Request a Review of a Postage Assessment

How to Request a Review of a Postage Assessment



Mail quality results displayed in the *Mailer Scorecard* are used to determine when additional postage should be assessed. The results of verifications performed on mailings throughout the calendar month are finalized on the 10th day of the following month. If the percentage of errors is below the established threshold or if the additional postage due is less than \$500 cumulative across Full-Service, elnduction, and Seamless/Automated Verifications, and less than \$50 for Move Update, then no additional postage is assessed. An email is sent on the 11th day of the following month to the self-appointed Verification Assessment Evaluator (VAE) upon assessment of postage. If no VAE is assigned, the email notification will be sent to the Business Service Administrator (BSA) for the CRID. If there are multiple BSAs/VAEs assigned, a notification will be sent to each. Mailers will have an opportunity to review the invoicing reports and request a review if they feel any of the assessments are in error.

- The VAE must request a review within 10 business days of the email notification.
- Upon receipt of the review request, a Business Mail Entry Unit (BMEU) employee will work with the mailer to review the
 assessment.

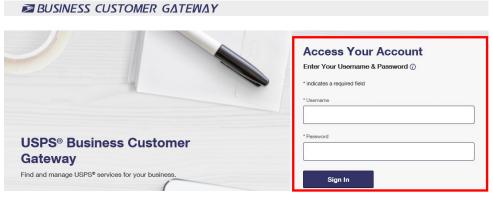
Additional information can be found at:

Publication for Streamlined Mail Acceptance for Letters and Flats (Pub 685): https://about.usps.com/publications/pub685.pdf

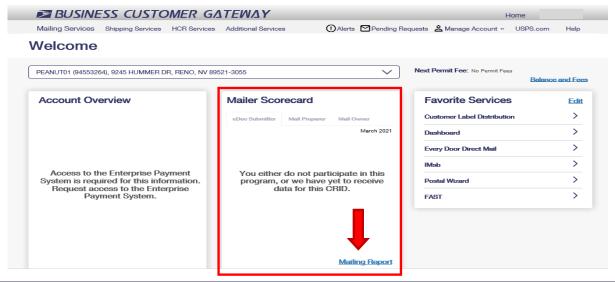
Guide to Streamlined Mail Acceptance for Letters and Flats Reporting: https://postalpro.usps.gov/mnt/glusterfs/2018-01/GuidetoSMAReporting.pdf

How to request a Review of a Postage Assessment.

 Log into the Business Customer Gateway (BCG) with your current username and password. https://gateway.usps.com



From the BCG Home page click on Mailing Report inside the Mailer Scorecard box (see below).
 (Or go to Mailing Services > Mailing Reports (PostalOne!) > Go to Service)



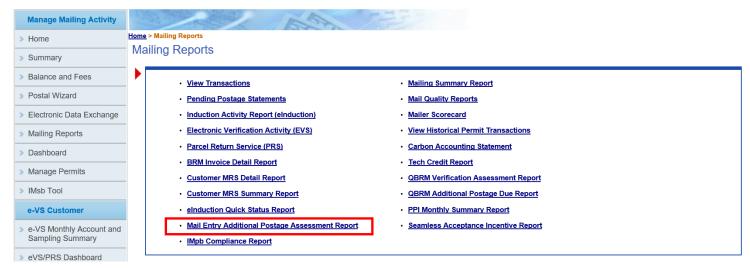
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3. On the Mailing Reports page click on Mail Entry Additional Postage Assessment Report.



4. Select the appropriate date range and eDoc Submitter CRID and click the Execute Search button.



5. The search results display a summary of all assessments due for the CRID/Date Range selected.

Upon selecting the hyperlink on the **eDoc Submitter CRID** in the Mail Entry Additional Postage Assessment Report, the user is brought to the Additional Postage Assessment Detail Report which provides the piece counts and assessment amount for each error type.



Review all assessment amounts and the Additional Postage Due.



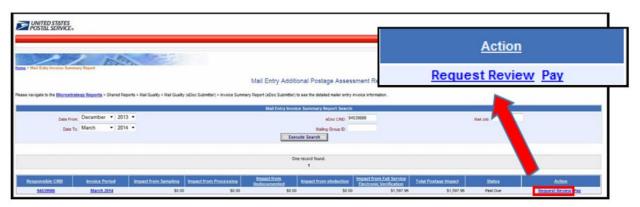
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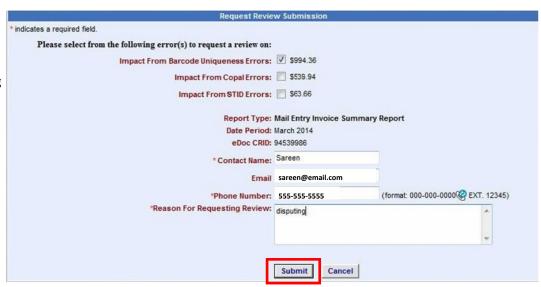
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7. If there is a disagreement on the amount, the user selects **Request Review** in the Action column next to the postage assessment they would like the USPS to review.



- To initiate a review process, select the errors to be reviewed by checking the checkbox next to the error, entering the following required information, and clicking "Submit:"
 - Contact name
 - Email
 - Phone Number
 - Reason for Requesting Review



Mailers can request review of any postage assessment with which they disagree. However, they **must provide documentation to support their claim.** Upon initiating the review process, the mailer will have the option to select which individual errors they would like the USPS to review. Once a review is requested the entire assessment is placed in a "**review status**" and the mailer will not be allowed to pay the assessment until the review is finalized.

- Requestor's name, phone number, email, date, and reason for request are saved in the system.
- A Business Mail Entry Unit (BMEU) employee will check the Mail Entry Postage Assessment Management Report daily for
 review requests on postage assessments. Once the review request has been assigned, the assigned reviewer will work with the
 VAE until the review process is completed.
- Once the mailer receives review results for any errors under review, if an assessment remains it must be paid within three business days.

For additional information visit the *Publication for Streamlined Mail Acceptance for Letters and Flats* (Pub 685) at: https://postalpro.usps.com/StreamlinedMailAcceptLettersFlatsPub685

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