

MTAC Task Team #10 Recommendations

Objective

The mission of Task Team #10 is to develop processes to automate/streamline PAVE certification leveraging Mail.dat, Mail.XML, Postal Wizard and TEM and develop strategies to make it easy for mailers to upload the output of presort to the USPS leveraging Mail.dat and Mail.xml.

Recommendations

Below are the recommendations to simplify PAVE and encourage/transition more mailers to using eDoc. Some of the recommendations below have already been made or are underway.

Streamlining & Updating PAVE

The task team has both short term and long term recommendations to automate PAVE. The longer term recommendations leverage Mail.dat, Mail.xml and TEM.

Short Term

1. Switch to a PAVE Electronic Order Form similar to what is already in place for MMS vendors.
2. PAVE and Vendors exchange PDF files instead of hardcopy Postage Statements and Qualification Reports.
3. Trim or streamline the 54+ tests used during testing. Look at areas of overlap between tests, especially across classes of mail, in order to reduce the number of tests that each vendor must submit. No changes will be made to the current test environment. Changes will be made as PAVE certification is moved to the TEM environment.

Long Term

4. Move PAVE certification to use the TEM environment. This will allow mailers to submit Mail.dat or Mail.xml files instead of complying with the current format required for certification.
5. ePAVE certification required for automation mailings – in January 2014 USPS will require Full Service to receive automation pricing. At that time, it will be required that presort software used to prepare automation mailings be ePAVE certified.

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Encouraging Electronic Communication – eDocs

The following are recommendations to improve the process for mailers to upload data using Mail.dat and Mail.xml.

1. Standardize Error Messages - Feedback has been received that some of the Mail.dat and Mail.xml error messages can be confusing or ambiguous. Mailers, vendors and USPS will work together to review the error messages and provide suggestions of how to simplify and standardize the error messaging.
2. Simplify the TEM Process – Efforts are underway to review the TEM process and make it easier end to end for vendors, service providers and mailers.
 - Mailers using certified presort software only submit one test in TEM to prove that they can successfully send files. Tests for additional functionality and capabilities would be optional.
 - Certify PAVE software in TEM – provide a test data package (permits, CRIDs, finance numbers) to allow the Vendors to go receive ePAVE or Full Service PAVE certification through TEM. Mailers submitting relatively ‘simple’ jobs with certified software only submit one test.
 - USPS should look to simplify the TEM process and user experience, while updating documentation, adding FAQs and developing training tools for the TEM process, if needed.

3. BCG Incremental Improvements: improve the registration process and remove complexities for the mailers that create a barrier to eDoc and Full Service adoption.
 - Provide Mail Service providers with functionality on the BCG for requesting MID /CRID / Permit Creation, Retrieval and Validation, singly and in bulk on behalf of mail owners.
 - Make the sign-up and request services functionality simple and intuitive for all users.
 - Mailer-Initiated Job Cancellation - Add a cancel function to the mailer dashboard which allows mailers to cancel a job that has not been processed by USPS.
4. One-Click Support for 'Simple Mailings' – Provide vendors and mailers with tools to support a simple, 'one-click' way to submit Full Service jobs in one submission (planned, ready to pay). The recommended solutions would allow mailers to submit Mail.xml or Mail.dat files with minimal interaction with the software, no manual manipulation of data in the eDoc files, and no interaction with the BCG.
 - CRID / Permit Retrieval - Modify the mail.xml messages to support the retrieval of CRIDs, permits and associated information so that mailers don't have to enter data.
 - Mail.dat Client Remote Download - Support remote download of the Mail.dat client to then optionally include it in PAVE software installations.
5. Recommend that the USPS continue to look for opportunities to incentivize mailers to move to eDocs and Full-Service., such as but not limited to:
 - Kiosk
 - Streamline the TEM process for mailers who use PAVE certified software (trust the software)
 - a. In conjunction with Streamlined Acceptance and eInduction