

Business Mail Entry Facility Contingency Plan for Mailers

In the event a mailer's production or facility is impacted due to COVID-19, the USPS will work to identify solutions to ensure the continuity of mail acceptance. Impacted mailers should follow the contingency plan guidelines outlined below. All mailer requests for changes in mail entry locations and mailer partnerships must be submitted in writing 48 hours prior to the start date when possible to allow for communication and preparation at the new acceptance location. Any emergency requests will be handled on an individual basis. Diversion notifications or requests must be communicated by completing the Diversion Request tab on the COVID-19 Diversion Notification and Request Log and submitting the log to the local Manager, BME and HQMailEntry@usps.gov.

USPS facility closure for Business Mail Acceptance:

1. If a local USPS facility is closed for mail acceptance, permit holders and Mail Service Providers (MSPs) at that location will be notified via an Industry Alert, PostalPro and local management.
2. The Manager Business Mail Entry (MBME) will provide mailers with the following information of the facility that will accept the diverted mail:
 - Location
 - Days and hours of operation
 - Facility logistics such as dock space and vehicle access
3. For any associated Detached Mail Units (DMUs) that are impacted, local management will work with the mailer to accommodate the verification and acceptance of mail based on available resources.
4. The Job Data tab on the COVID-19 Diversion Notification and Request Log must be maintained for all diverted mailings and submitted to the MBME at the end of each month. This will assist the USPS with any scorecard, assessments, or service performance issues that may need to be mitigated.

Detached Mail Unit (DMU) mail with mailer facility closure:

1. Mailer must immediately notify local MBME, or local BME Unit.
2. Mailer and MBME will work together to identify alternate location that is mutually agreed upon for mail verification and acceptance if needed (alternate BME location, alternate Mailer Facility, alternate Mail Service Provider/Preparer)
 - Industry partner name and location where mail will be entered
 - eDoc submitter CRID if applicable and Seamless status
 - Identify mailing details- eDoc submission, eInduction, mail preparation, mail entry location (BME, DMU)
 - The Job Data tab on the COVID-19 Diversion Notification and Request Log must be maintained for all diverted mailings and submitted to the MBME at the end of each month. This will assist the USPS with any scorecard, assessments, or service performance issues that may need to be mitigated.

BME entered mail with mailer facility closure:

At the mailers option, they may identify an industry partner to assist them with mail preparation and presentation on the mailers behalf.

1. Mailers must immediately notify local MBME or BME unit with pertinent information in writing to include the following:
 - Industry partner name and location where mail will be entered
 - eDoc submitter CRID if applicable and Seamless status
 - Identify mailing details- eDoc submission, eInduction, mail preparation, mail entry location (BME, DMU)
 - The Job Data tab on the COVID-19 Diversion Notification and Request Log must be maintained for all diverted mailings and submitted to the MBME at the end of each month. This will assist the USPS with any scorecard, assessments, or service performance issues that may need to be mitigated.

Exception Requests:

The USPS is committed to identify solutions that will allow the continuity of mail acceptance with minimal disruption. Mailers faced with extenuating circumstances as a direct result of COVID-19 must work with their local MBME to identify solutions or request exceptions. In the event planned mailings have been or will be held due to COVID-19 impacts, the USPS will work to mitigate specific scorecard metrics that may have resulted in assessments for the months of February, March, April, May and June of 2020. Impacted mailers should follow the contingency plan exception request. Exceptions should be requested in writing to the MBME and may include but are not limited to:

- Mailers with Special Postage Payment Systems that need to be accepted at a different entry location
- Metered dates on First-Class mailings that require additional time to prepare or present due to diversion
- Identification of Mail Owners in combined mailings where partner mailers will identify mail owners as diverting MSP
- Mail with Pre-printed indicia's that require entry at alternate locations
- Scorecard errors resulting in assessments

HQ Mail Entry will provide the MBME and mailer the approval via email.

Communications Support Channel:

To ensure all communication provided is consistent and correct all questions and concerns must follow the chain of command as listed below:

- Mailer contacts local MBME or Supervisor BME
- MBME/DMM to Area & MEPT HQ Support team

