

USPS Fraud and Counterfeit Industry Webinar

June 2024

Discussion Topics and Logistics

Discussion Topics

- Why Are We Here
- Manifesting
- Intercept List & Do Not Intercept List
- Quality Shipper
- Available Resources
- Q&A
- The Path Forward

Logistics

- All participants are muted
- Use the Q&A feature for questions and technical issues
 - Questions will only be visible once answered
 - We will answer questions as we are able
- Slides and recording will be shared on USPS Postal Pro page - <https://postalpro.usps.com/counterfeit-and-fraud>
- Email your Account Representative with any additional questions or concerns

Why Are We Here

Webinar Purpose

- To align and inform Shippers, Account Representatives, and Counterfeit Package Intercept Support (CPIS) Team
- To address concerns, questions, and clarifications pertaining to the August 1, 2024 payment verification enforcement updates

Objectives

- To deter and reduce fraud, counterfeit, and hijacking of MIDs
- To align shipper compliance to DMM standards and rules
- To address bad actors that have been taking advantage of existing gaps
- To limit financial impact on all shippers and the USPS
- To ensure all shipments are manifested prior to the first machine scan
- To increase shipment visibility within USPS

New Processes

Postal regulations provide that payment for postage must be made prior to package entry into the mailstream. These changes are intended to ensure that payment is received for all shipments.

- Shipments that are not manifested at time of first scan will be intercepted
- Intercepted shipments will be subject to destruction
- Intercepted shipments will not be reimbursed

Manifesting

Manifesting

- Types
 - Unmanifested
 - Late Manifested
 - On-Time Manifested
- Proper manifesting requires a file prior to the first scan
 - SPEF (Shipping Partner Event File)
 - SSF (Shipping Services File)
 - ICR (Indicium Creation Record)

USPS Recommend Systems

	Generate SPEFs	Generate SSFs	Create Labels	Print Labels	Key Notes
WebTools API	x	x	x	x	
USPS Labels API	x	x	x	x	<ul style="list-style-type: none"> • Allows for label payment • Replacing WebTools API
Click N Ship		x	x	x	
USPS Ship					<ul style="list-style-type: none"> • Contains reports to review unmanifested shipments • Provides reporting on payment and manifest details • Replacing eVS

Intercept List & Do Not Intercept List

Intercept List

- List composed of Mailer IDs (MIDs) and Intelligent Mail Package Barcodes (IMpbs) that are vetted as 100% unpaid
- Shipments on Intercept List are automatically intercepted at time of first scan

Do Not Intercept List

- List is composed of Package MIDs
- Shipments on list are allowed to pass through without the risk of being intercepted
- Shippers will be financially responsible for all their MID volume on the Do Not Intercept List (including fraudulent volume)
- Utilized in cases of shipper system outages (temporary)

How To Add To Intercept/Do Not Intercept List?

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

Messaging for Seized Packages

- Seized and on Intercept List

- Seized and not on Intercept List
 - Unmanifested at time of first scan

Latest Update

The package associated with this tracking number was found to bear counterfeit postage and is now considered Postal Service property under USPS regulations and will not be delivered. You are encouraged to contact the sender/merchant and/or your credit card company, as applicable, to seek a refund or other available recourse.

Get More Out of USPS Tracking:



Alert

Seized by USPS for Counterfeit Postage

Arrived at USPS Regional Facility

MID NY DISTRIBUTION CENTER

February 8, 2024, 6:40 pm

[See All Tracking History](#)

[What Do USPS Tracking Statuses Mean?](#)

Latest Update

The package associated with this tracking number did not have proper postage applied and will not be delivered. You are encouraged to contact the sender/merchant to seek reshipment, refund, or other available resources.

Get More Out of USPS Tracking:



Alert

Undeliverable due to Improper Postage

Arrived at USPS Regional Facility

MID NY DISTRIBUTION CENTER

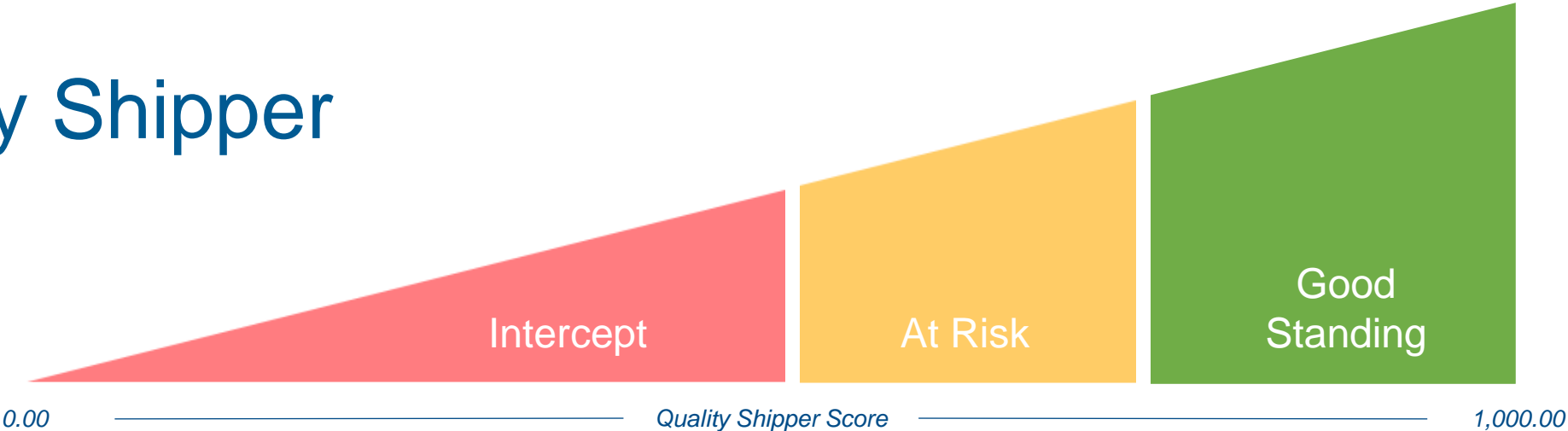
February 8, 2024, 6:40 pm

[See All Tracking History](#)

[What Do USPS Tracking Statuses Mean?](#)

Quality Shipper

Quality Shipper



	Intercept	At Risk	Good Standing
<i>Examples at this Quality Shipper Level</i>	<i>(e.g., 100)</i>		<i>(e.g., 950)</i>
<i>What does this mean? (a.k.a. Why am I here?)</i>	<i>The Mailer ID and associated package Mailer IDs have historically not been document, documented on-time, and/or have associated characteristics to fraudulent behavior</i>	<i>The Mailer ID and associated package Mailer IDs are often not paid in accordance with the rules outlined in the DMM and/or there is certain risks of fraudulent activity on the current account(s)</i>	<i>Generally, you pay for packages in accordance with the DMM rules and/or there is little current risk of suspected fraudulent activity associated with the account</i>
<i>What to expect of Quality Shipper score in this range</i>	<ul style="list-style-type: none"> <i>Shipments will be subjected to interception if not documented (manifested) on-time</i> 	<ul style="list-style-type: none"> <i>This operates as a warning.</i> <i>Package MID's with drastic deviation from Overall Score may be subject to on-time documentation requirement</i> 	<ul style="list-style-type: none"> <i>All associated MID's will not be subject to on-time documentation requirement</i>

Quality Shipper – Contd.

Q: How will I know where I stand?

A: We will soon release key updates in our Mailer Compliance Distribution which will provide key statuses about your business including:

- 1 Latest Current Score
- 2 Change Week-to-Week
- 3 Overall Quality Shipper Status
- 4 List of Specific MIDs subject to on-time payment requirement

Note(s):
1) Quality Shipper Metrics Section is for demonstration purposes only. Actual rendering TBD

Dear [REDACTED]

We appreciate your continued business and support. As part of our ongoing commitment to combat fraud and enhance security, the United States Postal Service (USPS) is implementing important changes to shipment acceptance procedures.

What Is Changing?
Beginning August 1, 2024, the USPS will treat all packages without a Shipping Service File (SSF) or a quality Shipping Partner Event File (SPEF) at the time of entry as unpaid and abandoned. These packages will be seized upon identification. We understand this transition may raise questions, and we are here to assist you every step of the way.

How Can We Help?
To ensure a smooth transition, we are providing data on Shipping Service File (SSF) and Shipping Partner Event File (SPEF) submissions. If you have any concerns or need clarification, please do not hesitate to reach out to your account manager or the Counterfeit Package Intercept Support (CPIS) Team if you do not have one. Our team is committed to working with you to make this process as seamless as possible. Resources are available at the Counterfeit Postage and Fraud Prevention Information webpage on PostalPro.com.

Quality Shipper Score¹: 975

Status: Good Standing

0 of your individual package MIDs have scores that fall under the threshold and are being intercepted. If you would like to know which MIDs are being impacted, please reach out to your sales representative. This score is calculated on data from the previous Sunday - Saturday.

Your latest overall Quality Shipper Score:
up + 7.5% from previous week

Mailer Metrics from 06/01/2024 to 06/07/2024:

Total Pieces	On-Time Manifested Pieces	Late Manifested Pieces*	Unmanifested Pieces**
814	708	105	1

*Pieces with quality SPEF and SSF after the first scan are considered late. Pieces must have either a quality SPEF or SSF at the time of the first scan to be considered manifested and avoid interception.
**Pieces with no SSF and SPEF are considered Unmanifested. These pieces must be manifested and paid prior to induction to avoid interception.

Your Responsibility:
As outlined in the Domestic Mail Manual (DMM), Section 604.6.0, mailers are responsible for postage payment. Postage must be fully prepaid at the time of mailing. To prepare for this transition, please submit your documentation before package entry.

Thank you for your support and cooperation in this ongoing effort. Should you need further assistance, feel free to contact your USPS representative or reply to this email.

Sincerely,
USPS Package Intercept Support



“Good Standing” Vs. Do Not Intercept List

“Good Standing”

MIDs added based on Quality Shipper Score

Pros

- Potentially not financially responsible for fraudulent shipments
- Shipments will not be intercepted

Cons

- MIDs will automatically be removed if score falls below threshold
- Requires monthly Financial Reconciliation for refunds

Do Not Intercept List

MIDs added at direction of shipper

Pros

- Shipments will not be intercepted
- Shipper has complete control over their MID

Cons

- Financially responsible for fraudulent shipments
- MIDs need to be requested to be added

Available Resources

Non-Payment Metric E-mails

- Newer Logic
 - Difference between data captured in April versus those now
- Can request data files that provide IMpb and date/time records for affected shipments
- Quality Shipper score to be added later

Email Data File

- Parcel ID Code
- Manifest MID
- Package MID
- Earliest Scan Date
- SPEF Submission
- SSF Submission

Parcel ID Code	Manifest MID	Package MID	Earliest Scan Date	SPEF Submission	SSF Submission
9200112345678903434252	987654321	123456789	4/16/2024 4:05:59 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678963487684	987654321	123456789	4/16/2024 4:06:14 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678935190458	987654321	123456789	4/16/2024 4:04:42 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678933435469	987654321	123456789	4/16/2024 4:04:46 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678903430230	987654321	123456789	4/16/2024 4:04:30 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678933430982	987654321	123456789	4/16/2024 4:06:04 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678943487133	987654321	123456789	4/16/2024 4:06:23 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678923234904	987654321	123456789	4/16/2024 4:05:23 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678943434530	987654321	123456789	4/16/2024 4:05:28 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678922133452	987654321	123456789	4/16/2024 4:05:48 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678933436581	987654321	123456789	4/16/2024 4:04:16 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678976487939	987654321	123456789	4/16/2024 4:06:18 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678951534252	987654321	123456789	4/16/2024 4:04:34 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678933439917	987654321	123456789	4/16/2024 4:05:41 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678920437873	987654321	123456789	4/16/2024 4:04:04 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678933432435	987654321	123456789	4/16/2024 4:04:23 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM
9200112345678988434430	987654321	123456789	4/17/2024 4:30:58 PM	4/17/2024 5:24:39 PM	4/17/2024 6:20:31 PM
9200112345678933400874	987654321	123456789	4/16/2024 4:04:07 PM	4/16/2024 5:24:39 PM	4/16/2024 5:24:39 PM

Postal Pro

- Contains May webinar PowerPoint
- Provides resources on USPS Recommended Systems
- Houses FAQs
- Holds webinar schedule
- Hosts relevant Industry Alerts
- [Counterfeit Postage and Fraud Prevention Information | PostalPro \(usps.com\)](#)

Counterfeit Postage and Fraud Prevention Information

To address unpaid and counterfeit postage, the USPS will validate payment documentation in real-time beginning August 1, 2024. Packages that are unmanifested at the time of the first scan at a USPS facility will be intercepted and subject to disposal. These packages will not reenter the mail-stream and Shippers will not be reimbursed.

Latest Updates



06/04/2024

[Counterfeit & Fraud Talking Points Memo](#)

06/03/2024

[Counterfeit & Fraud Industry Webinar Schedule](#)

Package Documentation Webhook

The Package Documentation Webhook will provide real -time information regarding the first USPS scan on a package, and whether the package was blacklisted, whitelisted, or had payment documentation (via a Shipping Services File, Shipping Partner Event File, or ICR File) at the time of the scan.

Subscriptions are at the CRID level, and require only a few steps:

1. Enroll in USPS APIs following the steps at https://developer.usps.com/getting_started
2. Contact APISupport@usps.gov and ask to be enrolled in the this non -publicly facing product
3. Develop your subscription process and listener URL using the specs provided by API Support.
4. Create subscriptions for all of your CRIDs – the request is quite simple!

```
i. {  
    "listenerURL": "https://myserver.com/listener",  
    "secret": "MYsecretKeyPhrase",  
    "adminNotification": [ { "email": "user@example.com" } ],  
    "filterProperties": { "CRID": "123456" }  
}
```

Questions?
Please use the Q&A feature

The Path Forward

USPS Next Steps

- Continue to send Non-Payment Metric emails
 - Include Quality Shipper Scorecard
- Update FAQs based on your feedback

Who To Contact?

- Reach out to your Account Representative with any concerns
- If do not have an Account Representative, use Counterfeit Package Intercept Support email - BWJXQ0@usps.gov
 - Utilize the Subject Line in the email to assist USPS in assisting you
Example: Shipper Name (CRID) – Reason – Relevant MIDs
 - Customer Registration ID (CRID)
 - Mailer IDs (MIDs)
 - Intercept/Do Not Intercept List
 - Update Contacts
 - System Outage
 - Data Files

What Can You Do?

- Review PowerPoint and recording to become knowledgeable of basics
- Share PowerPoint and recording with your colleagues
- Consider using USPS systems for manifesting
- Review the webpage for updated communication-
<https://postalpro.usps.com/counterfeit-and-fraud>
- Ensure you receive Industry Alerts - IndustryAlert@usps.gov

Future Webinars

- July 11 at 1:00 PM – 3:00 PM ET

Meeting URL:

https://usps.zoomgov.com/webinar/register/WN_5_nnYdOcQBAPVkk-Q_8saQ

Meeting ID: 160 209 5233

Password: 262085