UNITED STATES POSTAL SERVICE®

Mail Acceptance Updates

June 2016

Agenda

Full-Service

eInduction

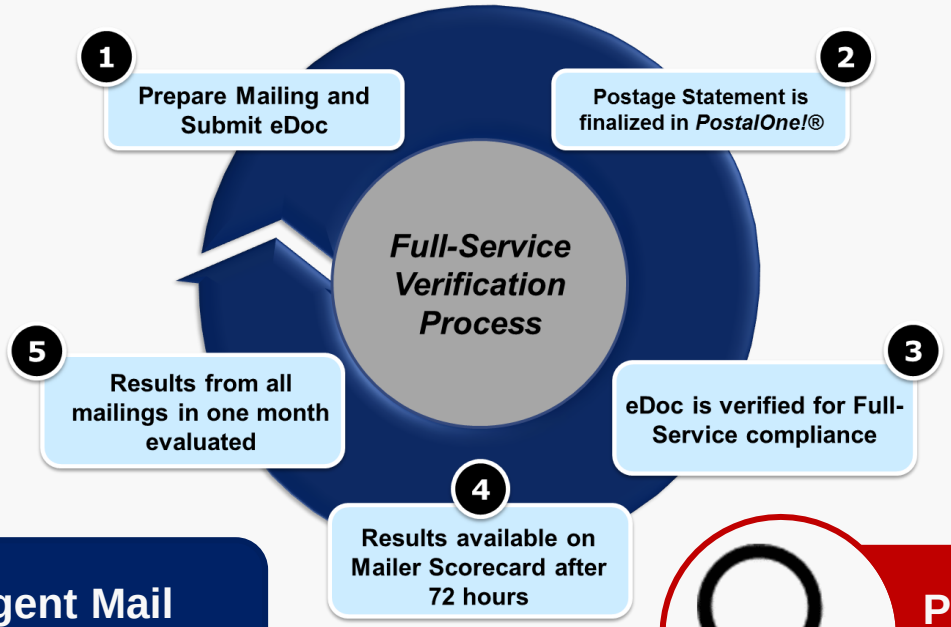
Seamless Acceptance

Move Update

Streamlined Mail Entry Publication

Payment Modernization

Full-Service is the foundation for all the Streamlined Business Mail Acceptance Programs



Uses Intelligent Mail Barcodes

Provides end-to-end visibility

Allows Seamless and eInduction to work

Full-Service mailers are eligible for the following benefits:

- ❑ Elimination of Permit Fees
  - Waiver of annual fees for automation mailings
- ❑ Mail Anywhere
  - Use one national permit at any location
- ❑ Address Change Service (ACS)
  - Free address change records for FS pieces associated to eDoc
  - Available through PostalOne! Or Single Source ACS*

Full-Service Verifications

eDoc Verifications	Description
Mailer ID	**MIDs** in the IMcb, IMtb, & IMb™ as listed in the eDoc must be valid and assigned by the USPS®
Service Type ID	The **STID** in the IMb as listed in the eDoc must be valid and correct for the mail class and service level of the mailpiece
By/For	**By/For** –The mail owner and preparer must be identified correctly in the eDoc for a mailing with more than 5000 pieces per day for a single mail owner
Barcode Uniqueness	**Unique Barcodes** in the IMcb, IMtb, & IMb as listed in the eDoc must be unique across all mailings from all mailers over the previous 45 days
Entry Facility	The **Entry Facility** for a container or handling unit as listed in the eDoc must match the entry facility from the Mail Direction File or the Facilities Database
Unlinked Copal	All trays/virtual sacks marked for co-palletization at origin must have corresponding eDoc linking to a pallet within **14 days**

Full Service: Mailer Scorecard and Drill Downs

eDoc Submitter View vs. Mail Preparer View

- eDoc submitter view highlights errors above threshold and displays rolling postage assessments
- Mail Preparer view shows results across Mail Owners

Mailer Scorecard JUNE 2016

Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless | SPN

Metrics | # Trending | % Metrics | % Trending

Electronic Verifi

eDoc Submitter	Total	4430796 AUTOMATED MAILING SYSTEMS
# Containers processed for eDoc validations	11	11
# Handling Units processed for eDoc validations	70	70
# Bundles processed for eDoc validations	90	90
# Pieces processed for eDoc validations	7,606	7,606
# Full-Service Containers processed for eDoc validations	3	3
# Full-Service Handling Units processed for eDoc validations	17	17
# Full-Service Orphan Handling Units processed for eDoc validation	--	--
# Full-Service Pieces processed for eDoc validations	5,551	5,551
Full-Service Verifications		
# MID Container Errors	--	--
# Containers with MID Errors	--	--
# MID HU Errors	--	--
# HUs with MID Errors	--	--
# MID Piece Errors	--	--
# Pieces with MID Errors	--	--
# STID Errors	--	--
# Pieces with STID Errors	--	--
# By/For Errors	9,982	9,982
# Pieces with By/For Errors	4,991	4,99
# Barcode Uniqueness Container Errors	--	--
# Containers with Barcode Uniqueness Errors	--	--
# Barcode Uniqueness HU Errors	--	--
# HUs with Barcode Uniqueness Errors	--	--
# Barcode Uniqueness Piece Errors	--	--
# Pieces with Barcode Uniqueness Errors	--	--
# Entry Facility Container Errors	--	--
# Containers with Entry Facility Errors	--	--
# Entry Facility HU Errors	N/A	N/A
# HUs with Entry Facility Errors	N/A	N/A
# Unlinked Copal Tray Errors	--	--
# HUs with Unlinked Copal Errors	--	--
Total Additional Postage Due (Full-Service Electronic) - Info Only	$4.71	$4.71
# Early Scheduled Ship Date Warnings	N/A	N/A
# DMU Verified USPS Transported Containers	--	--
# Default Tray Barcode Warnings	--	--
# Unlinked Copal Tray Warnings	--	--

Mail Owner Scorecard JUNE 2016

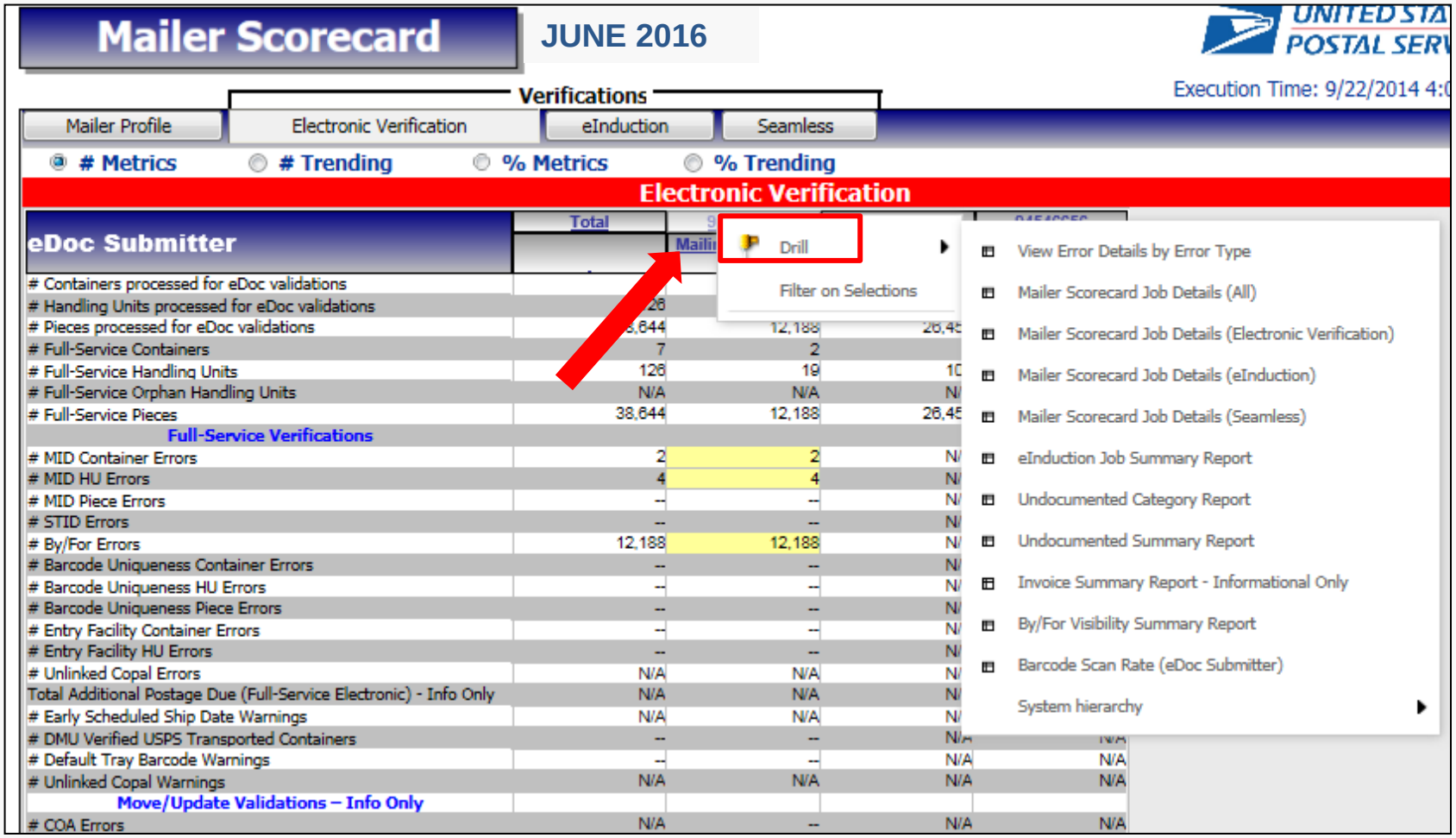
Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless

Metrics | # Trending | % Metrics | % Trending

Electronic Verification

Mail Owner / Mail Preparer	Total	20163414 NEW COMPANY NAME	20164982 Walmart
		20163414 NEW COMPANY NAME	20163414 NEW COMPANY NAME
# Containers processed for eDoc validations	3,853	96	44
# Handling Units processed for eDoc validations	127,011	1,858	29
# Bundles processed for eDoc validations	--	--	--
# Pieces processed for eDoc validations	16,949,191	596,847	4
# Full-Service Containers processed for eDoc validations	3,853	96	44
# Full-Service Handling Units processed for eDoc validations	127,011	1,858	29
# Full-Service Orphan Handling Units processed for eDoc validation	--	--	--
# Full-Service Pieces processed for eDoc validations	16,932,653	584,264	1
Full-Service Verifications			
# MID Container Errors	--	--	--
# MID HU Errors	--	--	--
# MID Piece Errors	--	--	--
# STID Errors	--	--	--
# By/For Errors	--	--	--
# Barcode Uniqueness Container Errors	--	--	--
# Barcode Uniqueness HU Errors	9	--	--
# Barcode Uniqueness Piece Errors	633	--	--
# Entry Facility Container Errors	--	--	--
# Entry Facility HU Errors	N/A	N/A	N/A
# Unlinked Copal Tray Errors	--	--	--
# Early Scheduled Ship Date Warnings	--	N/A	--
# DMU Verified USPS Transported Containers	201	--	1
# Default Tray Barcode Warnings	66	--	--
# Unlinked Copal Tray Warnings	565	--	--
# Unlinked Copal Bundle Warnings	--	--	--
Move/Update Verifications			
# COA Errors	9,324	3,635	--
Entry Point Validations – Info Only			

Full-Service: Mailer Scorecard and Drill Downs



Error Drill Downs provide error details and resolution actions

Ex. MID Error

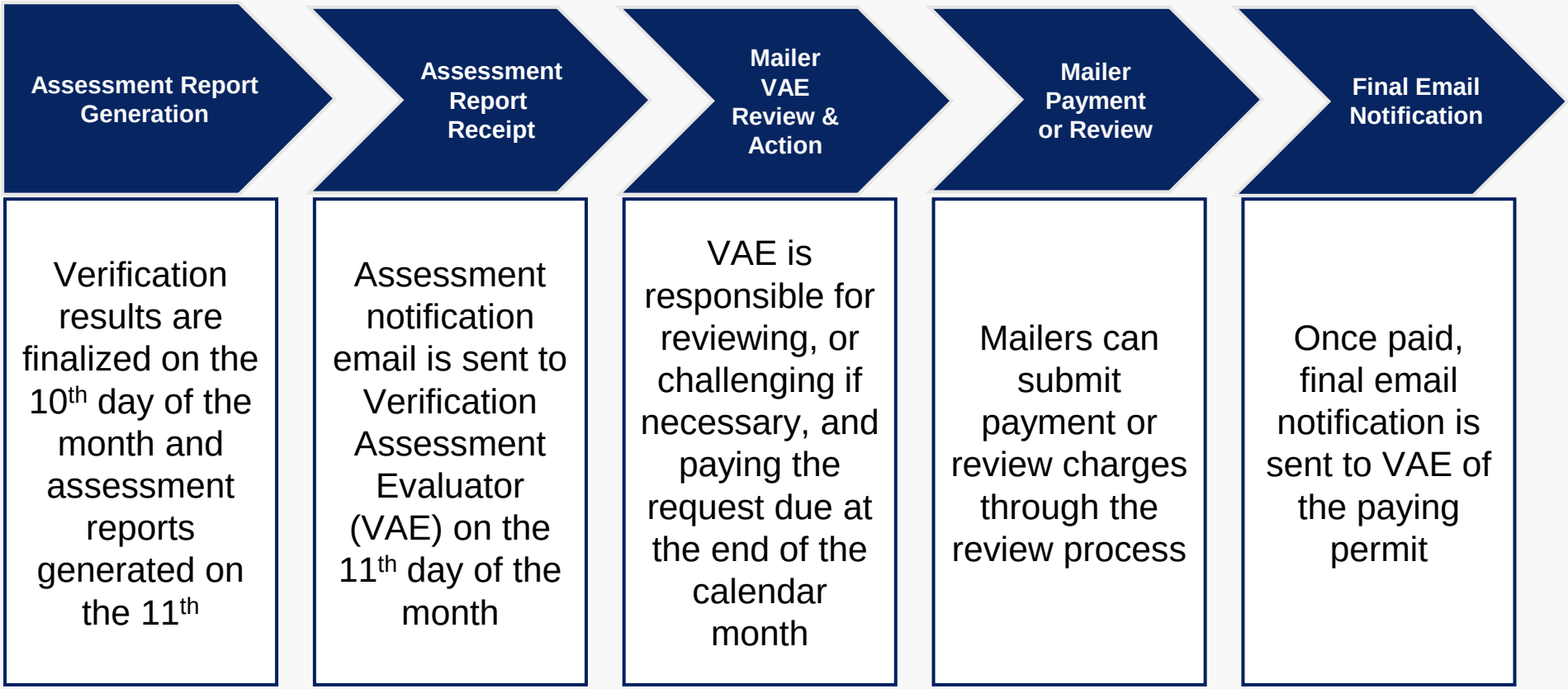
eDoc Submitter		Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type	Error Code
xxxxxxx	Mailing Company A	8/3/2015	99M888160000000000015	Container	eDoc Verification		Mailer ID	7301

Error Description	Error Data	Resolution Action	eDoc Job ID	eDoc User License Code	eDoc Mailing Group ID
The Mailer ID in the IMcb from the eDoc container record (.csm or Mail.XML QualReport) is invalid or cannot be found	MAILER ID = 888160	Populate the Mailer ID in the IM Container Barcode field in the .csm file of the Mail.dat or in the ContainerBarcode element in the ContainerInfoData block of Mail.XML with a valid Mailer ID.	8881601	M444	153015792

eDoc Customer Group ID	eDoc Type	eDoc Mail Class	eDoc Processing Category	Mailer ID	Mailer		Container Level	Container Type	Container Destination ZIP	Container ID
	MAIL_DAT	First Class	Letters and Cards			N/A	Origin SCF	Pallet	553	000001

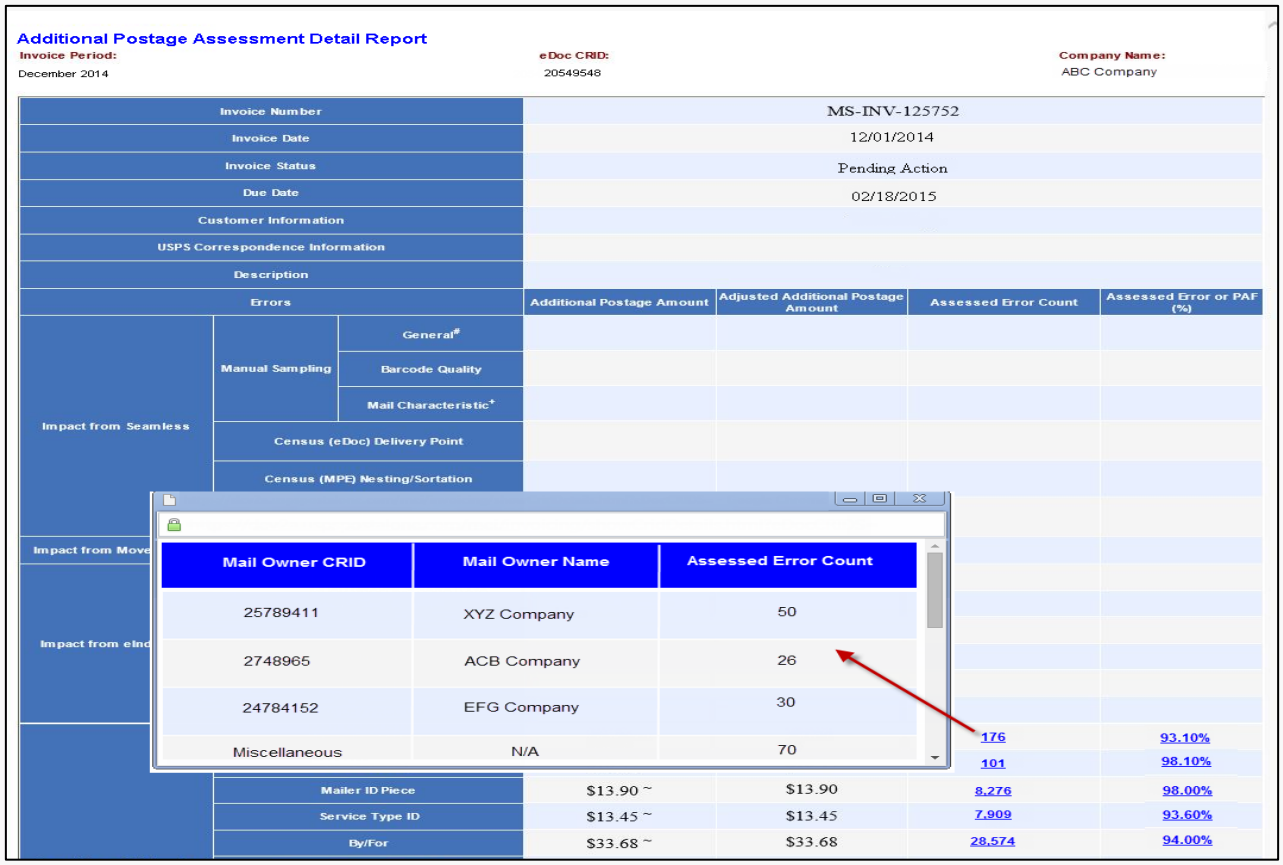
Full-Service: Postage Assessment

The postage assessment process generates assessment reports that allow for the review, payment, and challenge of additional postage assessments



Assessment Detail Report

- The Assessment Detail Report shows additional postage, adjusted additional postage, error counts, and error % for each error type
- The links in the error count and % column display a breakdown of error counts by mail owner



Additional Postage Assessment Detail Report

Invoice Period: December 2014 | eDoc CRID: 20549548 | Company Name: ABC Company

Invoice Number	MS-INV-125752
Invoice Date	12/01/2014
Invoice Status	Pending Action
Due Date	02/18/2015
Customer Information	
USPS Correspondence Information	
Description	

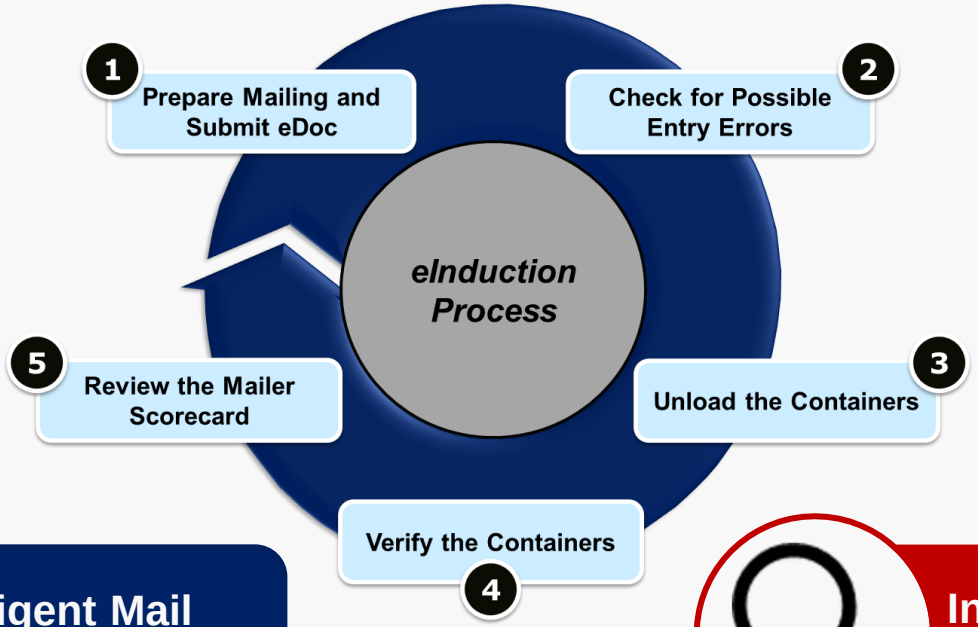
Errors			Additional Postage Amount	Adjusted Additional Postage Amount	Assessed Error Count	Assessed Error or PAF (%)
Impact from Seamless	Manual Sampling	General#				
		Barcode Quality				
		Mail Characteristic+				
	Census (eDoc) Delivery Point					
	Census (MPE) Nesting/Sortation					
Impact from Move						
Impact from eInd						
					176	93.10%
					101	98.10%
	Mailer ID Piece		$13.90 ~	$13.90	8,276	98.00%
	Service Type ID		$13.45 ~	$13.45	7,909	93.60%
	By/For		$33.68 ~	$33.68	28,574	94.00%

Mail Owner CRID	Mail Owner Name	Assessed Error Count
25789411	XYZ Company	50
2748965	ACB Company	26
24784152	EFG Company	30
Miscellaneous	N/A	70

Mailer Scorecard/Full-Service Webinars hosted by BMS to help mailers improve eDoc completion and overall mail quality

- Information provided:
  - Overview of Full Service requirements
  - Review of Mailer Scorecard + drill downs
  - How to access and use Microstrategy Compliance reports
  - Where to locate reports on BMA website
  - Where to track Compliance progress and record results on Blueshare
  - How to reach-out to customers for FS Adoption
    - FS savings Calculator
    - Conversation Guide
- Questions primarily focused on By/For:
  - How to correct?
  - Who assigns Mailer as a Mail Owner in Phase 1?
- Webinars held Mo, We, Fri since May 10th

eInduction automates the drop shipment process for containers



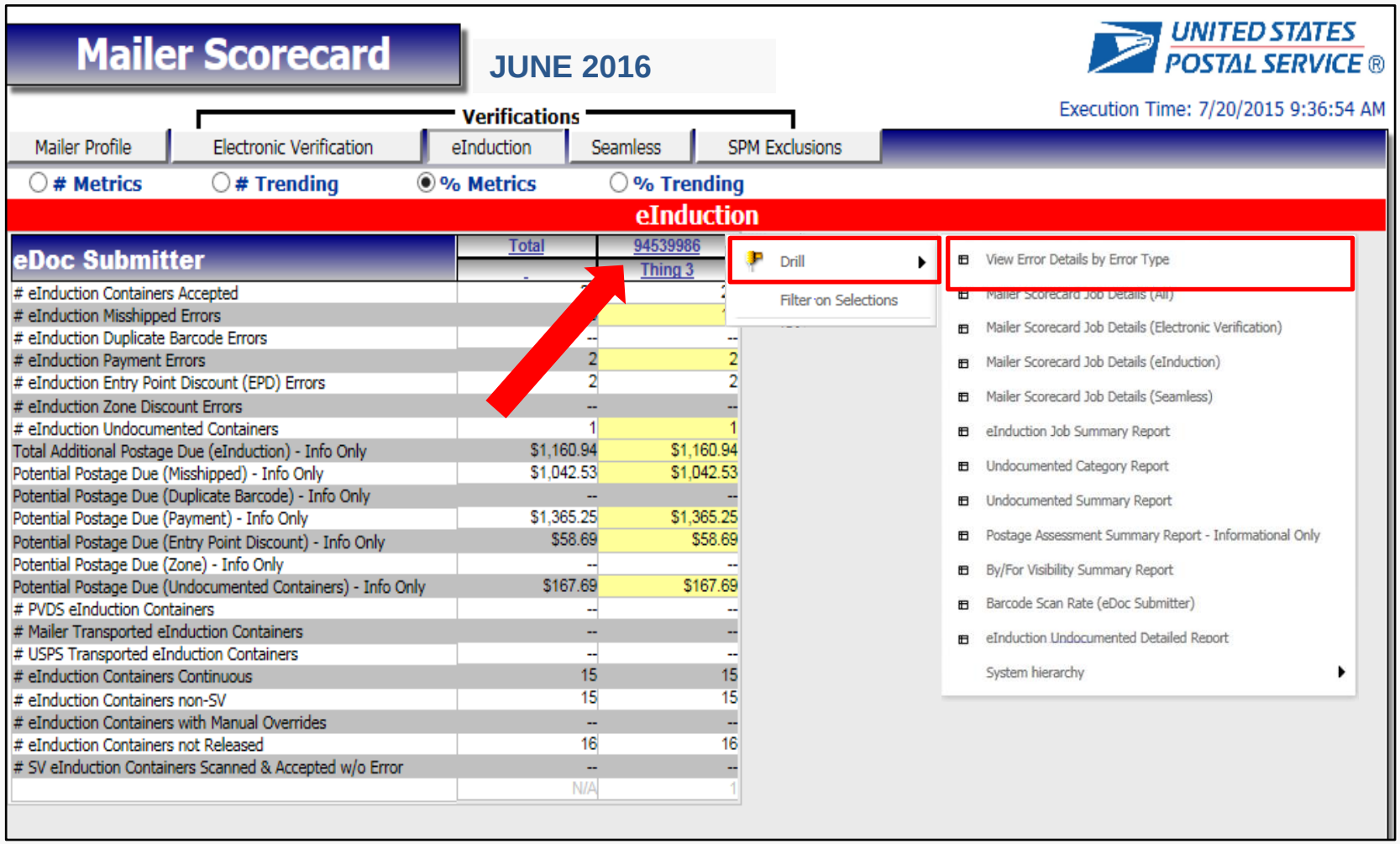
Uses Intelligent Mail Container Barcodes

Increases visibility of container shipments

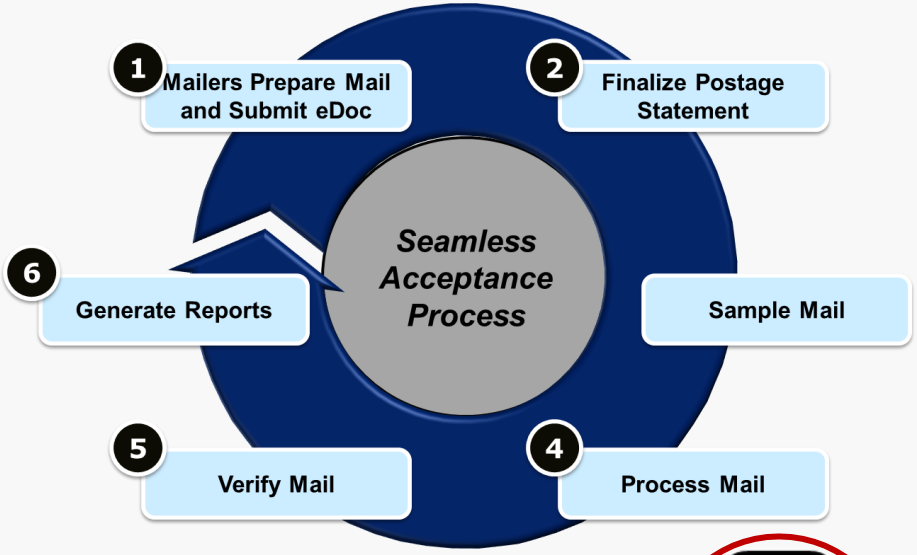
Automatically compares container info with eDoc

eDoc Verifications	Description
Payment	IMcb was included in eDoc but the eDoc was never finalized
Undocumented	No eDoc with the IMcb AND valid Continuous Mailer ID (MID) in IMcb is registered for eInduction or no eDoc with IMcb or EST Postage Statement
Duplicate	Same IMcb was scanned on different appointments
Misshipped	Container was entered at the wrong facility per the MDF. Checks the overall container destination zip and entry facility type
Entry Point Discount	Container includes mail that claims an entry discount that's invalid at the entry location
Zone	Container includes mail that claims the wrong zone price

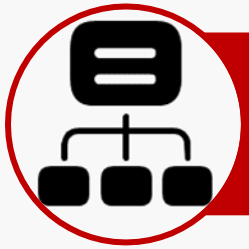
eInduction: Mailer Scorecard and Drill Downs



Seamless Acceptance automates acceptance, payment, and verification of mail



Uses Intelligent Mail Barcodes

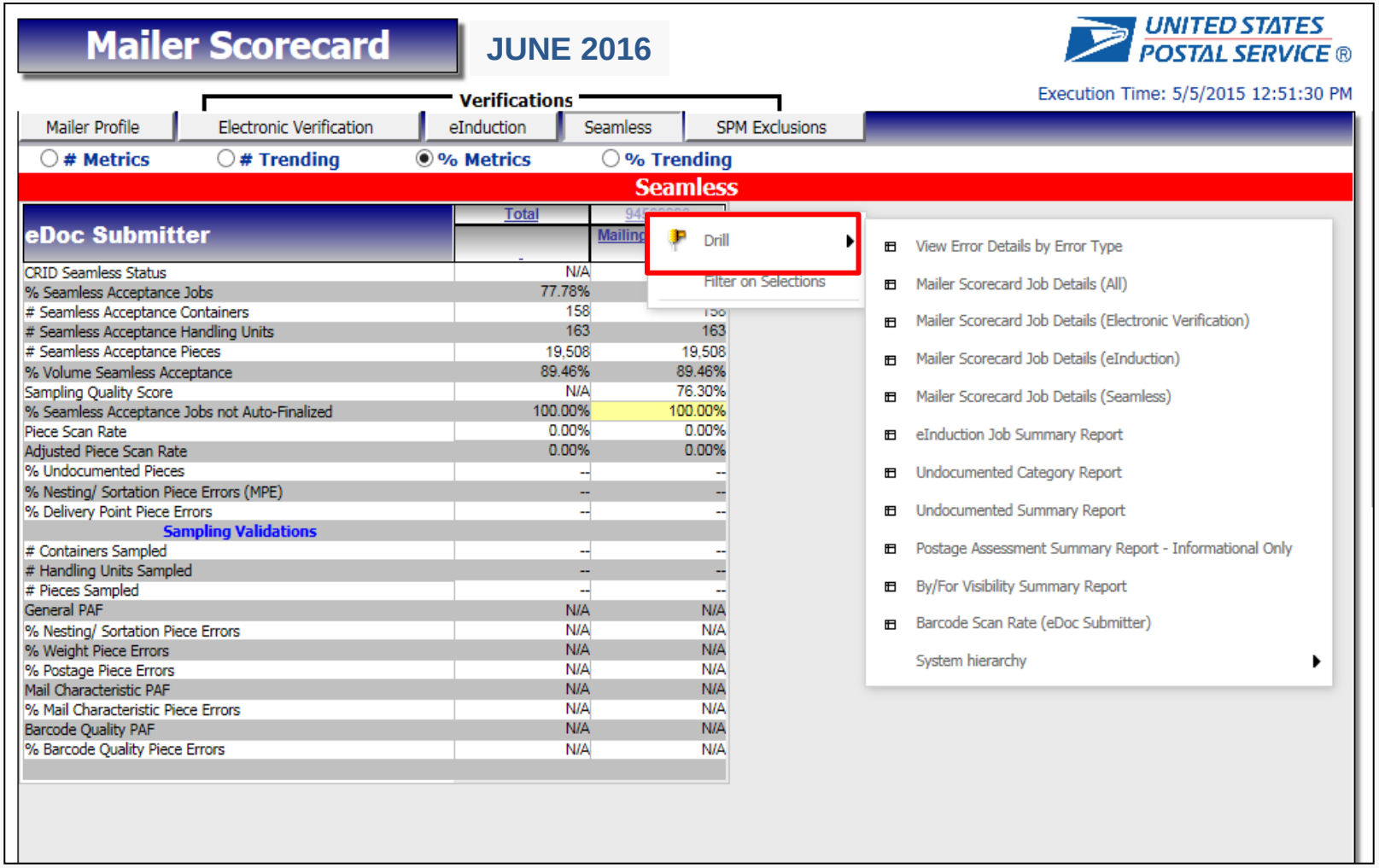


Sampling compares mail characteristics of scans to eDoc

Uses Intelligent Mail Devices, eDoc, and Mail processing equipment

	eDoc Verifications	Description
Sampling Verifications	Postage	Postage Payment Method or Postage Affixed amount on piece different than included in the eDoc
	Weight	Piece weight is different than was included in the eDoc
	Mail Characteristic	Piece was paid at Standard Mail price but the content makes it a First-Class piece OR piece is paid at a Non-Profit piece but content should makes it a Regular price piece
	Barcode Quality	Piece had a unscannable barcode and was included in a mailing that only had automated price pieces
MPE	Undocumented Delivery	Scanned piece cannot be matched to an eDoc
	Nesting / Sortation (MPE)	Physical sortation of the mail doesn't match the eDoc
eDoc	Delivery	Scanned piece cannot be matched to an eDoc

Seamless Acceptance: Mailer Scorecard and Drill Downs



Streamlined Mail Entry: Undocumented Analysis

Mailers between the operational variability ceiling and the undocumented threshold will be asked to establish a process for USPS to validate the reasons for undocumented pieces. USPS will work with the mailer to establish a cadence for validation

Piloting Process with mailers on Seamless Acceptance

Possible Reasons

Undocumented Reasons
Single-piece not in eDoc (rejected from auto mailing or planned)
Metered pieces in presort mailing without eDoc (hard copy)
Pre-cancelled stamps in presort Mailing without eDoc (hard copy)
Permit Imprint pieces in presort mailing without eDoc (hard copy)
Spoiled/shorted pieces are re-created and not re-submitted in eDoc
3606 (Certification of Bulk Mailing)
eDoc upload failure to *PostalOne!*
SASP Job Import Failure
Mailing is not finalized
PMOD (Priority Mail Open and Distribute) without eDoc
Pieces on Full Service Postal Wizard
Pieces on Non-Full-Service Postal Wizard
Pieces cancelled (Data Source scan analysis)
Pieces redirected (Data Source scan analysis)
Piece in eDoc 45-120 days and looping (Data Source scan analysis)

Undocumented Reasons Template

Known Undocumented Worksheet

Error Percentage= $\frac{\text{MPE Undocumented Pieces+Sampling Undocumented Pieces}}{\text{MPE Undocumented Pieces+Sampling Undocumented Pieces+ Pieces in Electronic Documentation that received a MPE scan}}$

Mailer	CRID	Month

Undocumented vol from Scorecard	
Undocumented % from Scorecard	
Total Associates Piece Scans (Data Source Undocumented Trending Report)	
Total Undocumented reconciled	0
% Undocumented reconciled	0.0%
Total Undocumented unknown	0
% Undocumented Unknown (Undocumented#)	100.000%
% Unknown Undocumented (Associated#)	#DIV/0!

Undocumented Buckets	Volume	% of total
Single-piece not in eDoc (rejected from auto mailing or planned)		0.0%
Metered pieces in presort mailing without eDoc (hard copy)		0.0%
Pre-cancelled stamps in presort Mailing without eDoc (hard copy)		0.0%
Permit Imprint pieces in presort mailing without eDoc (hard copy)		0.0%
Spoiled/shorted pieces are re-created and not re-submitted in eDoc		0.0%
3606 (Certification of Bulk Mailing)		0.0%
eDoc upload failure to PostalOne!		0.0%
SASP Job Import Failure		0.0%
Mailing is not finalized		0.0%
PMOD (Priority Mail Open and Distribute) without eDoc		0.0%
Pieces on Full Service Postal Wizard		0.0%
Pieces on Non-Full-Service Postal Wizard		0.0%

USPS Operational Variability

- Total Amount of undocumented due to operational variability is 0.005%
- Mailers will not be asked to explain undocumented pieces below the ceiling for operational variability

Root Cause		% (Volume)
Operational variability	Cancellation after delivery	0.001%
	Redirection after delivery	0.0001%
	Other processing loop	0.003%
	Total from Operational Variability	**0.004%**
	Multiple IMb on Piece**	**0.001%**
	Unknown	
	Total	**0.005%**

* Data is from May 2016

** Was removed from the metric in April 2016

Mailer-Known Undocumented

- BMS/Mailer effort shown below for identifying root causes to Undocumented Mail Pieces broken out below showing the amount of explained "known" and remaining "unknown" undocumented pieces

Mailer	Total Pieces	Undocumented Pieces	Undocumented %	Explained Undocumented	Remaining Undocumented	Remaining Undocumented %
Mailer A	749,221	6,865	0.92%	6,865	-	0.00%
Mailer B	36,631,810	2,406	0.01%	2,406	-	0.00%
Mailer C	45,423,618	474	0.00%	474	-	0.00%
Mailer D	23,580,863	27,225	0.12%	27,225	-	0.00%
Mailer E	283,198	6	0.00%	5	1	0.00%
Mailer F	12,696,544	50	0.00%	49	1	0.00%
Mailer G	476,364	17,353	3.64%	17,336	17	0.00%
Mailer H	1,403,157	16,818	1.20%	16,724	94	0.01%
Mailer I	23,657,265	2,634	0.01%	2,295	339	0.00%
Mailer J	5,123,775	866	0.02%	158	708	0.01%
Mailer K	3,822,506	105,357	2.76%	104,428	929	0.02%
Mailer L	54,960,436	186,580	0.34%	185,642	938	0.00%
Mailer M	47,821,356	1,519	0.00%	13	1,506	0.00%
Mailer N	12,993,353	4,355	0.03%	2,725	1,630	0.01%
Mailer O	5,514,671	2,934	0.05%	67	2,867	0.05%
Mailer P	4,506,380	6,503	0.14%	2,979	3,524	0.08%
Mailer Q	13,325,428	100,453	0.75%	94,787	5,666	0.04%
Mailer R	22,064,800	31,366	0.14%	2,815	28,551	0.13%

- Between Mailer and BMS work efforts most mailers had their remaining Undocumented % fall below the USPS operational variability ceiling requiring no additional investigation

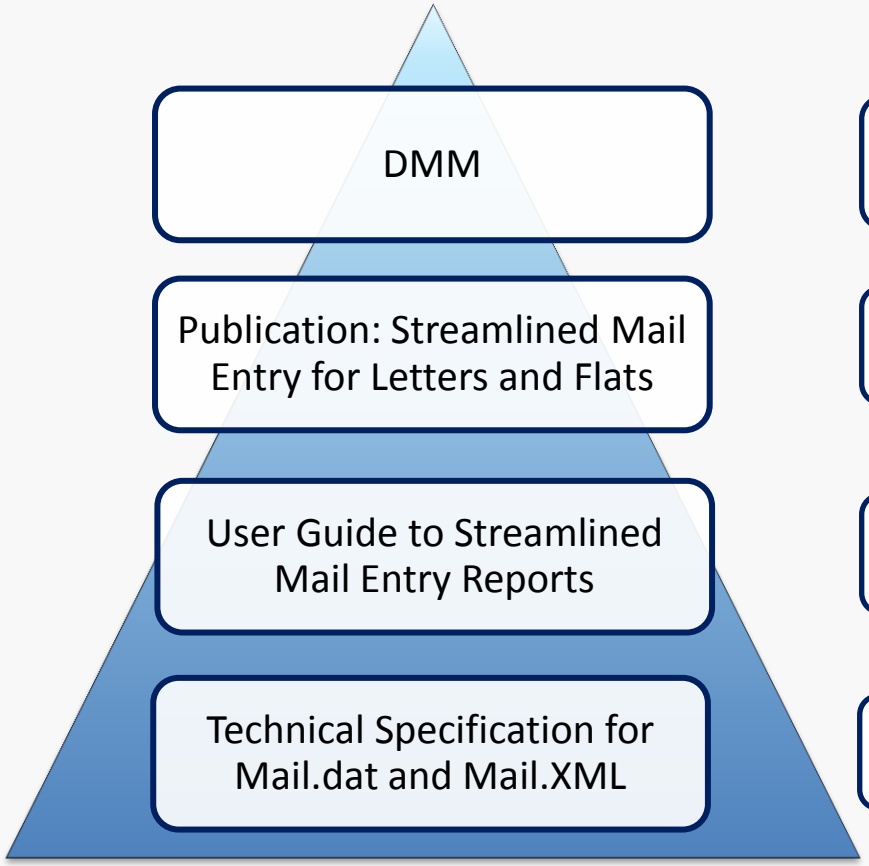
Federal Register Notice: Proposed changes to Move Update Standards

- ❑ Threshold change from 0.8% to **0.5%**
- ❑ Applies to **ANY** eDoc submitter who prepares FS volume (change from 75% adoption)
- ❑ Periodicals will NOT be included in Census Measurement Assessments
- ❑ ACS for basic automation/nonautomation pieces:
  - Charged full-service fee ($0.00)
  - 95% previous month eligible volume as FS for First-Class and Standard mail
  - Unique IMb w/ ACS Requested STID (either FS or OneCode)
  - IMb included in eDoc
- ❑ Clarification on Periodicals Manual ACS notices

Move Update Scorecard Enhancements

- ❑ Add Nixie Data to Summary of Scorecard
  - Currently available as warnings through drill reports
- ❑ Add *Move Update Eligible Pieces* to Scorecard
- ❑ Separate Periodicals from Census/Assessments
- ❑ Provide *Move Update Compliance Threshold* to Mail Preparer/Mail Owner views of Scorecard

Streamlined Mail Entry Publication

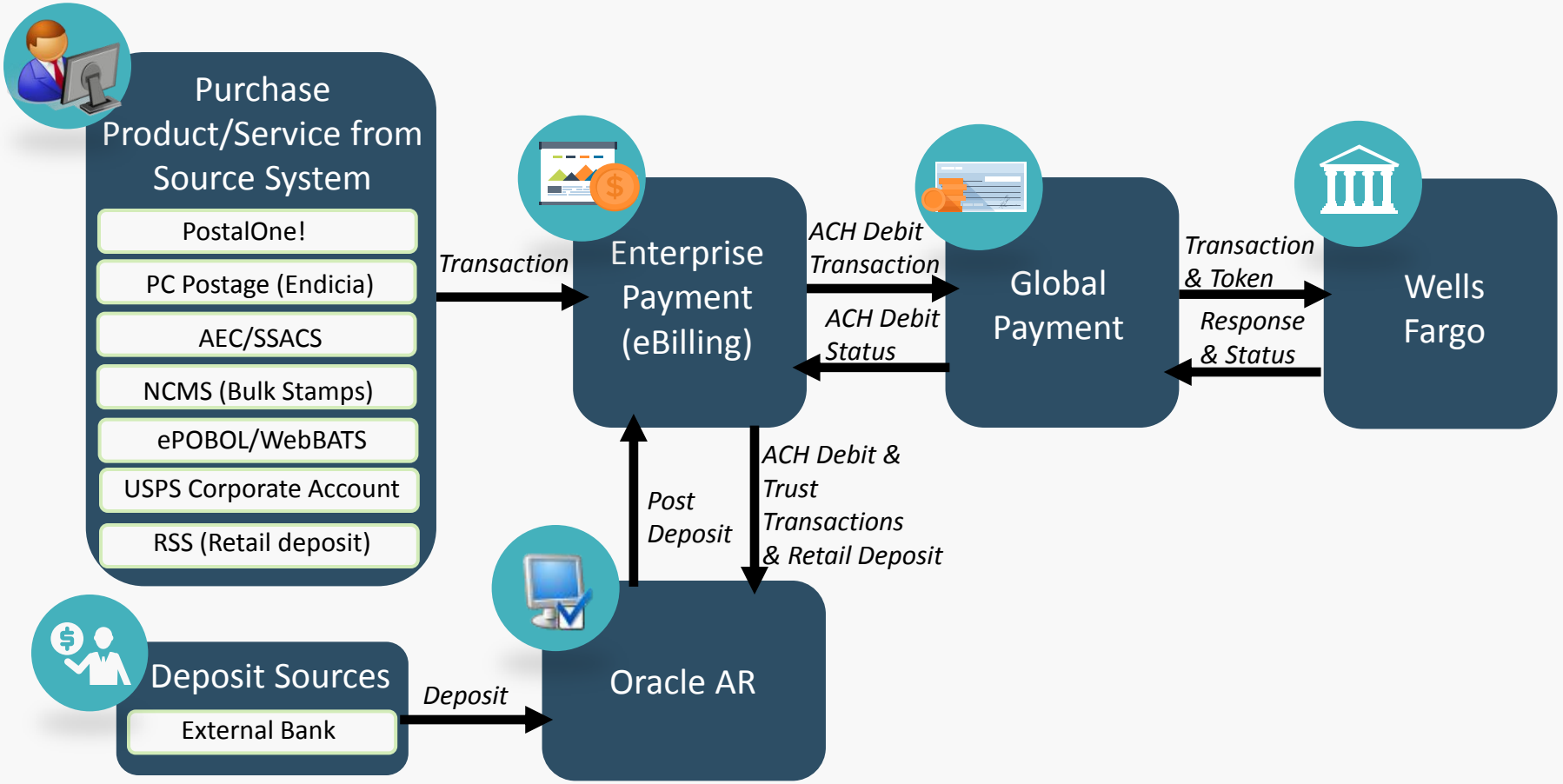


Mailing Standards	*Enhanced!*
Policies and Procedures	*NEW!*
Mail Quality and Assessment Reports	*NEW!*
Technical Guide to eDoc	*Enhanced!*

To be published 7/1

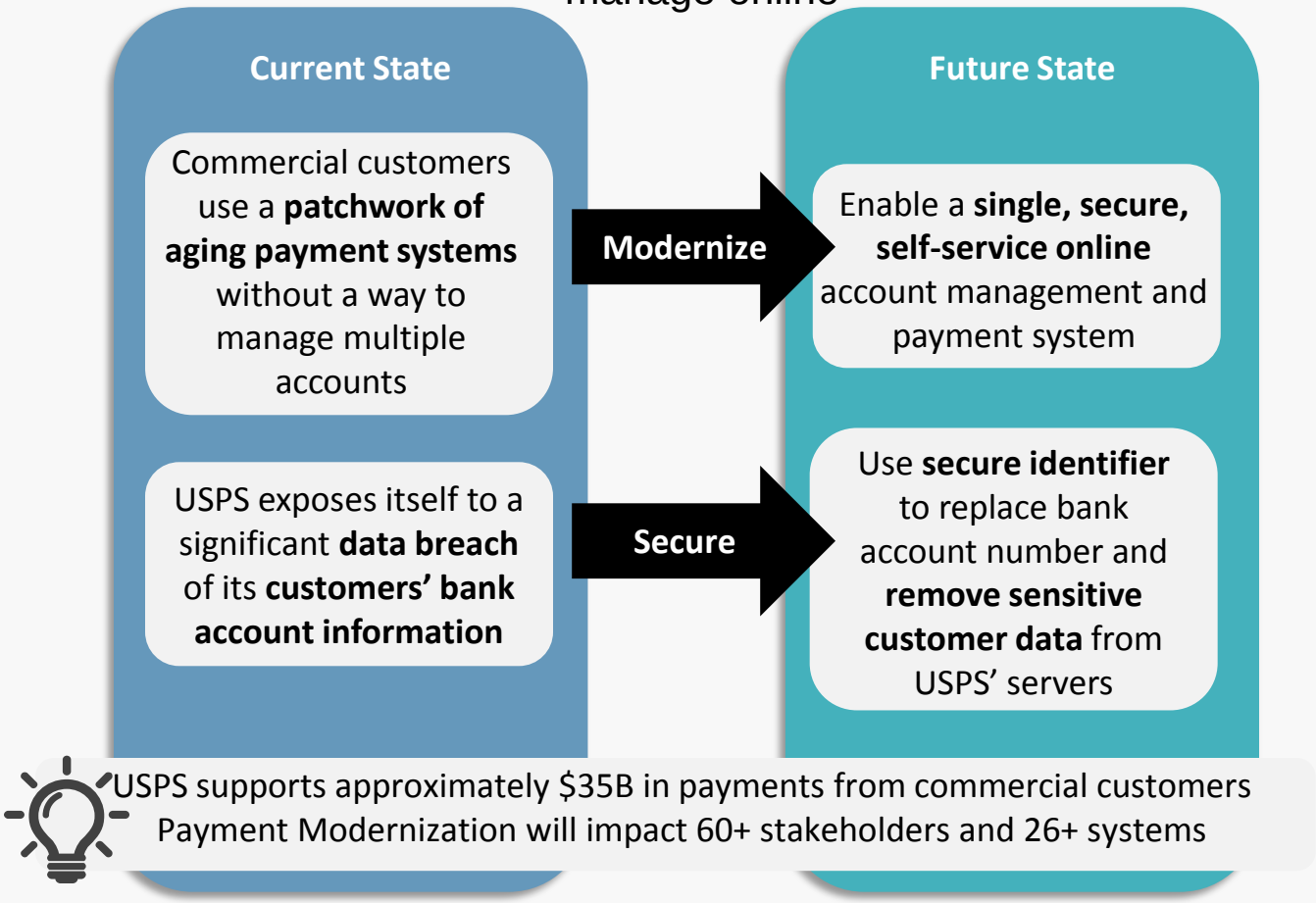
- ❑ 30 day comment period
- ❑ 90 day period before implementing any changes

After a customer sets up an Enterprise Payment Account, they can initiate transactions within the Source System, which are processed through Enterprise Payment, Global Payment, and Wells Fargo and eventually reconciled in Oracle AR



Payment Modernization Background

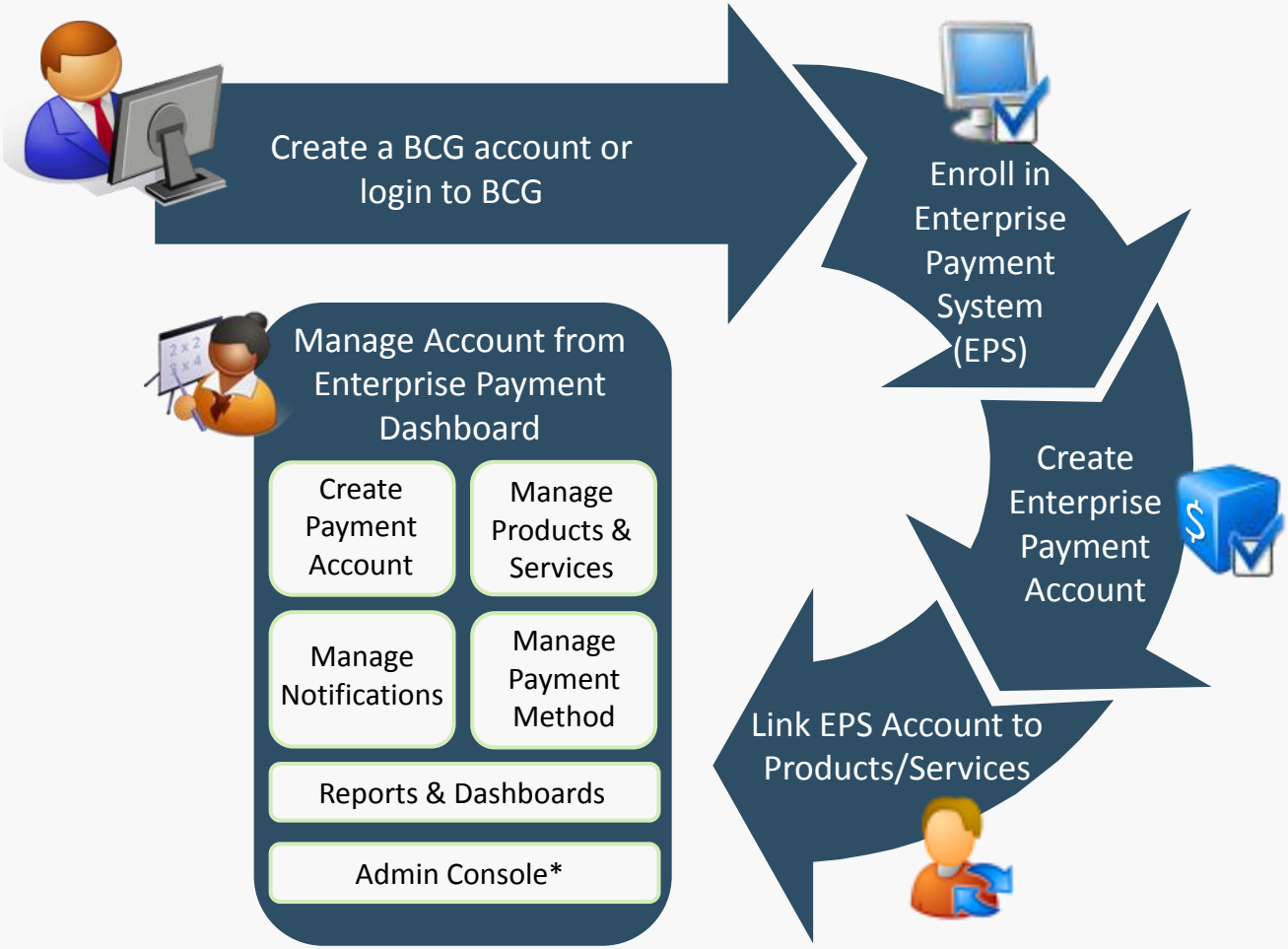
Payment Modernization will allow USPS commercial customers to securely pay for products and services with ACH Debit or Trust using one Enterprise Payment account that they can manage online



Note: CAPS, eACH Online, and EMRS will be retired as part of the Enterprise Payment project

New Customer Process

A new customer will go through the following process to setup an Enterprise Payment Account and utilize the manage and reporting features



*This is for Internal USPS Functions

Phase 1: 29 BMEUs Certified

29 Certified BMEUs		
Capital Metro	Charlotte	
Eastern	Louisville Pittsburgh Cleveland Columbus Philadelphia	
Great Lakes	Milwaukee Michigan Metro St. Louis	
Northeast	New York	
Pacific	Los Angeles Santa Anna Sacramento San Diego	
Southern	Houston Dallas Tampa Tallahassee North Texas	
Western	Denver Des Monies Kansas City Las Vegas Phoenix Portland	Omaha Saint Paul Salt Lake City Seattle

Phase 2: 61 BMEUs

61 BMEUs			
Capital Metro	Raleigh Baltimore Suburban Maryland	Atlanta Norfolk Greenville	Dulles Richmond Northern VA
Eastern	East Side Mid City Cincinnati Rochester Memphis	Nashville Salem Dayton Akron	Knoxville Trenton Harrisburg
Great Lakes	Madison Palatine	Carol Stream Park Fletcher	Cardiss Collins Detroit
Northeast	Albany Kilmer Retail South Hackensack	Hartford Westchester Manchester	Boston Providence San Juan
Pacific	Santa Clarita San Francisco	San Jose Van Nuys	Honolulu
Southern	Miami Seminole Jacksonville BMEU Manasota	San Antonio West Palm Beach Baton Rouge Tulsa Fort Myers	Fort Lauderdale Oklahoma City Austin Fort Worth Birmingham
Western	Tuscon Albuquerque	Fargo Boise	Wichita Waterloo

Phase 3: 7 BMEUs

7 BMEUs	
Capital Metro	
Eastern	Appalachian
Great Lakes	Greater Michigan
Northeast	Triboro Long Island
Pacific	
Southern	Mississippi Arkansas
Western	Alaska

UNITED STATES POSTAL SERVICE®

appendix

eInduction

- ALM 9611 - Payment Errors - When a postage statement is cancelled or reversed a payment error is logged at the container level. If a mailer than submits a new postage statement eInduction should remove the Payment error but they are not. **Fix Date: 6/26**
- ALM 9610 - Undocumented Containers - For containers that receive an undocumented error on the last day of the month no additional postage is calculated **Fix Date: 6/26**
- ALM 9019 - Update Detailed Drill Reports for eInduction Errors Metrics to provide Original Barcode information to help investigate Duplicate Barcode errors. Provide effective date of the MDF to help investigate EPD and Misshipped errors and provide postage statement status to help investigate Payment errors. This was not requested through TT23 eInduction Testing by Industry. Monthly Data extract may be provided upon request by mailer. **Fix Date: 6/26**
- CR9523 - enhance eInduction to use sack-level data in the evaluation and assessment of Misshipped errors. Calculate assessments only on sacks entered at an invalid destination entry location. Release pallets of sack to the planned eDoc entry location to prevent delays in induction. **Fix Date: September**

Concept:

- Retire CSA and update First-Class pallet separations in the DMM
- Update national CETs to align with new separations
- Standardize rules for national network optimization, reduce local processing prioritization
- Prioritize pallets that can be cross-docked to destination

Proposed Palletization Rules

All separations require minimum of 72 linear feet on pallets or 48 on APCs

- Air (TMS only) or Mixed Air (L201 or TMS)
- 5-digit ZIP (L012)
- Origin SCF (L005) (Includes single-piece, machinable, and Mixed AADC/ADC in addition to pieces for local service area)
- Destination SCF (L801)
- Destination STC (NEW: STC FCM labeling list)
- Mixed Surface (L201)
- Working: No minimum; Created when minimum not reached for both Mixed Air and Mixed Surface

Overnight			Proposed
BMEU	Non-Colocated	0:00	
Co-Located BMEU, Mailer or USPS Transported	L012 (5DS)	12:00	Origin 5-D
	All Other	8:00	Origin SCF
2+			
BMEU	Non-co-located	15:00	All
	Co-Located	18:00	All
Mailer and USPS Transported	No Separation	19:00	Not Used
	Working	20:00	Origin SCF, Origin 5-D, Working
	Presort	21:00	Mixed Surface, Mixed Air
	Presort Assigned	22:00	Air, D-SCF, D-STC, Destinating 5-D
	Hub-STC	24:00	D-SCF, D-STC entered @ STC
	Hub-THS	02:00P	Air entered @ THS