

# Seamless Acceptance Barcode Matching

August 31, 2021





# What is Seamless Acceptance?

- Fundamental shift from the traditional verification model which was an up-front manual verification process on a per mailing basis
- Measures the quality of a mail preparer's process **over a calendar month** to identify trends in mail quality issues rather than isolated poor quality incidents.
- Measurement is done **post induction** and no longer allows a mailer to rework and resubmit a mailing





## Foundation of Seamless/Automated Verification



Full Service		Move Update	eInduction	Sea Acc Ver	mless eptance/Automated ification
<ul> <li>Qualifi</li> <li>Full-Se</li> <li>Discou</li> <li>eDoc v</li> </ul>	cation for ervice Int verification	<ul> <li>Compliance with address hygiene rules</li> <li>COA verification</li> </ul>	<ul> <li>Payment at container level</li> <li>Qualification for entry/zone discount claimed</li> <li>Container &amp; drop verification</li> </ul>	•	Payment received at piece level Qualification for rate claimed (class, presort, payment method) Mail prep verification
	MID	Move Update	Payment		Postage
	STID		Duplicate		Weight
I	By/For		Entry Point Discount		Mail Characteristic
Ba Uni	arcode iqueness		Undocumented		Undocumented
Ent	ry Facility		Zone		Delivery Point
Unlir	nked Copal		Misshipped		Nesting Sortation

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eDoc Verifications	Description	Thresholds
Undocumented	No eDoc with the IMcb AND Continuous Mailer ID (MID) in IMcb is registered for eInduction	
Payment	Payment         IMcb was included in eDoc but the eDoc was never finalized	
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 PointContainer includes mail that claims an entry discount that's invalid at the en location		0.05%
Zone	Container includes mail that claims the wrong zone price	0.01%





Census/MPE Verificat	ions Description	Thresholds
Undocumented	IMb was scanned and can not be found on any eDoc	0.3%
Nesting / Sortation	Piece was placed on a different tray or bundle than was included in the eDoc	1.0%
eDoc Verifications	Description	Thresholds
Delivery Point	Last 11, 9, or 5 digits of the IMb (the delivery point) do not exist as a delivery point in the USPS	2.0%
Sampling Verifications	Description	Thresholds
Postage	Postage Payment Method or Postage Affixed amount on piece different than included in the eDoc	1.05%
Weight Piece weight is different than was included in the eDoo		1.05%
Mail Characteristic	Piece was paid at Standard Mail price but the content should make it a First- Class piece OR piece is paid at a Non-Profit piece but the content should make it a Regular price piece	1.05%

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**

### **Mailer Best Practices**

#### **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<sup>®</sup> Mail Tracking & Reporting (IV<sup>®</sup>-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<sup>®</sup>-MTR (<u>iv.usps.com</u>), mailers are able to receive:



- 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 <u>https://gateway.usps.com</u>
- 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 dropdown will show all available servers. You can also click **Add a server** here to add a new one.

\*(See <u>IV User Guide</u> 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





Maile	r Scorecard	JANUA	RY 2021	L		R	ight-Click	<mark>ک</mark> E (
		Verification	s				Execution Time: 1/28/2021 3:58:4	42 PI
Mailer Profile	Electronic Verification	eInduction	Seamless	Mail Irre	gularities	s		
# Metrics	🔾 # Trending	○% Metrics	<b>○% T</b>	rending				
			Se	amless				
	Data disp	layed for a Seamle	ss Parallel	or non-Sea	amless	CRI	(D is informational only	
eDoc Submitte	er	<u>Total</u>	. Dri		•	<b>:</b>	View Error Details by Error Type	
CRID Seamless Status		-	N/A Filt	ter on Selection	ıs	=	Mailer Scorecard Job Details (All)	
# Seamless Acceptance	Jobs		247					
# Containers processed	for Seamless validations		635 Cr	eate Group		i	Mailer Scorecard Job Details (Electronic Verification)	
# Handling Units proces	sed for Seamless validations	26	,733					
# Pieces processed for S	Seamless validations	8,558	<b>,866</b> Cre		וא ו	i	Mailer Scorecard Job Details (eInduction)	
# Seamless Acceptance	Jobs not Auto-Finalized		21					
# Seamless Documenter	d Piece Scans	7,630	,660	7,630,660	Mailer Scorecard Job Details (Seamless)			
# Adjusted Seamless Do	cumented Piece Scans	6,834	,031 (	5,834,031				
# Scanned Pieces Assoc	lated to eDoc	/,630	,660	7,630,660			eInduction Job Summary Report	
# Undocumented Pieces	ad Diagon at Disk. Lawar Round	10	,504	10,504		-	- Understand Catagory Depart	
Unscanned Undocument	ed Pieces at Risk - Lower Bound		0 0			Undocumented Category Report		
Additional Postage Due	(Undocumented Pieces) - Info Only	1					Undocumented Summary Report	
# Necting/ Sortation Die	ce Errore (MDE)	9	8 101 8 101		Undocumented Summary Report			
# Delivery Doint Diece Errors (MPE)		0	238 238			i	Postage Assessment Summary Report - Informational Only	
Sar	moling Verifications		250	250			······	
# Containers Sampled						<b>i</b> =	By/For Visibility Summary Report	
# Handling Units Sample	ed							
# Pieces Sampled			120 120			<ul> <li>Barcode Scan Rate (eDoc Submitter)</li> </ul>		
General PAF			N/A					
# Weight Piece Errors						eInduction Undocumented Detailed Report		
# Postage Piece Errors					To do the Marking discourse interact out of a data of the second			
Mail Characteristic PAF			N/A		eInduction Misshipped by Appointment Scheduler Summary R		eInduction Misshipped by Appointment Scheduler Summary Report	
# Mail Characteristic Piece Errors						- Mail Ouslin, Marshik, Taradina (aDas Cularittas)		
Total Additional Postage Due (Seamless) - Info Only			Mail Quality Monthly Trending (eDoc Subr		mail Quality Monthly Trending (eDoc Submitter)			
# Barcode Quality Piece Warnings						:=	Manual Seamless Sampling Data	
Nesting Sam	pling Validations - Info Only						Handar Scamess Sampling Data	
# Containers Sampled for	or Nesting Validations						System hierarchy	•
# Handling Units Sample	ed for Nesting Validations						, , ,	





Mailer		Mailer ID	# Undocumented	# Pieces Not	
			Pieces	Imported	
19092226	Test Company	<u>20124</u>	7,206	0	
		00082	3,475	0	
		<u>00058</u>	3,309	U	— Click
		<u>10711</u>	1,968	0	
		20535	407	0	
		<u>89920</u>	85	0	
		00058	50	0	
		<u>89833</u>	41	0	
		<u>89835</u>	10	0	
		<u>20138</u>	6	0	
		<u>90148</u>	3	0	
		20069	2	0	
		00074	1	0	
		<u>10169</u>	1	0	









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## **Seamless Acceptance**

Seamless Acceptance automates the entry and verification of commercial mailings by leveraging electronic documentation, Intelligent Mail barcodes (IMbs), and information collected from handheld sampling devices and mail processing equipment scans.

For information regarding the Seamless Incentive, please click here.

# Who should use Seamless Acceptance?

Seamless Acceptance is for Full-Service Mailers participating in elnduction.







- Mailers will provide a standardized .txt file containing barcodes and supporting information to their USPS Analyst
- The .txt file will include each barcode on a separate line within the file.
- Barcodes must follow the formatting below and contain no leading nor trailing characters:







- Matching against submitted eDoc will be done by:
  - Full barcode
  - Partial barcode using MID and Serial Number as unique identifiers
- Once matching is completed, an overall summary is generated. The summary includes:
  - Total matches overall (for full and partial barcodes)
  - In some cases, possible reasons why the pieces were undocumented
  - Examples include:
    - If the mailer had partial barcode matches this can be due to incorrect Barcode ID, STID, or ZIP
    - If the mailer has full barcode match this would imply the scans came in early or the job was finalized late.





- You should receive a response within 3 business days
- An email will be sent once the process has been completed
- The email will contain information on the total matches of barcodes out of what was provided
- If applicable, the email will also provide possible reasons for the undocumented errors