UNITED STATES POSTAL SERVICE®

Drop Shipment Procedures for Destination Entry

Publication 804

October 2013
Transmittal Letter

A. **Explanation.** We developed Publication 804, *Drop Shipment Procedures for Destination Entry*, to help Postal Service employees handle plant-verified drop shipments (PVDS) accepted by an origin entry office and received by a destination entry office. The procedures in this publication supplement the standards in *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM) and establish official Postal Service policy for handling drop shipments for Periodicals, Standard Mail, and Package Services, including Parcel Select.

B. **Revision Information.** The differences between this October 2013 edition and the October 2011 edition include the addition of sections that discuss the procedures and references to eInduction, as noted in the following list:

1-2.3	6-1.1
3-5.1	Exhibit 6-5.1.1 (Step 1)
5-1.2	6-5

Also included are minor revisions to the following sections:

1-2.4–1-2.7	4-4.1	6-6.2
2-7.3	4-4.3	6-6.3
3-1.1	4-4.4	7-2.1
3-1.3	5-1.5	7-2.2
3-2	5-3.2	8-3.1
3-2.1	5-3.6	8-3.2
3-2.3	5-3.7	Appendix A
3-4.2	5-3.8	Appendix B
3-4.3	6-1.3	Appendix F
3-5.2	6-2	
3-5.3	6-4.2	

C. **Availability.** This publication is available online as follows:

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E. **Cancellations.** All previous issues of Publication 804 are obsolete.

F. **Effective Date.** This publication is effective October 2013.

Marty J. Bender
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Exhibits

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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) accepted by an origin entry office and received by a destination entry office. The procedures herein 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**

In this publication, the term "drop shipment" is generally used instead of "plant-verified drop shipment." Drop shipments pertain to discounted mailings claimed at destination entry prices and transported by a mailer to destination Postal Service facilities. Drop shipments allow for origin verification and postage payment of shipments transported by the mailer (or third party) at the mailer's expense, on the mailer's own or contracted vehicle, to destination offices where the shipment is received as mail. A mailer participating in the PVDS program must comply with the standards in DMM 705.15.0.

1-2.2　**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.

1-2.3　**eInduction**

eInduction allows mailers to present drop shipments at PVDS facilities without a form from the PS Form 8125 series (i.e., PS Form 8125, 8125-C, 8125-CP, or 8125-CD) or PS Form 8017. For more information about the eInduction option, refer to *eInduction Guide for Mailers,* which is available at *https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ eInduction_Guide_for_Mailers.pdf.*

1-2.4 **electronic Verification System**

The Electronic Verification System (eVS) allows high-volume package mailers and package consolidators to document and pay postage, including special services fees, using electronic manifest files. Mailers transmit the files over the Internet to a Postal Service database. eVS is designed to make it easy for high-volume package mailers to take advantage of destination entry rates.

eVS mirrors our existing manual manifest process but does so electronically. The Postal Service captures sampling data that is used to monitor postage accuracy after the mailing arrives at the destination entry Post Office. Instead of reconciling sampling data against individual manifests, the Postal Service reconciles it against all manifests received from the mailer during the month.

For more information regarding the eVS option, refer to *Electronic Verification System Intelligent Mail Device User Guide*, which is available at *http://blue.usps.gov/bma/_pdf/Cumbo%20Imports/eVS%20IMD_User_Guide_2.9.0_January%202012_Final.pdf*.

1-2.5 **Non-Surface Visibility**

Non-surface Visibility describes facilities to which the Surface Visibility software has not been deployed. See 1-2.7.

1-2.6 **Periodicals and Mixed Periodicals**

Throughout this publication, the term "Periodicals" encompasses both Periodicals and Mixed Periodicals.

1-2.7 **Surface Visibility**

Surface Visibility (SV) describes the integration of multiple systems used to track mail transported within the Postal Service network. The Postal Service originally designed Surface Visibility to improve postal transportation, but we expanded it to benefit the larger mailing community by making the entire mail value chain more transparent. The Postal Service Mail scans containers within a facility to provide the visibility necessary for platform operations to better meet dispatch of value for service commitments to the destination facility. Scanning on the dock allows for advance notification of mail entering and departing a facility, and it provides accurate departure information for planning at downstream facilities. Quality controls embedded in the system reduce misdirected and mis-delivered mail.

Additionally, because containers have dimensions embedded into the container barcodes, the application automatically captures trailer utilization when a container is loaded.

1-3   Function of PS Form 8125, PVDS Verification and Clearance

PS Form 8125, *PVDS Verification and Clearance,* was 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 also serves to reconcile volume and document load irregularities at destination. Additionally, the form may contain a Postal Service barcode required for certain Postal Service products, such as USPS Tracking. Throughout the remainder of this publication, the term "PS Form 8125" refers to any of the five forms identified in Appendix A.

1-4   Destination Entry Price Levels

The following four destination entry prices are used with Periodicals, Standard Mail, Package Services, and Parcel Select:

a.   DNDC: Destination network distribution center price.

b.   DADC: Destination area distribution center price.

c.   DSCF: Destination sectional center facility price.

d.   DDU: Destination delivery unit price.

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

1-5   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 4-6 of Handbook AS-353, *Guide to Privacy and the Freedom of Information Act.* 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 $0.15 per page. The requestor is responsible for all fees related to processing the request. Requestors must make checks or money orders payable to the United States Postal Service.

1-6   Sarbanes-Oxley Act Compliance

The Sarbanes-Oxley (SOX) Act of 2002 grew out of large corporate financial scandals. SOX aims to improve corporate governance and enhance the accuracy of financial reporting. SOX was one of the most significant changes to federal securities laws in more than 70 years, holding companies to higher standards of financial reporting, disclosure, and internal auditing. The law mandates good business practices and emphasizes responsibility throughout the Postal Service for adhering to policies and procedures that reinforce public trust.

The Postal Accountability and Enhancement Act of 2006 required the Postal Service to comply with Section 404 of SOX by September 30, 2010. SOX is a great way to make our business stronger. The benefits of SOX compliance include the following:

a. Reinforces the public's trust in the Postal Service.

b. Strengthens our financial integrity and accountability to our financial reporting.

c. Standardizes processes and systems, reducing costs.

d. Refines the way we perform financial process activities.

Everyone involved with drop shipments has a role with SOX compliance. Postal Service employees are responsible for following policies and procedures to execute internal controls as designed. Adherence to good business practices supports SOX compliance.

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, Parcel Select, 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 and internet connection. 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   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.

2-4   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.

2-4.1   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 price 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.   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 in the tail of the vehicle. For multi-stop deliveries, separate Periodicals from other mail classes. Commingled mail classes results in delayed processing of Periodicals mail.

2-4.2   Mailer Documentation

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

a.   Individual or consolidated postage statement(s).

b.   For Standard Mail and Package Services with extra 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 (see Appendix A):

    (1) PS Form 8125 or facsimile.

    (2) PS Form 8125-C, *PVDS Consolidated Verification and Clearance,* or facsimile.

    (3) PS Form 8125-CD, *PVDS Consolidated Verification and Clearance DSMS* or facsimile.

    (4) PS Form 8125-CP, *PVDS Verification & Clearance for Periodicals Paid Under Centralized Postage Payment (CPP).*

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, price eligibility, preparation, and presort for compliance with requirements.

b. Verify postage, collect fees, and debit mailer's permit account.

c. When a mailer presents PS Form 8125, verify that the form section titled "Mailer Information" accurately represents the mailer's product, and that the mailer has entered the correct destination entry office where the product is to be drop shipped.

d. When a mailer presents PS Form 8125, complete the form section titled "Origin Post Office." 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 Resolution of Discrepancies Reported at Destination

The origin office must ensure that the mailer takes steps to prevent recurrence of discrepancies reported by a destination office. 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 price 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. Pallets with two-way entry must be loaded in a manner which allows easy access by pallet jacks. Brickloading or rotating one pallet 90 degrees in each row is acceptable. The pallet size requirements shown in Exhibit 2-7.2 apply to all categories of mail.

Exhibit 2-7.2
Pallet Size Requirements

	Minimum	**Maximum**	**Additional Requirements**
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 705.8.5.
Height — letter trays on pallets	12 linear feet or one layer of letter trays	77 inches or 12 layers of letter trays (whichever occurs first).	Stretch wrap must be securely wrapped around the pallet to secure the trays.

* Minimum weight requirements may vary by product.

2-7.3 **Stacked Pallets**

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

a.   Individual pallets meet minimum height and weight requirements.

b.   Stacked pallets (up to six high) do 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.   Secure stacked pallets 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**

Secure individual pallets with at least two straps or bands wrapped with plastic stretch wrap or both. (Metal banding is not allowed.) Wrap stretch wrap completely over the lip of the pallet.

2-7.5 **Bundles on Pallets**

To facilitate unloading, mailers must load bundles onto pallets with the address facing upwards. Bundles must withstand normal transit and handling without breaking and without causing injury to Postal Service employees or damage to Postal Service equipment.

2-7.6 **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.

2-7.7 **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 network distribution center (ONDC) or DNDC price 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.

2-7.8 **Containerization of Parcel Select Mailings**

The pallet requirements for Parcel Select claimed at the destination sectional center facility (DSCF) price are as follows:

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 705.8.20.2.b).

Maximum:

a. 2,200 pounds.

b. 77-inch height for a single (mail plus pallet) pallet (see DMM 705.8.5.5).

c. Pallet boxes less than 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).

For ONDC and DNDC Presort, the following requirements apply:

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 Parcels

A mailer may present bedloaded DNDC parcels if the mailer's vehicle has a road-to-bed height of 50 ($\pm$2) inches. If applicable, separate mail to be entered at different destinations to prevent mixing of mailings for deposit at different destinations. DNDC may be bedloaded for deposit at Network Distribution Centers/Auxiliary Service Facilities (NDCs/ASFs) and DDU mailings may be bedloaded for deposit at DDUs.

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

2-8.2   Bedloading Sacks

Do not stack bedloaded sacks higher than 60 inches. Whenever possible, place heavier sacks on the bottom.

2-8.3   Bedloading Bundles

Bedloaded bundles are allowed for entry at DDUs only. Do not stack bedloaded bundles higher than 60 inches.

3 Appointment Process

3-1 Overview

Each mailing claimed at a destination price 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 1-hour advance notice for appointments for DNDC, destination area distribution center (DADC), or DSCF price mailings. If all available appointment slots are taken, the facility may modify the Holiday and Contingency Constraints and schedule an additional appointment in FAST.

No appointments may be scheduled, changed, or cancelled within 1 hour of the appointment time. Appointments may be made up to 21 calendar days prior to the desired appointment date. Mailers must comply with the scheduled appointment time.

3-1.2 Facilities

Facilities designated by the Postal Service to receive drop shipments are often referenced by destination entry prices, such as SCF Los Angeles, CA. Some are referenced by the actual city and state of the facility receiving the drop shipment, such as Waterbury, 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 Shipment Tracking (FAST) or in the Address File from the Drop Shipment Product available under the Resources section of FAST.

Exhibit 3-1.2
Types of Facilities and Their Discount Prices

Facility Type	Discount Price
Network Distribution Center (NDC)	DNDC
Processing and Distribution Center (P&DC)	DNDC* DADC DSCF DDU**
Post Office	DSCF* DDU
Annex***	DNDC DADC DSCF DDU

* Restricted to facilities designated in DMM labeling lists.

** If letter carriers are collocated in the same facility as the processing plant, then DDU shipments may be entered.

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

Note: Post Offices may be collocated with other facility types. Drop shipment appointments for collocated Post Offices may be made following the requirements in FAST.

3-1.3   Scheduling

Appointments can be scheduled in one of the following two ways:

a.   *Telephone requests.* A Postal Service employee may schedule an appointment when the mailer has called with a request to deliver a drop shipment at a specific destination. A FAST Scheduler ID is required with telephone appointments for all DNDC, DADC, and DSCF drop ship appointments.

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

A mailer cannot schedule recurring appointments by telephone. The Postal Service recommends that mailers using the eInduction option *do not* make telephone appointments.

b.   *Electronic requests.* Via the Postal Service Business Customer Gateway, registered mailers log into FAST and enter appointment request information (see 4-2 or the *FAST Customer User Guide*, which is available on the FAST Web site at *https://fast.usps.gov/fast* — under "Important Information," click on *Resources*, then click on the *Go* button for "Reference Documents," and then scroll down to the guide.

c.   Creating appointments electronically is the recommended method for mailers creating recurring appointments or using the eInduction option.

Exceptions to the scheduling standard include the following:

a.   Shipments containing 100-percent perishable commodities.

b.   Local mailers.

See "Drop Shipments Not Requiring Appointments" in 3-8 for further clarifications on the exceptions.

3-2 Facility FAST Coordinator

3-2.1 Overview

Each facility is responsible for maintaining a facility FAST coordinator, who oversees all aspects of drop shipments at destination entry office(s). The facility FAST coordinator manages the appointment process, monitors general drop shipment compliance by shippers, and ensures irregularities are properly recorded.

3-2.2 Facility Schedule Report

Each facility FAST coordinator provides the daily Facility Schedule Report to dock personnel who receive drop shipments. This report provides all appointment numbers, scheduled arrival times, and information for all drop shipments expected to arrive at the facility for which the facility has oversight. The Facility Schedule Report is subject to change after its initial printing as appointments may be created or modified up to one hour prior to the scheduled appointment time for that day.

3-2.3 Facility Profiles

The facility FAST coordinator must ensure his or her facility profile is 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. The facility's 24-hour contact number must be directed to the MDO or Transportation office so that a customer with drop shipment issues can speak directly with a manager. This telephone number must not go to a recording.

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. Refer to the "FAST User Guide" for detailed information. Use the Comments section to communicate any information not provided in the facility profile that may impact the entry of drop shipments to a facility. Comments must not include directions to the facility or redirections of mail to alternate facilities. Redirections must be made through the Drop Entry Point System (DEPS) module of FAST.

3-2.4 Appointment Slots and Volume Constraints

The area FAST coordinator monitors the number of potential appointment slots and volume constraints against mailer requests and the operational capability for each destination office. If changes are necessary, the facility FAST coordinator works with their area FAST coordinator to come to a reasonable decision.

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 documents 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 1 hour prior to the arrival of the shipment. 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 is notified of the Appointment ID by the drop shipment appointment coordinator. Mailers print the Appointment ID on PS Form 8125 in the top right block ("Drop Ship Appointment Number"). Mailers who fail to provide a drop ship appointment number risk not having the load accepted or confirmed as an arrival.

3-4.3 Linking Containers to Appointment ID

A mailer who drop ships containers at a non-SV location must link eInduction containers to the drop ship appointment.

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 NDC entry for bedload Parcel Select (Postal Service unload) and approved by the NDC manager. Perishable loads cannot be scheduled as drop-and-pick appointments.

d. *Bedload:* Sacks, trays, bundles or parcels 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 or with eInduction. 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 after 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 5-3 for rules on early and late arrivals.

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. The mailer must use joint scheduling so that the consolidator/mail transporter schedules the shell appointment and provides the appointment number to all mailers with content on the trailer. Each mailer schedules its stand-alone content and includes the consolidator/mail transporter's appointment number. More information is available in *FAST Customer User Guide*, which is located on the FAST Web site at *https:// fast.usps.gov/fast* — under "Important Information," click on Resources, then click on the *Go* button for "Reference Documents," and then scroll down to the guide. If a large mailing submitted with a PS Form 8125 requires two vehicles, then each vehicle must contain separate PS Forms 8125 and must have its own individual Appointment ID.

3-5.3 **Periodicals and Mixed Periodicals Drop Shipments**

The mailer must schedule appointments for Periodicals drop shipment and for Mixed Periodicals drop shipment (loads that contain Periodicals and Standard Mail and/or Package Services) in FAST during a facility's hours of operation (i.e., when the facility is open and staffed).

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. For more information, see 3-8.1.

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 NDCs. D&P appointments are only available at an NDC 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 NDC manager. The manager responds 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 NDC.

(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 NDC 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. Anchor the barrier 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 are unloaded within 8 hours after receipt by the NDC when the shipment is received prior to 3:00 p.m. (Parcel Select critical entry time) or within 12 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 an online request in the FAST system by the mailer. 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 responds 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, the shippers 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, the shippers are required to meet appointment standards for those other mailings.

3-8.2   Local Mailers

A local mailer deposits mailings for verification and acceptance at the local Post Office serving the facility where the mail was prepared and claims destination entry prices for mailings or portions of mailings deposited at the local facility. Although a local mailer is not required to make an appointment, scheduling an appointment at that local facility is encouraged.

4 Facility Access and Shipment Tracking

4-1 Overview

The FAST application 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 drop shipments. 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 appropriate access. To obtain access to FAST, follows these steps:

a. New Users. Customers register via the Postal Service Business Customer Gateway *(http://gateway.usps.com*) by selecting "New Users" under Login.

b. Existing Users. Registered customers may begin the login process in one of two ways as follows:

   (1) The user may navigate to the "Welcome to FAST page by accessing *https://fast.usps.com/*. From there, the user is directed to the Business Customer Gateway page upon clicking the "Login to FAST" link located in the Left Navigation Bar or the Business Customer Gateway link located at the bottom of the page.

   (2) The user may navigate directly to the Business Customer Gateway page and enter his or her User Name and Password. The user may access FAST by clicking the "Schedule a Mailing Appointment (FAST) hyperlink under the Mail and Transport section of the page.

c. Postal Service Users. Postal Service employees register for FAST by using the procedures associated with eAccess. Available under "Reference Documents" in the "Resources" section, the "FAST Customer User Guide" provides information on 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.

Recurring Appointments displays three pages for creating, managing, and reviewing requests for recurring appointments.

Facilities provides 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), a facility name (e.g., Chicago NDC), or the appropriate 3-digit or 5-digit NASS code (e.g., 38Z for Memphis NDC 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.   Drop Shipment Hours: This information is generated from appointment slot availability for Package Services and Standard Mail.

d.   Hours of Operation: This information is generated from the FDB and is used for appointment availability for pure Periodicals shipments.

e.   Comment section (e.g., information about facility restrictions and directions).

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.   *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.

b.   *Appointment Rating Analysis Report* displays the appointment rating by appointment for the date range, facility ID, and scheduler.

c.   *Appointment Status Report* displays appointments for a designated facility or scheduler by the specific appointment status type and time period.

d.   *Appointment Summary Report* displays the counts and percentages of no shows, late arrivals, closed, and unscheduled arrivals for a given facility or facility type.

e.   *Closeout Data Report* allows users to enter appointment or recurring appointment IDs and view those appointments' closeout information.

f.   *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.

g. *Facility Schedule Report* displays appointment summary information for all shipments that are to occur for the selected facility and given day.

h. *Holiday and Contingency Constraint Report* provides external users with the ability to determine the hours of all facilities depending on a preferred view.

i. *Mail Direction Search* allows users to view current and future drop entry points by ZIP, discount, mail shape, mail class, and effective date combinations.

j. *Recurring Appointment Performance Report* allows users to enter facilities or schedulers and view the corresponding recurring appointment information.

k. *Scheduler Performance Report* displays the counts and percentages of no shows, cancellations more than 12 hours in advance of the appointment, cancellations within 12 hours of the appointment, late arrivals, and unscheduled shipments.

l. *Scheduler Report* displays detailed appointment information for a specific scheduler and select facility, area, or district.

m. *Slot Availability Report* displays the current available slots for a specified facility.

Resources contains functionality to download and link to resources (e.g., reference documents, user guides, and job aids), the Drop Ship Product File download, and the Label List Files download. In addition, Resources provides links to the FAST *What's New Board*, the FAST *Message Board, View CIN List, View CIN Group List, and Mail Transport Equipment Returns Request*.

FAST contains other components, such as Administration, Origin Entry, Customer/Supplier Agreements, and Test Environment for Mailers. User access to the components is limited by functional need.

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 Transportation Information Management Evaluation System (TIMES) or the Intelligent Mail Device (IMD) at Surface Visibility (SV) sites. At NDCs, the vehicle operator assistant uses Yard Management System (YMS) to track the gate arrival and unloading of drop shipments, and SV is used to track door arrival and unloading. Appointment data in SV, TIMES, and YMS 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. Facilities without TIMES or SV must enter appointment closeout information directly into FAST.

b.   *Facility FAST coordinator:* When close-out data are missing or incorrect in SV, TIMES, or YMS, the facility FAST coordinator must reconcile appointment data against the PS Form 8125 and manually input the data. Data input may be delayed at some destination facilities due to weekend and holiday schedules.

4-4.2   Using the Daily Appointment Tracking Sheet

Follow the instructions below to reconcile the daily appointment tracking sheet (DATS) with the appointments and 8125s received on a given day.

a.   Organize the DATS by tour.

b.   Reconcile the appointments listed with the PS Form 8125s by matching the appointment number on the 8125 against the appointment number on the DATS. If an appointment is listed and the corresponding 8125(s) cannot be found, take every measure to locate the form(s) that belong to that appointment.

c.   Reconcile the number of 8125s on the DATS against the actual count for each appointment. If the actual count of 8125s does not match what is claimed on the DATS, follow these resolution steps:

(1)   If 8125 counts do not match, set aside the forms and hold until the closeout process is completed; the missing form(s) may be found within another group of 8125s from the DATS.

(2)   If the 8125 discrepancy cannot be resolved after completing the closeout process, contact the employee who completed the DATS.

d.   When the actual container count does not match the 8125, input the irregularity into FAST and ensure it was also input into eMIR.

e.   Enter your name and date at the bottom of the DATS following the FAST closeout.

4-4.3   Documenting Irregularities in FAST

At non-SV locations, transfer the information about irregularities from PS Form 8125 into the appropriate fields in Appointment Closeout in FAST.

4-4.4   Differentiating No Show From Late Close Outs

For Standard Mail and Package Services, if a scheduled drop shipment arrives more than 24 hours past its appointment time, the appointment is considered a no show, and the appointment number is no longer valid. The mailer must choose whether to schedule a new appointment or have the facility accept the drop shipment as an unscheduled arrival — the mailer must make the choice because an unscheduled arrival will affect the mailer's rating. A new appointment must be scheduled. Late appointments are accepted only if operationally feasible.

A late shipment is one that arrives more than 30 minutes and up to 24 hours after its scheduled appointment time. The Postal Service can accept a late shipment when it is operationally feasible. The inability to accept a load prior to a facility closing time may result in a rejected appointment.

For Periodicals and Mixed Periodicals, the destination entry office will receive a Periodicals drop shipment any time within the facility hours of operation. Late-arriving Periodicals appointments are unloaded as soon as possible after other Periodicals appointments arriving on time or early. Late-arriving Periodicals appointments are placed in queue behind other Periodicals shipments, but not behind Standard or Package Services shipments.

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5 Mailer Transport of Plant-Verified Drop Shipment

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. Drop shipments are considered freight until received as mail at the destination facility. A drop shipment 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 drop shipments when they are segregated from the drop shipment 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 drop shipment.

5-1.2 Separation of PVDS Mailings

When a vehicle contains more than one non-eInduction drop shipment for a single destination facility, the shipments must be separated to allow reconciliation with each accompanying Form 8125. Vehicles containing shipments for multiple destination facilities must be kept physically separated.

5-1.3 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 ask that a PVDS band seal secure the vehicle containing verified mailings before dispatch to the destination facility.

5-1.4 Liability

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.

5-1.5 **Multi-stop Appointment**

A mailer can use FAST to schedule appointments at multiple destinations. FAST assigns a unique Appointment ID for each confirmed appointment. The mailer is able to manage multi-stops by adding or removing appointments, canceling the multi-stop, or editing appointment level information. Mailings must be specifically identified and separated for each destination of a multi-stop appointment. The Vehicle ID must be the same for all stops within the multi-stop appointment.

5-2 Vehicle Compatibility

5-2.1 **Facility Restrictions**

Prior to scheduling an appointment, mailers should review the facility restrictions in the Drop Shipment Product Supplemental Site file. Mailers should also review the FAST "Message Board" and "Facility Profile" screens (comment field) to ensure conformity to facility restrictions.

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 **Drop Shipment Product**

The files contained in the Drop Shipment Product are available for download from the Resources section of FAST. Mailers who participate in the PVDS program must use the information in the Drop Shipment Product.

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 FDB, 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 DNDC, DADC, or DSCF prices. 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. If a drop shipment is accepted early, it must be accepted using the assigned appointment number; an unscheduled arrival must not be created.

If the unload time for an appointment has begun prior to the scheduled appointment time, the unload must be completed within the timeframe specified in Exhibit Exhibit 6-3.1 or 6-3.2, depending on mail class.

5-3.2 **Late Arrival**

Mailers are considered late if they arrive more than 30 minutes and up to 24 hours after the scheduled appointment time with mailings prepared for DNDC, DADC, and DSCF prices. The following requirements apply:

a. For Standard Mail and Package Services, 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 drop shipment when operationally feasible. Surface Visibility (SV) sites must capture the reason for rejection of an appointment.

b. For Periodicals, drop shipments must be received within the facility hours of operation. Late-arriving Periodicals appointments are unloaded as soon as possible after Periodicals appointments that arrive on schedule or early. Late-arriving Periodicals appointments should be placed in queue behind other Periodicals shipments, but not behind Standard or Package Services shipments.

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 drop shipment. When a late mailing is refused, the facility must document the reason(s) why the drop shipment could not be accepted.

5-3.3 **Cancellations**

Mailers can call or access FAST to cancel appointments up to 1 hour prior to the scheduled arrival time. It is recommended that a mailer cancel at least 12 hours before the scheduled appointment time. Failure to cancel before the 1-hour limit prior to scheduled arrival will result in a "No Show" designation.

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

If a vehicle arrives and contains mailings with multiple appointments for the same destination entry office, the Appointment ID provided by the driver (which is the same Appointment ID as the one printed on the top of 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 call the drop ship coordinator at the destination facility or use electronic methods to reschedule an appointment for a later date or time up to 1 hour before the original appointment time.

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 a drop shipment arrives without an appointment number, the FAST Scheduler ID must be provided or the shipment may be refused. When shipments arrive without an appointment or the arrival cannot be matched to an appointment, the destination facility has the following options:

a.   For facilities that receive DNDC, DADC, and DSCF mailings: If operationally feasible, accept the mailing using a valid FAST Scheduler ID and enter the shipment in SV or TIMES 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 SV or TIMES, the appointment coordinator must enter the unscheduled arrival information directly into FAST.

b.   For 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. If operationally feasible, the shipment may be accepted as an "Unscheduled Arrival," and the discrepancy should be noted on the PS Form 8125 (if one is presented) and in the Comments section of the Daily Appointment Tracking Sheet.

Examples of invalid scheduling include the following:

a.   Content exceeding 24 pallets or six pallet positions scheduled as a Speedline Appointment.

b.   Reuse of the same Appointment ID for multiple appointments.

c.   Appointment scheduled at different facility. These appointments are considered invalid and must be rejected.

6 Procedures at Destination Entry Offices

6-1 Mailer Responsibilities at Destination

6-1.1 Mailer Responsibilities at Any Postal Facility

Upon arrival, drivers must check in at the designated area, provide a driver's license if requested, and present a form from the PS Form 8125 series (hereafter often referred to as just "PS Form 8125," although it could be PS Form 8125, 8125-C, 8125-CP, or 8125-CD, or in some cases PS 8017). The requirement to present PS Form 8125 does not apply to mailings presented under the electronic verification system (eVS) or eInduction. A valid Appointment ID must be provided.

If presenting a mailing with PS Form 8125, the driver must provide an Appointment ID number (which appears on the form). If presenting an eVS or eInduction mailing, the driver must know the Appointment ID number. If no appointment was made, the destination office may accept the shipment as an unscheduled arrival, if operationally feasible. However, the driver must provide a FAST Scheduler ID.

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 or assistance 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 designate each non-EVS or non-eInduction mailing with the appropriate PS Form 8125.

d. Parcel mailings presented under eVS will have no PS Form 8125. Mailings presented under eInduction 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 With Destination Delivery Unit Shipments

Mailers must consult the Drop Shipment Product to determine facility conditions for delivering DDU shipments (see DMM 705.8.21). In addition to the requirements in 6-1.1, when delivering a drop shipment to a delivery unit, the driver is responsible for the following:

a.   Unloading the vehicle without Postal Service assistance.

b.   Separating the mailing by 5-digit or approved 5-digit scheme, when requested.

c.   Unstacking 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.

6-1.3 Mailer Responsibilities for Safety

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 notifies the mailer in writing of the defective vehicle. If the unload process has been completed before the defects are realized, indicate the defects in the Comments section of the Daily Appointment Tracking Sheet and on PS Form 8125 (if presented), and attach a copy of the PS Form 8125 (if presented) to the written notification sent to the mailer. Also, record the defects in eMIR.

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 location of processing equipment, building expansion, annex closures, or other anticipated events must be reflected in the Drop Ship Product. Mailers are allowed a 30-day grace period to transition to nonemergency redirections. In the case of emergency constraints or short-term redirection, information is provided on the FAST message board. Redirection information can be found in the FAST facility profiles by using the FAST Mail Direction Search Report or the Mail Direction file from the Drop Ship Product. Natural disasters, such as fires and floods, are not included in FAST. Operational impacts from these types of events, including closures and redirections, are posted on *www.usps.com* and on RIBBS.

6-3 Vehicle Turnaround Time

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

6-3.1 Unload Timeframes for Standard Mail and Package Services

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

Exhibit 6-3.1
Drop Shipment Timeframes for Standard Mail and Package Services

Appointment Type	Unload Time for DSCF or DADC Mailings	Unload Time for DNDC Mailings	Person Performing Unloading
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 12 hours [based on critical entry time(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 Unload Timeframes for Periodicals

Periodicals drop shipments arriving within 30 minutes of their scheduled appointment time and with no load irregularities will be unloaded as expeditiously as possible, and no later than the timeframes listed in Exhibit 6-3.2.

Exhibit 6-3.2
Drop Shipments Timeframes for Periodicals

Appointment Type	Unload Time for DSCF or DADC Mailings	Unload Time for DNDC Mailings	Person Performing Unloading
Speedline / Pallet	1 hour	1.5 hours	Postal Service Personnel
Bedload	8 hours	8 hours	Driver (with Postal Service assistance)

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. Late-arriving Periodicals drop shipments will be unloaded as soon as possible after Periodicals appointments arriving on schedule or early. Late-arriving Periodicals drop shipments should be placed in queue behind other Periodicals shipments, but not behind Standard or Package Services shipments.

6-3.3 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.

6-3.4 Unload Priorities

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

6-4   Postal Service Responsibilities

6-4.1 Safety

Facility managers 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 performs an initial inspection of the vehicle. If the load and/or vehicle is deemed to be unsafe or unstable, the supervisor refuses the mailing and advises the driver the reason for the vehicle's refusal.

At a NDC or P&DC, the supervisor should annotate in SV 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 must perform their duties in a safe manner. Upon receipt of a questionable vehicle load, they must notify the supervisor for inspection. When available, the safety specialist inspects questionable loads and recommends the proper course of action to the supervisor.

6-4.2 **Overview**

With the exception of eVS and eInduction, mailers must present an original PS Form 8125 with a drop shipment and must accurately complete all required items in the Mailer Information section. The "Origin Post Office" section must be completed by an acceptance employee at the location where the mailing is verified and postage is paid. The driver may submit a second copy of the 8125, which once completed, will serve as their copy. In situations where load refusal may occur or issues cannot be easily resolved, it will be necessary to escalate the irregularity to a supervisor.

6-5   Accepting Drop Shipments

6-5.1 **PS Form 8125 Process**

6-5.1.1 **Ensuring the Completeness of PS Form 8125**

Before beginning the unload process, Postal Service personnel must ensure that PS Form 8125 is complete by following the steps in Exhibit 6-5.1.1 and Exhibit 6-5.1.2.

Exhibit 6-5.1.1
Reviewing PS Form 8125

Process	Resolution of PS Forms 8125/8125C Without a Legend	Resolution of PS Form 8125CD/CP or PS Forms 8125/8125C With a Legend	Recording
1. Ensure the driver has an original PS Form 8125 for the drop shipment. All drop shipments, with the exception of Electronic Verification System (eVS) and eInduction shipments, require a PS Form 8125.	If a shipment requiring a PS Form 8125 arrives without the form, then: a. The driver must contact his/her dispatch office to fax a copy of PS Form 8125 to the destination facility. b. Once the form is received from the dispatch office, the destination supervisor must contact the origin office for verbal validation that the faxed PS Form 8125 is legitimate and was verified at origin. c. During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments. d. If a PS Form 8125 cannot be provided or validated by the origin office, the destination supervisor must refuse the load. If a shipment arrives with a copy of PS Form 8125 instead of the original, then: a. The destination supervisor must contact the origin office for verbal validation that the copy is legitimate and was verified at origin. b. During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments. c. If the PS Form 8125 cannot be validated by the origin office, the destination supervisor must refuse the load.	If a shipment requiring a PS Form 8125 arrives without the form: a. The driver must contact his/her dispatch office to fax a copy of the PS Form 8125 to the destination facility. b. During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments. c. If a PS Form 8125 cannot be provided, the destination supervisor must refuse the load. ***Note:*** PS Forms 8125CD/CP and other versions with approved legends are generally computer generated. These computer-generated forms should not be assumed to be copies and should not be treated as irregularities.	Document the drop shipment that arrives without the original (copy) PS Form 8125 or with no PS Form 8125 regardless of whether or not the origin/driver is able to provide the PS Form 8125 at a later time by performing the following steps: a. Check 'Other' on the PS Form 8125 in the Load Condition Irregularities field and provide a description in the comments section. b. Input into SV and/or FAST. c. Complete the eMIR Data Collection Form. In these cases, the following information should be recorded in the Comments field of the PS Form 8125: **What:** Brief description of the irregularity. **Who:** Name/phone number of the origin employee who validated the irregularity. **When:** Date/time that the irregularity was validated. **How:** Means by which the irregularity was validated (i.e., origin's copy of PS Form 8125). ***Note:*** If the documentation outlined above does not fit in the Comments field of the clearance document, it can be written on the back of the form or on a separate piece of paper, as long as the information is retained with the clearance document for filing. In these cases, write in the Comments field where the documentation information can be found.

Process	Resolution of PS Forms 8125/8125C Without a Legend	Resolution of PS Form 8125CD/CP or PS Forms 8125/8125C With a Legend	Recording
2. Verify the drop shipment is at the correct destination. The Entry Office field, located in the destination entry Post Office section of PS Form 8125, is a critical field. This field must identify the correct destination. ***Note:*** The physical address (street, city, etc.) is not required in the field as long as the entry office can be identified as the correct location.	If a drop shipment arrives that is destined for a different facility, then: a. The driver must contact his/her dispatch office to choose from the following: ■ Take the load to the correct facility. ■ The mailer/consolidator has the option to contact the origin office to resolve and adjust postage as necessary. Then the origin office must advise the destination office to receive the mailing. If the mailer/ consolidator and/or origin office is closed, the driver can return to the destination facility when offices are open. ■ If the above options are not chosen, the destination supervisor must refuse the load. b. During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments. (continued on next page)	If a drop shipment arrives that is destined for a different facility: a. The driver must contact his/her dispatch office to choose from the following: ■ Take the load to the correct facility. ■ The mailer/consolidator has the option to contact the origin office to resolve and adjust postage as necessary. Then the origin office must advise the destination office to receive the mailing. If the mailer/ consolidator and/or origin office is closed, the driver can return to the destination facility when offices are open. ■ If the above options are not chosen, the destination supervisor must refuse the load. b. During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments. (continued on next page)	Document the arrival regardless of whether or not the driver takes the mailing to the correct destination facility by performing the following steps: a. Check 'Other' on the PS Form 8125 in the Load Condition Irregularities field and provide a description in the comments section. b. Input into SV and/or FAST. c. Complete the eMIR Data Collection Form.

Process	Resolution of PS Forms 8125/8125C Without a Legend	Resolution of PS Form 8125CD/CP or PS Forms 8125/8125C With a Legend	Recording
If the mail is at the correct facility, but the address on the PS Form 8125 is incorrect, then:	Check to verify there is a current redirection in FAST. If so, then: ■ Receive the load. ■ Record the irregularity on PS Form 8125, in FAST, and in eMIR. If there is no redirection in FAST, then: ■ The destination supervisor must contact the origin office to verify that the load is at the correct facility and to obtain a copy of PS Form 8125 with the correct information. If the origin office is closed, the driver can return to the destination facility when offices are open. ■ Receive the load. ■ Record the irregularity on PS Form 8125, in FAST, and in eMIR. ***Note:*** If an unofficial redirection is in place due to operational diversions or emergency conditions and is NOT listed in FAST (e.g., the facility was closed due to a fire), then receive the load and record the situation ONLY on PS Form 8125 and not in FAST or eMIR.	Check to verify there is a current redirection in FAST. If so: ■ Receive the load. ■ Record the irregularity on PS Form 8125, in FAST, and in eMIR. If there is no redirection in FAST: ■ The mailer/consolidator must contact the origin office to verify that the load is at the correct facility. Then the origin office must advise the destination office to receive the mailing. If the mailer/consolidator and/or origin office is closed, the driver can return to the destination facility when offices are open. ■ Receive the load. ■ Record the irregularity on PS Form 8125, in FAST, and in eMIR. ***Note:*** If an unofficial redirection is in place due to operational diversions or emergency conditions and is NOT listed in FAST (e.g., the facility was closed due to a fire), then receive the load and record the situation ONLY on PS Form 8125 and not in FAST or eMIR.	

Process	Resolution of PS Forms 8125/8125C Without a Legend	Resolution of PS Form 8125CD/CP or PS Forms 8125/8125C With a Legend	Recording
3. Verify the correct appointment number. The Drop Ship Appointment Number must be on the PS Form 8125. Verify the appointment number on the PS Form 8125 with the appointment number listed on the FAST Facility Schedule Report, or for SV sites, enter the appointment number into the SV IMD. When a vehicle has multiple mailings for the same destination with multiple PS Form 8125s, only one drop ship appointment number is permitted. The appointment number is obtained from the first PS Form 8125 of the stack of multiple PS Form 8125s presented for each mailing on the truck. Therefore, the appointment number is not needed on the remaining PS Form 8125s. **The receiving employee must circle the appointment number on the top PS Form 8125 to show which appointment number was used to receive the entire load.**	If the Drop Ship Appointment Number is not on PS Form 8125, then: a. The driver must contact the dispatch office to obtain the appointment number or the scheduler ID number. When the appointment number is obtained, write the number on the PS Form 8125 and continue with the process. b. If no appointment was made, the destination office will receive the shipment as an unscheduled arrival, when operationally feasible, using the scheduler ID number and continue with the drop shipment process.	If the Drop Ship Appointment Number is not on the PS Form 8125: a. The driver must contact the dispatch office to obtain the appointment number or the scheduler ID number. When the appointment number is obtained, write the number on the PS Form 8125 and continue with the process. b. If no appointment was made, the destination office will receive the shipment as an unscheduled arrival, when operationally feasible, using the scheduler ID number and continue with the drop shipment process.	Document the missing Drop Ship Appointment Number on the PS form 8125 regardless of whether or not the driver obtains the appointment number by performing the following steps: a. Check 'Other' on the PS Form 8125 in the Load Condition Irregularities field and provide a description in the comments section. b. Input into SV and/or FAST. **Note:** Do NOT enter this irregularity into eMIR.

Process	Resolution of PS Forms 8125/8125C Without a Legend	Resolution of PS Form 8125CD/CP or PS Forms 8125/8125C With a Legend	Recording
4. Check the Mailer Information section for completion. The following are the critical fields in the Mailer Information section that must be completed: ■ Class of mail. ■ Type of mail processing category. ■ Number of pallets. ■ Entry discounts claimed.	If any of the critical fields in the Mailer Information section are not complete, then: a. The destination supervisor must contact the origin office to obtain a faxed copy of PS Form 8125 with the completed information. If the origin office is closed, the driver can return to the destination facility when offices are open. b. The destination supervisor must refuse the load if any of the following critical fields cannot be obtained from the Mailer Information section of the faxed copy: ■ Class of mail. ■ Processing category. ■ Number of pallets. ■ Entry discounts claimed. c. During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments.	If any of the critical fields in the Mailer Information section are not complete, then: a. The driver should contact his/her dispatch office to fax a legible copy of the PS Form 8125 containing the missing information to the destination facility. b. The destination supervisor must refuse the load if any of the following critical fields cannot be obtained from the Mailer Information section of the faxed copy: ■ Class of mail. ■ Processing category. ■ Number of pallets. ■ Entry discounts claimed. c. During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments.	Document the incomplete critical fields regardless of whether or not a completed form is provided later by performing the following steps: a. Check 'Other' on the 8125 in the Load Condition Irregularities field and provide a description in the comments section. b. Input into SV and/or FAST. c. Complete the eMIR Data Collection Form.

Process	Resolution of PS Forms 8125/8125C Without a Legend	Resolution of PS Form 8125CD/CP or PS Forms 8125/8125C With a Legend	Recording
5. Check the Origin Post Office section for completion. The following are the critical fields in the Origin Post Office section that must be completed: ■ Origin Post Office. ■ Signature of verifying employee. ■ Round stamp.	If any of the critical fields in the Origin Post Office section are not complete, then: a. The destination supervisor must contact the origin office to obtain a faxed copy of PS Form 8125 with the completed information. If the origin office is closed, the driver can return to the destination facility when offices are open. b. The destination supervisor must refuse the load if any of the following critical fields cannot be obtained from the Origin Post Office section of the faxed copy: ■ Origin Post Office. ■ Signature of verifying employee. ■ Round stamp. c. During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments. * Signature of verifying employee is not required on faxed copy of 8125.	***Note:*** PS Forms 8125-CD and 8125-CP do not require the signature or round stamp from the origin office. They will have an approved printed legend used in the place of the signature and round stamp. There is no origin section on these forms. There are a few mailers who have been approved to waive postal signatures on PS Forms 8125 and 8125-C; these will have an approved legend.	Document the incomplete critical fields of the origin section regardless of whether or not the origin office provides a completed form later by performing the following steps: a. Check 'Other' on the PS Form 8125 in the Load Condition Irregularities field and provide a description in the comments section. b. Input into SV and/or FAST. c. Complete the eMIR Data Collection Form.

Process	Resolution of PS Forms 8125/8125C Without a Legend	Resolution of PS Form 8125CD/CP or PS Forms 8125/8125C With a Legend	Recording
6. Ensure the PS Form 8125 has not been altered. "Altered" is defined as a change or modification in a critical financial field. Critical financial fields are the following: ■ Class of mail. ■ Type of mail processing category. ■ Number of pallets. ■ Entry discounts claimed. ■ Entry office in the destination entry Post Office section.	If a critical field on the PS Form 8125 has been altered, then: a. The destination supervisor must contact the origin office for verbal validation that the alteration is legitimate and was verified at origin. b. If the alteration cannot be resolved, the destination supervisor must refuse the load. c. During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments.	If the Number of Pallets field on PS Form 8125 has been altered, then: a. The mailer/consolidator has the option to contact the origin office to resolve the issue and adjust postage as necessary. Then the origin office must advise the destination office to receive the mailing. If the mailer/consolidator and/or origin office is closed, the driver can return to the destination facility when offices are open. b. If an alteration in the container field cannot be resolved, the destination supervisor must refuse the load. If any other critical field on the PS Form 8125 has been altered, then: a. Receive the load. b. Follow the steps to record an irregularity for the altered critical field.	Document that a critical field on PS Form 8125 has been altered by performing the following steps: a. Check 'Other' on the PS Form 8125 in the Load Condition Irregularities field and provide a description in the comments section. b. Input into SV and/or FAST. c. Complete the eMIR Data Collection Form. In these cases, the following information should be recorded in the Comments field of the PS Form 8125: **What:** Brief description of the irregularity. **Who:** Name/phone number of the origin employee who validated the irregularity. **When:** Date/time that the irregularity was validated. **How:** Means by which the irregularity was validated (i.e., origin's copy of PS Form 8125). *Note:* If the documentation outlined above does not fit in the Comments field of the clearance document, it can be written on the back of the form or on a separate piece of paper, as long as the information is retained with the clearance document for filing. In these cases, write in the Comments field where the documentation information can be found.

6-5.1.2   **Receiving the Mail in the Shipment**

Check that the drop shipment matches what is claimed on the PS Form 8125 by following the steps in <u>Exhibit 6-5.1.2</u>.

Exhibit 6-5.1.2
Receiving the Mail in the Shipment

Process	Resolution of PS Forms 8125/8125C Without a Legend	Resolution of PS Forms 8125CD/CP or 8125/8125C With A Legend	Recording
1. Check for unstable or unsafe load. Palletized shipments that have not maintained integrity during transit result in unstable, leaning, or broken pallets.	If a load appears to be unstable or unsafe, then: a. As long as the safety of Postal Service personnel and the driver is not compromised, this shipment may be received with the driver required to perform the unload process (with Postal Service assistance). b. If the load is deemed unsafe, the destination supervisor must refuse the load and the mailer given the option to rebuild the shipment (off site) to match original preparation.	If a load appears to be unstable or unsafe: a. As long as the safety of Postal Service personnel and the driver is not compromised, this shipment may be received with the driver required to perform the unload process (with Postal Service assistance). b. If the load is deemed unsafe, the destination supervisor must refuse the load and the mailer given the option to rebuild the shipment (off site) to match original preparation.	Document the unstable or unsafe load by performing the following steps: a. Check 'Load Unsafe' on the PS Form 8125 in the Load Condition Irregularities field. b. Input into SV and/or FAST. c. Complete the eMIR Data Collection Form.
2. Check for damaged mail. 'Damaged' mail is defined as mail that is unable to be processed due to its condition upon arrival at a facility.	If there is damaged mail on the load, return the damaged mail to the driver and unload the remaining load.	If there is damaged mail on the load, return the damaged mail to the driver and unload the remaining load.	Document the damaged mail by doing the following: a. Check 'Damaged Mail' on the PS Form 8125 in the Load Condition Irregularities field. b. Input into SV and/or FAST. c. Complete the eMIR Data Collection Form. If possible, take a photo of the damaged mail so it can be uploaded to eMIR.

Process	Resolution of PS Forms 8125/8125C Without a Legend	Resolution of PS Forms 8125CD/CP or 8125/8125C With A Legend	Recording
3. The load must be separated by destination, and the mail on the tail of the trailer should be for your destination.	If the load is not physically separated by destination: a. The driver must reconcile the load. b. The mailer is given the option to rebuild the shipment (off site) to match original preparation. c. If the load is unable to be reconciled, the destination supervisor must refuse the load.	If the load is not physically separated by destination: a. The driver must reconcile the load. b. The mailer is given the option to rebuild the shipment (off site) to match original preparation. c. If the load is unable to be reconciled, the destination supervisor must refuse the load.	Document the irregularity by doing the following: a. Check 'Mailings are not Separated by PS Form 8125' on the PS Form 8125 in the Load Condition Irregularities field. b. Input into SV and/or FAST. c. Complete the eMIR Data Collection Form.
4. Verify that the number of containers on the truck for your destination equals those containers claimed on the PS Form 8125(s). Perform a cursory review of the load to see if the Entry Office, Class of Mail, and Type of Mail Processing Category match the PS Form 8125(s) using one of the following options: ■ If your facility accommodates full staging of the entire load, stage and count all containers from the load. ■ If your facility does not accommodate full staging of the entire load, count and verify each container by individual PS Form 8125 during the unload process. ■ In either staging scenario, if the sum of the containers unloaded equals the sum claimed on the PS Form 8125(s), the containers can be moved for processing.	If the number counted does not match the PS Form 8125, the driver must reconcile the load to identify the discrepancy. If the container count is greater than what is claimed on the PS Form 8125, then: a. The mailer/consolidator has the option to contact the origin office to resolve the issue and adjust postage as necessary. Then the origin office must advise the destination office to receive the mailing. If the mailer/consolidator and/or origin office is closed, the driver can return to the destination facility when offices are open. b. Any portion of the load that cannot be reconciled must be returned to the driver. c. During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments. (continued on next page)	If the number counted does not match the PS Form 8125, the driver must reconcile the load to identify the discrepancy. If the container count is greater than what is claimed on the PS Form 8125, then: a. The mailer/consolidator has the option to contact the origin office to resolve the issue and adjust postage as necessary. Then the origin office must advise the destination office to receive the mailing. If the mailer/consolidator and/or origin office is closed, the driver can return to the destination facility when offices are open. b. Any portion of the load that cannot be reconciled must be returned to the driver. c. During the resolution process, it may be necessary to move the vehicle away from the dock to make space for other shipments. (continued on next page)	Document the irregularity by doing the following: a. Check 'Container Counts do not Match' on the PS Form 8125 in the Load Condition Irregularities and provide a description in the comments section. In the comments section, specify the number of containers and if the count was less than or greater than what was claimed on the PS Form 8125. b. Input into SV and/or FAST. c. Complete the eMIR Data Collection Form.

Process	Resolution of PS Forms 8125/8125C Without a Legend	Resolution of PS Forms 8125CD/CP or 8125/8125C With A Legend	Recording
	If the container count is less than what is claimed on the PS Form 8125, then: a. Receive the load. b. The mailer/consolidator should contact the origin office to resolve the issue, and the origin office will adjust postage as necessary. ***Note:*** Any residual containers that are brought to a facility after the original load has been received should have their own PS Form 8125. They cannot be claimed as a portion of a load for a PS Form 8125 that has already been accepted and filed.	If the container count is less than what is claimed on the PS Form 8125, then: a. Receive the load. b. The mailer/consolidator should contact the origin office to resolve the issue, and the origin office will adjust postage as necessary. ***Note:*** Any residual containers that are brought to a facility after the original load has been received should have their own PS Form 8125. They cannot be claimed as a portion of a load for a PS Form 8125 that has already been accepted and filed. If a Periodical mailing with PS Form 8125-CP has a container count discrepancy, the load must be received and the irregularity recorded in eMIR. Periodical mailings cannot be refused due to a container count irregularity.	

6-5.1.3   **Finalizing PS Form 8125**

After the drop shipment has been received by the destination facility, finalize the PS Form 8125 by completing the following steps:

a.   If there is a Postal Service barcode on the bottom of the PS Form 8125, use the IMD scanner to capture shipment information electronically. 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)   If the barcode does not register on the scanner, use the scanner's keypad to enter the human-readable numbers printed below the Postal Service barcode.

(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.   If the load contains multiple mailings and multiple PS Forms 8125, circle the appointment number on the top PS Form 8125 to show which appointment number was used to receive the entire load.

c.   Complete the "Destination Entry" section of PS Form 8125 with the following information:

(1)   Signature of receiving employee.

(2)   Legibly printed name of the receiving employee.

(3)   Date of arrival.

(4)   Time of arrival.

(5)   Date of departure.

(6)   Time of departure.

d.   Check applicable boxes under Load Condition Irregularities. Use the Comments section of PS Form 8125 to document any other circumstances related to the drop shipment.

e.   To confirm deliveries, mailers may supply a second copy and ask that the receiving employee perform the functions in Section b above and return the duplicate form to them prior to leaving the destination office.

f.   The destination office must keep the original copy of PS Form 8125 for 1 year.

6-5.1.4   **Completing the Daily Appointment Tracking Sheet**

The Daily Appointment Tracking Sheet (DATS) provides an overall look at all appointments that arrived at a facility on any given day. It records the number of PS Forms 8125s, discrepancy counts with containers, and eMIR reporting information. The DATS must be completed during every tour and every day when drop shipments are received. The sheet is completed by the dock clerk or expeditor for the area they are responsible for and verified by their supervisor. The tracking sheet is placed in the front of the stack of PS Forms 8125 received for that day and sent to the facility FAST coordinator for reconciliation and closeout.

6-5.2 **eInduction Process**

6-5.2.1 **SV Enabled Facilities**

Postal Service employees at locations where SV has been enabled must accept eInduction loads using the processes noted in Exhibit 6-5.2.1a through Exhibit 6-5.2.1e. In case of a *PostalOne!* outage or an SV outage, see the contingency processes in Exhibit 6-5.2.1f and Exhibit 6-5.2.1g.

■ 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.

■ Platform personnel at plants are responsible for entering drop shipment arrival data into the Intelligent Mail Device (IMD) at Surface Visibility (SV) sites. At NDCs, the vehicle operator assistant uses the Yard Management Systems (YMS) to track the gate arrival and unloading of drop shipments, and SV is used to track door arrival and unloading. Appointment data in SV, TIMES, and and YMS 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.

Exhibit 6-5.2.1a
Arrive

	Important Steps	Key Points	Reasons

1	Obtain the Bill of Lading (BOL) and PS Form 8125 (if any) from the driver.	1. The BOL can be presented for appointment number or the driver must know the number for 100% eInduction or mixed loads.
		
		2. An original 8125(s) must be submitted for 100% paper or mixed loads. If 8125s are presented, follow current national procedures, which are available in 6-5.1 and at *http://blue.usps.gov/procops/pvds/pvds.htm.*
		
		3. Shipments with no paperwork and unknown appointment numbers should follow the national procedures for unscheduled appointments:
		
		   a. For unknown appointment numbers the driver may contact his/her dispatch office to obtain the appointment number of scheduler ID.
		
		   b. For loads with no appointment the destination facility can receive the shipment as an unscheduled arrival when operationally feasible.
			N/A

2	Arrive appointment in the SV-IMD.	Enter the appointment ID (from the BOL, 8125, or the driver): a. If there is no appointment follow the national procedures for an unscheduled appointment. b. To create an unscheduled appointment refer to the Appointment Arrival Job Aid.	N/A

Exhibit 6-5.2.1b
Unload

	Important Steps	Key Points	Reasons
1	Check for unstable loads or damaged mail.	1. As long as the safety of USPS personnel and the driver is not compromised the shipment may be received with the driver required to perform the unload process with USPS assistance. 2. Damaged mail on the load should be returned to the driver. 3. If unsafe, the dock supervisor must refuse the load and allow the mailer to rebuild the shipment off- site to match original preparation.	Ensures safety of USPS personnel. Ensures damaged mail is not provided to customers.

2	Unload containers and scan containers that have a barcode and separate based on the message display on the SV-IMD.
	Note: If the barcode does not scan, but is readable, manually enter it into the SV-IMD (refer to Manually Unload Containers Job Aid).
		1. Driver will indicate which containers to remove from truck as the load should be physically separated by destination and the mail on the tail of the trailer should be for the current site:
		  a. If the load is not physically separated the driver must reconcile the load.
		  b. The mailer may rebuild the load off-site.
		  c. If the load is unable to be reconciled the destination facility must refuse the load.
		2. Separate containers based on the message displayed on the SV-IMD:
		  a. **Status:** Expected.
		    Default A/R Status: Accept.
		    Description: Unloaded container expected for current facility.
		  b. **Status:** Not Expected.
		    Default A/R Status: Reject.
		    Description: Unloaded container with no e8125/ e8017 record at any facility.
		  c. **Status:** Mis-Shipped.
		    Default A/R Status: Accept/Reject (as per eDoc)
		    Description: Unloaded container expected at different facility. Mis-Shipped containers will be automatically accepted/rejected based on mailer settings.
		  d. **Status:** Duplicate.
		    Default A/R Status: Accept (1st ctr)/Reject.
		    Description: Unloaded container with duplicate placard.
		3. If the barcode is not scanned and is not readable (able to be entered manually) hold the container for resolution.
			Ensures the correct (and correct number of) containers are unloaded.
			Enables SV to provide the user with the container status.

	Important Steps	Key Points	Reasons
3	After the unloading is complete: ■ Click the "Unload End" button on the Unload Start/End Screen. ■ When prompted, enter any containers unloaded with unreadable barcodes and click the "Next" button.	Only enter containers that were unable to be scanned or manually entered (Unplacarded, Unreadable).	Ensures all containers are reflected on the SV-IMD and in data. Provides mail quality information to be reviewed by USPS. Ensures only containers that have been paid for are inducted.

Exhibit 6-5.2.1c
Reconcile

	Important Steps	**Key Points**	**Reasons**

1	Reconcile the container counts:
	■ Add container counts on the 8125(s) (if applicable).
	■ Add the number of Unresolved + Unplacarded + Unreadable containers.
	■ Compare the two totals.
		1. If the total number of unresolved containers is **greater than** the total found on the paper 8125(s) the containers **will** require resolution:
		  a. For eInduction containers follow the FAST Helpdesk Resolution process outlined below.
		  b. For non-eInduction containers the mailer/consolidator may contact the origin office to resolve the problem and the origin office will adjust postage as necessary.
		2. If the total number of unresolved containers is **less than or equal to** the total found on the paper 8125(s) the containers **will not** require resolution.
			Any residual containers presented after the original load has been received should have their own 8125, if applicable. The containers cannot be claimed as a portion of a load for an 8125 that has already been accepted and filed. If a periodical mailing with 8125CP has a container count discrepancy the load must be received. Periodical mailings cannot be refused due to a container count irregularity.

	Important Steps	Key Points	Reasons

2	On the Container Status (CTR STS) screen review and resolve any unresolved containers (on the Edit CTR screen). Refer to the Container Status Job Aid and Edit Container Status Job Aid.	Resolve unresolved containers based on their status:
		
		1. **Status:** Mis-Shipped (Reject).
		   Action: a. Notify supervisor.
		            b. Confirm Reject status on CTS STS screen.
		            c. Return container to driver.
		   Container Status: Reject.
		
		2. **Status:** Duplicate on Appointment.
		   Action: a. Notify supervisor.
		            b. Reject duplicate container(s) on the Edit CTR screen.
		            c. Return container to driver.
		   Container Status: Reject.
		
		3. **Status:** (Unresolved + Unplacarded + Unreadable) = 8125.
		   Action: a. Select all Not Expected containers from list and accept on the Edit CTR screen.
		            b. Induct containers.
		   Container Status: Accept.
		
		4. **Status:** (Unresolved + Unplacarded + Unreadable < 8125.
		   Action: a. Select all Not Expected containers from list and accept on the Edit CTR screen.
		            b. Record appointment irregularity on the Appointment Irregularity Reporting Screen.
		            c. Annotate the 8125 with number of containers inducted.
		            d. Induct containers.
		   Container Status: Accept.
		
		5. **Status:** (Unresolved + Unplacarded + Unreadable > 8125 or No 8125.
		   Action: a. Notify supervisor.
		            b. Begin Helpdesk Resolution process.
		   Container Status: TBD (pending resolution).
			Ensures only containers that have been paid for are inducted.

Exhibit 6-5.2.1d
FAST Helpdesk Resolution

	Important Steps	**Key Points**	**Reasons**
1	Provide supervisor with required information for the FAST Helpdesk (use the Helpdesk Supervisor Job Aid): ■ Appointment number. ■ Barcodes for containers requiring resolution (if readable).	1. Supervisor calls the FAST Helpdesk. 2. FAST Helpdesk notifies supervisor of container status: a. Approved for induction – FAST Helpdesk notifies supervisor and pushes release message to SV-IMD. b. Must be returned – FAST Helpdesk notifies supervisor.	Information is required for FAST Helpdesk to access reports to identify the container status.
2	Supervisor notifies user that FAST Helpdesk has provided resolution. Click "Refresh" on the CTS STS screen and confirm/update the container status.	1. How to confirm/update container status per FAST Helpdesk guidance: a. Approved for induction – click the "Refresh" button and verify container has Expected status. b. Must be returned – reject the container on the Edit CTR screen; perform reload scan on container. 2. If the Helpdesk confirms that some containers should be inducted, but the SV-IMD does not update to show them as Expected, contact the FAST Helpdesk a second time. 3. If the SV-IMD does not update after the second call with the FAST Helpdesk, ask the FAST Helpdesk to email a screen shot showing the containers should be accepted.	Ensures that containers that have been paid for are not rejected due to system errors.
3	Induct resolved containers that have been approved for processing.	Properly tag approved containers.	Ensures that resolved containers are inducted into processing operations.

Exhibit 6-5.2.1e
Record and Closeout Appointment

	Important Steps	Key Points	Reasons
1	Update the status of all rejected containers still listed as unresolved containers on the SV-IMD. Reject all containers on the Edit Container screen (refer to *eInduction SV Site Edit Container Status* Job Aid available at *http://blue.usps.gov/ procops/pvds/ pvds.htm*).	All containers must be resolved before an appointment may be closed.	Ensures that the container status is recorded as the container is resolved. Prepares the SV-IMD for appointment closeout process.
2	Reload all rejected containers on the SV-IMD (refer to *eInduction SV Site Reloading Rejected Containers* Job Aid available at *http:// blue.usps.gov/ procops/pvds/ pvds.htm*).	1. An appointment cannot be closed until all rejected containers are reloaded in the SV-IMD and returned to the driver. 2. A pop-up notification will appear if not all containers have been reloaded. 3. Reload scan-rejected containers. 4. Driver reloads rejected containers onto the truck.	Helps ensure rejected containers are returned to the driver and reloaded.
3	Record appointment irregularities on the SV-IMD and/or 8125 form (for SV-IMD information, refer to *eInduction SV Site Record Appointment Irregularities* Job Aid available at *http:// blue.usps.gov/ procops/pvds/ pvds.htm*).	1. All irregularities must be annotated on the SV-IMD for mail quality tracking purposes. 2. The following irregularities should be tracked for both SV-IMD and eMIR (unless noted): a. No appointment number (for only SV-IMD but not eMIR). b. Damaged load. c. Damaged mail (take photo & upload into eMIR).	Allows USPS and mailers to track mail quality.
4	Close appointment on the SV-IMD (refer to *eInduction SV Site Appointment Closeout* Job Aid available at *http:// blue.usps.gov/ procops/pvds/ pvds.htm*).	Additional unload scans may be associated to the appointment through the Container Status screen within 24 hours of closeout.	Start-the-Clock (STC) begins for scanned containers upon closeout.

	Important Steps	Key Points	Reasons
5	Finalize the original 8125(s) and return any duplicates to the driver, if applicable	If 8125s are presented, follow current national procedures, which are available in 6-5.1 and at *http://blue.usps.gov/ procops/pvds/pvds.htm.*	The completed sections on any duplicate forms must match the original, if the mailer submits a second copy for their records. The BOL or delivery receipt for postal signature can be signed.
6	Complete Daily Appointment Tracking Sheet.	Complete the sheet as appointments are received: a. FAST appointment number. b. Number of 8125 forms. c. 8125 container count. d. Actual container count. e. Irregularity (Y/N). f. eMIR Reported (Y/N). This field may be left blank if the Irregularity section was marked as N. g. Comments	Allows USPS to track the number of appointments that are arriving at destination facilities.
7	Record irregularities in eMIR by COB the next day (M-F). Refer to the Irregularities in eMIR documents on the PVDS Blue page.	Provides long-term tracking of mail quality and adherence to drop shipment policies.	N/A

Exhibit 6-5.2.1f
Contingency Process, *PostalOne!* Outage

	Important Steps	**Key Points**	**Reasons**
1	Supervisor communicates *PostalOne!* outage to user and instructs them to follow the contingency process for *PostalOne!* Outages.	1. *PostalOne!* outage has been determined and communicated to FAST helpdesk. 2. Supervisor initiates call with FAST Helpdesk for container resolution. 3. FAST Helpdesk notifies supervisor of *PostalOne!* outage and instructs to follow the *PostalOne!* outage Contingency Plan.	In case there is a *PostalOne!* Outage, the FAST helpdesk would be responsible for communicating this to the users at the site.

2	Follow *PostalOne!* Contingency process for unresolved containers.	If there are any unresolved containers after scanning and reconciling against 8125 forms, complete the following steps:
		1. Accept all 99M placarded containers.
		2. Collect 1 99M placard from each unloaded container.
		3. Update all unresolved containers to Accept status in the SV-IMD.
		4. Release reconciled containers, and containers from which a placard was removed, into operations.
		5. Create appointment reconciliation package:
		  a. Cover Sheet.
		  b. 99M placards.
		  c. 8125 form, if applicable.
		6. Archive appointment reconciliation package.
			Allows containers be to accepted during the outage, but ensures that only paid containers are inducted into processing.

Exhibit 6-5.2.1g
Contingency Process, SV Outage

	Important Steps	Key Points	Reasons
1	Determine if SV scanner is not working.	If the SV system is down the SV-IMD will not function as expected.	This would trigger the Contingency process.
2	Determine outage magnitude.	1. Ask other users if they are also experiencing issues with their SV scanners. 2. If no other users seem to be having issues, switch to a different scanner. 3. If issue is resolved after switching scanners, continue regular process.	Eliminates the possibility of this being an isolated issue on a specific scanner.

3	Escalate issue to SV coordinator.	SV coordinator confirms outage across facility:
		1. Minor outage (outage isolated to an area):
		  a. SV coordinator calls SV tier 2 (1-866-236-3344).
		  b. If issue persists after 10 minutes, continue to Step B of major outage.
		2. Major outage (outage affecting entire facility):
		  a. SV coordinator accesses SV web to determine if server or database is down.
		  b. Coordinator logs SVHelp ticket and includes:
		    ■ "Requesting TIMESWEB CONTINGENCY" in the first line.
		    ■ Specific error messages seen.
		    ■ Exact problem experienced.
		    ■ Timeframe of problem.
		    ■ Site coordinator name and phone number.
		    ■ Contact names and phones numbers for all hours of day.
		    ■ Any additional information needed.
		  c. Coordinator calls SV tier 2 support.
		  d. Coordinator selects option 2 and provides ticket number.
		  e. Tier 2 activates TIMES for site and notify coordinator.
		  f. Coordinator communicates TIMES activation to expeditor.
			Allows containers to be accepted during the outage, but ensures that only paid containers are inducted into processing.

6-5.2.2 **Non-SV Enabled Facilities**

Postal Service employees at locations where SV has *not* been enabled must use the processes noted in Exhibit 6-5.2.2a through Exhibit 6-5.2.2d. In case of a *PostalOne!* outage or a FAST outage, see the contingency processes in Exhibit 6-5.2.2e and Exhibit 6-5.2.2f.

- 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.

- Platform personnel at plants are responsible for entering drop shipment arrival data into Transportation Information Management Evaluation System (TIMES). At NDCs, the vehicle operator assistant uses the Yard Management Systems (YMS) to track the gate arrival and unloading of drop shipments. Close out of drop shipment arrival and unloading data must be finalized within 1 business day of the shipment's unload completion. Facilities without TIMES or SV must enter appointment closeout information directly into FAST.

Exhibit 6-5.2.2a
Arrive

	Important Steps	Key Points	Reasons

1	Obtain the Bill of Lading (BOL) and/or 8125(s) from the driver.	1. The BOL can be presented or the driver must know the appointment number for 100% eInduction or mixed loads.
		2. An original 8125(s) must be submitted for 100% paper or mixed loads. If 8125s are presented, follow current national procedures, which are available in 6-5.1 and at *http://blue.usps.gov/procops/pvds/pvds.htm.*
		3. Shipments with no paperwork and unknown appointment numbers should follow the national procedures for unscheduled appointments:
		  a. For unknown appointment numbers the driver may contact his/her dispatch office to obtain the appointment number of scheduler ID.
		  b. For loads with no appointment the destination facility can receive the shipment as an unscheduled arrival when operationally feasible.
			N/A

2	Arrive appointment in TIMES.	1. Enter the appointment ID (from the 8125, BOL or the driver). 2. If there is no appointment follow the national procedures for an unscheduled appointment.	N/A
3	If applicable (i.e. 100% paper or mixed load), ensure 8125s are complete and unaltered.	If 8125s are presented, follow current national procedures, which are available in 6-5.1 and at *http://blue.usps.gov/procops/pvds/pvds.htm.*	N/A
4	Run the Container Manifest Report in FAST.	1. Search using the Appointment Number. 2. Select the Appointment ID link to view all eInduction containers in the load. 3. Use the Container Reconciliation Worksheet to determine the total number of containers that should be accepted for the appointment.	Allow verification of eInduction containers.

Exhibit 6-5.2.2b
Unload

	Important Steps	Key Points	Reasons
1	Check for unstable loads or damaged mail.	1. As long as the safety of USPS personnel and the driver is not compromised the shipment may be received with the driver required to perform the unload process with USPS assistance. 2. Damaged mail on the load should be returned to the driver. 3. If unsafe the dock supervisor must refuse the load and allow the mailer to rebuild the shipment off- site to match original preparation.	Ensures safety of USPS personnel. Ensures damaged mail is not provided to customers.

2	Unload and count containers to determine how many have been presented for acceptance.	1. Driver will indicate which containers to remove from truck as the load should be physically separated by destination, and the mail on the tail of the trailer should be for the current site:
		  a. If the load is not physically separated, the driver must reconcile the load.
		  b. The mailer may rebuild the load off-site.
		  c. If the load is unable to be reconciled, the destination facility must refuse the load.
		2. You do not need to match the 99M barcode to containers listed on the Container Manifest Report.
			Ensures the correct (and correct number of) containers are unloaded.

Exhibit 6-5.2.2c
FAST Helpdesk Resolution

	Important Steps	**Key Points**	**Reasons**

1	Provide supervisor with required information for the FAST Helpdesk (use the FAST Helpdesk Job Aid):
	■ Appointment number.
	■ Barcodes for containers requiring resolution (if readable).
		1. Supervisor calls the FAST Helpdesk.
		2. FAST Helpdesk notifies supervisor of container status:
		   a. Approved for induction – FAST Helpdesk notifies supervisor and pushes release message Container Manifest Report.
		   b. Must be returned – FAST Helpdesk notifies supervisor.
			Information is required for FAST Helpdesk to access reports to identify the container status.

2	Supervisor notifies user that FAST Helpdesk has provided resolution.	Supervisor will annotate if a container is accepted or rejected on the FAST Helpdesk Job Aid.	Ensures that containers that have been paid for are not rejected due to system errors.
3	Induct resolved containers that have been approved for processing.	Properly tag approved containers.	Ensures that resolved containers are inducted into processing operations.

Exhibit 6-5.2.2d
Record and Closeout Appointment

	Important Steps	Key Points	Reasons
1	Close out the appointment in TIMES.	Complete the following fields: 1. To be Unloaded. 2. Unload Start. 3. Location. 4. Percent Full. 5. Percent Bed Loaded. 6. Actual Contents. 7. Total Pallets. 8. Mail Integrity Code. 9. Unload End. 10. Content Remarks.	Prepares TIMES for appointment closeout process. Start-the-Clock (STC) begins for containers upon closeout.
2	Return rejected containers to the driver.	Driver reloads rejected containers onto the truck.	Ensures that only containers that have been paid for are inducted.

3	Record appointment irregularities on the 8125 form (if applicable) and eMIR Data Collection Form.	1. All irregularities must be annotated for mail quality tracking purposes.
		2. The following irregularities should be tracked:
		  a. No appointment number.
		  b. Damaged load.
		  c. Damaged mail (if possible, take photo and upload into eMIR).
			Allows USPS and mailers to track mail quality.

4	Finalize the 8125(s) and return any duplicates to the driver, if applicable.	Follow current national procedures, which are available in 6-5.1 and at *http://blue.usps.gov/procops/pvds/pvds.htm.*	N/A
5	Complete Daily Appointment Tracking Sheet.	Complete the sheet as appointments are received: 1. FAST appointment number. 2. Number of 8125 forms. 3. 8125 container count. 4. Actual container count. 5. Irregularity (Y/N). 6. eMIR Reported (Y/N). This field may be left blank if the Irregularity section was marked as N. 7. Comments.	Allows USPS to track the number of appointments that are arriving at destination facilities.
6	Record irregularities in eMIR by COB the next day (M-F). Refer to the Irregularities in eMIR documents on the PVDS Blue page.	Provides long-term tracking of mail quality and adherence to drop shipment policies.	N/A

Exhibit 6-5.2.2e
Contingency Process, *PostalOne!* Outage

	Important Steps	Key Points	Reasons
1	Supervisor communicates *PostalOne!* outage to user and instructs them to follow the contingency process for *PostalOne!* Outages.	1. *PostalOne!* outage has been determined and communicated to FAST Helpdesk. 2. Supervisor initiates call with FAST Helpdesk for container resolution. 3. FAST Helpdesk notifies supervisor of *PostalOne!* outage and instructs to follow the *PostalOne!* outage Contingency Plan.	In case there is a *PostalOne!* Outage, the FAST helpdesk would be responsible for communicating this to the users at the site.

2	Follow *PostalOne!* Contingency process for unresolved containers.	If there are any unresolved containers after reconciling against 8125 forms (if applicable), complete the following steps:
		1. Accept all 99M placarded containers.
		2. Collect 1 99M placard from each unloaded container.
		3. Record the number of containers accepted in TIMES.
		4. Release reconciled containers, and containers from which a placard was removed, into operations.
		5. Create appointment reconciliation package:
		  a. Cover Sheet.
		  b. 99M placards.
		  c. 8125 form, if applicable.
		6. Close appointment in TIMES and archive appointment reconciliation package.
			Allows containers be to accepted during the outage, but ensures that only paid containers are inducted into processing.

Exhibit 6-5.2.2f
Contingency Process, FAST Outage

	Important Steps	Key Points	Reasons
1	Unable to access FAST.	Unable to log into FAST, access Container Manifest Report, or communication from Facility FAST Coordinator.	This would trigger the Contingency process.

2	Follow FAST Contingency process for unresolved containers.	If there are any unresolved containers after reconciling against 8125 forms (if applicable), complete the following steps:
		1. Accept all 99M placarded containers.
		2. Collect 1 99M placard from each unloaded container.
		3. Record the number of containers accepted in TIMES.
		4. Release reconciled containers, and containers from which a placard was removed, into operations.
		5. Create appointment reconciliation package:
		   a. Cover Sheet.
		   b. 99M placards.
		   c. 8125 form, if applicable.
		6. Close appointment in TIMES and archive appointment reconciliation package.
			Allows containers be to accepted during the outage, but ensures that only paid containers are inducted into processing.

6-6   Receipt of eVS Shipments With No PS Form 8125

6-6.1 Overview of eVS

The eVS allows destination entry parcel mailers and consolidators to document and pay postage, including extra service fees, using electronic manifest files. The files are transmitted to a Postal Service database for electronic comparison against sampling data captured at origin and destination entry offices. The eVS program is designed to make it easy for parcel mailers and consolidators to take advantage of destination entry prices.

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

6-6.2 Identifying eVS Parcels

Mailers must schedule an appointment in FAST with the destination entry office for an eVS mailing. When the appointment is scheduled electronically, the drop shipment must be identified as "eVS". A unique eVS barcode must be applied to each parcel with the text "eVS" above the barcode. For example, some text identifiers are printed as "ZIP-USPS DELIVERY CONFIRM eVS", "e/USPS DELIVERY CONFIRM", or "ZIP eVS." Upon arrival at the destination entry office, the mailer must separate eVS mailings from other mailings having a PS Form 8125.

6-6.3 Sampling eVS Parcels

When a sampling is scheduled, the destination entry office is contacted to confirm that a sampling is scheduled. Destination entry offices must set aside eVS parcels prior to distribution until a representative from the district's statistical programs office can sample the shipment. Identify eVS parcels held for sampling with a HOLD flag and segregate them from other mailings.

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 entry office releases the eVS parcels for Postal Service distribution when the sampling is completed or not later than the critical entry time. Report irregularities with eVS into eMIR.

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7 Reporting Irregularities in eMIR

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. eMIR was designed to provide timely feedback to mailers about mailing issues and fill gaps from the old method using hard copy PS Form 3749, *Notification of Irregularity in the Preparation of Mail*. Through eMIR, Postal Service process owners have access to online reports, an electronic means of elevating preparation issues and a communication flow between involved parties.

7-1.2 Using eMIR

Since 2005, eMIR has been used to report quality issues and recurring problems with a mailing, such as unreadable barcodes, broken bundles, and pallet irregularities. eMIR's function is to record and resolve issues concerning a quantity of improperly prepared mail that impact the efficient processing and/or delivery of the mail. Starting 2010, eMIR will be used to report all issues related to the receipt of a drop shipment.

A data collection form must be completed for problems related to drop shipments or mail preparation and information entered into the *PostalOne!* system. The data collection form for eMIR is available in Appendix C.

A report is routed to the BMEU and/or the Business Service Network (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 are documented in the integrated Business Service Network (iBSN) application (Customer First) and electronically transmitted back into the eMIR program database. The status of reports, including the action taken, is 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 *(*go to: *http://blue.usps.gov/postalone/emir/programinfo.htm*). In order to access *PostalOne!*, eAccess approval is required.

7-2   eMIR Process for Drop Shipments

7-2.1   **Completing the eMIR Data Collection Form for Drop Shipments**

All irregularities that arise during the verification of PS Form 8125 or the unload of the drop shipment must be captured and documented using eMIR. Any irregularity, even ones resolved immediately, must be recorded. Even though eVS and eInduction do not require PS Form 8125, irregularities with these shipments must adhere to the procedures described in this section.

Since eMIR does not currently have a unique "Problem Entry" field for drop shipment irregularities at destination, unique steps have been developed and must be followed as outlined here:

a.   Use one blank eMIR Data Collection Form (see Appendix C) for each irregularity.

   Notes: Columns with an asterisk require information.

b.   Complete designated sections on the front of form or page 1 as follows:

   (1)   Print the full name of the person who is reporting the irregularity.

   (2)   Under processing area, print Dock-Inbound.

   (3)   Enter the tour where the irregularity occurred and date when the problem was discovered.

   (4)   Check Company Imprint in the box indicating type of postage payment. While this selection may not represent the actual method of postage payment, it is the selection required for data input of drop shipment information.

   (a)   Enter company name. Make selection, if possible.

   (b)   Enter mailer name and address from PS Form 8125, when necessary.

   (5)   Skip Mail Owner section.

   (6)   Enter name and address of Preparer identified in the Mailer Information section of PS Form 8125 (cells 3 and 7) or 8125-CD (cells 1 and 3).

   (7)   Check Pallet or Sack under Container Label Information. Next to Job ID, print the FAST appointment number. Check the box, "Image of container label," if pictures were taken of the issue reported, such as pallets stacked too tall or pallets fallen over during transit.

c.   Complete designated sections on the back of form or page 2:

   (1)   Under "Class of Mail," check the appropriate box.

   (2)   Under "Processing Category," check the appropriate box.

   (3)   Under "Type of Print Material," select *Other.*

   (4)   Under "Transportation," check *Mailer Contracted.*

(5)   Under the columns for "Pallet" and "Sack," check the box *Other Pallet Issue* or *Other Sack Issue.*

(6)   Under the applicable columns, check *Other Pallet Issue* and *Other Sack Issue*.

(7)   Under the next three columns ("Tray," "Bundle," and "Piece"), make no selections.

(8)   Under "Comments," enter *8125* on the first line. Use the other lines under "Comments" to describe the irregularity and any actions taken to resolve the issue.

(9)   Check the box *Image of Problem*, and take a picture of the problem and the PS Form 8125.

(10)   On the last line of the form under the columns for "Pallet" and "Sack," enter the volume information.

When the eMIR Data Collection Form has been completed, provide it to the employee responsible for entering information into eMIR.

7-2.2 Entering Drop Shipment Irregularities in eMIR

All PS Form 8125 and eInduction irregularities must be entered into eMIR to gain visibility and resolution. It is essential that all irregularities, even those that are resolved immediately, be reported in eMIR. It is important to note that the eMIR system has capacity for only three images per entry. These images must be saved and uploaded in JPEG format. With this limitation, one report entry must be made for every PS Form 8125 issue reported. This allows each report to have a picture of the PS Form 8125 and supporting pictures of irregularities with the PS Form 8125 or load.

a.   Log on to eMIR through *PostalOne!*

b.   Click on "Problem Entry" on the menu on the left of the screen.

c.   If you are a new eMIR user or if you have recently changed work locations, the system may prompt you to update your User Profile. Update your information as necessary; some information may automatically populate; then click Submit.

d.   From "Problem Entry", use the eMIR Data Collection form to enter information about a drop shipment irregularity. Remember the following key points when recording drop shipment issues:

(1)   Enter FAST appointment number adjacent to Job ID under Container Information.

(2)   Leave Mail Piece Information blank.

7-3 eMIR Process for Other Mailing Issues

Follow the normal process established for eMIR to enter other mailing discrepancies. The eMIR Problem Entry Summary in Appendix B highlights information about that process. Similar to the unique process for drop shipment, an eMIR Data Collection Form must be completed and information entered through *PostalOne!*

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8 Other Procedures for Destination Delivery Unit Shipments

8-1 Receipt of Destination Delivery Unit Parcel Shipments With PS Form 8125

The standard operating procedure (see Appendix F) for receiving Parcel Select drop shipments presented with a barcoded PS Form 8125 is to scan the shipment with one "DC/eVS Arrive." The escalation process of performing "DC/eVS Arrive" scans on a percentage of the Parcel Select volumes is no longer applicable. Parcels that do not belong to the delivery unit must be scanned and returned to the driver.

8-2 Receipt of eVS Shipments With No PS Form 8125

Verify that the shipment is destined for your facility. If the shipment is destined for a different post office, return the shipment to the driver. If requested, sign the driver's "Signature Record" (electronic diode) or Bill of Lading if the shipment is destined for your facility.

As part of the cursory review for eVS mailings, delivery units must scan one parcel from each eVS shipment. This procedure requires the DDU to scan one parcel using the "DC/eVS Arrive" scan. The "DC/eVS Arrive" scan must be performed at the time the shipment is received by the delivery unit. Any eVS parcel that does not belong to the delivery unit must be scanned as Mis-shipped and redirected to the correct office using the Postal Service outgoing mailstream. The Postal Service will collect additional funds from the mailer based on Mis-shipped scan events performed at the delivery unit.

8-3   Timely Delivery

8-3.1   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 that the mailing is PIHD in the Comments section of the Daily Appointment Tracking Sheet, on PS Form 8125 (if presented), and in eMIR.

b.   Report the PIHD mailing to the District Business Service Network (BSN) electronically utilizing the standardized irregularity reporting form or eMIR.

8-3.2   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 (if presented) or contact the eInduction Helpdesk.

b.   Report the PED mailing to the District BSN electronically utilizing the standardized irregularity reporting form or eMIR. The irregularity is routed to the BMEU and/or the BSN account owner.

c.   When the issue is routed to the BMEU, the BMEU researches the problem, initiates the customer contact to determine disposition of mail, and enters the results of their actions in the eMIR program database. When the PED is routed to the BSN, they research the problem, initiate the customer contact to determine disposition of mail, and enter the results of their actions in the integrated Business Service Network (iBSN). Customer First is electronically transmitted back into the eMIR program database. The status of reports, including the action taken, is accessible online to the Postal Service personnel who identified the problem and to those responsible for its resolution.

d. Process the mailing according to the mailer's instructions, as communicated by the BMEU or BSN. Document the disposition instructions in the Comments section of PS Form 8125 (if presented) and the Daily Appointment Tracking Sheet.

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 originating BMEU is responsible for obtaining and filing the documentation with the PS Form 8125 along with a copy of the mailpiece.

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Appendix A

Clearance Documents

A-1   General Information

Five versions of the clearance documents are currently in use — an image of each form with highlights of critical fields is available on the PVDS Web site at *http://blue.usps.gov/procops/pvds/pvds.htm*; unter "Job Aids," click on *PS Form 8125 Version Templates*:

a.   PS Form 8125, *PVDS Verification and Clearance*. This form can be printed and provided free by the Postal Service. A current PS Form 8125 must be used. This form can be downloaded from the Postal Service Web site *(www.usps.com).* PS Form 8125 is used to report a single PVDS that the mailer will transport from origin to a destination facility. PS Form 8125 proves to the destination facility that the mail presented by the mailer was verified and paid for at origin. An image of PS Form 8125 is available at *http://about.usps.com/forms/ps8125.pdf*.

b.   PS Form 8125-C, *PVDS Consolidated Verification and Clearance.* This form can be downloaded from the Postal Service Web site *(www.usps.com).* A current PS Form 8125-C must be used. 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 facility on the same vehicle. An image of PS Form 8125-C is available at *http://about.usps.com/forms/ps8125c.pdf*.

c.   PS Form 8125-CD, *PVDS Consolidated Verification and Clearance - DSMS.* This computer-generated form can be created by mailers upon approval from the Postal Service. 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 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.

d.   PS Form 8125-CP, *PVDS Verification & Clearance for Periodicals Paid Under Centralized Postage Payment (CPP).* PS Form 8125-CP is used by Periodical mailers under a centralized postage payment program for daily publications, such as the *Wall Street Journal, New York Times*, and *Investor's Business Daily*. PS Form 8125-CP does not bear the authorized signature of the Postal Service acceptance employee or a Post Office round-date stamp.

e.   PS Form 8017, *Expedited Plant-Load Shipment Clearance*. This form is currently used as an expedited clearance document for non-eInduction mailings that are paid for at the administering BMEU and transported by the mailer to a downstream postal facility (no entry discount claimed). In these instances, mailers are required to have an Expedited Shipment Agreement for Plant-Load Mailings on file at the administering BMEU. An image of PS Form 8017 is available at *http://about.usps.com/forms/ps8017.pdf*.

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 prices or preparation methods that are not included in the mailing(s) reported on the form.

All PS Forms 8125-CD must be a computer-generated facsimile. On PS Form 8125-C and 8125-CD, 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 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   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-CD: "*This 8125-CD was verified and accepted under the Drop Shipment Management System (DSMS). No origin office postal signature or round stamp date is required. Contact the consolidator listed above if there are any questions there are questions.*"

The legend printed on PS Form 8125-CP must be as follows: "*This Form 8125-CP for* (name of Periodicals) *was verified under alternate procedures authorized by the manager of Business Mail Acceptance at US Postal Service Headquarters. No postal signature or round stamp is required. Contact the Pricing and Classification Service Center at 212-330-5300 with any questions.*"

Starting in 2007, a few mailers were permitted to waive postal signature and round stamp on PS Form 8125 and 8125-C for DDU and DSCF drop shipments. The following legend will appear: "*VERIFIED AND ACCEPTED UNDER PROCEDURES AUTHORIZED BY USPS BMA HEADQUARTERS. NO POSTAL SIGNATURE OR ROUND STAMP REQUIRED. CONTACT THE ORIGIN OFFICE LISTED ABOVE IF THERE ARE QUESTIONS.*"

Appendix B

Daily Appointment Tracking Sheet

Daily Appointment Tracking Sheet   PAGE_____ OF_____

FACILITY: _____

DATE: _____   TOUR:_____

EMPLOYEE NAME: _____

APPOINTMENT NUMBER	NUMBER OF 8125s/8017s	8125/8017 CONTAINER COUNT	ACTUAL CONTAINER COUNT	IRREG. Y / N	eMIR REPORTED Y / N	COMMENTS

REVIEWER NAME:_____   DATE:_____/_____/_____

Instructions for Completing the Daily Appointment Tracking Sheet

The Daily Appointment Tracking Sheet must be completed as appointments are received. The first entry on the sheet should reflect the first drop shipment of a tour. Follow these instructions for completing the Daily Appointment Tracking Sheet:

For completing the Daily Appointment Tracking Sheet on the dock:

1. Complete the header section of the sheet with Facility, Date, Tour, and Employee Name.

2. Complete the fields for each appointment as follows:.
   - Appointment Number: this is the FAST Appointment Number associated with the drop shipment.
   - Number of 8125s/8017s: this is the count of the 8125s and 8017s associated with the drop shipment.
   - 8125/8017 Container Count: this is the sum of containers claimed on the 8125(s)/8017(s).
   - Actual Container Count: this is the actual sum of unloaded containers.
   - Irregularity (Y/N): this is yes if any irregularity is found with the drop shipment (if no, the remaining fields may be left blank).
   - eMIR Reported (Y/N): this is yes if an eMIR Data Collection Form was completed for any of the irregularities found.
   - Comments.

3. At the end of the tour, place the tracking sheet on the top of the 8125s to be turned in and submit to the facility FAST coordinator.

For reconciling the Daily Appointment Tracking Sheets with 8125s, the closeout employee will:

1. After review and close out, place the name of the reviewer and date on the bottom of the report.

2. File at the beginning or on top of daily 8125s/8017s.

PostalOne! Electronic Mail Improvement Reporting Problem Entry Summary

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**.

9/26/2005   v10.0 eMIR Summary   pg. 1

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.

9/26/2005   v10.0 eMIR Summary   pg. 2

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Appendix D

PostalOne! Electronic Mail Improvement Reporting Data Collection Form

PostalOne! Electronic Mail Improvement Reporting
Data Collection Form

Person recording information   Name: _____

Processing Area   _____

Work Tour   _____

Date Problem Found   _____

*Method of Postage Payment:

☐ **Permit Imprint:** (Please enter permit # and city, state and/or ZIP from imprint on mailpiece)
Permit number_____
City_____ State_____ and/or ZIP_____

☐ **Company Imprint:** (Please enter company name from imprint)
Company name_____

☐ **Periodicals:** (Please enter title of publication and ISSN and/or USPS number from the ID Statement)
Publication Name:_____
ISSN_____ and/or USPS_____

☐ **Precanceled Stamp:** (Please enter company name, and city, state and/or ZIP information from return address.
Company Name_____
City_____State_____ZIP_____

☐ **Meter/Meter Tape:** (Please enter company name, then the city, state and/or ZIP information from meter indicia)
Company Name_____
City_____State_____ZIP_____

☐ **Official/Franked Mail:** (Please enter permit # G-XX from imprint)
Permit_____

☐ **Business Reply:** (Please enter permit # and city, state from the Business Reply legend located above the delivery address)
Permit number_____
City_____State_____ZIP_____

Enter name and address of Mail Owner, if known (return address):
Name:_____   City_____
Address:_____   State_____ZIP_____

Enter name and address of Preparer, if known:
Name:_____
City_____   State_____ZIP_____

Enter Container Label Information, if known:	☐ Image of container label
Container Type: ☐ Pallet ☐ Tray ☐ Sack ☐ Bundle	
Job ID: _____ **Pallet #** _____	
Destination Line:_____	
Contents Line:_____	
Origin Line: _____	

Title of Mailpiece: _____

Piece Description: _____
_____

☐ **Image of mailpiece**

Class of Mail *	Processing Category *	Type of Print Material *	Transportation *

☐ Express
☐ Priority
☐ First-Class
☐ Periodicals
☐ Standard
☐ Package Services
  ☐ Parcel Post
  ☐ Parcel Select
  ☐ Bound Printed Matter
  ☐ Media Mail
  ☐ Library Mail
	☐ Letter
	☐ Postcard
	☐ Flat (Nonletter)
	☐ Irreg Parcel / NFM
	☐ Machinable Parcel
	☐ Outside Parcel (NMO)
		☐ Coated (Glossy)
		☐ Un-coated (Paper Stock)
		☐ Individual Polywrap
		☐ Other
			☐ Postal Service
			☐ Postal Contracted
			☐ Mailer Contracted
			☐ Preparer
			☐ Unknown

Pallet	Sack	Tray	Bundle	Piece

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

Comments: *Please add any information that may further describe the problem. Description should be less than 400 characters in length.*

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

☐ **Image of Problem**

Volume:	Volume:	Volume:	Volume:	Volume:

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Standard Operating Procedures – Destination Delivery Unit

STANDARD OPERATING PROCEDURES
DESTINATION DELIVERY UNIT

RECEIPT OF PS FORM 8125 or eVS® DROP SHIPMENTS

Objective:

This Standard Operating Procedure aligns with processes defined in Publication 804, *Drop Shipment Procedures for Destination Entry* (2010) and provides procedures to assist employees in the receipt of drop shipments at destination. These procedures pertain to all mailings requiring PS Forms 8125, 8125C, 8125-CD, and 8125-CP. For the purpose of this document, unless otherwise stated, 8125 will reference all four versions of the form. Different procedures must be followed for parcels mailed under the Electronic Verification System (eVS)®

D D U   A P P O I N T M E N T

1. DDU Appointments

- Telephone requests for appointments for DDU shipments must be made at least one business day before arrival of the drop shipment.

- At minimum, the requestor must provide the following:
  - Mailer's name
  - Mail Class
  - Type of containerization
  - Volume
  - Size and type of vehicle
  - Date and time of requested appointment

- Inform requestor if your unit can accept pallets.

- Delivery Unit will document each appointment at the time it is made.

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.

- A recurring appointment remains valid until the mailer's appointment profile changes and no longer meets the schedule originally agreed upon.

PS Form 8125

The following procedures pertain to the receipt of PS Form 8125 at the Destination Delivery Unit (DDU).

<table>
<tr><td rowspan="2">D R I V E R</td><td>

2. Tendering Drop Shipment by Mailer

It is the driver's responsibility to:

- Present the PS Form 8125(s).
    - Bill of lading will not be accepted.
    - If 8125 is missing, the driver must contact his/her dispatch office to send a copy of the document via fax to your facility.
- Unload the vehicle.
- Separate the mailing by 5-digit or 5-digit scheme as requested.
- Identify the pieces from each drop shipment by PS Form 8125. If the driver is unable to separate by individual mailings by PS Form 8125, then all PS Form 8125s are combined and treated as one mailing, which is either all right or all wrong.
- Conditions on the PS Form 8125 that will require contact to the origin acceptance unit:
    - No round stamp date or signature of verifying employee.

Note: Review Origin Acceptance Section and see if legend or comments indicates that USPS verifying signature and round date is not required. Refer to waiver list below.

</td></tr>
</table>

With the exception of eVS, mailers must present an original PS Form 8125 with a drop shipment and must accurately complete all required items in the Mailer Information Section. The "Origin Post Office" section must be completed by an acceptance employee at the location where the mailing is verified and postage is paid.

<table>
<tr><td rowspan="2">W A I V E R</td><td>

3. 8125 Forms Without a Signature or Round Date Stamp

Mailers listed below have been authorized to generate 8125 forms without a signature or round date stamp and will have the following verbiage in the legend or comment section:

"This 8125 was verified and accepted under alternate procedures authorized by the Manager, Business Mail Acceptance, and Postal Service Headquarters. No Postal Service signature or round stamp required. Contact origin office listed above if there are any questions."

Authorized Shipper/Mailer	Entry Points	Form Used
Valassis (ADVO)	DDU, DSCF	8125C
Harte Hanks Shopper (Penny Saver)	DDU, DSCF	8125
The Press Enterprise	DDU, DSCF	8125

</td></tr>
</table>

4. Cursory Review Requirements

A USPS employee must perform a cursory review of all drop shipments at any time during the unloading process using the following procedures:

- When a new or unfamiliar driver brings the drop shipment, request and verify driver identity through proper company identification and/or valid state driver's license.

- If an entire shipment is for a different entry facility, the shipment should be refused.

- Check for unsafe conditions. As long as the safety of the driver is not compromised, the shipment can be accepted with the driver required to perform the unload process. Otherwise, do not accept the shipment if safety or integrity is compromised.

  - Single pallet height should not exceed 77 inches (pallet plus mail).
  - Stacked pallets not to exceed 84 inches (pallet plus mail).
  - Individual pallets must be secured with at least two straps or bands wrapped with plastic stretch wrap or both. (Metal banding is not allowed).

- Wet or damaged mail. Upon arrival, if the shipment is water damaged or visibly damaged, scan "VISIBLE DAMAGE" and return to the driver.

- Past In-Home Dates – when a scheduled mailing arrives beyond the requested in–home delivery dates but prior to the sale/event date, it should be delivered on the carrier's next available trip.

- Past Event and Expiration Date (PED)– when a scheduled mailing arrives after a sales event or expiration date:

  - Complete the Irregularity Form and submit electronically to District BSN.
  - Customer contact will be made to determine disposition of mail.
  - Delivery unit will be instructed to process the mail according to the mailer's instructions.

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 originating BMEU will be responsible for obtaining and filing the documentation with the 8125 along with a copy of the mail piece(s).

8125 REVIEW / ENTRY

5. Normal Acceptance Procedure – Scan Verification

When a DDU drop shipment with PS Form 8125 is presented, the following should be verified:

- Shipment is destined for your location. Randomly examine mail piece addresses and return any mail pieces destined for another unit to the driver.
- Number of containers on the PS Form 8125 matches the actual shipment.
- Origin Entry section should have a postal employee signature and round date stamp.
  - If not, review legend or comment section to determine if mailer has received authorization for alternate procedures and does not require postal employee signature and round date stamp.
  - If there is no legend, contact the origin BMEU for verification.

Destination Entry PO or Delivery Unit Section

Complete PS Form 8125 by entering information in the following fields
- ☑ Receiving Employee Signature
- ☑ Receiving Employee Name
- ☑ Arrival Time
- ☑ Departure Time
- ☑ Comments
- ☑ Condition Irregularities

- If barcode is present, scan the PS Form 8125 as "SHIPMENT COMPLETE?" Select "YES" or "NO". This should be done before the driver leaves.
- File PS Form 8125 and retain for 1 year.

eVS Drop Shipments

The following procedures pertain to the receipt of an Electronic Verification System (eVS) Drop-Shipment at the Destination Delivery Unit (DDU).

DEST ACCEPTANCE

6. PS Form 8125s are not required with eVS Drop Shipments

- Verify that the shipment is destined for your location. Do not accept a shipment that is destined for a different facility; return the shipment to the driver.
- Sign the driver's "Signature Record" - electronic diode or Bill of Lading - upon request.
- Perform the required scans as outlined below (DDU Verification Scans):
  - Using the DC/eVS ARRIVE scan event, **delivery units must scan one Parcel Select piece from each eVS shipment on the day of arrival.** This scan will be used to start the clock for service calculation. Particular care must be taken to perform the DC/eVS ARRIVE scan on a Parcel Select piece and not a Standard mail piece.
  - Any eVS parcel that does not belong to delivery unit must be scanned with the IMD as "MISSHIPPED" and redirected to the correct office using the USPS outgoing mail stream (the mailer will be charged accordingly).
  - Any eVS parcel Damaged parcels should be scanned with the IMD as "VISIBLE DAMAGE".

IRREGULARITY REPORTING

7. Irregularity Reporting

- Annotate irregularity in the Comments section of the PS Form 8125 (if applicable).

- Report all irregularities to your District BSN. Include the following:
    - Product description (letters, flats, packages, cards, sacks)
    - Description of the problem
    - Mailer name and address
    - Shipper name and address
    - Permit number, city and state (or company name if used in indicia)
    - Product name
    - Volume
    - Shipment date
    - Sale or Event date(s)
    - Arrival date
    - Arrival time

- Condition of mail that will require review of supervisor and reporting to District Business Service Network (BSN):
    - Unstable or Unsafe loads
    - Single pallet height exceeds 77 inches (pallet plus mail)
    - Stacked pallets height exceeds 84 inches (pallet plus mail)
    - Wet or Damaged Mail
    - Past In-Home dates
    - Past event or expiration date
    - Mail prep issues
    - Late arrival
    - Missent (pallets)
    - 8125 Incomplete
    - No 8125 (Note: 8125 is not required for e-VS Drop Shipments)

Note: All irregularity reports MUST be completed and submitted electronically to your District BSN.

- Irregularity Form is available on the following website: http://blue.usps.gov/marketing/businessservicenetwork/resources.htm
- To find your District BSN's mailbox, type BSN in the Outlook Global Address list, scroll to your District's BSN address.
- BSN locator: http://www.usps.com/ncsc/locators/find-bsn.html

Date:

Delivery Office Report
Irregularity in DDU Drop Shipment

1. Fill out this form completely in Word® and save as a .doc file. (Do not print the form or scan/FAX to the BSN). Prepare an email to your District BSN. Attach the file, copy of the 8125, copy of an addressed mail piece, other documentation (photos, placards, labels). Or, report the irregularity via eMIR.
2. To find your District BSN's mailbox, type bsn in the Outlook global address list, scroll to your District's BSN address. BSN locator: http://www.usps.com/ncsc/locators/find-bsn.html
3. Consult USPS Pub 804 for details: http://www.usps.com/cpim/ftp/pubs/pub804.pdf

Name of Post Office / Delivery Unit

City   State   ZIP

Your Name   Position

Contact   email

Check One –   **8125** ☐   **eVS** ☐

Check All That Apply – Hold Mail Only for Conditions in Red Type Below -

Past In-Home Date(s) ☐   **Past event or offer expiration date** ☐

Dropped at other than office listed on PS 8125 ☐   Late arrival (based on dropship appointment) ☐

8125 not signed or round dated by origin PO ☐   No 8125 (8125 not required for eVS shipments) ☐

Mail class, processing category or number of containers does not match 8125 ☐

Height of stacked pallets exceeds 84 inches ☐   Single pallet height exceeds 77 inches ☐

Pallet(s) unstable or otherwise unsafe ☐   Broken pallet(s) ☐

Wet or damaged mail ☐

Status of the Mail: Click to Select

Product Description: Letters ☐   Flats ☐   Packages ☐   Cards ☐

Containers (check all that apply): Pallets ☐ Trays ☐ Sacks ☐ Bundles ☐
Description of the problem:

Mailer Name

Mailer address

Shipper name (if different)

Shipper address (if different)

Permit no., city & state (or company name if used in indicia)

Product name

Volume

Shipment date

Sale or event date(s)

Arrival date

Arrival time

DDU Facility Schedule Report

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. Only one appointment is permitted for each vehicle arrival.

Office Name _____

Unit Acceptance Times

	MON - FRI			**SAT**	
From _____	*To* _____		*From* _____	*To* _____
From _____	*To* _____		*From* _____	*To* _____
From _____	*To* _____		*From* _____	*To* _____
From _____	*To* _____		*From* _____	*To* _____

Appointments should be made to accommodate the mailer's request. Facilities should consider their existing incoming trips, previously scheduled drop shipments, and dock space when establishing appointment schedules.

Recurring Appointments

Day	Time	Mailers Name	Mail Class*	Container Type**	Volume	Vehicle Type/Size	Actual Arrival Time

Daily Scheduled Appointments

* P = Periodicals; PS = Package Services; S = Standard Mail
** B = Bundles; P = Pallets; S = Sacks; T = Trays

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Appendix F

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.

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 network distribution 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.

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 facility specified by the Postal Service.

Critical entry time (CET). CET is the latest time that a minimal amount of mail can be tendered to designated induction points in the postal network in order for it to be processed and dispatched to meet service standards. For origin entry Standard Mail, CETs are locally determined. However for destination entry Standard Mail, a national postal policy defined the CET as 4 p.m. for drop shipments prepared on pallets or other appropriate containers and 12 noon for bed loaded trailers.

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

Destination network distribution center (DNDC). A postage price for mailings prepared and entered at a network distribution center or auxiliary service center as listed in DMM Labeling List 601 or 602.

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

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

Drop Ship product. Designed to assist mailers in accurately determining the drop entry point for DNDC, DADC, DSCF and DDU destination entry discounts, the Drop Ship product provides the Drop Ship Address file, the

Drop Ship Package Services file, the Drop Ship Supplemental Site file and the Mail Direction and Mail Direction v2 file. These files indicate the location where mail should be entered for destination entry prices and the facility characteristics of the location. To be manipulated or accessed, these raw data files require use of software programs.

Drop-and-pick (D&P) appointment. An appointment unique to DNDC 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 12 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 NDC management, within 48 hours).

Drop shipment. A discounted price mailing verified and accepted by an origin office, then transported by the mailer or a private (nonpostal) agent to destination entry facility. (Priority Mail Express and Priority Mail Open and Distribute 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.

eInduction. A process that allows USPS to determine if PVDS containers are paid for and shipped to the correct facility without the use of paper 8125 or 8017 forms for participating mailers. It eliminates the use of paper since 8125/8017 forms no longer need to be verified and signed off on for eInduction containers. With eInduction, each barcoded container is treated separately. If the container is scanned as "Expected," it can be moved directly to processing.

Electronic Verification System (eVS). 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*).

Facsimile. A term meaning duplicate or exact copy, such as a facsimile PS Form 8125. (see 2-3.2 or Appendix A).

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 prices for mailings or portions of mailings deposited at that local facility.

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.

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

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 DNDC, DSCF, or DDU prices. The term does not include parcels mailed at other prices. It is a ground shipping product offered using permit imprint or metered postage when mailing 50 or more parcels.

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 Postal Service facilities for receipt as mail.

PostalOne!. A system that provides a suite of electronic services (*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.

Yard Management System (YMS). The yard control system at NDCs that can track vehicles from their entrance into the facilities yard, when the vehicle is docked, and where the vehicle will be spotted in the yard for redeployment to another facility.

Appendix G

Abbreviations and Acronyms

ADC: area distribution center

ASF: auxiliary service facility

BMEU: business mail entry unit

BSN: Business Service Network

D&P: drop-and-pick

DADC: destination area distribution center

DATS: Daily Appointment Tracking Sheet

DDU: destination delivery unit

DMM: Mailing Standards of the United States Postal Service, Domestic Mail Manual

DMU: detached mail unit

DNDC: destination network distribution center

DSCF: destination sectional center facility

eMIR: Electronic Mail Improvement Reporting

eVS: Electronic Verification System

FAST: Facility Access And Shipment Tracking

NASS: National Air And Surface System

NDC: Network Distribution Center

ONDC: origin network distribution 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

SDO: supervisor distribution operations

STO: supervisor transportation operations

SV: Surface Visibility

TIMES: Transportation Information Management Evaluation System

VOA: vehicle operations analyst

YMS: Yard Management System

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