

## **Seamless Incentive Frequently Asked Questions**

**I have many EPAs linked to different CRIDs. When enrolling, in PostalOne!, may I choose any EPA that I have access to or does it have to be linked to the Seamless CRID in EPS?**

There is not a requirement for a direct relationship for the selected EPA to be tied to the Seamless CRID. Upon enrollment to the Seamless incentive, the user may select any EPA for which they are payment manager.

**Is it required that the paying permit be linked to an EPA?**

The paying permit does not have to be linked to an EPA but the permit receiving the refund must be linked to an EPA and enrolled in PostalOne!.

**What types of permits may be used for payment?**

Any active Permit Imprint, Pre-canceled Stamps or Metered (regular or non-profit) permit in good status may be utilized of payment.

**When does the incentive begin and end?**

The incentive is effective for postage statements that finalize on January 24, 2021 or later and does not currently have an end date. Enrollment, in PostalOne!, begins on January 10, 2021.

**What are the requirements to claim the Seamless incentive?**

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!

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

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. They must also register in PostalOne!

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

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

**Can the Seamless incentive be used with promotions?**

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.

**Who claims the Seamless incentive?**

The Seamless qualified eDoc submitter presenting the mailing. The eDoc submitter can be a mailer or an MSP as long as they meet the requirements of Seamless Acceptance and are enrolled in PostalOne!

**How is the Seamless incentive calculated?**

Every eligible First-Class Mail letters and flats, Marketing Mail letters and flats, Periodicals letters and flats and BPM flats 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 enrolled Seamless eDoc submitter.

**When can the Seamless incentive deposited in EPA be used?**

The incentive is deposited into the 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.

**Will the Seamless incentive be available for EDDM?**

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