Program Overview				
Classification or Process	Program or Process	Topic	Question	Answer
EDDM Retail	Program	Acceptance Parameters	If a customer using the retail option brings the mail to a retail unit but the carriers are housed in another unit, are they able to deposit the mail at that retail unit?	Yes
EDDM Retail	Program	Acceptance Parameters	If the customer wants to mail to a city that has multiple stations can they drop at one location to cover all stations in that city for EDDM Retail?	No
EDDM Retail	Program	Acceptance Parameters	If the delivery unit finds the saturation has not been met, and there are no permits, how do we resolve the issue when there is no way to up-charge the mailing?	The requirement for EDDM is 100% of all active deliveries which meets the requirements saturation mail.
EDDM Retail	Program	Acceptance Parameters	Is it 5000 pieces per day per mailer or permit holder? Could the mailing service use their permit but have 3 different mail owners creating the 3 mailings?	Per Mailer. As long as the mailer provides separate documentation and separate mailings
EDDM Retail	Program	Acceptance Parameters	On the website it list an SCF entry rate, can the mail be dropped at SCF with the EDDM Retail universal permit?	No. DSCF entry would require a Bulk Mail Permit for that facility
EDDM Retail	Program	Acceptance Parameters	Please restate EDDM-Retail MSP restrictions on 5,000 pieces per day per unit. Is that per mailing or per unit? Thanks!	It's per mailer, per mailing with separate documentation for each distinct mailing
EDDM Retail	Program	Acceptance Parameters	So, is the number for EDDM Retail maximum volume 4999?	Mailers can enter a maximum of 5,000 EDDM Retail mail pieces per day per retail location
EDDM Retail	Program	Acceptance Parameters	Can a mailer submit a mailing for a specific route only in a particular ZIP delivery area or must it be all routes?	Can be only one route so long as the minimum 200 mail piece requirement is met.
EDDM Retail	Program	Acceptance Parameters	Is the operations side of this EDDM program going to be worked out before the sales force starts selling? With the DUO process many carriers are not at the 5 digit site where the mail will be dropped. No USPS transportation to where carriers were moved.	Under the DUO concept, customers will go to their local Post Office to pickup Hold Mail, Accountable Mail, and Notified Mail, which means there will be an inter-station run. If the Post Office is closed, then the customer will need to go to the designated Post Office associated with their carriers.

EDDM

Classification	Program Overview or Process	Topic	Question	Answer
EDDM	Program	Acceptance Parameters	Is there a chance existing Saturation Business Mailer Programs will try to use EDDM on behalf of their small business clients? If so, will this cause confusion about who is the owner of the mail; especially if they consolidate mailings for many clients?	To receive credit for the 2011 Saturation & High Density Standard Mail® Incentive Program mail must be entered at BMEU and owner of the mail identified on 3602.
EDDM	Program	Acceptance Parameters	When depositing at a retail unit where there is not a BMEU, must the customer go to the local BMEU where permit is held to have mail verified FIRST, before going to a retail unit & paying at the retail window?	Mail does not need to be pre-verified at BMEU. Also, under EDDM Retail, a permit is not required for retail entry.
EDDM Retail	Program	Acceptance Parameters	What is the maximum EDDM Retail piece weight	No more than 3.3 oz.
EDDM Retail	Documentation	Acceptance Parameters	If we can accept all these payment methods up at the Retail Counter why not in the BMEUs?	Payment processing will remain as is regarding entry point.
EDDM & EDDM Retail	Program	Acceptance Parameters	If my retail unit is not attached to my delivery unit, do we still accept the EDDM Retail over the window?	Yes.
EDDM Retail	Program	Acceptance Parameters	Can the retail office send the mailing documentation to the associated BMEU for POSTAL ONE entry?	No. The Retail Associate or Postmaster/PMR makes all entries into POS (IRT, etc).
EDDM & EDDM Retail	Program	Acceptance Parameters	Will EDDM Retail Local PO acceptance and processing pose a grievance issue - BM Techs vs. Window Clerks?	APWU has been advised of EDDM Retail at the national level.
EDDM Retail	Program	Acceptance Parameters	Scenario: Customer comes in with a simplified Standard Mail mailing that meets the EDDM Retail requirements and also has a small mailing that is not simplified. The unit is a level 21 office that has a BMEU. Do they go to the retail counter for one and then the BMEU for the other. May we direct these customers to the BMEU?	EDDM Retail mailings must be entered at retail.
EDDM & EDDM Retail	Program	Acceptance Parameters	What is the process if the mailer exceeds the 5000 count per Post Office?	EDDM Retail mailings are limited to 5,000 per mailer, per day, per delivery unit.
EDDM Retail	Program	Acceptance Parameters	Are EDDM Retail customers allowed to present mailings at a post office other than for the office that processes the transaction?	No. EDDM Retail mailings are restricted to the intended Delivery Units Carrier Routes

Program Overview

Classification or Process		Topic	Question	Answer
EDDM & EDDM Retail	Program	Acceptance Parameters	Can customers design their own facing slips in order to automate the process for both retail and BME?	Yes if customers follow DMM Requirements and gain approval from their local BME Manager
EDDM Retail	Program	Acceptance Parameters	Can EDDM be dropped off at DDU or any Processing Centers and be paid on spot? If customer has multiple drops, does he pay at each DDU or Center?	No, Mail must be dropped at retail facility the mail is destined to. Yes
EDDM Retail	Program	Acceptance Parameters	Can they use pre-cancelled stamps at Retail?	No
EDDM	Program	Acceptance Parameters	Can EDDM BMEU accept mail for another city? Can a city BMEU accept mail for AO delivery?	Acceptance at BMEU is in accordance with BMEU procedures
EDDM	Program	Acceptance Parameters	Can the Simplified address label be in another language such as Spanish for example?	No
EDDM Retail	Program	Acceptance Parameters	Can EDDM Retail mailings be dropped at DDU without Permit # ? If so, how is it paid... Credit Card, Check or Debit? If yes, does it have to have a Postage Statement?	Yes As long as they use the new universal EDDM Retail Indicia. Cash, Check or Debit Card. EDDM Retail Postage Statement.
EDDM Retail	Program	Acceptance Parameters	Clarification - a mailer can bring in 10 mailings of 5000 pieces or less to the same retail unit as long as they have 10 different statements? this is WTIL waiting to happen.	Yes mailers can bring in 10 mailings of 5000 pieces or less to the same retail unit as long as they have 10 different postage statements and the mailings are separate and distinct
EDDM Retail	Documentation	Acceptance Parameters	Does the date on the facing slip have to be the date that the mailing is brought in?	No
EDDM Retail	Program	Accounting	Will the revenue be reallocated back to the Retail Office?	Yes AIC 207 is retail revenue
EDDM Retail	Program	Collateral	What program collateral will be developed and distributed to Retail locations?	Retail Kit, Fact Sheet and Q&As
EDDM Retail	Documentation	Discrepancies	What if Customer did not bring: PS Form 3602, EDDM Retail Documentation for PS 3602 (See Attachment) or EDDM Retail Postage Statement.	Retail Associate or Postmaster/PMR can print copies to have available at window. Forms are available at https://smp.usps.gov to complete the documentation

Classification	or Process	Topic	Question	Answer
EDDM Retail	Program	Acceptance Parameters	What do you do if a mailer tries to present a mailing for another office at your retail unit?	Direct the customer to the correct retail location.
EDDM Retail	Program	Acceptance Parameters	Where did the 5000 piece minimum on each mailing rule come from?	The MAXIMUM number of pieces per day, per unit is 5,000 (not the minimum). This was determined to be a reasonable number for handling at retail without overburdening the unit.
EDDM Retail	Program	Acceptance Parameters	Can customers enter EDDM Retail mailings at a Bulk Mail Acceptance Unit?	No. EDDM Retail is a retail only product. Customers are required to pay for EDDM Retail mailings at the local Retail Unit for mail to be delivered at the local Delivery Unit.
EDDM & EDDM Retail	Program	Acceptance Parameters	Can Retail EDDM Retail mailings over 3.3 oz be refered to BMEU for acceptance?	That depends on if the mailing contains a valid bulk mailing permit printed on each piece. If they do then the customer should be referred to a Bulk Mail Acceptance Unit to enter the mailing. If the customer has used the US Postage Paid EDDM Retail Indicia then tell the customer the mailpieces are over the 3.3oz maximum weight per piece threshold and are not acceptable
EDDM Retail	Program	Acceptance Parameters	What is the maximum number of EDDM Retail mail pieces that can be entered at a retail location in one day?	Mailers can enter a maximum of 5,000 EDDM Retail mail pieces per day per retail location Retail Only Product
EDDM Retail	Program	Acceptance Parameters	Is EDDM Retail a Commercial or Retail product?	Maximum of 5,000 EDDM Retail mail pieces per day per retail location Weight per flat-size piece is up to 3.3ozs
EDDM Retail	Program	Acceptance Parameters	Can a customer mail to all active business deliveries only?	No
EDDM Retail	Program	Acceptance Parameters	Can a finance unit accept the mail? The carriers for the delivery zone that the finance unit are located in a different facility with carriers for three other zones. If not where would the customer deposit the mail for that zone?	Yes The customer can induct the mail at the Retail Unit

Program Overview

Classification or Process		Topic	Question	Answer
EDDM Retail	Documentation	Discrepancies	What if Customer did not bring a sample mailpiece	Retail Associate or Postmaster/PMR asks customer to provide a sample. After sample is verified for acceptance by weight, size, indicia and address block format compliance proceed to step 2.
EDDM Retail	Documentation	Discrepancies	What if during postage payment verification the Retail Associate discovers that the mailing does not meet standards? Will there be a "Disqualification Log" along with a staging area and appropriate signage?	Discretion of the Postmaster or Station Manager
EDDM Retail	Documentation	Discrepancies	What if during post payment piece count verification the Retail Associate discovers that the mail piece count is less than that specified on the documentation?	Hold the mailing. Contact the customer and inform them of the discrepancy and ask the customer to correct the issue(s).
EDDM Retail	Post Transaction Activities	Discrepancies	What if during post payment piece count verification the Retail Associate discovers that the mail piece count is more than that specified on the documentation?	Notify the customer; and deliver what was paid for.
EDDM Retail	Post Transaction Activities	Discrepancies	What if during post payment verification the retail Associate discovers that the mailing bundle makeup is not acceptable?	Contact the customer and inform them of the discrepancy and ask the customer to correct the issue(s).
EDDM Retail	Post Transaction Activities	Discrepancies	What is the acceptable over or under tolerance for mailings per carrier route?	1%
EDDM Retail	Post Transaction Activities	Discrepancies	In the event that a mailing does not comply with acceptance standards who will follow up with the customer?	Postmaster or Station Manager to designate.
EDDM Retail	Program	Discrepancies		Retail personnel should confirm that the mailer is aware of the DND process and has provided the appropriate Do Not Deliver notifications to USPS. Notification options:1) MyPO is under development for notification of DND to delivery units. Mailers with an understanding of File Transfer Protocols may utilize at a future date.
EDDM Retail	Program	Do Not Deliver	How will we handle residents' requests for non-delivery? Will there be a methodology similar to RBNR for recipient customers who don't want to receive these pieces?	2) Facing Slips meeting USPS specifications may be utilized by all mailers

Classification or Process	Topic	Question	Answer
EDDM & EDDM Retail	Program	Do Not Deliver	What "Do Not Deliver" USPS notification options are available to mailers?	Do Not Deliver Mailer to USPS notification options 1) MyPO is under development for notification of DND to delivery units. Mailers with an understanding of File Transfer Protocols may utilize at a future date.2) Facing Slips meeting USPS specifications may be utilized by all mailers
				Retail personnel should confirm that the mailer is aware of the DND process and has provided the appropriate Do Not Deliver notifications to USPS. Notification options:1) MyPO is under development for notification of DND to delivery units. Mailers with an understanding of File Transfer Protocols may utilize at a future date.2) Facing Slips meeting USPS specifications may be utilized by all mailers
EDDM Retail	Program	Do Not Deliver	How do Retail Locations identify customers that do not wish to get this mailing?	Do Not Deliver Mailer to USPS notification options
EDDM & EDDM Retail	Program	Do Not Deliver	Is it the Mailers responsibility to notify the USPS of Do Not Deliver Addresses?	Yes, whether they are using facing slips or a future notification system through MyPO the mailers are required to maintain and communicate DND addresses to the USPS.
EDDM & EDDM Retail	Program	Do Not Deliver	When carrying simplified mailings, how will carriers know who not to deliver the mailing to?	Do Not Deliver Mailer to USPS notification options 1) MyPO is under development for notification of DND to delivery units. Mailers with an understanding of File Transfer Protocols may utilize at a future date.2) Facing Slips meeting USPS specifications may be utilized by all mailers
EDDM Retail	Program	Document Example	Can you provide an example of a PS Form 3602 and the alternative Retail Postage Statement and highlight the areas the employees need to validate?	See Attachment
EDDM Retail	Program	Document Example	Will a 3602 for Retail be created?	Yes, A new EDDM Retail Postage Statement has been created.

Program Overview			
Classification or Process	Topic	Question	Answer
EDDM & Retail	Program	On the documentation page when is asks for _____ bundle of _____. Does this pertain to (example) 1 of 3 for the carrier route or 1 of 20 for the entire mailing? On the SMP site?	Facing Slip is specific to the route.
EDDM Retail	Program	Documentation	When is new postage statement expected?	Prior to 03/31/11
EDDM Retail	Program	Documentation	Are we going to come out with a 3602EZ? The current form on the site is about 15 pages long.	Yes, A simplified EDDM Retail Postage Statement has been created.
EDDM Retail	Program	Documentation	Very confusing for first time mailers. The SOP calls for the mailer to provide a copy of the mailpiece along with their PS Form 3602 or EDDM Retail Postage Statement. How long does the Retail Location retain the sample and 3602 or EDDM Retail Postage Statement?	Retention for all postage statements is 4 years.
EDDM Retail	Documentation	Documentation - Retention		
EDDM Retail	Program	FPR	What FPR is this associated with?	FPR Line 05
EDDM Retail	Program	Incentive Eligibility	Can EDDM Retail volumes be considered for any incentive programs? If so, where would they be posted? How would the volumes be validated?	No
EDDM Retail	Program	Limitations	I thought mailers could only get information on up to 5 ZIP Codes in the online tool. Also, if there are more than 5K pieces in the mailing, why is the Local PO cost showing? It wouldn't be allowed to be mailed at the local PO.	Enhancement in process
EDDM Retail	EDDM Online Tool	Limitations	Is it possible to list the retail locations a mailer can present mail at retail for a 5-digit mailing?	Enhancement in process
EDDM Retail	EDDM Online Tool	Limitations	What happened to the nonprofit rate tab in the tool?	EDDM Retail is a fixed priced product. Non profit rates do not apply so the rate tab was dropped from the online tool to avoid confusion.
EDDM Retail	EDDM Online Tool	Limitations	When you use the tool, how does the customer know which Post Office to take the mail to?	Enhancement in process

Program Overview				
Classification	or Process	Topic	Question	Answer
EDDM Retail	EDDM Online Tool	Limitations	Where will it be noted how much the SSA is supposed to charge the customer? When playing around on SMP website, it states the price why can't that also be input on the 3602 when presented?	Enhancement in process
EDDM Retail	EDDM Online Tool	Limitations	With the new online process tool - is there anything to remind the customer that for the EDDM Retail - maximum is 5000 pieces?	Enhancement in Process
EDDM Retail	EDDM Online Tool	Limitations	When we get the "map", is it going to be something that we can print out and give to the customer? This would be great to give them a visual when you are first addressing the concept of direct mail benefits.	No.
EDDM Retail	EDDM Online Tool	Limitations	Are they kept to 5 ZIPs per request in the tool?	Yes
EDDM & EDDM Retail	EDDM Online Tool	Limitations	Can they use the SMP tool to generate the forms for EDDM Retail vs. EDDM?	Enhancement in process
EDDM & EDDM Retail	EDDM Online Tool	Limitations	For EDDM non-retail mail... the current "smp.usps.gov" tool currently only allows postage computation up to 3.3oz. Are their plans to modify the tool to allow input of mail piece weight on the tool to give the mailer postage computations at lbs rates?	Possible Future Enhancement
EDDM Retail	Program	Mail Acceptance	Are all retail sites required to offer EDDM Retail?	Yes
EDDM Retail	Program	Mail Acceptance	EDDM Retail consists of what mail classes?	Standard Mail Flats
EDDM Retail	Post Transaction Activities	Mail Handling	If a Postal Inspector walks into an office to do a color code review, do we NOT color code this mail?	Mail is color coded during post transaction processing
EDDM & EDDM Retail	Program	Mail Handling	Should the mailings be color coded?	This needs to be the same as for saturation mailings-no changes to color coding or service standard requirements
EDDM Retail	Program	Mail Handling	If the Retail unit is separate from its associated delivery unit, is it the responsibility of the retail unit to get the mail to the delivery unit via inter-station?	Yes

Classification	Program Overview or Process	Topic	Question	Answer
EDDM Retail	Program	Mail Handling	What do carriers do with the mailpieces if they have extra Simplified Mailpieces left over after delivery?	They handle an excess simplified mailpiece just as they do currently with excess saturation mailings or STD mail. M-41 chapter 2
EDDM Retail	Program	Mail Handling	If the Retail Location takes the mailing to the Delivery Unit via inter-station does that mail require a Retail Placard on the cage?	Yes
EDDM Retail	Retail Transaction Processing	Mail Handling	What does the customer do with the mailing after the retail transaction is completed?	Postal resource thanks the customer for their business and directs the customer to bring mailing to counter or backdoor
EDDM Retail	Post Transaction Activities	Mail Handling	Can we get verification about color coding EDDM Retail/EDDM Retail mail?? We have always been instructed to color code all mail in the unit.	Yes it will be color coded during post transaction verification process
EDDM Retail	Verification	Mail Piece Validation	What is the minimum thickness for an EDDM Retail mailpiece?	The minimum thickness for a nonautomation flat is .007 inch thick
EDDM Retail	Program	Mail Preparation	Is the mailer required to saturate all PO Boxes within a Retail Location?	Yes, if the mailer elects to have the mailing delivered to that location's PO Boxes
EDDM & EDDM Retail	Program	Mail Preparation	Can customer eliminate an entire apartment house--could be 20 or more addresses with one line on the facing slip? Do they pay postage on those even though we don't deliver them? Many customers want homeowners and are asking this question.	No. Customers pay for every active delivery on the route
EDDM Retail	Post Transaction Activities	Mail Staging	Will there be a special place to stage the mail until it is worked? Will special signage be required?	Mail staging will be determined on a local level. Presumably staging will be the same as currently available saturation mailings
EDDM & EDDM Retail	Post Transaction Activities	Mail Staging	Is a 3607P required for Simplified Mail accepted at the retail window and for the mail to be staged in a designated, secure space AFTER formal acceptance for SOX considerations?	PS Form 3607P is a PostalOne form and is not utilized at retail. Mail staging will be determined on a local level. Presumably staging will be the same as currently available saturation mailings
EDDM Retail	Program	Mail Staging	Does paid mail and unpaid mail need to be separated? How will we mark it, track it?	Only accept mail after it has been paid.
EDDM Retail	Program	Mailer Mailing History	How is the transaction recorded in the mailers mailing history?	It is not recorded in the mailers history.

Program Overview

Classification	or Process	Topic	Question	Answer
EDDM Retail	Program	Mailing Standards	What is the mailing standard for the EDDM Retail?	Standard Mail Standards except for the exceptions noted: no annual fees or permit imprint application fees are required when using the EDDM Retail Indicia.
EDDM &	Verification	Mailpiece Standards	Is the standard paper minimum thickness applied to these pieces?	Yes
EDDM &	Verification	Mailpiece Standards	Is there a minimum piece on the retail mailing?	Yes 200 pieces per mailing
EDDM Retail	Verification	Mailpiece Standards	What is minimum or maximum amount that can be dropped off via Retail?	Standard Mail Saturation Minimum is 200 pieces per mailing. Mailers can enter a maximum of 5,000 EDDM Retail mail pieces per day per retail location
EDDM &	Verification	Mailpiece Standards	When determining the height, do you consider the direction of the address label?	Per Standard Mail Standards
EDDM Retail	Verification	Mailpiece Standards	Does EDDM require a 200 piece minimum?	Yes.
EDDM &	Verification	Mailpiece Standards	The > 25 inches thick is confusing for flat size?	To clarify, minimum thickness is .007 inch
EDDM Retail	Verification	Mailpiece Standards	Can the pieces be "Customized MarketMail" (CMM)? (For example, a pizza shaped mailpiece?	No, Mail must conform to mailing standards for flats.
EDDM Retail	Program	OIG Compliance	Does the OIG consider it a conflict of interest to accept payment and to verify a workshare mailing?	Post transaction bundle count verification satisfies this
EDDM Retail	Program	Online Tool	How often is the EDDM Retail online tool route data updated?	Monthly
EDDM &	Program	Online Tool - MSP/Printer List	What is the source of the MSPs and Printers available via the online Tool?	The Postal Customer Council maintains the listing
EDDM &	Retail Transaction Processing	Payment Processing	If a customer has 20 addresses on the Do Not Mail list then do we charge 20 pieces less for total postage?	No we charge for every active delivery per Delivery Statistics File
EDDM Retail	Program	Payment Processing	If product is metered do you still need to enter into AIC 207?	No, since mailpieces with metered strips with the full amount of postage indicate that postage has already been paid.
EDDM Retail	Retail Transaction Processing	Payment Processing	What line will this revenue flow to on the unit FPR when entered at retail?	Revenue will be recorded on AIC 207. FPR Line 05.

Program Overview

Classification or Process		Topic	Question	Answer
EDDM Retail	Retail Transaction Processing	Payment Processing	How would this be paid for at POS station at retail? Retail Window?	Retail Associate or Postmaster/PMR accepts and processes mailing payment (check, cash, or debit – no credit cards)
EDDM Retail	Retail Transaction Processing	Payment Processing	Why can't the mailer use Credit Cards at retail? They currently can purchase other retail products via credit card.	Working with USPS Treasury Dept to enable this payment methodology.
EDDM Retail	Post Transaction Activities	Payment Processing	When should a payment for the mailing be made? (Before or After it has been verified?)	At the window when the documentation is presented.
EDDM Retail	Program	Payment Processing	What sub-line will AIC 207 go to? (Where on Line 5?)	13
	Program	Payment Processing	How will the trust funds be handled when there is over and/or under payment on the mail? The money must be entered somewhere. Our customers will not always do the math correctly and we will not always be able to contact them after they drop their mail.	Mail must be verified and paid at the time of induction. Trust funds are not eligible for EDDM Retail entry.
EDDM Retail	Retail Transaction Processing	Payment Processing	What forms of payment are acceptable at retail	Retail Associate or Postmaster/PMR accepts and processes mailing payment (check, cash, or debit – no credit cards)
EDDM Retail	Retail Transaction Processing	Payment Processing	Do the SSAs accept money over the retail counter for payment of this mail?	Yes
EDDM Retail	Retail Transaction Processing	Payment Processing	How will they verify if the mailer has money in their trust account to pay for the mail being presented?	Mail entered at retail cannot be debited from a trust account. Customers will be required to make payment in full at time of mailing.
EDDM Retail	Retail Transaction Processing	Payment Processing	How will the postal employee determine the exact cost of the mailing?	Multiply the number of pieces by the rate cell for DDU Saturation Standard Mail Flats (currently $.142)
EDDM Retail	Retail Transaction Processing	Payment Processing	What documentation does the Retail Associate or Postmaster/PMR provide the customer?	Retail Associate or Postmaster/PMR provides the customer a receipt for the mailing if postage is collected.
EDDM & EDDM Retail	Retail Transaction Processing	Payment Processing	Do customers still have to pay for the "do not mail" pieces?	Yes, Customers have to pay for the number of active deliveries
EDDM Retail	Retail Transaction Processing	Payment Processing	For mail that is paid using metered mail; what is the acceptance process for entering the postage since the amount due is 0.00.	No, since mailpieces with metered strips with the full amount of postage indicate that postage has already been paid.

Program Overview

Classification	Program or Process	Topic	Question	Answer
EDDM Retail	Post Transaction Activities	Payment Validation	How will the Retail Associate know if the EDDM Retail mailing presented has been paid for?	The Retail Associate will collect the full postage for the mailing if the mailing contains a permit imprint indicating US Postage Paid. Mailpieces with metered strips with the full amount are also acceptable and indicate that postage has been paid.
EDDM Retail	Program	Permit	What Permit # would they use?	No permit is required for EDDM Retail. EDDM Retail requires a universal EDDM Retail indicia
EDDM Retail	Program	Permit	Several districts have consolidated their Business Mail Entry sites (BMEUs) and the majority of their post offices do not open/maintain permits. In these districts, EDDM (retail acceptance) is not an option at most offices, as the permit must be opened at a BMEU site. Wouldn't this hamper the appeal of EDDM to the small mailer?	With the implementation of EDDM Retail indicia permits are no longer required at retail.
EDDM & EDDM Retail	Program	Permit	Are customers still required to purchase permits?	Not for EDDM Retail but yes for EDDM entered at the BMEU.
EDDM & EDDM Retail	Program	Permit	Can the permit of a Chamber of Commerce be used by all members of that Chamber of Commerce for the Every Door Direct Mail product?	Yes, though a permit is no longer required for the EDDM Retail product.
EDDM	Program	Permit	Customers can pay for a mailing using debit card. Will customers be able to pay for a permit using their credit card or debit card in the future?	Currently, permits cannot be paid through credit or debit cards.
EDDM Retail	Program	Permit	Is a permit is required for EDDM, what about associated fees? and Indicia (Permit Imprint) Requirements?	A permit is not required for EDDM Retail entry, but is still required for BMEU entry (EDDM). If the mailer is using a permit, associated fees must also be paid. Mailers who are using their own permit may use their own permit imprint at retail. Retail users who do not own a permit will use a universal EDDM Retail imprint.
EDDM Retail	Program	Permit	If office without BME are going to be allowed to establish permits and annual fees will then now fall under BME SOX compliance regulations and be required to conduct the monthly audits?	EDDM Retail does not require permits.

Program Overview

Classification or Process	Topic	Question	Answer
EDDM Retail	Program	Retail Offices: How can retail offices process a permit without increasing WTIL?	Permits are not required for EDDM Retail.
EDDM Retail	Program	Some of our folks thought this would not require a permit, but with SOX compliance, we really have no other way. Anything being done to truly simplify it; more of a "cash and carry" with no permit required?	EDDM Retail does not require a permit for retail entry, thus greatly simplifying the process.
EDDM Retail	Program	Some offices in our district have consolidated BMEU activities into larger offices. They no longer accept bulk mailings. Our understanding is that an EDDM mailer must have a permit in the office he/she wishes to mail from. Can these offices accept EDDM?	A permit is no longer required for the retail product.
EDDM Retail	Documentation	Do Retail Locations verify that the Permit Fee has been paid?	Yes. Per Standard Operating Procedure
EDDM Retail	Documentation	Does the customer have to have (or have to Open) a Permit?	No
EDDM Retail	Documentation	Can customers use precancelled stamps with EDDM Retail mailings?	No. Precancelled stamps cannot be used as payment at retail for EDDM Retail mailings
EDDM Retail	Documentation	How will customers track their mailings?	USPS does not offer delivery tracking. Customers can track postage spending via receipts provided by USPS office accepting the mailing
EDDM Retail	Program	Do mailers need a permit at every post office they enter an EDDM Retail simplified mailing?	EDDM Retail does not require a permit at any office if the customer elects to use the EDDM Retail Indicia.
EDDM & EDDM Retail	Program	How can the mailer track his permit transaction in the BCG?	Transactions for mailings entered at a BMEU are available via the BCG. EDDM Retail transactions at a Retail Location are not available via BCG.
EDDM Retail	Program	Since the mailing is a DDU Saturation mailing, Can a mailer with a permit in another city, possibly in another state, still present mail? If so, how will the transaction be recorded to their permit mailing reports?	Customers can have their Bulk Mail permit bearing mailings accepted at any BMEU. Post mailing acceptance and payment the customer would take the mailing with completed PS Form 8125 to the appropriate DDU
EDDM	Program	Permit	

Classification	or Process	Topic	Question	Answer
EDDM Retail	Program	Permit	Can Retail Units accept EDDM Retail mailings for other delivery units?	No. Exception: Retail Locations currently going through Delivery Unit Optimization can have mail entered at the location where the customers permit is held Office A or the Delivery Unit Office B. It is expected that the mailing will be partially delivered by Office A to any box holders then the remainder would be taken to office B for Delivery completion. The local acceptance office will provide customer directions on which office to take the mail for subsequent mailings.
EDDM Retail	Program	Permit	Can a customer use a mailing house's permit to mail using EDDM Retail simplified addressing?	No, because EDDM Retail does not include using a permit, but a mailing house may prepare and present EDDM Retail mail for customers, under the EDDM Retail process.
EDDM Retail	Program	Permit	How will non POS ONE sites validate permit status?	Follow the procedures outlined in Standard Operating Procedures.
EDDM Retail	Program	Permit	If a third party is presenting Simplified Mail to a station on behalf of multiple companies, does the 5000 piece maximum apply to each company or the entity who holds the permit number?	The 5,000 piece per day per restriction is per mailer
EDDM Retail	Program	Permit	Did I understand that you do not have to have a permit to mail EDDM at the retail unit?	Correct
EDDM Retail	Program	Post Transaction Reporting	Will a daily 3083 be required? (Trust account receipt and withdrawals)	Not for retail transactions
EDDM Retail	Program	Refund	If a customer pays for the EDDM Retail and decides they do not want to mail the EDDM Retail can they get a refund? How is this done?	Refer to F101, Section 21
EDDM Retail	Program	Reporting	How is the revenue pulled, via AIC 207? to accurate	Recorded and exported to FPR line 5, sub-item l~3.

Program Overview

Classification or Process		Topic	Question	Answer
EDDM Retail	Program	Reporting	How does the delivery unit report the mail volume?	The Retail Location will transact the mail via the retail system available at the location. The program office will track EDDM Retail mail entered at a Retail Location via AIC 207. Delivery unit office operations will record volumes as currently done with saturation mailings
EDDM Retail	Program	Resource Prioritization	I can see this being time consuming for a SSA at the window, what parts of this can be done by an EAS employee?	Retail Locations - Can only be done by an EAS employee in level 18 and below offices.
EDDM Retail	Program	Sales	What do you do if a customer wants to obtain information concerning EDDM Retail?	1. Provide Retail Collateral materials (e.g. tear sheets, etc. in development) 2. Refer to usps.com/EDDM Retail 3. Refer to Call Center
EDDM Retail	Program	SOX Compliance	Are the Retail Standard Operating Procedures SOX compliant?	Yes.
EDDM Retail	Program	Standard Operating Procedures	The IRT SOP requires the unit to send a copy of the generated PS 3544 and Simplified Address Mail Documentation for PS 3602 or the EDDM Retail Postage Statement to the Program Office at L'Enfant Plaza. Why only IRT offices?	Until AIC 207 is coded into the IRT systems it will be necessary to send a copy of all EDDM Retail IRT transactions to the Program Office for manual adjustment from AIC 123 to AIC 207.
EDDM Retail	Program	Standard Operating Procedures - Irregular Parcels	How do Retail Locations process "Irregular Parcels"?	If a customer brings in an Irregular Parcel Mailing they will be referred to the appropriate BMEU for acceptance. If the customer elects to pay DDU entry prices they will be required to transport the mailing with completed 8125 back to the Delivery Unit location
EDDM Retail	Program	Standard Operating Procedures - IRT	How does a Non-PostalOne IRT unit handle the mailings?	Follow the procedures outlined in the SOP for retail acceptance
EDDM Retail	Program	Standard Operating Procedures - POS	If they are a Non-PostalOne POS unit how does the office handle the mailings?	Follow the procedures outlined in the SOP for retail acceptance

Program Overview

Classification	or Process	Topic	Question	Answer
EDDM Retail	Program	Systems	Can simplified address mailings be transacted through a POS unit or an IRT and not through a BMEU? It can't be for single piece mailings can it?	Yes, they can be processed through POS or IRT, without going through a BMEU. This is not for single piece mailings. Those continue to be charged as First-Class Mail single piece.
EDDM Retail	Program	Systems	How do PostalOne POS ONE offices enter the information? Do they enter it into PostalOne or into POS ONE?	POS ONE
EDDM Retail	Program	Systems	Is there a disclaimer to ensure the mailer doesn't put more than 5000 pieces on a statement?	A distinct disclaimer is not necessary
EDDM Retail	Program	Training	Please explain the customer registration process.	Detailed information will be available 03/31/11
EDDM Retail	Program	Training	So with EDDM Retail, you cannot mail a small parcel even if it is less than the 3.3 oz max? Did that change?	EDDM Retail is limited to Standard Mail Flats only. The Standard Mail Flats restriction was approved by the PRC for EDDM Retail Market Test
EDDM Retail	Program	Training	This is a Great product and exciting, however local small business I think will really jump on board. Have we looked at the possibility of carrier routes that could potentially have 4, 5, 6, carrier route saturations? This will add office time to fuse these?	We agree. Multiple 3rd bundles will be worked as per current operations procedures
EDDM Retail	Program	Training	Traditionally, with Permit Imprint, mail had to be verified at origin of Permit and PS form 8125 was cut for all DDU drops. 3602 - R was used with Permit # as well.	Correct
EDDM Retail	Program	Training	What date can we begin accepting at retail?	3/31/2011
EDDM & EDDM Retail	EDDM Online Tool	Training	What does 'Check Location Eligibility' check for?	The link will be renamed "Quick Service Guide"
EDDM Retail	Program	Training	What does the EDDM Retail Universal indicia look like?	See attached

Program Overview

Classification or Process	Topic	Question	Answer
EDDM Retail	Program	Will it be classified as Commercial Revenue if EDDM Mailings bearing the Universal EDDM Retail indicia is a Retail Only Product.	
EDDM Retail	Training	What tools or resources will customers have for mail piece design? We have only one MDA in our district for over 900 post offices.	Existing resources as published via PCCs
EDDM & Program	Training	What will be on the GYB CD - EDDM BME or EDDM and EDDM Retail?	EDDM and the Online Tool
EDDM & Retail	Training		
EDDM GYBD	Training		
EDDM & Retail	Training		
EDDM Retail	EDDM Online Tool	When carrier routes change how often will the maps be updated?	Monthly
EDDM Retail	Program	When do you drop mailing at the DDU for a specific delivery date? i.e. For Wednesday Delivery	All EDDM mail will conform to the delivery standards for standard mail
EDDM Retail	Training	Where does the customer get the new indicia? Is it on the website, too?	The new indicia will be available on usps.com/everydoordirectmail
EDDM & Retail	Training	Why are we honoring do not deliver addresses? It will make this simplified product more complicated for the carriers.	US Postal Service is committed to not delivering mail customers have requested not to receive.
EDDM Retail	Training	Why are we not allowing customers to mail "Letter size" pieces (in an envelope) using the new EDDM Retail product - just charge them the "flat rate" based on the weight. This would still allow us to take this mail out as a 3rd bundle.	We do not want to move mail which runs through an automated workstream to a manual workstream.
EDDM Retail	Program	Will EDDM opportunities UNDER $10,000 be able to be submitted in Customer First?	Yes
EDDM Retail	Program	Will the customer be able to purchase EDDM for .142 even on Rural routes? Due to rural route rates are higher.	The postage is the same for Standard Mail Flats up to 3.3oz
EDDM Retail	Training	Will the customer know what station delivers what ZIP Codes, since one city might have multiple stations that handle multiple ZIP Codes?	Enhancement in process
EDDM Retail	EDDM Online Tool	Will there be any record of "who" mailed EDDM Retail? Can we require stations or PO's to report this so we know who is using our product?	See Standard Operating Procedures
EDDM Retail	Program		

Classification or Process	Program Overview Topic	Question	Answer
EDDM Retail	Program	Training	Will training be provided to SSA's?	Yes via the District Coordinators and Sales Managers
EDDM & EDDM Retail	Program	Training	You stated that they must deliver to the full route, what would occur if a route has less than the 200 minimum?	The customer would have to mail to more than one route or PO Box to comply with the 200 piece minimum mailing requirement.
EDDM & EDDM Retail	Program	Training	Can mailers request an in home date for EDDM?	No.
EDDM & EDDM Retail	EDDM Online Tool	Training	How are mail service providers added as a MSP on the website?	Through their PCC's. They need to contact their PCC's and ask to be added.
EDDM Retail	Program	Training	Is there special packaging for magnets being shipped through the mail. I understand magnets may interfere with machines at the plant.	No.
EDDM Retail	Program	Training	Still SOX compliance issues that have not been addressed, when will the postmasters get the answers from previous telecons?	All SOP's are SOX compliance.
EDDM Retail	Program	Training	What is the status of the EDDM retail product?	The retail products new name is EDDM Retail
EDDM Retail	Program	Training	Will POS track the volume of EDDM?	No.
EDDM Retail	Documentation	Training	Will training be provided to Retail Clerks regarding Postage Statement field verification?	Yes
EDDM & EDDM Retail	Program	Training	How is this service being communicated to the business mailers? When?	We are developing a national advertising campaign for business mailers as well as a comprehensive USPS employee training program for all stakeholders, sales and postmasters.
EDDM Retail	Program	Training	What training is available to PMRs, Distribution Clerks and SSAs?	We are developing a complete package of information, including FAQ's, Fact Sheets, etc. There will also be a webinar series tailored to the different work groups.
EDDM Retail	Program	Training	What type of POS ONE and acceptance training will we need to give the retail clerks for SOX compliance?	POS ONE Training related to retail locations consists of the Service Talk, SOP, and FAQs. Additional communications will be developed to assist RAs.

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Classification	or Process	Topic	Question	Answer
EDDM Retail	Program	Training	How will mailpiece design requirements such as minimum size, maximum size, thickness, etc be handled? Will Retail Associates be trained to ensure compliance?	EDDM Retail Standard Mail flat specifications are available in the training materials.
EDDM Retail	Retail Transaction Processing	Training	Will training be provided so that Retail Associates each can verify required markings, address format etc.	Yes
EDDM Retail	Program	Training	Are the retail associates going to be trained to identify Political Campaign Mail?	All training will be provided via District Coordinators or Sales Managers
EDDM & EDDM Retail	Program	Training	Can you submit a lead for EDDM?	Yes
EDDM Retail	Retail Transaction Processing	Training	Do EDDM Retail mailers have to pay anything other than the mailing?	No
EDDM Retail		Training	Has there been any anticipation that a number of customers attending these seminars will want to use this simplified concept for letters and not flats?	Yes
EDDM & EDDM Retail	GYBD	Training		
EDDM & EDDM Retail	EDDM Online Tool	Training	How often is the online tool updated with new delivery route information? Daily, weekly, monthly?	Monthly
EDDM Retail	Presentation	Type of Mail	What mail classes are included in EDDM Retail?	EDDM Retail can only be saturation Standard Mail flats bearing a simplified address
EDDM Retail	Documentation	Valid Documentation	What if customer has provided: A completed PS Form 3602 Postage Statement or EDDM Retail Postage Statement EDDM Retail Documentation for PS 3602 or EDDM Retail Postage Statement (See Attachment) A sample of mailpiece	Proceed to next transaction processing step.
EDDM Retail	Post Transaction Activities	Verification - Mail Count	When should the Retail Associate or Postmaster/PMR verify the mailing count?	Postal resource verifies mailing count after the customer leaves See Standard Operating Procedures Document

Classification	Program Overview or Process	Topic	Question	Answer
EDDM Retail	Post Transaction Activities	Verification - Mail Count and Mailing Makeup	Is there any type of revenue assurance built in to catch those customers who say they are mailing 4200 and really have 4700 in the mix? I can't imagine that there will be any counting at the window?	This will be caught during post transaction verification
EDDM Retail	Post Transaction Activities	Verification - Mail Count and Mailing Makeup	What's the verification process?	See Standard Operating Procedures Document
EDDM Retail	Post Transaction Activities	Verification - Mail Count and Mailing Makeup	Are the SSAs responsible to conduct a piece count? Let's say the mailing document indicates there are 4220 pieces - where is the piece count verified to ensure we collect all fees? Perhaps there are really 4500 pieces.	Post Transaction Verification see your Standard Operating Procedures
EDDM Retail	Post Transaction Activities	Verification - Mail Count and Mailing Makeup	How will the retail clerk verify the pieces of mail on EDDM Retail Postage Statement are actually what is being dropped?	See Standard Operating Procedures Document
EDDM Retail	Program	Work Time Accounting	How much earned credit will clerks get for processing EDDM transactions	TBD, based on transactional observation.
EDDM Retail	Program	Work Time Accounting	How much LDC 45 WOS time is earned per transaction?	To be determined after this is in place and we have an opportunity to measure the time.
EDDM Retail	Program	Work Time Accounting	How will verification of bundles affect retail work hours? Will work hours be adjusted at all to take this work time into account?	To be determined after this is in place and we have an opportunity to measure the time.