UNITED STATES POSTAL SERVICE™

# Guide to Seamless Acceptance

## Version 2.1

## June 2015

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# Introduction

This document serves as a reference guide for all parties participating in Seamless Acceptance. It is intended to walk participants through processes needed to align their current mailing systems and preparation standards to the USPS Seamless Acceptance program.

Seamless Acceptance leverages electronic documentation and Intelligent Mail barcodes on mailpieces, trays and sacks, and containers to automate acceptance and verification processes. Mailpiece scans collected from mail processing equipment (MPE) and hand held scanning devices are reconciled to the mailer electronic documentation (eDoc) to confirm proper mail preparation for the discounts claimed and postage paid..

Criteria for participation in Seamless Acceptance include:

- Mailers must participate in Full-Service
  - Mailings must be submitted using eDoc
  - All containers, trays, and pieces must contain a unique Intelligent Mail Barcode
  - Piece level data information must be submitted
- Participation in eInduction is required
- Participation in Seamless Parallel Process

The benefits of Seamless Acceptance include:

- Longer mail production cycle
- Standardized acceptance and verification process
- Verifications performed electronically reducing complexity
- Auto-finalization puts control of postage payment into the mailer's control
- Mailer Scorecard and associated reports allow for greater mail quality feedback and identification of trends
- Trend-based quality measurements allow USPS and the mailer to gauge quality over the calendar month instead of at a single mailing level
- Control over mail release without USPS intervention
- Mail Preparation Flexibility

# Overview

Seamless Acceptance leverages electronic documentation and Intelligent Mail barcodes on mailpieces, trays and sacks, and containers that Full-Service provides. Mailpiece scans collected from mail processing equipment (MPE) and hand held scanning devices are reconciled to the mailer electronic documentation (eDoc) to confirm proper mail preparation for the discounts claimed and postage paid.

Mail is verified by reviewing data within the eDoc (called eDoc verification), the comparison of eDoc to MPE scans (called census verification), and the comparison of eDoc to scans from sampling (called sampling verification). These three verification types provide a complete view of mail preparation. These three verification types provide a complete view of mail preparation. The results of these Seamless Acceptance verifications are aggregated over a one-month period, measured against established thresholds, and displayed in the Mailer Scorecard under the Seamless Tab. When the mail is participating in Seamless Acceptance or Seamless Parallel, the Seamless tab of the Scorecard is accessible to the Postal Service, Mail Preparers, and Mail Owners.

A mailer is initiated into the program in a "Seamless Parallel" process. Seamless Parallel is an intermediate step mailers must take before fully participating in Seamless Acceptance. During Parallel both traditional and Seamless verifications will be performed. Seamless Acceptance verifications will not result in additional postage during Parallel and auto-finalization (see section 5.3 Auto-Finalization) of postage statements will not occur. This will provide mailers the opportunity to start reviewing Seamless Acceptance data in the Mailer Scorecard.

Seamless Parallel also allows mailers to receive feedback on whether eDoc meets Seamless Acceptance and mail barcoding requirements. There are a series of eDoc validations that are run when the mailing is initially uploaded to *PostalOne!* Warnings generated in Seamless Parallel will not prevent the mailing from being accepted by *PostalOne!* These warning messages will help to identify changes needed to eDoc generation to qualify for Seamless Acceptance in the future.

eDoc and unique barcodes are required for all mail, including single-piece volume, at a facility before transitioning out of Seamless Parallel.

Several large volume mailers are participating in Seamless Acceptance and approximately 17% of the total commercial volume is on Seamless Acceptance as of April 2015.

# Benefits

The benefits for mailers participating in this program are outlined in this document.

- Longer mail production cycle
- Standardized acceptance and verification process
- Verifications performed electronically reducing complexity
- Auto-finalization allows eDoc submitters control over postage payment
- Allows for improved feedback and identification of trends
- Trend-based quality measurements means mail preparers will not be penalized for a problem with a single mailing
- Control Over Release Timing
- Mail Preparation Flexibility

## Longer Mail Production Cycle

Seamless Acceptance does not require in depth up-front manual verification at either the Detached Mail Unit (DMU) or the Business Mail Entry Unit (BMEU). This allows the mail preparer to have a longer production cycle as only random sampling is performed at the DMU or BMEU pre-induction. Current time-consuming manual verifications, such as the Mail Piece Count Verification (MPCV), will no longer be required under Seamless Acceptance. Most verifications are fully automated based on electronic documentation (eDoc) and mail processing equipment (MPE) scans. Acceptance employees will manually capture data including weight, postage payment type and content eligibility during the sampling process which will be compared to the eDoc to determine discrepancies.

## Standardized Acceptance and Verification

In the current verification environment, mail is verified manually by an acceptance employee before entry and finalization. The acceptance employee performs a Cursory Review, collects Full Service initial verification mail samples, conducts requested in-depth verifications, and finalizes the postage statement.

Seamless Acceptance will automate the verification process, thus streamlining entry verifications. Seamless Acceptance allows for a standardized acceptance and verification process for all mail preparers regardless of their production process and eliminates the need for Special Postage Payment Systems. There is a single streamlined standard operating procedure for acceptance employees to follow for verification. Manual scans will be collected to capture weight, postage payment, and content eligibility. All gathered scans will be compared to the edoc submitted and results will be displayed on the Mailer Scorecard.

## Reduced Complexity

Seamless acceptance reduces the manual verification process, therefore reducing the complexity of verifications by streamlining mail acceptance using automated verifications. Seamless Acceptance is comprised of the following verifications:

- Undocumented
- Delivery Point
- Nesting/Sortation (MPE)
- Nesting/Sortation (Sampling)
- Postage

- Weight
- Mail Characteristic
- Barcode Quality

## Auto-Finalization

Mailers that are participating in Seamless Acceptance will have their postage statements automatically finalized after a successful job submission. The postage statements will be finalized by the *PostalOne!* system on the Postage Statement Mailing Date that was submitted in the electronic documentation. Mailers must verify that the Permits/Account Numbers that are associated to their accounts are funded prior to postage statement finalization.

- Mailer submits eDoc (Mail.dat, Mail.XML, Postal Wizard, or Intelligent Mail for Small Business (IMsb)) to *PostalOne!* dashboard where it is placed in UPD status
- *PostalOne!* will perform balance checks on the payment account listed, for eDoc in UPD (Ready-to-Pay) status, every 24 hours beginning 2 days before the mailing date.
- In the event of insufficient funds, an email will be sent to the Verification Assessment Evaluator (VAE) address defined by the mail preparer in the Business Customer Gateway (BCG).
- On the mailing date, *PostalOne!* will attempt to auto-finalize the mailing during periodic intervals.
- If the statement does not auto-finalize on the mailing date, *PostalOne!* will attempt to auto-finalize for the next 14 days.
- On the 15th day, the statement must be manually finalized by a BME clerk after funds have been added to the account.

## Improved Feedback

For each of the initiatives a mailer is enrolled in, the Mailer Scorecard provides a dashboard view of all mailings submitted in a calendar month. Verifications continue to be performed and errors are calculated on the mailings submitted during that month up until the 10th day of the following month. This aggregated data is updated daily, measured against established thresholds, and displayed in four tabs: Mailer Profile, Electronic Verification, eInduction and Seamless.

For mailers participating in Seamless Acceptance or Seamless Parallel, this tab provides an overview of the verification results including undocumented, nesting/sortation, delivery point validation, etc. Mail is verified by reviewing data within the eDoc, the comparison of eDoc to Mail Processing Equipment (MPE) scans, and the comparison of eDoc to sampling scans.

The Seamless Mail Quality reports allow mail preparers and mail owners the ability to view detailed information for each Seamless verification error. The Error Details by Error Type report is the default report you can drill down to from the Mailer Scorecard, and it provides the detailed listing of error codes and number of errors. Next, you can drill down from the Error Details by Error Type Report to view the Mail Quality Detailed Error Report, which provides even greater error detail. Detailed information in this report includes potential resolution actions and additional error information to further investigate the issues. You can also right-click on a Customer Registration ID (CRID) in the Mailer Scorecard to drill down into the Mail Quality Detailed Error Report to review the error.

The Undocumented Summary Report is an available report you can drill down to view from the Mailer Scorecard, and provides the number of undocumented containers, handling units and pieces by MID. From the Undocumented Summary Report, you can drill down to view the Undocumented Detail Report. The Undocumented Detail Report provides detailed information about the Intelligent Mail Unique Piece Barcode (IMb) that is categorized as

undocumented. You can also right-click on a CRID in the Mailer Scorecard to drill down to view the Undocumented Detail Report .

## Trend-Based Quality Measurement

The current verification process determines quality based on a limited numbers of mailings and mailpieces. This process then extrapolates that quality across a single mailing. The Seamless verification process collects mailpiece barcode scans and samples which are then compared to the eDoc. Data collected over the entire calendar month will be used to evaluate quality. This new trend-based quality measurement is helpful in that a problem with a single mailing will not result in additional postage and individual mail preparation errors will not trigger an assessment by USPS. The mail preparation errors gathered over a calendar month are compared to error thresholds. Only preparation errors that exceed error thresholds may result in additional charges to the mailer. The improved feedback combined with the trend-based measurement allows mail preparers and mail owners the ability to correct issues before they would result in an additional postage assessment.

## Control Over Release Timing

In order to maximize the benefits of Seamless Acceptance, we require participation in eInduction. If mail preparers are participating in Seamless and eInduction at 100%, USPS will allow them to perform their own Drop Shipment Management System (DSMS) releases and clearances alleviating the need to wait for an acceptance employee to release mailings.

## Mail Preparation Flexibility

Under Seamless Acceptance, mail preparers will have additional flexibility in mail preparation. Some examples include:

- Present Permit Imprint mailings with no minimum volume requirements
- Additional flexibility in postage statement generation
- No Special Postage Payment System (SPPS) agreements resulting in less documentation

The minimum volume requirement for Permit Imprint mailings will not be enforced under Seamless Acceptance. This will allow mail preparers/mail owners to pay for small mailings using a permit and remove the need to meter the pieces.

### *Postage Statements*

In Seamless Acceptance there will be greater flexibility in postage statement generation. Electronic documentation can be provided for small mailings including individual pallets. This process will allow postage statements to be generated for individual pallets, if needed, and will provide greater flexibility in transportation.

### *Manifest Mailings*

Manifest mailing documentation will no longer be required for mailings entered under Seamless Acceptance. This will free up additional space on the envelope by not requiring manifest key lines. Note: Mailings containing Single Piece or Parcels may still be required to submit documentation.

# Participation Criteria

Participation in the Seamless Acceptance process is limited to mailings and mailers that meet specific rules of engagement governing mail preparation, barcoding, and electronic documentation. Mailers must demonstrate their ability to meet minimum criteria in key mail data quality metrics prior to activating a location for Seamless Acceptance.

## Mail Preparation

- Mail Class: First-Class, Periodicals, Standard, Bound Printed Matter
- Processing Category: Letters, Cards, Flats
- Unique barcode on all mailpieces with an IMb
    - Applies to automation and non-automation mailpieces
    - Unique barcode within first 20 digits, no new delivery point requirements
    - Each barcode must be unique within 45 days of the Postage Statement Mailing Date across all jobs and all mailers
    - Service Type ID (STID) is valid for the Mail Class
- Unique barcode on all trays with an IMtb
    - Each barcode must be unique within 45 days of the Postage Statement Mailing Date across all jobs and all mailers
- Unique barcode on all containers with an IMcb
    - Each barcode must be unique within 45 days of the Postage Statement Mailing Date across all jobs and all mailers

## Electronic Documentation

Mailers must submit electronic documentation for all mailings in Mail.dat, Mail.XML, Postal Wizard, or Intelligent Mail Small Business (IMsb) format.

The following conditions in the electronic documentation must be met for Seamless Acceptance processing:

- Piece data must be submitted in the .pdr or .pbc file for Mail.dat or the MailPiece block for Mail.XML mailings.
- All automation mailpieces must contain a 31-digit Intelligent Mail Barcode.
- Non-automation mailpieces may include a 20, 25, 29, or 31-digit IMb.
- For Full Service mail only, the Full Service Type ID must be included.
- All handling units must contain a 24-digit Intelligent Mail Tray Barcode.
- All containers must contain a 21-digit Intelligent Mail Container Barcode that begins with 99M.

In addition, Mail.dat and Mail.XML upload validations specific to Seamless will not prevent upload in Parallel, but may need to be corrected before activation to Seamless Acceptance:

- A Valid CSA ID must be populated.
- A Valid Reservation number must be populated.
- Container barcode conforms to the 99M barcode format.
- Entry Point Facility Type must not be 'N'.
- Locale Key cannot be ORIGIN or LOCORIGIN.

- Logical Containers must be linked to physical siblings.
- Logical Handling Units must be linked to physical siblings.
- Number of Piece records must match the sum of the number of pieces in the container records.
- Number of Pieces must be populated for physical mailings.
- Physical containers have a unique 99M barcode within the past 45 days.
- Physical handling units have a unique 24-digit tray barcode within the past 45 days.
- Piece Barcodes must be within tolerable uniqueness threshold within a mailing if the mailing is not simple.
- Piece records must be submitted.
- Pieces must have a 20, 25, 29 or 31-digit barcode.
- Populate the USPS Pickup indicator.
- Scheduled Induction Date is populated when Reservation and Content ID fields are populated.
- Scheduled Induction Time is populated when Reservation and Content ID fields are populated.
- Scheduled Ship date is required when a container is scheduled for USPS Pickup.
- Scheduled Ship date needs to be within 30 days of the Mailing Date.
- Scheduled Ship time is required when a container is scheduled for USPS Pickup.
- Tray barcode is 24 digits.
- Verify Mail Class is valid for Seamless Acceptance.
- Verify Postage Statement type is valid for Seamless Acceptance.
- Verify Processing Category is valid for Seamless Acceptance.

Only select upfront eDoc validations will be converted to errors when activated on Seamless, the rest will remain warnings in Seamless. Those that will become errors are:

- A Valid CSA ID must be populated.
- A Valid Reservation number must be populated.
- Container barcode conforms to the 99M barcode format.
- Container barcode must be 21 digits.
- Entry Point Facility Type must not be 'N'.
- Number of Piece records must match the sum of the number of pieces in the container records.
- Number of Pieces must be populated for physical mailings.
- Physical containers have a unique 99M barcode within the past 45 days.
- Physical handling units have a unique 24-digit tray barcode within the past 45 days.
- Piece Barcodes must be within tolerable uniqueness threshold within a mailing if the mailing is not simple.
- Piece records must be submitted.
- Pieces must have a 20, 25, 29 or 31-digit barcode.
- Populate the USPS Pickup indicator.
- Tray barcode is 24 digits.

For more information see the Mail.dat Technical Specification or Mail.XML Technical Specification. For new users it is suggested that electronic documentation be checked for accuracy by first uploading into the *PostalOne!* Test Environment for Mailers (TEM). Information regarding how to use TEM is available on RIBBS, Intelligent Mail, Guides & Specs, including the TEM Guides.

### *Co-palletization*

Mailers that have their mailings co-palletized at another mailing facility must ensure that their mailings still meet Seamless participation criteria. Origin mailings should indicate the bundles/trays to be co-palletized by populating the 'Included in Other Documentation' field in the eDoc with 'O' or 'I'. Consolidators must create the Original Container Information file to link the origin containers to the consolidator mailing. Indicate the bundles/trays that are linked by populating the 'Included in Other Documentation' field in the eDoc with 'L'. In addition, the 'Included in Other Documentation' field must be left blank for Pallets in the consolidator mailing.

## Seamless Parallel

Participation in Seamless Acceptance is limited to mailings and mailers that meet specific rules of engagement governing mail preparation, barcoding, and electronic documentation. Criteria for participation in Seamless Acceptance include:

- Mailers must participate in Full-Service
  - Mailings must be submitted using eDoc
  - All containers, trays, and pieces must contain a unique Intelligent Mail Barcode
  - Piece data information must be submitted
- Participation in eInduction is required

Seamless Parallel is an intermediate step mailers must take before fully participating in Seamless Acceptance. During Parallel both traditional and Seamless verifications will be performed. Seamless Acceptance verifications will not result in additional postage during Parallel and auto-finalization (see section 5.3 Auto-Finalization) of postage statements will not occur. This will provide mailers the opportunity to start reviewing Seamless Acceptance data in the Mailer Scorecard.

Seamless Parallel also allows mailers to receive feedback on whether eDoc meets Seamless Acceptance and mail barcoding requirements. There are a series of eDoc validations that are run when the mailing is initially uploaded to *PostalOne!* Warnings generated in Seamless Parallel will not prevent the mailing from being accepted by *PostalOne!* These warning messages will help to identify changes needed to eDoc generation to qualify for Seamless Acceptance in the future.

eDoc and unique barcodes are required for all mail, including single-piece volume, at a facility before transitioning out of Seamless Parallel. All mailers who are mailing over 75% of their eligible volume as Full-Service will have their CRIDs enabled for Seamless Parallel.

### Seamless Admin Page

Each unique business location as defined by the CRID is set to Seamless Parallel (and later Seamless) using the Seamless Admin Page. This is performed by designated personnel at the USPS. This page is viewable by the mailer on the Business Customer Gateway (BCG) and displays your Seamless settings. To access the page, click on "Mailing Services".

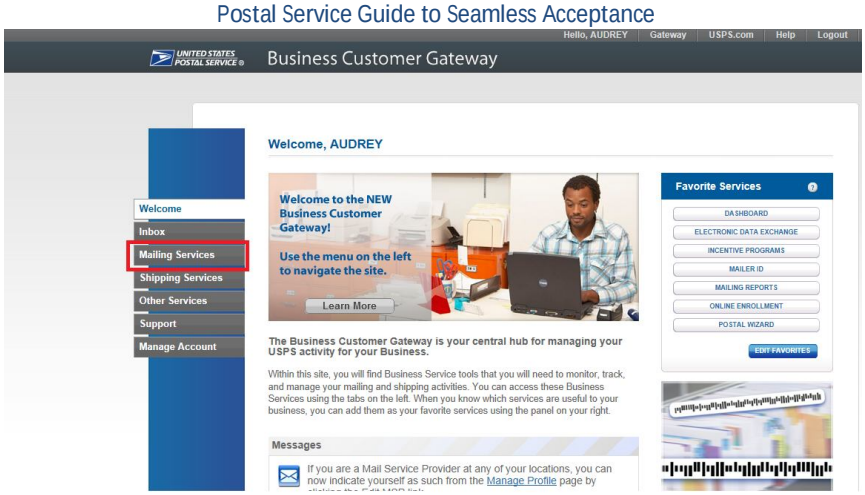



**Figure 1 - Seamless Admin Page Access**

Once you have clicked on "Mailing Services", click on "Manage Permits" to access your associated business locations.

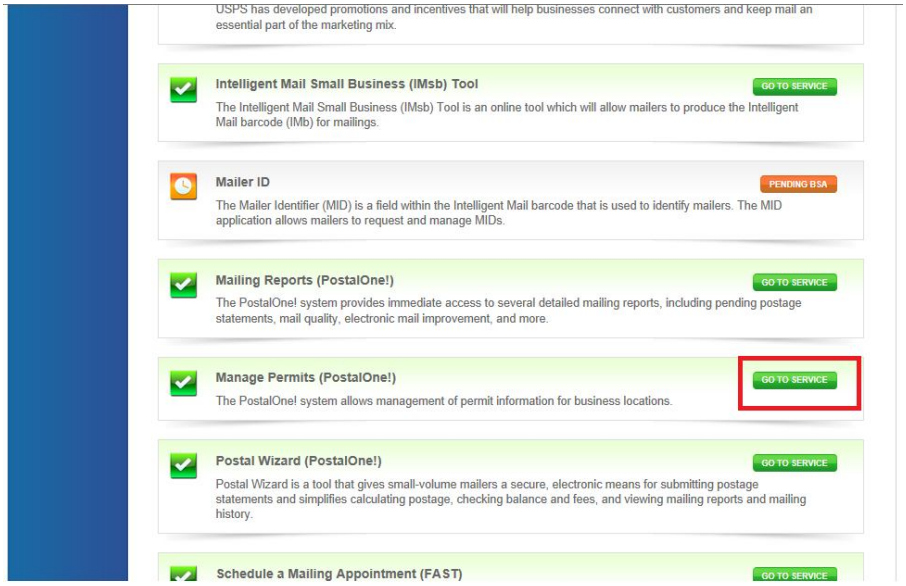



**Figure 2 - Seamless Admin Page Manage Permits**

Select a business location.


**Figure 3 - Seamless Admin Page Business Locations**

Once you have selected a business location, if that location is set to Seamless Parallel or Seamless Acceptance (Seamless Account Option) the link to your Seamless Account Profile will be enabled. Click on "Seamless Account Profile" at the bottom of your screen.

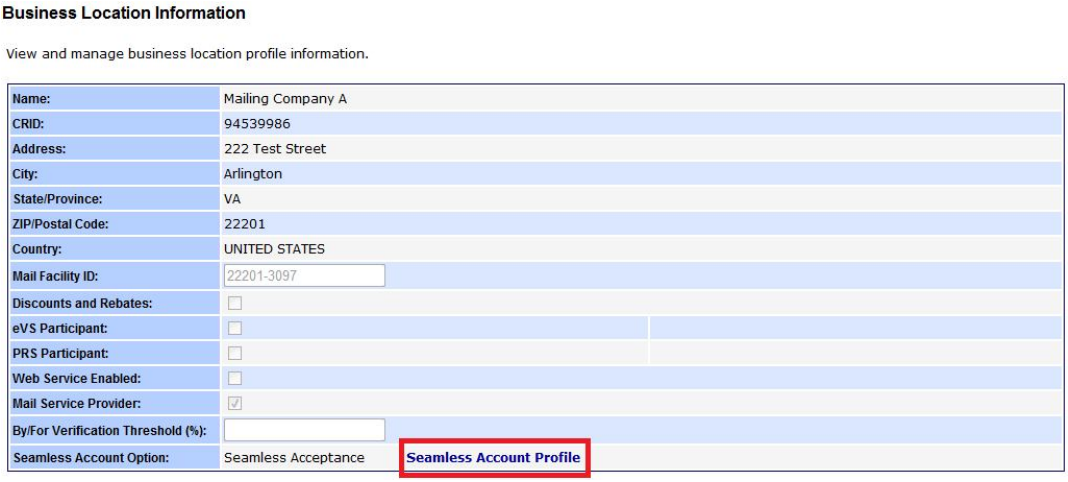



**Figure 4 - Seamless Admin Page Account Profile**

Once you have clicked on the "Seamless Account Profile" link, you will be able to view the Seamless settings for that specific CRID.

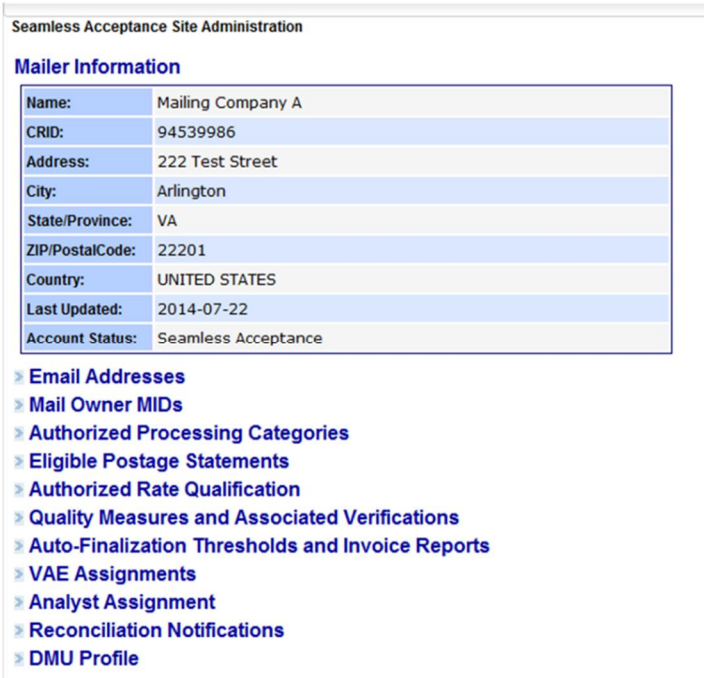



**Figure 5 - Seamless Admin Page**

Email addresses linked to your business location will be listed.


**Figure 6 - Seamless Admin Page Email Addresses**

In Seamless, there is the option to assign a specified MID to an MSP's CRID for payment of undocumented pieces. The mailer can request to be responsible for all undocumented pieces for a specific MID, if mailing exclusively for that MID. The data distribution, the ACS distribution and Mail Quality reports will continue to be sent to the Mail Owner.

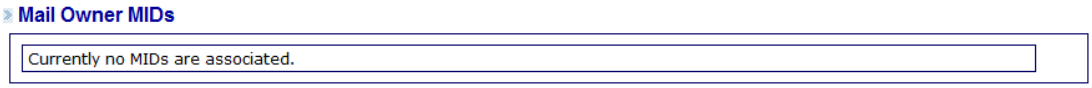



**Figure 7 - Seamless Admin Page MIDs**

The Processing Categories enabled for Seamless processing will be listed under Authorized Processing Categories.

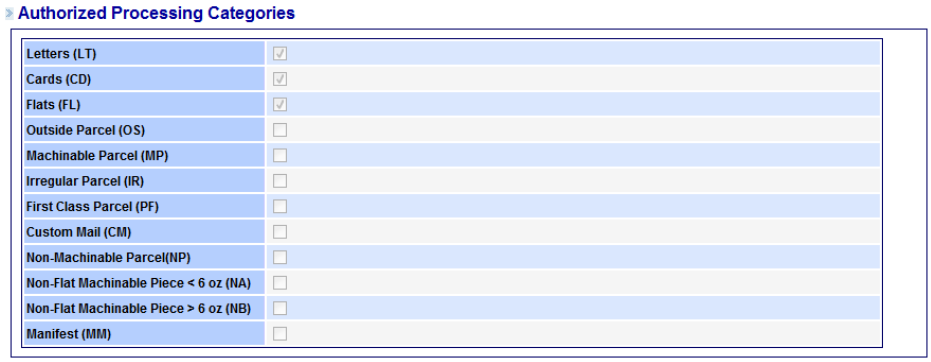



**Figure 8 - Seamless Admin Page Authorized Processing Categories**

The Postage Statements enabled for Seamless processing will be listed under Eligible Postage Statements.

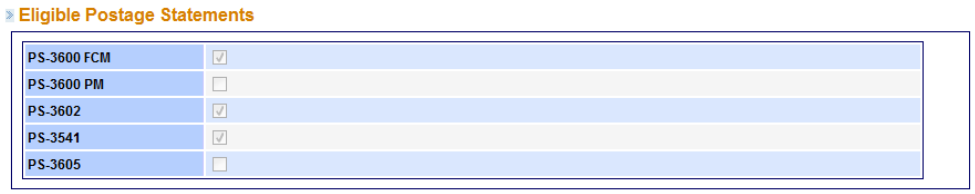



**Figure 9 - Seamless Admin Page Eligible Postage Statements**

The Rate Qualifications enabled for Seamless processing will be listed under Authorized Rate Qualifications.

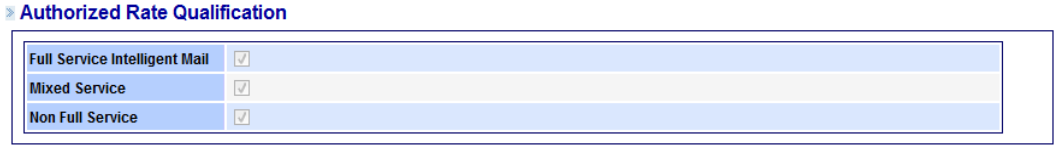
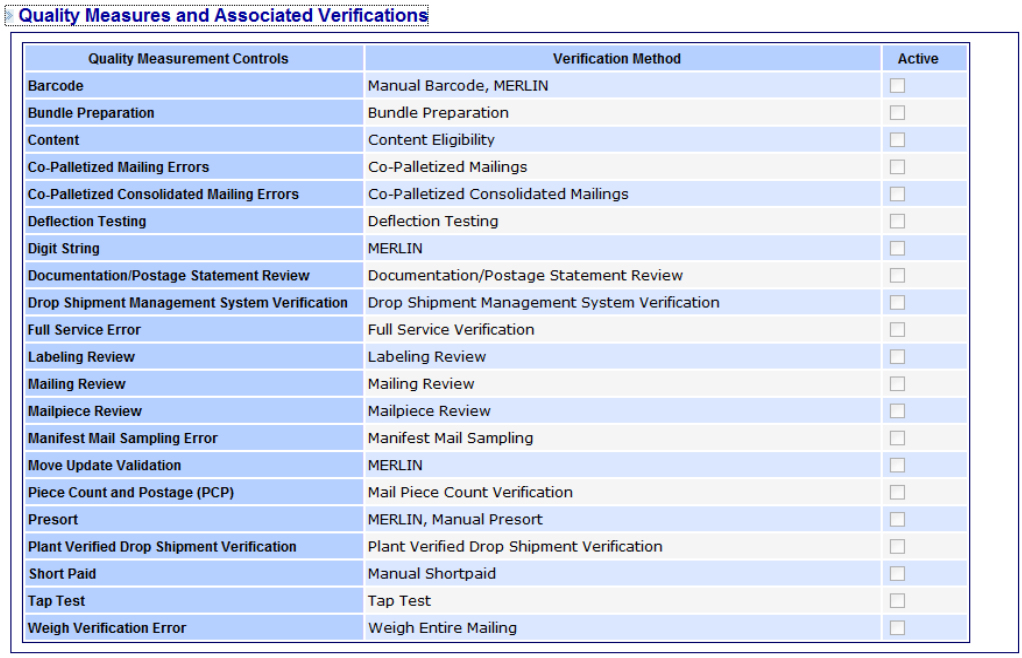



**Figure 10 - Seamless Admin Page Authorized Rate Qualification**

Any traditional verifications that have been enabled will be listed under Quality Measures and Associated Verifications.

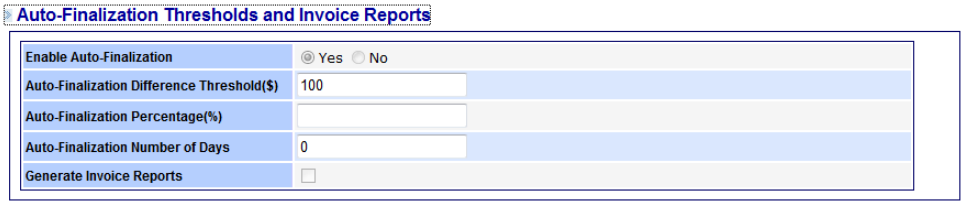


Quality Measures and Associated Verifications

| Quality Measurement Controls | Verification Method | Active |
|---|---|---|
| Barcode | Manual Barcode, MERLIN | ☐ |
| Bundle Preparation | Bundle Preparation | ☐ |
| Content | Content Eligibility | ☐ |
| Co-Palletized Mailing Errors | Co-Palletized Mailings | ☐ |
| Co-Palletized Consolidated Mailing Errors | Co-Palletized Consolidated Mailings | ☐ |
| Deflection Testing | Deflection Testing | ☐ |
| Digit String | MERLIN | ☐ |
| Documentation/Postage Statement Review | Documentation/Postage Statement Review | ☐ |
| Drop Shipment Management System Verification | Drop Shipment Management System Verification | ☐ |
| Full Service Error | Full Service Verification | ☐ |
| Labeling Review | Labeling Review | ☐ |
| Mailing Review | Mailing Review | ☐ |
| Mailpiece Review | Mailpiece Review | ☐ |
| Manifest Mail Sampling Error | Manifest Mail Sampling | ☐ |
| Move Update Validation | MERLIN | ☐ |
| Piece Count and Postage (PCP) | Mail Piece Count Verification | ☐ |
| Presort | MERLIN, Manual Presort | ☐ |
| Plant Verified Drop Shipment Verification | Plant Verified Drop Shipment Verification | ☐ |
| Short Paid | Manual Shortpaid | ☐ |
| Tap Test | Tap Test | ☐ |
| Weigh Verification Error | Weigh Entire Mailing | ☐ |

**Figure 11 - Seamless Admin Page Quality Measures and Associated Verifications**

Auto-finalization settings including thresholds for negative balances are listed under Auto-Finalization Thresholds and Assessment Reports. See the **Auto-Finalization** section on page 14.

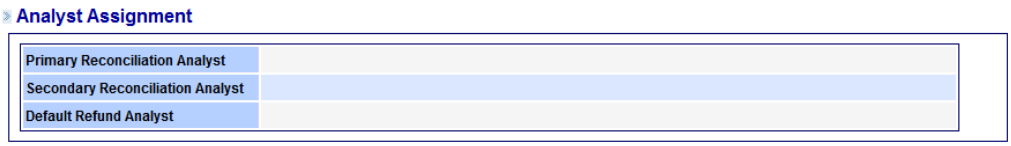


Auto-Finalization Thresholds and Invoice Reports

| | |
|---|---|
| Enable Auto-Finalization | ◉ Yes ○ No |
| Auto-Finalization Difference Threshold($) | 100 |
| Auto-Finalization Percentage(%) | |
| Auto-Finalization Number of Days | 0 |
| Generate Invoice Reports | ☐ |

**Figure 12 - Seamless Admin Page Auto-Finalization Thresholds**

The BMS/BME employees assigned to investigate postage assessment reconciliations are listed under Analyst Assignment.



Analyst Assignment

| | |
|---|---|
| Primary Reconciliation Analyst | |
| Secondary Reconciliation Analyst | |
| Default Refund Analyst | |

**Figure 13 - Seamless Admin Page Analyst Assignment**

The settings for reconciliation notifications are listed under Reconciliation Notifications.

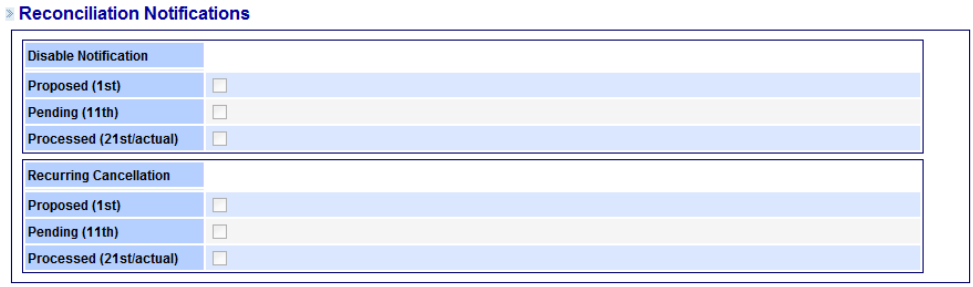



**Figure 14 - Seamless Admin Page Reconciliation Notifications**

If a Detached Mail Unit (DMU) cost center has been associated to a CRID, it will appear under DMU Profile.

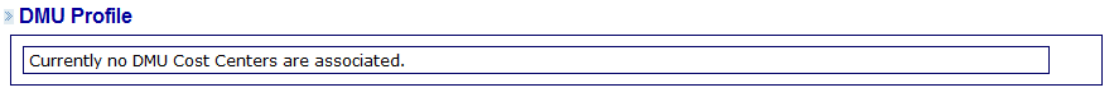



**Figure 15 - Seamless Admin Page DMU Profile**

If anything is listed here that you do not agree with please contact your BMS Analyst or BME Employee to discuss.

# Auto-Finalization

Mailers that are participating in Seamless Acceptance will have their postage statements automatically finalized after a successful job submission. The postage statements will be finalized by the *PostalOne!* system on the Postage Statement Mailing Date that was submitted in the electronic documentation. Mailers must verify that the Permits/Account Numbers that are associated to their accounts are funded prior to postage statement finalization.

Seamless Acceptance mailings will have balance checks performed electronically and will auto-finalize after the job is submitted on the designated Postage Statement Mailing Date, as listed in the Container Summary Record (.csm)file.

## Upload Before Postage Statement Mailing Date

When the electronic documentation is uploaded to *PostalOne!* before the Postage Statement Mailing Date, the available balance of the permit(s) or account numbers will be checked beginning two days before the mailing date. The postage statement will auto-finalize on the postage statement mailing date for containers that are set to Ready-to-Pay (UPD) status during the next auto-finalization processing run

### *Negative Balance Warnings*

The system will generate a negative balance warning when the balance check is performed each day starting a configurable number of days (currently set to 2) prior to the Postage Statement Mailing Date, if the postage statement would require the account to have a negative balance but would remain within a configurable threshold for that CRID. The appropriate USPS personnel will receive a system generated email to follow up with the mailer to resolve the potential negative balance. If the account is still negative but within the threshold on the day of the Postage Statement Mailing Date the postage will be added to an Override Report and auto-finalized. The appropriate USPS personnel will receive another system generated email to follow up with the mailer to inform them that their account has a negative balance resulting from an auto-finalized postage statement.

### *Negative Balance Errors*

The system will generate a negative balance error when the balance check is performed each day starting a configurable number of days (currently set to 2) prior to the Postage Statement Mailing Date if the postage statement would require the account to have a negative balance and is outside of a configurable threshold for that CRID. The appropriate USPS personnel and the mailer's Verification Assessment Evaluator (VAE) will receive a system generated email to follow up with the mailer to resolve the potential negative balance. If the account is still negative and outside the threshold on the day of the Postage Statement Mailing Date the postage will not be auto-finalized. The appropriate USPS personnel and the mailer's VAE will receive another system generated email to follow up with the mailer to inform them that a postage statement was prevented from being auto-finalized due to a negative balance outside of the threshold. The mailer will then have a configurable number of days (currently set to 14) to add the appropriate funds to the account so that the postage statement can be auto-finalized. After the configurable period, the postage statement will require manual finalization by an acceptance employee.

## Upload On or After Postage Statement Mailing Date

When the electronic documentation is uploaded to *PostalOne!* on the Postage Statement Mailing Date, the postage statement will auto-finalize. This step is part of the postage statement generation process for containers, which occurs when containers are set to Ready-to-Pay (UPD) status and there are sufficient funds in the account(s).

If there are insufficient funds to cover the postage a negative balance email will automatically be sent to the VAE as listed for the CRID of the payment account in the BCG. If a VAE has not been assigned to the CRID, the emails will be sent to the Business Service Administrator (BSA) listed in the BCG. A negative balance email will also be sent to a designated USPS employee. The mailer and USPS employee must then ensure the impacted account(s) is funded. *PostalOne!* will continue to attempt to auto-finalize the mailing until the account(s) is funded or the 14 day auto-finalization period has passed. After the 14 day auto-finalization period, the mailing must be manually finalized by a USPS acceptance employee after funds have been added.

## Confirmation Page for BMEU Entry

Mailers participating in Seamless Acceptance who are entering mail at the BMEU, which have a postage statement already auto-finalized, must arrive with the confirmation page. This will allow the BMEU employees to confirm that mailing has already been paid for and generate the clearance placard.

## Verifications

In the current verification environment, mail is verified manually by a BME clerk before entry and finalization. The BME clerk performs a Cursory Review, collects Full-Service initial verification mail samples, conducts Performance-Based Verification (PBV) requested in-depth verifications, and finalizes the postage statement.

Seamless Acceptance will automate the verification process, streamlining entry verifications. In Seamless Acceptance:

- The mailer's eDoc will be validated to ensure it has met the Seamless participation criteria.
- Postage statement will be finalized by the system on the Postage Statement Mailing Date.
- BME clerk will sample mail using the Full Service – Intelligent Mail Device (FS-IMD as flagged based on mailer's sampling frequency) or using the emulator tool.
    - Clerk will scan 1 container, 3 Sacks/Trays/Bundles, and 30 mailpieces.
- Dock clerk will scan containers at induction (eInduction) to the processing facility- this will be a future enhancement and is not currently occurring
- Mail Processing Equipment (MPE) scans will be collected as the mail is processed.
- Data gathered from the FS-IMD, MPE, and Surface Visibility (SV) scans will be compared to the eDoc to identify mail preparation errors.

MPE or "census" data is used to evaluate mail quality through the following Seamless Acceptance verifications:

- Undocumented
- Delivery Point
- Nesting/Sortation (MPE)

FS-IMD or "sampling" data is used to evaluate mail quality through the following Seamless Acceptance verifications:

- Nesting/Sortation (Sampling)
- Weight
- Postage
- Mail Characteristic
- Barcode Quality

Each of the major error categories is described in Figure 19 - Seamless Acceptance Verification.

| Verification | What is it? |
|---|---|
| Undocumented | An Undocumented error is logged when a scanned Intelligent Mail barcode cannot be found in electronic documentation that has an associated finalized postage statement. |
| Delivery Point | A Delivery Point Error is logged when the 5-, 9-, or 11-digit routing code portion of the Intelligent Mail barcode is invalid, the wrong length, or missing. |

| Verification | What is it? |
|---|---|
| Nesting/Sortation (Mail Processing Equipment) | A Nesting/Sortation (MPE) error is logged when the scanned Intelligent Mail barcode is found in a reconstructed tray with a different presort level or destination ZIP Code than the nested tray from the eDoc. Trays are reconstructed when 80 or more pieces from the same eDoc tray are scanned in a row on the same piece of MPE. |
| Nesting/Sortation (Sampling) | A Nesting/Sortation (Sampling) error is logged when the presort level of a sampled piece was incorrectly identified in the eDoc or the presort level of the sampled piece does not match the presort level of the physical handling unit sampled. |
| Postage (Sampling) | A Postage error is logged when the postage affixed amount, or the postage payment method, of the sampled piece does not match the postage information in the eDoc. |
| Weight (Sampling) | A Weight error is logged when the weight of the sampled piece does not match the weight in the eDoc and crosses a weight category or exceeds a threshold set for pound postage. |
| Mail Characteristic (Sampling) | A Mail Characteristic error is logged when the sampled piece does not qualify as the type of mailing from the eDoc such as Processing Category, mail class, or nonprofit eligibility. |
| Barcode Quality (Sampling) | A Barcode Quality error is logged when the scan of the sampled piece had an unreadable barcode or had no barcode on an automation piece. |

**Figure 19 - Seamless Acceptance Verification**

# Census Verifications

## Undocumented

An Undocumented error will be logged when a sampling (FS-IMD) or MPE scan could not be associated to any eDoc submitted by any eDoc Submitter for the last 45 days. If no match is found, the system will continue to attempt to re-associate sampling scans and MPE scans for 3 days after the scan was received. Undocumented pieces will be reported after this 3 day re-association has expired. For sampling scans, the system will attempt to re-associate the FS-IMD to an eDoc for the full 45-day barcode uniqueness period. For MPE scans, the system will attempt to re-associate undocumented scans for an additional 7 days. As a result, some undocumented mail from sampling can be reported and later be removed from the report when a matching Intelligent Mail Container Barcode (IMcb), Intelligent Mail Tray Barcode (IMtb) or IMb can be found in electronic documentation.

In August 2014, the logic to associate an undocumented piece was enhanced to categorize undocumented pieces based on the surrounding piece scans (referred to as "bookends") as the mail is scanned on Mail Processing Equipment (MPE). This "bookending" process is used to Identify and reassign undocumented pieces to the responsible CRID using the undocumented categorization. This process utilizes existing functionality to create reconstructed trays or bundle grouping used in the validation of Nesting/Sortation data provided in eDoc and scanned on MPE: MPE piece scans are grouped by processing facility, machine, and Operation Code to generate an assumed representation of the physical handling unit or bundle. The undocumented categories are displayed in the Undocumented Summary Report in MicroStrategy and the bookended pieces are viewable from the Undocumented Detail Report.

The tray reconstruction process uses scan data from the MPE to sequence letter pieces in the order they were scanned. Using this information in combination with nesting information from eDoc, the system will create a "reconstructed" tray. The important pieces of logic to ensure a "reconstructed" tray represents the actual physical tray include:

1. A "reconstructed" tray will start when a piece associated to eDoc is processed
2. A "reconstructed" tray will end when the number of pieces scanned consecutively that are nested in a different eDoc tray, or pieces that are undocumented, exceeds a threshold
3. A "reconstructed" tray will only be created if a minimum threshold of pieces is met (currently set at 80 pieces)
4. A "reconstructed" tray will only be created if at least 50% of the pieces were nested in the same tray according to eDoc
5. Only the first scan on each piece is considered

The bundle grouping process uses scan data from the MPE to determine a bundle grouping based on the machine and timeframe of the pieces scanned. Using this information in combination with nesting information from eDoc, the system will create a bundle group. The important pieces of logic to ensure a bundle group represents the actual physical bundle include:

1. A bundle group consists only of pieces nested to the same eDoc bundle
2. A bundle group uses the machine run where more than 50% of the pieces from an eDoc bundle were scanned
3. A bundle group starts and ends with a piece associated to the eDoc and nested in that bundle
4. Pieces with scan times within the first and second piece are part of the bundle grouping
5. A bundle group will only be created if at least 50% of the pieces nested in a bundle were scanned on the same machine and within a configurable timeframe
6. Only the first scan on each piece is considered

The chart below displays the undocumented categories that are possible and how the responsible CRID will be assigned for each.

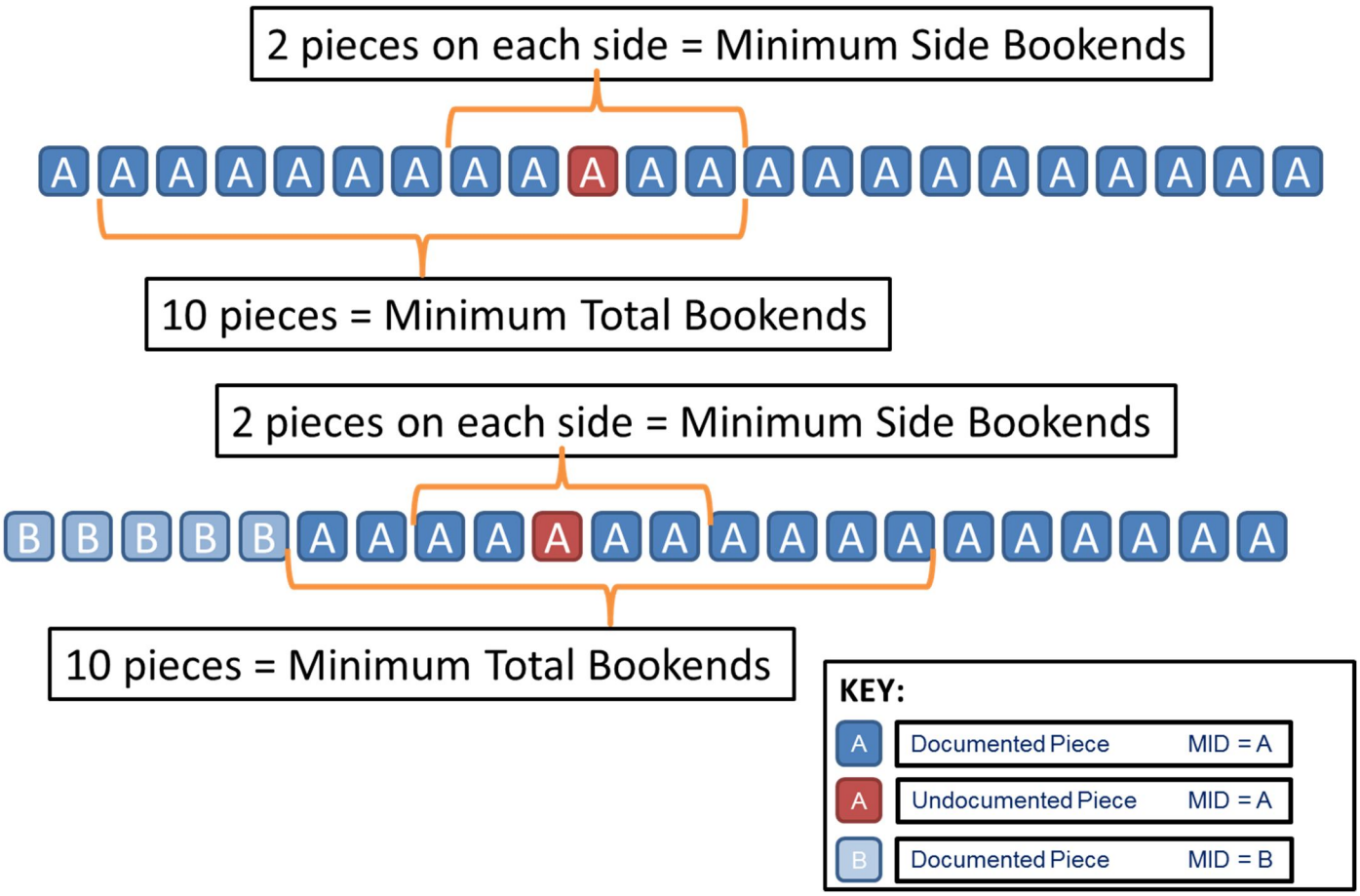
| Category | Description | Will reassign... |
|---|---|---|
| **1** | Undocumented piece is found in a reconstructed tray and **ALL** pieces in the reconstructed tray have the same MID | undocumented pieces to the eDoc Submitter of the reconstructed tray |
| **2** | Undocumented piece is found in a reconstructed tray and a **SIGNIFICANT** number of pieces in the reconstructed tray have the same MID | undocumented pieces to the eDoc Submitter of the reconstructed tray |
| **3** | Undocumented piece is found in a reconstructed tray and a **MINIMAL** number of the other pieces have the same MID | using the CRID to which the MID in the IMb is assigned or the override CRID for the MID |
| **4** | Undocumented piece found in a bundle grouping and **ALL** pieces in the bundle grouping have the same MID | undocumented pieces to the eDoc Submitter of the bundle grouping |
| **5** | Undocumented piece found in a bundle grouping and a **SIGNIFICANT** number of pieces in the bundle grouping have the same MID | undocumented pieces to the eDoc Submitter of the bundle grouping |
| **6** | Undocumented piece found in a bundle grouping and a **MINIMAL** number of the other pieces in the bundle grouping have the same MID | using the CRID to which the MID in the IMb is assigned or the override CRID for the MID |
| **7** | Undocumented **piece** is grouped within a series of documented pieces by a single eDoc Submitter and **ALL** pieces have the same MID | undocumented pieces to the eDoc Submitter of the bookended documented pieces |
| **8** | Undocumented **series** of pieces grouped within a series of documented pieces by a single eDoc Submitter and **ALL** pieces have the same MID | undocumented pieces to the eDoc Submitter of the bookended documented pieces |
| **9** | Undocumented **piece** grouped within a series of documented pieces by a single eDoc Submitter and **SOME** of the pieces have the same MID | using the CRID to which the MID in the IMb is assigned or the override CRID for the MID |
| **10** | Undocumented **series** of pieces grouped within a series of documented pieces by a single eDoc Submitter and **SOME** pieces have the same MID | using the CRID to which the MID in the IMb is assigned or the override CRID for the MID |
| **11** | Undocumented **piece** grouped within a **series** of **undocumented** pieces and **ALL** of the **undocumented** pieces have the same MID | using the CRID to which the MID in the IMb is assigned or the override CRID for the MID |
| **12** | Undocumented **piece** grouped within a **series** of **undocumented** pieces where **SOME** of the **undocumented** piece have the same MID | using the CRID to which the MID in the IMb is assigned or the override CRID for the MID |
| **13** | Undocumented piece has no categorization if a piece was scanned between a configurable number of mail pieces and all of the other pieces had no discernable pattern | using the CRID to which the MID in the IMb is assigned or the override CRID for the MID |

Below are a series of examples which illustrate how the undocumented categorization process works. The thresholds have been set in these examples for illustrative purposes and do not reflect the values actually used in the system.

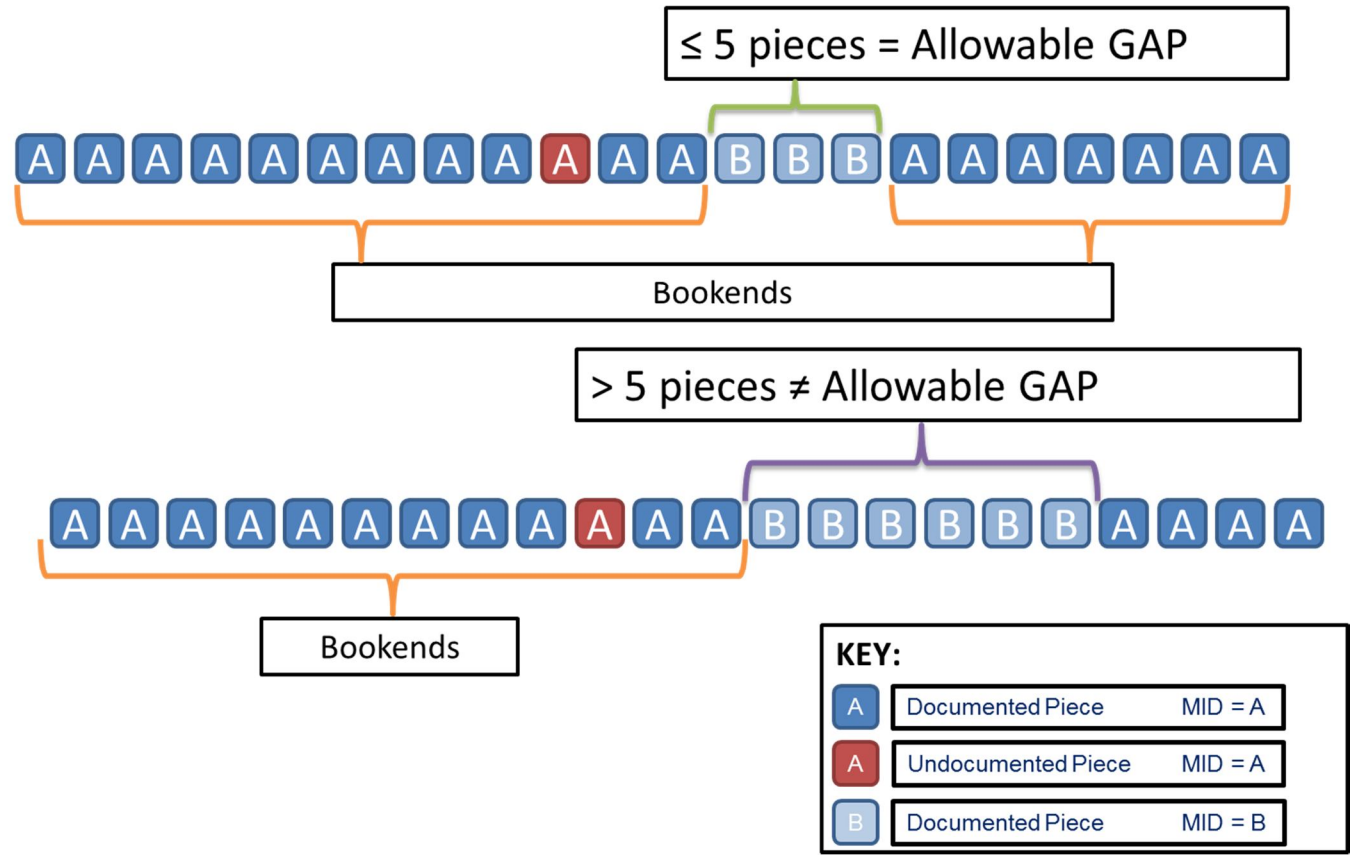
- **Minimum Total Bookends: 10**
    - *Minimum number of scans to be considered a bookend*

- **Minimum Side Bookends: 2**
    - *Minimum number of bookend pieces on each side of an undocumented piece*
- **Maximum MID Gap Threshold: 5**
    - *Maximum number of gap pieces which do not apply to a categorization (documented or undocumented)*
- **Maximum CRID Gap Threshold: 5**
    - *Maximum number of gap pieces which do not apply to a categorization (documented or undocumented)*
- **Minimum Undocumented Series: 3**
    - *Minimum number of undocumented pieces in a row to be considered a "series of undocumented pieces" (categories 8,10,11 and 12)*

**Example Illustrating Bookends**

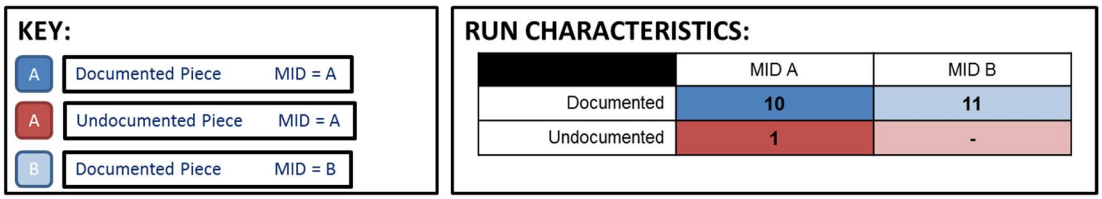



**Example Illustrating Allowable Gaps**



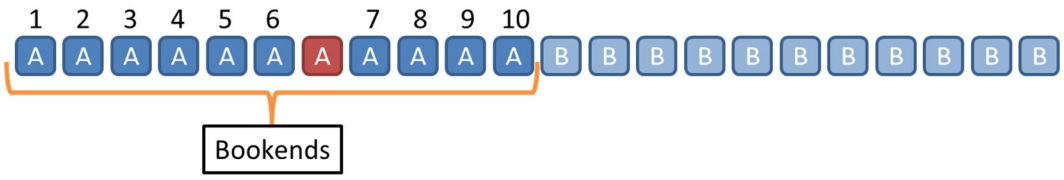

When the allowable gap is exceeded, the bookend includes only the pieces with the same MID, as long as the minimum bookend threshold is met.

**Example of Category 7 – Scenario #1**




**RUN CHARACTERISTICS:**

| | MID A | MID B |
|---|---|---|
| Documented | 10 | 11 |
| Undocumented | 1 | - |




**CATEGORIZATION:** Category 7

**REASON:** Undocumented piece grouped within a series of documented pieces… ***all*** pieces have the same MID

The total bookend minimum is met (10 documented pieces with the same MID) to categorize the undocumented piece as Category 7. These pieces are the bookend. The pieces with MID B are not considered the bookend because they do not fit into Category 7 (i.e. they have a different MID).

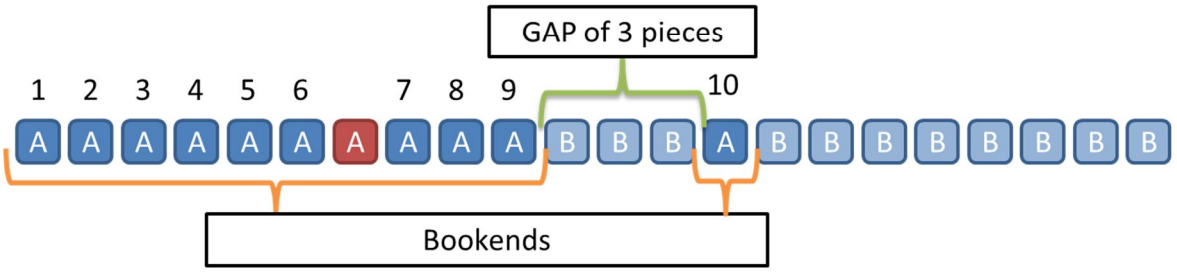
**Example Category 7 – Scenario #2**

**KEY:**

| | |
|---|---|
| A | Documented Piece MID = A |
| A | Undocumented Piece MID = A |
| B | Documented Piece MID = B |

**RUN CHARACTERISTICS:**

| | MID A | MID B |
|---|---|---|
| Documented | 10 | 11 |
| Undocumented | 1 | - |



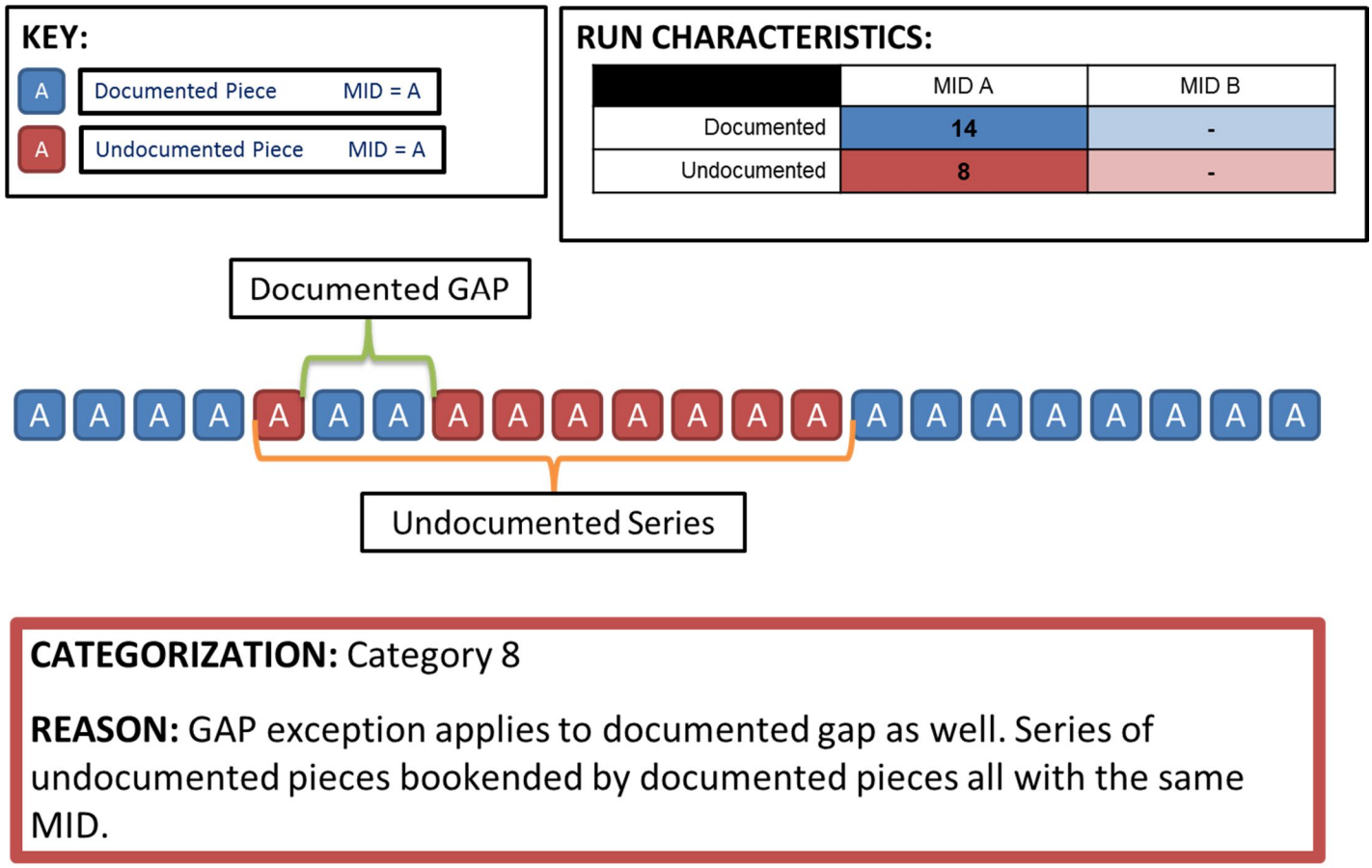

**CATEGORIZATION:** Category 7

**REASON:** 9 documented pieces with same MID, allowable GAP of 3 pieces with different MID, 10th documented piece with same MID to complete bookend.

The total bookend minimum is not initially met (only 9 pieces with same MID as undocumented piece), but after the gap pieces, there is a 10th piece with the same MID. Therefore, the minimum total bookend minimum is met and the piece is categorized as category 7.

The gap pieces are excluded from the bookend. The remaining documented pieces with MID B are excluded from the bookend because they do not fit into the categorization.

**Example Category 8**




The number of documented pieces met the minimum threshold to categorize the undocumented series as within a series of documented pieces.

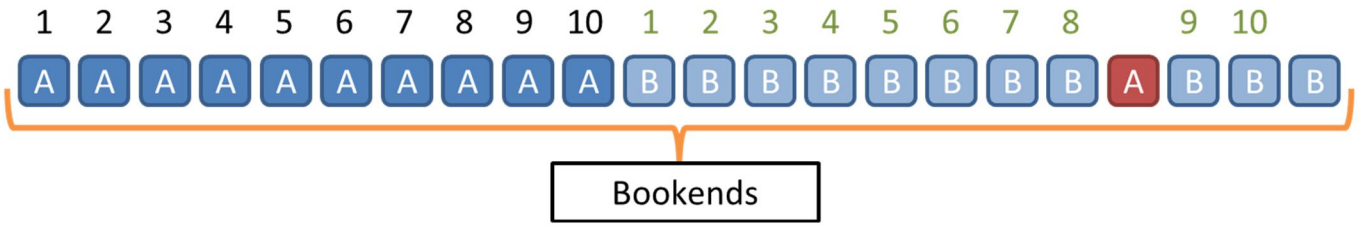
## Example Category 9

**KEY:**

| | | |
|---|---|---|
| A | Documented Piece | MID = A |
| A | Undocumented Piece | MID = A |
| B | Documented Piece | MID = B |

**RUN CHARACTERISTICS:**

| | MID A | MID B |
|---|---|---|
| Documented | 10 | 11 |
| Undocumented | 1 | - |




**CATEGORIZATION:** Category 9

**REASON:** The piece was scanned between a configurable number of documented mailpieces where ***some*** of the pieces had the same MID

---

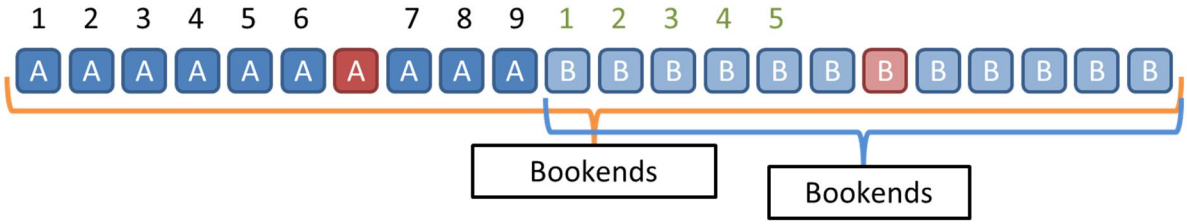
## Example Category 7 and 9

**KEY:**

| | | |
|---|---|---|
| A | Documented Piece | MID = A |
| A | Undocumented Piece | MID = A |
| B | Documented Piece | MID = B |
| B | Undocumented Piece | MID = B |

**RUN CHARACTERISTICS:**

| | MID A | MID B |
|---|---|---|
| Documented | 9 | 11 |
| Undocumented | 1 | 1 |




**CATEGORIZATION:** MID A – Category 9, MID B – Category 7

**REASON:** First 9 MID A pieces not enough for Category 7, MID A becomes category 9 and bookends grab *every piece in the run*. Undocumented MID B is bookended by pieces all with the same MID.

---

**Example Category 11**

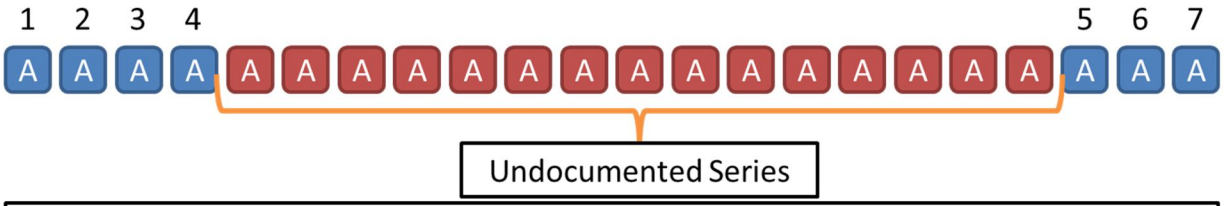
**KEY:**

A — Documented Piece MID = A

A — Undocumented Piece MID = A

**RUN CHARACTERISTICS:**

| | MID A | MID B |
|---|---|---|
| Documented | 7 | - |
| Undocumented | 15 | - |




**CATEGORIZATION:** Category 11

**REASON:** Undocumented piece grouped within a ***series*** of undocumented pieces where ***all*** of the ***undocumented*** pieces have the same MID even though it doesn't meet the minimum configurable number to categorize as a bookend

---

The documented pieces are considered an "unofficial bookend" because the minimum threshold was not reached. The "unofficial bookends" are displayed in the MicroStrategy reports.

**Example Category 13**

**KEY:**

A — Documented Piece MID = A

A — Undocumented Piece MID = A

**RUN CHARACTERISTICS:**

| | MID A | MID B |
|---|---|---|
| Documented | 7 | - |
| Undocumented | 1 | - |


**CATEGORIZATION:** Category 13.

**REASON:** Single undocumented piece surrounded all with the same MID, but there are not enough documented pieces on either side to officially bookend.

---

There are some exclusions from the undocumented process which include:

- Piece scans with IMb length other than 20, 25, 29, or 31-digits
- Piece scans that did not associate due to the eDoc piece being non-unique
- Pieces that were scanned during the PARS operation (OP Codes 90 – 99)
- Undeliverable as Addressed pieces (UAA) that had documentation, but are now outside of the standard 45-day thresholds for scan association

If the undocumented bookending process does not assign the undocumented piece to a responsible CRID, then the undocumented mail is assigned to the CRID that is associated to the MID included in the IMb, unless there is an undocumented override for the MID. If a specific MID for a Mail Owner is always used by a specific Mail Service Provider (MSP), then they can request that the undocumented mail for that MID be reassigned to a specific CRID.

Undocumented pieces are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).

**Mailer Scorecard** August 2014

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Seamless**

| eDoc Submitter | Total | Test Mailer 1 | Test Mailer 2 |
|---|---|---|---|
| CRID Seamless Status | N/A | Parallel | N/A |
| # Seamless Acceptance Jobs | 6,409 | 6,401 | 8 |
| # Bypass Seamless Acceptance Jobs | -- | -- | N/A |
| # Seamless Acceptance Containers | 9,474 | 9,286 | 188 |
| # Seamless Acceptance Handling Units | 939 | 791 | 148 |
| # Seamless Acceptance Pieces | 45,936 | 22,120 | 23,816 |
| # Seamless Acceptance Jobs not Auto-Finalized | 12 | 4 | 8 |
| # Undocumented Pieces | -- | -- | -- |
| # Nesting/Sortation Seamless Errors (MPE) | 7 | 7 | -- |
| # Nesting/Sortation Seamless Errors (eDoc) | 64 | 64 | -- |
| # Entry Facility Seamless Errors | 118 | 118 | -- |
| # DPV Errors | 2 | 2 | -- |
| Postage Adjustment Factor (PAF) | N/A | 1.000 | N/A |
| Additional Postage Due (Through Manual Sampling) - Info Only | N/A | -- | $0.00 |
| Additional Postage Due (Content Errors) - Info Only | -- | -- | N/A |
| Additional Postage Due (Through MPE) - Info Only | -- | -- | N/A |
| Additional Postage Due (Undocumented Pieces) - Info Only | N/A | N/A | N/A |
| **Sampling Compliance Validations** | | | |
| # Containers Sampled | 21,130 | 21,130 | N/A |
| # Handling Units Sampled | 813 | 813 | N/A |
| # Pieces Sampled | 9,218 | 9,218 | N/A |
| # Mail Characteristic Errors | 182 | 182 | N/A |
| # Nesting/Sortation Errors | 69 | 69 | N/A |
| # Barcode Quality Errors | 53 | 53 | N/A |
| # Weight Piece Errors | 11 | 11 | N/A |
| # Postage Piece Errors | 27 | 27 | N/A |

**Figure 16 - Mailer Scorecard Undocumented Pieces**

The following **errors** can be logged for the Undocumented verification:

| Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|
| **UP3** | The piece barcode could not be associated to an eDoc | MPE | Piece | Ensure that the IMb is documented in the eDoc (Mail.dat: .pdr, .pbc; Mail.XML: MailPieceBlock) |
| **683** | The IMb in the FS-IMD piece scan was not found in eDoc and the IMb was nested in a Handling Unit or Container that was found in eDoc. | Sampling | Piece | Ensure that the Piece is documented in the eDoc. Mail.dat: The CQT Database ID in the .pdr file or .pbc file is populated with an ID that ties to the Piece's parent Container or Handling Unit Mail.XML: ContainerID element in the MailPieceBlockGroupType block is populated with an ID that ties to the Piece's parent Container or Handling Unit. |

**Table 1 - Undocumented Errors**

The following **warnings** can be logged for the Undocumented verification:

| Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|
| **6003** | The STID on a piece scan is full-service (FS) and the piece is not associated to any eDoc. | MPE | Piece | Ensure Mail Pieces are correctly manifested within an eDoc or populate a valid STID for the type of mailing. |
| **6004** | The STID on a piece scan is not full-service, the piece was scanned in a full-service handling unit, and the eDoc identified only full-service mail in the job. | MPE | Piece | Ensure all Mail Pieces in a Full Service Handling Unit are Full Service and populated with a Full Service STID. |
| **6005** | The barcode on the piece scan is a PostNet barcode and the eDoc identified only full-service mail in the job. | MPE | Piece | Ensure all Mail Pieces in a Full Service Mailing have a valid Full Service Intelligent Mail Barcode (IMb). |
| **UC2** | The container barcode could not be associated to an eDoc. | Sampling | Container | Ensure that the IMcb is documented in the eDoc. |
| **UC3** | The container barcode could not be associated to an eDoc. | MPE | Container | Ensure that the IMcb is documented in the eDoc. |
| **UH2** | The handling unit barcode could not be associated to an eDoc. | Sampling | Handling Unit | Ensure that the IMtb is documented in the eDoc. |
| **UH3** | The handling unit barcode could not be associated to an eDoc. | MPE | Handling Unit | Ensure that the IMtb is documented in the eDoc. |

**Table 2 - Undocumented Warnings**

### *Undocumented Common Causes*

There are several common reasons that a mail piece can be logged as undocumented. To avoid undocumented pieces, the following steps should be taken:

| Issue | Resolution |
|---|---|
| **A consolidator job is not submitted for co-palletized mail.** Without a consolidator job linking the pieces in the origin jobs to pallets on a consolidator job, the eDoc will not be imported to Seamless Acceptance Service Performance (SASP). As scans from that job are processed, there will be no eDoc information to associate them to, causing them to be identified as undocumented. | A consolidator job should be submitted for all co-palletized mailings so that SASP is able to import the pieces without any problems. |

| Issue | Resolution |
|---|---|
| **Barcoded mailpieces are not included in eDoc for single piece volume, miscellaneous statements, 3606, and other scenarios.** In this case, since the barcodes are not included in eDoc, there are no eDoc records for the scans to associate to as they are received, resulting in undocumented pieces. | Any mailpiece with a barcode must be included in eDoc in order to prevent them from being identified as undocumented. |
| **eDoc is imported more than 10 days after the scan occurs.** SASP will attempt to associate a piece scan to its eDoc record for three days. If the eDoc for a piece is imported 10 or more days after the scan occurs due to operational timing issues, these scans will not be associated to any eDoc records and will be identified as undocumented. | A process has been implemented as part of the reconciliation performed by BMS/BME personnel at the end of the mailing month to associate late-imported jobs to pieces that are already outside of the association window. |
| **A job's eDoc was not finalized by an acceptance employee.** In order for an eDoc to be imported into SASP, it must be finalized. If auto-finalization is not successful, a USPS acceptance employee must manually finalize the job. If the job is not finalized, there will be no eDoc records for the scans to associate to within SASP. | Acceptance employees should finalize the eDoc in order for it to be imported into SASP. |
| **Wasted pieces are not resubmitted in an eDoc.** After being damaged during the production process, some pieces are identified as wasted in their original eDoc. However, these pieces are then mailed at a later date without being included in a new eDoc, resulting in undocumented pieces. | Any pieces that were originally identified as wasted must be resubmitted in a new eDoc before being mailed. |
| **Priority Mail Open & Distribute (PMOD) job was submitted without eDoc for the pieces contained in the USPS approved container.** | Submit eDoc for the pieces contained inside the USPS approved container as required. |
| **PostNet jobs are submitted with Intelligent Mail Barcodes on the pieces.** Mailpieces that have a Service Level Indicator field of "PostNet" in the eDoc are sometimes actually sprayed with IMbs. PostNet pieces are not imported into SASP, so there will be no piece information for scans to associate to, resulting in undocumented mail. | Non-automation pieces that are sprayed with an IMb should be submitted in the eDoc with a Service Level Indicator of "Other", not PostNet. |

**Table 3 - Undocumented Common Causes**

### *Undocumented Postage Assessment*

The undocumented piece percentage for each CRID assigned undocumented pieces by calendar month will be calculated as follows:

$$\frac{MPE\ Undocumented\ Pieces + Sampling\ Undocumented\ Pieces}{MPE\ Undocumented\ Pieces + Samplinng\ Undocumented\ Pieces + Pieces\ in\ Electronic\ Documentation\ that\ received\ a\ MPE\ scan}$$

Existing functionally assigns Undocumented pieces from both MPE and sampling to a specific CRID. If the same piece is determined to be undocumented through both MPE and sampling, the piece will only be counted as a single undocumented piece.

If the undocumented piece percentage exceeds the configurable threshold set, the mailer will be invoiced for only the pieces above the threshold. Each undocumented piece receiving an MPE or sampling scan after the threshold has been met, will be assessed postage. Additional postage will be determined by calculating the current month average postage paid by mail class for the CRID to which the undocumented piece has been associated. The mail class of undocumented pieces will be determined using the mail class of the STID in the barcode. If the current month average postage cannot be determined for the mail class and CRID then the previous month average postage should be used. If an average postage paid cannot be determined for either the current or previous month for a mail class for the CRID then the average postage by mail class for all eDoc Submitters for the previous month will be used. The system should also have the ability to override the average postage for a mail class.

## Seamless Acceptance and Undocumented Mailpieces

(6/16/15)The USPS requires mailers participating in the Seamless Acceptance program to uniquely barcode all of their pieces and document those barcodes in their electronic documentation. Pieces that are barcoded, but not included in electronic documentation, will be identified by USPS as "Undocumented" pieces. This means that USPS was unable to find an electronic record of payment for the piece.

In the event that a mailer is unable to document a barcoded piece in their electronic documentation the USPS will implement the following process:

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

Make adjustments to mailer process to include these pieces in electronic documentation, if possible

1. Mailer provides the reasons why barcoded pieces cannot be included in electronic documentation
2. Mailer must create a process to identify the number of pieces that are barcoded, but not included in eDoc
3. USPS will validate the process used to provide the piece count

   a. Validation will include USPS personnel working with the mailer to:

      i. USPS will provide a test sample of physical pieces

      ii. USPS will observe the process to count the barcoded pieces that are not in eDoc

      iii. USPS will confirm that the mailer-provided count is accurate

4. When the process is validated and the mailer has transitioned from Seamless Parallel to Seamless Acceptance –
5. On a monthly frequency (exact date TBD), provide documentation to USPS (recipients TBD) to quantify the total number of pieces for the month that are barcoded, but not included in eDoc. This count should include:
   a. Barcoded pieces paid using a hardcopy postage statement

   b. Barcoded pieces paid using a meter

6. USPS will subtract the provided piece count from the total undocumented piece count for the month before the postage assessment occurs.
7. USPS will conduct periodic audits of the mailer process to provide the piece count

An Undocumented error is logged when a scanned Intelligent Mail barcode cannot be found in electronic documentation that has an associated finalized postage statement. Undocumented pieces are assigned to the owner of the Mailer ID (MID) found in the Intelligent Mail Barcode of the scanned mailpiece except for the following instances:

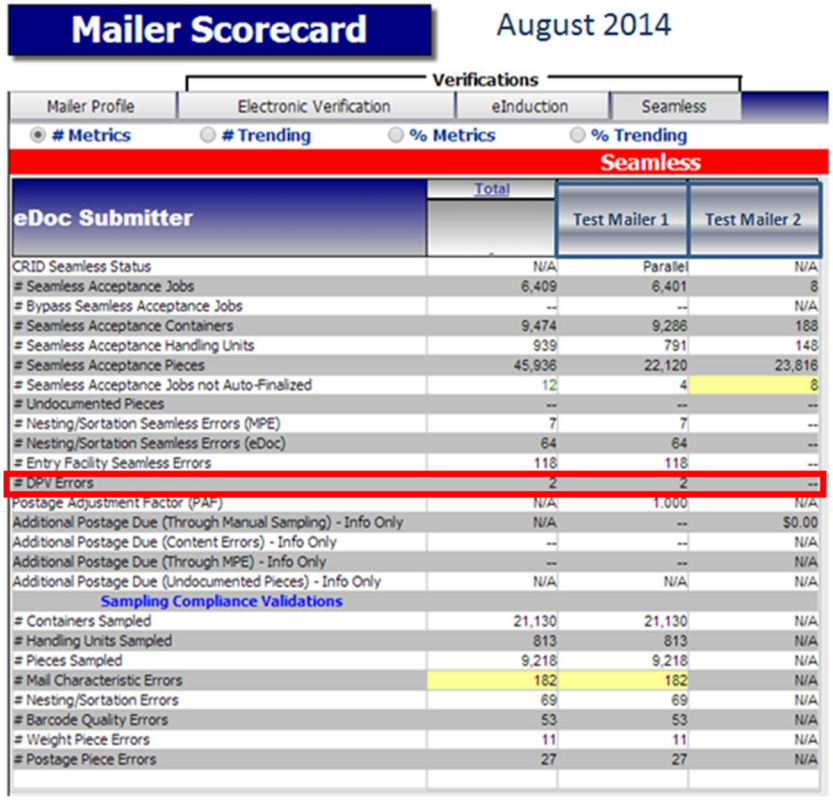
– For the tracking of Undocumented pieces only, a MID can be manually reassigned to a Mail Service Provider (MSP) if both the owner and MSP agree. After the reassignment of the MID in Postal systems undocumented pieces containing the reassigned MID will be assigned and reported under the MSPs location.

MID Owners or the reassigned party (i.e. Mail Service Provider) are responsible for ensuring proper postage is paid for all known undocumented pieces regardless of threshold. For example, if an eDoc file is not uploaded or a postage statement is not finalized, postage has not been collected in *PostalOne!* for those pieces. If a MID Owner or reassigned party becomes aware of such a situation, or any other which caused pieces to be accepted and processed by the USPS without payment, they are responsible for correcting the error and paying the appropriate postage.

Additional postage will be determined by calculating the current month average postage paid by mail class for the CRID to which the undocumented piece has been associated. The mail class of undocumented pieces will be determined using the mail class of the STID in the barcode. If the current month average postage cannot be determined for the mail class and CRID then the previous month average postage will be used. If an average postage paid cannot be determined for either the current or previous month for a mail class for the CRID then the average postage by mail class for all eDoc Submitters for the previous month will be used.

## Delivery Point

Delivery Point errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).



**Mailer Scorecard** August 2014

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Seamless**

| eDoc Submitter | Total | Test Mailer 1 | Test Mailer 2 |
|---|---|---|---|
| CRID Seamless Status | N/A | Parallel | N/A |
| # Seamless Acceptance Jobs | 6,409 | 6,401 | 8 |
| # Bypass Seamless Acceptance Jobs | -- | -- | N/A |
| # Seamless Acceptance Containers | 9,474 | 9,286 | 188 |
| # Seamless Acceptance Handling Units | 939 | 791 | 148 |
| # Seamless Acceptance Pieces | 45,936 | 22,120 | 23,816 |
| # Seamless Acceptance Jobs not Auto-Finalized | 12 | 4 | 8 |
| # Undocumented Pieces | -- | -- | -- |
| # Nesting/Sortation Seamless Errors (MPE) | 7 | 7 | -- |
| # Nesting/Sortation Seamless Errors (eDoc) | 64 | 64 | -- |
| # Entry Facility Seamless Errors | 118 | 118 | -- |
| # DPV Errors | 2 | 2 | -- |
| Postage Adjustment Factor (PAF) | N/A | 1.000 | N/A |
| Additional Postage Due (Through Manual Sampling) - Info Only | N/A | -- | $0.00 |
| Additional Postage Due (Content Errors) - Info Only | -- | -- | N/A |
| Additional Postage Due (Through MPE) - Info Only | -- | -- | N/A |
| Additional Postage Due (Undocumented Pieces) - Info Only | N/A | N/A | N/A |
| **Sampling Compliance Validations** | | | |
| # Containers Sampled | 21,130 | 21,130 | N/A |
| # Handling Units Sampled | 813 | 813 | N/A |
| # Pieces Sampled | 9,218 | 9,218 | N/A |
| # Mail Characteristic Errors | 182 | 182 | N/A |
| # Nesting/Sortation Errors | 69 | 69 | N/A |
| # Barcode Quality Errors | 53 | 53 | N/A |
| # Weight Piece Errors | 11 | 11 | N/A |
| # Postage Piece Errors | 27 | 27 | N/A |

**Figure 17 - Mailer Scorecard Delivery Point**

To determine if the delivery point information is correct, the routing code information for the IMbs included in finalized electronic documentation is associated to a list of valid and active delivery points. A delivery point error may also be logged if the IMb has a value of "0000" in positions six through nine of the routing code or "9999" in positions six through nine of the routing code and the address record type is not General Delivery.

The following **errors** can be logged for the Delivery Point verification:

| Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|
| **7901** | IMb does not have a valid 11, 9, or 5-digit routing code or the 11, 9, or 5-digit delivery point was not active within allowable period of time from the postage statement mailing date. | eDoc | Piece | Populate the delivery point, positions 21-31, of the IM Barcode in the .pdr or .pbc file of the Mail.dat or DeliveryPointZIP element in the IMb block of the Mail.XML with a valid Destination ZIP Code. |
| **7902** | IMb has a value of 0000 within positions 6-9 of the routing code. | eDoc | Piece | Do not populate positions 26-29 of the IM Barcode in the .pdr or .pbc file of the Mail.dat or DeliveryPointZIP element in the IMb block of the Mail.XML with the value 0000. |

| Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|
| **7903** | IMb has a value of 9999 within positions 6-9 of the routing code and the address record type is not General Delivery. | eDoc | Piece | Do not populate positions 26-29 of the IM Barcode in the .pdr or .pbc file of the Mail.dat or DeliveryPointZIP element in the IMb block of the Mail.XML with the value 9999. |

**Table 4 - Delivery Point Errors**

### *Delivery Point Postage Assessment*

Delivery Point Verification checks that the delivery point provided in the piece IMb is valid. Pieces that do not have a valid 5-digit, 9-digit or 11-digit delivery point will have an error logged against them.

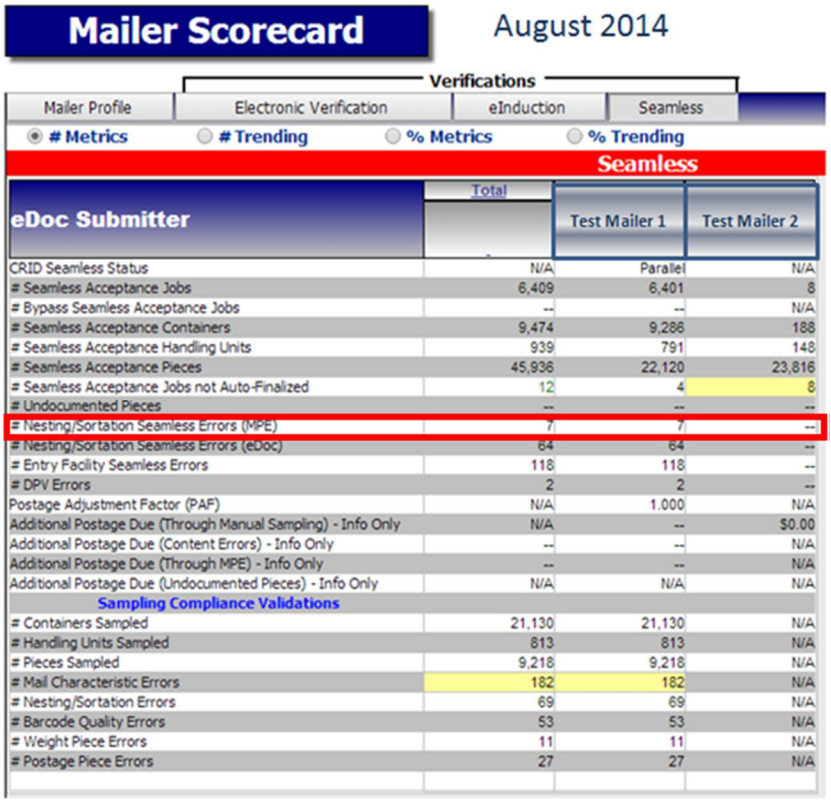
The delivery point percentage for each eDoc Submitter CRID per calendar month will be calculated as follows:

$$\frac{Pieces\ with\ delivery\ point\ errors}{Total\ pieces\ submitted\ in\ eDoc}$$

If the delivery point error percentage exceeds the configurable threshold set for this error, the mailer will be assessed postage for the pieces in error above the threshold. Additional postage for each piece will be determined by calculating the delta between the original piece postage and the new postage amount. The new postage for delivery point errors will be the single piece rate or highest rate for the mail class, processing category and weight as identified in eDoc.

## Nesting/Sortation (MPE)

Nesting/Sortation (MPE) errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).



**Mailer Scorecard** August 2014

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Seamless**

| eDoc Submitter | Total | Test Mailer 1 | Test Mailer 2 |
|---|---|---|---|
| CRID Seamless Status | N/A | Parallel | N/A |
| # Seamless Acceptance Jobs | 6,409 | 6,401 | 8 |
| # Bypass Seamless Acceptance Jobs | -- | -- | N/A |
| # Seamless Acceptance Containers | 9,474 | 9,286 | 188 |
| # Seamless Acceptance Handling Units | 939 | 791 | 148 |
| # Seamless Acceptance Pieces | 45,936 | 22,120 | 23,816 |
| # Seamless Acceptance Jobs not Auto-Finalized | 12 | 4 | 8 |
| # Undocumented Pieces | -- | -- | -- |
| # Nesting/Sortation Seamless Errors (MPE) | 7 | 7 | -- |
| # Nesting/Sortation Seamless Errors (eDoc) | 64 | 64 | -- |
| # Entry Facility Seamless Errors | 118 | 118 | -- |
| # DPV Errors | 2 | 2 | -- |
| Postage Adjustment Factor (PAF) | N/A | 1.000 | N/A |
| Additional Postage Due (Through Manual Sampling) - Info Only | N/A | -- | $0.00 |
| Additional Postage Due (Content Errors) - Info Only | -- | -- | N/A |
| Additional Postage Due (Through MPE) - Info Only | -- | -- | N/A |
| Additional Postage Due (Undocumented Pieces) - Info Only | N/A | N/A | N/A |
| **Sampling Compliance Validations** | | | |
| # Containers Sampled | 21,130 | 21,130 | N/A |
| # Handling Units Sampled | 813 | 813 | N/A |
| # Pieces Sampled | 9,218 | 9,218 | N/A |
| # Mail Characteristic Errors | 182 | 182 | N/A |
| # Nesting/Sortation Errors | 69 | 69 | N/A |
| # Barcode Quality Errors | 53 | 53 | N/A |
| # Weight Piece Errors | 11 | 11 | N/A |
| # Postage Piece Errors | 27 | 27 | N/A |

**Figure 18 - Mailer Scorecard Nesting/Sortation (MPE)**

Nesting/sortation errors are determined using scan data from the MPE, including Facility, MPE Machine ID, and Wide Field of View (WFOV) Sequence Number. Each piece scan receives a unique WFOV sequence number which is a counter that represents the order in which the pieces are processed on the MPE. A system representation of every tray and bundle is created using data from these scans.

Using this information, a Nesting/Sortation error will be logged if the MPE piece scan is nested in a different tray or bundle than was identified in the eDoc, the presort level of the MPE piece scan's reconstructed parent Handling Unit does not match the Presort Level of the associated eDoc piece's Handling Unit, or the Destination ZIP code of the MPE piece scan's Reconstructed Handling Unit does not match the Destination ZIP code of the associated eDoc piece's parent Handling Unit.

### *Tray*

The following **errors** can be logged for the Nesting/Sortation (MPE) – Tray verification:

| Category | Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|---|
| Scan based MPE - Wrong Tray | 6009 | The presort level where the piece was scanned was different than the presort level of the tray identified in eDoc. | MPE | Piece | Ensure Mail Pieces are manifested in the correct Tray and at the correct Presort Level in the eDoc. |

| Category | Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|---|
| Scan based MPE - Wrong Tray | 6010 | The destination ZIP code of the tray where the piece was scanned was different than the destination ZIP where the piece was nested in eDoc. | MPE | Piece | Ensure that the Destination ZIP Code of the Mail Piece matches the Destination ZIP Code of the Tray that it is nested in and is correctly manifested in the eDoc. |

**Table 5 - Nesting/Sortation (MPE) – Tray Errors**

### *Bundle*

The following **errors** can be logged for the Nesting/Sortation (MPE) – Bundle verification:

| Category | Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|---|
| Scan based MPE - Wrong Bundle | 6011 | The piece was scanned on a different machine as compared to the majority of the other pieces in its bundle. | MPE | Piece | Ensure that the Piece submitted is correctly nested within the proper Bundle, Handling Unit and/or Container within the submitted eDoc. |
| Scan based MPE - Wrong Bundle | 6012 | The piece was scanned outside of a configurable timeframe as compared to the majority of the other pieces in its bundle. | MPE | Piece | Ensure that the Piece submitted is correctly nested within the proper Bundle, Handling Unit and/or Container within the submitted eDoc. |

**Table 6 - Nesting/Sortation (MPE) – Tray Errors**

### *Nesting/Sortation (MPE) Postage Assessment*

Nesting/sortation verification will be performed on pieces to ensure that mail has been prepared as identified in eDoc. The system will use scans collected as pieces run through MPE in order to reconstruct bundles and trays using scan information captured by the MPE to determine correct nesting and sortation. If a piece is found to be in a handling unit that has a different presort level/destination ZIP than the handling unit the piece was supposed to be nested in as indicated in the eDoc, then the piece will be considered in error.

The nesting/sortation percentage from MPE for each eDoc Submitter CRID by calendar month will be calculated as follows:

$$\frac{Pieces\ with\ MPE\ nesting/sortation\ errors}{Total\ pieces\ submitted\ in\ eDoc}$$

If the nesting/sortation error percentage from MPE exceeds the configurable threshold set for this error, the mailer will be assessed postage for the pieces in error above the threshold. Additional postage for each piece will be determined by calculating the delta between the original piece postage and the new postage amount. The new postage for nesting/sortation errors will be the appropriate mixed rate by mail class, processing category and weight as identified in eDoc.

# Sampling Verifications

## General Postage Adjustment Factor (PAF)

Sampling errors will only be included in the postage assessment when the PAF threshold is exceeded. Sampling error codes set to an error will be included in the postage assessment. Seamless warnings will not be included in the postage assessment.

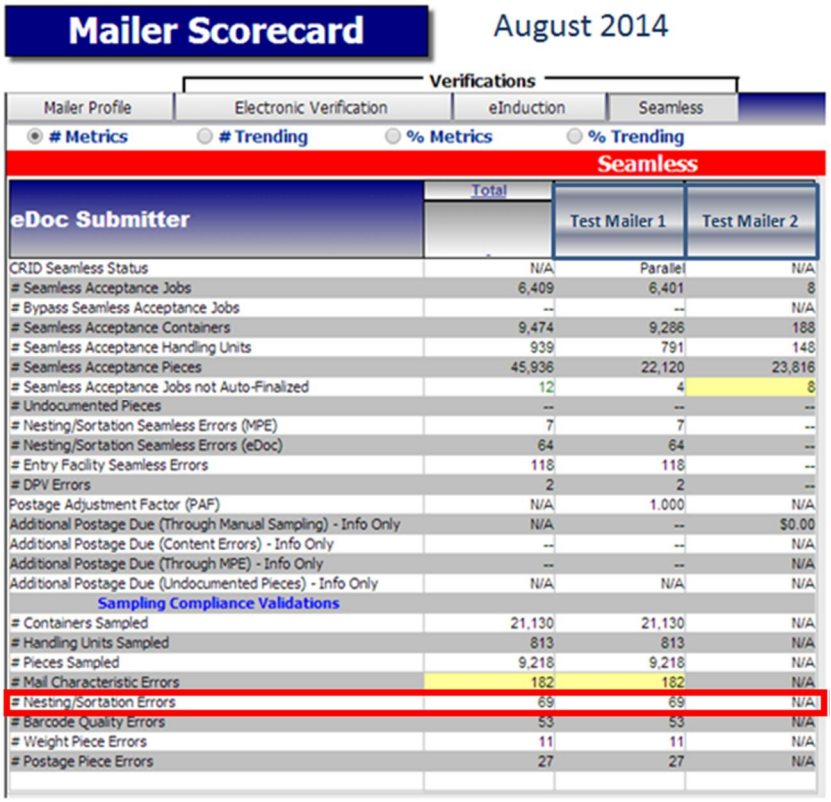
The system will only include statistically significant error types in the PAF. The statistical significance for each of the nesting/sortation, postage, and weight error types for an eDoc Submitter CRID will be determined over the course of a month. The error types which turn out to be statistically significant will be used to determine a PAF using the following equation.

$$General\ PAF = \frac{\begin{array}{c} Sum\ of\ Adjusted\ Postage\ for\ pieces\ sampled\ with\ statistically\ significant\ sampling\ errors \\ \left(postage, \frac{nesting}{sortation}, weight\right) + \\ eDoc\ postage\ for\ pieces\ sampled\ not\ in\ error + \\ eDoc\ postage\ for\ pieces\ with\ sampling\ errors\ not\ statistically\ significant \end{array}}{Sum\ of\ eDoc\ Postage\ for\ all\ sampled\ pieces}$$

The Sum of Adjusted Postage will be equal to the total postage that the mailer should have paid for all the sampled pieces based on the results of sampling verifications. The Sum of eDoc Postage is the original postage paid for the sampled pieces. The amount of the General PAF that exceeds the General PAF threshold will be applied to the eDoc Submitter's postage from the assessment month.

### *Nesting/Sortation (Sampling)*

Nesting/Sortation (Sampling) errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).



**Mailer Scorecard** August 2014

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Seamless**

| eDoc Submitter | Total | Test Mailer 1 | Test Mailer 2 |
|---|---|---|---|
| CRID Seamless Status | N/A | Parallel | N/A |
| # Seamless Acceptance Jobs | 6,409 | 6,401 | 8 |
| # Bypass Seamless Acceptance Jobs | -- | -- | N/A |
| # Seamless Acceptance Containers | 9,474 | 9,286 | 188 |
| # Seamless Acceptance Handling Units | 939 | 791 | 148 |
| # Seamless Acceptance Pieces | 45,936 | 22,120 | 23,816 |
| # Seamless Acceptance Jobs not Auto-Finalized | 12 | 4 | 8 |
| # Undocumented Pieces | -- | -- | -- |
| # Nesting/Sortation Seamless Errors (MPE) | 7 | 7 | -- |
| # Nesting/Sortation Seamless Errors (eDoc) | 64 | 64 | -- |
| # Entry Facility Seamless Errors | 118 | 118 | -- |
| # DPV Errors | 2 | 2 | -- |
| Postage Adjustment Factor (PAF) | N/A | 1.000 | N/A |
| Additional Postage Due (Through Manual Sampling) - Info Only | N/A | -- | $0.00 |
| Additional Postage Due (Content Errors) - Info Only | -- | -- | N/A |
| Additional Postage Due (Through MPE) - Info Only | -- | -- | N/A |
| Additional Postage Due (Undocumented Pieces) - Info Only | N/A | N/A | N/A |
| **Sampling Compliance Validations** | | | |
| # Containers Sampled | 21,130 | 21,130 | N/A |
| # Handling Units Sampled | 813 | 813 | N/A |
| # Pieces Sampled | 9,218 | 9,218 | N/A |
| # Mail Characteristic Errors | 182 | 182 | N/A |
| # Nesting/Sortation Errors | 69 | 69 | N/A |
| # Barcode Quality Errors | 53 | 53 | N/A |
| # Weight Piece Errors | 11 | 11 | N/A |
| # Postage Piece Errors | 27 | 27 | N/A |

**Figure 19 - Mailer Scorecard Nesting/Sortation (Sampling)**

A Nesting/Sortation error will be logged if the nesting of FS-IMD Container sampling scans to FS-IMD Piece sampling scans does not match nesting in the eDoc, or the destination ZIP code of the FS-IMD Piece Scans parent FS-IMD HU does not match the destination ZIP code of the associated eDoc piece's parent Handling Unit.

A Nesting/Sortation warning will be logged if the Nesting of FS-IMD Tray sampling scans to FS-IMD Container sampling scans does not match nesting in the eDoc, or the Presort Level identified in the FS-IMD Container scan does not match the Presort Level of the associated eDoc Container Barcode. A warning will also be logged if the Presort Level identified in the FS-IMD Piece scan's parent FS-IMD Handling Unit does not match the Presort Level of the associated eDoc piece's parent Handling Unit.

The following **errors** can be logged for the Nesting/Sortation (Sampling) verification:

| Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|
| **684** | The presort level of the FS-IMD Piece scan's parent FS-IMD Handling Unit does not match the presort level of the associated eDoc piece's parent Handling Unit. | Sampling | Piece | Ensure that the Container Level identified in the .csm file of the Mail.dat for the piece's parent handling unit matches the presort level of the piece's actual parent Handling Unit. |
| **686** | The destination ZIP code of the FS-IMD Piece scan's parent FS-IMD HU does not match the destination ZIP code of the associated eDoc piece's parent Handling Unit. | Sampling | Piece | Ensure that the Container Destination ZIP field in the .csm of the Mail.dat or the DestinationZip element in the ContainerInfoData block of the QualificationReportDetailCreateRequest Mail.XML message matches to the Destination ZIP of the submitted Handling Unit. |

**Table 7 - Nesting/Sortation (Sampling) Errors**

The following **warnings** can be logged for the Nesting/Sortation (Sampling) verification:

| Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|
| **8** | The Presort Level identified in the FS-IMD Container scan does not match the Presort Level of the associated eDoc Container Barcode. | Sampling | Container | Ensure that the Container Level identified in the .csm file of the Mail.dat or the SortationLevel element in the ContainerInfoData block of the Mail.XML matches the presort level of the Container submitted. |
| **10** | FS-IMD Tray Sampling Scans to FS-IMD Container Sampling scan's nesting does not match nesting in the eDoc. | Sampling | Handling Unit | Ensure that the Parent Container Reference ID in the .csm file of the Mail.dat or the ParentContainerID element in the ContainerInfoDataType block of the QualificationReportDetailCreateRequest Mail.XML message is populated with an ID that ties to Handling Unit's parent Container. |
| **17** | FS-IMD Piece in a Range Sampling scans to FS-IMD Container Sampling scan's nesting does not match nesting in the eDoc. | Sampling | Piece | |
| **18** | FS-IMD Piece in a Range Sampling scans to FS-IMD Tray Sampling scan's nesting does not match nesting in the eDoc. | Sampling | Piece | |
| **19** | FS-IMD Piece Sampling scans to FS-IMD Container Sampling scan's nesting does not match nesting in the eDoc. | Sampling | Piece | Ensure that the Piece submitted is correctly nested within the proper Handling Unit and/or Container within the submitted eDoc. |
| **20** | FS-IMD Piece Sampling scans to FS-IMD Tray Sampling scan's nesting does not match nesting in the eDoc. | Sampling | Piece | Ensure that the CQT Database ID in the .pdr file or .pbc file of the Mail.dat or the ContainerID element in the MailPieceBlockGroupType block of the MailPieceCreateRequest Mail.XML message is populated with an ID that ties to Piece's parent Handling Unit. |

**Table 8 - Nesting/Sortation (Sampling) Warnings**

### *Nesting/Sortation (Sampling) Postage Assessment*

The system compares the nesting/sortation captured in sampling against the eDoc to determine if there are any nesting errors. Additional postage for each piece will be determined by calculating the difference between the original piece postage and the appropriate mixed rate by mail class, processing category and weight as identified in eDoc.

### *Postage*

Postage (Sampling) errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).

**Mailer Scorecard** August 2014

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Seamless**

| eDoc Submitter | Total | Test Mailer 1 | Test Mailer 2 |
|---|---|---|---|
| CRID Seamless Status | N/A | Parallel | N/A |
| # Seamless Acceptance Jobs | 6,409 | 6,401 | 8 |
| # Bypass Seamless Acceptance Jobs | -- | -- | N/A |
| # Seamless Acceptance Containers | 9,474 | 9,286 | 188 |
| # Seamless Acceptance Handling Units | 939 | 791 | 148 |
| # Seamless Acceptance Pieces | 45,936 | 22,120 | 23,816 |
| # Seamless Acceptance Jobs not Auto-Finalized | 12 | 4 | 8 |
| # Undocumented Pieces | -- | -- | -- |
| # Nesting/Sortation Seamless Errors (MPE) | 7 | 7 | -- |
| # Nesting/Sortation Seamless Errors (eDoc) | 64 | 64 | -- |
| # Entry Facility Seamless Errors | 118 | 118 | -- |
| # DPV Errors | 2 | 2 | -- |
| Postage Adjustment Factor (PAF) | N/A | 1.000 | N/A |
| Additional Postage Due (Through Manual Sampling) - Info Only | N/A | -- | $0.00 |
| Additional Postage Due (Content Errors) - Info Only | -- | -- | N/A |
| Additional Postage Due (Through MPE) - Info Only | -- | -- | N/A |
| Additional Postage Due (Undocumented Pieces) - Info Only | N/A | N/A | N/A |
| **Sampling Compliance Validations** | | | |
| # Containers Sampled | 21,130 | 21,130 | N/A |
| # Handling Units Sampled | 813 | 813 | N/A |
| # Pieces Sampled | 9,218 | 9,218 | N/A |
| # Mail Characteristic Errors | 182 | 182 | N/A |
| # Nesting/Sortation Errors | 69 | 69 | N/A |
| # Barcode Quality Errors | 53 | 53 | N/A |
| # Weight Piece Errors | 11 | 11 | N/A |
| # Postage Piece Errors | 27 | 27 | N/A |

Figure 20 - Mailer Scorecard Postage

A Postage error will be logged if the FS-IMD piece scan postage affixed is less than the postage affixed provided in eDoc or the FS-IMD piece scan postage payment method does not match the postage payment method provided in eDoc.

The following **errors** can be logged for the Postage (Sampling) verification:

| Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|
| **685** | The Postage Affixed from the FS-IMD Piece scan does not match the Postage Affixed from the eDoc. | Sampling | Piece | Ensure that the Pre-Denominated Amount in the .mpu file of the Mail.dat matches the Postage on the submitted Piece. Missing Mail.XML equivalent. |

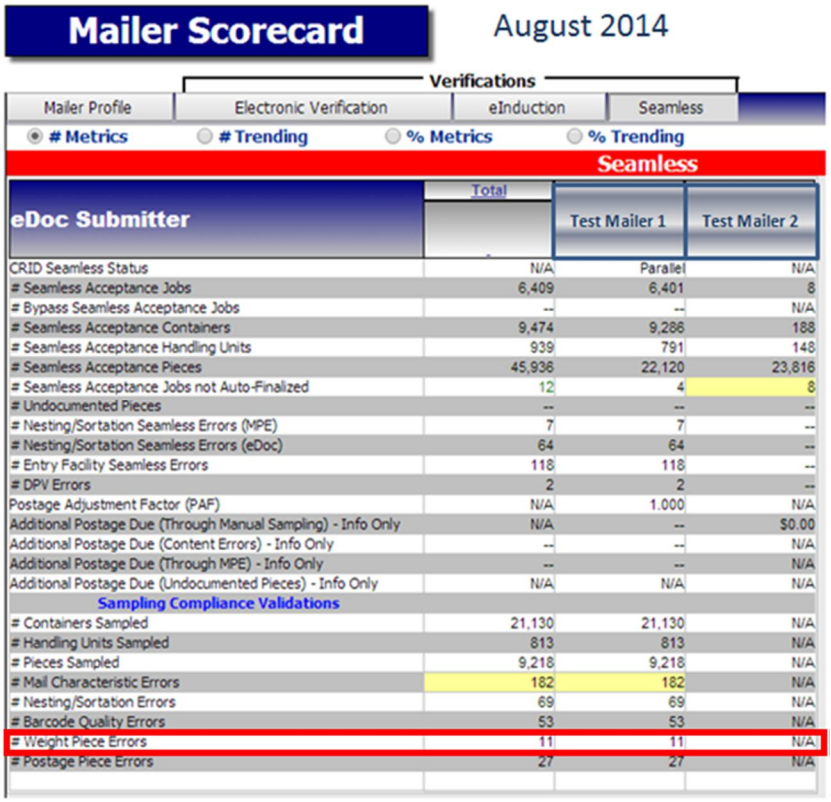
**Table 9 - Postage (Sampling) Errors**

### *Postage Assessment*

The acceptance employee will capture the postage payment method and postage affixed (if applicable) for every piece sampled. If the postage affixed on the piece is different than the postage affixed in eDoc, the additional postage for each piece will be determined by calculating the delta between the postage affixed and the eDoc postage. If the eDoc claimed that postage was affixed and the sample postage payment method does not require postage to be affixed, then additional postage due will be the amount of affixed postage claimed in eDoc.

### *Weight*

Weight (Sampling) errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).



**Mailer Scorecard** August 2014

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Seamless**

| eDoc Submitter | Total | Test Mailer 1 | Test Mailer 2 |
|---|---|---|---|
| CRID Seamless Status | N/A | Parallel | N/A |
| # Seamless Acceptance Jobs | 6,409 | 6,401 | 8 |
| # Bypass Seamless Acceptance Jobs | -- | -- | N/A |
| # Seamless Acceptance Containers | 9,474 | 9,286 | 188 |
| # Seamless Acceptance Handling Units | 939 | 791 | 148 |
| # Seamless Acceptance Pieces | 45,936 | 22,120 | 23,816 |
| # Seamless Acceptance Jobs not Auto-Finalized | 12 | 4 | 8 |
| # Undocumented Pieces | -- | -- | -- |
| # Nesting/Sortation Seamless Errors (MPE) | 7 | 7 | -- |
| # Nesting/Sortation Seamless Errors (eDoc) | 64 | 64 | -- |
| # Entry Facility Seamless Errors | 118 | 118 | -- |
| # DPV Errors | 2 | 2 | -- |
| Postage Adjustment Factor (PAF) | N/A | 1.000 | N/A |
| Additional Postage Due (Through Manual Sampling) - Info Only | N/A | -- | $0.00 |
| Additional Postage Due (Content Errors) - Info Only | -- | -- | N/A |
| Additional Postage Due (Through MPE) - Info Only | -- | -- | N/A |
| Additional Postage Due (Undocumented Pieces) - Info Only | N/A | N/A | N/A |
| **Sampling Compliance Validations** | | | |
| # Containers Sampled | 21,130 | 21,130 | N/A |
| # Handling Units Sampled | 813 | 813 | N/A |
| # Pieces Sampled | 9,218 | 9,218 | N/A |
| # Mail Characteristic Errors | 182 | 182 | N/A |
| # Nesting/Sortation Errors | 69 | 69 | N/A |
| # Barcode Quality Errors | 53 | 53 | N/A |
| # Weight Piece Errors | 11 | 11 | N/A |
| # Postage Piece Errors | 27 | 27 | N/A |

A Weight error will be logged if the Piece Weight from the FS-IMD Piece scan is different than the Piece Weight from the matching eDoc Piece Barcode and the difference in weight would result in the piece changing rate categories or exceed the tolerance for pound postage.

The following **errors** can be logged for the Weight (Sampling) verification:

| Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|
| **30** | The Piece Weight from the FS-IMD Piece scan is more than the Piece Weight from the matching eDoc Piece Barcode. | Sampling | Piece | Ensure that the Mail Piece Unit - Weight field in the .mpu file of the Mail.dat or the SinglePieceWeight element in the PostageStatementDataType block of the PostageStatementCreateRequest Mail.XML message is populated with a value that is equal to or greater than the weight of the Piece submitted. |

**Table 10 - Weight (Sampling) Errors**

### *Weight Postage Assessment*

The acceptance employees will capture piece weight for every mailpiece going through the sampling process, by using a scale. The sampled mail piece will be considered in error for the weight error category if the piece weight retrieved from the sample is greater than the piece weight claimed in the eDoc for that mail piece, and the sample weight causes the piece to be in a new rate category. For pound postage, the piece will be considered in error if it exceeds a configurable percent threshold set for pound postage. Additional postage for each piece will be determined by calculating the delta between the original piece postage and the new postage amount. The new postage for weight errors will be the rate for the actual weight captured during sampling. If the weight of the piece exceeds the weight for the eDoc mail class and processing category of the piece then the highest rate for the eDoc mail class and processing category should be used to determine the new rate.

## Mail Characteristic PAF

Mail characteristics errors will only be applied to the specific mail owner populations with errors identified. If results turn out to be statistically significant for a particular mail owner, then a Mail Characteristic PAF will be determined for the mail owner. If the configurable threshold is exceeded, then the Mail Characteristic PAF will be applied against the postage corresponding to that mail owner.

$$\textit{Mail Characteristic PAF} = \frac{\begin{array}{c}\textit{Sum of Adjusted Postage for pieces sampled with statistically significant sampling errors} + \\ \textit{eDoc postage for pieces sampled not in error} + \\ \textit{eDoc postage for pieces with sampling errors not statistically significant}\end{array}}{\textit{Sum of eDoc Postage for all sampled pieces}}$$

Mail Characteristic errors will be assessed to the eDoc submitter CRID, but the Mail Characteristic PAF will only apply to the portion of the mail owner that was identified to exceed the thresholds.

**Note**: In the case that pieces with Mail Characteristic errors do not have By/For information or have invalid By/For information, a new population will be created for these pieces. The Mail Characteristic PAF would then be determined for just this portion of the mail where it would be applied if it exceeds the threshold.

The Sum of Adjusted Postage will be equal to the total postage that the mailer should have paid for all the sampled pieces based on the results of sampling verifications. The Sum of eDoc Postage is the original postage paid for the sampled pieces for that eDoc submitter and Mail owner combination. Additional postage for each piece will be determined by calculating the delta between the original piece postage and the new postage amount. The new postage will be calculated based on the mail characteristic error types as follows:

- Ineligible for non-profit rate: remove non-profit discount
- Incorrect processing category: highest rate for new processing category for the eDoc mail class and weight
- Incorrect mail class: highest rate for new mail class for the eDoc processing category and weight

The amount of the Mail Characteristic PAF that exceeds the Mail Characteristic PAF threshold will be applied to the eDoc Submitter's postage from the assessment month.

Mail Characteristic (Sampling) errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).

**Mailer Scorecard** August 2014

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Seamless**

| eDoc Submitter | Total | Test Mailer 1 | Test Mailer 2 |
|---|---|---|---|
| CRID Seamless Status | N/A | Parallel | N/A |
| # Seamless Acceptance Jobs | 6,409 | 6,401 | 8 |
| # Bypass Seamless Acceptance Jobs | -- | -- | N/A |
| # Seamless Acceptance Containers | 9,474 | 9,286 | 188 |
| # Seamless Acceptance Handling Units | 939 | 791 | 148 |
| # Seamless Acceptance Pieces | 45,936 | 22,120 | 23,816 |
| # Seamless Acceptance Jobs not Auto-Finalized | 12 | 4 | 8 |
| # Undocumented Pieces | -- | -- | -- |
| # Nesting/Sortation Seamless Errors (MPE) | 7 | 7 | -- |
| # Nesting/Sortation Seamless Errors (eDoc) | 64 | 64 | -- |
| # Entry Facility Seamless Errors | 118 | 118 | -- |
| # DPV Errors | 2 | 2 | -- |
| Postage Adjustment Factor (PAF) | N/A | 1.000 | N/A |
| Additional Postage Due (Through Manual Sampling) - Info Only | N/A | -- | $0.00 |
| Additional Postage Due (Content Errors) - Info Only | -- | -- | N/A |
| Additional Postage Due (Through MPE) - Info Only | -- | -- | N/A |
| Additional Postage Due (Undocumented Pieces) - Info Only | N/A | N/A | N/A |
| **Sampling Compliance Validations** | | | |
| # Containers Sampled | 21,130 | 21,130 | N/A |
| # Handling Units Sampled | 813 | 813 | N/A |
| # Pieces Sampled | 9,218 | 9,218 | N/A |
| # Mail Characteristic Errors | 182 | 182 | N/A |
| # Nesting/Sortation Errors | 69 | 69 | N/A |
| # Barcode Quality Errors | 53 | 53 | N/A |
| # Weight Piece Errors | 11 | 11 | N/A |
| # Postage Piece Errors | 27 | 27 | N/A |

**Figure 21 - Mailer Scorecard Mail Characteristic (Sampling)**

A Mail Characteristic error will be logged if the FS-IMD Container/HU/Piece scan does not match information of the job associated to the matching eDoc Container/HU/Piece barcode for Processing Category or Mail Class. An error will also be logged when the mail was paid for at a Non-Profit Rate and is not eligible (Non-Profit Qualifications) or the mail was Not Automation Compatible (Automation guidelines for: Letters & Cards; Flats).

A Mail Characteristic warning will be logged if the sampled bundles were not prepared properly (Bundle Preparation Guidelines).

The following **errors** can be logged for the Mail Characteristic (Sampling) verification:

| Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|
| **27** | The Processing Category identified in the FS-IMD Piece scan does not match the Processing Category of the Job associated to the matching eDoc Piece Barcode. | Sampling | Piece | Ensure that the Mail Processing Category field in the .mpu of the Mail.dat or the ProcessingCategory element in the ContainerInfoData block of the QualificationReportDetailCreateRequest Mail.XML message is populated with a value that matches the Processing Category of the Piece submitted. |
| **23** | The Processing Category identified in the FS-IMD Piece in a Range scan does not match the Processing Category of the Job associated to the matching eDoc Piece in a Range Barcode. | Sampling | Piece | Ensure that the Processing Category on the Postal Wizard or IMsb statement is populated with a value that matches the Processing Category on the submitted Piece. |
| **500** | Ineligible for Standard Mail Rates - Content Error from the FS-IMD Piece Scan. | Sampling | Piece | |
| **501** | Ineligible for Non-Profit Rates - Content Error from the FS-IMD Piece Scan (Cooperative Mailing). | Sampling | Piece | |

**Table 11 - Mail Characteristic (Sampling) Errors**

The following **warnings** can be logged for the Mail Characteristic (Sampling) verification:

| Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|
| **6** | The Processing Category identified in the FS-IMD Container Scan does not match the Mail Category of the Job associated to the matching eDoc Container Barcode in SASP. | Sampling | Container | Ensure that the Principal Processing Category field in the .seg of the Mail.dat or the ProcessingCategory element in the ContainerInfoData block of the QualificationReportDetailCreateRequest Mail.XML message is populated with a value that matches the Processing Category of the Container submitted. |
| **7** | The Mail Class identified in the FS-IMD Container scan does not match the Mail Class of the Job associated to the matching eDoc Container Barcode in SASP. | Sampling | Container | Ensure that the Mail Class field in the .seg of the Mail.dat or in the FormType element in the qualificationReportData block of the QualificationReportSummaryCreateRequest Mail.XML message is populated with a value that matches to the Container submitted. |
| **15** | The Processing Category identified in the FS-IMD Tray Scan does not match the Processing Category of the Job associated to the matching eDoc Tray Barcode. | Sampling | Handling Unit | Ensure that the Principal Processing Category field in the .seg of the Mail.dat or the ProcessingCategory element in the ContainerInfoData block of the QualificationReportDetailCreateRequest Mail.XML message is populated with a value that matches the Processing Category of the Handling Unit submitted. |
| **16** | The Mail Class identified in the FS-IMD Tray scan does not match the Mail Class of the Job associated to the matching eDoc Tray Barcode. | Sampling | Handling Unit | Ensure that the Mail Class field in the .seg of the Mail.dat or in the FormType element in the QualificationReportData block of the QualificationReportSummaryCreateRequest Mail.XML message is populated with a value that matches to the Handling Unit submitted. |

**Table 12 - Mail Characteristic (Sampling) Warnings**

### *Mail Characteristic Postage Assessment*

The acceptance employee will inspect the physical mailpiece preparation and capture the mail class and processing category of the mailpiece that is being sampled. For standard mail, the FS-IMD will randomly prompt the acceptance employee to check the content of a piece and determine if the mailpiece includes content not eligible for standard rates. For mailpieces claiming non-profit rates, the FS-IMD will randomly prompt the acceptance employees to verify that the content on the mailpiece meets the non-profit rate criteria. The attributes captured by the acceptance employee through the Seamless sampling process, using a FS-IMD or FS-IMD emulator, will be compared to the eDoc. If any of these attributes do not match with the eDoc, the sampled mailpiece will be considered in error for this error category.

## Barcode Quality PAF

This section addresses the sampling and assessment methodology to assure that a mail piece is correctly claiming the automation rate. A scan may not be obtained due to either a barcode quality issues on the mailers side or due to USPS processing or system issues. Barcode quality errors will be identified during sampling for pieces with missing or unreadable barcodes. If a mailpiece cannot be scanned using the FS-IMD, the acceptance employee will check whether

the mailer prepared the barcode correctly, per specifications, in order to help mitigate the risk of any problems on the USPS side that could result in improperly identifying a barcode quality issue. If barcode quality errors are found to be statistically significant, the Barcode Quality PAF will be calculated as:

$$\textit{Barcode Quality PAF} = \frac{\begin{array}{c}\textit{Sum of Adjusted Postage for pieces sampled with statistically significant sampling errors} + \\ \textit{eDoc postage for pieces sampled not in error} + \\ \textit{eDoc postage for pieces with sampling errors not statistically significant}\end{array}}{\textit{Sum of eDoc Postage for all sampled pieces}}$$

The amount of the Mail Characteristic PAF that exceeds the Mail Characteristic PAF threshold will be applied to the eDoc Submitter's postage from the assessment month.

Barcode Quality (Sampling) errors are displayed on the Seamless tab of the Mailer Scorecard (please note that warnings are not included in the Mailer Scorecard metrics unless the metric name specifically calls out warnings).

**Mailer Scorecard** August 2014

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Seamless**

| eDoc Submitter | Total | Test Mailer 1 | Test Mailer 2 |
|---|---|---|---|
| CRID Seamless Status | N/A | Parallel | N/A |
| # Seamless Acceptance Jobs | 6,409 | 6,401 | 8 |
| # Bypass Seamless Acceptance Jobs | -- | -- | N/A |
| # Seamless Acceptance Containers | 9,474 | 9,286 | 188 |
| # Seamless Acceptance Handling Units | 939 | 791 | 148 |
| # Seamless Acceptance Pieces | 45,936 | 22,120 | 23,816 |
| # Seamless Acceptance Jobs not Auto-Finalized | 12 | 4 | 8 |
| # Undocumented Pieces | -- | -- | -- |
| # Nesting/Sortation Seamless Errors (MPE) | 7 | 7 | -- |
| # Nesting/Sortation Seamless Errors (eDoc) | 64 | 64 | -- |
| # Entry Facility Seamless Errors | 118 | 118 | -- |
| # DPV Errors | 2 | 2 | -- |
| Postage Adjustment Factor (PAF) | N/A | 1.000 | N/A |
| Additional Postage Due (Through Manual Sampling) - Info Only | N/A | -- | $0.00 |
| Additional Postage Due (Content Errors) - Info Only | -- | -- | N/A |
| Additional Postage Due (Through MPE) - Info Only | -- | -- | N/A |
| Additional Postage Due (Undocumented Pieces) - Info Only | N/A | N/A | N/A |
| **Sampling Compliance Validations** | | | |
| # Containers Sampled | 21,130 | 21,130 | N/A |
| # Handling Units Sampled | 813 | 813 | N/A |
| # Pieces Sampled | 9,218 | 9,218 | N/A |
| # Mail Characteristic Errors | 182 | 182 | N/A |
| # Nesting/Sortation Errors | 69 | 69 | N/A |
| # Barcode Quality Errors | 53 | 53 | N/A |
| # Weight Piece Errors | 11 | 11 | N/A |
| # Postage Piece Errors | 27 | 27 | N/A |

**Figure 22 - Mailer Scorecard Barcode Quality**

A Barcode Quality error will be logged if the sampled piece does not have a barcode and is not a non-automation piece or has an unreadable barcode.

The following **errors** can be logged for the Barcode Quality (Sampling) verification:

| Error Code | Error Description | Error Source | Error Level | Resolution Action |
|---|---|---|---|---|
| **605** | Non Readable/Scan Problem - Barcode Error from the FS-IMD Piece Scan | Sampling | Piece | |
| **606** | Absent barcode - Barcode Error from the FS-IMD Piece Scan | Sampling | Piece | |

**Table 13 – Barcode Quality (Sampling) Errors**

### *Barcode Quality Postage Assessment*

The acceptance employee will have the option to select "No Barcode" or "Barcode Unreadable" on the FS-IMD when sampling mailpieces. If the user selects the "No Barcode" option then an error will be logged for that piece, the error will later be deactivated if the system determines that the piece was in a tray or bundle that contained non-automation mail. If the user selects "Barcode Unreadable" then the FS-IMD will prompt the user to compare the barcode to a template. If the user specifies that the barcode passes a visual inspection in comparison to the template then no error will be logged. If the user selects that the barcode does not pass the visual inspection then an error will be logged. Additional postage for each piece will be determined by calculating the delta between the original piece postage and the new postage amount. The new postage for barcode quality errors will be the appropriate non-automation rate by mail class, processing category and weight as identified in eDoc.

## Thresholds

The Postal Service has established two mail quality thresholds for each of the Seamless Acceptance verifications: the Mailer Contact threshold and the Egregious threshold. The thresholds represent the percentage of the mail that did not successfully meet the standard for that specific verification. This percentage is calculated based on individual mailpieces, handling units (trays/sacks), or containers and the corresponding data from eDoc records, physical samples, or MPE scan data.

Mail quality errors exceeding the Mailer Contact threshold indicate that a mailer is not consistently meeting the desired standard for that element of mail preparation. BME personnel will contact the mailer to discuss and assist in resolution. Prior to proposing the initial set of thresholds, the Postal Service analyzed existing mailer data and reviewed the results and methodologies in cooperation with the MTAC work groups.

Mail quality errors exceeding the egregious threshold indicate that a mailer has a potentially significant concern for that element of mail preparation. Mailers currently participating in Seamless Acceptance are being actively monitored by Business Mail Support (BMS) and Business Mail Entry (BME) personnel. Additional postage is currently being assessed manually for errors above the egregious threshold if no additional documentation can be provided to support the issue. Detailed information about this process can be found in the "Guide to Postage Assessment" posted at RIBBS.usps.gov.

Mailers will continue to be responsible for ensuring postage payment for all mailpieces presented to the Postal Service, regardless of the undocumented threshold. For example, if an eDoc file is not uploaded or a postage statement is not finalized, postage has not been collected in *PostalOne!* for those pieces. If a mailer becomes aware of such a situation, they are responsible for correcting the error and paying the appropriate postage.

| Verification | Mailer Contact Threshold | Egregious Threshold | Postage Assessment |
|---|---|---|---|
| Undocumented | 0.5% | 0.8% | Average Postage Rate for a month multiplied by total undocumented pieces for those pieces that exceed the threshold.<br><br>Postage Rate is calculated as the average rate by mail class (determined by STID of IMb) for the assessment month. |
| (6/16/2015) ***Note: Beginning with July 2015 data, the undocumented threshold for all Seamless mailers will be reduced to 0.3%.*** | | | |

| Verification | Mailer Contact Threshold | Egregious Threshold | Postage Assessment |
|---|---|---|---|
| Delivery Point | 2% | 5% | The difference between the original piece postage and the new postage amount. The new postage for delivery point errors will be the single piece rate or highest rate for the mail class, processing category and weight as identified in the eDoc. |
| Nesting/Sortation (MPE) | 1% | 3% | The difference between the original piece postage and the new postage amount. The new postage for nesting/sortation errors will be the appropriate mixed rate (MAADC or MADC) by mail class, processing category and weight as identified in eDoc. |
| Nesting/Sortation (Sampling) | N/A | PAF 1.05* | These errors are included in the General Postage Adjustment Factor (PAF). The General PAF is the ratio of postage which should have been paid for all sampled mailpieces, taking into account additional postage due from sampling nesting/sortation, postage, or weight errors, divided by postage paid. The PAF is always equal to or greater than 1. A mailer with no errors would have a PAF of 1.00. The PAF is an adjustment factor which is then applied to all mailpieces in the month if the threshold is exceeded. |
| Postage | | | |
| Weight | | | |
| Mail Characteristic | N/A | PAF 1.05* | This error is included in the Mail Characteristic Postage Adjustment Factor (PAF). The Mail Characteristic PAF is the ratio of postage which should have been paid for all sampled mailpieces, taking into account additional postage due from content errors, divided by postage paid. The PAF is always equal to or greater than 1. A mailer with no errors would have a PAF of 1.00. The PAF is an adjustment factor which is then applied to all mailpieces in the month if the threshold is exceeded. |

| Verification | Mailer Contact Threshold | Egregious Threshold | Postage Assessment |
|---|---|---|---|
| Barcode Quality | N/A | PAF<br>1.05* | This error is included in the Barcode Quality Postage Adjustment Factor (PAF). The Barcode Quality PAF is the ratio of postage which should have been paid for all sampled mailpieces, taking into account additional postage due from barcode quality errors, divided by postage paid. The PAF is always equal to or greater than 1. A mailer with no errors would have a PAF of 1.00. The PAF is an adjustment factor which is then applied to all mailpieces in the month if the threshold is exceeded. |

**Figure 20 - Seamless Acceptance Thresholds**

*Three postage adjustment factors, or PAFs—General (for sampling nesting/sortation errors, postage errors, and weight errors), Mail Characteristic and Barcode Quality—are applied to Seamless Acceptance sampling verifications.

# Reporting

Mailers and the USPS will have shared access to reports on mail quality. Reports will be updated every day with verification results as mail is sampled and processed. Reports will provide both a high-level overview of mail preparation quality for the month, and allow the mailer to drill into detailed error information. This section provides an overview of the reports that are available. For more information please refer to the Mailer Scorecard User Guide and the Mail Quality Reporting User Guide.

## Mailer Scorecard

For each of the initiatives a mailer is enrolled in, the Mailer Scorecard provides a dashboard view of all mailings submitted in a calendar month. Verifications continue to be performed and errors are calculated on the mailings submitted during that month up until the 10th day of the following month. This aggregated data is updated daily, measured against established thresholds, and displayed in four tabs: Mailer Profile, Electronic Verification, eInduction and Seamless.

- **Mailer Profile Tab:** For mailers submitting letter and flat mail, this tab provides a summary of volume by mail class, electronic document (eDoc) types, and total revenue in a month.
- **Electronic Verification Tab:** For mailers submitting eDoc, this tab provides results from full-service preparation requirements, Move Update compliance, and presort preparation requirements. Verifications are performed on the information contained in the eDoc submitted with full-service mailings.
- **eInduction Tab:** For mailers participating in eInduction, this tab provides an overview of the number of containers inducted at postal facilities using the paperless eInduction process and the number of eInduction validation errors. Through eInduction, the Postal Service has a process to measure the quality and accuracy of drop-shipment preparation and entry-point validation by comparing scans collected at the point of induction to information submitted in the eDoc.
- **Seamless Acceptance Tab:** For mailers participating in Seamless Acceptance or Seamless Parallel, this tab provides an overview of the verification results including undocumented, nesting/sortation, delivery point validation, etc. Mail is verified by reviewing data within the eDoc, the comparison of eDoc to Mail Processing Equipment (MPE) scans, and the comparison of eDoc to sampling scans.

Reports on the Mailer Scorecard provide a summary of mail preparation quality and a drill down view that allows mailers to view detailed error and warning information. The Scorecard is accessible through the Business Customer Gateway and provides views for both Mail Owners and Mail Service Providers.

## *Current (August 2014) Mailer Scorecard – Seamless Tab*

**Mailer Scorecard** August 2014

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Seamless**

| eDoc Submitter | Total | Test Mailer 1 | Test Mailer 2 |
|---|---|---|---|
| CRID Seamless Status | N/A | Parallel | N/A |
| # Seamless Acceptance Jobs | 6,409 | 6,401 | 8 |
| # Bypass Seamless Acceptance Jobs | -- | -- | N/A |
| # Seamless Acceptance Containers | 9,474 | 9,286 | 188 |
| # Seamless Acceptance Handling Units | 939 | 791 | 148 |
| # Seamless Acceptance Pieces | 45,936 | 22,120 | 23,816 |
| # Seamless Acceptance Jobs not Auto-Finalized | 12 | 4 | 8 |
| # Undocumented Pieces | -- | -- | -- |
| # Nesting/Sortation Seamless Errors (MPE) | 7 | 7 | -- |
| # Nesting/Sortation Seamless Errors (eDoc) | 64 | 64 | -- |
| # Entry Facility Seamless Errors | 118 | 118 | -- |
| # DPV Errors | 2 | 2 | -- |
| Postage Adjustment Factor (PAF) | N/A | 1.000 | N/A |
| Additional Postage Due (Through Manual Sampling) - Info Only | N/A | -- | $0.00 |
| Additional Postage Due (Content Errors) - Info Only | -- | -- | N/A |
| Additional Postage Due (Through MPE) - Info Only | -- | -- | N/A |
| Additional Postage Due (Undocumented Pieces) - Info Only | N/A | N/A | N/A |
| **Sampling Compliance Validations** | | | |
| # Containers Sampled | 21,130 | 21,130 | N/A |
| # Handling Units Sampled | 813 | 813 | N/A |
| # Pieces Sampled | 9,218 | 9,218 | N/A |
| # Mail Characteristic Errors | 182 | 182 | N/A |
| # Nesting/Sortation Errors | 69 | 69 | N/A |
| # Barcode Quality Errors | 53 | 53 | N/A |
| # Weight Piece Errors | 11 | 11 | N/A |
| # Postage Piece Errors | 27 | 27 | N/A |

**Figure 23 - Mailer Scorecard Seamless View**

### Mail Owner View

Mail Owners have one path to view metrics within the Mailer Scorecard. The Mail Owner/Mail Preparer view allows the Mail Owner to view metrics against only their mailpieces across all the Mail Service Providers (MSPs) that have prepared mailings for them within a calendar month. Mail Owners can only see results for mailpieces, handling units, and containers where they are identified as the mail owner in the eDoc. If a Mail Owner is assessed additional postage by their MSP, they are able to view and validate the errors from their mailings that may have contributed to the MSP exceeding an established threshold by drilling into their reports on the Mailer Scorecard.

### Mail Service Provider View

There are two ways an MSP can access data within the Mailer Scorecard. The eDoc submitter view provides a snapshot of all mailings submitted by a single Customer Registration ID (CRID) for a calendar month. If any of the established thresholds are exceeded from this view of the Mailer Scorecard, a postage assessment is generated. This view does not provide the MSP with a breakdown of mail owners whose mail contributed to the MPS's overall monthly volume. To see

which Mail Owners are contributing to exceeded thresholds that cause additional postage assessments, MSPs must log into the Scorecard from the Mail Owner/Mail Preparer view. This allows the MSP to view metrics for the Mail Owners for whom they have prepared mailings in a calendar month. MSPs will only see the results for mailpieces, handling units, and containers within the eDoc they submitted.

## Error Details by Error Type Report

The **Error Details by Error Type** report is the default drill from the Mailer Scorecard and provides the listing of error codes and number of errors. Choose from the Seamless options to view errors. Drill from the **Error Details by Error Type Report** to view the **Mail Quality Detailed Error Report**, which provides even greater error detail. Detailed errors include potential resolution actions and additional error information to further investigate the errors.

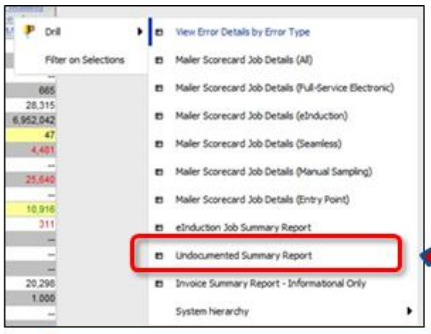

Right-click on a CRID in the Mailer Scorecard to drill

**Error Details by Error Type**

| eDoc Submitter | Level | Error Type | Error Code | Threshold | # Errors | % Errors | % Errors National Average |
|---|---|---|---|---|---|---|---|
| 94539986 | Piece | Delivery Point | 7902 | 2.00% | 31,376 | 32.12% | 1.89% |
| | | Move/Update | 6000 | 0.05% | 31,376 | 32.12% | 1.89% |

## Undocumented Summary Report

The **Undocumented Summary Report** is accessed when you drill down from the Mailer Scorecard, and provides the number of undocumented containers, handling units and pieces by MID. From the **Undocumented Summary Report** you can drill to the **Undocumented Detail Report**, which provides detailed information about mailings that are categorized as undocumented.



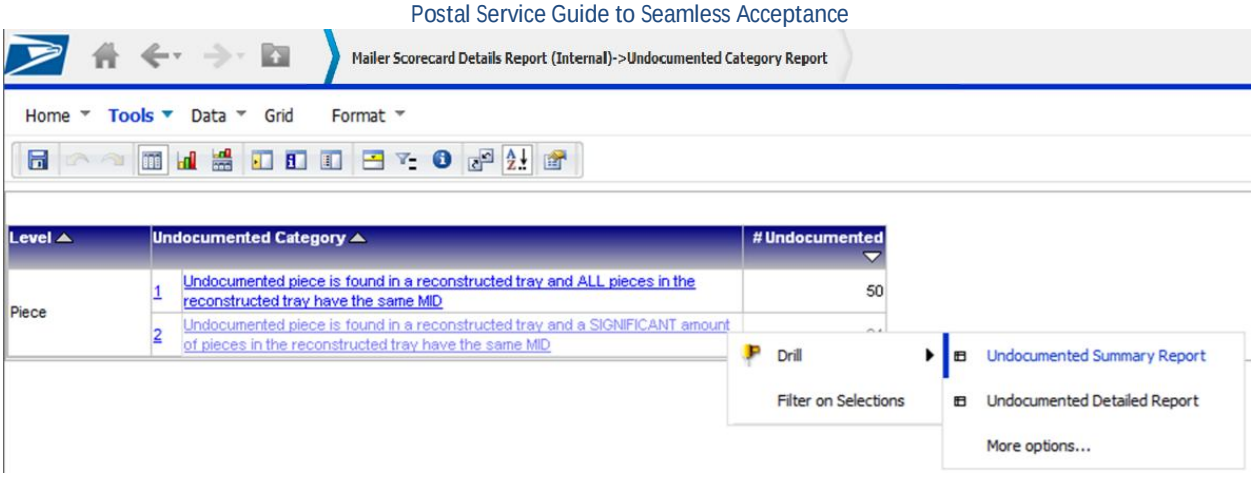

Right-click on a CRID in the Mailer Scorecard to drill

**Undocumented Summary Report**

| Mailer | Mailer ID | # Undocumented Containers | # Undocumented Handling Units | # Undocumented Pieces | # Pieces Not Imported |
|---|---|---|---|---|---|
| 94539997 | 222222 | 0 | 0 | 2,997 | 0 |
| | 123457 | 0 | 0 | 635 | 0 |
| 94539986 | 123457 | 0 | 0 | 635 | 0 |

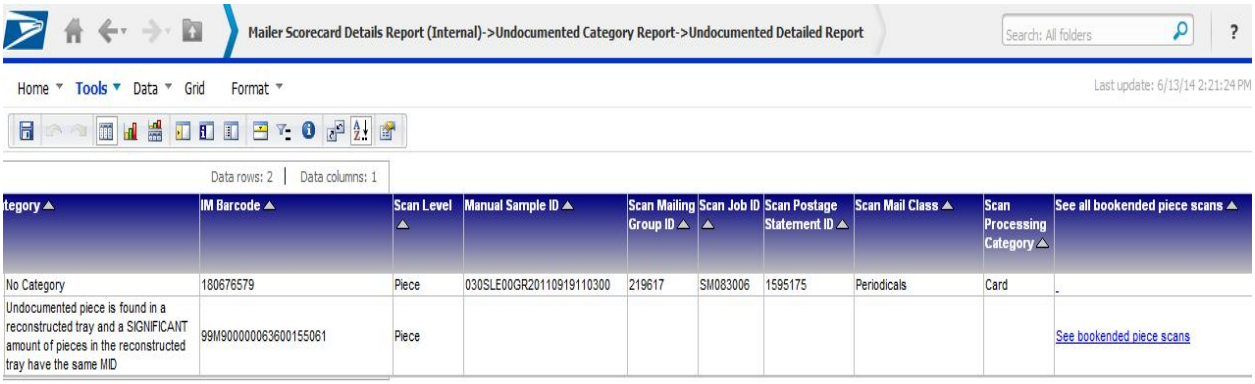
## Undocumented Category Report

The **Undocumented Category Report** is accessed when you drill down from the Mailer Scorecard, and provides the level of Undocumented (Container, Handling Unit, or Piece), the Undocumented Category (blank for C/HU), Undocumented Category Description (blank for C/HU), and the number of Undocumented. From the Undocumented Category Report, the user may drill to the Undocumented Summary Report.




## Undocumented Detailed Report

The **Undocumented Detailed Report** is accessed when you drill down from the Undocumented Category Report or the Undocumented Summary Report, and provides detailed information about mailings that are categorized as undocumented.




## Undocumented Bookend Report

The **Undocumented Bookend Report** is available when you drill down from the Undocumented Detailed Report, and provides piece scan information from the other piece scans that occurred on MPE before and after the selected Undocumented scan. This report is sortable by Scan Date.

| Scan Date | Scan Facility | eDoc Submitter | | Mailer ID | IM Barcode | Scan Level |
|---|---|---|---|---|---|---|
| 05/01/14 12:00 AM | BAYVILLE | 123456 | A1 Mailing Company | 121101 | 00270000365652470688433114185 9 | Piece |
| 05/07/14 12:00 AM | BAYVILLE | 20488611 | New York Mailing Company | 160351 | 00270000365652470688433114185 8 | Piece |
| 05/16/14 12:00 AM | BAYVILLE | 20488611 | New York Mailing Company | 160351 | 00270000365652470688433114185 7 | Piece |
| 05/19/14 12:00 AM | BAYVILLE | 123456 | A1 Mailing Company | 121101 | 00270000365652470688433114185 6 | Piece |
| 05/24/14 12:00 AM | BAYVILLE | 123456 | A1 Mailing Company | 121101 | 00270000365652470688433114185 5 | Piece |
| 05/29/14 12:00 AM | BAYVILLE | 123456 | A1 Mailing Company | 121101 | 00270000365652470688433114185 4 | Piece |

# Mail Entry Postage Assessment Report

## Mail Entry Postage Assessments and Reports

The results displayed in the Mailer Scorecard are used to determine when additional postage should be assessed. Postage Assessments are generated when the total pieces in error exceed an established threshold. For example, the full-service program uses the submitted eDoc to verify the Mailer ID (MID) in a piece's barcode. A MID error is logged for each piece in the mailing that fails this verification. When the number of MID errors exceeds the established threshold, the eDoc submitter will be assessed on those errors over threshold for the calendar month. If the percentage of error is below the established threshold or if the additional postage due is less than $50, then no additional postage is assessed. The results of verifications performed on mailings throughout the calendar month are finalized on the 10th day of the following month.

Mail Owners can use the Mailer Scorecard to view a summary of their error counts across MSPs and to drill into detailed error reports. eDoc submitters can view assessable error information in two ways: first, the Mailer Scorecard displays results for mailpieces, handling units, and containers for the mailings they prepared. Second, the Mail Entry Postage Assessment Report lists errors by Mail Owner. **Postage Assessments are generated only to the eDoc submitter**.

The Mail Entry Postage Assessment Report displays the total number of invoiceable errors, in contrast to the Mailer Scorecard which displays ALL errors for the month. A hyperlink from the Assessment Detail report displays the total error count and total percentage each mail owner contributed to the overall errors, not just the invoiceable pieces displayed on the Assessment Report. This drill down matches the total errors on the Mailer Scorecard and allows MSPs to identify top offenders at the mail owner level in order to reallocate the assessment back to the mail owners.

On the 11th of every month, the designated Mailer Verification Assessment Evaluator (VAE) associated to the eDoc submitter CRIDis alerted of postage due via automated postage assessment notification email if a postage assessment is generated. If no VAE is assigned, the email notification will be sent to the Business Service Administrator (BSA) for the CRID. If there are multiple BSAs/VAEs assigned, a notification will be sent to each one. To validate the assessment amounts and view further detailed error information, the VAE should refer to the Mailer Scorecard.

To pay for the Mail Entry Postage Assessment, the MSP/eDoc submitter receiving the assessment is able to select any permit they own or Mail Owner permit they used as a paying permit in the calendar month. When an MSP selects a Mail Owner Permit for payment, the mail owner will be notified by email. MSPs also have the ability to split payment of an assessment and distribute it across permits. USPS employees can assist with adding a permit other than one used during the assessment period to pay some or all of the assessed amount.

Permit holders can view adjustments made to their permit accounts associated with Mail Entry Postage Assessments through the Business Customer Gateway (BCG) and/or the CAPS system, where comments in the transaction summary report will indicate the Mail Entry Assessment-program type (Full-Service, Move Update, eInduction, or Seamless), and the two digit month and year of the assessment.

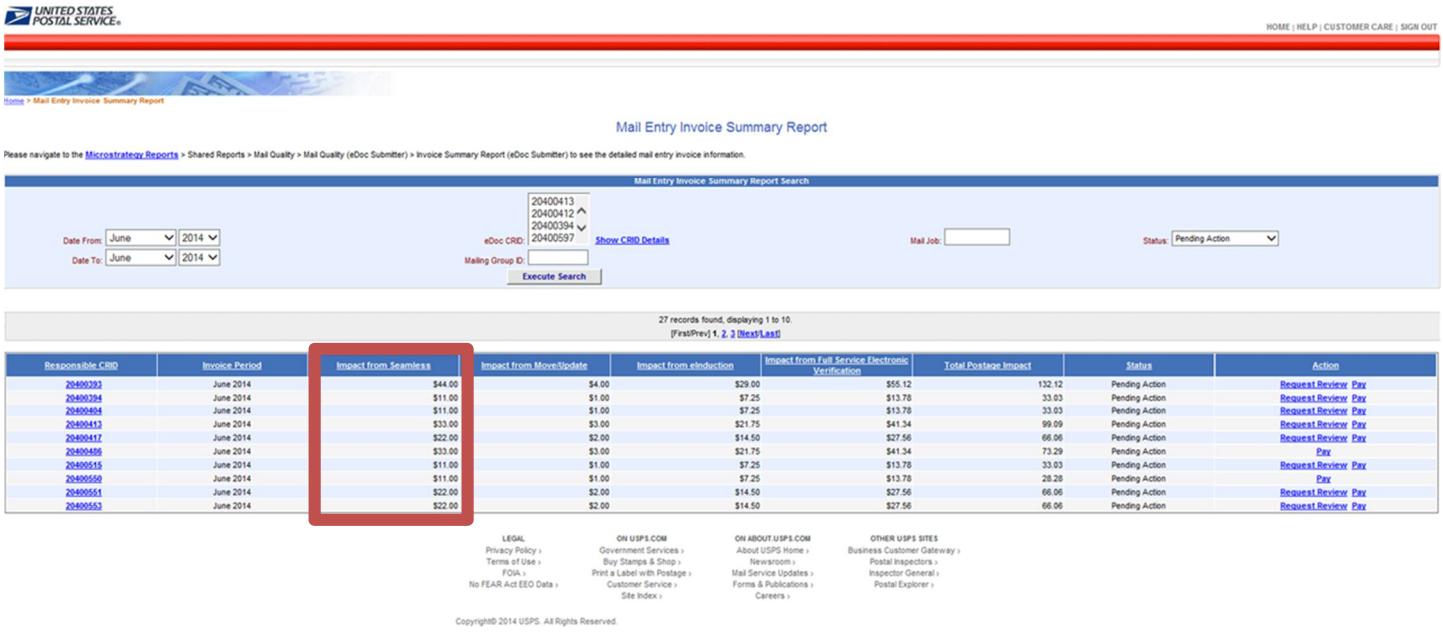
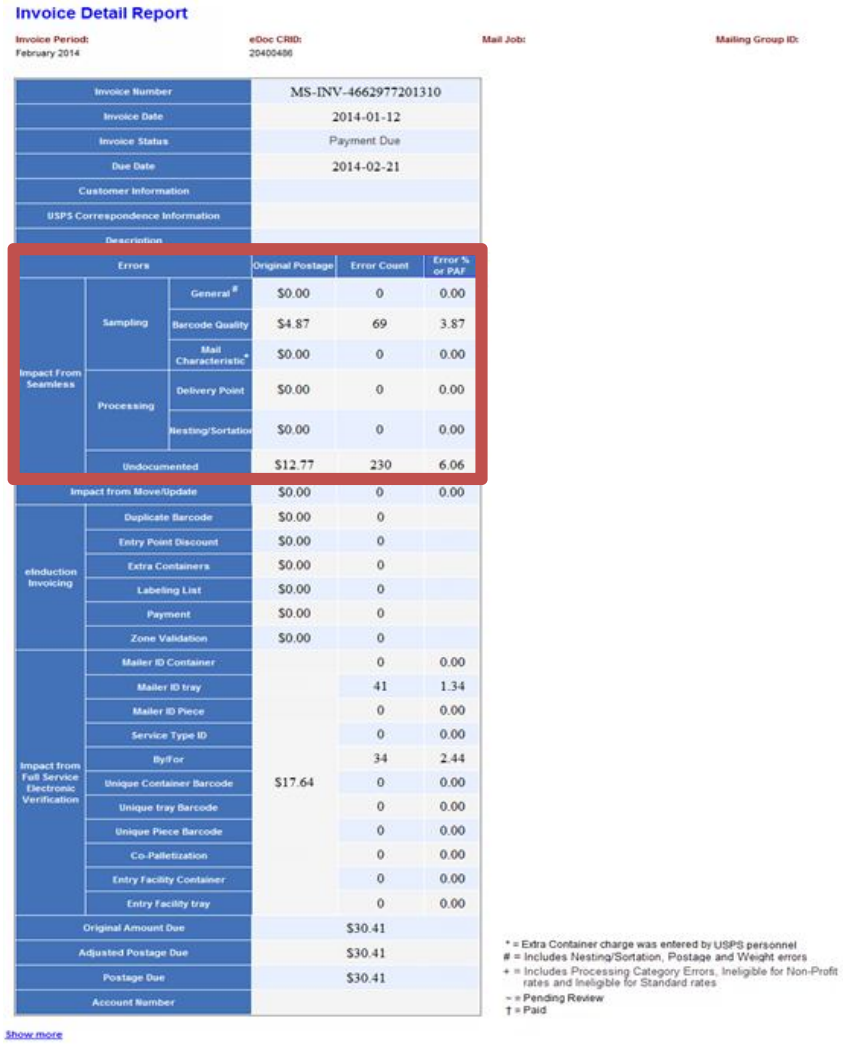



**Figure 24 - November Release Postage Assessment Summary Report**



**Invoice Detail Report**

Invoice Period: February 2014 | eDoc CRID: 20400486 | Mail Job: | Mailing Group ID:

| | | | | | |
|---|---|---|---|---|---|
| Invoice Number | | | MS-INV-4662977201310 | | |
| Invoice Date | | | 2014-01-12 | | |
| Invoice Status | | | Payment Due | | |
| Due Date | | | 2014-02-21 | | |
| Customer Information | | | | | |
| USPS Correspondence Information | | | | | |
| Description | | | | | |
| Errors | | | Original Postage | Error Count | Error % or PAF |
| Impact From Seamless | Sampling | General# | $0.00 | 0 | 0.00 |
| | | Barcode Quality | $4.87 | 69 | 3.87 |
| | | Mail Characteristic* | $0.00 | 0 | 0.00 |
| | Processing | Delivery Point | $0.00 | 0 | 0.00 |
| | | Nesting/Sortation | $0.00 | 0 | 0.00 |
| | Undocumented | | $12.77 | 230 | 6.06 |
| Impact from Move/Update | | | $0.00 | 0 | 0.00 |
| eInduction Invoicing | Duplicate Barcode | | $0.00 | 0 | |
| | Entry Point Discount | | $0.00 | 0 | |
| | Extra Containers | | $0.00 | 0 | |
| | Labeling List | | $0.00 | 0 | |
| | Payment | | $0.00 | 0 | |
| | Zone Validation | | $0.00 | 0 | |
| Impact from Full Service Electronic Verification | Mailer ID Container | | | 0 | 0.00 |
| | Mailer ID tray | | | 41 | 1.34 |
| | Mailer ID Piece | | | 0 | 0.00 |
| | Service Type ID | | | 0 | 0.00 |
| | By/For | | | 34 | 2.44 |
| | Unique Container Barcode | | $17.64 | 0 | 0.00 |
| | Unique tray Barcode | | | 0 | 0.00 |
| | Unique Piece Barcode | | | 0 | 0.00 |
| | Co-Palletization | | | 0 | 0.00 |
| | Entry Facility Container | | | 0 | 0.00 |
| | Entry Facility tray | | | 0 | 0.00 |
| Original Amount Due | | | | $30.41 | |
| Adjusted Postage Due | | | | $30.41 | |
| Postage Due | | | | $30.41 | |
| Account Number | | | | | |

* = Extra Container charge was entered by USPS personnel
# = Includes Nesting/Sortation, Postage and Weight errors
+ = Includes Processing Category Errors, Ineligible for Non-Profit rates and Ineligible for Standard rates
~ = Pending Review
† = Paid

Show more

**Figure 25 - November Release Postage Assessment Detail Report**

## Postage Assessment

The automated postage assessment process is outlined in the Guide to Postage Assessment which can be found on RIBBS xxx.

Until the automated postage assessment process is implemented, a manual postage assessment process is in place. The manual assessment process uses the Egregious Threshold values in determining the number of pieces in error that exceed the threshold (see figure 20). The Mailer Contact thresholds are used as an indication that mail quality is approaching the egregious threshold and should be evaluated by the mailer and their BMS analyst before the end of the month.

The automated postage assessment process will use the Mailer Contact Thresholds in determining the number of pieces in error that exceed the threshold.

# Frequently Asked Questions (FAQ)

**What is auto-finalization?**
Auto-finalization is a process in which Mailers that are participating in Seamless Acceptance will have their postage statements automatically finalized in *PostalOne!* after a successful job submission. The postage statements will be finalized by the *PostalOne!* system on the Postage Statement Mailing Date that was submitted in the eDoc. Mailers must verify that the Permits/Account Numbers that are associated to their accounts are funded prior to postage statement finalization.

The current process requires an acceptance employee (i.e., BME personnel) to manually check the balance and fees of the payment information provided. The acceptance employee must then finalize the postage statement in *PostalOne!*. Auto-finalization enables *PostalOne!* to perform these steps automatically, without intervention by the acceptance employee.

**When does auto-finalization occur?**
Postage statements in Ready-to-Pay (UPD) status, with enough funds in all payment accounts listed for the statement, will auto-finalize on the postage statement mailing date. *PostalOne!* will attempt to auto-finalize the mailing at 04:00; 10:00, 16:00, and 22:00 CST.

For postage statements that are uploaded on the mailing date, or uploaded with a mailing date in the past, auto-finalization will occur immediately after the statement has been generated.

**What if there are not enough funds in the account?**
For auto-finalization to occur there must be enough funds for **all** payment accounts linked to the postage statement. If one statement does not have enough funds auto-finalization will not occur.

For postage statements in Ready-to-Pay (UPD) status, *PostalOne!* will perform balance checks on the payment accounts listed every 24 hours beginning two days before the mailing date. If there are not enough funds in an account, an email will be sent by *PostalOne!* to the VAE listed for the CRID of the payment account.

*PostalOne!* will continue to attempt auto-finalization every day on this schedule until funds are added to the payment account, or for up to 14 days after the mailing date, whichever comes first.

**What is the process to reverse a postage statement that has been auto-finalized?**
The mailer must work with the acceptance employee, or contact the *PostalOne!* Help Desk, to reverse a postage statement.

**What is the contingency process in the event of a *PostalOne!* outage?**
The existing contingency process for *PostalOne!* outages will continue to be utilized. Once the outage is resolved statements will then auto-finalize. If the system is down for more than 24 hours, then undocumented pieces caused by the outage will be recast against newly auto-finalized or uploaded eDoc. Undocumented pieces recast to an eDoc will then be removed from undocumented counts.

To review the contingency process navigate to RIBBS > Intelligent Mail Services > *PostalOne!* External Contingency Plan.

**Will the Drop Shipment Management System (DSMS) clearance and release process be impacted by Seamless?**
Mailers participating in eInduction will be allowed to perform their own DSMS clearance and releases. Mailers not participating in eInduction will continue to have an acceptance employee perform the DSMS clearance and release.

**What is the role of the acceptance employee in a Seamless environment?**
Acceptance employees will be responsible for Seamless Sampling and will continue to manually process any hardcopy postage statements (i.e., including check-in, non-automation verifications, finalizations, and dispatch mailings) – similar to the existing non-Seamless process.

**How are single piece mailings handled under Seamless?**
Single piece mailings that are barcoded should be provided in electronic documentation. A Full Service STID can be used on pieces that were identified as single piece during processing and downgraded as long as the pieces are identified at the single piece rate in eDoc. Single piece mailings that are not barcoded should be presented separately to the USPS so that they can be verified for payment using the non-barcoded verification process. For more information on how to prepare single piece mailings, please refer to the Guide to Intelligent Mail for Letters and Flats.

**How is mail quality information obtained?**
Mail quality information is available through the Mailer Scorecard and mail quality reports, accessed through the BCG. To review how to access these reports, refer to the guides posted on RIBBS > Intelligent Mail Services > Guides & Specs.

**(6/16/15) How does the Seamless Acceptance impact the Reorder process used for flats?**
Mailers who participate in Seamless Acceptance are required to utilize reorder capabilities in the systems used to produce mailpieces. This allows the system to replace a defective mail-piece with a reorder, or replacement, during the production process. Reorders that are generated too late in the production process to be electronically placed back in the original package and are diverted for manual reinsertion are defined as non-immediate reorders. In order to maintain the presort rate claimed on the postage statement for the defective piece the Postal Service requires defective pieces to be placed back into a correctly presorted bundle for the piece presort rate claimed. For pieces not placed within an appropriate bundle and when total pieces exceed the 1% Inkjet reorder tolerance, additional postage at the applicable presort rate must be paid.

# Reference Materials

More information on Seamless is available through the following resources:

**Mail Entry Roadmap:** This documented is designed to provide the mailing industry timelines and key activities in commercial mail transformation including Full-Service, eInduction, and Seamless Acceptance. The latest version is available at:

*Coming Soon*

**Seamless Fact Sheet:** Provides an overview of Seamless including information on eDoc upload, auto-finalization, benefits, verifications and thresholds. The latest version is available at:

https://ribbs.usps.gov/intelligentmail/documents/tech_guides/SA_MailerFactSheet.pdf

**Mailer Monitoring Process:** This document outlines the external process or monitoring Seamless Parallel mailers, determine criteria for Seamless activation, activate to Seamless, monitor in Seamless and assess for egregious errors. The latest version is available at:

*Coming Soon*

**Talking Points:** These documents outline talking points for onboarding to Seamless Parallel and Seamless. The latest versions are available at:

*Coming Soon*

**Mailer Scorecard User Guide:** This document provides details on how to access and use the Mailer Scorecard report. The latest version is available at:

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MailerScorecardUserGuide.pdf

**Mail Quality Reporting User Guide:** This document provides details on how to access and use the Mail Quality reports. The latest version is available at:

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MailQualityReportingUserGuide.pdf

**MicroStrategy Tips and Tricks:** This document provides tips on how to best use the Mailer Scorecard and Mail Quality reports. The latest version is available at:

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MicroStrategyTipsandTricks.pdf

**Mail.dat Technical Specification:** This document is a comprehensive technical guide that outlines steps for exchanging electronic data with the *PostalOne!*® system using the Mail.dat® file format. This document includes specific rules for Seamless Acceptance. The latest version is available at:

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/datspec/PostaloneMaildatTechSpec.pdf

**Mail.XML Technical Specification:** This document is a comprehensive technical guide that outlines steps for exchanging electronic data with the *PostalOne!*® system using the Mail.XML® file format. This document includes specific rules for Seamless Acceptance. The latest version is available at:

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/xmlspec/xmlspec.htm

## Revision History

| Date | Reason For Changes | Version |
|---|---|---|
| 6/16/2015 | Seamless Acceptance and Undocumented pieces section added. Pg.30<br>Undocumented Threshold reduced to 0.3%. Pg. 48<br>Question related to Reorders added to FAQ. Pg. 60 | 2.1 draft |