

AIM – Great Lakes

March 8, 2018



Agenda

- Enterprise Payment System (EPS)
- Streamlined Acceptance
 - Move Update
 - Seamless Acceptance
 - Package Platform
- Informed Delivery
- Centralized Help Desk
- Business Customer Gateway





Enterprise Payment System (EPS)

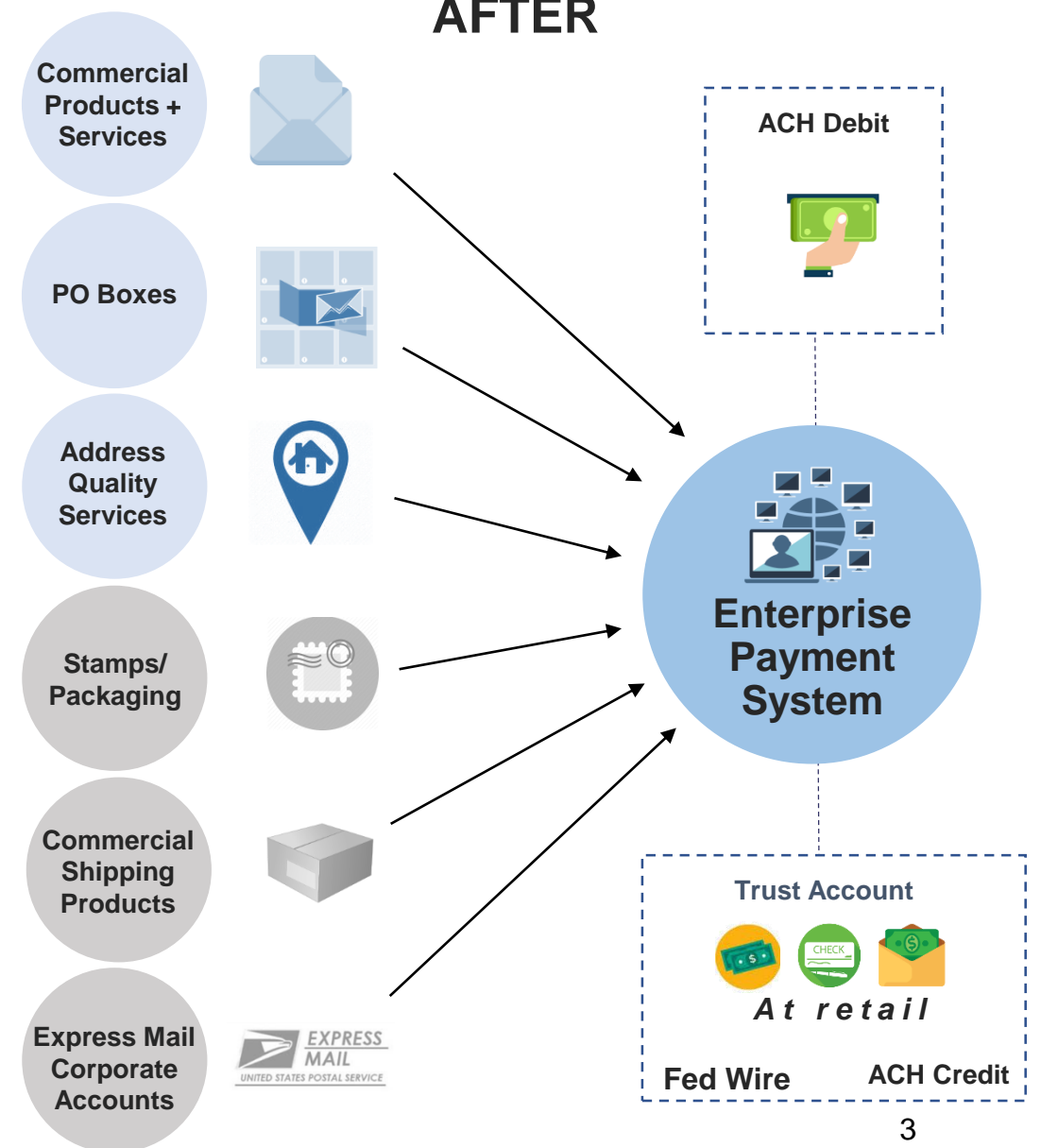


BEFORE



FUTURE PRODUCTS/SERVICES ENABLED PRODUCTS/SERVICES

AFTER

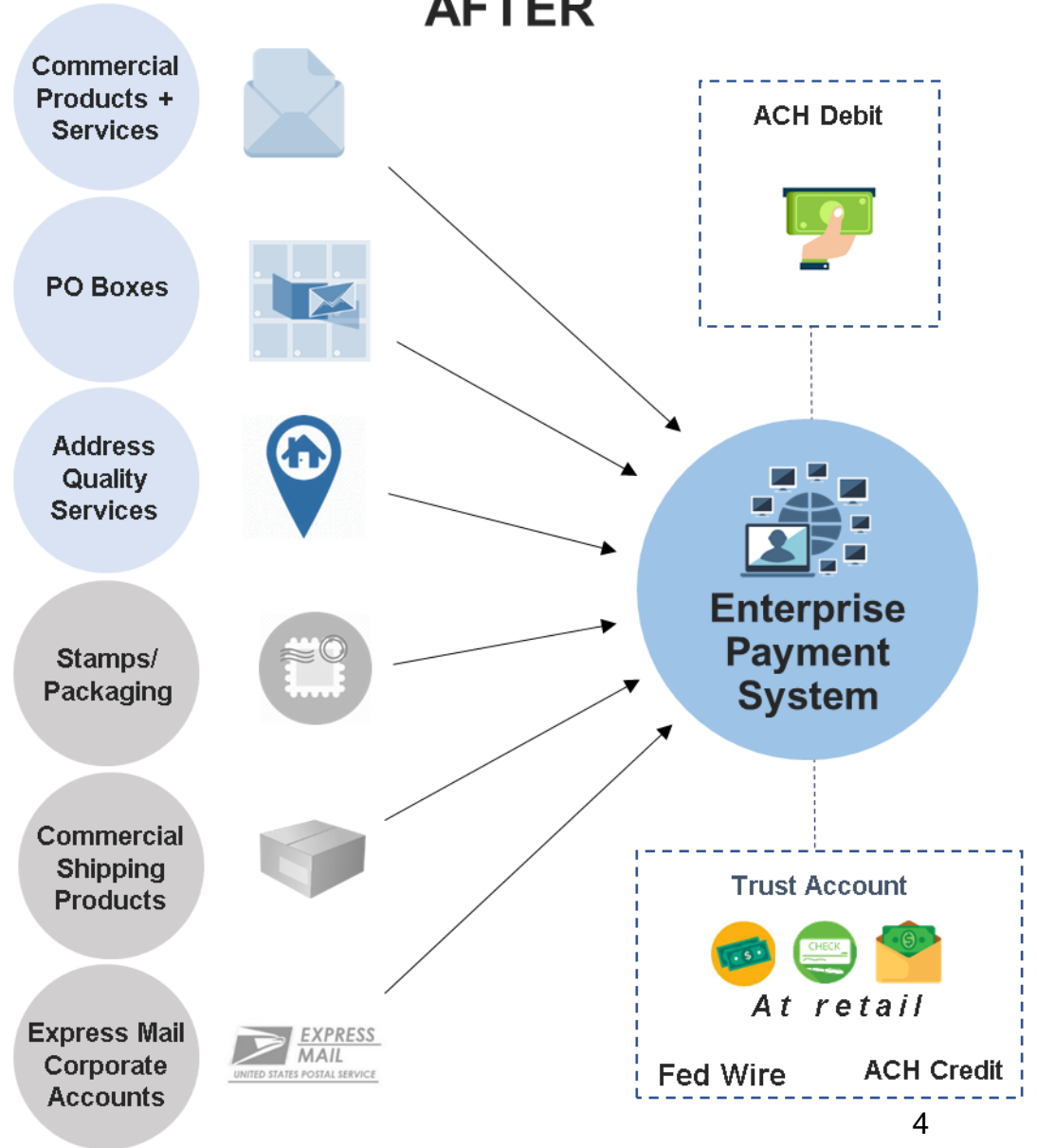




Why EPS?

- Pay for all Products and Services with one account
- Manage accounts online
- Establish permits online
- Manage postage spent
- Convenient payment options

FUTURE PRODUCTS/SERVICES ENABLED PRODUCTS/SERVICES





Legacy

Current State - EPS

Commercial Products + Services

Deposit funds in person at assigned Post Office

- Checks, Cash, Credit Card or Money Orders to fund permit mailings
- Mail at multiple sites, maintain permit balances at each assigned Post Office

Use a single payment account for all permits; if mail at multiple sites

- ACH Debit: Establish an ACH Debit account to have funds withdrawn directly from bank account
- Electronic Funds Transfer: Pre-fund mailings via an electronic funds transfer (Fedwire or ACH Credit)
- Retail Deposit: Deposit checks, cash or money orders at any Post Office
- Mobile Deposit: Deposit a check remotely using
- Mobile Check Capture *coming soon

PO Boxes

- PO Boxes Online limited to 5 PO boxes/services
- ACH Debit is not supported as a payment method
- Individual renewals and account management at local offices

- Consolidated Online Management
 - Open, close, view, pay fees and renew all PO Boxes, Caller and Reserve Services
 - Manage multiple local accounts from a single application
- Easy Renewal
 - Renewal/expiration notifications sent electronically
 - ***Coming Soon*** - Consolidate payment dates for boxes opened at different times

Address Quality Services

- Customer submits paper application forms for ACS or AEC
- NCSC generates daily or monthly invoices & manually processes payment

- Electronic invoice transactions
- Consolidated transaction reporting available from EPS



Commercial Mailings on EPS – Account Setup



Get Ready!



Create BCG Account



Request EPS



Create EPS Account



Set-up Payment



Link Permits/ Publications



1. Choose the best payment option for your organization

2. Get a list of all your active permits

3. Register for a Business Customer Gateway (BCG) Account

Customers already registered skip to the next step

4. Contact your local Business Mail Entry Unit to request participation

5. Access the Enterprise Payment System using the hyperlink and invitation code.

6. Create an Enterprise Payment Account

7. Set up the selected payment option: **ACH Debit or Trust** via EFT, Retail Deposit or Mobile Deposit

8. Link your mailing Permits to your EPA



Standard Reports

- Access to various data providing information on:
 - Transaction History
 - USPS Products & Services Transaction Details
 - All Mailings
 - Transactions by Mail Class
 - PO Box Services
 - Address Quality
 - User Account Activity

The screenshot shows the USPS EPS Accounts dashboard. At the top, there is a navigation bar with the USPS logo, "UNITED STATES POSTAL SERVICE", "Dashboard", "Reports" (with a dropdown arrow), and "EPS Accounts". Below the navigation bar, the user profile for Andrew Kuykendall is displayed, including a profile picture, name, and "EPS Accounts:" section with "Active 11" and "Pending 1". A "Transaction History" section lists various reports: "USPS Products & Services", "Commercial Mailing & Shipping", "PO Box Services", "Address Quality", "ACH Debit Returns", and "User Activity Log". On the right side, there is a "Customer Care" section with contact information: "Check our FAQs", "Call us: 1-800-522-9085", "For TDD/TTY Relay: 1-800-877-8339", and "Send an email to Customer Service". At the bottom left, there is an "Account Options" section with a link to "Create a New EPS Account".



Commercial Mailing and Shipping Details Reports

- The **Commercial Mailing and Shipping Details Reports** show all transaction details for the selected Mail Class(es). The report may be filtered to show all, one, or a user selected combination of mail classes.

Commercial Mailing and Shipping Details

All Mailing & Shipping Products ▼

\$189.00

CSV Excel PDF

Showing 1 to 2 of 2 entries

Search:

EPS Transaction Number	Transaction Date/Time	Transaction Amount	Transaction Type	Permit Number	City/State of Permit	Number of Pieces	eDo
120041	01/23/2018 11:28:05 am	\$189.00	PURCHASE	724	ALEXANDRIA , VA	500	01/2
120079	01/24/2018 10:26:31 am	\$0.00	PURCHASE	14	ALEXANDRIA , VA	2000	01/2

Show entries

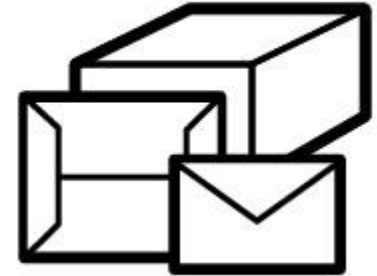
Previous 1 Next



USPS has several key initiatives to automate the acceptance, induction, and verification of commercial letter, flat, and package mailings

Initiatives leverage new and existing technology to:

- Improve mail quality by sharing data on mail preparation and trend-based quality measurement
- Simplify induction through automated and standardized acceptance and verification
- Provide end-to-end visibility through scan data
- Enable mailers to manager account activities, view account balances, and generate reports



Letters & Flats

- Full Service
- eInduction
- **Move Update**
- **Seamless Acceptance**

Packages

- Electronic Verification System (eVS)
- Automated Package Verification (APV)
- ***Coming Soon* - Package Platform**



Move Update Standard Compliance



Determine Eligible Mail Class

- First-Class Mail presorted or automation prices
- USPS Marketing Mail

Mailers who present mixed mailings that pertain to at least one of these categories are still subjected to the Move Update standard



Select Approved Update Method

Mailers must use at least one of the USPS approved methods to update address list

- NCOALink
- NCOALink MPE
- ACS: SingleSource, Traditional, OneCode, Full-Service
- ASE



Update Address List

Mailers **must reconcile their mailing address list** within 95 days prior to the postage statement finalization date with one of the Postal Service-approved methods or an assessment may apply

- Reduce Undeliverable As Addressed (UAA) mail
- Ensures mailpieces reach intended recipients



Move Update Approved Methods



To assist mailers in meeting the Move Update Standard USPS offers 4 approved methods



NCOA^{Link}
National Change of Address
Link

Verifies a mailer submitted mailing address list against the USPS NCOA database

PRE MAILING: Updating mailing address list **before** you mail

NCOA^{Link} MPE
National Change of Address
Link Mail Processing
Equipment

Uses Mail Processing Equipment (MPE) technologies to match the printed address from a mailpiece against the NCOA Database



ASE
Ancillary Service
Endorsements

Allows mailers to receive COA information via hardcopy notice provided by USPS

Mailer must print an endorsement on mailpieces

POST MAILING: Updating mailing address list **after** you mail

ACS*
Address Change Service

Allows mailers to receive COA information and other reasons for non-delivery electronically

*Free for Full-Service and basic automation/non-automation mailers



The Mailer Indicates how the USPS should handle the UAA mailpiece

Mailpiece Disposition Options

Address Service

Forward if possible; provide change of address information electronically. All other UAA mail returned to sender.

Return Service Requested

All UAA mail is returned to sender

Change Service Requested

Option 1: All UAA mail is discarded.

Option 2: Forward if possible, all other UAA mail is discarded.

Address Correction Option

Full-Service ACS

Receive electronic notification of customer change-of-address or reason for non-delivery for Full-Service pieces

One Code ACS

Receive electronic notification of customer change-of-address or reason for non-delivery for non-Full-Service pieces

SingleSource ACS

Receive both Full-Service ACS and One Code ACS records in a single shared file

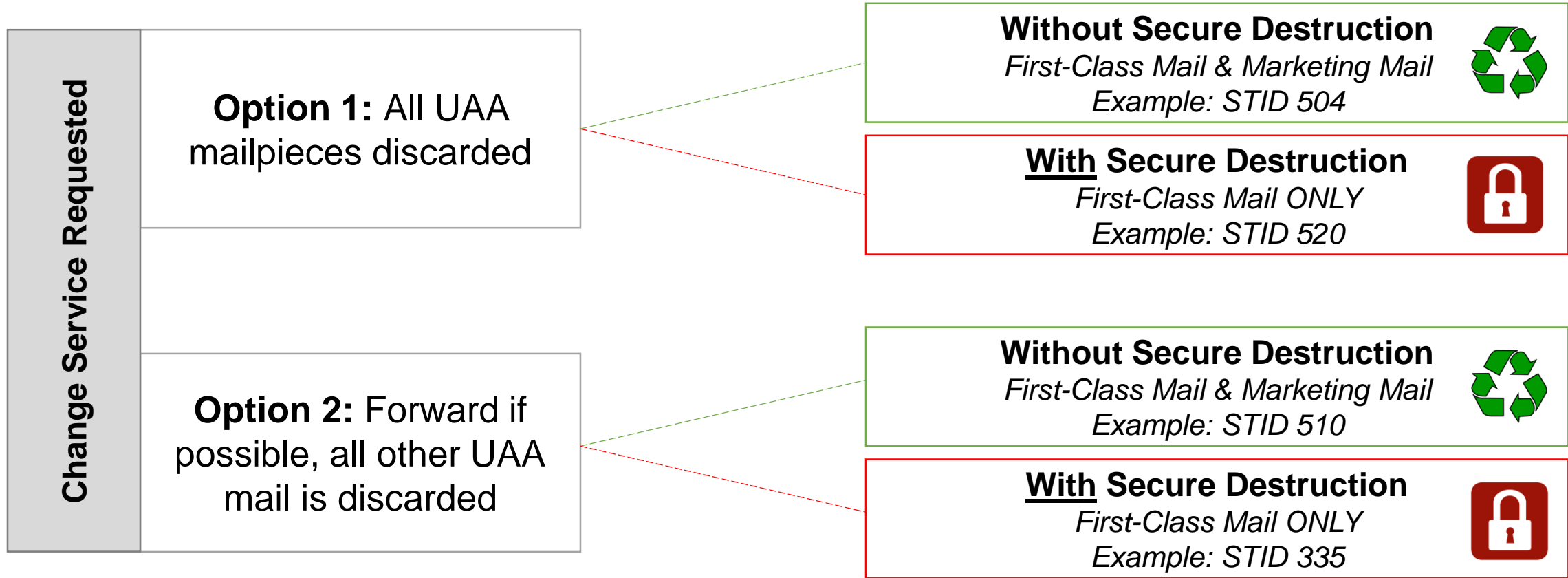
The Mailer indicates how the USPS should provide the COA information

Change Service Requested is now Green and Secure

USPS recycles or securely destroys UAA mailpieces based on mailer's indicated preference



Green & Secure Program



- Allows USPS to recycle or securely destroy UAA mailpieces that cannot be forwarded
 - Reduces additional handling costs for USPS
 - Excludes all mailpieces bearing STID from Move Update Census assessments
- Does **NOT** alleviate the mailer from meeting the Move Update requirement



Move Update Validation (Old vs New)



MERLIN Method



Random Sampling

Mailpieces are randomly sampled



MERLIN

Sampled mailpieces go through Merlin Machine



Assess Address Quality

MERLIN assess address list quality with the sampled mailpieces against COA records



Generate Report

Report generated based on assessment and additional postage due at time of mailing



NEW Census Method



Sampling

All mailpieces bearing an IMb sampled going through Mail Processing Equipment (MPE)



Assess Address Quality

MPE scans the address info on a mailpiece and compares against COA records

Move Update Metrics				
Type of Move Update	NA	A Juris	AD Juris	A Juris
Final Move Update - POA MT	230,274	158,455	9,550,247	2,893,006
Final Move Update - Returns	19,263	-	-	6,919
MISC Return - Returns	2,577,311	-	3,334,961	6,627,678
POA Return - Returns	19,800	9,000	100,000	-
POA Error - POA MT	194,800	9,800	8,267	1,928
POA Return - COA Warning - POA MT	100	-	100	-
POA Warning - Returns	25	NA	NA	128
POA Warning - POA MT - Returns	2,022	35	208,145	644
Additional Postage Due (Additional - Info Only)	\$14,289	\$2,400	-	\$8,176

Mail Scorecard

Move Update errors, aggregated across a calendar month, available on Mailer Scorecard. Additional postage due on monthly basis.





Mailer Scorecard (Move Update)



Indicates if Move/Update data was evaluated by manual or automated verification for the CRID for the selected month

presort or automation First Class and USPS Marketing Mail pieces (letters, flats & cards)

Move Update eligible periodical pieces (Info Only – ineligible for assessment)

pieces that utilized a service type code for address correction service (includes Green & Secure pieces)

pieces that utilized a service type code for Green & Secure

First Class and USPS Marketing Mail pieces that were eligible for Move/Update and received a change of address error.

Green & Secure pieces that received a change of address warning

Periodical mail pieces that were eligible for Move/Update and received a change of address warning

First Class, USPS Marketing, and Periodical mail pieces that received a warning that the mail piece was undeliverable as addressed

The amount of additional postage that may be assessed based on the change of address errors that were identified for the CRID for the month above the 0.5% threshold

Mailer Scorecard

March 2018

Verifications				
Mailer Profile	Electronic Verification	eInduction	Seamless	SPM Exclusions
<input checked="" type="radio"/> # Metrics	<input type="radio"/> # Trending	<input type="radio"/> % Metrics	<input type="radio"/> % Trending	
Electronic Verification				
eDoc Submitter	Total	20548194	5161545	
		Location One	Location Two	
Move/Update Verifications				
Type of Move/Update verification	N/A	Automated	Automated	
# Move/Update Eligible Pieces - FCM & MKT	23,812,784	1,564,155	19,559,247	
# Move/Update Eligible Pieces - Periodicals	161,913	--	--	
# ACS Requested STID Pieces	8,937,781	--	8,334,988	
# Green & Secure Requested STID Pieces	150,000	50,000	100,000	
# COA Errors - FCM & MKT	104,300	9,382	81,237	
# Green & Secure COA Warnings – FCM & MKT	100	--	100	
# COA Warnings - Periodicals	126	N/A	N/A	
# UAA Warnings - FCM, MKT, & Periodicals	212,622	35	206,145	
Total Additional Postage Due (Move/Update) - Info Only	\$143.60	\$124.88	--	

- Move Update Error % is calculated by dividing the # COA Errors – FCM & MKT by the # Move/Update Eligible Pieces – FCM & MKT
- Additional Postage Due is the number of errors above the 0.5% threshold multiplied by \$0.08



Mailer Scorecard (Census Method Drill)



4. Click on Error Type or Error Code link for Job Level Details

eDoc Submitter	Level	Error Type	Error Code	# Errors
[Redacted]	Piece	Move/Update	6000	1,485

5. Click on Error Type or Error Code link to get to Piece Level Detail

eDoc Submitter	Mailing Group ID	Customer Group ID	Job ID	User License Code	Date	Level	Error Type	Error Code	Mail Class	Processing Category	# Errors
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	4/3/2017	Piece	Move/Update	6000	USPS Marketing Mail	Letters and Cards	33

6. Detailed Piece Level Error details populate and error Description/Error Data/ and Resolution Action appear to assist in diagnosing and correcting errors.

eDoc Submitter	Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type	Error Code
[Redacted]	4/3/2017	00243 [Redacted] 116419601386602	Piece	MPE		Move/Update	6000

Error Description	Error Data	Resolution Action
The mail piece received more than one associated COA record where the later of the COA create date and COA effective date is between 95 days and 18 months (configurable) of the postage statement finalization date.	COA CREATE DATE = 05/06/2016, COA EFFECTIVE DATE = 05/06/2016, POSTAGE STATEMENT FINALIZATION DATE = 04/03/2017	Populate the delivery point in positions 21-31 of the IM Barcode in the .pdr or .pbc file of the Mail.dat or DeliveryPointZIP element in the IMB block of the Mail.XML with a delivery point that has not received a Change of Address notification more than 94 days ago. Populate the delivery point in positions 21-31 of the



Census Benefit** **Free Address Correction Service

March 2018

- Residual ACS records provided for free to qualifying mailers that submit over 95% Full-Service volume

Quarterly Measuring

- If eDoc submitter falls below threshold a notification will be given prior to the next billing cycle

Basic automation /non-automation requirements

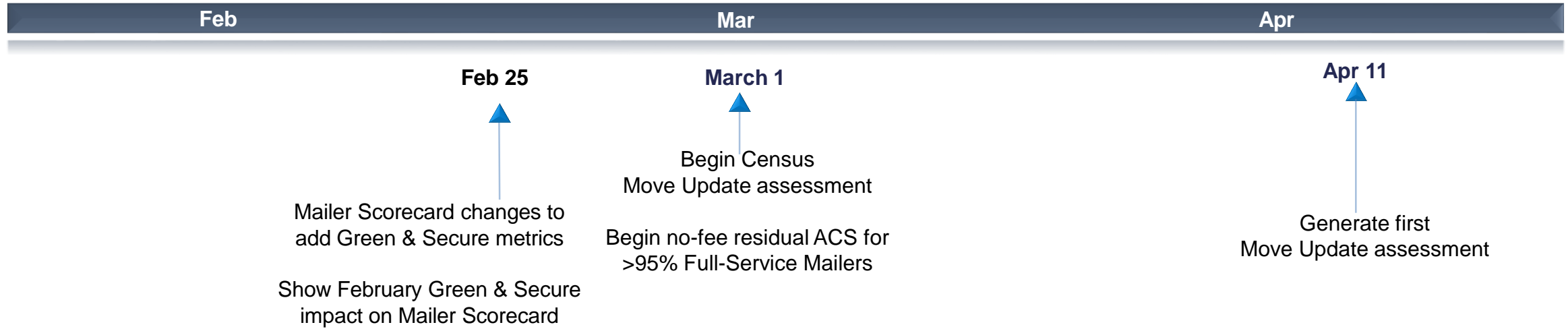
- Unique IMb in eDoc
- Full-Service or OneCode ACS STID
- Valid by/for identification

Feedback

- Notices will be provided through Full-Service, One Code and SingleSource feedback



Move Update Timeline



March 2018:

- Census Move Update Verification: Assessments for mailers exceeding threshold will begin in April for March mailings
- Residual ACS records will be provided for no-fee to qualifying mailers that submit over 95% Full-Service volume
 - eDoc Submitter must present more than 95% Full-Service volume

April 2018

- Move Update Assessments will begin using March data

Seamless Acceptance provides mailers a streamlined process that offers transparency and trend-based reporting so mailers can improve their mail preparation efficiency.

- 30% of commercial mail volume is on Seamless.



Mailer Scorecard		MARCH 2017	
Metrics		Verification	
		Actual	Target
Metric		% Trending	% Metrics
Data displayed for a Seamless Parcel of			
# Doc	Bulkmailer		
# Doc	Bulkmailer		
# Doc	Documented Data		
# Doc	Documented Data		
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← FEEDBACK PROVIDED THROUGHOUT THE PROCESS →

Prepare Mailings with Intelligent Barcodes and eDoc

WHY?

Allows for data driven verification

Automatically finalize postage statement before verification using *PostalOne!*

WHY?

Allows for a longer mail production cycle and greater control over postage payment

Manually collect mailing information at the DMU or BMEU using handheld scanner

WHY?

Allows for the collection of weight, postage payment, and mail characteristic data

Electronically collect mailing information using scans from MPE

WHY?

Allows to check almost every mailpiece for quality

Compare manual and electronic sampling data to eDoc information

WHY?

Allows for validation that correct payment has been made to USPS

View reports and drill down for more detail anytime during the month

WHY?

Allows mailers access to review errors, identify trends, and improve upon future mailings



Mail Preparation & Statement Finalization

- Prepare mailings with unique barcodes and upload eDoc to *PostalOne!*
- eDoc submitted using: Mail.dat, Mail.XML, Postal Wizard, IMsb tool
- Using the eDoc allows additional details to be provided at the piece level, which supports more detailed reporting
- Mailer creates mailpieces, applies barcodes, and performs presort
- Postage Statements will auto-finalize on the mailing date that is included in the eDoc
- Delivery Point- Last 11, 9, or 5 digits of the IMb (the delivery point) have to exist as a delivery point in the USPS





Manual Sampling

- USPS manually collects piece attributes using handheld scanners by performing a random sample
 - DMU – DMU dashboard displays how many samples must be performed
 - BMEU – sampling is prompted at the clearance placard portion of a statement
 - At both locations a randomizer tool is used to select containers
- The data collected during randomized sampling is used to validate:
 - ✓ Postage: Has to match the postage affixed specified in eDoc
 - ✓ Weight: Has to match the weight specified in eDoc
 - ✓ Mail Characteristic: Has to qualify as the type of mailing from the eDoc





Seamless Acceptance – Sampling Process



Population



Sampling Process

USPS designed the Seamless sampling process so that the overall sample would result in at least a 95% Confidence Interval with a 4% Margin of Error

The Seamless PAF Validation process ensures that PAF is not being driven by only one Mail Owner or only a day's worth of sampled mail

PAFs will only be assessed on mailers with trends above the established thresholds (errors over multiple mail owners and multiple days of samples)

Sample





Postage Assessment Factor (PAF) Overview

- Method to apply an error rate determined from handheld scanner samplings to the entire population of mailings within a calendar month
- Designed to evaluate and interpret trends in mail preparation quality
- Random sampling process uses statistical controls to confirm monthly samples are representative of overall mail population
- Statistical significance ensures:
 - Sample size is large enough to represent the population of mailings over the month
 - Error rate from samples is large enough to distinguish itself from noise caused by the environment, differences in equipment, and differences in personnel

Minimum requirements to statistically validate PAF

BMEU Mailers

At least 600 pieces sampled and at least 6 days represented in the volume

If the sample does not meet these requirements, a PAF will be forgiven

Other Mailers

Requirements modified to 400 pieces sampled over at least 5 days



Postage Assessment Factor (PAF)

- Method to apply an error rate determined from handheld scanner samplings to the entire population of mailings within a calendar month
- If a verification exceeds a threshold, the mailer may be charged additional postage

PAF Type	Included Verifications	How is it assessed?	PAF Threshold
Mail Characteristic	Nonprofit status	Across all volume from a mail owner/eDoc submitter combination in a calendar month	1.05
	Mail class		
	Mail processing category		
General	Postage	Across all volume from an eDoc submitter in a calendar month	1.05
	Weight		

- USPS will only collect postage for sampling errors when a mailer has exceeded PAF 3 previous times in the previous 12 months.

PAF assessments only issued when mailer has failed in three of the previous 12 calendar 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?	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$



Seamless Parallel

- Communication and guidance effort for mailers to smoothly transition to the Seamless Acceptance program
- Allows a mailer to monitor and focus on improving their mail quality without risk to USPS or the mailer

Seamless PARALLEL	Seamless ACCEPTANCE
Traditional verifications performed	Traditional verifications NOT performed
Seamless Acceptance verifications performed	Seamless Acceptance verifications performed
Seamless Acceptance verifications do NOT result in additional postage	Seamless Acceptance verifications may result in additional postage
Auto-finalization does NOT occur	Auto-finalization occurs

- Mail quality must be below thresholds for all Seamless Acceptance verifications for at least one calendar month to move to Seamless Acceptance
- After Seamless Acceptance onboarding, all postage statements are auto-finalized and automated verifications are completed

USPS is developing a Package Platform that will enable easy customer onboarding & shipping, & provide detailed data & reporting to commercial package shippers

- USPS will enhance current package processes to:
 - Use attributes captured on Package Processing Equipment to validate correct payment
 - Limit manual sampling, enabling faster, more efficient processes
 - Update returns processes – increasing visibility and automating payment
 - Integrate with Enterprise Payment
- Existing programs will be migrated to the Package Platform
 - Electronic Verification System (eVS)
 - Automated Package Verification (APV)



Package Platform Benefits

- Near Real-Time Visibility
 - Staffing and inventory control
- Detailed Package – Level Reporting
 - Manage & forecast budgets
 - Supply chain optimization
 - Identify anomalies in trends
- Automated Pricing & Invoicing
- Trust & Security
- Speedy Returns Process





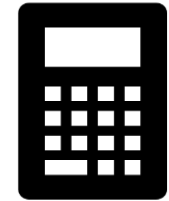
USPS Returns Journey Map Future State



Acceptance



Enroute Processing/Postage Due Calculation



Delivery and Postage Collection

1. Customer initiates return through retail, carrier pickup, drop off at collection box

2. Package sorting equipment captures package characteristics (weight, dimensions)

3. USPS delivers package at final destination

Package Platform Automation

• **Customer notified** that package has been accepted

• **Customer notified** each time the package is scanned at a new facility

• **Calculate** Postage Due based on **captured data and attributes**

• **Customer notified** of package attributes and postage due upon trusted enroute scans

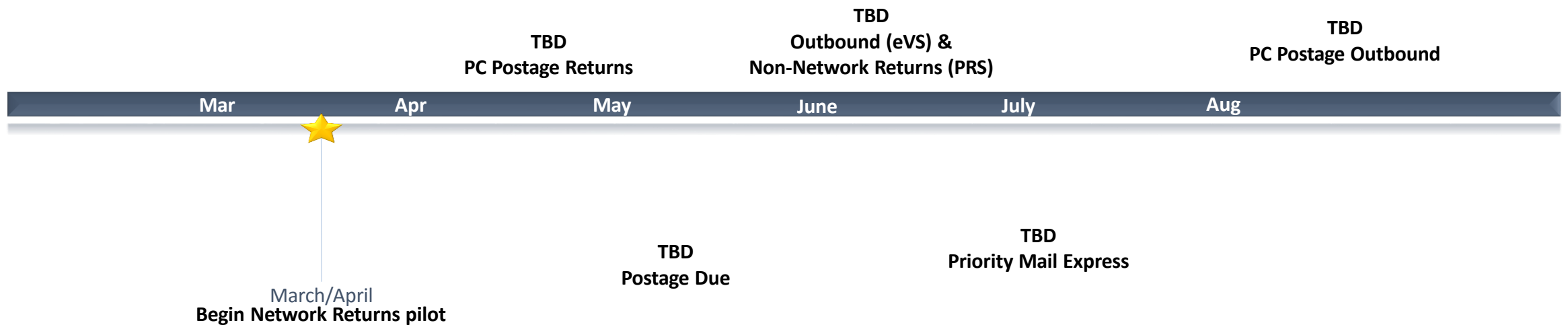
• **Debit** Postage Due from the shipper's **EPS Account upon delivery** of the package to its final destination



USPS Package Platform – Next Steps



Planned Scope & Timeline

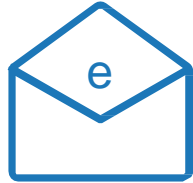


USPS is upgrading its package platform to a new, modern IT architecture model in a series of phases

- Development underway for Phase 1
- USPS working on defining vision for remaining phases and will share with the industry throughout Spring and Summer 2018



What is Informed Delivery?

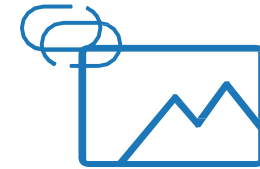


Informed Delivery users receive **scanned images of the exterior** of incoming letter-sized mailpieces (processed through automated equipment).

Images are available via **email notification, online dashboard, or mobile app.**

You signed up yet?

Visit informedelivery.usps.com



If a mailer participates in Informed Delivery, **supplemental content, referred to as “interactive campaigns,”** will be shown (for Letters or Flats).

Interactive campaigns include **custom images and a URL** that directs the user to a digital experience.



Who is Participating?



Thank you to our many early adopters and testers that have completed campaigns to date! This testing allows USPS the opportunity to validate functionality and data.



Participation

150+ mailers have tested to date

- 750+ campaigns completed across industries
- Many of these mailers return and conduct additional campaigns



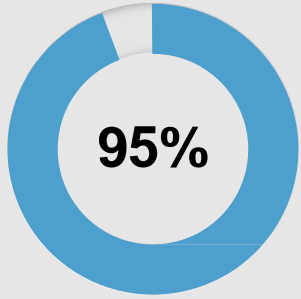
Results

- **70% average email open rates – sustained**
- For one mailer, the enhanced call to action drove a **click-through rate of 6.1%**

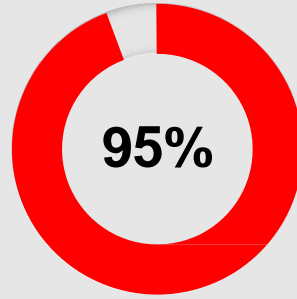




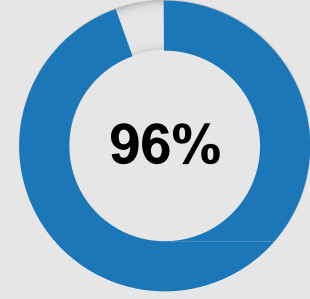
What are Consumers Doing?



are **satisfied or very satisfied** with Informed Delivery



view Informed Delivery notifications **every day or almost every day**



would **recommend** Informed Delivery to friends, family, or colleagues

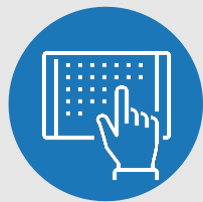
Device to View Notifications



59%
Mobile

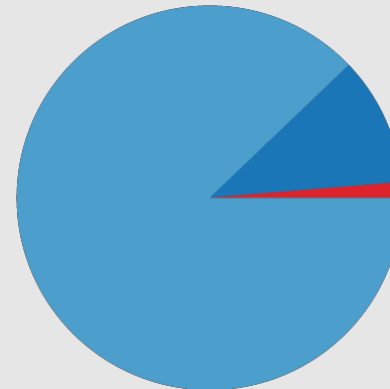


33%
Computer or Laptop



7%
Tablet

Time of Day to View



- Morning **88%**
- Afternoon **11%**
- Evening **1%**

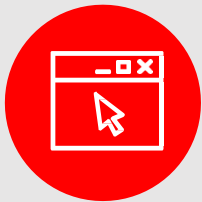


Informed Delivery provides organizations with insights into the following:



Density and Email Statistics

The number of users and the percentage of users who elect to receive Informed Delivery emails



Open Rates

The number and the percentage of emails opened during an Informed Delivery campaign

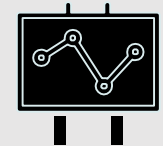
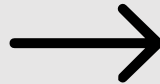
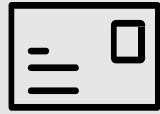
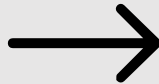


Click-Throughs

The number and percentage of click-throughs – when a user interacts with digital content



How Can a Mailer Participate?



Plan your campaign

Prepare Mailing

Provide mailing details

Induct your mailing

Analyze and gather insights

Determine the type of campaign to conduct and create your mailing list(s)

Provide campaign elements to USPS such as campaign start and end dates, the Mailer ID (MID), IMb Serial Number range, custom image(s), and a URL

View the results of your campaign, including email open rate and number of click-throughs



Overview

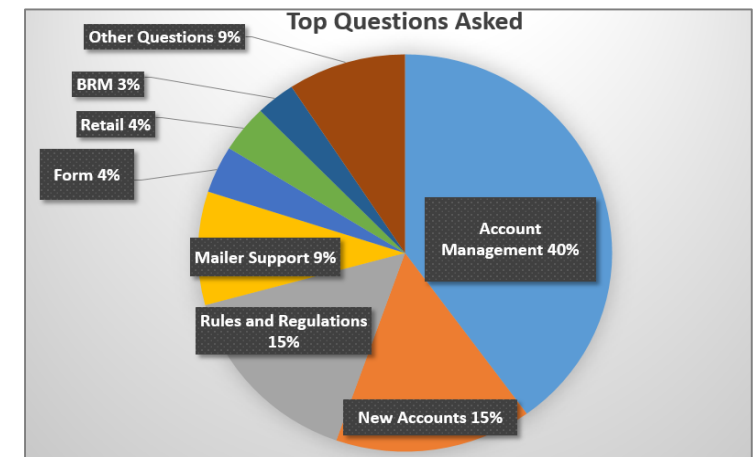
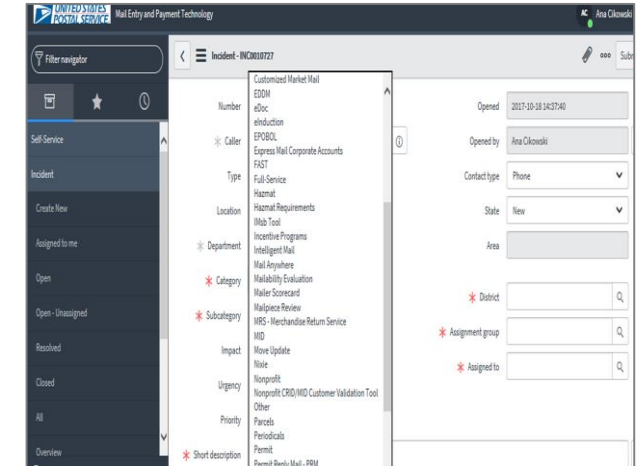
- Strategic support for commercial mailers
 - Enhanced customer experience
 - Standardized answers through body of knowledge
 - Multiple contact methods: 800 number & standard email
- Concept pilot launched October 2017 in:
 - Capital Metro: Capitol District
 - Eastern: Northern Ohio
 - Great Lakes: Lakeland
 - Northeast: Northern New England
 - Pacific: San Diego
 - Southern: Dallas
 - Western: Northland





Offerings

- Centralized tracking method for customer inquiries
 - Unique ticket number
 - Date and Time ticked opened/closed
 - Specific issue, question or concern captured and categorized
- Ability to identify trends
 - Reports provide visibility
 - Analytics uncover opportunities
- Identify automated and non-automated solutions to enhance customer experience





Automated Solutions

- Identify gaps in the current online solutions and make improvements
- Develop FAQs to commonly asked questions
- Create a ChatBot to generate answers and provide seamless transition to a live agent needed
- Redesign BCG to incorporate common questions asked





Business Customer Gateway



- Modernized Design
- Improved Navigation
- EPS, Scorecard, PostalOne! widgets

The screenshot shows the USPS Business Customer Gateway interface. At the top, there are navigation tabs for Mailing, Shipping, Additional Tools, and Help, along with Alerts, Pending Requests, and Manage Account. The user is identified as John Smith with address 20491384 ABC Company 1 Main Street New York City, NY 10001.

Account Overview: Shows a Current Trust Balance of \$49,890.00 and Pending Transactions of \$1,450.74. The next permit fee due is \$145.00 on 01/23/18.

Mailer Scorecard: For June 2017, it shows Attention Required with error rates: Full Service (2.87%), Seamless (2.95%), and Move Update (3.24%).

Favorite Services: Includes Dashboard, Electronic Data Exchange, eVS, Mailer ID, Mailing Reports, Online Enrollment, and Postal Wizard.

Most Recent Mailings: A table showing recent mailings with columns for Submission Date, Job ID, Mailing Group ID, PO of Mailing, Mailers Mailing Date, Mail Class, Statement Status, Permit/USPS #, Postage Statement ID, Postage, and # of Pieces.

Submission Date	Job ID	Mailing Group ID	PO of Mailing	Mailers Mailing Date	Mail Class	Statement Status	Permit/USPS #	Postage Statement ID	Postage	# of Pieces
04/04/2017	MANUAL	1101433	62269	04/04/2017	Emi	INC	PI 333	P01704041118223	\$0.00	825
04/04/2017	JP081245	1102852	63108	04/04/2017	Pmr	UPO	PI103	P01704041118223	\$1,566.21	1000
04/04/2017	MANUAL	54545555	90210	04/04/2017	SN	FIN	MT454	P01704041118223	\$295.22	12

Promotions: Includes offers for Direct Mail Starter (5% off postage), VR to Digital Direct Mail (discounted postage on VR-capable mail), and Mail Shopping (discounted postage on mobile-enabled mail).



Business Customer Gateway



- Scroll down for other helpful USPS links

The screenshot shows the USPS Business Customer Gateway interface. At the top, there are navigation tabs for Mailing, Shipping, Additional Tools, and Help. On the right, there are links for Alerts, Pending Requests, and Manage Account. Below the navigation is a table with columns for date, type, and various tracking numbers. The table contains three rows of data. Below the table is a '+ Load More' link and an 'All Mailings >' link. The 'Promotions' section features three banners: 'DIRECT MAIL STARTER' (valid now through July 31), 'VR TO DIGITAL DIRECT MAIL' (valid March 1 through August 31), and 'MAIL SHOPPING' (valid August 1 through December 31). The 'Help' section includes a search icon and a chat icon, both with placeholder text. At the bottom, there are four columns of links: LEGAL, ON USPS.COM, ON ABOUT.USPS.COM, and OTHER USPS SITES.

USPSBCG		Mailing	Shipping	Additional Tools			Help	Alerts	Pending Requests	Manage Account
04/04/2017	MANUAL	1101433	62269	04/04/2017	Emi	INC	PI 333	P01704041118223	\$0.00	825
04/04/2017	JP081245	1102852	63108	04/04/2017	Pmr	UPO	PI103	P01704041118223	\$1,566.21	1000
04/04/2017	MANUAL	54545555	90210	04/04/2017	SN	FIN	MT454	P01704041118223	\$295.22	12

[+ Load More](#) [All Mailings >](#)

Promotions

NOW-JUL 31

DIRECT MAIL STARTER

New to the wonders of direct mail? Get 5% off postage on up to 10,000 mailpieces until July 31, 2017.

[Get Started >](#)

MAR 1-AUG 31

VR TO DIGITAL DIRECT MAIL

Get discounted postage on all VR-capable mail sent between March 1 and August 31, 2017.

[Learn More >](#)

AUG 1-DEC 31

MAIL SHOPPING

Get discounted postage on mobile-enabled mail sent between August 1 and December 31, 2017.

[Let's Go >](#)

Help

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum porttitor porta erat ac aliquet.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum porttitor porta erat ac aliquet.

LEGAL

- [Privacy Policy >](#)
- [Terms of Use >](#)
- [FOIA >](#)
- [No FEAR Act EEO Data >](#)

ON USPS.COM

- [Government Services >](#)
- [Buy Stamps & Shop >](#)
- [Print a Label with Postage >](#)
- [Customer Service >](#)
- [No FEAR Act EEO Data >](#)

ON ABOUT.USPS.COM

- [About USPS Home >](#)
- [Newsroom >](#)
- [Mail Service Updates >](#)
- [Forms & Publications >](#)
- [Careers >](#)

OTHER USPS SITES

- [Business Customer Gateway >](#)
- [Postal Inspectors >](#)
- [Inspector General >](#)
- [Postal Explorer >](#)



Questions



Appendix





PostalOne! Help Desk

Support customers with EPS setup & use

- *Postalone@usps.gov*
- 800.522.9085

PostalPro

Provide online reference materials

- *EPS Fact Sheets, FAQs* - <https://postalpro.usps.com/eps>
- *BMEU Locator* - <https://postalpro.usps.com/node/1623>

Ready?

Submit “EPS Request” via email:
USPSPayment@usps.gov

**Include BCG username for BSA, email address & CRID(s)*

Where Can You **Learn More?**

Visit our online resources to learn more about campaign processes.



Mailer Website: usps.com/informeddeliverycampaigns

- Review feature benefits, learn about campaign creation, and more
- Download the latest Users and Household Data file
- View interactive video and Informed Delivery user testimonial videos

Postal Pro:

- Access our Informed Delivery Industry Webinars under [Industry Forum](#)

Contact Information:

- Should you have additional questions after reviewing the website, contact us at USPSInformedDeliveryCampaigns@usps.gov



- **Guide to Seamless Acceptance:** <http://postalpro.usps.com/node/657>
- **Seamless Fact Sheet:** Provides an overview of Seamless Acceptance including information on eDoc upload, auto-finalization, benefits, verifications and thresholds. The latest version is available at: <http://postalpro.usps.com/node/702>
- **Mailer Scorecard User Guide:** This document provides details on how to access and use the Mailer Scorecard report. The latest version is available at: <http://postalpro.usps.com/node/766>
- **Mailer Quality Reporting User Guide:** This document provides details on how to access and use the Mail Quality reports. The latest version is available at: <http://postalpro.usps.com/node/378>
- **MicroStrategy Tips and Tricks:** This document provides tips on how to best use the Mailer Scorecard and Mail Quality reports. The latest version is available at: <https://postalpro.usps.com/node/3743>



Assessment Thresholds – Letters & Flats



Full-Service

Error Type	Threshold
Container – Mailer ID	2%
HU – Mailer ID	2%
Piece – Mailer ID	2%
HU – Unlinked Copal	5%
Piece – STID	2%
Piece – By For	5%
Container – Uniqueness	2%
HU – Uniqueness	2%
Piece – Uniqueness	2%
Container – Entry Facility	2%
HU – Entry Facility	2%

Move Update

Error Type	Threshold
Move Update	0.5%

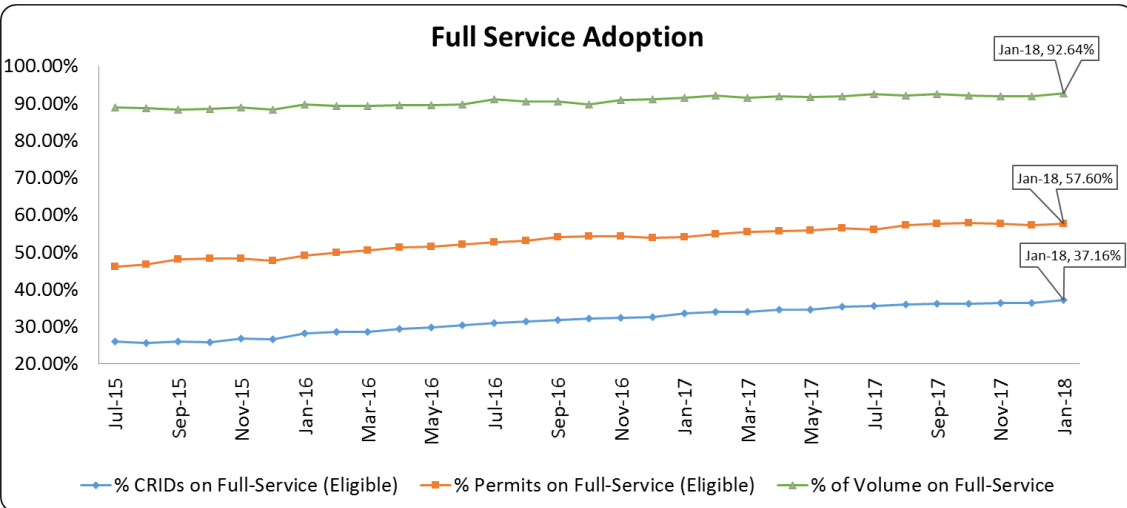
Seamless

Error Type	Threshold
Undocumented	0.3%
Delivery Point Verification	2%
Nesting Sortation (MPE)	1%
General PAF	1.05
Mail Characteristic PAF	1.05

eInduction

Error Type	Threshold
Undocumented Containers	0%
Payment	0%
Duplicate	0.17%
Misshipped	1.05%
Zone	0.01%
Entry Point Discount	0.5%

Full Service – January 2018



Adoption- January 2018

CRID Adoption	Count	%	Permit Adoption	Count	%
Total CRIDs with Full-Service Eligible Volume	22,449	33.2%	Total Permits with Full-Service Eligible Volume	49,982	54.9%
Total CRIDs with Any Full-Service Actual Volume	8,342	37.2%	Total Permits with Full-Service Actual Volume	28,788	57.6%
Total CRIDS with Only Non-Eligible Volume	45,225	66.8%	Total Permits with Only Non-Eligible Volume	41,072	45.1%
Total CRIDS	67,674		Total Permits	91,054	

Assessments by Error Type – February 2017 – January 2018

	Total	By/For	Container Barcode Uniqueness	Container Entry Facility	Container MID	Handling Unit Barcode Uniqueness	Handling Unit Entry Facility	Handling Unit MID	Piece Barcode Uniqueness	Piece MID	STID	Unlinked Copal
Feb-17	\$449,147	\$66,622	\$11,813	\$270,123	\$307	\$1,096	\$332	\$507	\$38,270	\$736	\$304	\$59,037
Mar-17	\$128,193	\$64,083	\$10,670	\$2,320	\$2	\$1,481	\$460	\$132	\$46,845	\$1,162	\$675	\$363
Apr-17	\$87,414	\$53,149	\$12,865	\$596	\$0	\$1,655	\$169	\$0	\$16,668	\$577	\$325	\$1,410
May-17	\$36,868	\$16,974	\$2,421	\$576	\$0	\$3,041	\$355	\$5	\$12,018	\$180	\$1,086	\$212
Jun-17	\$45,934	\$12,038	\$11,654	\$557	\$91	\$2,364	\$330	\$1,901	\$11,714	\$2,345	\$627	\$2,313
Jul-17	\$75,616	\$17,397	\$728	\$1,307	\$0	\$1,436	\$245	\$389	\$13,844	\$2,109	\$372	\$37,789
Aug-17	\$82,696	\$13,711	\$3,306	\$431	\$102	\$1,909	\$447	\$334	\$13,627	\$97	\$0	\$48,732
Sep-17	\$58,227	\$15,375	\$4,561	\$0	\$88	\$3,224	\$427	\$65	\$24,601	\$366	\$678	\$8,842
Oct-17	\$92,167	\$19,899	\$15,624	\$482	\$96	\$3,322	\$404	\$9,287	\$23,201	\$262	\$167	\$19,423
Nov-17	\$155,834	\$32,897	\$15,254	\$658	\$0	\$39,888	\$148	\$126	\$31,173	\$0	\$374	\$35,317
Dec-17	\$72,499	\$29,138	\$373	\$6,985	\$0	\$6,214	\$14	\$26	\$25,373	\$86	\$790	\$3,499
Jan-18	\$88,070	\$27,884	\$6,833	\$1,304	\$662	\$1,619	\$0	\$1,254	\$19,363	\$163	\$239	\$28,748
Grand Total	\$1,978,890	\$721,239	\$135,273	\$435,939	\$2,272	\$80,450	\$8,270	\$15,168	\$460,069	\$10,382	\$12,492	\$289,204

*Note: Sum of error type postage due may exceed total postage in cases where multiple errors were logged on the same piece, HU, or container

Compliance – January 2018

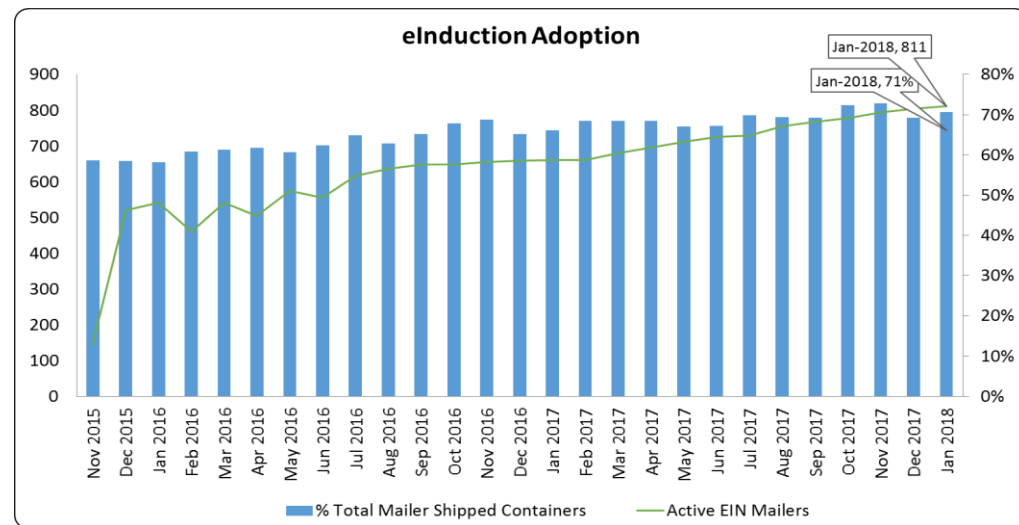
Full Service Verifications	Threshold	National % in Error	#Mailers Above	#Mailers Below	Total Mailers
Piece By/For*	5%	3.75%	315	8,092	8,407
Piece Uniqueness	2%	3.59%	302	8,105	8,407
Container Uniqueness	2%	0.54%	45	8,362	8,407
Handling Unit Uniqueness	2%	0.73%	61	8,346	8,407
Container Entry Facility	2%	0.14%	12	8,395	8,407
Piece MID	2%	0.37%	31	8,376	8,407
Handling Unit MID	2%	0.12%	10	8,397	8,407
Handling Unit Entry Facility	2%	0.14%	12	8,395	8,407
Piece STID	2%	0.26%	22	8,385	8,407
Container MID	2%	0.01%	1	8,406	8,407

Assessment Status – February 2017 – January 2018

	Total	Paid	Closed/AR	Under USPS Review	Pending Payment No Review Requested	Pending Payment Review Requested	Approved Dispute
17-Feb	\$178,073	\$99,875	\$611	\$9,880	\$0	\$0	\$67,689
17-Mar	\$123,036	\$103,124	\$0	\$0	\$0	\$0	\$18,933
17-Apr	\$85,573	\$60,308	\$0	\$0	\$0	\$0	\$24,516
17-May	\$34,442	\$24,820	\$0	\$0	\$0	\$0	\$9,622
17-Jun	\$43,515	\$37,906	\$0	\$0	\$0	\$0	\$5,609
17-Jul	\$75,000	\$26,202	\$0	\$0	\$0	\$0	\$48,798
17-Aug	\$80,947	\$33,392	\$0	\$0	\$0	\$0	\$47,555
17-Sep	\$57,328	\$43,661	\$0	\$0	\$0	\$0	\$13,667
17-Oct	\$89,884	\$56,692	\$0	\$0	\$0	\$0	\$33,192
17-Nov	\$88,759	\$56,397	\$0	\$6,746	\$0	\$0	\$25,616
17-Dec	\$71,929	\$30,516	\$0	\$6,637	\$19,660	\$6,658	\$8,458
18-Jan	\$55,819	\$5,640	\$0	\$34,066	\$16,113	\$0	\$0
Total	\$984,305	\$578,533	\$611	\$57,329	\$35,773	\$6,658	\$303,655

*Note: Sum of error type postage due may exceed total postage in cases where multiple errors were logged on the same piece, HU, or container

eInduction – January 2018



Adoption – January 2018

	# Containers Baseline (Week of 03/13/15)	% eInduction Baseline (Week of 03/13/15)	# Containers Current 12/01/2017 - 12/31/2017	% eInduction Current 12/01/2017 - 12/31/2017
All Dropship Mailers	267,735	34.66%	687,404	70.7%

Assessments by Error Type – February 2017 – January 2018

Month	Total Postage Assessed	Postage due from Mailers with Duplicate Errors	Postage due from Mailers with Misshipped Errors	Postage due from Mailers with Payment Errors	Postage due from Mailers with Undoc Errors	Postage due from Mailers with EPD	Postage due from Mailers with Zone Errors
Feb-17	\$3,397,002	\$44,963	\$37,308	\$12,201	\$3,302,530	\$0	\$0
Mar-17	\$4,225,569	\$34,418	\$105,940	\$0	\$4,085,058	\$0	\$153
Apr-17	\$3,022,477	\$28,321	\$26,283	\$0	\$2,967,711	\$0	\$162
May-17	\$2,688,848	\$15,138	\$10,646	\$0	\$2,663,064	\$0	\$0
Jun-17	\$210,506	\$24,762	\$8,709	\$0	\$176,768	\$0	\$267
Jul-17	\$334,526	\$18,360	\$4,033	\$179,784	\$132,349	\$0	\$0
Aug-17	\$452,812	\$10,218	\$2,973	\$13,019	\$426,602	\$0	\$0
Sep-17	\$366,701	\$92,410	\$44,681	\$0	\$229,609	\$0	\$0
Oct-17	\$118,624	\$49,397	\$7,537	\$0	\$61,536	\$0	\$153
Nov-17	\$119,662	\$34,600	\$14,595	\$0	\$70,396	\$0	\$71
Dec-17	\$39,087	\$12,409	\$23,161	\$0	\$3,463	\$0	\$54
Jan-18	\$148,069	\$19,140	\$6,925	\$0	\$122,003	\$0	\$0
Grand Total	\$15,123,883	\$384,136	\$292,791	\$205,004	\$14,241,090	\$0	\$860

Compliance – January 2018

eInduction Verifications	Threshold	National % in Error	#Mailers Above	#Mailers Below	Total Mailers
Undocumented	0.00%	0.25%	2	809	811
Duplicate	0.17%	0.49%	4	807	811
Misshipped	1.05%	0.62%	5	806	811
EPD	0.50%	0.00%	0	811	811
Zone	0.01%	0.12%	1	810	811
Payment	0.00%	0.00%	0	811	811

Assessment Status – January 2018

Month	Postage Due	Postage Due after Disputes	Total Postage Waived	Postage Paid	Outstanding Postage
Feb-17	\$3,397,002	\$609,488	\$2,787,513	\$5,656	\$603,833
Mar-17	\$4,225,569	\$2,877	\$4,222,693	\$2,877	\$0
Apr-17	\$3,022,477	\$11,325	\$3,011,152	\$11,325	\$0
May-17	\$2,688,848	\$3,186	\$2,685,661	\$3,186	\$0
Jun-17	\$210,506	\$23,719	\$186,788	\$23,026	\$693
Jul-17	\$334,526	\$7,535	\$326,991	\$7,535	\$0
Aug-17	\$452,812	\$12,194	\$440,618	\$12,194	\$0
Sep-17	\$366,701	\$31,974	\$334,726	\$31,974	\$0
Oct-17	\$118,624	\$49,823	\$68,801	\$49,823	\$0
Nov-17	\$119,662	\$9,269	\$110,394	\$6,664	\$2,605
Dec-17	\$39,087	\$15,208	\$23,879	\$5,548	\$9,660
Jan-18	\$148,069	\$148,069	\$0	\$0	\$148,069
Grand Total	\$15,123,883	\$924,667	\$14,199,216	\$159,808	\$764,860

Move Update – January 2018

Move Update Verifications – January 2018

	Threshold	National % in Error	#Mails Failing	#Mails Success	Total Mails
18-Jan	0.50%	18.34%	1478	6579	8057

NAPM Move Update Verifications – January 2018

	Threshold	NAPM% in Error	#Mails Failing	#Mails Success	Total Mails
18-Jan	0.50%	53.27%	57	50	107

Move Update Top Offenders – January 2018

Note: The potential due is for all errors not just for errors over threshold

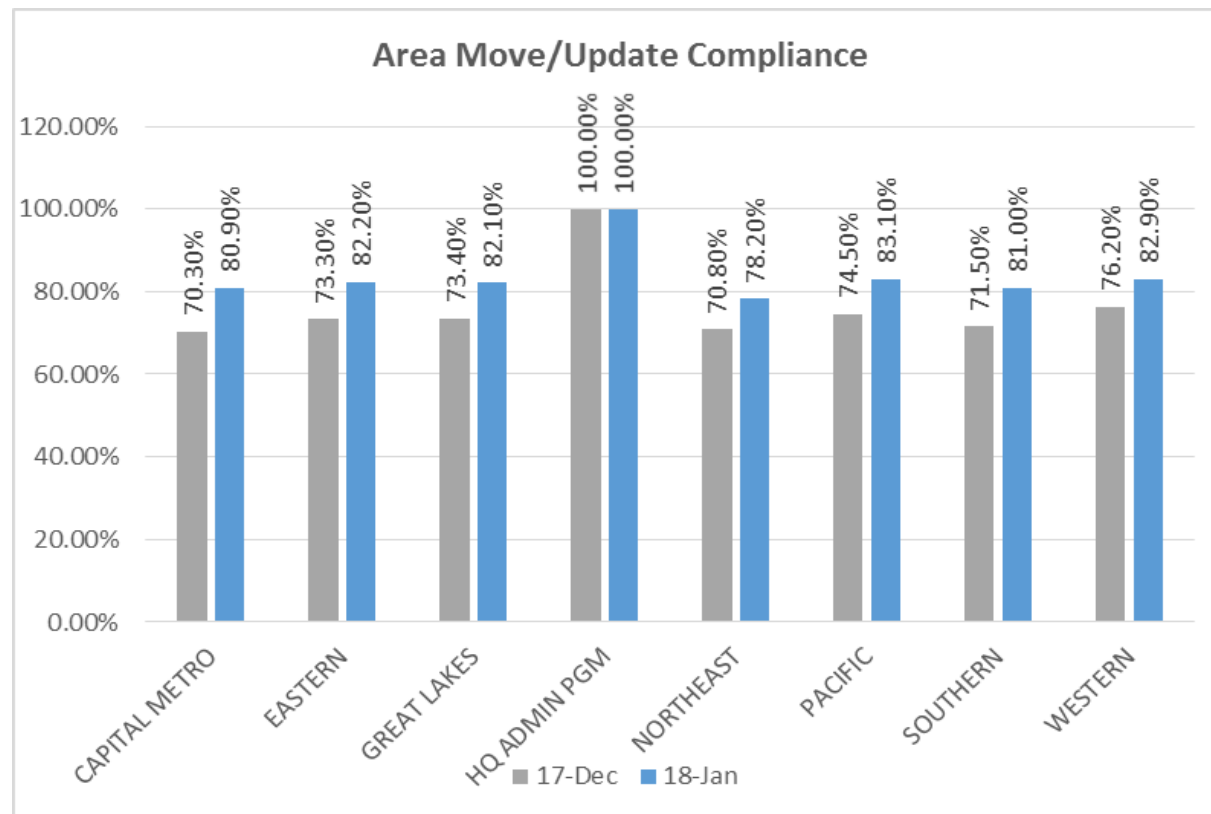
CRID	Mailer	% in Error	1 st and Standard Pieces in Error	Potential Due*
3236835	PB PRESORT SERVICES INC - DFW	0.55%	1,023,665	\$81,893
3326753	QUAD/GRAPHICS - Chalfont	0.81%	945,450	\$75,636
5420394	PB PRESORT SERVICES INC - RDG	0.56%	941,987	\$75,359
3290941	Broadridge Customer Communications	0.80%	788,584	\$63,087
5004584	PB PRESORT SERVICES INC - IND	0.51%	656,475	\$52,518

NAPM Move Update Top Offenders – January 2018

Note: The potential due is for all errors not just for errors over threshold

CRID	Mailer	% in Error	1 st and Standard Pieces in Error	Potential Due*
3236835	PB PRESORT SERVICES INC - DFW	0.55%	1023665	\$81,893
5420394	PB PRESORT SERVICES INC - RDG	0.56%	941987	\$75,359
5004584	PB PRESORT SERVICES INC - IND	0.51%	656475	\$52,518
4294450	PB PRESORT SERVICES INC - LAX	0.51%	613028	\$49,042
4982472	PB PRESORT SERVICES INC - DSM	0.44%	531853	\$42,548

Move Update Compliance – (December 2017 – January 2018)



NAPM Move Update Top Offenders – December 2017

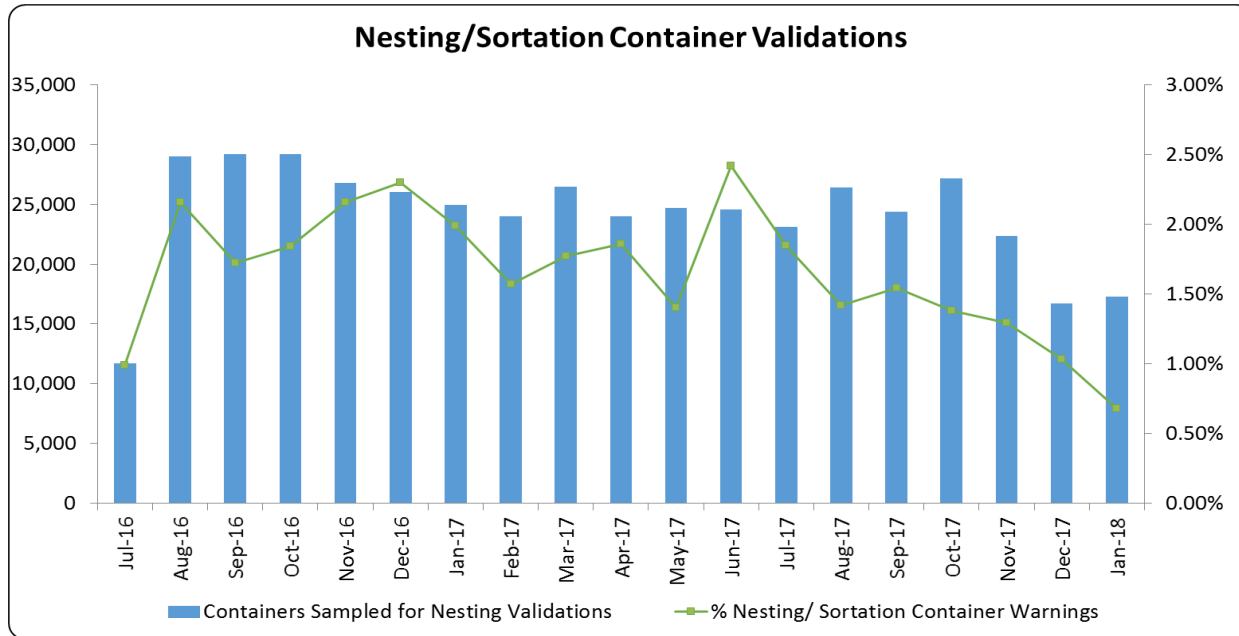
Note: The potential due is for all errors not just for errors over threshold

CRID	Mailer	% in Error	1 st and Standard Pieces in Error	Potential Due*
3236835	PB PRESORT SERVICES INC - DFW	0.57%	742,036	\$59,363
5420394	PB PRESORT SERVICES INC - RDG	0.54%	640,521	\$51,242
5004584	PB PRESORT SERVICES INC - IND	0.61%	624,128	\$49,930
4294450	PB PRESORT SERVICES INC - LAX	0.50%	443,756	\$35,500
4982472	PB PRESORT SERVICES INC - DSM	0.42%	364,868	\$29,189

*: Potential Due is based on assumption of 8 cents/piece based on PRC filing

Nesting/Sortation Sampling – January 2018

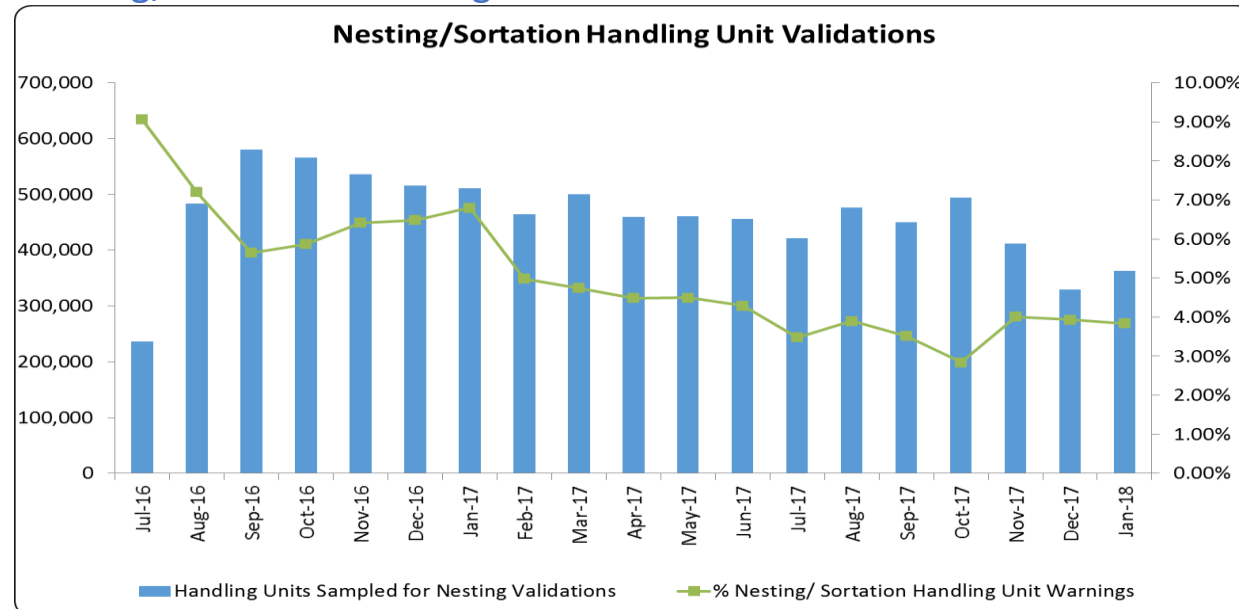
Nesting/Sortation Container Validations



Top Mailers 10 with Container Warnings

CRID	Mailer Name	# Containers Samples for Nesting Validations	# Nesting/Sortation Container Warnings	% Nesting/Sortation Container Warnings
3613912	BANK OF AMERICA – ADDISON	91	88	96.70%
2545600	IWCO DIRECT/WARMINSTER	6	1	16.67%
2903929	THE CALMARK GROUP	6	1	16.67%
5280034	FGS AU	10	1	10.00%
3713452	STREAMWORKS	18	1	5.56%
4444738	SPI	26	1	3.85%
2656666	TUCKER MAILING PRINTING AND DISTRIBUTION INC.	30	1	3.33%
3649893	FMI DIRECT MAIL	62	2	3.23%
5953049	UNITED BUSINESS MAIL INC	36	1	2.78%
4819838	LAWLER DIRECT MAIL	46	1	2.17%

Nesting/Sortation Handling Unit Validations



Top Mailers 10 with Handling Unit Warnings

CRID	Mailer Name	# Containers Samples for Nesting Validations	# Nesting/Sortation Container Warnings	% Nesting/Sortation Container Warnings
2477655	SYNERGY DIRECT RESPONSE	1	1	100.00%
2469159	SEGERDAHL LOGIISTICS DIVISIONWHEELING	1	1	100.00%
4965226	ALANIZMETROGROUP	1	1	100.00%
6299903	ARISTA INFORMATION SYSTEMS	2,098	2,098	100.00%
6364090	AT&T SERVICES INC	1	1	100.00%
4087471	WOLVERINE SOLUTIONS GROUP	2,364	1,226	51.86%
5865867	DOVE MAILING, INC.	1,354	566	41.80%
1402422	First Data	1,592	642	40.33%
3137624	MAIL SERVICES LLC	140	51	36.43%
5228094	COMMERCIAL MAIL SERVICES (The M.A.I.L. Group/EII)	3	1	33.33%

IMpb Compliance – Non-eVS – January 2018

Summary – January 2018

Month	Total Postage Collected	# of Mailers not in Compliance	# of Postage Statement not in compliance	National Average % in Error by Metric
Jan-18	\$186,653	526	5,063	Address Quality: 57.55% Barcode Quality: 45.03% Manifest Quality: 44.37%
Dec-17	\$204,606	699	5,703	Address Quality: 57.35% Barcode Quality: 41.81% Manifest Quality: 41.40%
Nov-17	\$191,652	573	6,238	Address Quality: 59.95% Barcode Quality: 39.78% Manifest Quality: 39.53%
Oct-17	\$254,148	550	6,542	Address Quality: 44.64% Barcode Quality: 27.25% Manifest Quality: 38.79%

Total Projected Postage for eVS

Month	Total Postage Projected
Jan-18	\$ 181,238

Number of Mailers not in Compliance eVs

Month	# of Non-Compliant Mailers
Jan-18	443

Top Mailers Failing – November 2017

Mailer	Amount
MOSAIC	\$11,002
HEALTHPORT	\$7,041
NJ E-ZPASS	\$6,068
BROADRIDGE FINANCIAL SOLUTIONS	\$5,367
Change Healthcare Business Fulfillment, LLC	\$4,646
CHANEL	\$4,427
KAISER PERMANETE MEDICAL CARE PROGRAM	\$3,520
US POSTAL SERVICE	\$3,519
ACMG	\$2,973
MSU FEDERAL CREDIT UNION	\$2,906

Top Mailers Failing – October 2017

Mailer	Amount
BROADRIDGE FINANCIAL SOLUTIONS	\$62,996
UNITEDHEALTH GROUP 34362	\$13,928
KAISER PERMANENTE TPMG REGIONAL LAB	\$8,382
HEALTHPORT	\$8,330
CHANEL	\$7,474
Change Healthcare Business Fulfillment, LLC	\$4,113
KOHLER COMPANY	\$3,603
ACMG	\$3,529
TOPPAN VITE (NEW YORK) INC.	\$3,452
D T M B MAILING SERVICES	\$3,323

Top Mailers Failing – September 2017

Mailer	Amount
MARITZ	\$16,103
KAISER PERMANENTE TPMG REGIONAL LAB	\$13,355
UNITEDHEALTH GROUP 34362	\$8,905
HEALTHPORT	\$8,227
NJ E-ZPASS	\$6,098
Change Healthcare Business Fulfillment, LLC	\$3,785
O'NEIL DATA SYSTEMS	\$3,418
ACMG	\$3,167
WELLPOINT, INC.	\$3,077
KOHLER COMPANY	\$3,019

Top Mailers Failing – January 2018

Mailer	Amount
BROADRIDGE FINANCIAL SOLUTIONS	\$13,294.20
ANTHEM	\$10,169.20
KAISER PERMANENTE TPMG REGIONAL LAB	\$9,782.60
NJ E-ZPASS	\$5,102.80
GENERAL MARKETING SOLUTIONS	\$4,818.60
Change Healthcare Business Fulfillment, LLC	\$4,447.00
ACMG	\$4,221.80
SELECT NUTRITION DISTRIBUTORS	\$3,955.40
DESIGN MAILING SERVICES INC	\$3,788.00
KOHLER COMPANY	\$3,520.20

Top Mailers Failing – December 2017

Mailer	Amount
BROADRIDGE FINANCIAL SOLUTIONS	\$5,988
HEALTHPORT	\$5,374
CHANEL	\$5,179
ESP PRINTING & MAILING	\$5,090
MEDIANT COMMUNICATIONS, INC.	\$4,747
HBP, INC.	\$4,723
NJ E-ZPASS	\$4,457
SHAWMUT COMMUNICATIONS GROUP	\$4,423
Change Healthcare Business Fulfillment, LLC	\$3,793
AMERICAN GIRL BRANDS LLC	\$3,270

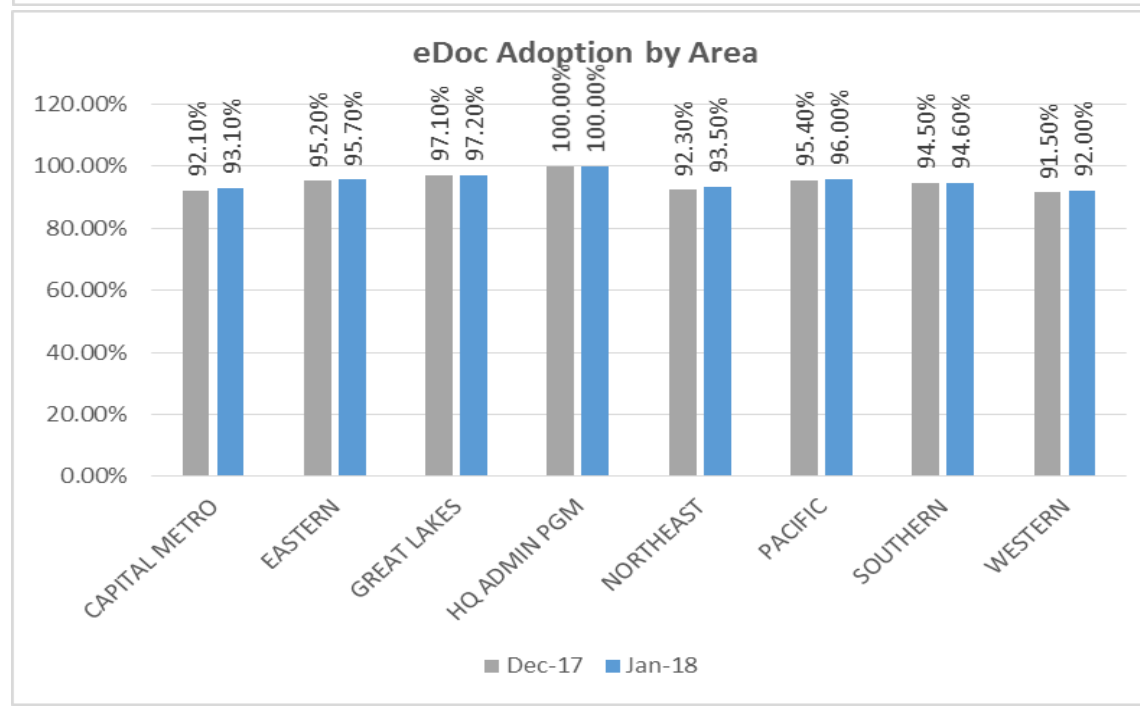
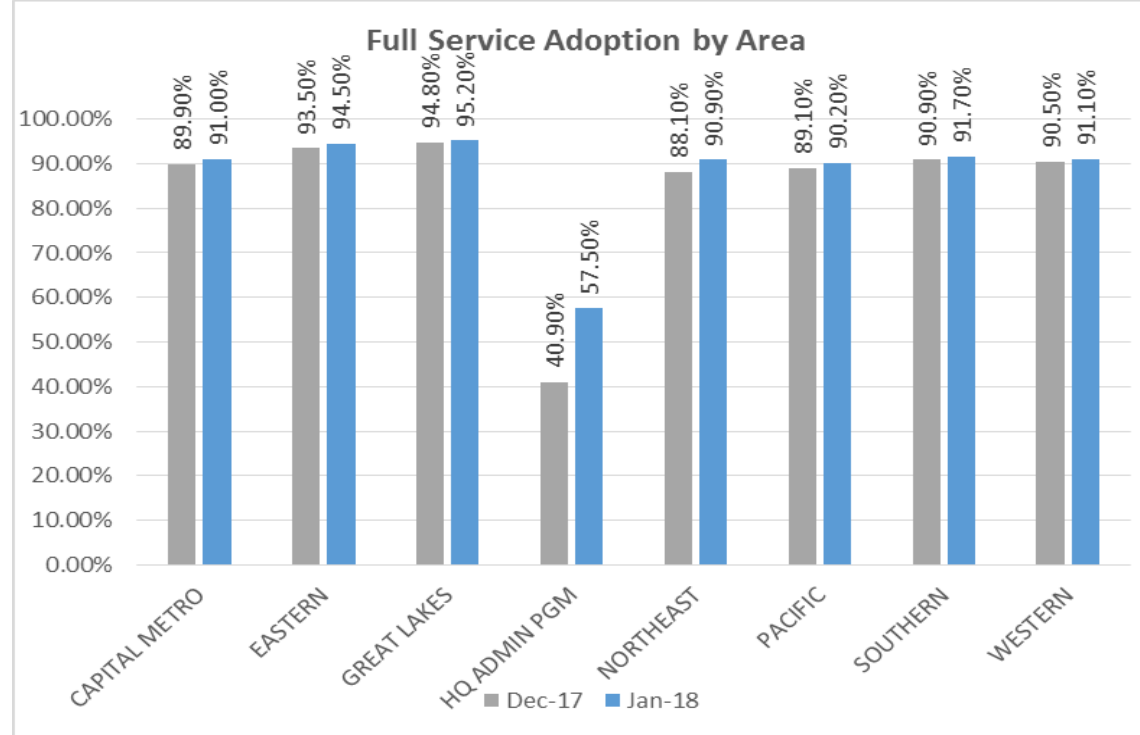
Other Metrics – January 2018

Upload Type Metrics – January 2018

	Active Users
Mail.dat	42894
Mail.XML	10950
Shipping Services File(eVS)	3423
Postal Wizard	41400

BMEU Metrics – January 2018

BMEU	Customers	Revenue	Volume
Jan-18	88,779	\$3,669,780,232	10,802,672,474
Dec-17	92,509	\$3,600,885,974	9,738,580,297
Nov-17	95,463	\$3,824,714,179	11,752,282,132
Oct-17	92,544	\$3,799,360,478	12,023,656,975
Sept-17	91,035	\$3,379,400,946	10,370,497,040
Aug-17	92,371	\$3,408,998,620	10,411,245,858
Jul-17	82,578	\$3,153,250,538	9,461,083,246
Jun-17	89,217	\$3,249,300,852	9,879,092,251
May-17	92,073	\$3,349,168,117	10,288,607,423
Apr-17	92,253	\$3,262,497,789	10,001,690,830
Mar-17	99,706	\$3,641,911,506	11,190,628,632
Feb-17	91,581	\$3,186,565,743	9,770,973,603
Jan-17	92,822	\$3,561,406,768	10,705,331,468
Dec-16	100,552	\$3,714,007,269	10,354,834,325
Nov-16	99,864	\$3,798,676,377	12,115,434,230
Oct-16	97,344	\$3,881,789,105	12,808,938,634
Sep-16	99,092	\$3,531,109,871	11,248,906,766





Commercial Mailings on EPS



Eligible Products/Services	Eligible Submission Methods	Eligible Permit Types	Eligible Transactions	Products & Services Coming Soon!
<ul style="list-style-type: none"> • PO Box, Caller & Reserve Services (EPOBOL) • Address Quality Products (AEC, AECII and ACS) • Priority Mail • First- Class Mail, Letters, Cards, and Flats • First-Class Package Service • USPS Marketing Mail, Letters, Flats, and Parcels • Parcel Select • Media Mail • Library Mail • Bound Printed Matter • Periodicals • International Products • Business Reply Mail (BRM) • Every Door Direct Mail (EDDM) BMEU 	<ul style="list-style-type: none"> • Business Mail Entry Unit (BMEU) hard copy • eDoc (Mail.dat/Mail.XML) • Postal Wizard • Intelligent Mail small business (IMsb) Tool 	<ul style="list-style-type: none"> • Permit Imprint • Metered • Pre-cancelled Stamps • Periodicals (CPP/PP) • Postage Due • Business Reply 	<ul style="list-style-type: none"> • Postage Statement Processing (Domestic & International) • Adjustments • Mail Entry Postage Assessment • Reversals • Refunds (including Value Added Refunds (VAR)) • Deposits • Transfers • Fee Payments • Postage Due • FOIA Requests 	<ul style="list-style-type: none"> • Electronic Verification System (eVS) • Enhanced reports coming Spring/Summer 2018 • Intelligent Mail barcode Accounting (IMbA) • Merchandise Return Service (MRS) • Official Mail Accounting System (OMAS) • Parcel Return Service (PRS) • PC Postage • Pickup On Demand and Package Intercept after (PFSC) • Premium Forwarding Service Commercial (PFSC) • Scan Based Payment (SBP) • Share Mail



Commercial Mailings on EPS – Transactions



Submit Postage Statement



Present Mailing



Process Mailing



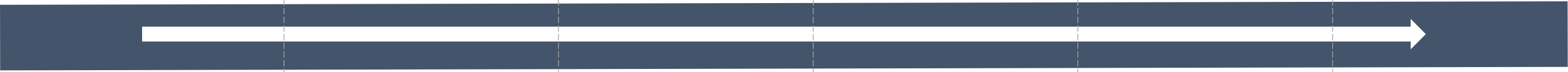
Finalize Mailing



Withdraw Payment



View Mailing Reports



1. Submit postage statement* electronically using mail.dat, mail.xml or postal wizard, or via hardcopy at BMEU

2. Present mailing at USPS facility

3. Action recorded in *PostalOne!*

4. Payment transaction sent to EPA

5. Payment withdrawn from EPA

6. Mailing reports viewable in BCG and EPS

- **Permit/publication number field:**
- **Account number field:**
- **Mail Anywhere:**

Enter permit/publication number in eDoc
Optional, but must match the account number linked to the permit number
EPA number will replace National account number



Customer Dashboard

- **Customer Dashboard** provides a quick glance of all EPS accounts
- View the real-time total of pending ACH debit transactions sent to the bank at the end of the day, as well as the Trust Balance
- Pending Accounts where the account setup process needs to be completed are viewable as well

UNITED STATES POSTAL SERVICE Dashboard Reports EPS Accounts

Andrew Kuykendall
EPS Accounts:
Active 11 | Pending 1

Account Options
Create a New EPS Account

Customer Care - Check our FAQs
Call us: 1-800-522-9085
For TDD/TTY Relay: 1-800-877-8339
Send an email to Customer Service

Spending History for All Accounts

First-Class Mail	\$1,345.23
USPS Marketing Mail	\$543.75
Periodicals	\$186.20
Priority Mail	\$2,583.40
Package Services	\$329.64
International	\$783.92
Returns Services	\$456.70
PO Box Services	\$1,250.00

Active EPS Accounts
Last Updated: Mon, Feb 12, 2018

- **EPS #: 1000000785** Business Location # 20479637

Pending ACH Debit Transactions	\$0.00
Current Trust Balance	\$49,770.00
- **EPS #: 1000000786** Business Location # 20479637

Pending ACH Debit Transactions	
Current Trust Balance	

Pending EPS Accounts
1000001048 (Continue)
Edited by Andrew Kuykendall on 2018-02-05 at 19:48

Inactive EPS Accounts
No Inactive EPS Accounts

Suspended EPS Accounts
No Suspended EPS Accounts

Pending Closure EPS Accounts
No Pending Closure EPS Accounts



Postage Statement Report

- **Postage Statement Report** summarizes the total cost by section of a specific Postage Statement drilled by clicking on the Postage Statement ID from the Customer Mailing Details Report

Select a Section to drilldown for more detail.

Dashboard Reports EPS Accounts ▾

Postage Statement #287401929 \$120.00

<input checked="" type="radio"/> A - Automation Prices	\$120.00 1 Pieces
<input type="radio"/> B - Nonautomation Prices	\$0.00 0 Pieces
<input type="radio"/> C - Parcels	\$0.00 0 Pieces
<input type="radio"/> D - Round Trip Mailings	\$0.00 0 Pieces
<input type="radio"/> S - Extra Services	\$0.00 0 Pieces



Postage Statement Line Detail Report

- **Postage Statement Line Detail** summarizes the total cost by line of the Postage Statement section selected on the previous page

UNITED STATES POSTAL SERVICE®
Dashboard
Reports
EPS Accounts ▾
🔍

Postage Statement Line Detail

- **A - Automation Prices**

Postcards

Show entries Search:

Processing Category ▲	Statement Line Number	Line Level Entry	Number of Pieces	Line Price	Line Subtotal Postage	Line
POSTCARDS	1		1	\$120.00	\$120.00	\$0.0

Showing 1 to 1 of 1 entries Previous **1** Next

<
>

Letters

57



Transaction History Report

- **Transaction History Report** summarizes the transactions that were made within a selected timeframe

Transaction History Report

Transaction Date Filter:

01/02/2018 02/01/2018

Showing 1 to 10 of 115 entries
Search:

Tran Id	Date	Tran Type	Description	Product Id	Business Location	EPS Account Number	EPS Account Nickname	Payment
3169	01/31/2018 04:03:27 pm	ACH DEBIT			94792348	1000001421		ACH_DI
3167	01/31/2018 04:03:27 pm	ACH DEBIT			94792348	1000001446		ACH_DI
120115	01/31/2018 03:29:37 pm	PURCHASE	M0		94792348	1000001421		DEBIT
120114	01/31/2018 03:24:52 pm	PURCHASE	PO Box	NA	94792348	1000001446		DEBIT
120113	01/31/2018 03:00:34 pm	PURCHASE	PO Box	NA	94792348	1000001421		DEBIT
120099	01/26/2018 11:05:57 am	ACH DEBIT RETURN FEE			94792348	1000001125		TRUST
120009	01/26/2018 11:05:53 am	RETURN	PO Box	NA	94792348	1000001125		DEBIT



Commercial Mailing and Shipping Details Report

- **Commercial Mailing and Shipping Details Report** provides detailed information of *PostalOne!* mailings

Report Data Fields

EPS Transaction Number	Class Spoilage
Transaction Date/Time	Number of Pieces
Transaction Type	Number of Copies
Permit Holder CRID	eDoc Mailing Date
Permit Number	EPS Account Number
City/State of Permit	EPS Account Nickname
ZIP of Verification	Transaction Amount
Publication Number	Postage Statement
Customer Reference ID	Number
Job ID	
User License Code	

Commercial Mailing and Shipping Details

All Account Activity

Mailing Date Filter:

Search results that filter real-time as you type across all columns

Download Options:

- CSV
- Excel
- PDF

Search:

Showing 1 to 10 of 10 entries

EPS Transaction Number	Permit Holder CRID	Permit Number	City/State of Permit	ZIP of Verification	Publication
133203	20479665	25	Washington, DC	10300	
133200	20479665	25	Washington, DC	10300	
133196	20479665	25	Washington, DC	10300	
133191	20479665	46	Washington, DC	10300	
133178	20479665	25	Washington, DC	10300	
133177	20479665	25	Washington, DC	10300	
133176	20479665	25	Washington, DC	10300	
133171	20479665	25	Washington, DC	10300	
133169	20479665	25	Washington, DC	20910	
133204		25	Washington, DC	10300	

Showing 1 to 10 of 10 entries

Show entries

Previous 1 Next



Results are displayed on the Electronic Verification tab of the Mailer Scorecard

1. Select eDoc Submitter view if:

- The eDoc Submitter view aggregates data across the CRID used when submitting your electronic documentation
- Assessments are generated per eDoc Submitter CRID

2. Select Mail Owner or Mail Preparer if:

- Mail Owners may view their Move Update data by each Mail Preparer
- Mail Preparers (with fewer than 60 Mail Owners) may view their Move Update data by each Mail Owner

3. Select Mail Owner or Mail Preparer Scorecard Details if:

- You are a Mail Preparer with greater than 60 Mail Owners to see a view of each Mail Owner

The screenshot shows the 'Mailer Scorecard' header with the United States Postal Service logo. Below the header are three blue boxes, each with a red circle containing a number (1, 2, or 3) to its left. Each box contains a small icon of a document and a paragraph of text describing the report.

1 I'm an eDoc submitter
This report shows a breakdown of metrics by eDoc submitter CRID across several USPS programs, including Full-Service, Seamless Acceptance, and eInduction.

2 I'm a Mail Owner or Mail Preparer
This report shows a breakdown of metrics by mail owner and mail preparer across several USPS programs, including Full-Service, Seamless Acceptance, and eInduction.

3 Mail Owner or Mail Preparer Scorecard Details Report (Export)
Use this option if you are a Mail Preparer who prepares mail for more than 60 Mail Owners or if you are a Mail Owner who uses more than 60 Mail Preparers



Mailpiece Disposition Selection (STID)



Determine Eligible Mail Class



Select Address Correction Option



Determine Mail Processing Category



Select Mailpiece Disposition

- First-Class Mail presorted or automation prices
- USPS Marketing Mail

Mailers who present mixed mailings that pertain to at least one of these categories are still subjected to the Move Update standard

- Full-Service
 - OneCode
 - Traditional
- *SingleSource provides all information in a single location

- Non-automation/Basic/Full-Service with or without tracing

Select a Service Type Identifier (STID) that instructs the USPS how to handle the mailpiece. The STID is a 3-digit code within the Intelligent Mail barcode (IMb)

- Address Service Requested
- Return Service Requested
- Change Service Requested Option 1 or Option 2
- Change Service Requested with Secure Destruction Option 1 or Option 2



To drill into the details for Move Update:

1. Click on Mailer Name or Mailer CRID on the Scorecard view
2. Click Move/Update Errors radio button
3. Click on Run Report

Choose error type

Choose specific errors type from the list if needed. Selecting none will display all error types.
This prompt allows only one selection.

- none -
- Full-Service Electronic Errors
- Seamless Acceptance Errors
- Seamless Sampling Errors
- eInduction Errors
- eDoc Nesting/Sortation Errors
- Move/Update Errors
- Nesting Sampling Errors

Report Message Name: Mailer Scorecard Details Report (Internal)->View Error Details b



Mail Processing

- Electronically collect mailing information using scans from Mail Processing Equipment (MPE)
- Mail is verified through the comparison of eDoc to MPE scans called census verification
- Mail Processing Equipment (MPE) scans all Intelligent Mail Barcodes (Imb) collecting data needed for 2 validations:
 - ✓ **Undocumented Piece:** Scanned Imb must be found in the eDoc that has an associated finalized postage statement
 - ✓ **Nesting/Sortation:** Piece scanned must be nested in a the tray or bundle that was identified in eDoc



Generate Report

- Validation results sent to Mailer Scorecard for reporting purposes
 - Mailer Scorecard provides insight to possible mail quality or preparation issues
- Reporting is trend based to provide mailer opportunity to improve mail preparation during the month
- Results are sent for reporting purposes and available on Mailer Scorecard
- Provides view of reports at anytime at a drilldown level

Mailer Scorecard		April 2018	
Verifications			
Mailer Profile	Electronic Verification	eInduction	Seamless
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending			
Seamless Data displayed for a Seamless Parallel or non-Seamless CRID is informational only			
eDoc Submitter	Total	20548194 Mailer One	
CRID Seamless Status	N/A	Seamless	
# Seamless Acceptance Jobs	276	276	
# Containers processed for Seamless validations	3,698	3,698	
# Handling Units processed for Seamless validations	153,238	153,238	
# Pieces processed for Seamless validations	24,921,956	24,921,956	
# Seamless Acceptance Jobs not Auto-Finalized	--	--	
# Seamless Documented Piece Scans	23,912,255	23,912,255	
# Adjusted Seamless Documented Piece Scans	21,554,652	21,554,652	
# Scanned Pieces Associated to eDoc	23,837,136	23,837,136	
# Undocumented Pieces	205	205	
Additional Postage Due (Undocumented Pieces) - Info Only	--	--	
# Nesting/ Sortation Piece Errors (MPE)	5,876	5,876	
# Delivery Point Piece Errors	449	449	
Sampling Verifications			
# Containers Sampled	11	11	
# Handling Units Sampled	277	277	
# Pieces Sampled	2,964	2,964	
General PAF	N/A	--	
# Weight Piece Errors	--	--	
# Postage Piece Errors	2	2	
Mail Characteristic PAF	N/A	--	
# Mail Characteristic Piece Errors	--	--	
Total Additional Postage Due (Seamless) - Info Only	--	--	
# Barcode Quality Piece Warnings	2	2	
Nesting Sampling Validations - Info Only			
# Containers Sampled for Nesting Validations	524	524	
# Handling Units Sampled for Nesting Validations	10,907	10,907	
# Pieces Sampled for Nesting Validations	--	--	
# Nesting/ Sortation Container Warnings	1	1	
# Nesting/ Sortation Handling Unit Warnings	47	47	
# Nesting/ Sortation Piece Warnings	N/A	N/A	



Drill Reports

- Reports most useful for Seamless mailers are below
 - Mailer Scorecard Job Details
 - Manual Seamless Sampling Data
 - Undocumented Category Report
 - Undocumented Summary Report
 - View Error Details by Error Type

- Barcode Scan Rate (eDoc Submitter)
 - eInduction Job Summary Report
 - eInduction Misshipped by Appointment Scheduler Summary Report
 - eInduction Undocumented Detailed Report
 - Mail Quality Monthly Trending (eDoc Submitter)
 - Mailer Scorecard Job Details (All)
 - Mailer Scorecard Job Details (eInduction)
 - Mailer Scorecard Job Details (Electronic Verification)
 - Mailer Scorecard Job Details (Seamless)
 - Manual Seamless Sampling Data
 - Postage Assessment Summary Report - Informational Only
 - Undocumented Category Report
 - Undocumented Summary Report
 - View Error Details by Error Type
- System hierarchy



Scorecard MARCH 2017 UNITED STATES POSTAL SERVICE® Execution Time: 3/21/2017 3:51:37 PM

Verifications: eInduction Seamless SPM Exclusions

Trending: % Metrics % Trending

Seamless
Data displayed for a Seamless Parallel or non-Seamless CRID is informational only

	Total	44
validations	12	4
ess validations	3,299	3,299
lations	652,795	652,795
-Finalized	12	12
ice Scans	--	--
ed Pieces) - Info Only	N/A	N/A
ications	--	--
ss) - Info Only	N/A	N/A
dations	--	--
Valuations	--	--
nps	--	--

Drill Filter on Selections

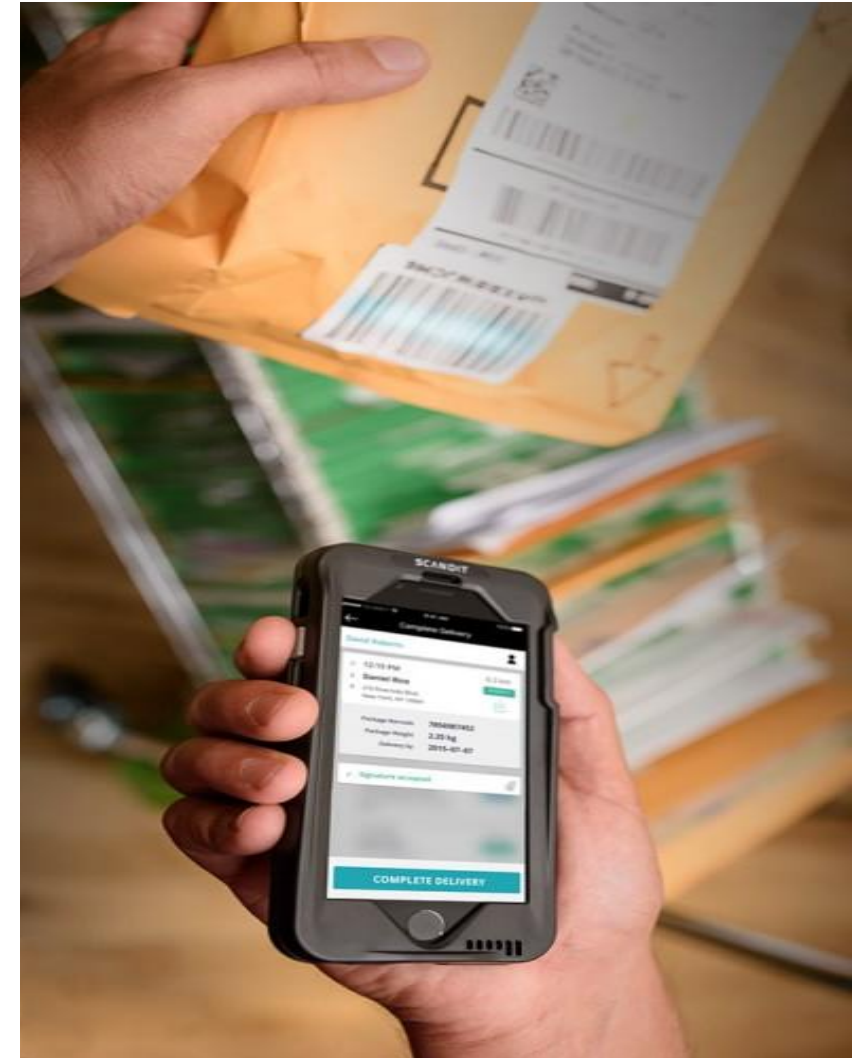
- Barcode Scan Rate (eDoc Submitter)
- eInduction Job Summary Report
- eInduction Misshipped by Appointment Scheduler Summary Report
- eInduction Undocumented Detailed Report
- Mail Quality Monthly Trending (eDoc Submitter)
- Mailer Scorecard Job Details (All)
- Mailer Scorecard Job Details (eInduction)
- Mailer Scorecard Job Details (Electronic Verification)
- Mailer Scorecard Job Details (Seamless)
- Manual Seamless Sampling Data
- Postage Assessment Summary Report - Informational Only
- Undocumented Category Report
- Undocumented Summary Report
- View Error Details by Error Type

System hierarchy



Existing Merchandise Returns Service (MRS) and Scan-Based Payment (SBP) customers may opt-in to pilot USPS Returns

- Pilot to begin March 2018
- Participants will maintain existing returns processed, but also be able to access package-level data from the Package Platform
- Benefits:
 - Shipper receives package level data near real-time from USPS
 - Pricing based on automated capture of package attributes
 - Shippers can leverage new data feeds to improve reverse logistics experience





USPS Returns Journey Map Current State



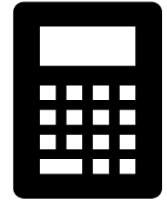
Acceptance



Enroute Processing



Calculate Postage Due



Delivery and Postage Collection

- Customer initiates return through retail, carrier pickup, drop off at collection box
- Package weight and dimensions may be sampled at retail

- Package processed through USPS network

- Postage Due Clerk at the delivery unit uses average pricing from sampling or manually weighs and rates each package
- Clerk enters volume and postage into *PostalOne!*
- Package level data not provided to shipper

- USPS delivers package at final destination
- Postage collected daily



Postage Due Packages



Postage due fees are generated when a package is:

- Undeliverable As Addressed (UAA)
- Return to Sender (RTS)
- Refused
- Forwarded

Pricing:

- Fees are determined by the mail class and endorsement(s)
- Commercial Shipper invoiced through Postage Due account
- Shipper Paid Forward/Return
- Consumer/Business paid at Retail/Delivery

Endorsements:

- No Endorsements
- Address Service Requested
- Return Service Requested
- Forwarding Service Requested
- Change Service Requested
- Temp Return Service Requested





Postage Due Journey Map Current State



Identification

- Carriers identify UAA/RTS/Forwarded packages within unit prior to delivery or during delivery
- Customer refuses package



RFS/CFS Processing

- Clerk scans IMpb to initiate COA/NIXIE lookup process
- Clerk selects Mail Class and ASE (if applicable)
- New label is printed and applied to the package with a forwarding address, return address, or instructions to waste the package
- Small packages may also be processed automatically on FPARS
- **If the shipper has elected to receive Manual ACS notices, the clerk photocopies the new label to be mailed back to the shipper**



Re-Enter the Mailstream

- If a package is not wasted, the clerk re-enters the package in the mailstream
- Packages processed on FPARS are redirected per the new label and continue through the mailstream



Calculate Postage Due

- **Postage Due clerk** references RFS/CFS label to determine if Postage Due is applicable
 - Postage Due is determined through **manually weighing and rating** based on class and endorsement
- OR
- NCSC automatically calculates postage due based on data captured



Collect Postage

- If forwarded, **carrier collects Postage Due from package recipient** at the forwarding address
 - If returned to sender, carrier collects Postage Due from mailer
- OR
- NCSC includes Postage Due in a **monthly invoice** sent to the mailer



Postage Due Journey Map Future State



Identification

- Carriers identify UAA/RTS/Forwarded packages within unit prior to delivery or during delivery
- Customer refuses package



RFS/CFS Processing

- Same as current state
- RFS/CFS label will not instruct clerks to calculate/collect postage due
- **Shippers may not elect to receive manual ACS notices**



Re-Enter the Mailstream

- Same as current state
- **Package will be delivered directly to the recipient without stopping for postage calculation**



Calculate and Collect Postage Due

- **Customer notified** that package has been processed and is being forwarded/ returned/wasted

- **Customer notified** each time the package is scanned at a new facility
- **Customer notified** once the system is able to price the package based on attributes

- **Calculate** Postage Due based on **captured data and attributes**
- **Debit** Postage Due from the shipper's **EPS Account upon delivery** of the package to its final destination

Package Platform



Postage Due Pain Points



Pain Points	Solutions
Manual ACS: Clerks photocopies new labels and mail it back to mailers.	No manual ACS available. Electronic ACS only.
No visibility into Postage Due packages, either for Forward or RTS.	Package Platform provides notifications for package dispositions (waste, forward, RTS) as well as enroute scans.
Postage Due calculated manually and invoiced monthly.	Postage Due is calculated on a per package basis according to the captured data and attributes. Mailers will be charged through their EPS account.
For Non-SPF packages, mail carriers collect postage due from recipients.	Only Shipper Paid Forwarding and Returns allowed.
Mailers required to have one MID for each ancillary service endorsement.	One MID can enroll in multiple ancillary service endorsements.



Pain Points	Solutions
Over Labeling	The RFS label will be mapped to the outbound IMpb and captured attributes
Label Data Entry Errors by Clerks	USPS is reviewing the RFS system to: <ul style="list-style-type: none">• Auto-populate the Keyline Code & Participant ID fields - reducing manual decision making• Leverage outbound manifest data