

# Seamless Acceptance: Preventing and Resolving Undocumented Assessments



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AUTOMATING  
INFORMATION

●  
GROWING  
PROSPERITY

# Overview

- Seamless Acceptance
  - Causes of Undocumented Pieces
  - Preventing Undocumented Issues
  - Managing and Resolving Undocumented Issues
- Solutions to Help Mailers



# Undocumented Pieces

USPS:

- Receives an IMb scan record from Mail Processing Equipment (MPE)
- Attempts to associate the IMb from the scan to finalized eDoc
- Re-attempts to associate those piece scans to an eDoc for **3 days** after the scan date/time. At that time, if the IMb:
  - ✓ **Cannot** be associated to an eDoc submission, it **is** considered Undocumented
  - ✓ **Can** be associated to an eDoc submission, it **is not** considered Undocumented

# Undocumented Pieces: Common Causes

- Single-piece not in eDoc (rejected from auto mailing or planned)
- Hard Copy Statements:
- Spoiled/shorted pieces re-created but not re-submitted in eDoc
- PS Form 3606, Certification of Bulk Mailing
- eDoc upload failure to PostalOne!
- Scan had a 93 barcode
- Mailing is not finalized
- Priority Mail Open and Distribute (PMOD) without an eDoc
- Pieces are on Full-Service Postal Wizard
- Pieces are on non-Full-Service Postal Wizard
- Prepared pieces and handed to third party



# Undocumented Pieces: Other Causes

- Outsourced mail: Suppliers not submitting correct eDoc
- eDoc payment failures
  - ✓ *PostalOne!* is down
  - ✓ Unreplaced statement reversals and cancellations
  - ✓ Server-side validation errors, MDR Client validation errors, duplicate barcodes
- CRID/MID mistakenly used by another MSP
- Sorter rejects piece
- STID on piece does not match STID in eDoc
- Presort revisions: IMb submitted no longer matches the eDoc

# Assessment Process Overview

Pub 685 Section 6-3

Postage Assessment Process Through the Mail Entry Postage Assessment Report													
Generate Report	*Pay	*Request Review	Resolution		Past Due								
<ul style="list-style-type: none"> <li>Postage Assessment Report is generated on the 11th of the following month</li> </ul>	<ul style="list-style-type: none"> <li>Review and pay assessment                             <ul style="list-style-type: none"> <li>Must be completed within <u>10 business days</u></li> </ul> </li> <li>Status: "Pending Action"</li> <li>Action: "Pay"                             <ul style="list-style-type: none"> <li>Allocate postage assessment amounts to permits</li> <li>Review permit allocations</li> </ul> </li> <li>Action: "Confirm"</li> <li>Status: "Paid"</li> </ul>	<ul style="list-style-type: none"> <li>Review and dispute postage assessment                             <ul style="list-style-type: none"> <li>Must be completed within <u>10 business days</u></li> </ul> </li> <li>Status: "Pending Action"</li> <li>Action: "Request Review"                             <ul style="list-style-type: none"> <li>USPS will contact eDoc submitter within <u>5 business days</u> to gather supporting documentation</li> <li>USPS processes within <u>30 business days</u> of request</li> </ul> </li> <li>Status: "Pending Review"</li> </ul>	<ul style="list-style-type: none"> <li>USPS review request is completed and the postage assessment report is closed or amount is adjusted</li> </ul>		<ul style="list-style-type: none"> <li>No action is taken within <u>10 business days</u> of postage assessment</li> <li>Status: "Past Due"</li> <li>Action: "Pay" or "Request Review"</li> <li>No action is taken within <u>3 business days</u> of adjusted postage assessment</li> <li>Status: "Past Due"</li> <li>Action: "Pay"</li> <li>After 90 days all outstanding assessments escalated to AR unless pending PCSC</li> </ul>								
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<p>Only VAE BSA/BSA Delegate/User or BSA/BSA Delegate MMA can view or take action</p>													
Email Notification Process													
USPS System Generated Email notifications are sent throughout the postage assessment process													
Initial Assessment Notification	Assessment Paid	Request In Review	Resolution		Past Due								
<ul style="list-style-type: none"> <li>Sent on the 11th of the following month regardless of whether additional postage is due</li> <li>Prompts the eDoc submitter to take action in the BCG</li> </ul>	<ul style="list-style-type: none"> <li>Sent immediately after postage assessment transaction is paid                             <ul style="list-style-type: none"> <li>Sent to Mail Owner <b>ONLY when their permit is used to pay a postage assessment</b></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Sent to eDoc submitter immediately after requests review</li> <li>Confirms postage assessment is under review by USPS</li> </ul>	<table border="1"> <thead> <tr> <th>CLOSED</th> <th>ADJUSTED</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>Sent to eDoc submitter when review is complete and postage assessment is closed without adjustment</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>Sent to eDoc submitter when review is complete and postage assessment amount has been adjusted</li> </ul> </td> </tr> </tbody> </table>		CLOSED	ADJUSTED	<ul style="list-style-type: none"> <li>Sent to eDoc submitter when review is complete and postage assessment is closed without adjustment</li> </ul>	<ul style="list-style-type: none"> <li>Sent to eDoc submitter when review is complete and postage assessment amount has been adjusted</li> </ul>	<ul style="list-style-type: none"> <li>Sent to eDoc submitter when payment of postage assessment is past due at initial time of payment or after review of postage adjustment</li> </ul>				
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<p>Sent according to the rules outlined in the Automated Assessment Notification section</p>													



# Helpful Tools



**Mary Busch**  
Professional Services  
Specialist

# Tools for Managing Undocumented Mail

## YourScore



### Today's Scorecard Results

Provides your (Mail Service Provider) overall scorecard results.



**Congratulations:**

All scorecard values are within acceptable USPS ranges.



**Scorecard warnings were found:**

% Nesting/ Sortation Piece Errors (MPE) 0.67% nearly > 1.00%



**Scorecard errors were found for CRID WINDOW BOOK, INC.:**

% Undocumented Pieces 100.00% > 0.30% (9 errors)



# Tools for Managing Undocumented Mail

## wbSCAN



Scan

Browse

Logout

Incorporate wbSCAN to help with **quality assurance**

- Prevent undocumented piece assessments
- Print lost tray tags by scanning a piece in the tray
- Manage your finished mail pallet inventory

Successfully scanned - 20748 1255314129959938; 57

Search Barcode

Scan

Scan Log

Scan Value:

Barcode: 20748; 1255314129959938; 57

ZIP+4: 95993-8243

Barcode Type: IMPieceBarcode

JobID: 00000337 Prop 22

JobNumber: 400922 Rev 1

Mail class: Standard

Internal Container ID: 18

Display Container ID: P0001

Segment ID: 0001

Entry Zip: 956

Facility Type: SCF

Container Status: Not Closed

Mailing Date: 10/16/2020

Wasted or Shortage Piece: No

PO! Status:

Print Tag

Create Sibling

SCF SN BERNARDINO CA 923  
STD LTR SCF BC  
DENVER CO



P-20 12588 PCS 41 - TOTAL TRAYS 588

# Tools for Managing Undocumented Mail

## DAT-PreCheck

**QA: Validate key elements of your mailing BEFORE starting production!**



**DAT-PreCheck**

- ✓ Helps mailers comply with Full-Service® requirements
- ✓ Avoid common causes for Mailer Scorecard errors
- ✓ View the Mail Owners identified in your Mail.dat file and determine if they are correct
- ✓ Identify problems that could lead to By/For conflict errors
- ✓ Pinpoint NPA issues, STID issues, or outdated Labeling List file dates
- ✓ Detect if IMbs have been duplicated—BEFORE you mail!

**Avoid assessments for inadequate By/For identification, incorrect or missing NPAs, STIDs, outdated Labeling List data and duplicate Intelligent Mail barcodes.**

**Added Bonus: saves IM barcode data in the cloud so you can compare barcodes to multiple jobs, not just within a single job!**

# Tools for Managing Undocumented Mail

## Undocumented Piece Audit Report

```

20200309010021_MQD_SE_NS_D_ZW99_0001.txt - Notepad
File Edit Format View Help
Assessable Ind,Barcode - eDoc,Barcode CRID,Barcode Mailer Name,Barcode MID,Container Destination ZIP,Container ID - eDoc,Container ID - Scanned,Container Level,Destination ZIP - eDoc,De
-eDoc,Processing Category - Scanned,Program,Record Frequency,Sample ID,Sample Time,Sampled HU Barcode,Scan Source,Scan Time,Scanned Facility Name,Scanned Sortation Level,Source Batch 1
Y,4032089941600025995901845503300,2442173,WINDOW BOOK\, INC.,899416,,,,,01845503300,,,2442173,WINDOW BOOK\, INC.,6009,20200308 05:42:05,EDOC CONTAINER ID = 000001 \, SCANNED CONTAINER
Y,4032089941600025996201960496301,2442173,WINDOW BOOK\, INC.,899416,,,,,01960496301,,,2442173,WINDOW BOOK\, INC.,6009,20200308 05:42:05,EDOC CONTAINER ID = 000001 \, SCANNED CONTAINER
Y,4032089941600025996302139370800,2442173,WINDOW BOOK\, INC.,899416,,,,,02139370800,,,2442173,WINDOW BOOK\, INC.,6009,20200308 05:42:05,EDOC CONTAINER ID = 000001 \, SCANNED CONTAINER
Y,4032089941600025995801845503300,2442173,WINDOW BOOK\, INC.,899416,,,,,01845503300,,,2442173,WINDOW BOOK\, INC.,6009,20200308 05:42:05,EDOC CONTAINER ID = 000001 \, SCANNED CONTAINER
Y,4032089941600025996001851279720,2442173,WINDOW BOOK\, INC.,899416,,,,,01851279720,,,2442173,WINDOW BOOK\, INC.,6009,20200308 05:42:05,EDOC CONTAINER ID = 000001 \, SCANNED CONTAINER
Y,4032089941600025996101851279720,2442173,WINDOW BOOK\, INC.,899416,,,,,01851279720,,,2442173,WINDOW BOOK\, INC.,6009,20200308 05:42:05,EDOC CONTAINER ID = 000001 \, SCANNED CONTAINER
  
```

COLUMN	DESCRIPTION
Piece Barcode	Barcode code values retrieved from IV-MTR generated .txt file
Job ID	Job ID associated with piece
Job Number	Job number associated with piece
Revision No.	Revision number associated with piece
High Revision No.	Highest revision number for the job number associated with the piece
Historical Job ID	Historical Job ID of the job associated with the piece
Postage Statement Mailing Date	Postage statement mailing date
Container Status	Status reported as "P" (Preliminary), "R" (Ready To Pay), "X" (Paid), "C" (Canceled)
Exported File Name	The name of the exported release file
PostalOne! Status	Status reported as "F" (Finalized), "R" (Reversed), "C" (Canceled)
PSID	Postage Statement ID

### Example of Undocumented Piece Audit Report – Summary

#### Undocumented Piece Audit Report

Date: 03/18/2020

File: C:\WB\UndocData\CSVs\Undocs-20200318164118.CSV

1. Mail.dat not imported or IMB's altered by barcode printing process	15,881
2. Unmailed Job. May have been superseded by a newer revision which had barcodes that were not printed	0
3. Pieces were spoiled and reprinted but not mailed with new eDocs or pieces were not actually spoiled	0
4. Pieces that were in a container that was deleted due to shortage/spoilage processing but were mailed anyway	0
5. Caused by creating a release but not exporting it or uploading it to PostalOne!	31,097
6. Finalized - May qualify for assessment adjustment	0
7. Caused by failure to finalize	2,181
8. Mailer canceled statement that are not resubmitted by mailer	2,580
9. USPS reversed statement that are not resubmitted by mailer	0
10. Client, Server & Postage Calculation Validation failures	0

**Total Records Processed:**

**51,739**

	A	B	C	D	E	F	G	H	I
	Piece Barcode	JobID	Job Number	Revision No	High Revision No	Historical JobID	Postage Statement Mailing Date	Container Status	Exported File Name
1	26110700000000000000000000000000	45560	270724	1	1	270724	3/16/2020	X	XD453150
2	26110700000000000000000000000000	45560	270724	1	1	270724	3/17/2020	X	XD453189
3	26110700000000000000000000000000	45560	270724	1	1	270724	3/17/2020	X	XD453189
4	30110700000000000000000000000000	45560	270724	1	1	270724	3/16/2020	X	XD453150
5	26110700000000000000000000000000	45607	270860A	1	1	0270860A	3/19/2020	X	XD453249





# Window Book's Intelligent Mail Assessment Platform

## Undocumented Mail Toolkit

### Undocumented Mail Overview

**Undocumented Mail Assessment**  
4 assessments documented  
9 errors documented

[View All Incidents](#) [Create New Incident](#)

**Known Undocumented Log (KUL)**  
29 Known Undocumented Mail Incidents Logged  
5005227 Known Undocumented Mail Pieces Identified

[View All Incidents](#) [Create New Incident](#)

**Recent Activity**

Type	Created by	Created Date
Known Undocumented	CS Cesar David Sosa Perez	07/14/2021
Known Undocumented	CS Cesar David Sosa Perez	07/13/2021
Known Undocumented	CS Cesar David Sosa Perez	07/09/2021
Known Undocumented	AR Alfredo Ruiz	07/06/2021
Known Undocumented	AR Alfredo Ruiz	06/30/2021



# Window Book's Intelligent Mail Assessment Platform

## Known Undocumented Log

### Known Undocumented (KUL)

In Progress Complete

[Filter](#)
[Export](#)
[Add Known Undocumented Mail Entry](#)

Mailing Date ↓	Mailing Description	USPS Job ID	Postage Statement ID	USPS Mailing Group ID	Total Pieces	Total Postage	KUL Category - Pub 685	MID on Piece	Starting IMB	Ending IMB	Starting Serial #	Ending Serial #	Total in Range	Undocumented IMBs	Notes	Internal Field #1
07/01/2021	Mail Pieces	02114FFF	00900000	00998787	2200	40000	Other	901264001	4009190126400127478440218450610	4009190126400127479140516650399	274784	274791	8	15	Test leading 0s	
06/01/2021	Mail Pieces	55555555	65432177	45674567	500	550	Other	999912345	251259999123456661111	251259999123456666101	666111	666610	500			
06/01/2021	Mail Pieces	AAAA1111	68795411	56864821	150	225.25	Other	912312312	2542091231231250000014564134054	2542091231231250014914564134054	500000	500149	150	15	Are the Barcode ID and Service Type ID validated?	
06/01/2021	Mail Pieces	45769877	34553	34552	23000	42000	f. PS From 3606, Certification of Bulk Mailing	652364	400916523640012727092121826800	500916523640012729550174930466	001272709	001272955	247	150	Label printer jammed.	dajkhfksdhfhsdfjksdfkjadxfhk TEST
05/01/2021	Mail Pieces	aaaa1333	12887464	1344747	12312	6123	h. Identified pieces from mailing in previous month - scan had a 93 barcode.	000837	002710008370000000110524373336	0027100083700001231299959376512	000000001	000012312	12312	23	Mailed last month	
05/01/2021	Mail Pieces	SDLK1123	45566778	12233445	100	200	Other	123456	4522012345678912345614564	4522012345678912355514564	789123456	789123555	100		Testing web page input fields	
05/01/2021	Mail Pieces	11111111	222222222222	333333333333	4000	9000	l. Pieces on non-Full-Service Postal Wizard.	901264001	3009190126400127444960090652427	3009190126400127447760188185900	274449	274477	29			
04/01/2021	Mail Pieces	13132020	2233	JC3344	9000	30009000000	m. Prepared pieces and handed to third party.	901264001	4009190126400127480544512640491	4009190126400127481845439152222	274805	274818	14	15	sdjhasj sjdth sdhf ajdthdsjdj jsdfkj asdjf j sdjhasj sjdth sdhf ajdthdsjdj jsdfkj asdjf j sdjha...	

Showing rows from 1 to 8 of a total of 10

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# Window Book's Intelligent Mail Assessment Platform

## Undocumented Mail Assessment

### Intelligent Mail Assessment Platform

Give feedback or ask a question

**Company Name**

CRIDS      Seamless Acceptance      Move Update

3453587	✗	✓
2354879	✓	✗
4325095	✗	⚠

### Intelligent Mail Assessment Manager

Give feedback or ask a question

#### Undocumented Mail WIP - CRID 3453587

Filters: Time Frame | Category: Reports

Category	July 2021	August 2021
Total Seamless Acceptance Volume	59098216	41874985
Total Undocumented Pieces	437326	355937
% Undocumented	0.74%	0.85%
Matched to job info	365101	284750
Matched "Paid"	349861	106781
External eDoc submitter	24623	29835
Documented in Kul	29056	12450
Matched "Unpaid"	15240	177969
Unmatched to job info	18547	28902

- Matched/Paid
- External eDoc submitter
- Known undocumented pieces
- Matched/Unpaid
- Unmatched

### Intelligent Mail Assessment Manager

Give feedback or ask a question

#### Paid Undocumented Errors

Reports

IMB	Scan Date/Time	Invoice Period	MID	MID Owner	MID Type	Serial	Error Cate...
3027112345634252162814094592025	01/12/2021 09:32:54 AM	20210101			ANYNAME	M	342521628 6
5027012345634252248207871160101	11/28/2020 07:06:15 PM	20201101					342522482 11
5027012345634252248329464268251	11/28/2020 07:06:14 PM	20201101	123456	COMP			342522483 11
5027012345634252248429907204505	11/28/2020 07:06:14 PM	20201101	123456	COMP			342522484 11
5027012345634252248530809142828	11/28/2020 07:05:27 PM	20201101	123456	COMP			342522485 4
5027012345634252248632836581791	11/28/2020 07:06:13 PM	20201101	123456	COMP			342522486 11
5027012345634252248734761682633	11/28/2020 07:06:13 PM	20201101	123456	COMP			342522487 11
5027012345634252248837122613721	11/28/2020 07:08:07 PM	20201101	123456	COMP			342522488 11
5027012345634252248946168221068	11/28/2020 07:08:06 PM	20201101	123456	COMP			342522489 11

1 - 15 of 511410 items





# How to Prevent and Resolve Undocumented Issues

- Monitor Daily Scorecard (catch issues when they occur)
- Don't reuse IMbs too soon (Range-Management)
- Check for MID/CRID/STID Errors
- Automate processes (avoid manual errors whenever possible)
- Validate: IMbs in your Mail.dat match the IMbs on mailpieces
  - Example: Match piece, tray and pallet barcodes back to the Mail.dats
- Collect and Store Mail Quality Data Feeds (from IV-MTR)
- Quickly determine which errors are actionable
- Keep a Known Undocumented Log (when warranted)

# We are here to help!



Toll Free: **800-524-0380**

Email: [sales@windowbook.com](mailto:sales@windowbook.com)

Online: [www.windowbook.com](http://www.windowbook.com)

  
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*Intelligent Automation*