

Business Reply Mail (BRM) Processing and Procedures

July 13, 2022

Business Reply Mail

What is Business Reply Mail (BRM)?

- BRM service enables a permit holder to receive First-Class Mail® and Priority Mail® from customers and to pay postage and a per-piece fee only for the pieces returned.
- The permit holder guarantees payment of the applicable First-Class Mail or Priority Mail postage, plus a per-piece fee, on all returned BRM. This includes any incomplete, blank, or empty BRM cards and envelopes and any mailable matter with a BRM label affixed [see Domestic Mail Manual (DMM) 505.1.4.2].

BRM Processing

Manual Processing

- Physically sorting, counting and weighing BRM
- Maintaining a manual count worksheet
- Record piece counts in PostalOne! system and generate PS Form 3582-C

End of Run (EOR)

- Used for BRM customers typically receiving large volumes of mail and be identical in weight
- Mail is processed at a Plant and counts are recorded within a Sort Program
- Use of EOR eliminates the need to manually count this mail
- Counts from the EOR reports are entered into PostalOne! and a PS Form 3582-C is generated
 - Two different types:
 - PS Form 3582-C, BRM/Postage Due Invoice accompanies mail
 - Prior to invoicing (See BRM Job Aid 8, Delivery Prior to Payment)

Management is responsible for reviewing the EOR process

- Verify sort programs with District In-Plant Support weekly
 - Confirm that bin allocations are dedicated to the assigned BRM ZIP+4 code(s)
 - All changes must be communicated to pertinent employees

BRM Invoicing – PostalOne! Sites

Record BRM Invoices Daily: As BRM pieces arrive, *Postal locations must process BRM pieces daily.*

1. Review the mailer's BRM account to verify that fees are paid and sufficient funds are available.
 - *PostalOne!* sites must examine the Fees and Invoicing screen for each mailer.
 - Non-*PostalOne!* sites must review the account balance on PS Form 25, Trust Fund Account.
2. Make withdrawals on the same day as receipt of BRM as follows:
 - Select the type of mail (First-Class Mail or Priority Mail) per weigh increment and click 'Continue'.
 - Select the type of BRM pieces to be billed (A, B, C, or D); for example: D is High volume.
 - Enter the number of pieces at each weight increment (card, 1oz. 2oz.etc...) and any postage due (number of pieces and total due) and click 'Continue'.
 - Review: If correct, click 'Submit'; otherwise, click 'Cancel' and enter the correct data.
 - Click the **'Print' button** to provide the mailer with a **PS Form 3582-C invoice with their mail.**

An automatic entry for PS Form 3582-C invoice is made to:

AIC 114 (Funds collected from BRM with PS Form 3582) with an offsetting

AIC 453 (BRM Advance Deposit Withdrawal Funds from BRM advance trust with PS Form 3582).

- The *PostalOne!* system posts all withdrawals to the accounting system and automatically closes the day's business every evening. Do not make entries on the unit's PS Form 1412.
- Print PS Form 3083 from *PostalOne!* and file the form with invoices locally.

BRM Invoicing – Non-PostalOne! Sites

- Weigh, price, and count the BRM pieces at each weight increment (card, 1oz. 2oz.etc...)
- Prepare PS Form 3582-P, BRM/Postage Due Invoice, in duplicate or use the triple pad
- Calculate the charges and sign the form to certify the amount withdrawn from the mailer's advance deposit account on PS Form 25, Trust Fund Account
- The original PS Form 3582-P is the mailer's receipt; and,
- The duplicate is a support document to be used for the PS Form 1412 (Daily Financial Report):
 - AIC 114 (Funds collected from BRM with PS Form 3582-P BRM Invoice) with an offsetting
 - AIC 453 (Advance Deposit Withdrawal Funds from BRM advance trust with PS Form 3582-P)
- Add the business day total of all PS Forms 3582-P, and certify the total amount equals the summary amount withdrawal on PS Form 3083, Trust Accounts Receipts and Withdrawals, and file locally

BRM Forwarding Process

BRM customer(s) moving to a new location?

- The account needs to be transferred to the post office in the new location
- BRM mail cannot be forwarded through CFS

Premium Forwarding Service –Commercial

- Streamline operations control where and when you receive business mail.
- Manage your mail receive all business mail in one place.
- Make your own schedule forward mail daily, weekly or monthly.

Primary Customers:

- Banks
- Financial Institutions

BRM Processing By Category And Revenue

Area	Letters	Postcards	Flats	Parcels	All Mail Shapes	All Mail Shapes Revenue
ATLANTIC	5,099,690	291,946	407,046	730,390	6,529,072	\$13,321,049.35
CENTRAL	4,753,229	183,533	448,370	256,981	5,642,113	\$10,172,485.90
SOUTHERN	5,826,391	278,457	529,934	199,131	6,833,913	\$11,899,751.20
WESTPAC	4,616,313	298,948	328,556	350,678	5,594,495	\$10,611,928.66
NATIONAL	20,295,623	1,052,884	1,713,906	1,537,180	24,599,593	\$46,005,215.11

BRM Dashboard – YTD volume last updated 6/22/2022

Action Plan

- Eliminate pending transactions
 - Collaborate with Finance/Product Management/Customers
 - Identify transactions which may have been paid
 - Clear transactions for businesses which no longer exist
- Provide training to field through Learn & Grows
- Conduct weekly touchpoints with top opportunity units to improve performance

Action Plan

- Ensure all non-bargaining and bargaining employees receive BRM mail training
- Establish process to clear BRM daily
- Ensure staff attends BRM Learn & Grows
- HQs will conduct weekly touchpoints with top opportunity units to improve performance

Any
Questions

Appendix

BRM Approved Counting Methods

Approved Counting Method	Supporting Documentation	
	Source Documents / Reports	Revenue Evidenced in <i>PostalOne!</i>
Manual Processing and EOR Residual Mail	Manual count worksheet / log	<p>Either the</p> <p>BRM Invoice Revenue Detail Report (BIRDR)</p> <p>or</p> <p>Transaction Summary Report (will need to drill down on Transaction Number)</p>
End of Run (EOR)	WebEOR System - EOR Viewer (File Detailed Viewer Report)	
	WebEOR System - End of Run Bin Analysis Report	
	Mail History Tracking System (MHTS) - Sortplan Bin Listing Report	
Business Reply Mail Accounting System (BRMAS)	BRMAS System - Summary Report For Permits	
Bulk Weight Averaged Nonletter-Size BRM (WA-BRM)	WA-BRM Workstation - Daily Container Listing Report	
Pitney Bowes (PB-1000)	Pitney Bowes 1000 Equipment - Consolidated Customer Transaction Report	
Mechanized Counting Equipment (ie: Omaton)	Manual count worksheet / log	
Postage Assessment Module (PAM)	No Supporting documentation required	
Other customized methods as approved by USPS Headquarters	As identified in the Customized Standard Operating Procedure (CSOP)	

Note: All Supporting Documentation must be initialed or signed and retained for 90 days