User Access to Electronic Mailing Information and Reports Guide

Version 2

April 21, 2009

Table of Contents

Introduction

1.1 The Business Customer Gateway

The Business Customer Gateway is the new portal into all U.S. Postal Service Business Services. The Business Customer Gateway is entered directly from http://www.usps.com . The new Business Customer Gateway will create a single, unified landing point for customers to access all of the Postal Service's online business offerings.

- Consolidate Postal Service online offerings
- Provide jumping-off point for access to all Business Services
- Provide business customers an integrated look at their USPS services
- Drive all customer Self-Service focus drives all process decisions
- Provide Self-Service Capability for Administrators to Manage their own Users
- Provides Integrated Business Profile
- Enables centralized access to all services under the Intelligent Mail Full-Service and Basic options

1.2 About this Guide

The primary purpose of this Guide is to provide information regarding obtaining Intelligent Mail Full-Service option reports and other information from the new Business Customer Gateway webpage. The guide replaces the "Intelligent Mail Full-Service Option User Access and Reports Guide. The guide has been expanded to include information beyond just the Full-Service Option reports and access; it focuses on other USPS services which business customers will likely need for participation in electronic mailings.

1.3 Finding Information

Other more detailed documentation and guides related to Intelligent Mail mailing solutions are available on the Rapid Information Bulletin Board System - RIBBS Website at www.*ribbs.usps.gov*.

- A Guide to Intelligent Mail for Letters and Flats
- Electronic Documentation and Intelligent Mail; Ready, Set, Go!
- A Resource Map to Intelligent Mail Documents
- Postal Service Mail.dat Technical Specification
- Postal Service Mail.XML Technical Specification
- A Beginners Overview to Intelligent Mail Services
- A Guide to Customer/Supplier Agreements
- Pub. 8A - Address Change Service
- Pub. 8B - OneCode ACS Technical Guide

1.4   The USPS Web-site

The United State Postal Service (USPS) official Web-site, http://www.usps.com provides a link to the Business Customer Gateway. The Business Customer Gateway link is located at the bottom right corner of USPS.com. Selecting this link takes you to the Business Customer Gateway landing page. Refer to Figure 1.

The Business Customer Gateway link replaces the National & Premier Accounts link on the USPS.com homepage. The new Business Customer Gateway is available for ALL business customers – large or small.

Figure 1: USPS.com

1.5   Before Getting Started

For some Business Services, the Business Service Administrator (BSA) will need to be pre-designated. A BSA is needed when a USPS customer has multiple users for one company. The primary role of the BSA is to activate, deactivate and assign appropriate access to its users, as well as to manage existing users' access and privileges. A BSA set-ups business profiles and establishes user-role-business entity assignments. A business entity is defined as a relationship between companies who jointly do business with the USPS. The Business Customer Gateway enables a Business Service to users in accordance with the BSA assignments.

The Business Customer Gateway will prompt the user who is first to request a Business Service and from a business location not currently registered with the Business Customer Gateway to assume the BSA role. More than one BSA can be assigned within the umbrella of one company. For more information on the BSA, Refer to the section 2.4.

Customers who currently or elect in the future to electronically submit postage statements and supporting electronic documentation, or plan to use the Intelligent Mail barcode – Basic or Full-Service options, will benefit by becoming familiar with the Electronic Documentation and Intelligent Mail: Ready, Set Go! guide. The Ready, Set, Go! guide describes the steps for achieving Intelligent Mail technical compliance. Electronic documentation and compliance to the Intelligent Mail barcode is required for the Full-Service option.

1.6   Existing Postal Service Customers

Existing Postal Service customers of *PostalOne!* and FAST that logged in through the *PostalOne!* log on page between 3/30/2009 and 4/13/2009 had their account information migrated to the new system. Refer to Figure 2. These customers will be able to log on to the new Business Customer Gateway with their existing Usernames and Passwords and access their "new" services that are mapped from the roles they had previously in *PostalOne!* or FAST. Customers that did not log on during this time period will need to re-register on the new system as a new user.

In preparation for the migration to the Business Customer Gateway and the new online application process **existing customers who missed the *PostalOne!* log on window** of 3/30/2009 through 4/13/2009 and **new users** who wish to create an account with the Postal Service will be able to do so beginning May 11, 2009, using the new Business Customer Gateway.

Previous user roles in the former *PostalOne!* system, role mapping under the new Business Customer Gateway is illustrated in Figure 3. Refer to the section on Existing Customers below for information on old *PostalOne!* roles and their mapping to corresponding Business Customer Gateway links.

Figure 2: Migration to the Business Customer Gateway

Previous System Role Request	New Gateway Service Request
PostalOne! Preparer	Manage Mailing Activity
PostalOne! Mail Owner	Manage Mailing Activity
PostalOne! eVS	Manage Electronic Verification Activity (eVS)
PostalOne! PRS	Manage Electronic Return Activity (PRS)
PostalOne! eDropship	View Mailing Induction Activity
PostalOne! External Site Administrator	Business Service Administrator
PostalOne! Owner Auditor	Audit Mailing Activity
FAST	Schedule a Mailing Appointment
FAST - CSAs	Customer/Supplier Agreements

Figure 3: Old *PostalOne!* Roles mapping to the new Business Customer Gateway

Full Service	Gateway Link
Full Service Information	Intelligent Mail Services
Manage & Apply For Mailer IDs	Mailer ID
CRID Assignments	My Profile
Order Barcode Tray Labels	Customer Label Distribution System
Customer Supplier Agreements	Customer/Supplier Agreements
Mail.dat 09-1	Electronic Data Exchange
Test Environment for Mailers	Electronic Data Exchange
FAST Appointments	Schedule a Mailing Appointment
Full Service Reports	Mailing Reports

Business Customer Gateway links to centralized access point for Full-Service

Figure 4: Business Customer Gateway Landing Page (User Sign-in)

Navigating the Business Customer Gateway

The Business Customer Gateway landing page offers information on the services available as well as general information and customer support links that are essential for mail management. It also presents a task oriented display rather than USPS application names. Once users have received access to a *Service*, they will be able to access the functionality included under that Service from their Business Customer Gateway homepage. Refer to Figure 5.
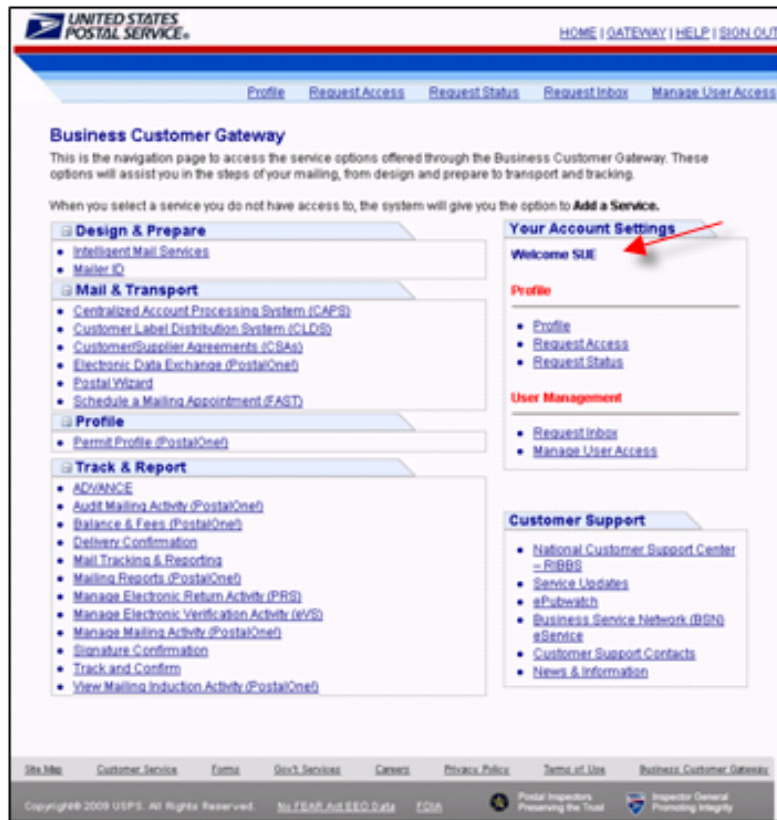
Figure 5: User homepage once signed-in with the Business Customer Gateway

A **User Homepage** features standard hyperlinks.

- **HOME** on the Business Customer Gateway will return a user to USPS.COM
- **HOME** inside a Service (such as PostalOne! Mailing Reports) will return a user to the Business Customer Gateway.
- **GATEWAY** returns a user to the Business Customer Gateway Signed In page.
- **HELP** takes a user to the USPS.COM Customer Service page.
- **SIGN OUT** returns a user to the Business Customer Gateway Sign In page.

2.1   Existing Customers

Some stand-alone Services displayed in the Request Access process are actually business service groups (multiple related services under one group heading). *Manage Mailing Activity* for example is a business service group. Stand-alone services do not display individually on the Business Customer Gateway landing page, but display on the Business Customer Gateway user homepage (Figure 5). The user homepage (page when user is signed-in) will display the individual services that make up the Manage Mailing Activity group. The display of individual services is intended to enable easier navigation.
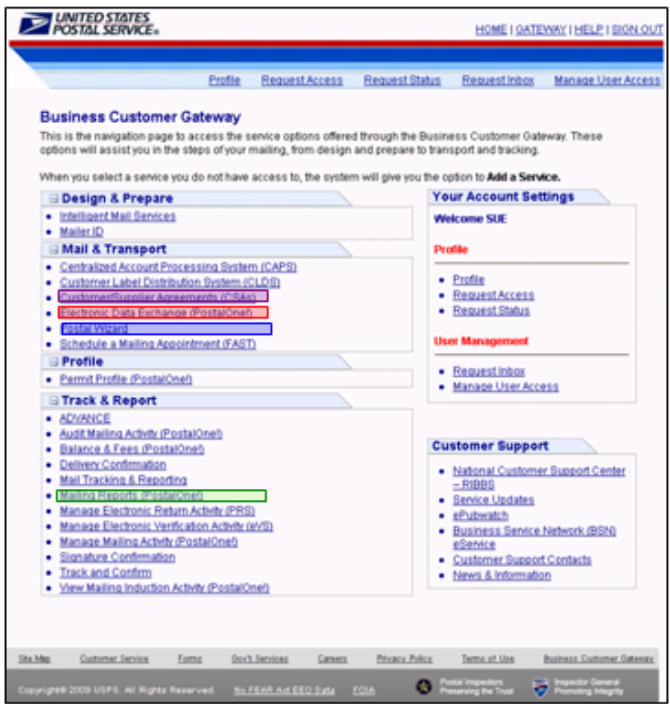
Note: The External Site Administrator role in the old *PostalOne!* system will transfer to BSA role. For locations that do not have an External Site Administrator in *PostalOne!*, their users will be migrated as users, but when a new user requests access there will be a BSA prompt.

Existing users can access the functionality for the old *PostalOne!* Preparer role through links found on the Business Customer Gateway user's homepage. Refer to the Preparer Role mapping (Figure 6).

- Mailings Reports
- Electronic Data Exchange
- Customer/Supplier Agreements
- Postal Wizard

Figure 6: Preparer Role Mapping

Existing users can access the functionality for the old *PostalOne!* Owner role through links found on the user's homepage. Refer to the Owner Role mapping (Figure 7).

- Mailings Reports
- Electronic Data Exchange
- Postal Wizard
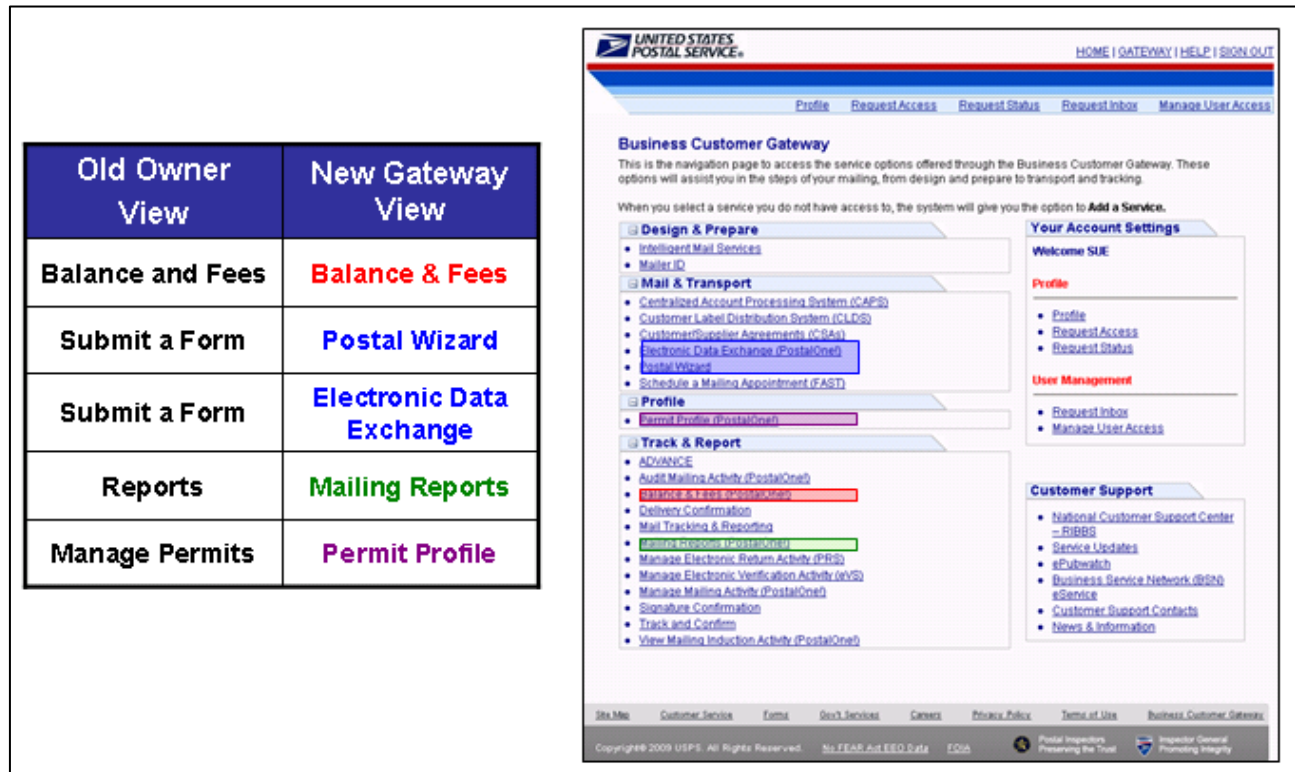- Balance & Fees
- Permit Profile

Figure 7: Owner Role Mapping

2.2   New User Process

In the following sections, screen flows are presented that simulate a new user entering the Business Customer Gateway. Users will find multiple ways to navigate the Business Customer Gateway once they become familiar with the site map. Hyperlinks just below the USPS logo and blue banner navigate users directly to popular access points.

2.3   Customer Registration

New users must sign in under the New Users sign in the Login tab. Refer to Figure 8. During the initial login, a new customer will establish a username and password. The user will receive a confirmation email from the USPS of the username and business type. The user will be prompted to continue with the initial sign-up.

With the new Business Customer Gateway, Online processing replaces the hardcopy documents. New Users create their own Usernames and Passwords online. Refer to Figure 9.
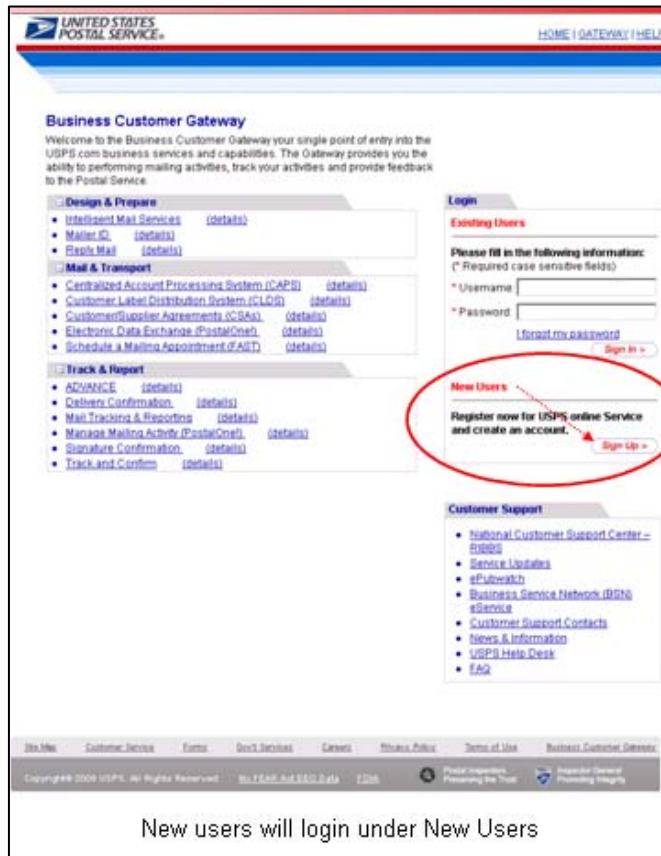
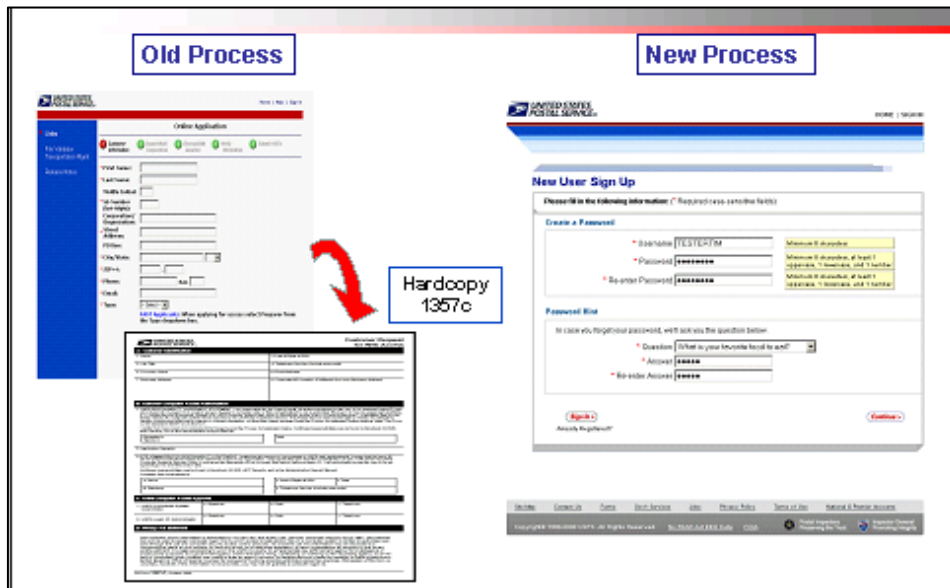Figure 8: New User entry into the Business Customer Gateway

Figure 9: New User Online Registration

Figure 10: Establishing an account type

When users create their profile, the system requires an account type selection: Personal or Business (Figure 10). Users wanting access to the Business Customer Gateway MUST select *Business.* This customer registration system is the standard for all USPS online users. Consumers using USPS.com services also register through this system. Personal accounts are directed to USPS.com after registration. A user can hold both a personal and business account.

Note: On the Business Profile page (Figure 11), users enter company information. If users do not consistently enter a business name and address as may be registered in the system, there is potential that a different Customer Registration ID (CRID) is assigned and the user will not be linked to the business entity for the desired location. Business Service Administrators need to ensure their company users apply with the same business information that the initialing user entered for the desired location. Refer to the section on Business Service Administrators below.

Figure 11: Creating a business profile

Figure 12: Confirming the Business Location

The registration process provides Address Management System (AMS) address standardization to support consistent address information entry. Please note that a user must input all fields marked with a red asterisk and that some fields are case-sensitive.

This business location screen (Figure 12) appears when the Business Profile is submitted. If more than one address is associated with the Business customer, the system prompts the user to validate which address to apply. The system displays business information for confirmation purposes; and therefore requires an email address and phone number.

Figure 13: Reviewing data entered

This Company Profile Summary screen (Figure 13) appears when the company profile is entered and submitted. The system will allow the user to *Edit* or *Continue* within the same session. A user can log back into the Business Customer Gateway and edit Profile data as necessary.

Figure 14: Accepting the Privacy Act

This Privacy Act screen (Figure 14) appears when the Company Profile information is fully entered. For the Privacy Act, the user must read and accept the term and conditions of the Act, and select the *Yes* radio button in order to continue.

2.4   Business Services

A Business Service is an automated process or USPS application, which a user can request using the new Business Customer Gateway. Business Services are grouped under three common business areas on the Business Customer Gateway landing page: Design and Prepare, Mail & Transport and Track & Report. A *Service* must be authorized for a given user before access is enabled. A user can apply for a business service by selecting one of the service links from under one of the Business Service areas.

Some stand-alone Services displayed in the Request Access process are actually business service groups (multiple related services under one group heading)*. Manage Mailing Activity* for example is a business service group. Stand-alone services do not display individually on the Business Customer Gateway landing page, but display on the Business Customer Gateway user homepage. The user homepage (page when user is signed-in) will display the individual services that make up the Manage Mailing Activity group. The display of individual services is intended to enable easier navigation. Refer to Figure 5 above.

The user landing page (user is already signed-in) will display the individual services that make up the Manage Mailing Activity group. If a signed-in user selects a *Service,* but is not set-up or pre-approved for the service, the system will prompt the user to Add that Service. Services that require user access include the widely known business services.

- Business Service Administration
- Electronic Data Exchange
- Postal Wizard
- Mailer ID
- Mailing Reports
- Audit Mailing Activity
- Manage Mailing Activity
- Manage Electronic Verification (eVS)
- Manage Electronic Return Activity (PRS)
- View Mailing Induction Activity
- Schedule a Mailing Appointment
- Customer Label Distribution System (CLDS)
- Customer/Supplier Agreements
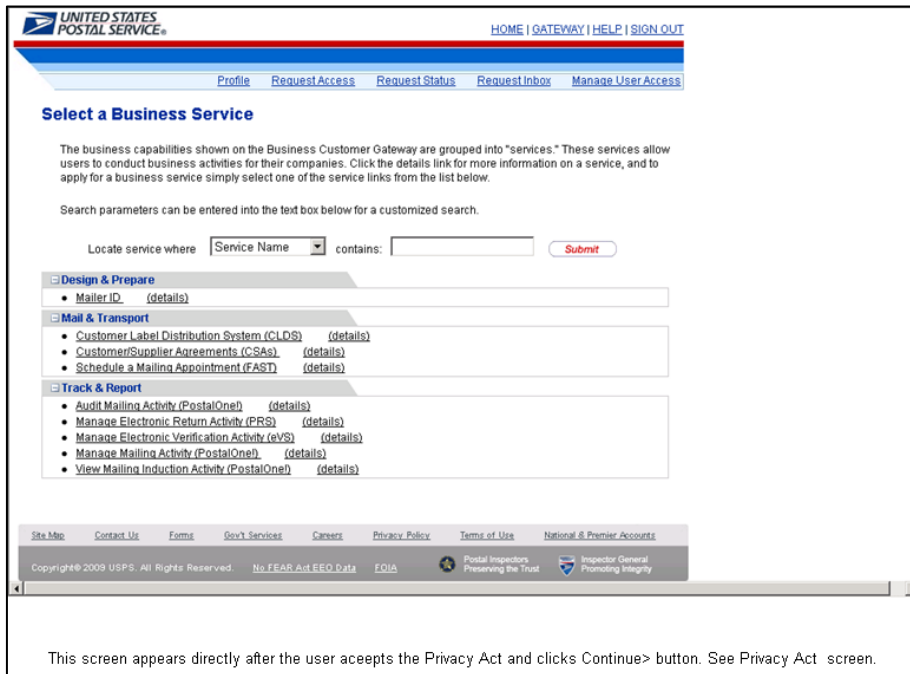
Figure 15: Selecting a Business Service

Once the user has accepted the Privacy Act and has checked the *Yes* radio button, the Select a Business Service screen appears (Figure 15). To add a Service, the user can either type in the Service (then click the Submit button), or click a Service link from under one of the business areas. A user can also refine a search by selecting a filter from the (Locate Service) dropdown menu (then click the Submit button).
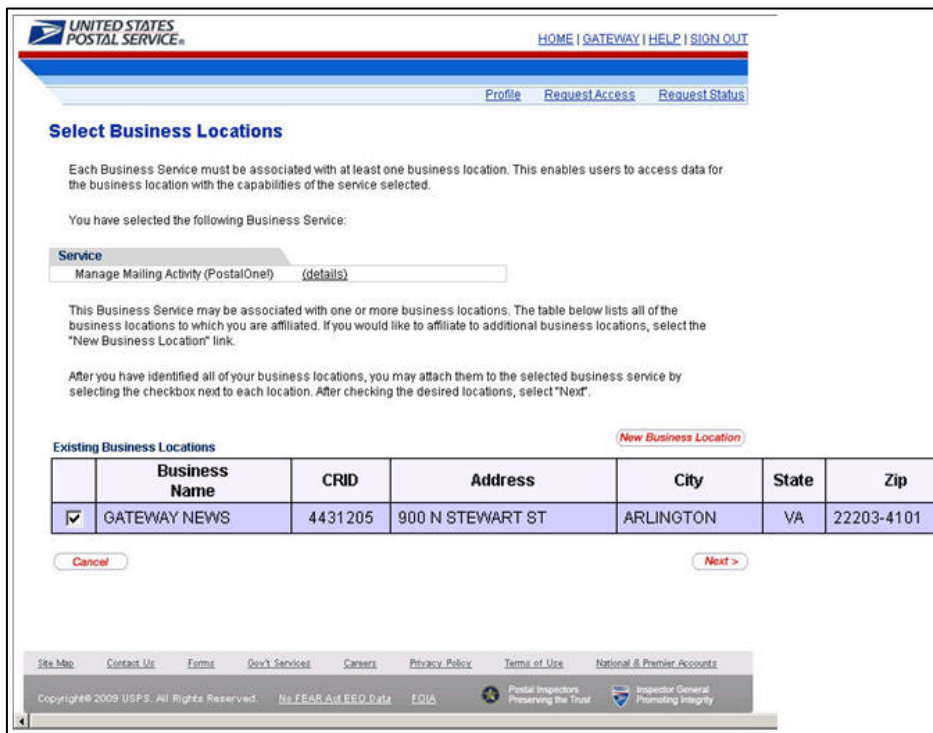
Figure 16: Associating the Service to a business location

A user selects the desired service in the online process, and is limited to a single service per request. Multiple locations can be added to the service request; the user must associate at least one of its business locations to a service (Figure 16). If the service requires a Business Service Administrator (BSA) approval, the system will route the request to the BSA. If a BSA is not established in the system, the user will be asked whether he can assume the BSA role.

Once a service is selected, a user selects the business location they want to associate to this service. Existing business locations display and a user makes a selection by clicking the checkbox at the left. If a user needs this service for locations that are not listed, they can select the New Business location button to add an additional business location to the profile.

When a user requests access to a Service for a Business Location, the system checks to see if that Service requires a BSA. A Business Service Administrator is 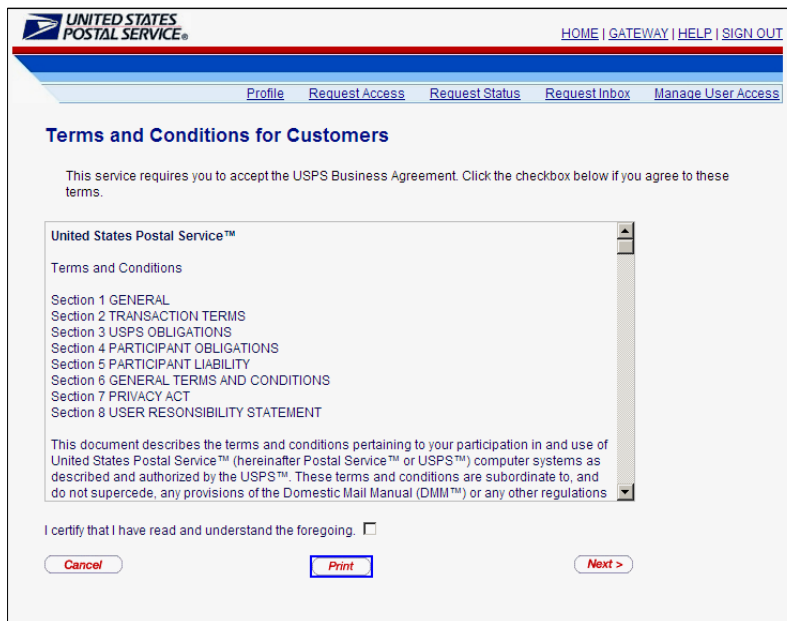the key contact for a Business Location for the management of the selected Service. This includes the approval and deactivation of all additional users for this Service at this business location.

The hardcopy Participation Agreement has been replaced by an electronic Terms & Conditions (Figure 17). click through agreement that the BSA accepts for the Business location.

Figure 17: Terms and Conditions

If a Service requires an Administrator, the system checks to see if a BSA has already been established. If not, the user requesting access will be notified of the BSA requirement and will be prompted to assume the BSA role (Figure 18). If the user agrees to become the BSA, the process continues. If they decline, the request will go into a pending status until there is a BSA for this Service at the Business Location. The request is held for 25 days. The first user requesting a Service for a Business Location is assumed to be the person that will assume the BSA responsibilities. A BSA also has the option to assign additional approved users to the other BSA roles. A non-BSA user follows the same Service request process. When the system validates the request and identifies a BSA, the non-BSA will receive a notification that the request is under review.

Note: The External Site Administrator role in old *PostalOne!* system will transfer to BSA. For locations that do not have an External Site Administrator in *PostalOne!* --their users will be migrated as users but when a new user requests access there will be a BSA prompt.

Figure 18: Business Service BSA Approval

The user is promoted to select the appropriate button: *No Thanks* (takes user to a Permissions Pending Screen – Figure 19); *Yes* (takes user to the BSA Agreement – Figure 21).

Figure 19: The request is placed in the Pending queue without a BSA designated

User receives email confirmation of pending status for the Service at the requested location(s) and a follow-up email when request is approved or denied:

Your request for the following services and business location is pending:

Service(s):
Manage Mailing Activity (PostalOne!)

Business Location:
GATEWAY NEWS 900 N STUART ST ARLINGTON VA 22203-4101

You will receive an email when it is approved or denied.

You can access your services from the Business Customer Gateway:

Figure 20: Email notification Request shall be Pending

If the user does not elect to be or is not the designated BSA, an email confirmation (Figure 20) from the USPS will be sent stating the Request for a Business Service is pending, until a BSA is designated or the assigned BSA responds to the request for Service and/or access.

Figure 21: The BSA Agreement

The user must select the statement certification box, indicating the BSA Agreement has been read and is understood by the user (in order to complete the addition of the Business Service). The user can also print the BSA agreement. If the user clicks the Cancel button, the system directs the user to the Business Customer homepage. If the user clicks the Next button, the system will record the Business Service within the user's account profile and then takes the user back to the Business Customer Gateway landing page. The user will receive confirmation via email from the USPS, whether the BSA privilege has been approved or not.

2.5   BSA Role and New Users

A BSA will have access to user management functionality. Unit Management feature is limited to Business Service Administrators only. The feature allows a BSA to manage the users of its business locations.

The screens that follow demonstrate the general flow for BSAs approving a new user. Refer to Figure 22 through 27.
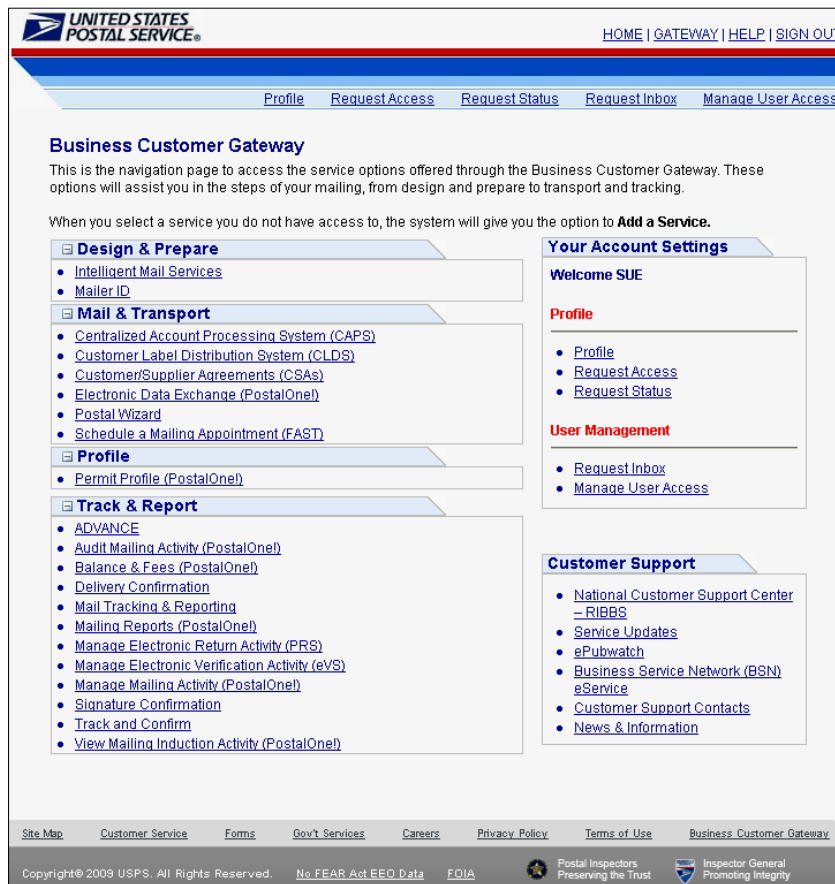
Figure 22: User Management for BSAs Only

Figure 23: BSA Request Inbox

The Request Inbox displays all access requests for which the user is the BSA. The BSA selects a request by clicking the last name of the requester.

Figure 24: BSA responds to a Request for Access

When a BSA responds to a request, the Request Details page displays (Figure 24). The BSA can *Approve*, *Deny*, or *Return to Queue*.
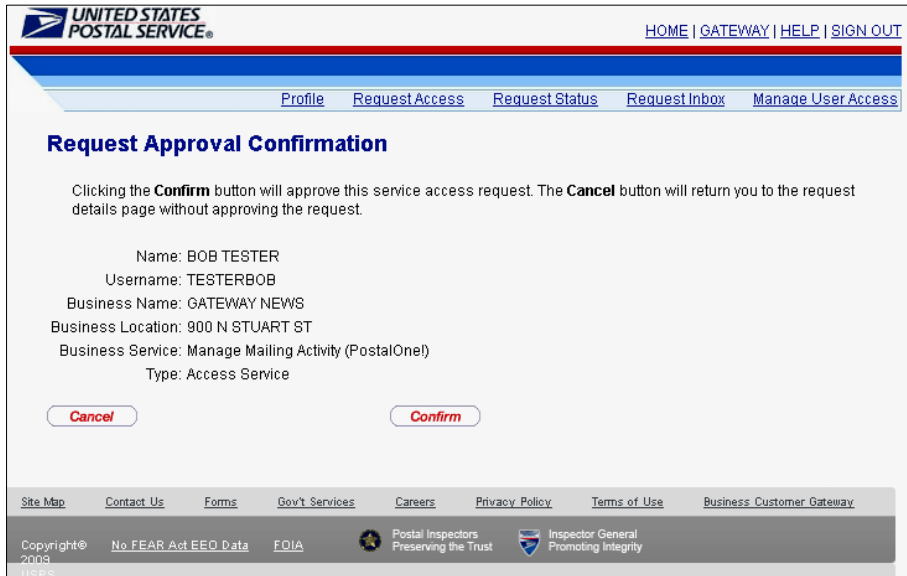
Figure 25: BSA Confirmation/Review screen

When an action (approve or deny) is taken on a request, the BSA receives a confirmation screen to validate the action (Figure 25).
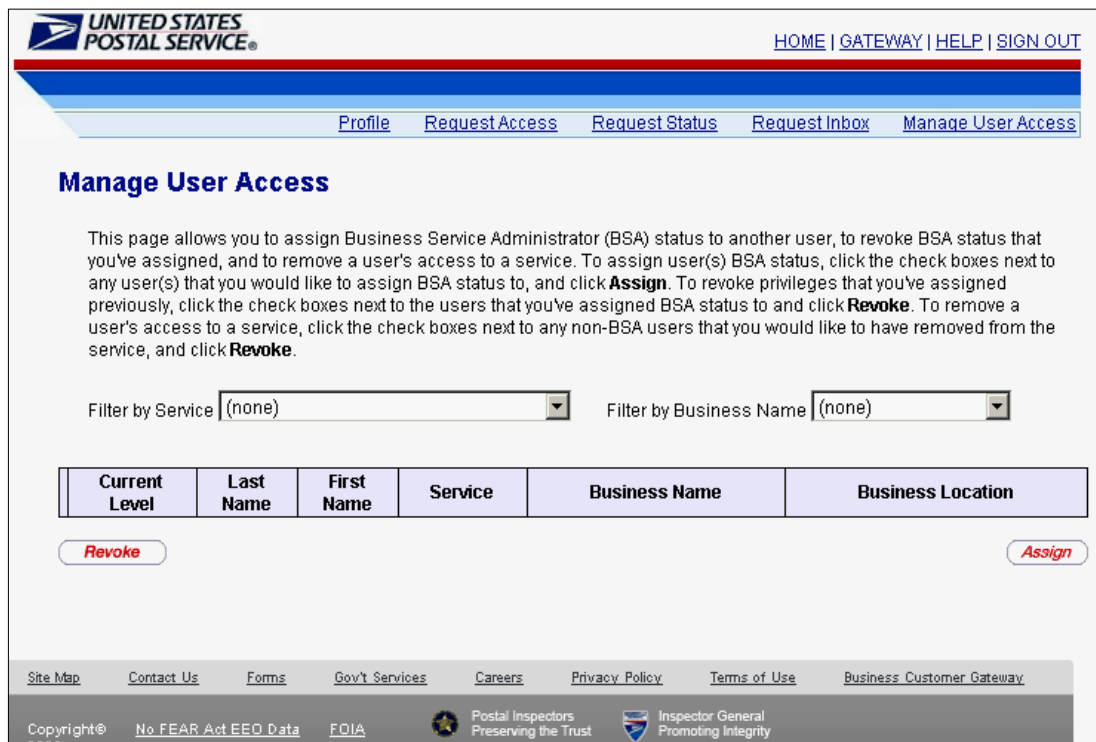
Figure 26: BSA User Management

The Manage User Access feature allows BSAs to assign or revoke the BSA role for other users (Figure 26). Such users must already have access to the Service at the location for which the BSA is assigned.

Electronic Mailings Initial Set-up and Access

3.1 Customer Registration ID (CRID)

The Customer Registration ID is an identifier (12 digits maximum) created by the Customer Registration system to uniquely identify the USPS Customers at a business location address. For each unique combination of Company Name and physical address, the USPS will create a new CRID to identify customers and associate customer data. The CRID is the single unique ID that connects a company's information at a specific geographic location across all USPS applications. A CRID will be associated to every Permit Number and Mailer ID that is issued (there may be multiple Permit Numbers or MIDs associated to a single CRID).

CRIDs are assigned during the initial login at the Business Customer Gateway. New users are recommended to register with the same business information that the BSA entered for the desired location. A different CRID may unintentionally be issued by the system from address variance entered by users registering for a service that has business locations with variations in the address.

The CRID should be considered an account number and treated with the appropriate confidentiality. CRIDs will display in Profile Information within the Business Customer Gateway. A user can review CRID credentials and user profile information by clicking the Profile link (Figure 27) where Business locations including the CRIDs associated to those locations are presented (Figure 28).
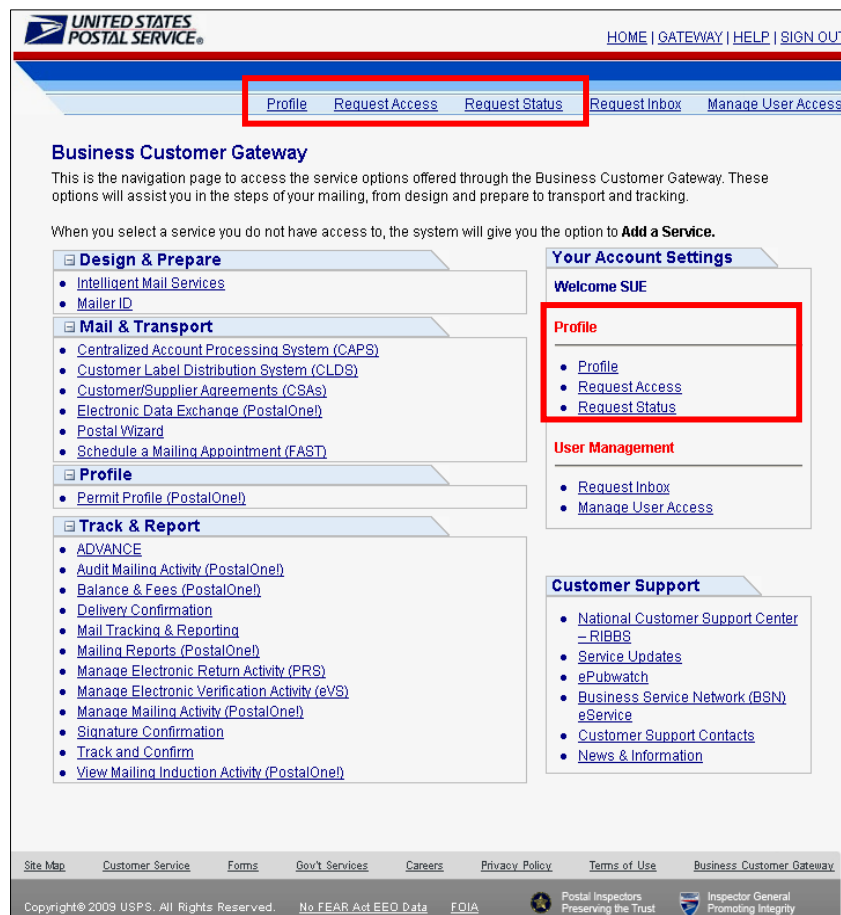
Figure 27: Access to a user's profile information

Figure 28: Profile Information screen

The user Profile Information displays the user's Business locations including the CRIDs associated to those locations (Figure 28). The Profile also displays the Services a user has and the locations for which that Service has been approved. There are various view options for a user including the ability to remove Services. Refer to Figure 29 for a summary of Business Customer Gateway links to their functions.

Business Customer Gateway Link	Function
Profile	Users can view their business locations and the services they have at each
Request Access	Users may request additional services or additional locations for a service
Request Status	User can see the status of their requests.
Request Inbox (BSA Only)	Administrator queue to approve user access requests.
Manage User Access (BSA Only)	Administrator tool to remove access or assign additional users the BSA role.

Figure 29: Summary of general Business Customer Gateway links and corresponding functions
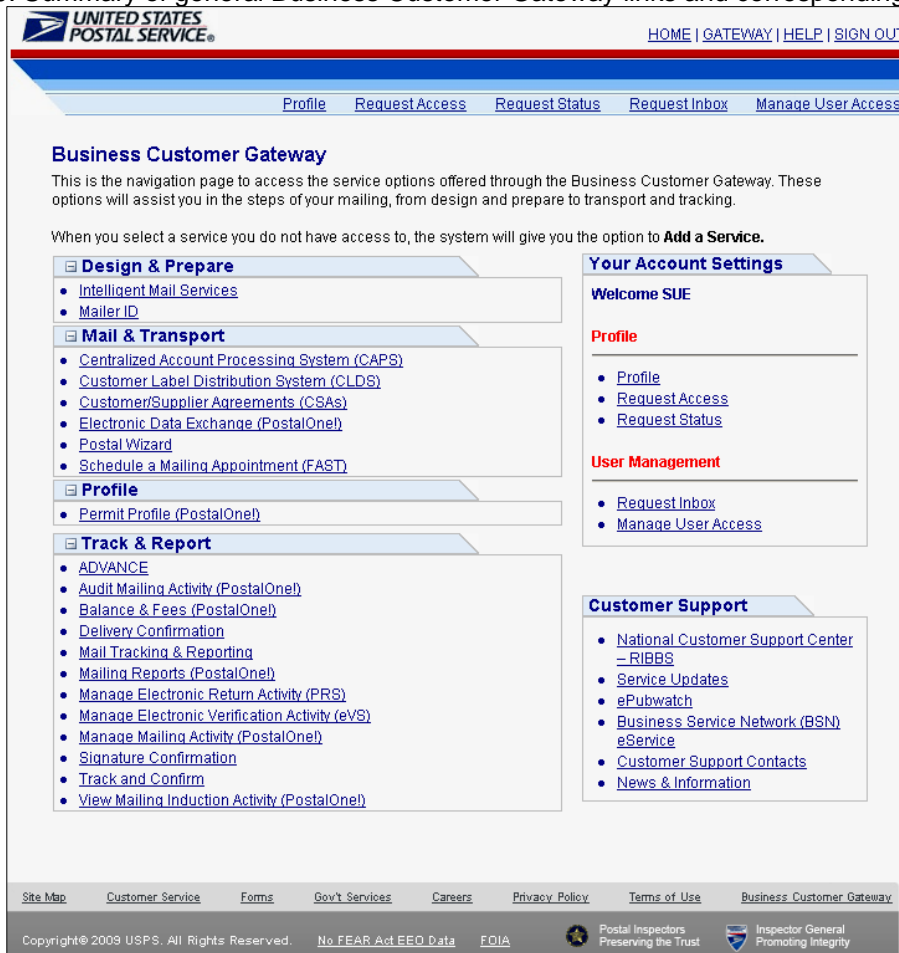
Figure 30: Customer Support links of Business Customer Gateway landing page

The Customer Support section of the Business Customer Gateway provides directs links to online resources.

- National Customer Support Center – RIBBS
- Service Updates
- ePubwatch
- Business Service Network – BSN eService
- Customer Support Contacts – Help Desk Contacts
- USPS News & Information

3.2   Mailer ID System

A Mailer ID (MID) is required in all Intelligent Mail. The MID is a field within the Intelligent Mail barcode that is used to identify Mail Owners and/or Mailing Agents or other service providers.

The MID system is designed and integrated with the Business Customer Gateway. The MID system is designed to manage the assignment and distribution of MIDs and the affiliation of customer Business Entities, as well as to configure MIDs for the enablement of Business Services such as Full-Service ACS, OneCode ACS, ACS, eVS, PTS, PRS, Confirm, SignOn and other services.

Once users attain access to the MID system, they will have the ability to request MIDs for their own use and on behalf of the business entity for which they are affiliated. Using the Business Customer Gateway, the MID systems prompts a user to answer access related questions to ensure that the customer has applied for and been provided all pertinent information to get access to USPS Business Services.

For MID business rules and MID-related technical requirements, refer *A Guide To Intelligent Mail For Letters and Flats* and the *Electronic Documentation and Intelligent Mail: Ready, Set, Go!* guide.

3.2.1   Accessing the Mailer ID System

Select the Mailer ID link under the Design and Prepare section on the Business Customer Gateway landing page to request the *Mailer ID* service. Refer to the section 2.4 on how to request a Service. For users who have been approved for access to the MID system, select the Mailer ID from their homepage (Figure 31).
Figure 31: Accessing the Mailer ID System

Figure 32: MID System Landing Page

3.2.2   Navigating the MID System

Once the user has gained access to the Mailer ID service (and a BSA has been designated for this service), the user will have access to the MID system. The MID Summary page is the MID System landing page (Figure 32). This screen appears after the user selects the Mailer ID link. In this example, the (signed-in) user currently has MIDs associated with its CRID. A user with no MIDs assigned will see a MID Summary indicating no Mailer IDs are associated to its CRID (Figure 33). In the following sections, logical screen flows are presented for a new user accessing the MID system.

3.2.3   The MID System Landing Page
This initial MID system has several features and are described in the following sections.
1.   Apply for a MID(s)
2.   Invoke the Address Book Function
3.   Edit a MID
4.   Add or Edit a MID Profile
5.   Invoke a Search by MID
6.   Invoke a Search by another CRID (if another affiliate exists in drop down)
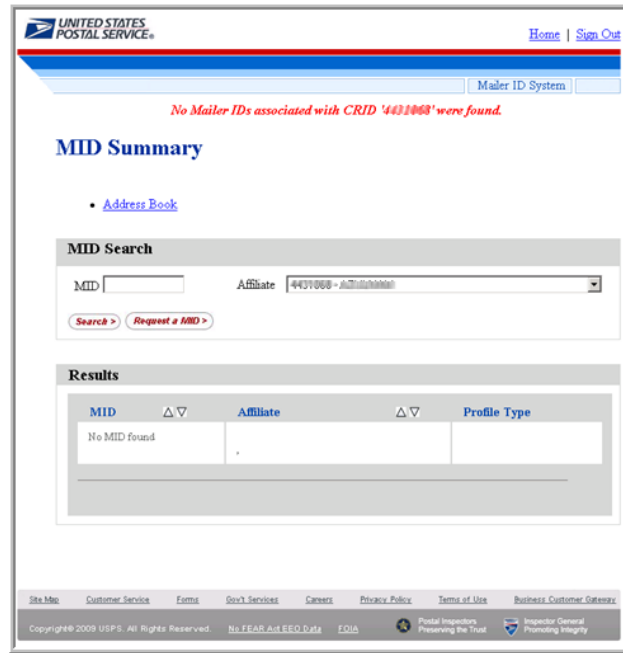
Figure 33: MID Summary – User with no MIDs assigned

3.2.4   Applying for a MID

The Apply for a MID screen appears (Figure 33) when the user selects the *Request MID* button from MID System landing page. The user has the option to select a nine-digit numeric or a six-digit numeric MID ID from the dropdown menu (Figure 33). The system assigns MIDs based on the USPS established business rules. For detailed information on the constructs of MIDs, refer to *A Intelligent Mail for Letters and Flats Guide*, and the *Electronic Documentation and Intelligent Mail: Ready, Set, Go!* guide.

The MID system logic in assigning MIDs are a function of the MID issuance rules.

1.   number of MIDs currently owned and the MID usage within the mailing supply chain
2.   annual piece count of the associated CRID
3.   possible customer overrides to Global Parameters for Maximum number of MIDs
4.   required volume for initial/additional MIDs

The user enters the number of MIDs being requested, and then selects the *Request MID* button. If the user selects *the Cancel* button, the user is redirected to the MID Summary screen (Figure 32).
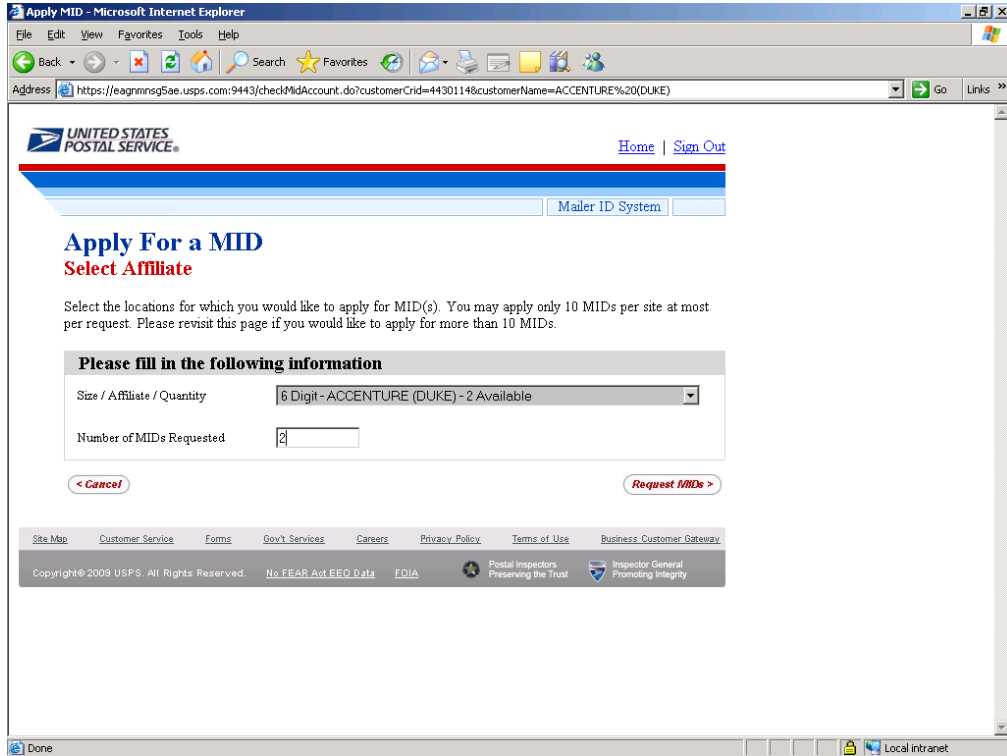
Figure 33: Appling for a MID

The MID Application Details screen appears (Figure 34) when the user selects the *Request* MID button from Apply for a MID page. The user must select at least one application for which the MID will be used. There are four possible applications.

- AMDC
- Confirm
- Full-Service
- *PostalOne!*

A user can elect to have the MID automatically generated (MID #1), or can specify a particular MID (MID #2).The user enters the number of MIDs being requested, and then selects the *Request MIDs* button. The MID Application Screen appears when the user selects the *Request MIDs* button from Apply for a MID page (Figure 33).

When the user selects the *Request MID* button from the MID Application Details page, the MID Summary review screen appears. This screen displays MIDs that the system issued (Figure 35). The example in Figure 35 shows the that the MID #1 was executed, but the specific MID #2 request incurred an error message, and was rejected by the system. The user can continue requesting additional MIDs or return to the MID Summary page.
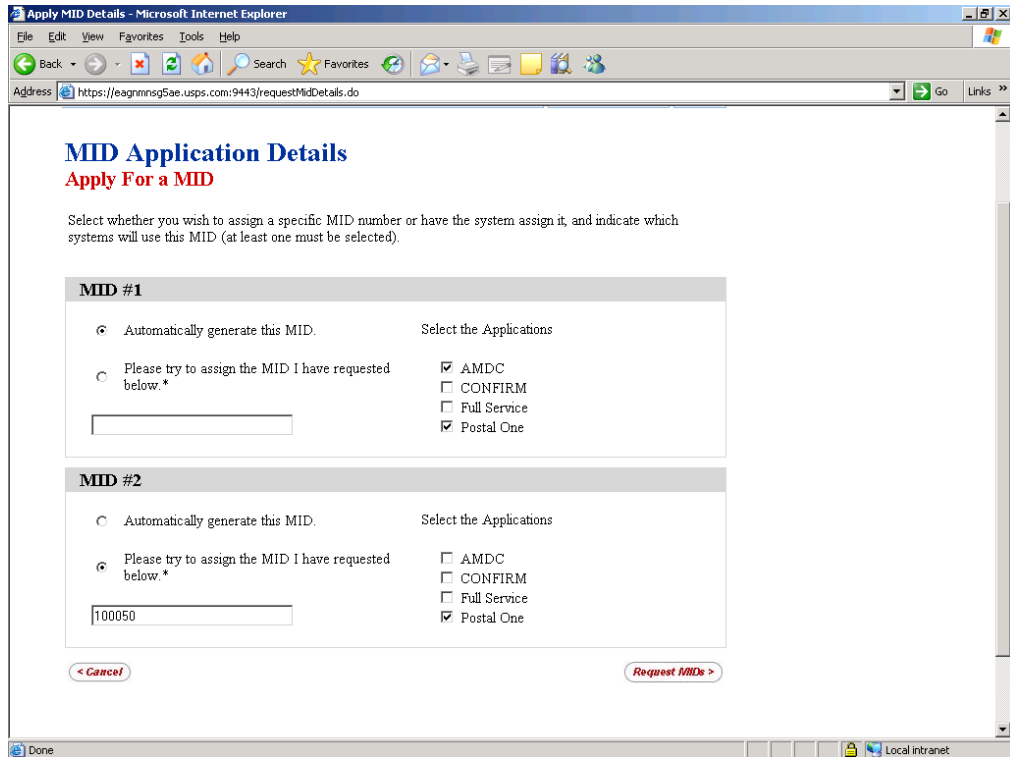
Figure 34: Requesting MIDs
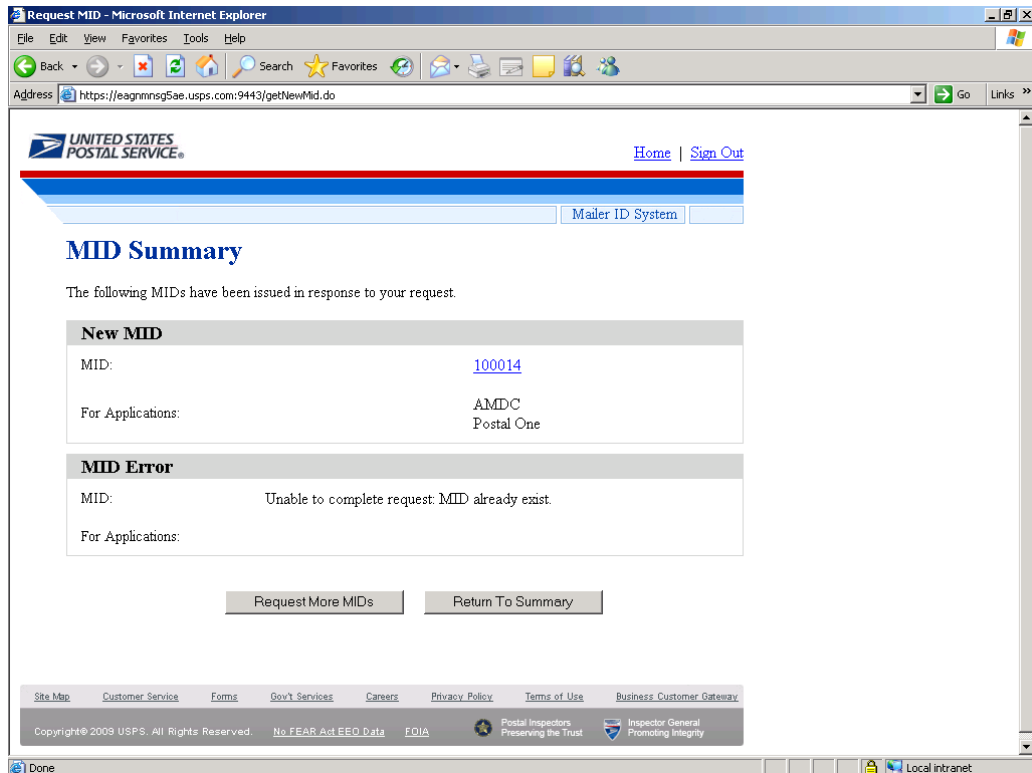
Figure 35: MID Summary (review)

3.2.5 MID Maintenance

From the MID Summary (assign) screen (Figure 35), a user has the ability to edit a MID by selecting the MID, hyperlink-enabled number. If the user selects the MID number, the system displays the MID Details: Edit a MID page (Figure 36).

The user has the option to add or remove an application(s) using the *Update* button, or Delete an application(s) associated to this MID (the system places this MID in an "inactive" status in this case). Before the system executes the Delete function, a warning pop-up screen appears where the user has the option to *Continue* or *Cancel*.

If a user selects the *Return* button, the system redirects the user to the MID Summary (assign) screen (Figure 35) without making updates or changes.
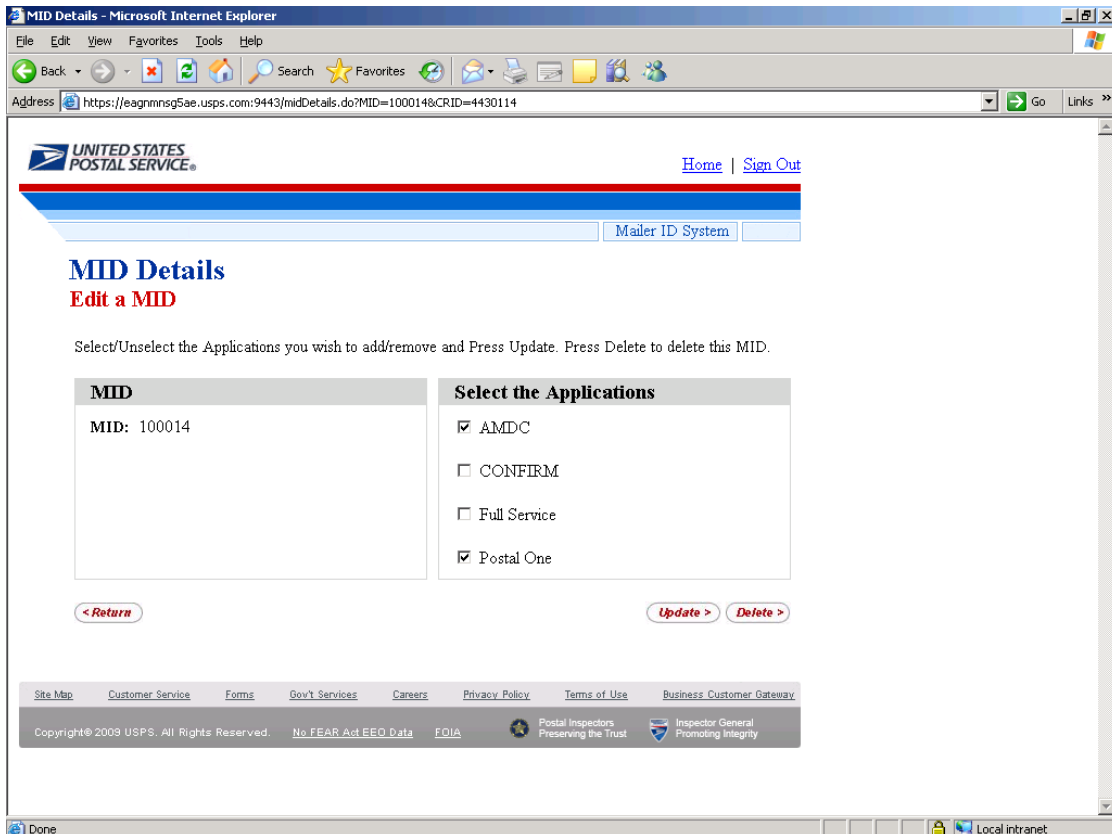
Figure 36: MID Details (edit mode)
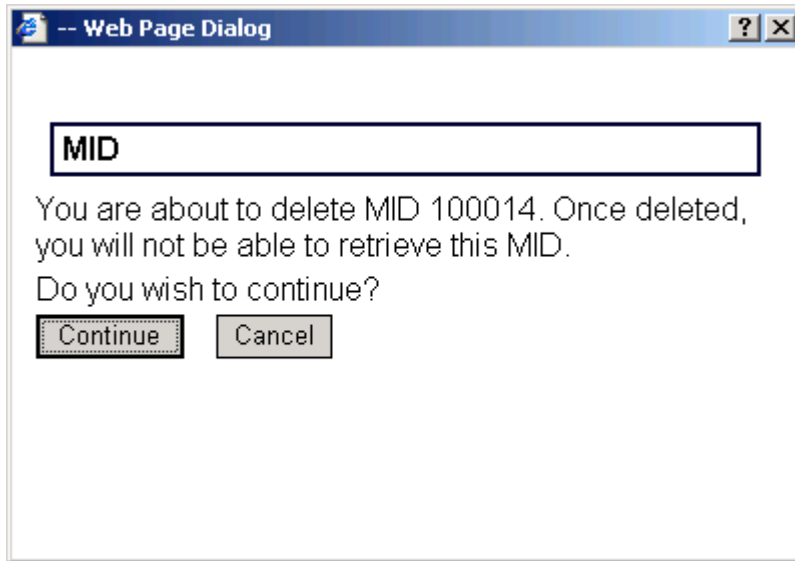
Figure 37: MID deletion pop-up warning

Before the system executes the Delete function, a warning pop-up screen appears where the user has the option to *Continue* or *Cancel*. If the user selects the Continue button, the MID Details confirmation screen appears (Figure 37).
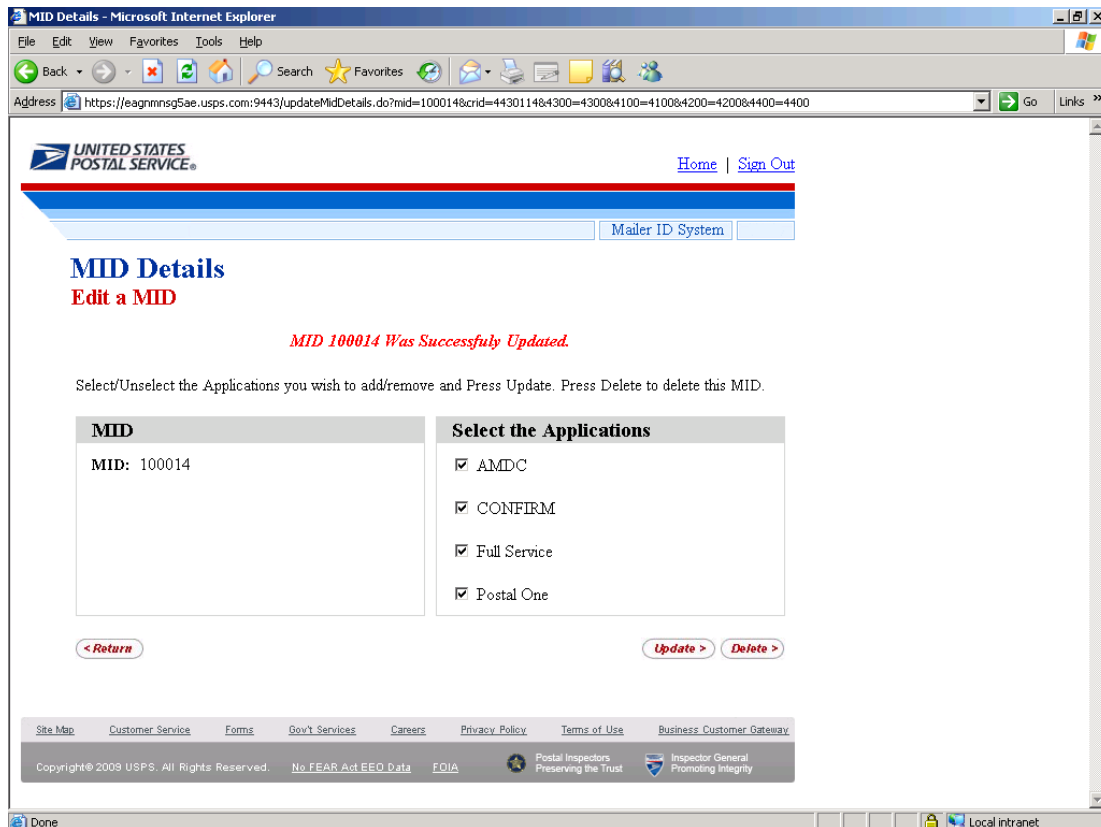
Figure 38: MID Update confirmation

A user has the ability to edit a MID Profile by selecting the *Add Profile* or *Edit Profile* links. If the user selects the *Edit Profile* hyperlink under the Profile Type section From the MID System landing page (Figure 32), the system displays the MID Profile page (Figure 39). This page is lengthy, requiring the user to use the scroll bar. Figure 39 below shows the upper section of the MID Profile page.

Each independent section for each Service associated with the MID will be presented. From the MID System landing page (Figure 32), the mocked Company MID is associated with Business Services: ACS, Confirm and Start-the-Clock (when using the scroll bar). The edit functionality for each service varies, depending on the Service.

In the MID Profile top section, the user can associate or remove an affiliate(s) from a MID profile (the MID must be associated to the CRID). If the user elects to associate this MID to an affiliate (checks the Delegate checkbox) the remaining portion of the screen becomes disabled as it can ten only be updated by the selected delegate from the dropdown menu. The dropdown options are entries extracted from the (signed-in) user's Address Book. Refer to the Address Book section below.

A user can select an existing recipient or add a new recipient for Full-Service ACS. If the user elects to delegate this profile the remaining portion of the screen becomes disabled as it can be updated only by the selected delegate. A user can perform updates by using radio buttons and selecting from dropdown menus. There are five options for Full-Service ACS data.

- not to create a profile for Full-Service ACS data,
- send the Full-Service ACS data to the Preparer of the mailing and select from the recipients list,
- send Full-Service ACS data to the holder of the MID on the mailing,
- route Full-Service ACS data by designating recipient(s). The user has the option to select from affiliates registered in the MID system. Recipients in the dropdown menu are entries extracted from the user's Address Book. Or,
- designate a recipient(s) to receive ACS data based on information contained in electronic file submissions. Refer to Figure 39 below.
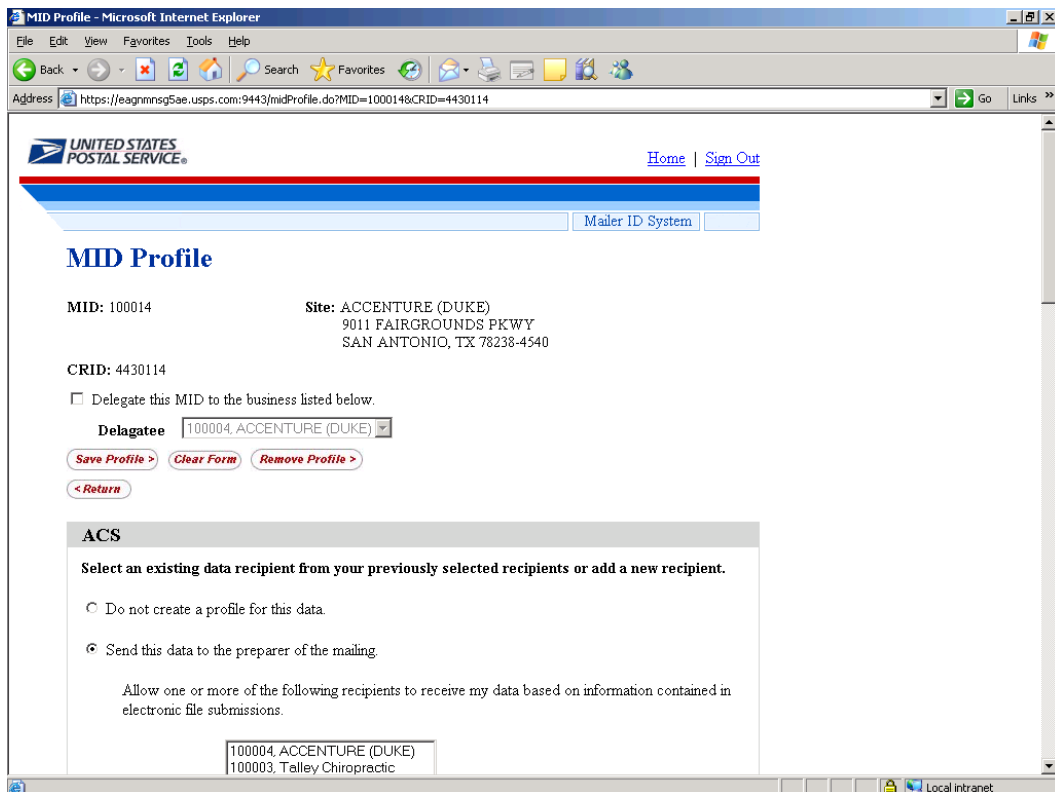
Figure 39: MID Edit Profile Mode (top of screen)
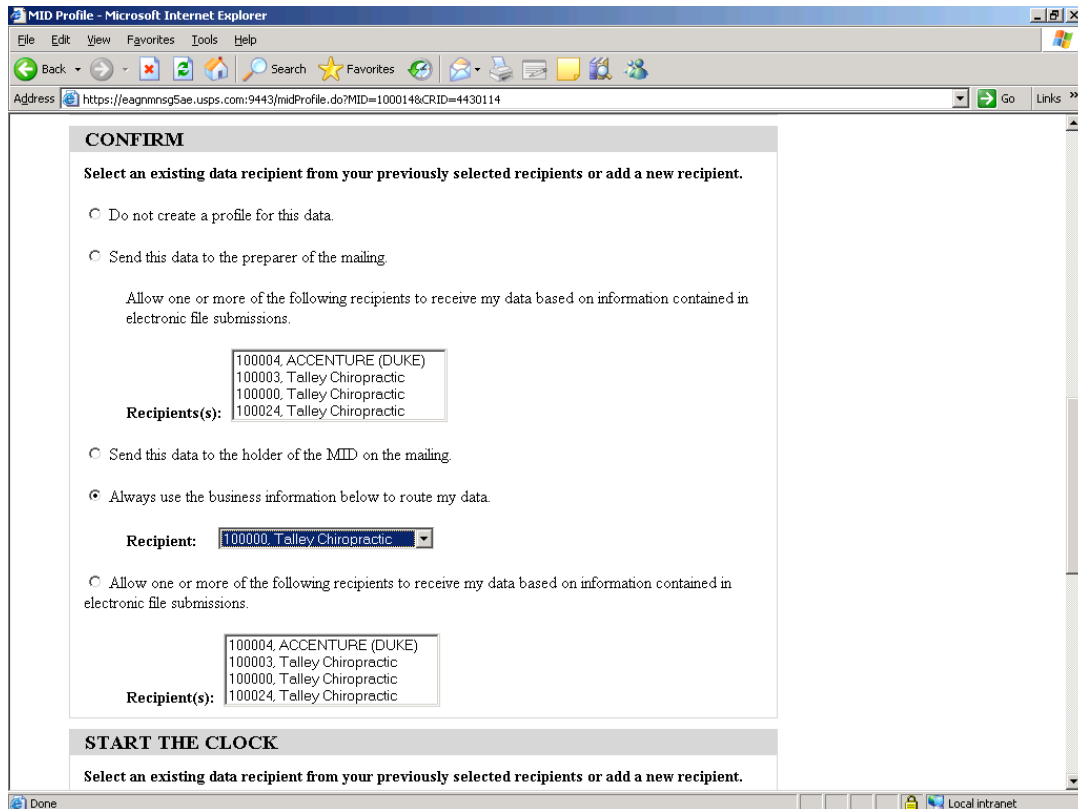
Figure 40: Confirm data routing to recipient (middle of MID Edit Profile mode page)

A user can select an existing recipient or add a new recipient for the Confirm service. A user can make selections by using radio buttons and selecting from dropdown menus. There are five options for Confirm data.

- not to create a profile for Confirm data,
- send the Confirm data to the Preparer of the mailing and select from the recipients list,
- send Confirm data to the holder of the MID on the mailing,
- route Confirm data by designating recipient(s). The user has the option to select from affiliates registered in the MID system. Recipients in the dropdown menu are entries extracted from the user's Address Book. Or,
- designate a recipient(s) to receive Confirm data based on information contained in electronic file submissions.
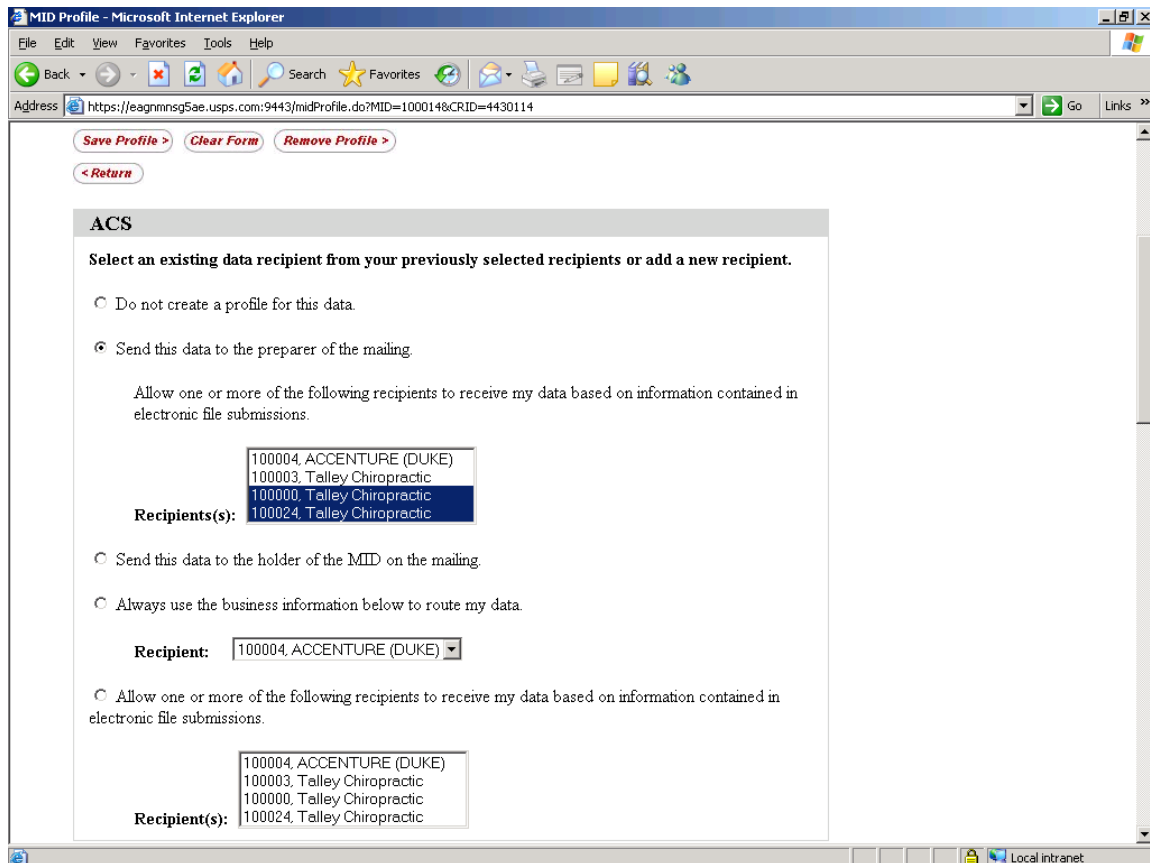
Figure 41: FULL-SERVICE ACS data routing to recipient (MID Edit Profile mode)

A user can select an existing recipient or add a new recipient for the Start-the-Clock service. A user can make selections by using radio buttons and selecting from dropdown menus. There are five options for Start-the-Clock data.

- not to create a profile for Start-the-Clock data,
- send the Start-the-Clock data to the Preparer of the mailing and select from the recipients list,
- send Start-the-Clock data to the holder of the MID on the mailing
- route Start-the-Clock data by designating recipient(s). The user has the option to select from affiliates registered in the MID system. Recipients in the dropdown menu are entries extracted from the user's Address Book.
- designate a recipient(s) to receive Start-the-Clock data based on information contained in electronic file submissions.
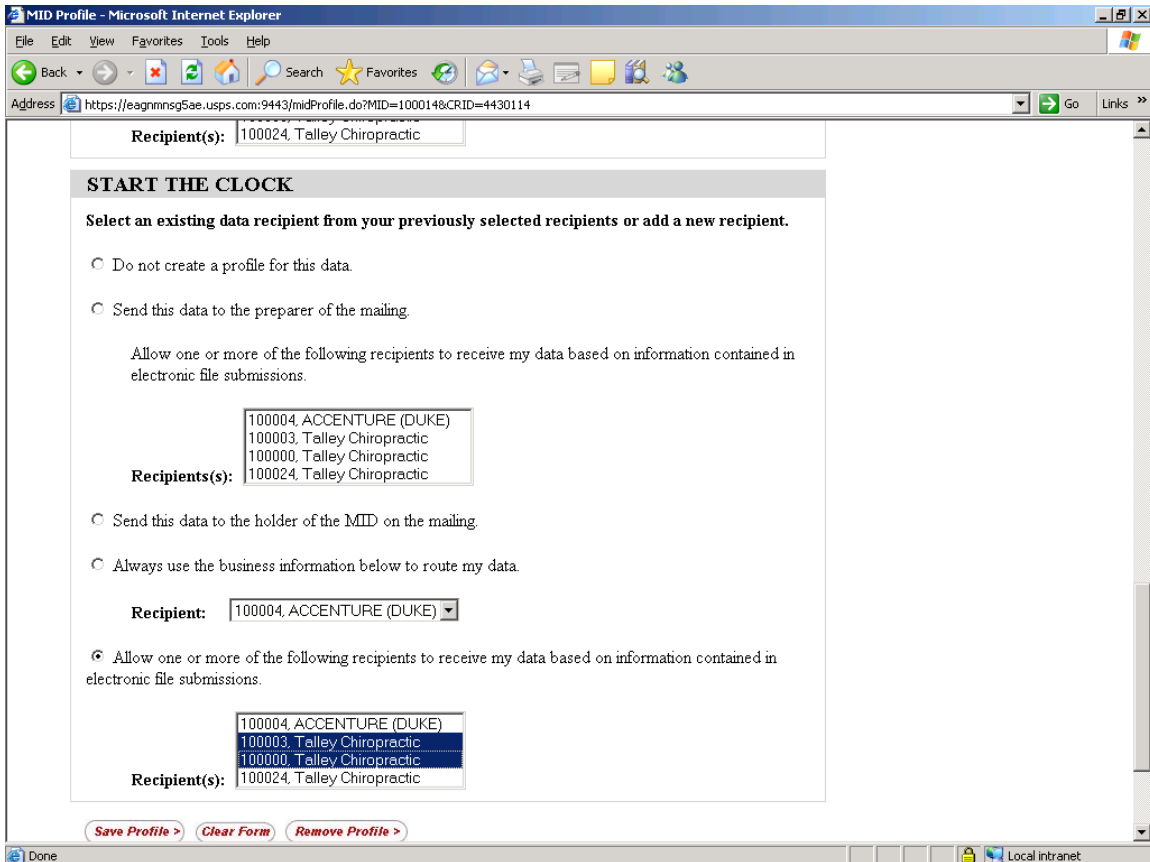
Figure 42: Start-the-Clock data routing to recipient (bottom of MID profile edit page)

3.2.6 Address Book

The Address Book screen appears when the user selects the *Address Book* link from the MID Summary page. The Address Book feature allows a user to maintain a list of potential MID data recipients. Refer to Figure 43.

A users has the option to enter a MID and the system will display a pop-up (below) to verify the recipient to be added. At this point, the user can add the entry to the Address Book by clicking the *Continue* button or by Clicking the *Cancel* button. Refer to Figure 44.
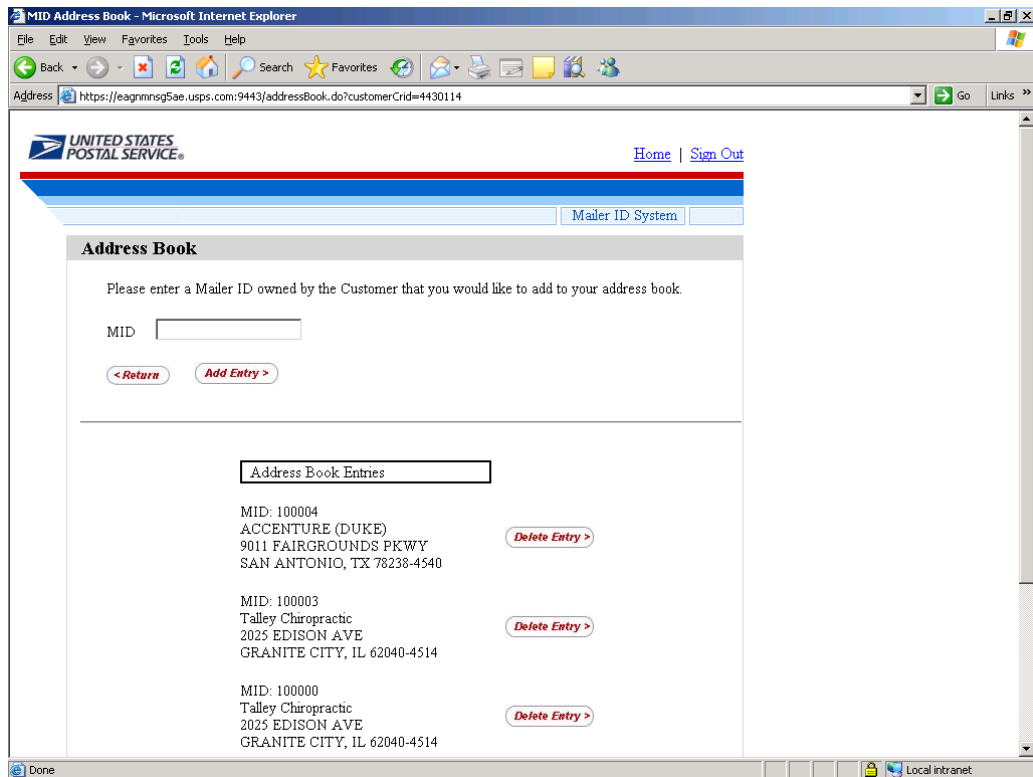
Figure 43: Address Book
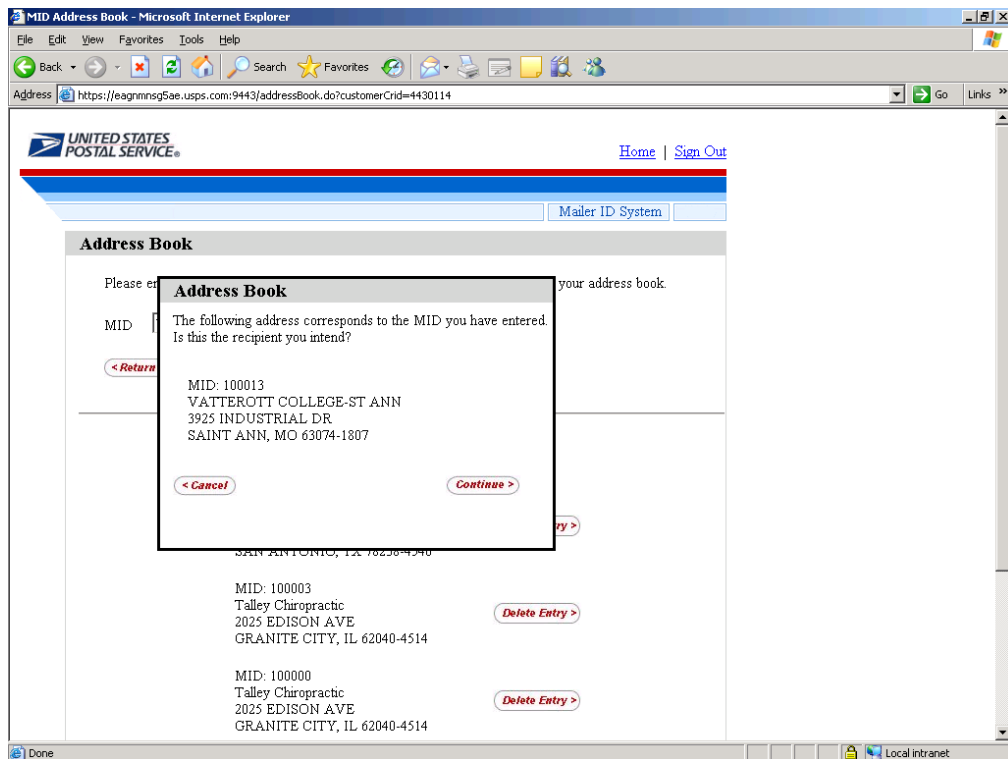
Figure 44: Entering a MID in Address Book

3.3   Mail.Dat

3.3.1   Overview

The Mail.dat file format is an electronic data exchange with the *PostalOne!* system. To participate in the *PostalOne!* program, the files and fields must comply with the *PostalOne!* Mail.dat file formats. Technical details concerning Mail.dat file format and content are provided in the *Postal Service Mail.dat Technical Specification.*

Participants must successfully transfer version 09-1 Mail.dat files to the Testing Environment for Mailers (TEM) *PostalOne!* System before transferring version 09-1 Mail.dat files to the Production *PostalOne!* system. The Production Environment will be used by all customers that have been approved in the TEM environment by the USPS to start sending the transaction/messages.

TEM will support Mail.dat Versions 08-2, and 09-1. Mail.dat version 08-1 will no longer be supported for testing. This environment is integrated with the login procedures for the new Business Customer Gateway system, allowing Mailers to use the same username and password for the TEM. The TEM environment will support both the existing Mail.dat Transfer Applet or Batch Processor, and the new file upload infrastructure.

Note. Only the Mail.dat version 09-1 supports the Full-Service option. To use Mail.dat version 09-1, a Customer Registration ID (CRID) and Mailer ID (MID) are required. For more information, refer to the *Postal Service Mail.dat Technical Specification.*

To request the Service for the Mail.dat a user must first request and get approved for access to the *Manage Mailing Activity* service. Once the request for the Manage Mailing Activity is approved by the BSA (user will receive a notification by email), the user logs in to the Business Customer Gateway and clicks on the "Electronic Data Exchange" link on the left-hand side of the screen on the Business Customer Gateway user homepage. Refer to Figure 45.
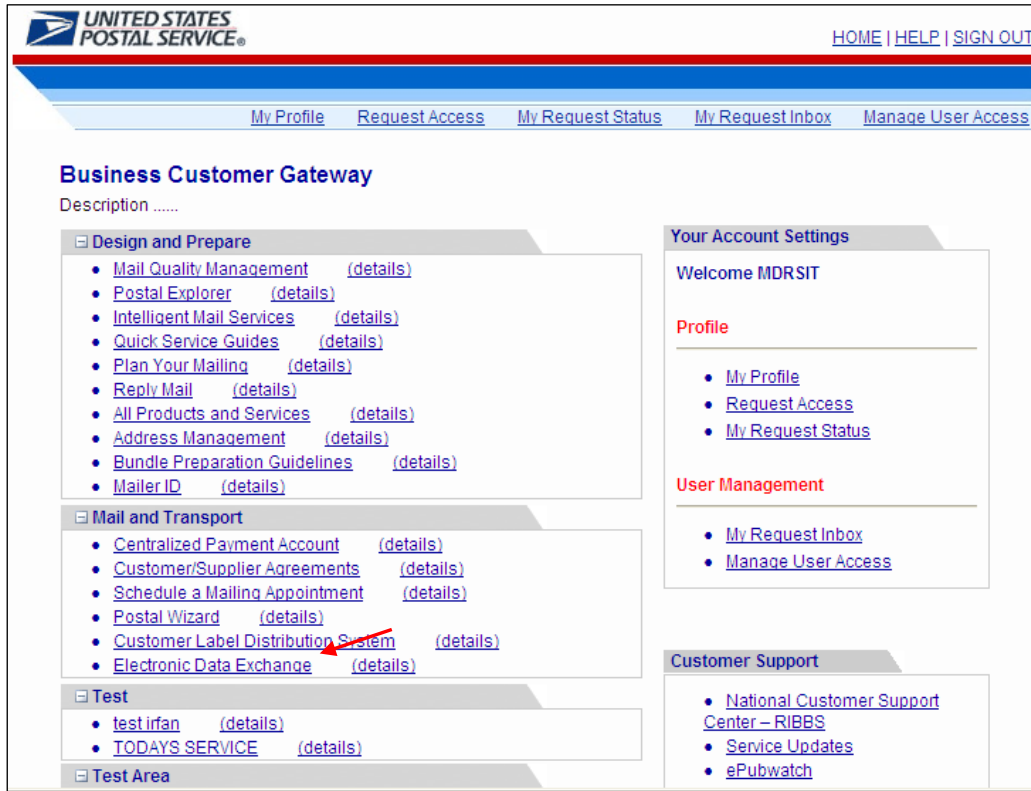
Figure 45: Electronic Data Exchange Link

3.3.2   Test Environment for Mailers (TEM)

The Postal Service will make available a Test Environment for Mailers (TEM), allowing customers to test their ability to send electronic documentation information to the U.S. Postal Service Business Services and/or online applications. The TEM mimics a "production-like" environment. eDoc file layouts and corresponding file submission or creation software preparation can all be tested prior to participating in "live" mailings. Refer to the *Postal Service Mail.dat Specification* and the *Postal Service Mail.XML Specification* guides for detailed specifications.

When the Manage Mailing Activity is added to a user's profile using the Business Customer Gateway request access feature, the user selects Electronic Data Exchange link to access to the Postal Service TEM. Refer to Figure 46.

The *PostalOne!* Electronic Data Exchange page is displayed (Figure 46). For Testing, under the "09-1 Mailer Test Environment" heading click on "Download Client Application (Windows) or "Download Client Application (Solaris)".

Production Environment

For Production use, under the "09-1 Mail.dat Production" heading, click on "Download Client Application (Windows)" or "Download Client Application (Solaris)". Refer to Figure 47.

Figure 46: Testing Mail.dat versions 09-1 and 08-2

3.4 Mail.XML

3.4.1 Overview

Mail.XML is a complement to Mail.dat; participants of Mail.dat can continue to use it as a database but will use the Mail.XML for communication, automation of business to business processing and getting answers in near real time. Mail.XML version 6.0 specifications is composed of families of related messages that provide all the capability that Mail.dat specification provided, as well as business function support that Mail.dat did not provide. Refer to the 041709_Postal Service Mail.XML Technical Specification ver. 1.0 for full details.

As part of *PostalOne!* support for the Full-Service program, Mail.XML 6.0 Web Services messages will provide an alternative to and replace the current Wizard Web Services (WWS).

The Mail.XML version 6.0 is used for providing data feedback to you for Full-Service, such as Start-the-Clock, Container Induction Scans, Full-Service ACS COA and Nixie detail records, as well as Verification errors or By/For information mismatches.

3.4.2   TEM (Testing Environment)

The TEM environment is used for software approval processes for all mailers prior to moving into production environment. Mailers must work with the help desk to start the process of approval of their software and must be approved in the TEM environment, prior to sending data transactions in the production environment. Refer to Figure 38.

Production Environment
The environment will be used by all customers that have been approved in the TEM environment by the USPS to start sending the transaction/messages.
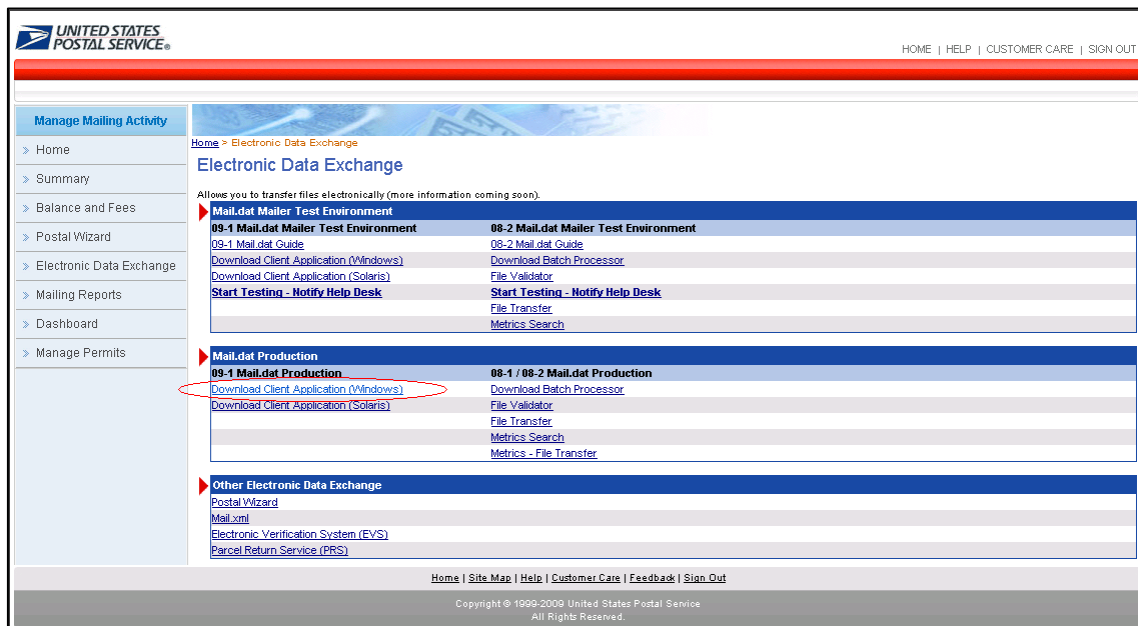
Figure 47: Mail.dat Production Use

3.4.3   Mail.XML Push Data

For the Mail.XML Push data, the USPS invokes a Customer's Web Services. Through the Push Subscription Profile, a customer can register with the Business Customer Gateway as a subscriber of detail data (Delivery messages). The customer can register to automatically receive either the detail data or the notifications as they pertain to Start-the-Clock, Container Scans, Full-Service ACS COA and Nixie data. Refer to the following section, Push Subscription Profile.

3.4.4   Push Subscription Profile

The Push Subscription Profile is a Business Service, which provides the ability to setup data distribution profiles and a "push" method of data distribution to customers or their affiliates.

Note: To receive Full-Service push data the customer must be registered in the Customer Registration system at the Business Customer Gateway (in other words the customer is a registered *PostalOne*! user). A new or existing customer, after completing the Business Customer Gateway approval and request access steps for this Business Service, must have also set-up a push subscription profile using the Business Customer Gateway system. This activation process enables data distribution control. Data distribution is driven by data provided in the eDocumentation to the *PostalOne!* system with the By/For relationship. The MID profile if setup by the customer, take precedence on authorization rules over the electronic documentation data.

The Push Subscription Profile provides the ability to setup data distribution profiles and methods of data distribution subscription. Refer to the *PostalOne!* Mail XML Technical Specification.

Figure 48: Push Subscription Profile Access Page

3.4.5   View Push Subscription(s) Data

From the Mailing Reports page, the user clicks on a link named "Push Subscription Profile". The system will display the Full-Service Push Data Profile page that lists all message types along with the Business Entity's subscription status for each message type. A user selects a business entity from the dropdown menu to refresh the table containing the Message Type, Status and Actions columns. Refer to Figure 49.

Each message type is listed with three data elements.
1.   Message Type. The name of the message, which can be either of four types.
        a.   Full-Service Address Correction
        b.   Full-Service Container Visibility
        c.   Full-Service Nixie
        d.   Start-the-Clock

2. Subscription Status. The status indicates whether the business entity has a subscription for the Message Type. Possible values include: Subscribed to Data Push, Subscribed to Data Notification, or Not Subscribed.

3. Actions. For a Message Type that the business entity is already subscribed, there will be two hyperlinks "Edit" and "Unsubscribe" that allow the user the option to edit or unsubscribe to a subscription.

Figure 49: Subscriptions and Messages System-returned Screen

3.4.6   New Push Data Subscription(s)

From the Full-Service Subscriptions and Messages System-Returned Screen page, if the user clicks on the Subscribe link for a message type, the system displays a new Push Data subscription page.

The user selects from the Push Type dropdown menu and enters all the required fields then click submit to subscribe to a Message Type. (See Figure 50)

Figure 50: Push Data Subscription (subscribe mode)

3.4.7   Edit Push Data Subscription(s)

On the Subscriptions and Messages System-Returned Screen (Figure 51), if the user clicks on the Edit link for a subscribed message, the system will display the subscription profile in the edit mode. A user must first select the Message Type from the Push Type dropdown menu, and has the option to change or update the required field(s) and then click submit

Figure 51 Edit Push Data Subscription (edit mode)

3.5 Postal Wizard

The *PostalOne!* system provides the Postal Wizard (PW) tool that enables a secure way to submit postage statements online. This tool may be used when no electronic documentation is necessary for compliance with Full-Service requirements. For Full-Service mailings using the Postal Wizard, only the owner of the mailing permit will receive Start-the-Clock information.

Note: Postal Wizard cannot be used with Full-Service Periodicals and BPM mailings, even if under 10,000 pieces. Also, there are certain types of letters and flats that are eligible for Full-Service when they have Intelligent Mail barcodes. Refer to A Guide to Intelligent Mail® for Letters and Flats for full details.

A Mailer who elects to use the Postal Wizard applies for access through the Business Customer Gateway. To request the Postal Wizard service, a user must first request and get access to the *Manage Mailing Activity* (Refer to the section on Business Services to learn how to request a service). Once the request for the Manage Mailing Activity is approved by the BSA (user will receive a notification by email), the user can login to the Business Customer Gateway and click on the "Electronic Data Exchange" link to access the Postal Wizard testing support and obtain additional test criteria information (Figure 53).

For Basic Option Mailers wanting to use eDoc with Postal Wizard or elect to use Postal Wizard under Submit a Form to submit their postage statement information must conform to the certain conditions. To understand the conditions, please refer to the Electronic Documentation and Intelligent Mail® Ready, Set, Go! Guide.

To access the Postal Wizard, the user selects the Postal Wizard under the Manage Mailing Activity menu (Figure 54). To claim Full-Service, a mailer must check the Full Service indicator check box on the Postage Statement (Figure 55), and enter the Mailer ID (Figure 56).

Figure 52: Business Customer Gateway User homepage

Figure 53: Postal Wizard from the Electronic Data Exchange link

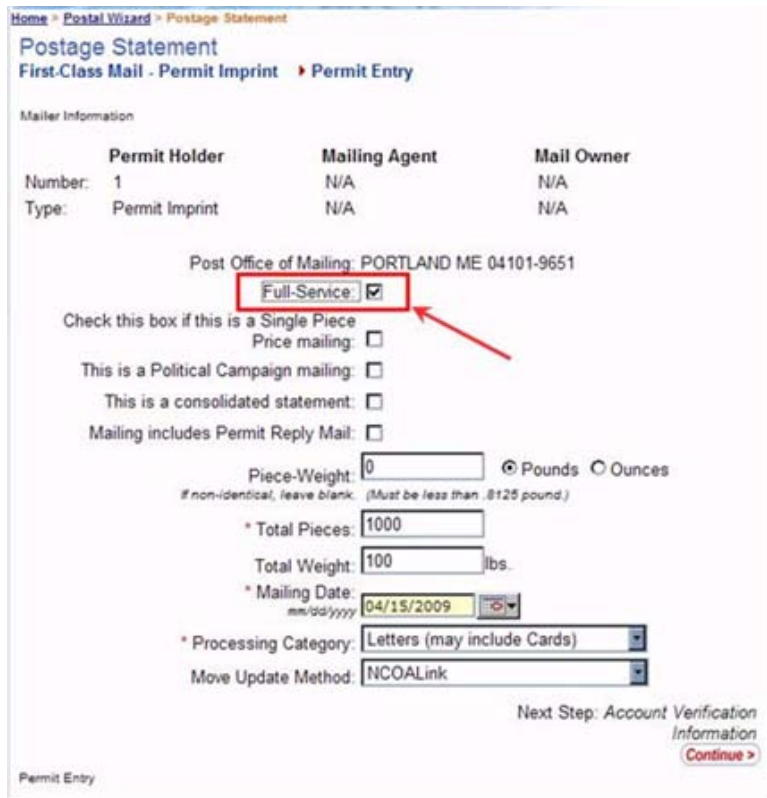Figure 54: Postal Wizard link is located under the Manage Mailing Activity menu

Figure 55: The Full-Service indicator box

Figure 56: Mailer ID must be entered Postage Statement Entry screen

Full-Service Reports

The Business Customer Gateway captures all electronic mailing information provided by customers (also commonly referred to as electronic documentation), as well as service performance metrics and mailing quality information from the Postal Service Seamless Acceptance Service Performance (SASP) system. *PostalOne*! assisted by the new Business Customer Gateway system receives data from the SASP for Start-the-Clock, container scans, Full-Service ACS and Nixie data. SASP enables information to be available through reports and data downloads.

The reports and available data are provided through the Business Customer Gateway via the Mailing Reports page from the Business Customer Gateway landing page. Refer to Figure 6.1.The Business Customer Gateway also provides functionality to manage Mailer IDs, where customers create data distribution profiles that allow what third parties to receive their data. For example if a mail owner employs a list management company (third party) to manage their addresses and address change updates; this profile allows the change-of-address (COA) data to be routed to the designated service provider.   Refer to the section on Mailer ID set-up and profiles.

Full-Service ACS differs from both OneCode ACS and the traditional ACS programs in several ways, although all three processes provide similar information. The most notable differences involve three components.

- Pricing (Full-Service ACS is a no-cost service for specific time frames)
- Record format and layout
- Fulfillment method

Refer to Publication 8A (*Address Change Service – Traditional*) and Publication 8B (*OneCode ACS Technical Guide*) for full details on the record formats and data transmission methods of Traditional ACS and OneCode ACS. For Full-Service ACS, the electronic record format is different from those of both OneCode ACS and Traditional ACS, the information comes to the customer by a selection of different electronic channels and is a no-cost service (with the exceptions noted above). Refer to *A Guide to Intelligent Mail for Letters and Flats*, Section 4 for full details on the fulfillment methods.

For Intelligent Mail barcode users who choose OneCode ACS or Full-Service ACS, the Mailer ID in the Intelligent Mail barcode *must* be registered with ACS. Use of the Intelligent Mail barcode, in and of itself, does not automatically trigger ACS data collection and generation. New Mailer IDs will have a Full-Service ACS default profile created automatically. If mailers want no ACS services, Traditional ACS, OneCode ACS, or if they want options different from the default option for the new Mailer ID, they should contact the National Customer Support Center (NCSC) in Memphis after the MID is created. The NCSC will work with a mailer to ensure that the mailer's profile matches the desired mailpiece disposition and address correction handling.

4.1   Full-Service Reports Access

Reports for the Intelligent Mail Full-Service option include two reports: the Start-the Clock and Full-Service ACS. Full-Service ACS reports are downloadable, compressed COA and Nixie files. Please refer to the Address Correction section below to understand the ACS offerings.

The Full-Service Reports are accessed from the new Business Customer Gateway landing page: select from under the **Mailing Reports** > **Full Service Reports**. There are two primary reports: the Start-the-Clock and

Full-Service ACS. Refer to Figure 4.1 and 4.2.

Figure 4.1

4.1.1   Full-Service Report Features

The Full-Service report features are:
1) The Start-the-Clock report shows container scans, appointment, dispatch information and, whether the mail is *origin* entered or *destination* entered.
2) The Full-Service ACS reports allow users to query ACS records, display sample data, and enables the ability to download COA and Nixie data in Excel and CSV formats.
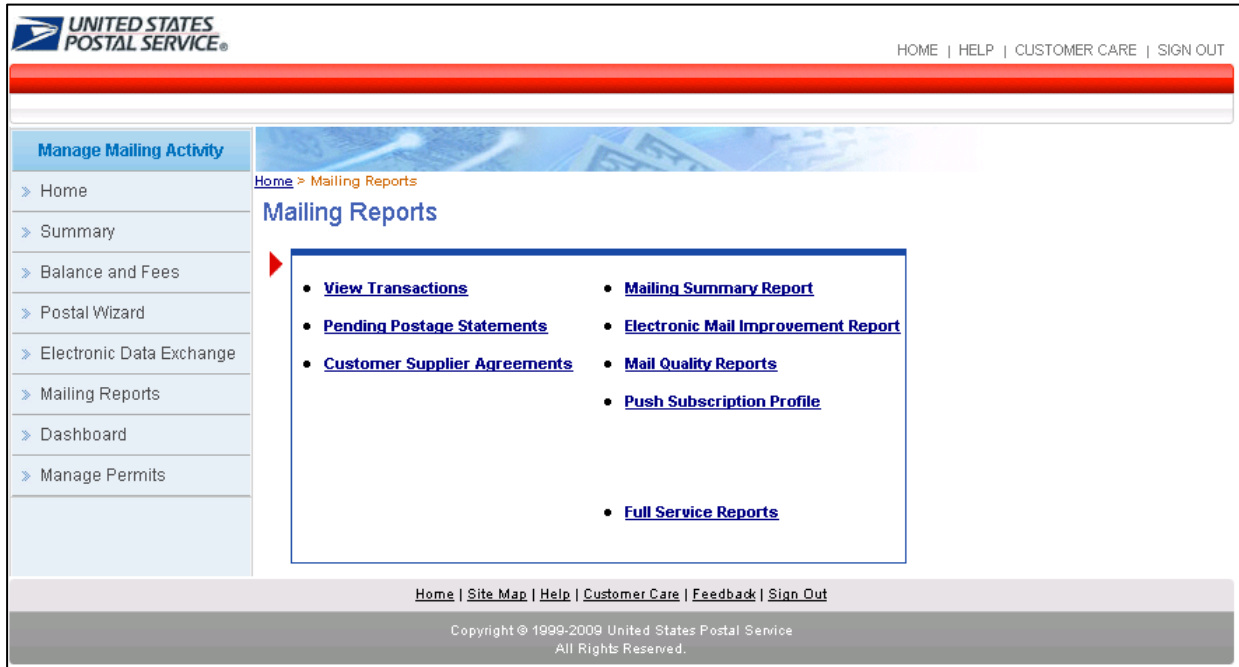

Figure 4.2: *PostalOne!* Mailing Reports Page

4.1.2   Start-the-Clock Summary Report

The system navigates the user to a new page (Figure 4.3), "Full-Service Reports" page, when the Full-Service Reports hyperlink is selected from the Mailing Reports page (Figure 4.2).
The system navigates the user to the new Start-the-Clock Reports page (Figure 4.4) when the "Start-the-Clock" hyperlink is selected. Users can then select the Start-the-Clock Summary Report hyperlink.
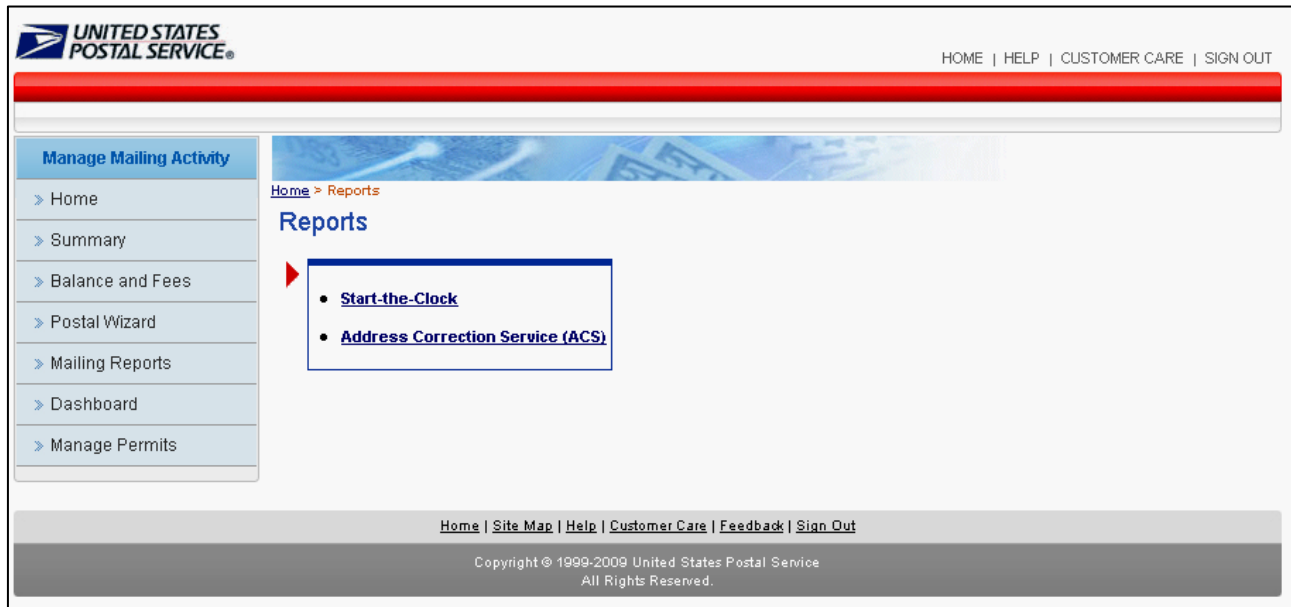
Figure 4.3: Full-Service Reports Page

The new Full-Service Reports page (Figure 4.3 above) displays two hyperlinks for accessing either the "Start-the-Clock" or "Address-Correction-Service" reports.
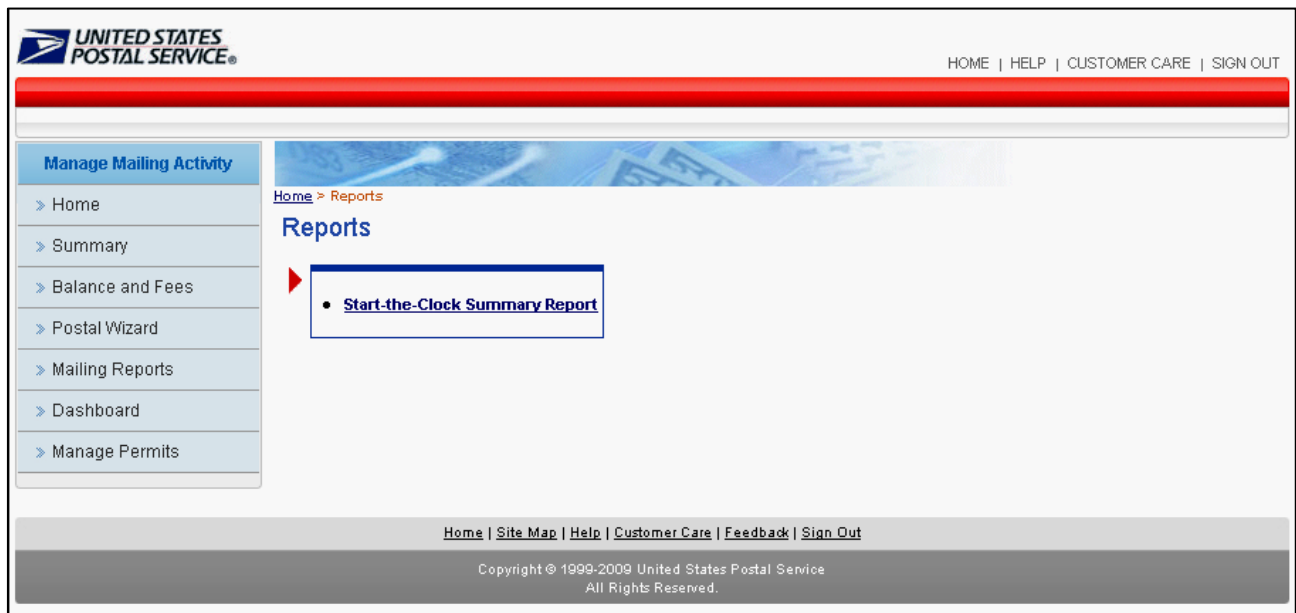

Figure 4.4: Start-the-Clock Summary Report Page

The Start-the-Clock Summary Report will allow a user to track shipment and start the clock with scheduling or dispatch information. The report has drill down functionality stemming from the Start-the-Clock record (search results) to Job ID to Appointment Number and finally to the Container Visibility/Scan data. Depending on the user-selected search criteria, the report will display information based on the search criteria. Refer to Figure 4.5.

Figure 4.5: Start-the-Clock Summary Report Search Parameters

The system allows the user to build the report with search criteria and filters for Start-the-Clock. The first four fields require user inputs and/or selections.

Fields 1-4 below are Required Inputs.

1. **Mailing Group ID** or **Job ID.** The user selects an option from the dropdown menu.

2. **ID Number.** The user must enter a whole number.

3. **Search With**. The user selects one option from the dropdown menu. The option is a value attribute within the job ID number.
    a. exact value
    b. starting value
    c. ending value
    d. containing value

4. **Entry Point Type**. The options from the dropdown menu allow the user to refine the search by facility type.
    a. All Facility Types
    b. BMEU Origin
    c. Mailer Facility
    d. USPS Induction Facility

5. **Entry Point Location**

    The system will allow the user to further refine the search. These field selections are optional inputs.
    a. Facility Name (dropdown menu)
    b. City (dropdown menu)

     c.   Facility State (dropdown menu)

     d.   Zip (the user must enter 5 or 9 characters)

6.   **Date Range**. The user can select the Start and End dates or enter a date using the Calendar functional icon for both the start and end dates.

7.   **Display per Page**. The options from the dropdown menu define the number of search results (data rows) to be displayed per screen page. The result set is paginated in fixed increments. The default is a maximum of 10 rows.

     a.   10

     b.   15

     c.   20

Figure 4.6: Start-the-Clock Summary Report Search Parameters

When the user clicks the *Search* button, the system returns Start-the-Clock data based on the report parameters defined by the user. The presentation of the data will display below the search input fields. Refer to Figure 4.6.

The Start-the-Clock Summary Report Data Columns

1.   Job ID (hyperlink). This column lists the Job ID defined by the search criteria. A single Job ID number that when selected, directs the user to a new, standalone page that displays the data by Job ID (Refer to Figure 4.7).

2.   Entry Point Type. This column displays the Entry Point Facility defined by the search criteria.

3.   Facility. This column displays the Entry Point Facility name defined by the search criteria.

4. City, State (of entry point). This column displays the Entry Point Facility City and State.

5. Zip. This column displays the Entry Point Facility ZIP code corresponding to the facility location.

6. Start-the-Clock. This column displays the Start-the-Clock date (Day 0) corresponding to the Job ID.

Entry Point Type	Appt Num	Container Visibility/Scan	Entry Facility	Appt Date and Time	Arrival	Unload Start	Unload End	Start-the-Clock Date (Day 0)
Origin	BMEU	n/a	Dulles P&DC	n/a	n/a	n/a	n/a	03/03/2008
Origin	BMEU	n/a	Baltimore P&DC	n/a	n/a	n/a	n/a	03/03/2008
Origin	123456-0302	n/a	Dulles P&DC	n/a	n/a	n/a	n/a	03/03/2008
Origin	123456-0219	n/a	Baltimore P&DC	n/a	n/a	n/a	n/a	03/03/2008
Destination	623456789	3	Atlanta SCF	02/18/2008 14:00 EDT	02/18/2008 14:25 EDT	02/18/2008 14:25 EDT	02/18/2008 14:55 EDT	02/18/2008
Destination	723456789	2	Dulles P&DC	02/15/2008 12:00 EDT	02/15/2008 12:00 EDT	02/15/2008 12:20 EDT	02/15/2008 12:50 EDT	02/15/2008
Destination	92345R0215	3	New York SCF	02/15/2008 09:00 EDT	02/02/2008 09:00 EDT	02/02/2008 09:00 EDT	02/02/2008 09:15 EDT	02/02/2008
Destination	623456789	3	Atlanta SCF	02/18/2008 14:00 EDT	02/18/2008 14:25 EDT	02/18/2008 14:25 EDT	02/18/2008 14:55 EDT	03/01/2008
Destination	623456789	3	Atlanta SCF	02/18/2008 14:00 EDT	02/18/2008 14:25 EDT	02/18/2008 14:25 EDT	02/18/2008 14:55 EDT	03/01/2008
Destination	623456789	3	Atlanta SCF	02/18/2008 14:00 EDT	02/18/2008 14:25 EDT	02/18/2008 14:25 EDT	02/18/2008 14:55 EDT	03/01/2008
Destination	623456789	3	Atlanta SCF	02/18/2008 14:00 EDT	02/18/2008 14:25 EDT	02/18/2008 14:25 EDT	02/18/2008 14:55 EDT	03/01/2008
Destination	623456789	3	Atlanta SCF	02/18/2008 14:00 EDT	02/18/2008 14:25 EDT	02/18/2008 14:25 EDT	02/18/2008 14:55 EDT	03/01/2008
Destination	623456789	3	Atlanta SCF	02/18/2008 14:00 EDT	02/18/2008 14:25 EDT	02/18/2008 14:25 EDT	02/18/2008 14:55 EDT	03/01/2008
Destination	623456789	3	Atlanta SCF	02/18/2008 14:00 EDT	02/18/2008 14:25 EDT	02/18/2008 14:25 EDT	02/18/2008 14:55 EDT	03/01/2008

Figure 4.7: Start-the-Clock Summary Report by Job ID - User clicks a JobID hyperlink

The system displays the Start-the-Clock Summary/Job ID report on a new separate page (Figure 4.7) when the user selects the Job ID hyperlink from Start-the-Clock Summary Report (Figure 4.6).

The system displays the Start-the-Clock information per the associated Job ID. This view by Job ID, displays the Job ID Summary information and nine data columns.

The Job Summary Information section includes five elements.
1. Job ID
2. Class (mail class)
3. Total Container Count (sum of all containers/pallets for per the single Job ID
4. Origin Facility
5. Start-the-Clock Date (Day 0)

Job ID Summary information presents ten data columns.
1. Entry Point Type. There are two possible values Origin or Destination.
2. Appt Num (Appointment Number). The Appt Num that when selected, the system will display a separate, standalone report that displays information per the single Start-the-Clock Summary Report Appt Num (refer to Figure 4.8). The system returns/displays Appointment Number information only if Entry Point type is *Destination*. The Appt Num hyperlink will be enabled.
3. Container Visibility/Scan. This column displays the number of scans corresponding to the Appointment Number. The number is hyperlinked-enabled to Container Visibility/Scan information (Figure 4.9). The hyperlink is enabled only if the entry point is *Destination*.
4. Entry Facility. This column displays the name of entry point facility.
5. Appt Date and Time

6. Arrival (date and time)
7. Unload Start (date and time)
8. Unload end (date and time)
9. Start-the Clock Date (Day 0)

Figure 4.8: Start-the-Clock Appointment Summary by Appt Num - User clicks an Appt Num hyperlink

The system displays the Start-the-Clock Appointment Summary by Appt Num Report on a new, separate page (Figure 4.8) when the user selects a single Appt Num hyperlink from the Start-the-Clock Summary/Job ID Report.

The system displays the Start-the-Clock Appointment Number information. This (Appt Num) view displays the Appt Num Summary information and seven data columns.

The Start-the-Clock Summary Appointment Number Information section includes seven elements.
1. Start-the-Clock appointment number
2. USPS Induction Facility
3. Unload Start (date and time)
4. Total Containers in Appointment
5. Appointment Date and Time
6. Arrival (date and time)
7. Unload End (date and time)

The Job Summary Information section is static, retained from the same Start-the-Clock Summary by Job ID.
1. Job ID
2. Class (mail class)
3. Total Container Count (sum of all containers/pallets for per the single Job ID)
4. Origin Facility
5. Start-the-Clock Date (Day 0)

The Shipment Content Summary section displays Mailer Preparer information and contact data, including a Mailer contact Phone number. The Shipment Content section provides four data elements.

1. Job ID hyperlink. When the Job ID hyperlink is selected, the user is redirected to the Start-the-Clock Summary Report associated with the Job ID.

2. Scheduled Container hyperlink. This column displays the container count. When the *count* hyperlink is selected, the user is redirect to Container Visibility/Scan Information (Figure 4.9).

3. Mailer Totals. This is the sum of all scheduled containers within the Shipment Content.

4. Appointment Totals. This is the sum of all appointments within the Shipment Content.

Figure 4.9: Start-the-Clock Appointment Summary Report by Container Content Information

The system displays the Container Visibility/Scan information on a new separate page (Figure 4.9) when the user selects a Scheduled Container number hyperlink from the Shipment Content section of the Start-the-Clock Appointment Summary/Appt Num reporting. The Container Visibility/Scan information displays seven data columns.

The Appointment Information section is static, retained from the Start-the-Clock Summary Appointment Number Information report.

1. Start-the-Clock appointment number
2. USPS Induction Facility
3. Unload Start (date time)
4. Total Containers in Appointment
5. Appointment Date/Time
6. Arrival Date/Time
7. Unload End (Date/Time)

The Job Summary Information section is static, retained from the same Start-the-Clock Summary by Job ID Information report:

1. Job ID
2. Class (mail class)
3. Total Container Count (sum of all containers/pallets for per the Job ID)
4. Origin Facility

5. Start-the-Clock Date (Day 0)

The Container Visibility/Scan Information section presents eight data columns.
   1. Mailer Group ID
   2. USPS Induction Facility
   3. USPS Induction Facility Locale Key
   4. (Intelligent Mail)IM Container Barcode (Intelligent Mail)
   5. Container Scan Date/Time
   6. Induction Status
   7. Induction Issue Desc
   8. Induction Issue Resolution

4.1.3   Download Full-Service ACS Reports

The system navigates the user to the new Full-Service ACS COA and Nixie Detail Reports page (Figure 4.10 below) when the "Address Correction Service (ACS)" hyperlink is selected from the Full-Service Reports page (Refer to Figure 4.3).
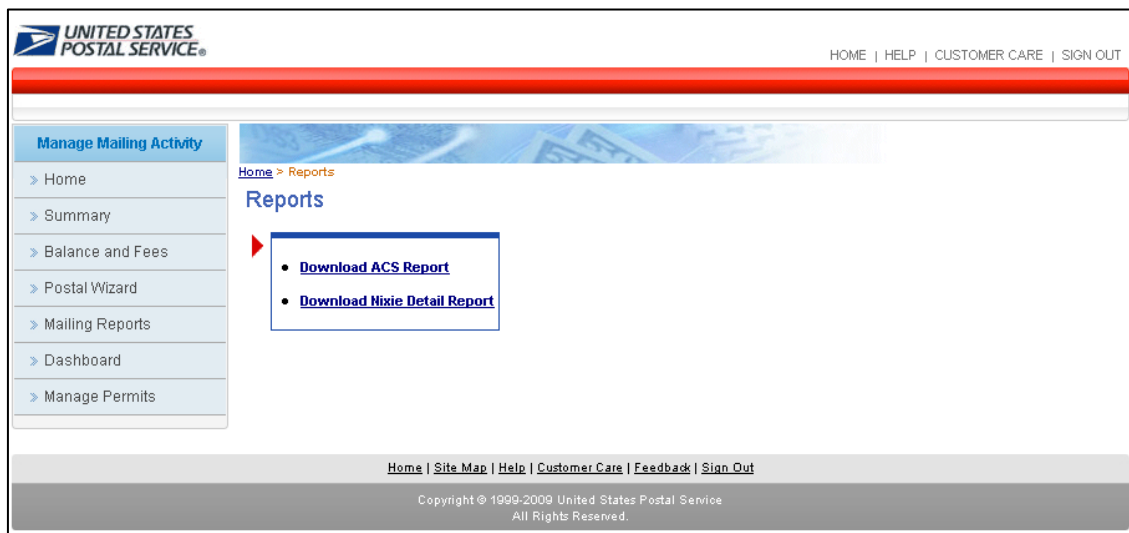

Figure 4.10: Full-Service ACS Reports

The Full-Service ACS reports enable two options:
   1. The Download ACS Report, which allows the user to search ACS records, display sample data, and download the data set(s) in a CSV or Excel format.
   2. The Nixie Details Report, which allows the user to search Nixie Detail records, display sample data, and download the data set(s) in a CSV or Excel format.

The system displays the Download ACS Report and search criteria selections screen on a new separate page when the user selects the Download ACS Report link (Figure 4.11). The report can be queried by four required input parameters.

Fields 1 -4 below are Required Inputs.

   1.   **Mailing Group ID** or **Job ID** (dropdown menu)

   2.   **ID Number** (user must enter a whole number)

3. **Search With.** The user selects one option from the dropdown menu. The option is a value attribute within the job ID number.

   a. exact value

   b. starting value

   c. ending value

   d. containing value

4. **Record creation Date Range**. The user can enter a date or select a date using the Calendar functional icon for both the start and end dates.

When the user clicks the Search button, the system displays the data online. The user has the option to download the data in CSV or Excel formats using the dropdown menu. Refer to Figure 4.11.

The system displays a system download message that will allow users the option to save the search results to their local (computer) drive.

Figure 4.11: Full-Service ACS COA Report

4.1.4   Full-Service ACS Nixie Detail Report

The system displays the Full-Service ACS Nixie Detail Report and search criteria selections screen on a new separate page when the user selects the Full-Service ACS Nixie Detail Report link. The report can be searched by four user-required input and/or selections.

Fields 1 -4 below are Required Inputs.

1. **Mailing Group ID** or **Job ID** (dropdown menu)

2. **ID Number** (user must enter a whole number)

3. **Search With.** The user selects one option from the dropdown menu. The option is a value attribute within the job ID number.

   a. exact value

   b. starting value

   c. ending value

   d. containing value

4. **Record creation Date Range**. The user can enter a date or select a date using the Calendar functional icon for both the start and end dates.

When the user selects the Search button, the system displays the data online. The user has the option to download the data in CSV or Excel formats using the dropdown menu. Refer to Figure 4.12.

The system displays a system download dialog that will allow users the option to save the search results to their local (computer) drive.

Figure 4.12: Full-Service ACS Nixie Detail Report

Appendix A – Full-Service ACS Nixie Detail and Full-Service ACS COA Detail Report Formats (csv format)

Nixie Detail Report:
ORIG_MAILER_ID_6   VARCHAR2(6 BYTE),
ORIG_MAILER_ID_9   VARCHAR2(9 BYTE),
MD_JOB_ID   VARCHAR2(8 BYTE),
RECORD_CREATE_DATE   DATE,
ORIG_INTL_MAIL_BARCODE VARCHAR2(34 BYTE),
ACTION_CODE   VARCHAR2(1 BYTE),
ONPIECE_ADDRESS   VARCHAR2(100 BYTE),
ONPIECE_CITY_ST_ZIP   VARCHAR2(100 BYTE),
RETURN_TO_ADDRESS   VARCHAR2(100 BYTE),
RETURN_TO_CITY_ST_ZIP VARCHAR2(100 BYTE),
REASON_CODE   VARCHAR2(1 BYTE),
KEYLINE_FROM_EDOC   VARCHAR2(50 BYTE),
FEE_NOTIFICATION   VARCHAR2(3 BYTE),
MAILING_GROUP_ID   NUMBER   DEFAULT 0,
CUST_GROUP_ID   VARCHAR2(25 BYTE)   DEFAULT 0,
USER_LIC_CODE   VARCHAR2(4 BYTE)   DEFAULT 0
ClassNotificationType   VARCHAR2(1 BYTE)

ACS Report:
ORIG_MAILER_ID_6   VARCHAR2(6 BYTE),
ORIG_MAILER_ID_9   VARCHAR2(9 BYTE),
MD_JOB_ID   VARCHAR2(8 BYTE),
RECORD_CREATE_DATE   DATE,
ORIG_INTL_MAIL_BARCODE   VARCHAR2(34 BYTE),
MOVE_EFFECTIVE_DATE   DATE,
MOVE_TYPE   VARCHAR2(1 BYTE),
LAST_NAME   VARCHAR2(100 BYTE),
FIRST_NAME   VARCHAR2(100 BYTE),
MIDDLE_NAME   VARCHAR2(50 BYTE),
NAME_PREFIX   VARCHAR2(50 BYTE),
NAME_SUFFIX   VARCHAR2(50 BYTE),
KEYLINE_FROM_EDOC   VARCHAR2(100 BYTE),
OLD_ADDRESS_TYPE   VARCHAR2(1 BYTE),
OLD_URBANIZATION_NAME   VARCHAR2(100 BYTE),
OLD_PRIMARY_NO   VARCHAR2(10 BYTE),
OLD_PRE_DIRECTIONAL   VARCHAR2(2 BYTE),
OLD_STREET_NAME   VARCHAR2(28 BYTE),
OLD_STREET_SUFFIX   VARCHAR2(4 BYTE),
OLD_POST_DIRECTIONAL   VARCHAR2(2 BYTE),
OLD_UNIT_DESIGNATOR   VARCHAR2(4 BYTE),
OLD_SECONDARY_NO   VARCHAR2(10 BYTE),
OLD_CITY   VARCHAR2(28 BYTE),
OLD_STATE   VARCHAR2(2 BYTE),
OLD_ZIP   VARCHAR2(5 BYTE),
OLD_ZIP_PLUS_4   VARCHAR2(4 BYTE),
NEW_ADDRESS_TYPE   VARCHAR2(1 BYTE),
NEW_URBANIZATION_NAME   VARCHAR2(100 BYTE),

```
NEW_PRIMARY_NO          VARCHAR2(10 BYTE),
NEW_PRE_DIRECTIONAL     VARCHAR2(2 BYTE),
NEW_STREET_NAME         VARCHAR2(28 BYTE),
NEW_STREET_SUFFIX       VARCHAR2(4 BYTE),
NEW_POST_DIRECTIONAL    VARCHAR2(2 BYTE),
NEW_UNIT_DESIGNATOR     VARCHAR2(4 BYTE),
NEW_SECONDARY_NO        VARCHAR2(10 BYTE),
NEW_CITY                VARCHAR2(28 BYTE),
NEW_STATE               VARCHAR2(2 BYTE),
NEW_ZIP                 VARCHAR2(5 BYTE),
NEW_ZIP_PLUS_4          VARCHAR2(4 BYTE),
PRIVATE_MAIL_BOX        VARCHAR2(37 BYTE),
CLASS_NOTIFICATION_TYPE VARCHAR2(1 BYTE),
FEE_NOTIFICATION        VARCHAR2(3 BYTE),
MAILING_GROUP_ID        NUMBER          DEFAULT 0,
BUSINESS_NAME           VARCHAR2(100 BYTE),
DEL_CODE_TYPE           VARCHAR2(1 BYTE),
CUST_GROUP_ID           VARCHAR2(25 BYTE)   DEFAULT 0,
USER_LIC_CODE           VARCHAR2(4 BYTE)    DEFAULT 0
```

The *PostalOne!* system will send one or more FullServiceAddressCorrection blocks.

The *PostalOne!* system will provide Move Type to identify the type of move for Individual, Family or Business (indicated by values 'I', 'F', or 'B' respectively).

The COAName element will be used to identify the following:

Individual/Family Move Type = Last Name, First Name, Prefix and Suffix

Business Move Type = Last Name will be utilize to provide business name information

The ClassNotificationType element will be used to identify the mail class of the mail piece that generated the ACS COA notification for the following values:

'A' = Package Services (Bound Printed Matter)

'B' = First-Class

'C' = Periodicals Initial

'D' = Standard Mail

'F' = Periodicals Follow-up

The DeliverabilityCodeType element will be used to identify the deliverability status of the mailpiece that generated the ACS COA notification for the following values:

<blank> = COA Match with new address

'K' = COA Match, no forwarding address

'G' = COA Match, PO Box Closed, no forwarding address

'W' = COA Match with a temporary COA

The AddressType element will be used to identify the type of address from which the customer is moving for the following values:

'G' = General Delivery

'H' = Highway Contract Route

'P' = Post Office Box

'R' = Rural Route

'S' = Street Address

The *PostalOne!* system will send one or more FullServiceNixieDetail blocks.

The ActionCode element will be used to identify the action taken for the returned mail for the following values:

'F' = Forwarded

'W' = Wasted

'R' = Returned

'U' = Unable to determine action

The ClassNotificationType element will be used to identify the mail class of the mail piece that generated the ACS COA notification for the following values:

'A' = Package Services (Bound Printed Matter)

'B' = First-Class

'C' = Periodicals Initial

'D' = Standard Mail

'F' = Periodicals Follow-up

Move Update Verification Results

Move Update Verification Results are aggregated and displayed across mailings in the *PostalOne!* system. Results are compiled and updated overnight. To view Move Update reports, mailers are required to have access to the Business Customer Gateway. Refer to the Existing Customers and New Users sections above.

To access the Verification Results, a user must first request the *Manage Mailing Activity* service using the Business Customer Gateway Request Access feature. Once the request for the Manage Mailing Activity access is approved by the BSA (user will receive a notification by email), the user then logs in to the Business Customer Gateway and clicks on the "*Manage Mailing Activity*" link on the left-hand side of the screen from their homepage. Refer to Figure 5.1 below.
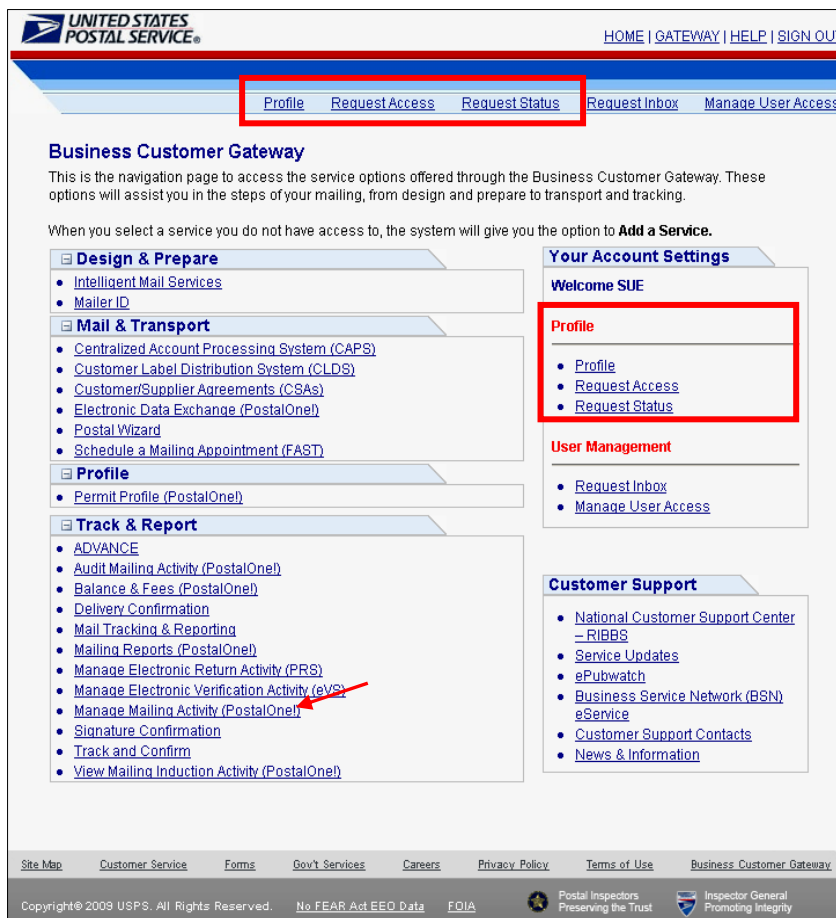

Figure 5.1: Business Customer Gateway user homepage

The following screens below show how Continuous Mailers can review verification results generated during sampling of their mail. Move Update reports are only available on First-Class Mail and Standard Mail mailings which are verified via MERLIN equipment.

Continuous Mailers are defined as mailers who continuously produce mail (over a varying timeframe) and release it for transport at different intervals, while verification is performed by sampling portions of the mail

prior to completion of the entire mail job. All other non-continuous mailers already have access to these types of verification data via the Dashboard in the *PostalOne!* Mailer view.

The user selects *Dashboard* from the Manage Mailing Activity left-hand menu (Figure 5.2). The Dashboard Management System displays, where the user then selects *View Verification Results* link underneath the search page (Figure 5.3). If the link is not present, then no verification results are available.
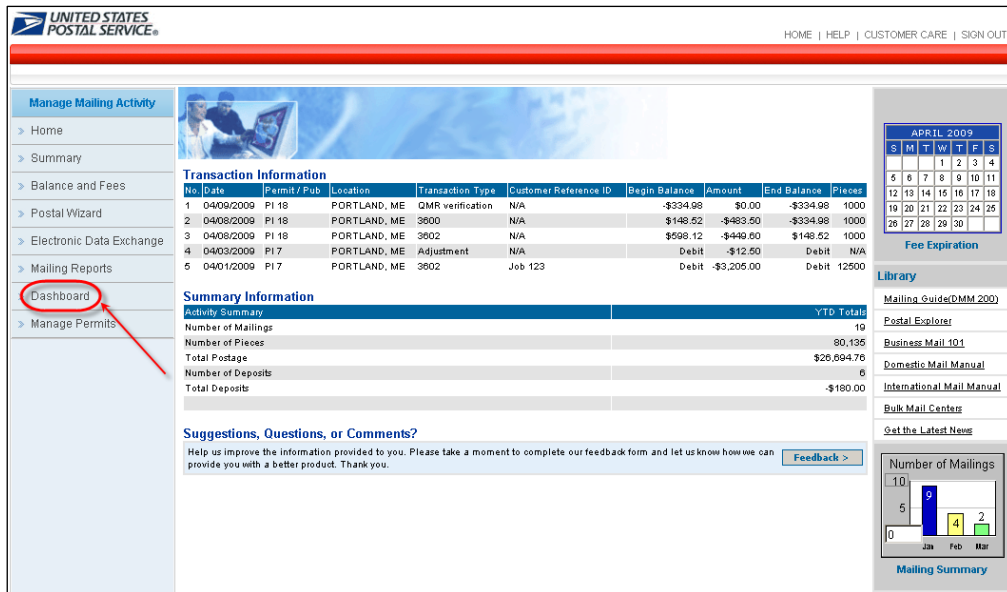

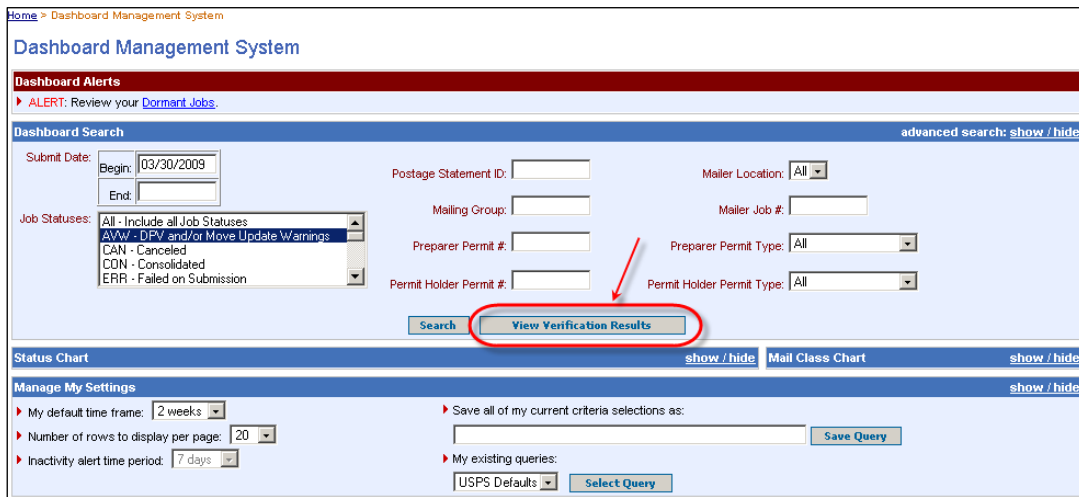Figure 5.2: Manage Mailing Activity left-hand menu

Figure 5.3: View Verification Results link

The Dashboard Management System screen appears after the user selects the *View Verification Results* link (Figure 5.3).

The user can click on any of the links in the "Verifications" column to access the underlying results (Figure 5.4). The following types of verifications are available:

- ME = MERLIN
- MU = Move Update
- PS = Presort
- BP = Bundle Preparation
- SP = Short paid (for First-Class Metered mailings)
- TT = Tap Test (for mailings with windowed envelopes)

Figure 5.4: View Verification Results

Appendix B – Glossary

Abbreviation / Acronym	Definition
AMS	Address Management System
AVW	DPV and/or Move Update Warning
ACS	~~Address Change Service~~ ACS is a registered trademark.
BCG	Business Customer Gateway
BME	Business Mail Entry
BME & PT	Business Mail Entry & Payment Technologies
BMEU	Business Mail Entry Unit
BMA	Business Mail Acceptance
BNS	Business Needs Statement
CAN	Canceled
CAT	Customer Acceptance Test
CAT	Critical Acceptance Time
COA	Change of Address
CON	Consolidated
CRID	Customer Registration ID
CSA	Customer/Supplier Agreement
DMU	Detached Mail Unit
eDOC	Standardized Electronic Documentation
ERR	Failed on Submission
FAI	Failed Verification
FIN	Finalized Statement
HTTP/HTTPS	Hyper Text Transfer Protocol/Hyper Text Transfer Protocol Secure
IMb	Intelligent Mail barcode
INC	Incomplete
ISM	Integrated Solutions Methodology
IT	Information Technology
Mail.dat, Mail.XML	Transmission Protocol of Mailers Files
MDA	Mailpiece Design Analyst
MEI	Mailer Enterprise Integration
NAP	Not Available for Processing
PAS	Passed Verification without Auto-Finalize
PAV	Pending DPV and Move Update Results
PBV	Performance Based Verification
PC	Personal Computer
PEN	Pending Verification Results
QMR	Quality Mail Review
REV	Reversed
REW	Returned for Rework
RIBBS	~~Rapid Information Bulletin Board System~~ RIBBS is a registered trademark.
SASP	Seamless Acceptance Service Performance
SQL	Sequel Database Transaction
SRS	Software Requirements Specification
STC	Start-the-Clock
URL	Uniform Resource Locator
UPD	USPS Processing Due
USPS	United States Postal Service
ZIP	Zone Improvement Program