UNITED STATES
POSTAL SERVICE

Revisions to Publication 199, Intelligent Mail Package Barcode

(IMpb) Implementation Guide for: Confirmation Services and

Electronic Verification System (eVS) Mailers

Supplement for Bulk Proof of Delivery Services.

Product Specific Information

8.2   Bulk Proof of Delivery Program

8.2.1   General Information

The bulk proof of delivery program gives mailers the ability to receive signature Proof of Delivery records for applicable mailpieces without requesting them individually. This enhancement allows mailers to retain records longer than the Postal Service retention period and provides mailers a more efficient way to handle signature records.

The bulk proof of delivery program is available to mailers who participate in Adult Signature Required, Adult Signature Restricted Delivery, the Express Mail Manifesting program, Signature Confirmation electronic option program, or if a mailer or a mailer's third-party designee uses Electronic Return Receipt with the applicable extra service when printing privately-printed labels.

The mailer's Mailer ID (or the Mailer ID of a registered third-party with whom the mailer is working) must be used in the barcoded label or be placed in a Shipping Services file to participate. Mailers can receive bulk proof of delivery records on CD-ROM or a signature extract file accessed using SFTP/FTP, the secure SFTP protocol being preferred. CD-ROMs are produced twice a month — on the first day and the fifteenth day. The signature extract file is produced weekly. The Postal Service protects all PDF files using 128-bit RC4 encryption techniques and provides a customer-specific key code to the mailer or the mailer's approved third-party designee to access the data. A mailer must use its key code to access its encrypted PDF files. Acrobat Adobe Reader 7 or higher must be used for viewing, searching, and printing.

The United States Postal Service® allows mailers who purchase Express Mail® service or Signature Confirmation™ service, Adult Signature Required and Adult Signature Restricted Delivery, to request individual proof of delivery records in letter format by e-mail, fax, or mail. Customers can make these requests through the Track & Confirm site on usps.com or by calling 800-222-1811. Additionally, customers who purchase other extra services, such as Certified Mail™ service, can obtain individual proof of delivery records with recipient signatures by purchasing Electronic Return Receipt service. Electronic Return Receipt service is available for purchase only at the time of mailing.

To better serve customers who send many items through the mail and want proof of delivery for all (or most) of those items, the Postal Service™ offers a bulk proof of delivery service. Bulk proof of delivery service meets three key customer needs:

1. It frees the customer from having to request individual proof of delivery records or from placing PS Form 3811, *Domestic Return Receipt,* on each mailpiece (if applicable).
2. It allows mailers to retain signature records for longer than the Postal Service's retention period.
3. It provides mailers with a more efficient way to handle signature records.

Bulk proof of delivery service is available to mailers who participate with the following programs:

1. Adult Signature Required and Adult Signature Restricted Delivery.
2. Express Mail Manifesting (EMM).
3. Signature Confirmation electronic option.
4. Signature Confirmation retail option (when the customer prints its own labels).
5. Certified Mail service, Registered Mail™ service, insured mail (more than $200), and collect on delivery (COD) mail (when the customer prints its own labels and purchases Electronic Return Receipt service at the time of mailing).

Certified Mail service, Registered Mail service, insured mail (more than $200), and COD mail customers requesting participation in the bulk proof of delivery program meet the "at the time of mailing" criteria because they agree to pay for all records. Mailers can make payment at the time of mailing (with the payment included in the postage affixed to the mailing) or with a credit card at the time the Postal Service compiles and provides the records.

At this time, records are available for items delivered only in the United States, including Alaska, Hawaii, the U.S. Virgin Islands, and Puerto Rico.

Participants in the bulk proof of delivery program must have a Postal Service issued Mailer ID and register through the Business Customer Gateway for online enrollment. .

8.2.2 Participation

8.2.2.1 Eligible Mailers

The bulk proof of delivery program is available to the following mailers:

a. Mailers who use Adult Signature Required and Adult Signature Restricted Delivery

b. Mailers who use participate in the Express Mail Manifesting (EMM) program.

c. Mailers who use the Signature Confirmation service electronic option program.

d. Mailers who use Electronic Return Receipt service with Certified Mail service, Registered Mail service, insured mail (more than $200), collect on delivery (COD) mail, or Signature Confirmation service with labels that include the mailer's Mailer ID number (i.e., Signature Confirmation labels that mailers have printed themselves or that mailers have had printed on their behalf by the Postal Service or a third-party designee).

e. Mailers who use Electronic Return Receipt service with Certified Mail service, Registered Mail service, insured mail (more than $200), COD mail, or Signature Confirmation service with labels that include the Mailer ID number of a third-party designee (consolidator or vendor). In these instances, the third-party designee must submit an electronic file with the client's Mailer ID number placed in the Client Mailer ID field of Detail Record 1.

Additional information on electronic file transmission and the Client Mailer ID field is included in Publication 199, Chapter 6, *"Communications".*

Mailers who use labels procured from a Postal Service retail location (i.e., labels that do not contain the mailer's or third-party designee's Mailer ID number) cannot participate in the bulk proof of delivery program.

Some tasks that an applicant must complete are noted in Exhibit 18 and discussed later in this chapter.

Exhibit 18

Participation Checklist

1.Obtain a mailer ID number through the USPS Business Customer Gateway on usps.com

2. Receive certification (or use a certified third-party designee) for printing labels and/or sending/receiving files.

3. Designate whether the mailer or third-party designee will receive the records.

4. Complete PS Form 5054, *Bulk Proof of Delivery Application Payment Authorization (if payment will be through use of a credit card)).*

8.2.2.2 Mailer ID Number (MID)

A participant must include its Mailer ID number in the label and/or electronic file in order for the Postal Service to compile records for this service. A mailer or its third-party designee must

complete the appropriate certification process to begin using a Mailer ID number with its mailings (refer to the certification section in Publication 199, Chapter 2).

The Postal Service extracts information based on the "highest priority" BPOD-participating Mailer ID number in the electronic file. The possible locations for the participating Mailer ID number (in the order of precedence) are as follows:

1. Mail Owner MID in Detail Record 1. If the customer is using a third-party designee, the MID of the mail owner (the customer) will typically go in this field. However, if the customer prints its own labels (and its MID is in the Package Identification Code (PIC) — the PIC is synonymous with the term "label ID"), then this field should contain all zeros.

2. PIC in Detail Record 1. The MID within the PIC should be that of the private barcode printer (either the mail owner (customer) or the third-party designee).

3. Electronic File Number in the Header Record. The MID included as part of the Electronic File Number in the Header Record must contain the MID of the entity that actually transmits the file.

The mailer is responsible for working with the third-party designee to ensure that the third-party designee provides the proper information to the Postal Service in the electronic file. See more information on correctly populating the electronic file in Chapter 3, *"Shipping Services File",* of this publication.

A single mailer may use multiple MIDs; however, mailers with multiple MIDs must register each MID during online registration..

A mailer can choose whether to receive either Signature Extract Files or CD-ROMs for each registered MID, or to consolidate the various files under one MID. If the mailer chooses to receive separate files for each MID, the mailer must register each within the USPS Business Customer Gateway.

8.2.2.3   Certification

To participate in the bulk proof of delivery program, a mailer (or the mailer's third-party designee) must receive the appropriate certification to print labels or send and/or receive files. Certification information for Confirmation Services is available in Publication 199, Chapter 2, *"Getting Started".* Certification for Express Mail Manifesting is included in Publication 97, *Guide to Express Mail Manifesting.* Many consolidators/vendors have already received certification for label printing and/or sending electronic files. If applicable, a mailer should check with its third-party designee to see if additional certification is required.

8.2.2.4   Online Registration

After completing the online registration process through the USPS Business Customer Gateway (see Appendix 1 for detailed information), mailers must designate who will send the electronic files and receive the Signature Extract Files or CD-Rom.

Listed below are some (but not all) of the choices that a mailer must make.

a. Choose between a Signature Extract File or a CD-ROM.

b. Choose whether the mailer or a third-party designee will receive files.

c. Choose who will send the electronic file (if applicable — required for mailers choosing the Pay at Mailing option).

d. Choose payment method (postage meter or PC Postage® for the Pay at Mailing option, or credit card for the Pay as Compiled option).

e. Choose whether an electronic file will always or will never be sent (if applicable — required for mailers choosing the Pay as Compiled option and receiving CD-ROMs).

Note: If a customer indicates that it or its third-party designee will provide an electronic file and none is provided, no bulk proof of delivery records will be created. If a customer indicates that it will not provide an electronic file, the Mailer ID number within the PIC will be used to identify the mailpiece as eligible for the bulk proof of delivery program.

f.   Choose whether to receive proof of delivery records that are combined into one file or that are parsed into individual files.

8.2.2.5   Key Codes

Key codes protect signature data files. After online registration and approving a mailer's participation request, the Postal Service provides the mailer or the third-party designee with the appropriate information, as follows:

a.   If the mailer will receive its own records, the Postal Service Confirmation Services Customer Support team sends an e-mail to the customer point of contact with the mailer's key code information.

b.   If a third-party designee will receive a mailer's records, the Postal Service Confirmation Services Customer Support team sends an e-mail to the third-party designee informing the designee of the mailer's activation date for the program. The Postal Service will send the mailer's records to the third-party designee using the third-party designee's key code.

8.2.2.6   Third-Party Designee Solution

Selecting a Third-Party Designee

A mailer may choose to have a third-party designee receive its records. In these cases, the Postal Service releases proof of delivery information to the mailer's approved third-party designee. If the mailer does not give approval for a third-party designee, then a third-party designee cannot receive proof of delivery letters on behalf of the mailer.

When a mailer joins the bulk proof of delivery program and indicates that a third-party designee is to receive its records, the Postal Service sends an e-mail to the third-party designee informing the designee of the mailer's activation date for the program.

Each third-party designee has one universal key code for all records it receives, regardless of the number of mailers. When managing records for multiple mailers, the third-party designee must separate each mailer's records and provide each mailer with access to only its records. Under no circumstances can a third-party designee share its universal key code or allow one mailer to access the records of another mailer.

A third-party designee who has mailers wishing to participate in the bulk proof of delivery program must ensure that each customer completes the online registration process, which will serve as authorization for the third-party designee to receive that mailer's records. The third-party designee must place the mailer's Mailer ID in the PIC or in the Client Mailer ID field in the electronic file, Detail Record 1.

For each individual mailer that the third-party designee represents, the Postal Service may send to the third-party designee two separate types of PDF files:

a.   One type of PDF file contains all of the mailer's proof of delivery records (with a maximum of 1,000 proof of delivery records per file).

b.   The other type contains a corresponding Table of Contents.

If the third-party designee requests files on CD-ROMs, both types of PDF files will be on the CD-ROM; if the third-party designee requests Signature Extract Files, the Postal Service will send two

separate types of PDF files. For example, if a third-party designee represents 20 mailers, it will receive 20 CD-ROMS (if using the CD-ROM option) or at least 40 individual PDF files (if using the Signature Extract File option).

Note: No Table of Contents file is provided when the customer elects to receive records individually. See the Technical Solutions section of this chapter for more information.

A third-party designee who wishes to receive its own delivery records for personal mailings must establish a separate Mailer ID number and place it in the Detail Record 1 or Header Record (as stated in Eligible Mailers section of this chapter) must use a unique Mailer ID number in its PIC and files.

Changing a Third-Party Designee

If a customer decides to switch to a different third-party designee to receive its records, the mailer must contact the National Customer Support Center (NCSC) and request this change. The NCSC will process the request and send to the new third-party designee an e-mail containing the new mailer's information, and the new third-party designee will use its existing key code to access the mailer's records. The Postal Service will begin using the new third-party designee's key code to protect the mailer's records.

Removing a Third-Party Designee

If a mailer decides to switch from having a third-party designee receive its records to receiving its own records itself, the mailer must contact NCSC and request this change. Once the mailer has been appropriately certified to participate in the program and has established all necessary accounts (such as an SFTP/FTP account if applicable), the Postal Service will process the request and send to the mailer an e-mail containing the mailer's new key code. The Postal Service will begin using the mailer's new key code to protect the mailer's records.

8.2.3   Populating the Electronic File

Chapter 2, *"Getting Started",* of this publication provides in-depth information concerning population of the electronic file. (See the Eligible Mailers section of this chapter for additional information about which types of bulk proof of delivery participation necessitate the use of an electronic file.) For participation in the bulk proof of delivery program, however, mailers must ensure that specific aspects of their electronic files conform not only to the rules outlined in Publication 199 but also to rules specific to this program. Note that a record in an electronic file might pass all error checks necessary for tracking, yet that record might not pass all edits necessary for bulk proof of delivery, therefore disqualifying that mailpiece from being part of a customer's Signature Extract File or CD-ROM.

8.2.4   Electronic File Type Code

For records to qualify for inclusion in the program, the electronic file must contain an appropriate electronic file type code in the Header Record (position 003). The correct electronic file type code to use for bulk proof of delivery is "2" when using File Version V1.6 and later. See PUB 199 Chapter 3, *"Shipping Services File",* for more information.

8.2.4.1   Mailer ID

As noted in earlier sections, mailers may elect to send their own electronic files or to have a third-party designee do so on their behalf. When using a third-party designee, a mailer must ensure that its Mailer ID is included in the appropriate part of the electronic file. Mailer ID's may be either 6 digit or 9 digit in length. The 6 digit MID requiring the mailer to mail 100,000 pieces within a 6 month period. The options for Mailer ID placement when using a third-party designee are as follows:

a. A third-party designee mails one or more clients' mail using a unique Mailer ID assigned to the client(s) (the bulk proof of delivery mailer) and places the MID(s)in the Mail Owner ID field of Detail Record 1. The third-party designee then places its own Mailer ID into the PIC and into the electronic file number within the Header Record.

b. A third-party designee mails one or more clients' mail using a unique Mailer ID assigned to the client(s) and places the MID(s) into the PIC field of Detail Record 1. The Mail Owner ID field of Detail Record 1 is left as the default (all zeroes). The third-party designee then places its own Mailer ID number into the electronic file number within the Header Record.

If a customer decides to submit its own electronic file, the Mailer ID that it registered for the bulk proof of delivery program may be placed into the Mail Owner ID field, the PIC, or the electronic file number within the Header Record.

8.2.4.2   Special Services Code and Fee

Mailers electing to receive bulk proof of delivery records for Certified Mail service, Registered Mail service, insured mail (more than $200), or COD mail must indicate an appropriate Special Services Code and Fee in their electronic files. The correct Special Services Code is 957 (Electronic Return Receipt) if using Electronic File 1.6 or higher, see Appendix I of Pub 199, the current Electronic Return Receipt fee is available as follows:

a. See the rates and fees section of *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®) — under "Extra Services," go to "Electronic Return Receipt." " Go to "Notice 123 Price List", go to "extra services", scroll down to "Electronic Return Receipt". Note that the appropriate rate is "requested at time of mailing (receive electronically)."

b. Visit *https://www.usps.com/ship/insurance-and-extra-services.htm?* and locate *Electronic Return Receipt*. Note that the appropriate rate is " *E*mail receipt"

Mailers may choose to include this code and fee for every Detail Record in the electronic file, or just for some records. Electronic Return Receipts will be generated only for those mailpieces for which the code and fee are included.

Customers electing to receive bulk proof of delivery records for Adult Signature Required, Adult Signature Restricted Delivery, Signature Confirmation service or Express Mail service do not need to indicate a special services code or fee in their electronic files.

8.2.4.3   Customer Reference Number

If a customer includes information within the Customer Reference Number field of the electronic file (Detail Record 1), that information will be included on the Electronic Return Receipt that is produced for that mailpiece. See Exhibit 21 for an example of the Customer Reference Number within the Electronic Return Receipt. Note that the Postal Service does not validate or edit this information. The Postal Service does not recommend use of this field for personally identifiable information such as Social Security numbers.

8.2.5   Customer Support

The Postal Service's National Customer Support Center's Technical Support Team is available to assist mailers with certification for the bulk proof of delivery program. Chapter 2, *"Getting Started",* of this publication has complete information on certification procedures.

Technical support for existing bulk proof of delivery mailers is as follows:

a. Signature Extract File: Technical support for file transfer problems or issues is available by calling 877-264-9693, Option 2.

b. CD-ROM: For a lost or damaged CD-ROM, contact the Technical Support team at 877-264-9693, Option 1, for a replacement. Replacement CD-ROMs are available for 30 days after the creation date.

8.2.6 Payment

8.2.6.1 Fees

Proof of delivery records are included in the price of Adult Signature Required, Adult Signature Restricted Delivery, Signature Confirmation service and Express Mail manifest items.

For other extra services, such as Certified Mail, Registered Mail, insured mail (more than $200), and COD mail service, there is a Electronic Return Receipt fee for every record. This fee is in addition to postage and must be paid at the time of mailing or at the time of record compilation. The current Electronic Return Receipt fee is available as follows:

a. See the rates and fees section of *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®) — under "Extra Services," go to "Electronic Return Receipt" Go to "Notice 123 Price List", go to "extra services", scroll down to "Electronic Return Receipt". Note that the appropriate rate is "requested at time of mailing (receive electronically)."

b. Visit *https://www.usps.com/ship/insurance-and-extra-services.htm?* and locate *Electronic Return Receipt*. Note that the appropriate rate is "*Email Receipt*."

Note: The party who receives the records is responsible for payment. If a mailer chooses to use a third-party designee, then the third-party designee is responsible for making payments to the Postal Service. If a mailer receives the records, then the mailer is responsible for making payments.

8.2.6.2 Payment Options

Pay at Mailing

The Pay at Mailing option requires that, prior to mailing, the mailer (or third-party designee) must send an electronic file that shows that the mailer (or third-party designee) has paid the extra service fee for the Electronic Return Receipt (Electronic) on the mailpiece. The mailer (or third-party designee) must pay postage using a postage meter or PC Postage. This fee information appears starting in Record Position 402 – 406 in Detail Record 1 of the electronic file (Electronic File Version 1.6 or higher)

The file must contain the appropriate special service code and the appropriate fee. If the file does not indicate the correct fee, or if the Postal Service does not receive the file, or if the Postal Service refuses the file because of errors, then the Postal Service will not be able to provide the records for that mailpiece. (See Publication 199, Chapter 5, *"Customer Interface Files"* for details on special service codes and file errors.)

Pay as Compiled

With this option, a mailer must provide information regarding a credit card account that the Postal Service charges each time that it compiles records. The Postal Service's National Customer Support Center (NCSC) processes the payments. For example, if a mailer has chosen the Signature Extract File option, then each Monday morning when the Postal Service generates files the NCSC will charge the appropriate amount to the credit card account on file based on the number of records provided. If a mailer has chosen the CD-ROM option, then the NCSC will charge the appropriate amount to the credit card account on file on the first and fifteenth of the month when the Postal Service compiles the CD-ROMs.

An electronic file is not required for these mailings (unless the mailer or third-party designee is using electronic option Adult Signature Required, Adult Signature Restricted Delivery, Signature Confirmation service or Express Mail manifesting).

The Postal Service will provide the mailer or third-party designee with a copy of the charge slip and a summary report of the number of records provided.

8.2.7 Payment Failure

8.2.7.1 Signature Extract File Option

If the payment fails and the mailer or third-party designee does not make restitution, the Postal Service will deactivate the mailer's account. The Postal Service may release the current files but will not compile records, and the mailer or third-party designee cannot retrieve files for the period of time that the account is delinquent. Those records will not be accessible/provided via the bulk proof of delivery program. Once the mailer or third-party designee makes the appropriate payment, the Postal Service will reactivate the account and will resume compiling records on the date the payment is processed.

8.2.7.2 CD-ROM Option

If the payment fails, the Postal Service will not release the CD-ROM. If attempts for restitution fail, the Postal Service will deactivate the mailer's account. The Postal Service will not compile records, and the mailer or third-party designee cannot retrieve files for the period of time that the account is delinquent. Those records will not be accessible/provided via the bulk proof of delivery program. Once the mailer or third-party designee makes the appropriate payment, the Postal Service will release the current CD-ROM and will reactivate the account. The Postal Service will resume compiling records on the date the payment is processed.

8.2.8 Completing PS Form 5054

Before the Postal Service can activate the Pay as Compiled payment option for a mailer using fee-based services such as Certified Mail, Registered Mail, insured mail (more than $200), and COD mail service, the mailer or the mailer's third-party designee must complete PS Form 5054, *Bulk Proof of Delivery Application Payment Authorization* (see Exhibit 20).

Note: If the mailer is receiving and paying for the records, then the mailer must complete PS Form 5054, but if the mailer has chosen a third-party designee to receive/manage its files and make payment, then the third-party designee must complete PS Form 5054 (and indicate the mailer's Mailer ID number). Instructions for submission are included on PS Form 5054.

PS Form 5054 is required only for the Pay as Compiled option. The only Pay as Compiled payment option is through a credit card. Pay at Mailing option customers pay for their records at the time of mailing, which requires an electronic file.

Exhibit 20
PS Form 5054, Bulk Proof of Delivery Payment Authorization Form
http://about.usps.com/forms/ps5054.pdf

8.2.9 Technical Solution

When a Postal Service employee delivers a Signature Confirmation, Certified Mail, or other signature-service mailpiece, the recipient signs his or her name on PS Form 3849, *Delivery Notice/Reminder/Receipt.* Postal Service employees scan the customer's information on the form, and it is then linked to the delivery event for the mailpiece. The Postal Services creates letter

facsimiles for all records with signature images that arrived in the Postal Service database since the time it created the last Signature Extract File or CD-ROM.

Example: The Signature Extract Files that the Postal Service posts on Monday morning contain records for any item for which the Postal Service linked the signature image during the prior week. If the Postal Service delivered an item on Saturday and the signature image is not yet available, then that record will be included in a future file. Similarly, in the CD-ROM production process, if a signature image is not yet available, then the Postal Service will include that record on a future CD-ROM. The Postal Service does not provide letters without signature images because they are not considered valid proof of delivery records.

8.2.9.1   Proof of Delivery Letter Facsimile Format

The Postal Service extracts mailpiece delivery data and associated signature and address images for participating mailers. The Postal Service produces letter facsimiles of delivery records, along with a Table of Contents file, and presents them to the mailer or the mailer's approved third-party designee in Adobe PDF format. A feature of the bulk proof of delivery program is that customers may elect to receive their proof of delivery letters combined into one PDF file (with a maximum of 1,000 records per PDF file) *or* as individual PDF files (one delivery record per PDF file).

a.   When combined, the Signature Extract File mailers will receive at least two PDF files: one containing the letter facsimiles and one containing the Table of Contents. A mailer who has more than 1,000 Electronic Return Receipts will receive additional PDF files, with a maximum of 1,000 proof of delivery records per file. (For example, a mailer who has 2,632 records will receive three PDF files, the first two containing 1,000 records each and the third one containing 632 records, along with a Table of Contents file.) Customers using the CD-ROM mechanism with the combined method will receive two files only: one PDF file containing the proof of delivery records, and one PDF file containing the Table of Contents. There is no 1,000-record limit per PDF file for the CD-ROM mechanism.

b.   The Signature Extract File mailers who elect the new individual letter option will receive one PDF file for each delivery record that is included in the run. For instance, if a customer has 500 records, it will receive 500 PDF files. No Table of Contents file is included with the individual letter option. For CD-ROM mailers, the individual letter option works the same as with the Signature Extract File mechanism. Note that for ease of transmission, the individual PDF files are compressed, with 1,000 PDF files per compressed file. The mailer launches records in Adobe Acrobat Reader by selecting the PDF file. (Mailers can download Adobe Acrobat Reader at *www.adobe.com/products/acrobat/readstep2.html.*)

The Postal Service indexes and provides records by the label ID, the delivery date, and the recipient's name (when available). A mailer or third-party designee has easy access to any specific letter facsimile by index and search functions. The Postal Service protects all PDF files using 128-bit AES encryption techniques and provides a customer-specific key code to the mailer or the mailer's approved third-party designee to access the data. A mailer must use its key code to access its encrypted PDF files. *Exhibit 21* provides an example of a letter facsimile as viewed using Acrobat Reader.

If a mailer chooses to use a third-party designee to receive and manage its files, the third-party designee maintains the single key code to access all files. The Postal Service provides each third-party designee with one key code for all files for all of its customers, regardless of the number of customers. The third-party designee cannot give its universal key code to individual

mailers. The third-party designee needs to determine the best method of providing access to individual mailers while maintaining the security of each individual mailer's documents.

Exhibit 21

Sample Letter Facsimile in PDF Format
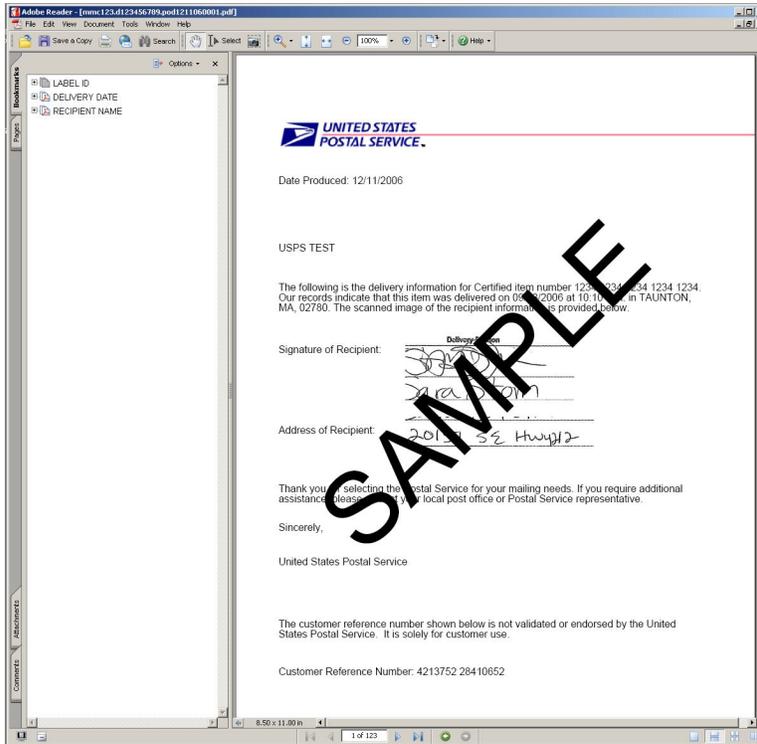
8.2.9.2 Indexing and Naming Conventions

The Postal Service indexes each letter in the PDF file as follows: They are sorted by the label ID, then Delivery date and Recipient's name.

a.   Label ID.

b.   Delivery date.

c.   Recipient's name (provided regularly for Adult Signature Required, Adult Signature Restricted Delivery, Express Mail and Signature Confirmation items only).

With each Signature Extract File or CD-ROM (when the combined file delivery method is chosen), the Postal Service provides a separate Table of Contents file that lists the label ID, the delivery date, the recipient's name (when available), and a CD-ROM/File Identifier. The Table of Contents file is a cumulative file that provides a way to determine where the letter facsimile is stored on the Signature Extract File or CD-ROM. The mailer can search the cumulative Table of Contents for individual records and then determine which Signature Extract File or CD-ROM contains the record.

The CD-ROM/File Identifier contains the acronym "pod" (which stands for "proof of delivery") followed by the two-digit month, the two-digit day, and the last two digits of the year in which the Signature Extract File or CD-ROM was created. Additionally, for the Signature Extract File, a four-digit code is appended to denote which grouping of 1,000 records is being referenced. Records 1 through 1,000 are in a file ending with "0001," records 1,001 through 2,000 are in a file ending with "0002," etc. The file name content is "podmmddyyXXXX.pdf." Actual file names would be "pod0605070001.pdf," "pod0605070002.pdf," etc. (However, as shown in , the file name appearing in the "CD-ROM/File Identifier" column does not display the PDF extension.) The Table

of Contents data is also in PDF format and has a similar naming convention — i.e., toc060607.pdf.

 Exhibit 22 provides an example of a Table of Contents viewed using Acrobat Reader.

The file names for the proof of delivery and Table of Contents files will vary slightly depending on the type of delivery mechanism selected (Signature Extract File or CD-ROM; combined or individual) and the recipient of the data (the customer or its third-party designee). Note that the signature extract files are placed into the recipient's six-digit directory (example, mmc001). More information about this directory is available in Chapter 6, *"Communications"* of this publication.

The following examples outline the naming conventions based on various combinations of delivery mechanism and recipient (with the proof of delivery file noted first and the Table of Contents file noted second).

Note: In these examples, the customer's Mailer ID number is 901000109, the third-party designee's Mailer ID number is 999999999, and the label ID is eb111111111us.

a. Signature Extract Files received by customer with combined method:
  (1) pod0515070001.pdf.
  (2) toc051507.pdf.

b. Signature Extract Files received by third-party designee with combined method:
  (1) d901000109.pod0515070001.pdf.
  (2) d901000109.toc051507.pdf.

c. CD-ROM received by customer with combined method:
  (1) d901000109.pod051507.pdf.
  (2) d123456789.toc051507.pdf.

d. CD-ROM received by third-party designee with combined method:
  (1) t999999999.d901000109.pod051507.pdf.
  (2) t999999999.d901000109.toc051507.pdf.

e. Signature Extract Files received by customer with individual method:
  ■ pod051507.eb111111111us.pdf.

f. Signature Extract Files received by third-party designee with individual method:
  ■ d901000109.pod051507.eb111111111us.pdf.

g. CD-ROM received by customer with individual method:
  ■ d901000109.pod051507.eb111111111us.pdf.

h. CD-ROM received by third-party designee with individual method:
  ■ t999999999.d901000109.pod051507.eb111111111us.pdf.

For Signature Extract Files (like the example files listed in item a above), the Postal Service places each file into the appropriate directory for retrieval. For CD-ROMs (like the example files listed in item c above), the Postal Service places both files on the CD-ROM that it mails to the mailer or the third-party designee.

All records received as individual files will be compressed. The following naming conventions will be used for the compressed file, where a maximum of 1,000 records are placed in each compressed file (the last four digits of the file name will increase by 1 with each 1,000 records):

a. Signature Extract Files received by customer:
  ■ pod0515070001.tar

b. Signature Extract Files received by third-party designee:

- d901000109.pod0515070001.tar.

c. CD-ROM received by customer:

- d901000109.pod0515070001.tar.

d. CD-ROM received by third-party designee:

- t999999999.d901000109.pod0515070001.tar.

The Table of Contents is a cumulative file that contains data for each calendar year. In January of each year, the Postal Service creates a new Table of Contents, regardless of the date that the mailer started participating in the program. The Postal Service recommends that mailers place a copy of the Table of Contents PDF file on a local PC or server to have unlimited access to the data.

Exhibit 22
Sample Table of Contents in PDF Format
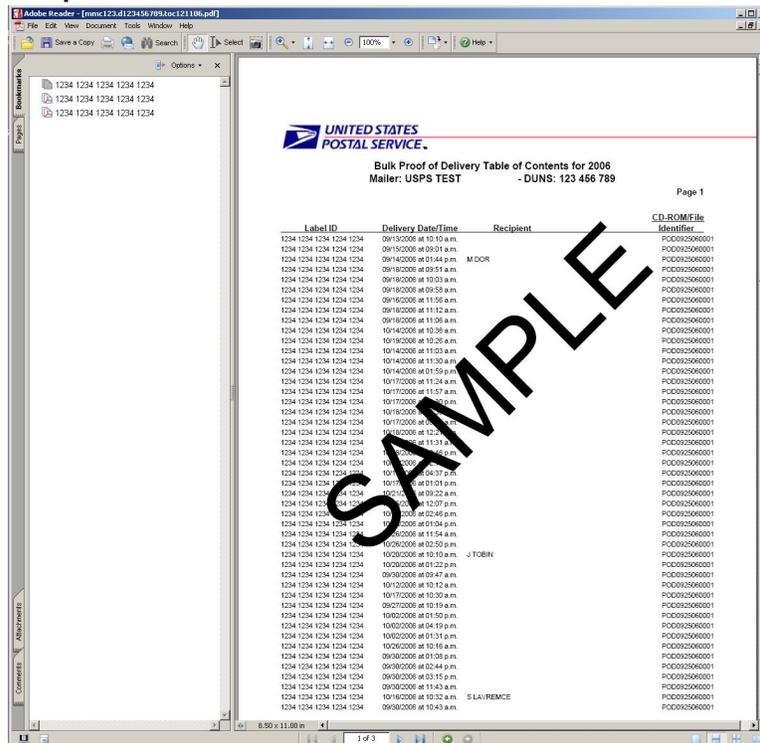
8.2.9.3 Letter Contents

The Postal Service's bulk proof of delivery letter facsimiles are very similar to the existing proof of delivery response letter that the Postal Service sends out when a mailer requests records individually by e-mail, fax, or mail. The wording used in the two types of letters is slightly different. Each letter contains the Postal Service logo and the following data elements and images.

a. Data Elements:

(1) Label ID.

(2) Delivery date.

(3) Delivery time.

(4) Delivery city.

(5) Delivery state.

(6) Delivery ZIP Code™.

      (7)   Recipient's name (first initial and last name) (when available).

      (8)   Customer reference number (if provided by customer).

  b.   Images:

      (1)   Signature image.

      (2)   Address image.

The Postal Service does not provide a signature or address image in the letter facsimile if at the time of delivery the recipient exercised the signature waiver feature that the mailer authorized at the time of mailing. The header section of each letter identifies the mailer. The Postal Service does not provide a letter facsimile for an item that does not have a delivery scan or if a signature image is not present.

For electronic rate Signature Confirmation service items, Express Mail Manifest items, or Pay at Mailing items, the Postal Service does not include information in the Signature Extract File or CD-ROM if the mailer did not provide the initial electronic manifest acknowledgement record or if the Postal Service rejected the file due to an error. Additionally, for the Pay at Mailing option for other extra services items, the Postal Service does not include information in the Signature Extract File or CD-ROM if the file does not indicate payment or the proper payment amount (see additional details in Special Services Codes and Fee section of this chapter.

8.2.9.4   Signature Extract File or CD-ROM Options

Overview

The Postal Service provides bulk proof of delivery records either in a Signature Extract File obtained using Secure File Transfer Protocol (SFTP) or File Transfer Protocol (FTP) or on a CD-ROM. This is a separate file from the electronic option Signature Confirmation, Express Mail, or other extra services extract files that contain scan event data.

To open the encrypted file, the mailer uses the access key code that the Postal Service provides to the mailer, via e-mail, when it approves the customer's request to participate in the program. If a mailer chooses a third-party designee to receive its records, the third-party designee will provide the mailer with a key code to open its records.

Signature Extract File

The Signature Extract File requires that the mailer or third-party designee have the ability to receive files via internet Secure File Transfer Protocol (SFTP) or File Transfer Protocol (FTP). For a full description of this process, refer to Chapter 6, *"Communications"* of Publication 199.

The Postal Service prepares Signature Extract Files and Table of Contents files for mailers who retrieve their files electronically via internet SFTP or FTP. Mailers can download files after 8:00 a.m. CT every Monday. Mailers use the same directories that they currently use to download Confirmation Services Extract and Error/Warning Report files. For a full description of this process, refer to the Confirmation/Error/Warning Reports section of Chapter 5 in this Publication 199. The Postal Service removes files from the directory after 30 days, and it cannot reproduce unclaimed files.

Electronic Data Interchange (EDI) transmission is not available for Signature Extract Files. Mailers who use the EDI method of file retrieval for their Confirmation Services event extract files must use the CD-ROM option for receiving bulk proof of delivery records. Alternately, EDI users may establish an SFTP or FTP account, as described above, to retrieve signature extract files.

CD-ROM

The Postal Service processes bulk proof of delivery records and the Table of Contents twice a month — on the first day and the fifteenth day — and the National Customer Support Center produces the CD-ROMs and mails them via First-Class Mail® service within 3 days.

Note: The Postal Service does not recommend the CD-ROM option for companies having a ZIP Code beginning with 202, 203, 204, or 205. These ZIP Codes are in the Washington, D.C., area, and because of additional security measures, the mail addressed to these ZIP Codes are subject to irradiation techniques that can damage CD-ROMs.

8.2.9.5   System Requirements

Because computer systems vary widely, the Postal Service does not recommend any singular or minimum system requirements for participation in this program. However, participants will need to use either Adobe Acrobat Reader or a different PDF viewing tool in order to view their proof of delivery records.

The Postal Service uses 128-bit AES (Advanced Encryption Standard) security in its PDF files for this program. Customers may are use Adobe Acrobat version 7.0 or higher to view the PDF files, as lower versions of that software cannot handle the AES security.

Appendix 1
Steps for Bulk Proof of Delivery(BPOD) Enrollment and Importing MIDs to BPOD

This document is a step by step process outlining how to enroll into the Bulk Proof of Delivery Service (BPOD). It includes the steps required to import a Confirmation Services MID to BPOD.
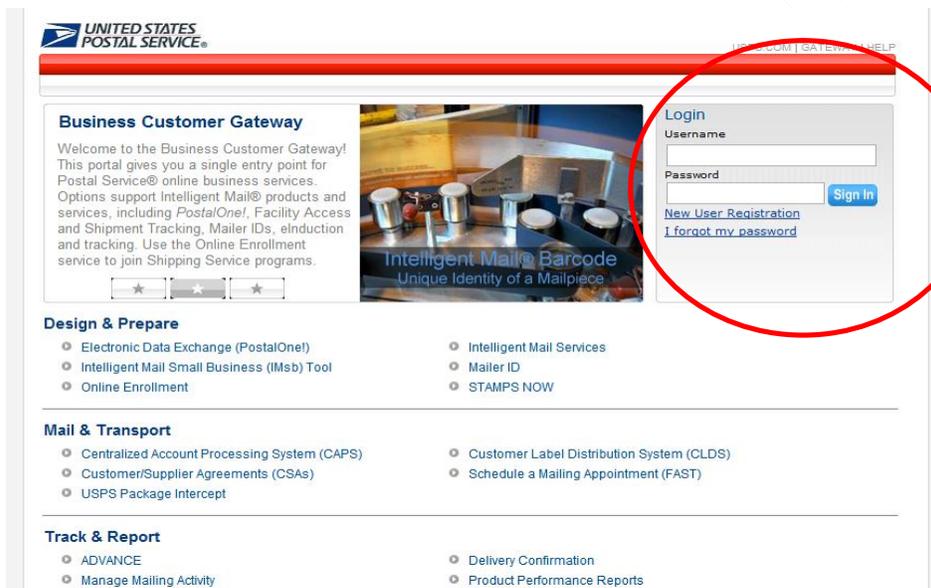
Figure 1. *Business Customer Gateway Login Screen (BCG)*

Step 1 – Enter your username and password to log into the Business Customer Gateway(BCG).
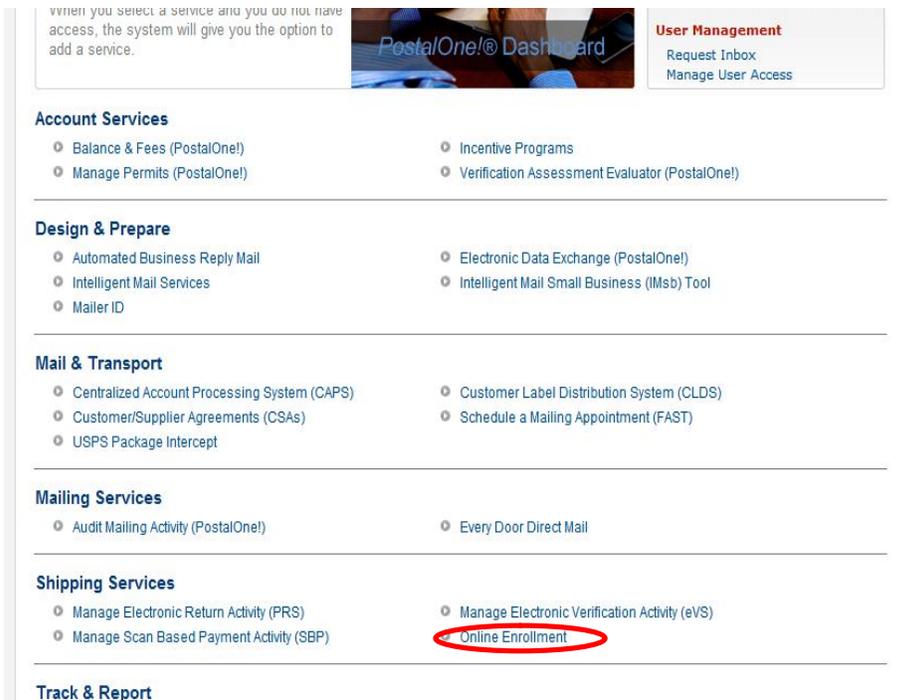
Figure 2. *BCG "Online Enrollment" link*

Step 2 – After logging into the BCG, scroll to the bottom of the screen and click "Online Enrollment" in the Shipping Services section. (Figure 2)
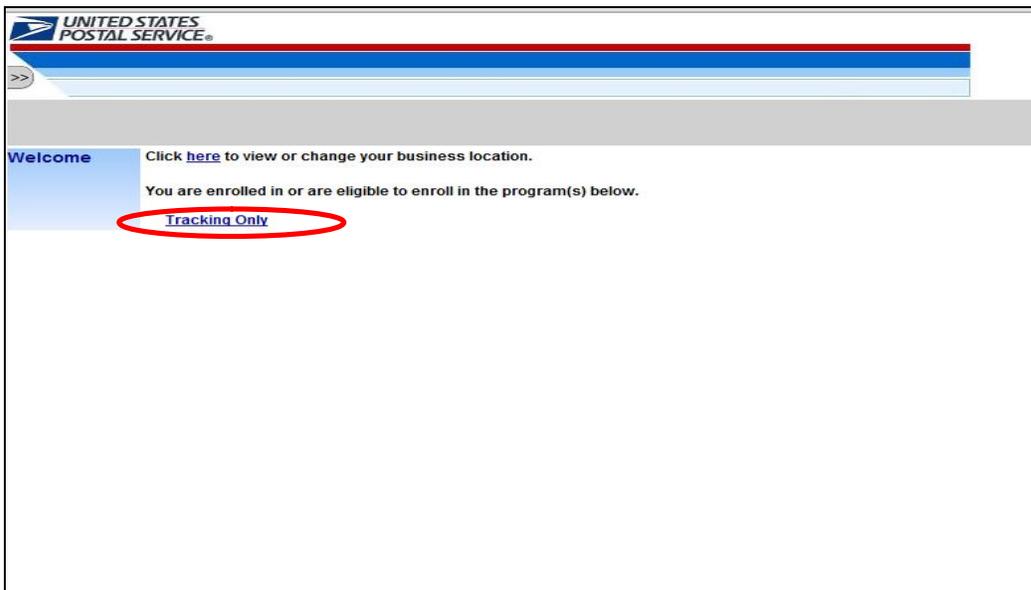
Figure 3. *Program Registration welcome page*

Step 3 – You have now entered the Program Registration application. This example user has the "Tracking Only" program available. Click on the link to the program shown in Figure 3.
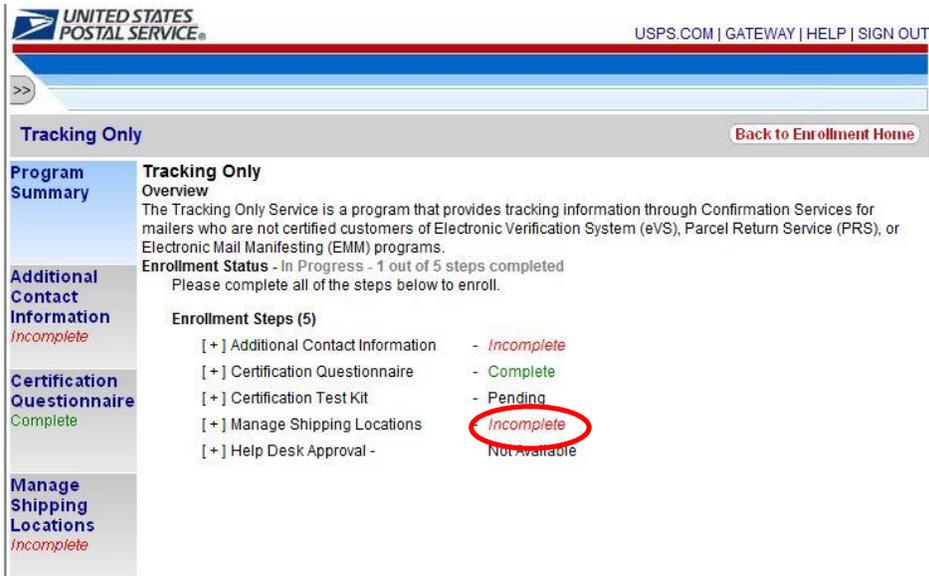
Figure 4. *Tracking Only Program task list*

Step 4: Figure 4 above shows the enrollment steps screen for the Tracking Only Program. Click into the "Manage Shipping Locations" tab to see what MIDs are currently linked to the program.
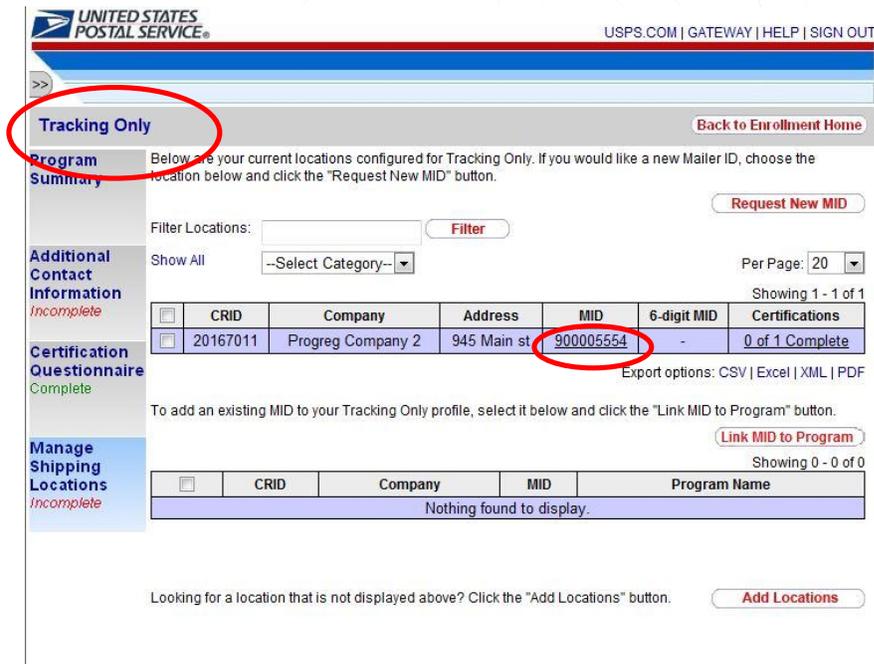
Figure 5. *Tracking Only Program – Manage Shipping Locations task*

Above is a screenshot of the Manage Shipping Locations task for the Tracking Only program. The screenshot shows that the customer has MID 90000554 linked to the program.
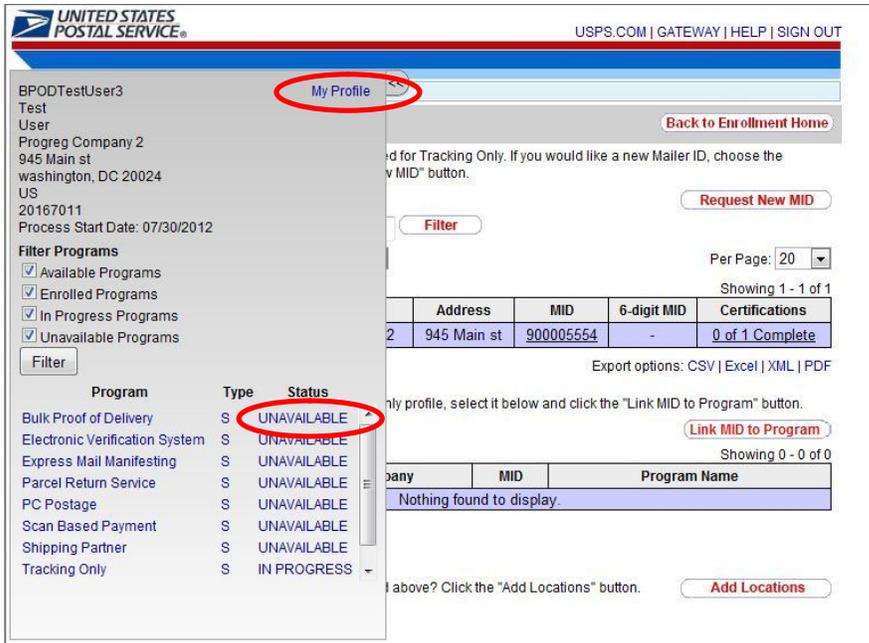
Figure 6. *Clicking into the My Profile Survey.*

Step 5: As you can see in Figure 6 above, the customer does not have the Bulk Proof of Delivery program available. In order to be eligible to enroll into the BPOD program, click on the "My Profile Link" on the top right corner of the left panel. You may find the left panel by clicking the double arrow icon on the top left of the screen.
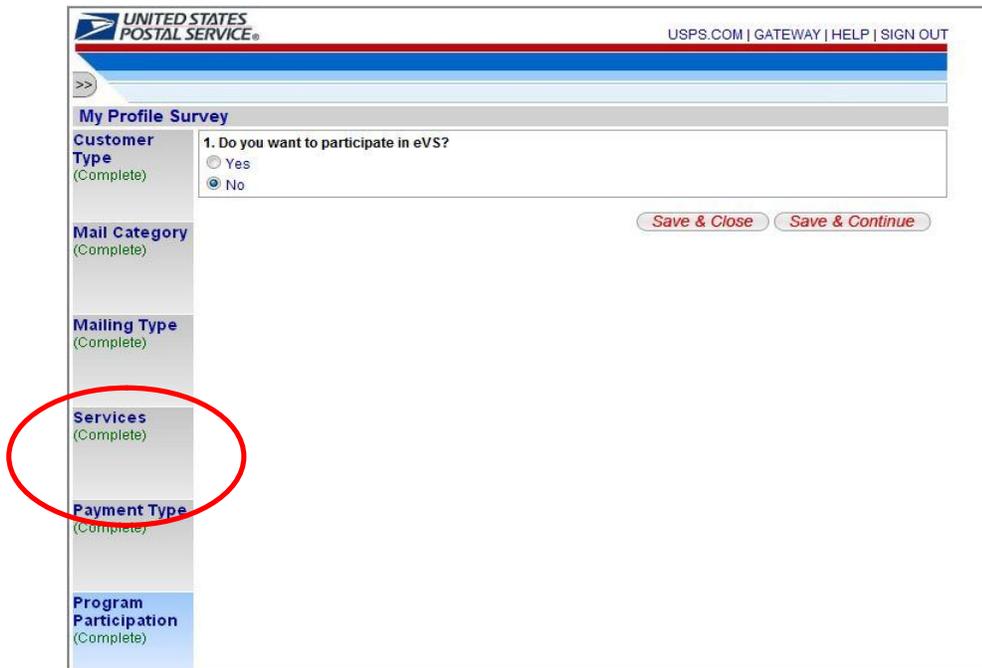
Figure 7. *Upon clicking into the My Profile Survey*

Step 6: After clicking into the My Profile survey you will be directed to the last question in the survey. Click on the "Services" tab to select the appropriate services for BPOD.

Figure 8. *My Profile Services Tab*

Step 7: Select the options from the list below to become eligible for BPOD enrollment.

Select one of the following:

- Signature Confirmation
- Adult Signature
- Adult Signature Restricted

   OR

Select one of the following:

- Certified and "Yes" to the Return Receipt Electronic question
- Insurance and "Yes" to the Return Receipt Electronic question
- Registered and "Yes" to the Return Receipt Electronic question
- COD and "Yes" to the Return Receipt Electronic question
-

   OR

Select:

- Express Mail in Mailing Type tab

Click the "Save & Continue" after following the steps above.

Step 8: After selecting the appropriate services for BPOD, a question will appear asking if you would like to sign up for the Bulk Proof of Deliver y (BPOD) service. Select "Yes" and "Save and Continue" to become eligible for enrollment into BPOD.

Figure 9. *Selecting services for BPOD*

Figure 10. *BPOD Mail Service Provider – My Profile Survey*

Step 9: A question will appear asking if you are using a Mail Service Provider for BPOD if you selected "Mail Owner" in Question 1 of the survey and "Yes" to sign-up for BPOD. You will be

prompted to enter a Mailer ID for the Mail Service Provider during BPOD enrollment if you select "Yes" to this question (refer to step 16). Click the "Save and Continue" button to move to the next step.
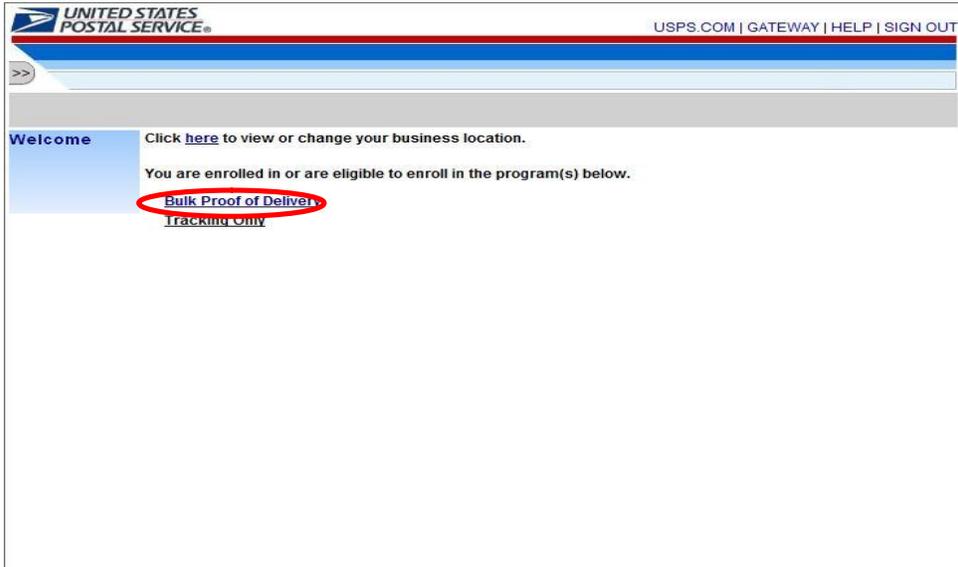
Figure 11. *Available Programs Screen*

Step 10: After making changes answer the questions in the My Profile Survey (step 5 – step 9) you should now see the "Bulk Proof of Delivery" program available for enrollment. Click on the "Bulk Proof Delivery" link (Figure 11).
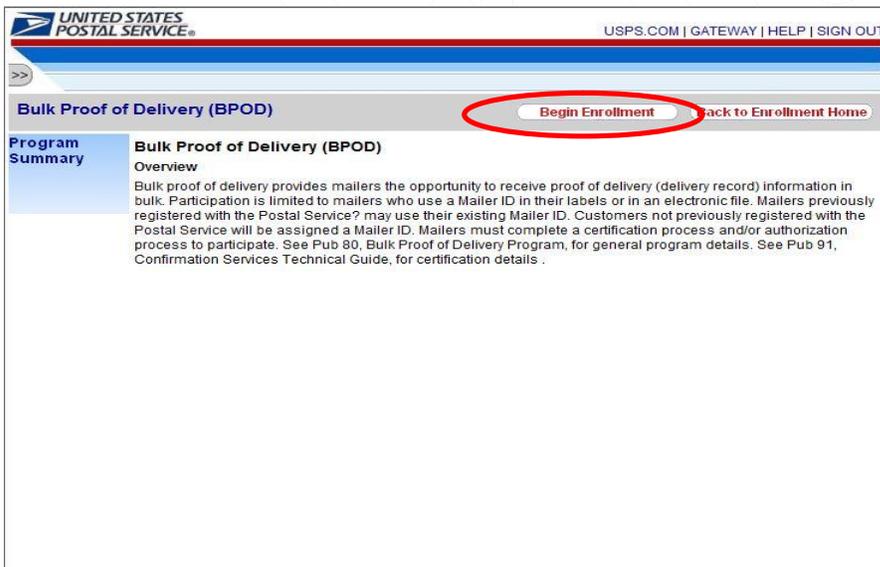
Figure 12. *Begin Enrollment – BPOD*

Step 11: Click the "Begin Enrollment" button to begin the BPOD enrollment process. (Figure 12)

Figure 13. *BPOD Task List*

Step 12: Figure 10 shows the tasks that needs to be completed to become fully enrolled in BPOD. Click into the "Additional Contact Information" task. (Figure 13)

Figure 14. *Additional Contact Information*

Step 13: Fill out the required fields in the Additional Contact Information task. Click "Save" to return back to the task list. (Figure 14)

Figure 15. *BPOD Agreement*

Step 14: Click into the "BPOD Agreement" task. (Figure 15)

Figure 16. *BPOD Agreement - Question 1*

Step 15: Select an option for "Signature Receipt". Click the "Save & Continue" button. (Figure 16)

Figure 17. BPOD Agreement - Question 2,3,4

Step 16: Answer questions 1,2, and 3 in the Mail Service Provider tab (Figure 17). For question #1, you will need to add a valid Mailer ID for your Mail Service Provider if you are using one. If you are not using a Mail Service Provider for BPOD, you may make this change by updating the My Profile Survey (Step 9).
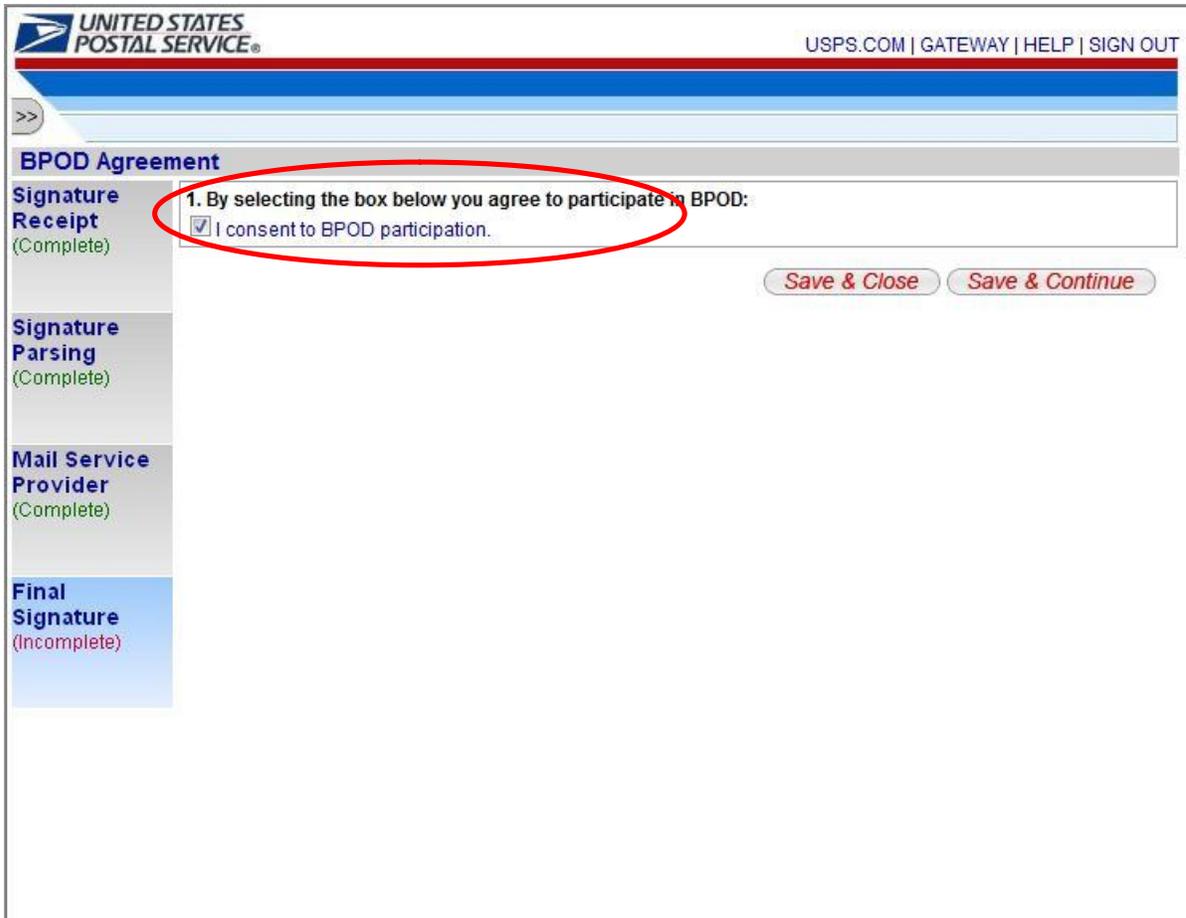
Figure 18. *BPOD Agreement – Final Signature*

Step 17: Click the check box to indicate that you consent to BPOD participation. Click "Save & Continue" to return to the BPOD enrollment task list. (Figure 18)
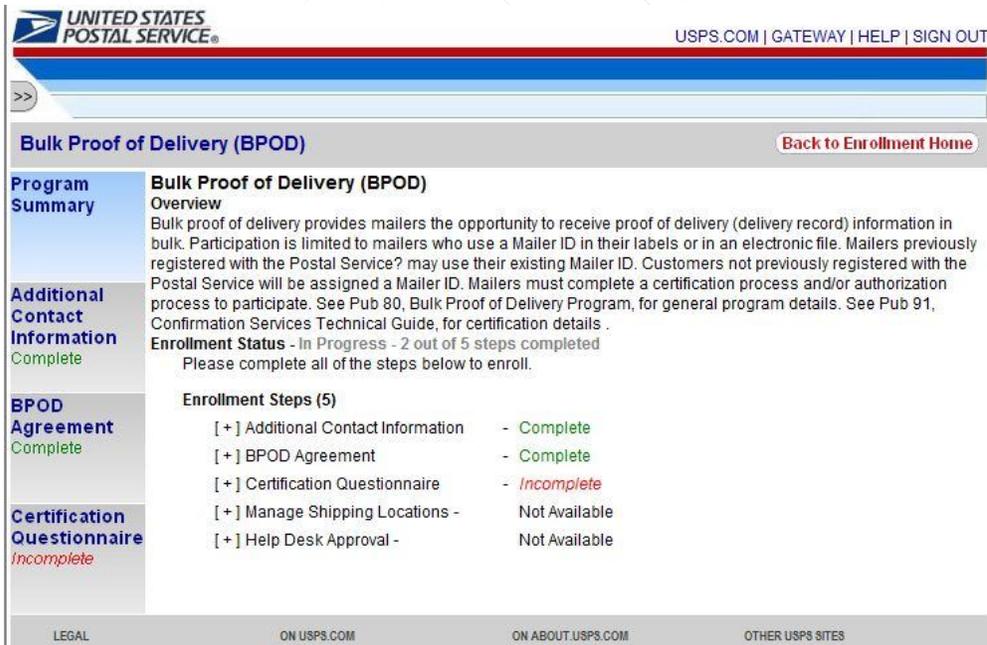
Figure 19. *BPOD Task List*

Step 18: Begin the "Certification Questionnaire" by clicking the "Incomplete" link or the "Certification Questionnaire" tab on the left (Figure 19).

Figure 20. *Certification Questionnaire*

Figure 21. *BPOD Task List*

Step 19: Click into the "Manage Shipping Locations" task (Figure 21). The bottom table will show that Confirmation Services MID 900005554 is now available to import into BPOD. Select the checkbox on the bottom table for MID 900005554 as shown in Figure 22 below. Click the "Link Mid to Program" button to import the MID to BPOD.

Figure 22. *Link MID to BPOD program*

Figure 23. *MID successfully imported to BPOD*

Figured 23 shows the MID on the top table which indicates that the Confirmation Services MID has successfully been imported to BPOD. This MID is now linked to Confirmation Services and Bulk Proof of Delivery.