UNITED STATES POSTAL SERVICE™

Mail Entry Roadmap

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1. Executive Summary

The Mail Entry Roadmap describes the Postal Service's key initiatives to streamline the acceptance, induction, and verification of commercial mailings: Full-Service Intelligent Mail, eInduction, and Seamless Acceptance. These key initiatives leverage existing technology to:

- Improve mail quality by sharing information on mail preparation, identification of trends as well as trend-based quality measurements
- Simplify the induction of mailings through automated and standardized acceptance, verification, and induction processes
- Provide end-to-end visibility through scan data

These upcoming changes allow for greater insight into mail quality and reporting.
The roadmap provides the details for enhancements to the initiatives in 2015.

Figure 1 - Mail Entry Timeline provides a snapshot of the timeline for key enhancements to existing acceptance and verification requirements and processes. As the Postal Service works to implement these programs, the strategies and timelines presented in this document are subject to change.

Full-Service Intelligent Mail

Full-Service Intelligent Mail barcodes (IMbs) set the stage for achieving end-to-end visibility through the Postal mailstream. That visibility provides the means and method for the Seamless Acceptance and verification processes. The use of this data is also valuable in improving operational efficiencies, provides valuable feedback to help improve decision-making and streamlining mail entry.

Full-Service Intelligent Mail is available for First-Class Mail®, Periodicals, Standard Mail®, and Bound Printed Matter letters, cards, and flats. To participate in Full-Service Intelligent Mail:

- Mailings must be submitted using electronic documentation (Mail.dat, Mail.XML, Postal Wizard, Intelligent Mail for Small Business (IMsb) Tool)
- All containers, trays, and pieces must contain a unique Intelligent Mail Barcode (IMb). The barcodes must be unique for 45 days from the Postage Statement Mailing Date.

A full list of requirements is included in the **Guide to Intelligent Mail for Letters and Flats**.

Since the introduction of Full-Service Intelligent Mail in May 2009, the Postal Service has worked to simplify, refine, and evolve Full-Service offerings. As of April 2015, **86.9%** of all eligible Full-Service volume is being prepared as Full-Service and customers are realizing numerous benefits and value which include:

- Reduced costs - such as an additional per piece discount, elimination of permit fees and the waiver of the annual mailing fee
- Improved Mail Quality – key metrics on mail preparation through the Full-Service Mailer Scorecard and accurate delivery with free address correction on Full-Service mailpieces
- Visibility into mailings with Start-the-Clock and tracking utilizing barcode scan data
- Free Address Change Service (ACS) for participating mailers who meet the USPS minimums for percentage of Full-Service mail

Additional information about the benefits of Full-Service participation is defined in 3.2 Full-Service Benefits.

The Postal Service is reaching out to mailers at the Business Mail Entry Unit (BMEU) to increase the Full-Service volume deposited at BMEUs across the country and to decrease the number of hardcopy postage statements presented by our customers. Separate customer facing terminals have been placed in large BMEUs to allow BME employees the ability to assist customers in registering with the Business Customer Gateway and entering hardcopy postage statements into the Postal Wizard. There is no mandate requiring mailers to submit electronic postage statements or prepare their mailings as Full-Service.

Mailers with a Detached Mail Unit (DMU) who want to maintain their on-site acceptance and/or transportation provided by the Postal Service must prepare 75% of their eligible mail volume as Full-Service Intelligent Mail.

In October 2012, the Postal Service began sharing Full-Service verification error information around the use of valid MIDs and Service Type Identifiers (STIDs), correct By/For (mail preparer/mail owner) information, barcode uniqueness, correct entry facility information, and unlinked copalletization trays/sacks (tray/sack was marked for copalletization at origin but no documentation was ever submitted by the consolidator). This information was shared to allow mail preparers to review and adjust their mailing processes and the Full-Service discount was not removed. In May 2015, the Postal Service began providing "For Review Only" postage assessment information for these errors on the Mailer Scorecard. The date for automatic postage assessments is TBD.

In August 2014, the Postal Service began utilizing Mail Processing Equipment (MPE) scans and electronic documentation (eDoc) data to measure Move/Update quality on mailers who submit 75% or more of their eligible volume as Full-Service. Full-Service mailers will begin to see the results of this verification on the Mailer Scorecard to provide the opportunity to start reviewing results and to make any necessary adjustments to avoid additional postage charges.

In November 2014, the Postal Service improved the way Nonprofit authorization numbers (NPA) are documented when presenting a Nonprofit mailing. Previously, a permit associated to a Nonprofit authorization number was required in the electronic documentation. The Postal Service has expanded these options by allowing the same association to be achieved using a Mailer Identification Number (MID) or Customer Registration Number (CRID).

eInduction

Leveraging the foundation of Full-Service Intelligent Mail, the Postal Service worked actively with the industry to design, develop, and deploy programs to streamline the acceptance and entry of commercial mailings. The electronic Induction (eInduction) process simplifies the induction of drop shipments and expedited plant load mailings by leveraging existing electronic documentation (eDoc), Intelligent Mail Container barcodes (IMcb), and handheld scanner technologies to verify the payment and preparation of commercial mail containers.

eInduction eliminates the need for paper PS Forms 8125 and 8017 and manual reconciliation at the entry facility. The eInduction program was successfully deployed in October 2013 with minimal disruption at entry docks in this significant transformation. Over **52.1%** of drop-ship containers are using the eInduction program as of April 2015. The Postal Service and industry enjoy key benefits stemming from eInduction, in that the program:

- Allows Quick appointment processing through Facility Access and Shipment Tracking (FAST)
- Reduces delays and errors at the Induction facility
    - eliminates the need for reconciliation of hardcopy documents
    - automates the validation of entry discounts
    - offers 24/7 appointment resolution
- Provides visibility, mail quality information, and reporting for both the Postal Service and industry
- Supports special mailing preparation and special processes mailers
- Supports Seamless Acceptance

Drop Shipment Management Systems (DSM) authorization allows a mailer to ship mail to a consolidating facility prior to finalization of the postage statements for the mailing. The consolidating facility may only deliver mail to USPS after finalization of the postage statement. USPS will only approve new applications for Drop Shipment Management Systems (DSMS) when the requesting site is using eInduction for 100% of dropship volume submitted via electronic documentation. Mailers should contact their USPS Business Mailer Support Analyst.

Following approval of a DSMS authorization, the mailer may ship any eInduction pallets/containers to the consolidating facility as mail is produced. Verifications must be complete on a mailing prior to release for shipment to a USPS entry point. USPS mail acceptance clerks will continue to identify containers for release using the mailers DSMS tool. The DSMS tool must suppress any eInduction volume from an 8125CD form.

USPS will allow the removal of the clerk release approval process if the mailer is 100% eInduction, can demonstrate that their DSMS tool will only identify containers as eligible for release once payment was received for the mailing, and can demonstrate that the DSMS tool suppresses eInduction volume any 8125CD forms produced.

In January 2015, the Postal Service deployed a scan-based process at non-Surface Visibility (non-SV) sites including processing facilities, hubs, and Destination Delivery Units (DDUs). As a result, all Postal drop-shipment facilities have scan capability to collect barcodes scans, appointment ID's, and container count data from mailings. The change eliminates the requirement for mailers to associate containers to specific appointment IDs in FAST. Mailers dropping at non-SV sites will be able to view metrics and measure mail preparation accuracy through online reporting tools.

The Postal Service has a process to measure the quality and accuracy of drop-shipment preparation and entry-point validation. The *PostalOne!* system performs six verifications, using scans collected at the point of induction to information submitted in the eDoc, to verify payment and preparation of commercial mail containers.
A set of thresholds has been developed for eInduction to identify mail quality errors for five of the six verifications at this time. Any mail quality errors in eInduction can be viewed on the Mailer Scorecard – eInduction tab, which provides an overview of the number of containers on eInduction and the number of eInduction verification errors over a calendar month. USPS personnel work with eInduction participants to monitor mail quality and ensure appropriate postage is paid for mailings submitted through eInduction. The Postal Service currently has a manual process to identify mail quality errors exceeding an "egregious" threshold. In May 2015, the Postal Service will begin providing "For Review Only" postage assessment information for these errors on the Mailer Scorecard. The Postal Service will automate the postage assessment of eInduction errors at a future date (TBD).

Seamless Acceptance
Seamless Acceptance automates the entry and verification of commercial mailings by leveraging electronic documentation, Intelligent Mail barcodes (IMbs), and information collected from handheld sampling devices and mail processing equipment scans.

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

To ensure a smooth transition, mailers participating in Seamless Acceptance are first moved into a "Seamless Parallel" process where both the mailer and the USPS can view the results of automated verifications, but the mailer continues to be assessed using the traditional manual acceptance and verification processes. This allows both the USPS and the mailer time to evaluate mail quality, review and revise business processes, and address any software issues. Additional postage is not collected during the Seamless Parallel process providing both the mailer and the USPS the opportunity to prepare the environment for a Seamless Acceptance process. Mailers are moved into Seamless Acceptance after they have successfully maintained all mail quality measurements within the recommended threshold (Figure 22 - Seamless Acceptance Thresholds) for error percentages for a minimum of one calendar month.

The benefits of Seamless Acceptance include:

- Flexibility to prepare and submit a single job rather than multiple jobs (Longer mail production cycle)
  - Dispatch by job OR container completion
  - Release containers by your own schedule/timeline
- Verifications performed electronically reducing complexity
- Control of postage payment in mailer's hands through **auto-finalization**
- Greater feedback and identification of trends (Mailer Scorecard and associated reports)
- Mailer to gauge quality over time rather than based on a problem with a single mailing (Trend-based quality measurements)

Several large volume mailers are participating in Seamless Acceptance and **17.5%** of the total commercial volume is on Seamless Acceptance as of April 2015. The results of Seamless verifications are available in the Mailer Scorecard. USPS personnel work with Seamless participants to monitor mail quality and ensure appropriate postage is paid for mailings submitted through Seamless Acceptance. The Postal Service currently has a manual process to identify mail quality errors exceeding an "egregious" threshold. This process will be automated in May 2015 and allow mailers to view quality errors over the "mailer contact" threshold. Automatic postage assessment for errors over the "mailer contact" threshold is TBD**.** The information is currently "for review only." Additional detail on Seamless verifications is provided in **7.4 Seamless Acceptance Verifications**.

2. Mail Entry Timeline

	Full-Service	eInduction	Seamless Acceptance
May 2009	**Full-Service**, providing discount and data visibility for mailings with unique barcodes and eDoc, deployed (Section 3.1 Program Description)		
October 2012	Reporting on **Full-Service Verification** errors Valid MID, Valid STID, By/For, Entry Facility, Unique Barcode, Unlinked Copalletization (Section 3.7 Full-Service Verifications)		
October 2013		**eInduction**, allowing paperless entry at the dock, deployed to all USPS processing sites (Section 4.1 Program Description)	
March 2014			**Seamless Acceptance**, automated mail acceptance and verification, deployed (Section 5.1 Program Description)
			Seamless Acceptance manual postage assessment against Egregious thresholds (Section 5.4 Seamless Acceptance Verifications)
June 2014	77% of eligible volume on Full-Service	30% of drop-ship containers in eInduction	1 billion pieces on Seamless Acceptance
August 2014 *PostalOne!* release	Reporting on Move/Update, Entry Point and eDoc Nesting/Sortation validations for mailers over 75% Full-Service (Sections 3.8 Move/Update Validation and 3.9 Entry Point Validation and eDoc Nesting/Sortation Validation)	Improved reporting (Section 4.4 Reporting)	Enhanced undocumented error assignment (Section 5.4 Seamless Acceptance Verifications)
	Confirmation Page for all eDoc (Section 3.3 BMEU Customer Outreach)		
September 2014		Pilot scan-based process at non-Surface Visibility processing facilities, hubs, and DDUs. (Section 4.2 Scan-Based Induction at non-SV Sites)	
		eInduction manual postage assessment against Egregious thresholds (Section 4.3 eInduction Verifications)	
November 2014 *PostalOne!* release	75% volume on Full-Service to retain DMU privileges (Section 3.4 DMU Privileges)		Enhanced undocumented for copalletized mailings (Section 5.4 Seamless Acceptance Verifications)
	Use induction date in Entry Point and eDoc Nesting/Sortation (Sections 3.8 Move/Update Validation and 3.9 Entry Point Validation and eDoc Nesting/Sortation Validation)		
	Change Nonprofit authorization to use MID/CRID (Section 3.5 Nonprofit Eligibility)		
January 2015		National deployment of scan-based process at non-Surface Visibility (non-SV) processing facilities and DDUs. (Section 4.2 Scan-Based Induction at non-SV Sites)	
March 2015	Move/Update error postage assessment For Review Only (Section 3.8 Move/Update Validation)		
May 2015		eInduction automated postage assessment For Review Only (Section 4.3 eInduction Verifications)	Seamless Acceptance automated postage assessment For Review Only (Section 5.4 Seamless Acceptance Verifications)
May 2015	Full-Service Verification error postage assessment **For Review Only**: Valid MID, Valid STID, By/For, Unique Barcode, Entry Facility, Unlinked Copalletization (Section 3.7 Full-Service Verifications)		
TBD	Full-Service Verification error postage assessment Payable (Section 3.7 Full-Service Verifications)		
TBD	Move/Update automated postage assessment Payable (Section 3.8 Move/Update)	eInduction automated postage assessment (Section 4.3 eInduction Verifications)	Seamless Acceptance automated postage assessment Payable (Section 5.4 Seamless Acceptance Verifications)

Figure 1 - Mail Entry Timeline

3. Full-Service

3.1. Program Description

In May 2009, the Postal Service offered the mailing industry two Intelligent Mail options for automation discounts, which consisted of Basic-Service and Full-Service. Since the introduction of Full-Service Intelligent Mail, the Postal Service has worked closely with mailers, software vendors, and mail service providers to simplify, refine, and evolve Full-Service offerings. As of **April 2015, 86.9%** of all eligible volume is being prepared as Full-Service and customers are realizing numerous benefits and value.

The Postal Service is continuing customer outreach to educate and assist additional mailers in their transition to electronic documentation and Full-Service.

There is no mandate requiring mailers to submit electronic postage statements or prepare their mailings as Full-Service.

3.2. Full-Service Benefits

As part of the Full-Service program, the Postal Service provides the following benefits:

- **Track and monitor service:** Full-Service mailers can monitor service at no additional cost using reports that indicate when mailings are inducted into the Postal mailstream (Start-the-Clock) and provide details on the flow of their mail. Mailers can receive visibility and tracking information such as bundle, tray, and container tracking data through the Data Distribution/Informed Visibility dashboard.
    - Start-the-Clock Data
    - Contain Scan Data
    - Handling Unit (Tray and Sack) Scan Data
    - Bundle Scan Data

  Full-Service feedback will not be provided for specific bundles, handling units or containers with a non-unique barcode or an invalid mail owner. IMb Tracing is provided on all mailpieces with an IMb and will not be impacted by the failure of Full-Service electronic verification.
- **Elimination of Permit Fees :** Mailers who present Full-Service automation mailings (of First-Class Mail cards, letters, and flats, Standard Mail letters and flats, or Bound Printed Matter flats) are eligible for the waiver of annual presort mailing or destination entry fees, when 90 percent or more of their cumulative annual mailings contain Full-Service pieces. Eligibility for the permit fee waiver is not impacted by the failure of any Full-Service acceptance or Full-Service electronic verifications.
- **Mail Anywhere:** Full-Service mailers will have the opportunity to use the same permit at any location via the Mail Anywhere program. Entry into the Mail Anywhere program is limited to mailers who meet the quality thresholds for Full-Service electronic verification. After the mailer is approved for participation in the Mail Anywhere program, a failure of Full-Service acceptance or Full-Service electronic verification will not impact a mailing's eligibility for Mail Anywhere.
- **Address Change Service:** Full-Service mailers receive free address change records on all Full-Service mailpieces that associate to electronic documentation. These records can replace OneCode ACS records for participating mailers. Free ACS data is available through *PostalOne!* or through SingleSource ACS. ACS for Full-Service mailpieces is not provided today when the IMb is not unique or when the mail owner is not identified in eDoc. In the future, the Postal Service will expand free ACS to include residual non-Full-Service mailpieces from a mailer who prepares more than 75% of Full-Service eligible mail as Full-Service. ACS for residual mailpieces will be provided as long as the mailpiece includes a valid MID in the IMb or the mail owner is identified in eDoc.

3.3. BME Customer Outreach

The Business Mail Entry Unit (BMEU) customer outreach program is designed to decrease the number of hardcopy postage statements presented by postal customers and increase the Full-Service volume deposited at Business Mail Entry Units (BMEUs) across the country. District personnel are contacting customers who bring their mailings into a BMEU, submit hardcopy postage statements with those mailings, and/or prepare less than 90% of their Full-Service eligible volume as Full-Service mailings.

The Postal Service has also worked closely with software vendors to certify mailing software that creates Full-Service electronic documentation and manages Full-Service Intelligent Mail barcodes. Mailers may also choose to use a mail service provider (MSP) to prepare their mailings. The Postal Service has worked with MSPs to certify their locations which create and present Full-Service mailings. Links to the lists of certified software providers and MSPs are located in the References section of this document.

BME personnel must not refuse mailings presented with hardcopy postage statements or require electronic postage statements. Mailers should contact the local Manager, Business Mail Entry (MBME) if issues arise with the entry of mail related to this initiative.

Self-Service Terminal and Confirmation Page

Separate customer facing terminals (the Self-Service Terminal) have been placed in large BMEUs to expedite check in for mailings with electronic postage statements. Customers who submit eDoc via the Postal Wizard can access the BMEU Self-Service Terminal to automatically retrieve electronic postage statements, check-in mailing jobs, verify fees and available funds, finalize postage statements, and print mail review or clearance placards.

Beginning in August 2014, a confirmation page is available for an eDoc submission as soon as it generates a postage statement that can be finalized. This confirmation page will be available on the *PostalOne!* dashboard and can be used when entering mail at the BMEU. The confirmation page includes a unique barcode that includes the postage statement number.

At a BMEU with the Self-Service Terminal, the confirmation page can be scanned to finalize the postage statement and generate any clearance documentation. The confirmation page can also be provided to the BME personnel to speed the mail acceptance process. After the confirmation page is scanned, *PostalOne!* will check-in the mailing, check balances and fees, check for verification requests, and finalize the mailing (if no verification is due).

The Intelligent Mail container barcode (IMcb) and tray barcode (IMtb) can also be scanned at the Self-Service Terminal rather than the confirmation barcode. If a BMEU has a Self-Service Terminal that does not have a scanner, mailers can check-in their mailings by manually entering the postage statement ID from the confirmation page.

Some BMEUs also have customer-facing terminals that are available to mailers for the manual entry of hard copy postage statements using the Postal Wizard. BME employees are available to assist customers in registering in the Business Customer Gateway (BCG) and demonstrate how to submit hardcopy postage statements.

3.4. DMU Privileges

Mailers wishing to maintain their on-site acceptance and/or transportation provided by the Postal Service must prepare 75% of their eligible mail volume as Full-Service Intelligent Mail. Eligible Full-Service mail volume is defined as First-Class Mail, Periodicals, and Standard Mail letters and flats meeting eligibility requirements for automation or carrier route prices (except for Standard Mail ECR saturation flats), and Bound Printed Matter flats (except for Presorted DDU-entered and carrier route flats). Mail volume in the month of October will be checked to confirm the 75% eligibility. Mailers who do not meet these criteria will be required to submit their commercial mailings to a designated Business Mail Entry Unit (BMEU) utilizing their own transportation. Potentially impacted DMUs have been contacted and are receiving regular updates on their progress toward the target.

3.5. Nonprofit Eligibility/Identification

Today, mailers have two ways of providing nonprofit authorization (NPA). When presenting a mailing paid on a paper postage statement, the mailer provides a list of the authorized nonprofit mailers in the mailing. When presenting a mailing with eDoc, either the paying permit or a mail owner permit in the eDoc must be linked to a nonprofit authorization to receive the nonprofit rates. Frequently, a Nonprofit mailing which includes mailpieces from multiple nonprofit mailers provides only one permit linked to a Nonprofit authorization in the eDoc. If the same permit linked to a Nonprofit authorization is provided for all Nonprofit mailpieces from multiple mailers, the additional nonprofit mailers are currently identified on a separate hard copy list presented to the Postal Service.

In November 2014, USPS enhanced the nonprofit authorization process for eDoc mailings was enhanced to also include the mail owner CRID or mail owner MID fields in addition to the paying permit and mail owner permit fields. All allowable fields: mail owner **CRID**, mail owner **MID**, paying permit or mail owner permit are checked for a link to an NPA. The following table illustrates how the *PostalOne!* system determines nonprofit eligibility when the mail owner CRID, Mailer Owner MID and Permit Fields are populated:

Permit	Preparer	Owner					
Permit Holder CRID is linked to an NPA	MSP Field	Mail Owner MID in CPT is linked to an NPA or the field is blank	Mail Owner MID in MPA is linked to an NPA or the field is blank	Mail Owner CRID in CPT is linked to an NPA or the field is blank	Mail Owner CRID in MPA is linked to an NPA or the field is blank	Mail Owner Permit (Local Permit Ref) in MPA is linked to an NPA or the field is blank	Eligible for Nonprofit Prices?
Yes	N/A	Blank	Blank	Blank	Blank	Blank	Yes
Yes	N/A	No	No	No	No	No	Yes
No	N/A	Yes	No or Blank	No or Blank	No or Blank	No or Blank	Yes
No	N/A	No or Blank	Yes	No or Blank	No or Blank	No or Blank	Yes
No	N/A	No or Blank	No or Blank	Yes	No or Blank	No or Blank	Yes
No	N/A	No or Blank	No or Blank	No or Blank	Yes	No or Blank	Yes
No	N/A	No or Blank	No or Blank	No or Blank	No or Blank	Yes	Yes

(6/16/15) **Figure 2 – Nonprofit eligibility per eDoc field**

(6/16/15) ***Note:*** *The Postal Service plans to retire "Ghost" permits. Until further notice, the USPS will continue to accept "Ghost "permits (identified in the Mail Owner's Lcl Permit Num / Intl Bill Num field for Mail.dat) for the Mail Service Provider to identify a Mail Owner who is not the permit holder for the Nonprofit mailing.*

Mailers may continue the current practice of providing only one permit linked to an NPA in a mailing with multiple nonprofit mailers but are strongly encouraged to transition to providing accurate information for **each** nonprofit mailer in the eDoc using a MID, CRID, or a permit.

In the near future the *PostalOne!* system will be enhanced to prevent the submission of an electronic file claiming Nonprofit prices if each of the Mail Owners identified are not linked to a NPA. Prior to the submission of electronic files requesting Nonprofit prices mailers are strongly encouraged to validate if the Mail Owner CRIDS, Mail Owner MIDS, and Permits requesting the Nonprofit prices are linked to the NPA.

The Postal Service has provided two options to help Mail Service Providers (MSPs) understand the relationship between their nonprofit customers and their MID, CRID or permit number and their nonprofit authorization number.

1. Located in the Business Customer Gateway the Customer Validation Tool provides MSPs the ability to search one or more (maximum of 250) CRIDs, MIDs, Permits, or NPA numbers.

   Depending on which data element you enter (MID, CRID, permit number or NPA number) the tool may return some or all of the following elements:

   - MID Number, MID Owner CRID
   - CRID number, company name, urbanization code, three street address lines, City, State/province, ZIP+4 and country
   - Permit Account Number, Permit Type, Permit ZIP+4, Publication name and Permit Status
   - NPA number, NPA organization name, NPA address, NPA status, date of NPA status and customer reference number
   - NPA status: Authorized, Pending, Denied or Revoked (including effective date of revocation)
   - Permit number status: Active, Inactive, and Cancelled

   If the tool is unable to locate any information for a specific search request, a message will be displayed indicating that the record or data were not found.

2. MSPs may also contact the *PostalOne!* Help Desk (800-522-9085) when:
   - Trying to understand the relationship between their nonprofit customers and their MID, CRID or permit number and their nonprofit authorization number
   - The validation tool does not provide the expected results
   - The NPA is not associated to the CRID

3.6. 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 [NOTE: the term "mailer" is used to refer to the electronic documentation (eDoc) submitter who could be either the Mail Owner or the Mail Service Preparer]. 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 five tabs: Mailer Profile, Electronic Verification, eInduction, Seamless, and SPM Exclusions.

- **Mailer Profile Tab:** For mailers submitting letter and flat mail, this tab provides a summary of volume by mail class, eDoc types, and total revenue in a month.
- **Electronic Verification Tab:** For mailers submitting eDoc, this tab provides results from the full-service preparation requirements, Move Update compliance, and presorts 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.
- **SPM Exclusions Tab:** For mailers submitting Full Service mailpieces, this tab provides the percentage of pieces that were excluded from measurement due to a mailer attributable error.

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 (BCG) and provides views for both Mail Owners and Mail Service Providers.

The 'Electronic Verification' tab includes results generated from the validation of eDoc data against Full-Service preparation requirements, Move/Update compliance, and presorts preparation requirements. Prior to August 2014, the Scorecard displayed a tab called 'Full-Service Electronic' which displayed results of the Full-Service verification on eDoc. In August 2014, the name of the 'Full-Service Electronic' Tab was changed to 'Electronic Verification' as additional metrics were added to the report. The 'Electronic Verification' tab, displayed in Figure 4 – Mailer Scorecard Electronic Verification, is broken into five components. This tab displays information from all letter and flat mailings submitted with electronic documentation.

Mail Owners will only see results for mailpieces, handling units, and containers where they are identified as the mail owner. The Mail Owner view of the scorecard will allow an owner to see all of the mail they have produced at their own mailing locations internally or at each MSP location that mails a portion of their volume. Data reported on the Mailer Scorecard is available for 13 months.

Detailed definitions of each field in the Electronic Verification tab of the Mailer Scorecard are available in the **Guide to Intelligent Mail for Letters and Flats**.

Scorecard Tab	Content	Data Source	Data Availability	
			After Postage Statement Finalization	After Scan Sampling Event
Mailer Profile	Summary of Mailings for a month for eDoc and hardcopy Postage Statement Mailings.	eDoc submitted by Mailer	Data is available the next calendar day after the Statement is finalized	N/A
Electronic Verification (Full-Service)	Provides monthly results for Full-Service preparation requirements, and presort preparation requirements.	eDoc submitted by Mailer	Data is available three calendar days after the Statement is finalized	N/A
Electronic Verification (Move/Update)	Provides monthly results for Move/Update compliance.	eDoc submitted by Mailer	Data is available four calendar days after the Statement is finalized	Data is available three calendar days after the Event
eInduction	Provides an overview of the number of containers and validation errors, results of eInduction validations over a calendar month, and feedback on eInduction errors at the eDoc submitter CRID level.	eDoc submitted by Mailer, Intelligent Mail container barcodes and physical scans	Data is available the next calendar day after the Statement is finalized	Data is available the next calendar day
Seamless	Provides overview of the verification results (including any verifications that exceed thresholds) and feedback to eDoc Submitters and Mail Service Providers.	eDoc submitted by Mailer, MPE and physical scans	Data is available three calendar days after the Statement is finalized	Data is available three calendar days after the Event (Note: Undocumented is four calendar days)
SPM Exclusions	Provides a table that shows the Full-Service mailpieces that were excluded from measurement due to one or more issues. This table shows the possible preparation errors and their definitions, and can be filtered by mail product.	eDoc submitted by Mailer, MPE and physical scans	N/A	24-48 hrs after sample or MPE scan

Figure 3 – Mailer Scorecard Tabs

1. Volume Information: Provides the count of containers, handling units, and pieces that were provided in eDoc and included in the verification results on this tab.

2. Full-Service Verifications: These verifications compare the eDoc against the Full-Service preparation requirements for Full-Service mailings. For details, read the section in this document.

3. Move/Update Validation: This validation will replace the MERLIN Move/Update verification for mailers providing more than 75% of their volume as Full-Service. For details, read the **Move/Update Validation** section in this document.

4. Entry Point Validations: This validation checks the correctness of the Postal Service entry facility in the eDoc for mailers providing more than 75% of their volume as Full-Service. For details, read the Entry Point Validation and eDoc Nesting/Sortation Validation.

5. eDoc Nesting/Sortation Validations: This validation checks the presort preparation in the eDoc against active labeling lists and presort rules for mailers providing more than 75% of their volume as Full-Service. For details, read the Entry Point Validation and eDoc Nesting/Sortation Validation section in this document.

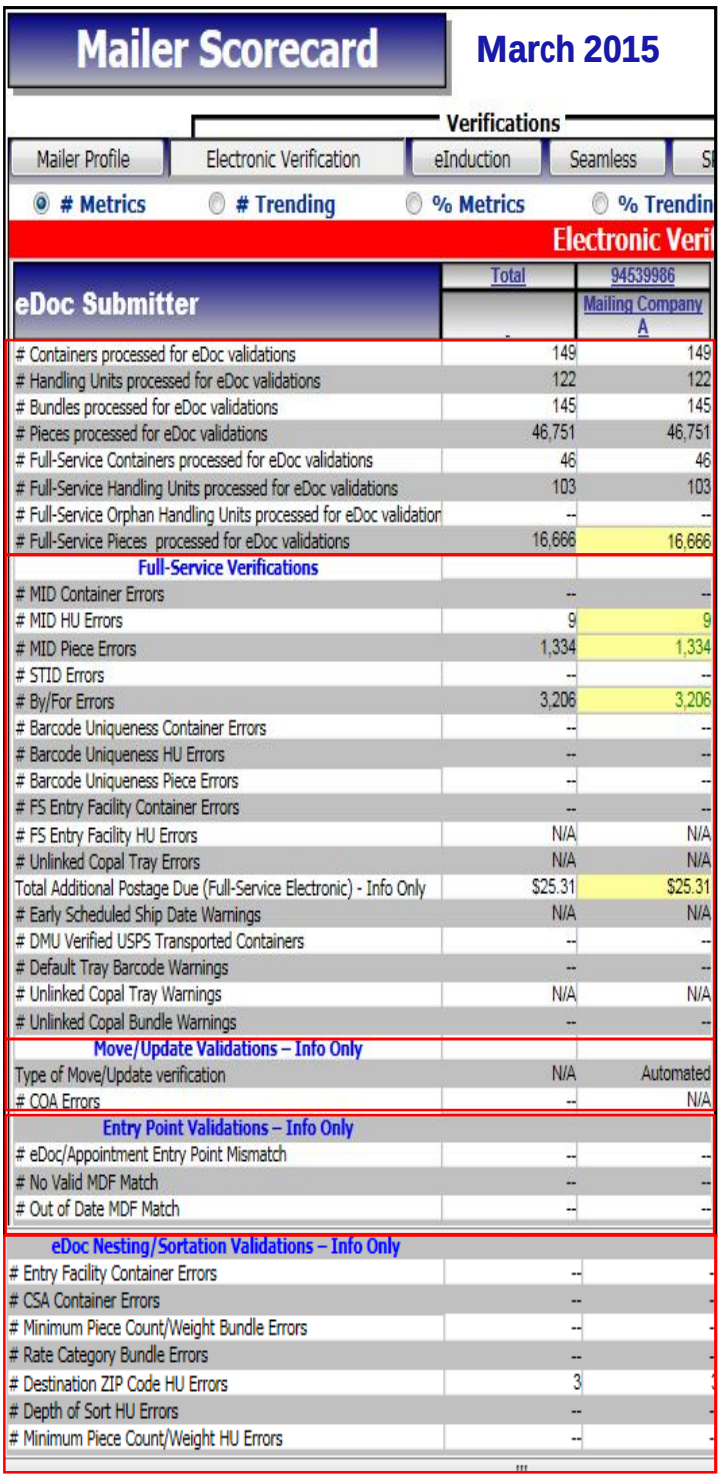


Figure 4 – Mailer Scorecard Electronic Verification

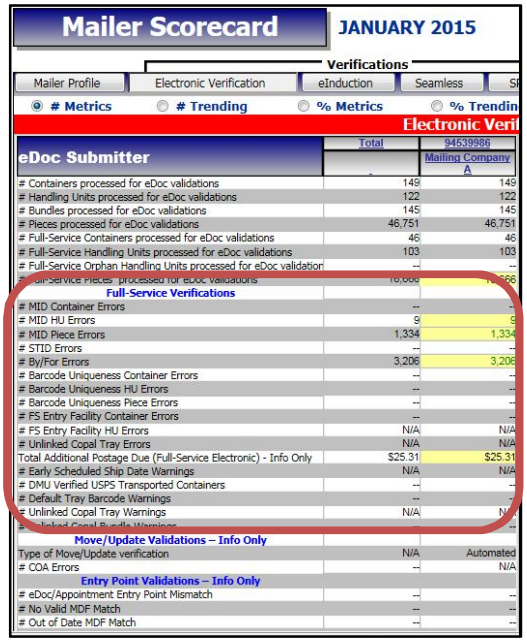
3.7. Full-Service Verifications

Full-Service Intelligent Mail provides automation prices for eligible classes and categories. Verifications will be performed at the time of eDoc upload to ensure that the full-service discounts claimed are valid. Errors will be logged against pieces that fail any of the validations listed below. The results of this verification process are aggregated over a calendar month and measured against established thresholds. Errors over the threshold will cause the removal of the Full-Service discount for the pieces in error. Errors under the threshold will not be assessed. For Full-Service eDoc verification, the full-service discount can only be removed once per piece (example, if a first-class piece has a STID error, a By/For error, and a barcode uniqueness the piece would only lose the discount once). Potential additional postage charges can be viewed throughout a calendar month on the Mailer Scorecard. Mailers will not be responsible for postage assessments on an exceeded threshold for any errors that were caused by a Postal Service system issue (e.g. a *PostalOne!* delay in posting submitted eDoc).
The following error types have been identified as being postage assessment eligible. The thresholds and a definition of each error are included in the table.

Error Type	Error Type	Threshold	Description
Valid MID	**Mailer ID (MID) Container**	2%	A MID Container error is logged when the Mailer ID in the Intelligent Mail container barcode was not assigned by the USPS, and is invalid, or cannot be found
	MID Handling Unit	2%	A MID Handling Unit error is logged when the Mailer ID in the Intelligent Mail tray barcode was not assigned by the USPS, and is invalid, or cannot be found
	MID Piece	2%	A MID Piece error is logged when the Mailer ID in the Intelligent Mail barcode was not assigned by the USPS, and is invalid, or cannot be found
Valid STID	**Service Type ID (STID)**	2%	A STID error is logged when the Service Type ID in the Intelligent Mail barcode is missing or not valid and correct for the class and service level of the mailpiece
By/For	**By/For**	5%*	A By/For error is logged when the mail owner and mail preparer are not identified and accurate in the eDoc • Do the mail owner and mail preparer identifiers (MID, CRID, or Permit) provided in the eDoc exist in USPS reference systems? • Is the mail owner also identified as the mail preparer within the same mailing? • Has the mail owner been identified as a mail preparer in another mailing in the past 90 days? ***A custom by/for threshold may be set for a mailer who accepts more than 5% of volume from small mailers presenting less than 5,000 pieces per day**
Unique Barcode	**Barcode Uniqueness-Container**	2%	A Barcode Uniqueness container error is logged when the Intelligent Mail container barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc
	Barcode Uniqueness-Handling Unit	2%	A Barcode Uniqueness Handling Unit error is logged when the Intelligent Mail tray barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc

Unique Barcode cont.	**Barcode Uniqueness - Piece**	2%	A Barcode Uniqueness Piece error is logged when the Intelligent Mail barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc Note: The MID, Serial Number, and Mail Class from the STID define a unique IMb. If the same MID and Serial Number are used on two mailpieces with two different STIDs that indicate the same class of mail (for example First-Class STIDs 314 and 320), those pieces will be flagged as non-unique.
Entry Facility	**Entry Facility Container**	2%	An Entry Facility Container is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of the container is not a valid Postal Service location in the Facility File of the Drop-Ship Product File
	Entry Facility Handling Unit	2%	An Entry Facility Handling Unit is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of a handling unit, without a container, not a valid Postal Service location in the Facility File of Drop-Ship Product File
Unlinked Copal	**Unlinked Copal**	5%	An Unlinked Copal error is logged when a tray/virtual sack is marked for copalletization at origin but no electronic documentation is submitted with the tray/virtual sack on a pallet This validation is logged against the handling unit (either tray or virtual sack) and is checked against the threshold by comparing the number of handling units with an unlinked copal error / total number of handling units. This was previously called an OCI error.

Figure 5 - Full-Service Thresholds



Full-Service Verifications		
# MID Container Errors	84	84
# MID HU Errors	12	12
# MID Piece Errors	84	84
# STID Errors	4	4
# By/For Errors	61	61
# Barcode Uniqueness Container Errors	4	4
# Barcode Uniqueness HU Errors	18	18
# Barcode Uniqueness Piece Errors	7	7
# Entry Facility Container Errors	1	1
# Entry Facility HU Errors	3	3
# Unlinked Copal Errors	4	4
Total Additional Postage Due (Full-Service Electronic) - Info Only	--	--

Figure 6 - Mailer Scorecard Full-Service Verifications

Beginning in November 2014, postage assessment (Invoice) reports are generated 10 days after the end of the month. This report evaluates the quality of all mailings submitted in the previous calendar month to determine if any thresholds were exceeded. Postage assessment reports are generated when a threshold is exceeded across all mailings submitted in the calendar month. Assessable errors are those in excess of any threshold. Errors within the allowed threshold will not be assessed. Errors over the threshold will cause the removal of the Full-Service discount for the pieces in error above the threshold. For Full-Service eDoc verification, the Full-Service discount can only be removed once per piece. The postage assessment calculations (invoice) generated are "For Review Only", based on the quality of the previous month's Full-Service mailings. The potential additional postage due can be viewed through a calendar month on the Mailer Scorecard, **Error! Reference source not found.**. Mailers should review the "For Review Only" assessments to identify any anomalies or questions.

The date that the Postal Service will begin charging mailers for the Full-Service discount amount for Full-Service verification failures over the threshold is TBD. **The thresholds and Full-Service electronic verifications were discussed earlier in this document and can be reviewed here:**

Figure 5 - Full-Service ThresholdsMailers will not be responsible for postage assessment based on an exceeded threshold for any errors that were caused by a Postal Service system issue (e.g. a *PostalOne!* delay in posting submitted eDoc).

If any additional postage is due an email is sent to the Verification Assessment Evaluator (VAE). The VAE is a role that can be requested in the Business Customer Gateway (BCG) for a specific mailer. The VAE is responsible for reviewing and paying any assessment due at the end of the calendar month. If no VAE has been established for a mailer, the email will be sent to the Business Service Administrator (BSA).

The VAE will log into *PostalOne!* to review the monthly postage assessment reported, if one was generated, as displayed in Figure 8 – Postage Assessment Summary – Full-Service. On the Summary Report, the VAE can choose whether to submit payment or dispute the charges through the review process. To start either activity, the VAE will click on the hyperlink in the Action column for each postage assessment report.

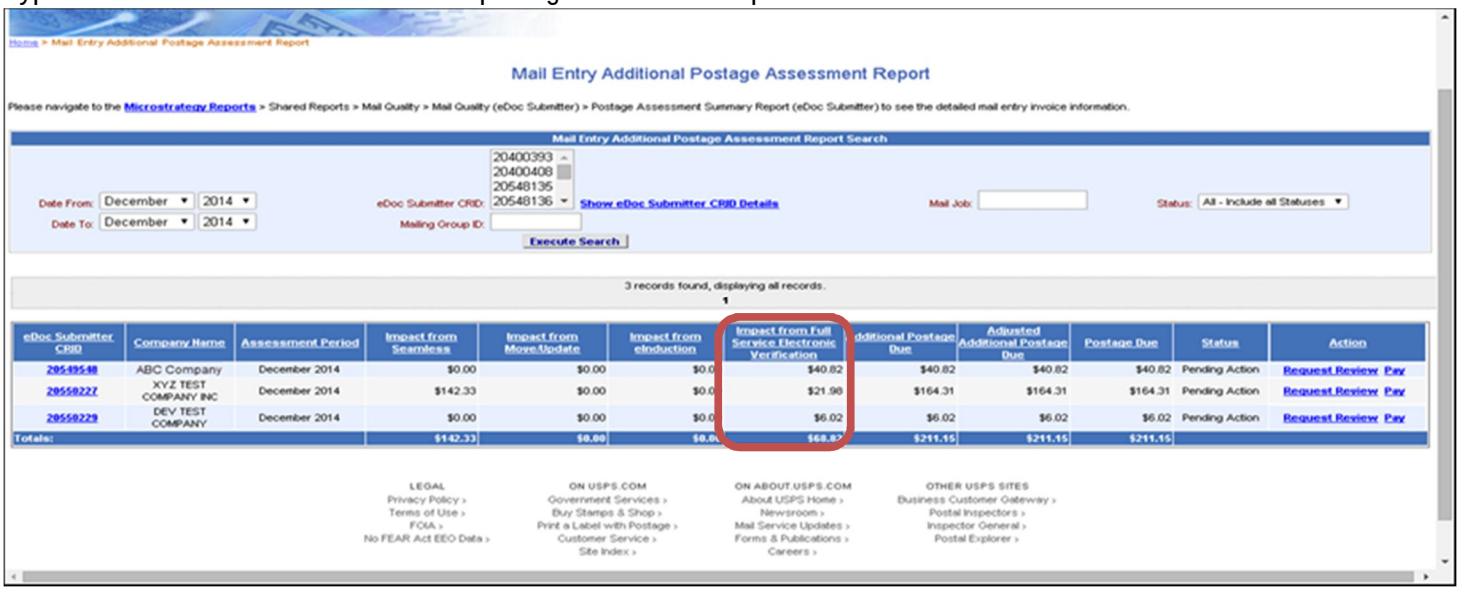


Figure 8 - Postage Assessment Summary - Full-Service

Mailers should review the Mailer Scorecard and associated detail reports. Any issues should be raised immediately to the *PostalOne!* Help Desk at (800) 522-9085 or Business Mail Entry (BME) employees. The Postal Service is working with a group of mailers from MTAC User Group 1 to validate the report content.

4. Move/Update Validation

The Move/Update standard requires that mailers utilize one of the Postal-approved methods to ensure that the addresses contained within a mailing list have been updated within 95 days prior to the mailing by comparing the address records on the mailing list against customer-filed change-of-address (COA) orders and making the necessary updates before mailing. Compliance with the Move/Update standard reduces the number of mailpieces that require forwarding or return-to-sender services.

The current Move/Update verification method is sample-based and measured on mailpieces verified through the MERLIN process. The Postal Service will transition to utilize Mail Processing Equipment scans and eDoc to measure Move/Update quality on all Basic-Service and Full-Service mailpieces claiming automation prices. Mailers will begin to see the results of this verification on their mailpieces in order to provide mailers the opportunity to start reviewing results and to make any necessary adjustments to avoid additional postage charges. The results are displayed for information only in the Mailer Scorecard on the Electronic Verification tab as shown in Figure 10 Mailer Scorecard/Move Update Validation. Mailers will continue to be assessed based on the current acceptance and verification procedures.

In January 2015, several Move/Update enhancements were made:

- Exclusion of Legal Restraint Authorized Mailers – Move/Update Compliance verifications exclude authorized Legal Restraint Mailers from receiving Move/Update Errors and being included in Move/Update Compliance calculations. The Move/Update postage assessment calculations were revised to exclude mailpieces from Legal Restraint Authorized Mailers at the CRID level of the authorized mail owner.

- Exclusion of Single-Piece Rate Mailpieces – Move/Update Compliance verifications were revised to exclude mailpieces when submitted documentation indicates that the piece was mailed at a rate that does not require Move Update compliance. Move/Update Error calculations validate the rate category of pieces and exclude those pieces paid at a single piece rate or other non-automation rate from receiving a Move/Update Error.

- Inclusion of Periodicals – Move/Update Compliance verifications were updated to include Periodical mailpieces in both the both logging of Move/Update errors and being factored into Move/Update Compliance Calculations.

The Postal Service will use the Move/Update quality based on the MPE and eDoc validation to calculate a postage assessment for all mailers who submit more than 75% of their eligible volume as Full-Service. This calculation is displayed for information purposes only and will not be calculated for mailers until they have passed the 75% threshold. The postage assessment amount will be displayed when applicable on the Electronic Verification tab of the Mailer Scorecard in **May 2015**. This information is "For Review Only."

Beginning in **May 2015**, mailers should begin reviewing the Mail Entry Postage Assessment (Invoice) reports which will include the "For Review Only" postage assessment calculation for Move/Update verification failures over the threshold. The potential additional postage due can be viewed throughout the calendar month on the Mailer Scorecard, Figure 4 Mailer Scorecard Electronic Verification, and may vary daily based on the current mail quality as new mailings are submitted and validated. Mailers should review the Mail Entry Postage Assessment reports generated monthly to identify any anomalies or questions. Any issues should be raised immediately to the *PostalOne!* Help Desk at (800) 522-9085 or Business Mail Entry employees.

Mailer Scorecard Error	Threshold	What is it?
Move/Update	0.8%	A Move/Update error is logged when the address on the mailpiece has not been updated due to a COA record where the more current of the COA Move Effective and COA Create date is between 95 days and 18 months of the postage statement finalization date.

Figure 9 - Move/Update Threshold

Electronic Change-of-Address records are created when the mailpiece is forwarded or identified as undeliverable-as-addressed (UAA) due to a change-of-address (COA). These electronic records include the COA effective date and date the COA was filed with the Postal Service. If the electronic COA was on file or effective between 95 days and 18 months prior to the postage statement finalization date, a COA error will be generated.

Results will be aggregated over a calendar month and measured against the established threshold. The Move/Update Threshold, Figure 9 - Move/Update Threshold, was defined as 0.8% based on a statistical analysis of available data. USPS will continue to monitor the Move/Update mail quality metrics across all Full-Service mailers and will re-evaluate the thresholds when adequate additional mail volume is available for further analysis.

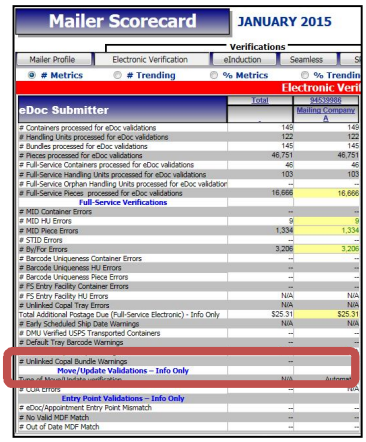


Figure 10 - Mailer Scorecard Move/Update Validation

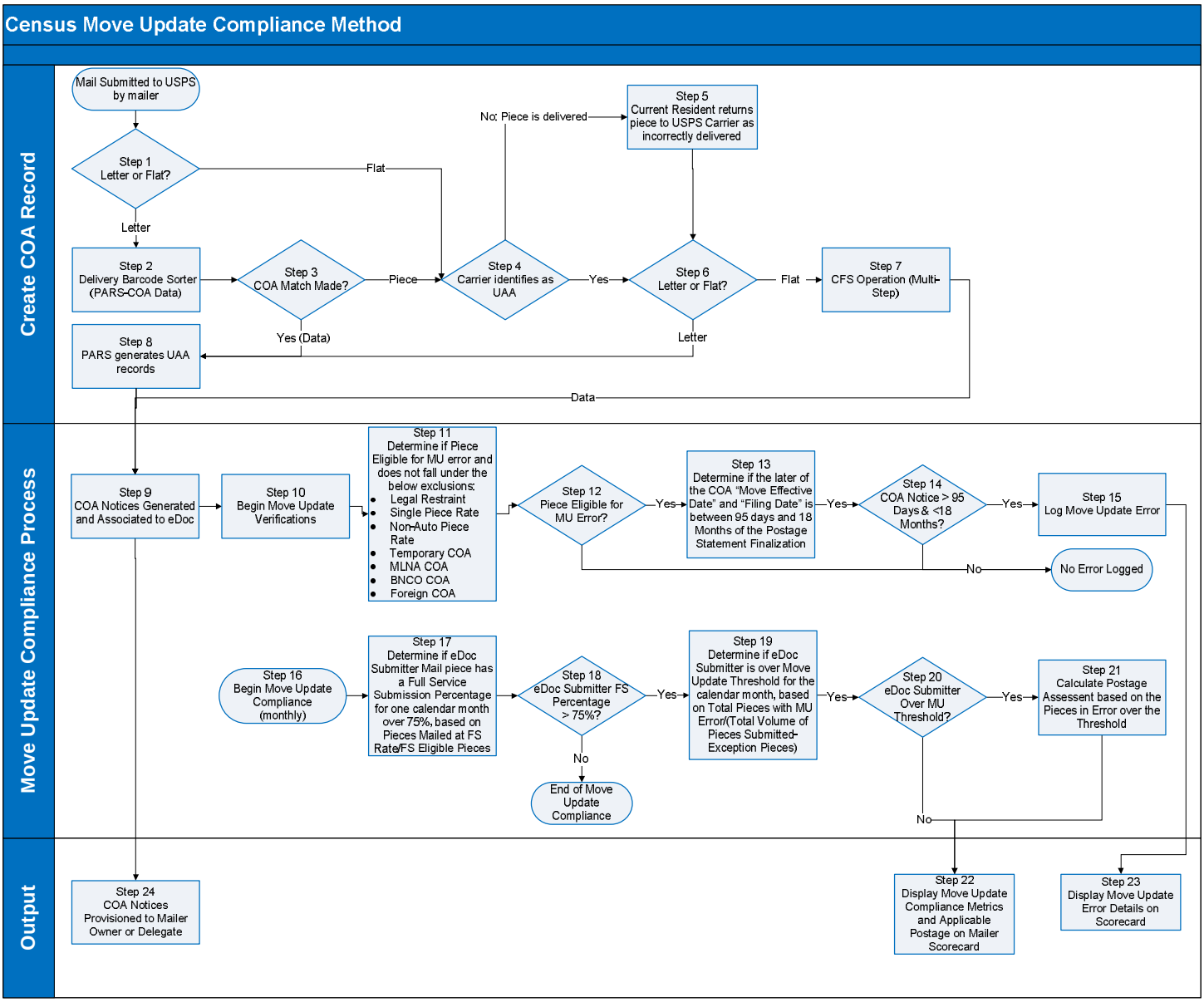


Figure 11 - Mailer Scorecard Move Update Process Flow

Step	Process Step Name	Description
1	Letter or Flat?	If the mail piece is a letter, proceed to Step 2. If the mail piece is a flat, proceed to Step 4.
2&3	Delivery Barcode Sorter (PARS-COA Data)	The letter is run through PARS Operation on MPE letters machine. ▪ If no COA is detected for the recipient and address on the mail piece, proceed to step 4 ▪ If a COA is detected for the recipient and address on the mail piece, the letter is labeled with a new IMb Code corresponding to the updated delivery zip code for the intended recipient. A COA record is created and the information (data) is passed to step 9. Proceed to Step 4.
4	Carrier identifies as UAA	Did the Carrier identify the mail piece as Undeliverable as Addressed (UAA)? If no, Carrier delivers the piece to the address - proceed to step 5. If yes, Carrier initiates UAA processes - proceed to step 6.
5	Current Resident returns UAA	The current resident identifies pieces as UAA. When the current resident returns those pieces to the Carrier, the Carrier initiates UAA processes – proceed to step 6.

6	Letter or Flat?	If the mail piece is a letter, proceed to Step 8. If the mail piece is a flat, proceed to Step 7.
7	CFS Operation (Multi-Step)	Flat is forwarded and electronic notification is generated through Computerized Forwarding System (CFS) Manual Processing
8	Pieces processed on PARS in Carrier mode	Using information from the Carrier, UAA reasons are determined and associated with the pieces. The letter is labeled based on the UAA reasons and requested handling. A record is created and the information (data) is passed to step 9.
9	COA Notices generated and associated to eDoc	Electronic COA notification generated and IMB Code on the mail piece is associated to eDoc.
10	Begin Move Update Verifications	Move Update Verification Process begins
11	Determine if Piece Eligible for MU error and does not fall under the below exclusions: •Legal Restraint •Single Piece Rate •Non-Auto Piece Rate •Temporary COA •MLNA COA •BNCO COA •Foreign COA	Determine if the piece falls under any of the following Move Update Exceptions: Mail Owner is Legal Restraint Enrolled; COA notification is Temporary Move, P.O. Box Closed No Forwarding, Moved Left No Address, or Foreign Address, the mail was paid for at the Single Piece Rate, or the mail was paid for at a non-auto piece rate.
12	Piece Eligible for MU Error?	If piece does not fall under any of the exception scenarios, proceed to Step 13. Otherwise, no error logged.
13	Determine if the later of the COA "Move Effective Date" and "Filing Date" is between 95 days and 18 Months of the Postage Statement Finalization	Determine if the later of the COA "Move Effective Date" and "Filing Date" is between 95 days and 18 Months of the Postage Statement Finalization.
14	COA > 95 Days and < 18 months?	If the later of the COA "Move Effective Date" and "Filing Date" is between 95 days and 18 Months of the Postage Statement Finalization, proceed to Step 15. Otherwise, no error logged.
15	Log Move Update Error	Move Update Error is Logged. Proceed to step 23.
16	Begin Move Update Compliance	Monthly, Move Update Compliance process / calculation begins.
17	Determine if eDoc Submitter Mail piece has a Full Service Submission Percentage for one calendar month over 75%, based on Pieces Mailed at FS Rate/FS Eligible Pieces	Determine if eDoc Submitter Mail piece has a Full Service Submission Percentage for one calendar month over 75%, based on based on the below equation $$FS\ Submission\ \% = \frac{Pieces\ Mailed\ at\ FS}{FS\ Eligible\ Pieces}$$
18	eDoc Submitter FS Percentage >75%?	If eDoc Submitter FS percentage >75%, then proceed to Step 19. Otherwise the Move Update Compliance Process Concludes.
19&20	eDoc Submitter Over MU Threshold	The percentage of Move Update errors is calculated for an eDoc Submitter over a calendar month, using the below equation: $$MU\ Error\ \% = \frac{MU\ Errors}{(Mailpiece\ volume - Exception\ pieces)}$$ Exception pieces include:

		• Legal Restraint • Single Piece Rate • Non-Auto Piece Rate If the eDoc Submitter is over the Move Update threshold, proceed to Step 21; if under threshold, proceed to Step 22.
21	Calculate Postage Assessment based on the Pieces in Error over the Threshold	Additional postage of the Move Update Assessment fee is due for the volume of Move Update Errors over the threshold.
22	Display Move Update Compliance Metrics and Applicable Postage on Mailer Scorecard	Total number of FS Piece with a Move Update Error, Total FS Pieces, Move Update Compliance Score, and Applicable Postage are displayed on the Mailer Scorecard.
23	Display Move Update Error Details on Scorecard	Pieces with Move Update Error and the respective associated COA Effective Date, Filing Date, and Postage Statement Finalization Date are displayed on the Mail Preparer and Mail Owner Scorecard
24	COA Notices Provisioned to Mailer Owner or Delegate	COA Notifications are provisioned to the Mail Owner or Delegate through Full Service, Single Source, OneCode, or Traditional ACS.

Figure 11b - Mailer Scorecard Move Update Process description

5. Entry Point Validation and eDoc Nesting/Sortation Validation

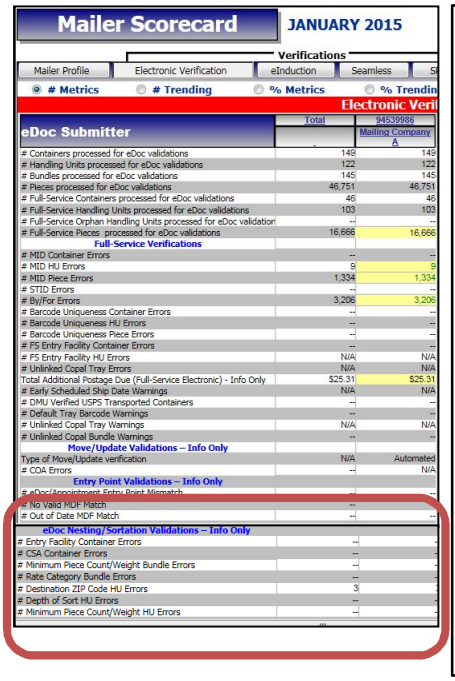
Currently, presort preparation is verified through a manual presort or MERLIN verification process. USPS has implemented automated functionality to check all eDoc against presort rules such as minimum piece counts and required sortation levels, active labeling lists, and the active Mail Direction File (MDF). There is no postage assessment impact from these validations at this time.

Mailer Scorecard Error	Threshold	What is it?
Entry Point Validation	TBD	Does the container's Entry Point for Entry Discount Facility on the eDoc match the Destination Facility on the FAST Appointment? Is the container's dropship location valid per the Mail Direction File?

Mailer Scorecard Error	Threshold	What is it?
eDoc Nesting/Sortation	TBD	Were the bundles, trays, sacks, or containers in the eDoc created as required by the active labeling lists in use on the mail induction date? This validation includes checks for use of active labeling lists, depth-of-sort, minimum piece counts and weights, and rates paid. In August these verifications addressed the following situations: • Exclusions for re-qualification when rate category code of the pieces nested inside are at a finer sortation level • Expansion of mailings evaluated to FSS preparation, Mail.XML, and co-palletized mailing. All errors logged will be included in an existing error category • Expansion of container and bundle types being evaluated to include FSS preparation rules. Confirmation that the active FSS labeling list was followed (L006), that FSS containers were created at 250 pounds of eligible mail (container depth-of-sort), that containers claiming an FSS entry location were prepared as FSS scheme containers, that FSS bundles were created when required and contain the minimum number of pieces.

Figure 12 - Entry Point and eDoc Nesting/Sortation Validation

Full-Service mailers are able to view the results of this verification on their mailpieces in order to provide mailers the opportunity to start reviewing results and to make any necessary adjustments to avoid additional postage charges. The results will be displayed in the Mailer Scorecard on the Electronic Verification tab as shown in Figure 13 Mailer Scorecard Entry Point and eDoc Nesting/Sortation Validation**.**



Entry Point Validations - Info Only		
# eDoc/Appointment Entry Point Mismatch	16	16
# No Valid MDF Match	7	7
# Out of Date MDF Match	38	38
eDoc Nesting/Sortation Validations - Info Only		
# eDoc Nesting/Sortation Container Errors	7	7
# eDoc Nesting/Sortation HU Errors	17	17
# eDoc Nesting/Sortation Piece Errors	4	4
# Labeling List Container Errors	3	3
# Labeling List HU Errors	5	5
# Labeling List Piece Errors	1	1
# Rate Category HU Errors	--	--
# Rate Category Piece Errors	--	--
# Destination ZIP Code HU Errors	--	--
# CIN Code HU Errors	2	2
# Depth of Sort HU Errors	3	3
# Depth of Sort Piece Errors	3	3
# Minimum Piece Count/Weight HU Errors	1	1
# Overflow HU Errors	1	1
# Entry Facility Container Errors	2	2
# Entry Facility HU Errors	3	3
# CSA Container Errors	2	2

Figure 13 - Mailer Scorecard Entry Point and eDoc Nesting/Sortation Validation

Mailers should review the Mailer Scorecard and associated detail reports to identify any anomalies or questions. Any issues should be raised immediately to the *PostalOne!* Help Desk or Business Mail Entry employees. The Postal Service will work with industry partners to validate the report. The Postal Service will establish a threshold based on the data quality seen from all participants prior to setting a date to begin postage assessment.

6. eInduction

6.1. Program Description

The electronic Induction (eInduction) process streamlines the preparation and induction of drop shipments and expedited plant load mailings. It leverages existing electronic documentation (eDoc), Intelligent Mail container barcodes (IMcb), and handheld scanner technologies to verify payment and preparation of commercial mail containers.

Participating mailers enjoy 3 key benefits:

1. **A streamlined mail induction process:** Increased use of data through eInduction speeds mail induction of containers. It enables quicker appointment processing in the Facility Access Shipment Tracking (FAST) systems, it eliminates the need for clerks to manually reconcile containers against paper documentation (PS Forms 8125 and 8017), and it provides 24/7 appointment resolution.
2. **A more accurate mail preparation process:** Electronic processes simplify mail preparation, improve accuracy, and reduce delays, errors, and the possibility of rejection of shipments by an entry facility. This greatly increases the likelihood of seamless induction into the mailstream and on-time delivery.
3. **A data-driven process enabling transparency and future improvements:** Improved reporting, coupled with scanning technologies deployed throughout the Postal Service network, enable an unprecedented level of visibility into the mailstream. Mailers have the tools to actively manage their accounts and understand what is happening to their mail at a container level.

eInduction also supports special mailing preparations and special mailers such as continuous mailers, Drop Ship Management (DSMS) Mailers, logical mailers, mailers using consolidators, and Seamless mailers. In addition, eInduction allows consolidators and transportation companies to upgrade non-eInduction containers to eInduction, it supports continuous mailing sites, and in the analogous event that a container is shipped to a wrong facility and offloaded, it provides mailers with the ability to set an indicator to accept this misshipped container, with the potential for additional postage assessment for the misshipped accepted containers. For more information, reference the Guide to eInduction.

6.2. Scan-Based Induction at SV and non-SV Sites

eInduction Process at a High-Level

Mailers receive destination entry discounts when they bypass mail processing by drop-shipping mailings closer to the final destination. From a mailer perspective, the mail preparation process is the same, regardless of drop ship location type. Before this process is outlined however, it is important to highlight that there are two distinctions in the type of scan based induction occurring at USPS sites.

Scan-Based Induction at SV Sites

USPS eInduction sites equipped with Surface Visibility (SV) scanning technology download information on expected containers from *PostalOne*! upon acceptance. *PostalOne*! is the information management system that provides an electronic linkage between a customer's mailing information and the Postal Service's business mail acceptance and induction processes. It produces postage statements and supporting documentation. As a result of the scanner and management system's relationship, mailers can measure the accuracy of their mail preparation and whether the number of actual containers matches the number of containers scheduled - all in real-time.

(6/15/15) **Note: The SV process relies on the transfer of information contained in the electronic documentation to the SV scanning systems. If a postage statement is reversed while the associated containers are being entered at a destination facility the transfer of data is broken. This could result in containers being held at the destination facility. If a postage statement needs to be reversed and re-submitted it is strongly recommended that mailers find a 2 hour window where containers are not being entered before reversing and resubmitting the postage statement.**

Scan-Based Induction at non-SV Sites

The Postal Service improved the induction process for mailers who enter containers at Postal Facilities **without** Surface Visibility (non-SV sites). This includes processing facilities, hubs, and delivery units. As a result, all Postal drop-shipment facilities have scan capability to collect barcode scans, appointment ID's, and container count data from mailings. The induction process uses updated Intelligent Mail Data Acquisition System (IMDAS) software, enabling the Postal Service to accept mail through eInduction and to perform verifications post-induction. eInduction mailers must continue to schedule appointments through FAST for drops at both SV and non-SV Network Distribution Centers (NDCs), Sectional Center Facilities (SCFs), and Area Distribution Centers (ADCs). However, the changes eliminate the requirement for mailers to associate containers (content) to a specific Appointment ID in FAST. Mailers dropping at non-SV sites will be able to view metrics and measure mail preparation accuracy through USPS's online reporting tools.

These ensuing steps provide a high-level view of a typical eInduction process, and provide high-level actions mailers must follow to be eligible to participate in eInduction. Mailers should communicate with their software providers to ensure the provider supports eInduction mailings. For Mail Owners using logistics providers and consolidators, mailers should ensure both parties are in sync prior to going live with eInduction.

Pre-Induction:

1. Ensure mailings are eligible for eInduction based on eligible rate, processing categories, container types, and facility types.
2. Prepare mail with Intelligent Mail Container barcodes (IMcb) that are unique and not reused for at least 45 days. Affix the barcodes to all eInduction containers in accordance with the Domestic Mail Manual (DMM), and if applicable, the mailers active Customer/Supplier Agreement (CSA).
3. Notify the Postal Service when the preceding steps have been completed and identify Customer Registration ID's (CRID) to be activated for eInduction. Follow the eInduction Mailer Onboarding process
4. Mailers dropping at both SV and non-SV network USPS Processing Facilities and Hubs must schedule appointments through the Facility Access Shipment Tracking (FAST) online system. Mailers dropping at destination delivery units (DDUs) do not schedule appointments. Mailers are no longer required to associate containers (content) to a specific Appointment ID in FAST.
5. Mailers must flag (identify) their containers as eInduction in Mail.dat, Mail.XML or Postal Wizard (PW) and submit the electronic document (eDoc) to upload into *PostalOne!*.
6. The eInduction module in *PostalOne!* creates container records and automatically transmits these records to the SV and FAST systems.

Induction:

7. Mailers take containers to the destination facility based on the FAST appointment or to the destination delivery unit (DDU). When the containers arrive at a Postal facility:
    a. **With** SV capability, SV scanners interact with the 45-day unique Intelligent Mail container barcodes on the containers to verify payment status and induction location.
    b. **Without** SV scanners (non-SV sites), the Postal Service acceptance employees use an IMDAS scanner to scan the Intelligent Mail Container Barcode and collect appointment data (processing facility or hub only). No validations take place at the entry point at Non-SV locations.

Post-Induction:

8. Once inducted, SV and Non-SV scanned information is uploaded into the Postal Service's information management systems. Additional validations detect the presence of duplicate barcodes and measure whether the containers are entitled to the claimed entry point discount level. For containers inducted at a Non-SV facility, all verifications occur post-induction. These verifications include (Extra) Undocumented, Payment, Duplicate, Misshipped, Entry Point Discount (EPD) and Zone Discount (Periodicals and BPM Only).
9. Throughout the eInduction process, real-time reporting informs the mailer through payment, induction, and delivery notifications. *PostalOne*! reports summarize eInduction activity, allowing mailers to track the real time status of their eInduction containers. MicroStrategy reports summarize eInduction performance history, allowing mailers to view trending and error information on mailings within 48-hours of container induction.

The following rate classes/processing categories/container types are eligible for eInduction. They are processed through Mail.XML, Mail.dat and Postal Wizard, which is explained in the Electronic Mail Preparation section.

Rate Class	Valid Processing Categories
First Class	Letters, Flats, Cards
Periodicals	Letters, Flats
Standard (inc. Non-Profit)	Letters, Flats
Bound Printed Matter **BPM**	Flats, Parcels
Packages	
Mailing types not eligible for eInduction include Parcel mailings or mailings with Express Mail, Priority Mail, Package Select, Media Mail, Library Mail, or Parcel Return Service rate class.	

Eligible Container Types
P-Pallet, M-Logical Pallet, H-Hamper (Large Canvas), A-Hamper (Large Plastic), G-PMC, D-ERMC, R-Wire Container (Rigid), C-Collapsible Wire Container, Z-User Pallet, AB-Air Boxes
Loose sacks or trays are not permitted

Figure 14: Valid Class, Processing Categories, and Container Types

Entry Point Facility Type Considerations:

- The entry location has to be correct per the Mail Direction File
- With multiple facilities at same address---use the locale key that is correct for the entry discount claimed
- Plants, NDCs, Annex, Delivery Unit Unites (DDUs), Service HUBS are permitted
- Origin and destination entry shipments are eligible
- Mail verified at a BMEU is only eligible when entered at another facility
- eInduction is not supported at Air Facilities, or non-Postal facilities

6.3. eInduction Verifications

Through eInduction, the Postal Service has a process to measure the quality and accuracy of drop-shipment preparation. At a high-level, *PostalOne!* compares scans collected at the point of induction to information submitted in the eDoc. The system performs six verifications:

Error Type	Mailer Contact Threshold	Egregious Threshold	What is it?
(Extra) Undocumented	0.00%	0.00%	An Undocumented error is logged when a scanned Intelligent Mail container barcode (IMcb) is not in any eDoc. Mailers have 10 day grace period to upload the eDoc after container is scanned. No additional verifications are performed on Undocumented containers.
Payment	0.00%	0.00%	A Payment error is logged when the postage statements

			for a scanned container are not in a finalized (FIN) or finalized pending payment (FPP) status.
Duplicate	0.17%	0.33%	A Duplicate error is logged when the same IMcb is used on two or more containers within 45 days of the eDoc Postage Statement Mailing Date. An error is logged for the second and any subsequent containers received on different appointments.
Misshipped	1.05%	2.00%	A Misshipped error is logged when the container is scanned at an incorrect entry location, per the Mail Direction File. The correct entry location is based on the Container Destination ZIP and container-level entry facility type provided in the eDoc. Misshipped errors are only logged on containers that claim a destination entry discount.
Entry Point Discount (EPD)	TBD	TBD	An Entry Point Discount error is logged when one or more pieces on a container claim an entry discount level that is not available at the location where the container was entered. The Mail Direction File defines the available entry discount levels for each entry location. EPD errors are only logged on containers that claim a destination entry discount.
Zone Discount (Periodicals and BPM Only)	0.01%	0.02%	A Zone error is logged when one or more pieces on a container claim a lower entry Zone than the Zone calculated between the location where the container was entered and the destination from the eDoc. Zones are defined using the USPS Zone chart. Zone errors are only logged on containers that claim a zone discount.

Figure 15 - eInduction Verification

The Postal Service measures mailer performance against the above verification and compares mailer quality data thresholds as shown in **Figure 16 – eInduction Thresholds**

The results of this verification process are aggregated over a one-month period and measured against established thresholds.

Error Type	Mailer Contact Threshold	Egregious Threshold	Additional Postage Assessment
Extra (Undocumented)	0.00%	0.00%	Containers not associated to an eDoc will be assessed the 30-day average postage for containers mailed by the eDoc submitter CRID. Mailers fully participating in Seamless Acceptance are not invoiced for payment errors on containers. These containers still show as unpaid in reporting; no dollar calculation or counted against threshold.
Payment	0.00%	0.00%	Containers associated to an eDoc, but without proof of payment, will be assessed the applicable postage from eDoc, or if that is unavailable, the 30-day average postage for containers mailed by the eDoc submitter CRID. Mailers fully participating in Seamless Acceptance are not invoiced for payment errors on containers. These containers still show as unpaid in reporting; no dollar calculation or counted against threshold.
Duplicate	0.17%	0.33%	Containers that are duplicate will be assessed the postage paid for the original instance of the duplicate container to all subsequent duplicates.
Misshipped	1.05%	2.00%	Containers with a misshipped error will be assessed the difference between the origin entry rate and the original drop-ship discount provided.
Entry Point Discount (EPD)	TBD	TBD	Containers with an EPD error will be assessed the difference between the deepest Entry Discount claimed on a scanned and accepted container and the actual entry location, Mail Class, and Processing Category. Validation is being developed.
Zone Discount (Periodicals and BPM Only)	0.01%	0.02%	Containers with a zone error will be assessed the difference between the actual zone and eDoc zone.

Figure 16 – eInduction Thresholds

When a container is found to be misshipped, an EPD validation is not performed. Misshipped takes precedence to EPD, and ensures Mailers are not assessed for the same container error

If the percentage of containers in error exceeds the egregious threshold for a given verification, the Postal Service will charge additional postage on containers in excess of the threshold. While automated assessments are not being generated at this time and are displayed as "information only," additional postage is currently being assessed manually for errors above the egregious threshold if no additional documentation can be provided to support the issue. The postage assessment process will be identical to that described in the Full-Service section.

6.4. eInduction Reporting

To enable participants to better manage and track eInduction mailings, the Postal Service has created reports available through either *PostalOne!* and MicroStrategy:

- *PostalOne!* eInduction reports provide real time status on eInduction containers, allowing mailers to track the status of a container before and after induction at a Postal Service facility. These reports allow mailers to check the payment status of a container before arrival at the entry facility. Post-induction, *PostalOne!* provides container level delivery and acceptance status. These reports are used when looking for information on a specific container, mailing, or appointment.
- MicroStrategy reports summarize eInduction history, allowing a summary of the entire calendar month, trending reports, and detailed error information. This information is available within 48-hours of container induction. MicroStrategy reports must be used to identify if a mailer is exceeding a threshold or to view additional postage due through a month. The MicroStrategy reports show data across all mailings for a CRID. The Mailer Scorecard is a MicroStrategy report.

PostalOne! Reports: Shipping Summary

The Shipping Summary report, Figure 17 - Shipping Summary Report, is available on the *PostalOne!* dashboard after the eDoc has been uploaded. The report displays the validation status of the container information uploaded and may be used to confirm the containers are ready for induction. The report also provides proof of delivery and post-induction validation status at the container level.

Improvements were made to the Shipping Summary report in both the quality and presentation of eInduction container data to correct defects with the display of container counts and container status. The job summary report header displays correct eInduction container count and non-eInduction container count. The container detail section of the reports group by destination entry point and allow drills to the containers planned or entered at the entry point.

Planned Appointment Summary

Appointment Number:		Total Containers:		Scheduled Arrival Date/Time:	
Origin Plant Location:		Destination Entry Location:		eInduction Percentage:	
		USPS Transported Containers:		eInduction Containers:	

Induction Appointment Summary

Entry Office:		Total Containers:		Arrival Date/Time:	
Transport Company:				Started Unload:	
USPS Receiving Employee:				Ended Unload:	
Mail Expeditor/Closer Clerk ID:		Shipment Status:		Departure Date/Time:	

Job Summary Information

Job ID:	CMAT9875	Mailing Group ID:	60424378	Class:	2
Job Name:	Full maildat: QG413K	Process Cat:	FL	Total Pieces:	1,211
Mail Preparer:	QUAD DIRECT	Destination Locale Key:	W12399	Total Weight:	360
		Destination Zip Code:	Multiple	Total Container Count:	5
Postage Statement Mailing Date:	03/10/2014	USPS Transported Containers:	5	eInduction Containers:	5

Shipment Results

Scheduled Containers:	5			Containers Scanned:	0
Missing Containers:	5	Returned Containers:	0	Extra Containers:	0

Pre-Induction State	Container Barcode ID	Destination Facility	Destination Locale Key	Rate Level	Continuous Mailer	In Home Date	Start the Clock Date	Unload Status	Date/Time Unloaded	Multi-stop Misship Override	Induction	Problem Description	Problem Resolution
AV P Z	99M9000027410003636 38	53072 (530)	W12399	AH									
AV P	99M9000027410003636 39	53027 (530)	W12399	AH									
AV P Z LB	99M9000027410003636 40	53027 (605)	W12399	AB									
AV P Z	99M9000027410003636 41	53027 (980)	W12399	Z									
AV P LB	99M9000027410003636 42	53027 (605)	W12399	AB									

Page 1 of 1

Figure 17 - Shipping Summary Report

PostalOne! Reports: Quick Status Report

The Postal Service created a Quick Status Report, which is a snapshot of the Shipping Summary Report. The report provides real-time payment status and induction status of all eInduction and non-eInduction containers for up to 30 IMcb within a 30 day window. The report also provides pre-induction and scanned information on eInduction containers. Mailers are able to search for containers regardless of eInduction status.

As shown in the figure below, the Quick Status Report provides a status of:

- Release
- Scan date/time
- Scan facility Unload
- Induction

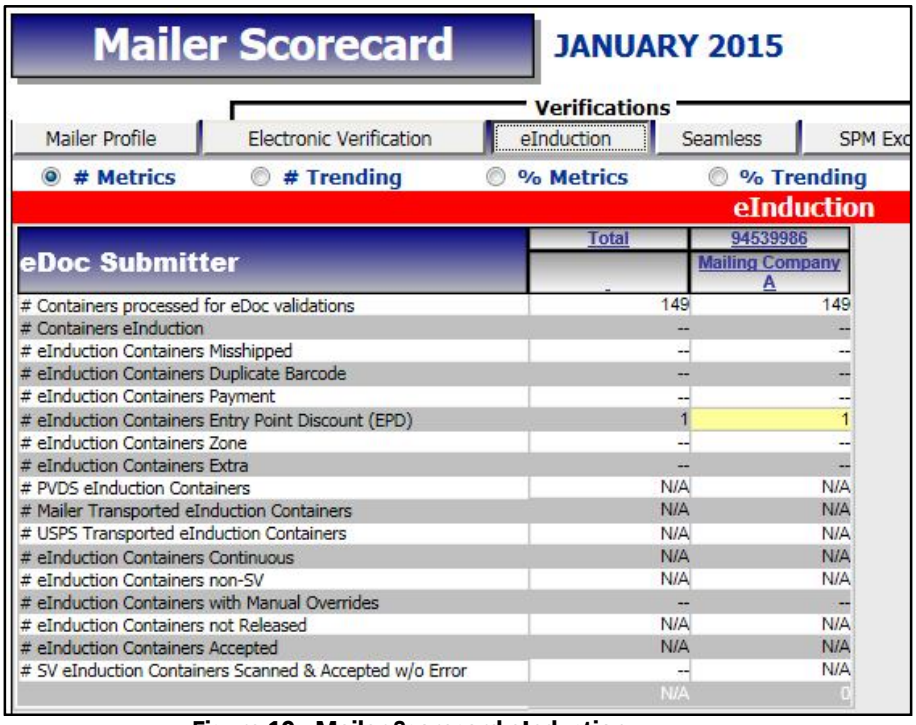
IMcb	Postage Statement Mailing Date	Release Status	Scan Date/Time	Scan Facility	Unload Status	Induction Status
99M----------001	7/26/2014	Payment	None	None	None	None
99M----------002	7/26/2014	Cleared	1000 7/29/2014	Dulles-X29745	Expected	Accepted
99M----------003	7/26/2014	Payment	1001 7/29/2014	Dulles-X29745	Not-Expected	Rejected
99M----------004	7/26/2014	Planned Entry Point	1230 7/29/2014	Suncoast-007646	misshipped	Rejected
99M----------005	7/26/2014	Non-SV	1300 7/29/2104	Tucson-Z10944	None	Accepted
99M----------006	7/26/2014	Continuous	1300 7/29/2014	Dulles-X29745	Expected	Accepted
99M----------007	7/26/2014	Entry Point Discount	1300 7/29/2014	Dulles-X29745	Expected	Accepted
99M----------007	*Intelligent Mail Container Barcode has not been identified for eInduction in eDoc. Please check that barcode is included in the eDoc file and the eInduction Indicator = "Y".*					

Figure 18 – Quick Status Report

MicroStrategy Reports: Mailer Scorecard

The Mailer Scorecard (Figure 19 - Mailer Scorecard eInduction) provides a dashboard view of the results of the eInduction verification over a calendar month. The eInduction tab within the Mailer Scorecard provides an overview of the number of containers on eInduction and the number of eInduction validation errors.

The Mailer Scorecard is available for both eDoc Submitters (Mail Preparers) and Mail Owners. Mail Owners will only see eInduction verification results for containers where they have pieces in which they are identified as the mail owner. The definition of each field on the Mailer Scorecard can be found in the Guide to eInduction and the Guide to the Mailer Scorecard.



eDoc Submitter	Total	94539986 Mailing Company A
# Containers processed for eDoc validations	149	149
# Containers eInduction	--	--
# eInduction Containers Misshipped	--	--
# eInduction Containers Duplicate Barcode	--	--
# eInduction Containers Payment	--	--
# eInduction Containers Entry Point Discount (EPD)	1	1
# eInduction Containers Zone	--	--
# eInduction Containers Extra	--	--
# PVDS eInduction Containers	N/A	N/A
# Mailer Transported eInduction Containers	N/A	N/A
# USPS Transported eInduction Containers	N/A	N/A
# eInduction Containers Continuous	N/A	N/A
# eInduction Containers non-SV	N/A	N/A
# eInduction Containers with Manual Overrides	--	--
# eInduction Containers not Released	N/A	N/A
# eInduction Containers Accepted	N/A	N/A
# SV eInduction Containers Scanned & Accepted w/o Error	--	N/A
	N/A	0

Figure 19 - Mailer Scorecard eInduction

MicroStrategy Reports: Errors by Transportation Carrier Report

The Postal Service created the Errors by Transportation Carrier Report, which displays eInduction Misshipped errors, errors broken out by individual jobs, and transportation carrier CRIDs and appointment scheduler CRIDs. An eDoc submitter can view container errors for all Transportation carrier CRIDs and Appointment scheduler CRIDs. Transportation carriers and appointment schedulers can only view container errors for what they delivered.

The report shows, as seen in the figure below,

- Container errors for the CRIDs of the transportation carrier and appointment scheduler that delivered the eDoc submitter's containers

Click on "Error Type" and "Error Code" to drill-down and access more information

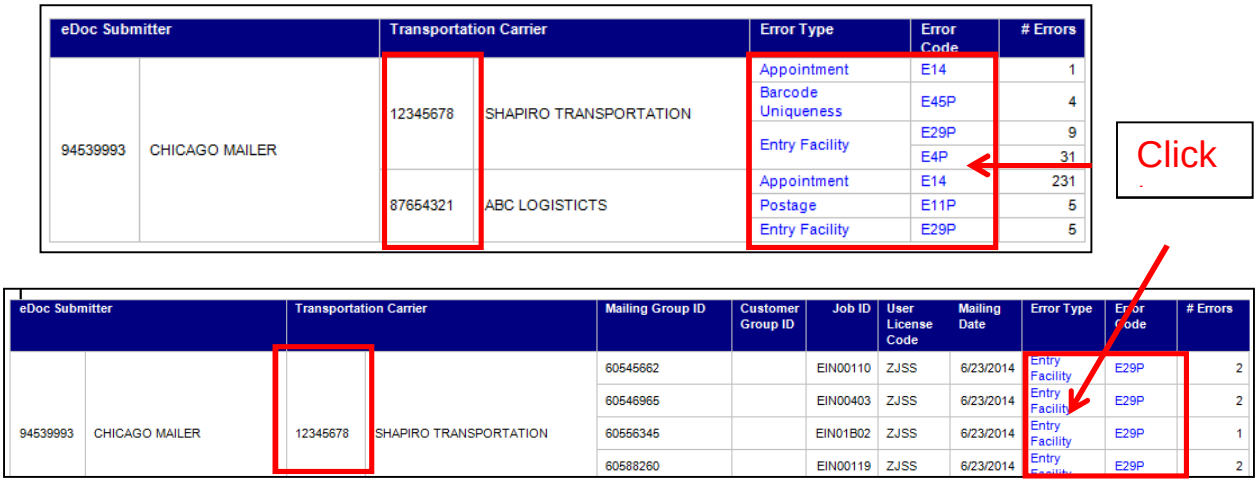


Figure 20 – Errors by Transportation Carrier Report Results

7. Seamless Acceptance

7.1. Program Description

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. The results of the Seamless Acceptance verification process are displayed in the Mailer Scorecard under the Seamless Tab and are aggregated over a one-month period for measurement against established thresholds (see Section 5.5 Seamless Acceptance Verifications). Individual mail preparation errors will not trigger a penalty by the Postal Service. Mail preparation errors will be gathered over a calendar month and compared to thresholds.

The trend-based reporting will be accessible both by the mailers and Postal Service to correct mail quality issues.

7.2. 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.

7.3. 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.

7.4. Seamless Acceptance Verifications

Mail is verified by reviewing data within the eDoc (noted as eDoc on the scorecard), the comparison of eDoc to MPE scans (noted as MPE on the scorecard), and the comparison of eDoc to scans from sampling (noted as sampling on the scorecard). These three verification types provide a complete view of mail preparation. Each of the major error categories is described in

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.
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 21 - Seamless Acceptance Verification

The Postal Service has established two mail quality thresholds for each of the Seamless Acceptance verifications: the Mailer Contact threshold and the Egregious threshold (Figure 22 - Seamless Acceptance Thresholds). 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 guide posted at RIBBS.usps.gov

In **May 2015**, postage assessment calculations will be generated, "For Review Only", based on the quality of the May Seamless Acceptance mailings. Automatic postage assessments for Seamless Acceptance participants that exceed the mailer contact threshold(s) is TBD. Seamless Parallel participants will continue to be assessed based on the traditional acceptance and verification procedures.

Postage Assessment reports will be generated for Seamless Acceptance mailers 10 days after the end of the month. An email is sent to the Verification Assessment Evaluator (VAE) upon generation of the postage assessment report. Mailers have an opportunity to submit payment or dispute the additional postage charges through the postage assessment review process. Details on the information that should be provided when disputing postage assessment report are included in the **Guide to Postage Assessments**.

7.5. Seamless Acceptance Thresholds

Verification	Mailer Contact Threshold	Egregious Threshold	Postage Assessment
Undocumented	0.3%*	0.3%*	Average Postage Rate for a month multiplied by total undocumented pieces for those pieces that exceed the threshold. Postage Rate is calculated as the average rate by mail class (determined by STID of IMb) for the assessment month.
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 (Sampling)			
Weight (Sampling)			
Mail Characteristic (Sampling)	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.

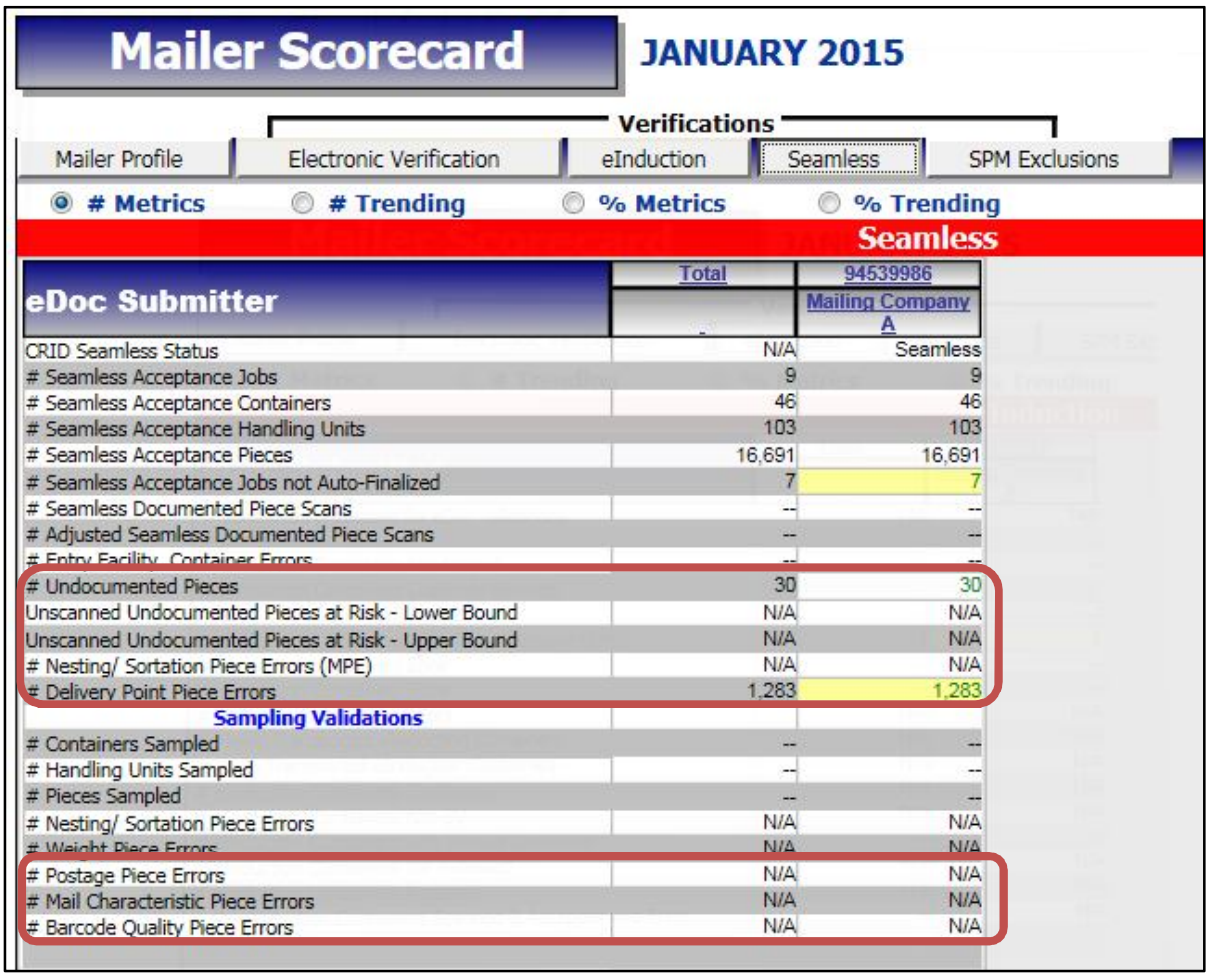
Verification	Mailer Contact Threshold	Egregious Threshold	Postage Assessment
Barcode Quality (Sampling)	N/A	PAF 1.05	This error is included in the Barcode Quality Postage Adjustment Factor (PAF). The Barcode Quality PAF is the ratio of postage which should have been paid for all sampled mailpieces, taking 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 22 - Seamless Acceptance Thresholds

*Beginning July 2015 data, the undocumented threshold for all Seamless mailers was reduced to 0.3% from 0.5%

The Mailer Scorecard includes a "Seamless" tab which provides a dashboard view of the results of the Seamless Acceptance verification, from eDoc, manual sampling, and census verification, over a calendar month. The scorecard provides aggregated results and an evaluation of whether any verification problems exceed an allowable threshold.

Beginning in May 2015, the Seamless Acceptance tab was made available to mail owners.



Mailer Scorecard JANUARY 2015

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless | SPM Exclusions

Metrics | # Trending | % Metrics | % Trending

Seamless

eDoc Submitter	Total	94539986 Mailing Company A
CRID Seamless Status	N/A	Seamless
# Seamless Acceptance Jobs	9	9
# Seamless Acceptance Containers	46	46
# Seamless Acceptance Handling Units	103	103
# Seamless Acceptance Pieces	16,691	16,691
# Seamless Acceptance Jobs not Auto-Finalized	7	7
# Seamless Documented Piece Scans	--	--
# Adjusted Seamless Documented Piece Scans	--	--
# Entry Facility Container Errors	--	--
# Undocumented Pieces	30	30
Unscanned Undocumented Pieces at Risk - Lower Bound	N/A	N/A
Unscanned Undocumented Pieces at Risk - Upper Bound	N/A	N/A
# Nesting/ Sortation Piece Errors (MPE)	N/A	N/A
# Delivery Point Piece Errors	1,283	1,283
Sampling Validations		
# Containers Sampled	--	--
# Handling Units Sampled	--	--
# Pieces Sampled	--	--
# Nesting/ Sortation Piece Errors	N/A	N/A
# Weight Piece Errors	N/A	N/A
# Postage Piece Errors	N/A	N/A
# Mail Characteristic Piece Errors	N/A	N/A
# Barcode Quality Piece Errors	N/A	N/A

Figure 23 - Mailer Scorecard Seamless Acceptance

Mailers should review the Mailer Scorecard and associated detail reports to identify any anomalies or questions. Any issues should be raised immediately to the PostalOne! Help Desk or Business Mail Entry employees.

7.6. 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

1. Make adjustments to mailer process to include these pieces in electronic documentation, if possible
2. Mailer provides the reasons why barcoded pieces cannot be included in electronic documentation
3. Mailer must create a process to identify the number of pieces that are barcoded, but not included in eDoc
4. USPS will validate the process used to provide the piece count
    a. Validation will include USPS personnel working with the mailer to:
        i. USPS will provide a test sample of physical pieces
        ii. USPS will observe the process to count the barcoded pieces that are not in eDoc
        iii. USPS will confirm that the mailer-provided count is accurate
8. When the process is validated and the mailer has transitioned from Seamless Parallel to Seamless Acceptance –
9. 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.
10. 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.
- In August 2014, logic 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). In some cases undocumented mailpieces may be reassigned to an MSP using this logic.

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.

8. Inkjet Reorders

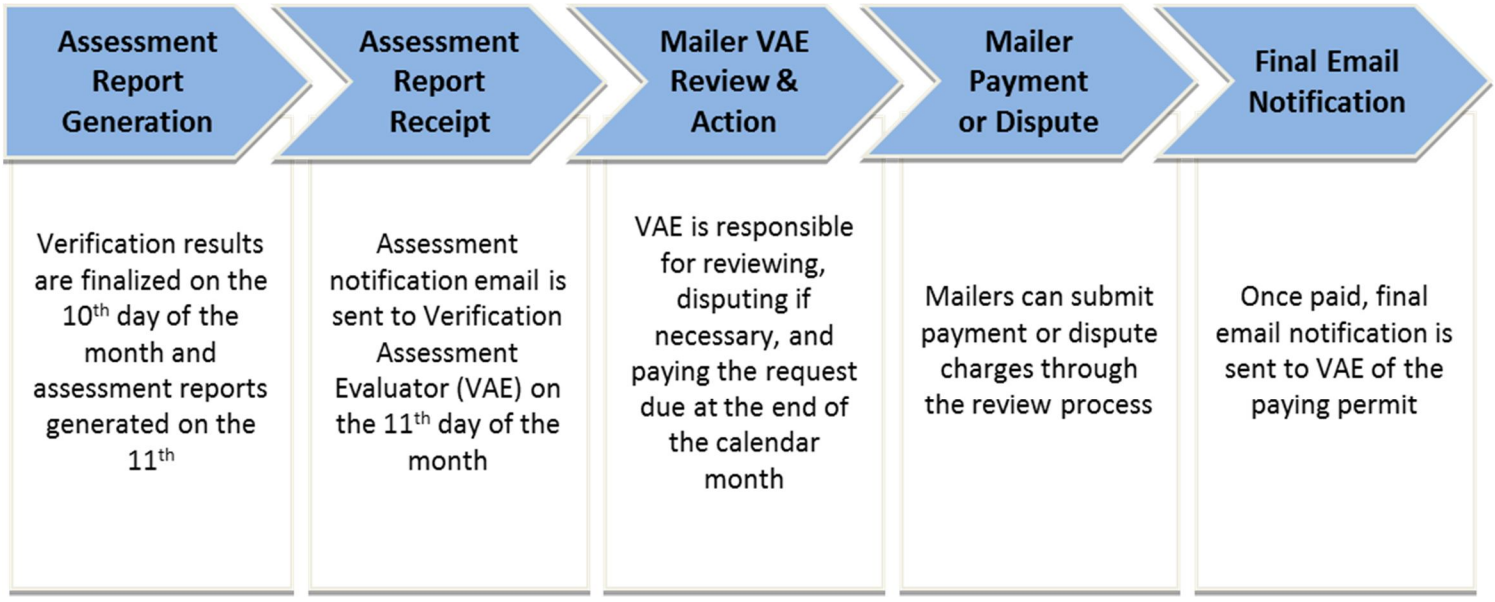
Mailers who participate in Seamless Acceptance are required to utilize reorder capabilities in the systems used to produce mailpieces. This allows the system to replace a defective mail-piece with a reorder, or replacement, during the production process. Reorders that are generated too late in the production 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.

9. Postage Assessment

9.1. Introduction

The Postal Service has five key initiatives, listed on the preceding pages, to streamline the acceptance, induction, and verification of commercial mailings that may result in a postage assessment: Full-Service Intelligent Mail, Move/Update, eInduction, and Seamless Acceptance. Each of these initiatives evaluates mail quality and mail preparation against established thresholds. This document outlines the process of automated postage assessment when a threshold is exceeded. For more information, reference the Guide to Postage Assessment.

9.2. Process Overview



Postage Assessment reports are generated at the eDoc submitter CRID level on the 11th day of the month and an email is sent to mailers' self-appointed Verification Assessment Evaluator (VAE) upon assessment of postage. If the mailer does not designate a VAE, the Business Service Administrator (BSA) defaults to having the VAE responsibilities. The first user to request a service for a location becomes the BSA of that service and is able to manage that service for any future users, controlling who can and cannot use it at that business location.

eDoc submitters must either pay the assessed amount upon receipt or request review of the postage assessment charges within 10 business days of the email notification. BME Acceptance employees/BMS analysts will work with the

mailers who dispute the charges to resolve the issue and may request additional supporting documentation from mailers if needed. Finally, BME/BMS analysts will make a decision based on their findings and a review of the documentation provided by the mailer by the end of that month. The updated amount of postage assessed will be due three business days later.

If payment is not received within 10 business days of initial notification (or three business days after a dispute is resolved), then the Postage Assessment will be considered "Overdue." BME/BMS analysts will escalate any overdue postage to their designated Managers. If the designated Manager is unable to work with the mailer to resolve the postage review request, postage due will be escalated to Revenue and Field Accounting (RAFA) for collection.
Note: Postage Assessments will not be generated for assessments less than $50. This $50 is the total across all programs, not at the individual level.

Upcoming Improvements

The Postal Service will make the following system improvements beginning in May 2015. Note that the automatic postage assessment display is for review only:

Name	Description
Current assessment reports do not provide error information by mail owner.	From the Mail Entry Postage Assessment Report a link will be built that will drill down to the Mail Owners report. This link will be provided for each error type, the drill down will show the percentage that each mail owner contributed to the total errors for the month
Create email notification to mail owners whose permits are being used for payment of an assessment	An email will be sent to the mail owner when there permit is used to pay for an assessment; we have also included an option for a mail owner to "opt out" of future emails
email notification	Mail Service Providers will receive notification when the assessment amount is zero.
Provide an option to pay with a permit other than one displayed as an option in the dropdown box	Internal users with will have the ability to search for any permit in the country and add the permit as an option to pay from
Transaction Summary Report	Transaction summary report will include the comments Mail Entry Assessment-program type (FS- Full-Service, MU-Move/Update, IE-einduction, SE-seamless) and the two digit month and year of the assessment

References

Full-Service

More information on Full-Service is available through the following resources:

Guide to Intelligent Mail for Letters and Flats (Jan 2014): Provides technical solutions to questions from Intelligent Mail Requirements, eDoc and Postage Statements, Full-Service Feedback, and Full-Service Verification and Assessment
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailLettersandFlats.pdf

Certified Full-Service Vendor Summary List: Includes list of vendors that have successfully tested their Full-Service software products with the Postal Service™.
https://ribbs.usps.gov/uniqueimb/documents/tech_guides/VendorFullServiceCapabilities.pdf

Full-Service Certified MSPs / Mail Owner Information Sheet: Includes list of Mail Service Providers (MSP) that have met the U.S. Postal Service™ Full-Service certification standards.
https://ribbs.usps.gov/intelligentmail/documents/tech_guides/MSP_MailOwnerInformationalSheet.pdf

Full-Service Intelligent Mail Fact Sheet: Provides a high level summary of the key requirements and benefits of Full-Service, as well as Full-Service mailing solutions and additional resources.
https://ribbs.usps.gov/intelligentmail/documents/tech_guides/FullServiceIntelligentMailFactSheet.pdf

Using Container Placards Fact Sheet: Provides guidance on when a container placard with IMcb (Intelligent Mail container Barcode) is required as well as additional details on IMcbs.
https://ribbs.usps.gov/intelligentmail/documents/tech_guides/FullServiceContainerPlacarding.pdf

CRID-MID Acquisition Fact Sheet: Provides an overview of the methods customers can use to request a Mailer ID (MID) or Customer Registration ID (CRID) from the Postal Service™.
https://ribbs.usps.gov/intelligentmail/documents/tech_guides/CRIDandMIDFactSheet.pdf

By/For Relationship in Electronic Documentation Fact Sheet: Provides an overview of the relationship between mail owners and Mail Service Providers (MSP) and the data required for By/For.
https://ribbs.usps.gov/intelligentmail/documents/tech_guides/FullServiceByForeDoc.pdf

Quick Guide to Identifying Mail Owners in eDoc: Provides an overview of the current and October 2014 manner the Postal Service interprets key fields in electronic documentation (eDoc) to identify the Mail Owner. eDoc can be submitted to the Postal Service via Mail.dat® or Mail.XML® specifications.
https://ribbs.usps.gov/intelligentmail/documents/tech_guides/IdentifyingMailOwnersineDoc.pdf

Service Type Identifier (STID) Details: Provides a detailed description of the various address correction options available within basic automation and Full-Service mailings and the STIDs that provide the different undeliverable-as-addressed (UAA) handling treatments.
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/AncillaryServices_STID_Detailed_Explanation.pdf

Mail Anywhere Fact Sheet: Provides an overview of Mail Anywhere, including the benefits, sign-up process and criteria for authorization. https://ribbs.usps.gov/intelligentmail/documents/tech_guides/MailAnywhereFactSheet.pdf

Intelligent Mail for Small Business (IMsb) Tool Fact Sheet: Provides an overview of the online tool available for mail owners preparing mailings of less than 10,000 pieces (maximum yearly volume of 250,000 pieces or less), including the benefits, how the IMsb tool works and additional resources.
https://ribbs.usps.gov/intelligentmail/documents/tech_guides/IMsbFactSheet.pdf

MicroStrategy Tips and Tricks: Provides tips on how to best use the Mailer Scorecard and Mail Quality reports.
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MicroStrategyTipsandTricks.pdf

Mailer Scorecard User Guide: Provides instructions for mailers for how to access the Mailer Scorecard and navigate the Job Details reports.
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MailerScorecardUserGuide.pdf

Mail Owner Scorecard User Guide: Provides instructions for mail owners for how to access the Mailer Scorecard and navigate the Job Details reports.
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MailOwnerScorecardUserGuide.pdf

Mail Quality Reporting User Guide: Provides instructions for accessing and understanding Mail Quality Reports, Undocumented Scanning Reports, and Mail Preparation and Data Quality Dashboard.
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MailQualityReportingUserGuide.pdf

Postal Service™ Mail.dat® Specific Documents: Provides updated technical specifications for Mail.dat®, updated release schedules, Labeling List and MDF Schedules, *PostalOne!* External Contingency Plans, and any known release issues. These documents will assist mailers in properly completing and submitting eDoc.
https://ribbs.usps.gov/intelligentmail_schedule2014/releaseoverview2014.cfm

Postal Service™ Mail.XML® Specific Documents: Provides updated technical specifications for Mail.XML®, Web Service Description Language (WSDLs) and TEM Mail.XML Forms. These documents will assist mailers in properly completing and submitting eDoc. https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/xmlspec/xmlspec.htm

Container, Tray, and Bundle Visibility User Guide: Provides mailers with guidance on how to obtain container, tray and bundle tracking information.
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ContainerTrayBundleVisibilityUserGuide.pdf

Seamless Acceptance

More information on Seamless Acceptance is available through the following resources:

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 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

Mailer 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

Coming Soon

Guide to Seamless Acceptance: This document provides detail on Seamless benefits, participation criteria, verifications, postage assessments, auto-finalization and reporting.

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.

eInduction

More information on eInduction is available through the following resources:

eInduction Guide to Mailers (version 13.8 released on May 13, 2015): Provides detail on eInduction requirements, eDoc and Mail Preparation requirements, FAST appointment handling, eInduction Mail.XML messaging, eInduction validations, and eInduction reporting. The latest version is available at: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/Guide_to_eInduction.pdf

Pub 804 Drop Shipment Procedures for Destination Entry: Provides detail on mail preparation for destination entry as well as an in-depth review of the acceptance process for mailer shipments at destination entry points. The latest version if available at: http://about.usps.com/publications/pub804.pdf

eInduction SV Facilities List: Lists SV-enabled induction facilities in CSV format: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/eInductionSVSites.csv

***PostalOne!* Release Notes:** Contains details on enhancements and defect fixes scheduled for the most current *PostalOne!* release: https://ribbs.usps.gov/intelligentmail_schedule2013/releaseoverview2013.cfm

Mailer Scorecard User Guide: Is the main source of eInduction metrics, error status, and additional postage assessments for mailers: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MailerScorecardUserGuide.pdf

Mail Quality Reporting User Guides: Explains how to use the drill-down reports accessible through the Mailer Scorecard. These drill reports provide detailed information about eInduction validation errors: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MailQualityReportingUserGuide.pdf

MicroStrategy eInduction User Guide: Explains the eInduction-specific reports available through the Postal Service MicroStrategy reporting portal: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MailQualityReportingUserGuide.pdf

Revision History

Date	Reason For Changes	Version
08/18/2014	Initial Publication	1.0 draft
09/02/2014	Revised post mailer feedback	1.1
10/08/2014	Full-Service error postage assessment Payable date revised to May 2015	2.0
10/15/2014	Clarification to Move/Update postage assessment implementation date	2.1
10/20/2014	Move/Update postage assessment implementation date revised to July 2015	2.2
12/12/2014	Non-SV implementation date scheduled for January 2015	3.0
1/27/2014	Clarification to Seamless Acceptance postage assessment implementation date	4.0
2/4/2015	Timeline within page 4, and all applicable pages, was updated to reflect deployment changes to the automated assessment reports for Full-Service, Move/Update, eInduction and Seamless Acceptance.	5.0
3/10/2015	Entire Document	6.0
3/31/2015	Updated Validations	6.5
4/17/15	Updated Process Flow and Process table	6.6

Date	Reason For Changes	Version
5/15/2015	Updated eInduction Section	6.8
6/4/2015	SA Undocumented Section (5.6) added	6.9
6/16/2015	Updated Section 3.5 – Nonprofit Eligibility and Identification Updated Section 6.2 – Scan Based induction at SV and Non-SV sites Added Section 7.6 - Seamless Acceptance and Undocumented Pieces Added Section 8 – Inkjet Reorders	7
7/16/2015	Changed SA Undocumented Thresholds to 0.3% and added footnote in red on pg. 38	8
8/10/2015	Removed “draft” from cover page & updated footer throughout to v8	8.1