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Seamless Acceptance

Southern Area AIM Mail Entry & Payment Technology

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Seamless Acceptance

Seamless Acceptance Overview

69.9B in FY19
in Commercial Mail Volume

26.8B, 41% in FY19
Commercial Mail Volume on Seamless

459, 4.1% in FY19
CRIDS on Seamless

Flats

20.5%

Letters/Cards

79.5%

of total Commercial Mail & Seamless Volume

Seamless Acceptance is a mail acceptance process that **automates** the entry and verification of commercial mailings

Seamless Acceptance is designed for **Full-Service Mailers** participating in **eInduction**

Seamless Acceptance – FRN

February 2019- USPS announces intent to file proposed Federal Register Notice (FRN) for Seamless Acceptance

April 2019- USPS pushed filing of proposed FRN to September 2019

September 2019- File updated proposed FRN

March 2019- Seamless focus group established based on heightened industry need

May- August 2019- USPS/industry developing solutions and updating -external materials based on seamless focus group

Output of Seamless Focus Group

- Updated proposed FRN to extend dates for seamless requirement
- Development of simplified FAQs for industry support
- USPS evaluating visibility of account balances
- Evaluating the impact of sample weights for Periodicals pieces with ride-a-longs or enclosures

Seamless Acceptance – FRN

Federal Register Notice – Proposed

- *Anticipated posting by September 2019, 30 day comment period

- Seamless mandate for DMU's and 90% Full-Service BMEU entered

- Seamless Parallel by March 1, 2020

- Seamless by September 1, 2020

- Retirement of manual verifications for mailers submitting over 90% Full Service volume February 1, 2021

- Auto-finalization of Seamless postage statements even if permit fees are due for renewal

*Pending outcomes of discussions

Seamless Acceptance – How It Works

Automates Entry & Verification

Verifications performed electronically reducing complexity

Leverages Electronic Documentation (eDoc)

Seamless mailings are submitted using eDocs

Leverages Intelligent Mail Barcodes (IMbs)

The unique IMb on all containers, trays, and pieces is used to determine if the piece has been paid for and paid for correctly

Leverages Sampling & Scanning Data

Information collected from handheld sampling devices and scans from mail processing equipment used to standardize the verification process

Seamless Acceptance Process

	1. Mail Preparation	2. Finalize Postage Statement	3. Mail Acceptance	4. Mail Processing	5. Mail Verification	6. Generate Reports
What to do	Prepare Mailings with unique Intelligent Barcodes (IMbs) and submit the eDoc to *PostalOne!*	Automatically finalize postage statement before verification using *PostalOne!*	Collect mailing information at the DMU or BMEU using handheld scanner	Electronically collect mailing information using scans from Mail Processing Equipment (MPE)	Compare sampling and MPE Scan data to eDoc information	View reports and drill down for more detail anytime during the month
How it works	Barcodes must be unique for 45 days. Mailers must submit all barcoded pieces in the eDoc for all mailings (including full-rate single-piece)	Postage statements are finalized by the *PostalOne!* system on the Mailing Date indicated within the eDoc, Permit balance checks are performed	Mailings are sampled using a handheld scanner to collect mailing characteristics that are not collected during mail processing	MPE scans the IMb and sends information about where the mailpiece was, when it was processed, and what operation it was run on to the Seamless Acceptance program	5 automated verifications are performed by utilizing Sample and MPE Scan data compared to eDOC to confirm postage was paid and paid correctly. Verifications are measured over a calendar month	Verification results are reported in the Mailer Scorecard and provides detailed error data across a calendar month
Benefit	Allows for data driven verification	Allows for a longer mail production cycle and greater control over postage payment	Eliminates manual verifications and need for Special Postage Payment Systems (SPPS)		Mail Quality is measured across all volume over a calendar month vs Job Level	Allows for visibility throughout supply chain

Trend based data |

Sampling Verifications

General PAF

1.05%

- Incorrect Postage
- Incorrect Weight

Additional Postage Due = Total Monthly Postage Paid (eDoc Submitter) × (PAF – PAF Threshold)

Mail Characteristics PAF

1.05%

- Ineligible Non-Profit
- Incorrect Processing Category
- Incorrect Mail Class

Additional Postage Due = Total Monthly Postage Paid (Mail Owner) × (PAF – PAF Threshold)

Census Verifications

Delivery Point Validation

2.00%

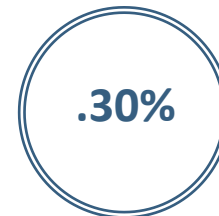Delivery Point provided in eDoc is either invalid or contains generic zip +4 with an address that is not general delivery

Nesting Sortation MPE

1.00%

Piece Scanned is nested in a different tray or bundle than identified in eDoc

Undocumented Pieces

.30%

Piece scanned is not associated with a valid eDoc submission over the past 45 days

General PAF

1.05%

- Incorrect Postage
- Incorrect Weight

$Additional\ Postage\ Due = Total\ Monthly\ Postage\ Paid\ (eDoc\ Submitter) \times (PAF - PAF\ Threshold)$
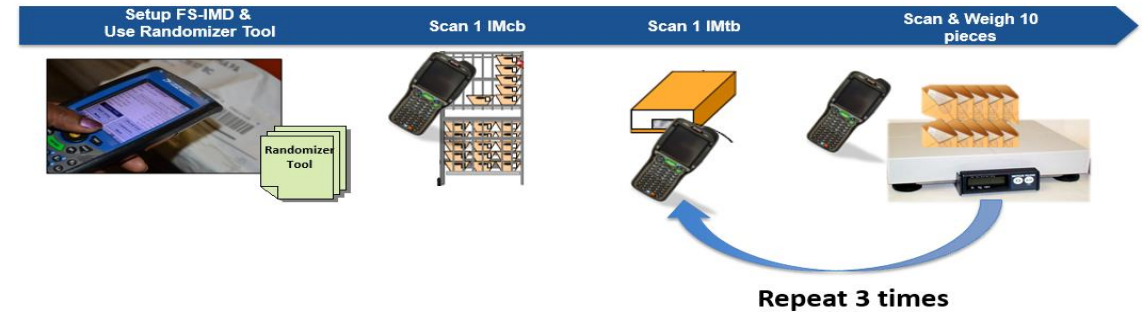
Mail Characteristics PAF

1.05%

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Sampling Process

- Sampling collects piece attributes that MPE cannot
- Random Samples collected throughout the month
- 1 Container, 3 Handling Unit, 30 pieces

Setup FS-IMD & Use Randomizer Tool — Randomizer Tool — Scan 1 IMcb — Scan 1 IMtb — Scan & Weigh 10 pieces

Repeat 3 times

PAF Assessments – 3 Strike Rule

- Mailer must exceed PAF more than 3 times in a rolling 12 month period
- Mailer is assessed on the 4th month PAF is exceeded for only that months Sampling Errors
- Each PAF is evaluated separately

PAF assessments only issued when mailer has failed in three of the previous 12 calendar months

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Monthly PAF Threshold: 1.05	1.00	1.02	1.07	1.06	1.00	1.01	1.00	1.08	1.00	1.06	1.00	1.09
Assessment?	🚫$	🚫$	🚫$	🚫$	🚫$	🚫$	🚫$	🚫$	🚫$	$	🚫$	$

Census Verifications

Delivery Point Validation (DPV)

2.00% Delivery Point provided in eDoc is either invalid or contains generic zip +4 with an address that is not general delivery

- eDOC Validation
- Validates the DPV (5, 9 or 11 digit) provided in eDOC is a valid

Associated Mailing & Printing
50 Tannery Rd, Unit #2
Branchburg, NJ 08876

Nesting Sortation MPE

1.00% Pieces scanned by MPE are nested in a different tray or bundle than identified in eDoc

- Scans compared to eDOC Validation
- Validates pieces were paid for at the correct rate

Undocumented Pieces

.30% Pieces scanned by MPE are not associated to a finalized eDoc submitted within 45 days of the piece scan

- Scans compared to eDOC Validation
- Validates pieces are paid for

Fast Track Productions
9 Racing Road
Indianapolis, IN 46077

Undocumented Mail Pieces

Any piece of mail with an IMb associated to a mailer's submitting CRID that is not submitted with Electronic Documentation (eDoc) will be recorded as **undocumented**

Top 5 Causes & Resolutions for Undocumented Mail Pieces

	Causes		Resolutions
1	Submission of hard copy postage statements	✓	Submit any mailpieces with IMbs via electronic documentation
2	Full-Service Postal Wizard statements that do not include a piece range and non full-service Postal Wizard Statements	✓	Full-Service PW statements: include your piece range for IMbs. Non Full-Service: submit via Mail.dat or Mail.xml
3	Barcoded mailpieces not included in the electronic postage statement for single piece volume (permit imprint/metered)	✓	Mail.dat and Mail.xml support the submission of single piece postage for permit imprint and metered
4	The mailer does not maintain original IMbs when correcting presort errors within eDoc	✓	When adjusting eDoc, ensure to elect to maintain original IMbs in your software settings
5	Mailer incorrectly identifies pieces as spoiled/wasted in eDoc	✓	Any pieces that were originally identified as wasted must be resubmitted in a new eDoc before being mailed

Avoid Undocumented Mail Pieces

Improve Your Processes

- Review data from research with internal teams
- Pinpoint gap areas that need improvement
- Implement improvement plan and document

Be Proactive

- Monitor Mail Scorecard results DAILY
- Research issues even if they are below threshold
- Document and improve processes identified during research

Seamless Parallel to Seamless Acceptance

	Seamless Parallel	Seamless Acceptance
Traditional Verification	Are performed	Are **NOT** performed
Seamless Acceptance Verifications	Are performed	Are performed
Postage	Seamless Acceptance Verifications do **NOT** result in additional Postage	Seamless acceptance verifications may result in additional postage
Auto-Finalization	Does **NOT** occur	Occurs

Mailers are moved into Seamless Acceptance after they have successfully maintained all mail quality measurements within the recommended threshold for error percentages for a minimum of one calendar month.

Seamless Acceptance – Participation Criteria

Full-Service

Mailers must participate in Full-Service
- Mailings must be submitted using eDoc
- All containers, trays, and pieces must contain a unique Intelligent Mail Barcode
- Piece data information must be submitted

eInduction

Mailers must participate in eInduction
- Streamlined mail induction process
- More accurate mail preparation process
- Data-driven process enabling transparency and future improvements

Seamless Parallel

Mailers participating in Seamless Acceptance are first moved into a **"Seamless Parallel"** process which allows both the USPS and the mailer time to evaluate mail quality, review and revise business processes, and address any software issues

Seamless Acceptance Onboarding Process

1 — **Enroll**

2 — **Validate**

3 — **Verify**

4 — **Set**

5 — **Discontinue**
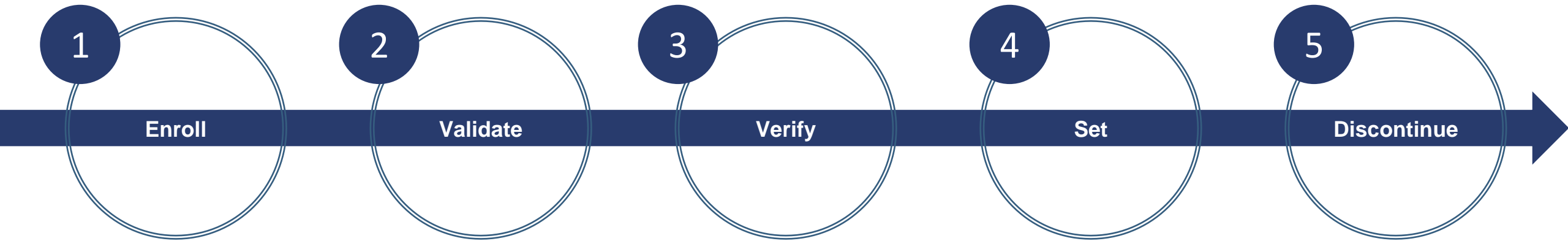
Enroll in Seamless Parallel by requesting through BMS/BME employee.

The Postal Service employee will set individual CRID(s) to Seamless Parallel after validating enrollment criteria is met.

Mailer is below all Seamless Acceptance thresholds for one calendar month.

The Postal Service employee will set CRID to Seamless before the end of the month prior to start date.

All traditional verifications will be discontinued on the 1st of the effective month.

✓ Longer production cycle
  - Later acceptance times (local discretion)
  - Reduced reliance on acceptance employee staffing times

✓ Mailer control over postage statement finalization and mail release

✓ Trend-based monitoring of mail quality

✓ Consistency of verifications across types of mail preparation (removal of traditional verifications)

✓ Removal of SPSS agreement document retention requirements