



January 29, 2020

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NAPS HEADQUARTERS

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Brian:

As a matter of general interest, the Postal Service is revising Handbook F-85, *International Revenue, Volume, and Performance*.

The subject revisions incorporate language from Statistical Programs (SP) Letter #1, Fiscal Year (FY) 2019, SP Letter #3, FY 2019, and SP Letter #2, FY 2020 (copies of which were previously provided to your organization) into Handbook F-85. Other minor, typographical edits are also included in the revisions.

We have enclosed two copies of the revised Handbook F-85, one with and one without changes identified.

Please contact Bruce Nicholson at 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills", written over a circular blue stamp.

David E. Mills
A/Manager
Labor Relations Policies and Programs

Enclosures



International Revenue, Volume, and Performance Measurement Systems

Handbook F-85

Updated through SP#~~26~~, FY20~~2018~~

~~September 2018~~ January 2020

Transmittal Letter

- A. Introduction.** This handbook is an update of Handbook F-85, *International Revenue, Volume, and Performance Measurement Systems*, which was revised in ~~October-September 2020~~16. All previous editions of Handbook F-85 are obsolete.

This edition of Handbook F-85 contains revisions that Statistical Programs has made since the handbook's previous publication in ~~October-September 2018~~6, including revisions to management policies and procedures, and revisions issued in the following Statistical Programs letters:

- ~~Statistical Programs Letter #2 FY17 (dated December 8, 2016).~~
- ~~Statistical Programs Letter #3 FY17 (dated March 1, 2017).~~
- ~~Statistical Programs Letter #1 FY18 (dated August 30, 2017).~~
- ~~Statistical Programs Letter #5 FY18 (dated April 24, 2018).~~
- Statistical Programs Letter #1, FY19 (dated August 30, 2018).
- Statistical Programs Letter #3, FY19 (dated March 1, 2019).
- Statistical Programs Letter #2, FY20 (dated December 3, 2019).

- B. Explanation.** This handbook serves as a guide to policy for Statistical Programs at Postal Service Headquarters (HQ SP) and for USPS personnel at area offices, district offices, and international gateways who conduct and support International Revenue, Volume, and Performance Measurement tests.

- C. Availability.** Copies are available for Postal Service employees on the Postal Service PolicyNet Web site at <http://blue.usps.gov>. In the left-hand column under "Essential Links," click on *PolicyNet*, and then in the tabs across the top, click on *HBKs*.

- D. Comments on Content.** Address comments or questions regarding the content of this handbook to the following address:

MANAGER OF STATISTICAL PROGRAMS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLZ SW RM 4912
WASHINGTON DC 20260-4912

- E. Comments on Format.** Address comments or questions regarding the language or organization of this handbook to the following address:

BRAND AND POLICY
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLZ SW, RM 4646
WASHINGTON DC 20260-4646

- F. Effective Date.** This handbook is effective ~~September~~ January 2020~~18~~.

A handwritten signature in blue ink that reads "Sharon D. Owens".

Sharon D. Owens
Vice President
Pricing and Costing

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1 Introduction

1-1 Overview

International mail is mail that is exchanged between countries. The Universal Postal Union (UPU), a United Nations sub-agency, classifies mail into three categories:

- a. Express Mail Service (EMS).
- b. Parcel Post (CP). Parcel Post is sometimes referred to using the French term *Colis Postaux* (CP), meaning Parcel Post.
- c. Letter-Post (LP). Letter Post is sometimes referred to using the French term *Lettres et Cartes/Autre Objects* (LC/AO), meaning letters and cards/other objects. M-bags, registered items, and Expres (not EMS) are subsets of Letter-Post.

1-2 SIRVO-IODIS and SIRVI

The Postal Service uses the following two primary sampling systems to estimate international mail revenue, pieces, and weight (RPW):

- a. The System for International Revenue and Volume, Outbound and International Origin-Destination Information System (SIRVO-IODIS).
- b. The System for International Revenue and Volume, Inbound (SIRVI).

These systems provide information on mail characteristics, volume flows, and transit distributions for the major categories of international mail, except for EMS, for which “census” data (meaning actual, not sampled and estimated data) is available from other systems — e.g., the USPS Product Tracking System (PTS) and Global Business System — Receipt.

SIRVO-IODIS samples Letter-Post and Parcel Post in order to report USPS product RPW data. SIRVI primarily samples Letter-Post, but it also samples other classes to a limited extent (i.e., weigh-only tests).

The Postal Service uses the information collected from SIRVO-IODIS and SIRVI to do the following:

- a. Develop estimates of revenue, number of pieces, and weight of outbound and inbound international mail for international reporting and analysis.
- b. Calculate estimates of the number of items per kilogram (IPK) for terminal dues (the funds paid to designated operators for delivering inbound Letter-Post mail from other countries).

- c. Advise senior management on budgeting and planning issues.
- d. Plan the Postal Service's budget based on forecasts of mail volume, workloads, and overall productivity.
- e. Support revenue protection.
- f. Estimate the distribution of airmail sent between each U.S. city and its U.S. exchange office.

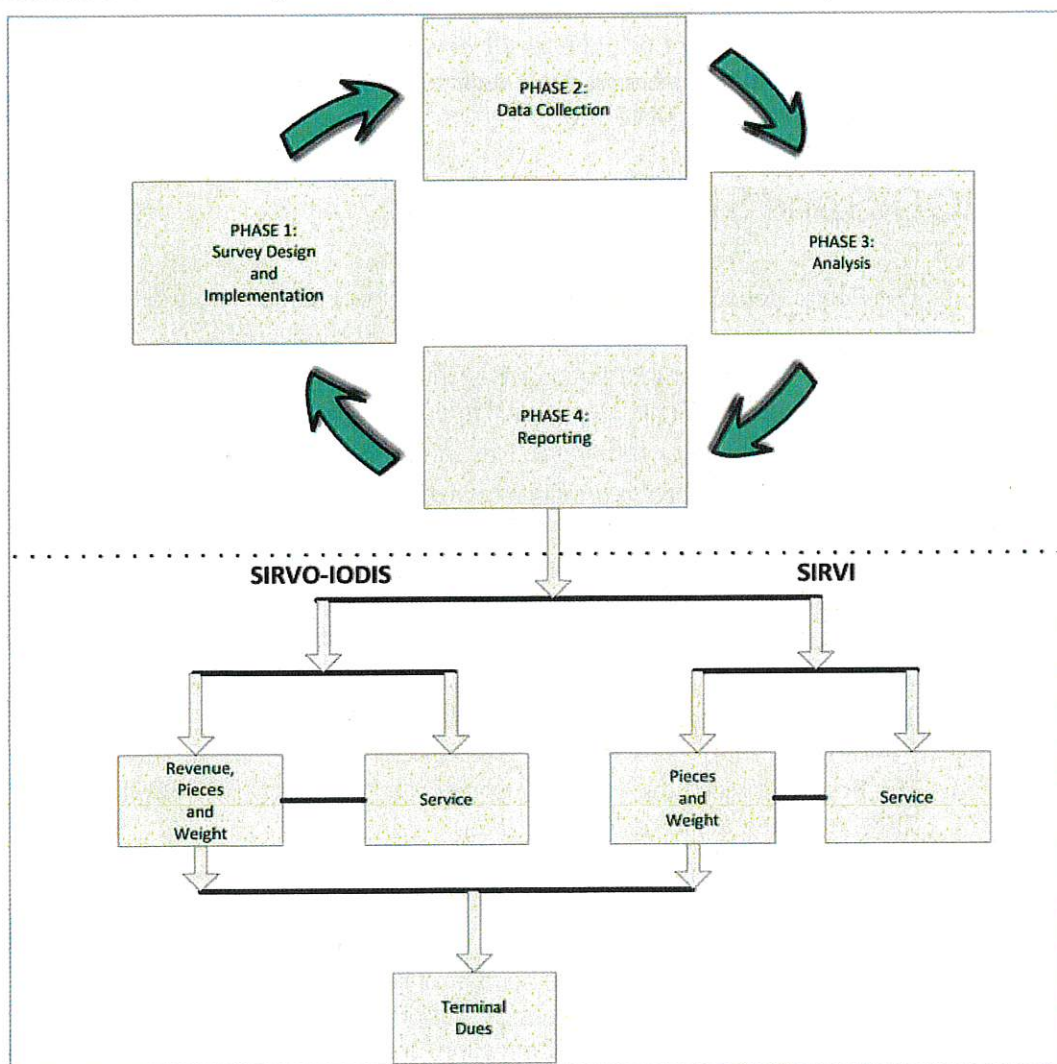
1-3 Four Phases of the International Revenue, Volume, and Performance Measurement Systems

1-3.1 Overview

The International Revenue, Volume, and Performance Measurement Systems process consists of four major phases, as shown in [Exhibit 1-3.1](#).

Exhibit 1-3.1

International Revenue, Volume, and Performance Measurement Systems Process



1-3.2 Phase 1: Survey Design and Implementation

1-3.2.1 Overview

In the survey design and implementation phase, to develop and revise the data collection methods for SIRVO-IODIS and SIRVI, Statistical Programs at Postal Service Headquarters (HQ SP) works with personnel who have the following positions:

- a. Manager Financial Programs Compliance (MFPC).
- b. Supervisor Statistical Programs (SSP). **Note:** To simplify wording and to avoid redundancy, uses of MFPC in this book also refer to the SSP or, at the MFPC's direction, a trained designee.
- c. Data Collection Technician (DCT). **Note:** This handbook refers to a DCT as a "data collector," and it often uses the pronoun "you" to refer to the data collector.

The mail processing days in a quarter make up the SIRVO-IODIS frame (to represent the entire population of outgoing international mail). Each quarter, the SIRVO-IODIS sampling process uses a probability sample of mail destined for foreign countries to determine the number of samples, HQ SP transmits sample files to the Global Business System (GBS), which is a USPS dispatch and receipt application that collects dispatch and receipt data as follows:

- a. GBS Dispatch records mail leaving the United States.
- b. GBS Receipt records mail entering the United States.

GBS uses these sample files to automatically select sample units (receptacles) for you to conduct SIRVO-IODIS and SIRVI tests. The sample data files provide GBS with the criteria to determine receptacle selections from a subset of the total number of receptacles available on a test day. The MFPC develops the test schedules from the sample files in the Computerized On-Site Data Entry Systems (CODES) Web Base Unit (WBU).

1-3.2.2 SIRVO-IODIS Sample and Test Criteria

GBS Dispatch uses historical data to calculate the average weight of mail being dispatched from the international facilities and assigns the weighted skip to select the test receptacles across each test day. The MFPC has the discretion to adjust the weighted skip for the test. GBS Dispatch notifies you that a sample receptacle is available for testing.

For some bulk containers, you may manually select sample receptacles using bulk container procedures. In certain situations when GBS Dispatch is unavailable, manually select sample receptacles as outlined in the SIRVO-IODIS Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVO-IODIS Reference Guide; and see RM-8.

A SIRVO-IODIS test is based on the following criteria:

- a. Destination country.
- b. U.S. origin exchange office (OEO).
- c. Label class — Letter-Post (LP) and Parcel-Post (CP).

- d. Mail category/transportation mode (Air).
- e. Receptacle type — letter tray (PU), flat tray (GU), bag (BG), bulk container (CN), etc.

1-3.2.3 SIRVI Sample and Test Criteria

SIRVI tests a random sample of inbound mail from foreign countries. Each quarter, after HQ SP transmits sample files to GBS, GBS Receipt notifies you that a sample is available for testing. In certain situations when GBS Receipt is unavailable, you must manually select sample receptacles.

The two types of tests used for SIRVI sampling are Letter-Post (LP) tests and weigh-only tests:

- a. *Letter-Post (LP) Tests:* There are two types of LP tests:
 - (1) The Day sample has one Test ID per day for each exchange office. The Test ID starts with an "I" (for inbound) and consists of the first two digits of the U.S. destination exchange office, the last digit of the calendar year, the two-digit month, and the two-digit day of the month (e.g., September 1 is 0901). This Test ID includes all of the tests scheduled for that day. The Postal Service expects that, over a period of time, the daily sampled receptacles of mail reflect the entire inbound mail volume and mail characteristics entering the international facilities.
 - (2) The Monthly sample has one Test ID per calendar month, which often consists of multiple samples. The Test ID starts with an "I" (for inbound) and consists of the first two digits of the U.S. destination exchange office, the last digit of the calendar year, and the two-digit month, and it ends in "00." Although the samples sought are shown under this Test ID, record the actual sample under the day sample's Test ID for that day's sample. This ensures that testing does not overlook sample data and transmits sample data timely.

When recording the samples under the Test ID, always use the date that GBS actually selects the receptacle. If GBS selects a receptacle on a test date without a Test ID (e.g., a Sunday or a holiday), record the test data under the most recent Test ID before the date that GBS selected the receptacle.

Example: "IMI80600" represents a monthly Test ID for a SIRVI test at Miami for Sunday, June 3, 2018.

Note: The sample file also includes Test IDs beginning with "I" and ending in "99," which the Postal Service uses for testing the software. In producing estimates, the Postal Services does not use data under a Test ID ending in "99."

- b. *Weigh-only Tests:* For international Express Mail Service (EMS), Parcel-Post, and other streams with known items provided on the dispatch documents (e.g., "UR" for exclusively Registered Mail), SIRVI samples the receptacle-level weight only to check the reported weight indicated by the country against the actual weight. The weigh-only sample has one Test ID per month for each exchange office. The Test IDs for EMS

and “other” streams begin with “E” and end in “88.” The Test IDs for Parcel-Post begin with “C” and end in “88.”

Note: For a summary of SIRVI test types, see the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under “Statistical Programs,” click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-1.

1-3.2.4 **SIRVI Sample Selection Targets**

The SIRVI sample selection targets particular receptacles for sampling based on the following criteria:

- a. Origin country.
- b. U.S. destination exchange office (DEO).
- c. Label class — Letter-Post (LP).
- d. Mail category/transportation mode (Air, SAL, and Surface).
- e. Receptacle Type — letter tray (PU), flat tray (GU), bag (BG), bulk container (CN), etc.

1-3.3 **Phase 2: Data Collection**

Data collection is the cornerstone for the vital international statistics that the Postal Service needs. Quality data and, ultimately, the ability to make accurate revenue, volume, and service performance estimates depend on proper data collection techniques. It is critical that the Postal Service collects data consistently and in a manner that does not introduce error or bias. When conducting a test, you must follow procedures exactly and must review them periodically to guarantee accuracy.

Data collectors conduct SIRVO-IODIS and SIRVI tests on CODES laptop computers as follows:

- a. For SIRVO-IODIS tests, record RPW data for various international classes, subclasses, extra services, and origin ZIP Codes to measure domestic travel distance.
- b. For SIRVI tests, record piece and weight data for international mail shapes and the destination ZIP Code to measure domestic travel distance.
- c. Complete and review the data for accuracy.
- d. Upload the SIRVO-IODIS or SIRVI test to the CODES WBU daily.

1-3.4 **Phase 3: Analysis**

In the Analysis phase, the Postal Service analyzes data for accuracy at two levels:

- a. At the first level, the data collector transmits tests to the CODES WBU. The MFPC reviews the test reports, which provide a summary of test results. Once the MFPC approves the tests, the system groups the test data from other locations and uploads the test data to the mainframe.
- b. The second level of analysis occurs when HQ SP further analyzes the data.

1-3.5 Phase 4: Reporting

SIRVO-IODIS and SIRVI data produce reports for use by the Postal Service and the Postal Regulatory Commission. The Postal Service uses these reports to develop estimates of the RPW data of international mail by class, subclass, category, and extra service, and for service performance measurements. Estimates of international Letter-Post mail volume play an important role in determining international terminal dues and the funds paid to designated operators for handling mail from other countries.

2 Conducting the SIRVO-IODIS Test

2-1 Overview

2-1.1 General Information

The Postal Service conducts SIRVO-IODIS tests at international exchange offices to capture RPW data for U.S. origin mail destined for foreign countries. SIRVO-IODIS provides country-specific data to support terminal dues settlements, and it measures the service distance for U.S. origin mail from the postmark at an origin U.S. city to the U.S. exchange office.

HQ SP generates a sample list of tests for each exchange office, and it transmits test files to GBS Dispatch for automated sample selection and to CODES for the data collection laptops. GBS Dispatch automatically selects sample receptacles, but in some circumstances, you may select samples manually. Select most outbound bulk containers manually due to dispatch time constraints.

Data collectors conduct the SIRVO-IODIS test on CODES laptop computers. A SIRVO-IODIS test day overlaps tours, requiring more than one data collector to complete the tests. The Postal Service defines a SIRVO-IODIS test day as a 24-hour period, generally from 00:00:00 (midnight) to 23:59:59 of the test day.

The MFPC is responsible for managing the available resources to ensure that data collectors are conducting the SIRVO-IODIS tests as scheduled. The data collector is responsible for sampling, recording, and returning the mailpieces and receptacles to operations in a timely manner.

2-1.2 Required Materials

You need the following items to conduct a SIRVO-IODIS test:

- a. A CODES laptop computer with a fully charged battery pack.
- b. An AC power pack with a power cord.
- c. An extension cord with three-prong plugs.
- d. An electronic scale with a cable for the power source and a cable for the computer connection.

Note: The scale must be accurate to 0.1 ounce. To ensure accuracy, check and level the scale before each test.

- e. A barcode scanner.
- f. A domestic shape template for Letter-Post mail only. (For shape definitions, see the SIRVO-IODIS Reference Guide, which is available

on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under “Statistical Programs,” click on *Reference*; click on *Reference Guides*; click on the link for the SIRVO-IODIS Reference Guide; and see RM-12.)

Exception: Large envelopes and packages may weigh up to 4 pounds.

- g. Marking slips to tag bulk containers scheduled for testing.
- h. Paper and pens or pencils.

The data collector must have access to the following additional resources:

- a. Statistical Programs News.
- b. Statistical Programs Letters.
- c. SIRVO-IODIS Reference Guide.
- d. Handbook F-85, *International Revenue, Volume, and Performance Measurement Systems* (this handbook).
- e. Notice 123, *Price List* (which provides rates and rate group information).

2-1.3 Procedures

When conducting a SIRVO-IODIS test, you must complete the following tasks:

- a. Prepare for the test (see [2-2](#)).
- b. Select a test to conduct from the sample selection (see [2-3](#)).
- c. Enter data into the CODES laptop (see [2-4](#)).
- d. Review and edit mailpiece recordings (see [2-5](#)).
- e. Complete the test (see [2-6](#)).
- f. Transmit the test (see [2-7](#)).

The rest of this chapter discusses each of these tasks.

2-2 Prepare for the Test

2-2.1 Overview

HQ SP selects the dates and sample units for testing. The MFPC performs several activities to prepare for the SIRVO-IODIS tests. The data collector must report to the assigned work area early enough to complete the SIRVO-IODIS test without delaying the mail.

To prepare for a SIRVO-IODIS test, perform the following tasks:

- a. Review the test schedule or sample selection file in the CODES software.
- b. Access SIRVO-IODIS-selected receptacles in GBS Dispatch to search for receptacles in an “Opened” status.
- c. Determine the appropriate time to perform the test. All the necessary mailpieces must be available during the time scheduled for the test, and the test must not delay mail processing.

- d. Communicate with facility employees to gather pertinent testing information.

2-2.2 Receiving the Sample File, Test Schedule, and Software Update

Approximately 2 weeks before a Postal Service quarter begins, HQ SP develops the sample file by selecting sample units. A sample file consists of a list of Test IDs and their characteristics. The CODES WBU receives the SIRVO-IODIS sample file from HQ SP. Download the sample file by accessing the *CODES Main Menu/Communications/Download Samples* screen. If necessary, the MFPC may also download the sample file onto a data storage device for you.

The MFPC uses the list of tests (called the "sample selection file") to develop the test schedule and to make test assignments.

HQ SP distributes software updates automatically to the CODES laptop while connected to the Postal Routed Network (PRN). You can download sample files directly from the CODES WBU.

Note: Do not download new CODES software before indicated in the software release notes.

2-2.3 Accessing the SIRVO-IODIS Sample Selection File

The SIRVO-IODIS sample selection file on the CODES laptop contains test schedule information and types of tests for the entire quarter. Sample selection files contain entries such as the following:

- a. Test ID.
- b. Test date.
- c. Origin exchange office(OEO).
- d. Destination code.
- e. Destination country.
- f. Destination exchange office (DEO).
- g. Mail category/transportation mode.
- h. Label class — Letter-Post (LP) or Parcel-Post(CP).
- i. Receptacle type.
- j. GBS test.
- k. Test status.

2-2.4 Communication

2-2.4.1 Communicating With Facility Employees

Before performing a SIRVO-IODIS test, you must speak with as many people as necessary to learn about the mail processing stream at the test facility and to identify all mail flows in the sample unit for testing. The cooperation and advice of facility employees are essential for counting, recording, and returning the mailpieces to the appropriate mailstream.

Data collectors usually conduct SIRVO-IODIS tests in their work facilities, where they are already familiar with the mail processing operations. Regardless, you must periodically review with facility employees any changes in mail processing operations affecting SIRVO-IODIS tests, including the following:

- a. The locations of the GBS Dispatch workstations.
- b. The location of the designated Statistical Programs GBS workstation.
- c. The dispatch or lock-out times for specific mailstreams (e.g., bulk containers).
- d. Any temporary changes in mail processing, especially during the holidays.
- e. The following four defining characteristics, which must be present in every sample (see also 2-3.2):
 - (1) Destination country.
 - (2) Label class (either LC or CP).
 - (3) Mail category/transportation mode (Air).
 - (4) Receptacle type (letter tray, flat tray, bag, bulk container, outside piece).

2-2.4.2 **Communicating With Headquarters**

You must communicate with your MFPC so that the MFPC can contact the Statistical Programs Service Center (SPSC) at Headquarters to do the following:

- a. Report GBS outages or unexpected changes that would result in less than the number of expected receptacles.
- b. Report pending changes in operations that could impact the four defining characteristics of the test (e.g., a change in the dispatch location or receptacle types, such as bags to bulk containers).
- c. Ask questions about mailpiece recording.

2-2.5 **Acquiring Bulk Container Information**

Before beginning a bulk container test, you must know the following information:

- a. The approximate number of bulk containers that operations expects to dispatch during the 24-hour test day.
- b. The average number of pieces per bulk container.
- c. The bulk container preparation location, which is where operations processes mail for dispatch.
- d. The number of bulk containers already prepared for dispatch, if any.
- e. The dispatch times for bulk containers.

2-2.6 Determining Dispatch Times

You must know when a selected receptacle needs to be returned to operations for dispatch. For GBS-selected receptacles, determine the dispatch lock-out time from the SIRVO-IODIS Printer Notice (see [2-3.3.2](#)) sent to the Statistical Programs printer. The lock-out time is the time by which you must return the receptacle to operations. GBS calculates the lock-out time for Statistical Programs based on the expected dispatch times and the amount of time it should take to sample a particular receptacle type. The amount of time deemed “too close” to dispatch varies by receptacle type (currently within 2 hours for letter trays, 1.5 hours for flat trays, and 1 hour for bags). For a non-GBS bulk container test, you must obtain the dispatch lock-out time from facility employees.

Note: When GBS selects a receptacle for testing, the designated Statistical Programs GBS workstation creates a printed report, called the “SIRVO-IODIS Printer Notice.” This report identifies the GBS Dispatch workstation where the GBS operator sets aside selected receptacles for you to sample. (For more information on the Printer Notice, see [2-3.3.2](#).)

You must allow enough time to sample all test mail before the dispatch or lock-out time. For GBS tests, receptacles selected too close to the dispatch time generate a Printer Notice indicating that this receptacle is a Bypassed Receptacle — i.e., one that you do not include for sampling. Later, you offset the Bypassed Receptacle with a Replacement Receptacle. For further information on Bypassed and Replacement Receptacles, see the SIRVO-IODIS Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under “Statistical Programs,” click on *Reference*; click on *Reference Guides*; click on the link for the SIRVO-IODIS Reference Guide; and see RM-4.

If there is not enough time to finish a test without delaying the mail, you must advise the MFPC immediately. The data collector may need to stop sampling the receptacle and delete the data from the GBS-Dispatch interface so that GBS can select another receptacle from a later dispatch.

After sampling all selected mail, you must return the mail to operations for dispatch.

Note: Tests may have more than one dispatch lock-out time on the test day because there may be more than one dispatch for the mailstream being tested.

2-2.7 GBS Dispatch Workstations

As GBS operators scan receptacles for dispatch, GBS identifies and selects specific sample receptacles for GBS tests. A facility may use several GBS dispatch workstations to select test mail. For instance, one workstation may containerize and label parcels, while another station may containerize and label flats.

You must know the location of the designated GBS workstation. When GBS selects a receptacle for testing, the designated GBS workstation creates the printer notice, identifying the GBS Dispatch workstation where the selected receptacle is held.

~~2-2.8 Rescheduling or Canceling SIRVO-ODIS Tests~~

~~2-2.8.1 Overview~~

~~The MFPC is responsible for ensuring that data collectors conduct all SIRVO-ODIS tests as originally scheduled, because revenue, volume, and performance measurement systems test data are critical to Postal Service operations and the rate-setting process. The MFPC must reschedule or cancel a test only as a last resort — do not reschedule or cancel tests as a means of managing resources. (For further instructions on rescheduling or canceling a SIRVO-ODIS test, see Handbook F-95, *Statistical Programs Management Guide*.)~~

~~**Note:** The MFPC may cancel or reschedule SIRVO-ODIS test for quarterly training.~~

~~2-2.8.2 Rescheduling Tests~~

~~If scheduling problems arise, such as routine lack of data collectors, the MFPC reevaluates staffing requirements and employee work schedules. (One of the MFPC's responsibilities is to keep a cadre of data collectors.) The MFPC then makes the necessary changes to correct any test-scheduling problems. If the MFPC needs help in any of the above areas, contact the SPSC.~~

~~Analyses of historical revenue, volume, and performance measurement systems data show that mail class volumes are significantly different by the day of the week. Test rescheduling is not a matter of convenience — instead, the MFPC uses rescheduling only as a last resort.~~

~~2-2.8.3 Reasons for Rescheduling Tests~~

~~The MFPC reviews all tests on a regular basis before approving completed tests on the CODES WBU and takes special care to identify any test record containing incorrect data or any other evidence that requires a test to be rescheduled.~~

~~Statistical Programs accepts only the following situations as reasons that may lead to rescheduling a test:~~

- ~~a. — The test was incomplete because the data collector missed a complete dispatch of mail.~~
- ~~b. — The data collector conducted the test on the wrong sample unit.~~
- ~~c. — There was an equipment failure (e.g., the CODES laptop failed during a test and there was no backup laptop available, or GBS was dispatching but failed to select samples).~~
- ~~d. — There was no data collector available to conduct the test.~~
- ~~e. — The test was exempted from computation for the Test Status Statistics Report (TSSR) because the date of the test coincided with the quarterly training date.~~

~~**Note:** Employee illness or statements that a test was overlooked are not justifications for missing a test. Backup employees must be ready in case of unexpected absences.~~

2-2.8.4 Rescheduling Procedures

SIRVO-IODIS tests are critical to transit time analysis, performance measurement systems, terminal dues calculations, and the rate-setting process. Statistical Programs staff must make every attempt to conduct tests as originally scheduled. The Postal Service has developed the following guidelines so that the MFPC can maximize the number of tests conducted. The MFPC reschedules a test on the same day of the week before or after the original scheduled test date. If the original test had been scheduled for the last week of the quarter, then reschedule the test to any day of the last week of the quarter. If GBS is dispatching receptacles but failing to select samples, and if the resulting rescheduling creates a workload issue, the MFPC contacts the SPSC for guidance on which tests to reschedule, cancel, or modify.

2-2.8.5 Canceling Tests

The MFPC must avoid canceling a SIRVO-IODIS test whenever possible, but if cancelation is necessary, the MFPC uses the following reasons to justify those actions:

- a. The sample unit no longer exists. If a sample unit is changed after the sample selection was generated for the quarter, contact the SPSC for updates and any required actions.
- b. The test is on a training day and rescheduling is not possible.
- c. Statistical Programs instructs the data collector to cancel the test as a result of a GBS failure to select samples.

2-2.8.6 Delinquent Tests

The MFPC must account for every test. If the MFPC is unsure how to treat a test, contact the SPSC.

2-2.8.7 Zero Volume Tests

A Zero Volume test is a test for which there was no mail processed for the test country on the day of the test. The MFPC reports a Zero Volume test on the CODES WBU.

2-3 Select a Sample

2-3.1 Overview

During a SIRVO-IODIS test, either the GBS Dispatch system or you select receptacles, and then you record the mail within these receptacles. This sample statistically represents every mailpiece in the sample unit.

It is important for you to know the sampling procedures well. Strict adherence to the sampling procedures produces accurate statistical data, while poor attention may produce data with deviations and biases. Each mailpiece that you select and record represents thousands of similar mailpieces from around the country that are not being tested. If operational

processes or workload constraints make it difficult to follow standard written policies and procedures, contact the MFPC for guidance.

2-3.2 Four Defining Characteristics

The sample selection consists of receptacles that meet each of the following four defining characteristics:

- a. Destination country.
- b. Label class (either LC or CP).
- c. Mail category/transportation mode (Air).
- d. Receptacle type (letter tray, flat tray, bag, bulk container, outside piece).

These four characteristics must be present in every sample. The first three characteristics appear on the receptacle label (CN 34, 35, 36, etc.) and in the 29-digit UPU barcode. The last characteristic (receptacle type) is the physical description of the receptacle and is indicated on the receptacle label. Position 25 of the barcode indicates the receptacle type for outbound countries such as Canada, as follows:

- a. "2" indicates letter tray.
- b. "3" indicates flat tray.
- c. "4" indicates bag.
- d. "5" indicates outside piece.
- e. "6" indicates bulk container.

For non-Canadian outbound countries, we use dispatch labels as follows:

- a. "UA" indicates either letter tray and Format P, or flat tray and Format G.
- b. "UN" indicates a bag, outside piece, or bulk container and Format E.

2-3.3 GBS-selected Receptacles

2-3.3.1 Overview

GBS Dispatch produces the dispatch documentation for outgoing mail. A "Yes" appears in the "GBS Test?" column on the *Conduct Test* screen in the CODES software to indicate a GBS-selected receptacle. GBS Dispatch interfaces with SIRVO-IODIS and selects a subset of receptacles based on an algorithm using the accumulated weight of the scanned mail. GBS explicitly marks all SIRVO-IODIS sample receptacle labels to indicate that the receptacle is set aside for sampling.

2-3.3.2 Printer Notice

All SIRVO-IODIS tests span a 24-hour testing period. For a GBS test, the system automatically selects receptacles between the beginning and ending cutoff times — i.e., 00:00:00 (midnight) to 23:59:59.

When GBS selects a receptacle for testing, the designated Statistical Programs GBS workstation creates a printed report called the "SIRVO-IODIS Printer Notice." This report identifies the GBS Dispatch workstation where the GBS operator sets aside selected receptacles for you to sample.

2-3.3.3 Receptacle Labels

2-3.3.3.1 Overview

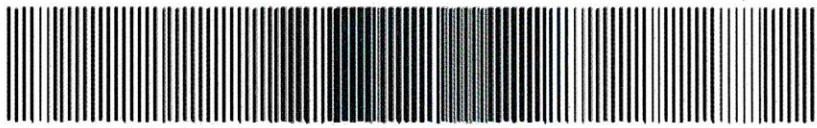
For outbound receptacles selected for testing, GBS outputs "HOLD FOR SAMPLING" on the receptacle's label. The following sections discuss the three Hold for Sampling labels that help operations and you identify a receptacle for sampling.

2-3.3.3.2 The Main "Hold for Sampling" Label

As shown in [Exhibit 2-3.3.3.2](#), the main hold for SIRVO-IODIS label includes the text "HOLD SAMPLING" in several places, and the "Offload" location shows "HOLD" instead of the actual location so that operations cannot dispatch the receptacle.

Exhibit 2-3.3.3.2

Main Hold for Sampling Label

From USJFKA USPS		Par Avion		CN 35 UN-E F
Mail No. 1115		Mailstream BG – BAG (USPS)		
Date 2018-06-17		To HOLD FOR SAMPLING		
Receptacle 005	Items 011	CASTEAU		
Gross Kg. 5.4	Net Kg. 5.2	 USJFKABEBRUAAUN51115005000054		
Seal No. 58201230				
Producer JICUSA-USJFK-1AAA01-F13		Via HOLD SAMPLING HOLD SAMPLING HOLD SAMPLING HOLD SAMPLING		Conveyance HOLD SAMPLING
Print Date/Time 20180617 10:10				Off load HOLD
Expedited				


2-3.3.3.3 "Domestic Offload" Label

When the system prepares a receptacle for dispatch at location "A" and routes it to a gateway exchange office "B," the system selects the sample for testing at location "A," but produces a "Domestic Offload" label. As shown in [Exhibit 2-3.3.3.3](#), the Domestic Offload label for SIRVO-IODIS receptacles includes the text "HOLD FOR SAMPLING" and a "Deliver to:" location of "HOLD." After testing, return the receptacle to GBS as you would any other receptacle — GBS produces a Domestic Offload over-label replacing "Deliver to: HOLD" with a new location.

Example: A receptacle prepared in LAX, for routing to Trinidad via MIA, receives a 29-digit barcode reflecting "LAX" as the OEO, and GBS selects the receptacle for testing in LAX. When you return the receptacle, GBS replaces the "HOLD" label with one saying "Deliver to: MIA."

Exhibit 2-3.3.3.3

Domestic Offload Label

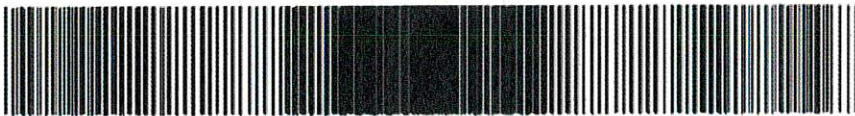
Air Carrier NO NOT SCAN THIS LABEL	
For ISC Use Only - HOLD FOR SAMPLING	
Dispatch Ready	
	
USJFKABEBRUAUN51115005000054	
Producer JICUSA-USJFK-1AAA01-F13	Print Date/Time 20180617 10:10

2-3.3.3.4 **“Dispatch Ready” Label**

When the system prepares a receptacle at an OEO for dispatch and does not yet have a flight assignment, the system selects the receptacle for sampling and produces a “Dispatch Ready” label. As shown in [Exhibit 2-3.3.3.4](#), the Dispatch Ready label for SIRVO-IODIS receptacles includes the text “HOLD FOR SAMPLING.” After testing, return the receptacle to GBS as you would any other receptacle — GBS produces a Dispatch Ready over-label without the “HOLD” notice.

Exhibit 2-3.3.3.4

Dispatch Ready Label

Air Carrier NO NOT SCAN THIS LABEL	
For ISC Use Only - HOLD FOR SAMPLING	
Dispatch Ready	
	
USJFKABEBRUAUN51115005000054	
Producer JICUSA-USJFK-1AAA01-F13	Print Date/Time 20180617 10:10

2-3.3.4 GBS Selection Failure

In the event that GBS is still dispatching (i.e., not a zero volume day) but fails to select samples, you must immediately contact your MFPC so that the MFPC can contact GBS support to report the problem and notify the SPSC for instructions on rescheduling, canceling, or modifying the test schedule. If GBS sample selection does not begin within 2 days, the MFPC instructs you to perform manual sample selection by seeking replacement receptacles.

2-3.4 Bulk-container/Non-GBS–selected Receptacles

Not all SIRVO-IODIS tests are linked to GBS. Due to dispatch time constraints, GBS does not automatically select bulk containers for sampling (except for Canada parcels only to JFK and ORD). A “No” appears in the GBS Test column on the *Conduct Test* screen to indicate a non-GBS–selected receptacle. Using the four defining characteristics (see 2-3.2), manually isolate and select the bulk containers. Depending on the level of the bulk container’s completion, test procedures vary.

Select bulk containers in the following order of preference:

- a. Completed bulk containers with final barcode labels.
- b. Bulk containers close to completion (those without a final barcode label).
- c. Temporary/interim containers (those without a final barcode label).

2-3.5 Sample Unit Cutoff Times

The beginning and ending times for a SIRVO-IODIS test are determined by the sample unit cutoff times. Each sample unit has a beginning cutoff time and an ending cutoff time, as follows:

- a. **24-hour sample unit:** All SIRVO-IODIS tests span a 24-hour testing period. For non-GBS tests, the beginning cutoff times typically occur at 00:00:00 (midnight) and 23:59:59. However, in some cases, the MFPC adjusts cutoff times to match mail processing flows and dispatch times. For these tests, the MFPC schedules cutoff times to start and stop at any time during the test day, as long as they span a full 24-hour period.

Example: There is a bulk container test for U.S. origin mail to Canada at an air exchange office. The normal dispatch times for this mail are at 05:00, 14:00, and 22:00. The test is scheduled for Tuesday; however, the MFPC adjusts the 24-hour test day to start not at 00:00:00 (midnight) on Tuesday, but instead to start with the cutoff time at 22:00:00 Monday to coincide with the dispatch date and time. Include all available mail at the air exchange office starting with the last dispatch on Monday (i.e., with the 22:00 dispatch). Continue to sample all mail throughout the 24-hour period (until 21:59:59 Tuesday).

- b. **Monday tests and tests after holidays.** Cutoff times for a sample unit span a 24-hour period, including Sundays. Therefore, it is not necessary to make any special adjustments for Monday tests or tests after holidays. However, when performing a non-GBS bulk container test with cutoff times that do not occur at 00:00:00 (midnight), you

might need to make special adjustments. Use the following guidelines for a test scheduled for a Monday or for after a holiday:

- (1) For a test scheduled for Monday at a facility that does not process mail on Sunday, include all mail made available since the Saturday cutoff time. If the facility processes mail on Sunday, include all mail made available since the beginning cutoff time on Sunday.
- (2) For a test scheduled for after a holiday, include all mail made available after the ending cutoff time on the day before the holiday.
- (3) For a test scheduled for Tuesday after a Monday holiday, do one of the following:
 - (a) If the facility does not process mail on Sunday, include all mail made available after the ending cutoff time on Saturday.
 - (b) If the facility does process mail on Sunday, include all mail made available after the ending cutoff time on Sunday.

2-3.6 **Avoid Double-counting and Missed Mail**

You must do the following to avoid double-counting and missed mail:

- a. Follow the test description closely.
- b. Ask the MFPC to clarify any inconsistencies in the sample unit description.
- c. Know the facility's mail processing stream well enough to identify any potential for double-counting or missing test mail.
- d. Include all test mail when conducting a non-GBS bulk container test.

Each mailpiece that you select and record represents thousands of similar pieces from around the country that are not tested. The integrity of the test data is threatened if a mailpiece has the potential to be counted more than once, or if it *never* has a chance to be counted.

When looking for mailpieces that have the potential to be double-counted, pay close attention to receptacles holding only mail sorted to the wrong destination country (missent mail). To help prevent double-counting, ask the following questions:

- a. If you conducted every possible test on the same day, could any mailpiece from this test be counted in any of the other tests?
- b. Could any of the mail being tested have the potential to be tested on more than one day?

To avoid missing any mailpiece, ask the following questions:

- a. Could there be any mailpieces belonging to this test that might be excluded in the sampling?
- b. Where could this excluded mail be located?

2-3.7 Recording Receptacle Contents and Service Information

After identifying and recording receptacle information, record information for the sample mailpieces that are contained within the receptacles. The data collector records product and service information for a subset of the receptacle contents (service pieces), then records only product information for the remaining items (non-service pieces).

Select mailpieces based on the type of container or receptacle as follows:

- a. *Non-bulk Containers:* For letter trays, flat trays, International Post Corporation (IPC) letter trays, IPC flat trays, and bags, select all mailpieces.
- b. *Selected Receptacles:* For bags, select all mailpieces.
- c. *Bulk Container Receptacles:* A bulk container has a receptacle label and contains loose items or subreceptacles (letter trays, flat trays, or bags). Subreceptacles do not have receptacle labels. A bulk container test requires you to subsample the containers and contents as follows:
 - (1) Bulk Containers — Loose Items (noted with the abbreviation "CI," which refers to "container items"):
 - (a) At the *Bulk Container Skip — Loose Items* screen, follow the CODES software instructions by entering the mailpiece skip interval that generates approximately 50 sample pieces.
 - (b) If the receptacle contains fewer than 50 pieces, enter a mailpiece skip interval of "1" and enter the service information for all pieces. The CODES software displays the random start number.
 - (2) Bulk Containers — Subreceptacles:
 - (a) Enter bulk container information, including the type of subreceptacles.
 - (b) If the bulk container contains more than one type of subreceptacle (i.e., mixed subreceptacles), enter the quantity of each subreceptacle type. The CODES software displays the number of subreceptacles to sample (one of each type).
 - (c) If the bulk container contains only one type of subreceptacle (e.g., letter trays, flat trays, or bags), sample two subreceptacles of that type.
 - (d) Ensure that selected subreceptacles do not display individual receptacle labels.
 - (e) Sample all mailpieces in each of the selected subreceptacle types (i.e., letter trays, flat trays, bags).
 - (3) Outside Piece (indicated by the UPU code "PC"): Select the outside piece.

2-4 Enter SIRVO-IODIS Data Into the CODES Laptop

2-4.1 Overview

The CODES software prompts you to enter information about the selected receptacles and their contents. For additional data entry instructions, see the SIRVO-IODIS Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under “Statistical Programs,” click on *Reference*; click on *Reference Guides*; click on the link for the SIRVO-IODIS Reference Guide; and see Section 1.

Perform the following steps to conduct a SIRVO-IODIS test:

1. For GBS-selected receptacles, access GBS and the *International Dispatch/GBS Stat Programs/Receptacle Selection* screen to search for receptacles in an “Opened” status. Locate all GBS Dispatch workstations to collect sample receptacles.
2. For bulk-container/non-GBS-selected receptacles, determine where the mail is prepared for dispatch.
3. Verify that selected receptacles meet the four defining characteristics (see 2-3.2).

Note: For GBS-selected receptacles, compare the 29-digit barcode printed on the SIRVO-IODIS Printer Notice to the 29-digit barcode printed on the dispatch label — the two barcodes must match to verify that you have the correct receptacle. If you cannot locate the GBS-selected receptacle, select a replacement receptacle that meets the same four defining characteristics. For a non-GBS test, verify that each receptacle inside each selected bulk container does *not* have a receptacle label — if any receptacle in a bulk container has a receptacle label, do not include it as part of the bulk container sample. For example, a receptacle with its own receptacle label might be placed on top of a bulk container just for transportation reasons. But if a bag in a bulk container has a receptacle label, the weight of the bag is not included in the receptacle label’s weight for the bulk container, so the bag is not considered part of the bulk container receptacle.

4. Attach to the CODES laptop an electronic scale that can record weight to 0.1 ounce. Before using the scale in a SIRVO-IODIS test, level the electronic scale and determine if calibration is necessary. Always place the scale on a stable surface.

Note: When performing a SIRVO test, set up the scale to imperial weight. If the scale is set to metric weight, a warning screen displays in the *Actual Gross & Tare Weight* screen.

5. Enter receptacle barcode information as follows:
 - a. Electronically: Scan the 29-digit UPU barcode, whenever possible, to save time and improve accuracy of the test.
 - b. Manually: When you are unable to scan the barcode, enter the information manually, including the reported weight.

6. Enter the receptacle type.
7. Enter the weight information.
8. Enter the receptacle content information for selected mailpieces.
See 2-3.7.
9. *Receptacle tags.* If the receptacle has a pink Tag 115, *International Priority Airmail*, or a blue Tag 155, *International Surface Air Lift*, or a Tag 8, *Global Priority Mail* (which has the *Post Expres* logo), enter the appropriate option on the screen. If none of these tags is present, enter option "0 – None of the above."

Note: If the reported weight (as represented in the barcode) differs more than 2 kilograms (kg) from the actual gross and tare weight (as measured by the Statistical Programs scale), confirm the weight on another Statistical Programs scale. If necessary, level the other scale, and if the measured actual weight is less than 2 kg, proceed as usual taking the sample.

If you confirm that the actual weight is different by more than 2 kg, write the actual weight on the SIRVO-IODIS Printer Notice for the receptacle and continue entering the data for the receptacle. After sampling the receptacle, notify the manager of Distribution Operations (MDO) of the discrepancy and provide a copy of the marked SIRVO-IODIS Printer Notice so that the MDO may check the scale used by GBS.

10. Record information for the service pieces.
11. Record information for the non-service pieces.
12. Validate and end the test.

2-4.2 Multiple Identical Pieces for IPA and ISAL Receptacles Only

If you select Product Type "International Priority Airmail (IPA)" or "International Surface Air Lift (ISAL)," avoid manually counting an entire receptacle of identical pieces, which could be in the hundreds. When entering the receptacle contents, use a holding container to hold all of the mailpieces on the scale. The "holding container" may be the actual sampled receptacle (without strapping) or another container, such as a flat tray. Weighing the holding container and all of its contents together allows the CODES software to automatically calculate the number and total weight of pieces (pounds).

2-4.3 Subsampling Service Pieces

Service pieces are air single-piece letter mailpieces and flat Letter-Post mailpieces sampled to measure the service distance from the U.S. origin city to the U.S. exchange office. The software targets a number of service pieces for each shape group (e.g., letters, flats) within a given letter tray or flat tray. The data collector enters a mailpiece skip interval for a letter tray or flat tray, and the CODES software provides a random mailpiece start number and mailpiece skip interval. The data collector enters all of the receptacle content

and service information for the service pieces, and then records the receptacle content information for the non-service pieces.

To obtain a mailpiece skip interval for the service pieces, divide the approximate number of pieces for each shape group in the selected receptacle by the target number of service pieces that the software requests. (See the SIRVO-IODIS Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under “Statistical Programs,” click on *Reference*; click on *Reference Guides*; click on the link for the SIRVO-IODIS Reference Guide; and see RM-10.)

Example: There are 500 letters in the receptacle. Per RM-10, select 25 pieces to sample, and divide the total number of pieces by the target number ($500/25 = 20$) — the mailpiece skip is 20. The CODES software generates a random start number.

If the mailpiece skip interval generates more or fewer pieces than expected, enter the service information for all selected pieces. If the receptacle contains fewer pieces than the target number, enter a mailpiece skip interval of 1 and enter the service information for all pieces.

Note 1: After entering the service information and product information for these pieces, stop recording service information by selecting the end service info sampling button.

Note 2: To record non-service pieces efficiently, group mailpieces with the same characteristics (shape, postage, weight, indicia).

In preparation for entering mailpiece data into the CODES laptop, review the special recording rules in chapter 4.

2-5 Review and Edit Mailpiece Recordings

After verifying a SIRVO-IODIS mailpiece, you may review the last entry by selecting the “Previous (Esc)” option from the *Data Correct?* screen. Selecting this option allows you to backup within the software to the point where the correction is required and allows you to once again verify or edit the entered information. If any of the test data is incorrect, you must edit the record.

2-6 Complete the SIRVO-IODIS Test

2-6.1 Overview

Once you have recorded the final mailpiece, end the SIRVO-IODIS test and save the collected data. You may need to suspend a test for a period of time or in some circumstances even abort a test.

2-6.2 Returning Sampled Receptacles in GBS Dispatch and to Mail Processing

Return all mail to mail processing before the lock-out time. Coordinate with other data collectors and with operations to ensure that all receptacles

selected from a sample unit are dispatched on time (see 2-2.5). For GBS-selected receptacles, access *GBS International Dispatch Stat Programs* and press the "Return Receptacle" button to change the status from "Opened" to "Returned."

Return all missorted or postage due mailpieces to the appropriate mail processing operation. Inform mail processing employees that you removed some mailpieces and adjusted the weight of the receptacle to account for the removed pieces.

For GBS-selected receptacles, access the GBS Stat Programs interface in the GBS International Dispatch system. Select the "Receptacle Selection" tab and then select the applicable receptacle, as follows:

- a. If the GBS Dispatch terminal is connected to a floor scale, click the "Read Scale" tab to adjust the weight.
- b. If the GBS Dispatch terminal is not connected to a floor scale, manually enter the adjusted weight.
- c. For parcels only, enter the piece count and then select the "Modify Pieces" tab to adjust the piece count if needed.

2-6.3 **Validating and Finishing the Test**

Validate and finish the test session after entering the mailpiece information for all of the selected receptacles. Review the data for accuracy and then select "Validate/Finish Test." The *End Test Menu* screen provides several options:

- a. *Suspend Test*: If you have not completed the test but are ready to save all entered data, select the "Suspend Test" button. Use this option when any of the following occurs:
 - (1) Waiting for the next dispatch.
 - (2) Going to lunch.
 - (3) Sharing the laptop with another data collector performing the same test on another tour.
- b. *Continue Test*: If you need to enter more data for the current test, select the "Continue Test" button.
- c. *Abort Test*: If you selected the wrong test from the *Conduct Test* screen and recorded data in an incorrect selection, abort the test in order to select the correct test. The CODES software stores all aborted test data. If you do not want to save the data for the current test, select "Abort Test" to delete all entered data.
- d. *End and Save the Test*: When you complete the test and are ready to save the data, select "End Test and Save."

2-6.4 **Ending the Test and Recording Time**

At the conclusion of a SIRVO-IODIS test, save the test data to the CODES laptop hard drive.

For SIRVO-IODIS tests only, the *DCT Time* screen appears after selecting "End Test and Save" from the *End Test Menu* screen.

2-6.5 Data Collector's Time

For *DCT Time*, record the total time to prepare for and complete the sampling of the receptacle(s) related to the test. Include the time used to obtain and return the receptacle(s) within the test facility. Also include time spent as follows:

- a. Enter the total time in hours and minutes. Do not include time waiting for mail to arrive or any time not on the clock.
- b. Record your own time in your test session. However, in the event that one data collector is recording while another is assisting but not recording, the recording data collector adds the times for both data collectors and enters the total time.
- c. Track the data recording time for each selected receptacle.

Before ending and saving the test, the SIRVO-IODIS software prompts you to enter the amount of time taken to conduct the test. Enter the total time in hours and minutes. Record the time for activities directly related to the test, including time spent preparing for and completing the test, which includes time spent on the following tasks:

- a. Communicating with the facility manager.
- b. Isolating and preparing the mail.
- c. Setting up and taking down the computer.
- d. Gathering and selecting sample mailpieces.
- e. Entering, reviewing, and sending data.
- f. Traveling to and from the test site.

Note: For *Travel Time*, enter travel time to and from your home worksite to the test worksite. If the home worksite is the same as the test worksite, leave these fields blank.

Do not include time while not on the clock or time spent performing other activities unrelated to the test, such as conducting IOCS readings or site reviews while waiting for dispatch arrivals. Do not include the time used to notify the office of the test.

If multiple data collectors worked on the test and used separate laptops, do not add the times together. Each data collector records his or her own time in the CODES laptop session.

2-7 Transmit the Test

From the *SIRVO-IODIS Main Menu*, select "Transmit Test" to transfer the test data to the CODES WBU.

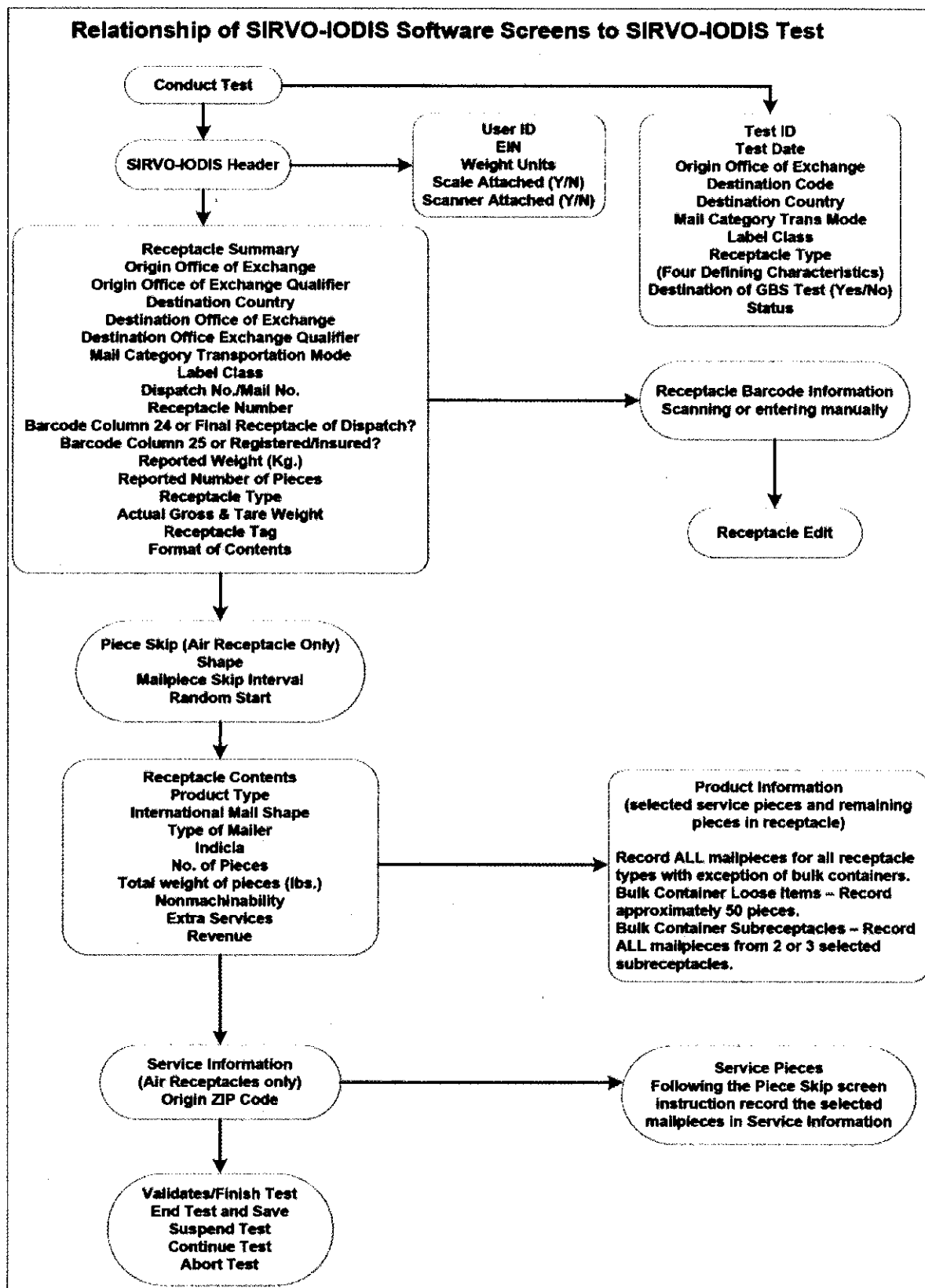
If for any reason it is not possible to transmit the test electronically, perform the following steps:

1. Transmit the test to an external storage — i.e., a universal serial bus (USB) portable device.
2. Notify the MFPC.
3. Contact CODES Support for additional help.

The flowchart in [Exhibit 2-7](#) shows the relationship between the software screens and the test process.

Exhibit 2-7

Relationship of SIRVO-IODIS Software Screens to SIRVO-IODIS Test



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3 Conducting the SIRVI Test

3-1 Overview

3-1.1 General Information

When foreign-designated operators dispatch Letter-Post mail to the United States, they pay terminal dues to the Postal Service to deliver that mail to the final U.S. address. The destination country determines the reporting of weight and volume (pieces) passing from one designated operator to another. The Postal Service collects census (known) weight information from postal dispatch documents and estimates mail volume by using the data from SIRVI. The Postal Service uses the SIRVI data to calculate the number of items per kilogram (IPK), which the Postal Service then applies to the census weight to determine the volume of mail dispatched to the United States.

Correct and consistent application of data collection techniques ensures the accuracy of the IPKs, the resulting estimated volume, and ultimately the revenue that the Postal Service collects from foreign postal operators.

HQ SP generates a sample list of tests for each exchange office, and sends test files to the GBS Receipt system for automated sample selection and to the CODES laptops. The GBS Receipt system generally automatically selects sample receptacles, but in some circumstances, the data collector may manually select sample receptacles.

A data collector conducts the SIRVI test during a SIRVI test day on a CODES laptop. The Postal Service defines a SIRVI test day as a 24-hour period — i.e., from 00:00:00 (midnight) to 23:59:59 of the test day. A SIRVI test day overlaps tours, requiring more than one data collector to complete all sample target receptacles for a single SIRVI test.

The data collector is responsible for sampling, recording, and returning the mailpieces and receptacles to operations in a timely manner (see [2-2.5](#)).

The MFPC is responsible for managing available resources to ensure that data collectors conduct SIRVI tests as scheduled.

3-1.2 Required Materials and Resources

3-1.2.1 Required Materials

You need the following items to conduct the test:

- a. A CODES laptop computer with a fully charged battery pack.
- b. An AC power pack with a power cord.

- c. An extension cord with three-prong plugs.
- d. An electronic scale with a cable for the power source and a cable for the computer connection.

Note: The scale must be accurate to 0.1 ounce. To ensure accuracy, check and level the scale before each test.

- e. A barcode scanner.
- f. Paper and pens or pencils.
- g. An international shape template.

3-1.2.2 Additional Resources

You must have access to the following additional resources:

- a. Statistical Programs News.
- b. Statistical Programs PATS (Process Activated Training System).
- c. Statistical Programs Letters.
- d. SIRVI Reference Guide.
- e. Handbook F-85 (this handbook).

3-1.2.3 Procedures

When conducting a SIRVI test, you must complete the following tasks as appropriate:

- a. Prepare for the test (see [3-2](#)).
- b. Select a test to conduct from the sample selection (see [3-3](#)).
- c. Enter data into the CODES laptop (see [3-4](#)).
- d. Complete the test (see [3-5](#)).
- e. Transmit the test (see [3-6](#)).

The rest of this chapter discusses each of these tasks.

3-2 Prepare for the Test

3-2.1 Overview

HQ SP selects the dates and sample units for testing. The MFPC performs several activities to prepare for the SIRVI tests. You must report to the assigned work area early enough to complete SIRVI tests without delaying the mail.

To prepare for a SIRVI test, you must perform the following tasks:

- a. Review the test schedule or sample selection file in the CODES software.
- b. Access SIRVI-selected receptacles in GBS Receipt to search for receptacles in an "Opened" status.
- c. Determine the appropriate time to perform the test. All the necessary mailpieces must be available during the time scheduled for the test, and the test must not delay mail processing.

- d. Communicate with facility employees to gather pertinent testing information.

3-2.2 **Receiving the Sample File, Test Schedule, and Software Update**

Approximately 2 weeks before a Postal Service quarter begins, HQ SP develops the sample file by selecting sample units. A sample file consists of a list of Test IDs and their characteristics. The CODES WBU receives the SIRVI sample file from HQ SP. Download the sample file by accessing the *CODES Main Menu/Communications/Download Samples* screen. If necessary, the MFPC may also download the sample file onto a data storage device for you.

The MFPC uses the list of tests (called the "sample selection file") to develop the test schedule and to make test assignments.

HQ SP distributes software updates automatically to the CODES laptop while connected to the Postal Routed Network (PRN). You can download sample files directly from the CODES WBU.

Note: Do not download new CODES software before indicated in the software release notes.

3-2.3 **Accessing the SIRVI Sample Selection File**

The SIRVI sample selection file on the CODES laptop contains test schedule information for the entire quarter. Sample selection files contain entries such as the following:

- a. Test ID.
- b. Test date.
- c. Test location.
- d. Test status.
- e. Target receptacles.

3-2.4 **Communication**

3-2.4.1 **Communicating With Facility Employees**

Before performing a SIRVI test, you must speak with as many people as necessary to learn about the mail processing stream at the test facility and to identify all mail flows in the sample unit for testing. The cooperation and advice of facility employees are essential for collecting, counting, recording, and returning the mailpieces to the appropriate mailstream.

Data collectors usually conduct the SIRVI test in their work facilities, where they are already familiar with the mail processing operations. Regardless, you must periodically review with facility employees any changes in mail processing operations affecting SIRVI tests, including the following:

- a. The normal patterns for receiving incoming mail for the target receptacles.
- b. The locations of the GBS Receipt workstations.
- c. The location of the designated Statistical Programs GBS workstation.

- d. The location for returning sampled receptacles for inbound processing.
- e. Any temporary changes in mail processing, especially during the holidays.
- f. The four defining characteristics (origin country, mail category/transportation mode, label class, and receptacle type — see [3-3.3](#)).

3-2.4.2 **Communicating With Headquarters**

The MFPC must contact the SPSC at Headquarters to do the following:

- a. Report GBS outages or that automated selection for particular streams is not occurring.
- b. Report changes in operations that could impact the four defining characteristics of the test, such as changes in receiving inbound international mail.
- c. Ask questions about recording pieces.

3-2.5 **GBS Receipt Workstations**

As GBS operators scan the inbound mail, the GBS Receipt system automatically selects sample receptacles that meet the sample criteria. The GBS Receipt system displays a screen instructing the GBS operator to set aside the receptacle for Statistical Programs, and in most facilities, the GBS operators set aside selected samples near their GBS Receipt system workstation. In most facilities, the system prints a Hold for Sampling label and creates and sends a sampling notice to a designated printer notifying you that the system has identified a sample receptacle. The SIRVI Printer Notice identifies the GBS Receipt workstation where the sample receptacles are located.

3-2.6 **Non-GBS Locations (New Jersey Exchange Office-JEC)**

When the test is not linked to GBS, identify where the mail is received. These receiving points may vary depending on mail shape, day of the week, or tour. You are responsible for tagging the receptacle for testing.

3-2.7 **U.S. Customs and Border Protection**

In some cases, mail processing operations might divert some of the mail in the sample unit to U.S. Customs and Border Protection (CBP). Ask the MFPC or facility manager about locating this mail for sampling as it leaves the CBP unit.

~~3-2.8 **Canceling SIRVI Tests**~~

~~The MFPC may cancel a SIRVI test for quarterly training purposes. However, the MFPC must not cancel a SIRVI test as a means of managing resources — the MFPC is responsible for ensuring that data collectors conduct tests as scheduled. The MFPC may never reschedule a SIRVI test.~~

3-3 Select a Sample

3-3.1 Overview

During a SIRVI test, either the GBS Receipt system or you select receptacles, and then you record the mail within these receptacles. View sample units on the *Target Receptacles* screen in the CODES SIRVI software. All sample selections must meet the four defining characteristics (see 3-3.3).

It is important for you to know the sampling procedures well. Strict adherence to the sampling procedures produces accurate statistical data, while poor attention may produce data with deviations and biases. Each mailpiece that you select and record represents thousands of similar mailpieces from around the country that are not being tested. If operational processes or workload constraints make it difficult to follow standard written policies and procedures, contact the MFPC for guidance.

3-3.2 Sample Types

3-3.2.1 Letter-Post Day Sample

The SIRVI Letter-Post day sample consists of one Test ID per day for each exchange office. The Test ID starts with an "I" (for inbound) and consists of the first two digits of the U.S. DEO, the last digit of the calendar year, the two-digit month, and the two-digit day.

Example: "IJF80607" represents a SIRVI test at JFK for June 7, 2018.

The system bases the sample mixture of receptacles on historical data of receptacles received at the given exchange office. Over the course of a month, the mix of daily test receptacles generally reflects the same proportions that exist in the mailstream population. Each test starts and ends on the same calendar date — e.g., 00:00:00 (midnight) June 7, 2018, through 23:59:59 June 7, 2018.

3-3.2.2 Letter-Post Monthly Sample

The Postal Service takes the monthly Letter-Post sample tests over a period of one calendar month to capture a representative sample of mail arriving from countries with low volumes or irregular dispatches. The SIRVI monthly test sample consists of one Test ID per month for each exchange office. The Test ID starts with an "I" (for inbound) and consists of the first two digits of the U.S. DEO, the last digit of the calendar year, and the two-digit month, and it ends in "00."

Example: "IJF80600" represents a SIRVI monthly test at JFK for June 2018.

The total number of monthly target receptacles appears on the *Target Receptacles* screen under one Test ID ending in "00" that appears on the first day of each month on the SIRVI *Select Test* screen. The GBS Receipt system or you select the target receptacles for the monthly sample as the receptacles arrive throughout that month. Do not record receptacles under the monthly Test ID ending in "00." Use the current date's Test ID to record receptacles for the monthly test. On a Sunday or holiday, record monthly

receptacles under the most recent Test ID before that Sunday or holiday — however, if the most recent Test ID is in the month before the monthly test, record the items under the Test ID immediately following that Sunday or holiday.

3-3.2.3 Weigh-only Sample

GBS Receipt automatically selects receptacles for “weigh-only” Test IDs ending in “88.” Use the SIRVI application on the CN51 handheld scanners to record inbound receptacles for Test IDs ending in “88” and for the scheduled SIRVI Letter-Post day and monthly tests. For SIRVI Letter-Post day and monthly Tests, you record data in the SIRVI weigh-only application as well as recording it into CODES.

The Postal Service no longer uses CODES software to record weigh-only tests, although CODES retains the ability to record the information in the event that a problem occurs with the scanners. If needed, and only as directed, the CODES software allows you to enter receptacle summary level data for Test IDs ending in “88.” The Tare Weight field on the *Receptacle Summary* tab and the *Receptacle Contents* and *Service Information* tabs in CODES are suppressed. Upload each day’s sample data daily using the same Test ID throughout the month.

3-3.2.4 Special Study Test Types

3-3.2.4.1 Overview

The purpose of special study tests is to periodically capture additional data elements from mail inbound to the United States. The CODES software has three special study options based upon the Test ID format — see [3-3.2.4.2](#) through [3-3.2.4.4](#). For more information, see the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under “Statistical Programs,” click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-10 and RM-11.

3-3.2.4.2 Letter-Post Weight Step and Content Sample

For all SIRVI tests involving Letter-Post label classes and having the *Special Services?* column on the *Target Receptacles* screen indicating Yes, the CODES Software automatically asks for additional information. The Test IDs involved begin and end in one of the following ways:

- a. Begin with “I” and end with two digits from 00–31.
- b. Begin with “E” and end in “00” (for “UR,” “UX,” and “UD”).

Note: “UR” indicates “exclusively registered,” “UX” indicates “exclusively Express,” and “UD” indicates “exclusively tracked from certain countries.”

Enter the mailpieces as goods or non-goods as part of the *Receptacle Contents* screens, and enter the weight step information for a subsample of the mailpieces as part of the *Service Information* screen. See the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under “Statistical Programs,”

click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-10.

3-3.2.4.3 **EMS and Parcel Post Weight Step and Content Sample**

For SIRVI tests involving EMS and Parcel Post label classes and having the *Special Services?* column on the *Target Receptacles* screen indicating Yes, the CODES Software automatically asks for additional information. The Test IDs involved begin with an “E” or “C” and end in “00.” Enter the data by weight-step, as either goods or non-goods (for “E” tests only), and by whether the mailpiece is within Letter-Post dimensions (“LP Dimensions 900 mm LWH and less than 2 kg”) as part of the *Receptacle Contents* screens. See the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under “Statistical Programs,” click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-10 and RM-11.

3-3.2.4.4 **EMS and Parcel Post Dimensional Sample**

Enter the Destination ZIP Code on the *Destination ZIP Code* screen, and record the dimensions for each mailpiece on the *Mailpiece Dimensions* screen.

This type of test is not currently in use, but it is available in the software if the test includes Test IDs beginning with an “E” or “C” and ending with the day of the month (i.e., not “88” like EMS or Parcel Post weigh-only tests), and without the Special Study flag indicated on the *Target Receptacles* screen. When you finish entering all of the mailpieces into CODES, the CODES software compares the total number of mailpieces entered against the number of Parcel/EMS pieces entered on the *Receptacle Summary* screen. If the number of pieces on the *Receptacle Summary* screen does not match the number of pieces entered, the CODES software displays a warning screen — in such a case, confirm or correct the information entered.

3-3.3 **Four Defining Characteristics**

The sample selection consists of receptacles that meet each of the following four defining characteristics:

- a. Origin country.
- b. Label class (e.g., Letter-Post).
- c. Mail category/transportation mode (e.g., Air, SAL, Surface).
- d. Receptacle type (letter tray, flat tray, bag, bulk container, outside piece).

These four characteristics must be present in every sample. The first three characteristics appear on the receptacle label (CN 34, 35, 36, etc.) and in the 29-digit UPU barcode on the receptacle label. The last characteristic (receptacle type) is the physical description of the receptacle. The receptacle label may indicate the receptacle type, and for certain countries such as Canada, position 25 of the barcode also indicates the receptacle type.

3-3.4 Excluded Receptacles

Exclude the following receptacle types from the SIRVI sample selection:

- a. *Return to Sender Receptacles*: Return to Sender mail is undeliverable mail — i.e., after the Postal Service delivers such a piece to another country, that country's postal administration returns it to the sender in the United States. Return to Sender mail has U.S. postage in the indicia area. An affixed receptacle label indicates exempt mail with the symbol "x" next to the word *Exempt*, or it uses the label class "UD" (except for "UD" from China, Hong Kong, North Korea, or South Korea). You must not sample receptacles containing exclusively or predominantly exempt mail, whether or not the receptacle label indicates such a marking.

Note: When a selected receptacle contains commingled Return to Sender mail in a receptacle containing predominantly foreign origin mail, do not exclude the selected receptacle from sampling. Instead, record the commingled Return to Sender mail under "All contents except those recorded in other rows."

- b. *Transit Mail (Closed)*: Transit mail is foreign originating and destinating mail (as indicated on the receptacle label) that is in transit in the United States on the way to the final destinating country.

Note: When a selected receptacle contains commingled transit mail in a receptacle destined to the United States, record the commingled transit mail under "All contents except those recorded in other rows."

- c. *M-bags*: M-bags contain printed matter to a single destination addressee. The letter "M" appears on an M-bag label.
- d. *Registered (UR)/Non-Weigh Only Tests*: Although the Postal Service samples registered receptacles in SIRVI, it does not sample the registered receptacles with Subclass "UR" in the Letter-Post tests (tests beginning with "I"). Subclass "UR" indicates that the dispatch is exclusively registered, and the piece counts appear on the dispatch documents.
- e. *Tracked Packets (UX)/Non-Weigh Only Tests*: The Postal Service does not sample receptacles containing tracked packets with label class "UX" (and for certain countries, "UD") as part of the Letter-Post tests (tests beginning with "I"). Subclass "UX" (and for certain countries, "UD") indicates that the dispatch is exclusively tracked packets, and the piece counts appear on the dispatch documents.

Note: The GBS Receipt system automatically excludes M-bags, label classes "UR" (exclusively registered), "UX" (exclusively Express), and "UD" (exclusively tracked from certain countries) from Letter-Post tests. The Postal Service includes "UR," "UX," and certain "UD" in weigh-only tests (Test IDs beginning with "E" and ending in "88"). If GBS selects one of these excluded receptacles as part of an "I" test, delete the receptacle from GBS to generate another sample receptacle. Inform the GBS Receipt system operator of any data entry errors.

3-3.5 GBS-selected Receptacles

3-3.5.1 Overview

You must be able to identify the locations of GBS Receipt workstations where personnel may set aside receptacles for sampling and must know the location of the designated GBS printer for Statistical Programs. In the SIRVI software, a "Yes" appears in the *GBS Test?* column on the *Target Receptacles* screen to indicate a GBS-selected receptacle. GBS Receipt records incoming mail. To indicate a GBS-selected receptacle, GBS Receipt interfaces with SIRVI and selects a subset of receptacles. GBS Receipt selects a receptacle for sampling at any point during the test day, even up to and including 23:59:59.

Note: If GBS selects a receptacle at 23:59:59 on June 17, you must use the Test ID of June 17, not June 18, even if you enter the receptacle information into the CODES laptop at 00:05:00 on June 18.

3-3.5.2 Printer Notice




All SIRVI tests span a 24-hour testing period. When GBS selects a receptacle for testing, the designated GBS workstation creates a printed report, called the "SIRVI Printer Notice." This report identifies the GBS Receipt workstation where the GBS operator sets aside selected receptacles for you to sample.

3-3.5.3 Receptacle Label

At certain workstations, GBS Receipt does not mark the receptacle labels to indicate a SIRVI sample. For those that do, GBS Receipt prints a Hold for Sampling label like the one shown in [Exhibit 3-3.5.3](#).

Exhibit 3-3.5.3

Hold for Sampling Label

Posts 	from HUBUDA(HUA) BUDAPEST HUNGARIAN PO	S.A.L. surfaceairlifted		CN 36 E
	Mail No 0192	to USJFKA(USA) USJFKA USPS		
	Date of dispatch 2018-06-17	Flight No. 17 BUD AF1395 CDG 17 CDG AF0010 JFK		
	Number of items 112	Airport of transshipment		
	Exempt <input type="checkbox"/>	Offloading airport JFK		
kg 17 1	 HOLD FOR SAMPLING HUBUDA USJFKA BUN 6 0192001000171  HUBUDAUSJFKABUN50192001000171			

Unlike SIRVO-IODIS, the GBS Receipt system selects bulk containers at most DEOs.

3-3.5.4 GBS Selection Failure

In the event that GBS is still receiving (i.e., not a zero volume day), but fails to select samples, the MFPC must immediately contact GBS support to report the problem and must notify the SPSC for instructions on rescheduling, canceling, or modifying the test schedule. If GBS sample selection does not begin within 2 days, the MFPC instructs the data collectors to perform manual sample selection by seeking replacement receptacles.

3-3.6 Non-GBS–selected Receptacles/New Jersey Exchange Office

At the New Jersey Exchange Office, the GBS Receipt system does not select all receptacles for sampling in SIRVI tests. In the SIRVI software, a “No” appears in the “GBS Test?” column on the *Test Receptacles* screen to indicate a non-GBS-selected receptacle. Manually select non-GBS receptacles and determine where operations processes non-GBS–selected receptacles that meet the four defining characteristics (see [2-2.5](#) and [3-3.3](#)).

All of the SIRVI tests at the New Jersey Exchange Office are monthly tests. Obtain a representative mix of receptacles during the month. Establish cooperation with operations personnel and provide them with a copy of the monthly sample (see [2-2.5](#)). For countries that dispatch a large number of receptacles, attempt to spread the sample over the month. For countries with irregular or infrequent shipments, obtain the target number of receptacles as early as possible in the month to ensure completion.

You must avoid double-counting and must include all test mail. Each mailpiece that you select and record represents thousands of similar pieces from around the country that are not tested. The integrity of the test data is threatened if a mailpiece has the potential to be counted more than once or if it *never* has a chance to be counted.

To help prevent double-counting, mark selected receptacles and identify receptacles included in the skip. Also perform the following tasks:

- a. When looking for mailpieces that have the potential to be double counted, ask the following two questions:
 - (1) If you conducted every possible test on the same day, could you count any mail from this test in any of the other tests?
 - (2) Could you potentially include any of the selected containers in more than one test?
- b. To avoid missing any mailpiece, ask the following two questions:
 - (1) Could any mail belonging to this test be inadvertently excluded from the sampling?
 - (2) Where could this excluded mail be located?

3-3.7 Receptacle Summary Recording

The Receptacle Summary provides a description of each tested receptacle. Most of the information is available from the receptacle label. The Postal Service uses the following UPU receptacle labels for outbound dispatching:

- a. CN35 (Airmail).

- b. CN36 (SAL) for Letter-Post dispatches.
- c. CP84 (Airmail) for Parcel Post dispatches.

Whenever possible, enter receptacle information electronically by scanning the 29-digit UPU barcode. Scanning the barcode number not only reduces the testing time but also improves the accuracy of the test.

The *Origin Country Code* screen accepts any 2-letter country code. If the receptacle label reflects a country code that is not an option in the country list, the software displays a pop-up window that allows you to select the appropriate origin country code.

The *Label Format of Content* screen lists the additional options of "P," "G," "E," "X," "F," "R," "C," "J," "M," "S," and "U." Select the appropriate option that reflects the format of content (shape) on the receptacle label, if applicable. If the receptacle label does not indicate the format of content, enter "N" (N/A).

Note: "F" is not a type of format but indicates the "Final" receptacle in a dispatch. A final receptacle is a receptacle containing the dispatch documents. Handle a final receptacle selected by GBS Dispatch the same as other receptacles selected for testing. If the final receptacle contains a short-paid mailpiece or missent items, you may remove those pieces and adjust the weight and, if applicable, the pieces in GBS Dispatch.

3-3.8 Receptacle Contents Recording

3-3.8.1 Overview

After identifying and recording receptacle information, record information for the sample mailpieces that are contained within those receptacles. Record product and service information for all of the receptacle contents.

3-3.8.2 Selecting Receptacle Contents

Select mailpieces, based on the type of container or receptacle as follows:

- a. *Non-bulk Containers:* For letter trays, flat trays, IPC letter trays, IPC flat trays, and bags, select all mailpieces.
- b. *Selected Receptacles:* For bags, select all mailpieces.
- c. *Bulk Container Receptacles:* A bulk container has a receptacle label and contains loose items or subreceptacles (letter trays, flat trays, or bags). Subreceptacles do not have receptacle labels. A bulk container test requires you to subsample the containers and contents as follows:
 - (1) Bulk Containers — Loose Items (noted with the abbreviation "CI," which refers to "container items"):
 - (a) At the *Bulk Container Skip — Loose Items* screen, follow the CODES software instructions by entering the mailpiece skip interval that will generate approximately 50 sample pieces.

- (b) If the receptacle contains fewer than 50 pieces, enter a mailpiece skip interval of "1" and enter the service information for all pieces. The CODES software displays the random start number.
- (2) Bulk Containers — Subreceptacles:
 - (a) Enter bulk container information, including the type of subreceptacles.
 - (b) If the bulk container contains more than one type of subreceptacle (i.e., mixed subreceptacles), enter the quantity of each subreceptacle type. The CODES software displays the number of subreceptacles to sample (one of each type).
 - (c) If the bulk container contains only one type of subreceptacle (e.g., letter trays, flat trays, or bags), sample two subreceptacles of that type.
 - (d) Ensure that selected subreceptacles do not display individual receptacle labels.
 - (e) Sample all mailpieces in each of the selected subreceptacle types (i.e., letter trays, flat trays, bags).
- (3) Outside Piece (indicated by the UPU code "PC"): Select the outside piece.

3-3.8.3 Separating Mailpieces

Separate the selected mailpieces contained in the receptacle into groups by status:

- a. All contents, except those recorded in other rows.
- b. Exempt/Undeliverable—Return to US Sender (USPS indicia only) (Canada only).
- c. USPS International Business Reply Service (IBRS) items (CN25 bundles only).
- d. Contents exceeding 2 kg, except for those items included under items b and c.
- d.e. Only small packets from the same mailer.

After separating the mailpieces into groups by status, then further separate each of those groups into groups by shape:

- a. Letters.
- b. Flats.
- c. Packets.
- d. Postcards.
- e. Regional Rate Boxes: Record these two boxes based on the size of the box and zone, as follows:
 - (1) Box A may be side-loading (13-1/16" x 11-1/16") or top-loading (10-1/8" x 7-1/8") and is marked "Box A" on the top and side of the box. Record these boxes as option "A – Regional Rate Box A 10 lbs."

- (2) Box B may be side-loading (16-1/4" x 14-1/2") or top-loading (12-1/4" x 10-1/2") and is marked "Box B" on the top and side of the box. Record these boxes as option "B – Regional Rate Box B 20 lbs."

Then, enter the number of pieces and total weight for each group. For determining shape, see the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-7.

Note: As a general rule, do not use rulers, tape measures, or templates during tests to determine the shape of each mailpiece. Using measuring devices tends to slow down data entry and limits the number of mailpieces recorded and available for diagnostics. Instead, you may use an eye-ball approach to determine shape, while using measuring devices for questionable mailpieces and during training to enhance their ability to judge mailpiece physical dimensions.

3-3.9 Service Information Recording

Record service information only for "All contents, except those recorded in other rows" and "Contents exceeding 2 kg." The CODES software displays the number of mailpieces you must select to record service information by mail shape and destination ZIP Code.

In the interest of time, you may continue to perform a piece-skip interval or to use the alternative-skip interval based upon weight. The *Service Information* screen displays both the "Piece Skip Interval" and the "Alt. Weight (Kg) Skip Interval" for recording large volumes of letter shape mail.

To conduct a skip interval using the "Alt. Weight (Kg) Skip Interval," take the following steps:

1. Place all letter-shape items in a tray with mailpieces facing forward.
2. Select a group of mailpieces from the front of the tray and place them face down on the scale.
3. Add or remove mailpieces until the scale displays the appropriate weight skip interval.
4. Maintain the original order of the mail throughout the weighing process.
5. Record the service information of the top mailpiece.
6. Remove all of the mailpieces from the scale, keeping them isolated from the mailpieces that have not been weighed.
7. Select a new group of mailpieces from the front of the tray and perform steps 3–6 again.
8. Weigh all of the letter-shape items.
9. Do not record the service information for any of the pieces if the last group of mailpieces placed on the scale weighs less than the weight displayed in the "Alt. Weight (Kg.) Skip Interval" field.

3-3.10 Special Studies by Weight Step and Content Recording

3-3.10.1 Letter Post by Weight Step and Content

For SIRVI tests involving Letter-Post label classes and having the *Special Services?* column on the *Target Receptacles* screen indicating Yes, the CODES Software automatically asks for additional information. The Test IDs involved begin and end in one of the following ways:

- a. Begin with "I" and end with two digits from 00–31.
- b. Begin with "E" and end in "00" (for "UR," "UX," and "UD").

Note: "UR" indicates "exclusively registered," "UX" indicates "exclusively Express," and "UD" indicates "exclusively tracked from certain countries."

Enter the mailpieces as goods or non-goods as part of the *Receptacle Contents* screens, and enter the weight step information for a subsample of the mailpieces as part of the *Service Information* screen. See the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-10.

The "Special Study" sampling process and screens are similar to the main SIRVI Letter-Post process and screens, with the following exceptions:

- a. The *Receptacle Contents* screen and subscreens indicate "Special Study" throughout.
- b. It adds a separate breakout and *Status* row for goods.
- c. Data collectors record the service information pieces by weight step and for all mail categories, not just for air.

3-3.10.2 EMS and Parcel Post by Weight Step and Content

For SIRVI tests involving EMS and Parcel Post label classes and having the *Special Services?* column on the *Target Receptacles* screen indicating Yes, the CODES Software automatically asks for additional information. The Test IDs involved begin with an "E" or "C" and end in "00." Enter the data by weight-step, as goods or non-goods (for "E" tests only), and by whether the mailpiece is within Letter-Post dimensions ("LP Dimensions 900 mm LWH") as part of the *Receptacle Contents* screen. See the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-10 and RM-11.

The "Special Study" sampling process and screens are similar to the main weigh-only process and screens, with the following exceptions:

- a. The *Receptacle Contents* screen requests status breakouts for "Goods" (for EMS only) and within/without "LP Dimensions 900mm LWH and less than 2 kg."
- b. Data collectors record each status group by weight step.

3-4 Enter SIRVI Data Into the CODES Laptop

The CODES software prompts you to enter information about the selected receptacles and their contents. See the SIRVI Reference Guide, which is available on the Statistical Programs home page—go to <http://blue.usps.gov/statprog>; under “Statistical Programs,” click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see Sections 1, 2, and 3.

Perform the following steps to conduct a SIRVI test:

1. For GBS-selected receptacles, access GBS and the *International Receipt/GBS Stat Programs/Receptacle Selection* screen to search for receptacles in an “Opened” status. Locate all GBS Receipt workstations that select receptacles for the test.
2. For the New Jersey Exchange Office, manually selected receptacles and determine the points in the mail processing stream where mail is received.
3. Attach to the CODES laptop an electronic scale that records metric weight (kilograms and grams). Before using the scale in a SIRVI test, level the electronic scale and determine if calibration is necessary. Always place the scale on a stable surface.
Note: The scale must be accurate to 0.1 ounce. To ensure accuracy, check and level the scale before each test.
4. Attach a barcode scanner to the CODES laptop.
5. Enter receptacle Information as follows – note, though, that if you cannot scan a receptacle barcode into the CODES software, and if any part of the receptacle barcode is unreadable, then you must find a replacement receptacle:
 - ~~a.~~ Receptacle barcode information (enter electronically or manually).
 - ~~b.~~ a. Receptacle type.
 - ~~c.~~ b. Actual gross weight and tare weight.
Note: If the actual gross weight exceeds the reported weight by 5 kg or more, record the mailpieces, mark the receptacle label with the actual gross weight, and show the receptacle with its contents to the MDO. The MDO notifies the Air Mail Records Unit (AMRU) and In-Plant Support.
6. Enter the number of pieces by shape as follows:
 - a. All contents, except those recorded in other rows.
 - b. Exempt/Undeliverable—Return to US Sender (USPS indicia only) (Canada only).
 - c. USPS IBRS items (CN25 bundles only).
 - ~~d.~~ Contents exceeding 2 kg, except for those items included under items 6b and 6c.
 - ~~d.~~ e. Only small packets from the same mailer
7. Enter service information as follows:
 - a. International shapes (letter, flat, packet, and parcel).

b. Destination ZIP Code.

For free military mail and infrequent special studies, the CODES software collects shape data by weight. The CODES software automatically displays the correct content screens.

For weight verification tests, collect data on the accuracy of barcode weights related to inbound EMS and parcel receptacles (EMS tests also include label classes "UD" and "UR"). When resources allow and during non-peak times, sites may record a few inbound EMS and Parcel-Post receptacles selected by GBS Receipt across different countries for testing. If resources and time do not permit, you may return the receptacles to GBS Receipt without testing.

3-5 Complete the SIRVI Test

3-5.1 Overview

Generally, once you have recorded the final mailpiece, end the SIRVI test and save the collected data. However, before ending a test, sometimes you might need to edit or delete the test data, and sometimes you might need to suspend a test for a period of time or in some circumstances even abort a test. The following sections provide guidelines on how to complete all of the functions identified in the *End Test Menu* screen.

3-5.2 Reviewing and Editing Mailpiece Recordings

Once you have verified a SIRVI mailpiece, you may review the last entry by selecting the "Previous (Esc)" option from the *Data Correct?* screen. Selecting this option allows you to back-up to the point where corrections are required and facilitates verification or editing of data. If any of the test data is incorrect, you must edit the record by selecting the record on the *Receptacle Contents* screen, clicking on the "Edit" button, and entering the correct data.

3-5.3 Returning Sampled Receptacles in GBS Receipt and to Mail Processing

Return all mail to the mail processing stream. Return GBS-selected receptacles to the inbound work stream by accessing *GBS International Receipt/GBS Stat Programs/Receptacle Selection Information* screen and pressing the "Return Receptacle" button to change the status from "Opened" to "Returned."

3-5.4 Validating and Finishing the Test

The data collector validates and finishes the test session after entering the mailpiece information for all of the selected receptacles. Review the data for accuracy and then select "Validate/Finish Test." The *End Test Menu* screen provides several options:

- a. *Suspend Test*: If you have not completed the test but are ready to save all entered data, select the "Suspend Test" button. Use this option when any of the following occurs:
 - (1) Waiting for the next dispatch.
 - (2) Going to lunch.
 - (3) Sharing the laptop with another data collector performing the same test on another tour.
- b. *Continue Test*: If you need to enter more data for the current test, select the "Continue Test" button.
- c. *Abort Test*: If you selected the wrong test from the *Conduct Test* screen and recorded data in an incorrect selection, abort the test in order to select the correct test. The CODES software stores all aborted test data. If you do not want to save the data for the current test, select "Abort Test" to delete all entered data.
- d. *End and Save the Test*: When you complete the test and are ready to save the data, select "End Test and Save."

3-6 Transmit the Test

From the *SIRVI Main Menu*, select "Transmit Test" to transfer the test data to the CODES WBU.

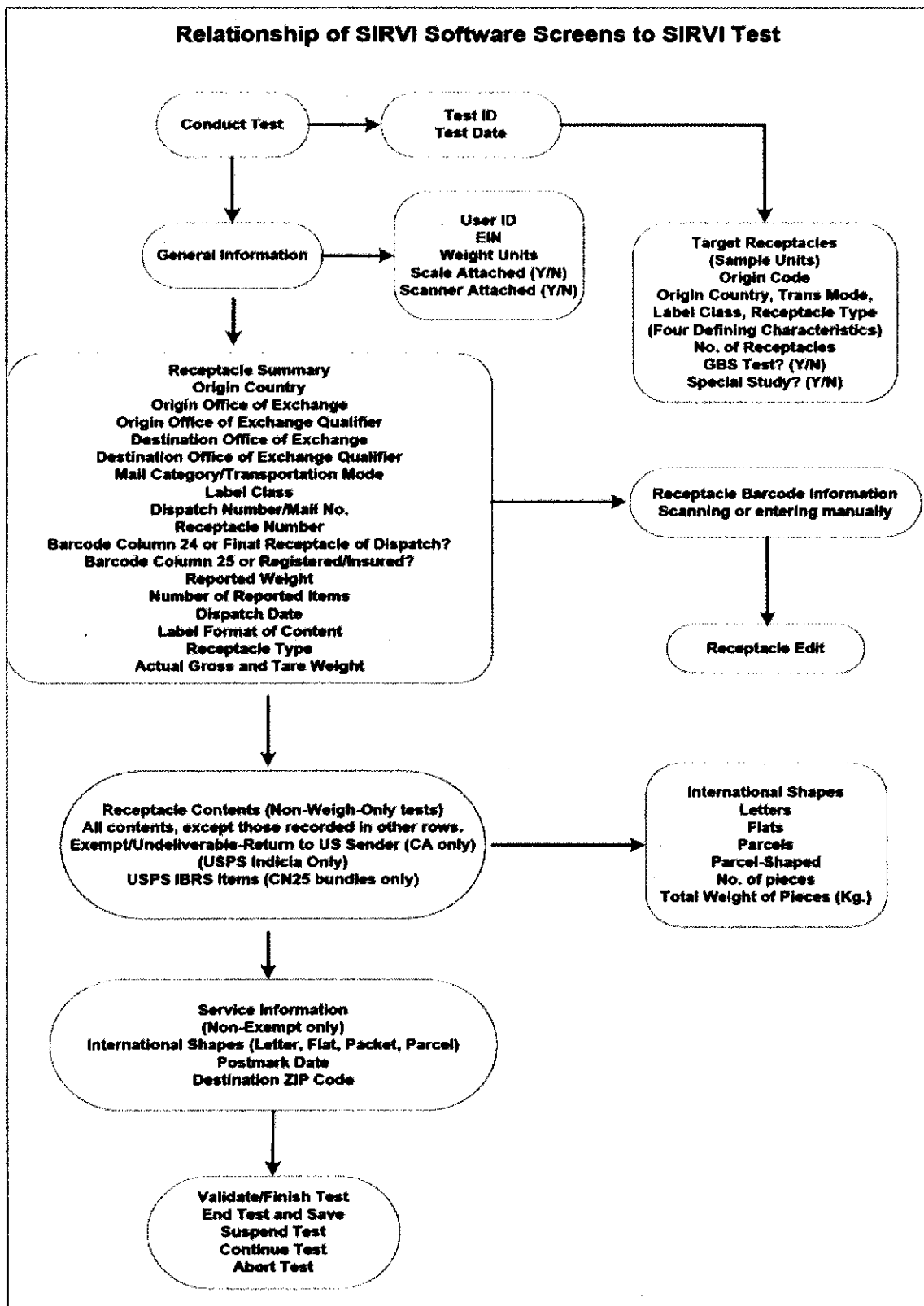
If for any reason it is not possible to transmit the test electronically, perform the following steps:

- a. Transmit the test to an external storage — i.e., a USB portable device.
- b. Notify the MFPC.
- c. Contact CODES Support for additional help.

The flowchart shown in [Exhibit 3-6](#) shows the relationship between the software screens and the test process.

Exhibit 3-6

Relationship of SIRVI Software Screens to SIRVI Test



4 Special Data Recording Rules for SIRVO-IODIS

4-1 Overview

Special Data Recording Rules give background information for entering data into the CODES laptop. This chapter groups these rules according to common distinguishing features.

As you enter data into the CODES laptop, a record of each entry appears on the right side of the screen. After entering all the data for a mailpiece, you verify that the information is correct by answering the prompt.

Some additional notes are the following:

- a. Before entering any mailpiece data, you must correctly identify the class of mail and mail markings on each mailpiece selected for testing.
- b. Before entering any mailpiece data, ensure that the scale is attached, functioning properly, balanced, and leveled.
- c. If the mailpiece is missorted, select the "Missorted International" button on the *Product Type* screen.
- d. Enter the appropriate option based on the options listed in the *Product Type* screen.

4-2 Product Type Recording

Record the international mail product type according to the following options as they appear on the screen, as follows:

- a. "First-Class International and First-Class Package International Service."
- b. "Priority Mail International."
- c. "International Surface Air Lift (ISAL)." The piece must have an indicia or a permit indicating ISAL, a meter mark with an ISAL piece charge, or a precanceled charge. Letter and flat-sized items must be marked "International Surface Air Lift" or "ISAL."
- d. "International Priority Airmail (IPA)." The piece must have an indicia or a permit indicating IPA, a meter mark with an IPA piece charge, or a precanceled charge.
- e. "Free Matter for the Blind (up to 15 pounds)."

- f. "Commercial Letter-Post Packet." All receptacle contents have an indicia or a permit indicating Commercial ePacket or "FC PKG INTL SVC."
- g. "Other." This option includes Open Transit, Return to Foreign Origin Sender, Foreign Origin IBRS or IMRS, Absentee Ballots, Advice of Receipt, Domestic, etc.

Note: Although this list does not include "Missorted International" as an option, the system does offer it as an option. Use this option for pieces that are in the wrong label class — for example, in a SIRVO-IODIS receptacle, a Priority Mail Express piece recorded with the Product Type "Other," or a Priority Mail Express International piece recorded with the Product Type "Missorted International." Release these mailpieces immediately to operations for reprocessing (see 2-2.5), and adjust the receptacle weight and piece information when returning the receptacle into GBS Dispatch.

4-3 International Mail Shape Recording

Record the international mail shape as one of the following:

- a. *LP: Record First-Class Mail International (FCMI), First-Class Package International Service (FCPIS), and Priority Mail International (PMI) variable-rate mailpieces by their basic shape — i.e., as a letter, large envelope (flat), or package. Record a tube as a package. Use the shape definitions on the screen as a guide for recording the shape.*
- b. *PMI flat-rate envelopes and boxes: Record these under the appropriate option for the type of packaging used.*
- c. *Flat-rate boxes preprinted with the words "Small," "Medium," or "Large": Record these in their respective categories, regardless of their dimensions. If a flat-rate box lacks the word "Small," "Medium," or "Large," record it as "Medium."*
- d. *USPS-produced envelopes that are 12.5" x 9.5" or smaller: Record these as "Regular Flat-Rate Envelope." Consider all USPS-produced PMI envelopes that are smaller than 12.5" x 9.5" (i.e., the gift card envelope, the window envelope, and the small envelope) as a "Regular Flat Rate Envelope."*
- e. *Priority Mail Legal Flat Rate Envelopes (15" x 9.5") and Priority Mail Padded Flat Rate Envelopes (12.5" x 9.5"): Record these as "Flat Rate Envelope."*
- f. *Regional Rate Boxes: Record these two boxes based on the size of the box and zone, as follows:*
 - (1) Box A may be side-loading (13-1/16" x 11-1/16") or top-loading (10-1/8" x 7-1/8") and is marked "Box A" on the top and side of the box. Record these boxes as option "A – Regional Rate Box A 10 lbs."

- (1) Box B may be side-loading (16-1/4" x 14-1/2") or top-loading (12-1/4" x 10-1/2") and is marked "Box B" on the top and side of the box. Record these boxes as option "B – Regional Rate Box B 20 lbs."

Note: After recording Regional Rate Boxes, select only Mail Markings option "3 – Regional Rate Box Commercial Plus Pricing (RRB-CPP)."

Note: As a general rule, do not use rulers, tape measures, or templates during tests to determine the shape of each mailpiece. Using measuring devices tends to slow down data entry and limits the number of mailpieces recorded and available for diagnostics. Instead, you may use an "eye-ball" approach to determine shape, while using measuring devices for questionable mailpieces and during training to enhance their ability to judge mailpiece physical dimensions.

4-4 Indicia

4-4.1 Overview

"Indicia" refers to the postage payment on the mailpiece — e.g., stamp, semi-postal stamp, precanceled stamp, meter, permit imprint, and information-based indicia (IBI). Enter all indicia found on the mailpiece by selecting all that apply from [4-4.2](#) through [4-4.6](#).

4-4.2 Types of Stamps

4-4.2.1 ~~Ordinary Stamps, Official Stamps, and Nondenominated Stamps~~ Denominated Stamps, Official Stamps, and Nondenominated First-Class Mail Stamps

~~Ordinary stamps, official stamps, and nondenominated First-Class Mail stamps bear one of the following rate markings: postcard, 2-ounce, 3-ounce, additional ounce, or nonmachinable surcharge.~~

Denominated stamps, official stamps, and nondenominated First-Class Mail stamps bear one of the following rate markings: postcard, 2-ounce, 3-ounce, additional ounce, or nonmachinable surcharge.

These stamps are always valued at the current rate in effect for each category, regardless of when they are purchased or used. Do not record these as Forever stamps, as they lack the word "Forever" on the stamp.

4-4.2.2 Semi-postal Stamps

Semipostal stamps are First-Class Mail postage stamps that are issued and sold by the Postal Service at a price above the First-Class Mail single-piece 1-ounce stamp rate to raise funds for designated causes. Examples of semipostal stamps include the Breast Cancer Research stamp and the Save Vanishing Species stamp.

4-4.2.3 Forever Stamps (Domestic, Global, or SSK)

Forever stamps are nondenominated postage. Regardless of when they are purchased or used, Forever stamps always have the value of the prevailing First-Class Mail 1-ounce letter rate for domestic and self-service kiosk (SSK) print-on-demand Forever IBI labels, and the value of the prevailing First-Class Mail International 1-ounce letter rate.

Record stamps in this category only when the word Forever is printed on the stamp.

~~To record SSK Forever IBI labels, choose Option G—Forever stamp (domestic, global, or SSK) in the *Indicia* screen. The *Number of Forever Stamps* screen allows you to record the different types of Forever stamps separately.~~

4-4.2.4 **Precanceled Stamps**

Precanceled stamps are special stamps that come in small denominations and are specifically for Presorted First-Class Mail and USPS Marketing Mail mailings. Mailers apply these special stamps to envelopes at a lower postage price and pay the difference when they drop off the mail at the Post Office. Precanceling may be done by the mailer under a postal permit, or mailers may purchase precanceled stamps bearing a price category from the Postal Service.

If a denominated, semi-postal, or Forever stamp is precanceled by the mailer's permit marking, record the indicia as a precanceled stamp and either denominated, semi-postal, or Forever stamp. Record mailpiece revenue as the sum of all stamps on the mailpiece.

4-4.2.5 **Embossed Envelope/Card Imprinted with Denominated Postage**

An envelope or card may be embossed with a denominated stamp. Postage-embossed means the Postal Service imprinted postage directly onto the envelope or card. Embossed envelopes are a type of postage-embossed stationery sold to mailers for a fee in addition to the preprinted postage.

4-4.2.6 **Embossed Envelope/Card Imprinted with Forever Postage**

An envelope or card may be embossed with a nondenominated Forever stamp. Postage-embossed means the Postal Service imprinted postage directly onto the envelope or card. Embossed envelopes are a type of postage-embossed stationery sold to mailers for a fee in addition to the preprinted postage.

Do not record adhesive stamps or any mailer-applied postage in this category.

4-4.3 **Types of Indicia**

4-4.3.1 **Click-n-Ship IBI**

~~A Click-N-Ship indicia has "Click-N-Ship" printed in bold text at the top right of the label.~~

4-4.3.12 **Permit Imprint**

Permit indicia usually display the words "Permit No." and the mail class of the mailpiece (e.g., Presorted Standard, Nonprofit Org., and First-Class Mail). Permit imprint indicia include those for the electronic verification system (eVS) and e-Postage.

4-4.3.23 **Self-Service Kiosk IBI Information-Based Indicia**

~~A self-service kiosk (SSK) provides print-on-demand postage labels —~~

4-4.3.34 POS Postage Labels

Postal Service retail units produce point of service (POS) postage labels, including postage validation imprint (PVI) POS, mobile point of sale (mPOS), and POS Retail labels. These postage labels may or may not include a pink border along the top edge. See [Exhibit 4-4.3.4](#) for examples of POS labels.

Exhibit 4-4.3.4

POS/PVI Examples



4-4.3.5 Contract Postal Unit (CPU) IBI (with or without markings)

Contract Postal Units (CPUs) produce IBI postage. These labels are clearly marked with "CPU" in the upper-left corner.

4-4.4 Other IBI (Meters and PC Postage, not CNS, SSK, or CPU)

4-4.4.1 Meter

If the mailer made postage payment by meter, and if you select "Meter" in the *Indicia* screen, the *Meter/IBI Manufacturer* screen appears. Select the appropriate option from the *Meter/IBI Manufacturer* screen.

The meter manufacturer's name usually appears as an abbreviation above the meter number or in the meter imprint or strip. The *Meter/IBI Manufacturer*

screen allows you to record up to two manufacturers. Multiple manufacturer recordings are most likely to appear when a mailer uses the following:

- a. SSK Forever IBI labels.
- b. Photostamps in combination with postage from another system, such as Click-N-Ship.

When a mailpiece has multiple meters or IBIs, record the manufacturer and meter/IBI number from the indicia with the greatest revenue.

Meter and IBI serial numbers are three to nine digits in length. When prompted, record the serial number in the *Meter/IBI Number* screen.

Enter the meter number from the indicia in the *Meter/IBI Number* screen. Generally, the meter number is located either to the left of or below the postage, and just to the right of the ring stamp.

The following steps provide guidelines for keying meter numbers:

1. Record the meter/IBI serial numbers, which are three to nine digits in length. Do not record the meter/IBI manufacturer code.
2. Do not record leading zeros. The first digit entry must be a 1, 2, 3, 4, 5, 6, 7, 8, or 9.

Example 1: The meter number is PB00123545. Enter 123545 (excluding leading zeros).

Example 2: The long meter number is NO46J00000045. The last alpha character to the right is the letter J. Enter only 45 (excluding leading zeros).

3. Enter an X for illegible digits. Record as many digits as possible, entering X only for those digits that you cannot read accurately. Do not enter an X for every number just because you cannot read all of them.

Example: The first five digits are 30898, but you cannot read the last digit. Enter 30898X.

4. Select F1 to access the help document that gives examples of meter/IBI indicia formats, including manufacturer names and serial numbers.

4-4.4.2 Information Based Indicia (IBI)

IBIs are digital indicia that include human-readable information and a two-dimensional barcode, with a digital signature and other required data fields (i.e., revenue, postmark date, origin city and state, and origin ZIP Code). In some cases, the human-readable information also includes revenue information.

When you select "Information-Based Indicia" from the *Indicia* screen, and if you had previously selected any type of Priority Mail International service, a screen appears that prompts you to scan the IBI barcode. A validation check lets you know if the scan is successful. If the system cannot scan the IBI successfully, the system prompts you to manually enter the IBI number.

The scanner allows you to switch scanner settings to record either red ink IBI or black ink IBI. The default setting is for IBIs printed in black ink, but to switch to red ink IBI, select "Enable red ink barcode scanning." To switch back to black ink IBI, select "Reset default barcode scanning." When you

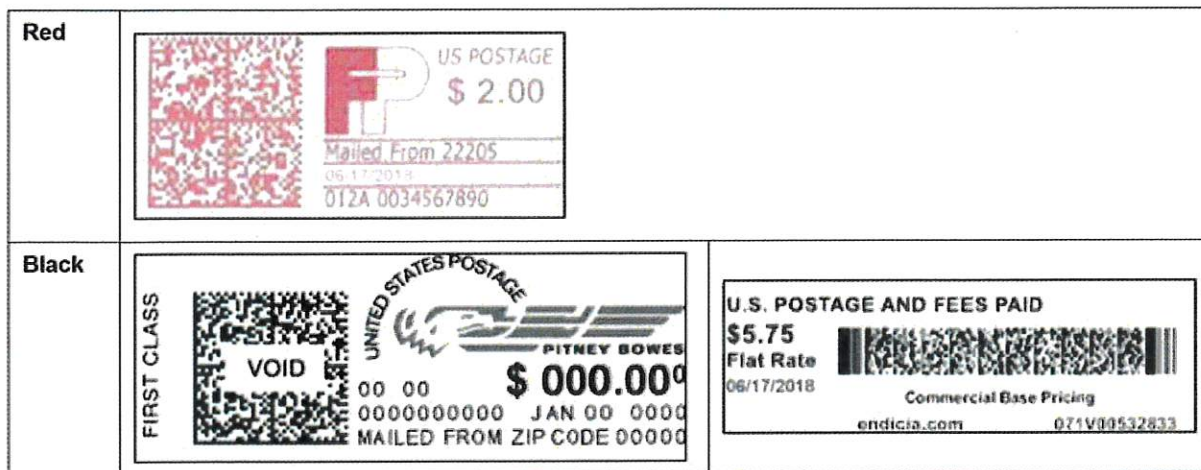
close the *Information-Based Indicia* screen, the software automatically resets the scanner to default (black ink) scanning for the next mailpiece. See [Exhibit 4-4.4.2](#) for examples of red and black IBI indicia.

Successful scanning depends on many criteria, including the amount of light in the facility where the test takes place and the quality of the IBI. If you are unable to scan an IBI after a few attempts, select "Manual" and key in the information.

If you are recording a mailpiece with more than one IBI, choose up to two meter manufacturers in the *Meter/IBI Manufacturer* screen.

Exhibit 4-4.4.2

Red and Black IBI Examples



4-4.5 USPS Permit

A USPS permit is strictly identified by the following:

- a. Permit Imprint series G-10 (including eVS G-10 permit).
- b. Series G-400 through G-499.
- c. Permit numbers 73026 and 99998 for USPS Business Reply Mail (BRM).
- d. Permit number 999 for USPS Merchandise Return Service.

4-4.6 None (No Indicia or Postage Due)

In some cases, there might be no indicia present on the mailpiece, but markings indicate that postage is due.

If the indicia had been removed because of damage — i.e., if no indicia present is on the mailpiece — record the indicia as "None." Do not record this as a USPS mailpiece.

When a damaged mailpiece is enclosed in a USPS transparent envelope, record the mail characteristics visible through the transparent envelope.

If the damaged mailpiece with no indicia is not enclosed in a USPS transparent cellophane envelope, and if there is a marking on the mailpiece indicating that postage is due, or if there is a marking indicating evidence of postage affixed (or postage verified), then record all of the characteristics associated with the mailpiece.

4-5 Number of Mailpieces, Weight, and Nonmachinable Characteristics

To record data about the number of mailpieces, weights, and nonmachinable characteristics from First-Class Mail International (FCMI) and First-Class Package International Service (FCPIS) mailpieces, complete the following steps:

1. In the *No. of Pieces* screen, enter the number of mailpieces that have the same mail class, the same mail type, and the same extra services, revenue, weight, and indicia.

If you select the "Forever stamp" option in the *Indicia* screen or the "Automated Postal Center (APC)/SSK Forever Postage" option in the *IBI Manufacturer* screen, the *Number of Forever Stamps* screen appears after the *Pieces* screen. Record the total number of Forever stamps that appear on the mailpiece. Enter the weight of the pieces in the *Weight* screen.

2. In the *Weight* screen, enter the weight of the pieces.

Note: Enter the actual weight of the mailpiece, not the printed weight indicated on a label. Remember that you must weight all mailpieces by using the scale. Do not enter the printed weight recording, which is required for some IBI mailpieces.

Enter the weight either automatically or manually, as follows:

- a. **Automatically:** If there is an electronic scale attached to the CODES laptop, enter "Yes" in the *Test Header* screen (to indicate that a scale is attached to the laptop) and place the mailpiece(s) on the scale. When the electronic reading stabilizes, press "S" to automatically send the weight to the laptop.
Note: The weight between the scale and the laptop displays may differ by 0.1 ounce.
- b. **Manually:** If there is no electronic scale attached to the CODES laptop, weigh the mailpiece(s) using a separate scale. Enter the weight in the screen using the number keys at the top of the keyboard or the alphanumeric keys on the right side of the keyboard. Press "Enter" to move from Pounds to Ounces. Press "Enter" again to enter the weight.
3. In the *Nonmachinable* screen, enter whether or not the mailpiece has nonmachinable characteristics. FCMI letters that weigh 3.5 ounces or less may be subject to a nonmachinable surcharge, which is applicable in the following circumstances:
 - a. The aspect ratio (length divided by height) is less than 1.3 or greater than 2.5. (Square pieces have an aspect ratio of 1.0.)
 - b. The letter is polybagged, polywrapped, or made of nonpaper material like plastic or cloth.
 - c. The letter has clasps, strings, buttons, or other similar closure devices.

- d. The letter contains items such as pens, keys, or coins that cause the thickness of the mailpiece to be uneven, or it contains loose keys or coins.
- e. The letter has a delivery address parallel to the shorter dimension of the mailpiece.
- f. The letter is very rigid (does not bend easily), like a wooden card or CD jewel case.

Note: If you are unsure if a mailpiece has nonmachinable characteristics, select "No."

4-6 Extra Services

To record data regarding extra services from FCMI, FCPIS, or PMI, enter the extra service in the *Extra Services* screen.

An extra service is a mail service for a fee (in addition to required postage). Extra services include Registered Mail service, return receipt service, and insurance. The system also includes on this screen an option for E-USPS DELCON International (Electronic USPS Delivery Confirmation International Service), although the Postal Service does not charge an additional fee for this service.

Note: Remember to enter each extra service on the mailpiece.

When necessary, use the *Help* screen to assist in identifying extra services:

- a. **Registered:** Registered Mail service provides premium handling and maximum security for domestic mail from the point of acceptance to delivery. A barcoded Label 200, *Registered Mail*, must be affixed to the mailpiece.
- b. **Return Receipt:** Return receipt service provides the mailer with evidence of delivery (to whom the mail was delivered and the date of delivery), along with information about the recipient's actual delivery address.
- c. **Insured:** Insurance provides protection against loss, damage, or missing contents. Record "Insured" service only when the Postal Service provides the insurance — several vendors, such as Stamps.com and Pitney Bowes, offer their own private insurance to their customers, but do not record this private insurance. USPS insurance is indicated on a mailpiece by one or more of the following:
 - (1) PS Form 3813, *Insured Mail Receipt — Domestic Only — \$500 and Under*, or PS Form 3813-P, *Insured Mail Receipt — Domestic Only — Over \$500*.
 - (2) The text "Insured" printed in the indicia area.
 - (3) The text "USPS INSURED" printed above the tracking barcode.
- d. **E-USPS DELCON International:** This service provides the mailer with information about the date and time of delivery or attempted delivery. If the mailpiece is marked "E-USPS DELCON INTL," record "E-USPS DELCON International." This is an optional service provided to select

destinations for certain Letter-Post services (e.g., FCPIS). For mailpieces that are marked "Expres" or have an "L" prefix item, record "E-USPS DELCON International" whether the mailpiece is marked "E-USPS DELCON INTL" or not.

- e. *Other:* This option is a placeholder if the mailpiece has an extra service that is not listed above.

4-7 Total Mailpiece(s) Revenue

4-7.1 Stamped (Postage-embossed) Envelopes and Cards

Stamped envelopes and cards are a type of postage-embossed stationery — i.e., an envelope or card on which the Postal Service has directly imprinted the postage. The Postal Service or vendors sell these items to mailers for a fee in addition to the preprinted postage, with the additional fee covering the cost of the stationery and any personalization requested by the mailer. The mailer may select from several different Forever and denominated postage designs.

Do not record adhesive stamps or any mailer-applied postage in these categories.

Record revenue for postage-embossed envelopes and cards in the *Total Mailpiece(s) Revenue* screen as follows:

- a. Record the postage that is preprinted on the envelope or card, either the amount of the denominated postage shown in the indicia or, for Forever stamped letters and cards, the current First-Class Mail 1-ounce letter or card rate.
- b. Continue to include revenue from any extra service shown on the mailpiece.
- c. Do not record the additional fee for the stationery. The Postal Service captures these fees from the accounting systems when it sells the stationery, so including it as total mailpiece revenue would double-count this revenue.
- d. Enter the total revenue of the mailpiece in the *Total Mailpiece(s) Revenue* screen. The total mailpiece revenue is the mailpiece revenue for a single mailpiece (including extra service revenue). When you enter more than one piece with identical characteristics, the system automatically computes the total mailpiece revenue.
- e. Enter the revenue (postage) that is indicated with any postage due marking.
Note: A warning screen may appear when the postage you enter exceeds the maximum value or is less than the minimum value.
- f. If there is no revenue indicated, or if you cannot determine or read the total revenue directly from the mailpiece, select "Cannot Be Read."
- g. Confirm the data displayed in the *Mailpiece Data Correct* screen.

4-7.2 Cannot Be Read (CBR)

If you cannot determine or read the total revenue directly from the mailpiece, select "Cannot Be Read" in the *Total Mailpiece(s) Revenue* screen.

Mailpieces in the "Cannot Be Read" category include mailpieces paid using multiple indicia — i.e., stamps and IBI (meters and PC Postage) — when the postage value on one of the indicia is not displayed or legible, even if you can read another or other indicia. The Postal Service derives mailpiece revenue when it processes the data, based on the characteristics of the mailpiece.

Example: If a mailpiece is paid using a Forever stamp and an IBI shipping label that does not show a postage amount, record as "Cannot Be Read" because you cannot determine the total postage paid.

For mailpieces combining a permit imprint (including BRM) with stamps and IBI (meters and PC Postage), enter the total postage value of all stamps and IBI (meters and PC Postage) in the *Total Mailpiece(s) Revenue* screen.

Here are some additional examples:

- a. If a permit imprint (excluding eVS or ePostage) or International Business Reply Mail (IBRM) letter bears a Forever stamp, record the Forever stamp postage value (First-Class Mail letter rate) in the *Total Mailpiece(s) Revenue* screen. Do not include the IBRM fee in the total revenue.
- b. If the indicia of a First-Class Mail letter displays \$1.20, record \$1.20 in the *Total Mailpiece(s) Revenue* screen.

Continue to look up and enter the value of nondenominated stamps.

4-7.3 Short-paid

Provide a short-paid mailpiece to revenue protection employees for collection only if the short-paid amount exceeds the following:

- a. \$1.00 for First-Class Mail International, Flat-Rate Envelopes, and Small Flat-Rate Boxes.
- b. \$3.50 for Priority Mail International, excluding Flat-Rate Envelopes and Small Flat-Rate Boxes.

4-8 Summary of SIRVO-IODIS Information

4-8.1 Overview

Thoroughly check the mailpiece data and verify that all entries are correct:

- a. "Y" verifies the entries are correct and returns you to the *Product Type* screen.
- b. "N" discards the entire record due to incorrect entries. The *Confirm Delete* screen appears.

Note: To correct only one entry, press the "up" arrow to highlight the desired item and then edit the entry.

4-8.2 Customs Barcode Screen

The *Customs Barcode* screen appears for mail being sent with label class “UA” (indicating flat tray and Format G), “UD,” “UN,” or “UX,” and with receptacle type “BG” or “CI” (“CI” is the code for “bulk containers with loose items”). When the *Customs Barcode* screen appears, scan all the 13-character mailpiece barcodes, including any barcode with a prefix other than “L” (e.g., “C,” “E,” “H,” “R,” and “U”) and non-US suffixes (e.g., return to sender or open transit items).

4-8.3 Origin ZIP Code Recording

4-8.3.1 General

To record data regarding the origin ZIP Code from FCMI and FCPI mailpieces, enter the first three digits of the origin ZIP Code of the mailpiece in the *Origin ZIP Code* screen. The origin ZIP Code is usually located in the cancellation mark on the stamp or IBI or in the USPS-applied or mailer-applied video ink jet cancellation.

Enter the origin ZIP Code in one of the following ways:

- a. Enter the correct origin state abbreviation in the field provided. The CODES application automatically displays a list of cities that corresponds to the origin state that you enter.
- b. If you do not know or cannot read the origin ZIP Code, select “Cannot Be Read.” To determine the ZIP Code, enter the state code and select the city from the display of cities within the selected state.

Many times a mailpiece has multiple indicia or multiple cancellations. In these cases, see [4-8.3.2](#) through [4-8.3.5](#) for special recording rules to determine which cancellation or indicia takes precedence or when to record “Cannot Be Read.”

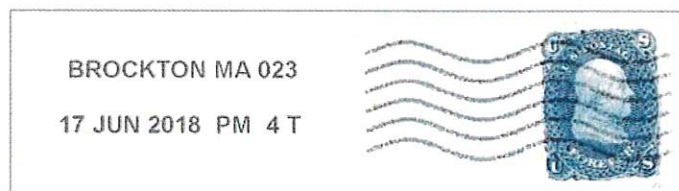
4-8.3.2 Multiple Indicia and Multiple Cancellations

When a mailpiece has two or more types of indicia or cancellations, use the following options to determine how to record the origin ZIP Code (use the first option that applies):

- a. From the Advanced Facer Canceler System (AFCS) cancellation — see the example in [Exhibit 4-8.3.2a](#). Always record the origin ZIP Code from the AFCS cancellation marking when this cancellation is present. If there are multiple AFCS cancellations, record the origin from the earliest cancellation.

Exhibit 4-8.3.2a

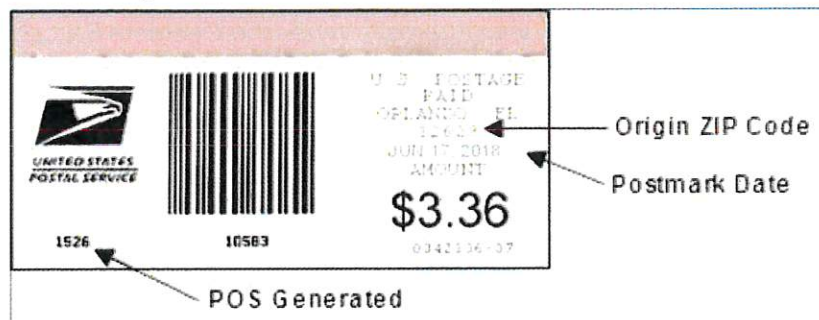
AFCS Cancellation Example



- b. From the POS postage label (PVI, mPOS, and Retail label) — see the example in [Exhibit 4-8.3.2b](#).

Exhibit 4-8.3.2b

POS Postage Label Cancellation Example



- c. From the stamp. If there is more than one postmark on the stamped indicia, record the origin ZIP Code from the earliest postmark.
- d. From the date correction.
- e. From the IBI (meter or PC Postage) — see the example in [Exhibit 4-8.3.2e](#). When a mailpiece has multiple IBIs, record the postmark date and origin from the IBI with the most recent date.

Exhibit 4-8.3.2e

IBI Cancellation Example



4-8.3.3 Federal Government and USPS Mailpieces

For a mailpiece from the federal government or the Postal Service, do not use the return address as the origin ZIP Code — such mailpieces use G-series permits, but those permits do not have a known origin ZIP Code. Instead, record it as “Cannot Be Read.”

4-8.3.4 POS Postage Label

For a POS postage label (PVI, mPOS, and Retail label) that has an origin ZIP Code of “000,” record it as “Cannot Be Read.”

4-8.3.5 Multiple 3-digit Origin ZIP Codes

On a mailpiece that has a range of 3-digit origin ZIP Codes or a list of 3-digit origin ZIP Codes separated by a comma, record the first 3-digit origin ZIP Code.

One mailpiece shows the 3-digit origin ZIP Codes as “641–661,” and another mailpiece shows the 3-digit origin ZIP Codes as “641, 661” — for both of these, record “641.”

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5 CODES Laptop Data Communications

5-1 Overview

When you have completed a test and reviewed the data, transfer the test data immediately from the CODES laptop to the CODES WBU. You can transfer test data to the CODES WBU using a local area network (LAN) connection.

HQ SP distributes software updates automatically to the CODES laptop while connected to the Postal Routed Network (PRN). You can download sample files directly from the CODES WBU. Release notes are available on the Statistical Programs home page at <http://blue.usps.gov/statprog>. The release notes contain important information about the changes and instructions on how to install the software updates to the CODES laptops.

The data collector is responsible for transferring the test data, downloading sample files, and installing software updates to the CODES laptops.

The MFPC is responsible for reviewing and approving the uploaded data. Both the data collector and the MFPC are responsible for maintaining the CODES laptops and scales.

See the user guides on the Statistical Programs web page for more information.

The remainder of this chapter discusses the transfer method in detail and how to use CODES laptop transmission functionality to update sample files and system software. Each section gives step-by-step instructions for performing these tasks.

5-2 Transferring Data to the CODESWBU

Use a LAN connection to transmit data from a CODES laptop to the CODES WBU.

Before you can transfer a test, you must complete the test. From the desired test list, highlight the desired test and click the "OK" button — the *Test Result Transfer* screen appears. Enter your DCT ID number and any comments or information pertaining to the test you are transferring, and select the destination.

Use the following steps to begin the data transfer process:

1. ~~On the desktop, S~~select the CODES icon ~~on the desktop~~ to display the *CODES Main Menu* screen.
2. ~~On the CODES Main Menu screen, c~~lick the “SIRVO-IODIS” or “SIRVI” button to open ~~SIRVO-IODIS or SIRVI. the menu screen for the appropriate test (either the SIRVO-IODIS Menu screen or the SIRVI Menu screen).~~
3. ~~On the appropriate menu screen, c~~lick the “Transmit Test” button to display the *Transmit Test* screen.
4. ~~On the Transmit Test screen, c~~lick the “Transmit” button. A *Transmit in progress* screen briefly appears, followed by a *test confirmation* screen showing that the test successfully uploaded.

5-3 Receiving Sample Files

5-3.1 Overview

Every quarter, HQ SP releases and distributes sample files and software updates via the PRN.

5-3.2 Download Samples

To download samples from the “CODES Main Menu Communications” window, complete the following steps:

1. Click the “Download Samples” button.
2. Select the CODES application(s) associated with the desired samples (you may select more than one application).
Note: Ensure that you select at least one application — if you do not select an application, a warning screen appears.
3. Click the “Download Samples” button at the bottom of the screen.
4. When a “Sample download completed” message appears (indicating that the system has downloaded the samples for the selected CODES applications to the CODES laptop), click the “OK” button.

5-3.3 Load Samples

Load new samples from *SIRVO-IODIS Menu* screen or the *SIRVI Menu* screen by performing the following steps:

1. Click the “Load New Samples” button.
2. From the *Load Samples* screen, select the *CODES Folder* option — an *Information* screen appears and acknowledges that the system successfully loaded the samples.

5-4 Troubleshooting Failed Transmissions

Complete the following steps to ensure proper cable connections and configuration of the CODES laptop:

1. Ensure that the CODES laptop is connected to the PRN at least once a week.
2. Ensure that all laptop connections (e.g., power supply) are secured.
3. Check all of the tests and applications for which you wish to transfer files or receive files to ensure that they are properly prepared for transmission according to the procedures outlined in this chapter.

For more detailed instructions, or if the problem you are experiencing is not addressed above, consult your MFPC for further assistance.

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Appendix

Acronyms

AFCS	Advanced Facer Canceler System
AMRU	Air Mail Records Unit
APC	Automated Postal Center
BRM	Business Reply Mail
CBP	Customs and Border Protection
CODES	Computerized On-Site Data Entry Systems
CP	Colis Postaux (the French term meaning "Parcel Post")
DCT	data collection technician
DEO	destination exchange office
EMS	Express Mail Service(international)
eVS	electronic verification system
FCMI	First-Class Mail International
FCPIS	First-Class Package International Service
GBS	Global Business System
IBI	information-based indicia
IBRM	International Business Reply Mail
IBRS	International Business Reply Service
IMRS	International Merchandise Return Service
IPA	International Priority Airmail
IPC	International Post Corporation
IPK	items per kilogram
ISAL	International Surface Air Lift
LAN	local area network
LC/AO	Letters and Cartes/Autre
MDO	manager of Distribution Operations
MFPC	Manager, Financial Programs Compliance
mPOS	mobile point of sale
OEO	origin exchange office
PATS	Process Activated Training System
PMI	Priority Mail International
POS	point of service
PRN	Postal Routed Network
RPW	revenue, pieces, and weight
SIRVI	System for International Revenue and Volume, Inbound

SIRVO-IODIS	System for International Revenue and Volume, Outbound and International Origin-Destination Information System
SPSC	Statistical Programs Service Center
SSP	Supervisor Statistical Programs
TSSR	Test Status Statistics Report
UPU	Universal Postal Union
U.S.	United States
USB	universal serial bus
PVI	postage validation imprint
SSK	self-service kiosk
WBU	Web Base Unit



International Revenue, Volume, and Performance Measurement Systems

Handbook F-85
Updated through SP#2, FY2020

January 2020

Transmittal Letter

- A. Introduction.** This handbook is an update of Handbook F-85, *International Revenue, Volume, and Performance Measurement Systems*, which was revised in September 2020. All previous editions of Handbook F-85 are obsolete.

This edition of Handbook F-85 contains revisions that Statistical Programs has made since the handbook's previous publication in September 2018, including revisions to management policies and procedures, and revisions issued in the following Statistical Programs letters:

- Statistical Programs Letter #1, FY19 (dated August 30, 2018).
- Statistical Programs Letter #3, FY19 (dated March 1, 2019).
- Statistical Programs Letter #2, FY20 (dated December 3, 2019).

- B. Explanation.** This handbook serves as a guide to policy for Statistical Programs at Postal Service Headquarters (HQ SP) and for USPS personnel at area offices, district offices, and international gateways who conduct and support International Revenue, Volume, and Performance Measurement tests.

- C. Availability.** Copies are available for Postal Service employees on the Postal Service PolicyNet Web site at <http://blue.usps.gov>. In the left-hand column under "Essential Links," click on *PolicyNet*, and then in the tabs across the top, click on *HBKs*.

- D. Comments on Content.** Address comments or questions regarding the content of this handbook to the following address:

MANAGER OF STATISTICAL PROGRAMS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLZ SW RM 4912
WASHINGTON DC 20260-4912

- E. Comments on Format.** Address comments or questions regarding the language or organization of this handbook to the following address:

BRAND AND POLICY
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLZ SW, RM 4646
WASHINGTON DC 20260-4646

- F. Effective Date.** This handbook is effective January 2020.

A handwritten signature in cursive script that reads "Sharon D. Owens".

Sharon D. Owens
Vice President
Pricing and Costing

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1 Introduction

1-1 Overview

International mail is mail that is exchanged between countries. The Universal Postal Union (UPU), a United Nations sub-agency, classifies mail into three categories:

- a. Express Mail Service (EMS).
- b. Parcel Post (CP). Parcel Post is sometimes referred to using the French term *Colis Postaux* (CP), meaning Parcel Post.
- c. Letter-Post (LP). Letter Post is sometimes referred to using the French term *Lettres et Cartes/Autre Objects* (LC/AO), meaning letters and cards/other objects. M-bags, registered items, and Expres (not EMS) are subsets of Letter-Post.

1-2 SIRVO-IODIS and SIRVI

The Postal Service uses the following two primary sampling systems to estimate international mail revenue, pieces, and weight (RPW):

- a. The System for International Revenue and Volume, Outbound and International Origin-Destination Information System (SIRVO-IODIS).
- b. The System for International Revenue and Volume, Inbound (SIRVI).

These systems provide information on mail characteristics, volume flows, and transit distributions for the major categories of international mail, except for EMS, for which “census” data (meaning actual, not sampled and estimated data) is available from other systems — e.g., the USPS Product Tracking System (PTS) and Global Business System — Receipt.

SIRVO-IODIS samples Letter-Post and Parcel Post in order to report USPS product RPW data. SIRVI primarily samples Letter-Post, but it also samples other classes to a limited extent (i.e., weigh-only tests).

The Postal Service uses the information collected from SIRVO-IODIS and SIRVI to do the following:

- a. Develop estimates of revenue, number of pieces, and weight of outbound and inbound international mail for international reporting and analysis.
- b. Calculate estimates of the number of items per kilogram (IPK) for terminal dues (the funds paid to designated operators for delivering inbound Letter-Post mail from other countries).

- c. Advise senior management on budgeting and planning issues.
- d. Plan the Postal Service's budget based on forecasts of mail volume, workloads, and overall productivity.
- e. Support revenue protection.
- f. Estimate the distribution of airmail sent between each U.S. city and its U.S. exchange office.

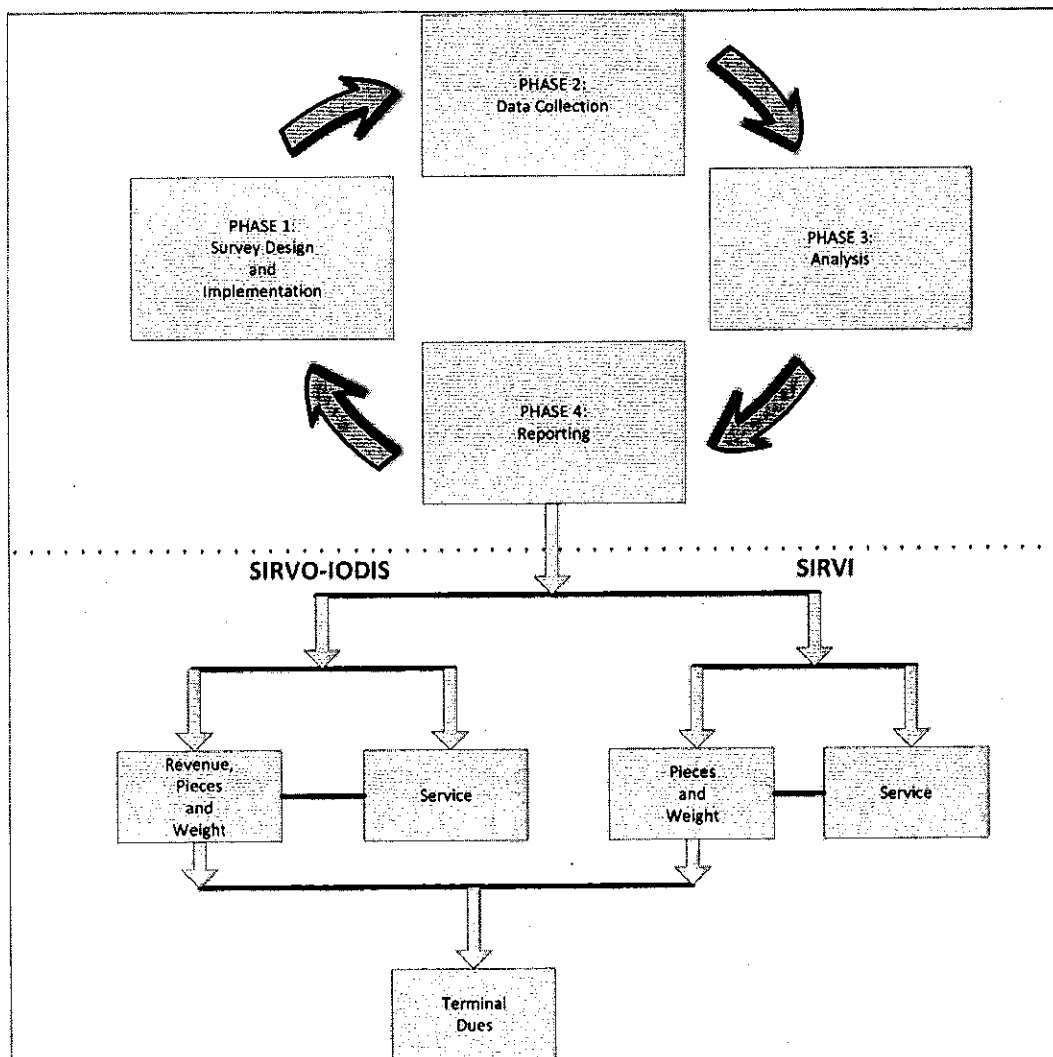
1-3 Four Phases of the International Revenue, Volume, and Performance Measurement Systems

1-3.1 Overview

The International Revenue, Volume, and Performance Measurement Systems process consists of four major phases, as shown in Exhibit 1-3.1.

Exhibit 1-3.1

International Revenue, Volume, and Performance Measurement Systems Process



1-3.2 Phase 1: Survey Design and Implementation

1-3.2.1 Overview

In the survey design and implementation phase, to develop and revise the data collection methods for SIRVO-ODIS and SIRVI, Statistical Programs at Postal Service Headquarters (HQ SP) works with personnel who have the following positions:

- a. Manager Financial Programs Compliance (MFPC).
- b. Supervisor Statistical Programs (SSP). **Note:** To simplify wording and to avoid redundancy, uses of MFPC in this book also refer to the SSP or, at the MFPC's direction, a trained designee.
- c. Data Collection Technician (DCT). **Note:** This handbook refers to a DCT as a "data collector," and it often uses the pronoun "you" to refer to the data collector.

The mail processing days in a quarter make up the SIRVO-ODIS frame (to represent the entire population of outgoing international mail). Each quarter, the SIRVO-ODIS sampling process uses a probability sample of mail destined for foreign countries to determine the number of samples, HQ SP transmits sample files to the Global Business System (GBS), which is a USPS dispatch and receipt application that collects dispatch and receipt data as follows:

- a. GBS Dispatch records mail leaving the United States.
- b. GBS Receipt records mail entering the United States.

GBS uses these sample files to automatically select sample units (receptacles) for you to conduct SIRVO-ODIS and SIRVI tests. The sample data files provide GBS with the criteria to determine receptacle selections from a subset of the total number of receptacles available on a test day. The MFPC develops the test schedules from the sample files in the Computerized On-Site Data Entry Systems (CODES) Web Base Unit (WBU).

1-3.2.2 SIRVO-ODIS Sample and Test Criteria

GBS Dispatch uses historical data to calculate the average weight of mail being dispatched from the international facilities and assigns the weighted skip to select the test receptacles across each test day. The MFPC has the discretion to adjust the weighted skip for the test. GBS Dispatch notifies you that a sample receptacle is available for testing.

For some bulk containers, you may manually select sample receptacles using bulk container procedures. In certain situations when GBS Dispatch is unavailable, manually select sample receptacles as outlined in the SIRVO-ODIS Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVO-ODIS Reference Guide; and see RM-8.

A SIRVO-ODIS test is based on the following criteria:

- a. Destination country.
- b. U.S. origin exchange office (OEO).
- c. Label class — Letter-Post (LP) and Parcel-Post (CP).

- d. Mail category/transportation mode (Air).
- e. Receptacle type — letter tray (PU), flat tray (GU), bag (BG), bulk container (CN), etc.

1-3.2.3 SIRVI Sample and Test Criteria

SIRVI tests a random sample of inbound mail from foreign countries. Each quarter, after HQ SP transmits sample files to GBS, GBS Receipt notifies you that a sample is available for testing. In certain situations when GBS Receipt is unavailable, you must manually select sample receptacles.

The two types of tests used for SIRVI sampling are Letter-Post (LP) tests and weigh-only tests:

- a. *Letter-Post (LP) Tests:* There are two types of LP tests:
 - (1) The Day sample has one Test ID per day for each exchange office. The Test ID starts with an "I" (for inbound) and consists of the first two digits of the U.S. destination exchange office, the last digit of the calendar year, the two-digit month, and the two-digit day of the month (e.g., September 1 is 0901). This Test ID includes all of the tests scheduled for that day. The Postal Service expects that, over a period of time, the daily sampled receptacles of mail reflect the entire inbound mail volume and mail characteristics entering the international facilities.
 - (2) The Monthly sample has one Test ID per calendar month, which often consists of multiple samples. The Test ID starts with an "I" (for inbound) and consists of the first two digits of the U.S. destination exchange office, the last digit of the calendar year, and the two-digit month, and it ends in "00." Although the samples sought are shown under this Test ID, record the actual sample under the day sample's Test ID for that day's sample. This ensures that testing does not overlook sample data and transmits sample data timely.

When recording the samples under the Test ID, always use the date that GBS actually selects the receptacle. If GBS selects a receptacle on a test date without a Test ID (e.g., a Sunday or a holiday), record the test data under the most recent Test ID before the date that GBS selected the receptacle.

Example: "IM180600" represents a monthly Test ID for a SIRVI test at Miami for Sunday, June 3, 2018.

Note: The sample file also includes Test IDs beginning with "I" and ending in "99," which the Postal Service uses for testing the software. In producing estimates, the Postal Services does not use data under a Test ID ending in "99."

- b. *Weigh-only Tests:* For international Express Mail Service (EMS), Parcel-Post, and other streams with known items provided on the dispatch documents (e.g., "UR" for exclusively Registered Mail), SIRVI samples the receptacle-level weight only to check the reported weight indicated by the country against the actual weight. The weigh-only sample has one Test ID per month for each exchange office. The Test IDs for EMS

and "other" streams begin with "E" and end in "88." The Test IDs for Parcel-Post begin with "C" and end in "88."

Note: For a summary of SIRVI test types, see the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-1.

1-3.2.4 **SIRVI Sample Selection Targets**

The SIRVI sample selection targets particular receptacles for sampling based on the following criteria:

- a. Origin country.
- b. U.S. destination exchange office (DEO).
- c. Label class — Letter-Post (LP).
- d. Mail category/transportation mode (Air, SAL, and Surface).
- e. Receptacle Type — letter tray (PU), flat tray (GU), bag (BG), bulk container (CN), etc.

1-3.3 **Phase 2: Data Collection**

Data collection is the cornerstone for the vital international statistics that the Postal Service needs. Quality data and, ultimately, the ability to make accurate revenue, volume, and service performance estimates depend on proper data collection techniques. It is critical that the Postal Service collects data consistently and in a manner that does not introduce error or bias. When conducting a test, you must follow procedures exactly and must review them periodically to guarantee accuracy.

Data collectors conduct SIRVO-IODIS and SIRVI tests on CODES laptop computers as follows:

- a. For SIRVO-IODIS tests, record RPW data for various international classes, subclasses, extra services, and origin ZIP Codes to measure domestic travel distance.
- b. For SIRVI tests, record piece and weight data for international mail shapes and the destination ZIP Code to measure domestic travel distance.
- c. Complete and review the data for accuracy.
- d. Upload the SIRVO-IODIS or SIRVI test to the CODES WBU daily.

1-3.4 **Phase 3: Analysis**

In the Analysis phase, the Postal Service analyzes data for accuracy at two levels:

- a. At the first level, the data collector transmits tests to the CODES WBU. The MFPC reviews the test reports, which provide a summary of test results. Once the MFPC approves the tests, the system groups the test data from other locations and uploads the test data to the mainframe.
- b. The second level of analysis occurs when HQ SP further analyzes the data.

1-3.5 Phase 4: Reporting

SIRVO-IODIS and SIRVI data produce reports for use by the Postal Service and the Postal Regulatory Commission. The Postal Service uses these reports to develop estimates of the RPW data of international mail by class, subclass, category, and extra service, and for service performance measurements. Estimates of international Letter-Post mail volume play an important role in determining international terminal dues and the funds paid to designated operators for handling mail from other countries.

2 Conducting the SIRVO-IODIS Test

2-1 Overview

2-1.1 General Information

The Postal Service conducts SIRVO-IODIS tests at international exchange offices to capture RPW data for U.S. origin mail destined for foreign countries. SIRVO-IODIS provides country-specific data to support terminal dues settlements, and it measures the service distance for U.S. origin mail from the postmark at an origin U.S. city to the U.S. exchange office.

HQ SP generates a sample list of tests for each exchange office, and it transmits test files to GBS Dispatch for automated sample selection and to CODES for the data collection laptops. GBS Dispatch automatically selects sample receptacles, but in some circumstances, you may select samples manually. Select most outbound bulk containers manually due to dispatch time constraints.

Data collectors conduct the SIRVO-IODIS test on CODES laptop computers. A SIRVO-IODIS test day overlaps tours, requiring more than one data collector to complete the tests. The Postal Service defines a SIRVO-IODIS test day as a 24-hour period, generally from 00:00:00 (midnight) to 23:59:59 of the test day.

The MFPC is responsible for managing the available resources to ensure that data collectors are conducting the SIRVO-IODIS tests as scheduled. The data collector is responsible for sampling, recording, and returning the mailpieces and receptacles to operations in a timely manner.

2-1.2 Required Materials

You need the following items to conduct a SIRVO-IODIS test:

- a. A CODES laptop computer with a fully charged battery pack.
- b. An AC power pack with a power cord.
- c. An extension cord with three-prong plugs.
- d. An electronic scale with a cable for the power source and a cable for the computer connection.

Note: The scale must be accurate to 0.1 ounce. To ensure accuracy, check and level the scale before each test.

- e. A barcode scanner.
- f. A domestic shape template for Letter-Post mail only. (For shape definitions, see the SIRVO-IODIS Reference Guide, which is available

on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVO-IODIS Reference Guide; and see RM-12.)

Exception: Large envelopes and packages may weigh up to 4 pounds.

- g. Marking slips to tag bulk containers scheduled for testing.
- h. Paper and pens or pencils.

The data collector must have access to the following additional resources:

- a. Statistical Programs News.
- b. Statistical Programs Letters.
- c. SIRVO-IODIS Reference Guide.
- d. Handbook F-85, *International Revenue, Volume, and Performance Measurement Systems* (this handbook).
- e. Notice 123, *Price List* (which provides rates and rate group information).

2-1.3 Procedures

When conducting a SIRVO-IODIS test, you must complete the following tasks:

- a. Prepare for the test (see 2-2).
- b. Select a test to conduct from the sample selection (see 2-3).
- c. Enter data into the CODES laptop (see 2-4).
- d. Review and edit mailpiece recordings (see 2-5).
- e. Complete the test (see 2-6).
- f. Transmit the test (see 2-7).

The rest of this chapter discusses each of these tasks.

2-2 Prepare for the Test

2-2.1 Overview

HQ SP selects the dates and sample units for testing. The MFPC performs several activities to prepare for the SIRVO-IODIS tests. The data collector must report to the assigned work area early enough to complete the SIRVO-IODIS test without delaying the mail.

To prepare for a SIRVO-IODIS test, perform the following tasks:

- a. Review the test schedule or sample selection file in the CODES software.
- b. Access SIRVO-IODIS-selected receptacles in GBS Dispatch to search for receptacles in an "Opened" status.
- c. Determine the appropriate time to perform the test. All the necessary mailpieces must be available during the time scheduled for the test, and the test must not delay mail processing.

- d. Communicate with facility employees to gather pertinent testing information.

2-2.2 Receiving the Sample File, Test Schedule, and Software Update

Approximately 2 weeks before a Postal Service quarter begins, HQ SP develops the sample file by selecting sample units. A sample file consists of a list of Test IDs and their characteristics. The CODES WBU receives the SIRVO-IODIS sample file from HQ SP. Download the sample file by accessing the *CODES Main Menu/Communications/Download Samples* screen. If necessary, the MFPC may also download the sample file onto a data storage device for you.

The MFPC uses the list of tests (called the "sample selection file") to develop the test schedule and to make test assignments.

HQ SP distributes software updates automatically to the CODES laptop while connected to the Postal Routed Network (PRN). You can download sample files directly from the CODES WBU.

Note: Do not download new CODES software before indicated in the software release notes.

2-2.3 Accessing the SIRVO-IODIS Sample Selection File

The SIRVO-IODIS sample selection file on the CODES laptop contains test schedule information and types of tests for the entire quarter. Sample selection files contain entries such as the following:

- a. Test ID.
- b. Test date.
- c. Origin exchange office (OEO).
- d. Destination code.
- e. Destination country.
- f. Destination exchange office (DEO).
- g. Mail category/transportation mode.
- h. Label class — Letter-Post (LP) or Parcel-Post (CP).
- i. Receptacle type.
- j. GBS test.
- k. Test status.

2-2.4 Communication

2-2.4.1 Communicating With Facility Employees

Before performing a SIRVO-IODIS test, you must speak with as many people as necessary to learn about the mail processing stream at the test facility and to identify all mail flows in the sample unit for testing. The cooperation and advice of facility employees are essential for counting, recording, and returning the mailpieces to the appropriate mailstream.

Data collectors usually conduct SIRVO-IODIS tests in their work facilities, where they are already familiar with the mail processing operations. Regardless, you must periodically review with facility employees any changes in mail processing operations affecting SIRVO-IODIS tests, including the following:

- a. The locations of the GBS Dispatch workstations.
- b. The location of the designated Statistical Programs GBS workstation.
- c. The dispatch or lock-out times for specific mailstreams (e.g., bulk containers).
- d. Any temporary changes in mail processing, especially during the holidays.
- e. The following four defining characteristics, which must be present in every sample (see also 2-3.2):
 - (1) Destination country.
 - (2) Label class (either LC or CP).
 - (3) Mail category/transportation mode (Air).
 - (4) Receptacle type (letter tray, flat tray, bag, bulk container, outside piece).

2-2.4.2 **Communicating With Headquarters**

You must communicate with your MFPC so that the MFPC can contact the Statistical Programs Service Center (SPSC) at Headquarters to do the following:

- a. Report GBS outages or unexpected changes that would result in less than the number of expected receptacles.
- b. Report pending changes in operations that could impact the four defining characteristics of the test (e.g., a change in the dispatch location or receptacle types, such as bags to bulk containers).
- c. Ask questions about mailpiece recording.

2-2.5 **Acquiring Bulk Container Information**

Before beginning a bulk container test, you must know the following information:

- a. The approximate number of bulk containers that operations expects to dispatch during the 24-hour test day.
- b. The average number of pieces per bulk container.
- c. The bulk container preparation location, which is where operations processes mail for dispatch.
- d. The number of bulk containers already prepared for dispatch, if any.
- e. The dispatch times for bulk containers.

2-2.6 Determining Dispatch Times

You must know when a selected receptacle needs to be returned to operations for dispatch. For GBS-selected receptacles, determine the dispatch lock-out time from the SIRVO-IODIS Printer Notice (see 2-3.3.2) sent to the Statistical Programs printer. The lock-out time is the time by which you must return the receptacle to operations. GBS calculates the lock-out time for Statistical Programs based on the expected dispatch times and the amount of time it should take to sample a particular receptacle type. The amount of time deemed "too close" to dispatch varies by receptacle type (currently within 2 hours for letter trays, 1.5 hours for flat trays, and 1 hour for bags). For a non-GBS bulk container test, you must obtain the dispatch lock-out time from facility employees.

Note: When GBS selects a receptacle for testing, the designated Statistical Programs GBS workstation creates a printed report, called the "SIRVO-IODIS Printer Notice." This report identifies the GBS Dispatch workstation where the GBS operator sets aside selected receptacles for you to sample. (For more information on the Printer Notice, see 2-3.3.2.)

You must allow enough time to sample all test mail before the dispatch or lock-out time. For GBS tests, receptacles selected too close to the dispatch time generate a Printer Notice indicating that this receptacle is a Bypassed Receptacle — i.e., one that you do not include for sampling. Later, you offset the Bypassed Receptacle with a Replacement Receptacle. For further information on Bypassed and Replacement Receptacles, see the SIRVO-IODIS Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVO-IODIS Reference Guide; and see RM-4.

If there is not enough time to finish a test without delaying the mail, you must advise the MFPC immediately. The data collector may need to stop sampling the receptacle and delete the data from the GBS-Dispatch interface so that GBS can select another receptacle from a later dispatch.

After sampling all selected mail, you must return the mail to operations for dispatch.

Note: Tests may have more than one dispatch lock-out time on the test day because there may be more than one dispatch for the mailstream being tested.

2-2.7 GBS Dispatch Workstations

As GBS operators scan receptacles for dispatch, GBS identifies and selects specific sample receptacles for GBS tests. A facility may use several GBS dispatch workstations to select test mail. For instance, one workstation may containerize and label parcels, while another station may containerize and label flats.

You must know the location of the designated GBS workstation. When GBS selects a receptacle for testing, the designated GBS workstation creates the printer notice, identifying the GBS Dispatch workstation where the selected receptacle is held.

2-3 Select a Sample

2-3.1 Overview

During a SIRVO-IODIS test, either the GBS Dispatch system or you select receptacles, and then you record the mail within these receptacles. This sample statistically represents every mailpiece in the sample unit.

It is important for you to know the sampling procedures well. Strict adherence to the sampling procedures produces accurate statistical data, while poor attention may produce data with deviations and biases. Each mailpiece that you select and record represents thousands of similar mailpieces from around the country that are not being tested. If operational

processes or workload constraints make it difficult to follow standard written policies and procedures, contact the MFPC for guidance.

2-3.2 Four Defining Characteristics

The sample selection consists of receptacles that meet each of the following four defining characteristics:

- a. Destination country.
- b. Label class (either LC or CP).
- c. Mail category/transportation mode (Air).
- d. Receptacle type (letter tray, flat tray, bag, bulk container, outside piece).

These four characteristics must be present in every sample. The first three characteristics appear on the receptacle label (CN 34, 35, 36, etc.) and in the 29-digit UPU barcode. The last characteristic (receptacle type) is the physical description of the receptacle and is indicated on the receptacle label. Position 25 of the barcode indicates the receptacle type for outbound countries such as Canada, as follows:

- a. "2" indicates letter tray.
- b. "3" indicates flat tray.
- c. "4" indicates bag.
- d. "5" indicates outside piece.
- e. "6" indicates bulk container.

For non-Canadian outbound countries, we use dispatch labels as follows:

- a. "UA" indicates either letter tray and Format P, or flat tray and Format G.
- b. "UN" indicates a bag, outside piece, or bulk container and Format E.

2-3.3 GBS-selected Receptacles

2-3.3.1 Overview

GBS Dispatch produces the dispatch documentation for outgoing mail. A "Yes" appears in the "GBS Test?" column on the *Conduct Test* screen in the CODES software to indicate a GBS-selected receptacle. GBS Dispatch interfaces with SIRVO-IODIS and selects a subset of receptacles based on an algorithm using the accumulated weight of the scanned mail. GBS explicitly marks all SIRVO-IODIS sample receptacle labels to indicate that the receptacle is set aside for sampling.

2-3.3.2 Printer Notice

All SIRVO-IODIS tests span a 24-hour testing period. For a GBS test, the system automatically selects receptacles between the beginning and ending cutoff times — i.e., 00:00:00 (midnight) to 23:59:59.

When GBS selects a receptacle for testing, the designated Statistical Programs GBS workstation creates a printed report called the "SIRVO-IODIS Printer Notice." This report identifies the GBS Dispatch workstation where the GBS operator sets aside selected receptacles for you to sample.

2-3.3.3 Receptacle Labels

2-3.3.3.1 Overview


For outbound receptacles selected for testing, GBS outputs "HOLD FOR SAMPLING" on the receptacle's label. The following sections discuss the three Hold for Sampling labels that help operations and you identify a receptacle for sampling.

2-3.3.3.2 The Main "Hold for Sampling" Label

As shown in [Exhibit 2-3.3.3.2](#), the main hold for SIRVO-ODIS label includes the text "HOLD SAMPLING" in several places, and the "Offload" location shows "HOLD" instead of the actual location so that operations cannot dispatch the receptacle.

Exhibit 2-3.3.3.2

Main Hold for Sampling Label

From USJFKA USPS		Par Avion		CN 35 UN-E F
		Mailstream BG – BAG (USPS)		
Mail No. 1115		To HOLD FOR SAMPLING CASTEAU		
Date 2018-06-17				
Receptacle 005	Items 011			
		 USJFKABEBRUAUN51115005000054		
Gross Kg. 5.4	Net Kg. 5.2			
Seal No. 58201230				
Producer JICUSA-USJFK-1AAA01-F13		Via HOLD SAMPLING HOLD SAMPLING HOLD SAMPLING HOLD SAMPLING		Conveyance HOLD SAMPLING
Print Date/Time 20180617 10:10				Off load HOLD
Expedited				


2-3.3.3.3 "Domestic Offload" Label

When the system prepares a receptacle for dispatch at location "A" and routes it to a gateway exchange office "B," the system selects the sample for testing at location "A," but produces a "Domestic Offload" label. As shown in [Exhibit 2-3.3.3.3](#), the Domestic Offload label for SIRVO-ODIS receptacles includes the text "HOLD FOR SAMPLING" and a "Deliver to:" location of "HOLD." After testing, return the receptacle to GBS as you would any other receptacle — GBS produces a Domestic Offload over-label replacing "Deliver to: HOLD" with a new location.

Example: A receptacle prepared in LAX, for routing to Trinidad via MIA, receives a 29-digit barcode reflecting "LAX" as the OEO, and GBS selects the receptacle for testing in LAX. When you return the receptacle, GBS replaces the "HOLD" label with one saying "Deliver to: MIA."

Exhibit 2-3.3.3.3

Domestic Offload Label


Air Carrier NO NOT SCAN THIS LABEL	
For ISC Use Only - HOLD FOR SAMPLING	
Dispatch Ready	
	
USJFKABEBRUAUN51115005000054	
Producer JICUSA-USJFK-1AAA01-F13	Print Date/Time 20180617 10:10

2-3.3.3.4 **"Dispatch Ready" Label**

When the system prepares a receptacle at an OEO for dispatch and does not yet have a flight assignment, the system selects the receptacle for sampling and produces a "Dispatch Ready" label. As shown in [Exhibit 2-3.3.3.4](#), the Dispatch Ready label for SIRVO-LODIS receptacles includes the text "HOLD FOR SAMPLING." After testing, return the receptacle to GBS as you would any other receptacle — GBS produces a Dispatch Ready over-label without the "HOLD" notice.

Exhibit 2-3.3.3.4

Dispatch Ready Label

Air Carrier NO NOT SCAN THIS LABEL	
For ISC Use Only - HOLD FOR SAMPLING	
Dispatch Ready	
	
USJFKABEBRUAUN51115005000054	
Producer JICUSA-USJFK-1AAA01-F13	Print Date/Time 20180617 10:10

2-3.3.4 GBS Selection Failure

In the event that GBS is still dispatching (i.e., not a zero volume day) but fails to select samples, you must immediately contact your MFPC so that the MFPC can contact GBS support to report the problem and notify the SPSC for instructions on rescheduling, canceling, or modifying the test schedule. If GBS sample selection does not begin within 2 days, the MFPC instructs you to perform manual sample selection by seeking replacement receptacles.

2-3.4 Bulk-container/Non-GBS–selected Receptacles

Not all SIRVO-IODIS tests are linked to GBS. Due to dispatch time constraints, GBS does not automatically select bulk containers for sampling (except for Canada parcels only to JFK and ORD). A "No" appears in the GBS Test column on the *Conduct Test* screen to indicate a non-GBS–selected receptacle. Using the four defining characteristics (see [2-3.2](#)), manually isolate and select the bulk containers. Depending on the level of the bulk container's completion, test procedures vary.

Select bulk containers in the following order of preference:

- a. Completed bulk containers with final barcode labels.
- b. Bulk containers close to completion (those without a final barcode label).
- c. Temporary/interim containers (those without a final barcode label).

2-3.5 Sample Unit Cutoff Times

The beginning and ending times for a SIRVO-IODIS test are determined by the sample unit cutoff times. Each sample unit has a beginning cutoff time and an ending cutoff time, as follows:

- a. *24-hour sample unit:* All SIRVO-IODIS tests span a 24-hour testing period. For non-GBS tests, the beginning cutoff times typically occur at 00:00:00 (midnight) and 23:59:59. However, in some cases, the MFPC adjusts cutoff times to match mail processing flows and dispatch times. For these tests, the MFPC schedules cutoff times to start and stop at any time during the test day, as long as they span a full 24-hour period.

Example: There is a bulk container test for U.S. origin mail to Canada at an air exchange office. The normal dispatch times for this mail are at 05:00, 14:00, and 22:00. The test is scheduled for Tuesday; however, the MFPC adjusts the 24-hour test day to start not at 00:00:00 (midnight) on Tuesday, but instead to start with the cutoff time at 22:00:00 Monday to coincide with the dispatch date and time. Include all available mail at the air exchange office starting with the last dispatch on Monday (i.e., with the 22:00 dispatch). Continue to sample all mail throughout the 24-hour period (until 21:59:59 Tuesday).

- b. *Monday tests and tests after holidays.* Cutoff times for a sample unit span a 24-hour period, including Sundays. Therefore, it is not necessary to make any special adjustments for Monday tests or tests after holidays. However, when performing a non-GBS bulk container test with cutoff times that do not occur at 00:00:00 (midnight), you

might need to make special adjustments. Use the following guidelines for a test scheduled for a Monday or for after a holiday:

- (1) For a test scheduled for Monday at a facility that does not process mail on Sunday, include all mail made available since the Saturday cutoff time. If the facility processes mail on Sunday, include all mail made available since the beginning cutoff time on Sunday.
- (2) For a test scheduled for after a holiday, include all mail made available after the ending cutoff time on the day before the holiday.
- (3) For a test scheduled for Tuesday after a Monday holiday, do one of the following:
 - (a) If the facility does not process mail on Sunday, include all mail made available after the ending cutoff time on Saturday.
 - (b) If the facility does process mail on Sunday, include all mail made available after the ending cutoff time on Sunday.

2-3.6 **Avoid Double-counting and Missed Mail**

You must do the following to avoid double-counting and missed mail:

- a. Follow the test description closely.
- b. Ask the MFPC to clarify any inconsistencies in the sample unit description.
- c. Know the facility's mail processing stream well enough to identify any potential for double-counting or missing test mail.
- d. Include all test mail when conducting a non-GBS bulk container test.

Each mailpiece that you select and record represents thousands of similar pieces from around the country that are not tested. The integrity of the test data is threatened if a mailpiece has the potential to be counted more than once, or if it *never* has a chance to be counted.

When looking for mailpieces that have the potential to be double-counted, pay close attention to receptacles holding only mail sorted to the wrong destination country (missent mail). To help prevent double-counting, ask the following questions:

- a. If you conducted every possible test on the same day, could any mailpiece from this test be counted in any of the other tests?
- b. Could any of the mail being tested have the potential to be tested on more than one day?

To avoid missing any mailpiece, ask the following questions:

- a. Could there be any mailpieces belonging to this test that might be excluded in the sampling?
- b. Where could this excluded mail be located?

2-3.7 Recording Receptacle Contents and Service Information

After identifying and recording receptacle information, record information for the sample mailpieces that are contained within the receptacles. The data collector records product and service information for a subset of the receptacle contents (service pieces), then records only product information for the remaining items (non-service pieces).

Select mailpieces based on the type of container or receptacle as follows:

- a. *Non-bulk Containers*: For letter trays, flat trays, International Post Corporation (IPC) letter trays, IPC flat trays, and bags, select all mailpieces.
- b. *Selected Receptacles*: For bags, select all mailpieces.
- c. *Bulk Container Receptacles*: A bulk container has a receptacle label and contains loose items or subreceptacles (letter trays, flat trays, or bags). Subreceptacles do not have receptacle labels. A bulk container test requires you to subsample the containers and contents as follows:
 - (1) Bulk Containers — Loose Items (noted with the abbreviation "CI," which refers to "container items"):
 - (a) At the *Bulk Container Skip — Loose Items* screen, follow the CODES software instructions by entering the mailpiece skip interval that generates approximately 50 sample pieces.
 - (b) If the receptacle contains fewer than 50 pieces, enter a mailpiece skip interval of "1" and enter the service information for all pieces. The CODES software displays the random start number.
 - (2) Bulk Containers — Subreceptacles:
 - (a) Enter bulk container information, including the type of subreceptacles.
 - (b) If the bulk container contains more than one type of subreceptacle (i.e., mixed subreceptacles), enter the quantity of each subreceptacle type. The CODES software displays the number of subreceptacles to sample (one of each type).
 - (c) If the bulk container contains only one type of subreceptacle (e.g., letter trays, flat trays, or bags), sample two subreceptacles of that type.
 - (d) Ensure that selected subreceptacles do not display individual receptacle labels.
 - (e) Sample all mailpieces in each of the selected subreceptacle types (i.e., letter trays, flat trays, bags).
 - (3) Outside Piece (indicated by the UPU code "PC"): Select the outside piece.

2-4 Enter SIRVO-IODIS Data Into the CODES Laptop

2-4.1 Overview

The CODES software prompts you to enter information about the selected receptacles and their contents. For additional data entry instructions, see the SIRVO-IODIS Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVO-IODIS Reference Guide; and see Section 1.

Perform the following steps to conduct a SIRVO-IODIS test:

1. For GBS-selected receptacles, access GBS and the *International Dispatch/GBS Stat Programs/Receptacle Selection* screen to search for receptacles in an "Opened" status. Locate all GBS Dispatch workstations to collect sample receptacles.
2. For bulk-container/non-GBS-selected receptacles, determine where the mail is prepared for dispatch.
3. Verify that selected receptacles meet the four defining characteristics (see 2-3.2).

Note: For GBS-selected receptacles, compare the 29-digit barcode printed on the SIRVO-IODIS Printer Notice to the 29-digit barcode printed on the dispatch label — the two barcodes must match to verify that you have the correct receptacle. If you cannot locate the GBS-selected receptacle, select a replacement receptacle that meets the same four defining characteristics. For a non-GBS test, verify that each receptacle inside each selected bulk container does *not* have a receptacle label — if any receptacle in a bulk container has a receptacle label, do not include it as part of the bulk container sample. For example, a receptacle with its own receptacle label might be placed on top of a bulk container just for transportation reasons. But if a bag in a bulk container has a receptacle label, the weight of the bag is not included in the receptacle label's weight for the bulk container, so the bag is not considered part of the bulk container receptacle.

4. Attach to the CODES laptop an electronic scale that can record weight to 0.1 ounce. Before using the scale in a SIRVO-IODIS test, level the electronic scale and determine if calibration is necessary. Always place the scale on a stable surface.

Note: When performing a SIRVO test, set up the scale to imperial weight. If the scale is set to metric weight, a warning screen displays in the *Actual Gross & Tare Weight* screen.

5. Enter receptacle barcode information as follows:
 - a. Electronically: Scan the 29-digit UPU barcode, whenever possible, to save time and improve accuracy of the test.
 - b. Manually: When you are unable to scan the barcode, enter the information manually, including the reported weight.

6. Enter the receptacle type.
7. Enter the weight information.
8. Enter the receptacle content information for selected mailpieces.
See 2-3.7.
9. *Receptacle tags.* If the receptacle has a pink Tag 115, *International Priority Airmail*, or a blue Tag 155, *International Surface Air Lift*, or a Tag 8, *Global Priority Mail* (which has the *Post Expres* logo), enter the appropriate option on the screen. If none of these tags is present, enter option "0 – None of the above."

Note: If the reported weight (as represented in the barcode) differs more than 2 kilograms (kg) from the actual gross and tare weight (as measured by the Statistical Programs scale), confirm the weight on another Statistical Programs scale. If necessary, level the other scale, and if the measured actual weight is less than 2 kg, proceed as usual taking the sample.

If you confirm that the actual weight is different by more than 2 kg, write the actual weight on the SIRVO-IODIS Printer Notice for the receptacle and continue entering the data for the receptacle. After sampling the receptacle, notify the manager of Distribution Operations (MDO) of the discrepancy and provide a copy of the marked SIRVO-IODIS Printer Notice so that the MDO may check the scale used by GBS.

10. Record information for the service pieces.
11. Record information for the non-service pieces.
12. Validate and end the test.

2-4.2 Multiple Identical Pieces for IPA and ISAL Receptacles Only

If you select Product Type "International Priority Airmail (IPA)" or "International Surface Air Lift (ISAL)," avoid manually counting an entire receptacle of identical pieces, which could be in the hundreds. When entering the receptacle contents, use a holding container to hold all of the mailpieces on the scale. The "holding container" may be the actual sampled receptacle (without strapping) or another container, such as a flat tray. Weighing the holding container and all of its contents together allows the CODES software to automatically calculate the number and total weight of pieces (pounds).

2-4.3 Subsampling Service Pieces

Service pieces are air single-piece letter mailpieces and flat Letter-Post mailpieces sampled to measure the service distance from the U.S. origin city to the U.S. exchange office. The software targets a number of service pieces for each shape group (e.g., letters, flats) within a given letter tray or flat tray. The data collector enters a mailpiece skip interval for a letter tray or flat tray, and the CODES software provides a random mailpiece start number and mailpiece skip interval. The data collector enters all of the receptacle content

and service information for the service pieces, and then records the receptacle content information for the non-service pieces.

To obtain a mailpiece skip interval for the service pieces, divide the approximate number of pieces for each shape group in the selected receptacle by the target number of service pieces that the software requests. (See the SIRVO-IODIS Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVO-IODIS Reference Guide; and see RM-10.)

Example: There are 500 letters in the receptacle. Per RM-10, select 25 pieces to sample, and divide the total number of pieces by the target number ($500/25 = 20$) — the mailpiece skip is 20. The CODES software generates a random start number.

If the mailpiece skip interval generates more or fewer pieces than expected, enter the service information for all selected pieces. If the receptacle contains fewer pieces than the target number, enter a mailpiece skip interval of 1 and enter the service information for all pieces.

Note 1: After entering the service information and product information for these pieces, stop recording service information by selecting the end service info sampling button.

Note 2: To record non-service pieces efficiently, group mailpieces with the same characteristics (shape, postage, weight, indicia).

In preparation for entering mailpiece data into the CODES laptop, review the special recording rules in chapter 4.

2-5 Review and Edit Mailpiece Recordings

After verifying a SIRVO-IODIS mailpiece, you may review the last entry by selecting the "Previous (Esc)" option from the *Data Correct?* screen. Selecting this option allows you to backup within the software to the point where the correction is required and allows you to once again verify or edit the entered information. If any of the test data is incorrect, you must edit the record.

2-6 Complete the SIRVO-IODIS Test

2-6.1 Overview

Once you have recorded the final mailpiece, end the SIRVO-IODIS test and save the collected data. You may need to suspend a test for a period of time or in some circumstances even abort a test.

2-6.2 Returning Sampled Receptacles in GBS Dispatch and to Mail Processing

Return all mail to mail processing before the lock-out time. Coordinate with other data collectors and with operations to ensure that all receptacles

selected from a sample unit are dispatched on time (see 2-2.5). For GBS-selected receptacles, access *GBS International Dispatch Stat Programs* and press the "Return Receptacle" button to change the status from "Opened" to "Returned."

Return all missorted or postage due mailpieces to the appropriate mail processing operation. Inform mail processing employees that you removed some mailpieces and adjusted the weight of the receptacle to account for the removed pieces.

For GBS-selected receptacles, access the GBS Stat Programs interface in the GBS International Dispatch system. Select the "Receptacle Selection" tab and then select the applicable receptacle, as follows:

- a. If the GBS Dispatch terminal is connected to a floor scale, click the "Read Scale" tab to adjust the weight.
- b. If the GBS Dispatch terminal is not connected to a floor scale, manually enter the adjusted weight.
- c. For parcels only, enter the piece count and then select the "Modify Pieces" tab to adjust the piece count if needed.

2-6.3 Validating and Finishing the Test

Validate and finish the test session after entering the mailpiece information for all of the selected receptacles. Review the data for accuracy and then select "Validate/Finish Test." The *End Test Menu* screen provides several options:

- a. *Suspend Test*: If you have not completed the test but are ready to save all entered data, select the "Suspend Test" button. Use this option when any of the following occurs:
 - (1) Waiting for the next dispatch.
 - (2) Going to lunch.
 - (3) Sharing the laptop with another data collector performing the same test on another tour.
- b. *Continue Test*: If you need to enter more data for the current test, select the "Continue Test" button.
- c. *Abort Test*: If you selected the wrong test from the *Conduct Test* screen and recorded data in an incorrect selection, abort the test in order to select the correct test. The CODES software stores all aborted test data. If you do not want to save the data for the current test, select "Abort Test" to delete all entered data.
- d. *End and Save the Test*: When you complete the test and are ready to save the data, select "End Test and Save."

2-6.4 Ending the Test and Recording Time

At the conclusion of a SIRVO-IODIS test, save the test data to the CODES laptop hard drive.

For SIRVO-IODIS tests only, the *DCT Time* screen appears after selecting "End Test and Save" from the *End Test Menu* screen.

2-6.5 Data Collector's Time

For *DCT Time*, record the total time to prepare for and complete the sampling of the receptacle(s) related to the test. Include the time used to obtain and return the receptacle(s) within the test facility. Also include time spent as follows:

- a. Enter the total time in hours and minutes. Do not include time waiting for mail to arrive or any time not on the clock.
- b. Record your own time in your test session. However, in the event that one data collector is recording while another is assisting but not recording, the recording data collector adds the times for both data collectors and enters the total time.
- c. Track the data recording time for each selected receptacle.

Before ending and saving the test, the SIRVO-IODIS software prompts you to enter the amount of time taken to conduct the test. Enter the total time in hours and minutes. Record the time for activities directly related to the test, including time spent preparing for and completing the test, which includes time spent on the following tasks:

- a. Communicating with the facility manager.
- b. Isolating and preparing the mail.
- c. Setting up and taking down the computer.
- d. Gathering and selecting sample mailpieces.
- e. Entering, reviewing, and sending data.
- f. Traveling to and from the test site.

Note: For *Travel Time*, enter travel time to and from your home worksite to the test worksite. If the home worksite is the same as the test worksite, leave these fields blank.

Do not include time while not on the clock or time spent performing other activities unrelated to the test, such as conducting IOCS readings or site reviews while waiting for dispatch arrivals. Do not include the time used to notify the office of the test.

If multiple data collectors worked on the test and used separate laptops, do not add the times together. Each data collector records his or her own time in the CODES laptop session.

2-7 Transmit the Test

From the *SIRVO-IODIS Main Menu*, select "Transmit Test" to transfer the test data to the CODES WBU.

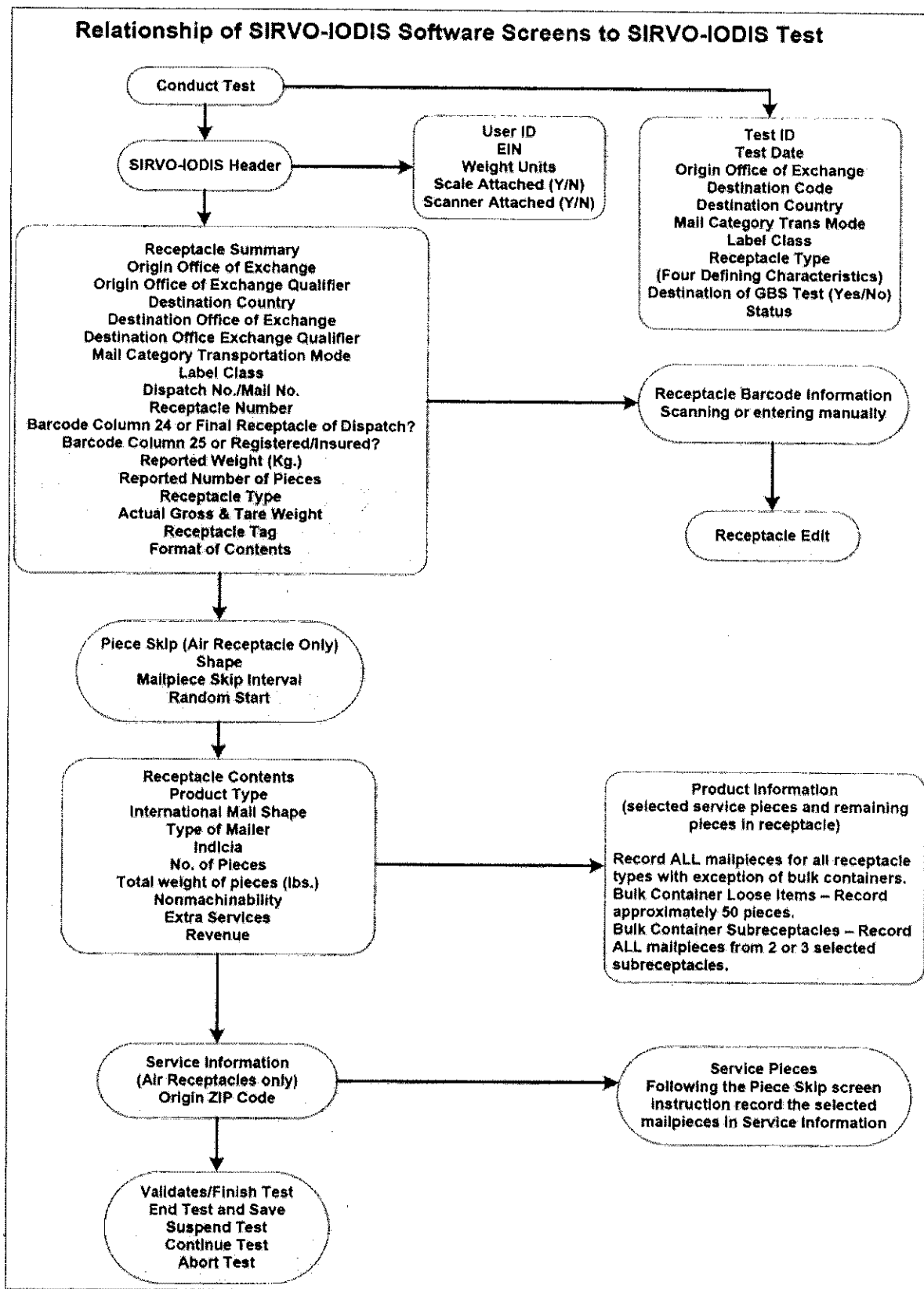
If for any reason it is not possible to transmit the test electronically, perform the following steps:

1. Transmit the test to an external storage — i.e., a universal serial bus (USB) portable device.
2. Notify the MFPC.
3. Contact CODES Support for additional help.

The flowchart in [Exhibit 2-7](#) shows the relationship between the software screens and the test process.

Exhibit 2-7

Relationship of SIRVO-IODIS Software Screens to SIRVO-IODIS Test



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3 Conducting the SIRVI Test

3-1 Overview

3-1.1 General Information

When foreign-designated operators dispatch Letter-Post mail to the United States, they pay terminal dues to the Postal Service to deliver that mail to the final U.S. address. The destination country determines the reporting of weight and volume (pieces) passing from one designated operator to another. The Postal Service collects census (known) weight information from postal dispatch documents and estimates mail volume by using the data from SIRVI. The Postal Service uses the SIRVI data to calculate the number of items per kilogram (IPK), which the Postal Service then applies to the census weight to determine the volume of mail dispatched to the United States.

Correct and consistent application of data collection techniques ensures the accuracy of the IPKs, the resulting estimated volume, and ultimately the revenue that the Postal Service collects from foreign postal operators.

HQ SP generates a sample list of tests for each exchange office, and sends test files to the GBS Receipt system for automated sample selection and to the CODES laptops. The GBS Receipt system generally automatically selects sample receptacles, but in some circumstances, the data collector may manually select sample receptacles.

A data collector conducts the SIRVI test during a SIRVI test day on a CODES laptop. The Postal Service defines a SIRVI test day as a 24-hour period — i.e., from 00:00:00 (midnight) to 23:59:59 of the test day. A SIRVI test day overlaps tours, requiring more than one data collector to complete all sample target receptacles for a single SIRVI test.

The data collector is responsible for sampling, recording, and returning the mailpieces and receptacles to operations in a timely manner (see [2-2.5](#)).

The MFPC is responsible for managing available resources to ensure that data collectors conduct SIRVI tests as scheduled.

3-1.2 Required Materials and Resources

3-1.2.1 Required Materials

You need the following items to conduct the test:

- a. A CODES laptop computer with a fully charged battery pack.
- b. An AC power pack with a power cord.

- c. An extension cord with three-prong plugs.
- d. An electronic scale with a cable for the power source and a cable for the computer connection.

Note: The scale must be accurate to 0.1 ounce. To ensure accuracy, check and level the scale before each test.

- e. A barcode scanner.
- f. Paper and pens or pencils.
- g. An international shape template.

3-1.2.2 Additional Resources

You must have access to the following additional resources:

- a. Statistical Programs News.
- b. Statistical Programs PATS (Process Activated Training System).
- c. Statistical Programs Letters.
- d. SIRVI Reference Guide.
- e. Handbook F-85 (this handbook).

3-1.2.3 Procedures

When conducting a SIRVI test, you must complete the following tasks as appropriate:

- a. Prepare for the test (see 3-2).
- b. Select a test to conduct from the sample selection (see 3-3).
- c. Enter data into the CODES laptop (see 3-4).
- d. Complete the test (see 3-5).
- e. Transmit the test (see 3-6).

The rest of this chapter discusses each of these tasks.

3-2 Prepare for the Test

3-2.1 Overview

HQ SP selects the dates and sample units for testing. The MFPC performs several activities to prepare for the SIRVI tests. You must report to the assigned work area early enough to complete SIRVI tests without delaying the mail.

To prepare for a SIRVI test, you must perform the following tasks:

- a. Review the test schedule or sample selection file in the CODES software.
- b. Access SIRVI-selected receptacles in GBS Receipt to search for receptacles in an "Opened" status.
- c. Determine the appropriate time to perform the test. All the necessary mailpieces must be available during the time scheduled for the test, and the test must not delay mail processing.

- d. Communicate with facility employees to gather pertinent testing information.

3-2.2 **Receiving the Sample File, Test Schedule, and Software Update**

Approximately 2 weeks before a Postal Service quarter begins, HQ SP develops the sample file by selecting sample units. A sample file consists of a list of Test IDs and their characteristics. The CODES WBU receives the SIRVI sample file from HQ SP. Download the sample file by accessing the *CODES Main Menu/Communications/Download Samples* screen. If necessary, the MFPC may also download the sample file onto a data storage device for you.

The MFPC uses the list of tests (called the "sample selection file") to develop the test schedule and to make test assignments.

HQ SP distributes software updates automatically to the CODES laptop while connected to the Postal Routed Network (PRN). You can download sample files directly from the CODES WBU.

Note: Do not download new CODES software before indicated in the software release notes.

3-2.3 **Accessing the SIRVI Sample Selection File**

The SIRVI sample selection file on the CODES laptop contains test schedule information for the entire quarter. Sample selection files contain entries such as the following:

- a. Test ID.
- b. Test date.
- c. Test location.
- d. Test status.
- e. Target receptacles.

3-2.4 **Communication**

3-2.4.1 **Communicating With Facility Employees**

Before performing a SIRVI test, you must speak with as many people as necessary to learn about the mail processing stream at the test facility and to identify all mail flows in the sample unit for testing. The cooperation and advice of facility employees are essential for collecting, counting, recording, and returning the mailpieces to the appropriate mailstream.

Data collectors usually conduct the SIRVI test in their work facilities, where they are already familiar with the mail processing operations. Regardless, you must periodically review with facility employees any changes in mail processing operations affecting SIRVI tests, including the following:

- a. The normal patterns for receiving incoming mail for the target receptacles.
- b. The locations of the GBS Receipt workstations.
- c. The location of the designated Statistical Programs GBS workstation.

- d. The location for returning sampled receptacles for inbound processing.
- e. Any temporary changes in mail processing, especially during the holidays.
- f. The four defining characteristics (origin country, mail category/ transportation mode, label class, and receptacle type — see 3-3.3).

3-2.4.2 **Communicating With Headquarters**

The MFPC must contact the SPSC at Headquarters to do the following:

- a. Report GBS outages or that automated selection for particular streams is not occurring.
- b. Report changes in operations that could impact the four defining characteristics of the test, such as changes in receiving inbound international mail.
- c. Ask questions about recording pieces.

3-2.5 **GBS Receipt Workstations**

As GBS operators scan the inbound mail, the GBS Receipt system automatically selects sample receptacles that meet the sample criteria. The GBS Receipt system displays a screen instructing the GBS operator to set aside the receptacle for Statistical Programs, and in most facilities, the GBS operators set aside selected samples near their GBS Receipt system workstation. In most facilities, the system prints a Hold for Sampling label and creates and sends a sampling notice to a designated printer notifying you that the system has identified a sample receptacle. The SIRVI Printer Notice identifies the GBS Receipt workstation where the sample receptacles are located.

3-2.6 **Non-GBS Locations (New Jersey Exchange Office-JEC)**

When the test is not linked to GBS, identify where the mail is received. These receiving points may vary depending on mail shape, day of the week, or tour. You are responsible for tagging the receptacle for testing.

3-2.7 **U.S. Customs and Border Protection**

In some cases, mail processing operations might divert some of the mail in the sample unit to U.S. Customs and Border Protection (CBP). Ask the MFPC or facility manager about locating this mail for sampling as it leaves the CBP unit.

3-3 Select a Sample

3-3.1 Overview

During a SIRVI test, either the GBS Receipt system or you select receptacles, and then you record the mail within these receptacles. View sample units on the *Target Receptacles* screen in the CODES SIRVI software. All sample selections must meet the four defining characteristics (see [3-3.3](#)).

It is important for you to know the sampling procedures well. Strict adherence to the sampling procedures produces accurate statistical data, while poor attention may produce data with deviations and biases. Each mailpiece that you select and record represents thousands of similar mailpieces from around the country that are not being tested. If operational processes or workload constraints make it difficult to follow standard written policies and procedures, contact the MFPC for guidance.

3-3.2 Sample Types

3-3.2.1 Letter-Post Day Sample

The SIRVI Letter-Post day sample consists of one Test ID per day for each exchange office. The Test ID starts with an "I" (for inbound) and consists of the first two digits of the U.S. DEO, the last digit of the calendar year, the two-digit month, and the two-digit day.

Example: "IJF80607" represents a SIRVI test at JFK for June 7, 2018.

The system bases the sample mixture of receptacles on historical data of receptacles received at the given exchange office. Over the course of a month, the mix of daily test receptacles generally reflects the same proportions that exist in the mainstream population. Each test starts and ends on the same calendar date — e.g., 00:00:00 (midnight) June 7, 2018, through 23:59:59 June 7, 2018.

3-3.2.2 Letter-Post Monthly Sample

The Postal Service takes the monthly Letter-Post sample tests over a period of one calendar month to capture a representative sample of mail arriving from countries with low volumes or irregular dispatches. The SIRVI monthly test sample consists of one Test ID per month for each exchange office. The Test ID starts with an "I" (for inbound) and consists of the first two digits of the U.S. DEO, the last digit of the calendar year, and the two-digit month, and it ends in "00."

Example: "IJF80600" represents a SIRVI monthly test at JFK for June 2018.

The total number of monthly target receptacles appears on the *Target Receptacles* screen under one Test ID ending in "00" that appears on the first day of each month on the SIRVI *Select Test* screen. The GBS Receipt system or you select the target receptacles for the monthly sample as the receptacles arrive throughout that month. Do not record receptacles under the monthly Test ID ending in "00." Use the current date's Test ID to record receptacles for the monthly test. On a Sunday or holiday, record monthly

receptacles under the most recent Test ID before that Sunday or holiday — however, if the most recent Test ID is in the month before the monthly test, record the items under the Test ID immediately following that Sunday or holiday.

3-3.2.3 Weigh-only Sample

GBS Receipt automatically selects receptacles for “weigh-only” Test IDs ending in “88.” Use the SIRVI application on the CN51 handheld scanners to record inbound receptacles for Test IDs ending in “88” and for the scheduled SIRVI Letter-Post day and monthly tests. For SIRVI Letter-Post day and monthly Tests, you record data in the SIRVI weigh-only application as well as recording it into CODES.

The Postal Service no longer uses CODES software to record weigh-only tests, although CODES retains the ability to record the information in the event that a problem occurs with the scanners. If needed, and only as directed, the CODES software allows you to enter receptacle summary level data for Test IDs ending in “88.” The Tare Weight field on the *Receptacle Summary* tab and the *Receptacle Contents* and *Service Information* tabs in CODES are suppressed. Upload each day’s sample data daily using the same Test ID throughout the month.

3-3.2.4 Special Study Test Types

3-3.2.4.1 Overview

The purpose of special study tests is to periodically capture additional data elements from mail inbound to the United States. The CODES software has three special study options based upon the Test ID format — see 3-3.2.4.2 through 3-3.2.4.4. For more information, see the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under “Statistical Programs,” click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-10 and RM-11.

3-3.2.4.2 Letter-Post Weight Step and Content Sample

For all SIRVI tests involving Letter-Post label classes and having the *Special Services?* column on the *Target Receptacles* screen indicating Yes, the CODES Software automatically asks for additional information. The Test IDs involved begin and end in one of the following ways:

- a. Begin with “I” and end with two digits from 00–31.
- b. Begin with “E” and end in “00” (for “UR,” “UX,” and “UD”).

Note: “UR” indicates “exclusively registered,” “UX” indicates “exclusively Expres,” and “UD” indicates “exclusively tracked from certain countries.”

Enter the mailpieces as goods or non-goods as part of the *Receptacle Contents* screens, and enter the weight step information for a subsample of the mailpieces as part of the *Service Information* screen. See the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under “Statistical Programs,”

click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-10.

3-3.2.4.3 **EMS and Parcel Post Weight Step and Content Sample**

For SIRVI tests involving EMS and Parcel Post label classes and having the *Special Services?* column on the *Target Receptacles* screen indicating Yes, the CODES Software automatically asks for additional information. The Test IDs involved begin with an "E" or "C" and end in "00." Enter the data by weight-step, as either goods or non-goods (for "E" tests only), and by whether the mailpiece is within Letter-Post dimensions ("LP Dimensions 900 mm LWH and less than 2 kg") as part of the *Receptacle Contents* screens. See the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-10 and RM-11.

3-3.2.4.4 **EMS and Parcel Post Dimensional Sample**

Enter the Destination ZIP Code on the *Destination ZIP Code* screen, and record the dimensions for each mailpiece on the *Mailpiece Dimensions* screen.

This type of test is not currently in use, but it is available in the software if the test includes Test IDs beginning with an "E" or "C" and ending with the day of the month (i.e., not "88" like EMS or Parcel Post weigh-only tests), and without the Special Study flag indicated on the *Target Receptacles* screen. When you finish entering all of the mailpieces into CODES, the CODES software compares the total number of mailpieces entered against the number of Parcel/EMS pieces entered on the *Receptacle Summary* screen. If the number of pieces on the *Receptacle Summary* screen does not match the number of pieces entered, the CODES software displays a warning screen — in such a case, confirm or correct the information entered.

3-3.3 **Four Defining Characteristics**

The sample selection consists of receptacles that meet each of the following four defining characteristics:

- a. Origin country.
- b. Label class (e.g., Letter-Post).
- c. Mail category/transportation mode (e.g., Air, SAL, Surface).
- d. Receptacle type (letter tray, flat tray, bag, bulk container, outside piece).

These four characteristics must be present in every sample. The first three characteristics appear on the receptacle label (CN 34, 35, 36, etc.) and in the 29-digit UPU barcode on the receptacle label. The last characteristic (receptacle type) is the physical description of the receptacle. The receptacle label may indicate the receptacle type, and for certain countries such as Canada, position 25 of the barcode also indicates the receptacle type.

3-3.4 Excluded Receptacles

Exclude the following receptacle types from the SIRVI sample selection:

- a. *Return to Sender Receptacles*: Return to Sender mail is undeliverable mail — i.e., after the Postal Service delivers such a piece to another country, that country's postal administration returns it to the sender in the United States. Return to Sender mail has U.S. postage in the indicia area. An affixed receptacle label indicates exempt mail with the symbol "x" next to the word *Exempt*, or it uses the label class "UD" (except for "UD" from China, Hong Kong, North Korea, or South Korea). You must not sample receptacles containing exclusively or predominantly exempt mail, whether or not the receptacle label indicates such a marking.
Note: When a selected receptacle contains commingled Return to Sender mail in a receptacle containing predominantly foreign origin mail, do not exclude the selected receptacle from sampling. Instead, record the commingled Return to Sender mail under "All contents except those recorded in other rows."
- b. *Transit Mail (Closed)*: Transit mail is foreign originating and destinating mail (as indicated on the receptacle label) that is in transit in the United States on the way to the final destinating country.
Note: When a selected receptacle contains commingled transit mail in a receptacle destined to the United States, record the commingled transit mail under "All contents except those recorded in other rows."
- c. *M-bags*: M-bags contain printed matter to a single destination addressee. The letter "M" appears on an M-bag label.
- d. *Registered (UR)/Non-Weigh Only Tests*: Although the Postal Service samples registered receptacles in SIRVI, it does not sample the registered receptacles with Subclass "UR" in the Letter-Post tests (tests beginning with "I"). Subclass "UR" indicates that the dispatch is exclusively registered, and the piece counts appear on the dispatch documents.
- e. *Tracked Packets (UX)/Non-Weigh Only Tests*: The Postal Service does not sample receptacles containing tracked packets with label class "UX" (and for certain countries, "UD") as part of the Letter-Post tests (tests beginning with "I"). Subclass "UX" (and for certain countries, "UD") indicates that the dispatch is exclusively tracked packets, and the piece counts appear on the dispatch documents.

Note: The GBS Receipt system automatically excludes M-bags, label classes "UR" (exclusively registered), "UX" (exclusively Express), and "UD" (exclusively tracked from certain countries) from Letter-Post tests. The Postal Service includes "UR," "UX," and certain "UD" in weigh-only tests (Test IDs beginning with "E" and ending in "88"). If GBS selects one of these excluded receptacles as part of an "I" test, delete the receptacle from GBS to generate another sample receptacle. Inform the GBS Receipt system operator of any data entry errors.

3-3.5 GBS-selected Receptacles

3-3.5.1 Overview

You must be able to identify the locations of GBS Receipt workstations where personnel may set aside receptacles for sampling and must know the location of the designated GBS printer for Statistical Programs. In the SIRVI software, a "Yes" appears in the *GBS Test?* column on the *Target Receptacles* screen to indicate a GBS-selected receptacle. GBS Receipt records incoming mail. To indicate a GBS-selected receptacle, GBS Receipt interfaces with SIRVI and selects a subset of receptacles. GBS Receipt selects a receptacle for sampling at any point during the test day, even up to and including 23:59:59.

Note: If GBS selects a receptacle at 23:59:59 on June 17, you must use the Test ID of June 17, not June 18, even if you enter the receptacle information into the CODES laptop at 00:05:00 on June 18.

3-3.5.2 Printer Notice


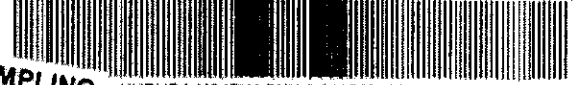
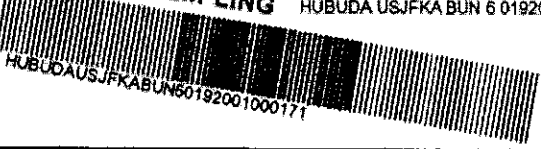
All SIRVI tests span a 24-hour testing period. When GBS selects a receptacle for testing, the designated GBS workstation creates a printed report, called the "SIRVI Printer Notice." This report identifies the GBS Receipt workstation where the GBS operator sets aside selected receptacles for you to sample.

3-3.5.3 Receptacle Label

At certain workstations, GBS Receipt does not mark the receptacle labels to indicate a SIRVI sample. For those that do, GBS Receipt prints a Hold for Sampling label like the one shown in [Exhibit 3-3.5.3](#).

Exhibit 3-3.5.3

Hold for Sampling Label

Posts 	from HUBUDA(HUA) BUDAPEST HUNGARIAN PO	S.A.L. surface air lifted		CN 36 E
	Mail No. 0192	to USJFKA(USA) USJFKA USPS		
	Date of dispatch 2018-06-17	Flight No. 17 BUD AF1395 CDG 17 CDG AF0010 JFK		
	Number of items 112	Airport of transhipment		Offloading airport JFK
	Exempt <input type="checkbox"/>			
	kg 17.1			
HOLD FOR SAMPLING  HUBUDA USJFKA BUN 6 0192001000171  HUBUDAUSJFKABUN60192001000171				

Unlike SIRVO-IODIS, the GBS Receipt system selects bulk containers at most DEOs.

3-3.5.4 GBS Selection Failure

In the event that GBS is still receiving (i.e., not a zero volume day), but fails to select samples, the MFPC must immediately contact GBS support to report the problem and must notify the SPSC for instructions on rescheduling, canceling, or modifying the test schedule. If GBS sample selection does not begin within 2 days, the MFPC instructs the data collectors to perform manual sample selection by seeking replacement receptacles.

3-3.6 Non-GBS–selected Receptacles/New Jersey Exchange Office

At the New Jersey Exchange Office, the GBS Receipt system does not select all receptacles for sampling in SIRVI tests. In the SIRVI software, a “No” appears in the “GBS Test?” column on the *Test Receptacles* screen to indicate a non-GBS-selected receptacle. Manually select non-GBS receptacles and determine where operations processes non-GBS–selected receptacles that meet the four defining characteristics (see 2-2.5 and 3-3.3).

All of the SIRVI tests at the New Jersey Exchange Office are monthly tests. Obtain a representative mix of receptacles during the month. Establish cooperation with operations personnel and provide them with a copy of the monthly sample (see 2-2.5). For countries that dispatch a large number of receptacles, attempt to spread the sample over the month. For countries with irregular or infrequent shipments, obtain the target number of receptacles as early as possible in the month to ensure completion.

You must avoid double-counting and must include all test mail. Each mailpiece that you select and record represents thousands of similar pieces from around the country that are not tested. The integrity of the test data is threatened if a mailpiece has the potential to be counted more than once or if it *never* has a chance to be counted.

To help prevent double-counting, mark selected receptacles and identify receptacles included in the skip. Also perform the following tasks:

- a. When looking for mailpieces that have the potential to be double counted, ask the following two questions:
 - (1) If you conducted every possible test on the same day, could you count any mail from this test in any of the other tests?
 - (2) Could you potentially include any of the selected containers in more than one test?
- b. To avoid missing any mailpiece, ask the following two questions:
 - (1) Could any mail belonging to this test be inadvertently excluded from the sampling?
 - (2) Where could this excluded mail be located?

3-3.7 Receptacle Summary Recording

The Receptacle Summary provides a description of each tested receptacle. Most of the information is available from the receptacle label. The Postal Service uses the following UPU receptacle labels for outbound dispatching:

- a. CN35 (Airmail).

- b. CN36 (SAL) for Letter-Post dispatches.
- c. CP84 (Airmail) for Parcel Post dispatches.

Whenever possible, enter receptacle information electronically by scanning the 29-digit UPU barcode. Scanning the barcode number not only reduces the testing time but also improves the accuracy of the test.

The *Origin Country Code* screen accepts any 2-letter country code. If the receptacle label reflects a country code that is not an option in the country list, the software displays a pop-up window that allows you to select the appropriate origin country code.

The *Label Format of Content* screen lists the additional options of "P," "G," "E," "X," "F," "R," "C," "J," "M," "S," and "U." Select the appropriate option that reflects the format of content (shape) on the receptacle label, if applicable. If the receptacle label does not indicate the format of content, enter "N" (N/A).

Note: "F" is not a type of format but indicates the "Final" receptacle in a dispatch. A final receptacle is a receptacle containing the dispatch documents. Handle a final receptacle selected by GBS Dispatch the same as other receptacles selected for testing. If the final receptacle contains a short-paid mailpiece or missent items, you may remove those pieces and adjust the weight and, if applicable, the pieces in GBS Dispatch.

3-3.8 Receptacle Contents Recording

3-3.8.1 Overview

After identifying and recording receptacle information, record information for the sample mailpieces that are contained within those receptacles. Record product and service information for all of the receptacle contents.

3-3.8.2 Selecting Receptacle Contents

Select mailpieces, based on the type of container or receptacle as follows:

- a. *Non-bulk Containers:* For letter trays, flat trays, IPC letter trays, IPC flat trays, and bags, select all mailpieces.
- b. *Selected Receptacles:* For bags, select all mailpieces.
- c. *Bulk Container Receptacles:* A bulk container has a receptacle label and contains loose items or subreceptacles (letter trays, flat trays, or bags). Subreceptacles do not have receptacle labels. A bulk container test requires you to subsample the containers and contents as follows:
 - (1) Bulk Containers — Loose Items (noted with the abbreviation "CI," which refers to "container items"):
 - (a) At the *Bulk Container Skip — Loose Items* screen, follow the CODES software instructions by entering the mailpiece skip interval that will generate approximately 50 sample pieces.

- (b) If the receptacle contains fewer than 50 pieces, enter a mailpiece skip interval of "1" and enter the service information for all pieces. The CODES software displays the random start number.
- (2) Bulk Containers — Subreceptacles:
 - (a) Enter bulk container information, including the type of subreceptacles.
 - (b) If the bulk container contains more than one type of subreceptacle (i.e., mixed subreceptacles), enter the quantity of each subreceptacle type. The CODES software displays the number of subreceptacles to sample (one of each type).
 - (c) If the bulk container contains only one type of subreceptacle (e.g., letter trays, flat trays, or bags), sample two subreceptacles of that type.
 - (d) Ensure that selected subreceptacles do not display individual receptacle labels.
 - (e) Sample all mailpieces in each of the selected subreceptacle types (i.e., letter trays, flat trays, bags).
- (3) Outside Piece (indicated by the UPU code "PC"): Select the outside piece.

3-3.8.3 Separating Mailpieces

Separate the selected mailpieces contained in the receptacle into groups by status:

- a. All contents, except those recorded in other rows.
- b. Exempt/Undeliverable—Return to US Sender (USPS indicia only) (Canada only).
- c. USPS International Business Reply Service (IBRS) items (CN25 bundles only).
- d. Contents exceeding 2 kg, except for those items included under items b and c.
- e. Only small packets from the same mailer.

After separating the mailpieces into groups by status, then further separate each of those groups into groups by shape:

- a. Letters.
- b. Flats.
- c. Packets.
- d. Postcards.
- e. Regional Rate Boxes: Record these two boxes based on the size of the box and zone, as follows:
 - (1) Box A may be side-loading (13-1/16" x 11-1/16") or top-loading (10-1/8" x 7-1/8") and is marked "Box A" on the top and side of the box. Record these boxes as option "A — Regional Rate Box A 10 lbs."

- (2) Box B may be side-loading (16-1/4" x 14-1/2") or top-loading (12-1/4" x 10-1/2") and is marked "Box B" on the top and side of the box. Record these boxes as option "B – Regional Rate Box B 20 lbs."

Then, enter the number of pieces and total weight for each group. For determining shape, see the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-7.

Note: As a general rule, do not use rulers, tape measures, or templates during tests to determine the shape of each mailpiece. Using measuring devices tends to slow down data entry and limits the number of mailpieces recorded and available for diagnostics. Instead, you may use an eye-ball approach to determine shape, while using measuring devices for questionable mailpieces and during training to enhance their ability to judge mailpiece physical dimensions.

3-3.9 Service Information Recording

Record service information only for "All contents, except those recorded in other rows" and "Contents exceeding 2 kg." The CODES software displays the number of mailpieces you must select to record service information by mail shape and destination ZIP Code.

In the interest of time, you may continue to perform a piece-skip interval or to use the alternative-skip interval based upon weight. The *Service Information* screen displays both the "Piece Skip Interval" and the "Alt. Weight (Kg) Skip Interval" for recording large volumes of letter shape mail.

To conduct a skip interval using the "Alt. Weight (Kg) Skip Interval," take the following steps:

1. Place all letter-shape items in a tray with mailpieces facing forward.
2. Select a group of mailpieces from the front of the tray and place them face down on the scale.
3. Add or remove mailpieces until the scale displays the appropriate weight skip interval.
4. Maintain the original order of the mail throughout the weighing process.
5. Record the service information of the top mailpiece.
6. Remove all of the mailpieces from the scale, keeping them isolated from the mailpieces that have not been weighed.
7. Select a new group of mailpieces from the front of the tray and perform steps 3–6 again.
8. Weigh all of the letter-shape items.
9. Do not record the service information for any of the pieces if the last group of mailpieces placed on the scale weighs less than the weight displayed in the "Alt. Weight (Kg.) Skip Interval" field.

3-3.10 Special Studies by Weight Step and Content Recording

3-3.10.1 Letter Post by Weight Step and Content

For SIRVI tests involving Letter-Post label classes and having the *Special Services?* column on the *Target Receptacles* screen indicating Yes, the CODES Software automatically asks for additional information. The Test IDs involved begin and end in one of the following ways:

- a. Begin with "I" and end with two digits from 00–31.
- b. Begin with "E" and end in "00" (for "UR," "UX," and "UD").

Note: "UR" indicates "exclusively registered," "UX" indicates "exclusively Express," and "UD" indicates "exclusively tracked from certain countries."

Enter the mailpieces as goods or non-goods as part of the *Receptacle Contents* screens, and enter the weight step information for a subsample of the mailpieces as part of the *Service Information* screen. See the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-10.

The "Special Study" sampling process and screens are similar to the main SIRVI Letter-Post process and screens, with the following exceptions:

- a. The *Receptacle Contents* screen and subscreens indicate "Special Study" throughout.
- b. It adds a separate breakout and *Status* row for goods.
- c. Data collectors record the service information pieces by weight step and for all mail categories, not just for air.

3-3.10.2 EMS and Parcel Post by Weight Step and Content

For SIRVI tests involving EMS and Parcel Post label classes and having the *Special Services?* column on the *Target Receptacles* screen indicating Yes, the CODES Software automatically asks for additional information. The Test IDs involved begin with an "E" or "C" and end in "00." Enter the data by weight-step, as goods or non-goods (for "E" tests only), and by whether the mailpiece is within Letter-Post dimensions ("LP Dimensions 900 mm LWH") as part of the *Receptacle Contents* screen. See the SIRVI Reference Guide, which is available on the Statistical Programs home page — go to <http://blue.usps.gov/statprog>; under "Statistical Programs," click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see RM-10 and RM-11.

The "Special Study" sampling process and screens are similar to the main weigh-only process and screens, with the following exceptions:

- a. The *Receptacle Contents* screen requests status breakouts for "Goods" (for EMS only) and within/without "LP Dimensions 900mm LWH and less than 2 kg."
- b. Data collectors record each status group by weight step.

3-4 Enter SIRVI Data Into the CODES Laptop

The CODES software prompts you to enter information about the selected receptacles and their contents. See the SIRVI Reference Guide, which is available on the Statistical Programs home page—go to <http://blue.usps.gov/statprog>; under “Statistical Programs,” click on *Reference*; click on *Reference Guides*; click on the link for the SIRVI Reference Guide; and see Sections 1, 2, and 3.

Perform the following steps to conduct a SIRVI test:

1. For GBS-selected receptacles, access GBS and the *International Receipt/GBS Stat Programs/Receptacle Selection* screen to search for receptacles in an “Opened” status. Locate all GBS Receipt workstations that select receptacles for the test.
2. For the New Jersey Exchange Office, manually selected receptacles and determine the points in the mail processing stream where mail is received.
3. Attach to the CODES laptop an electronic scale that records metric weight (kilograms and grams). Before using the scale in a SIRVI test, level the electronic scale and determine if calibration is necessary. Always place the scale on a stable surface.
Note: The scale must be accurate to 0.1 ounce. To ensure accuracy, check and level the scale before each test.
4. Attach a barcode scanner to the CODES laptop.
5. Enter receptacle Information as follows – note, though, that if you cannot scan a receptacle barcode into the CODES software, and if any part of the receptacle barcode is unreadable, then you must find a replacement receptacle :
 - a. Receptacle type.
 - b. Actual gross weight and tare weight.
Note: If the actual gross weight exceeds the reported weight by 5 kg or more, record the mailpieces, mark the receptacle label with the actual gross weight, and show the receptacle with its contents to the MDO. The MDO notifies the Air Mail Records Unit (AMRU) and In-Plant Support.
6. Enter the number of pieces by shape as follows:
 - a. All contents, except those recorded in other rows.
 - b. Exempt/Undeliverable—Return to US Sender (USPS indicia only) (Canada only).
 - c. USPS IBRS items (CN25 bundles only).
 - d. Contents exceeding 2 kg, except for those items included under items 6b and 6c.
 - e. Only small packets from the same mailer
7. Enter service information as follows:
 - a. International shapes (letter, flat, packet, and parcel).
 - b. Destination ZIP Code.

For free military mail and infrequent special studies, the CODES software collects shape data by weight. The CODES software automatically displays the correct content screens.

For weight verification tests, collect data on the accuracy of barcode weights related to inbound EMS and parcel receptacles (EMS tests also include label classes "UD" and "UR"). When resources allow and during non-peak times, sites may record a few inbound EMS and Parcel-Post receptacles selected by GBS Receipt across different countries for testing. If resources and time do not permit, you may return the receptacles to GBS Receipt without testing.

3-5 Complete the SIRVI Test

3-5.1 Overview

Generally, once you have recorded the final mailpiece, end the SIRVI test and save the collected data. However, before ending a test, sometimes you might need to edit or delete the test data, and sometimes you might need to suspend a test for a period of time or in some circumstances even abort a test. The following sections provide guidelines on how to complete all of the functions identified in the *End Test Menu* screen.

3-5.2 Reviewing and Editing Mailpiece Recordings

Once you have verified a SIRVI mailpiece, you may review the last entry by selecting the "Previous (Esc)" option from the *Data Correct?* screen. Selecting this option allows you to back-up to the point where corrections are required and facilitates verification or editing of data. If any of the test data is incorrect, you must edit the record by selecting the record on the *Receptacle Contents* screen, clicking on the "Edit" button, and entering the correct data.

3-5.3 Returning Sampled Receptacles in GBS Receipt and to Mail Processing

Return all mail to the mail processing stream. Return GBS-selected receptacles to the inbound work stream by accessing *GBS International Receipt/GBS Stat Programs/Receptacle Selection Information* screen and pressing the "Return Receptacle" button to change the status from "Opened" to "Returned."

3-5.4 Validating and Finishing the Test

The data collector validates and finishes the test session after entering the mailpiece information for all of the selected receptacles. Review the data for accuracy and then select "Validate/Finish Test." The *End Test Menu* screen provides several options:

- a. *Suspend Test*: If you have not completed the test but are ready to save all entered data, select the "Suspend Test" button. Use this option when any of the following occurs:
 - (1) Waiting for the next dispatch.
 - (2) Going to lunch.
 - (3) Sharing the laptop with another data collector performing the same test on another tour.
- b. *Continue Test*: If you need to enter more data for the current test, select the "Continue Test" button.
- c. *Abort Test*: If you selected the wrong test from the *Conduct Test* screen and recorded data in an incorrect selection, abort the test in order to select the correct test. The CODES software stores all aborted test data. If you do not want to save the data for the current test, select "Abort Test" to delete all entered data.
- d. *End and Save the Test*: When you complete the test and are ready to save the data, select "End Test and Save."

3-6 Transmit the Test

From the *SIRVI Main Menu*, select "Transmit Test" to transfer the test data to the CODES WBU.

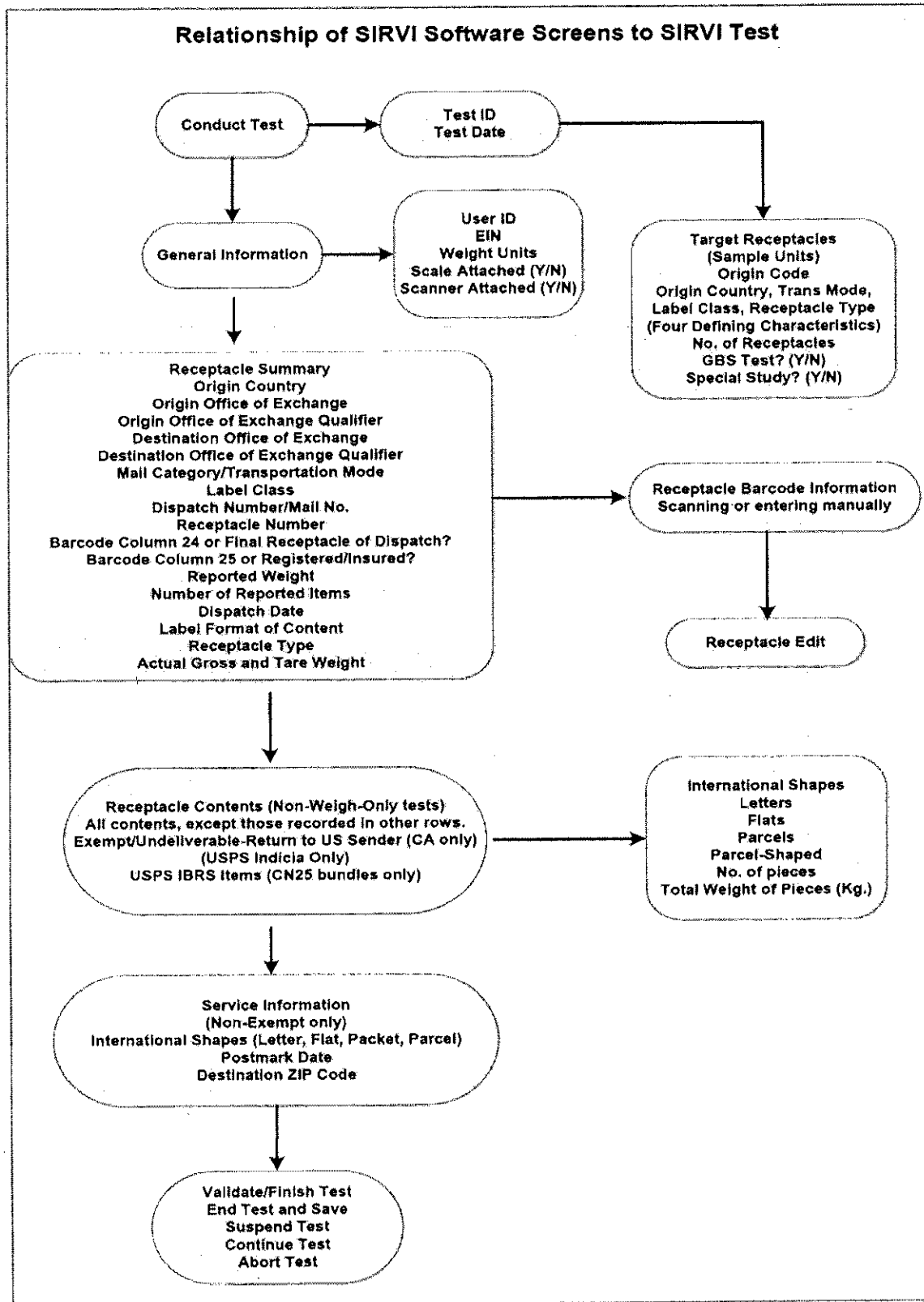
If for any reason it is not possible to transmit the test electronically, perform the following steps:

- a. Transmit the test to an external storage — i.e., a USB portable device.
- b. Notify the MFPC.
- c. Contact CODES Support for additional help.

The flowchart shown in Exhibit 3-6 shows the relationship between the software screens and the test process.

Exhibit 3-6

Relationship of SIRVI Software Screens to SIRVI Test



4 Special Data Recording Rules for SIRVO-IODIS

4-1 Overview

Special Data Recording Rules give background information for entering data into the CODES laptop. This chapter groups these rules according to common distinguishing features.

As you enter data into the CODES laptop, a record of each entry appears on the right side of the screen. After entering all the data for a mailpiece, you verify that the information is correct by answering the prompt.

Some additional notes are the following:

- a. Before entering any mailpiece data, you must correctly identify the class of mail and mail markings on each mailpiece selected for testing.
- b. Before entering any mailpiece data, ensure that the scale is attached, functioning properly, balanced, and leveled.
- c. If the mailpiece is missorted, select the "Missorted International" button on the *Product Type* screen.
- d. Enter the appropriate option based on the options listed in the *Product Type* screen.

4-2 Product Type Recording

Record the international mail product type according to the following options as they appear on the screen, as follows:

- a. "First-Class International and First-Class Package International Service."
- b. "Priority Mail International."
- c. "International Surface Air Lift (ISAL)." The piece must have an indicia or a permit indicating ISAL, a meter mark with an ISAL piece charge, or a precanceled charge. Letter and flat-sized items must be marked "International Surface Air Lift" or "ISAL."
- d. "International Priority Airmail (IPA)." The piece must have an indicia or a permit indicating IPA, a meter mark with an IPA piece charge, or a precanceled charge.
- e. "Free Matter for the Blind (up to 15 pounds)."

- f. "Commercial Letter-Post Packet." All receptacle contents have an indicia or a permit indicating Commercial ePacket or "FC PKG INTL SVC."
- g. "Other." This option includes Open Transit, Return to Foreign Origin Sender, Foreign Origin IBRS or IMRS, Absentee Ballots, Advice of Receipt, Domestic, etc.

Note: Although this list does not include "Missorted International" as an option, the system does offer it as an option. Use this option for pieces that are in the wrong label class — for example, in a SIRVO-LODIS receptacle, a Priority Mail Express piece recorded with the Product Type "Other," or a Priority Mail Express International piece recorded with the Product Type "Missorted International." Release these mailpieces immediately to operations for reprocessing (see 2-2.5), and adjust the receptacle weight and piece information when returning the receptacle into GBS Dispatch.

4-3 International Mail Shape Recording

Record the international mail shape as one of the following:

- a. *LP*: Record First-Class Mail International (FCMI), First-Class Package International Service (FCPIS), and Priority Mail International (PMI) variable-rate mailpieces by their basic shape — i.e., as a letter, large envelope (flat), or package. Record a tube as a package. Use the shape definitions on the screen as a guide for recording the shape.
- b. *PMI flat-rate envelopes and boxes*: Record these under the appropriate option for the type of packaging used.
- c. *Flat-rate boxes preprinted with the words "Small," "Medium," or "Large"*: Record these in their respective categories, regardless of their dimensions. If a flat-rate box lacks the word "Small," "Medium," or "Large," record it as "Medium."
- d. *USPS-produced envelopes that are 12.5" x 9.5" or smaller*: Record these as "Regular Flat-Rate Envelope." Consider all USPS-produced PMI envelopes that are smaller than 12.5" x 9.5" (i.e., the gift card envelope, the window envelope, and the small envelope) as a "Regular Flat Rate Envelope."
- e. *Priority Mail Legal Flat Rate Envelopes (15" x 9.5") and Priority Mail Padded Flat Rate Envelopes (12.5" x 9.5")*: Record these as "Flat Rate Envelope."
- f. *Regional Rate Boxes*: Record these two boxes based on the size of the box and zone, as follows:
 - (1) Box A may be side-loading (13-1/16" x 11-1/16") or top-loading (10-1/8" x 7-1/8") and is marked "Box A" on the top and side of the box. Record these boxes as option "A – Regional Rate Box A 10 lbs."

- (1) Box B may be side-loading (16-1/4" x 14-1/2") or top-loading (12-1/4" x 10-1/2") and is marked "Box B" on the top and side of the box. Record these boxes as option "B – Regional Rate Box B 20 lbs."

Note: After recording Regional Rate Boxes, select only Mail Markings option "3 – Regional Rate Box Commercial Plus Pricing (RRB-CPP)."

Note: As a general rule, do not use rulers, tape measures, or templates during tests to determine the shape of each mailpiece. Using measuring devices tends to slow down data entry and limits the number of mailpieces recorded and available for diagnostics. Instead, you may use an "eye-ball" approach to determine shape, while using measuring devices for questionable mailpieces and during training to enhance their ability to judge mailpiece physical dimensions.

4-4 Indicia

4-4.1 Overview

"Indicia" refers to the postage payment on the mailpiece — e.g., stamp, semi-postal stamp, precanceled stamp, meter, permit imprint, and information-based indicia (IBI). Enter all indicia found on the mailpiece by selecting all that apply from [4-4.2](#) through [4-4.6](#).

4-4.2 Types of Stamps

4-4.2.1 Denominated Stamps, Official Stamps, and Nondenominated First-Class Mail Stamps

Denominated stamps, official stamps, and nondenominated First-Class Mail stamps bear one of the following rate markings: postcard, 2-ounce, 3-ounce, additional ounce, or nonmachinable surcharge.

These stamps are always valued at the current rate in effect for each category, regardless of when they are purchased or used. Do not record these as Forever stamps, as they lack the word "Forever" on the stamp.

4-4.2.2 Semi-postal Stamps

Semipostal stamps are First-Class Mail postage stamps that are issued and sold by the Postal Service at a price above the First-Class Mail single-piece 1-ounce stamp rate to raise funds for designated causes. Examples of semipostal stamps include the Breast Cancer Research stamp and the Save Vanishing Species stamp.

4-4.2.3 Forever Stamps (Domestic, Global, or SSK)

Forever stamps are nondenominated postage. Regardless of when they are purchased or used, Forever stamps always have the value of the prevailing First-Class Mail 1-ounce letter rate for domestic and self-service kiosk (SSK) print-on-demand Forever IBI labels, and the value of the prevailing First-Class Mail International 1-ounce letter rate.

Record stamps in this category only when the word Forever is printed on the stamp.

4-4.2.4 Precanceled Stamps

Precanceled stamps are special stamps that come in small denominations and are specifically for Presorted First-Class Mail and USPS Marketing Mail mailings. Mailers apply these special stamps to envelopes at a lower postage price and pay the difference when they drop off the mail at the Post Office. Precanceling may be done by the mailer under a postal permit, or mailers may purchase precanceled stamps bearing a price category from the Postal Service.

If a denominated, semi-postal, or Forever stamp is precanceled by the mailer's permit marking, record the indicia as a precanceled stamp and either denominated, semi-postal, or Forever stamp. Record mailpiece revenue as the sum of all stamps on the mailpiece.

4-4.2.5 Embossed Envelope/Card Imprinted with Denominated Postage

An envelope or card may be embossed with a denominated stamp. Postage-embossed means the Postal Service imprinted postage directly onto the envelope or card. Embossed envelopes are a type of postage-embossed stationery sold to mailers for a fee in addition to the preprinted postage.

4-4.2.6 Embossed Envelope/Card Imprinted with Forever Postage

An envelope or card may be embossed with a nondenominated Forever stamp. Postage-embossed means the Postal Service imprinted postage directly onto the envelope or card. Embossed envelopes are a type of postage-embossed stationery sold to mailers for a fee in addition to the preprinted postage.

Do not record adhesive stamps or any mailer-applied postage in this category.

4-4.3 Types of Indicia**4-4.3.1 Permit Imprint**

Permit indicia usually display the words "Permit No." and the mail class of the mailpiece (e.g., Presorted Standard, Nonprofit Org., and First-Class Mail). Permit imprint indicia include those for the electronic verification system (eVS) and e-Postage.

4-4.3.2 Information-Based Indicia

4-4.3.3 POS Postage Labels

Postal Service retail units produce point of service (POS) postage labels, including postage validation imprint (PVI) POS, mobile point of sale (mPOS), and POS Retail labels. These postage labels may or may not include a pink border along the top edge. See [Exhibit 4-4.3.4](#) for examples of POS labels.

Exhibit 4-4.3.4

POS/PVI Examples



4-4.3.5 Contract Postal Unit (CPU) IBI (with or without markings)

Contract Postal Units (CPUs) produce IBI postage. These labels are clearly marked with "CPU" in the upper-left corner.

4-4.4 Other IBI (Meters and PC Postage, not CNS, SSK, or CPU)

4-4.4.1 Meter

If the mailer made postage payment by meter, and if you select "Meter" in the *Indicia* screen, the *Meter/IBI Manufacturer* screen appears. Select the appropriate option from the *Meter/IBI Manufacturer* screen.

The meter manufacturer's name usually appears as an abbreviation above the meter number or in the meter imprint or strip. The *Meter/IBI Manufacturer*

screen allows you to record up to two manufacturers. Multiple manufacturer recordings are most likely to appear when a mailer uses the following:

- a. SSK Forever IBI labels.
- b. Photostamps in combination with postage from another system, such as Click-N-Ship.

When a mailpiece has multiple meters or IBIs, record the manufacturer and meter/IBI number from the indicia with the greatest revenue.

Meter and IBI serial numbers are three to nine digits in length. When prompted, record the serial number in the *Meter/IBI Number* screen.

Enter the meter number from the indicia in the *Meter/IBI Number* screen. Generally, the meter number is located either to the left of or below the postage, and just to the right of the ring stamp.

The following steps provide guidelines for keying meter numbers:

1. Record the meter/IBI serial numbers, which are three to nine digits in length. Do not record the meter/IBI manufacturer code.
2. Do not record leading zeros. The first digit entry must be a 1, 2, 3, 4, 5, 6, 7, 8, or 9.

Example 1: The meter number is PB00123545. Enter 123545 (excluding leading zeros).

Example 2: The long meter number is NO46J00000045. The last alpha character to the right is the letter J. Enter only 45 (excluding leading zeros).

3. Enter an X for illegible digits. Record as many digits as possible, entering X only for those digits that you cannot read accurately. Do not enter an X for every number just because you cannot read all of them.

Example: The first five digits are 30898, but you cannot read the last digit. Enter 30898X.

4. Select F1 to access the help document that gives examples of meter/IBI indicia formats, including manufacturer names and serial numbers.

4-4.4.2 Information Based Indicia (IBI)

IBIs are digital indicia that include human-readable information and a two-dimensional barcode, with a digital signature and other required data fields (i.e., revenue, postmark date, origin city and state, and origin ZIP Code). In some cases, the human-readable information also includes revenue information.

When you select "Information-Based Indicia" from the *Indicia* screen, and if you had previously selected any type of Priority Mail International service, a screen appears that prompts you to scan the IBI barcode. A validation check lets you know if the scan is successful. If the system cannot scan the IBI successfully, the system prompts you to manually enter the IBI number.

The scanner allows you to switch scanner settings to record either red ink IBI or black ink IBI. The default setting is for IBIs printed in black ink, but to switch to red ink IBI, select "Enable red ink barcode scanning." To switch back to black ink IBI, select "Reset default barcode scanning." When you

close the *Information-Based Indicia* screen, the software automatically resets the scanner to default (black ink) scanning for the next mailpiece.

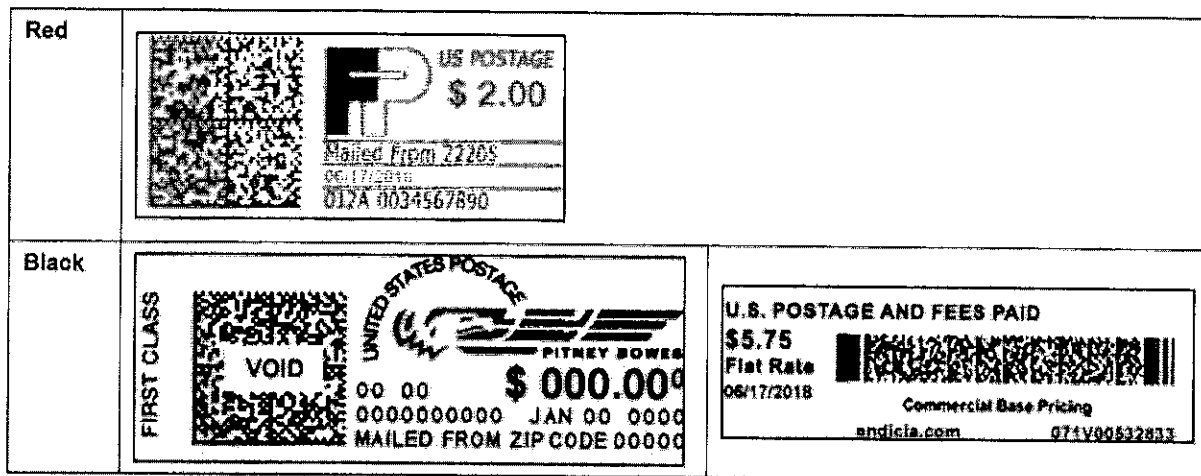
See [Exhibit 4-4.4.2](#) for examples of red and black IBI indicia.

Successful scanning depends on many criteria, including the amount of light in the facility where the test takes place and the quality of the IBI. If you are unable to scan an IBI after a few attempts, select "Manual" and key in the information.

If you are recording a mailpiece with more than one IBI, choose up to two meter manufacturers in the *Meter/IBI Manufacturer* screen.

Exhibit 4-4.4.2

Red and Black IBI Examples



4-4.5 USPS Permit

A USPS permit is strictly identified by the following:

- Permit Imprint series G-10 (including eVS G-10 permit).
- Series G-400 through G-499.
- Permit numbers 73026 and 99998 for USPS Business Reply Mail (BRM).
- Permit number 999 for USPS Merchandise Return Service.

4-4.6 None (No Indicia or Postage Due)

In some cases, there might be no indicia present on the mailpiece, but markings indicate that postage is due.

If the indicia had been removed because of damage — i.e., if no indicia present is on the mailpiece — record the indicia as "None." Do not record this as a USPS mailpiece.

When a damaged mailpiece is enclosed in a USPS transparent envelope, record the mail characteristics visible through the transparent envelope.

If the damaged mailpiece with no indicia is not enclosed in a USPS transparent cellophane envelope, and if there is a marking on the mailpiece indicating that postage is due, or if there is a marking indicating evidence of postage affixed (or postage verified), then record all of the characteristics associated with the mailpiece.

4-5 Number of Mailpieces, Weight, and Nonmachinable Characteristics

To record data about the number of mailpieces, weights, and nonmachinable characteristics from First-Class Mail International (FCMI) and First-Class Package International Service (FCPIS) mailpieces, complete the following steps:

1. In the *No. of Pieces* screen, enter the number of mailpieces that have the same mail class, the same mail type, and the same extra services, revenue, weight, and indicia.

If you select the "Forever stamp" option in the *Indicia* screen or the "Automated Postal Center (APC)/SSK Forever Postage" option in the *IBI Manufacturer* screen, the *Number of Forever Stamps* screen appears after the *Pieces* screen. Record the total number of Forever stamps that appear on the mailpiece. Enter the weight of the pieces in the *Weight* screen.

2. In the *Weight* screen, enter the weight of the pieces.

Note: Enter the actual weight of the mailpiece, not the printed weight indicated on a label. Remember that you must weight all mailpieces by using the scale. Do not enter the printed weight recording, which is required for some IBI mailpieces.

Enter the weight either automatically or manually, as follows:

- a. *Automatically:* If there is an electronic scale attached to the CODES laptop, enter "Yes" in the *Test Header* screen (to indicate that a scale is attached to the laptop) and place the mailpiece(s) on the scale. When the electronic reading stabilizes, press "S" to automatically send the weight to the laptop.

Note: The weight between the scale and the laptop displays may differ by 0.1 ounce.

- b. *Manually:* If there is no electronic scale attached to the CODES laptop, weigh the mailpiece(s) using a separate scale. Enter the weight in the screen using the number keys at the top of the keyboard or the alphanumeric keys on the right side of the keyboard. Press "Enter" to move from Pounds to Ounces. Press "Enter" again to enter the weight.

3. In the *Nonmachinable* screen, enter whether or not the mailpiece has nonmachinable characteristics. FCMI letters that weigh 3.5 ounces or less may be subject to a nonmachinable surcharge, which is applicable in the following circumstances:

- a. The aspect ratio (length divided by height) is less than 1.3 or greater than 2.5. (Square pieces have an aspect ratio of 1.0.)
- b. The letter is polybagged, polywrapped, or made of nonpaper material like plastic or cloth.
- c. The letter has clasps, strings, buttons, or other similar closure devices.

- d. The letter contains items such as pens, keys, or coins that cause the thickness of the mailpiece to be uneven, or it contains loose keys or coins.
- e. The letter has a delivery address parallel to the shorter dimension of the mailpiece.
- f. The letter is very rigid (does not bend easily), like a wooden card or CD jewel case.

Note: If you are unsure if a mailpiece has nonmachinable characteristics, select "No."

4-6 Extra Services

To record data regarding extra services from FCMI, FCPIS, or PMI, enter the extra service in the *Extra Services* screen.

An extra service is a mail service for a fee (in addition to required postage). Extra services include Registered Mail service, return receipt service, and insurance. The system also includes on this screen an option for E-USPS DELCON International (Electronic USPS Delivery Confirmation International Service), although the Postal Service does not charge an additional fee for this service.

Note: Remember to enter each extra service on the mailpiece.

When necessary, use the *Help* screen to assist in identifying extra services:

- a. *Registered:* Registered Mail service provides premium handling and maximum security for domestic mail from the point of acceptance to delivery. A barcoded Label 200, *Registered Mail*, must be affixed to the mailpiece.
- b. *Return Receipt:* Return receipt service provides the mailer with evidence of delivery (to whom the mail was delivered and the date of delivery), along with information about the recipient's actual delivery address.
- c. *Insured:* Insurance provides protection against loss, damage, or missing contents. Record "Insured" service only when the Postal Service provides the insurance — several vendors, such as Stamps.com and Pitney Bowes, offer their own private insurance to their customers, but do not record this private insurance. USPS insurance is indicated on a mailpiece by one or more of the following:
 - (1) PS Form 3813, *Insured Mail Receipt — Domestic Only — \$500 and Under*, or PS Form 3813-P, *Insured Mail Receipt — Domestic Only — Over \$500*.
 - (2) The text "Insured" printed in the indicia area.
 - (3) The text "USPS INSURED" printed above the tracking barcode.
- d. *E-USPS DELCON International:* This service provides the mailer with information about the date and time of delivery or attempted delivery. If the mailpiece is marked "E-USPS DELCON INTL," record "E-USPS DELCON International." This is an optional service provided to select

destinations for certain Letter-Post services (e.g., FCPIS). For mailpieces that are marked "Expres" or have an "L" prefix item, record "E-USPS DELCON International" whether the mailpiece is marked "E-USPS DELCON INTL" or not.

- e. *Other:* This option is a placeholder if the mailpiece has an extra service that is not listed above.

4-7 Total Mailpiece(s) Revenue

4-7.1 Stamped (Postage-embossed) Envelopes and Cards

Stamped envelopes and cards are a type of postage-embossed stationery — i.e., an envelope or card on which the Postal Service has directly imprinted the postage. The Postal Service or vendors sell these items to mailers for a fee in addition to the preprinted postage, with the additional fee covering the cost of the stationery and any personalization requested by the mailer. The mailer may select from several different Forever and denominated postage designs.

Do not record adhesive stamps or any mailer-applied postage in these categories.

Record revenue for postage-embossed envelopes and cards in the *Total Mailpiece(s) Revenue* screen as follows:

- a. Record the postage that is preprinted on the envelope or card, either the amount of the denominated postage shown in the indicia or, for Forever stamped letters and cards, the current First-Class Mail 1-ounce letter or card rate.
- b. Continue to include revenue from any extra service shown on the mailpiece.
- c. Do not record the additional fee for the stationery. The Postal Service captures these fees from the accounting systems when it sells the stationery, so including it as total mailpiece revenue would double-count this revenue.
- d. Enter the total revenue of the mailpiece in the *Total Mailpiece(s) Revenue* screen. The total mailpiece revenue is the mailpiece revenue for a single mailpiece (including extra service revenue). When you enter more than one piece with identical characteristics, the system automatically computes the total mailpiece revenue.
- e. Enter the revenue (postage) that is indicated with any postage due marking.
Note: A warning screen may appear when the postage you enter exceeds the maximum value or is less than the minimum value.
- f. If there is no revenue indicated, or if you cannot determine or read the total revenue directly from the mailpiece, select "Cannot Be Read."
- g. Confirm the data displayed in the *Mailpiece Data Correct* screen.

4-7.2 Cannot Be Read (CBR)

If you cannot determine or read the total revenue directly from the mailpiece, select "Cannot Be Read" in the *Total Mailpiece(s) Revenue* screen.

Mailpieces in the "Cannot Be Read" category include mailpieces paid using multiple indicia — i.e., stamps and IBI (meters and PC Postage) — when the postage value on one of the indicia is not displayed or legible, even if you can read another or other indicia. The Postal Service derives mailpiece revenue when it processes the data, based on the characteristics of the mailpiece.

Example: If a mailpiece is paid using a Forever stamp and an IBI shipping label that does not show a postage amount, record as "Cannot Be Read" because you cannot determine the total postage paid.

For mailpieces combining a permit imprint (including BRM) with stamps and IBI (meters and PC Postage), enter the total postage value of all stamps and IBI (meters and PC Postage) in the *Total Mailpiece(s) Revenue* screen.

Here are some additional examples:

- a. If a permit imprint (excluding eVS or ePostage) or International Business Reply Mail (IBRM) letter bears a Forever stamp, record the Forever stamp postage value (First-Class Mail letter rate) in the *Total Mailpiece(s) Revenue* screen. Do not include the IBRM fee in the total revenue.
- b. If the indicia of a First-Class Mail letter displays \$1.20, record \$1.20 in the *Total Mailpiece(s) Revenue* screen.

Continue to look up and enter the value of nondenominated stamps.

4-7.3 Short-paid

Provide a short-paid mailpiece to revenue protection employees for collection only if the short-paid amount exceeds the following:

- a. \$1.00 for First-Class Mail International, Flat-Rate Envelopes, and Small Flat-Rate Boxes.
- b. \$3.50 for Priority Mail International, excluding Flat-Rate Envelopes and Small Flat-Rate Boxes.

4-8 Summary of SIRVO-IODIS Information

4-8.1 Overview

Thoroughly check the mailpiece data and verify that all entries are correct:

- a. "Y" verifies the entries are correct and returns you to the *Product Type* screen.
- b. "N" discards the entire record due to incorrect entries. The *Confirm Delete* screen appears.

Note: To correct only one entry, press the "up" arrow to highlight the desired item and then edit the entry.

4-8.2 Customs Barcode Screen

The *Customs Barcode* screen appears for mail being sent with label class "UA" (indicating flat tray and Format G), "UD," "UN," or "UX," and with receptacle type "BG" or "CI" ("CI" is the code for "bulk containers with loose items"). When the *Customs Barcode* screen appears, scan all the 13-character mailpiece barcodes, including any barcode with a prefix other than "L" (e.g., "C," "E," "H," "R," and "U") and non-US suffixes (e.g., return to sender or open transit items).

4-8.3 Origin ZIP Code Recording

4-8.3.1 General

To record data regarding the origin ZIP Code from FCMI and FCPI mailpieces, enter the first three digits of the origin ZIP Code of the mailpiece in the *Origin ZIP Code* screen. The origin ZIP Code is usually located in the cancellation mark on the stamp or IBI or in the USPS-applied or mailer-applied video ink jet cancellation.

Enter the origin ZIP Code in one of the following ways:

- a. Enter the correct origin state abbreviation in the field provided. The CODES application automatically displays a list of cities that corresponds to the origin state that you enter.
- b. If you do not know or cannot read the origin ZIP Code, select "Cannot Be Read." To determine the ZIP Code, enter the state code and select the city from the display of cities within the selected state.

Many times a mailpiece has multiple indicia or multiple cancellations. In these cases, see 4-8.3.2 through 4-8.3.5 for special recording rules to determine which cancellation or indicia takes precedence or when to record "Cannot Be Read."

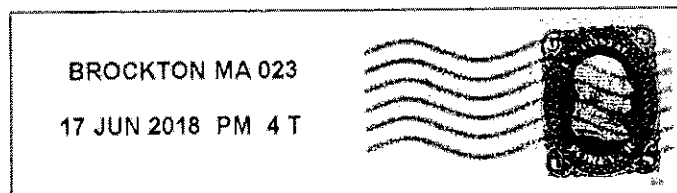
4-8.3.2 Multiple Indicia and Multiple Cancellations

When a mailpiece has two or more types of indicia or cancellations, use the following options to determine how to record the origin ZIP Code (use the first option that applies):

- a. From the Advanced Facer Canceler System (AFCS) cancellation — see the example in Exhibit 4-8.3.2a. Always record the origin ZIP Code from the AFCS cancellation marking when this cancellation is present. If there are multiple AFCS cancellations, record the origin from the earliest cancellation.

Exhibit 4-8.3.2a

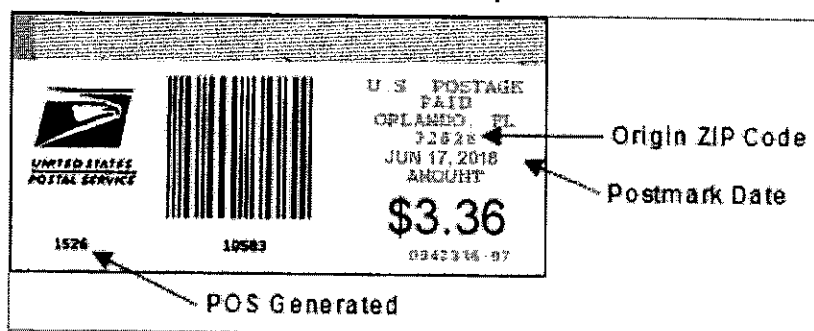
AFCS Cancellation Example



- b. From the POS postage label (PVI, mPOS, and Retail label) — see the example in [Exhibit 4-8.3.2b](#).

Exhibit 4-8.3.2b

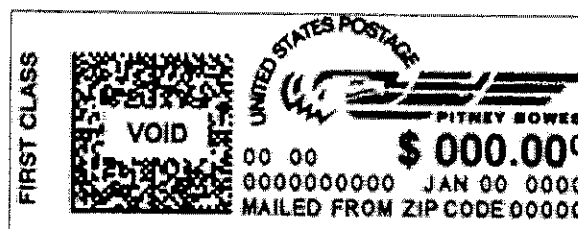
POS Postage Label Cancellation Example



- c. From the stamp. If there is more than one postmark on the stamped indicia, record the origin ZIP Code from the earliest postmark.
- d. From the date correction.
- e. From the IBI (meter or PC Postage) — see the example in [Exhibit 4-8.3.2e](#). When a mailpiece has multiple IBIs, record the postmark date and origin from the IBI with the most recent date.

Exhibit 4-8.3.2e

IBI Cancellation Example



4-8.3.3 Federal Government and USPS Mailpieces

For a mailpiece from the federal government or the Postal Service, do not use the return address as the origin ZIP Code — such mailpieces use G-series permits, but those permits do not have a known origin ZIP Code. Instead, record it as "Cannot Be Read."

4-8.3.4 POS Postage Label

For a POS postage label (PVI, mPOS, and Retail label) that has an origin ZIP Code of "000," record it as "Cannot Be Read."

4-8.3.5 Multiple 3-digit Origin ZIP Codes

On a mailpiece that has a range of 3-digit origin ZIP Codes or a list of 3-digit origin ZIP Codes separated by a comma, record the first 3-digit origin ZIP Code.

One mailpiece shows the 3-digit origin ZIP Codes as "641–661," and another mailpiece shows the 3-digit origin ZIP Codes as "641, 661" — for both of these, record "641."

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5 CODES Laptop Data Communications

5-1 Overview

When you have completed a test and reviewed the data, transfer the test data immediately from the CODES laptop to the CODES WBU. You can transfer test data to the CODES WBU using a local area network (LAN) connection.

HQ SP distributes software updates automatically to the CODES laptop while connected to the Postal Routed Network (PRN). You can download sample files directly from the CODES WBU. Release notes are available on the Statistical Programs home page at <http://blue.usps.gov/statprog>. The release notes contain important information about the changes and instructions on how to install the software updates to the CODES laptops.

The data collector is responsible for transferring the test data, downloading sample files, and installing software updates to the CODES laptops.

The MFPC is responsible for reviewing and approving the uploaded data. Both the data collector and the MFPC are responsible for maintaining the CODES laptops and scales.

See the user guides on the Statistical Programs web page for more information.

The remainder of this chapter discusses the transfer method in detail and how to use CODES laptop transmission functionality to update sample files and system software. Each section gives step-by-step instructions for performing these tasks.

5-2 Transferring Data to the CODES WBU

Use a LAN connection to transmit data from a CODES laptop to the CODES WBU.

Before you can transfer a test, you must complete the test. From the desired test list, highlight the desired test and click the "OK" button — the *Test Result Transfer* screen appears. Enter your DCT ID number and any comments or information pertaining to the test you are transferring, and select the destination.

Use the following steps to begin the data transfer process:

1. On the desktop, select the CODES icon to display the *CODES Main Menu* screen.
2. Click the "SIRVO-IODIS" or "SIRVI" button to open SIRVO-IODIS or SIRVI.
3. Click the "Transmit Test" button to display the *Transmit Test* screen.
4. Click the "Transmit" button. A *Transmit in progress* screen briefly appears, followed by a *test confirmation* screen showing that the test successfully uploaded.

5-3 Receiving Sample Files

5-3.1 Overview

Every quarter, HQ SP releases and distributes sample files and software updates via the PRN.

5-3.2 Download Samples

To download samples from the "CODES Main Menu Communications" window, complete the following steps:

1. Click the "Download Samples" button.
2. Select the CODES application(s) associated with the desired samples (you may select more than one application).

Note: Ensure that you select at least one application — if you do not select an application, a warning screen appears.

3. Click the "Download Samples" button at the bottom of the screen.
4. When a "Sample download completed" message appears (indicating that the system has downloaded the samples for the selected CODES applications to the CODES laptop), click the "OK" button.

5-3.3 Load Samples

Load new samples from *SIRVO-IODIS Menu* screen or the *SIRVI Menu* screen by performing the following steps:

1. Click the "Load New Samples" button.
2. From the *Load Samples* screen, select the *CODES Folder* option — an *Information* screen appears and acknowledges that the system successfully loaded the samples.

5-4 Troubleshooting Failed Transmissions

Complete the following steps to ensure proper cable connections and configuration of the CODES laptop:

1. Ensure that the CODES laptop is connected to the PRN at least once a week.
2. Ensure that all laptop connections (e.g., power supply) are secured.
3. Check all of the tests and applications for which you wish to transfer files or receive files to ensure that they are properly prepared for transmission according to the procedures outlined in this chapter.

For more detailed instructions, or if the problem you are experiencing is not addressed above, consult your MFPC for further assistance.

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Appendix

Acronyms

AFCS	Advanced Facer Canceler System
AMRU	Air Mail Records Unit
APC	Automated Postal Center
BRM	Business Reply Mail
CBP	Customs and Border Protection
CODES	Computerized On-Site Data Entry Systems
CP	Colis Postaux (the French term meaning "Parcel Post")
DCT	data collection technician
DEO	destination exchange office
EMS	Express Mail Service(International)
eVS	electronic verification system
FCMI	First-Class Mail International
FCPIS	First-Class Package International Service
GBS	Global Business System
IBI	information-based indicia
IBRM	International Business Reply Mail
IBRS	International Business Reply Service
IMRS	International Merchandise Return Service
IPA	International Priority Airmail
IPC	International Post Corporation
IPK	items per kilogram
ISAL	International Surface Air Lift
LAN	local area network
LC/AO	Letters and Cartes/Autre
MDO	manager of Distribution Operations
MFPC	Manager, Financial Programs Compliance
mPOS	mobile point of sale
OEO	origin exchange office
PATS	Process Activated Training System
PMI	Priority Mail International
POS	point of service
PRN	Postal Routed Network
RPW	revenue, pieces, and weight
SIRVI	System for International Revenue and Volume, Inbound

SIRVO-IODIS	System for International Revenue and Volume, Outbound and International Origin-Destination Information System
SPSC	Statistical Programs Service Center
SSP	Supervisor Statistical Programs
TSSR	Test Status Statistics Report
UPU	Universal Postal Union
U.S.	United States
USB	universal serial bus
PVI	postage validation imprint
SSK	self-service kiosk
WBU	Web Base Unit