

FAQ's

Last Updated: 06/23/2024

General Questions:

1. When will this go into effect?
[August 1, 2024](#)
2. What is the first scan?
[First scan refers to when the shipment receives a PTR Event Code No. 10-scan](#)
3. Will there be a grace period for manifests submitted after the first scan?
[No. A Shipping Partner Event File \(SPEF\) or Shipping Services File \(SSF\) must be submitted prior to the first scan. If an SPEF is submitted prior to the first scan, an SSF can be submitted after.](#)
4. What can I do to minimize the number of unpaid pieces at the time of entry?
[To reduce the occurrence of unpaid pieces at the time of entry, USPS recommends that a shipper provide payment documentation prior to mailing any shipment that bears a shipping label imprint or permit imprint \(indicia\). It is also recommended that shippers send manifests multiple times a day.](#)
5. Which shipments are affected?
[All Shipments with an IMpb are affected by the Payment Verification Check.](#)
6. Does this apply to retail shipments?
[No. If you pay via retail, that payment is confirmed by the USPS prior to entry.](#)

Intercept Questions:

1. If a package has been intercepted, can a Shipper pay to retrieve it?
[No. The package will not return to the mail stream.](#)
2. Is there a possibility that my pieces are being intercepted now?
[The described initiative will not be implemented until August 1st. Nonetheless, the postal service uses various methods to identify and prevent the circulation of fraudulent pieces. If any pieces are flagged as fraudulent and are intercepted, PTR messaging provides notice of these events.](#)
3. How do I add to the Intercept and Do Not Intercept Lists?
[To add a MID to the Intercept or Do Not Intercept List, the shipper must email their account representative and the Counterfeit Package Support \(CPIS \)Team via \(BWJXQ0@usps.gov\) with the MID number, a reason, and the duration \(e.g. for shipper system outages\) for the MID to be on the Do Not Intercept List. An IMpb cannot be added to the Do Not Intercept List at this time.](#)

Steps:

1. Shipper provides details to account representative
 - A. Intercept List - IMpb/MID(s) they want intercepted
 - B. Do Not Intercept List - MID(s) they do not want intercepted
2. Account representative informs CPIS Team (BWJXQ0@usps.gov)
3. CPIS Team will review the activity on the IMpb/MID(s)
4. CPIS Team will inform the shipper and their account representative of findings
5. CPIS Team, account representative, and shipper, align on an Intercept/Do Not Intercept plan

4. Will there be a daily report identifying pieces that are intercepted? If not, how does a shipper know what pieces were intercepted?
[A daily report does not currently exist. Shippers can obtain interception information by looking at the tracking details of the IMpb.](#)

5. Will a MID be charged for intercepted packages?
[We do not anticipate billing a MID Owner for unmanifested fees if items are seized; however, the USPS reserves the right to charge such fees under circumstances that warrant doing so.](#)

6. How does the intercept process work in the case of a hijacked MID where some packages are valid and some are fraudulent?
[On a hijacked MID containing both fraudulent shipments \(disavowed by the shipper\) and shipments authenticated by the shipper, the former \("fraudulent"\) shipments will be intercepted and the latter \("authenticated"\) and timely paid shipments will be processed for delivery.](#)

If a manifest file is sent after a shipment has already been intercepted, will the piece be delivered or will the Shipper be refunded.

[No. When a shipper manifests late, it fails to ensure the funds were timely received by the USPS. Thus, it forfeits the late funds it submitted.](#)

7. What happens when USPS encounters fraudulent activity from a shipment on the Do Not Intercept List provided by a shipper?
[Shipper is responsible and liable for postage due related to any fraudulent activity involving their assigned MID when it is on the Do Not Intercept List. Prior to adding a MID to the Do Not Intercept List, the USPS will examine the MID for fraudulent activity with the shipper.](#)
8. When a shipment is intercepted, will shipper be notified?
[Shippers will not be notified. The information will be reflected in the tracking updates.](#)
9. What should I do if I believe my shipment(s) was erroneously intercepted?
[Shippers that believe their packages were erroneously intercepted should reach out to their Account Representative and the CPIS e-mail.](#)

1. What is an SSF and SPEF?

The SSF is the Shipping Service File and the SPEF is a Shipping Partner Event File (See Publication 199 for more information about these files). SSFs are the proof of payment/manifest that shippers must submit. SPEFs can also be submitted; they enable shippers and their partners to provide their customers with visibility *before* USPS receives the packages or the SSF. Either of these files will need to be sent to, and received by, USPS prior to the shipment's first scan before a shipment may be considered eligible to receive delivery services. In the event that an SPEF file is sent first, the SSF must also be sent to, and be received by, the USPS prior to midnight of the day of the first scan to be deemed timely paid and eligible for delivery.

2. What is the benefit of submitting an SPEF?

SPEF's will act as proof of intent to pay, allowing for a SSF to be submitted after the first scan and as late as 23:59:59 the same day of the first scan. This is the only instance when the USPS will accept a "late" file (meaning after the first scan).

3. How do I submit an SPEF?

SPEF's can be submitted via the same methods that an SSF would be submitted. More details are included in Publication 199.

4. Will there be a daily report identifying pieces that are intercepted? If not, how does a Shipper know what pieces were intercepted?

A daily report does not currently exist. Shippers can obtain interception information by looking at the tracking details of the IMpb.

5. When is the SPEF created in WebTools Label and USPS Labels API?

A SPEF is created at the time of label creation by both the USPS WebTools Label API and the USPS Labels API.

6. Can a shipper send just a SPEF if it is sent before the first scan?

Yes, however, an SSF still needs to be submitted and received. The USPS will continue to look for an associated SSF, but if it cannot find one, the shipper's Quality Shipper Score will decrease. This in turn will cause them to lose their "Good Standing" Quality Shipper Status and will result in only a SSF sufficing as the appropriate file for an on-time manifest. Stated differently, a SPEF will no longer be accepted as a valid file for manifesting and the SSF will need to be submitted prior to the first scan.

Processes/Systems Questions

1. What happens if a system outage prevents a Shipper from transmitting information?

If a shipper, encounters an outage with any of their systems, they are to contact USPS using the Outage phone number with identity of MIDs affected and shipments to be added to the Non-Intercept List.

*The phone number has not been established at this time.

2. What happens if there is an outage with a USPS system?
If USPS has a system outage after August 1, USPS will revert to the process prior to August 1. Only shipments on the Intercept List will be intercepted. All other shipments will not face the threat of being intercepted. During this time period, USPS will continue to collect manifesting data for Quality Shipper scoring.
3. Will late loads occur if Shippers are utilizing PostalOne! to generate manifests?
Mail.dat files should be uploaded 2 hours prior to shipments arriving at USPS processing facilities. Larger volumes of shipments will need a longer time window between manifestation and shipment delivery to a USPS facility. Under all circumstances it is the obligation of the mailer to ensure that the payment was processed by the USPS as required, either before the first scan, or after the first scan if an SPEF was sent first and payment is processed/received before midnight of the day of the first scan.
4. Will late loads occur if Shippers are utilizing non-USPS systems to manifest shipments?
Shippers will need to ensure that third-party software is submitting manifests timely and that USPS is receiving the data timely. Just because the third-party software is sending manifests prior to the first scan does not mean that USPS is processing the manifests at that time. Therefore, efforts need to be made to ensure the transmission, receipt, and processing of the data is taking place.
5. How will these changes affect USPS SHIP?
These changes will not affect USPS Ship.
6. How do I register for USPS Ship?
Please visit the Counterfeit and Fraud PostalPro webpage at <https://postalpro.usps.com/counterfeit-and-fraud>. There are registration guides for eVS and non-eVS users.
7. What happens if PDX is down?
If any USPS system is down, USPS will only intercept shipments that are part of the Intercept List. The process to check for payment that commences on August 1 will be paused during any such occurrence.
10. Is Premium Forwarding Services - Commercial (PFSC) affected by the new process?
PFSC packages will not be affected by this process.
11. How will this affect customers that use Label 888 with a meter strip as payment?
All shipments that use legitimate 888 labels should not be intercepted.
12. Are Scan Forms affected in this process?
No. Scan Forms are not affected.

1. How is the Quality Shipper Score calculated?
Details about the Quality Shipper Score will not be shared. The Quality Shipper Score is based on past and current behavior. Continuing to send on-time manifest files for all of your shipments is the best way to increase your score.
2. Where can Shippers check their Quality Shipper Score status?
Quality Shipper Scores will be emailed to you weekly. They will be included in the Non-Payment Metric emails.

Communication

1. How do I sign up for USPS Industry Alerts?
To sign up for USPS Industry Alerts, email industryalerts@usps.com
2. Will there be any more webinars?
Please visit the USPS PostalPro page at <https://postalpro.usps.com/counterfeit-and-fraud> for the most current schedule.
3. How frequent will the Non-Payment Metric emails be sent?
Emails will be sent on a weekly basis. There are no current plans to increase the frequency.