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# 1 Personnel Management

## 11 Overview

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This chapter has been developed to ensure the quality of mail entering postal channels through business mail entry units (BMEUs) and detached mail units (DMUs) at a time of increasing reliance on automated mail processing equipment. By properly implementing and practicing the information and guidelines in this chapter, field managers and supervisors will improve the management of the business mail entry (BME) function.

The basic premise of this chapter is that the BME function must be effectively managed if we are to achieve our corporate business goals. It contains specific procedures and approaches that can, on a cumulative basis, lead to the broad-based gains needed. Supervisors and managers can follow precisely described guidelines and thereby achieve a more analytical and effective management style.

## 12 Business Mail Entry Staff — Primary Responsibilities

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### 121 **BME Manager**

The BME manager has the following responsibilities:

- a. Manage activities related to mailing requirements, business mail acceptance, and revenue protection for a district.
- b. Provide program and technical guidance on mail preparation and business mail entry operational procedures to employees within a district.

Management of the business mail acceptance function is a challenging responsibility made more difficult by the fact that units and the employees who staff them may be located some distance away. One of the most important actions that a manager can take in ensuring that business mail acceptance is being performed properly — and that Postal Service revenues are being adequately protected — is to identify and monitor those functions or activities that are most critical to the acceptance function. Field district managers of BME must monitor these activities for the entire district.

Exhibits 121a and 121b contain a partial listing of the functional duties and responsibilities applicable to a BME manager.

**Note:** The duties in these lists are in addition to the administrative duties contained in chapter 1.

Exhibit 121a

### Checklist of General Duties for BME Managers — Ongoing Duties

1. Provide articles concerning mail classification, bulk mail acceptance, revenue protection, etc., to district newsletter.
2. Participate in Postal Customer Council® (PCC®) meetings and special events.
3. Establish and maintain a formal customer education program for bulk mailers.
4. Review training for relevance and needed updates.
5. Review customer applications received through your office for completeness and documentation, and, if necessary, to obtain additional information.
6. Supervise the issuance of permits and licenses.
7. Provide guidance on all mail classification matters to all Post Offices™ in the district. Actively seek publicity, including working with the manager of retail within your area of responsibility to establish your role as informational resource.
8. Provide training, guidance, and technical support for BMEUs and associate offices concerning verification and acceptance procedures and responsibilities.
9. Monitor detached mail unit (DMU) sites' activities. Make regular visits to these facilities and remain familiar with their operations.
10. Monitor MERLIN® usage to ensure compliance with *PostalOne!*® verification schedule.
11. Monitor the staffing, verification, and acceptance of all mail accepted under any of the following advanced preparation or special postage payment systems:
  - Customized MarketMail®.
  - Manifest Mailing System (MMS).
  - Optional Procedure (OP) Mailing System.
  - Alternate Mailing System (AMS).
  - First-Class Mail® or Standard Mail® Mailings With Different Payment Methods.
  - Preparation for Combined Mailings of Standard Mail and Package Services Parcels.
  - Combining Package Service Parcels for Destination Entry.
  - Preparation for Pallets.
  - Preparation for Cotraying and Cosacking Bundles of Automation and Presorted Flats.
  - Preparation for Merged Containerization of Bundles of Flats Using City State Product.
  - Preparation of Cobundled Automation Rate and Presorted Rate Flats.
  - Preparation of Merged Palletization of Bundles of Flats Using a 5 Percent-Threshold.
  - Preparation of Merged Palletization of Bundles of Flats Using the City State Product and a 5 Percent-Threshold.
  - Preparation for Plant Load Mailings.
  - Plant-Verified Drop Shipment (PVDS).
  - Express Mail® and Priority Mail® Drop Shipment.
  - Metered Mail Drop Shipment.



Exhibit 121b

**Checklist of General Duties for BME Managers****Monthly**

1. Monitor the progress of Periodicals eligibility reviews and annual postage payment reviews within your district. The end of the FY is too late to discover a problem with performing these mandatory verifications.
2. Ensure that QMR responsibilities, whether at the district or associate office level, are performed and that they accurately reflect the quality of work in the offices verified.
3. Review Mystery Caller score monthly updates (BMA website at <http://blue.usps.gov/bma>).
4. Review "By/For" usage percentage (ACCTNET at <http://acctnet>).
5. Monitor BMEU district/associate office productivity (WEBEIS).

**Quarterly**

1. Monitor Periodicals 10-percent non-subscriber and 75-percent advertising limits.
2. Review BME Proficiency Index quarterly/YTD scores (WEBEIS at <http://blue.usps.gov/webeis>).
3. Review Mystery Caller and BMEU Survey quarterly reports and BMEU Survey Customer Comments report.
4. Monitor Bulk Mailing Attribute scores portion of Customer Satisfaction Measurement, Business and Preferred Customer drill down report. (See <http://smpdcws843.usps.gov/csmsurvey/cgi-bin/csmsur.htm>.)

**Annually**

1. Review SOPs for BMEU. Make revisions as necessary.
2. Review staffing and scheduling for the BMEUs, DMUs, and associate offices to ensure it is adequate. Coordinate LDC 79 adjustments for upcoming FY with district manager of Budget/Financial Services, district manager of Marketing, and area customer service program analyst, and affected offices.
3. Monitor Periodicals' publisher compliance with Statement of Ownership, Management, and Circulation requirements.
4. Ensure Periodicals reviews are conducted as required.
5. Review Quarter 4 YTD BME Proficiency Index score and adjust BME Proficiency plan as necessary for next FY.
6. Review Integrated Operating Plan(s) with plant manager(s) or his/her designee and make changes as necessary. This must be completed by December 31 each year with a copy faxed to the Business Mail Acceptance Office at Headquarters.

**122 BME Analyst**

The BME analyst is the BME manager's outreach to all acceptance operations within the district. The BME analyst has the following responsibilities:

- a. Routinely conduct acceptance reviews at BMEU/DMU sites and associate offices.
- b. Maintain district postage payment systems database and conduct systems reviews as required.

**123 BME Supervisor**

The BME supervisor has the following responsibilities:

- a. Supervise daily activity in BMEUs and/or DMUs.
- b. Ensure that all clerks are trained and they perform their duties in compliance with established policy for customer interaction, financial procedures, proper reporting, verification and acceptance procedures (including MERLIN machine operation), and release of mail to operations.

**124 Mailing Standards Specialist**

The mailing standards specialist has the following responsibilities:

- a. Serve as the primary source of contact for mailing standards information at locations away from the host district office.
- b. Provide technical assistance to customers and BMEU/DMU employees.
- c. May be assigned to manage postage payment systems within his/her designated area of responsibility.
- d. May supervise the mailpiece design analyst and mailing requirements function.

**125 Mailpiece Design Analyst**

The mailpiece design analyst has the following responsibilities:

- a. Serve as primary source of contact for customers seeking technical information on mailpiece design including automation letter and flats, polywrap for flats, Business Reply Mail® services, courtesy reply mail services, and parcel barcoding.
- b. Provide follow-up customer contact with customers whose mailings do not meet tolerance for barcode readability when verified on MERLIN.

**126 Mailing Requirements Clerk, Occupation Code 2345-32XX****126.1 Mailing Requirements Clerk, Level-5**

The mailing requirements clerk, level-5 has the following responsibilities:

- a. Provide administrative support to the BME office including issuing permits and providing information on all classes of mail to customers by telephone or in person.
- b. Process non-profit applications.
- c. Process Periodicals applications.
- d. Conduct Periodicals eligibility reviews.
- e. Assist with maintenance of *PostalOne!*® System data.

**126.2 Mailing Requirements Clerk, Level-6**

The mailing requirements clerk, level-6 has the following responsibilities:

- a. Provide administrative support to the BME office.
- b. Provide customer service as a principal non-supervisory source of information for internal and external customers in regard to all matters of classification, mailability, rates, methods of mailing, fees, payment systems, special services, and other related phases of postal mailing standards.

**Note:** The mailing requirements clerk, level-6 works without supervision at least 50 percent of the time and serves as the only or principal

non-supervisory source of information for customers and other Postal Service personnel.

127 **Bulk Mail Clerk, Occupation Code 2320-15XX**

The bulk mail clerk has the following responsibilities:

- a. Accept, verify, classify, and compute postage on all classes of domestic and international business mail.
- b. Provide customer assistance to ensure customer's understanding of postal mailing standards, mail preparation requirements, and methods of presentation.
- c. Operate MERLIN.

128 **Bulk Mail Technician, Occupation Code 2320-28XX**

The bulk mail technician has the following responsibilities:

- a. Accept, verify, classify, and compute postage on all classes of domestic and international business mail.
- b. Provide customer assistance to ensure customer's understanding of postal regulations, mail preparation requirements, and methods of presentation.
- c. Operates MERLIN.

**Note:** The bulk mail technician works alone for approximately 75 percent of the time and serves as a working leader to one or more employees on a tour.

129 **Business Mailer Support Analyst (HQ BMS)**

The business mailer support (BMS) analyst at the Headquarters Business Mailer Support Office (HQ BMS) has the following responsibilities:

- a. Approve special postage payment programs.
- b. Audit mailer systems at DMUs.

BMS analysts enable business mailers to prepare mail and supporting documentation right...the first time. A national BMS analyst is one who coordinates the response to and/or resolution of major issues that involve a mailer's multi-plant mailing system by coordinating the activities of the mailer and the local BME analysts.

## 13 Managing the Business Mail Entry Unit

### 131 **Role of Manager of Marketing**

#### 131.1 **Primary Duty**

Marketing managers provide the leadership that is critical to the efficient and effective functioning of the business mail entry process. For each individual manager, this job extends across the entire district's area. Marketing managers provide support and oversight to district business mail entry programs through the manager business mail entry.

The marketing manager's role is crucial to the Postal Service's very ability to survive in today's increasingly complex world of mailing regulations and competition from other communications providers. They are responsible for ensuring that all mailers prepare their bulk or presort rate mailings properly, use the correct rates, and pay the proper amount of postage. Bringing in adequate revenues, keeping mail processing costs in check, and maintaining consistent and fair treatment of customers, are the direct results when the marketing manager provides strong and proper leadership. The bottom line result for the Postal Service is greater credibility with our customers and revenue growth for the USPS.

#### 131.2 **Customer Contacts**

This leadership role is directed to the recognition that the business mail entry and mailing requirements) function is a vital point of contact with postal customers. Through the BME, there are opportunities to identify ways to improve processes to better meet customer needs. With dynamic leadership and sound management of the acceptance function, over time, the interface with customers will shift from dealing with mail preparation errors to one of working proactively with customers so that the mail is properly prepared the first time.

#### 131.3 **Management Direction**

Chapter 1 of this handbook contains clear management direction for the BMEU. It is standardizes the process and administration of accepting bulk or presort mail. Remember that the business mail entry function is unique to most other marketing duties in that it is very structured and more operational than administrative in nature. Also included in chapter 1 are a number of forms and logs that will document the strengths and weaknesses of the BMEU and provide guidance as to when to take corrective action.

#### 131.4 **Measuring Effectiveness**

Measuring the effectiveness of your BMEU or DMU is subjective at best without the proper tools. Requests from your manager, business mail entry, are difficult to grant or deny without benchmarks to measure them against. Some of the tools that will aid you in measuring your BMEUs and DMUs in quantifiable terms include chapter 1 of this handbook; PS Form 2867, *Bulk*

*Mail Acceptance Report*; BME Proficiency Index scores; MERLIN usage reports; and various *PostalOne!* reports.

### 131.5 **PS Form 2867**

PS Form 2867, *Business Mail Acceptance Report*, provides clear and measurable data concerning the operations of business mail entry units. This report is intended to be a “snapshot” of the input and output of the BMEU and can be used for historical comparisons and spotting trends concerning volume, revenue, verification performance and other factors. The report can be accessed through WebEIS by going to Marketing, and business mail entry unit. Information from the report can be viewed from the national down to a finance number level for any finance number on *PostalOne!*.

### 131.6 **Support**

These tools will not have much meaning without support from the marketing manager. Understanding the needs of your business mail entry customers and staff and using these tools to meet their needs is key in providing a positive working environment for your staff and outstanding customer service to your customers. This may require, depending on the condition of your BMEUs, additional resources for the BMEUs. These resources may be space, training, supervision, staffing, etc. The amount of resources necessary will depend on the current state of your BMEUs.

## 132 **Role of Managers, Business Mail Entry**

### 132.1 **Primary Duty**

Management of the business mail entry function is a challenging responsibility made more difficult by the fact that units and the employees who staff them may be located some distance away. One of the most important actions that a manager can take in ensuring that business mail acceptance is being performed consistently and properly, and postal revenues are being adequately protected, is to identify and monitor those functions or activities that are most critical to the acceptance function. District managers, business mail entry (MBME), must monitor these activities for the entire district.

### 132.2 **Knowledge of Functions**

#### 132.21 **Overview**

Managers, business mail entry, particularly those that come from a background other than business mail acceptance or mail classification, need to become knowledgeable about the functions of the units they manage.

#### 132.22 **Training**

Chapters 1 and 2 will aid you in administering the BMEU. By following the guidelines included in these chapters, you will have information and procedures which will help you make sound managerial decisions. However, merely reading those chapters will not give you the firsthand knowledge

needed for the best possible understanding and appreciation of the information and procedural guidelines provided.

If you have never received the “Supervising the Business Mail Entry Function” training, then take it. This is an excellent way to increase your knowledge and become familiar with the available training for your employees.

If you have never worked in a BMEU, then spend some time (more than an occasional hour or two) in the unit. For the purposes of training, try performing the duties that your employees have to do every day. If your supervisor is due for some annual leave, take the “detail” to replace him or her yourself.

### 132.3 **Rules and Procedures**

Business mail acceptance is a process involving people administering a set of rules and closely following prescribed procedures. You need to understand the components of the process and how they are supposed to interact in order to manage them. An understanding of the procedures and rules will enable you to compare what your employees are doing with what they are supposed to do. This understanding will also enable you to make some judgments concerning whether the training they are receiving is adequate to allow them to meet organizational performance standards and to reach their full potential.

### 132.4 **PS Form 2867**

PS Form 2867, *Business Mail Acceptance Report*, provides clear and measurable data concerning the operations of business mail entry units. This report is intended to be a “snapshot” of the input and output of the BMEU and can be used for historical comparisons and spotting trends concerning volume, revenue, verification performance and other factors. The report can be accessed through WebEIS. In the left-hand menu select Marketing. This will bring you to the BMEU Proficiency report. Further down the listing you will find Business Mail Entry Unit. Clicking on the Business Mail Entry Unit link will open additional reports that can be reviewed. Information from any of the reports can be viewed from a national, area, district or finance unit level for any site on *PostalOne!*.

### 132.5 **Support**

None of these tools will have much meaning without your support. Following the policies and procedures set forth in this handbook will allow your staff to fulfill the duties and responsibilities of their positions. If BMEUs in your district have not been following these policies and procedures a change in the management process for business mail entry may be necessary. Effecting positive change will likely require initial increases in acceptance unit resources. These increases may be for space, training, supervision, etc. The extent to which additional resources are necessary will depend upon the current state of your BMEUs and DMUs.

## 133 Role of the BMEU Supervisor

### 133.1 Primary Duty

The primary duty of any supervisor or manager of a BMEU or DMU is to ensure that all bulk or mail is accepted properly. When this happens, all revenues are collected, only properly prepared mail is accepted, and Operations' costs are reduced. Proper acceptance cannot occur without properly trained employees who have the equipment, space and support to perform their jobs correctly.

### 133.2 Requirements for Operation

This handbook, like *Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®)*, prescribes standards for the operation of your business mail acceptance unit and provides guidance on how to improve it. In addition, see [Exhibit 133.2](#) for a checklist of functional duties. This checklist can be used as a daily reminder of the job tasks of all BMEU supervisors. All of these issuances together provide sufficient information to successfully manage a BMEU. However, the actual success of any plan to improve a BMEU or DMU will be directly proportional to your involvement and commitment.

Exhibit 133.2 (p. 1)

#### Checklist of Supervisory Duties

The following is a checklist of supervisory duties and responsibilities common to the operations of all business mail entry units.

##### **BMEU**

##### **DAILY**

1. Ensure that scales have been balanced. Immediately remove from service and repair broken scales or obtain a replacement.
2. Check status of all mailings disqualified from previous night. Make sure customers are contacted as quickly as possible to expedite resolution.
3. Ensure that all previous day's financial documents (Forms 3544, 3600, 3602, 3541, etc.) are posted and closing reports have been provided from *PostalOne!* prior to start of today's business.
4. Ensure "Negative Balance Report" is generated for previous business day. Review report for negative balances, take action to resolve as necessary.
5. Ensure "Override Report" is generated for previous business day. Review report and verify all overrides were authorized.
6. Check forms and office supplies to ensure adequate quantities for today's business.
7. Check appearance of BMEU and employees, order any adjustments or improvements as needed.
8. Check the dock (platform) for mailings being held, space availability, safety, etc.
9. Check with employees concerning staffing, assignments, and any discussion items they may have concerns about.
10. Ensure that all mail transport equipment needed in the BMEU has been obtained.
11. Ensure that all MERLIN systems are functioning properly. (MERLIN sites only)
12. Ensure that all directives (DMM, Handbook DM-109, IMM, *Postal Bulletins*), reference materials (rate charts, zone charts, wall charts, templates) and customer materials (sack/tray labels, ZIP Code Directory, trays/sacks, sleeves etc.) are available and current.
13. Observe employees at work to ensure that they are classifying sample pieces from mailings, obtaining single-piece weights, and obtaining gross and net weights for bulk mailings presented for acceptance.

Exhibit 133.2 (p. 2)

**Checklist of Supervisory Duties**

14. Review disqualified mail log each morning and discuss with employees as necessary and contact mailer to follow-up on corrective action.
15. On day before weekend closing, ensure all mailings have been cleared or that all mailers have been contacted concerning mail held for correction.

**MONTHLY**

1. Ensure that PS Form 3604, *Nonuse Revocation of Mailing Permit or Meter License*, is issued to any permit imprint holder who has not mailed in the prior 24 months. (This may be a mailing requirements function in some offices.)
2. Initiate revocation action for any non profit organizations that have not mailed in the prior 24 months. (This may be a mailing requirements function in some offices.)
3. Ensure required Quality Mail Acceptance Reviews (QMRs) have been completed. (See 162.)

**DMU****DAILY**

1. Ensure that all scheduled DMUs are staffed.
2. Maintain daily contact with DMU employees. Stay current with any situations or problems they encounter.
3. Ensure that scales have been balanced. If postal scales, immediately remove from service and repair broken scales or obtain a replacement. If customer scales, have customer immediately repair or replace the defective scale.
4. Ensure that all forms and office supplies are available.
5. Ensure that security of records and all postal equipment and supplies equipment is being maintained.

**MONTHLY**

1. Ensure required Quality Mail Acceptance Reviews (QMRs) for DMUs administered by the BMEU have been completed. (See 162.)

**ACE/PostalOne!****ONGOING**

1. Supervisors are responsible for ensuring that *PostalOne!* is used as an online system, and not for batch type entries, in the following manner:
  - Employees should be observed during the course of the day entering data into *PostalOne!* as mailings are accepted.
  - Observe that telephone and in-person inquiries of customers are researched utilizing *PostalOne!* query screens or available hardcopy reports if *PostalOne!* is not accessible.
  - Off-site postage statements for mailings verified at DMUs, stations and branches, etc. without *PostalOne!* access, should be annotated that they were calculated manually and their computations should be verified when entered into *PostalOne!*.
  - Staffing must be sufficient to ensure that online entry can continue even during peak acceptance times.
2. Supervisors are responsible for reporting equipment malfunction or *PostalOne!* system problems to the USPS Information Technology (IT) Help Desk at 1-800-877-7435.  
 Shut down problem unit until repairs are made. If no other equipment is available, revert to manual procedures of tracking balances and fees from last balance sheet produced by the *PostalOne!*.  
 If there is an ACE hardware or software malfunction, make an immediate call to the IT Help Desk to advise them of the condition.  
 If the computer is out of order for more than 1 hour, contact your manager, business mail entry. Adjust staffing, overtime and/or workflow to reduce negative impact on BMEU.
3. Ensure that previous day's reports are available.
4. Ensure that required reconciliation procedures are performed.
5. Supervisors are responsible for ensuring that the system, when left unattended, is secure from unauthorized entry.  
 Ensure employee logs out of *PostalOne!* after entering transactions.  
 Ensure *PostalOne!* is not in interactive mode requesting data for a mailing.



Exhibit 133.2 (p. 3)

**Checklist of Supervisory Duties**

6. Supervisors are responsible for ensuring that all users of the system are trained in its use for daily activity. Implement a training routine in your office to ensure initial proficiency and that employees remain current with changes to *PostalOne!*  
Ensure the proficiency of *PostalOne!* users through *PostalOne!* online training at <http://blue.usps.gov/bma/>. Establish a rotation of all system users to ensure no employees remain off the system for extended periods of time.
7. Supervisors are responsible for ensuring that all BME staff is trained and knowledgeable with Postal Explorer. BME staff must be able to use Postal Explorer, including becoming familiar with using the online DMM, when responding to customer inquiries and assist customers in navigating Postal Explorer for their needs.

**133.3 Employee Information**

Employees are in constant need of information concerning programs, rates, procedures, directives, automation within the BMEU, etc. Employees also need to be able to routinely consult with management on issues as they are presented. All necessary information must be furnished and efforts must be made to ensure that all information is fully understood and its importance is recognized. To that end, management must review training methods to gauge their effectiveness. Talks must be held with all employees on a regular basis. Employees must have access to the *Postal Bulletin*, DMM (including online version), and other directives which are necessary for them to perform the duties of their position. Employees must be knowledgeable and able to competently use source reference material to respond to routine inquiries. Supervisors and other BME management personnel must actively monitor clerk performance and provide guidance and training as needed. Knowledgeable and courteous employees are a unit's most vital resource.

**133.4 Employee Support**

Employees need support of their supervisor. The employees' need for your support is critical for two reasons: first, good morale can't exist without it; second, your support is the basis for their motivation. For example, how do you handle disputes between an employee and customers when the employee is correct? What if the customer is correct? In each situation you must try to balance good customer relations with the employee's need to feel he or she has your backing. Employees who feel they do not have their supervisors support, and are made to appear unknowledgeable or inept to customers or other outsiders, quickly lose initiative and confidence. Use incidents or problem situations as learning experiences, without criticism of employees.

**133.5 Employee Motivation**

There are many ways that you can motivate employees: monetary performance awards; scheduling; recognition at standup talks; contests, such as most cost-avoidance per A/P; additional assignments and responsibilities for the purposes of job enrichment and assisting those employees who are interested in increasing their career choices. Try different approaches to see which works best for you and your employees.

**133.6 Essential Equipment**

You have the responsibility to supply employees with the necessary equipment to perform their jobs. You must have sufficient scales, calculators, office supplies, etc., for them to use during normal operations, and you must ensure that adequate backup equipment is available in the event of unforeseen adversity. To avoid disruptions in your BMEU's operation, it is essential that you have available contingency equipment, such as additional calculators, and simple maintenance equipment like test weights. If your unit does not have the necessary equipment, space, or personnel, initiate steps to obtain them.

**133.7 Good Communication**

The key to being a good manager or supervisor is good communication and effective leadership. It is your responsibility to communicate what is expected of your employees and to help them reach their full potential. It is also your responsibility to listen to your employees concerning what is needed to do their jobs properly and to provide them with whatever is reasonable to do that. This may call for a change in the way you normally handle situations in your office, but don't expect improvement without it.

## 14 Business Mail Entry Training

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**141 Business Mail Academy****141.1 Introduction**

*Target Audience:* Newly assigned BME Clerks/Relief Clerks, Mailing Requirements Clerks and some Associate Office clerks. New BME EAS employees will also benefit from this training.

Clerks who have the specific job titles noted in Management Instruction EL-720-2000-6 (dated September 18, 2000) are required to successfully complete the 2-week Business Mail Academy Program before verifying and accepting mail in BMEUs and DMUs. Clerks who accept mailings full-time but who do not have the specific job titles noted in the MI are also required to take the 2-week Business Mail Academy training program.

The purpose of training is to develop knowledgeable, courteous, confident, and productive acceptance employees. While the circumstances which give rise to the need for training might vary, the approach used, as well as the depth of the training provided, frequently depend upon the length of time an employee has been in a business mail entry unit position and the knowledge and skills acquired during that time. This chapter outlines the minimum training for all business mail entry employees. Training is the responsibility of the District Manager through the Managers, Marketing and Business Mail Entry. These minimum training requirements must be provided to all BME employees.

Employees must successfully complete the multi-component Business Mail Academy Training Program, in order to qualify for any of the following positions:

- a. Mailing requirements clerk (2345-32).
- b. Bulk mail clerk (2320-15).
- c. Bulk mail technician (2320-28).

Employees must also successfully complete this program to qualify for relief bid assignments for any of the above positions.

#### 141.2 **Purpose of the Business Mail Academy Training Program**

- a. Determine whether an employee is qualified for the position.
- b. Prepare the employee to perform successfully in that position.

#### 141.3 **Components of the Business Mail Academy Training Program**

##### 141.31 **Video: Working in Business Mail Entry (57601-02)**

“Working in Business Mail Entry: A Job Preview for Clerks” (57601-02) is a 15-minute job preview video that portrays what it is like to work in Business Mail Entry.

##### 141.32 **Postal Service Test 714 (Data Entry)**

Postal Service Test 714 (Data Entry) is required for mailing requirements clerks and is a local option for bulk mail clerks and bulk mail technicians. This is a routinely used data entry test. The low standard is to be used in scoring. The certified examiner can find procedures for conducting this test in Directions for Conducting Postal Service Test 714, which is available at the local Postal Employee Development Center (PEDC).

##### 141.33 **Introduction to Business Mail Entry (57601-02)**

Introduction to Business Mail Entry (57601-02) is a 2-hour self-study course, consisting of an introduction and seven modules, that introduces the student to the key concepts and job elements of Business Mail Entry:

- a. Classes of mail.
- b. Mail processing categories.
- c. Postage payment methods.
- d. Reference materials.
- e. Customer relations.
- f. Revenue protection.
- g. Math skills.

The course is designed for delivery by the PEDC and must be completed within two hours. Postal Service Test 425 should be administered as soon as possible after completion of the course. Ideally, these two components would be scheduled together. This requires cooperative planning between the assigned PEDC staff member and the certified examiner.

**141.34 Postal Service Test 425 (Business Mail Entry Unit)**

Postal Service Test 425 (Business Mail Entry Unit) is a computer-based test that measures the following:

- a. The ability to follow simple written instructions.
- b. Basic math skills.
- c. The extent to which a student has mastered the material in the self-study course Introduction to Business Mail Entry.

The certified examiner can find procedures for conducting this test in Directions for Conducting Postal Service Test 425. The duration of eligibility for Test 425 is five years.

**141.35 Business Mail Academy (57601-01)**

Business Mail Academy (57601-01) is a 2-week learning experience that provides students with the knowledge and skills to perform the duties of a Business Mail Entry clerk at a minimally acceptable level. Students learn how to distinguish among the classes of mail and among mail processing categories, how to conduct business with customers, how to perform verification procedures on First-Class and Standard Mail mailings, and how to use *PostalOne!*.

**141.36 Postal Service Test 427 (Business Mail Academy)**

Postal Service Test 427 (Business Mail Academy) measures the extent to which students have acquired the knowledge and skills taught in the Business Mail Academy. It is administered at the Academy. The duration of eligibility for Test 427 is 5 years.

**141.37 On-The-Job Training (23501-09)**

On-The-Job Training (23501-09) is not a requirement for qualification. Training is conducted after a clerk graduates from the Business Mail Academy and reports to the work unit. It is designed to help the clerk practice his/her newly acquired knowledge and skills and apply them in the workplace.

**141.4 Enrollment**

Once it has been determined that the senior bidder has successfully completed all required components, the assigned PEDC staff member will use the Automated Enrollment System (AES) to enroll him or her in the Business Mail Academy Training Program.

**141.5 Responsibilities****141.51 Training Program Administrator**

Once a senior bid candidate has been identified, the Training Program Administrator has the following responsibilities:

- a. Develop a schedule for the administration of each component.
- b. Coordinate the schedule with the senior bidder and the senior bidder's supervisor.

- c. Coordinate with the assigned PEDC staff member to schedule the job preview video, the self-study course, and on-the-job training.
- d. Coordinate with the assigned certified examiner to schedule Postal Service Test 714 and/or Postal Service Test 425.
- e. Coordinate with Human Resources to assure that:
  - A PEDC staff member and a certified examiner are available to perform their roles.
  - All testing and training records are properly completed.
- f. Upon successfully completing the prerequisite components, the senior bidder is enrolled in the next available offering of the Business Mail Academy at NCED.

141.52 **PEDC Staff Member**

The assigned PEDC staff member has the following responsibilities:

- a. Arrange accommodations, equipment, and materials for viewing the video *Working in Business Mail Entry: A Job Preview for Clerks*.
- b. Arrange accommodations, equipment, and materials for administering the self-study course *Introduction to Business Mail Entry*.
- c. Enroll in the Business Mail Academy the senior bidder who has successfully completed all required components. Coordinate enrollment with the Manager, BME and as necessary, the postmaster of the Post Office where the senior bidder is assigned.
- d. Assure that no one is enrolled in the Business Mail Academy who has not successfully completed all required components.
- e. Order materials for conducting on-the-job training and coordinate that training with the Manager, BME, the On-The-Job Instructor, and as necessary, the postmaster of the Post Office where the senior bidder is assigned.

141.53 **Certified Examiner**

The certified examiner has the following responsibilities:

- a. Order from the National Test Administration Center all test materials for Postal Service Tests 714 and/or 425.
- b. Arrange accommodations, equipment, and materials for administering Postal Service Tests 714 and/or 425.
- c. Administer Postal Service Tests 714 and/or 425, assuring that they are administered in proper sequence in relation to other components of the program.

141.54 **On-The-Job Instructor**

The on-the-job instructor has the following responsibilities:

- a. Coordinate on-the-job training with the Manager, BME, and the assigned PEDC staff member.
- b. Conduct the training using the Instructor's Guide (23501-09).

- c. Inform the PEDC staff member when the clerk has successfully completed the training.

#### 141.6 **Business Mail Acceptance Training for Associate Offices**

*Target Audience:* Associate office postmasters, supervisors, and clerks that are not assigned to one of the BME positions in 141.1, and do not accept bulk or presort mail full time.

The Business Mail Acceptance Training for Associate Offices consists of a study guide (PSN 7610-07-000-7019) and video (PSN 6910-07-000-7101). It can be administered either as self-study or as instructor-led and may also be administered at the district BMEU.

The intended length of the program is 8 hours.

### 142 **BME Management Training**

#### 142.1 **Supervising the Business Mail Entry Function – Training (Course 17601-04)**

*Target Audience:* Business Mail Entry EAS staff, Postmasters, and Associate Office supervisors that manage clerks who accept business mailings.

The course provides supervisors with a comprehensive overview of the BMEU, associate office acceptance, and DMU operations. Students will receive training on manual and MERLIN acceptance and verification procedures for First-Class Mail, Standard Mail, Periodicals and Package Services mailings. The course also includes a brief refresher on the classes of mail, mail processing categories, and postage payment methods. Modules also cover scheduling, special mailer programs, customer accounts, and customer-supplier relationships (both internal and external) and generating *PostalOne!* reports.

This course is mandatory for all newly promoted BMEU supervisors and BME managers who have no experience supervising a BMEU and optional for other Business Mail Entry EAS staff, acting supervisors (more than 90 days) and present supervisors BMEU. (48 hours)

*Enrollment:* Coordinate enrollment with the district PEDC staff.

#### 142.2 **Mailing Standards Specialist Training**

This course is specifically tailored towards issues relevant to mailing standards specialists. (Available FY 07.)

#### 142.3 **Business Mail Entry Analyst Training**

This course is specifically tailored towards issues relevant to Business Mail Entry Analysts. (Available FY 07.)

#### 142.4 **Mailpiece Design Analyst (Course 15601-00)**

*Target Audience:* Required for Mailpiece Design Analysts, optional for other BME staff. Also available to customers (Course 57601-05).

The Mailpiece Design Analyst course provides postal employees with in-depth training on postal standards pertaining to the design of letter and flat mail to facilitate processing on high-speed automated equipment. This will allow mailpiece design analysts to help customers maximize cost effectiveness and reduce processing delays. This course includes: MDA laptop, designing automation letters and flats, basic addressing, forwarding and related services, barcoding formats and print specifications, design of extra service labels, design of business reply mail, USPS mail processing equipment, reading MERLIN reports, presentation pointers and more. (64 hours)

*Enrollment:* Coordinate enrollment with the district PEDC staff.

## 143 **PostalOne! Training**

### 143.1 **Introduction**

The following *PostalOne!* training courses are available on-line at <http://blue.usps.gov/postalone/>. According to Postal Service Policies and Procedures:

- a. Management approval is required before taking these courses.
- b. Training must be performed on the clock.
- c. According to Postal Service Information Security for General Users Handbook AS-805-C, all logon IDs and passwords must be kept confidential. Never let others use your logon ID or password and do not use theirs. Do not write down your password, reveal it to anyone, or store your password.

### 143.2 **Business Mail Management System, Course 51201-19**

*Target Audience:* All BME staff authorized *PostalOne!* access to “BMEU,” “BMEU Admin,” “BMEU Reporting,” or “Mailing Requirements.”

The Business Mail Management System (BMMS) training will introduce participants on how to use the functionality currently in the *PostalOne!* system. As a result of completing the training, participants will be able to access, navigate and search in the system; process financial transactions from the BMEU/DMU, including: adjustments, deposits, fee payments, Freedom of Information Act (FOIA) requests, refunds, reversals, transfers; and postage statements received in the BMEU/DMU; generate reports for the financial transactions; and to manage accounts, including: account balance and fee inquiries, create new accounts, and edit accounts.

### 143.3 **eService, Course 51201-22**

*Target Audience:* BME staff authorized *PostalOne!* access to “BMEU” and responsible for accepting and processing mailings presented with electronic documentation and postage payment using:

- a. Electronic Documentation (e-DOC), which provides an automated alternative to submitting manual documentation.

- b. Electronic Postage (e-Postage), which enables customers to electronically send detailed mailing data and no longer complete manual postage statements.

Our business partners send electronic documentation through the *PostalOne!* system. There is specific functionality used to accept and process these electronic mailings. The training related to navigating this functionality is outlined in eServices training. After completion of the eServices course, participants will be able to use the system to access, navigate, search, and process electronic presort and postage information.

#### 143.4 **Business Reply Mail, Course 51201-25**

*Target Audience:* All BME staff and delivery unit staff authorized *PostalOne!* access to “BRM.”

The Business Reply Mail (BRM) training will introduce participants on how to use the functionality currently in the *PostalOne!* system. After completion of training, the participants will be able to access, navigate and search in the *PostalOne!* system, process Business Reply Mail, Postage Due, Merchandise Return Service, Bulk Parcel Return Service, and Parcel Return Services financial transactions including: adjustments, deposits, fee payments, FOIA requests, refunds, reversals, transfers; generate reports for the financial transactions and to manage accounts, including: account balance and fee inquiries, create new accounts, and edit accounts.

#### 143.5 **Electronic Mail Improvement Reporting Problem Entry, Course 51201-20**

*Target Audience:* Operations staff authorized *PostalOne!* access to “Mail Improvement Resolution.”

The Electronic Mail Improvement Reporting (eMIR) Problem Entry Tutorial instructs Operations personnel how to use the electronic PS Form 3749, *Irregularities in the Preparation of Mail Matter*, to report mail preparation issues. After completion of training, the participants will be able to access and navigate in the *PostalOne!* system, complete and submit the electronic Mail Improvement Report form (PS Form 3749) in the *PostalOne!* system, and generate individual Electronic Mail Improvement and /or historical reports.

#### 143.6 **Electronic Mail Improvement Reporting Problem Resolution Course 51201-20**

*Target Audience:* BME staff authorized *PostalOne!* access to “Mail Improvement Resolution.”

The Electronic Mail Improvement Reporting Problem Resolution Tutorial instructs BMEU personnel how to address mail improvement issues. After completion of training, the participants will be able to access and navigate in the *PostalOne!* system, locate outstanding Mail Improvement issues for their BMEU, enter resolutions for Mail Improvement Reporting problems in the *PostalOne!* system, and generate individual Electronic Mail Improvement and/or historical reports.



**143.7 Manifest Mailing System (MMS) Sampling Worksheet Guide**

*Target Audience:* BME staff authorized *PostalOne!* access to “BMEU” and responsible for MMS sampling and completion of the MMS Postage Adjustment Worksheet.

The Manifest Mailing System Sampling Worksheet Guide will walk the user through Manifest Mail Sampling worksheet functionality available in the *PostalOne!* system. The user will understand how to enter MMS Sampling information and Postage Adjustment Worksheet information; complete MMS worksheets; view pending MMS worksheets; and view completed MMS worksheets.

**143.8 PostalOne! Demonstration Area**

*Target Audience:* All BME staff authorized *PostalOne!* access to “BMEU,” “BMEU Admin,” “BMEU Reporting,” “BRM,” or “Mailing Requirements.”

**144 MERLIN Operator — Training**

*Target Audience:* BME Clerks, MERLIN Operators.

This course is for the operators who use the Mailing Evaluation Readability, and Lookup Instrument (MERLIN). The training is provided by a local trainer who has completed the train-the-trainer course through NCED and has completed facilitator training. The course is 2 days. The course provides a comprehensive overview for the Operators of MERLIN as it relates to the Business Mail Entry unit operation. The student will receive training in use of MERLIN to assist in the administration, acceptance, and verification of FCM, STD Mail, and Periodical mailings. Topics include: the purpose and basic operation of MERLIN, acceptable mail characteristics for size and readability, safety, machine overview, machine operation, MERLIN acceptance procedures, reports, and flow of mail through MERLIN using the diagnostics screen.

**145 BMEU Proficiency — Training**

*Target Audience:* Required for all LDC 79 BME employees, all EAS BME staff. Optional for all associate office postmasters and LDC 48 employees accepting business mail.

BMEU Proficiency Training is developed using information gathered from the results of the Mystery Caller and BMEU Survey. Each district must design the annual training program based on previous results from the two components, Mystery Caller and the BMEU Survey. The annual training program includes 24 hours of technical training and 4 hours of Mystery Caller training. Headquarters Business Mail Acceptance assists in meeting training requirements by providing webcast training via the Postal Satellite Training Network (PSTN) to over 4,900 BMEU employees in support of the program.

**146 Periodical Training (Course # 23601-01)**

*Target Audience:* BME employees involved with the administration of Periodicals publications and/or acceptance of Periodicals mailings.

Administration and Verification of Periodicals is a three day (24 hours) course designed for business mail employees. Topics include basic elements, content, characteristics and categories of Periodicals. There is a module on measuring advertising in Periodicals, statements of ownership, management and circulation, publisher records, mail piece preparation, sortation, and documentation. Original entry, additional entry, exceptional dispatch, and nonprofit eligibility are also covered. Enroll through local PEDC.

## 15 BME Proficiency Program

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The BME Proficiency Program measures the technical knowledge, helpfulness, and consistency of BME employees nationwide by conducting mystery calls over the phone and surveying actual business customers through the mail. Results from these two measurements are used to determine future training needs. In FY 2004, the BME Proficiency Program was added as a National Performance Assessment indicator for Area and District Marketing managers. In FY 2005, the BME Proficiency Program was incorporated as a unit indicator for all district staff. The addition of the BME Proficiency Program as an NPA indicator to the Area and District has increased employee performance and customer satisfaction at BME functions nationwide.

The major component of the BME Proficiency Program is the Mystery Caller program. Each quarter, 100 calls are made to participating offices in each of the 80 districts. Interviewers ask questions to measure employee technical knowledge, helpfulness, and the consistency of responses from offices within the district. The monthly Mystery Caller scores for the technical and helpfulness skills are available on the BMA website.

The other program component, the BMEU Gallup Mail Survey, measures the customer's perception of the same factors used in the Mystery Caller program, but includes a few questions about the appearance of the facility and accessibility of parking and dock spaces. The quarterly survey scores for technical skills, helpfulness skills, consistency, and facilities appearance are available on the BMA website.

All scores are based on a scale of 0 to 1,000.

**151 Mystery Caller Program****151.1 Background**

The Mystery Caller Program is the first component of the BMEU Program, a critical part of the USPS strategy to enhance employee skills through a national training program and communication initiative. Conducted independently by Opinion Research, selected BME staff are randomly

selected from participating Post Offices in each district. Each call recipient is given the opportunity to respond to a call scenario and then scored after an interaction with the caller.

### 151.2 Objectives

The Mystery Caller Program is one of two measurement tools we will use to measure the consistency, technical knowledge, and helpfulness of the 4,600 BMEUs and Mailing Requirements Offices.

### 151.3 Methodology

Each district will receive approximately 100 calls each quarter. Opinion research will attempt to divide the calls evenly between each month of the quarter and proportionately between participating Post Offices based on the number of BME positions assigned to an office. In addition to the BME positions below, associate office staff accepting mail full time must be included:

- a. Mailing requirements clerk (2345-32).
- b. Bulk mail clerk (2320-15).
- c. Bulk mail technician (2320-28).

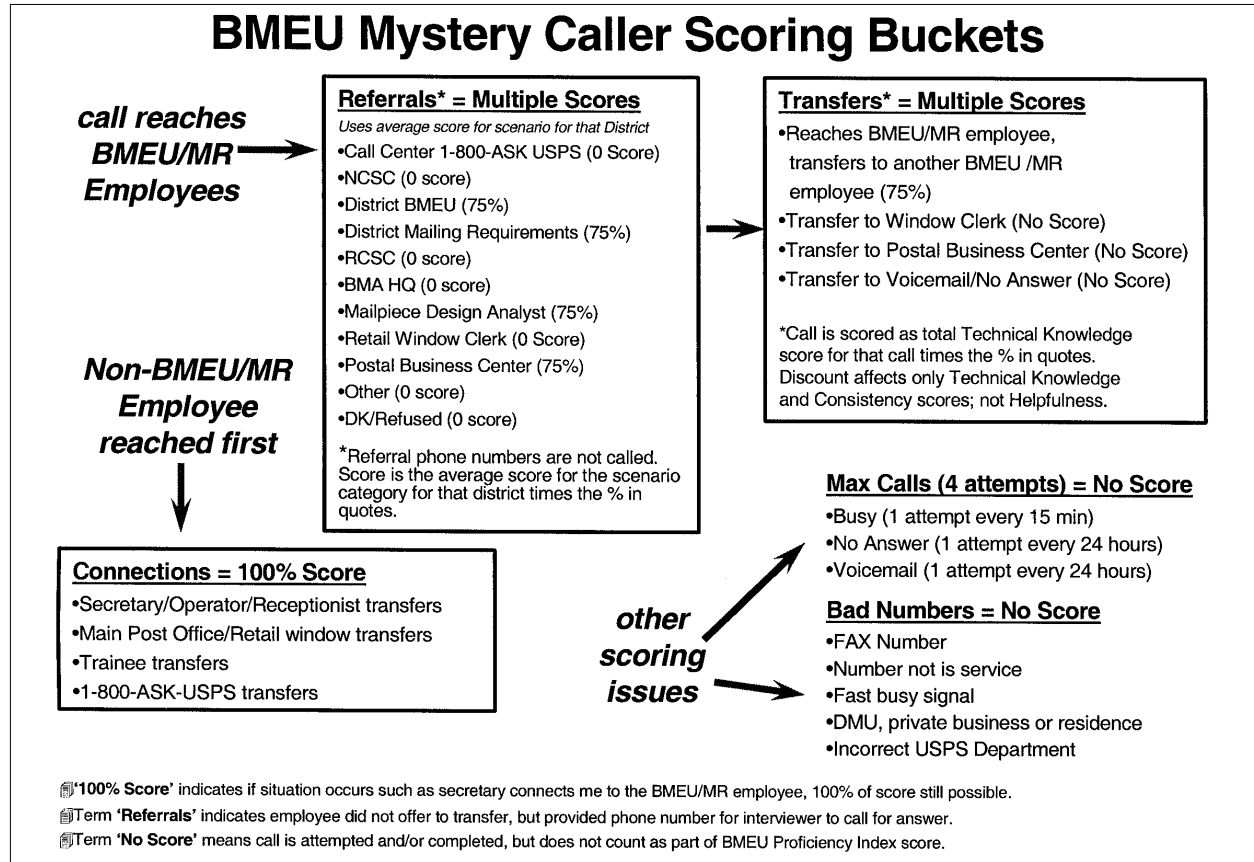
The Consistency, Technical Knowledge and Helpfulness attribute contribution to the quarterly BME Proficiency Index is determined by multiplying each of the three attribute's Mystery Caller scores by 80 percent. The Facility Appearance attribute is not scored in Mystery Caller:

Attribute	Score	x	Factor	=	Index Contribution
Technical Score	873	x	80%	=	698
Helpfulness	910	x	80%	=	728
Consistency	775	x	80%	=	620

[Exhibit 151](#) provides a table of how calls are scored based on various attributes of the call.

Exhibit 151

**BMEU Mystery Caller Scoring Buckets**



151.4 **Frequently Asked Questions About Mystery Caller Technical Scoring**

1. When does scoring begin for a Mystery Call?
  - Scoring begins only when a BMEU employee is reached. In other words, a connection is made by the caller when the number is dialed. There is no penalty if a Non-BMEU employee is reached first in that initial connection. Therefore, if a secretary, receptionist, operator, retail window, 1-800-ASK USPS transfer or a trainee who identifies himself as such is reached first in the connection, it is still possible to get a 100 percent score.
2. What happens when there is a busy signal or there is no answer or there is a voicemail when the caller dials a number?
  - This does happen frequently. These are calls where the phone number is good but no clerk is reached. After the initial call, a maximum of three more attempts is made for each sample phone number. Callbacks are done as follows:
    - If Busy on first attempt, 3 additional attempts are made (one every 15 minutes on the same day).

- If No answer on first attempt, 3 additional attempts are made (one every 24 hours).
  - If Voicemail on first attempt, 3 additional attempts are made (one every 24 hours).
  - After all attempts are made, the phone number is determined to have reached a Maximum Call status.
  - Max Calls receive a No Score after all attempts are made.
3. How are Technical Scores for a scenario calculated?
- Scoring depends on the number of technical points answered correctly in a particular scenario.
  - For a simple example, if there are 4 technical points in a scenario, then each technical point is worth 250 points. If all four points are correctly answered, then the score would be 1000.
  - The score may be less if the call was given partial credit for certain transfers or referrals.
4. How can my Technical Score be reduced by giving a referral?
- If a BMEU employee did not offer to transfer the caller but instead provided a phone number referral for him/her to call, then the score is reduced by the following percentages:
 

– Call Center 1-800-ASK USPS	(0 Score)
– National Customer Service Center	(0 Score)
– District BMEU	(75%)
– District Mailing Requirements	(75%)
– Pricing and Classification Service Center	(0 Score)
– Business Mail Acceptance HQ	(0 Score)
– Mailpiece Design Analyst	(75%)
– Retail Window Clerk	(0 Score)
– Postal Business Center	(75%)
– Don't Know or Refused	(0 Score)
  - Referral phone numbers are not called. The score is the average score for scenarios for that district times the percent in quotes above.
5. What is a transfer?
- A transfer is one in which the BMEU employee transfers the caller to another BMEU employee thereby avoiding answering the technical question. The transfer to another BMEU employee or Postal Business Center results in a situation where only 75 percent of the score is possible even if the other BMEU employee answers all of the technical points correctly. For example, if 4 technical points were worth 250 points each originally, they are now worth 187.5 points each. The maximum score would be 750, not 1000.
  - Technical scores are further affected if the BMEU employee transfers the caller back to a window clerk. This situation would

- result in what is called a “no score” and means it does not count in as part of the index score calculations.
6. What else affects the Technical score?
    - What also counts is whether the clerk who handled the Mystery Call answered the scenario question immediately (correctly or incorrectly), asked the caller to call back for an answer, say it was necessary to come into the office for assistance, referred the caller to another office for assistance, referred the caller to another number for an answer, or asked the caller to fax a sample. The examples for 3, 4, and 6 which follow ONLY come into play if clerk does not attempt to answer the question. Here is how the Technical Score is affected:
      - Clerk answered scenario question immediately (Technical Score of 100 percent).
      - A call back was needed for the answer (Technical Score of 0 percent).
      - Clerk said it was necessary to come into the office for assistance (Technical Score of 0 percent).
      - Clerk referred caller to another office for assistance (Technical Score of 0 percent).
      - Clerk referred caller to another number for the answer (Technical Score determined by where call was referred as indicated in Question 4 above).
      - Clerk asks caller to fax a sample (Technical Score of 0 percent).
  7. Many times phone numbers could be the wrong ones to reach a BMEU employee. What happens in those situations?
    - Any phone numbers which turn out to be not valid are termed “Invalid Numbers.” Examples of invalid numbers encountered in the Mystery Caller Program are those which turn out to be FAX numbers, a number which is not in service at the time of the call, a private residence or business, or an incorrect USPS department. These outcomes do not affect the Technical Score because they do not reach any clerk.
    - Invalid numbers are “funneled” back through USPS Headquarters for correction, and once corrected the replacement number is integrated back into the dialing schedule.
  8. What happens when a caller reaches a receptionist when dialing the BMEU telephone number?
    - If a receptionist answers the phone the caller will not start to ask her the scenario question. Instead, the caller will ask for the Bulk Mail Clerk.
    - If the receptionist asks the caller what the question is about, the caller will give her the general topic but not read the entire scenario question.

- If the receptionist insists on hearing the entire scenario questions and won't connect the caller to the bulk mail clerk, then that receptionist owns the question and it will be scored on how it is answered.
9. Will a caller always ask for the Bulk Mail Clerk?
- Whether the caller is dialing an Associate Office or a District Office the caller will always ask for the Bulk Mail Clerk to be sure he has the right person. The caller will verify this by asking, "Are you the Bulk Mail Clerk?"
10. If the receptionist or an automated system puts a caller on hold how long will the caller wait before hanging up?
- The caller will wait for three minutes. If no one comes on the line, then this call results in a "No Answer."
  - If, however, the clerk is answering the scenario question and keeps returning at appropriate intervals to tell the caller to hold on for a bit longer, then the caller will give the clerk whatever time is needed to answer the scenario question.
  - A "No Answer" or an "Answering Machine" result means that the call counts as one attempt toward a Max Call.
11. If a Bulk Mail Clerk is attempting to answer the scenario question and places the caller on Hold, what is the maximum time the caller will hold on?
- The caller will wait as long as 10 minutes without the clerk ever coming back. This will result in an "Unsatisfactory" score for Helpfulness.
12. What happens when any BMEU office is open only 1 or 2 hours a day? Will it be called?
- Before the start of each quarter, ORC will receive only those telephone numbers from the USPS which have an office open for 4 consecutive hours (including lunch) or more between the hours of 9 a.m. and 5 p.m. local time. These numbers will be only ones called for the quarter.
13. What is the reason BMEU employees cannot receive advance copies of the scenarios for each quarter?
- The Mystery Caller program is designed to emulate a customer situation as closely as possible. In a real customer call clerks do not know in advance what question the customer is going to ask.
14. Why aren't the same scenarios asked quarter to quarter instead of new scenarios each quarter?
- Scenarios are prepared by the USPS Scenario Committee in a manner to give a balance of different topics, which occur when customers make calls to the BMEU. It is the customer we're focusing on and a customer does not regularly call with the same questions quarter after quarter.

15. Current scoring for Technical Knowledge is by call and category. Could the scoring be changed to by call only?
  - Yes, scoring will be changed to call only starting in PQ1 FY 2005 after testing is done. Since we'll be eliminating scoring by category but keeping the averaging of scores by scenarios, some changes to the Quarterly report will be done.
  - This change will only be done at the National, Area and District levels because calls will not be balanced at the ZIP Code level. The current sample frame is not designed that way. The monthly ZIP Code reports should be used simply as a diagnostic tool and not an official Index score.
16. Since Max Calls are scored for both Technical Knowledge and Consistency as Zero, this is a double hit. Can the Zero for Consistency be eliminated in an effort to minimize the impact of Max Calls?
  - After much discussion at a joint USPS/ORC meeting, it was decided to change scoring for Technical and Consistency in the following way:
    - Starting in PQ1 FY 2005, Max Calls for Technical Knowledge and Consistency will be a No Score. Helpfulness, which was previously not scored for Max Calls, will now be manually scored as a Zero for all applicable attributes. This Helpfulness procedure needs to be manually adjusted due to the fact that a Max Call never reaches an actual clerk.
17. Why can't the scoring rules be changed for those situations where a clerk is too busy and he tells the caller to call back? This is giving a penalty for what is a normal business practice.
  - A decision was reached at the joint USPS/ORC meeting to not change the current scoring rules for this situation.
  - Clerks should understand that if they are too busy they can still obtain a score, even if it is a reduced score, by referring the call somewhere else or transferring the call. A reduced score is still better than a Zero score.
18. Wouldn't higher scores be possible if only those offices, which have experience in answering certain scenarios, were called?
  - A decision was reached at the joint USPS/ORC meeting not to change how the scenarios are administered across the various offices.
  - All offices and clerks have access to the DMM as well as Postal Explorer on the Internet which they are free to access during the call. All clerks need to be able to address customer issues by referring to the DMM or finding the answer for a scenario question by entering the key words into the search field in Postal Explorer.



151.5 **Understanding Helpfulness Scoring**

The Helpfulness Index creates a score based on the caller’s appraisal of the clerk’s soft skills which are those skills which address courtesy, professionalism and whether the clerk seemed to know what he or she was talking about.

Here are some examples of types of responses or behaviors which will usually yield a “Satisfactory” score of “1” and the additional response or behavior which will usually yield an “Outstanding” score of “2” for each attribute. If none of these responses are forthcoming, then a “0” or “Unsatisfactory” score is recorded by the Caller.

See the Clerk Helpfulness Score Attributes in [Exhibits 151.5a](#) through [151.5k](#).

Exhibit 151.5a

**Clerk Uses the Standard Opening**

Unsatisfactory (Score 0)	Satisfactory (Score 1)	Outstanding (Score 2)
None of the appropriate responses.	The clerk identifies himself/herself or the office such as “Bill Smith, Business Mail, Tucson.” If the city is not mentioned, it is still satisfactory.	<i>The clerk also</i> says something like “What can I help you with?” or “How can I help you today?”

Exhibit 151.5b

**Clerk Speaks Clearly**

Unsatisfactory (Score 0)	Satisfactory (Score 1)	Outstanding (Score 2)
None of the appropriate responses.	The clerk speaks clearly for <i>most of the call</i> . Accents do not affect scoring if the clerk can be understood. Whether the pace is too slow or fast should not affect getting a satisfactory score.	<i>The clerk also</i> speaks very clearly and is very easy to listen to <i>throughout the entire call</i> . OR Speaks very naturally, in an even-paced manner. OR The caller does not have to strain to listen.

Exhibit 151.5c

**Clerk Speaks With Confidence (Is Sure of the Answer Being Given)**

Unsatisfactory (Score 0)	Satisfactory (Score 1)	Outstanding (Score 2)
None of the appropriate responses.	The clerk is assertive and knowledgeable about the information he/she is giving to the caller <i>throughout most of the call</i> . The caller gets the impression that the clerk is confident in the answer.	<i>The clerk also</i> cites the source of the information from the DMM. OR Knows what he/she is talking about even without citing a source. OR Is <i>very</i> knowledgeable <i>throughout the entire call</i> . OR The caller has trust in the answer given by the clerk.

Exhibit 151.5d

**Clerk Is Courteous and Professional**

Unsatisfactory (Score 0)	Satisfactory (Score 1)	Outstanding (Score 2)
None of the appropriate responses, or the clerk is rude at any time during the call.	The clerk speaks or behaves in a courteous and professional manner.	<i>The clerk also</i> speaks or behaves in an <i>extremely</i> courteous and professional manner.

Exhibit 151.5e

**If Transferred, Manner of Action**

Unsatisfactory (Score 0)	Satisfactory (Score 1)	Outstanding (Score 2)	Not Applicable
None of the appropriate responses.	The clerk says that he/she is transferring the call and to where.	<i>The clerk also</i> says, "There is a possibility you will get a voice mail when I transfer you." OR Goes an extra step and says what to expect when the transfer is made. OR Says anything about the transfer situation that lets the caller know he/she is going the extra step.	If no transfer is made, the caller will not give a score for this attribute.

Exhibit 151.5f

**If Put on Hold, Manner of Action**

Unsatisfactory (Score 0)	Satisfactory (Score 1)	Outstanding (Score 2)	Not Applicable
The caller has to wait as long as 10 minutes on hold without the clerk ever coming back on the phone. OR The clerk hangs up.	The clerk needs to put the caller on hold and says in a courteous way "Excuse me for (# of minutes) while I put you on hold." If a caller has to wait as long as 10 minutes on hold, it would <i>not</i> be a satisfactory score unless the clerk returns at appropriate intervals to tell the caller to hold on for a bit longer.	<i>The clerk also</i> comes back <i>immediately</i> to answer the scenario after putting the caller on hold in a courteous way. OR The caller is not left holding without the clerk coming back periodically to say, "I'm sorry, it may take a bit longer." An outstanding score is given only if the time on hold is 4 minutes or less.	If no transfer is made, the caller will not give a score for this attribute.

Exhibit 151.5g

**Clerk Shows a Desire to Understand the Question by Probing**

Unsatisfactory (Score 0)	Satisfactory (Score 1)	Outstanding (Score 2)	Not Applicable
None of the appropriate responses.	The clerk asks the caller <i>some</i> probing questions to answer the scenario.	<i>The clerk also</i> asks the <i>appropriate</i> probing questions to correctly answer the scenario.	If no probing is required in the context of the clerk's responses, the caller will not give a score for this attribute.

Exhibit 151.5h

**Clerk Makes Sure the Response to the Question Is Understood**

Unsatisfactory (Score 0)	Satisfactory (Score 1)	Outstanding (Score 2)
None of the appropriate responses. If the clerk says, "Did I answer your question <i>correctly</i> ?" then this response would be Unsatisfactory.	The clerk asks the caller in a very courteous way if he/she understands the answer. For example, the clerk says, "Did I answer your question?"	<i>The clerk also</i> says, "I'll be glad to clarify some or all of these points or anything that isn't clear."

Exhibit 151.5i

**Clerk Asks If There Are Any Additional Questions**

Unsatisfactory (Score 0)	Satisfactory (Score 1)	Outstanding (Score 2)
None of the appropriate responses. Under no circumstance should the clerk say, "Did I give you the right answers" or "Did I get it right?" A response such as this should be scored "Unsatisfactory."	Before hanging up, the clerk asks the caller, "Is there anything else I can help you with today?"	<i>The clerk also</i> says, "If there is anything else you need to know, please call us back or check our web site at <i>usps.com</i> , which has information on mailings," or similar types of comments.

Exhibit 151.5j

**Clerk Provides a Courteous Closing**

Unsatisfactory (Score 0)	Satisfactory (Score 1)	Outstanding (Score 2)
None of the appropriate responses.	The clerk says, "Thank you for calling." OR "You're welcome" after the caller first says, "Thank you."	<i>The clerk also</i> says, "Have a nice day" or "Happy to help you" or a similar warm closing. OR "We appreciate your calling the Postal Service." OR "We appreciate your business."

Exhibit 151.5k

**Overall Feeling of Value and Satisfaction With the Experience of the Call**

Unsatisfactory (Score 0)	Satisfactory (Score 1)	Outstanding (Score 2)
Many attributes rated unsatisfactory.	Most attributes rated satisfactory.	Many attributes rated outstanding.

152 **BMEU Proficiency Program Survey**

152.1 **Background**

The Customer Event-Based BMEU Survey is the second component of the BMEU Program, a critical part of the USPS strategy to enhance employee skills through a stepped-up national training program and communication initiative. Conducted independently by The Gallup Organization, selected customers across each of the business customer segments (Small/Large Businesses, Premier Accounts, and National Accounts) are given the opportunity to complete the survey after an interaction with the BMEU.

152.2 **Objectives**

The BMEU survey is the second of two measurement tools we will use to measure the consistency, technical knowledge, and helpfulness of the 4,600 BMEUs and Mailing Requirements Offices, as well as facility appearance and accessibility of parking and dock spaces.

The answers to this survey will be used to determine future training needs and to make process improvements at the District BMEUs.

152.3 **Methodology**

Customers who have done a mailing of \$50 or more in the past 30 days are randomly selected from the top three (3) revenue/*PostalOne!* offices in each district. (Nationally approximately 100,000 surveys are sent each quarter.) Customers selected to receive the survey are asked to rate various aspects of their BMEU experience on a scale of Excellent (5), Very Good (4), Good (3), Fair (2), and Poor (1). Ratings of Excellent, Very Good, and Good were considered favorable ratings.

Additional questions about the customers' mailing habits were also included to see how the BMEU's deal with various sizes and types of mailings (e.g., First Class Mail versus Periodicals).

Indices will be computed using index items for which there are five (5) or more valid responses. This ensures more stability in index scores over time, increasing the utility of the indices as a performance measurement tool. Although items with fewer than five responses are not used in index calculations, the data for them are presented for informational purposes.

The Consistency, Technical Knowledge and Helpfulness attribute contribution to the quarterly BME Proficiency Index is determined by multiplying each of these three attribute's survey score by 20 percent. The Facility Appearance attribute carries a contribution of 100 percent of the survey score:

Attribute	Score	x	Factor	=	Index Contribution
Technical Score	800	x	20%	=	160
Helpfulness	820	x	20%	=	164
Consistency	750	x	20%	=	150
Facilities Appearance	910	x	100%	=	910

153 **BME Proficiency Index**

The quarterly index score for each attribute is computed by adding the Mystery Caller and BME Survey index contributions for each attribute.

The Consistency, Technical Knowledge and Helpfulness quarterly index scores are then multiplied by a weighted factor of 30 percent. The Facility Appearance quarterly index score is multiplied by a weighted factor of 10 percent. Each of the results is then added together for an overall BME Proficiency Index for the quarter. The same process is used for computing YTD Index scores.

Attribute	Mystery Caller Index Contribution	=	BME Survey Index Contribution	=	Attribute Index Contribution	x	Factor	=	Proficiency Index Contribution
Technical Score	698	+	160	=	858	x	30%	=	257
Helpfulness	728	+	164	=	892	x	30%	=	268
Consistency	620	+	150	=	770	x	30%	=	231
Facilities Appearance			910	=	910	x	10%	=	91
BME Proficiency Index									847

Quarterly/YTD BMEU Proficiency Index scores can be viewed on the intranet at <http://blue.usps.gov>; under “Essential Links,” click on *WebEIS*; then click on *Marketing*; then in the left-hand column, click on the folders “Corporate (All),” “Marketing,” and “BMEU Proficiency”; then click on the folders “Survey” and “Mystery Caller” to see the index scores for each attribute.

## 16 Quality Control

### 161 Overview

Quality control is the process of verifying and maintaining a desired level of quality in a product or process by careful planning, continued inspection, and corrective action.

The following processes ensure that mail accepted meets the qualifications for the rate claimed and that acceptance employees perform their duties properly.

Quality control must be implemented at three levels: the customer level, the administrative level, and the acceptance employee level.

### 162 Quality Mail Acceptance Review

The Quality Mail Review (QMR) provides analysis on the condition of the mailings accepted within the BMEU and is performed by the BMEU Supervisor or, for offices without a BMEU supervisor, designated district BME staff or the supervisor responsible for business mail acceptance at the office where the mail is accepted. Mail is to be examined to ensure the accepting employee followed standard acceptance procedures, for proper makeup, and to ensure appropriate postage has been collected. Mailings selected may or may not have received an in-depth or MERLIN verification and QMR should be conducted after acceptance has been completed. The completed postage statement and attached documentation are needed to complete a QMR.

A QMR must be performed on at least two randomly selected mailings each month by the BME Supervisor or, for offices without a BME Supervisor, a designated district BME staff or the supervisor responsible for mail

acceptance at the office where mail is accepted. In addition, a QMR must be completed each month for one quarter for each newly assigned employee.

QMRs are required at offices that have clerks with the specific job titles noted in Management Instruction EL-720-2000-6 or who accept mailings full time but do not have the specific job titles noted in the Management Instruction.

### 162.1 **Quality Mail Acceptance Review Components**

Quality Mail Acceptance Reviews consist of two components:

- a. Quality Mail Acceptance Review Checklist, Part 1 (see [Exhibit 162.1](#)).
- b. Either of the following:
  - (1) Review MERLIN Summary Verification Report (Mailings receiving MERLIN verification), QMR Checklist Part 2A (see [Exhibit 162.1](#)).
  - (2) Cursory Review (Mailings receiving manual verification), QMR Checklist Part 2B (see [Exhibit 162.1](#)).

Exhibit 162.1 (p. 1)

**Quality Mail Reviews Checklist**

Part 1 must be completed for all Quality Mail Acceptance Reviews (Items 1-25)		Task Completion (check one)		
		Yes	No	N/A
<b>Review postage statement for completeness and accuracy:</b>				
1	Is the date and time of the mail arrival recorded on the postage statement?			
2	Is the mailer information completed and correct: permit holder, mailing agent, mail owner?			
3	Is the mailing information complete and correct: Post Office of mailing, Permit number, mailing date, number of pieces, piece weight, total pounds, number of containers?			
4	Is the date of Address Matching and Coding completed (if applicable for the rates claimed)?			
5	Is the customer's signature in ink, is it legible?			
<b>Review Permit Holder/Account information:</b>				
6	Is the permit number and name on the postage statement consistent with information in postal records? (i.e., <i>PostalOne!</i> or account ledger)			
7	Has the annual presort fee been paid?			
8	If the mailing is paid by permit imprint, are sufficient funds on deposit?			
9	If the mailer is claiming nonprofit rates, is the organization authorized nonprofit rates and does the organization's name on the postage statement match the name in postal records?			
10	Is the permit number on the postage statement consistent with the permit number on the mailpieces?			
<b>Review documentation was submitted and accurate:</b>				
11	Do the total pieces, as well as pieces for each rate category, listed in the standardized documentation (USPS Qualification Report) match the corresponding volumes on the postage statement?			
12	Does the standardized documentation match the piece count for one container (or destination) of over 100 pieces?			
13	Does the carrier route listing (if applicable) match the piece count for one container (destination) of over 100 pieces?			
<b>Review the external characteristics of the mailpiece:</b>				
14	Is the processing category of the mailpiece correct?			
15	Are endorsements, including ancillary service endorsements correct and in the correct location?			
16	Is the return address on a nonprofit mailpiece that of the nonprofit organization? (Note: A return address is not required unless postage payment method or ancillary service endorsement requires one. If omitted, address must be prominently displayed elsewhere in the mailpiece.)			
17	Do the mailpieces pass the tap test procedures for mailpieces prepared with window envelopes? (See Handbook DM-109, <a href="#">Exhibit 323.24.</a> )			
18	Do rate markings on mailpieces match the rate claimed? (Make sure metered mail has a rate marking endorsement if other than fully paid First-Class Mail).			

Exhibit 162.1 (p. 2)

**Quality Mail Reviews Checklist**

<b>Part 1 (cont.)</b>		Task Completion (check one)		
		Yes	No	N/A
<b>Review the postage payment method for format and eligibility requirements:</b>				
19	Does the permit imprint indicia contain all required elements?			
20	Do company permit imprint and precanceled stamp mailings include a complete domestic return address?			
21	Do meter stamps contain the date of mailing (if dated) and all elements of the meter stamp are legible? Note: date may be required by class of mail.			
22	Did First-Class metered mail receive a shortpaid meter sampling? (PS Form 6116)			
<b>Review the contents are eligible for the rates claimed:</b>				
23	Open and examine at least one piece from the mailing. (Except First-Class Mail) Do the mailpieces qualify for the class and/or subclass claimed?			
24	Do Standard Mail mailpieces contain First-Class enclosures? (Bill, statements of account, handwritten, typewritten, or personal messages). See Handbook DM-109, <a href="#">Exhibit A-2</a> in the Appendix.			
25	Do nonprofit mailpieces contain ineligible travel, insurance, or credit card advertisements (TIF), or cooperative matter?			
<b>Part 2 - Complete Part 2A for MERLIN sites and Part 2B for Non-MERLIN sites</b>				
<b>Part 2A - Mailings accepted after receiving a MERLIN verification (Items 26-33)</b>		Task Completion (check one)		
		Yes	No	N/A
<b>Review MERLIN Summary Verification Report and any accompanying individual irregularity reports.</b>				
26	Was a MERLIN verification performed as required?			
27	Does the information in the "mailer" section of the Summary report correspond with the mailing accepted?			
28	If the "verification section" of the Summary Report indicated any irregularities, were the corresponding reports attached to the Summary Report?			
29	If irregularities were indicated, was the customer provided copies of the reports?			
30	If barcode readability or digit string errors were indicated, was the customer afforded a second level review?			
31	Using the "End of Job Report", was a reasonable amount of time utilized to perform the verification based on the size and attributes of the mailing?			
32	Using the "Overwrite Summary Report", confirm that any overwrite was appropriate?			
33	Was the employee who performed the MERLIN verification able to adequately explain all reports pertaining to the mailing to the customer?			



Exhibit 162.1 (p. 3)

**Quality Mail Reviews Checklist**

<b>Part 2B - Mailings accepted after receiving an Initial or In-Depth manual verification (Items 34-46)</b>		Task Completion (check one)		
		Yes	No	N/A
<b>Perform Cursory Review :</b>				
34	Randomly select three sample containers (trays/sacks/pallets) or, if three are not available select all containers presented.			
35	Are the proper containers being used?			
36	Are container labels the proper size and legible?			
37	Does the destination line (Line 1) on the label match the mail?			
38	Does the content line (Line 2) on the label match the mail?			
39	Do automation mailings use barcoded tray/sack labels?			
40	Are all bundles securely fastened and do they comply with DMM bundling standards?			
41	Are bundle labels or optional endorsement lines correct?			
42	Are there any bundle sortation errors?			
43	Are there any container sortation errors?			
44	Are there any miscellaneous errors?			
45	Is the mail presorted to the finest extent?			
46	Are all trays sleeved and strapped as applicable?			
<b>Finalizing the QMR</b>		Task Completion (check one)		
		Yes	No	N/A
47	If preparation irregularities (Items 34–46) were identified during the QMR, was the customer notified and corrective action discussed for subsequent mailings?			
48	If preparation irregularities (Items 34–46) were identified during the QMR, was BMEU staff informed the customer's next mailing must receive a MERLIN or In-Depth verification?			
49	If irregularities were identified in Items 7–9 or 23–25, was the customer notified of the irregularity and a resolution agreed upon before the mailing was released?			
50	Were the results of the Quality Mail Review discussed with the accepting employee(s)?			
<p>Comments:</p> <p style="text-align: right;">Accepting employee (1) _____</p> <p style="text-align: right;">Accepting Employee (2) _____</p> <p style="text-align: right;">Accepting Employee (3) _____</p> <p style="text-align: right;">Supervisor Performing QMR (Name) _____</p> <p style="text-align: right;">Signature _____ Date _____</p>				

### 162.2 **Cursory Review**

Cursory reviews are conducted on mailings during the QMR process to identify irregularities in mail preparation.

Randomly select three containers (sacks/trays/pallets), or all containers if three are not available. Review the containers and their contents to determine:

- a. Was the proper container used?
- b. Are container labels the proper size and legible?
- c. Does the destination line (Line 1) on the label match the mail?
- d. Does the contents line (Line 2) on the label match the mail?
- e. Are container labels for automation mailings barcoded?
- f. Are all trays sleeved and strapped as applicable with USPS approved strapping?
- g. Are all bundles securely fastened and do they comply with DMM bundling standards?
- h. Are bundle labels or optional endorsement lines correct?
- i. Are there any container sortation errors?
- j. Are there any bundle sortation errors?
- k. Are there any miscellaneous errors? For example, is the address visible on the top piece of the bundle?

### 162.3 **Quality Mail Reviews at MERLIN Sites**

A QMR must be performed on at least two randomly selected mailings each month by the BME Supervisor or, for offices without a BME Supervisor, a designated district BME staff or the supervisor responsible for mail acceptance at the office where mail is accepted. In addition, a QMR must be completed each month for one quarter for each newly assigned employee.

Complete Parts 1 & 2A of the Quality Mail Review Checklist for the QMR process. This form is used to document the QMR process and should be used as a tool to improve mail quality and employee adherence to standard acceptance policies.

Review the MERLIN Summary Verification Report and any individual irregularity reports for the mailing selected, if a MERLIN verification was performed. Ensure that the MERLIN operator properly processed the mailing. After reviewing the reports, discuss the reports with the accepting clerk if any irregularities were indicated. This review is especially critical for newly assigned employees to determine if they adequately understand the MERLIN verification process and are able to explain indicated irregularities to the customer.

If the mailing selected for review did not receive a MERLIN verification, perform a cursory review. (See 162.2 on several containers (sacks/trays/pallets) to determine if the mail was properly prepared (proper trays/sacks/pallets, labels, sortation, and destination.) The cursory review

should not be used to reject mailings. It should be used proactively with customers and employees to ensure future mailings are properly prepared.

#### 162.4 **Quality Mail Reviews at Non-MERLIN Sites**

A QMR must be performed on at least two randomly selected mailings each month by the BME Supervisor or, for offices without a BME Supervisor, a designated district BME staff or the supervisor responsible for mail acceptance at the office where mail is accepted. In addition, a QMR must be completed each month for one quarter for each newly assigned employee.

Complete Parts 1 and 2B of the Quality Mail Review Checklist for the QMR process. This form is used to document the QMR process and should be used as a tool to improve mail quality and employee adherence to standard acceptance policies.

Perform a cursory review. (See 162.2 on several containers (sacks/trays/pallets) to determine if the mail was properly prepared (proper trays/sacks/pallets, labels, sortation, and destination.) The cursory review should not be used to reject mailings. It should be used proactively with customers and employees to ensure future mailings are properly prepared.

#### 162.5 **Recording Results**

If errors by the acceptance clerk were noted in the acceptance or verification process, note the errors and provide follow-up training and guidance to the clerk.

If errors were noted during the review and a MERLIN or In-Depth verification (non-MERLIN sites) was not conducted a. in-depth verification must be scheduled for the next mailing.

File copy of postage statement and QMR checklist in monthly folder for QMR reviews.

## 17 **Business Mail Entry Uniform Program**

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Employees in the following positions receive an annual clothing allowance (currently \$113) under the 'Contract Uniform Program':

- a. Bulk mail clerk, 2320-15xx.
- b. Bulk mail technician, 2320-28xx.
- c. Mailing requirements clerk, Occupation Code 2345-32XX.

Employees who receive an annual clothing allowance must wear authorized BMEU apparel when on duty. Employees may choose among polo, denim, or striped oxford shirts available through authorized vendors. BMEU/DMU employees may choose to wear navy trousers, shorts, or skirts or their own blue jeans (which are not reimbursable). Blue jeans must be neat and clean in appearance, without holes, tears patches, or other distracting features.

Current uniform vendors are listed in [Exhibit 17](#) (vendors subject to change).

## Exhibit 17

**Current Uniform Vendors**

<b>Vendor</b>	<b>Vendor No.</b>	<b>Address</b>	<b>Telephone</b>	<b>Contact</b>
Aramark, Crest, Wearguard	24658	141 Long Water Dr. Norwell, MA 02061-1609	800-677-6060 extension 9058	Jane Bahloul
Kale Uniform	11373	555 W. Roosevelt Rd., Ste 14A Chicago, IL 60607-4978	800-842-KALE or 800-700-4654	Bob Thacker
The Wright Fit	24661	724 W. 61st Pl. Chicago, IL 60621-2022	888-217-6716	Barbara Wright
Brookfield Uniforms	10365	1715 Linn St. N. Kansas City, MO 64116-3718	800-527-0606	John Jared, President (Sells only shoes under the BMEU program)
Merl's Uniform	24662	1401 Hickory Tree Rd. Mesquite, TX 75149-5617	877-285-1750	Joyce Billard
Uniformity School and Work, Inc.	24384	5040B Westbank Expressway Marrero, LA 70072-2912	877-347-3922	Eula Fisher

# 2 BMEU Operations

## 21 Introduction

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The Postal Service is committed to providing its mailing customers with a very high level of customer service. The Business Mail Entry Unit (BMEU) is a vital link in fulfilling this commitment. Employees in mail acceptance operations must balance the need to enforce mailing standards with the customer's desire to use Postal services and the Postal Service's need to maintain current revenue and grow new revenue.

For smaller volume, infrequent mailers, mailing standards can be difficult to understand which may lead to mailings which are not properly prepared. Larger volume mailers, who mail more frequently, have different needs. In any case, mail acceptance employees must be helpful, technically accurate and consistent in their responses.

BMEU employees must take the time to clearly explain problems and corrective actions for their customers' mailings. If problems are encountered, the mailer must be given reasonable options for correcting the problem and having their mail accepted.

The payback is that time spent with the customer explaining preparation and acceptance will minimize future problems and errors in the mails. Mailer education is a primary obligation of Business Mail Entry (BME).

Verification and acceptance procedures are designed to ensure that the rates and postage computations shown on postage statements are correct. Failure to follow verification and acceptance procedures can result in major revenue losses and, although it does cost to perform bulk mail verifications, improperly prepared mail and the associated revenue loss can be even more costly. These procedures must be applied within the framework of the Postal Service commitment to a high level of customer service.

## 22 Responsibilities

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### 221 Headquarters

The Office of Business Mail Acceptance, U.S. Postal Service Headquarters, Washington, DC 20260-0800, has overall responsibility for mail acceptance and verification programs and policies.

### 222 Pricing and Classification Service Center

Pricing and Classification Service Center (PCSC) is part of the department of Pricing and Classification. The PCSC provides:

- a. Close support and swift responses to the mail classification inquiries of both customers and field personnel.
- b. Consistent administration of mailer services and interpretation of regulations.

### 223 District Managers, Marketing

District marketing managers provide the leadership that is critical to the efficient and effective functioning of the business mail entry process. Marketing managers provide support and oversight of business mail entry programs throughout their district through the Manager, Business Mail Entry.

### 224 District Managers, Business Mail Entry

All district managers, business mail entry (MBME) have operating responsibilities beyond their own offices and must answer questions, provide training and ensure compliance with postal mail verification and acceptance procedures and mailing standards. To ensure compliance, the MBME or designee must conduct an annual onsite review at each BMEU in their district. The review should be of the standard operating procedures and a comparison to actual activities. When discrepancies are found, a report should be prepared for the district manager, marketing. The report must include necessary corrective action and plans for follow-up reviews. BME managers must also:

- a. Evaluate district and associate office business mail entry performance (e.g., through the use of PS Form 2867, *Bulk Mail Acceptance Report*, and systems compliance reviews) and ensure any necessary corrective action.
- b. Budget for and ensure personnel training (e.g., business mail entry, revenue protection, and mail classification).
- c. Educate customers in mail classification and mail preparation matters.
- d. Monitor the collection of bulk rate mailing revenues.
- e. Ensure that all customer requests in relation to business mail entry are handled correctly and expeditiously.

## 225 Supervisors, Business Mail Entry

Any supervisor with direct responsibility for acceptance employees must ensure that mailings are segregated properly to facilitate the verification process. Supervisors must further ensure that mailings are verified in an order that will cause the least congestion for Operations, help achieve the service standards prescribed for a particular class of mail and service the customer on a first-in, first-out basis.

Supervisors, BMEU must review all Standard Operating Procedures (SOPs) at least annually and update as necessary. SOP's must be accessible to all BMEU staff and supervisors must ensure all SOP's are adhered to.

## 226 Post Office

Postmasters must:

- a. Ensure sufficient and trained clerks, supervisors, and managers are available to correctly verify and accept mail.
- b. Obtain sufficient equipment and space for business mail entry units.
- c. Set times and locations for business mail acceptance. (Postmasters may limit the mail volumes and classes which may be accepted at specific locations.)
- d. Ensure that all business mailings are accepted according to the regulations contained in this handbook; the DMM; Handbook DM-103, *Official Mail*; and the *International Mail Manual (IMM)*.
- e. Ensure that all customer requests in relation to business mail acceptance are handled correctly and expeditiously.

### 226.1 Business Mail Entry Units

Business mail acceptance activities at Post Offices with clerks who have the following specific job titles and occupation codes, and budgeted for business mail acceptance work hours (LDC 79) are considered Business Mail Entry Units (BMEUs) and must adhere to the policies set forth in this handbook:

- a. Bulk Mail Clerk (2320-15XX).
- b. Bulk Mail Technician (2320-28XX).
- c. Mailing Requirements Clerk (2345-32XX).

### 226.2 Offices Without Business Mail Entry Units

Post Offices which do not meet the criteria in 226.1 are not considered Business Mail Entry Units.

At Post Offices which do not have authorized Business Mail Entry Units, the postmaster, or an employee designated by the postmaster, must perform the verification and acceptance duties described in chapters 3, 6, and 8 of this handbook.

**Note:** Offices not mandated to follow the administrative procedures in this handbook are not in any way relieved of the responsibility for

ensuring content and rate eligibility, proper preparation and collection of postage for the mailings they accept.

## 23 BMEU Operating Profile and Integrated Operating Plan

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### 231 **BMEU Operating Profile**

Business mail entry units — and Post Offices designated as BME acceptance points — must have a written operating profile that contains and describes the following:

- a. Tasks to be performed, in measurable terms.
- b. Information to assist in the daily operation of the unit.
- c. Procedures to follow in emergencies or unusual situations.
- d. Mail flow process (diagram).

See the sample operating profile overview in [Exhibit 231](#).

The BME manager and supervisor create the Operating Profile as a written narrative to clarify the duties and responsibilities of the BMEU, DMU and Convenience Deposit Point (CDP) operations for which they are directly responsible.

Administering Post Offices also must prepare an Operating Profile for each BMEU, DMU, and CDP within their jurisdictions. The Operating Profile must be maintained at the acceptance site and a copy filed with the district BME manager.

The Operating Profile overview lists the basic operation information of the acceptance site including, but not limited to, these elements:

- a. Office (name, address, and telephone number).
- b. Operation days and hours including exceptions (e.g., multiple acceptance sites).
- c. Critical clearance times (by mail class).
- d. Scheduled holidays (days closed for acceptance).
- e. Employee complement (name, job title, work schedule, days off).
- f. DMUs (if DMU is daily, add the hours of operation), if applicable (plant load and plant-verified drop shipment (PVDS) sites).
- g. Postage payment programs (participating mailers and expiration dates of agreements).
- h. Accounting systems (*PostalOne!*, manual, district developed).
- i. CDP locations, hours and dispatch schedule.



Exhibit 231

**BMEU Operating Profile Overview (Sample)**

a.	Office	Hometown, NY, BMEU 1234 Main Street Hometown, NY 12345-6789	Telephone: 212-518-4567
b.	Operation Days and Hours	Monday-Friday (Public) Monday-Friday (Operational) Saturday (Public) Saturday (Operational) Sunday	9:00 a.m. – 6:00 p.m. 8:00 a.m. – 01:00 a.m. 9:00 a.m. – 12:00 p.m. 8:00 a.m. – 5:30 p.m. Closed
c.	* Critical Clearance Times	Express Mail Priority Mail First-Class Mail (Single Pc.) First-Class Mail (Presort) First-Class Mail (Auto) Periodicals Standard Mail Package Services	4:30 p.m. 6:00 p.m. 5:50 p.m. 7:45 p.m. 8:45 p.m. 7:45 p.m. 5:00 p.m. 5:00 p.m.
d.	Widely Observed Holidays	New Year's Day Memorial Day Independence Day Labor Day Thanksgiving Christmas	January 1 Last Monday in may July 4 First Monday in September Fourth Thursday in November December 25
e.	Employee Compliment Overview (use attachment if necessary to include all employee schedules)	Employee Positions (by level): Job Title & Occ. Code Scheduled Days Off Duty Hours Lunch Nonscheduled Days	Level 6 Bulk mail Tech/2320-28XX Monday-Friday 0800-1650 Variable Saturday/Sunday
f.	Detached Mail Units and On-Site Verification Locations	Mailways, Inc 1245 Industrial Drive Hometown, NY 12345-5666 Telephone: 518-222-1234	PVDS Agreement Renewal Date 5/31/99  Plant Load Authorization Renewal Date 9/01/98
g.	Postage Payment Participants	Jolly Mailers 5152 Crossbow Road Hometown, NY 12345-5036 Telephone: 518-222-0617  Mailways, Inc.	Optional Procedure (OP) Mailing System Renewal Date 3/15/97  Manifest Mailing System Renewal Date 10/15/99
h.	Accounting Systems	<i>PostalOne!</i>	Daily Close Out 2200
i.	Convenience Deposit Points (CDP)	Columbia Station 9871 Columbia Ave Hometown, NY 12345-9998 Telephone: 518-222-1235	Hours: 0900-1200

\*In a BMEU setting, critical clearance time is defined as the time when it is necessary for the BMEU to hand off mail to operations.

## 232 **Integrated Operating Plan**

An Integrated Operating Plan (IOP), established between the Plant and BMEU, must be reviewed and updated each year by December 31. The purpose of this operating plan is to provide a written outline of the acceptance, clearance, and critical entry times for all mail received at the BMEU, along with any exceptions to the established times that may occur at each District.

[Exhibit 232](#) provides a sample of an Integrated Operating Plan. All District Managers, BME will receive an electronic version of the template each year from Business Mail Acceptance in Headquarters. Once received, the Manager, BME should arrange a meeting with the Plant Manager or designee in order to enter the plant's critical entry times and go over any changes or exceptions that may have occurred over the past year. The Manager, BME or designee and the Plant Manager or designee should then sign the updated version of the IOP which will be filed in the Manager, BME's office. A copy of the updated IOP must be filed with the Office Business Mail Acceptance, Headquarters by December 31.

Exhibit 232 (p. 1)

**Joint Plant/BMEU Integrated Operating Plan (Sample)**

Revised: November 15, 2004

Office: Hometown, NY

Address: 1234 Main Street  
Hometown, NY 12345-9998

<b>Critical Times</b>	<b>Mail Class</b>	<b>Time</b>
Local Plant's Critical Entry Times (CET) (Monday–Friday) or, Associate Office Dispatch Time	Express Mail	4:30 p.m.
	Priority Mail	6:00 p.m.
	FCM Single Pc.	6:00 p.m.
	FCM Presorted	8:00 p.m.
	FCM Auto	9:00 p.m.
	Periodicals	8:00 p.m.
	Standard Mail	7:00 p.m.
	Package Services	7:00 p.m.
BMEU Critical Clearance Times (Monday–Friday) For customer mailings: necessary release time to meet CET	Express Mail	4:00 p.m.
	Priority Mail	5:50 p.m.
	FCM Single Pc.	5:50 p.m.
	FCM Presorted	7:45 p.m.
	FCM Auto	8:45 p.m.
	Periodicals	7:45 p.m.
	Standard Mail	6:45 p.m.
	Package Services	6:45 p.m.
BMEU Critical Acceptance Times (Monday–Friday) Customer mailings must be presented by these times with exceptions noted below.	Express Mail (Drop Ship)	2:00 p.m.
	Priority Mail	5:00 p.m.
	Priority Mail (Drop Ship)	
	• 1-3 Entry Points and/or no more than 20 sacks/trays.	4:00 p.m.
	• 4-6 Entry Points and/or no more than 40 sacks/trays.	3:00 p.m.
	• 7 or more Entry Points or more than 40 sacks.	2:00 p.m.
	FCM Single Pc.	5:00 p.m.
	FCM Presorted	6:00 p.m.
	FCM Auto	8:00 p.m.
	Periodicals	6:00 p.m.
	Standard Mail	5:00 p.m.
Package Services	5:00 p.m.	
Local Plant's Critical Entry Times (CET) (Monday–Friday) or, Associate Office Dispatch Time	Express Mail	4:30 p.m.
	Priority Mail	6:00 p.m.
	FCM Single Pc.	6:00 p.m.
	FCM Presorted	8:00 p.m.
	FCM Auto	9:00 p.m.
	Periodicals	8:00 p.m.
	Standard Mail	7:00 p.m.
	Package Services	7:00 p.m.

Exhibit 232 (p. 2)

**Joint Plant/BMEU Integrated Operating Plan (Sample)**

Revised: November 15, 2004  
 Office: Hometown, NY  
 Address: 1234 Main Street  
 Hometown, NY 12345-9998

Critical Times	Mail Class	Time
BMEU Critical Clearance Times (Monday–Friday) For customer mailings: necessary release time to meet CET	Express Mail	4:00 p.m.
	Priority Mail	4:00 p.m.
	FCM Single Pc.	4:00 p.m.
	FCM Presorted	4:00 p.m.
	FCM Auto	4:00 p.m.
	Periodicals	4:00 p.m.
	Standard Mail	4:00 p.m.
	Package Services	4:00 p.m.
BMEU Critical Acceptance Times (Monday–Friday) Customer mailings must be presented by these times with exceptions noted below.	Express Mail	12:00 p.m.
	Priority Mail	12:00 p.m.
	FCM Single Pc.	12:00 p.m.
	FCM Presorted	12:00 p.m.
	FCM Auto	12:00 p.m.
	Periodicals	12:00 p.m.
	Standard Mail	12:00 p.m.
	Package Services	12:00 p.m.

Exceptions to Critical Times:

All times listed are CET for Plant. Mailers are responsible for presenting mailings at a time that permits BMEU acceptance of the mail, or, allows the mailer sufficient time to transport the mail (if authorized) to the appropriate destination by the listed CET.

Number One Presort 6789 Main Street Hometown, NY 12345-6789 Telephone: 212-518-7654	FCM Presorted	8:00 p.m.
	FCM Auto	9:00 p.m. All MXD AADC
		10:30 p.m. All Non-local AADC, 3-D, & 5D
		12:00 a.m. All Local P&DC/P&DF 3-D, & 5D

Approved By, Name & Title: C.T. Smith Senior Plant Manager

Signature: \_\_\_\_\_ Date: 11/17/2004

Approved By, Name & Title C.A. Jones Manager, Business Mail Entry

Signature: \_\_\_\_\_ Date: 11/18/2004

## 24 Mailflow

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### 241 Overview

The purpose of this section is to describe procedures for controlling and accounting for mailings after they have been presented for acceptance. The procedures also will help to establish some uniformity in the way mailings are presented to the BMEU and handled prior to acceptance and afterwards. Part of the discussion deals with mailings which have been disqualified. After you have read chapter 2 and reviewed your BMEU operating procedures, you should be able to identify situations where there is a lack of control of mailings and to initiate appropriate corrective steps. Keep in mind that carelessness on the part of your employees in the handling of mailings, if left uncorrected, will increase the chances a bypass mailing will occur. A controlled environment for business mail entry means that the mail acceptance area is designed and set up so that mailings can be staged and readily identified according to their processing status. Such an environment is created when effective safeguards are adopted and diligently practiced by both acceptance unit employees and other Postal Service employees working in the acceptance area. There are six units in this section:

- a. Presenting Mail.
- b. Administration.
- c. Staging Mail.
- d. Identifying Staged Mail.
- e. Convenience Deposit Points.
- f. Controlling Bypass Mailings.

### 242 Presenting Mail

The objective is to ensure all mailings are presented to the acceptance unit in a controlled environment. Depending on the sizes of mailings accepted at a BMEU, several methods of presenting mail to the BMEU may be utilized.

#### 242.1 Small-Size Mailings

A small mailing is one that amounts to no more than one or two sacks/trays of mail that can be easily carried by a customer unassisted. Small mailings should be presented directly to the counter/window acceptance employee.

#### 242.2 Medium-Size Mailings

These are mailings that normally will not exceed the capacity of one piece of rolling equipment. Mailers should off-load medium-size mailings onto rolling equipment unless the mailing is palletized. After presenting the postage statement to the counter acceptance employee, the mailer or Postal Service employee should deposit the mail on the platform scale (within visual or camera view) while the employee records the gross weight. The mailing is then moved to a designated staging area and identified by processing priority.

### 242.3 **Large-Size Mailings**

Large mailings exceed the capacity of a single piece of rolling equipment. To reduce dock congestion, BMEU employees need to perform initial verifications prior to customers unloading large palletized or containerized mailings, or unloading the mailings onto rolling stock. A sign may be posted advising customers that an initial verification has to be done before they can unload mailings. Large mailings should be given priority processing as a means of minimizing dock congestion.

### 243 **Administration**

Supervisors must ensure that customers are served in the order of their arrival, since immediate assistance by acceptance employees cannot always be provided. All postage statements must be marked with the date and time of arrival. The specific instructions for initial and in-depth verification from chapter 3 of this handbook must be incorporated into any SOP for presenting mail.

#### 243.1 **Large Mailings at BMEU's With Truck Scales**

Customers with large mailings requiring weigh verification start at the BMEU when the depositor of the mail identifies the permit holder and the postage statement/ mailing segment for which the gross weight will be obtained. The depositor is then directed by the acceptance employee to drive the vehicle on to the truck scale. After the weight is recorded by the acceptance employee, the driver backs the truck into the designated BMEU dock area. Multiple large mailings on a truck will require a return trip to the scale to obtain a gross weight for mailings which require weigh verification. As each mailing is recorded, it is off-loaded at the BMEU dock area prior to the return trip to the scale.

All large mailings at offices with truck scales must receive at least an initial verification before the mail depositor is authorized to leave. Additionally, it is suggested that mailings requiring an in-depth verification, receive the in-depth or MERLIN verification before the depositor is authorized to leave.

#### 243.2 **Medium/Large Mailings at BMEU's Without Truck Scales**

Mailers depositing large mailings at offices without a truck scale must off load palletized mail or unload the mail onto rolling stock. The mailer must present the postage statement prior to unloading and either the mailer or Postal Service employee should physically place the mail on the dock scale for weighing and recording. Placards identifying the postage statement and container number must be affixed to the mailing containers for identification purposes in order to prevent mixing containers from multiple mailings.

The mail can only be off-loaded after an Initial Verification is complete and the mail approved for unloading. Additionally, it is suggested that mailings requiring an in-depth verification, receive the in-depth verification before the depositor is authorized to leave.

### 243.3 **Small Mailings**

Small mailings accepted at the counter are weighed to obtain the gross weight and then staged for verification. If multiple small mailings are stored in containers by processing priority, numbers may be assigned by container rather than by individual mailings. The container with the lowest number in each staging area is processed first. Customers with small mailings may be allowed to drop-off mailing without waiting for verification.

### 244 **Staging Mail**

Staging mailings is an alternative to the preferred method of performing all acceptance processes while the mailer is present. Completing the acceptance process while the mailer is present provides the mailer with the opportunity to observe the verification procedures, correct any irregularities, or agree to additional postage charges, before leaving the BMEU.

With the installation of MERLIN and, in some cases, operational conditions, it may not be feasible for a BMEU to complete the acceptance process before the mailer leaves the BMEU. In those instances, proper staging of mailings ensures the verification process is conducted efficiently and expeditiously through segregation of the various acceptance segments. Acceptance units receive large quantities of mailings each day. To process these mailings efficiently, it is necessary that a specific physical location be used to separate mailings for ease in identification, to expedite mailings in a priority manner, and to protect against possible revenue loss due to inadvertent dispatch.

### 244.1 **Staging Areas**

Staging mail requires three physical locations for storing mail awaiting verification, action by the customer, or release to operations. The three staging areas are pending in-depth verification, pending customer action, and released to Operations. No staging area is necessary for pending Initial verification since initial verifications must be performed at the time each mailing is presented to the BMEU.

- a. Pending MERLIN or In-Depth Verification. Mail that has passed the initial verification and is staged for MERLIN or In-Depth verification. There should be multiple staging areas for mail awaiting in-depth verification. Standard Mail and Package Services mail might be staged on the dock, while First-Class Mail, Periodicals and IPA, as well as Priority Mail and Express Mail drop shipments might be staged in the BMEU. Based on the BMEU's physical space limitation, the finest separation should be made.
- b. Pending Customer Action. When a mailing has failed MERLIN or in-depth verification and is awaiting reworking, retrieval, or payment of additional postage by the mailer, it is held in a designated area marked "Pending Customer Action," and a notation is made on the Disqualified Mail Log as described in chapter 3 of this handbook.
- c. Released to Operations. When a mailing has successfully passed MERLIN or in-depth verification, the acceptance employee affixes the completed PS Form 3607, *Weighing and Dispatch Certificate*, except

for Periodicals, and the mailing is staged in a designated area identified as “Released to Operations.”

**Note:** PS Form 3607 must be completed by all acceptance points that have outgoing mail processing capabilities. This form is not required by associate offices (AOs) that transport their accepted mail to a larger facility for processing. When a mailing takes up more than one container, a standard method must be used to identify all of the containers associated with that PS Form 3607. One method is to use placards indicating “Released to Operations” on each container that accompanies the container with the attached PS Form 3607 (1 of 3, 2 of 3, etc.).

**Note:** After Initial Verification, small mailings passed over the BMEU counter are staged in designated and marked containers by processing class in the BMEU. The employee affixes the postage statement to the mailing sacks or trays and places them directly in the container. Identification placards are attached to the mail containers and the mail moved to the staging area that has been designated for mail awaiting MERLIN or In-Depth verification.

## 245 Identifying Staged Mail

### 245.1 Overview

Mail must be worked in a specific sequence to conserve physical space and allow for efficient processing in the order of its receipt. Utilizing a color-coding numbering system benefits customers and the Postal Service by permitting the processing of mail in a priority sequence by class and order of arrival. The placards of large mailings which fill more than one container should be marked in the following manner: “1 of 3,” “2 of 3,” “3 of 3,” etc.

### 245.2 Identification Process

Color coding is used to identify the class of mail in the distribution priority as outlined in *Postal Operations Manual 458*. Mailings should be verified in sequence beginning with the lowest numbered container or the lowest number on the container within each processing priority.

One staging method that can be adopted is to use a “Hot Cart” or GPMC for small trayed or sacked mailings. Regardless of the staging method employed, care must be taken to ensure that mailings can be easily identified. Therefore, the identification process in [Exhibit 245.2](#) is recommended.



Exhibit 245.2  
**Identification Process**

Processing Priority	Coding Color
A–Express Mail Drop Shipments	Orange
B–Significantly large mailings that would produce dock congestion (this is based upon the physical restrictions of the BMEU and must be quantified by local management)	Violet
C–First-Class Mail, Priority/Express Mail Drop Shipments, IPA	Green
D–Periodicals	Pink
E–Package Services, Standard Mail, International Surface Airlift	Yellow

246 **Convenience Deposit Points**

Some Post Offices that encompass large geographic areas have chosen to offer greater customer convenience by allowing small bulk mailings to be deposited at convenience deposit points (CDPs) located at neighborhood stations/branches. If a CDP is used, offices must ensure controls are in place to prevent mailings from bypassing the BMEU.

246.1 **Responsibilities**

- a. Supervisors, Business Mail Entry whose offices offer convenience deposit points to their customers must ensure all business mailings are forwarded to the acceptance unit, segregated properly, and identified to facilitate the verification process. The supervisor must also notify the MBME when mailings are not controlled as prescribed in 246.2.
- b. Business Mail Entry Analysts will conduct on-site reviews at each of the BMEUs in their district with authorized CDPs. The review will compare each unit's SOP to the way the unit is actually operating. The Analyst will report any discrepancies to the BME manager and provide suggestions for corrective action.
- c. Managers, Business Mail Entry (MBME) must review acceptance units in their District area to ensure that CDP mailings are processed in a controlled environment.

Each Post Office that provides a CDP must have a written narrative, which is part of each unit's standard operating procedure. The SOP should be drafted and cosigned by the plant manager or his/her designee, the manager, marketing, and the postmaster/station manager to ensure control of presort and permit imprint mailings deposited at convenience deposit points. The SOP should prescribe uniform guidelines on the routing of these mailings to the BMEU and the corrective measures that must be taken if the controls fail. A copy of the SOP must be furnished to all convenience deposit point postmasters or station/branch managers along with a memorandum assigning responsibility to that manager.

See [Exhibit 246.1](#) for a CDP SOP.

Exhibit 246.1 (p. 1)

**Convenience Deposit Point SOP**

Manager, Business Mail Entry  
 Anytown Performance Cluster



September 28, 2003

**MEMORANDUM FOR:** Manager, Motor Vehicle Service  
 Manager, Distribution Operations T-3  
 Manager, Linwood Station  
 Supervisor, Business Mail Entry

**SUBJECT:** Convenience Deposit Point (CDP) SOP

In accordance with the guidelines set forth in this management instruction, small First-Class Mail and Standard Mail mailings may be accepted from mailers for forwarding to the business mail entry unit (BMEU). The BMEU directly accepts mailings of any class from (9 a.m. to 8 p.m., Monday through Friday, and from 9 a.m. to 1 p.m. on Saturdays. The unit is closed on Sundays and major holidays.

Presorted First-Class mailings may only be deposited at the Rangeview and Getter Stations. Standard Mail bulk mailings may be deposited at:

Apple Valley Station	Linda Avenue Station	Rangers Park Station
Brown Park Station	Louder Branch	Rangeview Station
Getter Station	Martin Luther Station	Shoredrive Branch
Lansing Station	Potomac Station	

Mailings deposited at these facilities are limited to five sacks or trays per mailing and no more than two mailings per day for each mailer.

Procedures for accepting and dispatching mailings accepted at Convenience Deposit Points:

- Ensure that the permit origin is (your post office). If the origin is other than (your Post Office), the mailer must be directed to (issuing post office).
- Round-stamp the postage statement on the reverse side.
- Log each mailing on the Station/Branch Daily BMAU Dispatch Log, using the letters of the alphabet to identify the mailing.
- Identify the postage statement with the appropriate letter in the upper right corner.
- Overlabel each sack/tray label with the neon green BMEU sack/tray label.
- Identify the neon green BMEU label with the letter that it corresponds to on the Station/Branch Daily BMEU Dispatch Log. If more than one sack/tray is in the mailing, each sack must be identified as 1 of 3, 2 of 3, and so on.
- Store sacks in the “designated” container, such as BMC, GPMC, etc., which are reserved for these mailings.
- The postage statements and original log will be placed in a specially marked pouch which must be attached to the top door latch of the GPMC or other container. The pouch must be addressed to the BMEU and the address must be facing out for easy identification. The duplicate copy of the log must be maintained for 30 days and then disposed of appropriately.

1234 ANYTOWN DRIVE  
 ANYTOWN ST 60606-0606  
 (213) 291-5555  
 Fax: (213) 291-5557

Exhibit 246.1 (p. 2)

**Convenience Deposit Point SOP**

All bulk mailings are verified for proper preparation, postage, and fees at the business mail entry unit. Stations and branches do not have personnel trained in bulk mail preparation requirements. Therefore, they must NOT instruct mailers concerning mail preparation requirements. Customers must obtain information about bulk mail preparation from the BMEU or mailing requirements office by visiting the office or telephoning (list phone number). It is very important that all station/branch employees be made aware of these procedures and adhere to them. The potential for loss of revenue resulting from bypass mailings is significant. Immediately report any problems to the manager, business mail entry.

/s/ Robert J. Reeves  
Manager, Marketing

/s/ Christiana Chapman  
Manager Dist. Operations T/3

/s/Martin Smith  
Postmaster/Station Mgr.

John W. Doe  
Manager, Business Mail Entry

cc: Manager, Anytown Processing & Distribution Center  
Manager, Marketing

This narrative should be reviewed for compliance with the above objective and compared to actual activity. When discrepancies are found, a report should be prepared for the manager of marketing. The report must include necessary corrective action and plans for follow-up reviews.

The standard operating procedures should be maintained continuously and updated yearly. The daily station/branch log must be maintained for 30 days at the station or branch and for 6 months at the BMEU.

246.2 **Administration of CDP**246.21 **Station/Branch**

1. Station/branch will establish cutoff times so that there will be no adverse service impact on customers.
2. Mailers will be limited each day to a maximum of two mailings and each mailing is limited to a maximum of 5 sacks/trays.
3. Verify permit origin is within city.
4. Log mailing on the neon green CDP Daily Mailing Log. (See [Exhibit 246.21](#).) Complete each block that pertains to the mailing. Log must be completed in duplicate. The duplicate copy is to be kept at the station/branch for 30 days.
5. Round stamp and write the alpha code assigned to the mailing on the reverse side of the postage statement. Photocopy both sides of postage statements and retain with CDP Daily Mailing Log for 30 days.
6. Over-label each sack/tray with the neon green BMEU sack/tray label. *Do not remove existing sack/tray labels.* Place the neon label on top of the existing presort label.

7. Write the assigned alpha code on each neon label. Each label must be identified in the following manner: 1 of 1, 1 of 3, 2 of 3, 3 of 3, etc.  
 WEIGHERS OFFICE  
 LOT A SACK 1 OF 3  
 ST LOUIS MO 631  
  
 WEIGHERS OFFICE  
 LOT A SACK 2 OF 3  
 ST LOUIS MO 631  
  
 WEIGHERS OFFICE  
 LOT A SACK 3 OF 3  
 ST LOUIS MO 631
8. Place the over-labeled sack/tray on a GPMC and prepare for dispatch.
9. At dispatch time, place the laminated neon green placard addressed to the BMEU in the clear plastic sleeve facing out. Place the CDP Daily Mailing Log, original postage statements and any accompanying documentation behind the laminated placard in the plastic sleeve. Verify the BMEU address is facing out and is easily read. (A neon green nylon pouch pre-addressed to the BMEU may be substituted to transport CDP Daily Mailing Log, postage statements and documentation.)
10. Attach the plastic sleeve or nylon pouch to the top right side of the GPMC. If more than one container is used, place a green placard on each container and number sequentially as follows: 1 of 2, 2 of 2. *Do not hold any mailings.*
11. On days when no mailings are accepted, a negative report must be sent to the BMEU. At the day's close of business, write "NEGATIVE" across the front of the CDP Daily Mailing Log. Postmark the log and mail or fax to the BMEU. Remember to prepare this in duplicate also.

**Note:** Each mailing must be forwarded to the BMEU in its entirety. No portion (such as the carrier route pieces for delivery at the local branch) may be retained for processing.

The following supplies should be maintained:

- a. CDP Daily Mailing Log (neon green).
- b. Placard addressed to the BMEU (neon green).
- c. Sack/tray labels addressed to the BMEU (neon green).
- d. Clear plastic sleeves or neon green nylon pouches.
- e. Plastic ties (for securing sleeve or pouch to container).
- f. Grease Pencil (for writing on laminated placard).

**Note:** The BMEU will return the plastic sleeves/nylon pouches each day they receive one from your office. Order CDP supplies from the BMEU or other designated sources as needed.

The station/branch manager is responsible for providing training to appropriate employees to ensure the above procedures are being followed.

Exhibit 246.21  
CDP Daily Mailing Log

**CONVENIENCE DEPOSIT POINT (CDP) DAILY MAILING LOG**

Complete this form and submit to BMEU with CDP mailings. Retain a copy.

*Note: A negative report is required.*

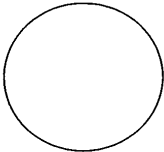
CONVENIENCE DEPOSIT POINT: \_\_\_\_\_

Date: \_\_\_\_\_

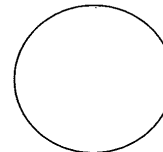
ALPHA CODE	PERMIT NUMBER	PROC. CAT. (L)letters (F)flats (P)parcels	NUMBER OF PIECES	NAME/DESCRIPTION OF MAILING	NUMBER OF CONTAINERS	INITIALS OF DISPATCHING EMPLOYEE	INITIALS OF RECEIVING EMPLOYEE
A							
B							
C							
D							
E							
F							
G							
H							
J							
K							
L							

DISPATCHING EMPLOYEE: \_\_\_\_\_ RECEIVING EMPLOYEE: \_\_\_\_\_

ROUND DATE:



ROUND DATE:



Page \_\_\_\_\_ of \_\_\_\_\_

**246.22 MVS Drivers**

Permit/presort mailings from CDPs may not be intermixed with any other mail. When picking up CDP mail, verify rolling stock is properly labeled to the BMEU. Upon arrival at the plant, CDP mail is to be staged in the area specifically designated by Operations as the CDP holding area.

**246.23 Plant and Mail Handler**

Direct all containers identified with neon green placards to the BMEU immediately upon arrival. Multiple containers will be numbered sequentially (i.e., 1 of 3, 2 of 3, 3 of 3). Advise BMEU supervisor of any irregularities immediately. Under no circumstance is mail to be taken into mail processing prior to verification and release by the BMEU. Any container not identified with a neon green placard, found anywhere other than the BMEU, but containing mail with neon green sack/tray labels should also be directed to the BMEU. Advise the BMEU supervisor of this irregularity.

**246.24 Business Mail Entry Unit**

1. Date, sign and list arrival time on the CDP Daily Mailing Log.
2. Compare the CDP Daily Mailing Log with postage statements and record any discrepancies on the CDP BMEU Discrepancy Log and resolve.
3. Compare sack/tray counts on postage statements and the CDP Daily Mailing Log against the actual sack/tray count for each mailing received. List any discrepancies on the CDP BMEU Discrepancy Log (see [Exhibit 246.24](#)) and resolve.
4. Initial the CDP Daily Mailing Log for each mailing received.
5. List any of the following on the Bypass Log:
  - (a) Trays/Sacks without a postage statement if not resolved.
  - (b) All or some mail missing from a mailing listed on the CDP Daily Mailing Log.
  - (c) More sacks/trays than listed on the CDP Daily Mailing Log if not resolved.
6. Perform standard acceptance and verification procedures on the mailings.
7. Should a mailing be placed on hold, notify the customer immediately and record on the Mailer Notification Log for Disqualified Mailings.
8. Each day review the CDP Arrival Log for any station/branch that did not report any activity. Contact the non-reporting station/branch to determine whether a dispatch was made to the BMEU or whether a negative report is being submitted. Advise the station/branch that a negative report is required.
9. Return the plastic sleeve or nylon pouch to the station/branch each day. If there was a discrepancy, send a copy of the CDP Discrepancy Checklist to the station/branch supervisor.

10. Fill supply orders for CDP stations/branches.
11. Maintain an adequate quantity of the following list of supplies:
  - (a) Convenience Deposit Point Discrepancy Checklist.
  - (b) Convenience Deposit Point Arrival Log.
  - (c) Bypass Mail Log.
  - (d) Mailer Notification of Disqualified Mailing Log.
  - (e) CDP Daily Mailing Log (neon green).
  - (f) Placard addressed to the BMEU (neon green).
  - (g) Plastic Sleeves/Neon Green Nylon Pouches.
  - (h) Plastic ties (for securing plastic sleeves to containers).
  - (i) Grease Pencils (for writing on laminated placards).
  - (j) Sack/tray labels addressed to the BMEU (neon green).
  - (k) A minimum 6 week supply per CDP station/branch is required for the sack/tray labels.

Exhibit 246.24  
**CDP BMEU Discrepancy Log**

**CONVENIENCE DEPOSIT POINT (CDP)  
 BMEU DISCREPANCY LOG**

Maintain monthly and retain for 30 days

MONTH: \_\_\_\_\_ FY: \_\_\_\_\_

CDP Location 1: \_\_\_\_\_

CDP Location 2: \_\_\_\_\_

CDP Location 3: \_\_\_\_\_

CDP Location 4: \_\_\_\_\_

Discrepancy Code:

a-Trays/Sacks arrive without postage statement.

b-Trays/Sacks missing from mailing listed on CDP Daily Log

c-Trays/sacks for mailing exceed CDP Daily Log

d.Trays/sacks for mailing exceed postage statement

DATE OF CDP MAILING	CDP LOCATION CODE	ALPHA CODE (IF KNOWN)	NUMBER OF PIECES	NAME/DESCRIPTION OF MAILING	NUMBER OF CONTAINERS RECEIVED	DISCREPANCY CODE, DESCRIPTION & RESOLUTION	DATE RESOLVED	EMPLOYEE INITIALS



**246.3 Training Procedures for Convenience Deposit Process****246.31 CDP Training for BMEU Personnel****246.311 Processes**

1. Begin by showing the 11 minute video, "Procedures for Convenience Deposit Point Mail." Obtained through the manager business mail entry.
2. Pass out packet with all necessary materials and the new SOP for CDP's.
3. Allow trainees time to read the new SOP.
4. Introduce the new forms as they would be completed when a mailing would come in.
5. Practice with a sample mailing.
6. Discussion of individual responsibility in reducing unpaid mail by using the correct CDP procedure.

**246.312 Materials**

- a. Video: "Procedures for Convenience Deposit Point Mail."
- b. Training packets.

**246.313 Training Packet Contents**

- a. CDP Standard Operating Procedure.
- b. CDP Daily Mailing Log (NEON GREEN) — explain that a daily log must be received daily even if there is no activity. A faxed "NEGATIVE" report must be received.
- c. Convenience Deposit Point Arrival Log — explain that the total number of mailings received daily must be logged onto this form.
- d. Convenience Deposit Point Discrepancy log — explain that for all entries, clerk must contact the CDP and inform them of the problem. An informational copy will be sent to the station manager.
- e. Bypass Mail Log — explain the form must be completed in its entirety.
- f. Mailer Notification of Disqualified Mailing Log — explain that all mailings that are put on hold are to be listed and that the person contacted is also to be listed.
- g. Sack/tray label addressed to the BMEU (NEON GREEN).
- h. Neon green placard addressed to the BMEU — explain that laminated placard is to be returned nightly to the station via red bag.
- i. Clear plastic sleeve or neon green nylon pouch — inform that GPMC covers with locks are on order.

**246.32 CDP Training Program for Dock Personnel**

1. Give mailhandlers and supervisors copies of the CDP Standard Operating Procedure.
2. Show samples of the following:
  - (a) Sack/tray labels.
  - (b) Neon green laminated placard.
  - (c) Plastic sleeves or nylon pouch.

- (d) Daily station/branch BMEU log.
- 3. Key Areas to Stress.
  - (a) Under no circumstances is CDP mail to go directly to Processing.
  - (b) Direct all CDP GPMCs to the BMEU immediately.
  - (c) Any equipment not identified with a neon green placard, found anywhere on the dock or in the building containing mail with a postage statement is to be sent immediately to the BMEU.
- 4. No mail is to be removed from the BMEU area unless it has a neon green "Verification Complete" form on it. The "Verification Complete" form is to have a 3607 stapled to it or the first of multiple pieces of equipment and be labeled 1 of 1, 1 of 2, and 2 of 3.

#### 246.33 **CDP Training Program for MVS Drivers**

- 1. Give drivers and supervisors copies of the CDP Standard Operating Procedure.
- 2. Show samples of the following:
  - (a) Sack/tray labels.
  - (b) Neon green laminated placard.
  - (c) Plastic sleeves or nylon pouch.
  - (d) Daily station/branch BMEU log.
- 3. Key Areas to Stress.
  - (a) No mail may be intermixed with CDP mail *for any reason*.
  - (b) When picking up CDP mail at the station/branch be sure the GPMC has been properly labeled with the laminated placard placed in the plastic sleeve and the BMEU address facing out.
  - (c) When there is more than 1 GPMC, verify that both are labeled with placards and numbered as follows. (1 of 3, 2 of 3, 3 of 3).
  - (d) Verify that the postage statement packet or pouch is with the GPMC.
  - (e) When arriving at the GMF, stage the CDP mail in the area set aside by Operations.

#### 246.34 **CDP Training for Station/Branch Personnel**

- 1. Begin by showing the 11 minute video, "Procedures for Convenience Deposit Point Mail."
- 2. Pass out packet with all necessary materials and the new SOP for CDPs.
- 3. Allow trainees time to read the new SOP.
- 4. Practice with a sample mailing.
- 5. Discussion of individual responsibility in reducing unpaid mail by using the correct CDP procedures.

## 247 Bypass Mailings

Bypass mailings are mailings that enter the mailstream without proper acceptance through BMEU operations. As a result, postage is not always collected and verifications are not always performed.

### 247.1 Occurrence of Bypass Mailings

Bypass mailings occur when:

- a. Postage statements are found and sent to the BMEU with some or none of the mail.
- b. Mail is received by the BMEU without a postage statement.
- c. Mailings are deposited at unauthorized postal sites.
- d. Mailings are inadvertently entered into the mailstream prior to being officially verified, accepted and released by the BMEU.

### 247.2 Controlling Bypass Mailings

The most effective way of minimizing serious revenue losses and excessive workhours resulting from bypass mailings is to make everyone aware of the potential problem and the need to be constantly alert for the conditions that cause them to occur. Whenever deficiencies or deviations from prescribed procedures in mailhandling are discovered, appropriate individuals must be contacted and given instructions for corrective action. Informative talks regarding bypass prevention and the office's performance in that regard is required semiannually with dock supervisors, MVS supervisors, and station/branch management. Information concerning the office's track record in preventing bypasses can be obtained from the bypass mail logs which will reflect any trends and the number of bypass incidents that have occurred.

### 247.3 Responsibilities

- a. Supervisors must ensure that postage statements found without mail are billed, the discrepancy is recorded on the bypass mail log, corrective action is taken and recorded, and the log is submitted each month to the manager, business mail entry for analysis. Merely recording information in the log is not sufficient; positive action to correct the problem must be taken. If letters or memos are written as part of the corrective action, copies should be kept on file to show what was done and to help document the sources of repeated problems.
- b. District Managers, Business Mail Entry must see that acceptance units in their district establish and follow procedures for billing, recording, and reporting postage statements found without mail. The MBME must analyze the bypass mail log each month to detect trends, identify repeat offenders, determine what procedures were not followed (such as convenience deposit, presenting mail, initial verification, etc.) and initiate steps to effect corrections whenever necessary. Each unit should have a written SOP. This SOP should be reviewed for effectiveness and compared to the way procedures are actually being followed. When significant discrepancies are found between the SOP

and actual practice, a report should be sent to the district manager, marketing. The report must include a description of the necessary corrective action to be taken and plans for follow-up reviews.

#### 247.4 Administration

- a. When postage statements are received by the BMEU without the mail:
  - (1) The mailing must be billed.
  - (2) Management must determine how the breakdown in procedural controls occurred (convenience deposit, presenting mail, initial verification, etc.).
  - (3) The customer or postal unit responsible for the procedural error must be provided prompt written notification that a bypass has occurred.
- b. When a mailing (or portion of) is received by the BMEU without a postage statement:
  - (1) The mailer must be contacted to provide a postage statement for the entire mailing.
  - (2) Management must analyze which procedures were not followed (convenience deposit, presenting mail, initial verification, etc.).
  - (3) The customer or postal unit responsible for that procedure must be provided written notification.
- c. When the mail and postage statement is received by the BMEU through other than normal acceptance procedures (see 242):
  - (1) The mailing must be verified and billed.
  - (2) Management must analyze which procedures were not followed (convenience deposit, presenting mail, initial verification, etc.).
  - (3) The customer and/or postal unit responsible for the lack of procedural control must be provided written notification.
- d. When a mailing is inadvertently removed from a BMEU staging area prior to its official release:
  - (1) When practical, it must be retrieved from operations and regular procedures completed.
  - (2) Immediate analysis must be conducted to determine the cause of the procedural breakdown, and corrective action taken.
  - (3) If unable to retrieve the mailing, the billing must be completed based on the postage statement, unless other information is available and can be used to consult with the customer regarding the accuracy of the postage statement.

### 247.5 **Logging Bypass Mailings**

When a bypass occurs, it must be listed on a PS Form 8069, *Bypass Mail Log* (see [Exhibit 247.5](#)). For *PostalOne!* sites, the postage statement must also be recorded as a “0 – bypassed normal acceptance” in the verification field.

At the end of each month, the log must be submitted to the next higher level manager/director for further review. This review is to ensure that a unit’s management is being responsive to trends and repeated bypass situations and that corrective action is being taken to prevent future recurrences.

Examples of corrective action are:

- a. The DMM requires that mailers deposit their mailings at locations and times designated by the postmaster. Mailers must be informed of their responsibilities when mailing presorted rate or permit imprint mail. [Exhibit 247.5a](#) is an example of a letter that may be sent to a customer.
- b. If a postal unit has failed to correct a known procedural deficiency, it must be addressed to the next level of management. [Exhibit 247.5b1](#) and [Exhibit 247.5b2](#) are examples of the type of memorandums that should be sent.

In both examples a constructive approach which informs and solicits cooperation is used. This is the recommended way to obtain desired results.



Exhibit 247.5a

**Notification of Incorrect Deposit of Bulk Mail**

Manager, Business Mail Entry  
Anytown Performance Cluster



September 10, 2004

ABC Company  
123 Brown Street  
Anytown ST 60698-9999

Dear Postal Customer:

RE: Notification of Incorrect Deposit of Bulk Mail

Our office recently received a postage statement (copy enclosed) from your company that was found in the mailstream at the (Anytown) Post Office. This is a matter of great concern to us since our goal is to process all mailings properly and timely. Since our acceptance employees did not see your mailing our assumption is that it entered the mailstream. Your account has been billed according to the information on your postage statement.

It appears that your mailing was not properly deposited at the Business Mail Entry Unit (BMEU) and entered mail channels without going through the normal acceptance process. For your information the BMEU, is located (in the Main Post Office, 300 N. 6th Street, Stall 69. The hours of operation are Monday through Friday, 9 a.m. to 8 p.m. and Saturday 9 a.m. to 1 p.m.; closed holidays except Dr. Martin Luther King, Jr. Day, Washington's Birthday, Columbus Day, Veterans Day).

Some customers use agents to deposit mail. Since we do not know how your company handles its mail, we are alerting you of our concern. All permit imprint and presort rate mailings must be presented to a postal employee for acceptance. If you did present your mail to a postal employee, please contact me at (291-5555) so I may gather information to personally resolve this matter. If you have any questions, please call (291-5557).

I appreciate your cooperation.

Sincerely,

John J. Doe  
Manager, Business Mail Entry

Enclosure

bcc: Manager, Marketing  
Supervisor, Business Mail Entry

1234 ANYTOWN DRIVE  
ANYTOWN ST 60606-0606  
(213) 291-5555  
Fax: (213) 291-5557

Exhibit 247.5b1

**Potential Loss of Revenue, Bypass Mailing (Sample 1)**

Manager, Business Mail Entry  
Anytown Performance Cluster



September 28, 2003

MEMORANDUM FOR: Manager, Motor Vehicle Service  
Manager, Processing and Distribution Center  
Manager, Linwood Station

SUBJECT: Potential Loss of Revenue, Bypass Mailing

On September 7th, the Business Mail Entry Unit (BMEU) did not receive the GPMC from Linwood Station that is specially flagged to go via MVS to the BMEU. It is of great importance that this cage go directly to the BMEU. It contains mailings that must be verified and mailing statements which act as an invoice to debit a mailer's account.

Mailings in a GPMC that bypass the BMEU could be very costly for operations. Unverified mailings could be sorted and labeled incorrectly, causing unnecessary multiple handlings in the P&DC or at the delivery station prior to delivery.

Postage statements that bypass the BMEU could result in a serious loss of revenue if the mailer is never billed for these mailings. This revenue loss is a detriment to our cluster's performance.

Each of your three units has specific responsibilities for proper execution of certain elements in the procedure that allows mailers to use some of our stations as convenience deposit points. The station must properly flag the GPMC before allowing it to be dispatched, MVS must be sure to pass it off directly to a mailhandler reporting "this is the cage for the BMEU," and the mailhandler must take it immediately to the BMEU. The more people involved with an activity, the greater the likelihood of an error occurring. When the procedures fail, it is also more difficult to determine the person responsible for the breakdown. Therefore, I request that from now on, the MVS drivers be instructed to take the GPMC cages directly to the BMEU.

Immediate action must be taken in each of your respective operations to ensure that the proper procedures are being followed. Please advise me if you require any further assistance in this matter.

John W. Doe  
Manager, Business Mail Entry

cc: Manager, Distribution Operations T-3  
Manager, Marketing

1234 ANYTOWN DRIVE  
ANYTOWN ST 60606-0606  
(213) 291-5555  
Fax: (213) 291-5557



Exhibit 247.5b2

**Potential Loss of Revenue, Bypass Mailing (Sample 2)**

Manager, Business Mail Entry  
Anytown Performance Cluster



September 28, 2003

MEMORANDUM FOR: Manager, Distribution Operations T-3

SUBJECT: Potential Loss of Revenue, Bypass Mailing

On September 7th, on Tour III, at approximately 1900 hours, some mailings were removed from a BMEU staging area and entered into mail processing. These mailings were pending verification (or, being held for mailer's corrections as appropriate).

It is of great importance that mailhandlers remove only properly tagged mailings that are accompanied by PS Form 3607, *Weighing and Dispatch Certificate*, from the designated and marked staging area for "released" mailings. Mail in other staging areas must not be removed as they are awaiting verification or final acceptance.

Mailings and accompanying postage statements that bypass the BMEU because of inadvertent dispatch can be very costly for our operations. The mailing could be sorted and labeled incorrectly causing unnecessary handlings. The postage statement that bypasses the BMEU may never be billed to the customer's account. This revenue loss is serious and detrimental to our facility's performance.

Immediate action must be taken by those managers responsible for the unit that made this error to ensure that the proper procedures are being followed. I will be happy to provide any necessary clarification of procedures.

John W. Doe  
Manager, Business Mail Entry

cc: Manager, Anytown Processing & Distribution Center  
Manager, Marketing

1234 ANYTOWN DRIVE  
ANYTOWN ST 60606-0606  
(213) 291-5555  
Fax: (213) 291-5557

## 25 MERLIN Operation

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MERLIN allows for the opportunity to better manage resources in the acceptance operation. Prior to MERLIN, acceptance clerks were instructed to process a mailing from beginning to end. With MERLIN, a division of labor can make the acceptance process more efficient. Clerks may be assigned to perform separate parts of the acceptance process. One clerk can be assigned to perform the initial verification including collecting container weights and selecting MERLIN samples. The initial clerk would hand-off the sample to a MERLIN operator for processing on MERLIN. The MERLIN operator can then turn over the MERLIN results to the initial clerk or to a third clerk for communication with the customer and final input into the *PostalOne!* system. MERLIN operators may be rotated on a locally determined basis. This division of labor has several benefits:

- a. Helps to expedite mailings through the initial verification process
- b. Reduces time needed for individual clerks to log on to MERLIN
- c. Gains consistency and efficiency through assigned MERLIN operators becoming more competent with MERLIN operation.
- d. Allows for maximum utilization of MERLIN by having multiple initial verification clerks feeding into an assigned MERLIN operator.

### 251 Access

Only authorized BME staff having completed, or in the process of completing, MERLIN Operator Training may be given MERLIN access. All access must be authorized through eAccess.

#### 251.1 Operator Access

Provides MERLIN access for Go-no-Go tests, verification mode, diagnostic mode, and all diagnostic and verification reports.

#### 251.2 Maintenance Access

Supervisors have the ability to perform tasks that operators do not perform. To perform these tasks, supervisors will have the same access as MERLIN operators plus additional access to the maintenance mode and toolbar reports. Reports for mailings or samples run while logged in under maintenance access will be marked "For Reference Only" and may not be used as an official mail acceptance verification.

#### 251.3 Administrator Access

Administrator access is restricted and must be approved by Headquarters Engineering or the Maintenance Technical Support Center in Norman, OK.

**252 Maintenance**

MERLIN is a sophisticated piece of equipment that requires operational and maintenance support from local, district, and national levels. The primary USPS support organizations are BMEU Operations, Maintenance, and Information Systems. Most important is communication between the organizations at the local level. This is where most problems can be resolved in the shortest period of time. In the vast majority of cases when a unit is down, the national goal of returning MERLIN to functional operation within 24 hours, or 48 hours when a computer must be ordered can be accomplished through local communication and cooperation.

[Exhibit 252](#) contains a recommended Service Level Agreement between the Manager Business Mail Entry, the manager Maintenance and the Manager Information Systems for the MERLIN site. The Service Level Agreement outlines the actions that must take place to maintain MERLIN to optimum performance and defines procedures and responsibilities of the support organizations at all levels when MERLIN is incapable of performing its evaluation functions.

Exhibit 252

**MERLIN Service Level Agreement****Service Level Agreement**

Local Organizations:

**BMEU (DMU)**

- Perform cleaning of the following at the beginning of each tour (or as needed)
  - Clean feeder suction cups
  - Clean camera aperture
  - Clean stacker
- Run Go/No Go test and validate results.
- Observe machine operation and report any abnormal events to BMEU Supervisor.

**BMEU Supervisor**

- Report abnormal machine function to local maintenance immediately. Communicate as much information possible to Maintenance or IS when asking for support.
- Maintain a logbook at each machine, documenting all maintenance activities.
- Provide on-site response within four hours. If after two hours of problem isolation, progress is not being made toward resolution or will be resolved in 24 hours report the problem to the MTSC Helpdesk.
- Maintain all local spare kits at defined levels. If replacement of CPC or IPC is required, use Emergency Ordering Procedures.

**Information Systems**

- Insure communication between MERLIN and the facility LAN and the destination applications that receive and process MERLIN data.
- Support BMEU and Maintenance needing security access to MERLIN.
- Support local and national access for remote diagnostic communication with MERLIN at the DMUSs.

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 Manager, Business Mail Entry

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 Manager, Maintenance

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 Manager, Information Systems
252.1 **Machine Startup Maintenance**252.11 **Cleaning**

- a. Keyboard.
- b. Monitor.
- c. Check Suction Cups for tears or deformities.
- d. Feeder and Stacker Ledge.
- e. Camera Aperture (using brush).
- f. Record daily cleaning activities in log.

**252.12 Go-No-Go Test**

- a. Run Go-No-Go test (record in maintenance log, if passed).
- b. If Go-No-Go test fails three attempts, log off to the Control-Alt-Del screen and then turn the electrical breaker off and let the machine power down. (This is the only time the power to the whole machine will be turned off.) Wait 20 minutes and turn the power back on and let the machine reboot (will take 5-8 minutes). Log back on and rerun the go/no go test, if it fails three attempts then notify Supervisor and log information into the activities log.

**252.2 All Other Maintenance Activities**

Maintenance activities other than those described in 252.1 must only be performed by maintenance staff certified to perform MERLIN maintenance by completing MERLIN maintenance course # 5560150. All maintenance activities must be recorded in the activities log.

**252.3 Remote Test and Diagnostics System**

BME Supervisors and maintenance staff may view various MERLIN functional reports as well as verify installation of the current software version and lookup tables by accessing the Remote Test and Diagnostics System (RTDS) screen. Users must be approved through eAccess before RTDS may be accessed at <http://mtsc.usps.gov/equipment/merlin/Files/RTDSinfo.htm>. The RTDS site may also be accessed from the blue page by:

- a. Selecting MTSC from Essential Links.
- b. Selecting MERLIN from Equipment Pages.
- c. Selecting RTDS Home from upper tool bar.
- d. Selecting RTDS Login and follow login instructions.

The RTDS Health Summary report identifies MERLIN units that are degraded or non-functional. The report also allows the reviewer to drill down to the specific MERLIN serial number that is degraded or non-functional.

**252.4 Machine Relocation**

Procedures for relocating a MERLIN machine are contained in [Exhibit 252.4](#). The specific instructions in this SOP must be followed.

## Exhibit 252.4

**SOP for Relocating MERLIN Equipment****Standard Operating Procedure for Relocation of MERLIN Equipment**

As MERLIN machines are moved specific procedures must be followed. Costs for moving machines are the responsibility of the District. Local maintenance personnel perform the move. No machines may be moved without notification to Business Mail Acceptance (BMA).

Request to relocate a machine:

1. District coordinators must request the movement of a machine by completing the Change Request Form (attachment 1) and forwarding to their Area Coordinator for approval. The change request form must provide justification for the move.
2. Area Coordinators will forward change request to BMA for approval.
3. BMA will approve/disapprove change and return to Area Coordinator who will notify the District.

District coordinator will:

4. Notify Raleigh Telecom Services for DMU moves only (attachment 2).
5. Schedule move with local maintenance personnel.
6. Notify Area Coordinator when the machine has been relocated.

Area Coordinator will:

1. Area Coordinator will notify BMA via eMail when the relocation has been completed.

**Raleigh Telecom Services**

The following is only for *DMU/MERLIN* moves only. It does not apply to MERLIN moves for Post Office locations. The Raleigh Telecom Services group coordinates ALL order information for DMU/MERLIN network telecom moves. Please contact us directly with order/move details required to complete the service orders. We will notify MCI/WORLDCOM and place the order to move network connectivity to new DMU location/site.

The following information is required to submit the move order: (1) DMU site name, (2) DMU address, city, state, (3) DMU site contact name and number, (4) the new DMU address (indicating where the site/machine is moving to), and (5) the planned move date. Please note: the address should be the physical location for the site. The local telco uses the address to determine where they should deliver and install LEC services (circuit). The site contact is the person at the site that will be responsible for coordinating move activity with the contractors that call and visit the facility to complete the cabinet install and internal wiring. The contact must be an individual that is physically at the site.

After you have determined the planned move date and new location/address, please email NPEG/Telecom Services/MERLIN mailbox [MERLINTS@email.usps.gov](mailto:MERLINTS@email.usps.gov) or call us @ 919-501-9330. Once we receive notification, we will verify our order info and submit the move order. Again, your email/call is our authorization to start the move order process. **IMPORTANT!!!!** As per contract obligations, MCIW requires 62 days to complete service orders. The full 62 calendar day turn around is the only schedule they can commit to not unless the order expedited. If the move order is expedited, the local district will be responsible for all expedite charges. An expedited move allows 30 days for MCIW to complete the order. With this in mind, it is important that we coordinate the MERLIN moves accordingly. Notify us as soon as possible after you have made contact with the DMU site moving in your district. Submission of the move order allows MCI to contact the site.

You will also need to contact USPS maintenance to help get the equipment moved. USPS will move the MERLIN machine and the COMS cabinet. The move of the communications gear should be closely coordinated w/ Raleigh.

If you should have questions or concerns, please feel free to contact us directly at [MERLINTS@email.usps.gov](mailto:MERLINTS@email.usps.gov) or call Yolanda Rogers @ (919) 501-9330.

Thanks,

Yolanda C. Rogers, USPS NPEG, Telecom Services/Business Partners  
4200 Wake Forest Road  
Raleigh, NC 27660-9800  
919.501.9330

## 253 **MERLIN Verification of Mailings**

Chapter 3 of this handbook, as well as, the MERLIN Operator's Guide provides detailed procedures for performing MERLIN verification and interpreting related verification reports.

Mailers must be provided a copy of the MERLIN Summary Report for each mailing receiving a MERLIN verification. The BMEU must also provide the mailer with copies of reports identifying any out-of-tolerance conditions.

## 26 Detached Mail Units

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### 261 **Description**

A DMU is an office or work area located in a mailer's plant or office where Postal Service acceptance staff can efficiently and safely perform all required mail verification functions.

### 262 **Criteria for Establishing a DMU**

#### 262.1 **Plant-Verified Drop Shipment Mailings**

Before Plant-Verified Drop Shipment (PVDS) verification can be performed at the mailer's plant, the mailer must have either a USPS plant load authorization for that plant or a postage payment agreement with the USPS that establishes a DMU at that plant. The DMU must be separate from the mailer's activities, in an enclosed, secure, and safe work area with a telephone. The work area must be approved by the USPS. The mailer may submit a letter to the postmaster serving the plant and request PVDS verification at the plant. The postmaster may agree to the mailer's request to verify PVDS shipments at the plant on an as-needed basis, if an approved DMU is established and staffing can be accommodated.

#### 262.2 **Plant Load Mailings**

Mailers that want to establish plant load authorizations must complete and submit PS Form 3815, *Plant Load Authorization Application, Worksheet, and Agreement*, to the Post Office serving the mailer's plant. Information about plant loads may be found in DMM 705.14, in *Postal Operations Manual (POM) 327*, and in Handbook PO-512, *Plant Loading Authorization and Procedures Guidelines*.

#### 262.3 **Conditions**

The manager or Postmaster must agree to and be able to adequately staff the DMU to ensure revenue is protected. The verification procedures in this handbook apply to mailings accepted at DMUs. Before mailings may be

accepted at the mailer's plant or office, the mailer must agree to all specified conditions, including the following:

- a. Mailers must provide a safe working environment as required by the Postal Service.
- b. Mailers must provide a locked and secure office or locked work area (for example, a lockable office or a lockable wire cage) in which Postal Service staff can secure postal equipment and records, and can verify mailings.
- c. As specified by the Postal Service, mailers must provide sufficient space and equipment, such as a telephone, desk, filing cabinets, chairs, and floor scales needed to verify mailings. The mailer is responsible for scale maintenance and annual calibrations as required by chapter 3 in this handbook and by [Exhibit 262.3](#). The Postal Service acceptance staff is responsible for daily testing. The manager, Business Mail Entry, must ensure that any scales (whether provided by the Postal Service or the mailer) used to verify mailings in DMUs are properly maintained and calibrated.
- d. Mailers must provide sufficient DMU space to accommodate all equipment provided by the Postal Service.
- e. Mailers must provide space that allows Postal Service staff to observe the loading of mail into Postal Service trailers or trucks.



Exhibit 262.3 (p. 1)

**Scales****Overview of Scales**

This section identifies types of scales recommended for Business Mail Entry Units (BMEUs) and Detached Mail units (DMUs). Detailed volume and weight verification procedures can be found in subchapter 35 of this handbook.

Always use the proper scales that are accurately calibrated. Improper use can result in even small errors in determining the weight of a single piece and can change the mail classification of an entire mailing. Also, errors in weight verification can lead to incorrect postage charges.

**Electronic Sampling Scales*****Denver Instruments Model AL-3K/44 Scales***

These scales were originally deployed to BMEUs in 1992. These scales allow a maximum weight of 6lbs. 4ozs. They are very sensitive and weigh individual mailpieces with a great degree of accuracy. These scales should be used when weighing individual pieces of mail to determine if piece is within an ounce increment. These scales should be used for manual FCM shortpaid meter samplings.

**Bulk Weighing Scales (25 Lb)**

Several models of highly accurate digital electronic scales are available, with a 25-pound capacity. Many of these scales automatically compute the weight of a single piece; however, they require a sample of 10 or more pieces. Normally, these scales can also subtract tare weight (the weight of the container) and determine the piece count of the contents of a container placed on the scale platform.

Scales may be purchased directly from the manufacturer or an authorized vendor. Suggested source of supply:

- Triner Scales — Model TBM 25
- Detecto — Model MSB25
- NCI — Model 7050

***Large-Capacity Scales***

A variety of larger capacity electronic scales (for weights up to 250 lbs.) are available from different manufacturers. This type of scale is preferred for use at the counter line workstations for weighing small volume mailings quickly. The weighing surface should be flat and measure at least 20 inches by 20 inches.

Purchasers should evaluate their needs and review available products. Scales should be purchased directly from the manufacturer or authorized vendor.

***Platform Scales***

Platform scales can be obtained for almost any maximum weight. Consider these factors before selecting a platform scale:

- Platform Size: Platform scales can be ordered in 5-foot and 7-foot lengths. The 7-foot length is useful if the BMEU occasionally weighs more than one container (such as hampers or general-purpose mail containers) at a time.
- Maximum Weight Capacity: A scale with maximum capacity of 2,500 to 3,000 pounds is generally most accurate. A scale with heavier weight capacity can provide a less accurate reading. A scale that can weigh loads up to 10,000 pounds might sound desirable, but in almost all cases there is little need for a scale with that much capacity.
- Weight Increments: For larger capacity scales, many manufacturers design their scales to read increments ranging from 2-1/2 to 10 pounds. This lack of precision adds another variable into the weighing formula, making certain scales undesirable.

**Testing, Maintenance, and Certification****Daily Testing**

All scales used to find piece weights for mail acceptance must be tested daily at the beginning of each tour. Test the scales as follows:

Use certified weights of 1 ounce, 4 ounces, 1 pound, and 5 pounds, but do not exceed the capacity of the sampling scale.

Exhibit 262.3 (p. 2)

**Scales**

Zero the scale before placing the test weights on the scale platform and check these tolerances:

With the test weights on the platform, an electronic scale must read within (plus or minus) 0.002 pounds for weights up to and including 1 pound and (plus or minus) 0.01 pounds when the 5-pound weight is on the platform. Test weights may be procured through the Material Distribution Center (PSIN 0852).

Beam balances must float freely near the center of their swing when they are set for the weight being applied.

**Maintenance and Repair**

Scales are one of the most essential pieces of equipment in a BMEU. They require regular, skilled maintenance and must be repaired promptly when they malfunction. BMEU management must ensure scheduled maintenance for all scales, particularly electronic scales. Facilities with scheduled maintenance programs have reduced their incidence of repair and downtime of their scales to near zero.

**Certification**

All scales and test weights used for mail acceptance must be certified for accuracy by qualified maintenance personnel every 12 months. This certification must be done when a new or repaired scale is placed into service and at least once every 12 months afterwards. Scales certified for accuracy must bear a current Label 111, *Scales Within Maintenance Tolerance*, or a similar label from a government weights and measures agency or private scale certification firm.

262.4 **Revocation**

If any of the specified conditions are not met, the district manager may discontinue the verification of mail at a DMU.

263 **Weekly Production Schedule**

Similar to a standard operating procedure, the weekly production schedule should provide sufficient information necessary for the DMU to meet the contractual obligations of the mailer and allow the Postal Service to schedule staffing, determine transportation requirements, and to ensure an adequate supply of postal equipment.

263.1 **Procedures**

- a. Obtain the mailer's projected production schedule for the upcoming week from the mailer's coordinator before the close of business on Tour 2 each Friday.
- b. Plot the projected jobs on a computerized (excel) spreadsheet, or if not available, the DMU bulletin board.
- c. For Plant Load shipments (see 267), sort the computerized production schedule or manually review the schedule to determine whether direct loads can be created by staging and combining job segments.
- d. Update the spreadsheet daily as changes are received from the mailer's coordinator and review for changes in transportation requirements.
- e. Verify authorizations (nonprofit, additional entry for Periodicals, manifest, etc.) for products scheduled for mailing.
- f. Verify fees are paid and funds on deposit for scheduled mailings.

## 264 Staffing and Responsibilities

A DMU may be staffed on a regular or as-needed basis. DMUs should be staffed with qualified, well trained acceptance employees. The acceptance employee should have completed the Standard Mail Classification Training Program (SMCTP) and applicable supplemental modules.

The Postal Service provides staffing and transportation when applicable, only if, the mailer provides advance shipping or production notice according to the plant load, plant-verified drop shipment, or other agreement. The Postal Service tries to meet unforeseen operational changes when circumstances prevent the mailer from providing advance notice.

The postmaster is responsible for the daily DMU operations and budget. The district BME manager or designee reviews each DMU semiannually.

## 265 Equipment

### 265.1 Library

Each DMU must have a complete library of the documents listed in [Exhibit 265.1](#). DMUs with ACE/*PostalOne!* access are not required to maintain hardcopies of documents available on the USPS intranet site.

**Note:** DMU staff must be able to access and navigate the appropriate document.

Exhibit 265.1

#### Detached Mail Unit Library

Document	Requirement
<i>Manuals</i>	
Domestic Mail Manual	Required
International Mail Manual	As Needed
<i>Handbooks</i>	
DM-109, Business Mail Acceptance	Required
PO-502, Container Methods	Required
PO-512, Plant Load Authorization and Procedures Guidelines	As Needed
T-5, International Mail Operations	As Needed
<i>Publications</i>	
ISAL Service Guide	As Needed
Pub. 401, Guide to Manifest Mailing System	As Needed
Pub. 406, Guide to the Centralized Postage Payment (CPP) System for Periodicals Mail	As Needed
Pub. 409, Express Mail and Priority Mail Drop Shipment Expedites Your Mail	As Needed
Pub. 417, Nonprofit Standard Mail Eligibility	As Needed
IPA Service Guide	As Needed
<i>Other</i>	
Customer Support Rulings	Required
Postal Bulletin	Required
Copy of Signed Authorization Agreements	Required
Standard Operating Procedures	Required

**265.2 Scales**

The mailer's plant must be equipped with a floor scale sufficient to weigh large quantities of bulk permit-imprint mail. Floor scales may not be necessary when the product is mailed under a postage payment agreement or is a Periodicals mailing not required to be weighed in bulk. At least once each year, the mailer must have the floor scales calibrated and certified by an independent agency.

The Postal Service provides a calculator and a 25-pound capacity electronic sampling scale. The acceptance employee must verify the accuracy of the 25-pound capacity electronic scales at the beginning of each tour. A set of test weights is provided for this purpose. Record the results of the verification in a DMU daily log.

**266 Acceptance and Verification****266.1 Procedures**

DMU acceptance procedures for mailings are the same as BMEU procedures. (See chapter 3.)

**266.2 In-Line Verification Procedures**

In-line verification procedures may be used in sites without MERLIN. Site with MERLIN should refer to chapter 3 for determining best method for sample selection using either the standard sampling method, the job selection sampling tool (JSST) or the line selection sampling tool (LSST).

Sites with authorized postage payment systems should refer to the postage payment agreement for any special acceptance procedures outlined in the agreement.

Always perform Initial Verification Procedures as outlined in chapter 3.

1. Record product name, job number, volume, edition or segment, presort level, number, and processing category on PS Form 2866.
2. Go to the end of the production line and examine at least 20 bundles, three sacks, or three trays for the following:
  - (a) Container label.
  - (b) Container preparation.
  - (c) Container content.
  - (d) Bundle identification.
  - (e) Bundle preparation.
  - (f) Optional endorsement line on address labels.
  - (g) Endorsements for class and presort level.
  - (h) Ancillary Service Endorsements.
  - (i) Barcodes (if applicable).
  - (j) Postage payment.

3. Determine total weight of sample bundles. Compare the pieces and bundles with the presort documentation for the mailing. Check that all pieces or bundles qualify for the presort level claimed and are supported by the documentation. Record the weight of any error on PS Form 2866.
4. If no errors are found, or if errors amount to less than 5 percent (by weight) of the sample, record the results onto the mailer control card (or enter into the computer) and release the mailing.
5. If errors amount to 5 percent or more (by weight) of the sample, do the following:
  - (a) Apply sample error rate to the entire mailing or mailing segment.
  - (b) Compute additional postage payment required.
  - (c) Notify the mailer of errors found and correction options available.
  - (d) Record findings and verification on the disqualified mail log and the mailer control card (or enter into the *PostalOne!* system).
  - (e) Compute additional postage payment needed.

## 267 **Plant Load**

Plant loading is an operation in which the Postal Service verifies and accepts mail at the mailer's plant and then transports it on Postal Service–owned or Postal Service–contracted vehicles to bypass handling that otherwise would be required at one or more postal facilities. Plant loads are authorized when they result in a benefit to the Postal Service (usually a cost savings). All plant load mailers must have on file with the local postmaster an approved PS Form 3815, *Plant Load Authorization, Application, and Worksheet*, and a signed plant load agreement. Handbook PO-512, *Plant Loading Authorization and Procedures Guidelines*, contains the requirements for authorizing plant load operations.

### 267.1 **Production Scheduling**

The mailer must submit a tentative schedule to the Postmaster or acceptance employee from 7 to 14 days before the expected production or shipping date. The mailer must inform the Postmaster or designee of any change to the schedule as soon as known, but no later than 24 hours before the change.

### 267.2 **Responsibilities**

The area distribution networks office (DNO) has the primary responsibility for preparing and distributing weekly transportation schedules affecting postal installations and plant loads in an assigned area. In some plant load facilities, the acceptance or transportation employee contacts the DNO or serving bulk mail center (BMC) for needed transportation.

**267.3 Transportation, Loading and Dispatch****267.31 Trailer Inspection**

Check that all Postal Service contract trailers are roadworthy before loading. Trailers must be free of obvious safety hazards and the interior must be fully enclosed, with no tears in the roof or floor.

Note deficiencies on PS Form 5201, *Mail Van Inspection*, and notify the contractor or the DNO. Do not accept trailers outside the acceptable standards or without a clean and safe interior unless authorized by the DNO and accepted by the mailer.

**267.32 Trailer Capacity**

For tractor-trailer loads, the minimum mail load for Inter-plant load is 28,000 pound or 2000 cubic feet or for Intra-plant loads is 23,000 pounds or 1500 cubic feet. The trailer's complete cube should be used to the fullest extent, provided that the maximum gross weight carrying capacity of the vehicle is not exceeded. Generally, this means a maximum of 45,000 pounds of mail and equipment in a 45-foot trailer. The area Distribution Networks (DN) office considers costs in justifying plant-load transportation and determines exceptions to minimum and maximum volumes.

**267.33 Vehicle Makeup**

Mailers who generate plant load mailings must make up vehicles to the finest sort possible to minimize postal handling. When possible, mailers should combine mailings to develop the finest destination vehicles.

To maximize postal equipment, mailers should consolidate loads and merge mail.

**267.34 Vehicle Loading**

DMUs should be placed next to the vehicle loading operation at the mailer's plant. Acceptance employees must observe the loading of plant-loaded mailings to ensure that the Postal Service dispatches only verified mailings onto appropriate vehicles for the correct destination.

The integrity of the mail must be maintained throughout loading so that it remains in a condition that allows easy recognition of each segment or individual mailing during verification, while loading, and after transport.

**267.35 Observing Vehicle Loading**

Employees must perform these tasks when observing vehicle loading:

- a. Randomly examine container labels to verify that the job number coincides with the mailing cleared for loading.
- b. Check that the destination shown on the container label agrees with the mailing's documentation.
- c. Check that pallets are loaded and stacked properly, securely made up, and properly prepared according to DMM requirements.

- d. Maintain a count of the containers loaded to verify that the count agrees with the quantity shown on the postage statement or other documentation.
- e. Monitor the mailer's loading for physical separation of multiple mailings, correct sequence of loading, proper load distribution, and use of blocks or braces when needed.

#### 267.4 **Required Clearance Documents**

The following clearance documents are required for all mailings accepted at plant load sites and transported on Postal Service–owned or Postal Service–contracted vehicles:

##### 267.41 **PS Form 5111-R**

Post PS Form 5111-R, *Revenue Protection Placard*, on the outside rear door of all vehicles dispatched from a plant load site.

##### 267.42 **Seals**

Use numbered tin band seals (ball seals) and twisted wire seals to seal each Postal Service plant-loaded outbound trailer.

##### 267.43 **PS Form 3607-C**

Complete PS Form 3607-C, *Plant Load Verification*, for each mailing or mailing segment and place it inside the rear of the trailer on the right wall.

#### 267.5 **Additional Clearance Documentation**

##### 267.51 **PS Form 5186**

Complete PS Form 5186, *Mail Movement Routing Instructions*, for all rail trailers and enter into the Rail Management Information System (RMIS). Enter those vehicles dispatched by rail transportation into RMIS according to the procedures established by the serving BMC plant manager and the local performance cluster.

##### 267.52 **PS Form 5398-A**

Complete PS Form 5398-A, *Contract Route Vehicle Record*, for each highway contract route vehicle that must be sealed. When available, use a security seal imprinter to complete the form. The imprinter automatically records the date, name, and ZIP Code of your office and the serial number of the tin band seals listed on PS Form 5398-A.

##### 267.53 **PS Form 5397**

Use PS Form 5397, *Contract Route Extra Trip Authorization*, for highway contract route movements requiring per-trip certification, and to document service provided by the contractor (include any waiting, holding, or bobtailing).

## 267.6 Interim or Preloading Procedure

### 267.61 Overview

Mailers may use plant-loaded vehicles to store mail until the release date when such an arrangement is authorized by the DNO.

The acceptance employee must seal vehicles when mailings are loaded intermittently. Also, the acceptance employee must lock and secure vehicles with numbered seals and curtail all loading when the employee cannot observe the loading. The employee removes the seals when loading resumes.

If authorized to preload, follow these procedures:

- a. Receive mailing statements for each trailer.
- b. Perform presort verifications as required.
- c. Observe loading of trailers.
- d. Seal trailers with numbered seal.

### 267.62 Release Date

On the release date, follow these procedures:

- a. Break the trailer seal.
- b. Affix necessary clearance documents (for example, PS Form 3607-C, PS Form 5111-R, or PS Form 5398-A) inside the trailer.
- c. Reseal the vehicle trailer.
- d. Process the mailing statements.

## 267.7 Maintaining Logs

### 267.71 PS Form 8015

Use PS Form 8015, *Plant Load Vehicle Log*, to record the movement of vehicles serving a mailer's plant and to determine whether a mailer is assessed charges for nonpostal services. Log in all vehicles on arrival at the mailer's plant.

### 267.72 PS Form 8016

Use PS Form 8016, *Plant Load Mailing Log*, to review plant load operations and monitor the service quality.

This form provides the postmaster and district office information for planning service improvements and documents the benefit of the plant load operation.

## 268 Plant-Verified Drop Shipments

### 268.1 Purpose

PVDS is an operation where destination entry rate mailings are presented to Postal Service personnel for verification at the mailer's plant. The mailer then transports the verified shipment from the origin postal facility (DMU or BMEU) to the appropriate destination facility.



In some situations, the BMEU serving the mailer's plant or another Post Office designated by the district manager serving the mailer's plant may verify the shipment.

268.2 **Scheduling for Verification at Origin BMEU**

The mailer must submit a tentative schedule for verification and postage payment to the administering Post Office at least 7 days before the expected submission of mailings. The mailer must inform the administering Post Office of any change to the schedule as soon as it becomes known, but no later than 24 hours before the change.

268.3 **Administration (DMM 705.15)**

Each PVDS to each destination postal facility must meet minimum volume requirements. Postal employees assigned to the mailer's plant verify the shipment for proper classification, preparation, and presort. The mailer prepays postage and fees at the Post Office serving the mailer's plant.

268.31 **Periodicals Mail (DMM 707.28)**

The mailer must submit a PS Form 3541 for each edition of each issue of each publication prepared for deposit at each destination USPS facility when the corresponding copies are presented to the DMU or the Post Office BMEU for verification. When required by the USPS, the mailer must submit consolidated postage statements and a postage statement register.

268.32 **Standard Mail (DMM 246.2, 346.2, 446.2)**

At the time mail is presented for verification, the mailer must submit an appropriate postage statement (from the series of forms beginning with "PS Form 3602") representing all the pieces from the mailing job and PS Form 3602-C (or postage statement register) for all PVDS verified at the mailer's DMU or the Post Office BMEU. The mailer must enter the required information on PS Form 3602-C for each PVDS to be deposited at each destination USPS facility, in lieu of providing a separate appropriate postage statement for each PVDS.

268.33 **Package Services (DMM 366.2, 456.2, 466.2)**

Each Package Services destination entry mailing must contain a minimum number of pieces. The mailer must pay an annual destination entry fee at the Post Office serving the mailer's plant.

At the time mail is presented for verification, the mailer must submit an appropriate postage statement for each PVDS mailing destined for each destination USPS facility. When required by the USPS, the mailer must submit consolidated postage statements and a postage statement register.

268.4 **Clearance Procedures**

268.41 **Documentation**

The mailer must submit to the acceptance employee a completed PS Form 8125, *Plant Verified Drop Shipment (PVDS) Verification and Clearance*, for

each mailing or segment deposited at a destination entry office. The Postal Service acceptance employee completes part II of the accompanying PS Form 8125, retains copy 2, and returns copies 1 and 3 to the mailer. These copies travel with the shipment to the destination postal facility.

**Note:** Some mailers may be authorized to use PS Forms 8125 without a Postal Service employee's signature, and some parcel mailers may be authorized not to use PS Forms 8125. Postmasters should verify these authorizations through the manager business mail entry.

Some mailers may submit several mailings or segments of the same job for verification and release on the same day for the same destination entry point. These mailers may complete PS Form 8125-C, *Plant Verified Drop Shipment (PVDS) Consolidated Verification and Clearance*, for each mailing listed on PS Forms 3602-C. Each mailing must be identified by a unique statement number on the register and the corresponding PS Form 8125-C.

#### 268.42 **Vehicle Loading**

When a vehicle contains more than one plant-verified drop shipment for a single destination postal facility, or a vehicle contains shipments to be deposited at multiple destination postal facilities, the shipments must be separated so that each can be reconciled with the accompanying PS Form 8125 or PS Form 8125-PV. A Trailer Load Diagram, also called a trailer footprint, must accompany each vehicle carrying loads that have multiple PS Forms 8125 (i.e., loads prepared by consolidators).

Postal acceptance employees are neither required to observe the loading of each vehicle used to transport plant-verified drop shipments nor required to affix a postal seal (or equivalent security device) or forms to the mailer's vehicle (Publication 804, *Drop Shipment Procedures for Destination Entry*).

At the mailer's request, the Postal Service may permit the use of any mailer-supplied seals on vehicles containing plant-verified drop shipments. This is permitted only when the DMU is staffed to allow acceptance personnel to observe the loading of the vehicle and record the customer seal number on PS Form 8125 or PS Form 8125-PV. The mailer's vehicle seal number shown on PS Form 8125 must be preceded by the letters "CS" to designate a customer's seal.

#### 268.5 **Appointments for Deposit of Mailings**

Mailers must schedule deposit of destination rate mailings at least 24 hours in advance by contacting the proper district or BMC control center or, with at least 12 hours advance notice by using the automated Facilities Access and Shipment Tracking (FAST).

The mailer must provide the control center this information:

- a. Mailer's name and address and the name and telephone of the mailer's agent or local contact.
- b. Name of material mailed, number of mailings, volume of mail, preparation, type of containerization (for example, pallets).
- c. Where and how mailing was (or must be) verified.

- d. Postage payment method.
- e. Requested date and destination facility for mailing.
- f. Vehicle identification (number), size, and type.

**Note:** All former DSAS Users must register for FAST access. FAST has replaced DSAS as of November 2005. This applies to all customers drop shipping into the Postal Service facilities, even those who telephone in appointments. Customer registration is through *PostalOne!* @ [www.usps.com/postalone](http://www.usps.com/postalone). For those customers who already have a *PostalOne!* account and also need access to FAST, they must register by calling the *PostalOne!* Customer Care Center at 800-522-9085.

## 269 On-Site Acceptance

### 269.1 Overview and Authorization

The Postal Service may verify the mailings of some high-volume First-Class automation mailers by assigning a clerk on site. Sites selected for authorization should be those of mailers who directly ship their mailings on a daily basis for entry at local and designated processing and distribution facilities (P&DC). This arrangement allows mailers to submit their mailings in segments at multiple entry times and bypass the BMEU.

The BME manager should have a written agreement with the mailer that stipulates the acceptance times for the various segments and the conditions for on-site acceptance. The agreement should also include the stipulation that all on-site verification mailings must be deposited at the P&DC by the appropriate critical entry time established with the P&DC manager.

## 27 Political Mail (See DMM 701.103 and POM 492)

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### 271 Overview

Any material accepted for mailing at First-Class Mail or Standard Mail postage rates that is mailed for political campaign purposes by a registered political candidate, campaign committee, or committee of a political party is considered to be a political campaign mailing. This type of mailing normally uses the address of a candidate's campaign committee or the committee of a political party as the return address.

The Postal Service is responsible for providing information to assist in the knowledgeable preparation and deposit of Political Mailings, as well as for the proper acceptance, processing, delivery, and recording of these mailings.

**Note:** Do not confuse political campaign mailings with official mailings by members of Congress under congressional franking privileges.

## 272 **Pre-mailing Assistance**

Managers, Marketing, Customer Service districts, are responsible for ensuring proper pre-mailing assistance to all committees of political parties, candidates for political office, and/or the candidates' campaign committees within their jurisdictions. Individuals designated by managers, Marketing, as directly responsible for contacting the committees of political parties, political candidates, and campaign organizations must follow the requirements in POM 492.36.

## 273 **Recording Political Mailings**

Managers, Business Mail Entry, and postmasters must keep documented records of all political campaign mailings that are deposited or received at their offices, with particular attention to those deposited or received too late for timely delivery.

Inform mailers attempting to deposit political mailings that may be too late for delivery by the election date of the potential for late delivery. Document this on the Political Mail Log (see [Exhibit 273](#)).

At a minimum, these documented records must include the following:

- a. The name of the mailer.
- b. A sample, photocopy, or description of the mailing.
- c. The date and time the mailing was received for dispatch or delivery.
- d. The Election Day deadline and, if applicable, the date of requested delivery.
- e. If applicable, the approximate number of pieces not delivered before the Election Day deadline and/or the date of requested delivery and the reasons why delivery was not timely.
- f. The approximate volume of any Standard Mail consigned to waste upon instruction by the mailer.

Exhibit 273  
**Political Mail Log**

<b>BMEU POLITICAL MAIL LOG</b>										
City of Mailing & Zipcode: _____							Election Date: _____			
ATTENTION: 1. Be sure political mail RED TAG 57's are on all political mail trays, sacks, etc. 2. Track Political Mailings daily on this log. If mailing is all for one zone, please indicate on log. 3. Make a copy of the mailpiece cover and postage statement and retain with this log. 4. Place political mail in proper staging area(s).										
MAIL ENTRY		PERMIT TYPE & NO.	NAME OF POLITICAL MAIL CANDIDATE	NAME OF MAILER	NAME OF MAILING AGENT	# OF PIECES	RELEASED		DESTINATION ZIPCODE(S)	INITIALS
DATE	TIME						DATE	TIME		

**274 Requests for Refunds of Postage**

Mailers of political mailpieces may request refunds according to the standards in DMM 604.9.2.

Political mailpieces delivered after the election date, however, are not eligible for refunds of postage. Political mailings expedited via Express Mail drop shipment may be eligible for a refund of Express Mail postage if a drop shipment is delayed.

## 28 Nonprofit Database Administration

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**281 Organization Name Change or Address Change**

An authorized nonprofit organization must notify the mailing office when it moves or changes its primary mailing address (as noted on its application) or changes its name. When it changes its name, it also must provide appropriate documentation — for example, an amendment to the articles of incorporation or a letter from the Internal Revenue Service acknowledging the name change.

When a postmaster receives information from an authorized nonprofit organization that it has changed its official name and/or mailing address, the postmaster must immediately notify the Nonprofit Service Center (NSC located at the PCSC in New York, NY.) of the changes by using PS Form 6015, *Nonprofit Database Change Request*. (See [Exhibit 281](#).)

In the case of a name change, the postmaster must also include a copy of the appropriate documentation. After completing PS Form 6015, the postmaster must sign it, add the round-date in the space provided, make a photocopy for office records, fold it so that the address and POSTNET code are visible through a window envelope, and then mail it to the NSC.

Exhibit 281

**PS Form 6015, Nonprofit Database Change Request**



**Nonprofit Database  
Change Request**

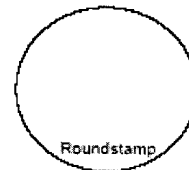
To: **NON-PROFIT SERVICE CENTER  
P O BOX 3623  
NEWN YORK NY 10001-3623**

Originating Post Office \_\_\_\_\_

Postmaster Signature (by) \_\_\_\_\_

Phone (include area code) \_\_\_\_\_

AUTHORIZATION NUMBER of Organization \_\_\_\_\_



**Check action needed:**

Revocation

Name Change \*

Address Change

Date Last Used

\_\_\_\_/\_\_\_\_/\_\_\_\_

\* Required documentation, such as an amendment to your articles of incorporation or letter from the IRS **MUST** be attached.

**Old Name and Address**

Organization Name \_\_\_\_\_

Street \_\_\_\_\_

City, State, ZIP + 4® \_\_\_\_\_

**New Name and Address**

Organization Name \_\_\_\_\_

Street \_\_\_\_\_

City, State, ZIP + 4® \_\_\_\_\_

## 282 **Revocation of Authorization**

Quarterly, postmasters must complete PS Form 6015 for each nonprofit organization that has not mailed at the authorized mailing office within the previous 2 years. Postmasters must check the “Revocation” box on the form and enter the last date of mailing before sending the completed PS Forms 6015 to the NSC.

At least once a year, postmasters must also match local databases of authorized nonprofit organizations against the NSC database. Postmasters can obtain NSC lists with the assistance of district business mail entry managers. Postmasters should resolve any discrepancies by contacting the nonprofit organizations, and if changes are necessary, they must notify the NSC by using PS Form 6015.

This form is mailed to:

PRICING AND CLASSIFICATION  
SERVICE CENTER  
PO BOX 3623  
NEW YORK NY 10008-3623

## 29 **Mailing Agent/Mailing Owner Fields “By/For”**

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### 291 **Overview**

The “Permit Holder,” “Mailing Agent,” and “Organization for Which Mailing is Prepared” (Mail Owner) fields on postage statements are necessary to track postage revenue by customer. These fields are also used to link the nonprofit status of an authorized organization when a mailing agent’s permit is used for a mailing and to determine a verification schedule based on the mail preparer.

The Postal Service may also use permit holder and ghost permit information for marketing purposes including but not limited to: notification of new products and services, opportunities to attend postal training, updates on new mailing standards and notification of new postage rates and fees.

When a mailing is submitted, the clerk reviews the statement to ensure these fields have been properly completed, as applicable. The *PostalOne!* User Guide contains detailed information for entering mailing agent and organization for which mailing is prepared (mail owner) information as well as for creating ghost numbers.

Postal clerks have a major role in the proper allocation of revenue. It is imperative that the “Mailing Agent” and “Mail Owner” fields in *PostalOne!* are entered correctly so that the appropriate revenue is assigned to both the mailing agent and the organization for which the mailing is prepared (mail owner). If the “Mailing Agent” or “Mail Owner” fields are not completed, it will be assumed that the mailing is that of the permit holder.

The supervisor should review the *PostalOne!* PS Form 3609 report to ensure that the “Mailing Agent and Mail Owner” fields are completed when required.



If not, the transaction should be reversed and re-entered with the Mailing Agent and Mail Owner information. Overall unit accuracy in entering Mailing Agent and Mail Owner information may be reviewed by accessing Sales Resource Management at <http://acctnet/> and accessing the Sales Partner “For” Revenue Report.

### 292 **Mailing Agent Field (By) — Using Mail Owner Permit Number**

If a mailing house is preparing a mailing using the mail owner’s permit number, the “Permit Holder’s Name” and “Mailing Agent” fields of the postage statement must be completed. The clerk types the permit holder’s number into *PostalOne!* and verifies that the permit number is that of the authorized permit holder. The clerk then enters the mailing agent’s permit or ghost number in the “Mailing Agent” field when prompted and verifies the permit/ghost number is that of the mailing agent.

If the permit number of the mailing agent is not known, the clerk enters the name of the agent to search. The clerk may select from the list of accounts provided by *PostalOne!*. If the mailing agent name is not found in *PostalOne!*, a ghost number should be created.

### 293 **Mail Owner Field (For) — Using Agent’s Permit Number**

If the mailing agent is using its own permit number, the “Permit Holder’s Name” and “Organization for Which Mailing is Prepared” fields of the postage statement must be used. The clerk types the permit holder’s number into *PostalOne!* and verifies that the permit number is that of the mailing agent. The clerk then enters the permit or ghost number for the organization for which mailing is prepared in the “Mail Owner” field when prompted and verifies the permit or ghost number is that of the client.

If the permit number or ghost number of the organization for which the mailing is prepared is not known, the clerk enters the name of the organization to search. The clerk may select from the list of accounts provided by *PostalOne!* If the name of the organization cannot be found in *PostalOne!*, a ghost number should be created.

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# 3 Verification

## 31 Overview

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In order for the Postal Service to fully realize savings resulting from work sharing discounts, the mailer must prepare discount rate mailings in accordance with specific mail preparation standards. The responsibility of the Business Mail Entry Unit (BMEU) is to ensure that mail received from customers meets these standards. The verification process was established as a means of verifying customer mail preparation.

Customer mail preparation quality has improved through the efforts of the Business Mail Entry clerks and the introduction of the Mailing Evaluation Readability and Lookup INstrument (MERLIN®). In addition, increased customer education and extensive utilization of postal approved presort software has led to a higher quality in mail preparation resulting in a more efficient mailstream.

The basic principles of acceptance and verification apply to both domestic and international mail. The basic processes described in this section, with the exception of Automation Verification Reviews (domestic mail only), therefore, apply to both domestic and international mail. Information concerning acceptance of international mail is in chapter 8.

In the verification process a sample from the mailing is reviewed to ensure that the mailer has prepared the mailing according to the standards for the rate at which the mailing is presented. When errors are found in the sample, it is assumed that those errors are consistent throughout the mailing. Mailers are generally given the option to pay additional postage based on the errors found or take the mailing back and correct the errors in the mailing.

The procedures outlined in the following chapter are divided into sites that perform Non-MERLIN verifications and sites that use MERLIN for mail verification. At sites with MERLIN, mailings which do not meet the physical characteristics for verification on MERLIN will use Non-MERLIN verification procedures.

Procedures for verification of Periodicals publications are contained in the chapter 6.

**Note:** *PostalOne!* offices without MERLIN will follow Non-MERLIN verification procedures (see 32). *PostalOne!* offices with MERLIN equipment located at their BMEU/DMU will comply with verifications

procedures for MERLIN BMEU/DMU sites (see 33). Offices without *PostalOne!* will follow verification procedures in 34. See [Exhibit 31](#).

Exhibit 31

**Verifications Procedures**

Accounting System	Verification Process	Section
<i>PostalOne!</i>	Non-MERLIN	32
<i>PostalOne!</i>	MERLIN	33
<i>Non-PostalOne!</i>	Non-MERLIN	34 (Authorized sites only)

## 32 Verification Procedures for Non-MERLIN PostalOne! Acceptance Sites

Presort mailings enjoy low postage rates because they are prepared to reduce postal handling costs. In order for the Postal Service to fully realize these savings, all presort mailings, if 10,000 pieces or more, are placed on a graduated verification cycle, also known as a “skip interval”, to ensure compliance with mail preparation standards. Mailings of less than 10,000 pieces will not be scheduled for an In-Depth Verification unless problems are identified during the initial verification process.

All mailings are accepted and verified under a process known as the “Initial Verification”, and for specifically identified mailings, a more thorough presort review known as an “In-Depth Verification.” The two step verification process is designed to focus our efforts on mailings most likely to provide a significant return on the time invested in verifying proper presort.

Sites with the *PostalOne!* System will use the In-Depth Verification schedule as determined by *PostalOne!*

**Note:** The Initial Verification/In-Depth Verification procedures are also applicable to MERLIN non-compatible mailings entered at sites with MERLIN.

### 321 “Initial Verification” Procedures

#### 321.1 Initial Verification

All mailings will receive an “Initial Verification.” If the mailing passes the Initial Verification and it is not scheduled for an “In-Depth Verification”, it is cleared to operations for processing.

**Note:** We strongly recommend customers be encouraged to wait for the completion of the initial verification to avoid delays if errors are found. Also, to enhance customer service, it is recommended that customers “waiting” get their mail processed first.

**Note:** If a permit is flagged with an eMIR report, the report must be viewed and the mailing must be inspected for the specific error reported in eMIR.

### 321.2 **Initial Verification Process**

An Initial Verification should be performed from beginning to end, while the mailer or mailer's agent is present, using the steps outlined in [Exhibit 321.2](#).

**Note:** The process described in [Exhibit 321.2](#) refers to exhibits that are in the Appendix for this handbook.

[Exhibit A-1](#) in the Appendix provides a checklist that follows these steps and that can be used to assist BMEU staff in performing the Initial Verification and In-Depth Verification processes.

Exhibit 321.2 (p. 1)

**Initial Verification Process for Non-MERLIN PostalOne! Acceptance Sites**

1. Review the postage statement.
  - a. Record the date and time of arrival in the upper right corner.
  - b. Review the postage statement for completeness.

**Note:** Mailer must complete all applicable blocks in the Mailer, Mailing and Postage sections of the postage statement and apply signature and printed name in the certification section.
2. Review the *PostalOne!* System to:
  - a. Ensure mailing fees and authorizations are current, including nonprofit status if applicable.
  - b. Ensure sufficient funds are available.
  - c. Determine if an In-Depth Verification is due. If due, continue through Step 7 of Initial Verification then proceed to In-Depth Verification procedures (see 322). If an In-Depth Verification is not due, proceed with Steps 3–11.
3. Ensure all required documentation has been submitted and perform a cursory documentation review (see 36).

Verify that the proper documentation has been received and is correct for mailing presented. Verify that the total piece count and postage summary match the figures for each of the rate categories shown on the postage statement(s). Match the piece counts of *all* rate categories. If discrepancies are observed between the postage statement and documentation, *do not accept the mail*. Notify the mailer immediately if the Qualification Report is missing or does not agree with the volumes on the postage statement. Do not accept the mailing until the mailer presents the correct Qualification Report and postage statement that matches the mailing submitted.

4. Examine a mailpiece to:
  - a. Determine if mailpieces are mailable under DMM 601.
  - b. Verify correct endorsements and markings, including ancillary service endorsements.
  - c. Verify content eligibility (except First-Class Mail) by opening at least one of the mailpieces. (See [Exhibit A-2](#) in the Appendix.)
  - d. Determine if the correct mail processing category was claimed.
  - e. Determine if mailpieces meet any nonmachinable criteria requiring payment of the nonmachinable surcharge. (See [Exhibit A-3](#) in the Appendix.)
  - f. Verify proper postage payment format and legibility.
5. If mailing is metered First-Class Mail, perform shortpaid meter sampling using PS Form 6116, *First-Class Metered Mail — Shortpaid Sampling Worksheet*. (See [Exhibit A-4](#) in the Appendix.)
6. For automation rate mailings, conduct an Automation Compliance Review (see 323.2). If bar code quality errors are noted, conduct barcode quality review (see 323.3).
7. Perform Mail Piece Count Verification for Combined/Value-Added mailings. (See Exhibits A-5 through A-8 in the Appendix.)
8. Cursory Presort Review. As part of the Initial Verification process, a cursory presort review is performed on all mailings not scheduled for an In-Depth Verification. Randomly select containers from the mailing and perform the following procedures:
  - a. Verify correct size labels are used (tray labels for trays, appropriate labels for sacks and pallet labels for pallets).
  - b. Verify Tray/sack/pallet labels are legible.
  - c. Verify bundle labels/optional endorsement lines are correct.
  - d. Verify bundle preparation meets the standards for securing bundles as provided in the DMM and that address and optional endorsement line or presort label on top piece of bundle is readable. (See [Exhibit A-9](#) in the Appendix.)

Exhibit 321.2 (p. 2)

**Initial Verification Process for Non-MERLIN PostalOne! Acceptance Sites**

- e. Verify all trays are sleeved with the exception of letter-trays destinating within the origin SCF service area.
  - f. Verify applicable trays are strapped with USPS approved strapping.  
**Note:** Strapping is not required for any letter tray placed on a 5-digit, 3-digit, or SCF pallet secured with stretch-wrap. In addition, if the processing and distribution manager gives a written waiver, strapping is not required for any letter tray destinating within the origin SCF (mail processing plant) service area.
  - g. Verify the contents of one tray/sack/pallet match the label destination line to ensure pieces are sorted to finest extent required by standard.
  - h. If presort errors are observed during the cursory presort review process:
    - (1) If the customer is present, return mail to customer for correction and record mailing information on PS Form 8075, *Disqualified Mail Log*. (See [Exhibit A-10](#) in the Appendix.)
    - (2) If customer is not present or if the customer elects to pay additional postage in lieu of correcting errors, proceed to In-Depth Verification process (see 322) and complete presort verification, PS Form 2866, *Presort Verification Record*. (See [Exhibit A-11](#) in the Appendix.)**Note:** Refer to the appropriate DMM section for current standards on mailing preparation/makeup of various mail processing categories, classes of mail, and postage rate categories. Quick Service Guides may also be used.
9. If non-presort errors are found in the mailing:
- a. If the customer is present, advise customer of errors and options for correcting mailing.
  - b. If the customer is not present, hold mail and notify customer of errors.  
**Note:** In either case (whether the customer is present or not), record mailing information and errors on *Disqualified Mail Log*.
10. Weigh identical weight permit imprint mailings and verify piece count. Mailings containing multiple rate categories that are submitted without supporting documentation (USPS Qualification Report) must be weight verified by rate category. Weight verification by rate category may also apply to identical weight precanceled stamp and metered mailings. (See 35.)
11. If the mailing is accepted:
- a. Complete and sign postage statement.
  - b. Input data from postage statement in the *PostalOne!* System. Ensure that verification results are recorded in *PostalOne!*
  - c. PS Form 3607, *Weighing and Dispatch Certificate*, generated by *PostalOne!*, must be signed and dated by the clerk.
  - d. Attach copy of PS Form 3607 to the postage statement.
  - e. A copy of PS Form 3607 must accompany each mailing staged for clearance to operations. Operations must compare the number of containers with the volume reported on PS Form 3607 and resolve any discrepancies with the BMEU. Locally prepared clearance documents may be used to clear multiple containers in a mailing.  
**Note:** PS Form 3607 must be completed by all acceptance points that have outgoing mail processing capabilities. This form is not required by associate offices (AOs) that transport their accepted mail to a larger facility for processing.

## 322 **In-Depth Verification (Mailings of 10,000 Pieces or More)**

### 322.1 **Overview**

The “In-Depth Verification” process is performed on mailings greater than 10,000 pieces and mailings identified with presort errors during the Initial Verification process. The In-Depth Verification brings about a graduated verification schedule for mailers who consistently provide well prepared mailings. These mailers will be moved to a less frequent In-Depth Verification cycle.

### 322.2 **In-Depth Verification Schedule**

New mailers of 10,000 pieces or more begin at In-Depth Verification level “0.” As a mailer continues to present properly prepared mailings, the system promotes the mailer to a new level of reduced frequency:

- a. Level 0 — all mailings are selected.
- b. Level 1 — 1 mailing in 10 is randomly selected.
- c. Level 2 — 1 mailing in 20 is randomly selected.
- d. Level 3 — 1 mailing in 30 is randomly selected.

Initially, an In-Depth Verification will be performed on each mailing presented by a mailer. After three consecutive passing In-Depth Verifications (less than 5 percent errors) the interval will change to 1 in 10 (Level 1). After three more consecutive passing In-Depth Verifications the interval moves to 1 in 20 (Level 2) and subsequently to 1 in 30 (Level 3). Mailers on a level 1, 2, or 3 interval that fail three “consecutive” In-Depth Verifications will go back to Level 0 until three consecutive mailings pass.

Perform In-Depth Verification if any of the following conditions apply:

- a. Verification is scheduled by the *PostalOne!* System.
- b. Make-up errors are detected during an Initial Verification process.
- c. The mailing is a reentered mailing that has previously failed an In-Depth Verification.
- d. The mailing is the subsequent mailing after a reentered mailing passes.

### 322.3 **In-Depth Verification Process**

Enter time and date of the arrival of the mailing on the postage statement. For In-Depth Verification, follow the steps outlined in [Exhibit 322.3](#).



Exhibit 322.3 (p. 1)

**In-Depth Verification Process for Non-MERLIN PostalOne! Acceptance Sites**

1. Ensure Initial Verification process is completed before continuing.
2. Select presort verification sample by selecting three (3) containers (trays/sack/pallets). The containers must be selected by using the MERLIN Random Generator List. The Random Generator List is an Excel program which provides a report of containers to select based on the number of containers in a mailing. Contact the district Manager, Business Mail Entry for a copy of the Random Generator List Excel program.  
When using the Random Generator List, print a list daily. Print the list for a sample size of three containers per mailing then in column one of the list, find the number of containers in the mailing. Columns two through four will identify the container numbers for verification.
3. Perform presort verification as per instructions on PS Form 2866. Mailings must be checked to ensure they are properly sorted and that bundles, trays, sacks, and pallets are properly prepared and labeled correctly. In addition, mailings which require minimum quantities to a destination must be checked to see that they meet the standards. Mailings which require sortation to the finest extent possible must be checked to ensure the finer sortations are made when there is sufficient volume of mail for a destination. The following is a brief summary of checks that must be performed on the sample containers:
  - a. Each piece in a bundle is for the same presort destination as the top piece.
  - b. Either the correct pressure sensitive label or optional endorsement line is on each bundle in the mailing.
  - c. Bundles are adequately secured.
  - d. Pieces are sorted in bundles or trays to the finest extent required by standard.
  - e. Bundles contain the minimum number of pieces for specific presort destinations.
  - f. Containers are labeled correctly by destination, presort level, class of mail, and mail processing category for the corresponding mailpieces in the container.
  - g. The proper container (tray/sack/pallet) is used. This does not apply to small volume mailings which the postmaster may authorize to be entered in nonpostal containers.
  - h. Each tray/sack/pallet contains the required minimum number of pieces, bundles, pounds, or cubic inches required for a specific level of presort.
  - i. Bundles are sorted and prepared in trays/sacks/pallets to the finest extent required by standard.
  - j. Bundles are properly prepared. (See [Exhibit A-9](#) in the Appendix.)
4. Complete PS Form 2866.  
**Note:** When completing lines 1D(1) and 1D(2), use the average piece rate postage or pound rate postage for pieces in the mailing by dividing the total piece rate postage by the total number of pieces in the mailing and (if applicable) the total pound rate postage by the total pounds in the mailing.
5. Record verification results in the *PostalOne!* System.
6. Conduct Barcode Quality Review for automation rate mailing (see 323.3).
7. If the mailing is disqualified for any reason during the In-Depth Verification process:
  - a. Record on Disqualified Mail Log.
  - b. Hold mail and notify mailer.  
The mailer has the following options:
    - c. Rework the entire mailing.
    - d. Pay additional postage for pieces disqualified (PS Form 2866, Line 15).
    - e. Appeal any disqualification either prior to or after the mailing is released for processing.In any case, the additional postage must be collected prior to release of the mailing.

Exhibit 322.3 (p. 2)

**In-Depth Verification Process for Non-MERLIN PostalOne! Acceptance Sites**

8. When the mailing is accepted:
  - a. Complete and sign postage statement.
  - b. Input data from postage statement in *PostalOne!*.
  - c. PS Form 3607, generated by the *PostalOne!* System, must be signed and dated by the clerk.
  - d. Attach copy of PS Form 3607 to the postage statement.
  - e. A copy of PS Form 3607 must accompany each mailing staged for clearance to operations. Operations must compare the number of containers with the volume reported on PS Form 3607 and resolve any discrepancies with the BMEU. Locally prepared clearance document may be used to clear multiple containers in a mailing.

**Note:** PS Form 3607 must be completed by all acceptance points that have outgoing mail processing capabilities. This form is not required by associate offices (AOs) that transport their accepted mail to a larger facility for processing.

## 323 Automation Mail Review Process for Non-MERLIN Verification Offices

### 323.1 Overview

In order for the Postal Service to fully realize savings resulting from work sharing discounts, the mailer must produce and prepare automation rate mailings in accordance with specific preparation standards. These standards are located in the DMM. Non-MERLIN sites must verify letter-size and flat-size automation rate mailings manually using the procedures in this section.

The process of verifying automated mailings is divided into two procedures:

- a. *Mailpiece Automation Compliance Review.* Perform on each automation rate mailing.
- b. *Barcode Quality Review.* Perform when In-Depth Verification is conducted or when any barcode discrepancies are detected during a cursory review.

### 323.2 Mailpiece Automation Compliance Review

#### 323.21 Overview

After standard business mail acceptance reviews (such as weight verification or classification reviews for First-Class Mail, Standard Mail, or Periodicals mailings), all automation rate mailings must be reviewed to ensure they meet the following additional mailing eligibility standards. (See [Exhibit 323.21](#).)

- a. *Physical Standards.* Mailpieces must meet specific minimum and maximum physical dimensions for processing on USPS automation equipment.
- b. *Address Quality and Coding Standards.* The mailpiece address must meet certain addressing requirements.
- c. *Additional Requirements.* Mailpieces bearing a barcode printed on an insert appearing through a window are also subject to a tap test.

Exhibit 323.21 (p. 1)

**DMM References for Automation Compatible Mail****DMM References for Automation Compatible Mail**

- a. General eligibility requirements for automation rate mailings are located in the Domestic Mail Manual by mailpiece shape and class of mail:
  - (1) First-Class Mail, Letters (DMM 233.5).
  - (2) First-Class Mail, Flats (DMM 333.5).
  - (3) Periodicals, Letters and Flats (DMM 707.14).
  - (4) Standard Mail, Letters (DMM 243.7).
  - (5) Standard Mail, Flats (DMM 343.7).
  - (6) Standard Mail, Parcels (DMM 443.5.5).
  - (7) Package Services, Bound Printed Matter, Flats (DMM 363.5.1).
  - (8) Package Services, Parcels:
    - (a) Bound Printed Matter (DMM 465.7).
    - (b) Parcel Post (DMM 455.5).
    - (c) Media Mail (DMM 475.5.2.3).
    - (d) Library Mail (DMM 485.5.4).
- b. Physical dimensions and mailpiece characteristics:
  - (1) Automation Letters (DMM 201.3).
  - (2) Automation Flats (DMM 301.3).
  - (3) Periodicals (additional physical standards DMM 707.3).
  - (4) Parcels eligible for Barcode Discount (DMM 401.3).
- c. Address Quality and ZIP+4 Coding for Automation Rates (DMM 708.3).
- d. Barcode Standards for location, dimensions, reflectance and other requirements:
  - (1) Letters and Flats (DMM 708.4).
  - (2) Parcels (DMM 708.5).
- e. Mail Preparation and Sortation requirements are in the DMM by mailpiece shape and class of mail:
  - (1) First-Class Mail, Letters (DMM 235.6).
  - (2) First-Class Mail, Flats (DMM 335.6).
  - (3) Periodicals, Letters and Flats (DMM 707.22–707.25).
  - (4) Standard Mail, Letters (DMM 245.7).
  - (5) Standard Mail, Flats (DMM 345.7).
  - (6) Standard Mail, Parcels (DMM 445.5.3).
  - (7) Package Services, Bound Printed Matter, Flats (DMM 365.7).

Exhibit 323.21 (p. 2)

**DMM References for Automation Compatible Mail**

- (8) Package Services, Parcels:
  - (a) Bound Printed Matter (DMM 465.7).
  - (b) Parcel Post (DMM 455.4).
  - (c) Media Mail (DMM 475.5.2).
  - (d) Library Mail (DMM 485.5.2).

**323.22 Physical Standards**

Review sample mailpiece to ensure it meets the physical standards required for the class of mail and mailpiece shape you are reviewing.

- a. Shape and size. Use Notice 3-A, *Letter-Size Mail Dimensional Standards Template*, to determine:
  - (1) Height.
  - (2) Length.
  - (3) Aspect ratio. Length divided by height must not be less than 1.3 or more than 2.5.  
**Exception:** Cards cut from stock using a card cut or four cut and measuring 4.25" x 5.5" may have an aspect ratio of less than 1.3 (1.294). This exception applies to both automation and nonautomation rate cards; however, it does not apply to envelopes.
- b. Thickness. See [Exhibit 323.22](#).
- c. Maximum weight. See DMM standards for the class of mail and mailpiece shape you are reviewing.
- d. Meet any tab or wafer seal placement requirements, if letter-size mail.
- e. Meet polywrap requirements if flat-size mail.
- f. Meet turning ability and deflection requirements for flat-size mail for AFSM 100 pieces.
- g. Meet any other automation mail characteristic requirements for letters or flats as outlined in the appropriate DMM section for the class of mail and mailpiece shape you are reviewing.

If the mailpiece does not meet all the physical standards for automation mail, do not accept the mailing at automation rates. Contact the mailer and inform the mailer the physical standard irregularities prevent the mailing from being processed on automation equipment. The mailer may request the mailing be returned for corrective action, or the mailer may pay the nonautomation rates.

## Exhibit 323.22

**Determining Minimum Thickness****Standard Operating Procedures for Determining Minimum Thickness for Mailability and Rate Eligibility**

The general mailing standards in the DMM state that all mailable matter must be at least 0.007 inch thick. However, to qualify for certain postage rate categories (e.g., automation rates for letter-size pieces exceeding 4 1/4 inches high or 6 inches long), the required minimum thickness increases to 0.009 inch thick. Therefore, to determine the required minimum thickness of a mailpiece, you must first measure its height and length to know whether it must be at least either 0.007 inch or 0.009 inch thick. All mailpieces (DMM 601.1.1) are required to be at least 0.007 inch thick.

For purposes of determining whether those pieces meet this standard, acceptance employees or mailpiece design analysts should use either a TMI digital micrometer or a portable dial hand gage to measure the thickness of the entire mailpiece in the following manner:

1. Select 10 pieces from the mailing for sampling.
2. Measure each mailpiece three times diagonally starting in the lower right corner as follows:
  - a. Measure the bottom right corner 1/2 inch from the mailpiece leading edge.
  - b. Measure the middle of the mailpiece area.
  - c. Measure the upper left corner 1/2 inch from the mailpiece edge.
3. Add all three measurements for each piece and divide by three to calculate the average thickness for each piece. If more than two of the pieces have an average thickness that falls below the minimum standards, the pieces do not meet the minimum thickness mailing standards and are not mailable.

**Note:** Because some pieces may contain inserts of variable shapes or be unevenly layered in design, part of the piece may fall below the 0.007 inch minimum, while the majority of the piece meets or exceeds the minimum standard. Some nonautomation flat-size pieces prepared with half- or short-covers may also vary in thickness throughout the surface of the mailpiece. The intent of this process is to accommodate pieces containing inserts of varying sizes without compromising the integrity of the minimum size standards.

323.23 **Address Quality and Coding Standards**

Any mailing claimed at an automation rate must be produced from address lists properly matched and coded with one of the following CASS-certified address matching methods; National Change of Address Linkage System (NCOALink); CASS-certified DPC address matching software; CASS-certified Z4CHANGE process; or Delivery Sequence File, Second Generation (DSF2) process.

The postage statement must be annotated in the block(s) provided to reflect the date when address matching and coding were performed. When a mailing is produced using multiple lists, the mailer must show the earliest (oldest) date of address matching and coding (shown on PS Form 3553, *Coding Accuracy Support System (CASS) Summary Report*, section B2). The mailer certifies compliance with this standard when signing the corresponding postage statement.

PS Form 3553 and other documentation must be retained by the mailer or the mailer's agent for 1 year from the date of mailing and be made available to the USPS on 24-hour notice.

**Note:** The mailer is not required to present PS Form 3553 at the time of mailing, however, ensure the mailer has properly notated the postage statement with the required dates.

**323.24 Tap Test**

Insert “shift” within mailpieces prepared with window envelopes can adversely affect barcode readability. Therefore, a verification must be performed on all letter-size AND flat-size pieces that have barcodes appearing through windows. See [Exhibit 323.24](#).

Exhibit 323.24 (p. 1)

**Performing Tap Test****Standard Operating Procedures for Performing Tap Test on Window Envelopes with Barcode in the Window Area**

Insert “shift” within mailpieces prepared with window envelopes can adversely affect barcode readability. Therefore, verification must be performed on all letter-size AND flat-size pieces that have barcodes appearing through windows. Following are the correct procedures to perform this verification.

**Note:** Deployment of MERLIN does not negate this procedure.

Randomly select 10 window envelopes from throughout the mailing. For mailings containing both window and regular envelopes, if 10 window envelopes are not obtained from within the first 50 pieces pulled, then the barcode window verification is not performed.

**Vertical Shift**

Tap each individual mailpiece twice on a flat horizontal surface on its bottom edge (the edge parallel to the address as read). Check to be sure that a clear space of at least 1/25 inch appears between the top edges of the barcode and the top edge of the window of each piece *without tapping/shaking the mailpiece upside down*. Next, check to ensure that a clear space of at least 1/25 inch appears between the bottom edges of the barcode and the bottom of the window.

**Note:** If there is an information line above or below the barcode, there must also be a minimum of 1/25 inch clearance between the barcode and the information line text.

**Horizontal Shift**

Tap each mailpiece separately on its left and right edges to jog the insert as far left and/or right as possible. Two taps are sufficient. Check to ensure that at least a 1/8 inch clear space appears between the left and right edges of the barcodes and the window’s edge, as appropriate.

**Helpful Hints**

- a. If needed, use Notice 67, *Automation Template*, or Item 04A, *Delivery Point Postnet Barcode Gauge*, to confirm the measurements noted above.
- b. Letter-size pieces with a delivery point barcode in the lower right corner are not subject to this procedure.
- c. If the mailing fails the barcode window verification, charge the Nonautomation Presorted First-Class rate or Nonautomation Standard Mail Letter or Flat rate, as appropriate. **Note:** No corrections, changing tray labels, or other rework by the mailer is required.

**Disposition**

If no more than one piece fails, the mailing passes the barcode window verification. If two pieces fail, repeat the test on 10 additional barcode window envelopes.

If three or more pieces fail at anytime during the test (after the first ten or a total of 20), do not accept the mailing at barcoded rates.

Exhibit 323.24 (p. 2)

**Performing Tap Test****Tap Test for a Combined/Value Added Refund Mailing**

Follow the same procedures for conducting a tap test for non-identical weight mailing submitted under the terms of a Combined/Value Added Refund (VAR) postage payment system.

These types of mailing, however, are unique in that they contain multiple types of addressed/barcoded pieces. This means it is possible that only a single type of mailpiece in the mailing may be address block barcoded in a window envelope. If those pieces failed the tap, they would be the only pieces in the mailing that would not meet automation standards relative to the tap test.

Follow these procedures should pieces in a Combined/VAR mailing fail a tap test:

- a. Inform the mailer of the finding and that for the mail to be accepted, the non-automation rates will apply to the entire mailing or that they can take the mailing back, remove the non-compliant pieces, and resubmit the mailing for re-verification.
- b. If the mailer chooses to pay the nonautomation rates, inform the mailer that they have the right to appeal the decision within 90 days if they can show by documentation and by confirmation of the acceptance employee at the time of the mailing, that the only pieces in the mailing that failed the tap test is one specific type of envelope from one specific client. (Multiple envelopes from one or more clients failing the tap test will be regarded as a complete failure of the mailer's quality control process, and an appeal is not valid.)
- c. The mailer will submit their appeal to the district manager of Business Mail Entry who will review for completeness and forward to the manager of Business Mailer Support, USPS Headquarters.
- d. The manager of Business Mail Entry will review the appeal and determine if the appeal is valid. If the appeal is upheld, the mailer will be entitled to a refund for the all the pieces paid at the nonautomation rate that were not the mailpiece type that failed the tap test.

**323.25 Mailpiece Automation Compliance Review Results**

If sample mailpieces pass Mailpiece Automation Compliance Review accept mailing or perform Barcode Quality review if an In-Depth verification is scheduled (see 323.1b.).

If sample mailpieces fail the Mailpiece Automation Compliance Review, return the mailing to the mailer for corrective action or, the mailer may elect to pay the nonautomation rates for all of the pieces in the mailings.

**Note:** Letter-size pieces that do not meet specific physical standards may be able to qualify for the flat-size automation rates.

**323.3 Barcode Quality Review for Letters and Flats**

Barcode Quality Reviews are performed to verify the preprinted delivery point barcode for letter-size mail, or ZIP+4 or delivery point barcode for flat-size mail is readable on USPS automation equipment. A Barcode Quality Review must be performed on any mailing containing mailpieces presented at rates requiring compliance with automation standards when an In-Depth Verification is conducted or when any barcode discrepancies are detected during a cursory review. See [Exhibit A-12](#) in the Appendix.

**323.4 90 Percent Accept Rate for Automation Cards, Letters and Flats**

1. Randomly select three trays/sacks of mail from various parts of the mailing.
2. Randomly select 10 sample mailpieces from tray/sack one.

3. Visually inspect the barcodes on the mailpieces. Use the verification tools specified earlier in this chapter.
  - (a) *POSTNET Barcode*. Visually check to see if letter-size automation pieces bear a delivery point barcode (62 bars) or, if flat-size automation pieces bear either a delivery point barcode or ZIP+4 barcode (52 bars).
  - (b) *Check Barcode Location*. Use mailing standards in DMM 202.5 to determine if the preprinted barcode is in a correct position on the mailpieces. Use Notice 67, *Automation Template*, or other appropriate templates to assist with review of sample mailpieces.
  - (c) *Dimension and Spacing*. Visually check to see if there is evidence that the barcode does not meet the standards for barcode dimensions and spacing (DMM 708.4.2). Use Automation Gauge, Model 007.
  - (d) *Skew and Baseline Shift*. Determine whether the barcode on the piece has excessive slanting or tilting of the individual bars and whether the individual bars of a barcode clearly shift up and down (vertically offset) excessively (DMM 708.4.4).
  - (e) *Smearred Barcodes*. Determine whether the barcodes are smearred in a manner that the individual bars clearly overlap.

If all pieces in the sample meet the standards for barcode quality, or if one piece fails, no further review is needed. The mailing passes the verification for barcode quality. If two or more pieces fail, proceed to step 4.

4. Randomly select 10 pieces from tray/sack two and visually inspect the barcodes following the procedures in step 3. If all the pieces in the sample meet the standards for barcode quality, or if only one piece fails, no further review is needed. The mailing passes the verification for barcode quality. If two or more pieces from the sample fail, proceed to step 5.
5. Randomly select 30 pieces from tray three and visually inspect the barcodes following the procedures in step 3. If three or fewer pieces from the 30-piece sample fail, the mailing passes the verification for barcode quality. If four or more pieces fail, use the postage adjustment worksheet (see [Exhibit A-12](#) in the Appendix) to calculate the additional postage due for the mailing. (The adjustment is based on the 30-piece sample only.)
6. When a postage adjustment is required, make a photocopy of a mailpiece or mailpieces that identify the types of errors found. Provide the mailer with copies of the mailpiece(s), adjustment worksheet, and a notification explaining the test results.
7. Adjust the postage statement to reflect additional postage collected. Test results and the postage adjustment worksheet (see [Exhibit A-12](#) in the Appendix) must be attached to the postage statement.
8. Record verification results in the *PostalOne!* System.



## 33 Verification Procedures for MERLIN Acceptance Sites

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### 331 Overview

With the introduction of the MERLIN (Mailing Evaluation and Readability Lookup Instrument) Program into the Business Mail Entry Unit (BMEU) operation, it is imperative that guidelines and procedures be adjusted to meet additional requirements and replace outdated ones. The bottom line is quite simple, to ensure that all mailings entering the mail stream are correctly prepared, to collect all postage due the USPS, to facilitate the efficient entry of mail, and to work with customers in positive and courteous ways. These MERLIN program goals are achievable through the implementation of a consistent verification process. This improves the quality of mail, enhances mail processing and delivery efficiency, and simultaneously captures valuable business data.

MERLIN automates the USPS mail verification processes for business mailings by replacing the need to perform most manual verification checks. Previously, when a mailing was brought into the BMEU, the clerk manually verified the mail for eligibility of contents, markings and endorsements, sortation, and postage payment. The current process begins when mail is brought into the BMEU/DMU and the clerk checks the mailpieces and supporting documentation. A random sample is then run on MERLIN, which will perform all applicable verifications of mailing characteristics. Verification reports are automatically generated at the end of a job and can be printed at the operator's command. MERLIN stores these reports from each run for 30 days, after which they are automatically purged. MERLIN can verify automation and nonautomation rate post card, letter and flat First Class, Periodicals and Standard Mail mailings. Letters and flats within the following dimensions can be processed on MERLIN:

Dimension	Minimum	Maximum
Thickness	0.007"	0.75"
Weight	>0	16.0 oz.
Height	3.5"	15"
Length	5.0"	12"

These procedures assume that employees have completed MERLIN Operator Training Course #57601-03 and are familiar with the detailed operating instructions for MERLIN. Operator Training is provided by a certified facilitator and consists of twelve hours of training, eight hours for classroom work and four hours are for hands-on operation. Additional supplemental training based on operator competencies must be provided until the operator becomes consistent and competent with operating MERLIN. More detailed instructions for the overall operation of MERLIN are contained in [Exhibit 331](#) and the MERLIN Operators Guide (September 2004).

MERLIN allows for the opportunity to better manage resources in the acceptance operation. Prior to MERLIN acceptance clerks were instructed to process a mailing from beginning to end. With MERLIN, a division of labor can make the acceptance process more efficient. Clerks may be assigned to perform separate parts of the acceptance process. One clerk can be assigned to perform the initial verification including collecting container weights and selecting MERLIN samples. The initial clerk would hand-off the sample to a MERLIN operator for processing on MERLIN. The MERLIN operator can then turn over the MERLIN results to the initial clerk or to a third clerk for communication with the customer and final input into the *PostalOne!* System. This division of labor has several benefits:

- a. Helps to expedite mailings through the initial verification process.
- b. Reduces time needed for individual clerks to log on to MERLIN.
- c. Gains consistency and efficiency through assigned MERLIN operators becoming more competent with MERLIN operation.
- d. Allows for maximum utilization of MERLIN by having multiple initial verification clerks feeding into an assigned MERLIN operator.

Exhibit 331 (p. 1)

### Standard Operating Procedures for MERLIN Startup, Mailing Verification and Printing Reports

#### Standard Operating Procedures for MERLIN Startup, Mailing Verification and Printing Reports

##### First clerk on machine will do the Following.

- Generate daily random generator lists (from Excel) for selecting samples and place in a secure location. (List is not to be posted in the open or shared with the mailers)

#### MACHINE STARTUP

##### Cleaning:

- Keyboard
- Monitor
- Check Suction Cups for tears or deformities
- Feeder and Stacker Ledge
- Camera Aperture (using brush)
- Record daily cleaning activities in log

##### Go-No-Go Test

- Run Go-No-Go test (record in maintenance log, if passed)
- If Go-No-Go test fails three attempts, log off to the Control-Alt-Del screen and then turn the electrical breaker off and let the machine power down. (This is the only time the power to the whole machine will be turned off.) Wait 20 minutes and turn the power back on and let the machine reboot (will take 5–8 minutes). Log back on and rerun the go/no go test, if it fails three attempts then notify Supervisor and log information into the activities log.

#### BEFORE EACH VERIFICATION

##### Initial Verification

- Perform initial verification for MERLIN and non-MERLIN mailings
- Obtain gross weight, complete 8040 worksheet (Section 1 only) and proceed to sample selection

Exhibit 331 (p. 2)

**Standard Operating Procedures for MERLIN Startup, Mailing Verification and Printing Reports****Sample Selection**

- Review mailer documentation to determine the number of containers needed for a required sampling
- Use the Sample Selection List to Select Samples for testing (must be current date/tour)
- Complete the MERLIN Verification Worksheet by recording the tray/sack/bundle numbers to be sampled from the selection list
- Stage samples on cart in the order listed on the MERLIN worksheet
- Prepare samples for testing (remove straps, sleeves; use separator cards if applicable)

**VERIFICATION REQUIREMENTS****MERLIN Verification**

- Enter postage statement information
- Enter 8040 information from worksheet - if mailing consists of multiple containers, you must hit **ADD** on the touch screen after each container weight is entered (N/A for Optional Procedure)
- Ensure proper mailpiece orientation
- Use the ID template to determine the appropriate print location for the mailpiece ID number
- Check the first few pieces fed to see if the ID number is printed legibly

**Note: If a test run is aborted or a barcode readability report contains two or more “barcode not found” messages and the actual mail pieces contain a barcode, the operator must clean the camera aperture before proceeding to the next test run.**

Clerks will run as many MERLIN evaluations as time will permit. We will not delay a mailing or hold it over to do a MERLIN diagnostic run.

**AFTER THE VERIFICATION****Summary Report**

- Print three copies of the MERLIN Summary Report at the completion of each test
- Review Summary report for out-of-tolerance conditions - if there are no out-of-tolerance conditions, give one copy to the mailer, attach a copy to the postage statement and send a copy to your Supervisor / Postmaster

**Reports with Tolerances and Consequences**

- Presort Verification – 5%
- Barcode Readability – 10%
- Shortpaid Meter Mail (First-Class Mail only) – 5%
- Business Mail Acceptance – 1%
- Quickly scan the individual reports (on-screen) to see if any errors have been detected
- Review individual reports when errors are detected (folders will be identified with a **Red X** except Business Mail Acceptance for less pieces than claimed)

**Exception Reports - Sortation, Shortpaid, Business Mail**

- Print **exception reports** for out-of-tolerance conditions
- Use the **exception reports** to validate errors
- Perform **overwrite** procedure if necessary and generate corrected reports (**print and attach overwrite report to the original postage statement**)
- If additional postage is due following the overwrite procedure, **notify the Business Mail Entry Unit supervisor of the results and obtain concurrence for the additional postage charges**
- Contact the mailer about results of the verification and additional postage charges; **provide them copies of all error reports. Advise mailer of options to retrieve mailing for rework or appeal.**

Exhibit 331 (p. 3)

**Standard Operating Procedures for MERLIN Startup, Mailing Verification and Printing Reports****Barcode Readability Reports**

- If the barcode readability verification results are less than 90% for letters and flats, select the postage adjustment worksheet screen; enter data, and print the *Barcode Readability Report* and *Barcode Readability Report Adjustment Worksheet*
- Notify the Business Mail Entry supervisor (and Postmaster, when applicable) of the results
- Contact the mailer, explain the results of the verification and the additional postage charges and **provide them copies of the readability reports and the adjustment worksheets**

**Barcode Readability Error Report**

- Complete the *Barcode Readability Error Report Log and Disqualified Mail Log*
- Provide copies of the *Summary Verification Report*, *Barcode Readability Report*, a copy of the postage statement and printouts of mailpiece to the **Mailpiece Design Analyst**

**Duplicate Reports to the Mailer**

- Summary Verification Report **and If errors are noted**
- Sortation Exception Reports (Presort and Shortpaid Meter)
- Bulk Mail Acceptance Report (Form 8040)
- Barcode Readability & Barcode Readability Report Adjustment Worksheet
- Mailpiece Diagnostics Reports if requested

**End of Day**

1. Log off system and turn off monitor. Make sure that you are only logging yourself off the system and not logging the whole system off. Turn the monitor off and on using the lower center button only. **Do not turn the power off to the machine.**

**PRINTING MERLIN REPORTS**

After processing mail and Run Complete Analyze button was selected the Reports Screen is displayed.

1. Is the ERROR SYMBOL (Round Red X) showing on any tabs?  
If yes, go to that tab
2. Is the postage Permit Imprint? Is percentage of Difference less than or equal to 1%?  
If yes, print one copy of PS Form 8040, use figures to complete postage statement and attach PS 8040 to postage statement.  
If no, Select Overwrite Button – Review each screen to ensure correct entries. If error was found, correct. Review PS 8040 again for results.
3. Barcode Error? If yes, go to 3a-e. If no, go to 5.
  - a. Review POSTNET Barcode Exception Report. Verify a variety of live pieces against the report. An Overwrite may be performed to eliminate one or more category. Supervisor must be advised of all overwrites. Print two copies, attach one to the postage statement and the other is sent to MDA. OK – Exit – Proceed to 3b.
  - b. POSTNET Barcode Readability – Select Preview. Select Print, print three copies, 1 is attached to postage statement, 1 is sent to mail preparer 1 is sent to the MDA. OK – Exit - Proceed to 3c.
  - c. Highlight POSTNET Barcode Readability Adjustment Worksheet. Select Preview. Print two copies, 1 is attached to postage statement, 1 is sent to mail preparer, Clerk must sign and date the bottom of each adjustment worksheet – OK – Exit.
4. Detail Barcode Folder?
  - a. Open POSTNET Barcode Components Preview- Print Two Copies, attach one to postage statement and send second copy to MDA – OK - Exit
  - b. Open Barcode Error Listing Report. Print Two Copies, attach one postage statement and send second copy to MDA – OK – Exit

Exhibit 331 (p. 4)

**Standard Operating Procedures for MERLIN Startup, Mailing Verification and Printing Reports**

5. Mailpiece Diagnostics? If yes, go to 5a. If no, go to 6.
  - a. Pick a piece from the 5 mailpieces listed. Preview – All Layer – Go to the last page first. Compare live mailpiece to the physical components (height, length, aspect ratio, thickness, weight). If the mailpiece length is different from the live mailpiece look at the next mailpiece that was run. It probably does not have a piece ID number because it went through as a double and the piece slid making the length longer than it truly was.
6. Presort Error? If yes, go to 6a.
  - a. Presort Verification will already be highlighted. Select Preview. Review 2866, were there errors? Were errors true errors (not SCF exceptions, clerk run errors)? Were errors over 5%? If yes, print 1 copy and attach to postage statement. Complete “Disposition of Mailing” area in the lower right of the 2866, annotate the postage statement with the name of the mailer’s representative authorizing the additional postage charges. Print the Sort Exceptions Report.  
If errors are not true, proceed to 6b.
  - b. Overwrite Errors-Exit-Review 2866 again to make sure overwrite was accepted. (TIP) If errors are found you look at those errors under Sort Exception. You can find this an easier way to find the exact error in a particular tray/sack. Supervisor must be advised of all overwrites.
7. Summary Verification Report: Print 3 copies, one is attached to postage statement, one is sent to mail preparer, one is sent to MDA.  
Send barcode failures to the MDA!

332 **MERLIN Functionality**

MERLIN is an efficient and accurate tool used for automating the USPS mail verification process. MERLIN runs mail at two speeds. The throughput for flats and cards is 4,000 pieces per hour while the throughput for letters is 6,000 pieces per hour.

MERLIN performs the following tasks:

- a. Evaluates tray tags to identify inconsistencies in the mailpieces being processed.
- b. Weighs each mailpiece.
- c. Obtains a thickness measurement of every mailpiece to determine if it complies with the standards set forth in the DMM.
- d. Measures the height and length of each mailpiece.
- e. Separates one mailpiece at a time from the mail in the Feeder magazine.
- f. Counts each mailpiece.
- g. Tracks individual mailpieces as they progress through the machine.
- h. Prints an ID number on each mailpiece.
- i. Captures an image of each mailpiece for presort, address, barcode and indicia analysis.
- j. Processes mailing data.
- k. Prints end-of-run reports.

By capturing an image, MERLIN is capable of providing examples of problem mailpieces to mailers to aid in improving mail quality. MERLIN collects the following information from each captured image:

- a. Payment Method (Pre-canceled Stamp, Permit, Meter, IBIP).
- b. Meter Plate Number and Date.
- c. Address Recognition and Numeric ZIP Code.
- d. POSTNET Barcode Decode and Quality Analysis.
- e. PLANET Barcode Decode and Quality Analysis.
- f. Endorsement Line Recognition.
- g. Height.
- h. Length.
- i. Bundle Label Recognition.

This data, as well as the information from the postage statement, is analyzed for conformance to USPS regulations.

### 333 **Types of Verification**

Verification tests are divided into two categories, those that are used for diagnostics and those used to determine if postage adjustments are required.

#### 333.1 **Diagnostic**

Diagnostic characteristics are those that are checked only to evaluate a mailing and assist the mailer in correcting mailpiece problems. There is no postage adjustment based solely upon the reported score of a diagnostic test. The following are the current diagnostic tests performed:

- a. Address Accuracy.
- b. Meter Date.
- c. PLANET Barcode Readability.
- d. *Mailpiece Characteristics*. May lead to mail disqualification. Must be reviewed and results confirmed before any action is taken.

A Diagnostic Report may disqualify a mailing for a specific rate if the mailing does not meet applicable standards. For example, the Mailpiece Characteristics report may show that a mailing was entered as a letter, but is actually a flat. In this case the BME Clerk would perform a secondary physical verification of this characteristic. Based upon the results of this secondary test, the postage would be adjusted accordingly.

#### 333.2 **Postage Adjustment**

Currently the USPS assesses additional postage for poor quality, according to published thresholds and tolerances, for the following characteristics:

- a. Presort Verification.
- b. Barcode Readability.
- c. Barcode Digit String "9999" or "0000" errors.

- d. Shortpaid Metered Mail (First-Class Mail only).
- e. Piece Count (Permit Imprint) Accuracy.

Additional information on understanding postage assessments, rates, and thresholds is detailed in the MERLIN Reports (see [Exhibit A-13](#) in the Appendix).

### 334 Initial Verification

An Initial Verification is conducted on all mailings presented for acceptance. The review allows BME staff to greet the mailer courteously and quickly inspect a mailing for acceptance.

**Note:** If the mailpiece is not compatible with the physical characteristics outlined in the MERLIN Operators guide, use In-Depth Verification procedures for Non-MERLIN offices (see 322).

**Note:** If a permit is flagged with an eMIR report, the report must be viewed and the mailing must be inspected for the specific error reported in eMIR.

When conducting the Initial Review, follow the procedures in [Exhibit 334](#).

Exhibit 334 (p. 1)

#### Initial Verification Process for MERLIN Acceptance Sites

1. Review the postage statement.
  - a. Record the date and time of arrival in the upper right corner.
  - b. Review for the postage statement for completeness.
2. Check the *PostalOne!* System to:
  - a. Ensure mailing fees and authorizations are current including nonprofit authorization if applicable.
  - b. Ensure sufficient funds are available.
  - c. Determine if a MERLIN verification is due. If due, continue through step 8 of Initial Verification then proceed to MERLIN Verification procedures (see 335). If a MERLIN Verification is not due, proceed with steps 3–7.

**Note:** For mailings under 10,000 pieces, determine if a MERLIN verification is due. (The *PostalOne!* System will prompt the verification.) All mailings of 10,000 pieces or more will receive a MERLIN (in-depth) verification.
3. Ensure that required documentation has been submitted and perform a cursory documentation review (see 36).
4. Examine a mailpiece:
  - a. Determine if mailpieces are mailable under DMM 601.
  - b. Verify correct endorsements and markings including ancillary service endorsements.
  - c. Verify content eligibility (except First-Class Mail) by opening at least one of the mailpieces. (See [Exhibit A-2](#) in the Appendix.)
  - d. Determine if the correct mail processing category was claimed.
  - e. Determine if mailpieces require payment of the nonmachinable surcharge. (See [Exhibit A-3](#) in the Appendix.)
  - f. Verify proper postage payment format and eligibility.

Exhibit 334 (p. 2)

**Initial Verification Process for MERLIN Acceptance Sites**

5. Mailpiece Automation Compliance Review for MERLIN (see 323.2):
  - a. Perform Tap test as applicable for window envelopes. (See [Exhibit 323.24.](#))
  - b. Verify all letter size pieces are enveloped or comply with automation tabbing standards.
  - c. Mailings that fail the Mailpiece Automation Compliance Review are ineligible for automation rates. Return the mailing to the mailer for corrective action or, charge all pieces in the mailing the nonautomation rates.  
**Note:** Letter-size pieces that do not meet specific physical standards may be able to qualify for the flat-size automation rates.
6. Perform Mail Piece Count Verification for Combined/Value Added mailings. (See [Exhibits A-5](#) through [A-8](#) in the Appendix.)
7. Perform cursory review – As part of the Initial-Verification process, a cursory review is performed. Randomly review containers from the mailing and perform the following procedures:
  - a. Verify correct size labels are used (tray labels, sack labels and pallet labels) and correctly formatted.
  - b. Verify all tray, sack and pallet labels are legible.
  - c. Verify bundle label or optional endorsement lines are correct and that address and optional endorsement line or presort label on top piece of bundle is readable. (See [Exhibit A-9](#) in the Appendix.)
  - d. Verify bundle preparation for flat mailings meet the standards for securing bundles in the DMM.
  - e. Verify that all trays are sleeved with the exception of letter trays destinating within the origin SCF service area.
  - f. Verify that trays are strapped as applicable.
8. For mailings that do not pass the initial verification review:
  - a. If the customer is present, advise customer of errors and options for correcting mailing.
  - b. If the customer is not present, hold mail and notify customer of errors.
  - c. Record mailing information on Disqualified Mail Log. (See [Exhibit A-10](#) in the Appendix.)
9. For mailings passing the Initial Review, proceed as follows:
  - a. If a MERLIN verification is scheduled, complete the MERLIN worksheet and proceed to the MERLIN Verification (see 335).
  - b. If mailing is not MERLIN compatible, or if MERLIN machine is not operational and verification is scheduled, perform Non-MERLIN In-Depth Verification per 322.
  - c. If a MERLIN verification is *not* scheduled:
    - (1) Perform established weigh verification procedures on identical weight permit imprint mailings according to Non-MERLIN verification procedures using PS Form 8040, *Bulk Mail Acceptance Worksheet* (see 35). Mailings containing multiple rate categories that are submitted without supporting documentation (USPS Qualification Report) must be weight verified by rate category. Weight verification by rate category may also apply to identical weight precanceled stamp and metered mailings (see 353).
    - (2) Obtain piece weight for precanceled/meter mailings, if applicable.
    - (3) Perform shortpaid verification for First-Class Mail metered mailings.
    - (4) Enter postage statement and verification results in the *PostalOne!* System and release mail to operations.
    - (5) PS Form 3607, generated by the *PostalOne!* System, must be signed and dated by the clerk
    - (6) Attach copy of PS Form 3607 to the postage statement.
    - (7) A copy of PS Form 3607 must accompany each mailing staged for clearance to operations. Operations will compare the number of containers with the volume reported on PS Form 3607 and resolve any discrepancies with the BMEU.  
**Note:** PS Form 3607 must be completed by all acceptance points that have outgoing mail processing capabilities. This form is not required by associate offices (AOs) that transport their accepted mail to a larger facility for processing.



## 335 MERLIN Verification

### 335.1 Sample Selection and Preparation

Trays/sacks are selected for sampling from the “Random Generator List” produced each tour. The computerized list changes each time it is produced. The time and date must be printed on all copies produced to ensure that the most current list is being used.

This Random Generator List is an Excel spreadsheet that comes in two files, 1-6 Sample.xls and 7-10 Sample.xls. The most common file opened is the 1-6 Sample.xls. Within that file the most common tab used is: four 1-100. This method is used for the sampling process to ensure that the trays/sacks pulled will provide random information regarding that mailing. Also, this will ensure that the 500/1000 minimum piece totals per test are met.

### 335.11 Sample Size

Sample sizes are based on the volumes reported on postage statements.

- a. Sample size for mailings 10,000 pieces and under is a minimum of 500 pieces. If the total volume is less than 500 pieces, run the entire mailing.
- b. Sample size for mailings greater than 10,000 pieces is a minimum of 1,000 pieces.

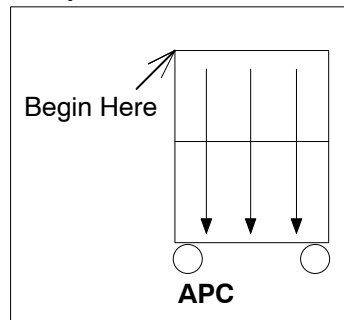
### 335.12 Sample Frequency

- a. Mailings of greater than 10,000 pieces will be tested each time.
- b. Mailings of 10,000 pieces or less will be randomly scheduled by the *PostalOne!* System.

### 335.13 Pulling the Sample

1. Identify sample trays:
  - (a) Establish a standardized order for counting the containers holding the trays. Once an order has been established, it must be followed consistently.
  - (b) Starting with the first container, count each tray beginning with the tray in the upper left corner — as shown in [Exhibit 335.13](#) — and count downward. At the end of the first row continue the count starting with the top tray in the next row. The count will end with the last tray in the bottom right corner.

Exhibit 335.13  
**Sample Selection**



- (c) Pull trays corresponding to the tray numbers identified on the MERLIN Worksheet.
2. Identify sample sacks:
    - (a) Establish a standardized order for counting the mail containers holding the sacks.
    - (b) Starting with the first container, count each sack.

### 335.2 **MERLIN Verification Procedures**

[Exhibit 331](#) and the MERLIN Operator's Guide provide detailed instructions on performing MERLIN verification tests.

[Exhibit A-13](#) in the Appendix provides a list of available reports and how they are used to interpret test results.

[Exhibit 335.2](#) provides instructions for printing MERLIN reports.

Mailings submitted under a Combined Mailing Agreement must additionally be verified using the Mail Piece Count Verification (MPCV) standard operating procedures. (See [Exhibit A-5](#) in the Appendix.) These procedures are to be used in either of the following two situations:

- a. When an MLOCR/BCS mailer presents a mailing containing any combination of pieces with different postage payment types (permit, metered, precanceled stamps).
- b. When pieces are metered at different rates of postage.

MERLIN is to be used to verify piece counts when all the pieces in a mailing are identical weight permit imprint.

## Exhibit 335.2

**Printing MERLIN Reports****PRINTING MERLIN REPORTS**

After processing mail and Run Complete Analyze button was selected the Reports Screen is displayed.

1. Is the **ERROR SYMBOL** (Round **Red X**) showing on any tabs? **If yes**, go to that tab.
2. Is the postage **Permit Imprint**? Is percentage of Difference less than or equal to 1%?  
**If yes**, print **1 copy** of PS Form 8040, use figures to complete postage statement and attach PS 8040 to postage statement.  
**If no**, Select Overwrite Button – Review each screen to ensure correct entries. If error was found, correct. Review PS 8040 again for results.
3. **Barcode Error**? If yes, go to a.
  - a. Review **POSTNET Barcode Exception Report**. Verify a variety of live pieces against the report. An Overwrite may be performed to eliminate one or more category. **Print 2 copies, 1 is attached to the postage statement and 1 is sent to the MDA.** OK – Exit – Proceed to b.
  - b. **POSTNET Barcode Readability** - Select Preview. Select Print, print **3 copies, 1 is attached to the postage statement, 1 is sent to the mail preparer, and 1 is sent to the MDA.** OK – Exit – Proceed to c.
  - c. Highlight **POSTNET Barcode Readability Adjustment Worksheet**. Select Preview. Print **2 copies, 1 is attached to the postage statement, and 1 is sent to mail preparer** ***Clerk must sign and date the bottom of each adjustment worksheet*** – OK – Exit.
4. **POSTNET Barcode Digit String**? If yes, review the MPID number to locate piece and validate that the barcode on the piece is in error. You must decode the barcode. If any error of either “0000” or “9999” entire barcode discount will be taken away. Print **2 copies** of POSTNET Barcode Digit String Report and attach one to the postage statement and provide the other to the customer. Highlight POSTNET Barcode Readability Adjustment Worksheet. Select Preview. Print **two copies, 1 is attached to postage statement, 1 is sent to mail preparer, *Clerk must sign and date the bottom of each adjustment worksheet*** – OK – Exit.
5. **Presort Error**? If yes, go to a.
  - a. Presort Verification will already be highlighted. Select Preview. Review 2866, were there errors? Were errors true errors (not SCF exceptions, clerk run errors)? Were errors over 5%? If yes, print **1 copy** and attach to postage statement. Complete “Disposition of Mailing” area in the lower right of the 2866; annotate the postage statement with the name of the mailer’s representative authorizing the additional postage charges. Print the Sort Exceptions Report. If errors are not true, proceed to b.
  - b. Overwrite Errors-Exit-Review 2866 again to make sure overwrite was accepted. (**TIP**) If errors are found you look at those errors under Sort Exception. You can find this an easier way to find the exact error in a particular tray/sack.

**Summary Verification Report:** Print 4 copies if you have a barcode failure, one is attached to postage statement, one is sent to mail preparer, one is placed in folder to complete weekly report.

***All barcode failures must be sent to the MDA.***

### 335.3 **MERLIN — Adjustments/Clarifications to the Verification Procedures**

#### 335.31 **Mailpiece Count Eligibility Adjustment**

Occasionally the random selection of trays will result in one representing a destination for which the mailer's documentation shows a total of exactly 150 pieces. For these destinations, a machine reject or failure by the mailer's equipment could cause a tray to contain less than 150 pieces, and potentially disqualify the destination from a lower rate of postage. Therefore, to be fair and consistent with all customers, a *two-piece tolerance* should be applied in this manner:

- a. If the USPS Qualification Report shows 150 total pieces to a destination, no adjustment will be assessed if the tray contains 148 or 149 pieces correctly sorted to that destination.
- b. Similarly, if the USPS Qualification Report Shows 151 pieces to a destination, no adjustments will be assessed if the tray contains 149 pieces correctly sorted to that destination.

#### 335.32 **Level-2 Overwrite**

Each time a mailing is sampled on MERLIN a review is performed by the MERLIN operator if any tolerance is exceeded. On any reports with a tolerance that has exceeded the acceptable percentage; the MERLIN operator will have a Supervisor or designee review all documentation regarding the error. That Supervisor/Designee must concur with the MERLIN operator or the Supervisor/Designee will perform a Level 2 overwrite.

#### 335.4 **Finalizing the Mailing**

1. Record verification results in the *PostalOne!* System.
2. If a mailing is disqualified for any reason in the verification process:
  - (a) Record on Disqualified Mail Log.
  - (b) Hold mail and notify mailer.
  - (c) Mailer has the following options:
    - (1) Rework the entire mailing.
    - (2) Pay additional postage for pieces disqualified (PS Form 2866, Line 15).
    - (3) Appeal any disqualification either prior to or after the mailing is released for processing.

In any case, the additional postage must be collected prior to release of the mailing. (See 335.7.)

3. When the mailing is accepted:
  - (a) Complete and sign postage statement.
  - (b) Input data from postage statement in the *PostalOne!* System.
  - (c) PS Form 3607, generated by the *PostalOne!* System must be signed and dated by the clerk.
  - (d) Attach copy of 3607 to the postage statement.

- (e) A copy of PS Form 3607 must accompany each mailing staged for clearance for operations. Operations must compare the number of containers with the volume reported on PS Form 3607 and resolve any discrepancies with the BMEU.

**Note:** PS Form 3607 must be completed by all acceptance points that have outgoing mail processing capabilities. This form is not required by associate offices (AOs) that transport their accepted mail to a larger facility for processing.

### 335.5 **General Review Policy**

A mailer always has the right to request a second level review following a failed MERLIN verification. The mailer should review mailings that fail and then consider filing an appeal if there is evidence that the results are inaccurate. (See 335.7.)

### 335.6 **Second Level Review for Barcode Readability and Digit String Errors**

A Mailpiece Design Analyst (MDA), Business Mail Entry Supervisor or a designated EAS employee must complete a second level review before final action is taken. A second level review must be completed if the operator is unable to validate Barcode Readability and Barcode Digit String '9999' errors; if requested to perform a second level review by the mailer; or to enable the mailing to proceed to the appeals process.

If a mailer requests a Second Level Review the following steps must be taken:

1. Ensure that the MERLIN operator followed proper procedures.
2. Review individual pieces found as errors against the barcode readability and error listing reports to ensure errors were identified correctly.
3. If MERLIN misread the error, an overwrite will be authorized.
4. Allow automation rate discounts.
5. Document the overwrite and file with postage statement.

If errors are confirmed, advise mailer of options to rework mailing, pay additional postage or appeal and proceed according to instructions under Finalizing the Mailing. Refer to 335.4.

At the mailers request, in the case of barcode readability errors, the second level review may be conducted by the MDA exclusively. The MDA will review live mailpieces that were identified with quality issues as quickly as possible. However, there may be a delay if the MDA does not reside at the acceptance site.

**335.7 Appeal Processes****335.71 Postnet Barcode Readability Appeal Process**

The readability verification results may be appealed through a unique appeal process. The appeal must be made by the mailer at the time the mailer is notified that the mailing has failed the barcode readability verification.

**335.711 Barcode Mail Acceptance Rate — 90 Percent**

- a. An adjustment factor will be used for mailings that fall between 89–80 percent. Mailings that fall between 79 percent and zero will be entered at nonautomation rates.
- b. The test mail must be kept in the same order as it was run. Test mail must be secured to ensure it is kept in correct order.
- c. Test mail must be isolated until the Mailer is notified.

The designated appeal site will run the mail and forward results to the Pricing and Classification Service Center (PCSC). The PCSC will issue the final agency decision in writing to the mailer and copy the Business Mail Entry Manager.

**335.712 Appeal Scenarios**

There are three appeal scenarios:

- a. Appeal results — pay additional postage — Enter balance of mailing — *Test Mail Is Returned to Mailer From Appeal Site.*
- b. Appeal results — pay additional postage — Enter balance of mailing — *Test Mail Is Entered at Appeal Site — Test Mail Is Not Returned to Mailer.*
- c. Withdraw mailing — appeal MERLIN results — Withdraw balance of mail awaiting appeal results — *Test Mail Is Returned to Mailer From Appeal Site.*

Detailed instructions for the appeal process are provided in [Exhibit A-14](#) in the Appendix.

**335.72 Barcode Digit String Appeal Process (For “9999” Errors only)**

The barcode accuracy digit string analysis will check a barcode for ZIP+4 codes of 9999 and 0000. There is no tolerance for a 0000 or an incorrect 9999 ZIP+4 code found in a mailing.

If no 0000 or incorrect 9999 ZIP+4 codes are found, no further action is taken.

If a 0000 or incorrect 9999 ZIP+4 code is found, the mailing is not eligible for the automation rates. The MERLIN operator will confirm any errors identified by reviewing the mailpieces shown in the Barcode Digit String Report

If errors are confirmed by the MERLIN operator, the mailer may pay the additional postage for the mailing at the nonautomation rates or take the mailing back and remove all pieces with ‘0000’ or incorrect 9999 ZIP+4 codes and re-enter the mailing.

If errors are not confirmed, then the mailing is eligible for the automation rates.

If the mailer disagrees with the test results, one of two options can be chosen.

*Option 1:* If, at the time of the mailing, the mailer disagrees with the results of the test, copies of the pieces in question may be faxed by the acceptance site to the Headquarters Business Mail Acceptance at 202-268-8273, attention: MERLIN Digit String Appeal. Headquarters BMA will consult with the National Customer Support Center (NCSC) to validate the errors. If the NCSC confirms that the '9999's are valid the mailer will receive automation rates. Headquarters BMA will notify the acceptance site of the results of the consultation with NCSC.

*Option 2:* If the mailer disagrees with the test results after the mailing has entered the mailstream, they may send a written appeal to the postmaster within 30 days. The appeal is forwarded to the Pricing and Classification Service Center (PCSC) for review and final agency decision.

See [Exhibit 335.72](#).

Exhibit 335.72

### **Barcode Digit String "9999" Appeals Process**

The digit string analysis is performed to detect invalid "9999"s. Any incorrect 9999 ZIP+4 codes that are found are included in the MERLIN Barcode Digit String Report for the mailer to review. If the mailer disagrees with the test results, one of two options can be chosen:

- If, at the time of the mailing, the mailer disagrees with the results of the test, copies of the pieces in question may be faxed by the acceptance site to the Headquarters Business Mail Acceptance at 202-268-8273, attention: MERLIN Digit String Appeal. Headquarters BMA will consult with the National Customer Support Center (NCSC) to validate the errors. If the NCSC confirms that the '9999's are valid the mailer will receive automation rates. Headquarters BMA will notify the acceptance site of the results of the consultation with NCSC.
- If the mailer disagrees with the test results after the mailing has entered the mailstream, they may send a written appeal to the postmaster within 30 days. The appeal is forwarded to the Pricing and Classification Service Center (PCSC) for review and final agency decision.

### 335.73 **MERLIN Appeals for Other Than Postnet Barcode Readability Issues**

Customer appeals concerning all issues other than Postnet Barcode Readability must be sent to the Pricing and Classification Service Center (PCSC). Appeals should be reviewed by the district Manager, Business Mail Entry Manager before they are sent to the PCSC.

### 335.8 **Mailpiece Design Analyst (MDA) Address Accuracy and Barcode Readability Assistance**

The following steps are to be taken when a mailing is found to have "0000" and/or "9999" errors or a Barcode Readability Failure:

- a. Business Mail Entry (BME) clerks must ensure the pieces were correctly read by MERLIN and if so that additional postage is collected.

- b. BME clerk provides the MDA with contact information for the customer or *mail preparer* whose mailing contained errors. (Copy of Postage Statement should contain these elements.)
- c. BME clerk submits a copy of the mailpiece(s) found as errors, the Summary Verification Report, the Barcode Readability Report and/or the Barcode Digit String Report to the MDA.
- d. MDA reviews the report, contacts the customer and requests a Coding Accuracy Support System (CASS) Report (PS Form 3553).
- e. MDA then consults with the mailer to discuss the errors with their software vendor.

## 34 Verification Procedures for Non-MERLIN and Non-PostalOne! Acceptance Sites

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### 341 Overview

The acceptance procedures outlined in this section are intended for non *PostalOne!* and non MERLIN associate offices accepting low volume/low risk presorted mailings. These offices would not have titled bulk mail clerks or technicians.

It is at the discretion of the Manager, Business Mail Entry whether or not these procedures apply to a particular office. The Manager, Business Mail Entry must provide written approval for offices to participate in these reduced verification procedures. Contact your district Manager, Business Mail Entry for guidance.

Any office not approved by the MBME must comply with procedures outlined in 32 for Non-MERLIN *PostalOne!* sites.

### 342 Initial Verification Procedures

All discounted mailings are subject to the verification procedures in [Exhibit 342](#). Once a mailing has passed this process it is cleared for processing.

**Note:** [Exhibit A-1](#) in the Appendix provides a checklist that can be used in performing a verification.



Exhibit 342 (p. 1)

**Initial Verification Procedures for Non-MERLIN and Non-PostalOne! Acceptance Sites**

1. Review the postage statement for completeness.  
The mailer must complete all applicable blocks in the Mailer, Mailing and Postage sections of the postage statement including the signature and printed name in the Certification section.
2. Review manual ledger (PS Form 3609 or PS Form 25) to ensure that:
  - a. Mailing fees and authorizations are current, including nonprofit status if applicable.
  - b. Sufficient funds are available.
3. Examine a mailpiece to:
  - a. Verify that endorsements and rate markings, including ancillary service endorsements are correct.
  - b. Postage payment methods meet format and eligibility requirements.
  - c. Determine if the correct mail processing category was claimed.
  - d. Verify content eligibility (except First Class) by opening and examining one of the mailpieces. (See [Exhibit A-2](#) in the Appendix.)
  - e. Determine that the mailpiece meets mailability standards under DMM 601.
  - f. Determine if mailpieces require payment of the nonmachinable surcharge. (See [Exhibit A-3](#) in the Appendix.)
4. If mailing is metered First-Class Mail, perform shortpaid meter sampling using PS Form 6116. (See [Exhibit A-4](#) in the Appendix.)
5. Ensure all required documentation has been submitted and perform a cursory documentation review. (See 36.)
  - a. Verify that the proper documentation has been received and is correct. Verify that the total piece count and postage summary match the figures for each of the rate categories shown on the postage statement(s). Match the piece counts of *all* rate categories. If discrepancies are observed between the postage statement and documentation, *do not accept the mail*. Notify the mailer immediately if the Qualification Report is missing or does not agree with the volumes on the postage statement. Do not accept the mailing until the mailer presents the correct Qualification Report and postage statement that matches the mailing submitted.
  - b. If the customer has not submitted documentation verify that the customer has physically separated the mail according to rate category. For example. All mail qualifying for a 5 digit rate must be segregated from all other mail.
6. For automation mailings, conduct an Automation Compliance Review (see 323.2). If bar code quality errors are noted, conduct barcode quality review (see 323.3).
7. Presort Review:
  - a. Verify correct size labels are used (tray labels for trays, sack labels for sacks and pallet labels for pallets).
  - b. Verify Tray/sack/pallet labels are legible.
  - c. Verify bundle labels/optional endorsement lines are correct.
  - d. Verify bundle integrity meets the standards for securing bundles as provided in the DMM.
  - e. Verify all trays are sleeved. (Check with your District BME Mgr. for any possible exceptions.)
  - f. Verify applicable trays are strapped with USPS approved strapping.  
**Note:** Strapping is not required for any letter tray placed on a 5-digit, 3-digit, or SCF pallet secured with stretch-wrap. In addition, if the processing and distribution manager gives a written waiver, strapping is not required for any letter tray destined within the origin SCF (mail processing plant) service area. (Check with your District BME Mgr. for any possible exceptions.)

Exhibit 342 (p. 2)

**Initial Verification Procedures for Non-MERLIN and Non-PostalOne! Acceptance Sites**

- g. Verify the contents of two trays/sacks match the label destination line to ensure pieces are sorted to finest extent required by standard. If possible, verify the mail in these trays against the documentation submitted with the mailing.
- If you find presort errors, and the mailer is present, have them make the necessary corrections.
- If the mailer is not present, or refuses to make corrections, and the errors you find would impact postal operations significantly (see examples below), then you must complete PS Form 2866.*
- If the mailing fails the presort review, it is critical that you contact the mailer and provide them the options outlined in item 10 below.
8. For mailings paid using a permit imprint you *must* verify the total pieces in the mailing by weight verification. Mailings containing multiple rate categories that are submitted without supporting documentation (USPS Qualification Report) must be weight verified by rate category. Refer to 353 for instructions.
9. If the mailing is accepted:
- Complete and sign postage statement.
  - Input data from the postage statement on your manual ledger (PS Form 3609 or PS Form 25).
  - The mailing is completed and no further action is required.
10. If a mailing is disqualified, as documented on PS Form 2866, you must do one of the following:
- Give the mailer the option of reworking the mailing to correct errors.
  - Pay the single piece rate on that portion of the mailing found to be in error.
- Record any errors on the Disqualified Mailing Log.
- If the mailer corrects the errors, verify the corrections were made and sample a different portion of the mailing.
11. Once the mailer has either reworked the mailing, and you have verified it for proper makeup, or paid additional postage:
- Complete and sign postage statement.
  - Input data from the postage statement on your manual ledger (PS Form 3609 or PS Form 25).

## 35 Volume and Weight Verification

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### 351 Purpose

This section assists acceptance employees to do the following:

- Determine whether the pieces and weights reported by mailers on their postage statements are accurate.
- Make allowance for tare weights and explain variances among individual containers.
- Understand the procedures to follow when USPS calculations do not agree with the mailer's figures on a postage statement.

### 352 Responsibility

#### 352.1 Mailers

Each mailer must correctly prepare, complete, and sign the appropriate postage statement. The postage statement must include the weight and number of pieces in the mailing.

## 352.2 BME Employees

Acceptance employees protect revenue owed to the Postal Service by ensuring that mailers pay the correct postage based on eligibility and presort makeup, and that postage statements accurately reflect mailings.

## 353 Identical Weight Mailings

### 353.1 General

Identical weight mailings of First-Class Mail, Standard Mail, and Package Services may be presented with postage paid by permit imprint or meter stamps. Identical weight mailings of First-Class Mail and Standard Mail may also be presented with precanceled stamps. Postage affixed mailings with standardized documentation do not have to have a piece count weight verification. However, postage affixed mailings may be weighed for total weight at the discretion of the local office.

Identical weight mailings, without fully paid postage, submitted for mailing without the corresponding PAVE approved or standardized documentation must have each rate level within the mailing weight verified (353.3) to determine piece count accuracy. In addition to permit imprint mailings, this includes mailings with precanceled stamps and meter stamp mailings with less than full postage affixed to each piece.

**Note:** For meter stamp mailings, only the rate levels with less than full postage affixed need a weight and piece count verification.

### 353.2 Weight Calculation of Single Piece

Identical pieces in the same mailing can vary slightly in weight because of differences in paper thickness and moisture absorbed by paper. Therefore, never weigh just one piece to get the weight of a single piece. Instead, weigh at least 10 pieces, selected from different parts of the mailing to compute the average weight of a single piece.

**Note:** It may be necessary to expand the number of pieces to come up with an accurate average piece weight, especially for postcard mailings.

### 353.3 Verifying Mailer's Piece Counts

Acceptance employees must verify piece counts and net weights for all permit imprint mailings. The mailer's piece counts must also be verified by rate level when identical weight mailings are submitted by the mailer without documentation (see 353.1). The most common method for verifying a mailer's piece count is to:

- a. Find the total tare weight of a mailing or rate level by adding together the tare weight of all mailing containers within the mailing or rate level (that is, trays, sacks, pallets, and rolling stock).
- b. Deduct the total tare weight from the gross weight measured on the scale. (The result is the net weight, the weight of the mail subject to postage.)

- c. When all the pieces in a mailing or rate level are identical, determine the piece count by dividing the net weight by the USPS computed weight of a single piece.

#### 353.4 **Documenting the Weighing Process**

For small-volume mailings that require only one gross weighing, document the gross weight, net weight, and tare weight on the Postage Statement.

Permit imprint mailings that require multiple weighings (due to the number of containers), record the figures on part 1 of PS Form 8040, *Bulk Mail Acceptance Worksheet*. Attach the PS Form 8040 to the postage statement as a reference. This documentation may be needed should reweighing be necessary or if the computations on the postage statement are questioned.

*Tare Weight Values.* Tare weight values are published in tables, marked on mailing equipment, or obtained by weighing empty equipment. Both nationally and locally published standard values may be used. (See [Exhibit 353.4](#).)

## Exhibit 353.4

**Container Tare Weights**

<b>MAIL SACKS &amp; POUCHES</b>				<b>TARE WEIGHT(S)-LBS.</b>
8105-05-000-4907	01	#1 SACK CANVAS/POLY WHITE, - Cordura	40 x 31	1.47 / 2.34
8105-05-000-4907	01	#1 SACK CANVAS/POLY WHITE, -Canvas	40 x 31	3.43 (average)
8105-05-000-4909	01P	#1 SACK PLASTIC WHITE	39 x 30	0.34
8105-05-000-4910	02	#2 SACKM CANVAS/POLY WHITE -Cordura	40 x 24	0.90 / 1.16 / 1.20
8105-05-000-4910	02	#2 SACK CANVAS POLY WHITE, - Canvas	40 x 24	1.98 (average)
8105-05-0004912	02P	#2 SACK PLASTIC WHITE	36 x 27	0.26 / 0.28 / 0.30
8105-05-000-4913	03	#2 SACK BROWN - Canvas	41x 24	1.78 (average)
8105-05-000-4913	03	#2 SACK BROWN - Cordura	41x 24	1.2
8105-05-000-4914	03P	#2 SACK PLASTIC BROWN	32 x 31	0.26 / 0.28
8105-05-000-4916	04	#3 SACK WHITE - Cordura	25 x 24	1.1 / 1.16 / 1.2
8105-05-000-4916	04	#3 SACK CANVAS/COTTON WHITE	25 x 24	1.73 (average)
8105-05-000-4918	04P	#3 SACK PLASTIC WHITE,	30 x 24	0.23 / 0.28
8105-05-000-4919	05	#3 SACK BROWN - Canvas	25 x 24	1.2 (average)
8105-05-000-4919	05	#3 SACK BROWN - Cordura	25 x 24	0.7
8105-05-000-4921	05P	#3 SACK PLASTIC BROWN	25 x 23	0.23 / 0.24
8105-05-000-4924	09	#2 POUCH CANVAS WHITE	40 x 24	2.46 (average)
8105-05-000-4924	09	#2 POUCH WHITE, - Cordura	40 x 24	0.90 / 0.97
8105-05-000-4926	12M	US PRIORITY NYLON ORANGE - Modified	40 X 31	0.74
8105-05-000-4928	12P	US PRIORITY POUCH PLASTIC ORANGE	40 x 31	0.34
8105-05-000-4929	13	FCM #1 POUCH NYLON GREEN	36 x 24	0.50 / 0.60 / 0.70
8105-05-000-4936	18G	SECURITY POUCH LINER NYLON GREEN, RED, OR GRAY	31 x 42 x 49	3.91
8105-05-000-4938	20M	LG EXPRESS PCH NYLON, BLUE/ORANGE, - Modified	40 x 31	0.69 / 0.73 / 0.74
8105-05-000-4940	20P	EXPRESS POUCH PLASTIC BLUE/ORANGE,	36 x 31	0.35
8105-05-000-4947	35P	FOREIGN AIR PP POUCH PLASTIC BLUE	40 x 31	0.34
8105-05-000-4950	36P	US MAIL FOREIGN SACK PLASTIC GRAY	40 x 31	0.34
<b>TRAYS</b>				
3920-05-500-4996	72	3-SIDED FLATS TRAY	26 X 11.3 X 6.5	2.41
3920-05-000-4953	74	MM FIBERBOARD TRAY	24.5 X 11.5 X 5.25	0.80
3920-05-000-4954	74E	EXT MM TRAY PLASTIC	25 X 11.75 X 6	1.0
3920-05-000-4955	74H	1/2 SIZE MM TRAY FIBERBOARD	13.8 X11.5 X 5.25	0.60
3920-05-000-4956	74HP	1/2 SIZE MM PLASTIC	13.8 X 11.5 5.25	0.60
3920-05-000-4959	74P	MM PLASTIC TRAY	24.5 X 11.5 X 5.25	0.80
3920-05-000-4963	78	4-SIDED FIBERBOARD TRAY	18 X 13 X 11	1.40
3920-05-000-4965	78P	4-SIDED PLASTIC FLATS TRAY	18 X 13 X 11	1.94
7110-01-365-9563	80	SMALL PARCEL & BUNDLE TRAY - PLASTIC	20.5 X 19 X 14	3.1
<b>SLEEVES</b>				
7110-02-000-7803	75	MM SLEEVE FIBERBOARD	24.5 X 11.5 X 5.25	1.0
3920-05-000-4961	75E	EXT. MM SLEEVE FIBERBOARD,	25 X 11.75 X 6	1.1
3920-05-000-4962	75H	1/2 SIZE MM SL FIBERBOARD,	13.8 X 11.5 X 5.25	0.50 / 0.60
<b>LIDS</b>				
7110-00-837-7987	79	4-SIDED LID - FIBERBOARD,	27 x 23	0.67
3920-05-000-4968	79P	4-SIDED FLAT LID PLASTIC,	27 x 19	0.45
7110-02-000-7806	81	SMALL PARCEL & BUNDLE LID - PLASTIC	29 x 25	0.97

Tare on Rolling Stock. BMEUs require mailers to unload their mailings onto USPS rolling stock for transport to a scale. The tare weight of rolling stock must be marked on the equipment to calculate the net weight of the mail.

Transfer mailings presented in unknown tare or non-tare weight marked rolling stock (such as hampers or nutting trucks) to equipment with a known tare weight before weighing the mailings. Do not weigh tare for a mailing if an alternative acceptance procedure (such as manifesting or Optional Procedure (OP) Mailing System) is authorized by Business Mailer Support.

When weighing rolling stock note or stamp the weight and date that it was weighed on the equipment. Rolling stock must be reweighed at least once a year and every time it is repaired. Generally, reweighing of rolling stock is performed by Maintenance.

*Sack and Pouch Weight.* Exhibit 353.4 lists representative tare weights for sacks, trays, and pouches. Use these weights when the exact tare weight is unknown to avoid removing the mail from the container.

### 353.5 **Interpreting Results**

Identical-Weight Pieces — Postage charges for permit imprint mailings of identical-weight pieces are determined by USPS verification of piece counts. Verify the mailer's piece counts by dividing the USPS official weight of a single piece into the net weight of the mailing (gross weight less tare weight) unless the weigh verification is waived because the mailer is authorized to mail under an Optional Procedure Mailing System (OP), Combined Mailing, Manifest Mailing System (MMS), or Alternative Mailing System (AMS).

If the USPS computed piece count is not within + or – 1 percent of the mailer's piece count, weigh another 10 piece sample to ensure the single-piece weight is accurate. If this does not resolve the 1 percent tolerance issue, perform tare correction.

An allowance of 10 percent of the tare weight factor (for trays, sacks, or pallets) may be used to balance to the mailer's piece count. If the USPS piece count still does not correspond (within  $\pm 1$  percent of) to the mailer's postage statement reweigh the mailing to confirm original figures. If the piece count is still out of tolerance, notify the mailer that, for the mailing to be accepted, the mailer must agree to the USPS piece count. If the mailer agrees, revise the postage statement (see 355). Annotate the postage statement with the name of the person authorizing the change in postage statement piece counts and cost. The summary of these calculations follows:

GROSS WEIGHT – TOTAL TARE = NET WEIGHT.

NET WEIGHT / USPS SINGLE PIECE WEIGHT = USPS PIECE COUNT.

USPS PIECE COUNT – MAILER'S PIECE COUNT = DIFFERENCE.

If the difference is within 1 percent of the USPS piece count, accept the mailer's piece count. If the difference is greater than 1 percent, refer to 355.

Use part 2 of PS Form 8040 to determine piece counts for multiple weight-verified identical-weight piece mailings.

## 354 **Non-Identical Weight Pieces**

### 354.1 **General**

There are no practical weighing procedures for accurately determining piece counts for mailings of non-identical-weight pieces. These mailings are typically paid with postage affixed (precanceled stamps or postage meter strips) unless the mailer has special postage payment system authorized by Business Mailer Support. In addition, the conditions for submitting mailings of non-identical weight pieces vary between mail classes and postage payment methods. The following sections apply to mailings of non-identical weight pieces paid under a permit imprint advance deposit account.

Since postage affixed (meter/precanceled stamp) mailings may be non-identical weight, a piece count weight verification is not an accurate process. Postage affixed mailings with standardized documentation do not have to have a piece count verification. However, postage affixed mailings may be weighed for total weight at the discretion of the local office.

### 354.2 **First-Class Mail**

There are no provisions for weigh-verifying permit imprint First-Class Mail mailings of non-identical-weight pieces. Permit imprint mailings of non-identical weight pieces must only be accepted if authorized under a special postage payment system authorized by Business Mailer Support.

### 354.3 **Presorted Standard Mailings**

Mailings made at the presorted Standard Mail rates are subject to either the minimum per-piece rate or the piece/pound rate. The rate that the mailer pays is determined by the weight of a single piece. All Standard Mail mailings will be charged the appropriate minimum per piece rate for pieces that weigh 3.3 ounces or less. Mailpieces that weigh more than 3.3 ounces but less than 16 ounces are charged an appropriate per piece charge and pound charge based on the weight of the piece. When combined, the two charges make up the piece/pound rate.

**Permit Imprint.** There are no provisions for weigh-verifying permit imprint mailings of non-identical weight pieces mailed at the piece rates. Accept these mailings only if they are authorized under a special postage payment system authorized by Business Mailer Support.

Presort mailings of non-identical weight pieces mailed at the piece/pound rate may be mailed using a permit imprint when the permit imprint account is used to pay the per-pound rate portion of the total postage, and a meter stamp is affixed to each piece to pay the per-piece rate portion. In these cases, weigh the total mailing to verify the weight of the mailing for only the per-pound rate portion of the total postage. Use part 2 on PS Form 8040 to verify the per-pound rate portion of non-identical weight piece mailings paid by permit imprint.

### 354.4 **Package Service Mailings**

Package Services mail includes the following sub-classes:

- a. Parcel Post.
- b. Bound Printed Matter.
- c. Media Mail.
- d. Library Mail.

Mailings made at the Parcel Post rates are based on pound or fractions thereof and are zone based.

Mailings made at the single piece Bound Printed Matter rates are subject to a per-piece rate based on the weight of a mailpiece and are zone based. Presorted and carrier route Bound Printed Matter rates are based on a per-piece and per-pound rate and are zone rated.

Mailings made at the Media Mail and Library Mail rates are based on pounds or fractions thereof only and are not zoned based.

### 354.41 **Permit Imprint**

There are no provisions for weigh-verifying permit imprint mailings of non-identical weight pieces. Accept these mailings only if they are approved under a special postage payment system authorized by Business Mailer Support.

**Exception:** Bound Printed Matter mailers may pay the per-pound rate portion of the total postage through a permit imprint advance deposit account, and the per-piece rate portion by affixing a meter stamp to each piece in the mailing. In these cases, weigh the total mailing to verify the weight of the mailing for only the per-pound rate portion of the total postage. Use part 2 on PS Form 8040 to verify the per-pound rate portion of non-identical weight piece mailings paid by permit imprint.

### 354.42 **Postage Affixed Mailings**

Package Services mailings of non identical-weight pieces with postage affixed by meter stamps must bear the correct postage on the mailpiece. Precanceled stamps may not be used to pay postage on any Package Services mail.

### 355 **Revisions to Postage Statements**

If the piece count or net weight claimed by the mailer does not reflect the number of pieces or net weight calculated by the BMEU and a change must be made to the postage statement, take these steps:

1. Complete part 3 of PS Form 8040 for all mailings that require a change to the number of pieces or net weight claimed by the mailer. This worksheet documents the calculations for the USPS piece count and net weight.
2. The BMEU supervisor or designee must confirm the acceptance employee's figures.



3. Reweigh the mailing if the mailer requests. Errors can be caused by a container improperly placed on the scale, by using incorrect tare weights or by inadvertently commingling mailings.
4. Follow the procedures below for underweight and overweight mailings:
  - (a) Notify the mailer before changing a postage statement (unless a letter from the mailer is on file authorizing the Postal Service to make necessary changes).
  - (b) The mailer or mailer's agent must agree to and initial any change to the postage statement.
  - (c) If the adjustment is approved by telephone, note the time, date, and person approving the adjustment on part 3 of PS Form 8040 and/or on the front of the postage statement in the designated area.
5. If authorized by the mailer to revise the postage statement, draw a single line through the information to be changed and write the corrected information, initialing the change.

## 356 Weighing

### 356.1 Scales

#### 356.11 Balance Beam Scales

A balance beam scale cannot weigh accurately unless the beam is floating in balance. When a load is on the scale's platform and the nearest weight is selected, the beam normally rests at the top or the bottom of its swing range. The only way to get an accurate reading is by trial and error. Use the following procedure:

1. Put 10 pieces on the scale (if the 10 pieces together weigh more than a pound, use fewer than 10 pieces).
2. Move the poise right or left to get a balance.
3. If the scale cannot be balanced to a specific weight increment, add another piece and move the poise again to get the scale to balance on an ounce or half-ounce reading.
4. Keep adding pieces and moving the poise until a balance is achieved.
5. Count the pieces on the scale and divide the result into the combined weight of those pieces to get the average weight of a single piece.

**Example:** What is the average single piece weight when the beam balances at 7 ounces with 11 pieces on the platform? Answer: 0.6363 ounce (7 ounces divided by 11 pieces).

#### 356.12 Electronic Scales

**Note:** See [Exhibit 262.3](#).

**356.121 Weighing Without a Container**

When using electronic scales, follow the manufacturer's instructions for obtaining the weight of a single piece. These instructions are normally printed on the scale and in the operating manual. A simple way to obtain a reliable average weight of a single piece on an electronic scale is to place 10 pieces on the platform. When a stable reading is reached, divide the weight displayed by 10. Note whether the scale is set to weigh in ounces or pounds so that the weight is expressed correctly. BMEU calculations generally use pounds (rather than ounces) in determining total pieces.

**356.122 Weighing With a Container**

It is often more convenient to weigh mail in a container such as a tray. Electronic scales can be reset to zero with an empty tray on the scale platform so that when a tray is filled with mail, only the weight of the contents is displayed.

After resetting the scale to zero and placing the mail and container back onto the scale, divide the displayed weight by the average weight of a single piece to determine the number of pieces in that container. Use this method to avoid weighing the tray separately and subtracting the tare weight from the total weight of the loaded tray.

**Example:** What is the piece count of a four-sided plastic tray of identical-weight (0.7920 ounce per piece) First-Class Mail with a total weight of 14 pounds? Answer: 202 pieces. (For this example, the gross weight of the tray is 14 pounds and the tare weight of the tray is 4 pounds.)

Solution:

1. First, subtract the tare weight from the gross weight.  
(14 pounds – 4 pounds = 10 pounds.)
2. Next, convert the ounce weight of a single piece to a pound weight.  
(0.7920 ounce / 16 = 0.0495 pound.)
3. Finally, divide the weight of a single piece into the net weight of the mail.  
(10 pounds / 0.0495 pound = 202 pieces.)

**356.2 Scale Use**

All scales used to find piece weights for business mail entry must be tested daily at the beginning of each tour. Use certified weights of one ounce and five pounds to test the scale but do not exceed the capacity of the scale. Weight sets containing additional weights of four ounces and/or one pound may also be used, however, it is only necessary to use the one ounce and five pound weights when testing scales.

Zero the scale before placing test weights on the scale platform. Then with the test weights on the scale platform, the electronic scale must read within “+” or “-” .002 pound for up to and including one pound and “+” or “-” 0.01 pound when the five pound weight is on the platform. Any scale which cannot read “zero” properly or which is out of tolerance must be taken out of service.

**Note:** Test weight sets may be obtained from the Material Distribution Center (MDC) and are listed in Publication 247, *Supply and Equipment Catalog*, under PSIN O852.

To obtain accurate scale readings and avoid damage to scales, observe these practices:

- a. Place the scale in a level location, free from drafts. After finding a good location for the scale, mark it in case the scale must be moved temporarily.
- b. Center the load on the scale platform. Weights placed on the perimeter (outside edge) of the scale platform can cause inaccurate readings.
- c. Avoid overloading any scale. Know the capacity of each scale and choose the scale according to the load.
- d. Avoid dropping or banging any weight on scale platforms.
- e. Keep electronic scales plugged in at all times. Unplugging electronic scales affects their calibration and necessitates a warm-up period of up to one hour.
- f. To simplify calculations, measure weights in pounds if possible. However, because some rates are based on ounce increments, calculate an average weight per piece, expressed in ounces, for all First-Class Mail and Standard Mail mailings.

### 356.3 Tare Weight

**Note:** See [Exhibit 353.4](#).

Tare weight is the weight of the container(s) used in presenting or transporting a mailing. The empty container weight (tare weight) is not subject to postage charges except for Express and Priority Mail Drop Ship. Tare weight does not include material used to form a bundle (such as rubber bands, string, shrink wrap, or envelopes in the case of Periodicals publications multiple copies).

### 356.4 District-Computed Tare Values

Standardized tare weights are based on average weights of new equipment and are found in Handbook PO-502, *Container Methods*. In districts where older or repaired equipment is used, district managers may locally compute tare weights by weighing at least 100 identical pieces of equipment, such as number two canvas sacks. The results must be averaged and posted at each acceptance site. The district manager must sign and date this posted notice, which is valid for no more than two years. When such sampling is done, the district manager must mail a dated copy of the results to the Pricing and Classification Service Center manager. (Individual Post Offices may not locally compute their own tare values.)

### 356.5 Maximum and Minimum Tare Limits

A practical way to compensate for variable tare weights of trays, sacks, and containers is to allow a correction factor for tare weight. Use a correction factor of  $\pm 10$  percent (or  $\pm 1.1$ ) for the mixture or poor condition of equipment.

The allowable tolerance decreases in direct proportion to the acceptance employee's degree of certainty about the mailer's containers. For example, for a Standard mailing using only number three plastic sacks, the tare can be established to a near-zero tolerance factor. A standardized formula is included on PS Form 8040.

### 356.6 **Conversions**

To simplify conversions between ounces and pounds, convert weights as follows:

- a. *Ounces to Pounds:* Divide the number of ounces by 16. (For example, to convert 5-3/4 (5.75) ounces to pounds, divide 5.75 ounces by 16 = 0.3594 pound.)
- b. *Pounds to Ounces:* Multiply the decimal pound reading by 16. (For example, to convert 0.1875 pounds to ounces, multiply 0.1875 pound by 16 = 3 ounces.)

## 36 Mailing Documentation

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### 361 **Overview**

Generally, documentation is required from a mailer when a mailing is presented to the USPS. Supporting documentation of postage (USPS Qualification Report) is required unless the correct rate is affixed to each piece or each piece is of identical weight and the pieces are separated by rate when presented for acceptance.

**Note:** For automation rate mailings, this exception only applies to mailings of less than 10,000 pieces.

### 362 **Postage Statements**

Any mailing claiming a discount and all permit imprint mailings must be accompanied by a postage statement completed and signed by the mailer (in duplicate if the mailer wants a receipted copy). A change made to any postage statement requires the mailer (agent) to correct the postage statement accordingly and notate the correction.

### 363 **Standardized Documentation (USPS Qualification Report) Standards**

Standardized documentation (see DMM 708.1) describes the preparation, rate levels, and content of the mailing; details the volume and postage data and by comparison with the actual mailing it describes, supports the claims contained on the postage statement accompanying the mailing and allows the USPS to verify its accuracy. Documentation must be submitted when specified for the rate claimed or postage payment method used. Standardized documentation must be produced by software certified under

the Presort Accuracy and Evaluation (PAVE) program or the Manifest Analysis and Certification Program (MAC).

### 364 **Documentation Standards for Automation Mailings**

Each automation rate mailing must be accompanied by presort and rate documentation produced by PAVE-certified (or MAC-certified software) or by standardized documentation. (DMM 234, 244, 334, 344.4.3)

**Exception:** For letter mailings of fewer than 10,000 pieces, presort and rate documentation is not required if postage at the correct rate is affixed to each piece or if each piece is of identical weight and the pieces are separated by rate when presented for acceptance. Mailers may use a single postage statement and a single documentation report for all rate levels in a single mailing.

### 365 **Reporting Multiple Mailings on One Statement**

Each group of pieces prepared as a separate mailing must be presented with a postage statement using the correct USPS form for the particular class, rate, and postage payment method. A mailer may report more than one mailing from a single job on the same postage statement if the mailings are presented at the same time for verification, the pieces are in the same processing category, each mailing separately meets all applicable eligibility standards, and the number of pieces in each mailing is separately reported on the postage statement.

**Note:** Mailers may submit multiple mailings (of different presort levels) on the same postage statement, therefore requiring a separate verification on each mailing claimed on the postage statement

### 366 **Preparing Documentation**

Documentation may be presented in abbreviated form or on computer-readable media. Required documentation must be presented with every mailing. Exception: In some cases, applicable standard authorize the use of one set of documentation to support multiple mailings or mailings that are part of the same job or cycle.

### 366.1 **Facsimile Postage Statements**

Facsimile postage statements must contain data and elements in locations as close as possible to where they appear on the USPS form. Data fields that do not pertain to information and rates claimed in the mailing and other extraneous information that appears on the USPS form do not have to be included. Facsimiles must include all other information pertaining to the mailing, including the class of mail (or subclass as appropriate), postage payment method (e.g., permit imprint), and four-digit form number (hyphen and suffix optional). All parts, and line numbers within each part, must reflect those on the USPS form. In some cases, this can include fields from multiple USPS forms onto a single facsimile. Most importantly, the facsimile must fully and exactly reproduce the "Certification" and "USPS Use Only" fields that

appear on the USPS form. A facsimile postage statement produced by software certified by the USPS Presort Accuracy Validation and Evaluation (PAVE) or Manifest Analysis and Certification (MAC) program is considered a USPS-approved form for these standards. Others may be approved by the entry office postmaster.

### 366.2 **Standard Format for Documentation**

Documentation must be produced by software certified under the Presort Accuracy Validation and Evaluation (PAVE) program or the Manifest Analysis and Certification (MAC) program, appropriate for the accompanying class of mail and rate claimed, or the documentation must be prepared as standardized documentation according to this section. Standardized documentation contains the elements described in DMM 708.1.0 in Standardized Documentation for First-Class Mail, Periodicals, Standard Mail, and Flat-Size Bound Printed Matter, as applicable. Documentation produced by PAVE-certified or MAC-certified software is considered standardized documentation.

### 367 **Documentation Review**

Perform a cursory documentation review during the “Initial Verification” process for all mailings submitted with standardized documentation.

Verify the proper documentation has been received and is correct for the mailing presented. Verify the total piece count and postage summary match the figures for each of the rate categories shown on the postage statement(s). Match the piece counts of *all* rate categories. If discrepancies are observed between the postage statement and documentation, *do not accept the mail*. Notify the mailer immediately if the Qualification Report is missing or does not agree with the volumes on the postage statement. Do not accept the mailing until the mailer presents a Qualification Report that matches the postage statement submitted.

### 368 **Electronic Documentation**

#### 368.1 **Electronic Documentation (e-Doc)**

The *PostalOne!* System provides an automated alternative to submitting manual documentation. It enables customers to send detailed mailing data electronically to the Postal Service. Electronic documentation reduces the amount of hardcopy documentation the customer will have to physically bring to the business mail acceptance unit or store in their mailing facility. This reduces handling costs, printing and storage needs. Customers will have online access to information that they can use to manage their businesses.

#### 368.2 **eDoc Documentation Verification Procedures**

1. Compare postage statement to appropriate presort summary information.

2. Check the number of pieces by rate listed on the back of the postage statement against the number of pieces and rate information listed in the presort summary.
3. Check piece count totals from the postage statement against piece count totals from the presort summary (Rate Level Summary).

### 368.3 **Electronic Postage (e-Postage)**

Enables customers to electronically send detailed mailing data instead of completing manual postage statements. Customers will be able to download an estimated postage summary and view individual postage statements within a mailing and see a running total of postage. It also helps the Postal Service ensure that our customers are being accurately billed for their mailings. PS Form 3602-R and PS Form 3602-N can be electronically processed. When the statement is “finalized” (submitted) in the *PostalOne!* System, postage will be automatically deducted from the permit holder’s account. The statement does not have to be printed, nor does it have to be manually entered into the *PostalOne!* System. The postage statements will be stored in the *PostalOne!* System for four years. Therefore, acceptance units will not be required to keep a hard copy on file. In summary:

- a. Fully automated postage statements are PS Forms 3602-R and 3602-N.
- b. The postage statement does not have to be printed from or manually entered into the *PostalOne!* System.
- c. When the statements are “finalized”, the account will be automatically billed.

For additional information on electronic documentation see *PostalOne!* Users Guide.

### 369 **Multiple Documentation Standards**

If multiple documentation standards apply to the same mailing, only one set of documentation is necessary if it provides enough information to meet all applicable standards. Redundant or duplicate documentation is not required.

## 37 **Providing Additional Information**

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The postmaster of the office of mailing may require additional information if the documentation submitted does not allow the mailing to be verified. Failure to provide information is sufficient reason for the USPS to refuse a mailing. The mailer may appeal any determination to the PCSC under 607.2.0, Rulings on Mailing Standards.

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# 4 The PostalOne! System

## 41 Introduction

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Technology is an important part of the acceptance and verification process. The *PostalOne!* System is an integral part of the data collection process for the Postal Service. Customer accounts, postage statements, fees, deposits and other accounting information are handled through the *PostalOne!* System. The system also handles electronic transmission and display of presort documentation and electronic submission of postage statements. This document will be updated as processes advance and capabilities are added to the *PostalOne!* application. For the latest version, see the *PostalOne!* Web site at <http://blue.usps.gov/postalone>.

## 42 Internal User Access to the PostalOne! System

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### 421 Introduction

All new internal users must apply for *PostalOne!* System access through eAccess. The individual's Manager and Functional System Coordinator must approve access. These approvals occur within the eAccess system. The *PostalOne!* Coordinator or designee will be responsible for tracking the status of user access to the *PostalOne!* application.

### 422 Instructions for Obtaining PostalOne! Access Through eAccess

The following is the procedure for postal employees applying for access to the *PostalOne!* System. Approving managers and Functional System Coordinators (FSCs) are responsible for ensuring that only those employees who should have access to the system are approved through eAccess. These approvals occur within the eAccess system by e-mail notification.

The *PostalOne!* System is a flexible, Web-based system that contains a significant amount of information about USPS mailers, their mailing information and activities. Access rights to the different kinds of information are controlled through the assignment of user types and edit groups.

## 423 User Types

### 423.1 General

The *PostalOne!* System is divided into three User Types:

- a. *PostalOne!*. Includes Business Mail Entry, Mailing Requirements, Business Reply Mail and eMIR Resolution functionality.
- b. *Operations*. Includes eMIR problem entry functionality.
- c. *BMA/BMS/eVS*. Includes the administrative functionality for postage payment systems and sampling/reports for the electronic verification system (eVS).

Selection of a User Type defines the Edit Group options that are available.

### 423.2 PostalOne!

**Note:** Select only *one* type from BMEU, BMEU Reporting, BRM or Mailing Requirements.

**Note:** An asterisk (\*) indicates that access is limited to Business Mail Entry Personnel only.

*BMEU.\** Allows users, Business Mail Entry (BME) personnel only, to manage accounts and fees, process postage statements/invoicing, other financial transactions (including business reply mail and postage due) and access reports.

*BMEU Admin.\** Allows users, BME personnel only, to add/edit locations to a finance unit and designate sites with MERLIN verification.

*BMEU Reporting.* Allows users access to report information for all *PostalOne!* finance numbers. *This is a read-only access.*

*BRM.* Allows users to manage accounts, process invoices and other transactions for business reply and postage due mail only.

*Mailing Requirements.\** Allows users to manage accounts and fees. Does not include postage statement/invoicing transactions.

*Mail Improvement Resolution.* Allows users (usually BME personnel) to enter action taken on eMIR (Electronic Mail Improvement Reporting) reports. Users receive notification of reports for all finance numbers in their *PostalOne!* profile. Also includes access to all reports.

*eMIR Reports.* Allows users access to eMIR report information. *This is a read-only access.* (Mail Improvement Resolution users automatically receive eMIR reports.)

### 423.3 Operations

**Note:** Select only *one* type.

*Mail Improvement Data Entry.* Allows users (usually Operations personnel) to enter eMIR reports into the *PostalOne!* System. Users have access to the Operations Message Center and all reports.

*eMIR Reports.* Allows users access to eMIR report information. *This is a read-only access.* (Mail Improvement Data Entry users automatically receive eMIR reports.)

#### 423.4 **BMA/BMS/eVS**

*BMA Managers.* Allows access to the unpaid mail database. Limited to BME managers or their supervisor designees.

*BMS District.* Allows access to Business Mailer Support database, update review dates and MMS quarterly accuracy worksheets. Limited to BME manager or supervisor designee.

*BMS Guest.* Allows users read-only access to Business Mailer Support database.

*BMS HQ Analyst.* Limited to Business Mailer Support employees.

*eVS HQ.* Allows users a nationwide view of electronic Verification System reports (read only).

*eVS Sampler.* Allows users to do eVS file transfers and access to limited reports specific to their finance number.

## 43 eAccess

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**Note:** eAccess is located on the USPS Blue Page under the “My Work” tab, second column under “General Tools.”

### 431 **Requesting User Access**

To request user access, follow the instructions noted in [Exhibit 431](#).

### 432 **Adding Finance Numbers for Business Mail Entry Employees**

Access to additional finance numbers may be needed after the initial application to eAccess. To add a finance number, follow the instructions noted in [Exhibit 432](#).

Exhibit 431 (p. 1)

**Requesting User Access**

1. Log on to eAccess by entering your Ace User ID, click **Next**. (Note: If you have eAccess manager privileges, you will get a prompt to login to access the manager module.)
2. Once you have logged on, select **Request Access**.
3. Scroll down to the bottom of the page and select **Next**.
4. A dialogue box will display. Type **PostalOne!** in the dialogue box and click **Search**.
5. Select the functional area by double-clicking on **PostalOne!**.
6. Request Details. Complete the following fields (a red \* denotes a required field):
  - a. Date access or change is needed.
  - b. Complete if request is associated with a detail assignment.
  - c. If there are any special instructions, please notate in the special instructions field.
7. Account Set-Up Information.
  - a. Select user type. (See above for user type definitions.)
  - b. Highlight the desired user type by clicking on it, then click the **Select Value** button to move the desired user type to the second box. **NOTE: Choose only appropriate edit groups. Selecting incorrect user types/edit groups will delay your request approval.**
  - c. E-mail address.
  - d. USPS facility type.
  - e. USPS facility name.
  - f. USPS facility ZIP+4 (this is a required field).
  - g. Initial password is usps and the last four of your SSN (this is a required field) Click the arrow, then OK. (Note: Disregard the next two fields, Business Area(1) and District (1).)
8. Dependent Auxiliary Information. The information required in this section will depend on the User Type that was selected above.

If **PostalOne!** was selected:

  - a. Select the District in which your facility is located.
  - b. Select the appropriate edit group(s). (See above for definitions of edit groups.)
  - c. Click **Select Values**.
  - d. Enter name of BMEU supervisor.
  - e. If the BMEU, BRM, or Mailing Requirements groups are selected, you will be asked to enter a finance number.
  - f. Type in the desired finance number and click on the **Select Value** button. Repeat for as many finance numbers needed.

If **Operations** was selected:

  - g. Select the Area in which your facility is located.
  - h. Select Edit Group. NOTE: Select (highlight) only **ONE** user group.
  - i. Click **Select Values**.

If **BMA/BMS/eVS** was selected:

  - j. Select Edit Group.
  - k. Click **Select Values**.
9. Verify the approving manager is correct. Change if necessary.
10. Click **Next** and a confirmation page appears.
11. Click Submit Request. The request for system access has now been submitted.
12. The request is forwarded to the manager listed in your request for approval. (**Note:** Notify this manager that they need to go to eAccess and act on your request.)
13. Once managerial approval is obtained, the request for access is forwarded to a Functional System Coordinator (FSC) for approval.
14. Once the FSC has granted approval, the request is forwarded to the *PostalOne!* logon administrator where it is ready for the account to be created. This happens daily at midnight.

Exhibit 431 (p. 2)

**Requesting User Access**

15. After the account has been created, an e-mail will be sent to the approving manager indicating action was taken on the request.

**Special Note:** The default user name for the *PostalOne!* System is the user's Ace UID (e.g., ABC123). The password is uspsXXXX where usps is in lowercase letters and XXXX denotes the last four digits of the user's SSN.

Exhibit 432 (p. 1)

**Adding Finance Numbers for Business Mail Entry Employees**

1. Enter your Ace User ID and click **Next**. (Note: If you have eAccess manager privileges, you will get a screen that prompts you to login to access the manager module. You can select Continue since you do not need this to request a new finance number for yourself.)
2. Select **Request Access**.
3. Scroll down to the bottom of the page and select **Next**.
4. A dialogue box will display. Type *PostalOne!* in the dialogue box and click **Search**.
5. Select the *PostalOne!* functional area by double-clicking.
6. Request Details. Complete the following fields (a red \* denotes a required field):
  - a. Date access or change is needed.
  - b. Complete if request is associated with a detail assignment.
  - c. If there are any special instructions, please notate in the special instructions field.
7. Account Set-Up Information.
  - a. Select user type. *PostalOne!* should be showing in the second box (below Add Values).
  - b. If *PostalOne!* is not in the second box, highlight *PostalOne!* by clicking on it and then click the Add Values button.
  - c. E-mail address.
  - d. USPS facility type.
  - e. USPS facility name.
  - f. USPS facility ZIP+4 (this is a required field).
  - g. Initial password (p'word) is usps and the last four of your SSN (this is a required field for acknowledgement purposes). Click the arrow and then OK. (Note: Disregard the next two fields, Business Area(1) and District (1).)
8. Dependent Auxiliary Information. The information required in this section will depend on the User Type that was selected above.
  - a. Select a district.
  - b. *PostalOne!* Edit Groups. BMEU should be displayed in the second box. If it is not, Select BMEU. Select Add Values.
  - c. Enter name of BMEU supervisor (not required).
  - d. BMEU Finance Number(s). Type in the desired finance number and click on the Add Value button. Repeat for as many finance numbers that you would like to request.
9. Verify the approving manager is correct.
10. Click **Next** and a confirmation page appears.
11. Click Submit Request. The request for additional finance numbers has now been submitted.
12. The request is forwarded to a manager for approval. (Note: It is a good idea to let your manager know that they need to do an approval.)
13. Once managerial approval is obtained, the request is forwarded to a Functional System Coordinator (FSC) for approval.

Exhibit 432 (p. 2)

**Adding Finance Numbers for Business Mail Entry Employees**

14. Once the FSC has granted approval, the request is forwarded to the *PostalOne!* logon administrator where it is ready to be updated.

15. After the account has been updated, an e-mail will be sent to the requester indicating action was taken on the request.

**Note:** It is necessary to be logged on to a computer that is connected to the intranet. If assistance is required using eAccess, please call the eAccess help desk at 1-800-USPS-HELP and at the prompt say eAccess.

## 44 Instructions for Modifying PostalOne! System Access Through eAccess (Managers)

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Persons with manager privileges in eAccess may modify a user's existing *PostalOne!* account as follows:

1. Log on to eAccess.
2. Select *Add, Modify or Revoke Access*.
3. Enter user ID.
4. Select *Next*.
5. Select *Modify* on the *PostalOne!* line.
6. Follow steps 6–15 listed in the eAccess process above.

## 45 The PostalOne! System for Electronic Presort Documentation and Postage Statements

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### 451 Overview

This system provides a Web-based alternative to existing mailing processes by offering online services and a single point of customer access to many of the Postal Service business systems. Through these online tools, the system will allow mailers to integrate their mail planning and production processes with those of the Postal Service for efficient mail induction.

The system automates many of the existing manual and hard copy documentation processes used in the business mail entry units. The system links a customer's mailing information with the Postal Service's acceptance, verification and payment systems. Some of the features include electronic presort documentation, automated postage statement processing, electronic access to mailing information, and online mail improvement reporting.

### 452 Electronic Documentation (eDoc)

The *PostalOne!* System provides an automated alternative to submitting hard copy presort documentation. It enables customers to send detailed mailing data electronically to the Postal Service. Electronic presort documentation

reduces the hard copy documentation the customer brings to the business mail entry unit or stores in their mailing facility. This reduces handling costs, printing and storage needs.

#### 453 **Electronic Postage (ePostage/eDocumentation)**

ePostage/eDocumentation enables customers to electronically send postage statements to the Postal Service. The acceptance unit receives the postage statement electronically and bills the account without manually entering the postage data. This process eliminates data entry errors and decreases the time necessary to bill an account. PS Form 3602-R and PS Form 3602-N are available for electronic processing. When the statement is “finalized” (submitted) in the *PostalOne!* System, postage is automatically deducted from the permit holder’s account. The statement does not have to be printed. Account owners will be able to access their mailing data including their postage statements and account activity through the *PostalOne!* System. The postage statements will be stored in the system for four years, therefore, your unit will not be required to keep a hard copy on file. In summary:

- a. Fully automated postage statements are PS Forms 3602-R and 3602-N.
- b. The postage statement does not have to be printed from or manually entered into the *PostalOne!* System.
- c. When the statements are “finalized” (billed), the account will be automatically debited.

**Note:** Customers must send both presort documentation and postage statements to the system. Approval will be given for both eDoc and ePostage/eDocumentation at the same time.

## 46 **Customer Access to the PostalOne! System**

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### 461 **Overview**

Information for Business Mail Customers (including how to apply for the *PostalOne!* System) is on the *PostalOne!* Web site. There are numerous customer information links in this section.

### 462 **New Customers Applying for a PostalOne! Account**

Customers apply through the internet Web site at <http://www.usps.com/postalone/welcome.htm?from=nplanding&page=postalone>. The site can also be accessed from [www.usps.com](http://www.usps.com); select *National & Premier Accounts*, and then, under “Verify & Transport,” *PostalOne!*® A customer can access program information and support material.

The home page provides links to the application, Features & Benefits, and Program Requirements.

**462.1 Feature & Benefit**

The *PostalOne!* System provides an automated, streamlined alternative to the existing business mail acceptance process. It provides:

- a. Electronic documentation and postage statements.
- b. Simplified mail acceptance, verification and payment processes.
- c. Reduced hard copy paperwork and handling costs.
- d. Increased operations efficiency with the mail induction process.
- e. Improved access to mailing information and job tracking.
- f. Enhanced account management capability.
- g. Online mailing irregularity reporting.
- h. Transportation Management System.

**462.2 Program Requirements**

The customer needs a few simple things:

- a. Internet access.
- b. Ability to electronically send files using the Mail.dat or the Wizard Web Service formats (XML files).

There are additional links on the menu bar including “Guides & Tools” to access:

- a. *PostalOne!* User Guide.
- b. *PostalOne!* Technical Guide.
- c. *PostalOne!* File Validator.
- d. *PostalOne!* Postage Statement Wizard.

## 47 Approval for Sites with Postage Payment Systems

**471 Overview**

Business Mailer Support (BMS) authorizes use of eDocumentation at sites with postage payment systems (Optional Procedure, Manifest Mailing Systems, Alternate Mailing Systems, Value Added Refund and Combined Mailing Systems).

**472 Business Mailer Support eDocumentation and ePostage Authorization Procedures**

- a. Customer Care Center notifies Business Mailer Support (BMS) Program Managers and BMS Senior Analyst, Headquarters, that the mailer has made an online application to use eDocumentation and ePostage. Program Managers will notify BMS Analyst via e-mail.

**Note:** A mailer must apply to use both eDoc and ePostage at the same time.



- b. Customer Care Center notifies Business Mail Entry (BME) manager that his/her mailer has applied and that eServices training for their employees must take place and equipment obtained, if necessary.
- c. BMS Analyst will send reminder e-mail to BME manager of training and hardware requirements 15 days later.
- d. Customer Care Center notifies BMS Program Managers, BMS Analysts and local BME manager that the mailer has successfully transmitted the required number of test files. BMS Program Manager will notify BMS Analyst via e-mail.
- e. BMS Analyst will:
  - (1) Communicate with customer, BME, and Customer Care Center to coordinate start-up date. This communication can be done through phone calls and/or e-mail with the customer and BME.
  - (2) Send Customer Care Center an e-mail of start-up date.
  - (3) Communicate with customer and BME regarding instructions for establishing verified piece weights and requirements for customer to update actual piece weights in file (for postage statements).
  - (4) Review/modify the acceptance standard operating procedure (SOP), including obtaining verified piece weights and amend Optional Procedure (OP) Agreement.
  - (5) Follow up with BME to ensure their understanding of the process. This can be done either on-site, by phone, or by e-mail.
- f. If the customer continues to successfully participate in this *PostalOne!* process, the BMS Analyst will:
  - (1) Send authorization letter to customer.
  - (2) E-mail Customer Care Center of authorization.  
**Note:** For mailings not supported under *PostalOne!* the mailer will still be required to submit hard copy documentation/postage statements.
- g. If the customer cannot, or will not, participate in this *PostalOne!* process, the BMS Analyst will send letter to customer and Customer Care Center of cancellation of application.
- h. If the customer has problems with file transmission, they must contact to the Customer Care Center.
- i. If the BMS Analyst is advised by the customer or BME of questions/discrepancies with postage statements, the BMS Analyst will investigate and confer with *PostalOne!* for resolution, if necessary.

## 473 **Business Mailer Support Procedures for Optional Procedure Mailers Subsequent to Approving PostalOne! eDocumentation and ePostage**

After an OP mailer has been authorized *PostalOne!* ePostage/eDocumentation the following procedures must be followed:

1. Prepare a new OP agreement, or addendum, updating articles 3, 4, 6, and 10.
2. Prepare an acceptance responsibility sheet for acceptance employees.
3. Make note of the following items for BMS annual audits and advise District personnel to consider these items when conducting semi-annual reviews:
  - (a) Mailings paid through *PostalOne!* via eDocumentation and ePostage do not require an OP Summary of Mailings. The summary must still be maintained for non-*PostalOne!* mailings.
  - (b) When the OP Summary of Mailings for *PostalOne!* eDocumentation/ePostage jobs is not maintained, an alternate source for selecting jobs to audit is needed.
  - (c) The postage statement and USPS Qualification Report detail and summary will not be available in hardcopy. They can be viewed via *PostalOne!*
  - (d) If *PostalOne!* is not accessible at the time of an OP audit, the electronic presort documentation and postage statement must be reviewed at a later time. This can be accomplished at the employee's workstation, or any ACE computer.
  - (e) As part of the OP audit, determine whether acceptance employees are following all instructions as provided in the acceptance SOP.
  - (f) As part of the OP audit, enter the previous six-month date range on the *PostalOne!* dashboard to determine if all mailings have been completely closed out (finalized). Ensure there are no outstanding postage statements beyond 30 days that cannot be explained by the mailer.

The following are key changes and information affected by *PostalOne!* ePostage authorization:

- a. Since the Postage Statement Wizard is not linked to ePostage/eDocumentation, it *cannot* be used by the mailer for mailings submitted through *PostalOne!* ePostage/eDocumentation.
- b. Postage statements will not be available in hard copy; therefore, duplicates will not be provided to the mailer.
- c. The acceptance employee is required to reconcile the primary record to the postage statement (i.e., initial, date-stamp, and return to the mailer for inclusion in the job jacket).

- d. Because mailers are no longer required to maintain an OP Summary of Mailings, acceptance employees must monitor the *PostalOne!* dashboard to ensure there are no outstanding postage statements that cannot be explained by the mailer.
- e. If *PostalOne!* is not accessible at the time of mailing, the mailer must provide a document to show the actual (or estimated) piece count and postage for each postage statement. This will be used by the acceptance employees to perform presort verifications and finalize the applicable postage statements once *PostalOne!* becomes accessible. These documents are in the contingency agreement.

## 48 Approval for Sites Without Postage Payment Systems

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### 481 Authorization

It is the responsibility of the BME Manager to authorize weigh verification mailing sites using the process shown in [Exhibit 481a](#).

For a sample letter used to authorize weigh verification mailing customers, see [Exhibit 481b](#).

For a weigh verification approval process flow chart, see [Exhibit 481c](#).

Exhibit 481a

**Authorize Weigh Verification Mailing Sites**

**CCC** = Customer Care Center  
**MBME** = Manager of Business Mail Entry  
**CUST** = Customer

1. **CUST** – The customer applies for *PostalOne!* online at: [www.usps.com/postalone/howto.htm](http://www.usps.com/postalone/howto.htm).
2. **CCC** reviews application and determines customer eligibility.
3. **CCC** e-mails the welcome kit to the customer (includes participation agreement, PS Form 1357 and other necessary forms).
4. **CUST** – Customer signs participation agreement, PS Form 1357 and designates an administrator. Customer sends all paperwork in hard copy to the CCC. The CCC keeps documents on file.
5. **CCC** sends notification to the District MBME that a customer has applied.
6. **MBME** ensures that the site has adequate hardware.
7. **MBME** schedules training for required BME clerks.
8. **CCC** creates a test account and notifies customer of account information.
9. **CUST** – Customer submits files to *PostalOne!* for testing.
10. **CCC** monitors customer test file progress. Use of the *PostalOne!* File validator tool (see *PostalOne!* Web site) greatly increases the likelihood of successful submission of the customer's mailing information.
11. **CCC** notifies MBME when the testing is completed.
12. **MBME** ensures that training and hardware set up are complete prior to start date.
13. **MBME** and customer set start date. MBME schedules an on site visit on the start date.
14. **MBME** notifies the CCC via e-mail [postalone@usps.gov](mailto:postalone@usps.gov) of the start date.
15. **MBME** notifies the BMEU supervisor that the customer will be sending files.
16. **CCC** activates the customer in the *PostalOne!* production (live) environment.
17. **MBME** or designee validates that the mailer has provided the correct presort documentation for the mailing and the corresponding postage statement. A review of the USPS Qualification Report Summary to postage statements for eDocumentation must be verified in addition to a postage statement verification. See Authorizing Official's Checklist.
18. **MBME** notifies the CCC via e-mail [postalone@usps.gov](mailto:postalone@usps.gov) when a customer is been authorized for eDocumentation/ePostage.
19. **MBME** sends customer an approval letter and authorizes customer to begin sending mailing information through the *PostalOne!* System. (See [Exhibit 481b](#).)

Exhibit 481b

**Sample Letter Used to Authorize Weigh Verification Mailing Customers**

Manager, Business Mail Entry



Date

Mailer

Dear:

I am pleased to inform you that <Company Name and location> is authorized to submit electronic presort documentation for <Standard Mail and Periodicals> <and electronic postage statements for Standard Mail> for mailings submitted via the *PostalOne!* System.

Through the *PostalOne!* System, postal acceptance employees can access postage statements and presort documentation in electronic format and will be able to view the following:

- USPS Qualification Report – a detailed listing of presort makeup by rate category and level of sortation.
- Container Report – a detailed presort listing by container and package.
- Standard Mail postage statements.

Your company will not be required to submit hard copy postage statements for mailings sent through the *PostalOne!* application. As a reminder, a round date stamped hard copy postage statement will not be provided to you. As documentation and postage statements for additional mail classes become available, these options will be announced on the *PostalOne!* Web site.

Also, your company will need to supply the *PostalOne!* Job ID to the acceptance personnel prior to verification of your mailings.

If for any reason acceptance employees are unable to access presort documentation or postage statements that were transferred through the *PostalOne!* System, hard copy documentation and postage statements will be presented according to the contingency plan before the release of mail.

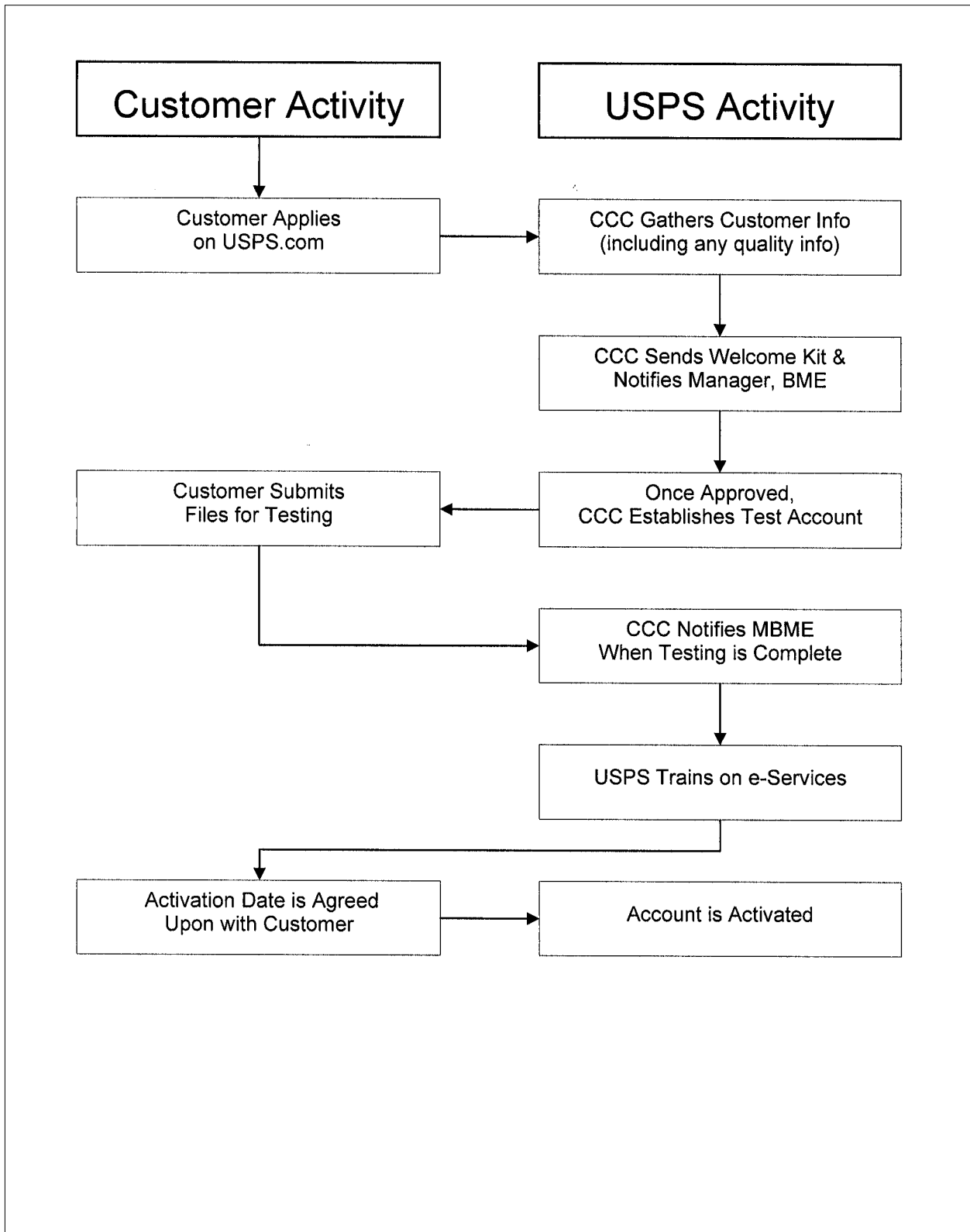
If you have any questions or need assistance please contact the Business Mail Entry office at \_\_\_\_\_.

Sincerely,

Manager, Business Mail Entry

Exhibit 481c

**Weigh Verification Approval Process Flow Chart**



## 482 Authorizing Official's Checklist

Use the checklist in [Exhibit 482](#) to complete the on site review on the start up date. Documentation is a key to ensuring that postage is correctly paid. Whether it is hard copy or eDocumentation, it is essential to ensure that the mailer is following the plan for mail preparation and postage payment.

Exhibit 482

### Authorizing Official's Checklist

1. Are Qualification Reports and the associated postage statement(s) showing on the Dashboard?
  - Yes
  - No – contact customer to resend file or troubleshoot with CCC.
2. Does hard copy presort documentation match eDoc files?
  - Yes
  - No – contact customer to correct electronic documentation file.
3. Perform a verification comparing the mail to the electronic documentation. Locate a pallet, tray or sack. Does the mail match the electronic documentation?
  - Yes
  - No – contact customer to correct, pay additional postage or withdraw the mailing.
4. Are files being transmitted on time?
  - Yes
  - No – contact customer to see if file was transmitted. If file was transmitted, contact CCC to troubleshoot.
5. Does the USPS qualification report summary match the postage statement line items? Compare postage statement to appropriate presort summary information.
  - Check the number of pieces by rate level listed on the back of the postage statement against the number of pieces and rate level information listed in the presort summary.
  - Check piece count totals from the postage statement against piece count totals from the presort summary.
  - Yes
  - No – contact customer to correct.

#### Compare several hard copy postage statements to the statements in the *PostalOne!* System

6. Do piece weights match?
  - Yes
  - No – contact customer to correct.
7. Do postage calculations match?
  - Yes
  - No – contact customer to verify software version.
8. Were the postage statements properly processed? Verify system output against hardcopy customer postage statement.
  - Yes
  - No

## 483 Contingency Plan

Each site must have a contingency plan in the event that the *PostalOne!* System is not available or documents cannot be transmitted. [Exhibit 483](#) contains the SOP and contingency plan.

Exhibit 483 (p. 1)  
**Contingency Plan**

**STANDARD OPERATING PROCEDURE**  
**POSTALONE!<sup>®</sup> CONTINGENCY PLAN (GENERIC)**  
for  
**ePostage/eDocumentation SITES**  
between the  
**UNITED STATES POSTAL SERVICE**  
and  
**MAILER'S NAME**  
**ADDRESS**  
**CITY, STATE ZIP+4 CODE**

These procedures are to be used in the event of a *PostalOne!* computer system or telecommunications network failure that prevents **(Mailer's Name)** from transmitting, or the U.S. Postal Service from receiving and verifying receipt of electronic presort documentation and postage statements.

**(Mailer's Name)** understands its responsibility to ensure that all required documentation to support a discounted postage rate mailing is completed and submitted as specified in the Domestic Mail Manual (DMM) for the class of mail and rate claimed.

In the event *PostalOne!* is not accessible to acceptance employees at the time of mailing, the mailer will provide all required standardized presort documentation in hard copy **[or, through an approved viewer]**. When required, a document will be provided to show the actual (or estimated) piece count and postage for each postage statement. These documents will be used by the acceptance employees to perform presort verifications and finalize the applicable postage statements once the *PostalOne!* System becomes accessible.

**(Mailer's Name)** agrees to the terms of the *PostalOne!* Contingency Procedures as set forth in the following:

The following reports will be generated and submitted within a reasonable amount of time after notification from the USPS of a system failure:

- The segment USPS Qualification Report, or reasonable substitution, for the portion of mail sampled and verified using either MERLIN or the manual verification process.
- MERLIN appeal procedures remain intact as long as that portion of mail is held until proper documentation is received.
- The USPS Total Postage Summary Report, or reasonable facsimile.
- A hard copy document showing the actual (or estimated) piece count and postage for each postage statement to be processed.

This agreement cannot be amended or changed without approval of the Manager, Business Mail Entry. This agreement does not supersede any rules and regulations of the Domestic Mail Manual.



Exhibit 483 (p. 2)  
**Contingency Plan**

This agreement is for two years commencing (Month, Year), and Ending (Month, Year).

**MAILER'S NAME:**

_____	_____
<b>Printed Name</b>	<b>Title</b>
_____	_____
<b>Signature</b>	<b>Telephone Number</b>
_____	_____
<b>Date</b>	<b>City, State, ZIP+4 Code</b>

**POST OFFICE:**

_____	<b>Supervisor, Business Mail Entry</b>
<b>Name</b>	
_____	<b>Phone Number</b>
<b>Signature</b>	
_____	<b>City, State ZIP+4 Code</b>
<b>Date</b>	

**MANAGER BUSINESS MAIL ENTRY:**

_____	<b>Manager, Business Mail Entry</b>
<b>Manager's Name</b>	
_____	<b>Phone Number</b>
<b>Signature</b>	
_____	<b>City, State ZIP+4 Code</b>
<b>Date</b>	

484 **Ongoing Acceptance Responsibilities**

The acceptance employees will alert the supervisor or manager in the event that:

- a. The mailer stops sending qualification reports and/or postage statements.
- b. Documentation is not available at the time of verification.
- c. Postage statements are not in the system at the time of mailing.

If the system is authorized by Business Mailer Support, the manager will contact the BMS Analyst with any change in mailer processes.

485 **Equipment Request (ACE Hardware) Procedures**

- 1. The District BME Manager will send an e-mail request to the District IT Manager for new hardware. The District BME Manager should include a brief justification defining the business need for new hardware. The following information must be included in this request:
  - (a) Location Address.
  - (b) Point of Contact.

- (c) Point of Contact Phone number and e-mail address.
  - (d) Number of workstations required.
  - (e) Number of printers required (if needed).
  - (f) Software requests for the workstation.
  - (g) Finance Number.
2. The District IT Manager will review the request, obtain funding approval from the District Marketing Manager and finance number where the expense for the hardware and installation will be charged.
  3. The District IT Manager will submit the request to Distributed Computer Environment, Advanced Computer Environment Group (DCE, ACE).
  4. The District IT Manager will assign the Request-for-Action (RFA) to a field IT representative for installation. When the workstation is installed the Field IT representative will update the status of the RFA noting the date the workstation was installed.
  5. Use the form in [Exhibit 485](#) for the hardware request.

Exhibit 485

**ACE Hardware Request for *PostalOne!***

<b>ACE Hardware Request for <i>PostalOne!</i></b>			
<i>Process Steps</i>			
<ol style="list-style-type: none"> <li>1. The District BME Manager will send an e-mail request to the District IT Manager for new hardware. The District BME Manager will include a brief justification driving the new hardware requirement. The request will have the fields below completed.</li> <li>2. The District IT Manager will review the request, obtain funding approval from the District Marketing Manager, and work with District Finance to obtain the finance number where the expense for the hardware and installation will be charged.</li> <li>3. The District IT Manger will submit the request to Distributed Computer Environment, Advanced Computer Environment Group (DCE, ACE).</li> <li>4. The District IT Manager will assign the Request-For-Action (RFA) to a Field IT Representative for installation. When the workstation is installed the Field IT Representative will update the status of the RFA noting the date the workstation was installed.</li> </ol>			
<i>Required Information</i>			
District BME Manager		BME MGR Phone:	
District MKT Manager		MKT MGR Phone:	
Location Name:		Date:	
Location Address:		Point of Contact (POC):	
District:		POC Phone:	
Finance Number:		POC e-mail:	
Number of Workstations:		Number of Printers: (If required)	
Software Requirements: (ACE, e-mail, etc.)		Access Type: (LAN, Dial-up, DSL)	

## 486 Training

### 486.1 Overview

The *PostalOne!* Coordinator will schedule *PostalOne!* Web-based training through district resources.

### 486.2 Online Training

Go to the USPS blue page (<http://blue.usps.gov>); under the “Essential Links” column (left side of page), select *PostalOne!* This will bring you to the *PostalOne!* home page. Then, under “Training,” select *System Training*.

The training course you need depends on the functions performed in the *PostalOne!* System. Select *More* under the course description to gain access.

### 486.21 Business Mail Management System, Course #51201-19 (VOE credit 4 hours)

The Business Mail Management System (BMMS) training will introduce participants on how to use the functionality currently in the *PostalOne!* System. As a result of completing the training, participants will be able to access, navigate and search in the system; process financial transactions from the BMEU/DMU, including: adjustments, deposits, fee payments, Freedom of Information Act (FOIA) requests, refunds, reversals, transfers; and postage statements received in the BMEU/DMU; generate reports for the financial transactions; and to manage accounts, including: account balance and fee inquiries, create new accounts, and edit accounts.

### 486.22 eServices, Course #51201-22 (VOE credit 1 hour)

Our business partners send electronic documentation through the *PostalOne!* System. There is specific functionality used to accept and process these electronic mailings. The training related to navigating this functionality is outlined in eServices training. After completion of the eServices course, participants will be able to use the system to access, navigate, search, and process electronic presort and postage information.

### 486.23 Electronic Mail Improvement Reporting Problem Resolution, Course #51201-24 (VOE credit 1 hour)

The Electronic Mail Improvement Reporting Problem Resolution Tutorial instructs BMEU personnel how to address mail improvement issues. After completion of training, the participants will be able to access and navigate in the *PostalOne!* System, locate outstanding Mail Improvement issues for their BMEU, enter resolutions for Mail Improvement Reporting problems in the *PostalOne!* System, and generate individual Electronic Mail Improvement and/or historical reports.

### 486.3 Video Training

There is an overview training video available on the eMIR Web page. The focus of this video is quality reporting for operations but it is also a good

overview of the program. This video is course #51201-26, Electronic Mail Improvement Reporting (VOE credit 30 min.).

## 49 Adding Locations/Finance Numbers to the PostalOne! Application

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### 491 Finance Number Identification

As the *PostalOne!* application continues to grow and expand there is a need to add BMEU and Business Reply Mail/Postage Due (BRM/PD) locations to the application. In many cases this will require finance numbers to be added into the *PostalOne!* application. The Finance Number Control Master (FNCM) will be the baseline source for all finance numbers; therefore, the finance number must be in the FNCM prior to being included in the *PostalOne!* application.

The finance number identifier will be different depending on the type of location. It is critical that the appropriate finance number identifier is established in the FNCM and the *PostalOne!* application. Financial Services Specialists will make the determination on the appropriate finance number identifier to be used.

There are three location types that participate in the expansion of the *PostalOne!* System:

1. A location that verifies and bills Bulk Business Mailings.
2. A location that accepts and bills Business Reply Mail and/or Postage Due (BRM/PD).
3. A location that does both 1 and 2.

*Location types 1 and 3 above:* A location that processes bulk business mailings and/or BRM/PD. The site is added to the *PostalOne!* application using the Retail Unit's existing 10-digit cost center code (6-digit finance number plus 4-digit unit ID).

*Location type 2 above:* A location that accepts and bills only BRM and/or PD. The site is added to the *PostalOne!* application using the cost center code assigned by Finance. Verify the correct cost center code with the FSC. All BRM/PD activity must continue to be reported on the Retail Unit's daily PS Form 1412, *Daily Financial Report*.

### 492 Progress Tracking and Status

The District BME Manager, *PostalOne!* Coordinator or designee will be responsible for getting approval from the Area Customer Support Program Analyst (CSPA), hardware requests, user access requests, training and staff coordination for the transition from manual to automated processing for all locations in their district. It will be the responsibility of the District *PostalOne!* Coordinator or designee to track the progress of the site transitions by maintaining the "*PostalOne!* New Site Plan and Progress Report." (See

[Exhibit 492a](#).) The *PostalOne!* Coordinator or designee will be responsible for sending the report to the *PostalOne!* Program Management Office the last day of each month. New locations will be added to *PostalOne!* based on the priority established by the BME Manager.

Exhibit 492a

***PostalOne!* New Site Plan and Progress Report**

<b><i>PostalOne!</i> New Site Plan and Progress Report</b>							
<b>Area Name District Name</b>							
<b>New Site Rollout Progress Report</b>							
<b>Location</b>	<b>Location Type (see key below)</b>	<b>Finance Number</b>	<b>ACE Hardware</b>	<b>Total Number To Train</b>	<b>Total Number To Train</b>	<b>Date Planned to Activate</b>	<b>Current Status</b>
INSERT ROWS TO ADD ADDITIONAL LOCATIONS HERE							
<b>TOTAL</b>	<b>0</b>			<b>0</b>	<b>0</b>	<b>0</b>	

<p><b>Location Type Key:</b></p> <p>BMEU – Business Mail Entry Unit</p> <p>DMU – Detached Mail Unit</p> <p>PD – Postage Due</p> <p>BMR – Business Mail Reply</p> <p>AO – Associate Office</p> <p>Other – any other location type (RCSC,</p>
---

E-mail to Robert Kooken, *PostalOne!* Program Management Office, 202-268-8092.

[Exhibit 493b](#), [493c](#), and [493d](#) provide a process flow, directions, and a checklist for adding a new *PostalOne!* finance number for a location.

Exhibit 492b  
**Process for Adding New *PostalOne!* Finance Number for a Location**

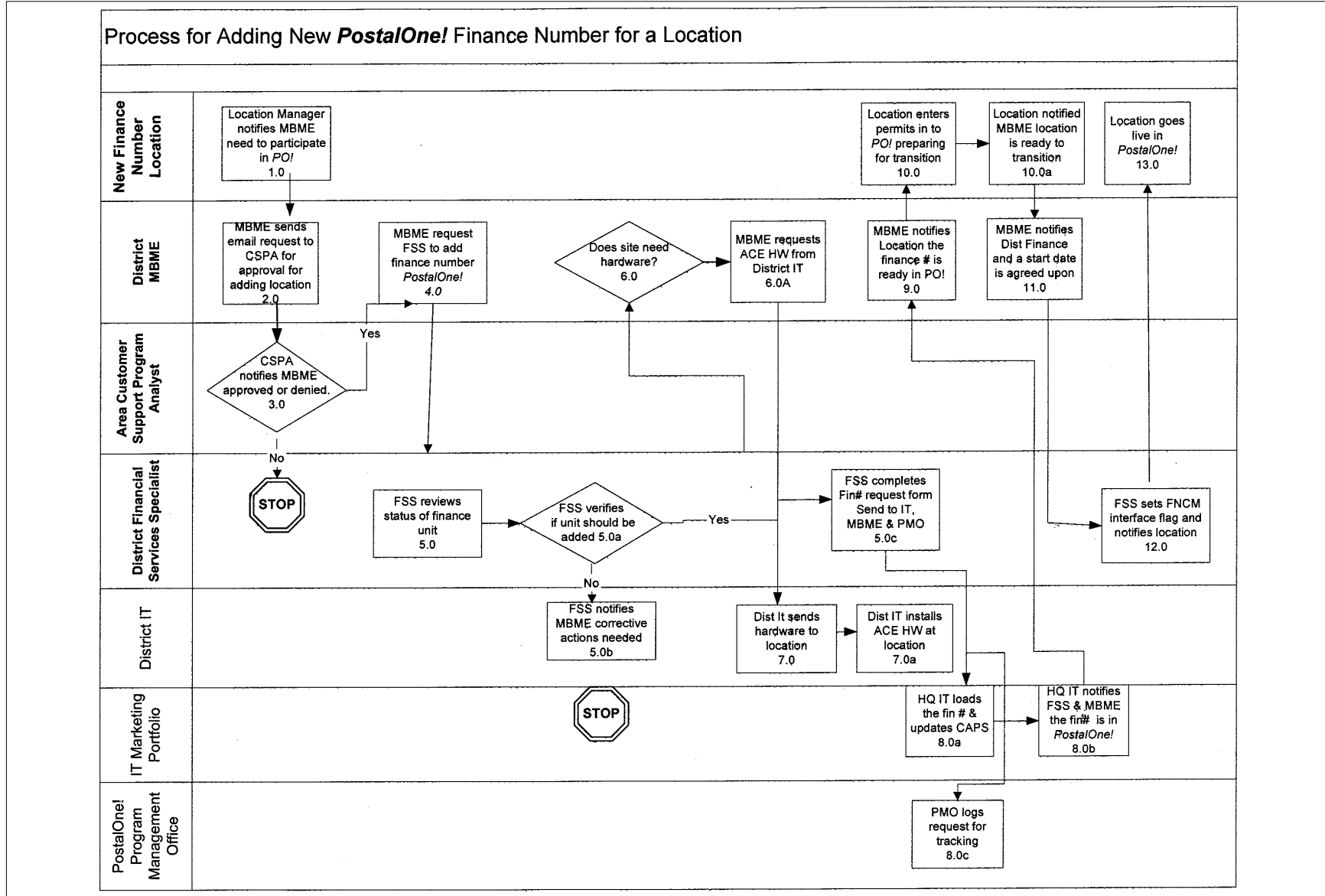


Exhibit 492c (p. 1)

## Directions for Adding New *PostalOne!* Finance Number for a Location

Listed here are steps to the flow chart found in the previous exhibit. Use the checklist in [Exhibit 492d](#).

New Finance Number Location

**Step 1:** Location manager will notify District MBME of the business need to participate in *PostalOne!*  
**Continue to Step 2.**

District MBME

**Step 2:** District MBME will send email request to Customer Support Program Analyst (CSPA) for approval to add location.  
**Continue to Step 3.**

Area CSPA

**Step 3:** CSPA will review request and notify District MBME whether the request is approved or denied.  
**Continue to Step 4 if approved. If denied, stop process.**

District MBME

**Step 4:** If approved, District MBME will notify District Financial Services Specialist (FSS) that the finance number needs to be added into *PostalOne!*.  
**Continue to Step 5.0.**

District Finance

**Step 5.0:** District FSS will review financial status of finance unit and determine if site should be added.  
**If yes continue to step 5.0b else continue to Step 5.0a.**

**Step 5.0a:** District FSS will notify District MBME on corrective actions needed prior to adding finance number into *PostalOne!*.  
**Process stops.**

**Step 5.0b:** District FSS will complete Finance Number Request Form and send to IT Marketing Portfolio and *PostalOne!* Program Management Office (PMO).  
**If hardware is required, continue to Step 6.0, otherwise continue to 8.0.**

District MBME

**Step 6.0:** District MBME will request ACE HW from District IT.  
**Continue to step 7.0.**

District IT

**Step 7.0:** District IT obtains appropriate hardware for location.  
**Continue to step 7.0a.**

**Step 7.0a:** District IT installs ACE HW at location.  
**Continue to Step 8.0.**

IT Marketing Portfolio

**Step 8.0:** IT Marketing Portfolio will load the finance number from the FNCM into *PostalOne!*  
**Continue to step 8.0a.**

**Step 8.0a:** IT Marketing Portfolio will notify District MBME and District FSS that the finance number is available in *PostalOne!*  
**Continue to step 9.0.**

District MBME

**Step 9.0:** District MBME will notify location that the finance number is available in *PostalOne!*.  
**Continue to step 10.0.**

New Location

**Step 10.0:** Location will enter permit information in preparation for transition to *PostalOne!* See section 493. At this point, all postage statement transactions and other financial transactions must still be processed manually.  
**Continue to step 10.0a.**

**Step 10.0a:** Location will notify District BME that location is ready to transition.  
**Continue to step 11.0.**

Exhibit 492c (p. 2)

**Directions for Adding New *PostalOne!* Finance Number for a Location**

District MBME

**Step 11.0:** District MBME will contact District FSS to determine an agreed upon start date.  
**Continue to step 12.0.**

District Finance

**Step 12.0:** District FSS will set FNCM interface flag and notify location that the finance number is active in *PostalOne!*  
**Continue to step 13.0.**

New Location

**Step 13.0:** Location will go live in *PostalOne!*

Exhibit 492d

**Checklist for Adding Finance Numbers****Location Tasks**

- Sent e-mail to District MBME requesting participation in *PostalOne!*
- Training scheduled
- Training completed
- Permits entered into *PostalOne!*
- Transition of Permit information is complete
- District MBME notified
- Participating in *PostalOne!*

**District MBME**

- CSPA has been notified location needs to be added to *PostalOne!*
- FSS has been notified location needs to be added to *PostalOne!*
- Hardware request sent to District IT
- Scheduled start date with District FSS complete

**District Finance**

- Finance number is validated
- Location has been reconciled
- FNCM record has been updated
- Finance Number Request form sent to IT Marketing Portfolio
- Scheduled start date with MBME

**District IT**

- Hardware has been ordered and received
- Hardware installed at new location

***PostalOne!* Program Management Office (Robert Kooken)**

- Location added to tracking report

**IT Marketing Portfolio**

- Finance number added to *PostalOne!*
- MBME, PMO, and FSS was notified finance number has been added



## 493 **Creating Accounts In PostalOne! (Non-Permit Sites)**

See the following exhibits for instructions on creating accounts in *PostalOne!* at non-permit sites:

- a. [Exhibit 493.a](#), BRM/MRS/BPRS Master Accounts and Postage Due Accounts.
- b. [Exhibit 493.b](#), Local (In-Town) Subaccounts.
- c. [Exhibit 493.c](#), BRM or MRS Out-Of-Town Subaccounts.
- d. [Exhibit 493.d](#), Local Business Reply Subaccounts.
- e. [Exhibit 493.e](#), Out-Of-Town BRM Subaccounts.

Exhibit 493a

**BRM/MRS/BPRS Master Accounts and Postage Due Accounts**

1. Go to ACCOUNT MANAGEMENT.
2. Select NEW PERMIT/PERIODICAL.
3. Enter the first few letters of the name in the Account Search box (such as Sta for State).
4. Click SEARCH. If *PostalOne!* can locate no accounts with S-t-a as the first 3 letters, you will be automatically directed to the application page. If *PostalOne!* locates accounts beginning with S-t-a, you will be provided an opportunity to ADD a record to one of these accounts – do not click on ADD.
5. Click on NEW ACCOUNT and you will be automatically directed to the application page.
6. Choose BR as the permit type – you will also choose BR as the permit type for Merchandise Return Service (MRS) and Bulk Parcel Return Service (BPRS)...if you are moving a POSTAGE DUE account from a non-PERMIT site to *PostalOne!*, choose PD as the permit type.
7. Enter the permit number assigned to the account you are moving from a non-PERMIT site to *PostalOne!* Postage Due accounts created in *PostalOne!* MUST use numbers 95000 through 96999...no exceptions and no work arounds.
8. Select a location code – if no location codes are available to you when you click on this box, it will be necessary to contact your District Manager Business Mail Entry to determine who in your District has BMEU ADMIN access to *PostalOne!* (Location codes can be added or deleted.) Make sure the MASTER ACCOUNT circle is populated. If not, click on it to populate.
9. Enter the name under which the permit is held.
10. Enter the street or post office box address (format the address according to Publication 25, *Postal Addressing Standards*).
11. Enter the city.
12. Select the state.
13. Enter the ZIP+4 Code.
14. Enter a valid contact name.
15. Enter a valid phone number.
16. Click SUBMIT and you will be directed to an address matching screen. If the address already exists in *PostalOne!*, you will be asked to select the address you wish AIM to match. If the address does not already exist in *PostalOne!*, you will be directed to a screen that will give you choices to match the +4 or tells you there's something wrong with the address you've entered; or tells you that AIM found an exact match. Follow the directions provided by AIM.
17. Click CLOSE.
18. Click CONTINUE and you will be directed to the CONFIRMATION page.
19. Print this page.
20. If you created a BRM or MRS or BPRS account, select PAY FEE. No fees can be paid against Postage Due accounts.
21. Click on the BRM or MRS or BPRS Annual Fee box. The payment date box will automatically populate with the current date. Click your mouse on this box, back out the date, and enter the date you have on file for this fee payment – enter the date as xx/xx/20xx (i.e., 01/01/2003).
22. Click SUBMIT and you will be directed to the CONFIRMATION page. Print this page.

You have now created a BRM, MRS, or BPRS MASTER ACCOUNT or a POSTAGE DUE ACCOUNT. You can now make deposits into the Postage Due account. To access a postage due account, enter the 5-digit number PLUS 3 zeros – 95001000.

Exhibit 493b

**Local (In-Town) Subaccounts**

1. Go to ACCOUNT MANAGEMENT.
2. Select NEW PERMIT/PERIODICAL.
3. Enter the BRM or MRS or BPRS permit number PLUS 3 zeros (i.e., BRM permit #1 + 000 – enter as 1000).
4. Click SEARCH. When the account is located, click on the word ADD appearing in blue to the left of the permit holder's name. You will be directed to the application page.
5. Choose BR as the permit type.
6. Select a location and make sure that the circle next to SUBACCOUNT is populated. If it is not, click on the circle next to SUBACCOUNT. If the name/address/contact name/telephone number information is correct, click SUBMIT or if you want to change the name/address/contact name/telephone number, do so, then click SUBMIT and you will be directed to AIM (address matching) – follow the procedures on page 1, line 20.
7. Click CONTINUE and you will be directed to the CONFIRMATION page.
8. Print this page.

You can now pay the BRM or MRS or BPRS Annual Accounting fee by clicking on PAY FEE. If the permit holder is not paying the Annual Accounting fee, simply return to Account Management. If the permit holder is paying the Annual Accounting fee, click on the BRM or MRS or BPRS Annual Accounting Fee box. The payment date box will automatically populate with the current date. Click your mouse on this box, back out the date, and enter the date you have on file for this fee payment – enter the date as xx/xx/20xx (i.e., 01/01/2003).

9. Click SUBMIT and you will be directed to the CONFIRMATION page.
10. Print this page.

You have created a BRM, MRS, or BPRS SUBACCOUNT. To access this account, enter the permit number (such as permit #1) PLUS the SUBACCOUNT number (such as -001 or -002) – enter this number as 1001 when trying to locate it in *PostalOne!*

When the BRM annual fee (currently \$150.00) expires, you will go to TRANSACTIONS>FEE PAYMENTS>enter the permit number PLUS 3 zeros...1000...click SEARCH.

To make deposits or process invoices or pay the BRM or MRS or BPRS annual accounting fee when it expires, you will go to TRANSACTIONS>DEPOSITS or TRANSACTIONS>BUSINESS REPLY or TRANSACTIONS>FEE PAYMENTS>enter the subaccount number (permit number + 001, etc...1001)>click SEARCH.

To make deposits or process invoices against a POSTAGE DUE account, you will go to TRANSACTIONS>DEPOSITS or TRANSACTIONS>POSTAGE DUE>enter the postage due account number PLUS 3 zeros (account number 95001 is entered as 95001000)>click SEARCH.

Exhibit 493c

**BRM or MRS Out-Of-Town Subaccounts**

1. Go to ACCOUNT MANAGEMENT.
2. Select NEW PERMIT/PERIODICAL.
3. Enter the first few letters of the name in the Account Search box (such as Sta for State).
4. Click SEARCH.
5. Regardless of whether or not *PostalOne!* 'finds' an account that matches, you **MUST** click on NEW ACCOUNT (in blue lettering). You will be directed to the application page.
6. Choose BR as the permit type and enter the out-of-town BRM or MRS permit number.
7. Choose a location.
8. Choose SUBACCOUNT. When you choose SUBACCOUNT, the application page will change.
9. Click on the word SEARCH next to the "Search for Out-of-Town Master Account Information. You will be directed to a screen asking you to enter the out-of-town BRM permit number + 3 zeros – enter **ONLY** the BRM or MRS permit number.
10. Enter the ZIP Code for the origin City/State OR the Finance Number.
11. Click SEARCH. You will be directed to a screen that says NO RECORDS WERE FOUND; enter the required information.
12. Click OVERRIDE (you are doing this because when *PostalOne!* FINDS the BRM Master Account, it does NOT also locate the annual fee payment...which means it doesn't share the annual fee with the new out-of-town BRM account you're creating and there is no way to go back and pay the fee). After clicking OVERRIDE, the information will 'magically' populate the required ORIGINATING out-of-town fields on the application page.
13. If you have a CURRENT OUT-OF-TOWN RECEIPT ON FILE, click YES.
14. If you have a LETTER OF AUTHORIZATION FROM PERMIT HOLDER ON FILE, click YES and complete ALL of the required fields in the body of the application.
15. Click SUBMIT and you will be directed to an address matching screen – so follow the instructions on page 1 line 20.
16. Click CONTINUE and you will be directed to the CONFIRMATION page.
17. Print this page.
18. Click on PAY FEES. Ensure that the location is correct. If not, change it in the No BR MASTER ACCOUNT was found for this Out-of-Town Account block. Enter the BRM Annual fee or MRS Annual fee payment date from the paid receipt. You can also pay the BRM or MRS Annual Accounting fee at this time by clicking on the appropriate fee in the lower half of the fee payment screen and entering the date the fee was actually paid.
19. Click SUBMIT and you will be directed to the CONFIRMATION page.
20. Print this page.

You have created a BRM or MRS out-of-town SUBACCOUNT. The account number is the permit number PLUS 526 or 527, etc. and will be entered into *PostalOne!* as 1526 or 1527, etc.

To make deposits or pay fees when the current fees expire, go to TRANSACTIONS>DEPOSITS or TRANSACTIONS>FEE PAYMENTS>enter the subaccount number>click SEARCH.

Exhibit 493d

**Local Business Reply Subaccounts**

(This includes Merchandise Return Service/MRS, Bulk Parcel Return Service/BPRS, and Parcel Return Services/PRS permits.) Note: Separate instructions are provided for creating out-of-town BRM and MRS accounts.

1. Go to ACCOUNT MANAGEMENT.
2. Select NEW PERMIT/PERIODICAL
3. Enter the permit number assigned to the MASTER account (such as 1-000; enter as 1000).
4. Click SEARCH. When the MASTER account is found, click on the word ADD appearing to the left of the name and the green application screen will appear.
5. Choose BR as the permit type.
6. Select a location.
7. Choose SUBACCOUNT. If the applicant information is unchanged, click SUBMIT or change name/address/phone number/or contact, click SUBMIT. *PostalOne!* will now go through the address matching process. Please follow the prompts.
8. Click OK.
9. Click CLOSE.
10. Click CONTINUE and the CONFIRMATION screen/page will appear.
11. Print this page.
12. Click on PAY FEES. If the annual accounting fee was paid, the annual accounting fee was NOT paid, click on ADD ANOTHER ACCOUNT (which will take you back to account search screen under New Permit/Periodical).
13. Click on the fee payment type (i.e., BRM accounting fee or MRS accounting fee, etc.) and enter the DATE the fee was actually paid or was due (the date automatically defaults to Today's date). Back out today's date and enter the date the fee was actually paid or due.
14. Click SUBMIT and another CONFIRMATION screen/page will appear.
15. Print this page.
16. Click on FEE PAYMENTS (in blue at the top left of screen/page).
17. Click on TRANSACTIONS.
18. Click on DEPOSITS and enter the SUBACCOUNT number (such as 1-001; enter as 1001).
19. Click SEARCH and the deposit screen will appear.
20. Enter the balance left in the account as a deposit into *PostalOne!*
21. Click SUBMIT and another CONFIRMATION page will appear.
22. Print this page.

You have successfully created a BRM/MRS/BPRS/PRS subaccount in *PostalOne!*, paid the annual accounting fee, and moved the funds on deposit from the system.

Exhibit 493e

**Out-Of-Town BRM Subaccounts**

1. Go to ACCOUNT MANAGEMENT.
2. Select NEW PERMIT/PERIODICAL.
3. Click on NEW PERMIT/PERIODICAL ACCOUNT.
4. Type the FIRST word in the name of the out-of-town BRM permit.
5. Click SEARCH. You CANNOT add an out-of-town BRM subaccount to an existing out-of-town BRM subaccount.
6. Click on NEW ACCOUNT (in blue).
7. Complete the APPLICATION – choose BR as the PERMIT TYPE – choose a LOCATION – click on SUBACCOUNT – DO NOT enter the permit number and the application screen will change.
8. Click on the word SEARCH next to the “Search for Out-of-Town Master Account Information.” When you click SEARCH, the screen below appears.
9. Enter the BRM permit number – such as 3 – PLUS three (3) zeros and enter a Finance Number or ZIP Code; click SUBMIT. When *PostalOne!* FINDS the MASTER permit, a screen will appear and click on the permit number (in blue). If *PostalOne!* DOES NOT ‘find’ the permit number, a screen will appear.
10. Enter the required information – BR MASTER NUMBER (such as 3), BR Originating City – i.e., Bloomington, BR Originating State – i.e., IL, BR Originating ZIP+4 – i.e., 61701-9998.
11. CLICK OVERRIDE and a NO RECORDS WERE FOUND screen will appear. After clicking on the permit number in blue lettering or OVERRIDE, the information will ‘magically’ populate the required fields on the application page.
12. Complete ALL of the required fields in the body of the application and click the SUBMIT button. If another account exists for the company for which you’re creating the new account, you will be directed to a new screen and you should click on the block that represents the application you’re creating.
13. Click CONTINUE and the address matching screen will appear. If AIMS didn’t find an exact match, you may have several choices – please review the choices in an effort to match and add a +4 to the ZIP Code you entered on the application page.
14. Click CLOSE.
15. Click CONTINUE and you’ll be directed to the CONFIRMATION PAGE.
16. Print the CONFIRMATION PAGE.
17. Click on PAY FEES if *PostalOne!* was not able to find the MASTER account. Otherwise, go to CUSTOMER ASSISTANCE and locate the new account and make sure the annual fee shows paid. To ‘pay’ the out-of-town BRM annual fee, enter the payment date from the paid receipt the permit holder should have provided the person they’re allowing to use their BRM permit. Change the location, if necessary, then enter the payment date information into the block appearing directly under the words “Please add or update these fee payment dates:”.
18. Click SUBMIT and you’ll get another CONFIRMATION PAGE.
19. Print this page.

You will be able to view your new account and see the fee payment date entered by going to CUSTOMER ASSISTANCE, enter 3532 as the permit number and click SEARCH.

You can now make deposits and bill/invoice against this account.

# 5 (Reserved)





# 6 Periodicals

## 61 Basic Periodicals Information

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This section is intended to assist Business Mail Entry employees who accept Periodicals applications and/or accept Periodicals publications for mailing. For additional information please reference DMM 707.

### 611 Definition of Periodicals

Periodicals publish at a stated frequency of at least 4 times a year with the intent to continue publishing indefinitely. The primary purpose of Periodicals publications must be the transmission of information and they must be formed of printed sheets. Sheets may be die cut or deckle-edged and may be made of paper, cellophane, foil, or other similar materials. They may not be reproduced by stencil, mimeograph, or hectograph. Reproduction by any other method is permitted. Any style of type may be used.

### 612 Known Office of Publication

The publisher of a Periodicals publication must maintain a known office of publication at the location where the original entry for Periodicals mailing privileges is authorized. The known office of publication must be a public office for transacting the business of the publication during normal business hours. It must also be the office where the publication's circulation records are kept or can be made available for USPS examination.

### 613 Periodicals Frequency

Must publish at least four times a year.

Statement of frequency must show how many issues will be published each year at which regular intervals and must be specific.

- a. Monthly – Good.
- b. 12 x a year – no good. Not Specific.

The original entry Post Office must document that the office has verified, at least annually, that each Periodicals publication is publishing according to the stated frequency and mailing according to the distribution plan (additional entry office).

Keep in mind that an authorized Periodicals publication is not required to mail. However, the publisher is required to provide the Post Office serving the known office of publication with a copy of each issue. At additional entry offices, Periodicals must be mailed according to the distribution plan for that entry.

## 614 **Authorizations**

The publication(s) presented for mailing must be authorized as a Periodicals publication by the Pricing and Classification Service Center (PCSC) prior to mailing at Periodicals rates of postage.

### 614.1 **Types of Authorizations/Categories**

#### 614.11 **General (DMM 707.6.1)**

- a. At least 50 percent or more of a publication's distribution must be to persons who have paid above a nominal rate.
- b. May not contain more than 75 percent advertising in more than half of the issues published during any 12 month period.

#### 614.12 **Requester (DMM 707.6.4)**

- a. At least 50 percent or more of a publisher's distribution must be to persons who have requested the publication.
- b. No premium inducements.
- c. No issue contains more than 75 percent advertising.
- d. Must contain at least 24 pages.

#### 614.13 **Institutions and Societies (DMM 707.6.2)**

The referenced DMM section provides a list of the type of publications that may qualify under this category. This section also explains which types of publications need a list of subscribers and which may or may not carry advertising.

#### 614.14 **Foreign (DMM 707.6.5)**

- a. Must meet the same eligibility as domestic publications.
- b. The known office of publication may be the office of the publisher's agent.
- c. Review of applications is based only on U.S. circulation.

#### 614.15 **State Departments of Agriculture (DMM 707.6.3)**

- a. One publication produced by a state Department of Agriculture is allowed to be authorized.
- b. No advertising.

**615 Applications****615.1 Original Entry — PS Form 3500****615.11 Submission Procedures**

Publisher must submit PS Form 3500, *Application for Periodicals Mailing Privileges*, as follows:

- a. Publisher completes Part A and either Part B, C, D, or E depending upon the authorization category (general, requester, etc.) the publisher is requesting Periodicals mailing privileges. Part F is completed only for those publications where the publisher is requesting Special Rates (nonprofit).
- b. Must be filed at the Post Office serving the known office of publication.
- c. One time application fee. (See DMM 707.1.5a.) This fee is not refundable.
- d. When a PS Form 3500 and PS Form 3510, *Application for Additional Entry, Reentry, or Special Rate Request for Periodicals Publication*, for additional entry are filed at the same time, there is a fee for the PS Form 3510. (See DMM 707.1.5c.)

**615.12 Additional Documentation**

- a. Two marked copies of the issue on which the application is based.
- b. If the identification (ID) statement does not comply with DMM 707.4.11.5 standards, a letter of commitment from the publisher explaining how the identification statement will be corrected, and the issue in which the corrected identification statement will appear.

**615.13 Processing the Application**

- a. Verify the application is properly completed and signed.
- b. Review a copy of the publication for title, ID statement, and physical standards.
- c. Verify the marked copy for advertising content and accuracy.
- d. Contact the district manager business mail entry (MBME) concerning district policy on conducting Eligibility Review and do one of the following:
  - (1) Submit application to PCSC before performing Eligibility Review. Submit application and one of the marked copies to the PCSC. The PCSC will provide instructions on performing the Review.
  - (2) Perform Eligibility Review prior to submitting application to PCSC.
- e. When the Eligibility Review has been performed, submit the application and review documents in the following order:
  - (1) Coversheet Checklist.
  - (2) PS Form 3500.
  - (3) PS Form 3510 (if applicable).

- (4) One marked copy with correct ID statement or a commitment letter stating when it will be corrected in a future issue.
- (5) Print order/Press run.
- (6) Documentation supporting any special rates (e.g., IRS authorization, Bylaws, Resolutions, etc.).
- (7) Completed PS Form 3548, *Review and Verification of Circulation*.
- (8) Completed PS Form 3548-S, *Verification of Names on Subscribers List*, or 3548-R, *Verification of Names on Requesters List*.
- (9) Two verified subscription or requester forms.
- (10) Copies of membership applications, renewal forms, and transmittal letters.
- (11) For telecommunication/Internet requests, a copy of PS Form 3845, *Annual Verification of Circulation*, or a corresponding letter from the publisher.
- (12) For paid subscribers, submit these additional documents in the following order:
  - (a) Corresponding supporting payment documentation for two samples.
  - (b) Corresponding bank deposit slip and bank statement for the two samples.
  - (c) Copy of check or credit/debit card payment.
  - (d) Newsstand sales and returns.
  - (e) Payment of newsstand copies.
  - (f) Records of vending machine sales and returns.
  - (g) Records of over the counter/direct sales and returns.

### 615.2 **Additional Entry (DMM 707.29)**

#### 615.21 **PS Form 3510**

Publisher must submit PS Form 3510, *Application for Additional Entry, Reentry, or Special Rate Request for Periodicals Publications*, as follows to open, close, or modify an additional entry point of mailing:

- a. Publisher completes Parts A, C, and D.
- b. Filed at the original entry office.
- c. Additional Entry fee. (See DMM 707.1.5c.)
- d. To open, close, or modify the distribution plan of an additional entry. Multiple changes may be made on a single PS Form 3510 for a single fee.

#### 615.22 **Additional Documentation**

- a. Two copies of the most recent issue of the publication.
- b. If applicable, these copies must contain an amended identification statement with the additional entry endorsement, or a letter of

commitment from the publisher showing how the ID is to be amended in a specific future issue.

### 615.23 **Processing the Application**

- a. Verify the application is properly completed and signed.
- b. Review a copy of the publication for title, ID statement, and physical standards.
- c. Submit the application to the PCSC. Send PS Form 3510 to: Pricing and Classification Center, PO Box 3510, New York NY 10008-3510.
- d. Keep a copy of the application and one copy of the publication at the original entry Post Office.
- e. Provide a copy of the application and distribution plan to any affected additional entry Post Offices.

### 615.3 **Reentry (DMM 707.9)**

#### 615.31 **PS Form 3510**

Publisher must submit PS Form 3510 to change the title, frequency or known office of publication:

- a. Publisher completes Parts A, B, and D.
- b. Reentry Fee. (See DMM 707.1.5d.)
- c. Multiple reentry changes may be made on a single PS Form 3510 for a single fee.
- d. To change a publication's authorization category, the publisher must submit PS Form 3500 in addition to PS Form 3510. No original entry fee is collected for filing PS Form 3500. Submit to original entry office.
- e. To change the title or frequency of issuance of a Periodicals publication, the publisher must submit PS Form 3510 to the original entry postmaster. To relocate the known office of publication, the publisher must submit PS Form 3510 to the postmaster with jurisdiction over the requested new location.

#### 615.32 **Additional Documentation**

- a. Two copies of the publication that show the new title (if applicable), and contain a complete ID statement reflecting the requested changes or a letter of commitment from the publisher showing how the ID is to be amended in a specific future issue.
- b. PS Form 3541-E, *Periodicals Certification for Multiple Issues (Not on the Same Day)* (if the requested frequency of issuance includes more than one regular issue per month, but not on the same day).
- c. A complete distribution plan, to change known office of entry, including details on the mail volume to be deposited at the new original entry Post Office, regardless of whether relocation of the original entry Post Office changes that information.

**615.33 Processing the Application**

- a. Verify the application is properly completed and signed.
- b. Review a copy of the publication for title, ID statement, and physical standards.
- c. Submit the application and one copy of the publication to the PCSC. Send PS Form 3510 to: Pricing and Classification Center, PO Box 3510, New York NY 10008-3510.
- d. Keep a copy of the application and one copy of the publication at the original entry Post Office.

**615.4 Registration for News Agents****615.41 PS Form 3500**

Publisher must submit PS Form 3500 at each Post Office where mailings are to be made.

- a. Publisher completes Part A.
- b. New Agent Fee. (See DMM 707.1.5b.)

**615.42 Additional Documentation**

- a. Evidence must be given to the postmaster at the mailing office that copies of publications offered for mailing are entitled to Periodicals rates and that the copies are sent to actual subscribers or other news agents for sale or distribution to requesters. The evidence provided in support of the application must include a listing of the publishers, the corresponding titles, and the publication numbers for the qualifying Periodicals publications.
- b. Publication copies are not required.

**Note:** For additional information concerning applying for Periodicals mailing privileges, refer to Handbook DM-204, *Applying for Periodicals Mailing Privileges*.

**616 Mailing While Application Is “Pending”**

A publisher or news agent may not mail at Periodicals rates before the PCSC approves the application for Periodicals mailing privileges. Postage at the applicable First-Class Mail, Standard Mail, or Package Services rates must be paid while the application is pending.

**616.1 Advance Deposit**

A publisher mailing under an advance deposit account while a Periodicals application is pending must submit the following with each mailing:

- a. Appropriate PS Form 3541, *Postage Statement — Periodicals — One Issue or One Edition* (annotated with the words “Pending Application”).
- b. Standard Mail or Package Services postage statement as applicable.
- c. PS Form 3541 postage statement is not required if the publication is mailed at First-Class Mail or Priority Mail rates.

### 616.2 **Record of Deposits and Mailings**

The USPS keeps a record of deposits and mailings (PS Form 3503, *Record of Deposits Made While Second-Class Application is Pending*) made while an application is pending. The *PostalOne!* System performs this function; however, non-*PostalOne!* offices must complete PS Form 3503 manually.

No record is kept of postage paid at First-Class Mail rates or of postage not paid by advance deposit account.

For each issue mailed, sufficient funds must be placed on deposit by the publisher to cover the highest postage amount based on the postage statements submitted. Normally, the highest postage will be the applicable Standard Mail or Package Services rates or the Airmail Letter-Post or Economy Letter-Post International rates (for international mail). In some instances however, the Periodicals rates may be higher than the Standard Mail rates. This can occur when a publication carries a high percentage of advertising and a large percentage of the circulation is mailed to Zones 7 and 8.

### 616.3 **Fees**

- a. Publishers that mail at First Class Mail presort rates, while a Periodicals application is pending, must pay the annual First Class Mail Presort Mailing Fee (DMM 233.1.17, 333.1.10, or 433.1.5). This fee is not refundable.
- b. There are no annual fees for publisher's mailing at the single piece First-Class Mail rates while a publication's application is pending.
- c. Publishers that mail at Standard Mail rates, while a Periodicals application is pending, must pay the annual Presort Mailing Fee (DMM 243.1.6, 343.1.5 or 443.1.5). The fee is fully refundable upon the publication's authorization to mail at Periodicals rates.
- d. Publishers that mail at Package Services rates requiring payment of an annual fee, while a Periodicals application is pending, must pay the appropriate annual fee, if any. The fee is fully refundable upon the publication's authorization to mail at Periodicals rates.

### 617 **Publications Approved for Periodicals Mailing Privileges**

When an authorization for Periodicals mailing privileges is granted, notification will come from the PCSC as follows:

- a. Original Entry.
- b. Any other applications (additional entry, nonprofit, etc) filed concurrently with the original entry application.
- c. Additional Entry.
- d. Reentry applications.
- e. Nonprofit applications.

## 618 Denials and Appeals

If an application for Periodicals Mailing Privileges is denied by the Pricing and Classification Service Center, the publisher has appeal rights that are explained in DMM 707.5.3.7. Pending accounts remain in effect until all appeals have been exhausted.

## 619 Refunds

### 619.1 Refunds (DMM 707.5.3.5)

If the publication is approved Periodicals mailing privileges, the postmaster or designee will refund to the applicant the difference, if any, between the postage amount deposited and the applicable Periodicals postage.

Refunds are made only for mailings deposited on or after the effective date of the authorization (this may be a date other than the application date and some issues may not be eligible for a refund), and only if postage was paid by advance deposit account.

If the publication is approved Periodicals mailing privileges, refunds are made for Standard Mail or Package Service annual fees paid while the publication's application is pending.

### 619.2 No Refunds (DMM 707.5.3.6)

No refunds will be granted for:

- a. An original entry application fee for which the application was denied by the PCSC or withdrawn by the publisher.
- b. Copies mailed before the effective date of a publication's Periodicals authorization.
- c. Postage not paid by advance deposit account for which the required records were kept.
- d. Postage at any rate affixed to copies of the publication.
- e. Postage paid at Express Mail or First-Class Mail rates.  
**Exception:** When postage is deposited at single-piece First-Class Mail rates because a mailing presorted and prepared as Periodicals mail is less than 200 pieces or 50 pounds, a refund may be authorized.
- f. Postage on mailings not meeting the applicable preparation or other eligibility standards for Periodicals.

## 62 Identification Statement

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### 621 Definition

An ID statement, in an easy to read type, must be included in all copies of publications authorized Periodicals mailing privileges and in all copies mailed pending approval of Periodicals mailing privileges.



622 **Placement**622.1 **Unbound Publication**

- a. On one of the first five pages.
- b. On the table of contents page.
- c. In the masthead of the editorial page, if the location of the editorial page is shown in the table of contents on the front page of the publication.

622.2 **Bound Publications**

May be placed as described above or on one of the last three non-advertising pages inside the back cover.

623 **Identification Statement Content**

Each issue or edition of a publication must be examined at the time of mailing for proper inclusion of all required identification statement elements:

- a. The publication title and number. The publication number includes an alpha prefix and must be within parentheses immediately after or below the publication title. If an International Standard Serial Number (ISSN) is assigned, it must appear in the identification statement (e.g., "THE WEEKLY JOURNAL" (ISSN 9876-543X)). If an ISSN is not assigned, the USPS number assigned by the PCSC must appear in the identification statement within 90 days after being provided (e.g., "THE CIVIC BULLETIN" (USPS 876-690)). The publication number may be on the front or cover page instead of in the identification statement. If an ISSN number is assigned the publisher may include both the ISSN and USPS numbers.
- b. Issue Date. May be omitted if on the front page or cover page.
- c. A statement of frequency (e.g., daily; weekly; quarterly; four times a year in January, February, October, and November; weekly during school year; monthly except during July and August).
- d. Issue number. May be omitted if on the front page or cover page.
- e. At the publisher's option, the subscription price, if the publication has one.
- f. The name and address of the known office of publication, including street number, street name, and the ZIP+4 or 5-digit ZIP Code. The street name and number are optional if there is no letter carrier service. The known office of publication must be clearly distinguishable from the name of other offices of the publication. For foreign publications, the address of the publisher's agent must be shown as the known office of publication.
- g. The imprint "Periodicals Postage Paid at..." or, if mailed at two or more offices, "Periodicals Postage Paid at... and at additional mailing offices." A notice of pending application is shown instead if copies are mailed

while an application is pending: “Application to Mail at Periodicals Postage Rates is Pending at...”

- h. The mailing address for change-of-address orders, in the normal text type of the publication: “POSTMASTER: Send address changes to [publication title and mailing address].” Publications that are wrapped may use an alternative measure (see DMM 707.3.6.1). Change-of-address information may also be shown on the label carrier or container of publications prepared in envelopes, closed wrappers, or polybags.

## 63 Copies Filed by Publisher

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### 631 Copy of Each Issue

The publisher must file a copy of each issue with the postmaster of the original entry office. The original entry office must ensure the publisher complies with this requirement and verify the publication is publishing at the authorized stated frequency.

**Note:** Additional entry offices may not receive the proof of publishing copy since it is only required the publisher present the copy to the original entry Post Office.

### 632 Marked Copy

#### 632.1 Filing Standard

The publisher must file a copy of each edition of each issue marked by the publisher so the advertising content may be verified when necessary. This marked copy must be filed either with the postmaster of the original entry office or the postmaster of the additional entry office where the publication is produced or prepared for mailing. Mailers are not required to submit marked copies if they are certified by the USPS to use the Periodicals Accuracy, Grading, and Evaluation (PAGE) Program.

#### 632.2 Marking the Copy

On the first page of each marked copy, the publisher must show the total units and percentage of space devoted to advertising and non advertising in the copy. Advertising matter printed on envelopes, wrappers, and the back of detached address cards must be included in the measurement of the advertising space. The computed percentage of advertising must be rounded off to two decimal places if necessary.

#### 632.3 Exception for Marking

Instead of marking a copy of each issue to show the advertising and non advertising portions, the publishers may pay postage at the advertising zoned rates on both portions of all issues or editions of a Periodicals publication (except a requester publication). This option is not available if the rate for

advertising is lower than the rate for non advertising. Copies provided to the postmaster must be marked on the first page “Advertising over 75%” or “Advertising not over 75%.” The postage statement must be annotated “Over 75%” or “Not over 75%” and the word “Waived” must be written in the space provided for the weight of the non advertising portion.

These markings and annotations are required in order for the accepting Post Office to determine if the publication exceeds the advertising limit of more than 75 percent advertising in more than half of the issues published during any “12-month period.”

#### 632.4 **Measuring Advertising and Non-advertising Content**

The total advertising and non advertising portions may be determined by column inches, square inches, pages, or by another recognized unit of measure if the same unit of measure is used for both portions. One full page of advertising must equal one full page of non-advertising regardless of the amount of blank space between each advertisement or non-advertising article on a page. If measured in column inches, non advertising inches are determined by subtracting the total measured advertising inches from the total column inches of the publication. A blank page, portion of a page, or blank border or margin is counted as advertising if consideration was received for the whole page, the blank portion, or the blank border or margin. The border of a page is otherwise considered neither advertising nor non-advertising and is not measured, but it is included in the total weight of the publication for purposes of postage calculation.

When measuring nonrectangular sheets, the measurement is based on the smallest rectangle that could contain the irregular sheet; exact measurement is not attempted. When two or more sheets are permanently glued together to form a single sheet, the surface area of the resulting sheet (front and back) is included when measuring the advertising or non-advertising portion. For detailed procedures on computing advertising percentage, see [Exhibit 632.4](#).

Exhibit 632.4 (p. 1)

**Computing Advertising Percentage****Standard Operating Procedures for Computing Advertising Percentage in Periodicals**

The method selected to compute the percentage of advertising must be applied to the entire publication. Attempts to combine methods will result in the wrong conclusion. Unless a publication has easily identifiable page increments (full page, 1/2 page, 1/4 page, etc.) that are easily computed in Method 1, or the same number of columns on each page that are easily computed in Method Two, it is suggested Method 3 be used for the most accurate conclusion.

In computing advertising percentage, include everything considered advertising even if the publisher or mail preparation agent did not mark it as an ad. The burden of proof rests with the publisher to prove advertising or editorial content. The computed percentage of advertising, regardless of the method used, should be within (plus or minus) 3 percent of the advertising claimed by the publisher.

**Method One: Page Measurement****Step One: Establish total number of pages of publication**

- Count all pages to arrive at the total number of pages in the publication issue. Remember to include both sides of any front and back covers as pages.

**Step Two: Establish total pages of advertising**

- Count all page increments of advertising (full, 1/2, 1/4, etc.).
- Add all increments to determine the total number of pages devoted to advertising.

**Step Three: Establish percentage of advertising**

- Divide the total advertising increments by the total pages to arrive at the advertising percentage. The percentage should be rounded to two decimal places.

**Note:** Only publications printed on pages of the same size and a limited number of advertising page increments are designed to allow advertising to be calculated by this method.

**Method Two: Column Inch Measurement**

In publications that do not have numerous supplements the column inch method provides an easy way to measure advertising. This method uses a standard number of columns per page when computing the percentage of advertising.

**Step One: Determine a “standard number of columns” per page**

- Count the number of pages containing the same numbers of columns.
- Select the column count appearing on the most number of pages. This becomes the standard number of columns on a page.

For example: a publication has 12 pages. 8 pages have 2 columns, 2 pages have one column, 1 page has 15 columns, and the last page has 8 columns. Since most of the pages (8) have two columns, the standard number of columns in this publication is 2.

**Step Two: Establish total column inches of publication**

- Pick a page that has the “standard number of columns”.
- Measure the length of the printed surface of a column on that page and multiply this number by the standard number of columns per page. This establishes the number of column inches per page.
- Multiply the number of column inches per page by the number of pages in the publication. This is the total column inches in the publication.

**Step Three: Establish total column inches of advertising**

- Measure the length of each advertisement in each column on each page of the publication.
- Add all advertising column inches in the publication.

**Step Four: Establish percentage of advertising**

- Divide the total advertising column inches by the total column inches to determine the advertising percentage for the publication. Round off to two decimal places.

Exhibit 632.4 (p. 2)

**Computing Advertising Percentage****Method Three: Square Inch Measurement**

The square inch method provides us with the most accurate measurement result. It should be used if the printed surface of the pages of a publication is of a variety of column lengths and/or widths, or if there are supplements of various sizes in the publication.

**Step One: Establish total square inches of the publication**

- Choose any page of the publication except the front page or cover, or any supplements to the publication.
- Measure the length and width of the printed surface of each page. Do not include the margins around the top, bottom, and sides of the page measurement.
- Multiply the length measurement by the width measurement to arrive at the total square inches on a page.
- Multiply the total square inches on the page by the number of pages in the publication to determine the total square inches.

**Note:** For publications with a supplement(s) of a size(s) other than that of the host publication, perform the steps above for each size supplement and then add the total square inches of the supplements to the total square inches of the host publication. For advertising supplements, remember to include the measurement in Step Two when computing advertising square inches.

**Step Two: Establish total square inches of advertising**

- Measure the length and width of the advertising on each page.
- Multiply the length by the width of each advertising space measured.
- Repeat this process until all advertising space on each page of the publication has been measured.
- Add all advertising square inches to determine the total advertising square inches in the publication. Remember to include advertising contained in supplements.

**Step Three: Establish percentage of advertising**

- Divide the total advertising square inches by the total square inches in the publication to determine the advertising percentage. Round off to two decimal places.

632.5 **Advertising**

Advertising includes:

- a. All material for the publication of which a valuable consideration is paid, accepted, or promised, that calls attention to something to get people to buy it, sell it, seek it, or support it.
- b. Reading matter or other material for the publication of which an advertising rate is charged.
- c. Articles, items, and notices in the form of reading matter inserted by custom or understanding that textual matter is to be inserted for the advertiser or the advertiser's products in the publication in which a display advertisement appears.
- d. A newspaper's or Periodicals advertisement of its own services or issues, or any other business of the publisher, whether in display advertising or reading matter.

## 64 Content Eligibility

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### 641 Basic Standards

Review a copy of each edition of each issue of a Periodicals publication to determine eligibility of any enclosures or attachments.

- a. Loose Enclosures.
- b. Label Carriers.
- c. Impermissible Components.
- d. Products.
- e. Supplements.

### 642 Permissible Mailpiece Components

#### 642.1 Pages (DMM 707.3.3.1)

Pages are the printed sheets forming the publication or one of the mailpiece components, bearing advertising, nonadvertising, or both, including pages having textual and graphic matter, blank spaces for writing or marking, and material to be completed or used by the reader. A minor portion of the pages in a Periodicals mailpiece may have unusual characteristics, such as a different size, shape, or construction, or portions that may be wholly or partially separable, and pages prepared for folding out. No page may have dimensions (when folded, if folded) that exceed the dimensions of the publication. Pages are subject to additional standards in DMM 707.3.3.1a–c.

#### 642.2 Parts and Sections (DMM 707.3.3.2)

Parts and sections are pages that are physically separate subdivisions of the publication, as identified by the publisher. Each part or section must show the publication title, and the number of parts or sections in the issue must be stated on the cover of the first part or section.

#### 642.3 Enclosures of First-Class Mailer Standard Mail (DMM 707.3.3.3)

Matter to be paid at the applicable First-Class Mail or Standard Mail rate may be enclosed in a Periodicals mailpiece subject to the conditions in DMM 707.3.3.3a–d.

#### 642.4 Loose Enclosures at Periodicals Rates (DMM 707.3.3.4)

Only the materials listed in DMM 707.3.3.4 may be included loose as an enclosure in a Periodicals mailpiece and be paid at Periodicals rates.

#### 642.5 Supplements (DMM 707.3.3.5)

A supplement is one or more pages formed by one or more printed sheets that are not bound into a publication. A supplement may be devoted to a

single topic and may contain material different from that in the host publication.

642.6 **Cover and Protective Cover (DMM 707.3.3.6)**

A cover may be placed on the outside of a Periodicals publication. A protective cover is an additional cover placed around the outside of a publication.

If the piece is not completely enclosed in a mailing wrapper, then any protective cover or cover page must cover both the front and back of the host publication and extend to within at least 3/4 inch of the edge opposite the fold or binding. **Exception:** Automation rate flat-size pieces may have short covers as provided in DMM 301.3.7.2. If the host publication is bound, the protective cover must be permanently attached to the publication.

642.7 **Mailing Wrapper (DMM 707.3.3.7)**

A mailing wrapper is an envelope, sleeve, partial wrapper, or polywrap used to enclose the mailpiece. Advertising may be printed on the mailing wrapper and is included when measuring advertising percentage. Nothing may be attached to the mailing wrapper except as permitted under DMM 707.3.3.8a–c.

642.8 **Ride-Along (DMM 707.15)**

The standards apply to Standard Mail material paid at the Periodicals Ride-Along rate that is attached to or enclosed with Periodicals mail. All Periodicals subclasses may enclose eligible matter at the Ride-Along rate. Ride-along pieces may not weight more than 3.3 ounces.

643 **Impermissible Components**

Material that contains any one of the following printed items or that is referred to in a component of the Periodicals mailpiece is ineligible to be mailed at Periodicals rates:

- a. The word "CATALOG."
- b. No real products or product samples may be included. Examples include stationery (such as pads of paper or blank printed forms); cassettes; floppy disks; merchandise; envelopes containing enclosures, other than receipts, orders for subscriptions, and incidental First-Class Mail matter; and wall, desk, and blank calendars. Printed pages, including oversized pages and calendars, are not considered products if they are not offered for sale.
- c. A separate price or subscription instructions different from those of the host publication.
- d. First-Class Mail, Standard Mail, or Package Services permit imprint.
- e. International Standard Serial Number [if other than host piece].
- f. International Standard Book Number (ISBN).

## 65 Outside-County Rates

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### 651 Introduction

All domestic copies which are not eligible for Inside-County rates may be mailed at outside county rates. The Outside-County postage is determined by combining the pound rate and piece rate postage for copies mailed.

For nonprofit and classroom publications, all commingled nonsubscriber copies over the 10 percent limit must pay regular rates and use a separate PS Form 3541.

#### 651.1 Pound Rate Postage

Pound rates are applied to the weight of the copies in the mailing. Outside-County and Science-of-Agriculture Outside-County pound rates are based on the weight of the advertising portion of the mail sent to each postal zone (as computed from the entry office) and the total weight of the nonadvertising portion. The nonadvertising postage is computed without regard to zone.

**Note:** Pound rate postage is based on the weight of all copies mailed, not on the number of addressed pieces.

#### 651.11 Discounts

- a. Nonprofit/Classroom subscribers and nonsubscribers within the 10 percent limit receive a 5 percent discount on the non-advertising pound postage.
- b. There are no other postage discounts for pound rate postage other than those provided in the current zone rate postage structure. (PS Form 3541, lines A1–A10 and A12.) Included in the rate structure are lower rates for DDU, DSCF, and DADC entry of mailpieces:
  - (1) *DDU*. Carrier route pieces qualify for the destination delivery unit (DDU) rates and discounts when deposited at the facility where the carrier serving the delivery address on the mail is located.
  - (2) *DSCF*. Pieces qualify for Destination Sectional Center Facility (DSCF) pound rates and discounts when deposited at an SCF and are addressed for delivery to one of the 3-digit ZIP Codes served by the facility where deposited.
  - (3) *DADC*. Pieces qualify for Destination Area Distribution Center (DADC) pound rates and discounts when deposited at an ADC and are addressed for delivery to one of the 3-digit ZIP Codes served by the facility where deposited.



**651.12 Advertising Pound Postage**

Copies containing material meeting one or more of the standards in DMM 707.4.12:

- a. All material for the publication of which a valuable consideration is paid, accepted, or promised, that calls attention to something to get people to buy it, sell it, seek it, or support it.
- b. Reading matter or other material for the publication of which an advertising rate is charged.
- c. Articles, items, and notices in the form of reading matter inserted by custom or understanding that textual matter is to be inserted for the advertiser or the advertiser's products in the publication in which a display advertisement appears.
- d. A newspaper's or Periodicals advertisement of its own services or issues, or any other business of the publisher, whether in display advertising or reading matter.

**651.13 Non-advertising Pound Postage**

All materials not meeting any of the standards in DMM 707.4.12 are eligible for the non-advertising pound rates.

**651.2 Piece Rate Postage**

Piece rates are based on the presort level, automation eligibility, mailpiece shape and the number of addressed pieces (not copies) to each rate level.

**651.21 Discounts**

- a. *Non-advertising.* Addressed pieces mailed at Outside-County rates.
- b. *DDU.* Carrier route addressed pieces qualify for the destination delivery unit (DDU) discounts when deposited at the facility where the carrier serving the delivery address on the mail is located.
- c. *DSCF.* Addressed pieces qualify for Destination Sectional Center Facility (DSCF) discounts when deposited at an SCF and are addressed for delivery to one of the 3-digit ZIP Codes served by the facility where deposited.
- d. *DADC.* Pieces qualify for Destination Area Distribution Center (DADC) discounts when deposited at an ADC and are addressed for delivery to one of the 3-digit ZIP Codes served by the facility where deposited.
- e. *Pallet.* Outside-County rate nonletters (flats and irregular parcels) bundled and placed directly on pallets are eligible for one of the pallet discounts. Except for overflow pallets and other pallets allowed by DMM 705.8.8.3, each pallet must contain a minimum of 250 pounds of addressed pieces. Pieces taken to DDUs that cannot accept pallets, need only meet the minimum weight requirement.
- f. *Co-palletization.* Pieces which would not qualify for the above pallet discounts, if not co-palletized, are eligible for co-palletization discounts under this experimental program.

## 652 In-County Rates

In-county rates apply to subscriber copies of any issue of a Periodicals publication (except a requester publication) when they are entered within the county in which the Post Office of original entry is located for delivery to addresses within that county, if one of the following is met:

- a. The total paid circulation of such issue is less than 10,000 copies.
- b. The number of paid copies of such issue distributed (all forms of distribution, including mailed copies) within the county of publication is more than 50 percent of the total paid circulation of such issue.

**Note:** During a calendar year, the total number of nonsubscriber copies mailed at In-County rates may not exceed 10 percent of the number of subscriber copies mailed at In-County rates. Copies in excess of the 10 percent limit must be reported on a separate PS Form 3541 and claimed at Outside-County rates.

### 652.1 Pound Rate Postage

In-County pound rates are applied to the weight of the copies mailed.

### 652.11 Discounts

There are no postage discounts for In-County pound rate postage other than those provided in the current postage rate structure. (PS Form 3541, lines B1–B2.) Included in the rate structure are lower rates for DDU entry of mailpieces:

- *DDU.* Carrier route pieces qualify for the destination delivery unit discounts when deposited at the facility where the carrier serving the delivery address on the mail is located.

### 652.2 Piece Rate Postage

Piece rates are based on the presort level, automation eligibility, mailpiece shape and the number of addressed pieces (not copies) to each rate level.

### 652.21 Discounts

*DDU.* Carrier route addressed pieces qualify for the DDU rates and discounts when deposited at the facility where the carrier serving the delivery address on the mail is located.

## 653 Foreign

Publishers' periodicals are domestically approved publications that include magazines, newspapers, journals, and other types of Periodicals publications. In order to be admissible at publishers' Periodicals rates, qualifying mail matter, as defined in IMM 294.11, must be tendered by the publisher or registered news agent who is authorized to enter that particular publication. When such mailpieces are tendered by anyone other than the designated publisher or registered news agent, the mailer has the option of paying either the airmail letter-post rate or the economy (surface) letter-post rate.

## 66 Calculation of Copy Weight/Pound Weight

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### 661 Domestic Periodicals Publications

Weigh at least 10 copies of each version, edition, or title of each Periodicals publication to obtain a single piece copy weight (0.0000 lb.). Periodicals publications are *not* weigh verified.

For copies that contain a ride-along piece, the ride-along piece, by itself, must be verified for weight.

To determine total pounds for entry and zone charges for Outside-County pound rates and In-County pound rates, multiply the number of copies (not addressed pieces) on each pound rate line of the PS Form 3541 by the weight of a single copy.

### 662 Foreign Periodicals Publications

Weigh at least 10 copies of each Canadian and all other Foreign publications including the wrappers to obtain a single copy weight (0.0000 lb.).

To determine total pounds for foreign rate group, multiply the number of copies (not addressed pieces) on each rate group line of the PS Form 3541 by the corresponding weight of a single copy.

## 67 Documentation

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### 671 Postage Statements

Each group of pieces prepared as a separate mailing must be presented with a postage statement. At a minimum, a separate postage statement must be presented for each edition of each issue of each publication.

### 672 Monthly Postage Statements

#### 672.1 Authorization

The postmaster may authorize a publisher to submit PS Form 3541-M, *Postage Statement — Periodicals — All Issues in a Calendar Month*, after the month for all issues mailed during that month, if all issues are printed on sheets of the same weight. This requirement would prohibit publications containing editorial or advertising supplements made up of sheets that are not the same weight as the sheets forming the host publication, from using a monthly postage statement.

**Note:** A publication containing identical weight sheets Monday through Saturday and sheets of non-identical weight on Sunday is not eligible to use a monthly postage statement. The publisher may not submit two monthly postage statements, one for the week day issues and one for the

Sunday issue, unless the Sunday publication is separately authorized as a Periodicals publication.

### 672.2 **Submission of Postage Statement**

The publisher must provide PS Form 3541-M no more than 72 hours after the first mailing of the last issue mailed each month. Failure to comply with this standard is grounds for the postmaster to revoke a monthly postage statement authorization.

### 672.3 **Determining the Combined Weight of One Copy From Each Issue**

To determine the combined weight of one copy from each issue mailed during the calendar month:

1. Determine the average weight of one copy by weighing 10 or more issues. Normally these will be the marked copies submitted by the publisher.
2. Select one copy of each of the issues mailed during the month; count the sheets (not pages) in each; add these figures to determine the total number of sheets for the month.
3. Determine the average weight of one sheet by dividing the average weight of one copy (Step 1) by the number of sheets for the month (Step 2). Express the result in pounds rounded off to four decimal places.
4. Multiply the total number of sheets for the month by the average weight of one sheet; do not round the product. This is the combined weight of one copy from each issue.

**Note:** This procedure must be followed for each edition of an issue when the publisher submits multiple editions of issues.

## 673 **Supporting Documentation**

### 673.1 **Standardized Documentation**

The publisher must present standardized presort documentation by either hard-copy or electronic media unless each piece in the mailing is; identical weight and the pieces are separated when presented for acceptance by rate, by zone (including separation by in-county and outside-county rates), and by entry discount (i.e., DDU, DSCF, and DDAC).

This documentation must be compared to the postage statement(s) to verify that the proper rates have been claimed. Additionally, the bundles, sacks, trays and pallets used for the Cursory Review and Manual or MERLIN verifications should be verified against the documentation to ensure that they are listed and that they have been prepared for the rates claimed.

**673.2 Entry Point/Zone Documentation**

The publisher must be able to present documentation to support the actual number of copies of each edition of an issue, by entry point, mailed to each zone, at DDU, DSCF, DADC, and In-County rates under DMM 704.17.6.2 regulations:

- a. This listing is separate from the standardized documentation.
- b. This listing may be submitted with each mailing, or, as an alternative, a publisher may keep records supporting zone and destination entry information reported on the postage statement for each mailing.
- c. Records must be kept for 2 months after the mailing date.
- d. When performing a Zone Analysis Program (ZAP), this document is compared to the postage statement(s) and the physical mail to verify that the publication qualifies for the rates and discounts claimed.
- e. In general, the USPS would only request this listing for the issue on which a ZAP is to be performed.

**673.3 Additional Documentation**

Additional documentation may be required when special mailing circumstances apply (i.e., co-palletization, multiple versions, etc.).

**674 Combining Multiple Publications or Editions (DMM 707.26)**

A combined mailing is a mailing in which two or more Periodicals publications or editions are merged into a single mailstream, during production or after finished copies are produced, and all copies of all the publications or editions are presorted together into bundles to achieve the finest presort level possible for the combined mailing.

**674.1 Postage Statement**

A separate postage statement must be prepared (if the publications or editions are non-identical) for the per pound postage computations for each part of the combined mailing.

**674.2 Content of Postage Statement**

- a. The title and issue date of the publications with which each publication or edition was combined must be noted on, or attached to, the postage statements.
- b. The per piece postage computations for all regular rate publications must be on the postage statement for the regular rate publication containing the higher (or highest) amount of advertising.
- c. The per piece computations for all special rate publications must be the postage statement for the special rate publication containing the higher (or highest) amount of advertising.
- d. The non-advertising adjustment must be computed on the appropriate postage statement for each rate category based on the publication (or

edition, if applicable) containing the higher (or highest) amount of advertising matter for that rate category.

### 674.3 **Standardized Documentation**

In addition to the required elements of standardized documentation, the documentation must also show the following:

- a. The total number of addressed pieces and copies of each publication or edition mailed to each carrier route, 5-digit, and 3-digit destination.
- b. And the publisher must also provide a list, by 3-digit ZIP Code prefix, of the number of addressed pieces and copies of each publication or edition (claimed at any destination entry and pallet discounts).

### 675 **Billing**

The following are possible methods of billing postage statements:

- a. Finalize the postage statement by entering it into the *PostalOne!* System.
- b. Finalize the postage statement by manually computing postage for the issue and enter the withdrawal in the account book.
- c. Centralized Postage Payment, postage paid at PCSC.

### 676 **Centralized Postage Payment Periodicals Publications**

Subject to specific standards and authorization by the PCSC, the Centralized Postage Payment (CPP) System allows the publisher of a Periodicals publication to pay Periodicals postage for that publication at the PCSC instead of at each authorized additional entry office. An additional entry is required at each Post Office where copies of the Periodicals publication are presented for postal verification.

Using PS Form 3629, *Centralized Postage Payment System — Running Summary*, the Postal Service provides the publisher with the weight per copy for each edition from the DMU(s) servicing the publication's mailer location(s).

The publisher must calculate the postage for the edition of each issue by using the per-copy weight(s) provided by the Postal Service.

- a. Determine the single copy weight of each edition by weighing 10 or more pieces as with any other publication. Perform presort and other verifications as required by the PCSC. If failures occur, the mailer has the option to correct or pay additional postage. Since postage statements are not available you cannot calculate additional postage due. Mark verification forms to show disposition and send to PCSC with PS Form 3629. The PCSC will collect any additional postage required.
- b. Complete PS Form 3629.
  - (1) Each edition must be listed on the PS Form 3629.
  - (2) A PS Form 3629 must be maintained for each publication by title.

- c. Upon completion, DMU must send the original PS Form 3629 to the PCSC.

A copy of PS Form 3629 must be kept on file in the DMU for 6 months.

For additional information and procedures concerning Centralized Postage Payment, refer to Publication 406, *Guide to the Centralized Postage Payment (CPP) System for Periodicals Mail*.

## 68 Mailing Verification Procedures

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### 681 **Verification Procedures for Non-MERLIN PostalOne! BMEU/DMU Acceptance Sites**

Periodicals presort mailings enjoy low postage rates because they are prepared to reduce postal handling costs. In order for the Postal Service to fully realize these savings, all presort mailings, if 10,000 pieces or more, are placed on a graduated verification cycle, also known as a “skip interval,” to ensure compliance with mail preparation standards.

Mailings are accepted and verified under a process known as the “Initial Verification,” and for specifically identified mailings, a more thorough presort review known as an “In-Depth Verification.” The two step verification process is designed to focus our efforts on mailings most likely to provide a significant return on the time invested in verifying proper presort. The Postal Service has determined that mailings of less than 10,000 pieces prepared incorrectly have a less significant impact on operations than larger mailings of 10,000 pieces or more.

**Note:** The Initial Verification/In-Depth Verification procedures are also applicable to MERLIN non-compatible mailings entered at sites with MERLIN.

#### 681.1 **Periodicals Initial Review**

All Periodicals mailings will receive an “Initial Verification.” If the mailing passes the Initial Verification and it is not scheduled for an “In-Depth Verification,” it is cleared to operations for processing.

**Note:** We strongly recommend customers be encouraged to wait while their mailing is being processed. Also, to enhance customer service, it is recommended that customers “waiting” get their mail processed first.

#### 681.2 **Initial Verification Process**

An Initial Verification should be performed from beginning to end, while the mailer or mailer’s agent is present, using the steps outlined in [Exhibit 681.2a](#).

**Note:** [Exhibit A-1](#) in the Appendix provides a checklist that can be used to assist BMEU staff in performing the Initial Verification and In-Depth Verification processes.

Exhibit 681.2a (p. 1)

**Initial Verification Process**

1. Review the postage statement (PS Forms 3541).
  - a. Record the date and time in the upper right corner.
  - b. Review the postage statement for completeness. The publisher/mailler must complete all applicable blocks in the Mailer and Mailing sections of the postage statement and apply signature and printed name in the Certification section. It is advisable the publisher/mailler completes the postage blocks to ensure sufficient funds are on deposit at the time of mailing. Completing the postage blocks, however, is not required by the publisher.
2. Ensure all required documentation has been submitted and perform a cursory documentation review. (See 35.)

Verify that the proper documentation has been received and is correct for the mailing presented. Verify that the total piece count and postage summary match the figures for each of the rate categories shown on the postage statement(s). Match the piece counts of *all* rate categories. If discrepancies are observed between the postage statement and documentation, *do not accept the mail*. Notify the mailer immediately if the Qualification Report is missing or does not agree with the volumes on the postage statement. Do not accept the mailing until the mailer presents a Qualification Report that matches the postage statement submitted.
3. Review the *PostalOne!* System to:
  - a. Verify the publication is authorized Periodicals rates.
  - b. Verify the publication is authorized for entry or additional entry at your office.
  - c. Verify authorization for nonprofit if applicable.
  - d. Ensure funds are available.
  - e. Determine if an In-Depth Verification is due. If due, continue through Step 7 of Initial Verification then proceed to In-Depth Verification procedures (see 681.3). If an In-Depth Verification is not due, proceed with Steps 4–10.
4. Examine a mailpiece to:
  - a. Determine if mailpieces are mailable under DMM 601.
  - b. Verify correct endorsements and markings, including ancillary service endorsements.
  - c. Verify content eligibility by opening at least one of the mailpieces. (See 64.)
  - d. Determine if the correct mail processing category was claimed (DMM 601.1.1).
  - e. Verify proper identification statement format, legibility and placement. (See 62.)
  - f. Verify that the mail pieces do not contain parts, sections, supplements or enclosures not contained in the marked copy.
5. Examine the “marked copy” to ensure all advertising was marked and the required advertising and non-advertising information is formatted properly. (See 632.)
6. Verify the issue’s piece weight to ensure correct postage calculations. (See 66.)
7. For automation rate mailings, refer to Automation Verification Review Process. (See 323.)
8. Cursory Presort Review. As part of the Initial Verification process, a cursory presort review is performed on all mailings not scheduled for an In-Depth Verification. Randomly select containers from the mailing and perform the following procedures:
  - a. Verify correct size labels are used (tray labels for trays, sack labels for sacks and pallet labels for pallets).
  - b. Verify Tray/sack/pallet labels are legible.
  - c. Verify bundle labels/optional endorsement lines are correct.
  - d. Verify bundle integrity meets the standards for securing bundles as provided in the DMM.
  - e. Verify all trays are sleeved with the exception of letter-trays destinating within the origin SCF service area.
  - f. Verify applicable trays are strapped with USPS approved strapping. **Note:** Strapping is not required for any letter tray placed on a 5-digit, 3-digit, or SCF pallet secured with stretchwrap. In addition, if the processing and distribution manager gives a written waiver, strapping is not required for any letter tray destinating within the origin SCF (mail processing plant) service area or possibly, for mixed ADC trays.
  - g. Verify the contents of one tray/sack/pallet match the label destination line and are sorted to finest extent required by standard.



Exhibit 681.2a (p. 2)

**Initial Verification Process**

- h. If presort errors are observed during the cursory presort review process:
  - (1) If the customer is present, return mail to customer for correction and record mailing information on PS Form 8075, *Disqualified Mail Log*. (See [Exhibit A-10](#) in the Appendix.)
  - (2) If the customer is not present or if the customer elects to pay additional postage in lieu of correcting errors, proceed to In-Depth Verification process (see 681.5) and complete presort verification, PS Form 2866, *Presort Verification Record*. (See [Exhibit A-11](#) in the Appendix.)

**Note:** Refer to the appropriate DMM section for current standards on mailing preparation/makeup of various mail processing categories and postage rate categories. Quick Service Guides may also be used.

- 9. If non-presort errors are found in the mailing:
  - a. If the customer is present, return mail to customer for correction.
  - b. If the customer is not present, hold mail and notify customer of errors.
  - c. Record mailing information and errors on Disqualified Mail Log.
- 10. If the mailing is accepted:
  - a. Complete and sign postage statement.
  - b. Input data from postage statement in the *PostalOne!* System or PS Form 25, *Trust Fund Account*, if BMEU is not a *PostalOne!* site. Ensure that verification results are recorded in the *PostalOne!* System.
  - c. Attach clearance notice to all containers cleared for dispatch to operations. (See [Exhibit 681.2b](#).)

**Note:** This form is not required by associate Post Offices (AOs) that transport accepted mail to a larger facility for processing.

Exhibit 681.2b

**Periodicals Clearance Notice**

VERIFICATION  
COMPLETED BY  
BUSINESS MAIL ENTRY

**MAIL  
RELEASED  
FOR DISPATCH**

\_\_\_\_\_ of \_\_\_\_\_  
\_\_\_\_\_ Date  
\_\_\_\_\_ Time

VERIFICATION  
COMPLETED BY  
BUSINESS MAIL ENTRY

**MAIL  
RELEASED  
FOR DISPATCH**

\_\_\_\_\_ of \_\_\_\_\_  
\_\_\_\_\_ Date  
\_\_\_\_\_ Time

### 681.3 **In-Depth Verification at Non-MERLIN PostalOne! Acceptance Sites**

The “In-Depth Verification” process is performed on Periodicals mailings greater than 10,000 pieces and mailings identified with presort errors during the Initial Verification process. The In-Depth Verification brings about a graduated verification schedule for publishers/mailers who consistently provide well prepared mailings. These publishers/mailers will be moved to a less frequent In-Depth Verification cycle.

### 681.4 **In-Depth Verification Schedule**

New publishers/mailers presenting Periodicals mailings of 10,000 pieces or more begin at In-Depth Verification level “0.” As a publisher/mailer continues to present properly prepared mailings, the system promotes the mailer to a new level of reduced frequency:

- a. Level 0 — all mailings are selected.
- b. Level 1 — 1 mailing in 10 is randomly selected.
- c. Level 2 — 1 mailing in 20 is randomly selected.
- d. Level 3 — 1 mailing in 30 is randomly selected.

Initially, an In-Depth Verification will be performed on each mailing presented by a mailer. After three consecutive passing In-Depth Verifications (less than 5 percent errors) the interval will change to 1 in 10. After three more consecutive passing In-Depth Verifications the interval moves to 1 in 20 and subsequently to 1 in 30. Mailers on a 1 in 10, 1 in 20, or 1 in 30 interval that fail three “consecutive” In-Depth Verifications will go back to Level 0 until three consecutive mailings pass.

Perform In-Depth Verification if any of the following situations occur:

- a. Scheduled by the *PostalOne!* System or Mailer Control Card (MCC).
- b. Makeup errors are detected during an Initial Verification process.
- c. The mailing is a reentered mailing that has already failed an In-Depth Verification.
- d. The mailing is the subsequent mailing after a reentered mailing passes.

### 681.5 **In-Depth Verification Process**

Follow the steps outlined in [Exhibit 681.5](#) for In-Depth Verification.

Exhibit 681.5 (p. 1)

**In-Depth Verification Process**

1. Ensure Initial Verification process is completed before continuing.
2. Select presort verification sample by selecting three (3) containers (trays/sack/pallets). The containers must be selected by using the MERLIN Random Generator List available on *PostalOne!* or CD. Contact the district Manager, Business Mail Entry for access to the *PostalOne!* System or a copy of the Random Generator List on CD.  
 When using the Random Generator List, print a list daily for each tour. Print the list for a sample size of three containers per mailing then in column one of the list, find the number of containers in the mailing. Columns two through four will identify the container numbers for verification.  
 Post Offices without access to the Random Generator List must randomly select three containers for verification.
3. Perform presort verification as per instructions on PS Form 2866. Mailings must be checked to ensure they are properly sorted and that bundles, trays, sacks, and pallets are properly made up and labeled correctly. In addition, mailings which require minimum quantities to a destination must be checked to see that they meet the minimum standards. Mailings which require sortation to the finest extent possible must be checked to ensure the finer sortations are made when there is sufficient volume of mail for a destination. The following is a brief summary of checks that must be performed on the sample containers:
  - a. Each piece in a bundle is for the same presort destination as the top piece.
  - b. Either the correct pressure sensitive label or optional endorsement line is on any bundles prepared in the mailing.
  - c. Bundles are adequately secured.
  - d. Pieces are sorted in bundles or trays to the finest extent required by standard.
  - e. Bundles contain the minimum number of pieces for specific presort destinations.
  - f. Containers are labeled correctly by destination, presort level, and mail processing category for the corresponding mailpieces in the container.
  - g. The proper container (tray/sack/pallet) is used. This does not apply to small volume mailings which the postmaster may authorize to be entered in nonpostal containers.
  - h. Each tray/sack/pallet contains the required minimum number of pieces, packages, pounds required for a specific level of presort.
  - i. Bundles are sorted and prepared in trays/sacks/pallets to the finest extent required by standard.
4. Complete PS Form 2866. **Note:** When completing lines 1D(1) and 1D(2), use the average piece rate postage or pound rate postage for pieces in the mailing by dividing the total piece rate postage by the total number of pieces in the mailing and (if applicable) the total pound rate postage by the total pounds in the mailing.
5. Mailings with a presort verification error rate (PS Form 2866, line 10C) of 5 percent or greater will have the same percentage of the total pieces in the mailing disqualified.
6. Record verification results in the *PostalOne!* System or on MCC.
7. If the mailing is disqualified for any reason during the In-Depth Verification process:
  - a. Record on Disqualified Mail Log.
  - b. Hold mail and notify mailer. The mailer has the following options.
    - (1) Rework the entire mailing.
    - (2) Pay additional postage for pieces disqualified (PS Form 2866, line 15).
    - (3) Appeal any disqualification either prior to or after the mailing is released for processing.
 In any case, the additional postage must be collected prior to release of the mailing.

Exhibit 681.5 (p. 2)

**In-Depth Verification Process**

8. When the mailing is accepted:
  - a. Complete and sign postage statement.
  - b. Input data from postage statement in the *PostalOne!* System or PS Form 25 for Post Offices that are not *PostalOne!* sites.
  - c. Attach clearance notice to all containers cleared for dispatch to operations. (See [Exhibit 681.2b](#).) **Note:** This form is not required by associate Post Offices (AO's) that transport accepted mail to a larger facility for processing.

## 682 Verification Procedures for MERLIN Acceptance Sites

### 682.1 Initial Verification Process

An Initial Verification should be performed from beginning to end, while the mailer or mailer's agent is present, using the steps outlined in [Exhibit 682.1](#).

**Note:** [Exhibit A-1](#) in the Appendix provides a checklist that can be used to assist BMEU staff in performing the Initial Verification and In-Depth Verification processes for Periodicals mailings.

Exhibit 682.1 (p. 1)

**Initial Verification Process — MERLIN Acceptance Sites**

1. Review the postage statement (PS Forms 3541).
  - a. Record the date and time in the upper right corner.
  - b. Review the postage statement for completeness. The publisher/MAILER must complete all applicable blocks in the Mailer and Mailing sections of the postage statement and apply signature and printed name in the Certification section. It is advisable the publisher/MAILER completes the postage blocks to ensure sufficient funds are on deposit at the time of mailing. Completing the postage blocks, however, is not required by the publisher.
2. Ensure all required documentation has been submitted and perform a cursory documentation review. (See 35.)
 

Verify that the proper documentation has been received and is correct for the mailing presented. Verify that the total piece count and postage summary match the figures for each of the rate categories shown on the postage statement(s). Match the piece counts of *all* rate categories. If discrepancies are observed between the postage statement and documentation, *do not accept the mail*. Notify the mailer immediately if the Qualification Report is missing or does not agree with the volumes on the postage statement. Do not accept the mailing until the mailer presents a Qualification Report that matches the postage statement submitted.
3. Review the *PostalOne!* System, or manual ledger and Mailer Control Card to:
  - a. Verify the publication is authorized Periodicals rates.
  - b. Verify the publication is authorized for entry or additional entry at your office.
  - c. Verify authorization for nonprofit if applicable.
  - d. Ensure funds are available.
  - e. Determine if a MERLIN verification is due. If due, continue through Step 7 of Initial Verification, and then proceed to MERLIN Verification procedures (see 322). If a MERLIN Verification is not due, proceed with Steps 4–10.

Exhibit 682.1 (p. 2)

**Initial Verification Process — MERLIN Acceptance Sites**

4. Examine a mailpiece to:
    - a. Determine if mailpieces are mailable under DMM 601.
    - b. Verify correct endorsements and markings, including ancillary service endorsements.
    - c. Verify content eligibility (e.g., check for eligible attachments and enclosures) by opening at least one mailpiece. (See 64.)
    - d. Determine if the correct mail processing category was claimed.
    - e. Verify proper identification statement format, legibility and placement. (See 62.)
    - f. Verify that the mail pieces do not contain parts, sections, supplements or enclosures not contained in the marked copy.
  5. Examine the “marked copy” to ensure all advertising was marked and the required advertising and non-advertising information is formatted properly.
  6. Verify the issue’s piece weight to ensure correct postage calculations.
  7. For automation rate mailings, refer to Automation Verification Review Process. (See 323.)
  8. Cursory Presort Review. As part of the Initial Verification process, a cursory presort review is performed on all mailings not scheduled for an In-Depth Verification. Randomly select containers from the mailing and perform the following procedures:
    - a. Verify correct size labels are used (tray labels for trays, sack labels for sacks and pallet labels for pallets).
    - b. Verify Tray/sack/pallet labels are legible.
    - c. Verify bundle labels/optional endorsement lines are correct.
    - d. Verify bundle integrity meets the standards for securing bundles as provided in the DMM.
    - e. Verify all trays are sleeved with the exception of letter-trays destinating within the origin SCF service area.
    - f. Verify applicable trays are strapped with USPS approved strapping. **Note:** Strapping is not required for any letter tray placed on a 5-digit, 3-digit, or SCF pallet secured with stretch wrap. In addition, if the processing and distribution manager gives a written waiver, strapping is not required for any letter tray destinating within the origin SCF (mail processing plant) service area.
    - g. Verify the contents of one tray/sack/pallet match the label destination line and are sorted to finest extent required by standard.
    - h. If presort errors are observed during the cursory presort review process:
      - (1) If the customer is present, return mail to customer for correction and record mailing information on PS Form 8075. (See [Exhibit A-10](#) in the Appendix.)
      - (2) If customer is not present or if customer elects to pay additional postage in lieu of correcting errors, proceed to In-Depth Verification process (see 322) and complete presort verification, PS Form 2866. (See [Exhibit A-11](#) in the Appendix.)
- Note:** Refer to the appropriate DMM section for current standards on mailing preparation/makeup of various mail processing categories and postage rate categories. Quick Service Guides may also be used.
9. If non-presort errors are found in the mailing:
    - a. If the customer is present, return mail to customer for correction.
    - b. If the customer is not present, hold mail and notify customer of errors.
    - c. Record mailing information and errors on Disqualified Mail Log.
  10. If the mailing is accepted:
    - a. Complete and sign postage statement.
    - b. Input data from postage statement into the *PostalOne!* System or PS Form 3543, (*Special Record of Periodicals Postage*, or PS Form 25 if BMEU is not a *PostalOne!* site. Ensure that verification results are recorded in the *PostalOne!* System.
    - c. Attach clearance notice to all containers cleared for dispatch to operations. (See [Exhibit 681.2b](#).) **Note:** This form is not required by associate Post Offices (AOs) that transport accepted mail to a larger facility for processing.

## 682.2 MERLIN Verification

MERLIN verifications must be performed according to the schedule and procedures provided in 33 for MERLIN acceptance sites.

[Exhibit 331](#) and the MERLIN Operators Guide provide detailed instructions on performing MERLIN verification tests. [Exhibit A-13](#) in the Appendix provides a list of available reports and how they are used to interpret test results.

## 683 Verification Procedures for Non-MERLIN and Non-PostalOne! Acceptance Sites

### 683.1 Overview

The acceptance procedures outlined in this section are intended for non-*PostalOne!* & non-MERLIN associate offices accepting low-volume/low-risk presorted mailings. These offices would not have titled bulk mail clerks or technicians.

It is at the discretion of the Manager, Business Mail Entry whether or not these procedures apply to a particular office. The Manager, Business Mail Entry must provide written approval for offices to participate in these reduced-verification procedures. Contact your district Manager, Business Mail Entry for guidance.

Any office not approved by the MBME must comply with the verification procedures outlined in 681 for non-MERLIN *PostalOne!* acceptance sites.

**Note:** We strongly recommend that customers be encouraged to wait for the completion of the verification to avoid delays if errors are found. Also, to enhance customer service, it is recommended that customers “waiting” should get their mail processed first.

### 683.2 Initial Verification Process

An Initial Verification should be performed from beginning to end, while the mailer or mailer’s agent is present, using the steps outlined in [Exhibit 683.2](#).

**Note:** [Exhibit A-1](#) in the Appendix provides a checklist that can be used to assist BMEU staff in performing the Initial Verification and In-Depth Verification processes for Periodicals mailings.

Exhibit 683.2 (p. 1)

**Initial Verification Process — Non-MERLIN and Non-PostalOne! Acceptance Sites**

1. Review the postage statement (PS Forms 3541).
  - a. Record the date and time in the upper right corner.
  - b. Review the postage statement for completeness. The publisher/mailler must complete all applicable blocks in the Mailer and Mailing sections of the postage statement and apply signature and printed name in the Certification section. It is advisable the publisher/mailler completes the postage blocks to ensure sufficient funds are on deposit at the time of mailing. Completing the postage blocks, however, is not required by the publisher.
2. Ensure all required documentation has been submitted and perform a cursory documentation review. (See 35.)  
 Verify that the proper documentation has been received and is correct for the mailing presented. Verify that the total piece count and postage summary match the figures for each of the rate categories shown on the postage statement(s). Match the piece counts of all rate categories. If discrepancies are observed between the postage statement and documentation, do not accept the mail. Notify the mailer immediately if the Qualification Report is missing or does not agree with the volumes on the postage statement. Do not accept the mailing until the mailer presents a Qualification Report that matches the postage statement submitted.
3. Review the *PostalOne!* System or manual ledger to:
  - a. Verify the publication is authorized Periodicals rates.
  - b. Verify the publication is authorized for entry or additional entry at your office.
  - c. Verify authorization for nonprofit if applicable.
  - d. Ensure funds are available.
4. Examine a mailpiece to:
  - a. Determine if mailpieces are mailable under DMM 601.
  - b. Verify correct endorsements and markings, including ancillary service endorsements.
  - c. Verify content eligibility by opening at least one of the mailpieces. (See 64.)
  - d. Determine if the correct mail processing category was claimed (DMM 601.1.1).
  - e. Verify proper identification statement format, legibility and placement. (See 62.)
  - f. Verify that the mail pieces do not contain parts, sections, supplements or enclosures not contained in the marked copy.
5. Examine the “marked copy” to ensure all advertising was marked and the required advertising and non-advertising information is formatted properly. (See 632.)
6. Verify the issue’s piece weight to ensure correct postage calculations. (See 66.)
7. For automation rate mailings, refer to Automation Verification Review Process. (See 323.)
8. Cursory Presort Review. As part of the Initial Verification process, a cursory presort review is performed on all mailings. Randomly select containers from the mailing and perform the following procedures:
  - a. Verify correct size labels are used (tray labels for trays, sack labels for sacks and pallet labels for pallets).
  - b. Verify Tray/sack/pallet labels are legible.
  - c. Verify bundle labels/optional endorsement lines are correct.
  - d. Verify bundle integrity meets the standards for securing bundles as provided in the DMM.
  - e. Verify all trays are sleeved with the exception of letter-trays destinating within the origin SCF service area.
  - f. Verify applicable trays are strapped. **Note:** Strapping is not required for any letter tray placed on a 5-digit, 3-digit, or SCF pallet secured with stretchwrap. In addition, if the processing and distribution manager gives a written waiver, strapping is not required for any letter tray destinating within the origin SCF (mail processing plant) service area or possibly for mixed ADC trays.
  - g. Verify the contents of one tray/sack/pallet match the label destination line and are sorted to finest extent required by standard.
  - h. If presort errors are observed during the cursory presort review process:
    - (1) The customer is present, return mail to customer for correction and record mailing information on PS Form 8075, *Disqualified Mail Log*. (See [Exhibit A-10](#) in the Appendix.)

Exhibit 683.2 (p. 2)

**Initial Verification Process — Non-MERLIN and Non-PostalOne! Acceptance Sites**

(2) If customer is not present or if customer elects to pay additional postage in lieu of correcting errors , proceed to In-Depth Verification process (see 681.5) and complete presort verification, PS Form 2866, *Presort Verification Record*. (See [Exhibit A-11](#) in the Appendix.)

**Note:** Refer to the appropriate DMM section for current standards on mailing preparation/makeup of various mail processing categories and postage rate categories. Quick Service Guides may also be used.

9. If non-presort errors are found in the mailing:
  - a. If the customer is present, return mail to customer for correction.
  - b. If the customer is not present, hold mail and notify customer of errors.
  - c. Record mailing information and errors on Disqualified Mail Log.
10. If the mailing is accepted:
  - a. Complete and sign postage statement.
  - b. Input data from postage statement in the *PostalOne!* System or PS Form 25, *Trust Fund Account*, if office is not a *PostalOne!* site. Ensure that verification results are recorded in the *PostalOne!* System.
  - c. Attach clearance notice to all containers cleared for dispatch to operations. (See [Exhibit 681.2b](#).) **Note:** This form is not required by associate Post Offices (AOs) that transport accepted mail to a larger facility for processing.

## 69 Annual Reviews

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### 691 Eligibility Review

#### 691.1 Selecting Publications for Review

In order to verify a publication's continued compliance with circulation standards, the original entry Post Office must perform an Eligibility review for the following publications:

- a. Publications (except foreign) for which new applications for Periodicals authorization are submitted.
- b. Publications (except foreign) with a paid/requested circulation of 60 percent or less, as shown on PS Form 3526, *Statement of Ownership, Management, and Circulation*.
- c. Publications with a paid/requested circulation of less than 50 percent, as shown on PS Form 3526, should be scheduled for an immediate Eligibility Review.

**Note:** For additional information and procedures for conducting an Eligibility review, refer to Handbook DM-203, *Periodicals Eligibility Review*. DMM 707.8.2.2 also provides that an authorized audit bureau may conduct verifications of circulation for an application for Periodicals mailing privileges, reentry application, or other required circulation verification of general or requester publications.

#### 691.2 Noncompliance

After completing the review, if it is determined that the publication's paid/requested circulation is less than 50 percent, send the review to the manager business mail entry (MBME) for evaluation. The MBME will



subsequently forward the review to the Pricing and Classification Service Center if the review findings support revocation action.

692 **Annual Periodicals Postage Payment Review**

692.1 **Accepting/Mailing Post Office Responsibility**

The accepting/ mailing Post Office is responsible to verify the accuracy of the zoned copies claimed by the publisher on their PS Form 3541 by verifying the zones of the ZIP Codes represented on the PS Form 3541 for the respective entry office. The review is conducted annually, and as part of the review, the mailing office is also responsible to verify the advertising percentage of the submitted marked copy and compare that percentage against what the publisher is claiming on PS Form 3541.

692.2 **Centralized Postage Payment Publications**

Periodicals postage payment reviews for CPP publications will be handled by the PCSC. The PCSC will notify mailing Post Offices of the postage payment procedures for CPP Publications.

692.3 **Initiating the Postage Payment Review**

Mailing Post Office must notify publishers in writing to schedule the annual postage payment review. The letter must indicate the issue the review will be performed on and what needs to be submitted. See [Exhibit 692.3](#) to determine what needs to be submitted.

Exhibit 692.3

**Submissions for Postage Payment Review**

Level	What Needs to be Submitted
1 and 2 (ZAP certified — see 692.5)	marked copy*
3	3-digit listing, marked copy*
4 – Option 1	3-digit-listing, marked copy*
4 – Option 2	one-time 3-digit-listing, marked copy*

\* If publication is currently submitting marked copy for every issue to the mailing office, do not notify publisher in letter. If publication is authorized under the PAGE program, they are not required to submit a marked copy for the review.

692.4 **Verifying Advertising Percentage**

Verify the advertising percentage of submitted marked copy of the reviewed issue. If there are multiple editions for the reviewed issue, select the most prominent (main, basic, national, etc.) edition. Compare your calculated advertising percentage against the advertising percentage claimed on the corresponding PS Form 3541. If verified advertising percentage is greater than claimed advertising percentage by more than 3 percent, it could result in a revenue deficiency (see below).

**692.41 Result 1**

If the verified advertising percentage does not exceed 3 percent of publisher's claimed advertising percentage, you have completed the advertising verification part of postage payment review. You now can perform the zone verification part of postage payment review.

**692.42 Result 2**

If verified advertising percentage is over 3 percent above the publisher's claimed advertising percentage, you will have to determine if there is a revenue deficiency. Do this by calculating the PS Form 3541, using the publisher's claimed advertising percentage and calculating the PS Form 3541 using the "adjusted" advertising percentage. Subtract the publisher's PS Form 3541 total calculated postage total from the "adjusted" PS Form 3541 total calculated postage from the zones postage total. This is the additional postage for this single issue.

Please note that Management Instruction (MI) DM-140-2001-1, *Assessing and Collecting Deficiencies in Postage or Fees*, states that with certain exceptions, the minimum threshold to assess revenue deficiencies is \$500. In addition to the exceptions listed here, there is no minimum threshold for deficiencies based on underpayment of fees. Due to this, unless the revenue deficiency is \$500 or greater there is no deficiency assessed.

**Note:** Before any action is taken concerning whether there is a revenue deficiency, perform both advertising percentage verification and zone verification parts of postage payment review.

To determine if the amount meets the minimum threshold of \$500, you must multiply the amount of additional postage by the number of prior issues mailed over the previous 6 months.

**Example:** \$250 (additional postage) x 6 issues (# of issues mailed within last six months) = \$1,500 (Total additional postage). In this example, the publisher would be assessed a revenue deficiency of \$1,500.

**692.421 If the Deficiency Is Above \$500**

If the deficiency is above \$500, then you would assess a deficiency, but first notify the mailer, by phone, of the discrepancy, then process PS Form 3541 using the adjusted advertising percentage. Notify publisher of the deficiency in writing as per procedures in MI DM-140-2001-1.

When notifying the publisher, they must also have the option to recalculate all previous affected issues.

Request marked copy for next subsequent issue after publisher was notified, and perform an advertising percentage verification on that issue.

**692.422 If the Deficiency Is Below \$500**

If the deficiency is below \$500, then you would not assess a deficiency, but notify the publisher, by phone, of the discrepancy, then change current PS Form 3541 to reflect correct advertising percentage and process PS Form 3541, follow-up in writing of discrepancy, and perform review on next subsequent issue after publisher was notified.

**692.43 Result 3**

If the publisher's advertising percentage claimed on PS Form 3541 is over 3 percent *higher* than the advertising percentage that was verified during review, notify publisher by phone, change PS Form 3541 to reflect lower advertising percentage determined from review and process PS Form 3541. Publisher may submit refund request for issues mailed in previous six months. The publisher must submit all required documentation as per any refund request.

**692.5 Confirming Zone Distribution****692.51 Overview**

The Postal Service must ensure that the zones claimed and the postage paid by a Periodicals publisher are accurate and reflect the most current zone information. Postmasters must follow the processes listed in this chapter when confirming the accuracy of a publisher's zone distribution.

The Postal Service verifies documentation through its Zone Analysis Program (ZAP). The Postal Service developed ZAP to assist publishers and Postal Service personnel in verifying the correct zone allocation and postage payment for Periodicals mailings, including identification as In-County or Outside-County, based on USPS national electronic zone charts. ZAP-approved software accurately assigns zones using the USPS national electronic zone charts and is updated at least once each calendar year.

**692.52 Publications That Must Confirm Zone Accuracy**

The Postal Service confirms zone accuracy for all publications *except* for nonprofit publications that have 10 percent or less advertising and that claim the Outside-County pound rates for their copies.

**692.53 Frequency of Zone Accuracy Confirmation**

For all publications (with the exceptions noted in 692.52), the Postal Service performs a zone accuracy review once each year.

**692.54 Postmaster's Confirmation of Zone Accuracy**

The postmaster (or designee) of the office(s) where a publication's mailings are entered for verification and acceptance (i.e., any office where the mail is entered and postage is paid) is responsible for either ensuring the documentation presented is ZAP-approved or confirming through a manual review process the publisher's zone distribution is accurate. The verification office could be the original or additional entry office or both.

**692.6 Publisher's Options****692.61 Overview**

The publisher has several options to document its zone distribution accuracy:

- a. Option 1.
- b. Option 2-A.

- c. Option 2-B.
- d. Option 3.
- e. Option 4-A.
- f. Option 4-B.

Depending on which option the publisher chooses, the publisher and postmaster have different responsibilities, as described in the following sections.

692.62 **Option 1**

*Publisher:* A publisher using PAVE-certified software for Periodicals mailings must certify on PS Form 3541 that the software has been PAVE-certified. (This meets the ZAP-approval requirements, because all PAVE-certified software is also ZAP-approved.) In addition, the heading on the USPS qualification report must show the date of the USPS national electronic zone chart data. **Note:** Presort Accuracy Validation and Evaluation (PAVE) is a software certification program that serves as a standard of excellence for presort software products. The program analyzes presorting software products to determine their mail-sorting accuracy based on standards in the DMM. Software products that successfully complete the PAVE tests are granted PAVE certification.

*Postmaster:* The postmaster (or designee) must verify at the time of acceptance that the publisher has certified on PS Form 3541 that the mailings were PAVE-certified (and therefore ZAP-approved).

*Procedures:* No further review is necessary.

692.63 **Option 2-A**

*Publisher:* A publisher using ZAP-approved software must certify on PS Form 3541 that the software has been ZAP-approved. In addition, the heading on the USPS qualification report must show the date of the USPS national electronic zone chart data.

*Postmaster:* The postmaster (or designee) must verify at the time of acceptance that the publisher has certified on PS Form 3541 that the mailings were ZAP-approved.

*Procedures:* No further review is necessary.

692.64 **Option 2-B**

*Publisher:* A publisher using ZAP-approved software but not submitting PS Form 3541 or a USPS qualification report must submit a Mail.dat file with a header record indicating that the software has been ZAP-approved and showing the date of the USPS national electronic zone chart data.

*Postmaster:* The postmaster (or designee) must verify at the time of acceptance that the publisher has certified in the Mail.dat header that the mailings were ZAP-approved.

*Procedures:* No further review is necessary.

**692.65 Option 3**

*Publisher:* A publisher using software that is not approved by the National Customer Support Center (NCSC) must submit with each mailing PS Form 3541 and standardized documentation that includes the 3-digit zone listing and the summary zone listing. (These listings enable the postmaster to verify that the software accurately assigned zone information.)

*Postmaster:* The postmaster (or designee) must perform an annual zone analysis for each publication entered at his or her office.

*Procedures:* The reviewing Post Office verifies the publisher's documentation by manually comparing the publisher's 3-digit zone listing to the current USPS national electronic zone charts and by comparing the summary zone listing to the zone information on PS Form 3541.

**Note:** For Option 3, Post Office personnel conduct the verification procedures after they have accepted the selected Periodicals mailing.

**692.66 Option 4-A**

*Publisher:* A publisher not using a software program to confirm zone accuracy must submit with each mailing PS Form 3541 and standardized documentation that includes the 3-digit zone listing and the summary zone listing. The publisher may submit this documentation in handwritten form.

*Postmaster:* The postmaster (or designee) must perform an annual zone analysis for each publication entered at his or her office.

*Procedures:* The reviewing Post Office verifies the publisher's documentation by manually comparing the publisher's 3-digit zone listing to the current USPS national electronic zone charts and by comparing the summary zone listing to the zone information on PS Form 3541.

**Note:** For Option 4-A, Post Office personnel conduct the verification procedures after they have accepted the selected Periodicals mailing.

**692.67 Option 4-B**

*Publisher:* A publisher who normally manually separates its zones and presort without documentation must submit for the verified issue PS Form 3541 and standardized documentation that includes a manually created 3-digit zone listing and the summary zone listing. The publisher may submit this information in handwritten form.

*Postmaster:* The postmaster (or designee) must perform an annual zone analysis for each publication entered at his or her office.

*Procedures:* The reviewing Post Office verifies the publisher's documentation by manually comparing the publisher's 3-digit zone listing to the current USPS national electronic zone charts and by comparing the summary zone listing to the zone information on PS Form 3541.

**Note:** For Option 4-B, Post Office personnel conduct the verification procedures after they have accepted the selected Periodicals mailing.

692.68 **Note for Options 3 and 4**

It is important to note that the verification procedures performed by Post Office personnel for both Options 3 and 4 are to be conducted after the selected Periodicals mailing is accepted and mail released. The verification to be conducted is a “desk top” verification (use procedures in 692.8).

692.7 **Multiple Publications Entered by Same Publisher Under Options 3 or 4**

When 10 or more publications are published by the same publisher and the zone information data on the statements are created by the same process/program and entered by the same mailer at the same mailing office, use the following chart to determine how many publications must receive a Zone Analysis:

# Periodicals	# Zone Analysis Reviews
10–30	3
31–40	4
41–50	5
Over 50	10 percent

**Note:** This chart does not affect the verification of advertising percentage portion of the annual postage payment review described in 692.4.

692.8 **Zone Analysis Procedures**

- a. After mailing has been accepted, release for processing.
- b. Compare PS Form(s) 3541 for issue with PS Form(s) 3541 of previous issue for consistency.
- c. Compare total copies on 3-digit listing summary with total copies on corresponding PS Form 3541. (If more copies displayed on 3-digit listing than on PS Form 3541, there is a discrepancy, these additional copies must be added to Zone 8 copies on PS Form 3541 and must be added in piece rates as copies and addressed pieces at applicable basic auto/presort rate.)
- d. Begin your analysis.

692.81 **Selecting 3-Digit ZIP Code Samples (Options 3 and 4)**

Select 3-digit zone listing summary that represents a single PS Form 3541. When multiple PS Forms 3541 in mailing, select the one which contains the greatest number of zones displayed.

The number of 3-digit ZIP Codes on the 3-digit listing will determine the number of 3-Digit ZIP Codes to verify. Use the following chart:

Number of 3-digit ZIP Codes	Selected ZIP Codes
25 or Less	All 3-Digits on list
25–50	every other 3-digit list
51–75	Skip 3
76–100	Skip 4
101–200	Skip 5
200 or more	Skip 10

Perform audit directly on 3-digit listing sheet:

- a. Determine the number of 3-digit ZIP Codes that need to be selected, from chart above, and start with first 3-digit ZIP Code on list and skip accordingly down listing.
- b. Highlight each selected 3-digit.
- c. Verify each 3-digit ZIP Code and the corresponding zone allocated. Obtain this information from the most current postal zone chart for that entry. If the zone is correct, place a check mark next to zone and move on to the next selected 3-digit. If the zone is incorrect, place the correct zone next to the incorrect zone on the 3-digit listing.
- d. When you have verified all selected the 3-digit ZIP Codes required, see if there were any incorrect zones.
- e. If all zones were correctly allocated, you have completed the zone verification part of the postage payment review.
- f. If any zones were incorrectly allocated and there are multiple PS Forms 3541, perform process above on every 3-digit zone listing before continuing. After verifying zones on all 3-digit listings continue with second step of review below for each 3-digit listing where a zone discrepancy was discovered.

If any zones were incorrectly allocated on a mailing with a single PS Form 3541 continue with the following:

- a. Verify the remaining 3-digit ZIP Codes that were skipped on initial check.
- b. When all 3-digit ZIP Codes, which represent all the copies on the PS Form 3541, have been verified, add the number of copies for each zone determined from the review unless only one single zone is incorrect.

#### 692.82 **Single Incorrect Zone**

- a. If only a single zone is incorrect, add the number of copies for that zone and the zone that the copies were originally allocated on PS Form 3541.
- b. Calculate those two zone line items on PS Form 3541 using the publisher's zone distribution and the adjusted zone distribution determined from the review.

**Example:** PS Form 3541 displays 20 copies for zone 6 that actually were for zone 8. Subtract these 20 copies from the number of copies in zone 6 claimed on PS Form 3541. Add 20 copies to the total copies to claimed PS Form 3541 for zone 8.

- a. Calculate the line items for both zone 6 and 8 using the publisher's claimed copies and the review adjusted copies. Calculation: total copies x weight of a copy x advertising percentage x pound cost of the zone.
- b. Add the postage amounts for both zones for a postage total for each calculation.
- c. Subtract the corrected zones postage total from the publisher's zones postage total. This is the additional postage factor.

**STOP:** If the Publisher's PS Form 3541 postage total is more than the corrected PS Form 3541 postage total do not continue the review. Notify publisher by phone, change PS Form 3541 to reflect zones determined from review and process PS Form 3541. Publisher may submit refund request for issues mailed in previous 12 months. The publisher must submit all required documentation as per any refund request.

Please note that MI DM-140-2001-1, *Assessing and Collecting Deficiencies in Postage or Fees*, states that with certain exceptions, the minimum threshold to assess revenue deficiencies is \$500. Due to this, unless the revenue deficiency is \$500 or greater there is no deficiency assessed.

To determine if the amount meets the minimum threshold of \$500, you must multiply the amount of additional postage by the number of prior issues mailed over the previous 12 months or the last Periodicals postage payment review performed if prior to 12 months.

**Example:** \$50 (additional postage for verified issue) x 12 issues (mailed prior) = \$600 (total additional postage). In this example, the publisher would be assessed a revenue deficiency of \$600.



**Multiple PS Forms 3541 with Discrepancies:** If multiple PS Forms 3541 have discrepancies, perform this process with each and add postage totals difference of each to get total additional postage for verified issue.

- If the total additional postage is below \$500 then you would not assess a deficiency. Notify the mailer by phone of discrepancy, change current PS Form 3541 and process, follow-up in writing of discrepancy, and perform review on next subsequent issue after publisher was notified.

**Note:** Before any action is taken concerning whether there is a revenue deficiency, perform both advertising percentage verification and zone verification parts of postage payment review.

- a. If the deficiency is above \$500 then you would assess that deficiency, but first notify the mailer, by phone, of the discrepancy, then process the PS Form(s) 3541 using the corrected zones. Notify publisher of deficiency, in writing as per procedures in MI DM-140-2001-1.
- b. When notifying the publisher, they must also have the option to recalculate all previous affected issues.

#### 692.83 **Multiple Incorrect Zones**

- a. If multiple zones are determined to be incorrect, add the number of copies for each zone or “re-zone” all copies to the correct zone using a blank PS Form 3541 or the Periodicals rate calculator in Postal Explorer on USPS website or any other accurate calculated PS Form 3541 program.
- b. Calculate the weight portion and any affected discounted piece rates on publisher’s PS Form 3541 and calculate the corrected PS Form 3541 determined from the review.
- c. Subtract the Publisher’s PS Form 3541 postage total from the corrected PS Form 3541 postage total. This is the single additional postage for this single issue.

**STOP:** If the Publisher’s PS Form 3541 postage total is more than the corrected PS Form 3541 postage total do not continue the review. Notify publisher by phone, change PS Form 3541 to reflect zones determined from review and process PS Form 3541. Publisher may submit refund request for issues mailed in previous 12 months. The publisher must submit all required documentation as per any refund request.

Please note that the MI DM-140-2001-1, *Assessing and Collecting Deficiencies in Postage or Fees*, states that with certain exceptions, the minimum threshold to assess revenue deficiencies is \$500. In addition to the exceptions listed here, there is no minimum threshold for deficiencies based on underpayment of fees. Due to this, unless the revenue deficiency is \$500 or greater there is no deficiency assessed.

To determine if the amount meets the minimum threshold of \$500, you must multiply the amount of additional postage by the number of prior issues mailed over the previous 12 months or the number of issues mailed after the last Periodicals postage payment review performed if prior to 12 months.

**Example:** \$50 (additional postage for verified issue) x 12 issues (mailed prior) = \$600 (total additional postage). In this example, the publisher would be assessed a revenue deficiency of \$600.

Multiple PS Forms 3541 with Discrepancies: If multiple PS Forms 3541 have discrepancies, perform this process with each and add postage total difference of each to get total additional postage for verified issue.

- a. If the total additional postage is below \$500 then you would not assess a deficiency, but notify the mailer, by phone, of the discrepancy, then change current PS Form 3541 to reflect correct zones and process PS Form 3541, follow-up in writing of discrepancy, and perform review on next subsequent issue after publisher was notified.
- b. Perform review on next subsequent issue after publisher has been notified.
- c. If the deficiency is above \$500 then you would assess that deficiency, but first notify the mailer, by phone, of the discrepancy, then process the PS Form(s) 3541 using the corrected zones. Notify publisher of deficiency, in writing as per procedures in MI DM-140-2001-1.
- d. When notifying the publisher, they must also have the option to recalculate all previous affected issues.
- e. Perform review on next subsequent issue after publisher has been notified.

**Note:** If both the advertising percentage verification and the zone verification have discrepancies where the deficiency is below the \$ 500 threshold for each, add both deficiencies to determine the deficiency amount in reference to the \$500 threshold.

693 **Frequency Review**

Each Periodicals publication must be issued at a regular frequency of at least four times a year. The publisher must adopt a statement of frequency showing how many issues are to be published each year and at which regular intervals (e.g., daily; weekly; quarterly; four times a year in January, February, October, and November; weekly during school year; monthly except during July and August).

693.1 **Reviewing Stated Frequency**

A publication’s stated frequency must be reviewed often enough to ensure all issues are published regularly as called for by the statement of frequency. Frequency can be reviewed as seldom as annually, at the time the PS Form 3526 is reviewed, however it is suggested frequency reviews be performed based on the publication’s stated frequency using the following schedule:

Publishing Frequency	Review Schedule
Twice a week to Daily	Monthly
Three times a week to Weekly	Quarterly
Bi-weekly to Monthly	Semi-annually
Bi-monthly to Quarterly	Annually

### 693.2 **Preparing for a Frequency Review**

Preparing for a Frequency review is an ongoing task accomplished each time an issue (or edition) is presented for mailing. Acceptance staff must correctly record the issue date when entering PS Form 3541 into the *PostalOne!* System or recording mailing information on PS Form 3543 or PS Form 25 for offices not utilizing the *PostalOne!* System.

The issue date should be entered using a standardized format; the 2-digit month (07), followed by the 2-digit day (01, 15, 26, etc.), followed by the 4-digit year (2005) of the date of publication. Each date element is separated by the “/” symbol. For example, July 4, 2005, would be recorded as 07/04/2005. For non-*PostalOne!* Post Offices the issue date information should be entered in the appropriate column of the PS Form 3543 or in the “Explanation” column of PS Form 25.

The issue date is printed in the ID statement or on the front cover; however, publications publishing at lesser frequencies may print an issue date containing only the month and year date elements or seasonal terms such as Spring, Fall, etc. For publications such as these, use the following procedures for entering dates:

Frequency	Enter Issue Date
Monthly	Input the first day of the Month (example: June '05, input 06/01/2005)
Bi-Monthly	Input the first day of the First Month (example: MAR/APR input 03/01/2005)
Quarterly	Input the First Day of the Quarter (example: 01/01/2005, 04/01/2005 etc)

### 693.3 **Performing the Review**

#### 693.31 **PostalOne! Offices**

- a. Generate the “Advertising Percentage and Frequency Report” for each publication being reviewed. As long as the correct issue date information was input, this report is generated in issue date order regardless of the date the PS Form 3541 was entered into the *PostalOne!* System.
- b. Verify the issue dates to ensure each issue was published according to the publication’s frequency and no issues are missing.

#### 693.32 **Non-PostalOne! Offices**

- a. Obtain PS Form 3543 or PS Form 25 for each publication being reviewed.
- b. Verify the issue dates recorded in the appropriate column to ensure each issue was published according to the publication’s frequency and no issues are missing. If entries were not recorded chronologically by date of issue, it is advisable to obtain a calendar and check off a date as each issue is verified.

**693.4 Noncompliance**

At the completion of the review, determine the reason for any frequency irregularities. Normally, this will occur because of extra or missed issue(s), however, on occasion a publisher may completely change a publication's frequency.

**693.41 Change in Frequency**

If the review verifies the publisher has changed the publication's frequency, with the exception of missed or extra issues, have the publisher submit PS Form 3510 for Reentry. (See 615.3.)

**693.42 Extra Issue(s)**

- a. Verify postage statements were not entered or recorded twice.
- b. If all postage statements were entered correctly, contact the publisher to confirm an extra issue(s) was published.
- c. Have the publisher submit PS Form 3510 for Reentry. (See 615.3.)

**693.43 Missing Issues**

- a. Verify any issue dates identified as missing did not have the corresponding postage statement filed without entering or recording postage.
- b. If all postage statements were properly recorded, contact the publisher to determine if the issue date was published. If the issue date was published:
  - (1) Have the publisher submit the postage statement and marked copy for the issue.
  - (2) Compute and charge postage for the issue.
  - (3) If the issue date was not published:
    - (a) Notify the publisher via Certified Mail of the irregularity. The letter should include the verbiage from DMM 707.16.2. The letter should request a statement from the publisher as to why the publication has not met frequency, and should provide options such as a change of frequency (include a PS Form 3510 in the letter), abandon the publication, or provide an approximate time as to when the publication will resume publication.
    - (b) If the publisher requests to return to the original stated frequency, the publisher may submit a written statement to that fact in lieu of filing PS Forms 3510. The publisher's statement must include the reason for the missed issue(s), action taken by the publisher to ensure issues will not be missed in the future, and the publisher intends to continue publishing at the original stated frequency.

**694 Nonsubscriber 10 Percent Limit Review**

Publishers, as a normal business practice, give away copies of publications to schools, government officials, chambers of commerce, relatives, and friends. In addition, publishers routinely give away copies of the publication as a method of acquiring new subscribers and advertisers. The above recipients, as well as other recipients receiving issues without payment, are considered nonsubscribers.

Copies of issues mailed to nonsubscribers are eligible for Periodicals rates under the following restrictions.

**694.1 Nonsubscriber 10 Percent Limit for Total Mailed Distribution (In-County/Outside-County Combined)**

During a “calendar” year publishers may mail nonsubscriber copies at Periodicals rates when the total nonsubscriber copies mailed during a calendar year does not exceed 10 percent of the total subscriber copies mailed during the calendar year; or, if all nonsubscriber copies are commingled (presorted together).

Nonsubscriber copies in excess of the overall 10 percent limit and not commingled with subscriber copies, are not eligible for Periodicals rates. These copies must have postage paid at First-Class Mail, Standard Mail, or Package Services rates.

**Note:** The overall 10 percent limit determines Periodicals rate eligibility for nonsubscriber copies, as well as eligibility for nonprofit and classroom preferred rates. It is not a factor in determining In-County preferred rate eligibility. (See 652.)

**694.2 Nonsubscriber 10 Percent Limit for In-County Distribution**

During a “calendar” year, publishers may mail copies at In-County preferred rates when the addressed pieces destinate within the county of the office of mailing. Nonsubscriber copies, however, may only be mailed at the In-County rates when the nonsubscriber copies mailed during a calendar year does not exceed 10 percent of the total subscriber copies mailed during the calendar year.

Nonsubscriber copies exceeding the In-County 10 percent limit must be claimed at the Outside-County rates on a separate PS Form 3541.

**694.3 Preparing for the Review****694.31 PostalOne! Post Offices**

- a. The *PostalOne!* System records the advertising percentage each time a postage statement is entered.
- b. Generate *PostalOne!* report “Advertising Percentage and Frequency Report.”

**694.32 Non-PostalOne! (Manual) Post Offices**

- a. Using Quick Service Guide 707c, record the subscriber/nonsubscriber information each time an issue is presented for mailing. If multiple mailings are presented for an issue, record only the totals for the mailings presented. Use a separate form for each publication.
- b. Calendar year totals must be computed for each issue.
- c. An electronic version of QSG 707c is available on Postal Explorer at <http://pe.usps.gov>. The electronic version can be downloaded and saved for each publication and will automatically compute calendar year totals and nonsubscriber percentages.

**694.4 Performing the Review****694.41 Review Schedule**

The nonsubscriber 10 percent limit reviews must be completed annually, however, it is suggested the reviews be performed quarterly for publications consistently mailing more than a minimal number of copies to nonsubscribers, or publications periodically mailing larger volumes of nonsubscribers copies to increase circulation. For publications that consistently mail nonsubscriber copies well under the 10 percent limits, only perform the review annually.

**694.42 Review Procedures**

Using QSG 707c (manual offices) or the "Advertising Percentage and Frequency Report" (*PostalOne!* offices), determine if any publications exceeded or will exceed either of the nonsubscriber 10 percent limits for the calendar year.

**694.5 Non-Compliance**

For publications exceeding the 10 percent limit(s), proceed as follows:

- a. If review performed annually at end of calendar year and the deficiency is \$500 or more, send the publisher a written revenue deficiency letter citing DMM 707.7.9.2 and/or 707.7.9.3 standard as appropriate.  

Do not send a revenue deficiency letter if the deficiency amounts to less than \$500. (See MI DM-140-2001-1, *Assessing and Collecting Deficiencies in Postage or Fees.*) Contact the publisher and verbally make them aware of the irregularity then follow up by sending the publisher a written notification of the irregularity.
- b. If review performed at other than the end of calendar year (quarterly, semi-annually, etc.):
  - (1) Using the year to date (YTD) nonsubscriber totals and percentages, project these numbers through the end of the calendar year and calculate potential revenue deficiency for the calendar year.
  - (2) Contact the publisher and verbally make them aware of the potential irregularity unless the subscriber/nonsubscriber ratio is adjusted.

- (3) Follow up by sending the publisher a written notification of the possible irregularity and potential revenue deficiency for failing to meet the standards of DMM 707.7.9.2 and/or 707.7.9.3 as applicable.

## 695 **Annual Advertising Review (75 Percent Threshold)**

Publications primarily designed for advertising purposes do not qualify for Periodicals mailing privileges. This includes:

- a. General publication issues that contain more than 75 percent advertising in more than half of the issues published during “any 12-month period.” (See DMM 707.6.1.3a.)
- b. Requester publication issues that contain more than 75 percent advertising. (See DMM 707.6.4.1b.)
- c. Each issue published by an Institution and Society publication is subject to the advertising standards in DMM 707.6.2.

**Note:** The Annual Advertising Review is in addition to the Advertising Verification Review completed annually as part of the Annual Periodicals Postage Payment Review. (See 692.)

### 695.1 **Preparation for Review**

#### 695.11 **PostalOne! Offices**

- a. *PostalOne!* records the advertising percentage each time a postage statement is entered. Ensure advertising percentages are entered correctly including decimal point placement.
- b. Generate *PostalOne!* report “Advertising Percentage and Frequency Report” for the preceding twelve months. *PostalOne!* will automatically determine the twelve month period from the date of the report request.

#### 695.12 **Non-PostalOne! (Manual) Offices**

- a. Record the advertising percentage of each issue of a publication presented for mailing. Record the percentage to the right of the issue date in the appropriate column of the PS Form 3543 or the “Explanation” column of PS Form 25.
- b. Obtain PS Form 3543(s) or PS Form 25(s) containing issue dates for the preceding twelve months.

### 695.2 **Performing the Review**

#### 695.21 **Review Schedule**

Advertising reviews must be completed annually, however, it is suggested reviews be performed quarterly for publications consistently exceeding 50 percent advertising content. Reviews are not based on a calendar year and may be performed for any 12 month period.

**695.22 Review Procedures**

- a. *General Publications:* Using PS Form 3543, PS Form 25, or the “Advertising Percentage and Frequency Report” from the *PostalOne!* System, count the number of issues containing more than 75 percent advertising, and then:
  - (1) Count the number of issues mailed during the twelve month period.
  - (2) Divide the total issues mailed by “2.” Issues containing more than 75 percent advertising must not exceed the resulting number.
- b. *Requester Publications:* Using PS Form 3543, PS Form 25, or the “Advertising Percentage and Frequency Report” from the *PostalOne!* System, identify any issues containing more than 75 percent advertising.

**695.23 Noncompliance**

- a. Issues of a publication that exceed the corresponding 75 percent advertising limit in 695.22 are not eligible for Periodicals rates.
- b. Compute postage at the Standard Mail rates for the issues not in compliance. Subtract the Periodicals postage originally paid for the issues not in compliance from the Standard Mail postage computed for the issues.
- c. If the deficient postage amounts to \$500 or more, send the publisher a revenue deficiency letter containing the reason for the deficiency, amount of the deficiency, a demand for payment, payment date, and the publisher’s appeal rights. See MI DM-140-2001-1, *Assessing and Collecting Deficiencies in Postage or Fees*.
  - (1) Monitor issues to ensure no issues exceeding 75 percent advertising are presented for mailing until the publication is in compliance. Issues exceeding 75 percent advertising submitted before the publication is in compliance are subject to the Standard Mail rates.
  - (2) After the publication is in compliance, subsequent irregularities concerning these same standards are subject to revenue deficiency procedures.
- d. If the publication does “not” exceed the corresponding 75 percent advertising limit in 695.22 but appears close to exceeding the limit, and the publisher has “not” previously been notified of DMM 707.6.1.3a or 707.6.4.1b standards:
  - (1) Send the publisher a written notification of the potential irregularity. Cite the appropriate DMM standard.
  - (2) Monitor subsequent issues to ensure continued compliance with the 75 percent advertising standard.

**695.24 Retention**

- a. Retain reviews which did not result in a revenue deficiency in the publication file for one (1) year or when the next year’s review is completed.



- b. Retain reviews which result in a revenue deficiency in publication file for three (3) years.

## 696 PS Form 3526 Review

A PS Form 3526 must be filed once each calendar year at the original entry Post Office on or before October 1, by the publisher of each Periodicals publication. The original entry Post Office is responsible for verifying compliance with standards regarding PS Form 3526.

### 696.1 PS Form 3526 Information

PS Form 3526 provides information about the current operations of a Periodicals publication, such as:

- a. Name of the publisher.
- b. Name of the editor.
- c. Name of the managing editor.
- d. Owner of the publication.
- e. Name and telephone number of current contact.
- f. Location of known office of publication.
- g. Frequency/Number of issues.
- h. Circulation data for issue published nearest the filing date.
- i. Circulation data over the past twelve months.

### 696.2 Reviewing PS Form 3526

Each PS Form 3526 submitted by a publisher must be thoroughly reviewed for completeness and accuracy as follows:

- a. Compare the publication name, publication number, and issue frequency with the information shown in the publication's Periodicals authorization.
- b. Check the publisher's entries and computations in line 15 for accuracy.  
**Note:** With the exception of very small or very limited circulation publications, the information provided in the "Average No. Copies each Issue During Preceding Twelve Months" column and the "No. Copies of Single Issue Published Nearest Filing Date" column should not be identical.
- c. Check that line 15-a totals for "Average No. Copies Each Issue During Preceding Twelve Months" and "No. Copies of Single Issue Published Nearest Filing Date" columns equal the corresponding totals in line 15-i.
- d. Compare the distribution figures in the "No. Copies of Single Issue Published Nearest Filing Date" column of PS Form 3526 (lines 15-b.1 and b.2, and 15-d.1 and d.2) with those on the corresponding PS Form 3541 for the issue date provided in line 14. If there is a five percent or more (plus or minus) difference on one or more of these lines, or the combined total, contact the publisher for an explanation. If the

publisher's explanation is not acceptable, contact the manager, business mail entry for assistance in resolving the matter.

- e. Check the paid and/or requested circulation claimed by the publisher (line 15-j) and determine if an Eligibility Review must be scheduled as follows:
  - (1) If the paid and/or requested circulation in either the "Average No. Copies Each Issue During Preceding Twelve Months" column or "No. Copies of Single Issue Published Nearest Filing Date" column is less than 50 percent schedule an *immediate* Eligibility Review.
  - (2) If the paid and/or requested circulation in both the "Average No. Copies each Issue During Preceding Twelve Months" column or "No. Copies of Single Issue Published Nearest Filing Date" column is between 50 percent and 60 percent, schedule the publication for an Eligibility review.
  - (3) If the paid and/or requested circulation in both the "Average No. Copies each Issue During Preceding Twelve Months" column or "No. Copies of Single Issue Published Nearest Filing Date" column is greater than 60 percent it is not necessary to schedule an Eligibility Review.
- f. If the Eligibility Review determines the paid and/or requested circulation is less than 50 percent, send the review and all supporting documents to the manager, business mail entry.

### 696.3 **Publishing PS Form 3526 (DMM 707.8.3.3)**

As part of the PS Form 3526 review, the original entry office must verify that each publisher of each publication authorized Periodicals mailing privileges as a general or requester publication publishes a complete statement of ownership, containing all information required by PS Form 3526, in an issue of the publication to which that statement relates; other publications are not required to publish this statement. A reproduction of the PS Form 3526 submitted to the USPS may be used.

The required information must appear in an issue whose primary mailed distribution is produced:

- a. Not later than October 10 for publications issued more frequently than weekly.
- b. Not later than October 31 for publications issued weekly or less frequently but more frequently than monthly.
- c. In the first issue whose primary mailed distribution is produced after October 1 for all other publications.

**696.4 Noncompliance**

If the publisher of a publication does not comply with the filing or publishing standards of DMM 707.8.3.3 and, after certified notice from the postmaster, further fails to comply within 10 days, the publication's eligibility for Periodicals rates is suspended until compliance occurs. Contact the manager, business mail entry or Pricing and Classification Service Center for guidance before taking this step.

Any Periodicals mailing entered after the ten day notification period expires will be assessed postage at the Standard Mail rates.

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# 7 Special Postage Payment Systems

## 71 Overview

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For mailers who have been authorized to present mailings using a Manifest Mailing System (DMM 705.2), Optional Procedure (DMM 705.3), Alternate Mailing System (DMM 705.4), Value-Added Refunds (DMM 604.9.4), First-Class Mail or Standard Mail mailings with Different Payment Methods (DMM 705.5), pilot test, or other temporary special postage payment system authorized by Headquarters BMEU and DMU staff must refer to the mailer's written agreement and any associated standard operating procedure for that agreement to determine if there are additional or special verification procedures required before accepting mail from the customer. Special postage payment systems are authorized by the manager of Business Mail Acceptance at Postal Service Headquarters through its Business Mailer Support at Postal Service Headquarters. Questions about the verification of the mail using the agreement procedures should be referred to the district manager of Business Mail Entry.

## 72 Manifest Mailing System

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### 721 Overview

Manifest mailing is an automated system that allows a mailer to document postage and fees for all pieces in a mailing paid via permit imprint indicia. Each piece in the mailing is assigned a unique identification number that may be compared with the manifest. Using a permit imprint indicia eliminates the need to affix postage (metered or stamped). The Manifest Mailing System (MMS) may be used to pay domestic or international postage, as well as fees for special services.

To participate in the MMS program, the mailer must develop or use a computerized system that generates documentation to support mailings. This documentation must meet postal standards for format, completeness, accuracy, timeliness, and proper payment of postage. The mailer may present manifest documentation in hardcopy or in an electronic format.

Publication 401, *Guide to the Manifest Mailing System*, and DMM 705.2 provide detailed instructions concerning applying for MMS authorization,

acceptance of MMS mailings, and administration of MMS agreements. The information provided below is a summary of the information in Publication 401.

### 722 **Application for Authorization**

The mailer must complete the application included as Exhibit 1 in Publication 401. Prior to submitting the application, the mailer must develop quality control (QC) procedures for preparing a manifest mailing.

### 723 **Providing Support Documentation**

With the application, the mailer must provide samples of quality control and the forms used to document quality control procedures, example(s) of each type of manifest documentation the mailer will use, presort documentation for Presorted mailings, sample mailing labels that correspond to the sample manifest(s), completed postage statements corresponding to the sample manifest(s), and any additional documentation required for requested MMS options.

### 724 **Authorization**

The District Manager prepares the service agreement and issues a temporary authorization to mail for all categories of MMS.

The District Manager gives final approval to systems that produce mailings of any class or mixed classes of single-piece rate domestic or international mail, including mailings with special services and predetermined weights. (Express Mail and Periodicals are excluded.)

The Manager, Business Mailer Support provides final approval to or renewal to any MMS that produces presorted mailings, including First-Class Mail, Standard Mail, Package Services, and PVDS mailings.

Authorization and renewal of MMS service agreements may be approved for two year intervals.

## 73 **Optional Procedure**

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### 731 **Overview**

The Optional Procedure (OP) Mailing System is a program that allows the Postal Service to verify and accept identical-weight and/or nonidentical-weight permit imprint mail by a means other than the standard verification procedure of weighing mail in bulk. The OP Mailing System can be used for First-Class Mail items, Standard Mail, Package Services, and in some instances International Mail.

There are several requirements to use the OP Mailing System, including the following:

- a. The mailer must retain documentation required by the Postal Service to verify mail (e.g., standardized presort documentation).
- b. The mailer must retain certain financial, production, and other business records that support the total number of pieces mailed and postage rates claimed on postage statements.
- c. The mailer also must maintain an effective quality control (QC) program and retain documentation supporting their QC procedures.

Publication 407, *Optional Procedure (OP) Mailing System*, and DMM 705.3 contains detailed information concerning the standards for OP application, authorization, mail acceptance, and administration of OP agreements.

### 732 **Application for Authorization**

To be eligible for an OP Mailing System agreement, the mailer must meet all of the following conditions:

- a. The mailer has submitted PS Form 3626, *Optional Procedure (OP) Mailing System Application*.
- b. The mailer's plant is operating and mailing at the time the application is submitted.
- c. The mailer's records provide a sound audit trail that ensures that the Postal Service can collect the proper postage.
- d. The mailer's mailings qualify as permit imprint mailings in accordance with standards contained in the DMM.
- e. The mailer is in compliance with all provisions in the DMM (or the IMM, if applicable).

### 733 **Authorization**

When the mailer meets all these conditions, the Manager, Business Mailer Support (BMS) can authorize or renew an OP Mailing System agreement for 2-year intervals.

## 74 **First-Class Mail or Standard Mail With Different Payment Methods (Combined/VAR)**

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### 741 **Overview**

Combined systems allow mailers to prepare separate First-Class Mail or Standard Mail letter-size automation rate mailings that each contain pieces paid with more than one of the three authorized methods of postage payment (permit imprint, meter stamp, or precanceled stamp) or that contain pieces having different rates of postage affixed or multiple ounces of First-Class Mail permit imprint mail or nonidentical-weight permit imprint mail. For this

standard, *mailer* or *presenter* is the entity preparing the combined mailing and presenting it to the USPS. All standards applying to each method of payment apply in a combined mailing, unless excepted.

Combined/Value Added Refunds (VAR) allow a mailer's metered mail to show postage at a higher rate than that claimed on the postage statement because the mailer has presorted to a finer level. In these cases, mailers receive a refund for the difference in postage. Mailers requesting authorization to submit VAR requests and mailers submitting VAR requests must follow the standards set forth in DMM 604.9.4.

Combined mailing systems are most applicable to mailers who merge First-Class Mail or Standard Mail mailpieces from different clients into a single mailing or mailing segment by sorting the mailpieces on a multiline optical character reader (MLOCR). In addition to merging the mailpieces into a single presort stream, mailers must maintain USPS approved quality control processes to ensure the integrity of the mailing.

DMM 705.5 provides detailed information concerning the standards for application, preparation, and administration of combined agreements.

## 742 **Application for Authorization**

The mailer must submit a written request to the postmaster serving the mailer's production plant. This request must:

- a. Identify the postage payment methods to be combined, the rates of postage to be affixed to precanceled stamped or metered pieces, and, for First-Class Mail, the weight increments of pieces to be combined.
- b. Describe all steps in the automated mailing system to be used to prepare combined mailings. Include a flow chart showing how jobs are handled from the time received from clients or other departments through the time the combined mailing is presented to the post office for verification and acceptance.
- c. Include samples of all reports that the mailing system can generate. Number and annotate samples to describe step-by-step how the data are obtained and how each data element is supported and can be verified. Describe at which step in the mailing operation the reports may be generated, and how the reports relate to each other and to the preparation of postage statements.
- d. Describe how rejects are handled during mail preparation.
- e. Describe in detail internal quality control procedures that ensure that mailings are properly prepared, that postage statement and supporting data are accurate, and that correct postage is paid. Submit copies of quality control instructions and checklists used.

## 743 **Authorization**

When the mailer meets all conditions, the Manager, Business Mailer Support (BMS) can authorize or renew a Combined/VAR Mailing System agreement for 2-year intervals.



## 75 Alternate Mailing System (AMS)

### 751 **Overview**

Not every mailer's process is compatible with the standards necessary for obtaining an authorization under the Manifest Mailing System or Optional Procedure System. In these instances, Business Mailer Support works with the mailer to customize a system that works for the mailer and the USPS. Such a system is called an Alternate Mailing System (AMS) and provides a method of accepting permit imprint mail, not established in either a Manifest Mailing System or Optional Procedure System.

DMM 705.4 provides detailed information concerning the standards for application, preparation, and administration of AMS agreements.

### 752 **Application for Authorization**

A mailer may request authorization to pay postage by an AMS by submitting a written request to the postmaster at the office of mailing. The request must include a complete description of the types of matter to be mailed, the proposed method of paying postage, the proposed method to determine correct mail preparation, and a statement of the reasons for requesting the alternate system. The USPS may review the mailer's operation before ruling on the application.

The mailer must implement a quality control program that ensures proper mail preparation and accurate documentation, subject to USPS approval. The service agreement must include details of this program. Each AMS mailing must include a statement from the mailer certifying that the approved quality control verification is done.

### 753 **Authorization**

The Manager, Business Mailer Support approves or denies a written request for AMS. If approved the agreement must not exceed two years.

## 76 Centralized Postage Payment System

### 761 **Overview**

The Centralized Postage Payment (CPP) system allows the publisher of an authorized Periodicals publication that meets the following requirements to pay postage at a single location — the Pricing and Classification Service Center (PCSC), located in New York, NY. The publisher must:

- a. Have a USPS detached mail unit (DMU) located at each mailer plant site.
- b. Have multiple plant sites or multiple Periodicals publications at multiple plant sites.

- c. Average a minimum of 5 postage statements per issue.

**Note:** Publishers who do not meet the above criteria can request consideration from the PCSC.

Publication 406, *Guide to the Centralized Postage Payment (CPP) System for Periodicals Mail*, contains detailed instructions concerning the application process, acceptance procedures and administration of CPP agreements.

## 762 **Application for Authorization**

The publisher must submit a completed PS Form 3542, *Application to Mail Under the Periodicals Centralized Postage Payment (CPP) System*, to the PCSC for approval. PS Form 3542 is available online or a copy is provided in Appendix A of Publication 406.

## 763 **Authorization**

When the application is approved, the manager of the PCSC provides the publisher with a letter of authorization and a CPP System Service Agreement, which the publisher must sign prior to implementation. The authorization specifies the mailing date of the first issue that will be mailed under the CPP system. Upon receiving authorization, the publisher is responsible for notifying all the mailing locations and list or data processors that will be involved in the program on the effective date of the authorization. The publisher must advise these agents of their responsibilities for participation in the CPP program.

# 77 **Weight Averaging Business Reply Mail (WA-BRM) Program**

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## 771 **Overview**

Weight Averaging is a method that was developed by the United States Postal Service to count, rate, and bill a large volume of nonletter-size BRM for a single customer in a cost effective manner. Weight averaging provides an alternative to individually rating each mailpiece received by a postal facility. Weight Averaging is based on principles of mathematical statistics that make it possible to determine the amount of postage and fees due with great accuracy by way of a programmed sampling methodology. This allows participating customers' mail to be weighed in bulk to arrive at postage due charges with a very high degree of accuracy. The program saves workhours in handling a customer's mail and results in earlier availability of the mail to the customer. Improved customer satisfaction through earlier availability is usually enhanced by reductions in postage due charges with higher mail volumes.

WA-BRM is an acronym describing the web-based application which supports the Weight Averaging Program. It is short for Weight Averaged Business Reply Mail. It is part of the Advanced Computing Environment (ACE) and

supports all the needed operations to determine postage due for participating customers. To qualify, the mail must consist of nonletter-size pieces not exceeding 5 pounds. To participate, the customer must pay a maintenance fee. Under the program the mailer receives a discounted per piece rate. Generally, only high volume customers are attracted to the program.

Until now, the Postal Service has used several different weight averaging methods to calculate and adjust postage due cost factors for return mail. The WA-BRM Program is now the standard and replaces all existing weight averaging methods. DMM 507 8.12 describes the Bulk Weight Averaged Nonletter-size BRM program, and detailed procedures are available on the WA-BRM website located at <http://wabrm/WabrmWeb/>.

### 772 **Application for Authorization**

A permit holder who wants to use bulk weight averaged BRM for nonletter-size pieces must submit a written request to the postmaster of the office where the BRM permit is held. The postmaster forwards this information to the manager, Customer Service Support, USPS Headquarters.

### 773 **Authorization**

The permit holder's request will be reviewed by the manager, Customer Service Support, USPS Headquarters. If the request is approved, then a letter of authorization is sent to the permit holder from the Post Office where the BRM permit is held. The permit holder signs a service agreement and, if necessary, is assigned a post office box address.

## 78 **Postage Due Weight Averaging Program**

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### 781 **Overview**

To provide consistent service to mailers receiving a large volume of postage due returns under a weight averaging method, the Postal Service has developed the Postage Due Weight Averaging Program (PDWA). This comprehensive, statistically valid program calculates postage due returns in bulk, rather than rating each individual piece.

This program refines the weight averaging process. The process has been integrated into an easy-to-use Microsoft Excel Workbook that includes defining specific parameters for minimum piece selection and instituting a frequency for sampling. This yields a postage due cost factor based on the makeup of the mail that is currently being returned.

Until now, the Postal Service has used several different weight averaging methods to calculate and adjust postage due cost factors for return mail. The Postage Due Weight Averaging Program is now the standard and replaces all existing weight averaging methods.

**782 Application**

Customers must receive a minimum of 50,000 returns a year to participate. Mailers interested in this program should contact Business Mailer Support for additional information.

**783 Authorization**

The Manager, Business Mailer Support approves or denies a written request for PDWA participation. If approved the agreement must not exceed two years.

## 79 Plant-Verified Drop Shipment

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**791 Overview**

Plant-Verified Drop Shipment (PVDS) enables origin verification and postage payment for shipments transported by a mailer to destination Post Offices (DMM 705.15). For additional information and guidance in procedures concerning procedures at the origin office, appointment process, mailer transport of PVDS mailings, procedures at the destination facility, problem resolution, and drop shipment appointment system, see Publication 804, *Drop Shipment Procedures for Destination Entry*.

PS Form 8125-C, *Plant-Verified Drop Shipment (PVDS) Consolidated Verification and Clearance*, was developed to establish a standardized format for reporting multiple PVDS mailings from an individual mailer that are cleared at origin on the same day for entry at a single destination postal facility. Fields that are not required and that are not used by the mailer may be omitted. The “Number of Pieces” and “Piece Weight” columns may be omitted if there is sufficient information on the PS Form 8125-C to allow the origin Post Office and destination entry postal facility to identify the mailings reported on the form and to compare the information on the form with the physical mail. For example, if mailings are prepared in containers such as sacks or pallets, information in the columns related to the permit holder, permit number, and payment type; postage statement number or group identification; product name; number and type of containers; total gross weight; and class and type of mail would be sufficient to allow both the origin and entry postal facilities to compare the mail to the PS Form 8125-C to ensure that the information on it correctly represents the mail. For mailers reporting multiple mailings that consist of individual mailpieces that are not prepared in containers (e.g., bedloaded parcels), the mailer is required to report the number of pieces in each mailing on PS Form 8125-C. For mailings consisting of identical weight pieces, mailers should report the piece weight where possible.

Facsimile PS Forms 8125 and 8125-C must contain all required data elements in the same relative locations as the Postal Service forms. These forms may also be accessed on the Postal Web.

**792 PS Form 8125, PS Form 8125-C Facsimile Format**

Mailers must submit PS Form 8125, *Plant-Verified Drop Shipment (PVDS) Verification and Clearance*, dated August 2001 or later. The current PS Form 8125 is dated October 2005. Mailers submitting PS Form 8125-C must use the version dated August 2001 or later.

Under the provisions of DMM 705.15.2 mailers must submit a completed PS Form 8125 or PS Form 8125-C to the origin (verifying) Post Office for plant verified drop shipment (PVDS) mailing(s) that will be deposited at a destination entry postal facility. International PVDS mailings must also be submitted to the destination entry postal facility with PS Form 8125. The completed form serves as a receipt indicating that postage for a shipment being presented to the destination facility for acceptance as mail has been paid at the correct rates.

**793 Separation of PVDS Mailings**

PVDS mailings must be kept separate:

- a. When a vehicle contains more than one Periodicals PVDS mailing for a single destination facility, the shipments must be separated to allow reconciliation with each accompanying PS Form 8125 or PS Form 8125-C. If a shipment on a vehicle includes both delivery office and SCF zone rate mail for a single destination Post Office, the mail eligible for each rate must be physically separated.
- b. When a vehicle contains more than one Standard Mail PVDS mailing for a single destination facility, the shipments must be separated to allow reconciliation with each accompanying PS Form 8125 and PS Form 8125-C.

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# 8 International Mail

## 81 International Priority Airmail

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### 811 Acceptance Procedures

#### 811.1 Reference Material

- a. *International Mail Manual (IMM) 292.*
- b. *PS Form 3652, Postage Statement — International Priority Airmail.*
- c. For International Customized Mail (ICM) agreements, an authorization letter and acceptance instructions from Pricing Strategy.
- d. For mailers authorized to mail under a special postage payment system, a copy of the Postal Service and mailer's agreement with verification instructions from Business Mail Acceptance (Business Mailer Support), Postal Service Headquarters.

#### 811.2 Overview

#### 811.21 Business Mail Entry Unit (BMEU) or Detached Mail Unit (DMU) Responsibilities

- a. For ICMs, verify that the mailing meets the specific requirements outlined in the instruction letter from Pricing Strategy including the date and Post Office of mailing, quantities, and approved drop shipment location.
- b. Conduct initial/visual verification using attached checklist.
- c. Complete weight and piece count verification using standard acceptance procedures. Non-identical weight mailings require a special postage payment system agreement. Refer to the agreement for any unique mail verification requirements.
- d. Conduct presort verification as scheduled or as required based on reports of mailer irregularities.
- e. Verify postage computations on postage statement. (For ICMs, refer to the Pricing Strategy instruction letter for any unique postage worksheet requirements.)

- f. Record any mail preparation or other irregularity on PS Form 8075, *Disqualified Mail Log* (see [Exhibit A-10](#) in the Appendix) and contact customer for correction or additional postage payment.
- g. Complete “Origin Post Office” section of PS Form 8125, *Plant-Verified Drop Shipment (PVDS) Verification and Clearance*, if applicable. Follow instructions on the back of PS Form 8125.
- h. Enter postage statement information in the *PostalOne!* System.  
**Note:** If ICM, manually enter permit imprint number, piece values, and weight values. ICM rates are programmed in the *PostalOne!* System, and the system computes the postage due.
- i. Release cleared mail to Operations or, for PVDS mailings, return mail to the customer with the customer copy of PS Form 8125.  
**Note:** ICMs may have customized transportation arrangements.
- j. Contact local mailer(s) for corrective action when irregularity or disqualified mail reports are received from the drop shipment facility or other postal facility indicating improper mail preparation.

#### 811.22 **Drop Shipment Entry Locations Responsibilities**

For BMEUs that serve as both an acceptance office and drop shipment entry location:

- Complete BMEU verification/acceptance of mail using standard procedures. For cleared mail, attach PS Form 3607, *Weighing and Dispatch Certificate*, to mail container and release mail to Operations.

For facilities that serves as drop shipment location only:

- a. Follow procedures in the “Instructions for Destination Entry Post Office or Delivery Unit” found on the reverse side of PS Form 8125.
- b. If the mail is visibly damaged, or if the mail volume does not match the information on PS Form 8125, or if the entry facility on PS Form 8125 is not the approved drop shipment facility, notify the BMEU/DMU supervisor, and do not accept the mail until the discrepancy is resolved.

#### 811.3 **Initial Verification**

##### 811.31 **Check Basic Preparation**

- a. Is mail presented by mailer separated by type (direct country sack, mixed direct country package sacks, non-presorted mail sacks mail) and by applicable rate groups and Worldwide nonpresort mail?
- b. Does postage statement reflect the correct number of sacks?
- c. Do all sacks have destination labels and tags with correct information? (Tag 115, *International Priority Airmail*, and Tag 178, *CN 35 (White)*.)
- d. Conduct a random check of the contents to ensure that items are limited to letter-post mail. (See IMM 141.5 and 141.6.)
- e. Check a few packages to ensure that they are securely banded or strapped.



- f. If metered postage is affixed, are meter impressions legible and complete? Is the date shown on the mail current and correct?
- g. If a return address is used on the piece, is it a U.S. return address? Domestic return addresses are required when a company imprint is used. Do not accept mail bearing a foreign return address.  
**Note:** U.S. originated mail that shows foreign return addresses may be subject to additional charges or may be returned to sender by the receiving country without attempting delivery.
- h. Ensure that correct customs declaration(s) PS Form 2976 or PS Form 2976-A and PS Form 2976-E are affixed if required. (See Exhibit IMM 123.61.)
- i. If PVDS mailing, is PS Form 8125 presented with the mail?
- j. Ensure that mailer completes all required sections on PS Form 3652.
- k. Is postage paid by permit imprint, postage meter, mailer-precanceled stamps, or a combination thereof?
- l. If permit imprint, is the correct letter-post mail permit imprint indicia format used? (See IMM Exhibit 152.3.)
- m. If mailer-precanceled stamps or meter stamp postage is affixed, is each piece marked "International Priority Airmail" in the meter area?
- n. Is service endorsement "Airmail/Par Avion," Label 19-A, *Par Avion Airmail*, or Label 19-B, *Par Avion Airmail*, on the addressee side of each piece? (See IMM 292.421.)

#### 811.32 **Check Postage Calculation and Payment Method**

- a. Rate structure: IPA mailings are subject to a per-piece rate plus a per-pound rate. There are two rate options: presorted rates with rate groups, and a Worldwide nonpresort rate. Both options offer a full-service rate and a drop-shipment rate. Postage rates are shown on PS Form 3652 and in IMM Exhibit 292.211.
- b. Presort rates: To qualify for the presort group rates, there must be a minimum of 11 pounds to a specific rate group. Within the rate group, pieces must be prepared in country packages consisting of 10 or more pieces or 1 pound of mail to a country, and placed in a direct country sack weighing 11 pounds or more. Mail that cannot be prepared into direct country packages consisting of 10 pieces or more or 1 pound of mail to a country must be paid at the Worldwide nonpresort rate.  
**Note:** To qualify for presorted rates to Canada, the mailer must have 11 pounds to Canada. If the weight is less than 11 pounds, mail must be paid at the Worldwide nonpresort rate and must be included with mail for other countries. (See IMM 292.455.)
- c. Postage payment: Postage must be paid by postage meter, permit imprint, mailer-precanceled stamp, or a combination thereof. For non-identical weight pieces, the applicable piece rate postage must be affixed to each piece by meter strip or by mailer-precanceled stamp.
- d. For identical weight pieces, each piece may bear a permit imprint or meter stamps postage for the piece rate. Postage for the pound rate

portion may be paid either from an advance deposit account or by meter postage attached to the postage statement.

- (1) If permit imprint, are sufficient funds on account? Postage must be prepaid at the time of mailing unless the mailer is enrolled in the Centralized Account Processing System (CAPS) International Deferred Debit Account.
- (2) If meter stamps or mailer-precanceled stamps, is the correct piece postage affixed to each piece (sample several pieces in each rate group), and is the pound rate portion postage affixed to the postage statement?

#### 811.33 **Check Eligibility/Qualifications for IPA Rates**

- a. Minimum weight: Does the total mailing (to all countries) consist of at least 11 pounds?  
**Note:** To qualify for presorted rates to Canada, mailer must have 11 pounds to Canada. If the weight is less than 11 pounds, mail must be paid at the Worldwide nonpresort rate and included with mail for other countries. (See IMM 292.455.)
- b. The Full Service Rate applies to IPA Worldwide nonpresort rate mail and to presorted mail that is deposited at a Post Office where the mailer holds an advance deposit account or postage meter license.
- c. The Drop Shipment Rate applies to IPA mail that is prepared and transported by a mailer to one of the authorized drop shipment locations. (See IMM 292.152.) A completed PS Form 8125 must accompany all drop shipment mail.
- d. A discounted rate may apply under the terms of an ICM agreement. Pricing Strategy will issue authorization via e-mail identifying the mailer, the permit number, the class of mail, location(s) where entry is authorized, the discount percentage or discounted rate, and the dates for which the discount percentage or discounted rates are valid. Check to ensure that the Post Office has an authorization letter issued by Pricing Strategy on file before mailer claims a discount.  
**Note:** The Pricing Strategy authorization letter will identify the mailer, class of mail, location(s) where entry is authorized, and discount percentage for the fiscal year. The entry office must be named as the acceptance office for the mailer to claim the discount. The discount is valid for 1 year; the mailer must re-qualify each year.
- e. ICM Rates: Check to ensure that the acceptance office has an International Customized Mail (ICM) authorization letter issued by Pricing Strategy on file.  
**Note:** The authorization letter will identify the mailer, contract terms, class of mail, location(s) where entry is authorized, contract ICM postage rates, and other specifications or requirements. The entry Post Office must be named as the acceptance office for the mailer to claim the nonpublished rates.
- f. Verify that mailer's computations on the postage statement are correct.

- g. Verify that any affixed piece postage is correct. Randomly select pieces from each rate group and verify that exact piece postage is correct.

#### 811.34 **Check Content Eligibility**

- a. Are contents limited to letter-post, which includes printed matter, books and sheet music, catalogs, or merchandise items including samples? (See IMM 241.)

**Notes:**

- (1) Items prepared as parcel post and M-bags are not permitted in IPA mail.
  - (2) An item that might be mistaken for another class of mail because of its size, weight, or appearance should be marked "LETTER" on the address side.
- b. Is a custom declaration (PS Form 2976 or PS Form 2976-A), if required, affixed to each letter package? (See criteria in IMM 123.61.)

## 812 **Makeup and Presort Requirements**

### 812.1 **Overview**

Check mailer's compliance with sorting, packaging, sacking, and labeling requirements. Randomly select one of each type of sacks (direct country sack, mixed direct country sack, and Worldwide nonpresort rate mail sacks). To the extent possible, choose one sack from each rate group for each mailing.

### 812.2 **Check Packages**

- a. Are pieces in packages properly faced?
- b. Are packages of letter-size pieces 4 to 6 inches in thickness and securely banded?
- c. Are packages of flat-size pieces 11 pounds or more and securely banded?
- d. Does each direct country package contain 10 pieces or at least 1 pound of mail to the country? Exception: Great Britain and Canada require a finer sortation.
- e. Does each direct country package contain a facing slip marked with the appropriate country and rate group number?  
**Note:** Facing slips are not required on country packages that are placed in direct country sacks.
- f. Does each direct country package contain pieces only for that country and rate group?
- g. Does each Worldwide nonpresort working mail package contain a facing slip marked with the working and rate group number?

**812.3 Check Sacks**

- a. Are sacks physically separated by rate groups and by type? (Mailer must specify rate group on the back of the Tag 115. The types of sacks are direct country sack, mixed direct country sack, and Worldwide nonpresort rate mail sack.)
- b. Conduct a physical count to verify the number of sacks declared on the postage statement.
- c. Does each direct country sack contain at least 11 pounds of mail to a single country? Smaller volumes are not permitted.
- d. Does each mixed direct country sack contain only qualifying direct country packages for the same rate group?  
**Note:** A country package must consist of 10 or more pieces or at least 1 pound of mail to a single country. Pieces that cannot be packaged because of physical characteristics may be placed loose in the sack.
- e. Does each Worldwide nonpresort rate mail sack contain only working mail packages (less than 10 pieces or 1 pound or more of mail to a single country) that were not required to be prepared and placed in a direct country sack or a mixed direct country package sack?
- f. Is Tag 115 on each sack? (Tag 115 is a fluorescent pink tag that identifies IPA for priority handling.)
- g. Is Tag 178 on each country sack? (Mailer must complete "To" section specifying the country of destination; Postal Service exchange offices complete other sections when mail is dispatched.)
- h. Does the weight of any sack and contents exceed the maximum weight limit of 66 pounds?

**812.4 Sack Label Information for Mixed Direct Country Package Sack**

- a. Line 1: Designated Exchange Office and routing ZIP Code. (See IMM Exhibit 292.442.)
- b. Line 2: Contents: IPA DRX.
- c. Line 3: Mailer, mailer location.

**812.5 Sack Label Information for Canada Presorted Mail**

See IMM Exhibit 292.455.

- a. Line 1: Canadian Destination, U.S. Exchange Office routing code.
- b. Line 2: IPA.
- c. Line 3: Mailer, mailer location.

## 813 Weight and Piece Count Verification Process

### 813.1 Obtain Single Piece Weight

- For identical weight piece mailing, select 10 items and divide the total weight by the number of pieces to determine the piece weight.

### 813.2 Obtain Gross, Tare, and Net Weights

- a. Determine gross weight by combining the weight of the mail and the containers (trays, sacks).
- b. Determine net weight by subtracting tare weight from gross weight.
- c. Record amounts in Part 1 of PS Form 8040, *Bulk Mail Acceptance Worksheet*.

### 813.3 Verify Piece Count on Postage Statement

- a. Verify piece count by dividing net weight by the single-piece weight and compare the result to the postage statement amount.
- b. Complete Part 2 of PS Form 8040 to compute piece count and percentage difference.
- c. If percentage is less than or equal to 1%, accept mailer's piece count.
- d. If percentage exceeds 1%, contact the mailer and provide the mailer with the following options:
  - (1) Correct or withdraw the mailing. (Complete Part 3 of PS Form 8040.)
  - (2) Adjust postage statement to reflect Postal Service Piece Counts/Net Weight and complete Part 3 of PS Form 8040 using the same procedures as those used for domestic mail.
- e. For permit imprint mail, complete a total piece count and weight verification for each rate group using the same procedure as for domestic mail (use worksheet PS Form 8040).

**Note:** Mailers must declare total pounds in whole pounds on the postage statement. Round any fractions of a pound to the next higher pound.
- f. If non-identical weight piece mailing, verify mailing according to procedures in Alternate Mailing System (AMS), Manifest Mailing System (MMS), Optional Procedure (OP) agreement, or International Customized Mail (ICM) agreement.
- g. If pound rate portion is paid by meter stamp, are sufficient meter stamps affixed to the postage statement?

## 814 **Drop Shipment Locations Acceptance/Clearance Responsibilities**

### 814.1 **Permit Account Held at Drop Shipment Location**

If permit account is held at drop shipment location, the BMEU clerk must:

- Complete BMEU acceptance as stated above. For cleared mail, attach PS Form 3607 to mail container and release to Operations.

### 814.2 **PVDS Mailing**

If mailing is PVDS, receiving unit dock clerk must:

- a. Obtain PS Form 8125 from mailer/mailler's agent and check that the appropriate Post Office is shown as the approved mail entry facility.
- b. Check that PS Form 8125 is signed and round dated by the origin Post Office.
- c. Check the integrity of the mail load to be sure that it is safe to unload.
- d. Compare the shipment with PS Form(s) 8125 for class and volume (number of containers).
- e. If PS Form 8125 is properly completed and the information on it matches the mail, accept the drop shipment and complete the "Destination Entry Post Office or Delivery Unit" section.
- f. If the mail is visibly damaged, if the drop shipment does not match the information on PS Form 8125, or if the entry facility on PS Form 8125 is not the approved drop shipment entry facility, do not accept the mail until the discrepancy is resolved.

### 814.3 **Plant Verified Drop Shipment Process**

- a. The receiving clerk performs a visual verification of PVDS mail as it is unloaded to ensure that the mail type and number of sacks/trays/pallets listed on PS Form 8125 match the contents in the truck. Check the integrity of the mail load to be sure that it is safe to unload. Ensure that PS Form 8125 is signed and round dated by the origin Post Office.
- b. If the contents of the truck match PS Form 8125, process the mail according to the operating plan.
- c. If the contents of the truck and PS Form 8125 do not match, the clerk must hold the mail and inform the customer/agent and origin Post Office BMEU manager or supervisor to resolve the problem.

### 814.4 **Mail Clearance Process**

- a. Enter postage statement information into the *PostalOne!* System.
- b. Attach PS Form 3607 to verified mail and release mailing to Operations to meet the Post Office Integrated Operating Plan.
- c. If mail is PVDS, mailer and Post Office of origin must complete PS Form 8125. The BMEU clerk completes "Origin Post Office" section and gives the customer the mail and a copy of the form.

- d. File the postage statement and supporting documents.

## 82 International Surface Air Lift

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### 821 Acceptance Procedures

#### 821.1 Reference Material

- a. *International Mail Manual* (IMM) 293.
- b. PS Form 3650, *Postage Statement — International Surface Air Lift*.
- c. For International Customized Mail (ICM) agreements, an authorized letter and acceptance instructions from the office of Pricing Strategy.
- d. For mailers authorized to mail under a special postage payment system, a copy of the Postal Service and mailer's agreement with verification instructions from Business Mail Acceptance (Business Mailer Support), Postal Service Headquarters.

#### 821.2 Overview

#### 821.21 Business Mail Entry Unit (BMEU) or Detached Mail Unit (DMU) Responsibilities

- a. For ICMs, verify that the mailing meets the specific requirements in the instruction letter from Pricing Strategy including the date and Post Office of mailing, quantities, and approved drop shipment location.
- b. Conduct initial/visual verification using the attached checklist.
- c. Perform weight and piece count verification using standard acceptance procedures. Non-identical weight mailings require a special postage payment system. Refer to the agreement for any unique bulk mail verification requirements.
- d. Conduct presort verification as scheduled or as required based on reports of mailer irregularities.
- e. Verify postage computations on postage statement. (For ICMs, refer to the Pricing Strategy instruction letter for any unique postage worksheet requirements.)
- f. Record any mail preparation or other irregularity on PS Form 8075, *Disqualified Mail Log* (see [Exhibit A-10](#) in the Appendix) and contact customer for correction or additional postage payment.
- g. Complete "Origin Post Office" section of PS Form 8125, *Plant-Verified Drop Shipment (PVDS) Verification and Clearance*, if applicable. Follow instructions on back of PS 8125.
- h. Enter postage statement information in the *PostalOne!* System.  
**Note:** If ICM, manually enter permit number, piece values, and weight values. ICM rates are programmed in the *PostalOne!* System, and the system computes the postage due.

- i. Release cleared mail to Operations or, for PVDS mailings, return mail to the customer with the customer copy of PS Form 8125.  
**Note:** ICMs may have customized transportation arrangements.
- j. Contact local mailer(s) for corrective action when irregularity or disqualified mail reports are received from the drop shipment facility or other postal facility indicating improper mail preparation.

#### 821.22 **Drop Shipment Entry Locations Responsibilities**

For BMEUs that serve as both an acceptance office and drop shipment entry location:

- Complete BMEU verification/acceptance of mail using standard procedures. For cleared mail, attach PS Form 3607, *Weighing and Dispatch Certificate*, to mail container and release mail to Operations.

For facilities that serves as drop shipment location only:

- a. Follow procedures in the “Instructions for Destination Entry Post Office or Delivery Unit” found on the reverse side of PS Form 8125.
- b. If the mail is visibly damaged, or if the mail volume does not match the information on PS Form 8125, or if the entry facility on PS Form 8125 is not the approved drop shipment facility, notify the BMEU/DMU supervisor, and do not accept the mail until the discrepancy is resolved.

#### 821.3 **Initial Verification**

##### 821.31 **Check Basic Preparation**

- a. Is mail presented by mailer separated by type (direct, mixed, M-bag, residual) and by rate group?
- b. Does postage statement reflect the correct number of sacks?
- c. Do all sacks have destination labels with correct information?
- d. Conduct a random check of the contents to ensure items are limited to letter-post mail. (See IMM 141.5 and 141.6.)
- e. Check a few packages to ensure that they are securely banded or strapped.
- f. If metered postage is affixed, are meter impressions legible and complete? Is the date shown on the mail current and correct?
- g. If a return address is used on the piece, is it a U.S. return address? Domestic return addresses are required when a company imprint is used. Do not accept mail bearing a foreign return address?
- h. If an M-bag, does it have a completed Tag 158, *M-Bag Addressee Tag*, affixed securely around the neck of the sack? Check contents and ensure that the M-bag contains only printed matter as defined in IMM 261.21 and only merchandise items related to the printed matter. (See IMM 261.22.)
- i. If drop shipment mailing, is PS Form 8125 presented with the mail?
- j. Ensure that mailer completes all required sections on PS Form 3650.



- k. Is postage paid by permit imprint, postage meter, mailer-precanceled stamps, or a combination thereof?

**Notes:**

- (1) If permit imprint, is the correct letter-post mail permit imprint indicia format used? (See IMM Exhibit 152.3.)
- (2) If mailer-precanceled stamps or meter stamp postage is affixed to each piece marked "International Surface Air Lift" or "ISAL" on the front of the mailpiece? (See IMM 293.92.)

821.32 **Check Postage Calculation and Payment Method**

- a. Rate structure: ISAL mailings are subject to a per piece charge plus a per pound charge. M-bags are subject to a minimum bag charge for all weights up to 11 pounds plus a per-pound charge for each additional pound or fraction of a pound above 11 pounds per M-bag. Postal rates are shown on PS Form 3650.
- b. For non-identical weight pieces, the applicable piece rate postage must be affixed to each piece by meter strip or by mailer-precanceled stamp.
- c. For identical weight pieces, each piece may bear a permit imprint or postage meter postage for the piece rate. Postage for the pound rate portion may be paid from an advance deposit account, or by meter postage attached to the postage statement.
- (1) If postage is paid by permit imprint, are sufficient funds in the account? Postage must be prepaid at the time of mailing unless the mailer is enrolled in the Centralized Account Processing System (CAPS) International Deferred Debit Account.
- (2) If postage is paid by meter stamps or mailer precanceled stamps, is the correct piece postage affixed to each piece (sample several pieces in each rate group), and is the pound rate postage affixed to the postage statement?

821.33 **Check Eligibility/Qualifications for ISAL Rates**

- a. Minimum weight: Is the total weight of the mailing 50 pounds or more?
- b. 10% Residual Mail Portion: Does the total weight of residual mail exceed 10% of the combined weight of the direct country sacks and mixed country package sacks and M-bags? (Check total regular and total residual mail weight on postage statement. Total residual weight cannot exceed 10% of Line 28d.)
- Note:** The mailer must remove the excess portion. Removed pieces may be mailed at the single-piece letter-post rate or under an alternative international mail service.
- c. The Full Service Rate applies to regular mail (direct country sacks, mixed country package sacks, M-bags, and qualifying residual mail) that is deposited at a Post Office that accepts bulk mail.
- d. The Drop Shipment ISC Rate applies to ISAL mail that is prepared for deposit and transported by a mailer or a mailer's agent to a designated ISAL International Service Center (ISC). (See IMM 293.32.) A completed PS Form 8125 must accompany all drop shipment mailings.

- e. Direct Shipment Rate applies to mailings of 750 pounds or more to a single country when direct transportation has been arranged from the office of mailing. A separate postage statement must be completed and presented for each country.
- f. A discounted rate may apply under the terms of an ICM agreement. Pricing Strategy will issue authorization via e-mail identifying the mailer, the permit number, the class of mail, location(s) where entry is authorized, the discount percentage or discounted rate, and the dates for which the discount percentage or discounted rates are valid. Check to ensure that the Post Office has an authorization letter issued by Pricing Strategy on file before mailer claims a discount.  
**Note:** The authorization letter will identify the mailer, class of mail, location(s) where entry is authorized, and discount percentage for the postal fiscal year (FY). The entry Post Office must be named as the acceptance office for the mailer to claim the discount.
- g. ICM Rates: Check to ensure that acceptance office has an International Customized Mail (ICM) authorization letter issued by Pricing Strategy on file.  
**Note:** The authorization letter will identify the mailer, contract terms, class of mail, location(s) where entry is authorized, contract ICM postage rates, and other specifications and/or requirements. The entry Post Office must be named as the acceptance office for the mailer to claim a nonpublished rate.
- h. Verify that mailer's computations on the postage statement are correct.

#### 821.34 **Check Contents Eligibility**

- a. Are contents limited to letter-post items? (See IMM 241.)  
**Note:** The contents of an ISAL M-bag is generally limited to printed matter as defined in IMM 261.2. However, certain merchandise is allowed under the conditions stated in IMM 261.22. Merchandise of value or for resale is not allowed in M-bags. Open and examine one or more M-bags for content eligibility.
- b. Is a customs declaration PS Form 2976 (green label) affixed to each letter-post item or M-bag that has potentially dutiable contents? (See criteria in IMM 123.61.)
- c. Are contents of the M-bag packaged and addressed to a single addressee?  
**Note:** Items bearing different addressees cannot be mailed in an M-bag, and pieces cannot be placed loose in the bag.

## 822 **Makeup and Presort Requirements**

### 822.1 **Overview**

Check mailer's compliance with sorting, packaging, sacking, and labeling requirements. Randomly select one of each type of sacks (direct, mixed

country sack, M-bag, and residual). To the extent possible, choose one sack from each rate group for each mailing.

### 822.2 Check Packages

- a. Are pieces in packages properly faced?
- b. Are packages of letter-size pieces 4 to 6 inches in thickness and securely banded?
- c. Are packages of flat-size pieces 11 pounds or more and securely banded?
- d. Does each direct country package contain 10 pieces or at least 1 pound of mail to a single country?
- e. Does each direct country package contain a facing slip marked with the appropriate country and rate group number?

**Note:** Facing slips are not required on country package prepared in direct country sacks.

- f. Does each residual mail package contain pieces for the same rate group and a facing slip marked with the residual and rate group number?

### 822.3 Check Sacks

- a. Are sacks physically separated by rate groups and by type (direct country, mixed direct country package, and residual mail sacks)?
- b. Conduct a physical count to verify the number of sacks declared on the postage statement.
- c. Does each direct country sack contain at least 11 pounds of mail to a single country? Smaller volumes are not permitted.
- d. Does each mixed direct country sack contain only qualifying direct country packages for the same rate group? **Exception:** A package does not have to meet the 10-piece criteria when there are fewer than 10 pieces to a single country if the total weight of the package exceeds 11 pounds. Such pieces must be prepared as a package and enclosed in a direct country sack. Pieces that cannot be packaged because of their physical characteristics may be placed loose in the sack.
- e. Does each residual mail sack contain only working packages of residual mailpieces that were not required to be prepared and placed in a direct country sack or a mixed country sack?

**Note:** The total weight of residual mail cannot exceed 10% of the combined weight of direct country sacks, mixed country sacks, and M-bags.

- f. Is a Tag 158 securely affixed to each M-bag?
- g. Is there a properly completed Tag 155, *Surface Air Lift*, on each sack?

**Note:** M-bags require Tag 158 in addition to Tag 155.

**822.31 Tag 155**

Ensure mailer provides the following information on each Tag 155:

- a. City: 3-letter code of destination city (codes are listed in IMM Exhibit 293.71).
- b. Date of mailing: Same as mailing date on postage statement.
- c. To: Country name or the appropriate ISAL International Service Center for working and residue mail.
- d. Rate group: Circle applicable rate group. Only one rate group can apply.
- e. Weight in kilograms: Combined weight of contents and tare weight of sack (1 lb. = 0.4536 kilogram).
- f. ISAL number (10-digit number): First five digits represent Origin Post Office ZIP Code (where mailer's permit is held) and mailer's permit number. Show all zeros and insert leading zeros to complete five digits (example: 55110-00040).

**822.32 Label Information**

Ensure the following label information appears on mixed direct country package sacks or residual mail sacks:

- a. Line 1: Designated AMC and routing ZIP Code.
- b. Line 2: Contents (ISAL DRX or ISAL WKG as applicable).
- c. Line 3: Mailer, mailer location.
- d. Rate Group 1 AMC Kennedy – JFK 003.
- e. Rate Group 2 AMC Miami 33159.
- f. Rate Group 3 AMC Kennedy – JFK 003.
- g. Rate Group 4 AMC San Francisco 941.
- h. Rate Group 5 AMC Kennedy – JFK 003.
- i. Rate Group 6 AMC Miami 33159.
- j. Rate Group 7 AMC San Francisco 941.
- k. Rate Group 8 AMC Kennedy – JFK 003.

**823 Weight and Piece Count Verification Process****823.1 Obtain Single Piece Weight**

- For identical weight piece mailings, select 10 items and divide the total weight by the number of pieces to determine the piece weight.

**823.2 Obtain Gross, Tare and Net Weights**

- a. Determine gross weight by combining the weight of the mail and the containers (trays, sacks, or pallets).
- b. Determine net weight by subtracting tare weight from gross weight.
- c. Record amounts in Part 1 of PS Form 8040, *Bulk Mail Acceptance Worksheet*.

**823.3 Verify Piece Count on Postage Statement**

- a. Verify piece count by dividing net weight by the single-piece weight and compare the result to the postage statement count.
- b. Complete Part 2 of PS Form 8040 to compute piece count and percentage difference.
- c. If percentage is less than or equal to 1%, accept mailer's piece count.
- d. If percentage exceeds 1%, contact the mailer and provide the mailer with the following options:
  - (1) Correct or withdraw the mailing. (Complete Part 3 of PS Form 8040.)
  - (2) Adjust postage statement to reflect Postal Service Piece Counts/Net Weight and complete Part 3 of PS Form 8040 using the same procedures as those used for domestic mail.
- e. For permit imprint mail, complete a total piece count and weight verification for each rate group using the same procedure as for domestic mail (use worksheet PS Form 8040).

**Note:** Mailers must declare total pounds in whole pounds on the postage statement. Round any fractions of a pound to the next higher pound.
- f. If non-identical weight piece mailing, verify mailing according to procedures in Alternate Mailing System (AMS), Manifest Mailing System (MMS), Optional Procedure (OP) agreement, or International Customized Mail (ICM) agreement.
- g. If pound rate portion is paid by meter stamp, are sufficient meter stamps affixed to the postage statement?

**824 Drop Shipment Locations Acceptance/Clearance Responsibilities****824.1 Permit Account Held at Drop Shipment Location**

If permit account is held at drop shipment location, the BMEU clerk must:

- Complete BMEU acceptance as stated above. For cleared mail, attach PS Form 3607 to mail container and release to Operations.

**824.2 PVDS Mailing**

If mailing is PVDS, receiving unit dock clerk must:

- a. Obtain PS Form 8125 from mailer/mailer's agent and check that the appropriate Post Office is shown as the approved entry facility.
- b. Check that PS Form 8125 is signed and round dated by the origin Post Office.
- c. Check the integrity of the mail load to be sure that it is safe to unload.
- d. Compare the shipment with the PS Form(s) 8125 for class and volume (number of containers).

- e. If PS Form 8125 is properly completed and the information on it matches the mail, accept the shipment and complete the “Destination Entry Post Office or Delivery Unit” section.
- f. If the mail is visibly damaged, if the shipment does not match the information on PS Form 8125, or if the entry facility on PS Form 8125 is not the approved drop shipment facility, do not accept the mail until the discrepancy is resolved.

#### 824.3 **Plant Verified Drop Shipment Process**

- a. The receiving clerk completes a visual verification of PVDS mail as it is unloaded to ensure that the mail type and number of sacks/trays/pallets listed on PS Form 8125 match the contents in the truck. Check the integrity of the mail load to be sure that it is safe to unload. Ensure that PS Form 8125 is signed and round dated by the origin Post Office.
- b. If the contents of the truck match PS Form 8125, process the mail according to the operating plan.
- c. If contents of truck and PS Form 8125 do not agree, the clerk must hold the mail and inform the customer/agent and origin Post Office BMEU manager or supervisor to resolve the problem.

#### 824.4 **Mail Clearance Process**

- a. Enter postage statement information into the *PostalOne!* System.
- b. Attach PS Form 3607 to verified mail and release mailing to Operations to meet the Post Office Integrated Operating Plan.
- c. If mail is PVDS, mailer and Post Office of origin must complete PS Form 8125. The BMEU clerk completes “Origin Post Office” section and gives the customer the mail and a copy of the form.
- d. File PS Form 3650 and supporting documents.

825 **Common Errors and Corrective Action**825.1 **Common Errors**

<b>Types of Common Errors</b>	<b>IMM Reference</b>
Merchandise not eligible.	IMM 261.22; 293.945
Foreign return address used.	IMM 122.2
Incorrect piece postage or pound postage computation.	IMM 293.71
Incorrect pound postage applied.	IMM 293.71
Incorrect rate group for country applied.	IMM 293.71
Incorrect packaging of mailpieces.	IMM 293.2; 293.941
Minimum weight not met (50 pounds).	IMM 293.2
Package labels/facing slips missing.	IMM 293.941
Packages poorly secured or broken open.	IMM 293.941
Residual mail weight over 10%. (See Note below.)	IMM 293.2
Sack label(s) incorrect/missing.	IMM 293.942; 293.943
Sack weight exceeds 66 lbs. (30 kilos).	IMM 293.942

825.2 **Corrective Action and Disposition of Mail**

- a. Customer corrects errors and mail is accepted.
- b. Customer removes disallowed mail and qualified mail accepted.
- c. Additional postage paid and postage statement adjusted.
- d. Mailing returned to sender.

**Note:** If residual mail weight is greater than 10%, mailer must remove the disallowed portion before mail is accepted. (The mailer has the option to mail the disallowed portion at the single-piece letter-post rate.)

826 **ISAL Quick Service Guide**

<p>Eligibility Overview (IMM 293.2)</p>	<p>Minimum weight of total mailing: 50 pounds except the Direct Shipment option, which requires a minimum of 750 pounds to a single country. Mailings of addressed pieces of letter-post mail (typically catalogs, books, directories and other advertising matter) must be marked, sorted and sacked as described below.</p>
<p>Rates and Fees (IMM 293.71)</p>	<p>There is a per piece rate plus a per pound rate based upon destination rate groups and the point of mailing.  <b>Note:</b> M-bags are subject to minimum bag charge for all weights up to 11 pounds plus a per-pound charge for each pound over 11 pounds.                      Full Service rate applies to regular mail sacks, M-bag (Direct Sack to One Addressee) and qualifying residual mail deposited at a Post Office that accepts presorted mail.                      Direct Shipment rates apply to mailings of 750 pounds or more to a single country when direct transportation has been arranged from the office of mailing.                      Drop shipment ISC rate applies to mail transported by the mailer and deposited at a designated International Service Center (ISC). Postage discount of 5%, 10% or 15% applies to pre-approved mailers who meet certain postal fiscal year revenue criteria.</p>
<p>Addressing (IMM 122)</p>	<p>Each piece must include a complete delivery address. M-bags require an addressee Tag 158. Foreign return addresses are not permitted.</p>
<p>Content Weight (IMM 243.1, 263.1, 263.1, &amp; 293.942)</p>	<p>Maximum weight per piece:                      * Letter-post items – 4 pounds                      * M-bag – no minimum weight per piece                      Maximum Weight Per Sack/Pouch:                      * Maximum weight of sack/pouch and contents:                      66 pounds</p>
<p>Deposit (IMM 293.32)</p>	<p>ISAL mailings must be deposited and accepted at the business mail entry unit of the Post Office where the related postage permit or license is held. To qualify for the drop shipment ISC rates or direct shipment rate, a mailer must have a postage permit account at the ISC office or Post Office serving the ISC, and deposit the mail at the ISC location where it will be verified and accepted as mail. Mailers who are participating in a PVDS program must comply with DMM 705.15 and must have the mail verified, accepted and paid for at the mailer’s plant or at the origin Post Office serving the a mailer’s plant if authorized under DMM 705.15. Plant-verified drop shipment mail must be transported by the mailer to the ISC location, The mail must be delivered with the related PS Form 8125. The mail must be separated by mail type (direct, mixed, residual) and separated by rate groups.</p>



Mail Preparation, Sorting, & Sacking (IMM 293.94)	Prepare mail into packages and place in one of three types of designated sacks: (1) direct country sack and M-bags, (2) mixed country package sack, and (3) residual mail sack. Affix Tag 155 to each sack. Affix Tag 155 and Tag 158 to each M-bag.
Postage Payment Methods (IMM 293.76)	Permit imprint, partial permit imprint, CAPS deferred postage account, meter postage, mailer precancelled stamps; subject to applicable conditions and restrictions. Postage Statement: PS Form 3650, <i>Postage Statement – International Surface Air Lift</i> .
Customs PS Forms (IMM 123.61)	Use Customs PS Form 2976, Customs - CN 22 (Old C1) and Sender's Declaration (green label), as required.

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# 9 Mail Classification Decisions (Rulings), Appeals, and Requests for Exception

## 91 Mail Classification Decisions (Rulings)

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### 911 Overview

Although the specific requirements that a mailer must meet are detailed in the DMM, interpretations of the intent of a regulation, or what is permitted under a regulation, are allowed and are referred to as “mail classification decisions.” Mail classification decisions are informally made every day at the local Post Office level. Although efforts are continually being made to make regulations clear and understandable, there will, at times, be questions that cannot be answered locally. When this occurs, the local Post Office or business mail entry unit (BMEU) must contact the district manager, business mail entry (MBME) for assistance.

Postmasters and district managers, business mail entry are responsible for local rulings pertaining to such issues as revenue deficiencies (DMM 604.11.1), postage and fee refunds (DMM 604.9.2.8), mailability (DMM 601.8.12), and other standards as authorized by the DMM.

### 912 Manager, Business Mail Entry

A critical role of managers, business mail entry (MBME) is to advise customers in writing of classification decisions whenever opinions or classification decisions are requested regarding class or rate eligibility. Due to the possible revenue consequences, all correspondence that includes an opinion or classification decision regarding class or rate eligibility sent by any employee within the business mail entry function must be reviewed and signed by the MBME.

Employees, who write correspondence for the MBME's signature in response to a request for a classification decision or opinion, should follow these guidelines:

- a. Include a statement that the classification decision or opinion pertains only to the mail piece or mailing reviewed.

- b. Include a description of the specific mail piece or mailing to which the classification decision or opinion applies. Always request a copy of the actual mail piece instead of a fax or photocopy to retain with your records.
- c. State the specific issue you are evaluating. This is extremely important as you may be asked to review one aspect of a mail piece to determine rate eligibility then subsequently discover other factors that may affect eligibility.

### 913 Revenue Deficiencies

A *revenue deficiency* means a shortage or underpayment of postage or fees. Revenue deficiencies are generally assessed by the postmaster or manager, Business Mail Entry, who issues a written notification to the customer citing the amount of the deficiency and the circumstances.

Detailed procedures for assessing revenue deficiencies are provided in DMM 604.10.0, as well as, Management Instruction DM-140-2001-1, *Assessing and Collecting Deficiencies in Postage or Fees*.

## 92 Appeals

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**Note:** See DMM 607.

### 921 Appeal of Local Classification Decisions

A mailer who disagrees with a classification decision by a local post office, whether on a pending or a proposed mailing, may send a written appeal to the postmaster within 30 days. The appeal is forwarded to the Pricing and Classification Service Center (PCSC). If the appeal concerns a ruling that mail, due to its contents, must be entered at First-Class Mail rather than Standard Mail rates, the PCSC will forward the appeal to the manager, Mailing Standards, USPS Headquarters, who will issue the final agency decision. The PCSC will issue the final agency decision on all other appeals. Only the PCSC manager may rule on an appeal or initial request for a ruling on an exception to a USPS standard in the DMM.

A mailer, who receives an adverse ruling from a post office or manager, business mail entry, whether on a pending or a proposed mailing, may request the PCSC manager to provide an expedited oral decision on appeal. This request for an expedited appeal may be made by telephone. If the appeal concerns a ruling that mail, due to its contents, must be entered at First-Class Mail rather than Standard Mail rates, the PCSC will forward the appeal to the manager, Mailing Standards, who will determine whether the appeal or individual questions in the appeal can be decided on an expedited basis and, if so, advise the mailer of the decision and then confirm it in writing. For all other appeals, the PCSC manager will determine whether the appeal or individual questions in the appeal can be decided on an expedited basis and, if so, advise the mailer of the determination and confirm it in writing.

**922 Appeal of National Classification Decision**

The manager, Centralized National Cases makes mail preparation, mailpiece design, and rate eligibility decisions for customers in strategic industries as appropriate. Any mail classification decision made initially by the manager, Centralized National Cases may be appealed within 15 days to the manager, Pricing and Classification Service Center, who will issue the final agency decision.

**923 Appeal of PCSC Classification Decision**

Any mail classification decision made initially by the PCSC manager may be appealed within 15 days to the manager, Mailing Standards who has sole authority to render a decision on such appeals.

**924 Nonprofit Revenue Deficiency Appeal**

A revenue deficiency may be assessed in the amount of the unpaid postage against any person or organization that mailed, or caused to be mailed, ineligible matter at the Nonprofit Standard Mail rates in violation of DMM 703.1. Nonprofit mailers have two levels of appeal. They may appeal revenue deficiency assessments originally issued by a postmaster or manager, business mail entry, to the PCSC manager. An unfavorable decision by the PCSC manager may be appealed to the manager of Mailing Standards. If an assessment was originally made by the PCSC manager, they may appeal the assessment to the manager Mailing Standards. An unfavorable decision by the manager of Mailing Standards may be appealed to the Vice President, Pricing and Classification.

All appeals must be submitted in writing within 30 days of the previous USPS decision. Any decision that is not appealed as prescribed becomes the final agency decision; no appeals are available within the USPS beyond the second appeal.

**925 Nonprofit Application Appeal**

The PCSC manager rules on mailer applications submitted on PS Form 3624, *Application to Mail at Nonprofit Standard Mail Rates*, and PS Form 3623, *Application for Nonprofit Standard Mail Rates at Additional Mailing Office*, and notifies the applicant directly. If the application is denied, the applicant may submit a written appeal to the postmaster where the application was filed within 15 days of the applicant's receipt of the decision. After reviewing the file, if the PCSC manager still believes that the organization does not qualify, the appeal is forwarded to the manager of Mailing Standards who issues the final agency decision.

## 93 Requests for Exception

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### 931 Overview

Postage rates and many mailing regulations are established by law. These laws require the Postal Service to treat customers fairly and uniformly on a national basis. Many customers compete with one another and a special exception given to one mailer by the Postal Service may be viewed by others as a decision that treats them unfairly. Not only can the Postal Service be sued by a customer in such an instance, but it also creates the worst form of customer ill will, taking in some cases years to overcome. For this reason, district managers, postmasters, and BME managers MUST uniformly enforce mail preparation requirements for bulk rate and presort discount mailings.

The job of the acceptance unit, however, is to work with customers in advance to reduce, as much as possible, the number of instances in which customers believe their only solution is to ask for an exception to the DMM. In those cases where corrective action is necessary before a mailing may be accepted, the BMEU must make every attempt to assist the mailer in determining a mutually agreeable resolution. BMEU staff must ensure that an agreed upon resolution does not violate or contradict postal standards, protects postal revenues, and does not contribute to additional processing or delivery costs.

### 932 Request Format

Exception requests must include all mailing specifics, such as number of pieces in the mailing, class of mail, rate of postage, characteristics of the mailpiece, entry post office or offices, and so forth. The exception request must also contain the specific standard for which the mailer is requesting an exception. (See [Exhibit 932](#).)

Exception decisions must have no adverse impact on the Postal Service. For example, a mailer cannot receive a postage rate for which their mail does not qualify. If granting an exception would result in multiple handlings or additional costs for the Postal Service, other corrective alternatives need to be identified. The acceptance supervisor should discuss these alternatives with the mailer before sending an exception request to the PCSC.

Exhibit 932

**Exception Request Form**

<b>PRICING AND CLASSIFICATION SERVICE CENTER EXCEPTION REQUEST FORM</b>			
<i>USPS Contact</i>			
Area:	District:	Date:	8/2/2006
USPS Contact:	Title:	Phone:	
<i>Mailer and/or Mailing Agent</i>			
Mail Owner/Permit Holder:		Contact:	
Address:		Phone:	
City:			
State:	ZIP+4:		
Mail Preparer/Agent:		Contact:	
Address:		Phone:	
City:			
State:	ZIP+4:		
<i>Mail Information</i>			
Office Where Permit is Held:	State:	ZIP+4:	
Permit Number:	Co.Style: <input type="text"/>	Postage: <input type="text"/>	Class: <input type="text"/>
Processing Category: <input type="text"/>	Presort: <input type="text"/>	Volume: <input type="text"/>	Mail Date: <input type="text"/>
Nationwide: <input type="text"/>	Local: <input type="text"/>	PVDS: <input type="text"/>	Status: <input type="text"/>
<i>Exception Information</i>			
Briefly Describe:			
Cause of the Problem:			
<u>Type the Specific DMM Reference(s) Affected Below each Section</u>			
Section:			
Section:			
Section:			
Section:			
<i>Exception History</i>			
Has an Exception Been Previously Granted to this Preparer/Agent? _____			
Has an Exception Been Previously Granted to this Mailer? _____			
If Yes, What Date: _____			
Mail or fax this form to the Pricing and Classification Service Center along with the <u>original</u> mailer requests to:			
Attention: Manager Pricing and Classification Service Center 90 Church St. Ste 3100 New York, NY 10007-2951 Phone: (212) 330-5300 Fax: (212) 330-5320			
Ver. 11-2005-KM			

**933 Authorization**

Postmasters or managers at Post Offices, district or area offices, and other field facilities may not suspend or grant any waiver or exception to standards established by the USPS (e.g., regarding mail preparation) unless specifically authorized by the DMM.

The PCSC will review the alternatives, consider the number of prior exceptions granted to the mailer, and assess operational and financial impact before issuing a written decision to the mailer.

If the exception request is approved, the PCSC will specify how many pieces qualify, special preparation methods, mailing dates, points of entry, and so forth. The PCSC will send a copy of the approval letter to all affected entry offices.

Exceptions are kept to a minimum to maintain the effectiveness and consistent application of postal mailing standards. Exceptions are not granted as a matter of routine; there must be compelling reasons and no alternative solution that is fair and equitable. Decisions on exception requests are handled only by the PCSC to ensure consistency nationwide.



Appendix

## **Exhibits**

This Appendix contains exhibits that are first mentioned in chapter 3.

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## Exhibits

Exhibit A-1 (p. 1)

**Initial/In-Depth Verification Checklist**

<b>INITIAL / INDEPTH VERIFICATION CHECKLIST</b>				
<b>Conducting an initial Verification</b>		Task Completion (check one)		
		Correct	Incorrect	Skipped
<b>Verify postage statement is complete and all information in 1-5 is included:</b>				
1	Enter the date and time of the mail arrival on the postage statement.			
2	Review mailer information: permit holder, mailing agent, mail owner.			
3	Review mailing information: Post Office of mailing, Permit number, mailing date, number of pieces, piece weight, total pounds, number of containers.			
4	Verify the date of Address Matching and Coding is completed (if applicable for the rates claimed).			
5	Verify that the customer's signature is in ink and is legible, and all appropriate certification blocks are checked.			
<b>Verify Permit Holder/Account information:</b>				
6	Match the permit number and name on the postage statement with information in postal records (i.e., <i>PostalOne!</i> or account ledger).			
7	Check the annual presort fee has been paid.			
8	If the mailing is paid by permit imprint, check if sufficient funds are on deposit.			
9	If the mailing is nonprofit, check for nonprofit authorization and that the name on the postage statement (permit holder or owner of the mail) matches the name in postal records.			
10	Match the permit number on the postage statement with the permit number on the mailpieces. See item #21 for use of company permit.			
<b>Verify the appropriate documentation is submitted and correct:</b>				
11	Total pieces, as well as pieces for each rate category, listed in the standardized documentation (USPS Qualification Report) matches the corresponding volumes on the postage statement.			
<b>Check the external characteristics of the mailpiece:</b>				
14	Verify processing category of mailpiece is correct.			
15	Verify endorsements, including ancillary service endorsements are correct and in the correct location.			
16	Verify return address on nonprofit mailpiece is that of the nonprofit organization. ( <b>Note:</b> A return address is not required unless postage payment method or ancillary service endorsement requires one. If omitted, the name must be prominently displayed elsewhere on the inside of the mailpiece.)			
17	Review mailpiece for non-machinable surcharge per Handbook DM-109, <a href="#">Exhibit A-3</a> .			
18	Conduct a tap test on automation rate mailpieces prepared with window envelopes. (See Handbook DM-109, <a href="#">Exhibit 323.24</a> .)			
19	Verify rate markings match rate claimed. (Make sure metered postage has an endorsement if other than fully paid First-Class Mail).			

Exhibit A-1 (p. 2)

**Initial/In-Depth Verification Checklist**

<b>INITIAL / INDEPTH VERIFICATION CHECKLIST</b>			
<b>Verify the postage payment method meets format and eligibility requirements:</b>			
20	Permit imprint indicia contains all required elements.		
21	Company permit imprint and precanceled stamp mailings include a complete domestic return address.		
22	Meter stamps contain the date of mailing (if dated) and all elements of the meter stamp are legible. <b>Note:</b> Date may be required by class of mail.		
23	First-Class metered mail needs shortpaid meter sampling. (PS Form 6116).		
<b>Verify the contents are eligible for the rates claimed:</b>			
24	Open and examine at least one piece from the mailing (except First-Class Mail).		
25	Standard Mail contains NO First-Class enclosures. (Bill, statements of account, handwritten, typewritten, or personal messages.) See Handbook DM-109, <a href="#">Exhibit A-2</a> .		
26	Nonprofit mail contains no ineligible travel, insurance, or credit card advertisements (TIF), or cooperative matter.		
<b>Perform cursory review on trays/sacks/pallets of mail:</b>			
26	Verify correct size labels are used (tray labels for trays, sack labels for sacks, and pallet placards for pallets).		
27	Verify labels are legible.		
28	Verify the destination line (Line 1) on the label matches the mail.		
29	Verify the content line (Line 2) on the label matches the mail.		
30	Verify bundle integrity by ensuring bundles comply with DMM bundling standards.		
31	Verify bundle labels or optional endorsement lines are correct.		
33	Verify all trays are sleeved and strapped as applicable with USPS approved strapping.		
34	Verify automation mailings use barcoded tray/sack labels.		
<b>If errors are found during the initial verification and the customer is present:</b>			
35	Return the mail to the customer for correction.		
36	Record the disqualification on the Disqualified Mail Log.		
<b>If errors are found during the initial verification and the customer is not present, or if there are more than 10,000 pieces in the mailing and an in-depth verification is scheduled by <i>PostalOne</i>® or Mailer Control Cards.</b>			
37	Go to in-depth instructions in section 322.		

## Exhibits

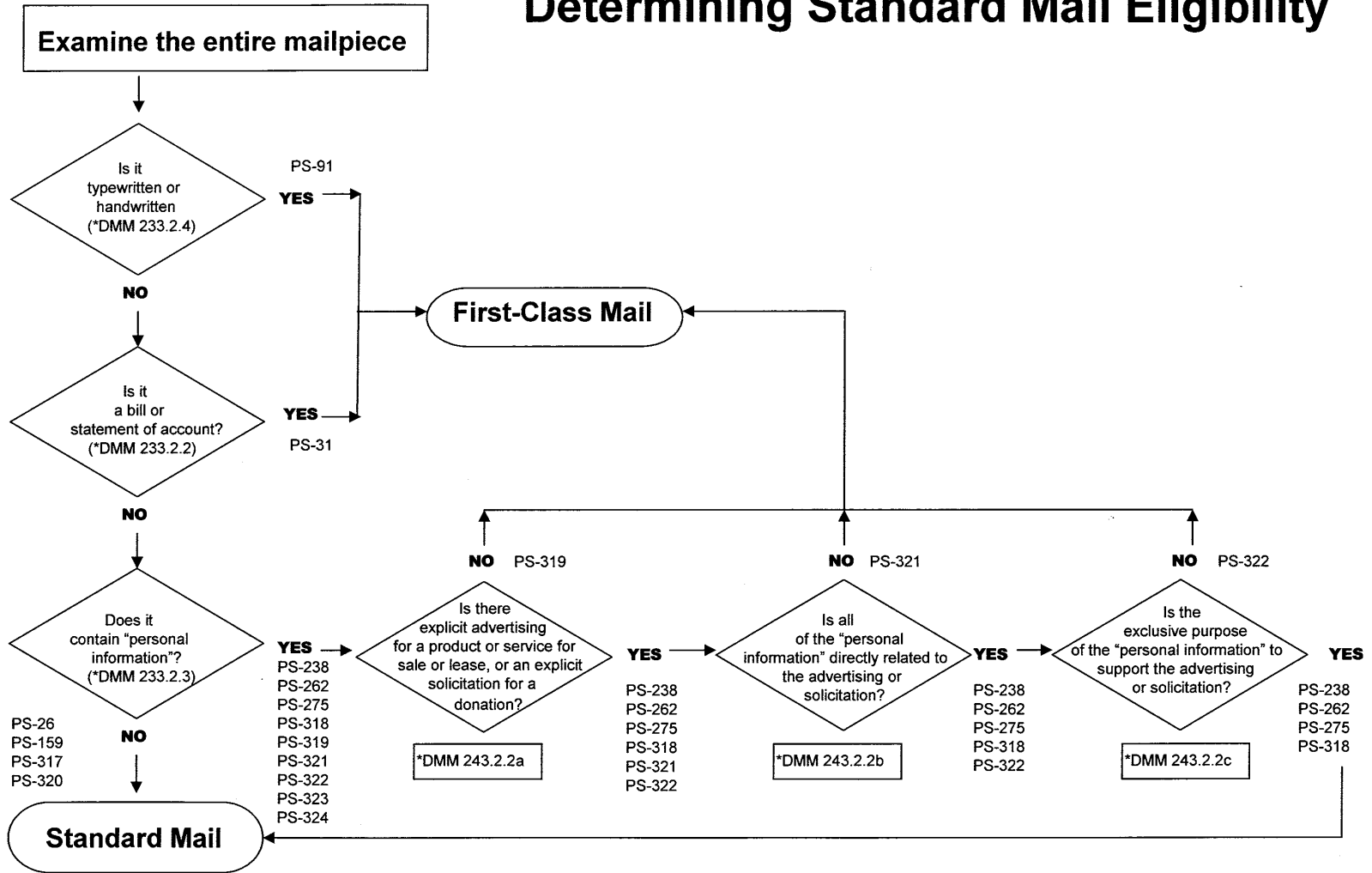
Exhibit A-1 (p. 3)

**Initial/In-Depth Verification Checklist**

<b>INITIAL / INDEPTH VERIFICATION CHECKLIST</b>			
<b>Verify the piece count (non-MERLIN sites)</b>			
38	Weigh a sample of 10 or more mailpieces and calculate the single piece weight (round to 4 decimal places).		
39	Weigh the entire mailing and subtract the tare weight to arrive at the net weight. If the mailing is not accompanied by standardized documentation and postage is not affixed at the correct rate on each mailpiece, weigh and calculate the net weight for each rate category.		
40	Verify the piece count by dividing the total net weight (or each rate category net weight) by the single piece weight.		
41	Apply the tare correction factor (up to 10%), if needed.		
42	Complete PS Form 8040.		
43	Verify postage computations on postage statement are correct.		
<b>Complete presort verification using PS Form 2866, <i>Presort Verification Record</i>, and record errors:</b>			
1	Select three sample containers (trays/sacks/pallets) using the MERLIN Random Generator List daily. (If unavailable, randomly select three containers.)		
2	Verify container labels for size, legibility, and accuracy.		
3	Verify all bundles are securely fastened and will maintain bundle integrity.		
4	Verify bundle labels or optional endorsement lines are correct.		
5	Identify and record bundle sortation errors.		
6	Identify and record container sortation errors.		
7	Identify and record miscellaneous errors.		
8	Compute additional postage or cost avoidance for an error rate of 5% or greater.		
9	Enter the verification results in <i>PostalOne</i> ®.		
<b>If the mailing is disqualified:</b>			
10	Record the disqualification information on the Disqualified Mail Log.		
11	Put mail on hold.		
12	Notify the customer and explain the errors identified in the mailing.		
<b>If the mailing is accepted:</b>			
13	Complete "USPS Use Only" section of the postage statement. Accepting clerk must sign and print their name, and round date the postage statement.		

Exhibit A-2  
Determining Standard Mail Eligibility

# Determining Standard Mail Eligibility



\* Domestic Mail Manual (DMM) references are for letter-size mailpieces. See applicable sections for flats and parcels.

Mailing Standards  
United States Postal Service  
Issue Date: June 2005  
Effective Date: June 1, 2005

## Exhibits

## Exhibit A-3

**Nonmachinable Surcharge for First-Class and Standard Mail**

## Nonmachinable Surcharge For First-Class and Standard Mail

### First-Class Mail

The nonmachinable surcharge applies to:

- First-Class Mail® single piece, Presorted rate, and automation rate flats that weigh one ounce or less and meet one or more of the criteria in DMM 201.2.1 (see box below) or one or more of the following:
  - a. The piece is greater than ¼ inch thick
  - b. The length is more than 11-1/2 inches or the height is more than 6-1/8 inches.
  - c. The mailer chooses the manual only ("do not automate") option. Pieces mainlined at the card rate may choose this option but are not subject to the surcharge.

The nonmachinable surcharge does not apply to:

- Card rate pieces.
- Pieces weighing over 1 ounce
- Automation-rate letters

### Standard Mail

The nonmachinable surcharge applies to:

- Standard Mail® presorted rate letters (including cards) that weigh 3.3 ounces or less and meet one or more of the criteria in DMM 201.2.1 (see box below) or the following:
  - a. The mailer chooses the manual only ("do not automate") option.

The nonmachinable surcharge does not apply to:


- Nonletters (flats and parcels)
- Pieces weighing over 3.3 ounces
- Automation rate letters
- Enhanced Carrier Route (ECR) rate letters.

### Nonmachinable Criteria (DMM 201.2.1)

A letter-size piece is nonmachinable if it has one or more of the following characteristics (See DMM 601.1.4 to determine the length, height, top and bottom of a mailpiece)

- a. Has an aspect ratio (length divided by height) of less than 1.3 or more than 2.5
- b. Is polybagged, polywrapped, or enclosed in any plastic material.
- c. Has clasps, strings, buttons, or similar closure devices
- d. Contains items such as pens, pencils, or loose keys or coins that cause the thickness of the mailpiece to be uneven) DMM 601.11.18).
- e. Is too rigid (does not bend easily when subjected to a transport belt tension of 40 pounds around an 11-inch diameter turn).
- f. For pieces more than 4-1/4 inches high or 6 inches long, the thickness is less than 0.009 inch.
- g. Has a delivery address parallel to the shorter dimension of the mailpiece.
- h. Self-mailers with a folded edge perpendicular to the address if the piece is not folded and secured according to DMM 201.3.13.2.
- i. Booklet-type pieces with the bound edge (spine) along the shorter dimension of the piece or at the top, regardless of the use of tabs, wafer seals, or other fasteners.

Exhibit A-4 (p. 1)  
**PS Form 6116**



**UNITED STATES  
POSTAL SERVICE®**

**First-Class Metered Mail® -  
Shortpaid Sampling Worksheet**

Mailer Name			Date			Post Office™					
Mailing						Mailer					
<input type="checkbox"/> Identical		<input type="checkbox"/> Single Client / Department		<input type="checkbox"/> Owner		Initial Sample Size: For identical mailings select <b>5</b>					
<input type="checkbox"/> Nonidentical		<input type="checkbox"/> Multiple Clients / Departments		<input type="checkbox"/> Agent		For nonidentical mailings select <b>30</b>					
Scale Make Model											

1	Initial Sample		Additional Sample			Totals		Totals for Identical or Nonidentical Mailing with Shortpaid Pieces				
	2	3	4	4a	5	6	7	8	9	10	11	12
Type of Mailing	Sample Size	Shortpaid Pieces	Add'l Pieces	Target of 11 Not Found (X)	Add'l Shortpaid Pieces	Total Pieces (Cols 2+4)	Total Pieces Shortpaid (Cols 3+5)	Percent (%) of Pcs. in Sample Shortpaid (error rate)	Total Postage Due on Shortpaid Pieces in Sample	Average Postage Due (Col 9/Col 3 or Col 7)	Total Pieces in Mailing/Client/Dept	Total Postage Due (Col 11 x Col 8 x Col 10)
<b>(A) Identical Weight</b>	<b>5</b>		<b>25</b>									
<b>(B) Nonidentical Weight</b>												
Client #1												
Client #2												
Client #3												
Client #4												
Client #5												
Client #6												
Client #7												
Client #8												
Client #9												
Client #10												
<b>Sampling Totals</b>	<b>30</b>											

- List scale make and model used to weigh sample pieces.
- Identical Mailings - report sampling results in part (A).
- Nonidentical Mailings - report sampling results in part (B). An additional sample may be required for any clients/departments with shortpays in initial sample to reach target number shown of 11 pieces. Postage due is collected only for clients/departments with shortpays.
- If shortpaid(s) found, notify mailer of postage due and give them a copy of shortpaid worksheet.

**Disposition of Mailing if you found shortpaid pieces in Sample (check all that apply)**

Mailing accepted, postage due \$ \_\_\_\_\_

Paid by (M)eter strip or (T)rust deduction

Mailer took back mailing to correct \_\_\_\_\_

Clerk Signature			Date		
-----------------	--	--	------	--	--

PS Form 6116, January 2006



## Exhibits

Exhibit A-4 (p. 2)  
PS Form 6116**Instructions**

- A. Complete all information at top of form. Indicate whether mailings are identical or nonidentical weight and whether all pieces in mailing are metered by single company or multiple clients/departments.
- B. List the scale make and model used to weigh pieces.

**Mailings of Identical Pieces****Report Sampling Results on Worksheet in Part A**

- For the initial sample, randomly select 5 pieces which are possible candidates for shortpaid mail from no more than 5 trays/sacks.
- Weigh each item and check for correct postage.
- If no shortpaid pieces are found, sampling is complete. Record "0" in column 3. If one or more shortpaid pieces are found, go to step 4.
- Select and weigh 25 additional pieces. If only 1 shortpaid piece out of 30 is found, the sampling is complete. Record "1" in column 3; "0" in column 5; "1" in column 7. If 2 or more are found, continue with steps 5-9.
- Calculate percent of shortpaid pieces in the sample (truncate to three decimal places). Enter this figure in column 8.

EXAMPLE: 2 shortpaid pieces in a 30 piece sample:  
 $2 \div 30 = 0.066$ .

- Calculate total postage due for shortpaid pieces in the sample and enter in column 9.
- Calculate the average postage due per piece by dividing total postage due for shortpaid pieces in sample (column 9) by the number of shortpaid pieces reported (column 7). Enter the result in column 10.
- Calculate additional postage due for mailing. Report total number of pieces in mailing in column 11. Multiply total pieces times percent of shortpaid pieces in sample (column 8) times average postage due (column 10). Enter result in column 12.
- Notify customer of postage due for shortpaid pieces and give them copy of shortpaid worksheet.

**Mailings of Nonidentical Pieces****Report Sampling Results on Worksheet in Part B.**

- For initial sample, randomly select 30 pieces which are possible candidates for shortpaid mail. Select approximately equal numbers of pieces from no more than five trays/sacks.
- Weigh each piece and check for correct postage.
- If you find none or one shortpaid piece, sampling is complete. Record the number of pieces sampled (30) in column 2 next to Client #1 and record "0" or "1" in column 3. If 2 or more shortpaid pieces are found, continue with steps 4-11.

- By individual client/department, log the number of pieces in initial sample size in column 2 and log the number of shortpaid pieces found in column 3, if none, enter "0". Alternatively, log the entire sample size in column 2 as Client #1 and log the number of shortpaid pieces found in column 3.
- If total number of pieces in initial sample size (column 2) for any client/department with shortpaid pieces is not at least 11, attempt to locate additional pieces in mailing for that client/department to reach 11. If necessary, look into additional trays/sacks.

EXAMPLE 1: 8 pieces for ABC Company are in the initial sample with 1 shortpaid. Attempt to locate 3 more pieces from ABC Co. If you cannot find 11 total pieces for a client/department, record the number you did locate (column 4) and the number shortpaid (column 5). If none, report "0", place an "X" in column 4a. Base shortpaid calculations on total pieces found (8). Go to next client/department with shortpaid pieces.

EXAMPLE 2: 14 pieces for Quality Mailers are found in the initial sample with 2 pieces shortpaid. Base postage due calculations for Quality Mailers on the 14 pieces found in the initial sample.

- Weigh additional pieces and log additional shortpaid pieces by client/department in column 5.
  - Calculate percent of shortpaid pieces in sample by dividing total pieces shortpaid (column 7), by total pieces for a client/department (column 6) (truncate to three decimal places). Enter this figure in column 8.
- EXAMPLE: 2 shortpays in 11 piece sample:  
 $2 \div 11 = 0.181$ .
- Calculate total postage due for shortpaid pieces in sample by client/department and enter in column 9.
  - Calculate the average postage due per piece by dividing total postage due for shortpaid pieces in sample (column 9) by the total number of shortpaid pieces (column 7) and enter the result in column 10.
  - Calculate additional postage due for client/department. Report total number of pieces in mailing for client/department in column 11. Multiply total pieces times the percent of shortpaid pieces in sample (column 8) times average postage due (column 10). Enter the result in column 12.
  - Notify customer of postage due for shortpaid pieces and give them copy of shortpaid worksheet.

**When postage due is identified, the mailer may agree to pay determined charges or retrieve and correct entire mailing. A new sample must be taken on reentry of the mailing. File worksheet in "mailer's" file.**

Exhibit A-5 (p. 1)

**Standard Operating Procedures for Verifying Piece Counts in a MERLIN/Mailer MLOCR/BCS Combined/VAR Mailing Environment (MailPiece Count Verification, MPCV)**

**Overview**

**When to Use These Procedures** — These procedures are to be used when:

1. An MLOCR/BCS mailer presents a mailing containing any combination of pieces with different postage payment types (permit, metered, precanceled stamps), OR,
2. Mailings are presented claiming a Value Added Refund (VAR).

MERLIN may be used to verify piece counts when all the pieces in a mailing are either permit imprint (all pieces within the same ounce increment), precanceled stamps, or metered at the same rate.

**Objective**

- To determine that there are not more permit imprint pieces in the mailing than are being paid for according to the documentation.
- To determine that permit imprint pieces are paid according to weight.
- To determine that metered mail has been accurately profiled according to the rate affixed.
- To determine, in a Value Added Refund (VAR) environment, that there are not fewer metered pieces in the mailing than are being claimed in the refund documentation.

**Note:** This verification is NOT performed to verify presort or barcode legibility.

The mailing’s piece counts and postage accuracy are checked by counting all trays and mailpieces for specific ZIP Code destinations. The mailing sample is then matched against the counts in the mailer’s USPS Summary ZIP Destination Report.

**Note:** Mailers must be authorized by Business Mailer Support before producing combined and Value Added Refund (VAR) mailings.

**Presort Verifications must be conducted using MERLIN or Non-MERLIN verification procedures.**

**Frequency of the Review**

- For mailings presented by MPTQM certified mailers – Use these procedures on one out of every 5 automation mailings presented. Additionally, if separate machinable mailings are presented, conduct procedures once per week on a machinable mailing.
- For MPTQM certified mailers — when a mailing fails, verify piece counts on the next 2 mailings.
- For all other mailers – Use these procedures on every automation mailing presented. Additionally, if separate machinable mailings are presented conduct procedures once per week on a machinable mailing.

**Determining the Sample Size**

Determine the sample size using the following table. The table indicates the minimum number of pieces to select based upon the total number of pieces in the mailing.

Total Pieces in Mailing	Number of Pieces Selected	Number of Presort Rate Levels
500 to 125,000	At least 500 pieces	2
125,001 to 600,000	At least 850 pieces	2
More than 600,000	At least 1,000 pieces	2

**Selecting the Destinations to Sample**

The USPS acceptance employee selects destinations for the piece count analysis from the mailer’s documentation. The MERLIN sample is based on a random selection process developed for MERLIN. Therefore the MERLIN sample and the piece count analysis may consist of different ZIP Codes.

First, from the Summary ZIP Destination Report, select at least two destinations (5-digit, 3-digit and/or AADC) that together contain more pieces than the minimum required as listed in the table above. Look for destinations that contain all or most of the different postage payment methods, if applicable. *(Mixed AADCs should not be used for this review. MLOCR mailers are not required to separate their Mixed AADC mail by AADC, which makes it extremely difficult to match this mail against the presort documentation.)*

Next, gather all trays for the selected destinations, seeking mailer assistance if necessary. It is important that no trays are missed from these destinations. Begin the piece counting process.

Exhibits

Exhibit A-5 (p. 2)

**Standard Operating Procedures for Verifying Piece Counts in a MERLIN/Mailer MLOCR/BCS Combined/VAR Mailing Environment (MailPiece Count Verification, MPCV)**

**Notes:**

1. On some occasions it may be necessary to select up to three ZIP Code destinations to reach the minimum number of pieces required. This third ZIP Code can be from any rate level. Remember, the third ZIP Code is not required; space for it is included on the worksheet only in case it is necessary to reach the minimum number of sampled pieces.
2. Do not always look for destinations with the bare minimums per the table above. On days when time is available, set the target at greater volumes to verify.
3. It is not permissible to observe mail in order to select samples. Samples must be selected randomly from documentation. However, it is permissible to select destinations that in the past failed the piece count analysis – this is to confirm that the mailer fixed previously identified problems.

**Helpful Tip** — A great deal of time can be spent on this portion of the verification if you do not know how your mailer breaks down the mail. As you look over the presort documentation to determine what ZIP Codes you want to select for verification, you must have a general idea of where the trays of mail with the ZIPs you select are located. If you are not aware of mail breakdown, or if the mailer does not perform breakdowns, you literally will need to look through all the mail in order to find the trays for the ZIPs you selected. Before you begin going through the mail, you may choose to select a couple of possible ZIPs. This way, as soon as you find all the mail for one of the possible ZIPs, you can use these pieces for your sample. (Note: Mail breakdowns and staging plans often are negotiated with the mailer by operations and may be included in local written agreements or Integrated Operating Plans).

**SPECIAL CASE:** Many MLOCR mailers, through signed agreements with the Postal Service, operate in a continuous mailing environment. Under these agreements, some of the trays to certain destinations may have been dispatched prior to the mailer being able to present the Summary ZIP Destination Report to be used for verification. The following procedure is needed to ensure that all destinations have an opportunity to be verified and the mailer is able to present all trays for those destinations selected.

1. Instruct the mailer to hold aside all trays for candidate destinations.
2. Furnish the list of candidate destinations to the mailer several hours PRIOR TO initial dispatch for the mailing to be verified.
3. In order to identify these candidates, use the following table and Summary ZIP Destination Report from the last two mailings, being certain that it represents similar MLOCR sort scheming as the mailing to be verified. In other words, be certain that the destinations are present and the piece counts are similar on both reports. Identify the candidates from as large a cross-section of the mailing as possible. For example, if the mailer typically sorts mail during the first-pass into ten groups based on the first digit of the ZIP, it is recommended that you do not identify more than one candidate from any one of the groups. Occasionally, candidates from “Quick kill” 5- and 3-digit first-pass mail should be identified as well.

	5-Digit Destinations	3-Digit Destinations	AADCs
<b>MPTQM Mailers</b>			
• Number of Candidate Destinations to Hold	1	4	1
• Number of Destinations to Verify	Select any 2 of the 6 destinations above to verify and begin the piece counting process.		
<b>All Other Mailers</b>			
• Number of Candidate Destinations to Hold	2	5	2
• Number of Destinations to Verify	Select any 2 (or 3) of the 9 destinations above to verify and begin the piece counting process.		

4. Select the two actual destinations to be verified from among the candidate destinations. Once the Summary ZIP Destination Report becomes available for the actual mailing to be verified, use it to compare the two selected destinations to the mail set aside by the mailer.

Exhibit A-5 (p. 3)

### Standard Operating Procedures for Verifying Piece Counts in a MERLIN/Mailer MLOCR/BCS Combined/VAR Mailing Environment (MailPiece Count Verification, MPCV)

5. This is the verification SAMPLE. Begin the piece counting process. All other candidate destinations become available for the mailer's immediate dispatch.

**Note:** In a Continuous Mailing Environment, it is the mailer's responsibility to present all trays needed for verification. Unless the mailer can prove otherwise, trays suspected as being missing are presumed by the Postal Service as NOT having been prepared and dispatched to its destination correctly. That is, it is presumed an error has occurred for which a postage adjustment is appropriate if the error threshold is exceeded.

#### Automated Worksheet

An automated Excel spreadsheet is available for use in executing the following steps. It eliminates all hand calculations. The data just needs to be entered, including the mailer and mailing information at the very top. The following descriptions also include help for performing the calculations manually. If you are in need of the spreadsheets, please contact your local Business Mailer Support Analyst.

#### Piece Counting – Part A [PS Form 5120 – First-Class; PS Form 5121 – Standard Mail]

**Note:** these forms may be printed from your computer or obtained at [www.usps.com/MPTQM](http://www.usps.com/MPTQM)

1. For each ZIP Code/destination selected as part of the SAMPLE, copy directly from the mailer's documentation the "Total Count" of pieces for each category in the "Mailer Count Documentation" columns (1), (4) and (7, if used) in Part A of the Piece Count Worksheet. [The automated worksheet will do this for you.] If the mailing contains multiple postage payment methods or multiple meter rates, obtain this information from the USPS Summary Zip Destination Report.

Next, separate the mail by postage payment method and rate.

Postage Affixed:

- Using empty trays, separate the sample mail by postage amount affixed for stamped and metered mail (based only on the first ounce for First-Class Mail, since full postage for the second, third, and fourth ounces must be affixed).

Permit Imprint:

- Using empty trays, weigh and separate the mailpieces by 1-, 2-, 3-, and 4-ounce permit imprint mail.

Match each piece's 2-character rate code (the 6<sup>th</sup> and 7<sup>th</sup> characters of the code) against its postage indicia/amount on the upper right corner of the envelope. DMM 705.5 contains a chart with all rate codes.

**Note:** Address block prebarcoded mail may not contain a rate code if the mailer's MLOCR does not spray a postnet barcode on the lower right corner of the mailpiece.

2. After all of the mail has been separated, pick up random handfuls from each grouping and fan each handful to confirm that each piece has the correct 2-character rate code. Check about 1/3 of the mail in this fashion. If the sprayed rate code on one or more pieces does not match its postage payment method/amount, STOP. A serious problem exists. The mailer may have not profiled the client's mail correctly. Show the piece or pieces to the mailer and determine with the mailer how the error will be resolved in terms of correcting the postage owed. Typically, the mailer must identify which customers' mail is in error, adjust the postage information in the mailing job and then re-run the mailing reports and postage statements. Continue with verification as soon as possible. It may or may not be possible to continue without new documentation. When you receive the corrected documentation, compare the USPS Customer Mail Report from the original documentation to the replacement documentation. It should show a change in the "rate affixed" only for the customer who was incorrectly entered. There should be no change in the total piece counts on the USPS Qualification Report and Summary ZIP Destination Report. A supervisor should be contacted if guidance is needed. Then, if necessary, contact a Business Mailer Support Analyst for assistance. Also be aware that there may be some problems when the ID/Rate Codes are applied to postcards or small envelopes due to their small size. Do not reject these pieces merely because the code may not fit on the piece.

The following procedures should be followed when it is determined that mis-profiling of postage rate or payment method may have occurred:

- Determine which client and what type of profiling error may have occurred.
- Mailer will submit to the BMEU/DMU the original customer mail report to verify profiling error.
- Mailer will correct the customer profile in the MLOCR database and will submit new customer mail report to verify corrective action was taken.

## Exhibits

Exhibit A-5 (p. 4)

**Standard Operating Procedures for Verifying Piece Counts in a MERLIN/Mailer MLOCR/BCS Combined/VAR Mailing Environment (MailPiece Count Verification, MPCV)**

- BMEU/DMU will compare the original Customer Mail Report to the corrected Customer Mail Report. Volume shifts should match difference between original and corrected customer mail report.
  - Mailer will generate new mailing reports and postage statements.
  - BMEU/DMU will compare corrected ZIP Destination Summary Report with original USPS actual MPCV counts. Adjust mailer count to corrected ZIP Destination Summary Report figures.
  - Complete MPCV worksheet and advise mailer of the results.
3. Count each separation of mail and record the results for each ZIP Code/destination in the "USPS Count Actual" columns (2), (5), and (8, if used) in Part A of the Piece Count Worksheet.
  4. At this point, missorts are to be factored out since MERLIN is calculating this type of error. Proceed as follows: If the count in column (2) is greater than the count in column (1) for any row by more than 1 piece, fan all the mail for that row and pull out any pieces with ZIPs indicating that they do not belong in that tray, according to the tray label. (Do not pull out such pieces if they show the mailer used the MLOCR to spray a correcting barcode on the piece). Next, reduce the count in column (2) by the number of pieces pulled out for that row. Return any pieces pulled out to the mailer, tell the mailer which ZIP contained the missorted pieces and document this information in the comments section of the Piece Count Worksheet. Occasionally you will find two mailpieces stuck together. The second stuck piece generally will not have a barcode on the mailpiece. Return these pieces to the mailer.
  5. If the actual MPCV counts are less than what is reported on the mailer documentation, notify the mailer. Give the mailer the opportunity to locate the missing pieces. Missing pieces could be a result of a sortation error, second pass rejects, damaged pieces withdrawn from the mailing or "Loop" mail identified and withdrawn from the mailing as part of the mailers quality control. (Loop mail is incorrectly barcoded mail. In most cases loop mail has been barcoded to the return address). If the mailer is able to locate and provide the BMEU/DMU with the missing pieces then correct the count in column (2) and complete the worksheet. Document this information in the comments section of the Piece Count Worksheet.
  6. If using a manual form, calculate the difference between column (1) and column (2) for each row by subtracting the smaller number from the larger number. Enter the difference in column (3). The number in column (3) represents pieces incorrectly (over/under) reported by the mailer at a particular rate level by postage payment type or amount. Add the differences in column (3) and enter the amount in the Total Column (3) block at the very bottom of Part A.
  7. Repeat steps 4 and 5 for the second ZIP in columns (4), (5) and (6). If three ZIPs are sampled, repeat this same process for columns (7), (8) and (9).

**Helpful Tips:**

Instead of counting each piece of mail individually, count in multiples of two, three, four, or five. With a little practice, this becomes second nature and drastically reduces the amount of time spent counting. Counting mail by twos instead of every single-piece reduces the time spent counting by half. Also, to avoid having to recount the tray if you lose your place when counting, prepare separate stacks of mail with 25, 50, or 100 pieces, or turn up every twenty-fifth, fiftieth, or hundredth piece. Either way, this will help when the count for the entire ZIP has been completed and you need to go back and calculate the total count for each of the separations for the particular ZIP being sampled.

When a mailing consists of identical weight pieces, you may be able to use the counting piece weight scale in the acceptance unit to determine the number of pieces instead of counting them by hand.

Acceptance clerks at DMUs may save some time by completing the piece count for one of the ZIPs selected from the first pass (first pass ZIPs are generally 5-digit ZIPs), and waiting until later to randomly select a second-pass ZIP.

**SPECIAL CASE:** Do not use mislabeled trays in the piece count verification. Document their occurrence in the comments section of the Worksheet. Example: Six trays of mail for ZIP 632 are located for piece count verification. During the counting process, it becomes clear that only five trays contain mail for 632 and one tray is mislabeled. Count pieces only in the 5 trays and document tray six in the comments section. (Explanation: tray label error postage adjustments are made on the basis of the MERLIN analysis only.) Return the mislabeled tray to the mailer immediately. Document the error in the comments section of the Piece Count Worksheet. Persistent tray labeling errors are to be brought to the attention of the Business Mail Entry Manager.

Exhibit A-5 (p. 5)

### Standard Operating Procedures for Verifying Piece Counts in a MERLIN/Mailer MLOCR/BCS Combined/VAR Mailing Environment (MailPiece Count Verification, MPCV)

#### Summary of Corrective Actions (If Required)

For any errors other than piece count errors found during this check, such as those discussed above or marking or eligibility errors, return the pieces to the mailer. These pieces will not be used in calculating any postage adjustments. Reface any pieces, if necessary. Record all errors in the comment section of the Piece Count Worksheet.

#### Manual Calculation of Error Rate for Piece Counting (Part B)

If using a manual form, add the total differences in pieces for columns (3), (6) and (9, if used) from the very bottom of Part A and enter the answer on Line (1) in Part B. From the Total Count row at the top of Part A, add the pieces in Mailer Count Documentation for columns (1), (4) and (7, if used) and enter the result on Line (2) in Part B.

Determine the Error Rate by dividing line (1) of Part B by line (2) of Part B. Record the result in line (3) of Part B. For all but MPTQM certified mailers, if the error rate is greater than .02 (2%), place the rate in Part E Item (5), Postage Adjustment Error Rate and go to Part E. (Use decimals, not percents. For example, .045 not 4.5%).

#### Manual Error Rate Calculation for MPTQM Mailers Only (Part D)

MPTQM certified mailers have different postage adjustment procedures than regular mailers as long as their Part B error rate is .10 (10%) or less. If their Part B error rate is more than .10, they will be subject to the same postage adjustment procedures as non-certified mailers, and Section D will not be used.

1. Obtain the results of the MPTQM mailer's three previous piece count verifications by referring to Part D of the last Piece Count Worksheet completed.
2. In Part D of today's worksheet, copy the verification results for each on the appropriate line (Mailing #1, Mailing #2, Mailing #3).
3. Record Today's error rate from Part B line (3).

**Note:** If mailing #1, #2 or #3 had an error rate greater than .10, DO NOT record or use it in Part D when averaging. Ignore it. Use those remaining. (Such high error rates are never averaged, but dealt with separately at the time of occurrence).

If today's error rate is:

- Greater than .10, copy it into Part E Item (5), ignore Part D averaging and go to Part E.
- .02 or less, STOP. Ignore Part D averaging. Calculate no postage adjustment for Part A. If the mailing contains permit imprint pieces, go to Part C, Permit Imprint Only Count Summary. Otherwise, the piece-count verification is finished.
- More than .02 but not greater than .10, use Part D to calculate an average error rate as follows:
  - a. Add the four error rates and divide the total by 4. (If this is a new mailer for this verification, divide the total by the number of mailings for which verification results exist).
  - b. Enter the result into Part D, Average Error Rate:
    - 1) If the result is .02 or less, STOP. Calculate no postage adjustment for Part A. If the mailing contains permit imprint pieces, go to Part C, Permit Imprint Only Count Summary. Otherwise, the piece-count verification is finished.
    - 2) If the Average Error Rate is greater than .02, enter the amount in Part E Item (5), Postage Adjustment Error Rate. Use decimals. Go to Part E.

#### Manual Calculation of Postage Adjustment for Piece Counting (Part E)

From the postage statement, record the total number of pieces claiming an automation rate in Part E, Item (2) and the total postage claimed for those pieces in Item (3). If the mailing has failed the TAP Test or Merlin Barcode verification, enter the nonautomated adjusted postage amount in Item (3). Multiply Item (1) and Item (2) and subtract Item (3) from the result to obtain the total worksharing discount being claimed for the automated pieces in the mailing. Enter the dollar value of this discount in Item (4). Multiply Item (4) by the decimal amount previously recorded in Item (5), Postage Adjustment Error Rate. Round the result of this multiplication to two places and enter it in Item (6), Additional Postage Due. This is the postage due from piece-count errors discovered in Part A of the Worksheet. You are finished unless the mailing contains permit imprint pieces.

## Exhibits

Exhibit A-5 (p. 6)

**Standard Operating Procedures for Verifying Piece Counts in a MERLIN/Mailer MLOCR/BCS Combined/VAR Mailing Environment (MailPiece Count Verification, MPCV)****Differences for Standard Mail Letters**

**Part A** — The Rate/Level column does not list specific rates as they do for First-Class Mail. Instead, the column lists the presort level (“5-DG Auto,” “3-DG Auto,” etc.). This was done to accommodate both regular and nonprofit rates. If a mailer has both regular-rate and nonprofit-rate pieces in the mailing, contact a Business Mailer Support analyst for guidance in expanding the Piece-Count Worksheet. Also, in the permit imprint rows, there are no references to 1-ounce, 2-ounce, and 3-ounce permit imprint pieces. These ounce categories are not a factor in Standard Mail because the mailer can send up to approximately 3.3 ounces for the same price as one ounce. The total weight of all pieces in the SAMPLE must be determined. Weigh them.

**Part E** — In calculating postage adjustments in Part E, the appropriate single-piece rate must be determined. For First-Class Mail, since the postage for any additional ounces is already affixed to the pieces, the first ounce rate is used. For Standard Mail, the situation is a bit more complex, especially in mailings with non-identical weight pieces. For identical weight mailings, the single-piece rate (based on the weight of a single piece) will be used to calculate the postage adjustment. The weight of a piece is entered in ounces as the “Wt. of Single Piece” in Part E, Step 1. For non-identical weight mailings, the weight of a single piece will be determined by weighing the mailpieces used for the piece-count verification in Part A and then dividing this weight by the actual number of pieces counted (Part E, Step 1). This average weight per piece then will be used to determine the appropriate single-piece rate. The Average Piece Weight Postage (Item (1)), is the FIRST-CLASS single piece rate according to the actual or average weight of the pieces in ounces. For example, if the average piece weight is .75 ounces, the 1 ounce First-Class single piece rate is entered in Item (1); if 1.5 ounces, the 2 ounce First-Class single piece rate is entered. [The automated worksheet will do all calculations for you.]

**Permit Imprint Only Count Summary (Part C)****Manual Calculation**

If the mail contains permit imprint pieces, complete Part C, Total Permit Imprint *Only* Count Summary. Otherwise, the piece-count verification process is complete. Completing Part C using the piece-count information from Part A for just the permit imprint pieces.

Add the total differences in columns (3), (6) and (9) from Part A for just the permit imprint pieces. Enter the total differences on line (1) of Part C.

Add the number of pieces reported in columns (1), (4) and (7) from Part A for just the permit imprint pieces. Enter the total on line (2) of Part C.

Determine the Error Rate for the permit imprint pieces by dividing line (1) of Part C by line (2) of Part C. Record the answer on line (3) of Part C. Round off to four decimal places.

If the difference on line 1 is more than one piece and the Error Rate on line 3 is more than 0.015 (1.5 %), proceed to complete a PS Form 5122 or 5123, *Permit Imprint Worksheet*, (available at [www.usps.com/MPTQM](http://www.usps.com/MPTQM)) in order to determine the additional postage due.

**SPECIAL CASE:** There is one situation in which the formula in Part C will not work. That occurs whenever the mailer’s documentation indicates there are no permit imprint pieces, but one or more pieces of permit imprint mail are discovered during the actual count. In this situation, the mailer’s count (the number of pieces reported in columns (1), (4) and (7) from Part A) will be zero, and since dividing any number by zero is not possible, no relevant error rate can be obtained regardless of how many actual pieces of permit imprint are counted.

In this situation it will be necessary to obtain additional information from the mailer in order to attempt to determine the proper amount of additional postage due for the permit imprint pieces. The additional postage for the permit imprint pieces cannot be calculated using the piece-count procedures. This is a critical error, and the BMEU supervisor should be contacted immediately to help resolve the matter. If necessary, Business Mailer Support also should be contacted as soon as possible. While the matter of the permit imprint postage is being resolved, complete the rest of the piece-count verification. Do not accept the mailing until the problem has been resolved.

Exhibit A-5 (p. 7)

## **Standard Operating Procedures for Verifying Piece Counts in a MERLIN/Mailer MLOCR/BCS Combined/VAR Mailing Environment (MailPiece Count Verification, MPCV)**

### **Using the Permit Imprint Worksheet**

The inclusion of permit imprint mail in combined postage payment mailings raises an additional concern. While the metered pieces have some postage affixed, permit imprint pieces have no postage affixed. Consequently, when piece-count errors involving permit imprint mail are discovered, the normal remedy of calculating additional postage for presort errors as is done in Part A of the Piece-Count Worksheet will not properly compensate the Postal Service for the errors. A different procedure is provided to calculate the “base-rate” postage, as well as any postage for additional ounces for permit imprint pieces improperly reported by the mailer.

There are two piece-count Permit Imprint Worksheets. PS Form 5122 is used for First-Class Mail and PS Form 5123 is used for Standard Mail. PS Form 5122, *First-Class Permit Imprint Worksheet*, consists of two sections. Section A performs the Permit Imprint Piece-Count/Postage Analysis and Section B performs the Permit Imprint Postage Adjustment Determination.

### **Automated Worksheet**

Click on the button at the top left corner of the Piece-Count Worksheet screen to bring up the Permit Imprint Worksheet. Complete lines 4, 9 and 10. All other entries and calculations are automated.

### **Manual Worksheet**

#### **Section A – Permit Imprint Piece-Count/Postage Analysis**

The procedures used here to determine if the proper permit imprint postage has been made are similar to those used for manifest mailings. The postage for permit imprint pieces according to the MLOCR/BCS report or “manifest” will be compared to the postage calculated for the actual pieces. If the mailing is within tolerance, no permit imprint postage adjustment is necessary. If the mailing exceeds the tolerance, a postage adjustment will be calculated in Section B.

In Part A of the Piece-Count Worksheet, the counts for the permit imprint pieces are broken out only by weight increment. When transferring these counts to Section A, column (2) of the Permit Imprint Worksheet, the appropriate presort category must be used. This can be done easily by checking the top of Part A for the rate levels selected for the sampling.

For example, if a 5-digit ZIP was selected for sampling, all permit imprint pieces for that ZIP are placed in the appropriate weight and rate category, such as 1 oz. 5-digit, 2 oz. 5-digit, and 3 oz. 5-digit. After completing column (2), determine the mailer’s postage in column (3) by multiplying the piece counts in column (2) by the piece rates in column (1). When finished, calculate the total of column (3) and enter the amount in the Total block and also on line 2 of Section B.

Again, using the information from Part A of the Piece-Count Worksheet, complete column (4) of Section A. In column (5), calculate the actual count postage by multiplying the counts in column (4) by the rates in column (1). When finished, calculate the column 5 Total block.

If the mailer’s postage total in column (3) is equal to or greater than the USPS adjusted postage total in column (5), no permit imprint postage adjustment is necessary. Annotate the comments field and file the Worksheet.

However, if the mailer’s postage total in column (3) is less than the USPS adjusted postage total in column (5), enter the column (5) Total on line 1 of Part B.

#### **Section B – Postage Adjustment Determination**

In order to determine the Postage Adjustment Factor, divide line 2 by line 1 and enter the amount on line 3, rounding off the result to three decimal places.

If the Postage Adjustment Factor is 1.015 or less, STOP. Accept the mail without a permit imprint postage adjustment. No further calculations in Section B are necessary. Annotate the comments field.

If the Postage Adjustment Factor is greater than 1.015, compute the amount of the permit imprint postage adjustment by completing lines 4-9.

On line 4, enter the Total Permit Imprint Postage (from the postage statement). Enter the Postage Adjustment Factor from line 3 once again on line 5. Multiply the amount on line 4 by the Postage Adjustment Factor on line 5, and enter the results on line 6. This is the Total Correct Postage.

Enter the Total Permit Imprint Postage from line 4 once again on line 7. Subtract line 7 from line 6 to determine the Additional Postage Due for the permit imprint portion of the mailing. Record this amount on line 8 and in Piece-Count Worksheet Part E, Item (7), *Permit Imprint Postage Due*.



## Exhibits

Exhibit A-5 (p. 8)

**Standard Operating Procedures for Verifying Piece Counts in a MERLIN/Mailer MLOCR/BCS Combined/VAR Mailing Environment (MailPiece Count Verification, MPCV)**

Lines 9 and 10 are for documentation purposes only and provide the mailer with possible causes for the piece-count discrepancies. On line 9, enter the permit imprint pieces without barcodes. On line 10, calculate the Total Metered Piece Count Difference by adding the piece count differences in columns (3), (6) and (9, if used) from Part A of the Piece Count Worksheet (just the metered pieces.)

**For MPTQM certified mailers – Follow-Up Analysis in the Next Permit Imprint Mailing**

If a permit imprint postage adjustment is necessary, a permit imprint analysis must be performed for the next mailing even if the current mailing passed the Part A piece count verification. This subsequent analysis will be done by completing Part A of the applicable Piece Count Worksheet. The sort levels and piece counts sampled will be the same as if a piece-count verification was being completed. However, only the permit imprint pieces are counted and matched against the presort documentation.

**Postage Adjustment (Part E)**

Part E contains any amount(s) of postage due. Charge the mailer the total of amounts recorded in the last Item, Total Additional Postage Due.

\*\*\*\*\*THIS COMPLETES THE PIECE COUNT VERIFICATION PROCESS\*\*\*\*\*

**Mail Acceptance****Mailer Options**

When the Piece Count/Permit Imprint Verification error rate exceeds the 2% error threshold, the mailer has the option of paying the postage adjustment or identifying and correcting the error. In some cases, it may not be practical or possible to correct the error in the time required.

This is a business decision made by the mailer.

If the mailer can and does choose to correct the mailing, the following conditions apply:

- a. The mailer must be able to identify which client and the type of profiling error occurred. Corrected mailing reports and postage statements must be presented at time of mailing.
- b. Missing pieces must be located and presented to the BMEU/DMU prior to dispatch.
- c. The mailer is responsible for segregating and staging the candidate ZIP Codes selected. It is also the mailer's responsibility to present all trays needed for verification. Unless the mailer can prove otherwise, trays suspected of being missing are presumed to be in error and a postage adjustment is appropriate if the error threshold is exceeded.
- d. Mailings held and/or submitted after critical entry times must be re-dated.

**Postage Payment**

Postage may be paid using the mailer's advance deposit account or by meter strips.

**Subsequent Verifications**

Whenever an MPTQM mailer presents a mailing that exceeds a 2% error rate, the next two mailings become candidates for piece count verification.

**Document Retention**

Non-MPTQM Certified Mailer – Retain Piece Count Verification records for 6 month. File with other verification records for that mailer.

MPTQM Certified Mailer – Retain Piece Count Verification records until the next MPTQM assurance review. File with other records in the MPTQM Mailer Quality Folder. (This folder contains any letters, notes, customer contacts, etc. concerning ANY acceptance problems. This folder is examined during MPTQM Assurance Reviews and should offer a complete record of any problems experienced with the mailer, not just those resulting in postage adjustments).

Complete the Quarterly Combined/VAR Accuracy Worksheet/Mailpiece Count Verification Log Sheet for each mailing and retain in the mailers file for one year.

Exhibit A-5 (p. 9)

**Standard Operating Procedures for Verifying Piece Counts in a MERLIN/Mailer MLOCR/BCS Combined/VAR Mailing Environment (MailPiece Count Verification, MPCV)**

**Mailers**

Mailers **may not** perform any QC on any trays held out as the USPS verification sample beyond that which is always performed by sweepers for **all** trays.

Mailers may appeal postage adjustments to the Manager, Business Mailer Support. Appeals must be sent through the local Manager, Business Mail Entry with complete documentation to support the appeal.

**U.S. Postal Service**

1. Acceptance employees are not to move among the MLOCR/BCS bins while a scheme is running.
2. Acceptance employees, time permitting, may scrutinize mail in any wise manner after the official verification has been completed. Errors found must be pointed out and corrected by the mailer, then documented in the USPS mailer quality folder. These errors may not result in postage adjustments in the present mailing, however, they may be targeted for subsequent verifications in later mailings. In such a case, the randomness in the selection of trays may be bypassed to select those most likely to contain errors.
3. Whenever practicable, mailpieces with errors that, upon inspection, could help the mailer determine the root cause of a problem must be returned to the mailer as soon as possible.

Exhibits

Exhibit A-6  
Standard Mail Piece Worksheet (letters)

Page 1 of 1

### Standard Mail Piece Count Worksheet (letters)

Feb. 04' Ver 2.2

Mailer Name		Post Office		Total Automated Pieces		<input type="checkbox"/> Metered Mailing <input type="checkbox"/> Precanceled Mailing <input type="checkbox"/> Permit Mailing <input type="checkbox"/> MPTQM Mailer	
Verification Clerk		Date		Total Automated Postage			

**Part A - Piece Count and Postage Verification**

Select a total of at least 500, 850, or 1250 pieces (based on the size of the mailing) from two different rate levels.

<input type="checkbox"/> 5-Digit Rate Level Selected _____ Tray Label ZIP Code _____ <i>(Do not select Mixed AADC mail for this review.)</i>	<input type="checkbox"/> 3-Digit _____ _____ _____	<input type="checkbox"/> AADC _____ _____ _____	<input type="checkbox"/> 5-Digit Rate Level Selected _____ Tray Label ZIP Code _____ <i>(Do not select Mixed AADC mail for this review.)</i>	<input type="checkbox"/> 3-Digit _____ _____ _____	<input type="checkbox"/> AADC _____ _____ _____	<input type="checkbox"/> 5-Digit Rate Level Selected _____ Tray Label ZIP Code _____ <i>(Do not select Mixed AADC mail for this review.)</i>	<input type="checkbox"/> 3-Digit _____ _____ _____	<input type="checkbox"/> AADC _____ _____ _____
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Sample Tray Weight (Non-identical weight pieces only) → 1st \_\_\_\_\_ + 2nd \_\_\_\_\_ + 3rd \_\_\_\_\_ = Total Sample Weight in lbs. \_\_\_\_\_  
*(Record in Part E)*

Rates / Weight	Mailer Count Documentation (1)	USPS Count Actual (2)	Difference Between (1) and (2) (3)	Mailer Count Documentation (4)	USPS Count Actual (5)	Difference Between (4) and (5) (6)	Mailer Count Documentation (7)	USPS Count Actual (8)	Difference Between (7) and (8) (9)	
Total Count										
<b>METERED (Non Entry Rates)</b>										
5-DG Auto										
3-DG Auto										
AADC										
Mixed										
3/5 Presort										
Basic Pre.										
Rate										
<b>PRECANCELED</b>										
<b>PERMIT IMPRINT</b>										
Regular										
Nonprofit										
Total Column (3)				Total Column (6)				Total Column (9)		

**Part B - Total Piece Count Summary (All Postage Types)**

*(Round off to three decimal places)*

Total difference in pieces reported at each rate level (3) + (6) + (9) = \_\_\_\_\_ (1)

Total number of pieces of mail reported at each rate level (1) + (4) + (7) = \_\_\_\_\_ (2)

Error Rate = line 1 + line 2 \_\_\_\_\_ (3)

Note: For MPTQM Mailers enter line (3) in Part D, "Today's Error Rate".  
For all other Mailers, if line(3) is greater than .02, enter line(3) in Part E Item (5).

**Part C - Total Permit Imprint Only Count Summary**  
*(Use only for authorized combined postage payment mailings.)*

*(Round off to three decimal places)*

Total difference in imprint pieces reported at each rate level (3) + (6) + (9) = \_\_\_\_\_ (1)

Total number of pieces of mail reported at each rate level (1) + (4) + (7) = \_\_\_\_\_ (2)

Error Rate = line 1 + line 2 \_\_\_\_\_ (3)

Note: If the difference on line 1 is more than one piece AND the Error Rate is more than .015 (1.5%), complete the Standard Mail Permit Imprint Worksheet.

**Part D - MPTQM Mailer Average Adjusted Error Rate (MPTQM certified mailers only. Round off to three decimal places)**

Error Rate from Part B Line (3)	Mailing#1	Mailing#2	Mailing#3	Today's Error Rate	Total Error Rate	
_____	_____	_____	_____	_____	_____	_____
_____ + _____ + _____ + _____ = _____ + 1,2,3 or 4 = _____						Average Error Rate

If Today's Error Rate is greater than .10 do not average. Instead insert Today's Error Rate into Part E Item(5).

**Part E - Postage Adjustment (Round off to three decimal places)**

<p><b>Step 1</b></p> <p>Wt. of Single Piece _____ or <math>\left( \frac{\text{Total Sample Weight in lbs. from Part A}}{16} \right) \times \text{Weight in Ounces} = \text{Average Piece Weight Ounces}</math></p> <p>Total of columns (2)+(5)+(8) from Part A _____</p>	<p><b>Step 2</b></p> <p><math>\frac{\\$}{\text{Ave. Piece Weight Postage (First-Class)}} \times \text{Total Automated Pieces Reported} = \frac{\\$}{\text{Total Automated Postage Claimed}}</math></p> <p>(1) _____ (2) _____ (3) _____</p>
<p><math>\frac{\\$}{\text{Total Workshare Discount}} \times \frac{\text{Postage Adjustment Error Rate}}{\text{Additional Postage Due (Round off to 2 decimal places)}} + \frac{\\$}{\text{Permit Imprint Postage Due from Permit Imprint Worksheet Line 8}} = \frac{\\$}{\text{Total Additional Postage Due}}</math></p> <p>(4) _____ (5) _____ (6) _____ (7) _____ (8) _____</p>	

**Comments**

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Exhibit A-7  
**First Class Mail Piece Count Worksheet**

<b>First-Class Mail Piece Count Worksheet</b>										
Mailing Name		Post Office		Total Automated Pieces		<input type="checkbox"/> Metered Mailing <input type="checkbox"/> Precanceled Mailing <input type="checkbox"/> Permit Mailing <input type="checkbox"/> MPTQM Mailer				
Verification Clerk		Date		Total Automated Postage						
<b>Part A - Piece Count and Postage Verification</b>										
Select a total of 500 pieces from two different levels for mailings up to 125,000, 850 for mailings up to 600,000, or 1250 pieces for mailings greater than 600,000 pieces.										
<input type="checkbox"/> 5-Digit <input type="checkbox"/> 3-Digit <input type="checkbox"/> AADC <b>Rate Level Selected</b> Tray Label ZIP Code _____ <i>(Do not select Mixed AADC mail for this review.)</i>			<input type="checkbox"/> 5-Digit <input type="checkbox"/> 3-Digit <input type="checkbox"/> AADC <b>Rate Level Selected</b> Tray Label ZIP Code _____ <i>(Do not select Mixed AADC mail for this review.)</i>			<input type="checkbox"/> 5-Digit <input type="checkbox"/> 3-Digit <input type="checkbox"/> AADC <b>Rate Level Selected</b> Tray Label ZIP Code _____ <i>(Do not select Mixed AADC mail for this review.)</i>				
Rates / Weight	Maller Count Documentation (1)	USPS Count Actual (2)	Difference Between (1) and (2) (3)	Maller Count Documentation (4)	USPS Count Actual (5)	Difference Between (4) and (5) (6)	Maller Count Documentation (7)	USPS Count Actual (8)	Difference Between (7) and (8) (9)	
Total Count										
<b>METERED (At First Ounce)</b>										
0.278										
0.292										
0.301										
0.309										
0.352										
<b>PRECANCELED / POST CARDS</b>										
<b>PERMIT IMPRINT</b>										
1 oz										
2 oz										
3 oz										
Total Column (3)				Total Column (6)				Total Column (9)		
<b>Part B - Total Piece Count Summary (All Postage Types)</b>					<b>Part C - Total Permit Imprint Only Count Summary</b>					
(Round off to three decimal places)					(Round off to three decimal places)					
Total difference in pieces reported at each rate level (3) + (6) + (9) = _____ (1)					Total difference in imprint pieces reported at each rate level (3) + (6) + (9) = _____ (1)					
Total number of pieces of mail reported at each rate level (1) + (4) + (7) = _____ (2)					Total number of pieces of Imprint mail reported at each rate level (1) + (4) + (7) = _____ (2)					
Error Rate = line 1 + line 2 _____ (3)					Error Rate = line 1 + line 2 _____ (3)					
Note: For MPTQM Mailers enter line (3) in Part D, "Today's Error Rate". For all other Mailers, if line(3) is greater than .02, enter line(3) in Part E Item (5).					Note: If the difference on line 1 is more than one piece AND the Error Factor is more than .015 (1.5%), complete the First-Class Mail Permit Imprint Worksheet.					
<b>Part D - MPTQM Mailer Average Adjusted Error Rate (MPTQM certified mailers only. Round off to three decimal places)</b>										
Error Rate from Part B Line (3) <input type="text"/> + <input type="text"/> + <input type="text"/> + <input type="text"/> Today's Error Rate = <input type="text"/> ÷ 1,2,3 or 4 = <input type="text"/> Average Error Rate If Today's Error Rate is greater than .10 do not average. Instead insert Today's Error Rate into Part E Item(5).										
<b>Part E - Postage Adjustment (Round off to three decimal places)</b>										
$  \begin{matrix}  \$0.37 \times & - & \$ & = & \$ & \times & = & \$ & + & \$ & = & \$ \\  \text{Total Automated} & \text{Total Automated} & & & \text{Total Workshare} & \text{Postage} & & \text{Additional Postage Due} & & \text{Permit Imprint Postage Due} & & \text{Additional Postage Due} \\  \text{Pieces Reported} & \text{Postage Claimed} & & & \text{Discount} & \text{Adjustment Error} & & \text{(Round off to 2 decimal places)} & & \text{From Permit Imprint Section B} & & \\  & & & & & \text{Rate} & & & & \text{Line (8)} & & \\  (1) & (2) & (3) & & (4) & (5) & (6) & (7) & & (8) & & (9)  \end{matrix}  $										
<b>Part F - Permit Imprint Piece Weights (Round off to three decimal places)</b>										
<input type="checkbox"/> Piece Weights were verified for this mailing.										
$  \begin{matrix}  \text{No. of Pieces} & + & \text{Total No. of Pieces} & \times & \text{Total Number of} & \times & \$0.23 & = & \$ \\  \text{Overweight} & & \text{in Sample} & & \text{Permit Pieces in} & & \text{Current auto rate} & & \text{Additional} \\  & & & & \text{the Mailing} & & \text{for second oz.} & & \text{Postage Due} \\  (1) & & (2) & & (3) & & (4) & & (5)  \end{matrix}  $					<b>\$</b> <b>Total Additional Postage Due</b> <i>(Part E Item (8) Plus Part F Item (5))</i>					
<b>Comments</b>										

Exhibits

Exhibit A-8 (p. 1)

**Quarterly Combined/VAR Accuracy Worksheet/Mailpiece Count Verification Log**

Page 1 of 5

**Quarterly Combined/VAR Accuracy Worksheet/  
Mailpiece Count Verification Log**

**Mailer:** \_\_\_\_\_

**Post Office:** \_\_\_\_\_

**Quarter:** \_\_\_\_\_ **System Type:**  VAR  Combined **Class of Mail:**  First-Class  Standard

Fill out this worksheet each day a Combined/VAR (C/VAR) mailing is presented for acceptance. On Page 4 of this worksheet, note the reason by date for any postage adjustment or any other discrepancy. List each Postage Adjustment Amount separately and code either M for MERLIN failure or MC for Mailpiece Count Verification failure.

		A	B	C	D	E	F
	DATE	NUMBER OF C/VAR MAILINGS	NUMBER OF MERLINS PERFORMED	NUMBER OF MERLIN FAILURES	NUMBER OF MAILPIECE COUNT VERIFICATIONS PERFORMED	NUMBER OF MAILPIECE COUNT VERIFICATION FAILURES	TOTAL POSTAGE ADJUSTMENT AMOUNT
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
	Page 1 Subtotals						

Exhibit A-8 (p. 2)

Quarterly Combined/VAR Accuracy Worksheet/Mailpiece Count Verification Log

		A	B	C	D	E	F
	DATE	NUMBER OF C/VAR MAILINGS	NUMBER OF MERLINS PERFORMED	NUMBER OF MERLIN FAILURES	NUMBER OF MAILPIECE COUNT VERIFICATIONS PERFORMED	NUMBER OF MAILPIECE COUNT VERIFICATION FAILURES	TOTAL POSTAGE ADJUSTMENT AMOUNT
31							
32							
33							
34							
35							
36							
37							
38							
39							
40							
41							
42							
43							
44							
45							
46							
47							
48							
49							
50							
51							
52							
53							
54							
55							
56							
57							
58							
59							
60							
61							
62							
63							
64							
65							
66							
67							
68							
69							
70							
	Page 2 Subtotals						

Exhibits

Exhibit A-8 (p. 3)

**Quarterly Combined/VAR Accuracy Worksheet/Mailpiece Count Verification Log**

		A	B	C	D	E	F
	DATE	NUMBER OF C/VAR MAILINGS	NUMBER OF MERLINS PERFORMED	NUMBER OF MERLIN FAILURES	NUMBER OF MAILPIECE COUNT VERIFICATIONS PERFORMED	NUMBER OF MAILPIECE COUNT VERIFICATION FAILURES	TOTAL POSTAGE ADJUSTMENT AMOUNT
71							
72							
73							
74							
75							
76							
77							
78							
79							
80							
81							
82							
83							
84							
85							
86							
87							
88							
89							
90							
91							
92							
93							
94							
95							
96							
97							
98							
99							
100							
101							
102							
103							
104							
105							
106							
107							
108							
109							
110							
	Page 3 Subtotals						
	Totals Pages 1-3						





## Exhibits

Exhibit A-8 (p. 5)

**Quarterly Combined/VAR Accuracy Worksheet/Mailpiece Count Verification Log**

Page 5 of 5

**Quarterly Combined/VAR Accuracy Worksheet/Mailpiece Count Verification Log Instructions**

Complete the Quarterly Accuracy Worksheet each day a Combined/Value Added Refund mailing(s) is presented.

**Header:**

- System Type: Complete a separate Quarterly Accuracy Worksheet for each class of mail. Note the system type on the form.
- Complete the header information.

**Columns:**

Date: Enter the date. (If there are no C/VAR mailings on a day, no date is entered.)

- A. Enter the total number of C/VAR mailings presented on the date entered.
- B. Enter the number of MERLIN verifications performed.
- C. Enter the number of MERLINS failing verifications.
- D. Enter the number of Mailpiece Count Verifications performed.
- E. Enter the number of mailings failing Mailpiece Count Verification.
- F. Enter the postage adjustment amount for that day.

**Column Totals:**

- At the end of each quarter, total each column.

**Page 4 – Reason For Discrepancy**

- List each Postage Adjustment Amount separately and code either M for MERLIN or MC for Mailpiece count Verification failure.
- Log by date the type of error and reason for a postage adjustment (tray label errors, presort errors, mailpiece count errors, etc.).
- Use these codes for "Error Type":
  - BC – Barcode Failure
  - PS – Presort Failure
  - TL – Tray Label Failure
  - MP – Mailpiece Count Failure

**Administering Postmaster.**

Review entries to ensure that:

- An entry is made for each day a C/VAR mailing is presented.
- A reason is entered for each discrepancy.
- Calculations on the form are correct.
- Forward a copy of the worksheet to the BME manager at the close of each quarter.

**Manager, Business Mail Entry.**

Review worksheets to ensure that:

- The form is properly completed.
- The required information is recorded each day a C/VAR mailing is presented.
- Calculations are correct.
- Samplings are performed on the correct frequency.
- Critical errors are annotated.
- Take action to correct improper verification procedures and note in Section A on Page 4 the corrective actions taken to resolve errors in completing the form or performing scheduled verifications.
- Send a copy of the Quarterly MPCV Verification Log to the Business Mailer Support Analyst.

Exhibit A-9 (p. 1)

**Verification Procedures Flat-Size Mail Bundle Preparation**

**Verification Procedures  
Flat-Size Mail Bundle Preparation**

**The following bundle verification procedures are effective on April 30, 2006**

Standards for the preparation of bundles are contained in DMM 345, 365, 375, 385, 705.8, 707.19.

**Verification Process**

A cursory review is conducted on all mailings not scheduled for an in-depth verification.

An in-depth verification is performed when scheduled by PostalOne! or when triggered by errors noted in a cursory review.

An in-depth verification will include a bundle preparation verification. Bundles include Standard Mail, Periodicals Mail, Bound Printed Matter, Library and Media Mail flats.

Bundles selected for MERLIN verification may be used. Bundle preparation issues must be resolved with mailer before processing on MERLIN. The MERLIN verification will be performed after the bundle verification.

Bundles selected for a manual presort verification may be used for the bundle preparation verification.

The PS Form 2866, Presort Verification Record, will no longer be used to record bundle verification results or calculate bundle verification additional postage.

Sample Selection

- Randomly select bundles from mailing for verification sample based on the table below.

Total Pieces in Mailing	Number of Bundles for Sample
< 50,000	20
50001 – 250,000	25
More than 250,000	30

- If mailing contains less than minimum number of bundles for sample, review all bundles.
- If mailing is in sacks, randomly select an adequate number of sacks to collect required number of bundles. Sacks should be dumped out to evaluate bundle preparation.
- If bundles are on pallets, select three pallets and randomly select bundles from top, middle and bottom of each pallet.
- A bundle will only be counted as a single error. For example, if a bundle is not secured properly and the address is not readable then it is only counted as one bundle error.

Bundles must be reviewed for compliance with DMM standards in 345, 365, 375, 385, 705.8, 707.19.

Address visibility review:

- In evaluating the bundle, place the bundle on a flat surface with adequate lighting and review the address from a normal reading distance.
- Review each bundle for compliance with DMM standards for visibility and readability. The address information including the OEL and the barcode must be **visible and readable by the naked eye**. Common errors:
  - Strapping, banding or facing slips placed over address (clear, smooth strapping is acceptable)
  - Crinkled or excess shrinkwrap or seam over address
- Record bundles on Bundle Verification Worksheet

**Note: Procedures for the visibility of the address on the top piece of the bundle do not apply to bundles of letter size mail, First-Class flat-size mail, Customized Market Mail, bundles placed in 5-digit or 5-digit scheme sacks or pallets, carrier route bundles entered at a destination delivery unit, or flats prepared in letter trays under DMM Section 345.**

## Exhibits

Exhibit A-9 (p. 2)

**Verification Procedures Flat-Size Mail Bundle Preparation**Bundle preparation review:

- Review each bundle for compliance with DMM standards for securing bundles.

## Common errors:

- Loose banding (string, straps, etc.)
- Poor use of rubber bands
- Poor shrinkwrap quality (torn, loose, not covering corners of open end)
- Pieces shifting excessively within bundle
- Record bundles on Bundle Verification Worksheet

Disposition

- If 20% or less of the bundles sampled are found with errors, advise the mailer of any errors found and proceed with acceptance of the mailing.
- If more than 20% of the bundles (e.g. 7 out of 30 bundles sampled) do not meet the bundle address visibility or bundle preparation standards, additional postage will be calculated using the **Bundle Verification Adjustment Worksheets for Periodicals or Standard Mail**. Mailings of presorted Bound Printed Matter, Library Mail or Media mail will be recalculated at the applicable the single piece Bound Printed Matter, Library or Media Mail rate. The bundle verification adjustment worksheet is an Excel spreadsheet available through the manager, business mail entry or on the BMA web page.
- Advise the mailer of the option to retrieve the mailing for rework or pay the additional postage.
- Since bundle preparation including the visibility of the address has minimal impact when mailings are entered at a DDU, pieces entered at a DDU will not be considered in the additional postage calculation.
- Since bundles placed in 5-digit or 5-digit scheme sacks or pallets, or carrier route bundles entered at a destination delivery units are exempt from the standard for visibility of the address on the top piece of the bundle, if only visibility errors are found within a mailing and the mailer can document the number of pieces on the specific exempt pallets, then the additional postage calculation may be adjusted to reduce those exempt pieces from the total number of pieces.
- Enter any additional postage collected or cost avoidance into PostalOne!

Exhibit A-9 (p. 3)

**Verification Procedures Flat-Size Mail Bundle Preparation**

<b>Bundle Verification Worksheet</b>				
Permit Number _____		Date _____		
Mail Preparer _____				
Number of Bundles	Bundle Number (if available)	OEL or ZIP Code of Top Piece	Condition of Bundle (good or describe error)	Acceptable (Yes or No)
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				
21.				
22.				
23.				
24.				
25.				
26.				
27.				
28.				
29.				
30.				
			Total Bundles Sampled	
			Bundles with Errors	
			Error percentage (Bundle with errors divided by total bundles)	

## Exhibits

Exhibit A-9 (p. 4)

**Verification Procedures Flat-Size Mail Bundle Preparation****Bundle Verification Adjustment Worksheet Instructions**

- 1) Select the appropriate worksheet for the mailing that is being adjusted. Separate sheets are available for Periodicals, Standard Mail regular rate with pieces weighing over 3.3 ounces, Standard Mail regular rate with pieces weighing 3.3 ounces or under, Standard Mail non-profit rates with piece weighing over 3.3 ounces and Standard Mail non-profit rate with pieces weighing 3.3 ounces or less.
- 2) Complete shaded blocks in top section of adjustment worksheet including mailer's name, publication number and name for Periodicals and mailer's name permit number for Standard Mail mailings and the acceptance location (BMEU City, State).
- 3) Enter percentage of error as whole number in the shaded cell next to 'bundle verification percentage of error.' For example; if error rate is 23.3%, enter 23. Round to next higher whole number at .5 (25.5 = 26).
- 4) Enter piece counts for each rate level claimed on postage statement in shaded cells in column A on the adjustment worksheet. Use appropriate 4 section for piece that are under or over 3.3 ounces or Standard Mail mailings.
- 5) Worksheet will automatically calculate additional postage based on adjustment factor for each rate level and total all lines at bottom of form.
- 6) Enter name and date at bottom of form.
- 7) This form may also be used to manually calculate additional postage if n.
- 8) Print two copies of adjustment worksheet. Attach copy to postage statement and provide copy of mailer.

**Note: Since there is no rate level higher than basic non-auto in Periodicals and basic presorted in Standard Mail, pieces at these rates level will not be assessed additional postage.**

**Note: Since bundle preparation including the visibility of the address has minimal impact when mailings are entered at a DDU, pieces entered at a DDU will not be considered in the additional postage calculation.**

**Note: Address visibility does not apply to bundles placed on 5-digit or 5-digit scheme pallets or sacks. If the mailer can, based on the mailing documentation, identify the number of pieces placed on 5-digit and 5-digit scheme pallets and sacks then the number of pieces subject to additional postage charges may be reduced by that amount.**

Exhibit A-9 (p. 5)

**Verification Procedures Flat-Size Mail Bundle Preparation**

Mailer Name:		BMEU City, State		
Publication#				
Publication Title		Bundle Verification Percentage of Error %		
<b>OUTSIDE COUNTY - ALL</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
Rate Claimed	Pieces Claimed	Pieces Adjusted	Postage Adjustment Factor	Postage Adjustment
A21 - Basic Non-Auto		0	\$ -	\$ -
A23 - Basic Auto		0	\$ 0.050	\$ -
A24 - 3-Digit Non-Auto		0	\$ 0.052	\$ -
A26 - 3-Digit Auto		0	\$ 0.045	\$ -
A 27 - 5-Digit Non-Auto		0	\$ 0.123	\$ -
A 29 - 5-Digit Auto		0	\$ 0.105	\$ -
A30 - Basic CR		0	\$ 0.098	\$ -
A31 - High Density CR		0	\$ 0.132	\$ -
A32 - Saturation CR		0	\$ 0.152	\$ -
<b>IN COUNTY</b>				
B6 - Basic Non-Auto		0	\$ -	\$ -
B8 - Basic Auto		0	\$ 0.028	\$ -
B9 - 3-Digit Non-Auto		0	\$ 0.008	\$ -
B11 - 3-Digit Auto		0	\$ 0.004	\$ -
B12 - 5-Digit Non-Auto		0	\$ 0.018	\$ -
B14 - 5-Digit Auto		0	\$ 0.010	\$ -
B 15 - Basic CR		0	\$ 0.036	\$ -
B16 - High Density CR		0	\$ 0.052	\$ -
B17 - Saturation CR		0	\$ 0.058	\$ -
			<b>Total Additional Postage Due:</b>	\$ -
Completed By: _____		Date: _____		

Exhibits

Exhibit A-9 (p. 6)

**Verification Procedures Flat-Size Mail Bundle Preparation**

Mailer Name:		BMEU City, State			
Permit #					
		Bundle Verification Percentage of Error			
Entry Discount	Rate Claimed	A	B	C	D
		Pieces Claimed	Pieces Adjusted	Postage Adjustment Factor	Additional Postage
<b>STANDARD MAIL REGULAR RATE 3.3 oz or Less</b>					
None	A5 - 3/5 Auto	0	0	\$ 0.041	\$ -
	A6 - Basic Auto	0	0	\$ 0.047	\$ -
	B3 - 3/5 Presorted	0	0	\$ 0.059	\$ -
	B4 - Basic Presorted	0	0	\$ -	\$ -
	C5 - Saturation CR	0	0	\$ 0.135	\$ -
	C6 - High Density CR	0	0	\$ 0.126	\$ -
	C7 - Basic CR	0	0	\$ 0.100	\$ -
DBMC	A11 - 3/5 Auto	0	0	\$ 0.041	\$ -
	A12 - Basic Auto	0	0	\$ 0.047	\$ -
	B7 - 3/5 Presorted	0	0	\$ 0.059	\$ -
	B8 - Basic Presorted	0	0	\$ -	\$ -
	C12 - Saturation CR	0	0	\$ 0.135	\$ -
	C13 - High Density CR	0	0	\$ 0.126	\$ -
	C14 - Basic CR	0	0	\$ 0.100	\$ -
DSCF	A16 - 3/5 Auto	0	0	\$ 0.041	\$ -
	A17 - Basic Auto	0	0	\$ 0.047	\$ -
	B11 - 3/5 Presorted	0	0	\$ 0.059	\$ -
	B12 - Basic Presorted	0	0	\$ -	\$ -
	C26 - Saturation CR	0	0	\$ 0.135	\$ -
	C27 - High Density CR	0	0	\$ 0.126	\$ -
	C28 - Basic CR	0	0	\$ 0.100	\$ -
Total		0	Total Additional Postage Due: \$ -		
Completed By: _____				Date: _____	

Exhibit A-9 (p. 7)

**Verification Procedures Flat-Size Mail Bundle Preparation**

Mailer Name:		BMEU City, State			
Permit #					
		Bundle Verification Percentage of Error			
		A	B	C	D
Entry Discount	Rate Claimed	Pieces Claimed	Pieces Adjusted	Postage Adjustment Factor	Postage Adjustment
<b>STANDARD MAIL REGULAR RATE Over 3.3 ounces</b>					
None	D1 - Saturation CR		0	\$ 0.114	\$ -
	D2 - High Density CR		0	\$ 0.105	\$ -
	D3 - Basic CR		0	\$ 0.079	\$ -
	D4 - 3/5 Auto		0	\$ 0.041	\$ -
	D5 - Basic Auto		0	\$ 0.047	\$ -
	D6 - 3/5 Presorted		0	\$ 0.059	\$ -
	D7 - Basic Presorted		0	\$ -	\$ -
DBMC	D8 - Saturation CR		0	\$ 0.114	\$ -
	D9 - High Density CR		0	\$ 0.105	\$ -
	D10 - Basic CR		0	\$ 0.079	\$ -
	D11 - 3/5 Auto		0	\$ 0.041	\$ -
	D12 - Basic Auto		0	\$ 0.047	\$ -
	D13 - 3/5 Presorted		0	\$ 0.059	\$ -
	D14 - Basic Presorted		0	\$ -	\$ -
DSCF	D15 - Saturation CR		0	\$ 0.114	\$ -
	D16 - High Density CR		0	\$ 0.105	\$ -
	D17 - Basic CR		0	\$ 0.079	\$ -
	D18 - 3/5 Auto		0	\$ 0.041	\$ -
	D19 - Basic Auto		0	\$ 0.047	\$ -
	D20 - 3/5 Presorted		0	\$ 0.059	\$ -
	D21 - Basic Presorted		0	\$ -	\$ -
Total		0	Total Additional Postage Due: \$ -		
Completed By: _____				Date: _____	



Exhibits

Exhibit A-9 (p. 8)

**Verification Procedures Flat-Size Mail Bundle Preparation**

Mailer Name:		BMEU City, State			
Permit #					
		Bundle Verification Percentage of Error			
		A	B	C	D
Entry Discount	Rate Claimed	Pieces Claimed	Pieces Adjusted	Postage Adjustment Factor	Postage Adjustment
<b>STANDARD MAIL NON-PROFIT RATE 3.3 oz or Less</b>					
None	A5 - 3/5 Auto		0	\$ 0.024	\$ -
	A6 - Basic Auto		0	\$ 0.042	\$ -
	B3 - 3/5 Presorted		0	\$ 0.048	\$ -
	B4 - Basic Presorted		0	\$ -	\$ -
	C5 - Saturation CR		0	\$ 0.073	\$ -
	C6 - High Density CR		0	\$ 0.067	\$ -
	C7 - Basic CR		0	\$ 0.049	\$ -
DBMC	A5 - 3/5 Auto		0	\$ 0.024	\$ -
	A6 - Basic Auto		0	\$ 0.042	\$ -
	B3 - 3/5 Presorted		0	\$ 0.048	\$ -
	B4 - Basic Presorted		0	\$ -	\$ -
	C5 - Saturation CR		0	\$ 0.073	\$ -
	C6 - High Density CR		0	\$ 0.067	\$ -
	C7 - Basic CR		0	\$ 0.049	\$ -
DSCF	A5 - 3/5 Auto		0	\$ 0.024	\$ -
	A6 - Basic Auto		0	\$ 0.042	\$ -
	B3 - 3/5 Presorted		0	\$ 0.048	\$ -
	B4 - Basic Presorted		0	\$ -	\$ -
	C5 - Saturation CR		0	\$ 0.073	\$ -
	C6 - High Density CR		0	\$ 0.067	\$ -
	C7 - Basic CR		0	\$ 0.049	\$ -
Total		0	Total Additional Postage Due: \$ -		
Completed By: _____		Date: _____			


Exhibit A-9 (p. 9)

**Verification Procedures Flat-Size Mail Bundle Preparation**

Mailer Name:		BMEU City, State			
Permit #					
		Bundle Verification Percentage of Error			
Entry Discount	Rate Claimed	A	B	C	D
		Pieces Claimed	Pieces Adjusted	Postage Adjustment Factor	Postage Adjustment
<b>STANDARD MAIL NON-PROFIT RATE Over 3.3 oz</b>					
None	D1 - Saturation CR		0	\$ 0.034	\$ -
	D2 - High Density CR		0	\$ 0.028	\$ -
	D3 - Basic CR		0	\$ 0.010	\$ -
	D4 - 3/5 Auto		0	\$ 0.024	\$ -
	D5 - Basic Auto		0	\$ 0.042	\$ -
	D6 - 3/5 Presorted		0	\$ 0.048	\$ -
	D7 - Basic Presorted		0	\$ -	\$ -
DBMC	D8 - Saturation CR		0	\$ 0.034	\$ -
	D9 - High Density CR		0	\$ 0.028	\$ -
	D10 - Basic CR		0	\$ 0.010	\$ -
	D11 - 3/5 Auto		0	\$ 0.024	\$ -
	D12 - Basic Auto		0	\$ 0.042	\$ -
	D13 - 3/5 Presorted		0	\$ 0.048	\$ -
	D14 - Basic Presorted		0	\$ -	\$ -
DSCF	D15 - Saturation CR		0	\$ 0.034	\$ -
	D16 - High Density CR		0	\$ 0.028	\$ -
	D17 - Basic CR		0	\$ 0.010	\$ -
	D18 - 3/5 Auto		0	\$ 0.024	\$ -
	D19 - Basic Auto		0	\$ 0.042	\$ -
	D20 - 3/5 Presorted		0	\$ 0.048	\$ -
	D21 - Basic Presorted		0	\$ -	\$ -
Total		0	Total Additional Postage Due: \$ -		
Completed By: _____				Date: _____	



Exhibit A-11 (p. 1)  
**PS Form 2866**

			<h2 style="margin: 0;">Presort Verification Record</h2>					
1A. Post Office™, Station, or Unit Where Mail Makeup Verified  City _____ State _____ ZIP+4® _____  Finance Number _____			Date and Time Received <i>(Round Stamp)</i>  <input type="checkbox"/> AM <input type="checkbox"/> PM		1B. Permit, Meter or USPS® Publication No. _____  Name of Permit Holder _____  Name of Mailing Agent _____  Name of Owner/Publisher of Mail _____			
1C. Class of Mail Presented <i>(Check one)</i> <input type="checkbox"/> First-Class Mail® <input type="checkbox"/> Standard Mail® <input type="checkbox"/> Periodicals <input type="checkbox"/> Package Services			Type of Mail Presented <i>(Check one)</i> <input type="checkbox"/> Letter <input type="checkbox"/> Irregular Parcel <input type="checkbox"/> Flat <input type="checkbox"/> Machinable Parcel		Type of Presort Verification <i>(Check one)</i> <input type="checkbox"/> Scheduled <input type="checkbox"/> Reentered Mailing <input type="checkbox"/> Subsequent Mailing			
1D. Bulk or Presort Postage Rate - Total Postage divided by Total Number of Pieces (round to 4 digits to right of decimal). For Periodicals, see NOTE on bottom of Page 2  Per Piece \$ _____			1E. Weight of a Single Piece <i>(USPS® verified weight)</i> _____ lbs		1F. Total Number of Pieces in Mailing <i>(USPS verified pieces)</i> _____	1G. Total Weight of Mailing <i>(USPS verified net weight)</i> _____ lbs		
2. Sample Units <input type="checkbox"/> Sacks <input type="checkbox"/> Pallets <input type="checkbox"/> Other Types of Containers <input type="checkbox"/> Trays <input type="checkbox"/> Bundles			Number of Sample Units <i>(Containers)</i> _____		3. Weight of Samples in Pounds <i>(less tare weight)</i> _____			
4A. Sack, Tray or Pallet Labels								
Show label as it is filled out for each sample.		If label is incorrect show how the label should be prepared for each sample.		Always multiply LABEL ERRORS by .05 <i>(same as dividing by 20) to compute weights in Column B.</i>				
Sack/Tray #1 Pallet			Weight of Total Errors in Pounds	4B. Specify Weight in Pounds	4C. Error Code	L1 Not Labeled L2 Label Not Legible L3 Incorrect Destination <i>(Top Line)</i> L4 Incorrect Contents <i>(Second Line)</i> L5 Other <i>(Describe)</i> _____ _____		
Sack/Tray #2 Pallet			X .05 =		L			
Sack/Tray #3 Pallet			X .05 =		L			
5A. <b>BUNDLE LABEL ERRORS</b>			5B. Weight of Total Errors in Each Bundle in Pounds	5C. Error Code	B1 Bundle not labeled B2 Blue F on other than firm bundle B3 Red 5 on other than 5--digit bundle B4 Green 3 on other than 3-digit bundle B5 Pink A on other than ADC bundle B6 Incorrect facing slip B7 Other <i>(Describe)</i> _____ _____			
List bundles with missing or wrong pressure sensitive labels, optional endorsement lines or facing slips by showing the ZIP Code™ destination of the top piece in the bundle. Indicate the proper pressure sensitive label which should have been used. (Example: 22203-"3" should have been "5".)				B				
6A. <b>BUNDLE SORTATION ERRORS</b>			6B. Weight of Total Errors in Each Bundle in Pounds	6C. Error Code	S1 Bundle contains mis-sorted pieces S2 3-digit, ADC or MXD ADC bundle contains enough pieces to make a 5-digit bundle S3 ADC bundle contains enough pieces to make a 3- or 5-digit bundle S4 MXD ADC bundle contains enough pieces to make an ADC, 3- or 5-digit bundle S5 Other <i>(Describe)</i> _____ _____			
Identify bundles by ZIP Code destination which have the following types of errors: (a) mis-sorted pieces (Example: 11407 5- digit bundle contains 3 pieces for 11406 (b) pieces not sorted to the finest required extent.				S				
				S				
				S				
				S				
				S				
				S				

Exhibits

Exhibit A-11 (p. 2)  
PS Form 2866

<p><b>7A. SACK, TRAY OR PALLET SORTATION ERRORS</b></p> <p>Indicate if there are any bundles which should not be included in the sack, tray or pallet; or if there are enough bundles to have required the mailer to prepare a separate container. (Example: Sack 190 contains 125 pcs./15 lbs or more for 19066 or Sack 190 contains bundles for 212).</p>	<p><b>7B.</b> Weight of Total Errors in Each Bundle in Pounds</p>	<p><b>7C.</b> Error Code</p>	<p>S10 Container contains missorted bundles</p> <p>S11 3-digit contains enough pcs/bundles to make direct 5-digit container</p> <p>S12 ADC or MXD ADC container contains enough pcs/bundles to make a 3- or 5-digit container</p> <p>S13 Mixed ADC container contains enough pcs/bundles to prepare a finer sorted container</p> <p>S14 Container improperly labeled</p> <p>S15 Other (<i>Describe</i>)</p>
<p><b>8A. MISCELLANEOUS ERRORS</b></p> <p>Examples of errors:</p> <p>(1) Improperly tied or broken bundles</p> <p>(2) Use of improper sack or container</p> <p>(3) Other general errors as noted in the error code list or not covered by that list</p>	<p><b>8B.</b> Weight of Total Errors in Each Bundle in Pounds</p>	<p><b>8C.</b> Error Code</p>	<p>M1 Poorly tied or banded bundles</p> <p>M2 Broken bundle</p> <p>M3 Missing ZIP Code</p> <p>M4 Invalid ZIP Code</p> <p>M5 Incomplete ZIP Code</p> <p>M6 Mail not faced</p> <p>M7 Improper sack or container</p> <p>M8 Other (<i>Describe</i>)</p>
<p>9. Compute TOTAL error weight for presort verification in pounds Add columns 4B, 5B, 6B, 7B, and 8B.....</p>			
<p>10. A. Compute error factor: Line 9 divided by line 3 _____ + _____ = _____ (10A)</p> <p>B. If 10A is less than 1, enter figure computed in 10A on the line to right _____ (10B)</p> <p>If 10A is equal to or greater than 1, enter 1 on line to right _____ (10B)</p> <p>C. Compute percent error by multiplying line 10A by 100 _____ X 100 = _____ (10C)</p>			
<p>If line 10C is less than 5% go to line 16D. If line 10C is 5% or greater, go to line 11 AND NOTIFY SUPERVISOR IMMEDIATELY. NOTE: Error % can exceed 100%.</p>			
<p>11. TOTAL number of pieces in the mailing as shown on line 1F _____ PIECES</p>			
<p>12. MULTIPLY 10B times line 11 _____ X _____ = _____ MAILING PIECES ERROR FACTOR</p>			
<p>13. A. Determine mail piece weight in ounces Line 1E _____ (pounds) X 16 = _____ (ounces)</p> <p>B. MULTIPLY line 12 times the applicable First Class/Priority single-piece rate from Rate Chart _____ X \$ _____ = \$ _____ Total @ First-Class Mail®/ Priority Mail® Single-Piece Rate</p>			
<p>14. MULTIPLY line 12 times line 1D _____ X 1 D _____ = \$ _____ Total @ Pre-sorted Rate PRESORT RATE ON MAILING PIECES ERROR FACTOR</p>			
<p>15. SUBTRACT line 14 from line 13 to obtain additional revenue due (cost avoidance) = \$ _____ ADDITIONAL POSTAGE DUE</p>			
<p>16. DISPOSITION: Mailer reworked mailing and corrected errors at acceptance unit – mail accepted A ( )</p> <p>Mail returned for reworking B ( )</p> <p>Additional postage collected – mail accepted C ( )</p> <p>Mail accepted – no additional postage collected D ( )</p>			
<p>17. RECORD THE TOTAL WEIGHT OF EACH TYPE OF ERROR TO THE RIGHT OF THE APPROPRIATE ERROR CODE BELOW</p> <p>Total Weight of LABEL (L) Errors _____</p> <p>Total Weight of BUNDLE (B) Errors _____</p> <p>Total Weight of SORTATION (S) Errors _____</p> <p>Total Weight of MISCELLANEOUS (M) Errors _____</p> <p><b>NOTE:</b> For Periodicals verification failures, determine the total postage on the PS Form 3541 for the mailing presented. Divide the number of pieces into the total postage to determine the average Periodicals postage rate piece to complete line 1D.</p>			
<p>18. Signature of Employee Completing this form _____</p>		<p>19. Remarks _____</p>	

Exhibit A-12 (p. 1)  
**Barcode Adjustment Worksheets and Instructions**

<b>Barcode Quality Review</b>							Page 1 of 5		
<b>BARCODE READABILITY</b>									
<b>Postage Adjustment Worksheet</b>									
<b>FIRST CLASS MAIL</b>									
<b>Permit Holder</b>				<b>Permit Number</b>					
<b>Presenter of Mail</b>					<b>Barcode Quality Results</b>				<b>%</b>
Rate Claimed	A Pieces Claimed	B Adjustment Factor ( From Chart)	C Piece Adjustment ( A x B )	D Postage Factor		E Postage Adjustment ( C x D )			
					Letters	Flats			
<b>LETTERS AND FLATS</b>									
AUTO CR			pcs.	0.081	NA				
5-Digit			pcs.	0.078	0.053				
3-Digit			pcs.	0.063	0.032				
AADC			pcs.	0.054	0.02				
MXD AADC			pcs.	0.045	0.012				
<b>POST CARDS</b>									
AUTO CR			pcs.	0.044	NA				
5-Digit			pcs.	0.037	NA				
3-Digit			pcs.	0.03	NA				
AADC			pcs.	0.026	NA				
MXD AADC			pcs.	0.019	NA				
<b>Total Additional Postage Due: \$ _____</b>									
Signature of Clerk _____ Date _____									

Exhibits

Exhibit A-12 (p. 2)

**Barcode Adjustment Worksheets and Instructions**

Barcode Quality Review						Page 2 of 5	
<b>BARCODE READABILITY</b> <b>Postage Adjustment Worksheet</b> <b>PERIODICALS</b>							
Publication Name				Publication Number			
Presenter of Mail				Barcode Quality Results		%	
Rate Claimed	A	B	C	D		E	
	Pieces Claimed	Adjustment Factor	Piece Adjustment (A x B)	Postage Factor Letters	Flats		Postage Adjustment (C x D)
<b>REGULAR</b>							
	Basic			pcs.	0.097	0.050	
	3-Digit			pcs.	0.079	0.043	
	5-Digit			pcs.	0.064	0.032	
In-County	Basic			pcs.	0.054	0.028	
	3-Digit			pcs.	0.048	0.024	
	5-Digit			pcs.	0.04	0.020	
Total Additional Postage Due:						\$ _____	
<b>NONPROFIT</b>							
	Basic			pcs	0.092	0.470	
	3-Digit			pcs	0.075	0.041	
	5-Digit			pcs	0.061	0.031	
Classroom	Basic			pcs	0.092	0.047	
	3-Digit			pcs	0.075	0.041	
	5-Digit			pcs	0.061	0.031	
Science of Agriculture	Basic			pcs	0.092	0.047	
	3-Digit			pcs	0.075	0.041	
	5-Digit			pcs	0.061	0.031	
Total Additional Postage Due:						\$ _____	
Signature of Clerk: _____				Date: _____			

Exhibit A-12 (p. 3)

**Barcode Adjustment Worksheets and Instructions**

Barcode Quality Review							Page 3 of 5	
<b>BARCODE READABILITY</b> <b>Postage Adjustment Worksheet</b> <b>STANDARD MAIL - REGULAR</b>								
Permit Holder				Permit Number				
Presenter of Mail					Barcode Readability Results			%
Entry Discount	Rate Claimed	A Pieces Claimed	B Adjustment Factor	C Piece Adjustment (A x B)	D Postage Factor		E Postage Adjustment (C x D)	
					Letters	Flats		
None	5-Digit			pcs.	0.061	0.029		
	3-Digit			pcs.	0.047	0.029		
	AADC			pcs.	0.059	0.047		
	MXD AADC			pcs.	0.051	0.047		
DBMC	5-Digit			pcs.	0.061	0.029		
	3-Digit			pcs.	0.047	0.029		
	AADC			pcs.	0.059	0.047		
	MXD AADC			pcs.	0.051	0.047		
DSCF	5-Digit			pcs.	0.061	0.029		
	3-Digit			pcs.	0.047	0.029		
	AADC			pcs.	0.059	0.047		
	MXD AADC			pcs.	0.059	0.047		
<b>Sub Total Additional Postage:</b>							\$ _____	
<b>AUTO ENHANCED CARRIER ROUTE</b>								
None	Basic AUTO			pcs.	0.081	NA		
DBMC	Basic AUTO			pcs.	0.081	NA		
DSCF	Basic AUTO			pcs.	0.081	NA		
DDU	Basic AUTO			pcs.	0.057	NA		
<b>Sub Total Additional Postage:</b>							\$ _____	
<b>TOTAL ADDITIONAL POSTAGE DUE</b>							<b>\$ _____</b>	
Signature of Clerk _____			Date _____					



Exhibits

Exhibit A-12 (p. 4)

**Barcode Adjustment Worksheets and Instructions**

Barcode Quality Review							Page 4 of 5		
<b>BARCODE READABILITY</b> <b>Postage Adjustment Worksheet</b> <b>STANDARD MAIL - NONPROFIT</b>									
Permit Holder				Account #					
Presenter of Mail					MERLIN Results			%	
Entry Discount	Rate Claimed	A Pieces Claimed	B Adjustment Factor	C Piece Adjustment (A x B)	D Postage Factor		E Postage Adjustment (C x D)		
					Letters	Flats			
<b>LETTERS &amp; FLATS</b>									
None	5-Digit			pcs.	0.040	0.018			
	3-Digit			pcs.	0.025	0.018			
	AADC				0.030	0.042			
	MXD AADC			pcs.	0.022	0.042			
DBMC	5-Digit			pcs.	0.040	0.018			
	3-Digit			pcs.	0.025	0.018			
	AADC				0.030	0.042			
	MXD AADC			pcs.	0.022	0.042			
DSCF	5-Digit			pcs.	0.040	0.018			
	3-Digit			pcs.	0.025	0.018			
	AADC				0.030	0.042			
	MXD AADC			pcs.	0.022	NA			
<b>Sub Total Additional Postage:</b>							\$ _____		
<b>AUTO ENHANCED CARRIER ROUTE</b>									
None	Basic AUTO			pcs.	0.041	NA			
DBMC	Basic AUTO			pcs.	0.041	NA			
DSCF	Basic AUTO			pcs.	0.041	NA			
DDU	Basic AUTO			pcs.	0.056	NA			
<b>Sub Total additional Postage</b>							\$ _____		
<b>TOTAL ADDITIONAL POSTAGE DUE</b>							\$ _____		
Signature of clerk _____					Date: _____				

Exhibit A-12 (p. 5)

**Barcode Adjustment Worksheets and Instructions**

**Barcode Quality Review**

Page 5 of 5

**Barcode Quality  
Adjustment Worksheet Instructions**

1. Enter mailer name and permit number.
2. Enter number of disqualified pieces per sample.
3. Enter in Column A the number of pieces claimed at the automation rates by rate category from the postage statement.
4. Enter in Column B the adjustment factor chart. Use the results from the 30-piece sample to determine the adjustment factor.
5. Enter in Column C the piece adjustment, which is derived by multiplying Column A (pieces from postage statement) by Column B (adjustment factor).
6. Enter in Column E the postage adjustment, which is derived by multiplying Column C (piece adjustment) by Column D (postage factor).
7. Total the figures in Column E. This amount is the total additional postage due.
8. Sign and date the worksheet.
- 9. Provide copy of test results and worksheet to customer.**
- 10. Attach test results and worksheet to postage statement.**
- 11. Record additional postage payment on front of postage statement. State reason. Add amount to Total Postage due.**

**Postage Adjustment Chart**

<b>Pieces Disqualified</b>	<b>% Read Rate</b>	<b>Adjustment Factor</b>
4	86.67	.133
5	83.33	.167
6	80.00	.20
7-30		1.00

## Exhibits

Exhibit A-13 (p. 1)  
**MERLIN Reports****MERLIN REPORTS**

MERLIN produces a variety of reports based on analysis of the sample run. Some reports are used as diagnostic information to assist in improving the overall quality of the mail by providing feedback to the mailer. Postage adjustment reports relate directly to verifications that determine the acceptability of the mailing. Postage adjustment reports provide detailed information on the causes of any errors found in the sample.

**Summary Verification Report**

The **Summary Verification Report** is printed each time a MERLIN run has been completed. The report recaps all verifications conducted during the MERLIN test and indicates any variations that are outside of U.S. Postal Service tolerances. This is printed and returned to the mailer each time a test is conducted.

The **Summary Verification Report** shows the types of verifications run on the sample, the USPS acceptance rate and the MERLIN test result for each verification. If a verification results in a postage rate adjustment, the postage due is also shown.

The **Summary Verification Report** also displays system information and mailer information as entered by the MERLIN operator. An icon showing the piece orientation is shown in the upper right corner of the report.

MERLIN produces a variety of reports based on analysis of the sample run designed to assist the acceptance clerk in verifying a mailing.

**Diagnostic Reports**

Diagnostic characteristics are those that are checked only to evaluate a mailing and assist the mailer in correcting mailpiece problems. There is no associated postage adjustment based solely upon the reported score of a diagnostic test. The following are the current diagnostic tests performed:

- Address Accuracy.
- Meter Date.
- PLANET Barcode Readability.
- Mailpiece Characteristics.

A Diagnostic Report may disqualify a mailing for a specific rate if the mailing does not meet applicable standards. For example, the Mailpiece Characteristics report may show that a mailing was entered as a letter, but is actually a flat. In this case the BME Clerk would perform a secondary physical verification of this characteristic. Based upon the results of this secondary test, the postage would be adjusted accordingly.

**Address Accuracy Report**

The **Address Accuracy Report** identifies mailpieces with delivery point barcodes that do not match the address on the mailpiece. The report lists pieces by tray or sack number and mailpiece identification number.

The report is currently a diagnostic tool, but may be used to improve address accuracy in mailer databases.

**Mailpiece Characteristics Report**

Mailpieces must have specific characteristics to be processed efficiently. Characteristics include height, length, thickness, weight, and aspect ratio. MERLIN verifies all of these attributes to ensure that mailpieces meet the rates claimed. If MERLIN identifies mailpieces that do not meet thickness or aspect ratio, clerks must verify failure by using standard operating procedures for measuring thickness or aspect ratio or confirming weight on sampled pieces. *Refer to SOP – Aspect Ratio and Thickness.*

The **Mailpiece Characteristics Report** may indicate the failure of a piece to meet certain physical requirements, which may disqualify a mailing for a specific rate. Any error found in the Mailpiece Characteristics must be confirmed using established standard operating procedures. *Refer to Appendix A SOP 1, Procedures for Determining Minimum Thickness and Appendix A SOP 10, Measuring Aspect Ratio.*

**Meter Date Recognition Report**

The **Meter Date Recognition Report** contains information concerning the number of items in the sample with meters, the number with correct dates and the percentage of those with correct dates. It also lists the exceptions, by tray number and ID number, along with the meter date information that MERLIN recognized. No postage adjustment is calculated as an output of this report.

Exhibit A-13 (p. 2)  
**MERLIN Reports**

**PLANET Barcode Readability Report**

**PLANET Barcode Readability Report** describes summary information about the PLANET barcodes in a mailing run, and specific mailpiece PLANET barcode discrepancies. No postage adjustment is calculated as an output of this report.

**Postage Adjustment Reports**

Currently, the USPS assesses additional postage for poor quality in:

- Barcode Readability.
- First-Class Metered Mail.
- Presort Accuracy.
- Permit Imprint Accuracy.

Each of these verifications must meet USPS acceptance rates within published tolerances.

**Barcode Readability Reports**

MERLIN compares recognized printing characteristics to conduct barcode quality analysis. These characteristics include height, width, pitch, spacing, bars per inch, rotation, skew, placement, and clearance. These reports are evaluated to ensure compliance with USPS requirements and standards in accordance with the following tolerances:

- If the mailing scores 90 percent or higher, the mailing qualifies for automation rates.
- If the mailing scores between 80-89 percent, a partial automation discount is given.
- If the mailing scores 79 percent or less, it does not qualify for automation rates.

Eight reports are related to barcodes:

- **POSTNET Barcode Readability Report** describes summary information about the POSTNET barcodes in the mailing sample, and provides specific mailpiece POSTNET barcode discrepancies.
- **Expanded Barcode Readability Report** displays up to four binary barcode images of the mailpieces for each error type listed in the report legend.
- **Aggregated Barcode Error Report** lists mailpieces with barcode errors, barcode quality errors, and warnings.
- **Barcode Readability Report Legend** appears in POSTNET and PLANET Barcode Readability Reports and includes barcode error tallies in the following categories:
  - Unrecognized Barcode.
  - Recognized but not Analyzed Barcode.
  - Incorrect Check Digit.
- **POSTNET Barcode Readability Report Adjustment Worksheet** provides information about the acceptability of barcode entries in a mailing. It also calculates the postage adjustment required based on problems with barcode readability.
- **POSTNET Barcode Exceptions Report** divides all barcode errors into four categories:
  - *Barcode Location Failure* – The barcode located in the address block or in the POSTNET clear zone is located outside of the specified limits for those areas of the envelope.
  - *Barcode Quality Failure* – Any number of barcode component errors associated with the quality of the printed barcode. This category cannot be overwritten.
  - *Recognized but not Analyzed Barcode* – MERLIN was able to identify and read a barcode, but was unable to evaluate it for quality and location failure. Pieces found in this category are considered as failures in the barcode readability report. Prior to overwriting any pieces in this category, the pieces should be manually verified for quality and location.
  - *Unrecognized Barcode* – No barcode was found on the mail item.

## Exhibits

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**MERLIN Reports**

The overwrite capabilities of this report only apply to the categories of: Barcode Location Failure, Recognized but not Analyzed Barcode, and Unrecognized Barcode. Individual mail items cannot be overwritten; however, no items listed under Barcode Quality Failure can be overwritten. *Refer to DM109 Appendix B Reference Tool 8, MERLIN Reports.*

- **POSTNET String Digit Report** contains a line item for each error category. Report will display MPID for any Invalid ZIP+4 of 0000'; 'Invalid ZIP+4 of 9999' errors.

**First-Class Meter Reports**

MERLIN can read the meter date and postage amount on a mailpiece. First-Class Metered Mail must display the correct entry date and the correct amount of postage.

These reports are evaluated to ensure compliance with USPS requirements and standards in accordance with the following tolerances:

- If the mailing scores 95 percent or higher, the mailing is accepted without an adjustment.

Two reports are associated with First-Class Metered Mail that result in postage adjustments.

- **First-Class Metered Mail – Shortpaid Mail Sampling Worksheet (PS Form 6116x)** lists the total number of shortpaid pieces in the mailing sample and the postage due. It provides this information as a ratio of shortpaid pieces to total pieces sampled, which estimates the number of shortpaid pieces in the mailing and the resulting postage due for that mailing.
- **Shortpaid Exceptions Report** provides details about individual errors by tray number, package number, and mailpiece identification number.

**Permit Imprint Piece Count Reports**

Identical weight pieces for Permit Imprint mailings must be verified by weight to ensure that the correct postage has been paid. Acceptance clerks must verify piece counts, gross weight, and net weights to confirm that the piece count is accurate.

MERLIN weighs each piece and calculates the number of pieces based on the net weight of the mailing divided by its piece weight.

These reports are evaluated to ensure compliance with USPS requirements and standards in accordance with the following tolerances:

- If the mailing scores 99 percent or higher, the mailing is accepted without an adjustment.

There are two reports related to Permit Imprint Piece Count:

- **Business Mail Acceptance Worksheet (PS Form 8040x)** is used for identical permit imprint mailings only. This report shows information related to the weight verification of the mailing. This includes, total (gross) weight, tare weights, number and type of containers and calculations used to determine the USPS piece count for comparison to the mailers piece count.
- **Business Mail Exceptions Report** provides detailed information about a mail run, as well as the individual information about mailpieces whose measured weight was excluded from the samples average weight. Pieces may be excluded due to double-feeds or other conditions that caused the pieces to be out-of-sync with other pieces weighed.

**Presort Verification Reports**

MERLIN can verify the sortation composition of discounted mailings. It examines tray labels, package sortation, and container sortation according to Domestic Mail Manual requirements for First-Class Mail, Standard Mail, and Periodicals.

These reports are evaluated to ensure compliance with USPS requirements and standards in accordance with the following tolerances:

- If the mailing scores 95 percent or higher, the mailing qualifies for claimed presort rates.

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**MERLIN Reports**

There are two reports related to Presort Verification:

- **Presort Verification Report (PS Form 2866x)** summarizes errors contained in a presort mailing. It also provides a calculation of the costs and a record of the disposition.
- **Sortation Exception Report** describes sortation error information about a mailing based on ZIP destination or tray piece count and also individual mailpiece errors identified by MERLIN.

**Overwrite Procedures and Reports**

Overwrite procedures for each of the verification reports allow the operator to correct any false errors identified in the verification process. All overwrites must be documented. If a change to the MERLIN results is warranted, follow the procedures below.

**Presort Verification Overwrite**

There are some instances where a presort error detected by MERLIN is not accurate. For example, a local SCF tray contains less than 150 pieces; the operator did not use package separators; the operator neglected to scan a tray or sack label.

If any presort errors are detected, the MERLIN operator must review the errors and the mail sampled. If it is determined that MERLIN incorrectly identified an error, an overwrite may be performed.

**Perform an Overwrite (Presort Verification PS 2866x)**

After the verification has been performed and the operator has reviewed the report and determined that errors in the report need to be corrected, follow these procedures:

1. Print out the original reports with errors, including the Presort Verification Report (PS2866). and Presort Exception Report. This is done for documentation purposes.
2. Select the "Overwrite" button from the Presort Reports Tab.
3. If individual errors are to be overwritten:
  - a. Select the row to be overwritten by placing pointer in the left-most gray box and clicking with the left mouse button.
  - b. Select the "Overwrite Error" button in the lower left portion of the screen. The selected row should change from False to True.
  - c. Select the "OK" button. MERLIN will automatically close the Overwrite Screen and update the Presort Verification Report (PS2866).
4. If all rows are to be overwritten:
  - a. Select "Set All". All Fields in the overwrite column should change from False to True).
  - b. Select the "OK" button. MERLIN will automatically close the Overwrite Screen and update the Presort Verification Report (PS2866).
5. Print the Overwrite Summary Report and file with postage statement.

**Shortpaid Overwrite**

Errors detected by MERLIN must be confirmed by the MERLIN operator by comparing the actual mailpiece against the exceptions reports. If the error cannot be confirmed an overwrite may be performed. The First-Class Metered Mail – Shortpaid Mail Sampling Worksheet (PS Form 6116x) has an overwrite feature associated with it that is almost identical to the Presort Overwrite feature.

The shortpaid overwrite screen lists all shortpaid errors found within the sample that are listed in the Shortpaid Exception Report. To overwrite an error, follow the steps below.

**Perform an Overwrite (PS6116 Meter Shortpaid)**

After the verification has been performed and the operator has reviewed the report and determined that errors in the report need to be corrected follow these steps:

1. Print out the original reports with errors, including the Shortpaid Mail Sampling Worksheet (PS Form 6116x) and Shortpaid Exception Report. This is done for documentation purposes.
2. Select the overwrite button from the Meter Report Tab.

## Exhibits

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**MERLIN Reports**

3. If individual errors are to be overwritten:
  - a. Select the row for the specific item to be overwritten by placing pointer in the leftmost gray box and clicking with the left mouse button.
  - b. Select the "Overwrite Error" button in the lower left portion of the screen. The selected row should change from False to True.
  - c. Select the "OK" button. MERLIN will automatically close the Overwrite Screen and update the First-Class Metered Mail – Shortpaid Mail Sampling Worksheet (PS Form 6116x).
4. If all rows are to be overwritten:
  - a. Select "Set All" (All Fields in the overwrite column should change from False to True).
  - b. Select the "OK" button. MERLIN will automatically close the Overwrite Screen and update the First-Class Metered Mail – Shortpaid Mail Sampling Worksheet (PS Form 6116x) and Shortpaid Exceptions Report.
5. Print the Overwrite Summary Report and file with postage statement.

**POSTNET Barcode Failure Overwrites**

There are some instances where an error detected by MERLIN is not accurate. For example: a barcode location error is detected on a piece with a dark border; MERLIN reports "barcode location error" and upon close review all aspects of barcode are correct.

The POSTNET Barcode Errors listed in the POSTNET Barcode Exceptions Report are reported in four categories Barcode Location, Barcode Quality, Recognized But Not Analyzed Barcode, and Unrecognized Barcode.

Performing a POSTNET Barcode Overwrite enables the operator to overwrite all of the mail items listed under any of the categories with exception to Barcode Quality Failures.

- *Barcode Location Failure* – The barcode should be located in the address block or in the POSTNET clear-zone but is located outside the areas.
- *Barcode Quality Failure* – Any number of barcode component errors associated with the quality of the printed barcode. For a complete listing of possible quality errors refer to the POSTNET Barcode Readability Report. Pieces listed in this category cannot be overwritten.
- *Recognized, But Not Analyzed* – MERLIN was able to identify and read a barcode, but was unable to evaluate it for quality or location failure. Pieces found in this category are considered as failures in the barcode readability report. Prior to overwriting any pieces in this category, the pieces must be manually verified for quality and location.
- *Unrecognized Barcode* – No barcode was found on the mail item.

**Perform an Overwrite (POSTNET Barcode)**

To overwrite a barcode failure error, follow the steps below:

1. Print out the original reports with errors, including the POSTNET Barcode Readability Report Adjustment Worksheet, POSTNET Barcode Readability Report and POSTNET Barcode Exceptions Report. This is done for documentation purposes.
2. Manually evaluate the POSTNET barcodes of the pieces listed in the failure category to be overwritten in the POSTNET Barcode Exceptions Report:
 

**Note:** If two barcodes exist on a mail item, one in the address block and one in the barcode clear zone, MERLIN defaults to use the barcode located in the clearzone for all evaluation purposes.
3. If the evaluation proves that the barcodes are not in error, select the "Overwrite" button from the barcode reports tab.
4. Select the category (s) to overwrite from the POSTNET Barcode Overwrite Screen.
5. Select the "OK" button from the POSTNET Barcode Overwrite Screen. MERLIN automatically updates the POSTNET Barcode Readability Report, POSTNET Barcode Exceptions Report, and the POSTNET Barcode Readability Report Adjustment Worksheet.
6. Select the category (s) to overwrite from the POSTNET Barcode Overwrite Screen.

Exhibit A-13 (p. 6)

**MERLIN Reports**

7. Select the "OK" button from the POSTNET Barcode Overwrite Screen. MERLIN automatically updates the POSTNET Barcode Readability Report, POSTNET Barcode Exceptions Report, and the POSTNET Barcode Readability Report Adjustment Worksheet.
8. Print the Overwrite Summary Report and file with postage statement.
9. Document the overwrite, make a copy of the overwrite along with the postage statement for your records and send the other to HQ Business Mail Acceptance.
  - a. The following documentation is required:
    - (1) POSTNET Barcode Readability Report.
    - (2) Copies of mailpieces reported as errors.
    - (3) Reason for overwrite.

**Business Mail Acceptance Report (Form 8040) Overwrite**

There are some instances when inaccurate information may have been entered into MERLIN. For example, upon reviewing the report, the operator finds that an incorrect number of containers or incorrect tare weights were used, then an overwrite may be performed. The Business Mail Acceptance Report Overwrite capability allows the operator to make corrections to the entry fields including Tray or Sack Tare Weight, Rolling Stock Weight, and Gross Weight of the Mailing used in the calculation for the business mail acceptance report.

To perform an Overwrite (Business Mail Acceptance Report) follow the steps below:

1. Select the Overwrite button from the Business Mail Acceptance Report. The system automatically takes the operator back to the Tray or Sack Count/ Weight.
2. Make corrections to the entry fields if necessary then click the "Next" button.
3. The system advances to the Rolling Stock Entry Screen.
4. Make corrections to the entry fields if necessary then click the "Next" button.
5. The system advances to the Mailing Weight Entry Screen.
6. Make correction to the Gross Weight entry field if necessary then click the "Next" button.
7. The system advances to the reports screen and automatically updates the Business Mail Acceptance Report (PS8040X).



## Exhibits

Exhibit A-13 (p. 7)

**MERLIN Reports*****MERLIN Report Matrix***

The following matrix lists all MERLIN verification reports and their associated type and overwrite capabilities.

<b>Report Name</b>	<b>Report Type</b>	<b>Overwrite Capable</b>
Summary Verification Report	N/A	N/A
Address Accuracy Report	Diagnostic	No
Mailpiece Characteristics Report	Diagnostic **This report is for diagnostic purposes however mailings may be disqualified from earning claimed rates based on this report.	No
Meter Date Recognition Report	Diagnostic	No
PLANET Barcode Readability Report	Diagnostic	No
POSTNET Barcode Readability Report	Postage Adjustment	Yes
Expanded Barcode Readability Report	Postage Adjustment	No
Aggregated Barcode Error Report	Postage Adjustment	No
Barcode Readability Report Legend	Postage Adjustment	No
POSTNET Barcode Readability Report Adjustment Worksheet	Postage Adjustment	Yes
POSTNET Barcode Exceptions Report	Postage Adjustment	Yes
POSTNET Digit String Report	Postage Adjustment	No
First-Class Metered Mail – Shortpaid Mail Sampling Worksheet (PS Form 6116x)	Postage Adjustment	Yes
Shortpaid Exceptions Report	Postage Adjustment	Yes
Business Mail Acceptance Worksheet (PS Form 8040x)	Postage Adjustment	Yes
Business Mail Exceptions Report	Postage Adjustment	No
Presort Verification Report (PS Form 2866x)	Postage Adjustment	Yes
Sortation Exception Report	Postage Adjustment	No

Exhibit A-14 (p. 1)

**MERLIN Postnet Barcode Readability Appeal Process**

**MERLIN**  
**Postnet Barcode Readability Appeal Process**

General:

The readability verification results may be appealed through a unique appeal process. The appeal must be made by the mailer at the time they are notified that the mailing has failed the barcode readability test.

Barcode letter mail acceptance rate – 90%

Barcode Flat mail acceptance rate – 90%

- An adjustment factor will be used for mailings that fall between 89% – 80%.
- Mailings that fall between 79% and zero will be entered at non-automation rates (Letter and Flat size mailings).
- The test mail must be kept in the same order as it was run. Test mail must be secured to ensure it is kept in correct order.
- Test mail must be isolated until the Mailer is notified.

The Pricing and Classification Service Center (PCSC) is the designated appeal site, and will run the test mail submitted by the BMEU/DMU. Pricing and Classification will issue the final agency decision in writing to the mailer and copy the Business Mail Entry Manager.

There are three Appeal scenarios:

1. Appeal results – pay additional postage – Enter balance of mailing – Test Mail is Returned to Mailer from Appeal Site.
2. Appeal results – pay additional postage – Enter balance of mailing – Test Mail is Entered in New York, NY P&DC – Test Mail is not Returned to Mailer.
3. Withdraw mailing - appeal MERLIN results – Withdraw balance of mail awaiting appeal results – Test Mail is Returned to Mailer from Appeal Site.

**Acceptance Responsibilities:****Appeal results – pay additional postage – Test Mail is Returned to Mailer from Appeal Site**

1. Adjust postage adjustment worksheet to reflect pieces sent for appeal.
2. Deduct “test” pieces from the postage statement and modify postage accordingly.
3. Add additional postage due for readability failure to front of postage statement.
4. Deduct adjusted postage statement from mailers account.
5. Complete Appeal Process form. Include Name of District and Area and name of Supervisor/MDA that completed 2nd level review.
6. Complete two Express Mail labels to send to appeal site and return the mail to the mailer. Enclose return Express Mail label with appeal form. Annotate Express Mail label numbers at top of Appeal Form.
7. Make four copies of appeal documents:
  - a. Appeal Form.
  - b. Barcode Exception Report.
  - c. Postnet Barcode Readability Report.
  - d. Automation Adjustment Worksheet.
  - e. Postage Statement (Front & Back).
  - f. Clearance Document (PS Form 3607).

## Exhibits

Exhibit A-14 (p. 2)

**MERLIN Postnet Barcode Readability Appeal Process**

8. Provide Copies to:
  - a. Mailer.
  - b. Appeal Site (PCSC) – Include copies with test mail:
 

MERLIN Appeal Site  
Pricing & Classification Service Center  
90 Church Street Suite 3100  
New York, NY 10007-2951  
Fax: (212) 330-5320
  - c. Business Mail Acceptance – Attention MERLIN Appeal (FAX to 202-268-8273 or e-mail documentation).
  - d. Pricing and Classification Service Center – Appeal Site (FAX to 212-330-5320).
9. File Original copies in Acceptance Unit Appeal File.
10. Attach appeal form and applicable documents to postage statement.
11. Complete acceptance process and release remainder of mail to processing.
12. Ensure that the verification pieces are secured. Express Mail verification pieces to designated appeal site. Copies of appeal documents must accompany test mail. Make a copy of the outgoing Express Mail label and affix to each tray that is in the Express Mail sack. This will identify the mail if opened during transportation to appeal site.

\*\*\*\*\*

**Appeal results – pay additional postage – Test Mail is entered in New York, NY – Test Mail is not returned to Mailer**

1. Do not adjust postage adjustment worksheet.
2. Do not deduct “test” pieces from the postage statement.
3. Add additional postage due for readability failure to front of postage statement.
4. Deduct entire postage statement from mailers account, including test pieces being sent for appeal.
5. Complete Appeal Process form. Include Name of District and Area and name of Supervisor/MDA that completed 2nd level review.
6. Complete one Express Mail label to send test mail to the appeal site. Annotate Express Mail label number at top of Appeal Form.
7. Complete items 1-7 on the MERLIN Entry Notice, Postnet Barcoded Appeal Mail, for Mail Being Entered in BMEU New York, NY.
8. Make four copies of appeal documents:
  - a. Appeal Form.
  - b. Barcode Exception Report.
  - c. Postnet Barcode Readability Report.
  - d. Adjustment Worksheet.
  - e. Postage Statement (Front & Back).
  - f. Round dated 3607 clearance document showing deduction from mailers account.
  - g. New York, NY Entry Form.

Exhibit A-14 (p. 3)

**MERLIN Postnet Barcode Readability Appeal Process**

9. Provide copies to:
  - a. Mailer.
  - b. Appeal Site (PCSC) – Include copies with test mail:
 

MERLIN Appeal Site  
Pricing & Classification Service Center  
90 Church St. Suite 3100  
New York, NY 10007-2951
  - c. Business Mail Acceptance – Attention MERLIN Appeal (FAX to 202-268-8273 or e-mail).
  - d. Pricing and Classification Service Center – Attention MERLIN Appeal (FAX to 212-330-5320).
10. File Original copies in Acceptance Unit Appeal File.
11. Attach appeal form and applicable documents to postage statement.
12. Complete acceptance process and release remainder of mail to processing.
13. Ensure that the verification pieces are secured. Express Mail verification pieces to designated appeal site. Copies of appeal documents must accompany test mail. Make a copy of the outgoing Express Mail label and affix to each tray that is in the Express Mail sack. This will identify the mail if opened during transportation to appeal site.

\*\*\*\*\*

**Appeal results – withdraw mailing – Test mail is returned to mailer**

1. Do not adjust postage adjustment worksheet.
2. Mark postage statement “Mailing returned to mailer per mailer’s request – Readability Failure.”
3. Complete Appeal Process form. Include Name of District and Area and name of Supervisor/MDA that completed 2nd level review.
4. Complete two Express Mail labels to send and return the mail to the appeal site. Enclose return Express Mail label with appeal form. Annotate Express Mail label numbers at top of Appeal Form.
5. Make four sets of appeal documents:
  - a. Appeal Form.
  - b. Barcode Exception Report.
  - c. Postnet Barcode Readability Report.
  - d. Postage Statement (Front & Back).
6. Provide copies to:
  - a. Mailer.
  - b. Appeal Site (PCSC) - Include copies with test mail:
 

MERLIN Appeal Site  
Pricing & Classification Service Center  
90 Church St. Suite 3100  
New York, NY 10007-2951
  - c. Business Mail Acceptance – Attention: MERLIN Appeal (FAX to 202-268-8273 or e-mail documentation).
  - d. Pricing and Classification Service Center – Attention: MERLIN Appeal 212-330-5320.
7. File Original copies in Acceptance Unit Appeal File.
8. Return mail, postage statement, and applicable appeal documents to mailer.
9. Ensure that the verification pieces are secured. Express Mail verification pieces to designated appeal site. Copies of appeal documents must accompany test mail.
10. Make a copy of the outgoing Express Mail label and affix to each tray that is in the Express Mail sack. This will identify the mail if opened during transportation to appeal site.

## Exhibits

Exhibit A-14 (p. 4)

**MERLIN Postnet Barcode Readability Appeal Process****Appeal Site Responsibilities for all Scenarios:**

1. Run "test" mail in the same order as original verification.
2. Based on Mailers request, return test mail to mailer or contact Church Street Station for pickup.
3. Complete items 8–9 on the MERLIN Entry Notice for Postnet Barcoded Appeal Mail Being Entered in New York, NY P&DC.
4. Identify each container of test mail with placard: Attention: Business Mail Entry, New York, NY P&DC. Complete placard.
5. FAX/Scan results, including test site POSTNET Barcode Readability Report to Business Mail Acceptance – Attention: MERLIN Appeal (FAX to 202-268-8273 or e-mail documentation).

**PCSC Responsibilities for all Scenarios**

1. Issue final agency decision based on appeal site results.

**New York, NY BMEU Responsibilities for Mail Being Entered in New York, NY P&DC**

1. Review documentation accompanying test mail to verify postage has been paid at origin site (postage statement and Round dated 3607).
2. Complete items 10–12 on the MERLIN Entry Notice for Postnet Barcoded Appeal Mail Being Entered in New York, NY P&DC.
3. Annotate information in MERLIN log.
4. Return copy of completed Entry Notice to Origin Post Office.

Exhibit A-14 (p. 5)

**MERLIN Postnet Barcode Readability Appeal Process**

**MERLIN  
POSTNET BARCODE READABILITY  
APPEAL FORM**

**Test Mail Returned to Mailer**

DISTRICT \_\_\_\_\_ MACHINE SERIAL # MER-00-

AREA \_\_\_\_\_ DATE OF TEST \_\_\_\_\_

Express Mail Label Number to Test Site:	Express Mail Label Number from Test Site:
Date Sent to Appeal Center:	Name of Acceptance Office:
Account Number (PI, PC, MT, PER)	Office Address:
Party Initiating Appeal: Mailer/Preparer (circle one)	Acceptance Office Telephone Number:
Telephone Number:	
Contact Name:	Origin Office Test Results: %
Company Name:	Additional Postage Collected: \$
Address (including Zip+4)	Name of Supervisor/MDA completing 2 <sup>nd</sup> level review:
<b>Send the following to Appeal Site via Express Mail:</b> 1. Original Test Mail 2. Readability Verification Appeal Form 3. Postnet Barcode Readability Results 4. Postage adjustment Worksheet 5. Postage Statement (Front & Back) 6. Automation Adjustment Worksheet	<b>Appeal Site:</b> MERLIN Appeal Site Pricing and Classification Service Center 90 Church St. Suite 3100 New York, NY 10007-2951

**Appeal Site Results**

Appeal Site Results:	Date:
<b>Pricing and Classification Service Center c/o MERLIN Appeal Site 90 Church Street – Suite 3100 New York, NY 10007-2951 Fax: (212) 330-5320</b>	

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Exhibits

Exhibit A-14 (p. 6)

**MERLIN Postnet Barcode Readability Appeal Process**

**MERLIN  
POSTNET BARCODE READABILITY  
APPEAL FORM**

**Test Mail Entered In New York, NY**

DISTRICT \_\_\_\_\_ MACHINE SERIAL # MER-00-

AREA \_\_\_\_\_ DATE OF TEST \_\_\_\_\_

<b>Express Mail Label Number to Test Site:</b>							
Date Sent to Appeal Center:	Name of Acceptance Office:						
Account Number (PI, PC, MT, PER):	Office Address:						
Party Initiating Appeal: Mailer/Preparer (circle one)	Acceptance Office Telephone Number:						
Telephone Number:							
Contact Name:	Origin Office Test Results: %						
Company Name:	Additional Postage Collected: \$						
Address (including Zip+4)	Name of Supervisor/MDA completing 2 <sup>nd</sup> level Review:						
<b>Send the following to Appeal Site via Express Mail:</b> 1. Original Test Mail 2. Readability Verification Appeal Form 3. Postnet Barcode Readability Results 4. Automation Adjustment Worksheet 5. Postage Statement (Front & Back) 6. Round dated 3607	<b>Appeal Site:</b>  MERLIN Appeal Site Pricing and Classification Service Center 90 Church St. Suite 3100 New York, NY 10007-9251						
<table border="1"> <thead> <tr> <th align="left">Appeal Site Results</th> <th align="right">Date</th> </tr> </thead> <tbody> <tr> <td colspan="2"> <b>Pricing and Classification Service Center MERLIN Appeal Site 90 Church Street – Suite 3100 New York, NY 10007-2951</b> </td> </tr> <tr> <td colspan="2"> <b>Mail Entered in NY, NY</b> _____                 </td> </tr> </tbody> </table>		Appeal Site Results	Date	<b>Pricing and Classification Service Center MERLIN Appeal Site 90 Church Street – Suite 3100 New York, NY 10007-2951</b>		<b>Mail Entered in NY, NY</b> _____	
Appeal Site Results	Date						
<b>Pricing and Classification Service Center MERLIN Appeal Site 90 Church Street – Suite 3100 New York, NY 10007-2951</b>							
<b>Mail Entered in NY, NY</b> _____							

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Exhibit A-14 (p. 7)

**MERLIN Postnet Barcode Readability Appeal Process**

**ENTRY NOTICE  
POSTNET BARCODED APPEAL MAIL  
(For Use Only For Appeal Mail Entered In NY, NY)**

<b>Origin Post Office Complete (1-7)</b>	
1	Account Number (PI, PC, MT, PER):
2	Amount of Postage Collected: \$ (Attach copy of 3607)
3	Number Of Pieces sent to Appeal Site:
4	Postage Paid At (city/state):
5	Origin Post Office Address:
6	City, State, ZIP code:
7	Acceptance Office Telephone Number:
<b>Appeal Site Complete (8-9)</b>	
8	Number of Containers Entered in NY, NY:
9	Date & Time Mail Entered In NY, NY:
<b>Morgan BMEU (NY, NY) Complete (10-12)</b>	
10	Number of Containers Received:
11	Date & Time Mail Received By Morgan BMEU:
12	Return Copy of Completed Entry Notice to Origin Post Office



Exhibits

Exhibit A-14 (p. 8)

**MERLIN Postnet Barcode Readability Appeal Process**

Placards for Appealed Mail Entered in New York

DELIVER MAIL TO BUSINESS MAIL ENTRY  
New York, NY Morgan BMEU

Name of Mailer \_\_\_\_\_

Container \_\_\_\_\_ OF \_\_\_\_\_

DELIVER MAIL TO BUSINESS MAIL ENTRY  
New York, NY Morgan BMEU

Name of Mailer \_\_\_\_\_

Container \_\_\_\_\_ OF \_\_\_\_\_

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