

Category 14 - Seamless Undocumented

Providing mailers insights into the source of Category 14 Undocumented Error Reporting.



eDoc Submission:

- Submit eDoc for all barcoded mailings
- Include piece level details (i.e., barcode information)

Accurate Barcodes

- Full printed barcode must match the barcode included in the eDoc

Job Finalization

- Ensure mailings are submitted and have been finalized timely

Limit Job Reversals

- Software may prevent use of the same barcode
- Reprocessing an eDoc may cause software to generate new Serial Numbers

Monitor

Performance

- Review the Mailer Scorecard regularly
- Identify and resolve issues early in the month
- Receive error detailed data from MQD-IV

ADDITIONAL RESOURCES:

Publication 685:

<https://postalpro.usps.com/StreamlinedMailAcceptLettersFlatsPub685>

Mail Quality Data-IV:

[Mail Quality Data through IV®-MTR | PostalPro \(usps.com\)](#)

In January 2022, the Postal Service deployed logic that would change how undocumented errors are assigned by creating a more refined reassignment process. This ensures undocumented pieces are assigned to the appropriate eDoc submitter, allowing greater visibility for pieces that were not associated to an eDoc. Mailers can access the enhanced data to determine correct assignment of undocumented errors.

How Does the USPS Assign Category 14 Undocumented Errors?

- MID Assignment defined by Seamless Admin set-up (highest precedence)
- Piece reassigned based on Bookending or Tray/Bundle Reconstruction (undocumented Categories 1, 2, 4, 5, 7, and 8)
- Reassigned based on Category 14 logic (1:1 MID relationship)
- No Reassignment – Reported to CRID that owns the MID on piece (undocumented Categories 3, 6, 9, 10, 11, 12, and 13)
- An eligible 1:1 MID to CRID established within past 180 days
 - MID found in eDoc (includes PW/IMsb) submission for at least 25 pieces in a single mailing
- Exclude piece scans with a STID mail class that is not identified in the eDoc submission from Category 14 reassignment
 - Prevents undocumented errors for multiple classes when the 1:1 relationship is only established based on a specific class of mail
- MID does not belong to a CRID that is a known MSP
 - Determined based upon Mail Preparer identification from eDoc, PW/IMsb, and hardcopy statements

Category 14 Errors Will Become Assessable Beginning March 1, 2023

- To the extent possible, submit eDoc for all barcoded mailings
- Implement QC processes for eDoc creation and submission to *PostalOne!*
 - Evaluate whether barcode print files are matching the barcodes used in eDoc
 - Limit the need for job reversals/resubmissions
 - Ensure accurate Mailers' Mailing Dates and that the eDoc is being submitted/finalized timely
- Review the Mailer Scorecard frequently throughout the month
 - Early resolution to error reporting can prevent additional errors from being created during the month and possibly the mailer will remain below threshold
- Leverage MQD-IV to receive error data on a Daily, Weekly, or Monthly basis
- Maintain a repeatable "Known Undocumented" process
 - This can be used during an assessment review to support pieces reported as undocumented that were paid without eDoc or had reported due to issues with the eDoc