

CENTRAL / GREAT LAKES VIRTUAL MEETING

Q & A

Question 1. We have now had 3 PAF errors, one that pushed us over threshold and 2 that had us teetering over the edge. I researched them immediately, and all were caused by the clerk at the BMEU entering the wrong information when they took the sampling. Each time I emailed the BMEU supervisor, the manager of the Ohio Valley District and my BMS. I had all supporting documentation and each time the supervisor of the BMEU said he would have a talk with the clerks.

These errors make me very nervous because we're close to 3 and if we get 2 more it's going to be a problem. Two of the errors have been identical so the clerk made the same mistake twice! Both times concerning pre-cancelled stamps.

I review and download a copy of my scorecard every day so I'm right on top of any errors. I don't like to get these errors showing up because it makes our company look bad when it's not us.

Is this a lack of training for the clerks? Do we have any defense when it's a clerk issue? What is the process once we hit 3?

Response

A CRID owner has the right to ask for a review anytime a monthly metric exceeds the threshold. This is done in the monthly assessment module that is issued on the 11th of each month for the previous month scorecard. In the case of PAF errors, even though an assessment is not issued due to being below the 4th strike over a rolling 12-month period, if there are errors that are believed to be issued incorrectly (i.e. BMEU clerk entering inaccurate information) the mailer should still ask for an official review to have these errors analyzed by USPS personnel. I would strongly recommend this process over emailing the local BME staff.

QUESTION 2. Can we distinguish between the Mail Owner vs Mail Service Supplier when it comes to testing the mail through "seamless." The test is against the MSP pool of mail, not the individual mail owner, correct?

Response

The Seamless Parallel status is the platform used to "test" the program. All errors are attributed to the eDoc Submitter CRID with the exception of Undocumented.

Undocumented is an error when there is no eDoc to associate to the IMb; therefore, we are unable to apply that error to the eDoc Submitter. In that case we issue the error to the CRID that corresponds to the MID in the barcode. That is the only way we have to determine any type of identification, so that entity receives the Undocumented errors.

In the Mailer Scorecard, there is a Mail Owner tab which will allow the owner see their mail quality for their mail broken down by the various Mail Service Providers (MSP). This scorecard breaks down the identified errors into columns which represent the individual MSPs.