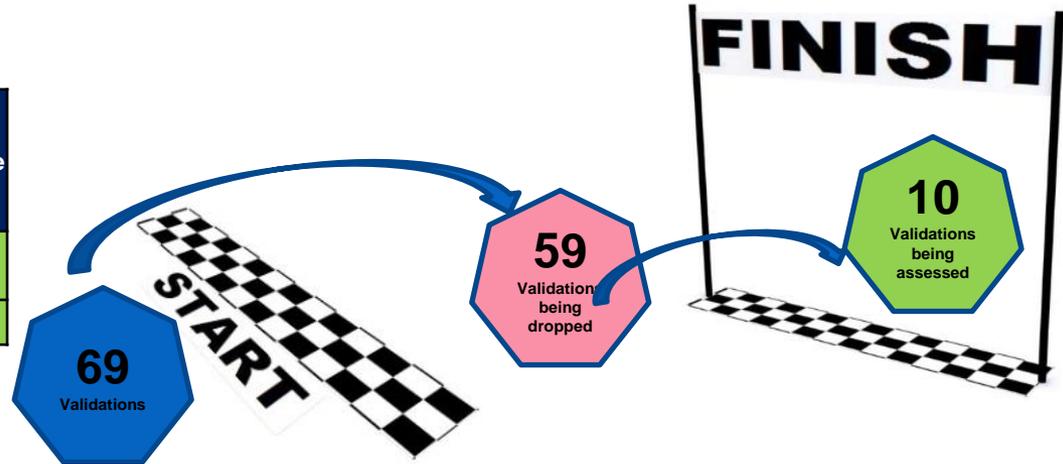
DPV Footnotes	March 2016 Volume	% of Total Volume
Missing Secondary Information (i.e., no Apartment or Suite Number)	12,367,412	4.18%*
Missing Street Number	5,845,399	1.97%
Unable to Match Address to a ZIP+4 Code	5,575,827	1.88%
Invalid Primary Street Number	1,292,251	0.44%

PTR Warning #	PTR Error/Warning Message	March 2016 Volume	% of Total Volume	PTR Indicator
1	MQ Entry Facility Mismatch - Entry Facility Does Not Match Manifest File	5,780,071	1.95%	MQ
136	Invalid PO of account Zip Code	5,857,555	1.98%	MQ
193	Invalid Method of Payment	2,797,533	0.94%	MQ
1535	Invalid Payment account number	5,735,548	1.94%	MQ

## Barcode Quality (BQ) – 2 Validation Combinations\*

✓ *USPS dropped 12 Validation Combinations from the Original List of 14*

PTR Warning #	PTR Error/Warning Message	PTR Indicator	March 2016 Volume	% of Volume
66	Duplicate Tracking Numbers on Multiple Packages	BQ	1,522,889	0.51%
50	Invalid MID in PIC	BQ	2,372,063	0.80%



\*Evaluating operational impacts.

- From the e-VS Monthly Account and Sampling Summary, the Customer may view IMpb noncompliance adjustments broken down by Mail Class



Restricted Information
Report Date: 01/05/2016

### eVS Monthly Account and Sampling Summary

**STYLEWATCH**  
Month 02 of Fiscal Year 2016 (11/01/2015 - 11/30/2015)

Change Month and Year

November | 2015

Show Data

[Reports](#) | [Printer-Friendly View](#)

**Mailer Name:** STYLEWATCH  
**Street Address:** 1271 AVENUE OF AMERICAS  
**City, State, ZIP Code:** NEW YORK, NY 10020  
**CRID:** 20427781  
**Master Mailer ID:** 900019367  
**Mailer ID for Last Transmission of Month:** 900019367

**Mailer Information (Live)**  
**Authorized Mail Classes and Subclasses:**

Priority Mail Express	Metro Post
Parcel Select	Bound Printed Matter
First Class	Parcel Select Light Weight
Priority Mail	Standard Mail Nonprofit
Media Mail	Standard Mail Marketing
Standard Mail Marketing nonprofit	Library Mail
Priority Mail Express International	First-Class International
Global Express Guaranteed	Priority Mail International
Priority Mail International Regional Rate Boxes	

Permit	Company Name	Federal Agency Cost Code	Permit ZIP Code	Finance Number	CAPS Acct #
PI 277 (Master)	STYLEWATCH	N/A	90999	99-9922	N/A

Monthly Account Summary
Monthly Sampling Summary
Monthly Adjustment Summary

#### Monthly Account Summary

**Files and Postage Statements: Postage Statement Summary**

**Total Postage Calculation**

	Pieces	Postage	Avg Per Piece Charge
<b>1. Manifest Postage :</b>			
a. Manifest postage from mailer's files	284	\$284.00	
b. Variance postage from USPS recalculation of mailer's data	284	\$10,854.58	***
c. Total manifest postage	284	\$11,138.58	-
First-Class Package Service	36	\$63.40	
Priority Mail	76	\$1,781.12	
Priority Mail Express	68	\$6,863.48	
Parcel Select	76	\$2,400.58	
d. Manifest postage paid	0		
<b>2. Additional Postage Due:</b>			
a. Postage adjustment from sampling postage adjustment factor (PAF)	0	\$0.00	
Line Subtotal:			
b. Postage adjustment from Manifest Errors	14	\$36.32	\$ 2,584
Priority Mail	132	\$3,063.56	\$ 23,436
Priority Mail Express	59	\$4,218.21	\$ 71,485
Parcel Select/Parcel Post	30	\$947.61	\$ 31,587
Line Subtotal:	235	\$8,295.69	
c. Unmanifested parcels from PTS and Sampling scans	0	\$ 0.00	\$ 0.00
d. Mis-Shipped DDU parcels from Confirmation Services scans	0	\$ 0.00	\$ 0.00
e. Duplicate PIC assigned to multiple packages	0	\$ 0.00	\$ 0.00
f. Postage adjustment from IMpb noncompliance [Download]	7	\$1.40	
Express Mail (MC)	11	\$2.20	
First-Class Package Service (DZ)	4	\$0.80	
Priority Mail (BC)	8	\$1.60	
Parcel Select (BC)	30	\$6.00	
Line Subtotal:	30	\$6.00	
g. Postage adjustment from incorrect Packaging	0	\$ 0.00	\$ 0.00
h. Postage adjustment from Destination Entry	21	\$291.33	
Parcel Select	21	\$291.33	
Line Subtotal:	21	\$291.33	
i. Postage adjustment from Presort Eligibility Exception	28	\$6.36	
First-Class Package Service	28	\$6.36	
Line Subtotal:	0	\$ 0.00	\$ 0.00
j. Postage adjustment from sampling Short paid	N/A	\$8,596.30	**
k. Total additional postage due	N/A	\$8,596.30	
<b>3. Total Postage</b>	N/A	\$10,736.94	
<b>Records</b>			
a. Manifested pieces	284		
b. Unmanifested pieces	0		
c. Manifest Error Records with Default Postage	235		
d. Duplicate PIC assigned to multiple packages	0		
e. Total pieces	519		
f. Manifest Confirmation Report :			
g. Manifest Header Error Records :			

Comments:

IMpb Compliance Adjustment Transaction Note: Katia's adjustment 101815 [GS14J0\_12083];

Last Update By:  
Save Comments

- Click on the Monthly Sampling Summary tab for more detail regarding the IMpb noncompliance adjustments factor

Monthly Account Summary
**Monthly Sampling Summary**
Monthly Adjustment Summary

### Monthly Sampling Summary

11/01/2015 - 11/30/2015

**Manifest File Numbers:**

**Total Manifest Files Processed:** 4

**Total Parcel Records Processed:** 284

**Total Pieces Sampled:** 0

**Computation of Postage Adjustment Factor (PAF)**

	Actual Postage of Pieces Sampled	Divided By	Manifest Postage of Pieces Sampled	Equals	Postage Adjustment Factor
* Actual postage of pieces sampled contains postage for all sampled packages where a matching manifest record was found. Parcels sampled which did not have an associated manifest will appear in the unmanifested report with the actual sample postage.					
** A PAF greater than 1.015 is processed after the close of the current mailing period.					

**Computation of the IMpb Compliance Adjustment Factor**

	Total Pieces Requiring IMpb	Total IMpb-Noncompliant Pieces	IMpb Compliance Percentage	IMpb Compliance Threshold	IMpb Compliance Adjustment Factor
Express Mail (BQ)	155	5	96.774	98	1.228
Express Mail (DZ)	155	8	94.839	97	2.161
Express Mail (MQ)	155	10	93.548	98	4.452
First-Class Package Service (BQ)	50	7	86	98	12.000
First-Class Package Service (DZ)	50	8	84	97	13.000
Priority Mail (BQ)	208	8	96.154	98	1.846
Priority Mail (DZ)	208	7	96.635	97	0.365
Parcel Select (BQ)	106	10	90.566	98	7.434
Parcel Select (DZ)	106	7	93.396	97	3.604

- ❑ You can view proposed and actual adjustments for IMpb Noncompliance from the Monthly Adjustment Summary tab

<span>Monthly Account Summary</span> <span>Monthly Sampling Summary</span> <span style="border: 2px solid red;">Monthly Adjustment Summary</span>					
<b>Monthly Adjustment Summary</b>					
<b>STYLEWATCH</b>					
Month 02 of Fiscal Year 2016 11/01/2015 - 11/30/2015					
<b>LIVE ADJUSTMENTS</b>					
	Pieces	Proposed Adjustment	Actual Adjustment	Transaction	Comments
<b>Manifest Error Records</b>					
First-Class Package Service	14	\$36.32			
Priority Mail	132	\$3,093.55			
Priority Mail Express	59	\$4,218.21			
Parcel Select/Parcel Post	30	\$947.61			
<b>Presort Exception Adjustments</b>					
First-Class Package Service	28	\$5.35			
<b>Destination Entry Validation Adjustment</b>					
Parcel Select	21	\$291.33			
<b>IMpb Noncompliance Adjustment</b>					
Express Mail (MQ)	7	\$1.40			
First-Class Package Service (DZ)	11	\$2.20	\$5.50	201632213080551A	Katia's adjustment 101815
Priority Mail (BQ)	4	\$0.80			
Parcel Select (BQ)	8	\$1.60			
<b>TOTAL</b>	<b>314</b>	<b>\$8,598.37</b>	<b>\$5.50</b>		
<b>UNUSED LABEL ADJUSTMENTS</b>					
		Proposed Adjustment	Actual Adjustment	Transaction	
<b>TOTAL</b>		<b>\$0.00</b>	<b>\$0.00</b>		
<b>PILOT ADJUSTMENTS</b>					
	Pieces	Proposed Adjustment	Actual Adjustment	Transaction	Comments
<b>TOTAL</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>		

- You may access/download the IMpb Noncompliance report one of two ways
1. From the Monthly Account Summary link:

2. Additional Postage Due:	
a. <a href="#">Postage adjustment from sampling postage adjustment factor (PAF)</a>	
Line Subtotal:	0
b. <a href="#">Postage adjustment from Manifest Errors</a>	
First-Class Package Service	14
Priority Mail	132
Priority Mail Express	59
Parcel Select/Parcel Post	30
Line Subtotal:	235
c. <a href="#">Unmanifested parcels from PTS and Sampling scans</a>	0
d. <a href="#">Mis-Shipped DDU parcels from Confirmation Services scans</a>	0
e. <a href="#">Duplicate PIC assigned to multiple packages</a>	0
f. <a href="#">Postage adjustment from IMpb noncompliance</a> <a href="#">[Download]</a>	
Express Mail (MQ)	7
First-Class Package Service (DZ)	11
Priority Mail (BQ)	4
Parcel Select (BQ)	8
Line Subtotal:	30
g. <a href="#">Postage adjustment from Incorrect Packaging</a>	0
h. <a href="#">Postage adjustment from Destination Entry</a>	

2. From the Reports menu:

Reports Menu	
<a href="#">Carbon Accounting Statement</a>	
<a href="#">Content Eligibility Sampling Report</a>	
<a href="#">DDU Confirmation Services Mis-shipped Report</a>	
<a href="#">Destination Entry Eligibility Report</a>	
<a href="#">Duplicate PICs Report</a>	
<a href="#">eVS IMpb Noncompliance Report</a> <a href="#">[Download]</a>	
<a href="#">eVS Monthly Account and Sampling Summary page</a>	
<a href="#">Manifest Confirmation Report</a>	
<a href="#">Manifest Summary Report</a>	
<a href="#">Manifest Error Report</a>	
<a href="#">Missing Manifest Summary Report</a>	
<a href="#">Postage Discrepancy Report</a>	
<a href="#">Postage Statement Summary</a>	
<a href="#">Presort Eligibility Exception Report</a>	
<a href="#">Sampling Reports</a>	
<a href="#">Unmanifested Records Report</a>	

☐ Here is an example of the report. Select the Mail Class and change the Month and Year as necessary

**eVS IMpb Noncompliance Report (Live)**  
 Details for STYLEWATCH  
 Month 02 of Fiscal Year 2016 (11/01/2015 - 11/30/2015)

Report Date: 01/05/2016

Mail Class

Change Month and Year




[Manifest Mailing](#) [Reports](#)
 **eVS IMPB NONCOMPLIANCE REPORT**

Records listed in this report were identified by the Product Tracking System (PTS) because they failed to meet the requirements for postage prices based on the use of an Intelligent Mail Package Barcode (IMpb). Additional postage is due based on the failure to meet DMM eligibility for the prices claimed in the manifest.

 Total Records: 14  
 [First/Prev] 1 [Next/Last]

Date of PTS Validation	Date of Manifest Transmission	Transaction ID	File Number	Sub-File Number	Package Identification Code (PIC)	Mailer ID	Entry ZIP Code	Mail Class	Manifest Weight (lbs.)	Noncompliance Codes	DPV Footnotes	MQ Reasons	BQ Reasons
11/12/2015	11/12/2015	201511120000	9275090001936704662204	9275090001936704662204	<a href="#">9217990001936723311768</a>	900019367	12866	FC	0.4841	BQ			
11/12/2015	11/12/2015	201511120000	9275090001936704662204	9275090001936704662204	<a href="#">9217990001936759053555</a>	900019367	12866	FC	0.1066	BQ			
11/12/2015	11/12/2015	201511120000	9275090001936704662204	9275090001936704662204	<a href="#">9217990001936780367450</a>	900019367	12866	FC	0.3381	BQ			
11/12/2015	11/12/2015	201511120000	9275090001936704662204	9275090001936704662204	<a href="#">9217990001936795873642</a>	900019367	12866	FC	0.7722	BQ			
11/12/2015	11/12/2015	201511120000	9275090001936704662204	9275090001936704662204	<a href="#">9217990001936798767334</a>	900019367	12866	FC	0.5847	BQ			
11/12/2015	11/12/2015	201511120000	9275090001936704662204	9275090001936704662204	<a href="#">9217990001936754376958</a>	900019367	12866	FC	0.4353	BQ,DZ,UN	A1 - ZIP+4 Missing	56, 25, 26, 22, 37, 12	39, 39, 41
11/12/2015	11/12/2015	201511120000	9275090001936704662204	9275090001936704662204	<a href="#">9217990001936730265658</a>	900019367	12866	FC	0.2389	BQ,UN	C1 - ZIP+4 Missing3	56,57,58	39,40,41
11/03/2015	10/29/2015	201510290000	9275090001936706911801	9275090001936706911801	<a href="#">9217990001936704085243</a>	900019367	12866	FC	0.2221	DZ			
11/03/2015	10/29/2015	201510290000	9275090001936706911801	9275090001936706911801	<a href="#">9217990001936774260833</a>	900019367	12866	FC	0.7808	DZ	C1 - ZIP+4 Missing3	56,57,58	39,40,41
11/03/2015	10/29/2015	201510290000	9275090001936706911801	9275090001936706911801	<a href="#">9217990001936775052791</a>	900019367	12866	FC	0.5199	DZ	AABB, A1	56,57,58,59	39,40,42
11/12/2015	11/12/2015	201511120000	9275090001936704662204	9275090001936704662204	<a href="#">9217990001936714688711</a>	900019367	12866	FC	0.4844	DZ			
11/12/2015	11/12/2015	201511120000	9275090001936704662204	9275090001936704662204	<a href="#">9217990001936731083747</a>	900019367	12866	FC	0.6359	DZ	AABB, A1	56,57,58,59	39,40,42
11/12/2015	11/12/2015	201511120000	9275090001936704662204	9275090001936704662204	<a href="#">9217990001936765680453</a>	900019367	12866	FC	0.746	DZ			
11/12/2015	11/12/2015	201511120000	9275090001936704662204	9275090001936704662204	<a href="#">9217990001936787867601</a>	900019367	12866	FC	0.6342	DZ	ZIP + 4 not matching		

[First/Prev] 1 [Next/Last]

- Depending on the volume of data to return, it could take a few minutes to generate the results. You will see message 'In progress, please check back later'. The search results are available for 3 days. Multiple download files may be generated based on the resulting number of records. A maximum of 100,000 records are included per downloadable file

**eVS IMpb Noncompliance Download Report**  
 Details for STYLEWATCH  
 Month 02 of Fiscal Year 2016 (11/01/2015 - 11/30/2015)  
[Manifest/Mailing Reports](#)

Report Date: 01/05/2016

Enter search criteria in the form below to generate a data export file.  
 The results will be packaged into downloadable file(s) and will be displayed as action links in the Search Results.

Month/Year:  
 Mail Class: 
 IMpb Error Code:

\* Hold down the Ctrl key for multiple selection

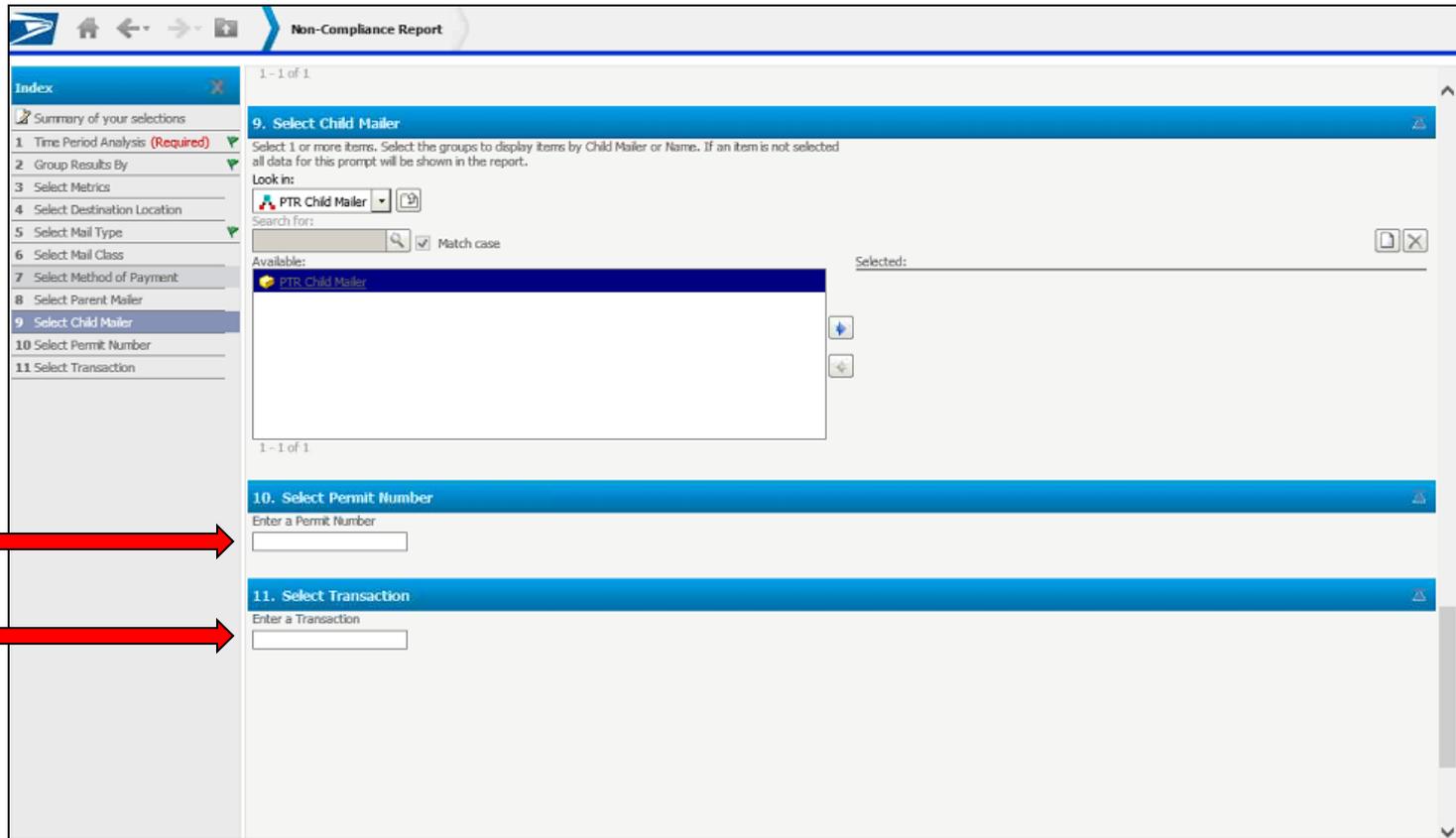
Your request is being processed.

It may take some time to generate the report.  
 Please click on the refresh button to see if the downloadable file(s) for report ID 45 have been generated.

IMpb Noncompliance Search Results <input type="button" value="Refresh"/>				
Report ID	Date Request Submitted	Search Criteria	Number of Records	Export Files (maximum 100,000 records per file)
45	01/05/2016 10:40:01	Month/Year: 11/2015	13*	In progress, please check back later



## ❑ Non eVS IMpb Reporting

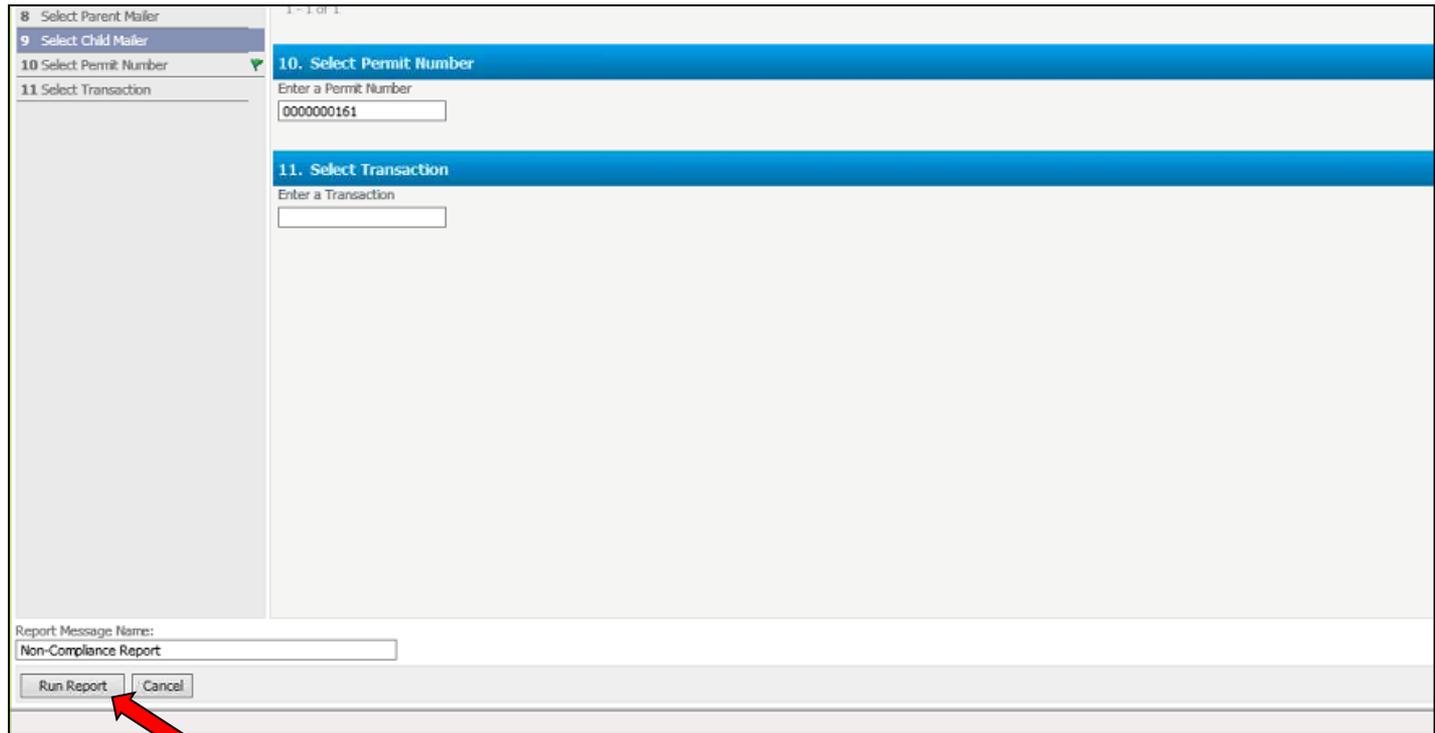


The screenshot displays the 'Non-Compliance Report' interface. On the left is an 'Index' sidebar with 11 steps: 1. Time Period Analysis (Required), 2. Group Results By, 3. Select Metrics, 4. Select Destination Location, 5. Select Mail Type, 6. Select Mail Class, 7. Select Method of Payment, 8. Select Parent Mailer, 9. Select Child Mailer, 10. Select Permit Number, and 11. Select Transaction. Step 9 is currently active. The main content area shows step 9 with a 'Look in:' dropdown set to 'PTR Child Mailer' and a search box. Below this is an 'Available:' list containing 'PTR Child Mailer' and a 'Selected:' list which is empty. Step 10, 'Select Permit Number', has an input field labeled 'Enter a Permit Number'. Step 11, 'Select Transaction', has an input field labeled 'Enter a Transaction'. The interface includes navigation icons at the top and a scroll bar on the right.

GUI Report  
allows users  
to search by  
Permit  
Number  
and/or  
Transaction ID

- Summary of your selections
- 1 Time Period Analysis (Required) ▼
- 2 Group Results By ▼
- 3 Select Metrics
- 4 Select Destination Location
- 5 Select Mail Type ▼
- 6 Select Mail Class
- 7 Select Method of Payment
- 8 Select Parent Mailer
- 9 Select Child Mailer
- 10 Select Permit Number
- 11 Select Transaction

The GUI report can be filtered and report layout can be altered depending upon your search criteria



8 Select Parent Mailer

9 Select Child Mailer

10 Select Permit Number ▼

11 Select Transaction

10. Select Permit Number

Enter a Permit Number

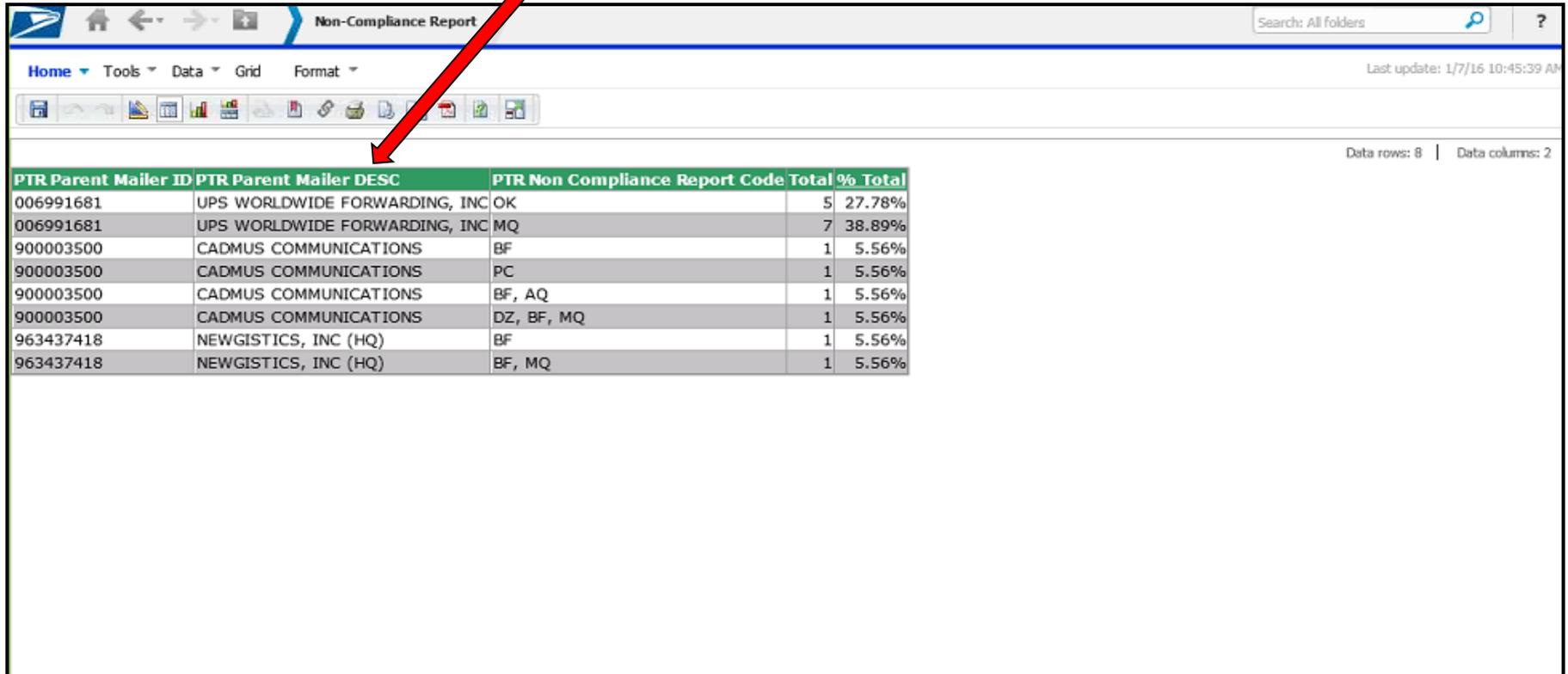
11. Select Transaction

Enter a Transaction

Report Message Name:

Once user makes final selection criteria, you generate summary report by clicking "Run Report"

The initial report view will return the summary of all Non-Compliant Report Codes, Volume and Percent. This view can be altered depending upon your initial selection criteria (display in previous slide)



Non-Compliance Report

Search: All folders

Home ▾ Tools ▾ Data ▾ Grid Format ▾

Last update: 1/7/16 10:45:39 AM

Data rows: 8 | Data columns: 2

PTR Parent Mailer ID	PTR Parent Mailer DESC	PTR Non Compliance Report Code	Total	% Total
006991681	UPS WORLDWIDE FORWARDING, INC	OK	5	27.78%
006991681	UPS WORLDWIDE FORWARDING, INC	MQ	7	38.89%
900003500	CADMUS COMMUNICATIONS	BF	1	5.56%
900003500	CADMUS COMMUNICATIONS	PC	1	5.56%
900003500	CADMUS COMMUNICATIONS	BF, AQ	1	5.56%
900003500	CADMUS COMMUNICATIONS	DZ, BF, MQ	1	5.56%
963437418	NEWGISTICS, INC (HQ)	BF	1	5.56%
963437418	NEWGISTICS, INC (HQ)	BF, MQ	1	5.56%

The Summary Report can be drilled down to display piece level information (down to the Label\_ID) for all non-complaint mail pieces

PTR Parent Mailer ID	PTR Parent Mailer DESC	PTR Non Compliance Report Code	Total	% Total
006991	Drill	WIDE FORWARDING, INC OK	5	27.78%
006991		WIDE FORWARDING, INC MQ	7	38.89%
900003	Sort	MMUNICATIONS BF	1	5.56%
900003	Insert Metric	MMUNICATIONS PC	1	5.56%
900003		MMUNICATIONS BF, AQ	1	5.56%
900003	Move	MMUNICATIONS DZ, BF, MQ	1	5.56%
963437	Filter On...	S, INC (HQ) BF	1	5.56%
963437		S, INC (HQ) BF, MQ	1	5.56%

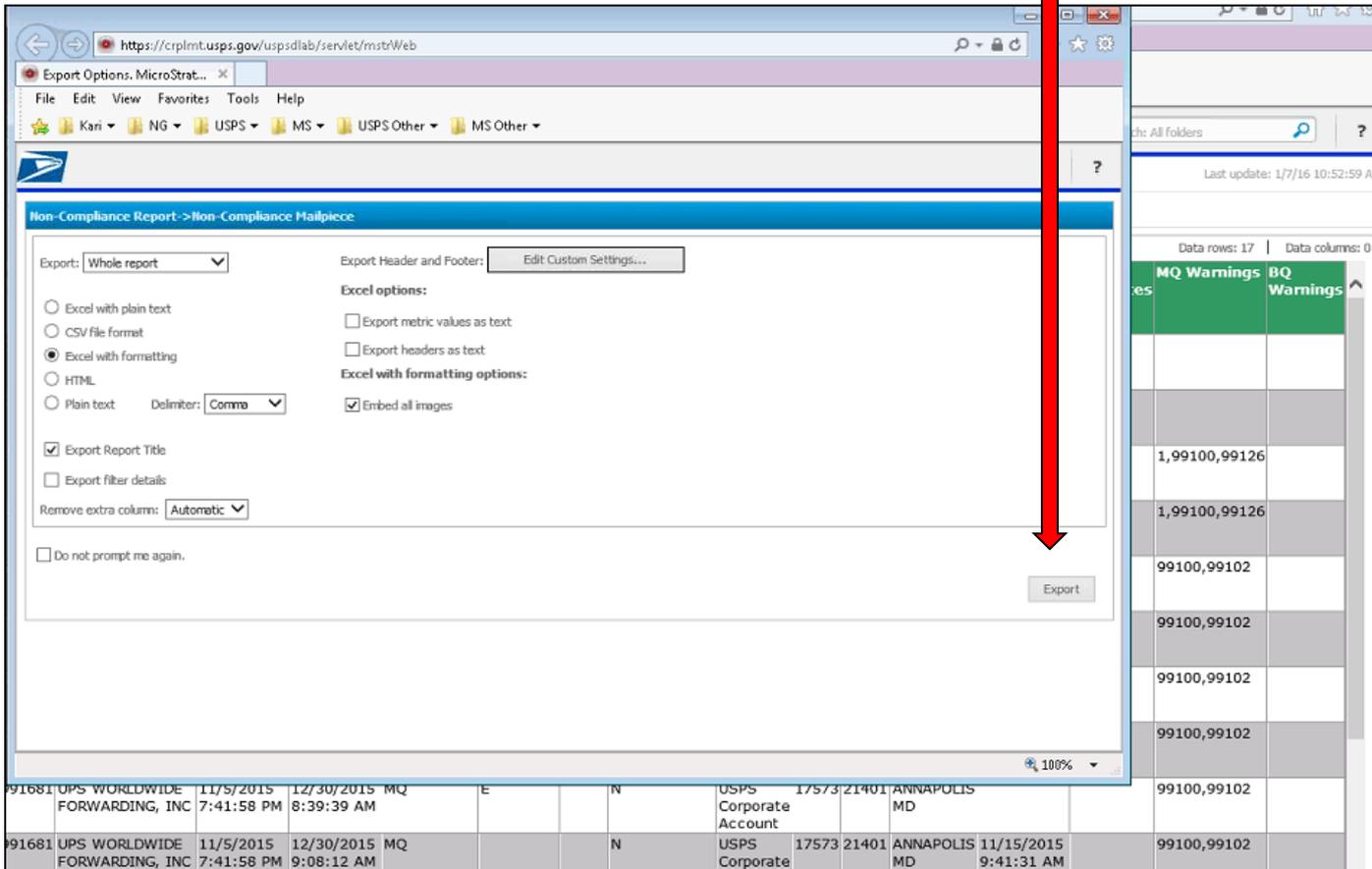
Keep on grid
<input checked="" type="checkbox"/> Remove from Grid
Advanced formatting...
Rename/Edit...
Attribute Forms ▶
Derived Elements...
Edit Links...

The detailed report will display ample piece level information regarding IMpb Compliance Report Codes and reasons why a package was deemed non-compliant. This screen can be sorted, filtered, and exported on an ad-hoc basis

Label ID	Label ID URL	Transaction	Permit Number	Parent Mailer ID	Parent Mailer DESC	Child Mailer ID
9102900003500000014019	<a href="#">PTR Link</a>	201503050131	0000000161	900003500	CADMUS COMMUNICATIONS	900003500
9102900003500000014026	<a href="#">PTR Link</a>	201503050131	0000000161	900003500	CADMUS COMMUNICATIONS	900003500
9102963437418186999908	<a href="#">PTR Link</a>	201308240001	0000000161	963437418	NEWGISTICS, INC (HQ)	963437418
9102963437418186999908	<a href="#">PTR Link</a>	201308240001	0000000161	963437418	NEWGISTICS, INC (HQ)	963437418
9205500699168101700010	<a href="#">PTR Link</a>	201308240001	0000000161	006991681	UPS WORLDWIDE FORWARDING, INC	006991681
9205500699168101700010	<a href="#">PTR Link</a>	201308240001	0000000161	006991681	UPS WORLDWIDE FORWARDING, INC	006991681
9205500699168101700010	<a href="#">PTR Link</a>	201308240001	0000000161	006991681	UPS WORLDWIDE FORWARDING, INC	006991681
9205500699168101700027	<a href="#">PTR Link</a>	201308240001	0000000161	006991681	UPS WORLDWIDE FORWARDING, INC	006991681

Child Mailer DESC	MLG Timestamp	AAR Timestamp	Non Compliance Report Code	Customer ID	Retail Ind	International Ind	Payment Method	PO Acct ZIP Code	Event ZIP Code ID	Event Code DESC	Event Timestamp	DVP Footnotes	MQ Warnings	BQ Warnings
CADMUS COMMUNICATIONS	11/5/2015 9:49:27 AM	12/18/2015 11:13:15 AM	BF, AQ			N	Federal Agency	20260	30339	ATLANTA GA	11/5/2015 9:49:27 AM	A1M1		
CADMUS COMMUNICATIONS	11/5/2015 9:49:27 AM	12/18/2015 11:13:15 AM	BF			N	Smart Meter	20260	20109	MANASSAS VA	11/5/2015 9:49:27 AM	AABB		
NEWGISTICS, INC (HQ)	11/5/2015 7:41:58 PM	12/29/2015 9:26:29 AM	BF			N	USPS Corporate Account	17573	21401	ANNAPOLIS MD	11/15/2015 9:41:31 AM		1,99100,99126	
NEWGISTICS, INC (HQ)	11/5/2015 7:41:58 PM	12/30/2015 9:08:12 AM	BF, MQ			N	USPS Corporate Account	17573	21401	ANNAPOLIS MD	11/15/2015 9:41:31 AM		1,99100,99126	
UPS WORLDWIDE FORWARDING, INC	11/5/2015 7:41:58 PM	12/29/2015 9:26:29 AM	OK			N	USPS Corporate Account	17573	21401	ANNAPOLIS MD	11/15/2015 9:41:31 AM		99100,99102	
UPS WORLDWIDE FORWARDING, INC	11/5/2015 7:41:58 PM	12/30/2015 8:39:39 AM	MQ	E		N	USPS Corporate Account	17573	21401	ANNAPOLIS MD			99100,99102	
UPS WORLDWIDE FORWARDING, INC	11/5/2015 7:41:58 PM	12/30/2015 9:08:12 AM	MQ			N	USPS Corporate Account	17573	21401	ANNAPOLIS MD	11/15/2015 9:41:31 AM		99100,99102	
UPS WORLDWIDE FORWARDING, INC	11/5/2015 7:41:58 PM	12/29/2015 9:26:29 AM	OK			N	USPS Corporate Account	17573	21401	ANNAPOLIS MD	11/15/2015 9:41:31 AM		99100,99102	
UPS WORLDWIDE FORWARDING, INC	11/5/2015 7:41:58 PM	12/30/2015 8:39:39 AM	MQ	E		N	USPS Corporate Account	17573	21401	ANNAPOLIS MD			99100,99102	
UPS WORLDWIDE FORWARDING, INC	11/5/2015 7:41:58 PM	12/30/2015 9:08:12 AM	MQ			N	USPS Corporate Account	17573	21401	ANNAPOLIS MD	11/15/2015 9:41:31 AM		99100,99102	
UPS WORLDWIDE FORWARDING, INC	11/5/2015 7:41:58 PM	12/29/2015 9:26:29 AM	OK			N	USPS Corporate Account	17573	21401	ANNAPOLIS MD	11/15/2015 9:41:31 AM		1,99100,99102	

The detailed information can be exported into numerous different formats (excel, csv, HTM, or text file)



The screenshot shows the 'Non-Compliance Report -> Non-Compliance Mailpiece' interface. The 'Export' section is set to 'Whole report' with 'Excel with formatting' selected. The 'Export' button is highlighted by a red arrow pointing from the text box above. Below the settings is a data table with columns for tracking numbers and other details.

Tracking Number	Company	Date	Time	Category	Location	Address	City	State	Zip
991681	UPS WORLDWIDE FORWARDING, INC	11/5/2015	7:41:58 PM	MQ	E	USPS Corporate Account	ANNAPOLIS MD		99100,99126
991681	UPS WORLDWIDE FORWARDING, INC	11/5/2015	7:41:58 PM	MQ	N	USPS Corporate	ANNAPOLIS MD	11/15/2015 9:41:31 AM	99100,99102

## ❑ System Outage

- An email notification will be sent to all VAE on record
- Mailers to follow *PostalOne!* Contingency Plan in Pub. 205 Section 3.3.7
  - PTR System Outage:
    - If mailer do not receive a CEW report within 4 hours:
      - Verify mailer internal system is functioning correctly
      - Contact eVS Help Desk at 877-264-9693 Option 2, or by email [eVS@usps.gov](mailto:eVS@usps.gov)
      - Provide EFNs or file names along with transmission date and time
- Mailer System Outage:
  - A help desk ticket must be initiated
  - Provide details of the issue and pertinent information of the mailing
  - Once the system is restored, must submit all files within 3 business days
  - A noncompliance fee may be assessed after 3 days

- ❑ Mail Redirection consideration for improvement
  - This issue shall be addressed by operations

## **PUB 205, *Electronic Verification System Business and Technical Guide***

### **Currently Available on RIBBS**

- Last Update – March 18, 2016
- A draft version for Jan. 2017 Release shall be available for posting soon.
- Next Update – Jan 22, 2017

- ❑ eVS: A New Approach to Commercial Permit Imprint Packages
- ❑ ePostage: Enhanced Postage Verification
- ❑ PostalOne!: An Outline for a PostalOne! Road Map
- ❑ Scan, Weigh, Pay: The Evolution of Scan Based Payment



## Manifests

- Manifest Errors
- IMpb Compliance
- Presort Eligibility
- Destination Entry Validation



## Scans

- Un-manifested Packages
- Mis-shipped DDU
- Duplicate Packages



## Samples

- Postage Adjustment Factor (PAF) 1.5%
- Incorrect Packaging
- Content Audit
- Shortpaid

**Shortpaid / new revenue assurance will replace or augment**

SOURCE	VERIFICATION	TODAY	FUTURE PROPOSED
Sampling	Postage adjustment factor (PAF)/sampling assessment	compares samples against manifests for accuracy. Determines accuracy for each mail class. For underpayment greater than 1.5%, additional postage is assessed across the mail class based on the percentage in error.	<p><u>Attributes captured:</u> Weight, dimensions, entry locations, and packaging as necessary.</p> <p><u>Single piece mailers:</u> Packages will be measured/assessed individually either manually or using information from automation equipment. Additional postage will be collected for packages that are underpaid.</p>
Sampling	incorrect packaging	Compares samples against the manifest when packages that are sampled are found to be shipped in Priority Mail (PM) or Priority Mail Express (PME) USPS supplied packaging but paid for at a different price. The difference between the PM or PME price and the price paid is charged for each package found in error.	<p><u>Presort/Destination Entry Mailers:</u> Packages will be measured/assessed individually either manually or using information from automation equipment. Individual packages may be assessed for underpayment and PAF may be assessed based on underpayment of 1.5% by mail class for entry</p>
Sampling	content audit	Evaluates the content of the package to ensure that items claiming Bound Printed Matter or Media Mail prices meet the eligibility for the content claiming the prices. For any items found, an assessment for additional postage based on the percentage of error and the MID are assessed for the month in which they are identified.	No changes proposed for content audit sampling

SOURCE	VERIFICATION	TODAY	FUTURE PROPOSED
Manifest	Manifest Errors	<p>eVS recalculates the postage for every package based on the rate ingredients in the detail record. When packages contain invalid rate ingredients that do not map to a valid price combination they are placed in the manifest error report.</p> <p>Customers may submit files to correct manifest errors prior to the 10th of the following month in which the packages are mailed. eVS determines the price to assess for the packages based on the profile established to charge either, 1) the manifested postage, 2) the average manifested price for the mail class or 3) the actual price if it can be determined</p>	<p>eVS will charge postage based on the STC, weight and dimensions for each detail record, automatically at the time of file processing. There will no longer be a manifest error verification.</p>
Manifest	IMpb Compliance	<p>Packages are validated to determine if IMpb compliance rules are met based on data supplied within the files for 1) IMpb validation for 11 DPV or Address,2) including an IMpb barcode, 2) file submitted in SSF v 1.6 or higher. Additional quality assessments for IMpb compliance proposed for January 2017.</p>	<p>Packages are validated to determine if IMpb compliance rules are met based on data supplied within the files for 1) IMpb validation for 11 DPV or Address,2) including an IMpb barcode, 2) file submitted in SSF v 1.6 or higher. Additional quality assessments for IMpb compliance proposed for January 2017.</p>

SOURCE	VERIFICATION	TODAY	FUTURE PROPOSED
Manifest	Presort Eligibility	eVS validates that minimum presort criteria is met for mailing (ex: BPM – 300 pcs.) during 24 hour period. If minimum is not met, the packages are assessed at the appropriate single piece prices for which they qualify.	eVS validates that minimum presort criteria is met for mailing (ex: BPM – 300 pcs.) during 24 hour period. If minimum is not met, the packages are assessed at the appropriate single piece prices for which they qualify.
Manifest	Destination Entry Validation	eVS compares entry discounts claimed to at destination ZIP Codes of packages and the entry facility in the manifest file. Packages that are planned to be deposited at the incorrect facilities for the prices claimed are assessed additional postage	<p>Packages that do not have piece attributes but are scanned, eVS will validate the entry prices claimed against package scans to determine if packages were paid appropriately. If packages are found to be underpaid, they will be individually assessed additional postage based on the appropriate non-presort, non-destination, or single piece prices.</p>
Scans	Mis-shipped DDU	Verification is for packages that were physically scanned with a mis-shipped event when deposited by mailers at incorrect destination delivery units; packages upcharged to appropriate single piece prices	

SOURCE	VERIFICATION	TODAY	FUTURE PROPOSED
scans	Duplicate Packages	Verification is for packages that have duplicate barcodes within 120 days that have not been paid for; packages priced based on samples	packages that do not have an associated manifest or are duplicate packages (duplicate barcodes within a 120 day period) that have not been paid for, will be assessed postage based on scan and piece attributes.
scans	Un-manifested Packages	this verification ensures payment for all packages; any packages that have received scans throughout USPS network that were not paid for on eVS manifest are assessed through this adjustment; packages priced based on samples	

- eVS: A New Approach to Reconciliation
- **ePostage: Enhanced Postage Verification**
- PostalOne!: An Outline for a PostalOne! Road Map
- Scan, Weigh, Pay: The evolution of Scan Based Payment

## What ePostage is:

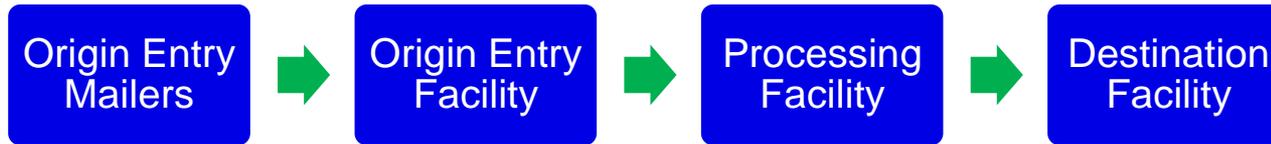
ePostage combines flexible mail entry with centralized payment and integration directly with USPS to support Ship-From-Store, marketplaces and customers who require distributed shipping with centralized support, visibility, and control.

- Retail Entry Commercial Shipping (eVS)
- Distributed Shippers / Parcel / Fulfillment
- Centralized Management / Single interface

ePostage will only support origin-entered, non-presorted, end-to-end products.

## Current Status:

- Still a pilot
- Approval required to participate



### Verification of Postage for Origin Entry Mailers

- **Today** - Verify claimed information and apply per piece short paid or PAF via sampling through POS equipment.
- **Future** – Verify claimed information and apply per piece short paid via census data from automated processing equipment.

Attributes	POS Samples	STATS Samples	IMD Samples	Automation Equipment
Weight	POS Scale	STATS Scale	IMD Scale	In-Line Processing Scales
Dimensions	Manual	Manual	Manual	Dimensional Cameras
Impb	Hand held scanner	Hand held scanner	Hand held scanner	Automated Equipment
Entry Facility ZIP	ZIP where sampled	ZIP where sampled	Sampler selected entry facility	ZIP where first scanned
Packaging	Manual	Manual	Manual	Automated Equipment

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**VOC****Internal/External Input**

- PostalOne surveys to internal and external stakeholders
- Solicited customer feedback individually and during MTAC events
- Continue to engage industry and internal stakeholders in progress

**CURRENT  
WORK****PostalOne Roadmap Team**

- New full-time team formed (MEPT/Finance/IT) whose focus is to drive architectural decisions
- Reviewing and documenting existing business processes
- Obtained feedback from major stakeholders to define system business goals
- Reviewing and evaluating existing architecture
- Reviewing and evaluating “in progress” (PayMod & Short paid & UPE) efforts of *PostalOne!*
- Drafted initial Roadmap identifying all current projects, releases, and future initiatives

**NEXT  
STEPS****PostalOne Roadmap Team**

- Define a “to be state” for Postal One!
  - Measurable business goals for a “to be” state
  - Evaluate the “as is” architecture against goals and priorities
  - Create a roadmap for changes
  - Define intake process for future development

**Architectural Team**

- Establish governance emphasizing postal architectural knowledge, responsibilities and authority
- Prioritize projects and develop recommendations

**POT Cloud Architecture**

- Create Measurable Milestones

- eVS: A New Approach to Reconciliation
- ePostage: Enhanced Postage Verification
- PostalOne!: An Outline for a PostalOne! Road Map
- **Scan, Weigh, Pay: The evolution of Scan Based Payment**

## USPS identifies SWP transactions and informs vendors of postage required based on package attributes

### SWP Collection Process



#### USPS



TRP

eSAS

UPE

#### Vendors

SWP Transactions

- Assessed postage

#### Capture Actual Package Characteristics:

#### Characteristics:

- Weight
- Dimensions
- Packaging
- Zone

#### Determine Postage Due

- Assesses postage based on package characteristics
- Verifies applicable rates
- Notifies vendors of Postage Due through daily file

#### Pays for SWP Transactions

- Vendor sends postage to USPS after receiving postage assessment from USPS
- Vendor is responsible for postage regardless of what customer paid the vendor



# MTAC Payment and Acceptance

July 2016

First-Class Mail

- ❑ Pulse of the Industry
- ❑ Updates
  - [Streamlined Mail Acceptance Publication](#)
  - [Move Update Federal Register Notice \(FRN\)](#)
  - [Full-Service Updates](#)
  - [Nesting Sampling Verifications](#)
  - [Seamless Acceptance Updates](#)
  - [Streamlined Mail Entry Program Status](#)
  - [Workgroup #175: Streamlining CSA Mail Preparation](#)
  - [PostalPro™](#)
  - [FAST Appointment Modifications](#)

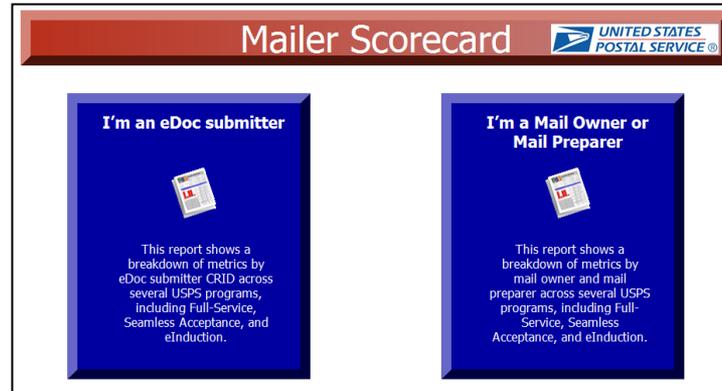
<b>Pulse Item</b>	<b>Response / Corrective Action / Update</b>
Full-Service Assessable Metrics	Slide follows
Timeline for when other <i>PostalOne!</i> Metrics will be assessed	No timeline is available at the moment
Undocumented Analysis	Slide follows
PAF for Postage Assessment	Slide follows
Update on Payment Modernization	Slide follows
Election Mail Updates	Slide follows

## Full-Service Assessment Date Announced

- ❑ Full-Service assessments will be in effect for errors logged in October 2016
- ❑ First assessment will be posted November 2016
- ❑ Currently providing outreach to mailers who have exceeded any error metrics
- ❑ Review Mailer scorecard to see status of your mailing quality



**Begins  
November 2016  
Based on  
October 2016  
Mailings**



## As eDoc Submitter

- ✓ **View mail quality metrics for all mailings submitted by single CRID**
  - Does not provide breakdown of Mail Owners

## As Mail Owner

- ✓ **View mail quality metrics across all MSPs used**
  - See results for mailpieces, handling units and containers for all MSP's that identified you as the Mail Owner in their eDoc

## As Mail Preparer

- ✓ **View metrics across mail owners serviced by a single MSP**
  - See results for mailpieces, handling units, and containers for clients that were reported as the Mail Owner in your eDoc

**eDoc Submitter View**  
displays mail quality  
metrics for all mailings  
submitted by a single  
CRID

New: FS errors now  
broken out

- # of errors
- # of pieces w/ errors

New: Rolling  
assessment for  
Additional Postage Due

<b>Mailer Scorecard</b>				
<b>July 2016</b>				
<b>Verifications</b>				
Mailer Profile	Electronic Verification	eInduction	Seamless	SPM Exclusions
<input checked="" type="radio"/> # Metrics	<input type="radio"/> # Trending	<input type="radio"/> % Metrics	<input type="radio"/> % Trending	
<b>Electronic Verification</b>				
eDoc Submitter	Total	646283	950778	
	-	DOC NOW INC.	SUB-MITTERS CORP	
# Containers processed for eDoc validations	13,437	9,332	4,105	
# Handling Units processed for eDoc validations	384,517	356,457	28,060	
# Bundles processed for eDoc validations	1,161,103	735,162	425,941	
# Pieces processed for eDoc validations	78,498,279	33,727,018	44,771,261	
# Full-Service Containers processed for eDoc validations	10,277	8,739	1,538	
# Full-Service Handling Units processed for eDoc validations	331,376	303,675	27,701	
# Full-Service Orphan Handling Units processed for eDoc validation	3,094	592	2,502	
# Full-Service Pieces processed for eDoc validations	53,277,399	31,423,381	21,854,018	
<b>Full-Service Verifications</b>				
# MID Container Errors	--	--	--	
# Containers with MID Errors	--	--	--	
# MID HU Errors	--	--	--	
# HUs with MID Errors	--	--	--	
# MID Piece Errors	--	--	--	
# Pieces with MID Errors	--	--	--	
# STID Errors	--	--	--	
# Pieces with STID Errors	--	--	--	
# By/For Errors	1,623,793	1,623,793	--	
# Pieces with By/For Errors	1,623,793	1,623,793	--	
# Barcode Uniqueness Container Errors	--	--	--	
# Containers with Barcode Uniqueness Errors	--	--	--	
# Barcode Uniqueness HU Errors	3	3	--	
# HUs with Barcode Uniqueness Errors	3	3	--	
# Barcode Uniqueness Piece Errors	706	706	--	
# Pieces with Barcode Uniqueness Errors	706	706	--	
# Entry Facility Container Errors	--	--	--	
# Containers with Entry Facility Errors	--	--	--	
# Entry Facility HU Errors	--	--	--	
# HUs with Entry Facility Errors	--	--	--	
# Unlinked Copal Tray Errors	--	--	--	
# HUs with Unlinked Copal Errors	--	--	--	
<b>Total Additional Postage Due (Full-Service Electronic) - Info Only</b>	<b>\$52.55</b>	<b>\$52.55</b>	--	
# Early Scheduled Ship Date Warnings	7	7	--	
# DMU Verified USPS Transported Containers	3,162	3,070	92	

**Mail Owner View** displays mail quality metrics across all MSPs used by a single Mail Owner

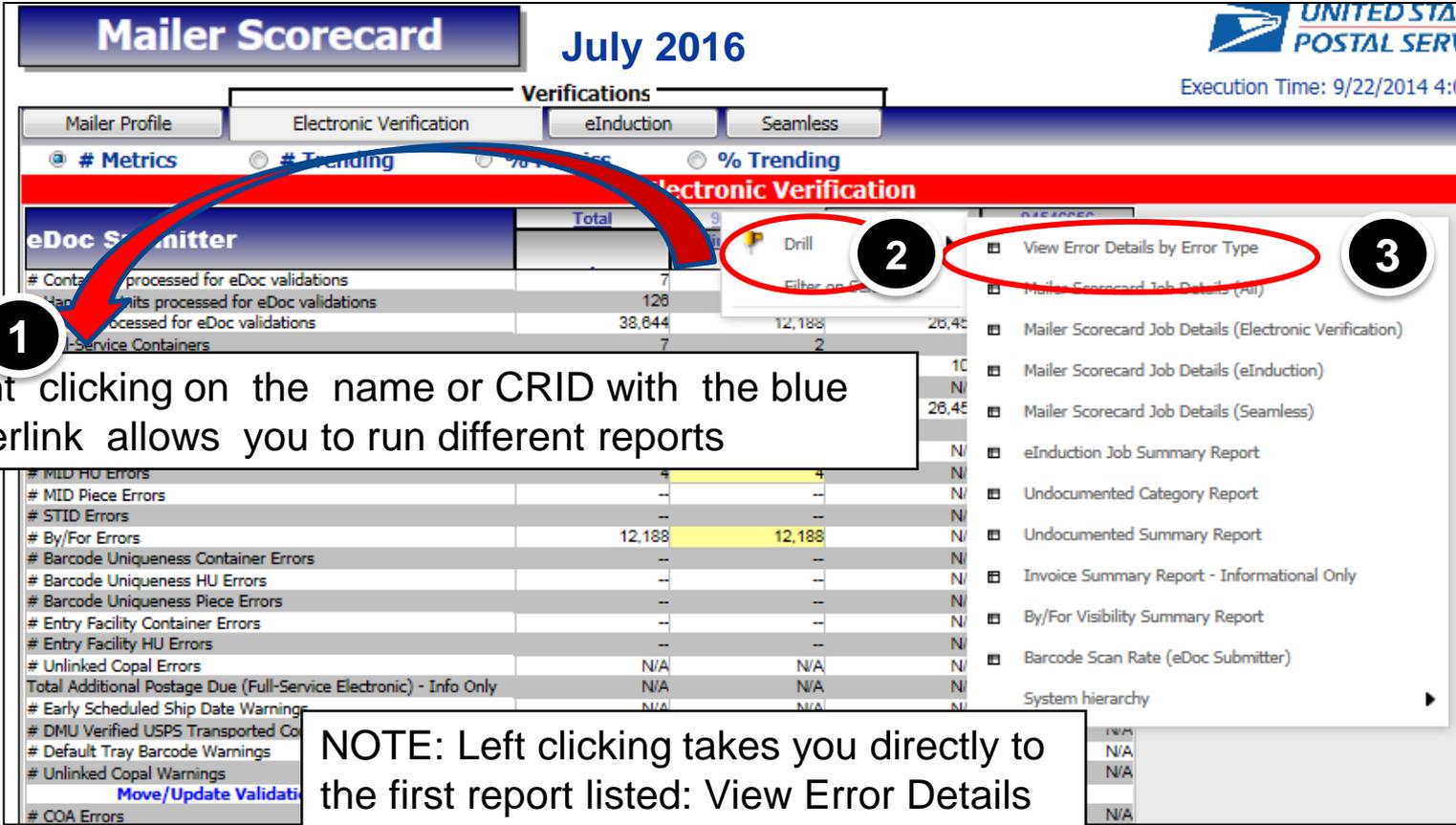
<b>Mail Owner Scorecard</b>		<b>JUNE 2016</b>		
Mailer Profile		Verifications		
Electronic Verification		eInduction	Seamless	
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending		<b>Electronic Verification</b>		
Mail Owner	Total	1234567		
		The Paul Jones Company		
Mail Preparer		9162731	6735901	8675439
		MAILS R US	MAIL FOR FUN	WE MAIL 4U
# Containers processed for eDoc validations	4,587	1,349	3,237	1
# Handling Units processed for eDoc validations	747,481	29,604	717,873	4
# Bundles processed for eDoc validations	--	--	--	--
# Pieces processed for eDoc validations	2,506,534	309,010	2,197,523	1
# Full-Service Containers processed for eDoc validations	4,587	1,349	3,237	1
# Full-Service Handling Units processed for eDoc validations	747,481	29,604	717,873	4
# Full-Service Orphan Handling Units processed for eDoc validation	--	--	--	--
# Full-Service Pieces processed for eDoc validations	2,496,493	309,010	2,187,482	1
<b>Full-Service Verifications</b>				
# MID Container Errors	--	--	--	--
# MID HU Errors	--	--	--	--
# MID Piece Errors	--	--	--	--
# STID Errors	--	--	--	--
# By/For Errors	2,496,493	309,010	2,187,482	1
# Barcode Uniqueness Container Errors	--	--	--	--
# Barcode Uniqueness HU Errors	663	--	663	--
# Barcode Uniqueness Piece Errors	5,139	1,090	4,048	1

**Mail Preparer View** displays metrics across all Mail Owners serviced by a single MSP

<b>Mail Owner Scorecard</b>		<b>JUNE 2016</b>			
Mailer Profile		Verifications			
Electronic Verification		eInduction	Seamless		
<input checked="" type="radio"/> <b># Metrics</b> <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending		<b>Electronic Verification</b>			
Mail Owner	Total				
		<u>THE PAUL JONES COMPANY</u>	<u>THE PAUL JONES COMPANY</u>	<u>DANDELION CORP</u>	
Mail Preparer		1234567	7892342	9162731	
		MAILS R US	MAILS R US	MAILS R US	
# Containers processed for eDoc validations	63,003	1,349	173	1,313	
# Handling Units processed for eDoc validations	1,655,418	29,604	896	16,163	
# Bundles processed for eDoc validations	2,923	--	--	--	
# Pieces processed for eDoc validations	104,364,077	309,010	522	10,634	
# Full-Service Containers processed for eDoc validations	62,992	1,349	173	1,313	
# Full-Service Handling Units processed for eDoc validations	1,655,404	29,604	896	16,163	
# Full-Service Orphan Handling Units processed for eDoc validation	--	--	--	--	
# Full-Service Pieces processed for eDoc validations	104,156,799	309,010	522	10,634	
<b>Full-Service Verifications</b>					
# MID Container Errors	--	--	--	--	
# MID HU Errors	--	--	--	--	
# MID Piece Errors	--	--	--	--	
# STID Errors	2,581	--	--	--	
# By/For Errors	338,956	309,010	--	--	
# Barcode Uniqueness Container Errors	--	--	--	--	
# Barcode Uniqueness HU Errors	163	--	--	--	
# Barcode Uniqueness Piece Errors	45,583	1,090	--	--	

## Drilling down to investigate an error:

1. Right-click on the eDoc Submitter name or Customer Registration ID (CRID)
2. Click “Drill”
3. Click “View Error Details by Error Type”



**1** Right clicking on the name or CRID with the blue hyperlink allows you to run different reports

**2** Drill

**3** View Error Details by Error Type

**NOTE:** Left clicking takes you directly to the first report listed: View Error Details by Error Type

eDoc Submitter		Total	9	10
# Containers processed for eDoc validations		7		
# Mailer Units processed for eDoc validations		128		
# Containers processed for eDoc validations		38,844	12,188	26,45
# Service Containers		7	2	
# MID HU Errors		4	4	N/A
# MID Piece Errors		--	--	N/A
# STID Errors		--	--	N/A
# By/For Errors		12,188	12,188	N/A
# Barcode Uniqueness Container Errors		--	--	N/A
# Barcode Uniqueness HU Errors		--	--	N/A
# Barcode Uniqueness Piece Errors		--	--	N/A
# Entry Facility Container Errors		--	--	N/A
# Entry Facility HU Errors		--	--	N/A
# Unlinked Copal Errors		N/A	N/A	N/A
Total Additional Postage Due (Full-Service Electronic) - Info Only		N/A	N/A	N/A
# Early Scheduled Ship Date Warnings		N/A	N/A	N/A
# DMU Verified USPS Transported Co				
# Default Tray Barcode Warnings				
# Unlinked Copal Warnings				
<a href="#">Move/Update Validati</a>				
# COA Errors				

eDoc Submitter	Level	Error Type	Error Code	# Errors
1234567 The Paul Jones Company	Container	<a href="#">Barcode Uniqueness</a>	<a href="#">E17P</a>	1
		<a href="#">Entry Facility</a>	<a href="#">E29P</a>	1
	Handling Unit	<a href="#">Barcode Uniqueness</a>	<a href="#">7603</a>	163
		<a href="#">Nesting/Sortation</a>	<a href="#">7843</a>	2
		<a href="#">Barcode Quality</a>	<a href="#">605</a>	1
	Piece	<a href="#">Barcode Uniqueness</a>	<a href="#">7703</a>	41,045
		<a href="#">Barcode Uniqueness</a>	<a href="#">7704</a>	7
		<a href="#">Barcode Uniqueness</a>	<a href="#">7705</a>	4,535
		<a href="#">By/For</a>	<a href="#">7142</a>	338,956
		<a href="#">Delivery Point</a>	<a href="#">7901</a>	130,709
		<a href="#">Move/Update</a>	<a href="#">6000</a>	104,917
		<a href="#">Move/Update</a>	<a href="#">6009</a>	45
		<a href="#">Nesting/Sortation</a>	<a href="#">6010</a>	70,946
		<a href="#">Nesting/Sortation</a>	<a href="#">6011</a>	1,264
<a href="#">Nesting/Sortation</a>		<a href="#">6012</a>	2,564	
<a href="#">Service Type</a>	<a href="#">7402</a>	2,581		

Mailing Group ID	Customer Group ID	Job ID	User License Code	Date	Level	Error Type	Error Code	Mail Class	Processing Category	# Errors
				6/2/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	126,207
				6/14/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	53,728
				6/21/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	65,096
				6/28/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	93,925

Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type	Error Code	Error Description
6/21/2016	0024320058805726516364064168060	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.
6/21/2016	0024320058805726516563755792334	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.
6/21/2016	0024320058805726516864064158850	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.
6/21/2016	0024320058805726517563366759044	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.

Process developed to enhance the understanding of undocumented mail pieces

1. Defined operational variability

Variability Cause	
USPS operational variability	Cancellation after delivery
	Redirection after delivery
	Other processing loop
Mailer operational variability	Double feeds, Misprints, Bad printing, Print/eDoc mismatch, etc

2. Reconciling undocumented mail with mailer feedback

3. Advanced analytics for remaining unknown undocumented mailpieces

- ❑ 100% eDoc mailer has all barcoded mailpieces documented
- ❑ Analyzed operational variability for 100% eDoc mailers
  - Undocumented mail from USPS operational variability - **0.003%**

Root Cause		100% eDoc
		% (Volume)
USPS operational variability	Cancellation after delivery	0.001%
	Redirection after delivery	0.0001%
	Other processing loop	0.002%
	Total from USPS operational variability	<b>0.003%</b>

\* Data is from May 2016

- ❑ Validate findings by expanded analysis to all Seamless mailers
- ❑ Results confirmed 100% eDoc mailer findings
  - Undocumented mail from USPS operational variability - **0.004%**

Root Cause		100% eDoc	All Seamless Mailers
		% (Volume)	% (Volume)
USPS operational variability	Cancellation after delivery	0.001%	0.001%
	Redirection after delivery	0.0001%	0.0001%
	Other processing loop	0.002%	0.003%
	<b>Total from operational variability</b>	<b>0.003%</b>	<b>0.004%</b>

\* Data is from May 2016

<b>USPS Operational variability ceiling % (Volume)</b>	<b>.005%</b>
--	--------------

- ❑ Undocumented pieces can also be introduced in mailer plant/processes
- ❑ Analyzed operational variability for 100% eDoc mailers
  - 53 100% eDoc mailers
- ❑ All undocumented pieces not due to USPS operational variability is mailer operational variability
- ❑ Undocumented mail from mailer operational variability - 0.089%

Root Cause		100% eDoc
		% (Volume)
Mailer operational variability	Double feeds, Misprints, Bad printing, Print/ eDoc mismatch, etc	<b>0.089%</b>

\* Data is from May 2016

<b>Mailer operational variability ceiling % (Volume)</b>	<b>.09%</b>
--	-------------

- ❑ No mailer action needed when undocumented volume is less than 0.1%

Root Cause	100% eDoc	Operational Variability Ceiling
	% (Volume)	% (Volume)
Total from USPS operational variability	<b>0.003%</b>	<b>0.005%</b>
Total from Multiple IMb (removed from undocumented volume in September)	<b>N/A</b>	<b>0.011%</b>
Total from mailer operational variability	<b>0.089%</b>	<b>0.09%</b>
<b>Total operational variability ceiling</b>		<b>0.1%</b>

\* Data is from May 2016

- ❑ Mail produced with IMb and not included in eDoc
- ❑ Categorizing undocumented mail pieces into bucketed reasons
- ❑ Targeting mailers with a >0.1% undocumented volume
  - Assist Seamless mailers with undocumented volume >0.3%
- ❑ Developed an investigation/ reconciliation process between USPS and mailers

## Undocumented Reasons

Single-piece not in eDoc (rejected from auto mailing or planned)

Metered pieces in presort mailing without eDoc (hard copy)

Pre-cancelled stamps in presort Mailing without eDoc (hard copy)

Permit Imprint pieces in presort mailing without eDoc (hard copy)

Spoiled/shorted pieces are re-created and not re-submitted in eDoc

3606 (Certification of Bulk Mailing)

eDoc upload failure to *PostalOne!*

Identified pieces from mailing in October--scan had a 93 barcode

Mailing is not finalized

PMOD (Priority Mail Open and Distribute) without eDoc

Pieces on Full Service Postal Wizard

Pieces on Non-Full-Service Postal Wizard

Prepared pieces and handed to 3rd party

- ❑ Detailed mailer process for identifying known undocumented
- ❑ BMS undocumented workbook and checklists
  - Mailers above 0.1% ceiling asked monthly to categorize undocumented pieces
  - Identify undocumented mailpieces due to system/mailer processes
  - Mailer reported “Known Undocumented” mailpieces will be approved by BMS/MMS
- ❑ Remaining undocumented categorized as “Unknown Undocumented” mail pieces
- ❑ Known undocumented process only until mailer presents consistent known undocumented volume

- ❑ Piloted process with current Seamless mailers
- ❑ Reconciled undocumented mailpieces under 0.1% operational variability ceiling

Mailer	Total Pieces	Undocumented Pieces	Undocumented %	Explained Undocumented	Remaining Undocumented	Remaining Undocumented %
Mailer A	1,998,821	92,854	4.439%	92,854	0	0.000%
Mailer B	749,221	6,865	0.908%	6,865	0	0.000%
Mailer C	23,580,863	27,225	0.115%	27,225	0	0.000%
Mailer D	10,199,104	339,107	3.218%	339,107	0	0.000%
Mailer E	6,489,832	17,532	0.269%	17,528	4	0.000%
Mailer F	72,696,215	186,884	0.256%	185,930	954	0.001%
Mailer G	616,409	17,384	2.743%	17,367	17	0.003%
Mailer H	1,856,726	16,930	0.904%	16,836	94	0.005%
Mailer I	5,974,917	106,259	1.747%	105,329	930	0.015%
Mailer J	21,849,759	110,067	0.501%	104,401	5,666	0.026%
Mailer K	7,280,425	18,903	0.259%	15,379	3,524	0.048%
Mailer L	32,465,732	33,866	0.104%	3,262	30,604	0.094%

\* Data is from Jan-Apr 2016

- ❑ Mailer F had 0.256% undocumented mail
- ❑ Reconciled undocumented volume down to 0.001% and identified series of known undocumented reasons

<b>Undocumented Reasons</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>Total</b>
Single-piece not in eDoc (rejected from auto mailing or planned)	0	135	104	215	185,930
eDoc upload failure to <i>PostalOne!</i>	171,389	13,788	0	0	
USPS operational variability	0	130	96	73	954
Remaining Unknown Undocumented	932	6	0	16	
<b>Total</b>					<b>186,884</b>

- ❑ Mailer J had 0.501% undocumented mail
- ❑ Reconciled undocumented volume down to 0.026% and identified series of known undocumented reasons

<b>Undocumented Reasons</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>Total</b>
Single-piece not in eDoc (rejected from auto mailing or planned)	6,000	0	0	0	104,401
Pieces on Non-Full-Service Postal Wizard	5,307	73,678	0	9,601	
Permit Imprint pieces in presort mailing without eDoc (hard copy)	0	9,649	0	0	
USPS operational variability	0	153	0	13	
Remaining Unknown Undocumented	0	5,666	0	0	5,666
<b>Total</b>					<b>110,067</b>

- ❑ Additional investigation techniques for undocumented reconciliation
  - Deep dives performed at mailer requests
  
- ❑ Create mailer profiles based on scan patterns
  
- ❑ Analyzing serial numbers for undocumented and surrounding documented mail pieces
  
- ❑ Bookending and sampling scan series analysis

- Unknown undocumented pieces match the profile of documented mail volume

### Undocumented

Facility	Facility Name	Number of Pieces in Service Area	Number out of Service Area	Total	% in SA
30026	SCF NORTH METRO GA	3422	2	3424	99.94%

### Documented

Facility	Facility Name	Number of Pieces in Service Area	Number out of Service Area	Total	% in SA
30026	SCF NORTH METRO GA	5339	7	5346	99.87%

- Serial numbers on undocumented piece scans have similar ranges with documented pieces at the same time

Scan Date	Serial Number Min	Serial Number Max	Number of Undoc Pieces in Series
4/1/2016	465390992	465801780	553
4/2/2016	465760489	465802063	688
4/3/2016	465809294	465946824	253
4/4/2016	465946546	465948158	236

Undocumented

eDoc Mailing Date	Mailing Number	Serial Number Min	Serial Number Max
4/4/2016	1	465806399	465808950
4/4/2016	2	465954630	465956084

Documented

- ❑ Determined mailer and USPS operational variability thresholds
  - Operational Variability Ceiling set to 0.1%
  - Mailers below ceiling will not need any action
  
- ❑ “Known Undocumented” reconciliation process established
  - Joint process with supporting worksheet to track IMb mail without eDoc for mailers above 0.1%
  
- ❑ “Unknown Undocumented” deep dive analysis
  - USPS offering further investigation if unable to reconcile below 0.1%

## Using PAF for Postage Assessment

- ❑ Information retrieved from sampling verifications are used to calculate postage for sampled pieces
- ❑ “Adjusted postage” is compared to the eDoc postage using a Postage Adjustment Factor (PAF)

<b>Sampling Verifications</b>	<b>Postage</b>	Postage Payment Method or Postage Affixed amount on piece different than included in the eDoc
	<b>Weight</b>	Piece weight is different than was included in the eDoc
	<b>Mail Characteristic</b>	Piece was paid at Standard Mail price but the content makes it a First-Class piece OR piece is paid at a Non-Profit piece but content should makes it a Regular price piece
	<b>Barcode Quality</b>	Piece had a unscannable barcode and was included in a mailing that only had automated price pieces

We divide the sampling verifications into 3 PAF assessments:

PAF Type	Verification Included	Attribute Checked	How Charges Work?
<b>General</b>	Postage	Postage Type Postage Amount	<p><b>*Applies to all pieces from an eDoc submitter</b></p> $\text{General PAF} = \frac{\text{Sum of Adjusted Postage for Sampling Errors (postage + weight) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}}$
	Weight	Mailpiece Weight	
<b>Mail Characteristic</b>	Mail Characteristic	Processing Category Mail Class Nonprofit Eligibility Content	<p><b>*Separately calculated for all pieces from each Mail Owner and eDoc submitter</b></p> $\text{Mail Characteristic PAF} = \frac{\text{Sum of Adjusted Postage for Sampling Errors (Mail Characteristic) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}}$
<b>Barcode Quality</b>	Barcode Quality	Barcode Application Barcode Readability	<p><b>*Applies only to unscanned pieces from eDoc submitter</b></p> $\text{Barcode Quality PAF} = \frac{\text{Sum of Adjusted Postage for Sampling Errors (Barcode Quality) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}}$

## Each PAF follows the same process for calculation:

- ❑ PAF measures the difference between the original eDoc postage paid and the correct postage amount for the pieces sampled:

$$PAF = \frac{\textit{Sum of Adjusted Postage}}{\textit{Sum of eDoc Postage}}$$

- ❑ If the PAF > 1 the mailing is **underpaid**
  - If PAF exceeds PAF Threshold (**PAF > 1.05**), additional postage will be charged
  - The additional postage charged for the sample is then applied to the entire mailing

## PAF Calculation Example: General PAF

$$\begin{aligned} \text{General PAF} &= \frac{\text{Sum of Adjusted Postage Sampling Error (postage + weight) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}} \\ &= \frac{\$25.64 + \$31.85}{\$53.54} \\ &= \mathbf{1.0738} \end{aligned}$$

- Postage was underpaid by 7.38%
- PAF Threshold exceeded ( $1.0738 > 1.05$ )
  - Portion exceeding threshold will be applied to entire mailing

## Sampling Postage Assessment:

- Using the sample as a representative of the entire mailing, additional postage is assessed

<b>Additional Postage Due</b>	=	Original eDoc Postage in Calendar Month	X	(PAF – PAF Threshold)
	=	\$24,500	X	(1.0738 – 1.05)
	=	\$24,500	X	0.0238
	=	<b>\$583.10</b>		

21 of 64 Mailers (33%) had 10 or less General PAF errors over 5 months; they would not have been impacted

Mailer	Total Scans	Total Gen		Adjusted Total		Adjusted Change	Pcnt	
		PAF Errors	Error Rate	Gen PAF Errors	Error Rate		Change	Change
E	16,812	10	0.0006	10	0.0006	0	0%	
AW	10,703	8	0.0007	8	0.0007	0	0%	
AK	10,973	8	0.0007	8	0.0007	0	0%	
BK	12,205	7	0.0006	7	0.0006	0	0%	
AV	3,060	6	0.0020	6	0.0020	0	0%	
AS	11,205	6	0.0005	6	0.0005	0	0%	
V	6,376	5	0.0008	5	0.0008	0	0%	
BE	6,240	5	0.0008	5	0.0008	0	0%	
AE	8,369	5	0.0006	5	0.0006	0	0%	
AA	11,628	4	0.0003	4	0.0003	0	0%	
BG	4,673	2	0.0004	2	0.0004	0	0%	
F	10,067	1	0.0001	1	0.0001	0	0%	
A	600	0	-	0	-	0NA		
M	2,869	0	-	0	-	0NA		
AP	10,657	0	-	0	-	0NA		
AU	536	0	-	0	-	0NA		
AX	1,203	0	-	0	-	0NA		
AY	420	0	-	0	-	0NA		
BF	2,988	0	-	0	-	0NA		
BI	11,966	0	-	0	-	0NA		
BL	89	0	-	0	-	0NA		

The remaining 30 Mailers would have shown reductions of 6% - 0%

**WHAT:** Payment Modernization will allow USPS commercial customers to securely pay for products and services with ACH Debit or Trust using one Enterprise Payment account that they can manage online

**HOW:** (1) Enable a single, secure, self-service online account management and payment system  
 (2) Use secure identifier to replace bank account number and remove sensitive customer data from USPS' servers

**Note:** CAPS, eACH Online, and EMRS will be retired as part of the Enterprise Payment project



## Setting up Enterprise Payment Account with EPOBOL (pilot):

1. Create/verify BCG account	6. Select payment methods
2. Submit POBOL migration sheet	7. Enter EPA number into migration sheet
3. Receive email to enroll in Enterprise Payment System and in EPOBOL	8. EPOBOL teams links PO Boxes to EPA
4. Enroll in EPS and EPOBOL	9. Manage EPOBOL
5. Create EPA	10. Manage EPA reports



- User will verify that they have a Business Customer Gateway (BCG) account, or create a new one, with an assigned Company Registration ID (CRID)
- Collect and validate PO Boxes, Caller Services, and Reserves using provided migration sheet:

Migration Sheet							Completed by USPS Migration Team	
Completed by Customer								
Step 1								
Company Name	PO Box Zip Code	PO Box Number	Box Size	Customer Registration ID (CRID)	CAPS or Enterprise Payment Account #	Customer Validated? (Y/N)	USPS Migration Team Validated? (Y/N)	Error Reason/ Comments
COMPANY NAME	10101	10136	C	100001	56789	Y		
COMPANY NAME	10101A	10137	C	100001	56789	Y		

- Instructions and invitation code will be sent after validation

- ❑ User will receive an email inviting them to create an Enterprise Payment Account and access Enterprise PO Boxes Online. User will click the invitation code link from the email
- ❑ Sign into the Business Customer Gateway (BCG)



Gateway USPS.com Help

 **Business Customer Gateway**

**Save time and money**  
With USPS online tools and incentive programs.

**Sign In**

Username

Password

[Forgot password?](#)

**Sign in**

Not a registered USPS Business Customer?  
[Register for free](#)

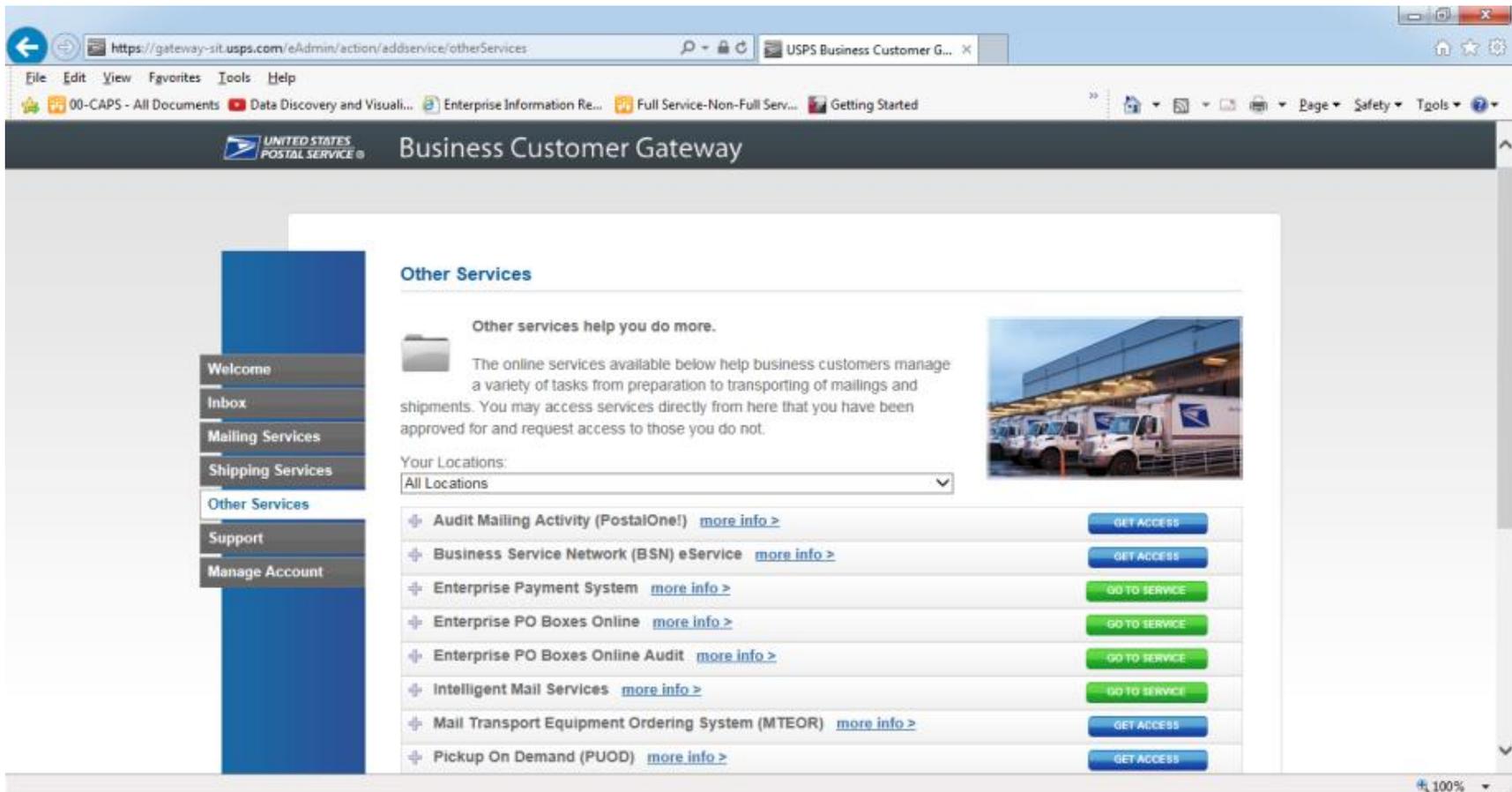
 **Click-N-Ship Business Pro™** Shipping 50+ packages or more?  
Get our free software. [Learn More](#)

**Mailers**   
Save time and money **managing your mailings online**. Get your message where you need it to go with **Every Door Direct Mail**. Use the **Intelligent Mail**

**Shippers**   
Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.

**Business**   
Sign up for **USPS Promotions and Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**.

- ❑ Customers will enroll in Enterprise Payment System and Enterprise PO Boxes
- ❑ Customers will need to use an invitation code to access EPS
- ❑ Note: Customers need to have a Business Location and an EPA to access EPOBOL



Business Customer Gateway

### Other Services

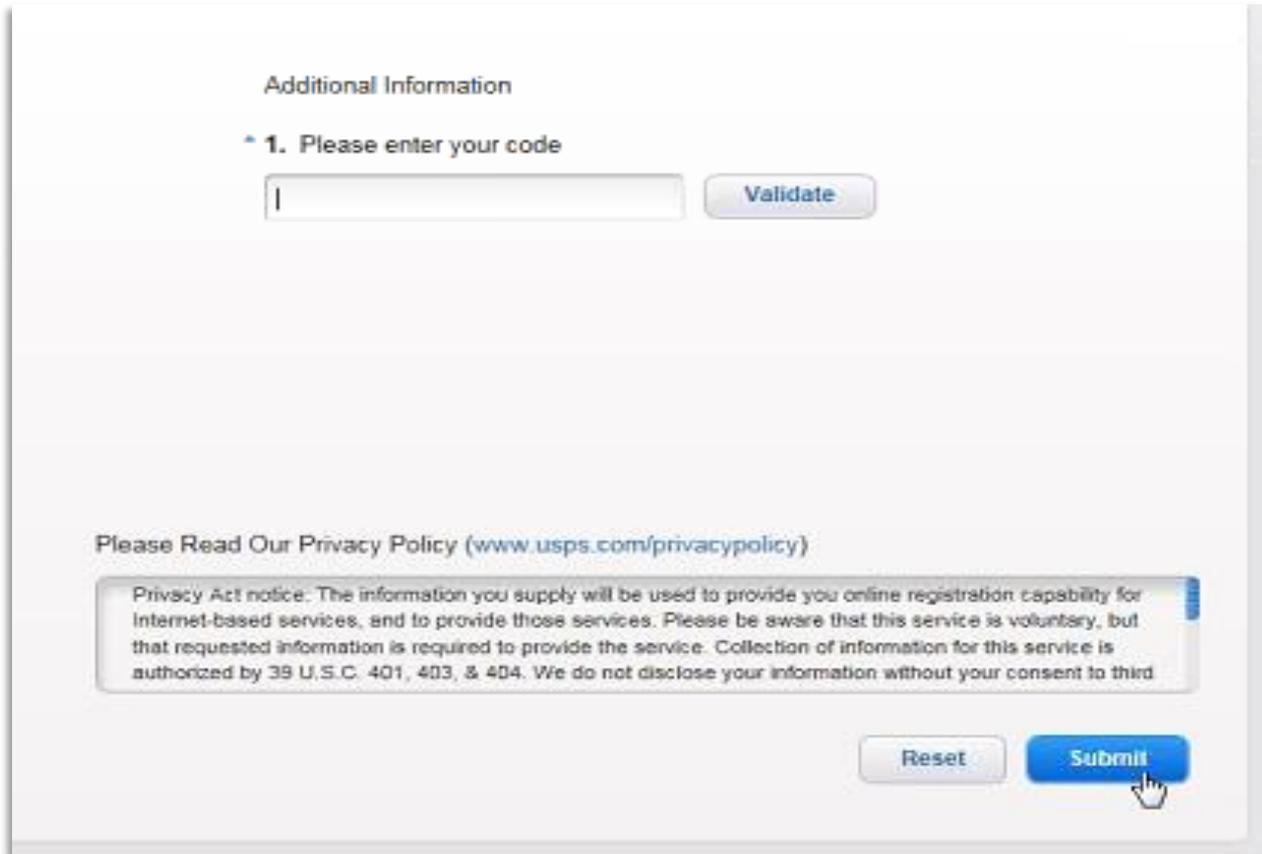
Other services help you do more.

The online services available below help business customers manage a variety of tasks from preparation to transporting of mailings and shipments. You may access services directly from here that you have been approved for and request access to those you do not.

Your Locations:

<a href="#">Audit Mailing Activity (PostalOne!) <small>more info &gt;</small></a>	<a href="#">GET ACCESS</a>
<a href="#">Business Service Network (BSN) eService <small>more info &gt;</small></a>	<a href="#">GET ACCESS</a>
<a href="#">Enterprise Payment System <small>more info &gt;</small></a>	<a href="#">GO TO SERVICE</a>
<a href="#">Enterprise PO Boxes Online <small>more info &gt;</small></a>	<a href="#">GO TO SERVICE</a>
<a href="#">Enterprise PO Boxes Online Audit <small>more info &gt;</small></a>	<a href="#">GO TO SERVICE</a>
<a href="#">Intelligent Mail Services <small>more info &gt;</small></a>	<a href="#">GO TO SERVICE</a>
<a href="#">Mail Transport Equipment Ordering System (MTEOR) <small>more info &gt;</small></a>	<a href="#">GET ACCESS</a>
<a href="#">Pickup On Demand (PUOD) <small>more info &gt;</small></a>	<a href="#">GET ACCESS</a>

- ❑ Enter the invitation code, select “validate”
- ❑ Select “Submit”



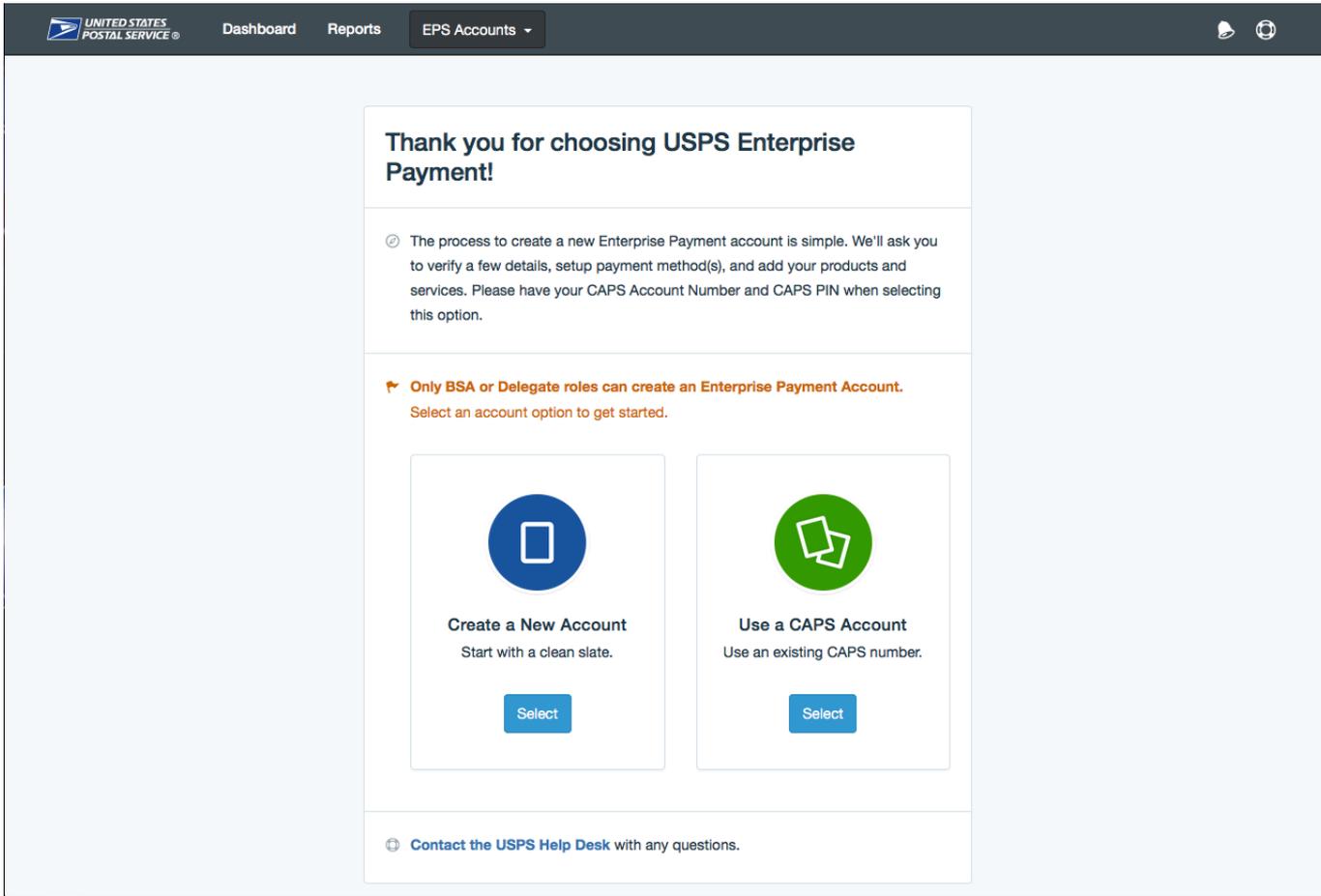
Additional Information

\* 1. Please enter your code

Please Read Our Privacy Policy ([www.usps.com/privacypolicy](http://www.usps.com/privacypolicy))

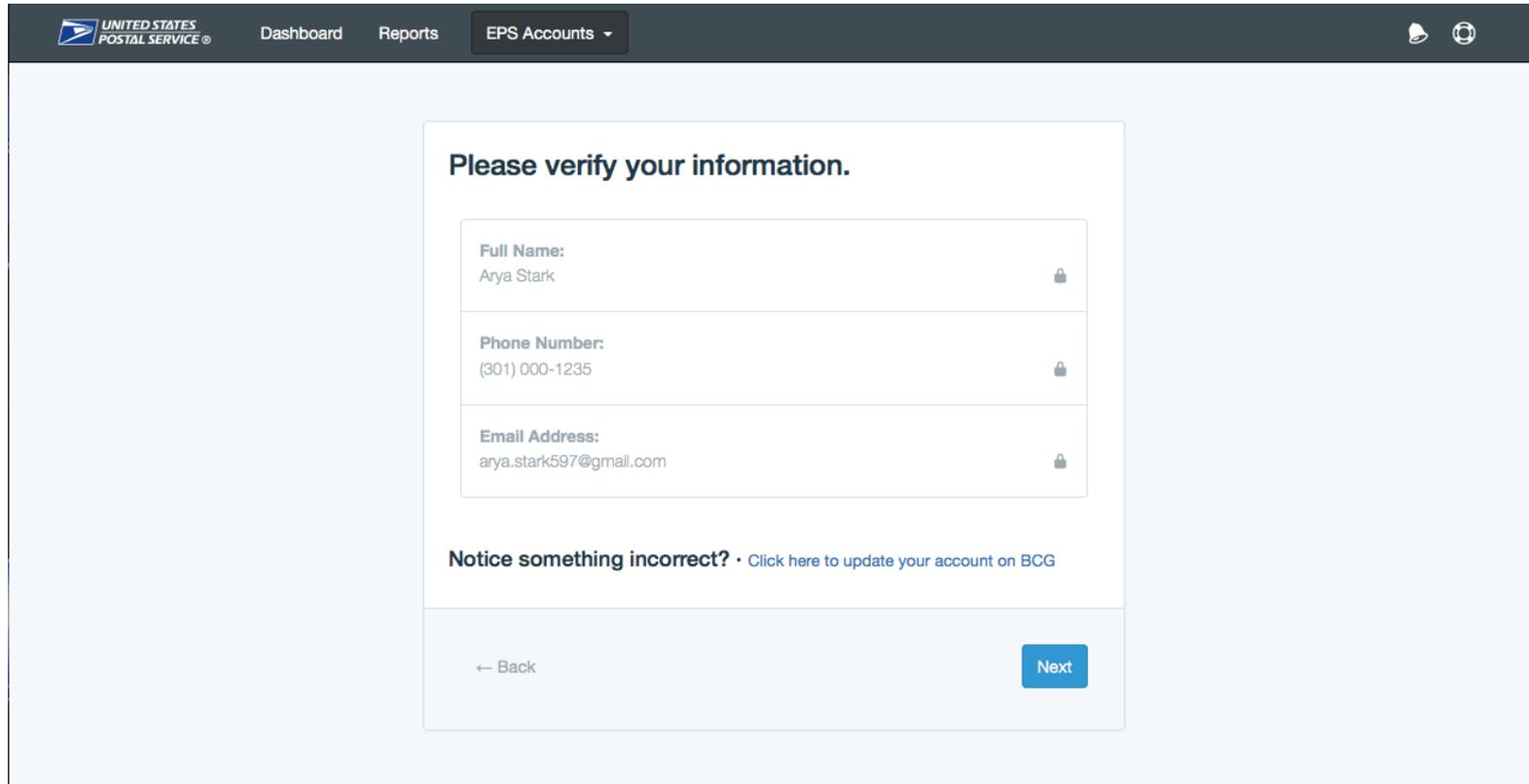
Privacy Act notice: The information you supply will be used to provide you online registration capability for Internet-based services, and to provide those services. Please be aware that this service is voluntary, but that requested information is required to provide the service. Collection of information for this service is authorized by 39 U.S.C. 401, 403, & 404. We do not disclose your information without your consent to third

- ❑ Select one of the following options:
- Create a New Account
  - Use a CAPS Account Number



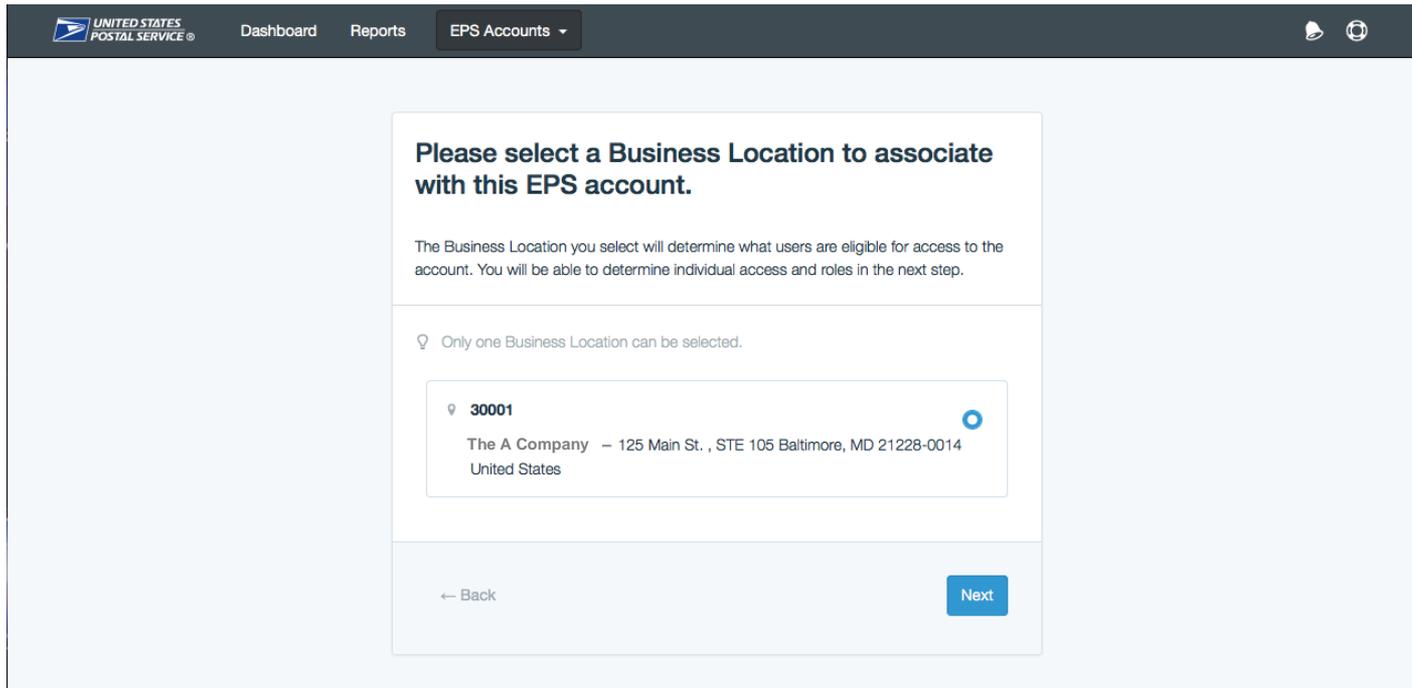
The screenshot shows the USPS Enterprise Payment account creation interface. At the top, there is a navigation bar with the USPS logo, "Dashboard", "Reports", and "EPS Accounts" (with a dropdown arrow). On the right side of the navigation bar, there are notification and help icons. The main content area features a large white box with a blue header that reads "Thank you for choosing USPS Enterprise Payment!". Below the header, there is a paragraph of text explaining the process: "The process to create a new Enterprise Payment account is simple. We'll ask you to verify a few details, setup payment method(s), and add your products and services. Please have your CAPS Account Number and CAPS PIN when selecting this option." Below this text, there is a red warning icon and a message: "Only BSA or Delegate roles can create an Enterprise Payment Account. Select an account option to get started." There are two main options presented in white boxes with rounded corners. The first option, "Create a New Account", features a blue circular icon with a white smartphone symbol and the text "Start with a clean slate." Below this is a blue "Select" button. The second option, "Use a CAPS Account", features a green circular icon with a white document symbol and the text "Use an existing CAPS number." Below this is a blue "Select" button. At the bottom of the white box, there is a help icon and the text "Contact the USPS Help Desk with any questions."

- ❑ Verify profile information, click “Next”



The screenshot shows a web interface for the United States Postal Service. At the top, there is a dark navigation bar with the USPS logo, the text "UNITED STATES POSTAL SERVICE®", and navigation links for "Dashboard", "Reports", and "EPS Accounts" (with a dropdown arrow). On the right side of the navigation bar are a notification bell icon and a user profile icon. The main content area is light gray and features a white-bordered box with the heading "Please verify your information." Below this heading are three rows of information, each with a lock icon on the right: "Full Name: Arya Stark", "Phone Number: (301) 000-1235", and "Email Address: arya.stark597@gmail.com". Below these rows is a link: "Notice something incorrect? · [Click here to update your account on BCG](#)". At the bottom of the box are two buttons: a "← Back" button and a blue "Next" button.

- ❑ Select a CRID to associate to the Payment Account, click “Next”



The screenshot shows a web interface for the United States Postal Service. The top navigation bar includes the USPS logo, 'Dashboard', 'Reports', and 'EPS Accounts' (with a dropdown arrow). There are also notification and help icons on the right. The main content area is a light gray box with a white border. It contains the following text:

**Please select a Business Location to associate with this EPS account.**

The Business Location you select will determine what users are eligible for access to the account. You will be able to determine individual access and roles in the next step.

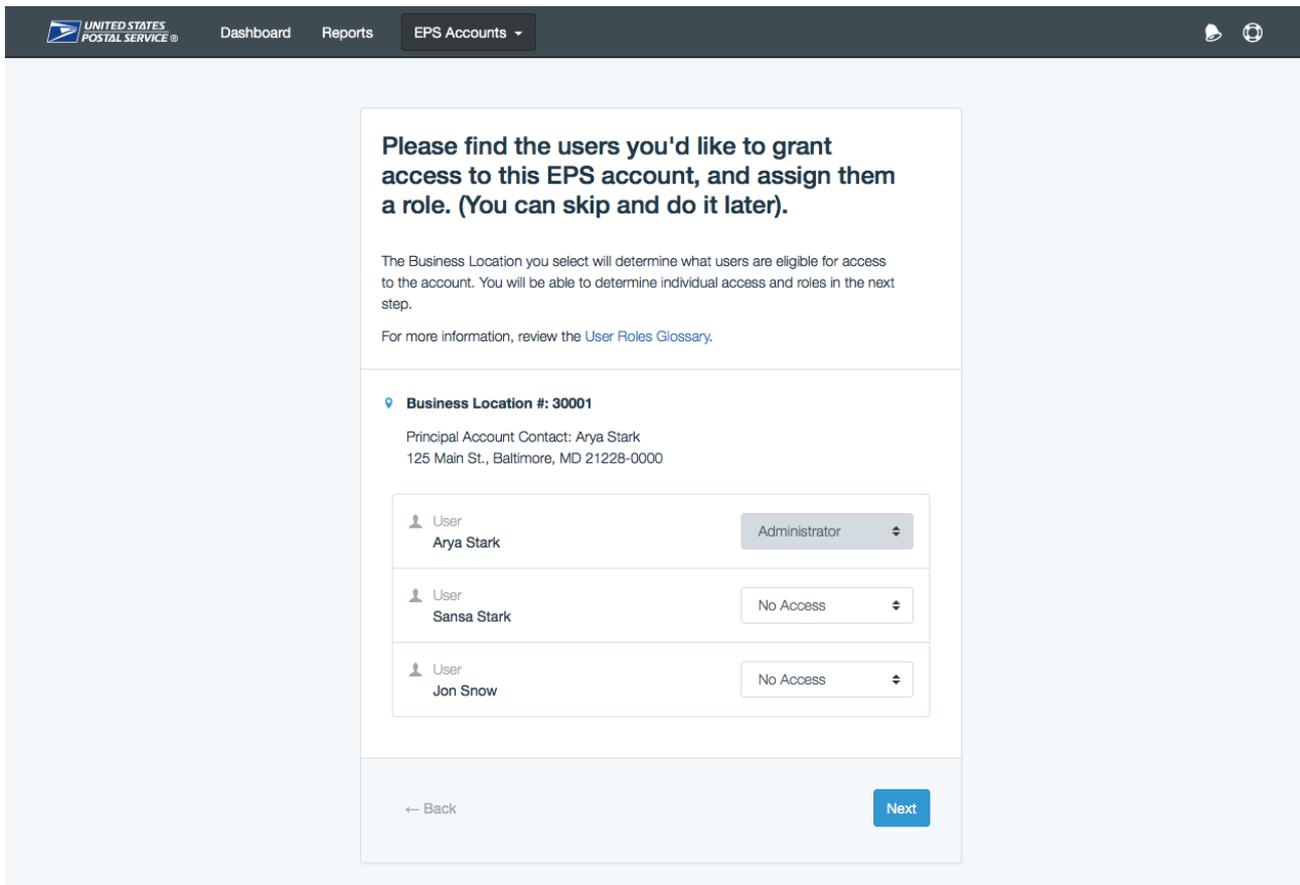
📍 Only one Business Location can be selected.

📍 **30001**

The A Company – 125 Main St. , STE 105 Baltimore, MD 21228-0014  
United States

At the bottom of the form, there is a '← Back' link on the left and a blue 'Next' button on the right.

- ❑ Review all the users that have access to the CRID and are enrolled in Enterprise Payment, update their role if necessary, click “Next”



**Please find the users you'd like to grant access to this EPS account, and assign them a role. (You can skip and do it later).**

The Business Location you select will determine what users are eligible for access to the account. You will be able to determine individual access and roles in the next step.

For more information, review the [User Roles Glossary](#).

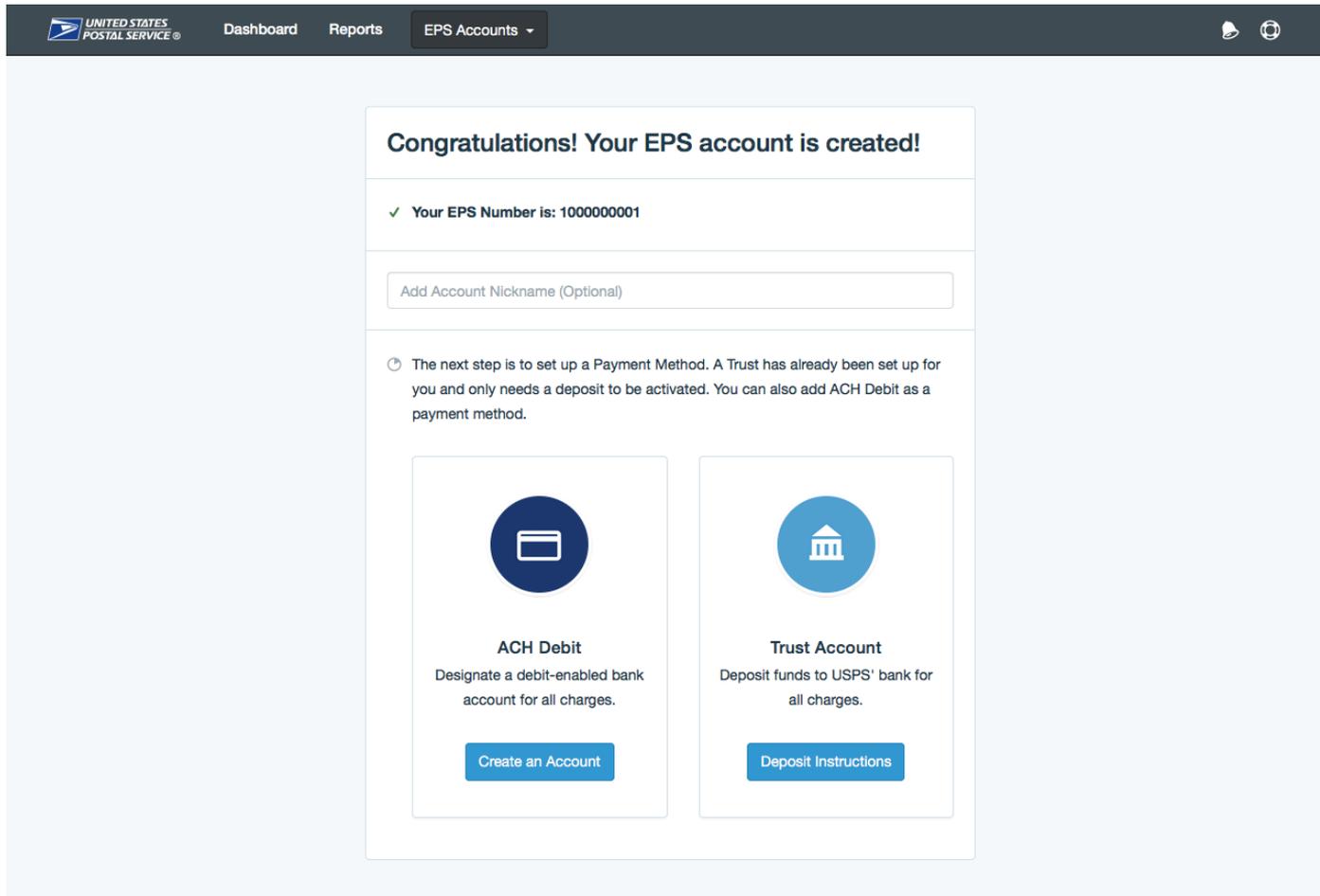
**Business Location #: 30001**

Principal Account Contact: Arya Stark  
125 Main St., Baltimore, MD 21228-0000

User Arya Stark	Administrator
User Sansa Stark	No Access
User Jon Snow	No Access

← Back Next

- Payment Account Number will display, add a nickname if necessary
- Select a Payment Method (ACH Debit or Trust)

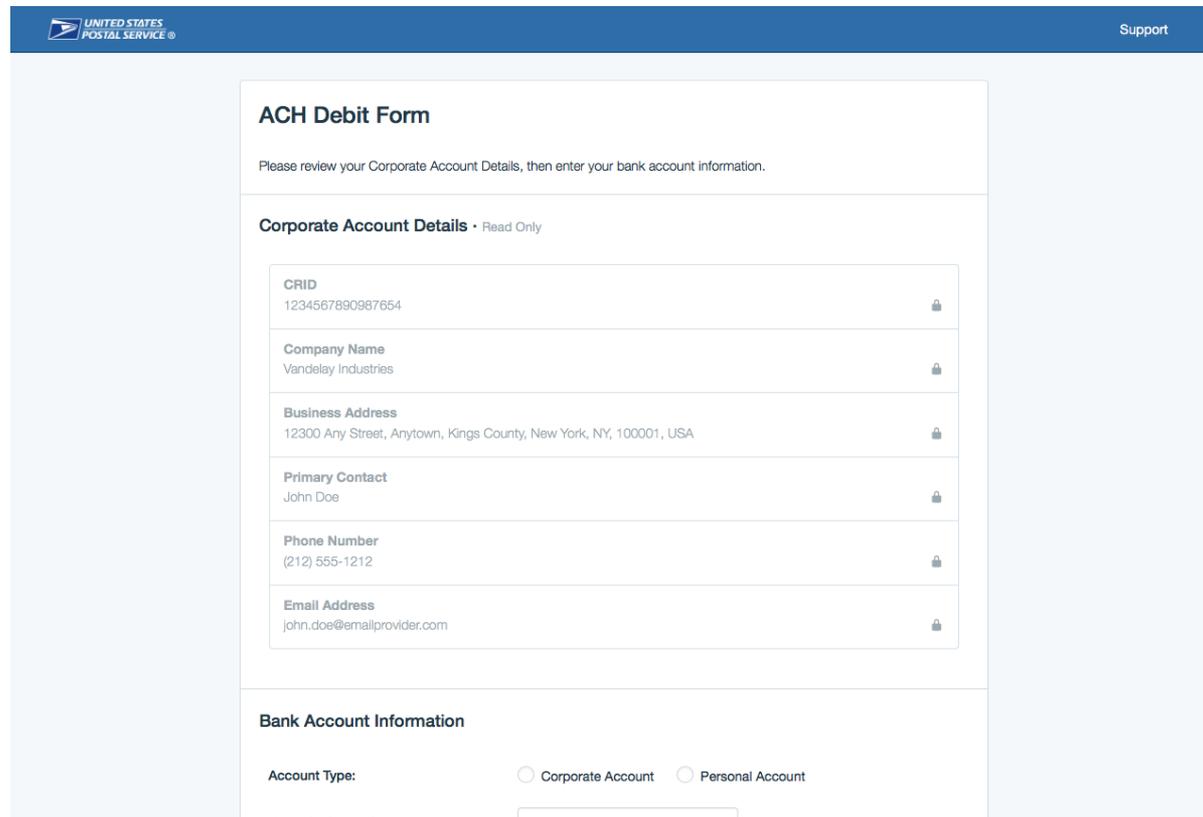


The screenshot shows the USPS EPS Accounts dashboard. The navigation bar includes the USPS logo, "Dashboard", "Reports", and "EPS Accounts" (with a dropdown arrow). There are notification and help icons on the right. The main content area displays a success message: "Congratulations! Your EPS account is created!". Below this, it shows a green checkmark and the text "Your EPS Number is: 1000000001". There is an input field for "Add Account Nickname (Optional)". A note indicates the next step is to set up a Payment Method, mentioning that a Trust has already been set up and only needs a deposit to be activated, and that ACH Debit can also be added. Two options are presented: "ACH Debit" with a card icon, described as designating a debit-enabled bank account, and "Trust Account" with a bank icon, described as depositing funds to the USPS' bank. Each option has a corresponding button: "Create an Account" for ACH Debit and "Deposit Instructions" for Trust Account.

- ❑ Customer will input new EPA number into migration sheet
- ❑ Send the updated migration sheet to the migration team
- ❑ The migration team will validate the Enterprise Payment account and upload your boxes in EPOBOL.

Migration Sheet							Completed by USPS Migration Team	
Completed by Customer								
Step 1								
Company Name	PO Box Zip Code	PO Box Number	Box Size	Customer Registration ID (CRID)	CAPS or Enterprise Payment Account #	Customer Validated? (Y/N)	USPS Migration Team Validated? (Y/N)	Error Reason/Comments
COMPANY NAME	10101	10136	C	100001	9000056789	Y	Y	
COMPANY NAME	10101A	10137	C	100001	9000056789	Y	Y	

- ❑ Customer will continue setting up EPA
- ❑ If Trust is selected – Follow the on screen instructions to initiate a wire transfer through the bank or at retail
- ❑ If ACH Debit is selected – the user is redirected to Global Payment to securely add bank account information



The screenshot shows a web interface for the "ACH Debit Form". At the top left is the United States Postal Service logo, and at the top right is a "Support" link. The main heading is "ACH Debit Form". Below the heading is a instruction: "Please review your Corporate Account Details, then enter your bank account information." The form is divided into two main sections: "Corporate Account Details" and "Bank Account Information".

**Corporate Account Details** • Read Only

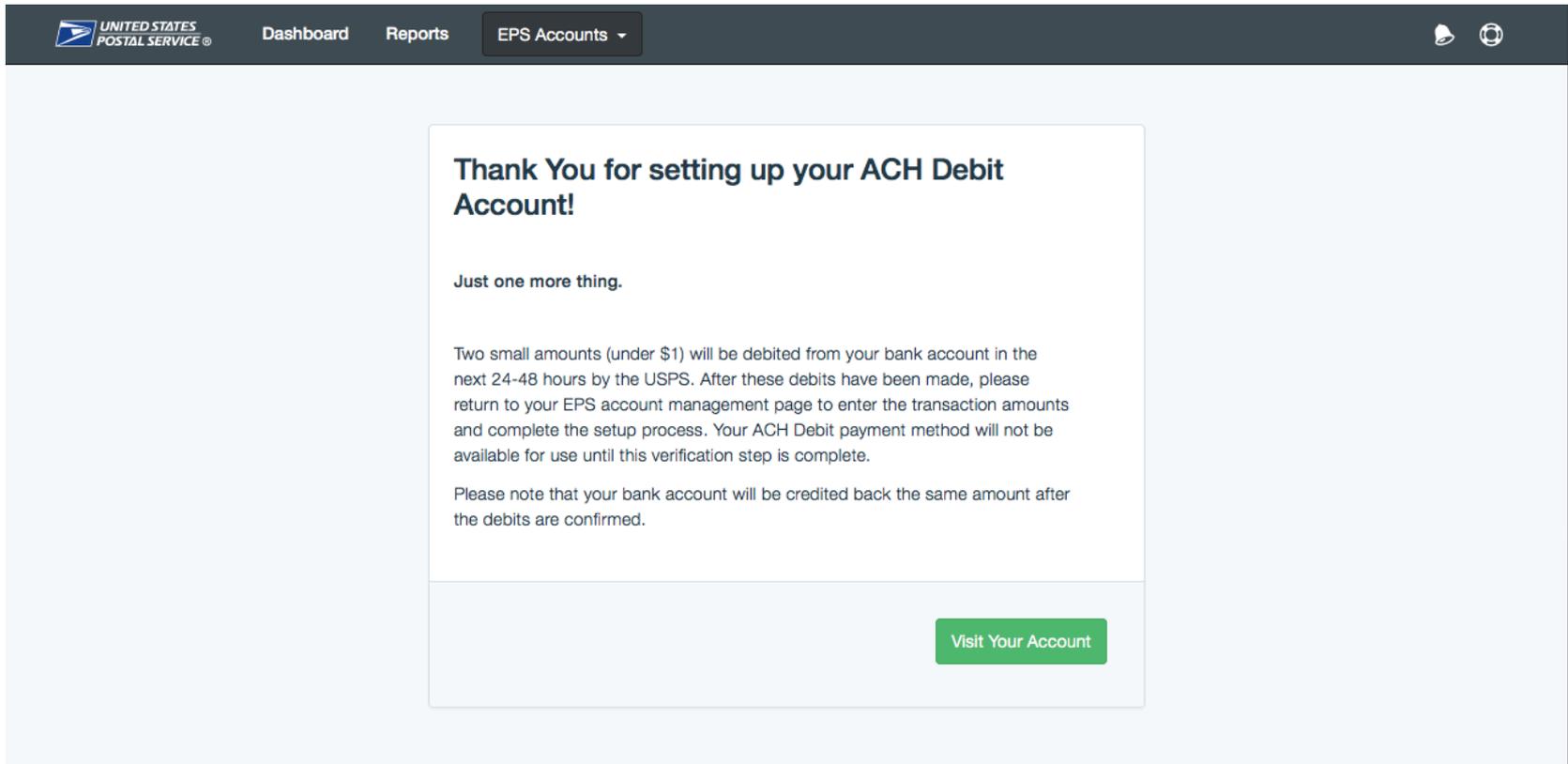
CRID	1234567890987654	🔒
Company Name	Vandelay Industries	🔒
Business Address	12300 Any Street, Anytown, Kings County, New York, NY, 100001, USA	🔒
Primary Contact	John Doe	🔒
Phone Number	(212) 555-1212	🔒
Email Address	john.doe@emailprovider.com	🔒

**Bank Account Information**

Account Type:  Corporate Account  Personal Account

Bank Name (ABA Member)

- ❑ After entering bank account information, user is then redirected back to Enterprise Payment to see a confirmation screen and instructions to complete account verification



The screenshot shows a web interface for the USPS Enterprise Payment system. The top navigation bar includes the USPS logo, "Dashboard", "Reports", and "EPS Accounts" with a dropdown arrow. There are also notification and help icons on the right. The main content area features a white box with the following text:

### Thank You for setting up your ACH Debit Account!

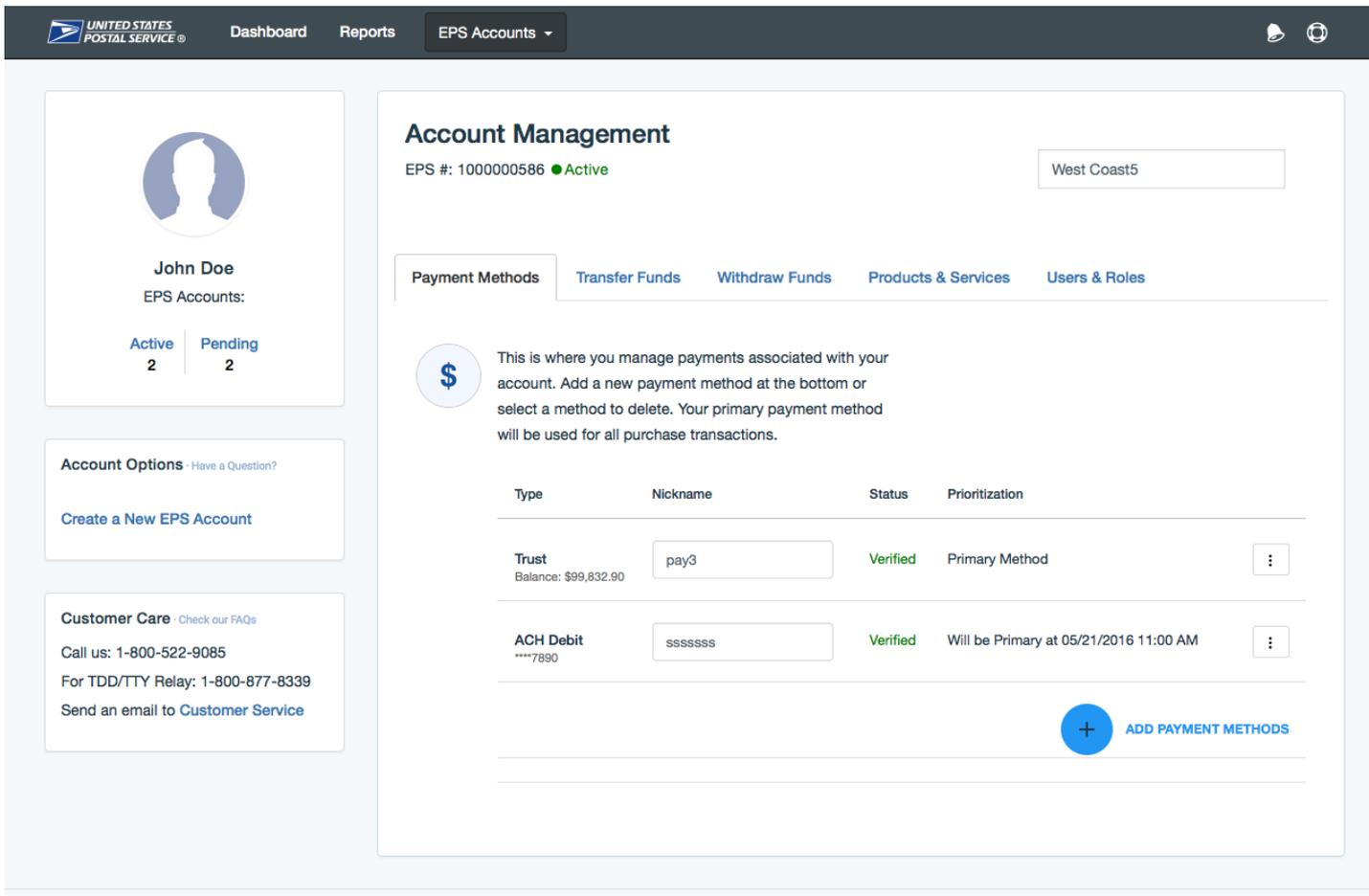
**Just one more thing.**

Two small amounts (under \$1) will be debited from your bank account in the next 24-48 hours by the USPS. After these debits have been made, please return to your EPS account management page to enter the transaction amounts and complete the setup process. Your ACH Debit payment method will not be available for use until this verification step is complete.

Please note that your bank account will be credited back the same amount after the debits are confirmed.

[Visit Your Account](#)

- ❑ After the 2 transactions have been made to the user's bank account, the user can log into their Enterprise Payment account, navigate to their pending ACH Debit and verify the 2 micro deposits
- ❑ The user can use the Account Management page to manage payment methods, transfer funds, withdraw funds, and manage users and roles



**UNITED STATES POSTAL SERVICE®**    Dashboard    Reports    EPS Accounts ▾

**John Doe**  
EPS Accounts:

Active 2    Pending 2

**Account Options** - Have a Question?  
[Create a New EPS Account](#)

**Customer Care** - Check our FAQs  
Call us: 1-800-522-9085  
For TDD/TTY Relay: 1-800-877-8339  
Send an email to [Customer Service](#)

### Account Management

EPS #: 1000000586 ● Active    West Coast5

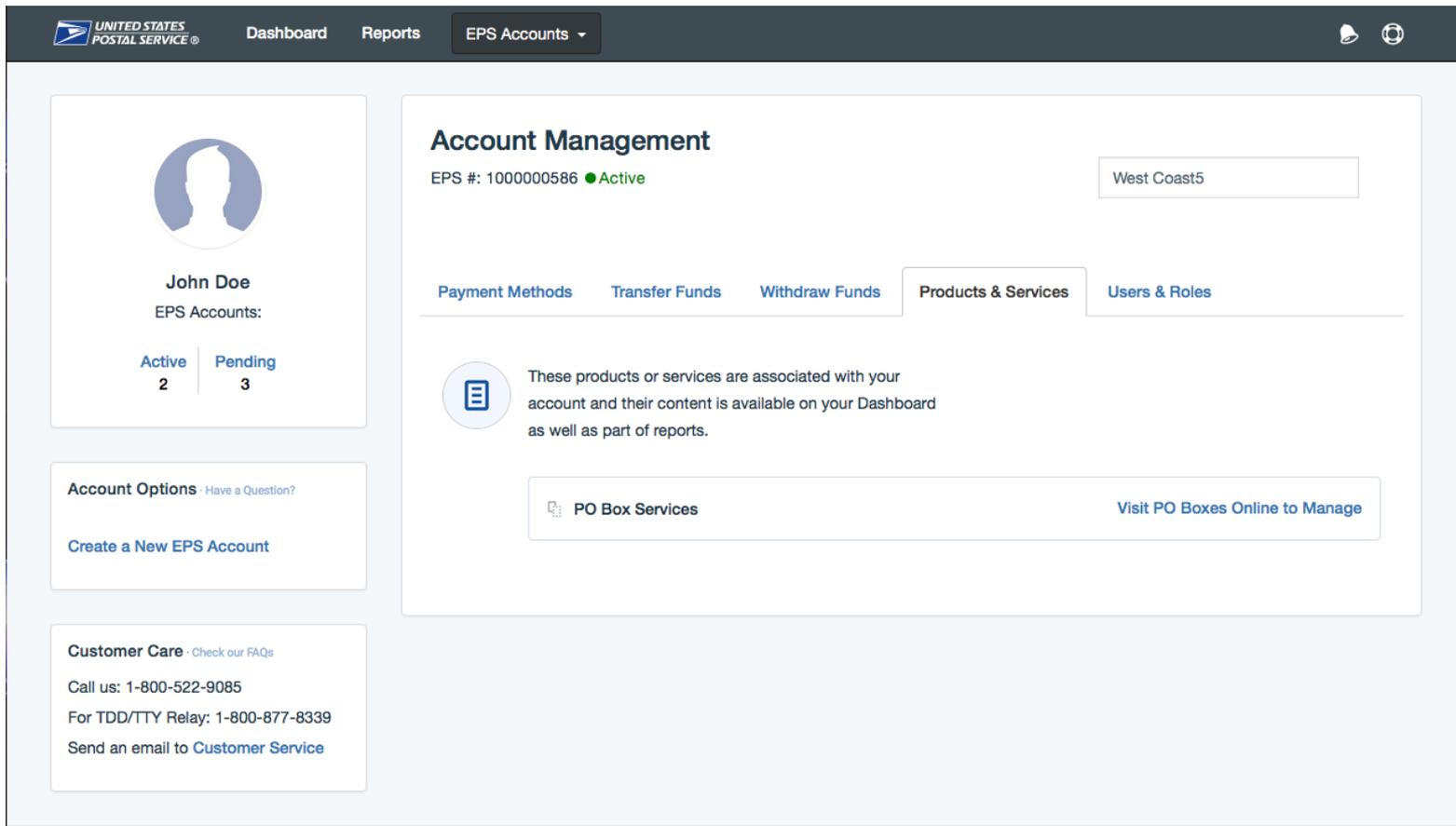
Payment Methods    Transfer Funds    Withdraw Funds    Products & Services    Users & Roles

**\$** This is where you manage payments associated with your account. Add a new payment method at the bottom or select a method to delete. Your primary payment method will be used for all purchase transactions.

Type	Nickname	Status	Prioritization
Trust Balance: \$99,832.90	pay3	Verified	Primary Method
ACH Debit ***7890	ssssss	Verified	Will be Primary at 05/21/2016 11:00 AM

[+](#) ADD PAYMENT METHODS

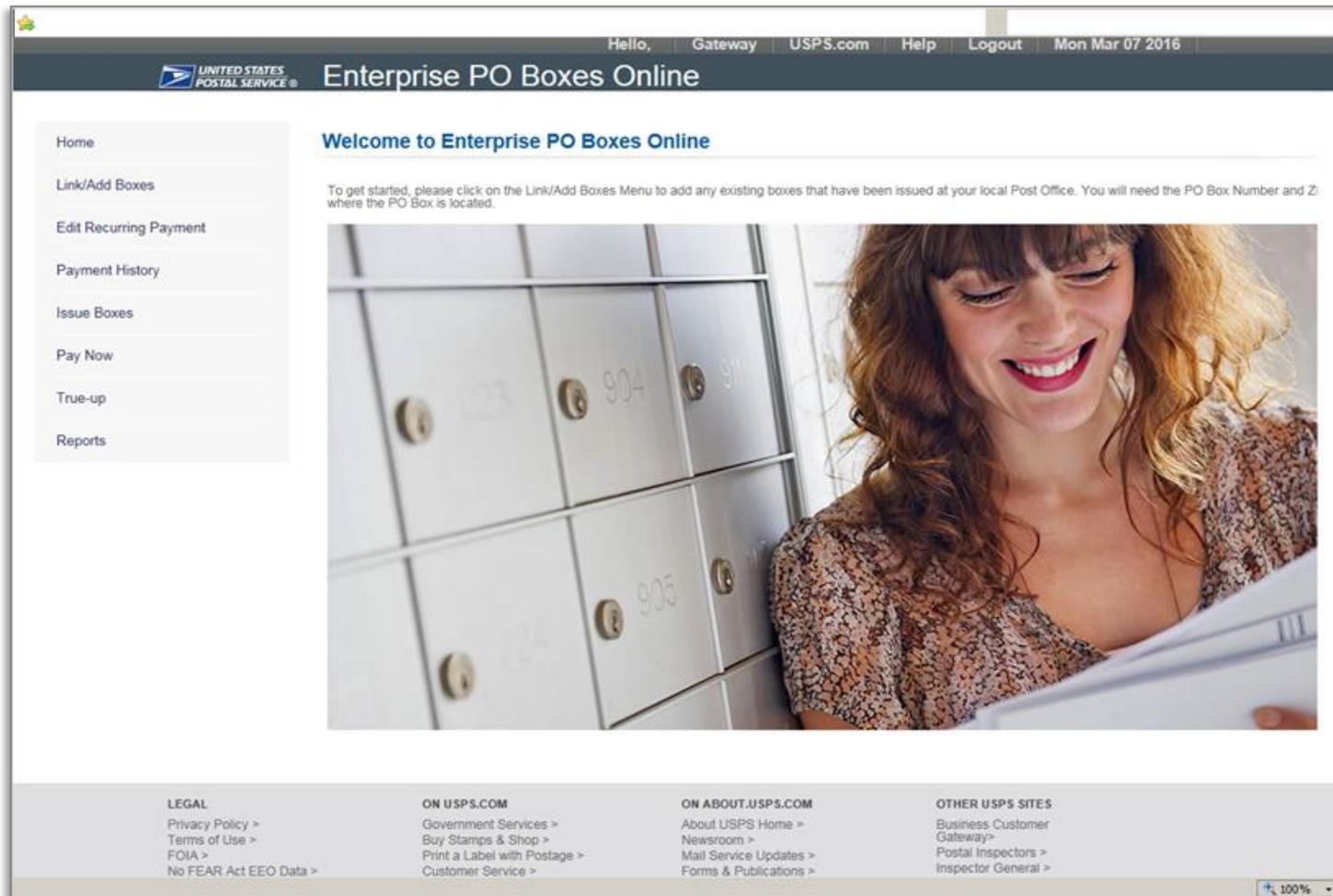
- ❑ To link an Enterprise Payment account to PO Boxes, click “Products and Services”
- ❑ Select “Visit PO Boxes Online to Manage,” which will redirect the user to EPOBOL



The screenshot displays the 'Account Management' page for a user named John Doe. The page is divided into several sections:

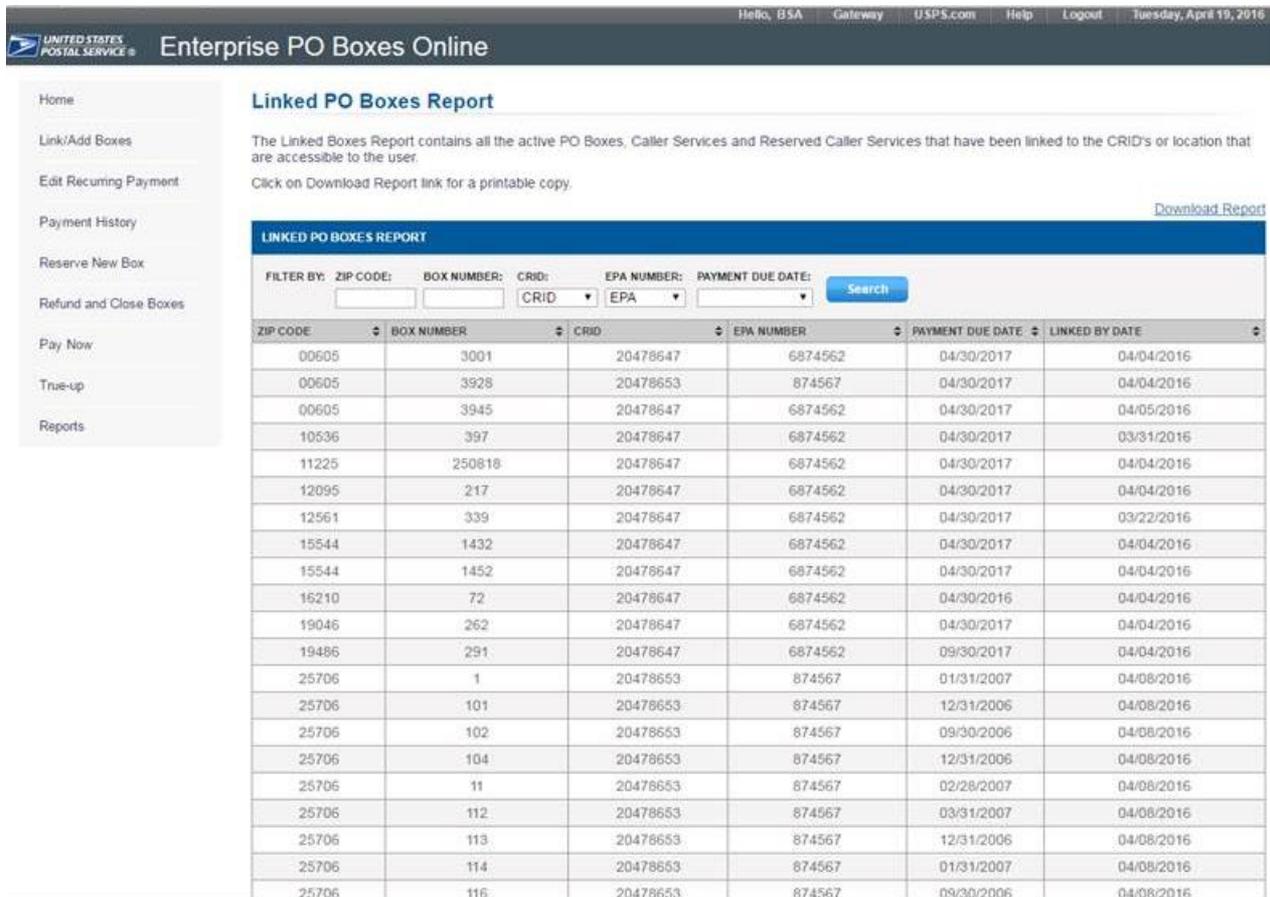
- Header:** Includes the USPS logo, navigation tabs for 'Dashboard', 'Reports', and 'EPS Accounts', and notification icons.
- User Profile:** Shows a profile picture placeholder, the name 'John Doe', and 'EPS Accounts: Active 2 | Pending 3'.
- Account Options:** Contains a link for 'Account Options - Have a Question?' and a button for 'Create a New EPS Account'.
- Customer Care:** Provides contact information: 'Call us: 1-800-522-9085', 'For TDD/TTY Relay: 1-800-877-8339', and a link to 'Send an email to Customer Service'.
- Account Management Section:**
  - Header: 'Account Management' with 'EPS #: 1000000586 ● Active' and a location dropdown set to 'West Coast5'.
  - Navigation tabs: 'Payment Methods', 'Transfer Funds', 'Withdraw Funds', 'Products & Services' (selected), and 'Users & Roles'.
  - Content: A message stating 'These products or services are associated with your account and their content is available on your Dashboard as well as part of reports.' Below this is a box for 'PO Box Services' with a button labeled 'Visit PO Boxes Online to Manage'.

- ❑ Customers are redirected to the EPOBOL Landing Page from EPS
- ❑ Customers can also sign in to EPOBOL using BCG
- ❑ EPOBOL Landing Page contains all available features



The screenshot displays the 'Enterprise PO Boxes Online' web application. At the top, a navigation bar includes links for 'Hello', 'Gateway', 'USPS.com', 'Help', 'Logout', and the date 'Mon Mar 07 2016'. The main header features the USPS logo and the title 'Enterprise PO Boxes Online'. A left-hand navigation menu lists options: Home, Link/Add Boxes, Edit Recurring Payment, Payment History, Issue Boxes, Pay Now, True-up, and Reports. The main content area is titled 'Welcome to Enterprise PO Boxes Online' and contains a message: 'To get started, please click on the Link/Add Boxes Menu to add any existing boxes that have been issued at your local Post Office. You will need the PO Box Number and ZIP where the PO Box is located.' Below this text is a photograph of a smiling woman with long, wavy hair looking at a document in front of a wall of white mailboxes. The footer contains four columns of links: 'LEGAL' (Privacy Policy, Terms of Use, FOIA, No FEAR Act EEO Data), 'ON USPS.COM' (Government Services, Buy Stamps & Shop, Print a Label with Postage, Customer Service), 'ON ABOUT.USPS.COM' (About USPS Home, Newsroom, Mail Service Updates, Forms & Publications), and 'OTHER USPS SITES' (Business Customer Gateway, Postal Inspectors, Inspector General). A browser zoom level of 100% is visible in the bottom right corner.

- ❑ Click “Reports” to view the list of loaded boxes
- ❑ Send an email to the migration team if you experience any issues or errors.  
[PaymentModernizationMigrationTeam@usps.gov](mailto:PaymentModernizationMigrationTeam@usps.gov)
- ❑ Start managing (open, close, pay) PO Boxes, Callers and Reserves online



The screenshot shows the 'Enterprise PO Boxes Online' interface. At the top, there is a navigation bar with links for 'Hello, BSA', 'Gateway', 'USPS.com', 'Help', 'Logout', and the date 'Tuesday, April 19, 2016'. Below this is a sidebar with navigation options: Home, Link/Add Boxes, Edit Recurring Payment, Payment History, Reserve New Box, Refund and Close Boxes, Pay Now, True-up, and Reports. The main content area is titled 'Linked PO Boxes Report' and includes a description: 'The Linked Boxes Report contains all the active PO Boxes, Caller Services and Reserved Caller Services that have been linked to the CRID's or location that are accessible to the user. Click on Download Report link for a printable copy.' There is a 'Download Report' link on the right. Below the description is a search filter section with fields for 'ZIP CODE', 'BOX NUMBER', 'CRID', 'EPA NUMBER', and 'PAYMENT DUE DATE', along with a 'Search' button. The main part of the page is a table with the following columns: ZIP CODE, BOX NUMBER, CRID, EPA NUMBER, PAYMENT DUE DATE, and LINKED BY DATE. The table contains 20 rows of data.

ZIP CODE	BOX NUMBER	CRID	EPA NUMBER	PAYMENT DUE DATE	LINKED BY DATE
00605	3001	20478647	6874562	04/30/2017	04/04/2016
00605	3928	20478653	874567	04/30/2017	04/04/2016
00605	3945	20478647	6874562	04/30/2017	04/05/2016
10536	397	20478647	6874562	04/30/2017	03/31/2016
11225	250818	20478647	6874562	04/30/2017	04/04/2016
12095	217	20478647	6874562	04/30/2017	04/04/2016
12561	339	20478647	6874562	04/30/2017	03/22/2016
15544	1432	20478647	6874562	04/30/2017	04/04/2016
15544	1452	20478647	6874562	04/30/2017	04/04/2016
16210	72	20478647	6874562	04/30/2016	04/04/2016
19046	262	20478647	6874562	04/30/2017	04/04/2016
19486	291	20478647	6874562	09/30/2017	04/04/2016
25706	1	20478653	874567	01/31/2007	04/08/2016
25706	101	20478653	874567	12/31/2006	04/08/2016
25706	102	20478653	874567	09/30/2006	04/08/2016
25706	104	20478653	874567	12/31/2006	04/08/2016
25706	11	20478653	874567	02/28/2007	04/08/2016
25706	112	20478653	874567	03/31/2007	04/08/2016
25706	113	20478653	874567	12/31/2006	04/08/2016
25706	114	20478653	874567	01/31/2007	04/08/2016
25706	116	20478653	874567	09/30/2006	04/08/2016

## Link/Add: Link or Add retail PO Boxes, Callers Services, and Reserves to EPOBOL

### ☐ Ability to link Single or Multiple boxes

- Link/Add Boxes
- Update Payment Details
- New Box
- Close and Refund
- Pay Now
- Reports
- FAQ

To link your existing PO Box to your Enterprise PO Boxes Online (EPOBOL) account, you can choose either option one to link one box at a time or option two to link multiple boxes.

You will need to enter the PO Box Number, 5-digit ZIP Code and last name or business name of your PO Box and select the Business Location and Enterprise Payment Account (EPA) you want to associate the boxes with.

#### Link one Box / Caller / Reserve

\* Business Location to link your PO Box

\* Enterprise Payment Account Number to setup recurring payment

\* PO Box Number

\* ZIP code

\* Last Name or Business Name

#### Or Link multiple Boxes / Callers / Reserves

To link multiple PO Boxes, create a .csv (or .txt) file, click on Browse, double-click on your file and Submit for processing.

For instructions to create a csv file, [click here](#). For instructions to create a txt file, [click here](#).

If your file has more than 10 records, then we will process your file offline and email you once it has been processed.




### Single Box:

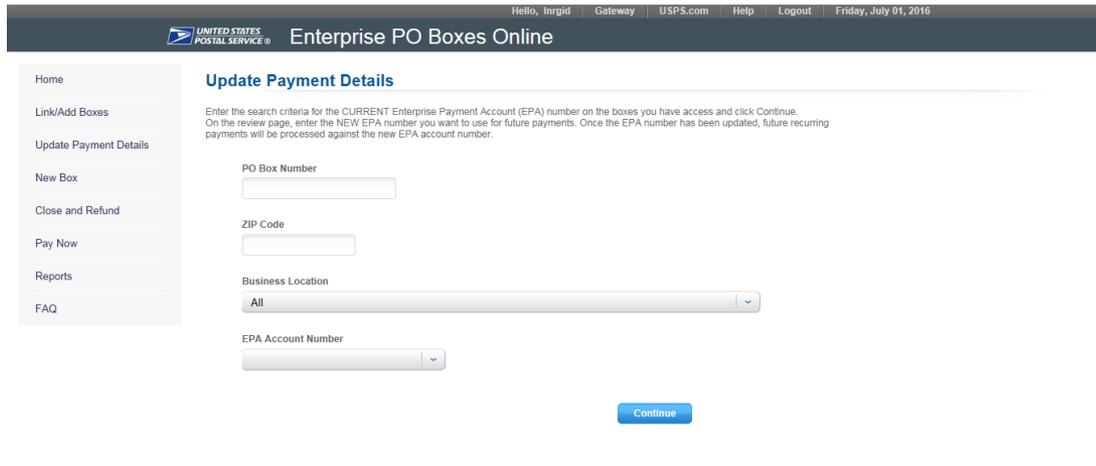
- Business Location
- EPA
- Box number
- ZIP Code
- Name

### Multiple Boxes Template:

- ZIP Code
- Box Number
- Business Location
- EPA

PO BOX NUMBER	ZIP CODE	BUSINESS NAME or LAST NAME	BUSINESS LOCATION	EPA

- ❑ **Update Payment Detail:** If customers have more than one EPA, they can select the most convenient one to pay for their boxes at any time



Enterprise PO Boxes Online

**Update Payment Details**

Enter the search criteria for the CURRENT Enterprise Payment Account (EPA) number on the boxes you have access and click Continue. On the review page, enter the NEW EPA number you want to use for future payments. Once the EPA number has been updated, future recurring payments will be processed against the new EPA account number.

PO Box Number

ZIP Code

Business Location

EPA Account Number

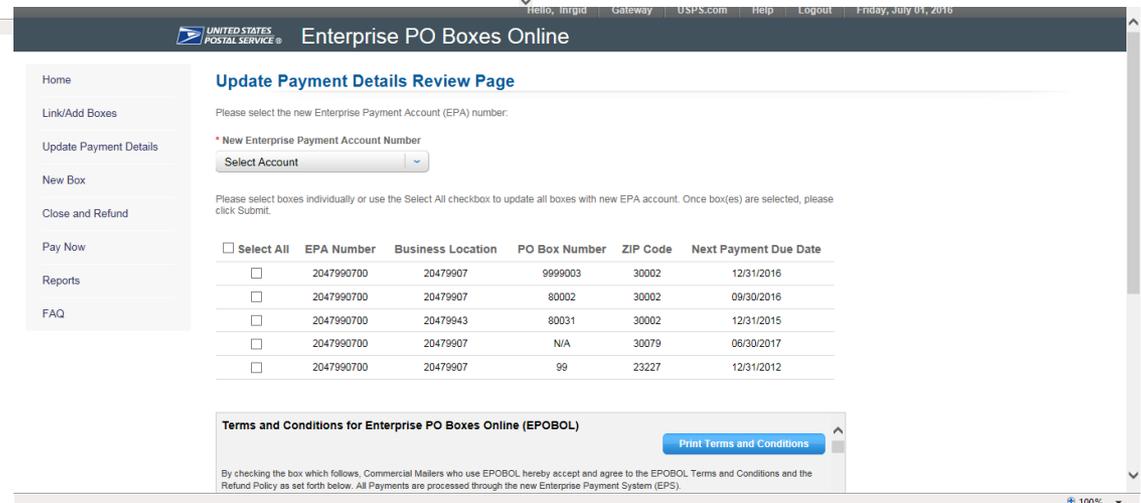
[Continue](#)

## Enter Search criteria for CURRENT EPA:

- Box Number OR
- ZIP Code OR
- Business Location OR
- EPA

## Select NEW EPA:

- Single Box
- Multiple Boxes
- Accept T&C



Enterprise PO Boxes Online

**Update Payment Details Review Page**

Please select the new Enterprise Payment Account (EPA) number.

\* New Enterprise Payment Account Number

Please select boxes individually or use the Select All checkbox to update all boxes with new EPA account. Once box(es) are selected, please click Submit.

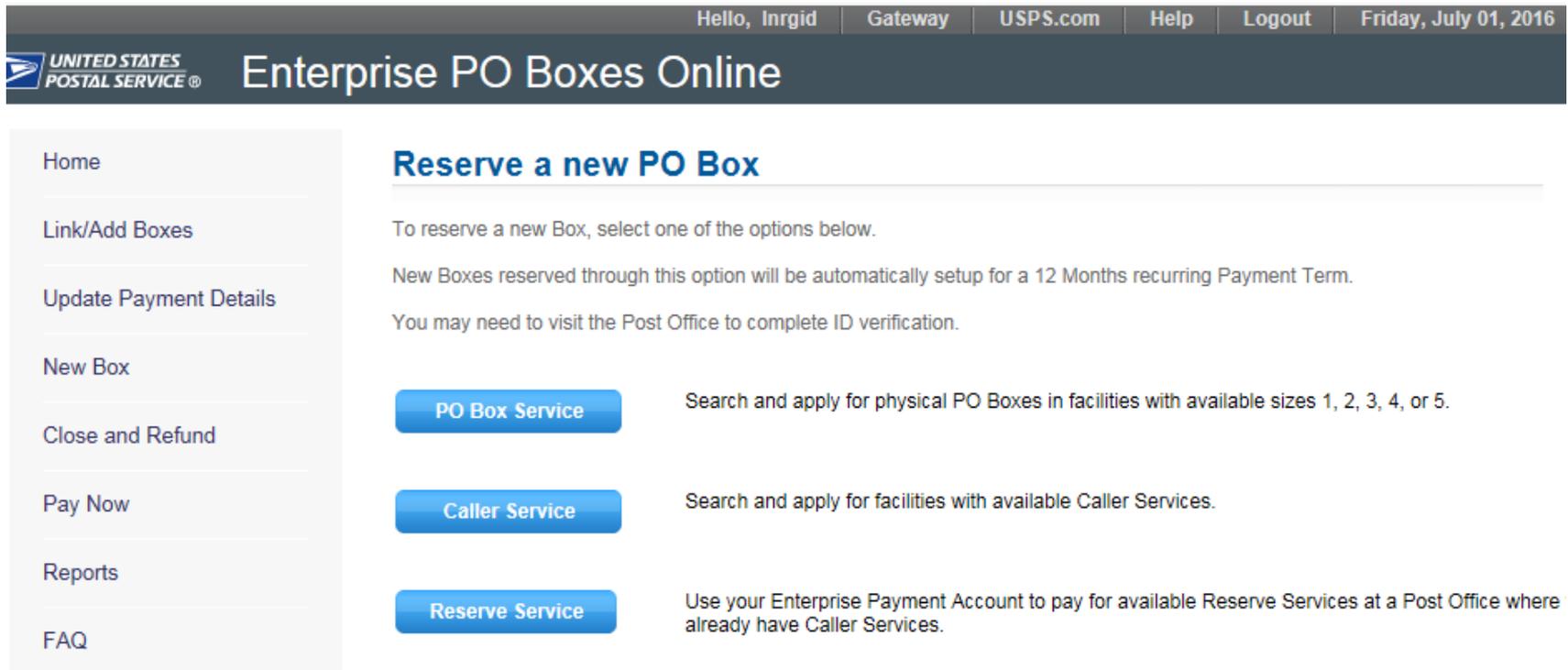
<input type="checkbox"/> Select All	EPA Number	Business Location	PO Box Number	ZIP Code	Next Payment Due Date
<input type="checkbox"/>	2047990700	20479907	9999003	30002	12/31/2016
<input type="checkbox"/>	2047990700	20479907	80002	30002	09/30/2016
<input type="checkbox"/>	2047990700	20479943	80031	30002	12/31/2015
<input type="checkbox"/>	2047990700	20479907	N/A	30079	06/30/2017
<input type="checkbox"/>	2047990700	20479907	99	23227	12/31/2012

**Terms and Conditions for Enterprise PO Boxes Online (EPOBOL)**

[Print Terms and Conditions](#)

By checking the box which follows, Commercial Mailers who use EPOBOL hereby accept and agree to the EPOBOL Terms and Conditions and the Refund Policy as set forth below. All Payments are processed through the new Enterprise Payment System (EPS).

- ❑ **New Box:** Customers can issue new PO Boxes, Caller Services, and Reserves



The screenshot shows the USPS Enterprise PO Boxes Online interface. At the top, there is a navigation bar with the text "Hello, Ingrid", "Gateway", "USPS.com", "Help", "Logout", and "Friday, July 01, 2016". Below this is a dark header with the USPS logo and the text "Enterprise PO Boxes Online". On the left side, there is a vertical menu with the following items: Home, Link/Add Boxes, Update Payment Details, New Box, Close and Refund, Pay Now, Reports, and FAQ. The main content area is titled "Reserve a new PO Box" and contains the following text: "To reserve a new Box, select one of the options below." "New Boxes reserved through this option will be automatically setup for a 12 Months recurring Payment Term." "You may need to visit the Post Office to complete ID verification." Below this text are three blue buttons with white text: "PO Box Service", "Caller Service", and "Reserve Service". Each button is followed by a description of the service.

Hello, Ingrid | Gateway | USPS.com | Help | Logout | Friday, July 01, 2016

**Reserve a new PO Box**

To reserve a new Box, select one of the options below.

New Boxes reserved through this option will be automatically setup for a 12 Months recurring Payment Term.

You may need to visit the Post Office to complete ID verification.

<a href="#">PO Box Service</a>	Search and apply for physical PO Boxes in facilities with available sizes 1, 2, 3, 4, or 5.
<a href="#">Caller Service</a>	Search and apply for facilities with available Caller Services.
<a href="#">Reserve Service</a>	Use your Enterprise Payment Account to pay for available Reserve Services at a Post Office where already have Caller Services.

## ❑ New Box: PO Box:

- 1) Customers can search PO Boxes by ZIP Code or Address within a range area
- 2) Select the desired box and
- 3) Select the Business Location and EPA

Hello, Ingrid Gateway USPS.com Help Logout Friday, July 07, 2010

**Enterprise PO Boxes Online**

- Home
- Link/Add Boxes
- Update Payment Details
- New Box
- Close and Refund
- Pay Now
- Reports
- FAQ

### Search for PO Boxes

Enter address, city, and state or ZIP Code™ to find PO Boxes near you.

\*Note: If you enter your ZIP Code™ only, your delivery Post Office displays first. If you enter your address, the Post Office closest to your address displays first.

**Search by Zip Code™:**

\* ZIP Code™

**OR Search By Address:**

\* Address 1:

Address 2:

\* City:

\* State:

**Search Post Offices within:**

50 Miles

**Post Office - CLEVELAND PARK 3.00 Miles**

**3430 CONNECTICUT AVE NW,  
WASHINGTON, DC 20008**

Phone: (202) 636-1259  
On-site parking available: Yes

Size <span style="font-size: small;">?</span>	12 months	Availability <span style="font-size: small;">?</span>
1 (3 IN X 5.5 IN)	<input checked="" type="radio"/> \$106.00	Yes
2 (5 IN X 5.5 IN)	<input type="radio"/> \$160.00	Yes
3 (11 IN X 5.5 IN)	<input type="radio"/> \$278.00	Yes
4 (11 IN X 11 IN)	<input type="radio"/> \$550.00	Yes
5 (22.5 IN X 12 IN)	<input type="radio"/> \$900.00	Yes

[PO Box lobby hours](#)  
[Business hours](#)

Hello, Ingrid Gateway USPS.com Help Logout

**Enterprise PO Boxes Online**

## Account Selection

Please select a Business Location and an Enterprise Payment Account below along with either the desired quantity of caller numbers.

\* Business Location:

\* Enterprise Payment Account:

## ❑ New Box: Caller Services

- 1) Customers can search Caller Services by ZIP Code or Address within a range area
- 2) Select the desired Caller and
- 3) Select the Business Location and EPA

**UNITED STATES POSTAL SERVICE® Enterprise PO Boxes Online**

### Search for Caller Services

Enter address, city, and state or ZIP Code™ to find PO Boxes near you.

\*Note: If you enter your ZIP Code™ only, your delivery Post Office displays first. If you enter your address, the Post Office closest to your address displays first

#### Search by Zip Code™:

\* ZIP Code™

#### OR Search By Address:

\* Address 1:

Address 2:

\* City:

\* State:

#### Search Post Offices within:

**UNITED STATES POSTAL SERVICE® Enterprise PO Boxes Online**

### Available Caller Services

Select a box size for the most convenient location. Each page below lists up to 5 Post Offices.

\*Note: Be sure to scroll down to see all 5 locations. To see more than 5 locations, go to the bottom of this page and click the next page number go to the Post Office where the box is located and present your printed application form and [two forms of acceptable identification](#). If you have special needs (height of PO Box) please visit the Post Office to ensure you acquire the PO Box location that best suits your needs.

[Back](#)

[Continue](#)

#### Post Office - COURT HOUSE ARLINGTON

0.48 Miles

2043 WILSON BLVD,  
ARLINGTON, VA 22201

Phone: (703) 525-4441  
On-site parking available: No

Size [?](#)

12 months

Availability [?](#)

C (CALLER)

\$1530.00

Yes

[PO Box lobby hours](#)  
[Business hours](#)

**UNITED STATES POSTAL SERVICE® Enterprise PO Boxes Online**

### Account Selection

Please select a Business Location and an Enterprise Payment Account below along with either the desired quantity of caller numbers.

\* Business Location:

\* Enterprise Payment Account:

\* Quantity:



## New Box – Reserves:

- 1) Customers enter existing Caller ZIP Code
- 2) Caller Number
- 3) Business Location
- 4) Reserve information by range or individually separated by commas
- 5) and EPA number

### Enterprise PO Boxes Online

---

#### Issue New Reserves

To apply for a new reserve box, you must have an existing caller service in that ZIP Code and you must have linked that box to a Business Location accessible to you. To find if the box is linked to your account, please go to the Reports -> Linked Box Report to find a list of boxes linked to your account.

To link a box to your account, click on the Link/Add Box menu and enter the information requested.

---

#### Existing Caller Information

Please enter the Caller Box details of an existing Caller in the ZIP Code where you want to issue new Reserves

\* Zip Code:

\* Caller Number:

\* Business Location:

---

#### Request Reserve Numbers

Please enter a range of available Reserves or individual Reserve Numbers separated by comma. To find Reserve Numbers that are available for issue, please contact the local Post Office.

\* Range:  To

OR

\* Reserve Number(s):

---

#### Payment Details

Please select the Enterprise Payment Account to pay for your new reserves

\* Enterprise Payment Account:

- ❑ **Close and Refund:** 1) Customers can close Boxes entering the Box Number and the Zip Code. The request will be processed immediately

## Enterprise PO Boxes Online

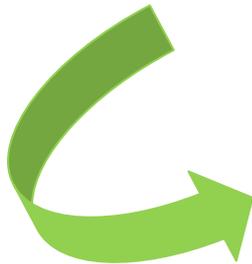
### Close and Refund PO Boxes

To close your existing PO Box and to get refund, please enter the PO Box Number, ZIP Code.

\* PO Box Number

\* ZIP Code

Close And Refund



## Enterprise PO Boxes Online

### Refund Request Review

You are about to request a refund for this PO Box. Please select a reason for the refund and review the information before submitting. Your PO Box will be closed as soon as you submit this transaction. Any mail sent to you at this PO Box will be returned to sender.

\* Why are you requesting a refund?

Provide a Reason

#### PO Box Details

PO Box Address:	99 RICHMOND VA 23227
Box Size:	1
Post Office Address:	5327 CHAMBERLAYNE RD RICHMOND VA 23227 -9998

#### Refund Details

Amount:	\$0.00
---------	--------

Submit

- ❑ **Pay Now:** Customers can make an immediate payment at the end of the month when the boxes are due

## Enterprise PO Boxes Online

### Pay Now

Pay Now will allow you to make an immediate payment on any of your issued boxes due at the end of the month or any delinquent boxes due at the end of the previous month.

For boxes due end of the month, Pay Now can be used after the 16th of the month.

For boxes due end of previous month, Pay Now can be used from the 1st of the month through the 10th of the month.

Click Continue to check if you have any boxes that are payable today.

Only boxes linked to your Business Locations accessible by your User ID are eligible to be processed. **If this Enterprise Payment Account (EPA) number is successful in processing, it will replace the current EPA number for those boxes.**

\* Select an EPA Number to be used for payment

EPA Number



Continue

- ❑ **Reports:** Customers can select one of the following report to manage their boxes

## Enterprise PO Boxes Online

### [Linked PO Boxes Report](#)

To view all linked boxes which contains all active PO Boxes, Caller Services and Reserves that have been linked to your business locations or accessible locations.

### [Job Status Report](#)

To view the status of all submitted jobs that have been scheduled.

### [Billing Report](#)

To view the detailed information of all boxes in your account.

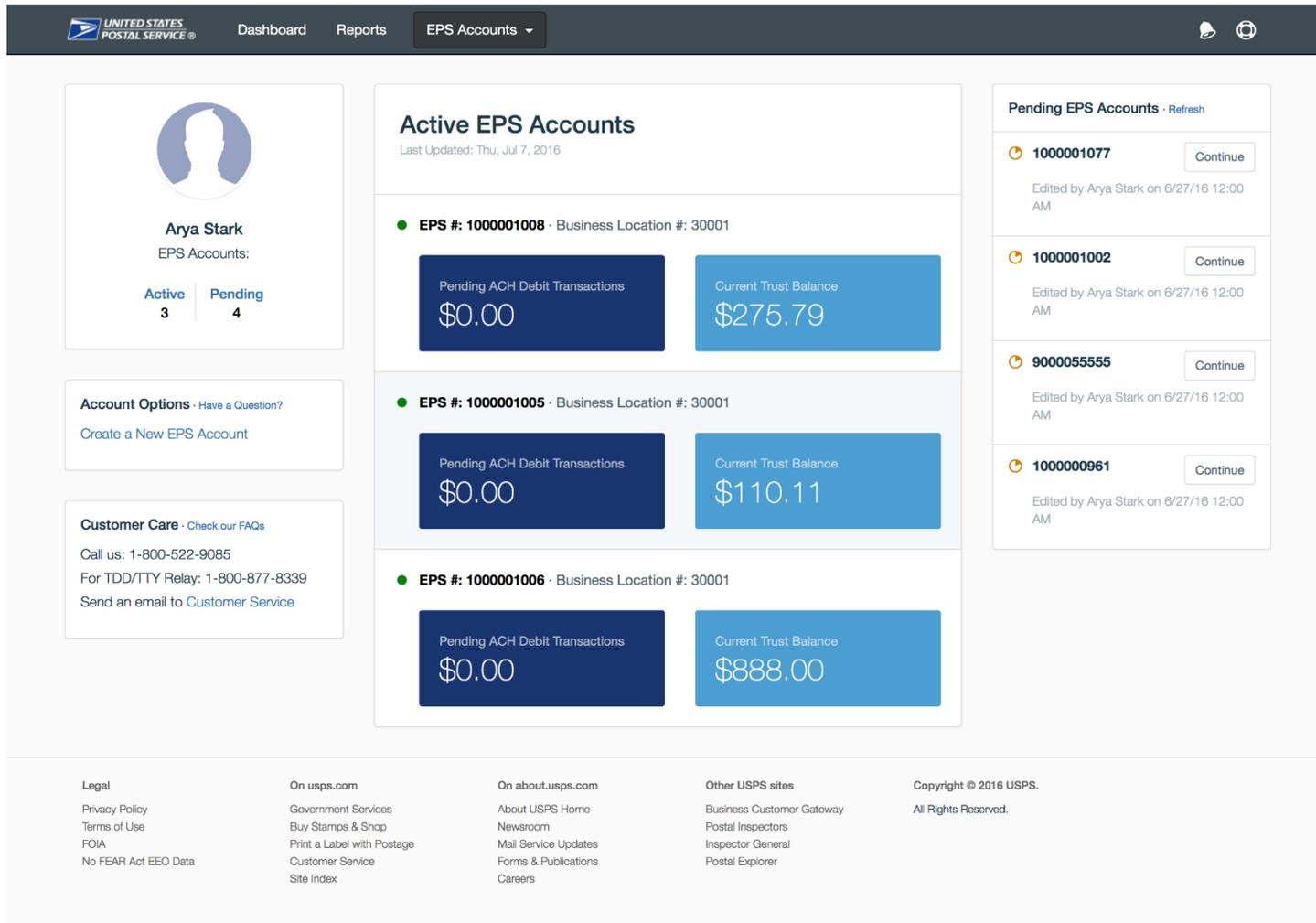
### [Box Detail Report](#)

To view the detailed box information of all Boxes in your account.

### [Transaction History Report](#)

To view detailed transaction history on all payments made with Enterprise PO Boxes Online.

- ❑ Customer returns to EPS to manage payments for EPOBOL
- ❑ Dashboard view shows EPA overview and link to view reports



The screenshot displays the USPS EPS Accounts dashboard. At the top, there is a navigation bar with the USPS logo, 'Dashboard', 'Reports', and 'EPS Accounts' (selected). The main content area is divided into several sections:

- User Profile:** Arya Stark, with 3 Active and 4 Pending EPS Accounts.
- Active EPS Accounts:** A list of three active accounts, each showing 'Pending ACH Debit Transactions' (\$0.00) and 'Current Trust Balance' (\$275.79, \$110.11, and \$888.00 respectively).
- Pending EPS Accounts:** A list of three pending accounts, each with a 'Continue' button and a timestamp indicating they were edited by Arya Stark on 6/27/16 at 12:00 AM.
- Account Options:** A link to 'Create a New EPS Account'.
- Customer Care:** Contact information including a phone number (1-800-522-9085) and a link to 'Customer Service'.

At the bottom, there is a footer with various links: Legal (Privacy Policy, Terms of Use, FOIA, No FEAR Act EEO Data), On usps.com (Government Services, Buy Stamps & Shop, Print a Label with Postage, Customer Service, Site Index), On about.usps.com (About USPS Home, Newsroom, Mail Service Updates, Forms & Publications, Careers), Other USPS sites (Business Customer Gateway, Postal Inspectors, Inspector General, Postal Explorer), and Copyright © 2016 USPS. All Rights Reserved.

## ❑ EPA Reporting Detail shows overview of spending and transaction history

UNITED STATES POSTAL SERVICE®
Dashboard Reports **EPS Accounts** ▾



**Arya Stark**  
EPS Accounts:

Active **3** | Pending **4**

---

**Account Options** - [Have a Question?](#)  
[Create a New EPS Account](#)

---

**Customer Care** - [Check our FAQs](#)  
Call us: 1-800-522-9085  
For TDD/TTY Relay: 1-800-877-8339  
[Send an email to Customer Service](#)

● **EPS #: 1000001006**
Business Location #: 30001
[Manage Account](#)

**Account Overview**

Pending ACH Debit Transactions

\$0.00

Pending ACH Debit Transactions

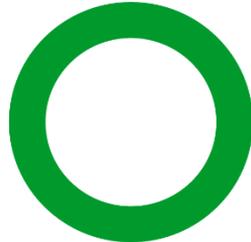
Current Trust Balance

\$388.00

Current Trust Balance

**Spending History** All Products & Services ▾

From... 
To...



Products & Services	
● PO Box Services	\$6,464.00
<b>Total</b>	\$6,464.00

**Transaction History** From...  To...

PO Box #	City	State	Zip	Renewal Date	Account #	Pay Date	Type	Amount
7895	Herndon	VA	20190	11/15/16	<a href="#">201509162777</a>	11/15/16	5	\$1,062.00
7895	Fredricksburg	VA	22401	10/15/16	<a href="#">827292020111</a>	10/15/16	5	\$1,062.00
7895	Montgomeryville	PA	19454	08/15/16	<a href="#">201777509162</a>	08/15/16	2	\$196.00
7895	Sunnyvale	CA	94085	06/15/16	<a href="#">324201509162</a>	06/15/16	3	\$350.00

❑ The EPOBOL summary page in EPS shows the spending breakdown for the service

 UNITED STATES POSTAL SERVICE®
Dashboard
Reports
EPS Accounts ▾
🔔 🗎

## PO Box Services



● PO Boxes	\$3,864.00
● Caller Services	\$1,600.00
● Reserves	\$800.00
● Miscellaneous	\$200.00
<b>Total</b>	<b>\$6,464.00</b>

**Standard Reports** · [Have a suggestion?](#)

- [Transaction History Report](#)
- [ACH Returns Report](#)
- [Epobol Products Details Report](#)

**Customer Care** · [Check our FAQs](#)

Call us: 1-800-522-9085  
For TDD/TTY Relay: 1-800-877-8339  
[Send an email to Customer Service](#)

<p><b>Legal</b></p> <ul style="list-style-type: none"> <li><a href="#">Privacy Policy</a></li> <li><a href="#">Terms of Use</a></li> <li><a href="#">FOIA</a></li> <li><a href="#">No FEAR Act EEO Data</a></li> </ul>	<p><b>On usps.com</b></p> <ul style="list-style-type: none"> <li><a href="#">Government Services</a></li> <li><a href="#">Buy Stamps &amp; Shop</a></li> <li><a href="#">Print a Label with Postage</a></li> <li><a href="#">Customer Service</a></li> <li><a href="#">Site Index</a></li> </ul>	<p><b>On about.usps.com</b></p> <ul style="list-style-type: none"> <li><a href="#">About USPS Home</a></li> <li><a href="#">Newsroom</a></li> <li><a href="#">Mail Service Updates</a></li> <li><a href="#">Forms &amp; Publications</a></li> <li><a href="#">Careers</a></li> </ul>	<p><b>Other USPS sites</b></p> <ul style="list-style-type: none"> <li><a href="#">Business Customer Gateway</a></li> <li><a href="#">Postal Inspectors</a></li> <li><a href="#">Inspector General</a></li> <li><a href="#">Postal Explorer</a></li> </ul>	<p>Copyright © 2016 USPS. All Rights Reserved.</p>
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## ❑ The EPOBOL detail report shows specific transactions across the EPA

 UNITED STATES POSTAL SERVICE®

[Dashboard](#)
[Reports](#)
EPS Accounts ▾
🔔
🌐

### PO Box Services Detail Report

📅

📅

PO Box #	City	State	Zip	Renewal Date	Account #	Pay Date	Type	Amount
7895	Herndon	VA	20190	11/15/16	<a href="#">201509162777</a>	11/15/16	5	\$1,062.00
7895	Fredricksburg	VA	22401	10/15/16	<a href="#">827292020111</a>	10/15/16	5	\$1,062.00
7895	Montgomeryville	PA	19454	08/15/16	<a href="#">201777509162</a>	08/15/16	2	\$196.00
7895	Sunnyvale	CA	94085	06/15/16	<a href="#">324201509162</a>	06/15/16	3	\$350.00

**Standard Reports** · [Have a suggestion?](#)

- [Transaction History Report](#)
- [ACH Returns Report](#)
- [Epobol Products Details Report](#)

**Customer Care** · [Check our FAQs](#)

Call us: 1-800-522-9085  
 For TDD/TTY Relay: 1-800-877-8339  
 Send an email to [Customer Service](#)

**Legal**

- [Privacy Policy](#)
- [Terms of Use](#)
- [FOIA](#)
- [No FEAR Act EEO Data](#)

**On usps.com**

- [Government Services](#)
- [Buy Stamps & Shop](#)
- [Print a Label with Postage](#)
- [Customer Service](#)
- [Site Index](#)

**On about.usps.com**

- [About USPS Home](#)
- [Newsroom](#)
- [Mail Service Updates](#)
- [Forms & Publications](#)
- [Careers](#)

**Other USPS sites**

- [Business Customer Gateway](#)
- [Postal Inspectors](#)
- [Inspector General](#)
- [Postal Explorer](#)

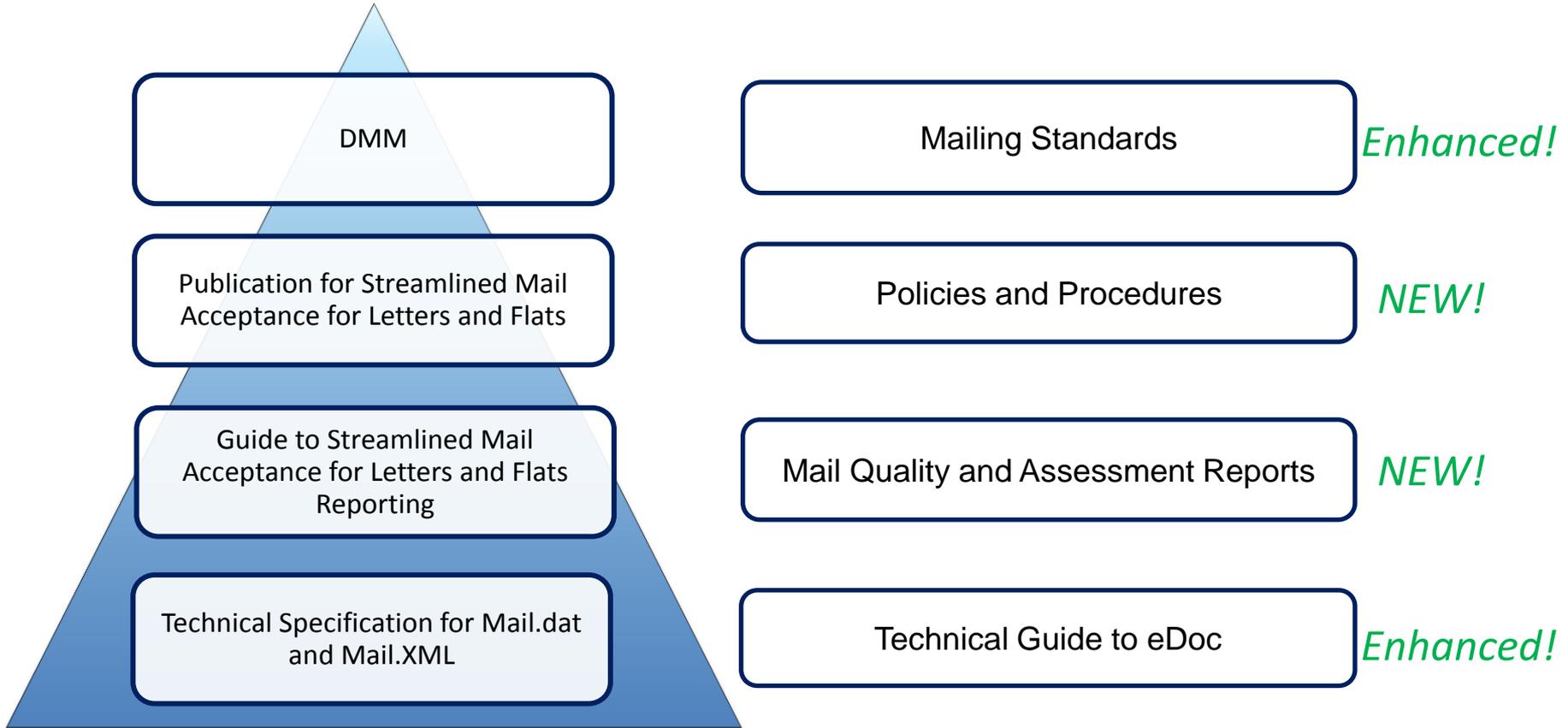
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## ❑ External

- Business Solution Center Outreach – Districts have held meet and greet sessions with MSPs and PCM/OEM mailers
- USPS HQ Outreach –
- OEM Toolkit sent to election officials
- Posted on usps.com
- Outreach to state election officials
- Ongoing communications

## ❑ Internal

- Area/District coordinators identified (Operations, Business Solution Center)
- Ongoing joint and individual training/webinars for Operations and Business Solution Center



## Published on 7/1

- Available on PostalPro:  
<http://beta.postalpro.usps.com/resources/mailing-latest>
- 30 day comment period
- Future changes: 90-day period before implementing

❑ Clarification of the Move Update Standard (Final Notice):

This Federal Register Notice intended to clarify Move Update requirements in relation to discount mail preparation prices for all commercial mailers, including those authorized as 99 Percent Accurate and Legal Restraint customers. Published on July 1, 2016

❑ Address Quality Census Measurement and Assessment Process (Proposed Rule):

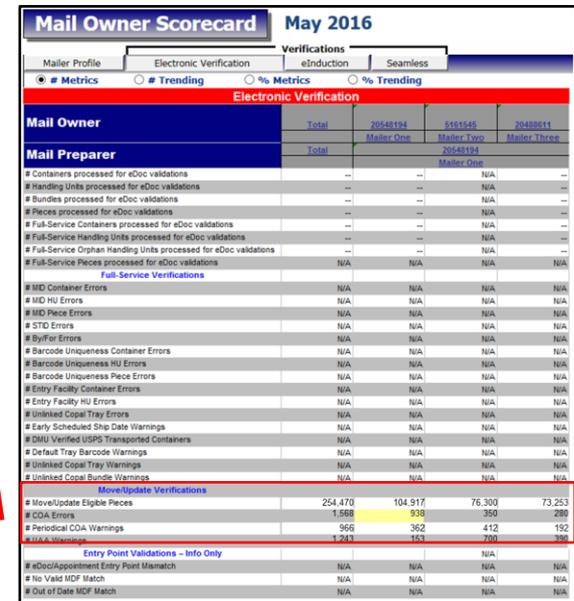
This proposed Federal Register Notice provides information regarding the approach to measuring Move Update compliance utilizing information derived from the Intelligent Mail Barcode during processing on Mail Processing Equipment. This proposed Federal Register Notice will be published on July 6, 2016. There will be a 30 day comment period through normal FRN processes

## FRN: Address Quality Census Measurement and Assessment Process

- ❑ Moving to a Census-Based Verification with results shown on the Mailer Scorecard
- ❑ Applies to ANY eDoc submitter who prepares FS volume (change from 75% adoption)
- ❑ ACS for basic automation/nonautomation pieces:
  - Charged Full-Service fee (\$0.00)
  - 95% previous month eligible volume as FS for First-Class and Standard mail
    - Calculates full-service percentage across the previous calendar month to determine their next month eligibility
  - Proper By/For Identification
  - Unique IMb w/ ACS Requested STID (either FS or OneCode)
  - IMb included in eDoc
  - Data may be received via SingleSource
- ❑ All of USPS programs are based on eDoc level assessments and customers have a comment period to respond to the Federal Register notice.
- ❑ Periodicals will NOT be included in Census Measurement Assessments
- ❑ Clarification on Periodicals Manual ACS notices
- ❑ Threshold change from 0.8% to 0.5%

## Move Update Scorecard Enhancements

- ❑ Add Nixie Data to Summary of Scorecard (8/14)
  - Currently available as warnings through drill reports
- ❑ Add *Move Update Eligible Pieces* to Scorecard (8/14)
- ❑ Separate Periodicals from Census/Assessments (8/28)
- ❑ Provide *Move Update Compliance Threshold* to Mail Preparer/Mail Owner views of Scorecard (8/14)



Mail Owner Scorecard		May 2016			
Mail Profile		Verifications		Seamless	
eInduction		eInduction		Seamless	
# Metrics		% Metrics		% Trending	
<b>Electronic Verification</b>					
<b>Mail Owner</b>	Total	20448194	5161545	20488811	
<b>Mail Preparer</b>	Total	20448194	20448194	20488811	
<b>Electronic Verifications</b>					
# Containers processed for eDoc validations		---	---	N/A	---
# Handling Units processed for eDoc validations		---	---	N/A	---
# Bundles processed for eDoc validations		---	---	N/A	---
# Pieces processed for eDoc validations		---	---	N/A	---
# Full-Service Containers processed for eDoc validations		---	---	N/A	---
# Full-Service Handling Units processed for eDoc validations		---	---	N/A	---
# Full-Service Orphan handling Units processed for eDoc validations		---	---	N/A	---
# Full-Service Pieces processed for eDoc validations		N/A	N/A	N/A	N/A
<b>Full-Service Verifications</b>					
# MID Container Errors	N/A	N/A	N/A	N/A	N/A
# MID HU Errors	N/A	N/A	N/A	N/A	N/A
# MID Piece Errors	N/A	N/A	N/A	N/A	N/A
# STD Errors	N/A	N/A	N/A	N/A	N/A
# By/Fr Errors	N/A	N/A	N/A	N/A	N/A
# Barcode Uniqueness Container Errors	N/A	N/A	N/A	N/A	N/A
# Barcode Uniqueness HU Errors	N/A	N/A	N/A	N/A	N/A
# Barcode Uniqueness Piece Errors	N/A	N/A	N/A	N/A	N/A
# Entry Facility Container Errors	N/A	N/A	N/A	N/A	N/A
# Entry Facility HU Errors	N/A	N/A	N/A	N/A	N/A
# Unlinked Copal Tray Errors	N/A	N/A	N/A	N/A	N/A
# Early Scheduled Ship Date Warnings	N/A	N/A	N/A	N/A	N/A
# BDU Verified USPS Transported Containers	N/A	N/A	N/A	N/A	N/A
# Default Tray Barcode Warnings	N/A	N/A	N/A	N/A	N/A
# Unlinked Copal Tray Warnings	N/A	N/A	N/A	N/A	N/A
# Unlinked Copal Bundle Warnings	N/A	N/A	N/A	N/A	N/A
<b>Move/Update Verifications</b>					
# Move/Update Eligible Pieces	254,470	104,917	76,300	73,253	
# COA Errors	1,568	938	350	289	
# Periodical COA Warnings	966	362	412	192	
# UAA Warnings	1,243	153	700	390	
<b>Entry Point Validations - Info Only</b>					
# eDoc/Assessment Entry Point Mismatch	N/A	N/A	N/A	N/A	N/A
# No Valid MDF Match	N/A	N/A	N/A	N/A	N/A
# Out of Date MDF Match	N/A	N/A	N/A	N/A	N/A

Move/Update Verifications				
# Move/Update Eligible Pieces	254,470	104,917	76,300	73,253
# COA Errors	1,568	938	350	289
# Periodical COA Warnings	966	362	412	192
# UAA Warnings	1,243	153	700	390

## **Does the United States Postal Inspection Service (USPIS) agree with the newly proposed measurement process, and how will investigations be determined?**

- ❑ USPS Response: Yes, USPIS agrees with the decision to utilize the newly proposed Address Quality Census Measurement and Assessment Process, which allows the Postal Service to leverage technology. Also, USPIS will continue to collaborate with the Postal Service on all matters, including the determination of whether investigations are warranted

eDoc Verifications	Description
<b>Mailer ID</b>	<b>MIDs</b> in the IMcb, IMtb, & IMb™ as listed in the eDoc must be valid and assigned by the USPS®
<b>Service Type ID</b>	The <b>STID</b> in the IMb as listed in the eDoc must be valid and correct for the mail class and service level of the mailpiece
<b>By/For</b>	<b>By/For</b> –The mail owner and preparer must be identified correctly in the eDoc for a mailing with 5000 pieces or more per day for a single mail owner
<b>Barcode Uniqueness</b>	<b>Unique Barcodes</b> in the IMcb, IMtb, & IMb as listed in the eDoc must be unique across all mailings from all mailers over the previous 45 days
<b>Entry Facility</b>	The <b>Entry Facility</b> for a container or handling unit as listed in the eDoc must match the entry facility from the Mail Direction File or the Facilities Database
<b>Unlinked Copal</b>	All trays/virtual sacks marked for co-palletization at origin must have corresponding eDoc linking to a pallet within <b>14 days</b>

## Assessment Report Generation

Verification results are finalized on the 10<sup>th</sup> day of the month and assessment reports generated on the 11<sup>th</sup>

## Assessment Report Receipt

Assessment notification email is sent to Verification Assessment Evaluator (VAE) on the 11<sup>th</sup> day of the month

## Mailer VAE Review & Action

VAE is responsible for reviewing, or challenging if necessary, and paying the request due at the end of the calendar month

## Mailer Payment or Review

Mailers can submit payment or review charges through the review process

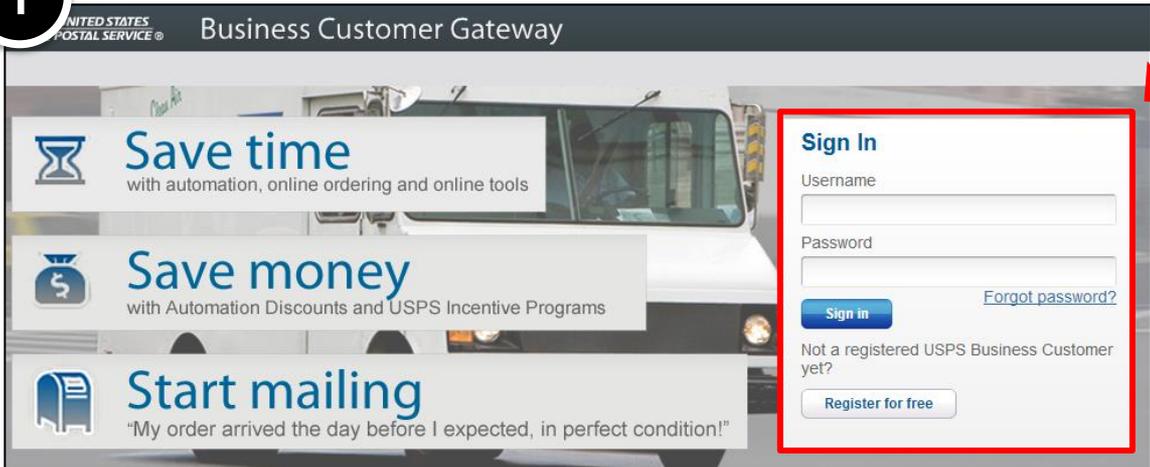
## Final Email Notification

Once paid, final email notification is sent to VAE of the paying permit

The postage assessment process generates assessment reports that allow for the review, payment, and challenge of additional postage assessments

After the 11<sup>th</sup> of the month, mailers can view Postage Assessment Reports by accessing the Mailer Scorecard via the BCG:

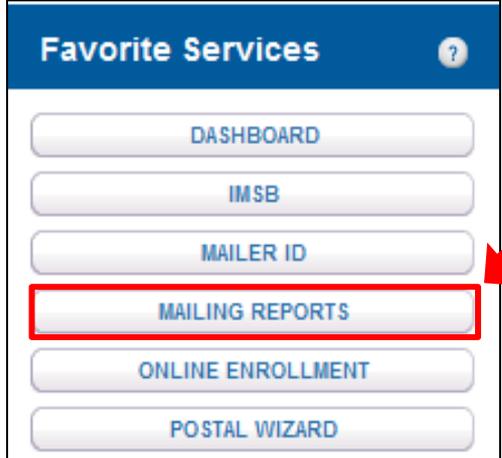
**1**



**2**



OR



Mailers can view Postage Assessment Reports by accessing the Mailer Scorecard via the BCG:

**3**

The screenshot shows the BCG interface for Mailing Reports. The left sidebar contains a navigation menu with the following items: Home, Summary, Balance and Fees, Postal Wizard, Electronic Data Exchange, Mailing Reports, Dashboard, Manage Permits, IMsb Tool, e-VS Customer (highlighted), Mailer ID Report, e-VS Monthly Account and Sampling Summary, and eVS/PRS Dashboard. The main content area is titled "Mailing Reports" and contains a list of links. A red arrow points to the "QBRM Verification Assessment Report" link, and a red box highlights the "Mail Entry Additional Postage Assessment Report" link.

Home > Mailing Reports

### Mailing Reports

- [View Transactions](#)
- [Pending Postage Statements](#)
- [Statement of Ownership](#)
- [Induction Activity Report \(eInduction\)](#)
- [Electronic Verification Activity \(EVS\)](#)
- [Parcel Return Service \(PRS\)](#)
- [BRM Invoice Detail Report](#)
- [Customer MRS Detail Report](#)
- [Customer MRS Summary Report](#)
- [eInduction Quick Status Report](#)
- [Mail Entry Additional Postage Assessment Report](#)
- [Mailing Summary Report](#)
- [Mail Quality Reports](#)
- [Mailer Scorecard](#)
- [Issue Level Postage Statement](#)
- [Publication Report](#)
- [View Periodical Transactions](#)
- [View Historical Permit Transactions](#)
- [Carbon Accounting Statement](#)
- [Touch Credit Report](#)
- [QBRM Verification Assessment Report](#)
- [QBRM Additional Postage Due Report](#)

The Assessment Summary Report shows all active invoices for a CRID:

**Mail Entry Additional Postage Assessment Report Search**

Date From:  
 eDoc Submitter CRID:  [Search](#)
 Area: 
 District: 
 Mail Job:

Date To:  
 Mailing Group ID: 
 Status:

**Execute Search**

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

One record found.

1

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 Paid	Status
1234567	CMS	May 2016	\$0.00	\$0.00	\$0.00	\$851.23	\$851.23	\$851.23	\$0.00	Pending Action

The Assessment Detail Report shows additional postage, adjusted additional postage, error counts, and error % for each error type

- ❑ Links in the *error count* and % column display a breakdown of error counts by mail owner

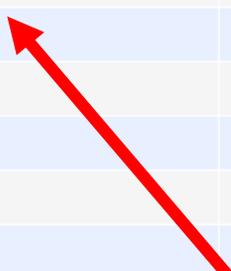
**Additional Postage Assessment Detail Report**

Assessment Period: May 2016      eDoc Submitter CRID: 1234567      Company Name: ACME Mail Company

Impact from Move/Update		\$4,585.28	\$4,585.28	<a href="#">62,812</a>	<a href="#">1.50%</a>
	Duplicate Barcode				
Impact from Full Service Electronic Verification					
	Zone Discount				
	Mailer ID Container				
	Mailer ID Tray				
	Mailer ID Piece				
	Service Type ID				
	By/For	\$6,004.78	\$6,004.78	<a href="#">2,001,594</a>	<a href="#">47.78%</a>
	Unique Container Barcode	\$52.35	\$52.35	<a href="#">4</a>	<a href="#">1.14%</a>
	Unique Tray Barcode				

Mail Owner CRID	Mail Owner Name	Total Error Count
2345127	Company A	863,081
9264718	Company B	1,104,948
2351045	Company C	243,035



## What causes By/For Errors?

- ❑ Mail Owner/Preparer is invalid or missing
  - Mail Owner/Mail Preparer was not identified in the eDoc
  - Mail Owner/Mail Preparer MID, CRID, or permit information provided in the eDoc was invalid
- ❑ Mail Owner and Mail Preparer were identified in the eDoc as the same business entity
- ❑ Mail Owner CRID or permit/MID associated to the CRID was used to identify a Mail Preparer in an eDoc within the past 90 days

## By/For Custom Threshold Alternative

- ❑ MSPs with significant volume from owners with under 5,000 pieces
  - Existing Option: Custom By/For Threshold
  - New Option: Jackpot CRID\*
- ❑ USPS identify a new CRID as “jackpot” CRID
- ❑ MSP to use “jackpot” CRID in the eDoc as the Mail Owner
  - Only use for volume from owners with under 5,000 pieces
  - USPS to periodically audit use of the “jackpot” CRID and MSP quality control processes
- ❑ No by/for error will be generated when “jackpot” CRID is used by the MSP
- ❑ New Jackpot CRID option is being piloted by USPS to evaluate results

*\*Note: To use this alternative, a new CRID is required. After the CRID is obtained, the CRID or associated MIDs may be used in the eDoc*

- ❑ USPS has been aggressively investigating mailpieces failing service performance measurement. The Nesting Sampling verification process was implemented at sites where mailpieces were identified as affecting Service Measurement scores
  - Identifying internal issues that may affect the mailpieces
  - Identifying mail preparation issues that may affect the mailpieces
  
- ❑ Sites were identified having large volumes of recurring tray preparation errors
  
- ❑ Manual verification process being replaced by an automated system utilizing the hand held scanners
  - Verification information will be available on the Mailer Scorecard under the Seamless tab
  
- ❑ The number of containers to be sampled is currently being evaluated. A statistical analysis is being conducted in order to determine the correct number of sampled units

## Scanner verification process

- ❑ Implementing a random selection process for containers
- ❑ Establishing an unbiased sampling frequency
- ❑ Utilizing a new Nesting Sampling Randomizer Tool
  - Provide times and number of containers to sample
  - Based on 1-hour time windows
- ❑ Results available on Seamless tab of Mailer Scorecard

Mailer Scorecard		JUNE 2016	
		Verifications	
Mailer Profile		Electronic Verification	eInduction
		Seamless	SPM
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending			
Seamless			
Data displayed for a Seamless Parallel or non-S			
eDoc Submitter ▲	Total	646283	
	-	DOC NOW INC.	
CRID Seamless Status	N/A	Parallel	
# Seamless Acceptance Jobs	1,729	1,729	
# Containers processed for Seamless validations	2,540	2,540	
# Handling Units processed for Seamless validations	37,834	37,834	
# Pieces processed for Seamless validations	9,190,093	9,190,093	
# Seamless Acceptance Jobs not Auto-Finalized	1,729	1,729	
# Seamless Documented Piece Scans	8,894,717	8,894,717	
# Adjusted Seamless Documented Piece Scans	7,101,770	7,101,770	
# Undocumented Pieces	20,165	20,165	
Unscanned Undocumented Pieces at Risk - Lower Bound	117	117	
Unscanned Undocumented Pieces at Risk - Upper Bound	1,752	1,752	
Additional Postage Due (Undocumented Pieces) - Info Only	--	--	
# Nesting/ Sortation Piece Errors (MPE)	963	963	
# Delivery Point Piece Errors	205	205	
<b>Sampling Verifications</b>			
# Containers Sampled	90	90	
# Handling Units Sampled	266	266	
# Pieces Sampled	1,744	1,744	
General PAF	N/A	1.0007	
# Weight Piece Errors	5	5	
# Postage Piece Errors	--	--	
Mail Characteristic PAF	N/A	--	
# Mail Characteristic Piece Errors	--	--	
Barcode Quality PAF	N/A	--	
# Barcode Quality Piece Errors	2	2	
Total Additional Postage Due (Seamless) - Info Only	--	--	
<b>Nesting Sampling Validations - Info Only</b>			
# Containers Sampled for Nesting Validations	145	145	
# Handling Units Sampled for Nesting Validations	1,000	1,000	
# Pieces Sampled for Nesting Validations	1,132	1,132	
# Nesting/ Sortation Container Warnings	3	3	
# Nesting/ Sortation Handling Unit Warnings	55	55	
# Nesting/ Sortation Piece Warnings	12	12	

## ❑ Handling Unit (HU) to Piece Sampling

- Samples 3 HUs per container and then verifies 10 pieces per HU
- Occurs 4 times a day



## ❑ Handling Unit (HU) to Container Sampling

- Samples all trays on one pallet
- Occurs 24 times a day



Seamless Acceptance Sampling collects information that MPE cannot

- ❑ Acceptance employees complete samples after using the sampling randomizer tool to determine the time and which container to sample
- ❑ A complete sample includes one container, three handling unit from that container, and 30 pieces from the container (10 pieces/handling unit)
- ❑ On every mailing date, the clerk will randomly select a pallet to sample (4 times/day)
- ❑ Over one month, USPS completes a statistically significant number of samples in the month, which logs errors based on samples



## eDoc Verifications

## Description

	eDoc Verifications	Description
Sampling Verifications	<b>Postage</b>	Postage Payment Method or Postage Affixed amount on piece different than included in the eDoc
	<b>Weight</b>	Piece weight is different than was included in the eDoc
	<b>Mail Characteristic</b>	Piece was paid at Standard Mail price but the content makes it a First-Class piece OR piece is paid at a Non-Profit piece but content should makes it a Regular price piece
	<b>Barcode Quality</b>	Piece had a unscannable barcode and was included in a mailing that only had automated price pieces
MPE	<b>Undocumented Delivery</b>	Scanned piece cannot be matched to an eDoc
	<b>Nesting / Sortation (MPE)</b>	Physical sortation of the mail doesn't match the eDoc
eDoc	<b>Delivery</b>	Scanned piece cannot be matched to an eDoc

## **Mailers on Seamless Acceptance are consistently under PAF threshold of 5%.**

- ❑ Interest in understanding root cause of all errors
- ❑ USPS reviewed January to April Data to identify any clerk input issues
- ❑ Data mining suggested that some of these errors caused by manual entry errors
- ❑ **Implementing 8 logic changes to address manual entry errors**

### Postage

1. **Factor of Ten:** Scan postage differs from eDoc postage by factor of 10; suggests that the decimal point was not entered correctly
2. **Missing/False Digit:** eDoc postage is 0.001 higher than scan postage affixed; suggests that the complete number of digits on the mail piece was not entered
3. **Transpose:** Digits reported by the scan postage affixed are transposed from the eDoc postage affixed, e.g. eDoc says 0.471 and scan says 0.417
4. **Implausibly Low:** Scan postage is less than a penny, in an otherwise different and consistent tray

### Weight

1. **Overweight Letter:** Letter weight verification finds that a Letter weighs more than 1 pound, suggesting improper entry of either weight or Mail Category
2. **Factor of Ten:** Letter, card or flat weight verification is more than eDoc weight by a factor of 10, suggesting improper entry of weight
3. **Integer Entry:** Letter, card or flat verification is a perfect integer greater than 0, suggesting improper entry of weight, as a perfect integer weight is unlikely
4. **Zero Entry:** Letter, card or flat weight verification is 0

**Case 1:** Scan postage differs from eDoc postage by factor of 10: suggests that the decimal point was not entered correctly

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PERMIT_TYPE	SCAN PERMIT_TYPE	EDOC POSTG AFFIXED	SCAN POSTG AFFIXED
1	3/29/16 1:38 PM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.0391
2	3/29/16 1:38 PM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.0391
3	3/31/16 8:54 AM	Standard	Standard	Letter	Letter	Precanceled	Precanceled	0.1	10
4	3/31/16 8:54 AM	Standard	Standard	Letter	Letter	Precanceled	Precanceled	0.1	10
5	4/14/16 5:35 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.465	0.0465
6	4/27/16 5:41 AM	First Class	First Class	Letter	Letter	Precanceled	Precanceled	0.25	25

**Case 2:** eDoc postage affixed is 0.001 higher than scan postage affixed, suggests that the complete number of digits on the mail piece was not entered, or that the final digit was mistakenly entered

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PERMIT_TYPE	SCAN PERMIT_TYPE	EDOC POSTG AFFIXED	SCAN POSTG AFFIXED
1	3/5/16 3:05 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.39
2	3/5/16 3:05 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.39
3	4/23/16 5:49 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.452	0.451
4	1/23/16 3:38 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.471	0.47
5	1/23/16 3:38 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.471	0.47

### Definitions

685. The Postage Affixed from the FS-IMD Piece Scan does not match the Postage Affixed from the eDoc

**Case 1:** Letter weight verification finds that a Letter weighs more than 1 pound, suggesting improper entry of either weight or Mail Category

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PIECE_WT	SCAN PIECE_WT
1	3/30/16 8:06 AM	Standard	Standard	Letter	Letter	0.092	95
2	4/26/16 5:57 PM	First Class	First Class	Letter	Letter	0.125	70
3	1/12/16 12:18 PM	First Class	First Class	Letter	Letter	0.0625	60
4	1/25/16 4:33 PM	First Class	First Class	Letter	Letter	0.0625	25
5	2/29/16 7:49 AM	Standard	Standard	Letter	Letter	0.01	15
6	1/13/16 10:11 AM	Standard	Standard	Letter	Letter	0.0104	10

**Cases 3 and 4:** Letter, card or flat verification is a perfect integer greater than 0, suggesting improper entry of weight; Letter, card or flat weight verification is 0

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PIECE_WT	SCAN PIECE_WT
1	2/2/16 6:05 AM	Standard	Standard	Flat	Flat	0.15	0
2	3/10/16 6:39 AM	Standard	Standard	Letter	Letter	0.0225	2
3	4/22/16 5:40 AM	Standard	Standard	Letter	Letter	0.017	2
4	3/17/16 1:22 PM	First Class	First Class	Letter	Letter	0.0625	3
5	1/29/16 8:39 AM	First Class	First Class	Letter	Letter	0.047	4
6	3/18/16 4:09 PM	First Class	First Class	Letter	Letter	0.0625	5

### Definitions

30. The Piece Weight from the FS-IMD Piece Scan is more than the Piece Weight from the matching eDoc Piece Barcode.

## Next Steps

- ❑ BMS will reach out to mailers and review remaining errors
- ❑ Upcoming UG10 will be dedicated to PAF

Program	Mailer Scorecard	Postage Assessment	Automated Assessment
Full-Service	<b>Open to Industry</b>	Ready to Use	November (October Data)
eInduction	<b>Open to Industry on 7/15</b>	Ready-to-Use July	TBD
Seamless	<b>TT23 Testing Completed</b>	<b>Internal</b> and TT23 Testing in Progress	TBD
Move Update	<b>TT23 Testing in Progress</b>	<b>Internal Testing in Progress</b>	TBD

## Concept:

- Update CSA and update First-Class pallet separations in the DMM
- Update national CETs to align with new separations
- Standardize rules for national network optimization, reduce local processing prioritization
- Prioritize pallets that can be cross-docked to destination

## Proposed Palletization Rules

All separations require minimum of 72 linear feet on pallets or 48 on APCs

- Air (TMS only) or Mixed Air (L201 or TMS)
- 5-digit ZIP (L012)
- Origin SCF (L005) (Includes single-piece, machinable, and Mixed AADC/ADC in addition to pieces for local service area)
- Destination SCF (L801)
- Destination STC (NEW: STC FCM labeling list)
- Mixed Surface (L201)
- Working: No minimum; Created when minimum not reached for both Mixed Air and Mixed Surface

## Status:

- Modeling results for interested mailers to determine impact
- Results will be shared with mailers before WG reconvenes

	Overnight		Proposed	
<b>Business Solution Center</b>	Non-Colocated	0:00		
<b>Co-Located Business Solution Center, Mailer or USPS Transported</b>	L012 (5DS)	12:00	Origin 5-D	
		8:00	Origin SCF	
	All Other			
	<b>2+</b>			
<b>Business Solution Center</b>	Non-co-located	15:00	All	
	Co-Located	18:00	All	
<b>Mailer and USPS Transported</b>	No Separation	19:00	Not Used	
	Working	20:00	Origin SCF, Origin 5-D, Working	
	Presort	21:00	Mixed Surface, Mixed Air	
	Presort Assigned	22:00	Air, D-SCF, D-STC, Destinating 5-D	
	Hub-STC	24:00	D-SCF, D-STC entered @ STC	
	Hub-THS	02:00P	Air entered @ THS	

## PostalPro Updates



- ❑ Recent PostalPro challenge:
  - Technical difficulties when attempting to view PDFs
- ❑ What was the cause?
  - Document viewer code no longer compatible after code update made June 17<sup>th</sup>
- ❑ What was the fix?
  - PDF document viewer code updated and now compatible
- ❑ Future plan to avoid issues of this nature in the future:
  - More extensive testing prior to Production
  - Automation scripts to be added during deployment to verify Production system compatibility

## **Modifications to FAST Appointments (Scheduled: September 2016)**

- ❑ Allow Mailers/Appointment Schedulers to reschedule appointments any time prior to the original appointment time and up to 24 hours after the original appointment time
- ❑ If a mailer reschedules after the appointment time but within the 24 hour grace period, the FAST system will mark the rescheduled appointment as “Late Rescheduled” and that appointment will impact their carrier rating
- ❑ If an appointment is not rescheduled and the driver does not show up within 24 hours, the missed appointment becomes a “No Show”
- ❑ Late rescheduled appointments must be within 72 hours of the original appointment
- ❑ The FAST system will limit the mailer to one reschedule per original appointment



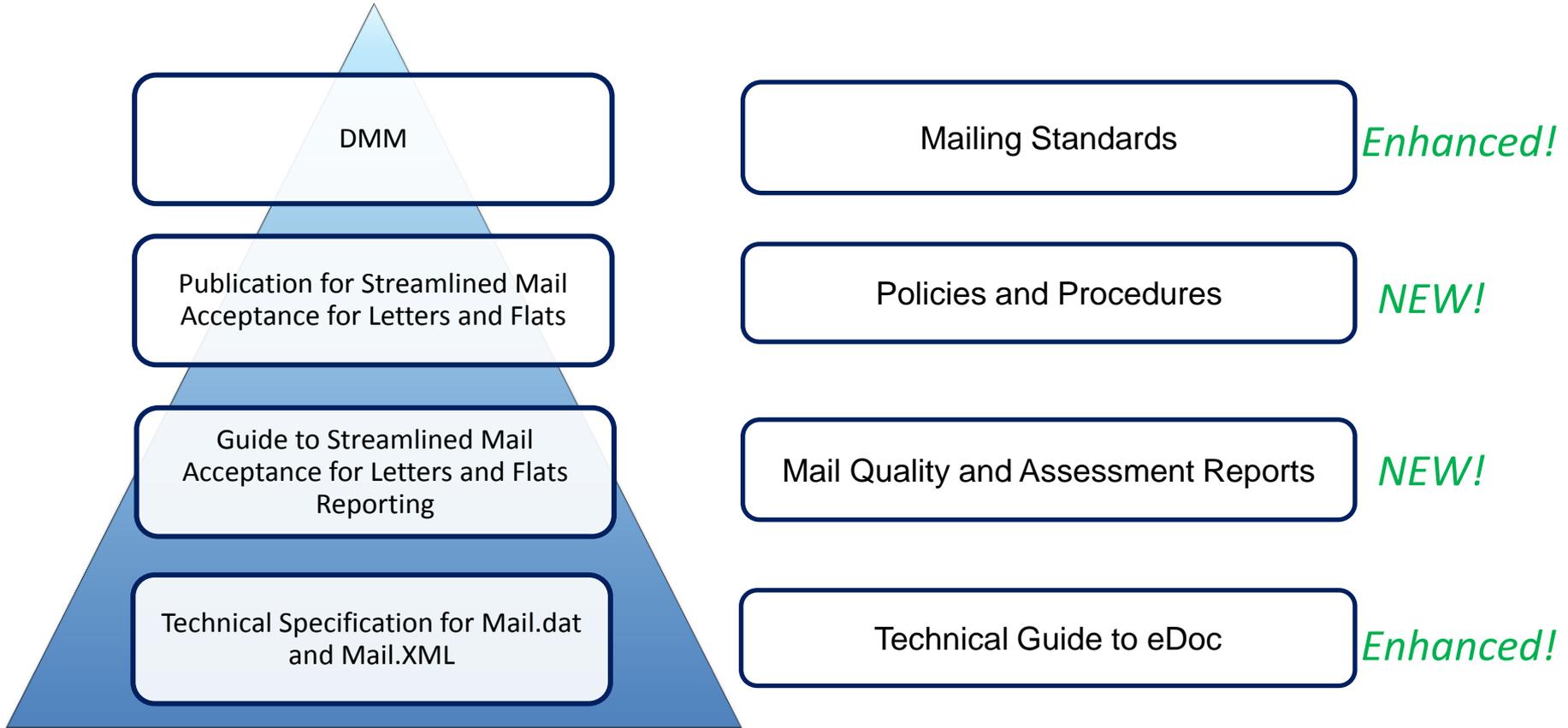
## MTAC Payment and Acceptance

July 2016

Periodicals

## □ Updates

- [Streamlined Mail Acceptance Publication](#)
- [Move Update Federal Register Notice \(FRN\)](#)
- [Full-Service Updates](#)
- [Nesting Sampling Verifications](#)
- [Seamless Acceptance Updates](#)
- [Undocumented Analysis](#)
- [eInduction Updates](#)
- [Streamlined Mail Entry Program Status](#)
- [PostalPro™](#)
- [Payment Modernization](#)
- [Ad Percentage](#)
- [FAST Appointment Modifications](#)



## Published on 7/1

- Available on PostalPro:  
<http://beta.postalpro.usps.com/resources/mailing-latest>
- 30 day comment period
- Future changes: 90-day period before implementing

❑ Clarification of the Move Update Standard (Final Notice):

This Federal Register Notice intended to clarify Move Update requirements in relation to discount mail preparation prices for all commercial mailers, including those authorized as 99 Percent Accurate and Legal Restraint customers. Published on July 1, 2016

❑ Address Quality Census Measurement and Assessment Process (Proposed Rule):

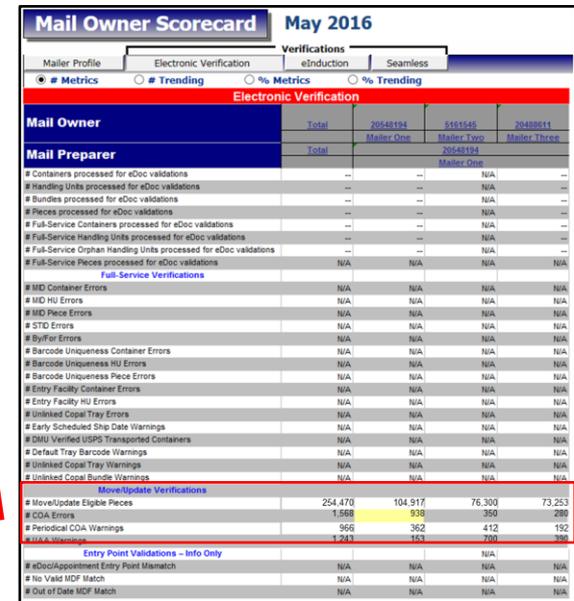
This proposed Federal Register Notice provides information regarding the approach to measuring Move Update compliance utilizing information derived from the Intelligent Mail Barcode during processing on Mail Processing Equipment. This proposed Federal Register Notice will be published on July 6, 2016. There will be a 30 day comment period through normal FRN processes

## FRN: Address Quality Census Measurement and Assessment Process

- ❑ Moving to a Census-Based Verification with results shown on the Mailer Scorecard
- ❑ Applies to ANY eDoc submitter who prepares FS volume (change from 75% adoption)
- ❑ ACS for basic automation/nonautomation pieces:
  - Charged Full-Service fee (\$0.00)
  - 95% previous month eligible volume as FS for First-Class and Standard mail
    - Calculates full-service percentage across the previous calendar month to determine their next month eligibility
  - Proper By/For Identification
  - Unique IMb w/ ACS Requested STID (either FS or OneCode)
  - IMb included in eDoc
  - Data may be received via SingleSource
- ❑ All of USPS programs are based on eDoc level assessments and customers have a comment period to respond to the Federal Register notice
- ❑ Periodicals will NOT be included in Census Measurement Assessments
- ❑ Clarification on Periodicals Manual ACS notices
- ❑ Threshold change from 0.8% to 0.5%

## Move Update Scorecard Enhancements

- ❑ Add Nixie Data to Summary of Scorecard (8/14)
  - Currently available as warnings through drill reports
- ❑ Add *Move Update Eligible Pieces* to Scorecard (8/14)
- ❑ Separate Periodicals from Census/Assessments (8/28)
- ❑ Provide *Move Update Compliance Threshold* to Mail Preparer/Mail Owner views of Scorecard (8/14)



Mail Owner Scorecard		May 2016			
Mail Profile		Verifications		Seamless	
Electronic Verification		eInduction			
<input type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending					
Electronic Verification					
Mail Owner	Total	20548194	5161545	20488811	
Mail Preparer	Total	Maier One	20548194	Maier Three	
<b>Electronic Verifications</b>					
# Containers processed for eDoc validations	---	---	N/A	---	
# Handling Units processed for eDoc validations	---	---	N/A	---	
# Bundles processed for eDoc validations	---	---	N/A	---	
# Pieces processed for eDoc validations	---	---	N/A	---	
# Full-Service Containers processed for eDoc validations	---	---	N/A	---	
# Full-Service Handling Units processed for eDoc validations	---	---	N/A	---	
# Full-Service Orphan handling Units processed for eDoc validations	---	---	N/A	---	
# Full-Service Pieces processed for eDoc validations	N/A	N/A	N/A	N/A	
<b>Full-Service Verifications</b>					
# MID Container Errors	N/A	N/A	N/A	N/A	
# MID HU Errors	N/A	N/A	N/A	N/A	
# MID Piece Errors	N/A	N/A	N/A	N/A	
# STD Errors	N/A	N/A	N/A	N/A	
# By/Fr Errors	N/A	N/A	N/A	N/A	
# Barcode Uniqueness Container Errors	N/A	N/A	N/A	N/A	
# Barcode Uniqueness HU Errors	N/A	N/A	N/A	N/A	
# Barcode Uniqueness Piece Errors	N/A	N/A	N/A	N/A	
# Entry Facility Container Errors	N/A	N/A	N/A	N/A	
# Entry Facility HU Errors	N/A	N/A	N/A	N/A	
# Unlinked Copal Tray Errors	N/A	N/A	N/A	N/A	
# Early Scheduled Ship Date Warnings	N/A	N/A	N/A	N/A	
# BDU Verified USPS Transported Containers	N/A	N/A	N/A	N/A	
# Default Tray Barcode Warnings	N/A	N/A	N/A	N/A	
# Unlinked Copal Tray Warnings	N/A	N/A	N/A	N/A	
# Unlinked Copal Bundle Warnings	N/A	N/A	N/A	N/A	
<b>Move/Update Verifications</b>					
# Move/Update Eligible Pieces	254,470	104,917	76,300	73,253	
# COA Errors	1,568	938	350	289	
# Periodical COA Warnings	966	362	412	192	
# UAA Warnings	1,243	153	700	390	
<b>Entry Point Validations - Info Only</b>					
# eDoc/Assessment Entry Point Mismatch	N/A	N/A	N/A	N/A	
# No Valid MDF Match	N/A	N/A	N/A	N/A	
# Out of Date MDF Match	N/A	N/A	N/A	N/A	

Move/Update Verifications				
# Move/Update Eligible Pieces	254,470	104,917	76,300	73,253
# COA Errors	1,568	938	350	289
# Periodical COA Warnings	966	362	412	192
# UAA Warnings	1,243	153	700	390

## **Does the United States Postal Inspection Service (USPIS) agree with the newly proposed measurement process, and how will investigations be determined?**

- ❑ USPS Response: Yes, USPIS agrees with the decision to utilize the newly proposed Address Quality Census Measurement and Assessment Process, which allows the Postal Service to leverage technology. Also, USPIS will continue to collaborate with the Postal Service on all matters, including the determination of whether investigations are warranted

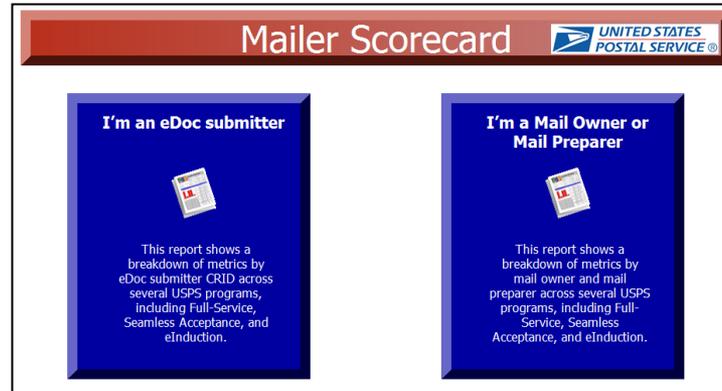
eDoc Verifications	Description
<b>Mailer ID</b>	<b>MIDs</b> in the IMcb, IMtb, & IMb™ as listed in the eDoc must be valid and assigned by the USPS®
<b>Service Type ID</b>	The <b>STID</b> in the IMb as listed in the eDoc must be valid and correct for the mail class and service level of the mailpiece
<b>By/For</b>	<b>By/For</b> –The mail owner and preparer must be identified correctly in the eDoc for a mailing with 5000 pieces or more per day for a single mail owner
<b>Barcode Uniqueness</b>	<b>Unique Barcodes</b> in the IMcb, IMtb, & IMb as listed in the eDoc must be unique across all mailings from all mailers over the previous 45 days
<b>Entry Facility</b>	The <b>Entry Facility</b> for a container or handling unit as listed in the eDoc must match the entry facility from the Mail Direction File or the Facilities Database
<b>Unlinked Copal</b>	All trays/virtual sacks marked for co-palletization at origin must have corresponding eDoc linking to a pallet within <b>14 days</b>

## Full-Service Assessment Date Announced

- ❑ Full-Service assessments will be in effect for errors logged in October 2016
- ❑ First assessment will be posted November 2016
- ❑ Currently providing outreach to mailers who have exceeded any error metrics
- ❑ Review Mailer scorecard to see status of your mailing quality



**Begins  
November 2016  
Based on  
October 2016  
Mailings**



## As eDoc Submitter

- ✓ **View mail quality metrics for all mailings submitted by single CRID**
  - Does not provide breakdown of Mail Owners

## As Mail Owner

- ✓ **View mail quality metrics across all MSPs used**
  - See results for mailpieces, handling units and containers for all MSP's that identified you as the Mail Owner in their eDoc

## As Mail Preparer

- ✓ **View metrics across mail owners serviced by a single MSP**
  - See results for mailpieces, handling units, and containers for clients that were reported as the Mail Owner in your eDoc

**eDoc Submitter View**  
displays mail quality  
metrics for all mailings  
submitted by a single  
CRID

New: FS errors now  
broken out

- # of errors
- # of pieces w/ errors

New: Rolling  
assessment for  
Additional Postage Due

<b>Mailer Scorecard</b>				
<b>July 2016</b>				
<b>Verifications</b>				
Mailer Profile	Electronic Verification	eInduction	Seamless	SPM Exclusions
<input checked="" type="radio"/> # Metrics	<input type="radio"/> # Trending	<input type="radio"/> % Metrics	<input type="radio"/> % Trending	
<b>Electronic Verification</b>				
eDoc Submitter	Total	646283	950778	
	-	DOC NOW INC.	SUB-MITTERS CORP	
# Containers processed for eDoc validations	13,437	9,332	4,105	
# Handling Units processed for eDoc validations	384,517	356,457	28,060	
# Bundles processed for eDoc validations	1,161,103	735,162	425,941	
# Pieces processed for eDoc validations	78,498,279	33,727,018	44,771,261	
# Full-Service Containers processed for eDoc validations	10,277	8,739	1,538	
# Full-Service Handling Units processed for eDoc validations	331,376	303,675	27,701	
# Full-Service Orphan Handling Units processed for eDoc validation	3,094	592	2,502	
# Full-Service Pieces processed for eDoc validations	53,277,399	31,423,381	21,854,018	
<b>Full-Service Verifications</b>				
# MID Container Errors	--	--	--	
# Containers with MID Errors	--	--	--	
# MID HU Errors	--	--	--	
# HUs with MID Errors	--	--	--	
# MID Piece Errors	--	--	--	
# Pieces with MID Errors	--	--	--	
# STID Errors	--	--	--	
# Pieces with STID Errors	--	--	--	
# By/For Errors	1,623,793	1,623,793	--	
# Pieces with By/For Errors	1,623,793	1,623,793	--	
# Barcode Uniqueness Container Errors	--	--	--	
# Containers with Barcode Uniqueness Errors	--	--	--	
# Barcode Uniqueness HU Errors	3	3	--	
# HUs with Barcode Uniqueness Errors	3	3	--	
# Barcode Uniqueness Piece Errors	706	706	--	
# Pieces with Barcode Uniqueness Errors	706	706	--	
# Entry Facility Container Errors	--	--	--	
# Containers with Entry Facility Errors	--	--	--	
# Entry Facility HU Errors	--	--	--	
# HUs with Entry Facility Errors	--	--	--	
# Unlinked Copal Tray Errors	--	--	--	
# HUs with Unlinked Copal Errors	--	--	--	
<b>Total Additional Postage Due (Full-Service Electronic) - Info Only</b>	<b>\$52.55</b>	<b>\$52.55</b>	--	
# Early Scheduled Ship Date Warnings	7	7	--	
# DMU Verified USPS Transported Containers	3,162	3,070	92	

**Mail Owner View** displays mail quality metrics across all MSPs used by a single Mail Owner

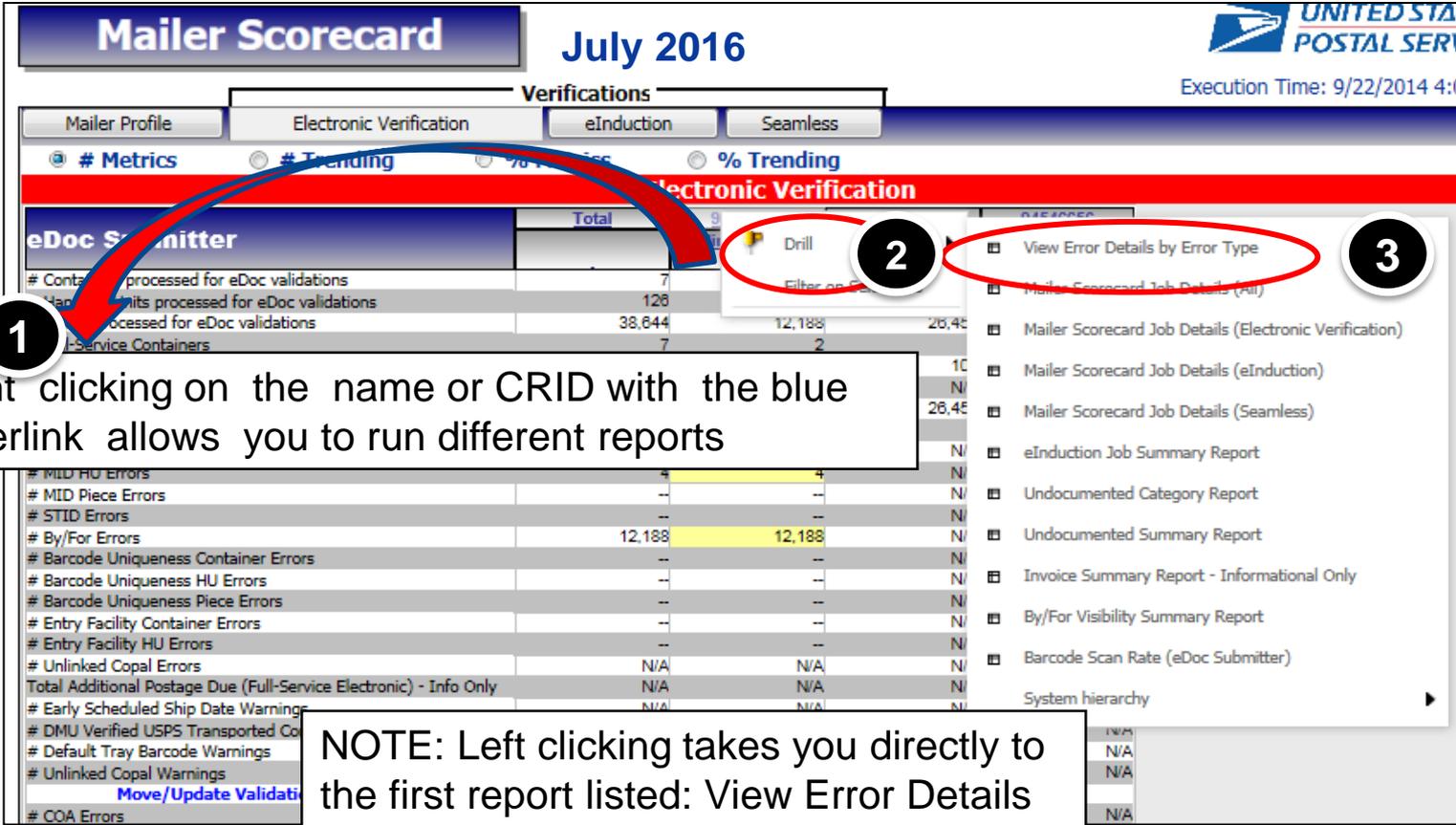
<b>Mail Owner Scorecard</b>		<b>JUNE 2016</b>		
Mailer Profile		Verifications		
Electronic Verification		eInduction	Seamless	
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending		<b>Electronic Verification</b>		
Mail Owner	Total	1234567		
		The Paul Jones Company		
Mail Preparer		9162731	6735901	8675439
		MAILS R US	MAIL FOR FUN	WE MAIL 4U
# Containers processed for eDoc validations	4,587	1,349	3,237	1
# Handling Units processed for eDoc validations	747,481	29,604	717,873	4
# Bundles processed for eDoc validations	--	--	--	--
# Pieces processed for eDoc validations	2,506,534	309,010	2,197,523	1
# Full-Service Containers processed for eDoc validations	4,587	1,349	3,237	1
# Full-Service Handling Units processed for eDoc validations	747,481	29,604	717,873	4
# Full-Service Orphan Handling Units processed for eDoc validation	--	--	--	--
# Full-Service Pieces processed for eDoc validations	2,496,493	309,010	2,187,482	1
<b>Full-Service Verifications</b>				
# MID Container Errors	--	--	--	--
# MID HU Errors	--	--	--	--
# MID Piece Errors	--	--	--	--
# STID Errors	--	--	--	--
# By/For Errors	2,496,493	309,010	2,187,482	1
# Barcode Uniqueness Container Errors	--	--	--	--
# Barcode Uniqueness HU Errors	663	--	663	--
# Barcode Uniqueness Piece Errors	5,139	1,090	4,048	1

**Mail Preparer View** displays metrics across all Mail Owners serviced by a single MSP

<b>Mail Owner Scorecard</b>		<b>JUNE 2016</b>			
Mailer Profile		Verifications			
Electronic Verification		eInduction	Seamless		
<input checked="" type="radio"/> <b># Metrics</b> <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending		<b>Electronic Verification</b>			
Mail Owner	Total	THE PAUL JONES COMPANY	THE PAUL JONES COMPANY	DANDELION CORP	
Mail Preparer		1234567	7892342	9162731	
		MAILS R US	MAILS R US	MAILS R US	
# Containers processed for eDoc validations	63,003	1,349	173	1,313	
# Handling Units processed for eDoc validations	1,655,418	29,604	896	16,163	
# Bundles processed for eDoc validations	2,923	--	--	--	
# Pieces processed for eDoc validations	104,364,077	309,010	522	10,634	
# Full-Service Containers processed for eDoc validations	62,992	1,349	173	1,313	
# Full-Service Handling Units processed for eDoc validations	1,655,404	29,604	896	16,163	
# Full-Service Orphan Handling Units processed for eDoc validation	--	--	--	--	
# Full-Service Pieces processed for eDoc validations	104,156,799	309,010	522	10,634	
<b>Full-Service Verifications</b>					
# MID Container Errors	--	--	--	--	
# MID HU Errors	--	--	--	--	
# MID Piece Errors	--	--	--	--	
# STID Errors	2,581	--	--	--	
# By/For Errors	338,956	309,010	--	--	
# Barcode Uniqueness Container Errors	--	--	--	--	
# Barcode Uniqueness HU Errors	163	--	--	--	
# Barcode Uniqueness Piece Errors	45,583	1,090	--	--	

### Drilling down to investigate an error:

1. Right-click on the eDoc Submitter name or Customer Registration ID (CRID)
2. Click “Drill”
3. Click “View Error Details by Error Type”



**1** Right clicking on the name or CRID with the blue hyperlink allows you to run different reports

**2** Drill

**3** View Error Details by Error Type

**NOTE:** Left clicking takes you directly to the first report listed: View Error Details by Error Type

Electronic Verification			
	Total		
# Containers processed for eDoc validations	7		
# Mailer Units processed for eDoc validations	128		
# Mailer Units processed for eDoc validations	38,844	12,188	26.45
# Service Containers	7	2	
# MID HU Errors	4	4	N/A
# MID Piece Errors	--	--	N/A
# STID Errors	--	--	N/A
# By/For Errors	12,188	12,188	N/A
# Barcode Uniqueness Container Errors	--	--	N/A
# Barcode Uniqueness HU Errors	--	--	N/A
# Barcode Uniqueness Piece Errors	--	--	N/A
# Entry Facility Container Errors	--	--	N/A
# Entry Facility HU Errors	--	--	N/A
# Unlinked Copal Errors	N/A	N/A	N/A
Total Additional Postage Due (Full-Service Electronic) - Info Only	N/A	N/A	N/A
# Early Scheduled Ship Date Warnings	N/A	N/A	N/A
# DMU Verified USPS Transported Containers	N/A	N/A	N/A
# Default Tray Barcode Warnings	N/A	N/A	N/A
# Unlinked Copal Warnings	N/A	N/A	N/A
# COA Errors	N/A	N/A	N/A

eDoc Submitter	Level	Error Type	Error Code	# Errors
1234567 The Paul Jones Company	Container	<a href="#">Barcode Uniqueness</a>	<a href="#">E17P</a>	1
		<a href="#">Entry Facility</a>	<a href="#">E29P</a>	1
	Handling Unit	<a href="#">Barcode Uniqueness</a>	<a href="#">7603</a>	163
		<a href="#">Nesting/Sortation</a>	<a href="#">7843</a>	2
		<a href="#">Barcode Quality</a>	<a href="#">605</a>	1
	Piece	<a href="#">Barcode Uniqueness</a>	<a href="#">7703</a>	41,045
		<a href="#">Barcode Uniqueness</a>	<a href="#">7704</a>	7
		<a href="#">Barcode Uniqueness</a>	<a href="#">7705</a>	4,535
		<a href="#">By/For</a>	<a href="#">7142</a>	338,956
		<a href="#">Delivery Point</a>	<a href="#">7901</a>	130,709
		<a href="#">Move/Update</a>	<a href="#">6000</a>	104,917
		<a href="#">Move/Update</a>	<a href="#">6009</a>	45
		<a href="#">Nesting/Sortation</a>	<a href="#">6010</a>	70,946
		<a href="#">Nesting/Sortation</a>	<a href="#">6011</a>	1,264
<a href="#">Nesting/Sortation</a>		<a href="#">6012</a>	2,564	
<a href="#">Service Type</a>	<a href="#">7402</a>	2,581		

Mailing Group ID	Customer Group ID	Job ID	User License Code	Date	Level	Error Type	Error Code	Mail Class	Processing Category	# Errors
				6/2/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	126,207
				6/14/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	53,728
				6/21/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	65,096
				6/28/2016	Piece	<a href="#">By/For</a>	<a href="#">7142</a>	Standard	Letters and Cards	93,925

Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type	Error Code	Error Description
6/21/2016	0024320058805726516364064168060	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.
6/21/2016	0024320058805726516563755792334	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.
6/21/2016	0024320058805726516864064158850	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.
6/21/2016	0024320058805726517563366759044	Piece	eDoc Verification	By/For Mail Owner Identified as Mail Preparer	By/For	7142	The Mail Owner was identified as a Mail Preparer within the past 90 days.

## User/Report Timeout Settings

- Users are logged out after 20 minutes of idle time
  - For security reasons, timeouts are usually a standard on such systems
- Reports will time out if execution against the data warehouse does not complete within 60 minutes
- A less frequent issue: Users not being able to login
  - Solution: Wait a few minutes and then try again
  - Due to the infrequency, reporting the issue to the Helpdesk may take longer than waiting a few minutes to try re-logging in
- If logged out utilize History list function to quickly return to a report



Accessing History  
List

## Assessment Report Generation

Verification results are finalized on the 10<sup>th</sup> day of the month and assessment reports generated on the 11<sup>th</sup>

## Assessment Report Receipt

Assessment notification email is sent to Verification Assessment Evaluator (VAE) on the 11<sup>th</sup> day of the month

## Mailer VAE Review & Action

VAE is responsible for reviewing, or challenging if necessary, and paying the request due at the end of the calendar month

## Mailer Payment or Review

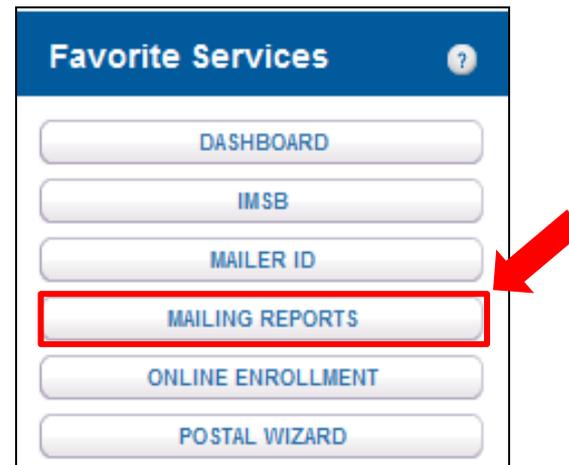
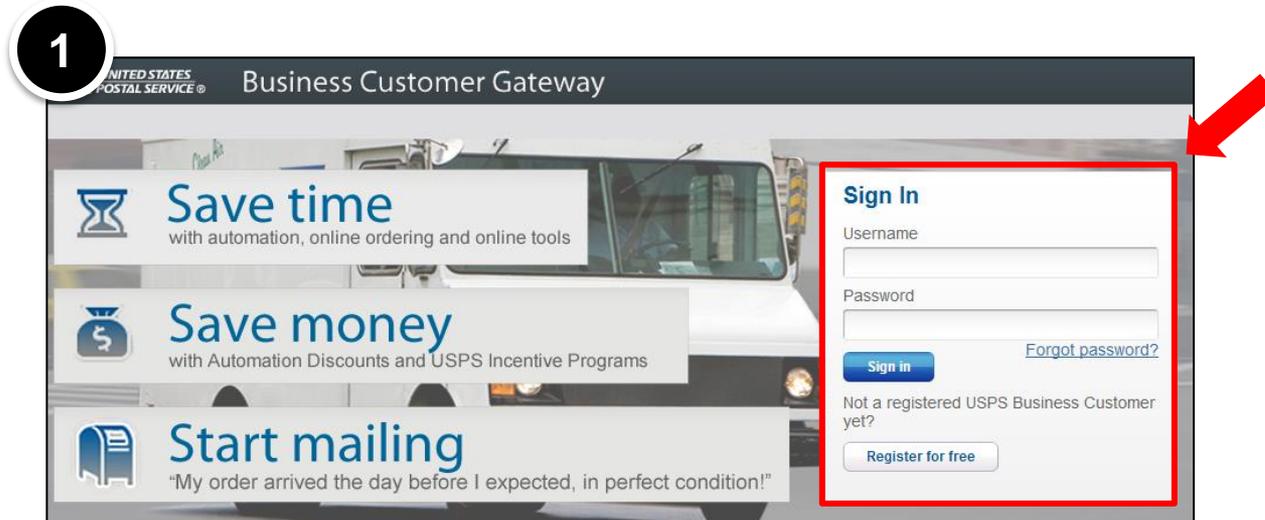
Mailers can submit payment or review charges through the review process

## Final Email Notification

Once paid, final email notification is sent to VAE of the paying permit

The postage assessment process generates assessment reports that allow for the review, payment, and challenge of additional postage assessments

After the 11<sup>th</sup> of the month, mailers can view Postage Assessment Reports by accessing the Mailer Scorecard via the BCG:



Mailers can view Postage Assessment Reports by accessing the Mailer Scorecard via the BCG:

**3**

Home > Mailing Reports

## Mailing Reports

- [View Transactions](#)
- [Pending Postage Statements](#)
- [Statement of Ownership](#)
- [Induction Activity Report \(eInduction\)](#)
- [Electronic Verification Activity \(EVS\)](#)
- [Parcel Return Service \(PRS\)](#)
- [BRM Invoice Detail Report](#)
- [Customer MRS Detail Report](#)
- [Customer MRS Summary Report](#)
- [eInduction Quick Status Report](#)
- [Mail Entry Additional Postage Assessment Report](#)
- [Mailing Summary Report](#)
- [Mail Quality Reports](#)
- [Mailer Scorecard](#)
- [Issue Level Postage Statement](#)
- [Publication Report](#)
- [View Periodical Transactions](#)
- [View Historical Permit Transactions](#)
- [Carbon Accounting Statement](#)
- [Touch Credit Report](#)
- [QBRM Verification Assessment Report](#)
- [QBRM Additional Postage Due Report](#)

The Assessment Summary Report shows all active invoices for a CRID:

**Mail Entry Additional Postage Assessment Report Search**

**Date From:** May 2016  
**Date To:** May 2016

**eDoc Submitter CRID:** 1234567 [Search](#)  
**Mailing Group ID:**

**Area:** All  
**District:** All  
**Mail Job:**

**Status:** All - Include all Statuses

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

One record found.

1

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 Paid	Status
1234567	CMS	May 2016	\$0.00	\$0.00	\$0.00	\$851.23	\$851.23	\$851.23	\$0.00	Pending Action

The Assessment Detail Report shows additional postage, adjusted additional postage, error counts, and error % for each error type

- ❑ Links in the *error count* and % column display a breakdown of error counts by mail owner

**Additional Postage Assessment Detail Report**

Assessment Period: May 2016      eDoc Submitter CRID: 1234567      Company Name: ACME Mail Company

Impact from Move/Update		\$4,585.28	\$4,585.28	<a href="#">62,812</a>	<a href="#">1.50%</a>
	Duplicate Barcode				
Impact from Full Service Electronic Verification	Zone Discount				
	Mailer ID Container				
	Mailer ID Tray				
	Mailer ID Piece				
	Service Type ID				
	By/For	\$6,004.78	\$6,004.78	<a href="#">2,001,594</a>	<a href="#">47.78%</a>
	Unique Container Barcode	\$52.35	\$52.35	<a href="#">4</a>	<a href="#">1.14%</a>
	Unique Tray Barcode				

Mail Owner CRID	Mail Owner Name	Total Error Count
2345127	Company A	863,081
9264718	Company B	1,104,948
2351045	Company C	243,035



## What causes By/For Errors?

- ❑ Mail Owner/Preparer is invalid or missing
  - Mail Owner/Mail Preparer was not identified in the eDoc
  - Mail Owner/Mail Preparer MID, CRID, or permit information provided in the eDoc was invalid
- ❑ Mail Owner and Mail Preparer were identified in the eDoc as the same business entity
- ❑ Mail Owner CRID or permit/MID associated to the CRID was used to identify a Mail Preparer in an eDoc within the past 90 days

## By/For Custom Threshold Alternative

- ❑ MSPs with significant volume from owners with under 5,000 pieces
  - Existing Option: Custom By/For Threshold
  - New Option: Jackpot CRID\*
- ❑ USPS identify a new CRID as “jackpot” CRID
- ❑ MSP to use “jackpot” CRID in the eDoc as the Mail Owner
  - Only use for volume from owners with under 5,000 pieces
  - USPS to periodically audit use of the “jackpot” CRID and MSP quality control processes
- ❑ No by/for error will be generated when “jackpot” CRID is used by the MSP
- ❑ New Jackpot CRID option is being piloted by USPS to evaluate results

*\*Note: To use this alternative, a new CRID is required. After the CRID is obtained, the CRID or associated MIDs may be used in the eDoc*

- ❑ USPS has been aggressively investigating mailpieces failing service performance measurement. The Nesting Sampling verification process was implemented at sites where mailpieces were identified as affecting Service Measurement scores
  - Identifying internal issues that may affect the mailpieces
  - Identifying mail preparation issues that may affect the mailpieces
  
- ❑ Sites were identified having large volumes of recurring tray preparation errors
  
- ❑ Manual verification process being replaced by an automated system utilizing the hand held scanners
  - Verification information will be available on the Mailer Scorecard under the Seamless tab
  
- ❑ The number of containers to be sampled is currently being evaluated. A statistical analysis is being conducted in order to determine the correct number of sampled units

## Scanner verification process

- ❑ Implementing a random selection process for containers
- ❑ Establishing an unbiased sampling frequency
- ❑ Utilizing a new Nesting Sampling Randomizer Tool
  - Provide times and number of containers to sample
  - Based on 1-hour time windows
- ❑ Results available on Seamless tab of Mailer Scorecard

Mailer Scorecard		JUNE 2016	
		Verifications	
Mailer Profile		Electronic Verification	eInduction
		Seamless	SPM
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending			
Seamless			
Data displayed for a Seamless Parallel or non-S			
<b>eDoc Submitter</b> ▲		Total	646283
		-	DOC NOW INC.
CRID Seamless Status		N/A	Parallel
# Seamless Acceptance Jobs		1,729	1,729
# Containers processed for Seamless validations		2,540	2,540
# Handling Units processed for Seamless validations		37,834	37,834
# Pieces processed for Seamless validations		9,190,093	9,190,093
# Seamless Acceptance Jobs not Auto-Finalized		1,729	1,729
# Seamless Documented Piece Scans		8,894,717	8,894,717
# Adjusted Seamless Documented Piece Scans		7,101,770	7,101,770
# Undocumented Pieces		20,165	20,165
Unscanned Undocumented Pieces at Risk - Lower Bound		117	117
Unscanned Undocumented Pieces at Risk - Upper Bound		1,752	1,752
Additional Postage Due (Undocumented Pieces) - Info Only		--	--
# Nesting/ Sortation Piece Errors (MPE)		963	963
# Delivery Point Piece Errors		205	205
<b>Sampling Verifications</b>			
# Containers Sampled		90	90
# Handling Units Sampled		266	266
# Pieces Sampled		1,744	1,744
General PAF		N/A	1.0007
# Weight Piece Errors		5	5
# Postage Piece Errors		--	--
Mail Characteristic PAF		N/A	--
# Mail Characteristic Piece Errors		--	--
Barcode Quality PAF		N/A	--
# Barcode Quality Piece Errors		2	2
Total Additional Postage Due (Seamless) - Info Only		--	--
<b>Nesting Sampling Validations - Info Only</b>			
# Containers Sampled for Nesting Validations		145	145
# Handling Units Sampled for Nesting Validations		1,000	1,000
# Pieces Sampled for Nesting Validations		1,132	1,132
# Nesting/ Sortation Container Warnings		3	3
# Nesting/ Sortation Handling Unit Warnings		55	55
# Nesting/ Sortation Piece Warnings		12	12

## ❑ Handling Unit (HU) to Piece Sampling

- Samples 3 HUs per container and then verifies 10 pieces per HU
- Occurs 4 times a day



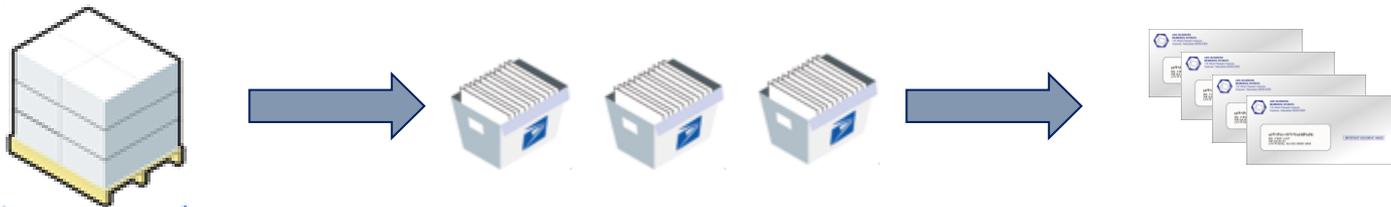
## ❑ Handling Unit (HU) to Container Sampling

- Samples all trays on one pallet
- Occurs 24 times a day



Seamless Acceptance Sampling collects information that MPE cannot

- ❑ Acceptance employees complete samples after using the sampling randomizer tool to determine the time and which container to sample
- ❑ A complete sample includes one container, three handling unit from that container, and 30 pieces from the container (10 pieces/handling unit)
- ❑ On every mailing date, the clerk will randomly select a pallet to sample (4 times/day)
- ❑ Over one month, USPS completes a statistically significant number of samples in the month, which logs errors based on samples



## eDoc Verifications

## Description

	eDoc Verifications	Description
Sampling Verifications	<b>Postage</b>	Postage Payment Method or Postage Affixed amount on piece different than included in the eDoc
	<b>Weight</b>	Piece weight is different than was included in the eDoc
	<b>Mail Characteristic</b>	Piece was paid at Standard Mail price but the content makes it a First-Class piece OR piece is paid at a Non-Profit piece but content should makes it a Regular price piece
	<b>Barcode Quality</b>	Piece had a unscannable barcode and was included in a mailing that only had automated price pieces
MPE	<b>Undocumented Delivery</b>	Scanned piece cannot be matched to an eDoc
	<b>Nesting / Sortation (MPE)</b>	Physical sortation of the mail doesn't match the eDoc
eDoc	<b>Delivery</b>	Scanned piece cannot be matched to an eDoc

## Using PAF for Postage Assessment

- ❑ Information retrieved from sampling verifications are used to calculate postage for sampled pieces
- ❑ “Adjusted postage” is compared to the eDoc postage using a Postage Adjustment Factor (PAF)

<b>Sampling Verifications</b>	<b>Postage</b>	Postage Payment Method or Postage Affixed amount on piece different than included in the eDoc
	<b>Weight</b>	Piece weight is different than was included in the eDoc
	<b>Mail Characteristic</b>	Piece was paid at Standard Mail price but the content makes it a First-Class piece OR piece is paid at a Non-Profit piece but content should makes it a Regular price piece
	<b>Barcode Quality</b>	Piece had a unscannable barcode and was included in a mailing that only had automated price pieces

We divide the sampling verifications into 3 PAF assessments:

PAF Type	Verification Included	Attribute Checked	How Charges Work?
<b>General</b>	Postage	Postage Type Postage Amount	<p><b>*Applies to all pieces from an eDoc submitter</b></p> $\text{General PAF} = \frac{\text{Sum of Adjusted Postage for Sampling Errors (postage + weight) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}}$
	Weight	Mailpiece Weight	
<b>Mail Characteristic</b>	Mail Characteristic	Processing Category Mail Class Nonprofit Eligibility Content	<p><b>*Separately calculated for all pieces from each Mail Owner and eDoc submitter</b></p> $\text{Mail Characteristic PAF} = \frac{\text{Sum of Adjusted Postage for Sampling Errors (Mail Characteristic) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}}$
<b>Barcode Quality</b>	Barcode Quality	Barcode Application Barcode Readability	<p><b>*Applies only to unscanned pieces from eDoc submitter</b></p> $\text{Barcode Quality PAF} = \frac{\text{Sum of Adjusted Postage for Sampling Errors (Barcode Quality) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}}$

## Each PAF follows the same process for calculation:

- ❑ PAF measures the difference between the original eDoc postage paid and the correct postage amount for the pieces sampled:

$$PAF = \frac{\textit{Sum of Adjusted Postage}}{\textit{Sum of eDoc Postage}}$$

- ❑ If the PAF > 1 the mailing is **underpaid**
  - If PAF exceeds PAF Threshold (**PAF > 1.05**), additional postage will be charged
  - The additional postage charged for the sample is then applied to the entire mailing

## PAF Calculation Example: General PAF

<b>General PAF</b>	=	$\frac{\text{Sum of Adjusted Postage Sampling Error (postage + weight) + eDoc Postage for pieces NOT in error}}{\text{Total eDoc Postage for all Sampled Pieces}}$
	=	$\frac{\$25.64 + \$31.85}{\$53.54}$
	=	<b>1.0738</b>

- Postage was underpaid by 7.38%
- PAF Threshold exceeded ( $1.0738 > 1.05$ )
  - Portion exceeding threshold will be applied to entire mailing

## Sampling Postage Assessment:

- Using the sample as a representative of the entire mailing, additional postage is assessed

<b>Additional Postage Due</b>	=	Original eDoc Postage in Calendar Month	X	(PAF – PAF Threshold)
	=	\$24,500	X	(1.0738 – 1.05)
	=	\$24,500	X	0.0238
	=	<b>\$583.10</b>		

## **Mailers on Seamless Acceptance are consistently under PAF threshold of 5%.**

- Interest in understanding root cause of all errors
- USPS reviewed January to April Data to identify any clerk input issues
- Data mining suggested that some of these errors caused by manual entry errors
- Implementing 8 logic changes to address manual entry errors**

### Postage

1. **Factor of Ten:** Scan postage differs from eDoc postage by factor of 10; suggests that the decimal point was not entered correctly
2. **Missing/False Digit:** eDoc postage is 0.001 higher than scan postage affixed; suggests that the complete number of digits on the mail piece was not entered
3. **Transpose:** Digits reported by the scan postage affixed are transposed from the eDoc postage affixed, e.g. eDoc says 0.471 and scan says 0.417
4. **Implausibly Low:** Scan postage is less than a penny, in an otherwise different and consistent tray

### Weight

1. **Overweight Letter:** Letter weight verification finds that a Letter weighs more than 1 pound, suggesting improper entry of either weight or Mail Category
2. **Factor of Ten:** Letter, card or flat weight verification is more than eDoc weight by a factor of 10, suggesting improper entry of weight
3. **Integer Entry:** Letter, card or flat verification is a perfect integer greater than 0, suggesting improper entry of weight, as a perfect integer weight is unlikely
4. **Zero Entry:** Letter, card or flat weight verification is 0

**Case 1:** Scan postage differs from eDoc postage by factor of 10: suggests that the decimal point was not entered correctly

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PERMIT_TYPE	SCAN PERMIT_TYPE	EDOC POSTG AFFIXED	SCAN POSTG AFFIXED
1	3/29/16 1:38 PM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.0391
2	3/29/16 1:38 PM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.0391
3	3/31/16 8:54 AM	Standard	Standard	Letter	Letter	Precanceled	Precanceled	0.1	10
4	3/31/16 8:54 AM	Standard	Standard	Letter	Letter	Precanceled	Precanceled	0.1	10
5	4/14/16 5:35 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.465	0.0465
6	4/27/16 5:41 AM	First Class	First Class	Letter	Letter	Precanceled	Precanceled	0.25	25

**Case 2:** eDoc postage affixed is 0.001 higher than scan postage affixed, suggests that the complete number of digits on the mail piece was not entered, or that the final digit was mistakenly entered

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PERMIT_TYPE	SCAN PERMIT_TYPE	EDOC POSTG AFFIXED	SCAN POSTG AFFIXED
1	3/5/16 3:05 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.39
2	3/5/16 3:05 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.391	0.39
3	4/23/16 5:49 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.452	0.451
4	1/23/16 3:38 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.471	0.47
5	1/23/16 3:38 AM	First Class	First Class	Letter	Letter	Metered	Metered	0.471	0.47

### Definitions

685. The Postage Affixed from the FS-IMD Piece Scan does not match the Postage Affixed from the eDoc

**Case 1:** Letter weight verification finds that a Letter weighs more than 1 pound, suggesting improper entry of either weight or Mail Category

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PIECE_WT	SCAN PIECE_WT
1	3/30/16 8:06 AM	Standard	Standard	Letter	Letter	0.092	95
2	4/26/16 5:57 PM	First Class	First Class	Letter	Letter	0.125	70
3	1/12/16 12:18 PM	First Class	First Class	Letter	Letter	0.0625	60
4	1/25/16 4:33 PM	First Class	First Class	Letter	Letter	0.0625	25
5	2/29/16 7:49 AM	Standard	Standard	Letter	Letter	0.01	15
6	1/13/16 10:11 AM	Standard	Standard	Letter	Letter	0.0104	10

**Cases 3 and 4:** Letter, card or flat verification is a perfect integer greater than 0, suggesting improper entry of weight; Letter, card or flat weight verification is 0

Scan	IMB_SCAN DATETIME	EDOC ML_CL_CODE	SCAN ML_CL_CODE	EDOC ML_CAT_CODE	SCAN ML_CAT_CODE	EDOC PIECE_WT	SCAN PIECE_WT
1	2/2/16 6:05 AM	Standard	Standard	Flat	Flat	0.15	0
2	3/10/16 6:39 AM	Standard	Standard	Letter	Letter	0.0225	2
3	4/22/16 5:40 AM	Standard	Standard	Letter	Letter	0.017	2
4	3/17/16 1:22 PM	First Class	First Class	Letter	Letter	0.0625	3
5	1/29/16 8:39 AM	First Class	First Class	Letter	Letter	0.047	4
6	3/18/16 4:09 PM	First Class	First Class	Letter	Letter	0.0625	5

### Definitions

30. The Piece Weight from the FS-IMD Piece Scan is more than the Piece Weight from the matching eDoc Piece Barcode.

## Next Steps

- ❑ BMS will reach out to mailers and review remaining errors
- ❑ Upcoming UG10 will be dedicated to PAF

Develop process to enhance the understanding of undocumented mail pieces

1. Defined operational variability

Variability Cause	
USPS operational variability	Cancellation after delivery
	Redirection after delivery
	Other processing loop
Mailer operational variability	Double feeds, Misprints, Bad printing, Print/eDoc mismatch, etc..

2. Reconciling undocumented mail with mailer feedback

3. Advanced analytics for remaining unknown undocumented mailpieces

- ❑ 100% eDoc mailer has all barcoded mailpieces documented
- ❑ Analyzed operational variability for 100% eDoc mailers
  - Undocumented mail from USPS operational variability - **0.003%**

Root Cause		100% eDoc
		% (Volume)
USPS operational variability	Cancellation after delivery	0.001%
	Redirection after delivery	0.0001%
	Other processing loop	0.002%
	Total from USPS operational variability	<b>0.003%</b>

\* Data is from May 2016

- ❑ Validate findings by expanded analysis to all Seamless mailers
- ❑ Results confirmed 100% eDoc mailer findings
  - Undocumented mail from USPS operational variability - **0.004%**

Root Cause		100% eDoc	All Seamless Mailers
		% (Volume)	% (Volume)
USPS operational variability	Cancellation after delivery	0.001%	0.001%
	Redirection after delivery	0.0001%	0.0001%
	Other processing loop	0.002%	0.003%
	<b>Total from operational variability</b>	<b>0.003%</b>	<b>0.004%</b>

\* Data is from May 2016

<b>USPS Operational variability ceiling % (Volume)</b>	<b>.005%</b>
--	--------------

- ❑ Undocumented pieces can also be introduced in mailer plant/processes
- ❑ Analyzed operational variability for 100% eDoc mailers
  - 53 100% eDoc mailers
- ❑ All undocumented pieces not due to USPS operational variability is mailer operational variability
- ❑ Undocumented mail from mailer operational variability - 0.089%

Root Cause		100% eDoc
		% (Volume)
Mailer operational variability	Double feeds, Misprints, Bad printing, Print/ eDoc mismatch, etc..	<b>0.089%</b>

\* Data is from May 2016

<b>Mailer operational variability ceiling % (Volume)</b>	<b>.09%</b>
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- ❑ No mailer action needed when undocumented volume is less than 0.1%

Root Cause	100% eDoc	Operational Variability Ceiling
	% (Volume)	% (Volume)
Total from USPS operational variability	<b>0.003%</b>	<b>0.005%</b>
Total from Multiple IMb (removed from undocumented volume in September)	<b>N/A</b>	<b>0.011%</b>
Total from mailer operational variability	<b>0.089%</b>	<b>0.09%</b>
<b>Total operational variability ceiling</b>		<b>0.1%</b>

\* Data is from May 2016

- ❑ Mail produced with IMb and not included in eDoc
- ❑ Categorizing undocumented mail pieces into bucketed reasons
- ❑ Targeting mailers with a >0.1% undocumented volume
  - Assist Seamless mailers with undocumented volume >0.3%
- ❑ Developed an investigation/ reconciliation process between USPS and mailers

## Undocumented Reasons

Single-piece not in eDoc (rejected from auto mailing or planned)

Metered pieces in presort mailing without eDoc (hard copy)

Pre-cancelled stamps in presort Mailing without eDoc (hard copy)

Permit Imprint pieces in presort mailing without eDoc (hard copy)

Spoiled/shorted pieces are re-created and not re-submitted in eDoc

3606 (Certification of Bulk Mailing)

eDoc upload failure to *PostalOne!*

Identified pieces from mailing in October--scan had a 93 barcode

Mailing is not finalized

PMOD (Priority Mail Open and Distribute) without eDoc

Pieces on Full Service Postal Wizard

Pieces on Non-Full-Service Postal Wizard

Prepared pieces and handed to 3rd party

- ❑ Detailed mailer process for identifying known undocumented
- ❑ BMS undocumented workbook and checklists
  - Mailers above 0.1% ceiling asked monthly to categorize undocumented pieces
  - Identify undocumented mailpieces due to system/mailer processes
  - Mailer reported “Known Undocumented” mailpieces will be approved by BMS/MMS
- ❑ Remaining undocumented categorized as “Unknown Undocumented” mail pieces
- ❑ Known undocumented process only until mailer presents consistent known undocumented volume

- ❑ Piloted process with current Seamless mailers
- ❑ Reconciled undocumented mailpieces under 0.1% operational variability ceiling

Mailer	Total Pieces	Undocumented Pieces	Undocumented %	Explained Undocumented	Remaining Undocumented	Remaining Undocumented %
Mailer A	1,998,821	92,854	4.439%	92,854	0	0.000%
Mailer B	749,221	6,865	0.908%	6,865	0	0.000%
Mailer C	23,580,863	27,225	0.115%	27,225	0	0.000%
Mailer D	10,199,104	339,107	3.218%	339,107	0	0.000%
Mailer E	6,489,832	17,532	0.269%	17,528	4	0.000%
Mailer F	72,696,215	186,884	0.256%	185,930	954	0.001%
Mailer G	616,409	17,384	2.743%	17,367	17	0.003%
Mailer H	1,856,726	16,930	0.904%	16,836	94	0.005%
Mailer I	5,974,917	106,259	1.747%	105,329	930	0.015%
Mailer J	21,849,759	110,067	0.501%	104,401	5,666	0.026%
Mailer K	7,280,425	18,903	0.259%	15,379	3,524	0.048%
Mailer L	32,465,732	33,866	0.104%	3,262	30,604	0.094%

\* Data is from Jan-Apr 2016

- ❑ Mailer F had 0.256% undocumented mail
- ❑ Reconciled undocumented volume down to 0.001% and identified series of known undocumented reasons

Undocumented Reasons	January	February	March	April	Total
Single-piece not in eDoc (rejected from auto mailing or planned)	0	135	104	215	185,930
eDoc upload failure to <i>PostalOne!</i>	171,389	13,788	0	0	
USPS operational variability	0	130	96	73	954
Remaining Unknown Undocumented	932	6	0	16	
<b>Total</b>					<b>186,884</b>

- ❑ Mailer J had 0.501% undocumented mail
- ❑ Reconciled undocumented volume down to 0.026% and identified series of known undocumented reasons

Undocumented Reasons	January	February	March	April	Total
Single-piece not in eDoc (rejected from auto mailing or planned)	6,000	0	0	0	104,401
Pieces on Non-Full-Service Postal Wizard	5,307	73,678	0	9,601	
Permit Imprint pieces in presort mailing without eDoc (hard copy)	0	9,649	0	0	
USPS operational variability	0	153	0	13	
Remaining Unknown Undocumented	0	5,666	0	0	5,666
<b>Total</b>					<b>110,067</b>

- ❑ Additional investigation techniques for undocumented reconciliation
  - Deep dives performed at mailer requests
  
- ❑ Create mailer profiles based on scan patterns
  
- ❑ Analyzing serial numbers for undocumented and surrounding documented mail pieces
  
- ❑ Bookending and sampling scan series analysis

- Unknown undocumented pieces match the profile of documented mail volume

### Undocumented

Facility	Facility Name	Number of Pieces in Service Area	Number out of Service Area	Total	% in SA
30026	SCF NORTH METRO GA	3422	2	3424	99.94%

### Documented

Facility	Facility Name	Number of Pieces in Service Area	Number out of Service Area	Total	% in SA
30026	SCF NORTH METRO GA	5339	7	5346	99.87%

- Serial numbers on undocumented piece scans have similar ranges with documented pieces at the same time

Scan Date	Serial Number Min	Serial Number Max	Number of Undoc Pieces in Series
4/1/2016	465390992	465801780	553
4/2/2016	465760489	465802063	688
4/3/2016	465809294	465946824	253
4/4/2016	465946546	465948158	236

Undocumented

eDoc Mailing Date	Mailing Number	Serial Number Min	Serial Number Max
4/4/2016	1	465806399	465808950
4/4/2016	2	465954630	465956084

Documented

- ❑ Determined mailer and USPS operational variability thresholds
  - Operational Variability Ceiling set to 0.1%
  - Mailers below ceiling will not need any action
  
- ❑ “Known Undocumented” reconciliation process established
  - Joint process with supporting worksheet to track IMb mail without eDoc for mailers above 0.1%
  
- ❑ “Unknown Undocumented” deep dive analysis
  - USPS offering further investigation if unable to reconcile below 0.1%

## **Issue: Industry concerns about misshipped errors for sacks on pallets**

- ❑ .003% of all mailer shipped pallets are identified as misshipped and contain sacks that are valid at the planned entry location
- ❑ Proposal: Update M.dat and M.XML technical specifications to add “courtesy pallet” as a new container level. *PostalOne!* will use eDoc entry location to release “courtesy pallets”

## **Issue: Invalid Label-to ZIP codes**

- ❑ USPS implemented a DR to account for the missing ZIP codes from LL601 in the eInduction container release process and misshipped verification
- ❑ This will not impact the published MDF or existing mailer workarounds for the issue
- ❑ USPS will complete analysis to identify missing ZIP codes from other labeling lists by 7/8

## **Issue: Misshipped or Undocumented errors due to manually entered barcodes**

- ❑ eInduction performs validations based on the barcode sent from SV, regardless of if it is scanned or manually entered
- ❑ Manually entered barcodes do not cause Misshipped or Undocumented errors unless they are entered incorrectly
- ❑ USPS has initiated a ALM ID 9771 scheduled for January 2017 to flag manually entered barcodes and note on the Shipping Summary Report

## Issue: eInduction Postage Assessments for logical containers

- ❑ Logical containers require different assessment rules
- ❑ Non-Seamless logical mailers are assessed on Undoc, Payment, and Duplicate errors
- ❑ USPS recommends logical mailers onboard to Seamless when available

Error	Assessment Approach for Logical Containers
Undocumented	Assessed by calculating the average cost of all containers for that mailer during the given month and assessing the container at that amount
Payment	<p>When a payment error is assessed against a logical container, only one physical sibling has an assessment placed against it</p> <p>Any additional scans among the group of physical containers will log an error, but an invoice amount will not be assessed against the mailer</p>
EPD Misshipped Duplicate Zone	<p>Postage is recalculated on the logical container, then divided by the number of physical siblings</p> <p>This amount is applied to each physical sibling in error</p>

Program	Mailer Scorecard	Postage Assessment	Automated Assessment
Full-Service	<b>Open to Industry</b>	Ready to Use	November (October Data)
eInduction	<b>Open to Industry on 7/15</b>	Ready-to-Use July	TBD
Seamless	<b>TT23 Testing Completed</b>	<b>Internal</b> and TT23 Testing in Progress	TBD
Move Update	<b>TT23 Testing in Progress</b>	<b>Internal Testing in Progress</b>	TBD

## PostalPro Updates



- ❑ Recent PostalPro challenge:
  - Technical difficulties when attempting to view PDFs
- ❑ What was the cause?
  - Document viewer code no longer compatible after code update made June 17<sup>th</sup>
- ❑ What was the fix?
  - PDF document viewer code updated and now compatible
- ❑ Future plan to avoid issues of this nature in the future:
  - More extensive testing prior to Production
  - Automation scripts to be added during deployment to verify Production system compatibility

**WHAT:** Payment Modernization will allow USPS commercial customers to securely pay for products and services with ACH Debit or Trust using one Enterprise Payment account that they can manage online

**HOW:** (1) Enable a single, secure, self-service online account management and payment system

(2) Use secure identifier to replace bank account number and remove sensitive customer data from USPS' servers

**Note:** CAPS, eACH Online, and EMRS will be retired as part of the Enterprise Payment project



## Setting up Enterprise Payment Account with EPOBOL (pilot):

1. Create/verify BCG account	6. Select payment methods
2. Submit POBOL migration sheet	7. Enter EPA number into migration sheet
3. Receive email to enroll in Enterprise Payment System and in EPOBOL	8. EPOBOL teams links PO Boxes to EPA
4. Enroll in EPS and EPOBOL	9. Manage EPOBOL
5. Create EPA	10. Manage EPA reports



- User will verify that they have a Business Customer Gateway (BCG) account, or create a new one, with an assigned Company Registration ID (CRID)
- Collect and validate PO Boxes, Caller Services, and Reserves using provided migration sheet:

Migration Sheet							Completed by USPS Migration Team	
Completed by Customer								
Step 1								
Company Name	PO Box Zip Code	PO Box Number	Box Size	Customer Registration ID (CRID)	CAPS or Enterprise Payment Account #	Customer Validated? (Y/N)	USPS Migration Team Validated? (Y/N)	Error Reason/ Comments
COMPANY NAME	10101	10136	C	100001	56789	Y		
COMPANY NAME	10101A	10137	C	100001	56789	Y		

- Instructions and invitation code will be sent after validation

- ❑ User will receive an email inviting them to create an Enterprise Payment Account and access Enterprise PO Boxes Online. User will click the invitation code link from the email
- ❑ Sign into the Business Customer Gateway (BCG)



The screenshot displays the USPS Business Customer Gateway (BCG) website. At the top, the USPS logo and 'Business Customer Gateway' are visible. The main content area includes a sign-in form with fields for 'Username' and 'Password', a 'Sign in' button, and a 'Forgot password?' link. Below the sign-in form is a 'Register for free' button. A banner for 'Click-N-Ship Business Pro™' promotes shipping 50+ packages with free software. The bottom navigation menu includes sections for 'Mailers', 'Shippers', and 'Business', each with a brief description of services and a corresponding icon.

Gateway USPS.com Help

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Save time and money  
With USPS online tools and incentive programs.

**Sign In**

Username

Password

[Forgot password?](#)

**Sign in**

Not a registered USPS Business Customer?  
[Register for free](#)

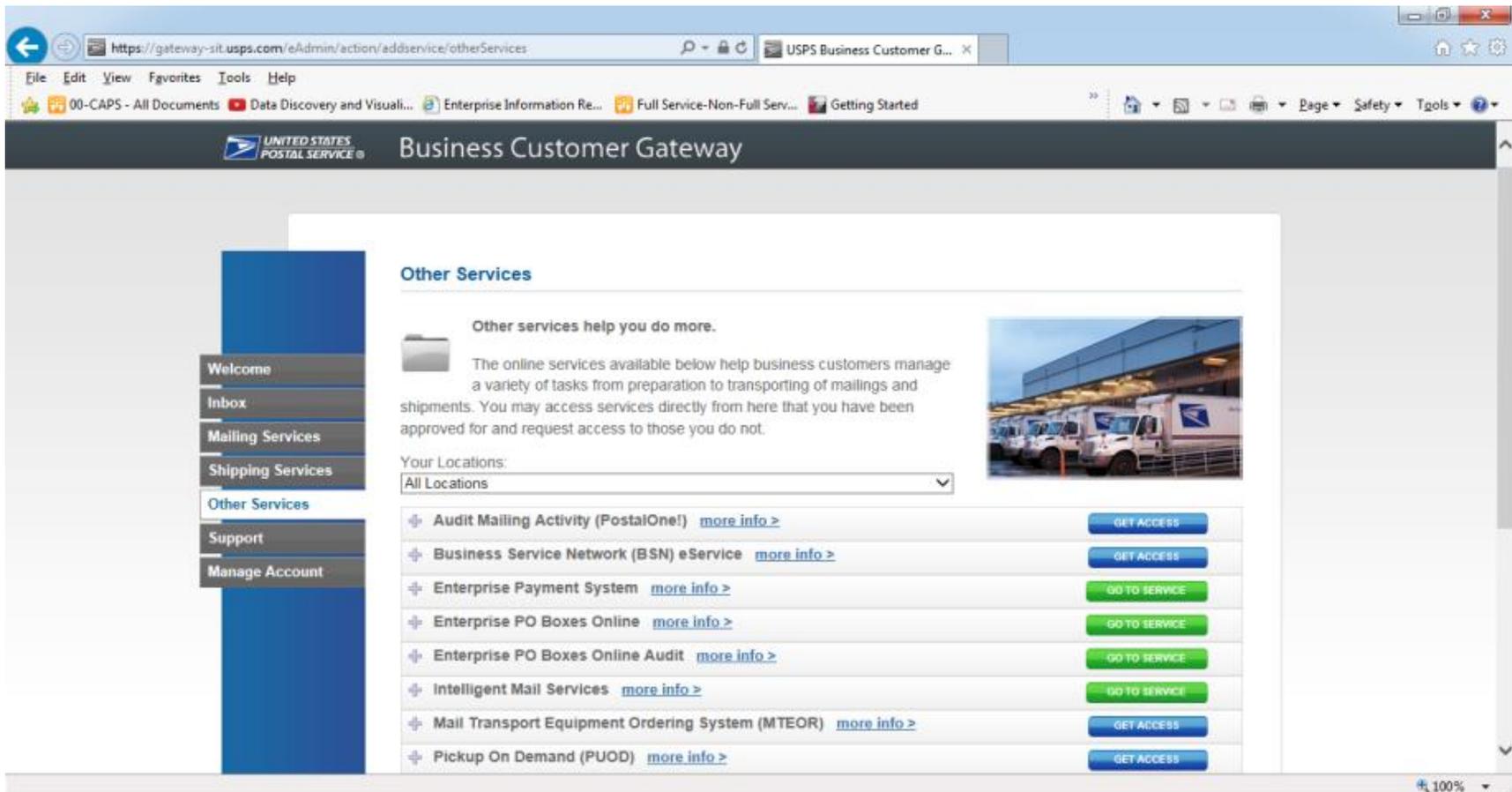
**Click-N-Ship Business Pro™** Shipping 50+ packages or more?  
Get our free software. [Learn More](#)

**Mailers**   
Save time and money **managing your mailings online**. Get your message where you need it to go with **Every Door Direct Mail**. Use the **Intelligent Mail**

**Shippers**   
Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.

**Business**   
Sign up for **USPS Promotions and Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**.

- ❑ Customers will enroll in Enterprise Payment System and Enterprise PO Boxes
- ❑ Customers will need to use an invitation code to access EPS
- ❑ Note: Customers need to have a Business Location and an EPA to access EPOBOL



Business Customer Gateway

### Other Services

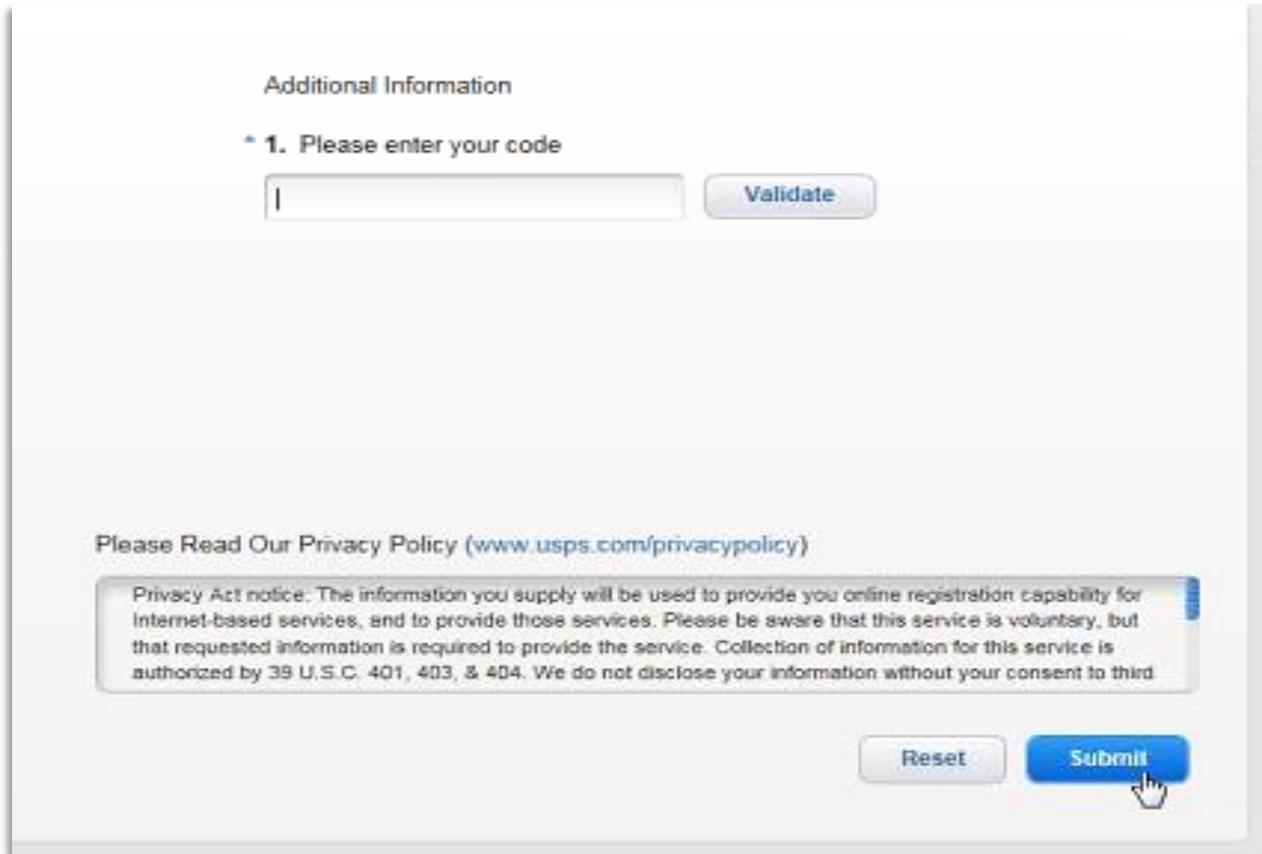
Other services help you do more.

The online services available below help business customers manage a variety of tasks from preparation to transporting of mailings and shipments. You may access services directly from here that you have been approved for and request access to those you do not.

Your Locations:

+	Audit Mailing Activity (PostalOne!) <a href="#">more info &gt;</a>	GET ACCESS
+	Business Service Network (BSN) eService <a href="#">more info &gt;</a>	GET ACCESS
+	Enterprise Payment System <a href="#">more info &gt;</a>	GO TO SERVICE
+	Enterprise PO Boxes Online <a href="#">more info &gt;</a>	GO TO SERVICE
+	Enterprise PO Boxes Online Audit <a href="#">more info &gt;</a>	GO TO SERVICE
+	Intelligent Mail Services <a href="#">more info &gt;</a>	GO TO SERVICE
+	Mail Transport Equipment Ordering System (MTEOR) <a href="#">more info &gt;</a>	GET ACCESS
+	Pickup On Demand (PUOD) <a href="#">more info &gt;</a>	GET ACCESS

- ❑ Enter the invitation code, select “validate”
- ❑ Select “Submit”



Additional Information

\* 1. Please enter your code

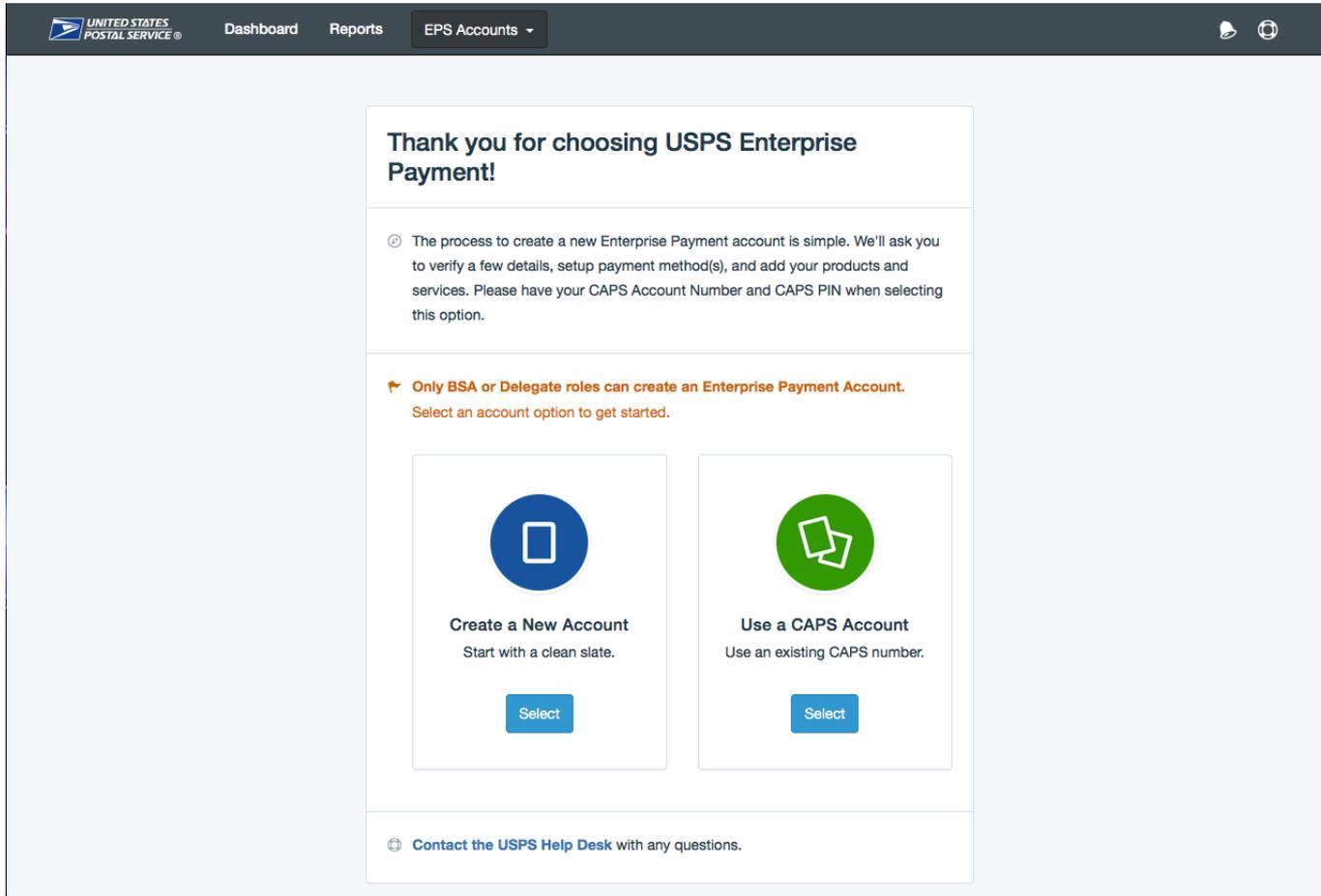
Validate

Please Read Our Privacy Policy ([www.usps.com/privacypolicy](http://www.usps.com/privacypolicy))

Privacy Act notice: The information you supply will be used to provide you online registration capability for Internet-based services, and to provide those services. Please be aware that this service is voluntary, but that requested information is required to provide the service. Collection of information for this service is authorized by 39 U.S.C. 401, 403, & 404. We do not disclose your information without your consent to third

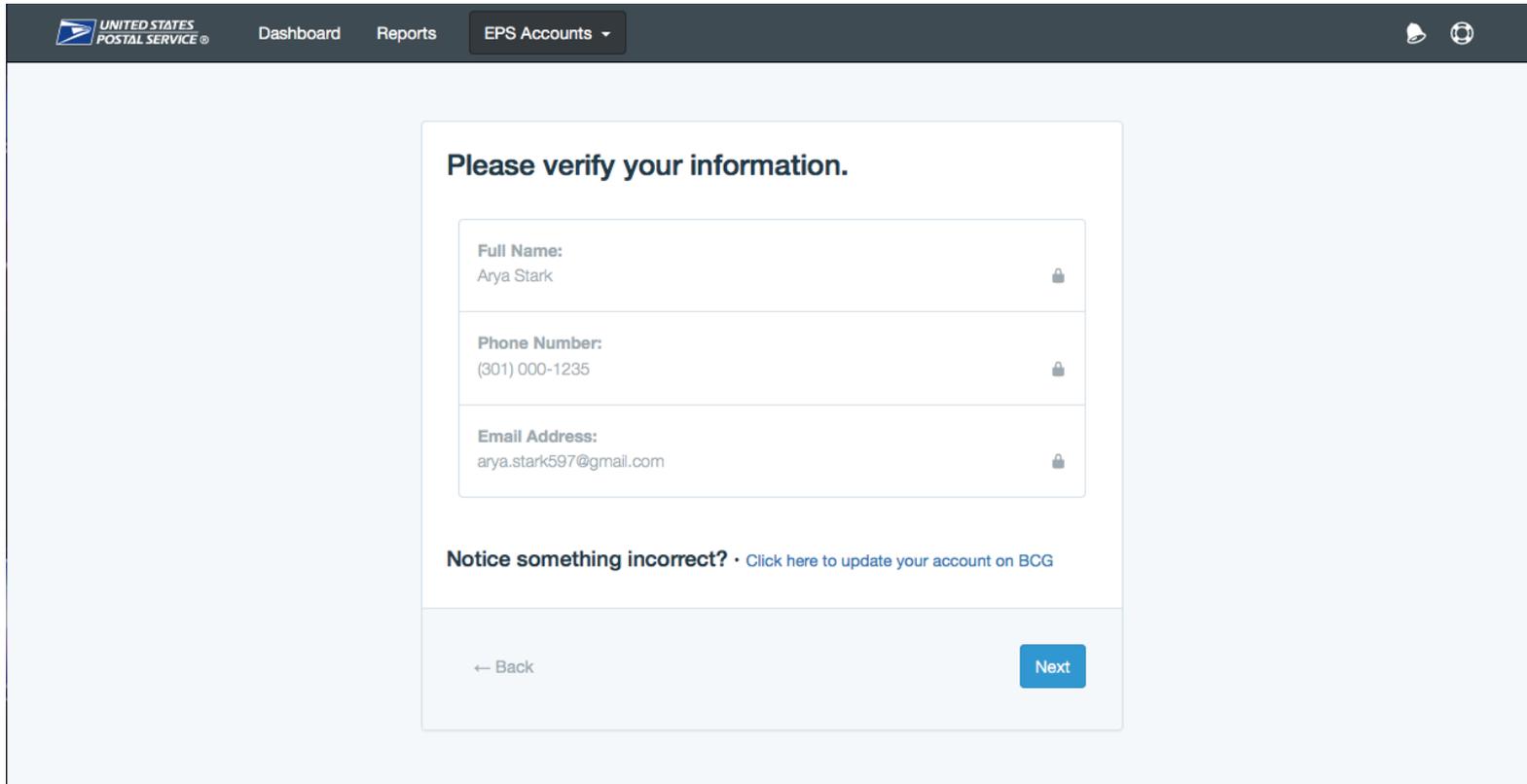
Reset Submit

- ❑ Select one of the following options:
- Create a New Account
  - Use a CAPS Account Number



The screenshot shows the USPS Enterprise Payment account creation interface. At the top, there is a navigation bar with the USPS logo, "Dashboard", "Reports", and "EPS Accounts" (with a dropdown arrow). On the right side of the navigation bar are a notification bell and a user profile icon. The main content area features a white box with a dark header that reads "Thank you for choosing USPS Enterprise Payment!". Below the header is a paragraph of text: "The process to create a new Enterprise Payment account is simple. We'll ask you to verify a few details, setup payment method(s), and add your products and services. Please have your CAPS Account Number and CAPS PIN when selecting this option." Below this is a warning message: "Only BSA or Delegate roles can create an Enterprise Payment Account. Select an account option to get started." There are two main options presented in white boxes with rounded corners. The first option, "Create a New Account", features a blue circular icon with a white smartphone symbol and the text "Start with a clean slate." Below it is a blue "Select" button. The second option, "Use a CAPS Account", features a green circular icon with a white document symbol and the text "Use an existing CAPS number." Below it is a blue "Select" button. At the bottom of the white box is a link: "Contact the USPS Help Desk with any questions."

- ❑ Verify profile information, click “Next”



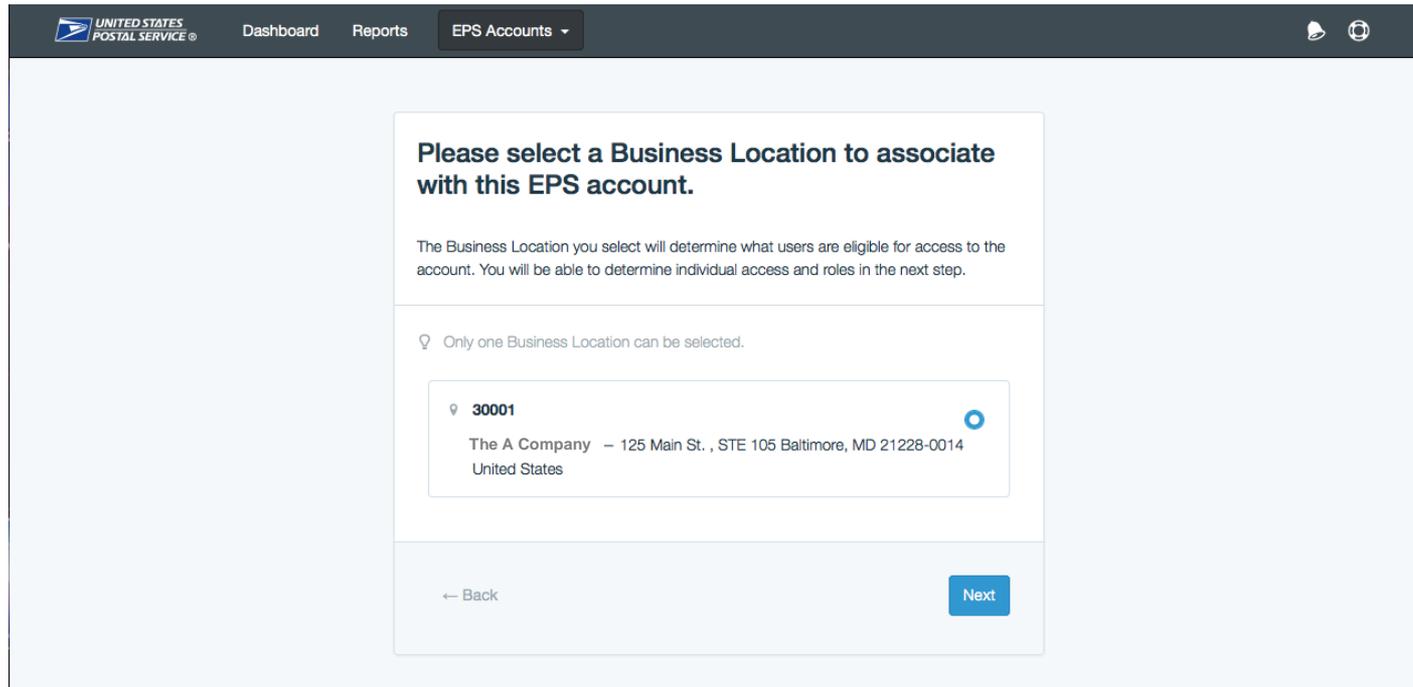
The screenshot shows a web interface for verifying account information. At the top, there is a dark navigation bar with the USPS logo, 'Dashboard', 'Reports', and 'EPS Accounts' (with a dropdown arrow). On the right side of the navigation bar are a notification bell and a user profile icon. The main content area is a light gray box with the heading 'Please verify your information.' Below this heading are three rows of information, each with a lock icon on the right:

<b>Full Name:</b> Arya Stark	🔒
<b>Phone Number:</b> (301) 000-1235	🔒
<b>Email Address:</b> arya.stark597@gmail.com	🔒

Below the information rows is a link: **Notice something incorrect?** • [Click here to update your account on BCG](#)

At the bottom of the form are two buttons: a '← Back' button and a blue 'Next' button.

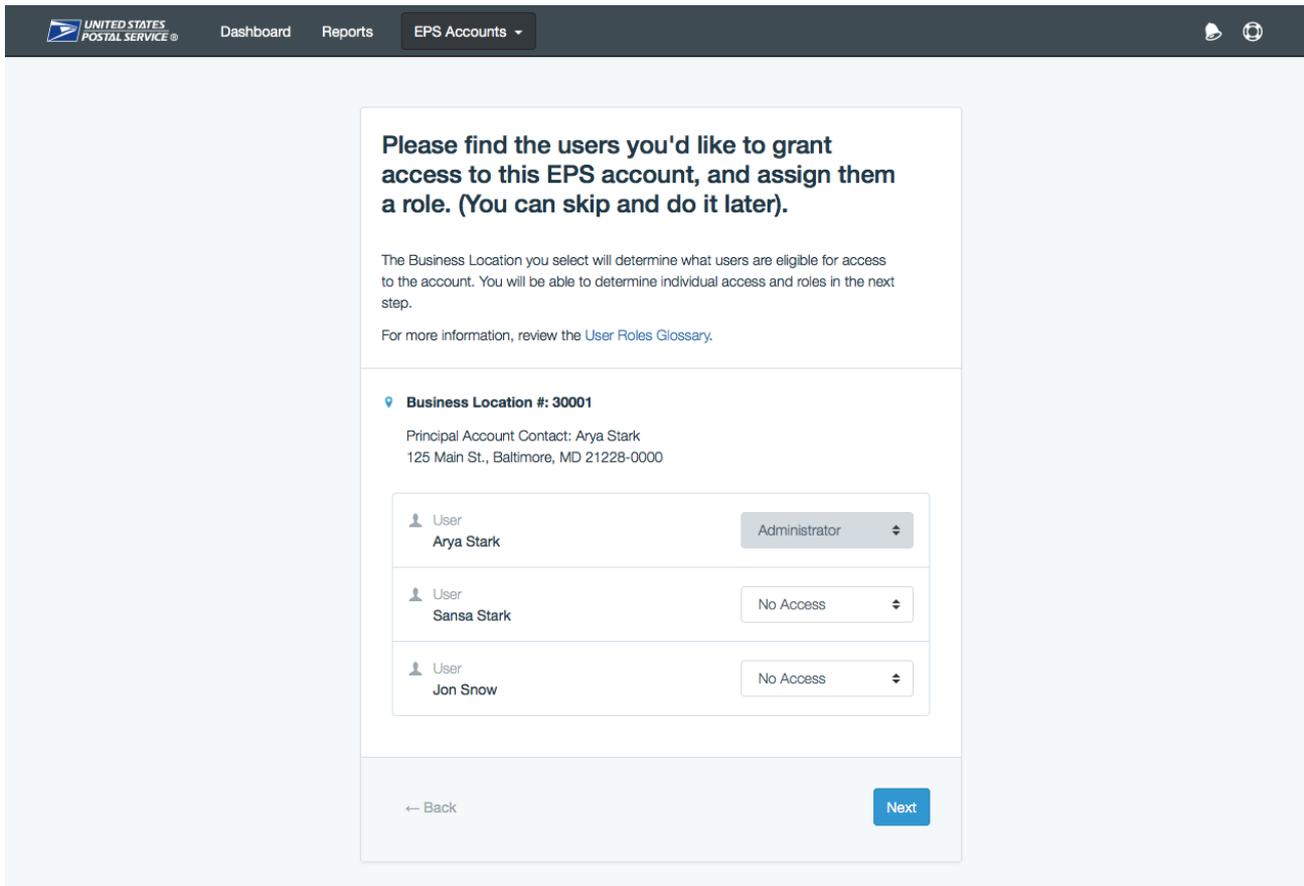
- ❑ Select a CRID to associate to the Payment Account, click “Next”



The screenshot shows a web interface for managing EPS Accounts. The top navigation bar includes the USPS logo, "Dashboard", "Reports", and "EPS Accounts" (with a dropdown arrow). On the right side of the navigation bar are a notification bell and a user profile icon. The main content area is a light gray box with a white border. It contains the following text and elements:

- Please select a Business Location to associate with this EPS account.**
- A paragraph: "The Business Location you select will determine what users are eligible for access to the account. You will be able to determine individual access and roles in the next step."
- A warning icon (exclamation mark in a triangle) followed by the text: "Only one Business Location can be selected."
- A selection box containing:
  - A location pin icon followed by the text "30001".
  - The text "The A Company - 125 Main St. , STE 105 Baltimore, MD 21228-0014".
  - The text "United States".
  - A blue circular selection indicator on the right side of the box.
- At the bottom left, a link: "← Back".
- At the bottom right, a blue button: "Next".

- ❑ Review all the users that have access to the CRID and are enrolled in Enterprise Payment, update their role if necessary, click “Next”



The screenshot shows a web interface for managing user access to an EPS account. The top navigation bar includes the USPS logo, "Dashboard", "Reports", and "EPS Accounts". The main content area contains instructions and a list of users with their assigned roles.

**Please find the users you'd like to grant access to this EPS account, and assign them a role. (You can skip and do it later).**

The Business Location you select will determine what users are eligible for access to the account. You will be able to determine individual access and roles in the next step.

For more information, review the [User Roles Glossary](#).

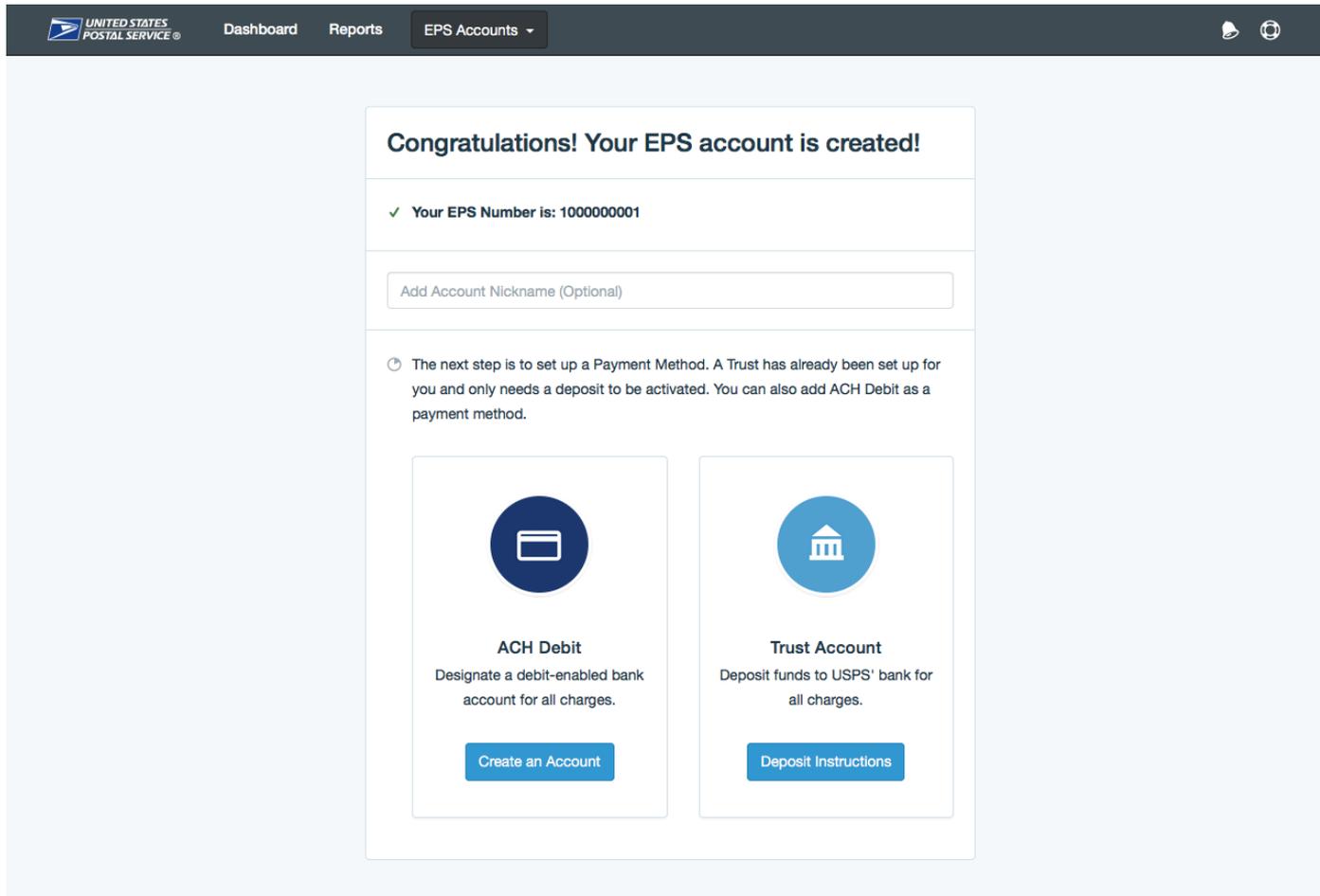
**Business Location #: 30001**

Principal Account Contact: Arya Stark  
125 Main St., Baltimore, MD 21228-0000

User Arya Stark	Administrator
User Sansa Stark	No Access
User Jon Snow	No Access

← Back Next

- Payment Account Number will display, add a nickname if necessary
- Select a Payment Method (ACH Debit or Trust)



The screenshot shows the USPS EPS Accounts dashboard. The navigation bar includes the USPS logo, "Dashboard", "Reports", and "EPS Accounts" (selected). The main content area displays a confirmation message: "Congratulations! Your EPS account is created!". Below this, it shows a green checkmark and the text "Your EPS Number is: 100000001". There is an input field for "Add Account Nickname (Optional)". A note indicates that the next step is to set up a Payment Method, mentioning that a Trust has already been set up and only needs a deposit to be activated, and that ACH Debit can also be added. Two options are presented: "ACH Debit" with a card icon and a "Create an Account" button, and "Trust Account" with a bank icon and a "Deposit Instructions" button.

**Congratulations! Your EPS account is created!**

✓ Your EPS Number is: 100000001

Add Account Nickname (Optional)

🕒 The next step is to set up a Payment Method. A Trust has already been set up for you and only needs a deposit to be activated. You can also add ACH Debit as a payment method.

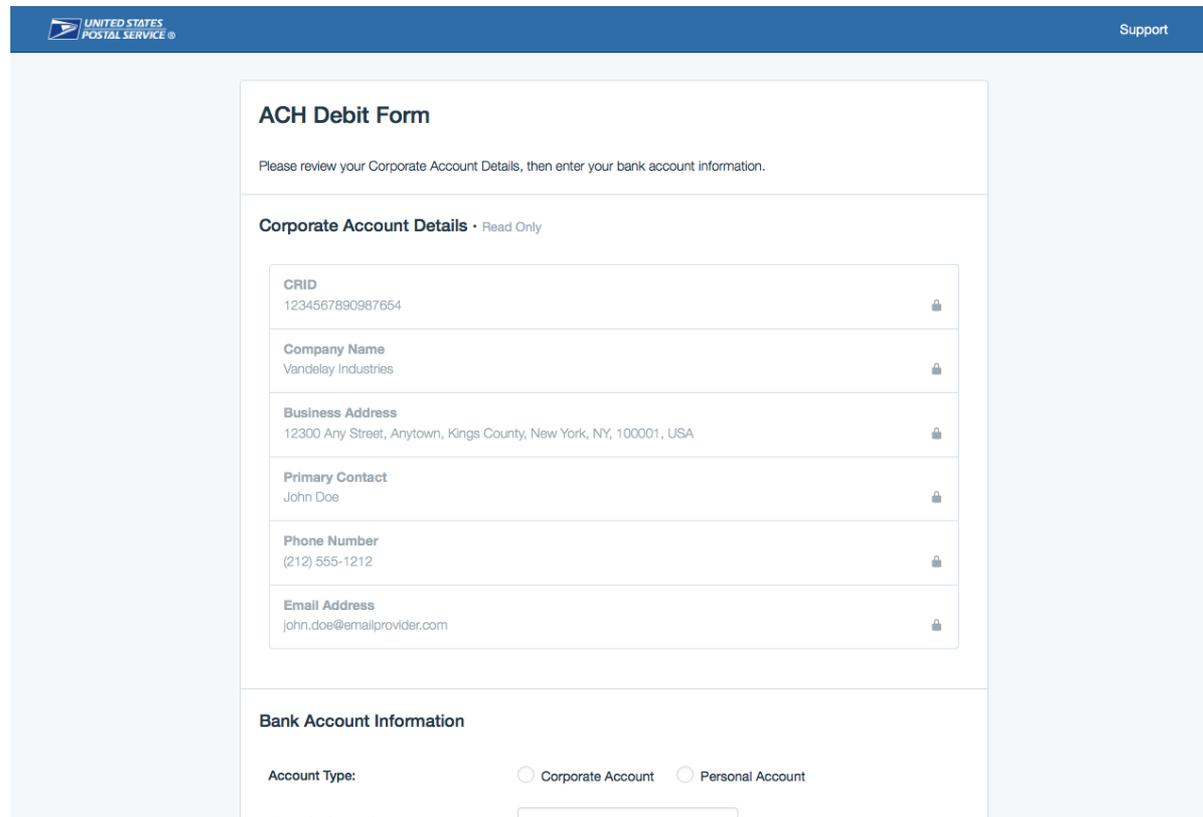
**ACH Debit**  
Designate a debit-enabled bank account for all charges.  
[Create an Account](#)

**Trust Account**  
Deposit funds to USPS' bank for all charges.  
[Deposit Instructions](#)

- ❑ Customer will input new EPA number into migration sheet
- ❑ Send the updated migration sheet to the migration team
- ❑ The migration team will validate the Enterprise Payment account and upload your boxes in EPOBOL

Migration Sheet							Completed by USPS Migration Team	
Completed by Customer								
Step 1								
Company Name	PO Box Zip Code	PO Box Number	Box Size	Customer Registration ID (CRID)	CAPS or Enterprise Payment Account #	Customer Validated? (Y/N)	USPS Migration Team Validated? (Y/N)	Error Reason/Comments
COMPANY NAME	10101	10136	C	100001	9000056789	Y	Y	
COMPANY NAME	10101A	10137	C	100001	9000056789	Y	Y	

- ❑ Customer will continue setting up EPA
- ❑ If Trust is selected – Follow the on screen instructions to initiate a wire transfer through the bank or at retail
- ❑ If ACH Debit is selected – the user is redirected to Global Payment to securely add bank account information



The screenshot shows a web interface for the "ACH Debit Form". At the top left is the United States Postal Service logo, and at the top right is a "Support" link. The main heading is "ACH Debit Form". Below the heading is a instruction: "Please review your Corporate Account Details, then enter your bank account information." The form is divided into two main sections: "Corporate Account Details" and "Bank Account Information".

**Corporate Account Details** • Read Only

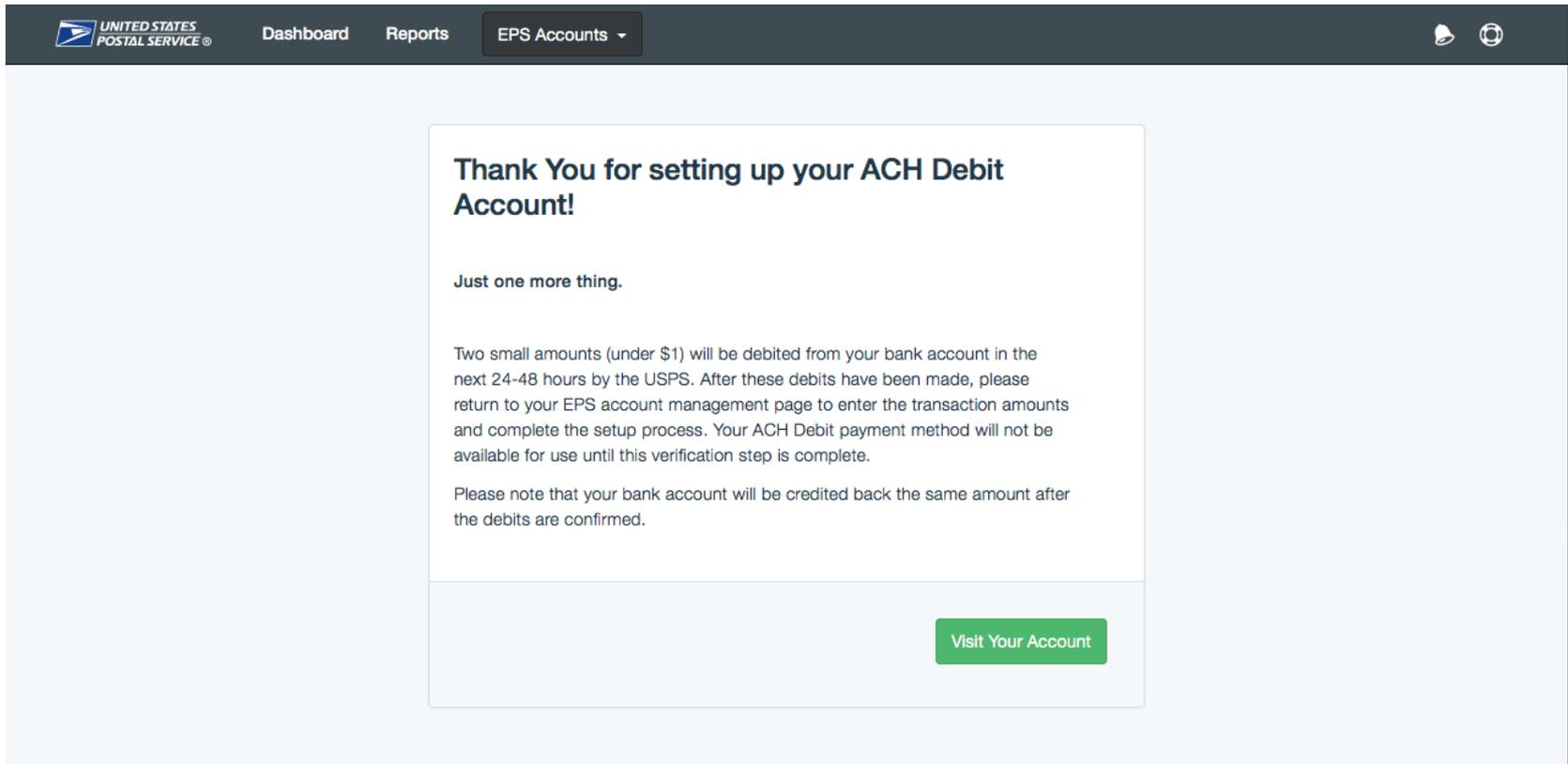
CRID	1234567890987654	🔒
Company Name	Vandelay Industries	🔒
Business Address	12300 Any Street, Anytown, Kings County, New York, NY, 100001, USA	🔒
Primary Contact	John Doe	🔒
Phone Number	(212) 555-1212	🔒
Email Address	john.doe@emailprovider.com	🔒

**Bank Account Information**

Account Type:  Corporate Account  Personal Account

Bank Name (ABA Member)

- ❑ After entering bank account information, user is then redirected back to Enterprise Payment to see a confirmation screen and instructions to complete account verification



The screenshot shows a web interface for the USPS Enterprise Payment system. The top navigation bar includes the USPS logo, "Dashboard", "Reports", and "EPS Accounts" with a dropdown arrow. There are also notification and help icons on the right. The main content area features a white box with the following text:

**Thank You for setting up your ACH Debit Account!**

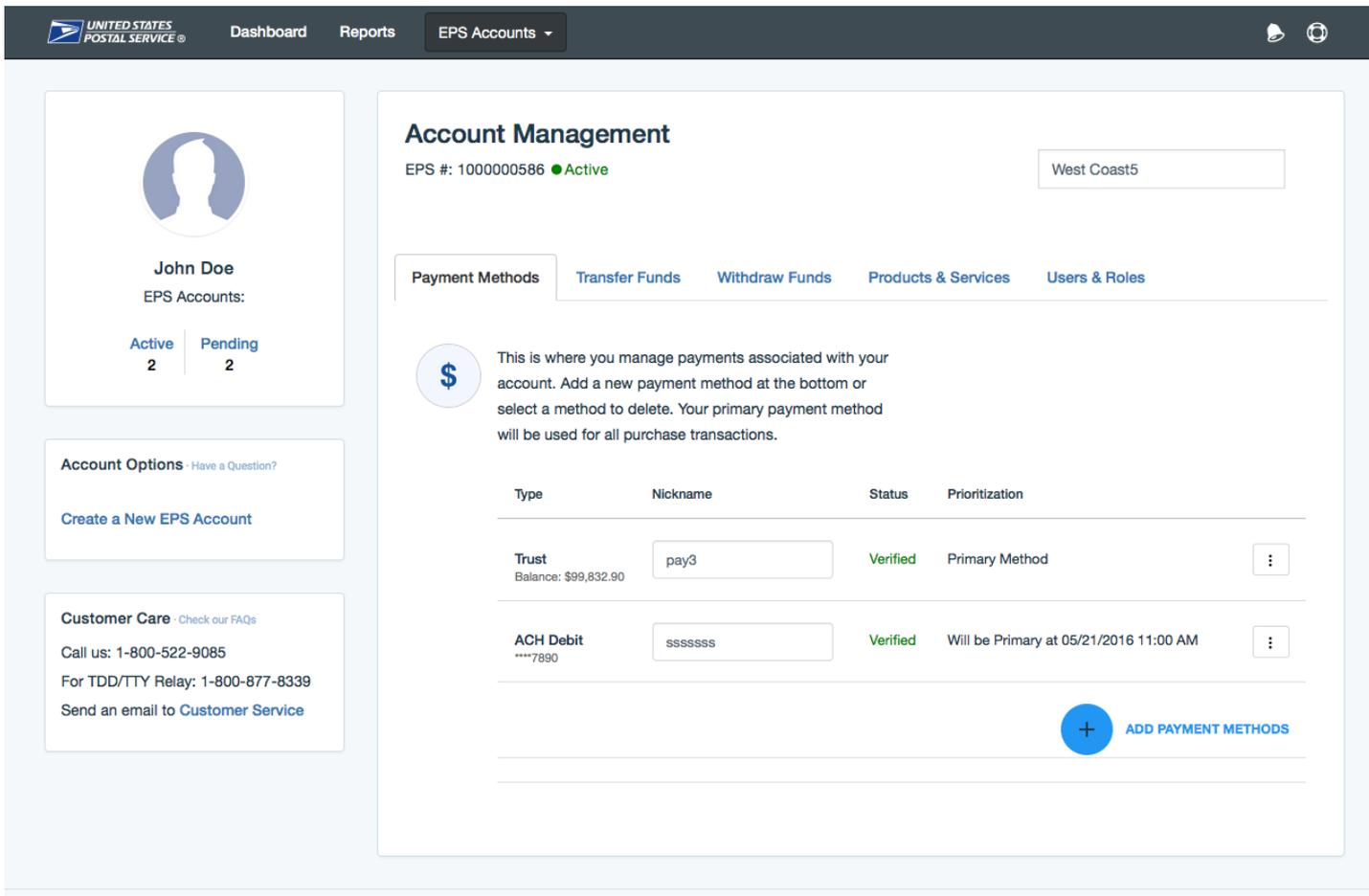
**Just one more thing.**

Two small amounts (under \$1) will be debited from your bank account in the next 24-48 hours by the USPS. After these debits have been made, please return to your EPS account management page to enter the transaction amounts and complete the setup process. Your ACH Debit payment method will not be available for use until this verification step is complete.

Please note that your bank account will be credited back the same amount after the debits are confirmed.

A green button labeled "Visit Your Account" is located at the bottom right of the white box.

- ❑ After the 2 transactions have been made to the user's bank account, the user can log into their Enterprise Payment account, navigate to their pending ACH Debit and verify the 2 micro deposits
- ❑ The user can use the Account Management page to manage payment methods, transfer funds, withdraw funds, and manage users and roles

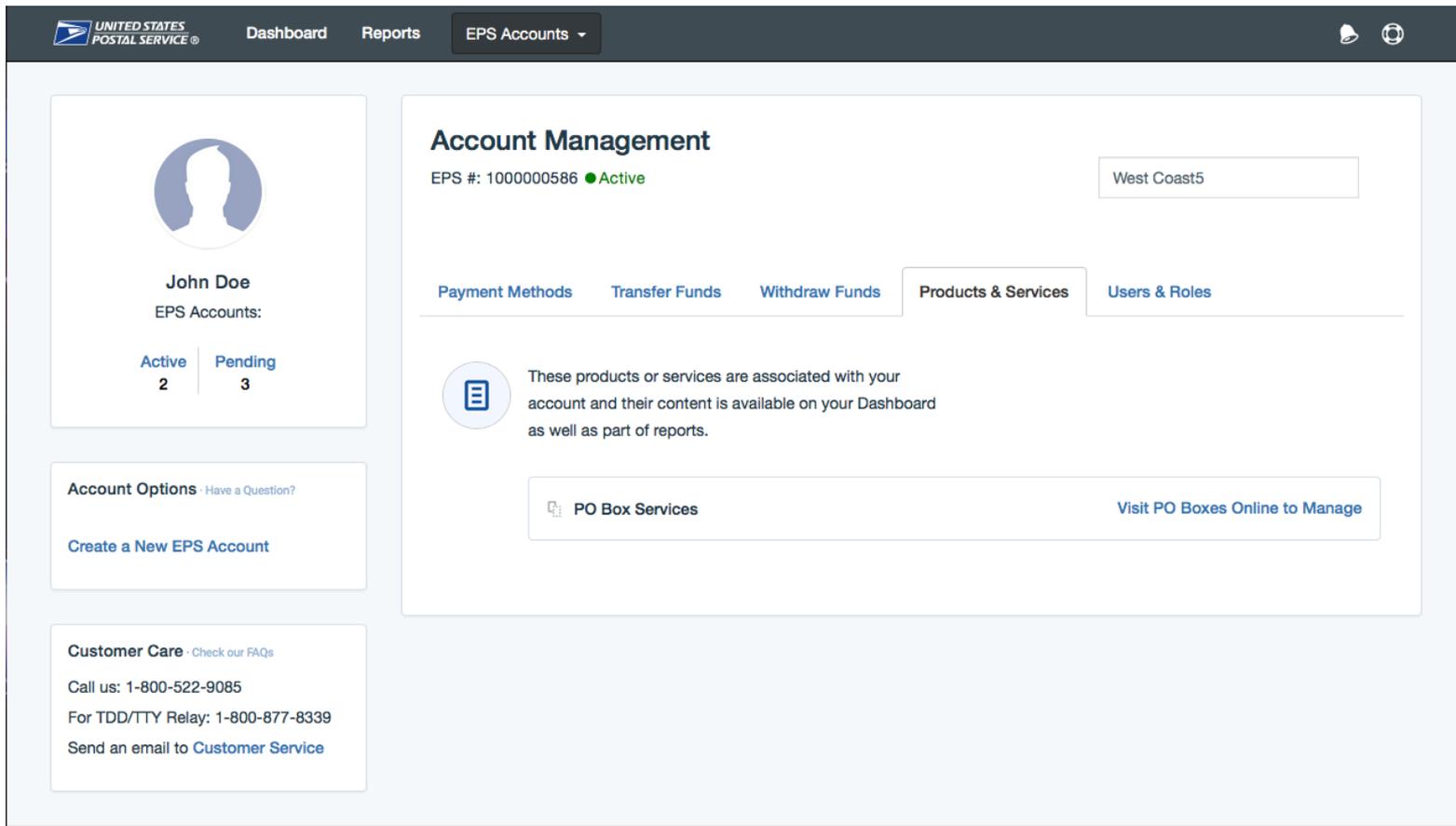


The screenshot shows the 'Account Management' interface for a user named John Doe. The top navigation bar includes 'Dashboard', 'Reports', and 'EPS Accounts'. The user's profile shows 2 Active and 2 Pending EPS Accounts. The main content area is titled 'Account Management' and displays the user's EPS #: 1000000586 (Active) and location: West Coast5. Below this, there are tabs for 'Payment Methods', 'Transfer Funds', 'Withdraw Funds', 'Products & Services', and 'Users & Roles'. The 'Payment Methods' tab is active, showing a table of payment methods:

Type	Nickname	Status	Prioritization
Trust Balance: \$99,832.90	pay3	Verified	Primary Method
ACH Debit ***7890	ssssss	Verified	Will be Primary at 05/21/2016 11:00 AM

At the bottom right of the payment methods section, there is a blue button with a plus sign and the text 'ADD PAYMENT METHODS'.

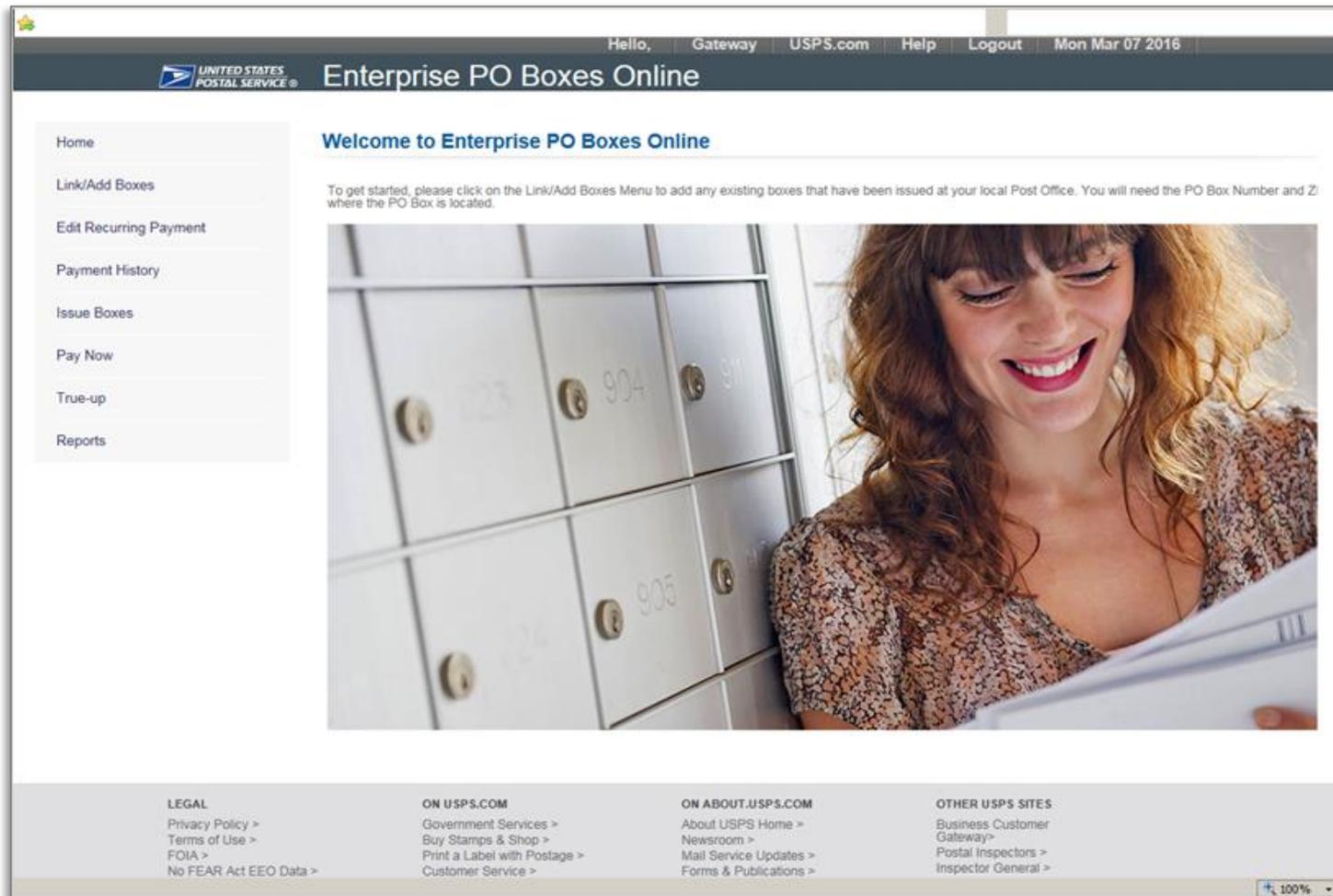
- ❑ To link an Enterprise Payment account to PO Boxes, click “Products and Services”
- ❑ Select “Visit PO Boxes Online to Manage”, which will redirect the user to EPOBOL



The screenshot displays the 'Account Management' page for a user named John Doe. The page is part of the United States Postal Service's online portal. The navigation bar at the top includes 'Dashboard', 'Reports', and 'EPS Accounts'. The main content area is divided into several sections:

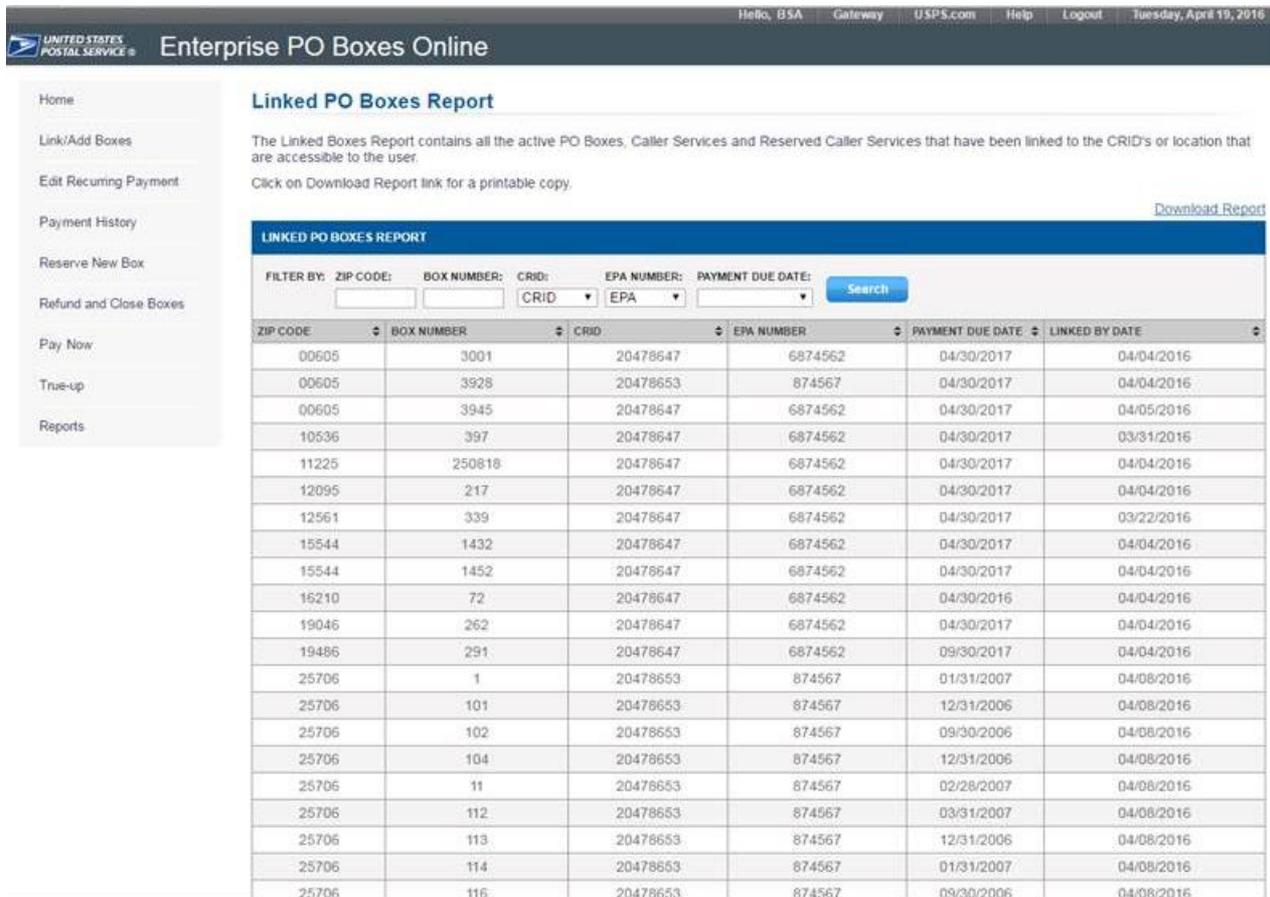
- Account Management:** Shows the account status as 'Active' with EPS #: 1000000586. A dropdown menu is set to 'West Coast5'.
- Navigation Tabs:** Includes 'Payment Methods', 'Transfer Funds', 'Withdraw Funds', 'Products & Services' (which is selected), and 'Users & Roles'.
- Product Information:** A message states: 'These products or services are associated with your account and their content is available on your Dashboard as well as part of reports.' Below this, there is a button for 'PO Box Services' and a link to 'Visit PO Boxes Online to Manage'.
- Account Options:** A section with a 'Have a Question?' link and a 'Create a New EPS Account' button.
- Customer Care:** A section with a 'Check our FAQs' link, contact information (1-800-522-9085 and 1-800-877-8339), and a link to 'Customer Service'.

- ❑ Customers are redirected to the EPOBOL Landing Page from EPS
- ❑ Customers can also sign in to EPOBOL using BCG
- ❑ EPOBOL Landing Page contains all available features



The screenshot displays the 'Enterprise PO Boxes Online' web application. At the top, a navigation bar includes links for 'Hello', 'Gateway', 'USPS.com', 'Help', 'Logout', and the date 'Mon Mar 07 2016'. The main header features the USPS logo and the title 'Enterprise PO Boxes Online'. A left-hand navigation menu lists options: Home, Link/Add Boxes, Edit Recurring Payment, Payment History, Issue Boxes, Pay Now, True-up, and Reports. The main content area is titled 'Welcome to Enterprise PO Boxes Online' and contains a text instruction: 'To get started, please click on the Link/Add Boxes Menu to add any existing boxes that have been issued at your local Post Office. You will need the PO Box Number and ZIP where the PO Box is located.' Below this text is a photograph of a smiling woman with long, wavy hair looking at a document in front of a wall of white mailboxes. The footer contains four columns of links: 'LEGAL' (Privacy Policy, Terms of Use, FOIA, No FEAR Act EEO Data), 'ON USPS.COM' (Government Services, Buy Stamps & Shop, Print a Label with Postage, Customer Service), 'ON ABOUT.USPS.COM' (About USPS Home, Newsroom, Mail Service Updates, Forms & Publications), and 'OTHER USPS SITES' (Business Customer Gateway, Postal Inspectors, Inspector General). A zoom level indicator shows '100%' in the bottom right corner.

- ❑ Click “Reports” to view the list of loaded boxes
- ❑ Send an email to the migration team if you experience any issues or errors.  
[PaymentModernizationMigrationTeam@usps.gov](mailto:PaymentModernizationMigrationTeam@usps.gov)
- ❑ Start managing (open, close, pay) PO Boxes, Callers and Reserves online



The screenshot shows the 'Enterprise PO Boxes Online' interface. At the top, there is a navigation bar with links for 'Hello, BSA', 'Gateway', 'USPS.com', 'Help', 'Logout', and the date 'Tuesday, April 19, 2016'. Below this is a sidebar menu with options: Home, Link/Add Boxes, Edit Recurring Payment, Payment History, Reserve New Box, Refund and Close Boxes, Pay Now, True-up, and Reports. The main content area is titled 'Linked PO Boxes Report' and includes a description: 'The Linked Boxes Report contains all the active PO Boxes, Caller Services and Reserved Caller Services that have been linked to the CRID's or location that are accessible to the user. Click on Download Report link for a printable copy.' There is a 'Download Report' link on the right. Below the description is a search filter section with fields for 'ZIP CODE', 'BOX NUMBER', 'CRID', 'EPA NUMBER', and 'PAYMENT DUE DATE', along with a 'Search' button. The main part of the page is a table with the following columns: ZIP CODE, BOX NUMBER, CRID, EPA NUMBER, PAYMENT DUE DATE, and LINKED BY DATE. The table contains 20 rows of data.

ZIP CODE	BOX NUMBER	CRID	EPA NUMBER	PAYMENT DUE DATE	LINKED BY DATE
00605	3001	20478647	6874562	04/30/2017	04/04/2016
00605	3928	20478653	874567	04/30/2017	04/04/2016
00605	3945	20478647	6874562	04/30/2017	04/05/2016
10536	397	20478647	6874562	04/30/2017	03/31/2016
11225	250818	20478647	6874562	04/30/2017	04/04/2016
12095	217	20478647	6874562	04/30/2017	04/04/2016
12561	339	20478647	6874562	04/30/2017	03/22/2016
15544	1432	20478647	6874562	04/30/2017	04/04/2016
15544	1452	20478647	6874562	04/30/2017	04/04/2016
16210	72	20478647	6874562	04/30/2016	04/04/2016
19046	262	20478647	6874562	04/30/2017	04/04/2016
19486	291	20478647	6874562	09/30/2017	04/04/2016
25706	1	20478653	874567	01/31/2007	04/08/2016
25706	101	20478653	874567	12/31/2006	04/08/2016
25706	102	20478653	874567	09/30/2006	04/08/2016
25706	104	20478653	874567	12/31/2006	04/08/2016
25706	11	20478653	874567	02/28/2007	04/08/2016
25706	112	20478653	874567	03/31/2007	04/08/2016
25706	113	20478653	874567	12/31/2006	04/08/2016
25706	114	20478653	874567	01/31/2007	04/08/2016
25706	116	20478653	874567	09/30/2006	04/08/2016

## Link/Add: Link or Add retail PO Boxes, Callers Services, and Reserves to EPOBOL

### ☐ Ability to link Single or Multiple boxes

- Link/Add Boxes
- Update Payment Details
- New Box
- Close and Refund
- Pay Now
- Reports
- FAQ

To link your existing PO Box to your Enterprise PO Boxes Online (EPOBOL) account, you can choose either option one to link one box at a time or option two to link multiple boxes.

You will need to enter the PO Box Number, 5-digit ZIP Code and last name or business name of your PO Box and select the Business Location and Enterprise Payment Account (EPA) you want to associate the boxes with.

#### Link one Box / Caller / Reserve

\* Business Location to link your PO Box

\* Enterprise Payment Account Number to setup recurring payment

\* PO Box Number

\* ZIP code

\* Last Name or Business Name

#### Or Link multiple Boxes / Callers / Reserves

To link multiple PO Boxes, create a .csv (or .txt) file, click on Browse, double-click on your file and Submit for processing.

For instructions to create a csv file, [click here](#). For instructions to create a txt file, [click here](#).

If your file has more than 10 records, then we will process your file offline and email you once it has been processed.




### Single Box:

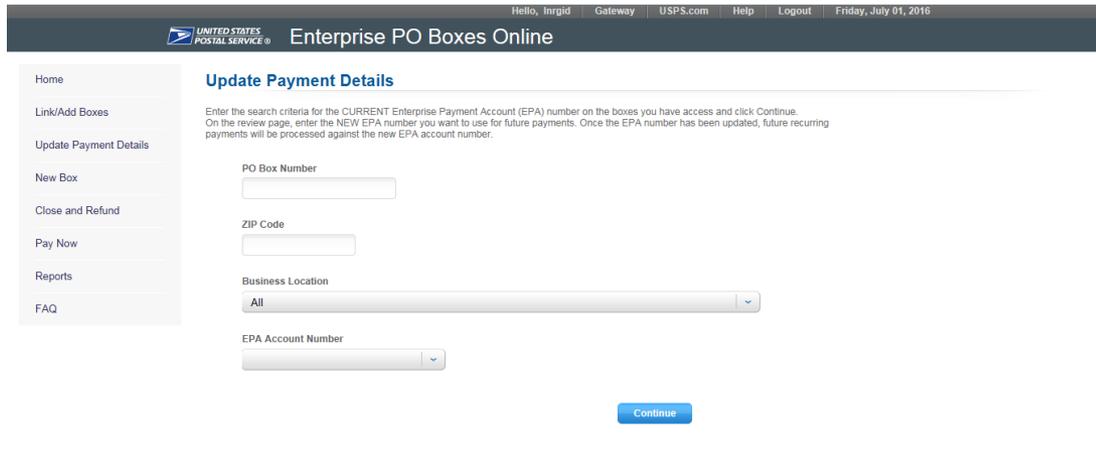
- Business Location
- EPA
- Box number
- ZIP Code
- Name

### Multiple Boxes Template:

- ZIP Code
- Box Number
- Business Location
- EPA

PO BOX NUMBER	ZIP CODE	BUSINESS NAME or LAST NAME	BUSINESS LOCATION	EPA

- ❑ **Update Payment Detail:** If customers have more than one EPA, they can select the most convenient one to pay for their boxes at any time



Enterprise PO Boxes Online

**Update Payment Details**

Enter the search criteria for the CURRENT Enterprise Payment Account (EPA) number on the boxes you have access and click Continue. On the review page, enter the NEW EPA number you want to use for future payments. Once the EPA number has been updated, future recurring payments will be processed against the new EPA account number.

PO Box Number

ZIP Code

Business Location

EPA Account Number

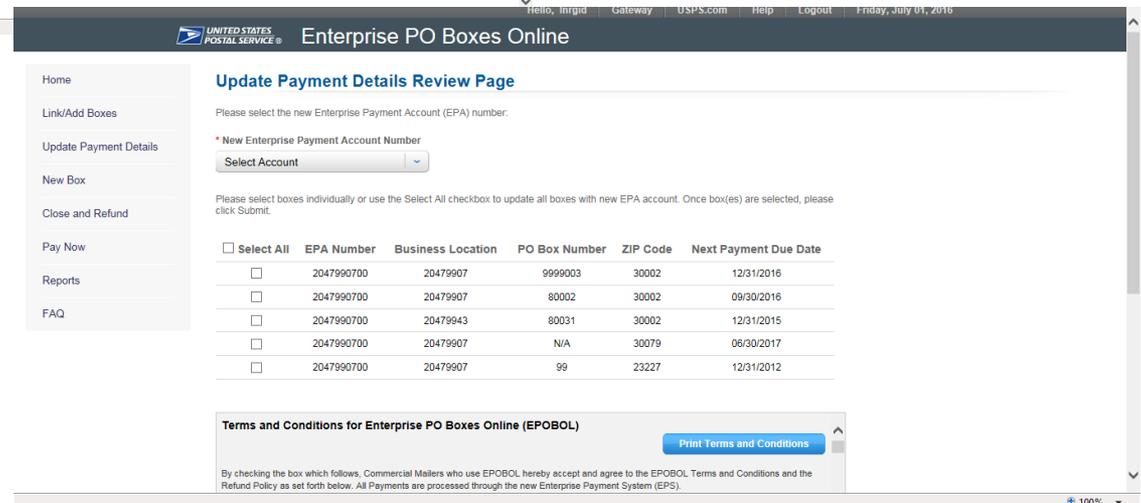
[Continue](#)

## Enter Search criteria for CURRENT EPA:

- Box Number OR
- ZIP Code OR
- Business Location OR
- EPA

## Select NEW EPA:

- Single Box
- Multiple Boxes
- Accept T&C



Enterprise PO Boxes Online

**Update Payment Details Review Page**

Please select the new Enterprise Payment Account (EPA) number.

\* New Enterprise Payment Account Number

Please select boxes individually or use the Select All checkbox to update all boxes with new EPA account. Once box(es) are selected, please click Submit.

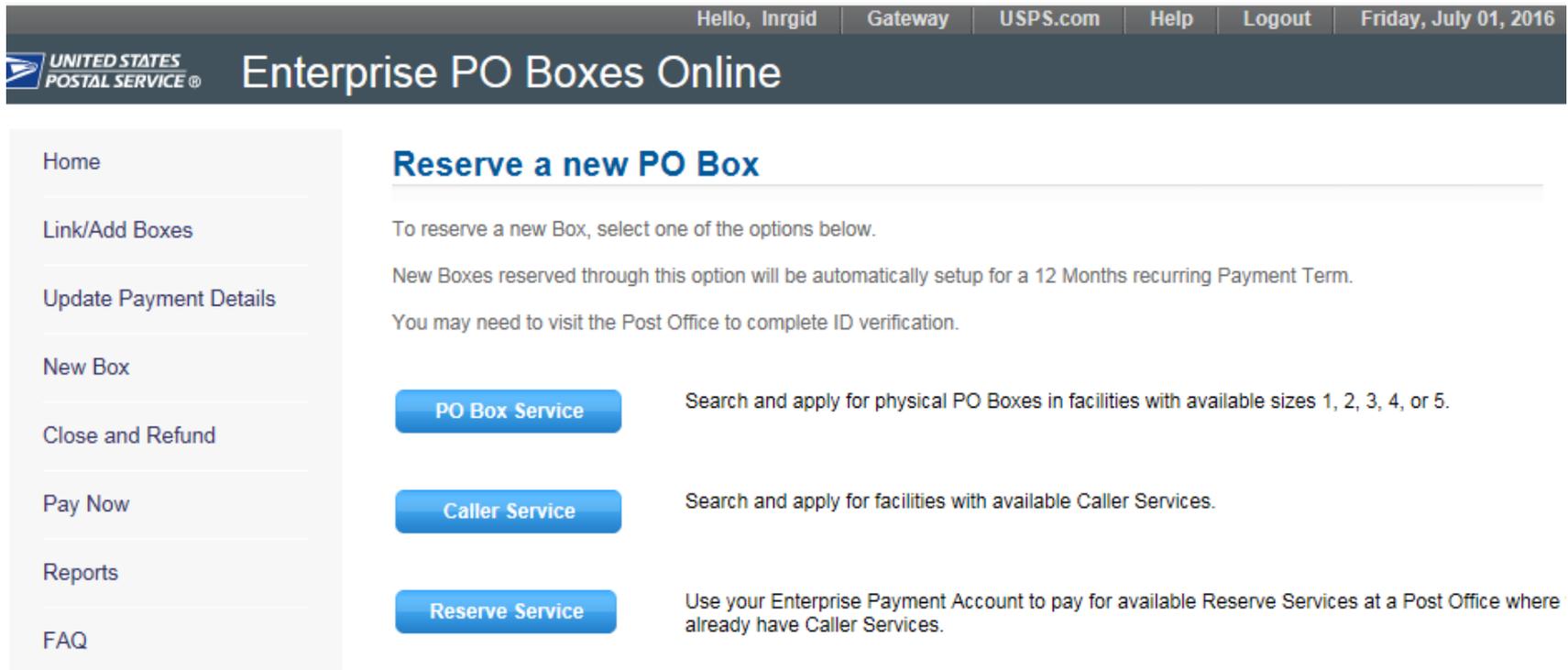
<input type="checkbox"/> Select All	EPA Number	Business Location	PO Box Number	ZIP Code	Next Payment Due Date
<input type="checkbox"/>	2047990700	20479907	9999003	30002	12/31/2016
<input type="checkbox"/>	2047990700	20479907	80002	30002	09/30/2016
<input type="checkbox"/>	2047990700	20479943	80031	30002	12/31/2015
<input type="checkbox"/>	2047990700	20479907	N/A	30079	06/30/2017
<input type="checkbox"/>	2047990700	20479907	99	23227	12/31/2012

**Terms and Conditions for Enterprise PO Boxes Online (EPOBOL)**

[Print Terms and Conditions](#)

By checking the box which follows, Commercial Mailers who use EPOBOL hereby accept and agree to the EPOBOL Terms and Conditions and the Refund Policy as set forth below. All Payments are processed through the new Enterprise Payment System (EPS).

- ❑ **New Box:** Customers can issue new PO Boxes, Caller Services, and Reserves



The screenshot shows the USPS Enterprise PO Boxes Online interface. At the top, there is a navigation bar with the following items: "Hello, Ingrid", "Gateway", "USPS.com", "Help", "Logout", and "Friday, July 01, 2016". Below this is a dark header with the USPS logo and the text "Enterprise PO Boxes Online". On the left side, there is a vertical menu with the following options: "Home", "Link/Add Boxes", "Update Payment Details", "New Box", "Close and Refund", "Pay Now", "Reports", and "FAQ". The main content area is titled "Reserve a new PO Box" and contains the following text: "To reserve a new Box, select one of the options below." "New Boxes reserved through this option will be automatically setup for a 12 Months recurring Payment Term." "You may need to visit the Post Office to complete ID verification." Below this text are three blue buttons with corresponding descriptions: "PO Box Service" (Search and apply for physical PO Boxes in facilities with available sizes 1, 2, 3, 4, or 5.), "Caller Service" (Search and apply for facilities with available Caller Services.), and "Reserve Service" (Use your Enterprise Payment Account to pay for available Reserve Services at a Post Office where already have Caller Services.).

Hello, Ingrid | Gateway | USPS.com | Help | Logout | Friday, July 01, 2016

**Enterprise PO Boxes Online**

Home

Link/Add Boxes

Update Payment Details

New Box

Close and Refund

Pay Now

Reports

FAQ

## Reserve a new PO Box

To reserve a new Box, select one of the options below.

New Boxes reserved through this option will be automatically setup for a 12 Months recurring Payment Term.

You may need to visit the Post Office to complete ID verification.

**PO Box Service** Search and apply for physical PO Boxes in facilities with available sizes 1, 2, 3, 4, or 5.

**Caller Service** Search and apply for facilities with available Caller Services.

**Reserve Service** Use your Enterprise Payment Account to pay for available Reserve Services at a Post Office where already have Caller Services.

## ❑ New Box: PO Box:

- 1) Customers can search PO Boxes by ZIP Code or Address within a range area
- 2) Select the desired box and
- 3) Select the Business Location and EPA

Hello, Ingrid Gateway USPS.com Help Logout Friday, July 07, 2017

**Enterprise PO Boxes Online**

- Home
- Link/Add Boxes
- Update Payment Details
- New Box
- Close and Refund
- Pay Now
- Reports
- FAQ

### Search for PO Boxes

Enter address, city, and state or ZIP Code™ to find PO Boxes near you.

\*Note: If you enter your ZIP Code™ only, your delivery Post Office displays first. If you enter your address, the Post Office closest to your address displays first.

**Search by Zip Code™:**

\* ZIP Code™

**OR Search By Address:**

\* Address 1:

Address 2:

\* City:

\* State:

**Search Post Offices within:**

50 Miles

**Post Office - CLEVELAND PARK 3.00 Miles**

**3430 CONNECTICUT AVE NW,  
WASHINGTON, DC 20008**

Phone: (202) 636-1259  
 On-site parking available: Yes

Size <span style="font-size: small;">?</span>	12 months	Availability <span style="font-size: small;">?</span>
1 (3 IN X 5.5 IN)	<input checked="" type="radio"/> \$106.00	Yes
2 (5 IN X 5.5 IN)	<input type="radio"/> \$160.00	Yes
3 (11 IN X 5.5 IN)	<input type="radio"/> \$278.00	Yes
4 (11 IN X 11 IN)	<input type="radio"/> \$550.00	Yes
5 (22.5 IN X 12 IN)	<input type="radio"/> \$900.00	Yes

[PO Box lobby hours](#)  
[Business hours](#)

## Account Selection

Please select a Business Location and an Enterprise Payment Account below along with either the desired quantity of caller numbers.

\* Business Location:

\* Enterprise Payment Account:

## ❑ New Box: Caller Services

- 1) Customers can search Caller Services by ZIP Code or Address within a range area
- 2) Select the desired Caller and
- 3) Select the Business Location and EPA


**Enterprise PO Boxes Online**

### Search for Caller Services

Enter address, city, and state or ZIP Code™ to find PO Boxes near you.

\*Note: If you enter your ZIP Code™ only, your delivery Post Office displays first. If you enter your address, the Post Office closest to your address displays first

#### Search by Zip Code™:

\* ZIP Code™

#### OR Search By Address:

\* Address 1:

Address 2:

\* City:

\* State:

#### Search Post Offices within:


**Enterprise PO Boxes Online**

### Available Caller Services

Select a box size for the most convenient location. Each page below lists up to 5 Post Offices.

\*Note: Be sure to scroll down to see all 5 locations. To see more than 5 locations, go to the bottom of this page and click the next page number go to the Post Office where the box is located and present your printed application form and [two forms of acceptable identification](#). If you have special needs (height of PO Box) please visit the Post Office to ensure you acquire the PO Box location that best suits your needs.

[Back](#)

[Continue](#)

#### Post Office - COURT HOUSE ARLINGTON

0.48 Miles

2043 WILSON BLVD,  
ARLINGTON, VA 22201

Phone: (703) 525-4441  
On-site parking available: No

Size [?](#)

12 months

Availability [?](#)

C (CALLER)

\$1530.00

Yes

[PO Box lobby hours](#)  
[Business hours](#)


**Enterprise PO Boxes Online**

### Account Selection

Please select a Business Location and an Enterprise Payment Account below along with either the desired quantity of caller numbers.

\* Business Location:

\* Enterprise Payment Account:

\* Quantity:



## New Box – Reserves:

- 1) Customers enter existing Caller ZIP Code
- 2) Caller Number
- 3) Business Location
- 4) Reserve information by range or individually separated by commas
- 5) and EPA number

### Enterprise PO Boxes Online

---

#### Issue New Reserves

To apply for a new reserve box, you must have an existing caller service in that ZIP Code and you must have linked that box to a Business Location accessible to you. To find if the box is linked to your account, please go to the Reports -> Linked Box Report to find a list of boxes linked to your account.

To link a box to your account, click on the Link/Add Box menu and enter the information requested.

---

#### Existing Caller Information

Please enter the Caller Box details of an existing Caller in the ZIP Code where you want to issue new Reserves

\* Zip Code:

\* Caller Number:

\* Business Location:

---

#### Request Reserve Numbers

Please enter a range of available Reserves or individual Reserve Numbers separated by comma. To find Reserve Numbers that are available for issue, please contact the local Post Office.

\* Range:  To

OR

\* Reserve Number(s):

---

#### Payment Details

Please select the Enterprise Payment Account to pay for your new reserves

\* Enterprise Payment Account:

- ❑ **Close and Refund:** 1) Customers can close Boxes entering the Box Number and the Zip Code. The request will be processed immediately

## Enterprise PO Boxes Online

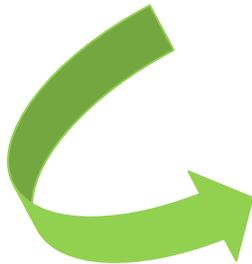
### Close and Refund PO Boxes

To close your existing PO Box and to get refund, please enter the PO Box Number, ZIP Code.

\* PO Box Number

\* ZIP Code

Close And Refund



## Enterprise PO Boxes Online

### Refund Request Review

You are about to request a refund for this PO Box. Please select a reason for the refund and review the information before submitting. Your PO Box will be closed as soon as you submit this transaction. Any mail sent to you at this PO Box will be returned to sender.

\* Why are you requesting a refund?

Provide a Reason

#### PO Box Details

PO Box Address:	99 RICHMOND VA 23227
Box Size:	1
Post Office Address:	5327 CHAMBERLAYNE RD RICHMOND VA 23227 -9998

#### Refund Details

Amount:	\$0.00
---------	--------

Submit

- ❑ **Pay Now:** Customers can make an immediate payment at the end of the month when the boxes are due

## Enterprise PO Boxes Online

### Pay Now

Pay Now will allow you to make an immediate payment on any of your issued boxes due at the end of the month or any delinquent boxes due at the end of the previous month.

For boxes due end of the month, Pay Now can be used after the 16th of the month.

For boxes due end of previous month, Pay Now can be used from the 1st of the month through the 10th of the month.

Click Continue to check if you have any boxes that are payable today.

Only boxes linked to your Business Locations accessible by your User ID are eligible to be processed. **If this Enterprise Payment Account (EPA) number is successful in processing, it will replace the current EPA number for those boxes.**

\* Select an EPA Number to be used for payment

EPA Number



Continue

- ❑ **Reports:** Customers can select one of the following report to manage their boxes

## Enterprise PO Boxes Online

### [Linked PO Boxes Report](#)

To view all linked boxes which contains all active PO Boxes, Caller Services and Reserves that have been linked to your business locations or accessible locations.

### [Job Status Report](#)

To view the status of all submitted jobs that have been scheduled.

### [Billing Report](#)

To view the detailed information of all boxes in your account.

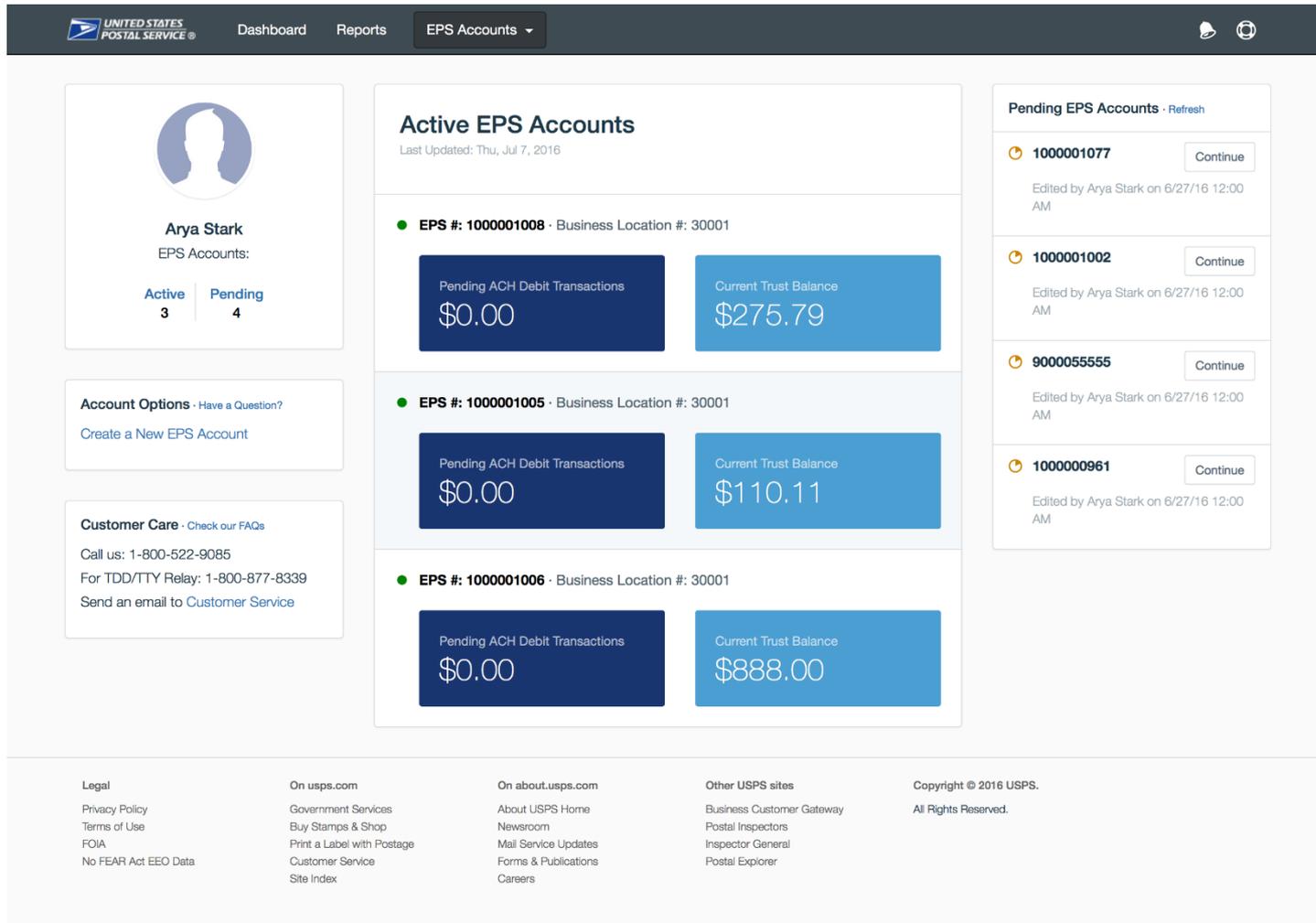
### [Box Detail Report](#)

To view the detailed box information of all Boxes in your account.

### [Transaction History Report](#)

To view detailed transaction history on all payments made with Enterprise PO Boxes Online.

- ❑ Customer returns to EPS to manage payments for EPOBOL
- ❑ Dashboard view shows EPA overview and link to view reports



The screenshot displays the USPS EPS Accounts dashboard for user Arya Stark. The dashboard includes a navigation bar with 'Dashboard', 'Reports', and 'EPS Accounts' (selected). The main content area is divided into several sections:

- User Profile:** Arya Stark, with 3 Active and 4 Pending EPS Accounts.
- Active EPS Accounts:** A list of three active accounts, each showing 'Pending ACH Debit Transactions' (\$0.00) and 'Current Trust Balance' (\$275.79, \$110.11, and \$888.00 respectively).
- Pending EPS Accounts:** A list of four pending accounts, each with a 'Continue' button and a timestamp indicating they were edited by Arya Stark on 6/27/16 at 12:00 AM.
- Account Options:** Includes a link to 'Create a New EPS Account'.
- Customer Care:** Provides contact information: 1-800-522-9085, TDD/TTY Relay: 1-800-877-8339, and a link to 'Send an email to Customer Service'.

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## ❑ EPA Reporting Detail shows overview of spending and transaction history

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[Dashboard](#)
[Reports](#)
[EPS Accounts ▾](#)



**Arya Stark**  
EPS Accounts:

Active **3** | Pending **4**

**Account Options** - [Have a Question?](#)

[Create a New EPS Account](#)

**Customer Care** - [Check our FAQs](#)

Call us: 1-800-522-9085  
For TDD/TTY Relay: 1-800-877-8339  
[Send an email to Customer Service](#)

● **EPS #: 1000001006**  
Business Location #: 30001
[Manage Account](#)

**Account Overview**

Pending ACH Debit Transactions

\$0.00

Pending ACH Debit Transactions

Current Trust Balance

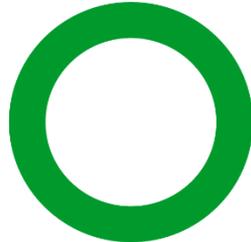
\$388.00

Current Trust Balance

**Spending History** All Products & Services ▾

From...

To...



Products & Services	
● <b>PO Box Services</b>	<b>\$6,464.00</b>
<b>Total</b>	<b>\$6,464.00</b>

**Transaction History** From...  To...

PO Box #	City	State	Zip	Renewal Date	Account #	Pay Date	Type	Amount
7895	Herndon	VA	20190	11/15/16	<a href="#">201509162777</a>	11/15/16	5	\$1,062.00
7895	Fredricksburg	VA	22401	10/15/16	<a href="#">827292020111</a>	10/15/16	5	\$1,062.00
7895	Montgomeryville	PA	19454	08/15/16	<a href="#">201777509162</a>	08/15/16	2	\$196.00
7895	Sunnyvale	CA	94085	06/15/16	<a href="#">324201509162</a>	06/15/16	3	\$350.00

❑ The EPOBOL summary page in EPS shows the spending breakdown for the service

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Dashboard
Reports
EPS Accounts ▾
🔔 🗎

## PO Box Services



<span style="color: green;">●</span> PO Boxes	\$3,864.00
<span style="color: green;">●</span> Caller Services	\$1,600.00
<span style="color: green;">●</span> Reserves	\$800.00
<span style="color: green;">●</span> Miscellaneous	\$200.00
<b>Total</b>	<b>\$6,464.00</b>

**Standard Reports** · [Have a suggestion?](#)

- [Transaction History Report](#)
- [ACH Returns Report](#)
- [Epobol Products Details Report](#)

**Customer Care** · [Check our FAQs](#)

Call us: 1-800-522-9085  
For TDD/TTY Relay: 1-800-877-8339  
[Send an email to Customer Service](#)

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## ❑ The EPOBOL detail report shows specific transactions across the EPA

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[Dashboard](#)
[Reports](#)
EPS Accounts ▾
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🌐

### PO Box Services Detail Report

📅

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PO Box #	City	State	Zip	Renewal Date	Account #	Pay Date	Type	Amount
7895	Herndon	VA	20190	11/15/16	<a href="#">201509162777</a>	11/15/16	5	\$1,062.00
7895	Fredricksburg	VA	22401	10/15/16	<a href="#">827292020111</a>	10/15/16	5	\$1,062.00
7895	Montgomeryville	PA	19454	08/15/16	<a href="#">201777509162</a>	08/15/16	2	\$196.00
7895	Sunnyvale	CA	94085	06/15/16	<a href="#">324201509162</a>	06/15/16	3	\$350.00

**Standard Reports** · [Have a suggestion?](#)

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- ❑ **USPS Proposes Revision to Marked Copy Process:** The Postal Service proposes eliminating the requirement for the Publisher to provide marked copies with every mailing. Instead, the Postal Service would request a few copies for review as part of the annual Statement of Ownership review.
  - During the Statement of Ownership review the USPS will request the Publisher to submit randomly selected marked copies from issues published within a 12-month period. Using a risk-based approach, high volume publishers may be required to provide marked copies for multiple issues.
  - The Postal Service will confirm the information provided in the marked copy is accurate and properly represented on applicable Postage Statements.
  - *PostalOne!* to provide the data for randomizer
  - Randomizer would select from individual issues for Ad% Validation
  - BMEU clerks would perform the audit
  - If audit fails for a particular issue then randomizer would select additional publications for review

## **Modifications to FAST Appointments (Scheduled: September 2016)**

- ❑ Allow Mailers/Appointment Schedulers to reschedule appointments any time prior to the original appointment time and up to 24 hours after the original appointment time
- ❑ If a mailer reschedules after the appointment time but within the 24 hour grace period, the FAST system will mark the rescheduled appointment as “Late Rescheduled” and that appointment will impact their carrier rating
- ❑ If an appointment is not rescheduled and the driver does not show up within 24 hours, the missed appointment becomes a “No Show”
- ❑ Late rescheduled appointments must be within 72 hours of the original appointment
- ❑ The FAST system will limit the mailer to one reschedule per original appointment

