

Product Tracking System

Release 11.4.2 Version 1 Release Notes

The United States Postal Service (USPS) Product Tracking System (PTS) Release 11.4.2 will occur on January 16, 2011. Table updates will be applied during the late evening of 1/15/2011 ET, while the software changes will be installed beginning at 9am ET on 1/16/2011. These Release Notes are prepared to notify you of the changes that will be implemented and how they will affect the following areas.

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1. Mailers and Shippers

The primary focus of PTS Release 11.4.2 is to implement changes for Track & Confirm scripting, a new PTS Web page for customer alerts and notifications, APO/FPO scan events and data extracts, an eVS data extract correction, and a postage extract correction.

Infrastructure changes available with this release include EMSEVT, correction of the Express Mail Network Directory link, Shipping Service Program Registration Interface modifications, FDD Calendar UNIX application storage of National Roll Up for all mail classes, truck SDD process best acceptance issue, EDW's archive restore for 5-day delivery, and GXS feed for manifest file v1.6.

The following items will be included in Release 11.4.2 and are of interest to external users who communicate electronically with USPS by sending electronic files containing package information.

1.1 New Scripting for Track & Confirm

In order to provide customers with the most accurate tracking information possible, USPS is making a few minor changes to the Track & Confirm web site.

First, we will begin displaying the Guaranteed Delivery Date for GXG mail pieces.

Second, we will change the scripting for several types of event codes: MR; 10 / all "processed" events; and 02, 53, 54, 55, and 56, which are the notice left events. The changes and the rationale for the changes are noted in Table 1 below.

Table 1 – Scripting Changes for Events MR, 10, 02, 53, 54, 55, and 56

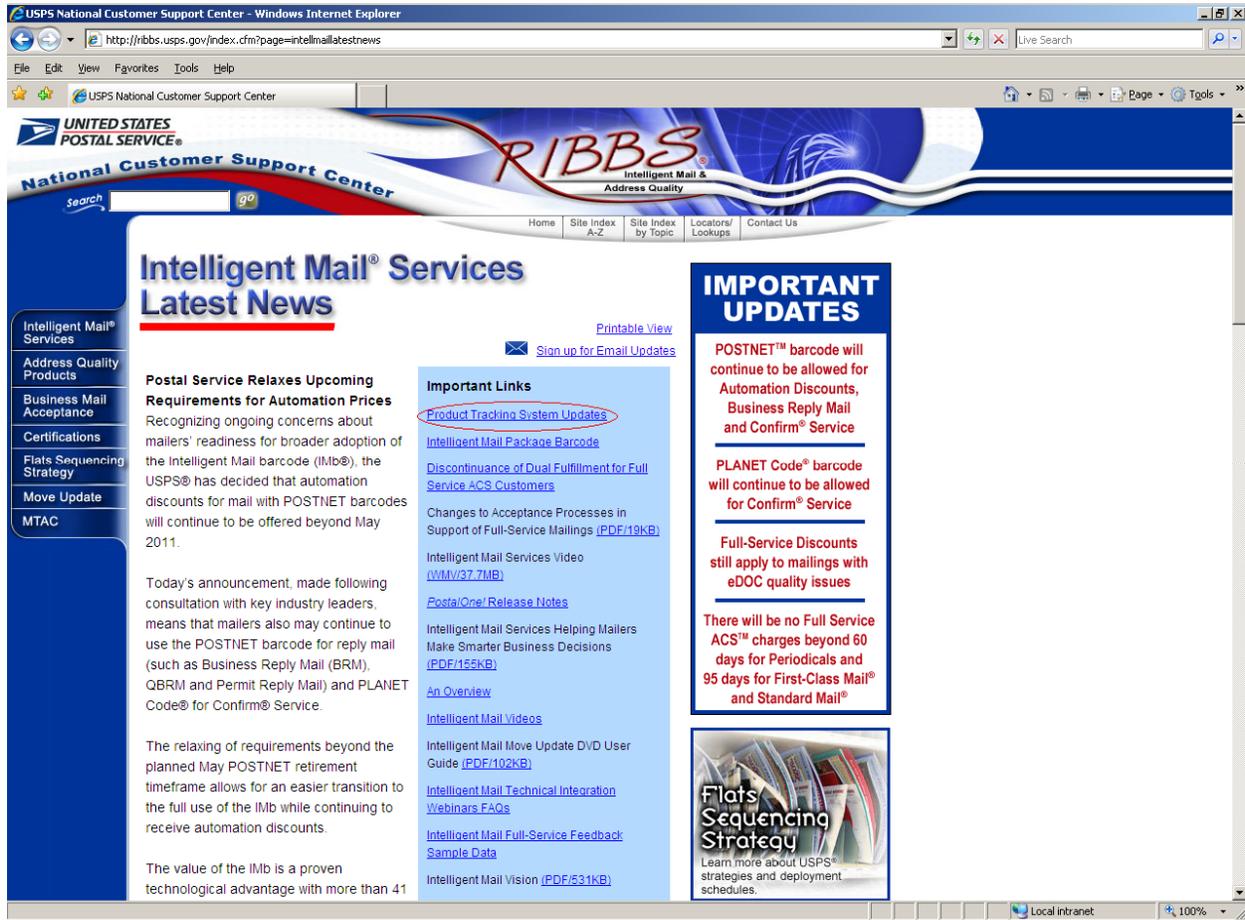
Event Code	New First-Level Messaging	New Second-Level Messaging	Comments
MR	Your item was picked up and processed by the shipping agent on DATE.	Picked Up and Processed by Agent, DATE	The current scripting "MR" includes the time and the location, neither of which is relevant to this event.
10	Your item was processed through and left our CITY, STATE ZIP CODE facility on DATE at TIME. The item is currently in transit to the destination.	No change	The existing first-level script did not include the time. This change will be applied to event code 10 and all other events that use this "processed" messaging.
02, 53, 54, 55, 56	You may arrange redelivery by visiting http://www.usps.com/redelivery or calling 800-ASK-USPS, or may pick up the item at the Post Office indicated on the notice	No change	The order of the channels—web, phone, and retail—is being changed to note the lowest cost channel first.

1.2 New Product Tracking System (PTS) Web Page

With this release, the Intelligent Mail® Services Latest News page on RIBBS (<http://ribbs.usps.gov/index.cfm?page=intellmaillatestnews>) will contain a link to a Web page where USPS will notify customers of important information and alerts related to the Product Tracking System.

Figure 1 details a screen shot of the new link (circled in red).

Figure 1 – New PTS Web Page



1.3 APO (Army Post Office) /FPO (Fleet Post Office) Scan Events and Data Extracts

The USPS is making changes to improve the customer experience by providing better scan event information and increasing the visibility of shipments to military installations. A new event has been created – “Dispatched from International Service Center”, event code 45. With the addition of this new scan event, items destined to an Army Post Office (APO) or a Fleet Post Office (FPO) that are handed off to the Military for final delivery will receive the “Dispatched from International Service Center” scan event. The new event will be performed at international service centers (ISCs) with the Surface Visibility (SV) and IMD (Intelligent Mail Device) hand held scanners. The new event 45 will be provided in the customer event extract files. Scripting for event 45 is provided in Table 2.

Table 2 – Scripting for Event 45

Event Code	First-Level Messaging	Second-Level Messaging
45	Your item has been dispatched from the CITY, STATE ZIPCODE International Service Center on DATE at TIME.	Dispatched from USPS International Service Center, DATE, TIME, CITY STATE ZIPCODE

In the future, the new event 45 will also be received from the Overhead Scanning Solution (OSS), and other passive scans captured by ISC mail processing equipment. In the interim, any shipments destined to an APO/FPO that receive a “Processed”, event 10, at an ISC, will use the same scripting and description as the event code 45 – “Dispatched from International Service Center”. This description will also be provided with the event code 10 in the customer event extract files.

To provide more accurate information to customers, the Military Post Offices will scan the pieces with the “Arrival at Pickup Point” event. The scripting for the “Arrival at Unit”, event code 07, and the “Arrival at Pickup Point”, event code 14, will be changed to better reflect the location of the scan event – “Arrival at Destination Military Post Office”. The first level scripting will also include a web page that customers can use to contact the Military Postal Services for additional information – “Your item arrived at CITY, STATE ZIP CODE on DATE at TIME. Scripting for events 07, 10, and 14 is provided in Table 3. You can inquire about the status of your item by clicking CUSTOMER INQUIRY from <https://amps.mpsa.mil/jy/htm>”.

Table 3 – Scripting for Events 07, 10, and 14

Event Code	First-Level Messaging	Second-Level Messaging
07	Your item arrived at a Military Post Office in CITY, STATE ZIP CODE on DATE at TIME.	Arrival at Military Post Office, [date], [time], [city, state ZIP Code].
10	Your item has been dispatched from the CITY, STATE ZIP CODE International Service Center on Date at Time.	Dispatched from USPS International Service Center, [DATE], [TIME], [CITY, STATE ZIP CODE]
14	Your item arrived at CITY, STATE ZIP CODE on DATE at TIME. You can inquire about the status of your item by clicking CUSTOMER INQUIRY from https://amps.mpsa.mil/jy/htm .	Arrival at Military Post Office, [date], [time], [city, state ZIP Code].

1.4 Extract eVS Records Without Manifests

Currently, if a customer does not submit an electronic file, the customer does not receive event data extracts. A change was made in Release 10.12 to provide event data extracts for eVS customers whether or not the eVS customer has provided an electronic file. However, a problem was found when this change was implemented – the event data extracts were not provided account for the parent mailer ID as was intended. This problem has been corrected in this release, and all eVS customers will now receive their event data extracts even if the manifest file has not been received yet.

1.5 Postage Extraction Correction

For enhanced payment visibility, in Release 10.12, eVS created a customer postage extract containing piece-level postage payment information. The postage extract files are sent to PTS where any changes in postage and rate information are updated in the database. The postage extract is then provided to customers in the same manner as the existing event extracts and error/warning files.

A problem was discovered where two data elements provided in the postage extract file were not updated correctly in the PTS database. A change was made to post the correct data, and it will be implemented in this release.

1.6 Infrastructure Changes

The following infrastructure changes are being implemented with this release. These changes are transparent to customers. However, infrastructure changes enhance and correct USPS services and processes, or are implemented in preparation for future improvements:

- EMSEVT – We're upgrading to the international file standard for exchanging international tracking information. We're one of the first countries to switch to the new file format for international tracking information. This change will provide the Postal Service additional visibility for international shipments in the future.
- Implemented Changes for GXS to Support the Intelligent Mail Package Barcode Shipping File - The 1.5 manifest information needs to have the same functionality as the old versions. Currently Web Tools is the only process utilizing v1.5, but it is expected that some customers will change to v1.5 as early as January. The same changes will be made for the v1.6 manifest file.
- New Service Type Codes – New Service Type Codes (STCs) are being added to identify extra services available with Hold for Pickup (HFPU). These new STCs are for services that will be added in the future, and will be available for customer use at a later date.