

# ***PostalOne!*®** **Contingency Plan**

**Version 3.0**

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# 1. **Executive Summary**

## 1.1 **Purpose**

The following instructions are provided for continuation of operations due to a USPS system/application (including but not limited to: *PostalOne!*, eVs, SASP, CAPS, FAST, Business Customer Gateway, Informed Delivery, etc.) issue/outage or mailer issue/outage. System issues/outages can occur on a local or national basis.

A **USPS** system issue/outage is defined as any time there is a defect or issue with a USPS system/application (i.e. *PostalOne!*) that prevents and/or impacts:

- acceptance employees from accessing customer balance or fee information
- acceptance employees from entering and/or finalizing hard-copy postage statements
- acceptance employees from accessing and/or finalizing electronic postage statements
- dock employees from accessing information, such as container information for eInduction
- mailers from submitting electronic documentation (eDoc) including postage statements
- mailers from accessing information, such as container status (eInduction) or account balances, necessary for continuation of operations
- mailers from making payments via the CAPS application
- auto-finalization of postage statements
- file processing for Mail.dat or SSF files

A **mailer** issue/outage is defined as any time there is a defect or issue with a mailer system that prevents and/or impacts:

- Mailers from submitting eDoc including postage statements

Mailers experiencing an issue/outage with their system must contact the *PostalOne!* Help Desk at 800-522-9085 to open a ticket. It is important to note that this only applies when a mailer experiences an issue with their system. Mailers do not have to contact the *PostalOne!* Help Desk during a USPS issue/outage.

## 1.2 **Process Overview**

**Communications:** In the event a system issue/outage impacts internal or external users, the USPS will distribute communications through eMail and system log-in screens (if available) advising users that a system issue/outage impacting normal business processes has occurred and Acceptance Units must continue to accept mailings and follow processes outlined in this Contingency Plan document. Details of the communications can be found in Section 2 of this document.

**Acceptance of Mailings During a System Issue/Outage:** During a system issue/outage, Acceptance Units will remain open during normal business hours and continue to accept and process customer mailings. Acceptance employees will follow the steps outlined in Section 3 of this document.

**Release of Mailings to Operations:** Mailings accepted during a system issue/outage will be released to Operations without delay. Additional details of this process can be found in Section 4 of this document.

**eInduction Mailings:** In the event a system issue/outage impacts the eInduction program, USPS processing facilities will be notified of the issue/outage and instructed to accept containers following the procedures outlined in Section 5 of this document.

**eVS Mailings:** During a USPS or mailer system issue/outage impacting eVS, mailers may continue to transport their packages to destination locations. During a system outage, hard-copy postage statements or PS Form 8125s are not required. Additional details can be found in Section 6 of this document.

**System Restoration and Reconciliation:** Upon system restoration, “all clear” messaging will be distributed internally and externally using the same methods described in the Communications section of this document. In the event the system issue/outage prevented the processing of postage statements, Acceptance Units will begin processing postage statements as described in Section 8 of this document.

## 2. Communications

USPS Headquarters’ Mail Entry and Payment Technology (ME&PT) will distribute communications to all internal and external users during any planned or unplanned system issue/outage (*PostalOne!*, eVS, CAPS, FAST, Business Customer Gateway, *Informed Delivery*, etc.). Communications will include:

- Notification of the incident and impact
- An expectation of when the system may be restored
- Notification on system restoration progress
- Notification of system restoration

EXTERNAL COMMUNICATIONS		
eMail Distribution Groups	Landing Page(s)	Webpage(s)
<i>PostalOne!</i> Users	Business Customer Gateway log-in screen, <i>PostalOne!</i> log-in screen, and FAST log-in screen	PostalPro <i>(when deemed appropriate)</i>
FAST Users		
eVS Users		
EPS Users		
Business Customer Gateway Users		
Industry Alert <i>(during core business hours)</i>		
DMM Advisory <i>(when deemed appropriate)</i>		
MTAC User Groups <i>(as applicable)</i>		
<i>Informed Delivery</i>		<i>Informed Delivery Campaigns</i> <i>(when deemed appropriate)</i>
INTERNAL COMMUNICATIONS		
eMail Communications	Landing Page(s)	Webpage(s)
<i>PostalOne!</i> Users	Business Customer Gateway log-in screen, <i>PostalOne!</i> log-in screen, and FAST log-in screen	BMA Webpage <i>(when deemed appropriate)</i>
BMA Advisory	Business Customer Gateway log-in screen, <i>PostalOne!</i> log-in screen, and FAST log-in screen	
P&C Weekly <i>(when deemed appropriate)</i>	Surface Visibility Scanners	

### 3. **Acceptance of Mailings During a System Issue/Outage**

During a USPS or mailer system issue/outage, Acceptance Units will move to a manual process to record all mailings presented.

As mailings are presented, acceptance employees must record information related to each mailing on the USPS Record of Mailings Log. Information about the mailing can be obtained in one of two ways:

- Although not required, information about the mailing could be provided by the mailer; or
- Acceptance employees can capture information about the mailing through a physical review of the mailing.

Sufficient information must be recorded on this log to support the reconciliation of entries to postage statements in *PostalOne!* once the system is restored. Mailers are not required to present additional documentation such as qualification reports. Mailers who normally submit electronic postage statements (Mail.dat, Mail.XML, Postal Wizard, IMsb Tool, or the Self-Service Terminal (SST)) are not required to submit hard-copy postage statements.

- **Electronic Postage Statements** - If mailers provide information about their mailings, the information can be provided verbally or through documentation (electronically or hard-copy)
  - The information could include some or all of the following:
    - Permit Holder
    - Total Pieces – either an exact or approximate piece count
    - Total Postage
    - Mailer Job ID
    - eInduction mailing: Yes or No
  - If Mailers cannot provide information about their mailings:
    - Acceptance employees must collect enough information from the physical mailpieces/mailings presented during an issue/outage to support the reconciliation process.

\*\* The process to collect mailing information must not delay the acceptance of any mailing. \*\*

**Important Note:** Some mailers, who typically provide electronic mailing information, also provide courtesy hard-copy postage statements to acceptance employees located in Detached Mail Unit (DMU) as part of established acceptance procedures. Hard-copy postage statements provided to acceptance employees to support those processes should not be entered into the *PostalOne!* System.

- Mailers, who have Special Postage Payment System (SPPS) agreements authorized by Business Mailers Support, will follow the contingency plan instructions and procedures identified within the SPPS agreements, MAP/MARG, or Standard Operating Procedures (SOPs).
- Mailers who normally submit hard-copy postage statements for postage payment will continue to submit a hard-copy postage statement during a *PostalOne!* system issue/outage
  - If the *PostalOne!* System is accessible by the acceptance employee, the hard-copy postage statements must be entered.
    - These statements are not required to be entered on the USPS Record of Mailings Log
  - If the *PostalOne!* System is NOT accessible by the acceptance employee, the mailing information must be recorded on the USPS Record of Mailings Log. The postage statements must be secured.
- Mailers who normally submit hard-copy postage statements will be required to continue providing presort documentation with their mailings.
- The USPS Record of Mailings Log will be maintained at Acceptance Units and will be used in the reconciliation process once the issue/outage is resolved.

- PBV-prompted verifications are not required during a system issue/outage.
  - Follow instructions on the USPS Record of Mailings Log.
  - Upon system restoration, if verifications are requested, acceptance employees will select “*PostalOne!* is down” as the reason for the verification not being performed.
    - For verifications where this selection is not available, acceptance employees will select “verification not performed.”

### **3.1 System Restoration Process**

In the case of a *PostalOne!* System or mailer outage, once the system is restored, an electronic postage statement must be submitted by the mailer for each mailing identified on the Customer Mailing Log. When there is a *PostalOne!* System delayed file transmission, the postage statements will appear on the dashboard when the system completes processing the mailer’s job.

### **3.2 System Restoration**

#### **3.2.1 Mailers Who Normally Submit Hard-Copy Postage Statements**

Acceptance employees will ensure that all normally submitted hard-copy statements are entered into the system and processed as soon as possible after the system is restored. Compare system hard-copy entries to the USPS Record of Mailings Log to ensure that all statements have been entered.

#### **3.2.2 Electronic Document Submission – Postal Wizard, Mail.dat / Mail.XML**

Mailers who normally submit electronic postage statements using Postal Wizard, IMsb, SST, Mail.dat or Mail.XML must submit electronic postage statements for all mailings presented and accepted during the issue/outage. Once the *PostalOne!* System is restored, acceptance employees will begin processing all the postage statements received during the issue/outage.

**Important Note:** Mailers who submit electronic postage statements via Postal Wizard cannot submit a “mixed” mailing (a mailing containing both Full-Service and non-Full-Service pieces) through Postal Wizard.

#### **3.2.3 Full-Service Discount**

To retain the Full-Service discount, electronic postage statements and documentation must be submitted to the *PostalOne!* System within three (3) business days after the *PostalOne!* System is restored or the mailer system issue/outage is corrected. If the electronic postage statements and documentation are not available to the acceptance employee in the *PostalOne!* System after three (3) business days, the Full-Service discount will be deducted from a permit imprint account identified by the mailer. If no account is identified, the Full-Service discount will be deducted from the same permit imprint account used to pay the postage for the mailing presented during the issue/outage.

#### **3.2.4 *PostalOne!* System Delayed File Transmission**

When there is a *PostalOne!* System delayed file transmission, the postage statements will appear on the dashboard when the system finishes processing the mailer’s job. Acceptance employees will document the electronic jobs on the USPS Record of Mailings log as described in Section 3. Once the job(s) appear(s) on the dashboard, acceptance employees will compare the information on the hard-copy log to the electronic postage statement and process the statement. The *PostalOne!* Help Desk ticket number will be entered in the “Comments” section.

### 3.2.5 Adjust Check-in Time and Mailing Date

Acceptance Units must ensure that all statements are processed as soon as possible after the *PostalOne!* System is restored. For each mailing that was accepted and cleared during the *PostalOne!* System outage, manually adjust the “Check-In Time” and the “Mailing Date” to reflect the date that the mailing was actually received and the date released to mail processing. The Postage Statement Arrival Information section located at the bottom of the Job Details screen will allow users to adjust the “Check-In Time” of a postage statement.

Postage Statement Arrival Information			
Postage Statement ID	System Check-In Time	Adjusted Check-In Time	Reason for Change
PS# 56644692	07/22/2010 05:37 AKST	07/20/2010 12:36 AKST	System Not Available

In the “Adjusted Check-In Time” box of the “Job Detail” window, change the time to match the time that the mail arrived and was recorded on your site’s USPS Record of Mailings Log. The time cannot be greater than the current time. You must select “System Not Available” as the reason for the adjustment, and click the “Update” button.

Postage Statement Arrival Information			
Postage Statement ID	System Check-In Time	Adjusted Check-In Time	Reason for Change
Master Statement 56644692 [M] [Download Details]	07/22/2010 00:54 CST	07/20/2010 11:54 CST	System Not Available

When entering postage statement information into *PostalOne!* following system restoration, Acceptance Units must adjust the mailing date and enter the date that the mailing was actually released to mail processing.

- Select “None (Verification Previously Accessed)” for the “Verification Type” on the first *PostalOne!* screen when you enter the statement.

Post Office of Mailing: PEWAUKEE, WI 53072-9998  
Acceptance Facility: PEWAUKEE BMEU - 53072

Check the appropriate checkboxes:  
Mailing contains automation prices - Barcode Type: IMB  
Mailing contains windowed letters or flats:   
Statement reentered following a reversal:

Verification Type: None (Verification Previously Assessed)  
Reason for Previously Assessed: Other - please explain below  
Comments: PostalOne! outage

\* Statement Certification Date: 07/20/2010  
Location Code for this transaction: 00007 - NEW BERLIN QUAD

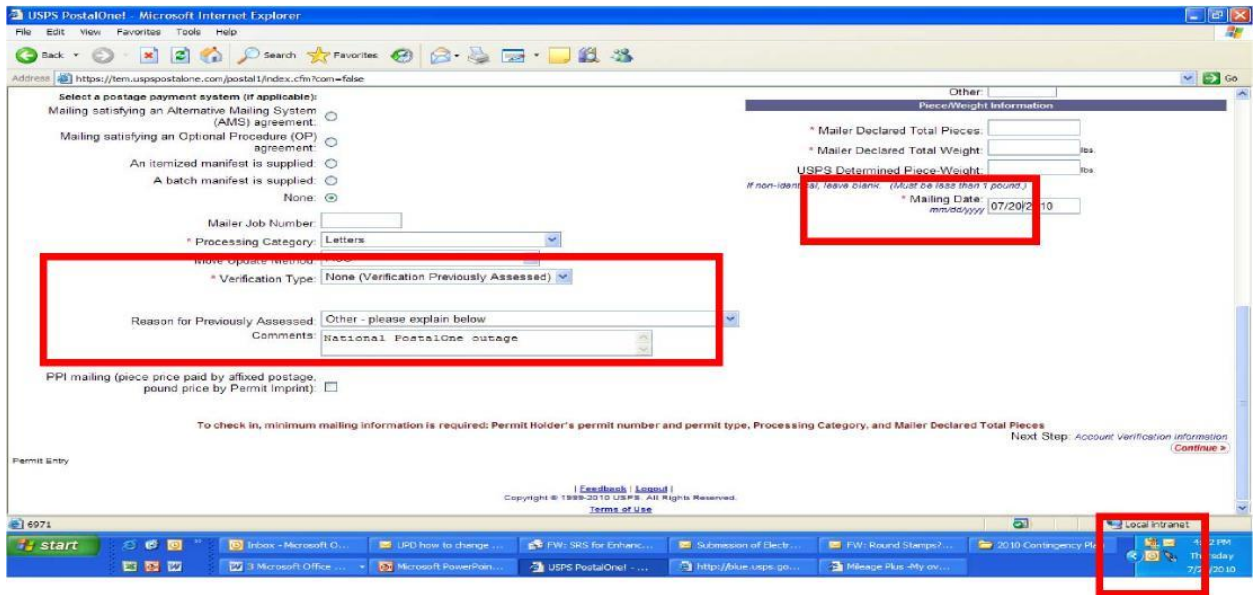
\* Number of Containers:  
1' MM Trays: 5  
2' EMM Trays:   
Flat Trays:   
Sacks:   
Pallets:   
Mailing contains bundles not in sacks/trays:

USPS Determined Piece-Weight: lbs.  
If non-identical, leave blank. (Must be less than 1 pound)

Next Step: Account Verification Information  
Save and Continue

- Select “Other – please explain below” as the “Reason for Previously Assessed”
- Type “National *PostalOne!* Outage” in the “Comments” box





Enter all hard-copy PS Form 2866 verification errors into the *PostalOne!* System. You must also select a “Container Placard Option” and select “Print Later” before the *PostalOne!* System will allow you to finalize the statement.

### 3.3 Hard-Copy Postage Statements

Ensure that all normally submitted hard-copy statements are entered into the system and processed as soon as possible after the system is restored. Compare the USPS Record of Mailings Log to the hard-copy system entries to ensure all statements have been entered.

After the system is restored, sites must ensure that item numbers (21) *PostalOne!* Entry: Date Entered, (22) *PostalOne!* Entry: Initials, and (23) *PostalOne!* Entry: Transaction Number on the USPS Record of Mailings Log are completed when each line item is entered into *PostalOne!* regardless of whether hard-copy or eDoc postage statement information was used when entered into *PostalOne!*

### 3.4 eDoc Submission – Mail.dat / Mail.XML/Postal Wizard

When the *PostalOne!* System is restored, Acceptance Units must compare the USPS Record of Mailings Log to eDoc mailings that are on the *PostalOne!* dashboard, and process the mailings using the electronic statement and documentation that was submitted for those mailings.

**Note:** Mailers who normally submit electronic mailing information, must not be required to submit hard-copy postage statements.

When the electronic postage statement and documentation are available on the dashboard, and the acceptance employee has finalized the electronic postage statement, the acceptance employee must record a check mark in (25) eDoc PS Finalized on the USPS Record of Mailings Log.

### 3.5 Managing the Dashboard Following System Restoration – Log Reconciliation

- *Statements already in the system, and already finalized (prior to the outage)* - this can be identified by accessing the Dashboard, select "FIN" & "FPP" and using the "Include Closed Jobs" filter (shown below). FIN statements require no action, but sites should verify that the

statements provided by the mailer after system restoration were already finalized in order to prevent duplicate billing errors. Statements in FPP status should be verified with CPP publishers to ensure the status is valid; and it will be processed correctly.

- *Statements already in the system, but not yet finalized (and should be finalized once the system is restored)* - this can be identified by accessing the Dashboard and using the default filter (or select INC, UPD, AVW, PAV, PEN, FAI, and PAS) to retrieve all the statements that are in a non-final stage. Compare these to the mailing information listed on the USPS Record of Mailings Log during the outage and finalize accordingly.
- *Not yet in the system, but should be entered and finalized* - If, after comparing the statements that were already in the system (finalized or not) to the statements on the USPS Record of Mailings, the hard-copy statements that are not accounted for are the statements that need to be manually entered into the system and finalized.
- *Transaction Summary Report* - Acceptance Units should also run a *PostalOne!* Transaction Summary Report as a final assurance that all transactions have been entered in the system against the mailings listed in the hard-copy log. The "Begin Date" should be the initial date of the *PostalOne!* System outage; the "End Date" should be left blank and users must check the "Include Open Transactions" checkbox. Generate the report by permit number.

### 3.6 End-of-Day Reconciliation Following System Restoration

At the close-out of the first day that the *PostalOne!* or customer system is restored, an End-of-Day Close-out (Reconciliation) Report (EOD) will be performed as already required in User Guide for Dashboard Management & Maintenance, Job Arrival Time (JAT) Check-in, and End-of-Day Close-Out Reconciliation, located on the BMA website at <http://blue.usps.gov/bma/training.htm>.

Following a USPS system issue/outage, each District and Area is responsible for ensuring

- All electronic postage statements are finalized.
- All hard-copy postage statements are entered.
- The *PostalOne!* dashboard or Transaction Summary Report is reconciled to the USPS Record of Mailings log.

Each Area will be asked to submit a report via email to Mail Entry listing the reconciliation process of each district.

## 4. Release of Mail to Operations

While the *PostalOne!* System is not available or the mailer cannot transmit their eDoc, acceptance employees will not be able to generate PS Form 3607-P, Mail Release Placard.

- A manual PS Form 3607 must be completed for every mailing accepted, verified and postage collected at a BMEU or Post Office.
- Mail cannot be staged in a cleared area without a manual PS Form 3607 physically attached.

## 5. *e*Induction Process Details

### 5.1 USPS System Issue/Outage (National)

During a National system issue/outage, postal facilities will follow the following processes:

- Accept and scan all placarded containers
  - **Note:** If the load is a mixed load (containing *e*Induction containers and regular Plant Verified Drop Shipment [PVDS] mail) reconcile appropriate containers to 8125 forms.
  - Collect 1 placard from each unloaded container for those not reconciled to 8125 forms
  - In the SV-IMD, update all unresolved containers with a 99M barcode to “Accept” status
  - Release reconciled containers, and containers from which a placard was removed, into operations
  - Retain container placards and, for mixed loads, PS Form 8125s for reconciliation
- Non-*e*Induction mailings will continue to submit PS Form 8125
- **Important Note:** *e*Induction mailers are not required to provide any additional documentation (i.e. hard-copy 8125 or listing of container barcodes, etc.) at the BMEU, DMU or destinating postal facility.

### 5.2 USPS System or Mailer Issue/Outage (Local)

When a local system issue/outage impacts USPS or mailer systems, the following processes should be followed:

- Mailer contacts the *PostalOne!* Help Desk at 800-522-9085 to report the issue
- Mailer informs the *PostalOne!* Help Desk Agent this issue could impact *e*Induction containers
- *PostalOne!* Help Desk assigns mailer a ticket and communicates issue to the FAST Help Desk
  - In the event a container cannot be reconciled to a PS Form, dock personnel are required to contact the FAST Help Desk. Help Desk personnel will instruct the dock employee to follow the contingency process.

### 5.3 Issues with Induction of Mail

Mailers experiencing acceptance issues at a DDU or Processing Facilities should contact the FAST Help Desk at 877-569-6614.

## 6. *Electronic Verification System (eVS) Process Details*

### 6.1 *eVS* Acceptance Process

During a USPS or mailer system issue/outage, *eVS* mailers may continue to transport their packages to destination locations. *eVS* mailers will not be required to provide hard-copy postage statements or PS Form 8125s during a system issue/outage.

### 6.2 Submission of Electronic Postage Statements after Issue/Outage Resolution

Once the USPS or mailer issue/outage is resolved, mailers must submit the Shipping Services File (SSF) for any packages that were unable to be provided during the contingency event.

Mailers must submit all postage statements associated to mailings presented during a system issue/outage within 48 hours of the system issue/outage being resolved. Mailers may still experience a

delay in jobs in file submission after an issue/outage has been resolved. If after the 48-hour period, a mailer is still experiencing issues with the submission of electronic documentation, the mailer must contact the eVs Help Desk at 877-264-9693 option 4 to report the issue and have a ticket assigned.

### **6.3 Issues with Acceptance of Mail**

Mailers experiencing acceptance issues at a BMEU, DMU, or eInduction issues at a DDU or Processing Facility should contact the eVs Help Desk at 877-264-9693, Option 4.

## **7. Informed Delivery**

### **7.1 Campaign Creation Process**

During a USPS or mailer system issue/outage, mailers may continue to create campaigns using the Mailer Campaign Portal (MCP), which is accessible via the [Business Customer Gateway](#). However, if both the Business Customer Gateway and the *PostalOne!* System are not accessible, there is no other alternative for Informed Delivery campaign entry.

**Important Note:** Campaigns must be entered in the MCP by Noon (*Eastern Standard Time*) the day before the campaign start date.

### **7.2 Mailer Campaign Portal**

Mailers will need the following campaign data in order to create a campaign:


- Brand Display Name
- Campaign Title
- Campaign Code
- Campaign Start Date
- Campaign End Date
- Mailer ID (MID) used in Intelligent Mail Barcode (IMb) on pieces
- Starting Serial Number (*required for Campaigns applied to a range of IMbs*)
- Ending Serial Number (*required for Campaigns applied to a range of IMbs*)
- Ride-along image (*a JPEG image that can be loaded as part of campaign setup*)
- Target URL
- Optional Representative image (*a JPEG image that can be loaded as part of campaign setup*)

UNITED STATES POSTAL SERVICE® Business Customer Gateway

**Other Services**

Other services help you do more.

The online services available below help business customers manage a variety of tasks from preparation to transporting of mailings and shipments. You may access services directly from here that you have been approved for and request access to those you do not.



Approved Shipper <a href="#">more info &gt;</a>	GET ACCESS
Audit Mailing Activity (PostalOne!) <a href="#">more info &gt;</a>	GET ACCESS
Bulk Indemnity Claims <a href="#">more info &gt;</a>	GET ACCESS
Business Service Network (BSN) eService <a href="#">more info &gt;</a>	GET ACCESS
Enterprise Payment System <a href="#">more info &gt;</a>	GET ACCESS
Enterprise PO Boxes Online <a href="#">more info &gt;</a>	GET ACCESS
Enterprise PO Boxes Online Audit <a href="#">more info &gt;</a>	GET ACCESS
<b>Informed Delivery® Mailer Campaign Portal <a href="#">more info &gt;</a></b>	<b>GO TO SERVICE</b>
Intelligent Mail Services <a href="#">more info &gt;</a>	GO TO SERVICE

USPS.COM® Informed Delivery® Campaigns Media How it Works

**Hi Carrier!**  
Welcome to your Informed Delivery® Campaign Portal

Create an Informed Delivery campaign to engage your target audience and expand your campaign reach.

**Create a Campaign**

[Pre-campaign Analysis](#)

**Recent Campaign Activity** Generate Report

BRAND DISPLAY NAME	CAMPAIGN TITLE	CAMPAIGN START	CAMPAIGN END	CAMPAIGN CODE	SOURCE	TYPE	STATUS
--------------------	----------------	----------------	--------------	---------------	--------	------	--------

### 7.3 Issues with the Mailer Campaign Portal

Mailers experiencing issues with the Mailer Campaign Portal should contact the Informed Delivery campaigns Help Desk at USPSInformedDeliveryCampaigns@usps.gov.

## **8. Restoration and Reconciliation**

Once the USPS or mailer issue/outage is resolved, mailers must begin submitting their electronic postage statements to the USPS immediately.

- Mailers and Acceptance Units may still experience a delay in jobs appearing on the *PostalOne!* dashboard after an issue/outage has been resolved. Acceptance Units will continue to accept mailings under the *PostalOne!* and eInduction Contingency Plan for the next 48 hours.
- If after the 48-hour period a mailer is still experiencing issues with the submission of electronic documentation, the mailer must contact the *PostalOne!* Help Desk at 800.522.9085 to report the issue and have a ticket assigned. The mailer must present the ticket number at time of acceptance. Acceptance Units will continue to accept these mailings under the *PostalOne!* Contingency Plan until the ticket is resolved.

Immediately after the system issue/outage is resolved, acceptance employees will begin reconciling the mailings listed on the manual USPS Record of Mailings Log to electronic or hard-copy submitted postage statements.

- Once identified the postage statement will be finalized and funds for that mailing will be deducted from the paying account.