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# *Postal Customer Council Week*

## *Tampa PCC*

September 18, 2013

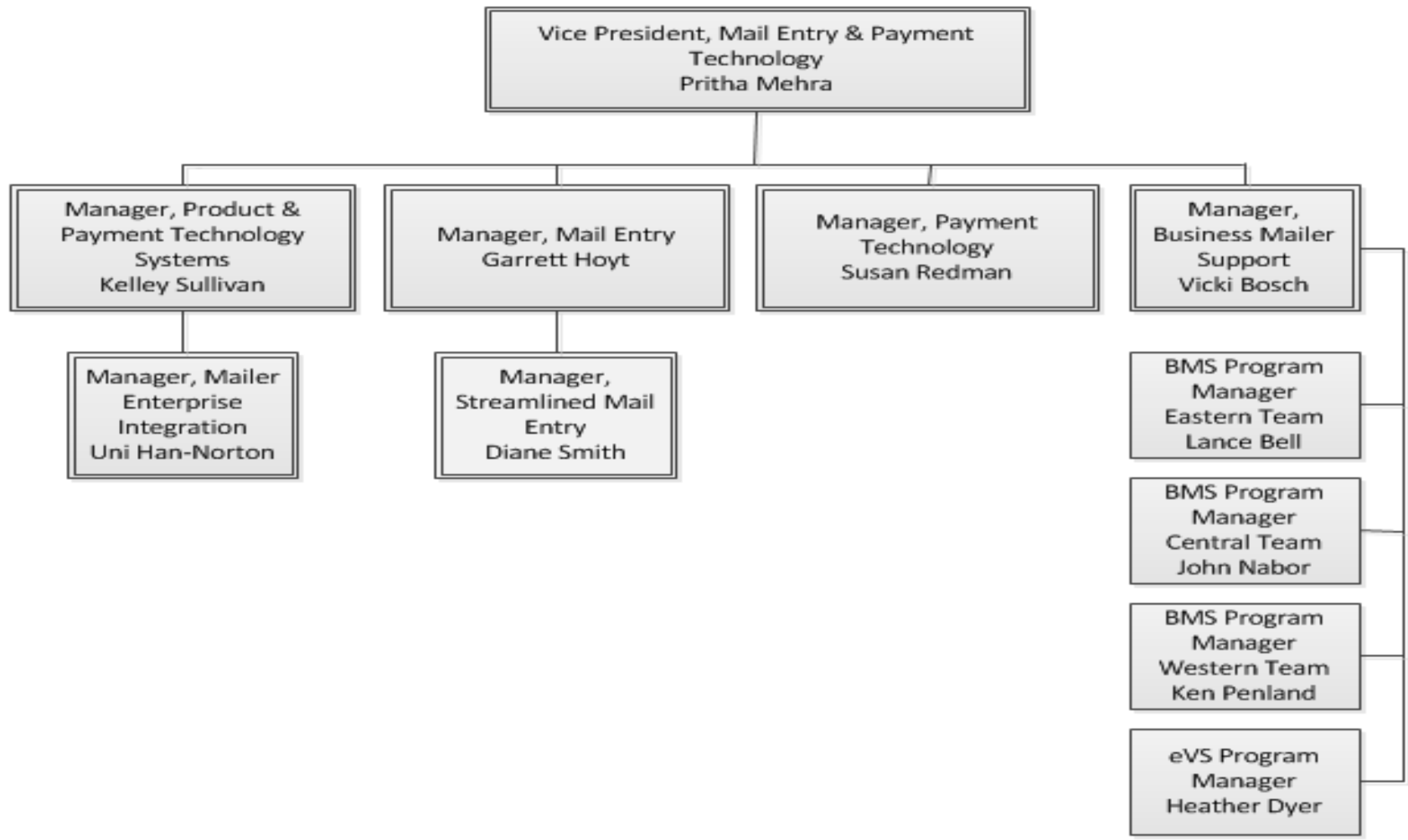


# Agenda

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- Mail Entry & Payment Technologies
- Full-Service
- eInduction
- Seamless Acceptance

# ME&PT



## Full-Service Intelligent Mail

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- Full Service Intelligent Mail Requirements for Automation Prices
  - Effective January 26, 2014
  - Full-Service Intelligent Mail is required to qualify for Automation Prices for:
    - First-Class Mail postcards, letters, and flats
    - Standard Mail Letters and flats
    - Periodical letters and flats
    - Bound Printed Matter flats
  - ❖ Exception: Eligible; Not Required:
    - Standard Mail Basic Carrier Route (CR) flats & High Density and High Density CR
    - Periodical CR flats
  - ❖ Exception: Not Eligible (even with an IMB)
    - Standard Mail saturation CR flats
    - Bound Printed Matter CR flats or DDU entered flats.

## Full-Service Requirements

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- Mailers must submit mailing documentation electronically.
- When preparing full-service mailings, mailers are required to:
  - Apply unique Intelligent Mail barcodes (IMb) to identify each postcard, letter, and flat mailpiece.

**Note: Small mailings containing fewer than 10,000 pieces can use the same serial number for all pieces, if postage is affixed to each piece at the correct price, or all pieces are of identical weight and separated by price.**

- Apply unique Intelligent Mail tray barcodes (IMtb) on trays, tubs, and sacks.
- Apply unique Intelligent Mail container barcodes (IMcb) on placards for containers, such as pallets, when required.
- Individually meet the eligibility requirements for automation prices according to class and shape

# Full Service Education

- Visit the USPS RIBBS website at: [ribbs.usps.gov](http://ribbs.usps.gov)



- Intelligent Mail® Services
- Latest News
- Getting Started
- Business
- Customer Gateway
- [Barcode Decoder/Encoder](#)
- Barcode for Mailpieces
- Education
- Guides & Specs
- IMb Tracing®
- IMb Planning Tool
- Mailer ID
- OneCode™ Services
- OneCode Solution™
- Package Barcode
- Postal Resources
- Product Tracking System

**Getting Started with Full-Service**

- September 9, 2013  
[Link to Recording](#)  
[Link to Presentation](#)
- Thursday, September 19, 2013, 11:00 am EDT  
 Event number: 991 787 252  
 Web Event address for attendees: <https://usps.webex.com/usps/onstage/g.php?d=991787252&t=a>  
 Teleconference Dial-In: (888) 887-2671
- Thursday, October 10, 2013, 1:30 pm EDT

**Full-Service MIDS and CRIDS**

- Monday, September 16, 2013, 1:30 pm, EDT  
 Event number: 990 820 984  
 Web Event address for attendees: <https://usps.webex.com/usps/onstage/g.php?d=990820984&t=a>  
 Teleconference Dial-In: (888) 887-2671
- Thursday, October 17, 2013, 1:30 pm EDT

**The Business Customer Gateway**

- Monday, September 23, 2013, 1:30 pm, EDT  
 Event number: 999 794 513  
 Web Event address for attendees: <https://usps.webex.com/usps/onstage/g.php?d=999794513&t=a>  
 Teleconference Dial-In: (888) 887-2671
- Thursday, October 24, 2013, 1:30 pm, EDT

**Full-Service Feedback**

- Monday, September 30, 2013, 1:30 pm EDT  
 Event number: 991 376 176  
 Web Event address for attendees: <https://usps.webex.com/usps/onstage/g.php?d=991376176&t=a>  
 Teleconference Dial-In: (888) 887-2671
- Thursday, October 31, 2013, 1:30 pm, EDT

**Full Service Open Line**  
 A weekly Open Line call has been added to the Full Service. The Open Line will be held every Wednesday. Mailers are encouraged to use this service to ask your questions and assist you with your mail.

**Full-Service Open Line**  
**Date:** Every Wednesday  
**Time:** 2:00 pm eastern  
**Phone:** 866-966-6305  
**Meeting ID:** 0602495  
**Event address:** <http://mea.usps.gov>

# Full Service Getting Started

- Visit the USPS RIBBS website at: [ribbs.usps.gov](http://ribbs.usps.gov)



- Intelligent Mail® Services**
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- OneCode Solution™
- Package Barcode
- Postal Resources
- Product Tracking System

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## Intelligent Mail® Services

[Printable View](#)

### Key Requirements for Full-Service

**Full-Service Mailing Solutions**

**1. Commercial Mailing Software**  
Mailing software vendors offer easy Service mailings.

- **Mail.dat® / Mail.XML™** – so prepare presort mailings, ge electronically to USPS.
  - [How to Submit Mail.da](#)
  - [How to Submit Mail.X](#)
  - To begin submitting fil
- **Postal Wizard** – software se

For a summary list of vendors that offer dynamic Full-Service solutions and have tested their software, reference the [Vendor Full-Service Capabilities Document](#). For more detail on Commercial Mailing Software, see [this RIBBS page](#).

**2. Mail Service Providers (MSPs)**  
Offer a wide variety of services for Mail Owners  
Talk to your MSP to learn more about the Full-Service solutions they offer

**3. USPS Intelligent Mail for Small Business (IMsb) Tool**  
Online tool to help small business mailers (mailing less than 10,000 pieces per mailing) prepare Full-Service mailings with Intelligent Mail barcodes and tray labels. For more information, see [this page on the Business Customer Gateway](#).

**Important Links**

- [Federal Register Notice Final Rule Full Service \(PDF\)](#)
- Full-Service Intelligent Mail Fact Sheets**
  - [Full-Service Intelligent Mail \(PDF\)](#)
  - [Using Container Placards \(PDF\)](#)
  - [By/For Relationship in Electronic Documentation \(PDF\)](#)
- How to Submit Electronic Documentation**
  - [How to Submit Mail.dat Files to PostalOne! \(PDF\)](#)
  - [How to Submit Mail.XML Files to PostalOne! \(PDF\)](#)
  - [How to Submit Postage Statements via Postal Wizard \(PDF\) - coming soon](#)
- [Business Customer Gateway Information](#)
- [Access the Business Customer Gateway](#)
- [Commercial Mailing Software Solutions for Full-Service](#)

# Full-Service Manual Verifications

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- Manual verifications Today same as Tomorrow
- All mailings are subject to the following verifications:
  - Bundle Preparation
  - Content Eligibility
  - Manual Barcode
  - Manual Presort
  - MERLIN
  - Tap Test
  - Weigh Verification
  - Full-Service verification (manual scans performed by Clerk)
- Resolution Today and Tomorrow is the Same
  - Returned for Re-work or additional postage at applicable rate



**New**

## Full-Services Electronic Verification

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- All verifications are performed by checking against values provided in the eDoc
- Within 48 hours after the mailing is processed the following occurs:
  - Full-Service eDoc verification
    - Check every container, handling unit and piece in electronic documentation and evaluate for specific errors

## Full-Service Requirements, Verification & Thresholds

### Validation of the Information contained in eDoc (July 2014)

- Data is aggregated over a one-month period
- Displayed in the Mailer Scorecard by CRID (*Available Today*)
- Develop reasonable thresholds

Validation	What is it?
<b>Mailer ID</b>	Mailer ID provided in the IMb, IMtb, or IMcb is valid and registered with the USPS Mailer ID system
<b>Service Type ID</b>	Service Type ID provided in the IMb is valid, appropriate for the class of mail, and appropriate for the service level of the mailpiece
<b>By/For</b>	Mail Owner and Mail Preparer are provided for each mailpiece
<b>Unique Container Barcode</b>	IMcb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Unique Tray Barcode</b>	IMtb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Unique Piece</b>	IMb is unique across all mailings from all eDoc submitters for the past 45 days
<b>Co-Palletization</b>	Co-palletization files are submitted within 14 days for trays/virtual sacks marked for co-palletization at origin
<b>Entry Facility</b>	Entry facility provided in eDoc (Locale key or ZIP Code) is a valid USPS facility

## Mailer Scorecard – Available TODAY!!

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- The Mailer Scorecard provides a dashboard view summarizing Full-Service performance
- Allows comparison across facilities
- Drill reports provide a way to determine specific mail preparation errors
- Conditional Formatting Provides a Trending View across Months
- Available for any company that submits electronic documentation
- Mail Owner view planned for Future Deployment

# Mailer Scorecard

Mailer Scorecard | Thresholds

## Mailer Scorecard

SEPTEMBER 2013



Verifications

Mailer Profile | Full-Service Electronic | eInduction | Seamless | Manual Sampling | Entry Point

# Metrics |  # Trending |  % Metrics |  % Trending

### Full-Service Electronic

eDoc Submitter ▲	Total	94539996	4433945
		3JordanL	SHAPIRO PERFECT MAILING COMPANY
# Containers	1,547	1,000	547
# Handling Units	516	300	216
# Pieces	40,128	19,025	21,103
# Full-Service Pieces	36,128	16,950	19,178
# OCI Errors	9	2	7
# MID Container Errors	21	15	6
# MID HU Errors	3	2	1
# MID Piece Errors	158	150	8
# STID Errors	525	125	400
# By/For Errors	345	95	250
# Barcode Uniqueness Container Errors	45	30	15
# Barcode Uniqueness HU Errors	3	2	1
# Barcode Uniqueness Piece Errors	3	1	2
# Entry Facility Container Errors	46	38	8
Additional Postage Due (Full-Service Electronic)	\$0.00	\$0.00	\$0.00
# Early Scheduled Ship Date Warnings	6	2	4
# CSA Container Warnings	39	28	11
# DMU Verified USPS Transported Containers	395	35	360
# Default Tray Barcode Warnings	2	0	2
# By/For Invalid Errors	338	95	243
# By/For Matching Errors	3	0	3
# By/For Mail Owner Identified as MSP Errors	4	0	4

Legend

Percentage metric value has improved by more than 5% from previous month

Percentage metric value has declined by more than 5% from previous month

Exceeds Threshold

Export All to Excel

Export All to PDF

# Drills

**Mailer Scorecard** Thresholds

**Mailer Scorecard**

Full-Service Compliance eInduction Seamless Mani

# Metrics % Metrics

**eDoc Submitter**

# Containers	
# Handling Units	
# Pieces	
% FS Mail Volume	0.00%
% OCI Not in Error	100.00%
% Container MID Not in Error	100.00%
% HU MID Not in Error	N/A
% Piece MID Not in Error	N/A
% STD Not in Error	N/A
% By/For Not in Error	N/A
% By/For Matching Not in Error	N/A
% Container Barcode Uniqueness Not in Error	N/A
% HU Barcode Uniqueness Not in Error	N/A
% Piece Barcode Uniqueness Not in Error	N/A
% Container Entry Facility Not in Error	100.00%
% Container CSA Not in Error	100.00%
% Early Scheduled Ship Date Not in Error	100.00%

Drill

- Filter on Selections
- Create Group
- Create Calculation

- Mailer Scorecard Job Details (All)
- Mailer Scorecard Job Details (Full-Service Compliance)
- Mailer Scorecard Job Details (eInduction)
- Mailer Scorecard Job Details (Seamless)
- Mailer Scorecard Job Details (Manual Sampling)
- Mailer Scorecard Job Details (Entry Point Verification)
- eInduction Job Summary Report
- View Error Details by Error Type
- Undocumented Summary Report
- Mailer Scorecard Weekly Trending

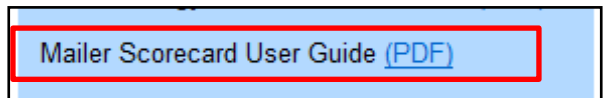
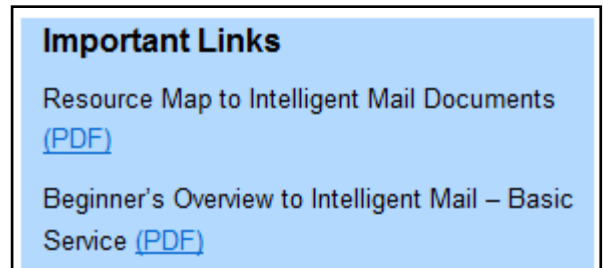
System hierarchy

Export All to Excel Export All to PDF

Clicking on a blue hyperlink in the report allows you to get additional detail on errors

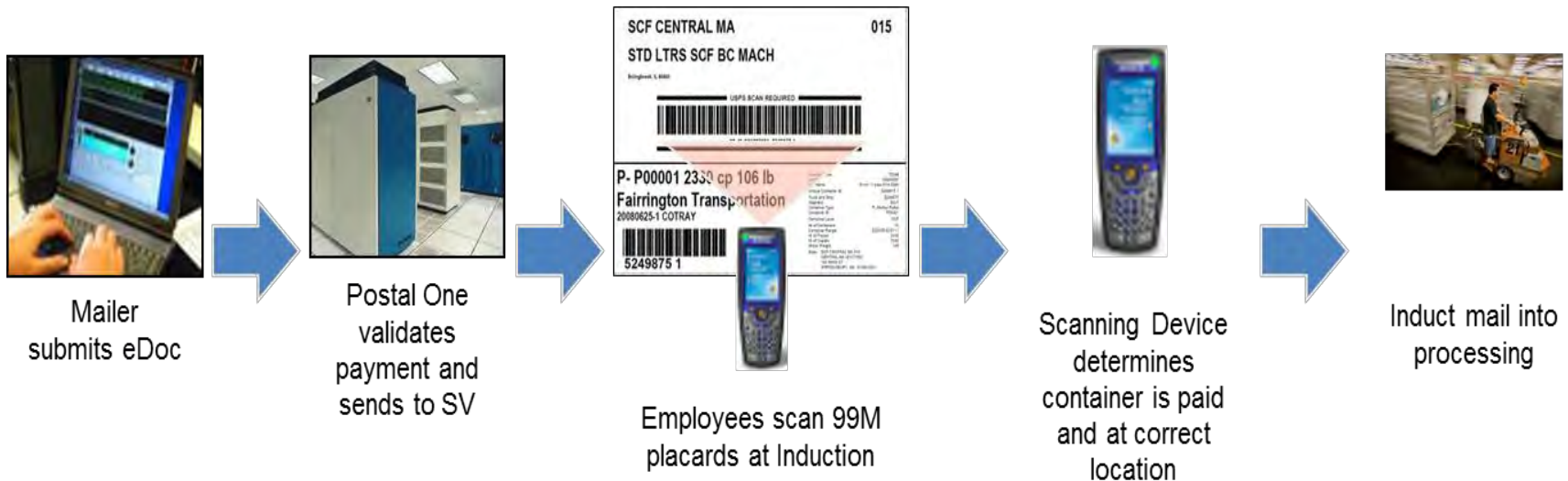
# Mailer Scorecard Guide

- Visit the USPS RIBBS website at: [ribbs.usps.gov](http://ribbs.usps.gov)



# eInduction Overview

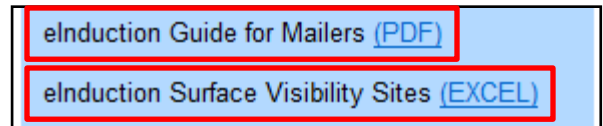
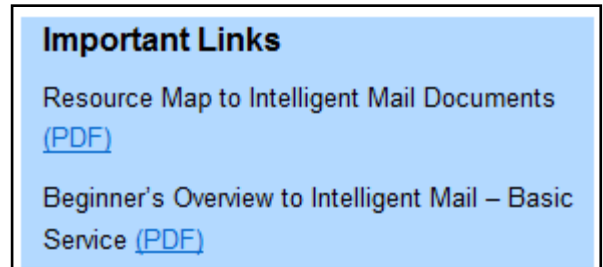
eInduction allows USPS to determine if mailer containers are paid for and shipped to the correct facility without the use of paper 8125/8017 forms



- Non-SV Sites: Mailers use Container Manifest Report from FAST, provides count of containers to induct
- eInduction is not mandatory, mailers may continue to use paper forms
- October 1, 2013 – Pilot Mailers go Paperless
- November 4, 2013 – National Deployment

# eInduction Guide For Mailers

- Visit the USPS RIBBS website at: [ribbs.usps.gov](http://ribbs.usps.gov)





**Mail Preparation**

Full Service mailings  
with Unique Barcodes



**Electronic  
Mailing  
Information**



**In-Process  
Mail Verification**



**Scan at Induction  
eInduction**



**Sample Scans**

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# Questions ?