## United States Postal Service®

# INDUSTRYALERT

**May 27, 2021**

## Seamless Acceptance/Full-Service Automated Verification Reminder

The Postal Service is leveraging Full-Service Intelligent Mail to transition towards automated acceptance and verification processes that will replace the traditional manual verifications. As part of this process, the Postal Service provided advance notice in the May 8th 2020 Seamless Federal Register of its intent to require all mailers with an authorized Detached Mail Unit(DMU) to enroll in the Seamless Acceptance Program by May 1, 2021. DMU Mailers not enrolled in the Seamless Acceptance Program by that date may be required to submit commercial mailings at a designated Business Mail Entry Unit (BMEU). BMEU-entered full-service mailings will be verified using only automated sampling and verification processes beginning July 1, 2021.

In the current verification environment, mail is verified manually by an acceptance employee before entry and finalization. The employee performs a cursory review, collects Full-Service initial verification mail samples, conducts in-depth Performance Based Verifications (PBV) as requested by *PostalOne!,* and finalizes the postage statement.

Full-Service and Seamless Acceptance automates the verification process, streamlining entry verifications. The Seamless Acceptance and Full-Service Automated Verification and Sampling error verification thresholds are listed below:

### Verification Determination Chart Seamless Metrics and Descriptions

| | Non-Full-Service Mailings BMEU or DMU | Full-Service Mailings at BMEU (Automated Verification) | Seamless Acceptance BMEU or DMU |
|---|---|---|---|
| **Traditional Verifications** | Performed | **NOT** performed | **NOT** performed |
| **Automated Verifications** | **NOT** Performed | Performed | Performed |
| **Assessable Metrics** | • Move Update<br>• eInduction (if applicable) | • Full-Service<br>• Move Update<br>• eInduction (if applicable)<br>• Seamless (except Undocumented) | • Full-Service<br>• Move Update<br>• eInduction (if applicable)<br>• Seamless (includes Undocumented) |
| **Monthly Postage Assessments** | All metrics listed above (Move Update, eInduction) | Automated Verifications may result in additional postage for all metrics listed above except Undocumented | Seamless Acceptance verifications may result in additional postage (All metrics listed above) |
| **Auto-Finalization** | Does **NOT** occur | Does **NOT** occur | Occurs |

| Metric | Threshold | Root Cause of Error |
|---|---|---|
| Undocumented Pieces | 0.3% | An Undocumented Errors is logged when a scanned Intelligent Mail barcode cannot be found in eDoc that has an associated finalized postage statement within the last 45 days |
| Nesting/Sortation Piece (MPE) | 1.0% | Trays/Bundles not nested or sorted in the manner stated in eDoc |
| Delivery Point Piece | 2.0% | A Delivery Point Error is logged when the 5-, 9-, or 11-digit routing code portion of the Intelligent Mail barcode is invalid, the wrong length, or missing in the eDoc |
| General Sampling Postage Adjustment Factor (PAF) | 1.05 | Weight information from sampled mailpieces do not match what is listed in eDoc and crosses a weight category or error threshold for pound postage.<br><br>If the postage affixed amount, or the postage payment method, of the sampled piece does not match the postage information in the eDoc. |
| Mail Characteristic PAF | 1.05 | Mailpiece characteristics from sampled mailpieces do not match what is listed in eDoc (processing category, class of mail, Marketing Mail/Nonprofit eligibility) |

Note: At this time, the USPS will not Auto-Finalize or assess the Undocumented Metric for Full-Service Mailers. However, Full-Service mailers should continue to establish quality processes in order to reduce their undocumented. The Full-Service Automated Verification errors will report to the Seamless tab of the scorecard.  Also, mailers must be enrolled in full Seamless to be eligible for the Seamless Incentive.

**Improve Your Quality Processes**
- Review data from research with internal teams

- Pinpoint gap areas that need improvement
- Implement improvement plan and document

**Be Proactive**
- Monitor Mail Scorecard results DAILY
- Research issues even if they are below threshold
- Document and improve processes identified during research

**For Additional Resources on Seamless, please follow the links below to PostalPro:**
- [Seamless](#)
- [Seamless Acceptance Fact Sheet](#)
- [Full-Service Automated Verification Fact Sheet](#)

If you have any questions, please reach out by one of the options below:

- Mailing & Shipping Solutions Center (MSSC) at 1-877-672-0007
  - Email MSSC@usps.gov
  - Business hours for the MSSC are Monday-Friday from 7:00 AM - 7:00 PM Central Time

- Local Business Mail Entry Units (BMEU)
  - To locate your local BMEU follow this URL: https://postalpro.usps.com/ppro-tools/business-mail-entry

The Postal Service host Bi-weekly Webinars on Seamless Acceptance/Full-Service Automated Verification. Join us for the next Seamless Acceptance/Full-Service Automated Verification Informational Webinar Sessions on Tuesday, June 1, 2021, at 2:00 PM EST.

**Bi-Weekly Seamless Acceptance/Full-Service Automated Verification Webinar**
- Meeting URL: https://usps.zoomgov.com/j/1619791245?pwd=eHFESTFOcXh3TjVIN2xranBNY0FCQT09
  - **Meeting ID: 161 979 1245**
  - **Password: 170294**
- If requested, enter your name and email address.
- Enter meeting password: 170294
- Join Audio by the options below:
  - Call using Internet Audio
  - Dial: 1-855-860-4313, 1-678-317-3330 or 1-952-229-5070 & follow prompts

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