

Seamless Acceptance Incentive Frequently Asked Questions

Q. What are the requirements to claim the Seamless incentive?

A. The Mailer/Mail Service Provider (MSP) will be required to meet the requirements of Seamless Acceptance, register in the Seamless incentive program and must have an Enterprise Payment Account (EPA). Registration can be accomplished through the manage permits section of PostalOne!

Q. How will a customer know if they are eligible for Seamless incentive?

A. A Seamless Mailer is defined by their status in PostalOne!. Migrating to Seamless is defined as that status changing from “None” or “Seamless Parallel” to “Seamless Acceptance.”

Q. Can the Seamless incentive be used if the mailing does not qualify for Full-Service incentive?

A. No. Pieces must qualify for Full-Service in order to qualify for the Seamless incentive.

Q. Can the Seamless incentive be used with promotions?

A. Yes. In general, only one promotion can be availed at a time (with the exception of the Earned Value promotion), however Full-Service and Seamless incentives are not promotions and can be claimed on eligible pieces in a promotion.

Q. Who claims the Seamless incentive?

A. The Seamless qualified eDoc submitter presenting the mailing. The eDoc submitter can be a mailer or a MSP as long as they meet the requirements of Seamless Acceptance.

Q. How is the Seamless incentive calculated?

A. Every eligible First-Class Mail letters and flats, Marketing Mail letters and flats, Periodicals letters and flats and BPM flats piece will be given a \$0.001 incentive. The total number of eligible pieces multiplied by \$0.001 will be the total Seamless incentive for a given mailing. The Seamless incentive is deposited into the EPA of the registered Seamless eDoc submitter.

Q. When can the Seamless incentive deposited in EPA be used?

A. The incentive is deposited into a registered Seamless eDoc submitter’s EPS trust account upon finalization of the postage statement and for EPS ACH debit accounts the amount is batched and credited to the account at 6:00 pm Eastern each evening. The ability to actually use the money deposited as an ACH credit is based on when the mailer’s bank makes the funds available.

Q. When will the Seamless incentive go into effect?

A. If approved by the PRC, the incentive will go into effect January 24, 2021.

Q. Will the Seamless incentive be available for EDDM?

A. EDDM is not eligible for Seamless incentive as EDDM pieces are not eligible for Full-Service