Postal Rate Commission
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BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

POSTAL RATE AND FEE CHANGES, 2006 | Docket No. R2006-1

RESPONSES OF UNITED STATES POSTAL SERVICE WITNESS MITCHUM
TO INTERROGATORIES OF THE OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-T40-73-74)

The United States Postal Service hereby provides the responses of witness Mitchum to the above-listed interrogatories of the Office of the Consumer Advocate, filed on July 14, 2006.

Each interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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____
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August 17, 2006

OCA/USPS-T40-73. Give a detailed description of the training given to postal clerks on how to submit an insurance claim on behalf of claimants.

a. Provide all training materials.
b. How many hours of training are required?
c. State whether (and how often) clerks are tested to see if they have a good understanding of how to process an insurance claim.

RESPONSE:

a. The training materials are attached.

b. The training is part of a larger training package that takes two weeks.

c. Upon completion of the two weeks of training mentioned in part b, the clerks are tested. There is no additional testing.

UNITED STATES POSTAL SERVICE

Sales and Services Associates Training

Participant Workbook
Course #23501-02
NSN #7610-04-000-8860
May 2006

Retail Operations

Use of Training Materials

These training course materials are intended to be used for training purposes only. They have been prepared in conformance with existing USPS policies and standards and do not represent the establishment of new regulations or policies.

Claims and Inquiries

Module 22

Module 22: Claims and Inquiries

Terminal Objective:

Upon completion of this module, future Associates will be able to accept indemnity claims from postal customers for domestic and international mail.

Enabling Objective:

Upon completion of this module, future Associates will be able to:

- Explain and demonstrate the use of PS Forms 1000, 1510, 542, 3832 and 2855.

Time Allocated for this Module:

- 60 minutes

Materials Required:

Future Associates: Workbook and pens or pencils.

Presentation

Customer Service

As Retail Associates, we have an opportunity to reduce the number of claims filed by our customers. Most claims can be avoided if we simply follow the proper acceptance procedures we learned in the Domestic Mail Module. Our customers depend on us to safely deliver the items they mail at our retail counters. If we are not paying attention to the condition of the items when they are mailed, we greatly increase the possibility of a failure to provide the service our customers expect and deserve.

For instance, a framed picture mailed in a padded envelope is probably going to be damaged when it arrives. Imagine the delivery employee who can hear the broken glass inside when making the delivery. Imagine that you are delivering the item. What would you say to that customer?

Keep in mind, that every time you accept a package the reputation of our company is primarily resting on your ability to determine the mailability of the item. You have the power to reduce the need for our customers to file claims and increase customer satisfaction by checking these guidelines on every item mailed at your counter.

- Addressing: A return address is required for all accountable mail. Retail equipment will provide the city and state when you key in the ZIP Code. Verify this information on the mail piece. Encourage customers to use our web site (www.usps.com) for ZIP Code look-ups and confirmation of mailing addresses. (The majority of mail sent to the Mail Recovery Centers bears no return address.)
- Packaging: Is the container sturdy enough to withstand normal handling in the mail stream? Is the cushioning sufficient to protect the contents? (A claim will be denied if the damaged insured item was not properly packaged.) Is the package secured with good quality tape?

PS Form 1000

Postal customers must use PS Form 1000 (available at the Post Office or online) to file indemnity claims for Insured, Collect on Delivery (COD), Registered with postal insurance, or Express Mail. Once completed, the customer must submit the PS Form 1000 to their local Post Office. Claims for unnumbered insurance (under $50) are processed and paid at the local Post Office. All other claims are sent to the St. Louis Accounting Service Center for processing and payment.

Requirements for submitting claims

In addition to completing PS Form 1000, a claimant must meet a proof of loss requirement. The customer must provide proof of complete or partial loss (depending on which claim is being submitted). Proof of loss is not required for COD, Registered, or Express mail claims.

Only the mailer may file a claim for complete loss.

The following is acceptable as proof of loss:

- A letter or statement from the addressee after the date the article was mailed, stating the addressee did not receive the article.

Retain all items pertaining to the claim in the Post Office until the claim is settled. Do not return to the mailer unless claim is for partial loss.

Note the condition of the wrapper and its contents for the claims adjudicators.

To ensure that the claim will be quickly processed, be sure you have:

- Evidence of insurance
- A designated payee
- Mailer and addressee signature
- The location of the damaged article or disposition thereof.
- Proof of value
- Original packaging with insured indicia
- Proof of mailing

Claims are paid by no fee money order and offset in AIC/GLA 539

Forwarding Claims

Retail Associates are required to forward PS Form 1000 with the supporting documentation to the claims and inquiry section or to the designated employee in the office who handles claims and inquiries.

Claims under $50.00

Customers must complete PS Form 1000 for approval by the local post office.

Customer must provide proof of value, original packaging with insured indicia, and proof of mailing. Claims are paid by money order.

International Claims

There are different process flows for International claims.

Definitions:

- Inquiry
  - A request concerning the disposition of an item or report concerning loss, delay or improper delivery and must be filed before the claim is allowed on articles deemed lost
- Claims
  - A request for indemnity as a result of a loss, rifling, or damage to the insured, registered, or EMS item

Global Express Mail (GEM): The U.S. sender of a GEM item that is believed to be lost, damaged, or rifled **must** contact the Call Center at 1-800-222-1811, within 90 days of the date of mailing, to initiate an inquiry. If loss or damaged is confirmed by the USPS, an information packet including completed Inquiry Form 2861, and claim form 2855 will be sent to the customer.

Inquiries about Express Mail items that originated outside the United States must be initiated by the sender through the postal administration of origin.

Registered Mail, Insured parcels or Ordinary articles

PS Form 542, *Inquiry About a Registered Article or an Insured Parcel or an Ordinary Article*, is used in processing inquiries relating to loss or delay of outbound (originating from a U.S. sender) or inbound (originating from a foreign country) Registered Mail articles, insured parcels and ordinary letter post and parcels. A PS Form 542 must be filed within 6 months for lost articles before a claim (PS Form 2855) can be filed. PS Form 542 can be filed at any Post Office. **Exception**: The PS Form 542 is not used for insured mail to Canada. Use PS Form 2855

PS Form 2855*, Claim for Indemnity – International Registered, Insured and Express Mail* is used in processing claims relating to rifling or damage of outbound or inbound Registered, Insured Mail articles and outbound Express Mail articles. **Exception**: PS Form 2855 is used for the complete loss of an insured outbound or inbound article to Canada. Express Mail claims must be initiated through the Call Center.
Required Documentation for Registered, Insured and Express Mail includes: Evidence of Insurance (IMM Section 9), Evidence of Value (IMM Section 9), and Proof of Damage.

PS Form 3831 – Receipt for Article(s) Damaged in Mails

If a customer would like the article mailed replaced, ownership must be released to the USPS. The USPS provides a customer with a PS Form 3831 as proof of receipt. This form is to be completed in duplicate. One copy is to be provided to the customer, and one is to be attached to the article. The article remains in possession of the USPS, and is handled according to current policy.

PS Form 1510, Mail Loss/Rifling Report

This form is used to report the loss, rifling, and mistreatment of ordinary and Certified Mail. PS Form 1510 may be initiated by either the mailer or addressee, by telephone or in person at any post office.

PS Form 3533 – Application and Voucher for Refund of Postage, Fees, and Services

This form is used to request a refund of postage, fees and services.

RESPONSE OF POSTAL SERVICE WITNESS MITCHUM
TO INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE

OCA/USPS-T40-74. What is the position of individuals who process claims at the St. Louis Accounting Service Center (ASC)?

a. What training are they given to perform their duties?
b. What are the educational requirements for the position?
c. Is any type of accreditation required so that lost/damaged items can be accurately appraised?
d. Is there any requirement for past experience doing similar kinds of work?
e. Provide all of the training materials used to train these individuals.
f. How many hours/days of training do these individuals receive?

RESPONSE:

Level 14s process the claims, and are supervised by Level 17s.

a. They are trained on the job with the assistance of a senior employee using the DMM and CCRS manual, along with the Postal Operations Manual, Administrative Support Manual and IMM.

b. One must be a postal employee who has passed the accounting test.

c. None, since the adjudicators do not perform appraisal.

d. No.

e. The CCRS manual is being filed with this response. Additionally, section 609 of the DMM, and section 146 of the Postal Operations Manual (POM) are used as reference materials.

f. Claims adjudicators receive 30 days or more on the job training.

Customer Claims Response System User Guide

Version 1.0

Course Objectives

In this class you will learn about using the Customer Claims Response System. Depending on your user role, you will learn many of the following features of the system, including how to:

- Log in and navigate in CCRS
- Enter, Search for, and Update a Claim
- Review and Appeal a Claim
- Manage the Queue
- Pay, Deny, and Close a Claim
- Send Correspondence
- Create a Claim Receivable
- Change the Status of an Issued Check
- Enter Package Information
- Create an Inspection Case File
- Certify Payments
- Review Correspondence Events and Appeal Decisions

This course includes discussions, procedures, and practices for users with various user roles. Your instructor will indicate which user roles apply to the activities in each section.

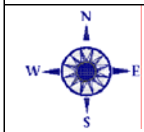
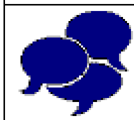
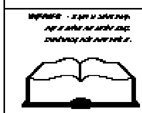
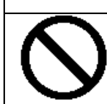
Prerequisites

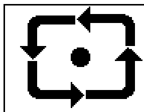
The following prerequisites apply to this manual:

- Users should know the conventions for how to select objects and how to navigate the system that you will work with.
- Users should understand and be able to use common Windows input methods, such as buttons, fields, drop-down lists, checkboxes, and radio buttons.
- Users should also be comfortable using a mouse for navigation and input, and they should understand common mouse instructions, including ***double-click*** and ***right-click***.
- Users should also be thoroughly familiar with the process and applications that they will use to create claims in their environment.

Icons

The following table identifies the icons used in this training guide.

Icon	***Meaning***
	The compass icon indicates the Objectives section of a lesson. This section includes a list of topics that will be explored in that lesson.
	The discussion icon indicates the Discussion section of a lesson. This section introduces a topic, and includes general information that may be discussed during the lesson.
	The dictionary definition icon indicates the Definitions section of the lesson. This section includes any technical terms that may be new to the user, or that are particularly important to the lesson. Dictionary terms are shown in **bold** font in the Discussion text.
	The checkmark icon indicates the When to use section of the lesson. Refer to this information to learn when you will use the feature that is discussed in this section of the lesson.
	The ‘do not’ icon indicates the When not to use section of the lesson. Refer to this section to learn when you should *not* use the feature that is discussed in this section of the lesson. This section only appears in a lesson if there are specific cases where another function is more appropriate for some situations, or if there are specific cases where the function should not be used.

	The Context icon indicates information that is not central to the discussion but may affect how you use the feature. This section may include business process information, process flows, and general descriptions of the environment in which the function is used. Any known issues with the function in your business environment will be included here. The class instructor may also use this section to discuss issues related to the business or corporate context for this feature.
	The pencil icon indicates the Tips and Notes section. This section includes important reminders, limitations, prerequisites, and guidelines for using the function. It may also include information that will help you avoid common errors in using the function.
	The numbered steps icon indicates a Procedures section. This section includes the step-by-step procedure for performing a function or a set of related functions. These steps are generic, and will not have specific data, such as document types, included in the steps.
	The clock icon indicates a Practices section. This section includes one or more practice activities that may be assigned for completion during your class time. Practice sections include the steps of the procedure and specific practice data for use in the training class. The practice data is set up for each class, and will only be available for training classes.
	The question mark icon identifies the Questions section of the lesson. This section includes questions to test your knowledge of the material that has been taught. The question section is intended to be an informal way of evaluating your understanding of each function. *Note: Use of the Questions section is at the discretion of the Client.*

	The ‘information’ icon indicates the For More Information section. This section includes references to other materials that may have additional information that can help you perform a task.
➥ **Practice:**	Indicates a specific practice exercise.
➲ **To do …**	Indicates a specific procedure within the Procedures section. Related procedures each have their own heading. When a procedure can be performed on either the Desktop Client or on the Intranet Client, each will have a specific procedure heading.

Typographic Conventions

The following document conventions are used in this training guide:

- Special terms that are used in the text and are listed in the Definitions section of a lesson are displayed in bold italic, as follows: ***Product Identification Code***
- Menu items and button names are indicated with bold font and title case, as follows: **Enter New Claim** from the menu.

Abbreviations

The following table lists the abbreviations used in the text.

Abbreviation	***Definition***
ASC	Accounting Service Center
APARS	Accounts Payable Accounting Reporting System
ACF2	ACF2 (A postal-approved security standard)
APO	Army Post Office
COD	Collect on Delivery
CCTS	Commercial Check Tracking System

Abbreviation	*Definition*
CAT	Customer Acceptance Test
CCRS	Customer Claims Response System
CSS	Customer Satisfaction Survey
DGC	Delivery Confirmation Guarantee (Also known as Product Tracking System [PTS])
FPO	Fleet Post Office
ICIO	International Claim and Inquiry Office
ISC	Information Service Center
IBSSC	Integrated Business Systems Solution Center
ICIO	International C claim and Inquiry Office
LAP	Locally Adjudicated Process
MRC	Mail Recovery Center
MPSA	Military Postal Service Agency
OIG	Office of Inspector General
PIC	Product Identification Code
PTS	Product Tracking System
SAM	Space Available Mail
TIN	Tax Identification Number
USPIS	US Postal Inspection Service

1 Introduction

Welcome to the Customer Claims Response System. The CCRS system enables domestic and international customers of the United States Postal Service to initiate claims should a package be lost or damaged. After the customer has completed the appropriate claim form (Forms; CN08, 2855 or PS1000), employees of the USPS then complete the claim and submit it for processing via the CCRS system. Depending on the value of the item lost or damaged, the claim may be automatically paid or denied by the system or sent for review by an adjudicator or consumer advocate. The adjudicator or consumer advocate will then decide if the claim should be paid, denied, or closed.

International claims filed by foreign postal administrations can also have their claims (Form CN08) entered and processed by CICRS.

Objectives

This section provides information about the topics below.

- About CCRS and its functions

Discussion: About the Customer Claims Response System

CCRS enables Domestic & International USPS customers to initiate claims by sending claim forms to the Saint Louis Accounting Service Center (ASC) accounting service center for acceptance and review. These forms are keyed into CCRS for automated review. The CCRS system may pay or deny claims based on a specific rule set or send the claim for review by an ASC adjudicator employee. The USPS employees then complete the claim and submit the documentation via the CCRS.

Tips and Notes

Remember the points below when you work with the Customer Claims Response System.

- You will have access to a subset of functions, depending on the user group you are a member of.
- USPS customers can initiate a claim via the USPS Web site.

Procedures

Use the Index to locate information on a variety of topics.

Additional Information

- Note that CCRS groups have access to certain features of the system. That is, the group that you are a member of only has access to a subset of the system's features. Before you begin each section, your instructor will tell you which groups can access the function.

2
How to Begin Using CCRS

To begin using the Customer Claims Response System application, you must log into the system and access the various custom functions.

Objectives

This section provides information about the topics below:

- How to Log Into the Customer Claims Response System
- How to Access the Functions of the Customer Claims Response System

Discussion: How to Log into the Customer Claims Response System

Because CCRS is a secure site, you must log into the system using a valid user name and password before you can access any of the documents or functions accessible to your user group. Once you are in the system, you will be able to access functions based on your ***privileges***.

When to Use

You log into the Customer Claims Response System to access claims and custom functions.

Definitions

User Privileges – ***A security classification that the system administrator assigns to each user when their user criteria is created.***

Tips and Notes

Remember the point below when you log into the docbase:

- You must have a valid user name and password to access the features available to your user group.
- The functions available to you are based on the user group you are a member of.

Procedures

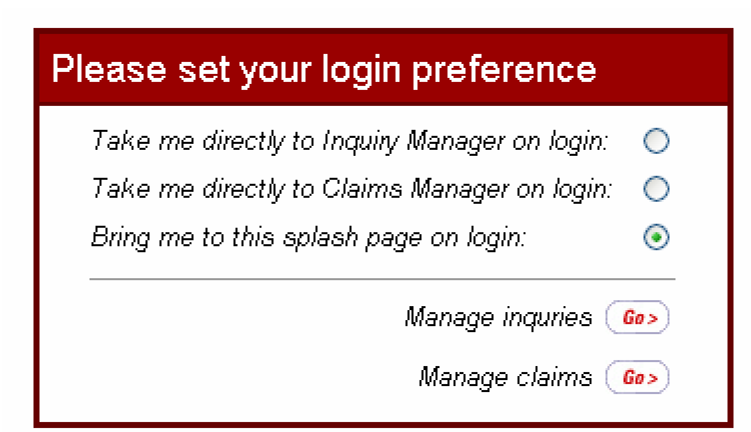
➲ To log into the Customer Claims Response System

1. Launch your Web browser and enter the URL for the CCRS system in the Address field. Click **I Agree**.

2. The Enter User Name and Password page appears.

3. Enter your User Name and Password in the appropriate fields.

4. Click **Submit**. If this is the first time logging in you will see the following:



5. Here you set your preferences for where you will directed for all future logins. Since you'll be working with claims, you'll select **Take me directly to Claims Manager login.**

6. Click the Manage Claims Go button to proceed to the claims manager.

Practices

Practice: How to log into the Customer Claims Response System

Steps	***Practice Data***
1. Launch your Web browser.	Double-click the Web browser icon on your desktop.
2. Enter the URL for your CCRS server.	Type the URL for the CCRS system in the **Address** field.
3. Log in to the CCRS manager.	Type your user name and password. Select the group you are a member of. (**Note:** if this is your first time logging in, you will first be presented with a preferences screen. Select your preferences and choose the appropriate option.)
4. Connect to the CCRS system.	Click **Submit**.

Result

If you perform the practices correctly, the result will look similar to the screen below:

UNITED STATES POSTAL SERVICE®

Customer Inquiry and Claims Response System (CICRS)

ADJUDICATOR RESTRICTED INFORMATION Preferences | FAQs | Logout | About

- *Enter New Claim*
- *Search for Claim*
- *Manage Claims*
- *Manage Inspection Cases*
- *Monitor Claims*
- *Internet Page Testing*
- *Search for MRC Article*
- *Inspection Service Divisions*

When to File
You must file a claim immediately when the contents of an article are damaged or missing. For a lost article, you must file a claim within certain time limits as specified in the General Filing Instructions.

Where to File
For most claims, go to any Post Office and complete Form 1000, Domestic Claim or Registered Mail Inquiry.

Note: Merchandise Return Service claims can only be filed at the Post Office where your merchandise return permit is held.

What You'll Need
Evidence of Insurance
Submit evidence that Insured Mail, Collect on Delivery (COD), Registered Mail™, or Express Mail® was purchased for the mailed package. The original mailing receipt that you were given at the time of mailing is the preferred evidence. Check the General Filing Instructions for a detailed list of acceptable evidence.

Evidence of Value
Submit evidence - such as a sales receipt or invoice - showing the value of the article when it was mailed. Check the General Filing Instructions for a detailed list of acceptable evidence.

Discussion: How to Access the Functions of the Customer Claims Response System

Depending on your user ***permissions***, varying functions will be available to you. The following table indicates the available CCRS functions and the corresponding operational users.

Function	Corresponding Chapter	Accounting Help Desk	Adjudicator	Area District MPSA	Business Mailer (Profile Admin)	Business Mailer (Read Only)	Business Mailer (Update)	Consumer Advocate	Field Site	GXG	ICIO	Image Reviewer	Inspector	MRC	Payment Certifier
		User Groups													
Entering a New Claim	Chapter 3		X	X	X		X	X	X	X	X	X			X
Searching for a Claim	Chapter 4	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Updating an Existing Claim	Chapter 5		X		X		X	X	X	X	X	X			X
Reviewing Status History	Chapter 6	X	X	X	X	X	X	X	X	X	X	X	X		X
Reviewing Correspondence History	Chapter 7	X	X		X	X	X	X	X	X	X	X	X		X
Requesting a Money Order Status	Chapter 8		X				X	X							
Reviewing Delivery Information	Chapter 9	X	X	X	X	X	X	X	X	X	X	X	X		X
Appealing a Claim	Chapter 10		X		X			X	X	X	X	X			X
Verifying Callers	Chapter 11														
Managing the Queue	Chapter 12		X					X							
Paying a Claim	Chapter 13		X					X							
Denying a Claim	Chapter 14		X					X							
Closing a Claim	Chapter 15		X					X							
Sending Correspondence	Chapter 16		X					X							
Generating a Claim Receivable	Chapter 17		X					X							
Changing the Status of an Issued Check	Chapter 18														
Entering Package Information	Chapter 19		X					X						X	
Creating a New Case File	Chapter 20		X					X					X		
Using the Inspection Services Function	Chapter 21		X					X					X		
Creating the Schedule Voucher of Payments	Chapter 22														X
Using the Image Review Function	Chapter 23											X			
Using the Business Mailer Functions	Chapter 24				X										
				X	Available					Unavailable					

When to Use

You access the Customer Claims Response System functions to perform actions with Customer Claims Response System claims and other information in the system.

Definitions

Permissions– ***A property that determines which operations a user can perform on a claim (for example, adjudicate, update, and search.) The system administrator will define a user's permissions.***

Tips and Notes

Remember the points below when you access the Customer Claims Response System functions:

- All Customer Claims Response System functions are available from the CCRS menu on the left side of the Web page.
- Note that some functions are only available to certain users. A user's role determines which functions are available.

Additional Information

- For more information about System Administrator functions, see the *Customer Claims Response System Administrator Reference*.

3
Entering a New Claim

Authorized CCRS users can enter a claim through the CCRS Internet site. This site is located within the Postal network for access by ACE computers. Once a claim is entered, the CCRS automated payment logic will review the claim to identify possible deficiencies or make a payment decision.

As part of the claim entry process, users will be asked whether the supporting information required for claim processing was provided. If any information is missing, CCRS will send correspondence to the claim originator to obtain the needed data.

Objectives

This section provides information about the topic below:

- How to enter a new claim into CCRS, including specific definitions for fields included in all section of the claim form.

Discussion: How to Enter a CCRS Claim

When a new claim is in entered into CCRS, the mailer information, addressee information, reason for the claim, lost or damaged articles, total amount claimed, proof of insurance verification, payment assignment, and the certification and signature must be defined.

When to Use

A domestic postal customer will initiate a new claim* when they want to report an item damaged or lost. Claims from foreign post offices (Form CN08) may be initiated through a foreign administration and sent to the ASC for processing.

* *Form PS1000 for domestic claims or 2855 for international claims*

Definitions

Mailer – ***The postal customer who initiated the mailing of the lost or damaged article(s).***

Addressee – ***The name of the person or organization to which the lost or damaged article(s) was sent.***

Mailing Receipt – ***The paper provided to the customer at the time insurance was purchased. The Mailing Receipt has important information, which can help the Field Site complete the claim. The Mailing Receipt Number is a barcode, which is also represented as human-readable numbers printed below the barcode. The human-readable numbers are arranged in groups of four digits.***

Tips and Notes

Remember the following points when entering a new claim:

- The postal customer must go to a USPS field site to complete the claim.
- Letters will be sent to customers for all claims not fully completed.
- Customers must provide the appropriate supporting information in order to avoid delaying the processing of their claim.

Procedures

➲ To enter a new claim

1. From the CCRS Welcome page, click the **Enter New Claim** link. Section A of the Enter New Claim page opens.

2. Select a claim category, which is the form type you are entering.

3. Enter all required information for Section A.

4. Click **Continue**. Section B of the claim form opens.

5. *Required information includes a complete address for the claim originator and a service category.*

6. Enter all required information for Section B.

7. *If section 11 is completed, this will be considered a locally adjudicated claim resulting in no further action by the system.*

8. Click **Continue**.

9. If the claim category is international you will be presented with an additional page to enter specific international values (see below). Users will also need to identify if either the foreign administration, United States or a combination of both incurred liability for the mailing.

    1. Click **Continue to claim indicators** after entering the fields

10. The review Indicators page opens to reveal what has been obtained based on entries made on the claim form.

11. Review the indicators that were set based on the previous claim responses and correct any incorrect statements.

12. Click **Continue** to submit the claim. You will receive a confirmation message indicating that the claim was successfully filed.

Practices

➥ **Practice:** How to enter a new Domestic (PS1000) claim using CCRS

Steps	***Practice Data***
1. Initiate the new claim.	Click **Enter New Claim**. In Section A of the claim form, make the selections below: • Enter **your** first and last names (no middle initial), business address, and phone number to the mailer information section. • Enter **Joe Smith** as the addressee, and enter your business address and phone number to the addressee information section. • Enter a short description of the article, select an article category from the drop-down list, and enter the value of the article. Enter December 01of the previous year, as the purchase date. Click **Add Article to List**. • Enter $100 for the total amount claimed. • Click Mailer as the Payment Assignment. • Click Mailer as the Claim Originator; click No for the Proof of Signature; Enter the current date as the Date Signed. Click **Continue**.

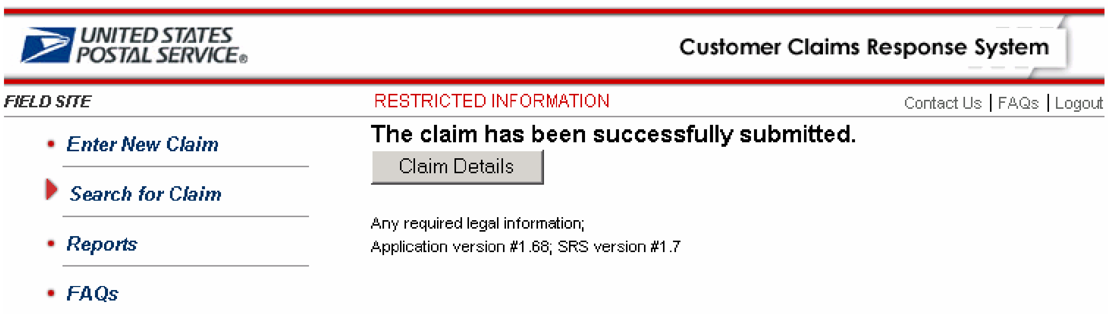
<table>
<tr><th>Steps</th><th>Practice Data</th></tr>
<tr><td>2. Complete Section B of the new claim.</td><td>In Section B of the Claim Form, make the criteria selections below:
For Service Category, enter Numbered Insured
For Postage Paid, enter $4.00.
For Insured/Reg/COD Fees, enter $2.20.
For Other Fees, enter $0.00.
From Claim Reason, select Article Not Delivered.
For Wrapper/Container/Packaging or Article Presented, select No.
For Mailing Receipt Presented, select No.
For Evidence of value for Articles presented, select Yes.
In the proof of insurance section, enter VB0000XXUS (where XX is your class user login ID) as the mailing receipt number. Enter January 05 of the current year as the mailing date
For Accepting Employee, enter your first and last names, 389238 as the finance number, your zip code, your telephone number, and today’s date.
Click Continue.</td></tr>
<tr><td>3. Review claim indicators.</td><td>Review the indicators that have been set based on previous claim responses.

Click Continue.

You should receive a confirmation message indicating that the new claim was added.</td></tr>
</table>

Result

If you perform the practices correctly, the result will look similar to the screen below:



Additional Information

- To find a specific claim that a postal customer has begun, refer to Section 4 How to Search for a Claim.

4

How to Search for a Claim

The claim search feature can assist CCRS users in obtaining information regarding a claim. Here are some situations where searching for a claim may be beneficial:

- Attempting to determine the status of a claim.
- Searching for a customer within a specific area to see if a claim has been submitted.
- Finding out the amount paid for a given claim.
- Seeing if a letter was sent to a customer asking for additional information.

Objectives

This section provides information about the topics below:

- How to Search for an Existing Claim

Discussion: How to Search for an Existing Claim

CICRS provides a powerful search capability in order to find either a customer or a claim. You can use combinations of information in conjunction with the wild card character (%) to perform partial searches.

When to Use

A customer of the USPS may need to search for a claim that they initiated but did not complete. Field sites will need to search for a specific claim in order to respond to customer inquiries. CCRS users will also use the search function to find specific claims to appeal and to access specific claims for which they want to generate correspondence.

Definitions

Field Site – ***A United States Post Office.***

Correspondence – ***Written communication generated by the CCRS system or an adjudicator or consumer advocate originating from the USPS to the package addressee or recipient.***

Tips and Notes

Remember the points below when you search for an existing claim:

- You can search by article number, case number, customer information, claim id, check number, or by longest pending claims.
- You can perform a customer-information search by using the customer first name, last name, city, state, zip, or country. You do not need to enter all fields in order to perform the search.
- Use the wild card character (%) when you don't have much information available.

Procedures

➲ To search for an existing claim

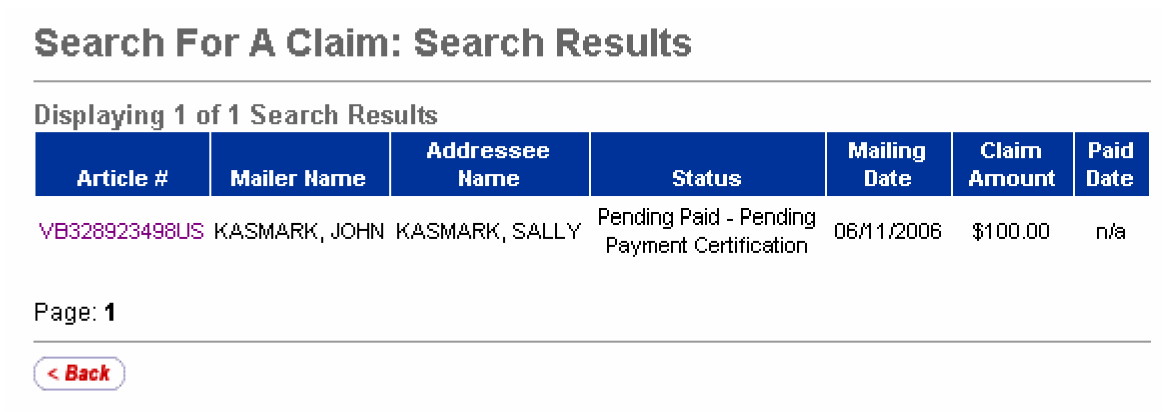
1. From the left menu, click **Search for Claim**. The additional options of performing a Search basedon various criteria appear.

2. To perform a search using the mailing receipt number, click **Article Search**. To perform a search using customer information, click **Customer Search**.

3. Depending on the type of search you are performing, either the Article Search or Customer Search page will appear. Other search options such as check number or claim id will appear based on your operational user type.

4. Enter either the mailing receipt (i.e. article) number or a portion or all of the customer's information.

5. Click **Search**. The Search Results page will appear with your claim. (shown below).



Search For A Claim: Search Results

Displaying 1 of 1 Search Results

Article #	Mailer Name	Addressee Name	Status	Mailing Date	Claim Amount	Paid Date
VB328923498US	KASMARK, JOHN	KASMARK, SALLY	Pending Paid - Pending Payment Certification	06/11/2006	$100.00	n/a

Page: **1**

< Back

1. Click the **mailing receipt number** to navigate to the Claim Details page.

✎ If more that one claim is found, you will have more that one choice to make. Review the summary information to identify the correct claim and click on the mailing receipt number.

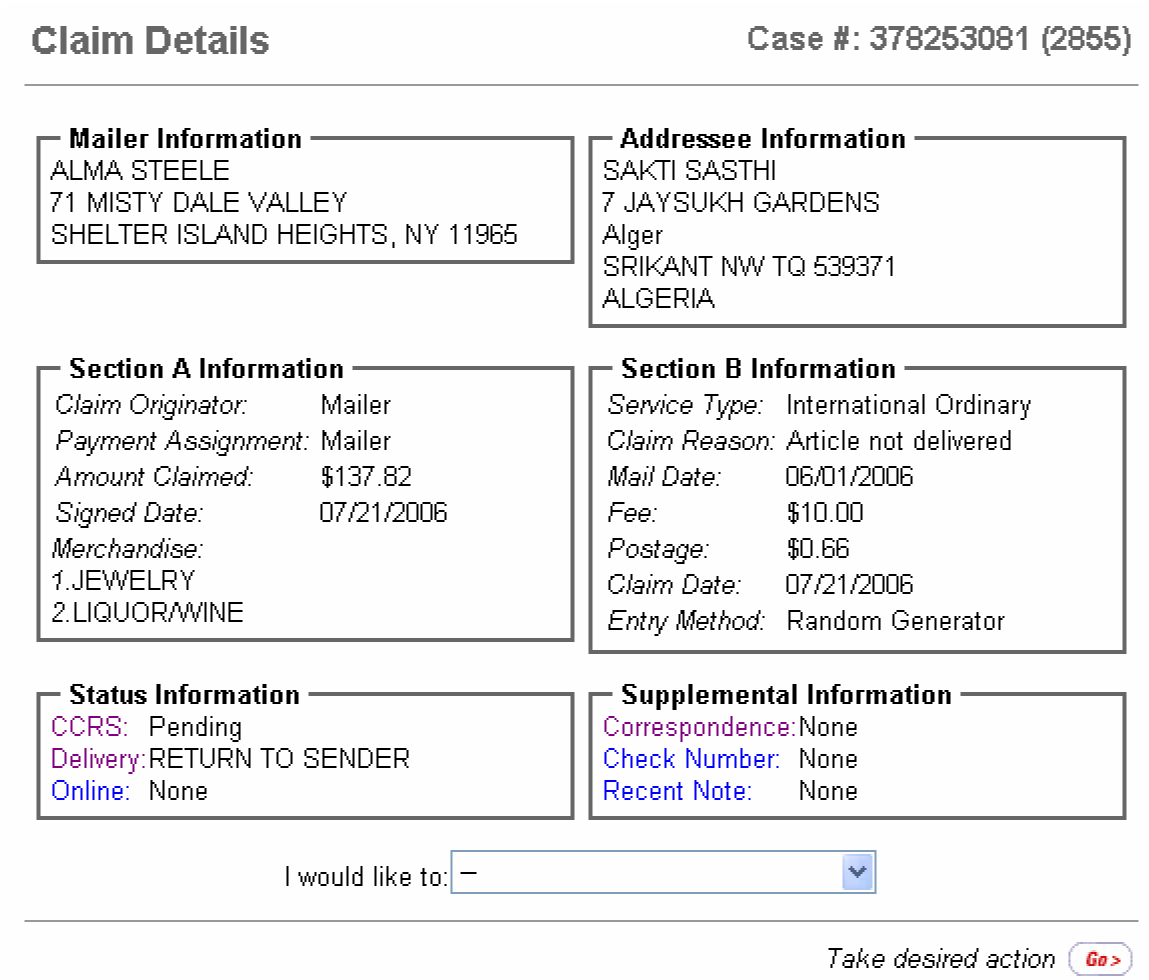
Practices

➥ **Practice:** How to search for an existing claim

Steps	***Practice Data***
1. Begin a new search.	From the menu, click **Search for Claim**.
2. Select the type of search you will perform.	Click **Customer Search**.
3. Enter search criteria and begin search.	Enter your last name in the last name field. Click **Search**. The claim that you entered in the previous exercise appears in the search results.

Result

If you perform the practices correctly, then the result will look similar to the screen below:


Claim Details Case #: 378253081 (2855)

Mailer Information
ALMA STEELE
71 MISTY DALE VALLEY
SHELTER ISLAND HEIGHTS, NY 11965

Addressee Information
SAKTI SASTHI
7 JAYSUKH GARDENS
Alger
SRIKANT NW TQ 539371
ALGERIA

Section A Information

Claim Originator:	Mailer
Payment Assignment:	Mailer
Amount Claimed:	$137.82
Signed Date:	07/21/2006

Merchandise:
1.JEWELRY
2.LIQUOR/WINE

Section B Information

Service Type:	International Ordinary
Claim Reason:	Article not delivered
Mail Date:	06/01/2006
Fee:	$10.00
Postage:	$0.66
Claim Date:	07/21/2006
Entry Method:	Random Generator

Status Information

CCRS:	Pending
Delivery:	RETURN TO SENDER
Online:	None

Supplemental Information

Correspondence:	None
Check Number:	None
Recent Note:	None

I would like to: --

Take desired action Go >

5

How to Update an Existing Claim

Objectives

This section provides information about the topic below:

- How to Update an Existing Claim

Discussion: How to Update an Existing Claim

Existing claims may be updated using the Update Claim function on the Claim Details window.

When to Use

Authorized users can use the update functionality to correct errors or to make changes to the claim form. Supporting claim indicators such as proof of damage, proof of delivery, proof of value and proof of signature can also be changed through this process. Status indicators cannot be changed on a claim since they provide a history of claim events.

Definitions

Supporting Claim Indicator – ***Additional indicators reveal aspects of whether the customer completed the claim filing process. The indicators reveal if insurance coverage was validated by a postal employee, mailer signature was obtained, the customer provided evidence of value for merchandise, damage was proven, loss was proven (for unnumbered insured claims only). The indicators are set based on previous claim responses.***

Tips and Notes

Remember the points below when you update an existing claim:

- Users can update field and supporting indicators for previously entered claims at any time.
- A claim will remain in a pending state until all supporting indicators are provided and the claim is complete.
- The system will automatically send correspondence to the claim originator when key information is incomplete or a supporting indicator is not set.

Procedures

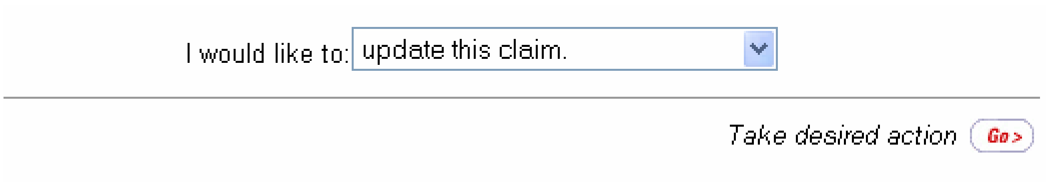
➲ To update an existing claim:

1. From the left navigation menu, click **Search for Claim**. The additional options of performing an Article Search or a Customer search appear.
2. Click **Customer Search** to search using customer information or Article Search to search using the Mailing Receipt number.
3. Depending on the type of search you are conducting, enter either the user information or the Mailing Receipt number.
4. Click **Submit**. The Search results display. Note that the Mailing Receipt number listed in the search results is actually a link.

5. Click the Mailing Receipt number link to access that claim. The claim details for that specific claim open.

6. At the bottom of the claim is the '**I would like to:'** entry drop down menu.

7. Select **Update Claim**. Then click **Go**. The Claim Update page opens.



8. Update the claim, as necessary.

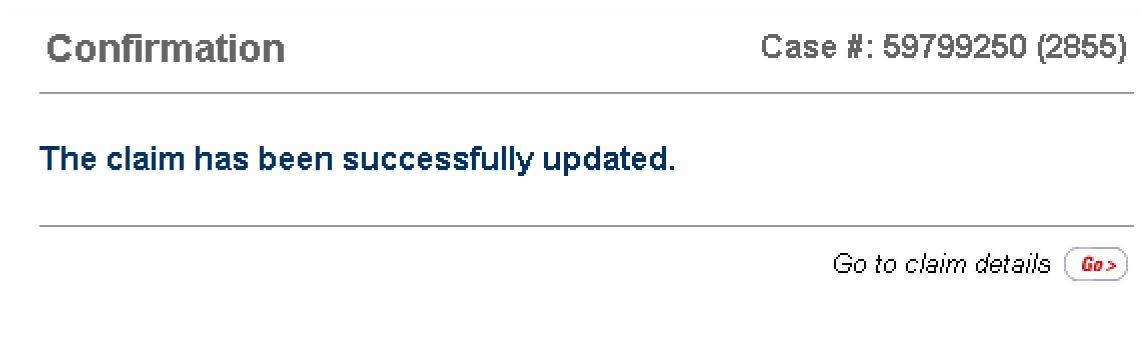
Practices

Practice: How to update an existing claim

Steps	*Practice Data*
1. Search for the claim you want to edit.	From the left navigation menu, click **Search for Claim**. Select **Customer Search,** and enter your last name in the Last Name field. Click **Search**. The claim you entered appears.
2. Access the claim.	Click the **Article Number** to open the claim you entered. Scroll to the bottom of the claim, and choose the **Update Claim** option and click **Go**.
3. Update the claim.	Enter your middle initial. Click **Update Claim**. The updated information is added to the claim.

Result

If you perform the practices correctly, the result will look similar to the screen below:



6

Reviewing a Claim Status History

Users can access the Status History to review appeal decisions and other events related to a particular claim.

Objectives

This section provides information about the topics below:

- When a User Will Need to Review Status History
- How to Review Status History

Discussion: How to Review Status History

On the Claim Detail window, there is a section titled Status Information. This is where claim related status events can be found. Within this section is a **CCRS** link which can be used to review the history of this claim.

When to Use

Use this function to determine the status history for the claim. The Claim Status History report lists all statuses the claim has undergone, the amount of any pay decisions, the user who assigned the claim to a particular status, any notes associated with a particular status, and the date that the claim reached the indicated status.

Tips and Notes

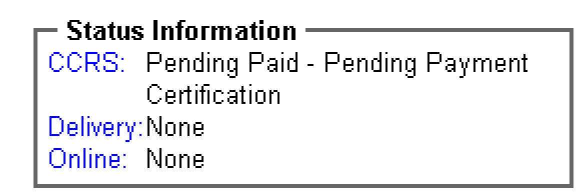
Remember the points below when you review status history:

- An entry of CCRS in the user field indicates the CCRS system to action to cause the status event described.
- The notes section should contain a reason for the denial or additional pay amount to assist CCRS users.
- The Claim Status History is shown in date order to give users the ability to view a logical series of events associated with a claim.

Procedures

➲ To review status history

1. Search for the claim for which you want to review status history.
2. Access the Claim Details window for the claim.
3. On the Claim Details window within the Status Information section (see example below), click **CCRS**. The Claim Status History window opens.



4. Click **Back** when you are finished reviewing. You are returned to the Claim Details window.

Practices

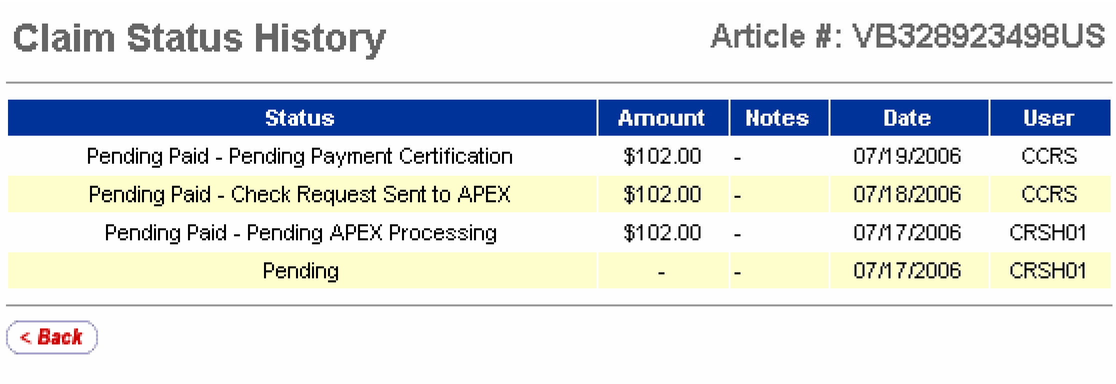
Practice: How to review status history

Your instructor will provide you with the Mailing Receipt of the claim for which you will review status history.

Steps	***Practice Data***
1. Access the claim for which you want to review status history.	Enter the Mailing Receipt provided by your instructor in the Article Search window. Click **Search**. Click the Article to access the claim details.
2. Find the Status History link.	On the Claim Details window, click **CCRS** within the Status Information section. The Claim Status History is shown.
3. Review the status history.	Review the history, as necessary. Click **Back** when you have finished reviewing. You return to the Claim Details window.

Result

If you perform the practices correctly, the result will be similar to the screen below:



Claim Status History Article #: VB328923498US

Status	Amount	Notes	Date	User
Pending Paid - Pending Payment Certification	$102.00	-	07/19/2006	CCRS
Pending Paid - Check Request Sent to APEX	$102.00	-	07/18/2006	CCRS
Pending Paid - Pending APEX Processing	$102.00	-	07/17/2006	CRSH01
Pending	-	-	07/17/2006	CRSH01

< Back

7
Reviewing Correspondence History

The Correspondence History function enables users to generate and review the correspondence that has been created both by the system and by adjudicators and consumer advocates.

Objectives

This section provides information about the topics below:

- Situations in Which Users Will Need to Review Correspondence Events
- How to Review Correspondence Events

Discussion: How to Review Correspondence Events

All USPS users can review correspondence events using the Correspondence History function.

When to Use

Use the Correspondence History function to view information about all correspondence events that have been generated about a claim. The history lists the date the letter was sent, recipient, title, and body for each correspondence event.

Definitions

Correspondence – ***Includes any CCRS communication that is generated by the system or by adjudicators/consumer advocates.***

Tips and Notes

Remember the points below when you review correspondence events:

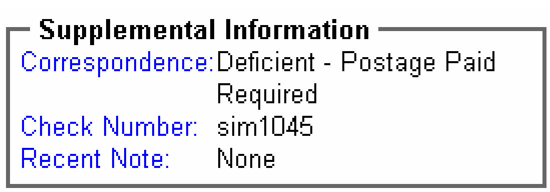
- Correspondence can reveal why a claim is currently in a pending status.
- CCRS does not store the actual correspondence, only the text of the correspondence. The formatting of the letter & letterhead are not shown.
- The system sends correspondence to Central Print for processing once each day.
- A letter can be canceled before it is sent to Central Print.

Procedures

➲ To review correspondence history

1. Search for the claim for which you want to review correspondence history.

2. From the Claim Details page, click **Correspondence** within the Supplemental Information section. The Correspondence History page opens.



Supplemental Information

Correspondence:	Deficient - Postage Paid Required
Check Number:	sim1045
Recent Note:	None

3. A chronological history of letters is shown. Click on a letter title to see the complete letter information. Click **Back** to return to the Correspondence History page. An example is shown below.

Practices

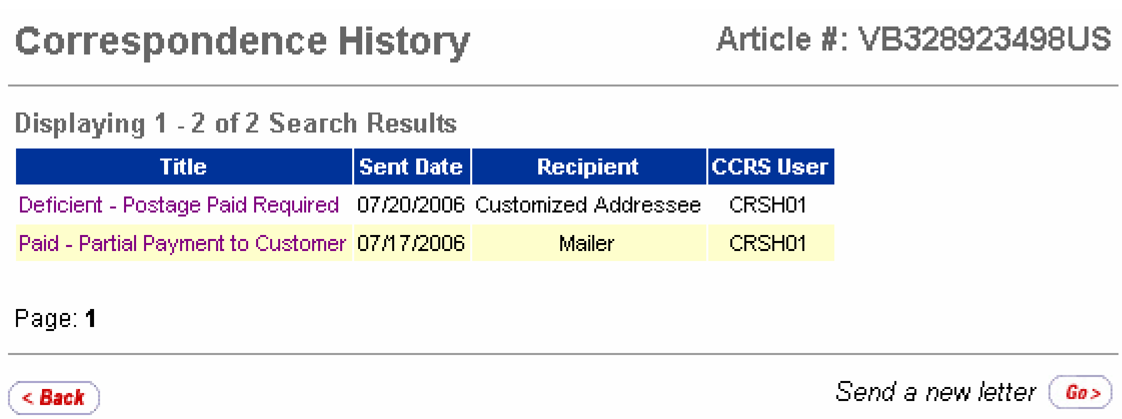
Practice: How to review correspondence history

Your instructor will provide you with the Mailing Receipt number of the claim for which you will review correspondence history.

Steps	***Practice Data***
1. Access the claim for which you want to review correspondence history.	Enter the Mailing Receipt supplied by your instructor in the search field. Click **Search**. Click the Article Number to access the claim details.
2. Find the Correspondence link.	On the Claim Details window, click **Correspondence** in the Supplemental Information section. The Correspondence History window opens.
3. Review the correspondence history.	Review the correspondence history, as necessary. Click letter title to access the letter details. Click **Back** when you have finished reviewing. You return to the Correspondence History window.

Result

If you perform the practices correctly, then the result will be similar to the screen below:



Correspondence History Article #: VB328923498US

Displaying 1 - 2 of 2 Search Results

Title	Sent Date	Recipient	CCRS User
Deficient - Postage Paid Required	07/20/2006	Customized Addressee	CRSH01
Paid - Partial Payment to Customer	07/17/2006	Mailer	CRSH01

Page: **1**

< Back Send a new letter Go >

8 Reviewing Delivery Information

The Review Delivery Information function provides current information about the state of a package within the mail stream. Post office employees use this function to determine if a package has been delivered or is in the process of being delivered, which aids in the claim decision making process.

Objectives

This section provides information about the topic below:

- How to Review Delivery Information

Discussion: How to Review Delivery Information

Users can review delivery information using the Delivery Information function under Review on the Claim Details window.

When to Use

Use this function when you want to determine the delivery events and COD information relating to a claim's mailing. A more accurate claim decision may be made based on this information.

Definitions

Clearance ID – ***The check or money order number used to pay for the package***

Receiving Office ID – ***The post office ID where the package arrived***

COD Clearance Date – ***The date the check or money ordered cleared***

Receiving Office Id - ***The post office ID where the package arrived***

Event Date - ***The date associated with the PTS event code***

Event Code – ***The PTS event code***

Event Description – ***The PTS event description***

Event Zip Code – ***The zip code for the event***

Event Receipt Name – ***The name of the person associated with the event***

Tips and Notes

Remember the points below when you review delivery information:

- Delivery information is collected once each day for claims filed for complete loss.
- The system communicates the last delivery request date and indicates the number of days remaining to continue requesting delivery information.
- The delivery system archives delivery events after a certain period.
- CCRS will show an “archive” delivery status if a delivery has been archived and marked for retrieval. The event history will show the recovered delivery event the following day.
- The system uses the most current delivery event code to determine whether to automatically pay or deny a claim.

Procedures

➲ To review delivery information:

1. From the left navigation menu, click **Search for Claim** to search for the delivery information related to the mailing.

2. Access the Claim Details window. In the Status Information section click **Delivery**.

3. The Delivery Event History is shown in chronological order, click the delivery **event code** to obtain additional detail.

Practices

Practice: How to review delivery information

Your instructor will provide you with the Mailing Receipt number for which you will be reviewing delivery information.

Steps	*Practice Data*
1. Search for the claim for which you want to review delivery information.	Use the Search function to locate the Mailing Receipt Number provided by your instructor.
2. Access the Claim Details window.	Click the article hyperlink to open the Claim Details window.
3. Review Delivery Information.	On the Claim Details window, click the **Delivery** link within the Status Information section. The Delivery History window opens.

➥ Result

If you perform the practices correctly, the result will look similar to the screens below:

Delivery Event History Case #: 847040306 (2855)

Days Left To Check Delivery Status: 90
Last PTS Request: 07/21/2006

Event Code	Description	PTS Date	Event Zip	CCRS Date
09	RETURN TO SENDER	07/16/2006	BF 64	07/21/2006

< Back Override DCG status Go >

9

Appealing a Claim

CCRS provides users with a mechanism to appeal claims that have first been paid or denied. Once appealed, the claim's status history will be updated to show this change in status. When an appeal is requested, the claim is placed in the adjudicator's review queue. A first appeal is resolved by the Accounting Service Center. Only a consumer advocate may resolve second appeals.

Objectives

This section provides information about the topics below:

- Claim Appeal Restrictions
- Situations in which a User Will Appeal a Claim
- How to Appeal a Claim

Discussion: How to Appeal a Claim

Use the Appeal function from the Claim Details window to initiate an appeal. A claim may be appealed by an authorized user group only if the claim has first been paid or denied. A claim may be appealed a second time; however, a claim may not be placed in second appeal until a decision was made from the first appeal. The claim status history will reveal the specific appeal status.

When to Use

You can appeal a claim when a customer disputes a previous pay or deny decision. Customers will typically appeal a claim by sending a letter to the ASC. The ASC will typically require additional supporting detail to support a change in the original decision. Claims can be appealed if they have first been paid or denied.

Definitions

Appeal – ***Occurs when a customer wishes the USPS to reevaluate a previous pay/deny decision. They may have additional information that may influence the decision.***

Paid – ***A claim status that indicates a pay decision was made.***

Denied – ***A claim status that indicates a deny decision was made.***

Closed – ***A claim state that indicates a claim was closed due to inactivity or action by the ASC.***

Tips and Notes

Remember the points below when you appeal a claim:

- A claim cannot be appealed until it is first paid or denied.
- An appealed claim will be sent to the original adjudicator who made the claim decision.
- Only a consumer advocate can resolve a second appeal.

Procedures

➲ To appeal a claim

1. From the left navigation menu, click **Search for Claim**. The additional options of performing an Article Search or a Customer search appear.

2. Click **Customer Search** to search using customer information or Article Search to search using the Mailing Receipt number.

3. Depending on the type of search you are conducting, enter either the user information or the mailing receipt number.

4. Click **Submit**. The Search results display. Note that the Mailing Receipt number listed in the search results is actually a link.

5. Click the Mailing Receipt link to access that claim. The claim details for that specific claim open.

6. At the bottom of the claim is the **'I would like to:'** entry drop down menu.

7. Select **Appeal Claim**. Then click **Go**. The Claim Appeal page opens.

8. Enter the reason for the appeal.

9. Click **Submit**. A confirmation message appears.

Practices

Practice: How to appeal a claim

You will appeal a claim that has been previously entered into the database by the instructor. The instructor will provide you with your user id, and this is the claim you will appeal.

Steps	***Practice Data***
1. Search for the claim you want to appeal.	From the left navigation menu, click **Search for Claim**. Select **Customer Search,** and enter your user id in the Last Name field. Click **Search**. The claim with your user id appears.
2. Open the claim and access the appeal function.	Click the **Article Number** to open the claim with your user id. Scroll to the bottom of the claim, and select the a**ppeal this claim** link next to "I would like to:". The Appeal window opens.
3. Appeal the claim.	Enter the reason for the appeal. Click **Go**.

Result

If you perform the practices correctly, the result will look similar to the screen below:

10
Managing the Adjudication Queue

The queue is used to organize and hold all claims that are queued for adjudicator review. The queue enables adjudicators to retrieve the next unassigned claim in the queue for adjudication. In addition, it enables system administrators to retrieve a specific claim from the queue and assign that claim to a particular adjudicator.

Objectives

This section provides information about the topics below.

- How to Manage the Queue

Discussion: How to Manage the Queue

Claims in the following states will be queued for adjudicator review:

- A decision to pay a claim, which is over the limit for the system to pay
- Registered claims that are eligible for payment
- Claims that are appealed by customers (Note that second appeals are queued to a Consumer Advocate)
- A claim is found to be associated with an inspection service investigative case.
- A claim service type is Document Reconstruction
- Non-Mailable merchandise was found associated with a claim
- A claim is eligible for a receivable request
- All Registered claims that have been set to pay by the system
- If non-mailable matter is discovered, the system will queue the claim to an adjudicator for review

- When Proof of Delivery is validated and delivery zip code does not equal addressee zip code and does not equal MRC, the system shall queue record for Adjudicator review
- When the Paid amount is greater than Receivable Tolerance
- When the system finds a claim that the Inspection Service has identified as needing review

When an adjudicator clicks **Retrieve Next Claim** on the Adjudicate Claim: Your Assigned Claims window, the system provides the next unassigned claim in the queue.

When to Use

The queue is used to organize and hold all claims that are queued for adjudicator review. The queue enables adjudicators to retrieve the next unassigned claim in the queue for adjudications. The system allows adjudicators selective retrieval by offering options such as service category selection, and appeal selection.

Definitions

Queue – *Claims that have been assigned to an Adjudicator or Consumer Advocate for processing.*

Tips and Notes

- When an adjudicator searches for a claim to adjudicate, the specific claims assigned to that adjudicator appear. To retrieve the next unassigned claim (the oldest claim) in the queue, the adjudicator clicks **Retrieve Next Claim**.
- Understanding the various claim statuses is important for an adjudicator to understand what state a claim is in. Appendix A contains a description of all claim states that may appear in the claim status history.
- Claims in the first appeal status will be assigned to an adjudicator for review.
- Claims in the second appeal status can only be assigned to consumer advocates for review.
- The Adjudicate link will appear on the claim details page if *all* of the following criteria are met:

- The user is an adjudicator or consumer advocate
- The claim's most recent status is an Adjudication or Receivable category.

Procedures

➲ To review an adjudication queue

1. From the left navigation menu, select the **Manage Claims** option.

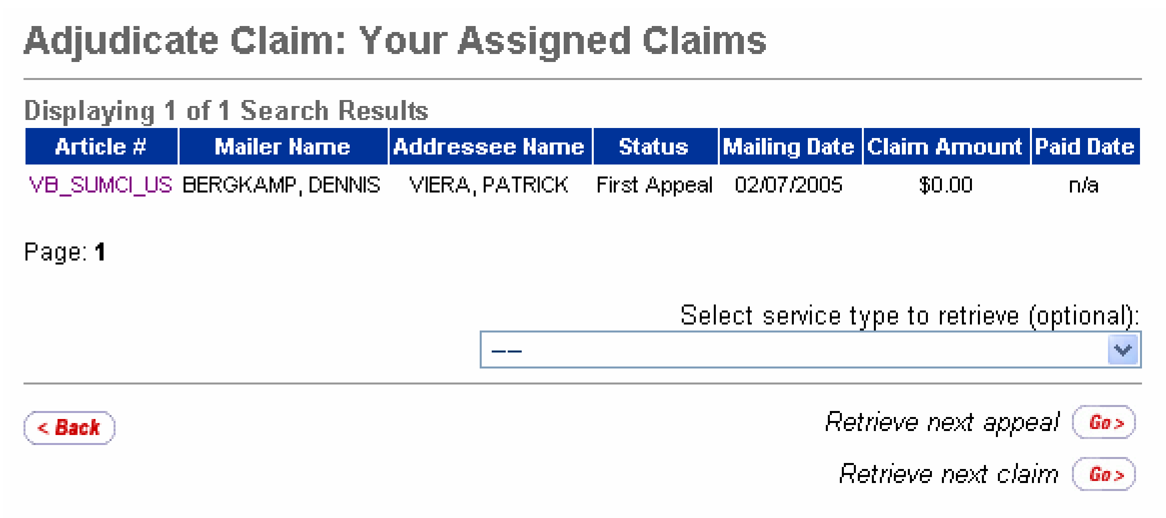
2. Under the Mange Claims menu, click **My adjudication queue.** The claims assigned to the adjudicator are displayed.

3. Click the Article Number to navigate to the claim.

4. To retrieve a claim, select a service type (optional).

5. Select the **Go** button to retrieve the next claim or appeal, whichever is desired.

If no service category is selected, the oldest claim in adjudication is selected based on the date of mailing.



11
Paying a Claim

Adjudicators and consumer advocates have the ability to access claims that have either been assigned specifically to them or are next in the queue to be adjudicated. Once they access and review the claim, the adjudicator or consumer advocate will determine whether to pay, deny, or close the claim.

Objectives

This section provides information about the topic below:

- How to Pay a Claim

Discussion: How to Pay a Claim

As an adjudicator or consumer advocate, click the Adjudicate Claims function on the main menu to access the Adjudicate functionality. The user is given the choice to work with claims that are in their queue or select a new claim from the pending queue.

When to Use – The Adjudication Process

CCRS performs analysis on claims each night. If the system determines that additional ASC adjudicator analysis is required, it will place a status in the claim's status history with a title of adjudication review.

When an adjudicator selects a claim from the pending queue, it is assigned to that person until the claim is paid, denied, or closed. The claim is also placed in that adjudicator's work queue so that if follow-up is required the claim can be retrieved easily.

Some examples of when CCRS queues a claim to an adjudicator include:

- A decision to pay a claim, which is over the limit for the system to pay
- Registered claims that are eligible for payment
- Claims that are appealed by customers (Second appeals are queued to a Consumer Advocate)
- A claim is found to be associated with an inspection service investigative case
- A claim Service Type is Document Reconstruction
- Non-mailable merchandise was found associated with a claim
- A claim is eligible for a receivable request

Definitions

Adjudicator – ***USPS employee who makes pay and deny decisions on claims.***

Consumer Advocate – ***A USPS representative that makes the final pay decision for claim that have been appealed a second time.***

Queue – ***A listing of claims that have been assigned to an Adjudicator or Consumer Advocate for processing.***

Tips and Notes

Remember the points below when paying a claim:

- First review the Claim details, taking note of the current claim status and other supplemental information.
- The system will only allow you to adjudicate a claim if the claim is complete without any deficiencies. To determine a claims deficiencies you can select **view claim deficiencies** in the "I would like to:" section.
- The system may make a payment recommendation amount. This may assist you by offering an initial analysis.

Procedures

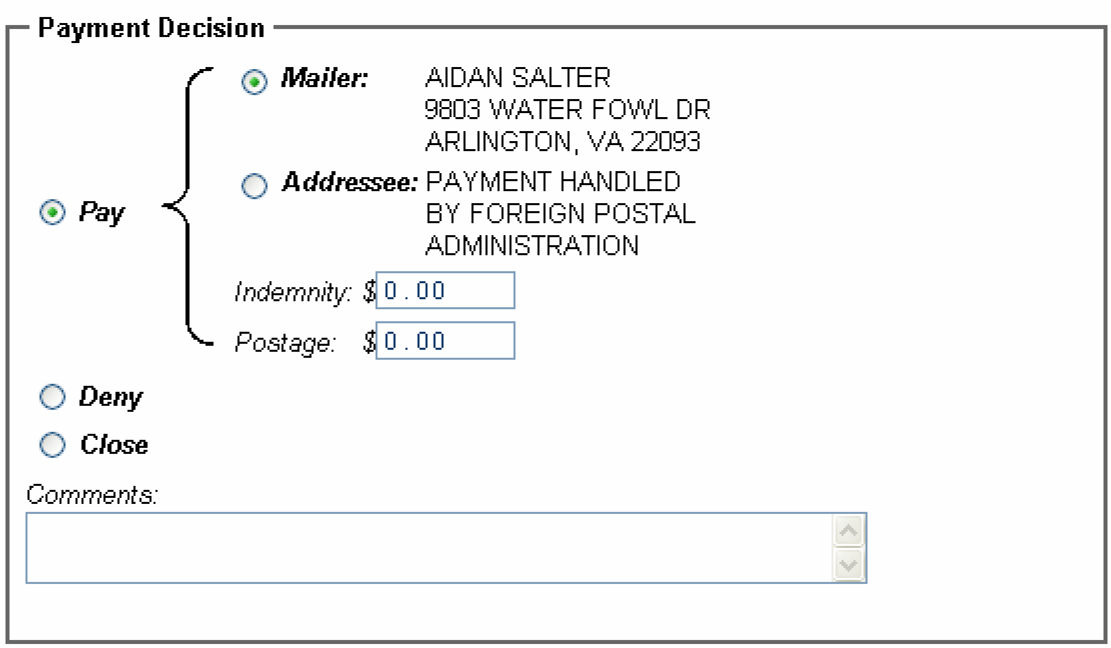
➲ To pay a claim

6. From the left navigation menu, click **Manage Claims**, then click **My adjudication queue**.

7. The claims assigned to the adjudicator logged on to the will be displayed. On the 'Adjudicate Claims: Your assigned claims' page select the Mailing Receipt number of the claim you want to adjudicate or click **Retrieve Next Claim** to retrieve the next claim in the queue. The Claim Details for the selected claim are displayed.

8. In the "I would like to:" selection box, choose **Adjudicate Claim.** The Adjudication: Pay/Deny window opens. Sections displaying claim information along with other supporting data are displayed.

9. In the Decision section, click **Pay** to pay the claim.

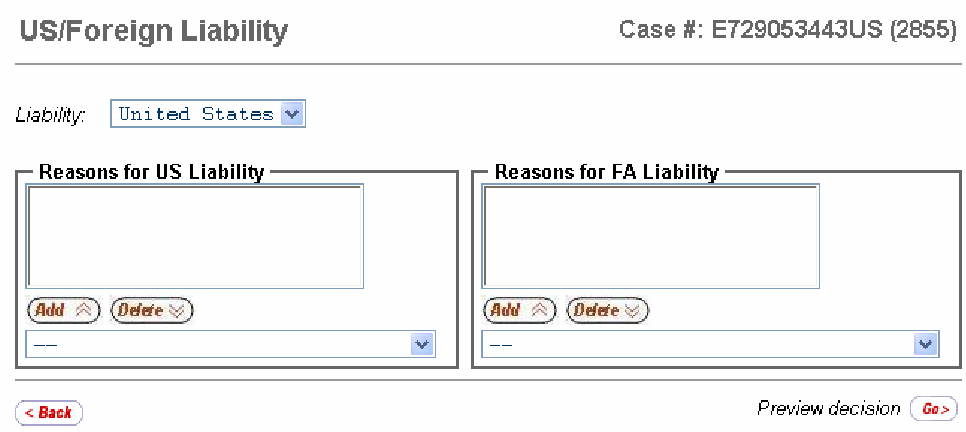


10. Enter the indemnity amount, postage amount and any necessary comments.

11. Click **Preview Decision**.

International Claim Payment Only

- *The US/Foreign Liability page will be shown.*



- Select the liability type and the reasons for liability that apply to this claim.

12. You will be presented with page to a summary of your claim payment information. Select **Yes, submit decision.**

13. You will be asked if you would like to send correspondence. Select **Yes, send correspondence**.

14. The Adjudication: Send Correspondence window opens.

15. Select the recipient of the correspondence.

16. Select the template that you want to use for your correspondence. For example, if you are paying a claim, select the **Claim Paid** template. Default text is added to the message.

17. Add any additional text to the personalize message field.

18. Click **Preview Correspondence**.

19. Click **Submit this letter**.

Practices

Practice: How to pay a claim

Your claims that you will pay in this exercise will be entered into the system before class. Your instructor will provide you with the PIC number of the claim you will pay.

Steps	***Practice Data***
1. Access the Adjudicate Claims function.	From the left navigation menu, click **Manage Claims**.
2. Choose **Select Claim**.	Under the Manage Claims option, click **My Adjudication Queue**. The claims assigned to the currently logged in adjudicator appear.
3. Access the claim to adjudicate.	Choose a claim from the list or select retrieve next claim.
4. Click Adjudicate.	Under "I would like to:" click **Adjudicate this claim**. The Adjudication: Pay/Deny window opens.
5. Enter the Pay details.	Click **Pay**, and enter the payment amount & postage.
6. Preview the decision.	Click **Preview Decision**. You will see a listing of your payment details. Note: If this is an international claim you will be shown a US/Foreign Liability page. Make the appropriate selections and click **Preview Decision**.
7. Submit the decision	Click **Yes, submit decision**

12 Managing Foreign Settlements

This function pertains to foreign claims and international adjudicators. CCRS allows users to both view and manage foreign settlements, which are sent to foreign postal administrations. Settlements are the result of a claim decision in which a foreign administration either receives a settlement request or receives a request for payment on a claim.

Objectives

This section provides information about the topics below:

- How to view a settlement
- How to initiate a settlement request

Discussion: When to manage a settlement

There may be times when a settlement to a foreign administration was made in error. The system allows users to cancel settlement requests prior to formal electronic delivery. There is also the capability of creating a new settlement request either in place of a canceled request to add an additional settlement amount.

When to Use

This can be used when you need to see any settlements that have been initiated for a claim. It can also be used to cancel a settlement, as well as, create a new settlement.

Tips and Notes

- Settlements can be of type receivable or payment. Depending on if the decision is to obtain funds or pay funds to a foreign administration.

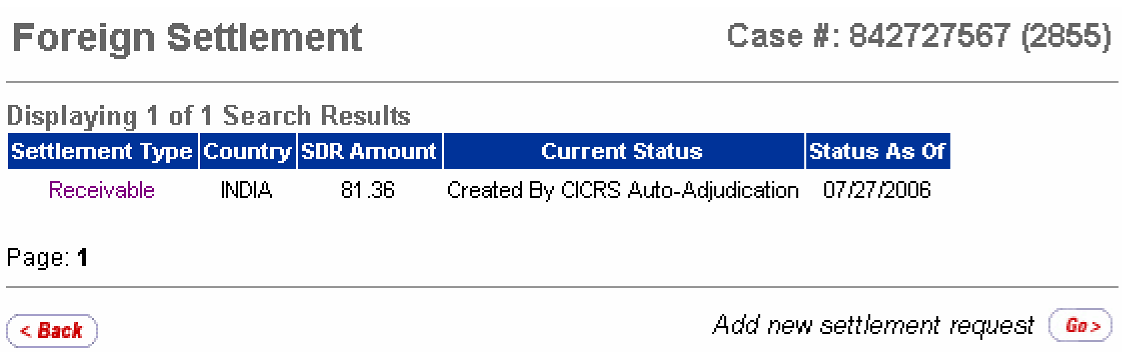
Procedures

➲ To view & create a settlement

1. From left navigation menu, search for an international claim.

2. Select the Article Number to navigate to the Claim Details.

3. Under "I would like to:" select manage foreign settlements. The Foreign Settlement page will show any previous settlements (See example page below)



Foreign Settlement Case #: 842727567 (2855)

Displaying 1 of 1 Search Results

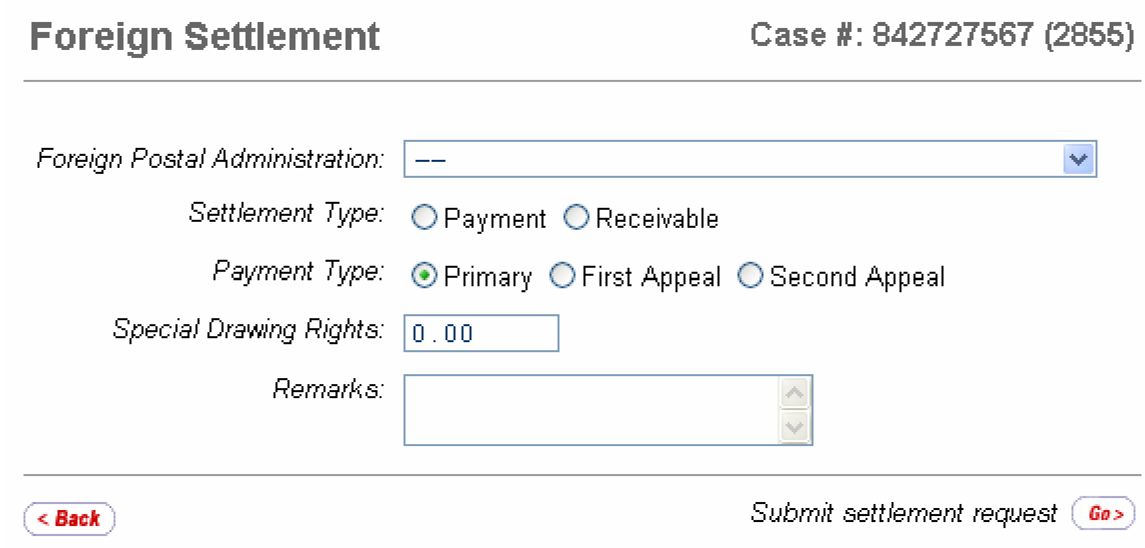
Settlement Type	Country	SDR Amount	Current Status	Status As Of
Receivable	INDIA	81.36	Created By CICRS Auto-Adjudication	07/27/2006

Page: **1**

< Back *Add new settlement request* Go >

4. (If a previous settlement is shown) Under Settlement Type, select **Receivable** (or **Payable**) to reveal details of the settlement.

5. To create another settlement click **Add new settlement request**. The Foreign Settlement details page appears.



6. Enter the correct entries and click **Submit settlement request**. The settlement history will be shown.

Practices

➥ **Practice:** How to create a new settlement request

Your instructor will provide you with the Case or Article number of the claim you will be creating a settlement on.

Steps	*Practice Data*
1. Retrieve the claim.	From the left navigation menu, click **Search Claim**. Under Search Claim, click **Article (or Case) Search**. Enter the number provided by your instructor. Click the Article Number to open the claim.
2. Review the settlement history.	From the Claim Details page, under "I would like to:" select the **manage foreign settlements**.
3. Enter settlement data.	Click the **Add new settlement request**. The settlement entry form will appear.
4. Create the settlement request.	Enter the settlement information for the claim and click **Submit settlement request**. The settlement history page will be shown.

12
Denying a Claim

Authorized Users have the ability to deny a claim when there is insufficient evidence to support a claim payment.

Objectives

This section provides information about the topic below:

- When Claims Should be Denied
- How to Deny a Claim

Discussion: How to Deny a Claim

The ability to pay a claim is reserved for certain authorized users. The users have access the next claim in the queue or the next claim that has been assigned to him or her and pay or deny that claim.

When to Use

Authorized users may be assigned specific claims or they may simply retrieve the next claim in the queue. It is then the responsibility of the user to access these claims and take further action. One possible action is to deny the claim. Authorized users will deny a claim when there is insufficient evidence to support a claim payment. Some examples include:

- A claim whose only article was non-mailable matter.
- Insufficient evidence of value supplied by the customer.
- The claim involves fraud.

Definitions

Adjudicator – ***USPS employee who makes pay and deny decisions on claims.***

Consumer Advocate – ***A USPS representative that makes the final pay decision for claim that have been appealed a second time.***

Queue – ***A listing of claims that have been assigned to an Adjudicator or Consumer Advocate for processing.***

Tips and Notes

Remember the points below when you deny a claim:

- Review any associated images with the claim to validate the deny decision.
- Check the claims status history or the claim details screen to determine the current state of a claim.
- Review any previous correspondence.
- For complete loss claims, check the delivery information.

Procedures

➲ To deny a claim

1. From the 'I would like to' menu, Select **Change this claim's status**. Click on 'Take desired action', Go button. Navigate to the Update Claim Status Page.

2. Under the Update Claim Status Page, select **Adjudication – Manual Adjudication.** Enter a reason for the manual adjudication. Click the **Update claim status, Go** button. Navigate to the Confirmation page.

3. Click Go to claim details, Go button. Navigate to the claim details. From the 'I would like to' menu, Select **Adjudicate this claim**. Click the **Go** button. Navigate to the Adjudicate Claim page.

4. Scroll down to the Payment Decision and select **Deny**. Click the **Preview Decision, Go** button. Navigate to the US/Foreign Liability page.

5. Review liability information. Click the **Preview Decision, Go** button. Navigate to the Decision review page.

6. Click on the **Yes, submit decision, Go** button. Navigate to the Adjudication Confirmation page.

7. Click **the No, return to claim details, Go** button. Navigate to the Claim Details page.

8. Scroll down to the **Status Information** section and verify that CCRS status is **denied**.

Practices

Practice: How to deny a claim

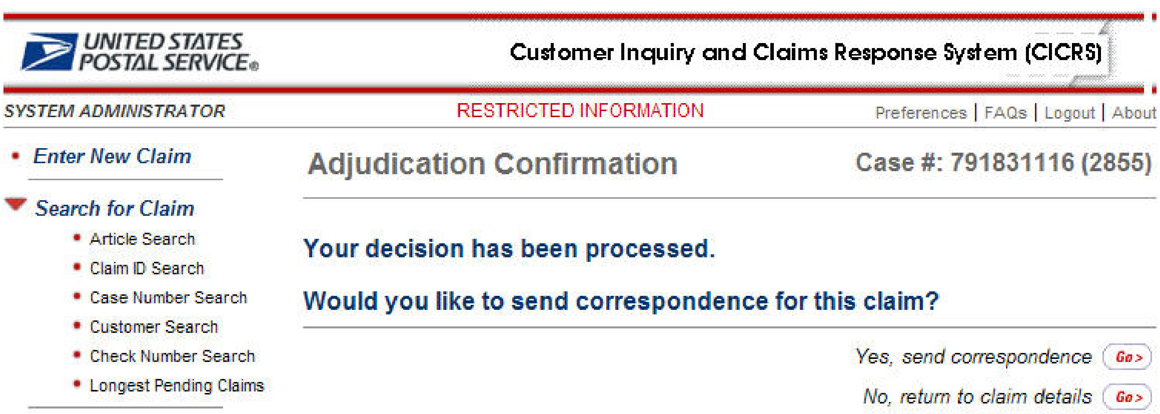
The claims that you will deny in this exercise will be entered into the system before class. Your instructor will provide you with the Mailing Receipt Number number of the claim you will deny.

Steps	***Practice Data***
1. Access the Adjudicate Claims function.	From the 'I would like to' menu, Select **Change this claim's status**. Click on 'Take desired action', Go button. Navigate to the Update Claim Status Page.
2. Change the claim's status.	Under the Update Claim Status Page, select **Adjudication – Manual Adjudication.** Enter a reason for the manual adjudication. Click the **Update claim status, Go** button. Navigate to the Confirmation page.
3. Adjudicate the claim.	Click Go to claim details, Go button. Navigate to the claim details. From the 'I would like to' menu, Select **Adjudicate this claim**. Click the **Go** button. Navigate to the Adjudicate Claim page.
5. Deny the claim.	Scroll down to the Payment Decision and select **Deny**. Click the **Preview Decision, Go** button. Navigate to the US/Foreign Liability page.

Steps	*Practice Data*
6. Review the claim status.	Review liability information. Click the **Preview Decision, Go** button. Navigate to the Decision review page. Click on the **Yes, submit decision, Go** button. Navigate to the Adjudication Confirmation page. Click **the No, return to claim details, Go** button. Navigate to the Claim Details page. Scroll down to the **Status Information** section and verify that CCRS status is **denied**

➥ Result

If you perform the practices correctly, then the result will be similar to the image below:



✎ *This status is from the Claim Details page in the Status Information section.*

Status Information

CCRS: Denied - ASC Adjudication
Delivery: None
Online: None

Additional Information

- ♦ Claims may be denied for a variety of reasons, including the following:
  - The material being mailed was not mailable.
  - The claim has previously been paid.
  - There was insufficient or no proof of damage, insurance, loss, signature, or value.
  - Delivery of the article was confirmed.
  - The addressee was paid.
  - The material was found at the Mail Recovery Center.

13
Closing a Claim

There may be specific instances in which a claim will need to be closed. Authorized users have permissions to close claims.

Objectives

This section provides information about the topics below:

- How to Close a Claim

Discussion: How to Close a Claim

Only authorized users have the ability to close a claim. A claim may be closed when it is determined that no further action should be taken on a claim. For example, an adjudicator may determine that a queued claim, based on a receivable state, requires no further action. Or, a customer may wish to retract a claim, in which case the claim would be closed.

When to Use

This can be used when the claim needs no further action or should be closed as the result of inactivity.

Tips and Notes

- If a closed claim is appealed, it will be re-opened.
- Closing a claim will remove it from the adjudication queue.

Procedures

➲ To close a claim

1. Search for the record for which you have previously entered.

2. From the ‘I would like to’ menu, select **Change this Claim’s Status**. Click on ‘**Take desired action**’, **Go** button. Navigate to the Update Claim Status Page

3. Under the Update Claim Status menu, select **Close**. Add a reason for closing the claim in the text box. Navigate to the Confirmation Page.

4. Click the Go button. Navigate to the Claim details Page.

5. On the Claim Details page, Look at the **Status Information** Section and look at **CCRS**. Status should now be closed.

Practices

Practice: How to close a claim

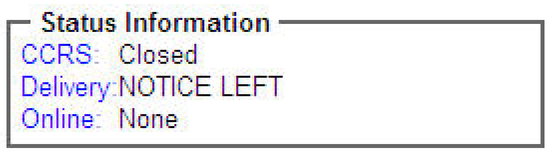
✎ *Your instructor will provide you with the Mailing Receipt Number number of the claim you will be closing.*

Steps	***Practice Data***
1. Retrieve the claim to close.	Search for a claim using the Mailing Receipt Number provided by your instructor. Click the Mailing Receipt Number to open the claim.
2. Adjudicate the claim.	From the Claim Details page, scroll down to the ‘I would Like to’ menu and select **Change this claim’s status**. Navigates to the Update Claim Status page.
3. Close the claim.	Select Closed and enter a reason. Navigates to the Confirmation Page. Click the Go button. Navigate to the Claim Details Page.

Steps	*Practice Data*
4. Review the Claim Status.	On the Claim Details go to the **Status Information** section, look at **CCRS**. The status should now be closed.

➥ Result

If you perform the practices correctly, the result will be similar to the message below:



14
Correspondence Functions

Authorized users have the ability to produce a correspondence file for records that require customer correspondence.

Objectives

This section provides information about the topics below:

- When to Send a Correspondence
- How to Send a Correspondence
- Canceling a Correspondence

Discussion: How to Send a Correspondence

Authorized users can send a correspondence to USPS customers. This correspondence corresponds to a specific claim. The reason for the correspondence will vary from requesting additional information from a customer to informing a customer that a claim was paid.

When to Use

Authorized users can generate correspondence for a particular claim in order to inform a customer of the claim's status. For example, you may want to inform the customer that a claim has been paid or you may need to contact a customer to inform them that they need to submit additional information to move forward with the claim.

Tips and Notes

Remember the points below when you send correspondence:

- All correspondence references the Mailing Receipt Number, recipient name and address, date of mailing, and the reason for letter.
- Correspondence can be generated for any claim. During the adjudication process, a user will be prompted to create correspondence or submit the decision without generating correspondence.
- Previous correspondence can be viewed using the View Correspondence link. Keep in mind that correspondence may have been generated automatically by the overnight processing.

Procedures

➲ To send a correspondence

1. Use the Search function to retrieve that claim for which you want to generate correspondence.

2. From the Supplemental Information section on the Claim Details page, click **Correspondence** link. Navigates to the Correspondence History Page.

3. Click on **Send a New Letter, Go** button. Navigates to the Send Correspondence Page.

4. Select the appropriate recipient (mailer or addressee).

5. Select the template of the letter you would like to send.

6. Click on append the mailer or addressee information, Go button.

7. Click the **Preview Correspondence, Go** button. Navigate to the Correspondence Details Page.

8. Click the **Submit this letter, Go** button. Navigate to the Correspondence History Page. A record of this correspondence is added to the Claim Correspondence History.

9. Click **Back** button. Navigate to the Claim Details Page. In the Supplemental Information Section, verify that Correspondence now reflects the letter that you sent.

Practices

Practice: How to create a correspondence

Steps	***Practice Data***
1. Search for the claim for which you want to create a correspondence.	From the menu, click **Search for Claim**. Click **Customer Search** and enter your last name in the last name field. Click the Mailing Receipt Number link to access the Claim Details.
2. Access the Create a Correspondence function.	On the Claim Details page, scroll down to the Supplemental Information section. Under Supplemental Information, click the Correspondence link. Navigates to the Correspondence History Page.
3. Create a Correspondence.	Click on **Send a New Letter, Go** button. Navigates to the Send Correspondence Page. Select the appropriate recipient (mailer or addressee). Select the template of the letter you would like to send. Click on append the mailer or addressee information, Go button. Click the **Preview Correspondence, Go** button. Navigate to the Correspondence Details Page. Click the **Submit this letter, Go** button. Navigate to the Correspondence History Page. A record of this correspondence is added to the Claim Correspondence History.

➥ Result

If you perform the practices correctly, the result will look similar to the screen below:

Correspondence History

Case #: E72905 (2855)

Displaying 1 of 1 Search Results

Title	Sent Date	Recipient	CCRS User
Deficient - Article Description Required	-	Mailer	CRSH01

Page: **1**

< Back

Send a new letter Go >

Discussion: How to Cancel a Correspondence

Authorized users can cancel a correspondence to USPS customers. Users can cancel a correspondence after it is generated and before the letter is sent.

When to Use

Authorized users can cancel a correspondence for a particular claim in order to if there has been a mistake made or the information requested has been received before the letter is sent.

Tips and Notes

Remember the points below when you cancel a correspondence:

- Canceling a correspondence will result in a letter not being sent..

Procedures

To send a correspondence

1. Use the Search function to retrieve the previous claim you used for creating correspondence.
2. From the Supplemental Information section on the Claim Details page, click **Correspondence** link. Navigates to the Correspondence History Page.
3. Click on **correspondence title** link. Navigates to the Correspondence Details Page.
4. Click the **Cancel this letter, Go** button. Navigates to the Correspondence History Page.
5. Click **Back** button. Navigate to the Claim Details Page. In the Supplemental Information Section, verify that Correspondence does not have a letter title.

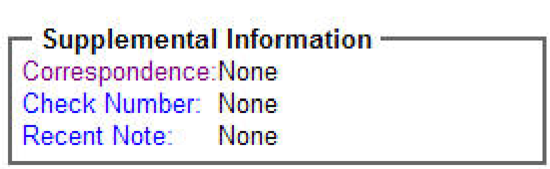
Practices

Practice: How to cancel a correspondence

Steps	*Practice Data*
1. Search for the previous claim that you used for creating correspondence.	From the menu, click **Search for Claim**. Click **Customer Search** and enter your last name in the last name field. Click the Mailing Receipt Number link to access the Claim Details.
2. Access the Correspondence.	On the Claim Details page, scroll down to the Supplemental Information section. Under Supplemental Information, click the Correspondence link. Navigates to the Correspondence History Page.
3. Cancel a Correspondence.	Click on correspondence title. Navigates to the Correspondence Details Page. Click the **Cancel this letter, Go** button. Navigates to the Correspondence History Page. Click **Back** button. Navigate to the Claim Details Page. In the Supplemental Information Section, verify that Correspondence does not have a letter title.

Result

If you perform the practices correctly, the result will look similar to the screen below:



15

Creating a Claim Receivable

Authorized Users can create a Claim Receivable, in order to retrieve funds that were paid on a claim. This may be necessary when a package was delivered following payment of a claim.

The system will queue a claim to an authorized user when PTS indicates that the package was delivered after the claim was paid. The pay tolerance amount is used as a threshold for queuing to the authorized user.

The authorized user can then review the claim and determine if a claim receivable is warranted.

Objectives

This section provides information about the topics below:

- When to Create a Claim Receivable
- How to Create a Claim Receivable

Discussion: How to Create a Claim Receivable

To create a claim receivable function from the Check Number link in the Supplemental Section of the Claim Details page.

When to Use

An authorized user can create a Claim Receivable, in order to retrieve funds that were paid on a claim. This may be necessary when a package was delivered following payment of a claim.

Definitions

Receivable Tolerance – ***The amount at which the system will queue a claim to a user if a delivery event is determined.***

Tips and Notes

Remember the points below when you create a claim receivable:

- Review the claim details and check status history to determine the amount previously paid.
- The total receivable amount shown is the total of checks issued for a claim.
- The system will use the claim status history to track the Oracle Receivable process.
- The link to creating a receivable is only available if a claim has been certified.
- At the end of each day, CCRS collects the receivable requests and sends them to the Oracle Receivable system.

Procedures

➲ To create a claim receivable

1. Search for the record for which you want to create a claim receivable.
2. On the Claim Details page, scroll down to the Supplemental Information section.
3. Click on the **Check Number** link. The link navigates to the Check History page.
4. Click on the **Check** Link. The link navigates to the Check Details page.
5. Click on the **Create a receivable for this check**, Go button.

6. Enter the receivable amount.

7. Click **Create Receivable**. The page navigates to the Confirmation page and reads ‘The receivable has been created.’

Practices

Practice: How to create a claim receivable

You will create a claim receivable for the claim that you adjudicated and successfully paid in an earlier exercise. Your instructor will provide the individual Mailing Receipt Number again.

Steps	***Practice Data***
1. Search for a paid claim that has been certified in order to create a receivable.	Use the Search function to locate that claim for which you will create a claim receivable.
2. Open the claim.	Click the hyperlink of the Mailing Receipt Number provided by your instructor to open the Claim Details window.
3. Create the Receivable.	From the Claim Details window, scroll down to the **Supplemental Information** section. Click Check Number link and then click on the Check Link. Click on the Create a receivable for this check, Go button.
4. View the claim’s Status History to see that the receivable request was made.	From the Claim Details window, look at the **Status Information**. The most recent CCRS status should read ‘Receivable Request Created’.

Result

If you perform the practices correctly, the result will be similar to the screen below:

16
Changing the Status of an Issued Check

The Commercial Check Tracking (CCT) system collects check status information for checks issued by the check processing system. These checks may be returned by the customer or reported as cashed or stale-dated by the bank. The CCT system provides the CCRS with check status information for checks issued on a claim. CCRS enables specific user groups to change the check status of Paid records.

Objectives

This section provides information about the topics below:

- When to Change the Status of an Issued Check
- How to Change the Status of an Issued Check

Discussion: How to Change the Status of an Issued Check

Authorized Users may change the status of a check depending on its current state. For example:

- An outstanding check can be canceled.
- A check can be voided prior to certification.
- A stop payment can be requested on an outstanding check.

  There are two types of stop payments - one in which a check can be reissued and another where a check is not reissued.

- A re-mail of an existing check can also be requested.

When to Use

Authorized Users can generate the Stop status, generate another check by re-mailing the existing check, and cancel a check. Users can generate the Stop status if a package is recovered and delivered to the USPS customer, and the payment is no longer required. If the check was not successfully delivered to the payee, the address may be updated and check re-issued.

Definitions

Payee – ***The person to whom the check is written.***

Tips and Notes

Remember the points below when you change the status of an issued check:

♦ The authorized user can make multiple requests to change the status of a check. The requests are sent to CCTS in the order they were submitted. CCRS will prevent users from making the same request consecutively.

♦ CCRS users cannot change the status of a check to ‘issued.’

♦ Such changes to check status are not set automatically; that is, status updates can only be made upon instigation by the ASC Certification of Payment group.

♦ At the end of the business day, check requests are sent to CCTS for processing.

♦ When issuing a Stop (re-mail) or a re-mail, the system will resend send the payee’s address to CCTS. It is important to make sure this address is corrected in the claim (refer to Section 5: How to Update an Existing Claim).

Procedures

➲ To change the status of an issued check

1. Search for the record for which you want to change the status of an issued check.
2. On the Claim Details page, scroll down to the Supplemental Information section.
3. Under Supplemental Information, click **Check Number** link. Navigates to the Check History page.
4. Click on the **check number**. Navigates to the Check Details page.
5. Click on the **Update Check Status**, Go button. Navigate to the Request Check Status Update page.
6. Select the requested status, add any necessary notes, and click **Submit check status change, Go button**. Navigate to the Check History page, and the new status is indicated.

Practices

Practice: How to change the status of an issued check

Your instructor will provide you with the Mailing Receipt Number you will be using for this exercise.

Steps	*Practice Data*
1. Search for the claim for which you want to change the check status.	Use the Search function to locate that claim for which you will change the status of an issued check. Enter the Mailing Receipt Number, as provided by your instructor.
2. Open the claim	Click the Mailing Receipt Number hyperlink to open the Claim Details window.

Steps	*Practice Data*
3. Access the Change Status function.	From the Claim Details window, scroll down to the Supplemental Information section. Click **Check Number** link.
4. Change the status of the issued check. .	From the Check History page, click on the **check number** listed. From the Check Details Pages, Click on the **Update Check Status**, Go button. Select the requested status, add any necessary notes, and click **Submit check status change, Go button**.
5. Verify that the status was updated.	After clicking Submit, you are returned to the Check History page. Ensure that the status is updated to Request Cancel.

Result

If you perform the practices correctly, then the result will be similar to the screen below:

Check History Case #: 3843234 (2855)

Displaying 1 of 1 Search Results

Check No.	Date	Amount	Check Type	Status	Receivable
sim1003	07/13/2006	$29.00	C	Request Cancel	Yes

Page: **1**

< Back

17
Mail Recovery Center (MRC)

The Mail Recovery Center group has access to all claims in the database. All authorized MRC personnel shall have the same authority level. This group has the ability to update a previously entered claim to indicate the current status of the article. Through entry in the claim database, members of the MRC group can also add the article located at the MRC site to the database even if there is not an existing claim.

Objectives

This section provides information about the topics below:

- When a User Will Need to Enter Package Information
- How to Enter Package Information

Discussion: How to Enter Package Information

Some packages may ultimately be shipped to the Mail Recovery Center. Members of the Mail Recovery Center group are able to use the CCRS to search for a specific package using the package's Mailing Receipt Number. The status of the package can then be updated.

When to Use

Members of the MRC group can use the Enter Package function to update a claim with the following information:

- A package is at the MRC site
- A package has been disposed
- A package has been returned to the customer
- The package contains non-mailable matter

Definitions

Mail Recovery Center – When packages are lost, carriers will route them to the MRC for processing.

Tips and Notes

Remember the points below when you enter package information:

- The process of entering a package not only helps the MRC identify the location of the package, it also helps the ASC make the correct payment decisions.
- When entering a Mailing Receipt Number, the system will inform the MRC user if there is a claim on file in CCRS.

Procedures

➲ To enter package information

1. From the left navigation menu, click **Search for MRC Article** link. Navigate to the Package PIC Search page.
2. Enter the Mailing Receipt Number for the package that you want to update.
3. Click the **Search for PIC, Go** button. Navigate to the Package Description page.
4. Update the Date, Time, MRC Zip Code, Disposal Status, and or Contains non-mailable matter fields, as necessary.
5. Click **Submit**. You will receive a message indicating that the package has been successfully submitted.

Practices

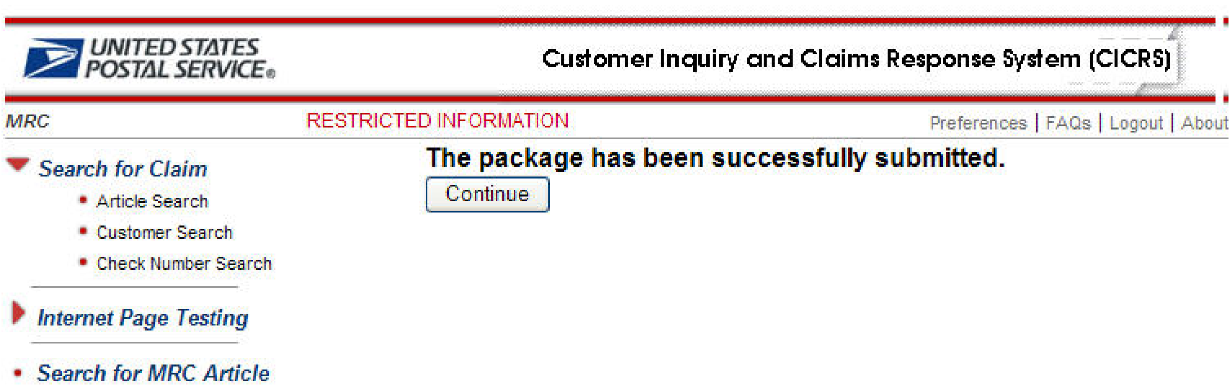
Practice: How to enter package information

Your instructor will provide you with the Mailing Receipt Number you will be using for this exercise.

Steps	***Practice Data***
1. Access the Enter Package function.	From the left navigation menu, click **Search for MRC Article** link. Navigate to the Package PIC Search page.
2. Search for the package you want to update.	Enter the Mailing Receipt Number for the package you want to update, as provided by your instructor. Click **Search for PIC, Go** button. Navigate to the Package Description page.
3. Update the package information.	Update the package information, as necessary. Click **Submit**. You will receive a message indicating that the package has been successfully submitted.

Result

If you perform the practices correctly, then the result will be similar to the screen below:



18

Creating a New Inspection Case File

USPS employees in the Inspection Services group can enter new investigative cases into the CCRS system. Cases are created to represent logical groupings of Mailing Receipt Numbers for which the Inspection Service has an interest.

Objectives

This section provides information about the topics below:

- When to Create a New Case File
- How to Create a New Case File

Discussion: How to Create a New Case File

Members of the Inspection Services group can enter new investigative cases into CICRS by using the Inspection Services function.

When to Use

Postal inspectors may wish to monitor claims or claim patterns that appear to be suspicious or fraudulent. In these cases, members of the Inspection Services group may enter investigative cases. These cases will reference specific Mailing Receipt Numbers. CCRS monitors these cases and will route claims to an authorized user that have Mailing Receipt Numbers matching an investigative case. This process allows the authorized user to carefully review any claims and offer an opportunity to discuss the claim with an Inspector.

Definitions

Investigative Case – ***A reference to an Inspection Service case, opened to investigate whether fraud has been committed.***

Inspection Service – ***Known as the Office of the Inspector General, responsible for investigating mail fraud.***

Case Number – ***A reference number the inspector uses to manage a fraud issue.***

Division – ***The Office of Inspector General is divided into regional areas that are called divisions.***

Tips and Notes

Remember the points below when you create a new case file:

- Before enter an investigative case, Inspectors should first search CICRS for the presence of an existing claim.
- Inspectors can search for claims to support a fraud investigation.
- Inspectors can update an existing case file, adding and removing Mailing Receipt Number.

Procedures

➲ To create a new case file

1. From the left navigation menu, click **Manage Inspection Cases**.
2. From the options under Manage Inspection Cases, click **Enter New Case**. Navigates to the Investigative Case Details page.
3. Enter the Case ID, Case Date, Division Number, Case Details, and Inspector Phone Number.
4. Click **Submit**. The new case is added to the system.

Practices

Practice: How to create a new case file

Steps	*Practice Data*
1. Access the Enter New Case function.	From the left navigation menu, click **Manage Inspection Cases**. Under Manage Inspection Cases, click **Enter New Case**. Navigates to the Investigative Details Page.
2. Enter the case details.	Enter the following information: • For Case ID, enter your CaseXX (where XX is your user ID). • For Case Date, enter today's date • For Division, enter your user ID. • For Case Details, enter Test Investigate Case. • For Inspector Phone, enter your phone number.
3. Submit the new investigative case into CCRS.	Click **Submit**. The new investigate case is entered into the system and you receive a confirmation message.

Result

If you perform the practices correctly, then the result will be similar to the screen below:

19
Using the Inspection Services Function

Once an investigative case file exists in CCRS, members of the Inspection Services group can update the file.

Also note that other authorized users have the ability to review investigative cases.

Objectives

This section provides information about the topics below:

- When to Update a Case File
- How to Update a Case File
- How to Add a Product Identification Code
- How to Remove a Product Identification Code
- How to Review Existing Investigative Cases (Adjudicators and Payment Certifiers)

Discussion: How to Update a Case File

Members of the Inspection Services group can use the Update Case function to edit the details of an existing investigative case file.

When to Use

The Inspection Services group may need to update existing case files when additional Mailing Receipt Numbers need to be added or removed.

Definitions

Investigative Case – ***A reference to an Inspection Service case, opened to investigate whether fraud has been committed.***

Inspection Service – ***Known as the Office of the Inspector General, responsible for investigating mail fraud.***

Case Number – ***A reference number the inspector uses to manage a fraud issue***.

Division – ***The Office of Inspector General is divided into regional areas that are called divisions.***

Tips and Notes

Remember the points below when you update a case file:

- Note that members of the Inspections Services group can also add new Mailing Receipt Numbers and remove selected Mailing Receipt Numbers from the Update Case function.

Procedures

➲ To update a case file

1. From the left navigation menu, click **Manage Inspection Cases**.
2. From the options under Manage Inspection Cases click **Search Case/PIC**. Navigates to the Search page.
3. Enter the Case Number or the Product Identification Code.
4. Click **Search**. Navigates to the Investigate Case Details page.
5. Update the necessary information.
6. Click **Submit**. You receive a confirmation message that the investigative case was updated.

Practices

Practice: How to update a case file

For this exercise, you will use the case number you entered in the previous exercise.

Steps	***Practice Data***
1. Access the Update Case function.	From the menu, click **Inspection Services**. Under Inspection Services, click **Update Case**. The Investigative Case – Enter Search Criteria window opens.
2. Search for the case you want to update.	Enter the case number you entered (CaseXX, where XX is your user ID) in the Case Number field. Click **Search**. The Investigative Case – Case Details window opens for the case you want to update.
3. Update the case details.	In the Case Details field, type the word 'Update' in front of Test Investigative Case.
4. Submit the changes.	Click **Submit**. A confirmation message appears indicating that the case was updated.

Result

If you perform the practices correctly, the result will be similar to the screen below:

Discussion: How to Add/Review a Mailing Receipt Number

Members of the Inspection Service group can add Mailing Receipt Numbers to investigative cases regardless of whether a claim has been filed for the Mailing Receipt Number. During the automated pay decision process, the Mailing Receipt Numbers that have been added to an investigative case are sent to Adjudication.

When to Use

Add a new Mailing Receipt Number to an investigative case if you want an authorized user to review the case before it is paid. Note that a Mailing Receipt Number can be entered even if a claim has not been filed for it. In some cases, an inspector may realize a pattern of fraud (e.g., a customer has submitted frequent claims). In this case, an inspector may want to enter a Mailing Receipt Number even before a claim is submitted. If a claim is submitted for this Mailing Receipt Number, the inspector is made aware of it and can proceed accordingly.

Tips and Notes

Remember the points below when you add a Mailing Receipt Number:

- Note that a Mailing Receipt Number can be added to an investigative case even if a claim has not yet been filed for it.
- A Mailing Receipt Number can be assigned to only one investigative case.
- You must enter both the Mailing Receipt Number and originating zip code to add a Mailing Receipt Number.

Procedures

To add a Mailing Receipt Number

1. From the left navigation menu, click **Manage Inspection Cases**.
2. From the options under Manage Inspection Cases, click **Search Case/PIC**. Navigates to the Search page.
3. Depending on how you will search for the case, enter either the case id or the Mailing Receipt Number.
4. Click **Search**. Navigates to the Investigative Case Details page.
5. Click **Add New PIC**. Navigates to the Investigative Cases page.
6. Enter the Mailing Receipt Number and the originating zip code.
7. Click **Add PIC to case list**. The Mailing Receipt Number is added to the investigative case.

Practices

Practice: How to add a Mailing Receipt Number

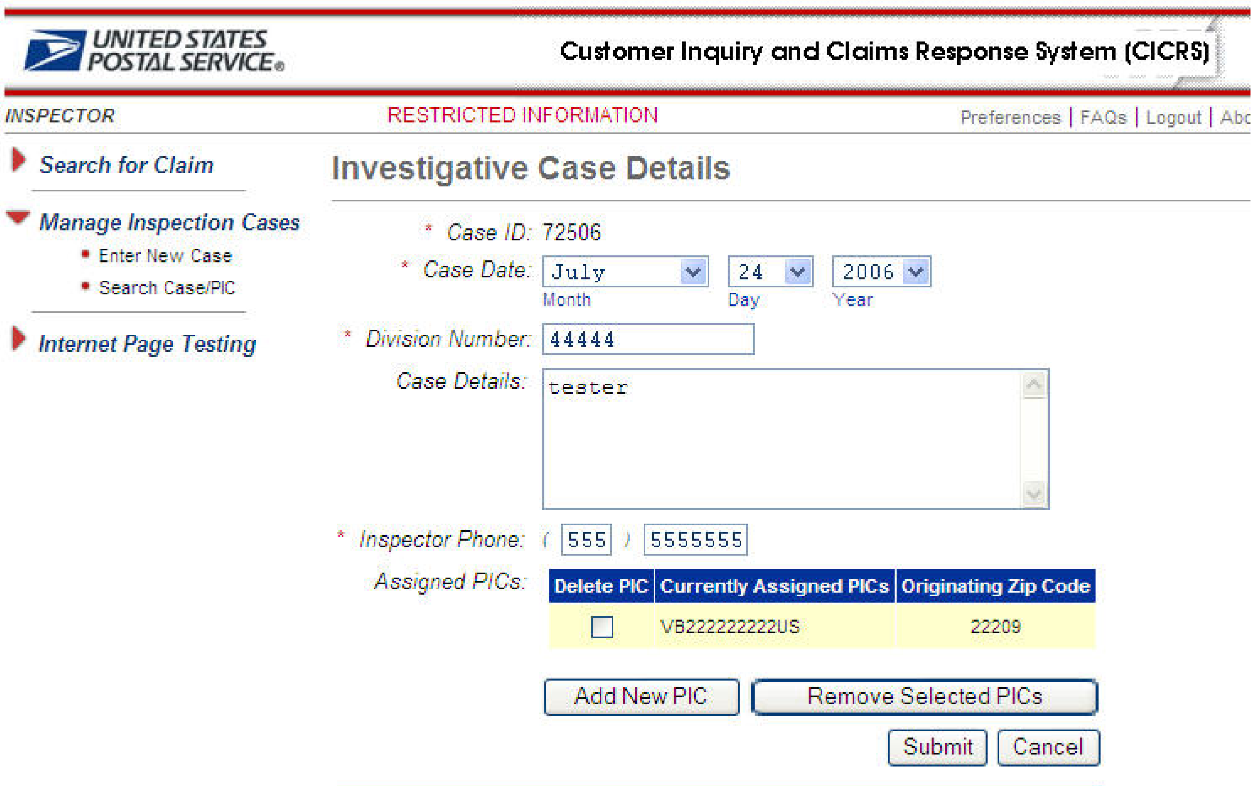
For this exercise, you will add a Mailing Receipt Number to the case you created in a previous exercise.

Steps	*Practice Data*
1. Access the Inspection Services function.	From the left navigation menu, click **Manage Inspection Cases**. Under Manage Inspection Cases click Search Case/PIC. Navigates to the Investigative Case – Enter Search Criteria page.
2. Search for the case for which you want to enter a new Mailing Receipt Number.	Enter the case number you entered (CaseXX, where XX is your user ID) in the Case Number field. Click **Search**. Navigates to the Investigative Case Details page for the case you want to update.
3. Access the Add New Mailing Receipt Number feature.	Click **Add PIC**. Navigate to the Investigative Case Details Page.

Steps	*Practice Data*
4. Enter the new Mailing Receipt Number.	Enter the new Mailing Receipt Number and the originating zip code. Click Add PIC to case list, Go button. The Mailing Receipt Number is added to the investigative case.

➥ Result

If you perform the practices correctly, then the result will be similar to the screen below:



Discussion: How to Remove a Mailing Receipt Number

Members of the Inspection Services group can remove existing Mailing Receipt Numbers from investigative cases if they no longer require the attention of authorized users.

When to Use

Members of the Inspection Services group should remove Mailing Receipt Numbers from investigative cases if they are found to no longer require the attention of an authorized user.

Tips and Notes

Remember the points below when you remove a Mailing Receipt Number:

- Removing a Mailing Receipt Number will prevent CCRS from routing any related claims to an authorized user.

Procedures

➲ To remove a Mailing Receipt Number

1. From the left navigation menu, click **Manage Inspection Cases**.
2. From the options under Manage Inspection Cases, click **Search Case/PIC**. Navigates to the Search page.
3. Enter the case id or the Mailing Receipt Number that you want to update.
4. Click **Search**. Navigates to the Investigative Case Details page.
5. Activate the checkbox for the Mailing Receipt Number you want to remove from the case.

6. Click **Remove Selected PICs**. The selected Mailing Receipt Number is removed from the case.

Practices

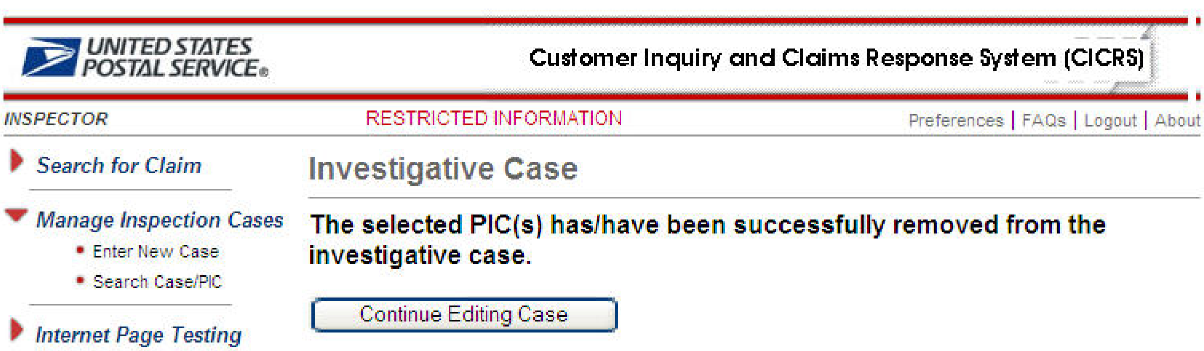
Practice: How to remove a Mailing Receipt Number

For this exercise, you will remove the Mailing Receipt Number you entered in the last exercise.

Steps	***Practice Data***
1. Access the Inspection Services function.	From the left navigation menu, click **Manage Inspection Cases**. From the options under Manage Inspection Cases, click **Search Case/PIC**. Navigates to the Search page.
2. Search for the case for which you want to remove a Mailing Receipt Number.	Enter the case number you entered (your user ID) in the Case ID field. Click **Search**. Navigates to the Investigative Case Details Page.
3. Select the Mailing Receipt Number you want to remove.	Activate the checkbox for the Mailing Receipt Number you want to remove.
4. Remove the Mailing Receipt Number.	Click **Remove Selected PICs**. The Mailing Receipt Number is removed from the investigative case.

Result

If you perform the practices correctly, the result will be similar to the screen below:



20
Certification of Payments

The Certification of Payments function is available to members of the payment certifiers group. The process allows the certifier sufficient access to claims so that a claim can be viewed for accuracy and then certified or voided before the Certification of Payment is created.

Objectives

This section provides information about the topics below:

- Considerations when Certifying Payments
- How to Certify Payment

Discussion: How to Certify Payments

Certifiers can use this function to generate and view a list of paid and canceled claims. This function can also be used to certify or void claims.

When to Use

Certifiers should use this function to review specific information related to a claim, and then use the information to void or certify the claim. A certification list is forwarded to APARS indicating that checks for the certified claims may be issued.

Definitions

Certify – ***The process by which a payment certifier reviews paid claims and alerts APARS that the checks for the claims may be issued.***

Tips and Notes

Remember the points below when you certify payments:

- The report shows paid claims that have a check issued by APARS but not yet sent to the customer.
- If a certifier determines that a check should be voided, a void record is sent for that claim in an overnight data feed.
- Once the payments have been certified for the day claims, which have not been voided, will have their status set to Certified. This can be seen in the claim status history.
- Use the links in the certification summary to view claim details for a particular record.
- Click **Certify these Payments** to certify the records delineated in the summary, thereby indicating to APARS that the accompanying checks may be issued.

Procedures

To certify claims from the Certification Summary

1. From the left navigation menu, click **Certify/Cancel Payments**.
2. Under Certify/Cancel Payments, click **Certification History**. Navigates to the Certification History page.
3. Select the date range to view the certification summary. Click on the Go button.
4. Click on a **Check Date** link to review certification summary. Navigates to the Certification Summary page.

5. Click on the Check status link to review check list. Navigates to the Check List page.

6. Click **Back** to return to the Certification Summary.

7. Click **Certify these Payments** to certify the claims listed in the Certification Summary. Navigates to the Certification History Page. Verify that the Related Claims Certified field now reads 'yes'.

Practices

➥ **Practice:** How to certify payments

✐ *Claims that are ready to be certified will be preloaded in the database prior to class.*

Steps	***Practice Data***
1. Access the Payment Certification function.	From the left navigation menu, click **Certify/Cancel Payments**. Under Certify/Cancel Payments, click Certification History. Navigates to the certification History.
2. Select date range of payments to be certified.	Select the date range to view the certification summary. Click on the Go button. Click on a **Check Date** link to review certification summary. Navigates to the Certification Summary page.
3. Review Checks to be certified.	Click on the Check status link to review check list. Navigates to the Check List page.
4. Certify claims.	(Your instructor will perform this step, as only one set of claims in the database is ready to be certified.) Click **Certify these Payments** to certify the claims listed in the Certification Summary. Navigates to the Certification History Page. Verify that the Related Claims Certified field now reads 'yes'.

➥ Result

If you perform the practices correctly, the result will be similar to the screen below:

21 Adding Notes to a Claim

Authorized Users can add notes to a claim. Adding notes can provide a log of information regarding to a specific claim.

Objectives

This section provides information about the topics below:

- How to Add Notes to a Claim

Discussion: How to Add Notes to a Claim

Authorized users have the ability to add notes to a claim. This will help the authorized users in making decisions in regards to paying, denying, or closing a claim.

When to Use

When a decision can not be made or the claim originator decides to call and inquire about the claim, an authorized user can make notes to the claim. Adding notes to a claim can be done during and process of the claims cycle.

Tips and Notes

Remember the points below when you add a note to a claim:

- Adding a note to a claim can be done at any point of the claims life cycle.

Procedures

To add notes to a claim

1. Use the Search function to retrieve the previous claim you used for creating correspondence.

2. From the claim details page, scroll down to the **Supplemental Information** section. Click **Recent Note** link. Navigate to the Claim Note History page.

3. Click on the Add new note, Go button. Navigate to the Add note page.

4. Enter information into the text area. For Spell Check, click on the **Check note spelling, Go** button.

5. To add note, click the **Attach Note to claim, Go** button. Navigate to the Claim Note History Page. Verify that new note is added.

6. Click the Back button. Navigate to the Claim Details page.

Practices

Practice: How to review invalid claims

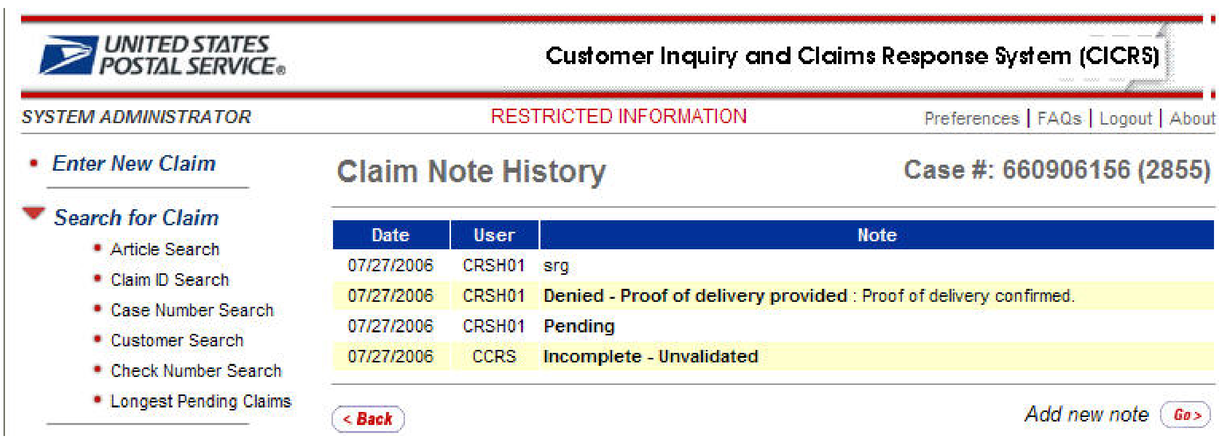
Your instructor will provide you with the Mailing Receipt Number of the invalid claim you will review.

Steps	***Practice Data***
1. Search for a claim to add a note.	Use the Search function to retrieve the previous claim you used for creating correspondence.

Steps	*Practice Data*
2. Add note.	From the claim details page, scroll down to the **Supplemental Information** section. Click **Recent Note** link. Navigate to the Claim Note History page. Click on the Add new note, Go button. Navigate to the Add note page. Enter information into the text area. For Spell Check, click on the **Check note spelling, Go** button. To add note, click the **Attach Note to claim, Go** button. Navigate to the Claim Note History Page. Verify that new note is added.
4. Review Note.	Click the Back button. Navigate to the Claim Details page. Verify that a note has been added.

➥ Result

If you perform the practices correctly, the result will be similar to the screen below:



Appendix A: Claim Status Descriptions

Paid Status

Status	***Description***
Pending Paid – Pending APARS Processing	A user or the CCRS system has indicated the claim is to paid. However, a check request has not yet been sent to APARS. This is step one of the payment process.
Pending Paid - Check Request Sent to APARS	A user or the CCRS system has indicated the claim is to paid. A request has been sent to APARS for creating a check. This is step 2 of the payment process.
Pending Paid - Pending Payment Certification	APARS has issued a check for the claim and it is awaiting payment certification. This is step 3 of the payment process.
Payment Certified	The payment has passed the Certification Process. This is the final step of the payment process.
Pending Paid - First Appeal Pay	A user has indicated the claim is to paid on first appeal. However, a check request has not yet been sent to APARS.
Pending Paid - Second Appeal Pay	A user has indicated the claim is to paid on second appeal. However, a check request has not yet been sent to APARS.
Paid – Locally Adjudicated	A field site has paid a claim locally. Note: no additional payment processing will take place.

Adjudication Status

Status	***Description***
Adjudication - Registered Claim	The Claim Service type is registered and requires further review before a pay/deny action is taken.
Adjudication - Claim Service Type is Document Reconstruction	The Claim Service type is Express Mail Document Reconstruction and requires further review before a pay/deny action is taken
Adjudication - Remittance information request made to local Post Office	The COD article was found delivered by DCG and the addressee zip code matched the delivery zip code. However, no remittance information was found. A letter was sent to the delivery post office to ask for remittance information.
Adjudication - Associated with Inspection Service case file	The Claim Mailing Receipt Number number matched a Mailing Receipt Number found in an Investigative Case File. Requires follow-up with the OIG.
Adjudication - Unable to determine insurance coverage based on fee paid	The CCRS has determined that a coverage amount is not in the system for the insurance fee indicated on the claim. Check the Fees section in System Administration.
Adjudication - Non-Mailable Matter Found	The CCRS found merchandise that a claim had merchandise with a category of "Non-Mailable Matter".

Status	***Description***
Adjudication - No Delivery Zip Code found on claim	The CCRS could not find a needed delivery zip code for a claim in order to make the pay/deny decision.
Adjudication - Pay Tolerance Exceeded	The CCRS has determined the claim can be paid. However, the tolerance level to pay the claim without user intervention has been exceed.
Adjudication - General Adjudication	The CCRS has found that there is a claim that requires review by an adjudicator.
Adjudication - Receivable Tolerance Exceeded	The CCRS has found that a paid complete loss claim has been delivered. The amount paid for the claim has exceeded the pay tolerance.
Adjudication - Delivery ZIP Code Does not match addressee zip	The COD article was found delivered by DCG. However, the addressee zip code did not match the delivery zip code.
Adjudication - System configuration needs attention.	The CCRS has determined that the claim cannot be processed due to a problem with system data. Review the claim and correct using the System Administration Functions.
Adjudication - Voided check	During the Payment Certification Process a Check was voided. The claim will be sent to adjudication for processing again.
Adjudication – MRC Delivery Event Not Confirmed	The DCG Event Code indicates the article is at the MRC. However, the delivery ZIP Code is not equal to the MRC ZIP Code.
First Appeal	The claim has been placed in an appeal state.
Second Appeal	The claim has been placed in an appeal state.

Denied Status

Status	***Description***
Denied - First Appeal Denied	The claim has been denied on the appeal.
Denied - Second Appeal Denied	The claim has been denied on the appeal.
Denied - Packaged Disposed of by MRC	The claim has been denied the package was disposed of by the MRC.
Denied - Package Returned to Customer	The claim has been denied. The article was found at the MRC and returned to the customer.
Denied - Damage not caused by USPS	The claim was denied since it was indicated in the “Damage Reason” portion of the claim that the USPS did not cause the damage
Denied - DCG Presented Proof of Delivery	The complete loss claim was denied since DCG provided proof of delivery.
Denied - Exceeded Maximum Filing Tolerance	The claim was denied since the time between the date of mailing and the claim accepted date was longer than allowed for the Service Type.
Denied – Locally Adjudicated	The claim was denied at a field site.
Denied - Package Resides at MRC	The package was found at the MRC so the claim was denied.
Denied - Response Tolerance Exceeded	Correspondence was sent for a deficient item in the claim. However,

Status	***Description***
	the customer did not respond within the tolerance limit.
Denied - Attempt to pay USPS Site	The business name of the claim contained text that indicated a Postal entity should be paid.
Denied - ASC Adjudication	An Adjudicator chose to deny the claim.
Denied - Article purchase dates are after mailing date.	The claim was denied since the only article in the claim was purchased after the mailing date.

Receivable Status

Status	***Description***
Receivable Request Generated	A CCRS user made a request to have the claim amount refunded.
Receivable Request has been sent to Oracle Receivables.	The CCRS system has sent the request to the Receivable System.

Other Status

Status	***Description***
Pending	The claim has passed the validation and is either waiting to be processed by CCRS or is waiting on a response from the customer for deficient items.
Incomplete - Internet	The claim has been submitted to CCRS using the Internet. However, the customer must complete the process by visiting the Post office and complete the remaining sections. All internet claims are placed in this state initially. Once the claim is updated it will be placed in a pending state.
Incomplete - Unvalidated	A claim has been submitted using the Business Mailer Data Feed and is waiting on the validation process.
Incomplete - Invalid	A claim has been submitted using the Business Mailer Data Feed. The CCRS attempted to validate the claim and found issues. The claim will appear in the business mailer's Invalid Claims section of the website.
Closed	The claim was closed either through inactivity (90 days) or manually.