



SEAMLESS ACCEPTANCE & INFORMED VISIBILITY WORK TOGETHER

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Today's Agenda – Seamless Acceptance

- What is Seamless?
- The Benefits of Seamless
- Barcode Uniqueness
- Undocumented Pieces
- Undocumented Piece Image Request Process
- Recommendations / Best Practices

Today's Agenda – Informed Visibility

- How it works
- The benefits of visibility/mail tracking
- Tracking data
 - What is gathered
 - Who gathers it
 - How long is it kept
- Proof of mailing
- Using IV to appeal Undocumented assessments

What Is Seamless Acceptance?

Providing mailers a streamlined mail acceptance process that offers transparency and trend-based reporting over a calendar month so mailers can improve their mail preparation efficiency.

1. Have all pieces been paid for?
2. Have all pieces been paid for correctly?
3. Is the mailing prepared correctly?



Automating the Verification Process

- Mailer submitted information:
 - eDoc - Electronic Documentation
 - IMb - Intelligent Mail Piece Barcodes
 - IMcb - Intelligent Mail Container Barcodes
 - IMtb - Intelligent Mail Tray barcodes
- Validated against USPS data:
 - USPS handheld sampling devices
 - Mail processing equipment scans

Benefits of Seamless Acceptance

- Verifications performed electronically reduce complexity
- Time-consuming manual verifications no longer required
- Standardized acceptance and verification processes
- Trend-based quality measurements
- Release containers by your own schedule/timeline
- MSP incentive \$1 per thousand

Criteria for Participation in Seamless Acceptance

- All mailpieces must have a unique IMb
- All container and trays must contain a unique IMb
- Mailers must participate in Full-Service
- Mailings must be submitted using eDoc
- Piece data information must be submitted
- Participation in eInduction is required

Seamless Validations

- eDoc validated to ensure it has met the Seamless participation criteria
- Postage statement auto-finalized on the Postage Statement Mailing Date
- BME clerk will sample physical mail
- USPS will scan containers at induction at the processing facility
- Mail Processing Equipment (MPE) scans collected
- FS-IMD, MPE, and Surface Visibility (SV) scans

What Makes a Barcode Unique?

007472222212345678921701122408

- **Barcode ID** – 2 digits, applies to flats, assigned by presort software
- **STID** – 3 digits – indicates services requested and type of mail
- **MID** – 6 or 9 digits – Mailer ID – whose mail is it?
- **Serial Number** – 6 or 9 digits – unique number for each piece
- **Routing Code** – 0, 5, 9, or 11 digits – the destination ZIP+4 code and delivery point, as available



What Are Undocumented Pieces?

- A piece barcode that could not be linked to any eDoc submitted within the last 45 days
- The MID, STID, and Serial Number piece-to-data matching
 - Match? Good
 - No match?
 - Reassociation attempts for 3 days after scan received
 - Still no match? **Undocumented Mailpiece**

Possible Causes of Undocumented Pieces

- **Lack of Uniqueness**
- **Mail piece may still be in the mail stream after 45 days**
- Unauthorized/accidental MID on piece
- PS Form 3606
- Third Party
- Lack of eDoc / Pieces still carry barcode

Undocumented Piece Strategies

- Establish a **Known Undocumented Log (KUL)**
 - For errors above 0.1% but below 0.3%
 - Work with your local USPS BMEU office to approve process



Undocumented Reporting Categories

- Single-piece not in eDoc (rejected from auto mailing or planned)
- Hard Copy eDoc – Metered, Pre-cancelled, Permit Imprint pieces
- Spoiled/shorted pieces are re-created and not re-submitted in eDoc
- PS Form 3606, Certification of Bulk Mailing
- eDoc upload failure to PostalOne!

Undocumented Reporting Categories

- Mailing is not finalized
- Priority Mail Open and Distribute (PMOD) without eDoc
- Pieces on Full-Service Postal Wizard
- Scan had a 93 barcode

Seamless and Mail Owners

- Why should Mail Owners care?
 - Keep costs down
- Partnering with your Service Providers
 - Uniqueness strategy matters to everyone
 - Quality control gains are worth the investment

Undocumented Piece Image Request

- Introduced in April 2025
- As a last resort - Request may be made to the USPS Assessment Reviewer to obtain an Undocumented Piece image.
- Images captured during mail processing
- Images may help in identifying issues – often beyond the mailer's control

Undocumented Piece Image Request Requirements

- eDoc Submitter must be Assessed for Undocumented Volume for the previous month or Undocumented Volume is 50% or greater over threshold for current month.
- Must be submitted by the Verification Assessment Evaluator (VAE) (or Designee).
- Must be submitted during the Review Request period (11th and 21st of the month).
- VAE review request must include CRID, MID, IMBs, Scan Date, and Scan Facility.
- Requests are limited to 5 IMB piece images for up to 5 MIDs per month.

Automated Verification (Seamless Parallel)

- Mailer and the USPS can view the results of automated verifications
- Mailer will still be assessed on all metrics EXCEPT Undocumented
- Recommendations
 - evaluate mail quality
 - review and revise business processes
 - address any process/software issues

Seamless Recommendations

- Establish a MID Uniqueness Strategy
- Establish a quality control system process – and adhere to it
- Daily monitoring of Mailer Scorecard data
- Validate *PostalOne!* data
- Validate MQD data

Seamless Recommendations

- Scan – AND VALIDATE - piece, tray, and pallet barcodes
- Practice being in APM - Assessment Prevention Mode!
- Utilize the data sources available to you
 - MQD Mail Quality Data from Informed Visibility
 - Tracking data from Informed Visibility

Using IV and Tracking Data to Help



The Olden Days

- Mail is submitted to postal clerk at a BMEU or DMU
- The clerk reviews the mail for compliance
- The clerk weighs a single piece, and then the entire mailing to determine if quantity matches the statement
- If the mailing is over, the mailer must pay additional postage
- If the mail is under, the clerk will only certify for the quantity weighed

The New-Fangled Way

- eDoc validated to ensure it has met the Seamless participation criteria
- Postage statement auto-finalized on the Postage Statement Mailing Date
- BME clerk will sample physical mail
- Mailer may submit mail, at their leisure, for 45 days
- Mail is identified by IMb to validate it's there

The Big “What-If”

- 100,000-piece mailing
- You accidentally left this skid of 20,000 pieces behind
- Old Way: Clerk says “You’re missing 20,000”
- You: “We’ll find it” – and you do
- New way: Seamless Don’t Care!



Seamless Is Really Only Half the Solution – Informed Visibility is the Rest

- Seamless assures that mail is properly prepared
- Seamless makes sure all the pieces in a mailing belong with that eDoc and there are no duplicates
- If you mail more than what is in the eDoc, you have undocumented mail. USPS wants to be paid.
- If you mail LESS than what is in the eDoc, Seamless will not tell you that

Informed Visibility Confirms that All Mail Has at Least One Scan

- You can assure your customers you have met your obligations
- You can demonstrate when and where mail was inducted
- If you are missing mail, you can identify it and find it
- More accurate than weigh counting!

Informed Visibility – The Basics

- Tracks pieces, trays and pallets using the IMb
- As pallets are received and scanned, that scan is “assumed” down to all of the trays and pieces on the pallet
- Pieces and trays are also scanned as they move through the system
- Processing scans create “Event Codes”
 - The events are sent to the mailer/mail tracker
- This data is used to create reports on delivery and more

Informed Visibility – Benefits

- **Know when your mail is delivered**
 - Coordinate other channels
 - Identify delivery issues
 - Anticipate response
- **Know when your mail is inducted**
 - Document mailing to customers
 - Identify and resolve uninducted mail

Track reply mail

Measure response rates instantly
Anticipate response/revenue
Avoid negative actions

Data Provided by Informed Visibility

- Tracking Scan Data

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72231,091,10/27/2015 01:36:40,72215661717,00243107323725055125
35203,919,10/26/2015 07:11:25,35207481709,00271107323060151110
76161,333,10/26/2015 06:25:52,76354242675,00271107323060253239
76161,333,10/26/2015 06:25:56,76384395136,00271107323060253066
76161,333,10/26/2015 06:25:57,76384825387,00271107323060253065
76161,333,10/26/2015 06:25:57,76389432367,00271107323060253063
76161,333,10/26/2015 06:25:59,76384492916,00271107323060253070
76161,333,10/26/2015 06:25:59,76384456315,00271107323060253069
76161,333,10/26/2015 06:26:00,76384491304,00271107323060253068
76161,333,10/26/2015 06:26:00,76384254020,00271107323060253067
27676,463,10/26/2015 06:24:19,27604845933,00271107323060164843
```

- Mail Quality Data (MQD)

A	B	C	D	E	F	G	H
Assesable Ind	Barcode - Scanned	Barcode C	Barcode Mailer Nam	Barcode MID	Destination Zip Code	eDoc Submitter CRID	eDoc Submitter Name
Y	40301201706198900000000000	1234567	Mailer A		20176	1234567	Mailer A
Y	3152489416132000000000000000	1234567	Mailer A		899416	1234567	Mailer A

K	L	M	N	O	P	Q	R
Error Code	Error Create Date	Error Data	Error Deactivation Ind	Error Description	Error Level	Error Resolution	Error Type
7915	20210315 02:22:03	SCANNED BARCODE 4030120170619899467634482\	FACILITY ZIP 322039996	The scanned MPI	Piece	Ensure that the eDoc	Undocumented
7915	20210315 02:21:38	SCANNED BARCODE 3152489941613207483592349720874\	FACILITY ZIP 850269672	The scanned MPI	Piece	Ensure that the eDoc	Undocumented

Who Gathers the Data?

- IV-MTR (Mail Tracking Data) is generally gathered by a tracking service provider like SnailWorks and processed into usable reports. Data feeds are set up to deliver the data automatically from IV
- MQD (Mail Quality Data) should be gathered regularly by the mailer (eDoc submitter), and can also be co-delegated to a third-party for storage and access
- You can only get 100 pieces online - BCG

How Long is Data Kept?

- eDoc data is held by USPS for 45 days
- IV data is held by USPS for 45 days
- MQD is held by USPS for 7 days (!)
- Data retention strategy is important!

Be Proactive and Be Prepared

- Get on top of your scorecard today
 - Industry scorecard tools/analysts/experts
 - Full-Service Tools
- Have a game plan for Undocumented assessments
 - Get your MQD feed – consider sharing with service providers
 - **Track your mail – a tracked piece is a documented piece!**

Networking and Resources

- Line up your partners
 - Postal experts
 - USPS contacts
 - PCCs
- Utilize Resources and References
 - Pub 685 - Publication for Streamlined Mail Acceptance for Letters and Flats on PostalPro

Wrap-Up

- Importance of barcode uniqueness
- Why Seamless matters
- Value of data and visibility
 - Informed Visibility
 - MQD Mail Quality Data
 - Tracking Data



Questions?

- Presenter contact info

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- Thank You!

- Please submit evaluations