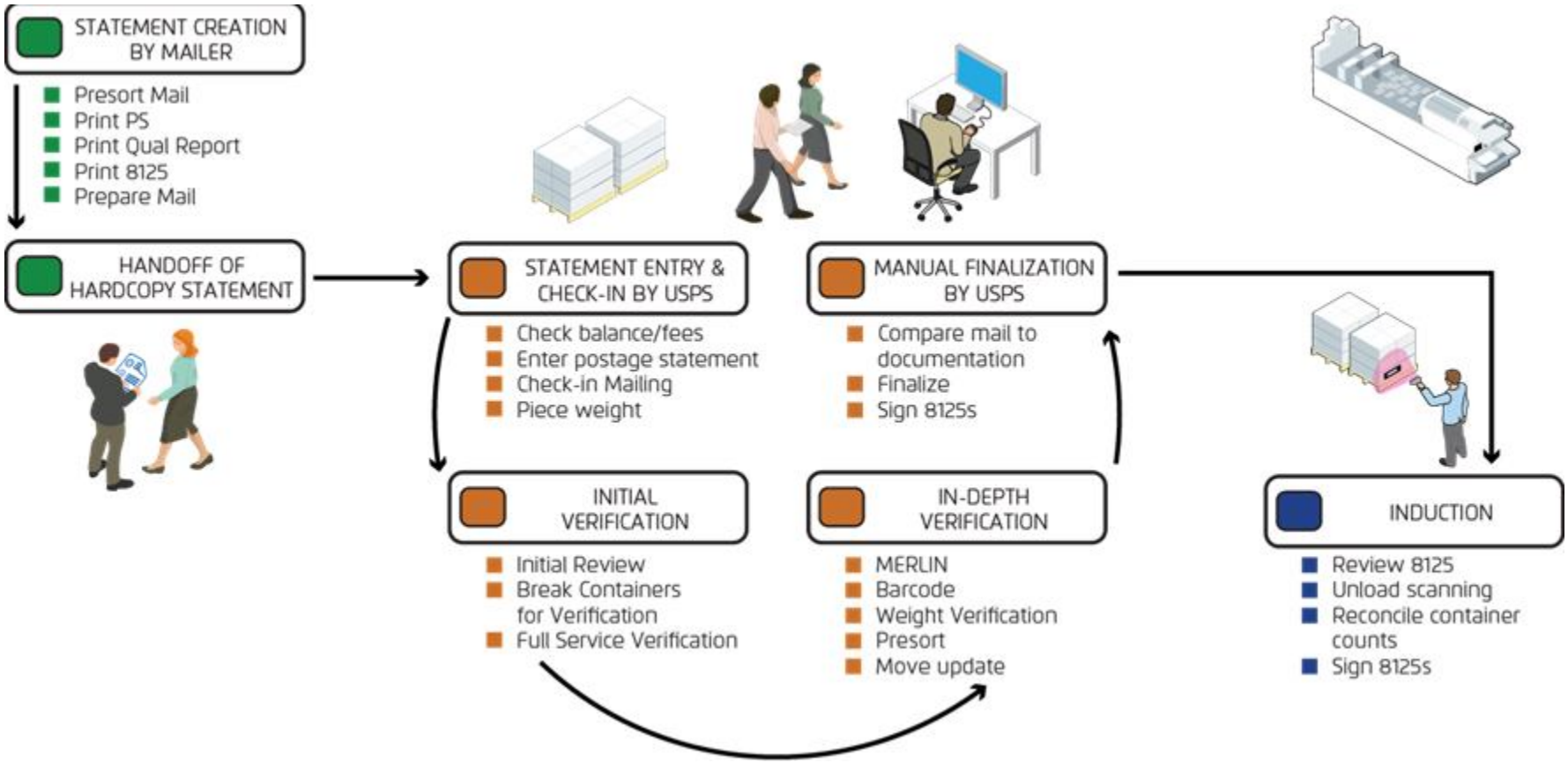
# Agenda

- Mail Acceptance
- Overview: Full Service, eInduction, and Seamless
- Reports
- Full-Service Verification/Metrics
- eInduction Verification/Metrics
- Seamless Verification/Metrics

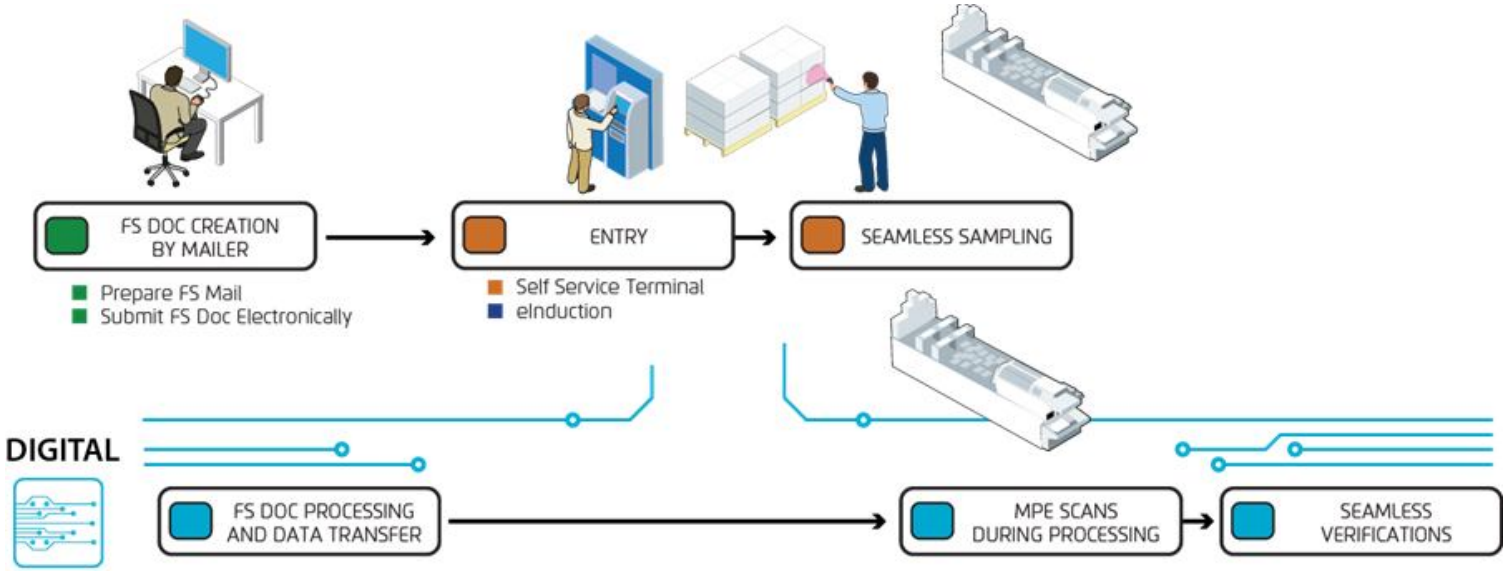
# Mail Acceptance Process - Traditional State

Traditionally mail acceptance and verification is based on a manual process

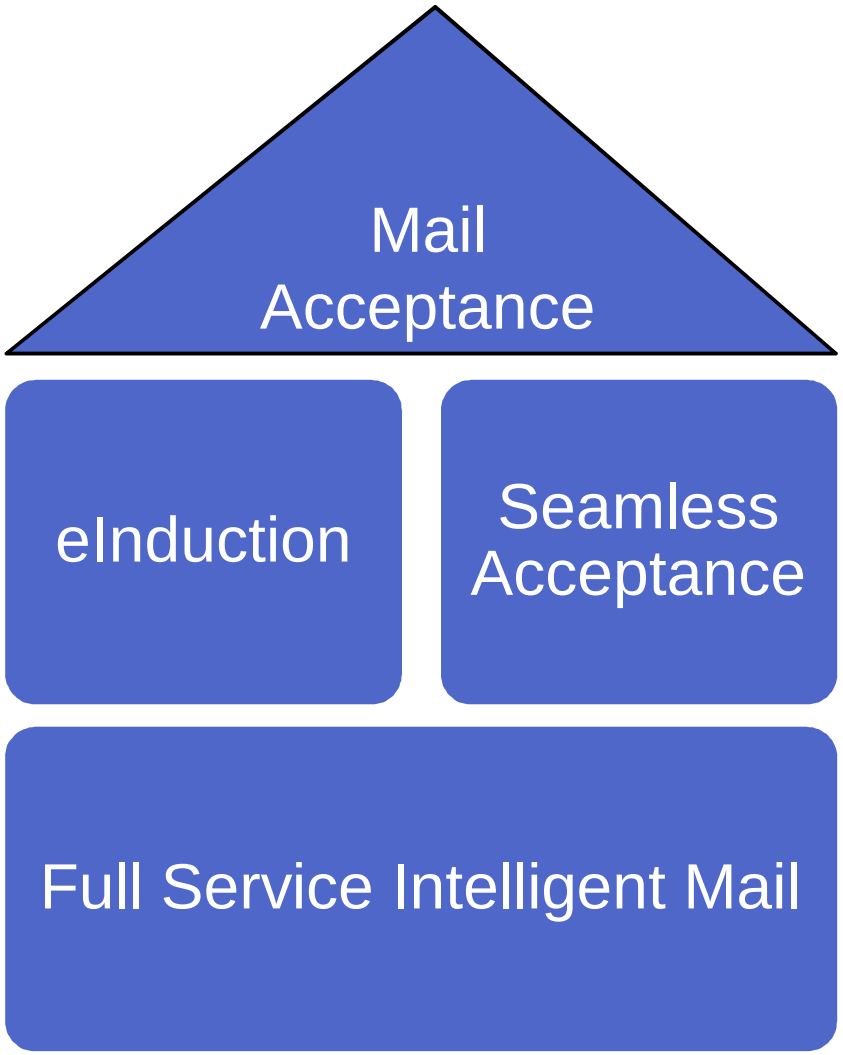


# Mail Acceptance Process - New State

The new state of verification utilizes technology to improve efficiencies across the supply chain



# Full-Service, eInduction and Seamless Relationship




**Full Service Intelligent Mail is the foundation**

- **Full-Service is a mail prep program**
  - **eDoc level verification**
- **eInduction is an automated entry process**
  - **Container level verification**
- **Seamless Acceptance is an automated verification process**
  - **Piece level verification**

# Mail and eDoc Quality

**Traditional Mail Quality**
Measured at the individual mailing level

**Automated Mail and eDoc Quality**
Mailings submitted across an **entire calendar month** are used to determine quality

# Full-Service Benefits & Initiatives

**FULL SERVICE BENEFITS**

**LOWER COST** | **ADDRESS CORRECTION** | **TRACKING & VISIBILITY** | **MAIL ANYWHERE** | **RETIREMENT OF PERMIT FEES**

**IMPROVED DATA QUALITY**

## Initiatives

- 79% of volume is on Full-Service
- BMEU Outreach and Self-Service Terminal
- DMU Privileges
- Transition to Trend- Based Verification
  - Full-Service Verification
  - Move-Update Validation
  - eDoc Presort Validation

# Full-Service Verification

| Error Type | What is it? | Threshold |
|---|---|---|
| Valid MID | Is the Mailer ID in the Intelligent Mail container barcode valid and registered with the Postal Service? | 2% |
| | Is the Mailer ID in the Intelligent Mail tray barcode valid and registered with the Postal Service? | 2% |
| | Is the Mailer ID in the Intelligent Mail barcode valid and registered with the Postal Service? | 2% |
| Valid STID | Is the Service Type ID in the Intelligent Mail barcode valid and correct for the class and service level of the mailpiece? | 2% |
| By/For | Is the mail owner and mail preparer identified in the eDoc and accurate? | 5% * |
| Unique Barcode | Is the Intelligent Mail container barcode unique across all mailings from all mailers over the previous 45 days? | 2% |
| | Is the Intelligent Mail tray barcode unique across all mailings from all mailers over the previous 45 days? | 2% |
| | Is the Intelligent Mail barcode unique across all mailings from all mailers over the previous 45 days? | 2% |
| Entry Facility | Is the entry facility a valid the Postal Service location? | 2% |
| Unlinked Copal | Was a tray/virtual Sack marked for co-palletization at origin and no electronic documentation is submitted with the tray/virtual sack on a pallet? | 5% |

* A custom by/for threshold may be set for a mailer who accepts more than 5% of volume from small mailers presenting less than 5,000 pieces per day

# Full-Service Eligibility and Requirements

**Use electronic Documentation**
- Mail.dat
- Mail.XML
- Postal Wizard

**Apply Intelligent Mail Container, Trays/Sacks and Mailpiece Barcode**
- Unique for 45 days
- Include in eDoc

**Identify**
- Party Submitting eDoc
- Mail Owner & Mail Preparer

**Provide piece level detail in Electronic Documentation**
- Mail.dat = .pdr or .pbc
- Mail.XML = MailPieceBlock
- Postal Wizard = Piece BC range or sequence

**Full-Service Eligible Classes**
- First-Class Mail
- Standard
- Periodical
- Bound Printed Matter

**Full-Service Eligible Processing Categories**
- Letters
- Flats
- Cards

- Exception: Eligible; Not Required:
  Standard Mail Basic Carrier Route (CR) flats & High Density and High Density CR Periodical CR flats
- Exception: Not Eligible (even with an IMB)
  Standard Mail saturation CR flats, Bound Printed Matter CR flats or DDU entered flats

# eInduction

- Scan-Based Paperless Entry at Dock
  - Use eDoc & scanners to accept container at entry
  - Automated decision making
  - Save time at origin and at entry by streamlining the process

PREPARE MAIL → eDOC UPLOAD AND USPS VALIDATIONS → SCAN CONTAINER PLACARD → INDUCT MAIL → REVIEW MAIL QUALITY REPORTS

# eInduction Benefits

| eInduction Benefits | | | |
|---|---|---|---|
| Eliminates the need for Paper Forms 8125 and 8017 | Streamlines preparation and induction of drop shipments and expedited plant load mailings | Provides flexibility and supports mailers using non-standard preparations | Supports use of all eDoc types, linking payment data and appointment data to container barcodes |

# eInduction Validation

| Error | Mailer Contact Threshold | Egregious Threshold | What is it? |
|---|---|---|---|
| **Payment** | 0.00% | 0.00% | Did the mailer submit an eDoc with the appropriate amount of payment? |
| **Misshipped** | 1.05% | 2.00% | Did the mailer induct the container at the correct location per the eDoc? |
| **Duplicate** | 0.17% | 0.33% | Did the mailer apply unique barcodes to each container within a 45-day period? |
| **Zone** | 0.01% | 0.02% | Based on how far the container traveled relative to the origin, did the mailer earn the zone discount claimed on the eDoc? |

- Uses two set threshold levels:
  - Mailer Contact threshold – if errors exceed this, the Business Mail Entry Unit (BMEU) contacts the Mailer and works with them to reduce errors
  - Egregious threshold – if errors exceed this, Business Mail Entry (BME) Acceptance employees work with mailers to resolve issues, and additional postage charges may apply

# Moving from Full Service to eInduction

**Full Service-compliant mailers already meet the basic requirements for eInduction**

**Use electronic Documentation**
- Mail.dat
- Mail.XML
- Postal Wizard

**Apply Intelligent Mail Container Barcode**
- Unique for 45 days
- Include in eDoc

**Identify**
- Party Submitting eDoc
- Mail Owner and Mail Preparer

**Full-Service Eligible Classes**
- First-Class Mail
- Standard
- Periodical

**Full-Service Eligible Processing Categories**
- Letters
- Flats
- Cards

**To participate in eInduction, Full Service mailers identify containers for eInduction in the eDoc**

| eDoc Type | File Location and Field Name | Value |
|---|---|---|
| Mail.DAT | .csm/eInduction Indicator | “Y” for eInduction |
| Mail.XML | ContainerInfoData/eInductionIndicator | |

# eInduction Mailer Onboarding Process

Interested mailers begin the onboarding process by contacting the Fast Helpdesk.

1. **Mailer contact the FAST Helpdesk at FAST@usps.gov or 1-877-569-6614.**
2. **Helpdesk notifies assigned BMS Analyst for mailer**
3. **BMS Analyst verifies that BME personnel and mailer are ready for eInduction participation**
4. **BMS Analyst adds mailer to eInduction CRID filter via weekly upload**
5. **BMS notifies mailer upon activation and Mailer begins shipping eInduction containers. BMS and Mailer work together for next 2-3 weeks to resolve any potential issues.**

# The complete Seamless process is as follows:

**(1)** Mailers submit
for all mailings, wh
include:

- Unique Barcod
- Piece data prov

1

Mail Preparation

Submit Mailing Information

2

-finalize
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3

Mail Induction & Scanning

4

**(4)** Capture data by Mail Processing Equipment (MPE) scans

5

**(5)** Compare data scans to electronic documentation

6

Reconcile & Report

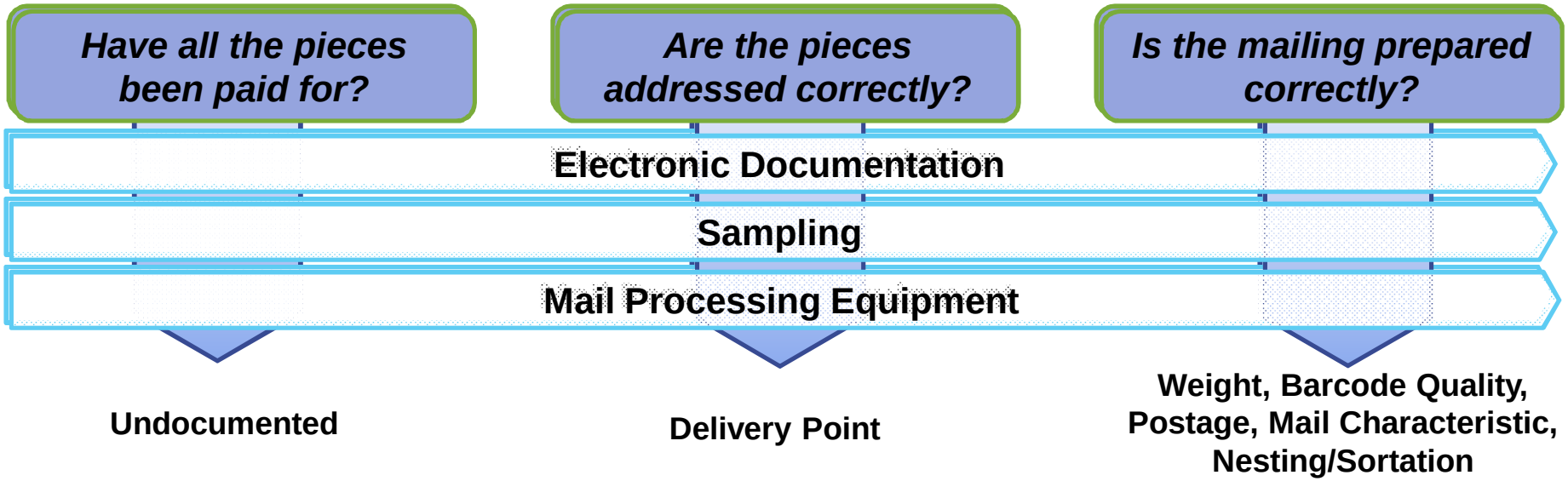
**(6)** Detailed mail quality reporting

# Seamless Benefits

| Seamless Acceptance Benefits | | | | | |
|---|---|---|---|---|---|
| Longer mail production cycle resulting from less manual verifications | Standardized acceptance and verification across customers and mailing environments | Reduced complexity from automated and electronic verification | Auto-finalization of electronic postage statements give Mailers greater control over postage payment | Improved feedback of errors and identification of trends | Trend based quality measurement |

## Mail Verification:

- Results compiled in reports accessible to Mailers and the USPS, provide high-level monthly overview of mail preparation quality and allows Mailers and the USPS to drill into detailed error information



UNITED STATES POSTAL SERVICE®

# Seamless Acceptance

| Verification | What is it? | Mailer Contact Threshold | Egregious Threshold |
|---|---|---|---|
| Undocumented | Was every piece scan from a mailer participating in Seamless Acceptance able to be matched to eDoc? | 0.5% | 0.8% |
| Delivery Point | Is the delivery point contained in the IMb valid for the service level of the mailpiece?<br><br>In August 2014, there will be a logic correction to stop logging DPV errors when there is a valid match on a lower level delivery point (ex: 11 digit delivery point has a 9 digit match). | 2% | 5% |
| Nesting/Sortation (MPE) | Were the mailpieces placed in a different tray or bundle than indicated in the eDoc?<br><br>This verification uses MPE scans to identify how the mail was physically prepared. | 1% | 3% |
| Nesting/Sortation (Sampling) | Were the mailpieces placed in a different tray or bundle than indicated in the eDoc? Or was the tray/sack placed on a different container than indicated in the eDoc?<br><br>This verification uses sampling scans to identify how the mail was physically prepared. | 1% | 3% |

# Seamless Acceptance -Sampling

| Verification | What is it? | Mailer Contact Threshold | Egregious Threshold |
|---|---|---|---|
| Postage | Is the type of postage payment and the amount of postage affixed match the eDoc for the mailpiece?<br><br>This is a sampling verification. | N/A | 5% |
| Weight | Is the weight of the mailpiece different than the weight indicated in the eDoc? Is this difference enough to cause a change in the amount of postage due?<br><br>This is a sampling verification. The Postal Service is working with the industry to establish the threshold for environmental factors for pound postage. | N/A | 5% |
| Mail Characteristic | Does the mailpiece match the same mail class and processing category as indicated in the eDoc? Does the piece content quality for nonprofit or standard mail rates (as appropriate)?<br><br>This is a sampling verification. | N/A | 0.5% |
| Barcode Quality | Was a mailpiece sampled that didn't have a scannable barcode in an automation mailing? | N/A | TBD |

# Moving from Full Service to Seamless

## Full Service-compliant mailers already meet the basic requirements for Seamless Acceptance

**Use electronic Documentation**
- Mail.dat
- Mail.XML
- Postal Wizard

**Apply Intelligent Mail Container, Trays/Sacks and Mailpiece Barcode**
- Unique for 45 days
- Include in eDoc

**Identify**
- Party Submitting eDoc
- Mail Owner & Mail Preparer

**Provide piece level detail in Electronic Documentation**
- Mail.dat = .pdr or .pbc
- Mail.XML = MailPieceBlock
- Postal Wizard = Piece BC range or sequence

**Seamless Eligible Classes**
- First-Class Mail
- Standard
- Periodical
- Bound Printed Matter

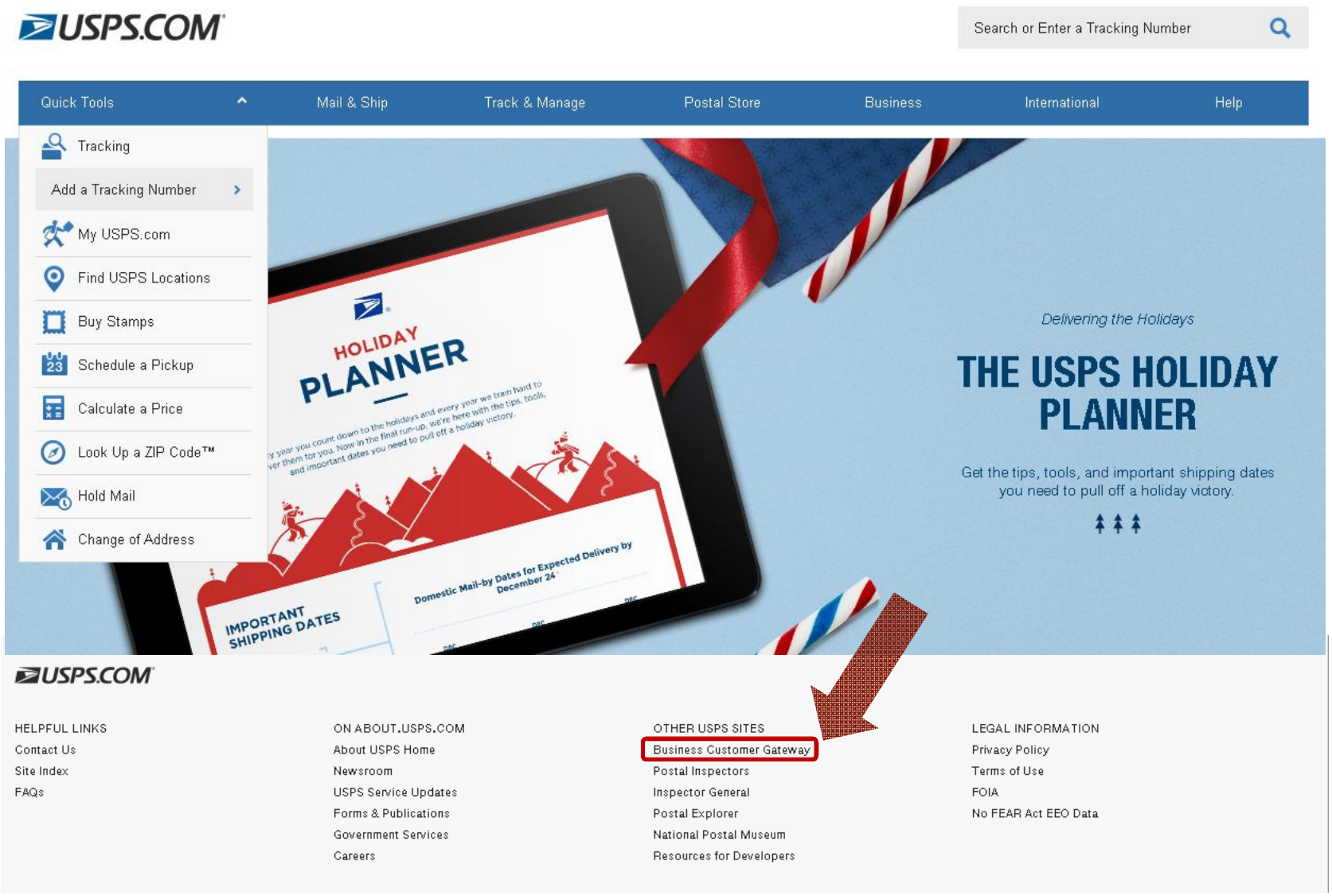
**Seamless Eligible Processing Categories**
- Letters
- Flats
- Cards

# Seamless Mailer Onboarding Process

- Full Service-compliant mailers already meet the basic requirements for Seamless Acceptance and can go on Seamless Parallel
- Once on Seamless Parallel you can work with USPS to understand your mail quality results and prepare for Seamless Acceptance
  - ✓ Begin to review Seamless results on the Mailer Scorecard
  - ✓ Evaluate your results against the “Mailer Contact” thresholds
  - ✓ Work with USPS to identify the root causes on any issues
  - ✓ Resolve any mail preparation issues identified in Parallel

Demonstrate mail quality under thresholds for at least one calendar month → Activate Seamless Acceptance

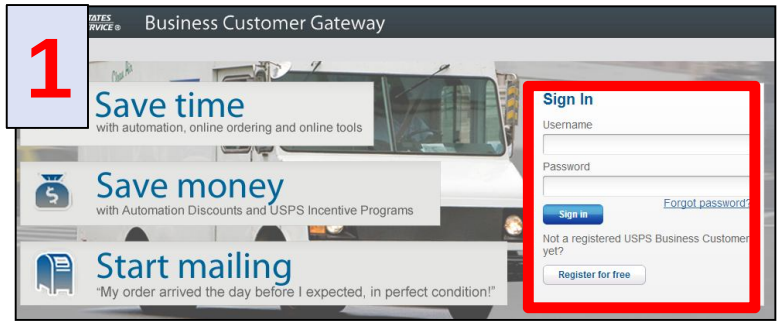
# Accessing the Mailer Scorecard and Reports



# Accessing the Mailer Scorecard or Reports

https://gateway.usps.com/eAdmin/view/signin

1

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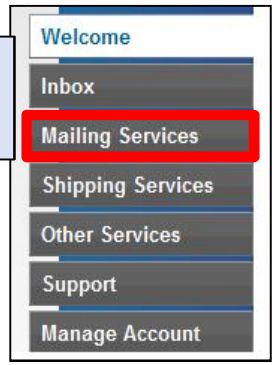


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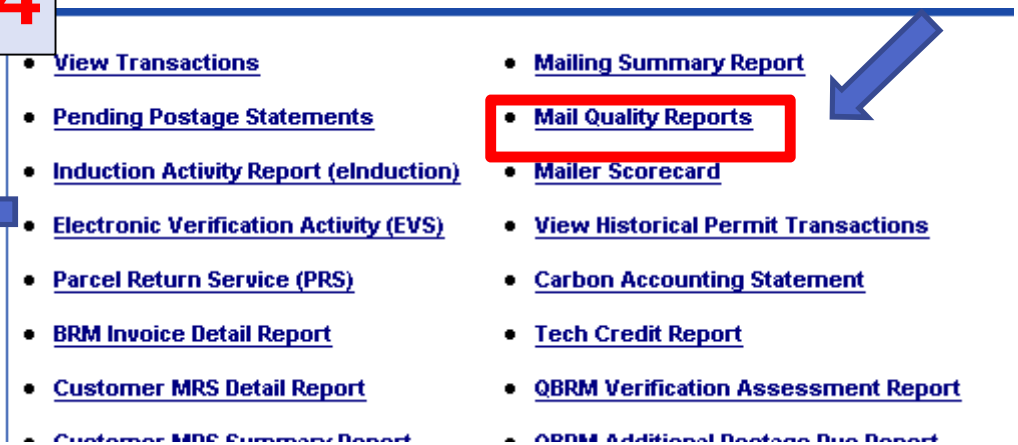


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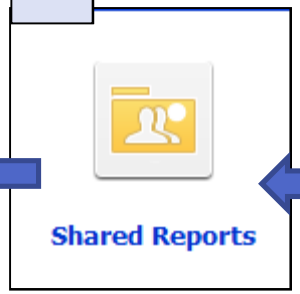
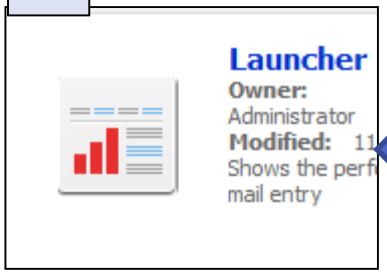
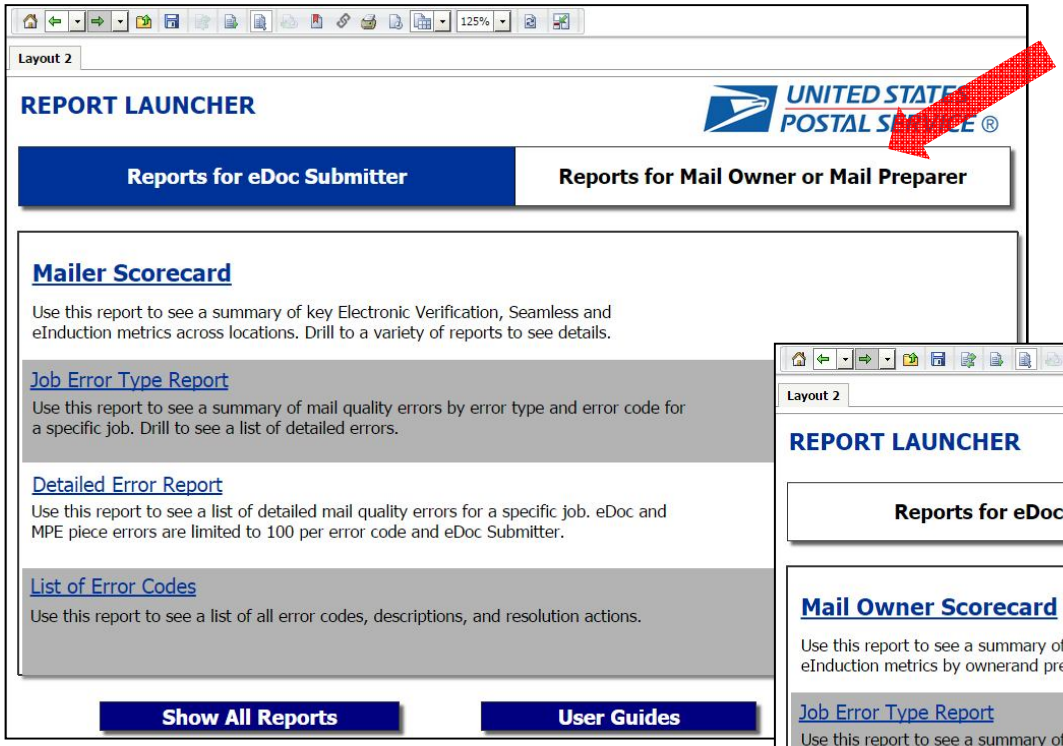


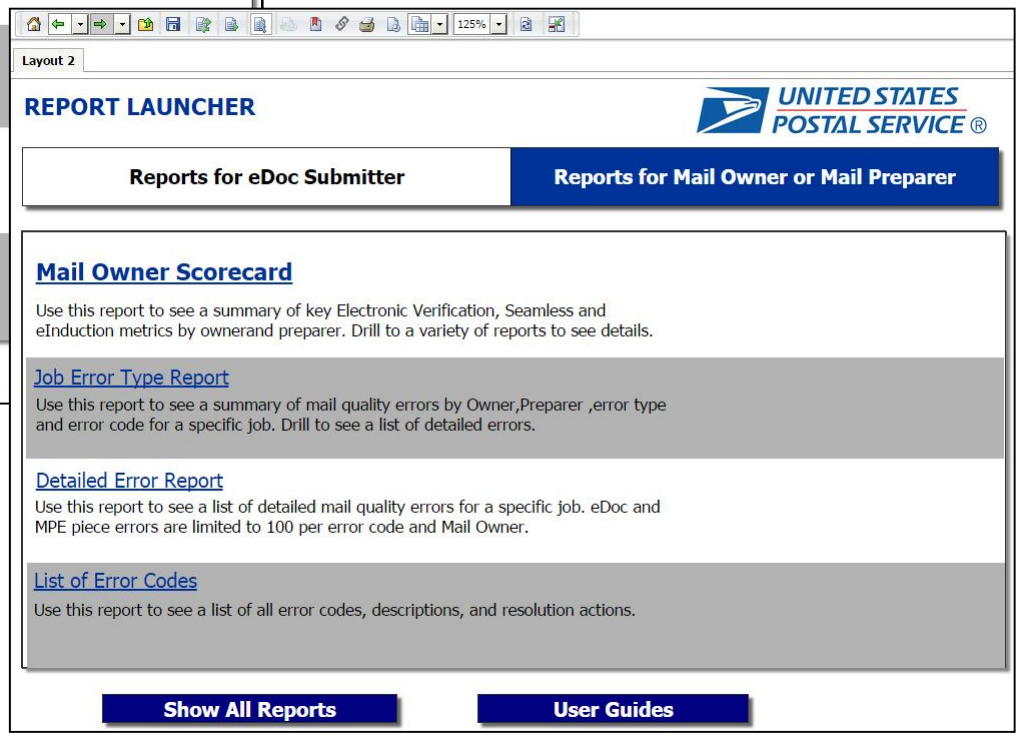

6



# Accessing the Mailer Scorecard or Reports




Access reports by **eDoc Submitter or Mail Owner/Preparer** by clicking on the bar at the top of the screen:




- **Mailer Scorecard summarizes key metrics for Electronic Verification, Seamless and eInduction**
- **Job Error Type Report provides a summary of mail quality errors by error type and error code for a specific job**
- **The Detailed Error Report provides a list of detailed mail quality errors for a specific job.**

# Overview of the Mailer Scorecard

## Scorecard measures across Full-Service, eInduction and Seamless programs

| Mailer Profile | Electronic Verification | eInduction | Seamless |
|---|---|---|---|

**Mailer Scorecard** OCTOBER 2014

Verifications

Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

Electronic Verifications

| eDoc Submitter | Total | 94539993 Lila Pan1 | 94546660 Lila Pan2 |
|---|---|---|---|
| # Containers processed for eDoc validations | -- | -- | N/A |
| # Handling Units processed for eDoc validations | -- | -- | N/A |
| # Bundles processed for eDoc validations | -- | -- | N/A |
| # Pieces processed for eDoc validations | -- | -- | N/A |
| # Full-Service Containers | -- | -- | N/A |
| # Full-Service Handling Units | -- | -- | N/A |
| # Full-Service Orphan Handling Units | -- | -- | N/A |
| # Full-Service Pieces | N/A | N/A | N/A |
| **Full-Service Verifications** | | | N/A |
| # MID Container Errors | N/A | N/A | N/A |
| # MID HU Errors | N/A | N/A | N/A |
| # MID Piece Errors | N/A | N/A | N/A |
| # STID Errors | N/A | N/A | N/A |
| # By/For Errors | N/A | N/A | N/A |
| # Barcode Uniqueness Container Errors | N/A | N/A | N/A |
| # Barcode Uniqueness HU Errors | N/A | N/A | N/A |
| # Barcode Uniqueness Piece Errors | N/A | N/A | N/A |
| # Entry Facility Container Errors | N/A | N/A | N/A |
| # Entry Facility HU Errors | N/A | N/A | N/A |
| # Unlinked Copal Errors | | N/A | N/A |
| Total Additional Postage Due (Full-Service Electronic) - Info Only | N/A | N/A | N/A |
| # Early Scheduled Ship Date Warnings | N/A | N/A | N/A |
| # DMU Verified USPS Transported Containers | N/A | N/A | N/A |
| # Default Tray Barcode Warnings | N/A | N/A | N/A |
| # Unlinked Copal Warnings | -- | N/A | N/A |
| **Move/Update Validations – Info Only** | | | N/A |
| Type of Move/Update verification | N/A | N/A | N/A |
| # COA Errors | N/A | N/A | N/A |
| Total Additional Postage Due (Move/Update) - Info Only | -- | N/A | N/A |
| **Entry Point Validations – Info Only** | | | N/A |
| # eDoc/Appointment Entry Point Mismatch | N/A | N/A | N/A |
| # No Valid MDF Match | N/A | N/A | N/A |
| # Out of Date MDF Match | N/A | N/A | N/A |
| **eDoc Nesting/Sortation Validations – Info Only** | | | N/A |

There are four tabs on the Scorecard:

- Mailer Profile
- Electronic Verification
- eInduction
- Seamless

Data can be displayed in

- Number metrics
- Number trending
- Percent metrics
- Percent trending

NOTE: Total Additional Postage will only display in number metrics view

# Overview of the Mailer Scorecard

Mailer Profile | Electronic Verification | eInduction | Seamless

## Mailer Scorecard

**October 2014**

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics  # Trending  % Metrics  % Trending

**Electronic Verification**

| eDoc Submitter | Total | 94539993 Lila Pan1 | 94546660 Lila Pan2 |
|---|---|---|---|
| # Containers processed for eDoc validations | 26 | 21 | 5 |
| # Handling Units processed for eDoc validations | 169 | 169 | -- |
| # Bundles processed for eDoc validations | -- | -- | -- |
| # Pieces processed for eDoc validations | 20,783 | 16,840 | 3,943 |
| # Full-Service Containers | 26 | 21 | 5 |
| # Full-Service Handling Units | 169 | 169 | -- |
| # Full-Service Orphan Handling Units | -- | -- | -- |
| **Full-Service Verifications** | | | |
| % FS Mail Volume (FS Volume/FS Eligible) | 100.00% | 100.00% | 100.00% |
| % MID Container Errors | 23.08% | 28.57% | -- |
| % MID HU Errors | 47.34% | 47.34% | N/A |
| % MID Piece Errors | 4.08% | 5.04% | -- |
| % STID Errors | 4.72% | 5.82% | -- |
| % By/For Errors | 11.35% | 4.85% | 39.08% |
| % Barcode Uniquen | 19.23% | 23.81% | -- |
| % Barcode Uniqueness HU Errors | 11.24% | 11.24% | N/A |
| % Barcode Uniqueness Piece Errors | 37.75% | 37.43% | 39.08% |
| % Entry Facility Container Errors | 46.15% | 57.14% | -- |
| % Entry Facility HU Errors | N/A | N/A | N/A |

% MID Container Errors
Number of Full-Service containers where the Mailer ID portion of the electronic documentation Intelligent Mail Container Barcode is invalid or does not exist divided by total Full-Service containers.

Tooltips appear when you hover over a column or row header to explain the metric

- Dashboard view of mailing activity over a calendar month
- Each mailing added to previous mailings for current month, resulting in a cumulative percent - occurs within 48 hours of finalization
- Provides feedback on mail quality
- Use % Metrics view for reviewing feedback on quality

# Mailer Profile Tab

Mailer Profile | Electronic Verification | eInduction | Seamless

## Mailer Scorecard

October 2014

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

Mailer Profile

| eDoc Submitter | Total | 1744356 Mailing Company 1 | 94539993 Mailing Company 2 |
|---|---|---|---|
| Mail Service Provider? | | No | No |
| # Pieces | | N/A | 145,161 |
| % Full-Service Pieces | | N/A | 11.60% |
| % Non Full-Service Pieces | | N/A | 88.40% |
| % First-Class - Letters & Cards | | N/A | 13.12% |
| % First-Class - Flats | 2.68% | N/A | 0.68% |
| % First-Class - All Other Categories | | N/A | -- |
| % Standard - Letters & Cards | | N/A | 0.68% |
| % Standard - Flats | | N/A | 1.12% |
| % Standard - All Other Categories | | N/A | -- |
| % Periodicals - Flats | | N/A | 7.08% |
| % Periodicals - All Other Categories | | N/A | -- |
| % All Other Classes - Letters | -- | N/A | -- |
| % All Other Classes - Flats | | N/A | 73.70% |
| % All Other Classes - All Other Categories | | N/A | 3.62% |
| % Full-Service Jobs | | N/A | 97.37% |
| % Non Full-Service Jobs | | N/A | 2.63% |
| % Mail.dat Jobs | | N/A | 97.37% |
| % Mail.XML Jobs | | N/A | 2.63% |
| % Postal Wizard Jobs | | N/A | -- |
| % Full-Service Jobs IMsb | | N/A | -- |
| % Full-Service Jobs SST | | N/A | 100.00% |

Total Volume: from eDoc and hard copy Postage Statements

Mail Classes/ Processing Categories from eDoc and Postage Statements

Full-Service Volume from eDoc and Postage Statements

eDoc Submission Type* from eDoc only

## Mailer Profile Tab

Summary of Mailings for a month for eDoc and hardcopy Postage Statement Mailings

Includes:

- Mail Service Provider indicator
- Total Volume
- Full-Service Volume
- Mail Classes
- Processing Categories
- eDoc Submission Type*

* Note that Mailers can submit an eDoc for mailings and not claim the Full-Service rate on all mailpieces.

# Electronic Verification Tab

**1. Volume Information:** Provides the count of container, handling units, and pieces that were provided in eDoc and included in the verification results on this tab. Postage statement counts are included on the Mailer Profile tab only.

**2. Full-Service Verifications:** These verifications compare the eDoc against the Full-Service preparation requirements for all Full-Service mailings, regardless of the Full-Service mail volume.

**3. Move/Update Validation**: This validation will replace the MERLIN Move/Update verification for mailers providing more than 75% of their volume as Full-Service.

**4. Entry Point Validations:**
This validation checks the correctness of the USPS entry facility in the eDoc for mailers providing more than 75% of their volume as Full-Service.

**5. eDoc Nesting/Sortation Validations:**
This validation checks the presort in the eDoc against labeling lists and presort rules for mailers providing more than 75% of their volume as Full-Service.

Mailer Profile | Electronic Verification | eInduction | Seamles

# Metrics  # Trending  % Metrics  % Trending

**Electronic Verif**

| eDoc Submitter | Total | 94609467 AFS |
|---|---|---|
| 1 | | |
| Containers processed for eDoc validations | 12 | 12 |
| Handling Units processed for eDoc validations | 38 | 38 |
| # Bundles processed for eDoc validations | 154 | 154 |
| # Pieces processed for eDoc validations | 2,528 | 2,528 |
| # Full-Service Containers | 12 | 12 |
| # Full-Service Handling Units | 38 | 38 |
| Full-Service Orphan Handling Units | 9 | 9 |
| 2 **Full-Service Verifications** | | |
| % FS Mail Volume (FS Volume/FS Eligible) | 13.96% | 13.96% |
| % MID Container Errors | -- | -- |
| % MID HU Errors | -- | -- |
| % MID Piece Errors | -- | -- |
| % STID Errors | -- | -- |
| % By/For Errors | 100.00% | 100.00% |
| % Barcode Uniqueness Container Errors | -- | -- |
| % Barcode Uniqueness HU Errors | -- | -- |
| % Barcode Uniqueness Piece Errors | 10.40% | 10.40% |
| % Entry Facility Container Errors | -- | -- |
| % Entry Facility HU Errors | -- | -- |
| % Unlinked Copal Errors | -- | -- |
| % Early Scheduled Ship Date Warnings | N/A | N/A |
| % Default Tray Barcode Warnings | -- | -- |
| % Unlinked Copal Warnings | -- | -- |
| 3 **Move/Update Validations – Info Only** | | |
| Type of Move/Update verification | N/A | Automated |
| % COA Errors | N/A | N/A |
| 4 **Entry Point Validations – Info Only** | | |
| % eDoc/Appointment Entry Point Mismatch | -- | -- |
| % No Valid MDF Match | -- | -- |
| % Out of Date MDF Match | -- | -- |
| 5 **eDoc Nesting/Sortation Validations – Info Only** | | |
| % Entry Facility Container Errors. | -- | -- |
| % CSA Container Errors | -- | -- |
| % Rate Category Bundle Errors | -- | -- |
| % Destination ZIP Code HU Errors | -- | -- |
| % Minimum Piece Count/Weight HU Errors | -- | -- |
| % Overflow HU Errors | -- | -- |
| % Entry Facility HU Errors. | -- | -- |

# Electronic Verification Tab – Full-Service Verification

**2. Full-Service Verifications:** The following six verifications comprise what we will be assessing the Mailer's mailpieces against. These verifications compare the Mailer's eDoc against the Full-Service preparation requirements for Full-Service mailings.

## eDoc Verifications performed on:

- **MID – verification of Mailer ID**
- **STID –verification of Service Type ID**
- **By/For – verification of Mail Owner/ Preparer identified**
- **Barcode Uniqueness – verification of use of unique barcode**
- **Entry Facility – verification of eDoc Locale Key or Postal Code**
- **Unlinked Copal – verification of co-palletization**

| Full-Service Verifications | | | |
|---|---|---|---|
| % FS Mail Volume (FS Volume/FS Eligible) | 100.00% | 100.00% | 100.00% |
| % MID Container Errors | 23.08% | 28.57% | -- |
| % MID HU Errors | 47.34% | 47.34% | N/A |
| % MID Piece Errors | 4.08% | 5.04% | -- |
| % STID Errors | 4.72% | 5.82% | -- |
| % By/For Errors | 11.35% | 4.85% | 39.08% |
| % Barcode Uniqueness Container Errors | 19.23% | 23.81% | -- |
| % Barcode Uniqueness HU Errors | 11.24% | 11.24% | N/A |
| % Barcode Uniqueness Piece Errors | 37.75% | 37.43% | 39.08% |
| % Entry Facility Container Errors | 46.15% | 57.14% | -- |
| % Entry Facility HU Errors | N/A | N/A | N/A |
| % Unlinked Copal Errors | 50.28% | 50.28% | N/A |
| % Early Scheduled Ship Date Warnings | -- | N/A | -- |
| % Default Tray Barcode Warnings | -- | -- | N/A |

| | | | |
|---|---|---|---|
| % MID Container Errors | 24.24% | 28.57% | - |
| % MID HU Errors | 28.47% | 47.34% | N/A |
| % MID Piece Errors | 1.43% | 5.04% | - |
| % STID Errors | 1.65% | 5.82% | - |
| % By/For Errors | 24.48% | 4.85% | 39.08% |
| % Barcode Uniqueness Container Errors | 15.15% | 23.81% | - |
| % Barcode Uniqueness HU Errors | 6.44% | 11.24% | N/A |
| % Barcode Uniqueness Piece Errors | 13.20% | 37.43% | 39.08% |
| % Entry Facility Container Errors | 36.36% | 57.14% | - |
| % Entry Facility HU Errors | N/A | N/A | N/A |
| % Unlinked Copal Errors | 29.51% | 50.28% | N/A |

# Electronic Verification Tab - MID

## Mailer ID – MID

- 6 or 9 digit number issued by USPS
- Used in IMbs, IMtbs, and IMcbs, and in the eDoc to identify the Mail Owner and Mail Preparer
- A MID is always associated with a CRID, and multiple MIDs may be associated with the same CRID

**MID Error Threshold: 2%**

| | | | |
|---|---|---|---|
| % MID Container Errors | 24.24% | 28.57% | - |
| % MID HU Errors | 28.47% | 47.34% | N/A |
| % MID Piece Errors | 1.43% | 5.04% | - |

**MID Threshold Calculations:**

$$\frac{\textit{FS Containers with MID Errors in eDoc}}{\textit{Total FS Containers Submitted in eDoc}}$$

$$\frac{\textit{FS HandlingUnits with MID Errors in eDoc}}{\textit{Total FS Handling Units Submitted in eDoc}}$$

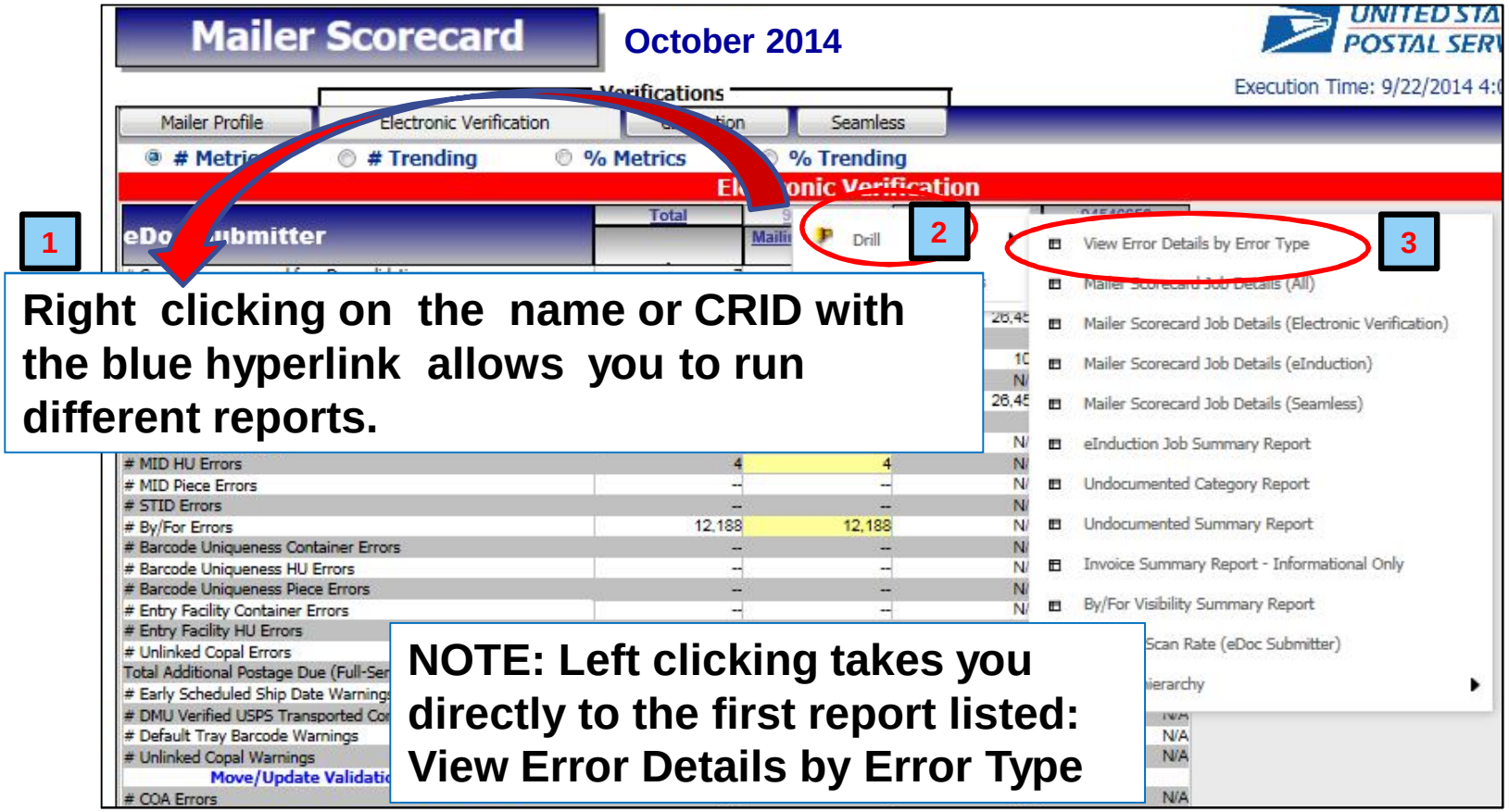
$$\frac{\textit{FS Pieces with MID Errors in eDoc}}{\textit{Total FS Pieces Submitted in eDoc}}$$

**MID Error:** The Mailer ID in the eDoc for the Intelligent Mail Container, Handling Unit or Mailpiece Barcode is not assigned by USPS.

# Electronic Verification Tab – MID – drill down

**Drilling down to investigate an error:** Using MID Container error as an example

1. Right-click on the eDoc Submitter name or Customer Registration ID (CRID)
2. Click “Drill”
3. Click “View Error Details by Error Type”



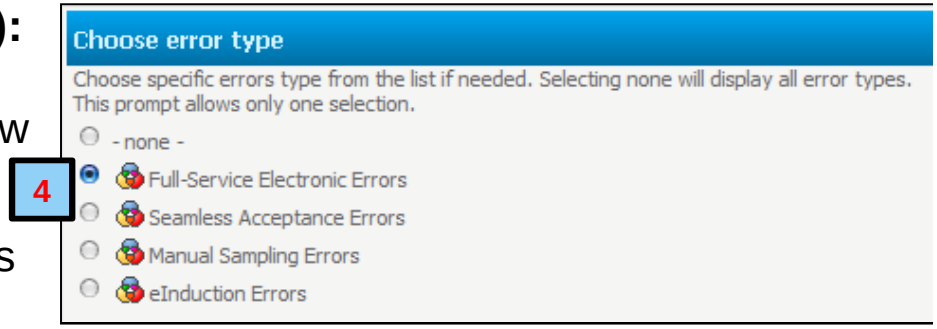

**Right clicking on the name or CRID with the blue hyperlink allows you to run different reports.**

**NOTE: Left clicking takes you directly to the first report listed: View Error Details by Error Type**

# Electronic Verification Tab – MID – drill down

**Drilling down to investigate an error (cont'd):**

4. Choose Full-Service Electronic Errors. Click Run Report. This will take you to the View Error Details by Error Type report
5. Click on the Error Type you wish to view. In this case, click on container "Mailer ID"




## View Error Details by Error Type

| eDoc Submitter | | Level | Error Type | Error Code | Threshold | # Errors | % Errors | % Errors National Average |
|---|---|---|---|---|---|---|---|---|
| 94539996 | Mailing Company C | Container | 5 Mailer ID | 7301 | 2.00% | 2 | 100.00% | 6.45% |
| | | Handling Unit | Barcode Uniqueness | 7605 | 2.00% | 18 | 94.74% | 0.11% |
| | | | Mailer ID | 7302 | 2.00% | 4 | 21.05% | 0.69% |
| | | Piece | By/For | 7140 | 5.00% | 12,188 | 0.00% | 14.26% |

6. You will reach the Mail Quality Job Error Type Report. You can click on the Error Type to drill down to the next level to view the error description.

## Mail Quality Job Error Type

| eDoc Submitter | | Mailing Group ID | Customer Group ID | Job ID | User License Code | Date | Level |
|---|---|---|---|---|---|---|---|
| 94539996 | Mailing Company C | 60579450 | SA170204 | | | 7/9/2014 | Container |

| Error Type | Error Code | Mail Class | Processing Category | Threshold |
|---|---|---|---|---|
| 6 Mailer ID | 7301 | Standard | Letters and Cards | 2.00% |

# Electronic Verification Tab – MID – drill down

**Drill down to investigate an error (cont'd):**

- After clicking the Error Type (as illustrated on the previous slide) you arrive at the Mail Quality Detailed Error Report, as shown below.
- Report contains the error code, description, data and resolution action for the error
- Note that mailers can run this same report for a specific time period by filling in Job ID and User License Code for Mail.dat or Mailing Group ID for Mail.XML. These are provided by IDEAlliance to eDOC mailers

## Mail Quality Detailed Error Report

| eDoc Submitter | | Mailing Date | IM Barcode | Error Level | Source |
|---|---|---|---|---|---|
| 94539996 | Mailing Company C | 7/9/2014 | 99M666666000000001326 | Container | eDoc Verification |

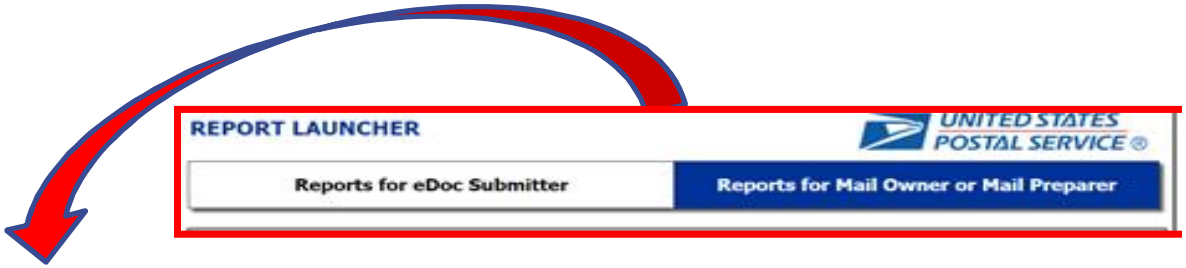
| Verification Type | Error Type | Error Code | Error Description | Error Data |
|---|---|---|---|---|
| | Mailer ID | 7301 | The Mailer ID in the IMcb from the eDoc container record (.csm or Mail.XML QualReport) is invalid or cannot be found | MAILER ID = 666666 |

| Resolution Action | eDoc Job ID | eDoc User License Code | eDoc Mailing Group ID | eDoc Customer Group ID | eDoc Type | eDoc Mail Class | eDoc Processing Category |
|---|---|---|---|---|---|---|---|
| Populate the Mailer ID in the IM Container Barcode field in the .csm file of the Mail.dat or in the ContainerBarcode element in the ContainerInfoData block of Mail.XML with a valid Mailer ID. | | | 60579450 | SA170204 | MAIL_XML | Standard | Letters and Cards |

Follow same drill down process to investigate other errors

# Error Details by Error Type Report
# Drill from Mail Owner/Mail Preparer Scorecard

Alternatively, if a mail preparer wants to see error counts per mail owner, drill into the Error Details by Error Type Report from the  Mail Owner/Mail Preparer Scorecard



# Error Details by Error Type Report
## Drill from Mail Owner/Mail Preparer Scorecard

Error Details by Error Type Report allows Mail Preparers to view how errors are split across mail owners

Mail Owner Scorecard Details Report (Internal)->View Error Details by Error Type

Search: All folders

Home Tools Data Grid Format

Last update: 11/4/14 10:27:27 AM

PAGE-BY: Source: All Errors/Warnings: All

Data rows: 17 | Data

| Mail Owner | | Mail Preparer | | Level | Error Type | Error Code | # Errors | % Errors | % Err |
|---|---|---|---|---|---|---|---|---|---|
| 94552402 | ACCENTURE FEDERAL | 94552402 | ACCENTURE FEDERAL | Container | Entry Facility | 7016 | 25 | 46.30% | |
| 94553263 | ACCENTURE FEDERAL SERVICES | 94539998 | 5JORDANL | Container | Entry Facility | 7016 | 25 | 83.33% | |
| | | | | Piece | Delivery Point | 7901 | 662 | 12.22% | |
| | | | | | | 7902 | 1,253 | 23.13% | |
| | | 94539996 | Mailing Company C | Container | Entry Facility | 7016 | 5 | 100.00% | |
| | | | | Piece | Delivery Point | 7901 | 54,911 | 32.63% | |
| | | | | | | 7902 | 7 | 0.00% | |
| | | | | | Nesting/Sortation | 7852 | 192 | 0.11% | |
| | | | | | | 7853 | 315 | 0.19% | |
| | | | | | | 7854 | 12,255 | 7.28% | |
| 4430515 | CAT TEAM Brentwood New | 4433945 | SHAPIRO PERFECT MAILING COMPANY | Container | Entry Facility | 9 | 1 | 100.00% | |
| 94539986 | Mailing Company A | | | Piece | Delivery Point | 7901 | 39 | 1.28% | |
| | | | | | | 7902 | 84 | 2.76% | |
| 94539993 | Mailing Company B | | | Piece | Mail Characteristic | 23 | 30 | 50.00% | |
| | | | | | Mailer ID | 22 | 30 | 50.00% | |
| 4433945 | SHAPIRO PERFECT MAILING COMPANY | 4433945 | SHAPIRO PERFECT MAILING COMPANY | Container | Entry Facility | 7016 | 5 | 100.00% | |
| | | | | | | 9 | 1 | 100.00% | |

# Electronic Verification Tab - STID

**STID – A Service Type ID is a 3-digit code in each IMb listed in the eDoc that provides the following information:**

- **Mail Class**
- **Address Correction, if any**
- **Full-Service or Basic/Non-Automation**
- **IMb tracing, if desired.**

**A valid STID means that each of the barcodes in the eDoc has a correct Service Type Code**

| | | | |
|---|---|---|---|
| % STID Errors | 1.65% | 5.82% | - |

**STID error contained in IMb listed in eDoc is:**

- **Invalid**
- **Does not exist**
- **Identifies a Mail Class that does not match the Mail Class in the eDoc**
- **Identifies a piece as basic when the piece was identified as Full-Service in the eDoc.**

**STID Error Thresholds: 2%**
**STID Threshold Calculation:**

$$\frac{FS\ Pieces\ with\ STID\ Errors\ in\ eDoc}{Total\ FS\ Pieces\ Submitted\ in\ eDoc}$$

# Electronic Verification Tab – By/For

**By/For is required when**

- A mailing contains 5000 or more pieces for single Mail Owner

**Mail Preparer Identified in eDoc**

- MID
- CRID

| | | | |
|---|---|---|---|
| % By/For Errors | 24.48% | 4.85% | 39.08% |

**Mail Owner Identified in eDoc**

- MID
- CRID
- Permit or Publication #

**By/For Error**

- A Mail Preparer or Mail Owner was not correctly identified in the eDoc for a piece

**By/For Error Threshold: 5% (unless customized)**
**By/For Error Calculation:**

$$\frac{FS\ Pieces\ with\ By/For\ Errors\ \ in\ eDoc}{Total\ FS\ Pieces\ Submitted\ in\ eDoc}$$

# Electronic Verification Tab – By/For

## What causes By/For Errors?

1) **Mail Owner/Mail Preparer was not identified in the eDoc**

2) **Mail Owner/Mail Preparer MID, CRID, or permit information provided in the eDoc was invalid**

3) **Mail Owner and Mail Preparer were identified in the eDoc as the same business entity**

4) **CRID or permit/MID associated to the CRID was used to identify a Mail Preparer in an eDoc, within the past 90 days**

5) **The "For" value is identified as a Mail Service Provider in the BCG***

6) **Mail Owner box is not checked in the Mailer's BCG profile***

*** If Mailer and/or BME is unable to view, verify or fix contact the *PostalOne!* Helpdesk**

# Electronic Verification Tab – Barcode Uniqueness

**Barcode Uniqueness Errors**

- **Container – IMcb**
- **Handling Unit (HU) - IMtb**
- **Piece - IMb**

**Barcode Uniqueness Error Threshold: 2%**

| | | | |
|---|---|---|---|
| % Barcode Uniqueness Container Errors | 15.15% | 23.81% | -- |
| % Barcode Uniqueness HU Errors | 6.44% | 11.24% | N/A |
| % Barcode Uniqueness Piece Errors | 13.20% | 37.43% | 39.08% |

**Error results when**

- IMcb, IMtb or IMb in the eDoc was used more than once within 45 days of the Postage Statement Mailing Date

This includes:

- Within the same job and CRID,
- Across jobs and CRIDs
- Across jobs within the same CRID

**Barcode Uniqueness Threshold Calculation:**

$$\frac{\textit{FS Pieces with Barcode Uniqueness Container Errors in eDoc}}{\textit{Total FS Containers Submitted in eDoc}}$$

$$\frac{\textit{\# FS HUs with Barcode Uniqueness Handling Unit Errors in eDoc}}{\textit{Total FS Handling Units Submitted in eDoc}}$$

$$\frac{\textit{FS Pieces with Barcode Uniqueness Piece Errors in eDoc}}{\textit{Total FS Pieces Submitted in eDoc}}$$

# Electronic Verification Tab – Entry Facility

## Entry Facility Error

- Container Errors - eDoc Locale Key or Postal Code of FS containers does **NOT** match the Entry Facility retrieved from the Mail Direction File (MDF) or the Facilities Database (FDB)

- Handling Unit Errors - eDoc Locale Key or Postal Code of FS orphan HUs does **NOT** match the Entry Facility retrieved from the MDF or the FDB

**Entry Facility Container Error Threshold: 2%**
**Error Calculation:**

$$\frac{\textit{FS Containers with Entry Facility Errors in eDoc}}{\textit{Total FS Containers Submitted in eDoc}}$$

**Entry Facility Handling Unit Error Threshold: 2%**
**Error Calculation:**

$$\frac{\textit{FS Orphan Handling Units with Entry Facility Errors in eDoc}}{\textit{Total FS Orphan Handling Units Submitted in eDoc}}$$

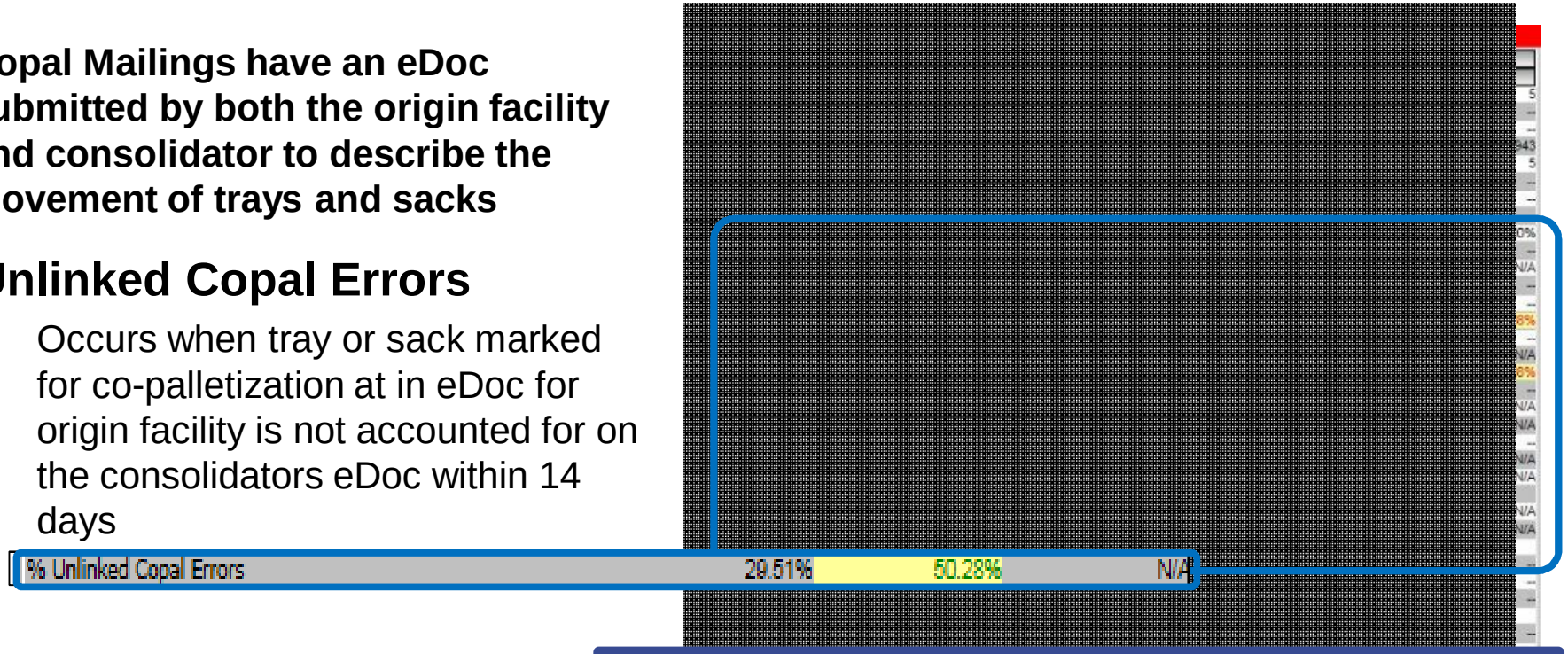
| | | | |
|---|---|---|---|
| % Entry Facility Container Errors | 36.36% | 57.14% | - |
| % Entry Facility HU Errors | N/A | N/A | N/A |

# Electronic Verification Tab – Unlinked CoPal

**Copal Mailings have an eDoc submitted by both the origin facility and consolidator to describe the movement of trays and sacks**

## Unlinked Copal Errors

- Occurs when tray or sack marked for co-palletization at in eDoc for origin facility is not accounted for on the consolidators eDoc within 14 days




**Unlinked Copal Error Thresholds are: 5%**
**Error Calculation:**

$$\frac{\textit{Trays/Virtual Sacks with Unlinked Copal Errors in eDoc}}{\textit{Total FS Handling Units Submitted in eDoc}}$$

# Electronic Verification Tab – Additional $ Due

***For Review Only* -Number Metrics view**

- Additional postage due displayed as soon as threshold is exceeded
  - Becomes zero if error falls back below threshold
  - Reflects the postage assessment calculations that will be invoiced on the 11th of the following month

# Metrics | # Trending | % Metrics | % Trending

**Electronic Verification**

| eDoc Submitter | Total | 94539993 Lila Pan1 | 94546660 Lila Pan2 |
|---|---|---|---|
| **Full-Service Verifications** | | | |
| # MID Container Errors | N/A | N/A | N/A |
| # MID HU Errors | N/A | N/A | N/A |
| # MID Piece Errors | N/A | N/A | N/A |
| # STID Errors | N/A | N/A | N/A |
| # By/For Errors | N/A | N/A | N/A |
| # Barcode Uniqueness Container Errors | N/A | N/A | N/A |
| # Barcode Uniqueness HU Errors | N/A | N/A | N/A |
| # Barcode Uniqueness Piece Errors | N/A | N/A | N/A |
| # Entry Facility Container Errors | N/A | N/A | N/A |
| # Entry Facility HU Errors | N/A | N/A | N/A |
| # Unlinked Copal Errors | -- | N/A | N/A |
| Total Additional Postage Due (Full-Service Electronic) - Info Only | N/A | N/A | N/A |
| Total Additional Postage Due (Full-Service Electronic) - Info Only | -- | -- | |

$ amount reflects the removal of the Full-Service discount only for pieces that exceeded one or more of the thresholds

Example:

- STID threshold is 2%
- Calendar month ends and scorecard closes with a STID error percentage of 3%
- Additional postage due is calculated by removing the Full-Service discount on the 1% above the threshold

April 2015 USPS intends to make additional postage due amounts, payable

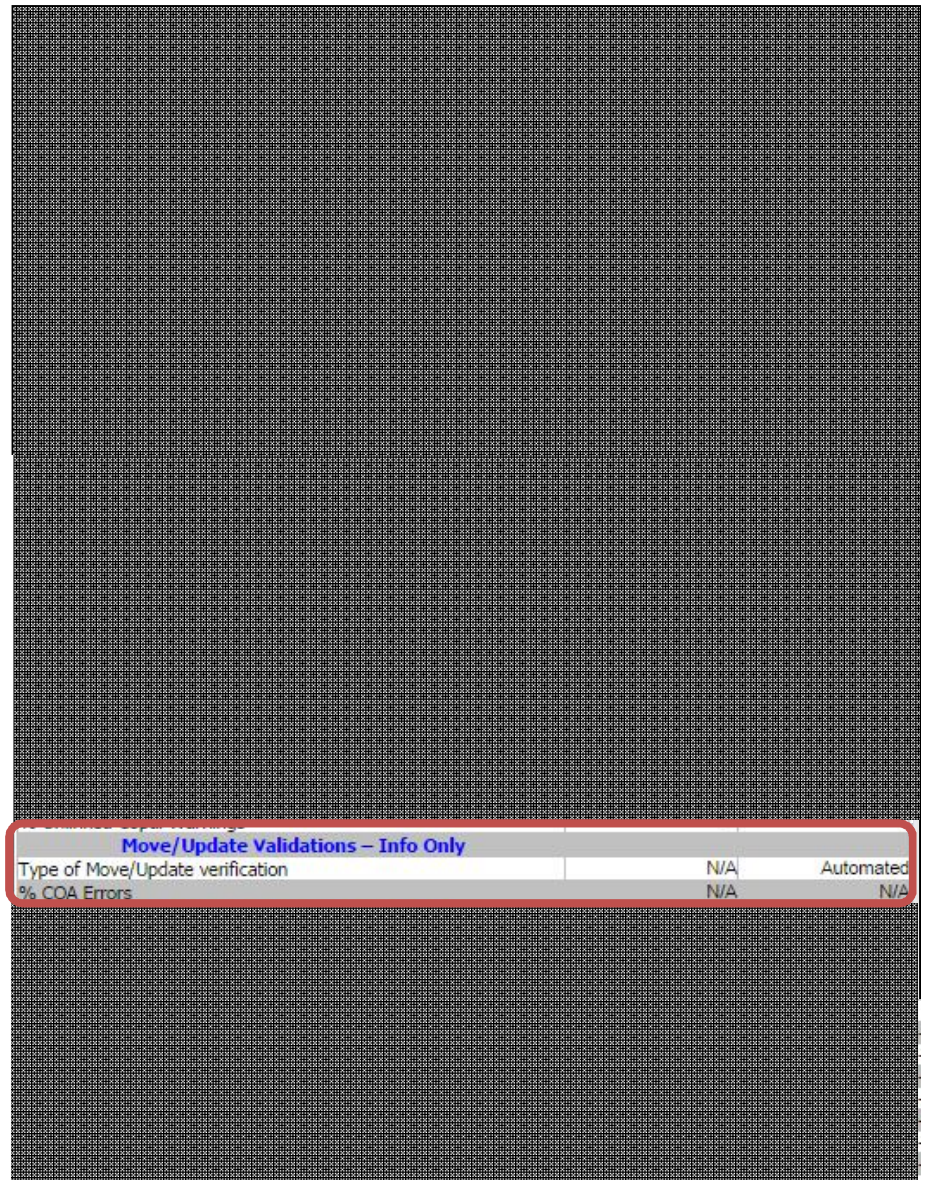
# Electronic Verification Tab – Additional $ Due

**Another Example When Additional Postage is Due:**

- Postage adjustments only occur if a particular error is over the threshold:
  - Number of pieces in error over the threshold, times:
    - $.003 for first class
    - $.001 for standard class
- A piece will only be charged for a single error
- Example: 1,000,000 pieces mailed in the month with 6% error, threshold is 5%, so the error amount being charged is 1% or 10,000 pieces (1% X 1,000,000 =10,000):
  - 10,000 pieces in error times $.003 = **$30.00** additional postage due

# Electronic Verification Tab – Move/Update

- Defer assessments until July 2015
  - Begin assessments with threshold at 0.8%
  - Re-evaluate the threshold prior to January 2016
- Create exception for Legal Restraint mailers
- Provide mailers visibility into all Move Update errors
  - Immediate: Request manual query of all data or use provided ACS data to identify aged pieces
  - Next Steps: Working to deliver automated solution
- Open discussion with the Inspection Service



| Move/Update Validations – Info Only | | |
|---|---|---|
| Type of Move/Update verification | N/A | Automated |
| % COA Errors | N/A | N/A |

# Electronic Verification Tab – Move/Update

## Census Move Update logs verification errors for aged COA records

- Move Update are errors logged when:
  - A COA record is associated to electronic documentation
  - The later of the COA create date and COA effective date is between 95 days and 18 months of the postage statement finalization date

- The following are not included in Move Update:
  - Simplified Addresses
  - MLNA, BCNO or Foreign moves
  - Temporary moves (FS R19/November 2014)
  - Single Piece (January 2015)
  - Pieces associated to Legal Restraint mail owners (January 2015)

# Electronic Verification Tab – Entry Point/eDoc Nesting

**Entry Point and eDoc Nesting/Sortation Validations**

**NEXT SECTION: These errors are being listed on the Scorecard for informational purposes only and are not being assessed at this time.**

**Currently, there is no date set for assessments to become payable for these validations.**

# Electronic Verification Tab – Entry Point

**4. Entry Point Validations:**
This validation checks the correctness of the USPS entry facility in the eDoc for mailers providing more than 75% of their volume as Full-Service.

## Mailers with 75% or more Full-Service

**Mailer Scorecard** OCTOBER 2014

Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Electronic Verification**

| eDoc Submitter | Total | 94610899 |
|---|---|---|
| **Entry Point Validations – Info Only** | | |
| % eDoc/Appointment Entry Point Mismatch | -- | -- |
| % No Valid MDF Match | -- | -- |
| % Out of Date MDF Match | -- | -- |
| **Full-Service Verifications** | | |
| % FS Mail Volume (FS Volume/FS Eligible) | 92.49% | 92.49% |
| % MID Container Errors | -- | -- |
| % MID HU Errors | -- | -- |
| % MID Piece Errors | -- | -- |
| % STID Errors | -- | -- |
| % By/For Errors | 1.77% | 1.77% |
| % Barcode Uniqueness Container Errors | -- | -- |
| % Barcode Uniqueness HU Errors | 5.56% | 5.56% |
| % Barcode Uniqueness Piece Errors | 12.47% | 12.47% |
| % Entry Facility Container Errors | -- | -- |
| % Entry Facility HU Errors | -- | -- |
| % Unlinked Copal Tray Errors | 12.16% | 12.16% |
| % Early Scheduled Ship Date Warnings | N/A | N/A |
| % Default Tray Barcode Warnings | -- | -- |
| % Unlinked Copal Tray Warnings | 6.08% | 6.08% |
| **Move/Update Validations – Info Only** | | |
| Type of Move/Update verification | N/A | Manual |
| % COA Errors | 0.30% | 0.30% |
| **Entry Point Validations – Info Only** | | |
| % eDoc/Appointment Entry Point Mismatch | -- | -- |
| **Entry Point Validations – Info Only** | | |
| % eDoc/Appointment Entry Point Mismatch | -- | -- |
| % No Valid MDF Match | -- | -- |
| % Out of Date MDF Match | -- | -- |
| % Rate Category Bundle Errors | -- | -- |
| % Destination ZIP Code HU Errors | 11.11% | 11.11% |
| % Depth of Sort HU Errors | -- | -- |
| % Minimum Piece Count/Weight HU Errors | -- | -- |
| % Overflow HU Errors | -- | -- |
| % Entry Facility HU Errors. | -- | -- |
| % Rate Category Piece Errors | 0.14% | 0.14% |

## Entry Point validated to determine:

- Entry location in eDoc is valid for destination ZIP and destination entry discount in Mail Direction File (MDF)
- Entry location in FAST MDF and active on the Postage Statement Mailing Date
  - **Nov 2014 *PostalOne!* Release**
    Mail entry (Induction) date will be used instead of Postage Statement Mailing Date

# Electronic Verification Tab – eDoc Nesting/Sortation

**5. eDoc Nesting/Sortation Validations:**
This validation checks the presort in the eDoc against labeling lists and presort rules for mailers providing more than 75% of their volume as Full-Service.

Presort currently verified through a manual or MERLIN verification
Mailers with 75% or more Full-Service:

- Presort validated in eDoc
- Results will be displayed on Mailer Scorecard under Nesting/Sortation validation

**Mailer Scorecard** OCTOBER 2014

Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Electronic Verification**

| eDoc Submitter | Total | 94610899 Ghost Pepper Inc |
|---|---|---|
| # Containers processed for eDoc validations | 8 | 8 |
| # Handling Units processed for eDoc validations | 72 | 72 |
| # Bundles processed for eDoc validations | 96 | 96 |
| # Pieces processed for eDoc validations | 10,872 | 10,872 |
| # Full-Service Containers | 8 | 8 |
| # Full-Service Handling Units | 72 | 72 |
| # Full-Service Orphan Handling Units | 14 | 14 |
| # Full-Service Pieces | 10,672 | 10,672 |
| **Full-Service Verifications** | | |
| % FS Mail Volume (FS Volume/FS Eligible) | 92.49% | 92.49% |
| % MID Container Errors | -- | -- |
| % MID HU Errors | -- | -- |
| % MID Piece Errors | -- | -- |
| % STID Errors | -- | -- |
| % By/For Errors | 1.77% | 1.77% |
| % Barcode Uniqueness Container Errors | -- | -- |
| % Barcode Uniqueness HU Errors | 5.56% | 5.56% |
| % Barcode Uniqueness Piece Errors | 12.47% | 12.47% |
| % Entry Facility Container Errors | -- | -- |
| % Entry Facility HU Errors | -- | -- |
| % Unlinked Copal Tray Errors | 12.16% | 12.16% |
| % Early Scheduled Ship Date Warnings | N/A | N/A |
| % Default Tray Barcode Warnings | -- | -- |
| % Unlinked Copal Tray Warnings | 6.08% | 6.08% |
| **Move/Update Validations – Info Only** | | |
| Type of Move/Update verification | N/A | Manual |
| % COA Errors | 0.30% | 0.30% |
| **Entry Point Validations – Info Only** | | |
| % eDoc/Appointment Entry Point Mismatch | -- | -- |
| % No Valid MDF Match | -- | -- |
| **eDoc Nesting/Sortation Validations – Info Only** | | |
| % Entry Facility Container Errors. | -- | -- |
| % CSA Container Errors | -- | -- |
| % Rate Category Bundle Errors | -- | -- |
| % Destination ZIP Code HU Errors | -- | -- |
| % Minimum Piece Count/Weight HU Errors | -- | -- |
| % Overflow HU Errors | -- | -- |
| % Entry Facility HU Errors. | -- | -- |

# Electronic Verification Tab – eDoc Nesting Sortation

| eDoc Nesting/Sortation Validations – Info Only | | |
|---|---|---|
| % Entry Facility Container Errors. | -- | - |
| % CSA Container Errors | -- | - |
| % Rate Category Bundle Errors | -- | - |
| % Destination ZIP Code HU Errors | -- | - |
| % Minimum Piece Count/Weight HU Errors | -- | - |
| % Overflow HU Errors | -- | - |
| % Entry Facility HU Errors. | -- | - |

- **% eDoc Entry Facility Container Errors** - Percentage of times the Entry facility in the eDoc is not a valid USPS facility
- **% Customer Service Agreement (CSA) Container Errors** - Percentage of times the eDoc container information (such as sortation) does not match with FAST CSA information
- **% Rate Category Bundle Errors** - Percentage of bundles where the Rate Category of pieces in the bundle is not eligible for inclusion given the container level of the bundle
- **% Destination ZIP Code HU Errors** - Percentage of handling units where the ZIP Code within the Intelligent Mail tray barcode (IMtb) does not match the Destination ZIP Code of the Handling Unit from eDoc
- **% Minimum Piece Count/Weight HU Errors** - Percentage of handling units without enough pieces to meet the DMM required minimum count or minimum weight to make the handling unit
- **% Overflow HU Errors** - Percentage of handling units that were prepared incorrectly under the overflow rules in the DMM
- **% Entry Facility HU Errors** - Percentage of how often the entry facility in the eDoc is not a valid USPS facility

# The Mailer Scorecard displays mail quality thresholds for all eInduction Verification metrics

| | |
|---|---|
| **2 Threshold Types** | 1. Mailer Contact: USPS contacts mailer to resolve mail quality issue<br>2. Egregious: USPS may collect additional postage if mailer exceeds egregious threshold for an entire calendar month |
| **Highlighted on Mailer Scorecard** | Only the Egregious threshold is displayed on the mailer scorecard. The cell for the metric will have a yellow background.<br>Example: |
| **Set Using All Mailer's Performance Over Time** | For each verification, thresholds are based on the mean and standard deviation of the error % for all mailers<br>Mailer Contact: At least 1 Standard Deviations above mean<br>Egregious: At least 2 Standard Deviations above mean |

# eInduction Tab

- Just like Full-Service, eInduction has a Scorecard report.
- The Mailer Scorecard provides a dashboard view of the results of the eInduction validations over a calendar month.
- The Scorecard is available for both eDoc Submitters (Mail Preparers) and Mail Owners.
- Percent in error will be calculated for each eInduction error at the eDoc submitter CRID level.

**Mailer Scorecard** October 2014

Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**eInduction**

| eDoc Submitter | Total | 94539993 Mailing Company B | 94539996 Mailing Company C |
|---|---|---|---|
| # Containers processed for eDoc validations | 16 | 16 | -- |
| % Containers eInduction | -- | -- | N/A |
| % eInduction Containers Misshipped | 28.30% | 36.59% | -- |
| % eInduction Containers Duplicate Barcode | 5.66% | 4.88% | 8.33% |
| % eInduction Containers Payment | -- | -- | -- |
| % eInduction Containers Entry Point Discount (EPD) | 56.60% | 51.22% | 75.00% |
| % eInduction Containers Zone | -- | -- | -- |
| % eInduction Containers Extra | -- | -- | -- |
| % PVDS eInduction Containers | N/A | N/A | N/A |
| % Mailer Transported eInduction Containers | N/A | N/A | N/A |
| % USPS Transported eInduction Containers | N/A | N/A | N/A |
| % eInduction Containers Continuous | N/A | N/A | N/A |
| % eInduction Containers non-SV | N/A | N/A | N/A |
| % eInduction Containers with Manual Overrides | N/A | N/A | N/A |

# eInduction Tab

**1. # Containers Processed for eDoc validations:** Total containers in eDoc

**2. % Containers eInduction:** Percentage of containers flagged for eInduction within the electronic documentation

**3. % eInduction Containers Misshipped:**

Percentage of scanned and inducted eInduction containers that were shipped to an incorrect facility

**4. % eInduction Containers Duplicate Barcode:** Percentage of scanned and inducted eInduction containers with barcodes that were previously inducted on a different appointment

## Mailer Scorecard

**October 2014**

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

eInduction

| eDoc Submitter | Total | 94539993 Mailing Company B | 94539996 Mailing Company C |
|---|---|---|---|
| # Containers processed for eDoc validations | 16 | 16 | -- |
| % Containers eInduction | -- | -- | N/A |
| % eInduction Containers Misshipped | 28.30% | 36.59% | -- |
| % eInduction Containers Duplicate Barcode | 5.66% | 4.88% | 8.33% |
| % eInduction Containers Payment | -- | -- | -- |
| % eInduction Containers Entry Point Discount (EPD) | 56.60% | 51.22% | 75.00% |
| % eInduction Containers Zone | -- | -- | -- |
| % eInduction Containers Extra | -- | -- | -- |
| % PVDS eInduction Containers | N/A | N/A | N/A |
| % Mailer Transported eInduction Containers | N/A | N/A | N/A |
| % USPS Transported eInduction Containers | N/A | N/A | N/A |
| % eInduction Containers Continuous | N/A | N/A | N/A |
| % eInduction Containers non-SV | N/A | N/A | N/A |
| % eInduction Containers with Manual Overrides | N/A | N/A | N/A |
| % eInduction Containers not Released | N/A | N/A | N/A |
| % eInduction Containers Accepted | N/A | N/A | N/A |
| % SV eInduction Containers Scanned & Accepted w/o Error | 12.50% | 0.00% | 25.00% |

# eInduction Tab

**5. % eInduction Containers Payment:** Percentage of scanned and inducted eInduction containers that were not associated to a paid postage statement within 10 days of induction

**6. % eInduction Containers Entry Point Discount (EPD):** Percentage of scanned and inducted containers that claimed an incorrect entry point discount

**7. % eInduction Containers Zone:** Percentage of scanned and inducted eInduction containers that claimed an incorrect zone discount

**8. % eInduction Containers Extra:** Percentage of scanned and inducted eInduction containers that were not linked to any electronic documentation

**Mailer Scorecard** October 2014

Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

eInduction

| eDoc Submitter | Total | 94539993 Mailing Company B | 94539996 Mailing Company C |
|---|---|---|---|
| # Containers processed for eDoc validations | 16 | 16 | -- |
| % Containers eInduction | -- | -- | N/A |
| % eInduction Containers Misshipped | 28.30% | 36.59% | -- |
| % eInduction Containers Duplicate Barcode | 5.66% | 4.88% | 8.33% |
| % PVDS eInduction Containers | N/A | N/A | N/A |
| % Mailer Transported eInduction Containers | N/A | N/A | N/A |
| % USPS Transported eInduction Containers | N/A | N/A | N/A |
| % eInduction Containers Continuous | N/A | N/A | N/A |
| % eInduction Containers non-SV | N/A | N/A | N/A |
| % eInduction Containers with Manual Overrides | N/A | N/A | N/A |
| % eInduction Containers not Released | N/A | N/A | N/A |
| % eInduction Containers Accepted | N/A | N/A | N/A |
| % SV eInduction Containers Scanned & Accepted w/o Error | 12.50% | 0.00% | 25.00% |

# eInduction Tab

**9. % PVDS eInduction Containers:** Percentage of eInduction containers that were transported by a mailer containing pieces claiming an entry point discount

**10. % Mailer Transported eInduction Containers:** Percentage of eInduction containers that were transported by a mailer

**11. % USPS Transported eInduction Containers:** Percentage of eInduction containers that were part of a USPS transport shipment

**12. % eInduction Containers Continuous:** Percentage of eInduction containers that have an approved eInduction Continuous Mailer ID within the container barcode

**Mailer Scorecard** October 2014

Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

eInduction

| eDoc Submitter | Total | 94539993 Mailing Company B | 94539996 Mailing Company C |
|---|---|---|---|
| # Containers processed for eDoc validations | 16 | 16 | -- |
| % Containers eInduction | -- | -- | N/A |
| % eInduction Containers Misshipped | 28.30% | 36.59% | -- |
| % eInduction Containers Duplicate Barcode | 5.66% | 4.88% | 8.33% |
| % eInduction Containers Payment | -- | -- | -- |
| % eInduction Containers Entry Point Discount (EPD) | 56.60% | 51.22% | 75.00% |
| % eInduction Containers Zone | -- | -- | -- |
| % eInduction Containers Extra | -- | -- | -- |
| % eInduction Containers non-SV | N/A | N/A | N/A |
| % eInduction Containers with Manual Overrides | N/A | N/A | N/A |
| % eInduction Containers not Released | N/A | N/A | N/A |
| % eInduction Containers Accepted | N/A | N/A | N/A |
| % SV eInduction Containers Scanned & Accepted w/o Error | 12.50% | 0.00% | 25.00% |

# eInduction Tab

**13. % eInduction Containers non-SV:** Percentage of eInduction containers that were planned for entry at a non-SV facility

**14. % eInduction Containers with Manual Overrides:** Percentage of eInduction containers that were manually resolved and released by the help desk or BME user

**15. % eInduction Containers not Released:** Percentage of eInduction containers that failed a fatal pre-induction validation and were not released to FAST or SV

**16. % eInduction Containers Accepted:** Percentage of eInduction containers that were inducted at SV sites

**Mailer Scorecard** October 2014

Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

eInduction

| eDoc Submitter | Total | 94539993 Mailing Company B | 94539996 Mailing Company C |
|---|---|---|---|
| # Containers processed for eDoc validations | 16 | 16 | -- |
| % Containers eInduction | -- | -- | N/A |
| % eInduction Containers Misshipped | 28.30% | 36.59% | -- |
| % eInduction Containers Duplicate Barcode | 5.66% | 4.88% | 8.33% |
| % eInduction Containers Payment | -- | -- | -- |
| % eInduction Containers Entry Point Discount (EPD) | 56.60% | 51.22% | 75.00% |
| % eInduction Containers Zone | -- | -- | -- |
| % eInduction Containers Extra | -- | -- | -- |
| % PVDS eInduction Containers | N/A | N/A | N/A |
| % Mailer Transported eInduction Containers | N/A | N/A | N/A |
| % USPS Transported eInduction Containers | N/A | N/A | N/A |
| % eInduction Containers Continuous | N/A | N/A | N/A |

**17. % SV eInduction Containers Scanned & Accepted w/o Error:** Percentage of eInduction containers that were released to SV, scanned and inducted, and have no post-induction errors

# eInduction Tab – Misshipped

**Misshipped Errors:**

Scanned and inducted eInduction containers that were shipped to an incorrect facility:

- Container was inducted at the incorrect location per the eDoc
- Containers with a mis-shipped error will be assessed the difference between the origin entry rate and the original dropship discount provided

October 2014

| | | | |
|---|---|---|---|
| % eInduction Containers Misshipped | 28.30% | 36.59% | -- |

| Error | Mailer Contact Threshold | Egregious Threshold | What is it? |
|---|---|---|---|
| **Misshipped** | 1.05% | 2.00% | Did the mailer induct the container at the correct location per the eDoc? |

# eInduction Tab – Duplicate Barcodes

**Duplicate Barcode Errors:**

Scanned and inducted eInduction containers with barcodes that were previously inducted on a different appointment

- Container with the same barcode was inducted on multiple appointments within the past 45 days
- Containers that are duplicate will be assessed the postage paid for the original instance of the duplicate container to all subsequent duplicates

October 2014

| | | | |
|---|---|---|---|
| % eInduction Containers Duplicate Barcode | 5.66% | 4.88% | 8.33% |

| Error | Mailer Contact Threshold | Egregious Threshold | What is it? |
|---|---|---|---|
| **Duplicate** | 0.17% | 0.33% | Did the mailer apply unique barcodes to each container within a 45-day period? |

# eInduction Tab – Payment Errors

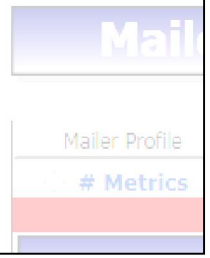
**Payment Errors:**

Scanned and inducted eInduction containers that were not associated to a paid postage statement within 10 days of induction:

| | | | |
|---|---|---|---|
| % eInduction Containers Payment | -- | -- | -- |

- A container with a continuous MailerID did not associate to an eDoc within ten days; or the eDoc the container associated to was not fully paid for
- Containers without proof of payment will be assessed the 30-day average postage for containers mailed by the eDoc submitter CRID
- In August 2014, mailers fully participating in Seamless Acceptance will not be invoiced for payment errors on containers. These containers will still show as unpaid in reporting; no dollar calculation or counted against threshold

October 2014




| Error | Mailer Contact Threshold | Egregious Threshold | What is it? |
|---|---|---|---|
| **Payment** | 0.00% | 0.00% | Did the mailer submit an eDoc with the appropriate amount of payment? |

# eInduction Tab – Zone Errors

**Zone Errors:** Scanned and inducted eInduction containers that claimed an incorrect zone discount:

- Zone on the postage statement does not match zone retrieved from zone chart based on containers origin (as determined by scan location) and destination ZIP
- Containers with a zone error will be assessed the difference between the actual zone and eDoc zone

October 2014

| | | | |
|---|---|---|---|
| % eInduction Containers Zone | -- | -- | -- |

| Error | Mailer Contact Threshold | Egregious Threshold | What is it? |
|---|---|---|---|
| Zone | 0.01% | 0.02% | Based on how far the container traveled relative to the origin, did the mailer earn the zone discount claimed on the eDoc? |

# Seamless Tab

- Results are from eDoc, Manual sampling, and Census verification over a calendar month for Seamless Acceptance or Seamless Parallel
- The tab is broken into 2 main sections and types of metrics, depending on how the data is obtained
- Use the % Metrics View

**Mailer Scorecard** OCTOBER 2014

Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless

# Metrics | # Trending | % Metrics | % Trending

**Seamless**

| eDoc Submitter | Total | 94539993 Mailing Company B | 94539996 Mailing Company C |
|---|---|---|---|
| CRID Seamless Status | N/A | N/A | N/A |
| % Seamless Acceptance Jobs | 66.67% | 33.33% | 100.00% |
| # Seamless Acceptance Containers | 22 | 5 | 17 |
| # Seamless Acceptance Handling Units | 140 | 19 | 121 |
| # Seamless Acceptance Pieces | 114,156 | 980 | 113,176 |
| % Volume Seamless Acceptance | 100.00% | 100.00% | 100.00% |
| Sampling Quality Score | N/A | 0.00% | 0.00% |
| % Seamless Acceptance Jobs not Auto-Finalized | 100.00% | 100.00% | 100.00% |
| Piece Scan Rate | N/A | N/A | N/A |
| Adjusted Piece Scan Rate | N/A | N/A | N/A |
| % Undocumented Pieces | -- | -- | -- |
| % Nesting/ Sortation Piece Errors (MPE) | N/A | N/A | N/A |
| % Entry Facility Container Errors | 45.45% | 100.00% | 29.41% |
| % Delivery Point Piece Errors | -- | -- | -- |
| **Sampling Validations** | | | |
| # Containers Sampled | -- | -- | -- |
| # Handling Units Sampled | -- | -- | -- |
| # Pieces Sampled | -- | -- | -- |
| General PAF | N/A | N/A | N/A |
| % Nesting/ Sortation Piece Errors | N/A | N/A | N/A |
| % Weight Piece Errors | N/A | N/A | N/A |
| % Postage Piece Errors | N/A | N/A | N/A |
| Mail Characteristic PAF | N/A | N/A | N/A |
| % Mail Characteristic Piece Errors | N/A | N/A | N/A |
| Barcode Quality PAF | N/A | N/A | N/A |
| % Barcode Quality Piece Errors | N/A | N/A | N/A |

From MPE Scans

From Sampling

# Seamless Tab

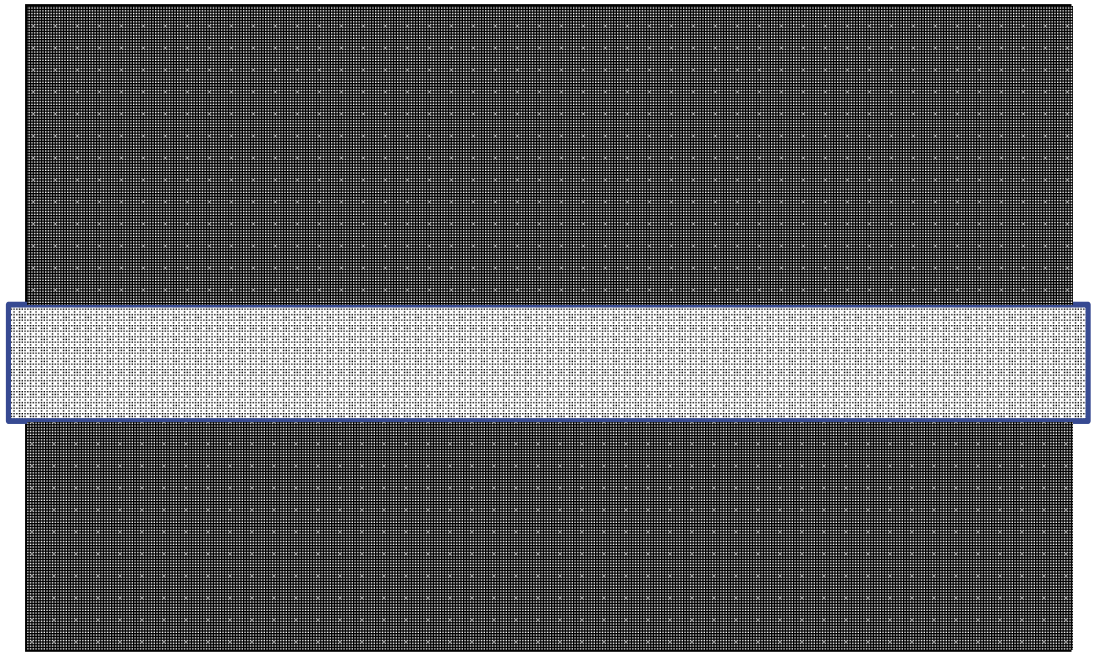
**1. CRID Seamless Status:** Indicates if the eDoc submitter CRID is enabled for Seamless Acceptance or Seamless Acceptance Parallel Processing

**2. % Seamless Acceptance Jobs:** The number of Seamless Acceptance Jobs as a percentage of the total number of jobs submitted in eDoc

**3. # Seamless Acceptance Containers:** The number of containers marked for Seamless Acceptance processing from eDoc

**4. # Seamless Acceptance Handling Units:** The number of handling units marked for Seamless Acceptance processing from eDoc

**5. # Seamless Acceptance Pieces:** The number of pieces marked for Seamless Acceptance processing from eDoc



# Seamless Tab

**6. % Volume Seamless Acceptance:** The number of pieces marked for Seamless Acceptance processing as a percentage of the total number of pieces claimed in eDocumentation

**7. Sampling Quality Score:** Mailer Quality based on a weighted average of manual sampling errors and piece barcode scan rates over the previous 3 months

**8. % Seamless Acceptance Jobs not Auto-Finalized:** The number of Seamless Acceptance jobs that were not auto-finalized as a percentage of the number of Seamless Acceptance jobs

**9. Piece Scan Rate:** The total number of unique piece scans as a percentage of the total number of unique pieces associated to an eDoc

**10. Adjusted Scan Rate:** # of unique piece scans as % of number of unique pieces associated to eDoc excluding pieces where scan isn't expected based on mail class, processing category, rate category, entry type facility, non-automation zones or high reject MPE machine runs

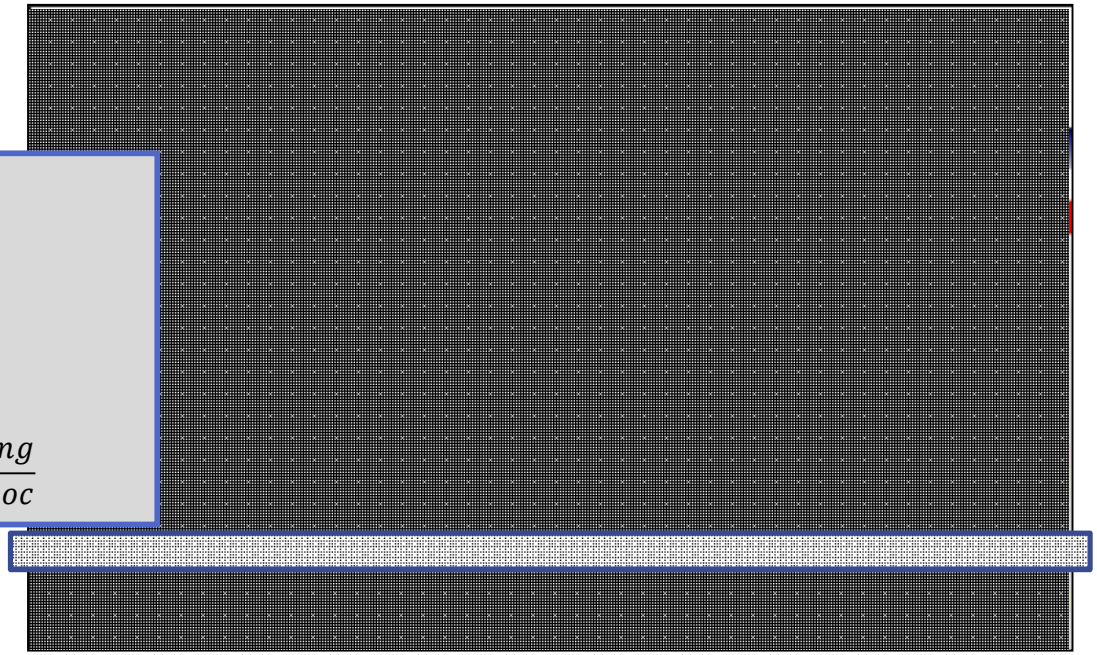
# Seamless Tab - Undocumented

**11. % Undocumented Pieces:** The number of piece scans from Mail Processing Equipment and Sampling that could not be associated to an eDoc as a percentage of the total number of undocumented pieces and documented pieces from eDoc

**% Undocumented Pieces Error**
**Mailer Contact threshold is 0.5%**
**Egregious threshold is 0.8%**

**Error Calculation:**

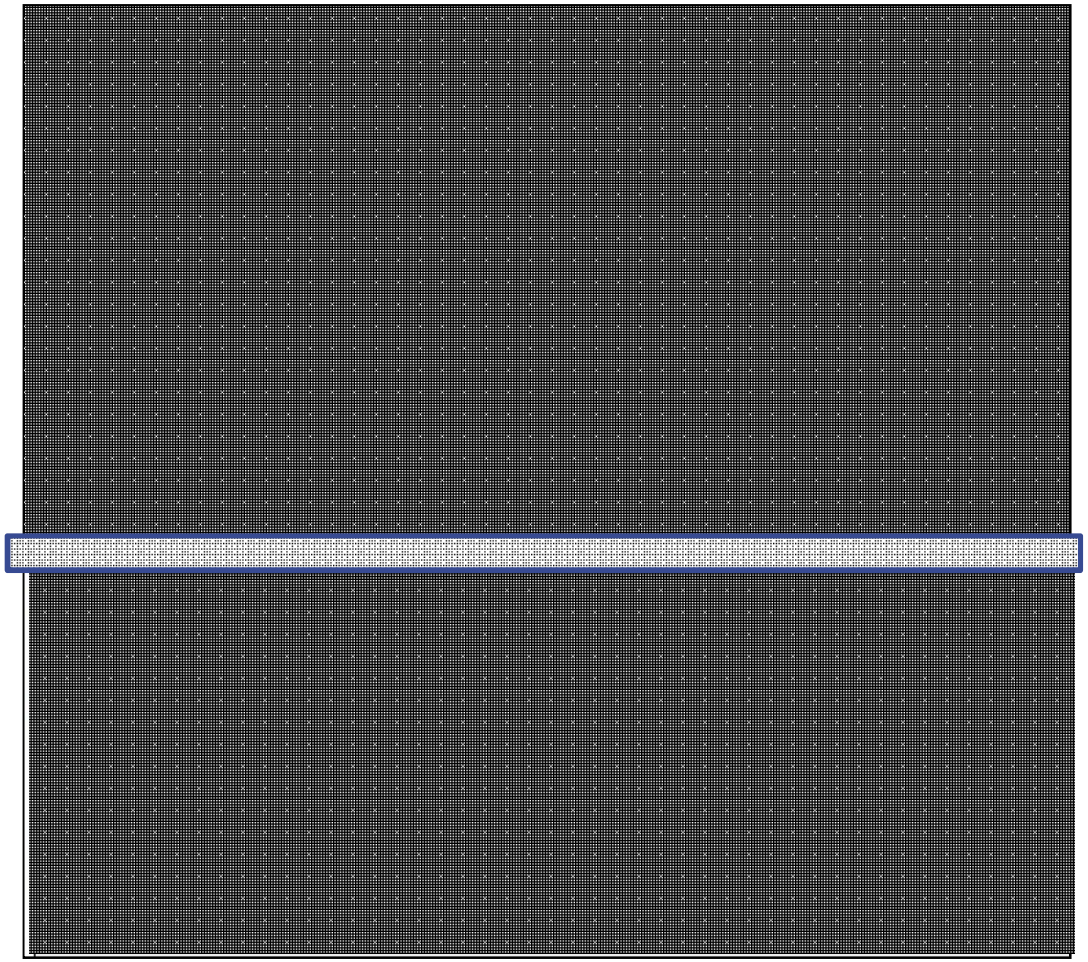
$$\frac{Undocumented\ Scans\ from\ MPE\ +\ Sampling}{Undocumented\ Scans\ \ +\ Total\ Piece\ in\ eDoc}$$



# Seamless Tab - Undocumented

***How to avoid undocumented mailpieces?***

- Submit eDoc for all barcode mailpieces including single piece volume, miscellaneous statements, 3606, etc.
- Confirm that all postage statements are finalized in a timely manner
- Resubmit eDoc for any mailpieces that were identified as wasted in eDoc and mailed on a later date
- Use the Service Level Indicator of Other (not PostNet) for non-automation pieces that are sprayed with an Imb
- Work with consolidator to validate that .oci files are submitted and that all trays are scanned as pallets are created



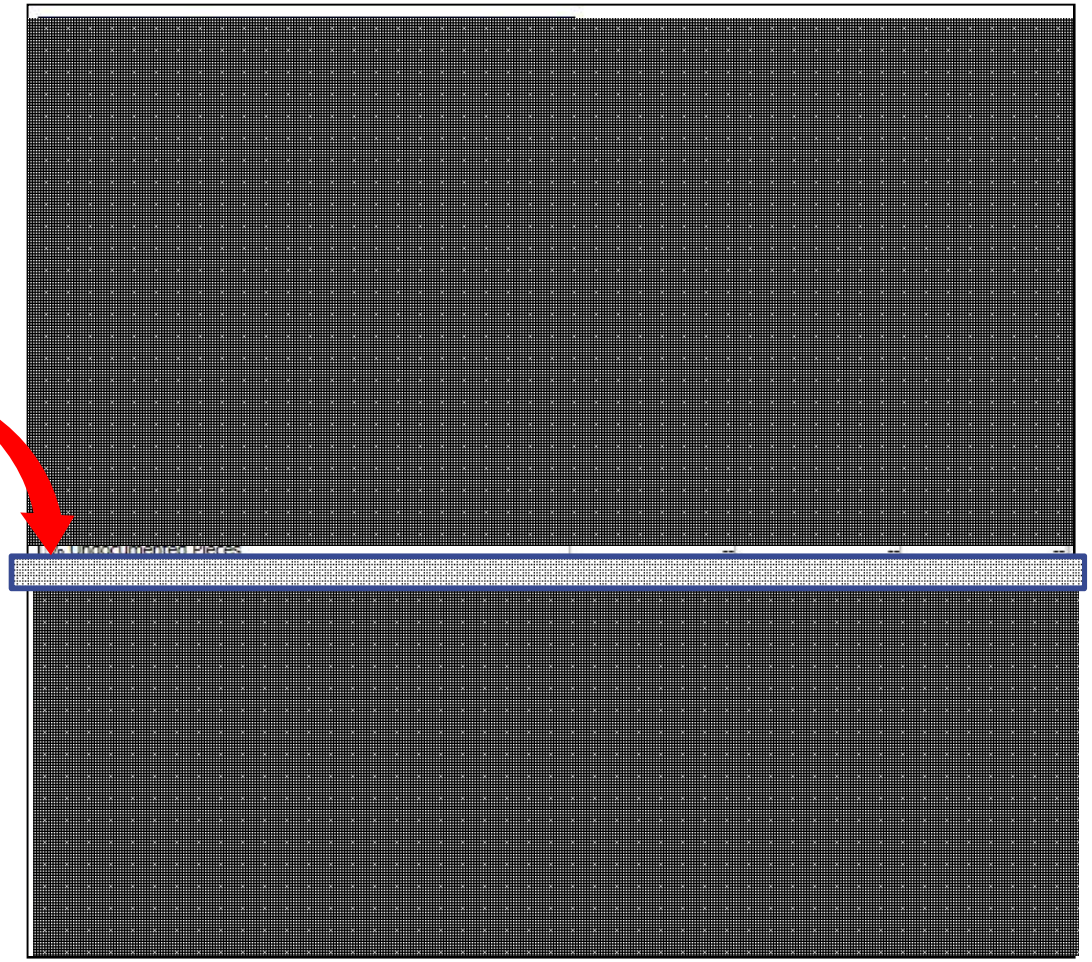
# Seamless Tab – Nesting/Sortation MPE

**12. % Nesting/Sortation Errors (MPE):** The number of piece nesting/sortation from mail processing scanning errors as a percentage of the number of total pieces from eDoc

**% Nesting/Sortation Errors**
**Mailer Contact Threshold is 1%**
**Egregious threshold is 3%**

**Error Calculation:**

$$\frac{Nesting/Sortation\ Seamless\ Errors\ (MPE)}{Seamless\ Pieces\ from\ eDoc}$$

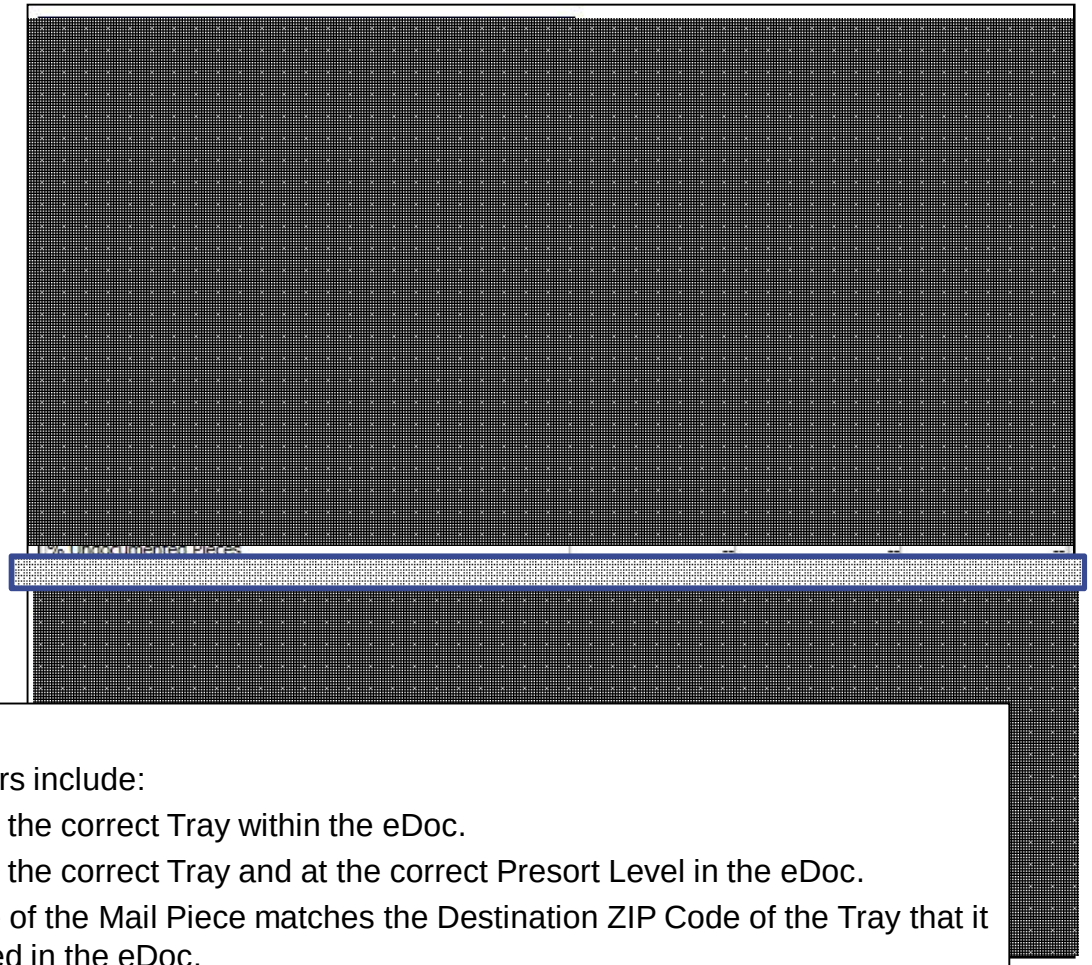


# Seamless Tab – Nesting/Sortation MPE

% Nesting/Sortation Seamless Acceptance Errors (MPE)

A Nesting/Sortation error will be logged if:

- The MPE piece scan is nested in a different tray or bundle than was identified in the eDoc,
- The presort level of the MPE piece scan's reconstructed parent Handling Unit does not match the Presort Level of the associated eDoc piece's Handling Unit, or
- The Destination ZIP code of the MPE piece scan's Reconstructed Handling Unit does not match the Destination ZIP code of the associated eDoc piece's parent Handling Unit.



***To Investigate and Fix This Error:***

**Common root causes** for nesting/sortation errors include:

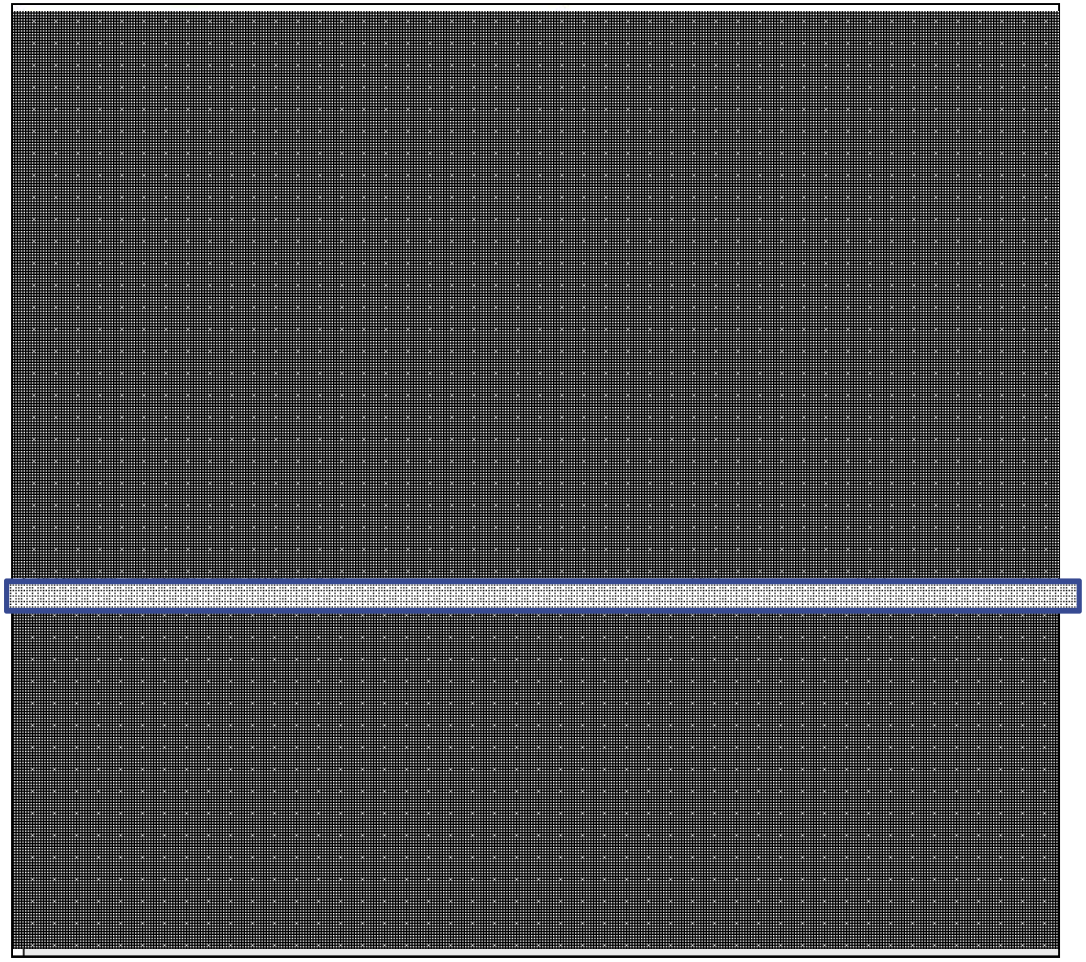
- Ensure Mail Pieces are manifested in the correct Tray within the eDoc.
- Ensure Mail Pieces are manifested in the correct Tray and at the correct Presort Level in the eDoc.
- Ensure that the Destination ZIP Code of the Mail Piece matches the Destination ZIP Code of the Tray that it is nested in and is correctly manifested in the eDoc.
- Ensure that the Piece submitted is correctly nested within the proper Bundle, Handling Unit and/or Container within the submitted eDoc.

# Seamless Tab –Entry Facility Container

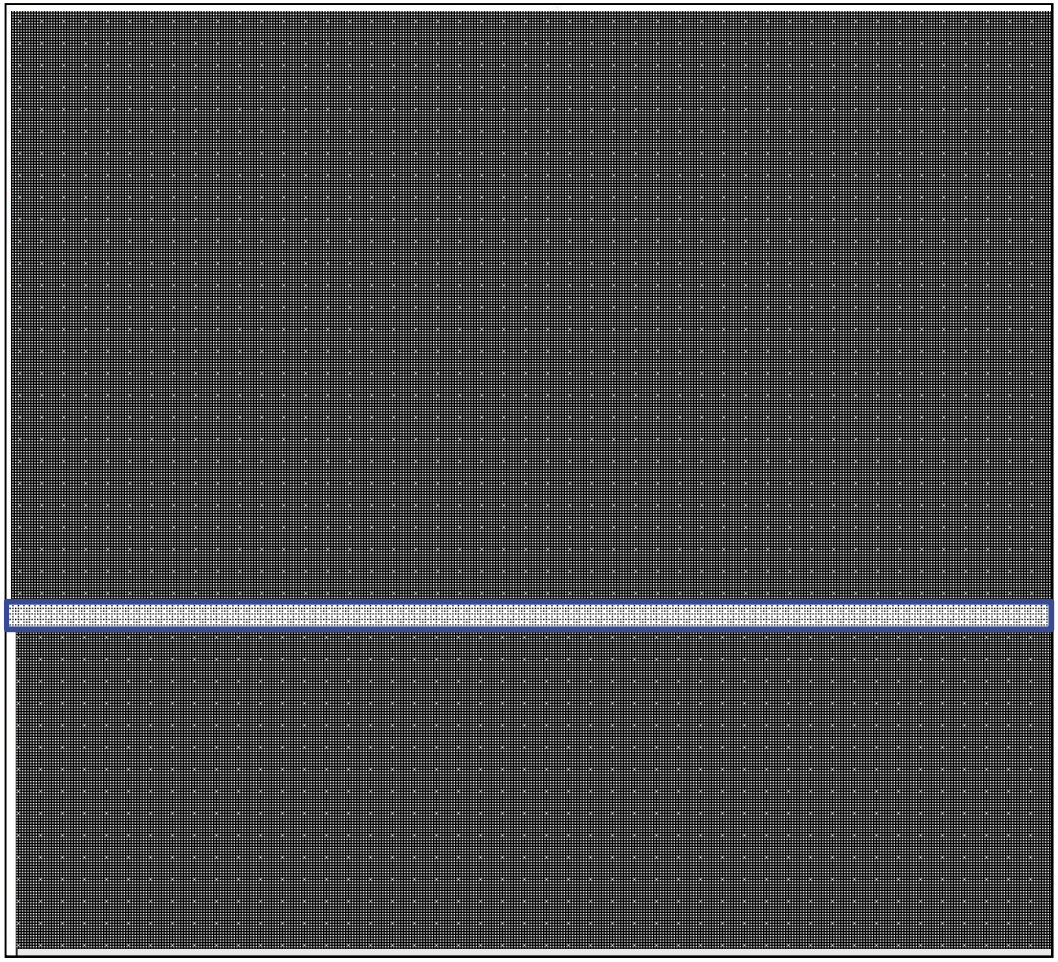
**13. % Entry Facility Container Errors:** The number of container entry facility validation errors as a percentage of the number of Seamless Acceptance containers

An entry facility error occurs when:

- The entry location provided in the eDoc for a container was not a valid USPS facility (did not exist on the Mail Direction File or BMEU file from FAST)
- The entry location was not correct for the container preparation per the Mail Direction File
- For containers not participating in eInduction, number of containers where the first piece scan was different than the entry location identified in the eDoc



# Seamless Tab – Delivery Point



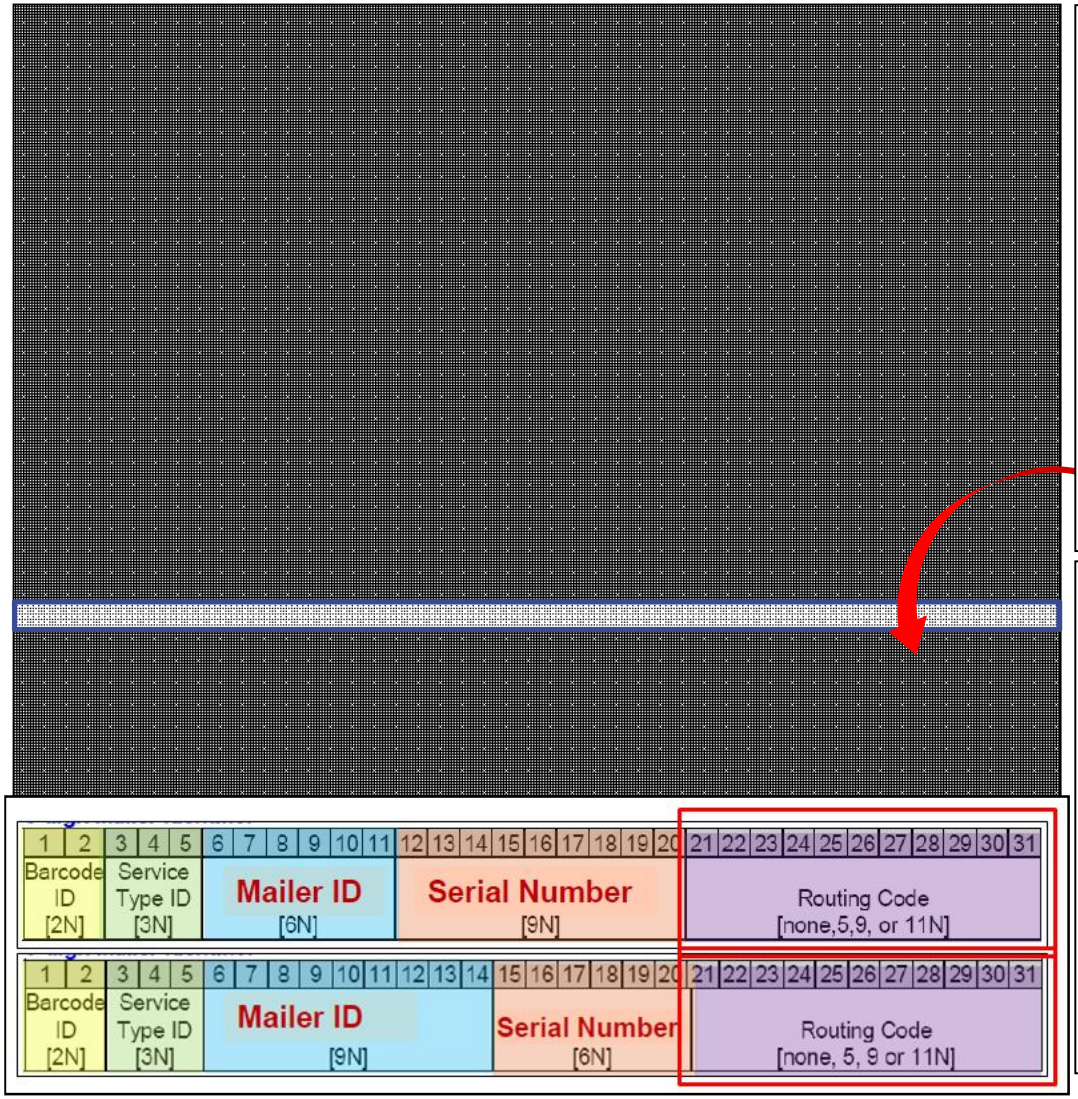
**14. % Delivery Point Piece Errors:** The number of piece delivery point verification (DPV) validation errors as a percentage of the number of pieces processed for eDoc validations

**% Delivery Point Errors:**
**Mailer Contact threshold is 2%**
**Egregious threshold is 5%**

**Error Calculation:**

$$\frac{Pieces\ with\ Delivery\ Point\ Errors}{Total\ pieces\ submitted\ in\ eDoc}$$

# Seamless Tab – Delivery Point




**Delivery Point (DPV) Errors**

With Seamless Acceptance, a verification is performed based on 11-, 9-, or 5-digit routing codes included in the Intelligent Mail barcode (IMb).

A **Delivery Point Error** occurs when any of these types of routing codes in the IMb are invalid for the service level of the mailpiece or are not active within the allowable period of time from the postage statement mailing date.

***To Investigate and Fix This Error:***

**Common root** causes for delivery point verification errors may be:

- Mailer is not using a CASS certified system. CASS = Coding Accuracy Support System, was designed to improve the accuracy of postal codes

Ask mailer what software they are using

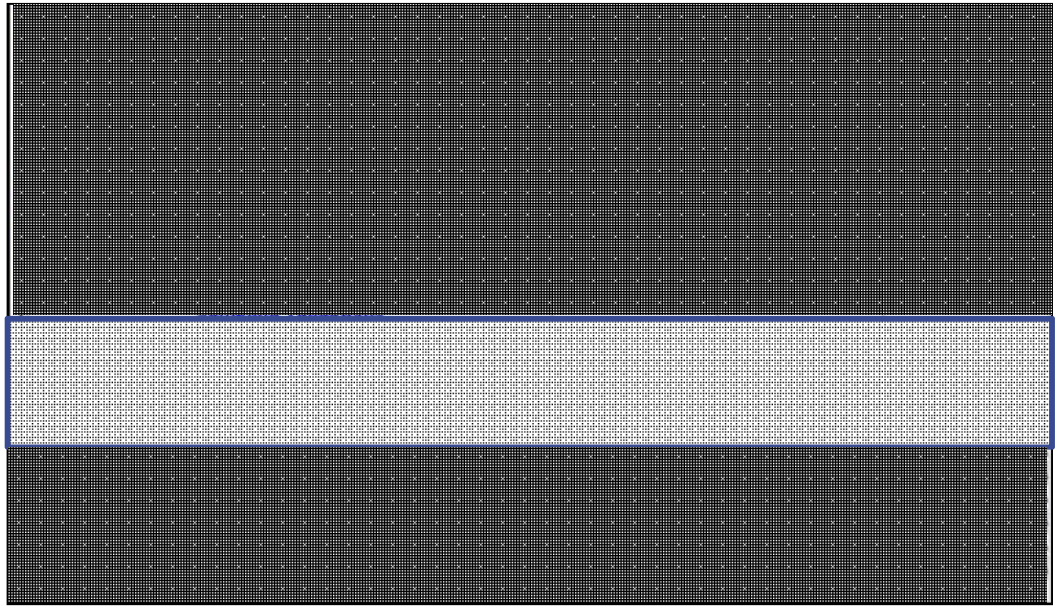
- Ensure the software is certified by comparing to list of certified vendors and licensees

# Seamless Tab

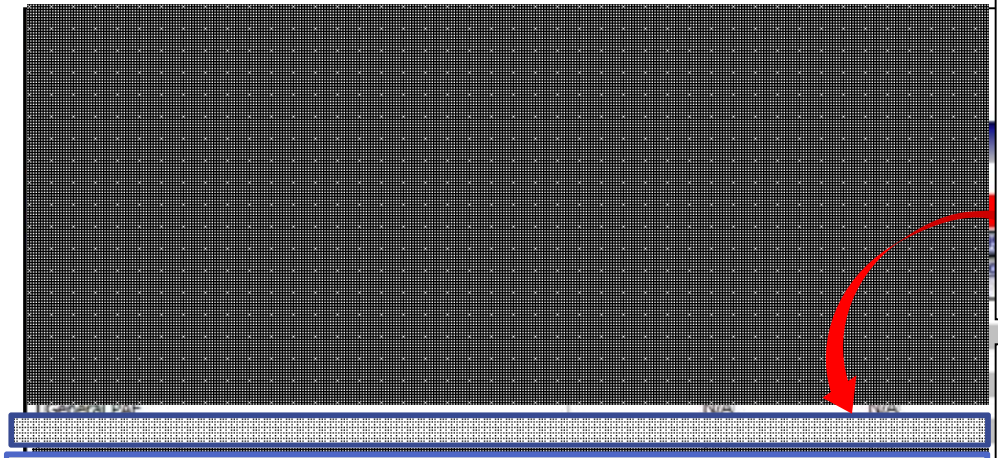
**15. # Containers Sampled:** The number of containers samples taken.

**16. # Handling Units Sampled:** The number of handling units samples taken.

**17. # Pieces Sampled:** The number of piece samples taken.



# Seamless Tab – Nesting/Sortation (Sampling)



**% Nesting/Sortation Errors (Sampling)**
**Mailer Contact threshold is 3%**
**Egregious threshold is 5%**

**Error Calculation:**

$$\frac{Nesting\ Sortation\ Piece\ Errors}{Pieces\ Sampled}$$

**Nesting/Sortation Errors (Sampling)**

A nesting/sortation error will be logged if any of the following conditions are met when sampling scans are compared to eDoc:

- Nesting of FS-IMD Container sampling scans to FS-IMD Piece sampling scans does not match nesting in the eDoc
- The destination ZIP code of the FS-IMD Piece Scans parent FS-IMD Handling Unit does not match the destination ZIP code of the associated eDoc piece's parent Handling Unit

**The % Nesting/Sortation Piece Errors** is the total number of nesting/sortation validation errors as a percentage of the total number of piece samples

***To Investigate and Fix This Error, consider the following:***

- Was there an Invalid Zip Code designated?
- Was there incorrect nesting?

# Seamless Tab –Weight Piece Errors (Sampling)

**Weight Piece Errors**

Weight errors occur when the weight of the physical piece is different than what is claimed in the eDoc and crosses a weight category OR exceeds a threshold set for pound postage

This error is generated when, in the sample scan:

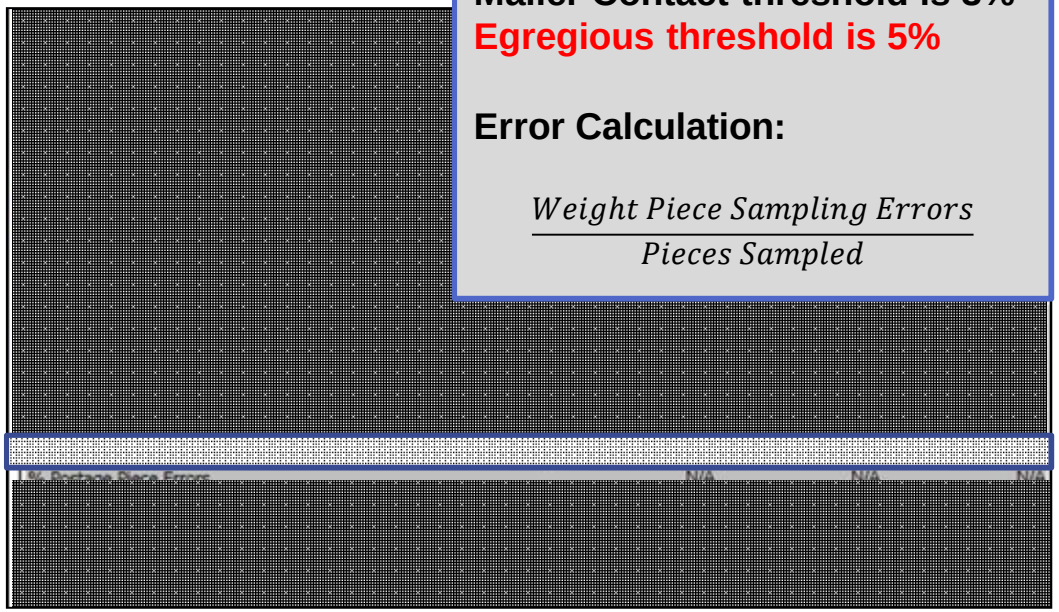
- The sampled piece weight does not match the weight for the piece in the eDoc and the difference would cross a price level for the class and processing category (e.g. moving a First-Class letter from 1.2 oz to 3.1 oz.)
- The sampled piece weight does not match the weight for the piece in the eDoc and the difference in weight exceeds the established threshold for pound postage. USPS is working with the industry to establish the threshold for environmental factors

**The % Weight Piece Errors** is the total number of piece weight validation errors as a percentage of the total number of pieces sampled

**% Weight Piece Errors**
**Mailer Contact threshold is 3%**
**Egregious threshold is 5%**

**Error Calculation:**

$$\frac{Weight\ Piece\ Sampling\ Errors}{Pieces\ Sampled}$$



***To Investigate and Fix This Error:***

A **common root cause** for Weight Piece errors may be:

- Weight populated incorrectly by mailer in eDoc

# Seamless Tab –Postage Piece Errors (Sampling)

**Postage Piece Errors**

Postage errors are generated when the postage amount, or the postage payment method, on the physical piece in the sample scan does not match the information submitted in the eDoc for the following fields:

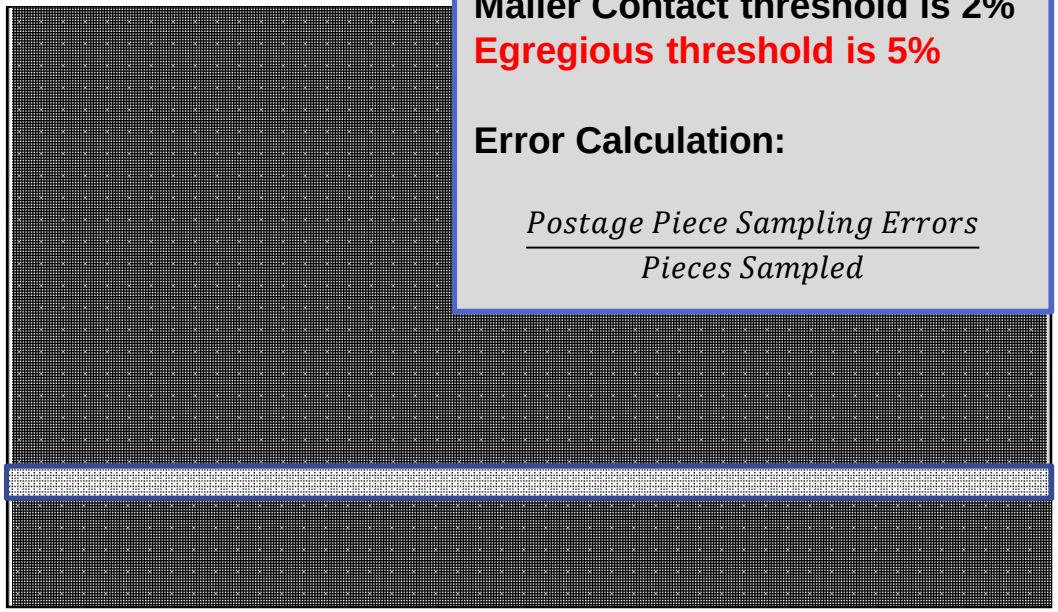
- For a postage affixed mailpiece - less postage was applied to the mailpiece than was indicated in the eDoc, or,
- The postage payment method does not match the eDoc postage payment method

The % Postage Piece Errors is the total number of piece postage validation errors as a percentage of the total number of pieces sampled

***To Investigate and Fix This Error:***

A **common root cause** for Postage Piece errors may be:

- Postage populated incorrectly by mailer in eDoc



**% Postage Piece Errors**
**Mailer Contact threshold is 2%**
**Egregious threshold is 5%**

**Error Calculation:**

$$\frac{Postage\ Piece\ Sampling\ Errors}{Pieces\ Sampled}$$

# Seamless Tab –Barcode Quality Errors (Sampling)

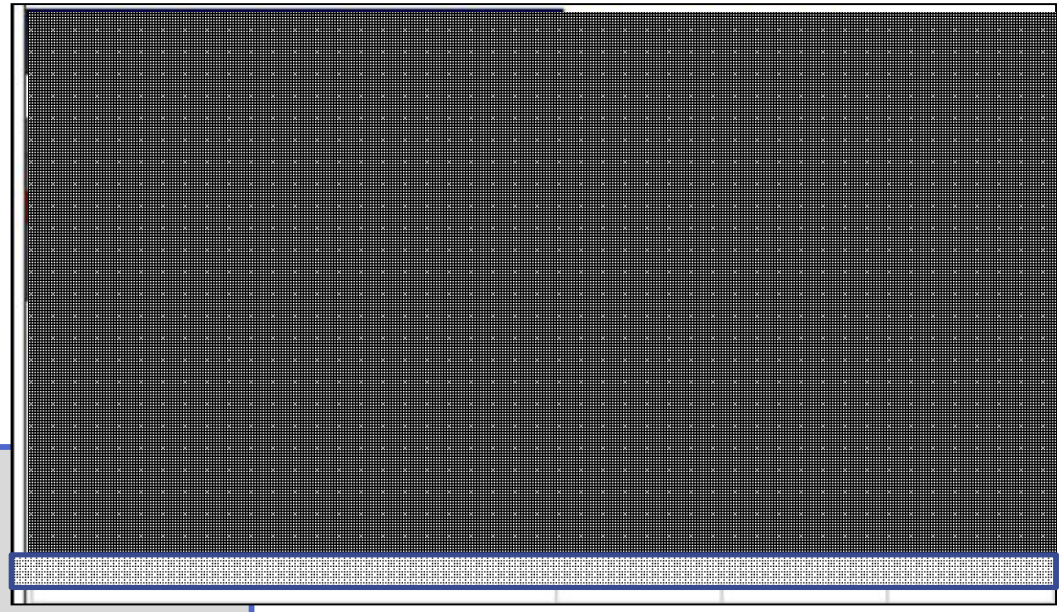
**% Barcode Quality Errors (Sampling)**

- A barcode quality error is logged when the sample scan had an unreadable barcode or had no barcode on an automation piece. The % Barcode Quality Piece Error is the total number of barcode quality validation errors as a percentage of the total number of piece samples

***To Investigate and Fix This Error:***

**Common root causes** for barcode quality errors include:

- Ensure all Mail Pieces contain valid and legible barcodes



**% Barcode Quality Errors**

**Error Calculation:**

$$\frac{Barcode\ Quality\ Piece\ Errors}{Pieces\ Sampled}$$

- Internal to USPS until Validated: Automated postage assessment for Seamless Acceptance errors
- Mailer Scorecard – Seamless Acceptance issues
  - Specific eDoc prep scenarios where mailings are not verified for Seamless Acceptance, where Mailer Scorecard does not reflect these mailings, and may result in undocumented pieces
  - Specific eDoc prep scenarios where eDoc is unable to be uploaded to PostalOne! and a hard-copy statement is submitted as a work-around. This may cause undocumented pieces if mailpieces in the mailing had an IMb.
  - Invalid delivery point verification errors when mailpiece is paid at the single-piece rate
  - Invalid nesting/sortation errors when a logical handling unit is the child of a physical container or when eDoc handling unit destination ZIP Code does not match the ZIP Code on the tray label

# Release 39 (November) Seamless

**UPDATED:**

- % Undocumented Pieces from MPE renamed to % Undocumented Pieces
  - Calculation: (MPE Undocumented Pieces + Sampling Undocumented Pieces) / (MPE Undocumented Pieces + Sampling Undocumented Pieces + Pieces processed for eDoc validations)
- % Nesting/Sortation Piece Errors (MPE)
  - Calculation: (Nesting/Sortation Piece Errors (MPE)) / Seamless Acceptance Pieces
- % DPV Errors renamed to % Delivery Point Piece Errors, calculation changed to include all mail volume

**REMOVED:**

- #/% Undocumented from Sampling
- #/% Nesting/Sortation Seamless Errors (eDoc)
- Existing Postage Adjustment Factor (PAF) is removed from Scorecard and Thresholds panel

Mailer Profile | Electronic Verification | eInduction

# Metrics | # Trending | % Metrics | % Trending

Seamles

| eDoc Submitter | Total | 94610899 Ghost Pepper Inc |
|---|---|---|
| Piece Scan Rate | 39.76% | 52.48% |
| Adjusted Piece Scan Rate | 39.76% | 52.48% |
| % Entry Facility Container Errors | 30.77% | -- |
| % Undocumented Pieces | 0.03% | -- |
| % Nesting/ Sortation Piece Errors (MPE) | 0.25% | 3.57% |
| % Delivery Point Piece Errors | 1.52% | -- |
| **Sampling Validations** | | |
| # Containers Sampled | 2 | -- |
| # Handling Units Sampled | 15 | -- |
| # Pieces Sampled | 171 | -- |
| % Nesting/ Sortation Piece Errors | 11.70% | N/A |