

Seamless Acceptance: Preventing and Resolving Undocumented Assessments



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AUTOMATING INFORMATION



Intelligent Automation

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

Postage Assessment Report is generated on the 11th of the following	Review and pay	Review and dispute	The second secon			
month	assessment Must be completed	postage assessment • Must be completed	assessment report is clo	assessment report is closed or amount is adjusted		
Month	within 10 business days Status: "Pending Action" Action: "Pay" Allocate postage assessment amounts to permits Review permit allocations Action: "Confirm" Status: "Paid"	within 10 business days Status: "Pending Action" Action: "Request Review" USPS will contact eDoc submitter within 5 business days to gather supporting documentation USPS processes within 30 business days of request Status: "Pending Review"	No action required by eDoc submitter Status: "Closed" Action: "None" PCSC Appeals Mailer has 15 business days to appeal to the PCSC PCSC renders decision within 30 days If appeal is denied mailer has 10 business days to pay via Postage Assessment module	Review and pay assessment Must be completed within 3 business days Status: "Pending Action" Action: "Pay" Allocate postage assessment amounts to permits Review permit allocations Action: "Confirm" Status: "Paid"	Status: "Past Due" Action: "Pay" or "Request Review" No action is taken within 3 business days of adjusted postage assessment Status: "Past Due" Action: "Pay" After 90 days all outstanding assessments escalated to AR unless pending PCSC	

USPS System Generated Email notifications are sent throughout the postage assessment process

Initial Assessment Notification	Assessment Paid	Request In Review	Reso	Past Due		
Sent on the 11th of the following month regardless of whether additional postage is due Prompts the eDoc submitter to take action in the BCG	Sent immediately after potage assessment	Sent to eDoc submitter immediately after	CLOSED	ADJUSTED	Sent to eDoc submitte when payment of	
	transaction is paid • Sent to Mail Owner ONLY when their permit is used to pay a postage assessment	requests review Confirms postage assessment is under review by USPS	Sent to eDoc submitter when review is complete and postage assessment is closed without adjustment	Sent to eDoc submitter when review is complete and postage assessment amount has been adjusted	when payment of postage assessment is past due at initial time of payment or after review of postage adjustment	

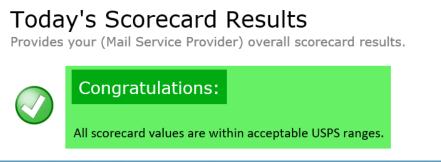
Sent according to the rules outlined in the Automated Assessment Notification section





Tools for Managing Undocumented Mail YourScore



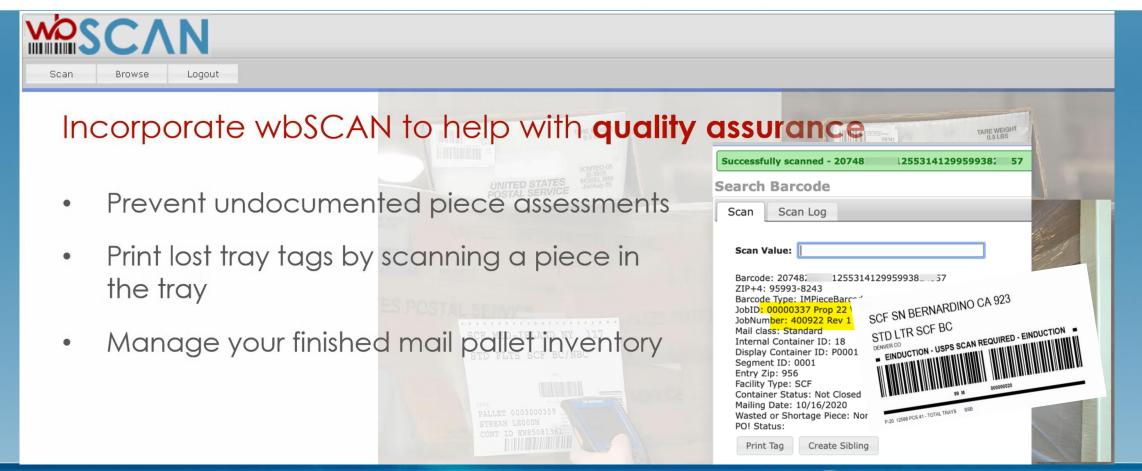








Tools for Managing Undocumented Mail wbscan





Tools for Managing Undocumented Mail DAT-PreCheck

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



- ✓ 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.

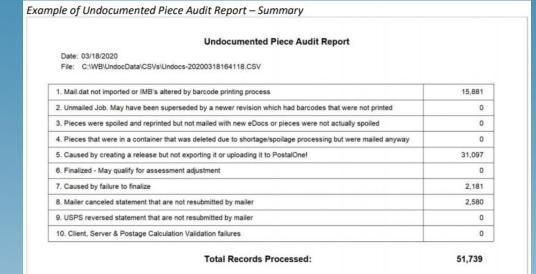
Added Bonus: saves IM barcode data in the cloud so you can compare barcodes to multiple jobs, not just within a single job!



Tools for Managing Undocumented Mail Undocumented Piece Audit Report

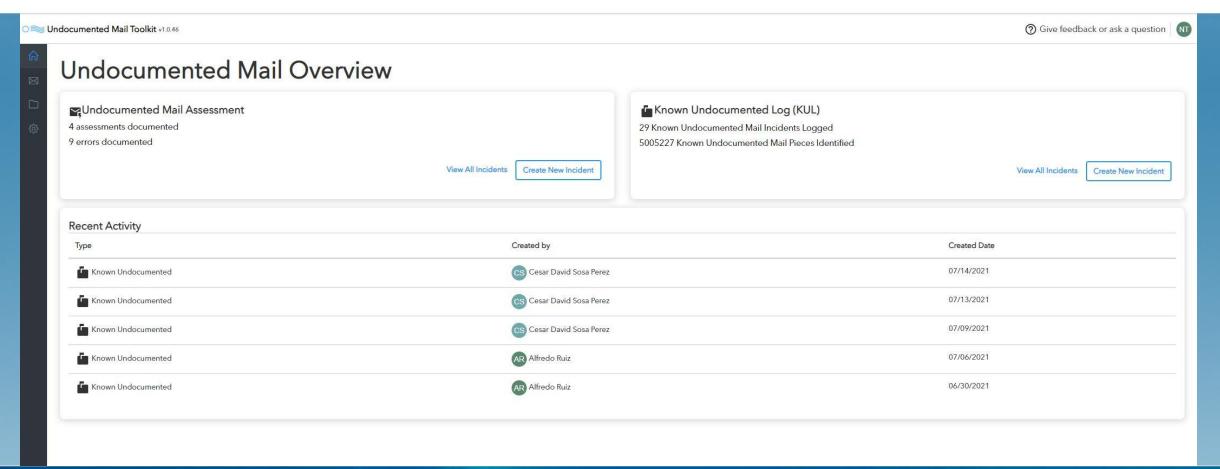
COLUMN	DESCRIPTION
Piece Barcode	Barcode code values retrieved from IV-MTR generated .txt file
Job ID	Job ID associated with piece
Job Number	Job number associated with piece
Revision No.	Revision number associated with piece
High Revision No.	Highest revision number for the job number associated with 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

		-		_	-	-	c.		
A	A	В	C	U	Ł	r	G	н	
1	Piece Barcode	JobID	Job Number	Revision No	High Revision No	Historical JobID	Postage Statement Mailing Date	Container Status	Exported File Name
2	261107000000000000000000000000	45560	270724	1	1	270724	3/16/2020	X	XD453150
3	2611070000000000000000000000000000000000	45560	270724	1	1	270724	3/17/2020	X	XD453189
4	261107000000000000000000000000	45560	270724	1	1	270724	3/17/2020	X	XD453189
5	30110700000000000000000	45560	270724	1	1	270724	3/16/2020	X	XD453150
5	261107000000000000000000000000	45607	270860A	1	1	0270860A	3/19/2020	X	XD453249





Window Book's Intelligent Mail Assessment Platform Undocumented Mail Toolkit





Window Book's Intelligent Mail Assessment Platform Known Undocumented Log

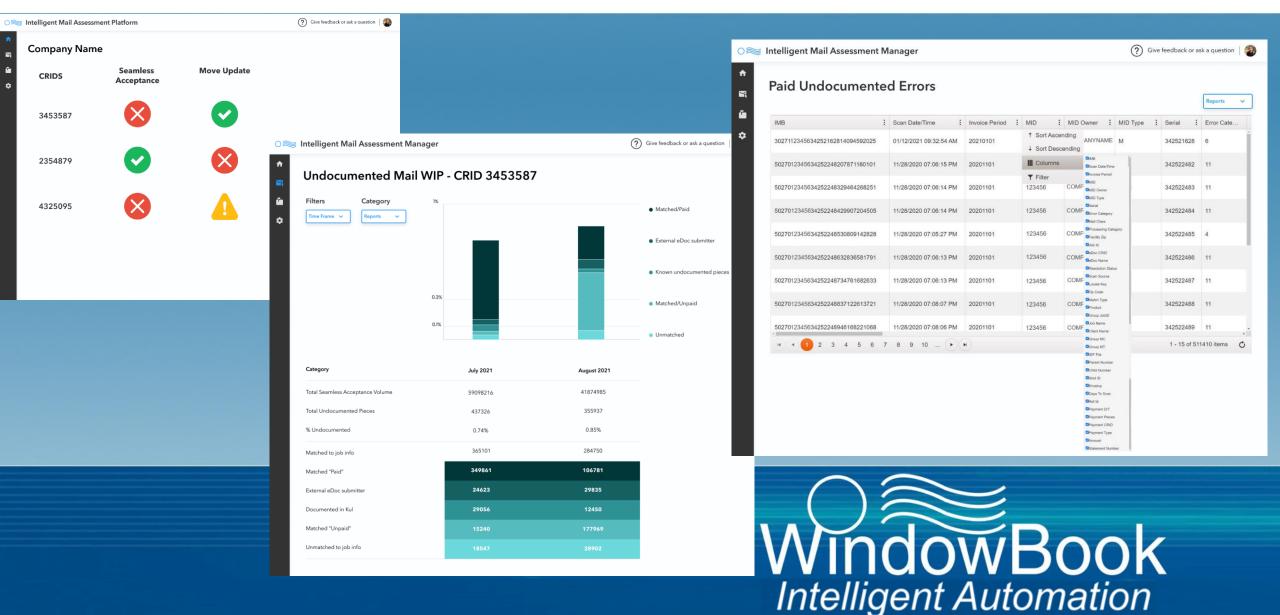
Known Undocumented (KUL)

In Progress Complete	-														Filter * Export	Add Known Undocumented Mail Entry
Mailing Date \downarrow	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	5555555	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.	dajkhfjksdhfjhsdfjkadkfjadxfhk 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	0027100083700000000110524373336	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	3333333333333	4000	9000	I. 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	sdjfhasj sjdfh sdhf ajdfhdjsdg jsdfjk asdjkf j sdjfhasj sjdfh s ajdfhdjsdg jsdfjk asdjkf j sdjfha	dhf





Window Book's Intelligent Mail Assessment Platform Undocumented Mail Assessment



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!



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