

# **Great Lakes Area Areas Inspiring Mail (AIM)**

Enterprise Payment System

March 7, 2019



# Agenda

## Enterprise Payment System (EPS)

- Account Set-up
- Transactions
- Reports
- CAPS to EPS Migration

Seamless Acceptance



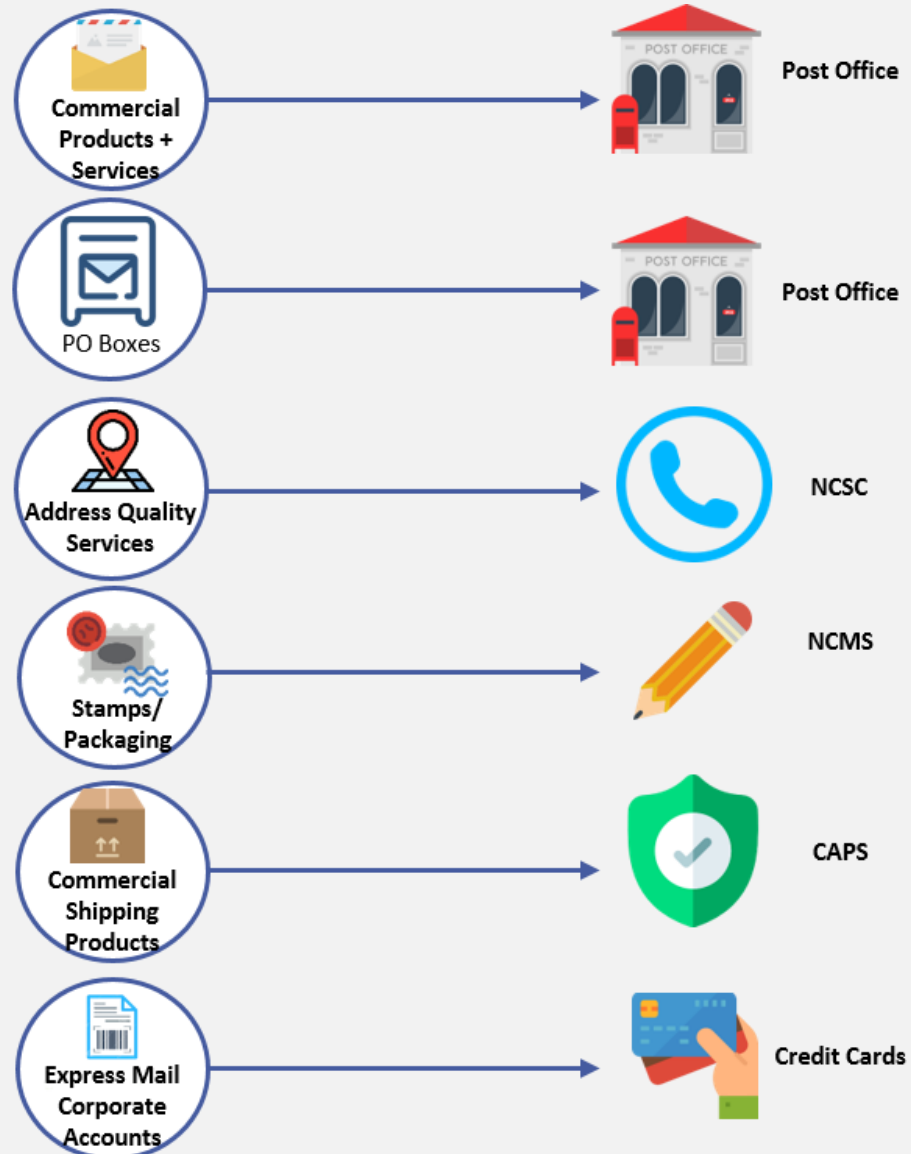
# Enterprise Payment System (EPS)



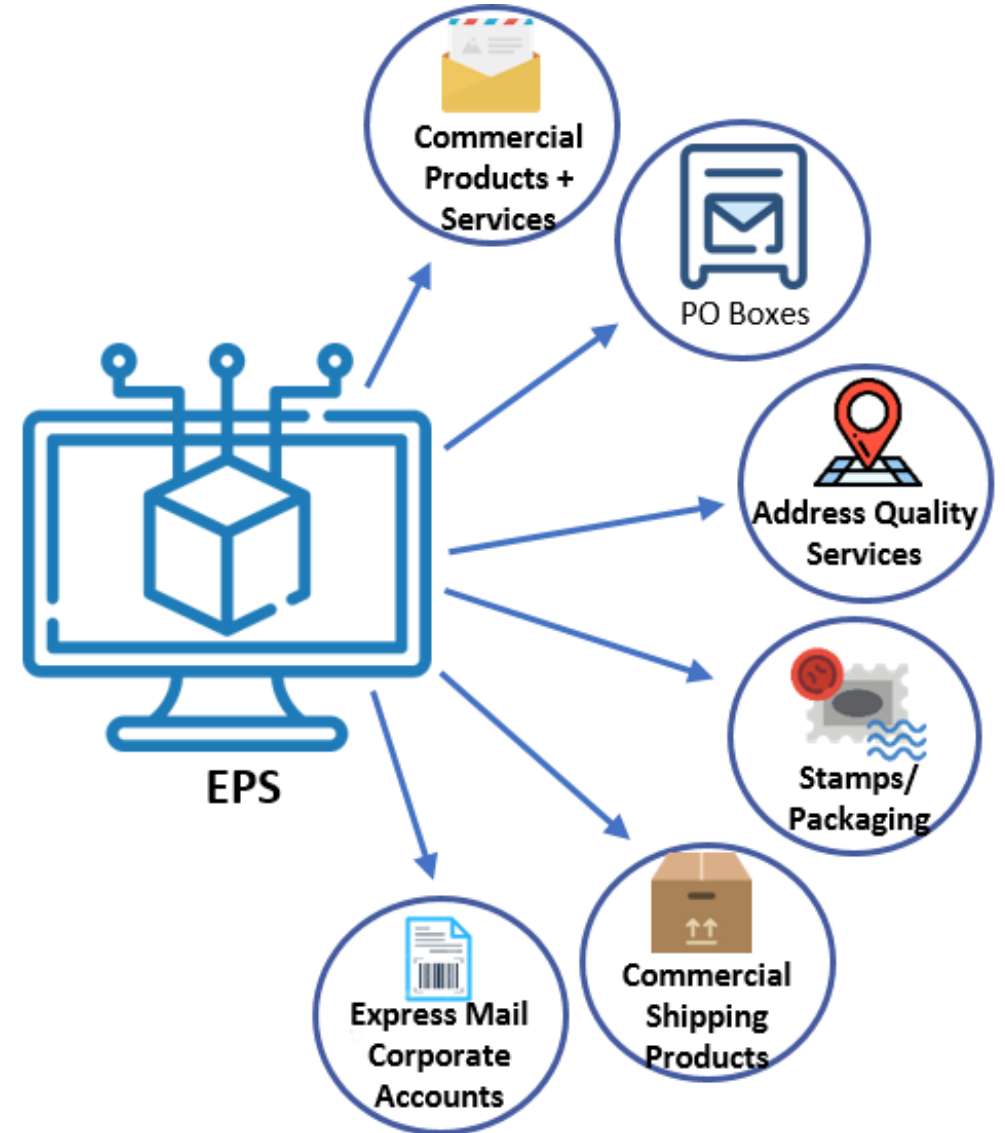
# Enterprise Payment System (EPS)



## BEFORE



## AFTER





# Commercial Mailings on EPS



## Eligible Products/Services

- 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
- Scan Based Payment (SBP)
- Merchandise Return Service (MRS)
- Parcel Select
- Media Mail
- Library Mail
- Bound Printed Matter
- Periodicals
- International Products
- Business Reply Mail (BRM)
- Every Door Direct Mail (EDDM) BMEU
- USPS Marketing Mail, Letters, Flats, and Parcels

## Online Fee Payment

- Imprint Application Fee
- FCM Presort
- USPS Marketing Mail Presort
- BPM Flats Destination Entry
- BRM Application Fee
- BRM Annual Maintenance Fee
- BRM Bulk Weighted Average Permit Fee
- BRM Bulk Weighted Average Annual Account
- QBRM Annual Fee
- QBRM Quarterly Fee
- BRM Weighted Average Fee
- Periodicals Original Entry – March 2019
- Periodicals Re-entry – March 2019
- Registrations for New Agents – March 2019
- Shipper Paid Forwarding Fees – March 2019

## Products & Services Coming Soon!

- Share Mail – March 2019
  - Intelligent Mail barcode Accounting (IMbA) – March 2019
  - iCAPS
  - Commercial Postal Store PC Postage
  - Electronic Verification System (eVS)
  - Parcel Return Service (PRS)
  - Premium Forwarding Service Commercial (PFSC)
- Future products that may be considered:
- Remaining Address Quality products – timeline to be provided by January 2019
  - OMAS

USPS Automated Returns

Eligible Submission Methods	Eligible Permit Types	Eligible Transactions
<ul style="list-style-type: none"> <li>• Business Mail Entry Unit (BMEU) hard copy</li> <li>• eDoc (Mail.dat/Mail.XML)</li> <li>• Postal Wizard</li> <li>• Intelligent Mail small business (IMsb) Tool</li> </ul>	<ul style="list-style-type: none"> <li>• Permit Imprint</li> <li>• Metered</li> <li>• Pre-cancelled Stamps</li> <li>• Periodicals (CPP/PP)</li> <li>• Postage Due</li> <li>• Business Reply</li> </ul>	<ul style="list-style-type: none"> <li>• Postage Statement Processing (Domestic &amp; International)</li> <li>• Adjustments</li> <li>• Mail Entry Postage Assessment</li> <li>• Reversals</li> <li>• Refunds (including Value Added Refunds (VAR))</li> <li>• Deposits</li> <li>• Transfers</li> <li>• Fee Payments</li> <li>• Postage Due</li> <li>• FOIA Requests</li> </ul>



Commercial  
Products +  
Services

PO Boxes

Address  
Quality  
Services

Stamps/  
Packaging

Commercial  
Shipping  
Products

Express Mail  
Corporate  
Accounts

## Commercial Mailings Legacy

- **Deposit funds in person at assigned Post Office**
  - Checks, Cash, or Money Orders to fund permit mailings
  - Mail at multiple sites, maintain permit balances at each assigned Post Office

## Commercial Mailing Today

- **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
- **ACH Debit:** Establish an ACH Debit account to have funds withdrawn directly from bank account
- Use a single payment account for all permits; if mail at multiple sites



# 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 the *PostalOne!* Helpdesk or your local Business Mail Entry Unit to request participation

5. Access EPS 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



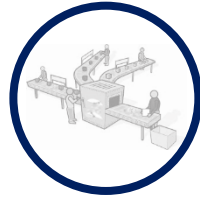
# Commercial Mailings on EPS – Transactions



## 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
- Pending EPS Accounts section shows EPS accounts for which the account setup process needs to be completed
- View the real-time total Spending History overview for all EPS Accounts, grouped by Products & Services
- View the real-time total of pending ACH debit transactions sent to the bank at the end of the day and the current Trust Balance, per Active EPS Account

The screenshot displays the 'Customer Dashboard' for Kristian Sooklal. The interface includes a navigation bar with 'Dashboard', 'Reports', and 'EPS Accounts'. The main content area is divided into several sections:

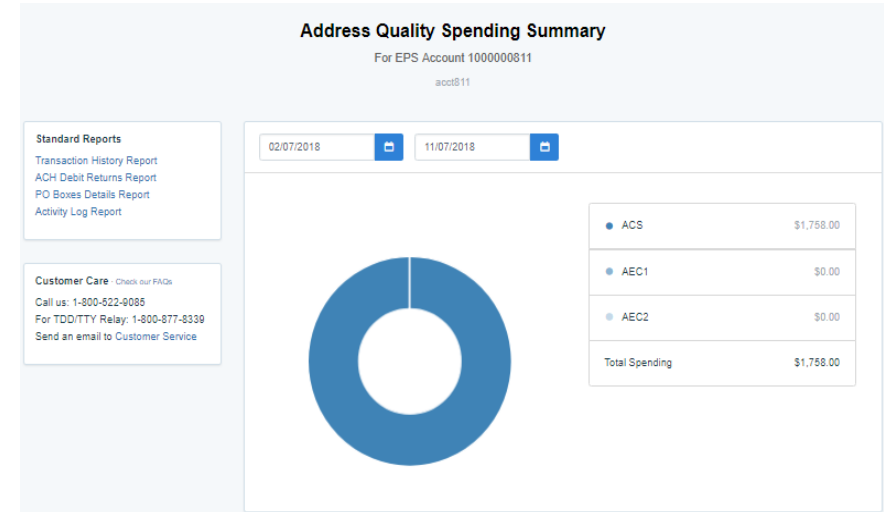
- Account Overview:** Shows the user's name, profile picture, and account status: Active (78) and Pending (3). It includes a link to 'Create a New EPS Account' and 'Customer Care' information.
- Spending History:** A donut chart shows spending for the period 02/05/2018 to 07/07/2018. A table lists products and services with their respective costs:

Product & Service	Cost
PO Box Services	\$525.68
Address Quality	\$1,780.58
First-Class USPS Returns	\$1,085.52
PC Postage	\$2,120.00
First-Class Mail	\$398.05
Priority Mail	\$17,450.75
USPS Marketing Mail	\$892.00
Other Mailing Fees & Services	\$44,568,286.08
- Pending EPS Accounts:** Lists three pending accounts with their IDs and edit links.
- Inactive EPS Accounts:** Shows 'No Inactive EPS Accounts'.
- Suspended EPS Accounts:** Shows one suspended account with its ID and a view link.
- Pending Closure EPS Accounts:** Shows 'No Pending Closure EPS Accounts'.
- Active EPS Accounts:** Lists two active accounts with their IDs and business locations. For each, it shows 'Pending ACH Debit Transactions' as \$0.00 and 'Current Trust Balance' as \$5,408.78 and \$98,477.38 respectively.



## EPS Drill-Down Reporting

- **Address Quality Spending Summary** provides a breakdown of Address Quality spending by product (ACS, AEC1, AEC2)
- **PO Box Services Spending Summary** provides a breakdown of PO Box Services spending by product (PO Box, Caller Services, Reserve, Miscellaneous Fees)





## Commercial Mailing Activity Mail Class Report

- **Commercial Mailing Activity Mail Class Report** summarizes transaction information for the selected Mail Class

**Commercial Mailing Activity Mail Class Report**

• International **\$679,173.00**

02/07/2018  11/07/2018

Showing 1 to 10 of 127 entries
Search:

EPS Transaction Number	Transaction Date/Time (ET)	Transaction Amount	Transaction Type	Permit Number	City/State of Permit	Number of Pieces
620157	11/07/2018 07:02:58 am	\$0.00	PURCHASE	80000	WASHINGTON , DC	2000
620087	11/07/2018 01:50:30 am	\$0.00	PURCHASE	80000	WASHINGTON , DC	2000
620071	11/07/2018 12:54:55 am	\$0.00	PURCHASE	80000	WASHINGTON , DC	2000
620069	11/07/2018 12:48:07 am	\$0.00	PURCHASE	80000	WASHINGTON , DC	2000
620018	11/06/2018 07:40:47 am	\$0.00	PURCHASE	80000	WASHINGTON , DC	2000
619797	11/02/2018 11:25:56 am	\$0.00	PURCHASE	80000	WASHINGTON , DC	2000
619788	11/02/2018 10:57:54 am	\$0.00	PURCHASE	80000	WASHINGTON , DC	2000
619787	11/02/2018 10:53:12 am	\$0.00	PURCHASE	80000	WASHINGTON , DC	2000
619757	11/02/2018 09:24:23 am	\$0.00	PURCHASE	80000	WASHINGTON , DC	2000
619715	11/02/2018 08:02:15 am	\$0.00	PURCHASE	80000	WASHINGTON , DC	2000



## 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

The screenshot displays the USPS Commercial Mailings on EPS Reports interface. The top navigation bar includes the USPS logo, "Dashboard", "Reports", and "EPS Accounts" (with a dropdown arrow). The main heading is "Postage Statement Line Detail".

The report content is titled "A - Automation Prices" and is divided into sections for "Postcards" and "Letters".

**Postcards Section:**

- Shows "10" entries (with a dropdown arrow).
- Includes a "Search:" input field.
- Contains a table with the following data:

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

Below the table, it says "Showing 1 to 1 of 1 entries". Navigation buttons for "Previous", "1" (highlighted), and "Next" are visible.

**Letters Section:**

The "Letters" section is partially visible at the bottom of the screenshot, with the number "13" shown in the bottom right corner.



## Standard Reports

- Access to various data providing information on:
  - Overall spending
  - Commercial Mailing and Shipping Activity
  - PO Box Activity
  - ACH Debit Returns
  - System activity

The screenshot displays the USPS Commercial Mailings on EPS dashboard for user Kristian Sooklal. The interface includes a navigation bar with 'Dashboard', 'Reports', and 'EPS Accounts' tabs. A 'Reports' dropdown menu is open, listing options: Transaction History, USPS Products & Services (with sub-items Commercial Mailing and Shipping and PO Box Services), User Activity Log, and ACH Debit Returns. The main content area features a user profile for Kristian Sooklal with 78 Active and 3 Pending EPS Accounts. A large green donut chart is centered on the page. To the right, there are sections for 'Pending EPS Accounts' (listing three accounts with 'Continue' buttons), 'Inactive EPS Accounts' (stating 'No Inactive EPS Accounts'), and 'Suspended EPS Accounts' (listing one account with a 'View' button). A 'Products & Services' table is also visible, showing spending for PO Box Services, Address Quality, First-Class USPS Returns, First-Class Mail, and Priority Mail.

Product/Service	Amount
PO Box Services	\$126.66
Address Quality	\$1,780.58
First-Class USPS Returns	\$1,085.52
First-Class Mail	\$398.05
Priority Mail	\$17,450.75



## Standard Report – Commercial Mailing and Shipping Details Report

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

### Report Data Fields

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

Commercial Mailing and Shipping Details Report

Mailing Details Filter: 10/08/2018 11/07/2018

Showing 1 to 10 of 88 entries

EPS Transaction Number	Transaction Date/Time (ET)	Transaction Amount	Transaction Type	Class	Number of Pieces	PIC	SKU	Permit Holder CRID	Permit Number	City/State of Permit	ZIP of Verification	Publication Number
820171	11/07/2018 08:58:17 am	\$0.00	PURCHASE	USPS Marketing Mail	2000			20479837	80000	WASHINGTON, DC	12886	
820169	11/07/2018 08:54:58 am	\$0.00	PURCHASE	Other Mailing Fees & Services				20479837	80000		12886	
820167	11/07/2018 08:33:20 am	\$0.00	PURCHASE	Other Mailing Fees & Services				20479837	80000		12886	
820164	11/07/2018 07:53:21 am	\$0.00	PURCHASE	Other Mailing Fees & Services				20479837	80000		12886	
820157	11/07/2018 07:02:58 am	\$0.00	PURCHASE	International Mail	2000			20479837	80000	WASHINGTON, DC	12886	
820152	11/07/2018 06:19:45 am	\$0.00	PURCHASE	First-Class Mail	1200			20479837	80000	WASHINGTON, DC	12886	
820149	11/07/2018 05:56:43 am	\$0.00	PURCHASE	First-Class Mail	1200			20479837	80000	WASHINGTON, DC	12886	
820148	11/07/2018 05:47:02 am	\$0.00	PURCHASE	USPS Marketing Mail	2000			20479837	80000	WASHINGTON, DC	12886	
820143	11/07/2018 05:41:27 am	\$0.00	REVERSAL	Other Mailing Fees & Services				20479837	80000		12886	
820140	11/07/2018 05:41:04 am	\$0.00	PURCHASE	USPS Marketing Mail	11980			20479837	80000	WASHINGTON, DC	12886	

Search:

Show 10 entries

Previous 1 2 3 4 5 ... 9 Next

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

All Account Activity

Search:



## Standard Report – Transaction History Report

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

**Transaction History Report**

Transaction Date Filter:

Showing 1 to 10 of 114 entries
Search:

Transaction ID	Date (ET)	Amount	Transaction Type	Description	Detail	EPS Account Number	EPS Account
620184	11/07/2018 12:51:15 pm	\$1,250.00	DEPOSIT	RETAIL		1000001748	
620183	11/07/2018 12:51:08 pm	\$1,250.00	DEPOSIT	RETAIL		1000002048	
620182	11/07/2018 12:50:48 pm	\$1,250.00	DEPOSIT	RETAIL		1000001652	
620181	11/07/2018 12:50:30 pm	\$1,250.00	DEPOSIT	RETAIL		1000001596	
620180	11/07/2018 12:50:20 pm	\$1,250.00	DEPOSIT	RETAIL		1000001486	
620179	11/07/2018 12:50:12 pm	\$1,250.00	DEPOSIT	RETAIL		1000001533	
620178	11/07/2018 12:50:07 pm	\$1,250.00	DEPOSIT	RETAIL		1000001534	
620177	11/07/2018 12:49:58 pm	\$1,250.00	DEPOSIT	RETAIL		1000001594	
620171	11/07/2018 08:56:17 am	\$0.00	PURCHASE	Periodicals/USPS Marketing Mail Postage Statement		1000000811	acct811
620169	11/07/2018 08:54:58 am	\$0.00	PURCHASE	BPM And Parcel Select Postage Statement		1000000811	acct811

Show  entries

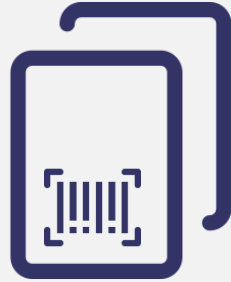




# Enterprise Payment System – Migration



**\$912K in FY19**  
**\$1.47M Overall**  
in Mobile Deposits



**21,832, 24%**  
Migrated Permits



**46K**  
Migrated PO Boxes



**\$5.62B**  
in Revenue  
Collected



**1/13**  
IV Enhancements-data  
elements

**1/27**  
IV Enhancements-  
nomenclature change

- 3/17**
- Add true up feature (regular interval) to EPOBOL
  - Payment of all periodical fees

- TBD**
- iCAPS
  - Commercial Postal Store
  - Creation of BRM sub accounts

\*Eligible Products only



## Migration Information



### Who

Customers who only have permits for currently eligible EPS products

**Please note** customers that have one or more non-eligible EPS products are not required to migrate at this time



### What

All eligible/available permits from CAPS to EPS

**Please note** if the customer has permits in CAPS that are EPS-eligible but are no longer in use, the customer should migrate these permits to EPS then discard as needed or remove them before starting the migration process



### When

Eligible customers must migrate all EPS products by **April 1<sup>st</sup> 2019**

**Please note** customers that have permits for products that are not currently eligible for EPS will need to continue utilizing CAPS for those permits



### Where

Customers should use the “Manage Permits” tool in the BCG

**Please note** once customers have migrated their EPS-eligible permits to their BCG account, they will need to be linked to EPS



### Why

CAPS is set to sunset for all EPS eligible products

**Please note** customers may request an exception to the April 1<sup>st</sup> migration date by submitting an exception form by March 15<sup>th</sup> - an extension will be granted for a maximum of 3 months



### How

Reach out to your local BMEU or send an email to [postalone@usps.gov](mailto:postalone@usps.gov)

**Please note** customers that have permits for products that are not currently eligible for EPS will need to continue utilizing CAPS for those permits



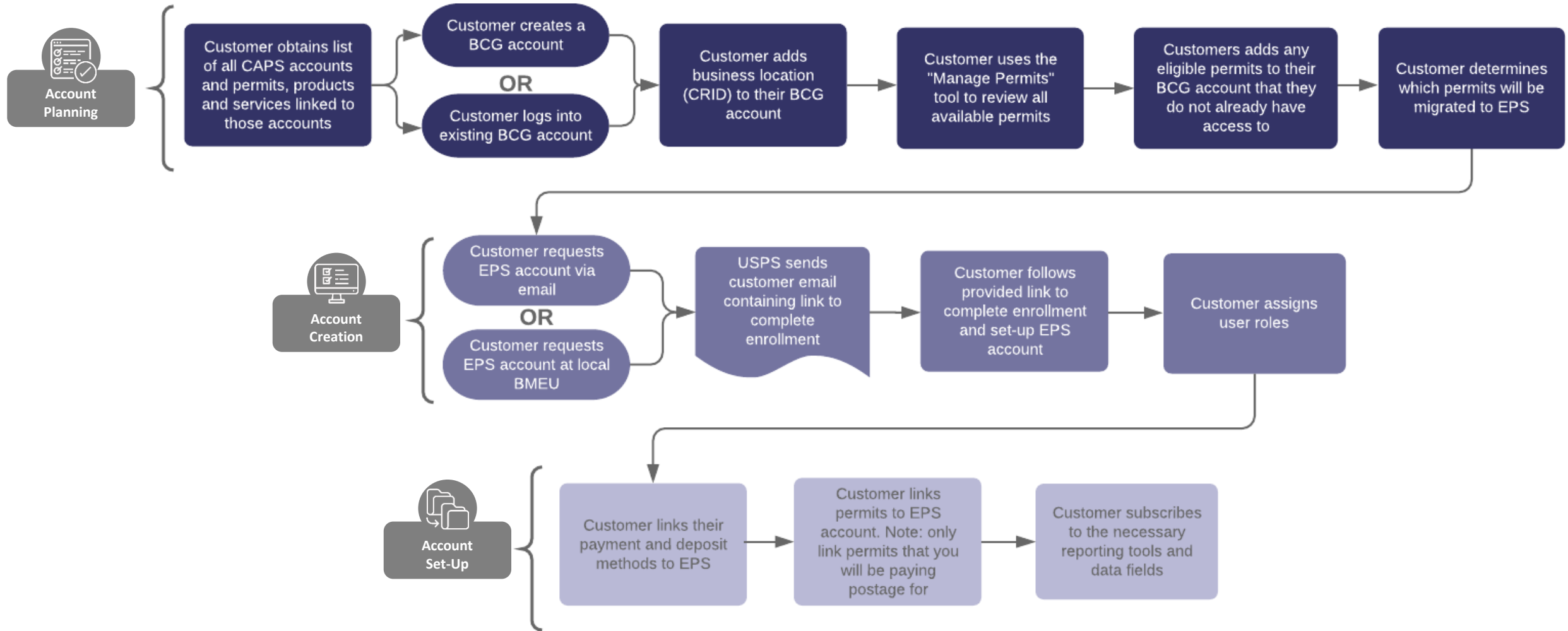
MEPT took feedback from the Industry about how the CAPS to EPS migration outreach was being conducted. The following changes were made in the outreach process

- Permit and CRID level outreach were causing multiple contacts to the same customers. A change was made to assign these multiple CRIDs and Permit numbers to the master CAPS account, which will result in one outreach attempt per CAPS account holder, eliminating the duplication of effort that occurred previously
- MEPT filtered out all of the CAPS accounts that contained unsupported products to eliminate any transition roadblocks that would occur to the accounts that contained them
- MEPT also utilized internal migration survey data to show if a customer had not been contacted, allowing for a more accurate outreach process





## Onboarding





## EPS Onboarding Checklist

Provides Step-by-Step Instructions for customers migrating from CAPS to EPS. Includes instruction on:

- Prerequisite activities, i.e., activities to be completed prior to onboarding
- Creating a BCG account
- Requesting EPS access
- Creating an EPS account
- Linking permits to an EPS account

EPS Onboarding Checklist

**Enterprise Payment System Onboarding**

Welcome to the Enterprise Payment System (EPS), the USPS' new payment processing platform. The Centralized Account Processing System or CAPS is due to sunset on April 1, 2019. Current CAPS customers who have all eligible EPS products and services must migrate to EPS by this April cutoff date. To determine whether the USPS products and services you use are supported by EPS, refer to the EPS Frequently Asked Questions, Section 1.1 Supported Products at <https://postalone.usps.com/EPS/FAQs>.

Once you have determined product/service eligibility, use this EPS Onboarding Checklist to successfully migrate your payment activities from CAPS to EPS.

**Planning for EPS - Prerequisites**

Proper planning is essential to a successful onboarding experience. Prior to signing up for an EPS account, complete the following steps.

- Determine the best payment option for your organization and work with your financial institution to establish or update the required electronic transfer information.
  - Update any debit block/fraud filter codes, if applicable, to allow USPS to withdraw funds via ACH Debit
    - Originator Company Name: USPS Payment
    - USPS Originator ID: 4135641517
    - Transactions show site as "Washington, D.C." (Current CAPS Transactions are "San Mateo, CA")
  - Validate USPS (receiver) financial information
    - USPS ABA Routing Number: 121000248
    - Bank Account: 7038000XXXXXXXX
- Gather your active permits\* and decide how to organize your future EPS account(s)

You may choose to link all permits to a single Enterprise Payment Account or create several Enterprise Payment Accounts and organize permits based on your preference

\* Inactive or unused CAPS permits should be canceled prior migration.

**Note:** The USPS PostalOne! Helpdesk, [postalone@email.usps.gov](mailto:postalone@email.usps.gov) or your local BME can assist with confirming your permit information.

- Identify who within your organization will have the Enterprise Payment Administrator/ delegate, Payment Manager, and Subscriber roles.

**Note:** The Enterprise Payment Account Administrator must also be the Business Service Administrator (BSA) or BSA Delegate for the EPS service on the parent CRID.

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1 | Page



## Migration Exception Request

Customers can request an extension to the **April 1<sup>st</sup> EPS migration deadline** by completing the **Migration Exception Request form** shown here

All exception requests must be submitted by **March 15<sup>th</sup> 2019**

The request will only be granted for a maximum of **3 months**

### ENTERPRISE PAYMENT SYSTEM MIGRATION EXCEPTION REQUEST

The United States Postal Service has launched the Enterprise Payment System (EPS), which replaces the existing Centralized Payment System (CAPS) for eligible postal products and services. All eligible CAPS accounts must migrate to EPS by **April 1, 2019**.

Customers unable to migrate to EPS by the April 1, 2019 cutoff date, must request and receive approval for an exception. The Migration Exception Request will be reviewed and approved by the USPS Manager, Mail Entry. The expected migration date must not extend past **July 1, 2019**.

To request an exception to the April 1, 2019 cutoff date, complete the information below.

Send the completed Migration Exception Request to: [HQMailEntry@usps.gov](mailto:HQMailEntry@usps.gov)

<b>Customer Name:</b>	<b>CAPS Account Number:</b>	<b>Customer CRID:</b>	<b>Expected Migration Date:</b>
<b>Customer Point of Contact:</b>	<b>Permit Number(s):</b>	<b>Permit Type(s):</b>	<b>Address:</b>

**Exception Reason:**



## **PostalOne! Help Desk**

Supports customers with EPS setup & use

- *Postalone@usps.gov*
- 800.522.9085

## **PostalPro**

Provides online reference materials

- <https://postalpro.usps.com/eps>
- *BMEU locator*



## **Ready to Migrate?**

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

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



## **Need More Time?**

Submit “Migration Exception Request” via email:  
*HQMailEntry@usps.gov*

**Seamless Acceptanc**





# Seamless Acceptance

## Program Benefits

- Longer production cycle
  - Later acceptance times (local discretion)
  - Reduced reliance on acceptance employee staffing times
- Mailer control over postage statement finalization and mail release
- Trend-based monitoring of mail quality
- Consistency of verifications across types of mail preparation (removal of traditional verifications)
- Removal of SPSS agreement document retention requirements

**42% Seamless Adoption**





# Seamless Acceptance



## 43.5B

### Commercial Mail Pieces



## 8B

### Flat pieces

(18.5% of total Commercial Mail volume)



## 35.5B

### Letter/Card pieces

(81.5% of total Commercial Mail volume)



## 18.2B

### Mail Pieces on Seamless

(42% of total Commercial Mail volume)



## 978M

### Flat pieces

(5% of total Seamless volume)



## 17.2B

### Letter/Card pieces

(95% of total Seamless volume)

\*Information is based on Commercial Mail volume data from Oct-18 to Feb-19



## Overcome Barriers for Adoption

### Industry Concerns

- ✗ Unable to re-work mailings that fail Seamless validations resulting in monthly assessment
- ✗ Nesting (MPE) validation for flats – Potential for Reactivation
- ✗ Reliance on Acceptance Employees to verify mail quality prior to acceptance
  - Including provided USPS approved piece weights
- ✗ Knowledge of local BME staff regarding Seamless processes and changes to daily acceptance activities

### USPS Resolutions

- ✓ Trend based verifications allow mailers to be measured on quality across the entire month not just one mailing
  - Ability to request a review if thresholds are exceeded
  - PAF: USPS implemented the 3-strike policy
- ✓ Nesting (MPE) verification for flats was deactivated in 2017
  - Any new verifications or changes to thresholds will follow the agreed upon FRN notice and 6 month implementation
- ✓ Quality Control should be the responsibility of the mailer
- ✓ Business Mailer Support works directly with local sites to provide training for new sites and provides support with onboarding and assessment review



## Federal Register Notice – Proposed

- \*Anticipated posting by March 2019, 30 day comment period
- Seamless mandate for DMU's and 90% Full-Service BMEU entered
- Seamless Parallel by September 1, 2019
- Seamless by March 1, 2020
- Retirement of manual verifications for mailers submitting over 90% Full Service volume June 1, 2020
- Auto-finalization of Seamless postage statements even if permit fees are due for renewal





# Seamless Acceptance – Undocumented Pieces



Any piece of mail with an IMb associated to their submitting CRID that is not submitted with eDoc will show up as **undocumented**

## The most common example of IMb's submitted to USPS with out eDoc:

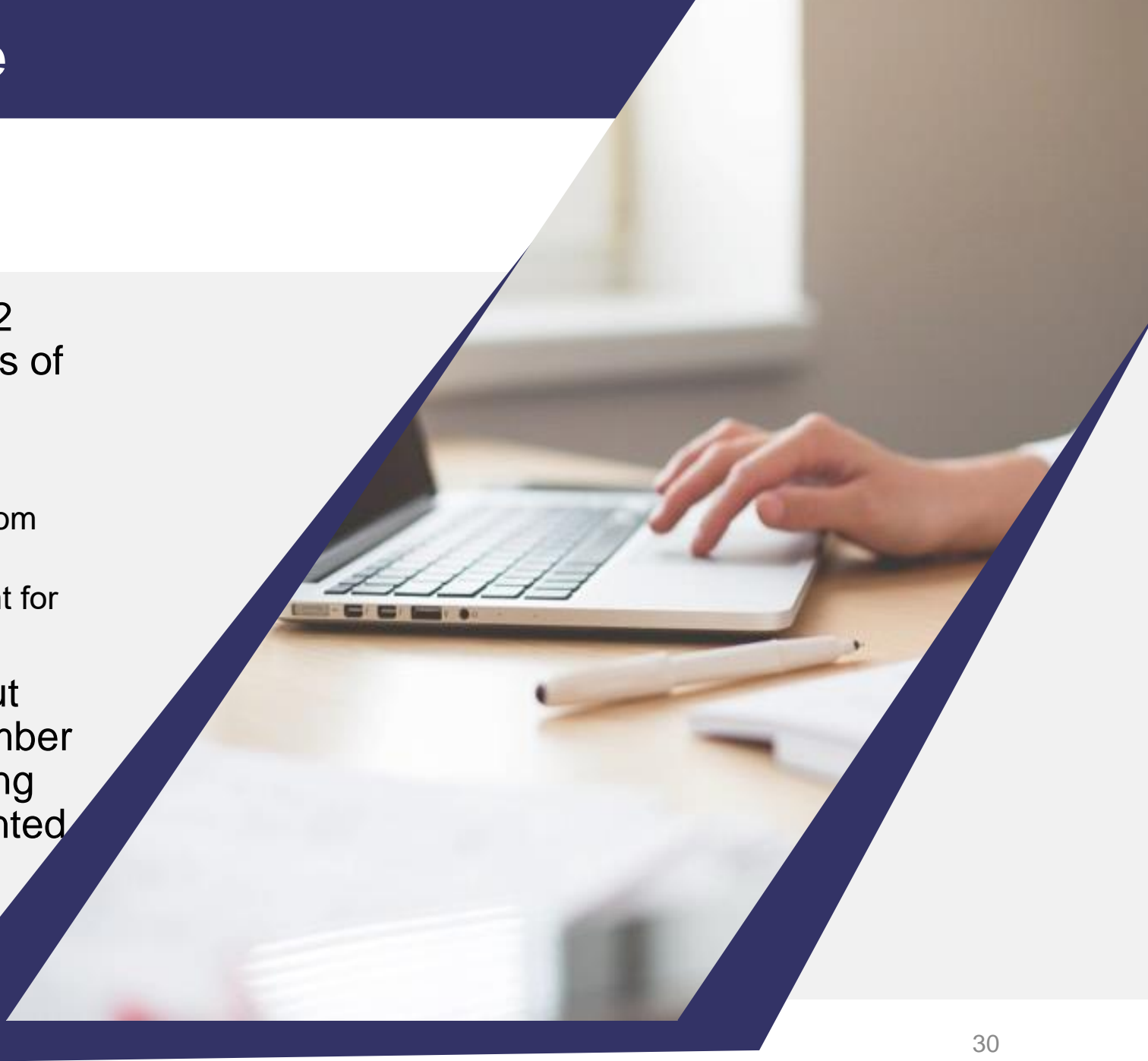
For one reason or another, the mailer could have an issue submitting a mail.dat/mail.XML file and decides to submit either a hardcopy statement or a Postal Wizard statement. When no eDoc is associated to the postage statement these pieces will show up as undocumented

Cause	Resolution
Barcoded mailpieces are not included in eDoc for single piece volume, miscellaneous statements, 3606, and other scenarios. In this case, since the barcodes are not included in eDoc, there are no eDoc records for the scans to associate to as they are received, resulting in undocumented pieces.	Any mailpiece with a barcode must be included in eDoc in order to prevent them from being identified as undocumented.
eDoc is imported more than three days after the scan occurs. SASP will attempt to associate a piece scan to its eDoc record for three days. If the eDoc for a piece is imported 3 or more days after the scan occurs due to operational timing issues, these scans will not be associated to any eDoc records and will be identified as undocumented.	A manual process has been implemented to associate late-imported jobs to pieces that are already outside of the association window. USPS is currently evaluating steps to automate this process.
Wasted pieces are not resubmitted in an eDoc. After being damaged during the production process, some pieces are identified as wasted in their original eDoc. However, these pieces are then mailed at a later date without being included in a new eDoc, resulting in undocumented pieces.	Any pieces that were originally identified as wasted must be resubmitted in a new eDoc before being mailed.



## Lessons Learned

- Nesting (MPE) error codes 6011 & 6012 downgraded to warnings due to analysis of USPS operational variabilities
- Seamless Sampling
  - Logic added to remove implausible errors from Sampling
  - PAF “3 strikes” prior to receiving assessment for Sampling errors over the PAF threshold
- Undocumented—what we learned about some software changing the Serial Number when the file is reprocessed after printing barcode and contributing to undocumented reporting





# Questions

