

United States Postal Service®

# INDUSTRYALERT

September 14, 2017

## ***Important Information for Mail Acceptance Related to Hurricane Irma***

### **Mail Acceptance at BMEUs impacted by Hurricane Irma**

Mailers are being informed of BME availability through the Industry alerts.

**Mail Acceptance:** As BMEs come on line, they will be placed in contingency mode in the event a file or postage statement was or cannot be submitted at the time of mailing.

The following instructions are provided for continuation of operations in the event a mailer is not able to submit an electronic postage statement to the USPS due to a USPS outage or mailer issue.

1. BMEUs and DMUs will maintain the USPS Record of Mailings Log for each mailing presented. This log is used to reconcile the mailings to the *PostalOne!* dashboard once issue is resolved.
2. Postal Wizard, Mail.dat® and Mail.XML™ mailers who normally submit their postage statements electronically must be able to provide, either verbally or in written format, the following information:
  - Permit Holder
  - Total Pieces (An approximate total piece count can be provided if the mailer does not know the exact number of total pieces)
  - Total Postage (An approximate total postage amount can be provided if the mailer does not know the exact total postage for the mailing.)
  - Mailer Job ID
  - eInduction mailing: Yes or No (If yes, mailers are not required to create hardcopy PS Form 8125(s) or provide any additional documentation).
3. Mailers who normally submit hardcopy postage statements will continue to submit the hardcopy postage statement
  - Mailers who normally submit hardcopy postage statements will be required to continue providing presort documentation with their mailings.
4. Postal Wizard, Mail.dat® and Mail.XML™ mailers who normally submit their postage statements electronically will not be required to provide presort documentation for any mailing submitted during a USPS or mailer issue/outage.

If mailers have any issues with mail acceptance during this incident, please contact the *PostalOne!* Help Desk at 800.522.9085.

**eInduction:** Facilities accepting PVDS through the eInduction program will also remain on contingency for the period of time it takes to resume normal operations.

For eInduction mailings presented at the dock, PS Form 8125s are not required to be submitted. Mailers and Dock employees will follow the eInduction Contingency Plan. The instruction below are to be followed for eInduction containers:

1. Accept and scan all placarded containers

**NOTE:** If the load is a mixed load (containing eInduction containers and regular PVDS Mail) reconcile any containers to 8125 forms.

2. Collect 1 placard from each unloaded container for those not reconciled to 8125 forms
3. In the SV-IMD update all unresolved containers with a 99M barcode to Accept status
4. Release reconciled containers, and containers from which a placard was removed, into operations
5. Retain container placards and, for mixed loads, PS Form 8125s for reconciliation.

If eInduction mailings are held at the dock for any reason, mailers should contact the FAST Help Desk at 877.569.6614.

Non-eInduction mailings will continue to submit PS Form 8125.

## Refund Requests for paid mail volume not tendered to the Postal Service due to Hurricane Irma

Some mail owners and mail service providers are deciding not to deliver mail volume due to the impacts of Hurricane Irma. Mail owners or mail service providers may request a refund for the postage amounts associated to mail pieces paid for, but not tendered to the Postal Service for delivery, by adhering to the following process:

Written notification, requesting a refund, must be provided to your local BME Manager. The following information must be included:

- a. Date of mailing
- b. Post Office where original postage was collected
- c. Permit/USPS number used for original postage collection
- d. Job ID or Postage Statement ID of impacted mailing
- e. Total pieces not mailed
- f. Total refund amount and:
  - A summary of containers (container ID or container #), total pieces by rate category (5-digit, 3-digit, etc.) and calculations used to determine requested refund amount.
- g. A signed statement indicating:
  - The mailpieces has been or will be destroyed,
  - Destruction Document with signatures that includes the name of the company and individual responsible for destroying the mailpieces along with the date of destruction
  - Reimbursement of postage through any insurance claims will not be pursued.

The local office will ensure all required information is included in the refund request and forward to the New York PCSC and Area Business Mailer Support analyst for review.

###

*Please visit us on the USPS [Industry Outreach](#) website.  
Thank you for your support of the United States Postal Service.  
-Industry Engagement & Outreach/USPS Marketing*

*To subscribe or unsubscribe to Industry Alerts, please hit reply and send us your request.*

**Privacy Notice:** For information regarding our privacy policies, visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy).