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**.*

UNITED STATES POSTAL SERVICE

Seamless Acceptance allows the USPS and mailers to answer 3 key questions by comparing information submitted in the electronic postage statement to mailpiece characteristic data obtained during mail processing.

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

PARTICIPATION CRITERIA

To participate in Seamless Acceptance all pieces must be uniquely barcoded, included in electronic documentation (eDoc) and mailers must meet the following requirements:

- Meet all the content and price eligibility standards for the price claimed.
- Prepare eligible volume as Full-Service
- Participate in the Seamless Parallel Program
- Participate in eInduction for DMU-verified origin entry or destination entry-drop shipments

Prior to participating in Seamless Acceptance mailers must participate in an intermediate step, Seamless Parallel, to test out their mail preparation standards. While in Seamless Parallel, eDoc validations will be performed for informational purposes only.

SEAMLESS PARALLEL

During Seamless Parallel, there will be no changes to current acceptance and verification processes - mailings will continue to be accepted without interruption - while Seamless monitoring and reporting features are activated so that mail quality is available for review. This allows mailers to evaluate and improve their mail quality, business processes, and software in order to prepare mail that meet Seamless Acceptance quality standards.

Mailers are transitioned from Seamless Parallel to Seamless Acceptance when they are able to maintain mail quality measurements below established thresholds for Seamless metrics for one calendar month.
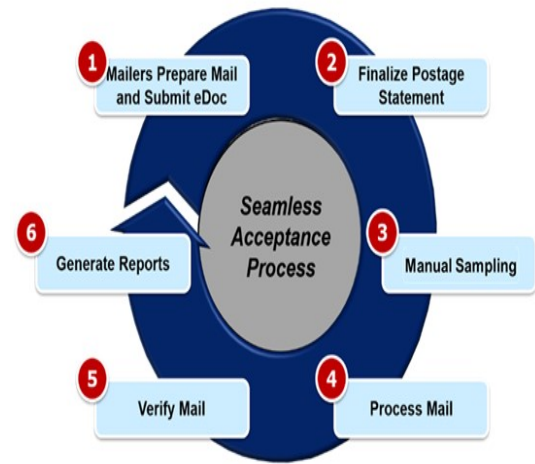
Benefits of Seamless Acceptance

- Verifications are performed electronically, simplifying mail acceptance
- Auto-finalization puts control of postage payment into the mailer's hands
- Longer mail production cycle
- Control over mail release timing without USPS intervention
- Allows for improved feedback and identification of trends
- Standardized acceptance and verification process
- Trend-based verifications measuring quality across a calendar month
- Seamless Incentive - $0.001 for eligible Full-Service pieces (min. 1,000 pieces per mailing) https://postalpro.usps.com/seamless-incentive

ONBOARDING TO SEAMLESS ACCEPTANCE

| Full-Service compliant mailers already meet the basic requirements | USPS flags your location as Seamless Parallel in USPS Systems | Work with USPS to identify root causes on issues — Resolve mail preparation issues identified in Parallel | Demonstrate Mail Quality under thresholds for at least 1 calendar month — Activate Seamless Acceptance |

STATEMENT FINALIZATION

As a Seamless Acceptance mailer, electronic postage statements are no longer finalized in *PostalOne!* by an acceptance employee. The statement will be **auto-finalized** on the postage statement Mailing Date (Mailer's Mailing Date identified in eDoc), which allows mailers greater control over postage payment.

- *PostalOne!* will perform balance checks on the payment account listed for eDocs in UPD (USPS Processing Due) status, every 24 hours beginning 2 days before the mailing date
- On the mailing date, *PostalOne!* will attempt to auto-finalize the mailing at 04:00; 10:00, 16:00, and 22:00 CST
- If the statement does not auto-finalize on the mailing date, *PostalOne!* will attempt to auto-finalize 4x per day for the next 14 days
- On the 15th day the statement must be manually finalized by an acceptance employee after funds have been added to the account

SEAMLESS VERIFICATION PROCESS

In the current verification environment, mail is verified manually by an acceptance employee before entry and finalization. The employee performs a cursory review, collects Full-Service initial verification mail samples, conducts in-depth Performance-Based Verifications (PBV) as requested by *PostalOne!*, and finalizes the postage statement.

Seamless Acceptance automates the verification process, streamlining entry verifications. In Seamless Acceptance:

- The mailer's eDoc will be validated to ensure it has met the Seamless participation criteria
- Postage statement will be finalized by the system on the postage statement Mailing Date
- Acceptance Employee (AE) will sample mail using the Full-Service Intelligent Mail Device (FS-IMD) as prompted based on mailer's sampling frequency
- AE will scan 1 container, 3 Sacks/Trays/Bundles, and 30 mailpieces.
- AE will scan containers during induction (eInduction) at the appropriate processing facility for drop shipments and expedited plant load mailings.
- Mail Processing Equipment (MPE) scans will be collected as the mail is processed.
- Data gathered from the FS-IMD, MPE, and Surface Visibility (SV) scans will be compared to the eDoc to identify mail preparation errors.

ERROR VERIFICATION THRESHOLDS

Error thresholds are a method to measure mailer quality across all pieces mailed in a calendar month. For Seamless Acceptance mailings, the Postal Service uses error thresholds for all verifications plus undocumented pieces identified by MPE and Sampling.

| Error Type	Definition	Threshold
Undocumented	IMb was scanned and can not be found on any eDoc	.3%
Nesting/Sortation	Piece was placed on a different tray or bundle than was identified in the eDoc	1%
Delivery Point	Last 11, 9, or 5 digits of the IMb (the delivery point) do not exist as a delivery point in the USPS	2%
Postage	Postage Payment Method or Postage Affixed amount on the piece is different than what was identified in the eDoc	PAF - 1.05
Weight	Piece weight is different than what was identified in the eDoc	
Mail Characteristic	Logged when the Processing Category or Mail Class recorded in the FS-IMD Scan does not match what was submitted in the eDoc submission	PAF - 1.05

POSTAGE ADJUSTMENT FACTOR (PAF)

Postage Adjustment Factor (PAF) is a method to apply an error rate determined from handheld scanner samplings to the entire population of mailings within a calendar month. If a verification crosses a threshold, the mailer may be charged additional postage. Errors are measured over a calendar month and compared to the thresholds.

PAF Assessment Collection Rule

USPS will only collect postage for sampling errors when a mailer has exceeded PAF more than 3 times in a rolling 12 month period. The 4th month over the PAF threshold in the rolling 12 month period is the month that will be assessed.

Each PAF, General or Mail Characteristic, will be separately evaluated for exceeding PAF during the rolling 12 month period. Any failures of the Mail Characteristic PAF regardless of Mail Owner will be included in the failure count for the eDoc Submitter.
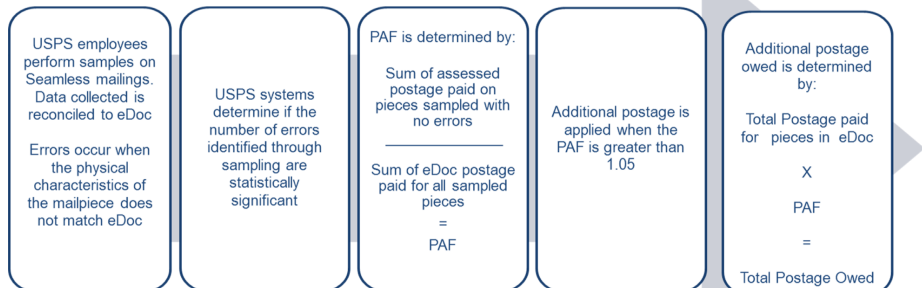
*Additional Information is available in the **Streamlined Mail Entry Publication** located on PostalPro at https://postalpro.usps.com/node/581*