MTAC Payment and Acceptance

November 2016

First-Class Mail

Agenda

- ❑ Action Items

- ❑ January 2017 Release

- ❑ Full-Service Assessment

- ❑ Full-Service Bulk Error Data

- ❑ Seamless Acceptance – Undocumented and Sampling

- ❑ Move Update

- ❑ Streamlined Mail Entry Publication

- ❑ Payment Modernization

- ❑ PostalPro

- ❑ CIO Roadmap

- ❑ BSC and Business Customer Survey

Action Items from July

Action Item	Response/Corrective Action/Update
The DMM Inclusions for Seamless and eInduction will be published via a federal register notice.	Draft DMM language has been published to PostalPro
Confirm free ACS for residual mail for those over 95% Full-Service will be available in the Business Customer Gateway	Yes. Free ACS for residual mail will be available through BCG and through SingleSource
A move/update fact sheet will be created and a webinar will be conducted to explain the different ways the mailers can receive their address correction information, for example, Full-Service, One Code and Single Source. Explain when a fee will be levied as opposed to when a free address correction will be available, highlighting the different treatments across classes, for example, Periodicals and others. The help desk will be included in the training.	This will be published at the same time the final rule is issued
Issue a written notice advising the industry of the October assessment.	Industry notification has been published; each mailer over threshold has been contacted

January 2017 Schedule

Release Schedule: 2017	
Release Activities & Milestones	**January 2017** Price Change Release
USPS Announcement of Major Business Changes & Requirements	
Industry Notification of Structural Changes (Release Overview)	Aug 12 2016
IDEAlliance Technical Specifications	
Change Request Filing Deadline	July 22 2016
Change Request Filing Deadline for Updates Based on Design (IT)	Aug 12 2016
CR Filing Deadline for Federal Reg / Price Changes	Aug 12 2016
Publish Mail.dat Initial / Final Technical Specifications	Sept 1 2016
Publish Mail.XML Initial / Final Technical Specifications	Sept 12 2016
Publish Mail.dat Errata Technical Specifications	Sept 28 2016
Industry Communications	
Publish Preliminary Postage Statements	
PRC Filings Market Dominant	
FRN on Public View for Domestic and International	
Publish Proposed FRN for Domestic and International	
Publish Draft of Price Files and Draft of Price Embedded Postage Statements*	Oct 21 2016
Publish Final FRN for Domestic and International MD*	Nov 23 2016
Publish Price Files (subject to Regulatory Review)*	Nov 25 2016
Publish Price Embedded Postage Statements (subject to Regulatory Review)*	Dec 9 2016
USPS Release Documents (Release Notes, Guides and Technical Specifications)	
Publish initial draft Publication 205: eVS	Aug 12 2016
Publish initial draft Publication 199: Intelligent Mail Package Barcode	Aug 12 2016
Publish Initial Version of the Release Notes and Tech Specs	Sept 23 2016
Publish Error Codes and Descriptions to Businesses Rules	Sept 23 2016
Publish Second Version of the Release Notes, Guides and Tech Specs	Oct 21 2016
Publish Final Version of Release Notes, Guides and Tech Specs	Feb 6 2017
Acceptance Testing	
Start Customer Acceptance Testing (CAT) / Pre-Prod Environment Deployment	Oct 19 2016
Finish CAT/Pre-Prod Acceptance Testing	Dec 30 2016
USPS Release Deployment	
Deployment	Jan 8 2017
TEM Software Deployment	Jan 9 2017
Price Change Effective	Jan 22 2017

January 2017 Structure Proposed Considerations

☐ **1/8:** Implement pre-release

☐ **1/22:** Structure Release Effective date (pending Governor approval)

Proposed Postage Statement Changes
Up to 3.5oz ounce free for FCM commercial letters (First-Class Mail 3600 FCM)
Standard Mail Automation letters eliminate the 3.3 - 3.5 oz. weight break. The per piece weight limit will change from 3.3 oz. to 3.5 oz. (Standard Mail 3602 R/N)
Standard Mail Flats: Increase the weight for piece pound pricing of Flats from 3.3 oz. to 4.0 oz. (Standard Mail 3602 R/N)
Eliminate fees and allow single permit for inbound and outbound packages • January: Shipping Products Permit for USPS Returns (Scan Based) or Parcel Return Service product. • March: Shipping Products Permit for Business Reply Mail for parcels or Merchandise Return Service labels
FSS: Revert to Previous Structure (Standard 3602 R/N, Periodicals 3541, Bound Printed Matter 3605)
Rename Standard Mail to USPS Marketing Mail
Rename Alternate Postage to Share Mail
Combine AADC and 3-Digit into AADC (First-Class Mail 3600 FCM, Standard 3602 R/N)

Streamlined Mail Entry for Letters and Flats

Full Service
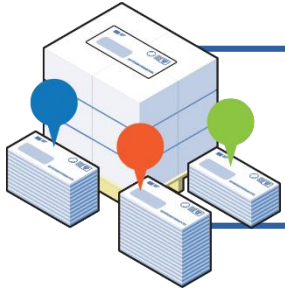
91% adoption

Mailer Scorecard Ready for Industry

Automated Assessment in November

eInduction
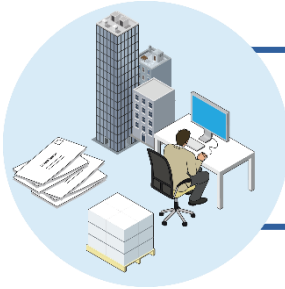
63% adoption

Mailer Scorecard Ready for Industry

Automated Assessment in March

Seamless Acceptance

18% adoption

January: Mailer Scorecard corrected for clerk errors in Sampling

Move Update

Published Proposed Rule in July, Reviewing Comments

Mailer Scorecard Ready for Industry

Full Service Assessment

UNITED STATES POSTAL SERVICE

Full-Service Electronic Verification Automated Assessment Process Fact Sheet
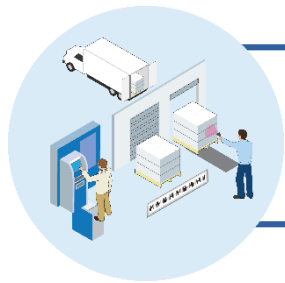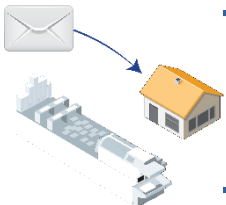
POSTAGE ASSESSMENT

Mailers are given the Full-Service discount at the time of mailing. After the postage statement is finalized, verifications are performed on the eDoc to ensure Full-Service requirements are met. Verification errors will be logged against pieces that do not meet the Full-Service requirements. These errors are identified as being postage assessment eligible when the total pieces in error, for a specific requirement, have exceeded an established error threshold. When this occurs, the USPS will identify the responsible eDoc submitter associated to the CRID (Customer Registration Identification) and issue a postage assessment against the eDoc submitter that presented the mailings to the Postal Service.

AUTOMATED ASSESSMENT NOTIFICATION

On the 11th of each month the USPS will identify the eDoc submitters who have exceeded a threshold. The USPS will use the information within a Business Customer Gateway (BCG) user profile to identify the correct company to send the automated assessment email notification. To receive a notification, the eDoc submitter must have a BCG account and the correct combination of user roles and services as shown in the table below.

Order	System sends automated notification if:	Business Service	Business Service Role that receives automated notification:
1st Attempt	The system identifies an individual with a BSA/BSA Delegate or User role no additional attempts will be made	Verification Assessment Evaluator (VAE)	Business Service Administrator BSA/BSA Delegate and User Role
2nd Attempt	1st attempt does not identify a VAE BSA/BSA Delegate or User	Managed Mailing Activity (MMA)	Business Service Administrator (BSA)/BSA Delegate
3rd Attempt	1st and 2nd attempt does not identify a VAE BSA/BSA Delegate or User or a BSA for Managed Mailing Activity	Audit Mailing Activity, eVs, PRS, Scan Based Payment	Business Service Administrator (BSA)/BSA Delegate

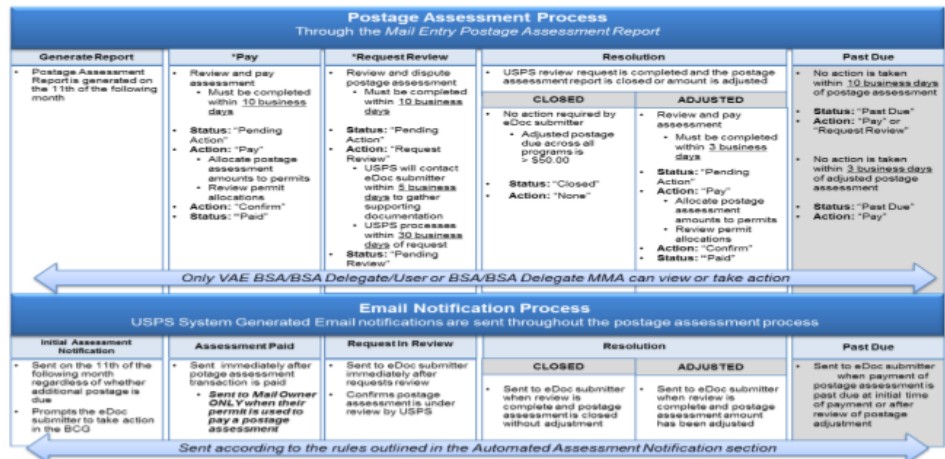## MAIL OWNER: AUTOMATED ASSESSMENT NOTIFICATION

There may be circumstances where an eDoc submitter chooses to pay a postage assessment using a Mail Owner's permit. When this occurs, the Mail Owner will be notified through the Automated Postage Assessment notification under the following guidelines:

- BCG account and the correct combination of user roles and services as shown in the table above
- The permit used to pay the postage assessment is linked to the Mail Owner's BCG profile

For more information on setting the BCG profile visit :
https://ribbs.usps.gov/intelligentmail_gateway/documents/tech_guides/BGGAccountsVAESignupUpdate.pdf

MAIL ENTRY POSTAGE ASSESSMENT REPORT

The Mail Entry Postage Assessment Report, located in the BCG, allows the designated BSA/BSA Delegate and/or user of VAE service and/or BSA/BSA Delegate of MMA Service for the eDoc submitter CRID, to review, dispute, and make payments based on the error information provided in the postage assessment report. The graphic below provides an overview of the postage assessment reporting process and the corresponding email notifications. The graphic also highlights the basic steps used to pay and request review of a postage assessment. For detailed information on this process visit: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoSMAReporting.pdf

Postage Assessment Process Through the Mail Entry Postage Assessment Report

Only VAE BSA/BSA Delegate/User or BSA/BSA Delegate MMA can view or take action

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

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

*PAY

The eDoc submitter has the ability to select any permit they own or Mail Owner permit used as a paying permit in the assessment month. eDoc submitters also have the ability to split payment of an assessment and distribute it across multiple permits. When an eDoc submitter selects a Mail Owner Permit for payment, the Mail Owner will be notified via email as long as they have an associated Business Customer Gateway account with valid services and roles associated. USPS Headquarters' employees can assist with adding a permit other than one used during the assessment period to pay some, or all, of the assessed amount.

Request to Add Permit

The eDoc submitter may request to add a permit. The request must be in writing to the PostalOne! Helpdesk and included the following:
Postage Assessment Number
Postage Assessment Month
Mail Owner Permit Number
Error Metric being Assessed
Total Postage being Assessed
*Concurrence from the Mail Owner that they are aware their permit will be used to pay for an assessment must also be included.

*REQUEST REVIEW

USPS assigns a Business Mail Entry Acceptance employee or BMS Analyst to investigate all requests for review. If a review is requested, the entire assessment is placed in a pending review status and no further action can be taken by the eDoc Submitter until resolution. The assigned reviewer will contact the mailer within five business days to gather any supporting documentation. Once the review is complete, the USPS employee will contact the mailer with the results of the review.

APPEAL

USPS will work with mailers to resolve any overdue assessments. A mailer who disagrees with the results of the review may send a written appeal to the postmaster within 30 days. The appeal is forwarded to the Pricing and Classification Service Center (PCSC). The PCSC issues the final agency decision.

Full-Service Assessment

Full-Service Electronic Verification

- ☐ Begins November 2016
  - Based on October mailings

- ☐ Measures quality of data elements within Full-Service Electronic Documentation (eDoc)
  - Results displayed in Mailer Scorecard

- ☐ eDoc Requirements Measured:
  - Mailer Identification (MID)
  - Service Type Identification (STID)
  - By (Mail Preparer) and For (Mail Owner) fields
  - Barcode Uniqueness
  - Entry Facility
  - Unlinked CoPal

UNITED STATES POSTAL SERVICE

Full-Service Electronic Verification Automated Assessment Process Fact Sheet

Full-Service Electronic Verification

In November 2016, the USPS began assessments for Full-Service Mail Quality Metrics determined to be over the established threshold in a calendar month. These assessments result in the removal of the Full-Service discount on those pieces exceeding the established threshold.

To submit a mailing as Full-Service, and claim the per piece discount, the following fields must be correctly populated in the electronic documentation (eDoc):

- Mailer Identification (MID)
- Service Type Identification (STID)
- By (mail preparer) and For (mail owner) fields
- Barcode Uniqueness
- Entry Facility
- Unlinked CoPal

For more information about the Full-Service Electronic Verifications and Assessment process visit: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoSMAReporting.pdf

*Current as of October 27, 2016

POSTAGE ASSESSMENT

Mailers are given the Full-Service discount at the time of mailing. After the postage statement is finalized, verifications are performed on the eDoc to ensure Full-Service requirements are met. Verification errors will be logged against pieces that do not meet the Full-Service requirements. These errors are identified as being postage assessment eligible when the total pieces in error, for a specific requirement, have exceeded an established error threshold. When this occurs, the USPS will identify the responsible eDoc submitter associated to the CRID (Customer Registration Identification) and issue a postage assessment against the eDoc submitter that presented the mailings to the Postal Service.

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2nd Attempt	1st attempt does not identify a VAE BSA/BSA Delegate or User	Managed Mailing Activity (MMA)	Business Service Administrator (BSA)/BSA Delegate
3rd Attempt	1st and 2nd attempt does not identify a VAE BSA/BSA Delegate or User or a BSA for Managed Mailing Activity	Audit Mailing Activity, eVs, PRS, Scan Based Payment	Business Service Administrator (BSA)/BSA Delegate

MAIL OWNER: AUTOMATED ASSESSMENT NOTIFICATION

There may be circumstances where an eDoc submitter chooses to pay a postage assessment using a Mail Owner's permit. When this occurs, the Mail Owner will be notified through the Automated Postage Assessment notification under the following guidelines:

- BCG account and the correct combination of user roles and services as shown in the table above
- The permit used to pay the postage assessment is linked to the Mail Owner's BCG profile

For more information on setting the BCG profile visit : https://ribbs.usps.gov/intelligentmail_gateway/documents/tech_guides/BGGAccountsVAESignupUpdate.pdf

Full-Service Electronic Verification

Automated Assessment Notification

- ☐ Initial Notification sent the 11th of each month to <u>eDoc submitter</u>

- ☐ Business Customer Gateway profile used to identify notification recipient

- ☐ Table below outlines correct combination of Business Services and Service Roles a user must have

Note: November 11th is a holiday, notification moved to November 14th

Order	System sends automated notification if:	Business Service	Business Service Role that receives automated notification:
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UNITED STATES POSTAL SERVICE

Full-Service Electronic Verification
Automated Assessment Process Fact Sheet

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To submit a mailing as Full-Service, and claim the per piece discount, the following fields must be correctly populated in the electronic documentation

POSTAGE ASSESSMENT

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	attempt does not identify a VAE BSA/BSA Delegate or	Managed Mailing Activity (MMA)	Business Service Administrator (BSA)/BSA Delegate
	and 2nd attempt does identify a VAE BSA/BSA Delegate or User or a BSA for Managed Mailing Activity	Audit Mailing Activity, eVs, PRS, Scan Based Payment	Business Service Administrator (BSA)/BSA Delegate

OWNER: AUTOMATED ASSESSMENT NOTIFICATION

umstances where an eDoc submitter chooses to pay a postage assessment using a nit. When this occurs, the Mail Owner will be notified through the Automated Post-otification under the following guidelines:

and the correct combination of user roles and services as shown in the table above ed to pay the postage assessment is linked to the Mail Owner's BCG profile

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Full-Service Assessment

Mail Owner: Automated Assessment Notification

☐ eDoc submitter has the ability to pay a postage assessment using a mail owner permit

☐ When this occurs, Mail Owner will receive an automated notification if:

- Mail Owner has a BCG account
- Has the correct combination of business services and user roles
- The permit used to pay assessment is linked to the Mail Owner BCG account

Full-Service Electronic Verification Automated Assessment Process Fact Sheet

POSTAGE ASSESSMENT

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Full-Service Electronic Verification

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- Mailer Identification (MID)
- Service Type Identification (STID)
- By (mail preparer) and For (mail owner) fields
- Barcode Uniqueness
- Entry Facility
- Unlinked CoPal

For more information about the Full-Service Electronic Verifications and Assessment process visit:
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoSMAReporting.pdf

*Current as of October 27, 2016

Mail Entry Postage Assessment Report

Welcome, Tulika

Need help getting started with Full-Service Intelligent Mail®?

LEARN MORE

The Business Customer Gateway is your central hub for managing your USPS activity for your Business.

Within this site, you will find Business Service tools that you will need to monitor, track, and manage your mailing and shipping activities. You can access these Business Services using the tabs on the left. When you know which services are useful to your business, you can add them as your favorite services using the panel on your right.

Messages

✉ You have 16 pending service requests. You may review them here.

Welcome
Inbox
Mailing Services
Shipping Services
Other Services
Support
Manage Account

Favorite Services
DASHBOARD
MAILER ID
MAILING REPORTS
ONLINE ENROLLMENT
POSTAL WIZARD
EDIT FAVORITES

Get Started with the NEW Business Customer Gateway
LEARN MORE

UNITED STATES POSTAL SERVICE®

Home > Mailing Reports

Mailing Reports

Manage Mailing Activity
- Home
- Summary
- Balance and Fees
- Postal Wizard
- Electronic Data Exchange
- Mailing Reports
- Dashboard
- Manage Permits
- IMsb Tool
- e-VS Customer
- e-VS Monthly Account and Sampling Summary
- eVS/PRS Dashboard
- Manifest Search
- Mailer ID Report
- Third Party Billing Reports

- View Transactions
- Pending Postage Statements
- Statement of Ownership
- Induction Activity Report (eInduction)
- Electronic Verification Activity (EVS)
- Parcel Return Service (PRS)
- BRM Invoice Detail Report
- Customer MRS Detail Report
- Customer MRS Summary Report
- eInduction Quick Status Report
- Mail Entry Additional Postage Assessment Report

- Mailing Summary Report
- Mail Quality Reports
- Mailer Scorecard
- Issue Level Postage Statement
- Publication Report
- View Periodical Transactions
- View Historical Permit Transactions
- Carbon Accounting Statement
- Tech Credit Report
- QBRM Verification Assessment Report
- QBRM Additional Postage Due Report

Full Service
- Data Distribution/Informed Visibility Dashboard
- Full Service Seamless Acceptance Failure Jobs
- Push Subscription Profile

Mail Entry Additional Postage Assessment Report Search

94612161
94645784
94797345

Date From: September 2016
Date To: September 2016
eDoc Submitter CRID: Show eDoc Submitter CRID Details
Mailing Group ID:
Mail Job:
Status: All - Include all Statuses

Execute Search

One record found.
1

eDoc Submitter CRID	Company Name	Assessment Period	Impact from Seamless	Impact from Move/Update	Impact from eInduction	Impact from Full Service Electronic Verification	Additional Postage Due	Adjusted Additional Postage Due	Postage Paid	Status	Action
94612161	PIZZA AND PETS - AURORA	September 2016	$0.00	$0.00	$0.00	$149.54	$149.54	$149.54	$0.00	Pending Action	Request Review Pay
Totals:			$0.00	$0.00	$0.00	$149.54	$149.54	$149.54	$0.00		

Impact from Move/Update	Impact from eInduction	Impact from Full Service Electronic Verification	Additional Postage Due
$0.00	$0.00	$149.54	$149.54
$0.00	$0.00	$149.54	$149.54

eDoc Submitter CRID	Company Name	Assessment Period	Impact from Seamless
94612161	PIZZA AND PETS - AURORA	September 2016	$0.00
Totals:			$0.00

Adjusted Additional Postage Due	Postage Paid	Status	Action
$149.54	$0.00	Pending Action	Request Review Pay
$149.54	$0.00		

Full-Service Assessment

Mail Entry Postage Assessment Report

□ Allows user to:

- Review, dispute, and make payments
- Monitor Status

□ Fact sheet also shows timelines for each action

MAIL ENTRY POSTAGE ASSESSMENT REPORT

The Mail Entry Postage Assessment Report, located in the BCG, allows the designated BSA/BSA Delegate and/or user of VAE service and/or BSA/BSA Delegate of MMA Service for the eDoc submitter CRID, to review, dispute, and make payments based on the error information provided in the postage assessment report. The graphic below provides an overview of the postage assessment reporting process and the corresponding email notifications. The graphic also highlights the basic steps used to pay and request review of a postage assessment. For detailed information on this process visit: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoSMAReporting.pdf

Postage Assessment Process
Through the *Mail Entry Postage Assessment Report*

Generate Report	*Pay	*Request Review	Resolution		Past Due

• Postage Assessment Report is generated on the 11th of the following month	• Review and pay assessment
	   • Must be completed within 10 business days
	
	 • **Status:** "Pending Action"
	 • **Action:** "Pay"
	   • Allocate postage assessment amounts to permits
	   • Review permit allocations
	 • **Action:** "Confirm"
	 • **Status:** "Paid"
		• Review and dispute postage assessment
		   • Must be completed 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"
			• USPS review request is completed and the postage assessment report is closed or amount is adjusted		

			CLOSED	**ADJUSTED**	• No action is taken within 10 business days of postage assessment • **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"

			• No action required by eDoc submitter
			   • Adjusted postage due across all programs is > $50.00
			
			 • **Status:** "Closed"
			 • **Action:** "None"
				• 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"	

Only VAE BSA/BSA Delegate/User or BSA/BSA Delegate MMA can view or take action

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

Initial Assessment Notification	Assessment Paid	Request in Review	Resolution	Past Due

Full-Service Assessment
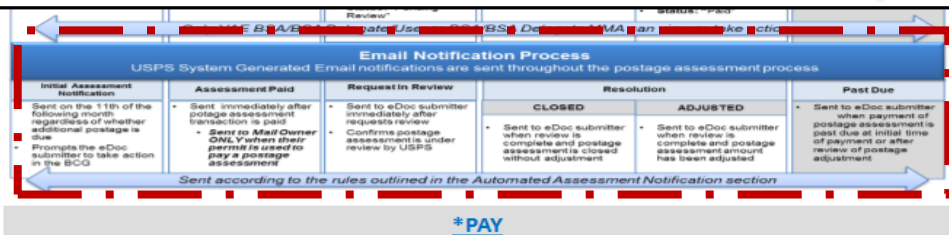
Email Notification Process
USPS System Generated Email notifications are sent throughout the postage assessment process

Initial Assessment Notification	Assessment Paid	Request In Review	Resolution		Past Due
			CLOSED	**ADJUSTED**	
• 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 transaction is paid • **Sent to Mail Owner ONLY when their permit is used to pay a postage assessment**	• Sent to eDoc submitter immediately after 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	• Sent to eDoc submitter 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

Additional eMail Notifications

- ❑ Sent when a assessment status changes:
  - Assessment Paid, Request Review, Closed Adjusted, Past Due

*PAY

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Postage Assessment Number
Postage Assessment Month
Mail Owner Permit Number
Error Metric being Assessed
Total Postage being Assessed
Concurrence from the Mail Owner that they are aware their permit will be used to pay for an assessment must also be included.

*REQUEST REVIEW

USPS assigns a Business Mail Entry Acceptance employee or BMS Analyst to investigate all requests for review. If a review is requested, the entire assessment is placed in a pending review status and no further action can be taken by the eDoc Submitter until resolution. The assigned reviewer will contact the mailer within five business days to gather any supporting documentation. Once the review is complete, the USPS employee will contact the mailer with the results of the review.

APPEAL

USPS will work with mailers to resolve any overdue assessments. A mailer who disagrees with the results of the review may send a written appeal to the postmaster within 30 days. The appeal is forwarded to the Pricing and Classification Service Center (PCSC). The PCSC issues the final agency decision.

Full-Service Assessment

Pay

- ☐ Occurs within Mail Entry Postage Assessment Report
- ☐ eDoc submitter can use any permit they own or Mail Owner permit used in the assessment month
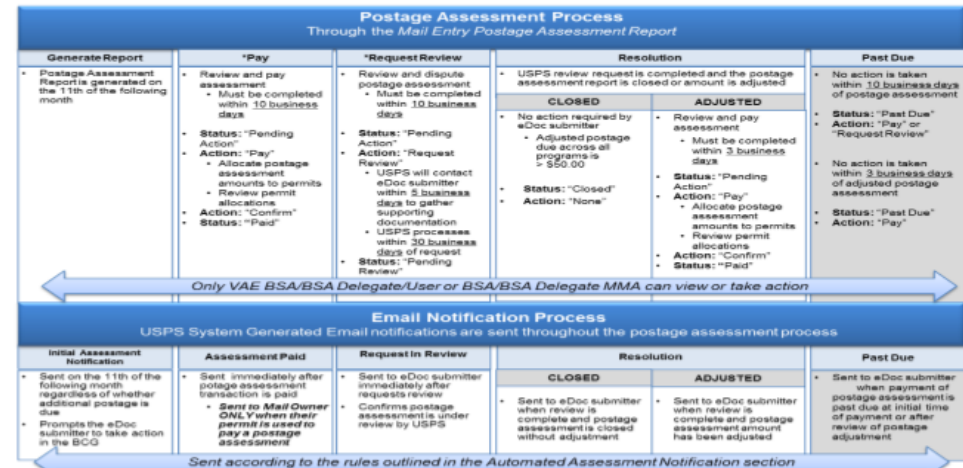- ☐ USPS HQ can assist with adding a permit

Request Review

- ☐ Assessment Review is assigned to BMEU or BMS Analyst
- ☐ USPS will contact eDoc submitter within 5 business days
- ☐ USPS will contact eDoc submitter when review is complete

Appeal

- ☐ Assessed mailers can appeal the results of the review through their local acceptance office
- ☐ The appeal is forwarded to the PCSC to issue the final agency decision.

MAIL ENTRY POSTAGE ASSESSMENT REPORT

The Mail Entry Postage Assessment Report, located in the BCG, allows the designated BSA/BSA Delegate and/or user of VAE service and/or BSA/BSA Delegate of MMA Service for the eDoc submitter CRID, to review, dispute, and make payments based on the error information provided in the postage assessment report. The graphic below provides an overview of the postage assessment reporting process and the corresponding email notifications. The graphic also highlights the basic steps used to pay and request review of a postage assessment. For detailed information on this process visit: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoSMAReporting.pdf

Postage Assessment Process
Through the *Mail Entry Postage Assessment Report*

Generate Report	*Pay	*Request Review	Resolution		Past Due
Postage Assessment Report is generated on the 11th of the following month	Review and pay assessment • Must be completed within 10 business days **Status:** "Pending Action" **Action:** "Pay" • Allocate postage assessment amounts to permits • Review permit allocations **Action:** "Confirm" **Status:** "Paid"	Review and dispute postage assessment • Must be completed 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"	USPS review request is completed and the postage assessment report is closed or amount is adjusted		No action is taken within 10 business days of postage assessment **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"
			CLOSED	**ADJUSTED**	
			No action required by eDoc submitter • Adjusted postage due across all programs is > $50.00 **Status:** "Closed" **Action:** "None"	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"	

Only VAE BSA/BSA Delegate/User or BSA/BSA Delegate MMA can view or take action

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

Initial Assessment Notification	Assessment Paid	Request In Review	Resolution		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 postage assessment transaction is paid • *Sent to Mail Owner ONLY when their permit is used to pay a postage assessment*	• Sent to eDoc submitter immediately after requests review • Confirms postage assessment is under review by USPS	**CLOSED**	**ADJUSTED**	Sent to eDoc submitter when payment of postage assessment is past due at initial time of payment or after review of postage adjustment
			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	

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

*PAY

The eDoc submitter has the ability to select any permit they own or Mail Owner permit used as a paying permit in the assessment month. eDoc submitters also have the ability to split payment of an assessment and distribute it across multiple permits. When an eDoc submitter selects a Mail Owner Permit for payment, the Mail Owner will be notified via email as long as they have an associated Business Customer Gateway account with valid services and roles associated. USPS Headquarters' employees can assist with adding a permit other than one used during the assessment period to pay some, or all, of the assessed amount.

Request to Add Permit
The eDoc submitter may request to add a permit. The request must be in writing to the *PostalOne!* Helpdesk and included the following:
Postage Assessment Number
Postage Assessment Month
Mail Owner Permit Number
Error Metric being Assessed
Total Postage being Assessed
Concurrence from the Mail Owner that they are aware their permit will be used to pay for an assessment must also be included.

*REQUEST REVIEW

USPS assigns a Business Mail Entry Acceptance employee or BMS Analyst to investigate all requests for review. If a review is requested, the entire assessment is placed in a pending review status and no further action can be taken by the eDoc Submitter until resolution. The assigned reviewer will contact the mailer within five business days to gather any supporting documentation. Once the review is complete, the USPS employee will contact the mailer with the results of the review.

APPEAL

USPS will work with mailers to resolve any overdue assessments. A mailer who disagrees with the results of the review may send a written appeal to the postmaster within 30 days. The appeal is forwarded to the Pricing and Classification Service Center (PCSC). The PCSC issues the final agency decision.

Full-Service Assessment

Permit Holders will receive an email once the Postage Due has been paid.

Subject: USPS Mail Entry Additional Postage Assessment Notification for CRID 94612161 (October 2015 Status: Paid)

The following additional postage due assessment had been paid on the Mail Entry Additional Postage Assessment Report. No further action is required.

CRID: 94612161
Name: PIZZA AND PETS – AURORA
Assessment Period: October 2015
Additional Postage Due: $149.99
Postage Due: $149.00
Payment Permit: PP 22
Payment Permit Zip: 80016
Payment Account Number: 1234567
Date of Transaction: 10/19/2016
Transaction Amount: $100.00

To view the status of this postage assessment on Business Customer Gateway please click here and go to Mailing Reports > Mail Entry Additional Postage Assessment Report

To view the detailed postage assessment summary information on Microstrategy Reports please click here and go to Share Reports > Mail Quality (eDoc Submitter) > Postage Assessment Summary Report

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Full-Service Assessment Testing Status

❑ E-mail notifications sent for August and September

- No issues reported by recipients of September e-mails

❑ Assessment available in *PostalOne!* for review

❑ Assessment payment testing

- 7 mailers testing in pre-prod through 11/4
- Testing multiple scenarios: one permit, multiple permit, adding a permit, using a mail owner permit

Issue Identified	Resolution
The Transaction Type does not reflect "Adjustment" link to the assessment receipt	ALM 10232 - **Deploy in Pre-prod 11/01/16**
Mail Owner Paying Permit did not receive the "Paid" email notification as currently the system looks to the email for the mail owner of the paying permit as identified in PostalOne!	The process of identifying the email of the Mail Owner for the Paying Permit was enhanced to align with how the email for the eDoc Submitter email is identified utilizing BCG. **Deploy in pre-prod 11/01/2016**

Full-Service Assessment Outreach

❑ BME and BMS/MMS calling full-service mailers who exceeded a threshold in September or first ten days of October

- Offer assistance in correcting error types over threshold
- Validating the mailer knows how to access the Mailer Scorecard and offer Mailer Scorecard walk-through
- Validating the correct person in their company has VAE access
    - If no one has access, helping them get one person set up
- If they mailed in September, validating that they received the assessment notification email

❑ Hotline Calls: Wednesday and Friday @ 2pm

Full-Service Bulk Data

❑ Receive all errors logged against a CRID

- https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/MailerScorecardDetailedErrorDataRequestProcess.pdf

- Monthly request: Provided within 3 business days of the 11th (or next business day) of the following month

- Weekly request: Provided within 3 business days of the Tuesday (or next business day) of the following week

- One-time request: Provided within 3 business days of receiving the request. However, if the request is for a week or month that is not yet closed it will follow the timeline(s) above

❑ 10/24: Adding metrics to the USPS Mailer Scorecard Performance Metrics

Metric Name	Definition	What is it?	Calculation	Threshold	SLA
Monthly Data Request Availability	Percent of monthly data requests provided on-time (within 3 business days) for the previous calendar month when that data is locked on the 11th (or next business day).	Start Time: The 11th of the month (or next business day) for the previous calendar month End Time: 3 business days from the 11th of the month (or next business day) for the previous calendar month	Count(monthly requests) fulfilled within 3 business days of the 11th of the month (or next business) day for the previous calendar month / Count of all monthly data requests. Will only be applicable the week after the 11th day of the month (or next business day) plus 3 business days, all other weeks will default to 100%.	95%	Percent of monthly data requests fulfilled within 3 business days of the 11th (or next business day) for the previous calendar month.
Weekly Data Request Availability	Percent of weekly data requests provided on-time (within 3 business days) for the previous USPS week (Sat-Fri) from when data for that USPS week is locked on Tuesday.	Start Time: Tuesday (or next business day) following the previous USPS week (Sat-Fri) End Time: 3 business days from Tuesday (or next business day) following the previous USPS week (Sat-Fri)	Count(weekly requests) fulfilled within 3 business days for the previous USPS week (Sat-Fri) from when data for that USPS week is locked on Tuesday / Count of all weekly data requests.	95%	Percent of weekly data requests fulfilled within 3 business days for the previous USPS week (Sat-Fri) from when data for that USPS week is locked on Tuesday.

Move Update

☐ Federal Register Notice

- In final internal review
- Mailers will be provided 6 months after final rule before first assessment

☐ eDoc Submitter

- All verification assessed to the eDoc submitter
- Mail Owner break-out is provided

Move Update Legal Restraint

□ Today: CRID is registered for legal restraint

- Legal restraint CRID is used to identify mail owner in eDoc

□ In 2017, transition to a MID

- During annual legal restraint authorization renewal, identify the MID(s) that will be used on legal restraint mail
- MID must be used in the IMb

□ Both MID and CRID will be supported in parallel until users of the CRID have migrated

Seamless Acceptance Known Undocumented Process

Threshold category	Threshold	Definition
Assessment issued	0.3%	Mailers with pieces over this threshold will be assessed for those pieces exceeding threshold
Undocumented Process	0.1% - 0.3%	USPS will work with mailers to develop sustainable validation process to provide monthly evidence of payment for pieces in error with these threshold parameters
No mailer action required	0.1%	Mailers will not be required to provide any evidence of payment for pieces in error below this threshold.

Undocumented Process benefits

□ Reduce monthly requirement to provide USPS with proof of payment for pieces bearing an intelligent mail barcode when those pieces are not submitted in an eDoc

Process development

□ USPS will work with mailer to develop process
□ Mailer will identify repeatable mailpieces they know at submission will become Undocumented pieces
□ USPS will establish a process to validate the process
   • Validate volume
   • Validate mailpieces contain IMb

Undocumented Process

USPS/Mailer Collaboration

- Identify Root Cause
- Identify "Known" Undocumented

Undocumented Analysis

- USPS performs Scan Pattern Analysis
- Mailer performs Production Analysis

Undocumented Resolution

- Mailer Production Issues identified and resolved
- Establish repeatable process for remaining known undocumented

Example: John Roberts Co.

Root Cause for undocumented:

Non-Automation machinable barcoded pieces submitted via Postal Wizard

Issue

- Barcoded Non Auto Machinable Pieces level data not in eDoc

- Mailer unable to successfully submit edoc

Resolution

- Mailer contacted Software Vendor

- Vendor walked mailer through Software Setup to profile the mail.dat for Non Auto Machinable Barcoded Pieces

- Mailer is now submitting barcoded Non Auto Machinable pieces with piece level data via eDoc

Example: Access Mail

Root Cause for undocumented:
Regularly submits Non Full-Service Postal Wizard Statements containing barcoded pieces and non-barcoded pieces

Mailing Submission > Repeatable Process

- Mailer submits Postal Wizard Statements throughout the month

Jul-16	Jul-16 Adjusted	Aug-16	Aug-16 Adjusted	Sep-16	Sept-16 Adjusted
1.42%	0.09%	1.47%	0.08%	1.39%	0.08%

- Clerk Performs Statistically valid sample of Postal Wizard Mailings ensuring IMbs are on the pieces

- PostalOne! Data Feed to BMS reflecting all Postal Wizard Statements identified as containing IMbs

- BMS Reconciles Postal Wizard volume with Undocumented volume

Example: IWCO Direct

Root Cause Scenario 1 - Undocumented during Seamless Parallel:
Across all IWCO Direct sites - Proof of mailing for volumes less then 200 pieces (Single Piece) submitted Certificate of Mailing without eDoc

Issue	Resolution
• Barcoded Single Piece Certificate of Mailing not included in eDoc	• USPS informed IWCO if they provide piece level data the volume could be submitted through eDoc • Mailer created eDoc including piece level data for the barcoded single piece volume • USPS provided guidance to Acceptance Employees informing them less than 200 pieces is permissible according to DMM 604.5.1.2.D • Mailer used receipt from PostalOne! for proof of mailing for their customer

Example : IWCO Direct Little Falls

Root Cause Scenario 2 (Repeatable Process) - Undocumented during Seamless :

☐ Barcoded pieces mailed as Certified Mail and Mailer is unable to submit eDoc.

- Barcoded pieces mailed as Certified mail are submitted via Postal Wizard containing Full-Service and Non Full-Service pieces. The Full-Service volume does not have identifiable pieces ranges to input into Postal Wizard

☐ Barcoded Single Piece Stamped pieces not included in eDoc

Mailing Submission	Repeatable Process

Mailing Submission

- Cert Mail: Mailer submits Postal Wizard Statements without piece range data throughout the month

- BC Sgl Piece Full Rate Affixed Stamped Volume: Submitted without Postage Statement

Jul-16	Jul-16 ADJ	Aug-16	Aug-16 ADJ	Sep-16
0.06%	0.035%	0.10%	0.07%	0.04%

Repeatable Process

- USPS provides Bulk Data for Undocumented Pieces after the 10th of the following month.

- Mailer reconciles the undocumented barcodes to their internal data warehouse

- Mailer submits a match back report after reconciliation including full rate volumes and volumes submitted PW with postage statement ID

- USPS Validates Match Back Report and completes Scan Pattern workbook

Example : Mailer A

Root Cause - Undocumented during Seamless Parallel:

Barcoded pieces mailed as single piece MLOCR rejects and Mailer is unable to submit piece level detail in eDoc.

Mailing Submission	Repeatable Process

Mailing Submission

- Submits mail.dat without piece level data for single piece reject volume through the month

Repeatable Process

- USPS Acceptance Employee a statistically valid sample of the single piece reject volume to determine % of mailing that bears legible barcodes

- After the 10th of the following month the established % of the reject volume bearing legible barcodes is applied to the volume of single piece volume paid in PostalOne! by running the cost center mailer volume report which identifies the rate categories that volume was paid at (single piece)

- USPS performs scan pattern analysis

Seamless Acceptance Certificate of Mailing

Certificate of Mailing can be included in Mail.dat

☐ Line S1 – Certificate of Mailing

☐ Line S19 – Certificae of Bulk Mailing

☐ Paper documentation will need to be provided for verification

Section	Line Number	Line Label	First Class 3600	Standard Mail 3602 – R	Standard Mail 3602 – N	Package Services 3605	Priority Mail 3600	Service Type	Amount Due	Service Stated Value	CCR Characteristic and Type
		Section S – Extra Services						**Rate Ingredients**			
S	1	Certificate of Mailing (3 or more – Form 3665)	X			X	X	K			
S	19	Certificate of Bulk Mailing (Form 3606-D)	X	X	X	X	X				CB, F

Seamless Acceptance Undocumented

☐ Undocumented pieces that can be matched to eDoc older than 45 days is included under operational variability of 0.1%

- Significant % of errors can be associated to older eDoc
  - ~15% for one mailer
- Small % of undocumented
  - Average of 0.03%

Seamless Acceptance Sampling

□ Clerk data entry errors will be excluded from sampling with the January 2017 release

□ USPS contacting clerks causing significant number of errors to provide training and remediation

Sampling Error Exclusions

Error Type	Potential Clerk Error	Error exclusion
Postage Payment Method	The clerk marks all pieces in a sample as Permit Imprint, even when at least one piece was Metered in eDoc.	If less than a third of the pieces in the sample are in error, if the pieces sampled immediately prior and immediately following the piece in error also have Permit Imprint as the sampled Postage Payment Method, these errors will be excluded.
Postage Affixed	The clerk improperly inputs the Postage Affixed value.	If two or more pieces in the sample are in error and this combination of eDoc submitter, Mail Owner, Mail Class, and Processing Category has had this Postage Affixed value sampled in fewer than 2% of the sampled pieces in the past three months, the errors will be excluded.
Mail Characteristic	The clerk incorrectly flags a letter as a flat.	If the combination of eDoc submitter, Mail Owner and Mail Class have not previously had letters sampled as flats, the errors will be excluded.
Weight	The clerk improperly inputs the weight of the piece.	If the weight of the piece is greater than three standard deviations more than the average weight of like pieces in the sample (eDoc submitter, Mail Owner, Mail Class, Processing Category, Postage Payment Method), the error will be excluded.

Sampling Error Exclusions

Error Type	Potential Clerk Error	Error exclusion
Weight	The clerk improperly inputs the weight of the piece.	If the piece is sampled as a letter and the weight entered is greater than 1.2 pounds, the error will be excluded. If the piece is sampled as a flat and the weight entered is greater than 2 pounds, the error will be excluded.
Postage Affixed	The clerk improperly inputs the Postage Affixed value.	If the sampled Postage Affixed is <$0.05, the errors will be excluded.
Weight	The clerk improperly inputs the weight of the piece.	If the weight of the piece is a factor of 10 greater than the sampled weight of like pieces in the sample (eDoc submitter, Mail Owner, Mail Class, Processing Category, Postage Payment Method), the error will be excluded.
Weight	The precision of the scale is incorrect.	If the piece is sampled with a weight .005 pounds greater than the weight in eDoc, the error will be excluded.

Seamless Acceptance Sampling

☐ Industry has asked for validation of the sampling and PAF process

☐ USPS working with mailers

- Validate the number of samples and sample selection results in samples that reflect the population

☐ Results will be shared with industry on UG10

Publication for Streamlined Mail Acceptance

□ Over 200 comments received and reviewed

□ Each mailer/association that submitted comments will receive a response for their comments

□ Updated version in final review

- Task Team 23 received on 10/21 for review
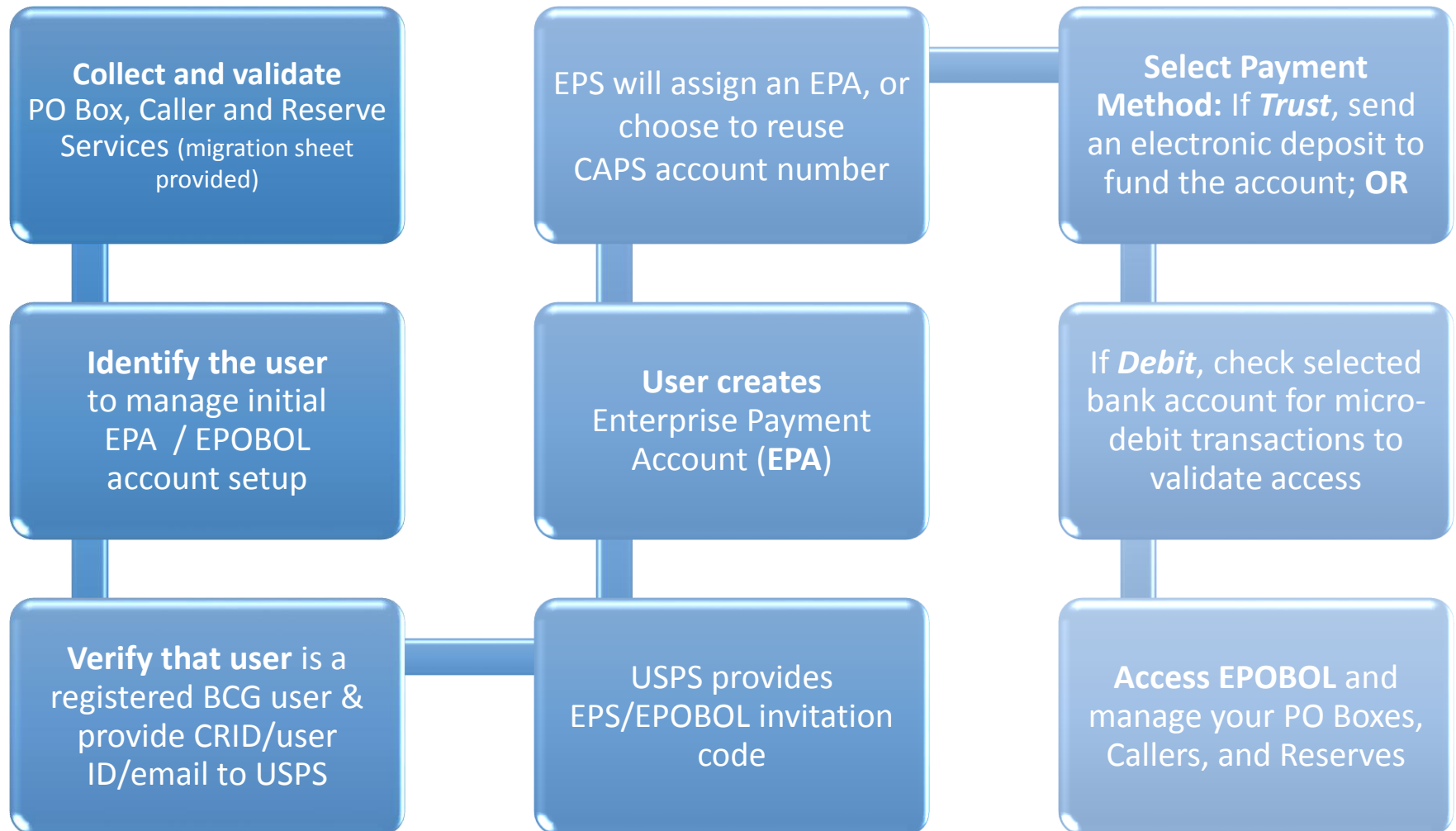- Posting by 11/18

Payment Modernization

☐ **Release 1:** Enterprise Payment deployed to production September 2016

- Enterprise PO Boxes Online (EPOBOL) in pilot
    - Enterprise Payment supports ACH Debit and Trust payment methods
    - Mailers manage (open, close, view, pay fees and renew) all of their PO Boxes, Caller and Reserve Services
- Expanding to additional customers in November 2016
    - Customers who would like to begin the migration of their PO Boxes, Caller & Reserve Services to online management through Enterprise Payment & EPOBOL: PaymentModernizationMigrationTeam@usps.gov
    - USPS will assist with validating existing services and preparing to migrate
    - Migration is customer-driven (i.e. all, by region, by office, etc.)

Payment Modernization

Enterprise Payment & EPOBOL Startup Process

Collect and validate PO Box, Caller and Reserve Services (migration sheet provided)

EPS will assign an EPA, or choose to reuse CAPS account number

Select Payment Method: If *Trust*, send an electronic deposit to fund the account; **OR**

Identify the user to manage initial EPA / EPOBOL account setup

User creates Enterprise Payment Account (**EPA**)

If *Debit*, check selected bank account for micro-debit transactions to validate access

Verify that user is a registered BCG user & provide CRID/user ID/email to USPS

USPS provides EPS/EPOBOL invitation code

Access EPOBOL and manage your PO Boxes, Callers, and Reserves

Payment Modernization

☐ Releases 2 and 3 in 2017:

Enterprise Payment integration with PostalOne! is contingent on the PostalOne! Roadmap; timeline is being finalized

- Release 2 is in development to support non-permit products
  - Address Change Services (AEC, SSACS, and more)
  - Stamps Fulfillment through NCMS
- Release 3 is in planning to support permit and manifest products
  - PostalOne!
  - eVS
  - Priority Mail Express (Express Mail Corporate Accounts/EMRS)

Postal Pro

☐ RSS feeds sending out erroneous information

- USPS conducting the content review and cleansing the site of outdated documents.
- Identifying legacy/older documents in RIBBS to be added to PostalPro
- Editing PostalPro documents (improve descriptions, organization within the site, etc.).
- RSS reader interprets these changes as updates and sends a notification

☐ Consistency between RIBBS and PostalPro

- All new information is being added to both sites
- In beta version of PostalPro, adding new information to PostalPro is manual and may lag behind RIBBS
- In future using a content management plan, now being tested, updates will be made real time by the person who best knows the material.

Postal Pro

❑ Postal Pro points back to RIBBS for information

- Every day RIBBS URLs are being converted to PostalPro
- Nearly all search results point to PostalPro

❑ Unable to validate Postal Pro search is better than RIBBS

- Search in PostalPro uses Google analytics to find results from PostalPro and RIBBS
- Will become more robust as more people use it

CIO Roadmap

□ CIO Roadmap has been updated for Q1 2017

Business Solution Center

29 BMEUs Certified

Region	Cities	
Cap Metro	Charlotte	
Eastern	Louisville Pittsburgh Cleveland Columbus Philadelphia	
Great Lakes	Milwaukee Michigan Metro St. Louis	
Northeast	New York	
Pacific	Los Angeles Santa Anna Sacramento San Diego	
Southern	Houston Dallas Tampa Tallahassee North Texas	
Western	Denver Des Monies Kansas City Las Vegas Phoenix Portland	Omaha Saint Paul Salt Lake City Seattle

62 BMEUs In Process

| Region				
Cap Metro	Altlanta Baltimore Dulles	Greenville NoVA Norfolk	Raleigh Richmond	*Capital - Suburban Capital - Southern
Eastern	Akron Buffalo Cincinnati Dayton	*Harrisburg Knoxville Memphis Mid-City	Nashville *Rochester Salem Trenton	
Great Lakes	*Cardiss Collins *Carol Stream Detroit	*Lansing *Madison *Palatine *Park Fletcher		
Northeast	*Albany *Boston *Brooklyn *Providence *Hartford	*Kilmer *Manchester *Mid-Island	*San Juan *South Hackensack *Westchester	
Pacific	*Honolulu *San Francisco *San Jose	*Santa Clarita Van Nuys		
Southern	*Austin, TX *Baton Rouge, LA *Birmingham, AL Ft Lauderdale, FL	*Ft Myers, FL *Ft Worth, TX *Jackson, MS *Jacksonville, FL	*Little Rock, AR *Manasota, FL Miami, FL *Oklahoma City	*Orlando *San Antonio *Tulsa West Palm Beach
Western	Albuquerque Boise Fargo	Tucson Waterloo Wichita	*Participating in Mystery Calls	

BMEU Survey

Customer Satisfaction Survey is emailed every 30 days to both Mail Owner and Permit Holder when postage statement is finalized at a Premier BMEU

- What was the nature of your visit?
- Was your inquiry answered or problem resolved?
- Select one of the following about the mailing you presented?
  - I prepared the mailing
  - I am the owner of the mailing
- Please indicate your agreement with the following statements about the employees at the BMEU?

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The employee(s) were knowledgeable					
The employee(s) were efficient					
The employee(s) treated me in a professional manner					

- Please rate your overall experience?
- What can the employees at the BMEU do to improve your experience?
- Would you like to be contacted about your experience?

National Customer Service Satisfaction Score
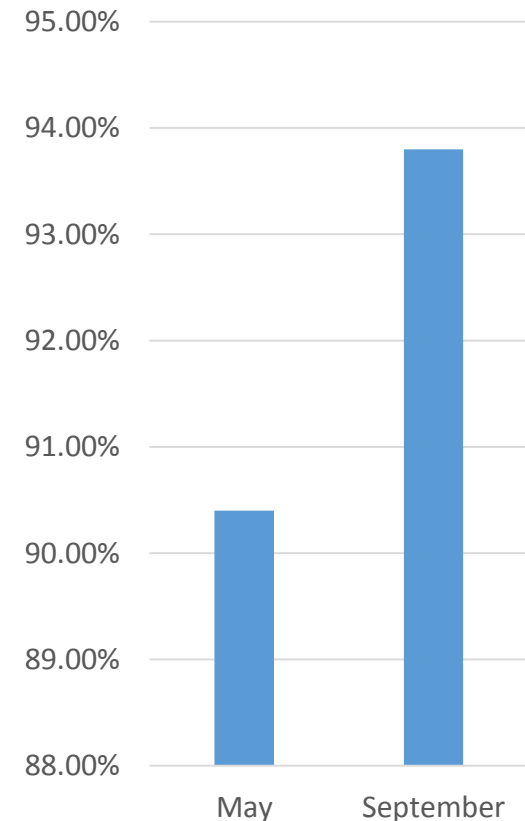
MTAC Payment and Acceptance

November 2016

Standard Mail

Agenda

- Action Items

- January 2017 Release

- Full-Service Assessment

- Full-Service Bulk Error Data

- Seamless Acceptance – Undocumented and Sampling

- Move Update

- Streamlined Mail Entry Publication

- Payment Modernization

- PostalPro

- CIO Roadmap

- BSC and Business Customer Survey

Action Items from July

Action Item	Response/Corrective Action/Update
Extend the due date for feedback on the Streamlined Mail entry publication to August 15.	Completed
The new DMM language in support of eInduction and Seamless will be posted as a Federal Register Notice.	Draft DMM language has been published to PostalPro
Using August data, the Postal Service will send out test assessment emails, in September, to familiarize the industry with the process.	August and September test assessment emails were sent
Hotline calls will be reduced to twice weekly and include a review of the assessment process.	Hotline calls are Wednesday and Fridays @ 2

FAST XML Late Reschedule Issue

Background

- FAST appointment enhancement released on 9/25 for FAST Online & XML rescheduling. Enables mailers 1 Late Reschedule appointment given it meets certain business rules (reschedule must occur 1 hr prior & 24 hrs after original appt time; new appointment must be w/in 72 hrs of original appt time).
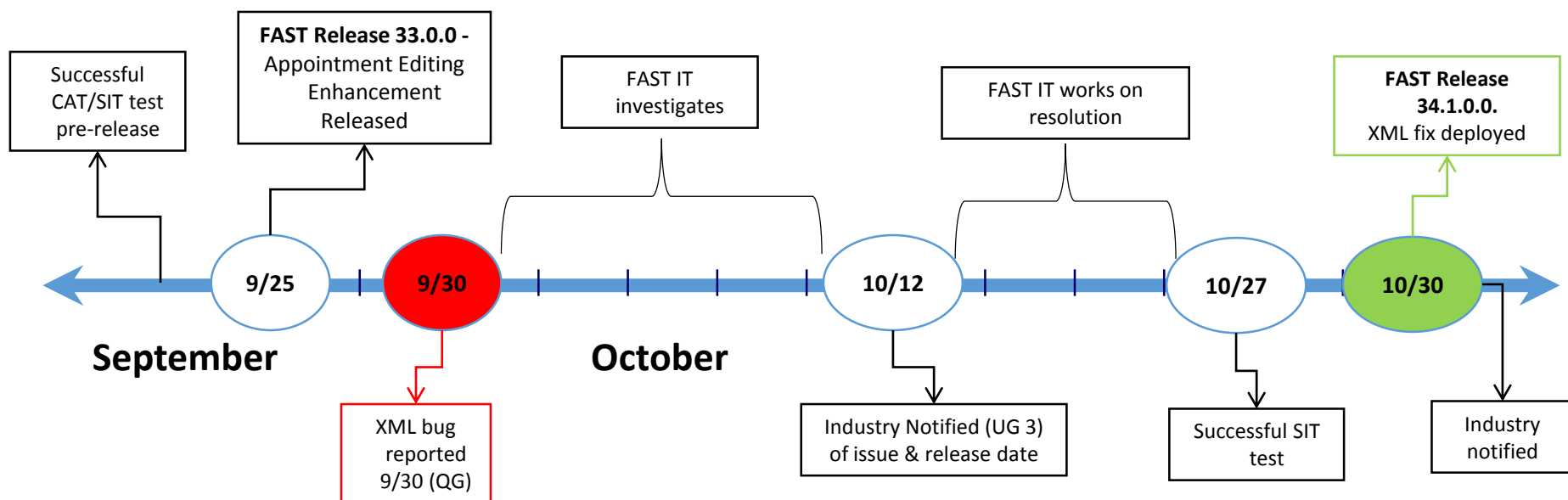
XML Issue & Impact

- Appointment extensions not occurring w/in the 24 hour period.
- Receives error code 3586: "This appointment can no longer be updated except to reschedule the date/time."
- 261 error messages sent to Quad Graphics. 129 error messages sent to Other Mailers.

Why wait until 10/30 to implement fix?

- FAST IT found other issues and needed a full FAST outage. First opportunity was the 30th.

XML Issue Timeline

MTAC Payment and Acceptance

November 2016

Periodicals

Agenda

- Action Items
- January 2017 Release
- Full-Service Assessment
- Full-Service Bulk Error Data
- Seamless Acceptance – Undocumented and Sampling
- Move Update
- Streamlined Mail Entry Publication
- Payment Modernization
- PostalPro
- CIO Roadmap
- BSC and Business Customer Survey

Action Items from July

Action Item	Response/Corrective Action/Update
Work through the process of simplifying the process of auditing the marked copy submissions required with every issue with the following group. Chris, Randy, Erv, Brian, and John.	Completed; Slide follows
Heather will improve the descriptors in the move/update section of the mailer scorecard to include total eligible pieces for Periodicals and UAA and clarify the COA for First Class and Standard.	Descriptions have been updated
Determine if the entire assessment process can be tested including the assignment of permits to mail owners.	Testing completed in pre-prod
A move/update fact sheet will be created and a webinar will be conducted to explain the different ways the mailers can receive their address correction information, for example, Full-Service, One Code and Single Source. Explain when a fee will be levied as opposed to when a free address correction will be available, highlighting the different treatments across classes, for example, Periodicals and others. The help desk will be included in the training.	This will be published at the same time the final rule is issued

Action Items from July

Action Item	Response/Corrective Action/Update
Issue a written notice advising the industry of the October assessment.	Industry notification has been published; each mailer over threshold has been contacted

Marked Copies – Periodical Advertising Percentage

☐ USPS requires *publishers to provide the percentage of advertising content for each issue

- *Only publishers qualifying for periodicals mailing privileges

☐ Advertising percentages are included on Periodicals Postage Statement Form 3541

☐ Supporting documentation is submitted using one of three methods:

Method	Definition	Marked Copy Submission
Marked Copy	A copy of the publication is marked indicating the advertisements throughout the issue to determine the advertising percentage	YES
PAGE Program	USPS approved software that calculates advertising percentage	NO
Waive Non-Advertising Prices	Pay postage at the advertising zoned prices on both portions, advertising and non-advertising	NO

Marked Copies - Periodical Advertising Percentage

☐ In response to Industry feedback, USPS is supporting an alternative to the Traditional Marked Copy method allowing publishers to choose their preferred submission method

☐ Alternate Marked Copy method available to publishers

  • (Postal Bulletin 22451, September 29, 2016)

Draft Periodical Process

Marked Copies – Alternate Method Enrollment Process

- ❑ Publisher emails the *PostalOne!* Help Desk (postalone@usps.gov)
  - • Subject: Request: Alternate Marked Copy Review
  - • Attaches a completed "Publisher's Authorized Marked Copy Request excel form
    - ○ Publisher's must submit a separate excel form for each publisher

- ❑ Help Desk will send acknowledgement email to the mailer's contact with a copy to the District, Manager BME and MEPT Program Manager

- ❑ District, Manager BMEU will notify the local Postmaster/BMEU at the origin entry office or additional entry office to discontinue requesting marked copies and use the alternative verification method as outlined in the Alternate Verification Process

- ❑ Local Postmaster/BMEU will contact the publisher to acknowledge enrolment in the new process.

- ❑ Filing Marked Copy (DMM 207.16.2):
  - • Publisher must retain a copy of each edition of each issue marked by the publisher
  - • Marked copy must be filed EITHER with the postmaster of the origin entry office or the postmaster of the additional entry office where the publication is produced or prepared for mailing
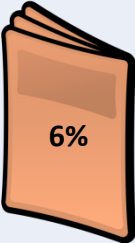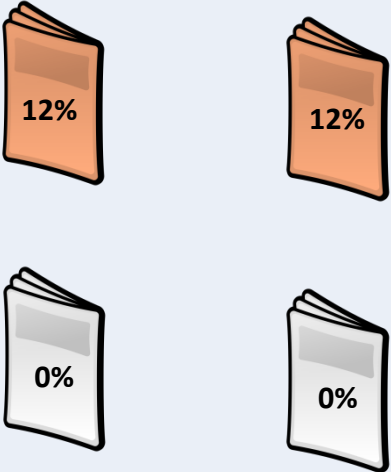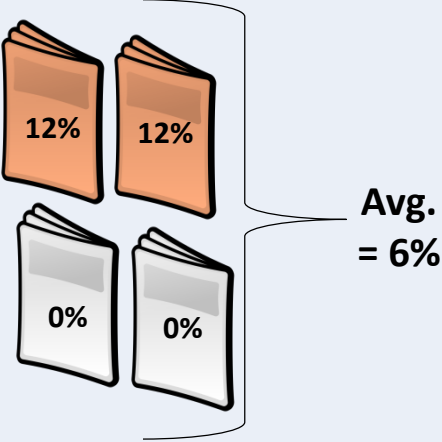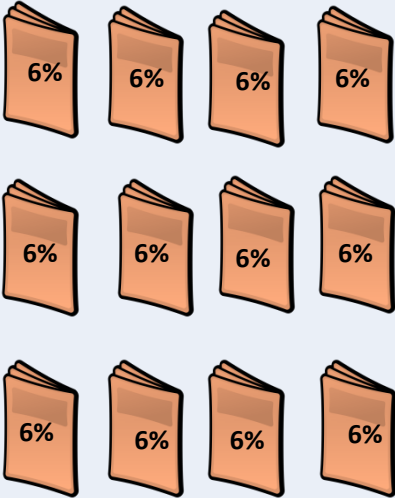
Alternate Marked Copy Request

Marked Copies - Methods

Traditional Marked Copy	VS	Alternate Marked Copy
Publisher must submit a marked copy with each mailing		Publisher submits USPS randomly selected marked copies at the time of the USPS Statement of Ownership review
Submit copies EITHER to the Origin Entry Office or the Additional Entry Post Office		Submit copies ONLY to the Origin Entry Office
Only ONE marked copy per publication is reviewed		Up to FIVE marked copies per publication are reviewed
Advertising percentage differences are recalculated on ONE postage statement		Advertising percentage differences are recalculated on MULTIPLE postage statements

Both methods require the publisher accurately include
the advertising percentage in their postage statements

Example of a Postage Statement with an Assessment for Marked Copies Exceeding 5% Tolerance

Initial Review	Review 4 Additional Marked Copies		Calculate Average of 4 Marked Copies	Apply Average to Remaining Issues
6%	12% 0%	12% 0%	12% 12% 0% 0% Avg. = 6%	6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
Postage Statement (PS) = 10% Review = 16%	PS = 10% Review = 22%	PS = 10% Review = 22%	Average of 4 marked copies exceeded 5% tolerance	PS assessed 6% for all remaining unsampled issues
PS assessed 6% difference	2 PS assessed	12% difference		
	PS = 10% Review = 10%	PS = 10% Review = 10%		

Marked Copies - Example of Postage Assessment Report

Original Statement Data							Assessment Data			
Reported Ad %	Volume	Weight	Section	Line Number	Line Label (impacted by Ad %)	Postage	New Ad %	New Postage	Delta	Comment
			B	5	1 & 2	$4.906		$5.519	$0.61	increase postage
			B	6	3	$0.242		$0.272	$0.03	increase postage
44	391	51	B	18	All Others	$4.648	49.5	$4.192	-$0.46	decrease postage
			C	31	Basic	$15.750		$15.750	$0.00	no effect
			C	34	Firm Bundle	$0.606		$0.610	$0.00	no effect
			C	36	Nonadv. %	-$24.743		-22.312415	$2.43	Discount line, decrease discount
								Final Assessment	**$2.62**	

☐ Publisher may appeal the verification results to the PCSC

FAST XML Late Reschedule Issue

Background

- FAST appointment enhancement released on 9/25 for FAST Online & XML rescheduling. Enables mailers 1 Late Reschedule appointment given it meets certain business rules (reschedule must occur 1 hr prior & 24 hrs after original appt time; new appointment must be w/in 72 hrs of original appt time).
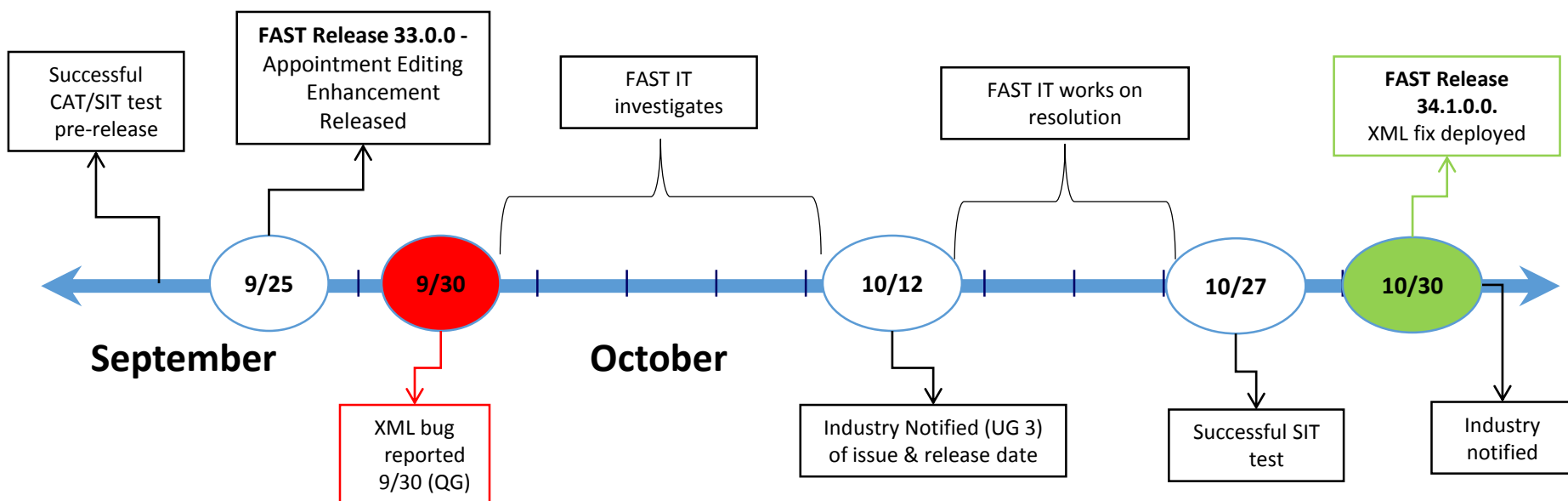
XML Issue & Impact

- Appointment extensions not occurring w/in the 24 hour period.
- Receives error code 3586: "This appointment can no longer be updated except to reschedule the date/time."
- 261 error messages sent to Quad Graphics. 129 error messages sent to Other Mailers.

Why wait until 10/30 to implement fix?

- FAST IT found other issues and needed a full FAST outage. First opportunity was the 30th.

- -

XML Issue Timeline

MTAC Payment and Acceptance

November 2016

Packages

Agenda

◻ Action items

◻ Pulse items

◻ Workgroup 179, *PostalOne!* roadmap

◻ Payment Modernization

◻ IMpb compliance

◻ eVS IMpb certified vendors

◻ Appendix

- Manual Process to update MIDs
- Pub 205 updates

Action Items

Action item	Status
If the tool cannot identify who a MID belongs to, that capability will be created.	Closed - Any mailer with MSP indicated in BCG profile can view owner of any MID
eVS sampling will be analyzed to determine automated ability to remove erroneous samples. John Medeiros and other industry members will provide examples of sampling anomalies.	Open – no feedback provided from mailers on sampling anomalies.
Create an MTAC workgroup to provide feedback on the future state – eVS Roadmap	Closed - Workgroup 179, PostalOne roadmap, established to cover PostalOne and eVS future state discussions.

Pulse Items

Pulse item	Status
PostalOne 30-minute time outs	30-minute time out due to security issues; reviewing if opportunity for changes
Mailer pain points	Mailers provided pain points through Workgroup 179
Pay Mod update	See slides
Update on bulk MID tools	Bulk MID automated process to be implemented in 2017. Estimated in Q2 FY17. Manual process will continue in the interim.
Non-compliance issues due to timeliness	Business Rules: Address needs to be received before AAU scan Manifest for payment needs to be received by 11:59pm on the day of the AAU scan.

Specific items require disputes/investigation by PTR |
| IMpb aggregate | Tentative implementation date – March 2017 |

WG #179, *PostalOne!* Roadmap Objectives

This workgroup will identify critical challenges with *PostalOne!* including eVS, and define the key business needs for improving acceptance and payment processes for consideration in the re-design of *PostalOne!*

1. **Objective 1:** Identify critical challenges with *PostalOne!* including eVS.

   Completed discussion on the critical challenges and have started discussion on key business needs.

1. **Objective 2:** Define key business needs for letter/flats and parcels to improve acceptance and payment experience.
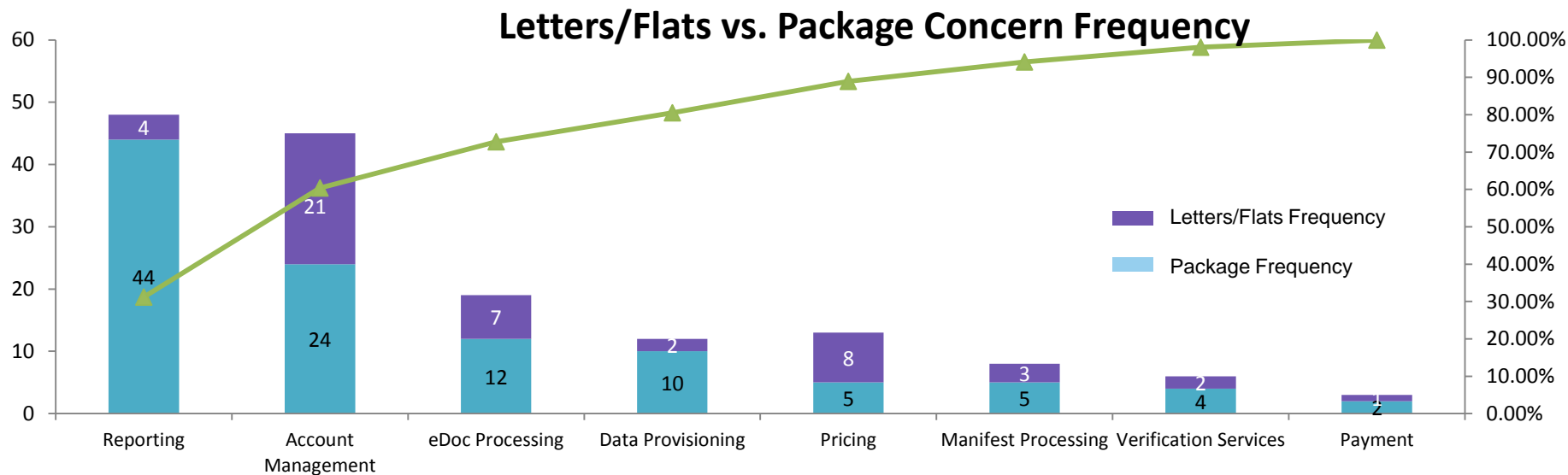
   Discussing eVS separately from all other PostalOne impacts on alternating weeks

1. **Objective 3:** Define key performance criteria.

If anyone would like to participate you may contact: vicki.m.bosch@usps.gov or kurt.ruppel@iwco.com

Letters/Flats vs. Package Concern Frequency

Reporting
- Ability to access piece level information.
- Verify proper payment and processing.
    - Manifest ingestion, manifest processing, scan data processing
- Perform data analysis.

Category Themes
- Data Accuracy
- Data Availability
- Data Timeliness

Account Management
- Account creation
- Account growth
- Payment selection
- Program assignment

Category Themes
- Information accuracy
- Identity & Access Management
- User interface & workflow

Payment Modernization

❏ **Release 1:** Enterprise Payment deployed to production September 2016

- Enterprise PO Boxes Online (EPOBOL) in pilot
    - ○ Enterprise Payment supports ACH Debit and Trust payment methods
    - ○ Mailers manage (open, close, view, pay fees and renew) all of their
      PO Boxes, Caller and Reserve Services
- Expanding to additional customers in November 2016
    - ○ Customers who would like to begin the migration of their
      PO Boxes, Caller & Reserve Services to online management
      through Enterprise Payment & EPOBOL:
      PaymentModernizationMigrationTeam@usps.gov
    - ○ USPS will assist with validating existing services and preparing to migrate
    - ○ Migration is customer-driven (i.e. all, by region, by office, etc.)

Payment Modernization

- Releases 2 and 3 in 2017:
  Enterprise Payment integration with PostalOne! is contingent on the PostalOne! Roadmap; timeline is being finalized
  - Release 2 is in development to support non-permit products
    - Address Change Services (ACS, SSACS, and more)
    - Stamps Fulfillment through NCMS
  - Release 3 is in planning to support permit and manifest products
    - PostalOne!
    - eVS
    - Express Mail Corporate Accounts (EMRS)

IMpb Compliance Quality Metrics & Thresholds

Recommendations

✓ **Reduce** the number of validations being measured for IMpb Quality Compliance to 10, down from 69

✓ **Assess** mailers for all packages below the threshold, up to the threshold level

✓ **Determine** IMpb Quality thresholds levels for January 2017 and January 2018 as shown below

Recommended Thresholds	January 2017	January 2018
Address Quality[1]	89%	A new Work Group will reconvene in July 2017 to set threshold
Manifest Quality	91%	94%
Barcode Quality	95%	98%
Note: [1] Excludes Missing Secondary Information until July 2017. If USPS has structured release in July 2017 or later in the summer, this change will coincide with that release.		

IMpb Compliance Quality Metrics & Thresholds

Recommendations:

- ✓ **Reduce** the compliance categories from the current six to the three quality categories beginning January 2017, or as soon as practical

- ✓ **Provide** visibility to customers for IMpb Non-Compliance packages via a new extract file

- ✓ **Establish** a sub-group to MTAC User Group 2, eVS/PTR User Group, to continue monitoring and reviewing IMpb Quality Metrics

- ✓ **Establish** a new, short term MTAC Work Group in July 2017 to recommend the Address Quality Threshold for January 2018

✔ Recommendations finalized September 30, 2016, submitted October 3, 2016

IMpb Compliance Quality Metrics & Thresholds

Address Quality (AQ) – 4 Validation Combinations

DPV	DPV Footnote Description	July 2016 Volume	% of Total Volume	% of Total AQ Errors	PTR Indicator
AAN1	Missing Secondary Information (i.e., no Apartment or Suite Number	7,496,559	2.26%	35.40%	AQ
A1	Unable to Match Address to a ZIP+4 Code	6,220,818	1.88%	29.37%	AQ
A1M1	Missing Street Number	5,956,861	1.80%	28.13%	AQ
AAM3	Invalid Primary Street Number	1,505,202	0.45%	7.11%	AQ

Manifest Quality (MQ) – 4 Validation Combinations

PTR Warning#	PTR Error/Warning Message	July 2016 Volume	% of Total Volume	% of Total MQ Errors	PTR Indicator
1	MQ Entry Facility Mismatch - Entry Facility Does Not Match Manifest File	9,226,726	2.78%	57.47%	MQ
136	Invalid PO of account Zip Code	4,012,869	1.21%	24.99%	MQ
1535	Invalid Payment account number	3,893,485	1.17%	24.25%	MQ
193	Invalid Method of Payment	2,827,845	0.85%	17.61%	MQ

Barcode Quality (BQ) – 2 Validation Combinations*

PTR Warning #	PTR Error/Warning Message	July 2016 Volume	% of Volume	% of Total BQ Errors	PTR Indicator
66	Duplicate Tracking Numbers on Multiple Packages	2,882,302	0.87%	69.40%	BQ
50	Invalid MID in PIC	1,297,384	0.39%	31.24%	BQ

IMpb Compliance Quality Metrics & Thresholds

Begin Quality Metrics assessment in Jan. 2017

Recommended Thresholds	January 2017	January 2018
Address Quality[1]	89%	A new Work Group will reconvene in July 2017 to set threshold
Manifest Quality	91%	94%
Barcode Quality	95%	98%
Note:		
[1] Excludes Missing Secondary Information until July 2017. If USPS has structured release in July 2017 or later in the summer, this change will coincide with that release.		

IMpb Enhancements:

- CR 9166 – IMpb noncompliance assessment is based on each Mail Class or   the aggregate of all Mail Classes, whichever results in the best performance for the mailer
    - Scheduled for March 2017 Release or sooner

- Reducing IMpb Noncompliance Categories from 6 to 3 - schedule TBD

- Enhance IMpb Extract to include noncompliance information – schedule TBD
    - Manifest Address / USPS Validated Address
    - Manifest Entry Facility ZIP / USPS Validated Entry Facility ZIP
    - Date and Time of MA, AL, and 07 Scan Events
    - IMpb Noncompliance Codes
    - IMpb Noncompliance Warning/Error Codes

eVS IMpb Vendor Software Certification

- Vendors successfully completing the eVS IMpb Vendor Software Certification will be included in the new Vendor Certification List.
  - End users utilizing certified software will automatically be certified for files and labels.
  - The new Vendor Certification List is posting on RIBBS:

Vendor Name	Certified Software Version Name	Website	Phone	eVS Certified	PME	PM	FCPS	Parcel Select SP	Prst	PSLW MXD	Prst	BPM Non	Prst	Media	MKT	Lib	PMEI	PMI	FCPSI	GXG
ConnectShip	ConnectShip 6.5	www.connectship.com	866-461-4470	YES	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	
DigitalShipper	DigitalShipper 5.02.xx	www.digitalshipper.com	651-348-4080	YES	Y	Y	Y	Y		Y		Y		Y		Y				
Engineering Innovation Inc. , EII	EZ-Helm 1.0.x	www.eii-online.com	765-807-0693	YES				Y	Y	Y	Y	Y	Y		Y					
Micronite, Inc.	CortexShip	www.micronite.com	916-781-6700	Pending																
Neumonics	BabelPart 6.x	www.neumonics.com	716-649-0078	YES	Y	Y	Y	Y				Y		Y	Y		Y	Y	Y	Y
Novotran Solutions	Novotran TMS	sales@novotran.com	800-668-9735	Pending																
NPI Sorters		www.npisorters.com	800-821-7678	Pending																
Pitney Bowes	Enroute Solutions	www.pb.com	800-888-0288	Pending																
ProcessWeaver	ProcessWeaver 01.x	www.processweaver.com	888-932-8373	YES	Y	Y	Y	Y				Y		Y	Y		Y	Y	Y	Y
Satori Software Inc	SP21 (8.00c.21.00)	satorisoftware.com	800-553-6477	YES			Y			Y	Y	Y	Y	Y	Y	Y				
Redbrick 247	API v1.2.x	www.redbrick247.com	650-391-5169	YES	Y	Y	Y	Y				Y		Y		Y				
WindowBook	Postal Package Partner	windowbook.com/Products	800-524-0380	Pending																
Xinno	1 Control system 1.3.2	support@xinno.com	201-489-7373	YES	Y	Y	Y	Y				Y		Y	Y		Y	Y	Y	Y

PME = Priority Mail Express | PM = Priority Mail | FCPS = First-Class Package Services | PS = Parcel Select | PSLW = Parcel Select Lightweight | Media = Media Mail | Lib = Library
1KT = Marketing Parcel | BPM = Bound Printed Matter | PMEI = Priority Mail Express Int'l | PMI = Priority Mail Int'l | FCPSI = First-Class Package Service Int'l | GXG = Global Express Gnl

Appendix

Terminology Backdrop:

A Mailer Identification number **(MID)** is a 6-digit or 9-digit numeric code the USPS assigns to a Mail Owner or Mail Service Provider based on calendar-year mail volume, as verified by volume reported in *PostalOne!*
- 6-digit MIDs are assigned to Mail Owners or Mail Service Providers whose annual volume is greater than 10 million pieces.
- 9-digit MIDs are assigned to Mail Owners or Mail Service Providers whose annual volume is less than 10 million pieces. Mail Owners or Mail Service Providers may qualify for multiple 9-digit MIDs based on annual volume increments of one million pieces.

A Customer Registration Identification number **(CRID)** is a USPS-generated numeric code of up to 15 digits that uniquely identifies a business at a <u>location.</u>
- Each MID is owned by a single CRID at any given time
- Each mailing permit is owned by a single CRID at any given time

Acquisition Methods for Mail Owners

- New User: When _new_ USPS business customers register on the Business Customer Gateway (BCG), a CRID and MID are automatically assigned.
- Existing User: When BCG users need a new MID, they can obtain another one through the Mailer ID services located on the BCG.
  - On the Business Customer Gateway home page select the "Mailing Services" tab
  - Click the "Mailer ID" Go to Service link to access the "Mailer ID" tool and request a MID

Acquisition Methods for Mail Service Providers (MSPs)

Method 1

- MSPs can request CRIDs and/or MIDs for themselves or on their customer's behalf:
  - Mail Service Providers may also use the Mail Owner methods to obtain CRIDs and MIDs for themselves.
- Individual and bulk requests can be made:
  - Note: only 9-digit MID requests are supported with this method. 6-digit MIDs must be requested by the Mail Owner or by the MSP through the Mailer ID exception process on RIBBS.

- To use this service, log-in to the Business Customer Gateway (Note: the MSP indicator in the account profile must be checked to enable this service)
  - On the Business Customer Gateway home page select the "Manage Account" tab
  - Click the "Get MIDs/CRIDs" link
    - The online interface supports bulk requests up to 10 CRIDs/MIDs
    - A CSV/Excel upload supports bulk requests up to 100 CRIDs/MIDs

Acquisition Methods for Mail Service Providers (MSPs)

Method 2

- o This method requires the ability to generate and submit Mail.XML messages to the Postal Service
- o CRIDs and/or MIDs can be requested for themselves or on a customer's behalf
- o Individual and bulk requests are supported
- o Nine-digit MIDs and CRIDs are acquired through the use of the **SPSCRIDCreateValidateRequest** and
- o **USPSMIDCreateValidateRequest** Mail.XML messages

Data Validation Tools for Mail Service Providers

Method 1 – Customer Validation Tool

☐ Registered Mail Service Providers have the ability to conduct queries of customer identifiers to validate the data of their Mail Owners.

☐ To use this service, log-in to the Business Customer Gateway at https://www.gateway.usps.com/ (Note: the MSP indicator in the account profile must be checked to enable this service)

      - On the Business Customer Gateway home page select the   "Manage Account" tab

      - Click the "Customer Validation Tool" link

Data Validation Tools for Mail Service Providers

Method 1 – Customer Validation Tool

❑ Current data queries include:

- CRID Lookup
  - o Enter a CRID to retrieve the associated business address.
- MID Lookup
  - o Enter a MID to retrieve the associated CRID & business address
- Permit Lookup
  - o Enter the identifying permit information to retrieve the CRID, Company Name, & Address of the business location that owns the permit
- FAST Scheduler ID Lookup
  - o Enter a FAST Scheduler ID to retrieve the associated CRID and business address
  - o Nonprofit Authorization Number
    - Enter up to 50 CRIDs to retrieve the associated nonprofit authorization number(s), if applicable
    - Enter up to 50 nonprofit authorization numbers to retrieve the associated CRID(s) and business address(es)

Data Validation Tools for Mail Service Providers

Method 2 – Mail.XML Message

❏ In order to use this validation tool, Mail Service Providers will need software to generate the electronic Mail.XML message

❏ MID and CRID assignments can be validated through the use of the USPSCRIDCreateValidateRequest and USPSMIDCreateValidateRequest Mail.XML messages

❏ The Mail.XML message specifications can be found at https://ribbs.usps.gov/intelligentmail_schedule2013/releases/July2013/techspecs .cfm

PUB 205, *Electronic Verification System Business and Technical Guide*

Currently Available on RIBBS

• Last Update – March 18, 2016

• A draft version for Jan. 2017 Release has been posted on RIBBS since October 21, 2016: *http://ribbs.usps.gov/evs/documents/tech_guides/pubs/*

• Next Update – Jan 22, 2017

Section	Date of update	Subsection	Summary of change
Pub 205	Jan 2017	--	Changed the mail class name from Standard Mail to USPS Marketing Mail
Section 1	Jan 2017	1.1, 1.3.3	Added clarification on eVS/PRS account
		1.3.3, 1.3.8	Added clarification on annual mailing fee information
		1.4.3	Added clarification on Mailing Standards, Marketing Mail Nonprofit subject to inspection and review
Section 2	Jan 2017	2.3.3	Added clarification on PRS permit. Removed the annual permit and account maintenance fees requirement
		2.3.4, 2.3.7	Removed reference to paying permit fee, annual mailing fees, and account maintenance fee.
		2.4.2	Added clarification on eVS/PRS account and offshore mailings.
Section 3	Jan 2017	3.2.3	Updated COD to COD HFPU
Section 4	Jan 2017	4.3.1	Added clarification on PAF calculation
		4.3.2	Added information on Shortpaid as a new type of postage adjustment (Pilot)
		4.3.7	Removed First Class Package Service from Presort Eligibility
		4.3.11	Added clarification on IMpb Noncompliance
		4.3.13	Added shortpaid information
		4.3.14	Added information on appeal request
		4.5	Added information on the offline process

Section	Date of update	Subsection	Summary of change
Section 6	Jan 2017	6.2.22	Added information on the IMpb Noncompliance Report
		6.3.23	Added information on the Shortpaid Report
Appendix B	Jan 2017	Exhibit 1 & 2	Updated information on Section F – Extra Service Options
Appendix D	Jan 2017	--	Adding Sample PRS Authorization Letter
Appendix G	Jan 2017	Table G-1a, G-1b	Removed obsolete STCs, updated STCs description, added new STCs
		Table G-5	Removed obsolete combination of Rate Indicator and Mail Class
		Table G-9b	Added clarification on Extra Service Codes for COD and removed other obsolete Extra Service Codes
Appendix G	Jan 2017	Table G-10m	Updated Rate Ingredients for PMI, adding ECOMPRO
Appendix H	Jan 2017	--	Added STCs 711, 720, 721