



## Presort Services

A GLOSSARY OF PITNEY BOWES PRESORT SERVICES TERMS

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## A

**Accelerated Reply Mail (ARM)**—Origin caller service provided for reply mail at a postal facility other than the one to which the mail is addressed. Reply mail from the caller's customers is captured by the USPS® for either immediate delivery to the caller, or reshipment by Express Mail to the caller's address.

**Acceptance**—Once mail is verified with MERLIN, presented to the USPS® with appropriate paperwork and accepted; it is delivered to the designated postal facility, or taken directly to the airport or surface transportation hub for shipment to the destination city.

**Acceptance Time**—A scheduled time that mail is received from Pitney Bowes Presort Services at staggered intervals based on presorting, barcoding and makeup requirements. Subject to drop times established between an Operating Center and the USPS®.

**Accumulating Conveyor**—Component of *PostalOne!*® that is used to stage the trays for input to the in-motion scale.

**Additional Entry (AE)**—A post office other than the office of original entry where a publisher is authorized to mail a Periodicals publication.

**Address Block**—The area on an envelope where the name and address of a person or company you are sending the mail to is printed. By USPS® standards, the top of this area must be no higher than 2 ¾ inches from the top of the envelope, the bottom edge must be at least 5/8<sup>ths</sup> of an inch from the bottom of the envelope and the sides must both be at least ½ of an inch from the edge of the envelope.

**Address Change Service (ACS)**—An automated process that provides change-of-address information to participating mailers who maintain computerized mailing lists. The information is captured in the Computerized Forwarding System (CFS) units and sent to mailers on electronic media, which reduces the volume of manual change-of-address notices.

**Address Correction Service**—A system of ancillary service endorsements that allows mailers to obtain the addressee's new (forwarding) address or the reason for non-delivery.

**Address Element Correction (AEC)**—A process that identifies and revises incomplete or incorrect computerized address files and then attaches ZIP+4 and carrier route codes. It involves computer matching address records that cannot be coded using CASS-certified address matching software.

**Address Recognition Unit (ARU)**—Hardware and software that processes character string information from a ZIP reader. The ARU compares the character information to addresses in the national ZIP Code directory and determines the correct ZIP Code for an envelope.

**Advance Deposit Account**—A debit account into which a mailer deposits funds that are maintained by the USPS® and from which postage and other fees are deducted at the time of mailing.

**Advance Ship Notice (ASN)**—An electronic notification informing a customer when their order has been shipped.

**Air Contract Transportation Tag**—A printed barcoded tag that bears barcoded information for routing mail containers to be transported by contracted air carriers.

**Air Tag**—Mail trays assigned a destination delivered via commercial or freight airline receive a D&R Tag assigned by *PostalOne!*®. Varying by location, Operating Centers may sort to one airline or several different airlines, i.e. American Airlines, United or overnight air freight, i.e. Federal Express. Flight information is imprinted on the D&R Tag.

**Airlift**—The movement of mail by air taxi operators and air carriers. (Also see Managed Mail Program.)

**Airport Mail Center/Airport Mail Facility (AMC/AMF)**—A postal facility at an airport that receives, concentrates, transfers, dispatches, and distributes mail transported by air.

**All Purpose Container (APC)**—Metal or plastic cart used to transport mail.

**Alternate Mailing System (AMS)**—A procedure, authorized by the RCSC, that provides methods for accepting permit imprint mail to ensure proper postage payment and mail preparation without verification by weight.

**Analysis**—A generated report that helps to determine the most efficient method for processing mail.

**Ancillary Service**—Forwarding, return, or address correction service included within a mail class. Depending on the mail class, these services are performed at a charge or at no additional charge, if and when the service is actually rendered. (Also *see forward.*)

**Ancillary Service Endorsement**—A marking used by a mailer to request the new address of an addressee and to provide the USPS® with instructions on how to handle mail that is undeliverable as addressed. (Also *see address correction service.*)

**Appeal**—A process by which a mailing that has failed the barcode readability test and the second level review may be challenged. A designated appeal site will test the mail and forward the results to the appropriate USPS® Rates and Classification Center. Rates and Classification will issue the final agency decision.

**Application Software**—A complete, self-contained program that performs a specific function directly for the user.

**Area Distribution Center (ADC)**—A mail processing facility that receives and distributes mail destined for specific ZIP Codes under the Managed Mail Program (MMP). An ADC is one of the points within the national MMP distribution network. ADCs and their associated ZIP Codes can be found in DMM labeling list L004.

**Army Post Office (APO)**—A branch of a designated USPS® civilian post office, which falls under the jurisdiction of the Postmaster of either New York City or San Francisco, that serves either Army or Air Force personnel. (Also *see military post office.*)

**Aspect Ratio**—The dimension of a mailpiece expressed as a ratio of length divided by height (for letters and cards, length is the dimension parallel to the address as read). For example, a postcard 5-1/2 inches long by 3-1/2 inches high has an aspect ratio of 1.57. An aspect ratio between 1.3 and 2.5, inclusive, is required for automation compatibility. (Also *see nonmachinable surcharge.*)

**ATS Desktop System**—A USPS® certified system, is a joint product solution from CODE plus—the designer of the original *PostalOne!*® prototype—and Intermec Technologies Corporation. The system's key feature is its ability to communicate directly with the company's transportation partner's systems.

**Automated Area Distribution Center (AADC)**—A distribution center that uses multi-line optical character readers (MLOCR's), barcode sorters (BCS's), and other equipment designed for processing automation-compatible mail. (Also *see area distribution center.*)

**Automated Barcode Evaluator (ABE)**—A computerized program used by business mail entry units to check barcode readability using reverse barcode lookup to translate the barcode into the address it represents.

**Automated Presort Service Bureau**—Mailers that work with the USPS® using automatic equipment, including multi-line optical character readers (MLOCR), to sort customers' mailpieces to the finest sort possible for presentation to the USPS®.

**Automation Discount**—A postage reduction offered to mailers who pre-barcode their mailpieces and meet addressing, readability, and other requirements for processing on automated equipment.

**Automation Mail**—Automation mail is mail that the MLOCR was able to obtain an 11-digit lookup. The MLOCR was able to read the entire address and assign an 11-digit delivery point barcode to that mailpiece.

**Automation Rates**—Applies to mail that has a delivery point barcode and can be automatically processed by the USPS®. Automation-compatible mail is almost completely untouched by humans until it reaches the carrier.

**Automation Template**—A transparent plastic card, referred to as Notice 67, used in the verification of address and barcode placement and quality.

**Automation-Compatible Mail**—Mail that can be scanned and processed by automated mail processing equipment such as a barcode sorter.

**Auxiliary Service Facility (ASF)**—A mechanized facility, usually part of a general mail facility (GMF), that has its own service area and serves as a satellite processing hub for a particular Network Distribution Center (NDC).

## B

**Balloon Rate**—A rate charged for Priority Mail and Parcel Post items that weigh less than 20 pounds and measure more than 84 inches but no more than 108 inches in combined length and girth.

**Banding Machine**—A machine used to encircle and bind the mail tray with a thin strip of flexible material. Also referred to as a Strapping Machine.

**Barcode Clear Zone**—A rectangular area in the lower right part of a letter-size mailpiece that must be kept free of printing and symbols, except for the barcode itself. This requirement allows automated processing machines to read or apply a barcode.

**Barcode Read Area**—A small area within the barcode clear zone in which the barcode must be printed. This area is defined by the position of the leftmost bar of the barcode and the bottom edge of the bar.

**Barcode Reader (BCR)**—A component in certain mail processing equipment that reads and interprets the barcode applied to a mailpiece.

**Barcode Sorter (BCS)**—A computerized machine that sorts letter-size mail by using a barcode reader to interpret a printed barcode. This machine may consist of a mail feed and transport unit, barcode reader, stacker module, and associated electronic equipment that can sort into a large number of separations.

**Barcode Verifier**—Bar Code Reader (BCR) that reads barcodes sprayed by the ink jet and compares the barcode to the information read by the reader.

**Barcoded Container Label**—A tray or sack label that has a barcode that can be read and processed by an automated tray or sack handling system.

**Barcoded Discount**—A postage discount available for certain Standard Mail and Package Services machinable parcels and Bound Printed Matter flats that bear a correct barcode and meet other size, shape, and volume requirements.

**Basic Service**—An Intelligent Mail® option that requires only the use of an Intelligent Mail® barcode. The barcode is not required to be unique and there are no additional discounts for this option.

**Best Practice**—A process, technique, or innovative use of resources that has a proven record of success in providing significant improvement in cost, schedule, quality, performance, safety, environment, or other measurable factors which impact the health of an organization.

**Bill of Lading (BL, B/L)**—A document issued by a carrier for the receipt of goods for shipment, and which describes the terms of shipment.

**Bin**—A separation on the sweep side of a letter sorting machine or similar mechanized or automated mail distribution equipment. (Formerly called *pocket*.)

**Bin Count Report**—A printed report that states how many mailpieces went into each bin.

**Bin Full Switch**—A switch in the bin section that stops the machine. It can be used for emergencies or to signal that a bin section is full.

**Bin Section**—Compartment on the main part of the sorter that holds the mail after it has been read.

**Black Box**—USPS® *FASTforward*® Directory containing approximately 5 months of address change data. The directory is an electronic database contained in a tamperproof personal computer.

**Boot**—The powering-up routine in a digital computer, in which the machine executes a series of programs to get itself ready for use.

**Bound Printed Matter (BPM)**—Standard Mail (B) weighing at least 1 pound but not more than 15 pounds that consists of permanently bound sheets of which at least 90% are printed with advertising, promotional, directory, or editorial matter (or a combination of such matter).

**Break Down**—The act of finishing the mail. After all the mail has been processed, the final trays are sorted, and a list is generated which separates 5-digit qualified, 3-digit qualified, AADC qualified and Mixed AADC ZIP Codes. The list must match the mail exactly for the mailing to pass the USPS® inspection.

**Broadened Sampling**—A sampling procedure used by receiving personnel for large volume customer/projects with good quality history, that allows inspections to be performed on one mail tray out of every six.

**Buffer Conveyor**—Component of *PostalOne!*® that provides spacing between mail trays and allows the system to perform parallel processing.

**Bulk Mail**—Mail that is generally rated for postage partly by weight and partly by the number of pieces in the mailing. A rate discount is given based on the mail preparation work done by the mailer and the place of mail deposit. The term is generally used to refer to Standard Mail (A).

**Bulk Mail Center (BMC)**—A highly mechanized mail processing plant that distributes Standard Mail in piece and bulk form. (Also see *Auxiliary Service Facility* or *Network Distribution Center*.)

**Bulk Parcel Return Service (BPRS)**—A service by which high-volume mailers may have undeliverable-as-addressed Standard Mail (A) machinable parcels returned to postal facilities for bulk pickup by the mailer, or delivered by the USPS® to the mailer in bulk. A BPRS fee is paid for each piece returned.

**Bundle**—A group of packages secured together into a single piece or unit under the standards applicable to the rate claimed. (Also see *package*.)

**Business Customer Gateway**—Provides mailers easy access to all Postal Service online business offerings. In addition to providing access to postage statements and transaction receipts, the Business Customer Gateway allows mailers to view company information, manage mailer IDs and electronic data exchange, schedule mailing appointments and track and confirm their mailings.

**Business Mail**—Any mail sent by any business, using any possible mailing method and service.

**Business Mail Entry Unit (BMEU)**—The area of a postal facility where mailers present bulk, presorted, and permit mail for acceptance. The BMEU includes dedicated platform space, office space, and a staging area on the workroom floor.

**Business Reply Mail (BRM)**—A domestic service that allows a mailer to receive First-Class Mail back from customers and pay postage only for the pieces returned to the mailer from the original distribution of BRM pieces. These pieces must have a specific address and format. Postage and fees are collected when the mail is delivered back to the original mailer.

**Business Reply Mail Accounting System (BRMAS)**—See qualified business reply mail.

## C

**Caller Service**—An optional delivery service provided for a fee at all post offices to customers with large volumes of mail, to customers needing multiple separations, or to customers who need a post office box number address when no post office boxes are available.

**Camera**—A high-speed digital camera included in MLOCR sorters that captures an electronic image of the envelope as it passes by at 10 image per second. The electronic image is passed on to the MLOCR reader for analysis.

**Carrier Route (CR)**—The addresses to which a carrier delivers mail. In common usage, carrier route includes city routes, rural routes, highway contract routes, post office box sections, and general delivery units.

**Carrier Route File**—The official listing of all city and non-city delivery post offices, available to mailers in a standardized format. It contains schemes for city routes, rural routes, highway contract routes, post office box sections, and general delivery units. The data are formatted by ZIP Code, street name, and ranged street numbers.

**Carrier Route Presort Mail**—Mail sorted by carrier route to qualify for discount postage rates. The mail requires no primary or secondary distribution. The term is a general descriptor of the available rates for this type of preparation, which includes Enhanced Carrier Route Standard Mail, automation carrier route First-Class Mail, carrier route Periodicals, and carrier route Bound Printed Matter. Unless mailed at automation rates, carrier route mailpieces usually do not bear a barcode. (Also called Enhanced Carrier Route Standard Mail.)

**Carrier Route Sortation**—The practice of sorting mail by carrier route to qualify for reduced postage rates. The term is a general descriptor of the available rates for this type of preparation, which include Enhanced Carrier Route Standard Mail, automation carrier route First-Class Mail, carrier route Periodicals, and carrier route Bound Printed Matter.

**Carrier Sequence Barcode Sorter (CSBCS)**—An automated machine that sorts an individual carrier's mail, allowing the mail to go directly from the automation equipment in delivery sequence to the carrier for delivery to postal customers. The CSBCS is a smaller BCS designed for delivery units with 10 or more routes.

**CASS Certified**—The Coding Accuracy Support System (CASS) improves the accuracy of delivery point codes on mailpieces. CASS provides a common platform to measure the quality of address matching software and to diagnose and correct software problems. Any mailing claimed at an automation rate must be produced from address lists properly matched and coded with CASS-certified address matching software.

**Central Processing Unit (CPU)**—The actual core of an information processing system. The CPU controls the interpretation and execution of instructions.

**Centralized Accounts Processing System (CAPS)**—A program used with the USPS® to automatically deduct postage from accounts for those customers using permit mail. This avoids the process of cutting manual checks to the USPS® for the postage due, rebate or VAR from the USPS®.

**Centralized Postage Payment System (CPP)**—A postage payment system that allows publishers of authorized Periodicals publications entered at three or more post offices to pay postage at a single postal facility rather than through individual accounts maintained at each entry post office.

**Certificate of Mailing**—A supplemental mail service that provides a receipt prepared by the mailer as proof of mailing.

**Certified Mail**—A service that provides the sender with a mailing receipt. A record of delivery is kept at the post office of address. This type of mail must be sent at First-Class Mail or Priority Mail rates. Certified mail may be combined with return receipt service and restricted delivery service.

**Classification**—The grouping of mailable matter into mail classes and subclasses by rate categories, according to content, weight, size, and preparation standards.

**Classroom Rate**—A Periodicals rate that is available to an authorized mailer of educational, scientific, or religious publications for scholastic or religious instruction.

**Click Charge**—Each time a mailpiece uses the Sabre Plus camera to read the address and establish an 11-digit barcode the camera records this activity and Presort Services is assessed a charge each time it is used. The reads are known as click charges. Occasionally the Sabre will not reset itself upon reaching a specified volume of clicks.

**Click-N-Ship**—A service at [www.USPS.com](http://www.USPS.com) that allows customers to print shipping labels from their computers with or without postage for Express Mail and Priority Mail. Customers pay for postage online with a credit card, and the labels will print with PC Postage indicia.

**Client Billing**—Reports containing detailed information on the number of mailpieces and method of processing.

**Client Billing Representative (CBR)**—Personnel responsible for verifying the data, producing detailed reports recapping all costs and billable components for a Job Order. Maintains job definitions, standards and customer profiles, and prepares the job cost detail for use in producing customer invoices.

**Coding Accuracy Support System (CASS)**—A service offered to mailers, service bureaus, and software vendors that improves the accuracy of matching to delivery point codes, ZIP+4 codes, 5-digit ZIP Codes, and carrier route codes on mailpieces. CASS provides a common platform to measure the quality of address matching software and to diagnose and correct software problems.

**Collect On Delivery (COD)**—A service for mailers who need to mail an article for which they have not received payment. The amount due to the sender is collected from the addressee, and the USPS® returns the amount due to the sender.

**Collection**—The process of picking up, verifying tray counts, inspecting the quality of each customer's mail and delivering to the Presort Services receiving department. Mail may be delivered by a Presort Services driver, contracted courier or by the customer.

**Collection Box**—A blue-painted street box with the USPS® logo used by the public to deposit mail. Each box is equipped with a security lock. It has a uniform appearance and a nationwide identification system that distinguishes the type of service provided at each box.

**Combined Mailing**—A mailing in which individually addressed mailpieces are merged and sorted together, usually using two or more postage payment methods to achieve the finest presort level possible.

**Command Center**—Office located within the Operation Center that houses the Host Computer and workstations where Supervisors and the Operation Manager create Sort Schemes, USPS® reports and manage the workflow of the Operating Center.

**Commercial Mail Receiving Agency (CMRA)**—A private business that acts as the mail receiving agent for specific customers.

**Commingle**—To integrate mailpieces from numerous customers into the same mailing in order to achieve the finest presort level possible.

**Company Permit (Pitney Bowes Presort Services)** —Mail that is metered under Presort Services' permit account and then billed back to the customer for the postage used, the CAPS account is debited by the USPS®. Some companies provide mail with their permit or indicia on the envelope, then USPS® bills the company directly for the postage allowed, and refunds Presort Services any difference between the permit rate and the actual rate in which Presort Services mailed the pieces.



**Computerized Forwarding System (CFS)**—A centralized, computerized address label-generating operation that performs address correction and forwards or returns undeliverable-as-addressed mail to customers.

**Computerized Meter Resetting System (CMRS)**—An electronic system that permits users of approved postage meters to reset such meters at their places of business.

**Confirm**<sup>®</sup>—A USPS system designed to provide mailers with updated confirmations on delivered mailpieces nationwide. If a Confirm<sup>®</sup> service type identifier is present in the Intelligent Mail<sup>®</sup> barcode, tracking information from the USPS is available for those mailpieces. This allows the mailer to go online, research a particular mailing, and monitor delivery activity.

**Container**—Any equipment used to hold more than one mailpiece. The term includes a sack, pouch, hamper, nutting truck, basket, letter tray or flat tray and a variety of boxes and carts. Mail transport equipment used to move mail in a plant or between authorized postal facilities.

**Containerizing**—Packaging mailpieces in standardized containers for efficient shipping and handling. As mail exits *PostalOne!*<sup>®</sup>, shipping or other designated personnel verify the quality and accuracy of the routing tag ZIP destination to ensure it matches the tray label. Mail trays are separated by ZIP destination and placed on the appropriate transport device such as pallets, APCs or hampers.

**Content Identifier Number (CIN)**—A number code that represents and identifies the level of tray or sack and class of mail for sorted mailpieces.

**Contingency Planning**—The process of developing a plan to satisfy service and revenue goals while experiencing the loss of either equipment or employees.

**Continuous Improvement Management**—To establish a process that fosters an attitude designed to bring about gradual and continual improvement through constant review.

**Contracted Couriers**—Companies or individuals hired to pick up and deliver mail from their customers.

**Conveyor**—The mechanical or gravity-operated belt or rollers for transferring mail between car or vehicle and platform, or from one location to another.

**Cooperative Mailing**—A mailing made jointly by one or more organizations authorized to mail at Nonprofit Standard Mail rates at the same post office.

**Copalletize**—To combine and present together on pallets mail from two or more different or separately produced mailstreams.

**Corrective Action**—A process taken to correct a deficiency in mail to prepare for MLOCR processing.

**Corrective Action Record (CAR)**—A form used for MPTQM certification. This form documents the deficiency in an operation and what action is being taken to correct the deficiency.

**Courtesy Reply Mail (CRM)**—Envelopes or postcards that a mailer provides to its customers to expedite delivery of their responses. The customer affixes the reply postage before mailing.

**Critical Errors**—Mail that consists of envelopes that are unsealed, stuck together and/or errors in meter postage, dates and endorsements and any mail that requires correction.

**Customer Count**—Number of mailpieces reported by the customer on a Customer Pickup Slip that is presented to Presort Services along with the job to be processed.

**Customer Label Distribution System (CLDS)**—An online alternative to the existing manual label order process, offering a suite of electronic services designed exclusively for business mailers. With CLDS you can: Order Bulk, Collated, or DMM label orders from the Topeka LPC; Create and save orders to save time; Track the status of your label orders; Manage your account; and Modify and edit Collated orders that are in process.

**Customer Pick Up Slip**— Presort Services form that identifies the type of mail, quantity of mail and quantity of containers received from a customer.

**Customer Registration ID (CRID)**—Customer Registration ID assigned to every mailer by site. The Customer Registration ID is a unique identifier created by the Customer Registration system to identify a business at a physical address. For each unique combination of Company Name and physical address, the Postal Service creates a new CRID. The CRID is used in USPS systems and applications to identify business entities and connects company information at a specific geographic location (physical street address) across all USPS applications. Any USPS Customer who registers through the Business Customer Gateway to do business electronically with the USPS will be assigned a CRID. In the initial release of the Intelligent Mail program, companies will only be allowed to register and be issued a CRID for their company, not for other companies. In the November 2009 release, companies will be able to obtain a CRID for any company that they are affiliated with. A company will obtain a CRID when they register through the Business Customer Gateway. Mail Preparers who elect to use the CRID to identify a Mail Owner in their electronic documentation should obtain the CRID from the Mail Owner. A mail owner can look up their CRID through the company Profile link located on their gateway homepage.

**Customer Service Representative (CSR)**—Personnel responsible for direct customer contact, maintaining customer's account and acts a liaison between the customer and operations.

**Cutoff Time**—Time established to stop running First Pass Mail in order to meet Drop Times set between an Operating Center and the USPS®.

## D

**D&R Tag**—A distribution/routing tag produced by *PostalOne!*®/Table Top System that is applied to the top of a First-Class Mail tray. It enables a mailer to book the finished mail trays directly onto airline flights.

**DM1000 Mailing Machine**—A Pitney Bowes mailing machine used in Presort Services Operating Centers to meter mail for internal and external customers.

**Daily Machine Operator Log**—A form used to document information for each job processed.

**Database**—A stored collection of information.

**Datastream 7i**—7i is an enterprise asset management (EAM) application that controls Presort Services maintenance operations. 7i provides solutions for managing inventory, equipment, purchasing, work requests and work orders.

**Dead Mail**—Mail that is undeliverable as addressed and cannot be returned to the sender (usually because there is not a return address on the piece).

**Delivery Point Validation (DPV)**—An extension of CASS certification which validates addresses to ensure they actually exist.

**Delivery Sequenced Mail**—Mail that is arranged by a mailer in delivery order for a particular carrier route. This mail requires no primary or secondary distribution.

**Delivery Unit**—The USPS® facility where the carrier cases the mail for delivery and has other mail delivery functions.

**Designated Post Office (DPO)**—A post office at which a Centralized Postage Payment (CPP) system mailer maintains the account from which postage for mailings is withdrawn. (Also see *Centralized Postage Payment System and Entry Post Office*.)

**Desktop**—The place on the computer screen that contains windows and dialog boxes.

**Destination Area Distribution Center (DADC) Rate**—A rate available for periodicals mail that is prepared and entered by the mailer at the area distribution center (ADC) that serves the delivery address on the mail.

**Destination Bulk Mail Center (DBMC) Rate**—A rate available for Standard Mail (A) and Standard Mail (B) Parcel Post that is properly prepared and entered by the mailer at the NDC (formerly BMC) or other designated postal facility that serves the delivery address on the mail.

**Destination Delivery Unit (DDU) Rate**—A rate available for Periodicals and Standard Mail that is properly prepared and entered by the mailer at the delivery unit that serves the delivery address on the mail.

**Destination Entry**—The process of transporting and depositing mail at the postal facilities that serve the addresses on the mailpieces in a mailing. The mailer receives additional discounts for destination entry mail.

**Destination Sectional Center Facility (DSCF) Rate**—A rate available for Periodicals (except In-County) and Standard Mail that is properly prepared and entered by the mailer at the sectional center facility (SCF) (or, for certain Parcel Post, at the NDC) that serves the delivery address on the mail.

**Detached Address Label (DAL)**—Paper or cardstock used to carry address information when preparing a mailing of unaddressed Periodicals flats, Standard Mail (A) flats, merchandise samples, or unaddressed Bound Printed Matter.

**Detached Mail Unit (DMU)**—An area in a mailer's facility where postal employees perform mail verification, acceptance, dispatch, and other postal functions.

**Diagnostics**—A software testing program accessible through the standard DCS diagnostic interface (AUI) that allows operation of a machine or system in a stand-alone mode, testing of devices, and monitoring of the machine status. Almost all features of a machine or a system can be monitored through Diagnostics.

**Digital Weighing Scale**—Device used to verify the correct weight of a mailpiece and that the correct amount of postage has been applied.

**Direct Mail**—A sales product or promotional message mailed directly to customers or prospective customers. It can be any mail class, but it is usually Standard Mail (A).

**Directory**—A place where files are stored.

**Discount Mailing Services**—Services that allow mail to be sent at reduced rates, including First-Class Mail, Standard Mail, Periodicals, and Package Services. Discount mailing services, also called bulk mail, direct mail, advertising mail, and presorted mail, usually involve higher volumes of mail and require sortation and special preparation.

**Discount Rates**—Reduced postage rates offered to mailers in exchange for higher standards of mail preparation, sortation, and destination entry.

**Dispatch**—The area of an Operating Center where outgoing mail or goods are loaded and transported away from a facility.

**Dispatch Personnel**—An associate whose primary responsibility is to prepare finished mail by sleeving trays, processing mail trays through *PostalOne!*<sup>®</sup>/Table Top, banding, sorting to destination containers, attaching placards, wrapping pallets and the loading of trucks.

**Domestic Mail Manual (DMM)**—The USPS<sup>®</sup> manual that contains the basic standards governing domestic mail services; descriptions of the mail classes and services and conditions governing their uses; and standards for rate eligibility and mail preparation. Domestic mail is classified by size, weight, content, service, and other factors.

**Doubles**—In mechanized and automation sortation, two or more mailpieces moving as one and thus causing a distribution error.

**Download**—To transfer data or programs from a central computer to a peripheral computer or device.

**Driver**— Presort Services or contracted courier who picks up or delivers the customer's mail to and/or from Presort Services Operating Centers and USPS® facilities.

**Drop Shipment**—Typically the movement of a mailer's product on private (non-postal) transportation from the point of production to a postal facility located closer to the destination of that product.

**Drop Times**—Established times set between an Operating Center and USPS® facilities where local and national mail is ready for shipment to USPS® destinations. (Drop times are critical to the operations of a facility.)

## E

**Echo Test**—A test that displays the actual readout of each reader on the sorter. It displays the lookup ZIP Code and the barcode number.

**Electronic Documentation (eDoc)**—Replaces hard copy postage statements and supporting documentation with electronic information that is submitted to the Postal Service through the *PostalOne!*® system.

**Eligibility**—Qualification standards such as content, mail processing category, and preparation, that a mailpiece must meet for specific rates or discounts.

**Emergency Stop (E-stop)**—A safety feature in the form of a red button that, when pressed, halts either the module or the entire machine.

**End Bin**—The bin at the end of a sorting machine that collects mail from overfilled bins or mailpieces that the machine has lost tracking information due to a jam or other stoppage.

**Endorsement**—An authorized marking on a mailpiece that shows handling instructions, a service, a request for an ancillary service, or extra services.

**Enhanced Carrier Route Standard Mail**—Two subclasses of Standard Mail (A) (Regular and Nonprofit) for mailpieces weighing less than 16 ounces and prepared in carrier route sequence.

**Entry Facility**—The USPS® mail processing facility (e.g., NDC, SCF) that serves the post office at which the mail is entered by the mailer. (Also called origin facility.)

**Entry Post Office (EPO)**—A post office at which a Centralized Postage Payment System (CPP) mailer deposits mailings to be paid for through an account maintained at the designated post office (DPO). (Also see *Centralized Postage Payment System and designated post office*.)

**Error**—A condition that causes the machine to stop. An error causes a machine fault state.

**Exception Mail**—Pieces that don't get a barcode during First Pass. For example, handwritten addresses, addresses that are not centered, addresses that are smudged, etc. Exception mail is run through as many readers as time allows in an attempt to establish the bar code to avoid processing the pieces at full postage rate.

**Express Mail**—A mail class that provides expedited delivery service for mailable matter subject to certain standards. It is available in five basic domestic service offerings (Same Day Airport Service, Custom Designed Service, Next Day Service, Second Day Service, and Military Service). Express Mail International Service is available between the United States and most foreign countries. Express Mail is a USPS® trademark.

**Express Mail Military Service (EMMS)**—An Express Mail service available between the United States and designated APO and FPO addresses that provides Department of Defense and other authorized personnel stationed overseas with an expedited delivery service to or from the United States.

**Extended Managed Mail Tray (EMM)**—2-foot letter trays that measure 21-3/4 inches long by 11-1/2 inches wide (inside bottom dimensions) by 6-1/8 inches high. Must be used for letter-size mail that does not fit in regular Managed Mail trays.

**Extra Services**—A mail service for a fee in addition to required postage that provides proof of mailing, delivery, security and insurance. Extra services include registered mail, certified mail, insured mail, certificate of mailing, restricted delivery, return receipt, return receipt for merchandise, delivery confirmation, signature confirmation, and collect on delivery. (Also called special services.)

**E-Z Seal**—The Pitney Bowes envelope and tape moistening solution used in meter machines.

## F

**Face**—The side of a mailpiece with the delivery address. Also, to arrange mail in a uniform orientation; that is, with the delivery address facing forward and the postage stamp, meter stamp, or permit imprint positioned in the upper right corner.

**Facility Access and Shipment Tracking (FAST) system**—Allows mailers to provide advance notification of drop shipment mailings into USPS plants. FAST provides Mail Owners, Mail Preparers, and Schedulers enhanced visibility of their scheduled drop shipments at each facility. Mailers are able to track their drop shipments, receive advance notification of redirections, submit and manage recurring appointment requests online, and have joint scheduling capabilities.

**Facing Identification Mark (FIM)**—A series of five or six vertical bars used by automated postal equipment to identify, orient, and separate reply mail.

**Facing Slip**—A paper label attached to the top of a bundle that shows where the mail is to be distributed, the class and type of mail, and the country or military post office. (Also see *optional endorsement line*.)

**Fanning**—The process by which Presorters take a handful of mail and fan through it ensuring quality finished mailpieces.

**FASTforward<sup>®</sup>**—A USPS<sup>®</sup>-licensed automated system that updates addresses by matching names and addresses with current change-of-address orders on file. A mailpiece updated with *FASTforward<sup>®</sup>* can be delivered directly to the new address rather than forwarded from the old address.

**FASTforward<sup>®</sup> Move Update Notification (FFMUN)**—Mailers using *FASTforward<sup>®</sup>* have the option of using *FASTforward<sup>®</sup>* Move Update Notification (FFMUN) to receive electronic files of COAs matched during the MLOCR run.

**Fault**—An error that is not a jam. A fault is an error that causes the machine to stop. The number of faults equals the number of errors minus the number of jams (faults = errors - jams).

**Federal Register (FR)**—A daily weekday publication distributed by the Office of the Federal Register in which certain U.S. government documents must be published.

**Field**—A space allocated for a particular item of information.

**First-Class Mail<sup>®</sup> (FCM)**—A class of mail that includes all matter wholly or partly in writing or typewriting, all actual and personal correspondence, all bills and statements of account, and all matter sealed or otherwise closed against inspection. First-Class Mail comprises three subclasses: postcards, letters and sealed parcels, and Priority Mail. Any mailable matter may be sent as First-Class Mail. First-Class Mail is a USPS<sup>®</sup> trademark.

**First Pass**—First Pass is a process where incoming mail is read, barcoded, and sorted to 3 or 5-digit quick kill bins or Second Pass bins. ZIP data (ZIP Codes) can be analyzed and mail resorted to achieve finer sortations. Mail that has been prepared to the 3-digit level allows Presort Services the option to process 3-digit to a finer 5-digit sortation.

**Fixed Per-Piece Pricing**—The best custom pricing for Presort Services customers; determined by evaluating the customer's mail for volume, quality and density.

**Flat**—The general term for flat-size mail, so called because the large mail is sorted without bending it so that the mail remains flat.

**Flat-Size Mail**—A mailpiece that exceeds one of the dimensions for letter-size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick) but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, 3/4 inch thick). Dimensions are different for automation rate flat-size mail eligibility. Flat-size mail may be unwrapped, sleeved, wrapped, or enveloped.

**Fleet Post Office (FPO)**—A branch of a designated USPS® civilian post office, which falls under the jurisdiction of the postmaster of either New York City or San Francisco, that serves Coast Guard, Navy, or Marine Corps personnel. (Also see *military post office*.)

**FLTS**—Mailpieces that exceed one of the dimensions for letter size mail. An abbreviation used on mail container labels that identifies the contents as flat-size mail.

**Form**—Document with blanks for the insertion of details or information.

3600's – Official USPS® postage statement forms used by Presort Services:

- PS Form 3600-P: Postage Statement – First-Class Mail – Postage Affixed
- PS Form 3600-R: Postage Statement – First-Class Mail – Permit Imprint
- PS Form 3602-N: Postage Statement – Nonprofit Standard Mail Letters and Flats – Permit Imprint
- PS Form 3602-NP: Postage Statement – Nonprofit Standard Mail Letters and Flats – Postage Affixed
- PS Form 3602-P: Postage Statement – Standard Mail Letters and Flats – Postage Affixed
- PS Form 3602-R: Postage Statement – Standard Mail Letters and Flats – Permit Imprint
- PS Form 3605-BFP: Postage Statement – Bound Printed Matter Flats – Postage Affixed
- PS Form 3605-BFR: Postage Statement – Bound Printed Matter Flats – Permit Imprint

Additional forms used by Presort Services.

- PS Form 8096
- Request to Pay Postage Refunds to Presenter of Mail
- PS Form 8125-C
- Plant-Verified Drop Shipment (PVDS) – Consolidated Verification and Clearance

**Forward**—To redirect mail to the intended recipient's new delivery address in cases where Form 3575, Change of Address Order, or other written personal notice has been filed with the local post office. (Also see *Address Change Service, address correction service, and ancillary service*.)

**Franked Mail**—Official mail sent without postage prepayment by members and members-elect of Congress, the Vice President, and other authorized individuals. Mail must relate to the mailer's official business, activities, and duties. The mailpiece bears a written signature, printed facsimile signature, or other required marking instead of a postage stamp. (Compare to penalty mail.)

**Full Flat Tray**—A tray that is sufficiently filled with flats to allow or require preparation to the corresponding presort destination. A full flat tray contains enough pieces to fill a single stack of mail lying flat on the bottom of the tray to reach the bottom of the handholds. Additional pieces must be added when possible to physically fill the tray.

**Full Letter Tray**—A tray filled at least three-fourths full with faced, upright pieces. Each tray must be physically filled to capacity before the filling of the next tray. A tray with less mail may be prepared only if less-than-full or overflow trays are permitted by the standards for the rate claimed.

**Full Sack**—A sack filled with the minimum number of pieces needed to qualify for the class and rate claimed.

**Full-Service**—An Intelligent Mail option that offers additional discounts from the USPS in exchange for meeting several requirements. These requirements include (but are not limited to):

- 1) Unique Intelligent Mail® barcodes on every mailpiece;
- 2) Unique Intelligent Mail® tray barcodes on every tray;
- 3) Unique Intelligent Mail® container barcodes on every container (pallet, APC, etc.);
- 4) Uniqueness of Intelligent Mail barcodes, tray barcodes, and container barcodes must be maintained for a period of 45 days;

- 5) All Intelligent Mail® tray and container barcodes must be scanned for inclusion in the electronic documentation; and
- 6) Documentation must be submitted electronically to the USPS.

The deeper discounts for Full-Service mailings are granted by the USPS because the unique barcodes on the mailpieces, trays, and containers, along with the electronic documentation, allow for enhanced tracking and end-to-end visibility.

**Funds Report**—A report printed from a DM1000 mailing machine that details the date, meter serial number, ascending and descending register, control sum and piece count.

## G

**General Mail Facility (GMF)**—A facility that processes and distributes mail.

**Generic Pick Up Slip**—Blank form used in place of a Customer Pick Up Slip identifying the type of mail, quantity of mail and quantity of containers received from a customer.

**Girth**—The measurement around the thickest part of a mailpiece.

**Group/Second Pass**—Mail that is sorted to specific bins during First Pass, based on predetermined production criteria. The mail is further processed on a Second Pass sort plan to achieve a finer sortation required to meet the number of mailpieces for the 3 or 5-digit automation rate. Second Pass mail can be processed through a Static sort plan or utilizing one or more sort plans created through the Sort Plan Generator (SPG). Second Pass mail can also be referred to as Group.

## H

**Hand-Sort**—Mail that is manually sorted and is not machine compatible by USPS® standards. This mail does not qualify for automation rates.

**Hardware**—Machines, devices, or equipment used in the performance of an industrial and technological function.

**Hazardous Material**—Any article or substance designated by the U.S. Department of Transportation (DOT) as being capable of posing an unreasonable risk to health, safety, and property during transportation.

**Highway Contract Route (HCR)**—A route of travel served by a postal contractor to carry mail over highways between designated points. Some HCRs include mail delivery to addresses along the line of travel. Formerly called star route.

**Hot Mail**—Mail that receives priority handling and processing.

**Hub and Spoke Program (HASP)**—A program for surface mail, primarily for 2-day committed mail. The HASP includes a central point (“hub”) where mail for a group of offices (“spokes”) can be unloaded from a series of incoming trips, massed according to their intended destination, and then sent on to that destination on another trip. Savings are realized because each trip does not have to drive to each individual office or “spoke” to drop off just a portion of its total load capacity.

## I

**Icon**—A picture or symbol that represents a particular function or command; for example, a picture of a trash can means “destroy”.

**ID**—Identity. The number given to a mailpiece or document when it first blocks a photocell.

**Identical Piece**—An individual mailpiece that has the same mail classification, physical aspect, size, and weight as all other pieces in a presorted mailing.

**Identifier/Rate Code**—A code representing seven characters printed by the MLOCR machine on the bottom of the mailpiece. A product month, system identifier (MASS/FF), a manufacture code and a rate marking make up the seven-character imprint. The Identifier/Rate Code is sprayed to the left of the barcode on the mailpiece.

**Image Capture**—MLOCR sorters include a camera that takes an electronic picture (image) of an envelope as it passes by. Image capture processes this electronic image off-line to resolve the address.

**In Customer Home Label**—A label that can be found on used tray sleeves that must be removed before applying a current routing tag.

**In Motion Scale**—Component of *PostalOne!*<sup>®</sup> that weighs the mail tray as it passes over the scale conveyor.

**In the Counts**—A Presort Services term referred to when a mailpiece(s) has been processed, its information has been captured, counted and is used when finalizing paperwork for the USPS<sup>®</sup>.

**inciteKnowledge (BOSS)**—Kadient's on-demand Sales Force Automation (SFA) system (or sales enablement platform), built on three core capabilities – content, playbooks and analytics – designed to drive meaningful improvements in sales performance.

**Indicia**—Imprinted designation on mail that denotes postage payment (e.g., permit imprint).

**Information Based Indicia (IBI)**—Digital indicia that include human readable information and a USPS<sup>®</sup> approved two dimensional barcode with a digital signature and other required fields.

**Information Management**—The handling of knowledge acquired by one or many disparate sources in a way that optimizes access by all who have a share in that knowledge or a right to that knowledge.

**InfoView**—BusinessObjects InfoView collects and presents business intelligence information and provides Complete viewing and interaction for query & analysis, reporting, and performance management Integrated collaboration with threaded discussions, intuitive navigation, and support for 3rd party documents Advanced scheduling and distribution capabilities making it easier to share information with others.

**Inkjet**—Sorting machine component used to spray barcodes, dates or other printed endorsements as the mail is being run. Uses pressurized air to spray ink.

**Insert**—A letter, card, or similar item placed inside another mailpiece (host piece).

**Inspection**—Checking mailpieces for quality before and after MLOCR processing.

**Insured Mail**—A service that provides indemnity coverage for a lost, rifled, or damaged article, subject to the standards for the service and payment of the applicable fee.

**Intelligent Mail<sup>®</sup> barcode (IMb)**—The USPS<sup>®</sup>-developed barcode which mailers use to encode routing and tracking information on mail that can be read by automated mail processing equipment to sort mail and to provide tracking information to the mailers. This barcode replaces both the POSTNET barcode and the PLANET Code barcode by combining the information from both into one barcode.

**Interface**—The electrical connection that links two pieces of equipment so they can communicate.

**Intermec Technologies Corporation (Intermec)**—International Company, recognized as the inventor of the world's most widely used bar code symbology, that provides supply chain information products, services and systems to companies in hundreds of industries around the world.

**International Business Reply Service (IBRS)**—An international mail service that allows envelopes and postcards to be distributed in certain foreign countries for return without postage prepayment to the original sender in the United States.



**International Mail Manual (IMM)**—The USPS® manual that contains classification regulations and other requirements for mailing between the United States and other countries.

**International Rates and Fees**—Publication 51, International Rates and Fees contains an overview of rates and mailing standards for mailing between the United States and other countries.

**International Standard Book Number (ISBN)**—A publication number issued by the Library of Congress that identifies a specific book or other non-periodical.

**International Standard Serial Number (ISSN)**—A publication number issued by the Library of Congress that identifies a specific periodical (such as a Periodicals publication).

**Internet**—An interconnected network of wide area networks and/or local area networks that consists of many nodes.

**Irregular Parcel**—A mail processing category for a parcel that does not meet the dimensions of a machinable parcel.

**Irregular Parcels and Pieces (IPP)**—Parcels that do not meet the dimensional criteria of machinable parcels and other parcels that cannot be processed by parcel sorters (for example, a non-caseable flat, small cube or fragile parcel, paper or sleeve-wrapped catalog, and sackable roll, tube, or film).

## J

**Jackpot (5-digit)/Pullback**—Mail that is sorted to a 3-digit level can be analyzed and resorted to a possible 5-digit level. This process can be done at anytime during the production process. This type of sortation is done when the amount of 5-digit per 3-digit ZIP Code does not meet a static sortation process.

**Jam**—A jam occurs when a document is stuck (jammed) in a section of the machine, causing a photocell to be blocked longer than a specified document length.

**Job**—A program application to be performed as a single logical unit.

**Job Number**—A number on a job order that is used in MLOCR processing and POInTS to identify the customer's mailstream.

**Job Order**—Identifies the key attributes of the account and how the job needs to be processed.

**Job X**—Jobs used for resorting barcoded mail that is already in the counts to the correct 3 or 5-digit locations for the final breakdown.

## K

**Keyline**—Optional mailer information printed in or above the address or in the lower left corner of the envelope. The information in a keyline identifies the mailpiece and its presort level. Under some postage payment systems, the keyline is a required line that contains specific information about the mailpiece.

**Known Office of Publication**—The business office of a Periodicals publication that is in the city where the original entry for Periodicals mailing privileges are authorized.

## L

**Label**—A strip of paper (printed singly or in multiples) that shows destination, mail class or type, office of distribution, and routing instructions. It is placed in the label holders of trays, cases, pouches, or sacks.

**Label Holder**—Plastic pocket in the front of a mail tray that holds the label.

**Length**—Generally, the measurement parallel to the direction of the address of a mailpiece as read. For parcels, length is the largest dimension.

**Less-Than-Full Tray**—A tray that contains mail for a single destination that was not preceded by a full tray for that destination. Less-than-full trays may be prepared only if permitted by the standards for the rate claimed.

**Letter**—According to the Private Express Statutes, a message directed to a specific person or an address, and recorded in or on a tangible object. Also a shortened way to refer to letter-size mail.

**Letter-Size Mail**—A mail processing category of mailpieces, including cards, that do not exceed any of the dimensions for letter-size mail (that is, 11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick).

**Library Mail**—A Standard Mail subclass for items sent to, or from, or exchanged between academic institutions, public libraries, museums, and other authorized organizations. Books, sound recordings, academic theses, and certain other items may be mailed at the Library Mail rate if properly marked.

**Licensee-Provided Equipment (LPE)**—The licensee provides or acquires a hardware system that is compatible with the *FASTforward* system requirements. The *FASTforward* system specifications are outlined on the USPS® RIBBS™ website.

**Lift**—The positive effect on total postage that any customer has on the remaining mail.

**Lim Lim Label**—A white label applied to a mailpiece in the barcode clear zone to cover a bad barcode or other extraneous print, which allows a barcode to be sprayed on the mailpiece. The labels can also be applied to glossy mailpieces for the same reason.

**Line-Of-Travel (LOT) Sequence**—A presort for Enhanced Carrier Route rates in which mailpieces are arranged by ZIP+4 codes in the order in which the route is served by the carrier. The mailpieces are sequenced in delivery order.

**Local mail**—Mail addressed for delivery within the postal area of the post office where the piece is mailed.

**Local Tag**—Mail trays addressed for delivery within the local postal area of the post office where Presort Services' Operating Center is located. Mail trays tagged Local may include additional ZIP ranges in surrounding or outlying areas determined by USPS®. LOCAL or SURFACE will be imprinted on the Routing Tag.

**Loop Mail**—Mail that has been incorrectly barcoded with the return address of the company sending the mail instead of the address of the customer (addressee) to whom the mail is being sent.

**LTRS**—A code used on mail container labels that identifies the contents as letter-size mail.

## M

**MACH**—A code used on mail container labels that identifies the contents as machinable letters. Mail that can be processed on mechanized sorting equipment.

**Machinable**—The capacity of a mailpiece to be sorted by mail processing equipment. (Compare to nonmachinable.)

**Machinable Mail**—Machinable mail is mail that the MLOCR was only able to obtain a 5-digit lookup. The MLOCR was not able to read the entire address, but it was able to read a portion of the address to assign a 5-digit Routing Code (which represents only the ZIP Code).

**Machinable Parcel**—A mailpiece that is of the correct size and weight to be safely sorted by mail processing machinery such as a parcel-sorting machine.

**Machine Compatibility**—The ability of a mailpiece to be sorted by mail processing equipment.

**Machine Count**—Number of mailpieces processed through a sorting machine.

**Machine Operator**—An associate whose primary responsibility is to operate an automated mail sorting machine.

**Machine Rejected Mail**—Mail that does not receive a barcode. This mail is generally run on multiple machines in an attempt to establish the barcode.

**Magazine**—Section of the sorter that feeds the mail toward the picker assembly.

**Magazine Control**—A knob that controls the speed of the magazine as it carries mail to the vacuum picker.

**Mail**—Any mailable matter that is accepted for mail processing and delivery by the USPS®. Also, the sum total of the mail at any time that it is in USPS® custody. To deposit a mailable item in a collection box or present the item (or a mailing for large quantities of mailpieces) at a post office or business mail entry unit.

**Mail Class**—The classification of domestic mail according to content (for example, personal correspondence versus printed advertising). It is codified in the Domestic Mail Classification Schedule.

**Mail Consolidation Center (MCC)**—Local facility that commingles mail from multiple companies according to MCC destination. Mail is then loaded onto the designated surface carrier for delivery to the regional MCC facility.

**Mail.dat**—In lieu of hard copy postage statements, mailers are encouraged to use one of the two electronic options available for submitting postage statements: Postal Wizard or Mail.dat. A third option, Mail.XML, will be available starting November 30, 2009. For electronically submitted postage statements, no hard copy duplicates are returned to the mailer and no hard copy postage statements are retained at the postal acceptance unit. Mailers can access the finalized (by USPS) statements online via the Internet. The Postal Service accepts Mail.dat files to transmit qualification reports and Full- Service IMb nesting information (Option: Mail.XML in November.) and to transmit postage statements for the PS Form 3600, 3602, 3605 (BPM) and 3541. (Options: Postal Wizard now and Mail.XML in November.)

**Mail.dat Reengineering (MDR)**—The client application for customer transfers of Mail.dat files to the *PostalOne!* system.

**Mail.XML**—Available in the Fall of 2009, Mail.xml has a different file structure technology with similar capabilities and benefits as Mail.dat. Interaction will occur in near real time and like Mail.dat, submission of postage statements and other documentation will be done electronically. Mail.XML will be used for the creation of appointments with the FAST systems, receipt of MIDs, CRIDs, Full-Service Start-the-clock, containers scans, and ACS/Nixie data.

**Mail Event Tracking System (METS)**—Allows Presort Services to enhance mail tracking, from customer pick up through USPS delivery. Much of the METS functionality is contained in the METS Mobile application, which is designed to run on a Windows Mobile® device. The mobile device is equipped with a barcode scanner used to capture significant events in the mail-flow process.

**Mail Exchange**—The movement of mail with specific ZIP Codes from one Presort Services location to another to increase the number of qualifying pieces and reduce postage.

**Mail Evaluation Readability Lookup Instrument (MERLIN)**—A machine used in Business Mail acceptance to ensure mail received from customers is eligible for automated postal discounts. Merlin automates verification procedures that were previously completed manually. Verification forms will be automatically generated and information will be stored electronically for historical purposes. Merlin is used for both First-Class and Standard Mail.

**Mail Flow**—The continuous, efficient movement of mail from the customer through the Presort Services center to USPS® for delivery.

**Mail Processing Code (MPC)**—A number code on the barcoded tray label that represents and identifies the category of mail in the tray, i.e. LTRS, FLTS.

**Mail Processing Equipment (MPE)**—The NCOALink Link Mail Processing Equipment (MPE) Product analyzes the names and addresses on prepared mailpieces and facsimiles. The NCOALink Link MPE Product provides forwarding text and delivery point code information after a match is made to the name and address information provided from the mailer's Mail Processing Equipment.

**Mailer Identifier (MID)**—A 6 or 9-digit numeric code assigned to mailers based on volume. The Mailer ID is used to identify the Mail Owner or Mail Preparer and to help determine the recipient(s) of information regarding the mailing. Under the Full-Service option the Mail Owner must be identified as such in the electronic documentation, regardless of whether the Mailer ID appears in the IMb.

**Mailing**—A group of mailpieces 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 mail bulk mail.

**Mailing Fee**—An annual fee charged to mailers to use certain discount mail options.

**Mailing Process**—Steps followed to prepare, pay postage, and enter mail with the USPS®. Each method of mailing has its own process.

**Mailing Service**—Class of mail (that is, Express Mail, First-Class Mail, Standard Mail, Periodicals, and Package Services). The classification of domestic mail is based mainly on content (such as personal correspondence versus printed advertising).

**Mailpiece**—A single addressed article of mail, usually a letter, flat, card, or parcel. (Compare to piece.)

**Mailpiece Design Analyst**—Postal employees located in larger cities that specialize in helping customers with the design of their mailpieces.

**Mailpiece Quality Control Program (MQC)**—The Mailpiece Quality Control Program is designed for those who wish to enhance their knowledge of the requirements associated with mailpiece design. It is a self-paced, self-study training program available on Postal Explorer.

**Mail Preparation Total Quality Management (MPTQM)**—A systematic prevention based approach for managing the quality of the mail preparation process. The MPTQM program is designed to help businesses prepare letter mailings that meet or exceed USPS® processing quality standards. It applies to all aspects of the mail preparation process from generation and barcoding of a letter to the final sorting and containerizing that takes place just prior to presenting the mailing to the USPS®. MPTQM is based upon three internationally recognized quality methodologies-ISO 9000, the Malcolm Baldrige Performance Excellence criteria and Total Quality Management.

**Mailstream**—The continuous flow of mailable material from the point of entry to delivery.

**Manifest**—An itemized listing of goods carried by a truck or other mode of transportation.

**Managed Mail Program (MMP)**—A distribution system that masses mail at a mechanized or automated area distribution center (ADC) for receipt and five-digit distribution within the ADC area. The system identifies, on first handling, First-Class Mail that cannot make next-day delivery owing to destination distance; the system also eliminates a secondary sorting for this mail so that it can be airlifted to the destination plant for processing during nonrush hours the next day. (Also see airlift.)

**Managed Mail (2ftMM) Tray**—A stackable cardboard or plastic container with an enclosing cardboard sleeve and plastic strap that is used to transport letter mail to or between post offices.

**Manifest Mailing System (MMS)**—A postage payment system that enables the USPS® to accept and verify permit imprint mailings that contain non-identical-weight and/or non-identical-rate pieces of the same mail class (except Periodicals) and same mail processing category. These pieces are prepared by the mailer according to certain standards.

**Manufacturer Code**—The fifth character position of the Identifier/Rate Code is assigned at the manufacturer's discretion. Within limitations, (see below), the manufacturer determines the character set to be used and like the product month designator, is always printed regardless of FF operational mode. This permits the manufacturer to assign a character indicating various lookup systems/subsystems working in tandem. The characters U,V,W,X,Y and Z are reserved by the USPS® for future use.

**MarketWare**—Customer Relationship Management software that enables Presort Services to be more effective at creating and managing relationships with current and potential new customers.

**Marking**—Words or abbreviations printed on a mailpiece that show the class or service of a rate paid. (Also see *Endorsement*.)

**MASS Certified**—The MASS (Multiline Accuracy Support System) certification is an extension of CASS certification, which is a process designed in cooperation with the mailing industry to improve the accuracy of postal codes that appear on mail. The MASS certification process is designed to evaluate the ability of MLOCRs to process address information and apply an accurate delivery point barcode (DPBC) to a mailpiece.

**Mass/FF System Identifier**—The second, third, and fourth character positions of the Identifier/Rate Code uniquely identifies the certified system (MASS or FF) responsible for the ZIP+4 assignment. One machine may have 2 identifiers – one for the MLOCR lookup system and one for the *FASTforward*® or UMove™ lookup system.

**MCC Tag**—Tags that identify the MCC location that the Routing mail is being shipped. Mail trays are sorted by MCC locations onto pallets/APCs assigned by *PostalOne!*®. USPS® transports the palletized MCC mail to the local MCC facility. Presort Services' palletized mail is commingled with other local companies' palletized mail according to MCC destination. Mail is then loaded onto a designated surface carrier for delivery to the regional MCC facility. MCC is imprinted on the routing tag, i.e. MCC-1, MCC-5, and MCC-9 along with the word SURFACE.

**Media Mail**—A subclass of Package Services that consists of books, sheet music, printed educational charts, film, videocassettes, CD-ROMs, or other computer-readable media.

**Menu**—A list of choices or questions programmed into a computer to guide the operator through a function.

**Mechanical Rejects**—A mailpiece that a sorting machine cannot process for a physical reason, such as a machine malfunction.

**Merchandise Return Service**—A service whereby an authorized company provides a customer with a special mailing label to return a shipment without prepaying postage. The company pays the return postage and a transaction fee.

**Merchandise Sample**—A Standard Mail (A) piece that is more than 5 inches wide, 5 inches high, or 1/4 inch thick, or is non-uniform in thickness.

**Merging**—The act of integrating two separate streams of mail into one stream.

**Meter**—Machine used to apply postage, dates, or other printed endorsement on mailpieces.

**Meter Number Form/8096**—Request form allowing the presenter of mail the exclusive authority to submit to the USPS® requests for postage refunds, and to receive payment of any such refunds that are determined to be owing because the amount of postage applied to the mail by the customer is in excess of lawful rates. Requests for refunds on such mail may be submitted only at the time of mailing, in accordance with the procedures established in the Domestic Mail Manual.

**Meter Reply Mail (MRM)**—A preprinted return envelope, card, or label provided by a meter license holder as a courtesy to customers on which the postage is prepaid as a meter impression. (Compare to business reply mail and courtesy reply mail.)

**Meter Stamp**—A postage imprint (either on meter tape or as a direct impression) applied in the upper right corner of the envelope, address label, or tag. The type, size, and style of the imprint must be fixed when the postage meter is approved for manufacture by the USPS®. For letter-size mail, the imprint must be set in fluorescent ink.

**Metered Mail**—Any class of mail (except Periodicals) with postage printed by a USPS® approved postage meter.

**Metered Postage**—Postage printed by a mechanical or electronic imprinter directly onto the mailpiece, gummed tape or labels affixed to the mailpiece. It may be used on all mail classes except Periodicals.

**Metering**—The process of applying postage by a mechanical or electronic imprinter, gummed tape or labels directly onto the mailpiece.

**Military Mail**—Mail that bears a U.S. military delivery or return address and that, in some stage of its transmission, is in the possession of the Department of Defense.

**Military Ordinary Mail (MOM)**—A category for Department of Defense official mail sent at Periodicals or Standard Mail rates that requires faster service than sea lift transportation to, from, and between military post offices. This mail is moved by surface transportation to a gateway facility and from there by air at a specific transportation rate and service standard. (Compare to parcel airlift.)

**Military Post Office (MPO)**—A branch of a U.S. civil post office, operated by the Army, Navy, Air Force, or Marine Corps to serve military personnel overseas or aboard ships. (Also see *Army Post Office and Fleet Post Office*.)

**Minimum Size Standard**—The smallest dimensions permitted for all mailable matter or for a specific mail processing category or specific rate.

**Mixed Class**—A mailing containing more than one class of mail. With certain exceptions, the postage on the entire piece or package is charged at the rate of the higher class.

**MLOCR Processing**—The method of feeding mailpieces through a multi-line optical character recognition reader (MLOCR), in order for the machine's camera to read the address on each mailpiece and then locate the address in the machine's computer and translate that information into a numeric code: subsequently spraying the corresponding barcode on the mailpiece.

**Move Date**—Addresses on all discounted First-Class and Standard Mail must be updated within 95 days before the mailing date with a USPS® approved method.

**Move Update**—USPS® requires that First-Class mailers use one of several options available to maintain the integrity of the addresses. These options include:

- *FASTforward*®
- UMove™
- Address change Service (ACS)
- National Change of Address (NCOA)
- Ancillary Service Endorsements

**Moving the Mail**—The processes of creating an environment of continuous, efficient mail flow.

**Multi-Account Summary Report**—A report printed by the metering personnel that details all the meter activity for the day.

**Multi-Line Optical Character Reader (MLOCR)**—An optical character reader that reads and interprets more than one line of the delivery address on a mailpiece.

**MXD**—An abbreviation used on mail container labels that identifies the contents as mixed mail for different destinations processed at a single facility (such as for multiple ADCs).

**My Account**—Presort Services' customer online reporting portal.

## N

**National Change of Address Linkage System (NCOA<sup>Link</sup>)**—An address correction service that the USPS® provides to mailers through USPS® licensees. The licensees match mailing lists submitted to them on tape or disk against change-of-address information for the entire country from all Computerized Forwarding System units. If a match is made, NCOA<sup>Link</sup> can correct the address before it is printed on a mailpiece. Additional information and a list of Vendors and Licensees that have been certified through CASS™ and MASS™ address matching software is available online.

**Net Post Services**—A service that allows customers to create documents and address lists on a computer and transmit them electronically via the USPS® Web site for printing by a third party vendor and delivery by the USPS®.

**Network Distribution Center (NDC)**—A network design focused on transforming Bulk Mail Centers (BMC's). NDCs will consolidate the processing and dispatching of mail in order to achieve economies of scale, greater operational efficiency, and reduce transportation. The core principle of the NDC concept is to fill up containers and fill up trucks as early in the network as possible and to dispatch as deep into the network as possible. This objective is achieved by using three tiers of consolidation opportunity.

**News Agent**—A person of concern selling two or more Periodical publications published by more than one publisher.

**No Count**—A job used for jammed mail or end bin resort mail, that will not double piece counts.

**Nonmachinable**—The incapacity of a mailpiece to be sorted on mail processing equipment because of size, shape, content, or address legibility. Such mail must be processed manually.

**Nonmachinable Outside (NMO)**—A parcel or mailpiece 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 or other mailing container.

**Nonmachinable Surcharge**—An additional charge on First-Class Mail, Standard Mail, and Parcel Post pieces that are nonmachinable.

**Non-Mailable Articles and Substances**—Anything that by statute, "may kill or injure another, injure the mails or other property." There are some exceptions to this rule that allow otherwise unmailable items to be mailed.

**Non-Mailable Matter**—Items such as hazardous materials that are not permitted in the mailstream.

**Nonprofit Rate**—A preferred rate for authorized mailers to mail as a nonprofit organization.

**Nonprofit Standard Mail**—A subclass of Standard Mail that is available only to qualified organizations specified by U.S. statute.

**Non-Qualifiers**—Mail that does not have enough pieces to qualify for a discount.

**Nonstandard Size Mail**—Except for Priority Mail, any piece of First-Class Mail weighing 1 ounce or less and not claimed at a card rate that exceeds certain size limits. This type of mail incurs a surcharge. (Also *see aspect ratio*.)

**Normal Sampling**—A basic sampling procedure used by receiving personnel for customer/project inspections. It allows inspections of a minimum of three places in each tray.

## O

**150 Piece Rule**—The number of mailpieces required by the USPS® in a mailing, to qualify for a particular qualification level (5-digit, 3-digit or AADC).

**Official Mail**—Mail authorized by federal law to be sent by government officials without postage prepayment. It includes franked mail sent by members of Congress and penalty mail sent by U.S. government agencies.

**Official Mail Accounting System (OMAS)**—An automated system that provides for entry of data from postage statements for official mail used by federal agencies. The USPS® bills the agencies according to OMAS data, and post offices get credit for the revenue. Agencies use data from OMAS to monitor their postage costs.

**Off-Line**—An operation performed by electronic equipment not tied to a centralized information processing system.

**On-Line**—**1.** Descriptive of equipment under the control of a central processor. **2.** Pertaining to operations being controlled by a central processor. **3.** In personal computing, the use of a computer in a network. (Compare Off-Line.)

**On-the-Job Training**—Training provided by an employer to an employee who must learn additional skills and information while working.

**Operating Center**— Presort Services location where the mail is processed.

**Operating System (OS)**—In a computer, a set of programs that oversee the functioning of the hardware and application software. It works with the basic input/output system (BIOS).

**Optical Character Reader (OCR)**—An automated mail sorting machine that interprets the address information on a letter-size mailpiece and sprays the corresponding ZIP Code information onto the piece as a barcode. The OCR consists of a mail feed unit, transport unit, stacker modules, computer with a control system, video monitor, and printer.

**Optional Endorsement Line (OEL)**—A series of specific printed characters on the top line of the address block that identifies the sortation level of a package or bundle and may contain an ACS participant code. The OEL is used in place of package labels.

**Organization Management**—To establish formal overall company procedures that ensure continuous improvement of the mailing process at all levels within the company. These procedures include; establishing a company vision, publishing a current organizational chart, identifying the requirements of each type of job within the operation and training requirements.

**Origin Bulk Mail Center (OBMC) Presort Rate**—A rate available for Standard Mail (B) Parcel Post that is properly prepared and entered by the mailer at a BMC or other designated postal facility.

**Out of Scheme**—Barcoded mail that has no bin assignment in the sort plan. This mail is sent to a designated out of scheme pocket for that sorter.

**Outsert**—Mailing industry term for an external attachment.

**Overflow Bin**—Bins designated on a MLOCR sorter to accept mail when a sorting bin(s) becomes filled to capacity.

**Overflow (1ftMM) Tray**—A less-than-full tray that contains pieces remaining after preparation of full trays for the same destination. Overflow trays may be prepared only if allowed by the standards for the rate claimed. Only one overflow tray may be used for the same destination.

**Oversized Rate**—Parcel Post rate for pieces exceeding 108 inches but not more than 130 inches in combined length and girth.



## P

**Package**—A group of addressed pieces assembled and secured together to make up a basic unit of bulk mail for processing purposes.

**Package Services**—A class of mail that includes the subclasses Bound Printed Matter, Parcel Post, and Media Mail.

**Pallet**—A reusable platform on which mail is stacked to be moved as a single unit. Pallets are made of rigid material designed for four-way forklift entry and capable of handling loads of up to 65 cubic feet and 2,200 pounds. A USPS® pallet measures 48 by 40 inches. (Also see *copalletize and top cap*.)

**Parcel Airlift (PAL)**—A service that provides air transportation for parcels on a space-available basis to or from military post offices outside the 48 contiguous states.

**Parcel Post**—A subclass of Standard Mail with rates based generally on weight and zone.

**Parcel Select**—Parcel Post mail that qualifies for destination entry rates and is entered at a destination bulk mail center, sectional center facility, or delivery unit.

**Parcel**—Mail that does not meet the mail processing category of letter-size mail or flat-size mail. It is usually enclosed in a mailing container such as a carton. (Also see *irregular parcel and machinable parcel*.)

**Password**—A string of characters to be entered before access to an application is given.

**Path**—The location of a file within a directory tree.

**PBV Protect**—An additional PBPS Move Update Solution option which exempts customers from USPS Move Update penalties.

**PC Postage System**—A postage system used to purchase and print postage with a personal computer, a printer, and Internet access.

**PC**—Personal computer.

**Penalty Mail**—Official mail sent without postage prepayment by officers of the executive and judicial branches of the U.S. government, by departments and agencies of the U.S. Government, and by specifically authorized individuals. Agencies then reimburse the USPS® for the penalty mail service they receive. The term comes from the endorsement "Penalty for Private Use" printed on the mail. (Compare to franked mail). (Also see *Official Mail Accounting System*.)

**Performance Based Verification (PBV)**—A system implemented by the USPS® which uses historical verification results to determine the frequency of mail verifications.

**Periodicals**—A class of mail consisting of magazines, newspapers, or other publications formed of printed sheets that are issued at least four times a year at regular, specified intervals (frequency) from a known office of publication. Periodicals usually have a legitimate list of subscribers and requesters.

**Permit**—Any authorization required for specific types of preparation or postage payment. Specifically, an authorization to mail without postage affixed by using indicia or an imprint. Payment is made against an advance deposit account that is established with the USPS® for postage and services.

**Permit Imprint**—Printed indicia, instead of an adhesive postage stamp or meter stamp, that shows postage prepayment by an authorized mailer. (Also see *permit*.)

**Pick-Up-Slip**—Form that identifies the type and quantity of mail received from a customer.

**Piece**—An individually addressed mailpiece. This definition also applies when piece is used in eligibility standards. Quantities indicated for optional or required sortations always refer to pieces unless specifically excepted.

**Piece Rate**—In bulk mail, the postage charged for each mailpiece in addition to the pound rate charge, if applicable, for the entire mailing.

**Piece Weight**—The weight of a single mailpiece that determines the amount of postage applied to it.

**PLANET<sup>®</sup> Code**—PLANET (Postal Alpha Numeric Encoding Technology) Code is a USPS<sup>®</sup> system designed to provide mailers with updated confirmations on delivered mailpieces nationwide. Presort Services, or the customer, applies a separate barcode above the address block, which allows the USPS<sup>®</sup> to scan PLANET Code mailpieces at various stages throughout the delivery process. This allows the mailer to go online, research a particular mailing, and monitor delivery activity.

**Plant-Verified Drop Shipment (PVDS)**—A procedure that enables origin verification and postage payment for shipments transported by the mailer from the mailer's plant to destination post offices for USPS<sup>®</sup> acceptance as mail. PVDS is typically used for mailings for which a destination entry discount is claimed.

**Pocket**—A separation on the sweepside of a letter sorting machine or similar mechanized or automated mail distribution equipment. (See *Bin*.)

**POInTS (PSI's On-line Information Tracking System)**— Proprietary core accounting, information system and reporting application for the Presort Services organization nationwide. Interfacing with PROLink and other internal systems, POInTS generates reports for Management, Operations, Sales and Invoicing.

**Postage**—Payment for delivery service that is affixed to or imprinted on a mailpiece, usually in the form of a postage stamp or meter impression.

**Postage Assessment**—A review of postage paid if a mailing fails any USPS<sup>®</sup> acceptance or verification process.

**Postage Code (Rate Marking)**—The last 2 characters of the Identifier/Rate Code identify the postage payment type, rate level affixed (or metered and precanceled stamps), and weight (for First-Class, permit imprint pieces). It can be determined from these characters whether the mailpiece has been profiled correctly in the mailer's system.

**Postage Meter**—A mechanical or electromechanical device that can print one or more denominations of an authorized postage indicia. The imprint generated indicia is printed or affixed to a mailpiece to show prepayment of postage. It is available for lease only from designated manufacturers. (Also see metered mail.)

**Postage Sources**—Meter or Post Office account that holds postage.

**Postage Stamp**—A gummed or self-adhesive paper stamp affixed to mail as payment for postal services.

**Postage Statement**—Documentation provided by a mailer to the USPS<sup>®</sup> that reports the volume of mail being presented and the postage payable or affixed, and certifies that the mail meets the applicable eligibility standards for the rate claimed.

**Postage Summary**—A printed report that lists the additional amount owed to the Post Office for non-qualified mail.

**Postal Numeric Encoding Technique (POSTNET)**—A method developed by the USPS<sup>®</sup> to provide an optimized barcode system for encoding ZIP Code information on letter mail so the encoded information may be reliably read and decoded by an optical reading system. POSTNET utilizes redundant information within a compact barcode format to provide error detection and error correction capabilities. (Also see delivery point barcode.)

**Postal Verification Clerk**—A USPS<sup>®</sup> employee that verifies a mailing before it is sent to the USPS<sup>®</sup> for delivery.

**Postal Wizard**—A tool that provides mailers a secure way to submit postage statements online through a *PostalOne!* account. Postal Wizard provides mailers with the items they need to complete the postage statement based on information they provide along the way. Qualification reports may be hardcopy or on an electronic viewer provided by the mailer.

**PostalOne!**<sup>®</sup>—A Web-based alternative to existing manual mailing processes with an electronic suite of services designed exclusively for business mailers. It features an automated, streamlined alternative to the existing hardcopy documentation used in the business mail acceptance process. The system links a customer's mailing information electronically with Postal Service acceptance, verification and payment systems, eliminating most of the paperwork. *PostalOne!*<sup>®</sup> customers can use Mail.dat to submit pre-shipment notification to the Postal Service via Electronic Mailing Data (EMD). This data is received automatically and processed by the Mail Tracking & Reporting system. Mail Tracking & Reporting provides customers with electronic notification of Postal Service shipment induction.

**PostalOne!**<sup>®</sup> **Transportation Management Systems (TMS)**—USPS<sup>®</sup> destination and routing system used by Presort Services to stamp a barcoded routing tag onto each sleeved mail tray prior to strapping. This enables Presort Services to palletize the mail by destination and/or book mail trays directly onto airline flights. The technology component features a shipping system that scans tray labels, captures weight, and interfaces with the Surface-Air Management System (SAMS) for assignments. This mechanism can help them meet certain service standards by improving the speed, accuracy, and consistency of mail delivery.

**Postcard**—A privately printed mailing card. (Compare to stamped card.)

**POSTNET Barcode**—A graphic representation of the ZIP+4 information sprayed on a mailpiece.

**Pound Rate**—A rate charged based on the weight of a mailing in addition to a piece rate.

**Precancel**—To cancel postage stamps or stamped envelopes before mailing. The USPS<sup>®</sup> sells precanceled postage to mailers of Presorted (including automation rate) First-Class Mail and Standard Mail (A). If authorized, bulk mailers may pre-cancel their own postage.

**Precanceled Stamp**—A postage stamp cancelled by marking across the face before it is sold to mailers for use with bulk mailings. Also, a stamp designated by the USPS<sup>®</sup> as a precanceled stamp without cancellation marks. Mailpieces with these stamps do not go through a canceling machine at the time of mail processing. Precanceled postage is an optional postage payment method for mailings at Presorted and automation First-Class Mail rates and at all Presorted Standard Mail (A) rates. (Also see *pre-cancel*.)

**Presentation**—A phase in mail processing when the mailing is presented to the USPS<sup>®</sup> to receive a discounted rate.

**Presort**—The process by which a mailer prepares mail so that it is sorted to the finest extent required by the standards for the rate claimed. Generally, presort is performed sequentially, from the lowest (finest) level to the highest level, to those destinations specified by standard and is completed at each level before the next level is prepared. Not all presort levels are applicable to all mailings.

**Presort Accuracy Validation and Evaluation (PAVE)**—A voluntary program in which the USPS<sup>®</sup> tests vendors' presort software and hardware products to determine their accuracy in sorting address information according to USPS<sup>®</sup> standards and producing standardized supporting documentation.

**Presort Industry**—Businesses dedicated to picking up, sorting and delivering the mail to the USPS<sup>®</sup>. Business mailers receive discounts from the USPS<sup>®</sup> by sorting the mail before it enters the postal system.

**Presort Process**—A system by which incoming mail is received and must pass through a series of quality control measures to ensure that the mail has been prepared for MLOCR processing. Mail is presorted using factors such as depth of sort desired, volume of mail, quantity of qualifying and non-qualifying ZIP Codes, and the amount of time to complete all of the mail. Revenue comes in the form of discounted postage and/or customer fees.

**Presort Levels**—Terms used for presort levels are defined as follows:

- **Firm** - all pieces for delivery at the business address shown on the top piece of a package or bundle.
- **Carrier route** - all pieces for delivery on the same city route, rural route, highway contract route, post office box section, or general delivery unit.
- **5-digit** - the delivery address on all pieces includes the same 5-digit ZIP Code.
- **5-digit scheme (trays) for automation letters** - the ZIP Codes in the delivery address on all pieces are one of the 5-digit ZIP Code areas processed by the USPS® as a single scheme and that, subject to standard, may be presorted together as a single group. The 5-digit scheme sort is always optional. The 5-digit ZIP Codes are defined by the USPS® city and state file.
- **5-digit scheme carrier routes (sacks) for periodicals, flats and irregular parcels and Standard Mail flats** - the ZIP Code in the delivery address on all pieces in carrier route packages begins with one of the 5-digit ZIP Code zones processed by the USPS® as a single scheme.
- **3-digit** - the ZIP Code in the delivery address on all pieces begins with the same 3-digit prefixes processed by the USPS® as a single scheme and that, is subject to standard, may be presorted together as a single group.
- **Unique 3-digit** – the Zip Code in the delivery address on all pieces begins with the same three digits.
- **3-digit scheme** – the Zip Code in the delivery address on all mailpieces begins with one of the 3-digit prefixes processed by the USPS® as a single scheme.
- **Origin optional entry** – the ZIP Code in the delivery address on all pieces begins with one of the 3-digit prefixes processed at the sectional center facility (SCF) in whose service area the mail is verified/entered. Subject to standard, a separation is required for each such 3-digit area regardless of the volume of mail.
- **SCF** – the separation includes pieces for two or more 3-digit areas served by the same sectional center facility (SCF) except where required or permitted by standard. Mail for a single 3-digit area may be prepared in a SCF separation when no mail for other 3-digit area may be prepared in a SCF separation when no mail for other 3-digit ZIP Code areas is available. For pallets, the SCF sort may include mail for a single 3-digit ZIP Code area.
- **Origin/optional entry SCF** – the separation includes packages for one or more 3-digit areas served by the same sectional center facility (SCF) in whose service area the mail is verified/entered. Subject to standard, this separation is required regardless of the volume of mail.
- **ADC/AADC** – all pieces are addressed for delivery in the service area of the same area distribution center (ADC) or automated area distribution center (AADC).
- **ASF/NDC** – all pieces are addressed for delivery in the service area of the same auxiliary service facility (ASF) or network distribution center (NDC).
- **Mixed (NDC, ADC, AADC, etc.)** – the mailpieces are for delivery in the service area of more than one BMC, ADC, AADC, etc.
- **Residual pieces/packages/sacks** – mail that is remaining after completion of a presort sequence. Residual mail lacks the volume set by standard to require or allow package or bundle preparation to a particular destination, and usually does not qualify for a presort rate. Residual mail is also referred to as non-qualifying or working mail.

**Presort Verification (Part G)**—A process that is required by MPTQM. The USPS® performs a check of the mail 4 times within 20 working days. The check is performed randomly and involves verifying Presort Services counts for both First-Class and Standard mailings. USPS® performs a physical hand count and records the number of pieces mailed at the various rates listed. The percentage of errors is recorded for each sampling. Presort Services must maintain a 2% or less error rate to retain the MPTQM certification.

**Presorted First-Class Mail**—A non-automation rate category for a mailing that consists of at least 500 addressed mailpieces and is sorted and prepared according to USPS® standards. This mail is not required to include a barcode.

**Presorted Mail**—A form of mail preparation, required to bypass certain postal operations, in which the mailer groups pieces in a mailing by ZIP Code, by carrier route, carrier walk sequence or other USPS®-recommended separation.

**Presorted Rates**—Discounted postage rates. In exchange for lower postage rates, mailers sort their mail using ZIP Code destinations on the mailpieces.

**Presorted Standard**—The postage rate for Standard Mail (A) mailpieces that are part of a mailing and that meet minimum volume and preparation requirements.

**Presorter**—An associate whose primary responsibility is to remove mail from the sorting bins on mechanical and automated mail processing equipment and place mailpieces in the appropriate mail trays.

**PresortXtra**—A postage discount program that symbolizes the true benefits of the service; specifically, free pick up, lower postage costs and *FASTforward*<sup>®</sup>/*UMove*<sup>™</sup> address cleansing. PresortXtra is unique to Pitney Bowes customers and provides mailers of all sizes the benefits, and savings, from the very large volume of mail Pitney Bowes presorts every day.

**Preventive Maintenance (PM)**—A series of procedures performed on a regular basis to ensure proper machine function.

**Pricing and Classification Service Center (PCSC)**—A USPS<sup>®</sup> field office that provides guidance to employees and customers on mail classification, postage rates, and mail preparation.

**Printed Matter**—Paper on which words, letters, characters, figures, or images (or any combination of them) not having the character of a bill, statement of account, or of actual or personal correspondence, have been reproduced by any process other than handwriting or typewriting. In international mail, this is a classification that includes books, sheet music, publishers' periodicals, and regular printed matter (all printed matter other than the aforementioned types). (Compare to Bound Printed Matter.)

**Printer/Applicator**—Component of *PostalOne!*<sup>®</sup> that prints and applies a routing tag to the mail tray.

**Priority Mail**—First-Class Mail that weighs more than 13 ounces and, at the mailer's option, any other mail matter weighing 13 ounces or less. Priority Mail provides expedited delivery. Any mailable matter may be sent as Priority Mail. Priority Mail is a USPS<sup>®</sup> trademark.

**Processing and Distribution Center/Facility (P&DC/F)**—A central mail facility that processes and dispatches part or all of both incoming mail and outgoing mail for a designated service area. It also provides instructions on the preparation of collection mail, dispatch schedules, and sorting plan requirements to mailers. The facility is usually a sectional center facility or a general mail facility, but it can also be a dedicated mail processing facility without a post office station or branch.

**Product Month Designator**—The first character position of the MASS identifier representing the product month of the ZIP+4. File installed with the system's lookup engine responsible for the ZIP+4 assignment. Each product month is designated by a character beginning with the letter "A" for January, "B" for February, "C" for March, etc., through the letter "L" for the month of December. This product month designator is always printed along with the barcode, regardless of whether the system is equipped with a FF box or the operational mode used when the mail is run. The CASS report (PS Form 3553) will continue to be generated and presented at the time of acceptance.

**Prohibited Matter**—Any material that is illegal to mail because it can kill or injure an individual or damage other mail. This includes certain poisons and controlled substances and certain flammable or hazardous matter.

**PROLink**— Presort Services' proprietary operations application which integrates data and information between the various types of automated sorting machines.

**PROLink Express**—Derived from the term Production Link Express, our proprietary operational platform which allows users to print on-demand tray labels.

**Prompt**—A message on the display screen that (1) indicates the status of a function, (2) helps the operator complete a function, or (3) indicates that an attempted function cannot be performed.

**Pullback/Jackpot (5-digit)**—Mail that is sorted to a 3-digit level can be analyzed and resorted to a possible 5-digit level. This process can be done at anytime during the production process. This type of sortation is done when the amount of 5-digit per 3-digit ZIP Code does not meet a static sortation process.

## Q

**Qualification Rate**—The percentage of mail sorted to a 3-digit or 5-digit level that meets the minimum volume requirement (150 pieces) for each zone.

**Qualification Report**—A report used at the end of daily mail processing that provides the breakdown of ZIP Codes into 5-digit, 3-digit, AADC and Mixed AADC and that gives an overall total of the mail that does qualify. It also lists every qualified ZIP Code and their totals.

**Qualified Business Reply Mail (QBRM) (Formerly BRMAS)**—An automated means of processing and calculating postage plus fees on business reply mail. QBRM pieces must meet certain design specifications and may be eligible for the lowest per piece fee available for BRM and for reduced automation First-Class Mail postage rates.

**Qualifiers**—Mailpieces that have qualified for a post office discount.

**Qualifying Pieces**—Mailpieces that meet all standards for a certain rate or discount.

**Quality Assurance (QA)**—A program for the systematic monitoring and evaluation of all aspects of the mail process, to ensure that the standards of quality are satisfied.

**Quality Assurance Specialist**—Personnel, on the production floor, that review the quality of mail in all phases of processing and report any discrepancies to a Supervisor.

**Quality Control (QC)**—A system for ensuring the maintenance of proper standards by periodic random inspection of mailpieces and mail processes. The control of various mail processing factors to produce consistent, uniform distribution, conforming to specified standards.

**Quality Control Personnel**—Employees that are designated to ensure that mail has been prepared to USPS® standards.

**Quality Samplings**—A process of using a sampling method to check the quality of a customer's mail based on past history.

**Quick Kill**—A quick kill bin contains mail destined for a single 3-digit or 5-digit ZIP Code or scheme. When a quick kill bin has at least 150 mailpieces, the mail within the ZIP Code qualifies for the tray type. That mail does not need to be sorted any further. A quick kill ZIP may be assigned to more than one bin if the volume is exceptionally high. Quick kill bins reduce the amount of mail ran in the subsequent pass. Any mail that can be sorted to 5-digit during First Pass. This mail requires no further processing.

**Quick Reference Guide**—User documentation created to provide detailed, user friendly steps in the varying system processes.

**Quick Service Guide**—Publication 95, Quick Service Guide contains most of the Quick Service Guides available on Postal Explorer. Pub 95 is not available online.

## R

**Rapid Information Bulletin Board System (RIBBS™)**—The USPS National Customer Support Center (NCSC) website for Business Mail information and updates.

**Rate**—The postage cost per piece or pound to mail.

**Rates and Classification Service Center (RCSC)**—A field office of Business Mail Acceptance that provides guidance to field personnel and customers on mail classification, postage rates, mail preparation, and postage payment programs.

**Rate Marking (Postage Code)**—The last 2 characters of the Identifier/Rate Code that identify the postage payment type, rate level affixed (or metered and precanceled stamps), and weight (for First-Class, permit imprint pieces). It can be determined from these characters whether the mailpiece has been profiled correctly in the mailer's system.

**Rate Placard**—A plastic device attached to APCs to identify the postage rate of mailpieces when multiple jobs/projects are placed on one transport device.

**Read Rate**—1. The percentage of mail successfully read by the sorter. This rate is obtained after running the mail once in the reject mode. Divide the number of pieces sorted by the number of pieces fed and multiply by 100. 2. The percentage of mail processed by an MLOCR that can get at least a 5-digit barcode assigned during processing.

**Read Window**—The area on an envelope in which the reader looks for the ZIP Code.

Reboot—See boot.

**Receiving**—The area of an Operating Center where incoming mail or other goods are received.

**Recurring Job**—A job that occurs or shows up repeatedly, generally on a daily basis. In POInTS, recurring jobs are set up for a customer and are re-used on a regular basis.

**Red Code**- Customers having three days of mailings with defect errors not meeting automation standards in two consecutive weeks.

**Redater**—Specialized inkjet that can be set up to spray a new date or other endorsement on the front of the mailpiece as it is being processed.

**Redated Mail**—All First-Class Mail should be run the same day, delays in processing may require a center to run the mail through specified sorting machines and spray a new date on the envelope. USPS® standards are to only redate once.

**Redating**—Redating is necessary when mail dated with the current work date is unable to be presented to the USPS® at the established drop time. This may occur due to equipment failure, poor quality of mail that may require exceptional handling, an unexpected increase in mail volume to be processed, or incorrect meter amounts on mailpieces.

**Registered Mail**—A service by which, through a system of receipts, the USPS® monitors the movement of a mailpiece from the point of acceptance by the USPS® to delivery. The sender receives a receipt at the time of mailing, and a delivery record is kept at the post office of address. This service also provides optional indemnity in case of loss or damage. Registered mail is the most secure service offered by the USPS®. (Compare to certified mail and insured mail.)

**Rejection**—Mail that has failed any USPS® acceptance or verification process. If this occurs specific steps are taken to document failures and correct the mail.

**Rejects**—Mailpieces that were not read by the MLOCR.

**Reject Processing**—Sending rejected mail through a sorter associated with the highest quality camera(s) to barcode as many of the rejects as possible.

**Remote Video Encoding (RVE)**—An electronic image that determines the barcode on mail when it cannot be established by using the cameras on the machines.

**Reply Mail**—Refers collectively to Business Reply Mail, Meter Reply Mail, and Courtesy Reply Mail.

**Residual Shape Surcharge**—A surcharge applied to Standard Mail (A) pieces that are prepared as parcels or that are not letter or flat size.

**Restricted Delivery**—A supplemental mail service that generally limits who may receive an item. This service is available for a fee when used with certified mail, collect on delivery, insured mail, and registered mail.

**Restricted Matter**—Any item on which certain mailing restrictions have been imposed for legal reasons other than risk of harm to persons or property involved in moving the mail and that require specific endorsements and markings. Examples include intoxicating liquors, abortive or contraceptive devices, odd-shaped items in envelopes, motor vehicle master keys, and lock-smith devices as well as odor-producing materials, certain liquids, powders, and battery-powered devices. (Compare to hazardous material.)

**Retail Mailing Services**—Services that allow any quantity of mail to be sent at single-piece postage rates, including Express Mail, Priority Mail, First-Class Mail, and Package Services. Retail mailing services generally do not require any sortation or special preparation.

**Return Mail**—The customer's prior day mail with critical errors requiring corrections that Presort Services was unable to correct for processing or when the customer requests that all critical errors be returned to them.

**Return Mail Form**—A form used when returning mail to the customer that details the critical errors of the customer's prior day mail.

**Return Receipt**—The mailing card (PS Form 3811) signed by the addressee of an article and mailed back to the sender as evidence of delivery. This extra service is available for a fee when using Express Mail, certified mail, collect on delivery, mail insured for more \$50, registered mail, or return receipt or merchandise. A similar service is available for international mail.

**Return Receipt for Merchandise**—An extra service that provides the sender with a mailing receipt and a return receipt. A delivery record is maintained by the USPS®. It does not include insurance coverage and does not provide for restricted delivery.

**Reworking**—Mail that requires removal from normal processing, corrected and "cleared" before reintroduction back into MLOCR processing.

**Route Schedule**—A detailed list of scheduled pickups and deliveries provided to a driver.

**Routing Code**—An 11-digit field in the Intelligent Mail® barcode that represents the addressee's delivery point ZIP Code. (Also see Delivery Point Barcode.)

**Routing Tag**—Tag assigned and printed by *PostalOne!*® that is applied to First-Class Mail trays, i.e. D&R tag, Surface Tag.

**Rural Route (RR)**—A delivery route served by a rural carrier.

## S

**Sack**—A container generally used to transport flat-size mail, parcels and loose-piece mail.

**Salesforce.com**®—A Customer Relationship Management (CRM) application designed to manage data which enables better prospecting, deeper customer relationships, better collaboration between Sales and Customer Service personnel and increased success with closing opportunities. Salesforce.com is completely on-demand and is accessed through an internet browser. Users may access the system using any computer and are not limited to using a specific network or computer.

**Scheme**—Systematic plan for the distribution of mail to its destination. (Also see *presort levels*.)

**Scheme Sort**—The distribution of mail to its destination according to a systematic plan determined by the mail processing functional area. Typically, this allows mailers to combine pieces addressed to two or more 5-digit or 3-digit ZIP Code areas.

**Scheme Tray**—A mail tray that contains pieces addressed to two or more 5-digit or 3-digit Zip Code areas.



**SCHEME ZIP Code**—5 or 3-digit ZIP Codes that are sorted together in the same tray and are labeled with one label. These ZIP Codes are sorted on the same Sort Scheme at the post office that processes them, so they do not need to be separated.

**Science-of-Agriculture Rate**—A Periodical rate that is available to an authorized mailer of agriculture publications.

**Second Level Review**—Mail that has failed the barcode readability test at the Business Mailer's location is taken to the local BMU and tested again.

**Second Pass/Group**—Mail that is sorted to specific bins during First Pass, based on predetermined production criteria. The mail is further processed on a Second Pass sort plan to achieve a finer sortation required to meet the number of mailpieces for the 3 or 5-digit automation rate. Second Pass mail can be processed through a Static sort plan or utilizing one or more sort plans created through the Sort Plan Generator (SPG). Second Pass mail can also be referred to as Group.

**Sectional Center Facility (SCF)**—A postal facility that serves as the processing and distribution center (P&DC) for post offices in a designated geographic area as defined by the first three digits of the ZIP Codes of those offices. Some SCFs serve more than one 3-digit ZIP Code range.

**Service Options**—The mailing services offered by the USPS®, including Express Mail, Priority Mail, First-Class Mail, Standard Mail, Periodicals, Parcel Post, Library Mail, Media Mail, and Bound Printed Matter.

**Service Type ID**—A 3-digit field in the Intelligent Mail® barcode that indicates the level of participation in various postal services. Each 3-digit value corresponds to a particular class of mail and/or a particular combination of services. It also represents the Intelligent Mail® service option; Basic or Full-Service.

**Shipper Paid Forwarding (SPF)**—An address change service (ACS) fulfillment vehicle. It allows mailers, of Standard Mail (A) machinable parcels and most Standard Mail (B) pieces, to pay forwarding charges via approved ACS participant code(s).

**Short Paid**—Mail which requires additional postage before MLOCR processing.

**Short Paid Mail**—Mail on which additional postage is collectable on final delivery.

**Signature Confirmation**—An extra service that provides the recipient signature and the date and time of delivery or attempted delivery.

**Simplified Addressing**—An alternative addressing format used when delivery of identical mailpieces is requested to every customer on a rural route, highway contract route, or to all post office box customers at a post office without city carrier service. Instead of listing a name and address, the mailer may use "Postal Customer." Simplified address may also be used by government agencies for official mail sent to all stops on city routes and post office boxes at post offices with city delivery service.

**Single Piece Mail**—Mail sent using retail rates.

**Single-Piece Rate**—A postage rate available for individual pieces of Express Mail, First-Class Mail, Priority Mail, and Standard Mail (B). It is not available for Periodicals except under the rate category of basic. This type of rate contrasts with rates available for bulk mail and presorted mail.

**Skew**—The misalignment or slant of a character, bar, line of characters, or barcode with respect to the bottom or top edge of the mailpiece.

**Sleeve**—A paperboard jacket that fits over the four sides (top, bottom, and two parallel sides) of a letter tray in order to keep the mail inside the tray from falling out.

**Slug**—A device inserted into a postage meter to imprint the class of mailing, i.e. First-Class, Presort, Standard and Nonprofit.

**Software**—The programs, routines, and symbolic languages that control the functioning of hardware and direct its operations.

**Sort**—To separate mail by a sort plan or ZIP Code range and place mail into a carrier case.

**Sort Plan**—A creation of selected ZIP Code parameters used to sort mail in the most efficient manner on designated sortation machines. Formerly known as sort scheme.

**Sort Plan Generator (SPG)**—Computer generated sort plan when analyzed determines sorting mail to a finer result. Mail that is staged for SPG's also offers an opportunity to stay caught up with a revenue tradeoff. This mail is primarily designated as mail that doesn't qualify to the 5-digit level every day, but qualifies often enough that it should be set aside and analyzed each day as part of the production process. This mail can be sorted and tagged to the 3-digit level or all of it can be sorted to a stacker or pocket as a range of ZIP Codes. Once this mail is separated or staged away from the regular mail flow, it can then be SPG'd and resorted to the 5-digit level.

**Sortation**—The distribution or separation of mail by ZIP Codes, range of ZIP Codes, or carrier route.

**Space Available Mail (SAM)**—Military mail transported by surface means in the United States and by air on a space-available basis to overseas destinations.

**Special Handling**—A special service available only for Standard Mail (A) and Standard Mail (B) that provides preferential handling in dispatch and transportation. The service does not itself insure the article against loss or damage.

**Sporadic Job**—A job that occurs at irregular intervals or has no pattern. In POInTS, sporadic jobs are "one-time" jobs. Activity is tracked for these jobs for as long as it takes to completely process the mailstream. Once the mail is completely processed, a completion date is entered and the sporadic job is billed. Once the job has been completed, or "closed", that job number and job definition can no longer be used in the system.

**Sporadic Job Order**—A form used for a customer job/project that occurs at irregular intervals or has no pattern. Sporadic jobs are considered "one-time" jobs.

**Staging**—The placement of mail in a designated area of the Operation Center identifying the mail as cleared mail before MLOCR processing and finished mail, before presentation to the USPS®.

**Staging Area**—A physical location in the Operating Center where mail may be held for any purpose while processing or sorting the mail.

**Stale Dated Mail**—A mailpiece that is at least one day older than the meter date or inkjet applied date.

**Stamped Card**—A postcard sold by the USPS® (as distinguished from a privately printed postcard) with a printed or impressed postage stamp. (Compare to postcard.)

**Standardized Acceptance and Verification (SAVE)**—A USPS® guideline that provides a standardized step-by-step procedure for the verification of First-Class and Standard mail prepared on MLOCR and barcode sorters. The verification procedure implemented by the USPS® provides several benefits for certified mailers. The two major benefits are reduced verification frequencies and a rolling average of error rates across multiple mailings that reduce postage adjustment occurrences.

**Standard Mail**—A class of mail consisting of mailable matter that is not required to be mailed as First-Class Mail or is not mailed as Periodicals.

**Standard Mail (A)**—Standard Mail matter that weighs less than 16 ounces. It comprises the subclasses of Regular Standard Mail, Nonprofit Standard Mail, Enhanced Carrier Route Standard Mail, and Nonprofit Enhanced Carrier Route Standard Mail. These subclasses include circulars, printed matter, pamphlets, catalogs, newsletters, direct mail, and merchandise. Standard Mail (A) may be sent at presorted rates and at automation rates.

**Standard Mail (B)**—Standard Mail matter that weighs 16 ounces or more but not more than 70 pounds. It comprises four subclasses: Bound Printed Matter, Library Mail, Parcel Post, and Special Standard Mail.

**Start-the-clock**—The date and time when a mail piece enters the mainstream, based on the mail ready time as provided in the electronic documentation.

**Static**—Static is a sort plan with a constant set of ZIP Codes. Static mail is consistent and usually represents the largest and steadiest qualifiers. Static sort plans allow an Operating Center to continually sort mail on First and/or Second Pass.

**Subclass**—A subdivision of a mail class, usually based on the consideration of a physical characteristic rather than content.

**Surcharge**—An additional fee for certain non-machinable mailpieces.

**Surface Tag**—Routing tag placed on mail trays addressed for delivery outside of the local area that are not transported by air. SURFACE is printed on the Routing Tag of Local and MCC mail trays.

**Sweep**—The act of removing mail from the sorting bins and placing in designated mail trays.

**SWYB**—USPS® abbreviation for Scan Where You Band.

## T

**Tap Test**—The “tap test” is conducted to ensure that address block barcodes, in window envelopes, will not move out of the window. If that barcode is used to sort the mail, the USPS® requires that it be clearly visible and no part of it can be “tapped” out of view. The mail is tapped on the bottom, right, and left sides. The delivery address must remain visible in the window with 1/8” clearance at all times.

**Throughput**—The rate at which a machine processes mail, usually designated in pieces per hour.

**Tie Out**—At the completion of sorting letters and flats, tie or band each separation made.

**Tightened Sampling**—A mail sampling procedure used for customer/projects placed on the Weekly Hot List due to mail quality concerns. A minimum of six places in each mail tray must be inspected.

**Top Cap**—Material that forms a flat, level surface horizontal to the base of a pallet that is used to protect the integrity of the mail under the top cap while also supporting a loaded pallet above. A top cap must be secured to a pallet of mail with either stretch wrap or at least two crossed straps or bands.

**Track 20**—The first twenty digits of a customer applied IMb are added the 11-digit lookup and sprayed on the mail piece.

**Transport Device**—USPS® equipment used to hold and transport mail inside and outside the Presort Services Operating Center.

**Transportation Personnel**— Presort Services associates involved in the movement of mail and supplies to and from the customer, Presort Services Operating Centers and the USPS®.

**Tray**—A container used in postal facilities to hold letters and First-Class Mail flats. It is used as a basic unit of mail quantity for purposes of preparing mail to qualify for discounted postage rates. (Also see *full flat tray*, *full letter tray*, *less-than-full tray*, and *overflow tray*.)

**Tray Label**—Card containing information that identifies the destination of a mail tray, the type of mail it contains, and its origination.

**Tray Tags**—Classification reform requires all First-Class mail in sacks or trays to be tagged with an indelible tag that identifies the sortation level.

**Tray Tracker**—A scanning system used to collect barcoded tray label data. It is available in hand-held models or can be installed on conveyor systems for in-line scanning.

## U

**UMove™**—Siemens' UMove™ mail deliverability software is fully certified by the USPS® and allows mailers to identify, sort and remove "undeliverable as addressed" mail prior to submission to the USPS®. UMove™ is compatible with legacy multi-line optical character reading (MLOCR) equipment currently running the *FASTforward*® service.

**Undeliverable-As-Addressed (UAA)**—Mail that the USPS® cannot deliver as addressed and must forward to the addressee, return to the sender, or send to a mail recovery center.

**Unique ZIP Code**—A ZIP Code assigned to a company, government agency, or entity with sufficient mail volume, based on average daily volume of letter-size mail received, availability of ZIP Code numbers in the postal area, and USPS® cost-benefit analyses.

**United States Code (USC)**—The official restatement of the general and permanent laws of the United States; 39 USC contains laws relating to the USPS®.

**United States Postal Service® (USPS®)**—1. The successor to the Post Office Department, created on July 1, 1971, by the Postal Reorganization Act, as an independent establishment of the executive branch. 2. The United States government agency who handles the transmission of mail.

**Upgradable Mail**—First-Class Mail and Standard Mail (A) processed on a multiline optical character reader (MLOCR) to apply a barcode. Upgradeable mail is letter-size, automation-compatible pieces, with machine-printed non-script addresses, an OCR read area, and a barcode clear zone meeting reflectance requirements.

**USPS® Supply Request**—A form that lists USPS® supplies requested by a customer.

## V

**Value Added Refund (VAR)**— The postage returned by the USPS® to an authorized mailer who prepares First-Class Mail or Standard Mail (A) for customers and adds value to the mail by sorting it to a finer level or moving it to an automation category. The USPS® gives a refund to the mailer for postage affixed to the mail in excess of the rate applicable to the value added category. VAR relates to automated mail only. With machinable or full rate mail the same differential is called upgrade postage.

**Verification**—The procedural checks of a mailing presented by a mailer to determine proper preparation and postage payment.

**Verification Scanner**—Component of *PostalOne!*® TMS that ensures the correct routing tag has been applied.

## W

**Walk Sequence**—The order in which a carrier delivers mail for a route. This order is required for most carrier route presort mail.

**Webex™**—An online meeting service that combines real-time desktop sharing with phone conferencing.

**Weekly Hot List**—Document listing customer's that require a tightened inspection standard. Customers are given a Red Code.

**Weighted Fee**—The fee charged the sender for Standard mailpieces, endorsed "Addressed Service Requested" or "Forwarding Service Requested," that are returned as unforwardable or undeliverable.

**Weigh & Wrap System**—The system that combines weighing and wrapping of a pallet and its goods for shipment.

**WinSort®**—Bell & Howell's proprietary mail sorting software. It provides a Windows interface to the sorter and incorporates the new USPS® Classification Reform rules and regulations into the sorting process. WinSort® software manages the actual sorting process and tells the sorter where to send each mailpiece. WinSort® also keeps track of the number of mailpieces that pass through the system, details such as how many mailpieces went to each 3 or 5-digit ZIP, how much postage has already been applied to each mailpiece, and what discounts are actually due based on the sorted mail. It also provides the user with the ability to analyze the data of processed mail and produces USPS® reports for the presentation of the mailing to the USPS®.

**Work Date**—The calendar date that the mail is physically processed in an Operating Center.

**Working (WKG)**—A marking used on mail container labels that identifies the contents as mail requiring sorting and distribution.

## Z

**Zebra Code**—A marking used on mail container labels that indicates that the tray contains automation rate prebarcoded mail.

**ZIP Code**—A system of 5-digit codes that identifies the individual post office or metropolitan area delivery station associated with an address.

**ZIP+4**—The 9-digit numeric code, established in 1981, composed of two parts:

- The initial code: the first five digits that identify the sectional center facility and delivery area associated with the address, followed by a hyphen.
- The 4-digit expanded code: the first two additional digits designate the sector (a geographic area) and the last two digits designate the segment (a building, floor, etc.). ZIP+4 is a USPS® trademark.

**ZIP+4 Barcode**—A 9-digit POSTNET barcode consisting of 52 vertical bars. (Also see *Postal Numeric Encoding Technique*.)

**ZIP+4 Code**—The numeric representation of ZIP+4 as opposed to the POSTNET representation as a barcode. (Also see *ZIP+4*.)

**ZIPmark**—The system that applies an inkmark to an envelope's edge to identify a break in the ZIP Code sequence. This may also be used to identify a given mailpiece/envelope.

**Zone**—A number that expresses the distance that a zone rate mailpiece must travel from point of entry to point of delivery. It is based on the air mileage along a great circle line between 3-digit ZIP Code prefix areas of dispatch and receipt. This mileage range is converted to a zone number. The USPS® uses eight numbered postal zones for computing on mail.

**Zone Chart**—A table that shows the zone number between 3-digit ZIP Code prefix areas.

**Zone Improvement Plan Code (ZIP Code)**—Established in 1963, the system of 5-digit codes that identifies the individual post office or metropolitan area delivery station associated with an address.

**Zoned Rate**—A rate structure for certain Priority Mail, Periodicals (except non-advertising portion), and Standard Mail (B) (Parcel Post and Bound Printed Matter) that is based on weight and distance traveled (or zones crossed).