UNITED STATES POSTAL SERVICE ™

Intelligent Mail®
Technical Integration Webinars – Frequently Asked Questions (FAQs)

March 20, 2009 Session

v1

TECHNICAL QUESTIONS

1. QUESTION: A customer preparing a Full-Service mailing of First-Class Mail (FCM) letters and using the MLOCR presentation category, will be reporting a series of logical pallets and logical trays, together with physical sibling pallets and physical sibling trays. In Mail.dat 08.2, the physical sibling trays would have been reported with the Container Summary Record (CSM) Container Type as blank.

In Mail.dat 09.1, the physical sibling trays are supposed to give an actual value in the CSM Container Type field. Presumably, this would be "T" for a 2-foot tray and "O" for a 1-foot tray. The customer expects to create these sibling records based upon scanning the tray labels and using the collected scan results to drive the creation of the extra CSM records. The issue is that the tray label barcode does not contain any indication of the physical tray type and manually selecting the physical tray type is cumbersome. What is the impact of reporting an incorrect physical tray type on these sibling tray records, for example mistakenly reporting a 2-foot tray when it is actually a 1-foot tray?

ANSWER: **If the mailer does not know which tray type was used or uses both tray sizes for a logical tray, they can select to identify the trays as 1-foot or 2-foot. There is no impact for using the wrong tray size.**

2. QUESTION: What Service Type Identifier requires the Intelligent Mail barcode to include the human readable version also? See Page 16 of the USPS-B-3200E.

ANSWER: **No separate Service Type ID is assigned when the mailer applies human readable above or below IM barcode. The human readable is optional and it will help in recognizing the routing code embedded in the IM barcode.**

This information can be found in _A Guide to Intelligent Mail for Letters and Flats_ located on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ GuidetoIntelligentMailv5_10.pdf.

3. QUESTION: The batch and interactive Mail.dat applets (client side) are going to be doing more quality checks than are currently done. How will this affect the processing time of Mail.dat files as they are being passed into _PostalOne!_? Will we need to upgrade our servers and if so to what level?

ANSWER: **The new Mail.dat application will not require more hardware than the previous version with the exception of memory. As the size of Mail.dat file uploads increases there is a need for additional RAM on**

the workstation. The guidelines for memory have been provided in the *PostalOne! Mail.dat Technical Specification* located on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ MaildatTechnicalGuidev4_0.pdf.

4. QUESTION: Please explain the linking of directories for batch file submission. There is a drawing in *Ready, Set, Go!* that people do not fully understand.

ANSWER: **The diagram provided is only relevant if a customer intends to operate both the old and new Mail.dat batch software on the same machine. Additionally, the diagram was showing a possible configuration and others may be possible depending on the customer's setup.**

We will publish a more detailed explanation of this sample configuration in the next version of the *Electronic Documentation and Intelligent Mail: Ready, Set, Go!*

5. QUESTION: With the separate architecture (08.1, 08.2, 09.1), will the acceptance clerks and we be able to see all of our mailings from one dashboard?

ANSWER: **Yes.**

6. QUESTION: Is it true that once a site moves to Mail.dat 09.1, they will be required to use *only* 09.1 files?

  ▪ If so …
    1. What will happen to the 08.1 and 08.2 jobs that are already in *PostalOne!* and need to be processed? Will we need to send updates using the same version of Mail.dat that we started with? Re-sending is *not* an option for these jobs!
    2. Why is this a requirement?

ANSWER: **No. Full-Service requires 9.1. Mailings already in the system will be completed as non-Full-Service. Updates must be submitted in the original Mail.dat version.**

Full-Service or not, the original and updates must use the same version of Mail.dat. This is the same procedure we've required with prior updates.

Mailers will have the ability to submit both 08-1/2 and 09-1 files from a single facility and switch between the specifications as they choose.

7. QUESTION: There is a lot of confusion about login accounts. Everybody needs to login in to *PostalOne!* during a two week stretch. Will logging-in to either FAST or *PostalOne!* work for this? What is the ramification if someone does not login during that timeframe? What is the moratorium for new accounts all about?

ANSWER: **Currently, we are preparing *PostalOne!* release 20 to support the price change on May 11 and the Test Environment for Mailers on May 18. We are redesigning the user interface mailers use to access *PostalOne!* and the Facility Access Shipment Tracking (FAST) system. If you use *PostalOne!* or FAST, please logon between March 30 and April 14, so we can capture your profile information and migrate it to the new Business Customer Gateway. We have posted a new *Intelligent Mail Full-Service Option User Access and Reports Guide* on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ IMFullServiceOptionUserAccessReportGuidev1_032009.pdf). It explains the new Business Customer Gateway and how to retrieve Full-Service feedback, such as address correction and Start-the-Clock information.**

If someone does not login, when we migrate the user to Customer Registration, they will be assigned a default password. They would be required to reset this password at first login. The moratorium for new accounts is a request to have no new users created in *PostalOne!* while we are in the process of migrating users. The list of users to migrate will be finalized in April and we want to avoid a situation where new users are created and are left out of the migration.

8. QUESTION: Is it true that current *PostalOne!* users should login to the new Business Customer Gateway Portal (under usps.com) between March 30 and April 14 in order to have their login migrated to the new *PostalOne!* system (version 20.0.0) available on May 18? Many users have separate log-ins for *PostalOne!*, Confirm, FAST, etc. Will the new system have just one main login for all USPS services? Will the new system grandfather in all current users and site-administrator?

ANSWER: **Users must login to the *PostalOne!* application at http://www.usps.com/postalone/ to have their accounts migrated to Customer Registration/Business Customer Gateway. The new Business Customer Gateway system will be available May 11. We will grandfather in current users and site administrators. A goal of all this integration is to allow "Single Sign-on" across multiple USPS systems, so that users do not have to login more than once to get access to separate postal applications.**

If you are a FAST user, you must access FAST through *PostalOne!* rather than logging in directly to the FAST website. Your FAST user name and password will provide access to *PostalOne!*.

For users with different logins for different *PostalOne!* services, each user name and password will be migrated into the new system.

It would be to the benefit of users to discontinue separate logins for different services. The new system will support users registering multiple services to the same login.

9. QUESTION: Has the issue of obtaining the data logger file from the Transportation Management System (TMS) been resolved in a mutually agreed upon manner? If the TMS tray assignment information cannot be obtained, can the CSA and Full-Service requirements be satisfied?

ANSWER: **Mailers may choose to participate in the *PostalOne!* TMS program to fulfill some of the full-service requirements. Specifically, the Intelligent Mail tray barcode information scanned by the *PostalOne!* TMS and stored in the datalog file can be used to populate a portion of the required electronic documentation.**

USPS Information Technology has developed a connectivity architecture that meets the information security needs of both the USPS and the mailers, in addition to providing the most robust backup and recovery options should there be network or hardware failure on the USPS side, reducing the amount of potential downtime for the mailers.

Additionally, this architecture will allow mailers to network the TMS into their infrastructure in order to automatically pull datalog files from the TMS to retrieve the Intelligent Mail tray barcode data needed to qualify for Full-Service. Mailers are approved to install a second Network Interface Controller (NIC) Card in their TMS in order to connect to their network.

Although it is not a USPS requirement, some Mailers may choose to populate their Mail.dat files with the Airline Code (carrier). This optional data will not be stored or displayed in any way. If a Mailer chooses to pursue this option, Mail.dat has two User Label Fields (each with 40 byte capacity) that can be used.

This information is found in *A Guide to Intelligent Mail for Letters and Flats* located on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ GuidetoIntelligentMailv5_10.pdf.

10. QUESTION: Will *PostalOne!* support both Mail.XML 6.0C and Wizard Web Services in November 2009 for electronic documentation? Mail.XML functionality to submit Qualification Reports, Postage Statements, and piece level data is scheduled to be available in *PostalOne!* in November 2009. Typically *PostalOne!* supports the current version of a specification, as well as the previous version of the specification, such as the Mail.dat 09.1 and 08.2 specifications. Will *PostalOne!* support both the Mail.XML 6.0C specification in November 2009 for submitting Qualification Reports, Postage Statements, and piece level data and the Wizard Web Services interface for submitting Qualification Reports and Postage Statements. Wizard Web Services should be able to support POSTNET and Basic mailings. This would provide for a transition period for vendors to develop and test Mail.XML implementations with a USPS test environment that supports the Mail.XML functionality in question.

ANSWER: **In May, the USPS will publish the specifications on what is expected to be supported in November. For the most up to date information, always refer to the *PostalOne! Mail.dat Technical Specification* on RIBBS at (http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MaildatTechnicalGuidev4_0.pdf).**

11. QUESTION: Once we have signed up and sent mail out with IM barcodes, how do we (or our customers) track the mail? Is it via the USPS website or do we have to setup a website that tracking information is fed into, like TrackMyMail.com?

ANSWER: **Mailers who want to track their mailpieces may subscribe to Confirm service or to a third-party service. Information on Confirm is available at http://ribbs.usps.gov/index.cfm?page=confirm and in Publication 197, *Confirm Service Featuring OneCode Confirm*, at http://www.usps.com/cpim/ftp/pubs/pub197.pdf.**

The Full-Service option will provide a Start the Clock summary online report and induction scans of Full-Service containers available from the USPS processing facilities where scanning capabilities are implemented

More information on Full-Service container visibility can be found in on RIBBS in *A Guide to Intelligent Mail for Letters and Flats* at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv5_10.pdf and the *PostalOne! Mail.XML Technical Guide* at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MailXMLTechnicalGuidev6_8_2.pdf.

12. QUESTION: Background….

The current *PostalOne!* architecture creates a problem when there is a *PostalOne!* failure. What happens is that we submit the Mail.dat and receive a receipt file that the file was processed. After a *PostalOne!* failure we need to go through each job that was passed over around the failure point and determine if the file did get updated into the *PostalOne!* database or not.   (1) this is time consuming.

Once we identify that certain jobs were not correctly processed we need resend the data. We cannot just resend the existing Mail.dat file but have to give it a new job ID before resubmitting the file. (2) this is more time consuming and manual. In November this solution could create a conflict between FAST and *PostalOne!*. As I understand it, the linkage between the two is done using the Mail.Dat JobID and when we resubmit using a new job ID this linkage will fail.

This is not just a rare occasion but an 'every time' *PostalOne!* goes down event for us. Worse case was we had 90+ files that had to be manually created and sent through. At times, we have made the decision to revert to paper work due to the amount of work involved in resetting the electronic submission. This option will not be acceptable in the world of Full-Service.

Question

(1) Will the *PostalOne!* new architecture be self-healing such that Mail.dat submissions will not have to be resubmitted with a new Job ID when a system failure occurs? Expectations would be that any resubmissions would be using the Mail.dat files already submitted and could be handled by the USPS since they would have a copy of that Mail.dat and ran quality checks on what was submitted around the failure, acknowledged as successful but did not complete the full loading into the database(s).

A similar question:

If customer sends a Mail.dat file to *PostalOne!* and *PostalOne!* goes down, can *PostalOne!* recover file so the mailer doesn't have to delete and resend Mail.dat file? Does the new MDR app have a recovery process?

ANSWER: *PostalOne!* **is implementing a new infrastructure to process Mail.dat 9-1 files. The new Mail.dat software will not require the customer to resubmit their Mail.dat files provided that the file transmission and receipt was completed. Should a failure occur within the processing**

on the USPS side after the file transmission is complete, the system will have the ability to recover. If failure occurs during file transmission, mailers will have the ability to re-initiate file transfer with one click in their Mail.dat upload software using the same Job ID.

Mail.8-1 and 8-1 will still operate within the file upload infrastructure that exists today in *PostalOne!*. Failures in the file upload process for 8-1 and 8-2 may still require mail resubmission of files.

13. QUESTION: In a Full-Service mailing, can I place my sequential number in a data file prior to the presort, making the numbers non-sequential within the final presorted mailing?

ANSWER: **The mailpieces need not be sequential. For non-sequential barcodes, the Full-Service electronic documentation requires an individual record for each piece in the mailing. This information is included in *A Guide to Intelligent Mail for Letters and Flats* located on RIBBS at (http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides /GuidetoIntelligentMailv5_10.pdf).**

14. QUESTION: What is *PostalOne!* going to do with IMR? Will it be required in the original send or can we defer to send only when containers are marked ready to pay? Like the PDR - which will not be processed until the containers are marked ready to pay. Can IMR records be added for containers that are not ready to pay for the first statement and have a future mailing date?

ANSWER: **The IMR will be required at the time of original submission similar to PDR.**

15. QUESTION: I was told by IT and Accenture that you cannot send in a Job ID, finalize the postage statements, reverse the postage statements, and then send in the same Job ID. The *PostalOne! Mail.dat Technical Specification* (both release 19 and 4-0) says you can do this. Mailers have done this and can do it now in *PostalOne!* release 18.

What will happen in March? What will happen in May? Will the mailers be able to have postage statements reversed and reuse the same Job ID?

ANSWER: **The new Mail.dat software available in May will not allow the mailer to reuse a Job ID unless the job is deleted.**

16. QUESTION: My First-Class Mail automated letter-size mailing consists of trays from multiple jobs. Since each Mail.dat job has a specific Job ID, should I submit one Mail.dat job?

ANSWER: **You can submit multiple jobs for the trays in each job OR you can combine all trays into one job and send one job to the *PostalOne!* system. If you are a Co-Palletization environment where you are taking trays from customers, where trays belonged to other Mail.dat jobs and the trays were paid against the 'other' jobs then in a copalletization environment you are creating and combining the trays in single loads. That copalletization functionality of linking the trays paid on other jobs to your single jobs is not available right now and will be implemented in a later release.**

17. QUESTION: From what we can tell, for First-Class Mail, Service Code 700 is the same as 300 when there is no ancillary service endorsement on the mail piece. 700 allows the use of an ancillary service endorsement and 300 does not. Is this true are we missing something?

Standard Mail and Bound Printer Matter have a similar situation with 702 and 301 for Standard Mail; 706 and 401 for Bound Printed Matter.

ANSWER: **The Service Type ID of 700 for First-Class Mail without an Ancillary Service Endorsement (ASE) is only for *non-automated* mail. 300 is for Basic option *automated* First-Class Mail without an ASE. Postal handling is the same but these are very important distinctions.**

The same applies for Standard Mail Service Type IDs 702 and 301 and for Bound Printed Matter Service Type IDs 706 and 401.

This information is available on RIBBS in *A Guide to Intelligent Mail for Letters and Flats* at (http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides /GuidetoIntelligentMailv5_10.pdf) and the *Intelligent Mail Barcode Technical Resource Guide* at https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_g uides/USPSIMB_Tech_Resource_Guide.pdf.

A comparison of the Service Type IDs that exist today and those for May 2009 is in *A Beginner's Overview to Intelligent Mail Services* on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guide s/BeginnersOverview.pdf.

18. QUESTION: Is "start-the-clock" tied to trays/containers or individual mail pieces? What if the tray/container contains mixed option mail pieces such as POSTNET/Basic/Full-Service/Non-Automated? Is

the tray/container still eligible for "start-the-clock" as long as the Full-Service requirements are being met for the tray/container (i.e. electronic documentation, unique IM barcodes on trays & containers and FAST for appointments)?

ANSWER: **Start the Clock is based on a mailing job. Start-the-Clock information is calculated at the container level for a specific job. A container that contains Full-Service and other mailpieces will receive a Start-the-Clock calculation and those scans will be available as part of the Container Visibility report.**

More Start the Clock information can be found in section 4, Mailer feedback, in *A Guide to Intelligent Mail for Letters and Flats* on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv5_10.pdf.

19. QUESTION: Will *PostalOne!* be enabled to accept compressed (.zip) Mail.dat files? If so, when?

ANSWER: **Yes. This will be available on May 11 with the new Mail.dat software. Information is in the *PostalOne! Mail.dat Technical Specification* on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/MaildatTechnicalGuidev4_0.pdf.**

20. QUESTION: Please clarify data-flows to tie Full-Service content information to the FAST appointment. A PowerPoint shared at the recent Intelligent Mail University event showed the Logistics Company returning appointment numbers to the Printer who then updates *PostalOne!* with the appointments. However, this seems to contradict the *Guide to Intelligent Mail*. Section 3.10 of the *Guide*, scenario #1 which we plan to use does not show this step. Do we correctly understand that when our Logistics provider makes the FAST appointment with XML (Delivery Appt Create Request, etc) that this satisfies the full-service requirement to link appointment and content information to the job entered via *PostalOne!* ?

ANSWER: **This information can be found in *A Guide to Intelligent Mail for Letters and Flats* on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv5_10.pdf.**

There are two methods to create, update, and cancel appointments and receive Closeout data within the FAST system. For both processes, a mail owner or mailing agent must request a user account via the *PostalOne!* system, which performs authentication

and authorization services for FAST and *PostalOne!* systems. The two methods constitute:

1. Going online to http://fast.usps.com, logging in with your username and password and choosing FAST functional GUIs to request an appointment at a facility at a certain date and time. This process is manual process requiring manual data entry. This online FAST process does not require the customer to provide content (container) detail information, such as IM Container barcode, weight, pieces, and many other characteristics due to the manual nature of the process.

2. Utilizing the IDEAlliance Mail.XML Specification and *PostalOne! /* FAST Web Services, where the *PostalOne!* system works as the data exchange gateway for the appointment transactions and passes the appointment and container detail information, including IM Container barcode, class, shape, piece count, weight, zone skipping, mail owner information and many other content characteristics to the FAST system and all messages to and from the customer pass through the *PostalOne!* system. The *PostalOne!* system can also be leveraged in this usage scenario to pull existing content (container detail) information from customer's or customer's business partner's previously provided Mail.dat to the *PostalOne!* system. The customer can either send all the content details directly to FAST through the *PostalOne! /* FAST Web Services mechanism or can request the *PostalOne!* system to query and provide all or part of the content details to FAST through the *PostalOne! /* FAST Web Services mechanism.

The Full-Service program requires customers to use the IDEAlliance Mail.XML messages and *PostalOne! /* FAST Web Services to create and/or update appointments within the FAST system for one-time appointments. One-time appointments created through the online FAST application must be updated electronically through Mail.XML with the Intelligent Mail container barcode (IMcb) to receive Full-Service prices. Mail.XML 6.0 can be used to create or update one time, recurring, drop shipment and origin entry appointments.

21. **QUESTION:**   What is different in your new architecture that will make mailers comfortable that system performance will not be hindered with the increase in size and quantity of Mail.dat files you will be receiving?

ANSWER: The new Mail.dat application is built on both a new hardware and software architecture with the Full-Service data types and volumes as input. Technical architecture features including application clustering, file compression, and multi-threading have been employed to address the increase in data volumes.

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22. QUESTION: **Background**: Federal Register: August 21, 2008 (Volume 73, Number 163)] *"Mailers expressed concern about the ability of PostalOne! to handle the larger, more complex files needed to document full-service mailings, and several commenters asked that PostalOne! operate around the clock, 7 days a week. PostalOne! is upgrading both hardware and software to be able to support the increased size and complexity of full-service mailing files. Currently, PostalOne! is a full production system that is available 24 hours a day, 7 days a week, except for its maintenance window. The standard scheduled maintenance window is on Sundays from 4 a.m. to 8 a.m. Central Time."*

The above is a segment from the Federal Register finalizing the changes for Full-Service IMb. In it is a commitment that *PostalOne!* will be down for scheduled maintenance for only 4 hours. On 10-Feb-2009, George Wright in a meeting with MTAC leadership and a number of association CEOs agreed twice, that updates (including for the 11-May-2009 price change) would fit within the usual timeframe.

The recent update to *PostalOne!* (15-Mar) was scheduled for a 9-hour timeframe. This is more than twice what was promised in the Federal Register and by the USPS VP Information Technology.

As a 24x7 operation we find these late announced downtimes that exceed promises as a cost that should not occur.

My Questions

(1) Will the new architecture allow the USPS to upgrade *PostalOne!* and associated systems within a four hour timeframe as committed to?

(2) Will the *PostalOne!* update for the price change on 11-May be accomplished within a 4 hour time frame? This is important because a number of my clients will be attempting to beat the clock and submit their mailings before midnight to pay at current prices.

ANSWER: **The information included in the Federal Register, August 21, 2009 (Volume 73, Number 163) accurately stated the scheduled maintenance windows for *PostalOne!*. This scheduled maintenance window is used for routine maintenance. Outages that exceed the standard maintenance window may be required for non-routine maintenance/deployments and will be scheduled 7 seven days in advance. The scheduled outage referenced above that occurred on March 15, 2009 was a quarterly security patch of servers that required extended timeframe and was non-routine in nature.**

As part of the preparation for Full-Service deployment, three extended outages are currently being planned:

-March 29, 2009 – *PostalOne!* Release 19.0 deployment

-April 26, 2009 – *PostalOne!* Database upgrade in preparation for MDR/Full-Service deployment on May 11, 2009

-May 11, 2009 – *PostalOne!* Release 20.0 deployment

The specific duration of these outages will be posted at least seven days in advance of the outage.

ADDRESS CHANGE SERVICE (ACS)

23. QUESTION: Can ACS be purchased when Basic IMb is used, versus Full-Service IMb?

ANSWER: **Yes, Basic service mail can purchase either traditional or OneCode ACS.**

24. QUESTION: What are the processes in place to take advantage of the ACS service? (i.e., connectivity, retrieval). How will the Full-Service OneCode file be supplied to customers?

ANSWER: *A Guide to Intelligent Mail for Letters and Flats* **(http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides /GuidetoIntelligentMailv5_10.pdf) provides the details of data distribution and value of Full-Service through access to address correction and Start-the-Clock data. The customer has two options to get the Full-Service address correction data.**

The customer can download the data manually by logging into the USPS Business Customer Gateway and by choosing the appropriate reporting filters. The details of this functionality are identified in the *Intelligent Mail Full-Service Option User Access and Reports Guide* **located on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guide s/IMFullServiceOptionUserAccessReportGuidev1_032009.pdf.**

The customer can also use the Mail.XML specification to subscribe or 'pull' the ACS data. The details of that functionality are available in the *PostalOne! Mail.XML Technical Specification,* **v6.8.2 on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guide s/MailXMLTechnicalGuidev6_8_2.pdf.**

Who can receive the ACS data?

If the mail owner or designee is identified (by Permit, MID, or CRID) in the electronic mailing data provided to the USPS, ACS Change-of-Address (COA) and ACS Nixie records will be available to the mail owner or designee.

For the browser based download of your ACS data, all you need is a user account created through the Business Customer Gateway in the *PostalOne!* system.

Electronic data exchange will be available through a Mail.XML web services model from the USPS. Customers may choose between the Pull (request) or Push (subscription) models. The Mail.XML Web services data exchange requires that the mail owner develop or buy Mail.XML web services software. The mail owner can request the ACS COA or Nixie by a job/mailing for a certain date range and the *PostalOne!* system in turn will respond back with the ACS COA or Nixie data for the job/mailing and the requested date-range.

If the mail owner or designee does not have the job/mailing id information, then the mail owner can choose the subscription model of Mail.XML web services.

In the subscription model, the mail owner can log into the *PostalOne!* system as of May 18th and choose a delivery subscription (which means send me all of my detail data when it is ready) OR can choose a notification model (which means notify me when my data is ready and I will come and pull it from the USPS computer).

As of May 18th, the mail owner or designee will be able to log-in to the Business Customer Gateway and provide the mail owner's or designee's computer address, a user name and a password that the USPS can use to talk to the mail owner's or designee's computer. In this subscription model, the USPS will send the data to the mail owner or designee per the schedule prescribed by the mail owner or designee on the *PostalOne!* subscription pages.

The mail owner can also choose a notification subscription model that allows the customer to receive a notification that the customer's data is ready for a certain job/mailing. In this case, the customer can send a Pull request for the job/mailing to the USPS computer and request the ACS COA or Nixie data for the job/mailing referred to in the USPS notification message.

25. QUESTION: Is the file layout for Full-Service OneCode ACS the same as Basic Service OneCode ACS?

ANSWER: **No, the record format for Full-Service address correction information at no charge is different from the traditional OneCode ACS file format.**

Under Full-Service, change of address and nixie data will be available through Web browser based downloads and through Mail.XML Web Services.

For more information, see the *Intelligent Mail Full-Service Option User Access and Reports Guide* on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/IMFullServiceOptionUserAccessReportGuidev1_032009.pdf.

There is additional information in the answer to question #24.

26. QUESTION: What is the timing difference in getting ACS notices between traditional ACS and OneCode ACS? How quickly will Full-Service customers receive their address correction data?

ANSWER: **There is no difference between the delivery of traditional ACS records and OneCode ACS records, per se. The bigger difference is between mail processing categories. Both traditional and OneCode ACS flat-size mailpieces are processed together for undeliverable-as-addressed (UAA) handling. For letters however, the Postal Automated Redirection System (PARS) has the ability to intercept UAA mail. The data provided by PARS will be available faster than information from other sources.**

Full-Service address correction records will be posted in the same timeframe as traditional ACS. Details are in the *Intelligent Mail Full-Service Option User Access and Reports Guide* posted on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/IMFullServiceOptionUserAccessReportGuidev1_032009.pdf.

27. QUESTION: Does a mailer need to participate in *PostalOne!* for OneCode ACS?

ANSWER: **No. Any mailer who registers with OneCode ACS, uses a registered ACS MID in their Intelligent Mail barcodes, and submits properly formatted Intelligent Mail barcodes is eligible for OneCode ACS. For more information, go to http://ribbs.usps.gov/acs/documents/tech_guides/.**

28. QUESTION: When using Traditional ACS with an IMb (Basic or Full-Service), is the Traditional Participation ACS code required to be printed in the address block, or just the key line?

ANSWER: **To request Traditional ACS when using and IM barcode, you must:**
- **Print a text ancillary service endorsement on the piece,**
- **Use an MID in your Intelligent Mail barcode that is not registered as a OneCode ACS MID, and**
- **Print *both* the Traditional Participant ID in the OEL preceded by the # sign, and print the keyline directly below delimited by the # signs**

29. QUESTION: You announced in the March 6 Webinar the Full-Service OneCode file layout would not be available until March 18 and it would be either CSV or Excel. Our question is, why is the Full-Service OneCode ACS in a different format than the basic service OneCode ACS since they are both OneCode ACS?

This means we will have three formats for ACS, traditional, Basic, and Full-Services. This just adds complexity to entire the process.

ANSWER: **Automated address correction records at no additional charge will be available to all Intelligent Mail Full-Service option mailers upon implementation.**

Full-Service address correction is a distinctly separate service from traditional ACS and OneCode ACS, despite the similar names. Mailers must use a registered Intelligent Mail Mailer ID in their Full-Service Intelligent Mail barcodes on mailpieces in order to be able to retrieve Full-Service address correction records.

As a new service, the Full-Service address correction record layout was designed to prioritize and accommodate information that was not provided previously.

Full-Service address correction information is available on RIBBS, specifically in the *Intelligent Mail Full-Service Option User Access and Reports Guide* at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/IMFullServiceOptionUserAccessReportGuidev1_032009.pdf.

BASIC OPTION

30. QUESTION: Is a mailer required to participate in *PostalOne!* for Basic Service?

ANSWER: **No. The USPS recommends that all postage statements and documentation be submitted electronically, but it is not a requirement for the Intelligent Mail Basic option.**

CAST OF CHARACTERS

31. QUESTION: Please describe the process for creating/maintaining Profiles (cast of characters) in *PostalOne!* / FAST. When can this process begin?

ANSWER: **To use Cast of Characters to distribute Confirm data to a third-party, the electronic documentation (including Cast of Characters) must be received by the USPS and the postage statement must be finalized three hours prior to induction of the mail. No ACS or Start-the-Clock data may be distributed to a third-party unless the electronic documentation and Cast of Characters messages are received by the USPS prior to the induction of the mail.**

There are two types of authorization Mail Owners/Preparers can grant: static and dynamic. Profiles may be set up for a specific Mailer ID with effective start and end dates.   A profile effective start data must be at least 24 hours in the future.

When a Mail Owner/Preparer desires to engage a third-party to manage their data for a specific Mailer ID and service they will create a static relationship. For example, a Mail Owner who holds a Mailer ID may hire a service provider to receive all ACS data associated to their Mailer ID and obtain that information on their behalf. A Mail Owner who holds a Mailer ID may also authorize their Mail Preparer to receive all data associated with mailings that specific Mail Preparer created. The CastOfCharactersCreate message supports this capability.

To enable a Dynamic Relationship, a user associated to the Mail Owner/Preparer that holds the Mailer ID would update the profile for that Mailer ID to allow access to the users associated with the third-party provider. This access would be marked as "Partial Access" in the profile and would enable the third-party to receive only the portion of the data associated to that Mailer ID identified in a Cast of Characters file. The Mail Owner/Preparer would then submit a Cast of Characters message to identify a mailing (or portion of a mailing) and the service for which data should be provided to the third-party. This relationship applies whether the Mailer ID is on the mailpiece or identified in the electronic documentation as either the Mail Owner or the Mail Preparer.

A Cast of Characters message may be submitted by a Mail Owner for all mailpieces prepared on their behalf. A Mail Preparer may submit a Cast of Characters message for mailpieces they have prepared when a dynamic profile exists. A Cast of Characters message will only be applied to ACS, Start-the-Clock and Container Visibility data received three hours after the transmission of the Cast of Characters message.

This information is found in *A Guide to Intelligent Mail for Letters and Flats* located on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv5_10.pdf.

CONFIRM

32. QUESTION: Are you required to be a Confirm subscriber in order to qualify for the Full-Service IMb discount on Standard Mail and First-Class Mail?

ANSWER: No.

33. QUESTION: For confirm, if a profile or Cast of Characters is used, the eDoc must be submitted three hours prior to the mail in order for the redirection to take place. This is impossible for a presort bureau or for most continuous mailers so this is not an option for them. Is there is a third method of redirection using the existing CONFIRM redirection method that does not require the 3 hour window for data?

ANSWER: For Full-Service Data provisioning, the answer is no. The current non-eDoc based Confirm service functionality will remain in place and will continue to require that the Mailer ID within the IMb on the piece is assigned to the Confirm subscriber. The subscriber can choose to direct all data to whatever location (i.e., IP address) they choose. The subscriber must ask Confirm Customer Assistance to establish Confirm data distribution schedules.

CONFIRM data can also be distributed for Full-Service using a MID profile and/or a Cast of Characters message. There are two categories of profiles that may be created: 1) Static and 2) Dynamic. A Static profile allows scans to be redirected to a third-party using a MID profile and, in some cases, the electronic documentation. A Dynamic Profile requires the submission of a Cast of Characters message. For a complete description of the options for data distribution refer the Data Distribution to Third-Parties section in *A Guide to Intelligent Mail for Letters and Flats* available on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailv5_10.pdf.

To support the functionality described above, a complete, static profile is required. All data received for an IMb containing the MID in the profile will then be redirected to the MID identified in the profile.

34. QUESTION: Will the existing process to register as a Confirm customer and then include the appropriate Confirm Service Type Code in the IMb continue? If not, please explain.

ANSWER: **In order for letter and flat mailpiece scan data (used for tracking) to be generated and distributed to customers, subscriptions must be established, activated and paid for via Confirm service. Data cannot be obtained without it flowing through and accounted for within an active subscription. As always, Confirm subscribers (and other firms associated with the mail preparation process) must use appropriate Service Type Identifiers within the barcode to enable data to flow to Confirm. Subscriptions can be established by applying for Confirm service via Confirm Customer Assistance (1-800-238-3150).**

35. QUESTION: Today we print the POSTNET barcode on our mail. We use a presort company and there are times when they spray a POSTNET barcode in the clear zone during their processing. In the future, we will be printing our IMb with our own Mailer ID (subscribed to OneCode ACS and OneCode Confirm) and they may spray an IMb with their own Mailer ID. Our IMb will be in the address block and the presort company's IMb will be in the clear zone. What happens when there are two IM barcodes on a mailpiece with different Mailer IDs? Will our Mailer ID in the address block still get the ACS/Confirm notifications?

ANSWER: **Since the hierarchy of barcodes will steer the mail processing equipment to the lower right, the mailer's applied barcode in the address block will be ignored.**

CONTAINER BARCODES / LABELS

36. QUESTION: How are IMb container placards going to be generated on demand for customers using Full-Service? Will the Postal Service website be able to generate these cards or a downloadable program available for customer use?

ANSWER: **An "on demand" system for generating IM container placards does not exist. It is envisaged that the mailers would use their own systems to produce the placards.**

37. QUESTION: When will Intelligent Mail container barcodes be available for use? Will they be required for the Basic option?

ANSWER: **IM container barcodes may be used now. Container barcodes on container placards may be used for the Basic option but the Full-**

Service option is required in order to receive container visibility scans.

38. QUESTION: What do you mean by "container visibility data"?

ANSWER: **Intelligent Mail container barcodes will be scanned upon induction at facilities where scanning capabilities have been implemented. The data will be provided to Full-Service option mailers.**

Container visibility data is defined in *A Guide to Intelligent Mail for Letters and Flats* available on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ GuidetoIntelligentMailv5_10.pdf.

CUSTOMER/SUPPLIER AGREEMENTS

39. QUESTION: From *A Guide to Intelligent Mail for Letters and Flats* v5, March 1, 2009, page 51, section 3.9, is a Customer/Supplier Agreement (CSA) required for origin entered and mail facility verified Full-Service mailings in May 2009?

ANSWER: **CSAs are independent of Basic and Full-Service mailings. A CSA is required when one of the following conditions exists:**
1. **Origin entered mail is verified at a DMU**
2. **Additional mail preparation is done in order to enter mail after a BMEU's Critical Acceptance Time (CAT)**
3. **Mail volume dictates mailer specific acceptance times prior to a BMEU's CAT**

If one of the above conditions exists then a CSA must be in place. For more information, see *A Guide to Customer/Supplier Agreements* on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guide s/CustomerSupplierAgreementGuide.pdf.

40. QUESTION: Are customers who have a CSA required to use a CSA in order to prepare a *Basic* option mailing?
- Are there requirements in May 2009?
- Are there additional requirements in November 2009?

ANSWER: **CSAs are independent of Basic and Full-Service mailings. A CSA is required when one of the following conditions exists:**
1. **Origin entered mail is verified at a DMU**
2. **Additional mail preparation is done in order to enter mail after a BMEU's Critical Acceptance Time**

> **3.** **Mail volume dictates mailer specific acceptance times prior to a BMEU's CAT**
>
> **At this time, the requirements in place today for CSAs will remain the same in November. For more information, see *A Guide to Customer/Supplier Agreements* on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/CustomerSupplierAgreementGuide.pdf.**

41. QUESTION: From *A Guide to Intelligent Mail for Letters and Flats* v5, pages 53-54, section 3.10, how will Facilities Access & Shipment Tracking (FAST) appointments required in a Customer/Supplier Agreement (CSA) for origin entered mailings be made in May 2009?

ANSWER: **For DMU verified, mailers transporting origin entered mailings will schedule appointments through the FAST system, entered in a module created in the FAST system itself. Mailers will have to apply for Scheduler IDs through the Business Customer Gateway. Please see *A Guide to Customer/Supplier Agreements* on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/CustomerSupplierAgreementGuide.pdf.**

42. QUESTION: One of the objectives stated for the Customer/Supplier Agreement (CSA) is to provide a structured format to support presort software developed to create separations and container labels. The discussions on the MTAC WG 122 conference calls have indicated that vendors are looking for Sample CSAs for which to develop software to. The latest samples provided still do not appear complete and realistic CSAs based on the replies to distribution of the samples. It is unlikely that software vendors will have CSA implementations available in May 2009.

There is a statement in section 3.9 "The CSA...includes an agreed upon effective date."
- Does this effective take into whether or not software is available to implement the CSA?

ANSWER: **The format that should be used to develop software for a downloadable CSA is in *A Guide to Customer/Supplier Agreements* on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/CustomerSupplierAgreementGuide.pdf.**

43. QUESTION: Once a Customer/Supplier Agreement (CSA) is effective must the mailer always use the CSA?

ANSWER: **Yes, if the one of the mailing situations exists that requires a CSA.**

44. QUESTION: There is only one reference to Full-Service in section 3.9 and it is not clear what it requires. "The objective of a Customer/Supplier Agreement (CSA) ... support presort software developed to create separations and container labels for full-service requirements."
Is the CSA only required when performing a Full-Service mailing?

ANSWER: **No, a CSA is independent of Intelligent Mail.**

45. QUESTION: Does the CSA have to be used for a Basic Mailing?

ANSWER: **The CSA represents an agreement for all mail coming from a facility, regardless of whether the mailing is prepared Intelligent Mail.**

46. QUESTION: Does the CSA have to be used for a POSTNET mailing?

ANSWER: **Yes, if the one of the mailing situations exists that requires a CSA.**

47. QUESTION: Section 3.9 states "A CSA will be created ... for any mailer entering mail that is origin entered and verified at the mailer's facility (for example, a DMU)."
Does this literally mean every mailer who has a DMU will have a CSA and will have to have software to implement the CSA?

ANSWER: **Yes, if origin mail is entered through the DMU.**

48. QUESTION: Or, does it mean these DMUs are candidates to have CSAs?
What is the timeframe for these DMUs to have CSAs created?

ANSWER: **The process has begun to create CSAs. Those that plan to be ready to implement Full-Service in May should contact their District Business Mail Entry manager to begin the process of creating a CSA. CSAs will be created for all DMUs prior to November 2009.**

49. QUESTION: What is the expected timeframe for these mailers to have the CSAs be effective?
Is this process taking into account the availability of vendor provided software?

The last sentence of section 3.9 is "If a separation is made that is not in the CSA, the container label information will be found in the optional First-Class containerization and labeling standards found in the domestic Mail Manual." This sentence implies that a mailer may be preparing mail partially according to a CSA and partially according to the optional containerization rules in the DMM. This is the opposite of a statement that I think was made during an MTAC WG 122 call that I thought indicated a Mailer would either prepare a mailing solely according to a CSA or solely according to the optional containerization rules in the DMM.

ANSWER: **CSAs for Full-Service option mailers will be in place by May.**

The format that should be used to develop software for a downloadable CSA is in *A Guide to Customer/Supplier Agreements* on RIBBS at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/CustomerSupplierAgreementGuide.pdf.

A mailer that chooses to make a separation that is not included in the CSA would follow the rules in the Domestic Mail Manual (DMM).

50. QUESTION: The question: How will CSA required FAST appointments for origin entered mailings be made in May 2009.

This question was generated because of the information in section 3.10 of the Guide. The Guide states:
- For Origin entry Appointments: TBD

TBD is problematic for software vendors to develop software to. If this is going to be a requirement in May 2009 it unlikely that software vendors will be able to support the requirement since no details are available on how to support it.

ANSWER: **You're absolutely right. The 'TBD' will be removed.**

FACILITIES ACCESS & SHIPMENT TRACKING (FAST)

51. QUESTION: Will you allow all customers to schedule appointments electronically? Or only Full-Service and for DBMC or DSCF drop shipments?

ANSWER: FAST for destination entry is used for DBMC, DADC, and DSCF drop shipments. These may be scheduled either online or electronically. Appointments for origin entered customer transported mail will also be able to be scheduled either online or electronically. FAST is not used at delivery units.

More information is available in *Facilities Access and Shipment Tracking (FAST) Customer User Guide* on the FAST website at https://fast.usps.com/userguide/CustomerUserGuide.pdf.

FULL-SERVICE OPTION

52. QUESTION: Will ACS be provided free with Full-Service IMb?

ANSWER: Automated address correction information will be available at no additional charge to Intelligent Mail Full-Service option mailers.

53. QUESTION: What prices will we get when we implement Full-Service on May 11?

ANSWER: Automation letters and automation flats prices as listed in Notice 123, *USPS Price List*, available on the Postal Explorer website at http://pe.usps.com/PriceChange_May2009/PDF/PriceList/PriceList.pdf.

54. QUESTION: Will the online presentation of reports be ready by May 11?

ANSWER: Yes. The following Full-Service reports and report data will be available to Intelligent Mail Full-Service option mailers:

- **Start-the-Clock**
- **Container Visibility Scans**
- **Full-Service ACS Change of Address (COA) Detail Records**
- **Full-Service ACS Nixie Detail Records**

55. QUESTION: Please clarify the answer given for a question from last weeks (3/6/09) webinar. Under **FULL-SERVICE QUESTIONS** on page 7, Question #2 deals with the 45-day Serial Number uniqueness. I know the 45-day uniqueness requirement is a Full-Service requirement and that Basic Service pieces do not carry this requirement. I interpret the statement "*The 45 day rule is not necessarily enforced for ACS participation*" to mean if you an ACS participant and using OneCode ACS under Full-Service your Serial Number field does not have to remain unique for 45 days.

In other words you could always use you account or customer number, if it fits, as the Serial Number. Is that true?

ANSWER: **This is not true. Full-Service requires 45 days of uniqueness. Basic does not. If you participate in OneCode ACS under Basic Service, there is no 45 days of uniqueness required. If you want to retrieve Full-Service address correction records, then the Full-Service requirement of 45 days of uniqueness applies.**

56. QUESTION: Based on the answer to the above question the following question may apply:
In Full-Service, if the Serial Number must remain unique (even for ACS participants) can you give examples of some "easy" methods that can be employed?

ANSWER: **Two of the fields in the Intelligent Mail barcode are used to maintain barcode uniqueness.**

- **Mailer ID: A 6-digit or 9-digit number assigned by the Postal Service that uniquely identifies the Mail Owner or Mail Preparer.**

- **Serial Number: A 6-digit or 9-digit sequence number used to further identify the mailpiece or mailing.**

The combination of these two fields is used to create a unique mailpiece identifier in the Intelligent Mail barcode, as required for Full-Service mailpieces. Intelligent Mail barcodes with the same Mailer ID and Serial Number cannot be repeated within mailings of the same mail category within 45 calendar days of the Postage Statement Mailing Date in the .csm or Postal Wizard mailing date. Mailpiece uniqueness is not enforced across mail classes meaning two mailpieces could carry the same Mailer ID and Serial Number combination within the 45-day uniqueness period provided the pieces were in different mail classes (e.g. First-Class Mail and Standard Mail). Mail class is part of the Service Type ID field. Any Intelligent Mail barcode can be kept unique for longer than 45 calendar days.

It is up to the mailer to determine the optimal approach to defining uniqueness within the mailing supply chain.

57. QUESTION: If just an arbitrary sequential number is assigned to each record the customer must maintain a "match-back" lookup table for their ACS participants to know what record in their master file is really referring to when the USPS gives them address changes. That method would be very cumbersome.

ANSWER: **Mailers may also provide a "keyline" in the electronic documentation that can be used to match records back to a particular customer. If the keyline is provided, the ACS record for that mailpiece will contain the keyline information.**

58. QUESTION: Another method would be to use the customer/account number as the Serial Number and add another digit in front to keep it unique. But unless the Serial Number field is 9 digits (meaning a 6-digit MID), there is not usually not enough room to do this method.

Another method you mentioned during the last webinar to maintain uniqueness was to use multiple Mailer IDs (MID). That might work if only 2 mailings occur during the 45 day period, but for someone who mails weekly or has multiple main and supplemental mailings during that time period it could require a half dozen MIDs. The more MIDs involved the more cumbersome it becomes to make sure you are using the correct one for the correct mailing.

ANSWER: **Two of the fields in the Intelligent Mail barcode are used to maintain barcode uniqueness.**

- **Mailer ID: A 6-digit or 9-digit number assigned by the Postal Service that uniquely identifies the Mail Owner or Mail Preparer.**

- **Serial Number: A 6-digit or 9-digit sequence number used to further identify the mailpiece or mailing.**

The combination of these two fields is used to create a unique mailpiece identifier in the Intelligent Mail barcode, as required for Full-Service mailpieces. Intelligent Mail barcodes with the same Mailer ID and Serial Number cannot be repeated within mailings of the same mail category within 45 calendar days of the Postage Statement Mailing Date in the .csm or Postal Wizard mailing date. Mailpiece uniqueness is not enforced across mail classes meaning two mailpieces could carry the same Mailer ID and Serial Number combination within the 45-day uniqueness period provided the pieces were in different mail classes (e.g. First-Class Mail and Standard Mail). Mail class is part of the Service Type ID field. Any Intelligent Mail barcode can be kept unique for longer than 45 calendar days.

It is up to the mailer to determine the optimal approach to defining uniqueness within the mailing supply chain.

59. QUESTION: Does the unique Serial Number required for Full-Service allow customers in any way to track the individual mail pieces as they

travel through the USPS or is it only used internally within the
USPS?

ANSWER: **Confirm service can be used to track mailpieces through the USPS network upon registration and payment of appropriate fees.**

GENERAL QUESTIONS

60. QUESTION: Since many of us are using Presort Accuracy Validation and Evaluation (PAVE) certified software, will there be a PAVE certificate associated with the IMb?

ANSWER: **The USPS has no certification program for Intelligent Mail except for IM tray barcode certification as described in the *Intelligent Mail Tray Label Certification Guide* found on RIBBS at http://ribbs.usps.gov/intelligentmail_tray_label/documents/tech_guides/Intelligent_Mail_Tray_Label_Certification_Guide.doc.**

61. QUESTION: When will USPS field personnel at local Post Offices and Districts receive training? For example, as a presort house using MLOCRs to co-mingle the First-Class Mail and Standard Mail, we were recently advised by the Mailpiece Design Analyst where we submit the majority of our co-mingled mail the we need separate Mailer IDs for our company because we deposit mail at two different SCFs from the same jobs. Our MLOCR vendor has told us that this is not the case. The company will be allowed to use the same Mailer ID when breaking up a mailing and submitting a portions to different BMEUs.

We need clarification and guidance from the USPS that what our vendor has told us is correct. Finally we need clarification and guidance from the USPS that when we submit our Mailer ID application, we will be issued a mailer ID that we can use in multiple BMEUs for mail being processed and sorted using our MLOCRs.

ANSWER: **USPS Headquarters is conducting ongoing Intelligent Mail education for field employees.**

62. QUESTION: When will the IMb be required on regular pieces of Presorted First-Class Mail?

ANSWER: **There is no such requirement expected in the foreseeable future. Properly formatted barcodes are required in order to claim automation mail prices only.**

63. QUESTION: Will the POSTNET barcode still be eligible until the year 2011?

ANSWER: **Yes, for automation letters and flats.**

64. QUESTION: Will the USPS local office (Miami FL) be ready for tray tags and placards starting May 11?

ANSWER: **Intelligent Mail tray labels and container placards may be entered at any postal facility.**

All postal facilities are currently processing 10/24-digit transitional tray labels. Facilities will be prepared to process 'pure' 24-digit Intelligent Mail tray labels for Full-Service option mailings.

Intelligent Mail container labels (placards) may be used now. Container visibility scans will be available from processing facilities where scanning capabilities have been implemented.

65. QUESTION: For a single combined/commingled mailing, when will multiple CAPS for Mail.dat be implemented? -- to allow for postage payment by multiple permit accounts for individual permit holders in a single combined/commingled mailing.

ANSWER: **This capability already exists and is being used for Standard Mail and Periodicals. MLOCR (Multi-line Optical Character Reader) mailers will have access in May 2009. In all cases, mailers must pass testing and be approved to use this system.**

66. QUESTION: Is *PostalOne!* ready to accept Mail.dat files for manifest mail? If not, does the March 31 deadline for beginning CAT testing to qualify for early Full-Service status, apply to manifest mailers?

ANSWER: **No. Manifest Mailing System (MMS) requirements will remain unchanged for May 2009. Full-service manifest mailers will submit electronic documentation per the requirements in the *A Guide to Intelligent Mail for Letters and Flats* which includes piece, handling unit, and container Intelligent Mail barcodes. In addition, they will need to continue to provide the hard-copy documentation, or other version approved by BMS, to support the manifest.**

For more information on how MMS mailers will participate in Full-Service, reference *A Guide to Intelligent Mail for Letters and Flats,* posted on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ GuidetoIntelligentMailv5_10.pdf.

67. QUESTION: Will the USPS use IMb instead of POSTNET to re-route mail with the yellow stickers in the clear zone? If so, will they be reproducing the IMb that was originally printed on the mailpiece?

ANSWER: No. USPS will not apply an IM barcode on the yellow labels produced by PARS or CFS.

68. QUESTION: When will the price difference between Basic and Full-Service become effective?

ANSWER: November, 2009

69. QUESTION: Is there any information available on production and testing equipment for Full-Service barcodes?

ANSWER: Resources can be found on RIBBS. Go to Intelligent Mail, OneCode Solutions, Important Links.

Your local Mailpiece Design Analyst (MDA) can also be a valuable resource. Search for your local MDA by ZIP Code with the Mailpiece Design Analyst Lookup Tool at on the Postal Explorer website at http://pe.usps.com/mpdesign/mpdfr_mda_lookup.asp.

70. QUESTION: What is the web page for a *PostalOne!* customer?

ANSWER: http://usps.com/postalone

To apply for access, contact your local Business Mail Entry Unit.

71. QUESTION: Is it true that, if you have not applied for PostalOne! access by March 31, you cannot get access until May 11?

ANSWER: No. The Full-Service option requires electronic documentation provisioning via Mail.dat 09-1 or the Postal Wizard. *PostalOne!* will be ready to accept Full-Service Mail.dat and Postal Wizard files upon implementation of Full-Service which is scheduled for deployment on May 18, 2009.

The Postal Service is fully committed and ready to support any mailer that wishes to migrate to Full-Service after the scheduled Full-Service deployment date of May 18. For information on how you can participate in the Full-Service program, reference the *Electronic Documentation and Intelligent Mail: Ready, Set, Go!* guide located on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/eDocandIntelligentMailReadySetGov1_7.pdf.

72. QUESTION: I am currently using Intelligent Mail barcodes. Will I have to change from hardcopy postage statements in May?

ANSWER: **There will be two Intelligent Mail options in May – Basic and Full-Service. With the Basic option, you may continue to submit hardcopy postage statements, although we would prefer that you use Mail.dat, Mail.XML, or Postal Wizard.**

Full-Service requires the submission of electronic documentation through Postal Wizard (limited use), Mail.dat, or Mail.XML.

73. QUESTION: What are the options for sending mail out it the *PostalOne!* system goes down?

ANSWER: **We have back-up processes and do not hold up mail. Clerks will accept the mail without hardcopy but, if the system is down for a prolonged period, we may require hardcopy postage statements. Details will be included in the *Intelligent Mail Full-Service Option User Access and Reports Guide*, posted on ribbs.usps.gov.**

REGISTRATION IDs (MIDs & CRIDs)

74. QUESTION: When I prepare a mailing for another company, when would I use my Mailer ID and when would I use the list owner's on the mailpiece? Perhaps for directing the charges related to ACS or Confirm?

ANSWER: **Either the mail owner's or the service provider's MID can be used. The decision on which MID to use must be made between the owner and the vendor. For Full-Service, both the owner and the preparer must be identified (By/For relationship) in the electronic documentation by permit number, MID, or CRID. More information is available in *A Guide to Intelligent Mail for Letters and Flats* on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ GuidetoIntelligentMailv5_10.pdf.**

75. QUESTION: I am the Production Manager for a state central mail operations. I have almost 300 different state agencies that send their mail to us and we apply the postage, sort it and the Post Office picks it up. My sorter sprays the barcode on the mail (12 million last year). My question is in two parts.
    1.   For my large agencies (DHR, Finance, Revenue, Medicaid, etc.), who should be responsible for requesting their Mailer ID?

2.   We run what we call 'Daily Mail' that is all one ounce mail that doesn't qualify because of individual qualifying volume (less than 500). This normally adds up to about 10,000 a day. There is no way I am going to stop the sorter (processing at 30,000 pieces per hour) every time the mail changes to a different agency. How do I process this mail under the new IMb system?

ANSWER: MID assignments are based on total mail volume. Each of your agencies can apply for their own MID or you can use your MID on all of the mail you process or somewhere in between.
You may qualify for multiple 9-digit MIDs or possibly a 6-digit MID.
It's really a business decision that your organization has to make.

76. QUESTION: We pick mail generated at several health care facilities (hospitals located in different cities. The hospitals are members of a nationwide network of hospitals. We do not believe that any of these facilities will request address correction nor do they use ACS or OneCode ACS. If the individual hospitals choose not to get a Mailer ID from there local Post Office, can I obtain a separate CRID for each location by "… submitting an Excel spreadsheet to the *PostalOne!* Help Desk at postalone@email.usps.gov"? In other words, does the USPS assign CRIDs by address for large companies?

ANSWER: Answer pending.

77. QUESTION: There seems to be no general USPS promotion geared toward explaining to mail owner/producers the benefits of having a Mailer ID. It will be necessary for vendors to initiate (and educate) the new requirement with their customers. Some mail owners do business with several mail service providers and may be deluged for signatures on the Mailer ID applications. Does the USPS have any handout material describing the intent of the issuance of a Mailer ID which mail service providers can use when contacting the mail owners?

ANSWER: Please refer to RIBBS, Intelligent Mail Services. We have documents, presentations, testimonials … all sorts of information. Much of it refers to MIDs, what they are, how they're used, and how to get one.

78. QUESTION: Is a different Mailer ID needed for each type of service? For instance, a Mailer ID used for tracking the mail piece, a different Mailer ID if just using regular no tracking service, and a different Mailer ID if doing Certified Mail, etc.?

ANSWER: **No, you do not need a different Mailer ID for each service or class of mail. The Service Type Identifier is used to identify the class of mail and the services (OneCode ACS and/or OneCode Confirm) requested for that mailpiece. There is no Service Type ID for Certified mail.**

79. QUESTION: We currently subscribe to Confirm and have subscriber IDs assigned for each of our Automated Processing System (APS) flat sorting machines. Relative to Confirm, will a single Mailer ID replace the existing subscriber ID? We would like to continue the unique assignment of the ID by individual APS machine and would request that this continue.

ANSWER: **This functionality is in place today and will remain.**

80. QUESTION: I have my Mailer ID #, but all my mail is bar-coded and mailed through a Presort House. I had been told that as long as I have a Mailer ID# that the Presort house can use or they can use their Mailer ID, is there a reason that I have to choose Basic or Full-Service, or I okay with having the Mailer ID only.

I hope that this is a clear enough question. I had been told that I didn't have to do anything further, unless at a later time I wanted to "track" mail, then I would have to choose a Basic or Full-Service. If this is not correct, then what is my deadline and what is the timeline for this?

ANSWER: **Mailers do not have to choose between the Basic and Full-Service options. They can even continue using POSTNET barcodes for the time being.**

Mailpiece tracking can be accomplished through Confirm service upon registration and payment of appropriate fees. Intelligent Mail does not require the use of Confirm service. The Intelligent Mail Basic and Full-Service options do not provide tracking. More information is available in *A Guide to Intelligent Mail for Letters and Flats* on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ GuidetoIntelligentMailv5_10.pdf.

81. QUESTION: If a mail owner precodes their pieces, and uses a presort bureau to submit the mail, the USPS will not have any record of the volume for MIDs. The presort bureau will have to provide a volume report so the mail owner can get MIDs. This is especially important if they need a six digit MID. We had a customer that barcodes and mails 26 million pieces a year and could not get a six digit MID.

ANSWER: **Our primary source of validating mail volume is the *PostalOne!* system. In the absence of *PostalOne!* data, other documentation can be submitted to your local Business Mail Entry to be forwarded to USPS Headquarters for evaluation.**

82. QUESTION: For Full-Service, is a Mail-Owner C.R.I.D. # "required" in the mail.dat?

ANSWER: **The Mail Owner may be identified in Intelligent Mail Full-Service electronic documentation in one of three ways. By:**
1. **Permit**
2. **Mailer ID (MID)**
3. **Customer Registration ID (CRID)**

83. QUESTION: If our client is using track my mail, we would be using their MID number, right? So they are not the mail owner or mail preparer. This is ok?

ANSWER: **The MID used on Intelligent Mail mailpieces must be determined between the Mail Owner and Mail Service Providers. In order to use OneCode Confirm, the Mailer ID on the mailpiece must be registered with Confirm services.**

84. QUESTION: We are working with our customer, the mail owner, and we are doing data work but then sending the files elsewhere to be prepared. If our customer does not have an MID, can we use ours or do we need to use the mail preparers ID? If we cannot use ours, how is this different then the track my mail scenario?

ANSWER: **The decision about whose MID to use on Intelligent Mail mailpieces is up to the Mail Owner and Mail Service providers. It may be the Mail Owner's, the Mail Preparer's, or some other Mail Service Provider's, as long as the By/For relationship is defined in the electronic documentation for the Full-Service option.**

85. QUESTION: Can we have separate MIDs for publication categories such as magazines and newsletters, and within that, for each title?

ANSWER: **MID assignments are based on total mail volume. It is possible that you may qualify for multiple MIDs. We recommend 9-digit MIDs in this circumstance.**

86. QUESTION: Can the same Mailer ID be used across Basic and Full-Service?

ANSWER: **Yes. If using the same MID, and you use a serial number in the IMb of a Basic mailing, that serial number must not be used in a Full-**

Service mailing within the same class of mail for a period of 45 days from the date of induction into postal processing.

87. QUESTION: What is a CRID?

ANSWER: **A Customer Registration Identifier (CRID) is a USPS ID assigned to a business at a specific location and helps to maintain consistency across postal applications. More details about CRIDs can be found in *A Guide to Intelligent Mail for Letters and Flats* located on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ GuidetoIntelligentMailv5_10.pdf.**

88. QUESTION: If using a mail service provider, whose MID is used?

ANSWER: **Either the mail owner's or the service provider's MID can be used. The decision on which MID to use must be made between the mail owner and the mail service provider. For Full-Service, both the owner and the preparer must be identified (By/For relationship) in the electronic documentation by permit number, MID, or CRID. More information is available in *A Guide to Intelligent Mail for Letters and Flats* located on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ GuidetoIntelligentMailv5_10.pdf.**

MAILER ONBOARDING

89. QUESTION: How will currently authorized *PostalOne!* users acquire authorization to submit Mail.dat 09.1 file sets?

ANSWER: **Currently authorized *PostalOne!* users will be automatically migrated into the Business Customer Gateway. This will give the user access to the Test Environment for Mailers (TEM) where they can submit their files for testing. Details of how to get onboard with Intelligent Mail services are in the *Electronic Documentation and Intelligent Mail: Ready, Set, Go!* guide on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ eDocandIntelligentMailReadySetGov1_7.pdf.**

90. QUESTION: Will there be differences between what currently authorized *PostalOne!* users have to do and user requirements with the implementation of IM? Are there defined testing requirements?

ANSWER: **All mailers wishing to provide electronic documentation and electronic files will be directed through the Test Environment for**

Mailers (TEM). Defined testing requirements can be found in the *Electronic Documentation and Intelligent Mail: Ready, Set, Go!* guide on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ eDocandIntelligentMailReadySetGov1_7.pdf

91. QUESTION: What procedure will new *PostalOne!* users have to follow and what will be their testing requirements in order to be able to submit Mail.dat 09.1 file sets?

ANSWER: New *PostalOne!* users will gain access through the Business Customer Gateway on usps.com. Mailers will submit their files through the Test Environment for Mailers (TEM). Once they have successfully completed testing, the mailer will work with the Business Mail Entry or Business Mailer Support to send files into production. Details of how to get onboard with Intelligent Mail services are in the *Electronic Documentation and Intelligent Mail: Ready, Set, Go!* guide located on ribbs.usps.gov at the following URL: http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ eDocandIntelligentMailReadySetGov1_7.pdf

92. QUESTION: Is there a letter of authorization that we must receive from the Postal Service to start to use the Full-Service option? Or is it that we are authorized once our BMEU approves the IMb trays and IMb pallet markers and be on *PostalOne!*. Please advise us on how to proceed.

ANSWER: Once the mailer completes the Training Environment for Mailers (TEM), local Business Mailer Entry (BME) or Business Mailer Support (BMS) will be notified by the Help Desk of the mailer's successful completion of file testing. BME or BMS will contact the mailer in writing to authorize them to send files into production.

93. QUESTION: We have yet to implement IMb, but plan on going the Full-Service route and printing our own IMb with the unique identifier. How do companies apply for Full-Service when they are utilizing a presort company to do the tray/container barcodes and electronic documentation?

ANSWER: The owner of the mail should work with the mail service provider to determine their Full-Service solutions. Please review *Electronic Documentation and Intelligent Mail: Ready, Set, Go*! available on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ eDocandIntelligentMailReadySetGov1_7.pdf.

94. QUESTION: Do existing *PostalOne!* users need to be recertified on the TEM system to use 09-1 Mail.dat files?

ANSWER: **All mailers who wish to migrate to Mail.dat 09.1 will be required to submit test files through the Test Environment for Mailers.**

95. QUESTION: Will the TEM test system replace the CAT system?

ANSWER: **Yes, all mailer testing will take place in the Test Environment Mailers.**

96. QUESTION: When will you have test system available to test Mail.XML?

ANSWER: **Customers new to XML must complete an initial testing process separate from CAT or TEM. For customers currently using XML, TEM for Mail.XML will be available on May 18th as describe in the *PostalOne! Mail.XML Technical Specification* located on RIBBS at http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ MailXMLTechnicalGuidev6_8_0.pdf.**

The specific messages supported in May can be found in the guide.

REPLY MAIL

97. QUESTION: We will be using the Full-Service option. At any point in the future, in order to maintain our discounts, will we also need to include the IMb on the remittance mail the customer sends back to us. Currently the POSTNET bar code is on the remittance envelope, not on the stub.

ANSWER: **For pieces potentially eligible for QBRM prices and for pieces included as part of Permit Reply Mail, IM barcodes will be required as of May 2010. For Courtesy Reply Mail enclosed in an outgoing automation-price mailpiece and all other Business Reply Mail, the required date to use IM barcodes will be May 2011.**

98. QUESTION: When will the IMb be required on Business Reply Mail?

ANSWER: **Please see the answer to question #97.**

99. QUESTION: How will Intelligent Mail barcode implementation affect Business Reply Mail?

ANSWER: **Please see the answer to question #97.**

100. QUESTION: Can the sequence number of the customer return envelope be zero?

ANSWER: **Yes.**

101. QUESTION: Will we need to have IM barcodes for this Courtesy Reply and Business Reply Mail? (A long grace period may be necessary for companies that order large quantities in advance.)

ANSWER: **Please see the answer to question #97.**

102. QUESTION: I understand that the IMb will be required on QBRM beginning May 2010. My university has many departments that order QBRM envelopes one year out – meaning they are getting ready to order this spring for next year! When does the USPS plan to have the new layouts available and when will Mailpiece Design Analysts have the capability to create new QBRM pieces for customers?

ANSWER: **Answer pending.**

103. QUESTION: We mail invoices to our customers with a remittance stub (reply) attached to the bottom of the invoice and we supply a return envelope. The customer is required to place a stamp on the return envelope.

To track the remittance we have set up the IMb serial number (9-character mailpiece identifier) of the remittance stub to match the serial number used to mail the invoice to the customer. Must we apply for a second Mailer ID so that the IMb is unique for 45 days or would a different "service level" for the remittance IMb suffice? How much of the IMb must be unique for 45 days (Mailer ID, Service Type, Serial Number, POSTNET info)?

ANSWER: **The Intelligent Mail barcodes on reply mailpieces do not have to be unique.**

104. QUESTION: We currently put a barcode on our Courtesy Reply envelope. We know it's not necessary, since the member puts their stamp on it, but it looks more professional. Would we run into any issues or charges, by keeping the old barcode on these?

ANSWER: **All letter-size reply cards and envelopes (business reply mail (BRM), courtesy reply mail (CRM), and meter reply mail (MRM)) provided as enclosures in automation First-Class Mail, Periodicals, and Standard Mail and addressed for return to a domestic delivery**

> **address must meet the applicable standards for automation-compatible mail. As of May 2011, that will require Intelligent Mail barcodes in place of POSTNET.**

TRAY BARCODES / LABELS

105. QUESTION: I was wondering if you could talk about the dimensions for the pink container tags? We currently use the 15/16 x 4 3/8 labels and those will not work for the new label layout.

ANSWER: **Intelligent Mail tray labels are 2-inch labels used on trays and sacks to provide unique identification within postal processing (DMM 708.6.5.1). Barcoded tray and sack labels shall be printed on white, manila or pink (for Periodicals) card stock 1.860 to 2.015 inches high by 3.250 to 3.515 inches wide (Section 3.1 Specifications USPS-L-3191 and USPS-L-3216 available at http://ribbs.usps.gov.**

WEBINAR ISSUES

106. QUESTION: Will there be a transcript of this webinar?

ANSWER: **We are neither transcribing nor recording our webinars however, our questions and answers will be posted as Frequently Asked Questions (FAQs) on RIBBS under Intelligent Mail, Latest News, Important Links.**