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1 Introduction

1-1 Overview

This publication has been developed to assist Postal Service™ employees in handling plant-verified drop shipments (PVDS) at the origin Post Office and the destination entry office. These procedures supplement the standards found in the *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®) and establish official Postal Service policy for the handling of drop shipments for Periodicals, Standard Mail®, and Package Services, including Parcel Select®.

1-2 Definitions

1-2.1 Drop Shipment

While the DMM contains sections about other types of drop shipments for Express Mail®, Priority Mail®, and metered mail, in this publication the term “drop shipment” pertains to discounted mailings claimed at destination entry rates and transported by a mailer to destination Postal Service facilities.

1-2.2 Plant-Verified Drop Shipment

PVDS allows for origin verification and postage payment of shipments transported by a mailer (or third party) at the mailer's expense, on the mailer's own or contracted vehicle, to destination offices where it is received as mail. A mailer participating in PVDS must comply with the requirements in DMM 705.15.0. PVDS allows for destination entry of Standard Mail, Periodicals, and Package Services mail while taking advantage of the ease of use associated with origin postage payment.

1-2.3 Mailer

Throughout this publication, the term “mailer” encompasses anyone involved with the preparation and transportation of a PVDS mailing, including agents, shippers, contractors, consolidators, or others.

1-3 Function of PS Form 8125

PS Form 8125, *PVDS Verification and Clearance*, serves two functions. The form was originally developed to provide evidence that postage on mailings drop shipped to destination offices was verified and paid for at the origin Post Office. The form's function has since expanded to allow the form to start the clock for service measurement performance with a scan of a USPS barcode printed on PS Form 8125. The application of the USPS barcode by the mailer is only required with certain Postal Service products, such as Confirm[®] or Delivery Confirmation[™].

1-4 Destination Entry Rate Levels

Effective February 3, 1991, destination entry rates were introduced as a new level of discount for mailers. Currently, three destination entry rates are used with Standard Mail and Package Services:

- a. DBMC: Destination bulk mail center rate.
- b. DSCF: Destination sectional center facility rate.
- c. DDU: Destination delivery unit rate.

Three destination entry rates are currently available for Periodicals mail:

- a. DADC: Destination area distribution center rate.
- b. DSCF.
- c. DDU.

Origin offices must ensure that mailers meet the requirements for destination entry, including basic standards for preparation and deposit as found in the DMM.

2 Procedures at Origin Office

2-1 Postage Payment

Mailings are verified at origin by Postal Service employees assigned to a detached mail unit (DMU) at a mailer's plant or at the business mail entry unit (BMEU) at the origin Post Office serving the mailer's plant. Throughout the remainder of this publication, the term "origin office" refers to the location where the mailing was verified and accepted. Following acceptance and postage payment, PVDS mailings are then released to the mailer for transportation to destination Postal Service facilities. The shipment is deposited at the destination Postal Service facility by the mailer where it is received as mail by Postal Service employees and released for processing. Postage is paid under PVDS as follows:

- a. For Periodicals, postage is paid at a valid original entry or an additional entry Post Office serving the mailer's plant, unless an alternative postage payment method is authorized.
- b. For Standard Mail and Package Services, postage and fees are paid under a valid permit at the Post Office serving the mailer's plant or as designated by the district manager.

2-2 Verification at Mailer's Plant

Before PVDS verification can be done at the mailer's plant, the mailer must have either a Postal Service plant-load authorization or a postage payment agreement that establishes a DMU at the mailer's plant. The DMU must be separate from the mailer's activities, in an enclosed, secure, and safe work area with a telephone. The work area must be approved by the Postal Service. The mailer may submit a letter to the postmaster serving the mailer's plant and request verification at the mailer's plant. The postmaster may agree to the mailer's request to verify PVDS shipments at the plant on an as-needed basis if an approved DMU is established and staffing can be accommodated.

2-3 Mailer Responsibilities

A mailer participating in PVDS must comply with DMM 705.15.0. Mailers who do not meet these requirements will be prohibited from participating in PVDS by the origin office. Any mailer denied a request for PVDS may file an appeal under DMM 607.2.0.

2-3.1 Mail Separation and Presentation

When presented to the Postal Service, PVDS mailings must meet the following requirements:

- a. Each mailing must be separated from other mailings for verification. Destination entry rate mailings for deposit at one destination Postal Service facility must be separated from mailings for deposit at other facilities to allow for reconciliation with each accompanying PS Form 8125.
- b. Mail must be separated with a cardboard barrier from freight transported on the same vehicle.
- c. If a Periodicals mailing is on the same vehicle as Standard Mail, then the Periodicals mail must be segregated. For a single destination entry, Periodicals should be loaded toward the tail of the vehicle. For multistop deliveries, Periodicals must be separated from other mail classes. Commingled mail classes results in delayed processing of Periodicals mail.

2-3.2 Mailer Documentation

The mailer must present the following acceptance documents with each PVDS mailing:

- a. Individual, consolidated, or facsimile postage statements.
- b. For Package Services and Standard Mail with special services (e.g., Insured, COD, Delivery Confirmation), PS Form 3540-S, *Postage Statement—Special Services* and PS Form 3877, *Firm Mailing Book for Accountable Mail*, or approved manifest. Approved facsimiles are acceptable.
- c. For the origin or working portion of a mailing processed locally from a PVDS mailing that contains PLANET Coded mailpieces, PS Form 3152-A, *Confirm Advance Shipping Notice ASN Shipment ID*, with the appropriate postage statement.
- d. One of the following forms per destination, as applicable:
 - (1) PS Form 8125 or facsimile (see Appendix [A](#)).
 - (2) PS Form 8125-C, *PVDS Consolidated Verification and Clearance*, or facsimile (see Appendix [A](#)).
 - (3) PS Form 8125-CD, *PVDS Consolidated Verification and Clearance DSMS* or facsimile.

Throughout the remainder of this publication, the term “PS Form 8125” refers to any of the three forms identified in items 1, 2, or 3. Refer to Appendix [A](#) for examples of the forms.

2-4 Verification at Origin Business Mail Entry Unit

PVDS verification can be performed at the origin BMEU under certain conditions. The origin BMEU must have enough space and staff to handle verification and be equipped with scales to calculate per piece and gross weights.

2-5 Postal Service Verification Responsibilities

A Postal Service employee trained in business mail acceptance verifies the mailer's product as follows:

- a. Verify classification, rate eligibility, preparation, packaging, and presort for compliance with requirements.
- b. Verify postage, collect fees, and debit mailer's permit account.
- c. Verify that the section “Mailer Information” on PS Form 8125 accurately represents the mailer's product, and the mailer has entered the correct destination entry office where the product is to be drop shipped.
- d. Complete the section for “Origin Post Office” on PS Form 8125. Unless the mailer has authorization to submit unsigned consolidated forms, the Postal Service employee must sign and round-date each PS Form 8125.

2-6 Resolving Discrepancies Reported by Destination Entry Offices

The origin office must ensure that the mailer takes steps to prevent recurrence of discrepancies reported by a destination office. Refer to Section [7-1](#) for information on the electronic Mail Improvement Reporting (eMIR). Based on the nature of the discrepancy reported, the mailer may also be required to pay additional postage (e.g., for mail deposited at an incorrect destination for entry discounts claimed).

2-7 Pallet Requirements

2-7.1 General Standards

All pallets presented to the Postal Service must meet the standards found in DMM 705.8.0. Mail on pallets must meet the standards for the class and rate claimed.

2-7.2 Size Standards

Pallets must measure 48 by 40 inches and must allow four-way entry by forklift trucks and two-way entry by pallet jacks. The pallet size requirements in the following [Exhibit 2-7.2](#) apply to all categories of mail.

Exhibit 2-7.2

Pallet Size Requirements

	Minimum	Maximum	Additional Information
Height: Single pallet	-	77 inches (pallet plus mail)	-
Height: Stacked pallets	-	84 inches (pallet plus mail plus top caps)	Pallets prepared for entry at Anchorage or Fairbanks, Alaska, cannot exceed 72 inches.
Weight: Single or stacked pallets	100 pounds of mail	2,200 pounds (pallets, top caps, and mail)	For standards, see DMM 705.8.3.
Height: Trays on pallets	36 linear feet or 3 layers of letter trays	77 inches or 12 layers of letter trays (whichever occurs first)	Stretchwrap must be securely wrapped around the pallet to secure the trays.

2-7.3 Stacked Pallets

Pallets may be stacked up to four tiers high if the following requirements are met:

- a. Individual pallets meet minimum height and weight requirements.
- b. A stacked pallet unit (up to four stacked pallets) does not exceed maximum height and weight limits.
- c. The heaviest pallet is on the bottom and the lightest is on the top.
- d. Each pallet is top-capped as specified in DMM 705.8.2.
- e. Stacked pallets must be secured with at least two straps or bands of appropriate material to maintain its integrity during transportation and handling. Stretchable or shrinkable plastic may not be used to secure stacked pallets (see DMM 705.8.3.1).
- f. Sufficient space between the pallets allows easy forklift blade entry for pallet separation.

2-7.4 Securing Pallets

Individual pallets must be secured with at least two straps or bands and be wrapped with plastic stretchwrap or both. (Metal banding is not allowed.) Stretchwrap should be wrapped completely over the lip of the pallet.

2-7.5 **Parcels on Pallets**

To facilitate unloading, mailers should implement the following pallet guidelines:

- a. The heaviest parcels should be on the bottom of the pallet and the lightest parcels on the top.
- b. Parcels weighing 35 pounds or more should not be stacked above 60 inches (including pallet height).
- c. Parcels on pallets must be secure, stable, and able to maintain unit integrity during normal transit and unloading.

2-7.6 **Pallet Boxes**

Pallet boxes may be constructed of single-, double-, or triple-wall corrugated fiberboard placed on pallets. Pallet boxes can only be used to hold sacks, bundled flats, and parcels. If an origin bulk mail center (OBMC) or bulk mail center (BMC) presort discount is claimed, only machinable parcels may be in pallet boxes. Pallet boxes must protect the mail and maintain the unit integrity of the pallet loads throughout transportation, handling, and processing. The stacking, top caps, and banding requirements listed in [2-7.3](#) also apply to pallet box use.

2-7.7 **Containerization of Parcel Select Mailings**

The Parcel Select destination sectional center facility (DSCF) rate pallet requirements are given below.

Minimum: One of the following:

- a. 50 pieces and 250 pounds.
- b. 36-inch height of mail (excluding pallet).
- c. 35 pieces and 200 pounds per pallet when average number of pieces is 50 (see DMM 705.8.19.2.b).

Maximum:

- a. 2,200 pounds.
- b. 77 inches for a single (mail plus pallet) pallet (see DMM 705.8.5.5).
- c. Pallet boxes can not exceed 60 inches, excluding the pallet (see DMM 705.8.4.2).

Parcel Select DDU: Pallet boxes cannot exceed 60 inches, excluding the pallet (see DMM 705.8.4.2).

OBMC and BMC Presort:

Machinable parcels:

- a. Pallet boxes cannot exceed 69 inches, excluding the pallet.
- b. Minimum height of mail on pallet is 52 inches (see DMM 705.8.18.a).
- c. Maximum: see [Exhibit 2-7.2](#).

Nonmachinable parcels: Minimum height of mail on pallet is 42 inches (see DMM 705.8.18.2.a).

2-8 Bedload Guidelines

2-8.1 **Bedloading Sacks**

Bedloaded sacks should not be stacked higher than 60 inches. Whenever possible, heavier sacks should be on the bottom.

2-8.2 **Bedloading Parcels**

The heaviest parcels should be stacked on the bottom and the lightest parcels on top.

Items weighing 35 pounds or more should not be stacked above 60 inches from the trailer floor.

Outside parcels (i.e., those that exceed machinable dimensions) are to be stacked against the walls or on the tail of the trailer whenever possible. When commingled with the rest of the mailing, they must be stacked no higher than 60 inches and in such a manner as to maintain load integrity during transit.

2-8.3 **Bedloading Bundles**

Bedloaded bundles are allowed for entry at DDUs only. Bedloaded bundles should not be stacked higher than 60 inches.

3 Appointment Process

3-1 Overview

Each mailing claimed at a destination rate must be deposited at the time and the location specified by the Postal Service. Prior to arriving with a drop shipment, the mailer is required to have a valid drop shipment appointment with that facility, except as noted in [3-1.3](#). Only one appointment is permitted for each vehicle arrival.

3-1.1 Time

The Postal Service requires a minimum of 8 hours advance notice for appointments for DBMC, DADC or DSCF rate mailings. Exceptions to the 8-hour requirement (“same-day” appointments) may be granted by a facility's drop shipment control center. If all available appointment slots are taken, the facility has the option to create a Holiday and Contingency constraint and schedule the additional appointment. No appointments may be scheduled, changed, or cancelled within 1 hour of the appointment time. Appointments may be made up to 14 calendar days prior to the desired appointment date. Mailers must comply with the scheduled appointment time.

3-1.2 Locations and Facilities

Locations or facilities designated by the Postal Service to receive drop shipments are often referenced by destination entry rates, such as SCF Los Angeles CA. Some are referenced by the actual city and state of the facility receiving the drop shipment, such as Wallingford CT. Others are referred by names used in the DMM labeling lists, such as Quad Cities IL.

However, based on classification from the facilities database (FDB), four types of Postal Service facilities receive drop shipments (see [Exhibit 3-1.2](#)). Locations or addresses for these facilities are found in the Facilities page in Facility Access and System Tracking (FAST) or in the Address File from the AIS Drop Shipment Product.

Exhibit 3-1.2

Types of Facilities and Their Discount Rates

Facility Type	Discount Rate
Bulk Mail Center (BMC)	DBMC
Processing and Distribution Center (P&DC)	DBMC*, DADC, DSCF
Post Office	DSCF*, DDU
Annex**	DBMC, DADC, DSCF, DDU

* Restricted to facilities designated in DMM labeling lists.

** FAST will indicate the specific type(s) of drop shipment received at an annex.

Note: Post Offices may be collocated with other facility types. The collocated Post Office would be activated separately in FAST for the DDU rate.

3-1.3 Scheduling

Appointments can be scheduled in one of two ways:

- a. *Telephone requests.* A Postal Service employee schedules an appointment when the mailer has called with a request to deliver a drop shipment at a specific destination.
- b. *Electronic requests.* Users can log into FAST (<http://fast.usps.gov/fast>) and enter appointment request information. A mailer can also pass electronic files with content details and appointment request information through *PostalOne!* All users require registration with *PostalOne!* for the assignment of a scheduler ID.

Exceptions to the scheduling standard include the following:

- a. Shipment containing 100-percent perishable commodities.
- b. Shipment containing 100-percent Periodicals mail.
- c. Local mailers.

See “Drop Shipments Not Requiring Appointments” in [3-8](#) for further clarifications on the exceptions.

3-2 Drop Shipment Control Center

3-2.1 Overview

Each district office and BMC is responsible for establishing and maintaining a drop shipment control center. The core function of the control center is to oversee all aspects of the receipt of drop shipments at destination entry offices. The control center manages the appointment process and monitors and reports general drop shipment compliance by shippers.

3-2.2 Facility Schedule Report

Each control center will maintain a master schedule for facilities within its designated area. The control center will use the Facility Schedule Report to provide notification of scheduled arrivals and confirmation numbers to

offices without access to FAST. Those facilities with access to FAST must report truck arrivals and unload times to the control center within four hours for data input into the system. Those facilities without access to FAST must report truck arrivals and unload times to the control center within 1 business day for data input into the appointment system (except for Saturdays, Sundays, and holidays).

3-2.3 **Facility Profile(s)**

The control center must ensure facility profile(s) are complete and accurate. The facility's physical address, contact name, phone number, and an alternate contact number are critical fields and should be immediately updated when changes are made. Depending on the type of information, updates to the facility profile are made through Address Management, FDB, or directly on the Facilities page in FAST. The Comments section should be used to communicate any information not provided in the facility profile that may impact the entry of drop shipments to a facility.

3-2.4 **Appointment Slots**

The control center should monitor the number of potential appointment slots against mailer requests for each destination office within their jurisdiction. Report disparity between appointment slot availability and mailer requests to appropriate local Postal Service management. When appointment requests routinely exceed appointment slot availability and Postal Service operational limits and/or facility constraints will not be adversely impacted, Postal Service management should review and adjust the number of appointment slots for their facility.

3-3 Telephone Procedures for Destination Delivery Unit Appointments

All telephone requests for appointments for DDU shipments must be made by contacting the appropriate delivery unit at least 1 business day before arrival of the drop shipment. At a minimum, the requestor must provide the mailer's name, mail class, type of containerization, volume, size and type of vehicle, and date and time of the requested appointment. The requestor must confirm that the vehicle size is compatible with the delivery unit's dock. Also, the requestor must confirm the ability of the delivery unit to take pallets, if applicable. The delivery unit will document each appointment at the time it is made. Additional information, such as the transportation company, trailer number, product name, or permit number is not necessary to reserve an appointment and can be provided at a later time, if requested, prior to deposit of the mail.

3-4 Electronic Appointments

3-4.1 Overview

A mailer with access to FAST must provide all pertinent information as required by the system. If other information requested is not available (e.g., vehicle number) at the time the appointment is made, the mailer can provide it by electronically modifying the appointment profile at least 8 hours prior to the arrival of the shipment. Modification notifications between 8 hours and 1 hour prior to the appointment may be made by contacting the appropriate drop shipment control center or BMC. A mailer may query drop shipment arrival data from the system. Using the Appointment ID as a reference, the mailer may obtain the actual date and time of shipment arrival and unload times.

3-4.2 Appointment ID

FAST generates an Appointment ID for every confirmed appointment entered into the system. A mailer making an electronic appointment is provided the Appointment ID immediately upon completing the appointment process. A mailer making a telephone request for an appointment will be notified of the Appointment ID by the drop shipment appointment coordinator. Mailers must print the Appointment ID on PS Form 8125 in the top right block (“Drop Ship Appointment Number”). Mailers that fail to provide a drop ship appointment number risk not having the load accepted or confirmed as an arrival.

3-5 Drop Shipment Appointments

3-5.1 Types of Appointments

Based on load types, the following appointments exist in FAST:

- a. *Pallet*: Mailing is containerized on pallets.
- b. *Speedline*: All mail is on pallets; total does not exceed six pallet positions. A pallet position is defined as the floor space occupied by one pallet.
- c. *Drop-and-Pick*: Restricted to BMC entry for bedload Parcel Select (Postal Service unload) and approved by the BMC manager. Perishable loads can not be scheduled as drop-and-pick appointment.
- d. *Bedload*: Parcels or sacks stacked directly on the floor of a vehicle (driver unload). *Note: If bedload and pallets are combined, the shipment is categorized as bedloaded.*

All appointments require completion of content information that describes the mailing associated with each PS Form 8125 or each line of a consolidated PS Form 8125. Mail class and mail shape are required fields under content information.

3-5.2 **Valid Appointments**

A mailer has a valid appointment when the following criteria are met:

- a. The shipment arrives within 24 hours of the scheduled date and time. Late arriving appointments are placed in queue and unloaded when operationally feasible. These appointments must be accepted under the original Appointment ID. Refer to Section [4-4.2](#) for rules on late arrivals; shipments arriving more than 30 minutes after the scheduled appointment time are considered late. An appointment arriving early may be accepted at the discretion of the facility. If an early appointment is accepted and unloading of the vehicle has begun, the Postal Service is required to unload the vehicle within the stated unload time for the load type.
- b. The appointment is scheduled at the correct facility based upon the Drop Ship Product files valid at the time the appointment was made.
- c. The appointment is scheduled under the appropriate load type and mail class.
- d. The vehicle content matches the appointment profile (e.g., mail shape and containerization).
- e. There is only one Appointment ID per vehicle load per destination.

When a vehicle has multiple mailings for the same destination, only one Appointment ID is permitted.

If a large mailing requires two vehicles, then each vehicle must contain a separate PS Form 8125 and must have its own individual Appointment ID.

3-5.3 **Periodicals**

When Periodicals mail is transported and drop shipped together with Standard Mail or Package Services, an appointment is necessary and must be scheduled under the mail class the Periodicals is accompanying. As such, the appointment, receipt, and unload process will also apply to the Periodicals portion of the shipment. When Periodicals mail is on the same vehicle as Standard Mail, the Periodicals mail should be loaded toward the tail of the vehicle so that, for each destination entry, Periodicals mail can be segregated and handled according to its service standard. Periodicals mail that is being entered as a single shipment separate from other classes of mail destined for another facility does not require an appointment.

3-5.4 **Perishables**

Mailable perishable matter may be sent through the mail only if it can reach its destination in good condition in the normal transit time between the origin office and final address. Perishable mailers are required to provide advance notice of their deposit at least 1 business day prior to arrival at a destination. Notice can be provided by using the Perishable option in FAST or by telephoning the entry office. When perishables are transported along with another mailing to the same destination, an appointment is necessary. The appointment must be scheduled under the class of mail for the other mailing.

3-6 Drop-and-Pick Appointments

To reduce operational burden, drop-and-pick (D&P) appointments for mailings occurring on a regular frequency (i.e., on a consistent basis at least once a week) can be established at BMCs. D&P appointments are only available at a BMC for Parcel Select shipments in trailers that are at least 75 percent full. Otherwise, the shipment should be scheduled as a bedload appointment.

3-6.1 **Establishing Drop-and-Pick Appointments**

To establish D&P appointments, the mailer (permit holder) must submit a request in writing on company letterhead to the BMC manager. The manager will respond to all requests within 5 business days. Requests must include the following information:

- a. Name, address, and telephone number of the mailer.
- b. Name (contact person) and telephone number(s) for the following:
 - (1) Transportation agent authorized to deliver the mailing to the BMC.
 - (2) Transportation agent authorized to pick up the trailer once it has been unloaded.
- c. Mail volume (average).
- d. Size and type of trailer(s) transporting mail.
- e. Frequency/schedule.

Once approved, D&P appointments remain valid until the mailer's load type or appointment profile changes. Failure to adhere to scheduled appointments or other abuse of the procedures will result in cancellation of D&P authorization.

3-6.2 **Pallets on Drop-and-Pick Trailers**

With prior approval from the BMC manager, D&P appointments may have up to four pallet positions of Standard or Package Services mail on the trailer. The following procedures must be adhered to for D&P loads:

- a. Appointment must be scheduled as a D&P shipment, and the Comments section of the appointment profile must include the notation "Speedline Pallets" and the number of pallet positions.
- b. The pallet portion of the shipment must be tailgated on the trailer.
- c. A double layer of cardboard must segregate the pallet portion from the bedload product. The barrier should be anchored to the walls of the trailer to prevent the bedload portion from shifting and jeopardizing the integrity of the palletized portion.
- d. Drivers must have a single appointment confirmation number for each trailer load and must provide the corresponding PS Forms 8125 for each mailing contained in the shipment.
- e. Drivers must stay with the trailer until the pallets are unloaded and then queue the van (as directed by Postal Service personnel) for the D&P bedload portion.

- f. The appointment unload information (closeout data) is based only on the bedload portion of the shipment.

3-6.3 **Drop-and-Pick Restrictions**

The number of D&P approvals may not exceed the facility's ability to meet service standards for Parcel Select shipments. D&P shipments will be unloaded within 8 hours after receipt by the BMC when the shipment is received prior to 3:00 p.m. (Parcel Select critical entry time) or within 18 hours if received after 3:00 p.m.

3-6.4 **Drop-and-Pick Trailer Retrieval**

Once the unload process is complete, mailers must retrieve their trailer(s) within 1 business day. A shipper's repeated failure to remove empty trailers in a timely manner will result in cancellation of D&P privileges and could also result in demurrage charges. The Postal Service is not responsible for any demurrage or detention charges incurred by anyone participating in the D&P appointment program.

3-7 **Recurring Appointments**

A recurring appointment may be established at the discretion of the destination facility manager through a written application by the mailer using PS Form 6241, *Recurring Appointment Request*. A recurring appointment is a drop shipment that arrives consistently on the same day or days of the week, during the same time period with approximately the same mail contents on the same type of transportation. The Postal Service facility manager or postmaster of the destination entry office will respond to all requests within 10 business days. The approval process must include a review of facility slot and volume constraints for the days of the recurring appointment request.

Once approved, a recurring appointment remains valid until the mailer's appointment profile changes and no longer meets the conditions originally agreed to by the Postal Service. Contact information for recurring appointments should be reviewed at least every 6 months to ensure the information on file is correct. Failure to adhere to scheduled appointments or other abuse of the procedures will result in revocation of recurring appointment privileges.

3-8 **Drop Shipments Not Requiring Appointments**

3-8.1 **Perishable Shipments**

While shippers transporting only products recognized by the Postal Service as perishables (DMM 601.9.0) are not required to have an appointment, they must notify the destination facility at least 1 business day in advance of deposit to facilitate timely receipt, unloading, and processing of their freight.

These shippers may use FAST to fulfill the 1 business day notification requirement. If shippers of perishables transport other mailings in the same trailer, they are required to meet appointment standards for those other mailings (see [3-5.4](#)).

3-8.2 **Periodicals**

Although no appointment is required for shipments containing 100 percent Periodicals mail, nor is notification to the destination facility of their arrival required, making appointments for Periodicals is encouraged. Dedicated Periodicals shipments may not be deposited at a BMC. A mixed load with Periodicals mail requires an appointment at all facilities (see [3-5.3](#)).

3-8.3 **Local Mailers**

Although a local mailer is not required to make an appointment for mailings or portions of mailings originating and destinating at the same facility where the mailing permit is held, scheduling an appointment at that local facility is encouraged.

4 Facility Access and Shipment Tracking

4-1 Overview

Replacing the Drop Shipment Appointment System (DSAS), the FAST system is an electronic appointment scheduling system that allows mailers to make appointments and obtain information generated by the destination facility. FAST allows the Postal Service to collect and monitor data about PVDS mailings. There is a Comments section for noting any special conditions of a shipment.

4-2 System Authorization

Appointment and report functions are restricted to registered customers, appointment coordinators, and other approved Postal Service personnel who have been issued a computer logon ID code. To receive a logon ID, registered customers must complete the *Postal/One!* Registration Form. The customer logon ID is referred to as the Scheduler ID. Postal Service users register for FAST by using the normal procedures associated with eAccess. Available under “Reference Documents” in “Resources” (<http://fast.usps.gov/fast>), the “FAST Customer User Guide” provides complete information on the user roles and duties assigned to the roles.

4-3 FAST Components

Appointments contains all appointment management functionality. Appointment creation, modification, and closeout functions, including recurring appointment management, are available in this module.

Facilities provides specific information about the destination entry offices where drop shipments can be scheduled. Users may query information by entering a city name and state (e.g., Memphis, TN) or the appropriate 3-digit or 5-digit NASS code (e.g., 38Z for Memphis BMC or 380 for Memphis SCF). The facility information function currently provides the following data:

- a. NASS code.
- b. Address, telephone numbers, and contact names.

- c. Receiving hours for drop shipments. This information is generated from appointment slot availability.
- d. Comment section (to provide facility restrictions, directions, etc.).

Profiles contains functionality to view corporate and scheduler profile information such as name, address, and contact information.

Reports allows a number of reports to be generated by internal and external users. Mailers/agents are restricted to information relative to their own appointments and mailings. The following types of reports are available in FAST:

- a. *Facility Schedule Report* displays appointment summary information for all shipments that are to occur for the selected facility and given day.
- b. *Scheduler Report* displays detailed appointment information for a specific scheduler and select facility, area, or district.
- c. *Scheduler Performance Report* displays the counts and percentages of no shows, cancellations more than 24 hours in advance of the appointment, cancellations within 24 hours of the appointment, late arrivals, and unscheduled shipments.
- d. *Appointment Calendar* displays the number and types of appointments for a designated date range and specified facility. Drill down capabilities allow the user to get more detailed information for a specific date and hour.
- e. *Appointment Status Report* displays appointments for a designated facility or scheduler by the specific appointment status type and time period.
- f. *Appointment Summary Report* displays the counts and percentages of no shows, late arrivals, and closed and unscheduled arrivals for a given facility or facility type.
- g. *Holiday and Contingency Constraint Report* provides external users with the ability to determine the hours of all facilities depending on a preferred view.
- h. *Corporate Rating Report* displays the number of closed appointments with no exceptions, appointments that are exceptions, the number of exempt appointments, and the average points awarded per category.
- i. *Appointment Rating Analysis Report* displays the appointment rating by appointment for the date range, facility ID, Scheduler, and report view.
- j. *Closeout Data Report* allows users to enter appointment or recurring appointment Ids and view those appointments' closeout information.

Resources contains functionality to download and link to various resources, such as the Drop Shipment Product files and the DMM. In addition, Resources provides links to the AMS Resources Area-District 3-Digit Data Excel spreadsheet, message board, and what's new.

4-4 Closeout Procedures

4-4.1 Finalizing Appointments

Postal Service personnel are responsible for completing destination entry information on PS Form 8125. Once the drop shipment has entered the destination facility, the appointment process must be finalized within 4 hours for facilities with access to FAST and 1 business day for facilities without access to FAST.

- a. *Operations personnel:* Platform personnel at plants are responsible for entering drop shipment arrival data into the Transportation Information Management Evaluation System (TIMES) or the Surface Visibility handheld device. At BMCs, the vehicle operator assistant uses the Vehicle Transportation Analysis Performance System (VTAPS) to track the arrival and unloading of drop shipments. Appointment data in TIMES and VTAPS are then automatically updated into FAST. Close out of drop shipment arrival and unloading data must be finalized within 1 business day of the shipment's unload completion.
- b. *Appointment coordinator:* When close-out data are missing or incorrect in TIMES or VTAPS, the appointment coordinator must query all available drop shipment arrival documentation (e.g., PS Form 8125 in-house tracking sheets) to reconcile and then manually input the data. Data input may be delayed at some destination facilities due to weekend and holiday schedules.

4-4.2 Differentiating No Show From Late Close Outs

If a scheduled drop shipment arrives more than 24 hours past its appointment time, the appointment is no longer considered valid. Late appointments are accepted only if operationally feasible. If the appointment has been no showed in FAST prior to 24 hours, the appointment must be reopened. An appointment will be considered a no show after 24 hours, and a new appointment must be scheduled.

A late shipment is one that arrives between 31 minutes and 24 hours after its scheduled appointment time. The inability to accept a load prior to a facility closing time may result in a rejected appointment.

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5 Mailer Transport of PVDS

5-1 Mailer Responsibility

5-1.1 Overview

The mailer must transport a PVDS mailing from the origin office to the appropriate destination entry office. PVDS shipments are considered freight until received as mail at the destination facility. A PVDS mailing must not be transported with another mailing that requires verification and postage payment at a business mail entry unit.

Other types of freight may be transported along with PVDS when they are segregated from the PVDS portion of the load and clearly identified as nonmailable matter. Postal Service employees at the destination entry office will not unload other freight to reach a mailing destined for that office.

Any material classified by the Postal Service as “hazardous” under DMM 601.10 may not be carried on the same vehicle with the PVDS mailing.

5-1.2 Trailer Seal

Drop shipments are freight until deposited and received as mail at the destination facility. Therefore, a Postal Service seal is not required. The mailer may use its own seal to secure mailer vehicles transporting PVDS mailings, although this is not required.

5-1.3 Liability (Transporting)

The mailer assumes all responsibility and liability for any loss or damage to PVDS shipments before they are deposited and accepted as mail at destination entry Postal Service facilities. This applies even if a third party transports those mailings. Mail is considered freight until deposited and accepted at the destination office.

5-1.4 Multistop Appointment

A mailer can use FAST to schedule appointments at multiple destinations. FAST will assign a unique Appointment ID for each confirmed appointment. The mailer is able to manage multistops by adding or removing appointments, canceling the multistop, or editing appointment level information. Mailings must be specifically identified and separated for each destination of a multistop appointment. The time between the first stop and the last stop can not be greater than 24 hours.

5-2 Vehicle Compatibility

5-2.1 Facility Restrictions

Prior to scheduling an appointment, mailers should review the facility restrictions in the Address Information System (AIS) Drop Shipment Product Supplemental Site file. Mailers should also review FAST's "Message Board" and the "Facility Profile" screens (comment field) for information on specific sites.

5-2.2 Telephone Appointment Request

When making an appointment request via telephone, the mailer must confirm that the vehicle size is compatible with the destination facility's dock.

5-2.3 AIS Drop Shipment Product

The AIS Drop Shipment Product is produced by the National Customer Support Center (NCSC) in Memphis. It consists of four separate files and is available by CD-ROM on a subscription basis and distributed monthly. Mailers who participate in the PVDS program should subscribe to the AIS Drop Shipment Product or download the drop ship files from FAST Resources. The product includes facility information, such as dock restrictions (e.g., dock height and canopy clearance) and material handling capabilities (e.g., pallet and rolling stock). Facility characteristics are derived from the Facility Database, which is maintained and updated by local sites as changes occur.

5-3 Appointment Discrepancies

5-3.1 Early Arrival

Mailers are considered early if they arrive in advance of a scheduled appointment time with mailings prepared for DBMC, DADC, or DSCF rates. Mailers are considered early if they arrive more than 30 minutes prior to the scheduled appointment for DDU mailings. If operationally feasible, Postal Service employees should accept an early arrival. Otherwise, the mailer may be required to return at the scheduled appointment time.

5-3.2 **Late Arrival**

Mailers are considered late if they arrive between 31 minutes and 24 hours after the scheduled appointment time with mailings prepared for DBMC, DADC, and DSCF rates. Platform access may be delayed or in some cases refused due to facility capacity or hours of operation restrictions. Every effort will be made to accept the mailing if operationally feasible. Surface Visibility sites must capture the reason for rejection of an appointment.

With DDU mailings, mailers are considered late if they arrive more than 30 minutes after the scheduled appointment time. While the appointment is no longer considered a valid appointment, every effort should be made to accept the appointment. When a late mailing is refused, the facility must document the reason(s) why the appointment could not be accepted.

5-3.3 **Cancellations**

A mailer who cannot keep an appointment must cancel it at least 24 hours before the scheduled appointment time. Mailers can use FAST to cancel appointments up to 8 hours prior to the scheduled arrival time. Between 8 hours and 1 hour prior to scheduled arrival, mailers must telephone the appropriate appointment control center or the appointment record will result in a “No Show” designation.

5-3.4 **Multiple Appointments, Same Vehicle and Destination**

If a vehicle arrives containing mailings with multiple appointments for the same entry office, the Appointment ID provided by the driver and printed on the first PS Form 8125 becomes the confirmation number of record. All other Appointment IDs are considered invalid and are finalized as a no show.

5-3.5 **No Show Appointments**

A mailer's failure to arrive within 24 hours of the scheduled time of the appointment will result in a No Show status designation for the appointment in FAST.

5-3.6 **Rescheduling Appointments**

The mailer has the following options to reschedule appointments:

- a. *Using FAST:* a mailer may use the online or electronic methods to reschedule an appointment for a later date or time up to 8 hours before the original appointment time or by telephone up to 1 hour prior. When rescheduling an appointment, the original Appointment ID may be maintained by accessing the “Manage Existing Appointment” option in FAST. A mailer who desires a new Appointment ID should use the “Cancel” option and make a new appointment, thus generating a different Appointment ID.
- b. *Calling a delivery unit:* a mailer may verbally reschedule an appointment up to 1 hour prior to the scheduled arrival.

5-3.7 **Unscheduled Arrivals**

Failure to provide a valid Appointment ID for a shipment will result in an “Unscheduled Arrival” designation. When shipments arrive without an appointment or the arrival cannot be matched to an appointment, the destination facility has the following options:

- a. Facilities that receive DBMC, DADC, and DSCF mailings:
 - (1) If operationally feasible, accept the mailing and enter the shipment in TIMES or VTAPS as an “Unscheduled Arrival.” A unique confirmation number will be generated to identify and track the unscheduled arrival. If the appointment is not recorded in TIMES or VTAPS, the appointment coordinator must enter the unscheduled arrival information directly into FAST.
 - (2) Refuse the shipment and require the mailer to make an appointment.
- b. Facilities that receive DDU mailings:
 - (1) If operationally feasible, accept the mailing.
 - (2) Refuse the shipment and require the mailer to make an appointment.

5-3.8 **Invalid Scheduling**

A drop shipment presented to a destination entry office must correspond to information provided with the scheduled appointment. Examples of invalid scheduling include:

- a. Mixed or all Standard Mail appointments scheduled as pure Periodicals.
- b. Content exceeding 24 pallets or six pallet positions scheduled as a Speedline Appointment.
- c. Reuse of the same Appointment ID for multiple appointments.
- d. Appointment scheduled at different facility. These appointments are considered invalid and are subject to rejection. If operationally feasible, the shipment may be accepted as an “Unscheduled Arrival,” and the discrepancy should be noted on the PS Form 8125.

6 Procedures at Destination Entry Offices

6-1 Mailer Liability

After a mailing has been accepted and postage has been paid at the origin office, the mailer assumes all responsibility and liability for any loss or damage to a mailing before it is accepted as mail at the destination facility.

6-1.1 Mailer Responsibilities at All Facilities

Upon arrival, drivers must check in at the designated area, provide a driver's license if requested, and present PS Form 8125 [does not apply to mailings presented under the electronic verification system (e-VS)].

A valid Appointment ID must be provided. If presenting mailing with PS Form 8125, the Appointment ID must be on the document (see [3-4.2](#)). If presenting an e-VS mailing, the driver must know the Appointment ID number.

While on Postal Service property, drivers are required to adhere to the following:

- a. The driver must stage the vehicle as assigned by Postal Service personnel. Drivers must adhere to all instructions while driving on Postal Service premises.
- b. When driver unloading is required, the driver must stay with and continue to unload the vehicle until the unload process is complete.
- c. For a vehicle containing multiple mailings, the driver must separate and present each mailing with the appropriate PS Form 8125.
- d. Parcel mailings presented under e-VS will have no PS Form 8125.
- e. The driver must obey all applicable Postal Service and Occupational Safety and Health Administration (OSHA) regulations while on Postal Service premises.
- f. The driver must remove the vehicle from Postal Service premises immediately after unloading when directed by Postal Service personnel.
- g. The driver is not permitted access to the Postal Service facility except for the dock and designated driver rest areas.

6-1.2 Mailer Responsibilities for Delivery Unit Shipments

In addition to the requirements above, when delivering a drop shipment to a delivery unit, it is the driver's responsibility to:

- a. Unload the vehicle without Postal Service assistance.
- b. Separate the mailing by 5-digit or approved 5-digit scheme, when requested.
- c. Unstack pallets if the office accepts pallets. If the office cannot handle pallets, the driver must unload the mail into a container specified by the delivery unit.

Note: Mailers must consult the AIS Drop Shipment Product to determine facility conditions for delivering DDU shipments (see DMM 705.8.21).

6-2 Vehicle Redirection

To facilitate handling or processing entry, the Postal Service may divert or redirect shipments to a facility other than the designated office due to facility restrictions. Planned redirections due to building expansion, peak mail volume due to seasonal mailings, annex closures, or other anticipated events must be reflected in the Drop Ship Product. In the case of emergency constraints or short-term redirection, information will be provided on the FAST message board.

6-3 Vehicle Turnaround Time

Each facility is required to develop contingency plans to ensure adherence to vehicle turnaround policy.

6-3.1 Unload Time Frames

Drop shipments arriving within 30 minutes of their scheduled appointment time and with no load irregularities will be unloaded as expeditiously as possible, but no later than the timeframes listed in [Exhibit 6-3.1](#).

Exhibit 6-3.1
Drop Shipments Timeframes

Appointment Type	Unload Time for DSCF or DADC Mailings	Unload Time for DBMC Mailings	Unloaded By
Speedline	1 hour	1.5 hours	Postal Service Personnel
Palletized	2 hours	3 hours	Postal Service Personnel
Bedload	8 hours	8 hours	Driver (with Postal Service assistance)
Drop-and-Pick	N/A	8 or 18 hours (based on CET)	Postal Service Personnel

Unload times for on-time appointments are calculated from the scheduled appointment time or once the vehicle is docked, whichever is first. Unload times for early arrivals are calculated from the unload start time or the

scheduled appointment time, whichever is first. Unload times for late arrivals are calculated from the unload start time.

6-3.2 **Destination Delivery Unit Unload Timeframe**

All DDU shipments are designated as “driver unload” and must be unloaded within 1 hour after arrival at a destination delivery unit.

6-3.3 **Unload Priorities**

Shipments with valid appointments are unloaded upon arrival. A local mailer, who did not schedule an appointment as recommended, will be unloaded after a valid appointment as been unloaded. A late appointment will be unloaded before an unscheduled arrival.

6-4 Postal Service Responsibilities for All Drop Shipments

Before beginning the unload process, Postal Service personnel must verify that the shipment is being entered at the correct destination facility and not destined for another location. Adherence to proper receiving procedures by the destination entry office will assure protection of Postal Service revenues and contribute to service performance. Postal Service employees are responsible for verifying the accuracy of the mailer's drop shipment by comparing the shipment to the accompanying PS Form 8125. (See [6-6](#) on e-VS mailings that require no PS Form 8125.) A Postal Service employee must check the mailer's appointment and verify that the correct volume, class of mail, and type of mail processing category have been deposited at the right destination. Postal Service personnel must document the arrival time on the PS Form 8125 and USPS barcodes on PS Form 8125 must be scanned when the truck is unloaded.

6-4.1 **Appointment Validation**

The receiving employee must ensure the mailer has a valid appointment.

For DBMC, DADC, and DSCF mailings, the mailer must:

- a. Have scheduled a FAST appointment with the destination entry office.
- b. Print the drop ship appointment number (FAST's Appointment ID) on PS Form 8125.
- c. Arrive within 8 hours of the scheduled appointment time. Refer to [4-4.2](#) for rules on late arrivals and shipments arriving more than 30 minutes after the scheduled appointment time.

If the Appointment ID has not been printed on PS Form 8125, the driver should contact the dispatch office to obtain it. While PS Form 8125 is not required for e-VS mailings, drivers are required to know the Appointment ID of their appointment. If no appointment was made, the destination office may accept the shipment as an unscheduled arrival. If the facility is unable to accept the shipment, the mailer should be told to schedule a new appointment.

Mailers are required to call a delivery unit where there is no access to FAST at least 1 business day in advance of the arrival of their DDU mailing. These telephone calls should be documented by the delivery unit. Mailers who arrive more than 30 minutes before or after their scheduled appointment, or without having made an appointment, should be allowed to unload if and when operationally feasible.

6-4.2 **Cursory Review**

The Postal Service platform employee must perform a cursory review of all drop shipments. The cursory review may be performed at any time during the unloading process using the following procedures:

- a. Request and verify driver identity through proper company identification and/or a valid state driver's license.
- b. Check for unsafe conditions or significant parcel damage that may have resulted in crushed or torn pieces during transit. Do not accept the shipment if safety or parcel integrity is compromised. Follow the guidelines for problem resolution in [7-2.2](#).
- c. Verify that the shipment is destined for your location by examining a few addresses. If an entire shipment belongs to a different entry office, refuse the shipment.
- d. Ensure that name, signature of verifying employee, and round stamp date appear on PS Form 8125 or that the appropriate legend required for alternate procedures (does not apply to e-VS mailings) is printed.

6-5 Validation of Shipments With PS Form 8125

6-5.1 **PS Form 8125 Accuracy**

The mailer must present the appropriate PS Form 8125 and must have accurately completed all required items in the mailer section. The origin office section must have been completed by an acceptance employee at the origin Postal Service facility. At the destination office, Postal Service employees must do the following:

- a. Ensure that name, signature of verifying employee, and round stamp date appear on PS Form 8125 or that the form has been printed with the appropriate legend required for alternate procedures.
- b. Verify that the entry office is the correct destination facility and the correct entry discount is claimed.
- c. Follow the steps in [6-5.2](#) to ensure the accuracy of the PS Form 8125 as compared to the mail.

6-5.2 **Shipment Verification**

Compare the actual mail with information on PS Form 8125 and do the following:

- a. Ensure that the class of mail (Standard Mail, Package Services, Periodicals, or International) matches the PS Form 8125.

- b. Ensure the processing category (letters, flats, or parcels) matches the PS Form 8125.
- c. Ensure that the discount rates claimed are correct and the containers are destined for the facility where they are being deposited.
- d. Randomly compare the actual mail product/publication title or names to the product/publication title or names indicated on the PS Form 8125.
- e. Ensure the volume matches PS Form 8125:
 - (1) If the shipment is palletized/containerized, count the physical number of pallets/containers and compare. Counts must match. Also, check if presort of pallets is correct on PS Form 8125 (only if mailer completed optional section on form).
 - (2) If shipment consists of bedloaded parcels, count the physical number of parcels and compare. Counts must match.
 - (3) If the volume cannot be verified using methods listed in items 1 or 2, weigh the drop shipment contents of the trailer to ensure weight of load is within 1 percent tolerance of weight stated on PS Form 8125.

Record any load condition irregularities (e.g., broken pallets, damaged mail, and load unsafe) in the appropriate section of PS Form 8125.

If the information on PS Form 8125 matches the shipment, accept the mail. If the information does not match the shipment, see procedures in [7-3](#).

6-5.3 **Additional Procedures For DDU Parcel Select Shipments**

The standard operating procedure for receiving DDU drop shipments of Parcel Select presented with a barcoded PS Form 8125 is to use verification scans on individual parcels to determine shipment arrival quality and the depth of verification required for each drop shipper. Based on shipment arrival quality performance, on-time service performance, and revenue assurance concerns, the district determines the procedure used for DDU drop shipments. The choices for verifying DDU Parcel Select shipments are listed below.

Scan a minimum of 5 packages per shipment with the verification scan.

— For mailers that have demonstrated consistent arrival quality, the following procedures will be used to verify their DDU drop shipments:

- a. Verify that the shipment is for that delivery unit and that the volume on PS Form 8125 generally matches the actual shipment.
- b. Randomly scan at least five (5) packages from the drop shipment with the verification scan “DC/eVS Arrive.” Where there is a large shipment or multiple PS Forms 8125 are presented, the number of scans performed should be at least 5 percent of the total pieces.
- c. Scan all packages when fewer than five.
- d. Scan PS Form 8125 as shipment complete (see [6-5.4](#)).

Scan all packages with the verification scan (first escalation) — If there is reason to believe the arrival quality is poor for a drop shipment, the number of verification scans performed can be increased, including scanning every

package upon arrival. When it is determined to increase number of scans for a drop shipment, follow these procedures:

- a. Verify the shipment is for that delivery unit and that the volume on PS Form 8125 generally matches the actual shipment.
- b. Scan all parcels that are addressed to another delivery unit as “MISSHIPED” and return to driver.
- c. Scan all packages on the drop shipment with the verification scan “DC/eVS ARRIVE.”
- d. After all pieces have been scanned, scan the PS Form 8125 as shipment complete (see [6-5.4](#)).

Note: Performing a “DC/eVS ARRIVE” scan on a mail piece the day after it actually arrives would be considered falsification of official reporting systems. The integrity of the shipment arrival quality requires that the “DC/eVS ARRIVE” scan be done on the day of actual arrival.

Scan all packages with the verification scan and count the number of packages to determine the “SHIPMENT COMPLETE” status (second escalation).— When there is reason to believe that there are arrival quality issues or revenue assurance issues, follow these procedures:

- a. Scan and count the number of packages presented.
- b. Compare the actual count to the information on PS Form 8125. If the count matches the PS Form 8125, scan as shipment complete. If the count does not match the PS Form 8125, scan as shipment not complete. If the actual count is less than PS Form 8125, record the difference on PS Form 8125. If the actual count is over, record the difference in the Comments section.
- c. Do not return any packages, destined for that delivery unit, to the driver if there is an overage. Scan all packages on the drop shipment with the verification scan “DC/eVS ARRIVE” at the time of acceptance. Notify the district's Business Service Network of any overage.
- d. Any packages that are not for the delivery unit should be scanned as “MISSHIPED” and returned to the driver.

Note: The second escalation procedure may be used in lieu of the scan verification procedures. Direct questions about these policies and procedures to the district marketing manager's office.

The term “verification scan” refers to the use of the “DC/eVS ARRIVE” scan event for the purpose of determining shipment arrival quality. The “DC/eVS ARRIVE” is Option P on the handheld scanner. The “ARRIVAL AT UNIT” scan and the “ENROUTE” scan cannot be substituted for the “DC/eVS ARRIVE” scan. Shipment arrival quality performance, on-time service performance, and concerns about revenue assurance will determine which procedure is used to verify a DDU drop shipment.

6-5.4 Finalization of PS Form 8125

To finalize the PS Form 8125, do the following steps:

- a. Scan the USPS barcode when printed on PS Form 8125. After verifying the shipment, use a handheld scanner to capture shipment information electronically by scanning the USPS barcode on PS Form 8125. At the “SHIPMENT COMPLETE” screen, enter “1. YES” if the number of pieces or containers agrees with PS Form 8125. If quantity differs, enter “2. NO.”
 - (1) Use the scanner’s keypad to enter the human-readable numbers printed below the USPS barcode if an electronic scan cannot be performed.
 - (2) For parcels with Delivery Confirmation barcodes entered at a delivery unit, use the event code “MISSHIPPED” on any individual pieces from drop shipments that are misdirected due to mailer error and return to the driver.
- b. Document shipment receipt on PS Form 8125. Once the unload process is completed, finalize the “Destination Entry” section of PS Form 8125 with the following information:
 - (1) Name of the receiving employee.
 - (2) Date of arrival.
 - (3) Time of arrival.
 - (4) Date of departure.
 - (5) Time of departure.
 - (6) Signature of receiving employee.

The receiving employee should use the Comments section of PS Form 8125 to document any unusual circumstances (e.g., late arrival, volume discrepancies, or missed in-home date).

To confirm deliveries, mailers may supply a second copy and ask that the receiving employee sign, round-date stamp, and return the duplicate form to them prior to leaving the destination office.
- c. Retain PS Form 8125. The destination entry office must keep the original copy of PS Form 8125 for 1 year.

6-6 Postal Service Responsibilities For Electronic Verification System Drop Shipments

6-6.1 Overview of Electronic Verification System

The Electronic Verification System (e-VS) allows destination entry package mailers and parcel consolidators to document and pay postage, including special service fees, using electronic manifest files. The files are transmitted to a Postal Service database for electronic comparison against sampling data captured at destination entry offices. The e-VS program is designed to make it easy for package mailers and consolidators to take advantage of destination entry rates. Currently, e-VS may be used for domestic Package

Service and Standard Mail machinable parcel mailings. Letter and flat-size mailpieces cannot be included in e-VS mailings.

Participants in the e-VS program benefit from reduced paperwork by replacing hardcopy manifests, postage statements, and PS Form 8125 with electronic documentation.

6-6.2 **Identifying e-VS Parcels**

Mailers must schedule an appointment with the destination entry office for an e-VS mailing. A recurring appointment is often used. When the appointment is scheduled electronically, the mail class will be "Parcel Select" and "e-VS" printed in the Comments section. A unique e-VS barcode must be applied to each parcel with the text "e-VS" above the barcode. For example, some text identifiers are printed as "ZIP-USPS DELIVERY CONFIRM e-VS" or "e/USPS DELIVERY CONFIRM e-VS." Upon arrival at the destination entry office, the mailer must separate e-VS mailings from other mailings having a PS Form 8125.

6-6.3 **DDU Verification Scans**

As part of the cursory review for e-VS mailings, delivery units must scan a random sample of five or more parcels from an e-VS shipment. When there are five or fewer parcels, scan every one. This procedure requires the DDU to scan at least five parcels using the "DC/eVS Arrive" scan.

6-6.4 **Sampling e-VS Parcels**

When a sampling is scheduled, the destination office will be contacted to confirm that a sampling is scheduled. Destination entry offices must set aside e-VS parcels prior to distribution until a representative from the district's statistical programs office can sample the shipment. The destination office must place all e-VS parcels in a hamper, place a HOLD flag on the hamper, and set it aside for the sampling clerk. Upon arrival, the sampling employee scans barcodes from the parcels and collects mailpiece attributes to be used for verification against the mailer's manifest. The destination office will release the e-VS parcels for Postal Service distribution when the sampling is completed or not later than the critical entry time.

7 Problem Resolution

7-1 Electronic Mail Improvement Reporting

7-1.1 Overview of Electronic Mail Improvement Reporting

The electronic Mail Improvement Reporting (eMIR) is a Web-based process for notifying mailers of irregularities in the preparation of mailings they present to the Postal Service. The process should be used to report quality issues and recurring problems, such as unreadable barcodes, broken bundles, and pallet irregularities. The process should be used when there is a quantity of improperly prepared mail that will impact the efficient processing and/or delivery of the mail.

When the Postal Service's processing operations personnel identify a problem with the preparation of a mailing, they complete the eMIR data collection form and enter this information into the *PostalOne!* system. The report is routed to the BMEU and/or the BSN identified with the entry point of the mail. The BMEU researches the problem, initiates the customer contact if necessary, and enters the results of their actions back into the eMIR program database. When the identified deficiency is routed to the BSN, the customer contact and resolution will be documented in the integrated Business Service Network (iBSN) application and electronically transmitted back into the eMIR program database. The status of reports, including the action taken, will be accessible online to the Postal Service personnel who identified the problem and to those responsible for its resolution.

Online training for eMIR is available under *PostalOne!* system training (<http://blue.usps.gov/postalone/emir/programinfo.htm>). To access *PostalOne!*, eAccess approval is required.

7-1.2 Data Collection for Electronic Mail Improvement Reporting

Relevant to the data collected, special emphasis must be placed on identifying the nature of the problem, a description of the mailing, including volume, the "mail owner," "mail preparer," "mail transporter," or Post Office of origin. If possible, include photocopies of PS Form 8125, pallet placard/container, mailpiece, and problem. The data collection form for eMIR is available in Appendix [C](#).

7-2 Issues With Shipment Arrival

7-2.1 **Incorrect Destination Facility**

When a driver arrives with a drop shipment destined for a different facility, do not accept the shipment. Drivers should contact their dispatch office for a resolution on the misdirected mail. The mailer must schedule an appointment at the correct destination facility.

7-2.2 **Pallet Integrity**

Palletized shipments that have not maintained their integrity in transit result in unstable, leaning, or broken pallets. As long as the safety of Postal Service personnel and the driver is not compromised, this shipment may be accepted with the driver required to perform the unload process (with Postal Service assistance). If the load is deemed unsafe, it must be refused and the mailer given the option to rebuild the shipment (off site) to match original preparation. Resubmitted mailings require a new appointment.

7-3 PS Form 8125 Irregularities

7-3.1 **Volume Discrepancies From Mailings Containing Letters or Flats**

Overage. When the amount of mail deposited exceeds the amount indicated on PS Form 8125, determine which containers are in excess and return the overage to the driver in the following order:

- a. Containers not destined for the facility (misshipped).
- b. Containers that obviously do not belong with the mailing (wrong classification/processing category).
- c. If overage is not caused by that listed in items (a) or (b), driver must reconcile the shipment before it can be accepted.

Once the shipment has been accepted, scan the USPS barcode on PS Form 8125 indicating that the shipment was complete.

- d. **Shortage.** When the amount presented is less than the number documented on PS Form 8125, accept the mailing and note the difference in the amount accepted in the Comments section of PS Form 8125. If barcoded, scan the USPS barcode on the PS Form 8125 and indicate the shipment was not complete. The appointment coordinator must also note the discrepancy in the Comments section and select the appropriate code under "Load Integrity" in FAST when finalizing the appointment record.

Once the shipment has been accepted, scan the USPS barcode on PS Form 8125 indicating that the shipment was not complete.

7-3.2 **Volume Discrepancies From Mailings Containing Parcels**

a. **Overage.** When the number of parcels presented exceeds the amount indicated on PS Form 8125, return the excess based on the following hierarchy:

- (1) Return containers (pallets, gaylords, or sacks) not destined for the facility (misshipped).
- (2) Return containers that obviously do not belong with the mailing (wrong classification/processing category).
- (3) Return individual parcels from a bedloaded shipment that are not destined for the facility (misshipped).
- (4) If overage is not caused by items 1, 2, or 3, the driver must reconcile the shipment before it can be accepted.

Once the shipment has been accepted, scan the USPS barcode on PS Form 8125 indicating that the shipment was complete.

b. **Shortage.** When the parcels presented are less than the number documented on PS Form 8125, accept the mailing and note the difference in the amount accepted in the Comments section of PS Form 8125. If barcoded, scan the USPS barcode on the PS Form 8125 and indicate the shipment was not complete. The appointment coordinator must also note the discrepancy in the Comments section and select the appropriate code under "Load Integrity" in FAST when finalizing the appointment record.

Once the shipment has been accepted, scan the USPS barcode printed on PS Form 8125 indicating that the shipment was not complete.

7-3.3 **Missing PS Form 8125**

If a shipment requiring a PS Form 8125 or 8125-C arrives without the form, the driver must contact his or her dispatch office to send a copy of the document via facsimile to the destination facility. Additionally, the original copy of the form must be mailed to replace the faxed copy. If the dispatch office cannot provide a copy to the destination facility, then the mailer must contact the origin office to resolve the issue. Do not accept the shipment until PS Form 8125 has been provided. During the resolution process, the vehicle may need to be removed from the dock.

PS Form 8125-CD will not bear the authorized signature of the Postal Service acceptance employee or a Post Office round-date stamp. Information from an electronic file is used to create PS Form 8125-CD. If a fax copy of PS Form 8125-CD is legible, it is not required to mail a copy to replace the fax. See Appendix [A](#), PS Forms 8125 (Clearance Documents) for additional information pertaining to the various PS Forms 8125.

Once the PS Form 8125 is provided, destination entry office personnel must verify that it represents the shipment in question and is not a duplicate of another mailing already entered or does not represent a shipment for another entry office.

7-3.4 Unsigned PS Form 8125

All PS Forms 8125 must be signed and round-dated by the origin office unless endorsed under an alternative signature waiver program approved by the manager, Business Mail Acceptance, Headquarters. All unsigned PS Form 8125 without the signature waiver endorsement must not be accepted.

7-3.5 Altered PS Form 8125

The only alterations allowed on Forms 8125 are changes to the mailer contact information or the drop shipment appointment information. If any other alterations are made to the form, the driver must contact their dispatch office to fax a copy of the original document to the destination facility. If the dispatch office cannot provide a copy, the mailer should contact the origin office to resolve the issue. Do not accept the shipment until a copy of the original PS Form 8125 has been provided. During the resolution process, the vehicle may need to be removed from the dock.

7-4 Freedom of Information Act

The Freedom of Information Act (FOIA) allows public access to Postal Service records provided the records are not protected from release by law. The fee schedules for processing FOIA requests are available in Handbook AS-353, *Guide to Privacy and the Freedom of Information Act*, Section 4-7. For customers requesting copies of PS Form 8125, the charge for manual search and review time is \$32 per hour, and the duplication fee is \$.15 per page. The requestor is responsible for all fees related to processing the request. Requestors must make checks or money orders payable the United States Postal Service.

7-5 Irregularities With Condition of Mail

7-5.1 Damaged or Wet Mail

Upon arrival, if a significant amount of the shipment is water damaged or visibly damaged (e.g., crushed or torn), the shipment should not be accepted/unloaded. The mailer will have the option to take the shipment off site and repair the shipment to match its original preparation as verified. Resubmitted shipments require a new appointment and may need new documentation to account for changes in mail piece count (removal of wet or damaged mail pieces by the mailer).

Drop shipments containing incidental damage to products may be accepted, and Postal Service personnel should note this information in the Comments section on PS Form 8125. After mail has been received, items with major damage should be segregated, the mailer immediately notified, and the product held until a disposition is made. If unable to contact or reach agreement with the mailer within a reasonable amount of time (24 to 36 hours), containerize and return the mail pieces to the mailer postage due.

In most cases, products with major damage should not be rewrapped, even if the mailer asks that it be done by Postal Service personnel.

7-5.2 Past In-Home Date

When a scheduled mailing arrives beyond the requested in-home delivery dates but prior to the sale/event date, it should be delivered on a carrier's next available trip. Delivery unit personnel should perform the following steps to ensure proper handling of a past in-home date (PIHD) mailing once it is determined the mailing can be delivered prior to the sale/event date:

- a. Document, in the Comments section of PS Form 8125 that the mailing is PIHD.
- b. Report the PIHD mailing to eMIR and other designated Postal Service personnel if required in a local SOP or management instruction.

7-5.3 Past Event and Expiration Date

When a scheduled mailing arrives after a sales event or expiration date (PED), delivery unit personnel should perform the following steps to resolve issues with a PED mailing:

- a. Gather the following pertinent information on the mailing:
 - (1) Product name (name of mailpiece owner).
 - (2) Product description (e.g., flats, letters, and detached address labels).
 - (3) Volume.
 - (4) Requested in-home date(s).
 - (5) Sale date(s).
 - (6) Mailer name and location.
 - (7) Shipper name and location (if different from mailer).
 - (8) Arrival date and time.
 - (9) Source of mail (plant or DDU drop shipment); if drop shipment, obtain a copy of PS Form 8125.
- b. Call the local BSN. BSN will contact customer to determine disposition of mail.
- c. Report the PED mailing to eMIR and other designated Postal Service personnel as required in local SOP or management instruction.
- d. Process the mailing according to the mailer's instructions, as communicated by the BSN. Document the disposition instructions in the Comments section of PS Form 8125.
- e. If unable to reach agreement with the mailer regarding disposition in a timely manner (no later than the next day), process the mail.

Note: When the mailer requests the PED mailing to be treated as waste, the mailer must provide a written request on the company's letterhead, and the Postal Service must keep it on file for 1 year. The BSN will be responsible for obtaining and filing the documentation.

7-6 Safety Issues

7-6.1 Mailer Responsibilities

The mailer is responsible for obeying all applicable Postal Service and OSHA regulations while on Postal Service premises. Under no circumstances will Postal Service personnel or a mailer unload a vehicle that Postal Service management determines to be defective or a threat to the safety and well being of any person.

Defective equipment must be immediately removed from Postal Service premises and refused further entry until it has been repaired. The drop shipment coordinator will notify the mailer in writing of the defective vehicle. If the unload process has been completed before the defects are realized, the Comments section of PS Form 8125 should indicate the defects, and a copy of the PS Form 8125 should be attached to the written notification sent to the mailer.

7-6.2 Postal Service Responsibilities

Facility managers will provide for the safety of all employees and require compliance with procedures for the proper handling of all vehicles processed at their facilities.

Supervisors need to promote a safe work environment for Postal Service employees and other personnel when unsafe or unstable mailings are detected at the destination facility. Upon notification of receipt of an unsafe or unstable vehicle load, the supervisor will perform an initial inspection of the vehicle. If the load and/or vehicle is deemed to be unsafe or unstable, the supervisor will refuse the mailing and advise the driver why the vehicle is being refused.

At a BMC or P&DC, the supervisor should annotate in VTAPS or TIMES the reason for refusal and may contact the safety specialist for assistance. Documentation should then be sent to eMIR for follow up with the mailer. When possible, include photographs of the unsafe condition. At a delivery unit, keep a copy of the PS Form 8125 and annotate the refusal in the Comments section.

All dock personnel will perform their duties in a safe manner. Upon receipt of a questionable vehicle load, they will notify the supervisor for inspection.

When available, the safety specialist will inspect questionable loads and recommend the proper course of action to the supervisor.

Appendix A

PS Forms 8125 (Clearance Documents)

A-1 General Information

Three versions of the clearance documents are currently in use (in Publication 804, any reference to PS Form 8125 refers to all versions of PS Form 8125):

- a. PS Form 8125, *PVDS Verification and Clearance* (see [Exhibit A-1](#)). This form can be printed and provided free by the Postal Service.
- b. PS Form 8125-C, *PVDS Consolidated Verification and Clearance* (see [Exhibit A-2](#)) This form can be download from the Postal Service Web site (www.usps.com).
- c. PS Form 8125-CD, *PVDS Consolidated Verification and Clearance - DSMS*. This computer-generated facsimile form can be created by mailers upon approval from the Postal Service.

A current PS Form 8125 or facsimile must be used. Refer to the current edition of Publication 223, *Directives and Forms Catalog*, for the most recent edition of the forms. The submitted PS Form 8125 must be an original copy (not a photocopy) without any alternations to the information except as allowed under [7-3.4](#).

A-2 Facsimile Forms

Any facsimile PS Form 8125 must contain all required information found on the Postal Service form, including the correct form title (preceded by the word “facsimile”) and form date, in the same relative location. Facsimile formats must be approved in advance by the district Business Mail Entry manager or designee. The mailer may omit fields for rates or preparation methods that are not included in the mailing(s) reported on the form.

All PS Forms 8125-C must be a computer-generated facsimile. On PS Form 8125-C, the mailer may omit the Number of Pieces and Piece Weight columns for mailings prepared in sacks or trays or on pallets, if there is sufficient information on form to allow the origin office and destination entry Postal Service facility to identify the mailings reported and to compare the information on the form with the physical mail. If mailings consist of individual mail pieces that are not prepared in containers, such as bed loaded parcels, the mailer must report the number of pieces in each mailing on PS Form 8125-C.

A-3 Functions of Different Versions of PS Form 8125

PS Form 8125 is used to report a single PVDS that the mailer will transport from origin to a destination Postal Service facility. PS Form 8125 proves to the entry facility that the mail presented by the mailer was verified and paid for at origin.

PS Form 8125-C provides a standardized format for reporting multiple PVDS mailings that are prepared by an individual mailer and cleared at origin on the same day for entry at a single destination postal facility on the same vehicle.

PS Form 8125-CD provides a standardized format for reporting multiple PVDS mailings that are prepared by an individual mailer and cleared at origin on the same day for entry at a destination Postal Service facility. Information from an electronic file is used to create PS Form 8125-CD.

PS Form 8125-CD does not bear the authorized signature of the Postal Service acceptance employee or a Post Office round-date stamp.

A-4 Forms Without a Signature or Round-Date Stamp

Mailers that have been authorized to generate forms without a signature or round-date stamp must print the following legend on PS Form 8125: *This 8125 was verified and accepted under alternate procedures authorized by the Manager, Business Mail Acceptance, Postal Service Headquarters. No Postal Service signature or round stamp required. Contact origin office listed above if there are questions.*

Exhibit A-1

PS Form 8125, Plant-Verified Drop Shipment (PVDS) Verification and Clearance

United States Postal Service® Plant-Verified Drop Shipment (PVDS) Verification and Clearance <small>This form available at www.usps.com</small>				1. Requested In-Home Delivery Date <i>(3-day window)</i>	2. Drop Ship Appointment Number
See Instructions on Reverse					
3. Mailer Name		4. FAST Scheduler ID	5. Mailer Contact Name		6. Mailer Contact Telephone <i>(Include area code)</i>
7. Origin Plant Location <i>(City, state, ZIP+4®)</i>			8. Check One <input type="checkbox"/> Identical-Weight Pieces. Weight of a Single Piece _____ lbs. <input type="checkbox"/> Nonidentical-Weight Pieces		
9. Class of Mail <input type="checkbox"/> Periodicals <input type="checkbox"/> Std. Mail <input type="checkbox"/> Package Services <input type="checkbox"/> International <i>(Specify class)</i>		10. Product or Publication Title or Names	11. Total Gross Weight of Shipment <i>(Verified at origin office)</i>		12. Type of Mail Processing Category <i>(Check all that apply)</i> <input type="checkbox"/> Letters <input type="checkbox"/> Automation Compatible <input type="checkbox"/> Irregular Parcels <input type="checkbox"/> Flats <input type="checkbox"/> Machinable Parcels <input type="checkbox"/> Nonmachinable Parcels
Mailer Information	13. Pallets	a. No. Pallets of Trays _____	b. No. Pallets of Sacks _____	c. No. Pallets f Parcels _____	d. No. Pallets of Bundles _____
	i. 5-Digit				
	ii. 5-D Scheme				
	iii. 5-D CR				
	iv. 5-D Scheme CR				
	v. 3-D				
	vi. All Other				
13e. Non-Palletized Containers					
i. No. of Bundles					
ii. No. of Trays					
iii. No. of Sacks					
iv. No. of Parcels					
v. No. of Other <i>(Describe)</i>					
14. Entry Discounts Claimed <input type="checkbox"/> DDU <input type="checkbox"/> DBMC <input type="checkbox"/> Mailing Includes Pieces For Delivery Outside Service Area of Entry Office. <i>(Check all that apply)</i> <input type="checkbox"/> DSCF <input type="checkbox"/> International Service Center (ISC) <input type="checkbox"/> DADC <input type="checkbox"/> Other <i>(International)</i> :					
15. Comments					
16a. Contact at Company Making Drop Ship Appointment <i>(If other than mailer and if known when completing this form)</i>					16b. Telephone
17. Origin Post Office™ <i>(City, state, and ZIP+4)</i>			26a. Name of USPS® Employee Verifying Mail		26b. Employee's Telephone Number <i>(Include area code)</i>
18. Verified at <input type="checkbox"/> DMU <i>(Mailer's plant)</i> <input type="checkbox"/> BMEU or Post Office			26c. Signature of Verifying Employee		27. Round Stamp <i>(Required)</i>
19. Permit Number		20. Postage Payment Method <i>(Except for Periodicals)</i> <input type="checkbox"/> Permit <input type="checkbox"/> Stamped <input type="checkbox"/> Meter		26d. USPS Contact Name <i>(If other than verifying employee)</i>	
21. Total Pieces		22. Total Weight of Mailing			
23. Vehicle PVDS Seal Number		24. Vehicle ID Number			
25. Comments			33. Load Condition Irregularities <i>(Check all that apply)</i> <input type="checkbox"/> Broken Pallets <input type="checkbox"/> Mailings are not Separated by Form 8125 <input type="checkbox"/> Container Counts do not Match Form 8125 <input type="checkbox"/> Overweight Pallets <input type="checkbox"/> Damaged Mail <input type="checkbox"/> Pallets Too Tall <input type="checkbox"/> Improper Mail Makeup <input type="checkbox"/> Package on BMC Non-Machinable <input type="checkbox"/> Load Unsafe <input type="checkbox"/> Other <i>(Describe in item 32)</i>		
28. Entry Office <i>(City, state, and ZIP+4. Indicate type of facility — e.g., if mail will be entered at a BMC facility, write "BMC" as well.)</i>			34. Scan the barcode upon receipt.		
29a. USPS Receiving Employee Signature		29b. USPS Receiving Employee Name			
30. Date/Time of Arrival		31. Date/Time of Departure			
32. Comments <i>(NOTE: Enter bedload discrepancies as percentages and pallet discrepancies as pallet counts.)</i>					
Origin Post Office <i>(Where verified)</i>			Destination Entry Post Office or Delivery Unit		

Exhibit A-1 (cont'd)

PS Form 8125, Plant-Verified Drop Shipment (PVDS) Verification and Clearance**Definitions and Features**

The purpose of this form is to prove to the entry facility that the mail being presented by the mailer or mailer's agent was verified and paid for at origin.

Plant-verified drop shipment (PVDS) enables origin verification and postage payment for shipments that a mailer transports from the mailer's plant to destination Post Offices™ where the prepaid and pre-verified shipments are accepted by the Postal Service™ as mail.

Postal Service employees verify PVDS mailings for classification, rate eligibility, preparation, volume, and presort either at the mailer's plant or at the origin Post Office serving the mailer's plant.

Standards for PVDS shipments are in *Domestic Mail Manual (DMM™) P950*. Information about destination entry discounts for each class of mail are in DMM Module E, Eligibility. DMM E650 and E752 contain volume limits for PVDS mail that is for delivery outside the entry office service area. There are no limits for Periodicals.

Appointments to deposit PVDS mailings at entry offices are required for Standard Mail® and Package Services. Appointments are required for Periodicals only if they will be presented on vehicles that also contain PVDS Standard Mail or Package Services.

Instructions for Mailer

The mailer must submit a multi-part PS Form 8125, an original and 2 copies of a single-sheet PS Form 8125, or an approved facsimile with each PVDS mailing presented for verification and postage payment to the origin verifying Post Office (or detached mail unit) completed as described below. Submit the original Form 8125, after being signed and round stamped by the origin verifying Post Office, to the entry Post Office with the PVDS mailing it represents. PS Form 8125 is not required for PVDS mailings sent via Express Mail® service or Priority Mail® service drop shipment.

Completing Form 8125

1. Requested In-Home Delivery Date: If this box is completed, the mailer or mailer's agent should deposit the mailing at the entry office in time to meet the delivery window. Delivery within this window is not guaranteed.
2. Drop Shipment Appointment Number: The appointment number may be added by the mailer or mailer's agent after the Form 8125 is signed and dated by the origin Post Office but before the PVDS mailing is presented to the destination Post Office.
- 3-16. The Mailer Information section identifies the mail preparer and provides a description of the mail to be deposited at the destination entry Post Office listed in item 28. The mailer must complete all items in the Mailer Information section except for items 13i-vi. (if pallet presort is known), or items 15 and 16.
 - In items 5 & 6 (and item 16, if necessary), list the name and telephone number of a mailer contact who is familiar with the subject mailing and who can resolve problems that may arise at the entry office.
 - In items 13, report the mail as configured for verification and as it will be presented to the entry office (for example, if trays are on pallets, show the number of pallets with trays). If a mailing consists of a combination of palletized and non-palletized mail, report each segment correctly in this item. Identifying pallet presort levels is optional.
 - In item 14, show all entry discounts claimed for pieces in the mailing. A single mailing may contain pieces subject to different entry discounts (no more than one entry discount may be claimed for any individual piece).
 - In item 15, you may show other mailer information (for example, sequence number for a postage statement, manifest, or PS Form 8125).
28. Enter the city, state, and ZIP+4® of the Post Office or Postal Service facility where the PVDS mailing will be deposited. For mail entered at a sectional center facility (SCF) or a bulk mail center (BMC), show the city and state names as they appear in the applicable labeling list from DMM Module L to facilitate verification of any entry discounts claimed. The physical address of the facility may also be shown. All entry discounts must be based on entry at this facility. If the mailing will be deposited at a BMC, show the designation "BMC" with the city and state as they appear in the applicable labeling list from DMM Module L (the physical address may also be shown with the ZIP+4).

Submitting Mailing and PS Form 8125 to Entry Post Office

The mailer or mailer's agent must submit copy 1 of this Form 8125 (with the original signature and round stamp of the origin post office) with the PVDS mailing presented for acceptance to the entry postal facility shown in item 28. Submit a second copy if you want one signed by the entry office and returned for your records.

The mailing presented to the entry office must be configured as reported under item 13 and must match the other information on PS Form 8125 as validated by the origin post office (verifying office).

Mail must not be reconfigured in containers after verification at origin. This ensures that the entry office is able to reconcile the information on the PS Form 8125 with the mail being presented for acceptance. For example, mail verified and reported as non-palletized sacks or trays (rather than as sacks or trays prepared on pallets) must be presented to the entry post office in the same configuration.

Consolidators must not take mail received from mailers as non-palletized sacked or trayed mailings (reported on Forms 8125 as non-palletized mailings) and place the mail on pallets or in other containers after verification (for reasons such as facilitating transportation) because the entry office will be unable to reconcile the mail with the PS Forms 8125 representing the mail. For example, if an agent places on pallets 10 sacks from one mailing and 15 sacks from another mailing reported on PS Forms 8125 as non-palletized sacks, then there would be no PS Form 8125 representing one pallet of 25 sacks, and the destination entry office may refuse or delay acceptance of the mail.

Instructions for Origin Post Office (Office Where PVDS Mailing Is Verified)

Be sure the mailer has completed all required items in the Mailer Information section and item 28.

After verifying that all information is correct, complete the Origin Post Office section. Items 23 and 24 are optional.

Sign and round stamp this form. Return copies 1 and 2 to the mailer. Retain copy 3 in your files for 1 year.

Instructions for Destination Entry Post Office or Delivery Unit

Either remove the PS Forms 8125 for your office from the vehicle or receive them from the mailer or mailer's agent and check that your office is shown as the entry facility under item 28.

Check that the form is completed, signed, and round stamped by the origin Post Office.

Check the integrity of the mail load to be sure that it is safe to unload. Note any load condition irregularities under item 33.

Compare the shipment with the form(s) for class, volume (such as number of containers), processing category, entry rates claimed, etc.

If PS Form 8125 is properly completed and the information on it matches the mail, then accept the shipment. Complete the "Destination" section (items 28 through 34) legibly. Retain copy 3 of the completed PS Form 8125 in your files for 1 year. If the mailer or mailer's agent has presented two copies, then complete the "Destination" section on the second copy and return it to the mailer or mailer's agent who presented it to you.

If the mail is visibly damaged, if the shipment does not match the information on the PS Form 8125, or if the entry facility on the PS Form 8125 is not your facility, then do not accept the mail until the discrepancy is resolved.

- You may need to notify your supervisor of the problem(s).
- Either you or your supervisor may need to contact the origin Post Office (see items 26a, b, c, and d) to resolve the discrepancy.
- Scan the barcode that appears in item 34 using the MDCD scanner provided.

PS Form 8125, October 2005 (NSN 7530-02-000-7255) (Page 2 of 2)

Exhibit A-2

PS Form 8125-C, Plant-Verified Drop Shipment (PVDS) CONSOLIDATED Verification and Clearance

United States Postal Service Plant-Verified Drop Shipment (PVDS) CONSOLIDATED Verification and Clearance										Requested In-home Delivery Date (3-day window)		
										Drop Ship Appointment Number		
MAILER: This form is for use by an individual mailer only, for multiple PVDS mailings cleared at origin on the same day for entry at a single destination on the same vehicle.												
1. Mailer Name												
2a. Mailer Contact Name												
2b. Mailer Contact Telephone												
3. Origin Plant Location (City, state, ZIP+4)												
4. Contact and Telephone at Company Making Drop Ship Appointment (If other than mailer and if known when completing this form)												
5. Individual Mailings KEY (Used below to describe individual mailings) Payment Type: P Permit M Meters S Precanceled Stamps Number of Pallets & Type: PK Pallets with packages PS Pallets with sacks PT Pallets with trays PP Pallets with parcels Number of Non-Palletized Containers & Type: S Sacks T Trays P Parcels B Bedloaded packages O Other Processing category: L Letters F Flats A Automation compatible I Irregular parcels M Machinable parcels N Nonmachinable parcels												
6. Destination Entry Discounts Claimed (Check all that apply) <input type="checkbox"/> DDU <input type="checkbox"/> DSCF <input type="checkbox"/> Mailing includes pieces for delivery outside service area of entry office <input type="checkbox"/> DBMC												
Mailer Information	Permit Holder	Product Name/ID	Postage Statement Sequence No.	Permit No. & Payment Type (Except PER)	Number of Pallets & Type	Number of Non-Palletized Containers & Type	Number of Pieces	Piece Weight	Total Gross Weight (Verified at origin office)	Class of Mail	Processing Category	
	Totals											
7. Comments												
Origin P.O. (Where verified)	8. Origin Post Office (City, state, and ZIP+4)										15a. Name of USPS Employee Verifying Mail	15b. Signature of Verifying Employee
	9. Verified at <input type="checkbox"/> DMU (Mailer's plant) <input type="checkbox"/> BMEU or Post Office										15c. Employee's Telephone	16. Date (Round) Stamp
	10. Total Pieces				11. Total Weight of Mailing				15d. USPS Contact Name (If other than verifying employee)			
	12. Vehicle PVDS Seal Number				13. Vehicle ID Number				15e. USPS Contact Telephone			
	14. Comments											
Dest. Entry P.O. or Delivery Unit	17. Entry Office (City, state, and ZIP+4) If mail will be entered at a BMC facility, write "BMC" as well.										24. Appointment <input type="checkbox"/> Arrived Early (E) <input type="checkbox"/> Arrived Late (L) <input type="checkbox"/> No Appointment (N)	
	18a. USPS Receiving Employee Signature										25. Comments	
	18b. USPS Receiving Employee Name											
	19. Date of Arrival				20. Time of Arrival				26. Scan the barcode upon receipt.			
	21. Date of Departure				22. Time of Departure							
	23. Load Condition Irregularities (Check all that apply) <input type="checkbox"/> Pallets Too Tall (T) <input type="checkbox"/> Mailings are not separated by 8125s (P) <input type="checkbox"/> Broken Pallets (B) <input type="checkbox"/> Container Counts Do Not Match 8125s (P) <input type="checkbox"/> Courtesy Pallets (I) <input type="checkbox"/> Load Unsafe (U) <input type="checkbox"/> Overweight Pallets (O) <input type="checkbox"/> Other (Describe in item 25) <input type="checkbox"/> Packages on BMC Pallets Not Machinable (M)											
PS Form 8125-C, August 2001 (Page 1 of 1) This form available at www.usps.com Destination Office—1 Mailer—2 Origin Post Office—3												

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Appendix B

PostalOne! Electronic Mail Improvement Reporting (eMIR) Problem Entry Summary

A copy of the *PostalOne!* Electronic Mail Improvement Reporting (eMIR) Problem Entry Summary is provided on the following pages.

PostalOne!® Electronic Mail Improvement Reporting (eMIR) Problem Entry Summary

October 2, 2005 - Release 10.0 Summary

For help using the *PostalOne!* system, please contact:

Help Desk
(800) USPS-HELP or (800) 877-7435
At the prompt, say *PostalOne!*.
postalone@email.usps.gov

Access the *PostalOne!* System

1. On the USPS Intranet website, click **PostalOne!** under **Essential Links** on the left side of the page. The *PostalOne!* Intranet Home Page displays.
2. Click **Go** in the Systems Access section to log on. On the logon page, enter your *PostalOne!* user name and password.

Note: If you enter your name and/or password incorrectly, a warning message appears. Click **OK** to reenter your logon information. You may also go to ePassword reset to reset your password. Do **NOT** allow others to use your user name or password and do not use anyone else's user name.
3. Click **Sign In**. The Operations Message Center displays.

Problem Entry

1. If you have never used the Mail Improvement feature in the *PostalOne!* system before, you must complete a user profile before you can begin entering improvement. You will only have to enter this information once. Upon completion, confirmation page displays. Click **Problem Entry** to open the Message Center.

Note: With the 10.0 release, all Problem Entry users will be required to complete a new profile.
2. Before entering a report into the *PostalOne!* system, collect the information about the mailing. The *PostalOne!* system offers a printable data collection form. To print, click **Printable Data Collection Form**. Use this printed data collection sheet to collect and record data. As you complete the hardcopy, remember to enter as much information as possible. An important feature allows you to attach images to your report. The images should be available on your computer before you begin completing the problem report in the *PostalOne!* system.
3. On the Facility Information page, enter information about the person reporting the problem, the Processing Area, and the Work Tour, then click **Continue**. To clear the fields and reenter the information, click **Reset**.

Note: While some fields are not required, the chance of a successful resolution increases with each bit of information you provide.
4. Select the method of postage payment used for the mailing. The postage payment choices include Permit Imprint, Company Imprint, Periodicals, Precanceled Stamp, Meter/Meter Tape, Official Franked Mail, and Business Reply.
5. Depending on the Postage Payment method selected, a section appears requesting specific information to conduct a search for the permit owner by that particular payment method. Complete all fields and click **Search**. To clear the fields and reenter the information, click **Reset**.
6. View the list of results. Click the name of the permit owner to populate the corresponding fields on the eMIR report. If the search does not reveal any results, you can manually enter all relevant information by selecting **Enter Permit Owner**.

Note: It is very important to identify the mail owner/preparer through this search because the search results yield a customer ID number. The *PostalOne!* system uses that number to route mail reports to the mail owner/preparer.
7. Indicate if the selected permit owner is the Mail Owner or the Mail Preparer.
8. Once the Mail Owner (or Preparer) has been selected, select **Yes** or **No** to indicate if the Mail Preparer (or Owner) Information is also available.
9. Complete as much of the Preparer (or Owner) Information as possible and click **Search**.

PostalOne!® Electronic Mail Improvement Reporting (eMIR) Problem Entry Summary

October 2, 2005 - Release 10.0 Summary

For help using the *PostalOne!* system, please contact:

**Help Desk
(800) USPS-HELP or (800) 877-7435
At the prompt, say *PostalOne!*.
postalone@email.usps.gov**

10. When the search results display, click the name of the Preparer to populate the corresponding fields on the eMIR report. If the search does not reveal any results, manually enter all relevant information. Click **Continue**.
11. On the Mailpiece Information page, enter information in the Container Information section and attach an image. The information you need to complete this section is available from the Pallet flags, Sack tags, Tray labels, and/or Package/Bundle labels. To attach an image stored on your computer, click **Browse**.
12. Open the folder you downloaded the images into, and select the correct image for the container section. Click **Attach/Insert**. The Attach image of container label is now populated with the name of the attached file.
13. In the Mailpiece Information section, you may enter the title of the mailpiece and a description of the mailpiece itself and attach an image. The Piece Description field is also critical in identifying the mailing. The following mailpiece information helps to identify who performed what segment of the mailing:
 - Design characteristics (i.e. color, size, shape, envelope type)
 - Announcement information (i.e. title, sale date, event name)
 - Frequency (i.e. Monthly, Weekly, Aug. Issue, Volume No.)
 - Regional identifiers (i.e. NE Area, Chapter 1, Baltimore Edition)
 - Address block including any codes, symbols, etc.
14. Identify the mailpiece characteristics. The categories to complete include: Class of Mail, Processing Category, Type of Print Material, and Transportation.
15. To identify the problems with the preparation of the mailing, select one or more descriptions in these columns: Pallet, Sack, Tray, Bundle, and Piece. The selection of at least one problem is required. All problem descriptions with subcategory listings are marked as such.
16. Volume information is critical and should be noted under the problem description. This should be an estimate of the extent of the problem within the mailing.
17. In the Comments section, enter any additional information (using 400 characters or less) to further describe the problem. You can also attach an image of the problem in the Additional Information section.
18. Review all information for accuracy on the Confirmation page. If all information is correct, click **Submit**.
19. Once you submit the Report, you will return to the Facility Information page. From here, you may enter another electronic Mail Improvement Report, search for a report, or return to the message center.

Reports

1. Click **Reports** on left menu bar.
2. To view a specific report, enter the report ID number and select **Go To Report** or you may elect to run a **Criteria** or **BMA Performance** report.
3. If **Criteria Report** is selected, the system will prompt you to select the criteria you wish to include in your report. You may then select the format in which you wish to view this information, **Individual Report Listing** (To see all details of the report, click the link in the ID column to view report details. The Detailed Report page shows the history, status and tracking of the submitted problem) or **Aggregate/History Reports** (The Distribution of Mail Improvements graph displays the types and number of problems associated with the criteria. Below the graph, a table listing Types of Problems, Number of Errors, and Error Rate Percentages displays).
4. To return to the main Reports page, click **Click here to go Back to Mail Improvement Reports Main Page**.
5. To create a **BMA Performance** Report, click **BMA Performance** and **Continue**.
6. Select the view, date range and either **Aged** or **Problem Breakdown** statistics. Click **Retrieve Report**.
7. To drill in geographically, select an area or district. To view specific reports click on the numbers in the desired column. Select **Click here to go Back to Mail Improvement Reports Main Page** to return.

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Appendix C

PostalOne! Electronic Mail Improvement Reporting Data Collection Form

A copy of the *PostalOne!* Electronic Mail Improvement Reporting Data Collection Form is provided on the following pages.

Class of Mail *	Processing Category *	Type of Print Material *	Transportation *
<input type="checkbox"/> Express <input type="checkbox"/> Priority <input type="checkbox"/> First-Class <input type="checkbox"/> Periodicals <input type="checkbox"/> Standard <input type="checkbox"/> Package Services <input type="checkbox"/> Parcel Post <input type="checkbox"/> Parcel Select <input type="checkbox"/> Bound Printed Matter <input type="checkbox"/> Media Mail <input type="checkbox"/> Library Mail	<input type="checkbox"/> Letter <input type="checkbox"/> Postcard <input type="checkbox"/> Flat (Nonletter) <input type="checkbox"/> Irregular Parcel <input type="checkbox"/> Machinable Parcel <input type="checkbox"/> Outside Parcel (NMO)	<input type="checkbox"/> Coated (Glossy) <input type="checkbox"/> Un-coated (Paper Stock) <input type="checkbox"/> Individual Polywrap <input type="checkbox"/> Other	<input type="checkbox"/> Postal Service <input type="checkbox"/> Postal Contracted <input type="checkbox"/> Mailer Contracted <input type="checkbox"/> Preparer <input type="checkbox"/> Unknown

Pallet	Sack	Tray	Bundle	Piece
<input type="checkbox"/> Label Error <input type="checkbox"/> Destination <input type="checkbox"/> Content <input type="checkbox"/> Missing label <input type="checkbox"/> Other <input type="checkbox"/> Barcode Scan Problem <input type="checkbox"/> Presort/Make-up Error (see comments) <input type="checkbox"/> Improperly Shrink Wrapped <input type="checkbox"/> Improperly Banded <input type="checkbox"/> No Top Cap <input type="checkbox"/> Oversized <input type="checkbox"/> Overweight <input type="checkbox"/> Other Pallet Issue	<input type="checkbox"/> Label Error <input type="checkbox"/> Destination <input type="checkbox"/> Content <input type="checkbox"/> Missing label <input type="checkbox"/> Other <input type="checkbox"/> Barcode Scan Problem <input type="checkbox"/> Presort/Make-up Error (see comments) <input type="checkbox"/> Incorrect Sack Type <input type="checkbox"/> Contains Loose Mail <input type="checkbox"/> Overweight <input type="checkbox"/> Other Sack issue	<input type="checkbox"/> Label Error <input type="checkbox"/> Destination <input type="checkbox"/> Content <input type="checkbox"/> Missing label <input type="checkbox"/> Other <input type="checkbox"/> Barcode Scan Problem <input type="checkbox"/> Presort/Make-up Error (see comments) <input type="checkbox"/> Incorrect Tray Type <input type="checkbox"/> Contains Unpackaged Mail <input type="checkbox"/> Overweight <input type="checkbox"/> Other Tray Issue	<input type="checkbox"/> Label Error <input type="checkbox"/> Destination <input type="checkbox"/> Content <input type="checkbox"/> Missing label <input type="checkbox"/> Other <input type="checkbox"/> Barcode Scan Problem <input type="checkbox"/> Presort/Make-up Error (see comments) <input type="checkbox"/> Read Problem <input type="checkbox"/> Address/OEL blocked by strapping <input type="checkbox"/> Address/OEL blocked by shrinkwrap <input type="checkbox"/> Strapping/Banding Missing <input type="checkbox"/> Shrinkwrap <input type="checkbox"/> Ripped <input type="checkbox"/> Insufficient Amount <input type="checkbox"/> Insufficient Strength <input type="checkbox"/> Broken at Seam <input type="checkbox"/> Loose Fitting <input type="checkbox"/> Other <input type="checkbox"/> Plastic Strap <input type="checkbox"/> Slipped Off <input type="checkbox"/> Broken <input type="checkbox"/> Insufficient Amount <input type="checkbox"/> Other <input type="checkbox"/> Rubber Bands <input type="checkbox"/> Slipped Off <input type="checkbox"/> Broken <input type="checkbox"/> Insufficient Amount <input type="checkbox"/> Other <input type="checkbox"/> String <input type="checkbox"/> Slipped Off/Poorly Tied <input type="checkbox"/> Broken <input type="checkbox"/> Insufficient Amount <input type="checkbox"/> Other <input type="checkbox"/> Size Issue <input type="checkbox"/> Exceeds Maximum (DMM) <input type="checkbox"/> Below Minimum (DMM) <input type="checkbox"/> Other <input type="checkbox"/> Overweight Bundle <input type="checkbox"/> Other Bundle Issue	<input type="checkbox"/> Label <input type="checkbox"/> Missing Label <input type="checkbox"/> Incomplete <input type="checkbox"/> Labels Sticking Together <input type="checkbox"/> Placement <input type="checkbox"/> Other <input type="checkbox"/> Barcode <input type="checkbox"/> Non Readable/Scan Problem <input type="checkbox"/> Non Visible Barcode (window envelope) <input type="checkbox"/> Incorrect Barcode <input type="checkbox"/> Placement <input type="checkbox"/> Other <input type="checkbox"/> Format <input type="checkbox"/> Improper Permit Indicia <input type="checkbox"/> Improper BRM Format <input type="checkbox"/> Improper/Illegible Meter <input type="checkbox"/> Required Endorsement Missing <input type="checkbox"/> Other <input type="checkbox"/> Addressing <input type="checkbox"/> No ZIP Code <input type="checkbox"/> Incorrect ZIP Code <input type="checkbox"/> Other <input type="checkbox"/> Incorrect Line of Travel <input type="checkbox"/> Incorrect Walk Sequence (CRRT) <input type="checkbox"/> Mailpiece Design <input type="checkbox"/> Construction/Integrity - Sealing <input type="checkbox"/> Perforations, Stock Weight <input type="checkbox"/> Window <input type="checkbox"/> Other <input type="checkbox"/> Parcel <input type="checkbox"/> Improper Fit Of Carton <input type="checkbox"/> Leakage <input type="checkbox"/> Overweight <input type="checkbox"/> Hazmat – (removed from mailstream) <input type="checkbox"/> Other <input type="checkbox"/> Wrapping <input type="checkbox"/> Polywrap Not Sufficient Strength <input type="checkbox"/> Paperstock Not Sufficient Strength <input type="checkbox"/> Not Sealed <input type="checkbox"/> Improper Fit of Wrapper <input type="checkbox"/> Other <input type="checkbox"/> Postage <input type="checkbox"/> Insufficient Postage <input type="checkbox"/> Surcharge Not Paid <input type="checkbox"/> Ineligible For Rate Paid <input type="checkbox"/> Other <input type="checkbox"/> In-Home Dates <input type="checkbox"/> Received after requested dates <input type="checkbox"/> Received during requested dates <input type="checkbox"/> Other Piece Issue
<p>Comments: Please add any information that may further describe the problem. Description should be less than 400 characters in length.</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>				
Volume:	Volume:	Volume:	Volume:	Volume:

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Appendix D

Glossary

Area distribution center (ADC). A Postal Service™ facility that serves as the distribution and processing center for Post Offices™ in a designated geographic area, which is defined by the first three digits of the ZIP Code of those offices. This type of facility serves multiple 3-digit ZIP Codes™.

Address information systems (AIS). An array of products and services designed to improve and maintain the quality of business mail. Produced by the National Customer Support Center (NCSC) in Memphis TN, the Drop Ship product provides the Drop Ship Address file, the Drop Ship ZIP CIN file, the Drop Ship Package Services file, and the Drop Ship Supplemental Site file. These files indicate the location where mail should be entered for destination entry rates and the facility characteristics of the location. To be manipulated or accessed, these raw data files require use of an application program.

Appointment ID. A unique, sequential number assigned when an appointment has been scheduled in FAST. It must be included on PS Form 8125, under Drop Ship Appointment Number.

Auxiliary service facility (ASF). A processing and distribution center that serves as a subordinate mail processing hub with its own service area for a parent bulk mail center. The eight ASFs are Albuquerque, NM; Billings, MT; Buffalo, NY; Fargo, ND; Oklahoma, City OK; Phoenix, AZ; Salt Lake City, UT; and Sioux Falls SD.

Bulk mail center (BMC). A mail processing and distribution plant that handles Standard and Package Services mailings to a large distribution area. There are 21 BMCs in the United States.

Consolidator. A mailing agent who consolidates plant-verified drop shipment (PVDS) mailings prepared by individual mailers and cleared at the origin office. The consolidator then transports the mailings to a destination Post Office.

Critical entry time (CET). The latest time committed mail can be received in an operation and still be processed before clearance time. The CET for Parcel Select, which includes e-VS parcels, is 1500 for BMCs and 1600 for destination delivery units (DDUs).

Delivery unit A Post Office, station, branch, or carrier annex that has mail delivery functions.

Destination bulk mail center (DBMC). A postage rate available to mailers for mailings delivered to BMCs and/or auxiliary service facilities (ASFs) as shown in DMM Labeling Lists 601, 602, or 605.

Destination delivery unit (DDU). A postage rate for mailings prepared and entered at a delivery unit. Examples include Parcel Select, enhanced carrier route (ECR) Standard Mail. Mailers must refer to the AIS Drop Ship Product to determine the location of a delivery facility.

Destination sectional center facility (DSCF). A postage rate for mailings prepared and deposited at facilities listed in DMM Labeling List L005.

Drop shipment appointment system (DSAS). An appointment scheduling system created in 1992, revised in 1999, then retired in phases starting in mid-2005.

Drop-and-pick (D&P) appointment. An appointment unique to DBMC drop shipments of bedload Parcel Select mail, wherein the Postal Service waives the driver unload responsibility and allows a shipper to leave the vehicle for Postal Service unloading (up to 18 hours from the time of appointment or arrival, whichever is later). Once the unload process is complete, mailers must retrieve their trailer(s) within 1 business day (or, with permission by the BMC management, within 48 hours).

Drop shipment. A discounted rate mailing verified and accepted by an origin office, then transported by the mailer or a private (nonpostal) agent to destination entry facility. (Express Mail[®] and Priority Mail[®] drop shipments contain mailings transported by the Postal Service.)

Drop shipment management system (DSMS). An electronic system used by mailers to consolidate palletized loads of PVDS using the Mail.dat file. DSMS mailings are accompanied by PS Form 8125-CD, which does not bear a signature or round-date stamp from the origin office.

Electronic verification system (e-VS). A system that allows high-volume package mailers and parcel consolidators to document postage and special service fees using electronic manifest files. The files are transmitted to a Postal Service database for electronic comparison against sampling data captured at destination entry offices.

Electronic mail improvement reporting (eMIR). A Web-based program designed to capture detailed information about mail preparation problems that impact mail processing and to improve processes through data analysis and information management.

Facility access and shipment tracking (FAST). An electronic appointment scheduling system (<http://fast.usps.gov/fast>) that replaced the DSAS.

Late appointment. A term to describe a vehicle arriving more than 30 minutes after the scheduled drop shipment appointment time at any destination entry office.

Local mailer. A mailer who deposits mailings for verification and acceptance at the local post office serving the facility where the mail was prepared and who claims destination entry rates for mailings or portions of mailings deposited at that local post office.

Mailer. The owner of a mailing who is responsible for postage payment.

Mailing. A group of mail pieces within the same mail class and mail processing category that may be sorted together under the appropriate standards. Also, the action of depositing or presenting mail at a Post Office.

Mailing agent -. A private third party that engages in a principal-agent relationship to prepare and/or transport business mail.

Misshipped. A confirmation event scan used for parcels that are misdirected due to mailer error.

Missent. A confirmation event scan used for individual parcels that are misdirected due to postal error.

National air and surface system (NASS). A computerized system operated at the St. Louis Postal Data Center and distribution networks offices to produce dispatch and labeling information for all classes of mail for use by mail processing facilities. NASS uses a facility code represented by three to five alpha, numeric, or alpha-numeric characters to identify sites that process mail or are included in transportation routings. NASS facility codes are also cross-referenced in other systems including FAST.

“No show”. A term to describe a mailer's failure to arrive within 8 hours of a scheduled appointment.

Outside parcel. A parcel or mail piece that, because of size, weight, or other characteristic, cannot be sorted by mechanized mail processing equipment and must be handled manually. The parcel is called an “outside” because it cannot be placed in a sack.

Parcel select. A term for Parcel Post[®] that is entered by drop shipment at DBMC, DSCF, or DDU rates. The term does not include parcels mailed at other rates.

Plant-verified drop shipment (PVDS). A procedure that enables origin verification and postage payment for shipments transported by the mailer from the mailer's plant to destination Post Offices for Postal Service acceptance as mail. It is typically used for mailings for which a destination entry discount is claimed.

PostalOne! A system that provides a suite of electronic services (<http://www.usps.com/postalone/>) designed for business mailers and Postal Service employees. The system features simplified mail acceptance, electronic documentation and postage statements, mail improvement reporting, and drop shipment scheduling using FAST.

Recurring appointment. A pre-approved drop shipment that is delivered to a destination office with a frequency of at least once a week on the same time and day(s). Mailings must be of a comparable product in terms of mail class, size, volume, containerization (pallets, pallet boxes, etc.), and mode of transportation.

Scheduler ID. Logon ID required by registered customers to access FAST.

Transportation information management evaluation system (TIMES). A LAN application that allows the Postal Service dock employees to collect data about the arrival and departure of mail truck transportation. This information is communicated to other Postal Service processing facilities for determinations about resources and scheduling.

Unscheduled arrival. A mailer who arrives with a drop shipment mailing without an appointment or valid confirmation number.

Vehicle transportation analysis performance system (VTAPS). An application and database server used to address the needs of BMC vehicle and dock operations. VTAPS allows users to move trailers effectively and capture and view the tracking and yard activity information, thus increasing the accuracy and completeness of the data. It replaces the manual card system that was used to track all vehicle dock and yard movements.

Appendix E

Abbreviations and Acronyms

ADC: Area Distribution Center
AIS: Address Information System
ASF: auxiliary service facility
BMC: bulk mail center
BMEU: business mail entry unit
BSN: business service network
DADC: destination area distribution center
DBMC: destination bulk mail center
DDU: destination delivery unit
DMM[®]: *Mailing Standards of the United States Postal Service, Domestic Mail Manual*
DMU: detached mail unit
D&P: drop-and-pick
DSCF: destination sectional center facility
DSAS: drop shipment appointment system
eMIR: electronic mail improvement reporting
e-VS: electronic verification system
FAST: facility access and shipment tracking
NASS: national air and surface system
NCSC: National Customer Service Center
OSHA: Occupational Safety and Health Administration
P&DC: processing and distribution center
PED: past event/expiration date
PIHD: past in-home date
PSVC: package services
PVDS: plant-verified drop shipment
SCF: sectional center facility
TIMES: transportation information management evaluation system
VTAPS: vehicle transportation analysis performance system

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