

Informed Delivery (ID) Promotion Discount

Checklist To Use When Your Discount Doesn't Show On Your Statement



WHY YOUR ID PROMOTION DISCOUNT DID NOT APPLY OR SHOWING ON YOUR STATEMENT?

There are many reasons why your ID Promotion Discount did not apply or showing on your Postage Statement. Use the checklist below to identify the reason(s) why your Discount did not apply. After going through the checklist, If you still can not identify why your Discount did not apply, follow the instructions on page 2 to submit a Service Request (SR) in the **Mailing Promotion Portal (MPP)** to request an investigation.

If You Are Creating Your ID Promotion Campaign Via The Mailer Campaign Portal (MCP), Use Checklist Below

	Make sure your ID Campaign is in SUBMITTED or ACTIVE status in the MCP no later than 2 p.m. EST the day before the job is submitted to PostalOne!. <i>If your ID Campaign is created after 2 p.m. EST the day before, cancel the PostalOne! job and resubmit it the next day after 6 a.m. EST.</i>
	Make sure the Serial Numbers in the piece Intelligent Mail barcodes (IMbs) related to the Mail Piece Unit (MPU) claiming the discount are within the start and end serials of the ID Campaign in the MCP.
	Make sure the MID in the piece IMbs related to the MPU claiming the discount is the same as the MID of the ID Campaign in the MCP.
	Make sure at least 80% of all the pieces under the MPU(s) claiming the discount can be associated/matched to an ID Campaign in the portal based on the MID and Serial Numbers in the IMbs.
	Make sure the Postage Statement Mailing Date falls WITHIN the Start and End Dates of the ID Campaign in the MCP. <i>We suggest making the Start Date of the campaign the earliest Postage Statement Mailing Date of the job.</i>
	Make sure the CCR code for claiming the ID Promotion (Characteristic Type of "I" and Characteristic of "PI") is populated within the eDoc for each MPU claiming the discount on the postage statement.

If You Are Creating Your ID Promotion Campaign Via eDoc* Use The Checklist Below

	Make sure MPUs claiming the discount have a valid Campaign Data associated with them in the form of RMR/RMS for Mail.dat or the ID Campaign Data Block for Mail.XML.
	Make sure the Postage Statement Mailing Date falls WITHIN the campaign Start and End Dates provided in the Campaign Data. <i>We suggest making the Start Date of the campaign the earliest Postage Statement Mailing Date of the job.</i>
	Make sure the proper CCR code for claiming the Informed Delivery Promotion (Characteristic Type of "I" and Characteristic of "PI") is populated within the eDoc for each MPU claiming the discount on the postage statement.

* If you are using eDoc, the campaign is created at the time your mailing is submitted to PostalOne!.

Note

The ID Promotion requires for the discount to be claimed at the time of mailing. If you are not able to successfully claim the discount at that time of mailing, you must immediately create a Service Request in MPP to investigate why the ID Promotion discount did not apply. The SR needs to be created within three business days from the date of mailing. If our investigation reveals that the discount was not applied due to Postal Service error, the discount will be credited to the permit linked to the eDoc.

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IF YOU ARE STILL UNSURE WHY YOUR DISCOUNT DID NOT APPLY, CREATE A SERVICE REQUEST IN MPP

After going through the checklists above, if you are still unable to identify why your ID Promotion Discount did not apply, please provide the information below (as much as you can) and attach this document with your Service Request in the [Mailing Promotion Portal](#) (MPP). If you need support accessing the MPP, visit [PostalPro Guide to the Mailing Promotions Portal | PostalPro \(usps.com\)](#) or contact the Promotions Office at MailingPromotions@USPS.gov.

Existing Service Request Number (if applicable)	
Name	
Mailer Owner/MSP	
MID used on Piece	
Submitter CRID	
Postage Statement ID	
Postage Statement Mailing Date in CSM File/ Container Info Data	
Date Job was Submitted to PostalOne!	
Job ID for eDoc Submission (if applicable)	

Campaign Information

Campaign Creation Method (eDoc / MCP)	
If MCP, what date/time was it submitted?	
Campaign Code	
Campaign MID	
Starting Serial	
Ending Serial	
Campaign Start Date	
Campaign End Date	