

Full-Service Webinar
Frequently Asked Questions

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Basic vs. Full-Service

Will I need to mail Full-Service after January 26th 2014, and Basic be available after that date?

At this time Full-Service has not been mandated after January 26, 2014. Automation Prices will continue to be available as well as Basic Full-Service.

“The Executive Leadership Team of the Postal Service is evaluating the PRC decision.” “The Postal Service expects to have more information distributed shortly.”

What is the difference between Basic and Full-Service?

The Postal Service currently offers two service options for mailers: Basic and Full-Service

Under the Basic option, mailers use the Intelligent Mail barcode for their mailpieces (uniqueness not required), and the use of IMb tray labels or container placards are not required.

Under the Full-Service option, in addition to using Intelligent Mail barcodes on mailpieces, mailers are required to use the Intelligent Mail tray labels on their handling units (trays, sacks), and the Intelligent Mail container labels on their container placards.

- The Intelligent Mail barcodes affixed on the mailpieces, handling units and containers need to be unique for a period of 45-days
- Mailers are required to submit their mailing information, such as Postage Statements and Qualification Reports, electronically
- Mailers will receive additional benefits with the Full-Service option to include a discounted price, Start-the-Click information indicating when their Full-Service mailings were inducted into the Postal mailstream, and address correction information at no charge.

Are there any exceptions for Full-Service on low-volume, Non-Presorted jobs?

No, there are no exceptions for low-volume, Non-Presorted mailings for Full-Service.

What is the cost associated with migrating to Full-Service?

Costs depend on the type of submission method chosen by customers. Talk to your software provider to understand if Full-Service capabilities are supported. There is an option of using a Mail Service Provider. For customers presenting mailing less than 10,000 pieces the Postal Service has an Intelligent Mail for Small Business (IMsb) Tool is another option with no cost associated. For more information on the IMsb Tool, go to RIBBS under Getting Started link.

<https://ribbs.usps.gov/index.cfm?page=intelligentmail>

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If we are currently using IMb what additional steps do we need to take to get to Full-Service IMb?

If the software used has been previously tested by the software provider, there are no additional steps required to test files to qualify for Full-Service discounts. You may begin to receive the Full-Service discount.

For a list of those software providers and products which have been tested for Full-Service capabilities go to RIBBS, Intelligent Mail then Getting Started link at <https://ribbs.usps.gov/index.cfm?page=intelligentmail>

If the software product is not listed on the Full-Service Vendor Summary List or Vendor Detailed Matrix, the software must be tested through Test Environment for Mailers (TEM) to validate Full-Service capabilities. For more information on TEM can be found on RIBBS, Getting Started link <https://ribbs.usps.gov/index.cfm?page=intelligentmail>

Full-Service related

Will the Postal Service be offering feedback so we know if we are doing this correctly?

The Postal Service has created a new set of MicroStrategy reports located through the Business Customer Gateway (BCG) that are specifically designed to provide customers with key information about their company's mail performance. The Mailer Scorecard provides a dashboard view summarizing performance. There are drill reports available to provide mailers with information specific to mail preparation errors. The information is available for any company that submits electronic documentation. The data is group by eDoc submitter CRID.

Any customer submitting electronic documentation, not necessarily claiming Full-Service, will have a scorecard. In order to submit electronic documentation, customers must have a customer registration ID assigned to their business location, also known as a CRID. The data displayed on Mailer Scorecard is generated by CRID. To access your Mailer Scorecard go to the Business Customer Gateway select Mailing Reports to access your Mailer's Scorecard.

Will the USPS still accept hard-copy submissions by the January 2014 deadline?

The USPS will continue to accept hard-copy submissions of postage statements. However these mailings will not qualify for the Full-Service discount. To receive the Full-Service discount will require Intelligent Mail barcodes on mailpieces, trays and containers, and must have electronic documentation (eDoc) of mailing information submitted.

What is the minimum amount to mail Full-Service or is there a minimum?

There is no minimum amount required to claim the Full-Service discount. Each mailing class has minimums in order to mail at presort discounts. For example Standard mailings must consist of at least 200 pieces, and these minimums are not changing. Once that mailing class minimum is met, there is no minimum number of pieces that must be Full-Service. However, to

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be eligible for the fee waiver (a benefit of Full Service) the number of Full Service pieces are tracked and added together for a cumulative total. At least 90% of that cumulative total must be Full-Service for the fee waiver to apply.

Do I have to submit any physical pieces for certification?

No, physical pieces do not have to be submitted for testing or certification. The local Business Mail Entry (BME) can visually review pieces and provide feedback.

We have traditional ACS and pay \$.29 per address, how will this change after we switch to Full-Service IMb?

For Full-Service, the Address Correction is provided at no charge. The Service Type ID (STID) within the IMb is used to identify the class of mail and any additional or special services requested for that mailpiece. In addition, the STID defines the mailpiece as full-service or basic automation, or nonautomation. It is also used to determine the disposition of undeliverable-as-addressed (UAA) mail and the form of address correction that a mailer desires if any. For additional information on STIDs at:

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

My company is currently using one code via our Mail Service Provider (MSP), we want to mail file using Full-Service to ensure our electronic returns process correctly, how do we indicate that we want the mailing process as Full-Service?

When presenting Full-Service mailings the MSP must indicate in the electronic documentation as Full-Service and the Service Type Identifiers (STIDs) in the IMb should indicate either basic automation and/or Full- Service options for Intelligent Mail. For additional information, refer to the *Intelligent Mail Barcode Technical Resource Guide*, which can be found at:

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

Full-Service Discounts

What are the discounts associated with Basic versus those associated with Full-Service?

Mailers who participate in Full-Service currently receive these Full-Service discounts:

- First-Class Mail Letter, Cards, and Flats – Subtract \$0.003 for each automation piece that meets the requirements of the Full-Service Intelligent Mail option
- Standard Mail Regular and Nonprofit Letters – Subtract \$0.001 for each letter that meets the requirements of the Full-Service Intelligent Mail option
- Standard Mail Regular and Nonprofit Flats – Subtract \$0.001 for each flat that meets the requirements of the Full-Service Intelligent Mail option (not available for saturation)

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- Periodicals Letters and Flats – Subtract \$0.001 for each addressed piece that meets the requirements of the Full-Service Intelligent Mail option
- Bound Printed Matter (BPM) Flats – Subtract \$0.001 for each flat that meets the requirements of the Full-Service Intelligent Mail option

The above rates reflect today's Full-Service discount, PE.USPS.com <http://pe.usps.com> has the proposed pricing structure.

How do we know whether we qualify for Full-Service discounts?

To be eligible to qualify for Full-Service discounts the mailpieces must have unique Intelligent Mail barcodes (IMb) applied to each mailpiece within the mailing, tray and sack labels must have unique Intelligent Mail tray barcodes (IMtb) applied to each handling unit, container must also have unique Intelligent Mail container barcodes (IMcb) to the placards for each container (when required), and submit postage statements and mailing documentation electronically.

Contact your Software Provider to learn whether they can support Full-Service capabilities.

For more information on Full Service requirements go to RIBBS at:

<https://ribbs.usps.gov/index.cfm?page=intelligentmail>

Full-Service Approved Vendors

Where can the list of vendors be found?

For a list of those software providers who have previously tested their product with the USPS, see the RIBBS, Intelligent Mail, Getting Started page at this link.

<https://ribbs.usps.gov/index.cfm?page=intelligentmail>

Full-Service Permits

Can you touch on payment options?

Any payment option is available for Full-Service. Those payment options are Metered, Pre-Canceled stamps and/or Permit Imprint using an account through a CAPS (CAPS Permit or CAPS debit) account. For more information on RIBBS under the CAPS at:

<https://caps.usps.gov/capshome.asp>

You mentioned that Full-Service would eliminate Permit Fees, is the annual Presort fee also eliminated and does this apply to permits in a co-mingle environment?

Yes, customers presenting mailings with 90% or more cumulative Full-Service will have the annual Presort fee waived. If paying by permit imprint a one time permit imprint fee is required.

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Customers participating in Mail Anywhere will only have to pay for one permit imprint fee regardless of the number of locations.

How will the permit fee waiver work? Do we get a refund at the end of the year if you did 90% Full-Service, or will the next years fee be waived?

The fee waiver applies to the upcoming fees. The cumulative 90% Full-Service threshold is tracked by *PostalOne!*, over a yearlong time period. When the fee due date arrives, as long as the permit continues to reflect at least a cumulative 90% Full-Service ratio, the annual fee will continue to be waived. If a mailing is submitted, that causes the cumulative Full-Service % to fall below 90%, *PostalOne!* will indicate an annual fee is due immediately. The new fee anniversary date is reset to the date this fee was paid.

Full-Service Reports

Where do we get Start-the-Clock and visibility reporting?

The Start-the-Clock Exception Report provides reasons why mailpieces did not receive a

Start-the-Clock and will not be included in service performance measurement. This report can

be accessed through the STC folder under Shared Reports. Then click the 'STC Yield Reporting Dashboard'. From the dashboard, mailers can drill into the detailed report to get information on

each container that did not receive a Start-the-Clock.

Some of our customers do not want address correction; can we opt out some mailings from address correction but still get the automation discount?

Yes, mailers have the option to select whether or not to receive address correction by correctly choosing the Service Type IDs (STIDs) to identify if address correction is desired in the Intelligent Mail barcode. Not only can each mailing use different STIDs, mail pieces within the same mailing can contain different STIDs. The mailer chooses the appropriate STID by class, the request for IMB Tracing or not, and their chosen address correction option, including No Corrections. See the STID tables on RIBBS at <https://ribbs.usps.gov/>, A to Z, under S for Service Type ID.

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***When we give our customers MIDs and CRIDs, are they able to see the mailing reports?
Can they log into the BCG?***

Yes, customers will be able to view mailing reports if they are identified in the eDoc as the mail owner. Mail Owners will be able to view the Full-Service feedback, including mail quality.

Yes, customers can log into the BCG using their MID or CRID provided to open an account and view their mailing information.

Would you provide the link for the Mailer Scorecard User Guide?

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

What happens to your mailing when you have errors associated with it? Does it get held until it has been resolved?

Acceptance employees will continue to perform existing verification and assessment processes. Existing verifications include but are not limited to validation of the mailpiece dimensions, shape, weight, flexibility, barcode quality, content, presort makeup, and automation eligibility. Should a mailing fail existing verifications, the mailer may choose to have the disqualified mailing returned for re-work or pay the additional postage. The existing thresholds used to verify and qualify automation mailings will apply.

In addition to the existing verifications described above, acceptance employees perform additional verifications on Full-Service mailings to ensure that Intelligent Mail barcodes are present and readable on mailpieces, trays, and containers where applicable and that the mailing is presented with proper eDoc. The existing thresholds used to verify and qualify Full-Service mailings for readable barcodes and submission of eDoc will apply. Should a mailing fail existing verifications, the mailer may choose to have the disqualified mailing returned for re-work or pay the additional postage to mail at a non-automation price.

Will data be made available for a vendor produced mailing, where a vendor has used their own MID on the eDoc but their customer's CRID on the mailpiece?

The MID used within the barcode is not related to how the Mail Preparer and the Mail Owner are identified within eDoc. Remember, within eDoc the Mail Preparer can be identified by CRID or MID. The Mail Owner may be identified by CRID, MID or permit.

A MID has several purposes and is used in Intelligent Mail (IMb) barcodes in the physical mailing, to identify Mail Preparers and Mail Owners within eDoc and also to determine to whom mailing information and reports should be distributed.

Data Distribution profiles may be set up on the Business Customer Gateway (BCG) under the Mailer ID service. In order to utilize Data Distribution profiles, the Mail Owner or Mail Preparer **must** be identified by their MID within the eDoc. If they are identified by anything other than the MID, the data distribution profile will not be considered.

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Who can I contact to assist in correcting errors that appear on my Mailer Scorecard?

There are User Guides available on RIBBS under Intelligent Mail Guides and Specs link that provide more detailed information on the Mailer Scorecard. Those guides are listed under the Important Links section at:

<https://ribbs.usps.gov/index.cfm?page=intellmailguides>.

You may also contact your local BMA analyst or the Help Desk if it appears to be a technical USPS error.

What is the easiest way to track mailpieces up to delivery?

IMb Tracing is a service that provides real-time tracking information for your automation-compatible letters and flats, giving advance notice for both incoming and outgoing mail.

- Destination IMb Tracing service (for outgoing mail) gives you advance information about when your mailpieces will reach their destination.
- Origin IMb Tracing service (for incoming mail) lets you anticipate when customers' checks, replies, or orders are on the way back to you.

To learn more or get started with IMb Tracing, visit our website or contact our customer support center.

Mail: USPS National Customer Support Center
ATTN: IMb Tracing
225 N. Humphreys Blvd, Suite 501
Memphis, TN, 38188--1001
Telephone: 800-238-3150
Email: IMbTracing@usps.gov
Website: <https://mailtracking.usps.com>

Is it possible to view several months' worth of data at once on the Mailer Scorecard instead of just one month?

Mailer Scorecard Job Details provide ability to view the exact same metrics that are report in the mailer scorecard for each mailing within the month.

Is it possible to have the Mailer Scorecard emailed to a user?

We currently don't have the functionality to push to email addresses so customers have to go into MicroStrategy.

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Is there any set-up required in Business Customer Gateway (BCG) before accessing the Mailer Scorecard or running reports?

For new users must establish an account; create a user name, password and two security questions. Enter your name, company name and address, phone number and email address. This information will be used to create a CRID for you upon completion of registration.

All users must agree to the terms and conditions, which can be viewed (and printed, if desired) from the link underlined in blue. Clicking "Continue" takes the new user to a confirmation page.

For users that already have an account established on the BCG do not require any additional set-up.

Barcodes

What happens if the same Serial Number is used twice?

Duplication of serial numbers within a 45 day period will result in mailers having barcode uniqueness errors in their Intelligent Mail barcodes on the mailpieces. The mailer would like to investigate further and identify if this is a problem within a specific mailing or a problem across mailings.

There is an exception for mailings less than 10,000 pieces the same serial number may be used on each piece but that serial number cannot be used on any other mailing for the next 45 days. The mailing must also be identical weight or have correct postage affixed on each piece. Mailings with more than 10,000 pieces require every mailpiece to have a unique serial number.

Are the ZIP+4 required for Intelligent Mail Barcode?

When creating the IMb for full-service option, you must include the same CASS-certified delivery-point ZIP Code information used to populate the current POSTNET barcode.

Will the software dictate the use of Container Placard?

Depending upon the software used to prepare Full-Service mailings. Contact your software provider to ensure the software you are using can produce container placards.

Does container mean tray or pallet?

No, trays or sacks are considered handling units and the container would be what the mailing is it's transported on, such as a pallet or All Purpose Container (APC).

What is the difference between a Tray Tag and a Container Placard?

A tray label identifies the contents within the tray/sack and a container placard is the label which displays the content (trays, bundles or sacks) which is placed on the pallet.

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Can you review the CIN?

The exact Content Identifier Number (CIN) that matches the level of tray or sack must be used in the barcode and barcode numeric line on barcoded tray or sack labels. The required second line of information that corresponds to the CIN must appear on the human-readable content line of the label. The human-readable content line is automatically printed when labels are obtained through the PASSPORT system or ordered on Form 1578-B for printing at the Label Printing Center in Topeka, Kansas. A footnote at the end of the content line information means that the mailer must add appropriate information when ordering and printing tray and sack labels. Any mailer using PASSPORT to order labels must also add the appropriate additional information to the human-readable content line for those content lines with a footnote. (Reference: *Domestic Mail Manual* (DMM) 708.6.2.4 3-Digit Content Identifier Numbers).

Does the MID have to be the same on the mailpiece, tray tag and container placard?

There is no requirement regarding the consistency of MIDs on a mailpiece, tray, and/or container combination. The Intelligent barcodes affixed on the mailpieces, tray, and container just needs to be unique for a period of 45-days from the induction date of the mailing (when the USPS verifies and accepts the mail) and identified in the eDoc.

Mailing Classes and Processing Categories

Nonprofit

Does Standard Mail include Non-Profit?

Yes, Non-Profit is a subset of Standard Mail.

On Non-Profit mailings, do we need Full-Service to get a discount?

Mailers may mail at Non-profit mailings (if authorized) without receiving the Full Service discount. In order to receive the Full-Service discounts for a Nonprofit mailing all Full Service requirements will need to be met.

First Class

For First-Class Mail with Permit Imprint, will it require IMb as well for each piece?

At this time Full-Service has not been mandated after January 26, 2014.

“The Executive Leadership Team of the Postal Service is evaluating the PRC decision.” “The Postal Service expects to have more information distributed shortly.”

Carrier Route

Is it possible to receive Full-Service discounts for Carrier Route mailings?

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The following are eligible for Full-Service, but not required to use it to qualify for Carrier Route prices:

- Standard Mail Basic Carrier Route flats
- Standard Mail High-Density Carrier Route flats
- Standard Mail High Density Plus Carrier Route flats
- Periodicals Carrier Route flats (all levels)

Not eligible for Full-Service, even when the pieces are barcoded with an Intelligent Mail barcode are:

- Standard Mail Saturation Carrier Route flats
- Bound Printed Matter Carrier Route flats
- Destination Delivery Unit (DDU)-entered flats

Periodicals

Can you explain what you meant by the Periodical Carrier Routes Flats (all levels)?

- Periodicals Carrier Route Flats (all levels)
 - Basic Carrier Route
 - Walk Sequence
 - High Density
 - Saturation

Periodicals letters and flats are going to be eligible for the benefits of Full-service Intelligent Mail; Periodical Carrier Route Flats (all levels) are also eligible for Full-Service, but are not required in order to use it on your mailings.

Parcels

We are mailing parcels for which we pay commercial rates. Do I need an IMpb?

At this time Full-Service has not been mandated after January 26, 2014.

“The Executive Leadership Team of the Postal Service is evaluating the PRC decision.” “The Postal Service expects to have more information distributed shortly.”

Reply Mail

What about Business Reply Mail (BRM) mail envelopes? Do we have to get the barcodes updated for Intelligent Mail Barcodes?

All mailers are encouraged to update their stock to Intelligent Mail barcodes, however it is only required for Qualified Business Reply Mail (QBRM), and Permit Reply Mail (PRM).

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Is Full-Service required for Qualified Business Reply Mail (QBRM)?

It's important to note that although both QBRM and PRM do not qualify for a Full-Service discount; both are still required to have an Intelligent Mail barcode attached to their mailings.

Does Full-Service Intelligent Mail Barcode provide Reply Mail tracking?

Full-Service discounts are not available for Reply Mail but IMb tracing is available to track reply mail through the system.

Postal Wizard

Can you only use Postal Wizard for mailings under 10,000 pieces?

No, customer may use Mail.dat, Mail.XML or Postal Wizard for Full-Service for mailings less than 10,000 pieces.

Is there a limit to using only Postal Wizard? Can we get pricing for AADC locations or is it just mixed AADC only?

There is no limit to use Postal Wizard for non-Full Service mailings. For Full-Service mailings using Postal Wizard may only be used for mailings less than 10,000 pieces.

Postal Wizard supports all price levels. For destination entry discounts Postal Wizard allows the mailer to claim DNDC or DSCF only.

eDocumentation and Mail.dat and Mail.XML

Will there be additional presentations about how to submit eDocs?

The Full-Service webinar series covers that information. A description of each webinar and the schedule can be found at RIBBS, Intelligent Mail, Education page, <https://ribbs.usps.gov/index.cfm?page=intellmailpresentations>

What information must you present to the BMEU when you submit a mailing with Mail.dat?

Customers are not required to present hard copy documentation for mailings presented at a BMEU when using Mail.dat to submit mailing information to *PostalOne!*. It is recommended that when presenting a mailing to a BMEU that the confirmation number or job number be given to the USPS acceptance employee to easily identify your mailing information in *PostalOne!* at the time of acceptance.

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What is the difference between Mail.dat and Mail.XML?

Mail.dat is an industry-defined database structure consisting of files linked by key fields. Mail.dat is one method mailers can use to submit electronic data that includes postage statement information to the Postal Service.

The Mail.XML Web Service uses a Simple Object Access Protocol (SOAP) to submit information in an Extensible Markup Language (XML) format that ensures data is sent and received by applications written in various languages and deployed on various platforms.

Can you use Mail.dat for mailings of less than 10,000 pieces? Is that mailings per year or mailings per mail instance?

Yes, mailers may use Mail.dat for mailings of less than 10,000 pieces.

Business Customer Gateway (BCG) Functionality

What happens to a mailer's CRID when they change addresses?

Mailers are responsible to manage their profile on the BCG. If there is an address change mailers must log into the BCG, select "Manage Account" and then select "Edit Profile" to enter the current mailing address for the CRID associated to the business location or you may contact the *PostalOne!* Help Desk for assistance with updating address information associated to the CRID.

My account is not showing that we are the Mail Service Provider (MSP), how do I update that in the Business Customer Gateway?

If the MSP indicator has not yet been set, navigate to the "Manage Account" tab in the Business Customer Gateway (BCG) and select "Edit Profile." Select the Mail Service Provider link to change the indicator to "Yes."

What should I do if, when I look-up a CRID or MID, if they have the wrong customer address associated?

If the customer has moved locations and has an online user, that user can update the address on the CRID via the Business Customer Gateway (BCG) on the "Manage Account" tab by selecting "Edit Profile." The *PostalOne!* Help Desk can also make updates to an existing CRID if the Company Name or Address is incorrect or outdated. If the name and address is for a totally different company, the Help Desk will forward the concern to the Mailer ID Program Management Office to research the issue.

Where can I find my clients MID? I can find their CRID in the Business Customer Gateway but not their MID.

Mail Owners and Mail Preparers can validate their CRID and MID information by accessing their profile information under "Manage Account". The CRID and MID information associated with the

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home business location appears under the Home Business location header. The home business location is simply the business address with which the user initially registered. If the user only has one CRID associated with their account, it would appear here.

What is the process to change the BSA should the original person move, quit or retire, etc.?

If the BSA has left the company and did not relinquish their role by contacting the *PostalOne!* Help Desk, the new BSA can submit a request via email to the Help Desk. They just need to include the CRID and service(s) that they are becoming BSA for, along with their username. There are instructions on the BCG Help & Support pages, where you'll see a box on the Help page that says "Need to Manage BSA Assignments" where all the information and the email address are listed.

What if the company already has an administrator for the BCG, but needs additional users set up, how would you go about getting additional user profiles?

Additional users must go into the BCG and create their own account, by clicking the "Register for Free" button located on the BCG homepage. New users registering within a business should ensure to use the existing CRID that has been assigned to avoid having additional CRIDs created for the same business location and to be linked to the business location correctly. The BSA must approve the new users in order for them to start using the services.

Who should be the BSA of a company if a Mail Service Provider (MSP) is always used to process mailings?

The BSA is designated specifically for a CRID or Company, so if, for example, at ABC Company there is the BSA for that company their MSP does the processing of all the company's mailings, that's where it gets into how much the company wants to be involved. The BSA could still manage it for their CRID, but a MSP can submit all the documentation and see all the data on their dashboard. In other words, if the company decided to manage the data distribution of their mailings, they can via their BSA, but their MSP still can view this information on their dashboard for processing of the actual mail.

NOTE: The first user at a business location to request a particular service will become the Business Service Administrator (BSA) for that application or service. The BSA manages that service for any future users, controlling who can and cannot use it at a business location.

As a Mail Service Provider (MSP) I know that I can create CRIDS/MIDS for my customers. If my customer wants nothing to do with the BCG, can my company as an MSP be the Business Service Administrator (BSA) for that CRID?

Mail Preparers can obtain individual or bulk CRIDs and/or MIDs on behalf of their clients. Mail preparers must indicate they are the MSP requesting the MID/CRID, via the new functionality on the BCG. The tool for MSPs will only assign a CRID and MID for their client. This Tool does not associate the MSP as the BSA to the MID/CRID obtained for the client.

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If I'm not the BSA, can I still access these reports?

You will be able to see what is reported on the Mailer Scorecard for the CRID you are associated with. Remember, you must be associated with the CRID on the Business Customer Gateway (BCG).

CRIDs and MIDs

If you already have a MID and a CRID, do you need to get more to use the Intelligent Mail Barcode?

No. The Intelligent Mail Barcode does not require multiple or specialized MIDs and CRIDs.

Can you have a MID that belongs to multiple CRIDs?

A MID can only be associated to a single CRID at any given time, however a single CRID may have multiple MIDs.

How do I obtain a 6-digit MID?

An annual volume of 10 million or more pieces is required to qualify for a 6-digit MID. There are two ways to obtain one—1) via the “Mailer ID” link on the BCG, where the system will perform a volume check; 2) through the *PostalOne!* Help Desk.

We prepare all our mail and then send it to the local Post Office, we don't have a CRID but we do have a MID. How do I get a CRID?

Every Mailer ID (MID) is associated with a Customer Registration ID (CRID). If a MID was opened on your behalf, it should have been assigned to a CRID created for your business location. If it was opened under a Mail Service Provider's CRID, the MID may need to be reassigned to your business location. Permits are also assigned to a CRID. Contact the *PostalOne!* Help Desk to determine the status of your MID, CRID, and/or Permit assignments.

Is a CRID BMEU specific or nation-wide?

A Customer Registration ID (or CRID) is a national number that identifies a business at a physical location/address.

Is a CRID mandatory?

No, a CRID is not mandatory. The Customer Registration (or CRID) is a unique ID number issued by USPS to identify a customer's physical business location (address). CRIDs are one way to identify Mail Preparers and Mail Owners within eDoc and to determine to whom mailing information and reports should be distributed. CRIDs are also used to identify the party that submits the eDoc, known as the eDoc submitter.

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Is there any relationship between CRIDs and MIDs for an IMb and/or IMpb?

Every Mailer ID (MID) is associated with a Customer Registration ID (CRID). A company may use the same MID in an IMpb. Only the eVS (electronic Verification System) program requires a separate MID be used just for that program. When a MID is used in a barcode or as an identifier in electronic documentation, the business location that owns the MID is identified according to this MID/CRID relationship.

We have 5 different letter shops with 5 different permits, how would I get 1 MID?

When the Postal Service issues a MID, it is always associated with a business location (CRID) so that the Postal Service knows to whom the MID is associated. A single MID may be associated with a business location (CRID) or multiple MIDs may be associated with a business location. A MID can be used across company business locations.

There are several ways to request a MID, including:

- Create a BCG account and access the “Mailer ID” business service
- Ask your Mail Service Provider (MSP) to request a MID on your behalf
- Contact the *PostalOne!* Help Desk

(Reminder: 6-digit MID assignments is based on mail volume. To qualify for a 6-digit MID, you need to mail at least 10 million pieces annually.)

As a Mail Service Provide (MSP), can my customer just use my MID and or CRID?

To meet Full-Service requirements, each Mail Owner that has more than 5,000 pieces in a mailing must be identified in the eDoc by its own MID, CRID, or Permit. There is no requirement on who owns the MID in the IMb, but the MID used on containers and pieces is part of the serialization that must be unique for 45-days.

Is it required for eDoc that the Mail Owner have a MID or is a CRID sufficient?

To meet the Full-Service requirement, each Mail Owner that has more than 5,000 pieces in a mailing must be identified in the eDoc by its own MID, CRID, or Permit. A CRID can be used as the identifier in eDoc unless a Mail Owner desires distribution of their Full-Service data to a third-party. In this case, a MID must be used.

Where can we locate the tool to search for CRIDs and MIDs, as well as where we can do bulk acquisitions?

The MID/CRID acquisition and validation tools for Mail Service Providers (MSPs) are available on the “Manage Account” tab of the Business Customer Gateway (BCG). If the MSP Indicator has not yet been set, navigate to the “Manage Account” tab in the BCG and select “Edit Profile.”

Will USPS prevent us from having multiple CRIDs per address?

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A CRID is generated each time a unique Company Name and Address combination is supplied during CRID creation. Each business at a location should only have one single CRID—the system will not generate a new CRID if one already exists for a given Company Name and Address. When a Company Name and Address is entered differently for the same physical location, this results in a new CRID being generated for this location. The USPS has an ongoing data quality effort to refine CRID assignment and clean-up these “duplicate” CRIDs.

I have multiple CRIDs, how do I get rid of these?

Contact the *PostalOne!* Help Desk to consolidate the business location’s CRID, MID, and/or Permit profile.

Most of our customers are small businesses and I was told that I still need to obtain MIDs for them. Is this correct? Can I just use my own MIDs?

To meet the Full-Service requirement, each Mail Owner that has more than 5,000 pieces in a mailing must be identified in the eDoc by its own MID, CRID, or Permit. Mail Owner eDoc identification is not required if the Mail Owner has 5,000 or less pieces in the mailing. There is no requirement on who owns the MID in the IMb.

If I use Ghost Permits currently, do I need to use MIDs?

Yes, a MID is still required to identify the Mail Owner in the electronic documentation. Ghost permits are currently used for nonprofit customers to ensure they receive their nonprofit discounts.

Do Mail Preparers have to have a CRID and/or MID?

In order to submit eDoc, Mail Preparer (also known as Mail Service Providers or MSPs) must create an account on the Business Customer Gateway (BCG). Creation of this account generates a CRID for the business location based on its Company Name and physical location. The eDoc Submitter CRID is also a required field in the eDoc. MIDs are not required for Mail Preparers, but a MID is required in the creation of the IMb.

The MID used within the Intelligent Mail barcode may be that of the Mail Owner or the Mail Preparer. For example, a Mail Owner that prepares and submits their own mail would use their own MID. However, a Mail Owner may wish to delegate all the details of their mailing, including the preparation, submission and data of their mail, to a Mail Preparer. In this case, the Mail Preparer would use their own MID within the Intelligent Mail barcode on the mailing.

As a Mail Preparer, do I need to obtain MIDs and CRIDs for my customers?

To meet the Full-Service requirement, each Mail Owner that has more than 5,000 pieces in a mailing must be identified in the eDoc by its own MID, CRID, or Permit. It is up to the MSP

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regarding how to identify those Mail Owners in the eDoc that exceed the volume threshold. This does not take into consideration the MID that is used in the IMb—there is no requirement on who owns the MID in the mailpiece barcode.

We are the printer and realized that we can request a CRID for our customer however would it best if our customer requests their own CRID and MID, then they will be the ones managing it?

Mail Preparers can obtain individual or bulk CRIDs and/or MIDs on behalf of their clients. A Mail Preparer may need to obtain multiple CRIDs or multiple MIDs on behalf of their clients in order

to correctly identify them as the Mail Owner with eDoc and ensure Full-Service data is

distributed properly. Remember that a Mail Owner may be identified within eDoc by their CRID, MID or permit.

To obtain individual or bulk CRIDs and/or MIDs within the BCG, click on “Manage Account.” Under the Mail Service Provider header, click on “Get MIDs/CRIDs.” Remember that this checkbox indicating that the CRID was a MSP appeared when a new user first registered on the BCG. If an established user needs to designate a CRID as a MSP, they can edit their profile under the Manage Account menu option on the left and select “Edit Profile.” There is then an option to designate a CRID as a MSP.

What is the difference between a MID delegated to my business for data distribution and a MID whose data distribution profile delegated to other CRIDS?

By default, the Mail Owner identified in the eDoc receives ALL Full-Service data. The Mailing Agent identified in eDoc receives Start-the-Clock feedback and Visibility feedback (but not ACS).

If you are a company who does not want to manage your data distribution profile, you can designate that responsibility to a Mail Service Provide (MSP); essentially, your MSP would have access to manage data distribution and make any changes on your behalf.

To set up this option, go into Business Customer Gateway, Favorite Services Mailer ID, MID tool, Address book and add the MID of the MSP you wish to delegate to. Now click on HOME, under Mailer ID Summary section click on Add Data Distribution Profile.

Under this section you can either delegate all the responsibility for data distribution to your MSP by clicking on the box next to “Delegate the management of this Mailer ID Data Recipient Profile to the business listed below”.

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Alternatively, you can set up a data distribution profile which means you continue to control access to your Full-Service data by deciding which third party you want to designate the data for each of the different services such as Full-Service ACS, IMb tracing, Start the Clock, or Bundle/tray visibility to. For example; you might want your Full-Service ACS to go to your list provider while sending all your Start the Clock data to your MSP.

Note: Under the first option, once you delegate management of your MID recipient profile your delegate will now assign who receives the data related to your Full-Service mailings.

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Change History Log

DATE	DOCUMENT SECTION	CHANGE
3/18/2014	Full-Service Permits	Clarified permit waiver answer about when permit fee becomes due if percentage falls below 90% threshold.

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