



## **AccuZIP Mail Concierge Services** *the strength of our collective network*

### **FAQ'S**

#### **What is commingle?**

Commingling is a process by which multiple-individual mailings from one or more companies are combined to meet USPS® discount minimums. By meeting these minimums, the commingle provider is able to **lower overall postage cost for the mailings**. AccuZIP Customer Partners can achieve greater postage savings, along with potentially faster in-home delivery. The strength of our regional and national AccuZIP network will increase saturation through the postal sorting process. When mail is sorted to a finer sortation before being inducted to the Post Office, it often skips steps within the USPS, thereby **speeding up delivery**.

The AccuZIP Mail Concierge Services can significantly reduce your postage cost, eliminate your USPS liability, and increase your operational productivity. This exclusive service is only available to AccuZIP Customer Partners, period. No matter what volume of mail you send each day, week or month, because you are part of the AccuZIP Mail Concierge Services Network, you will have access to the same low price. Commingling mail with multiple mailers saves money for all mailers, no matter what the volume, mailer configuration, or postage payment method.

## What are the Cost Savings/Benefits of Concierge Service?

Concierge services will offer a guaranteed price per piece (GPP). This includes postage (no additional costs for automation mail pieces), freight and processing, so there is no surprise bill after the job has been mailed. (*Additional pickup fee may apply*)

- **Postage**
  - Understanding the **lower postage cost** of the commingle provider, we are able to offer a GPP. This GPP may be lower than if you were to take the mailing directly to the post office.
  - Armed with a lower postage cost, less labor and preparation costs, potentially faster in-home delivery, and reduced liability, your business can focus on what you do best and grow your business.
  
- **Accounting**
  - Job and piece level reconciliation
  - Exportable data
  - Promo/EPS support
  - Month end accounting
  
- **Project Management** – *Myth: Commingle has always been a black hole with limited visibility*
  - Concierge service provides visibility at each stage of the commingle process starting with the pickup scan
  - Validation of USPS induction through additional scans and reporting
  
- **Logistics**

Logistics is scheduled through the AccuZIP Mail Concierge Service portal (Pickup fees may apply) Potential for **faster delivery** by sorting the mail to a finer sortation prior to inducting it to the Post Office

## Will Commingle Impact my overall delivery timeframe?

The delivery impact is that it generally results in **faster delivery** to your target customer. That's because the mail is going directly to the SCF, which is the last step of the process before mail is sent out for delivery. Rather than taking up to two weeks for your direct mailing to reach your target customers, commingling could allow mail pieces to be delivered faster than if taking directly to the Post Office.

## How does EPS Work if my customer uses an EPS account to pay for postage?

- Your customers with EPS accounts receive the full benefit of the reduced postage costs from presort/commingling of mail.
- Typically, you charge your customers a “processing fee” for sorting their mail. This fee usually ranges from .012 to .018, to cover your labor costs and margin.
- If you induct EPS customers into the concierge program, additional postage savings will be generated instantly for them. Here is how the process works to everyone’s benefit:
  - Your customer receives all the postage savings in the form of a decreased EPS charge (assume they save an additional \$0.02 on their finalized postage)
  - You explain that in order to save them on their EPS, you need to increase the processing fee that you are charging to them. For example, “we need to charge an extra \$0.01 so that we can save you \$0.02 on your EPS account”.
  - Imagine going to your customer and telling them you are going to charge them a higher processing fee, but they will ultimately be paying less overall postage dollars. It’s like giving them free money while your revenues also increase.

## If I pay via EPS for my postage using this service why can’t the AccuZIP Commingle Mail Service also deduct the Services fee from my EPS account as well?

A third party cannot pull funds from a USPS EPS account.

Based on Guaranteed Pricing (GPP – Guaranteed Per Piece) all monies (postage and services) are combined to provide an all in price.

With customers using EPS, postage is an estimated amount (based on best possible qualification used for postage – if EPS postage is higher than estimated, services will be decreased). Either way, the customer is still guaranteed to pay an all in GPP.

All monies in this model are locked before processing volumes (Pending Transaction). When qualifications are finalized and submitted, a Posted Transaction is provided based on the overall GPP provided (as part is being pulled from EPS – not controlled by Royal Alliances).

### Example:

- **Pending** Transaction – Total GPP \$5,000.00
  - Estimated EPS: 4,000.00
  - Estimated Services: (\$1,000.00) Debit – Services (Amount Due)
- **Posted** Transaction - Total GPP \$5,000.00
  - Actual EPS: \$4,500.00 - (Debit by USPS)
  - Actual Services: – (\$500.00) Debit – Services (Amount Paid)

### **Do I still receive a 2% discount/rebate for using Informed Delivery when using this service?**

- Yes. This happens on finalization since the 2% discount is based on final qualification levels. Mailers receive the 2% discount as long as they are setup with the USPS for the promo and the file is inducted within the promotion period.
- We will need samples (send to [support@accuzip.com](mailto:support@accuzip.com)) of the promotion piece as the hub is the one submitting the physical mail.

### **How is confidentiality guaranteed between the mail service provider, mailer and logistics company/hubs?**

- With the transparency and accountability, we offer, concerns about confidentiality and solicitation of customers are all but eliminated with using the Concierge Service. In fact, we have competitive printers sending commingle to other printers today.
- Our partners have committed to maintaining the confidentiality of our customers and are bound by contractual terms not to solicit any customer we bring into them.
- Because of this, it would behoove you to have your customer's mail running through the Concierge Service to lock them into the non-solicitation of your customers.
- To date, we have not had a situation where there was a breach of confidentiality or non-solicitation. Both senders of mail and our hubs are experiencing additional revenues, not possible before, from the relationship's that have been established. It truly is a win-win for both parties.
- We also have presort companies sharing mail with other presort companies. The Concierge Service portal gives them a level of security and accountability to make this happen.

### **What if I need to cancel or reschedule a job?**

- Jobs can be cancelled any time prior to 6-hours of the scheduled pickup without financial impact. If funds have been received all funds will be rebated back to your account, allowing the customer the ability to reschedule using cancelled funds. If the cancellation occurs after the 6-hour window, funds will be returned to your account less the costs of logistics.

### **Who is handling my mail?**

- Logistics and Concierge Partner information is available on the Shipment Information Page found on your Mail Queue per shipment.

### **How is COVID-19 impacting delivery?**

- Currently impacts have been minimal to the supply chain with no direct impacts on mail processing and delivery.

### **Who is responsible for ensuring it gets delivered to the USPS?**

- Royal Alliances commingle locations.

### **How and who do I pay for the mailing?**

- AccuZIP will provide invoicing, allowing multiple payment methods.

### **Who is my mail commingled with?**

- Mail volumes are commingled with various other customers, allowing postage savings to be achieved. Information and security of data is held at the highest levels (AES 256 Security).

### **To which hubs is my mail going?**

- Shipping Information will provide information of the commingle provider

### **Who do I contact for help with my pickups and paperwork?**

- AccuZIP support – Logistics Information also provided on the Shipping Information page.

### **Do I have to palletize my mailing?**

- No, you can Tray only on smaller mailings. Volumes under 20,000 pieces can be trayed for pickup by a van.

### **Do I need a lift gate at my pickup facility?**

- If a facility does NOT have a lift gate, we can provide a truck for pick up that has a lift gate. *(We will need to know in advance if the facility does not have a lift gate, to ensure we schedule a truck with a lift gate.)*

### **What classes and sizes of mail can I use the AccuZIP Mail Concierge Service with?**

- First-Class® (Postcards, Letters, and Flats) – Marketing Mail® (Commercial and Non-Profit) Letters
- Note: Political Mail is currently not supported with this service including Service Type Identifiers (STIDS): 727, 728, 747 and 748.

### Can I take my mail myself to limit logistical costs?

- Yes, you can drop off your mailings to the commingle provider and limit the logistics cost.

### Do using the AccuZIP Mail Concierge Service impact my Mailers Scorecard?

- USPS will hold the edoc submitter accountable for Full Service indicators (Invalid MID, STID, By/For, Barcode Uniqueness, Entry Facility, and Unlinked CoPal) that exceed threshold. It's important to understand that the calculation for assessments is based on the number of errors divided by the total Full Service volume for the month. **This is a great benefit to feeders**, simply because if they mailed on their own and had these types of errors, they may easily exceed threshold because their total Full Service volume for the month would be much smaller than the larger commingled mailings totals.  
\*Note: If a hub exceeds threshold on Full Service and it is determined a feeder contributed significantly, Royal Alliances will ask the feeder to reimburse the hub for their errors.

USPS holds the edoc submitter accountable for the large majority of Seamless indicators (Undocumented pieces, Nesting/Sortation, % Delivery Point, General PAF, and Mail Characteristics PAF). Specifically regarding Undocumented pieces, there are three ways feeder sites minimize impacts in their Mail Owner Scorecards by using the AccuZIP Concierge Service:

- a. The piece level data is captured using the AccuZIP Concierge Service and creates an inclusive mail.dat that our hubs receive automatically into their combined mailing. **This process eliminates the possibility of collecting undocumented mail.**  
\*Note: The only way a feeder could see undocumented in their Mail Owner Scorecard using AccuZIP Concierge Service is if they mistakenly shipped physical mail to the hub that wasn't included in the electronic mail.dat.
- b. After the hub finalizes the job, a report titled "Missing Piece Report" is available for feeders. Any pieces listed on this report should be reviewed and resolved as soon as possible to avoid populating undocumented pieces in Mail Owner Scorecard.
- c. USPS has logic in place to assign undocumented mail to the hub if the pieces are largely surrounded in a tray to the edoc submitter's MID.