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# ***PostalOne!* Transportation Management (TMS) Guide**

**March 2009**

# 1. *PostalOne!* Transportation Management Systems (TMS)

## 1.1 Introduction

*PostalOne!* Transportation Management Systems (*PO!* TMS or TMS) feature direct routing of mail using the most time-efficient transportation possible by utilizing advanced surface and air assignments. The overall objective is to better align First-Class Mail® business customers with Postal Service™ production, acceptance, and distribution processes. The technology component features a shipping system that scans tray labels, captures weight, and interfaces with the Surface-Air Management System (S-AMS) for assignments. This mechanism can help them meet certain service standards by improving the speed, accuracy, and consistency of mail delivery.

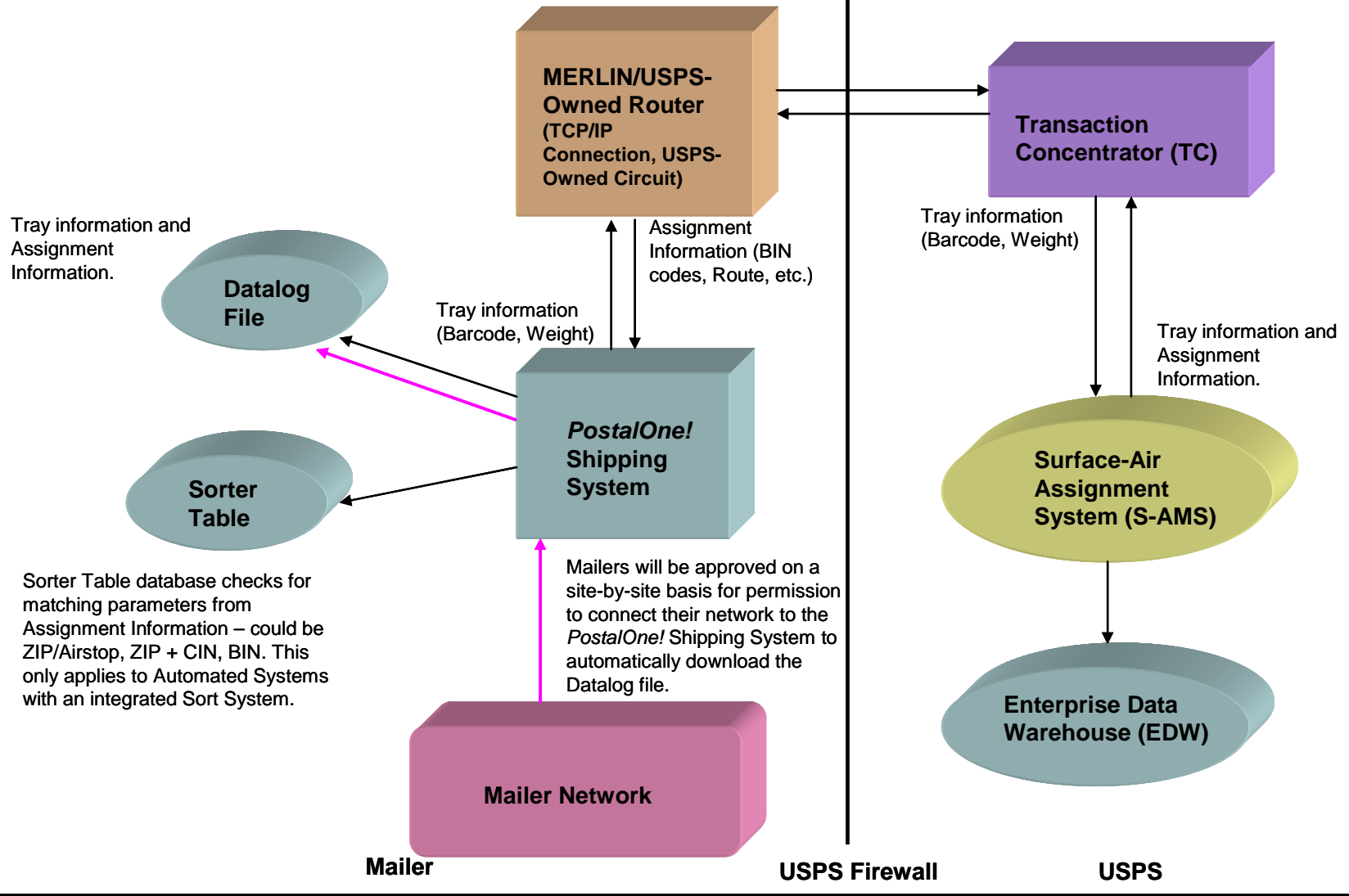
*PostalOne!* TMS can also be used to help fulfill the requirements to qualify for Full-Service when used to populate the Intelligent Mail Tray Barcode portion of the required electronic documentation.

## 1.2 The *PostalOne!* TMS Process

The following diagram is a graphical depiction of the data flow between the *PostalOne!* TMS and the USPS network, including the various data repositories.

The *PostalOne!* TMS sends a Request for assignment, which includes tray information such as barcode and weight, to the Transaction Concentrator (TC). The TC then passes the Request to the Surface-Air Management System (S-AMS) to obtain a routing assignment. S-AMS generates a Response message that is passed back through the TC and to the *PostalOne!* TMS. The Response information includes information that is printed on the Dispatch & Routing (D&R) tag that is affixed on the container. The Request and Response information is also stored in the datalog file resident on the *PostalOne!* TMS. More information about the datalog file can be found in Section 3. Additionally, if the TMS is capable of Sortation, the Response data will be used to query the Sorter Table database for matching entries to determine how the container should be sorted.

# PostalOne!™ Shipping Systems Data Flow



## 2. The *PostalOne!* TMS Connectivity Architecture

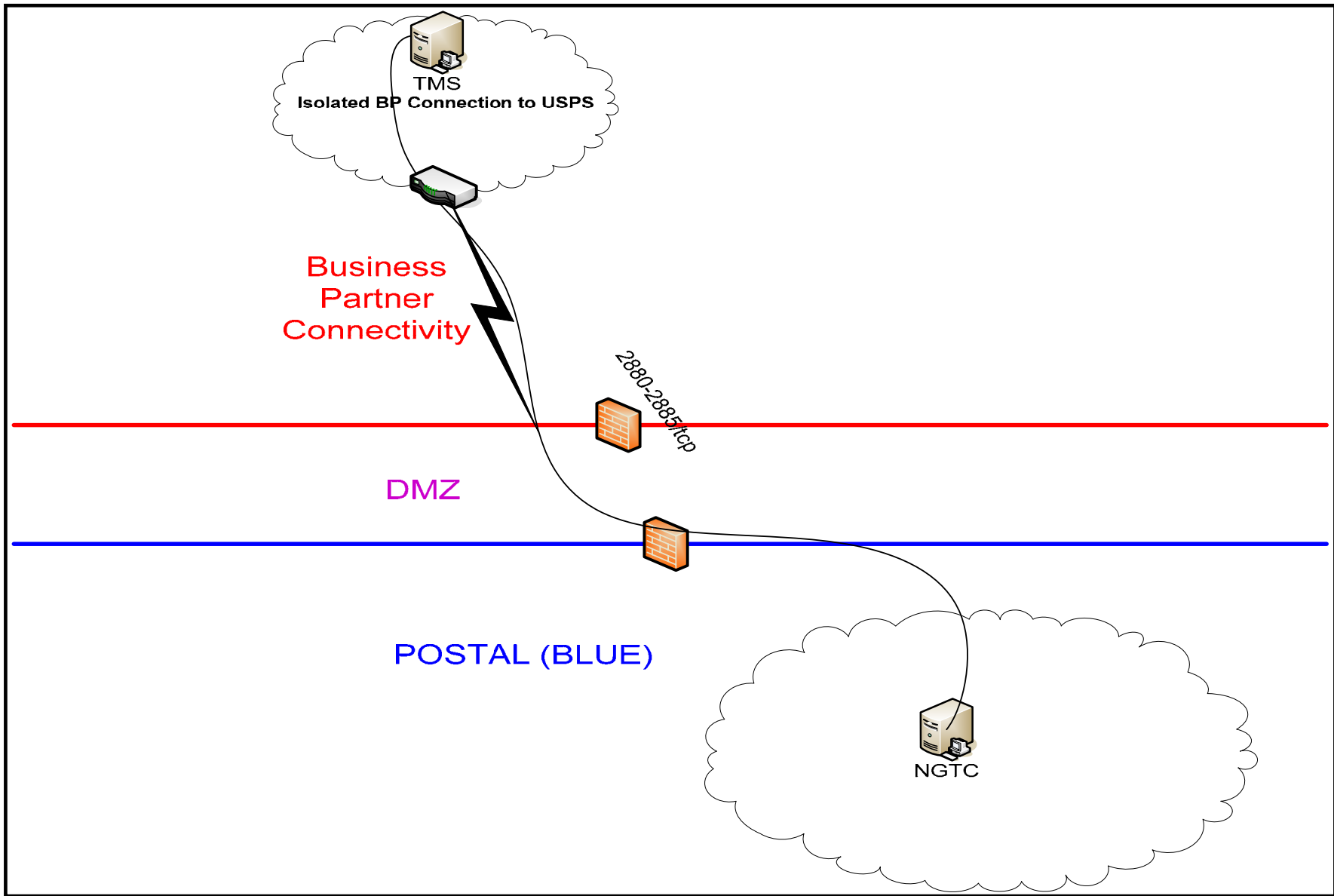
*PostalOne!* Transportation Management Systems will continue to use the connectivity architecture that current customers are utilizing today, as depicted in the Technical Architecture Diagram below. This connectivity will allow mail to be assigned to USPS transportation at the mailer location and bypass USPS handling at local processing and distribution center by allowing the mailer TMS equipment to connect to a USPS Transaction Concentrator (TC) for mail assignment.

The majority of currently participating TMS mailer sites leverage existing USPS-owned Business Partner (BP) connectivity, initially installed for use of the *PostalOne!* and MERLIN application in Dispatch Mail Units (DMU) to connect to the USPS Next Generation Transaction Concentrators (NGTC). BP connectivity consists of frame relay dedicated service using the Cisco 2800 series router and 2900 series switch, provisioned by the USPS. Sites currently participating in the TMS program are already approved for connectivity of their standalone TMS'.

The USPS will also allow networked TMS' to be connected to the existing BP connectivity on a site-by-site basis, providing additional security controls are established.

Mailers, in conjunction with their System Vendors, must provide the MAC addresses for any TMS' to be connected via BP connectivity, allowing the USPS to filter the traffic able to reach the USPS network and limit access to specific MAC addresses, IP addresses and ports. Additionally, Mailers must provide backend network isolation to prevent the Mailer and USPS networks from being bridged. The Mailer shall be required to submit documentation depicting how isolation is being implemented to the USPS' Network Connectivity Review Board (NCRB) before access will be approved.

USPS Information Technology (IT) conducted a thorough review of several different connectivity options and found that leveraging the existing connection, in conjunction with applying more stringent security protocols, is the best connectivity option for several key reasons. First, the USPS Assignment applications upon which the TMS requirements were built were never intended to be externally facing. As such, if alternate connectivity architecture were pursued, significant changes would need to be made to the current TMS requirements, resulting in high costs for all stakeholders and long timelines to develop, test and implement the new TMS equipment and software. Second, this connectivity architecture allows for better USPS remote management and support, and provides the most robust backup and recovery options in case of USPS network or hardware failure, reducing potential Mailer downtime.



### 3. PostalOne! TMS Datalog File Specification

#### 3.1 Introduction

Every *PostalOne!* TMS maintains a daily record, known as the datalog file, of every tray that is processed through the System. New files are created at 12:00:00 am and are closed out at 11:59:59 pm. This section formally defines the TMS datalog specification to be used between software vendors, USPS Engineering, and the TMS Program Office.

#### 3.2 File Format and Naming Convention

The file should be in Comma Separated Value (CSV) text format with the field order as defined in the file layout section. It is not necessary to backfill fields to obtain a fixed width since the fields are comma separated.

The filename format should be AAAASSYYYYMMDD.csv, where: AAAA = four letter code for the mailer (e.g. AT&T, TSYS), SS = plant location or state (e.g. Pacific Street = PS, Texas = TX) YYYY = year MM = month (e.g. 03) DD = day (e.g. 09).

#### 3.3 File Layout

Field Order	Field Name	Data Type	Size	Content	Example
1	Date	Date / Time	10	YYYY/MM/DD	2000/11/29
2	Timestamp	Date / Time	8	HH:MM:SS Based on 24 hour clock.	22:55:53
3	Operating_Mode	Alphanumeric	1	N = Normal B = Bypass	N
4	Tray_Dist_Label	Alphanumeric	24	Distribution barcode per DMM. Note: Leading zeros should not be dropped. For example, 0216944527 should be recorded as 0216944527. If the label is not read, record "No ZIP". Record distribution barcode if the system is in bypass mode. All 24 digits from a 24-digit EDL should be recorded.	2201524121
5	Error_Code	Alphanumeric	4	Customer or Postal "Error Codes", generated by the <i>PostalOne!</i> System.	C00, C01, P01
6	Index_Number	Alphanumeric	96	S-AMS Assignment message for S-AMS Surface or Air assignments, including ACT tags; TC Error Codes	L0092NAMAMSP60K3K9W15AA4 90DFWAA629MSP
7	Destination_or_Via	Alphanumeric	3	Next transfer point or final destination for S-AMS Surface; Final Airstop for Air	220, IAD

Field Order	Field Name	Data Type	Size	Content	Example
8	Route_Assignment	Alphanumeric	15	First Leg Highway Contract Route (HCR) for S-AMS Surface; First leg route (flight number) for Air.	290BE-1011
9	Tray_Weight	Numeric	6	Weight in ounces (to the tenth of an ounce) 9999v9 Decimal needs to be in the data.	209.6
10	Transportation_Mode	Numeric	1	One-digit identifier for transportation mode: 0=Reject due to error, 1=Local and working, 2=Bypassed or unassigned Surface or Air mail including ACT tags (e.g. S-AMS offline, invalid CIN or MPC or ZIP, etc.), 3=Assigned Surface (S-AMS Surface), 4=Assigned air, 9=Reject due to purge.	4
<b>Additional / Modified Fields for PASS Tier 2 and Tier 3 Systems</b>					
11	Unique_Tray_Identifier	Alphanumeric	24	Unique Tray Identifier per Customer / Vendor Interface Spec	176554234887308
12	Tray_Type_Indicator	Alphanumeric	1	F = 2 foot Tray M = MM Tray E = EMM Tray H = 1 foot Tray U = Unknown	F
13	Low_Tare_Weight	Numeric	6	Weight in ounces (to the tenth of an pound) 9999v9 Decimal needs to be in the data.	186.1
14	Manifest_Weight	Numeric	6	Weight in ounces (to the tenth of an pound) 9999v9 Decimal needs to be in the data.	199.1
15	High_Tare_Weight	Numeric	6	Weight in ounces (to the tenth of an pound) 9999v9 Decimal needs to be in the data.	214.1
16	Manifest_Postage	Numeric	8	Dollars and cents	102.13
17	Assigned_Sort	Numeric	3	Sort lane to which a tray is assigned. Note: Only applicable to Tier 2 Automated Processing Systems.	2
<b>Optional Fields for Vendor Use</b>					
19	Vendor_Defined_1	Alphanumeric	50		
20	Vendor_Defined_2	Alphanumeric	50		
21	Vendor_Defined_3	Alphanumeric	50		
22	Vendor_Defined_4	Alphanumeric	50		

## **4. Transaction Concentrator and Mail Processing Equipment (MPE) Domestic Dispatch Protocol**

### **4.1 Introduction**

These message protocols apply to TC version 6.0 and later, and S-AMS version 1.75.00.

This section provides detailed message descriptions for a Mail Processing Equipment (MPE) connected to Transaction Concentrator (TC) for obtaining a Domestic Dispatch and Routing (D&R) assignment. The following will provide a guideline on understanding an MPE Request and deciphering the TC response.

Typically an MPE will initiate a Request for assignment to its assigned TC. For each Request, the TC will reply with a Response. For example, a *PostalOne!* TMS (considered to be a type of MPE) will send a request to the TC to obtain a routing assignment for a mail tray that needs transportation from Washington, DC to Los Angeles. Depending on various factors (such as time of day, day of the week, etc), the TC will reply with either a Surface or an Air D&R assignment. The MPE/MHE will then print the D&R Tag for that mail tray and populate the datalog file with the TC Response.

This section describes specifics about the Request message that is sent by a *PostalOne!* TMS and the Response sent back from the TC. A message sent by an MPE and the response received back from TC are divided into Fields. Each Field is described in the tables that follow. Some of the Fields are used to populate various fields on a D&R Tag.

Specifically, Section 4.4 should be used to help interpret the Response string that is populated in Field 6 of the datalog file, "Index\_Number". Refer to Section 3 for more details about the Datalog file.

### **4.2 Reference Documentation**

The following document, created, owned and maintained by USPS Engineering, has been used for the development of this document:

1. TC\_SAMS\_TCPIP\_Protocol\_r1.17.doc



### 4.3 Domestic Dispatch Request from MPE to TC (T Request)

There are three Dispatch Request formats used to obtain an air or surface transportation assignment. The following 3 tables show the 3 formats.

Field #	Field Name	Type	Position	# of Char	Description	Example
1.	Request Code	Char	1	1	Dispatch request code as "T"	T
2.	Sequence Number	Numeric	2-5	4	Sequence number is equal to the sequence number of previous request plus 1 and ranges from 0000-9999.	0111
3.	Destination ZIP Code	Char	6-10	5	The first three characters are the SCF; the next two characters are the zone.	09800
4.	CIN	Numeric	11-13	3	Content Identifier Number	245
5.	MDD	Numeric	14	1	Mail Delivery Day	0
6.	MPC	Numeric	15	1	Mail Processing Code	1
7.	24-digit Barcode	Char	16-39	24	Populated if scanning 24-digit barcode; otherwise blank.	
8.	Weight	Numeric	40-43	4	Piece weight "0134" = 13.4 lbs.	0014
	<b>TOTAL Length</b>		<b>43</b>	<b>43</b>		<b>43</b>

#### *Domestic Dispatch Request – Format 1 of 3*

Field #	Field Name	Type	Position	# of Char	Description	Example
1.	Request Code	Char	1	1	Dispatch request code as "T"	T
2.	Sequence Number	Numeric	2-5	4	Sequence number is equal to the sequence number of previous request plus 1 and ranges from 0000-9999.	0111
3.	24-digit Barcode	Char	6-29	24	24-digit barcode	098002450100345000025704
4.	Weight	Numeric	30-33	4	Piece weight "0134" = 13.4 lbs.	0014
	<b>TOTAL Length</b>		<b>33</b>	<b>33</b>		<b>33</b>

#### *Domestic Dispatch Request, Format 2 of 3*

Field #	Field Name	Type	Position	# of Char	Description	Example
1.	Request Code	Char	1	1	Dispatch request code as "T"	T
2.	Sequence Number	Numeric	2-5	4	Sequence number is equal to the sequence number of previous request plus 1 and ranges from 0000-9999.	0111
3.	Destination ZIP Code	Char	6-10	5	The first three characters are the SCF; the next two characters are the zone.	09800
4.	CIN	Numeric	11-13	3	Content Identifier Number	245
5.	EML	Char	14-29	16	EML is made of identifier "EML" followed by 13 alpha-numeric characters	EML03450ABC25704
6.	Weight	Numeric	30-33	4	Piece weight "0134" = 13.4 lbs.	0014
	<b>TOTAL Length</b>		<b>33</b>	<b>33</b>		<b>33</b>

**Domestic Dispatch Request (Express Mail Label) - Format 3 of 3**

**4.4 Domestic Dispatch Response from TC to MPE**

The Dispatch Response returns the Air or Surface transportation assignment information. The table below describes each field of an "L" response from TC.

Example: L0489NSMFPHLBPJDDR1EF3F1203000915072350019023763UA-9942 SFOUA-136 ORDUA-470 PHL

Field #	Field Name	Type	Position	# of Char	Description	Example
1.	Sequence Number	Numeric	1-4	4	Echo of the same message sequence number received in the Dispatch request.	0111
2.	Transaction Type	Char	5	1	Transaction Type: "L" – Label	L
3.	Preferred S-AMS	Numeric	6	1	Preferred S-AMS. Range: 0 – 5, 9 where 0 is Primary 1 is Secondary 2 is Tertiary 3 thru 5 are additional S-AMS Servers 9 is Contingency Mode	0
4.	Message Counter	Numeric	7-9	3	The last three digits generated by S-AMS when an assignment has been made. Possible values range from 001-999.	489

Field #	Field Name	Type	Position	# of Char	Description	Example
5.	Tag Type	Char	10	1	Tag Type: "N" – Air D&R "T" – Surface D&R	N
6.	Origin AMC	Char	11-13	3	Origin AMC	SMF
7.	Destination AMC	Char	14-16	3	Destination AMC	PHL
8.	Sequence Barcode	Char	17-26	10	Barcode information (last two characters are base 42 encoded – if populated)	BPJDDR1EF3
9.	Mail Class	Char	27	1	Mail Class. Either "F", "P", "E".	F
10.	Bin Number	Char	28-29	2	BIN Number	12
11.	Leg1 Leave Time	Char	30-33	4	Leave time of first leg – HHMM	0300
12.	Leg1 Leave Date	Char	34-39	6	Leave date of first leg – MMDDYY	091507
13.	Destination Arrive	Char	40-43	4	Arrival time at destination – HHMM	2350
14.	Piece Weight	Numeric	44-46	3	Weight of assigned piece "013" = 13 lbs. (no tenths)	019
15.	Flight Total Weight	Numeric	47-51	5	Total weight of flight in pounds "00325" = 325 lbs.	02376
16.	Leg Count	Numeric	52	1	Number of legs on route	3
17.	Route/Trip1*	Char	53-60	8	Contract ID of first leg	UA-9942
18.	Transfer Point1	Char	61-63	3	AMC ID of first leg transfer point	SFO
19.	Route/Trip2*	Char	64-71	8	Contract ID of second leg	UA-136
20.	Transfer Point2	Char	72-74	3	AMC ID of second leg transfer point	ORD
21.	Route/Trip3*	Char	75-82	8	Contract ID of third leg	UA-470
22.	Transfer Point3	Char	83-85	3	AMC ID of third leg transfer point	PHL
23.	Route/Trip4*	Char	86-93	8	Contract ID of fourth leg	
24.	Transfer Point4	Char	94-96	3	AMC ID of fourth leg transfer point	
	<b>TOTAL Length</b>		<b>96</b>	<b>96**</b>		<b>96**</b>

***Domestic Dispatch Response***

**\*Note:** The “Route/Trip” fields are assigned by S-AMS (Surface-Air Management System) and can be any combination of characters. For Air assignments, the field will be populated by the two-digit Air Carrier Code and the flight number.

**Examples of “Route Trip” field (Air Carrier Codes in bold):**

Commercial Air Carriers:

**AA**-769 American Airlines  
**B6**-177 Jet Blue  
**CO**-1353 Continental Airlines  
**SY**-159 Sun Country  
**UA**-891 United Airlines  
**US**-373 US Airways  
**YX**-32 Midwest Airlines

Shared Network Carriers

**5X**-PHL UPS  
**FX**-NC FedEx

**\*\*Note:** “Tag Type” (“T” or “N”) and “Leg Count” fields determine the length of the assignment message as shown in table below:

	<b>Tag Type =T</b>	<b>Tag Type =N</b>
<b>Leg Count =1</b>	Length = 85	Length = 63
<b>Leg Count = 2</b>	Length = 85	Length = 74
<b>Leg Count = 3</b>	Length = 85	Length = 85
<b>Leg Count = 4</b>	Length = 96	Length = 96

**Assignment Length of Domestic Response**

The table below provides examples of 1-leg, 2-leg, 3-leg, and 4-leg domestic dispatch responses for Tag Type = N (Domestic Air D&R Label).

<b>Example Domestic Dispatch Responses</b>						
<b>Field #</b>	<b>Field Name</b>	<b>Position</b>	<b>1-Leg (D&amp;R)</b>	<b>2-Leg (D&amp;R)</b>	<b>3-Leg (D&amp;R)</b>	<b>4-Leg (D&amp;R)</b>
1.	Sequence #	1-4	0001	0002	0003	0004
2.	Transaction Type	5	L	L	L	L
3.	Preferred S-AMS	6	0	0	0	0
4.	Message Counter	7-9	001	002	003	004
5.	Tag Type	10	N	N	N	N
6.	Origin AMC	11-13	RDU	RDU	RDU	RDU
7.	Destination AMC	14-16	DEN	DEN	DEN	DEN
8.	Seq' Barcode	17-26	EIAF1EVNC8	EIAF1EVNC9	EIAF1EVNCA	EIAF1EVNCB
9.	Mail Class	27	F	F	F	F
10.	Bin Number	28-29	33	34	35	36
11.	Leg1 Leave Time	30-33	2100	2115	2130	2159
12.	Leg1 Leave Date	34-39	111808	111908	112008	112108
13.	Destination Arr	40-43	1110	1145	1150	1259
14.	Piece Weight	44-46	041	042	043	044
15.	Flight Total Wgt	47-51	00064	00200	00301	00400
16.	Leg Count	52	1	2	3	4
17.	Route/Trip1	53-60	CO-7	CO-12	CO-123	CO-1234
18.	Transfer Point1	61-63	EWR	EWR	EWR	EWR
19.	Route/Trip2	64-71		CO-44	CO-447	CO-1258
20.	Transfer Point2	72-74		IAH	IAH	IAH
21.	Route/Trip3	75-82			CO-136	CO-1370
22.	Transfer Point3	83-85			SAT	SAT
23.	Route/Trip4	86-93				CO-13614
24.	Transfer Point4	94-96				DEN
	<b>TOTAL Length</b>		<b>63</b>	<b>74</b>	<b>85</b>	<b>96</b>

***Example of Dispatch Response***

#### 4.5 Domestic ACT Tag Response from TC to MPE

An Air Contract Tag (ACT) response has seven fields containing a total of 18-alphanumeric characters. The following table depicts the ACT Response; ACT is replied from TC when at the time of request no assignment is available.

Example: L0713AMSPF55000D00

Field #	Field Name	Type	Position	# of Char	Description	Example
1.	Sequence Number	Numeric	1-4	4	Echo of the same message sequence number received in the Dispatch request.	0002
2.	Transaction Type	Char	5	1	Transaction Type: "L" – Label	L
3.	Preferred S-AMS	Numeric	6	1	Preferred S-AMS. Range: 0 – 5 where 0 is Primary 1 is Secondary 2 is Tertiary 3 thru 5 are additional S-AMS Servers 9 is Contingency mode	0
4.	Message Counter	Numeric	7-9	3	The last three digits generated by S-AMS when an assignment has been made. Possible values range from 001-999.	713
5.	Tag Type	Char	10	1	Tag Type: "A" – ACT Tag	A
6.	Destination AMC	Char	11-13	3	Destination AMC	MSP
7.	Mail Class	Char	14	1	Mail Class. Either "F", "G" or "H".	F
8.	Sequence Barcode	Char	15-22	8	Barcode information	55000D00
	<b>TOTAL Length</b>		<b>22</b>	<b>22</b>		<b>22</b>

#### *Domestic ACT Tag Response*

#### 4.6 Domestic Generic Surface Response from TC to MPE

A Generic Surface response has eight fields containing a total of 23-alphanumeric characters. This response is provided when at the time of request no Surface Routing is available.

Example: L0896S945945F94500D00

Field #	Field Name	Type	Position	# of Char	Description	Example
1.	Sequence Number	Numeric	1-4	4	Echo of the same message sequence number received in the Dispatch request.	0002
2.	Transaction Type	Char	5	1	Transaction Type: "L" – Label	L
3.	Preferred S-AMS	Numeric	6	1	Preferred S-AMS. Range: 0 – 5 where 0 is Primary 1 is Secondary 2 is Tertiary 3 thru 5 are additional S-AMS Servers 9 is Contingency mode	0
4.	Message Counter	Numeric	7-9	3	The last three digits generated by S-AMS when an assignment has been made. Possible values range from 001-999.	896
5.	Tag Type	Char	10	1	Tag Type: "S" – Generic Surface	S
6.	Origin AMC	Char	11-13	3	Origin AMC	945
7.	Destination AMC	Char	13-16	3	Destination AMC	945
8.	Mail Class	Char	17	1	Mail Class.	F
9.	Sequence Barcode	Char	18-27	10	Barcode information	94500D00
	<b>TOTAL Length</b>		<b>27</b>	<b>27</b>		<b>27</b>

#### *Domestic Generic Surface Response*

## 5. The *PostalOne!* TMS and Full-Service

Mailers may choose to participate in the *PostalOne!* TMS program in order to fulfill some of the requirements for Full-Service. Specifically, the Intelligent Mail tray barcode information scanned by the *PostalOne!* TMS and stored in the datalog file can be used to populate a portion of the required electronic documentation. More detailed information about datalog files can be found in Section 3 of this document. More detailed information on the requirements to qualify for Full-Service can be found at <http://ribbs.usps.gov/>. Mailers should also refer to Section 6 of this document for instruction on how to proceed with Full-Service qualified mail in case of System or Network problems.

### 5.1 *PostalOne!* TMS and Mail.dat

Although it is not a USPS requirement, some Mailers may choose to populate their Mail.dat files with the Airline Code (carrier). This optional data will not be stored or displayed in any way. If a Mailer chooses to pursue this option, Mail.dat has two User Label Fields (each with 40 byte capacity) that can be used.

The Mailer would use the Response from S-AMS, found in Field 6 of the datalog file (See Section 3 of this document for more information), to populate "Label: User Information Line 1" and "Label: User Information Line 2". Using Section 4 as a reference on how to interpret the Response from S-AMS, Mailers will find the Airline Code (carrier) in "Label: User Information Line 2", bytes 9 and 10.

For example, if the Response from S-AMS is L0935NSMFPITD8GDBC75B%F07041408170708300180050615X-SDFX PIT:

Label: User Information Line 1, the first 40 bytes, would be:

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9	0
L	0	9	3	5	N	S	M	F	P	I	T	D	8	G	D	B	C	7	5	B	%	F	0	7	0	4	1	4	0	8	1	7	0	7	0	8	3	0	0

Label: User Information Line 2, the second 40 bytes, would be:

1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9	0	1	2	3	4	5	6	7	8	9	0	
1	8	0	0	5	0	6	1	5	X	-	S	D	F	X		P	I	T																						

As can be seen above, Label: User Information Line 2, bytes 9 and 10 hold the characters 5X, the Airline Code for UPS (see Section 4.4 for additional Air Carrier Codes).



## **6. Policy and Procedures for *PostalOne!* Transportation Management System Failures**

### **6.1 Introduction**

*PostalOne!* Transportation Management System (*PO!* TMS) failure is defined as: System status indicates “S-AMS Offline” or “TC Offline”; Scheduled Maintenance Outages; and Software and/or Hardware issues related to the actual *PostalOne!* Transportation Management System.

In the event that any of the above occurs, *PostalOne!* TMS users shall follow the standardized Policy and Procedures listed below. Mailers with a Customer/Supplier Agreement using TMS should refer to their CSA for their contingency plan.

### **6.2 S-AMS Offline**

*PostalOne!* TMS users can identify whether their System is offline by the indicator on the Main Screen of their *PO!* TMS indicating “S-AMS Offline” or “TC Offline”. Additionally, they may receive “P09 – S-AMS Offline” error tags if they attempt to run trays through their Systems.

- Users shall contact their Local USPS representatives to notify them of the outage.
- Then, users shall contact the USPS Help Desk using the instructions provided in Section 6.5.
- Customers will continue to make required separations on all Surface Mail. Local Postal operations will provide the customer with a list of separations by ZIP codes that will be utilized by the customer while the system is down.
- Air mail will be jackpotted and a placard will be placed on the mail indicating the mail is unscanned.

If *PostalOne!* TMS has no connectivity to S-AMS, mailers who have sufficient processing capacity and time to scan mail prior to their committed dispatch time, will rerun all unassigned trays prepared during the disconnect time through the TMS to receive the proper assignment. If the mailer has insufficient capacity or time prior to his committed dispatch, the mailer will not be required to run trays prepared during the disconnect time through TMS for assignment.

**The mailer is still responsible for providing Intelligent Mail Tray barcodes in the electronic documentation regardless of an available connection to S-AMS.** In order to qualify for “Full Service”, Mailers may continue to use their *PostalOne!* Transportation Management Automated or Semi-Automated Systems in Bypass Mode (assuming the System Failure is related only to S-AMS or other Network connectivity problems that do not prevent the System from functioning). This will allow for the automatic population of Intelligent Mail Tray Barcode data into their datalog files. Alternatively, Mailers may choose to hand-scan Mailtrays in order to capture the relevant Tray Label data.

### **6.3 Scheduled Maintenance Outages**

- Local Postal operations will notify *PostalOne!* TMS Users of scheduled maintenance outages.
- Users will follow the “S-AMS Offline” procedure, delineated in Section 6.2, during scheduled maintenance outages.

### **6.4 Software and Hardware Issues**

- The *PostalOne!* TMS user will contact their Local USPS representatives to notify them that their System is down.
- Then, users should contact the USPS Help Desk using the instructions provided in Section 6.5 of this document. The USPS Help Desk will escalate the issue to enlist assistance from the *PO!* TMS Program Office and the System Vendors, as necessary. It is required that users contact the USPS Help Desk for tracking purposes.
- Users will follow the “S-AMS Offline” procedure, delineated in Section 6.2, while software and/or hardware issues are addressed and corrected.

### **6.5 *PostalOne!* Transportation Management Help Desk Instructions**

All *PostalOne!* TMS Support inquiries should be directed to the **USPS Eagan Help Desk**. Please note that the USPS has three separate Help Desks. **Only the Eagan Help Desk has been trained on the *PostalOne!* Transportation Management Program.**

The Help Desk begins with Automated Voice Prompts. The directions must be followed **exactly** in order to be routed to the appropriate Help Desk.

- Dial 1 800 USPS HELP (1 800 877 74357)
- You will first be asked: “Are you calling to change your password?”

Say: "No".

- You will then be asked: "Please state the name of your application or program".

Say: "Scan Where You Band Program"

- You will be transferred to a new menu. The first option is: "For problems related to S-AMS, press 1".

Press: "1"

- Your call will now be answered by a Help Desk Representative.

**\*\*Before continuing, confirm that you are speaking to a representative from the Eagan Help Desk. If you are not, ask to be transferred to the Eagan Help Desk.\*\***

Once you have confirmed that you are speaking to the Eagan Help Desk:

- Identify yourself as a Major Mailer who is participating in the *PostalOne!* Transportation Management Program. **If they ask you for your ACE ID, repeat that you are a Major Mailer, and therefore do not have an ACE ID.**
- Ask to open a ticket.
- Provide them your name, Site Name and contact information. **If you do not leave sufficient contact information, your ticket will be closed.**
- Explain your problem.
- Keep a record of your ticket number, as you may need it for reference in future communication with the Eagan Help Desk.