Seamless Acceptance/Automated Verification

Atlantic AIM Meeting
June 17, 2021

Seamless Acceptance Stats

104B EOY FY20
in Commercial Mail Volume

50B, 48.2% EOY FY20
Commercial Volume on Seamless

59,570 EOY FY20
CRIDs on Seamless Parallel

860 EOY FY20
CRIDs on Seamless

Seamless Acceptance is a mail acceptance process designed for Full-Service mailers that **automates** the entry and verification of commercial mailings.

Seamless/Automated Verifications

Detached Mail Units

➢ Full enrollment in Seamless by May 1, 2021
  ➢ Impact to DMU mailers that present Full-Service Eligible Mail
  ➢ No impact to DMU Mailers that do not present Full-Service eligible mail

Business Mail Entry Units

➢ All Full-Service mailings verified using automated sampling and verification processes by July 1, 2021
  ➢ No impact to mailers that do not present Full-Service mailings

*As of November 2014, DMUs should were required to be 75% Full-Service (if applicable)

Seamless FRN Language

The Postal Service™ is revising Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®) to require Detached Mail Unit (DMU) mailers and mailers that enter full-service mailings at a Business Mail Entry Unit (BMEU) to participate in Seamless Parallel by June 1, 2020. In addition, the Postal Service provides advance notice of its intent: to require all mailers with an authorized Detached Mail Unit to enroll in the Seamless Acceptance Program by May 1, 2021; to verify all BMEU-entered full-service mailings using only automated sampling and verification processes beginning July 1, 2021.

Beginning July 1, 2021, manual verifications will be retired for all BMEU-entered full-service mailings. The Postal Service will begin utilizing automated census and sampling verifications for all mailings claiming the full-service discount. Postage assessments will be based on the data received through census and sampling verifications for each calendar month. Verification results will be documented on the Mailer Scorecard for each mailer Customer Registration ID (CRID). Non-full-service mailings will continue to be accepted and will be verified using traditional manual verifications.
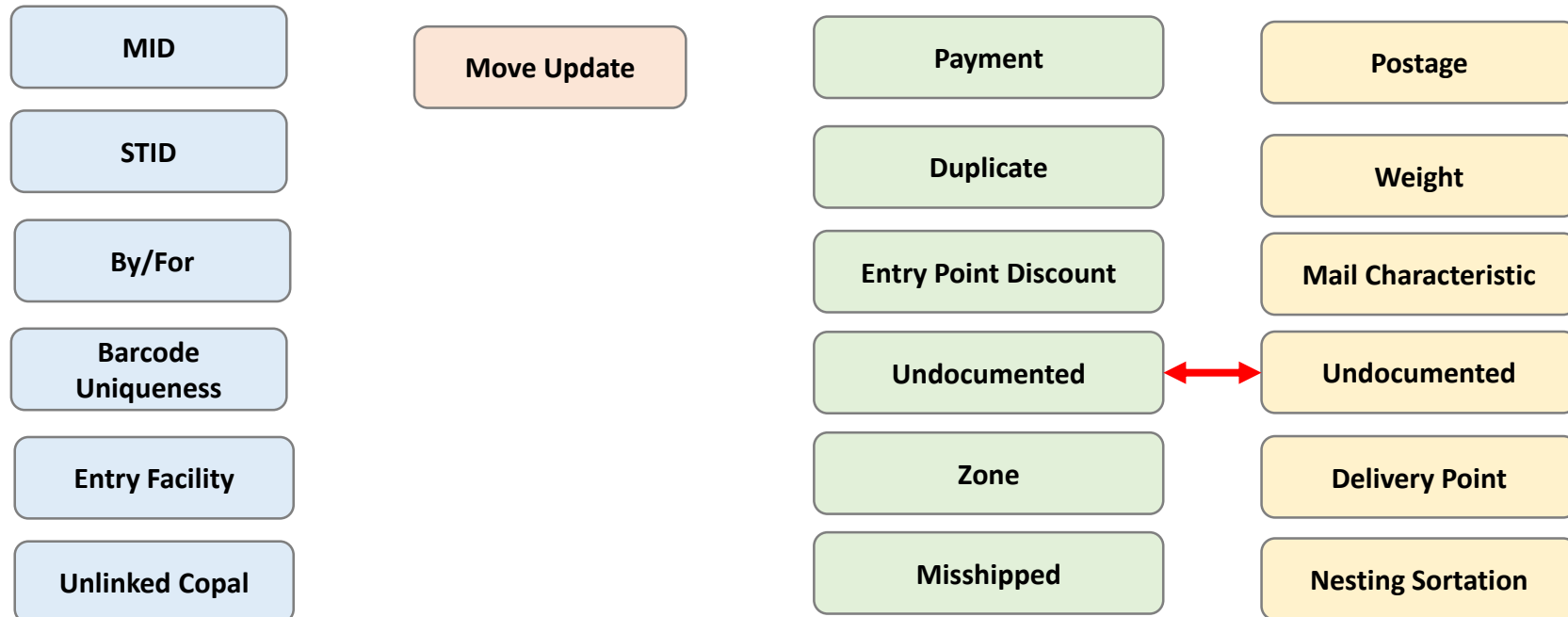
Mailers should have ONE CRID per Business Location; any questions/concerns please escalate to Local BME Management

Foundation of Seamless/Automated Verification

Full Service	Move Update	eInduction	Seamless Acceptance/Automated Verification
• Qualification for Full-Service Discount • eDoc verification	• Compliance with address hygiene rules • COA verification	• Payment at container level • Qualification for entry/zone discount claimed • Container & drop verification	• Payment received at piece level • Qualification for rate claimed (class, presort, payment method) • Mail prep verification

Full Service	Move Update	eInduction	Seamless Acceptance/Automated Verification
MID	Move Update	Payment	Postage
STID		Duplicate	Weight
By/For		Entry Point Discount	Mail Characteristic
Barcode Uniqueness		Undocumented ⟷	Undocumented
Entry Facility		Zone	Delivery Point
Unlinked Copal		Misshipped	Nesting Sortation

eInduction Metrics – eInduction Error Types

eDoc Verifications	Description	Thresholds
Undocumented	No eDoc with the IMcb AND Continuous Mailer ID (MID) in IMcb is registered for eInduction	**0%**
Payment	IMcb was included in eDoc but the eDoc was never finalized	**0%**
Duplicate	Same IMcb was scanned on different appointments	**0.17%**
Misshipped	Container was entered at the wrong facility per the MDF. Checks the overall container destination zip and entry facility type	**1.05%**
Entry Point Discount	Container includes mail that claims an entry discount that's invalid at the entry location	**0.05%**
Zone	Container includes mail that claims the wrong zone price	**0.01%**

Seamless/Automated Verification – How it Works

Automates Entry & Verification

Verifications performed electronically reducing complexity

Leverages Electronic Documentation (eDoc)

Seamless mailings are submitted using eDoc

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/Automated Verification 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	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

Seamless/Automated Verification

	Non-Full-Service Mailings BMEU or DMU	Full-Service Mailings at BMEU (Automated Verification)	Seamless Acceptance BMEU or DMU
Traditional Verifications	Performed	**NOT** performed	**NOT** performed
Automated Verifications	**NOT** Performed	Performed	Performed
Assessible Metrics	• Move Update • eInduction (if applicable)	• Full-Service • Move Update • eInduction (if applicable) • Seamless (except Undocumented)	• Full-Service • Move Update • eInduction (if applicable) • Seamless (includes Undocumented)
Monthly Postage Assessments	All metrics listed above (Move Update, eInduction)	Automated Verifications may result in additional postage for all metrics listed above except Undocumented	Seamless Acceptance verifications may result in additional postage (All metrics listed above)
Auto-Finalization	Does **NOT** occur	Does **NOT** occur	Occurs

Seamless/Automated Verification

The Seamless tab on the Mailer Scorecard will update to display invoicing data and assessment amounts for the Automated Verifications program

- ✓ Longer production cycle
  - Later acceptance times (local discretion)
  - Ability to change mailing date from statement on Dashboard
  - Reduced reliance on acceptance employee staffing times
- ✓ Mailer control over postage statement finalization and mail release
- ✓ Mail Quality is measured across all volume over a calendar month vs Job Level
- ✓ 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
- ✓ Seamless Incentive
  - ✓ Minimum Incentive must be $1.00 (min. 1,000 pieces) per mailing

Note: Meet all preparation requirements for class, processing category, and price claimed per DMM requirements.

Seamless Acceptance Criteria

Full-Service

eInduction (If Applicable)

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

Mailers who must participate in eInduction:
- Mailers who drop ship mailings (BMEU)
- ALL Detached Mail Units (DMU)

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

*As of June 2020, all mailers submitting electronic data are Seamless Parallel

Seamless/Automated Verifications & Thresholds

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 Process 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

Sampling Verifications

General PAF

1.05

- Incorrect Postage
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Additional Postage Due = Total Monthly Postage Paid (eDoc Submitter) × (PAF – PAF Threshold)
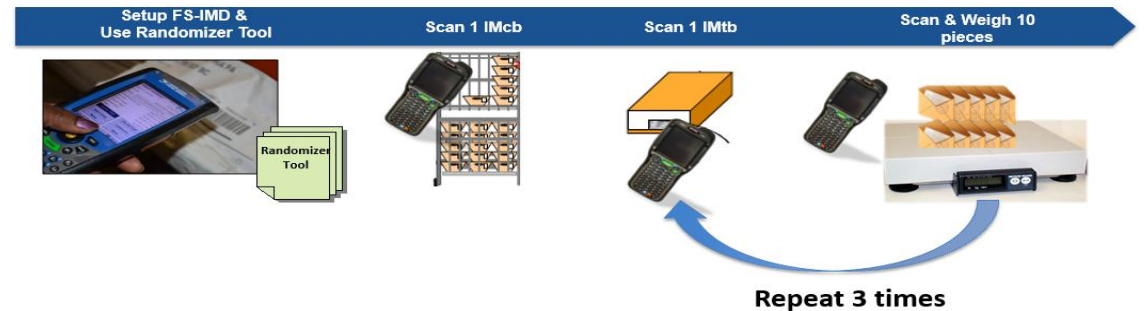
Mail Characteristics PAF

1.05

- Ineligible Non-Profit
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- Incorrect Mail Class

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

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 | 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 11 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
(Seamless Mailers)

.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

Understand & Diagnose Undocumented Pieces

Top 5 Causes & Resolutions for Undocumented Mail Pieces

Causes		Resolutions
1 Hard Copy Statements	✓	Submit any mailpieces with IMbs via electronic documentation
2 PostalWizard Statements	✓	Full-Service PW statements: include your piece range for IMbs. Non-Full-Service: submit via Mail.dat or Mail.xml
3 Single Piece Metered/Permit with IMb	✓	Mail.dat and Mail.xml support the submission of single piece postage for permit imprint and metered
4 IMb in eDOC does not match IMb on piece	✓	When adjusting eDoc, ensure to elect to maintain original IMbs in your software settings
5 Mis-Identified Spoiled/Wasted Pieces 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

Mail Quality Data from Informed Visibility (**using IV to get scorecard error data**)

The Informed Visibility® Mail Tracking & Reporting (IV®-MTR) application enables mailers to leverage key information about their mailings to manage operations, refine processes, and adjust marketing campaigns as needed. This insight allows mailers to more effectively plan and manage mailings, increasing value to their customers.

With IV®-MTR (iv.usps.com), mailers can receive:

Flexible Data Provisioning

- Mail tracking data for Containers, Handling Units, Bundles, and Pieces
- **Mail Quality Data – assists mailers in identifying issues with mail preparation and documentation**
- EPS Payment Transaction details
- Customizable data provisioning and data delegation, allowing you to receive the data you want, when you want it, and how you want it

IV Enrollment Process

1) Sign in or register for the Business Customer Gateway at **https://gateway.usps.com**
2) In the left-hand navigation menu, click **Mailing Services**
3) In the list of services, find Informed Visibility and click **Get Access**
4) A pop-up window will open titled "BSA Authorization". Click the **Email Code to IV BSA** button
5) Retrieve the code from the email sent to the IV BSA (Business Service Administrator)
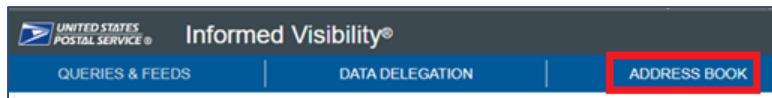6) Return to the IV section of the BCG and enter the BSA Authorization Code
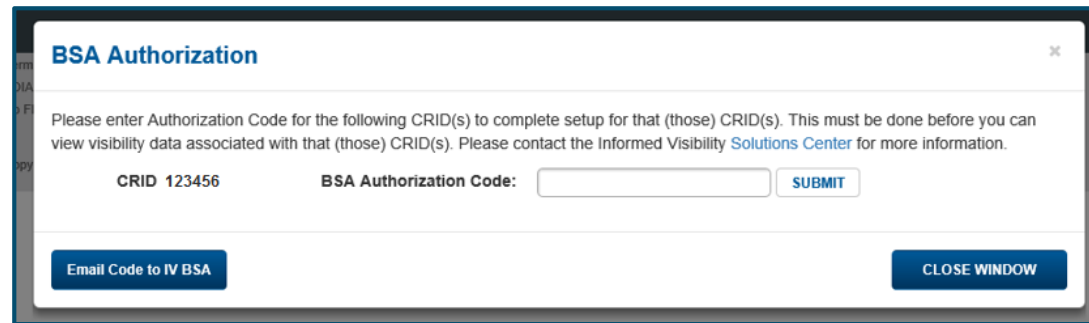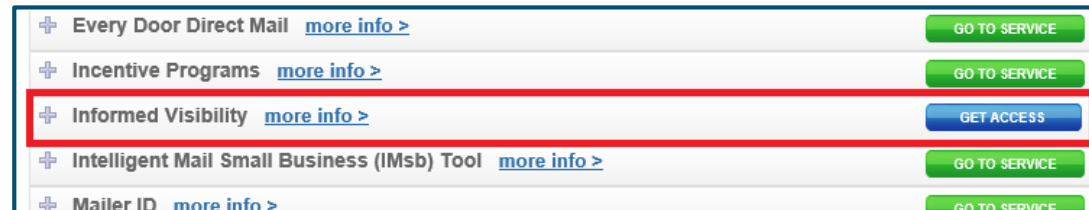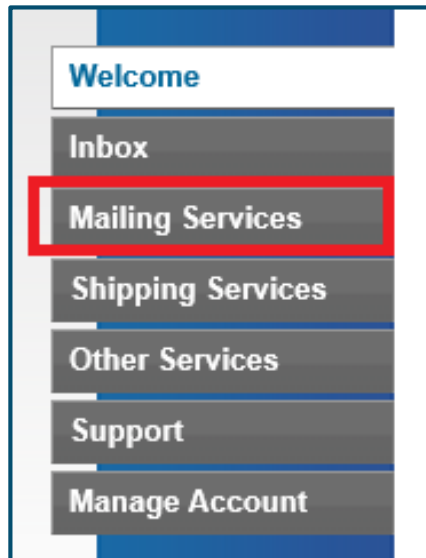
## IV Data Feeds – How to access the data

Mailers have two options to retrieve their Mail Quality Data feeds.

- **Pushed to a server** – servers must be setup/configured in the Address Book section of IV


  - Once your server is configured, you choose your server during the MQD feed creation. The drop-down will show all available servers. You can also click **Add a server** here to add a new one.

  *(See IV User Guide for detailed instructions on adding Servers)
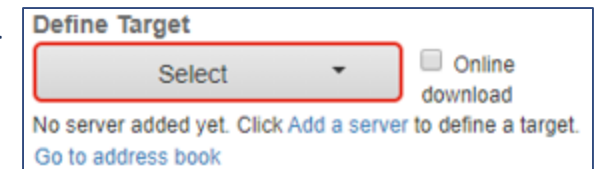
- **Online Download** – feed is downloaded manually via the IV site

  - During the feed creation steps, select the **Online Download** checkbox

  - Your feed will be available to download manually
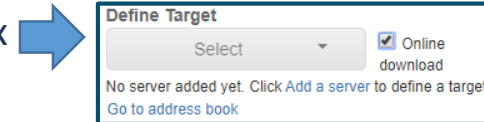
*Note: Online Download feeds are only available for 7 days

- Seamless Acceptance page on PostalPro
  - https://postalpro.usps.com/mailing/seamless-acceptance

- Publication 685 - Guide to Streamlined Mail
  - https://about.usps.com/publications/pub685.pdf
  - Full Service, Move Update, eInduction, and Seamless Acceptance
  - Seamless Onboarding Process - Appendix D

- Informed Visibility – Mail Quality Data
  - https://postalpro.usps.com/mailing/mqd/instructions

- Local BME

- To locate your local BMEU follow this URL: https://postalpro.usps.com/ppro-tools/business-mail-entry

- MSSC Help Desk
  - MSSC@usps.gov
  - 1-877-672-0007
  - Monday – Friday, 7am – 7pm CST