



## 1. OVERVIEW

### 1.1 Purpose

The following instructions are provided for continuation of operations due to a USPS system/application (including but not limited to: *PostalOne!*, eVS, EPS, FAST, Business Customer Gateway, Informed Delivery, etc.) issue/outage or mailer issue/outage. System issues/outages can occur on a local or national basis.

A **USPS** system issue/outage is defined as any time there is a defect or issue with a USPS system/application (i.e., *PostalOne!*) that prevents and/or impacts:

- acceptance employees from accessing customer balance or fee information
- acceptance employees from entering and/or finalizing hard-copy postage statements
- acceptance employees from accessing and/or finalizing electronic postage statements
- dock employees from accessing information, such as container information for eInduction
- mailers from submitting electronic documentation (eDoc) including postage statements
- mailers from accessing information, such as container status (eInduction) or account balances, necessary for continuation of operations
- mailers from making payments via Enterprise Payment System {EPS}
- auto-finalization of postage statements
- file processing for Mail.dat or SSF files

A **mailer** issue/outage is defined as any time there is a defect or issue with a mailer system that prevents and/or impacts:

- Mailers from submitting eDoc including postage statements

Mailers experiencing an issue/outage with their system **during normal business hours** must contact the MSSC via phone or email to receive a ticket. Mailers experiencing an issue/outage with their system **outside of normal business** hours must contact the Mailing Shipping Solution Center via email at [MSSCAdmin@usps.gov](mailto:MSSCAdmin@usps.gov) to initiate a ticket. It is important to note that this only applies when a mailer experiences an issue with their system. Mailers do not need to contact the MSSC during a USPS system issue/outage.

Mailing and Shipping Solutions Center Contact Information **during normal business hours**:

- Phone: (877) 672-0007
- Email: [MSSC@usps.gov](mailto:MSSC@usps.gov)
- Email: [PostalOne@usps.gov](mailto:PostalOne@usps.gov)

**\*Note:** The MSSC hours of operation are from **Monday-Friday 7AM-7PM CST**. Customers must provide either a ticket number or a copy of the email sent to [MSSCAdmin@usps.gov](mailto:MSSCAdmin@usps.gov) to the BMEU when presenting mail, which will allow mailers to continue to present mail under the USPS *PostalOne!* Contingency Plan.



## 1. OVERVIEW (CONT.)

### 1.2 Process Overview

**Communications:** In the event a system issue/outage impacts internal or external users, the USPS will distribute communications through email and system log-in screens (if available) advising users that a system issue/outage impacting normal business processes has occurred and Acceptance Units must continue to accept mailings and follow processes outlined in this Contingency Plan document. Details of the communications can be found in Section 2 (see below).

**Acceptance of Mailings During a System Issue/Outage:** During a system issue/outage, Acceptance Units will remain open during normal business hours and continue to accept and process customer mailings. Acceptance employees will follow the steps outlined in [Section 3](#).

**Release of Mailings to Operations:** Mailings accepted during a system issue/outage will be released to Operations without delay. Additional details of this process can be found in [Section 4](#) of this document .

**eInduction Mailings:** In the event a system issue/outage impacts the eInduction program, USPS processing facilities will be notified of the issue/outage and instructed to accept containers following the procedures outlined in [Section 5](#) of this document.

**eVS Mailings:** During a USPS or mailer system issue/outage impacting eVS, mailers may continue to transport their packages to destination locations. During a system outage, hard-copy postage statements or PS Form 8125s are not required. Additional details can be found in [Section 6](#) of this document.

**System Restoration and Reconciliation:** Upon system restoration, “all clear” messaging will be distributed internally and externally using the same methods described in the Communications section of this document. In the event the system issue/outage prevented the processing of postage statements, Acceptance Units will begin processing postage statements as described in [Section 8](#) of this document.

## 2. COMMUNICATIONS

USPS Headquarters' Products Solutions Business Acceptance will distribute communications to all internal and external users during any planned or unplanned system issue/outage (*PostalOne!* eVS, EPS, FAST, Business Customer Gateway, *Informed Delivery*, etc.). Communications will include:

- Notification of the incident and impact
- An expectation of when the system may be restored
- Notification on system restoration progress
- Notification of system restoration



## 3. ACCEPTANCE OF MAILINGS DURING A SYSTEM ISSUE/OUTAGE

During a USPS or mailer system issue/outage, Acceptance Units will move to a manual process to record all mailings presented.

As mailings are presented, acceptance employees must record information related to each mailing on the [USPS Record of Mailings Log](#). Information about the mailing can be obtained in one of two ways:

- Although not required, information about the mailing could be provided by the mailer; or
- Acceptance employees can capture information about the mailing through a physical review of the mailing.

**Sufficient information must be recorded on the [USPS Record of Mailings Log](#) to support the reconciliation of entries to postage statements in *PostalOne!* once the system is restored. Mailers are not required to present additional documentation such as qualification reports. Mailers who normally submit electronic postage statements (Mail.dat, Mail.XML, Postal Wizard, IMsb Tool, or the Self-Service Terminal (SST) are not required to submit hard-copy postage statements.**

- *Electronic Postage Statements* - If mailers provide information about their mailings, the information can be provided verbally or through documentation either electronically or hard copy (Customer's Mailing Log)

Information could include some or all the following:

- Permit Holder
- Total Pieces – either an exact or approximate piece count
- Total Postage
- Mailer Job ID
- eInduction mailing: Yes or No
- If Mailers cannot provide information about their mailings: Acceptance employees must collect enough information from the physical mailpiece/mailings presented during an issue/outage to support the reconciliation process.

\*\* The process to collect mailing information must not delay the acceptance of any mailing. \*\*

**Important Note:** Some mailers, who typically provide electronic mailing information, also provide courtesy hard-copy postage statements to acceptance employees located in a Detached Mail Unit (DMU) as part of established acceptance procedures. Hard-copy postage statements provided to acceptance employees to support those processes should not be entered into the *PostalOne!* system.

- Mailers who normally submit hard-copy postage statements for postage payment will continue to submit a hard-copy postage statement during a *PostalOne!* system issue/outage
- If the *PostalOne!* system is accessible by the acceptance employee, the hard-copy postage statements must be entered.
- If the *PostalOne!* system is NOT accessible by the acceptance employee; the mailing information must be recorded on the [USPS Record of Mailings Log](#). The postage statements must be secured.



## 3. ACCEPTANCE OF MAILINGS DURING A SYSTEM ISSUE/OUTAGE (CONT.)

- Mailers who normally submit hard-copy postage statements will be required to continue providing presort documentation with their mailings.
- The [USPS Record of Mailings Log](#) will be maintained at Acceptance Units and will be used in the reconciliation process once the issue/outage is resolved.
- PBV-prompted verifications are not required during a system issue/outage.
- Follow instructions on the [USPS Record of Mailings Log](#).
- Upon system restoration, if verifications are requested, acceptance employees will select “PostalOne! is down” as the reason for the verification not being performed.
- For verifications where this selection is not available, acceptance employees will select “verification not performed.”

### **3.1 System Restoration Process**

In the case of a *PostalOne!* System or mailer outage, once the system is restored, an electronic postage statement must be submitted by the mailer for each mailing identified in the [USPS Record of Mailings Log](#). When there is a *PostalOne!* system delayed file transmission; the postage statements will appear on the dashboard when the system completes processing the mailer’s job.

### **3.2 System Restoration**

#### **3.2.1 Mailers Who Normally Submit Hard-Copy Postage Statements**

Acceptance employees will ensure that all normally submitted hard-copy statements are entered into the system and processed as soon as possible after the system is restored. Compare system hard-copy entries to the [USPS Record of Mailings Log](#) to ensure that all statements have been entered.

#### **3.2.2 Electronic Document Submission – Postal Wizard, Mail.dat / Mail.XML**

Mailers who normally submit electronic postage statements using Postal Wizard, IMsb, SST, Mail.dat or Mail.XML must submit electronic postage statements for all mailings presented and accepted during the issue/outage. Once the *PostalOne!* system is restored, acceptance employees will begin processing all the postage statements received during the issue/outage.

**Important Note:** Mailers who submit electronic postage statements via Postal Wizard cannot submit a “mixed” mailing (a mailing containing both Full-Service and non-Full-Service pieces) through Postal Wizard.

#### **3.2.3 Full-Service Discount**

To retain the Full-Service discount, electronic postage statements and documentation must be submitted to the *PostalOne!* system within three (3) business days after the *PostalOne!* system is restored or the mailer system issue/outage is corrected. If the electronic postage statements and documentation are not available to the acceptance employee in the *PostalOne!* system after three (3) business days, the Full-Service discount will be deducted from a permit imprint account identified by the mailer. If no account is identified, the Full-Service discount will be deducted from the same permit imprint account used to pay the postage for the mailing presented during the issue/outage.



## 3. ACCEPTANCE OF MAILINGS DURING A SYSTEM ISSUE/OUTAGE (CONT.)

### 3.2.4 PostalOne! System Delayed File Transmission

When there is a *PostalOne!* system delayed file transmission; the postage statements will appear on the dashboard when the system finishes processing the mailer's job. Acceptance employees will document the electronic jobs on the [USPS Record of Mailings Log](#) as described in [Section 3](#). Once the job(s) appear(s) on the dashboard, acceptance employees will compare the information on the hard-copy log to the electronic postage statement and process the statement. The *Mailing & Shipping Solution Center* ticket number will be entered in the "Comments" section.

### 3.2.5 Adjust Check-in Time and Mailing Date

Acceptance Units must ensure that all statements are processed as soon as possible after the *PostalOne!* system is restored. For each mailing that was accepted and cleared during the *PostalOne!* system outage, manually adjust the "Check-In Time" and the "Mailing Date" to reflect the date that the mailing was received and the date the mailing was released to mail processing. The Postage Statement Arrival Information section located at the bottom of the Job Details screen will allow users to adjust the "Check-In Time" of a postage statement.

In the "Adjusted Check-In Time" box of the "Job Detail" window, change the time to match the time that the mail arrived and was recorded on your site's [USPS Record of Mailings Log](#). The time cannot be greater than the current time. Users must select "System Not Available" as the reason for the adjustment and click the "Update" button.

When entering postage statement information into *PostalOne!* following system restoration, Acceptance Units must adjust the mailing date and enter the date that the mailing was released to mail processing.

- a. Select "None (Verification Previously Assessed)" for the "Verification Type" on the first *PostalOne!* screen when entering the statement.
- b. Select "Other – please explain below" as the "Reason for Previously Assessed"
- c. If applicable, enter all hard-copy PS Form 2866 verification errors into the *PostalOne!* system.
- d. Type "National *PostalOne!* Outage" in the "Comments" box
- e. Users must select a "Container Placard Option" and select "Print Later" before the *PostalOne!* system will allow the statement to be finalized.

## 3.3 Hard-Copy Postage Statements

Ensure that all submitted hard-copy statements are entered into the system and processed as soon as possible after the system is restored. Compare the [USPS Record of Mailings Log](#) to the hard-copy system entries to ensure all statements have been entered.

After the system is restored, sites must ensure that item numbers (21) *PostalOne!* Entry: Date Entered; (22) *PostalOne!* Entry: Initials; and (23) *PostalOne!* Entry: Transaction Number on the USPS Record of Mailings Log, are completed when each line item is entered into *PostalOne!* regardless of whether hard-copy or eDoc postage statement information was used when entered into *PostalOne!*.



## 3. ACCEPTANCE OF MAILINGS DURING A SYSTEM ISSUE/OUTAGE (CONT.)

### **3.4 eDoc Submission – Mail.Dat / Mail.XML / Postal Wizard**

When the *PostalOne!* system is restored, Acceptance Units must compare the [USPS Record of Mailings Log](#) to eDoc mailings that are on the *PostalOne!* dashboard and process the mailings using the electronic statement and documentation that was submitted for those mailings.

**Note: Mailers who normally submit electronic mailing information, must not be required to submit hard-copy postage statements.**

When the electronic postage statement and documentation are available on the dashboard, and the acceptance employee has finalized the electronic postage statement, the acceptance employee must record a check mark in (25) eDoc PS Finalized on the [USPS Record of Mailings Log](#).

### **3.5 Managing the Dashboard Following System Restoration – Log Reconciliation**

- *Statements already in the system, and already finalized (prior to the outage)* - this can be identified by accessing the Dashboard, select "FIN" & "FPP" and using the "Include Closed Jobs" filter (shown below). FIN statements require no action, but sites should verify that the statements provided by the mailer after system restoration were already finalized in order to prevent duplicate billing errors. Statements in FPP status should be verified with CPP publishers to ensure the status is valid; and it will be processed correctly.
- *Statements already in the system, but not yet finalized (and should be finalized once the system is restored)* - this can be identified by accessing the Dashboard and using the default filter (or select INC, UPD, AVW, PAV, PEN, FAI, and PAS) to retrieve all the statements that are in a non-final stage. Compare these to the mailing information listed on the [USPS Record of Mailings Log](#) during the outage and finalize accordingly.
- *Not yet in the system, but should be entered and finalized* - If, after comparing the statements that were already in the system (finalized or not) to the statements on the [USPS Record of Mailings Log](#), the hard-copy statements that are not accounted for are the statements that need to be manually entered into the system and finalized.
- *Transaction Summary Report* - Acceptance Units should also run a *PostalOne!* Transaction Summary Report as a final assurance that all transactions have been entered in the system against the mailings listed in the hard-copy log. The "Begin Date" should be the initial date of the *PostalOne!* system outage; the "End Date" should be left blank, and users must check the "Include Open Transactions" checkbox. Generate the report by permit number.

### **3.6 End-Of-Day Reconciliation Following System Restoration**

At the close-out of the first day that the *PostalOne!* or customer system is restored, an End-of-Day Close-out (Reconciliation) Report (EOD) will be performed as required in [Job Aid 11 End-of-Day Reconciliation Process](#), located on the BMA website at:

<https://blue.usps.gov/mail-acceptance/maps-job-aids-user-guides.htm>

Following a USPS system issue/outage, each District is responsible for ensuring

- All electronic postage statements are finalized.
- All hard-copy postage statements are entered.
- The *PostalOne!* dashboard or Transaction Summary Report is reconciled to the [USPS Record of Mailings Log](#).





## 4. RELEASE OF MAIL TO OPERATIONS

While the *PostalOne!* system is not available, or the mailer cannot transmit their eDoc, acceptance employees will not be able to generate PS Form 3607-P, Mail Release Placard.

- A manual PS Form 3607 must be completed for every mailing accepted, verified and postage collected at a BMEU or Post Office. <https://blue.usps.gov/formmgmt/forms/ps3607.pdf>
- Mail cannot be staged in a cleared area without a manual PS Form 3607 physically attached.

## 5. eINDUCTION PROCESS DETAILS

### 5.1 USPS System Issue/Outage (National)

During a National system issue/outage, postal facilities will follow the following processes:

- Accept and scan all placarded containers
- **Note:** If the load is a mixed load (containing eInduction containers and regular Plant Verified Drop Shipment [PVDS] mail) reconcile appropriate containers to PS 8125 forms.
- Collect 1 placard from each unloaded container for those not reconciled to PS 8125 forms
- In the SV-IMD, update all unresolved containers with a 99M barcode to “Accept” status
- Release reconciled containers, and containers from which a placard was removed, into Operations
- Retain container placards and, for mixed loads, PS Form 8125s for reconciliation
- Non-eInduction mailings will continue to submit PS Form 8125
- **Important Note:** eInduction mailers are not required to provide any additional documentation (i.e., hard-copy PS 8125 or listing of container barcodes, etc.) at the BMEU, DMU or destinating postal facility.

### 5.2 USPS System or Mailer Issue/Outage (Local)

- When a local system issue/outage impacts USPS or mailer systems, the following processes should be followed:
- Mailer contacts the *Mailing & Shipping Solution Center* via email at [MSSCAdmin@usps.gov](mailto:MSSCAdmin@usps.gov) to report the issue
- Mailer informs the *Mailing & Shipping Solution Center* agent this issue could impact eInduction containers
- *Mailing & Shipping Solution Center* assigns mailer a ticket and communicates issue to the FAST Help Desk
- In the event a container cannot be reconciled to a PS Form, dock personnel are required to contact the FAST Help Desk. Help Desk personnel will instruct the dock employee to follow the contingency process.

### 5.3 Issues with Induction of Mail

Mailers experiencing acceptance issues at a DDU or Processing Facility should contact the FAST Help Desk at 877-569-6614 or the MSSC Helpdesk.



## 6. ELECTRONIC VERIFICATION SYSTEM (eVS) PROCESS DETAILS

### **6.1 eVS Acceptance Process**

During a USPS or mailer system issue/outage, eVS mailers may continue to transport their packages to destination locations and will not be required to provide hard-copy postage statements or PS Form 8125s during a system issue/outage.

### **6.2 Submission of Electronic Postage Statements & Shipping Services Files after Issue/Outage Resolution**

Once the USPS or mailer issue/outage is resolved, mailers must submit the Shipping Services File (SSF) for any packages mailed during the contingency event.

Mailers must submit all postage statements associated to mailings presented during a system issue/outage within 48 hours of the system issue/outage being resolved. Mailers may still experience a delay in jobs in file submission after an issue/outage has been resolved. If after the 48-hour period, a mailer is still experiencing issues with the submission of electronic documentation, the mailer must contact the *Package Service Customer Support* Help Desk at 877-264-9693 option 9 to report the issue and have a ticket assigned.

### **6.3 Issues with Acceptance of Mail**

Mailers experiencing acceptance issues at a BMEU, DMU, or eInduction issues at a DDU or Processing Facility should contact the *Package Service Customer Support* Help Desk at 877-264-9693, Option 9.

## 7. INFORMED DELIVERY

### **7.1 Campaign Creation Process**

During a USPS or mailer system issue/outage, mailers may continue to create campaigns using the Mailer Campaign Portal (MCP), which is accessible via the Business Customer Gateway. However, if both the Business Customer Gateway and the *PostalOne!* system are not accessible, there is no other alternative for Informed Delivery campaign entry.

**Important Note:** Campaigns must be entered in the MCP by Noon (*Eastern Standard Time*) the day before the campaign start date.

### **7.2 Mailer Campaign Portal**

Mailers will need the following campaign data in order to create a campaign:

- Brand Display Name
- Campaign Title
- Campaign Code
- Campaign Start Date
- Campaign End Date
- Mailer ID (MID) used in Intelligent Mail Barcode (IMb) on pieces
- Starting Serial Number (*required for campaigns applied to a range of IMbs*)
- Ending Serial Number (*required for campaigns applied to a range of IMbs*)
- Ride-along image (*a JPEG image that can be loaded as part of campaign setup*)
- Target URL
- Optional Representative image (*a JPEG image that can be loaded as part of campaign setup*)





## 7. INFORMED DELIVERY (CONT.)

### **7.3 Issues with the Mailer Campaign Portal**

Mailers experiencing issues with the Mailer Campaign Portal should contact the Informed Delivery Campaigns Help Desk at [USPSInformedDeliveryCampaigns@usps.gov](mailto:USPSInformedDeliveryCampaigns@usps.gov) or at 1-877-329-7206

## 8. RESTORATION AND RECONCILIATION

Once the USPS or mailer issue/outage is resolved, mailers must begin submitting their electronic postage statements to the USPS immediately.

- Mailers and Acceptance Units may still experience a delay in jobs appearing on the *PostalOne!* dashboard after an issue/outage has been resolved. Acceptance Units will continue to accept mailings under the *PostalOne!* and eInduction Contingency Plan for the next 48 hours.
- If after the 48-hour period a mailer is still experiencing issues with the submission of electronic documentation, the mailer must contact the *Mailing & Shipping Solution Center* via email at [MSSCAdmin@usps.gov](mailto:MSSCAdmin@usps.gov) to report the issue and have a ticket assigned. The mailer must present the ticket number at time of acceptance. Acceptance Units will continue to accept these mailings under the *PostalOne!* Contingency Plan until the ticket is resolved.
- Immediately after the system issue/outage is resolved, acceptance employees will begin reconciling the mailings listed on the manual USPS Record of Mailings Log to electronic or hard-copy submitted postage statements.
- Once identified the postage statement will be finalized and funds for that mailing will be deducted from the appropriate permit account.