

Informed Delivery (ID) Promotion Discount

Checklist To Use When Your Discount Doesn't Show On Your Statement



WHY IS YOUR ID PROMOTION DISCOUNT NOT APPLIED AND SHOWING ON YOUR STATEMENT?

There are many reasons why your ID Promotion Discount did not apply and show on your Postage Statement. Use the checklists below to identify the reason(s) why your Discount did not apply. After going through the checklist, if you still can't identify why your Discount did not apply, follow the instructions on page 2 to contact the USPS [Mailing & Shipping Solutions \(MSSC\)/PostalOne!](#) helpdesk for further investigation.

If You Are Creating Your ID Promotion Campaign Via The Mailer Campaign Portal (MCP), Use Checklist Below

	Make sure your ID Campaign is in SUBMITTED or ACTIVE status in the MCP no later than 2 p.m. EST the day before the job is submitted to PostalOne!. <i>If your ID Campaign is created after 2 p.m. EST the day before, cancel the PostalOne! job and resubmit it the next day after 6 a.m. EST.</i>
	Make sure the Serial Numbers in the piece Intelligent Mail barcodes (IMbs) related to the Mail Piece Unit (MPU) claiming the discount are within the start and end serials of the ID Campaign in the MCP.
	Make sure the MID in the piece IMbs related to the MPU claiming the discount is the same as the MID of the ID Campaign in the MCP.
	Make sure at least 80% of all the pieces under the MPU(s) claiming the discount can be associated/matched to an ID Campaign in the portal based on the MID and Serial Numbers in the IMbs.
	Make sure the Postage Statement Mailing Date falls WITHIN the Start and End Dates of the ID Campaign in the MCP. <i>We suggest making the Start Date of the campaign the earliest Postage Statement Mailing Date of the job.</i>
	Make sure the CCR code for claiming the ID Promotion (Characteristic Type of "I" and Characteristic of "PI") is populated within the eDoc for each MPU claiming the discount on the postage statement.

If You Are Creating Your ID Promotion Campaign Via eDoc* Use The Checklist Below

	Make sure MPUs claiming the discount have a valid Campaign Data associated with them in the form of RMR/RMS for Mail.dat or the ID Campaign Data Block for Mail.XML.
	Make sure the Postage Statement Mailing Date falls WITHIN the campaign Start and End Dates provided in the Campaign Data. <i>We suggest making the Start Date of the campaign the earliest Postage Statement Mailing Date of the job.</i>
	Make sure the proper CCR code for claiming the Informed Delivery Promotion (Characteristic Type of "I" and Characteristic of "PI") is populated within the eDoc for each MPU claiming the discount on the postage statement.

* If you are using eDoc, the campaign is created at the time the mailing is submitted to PostalOne!.

Note

The ID Promotion requires that the discount **must** be claimed at the time of mailing. If you are not able to successfully claim the discount at that time of mailing, you must immediately contact the PostalOne!/MSSC helpdesk and open a case to investigate why the ID Promotion discount did not apply. The case needs to be opened within three business days from the date of mailing. If the investigation reveals that the discount was not applied due to Postal Service error, the discount will be reapplied to your statement.

Informed Delivery (ID) Promotion Discount

Checklist To Use When Your Discount Doesn't Show On Your Statement



IF YOU ARE STILL UNSURE WHY YOUR DISCOUNT DID NOT APPLY, CONTACT OUR HELPDESK

After going through the checklists above, if you are still unable to identify why your ID Promotion Discount did not apply, please contact the PostalOne!/Mailing & Shipping Solutions Center (MSSC) HelpDesk at MSSC@USPS.gov (also copy the eDoc team at USPSInformedDeliveryeDoc@USPS.gov) or call at (877) 672-0007; in the Interactive Voice Response (IVR), select option 3 for PostalOne! assistance.

To support our investigation, when you send an email to HelpDesk please follow the instructions below:

- The subject line of your email should include **“Issue Claiming ID Promotion Discount.”**
- Attach screenshots, PDFs, and/or campaign files you may have associated with the job you submitted.
- Populate the form below, with as much of the information you have, and include it in your email.

Help Desk Ticket Number (if applicable)	
Name	
Mailer Owner/MSP	
MID used on Piece	
Submitter CRID	
Postage Statement ID	
Postage Statement Mailing Date in CSM File/ Container Info Data	
Date Job was Submitted to PostalOne!	
Job ID for eDoc Submission (if applicable)	

Campaign Information

Campaign Creation Method (eDoc / MCP)	
If MCP, what date/time was it submitted?	
Campaign Code	
Campaign MID	
Starting Serial	
Ending Serial	
Campaign Start Date	
Campaign End Date	