

Confirm[®] Service

SUPPLEMENT TO CONFIRM USER GUIDE

PUBLICATION 197

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This supplement contains information that will be included in a future published version of the *Confirm[®] Service User Guide (Pub. 197)* unless service changes warrant new modifications. This supplement may be revised as additional changes become necessary. The *Confirm[®] Service User Guide (Pub. 197)* will be updated at a later date that is yet to be determined. For assistance and information, please contact Confirm Customer Assistance at 1-800-238-3150 or visit <https://mailtracking.usps.com>.

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Price Changes

Supplement to Pub. 197 Section 2-1

Pricing changes (effective May 11, 2009) include the addition of a lower-priced Bronze annual subscription tier. Pricing implementation and transition policies will be similar to previous years' price changes. A summary of the new fees/structure and related policies are provided in Attachment I.

Elimination of Confirm Preshipment Notification (i.e., EMD) and Entry Scans

Supplement to Pub. 197 Sections 1-2, 4, 5, 7-2.2, 7-3.3, 7-5, Appendices C, E, F, G

Effective November 29, 2009, Confirm service will no longer support Confirm-based Preshipment Notification, i.e., Electronic Mailing Data (EMD) files and Entry Scans, including the process for accepting EMD files and distributing Entry Scans. Customers have submitted EMD files as a means to receive entry scans at the point of mail induction. However, this process was not fully integrated with mail entry procedures and systems, and was not a robust enough system for piece-level data summarization. This impacted the potential validity of a Confirm Entry Scan to serve as an accurate "start-the-clock" for service measurement, diagnostics, and other customer support purposes. The only valid start-the-clock will be from the Full-Service Intelligent Mail option, which is scheduled to launch in May 2009. *This documentation serves as an addendum to all current Confirm subscription agreements to reflect the permanent suspension of Confirm-based Preshipment Notification (i.e., EMD) and Entry Scans after November 29, 2009.*

USPS Mailer IDs for Confirm Intelligent Mail barcode

Supplement to Pub. 197 Section 3-5

Effective May 18, 2009, Confirm service will allow use of the 9-digit and full range of 6-digit Mailer IDs within the Intelligent Mail barcode (IMb) used for Destination Confirm. Since the introduction of IMb in September 2006, the Confirm service system only allowed 6-digit Mailer IDs with a leading zero within the IMb. This allowed the Confirm system to accommodate the legacy 5-digit Confirm Subscriber ID format originally used for the PLANET Code[®] barcode. The Postal Service has made system modifications to accept the 9- and full range of 6-digit Mailer ID formats in accordance with Postal Service IMb specifications.

As Confirm service allows use of 9-digit and the full range of 6-digit Mailer IDs to be registered for the service, the Confirm service itself will no longer *issue* or *assign* Mailer IDs. Customers will obtain Mailer IDs for their Confirm subscription via a central USPS process. Confirm Customer Assistance can help facilitate this process for Confirm subscribers, but will not actually assign these codes. For details, refer to *Mailer ID-Related Policies* below.

Confirm IMb Formats for Destination Confirm



FIGURE 1: IMb with 6-digit Mailer ID

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Barcode ID [2N]		Service Type ID [3N]			Mailer ID [6N] * Serves as Confirm Subscriber ID						Serial Number [9N]						Routing ZIP Code [none,5,9, or 11N]													

FIGURE 2: IMb with 9-digit Mailer ID

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Barcode ID [2N]		Service Type ID [3N]			Mailer ID [9N] * Serves as Confirm Subscriber ID						Serial Number [6N]						Routing ZIP Code [none, 5, 9 or 11N]													

The following fields are embedded within the Intelligent Mail barcode:

- **Barcode ID** identifies the presort makeup in conjunction with an Optional Endorsement Line.
- **Service Type ID** identifies special services requested (e.g., Destination Confirm service) and mail classifications. For more information, see *Confirm Service Type Identifiers for IMb* below.
- **Mailer ID** is a 6-digit or 9-digit number that uniquely identifies a mail owner or mailing agent.
- **Serial Number** is a 9-digit or 6-digit number that can uniquely identify the mailpiece or mailing.
- **Routing ZIP Code**

For details on the most current IMb specifications, please refer to the *Intelligent Mail® Barcode Technical Resource Guide* available at <http://ribbs.usps.gov>. IMb format for Origin Confirm specifically remains unchanged, although barcode formats may be dictated by the requirements of specific mail classifications (e.g., Business Reply Mail).

Mailer ID-Related Policies for Confirm

Effective May 18, 2009, the Confirm service will no longer issue Mailer IDs directly via the Confirm subscription/application process. This applies to new Confirm applicants that have not yet been assigned Mailer IDs by the Postal Service and current subscribers that have traditionally obtained additional Mailer IDs through their existing subscription account. All Mailer IDs will be issued via an organization-wide process. Confirm Customer Assistance will continue to administer Confirm subscription accounts and assist customers with their Confirm service needs, including *registering* Mailer IDs in Confirm.

Policy and functionality notifications:

- Mailer IDs registered exclusively within a Confirm subscription must be assigned by the Postal Service to the subscribing business entity.
- The Postal Service will assign Mailer IDs based on central procedures and business rules, in accordance with ongoing development and implementation of the Intelligent Mail program.

- All existing IDs (Mailer IDs and associated Subscriber IDs for PLANET Code use) currently registered in Confirm by subscribers approved to use Intelligent Mail barcode in Confirm are hereby “grandfathered” to remain assigned to the subscribing entity as legitimate USPS Mailer IDs; each will continue to be treated as one ID registered in Confirm with regard to the pricing structure. For example, if a subscriber currently approved for IMb in Confirm has Mailer ID of 012345 and/or Subscriber ID of 12345 registered in Confirm, then Confirm will continue to count this as one registered ID in Confirm. This “grandfathering” includes all outstanding applications and requests for IMb activation submitted and received by Confirm service prior to May 18, 2009.
- Effective May 18, 2009, “non-grandfathered” Mailer IDs and Subscriber IDs will be treated uniquely and separately as related to Confirm pricing. USPS will no longer assign or grant requests for 6-digit Mailer IDs with a leading zero (until such a later date when Confirm system is modified to fully distinguish between a 5-digit Subscriber ID and a 6-digit Mailer ID with a leading zero). All existing 5-digit Subscriber IDs assigned to PLANET Code-only subscribers (i.e., not currently approved or pending approval for using IMb in Confirm) will no longer be able to be “converted” to a 6-digit Mailer ID by adding a leading zero when used for IMb. Subscribers that are not approved or pending approval on IMb activation in Confirm must obtain Mailer IDs via the new central USPS process and policies which will dictate the length and quantity of Mailer IDs that can be obtained. These Mailer IDs could be six- or nine-digits in length.
- The Confirm service via Confirm Customer Assistance (NCSC Memphis) will continue to issue 5-digit Subscriber IDs for use in PLANET Code only.
- A subscriber may register other business entities’ Mailer ID(s) as *Non-Subscriber Delegates*. Non-Subscriber Delegate registration only applies to subscribers and their partnering firms that are utilizing Full-Service Intelligent Mail data provisioning functionality. Non-Subscriber Delegate Mailer IDs must be registered at the behest of one or more subscribers – they cannot be registered in Confirm exclusively to a particular subscriber. Confirm ID registration prices apply to each subscriber utilizing Full-Service Intelligent Mail data provisioning for the Non-Subscriber Delegate Mailer ID registered. The subscriber is responsible for controlling use of their Confirm account, associated ID(s) and data distributed through their subscription. Mailer IDs that are registered as Non-Subscriber Delegates cannot belong to a Confirm subscribing business entity. For more information, refer to *Confirm Data Provisioning for Full-Service Intelligent Mail* section below.
- All Confirm application and pricing policies continue to be applicable based on mailpiece scan volume and the number of Mailer IDs or Subscriber IDs (used for PLANET Code) registered as part of a subscription or registered per request/need of a subscriber (i.e., Non-Subscriber Delegate Mailer IDs utilized by a subscription).
- All Mailer IDs (including Non-Subscriber Delegate Mailer IDs) MUST be activated in Confirm by Confirm Customer Assistance.

Subscribers must continue to adhere to proper approval and setup procedures (via Confirm Customer Assistance) to use IMb for Confirm service.

USPS Service Type Identifiers for Confirm Intelligent Mail barcode

Supplement to Pub. 197 Section 3-5

Effective May 18, 2009*, customers can begin using proper IMb Service Type Identifiers (IDs) for Confirm service published in the *Guide to Intelligent Mail for Letters and Flats*. The Service Type

ID is the 3-digit field in the IMb that represents mail classification and associated services (refer to Figures 1 and 2 above). All *valid* "pre-May 18" Service Type IDs for Confirm will be maintained in the system until November 29, 2009 in order to allow customers to transition to new codes without disruption in Confirm data flow.** The current legitimate 2-digit PLANET Code Service Type IDs will not be impacted by this transition.

For Confirm service combined with a particular classification of mail and/or other services or applications (e.g., OneCode ACS), please use appropriate Service Type IDs that represent the appropriate combinations. Please be advised that use of particular Service Type IDs does not automatically register, enroll or assure participation in a particular program or service; subscribers must work with individual programs to enable participation.

Refer to Attachment II for a list of the Service Type IDs (with Confirm Service Type IDs highlighted) to be effective May 18, 2009.

All Service Type IDs (along with associated Mailer/Subscriber IDs and data distribution schedules for individual subscriptions) MUST be setup and activated by Confirm Customer Assistance. Subscribers must contact Confirm Customer Assistance to initiate this process. Data will not flow through Confirm to subscribers unless Service Type Identifiers are enabled in Confirm subscriptions.

(*) Note 1: Service Type Identifiers 270, 271, 274, 310, 311 used with IMb containing a 6-digit Mailer ID with a leading zero will not be functional in Confirm service until estimated date of July 31, 2009.

() Note 2: Intelligent Mail classifications and services may have specific transition rules and requirements related to Service Type IDs, as well as other components. Non-adherence to these rules and requirements may not impact Confirm specifically, but could have impacts outside of Confirm service. Please refer to the *Guide to Intelligent Mail for Letters and Flats* (section 2.5) available at <http://ribbs.usps.gov>.**

Confirm Data Provisioning for Full-Service Intelligent Mail

Supplement to Pub. 197 – New Feature

Effective May 18, 2009, Confirm will be enabled to accept Full-Service data provisioning functionality as cited in the *Guide to Intelligent Mail for Letters and Flats* (sections 4.3 and associated Appendices) available at <http://ribbs.usps.gov>. Confirm Full-Service data provisioning allows subscribers to receive data from mailpieces containing non-subscribers' Mailer IDs in the IMb. Data provisioning also allows subscribers to have all or portions of their data distributed to non-subscribers or other subscribers. Customers may use data provisioning to distribute to multiple (up to three total) business entities at the behest of the subscriber(s). The *Guide to Intelligent Mail for Letters and Flats* contains a complete list of applicable provisioning scenarios available to subscribers and their partnering firms.

Data provisioning functionality is enabled and managed by the Full-Service Intelligent Mail "eDoc" and associated processes. These information-sharing processes are not part of the Confirm service. Subscribers are responsible for maintaining control of the eDoc data provisioning processes and the associated relationships with other parties involved in the processes that impact Confirm service. Confirm data provisioning functionality is only available for mail classified and properly documented/coded as Full-Service Intelligent Mail.

Policy and functionality notifications:

- Scans generated from mailpieces containing a subscriber's Mailer ID within the IMb count toward that subscriber's Confirm subscription account – regardless of data provisioning scenarios utilized for those mailpieces.
- Non-subscribers involved in the data provisioning process – either as entities that “own” the Mailer ID within the IMb on the mailpiece or receive data at the behest of subscribers – must ask appropriate subscribers to register their appropriate Mailer IDs as Non-Subscriber Delegate Mailer IDs in Confirm; registration of Non-Subscriber Delegate Mailer IDs must be paid for by subscribers as registered IDs under Confirm pricing structure. If multiple subscribers are utilizing provisioning scenarios for the same Non-Subscriber Delegate Mailer ID, then all subscribers pay appropriate registration price for that Non-Subscriber Delegate Mailer ID. See Pricing and Mailer ID sections above.
- Scans generated from mailpieces containing a Non-Subscriber Delegate Mailer ID and distributed via Confirm data provisioning count toward the subscriber(s) subscription account; if the same data is distributed to multiple subscribers via Full-Service data provisioning then scans count toward each subscriber's account.
- Scans that are distributed to multiple entities via data provisioning (i.e., duplicate or triplicate scans) at the behest of a subscriber count in total toward the subscriber's account. For example, if a subscriber uses provisioning to distribute what turns out to be 1 million scans to two additional entities, as well as themselves, then 3 million scans would count toward their subscription account.

For technical assistance with data provisioning and Full-Service Intelligent Mail, please contact the USPS *PostalOne!* Help Desk at 1-800-522-9085.

Application Process Modifications

Supplement to Pub. 197 Sections 2-2, 3-5.6

Changes to the Confirm application process include:

- New subscribers obtain their Mailer IDs via a central process and standard business rules. Subscribers will be instructed on how to obtain Mailer IDs when they apply or request a need for additional Mailer IDs. Confirm Customer Assistance can assist in this process, but will not make Mailer ID assignment decisions. This modified process also applies to existing subscribers interested in obtaining new or additional Mailer IDs. Confirm Customer Assistance will verify validity and assignment of Mailer IDs prior to registration in Confirm.
- New subscribers submit 20 sample mail pieces to be evaluated by a local Mailpiece Design Analyst (MDA). Upon receipt of the Confirm Service application, the Confirm Customer Assistance representative will provide the name, address, phone number, and email address for your local MDA. Subscribers are encouraged to submit additional mailpiece samples if the mailpiece design has changed after the initial approval. The MDA will conduct these additional evaluations and subscribers will receive notification of the results.

ATTACHMENT I

Confirm[®] Service Summary of New Subscription Structure and Prices Effective May 11, 2009

Revised March 31, 2009

Confirm Subscription Price Structure – Effective May 11, 2009

Level	Price	Period	Number of Registered ID Codes Included*	Number of Mailpiece Scans With Subscription	Cost for Additional Scans During Subscription Period	Upgradeable?
Silver	\$2,000	3 months	1	15 million	\$500 per 2 million scans	No
Bronze	\$1,000	1 year	1	200,000	\$250 per 10,000 scans	Yes
Gold	\$7,500	1 year	1	50 million	\$800 per 6 million scans	Yes
Platinum	\$25,000	1 year	3	Unlimited	N/A	N/A

(*) A subscriber can register additional ID Codes (i.e., Mailer ID, Subscriber ID) as follows:

- \$2,500 Annually (for Bronze, Gold and Platinum only)
- \$900 Quarterly

Prices Change Policies and Notes

- New structure and prices will go into effect May 11, 2009.
- USPS will honor existing subscriptions under the current structure/prices until such subscriptions expire.
- Current subscribers with subscription expiration dates *prior* to May 11 may renew subscriptions under the current prices.
- Current subscribers with subscription expiration dates *on or after* May 11 are subject to renewal under the new structure/prices. Note: If your expiration date falls on or after May 11 and you have already paid to renew your subscription at the current prices, you will be invoiced for any balance due per the table above.
- New subscribers may purchase a subscription under the current prices only if application/setup processes, including USPS receipt of payment, are completed *prior* to May 11, 2009. To allow USPS reasonable time to complete processing of applications and to verify customer compliance with all application/setup processes, signed applications must be received by USPS prior to April 27, 2009. **Customers who cannot comply with requirements and provide initial payment prior to May 11 are subject to the new prices.**
- If you need assistance with subscribing or renewing a Confirm subscription, please contact Confirm Customer Assistance at confirm@usps.gov or 1-800-238-3150.

ATTACHMENT II

Intelligent Mail barcode Service Type Identifiers (IDs) effective May 18, 2009 – except those marked with (*); highlighted/bolded columns represent Destination Confirm Service Type ID, unless indicated with (**).

Class	Address Correction Option	Basic w/o Confirm	Basic w/Confirm	Full w/o Confirm	Full w/Confirm	Non-Auto w/o Confirm	Non-Auto w/Confirm
First-Class Mail	No Address Corrections	300	310*	260	270*	700	310*
	Manual Corrections	700	040	036	041	700	040
	Traditional ACS	080, 082	140, 240	081, 083	141, 241	080, 082	140, 240
	OneCode ACS – ASR	080	140	081	141	080	140
	OneCode ACS – ASR Option 2	080	140	081	141	080	140
	OneCode ACS – CSR	082	240	083	241	082	240
	OneCode ACS – CSR Option 2	082	240	083	241	082	240
Periodicals	Manual Corrections	704	044	264	274*	704	044
	Traditional ACS	784, 782	244, 144	038, 783	045, 145	784, 782	244, 144
	OneCode ACS – ASR w/o printed Ancillary Service Endorsement	784	244	038	045	784	244
	OneCode ACS – ASR w/ printed Ancillary Service Endorsement	782	144	783	145	782	144
Standard	No Address Corrections	301	311*	261	271*	702	311*
	Manual Corrections	702	042	037	043	702	042
	Traditional ACS	090, 092	142, 242	091, 093	143, 243	090, 092	142, 242
	OneCode ACS – ASR	090	142	091	143	090	142
	OneCode ACS – CSR	092	242	093	243	092	242
BPM	No Address Corrections	401	N/A	265	N/A	706	N/A
	Manual Corrections	706	N/A	466	N/A	706	N/A
	Traditional ACS	424, 431	N/A	423, 430	N/A	424, 431	N/A
	OneCode ACS – ASR	424	N/A	423	N/A	424	N/A
	OneCode ACS – CSR	431	N/A	430	N/A	431	N/A
First-Class Mail Reply Mail	No Address Corrections	700, 708	050**, 052**	700, 708	050**, 052**	700, 708	050**, 052**

(*) Service Type Identifiers 270, 271, 274, 310, 311 used with IMb containing 6-digit Mailer ID with a leading zero will not be functional in Confirm service until estimated date of July 31, 2009.

(**) Origin Confirm Service Type Identifiers – 050 First Class Reply Mail; 052 Business Reply Mail.