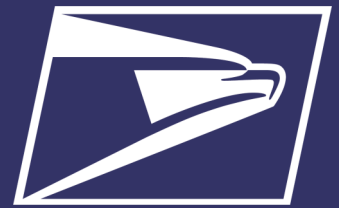


# Seamless Acceptance Undocumented Mail



*Providing mailers insights into the source of undocumented error reporting, common causes, and best practices*

## eDoc Submission:

- Submit eDoc for all barcoded mailings
- Include piece level details (i.e. barcode information)

## Accurate Barcodes

- Full printed barcode must match the barcode included in the eDoc

## Job Finalization

- Ensure mailings are submitted and have been finalized timely

## Limit Job Reversals

- Software may prevent use of the same barcode
- Reprocessing an eDoc may cause software to generate new Serial Numbers

## Monitor Performance

- Review the Mailer Scorecard regularly
- Identify and resolve issues early in the month
- Receive error detailed data from MQD-IV

## ADDITIONAL RESOURCES:

### Publication 685:

<https://about.usps.com/publications/pub685/welcome.htm>

### Mail Quality Data-IV:

[Mail Quality Data through IV@-MTR | PostalPro \(usps.com\)](#)

Seamless Acceptance leverages mailer provided electronic documentation (eDoc) and piece level scan activity to determine if mailpieces have been paid.

## HOW DOES THE USPS LOG UNDOCUMENTED ERRORS

Scanned piece level barcodes are attempted to be matched to any finalized eDoc from the previous 45 days.

The barcode match is based on the full length of the scanned barcode.

The USPS attempts to find a match for 3 days. If no match is found to an eDoc, the piece is reported as an undocumented error. The USPS will continue to attempt a barcode match again on day 7 and day 10 following the scan. If a match is found, the undocumented error is deactivated.

The undocumented error is reported to an eDoc Submitter's Mailer Scorecard in 1 of the following ways:

- Reassigned based on Seamless MID reassignment via Seamless Admin
- Reassigned based on surrounding piece scans via Bookending/Tray or Bundle Reconstruction logic
- Reassigned via 1:1 MID logic (Category 14)
- Reported to the CRID that owns the MID of the undocumented IMb

## COMMON CAUSES OF UNDOCUMENTED REPORTING

- *Mailer did not submit an eDoc for barcoded mailings*
  - *Full Rate postage applied to barcoded mailpieces*
  - *Mailings presented using hardcopy and Postal Wizard statements*
- *eDoc barcode mis-match to printed barcode on the mailpiece*
  - *MID, STID, or Serial Number are the most common types of mis-matches. A mis-matched Barcode ID or Delivery ZIP Code will also lead to undocumented reporting.*
- *eDoc submission issues*
  - *Issues that prevent eDoc from uploading to PostalOne!*
  - *Issues that prevent eDoc barcodes from importing into the SASP system*
  - *Attempts at resolving submission issues that lead to creating barcode mis-match*
- *Accurate Mailing Date Issues*
  - *eDoc with a Mailers' Mailing Date more than 30 days prior to finalization date will not pass into SASP for barcode association*
- *Job reversal / resubmission*
  - *Reversing the job from PostalOne! removes the eDoc barcodes from the SASP system*
  - *Manipulating the eDoc to prepare for a job resubmission could lead to barcode mis-match*
- *Late eDoc finalization*
  - *Piece scans more than 3 days before the eDoc is received will cause undoc reporting*
  - *Scans more than 10 days before the eDoc is received will not associate to the eDoc and will remain reported as undocumented errors.*
  - *Late finalization may also be attributed to eDoc submission*

## BEST PRACTICES TO MITIGATE UNDOCUMENTED REPORTING

- To the extent possible, submit eDoc for all barcoded mailings
- Implement QC processes for eDoc creation and submission to PostalOne!
  - Evaluate whether barcode print files are matching the barcodes used in eDoc
  - Limit the need for job reversals/resubmissions
  - Ensure accurate Mailers' Mailing Dates and that the eDoc is being submitted/finalized timely
- Review the Mailer Scorecard frequently throughout the month
  - Early resolution to error reporting can prevent additional errors from being created during the month and possibly the mailer will remain below threshold
- Leverage MQD-IV to receive error data on a Daily, Weekly, or Monthly basis
- Maintain a repeatable "Known Undocumented" process
  - This can be used during an assessment review to support pieces reported as undocumented that were paid without eDoc or had reported due to issues with the eDoc