



Resolution Statement: Workgroup# 138 - eInduction

Start Date: 9/16/10

Official Date of Completion: 11/20/2014

Purpose of the Workgroup #138

The workgroup will develop an approach to streamline the drop shipment process to provide mailers and the Postal Service with an efficient, cost-effective, and streamlined process for mail induction.

Participation and Discussion Format

Work Group #138 was formed to investigate the current drop shipment process and to provide any recommendations, where applicable, ensuring an efficient, cost-effective, and streamlined process for mail induction.

The workgroup held meetings starting on 09/16/2010, but there were significant gaps between meetings due to implementation of requirements. The meetings were held on a regular basis after the development of the eInduction program in July of 2012. Face-face meetings were held quarterly from the group’s inception date.

The USPS and the industry collaborated and corroborated on a myriad of initiatives and issues through discussions. USPS provided in-depth descriptions of the current Postal Plant-Verified Drop Shipment (PVDS) processes. Both constituents worked to provide feedback and data as to what was working and what was not working, ranging from system issues to process compliance issues. Discussions were held formally and informally to ensure the WG progressed toward fulfilling its proposed purpose.

Attendees ranged from Periodical flats mailers, Standard letter and flats mailers, First Class letter and flat mailers as well as mail consolidators and technology vendors. The WG #138 chairs are listed below:

Current Member Name	Company	Representing
Lorchick, Kelly	USPS	Postal Leader
Glassman, Tom	Wilten Direct	Industry Leader
Previous Member Name	Company	Representing
Damore, Deb	Fairrington	Industry Co-Leader
Capalite, Danielle	RR Donnelley Logistics	Industry Co-Leader

This statement highlights the accomplishments of WG #138.

Electronic Induction (eInduction) Program Overview

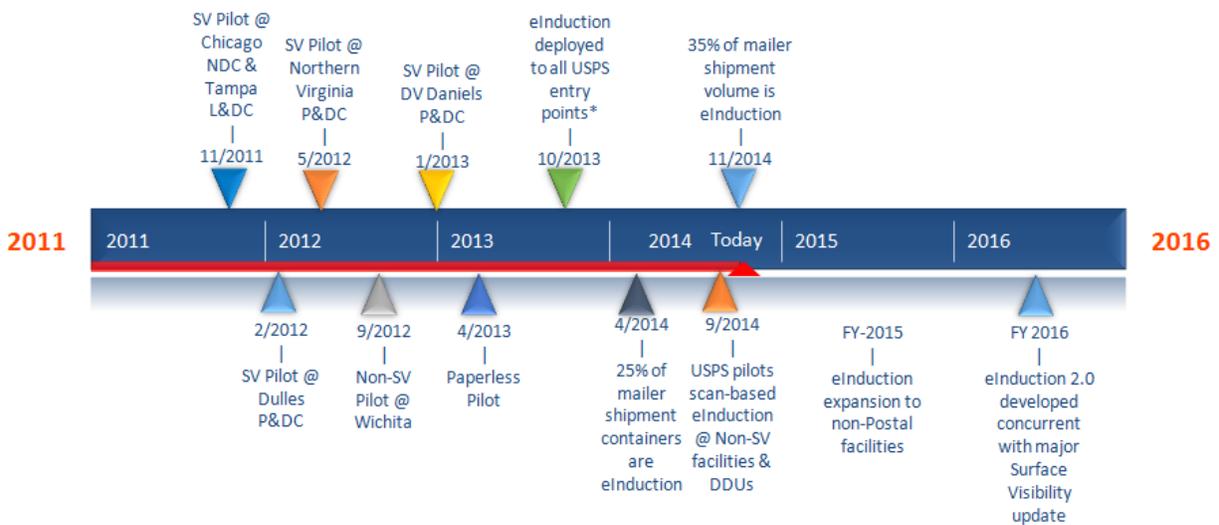
Tasked with the purpose of streamlining the drop shipment process, the Postal Service and industry designed and developed the electronic Induction (eInduction) program. eInduction allows the Postal Service to determine if containers are paid for and shipped to the correct facility without the use of paper 8125/8017 forms. It improves SOX controls with scan data, it eliminates the need for paper 8125/8017 forms, and it streamlines the induction process.

With this achievement, the WG expertly developed an approach to streamline the drop shipment process to provide mailers and the Postal Service with an efficient, cost-effective, and streamlined process for mail induction. The WG developed an extensive and comprehensive eInduction Guide to Mailers. The guide provides detail regarding eInduction participation criteria, mailer onboarding, drop shipment scheduling, mailer monitoring, validations, verifications, and eInduction reporting.

As of November 2014, 35% of mailers participating in Plant Verified Drop Shipment also participate in eInduction.

eInduction Timeline

The program was pilot tested at Surface Visibility sites in collaboration with the industry in November of 2011. The program was deployed nationally in October of 2013. Recognizing a gap at Non-SV sites, the Postal Service and industry pilot tested the Intelligent Mail Data Acquisition System (IMDAS) Mailer Shipment scanning solution in September of 2014.



SV eInduction process at a high level



Electronic Postage Statements (eDoc) Requirement

The team designed a means to ensure all electronic postage statement types are supported by eInduction. For eInduction, postage statements must be submitted using one of the general eDoc submission formats: Mail.dat, Mail.XML, or Postal Wizard. A *Container Manifest Create Request- XML* message allows mailers to upgrade containers to eInduction. Mailers flag individual containers for eInduction, and physical and sibling containers inherit the flag from their “parent.”

Pallet Placard Design Requirement

The WG worked to define physical mail preparation criteria, which included the design of the pallet placard. All eInduction containers must ship with a unique Intelligent Mail Barcode (IMcb), Intelligent Mail tray barcode (IMtb), and Intelligent Mail package barcode (IMpb). For mailers not participating in Full-Service, mailers are required to prepare placards with unique IMcb and affix the barcodes to all eInduction pallets.

99M Placards



In May of 2013, the WG developed an optional endorsement as a way to convey to a USPS employee that the pallet was eInduction.

Optional for eInduction



Mailer On-boarding Requirement

The WG set up an on-boarding process for mailers to request to participate in eInduction. Mailers request to participate via the FAST Helpdesk and identify a unique Customer Registration Identification (CRID) number that identifies a specific business location that will be involved in an eInduction mailing. A Business Mail Support analyst will review the eDoc, train Business Mail Entry/Delivery Mail Unit personnel, and activate the mailer CRID in eInduction.

System End-to-End Process

The WG's efforts created a system that uses data transfers and automated validations to replace the information on the paper PS Form 8125 and 8017. Mailers create the eDoc through Mail.dat, Mail.XML or Postal Wizard messages. Once every field is specified, the eDoc is uploaded to *PostalOne!* and the container information is loaded into the eInduction tables. At this point, *PostalOne!* conducts **upload validations** and compares specific criteria against these files. The validations can result in an error that blocks eDoc upload, or a warning message provided strictly for informational purposes. **Pre-Induction validations** run in the system after containers have been loaded to the eInduction tables. The validations result in a warning message. Subsequently, the system verifies whether all postage statements associated to an eInduction container are in "finalized" or "finalized pending postage" status. From there, *PostalOne!* sends a message to the Surface Visibility sites, creating an e8125 or e8107 record for each container released. SV validates containers at receipt and SV pushes the e8125 information to Central and Local Servers. When a container barcode is scanned at induction, the **Induction validations** occur. SV checks the facility's local server for the presence of an e8125 or e8107 record to determine payment and validation status. After this occurs, SV sends an appointment inducted message to *PostalOne!*. The system then completes **post-induction validations**, which consist of payment, misshipped, duplicate container, entry point discount and zone discount validations. The system compares the scans collected at the point of induction to the information submitted on the eDoc.

The eInduction program enables the Postal service to measure the quality and accuracy of drop-shipment preparation based off the above post-induction validations. The Postal Service measures mailer performance against the above validations and compares to calculated thresholds. eInduction calculates error counts, such as payment, misshipped, duplicate and zone errors, which are expressed as a “% in error” above the contact and egregious thresholds. If a mailer’s “% in error” is aggregated over a one-month period and above the egregious threshold, the Postal Service will charge additional postage, although no date has been set to begin the automated postage assessment.

Reporting

After these validations and verifications occur, *PostalOne!* populates reports to enable both the Postal Service and the industry to better manage and track eInduction mailings. *PostalOne!* reports summarize eInduction activity, allowing mailers to track the real time status of their eInduction containers. The Mailing Dashboard allows users to submit and review jobs. The Shipping Summary Report displays the validation status of the container information uploaded, provides proof of delivery, and post-induction validation status at the container level. The Appointment Summary Report lists all Jobs and Locations associated with a selected Appointment ID. The Job Summary Report provides detailed information for each entry point in a job, including the number of eInduction containers expected at the location.

MicroStrategy reports summarize eInduction performance history, allowing mailers to view trending and error information on mailings within 48-hours of container induction. The Mailer Scorecard provides a dashboard view of the results of the eInduction verification over a calendar month. The eInduction Mailer Summary Report provides a breakdown of all containers submitted over a selected date range and allows the user to drill-down to the level of the individual container.

IMDAS Scanning Solution at Non-SV Sites

Non-SV eInduction process at a high level



The WG recognized a gap for those sites without SV capabilities (non-SV) as the process in place was complicated and challenging. With the support of the WG, the Postal Service designed the Intelligent Mail Data Acquisition System (IMDAS) scanning solution. The software will collect barcode scans, appointment ID’s, and container count data from mailings. This software enables the Postal Service to

accept mail through eInduction and to perform validations post-induction. eInduction at Non-SV sites streamline the induction process. The changes eliminate the requirement for mailers to associate containers (content) to a specific Appointment ID in FAST and USPS Dock Employees are no longer required to pull a Container Manifest report.

The Postal Service coordinated with numerous mailers to pilot the IMDAS scanning solution using live mail in September. The WG's efforts helped to validate system and IMDAS functionality, providing feedback on the readiness for future-state processes for full deployment across all non-SV facilities. National deployment is scheduled for January, and the WG was instrumental in preparing for this production.

eInduction Enhancements

In addition to the accomplishments highlighted above, the WG addressed other needs and identified other remaining gaps to create reporting and functionality enhancements. In doing so, mailers have greater visibility into the eInduction process, and have increased accuracy and turnaround time as they identify issues with the induction process.

Upcoming Improvements

- The WG developed requirements for the next phase of SV deployment. *PostalOne!* will display an "eInduction Quick Status Report," enabling mailers to enter a date range and Intelligent Mail Container Barcodes to see results such as, but not limited to, the Container Barcode, Payment Status, Scan Date and Induction status.
- The WG developed requirements for the MicroStrategy report to provide third party access to post-induction shipment status. Mailers will have the ability to view eInduction errors across different transportation carriers used by an eDoc Submitter.

Conclusion:

The workgroup fulfilled its objective to develop an approach for streamlining mail induction by designing, developing and deploying an electronic induction (eInduction) program at Surface Visibility and Non-Surface Visibility sites. The program streamlines the drop shipment process to provide mailers and the Postal Service with an efficient, cost-effective, and streamlined process for mail induction.

1) Desired Results

"Develop a paperless drop-ship process that will eliminate the use of paper documents (8125) and manual processes."

Achieved

The group created the Surface Visibility solution and IMDAS Shipment Scanning Solution to eliminate the use of paper documents 8125 and 8017 and manual processes, ensuring a streamline process and improved transparency to mailers and the USPS. The SV solution was pilot tested in November of 2011 and deployed nationally in October of 2013. As of November 2014, 35% of mailers participating in Plant

Verified Dip Shipment also participate in eInduction. The IMDAS Scanning Solution at non-SV sites was pilot test in November of 2014. National Deployment is scheduled for January.

2) Desired Results

“Develop an approach that promotes participation among the logistics providers to provide accurate electronic information leveraging digital workflow.”

Achieved

The WG worked to ensure visibility and participation among the logistics providers:

- eInduction allows consolidators and transportation companies to upgrade non-eInduction containers to eInduction.
- The By/For rules for mail owners and mail preparers, as well as the Transportation Carrier in the eDocs and scheduler in FAST system or in eDocs will allow the different roles to be able to query pallet data through Mail.XML as long as they are identified as the owner, preparer or transporter of the pallets in the eDocs or if they are identified as the Scheduler of the pallets in the FAST system.
- In addition, eInduction allows for consolidators to schedule appointments in FAST, create the IMcb, label the pallets, and create the container manifest to be sent for pre-induction validations. It also allows Mailers/Logistics companies to re-assign the contents that were assigned to them by their partner to another 3rd or 4th party they are hiring to actually transport the eInduction pallets to the destination. The creator of content, the assigner of the content, the assignee of the content, and the scheduler of the content get the FAST closeout data from the FAST system. The Postal Service and the industry have worked to create container request messages that allow mailers and third party consolidators to update the eInduction status on containers, and to see if a container has been flagged for eInduction.

3) Desired Results

“Leverage infrastructure and technology communications developed under the Full Service program to promote accurate start-the-clock reporting ensuring visibility to mail owners, mailer preparers and the Postal Service.”

Achieved

The WG leveraged the foundation of Full-Service Intelligent Mail through the use of existing *PostalOne!* electronic documentation (eDoc) and validations, Full Service Intelligent Mail container barcodes, existing scanner technologies and scan-based validations at Surface Visibility Sites, and appointment scheduling/tracking through FAST. With the IMDAS Mailer Shipment Solution at non-SV facilities, the WG has leveraged the current IMD Scanners present at those sites and used *PostalOne!* to perform post-induction validations.

The WG succeeded in using established capabilities to create a program to ensure visibility to mail owners, preparers and the Postal Service as demonstrated in the figure below.

<i>PostalOne!</i>	Full Service	Surface Visibility	FAST
<ul style="list-style-type: none"> eDoc eDoc validations 	<ul style="list-style-type: none"> Intelligent Mail container barcodes 	<ul style="list-style-type: none"> Barcode scanning Scan-based validations 	<ul style="list-style-type: none"> Appointment scheduling/tracking

Mailers include containers in eDoc, placard containers with Intelligent Mail Barcodes, and schedule appointments for drop shipments.

USPS scans the container barcodes, scanner validates that mail on container is paid for and at the correct location.

4) Desired Results

“Identify automated verification, reconciliation and payment adjustment approaches that minimize human interaction and streamline the mail induction process”

Achieved

The eInduction system uses automated validations and data transfers to replace the information conveyed and reviewed on the paper PS Form 8125 or PS Form 8017. The automated validations take place throughout the eInduction process at eDoc upload, pre-induction, induction, and post-induction. In addition, the Postal Service measures mailer performance against the above validations and compares to thresholds.

Further Action

The industry provided the Postal Service with a list of their recommendations and questions after the deployment of Surface Visibility. Most of the 33 issues were resolved by the WG’s termination date. The group cannot resolve all the issues as a number of the issues are deployment issues. A few issues are moving to the Fast UG 3 to implement, track, test and provide feedback and status updates on systems issues to ensure the industry and Postal Service work together throughout the lifecycle of software deployment. Please refer to Table 1 below for a list of the issues migrating to the FAST UG 3. In addition, a few issues are moving to WG #163 to review the supply chain and to recommend a potential approach to distribute responsibility for mail preparation errors to parties other than the eDoc submitter. Please refer to Table 2 below for a list of the issues migrating to WG #163.

The IMDAS Shipping Solution pilot at non-SV sites is progressing towards National Deployment in January. As WG #138 is sun setting, feedback, in terms of progress status, results and data, and further action, is migrating to the FAST User Group 3. The FAST User Group 3 is responsible for the implementation of and the ensuing actions from national deployment in January.

Many thanks to the all the individuals on the Postal Service and Industry side who helped make this such a successful WG as a result of their strong efforts, dedication, insights and cooperation.

Table 1: Issues Migrated to FAST UG 3

Migrated to FAST UG 3		
Overview		Action
Reference ID	Issue Summary	
2	Non-SV sites and acceptance issues at facilities	<p>In the event a mailer needs proof of USPS possession of a mailing, container scan information is provided in the <i>PostalOne!</i> Shipping Summary Report and the MicroStrategy eInduction Mailer Summary Report (container detail drill). The Non-SV sites will also provide that scan visibility when fully implemented. This began testing the week of September 15th. USPS will provide feedback on the scanning data to the WG as it becomes available. A demonstration will be provided once it is available.</p> <p>Issue tracking will carry forward to the FAST user group. USPS will share the Helpdesk daily log and files with the FAST UG to track this issue to resolution.</p>
7	Third Party Logistics and Third Party Report	<p>For eDOC submitters, the shipping summary report will provide the scan data for all containers in a job submitted to <i>PostalOne!</i> regardless of the actual appointment used to induct the container.</p> <p>USPS is developing a report (ALM ID 5055) for third party logistics to utilize in <i>PostalOne!</i> that will provide them the ability to query container status to ensure payment prior to shipping for 3rd party logistics. This ALM ID is scheduled for the January release.</p> <p>The industry has requested the ability to query by appointment number. USPS will update the requirement and will give the Industry the ability to query by appointment number. This issue is migrating to the FAST UG and will remain open for follow up after the January Release. Implementation and feedback will migrate to UG 3.</p>
13	eInduction at non-Postal Facilities (Air Terminal)	<p>USPS is developing a solution to utilize tray scans for eInduction at non-USPS entry points (ALM 4265). Mailers desiring to use eInduction at an Air Terminal or other Non USPS facility must participate in Seamless Acceptance.</p> <p>Seamless acceptance allows for validation of payment at the piece level, which is necessary at non-USPS facilities that do not perform container scans. eInduction reports will use tray scans to recreate containers and report induction status. Issue implementation and tracking is migrating to FAST UG 3.</p>

Migrated to FAST UG 3

14, 15, 16, 17	eInduction at non-SV sites, scan-based eInduction at all entry points	USPS is in the process of piloting and deploying the IMDAS Mailer Shipment solution to non-SV facilities. SV deployment at all USPS facilities is not feasible at this time. The IMDAS scanner solution is going to provide scan based acceptance at the entry facilities not configured for SV to enable scan-based eInduction at all USPS-operated entry points, including DDUs. This issue will be migrated to UG 3 for testing, status updates and implementation.
30	Thresholds for small volume mailers	<p>USPS will review these contact and egregious thresholds with future adoption of mailers. There is no automatic invoicing at this time. There will be a manual invoicing process. During the interim timeframe BME managers and BMS analysts will be investigating the reason for exceeding thresholds prior to requesting additional postage.</p> <p>USPS looked into the possibility of making provisions that allow for a container count and a percent threshold for small volume mailers. The USPS will be able to better understand the errors, who is causing the errors, and how the errors are distributed among certain classes of mail once the IMDAS Scanning Solution is deployed to all non-SV sites and the Postal Service gathers additional data. After this occurs, the Postal Service will then revisit the thresholds. This issue is migrating to FAST UG 3.</p>
32	PostalOne! Reports matching SASP side	Facility name will be added to a future release to the <i>PostalOne!</i> Reports.

Table 2: Issues Migrated to WG #163

Migrated to WG #163		
Overview		Action
Reference ID	Summary	
9	Third Party Report Access/Scan Data	<p>USPS is developing a <i>PostalOne!</i> web-based report access option for third parties. The report will provide a single report that shows payment and induction/delivery status to third party mailers. The access will be gained through the Business Customer Gateway (BCG) and mailers will be available to query the container level status prior to and after delivery. The payment status and actual entry point and arrival scan data are metrics that are available in the report.</p> <p>Instructions for the Mail.XML container status and update messages is provided in the eInduction Guide to Mailers https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/eInduction_Guide_for_Mailers.pdf.</p> <p>eInduction reporting provides an unload scan date/time and an induction status (Accepted/Rejected). Containers with an unload scan date/time and Accepted status have been received by USPS and inducted into processing.</p> <p>USPS is awaiting results from MTAC Group 163 (Full-Service invoicing delegation group) to determine if an additional approach is needed. Issue will migrate to MTAC Group 163 for reporting. Issue will close with deployment in January.</p>

Migrated to WG #163

10	Access/use of scan data	<p><i>PostalOne!</i> reports are real time. Data is available as soon as SV transmits appointment data to <i>PostalOne!</i>. Measurement of actual systems performance has shown the max transfer time to be approximately 45 minutes after the appointment is closed using the SV device.</p> <p>Container scan data is available real-time in the <i>PostalOne!</i> Shipping Summary reports. The Shipping Summary Report is available via a link from the Dashboard and can also be accessed via the Business Customer Gateway. Historical container scan information is also available in the MicroStrategy eInduction Mailer Summary Report, which is available via the Mailer Scorecard link on the Business Customer Gateway (BCG) and via the eInduction report folders on the BCG.</p> <p>The eInduction team has discussed the use of scan data with Operations and BSN. If mailers continue to face resistance from Operations or BSN personnel, please notify the eInduction team at eInduction@usps.gov</p> <p>There are three ways to retrieve container status: 1. Shipping Summary Report from <i>PostalOne!</i> 2. Mail.XML ContainerStatusqueryrequest. 3. MicroStrategy Mailer Summary Report</p> <p>There is known issue with performance of the mail.xml container status queries that delays the delivery of scanned information to mailers. Performance improvements for the Mail.XML messages will be implemented as fixes to ALM defects 3344 and 3345 in the November <i>PostalOne!</i> Release. We would like to solicit mailers to help us test this in production. It should also be noted the <i>PostalOne!</i> shipping summary report is providing data in near real time.</p> <p>Issue will migrate to WG #163. USPS will provide WG #163 with a demonstration to ensure the process works for <i>PostalOne!</i> and MicroStrategy reports.</p>
11	Web-based report access option for third parties	<p>USPS is developing a <i>PostalOne!</i> web-based report access option for third parties. The report will provide a single report that shows payment and induction/delivery status to third party mailers. The access will be gained through the Business Customer Gateway (BCG) and will be available to query the container level status prior to and after delivery. The payment status and actual entry point and arrival scan data are metrics that are available in the report.</p> <p>Issue is migrated to MTAC Group 163. All new reports for 3rd party logistics will be a separate issue and will be monitored in the work group.</p>

Migrated to WG #163

<p>23, 24, 25, 26, 27</p>	<p>Determination of error, where errors are coming from, how errors are displayed in the reports; Third Party Billing</p>	<p>All issues and error codes will go back to the eDoc submitter. The eInduction Guide to Mailers has additional information on error code messages and their descriptions. Potential billing will go back to the eDoc submitter. However the group has recommended that there be an option to invoice the CRID of the Appointment Scheduler ID for eInduction errors. Any deviation to third party billing will be reviewed in WG #163. The WG will discuss the determination of error, where the contribution of errors is coming from, and how the errors are displayed in the reports. Issue is migrating to WG #163.</p>
<p>34</p>	<p>Access/use of scan data</p>	<p>When eInduction shipments are refused, we ask that mailers call the helpdesk immediately. This allows USPS to track these issues and ensure that personnel at entry points are educated on the proper procedure. In special circumstances when a mailer is unable to reach the Helpdesk, mailers can call their eInduction contacts if they are available to resolve issues. Process compliance is monitored daily, with notifications of issues sent to the field for investigation and resolution on a daily basis.</p> <p>In the event a mailer needs proof of USPS possession of a mailing, container scan information is provided in the <i>PostalOne!</i> Shipping Summary Report and the MicroStrategy eInduction Mailer Summary Report (container detail drill). The Non SV sites will also provide that scan visibility when fully implemented. This was tested the week of September 15th. We will provide feedback on the scanning data and on misship statistics from Non SV sites to the WG as it becomes available. USPS will provide a demonstration on <i>PostalOne!</i> and MicroStrategy report development to WG #163.</p> <p>USPS will look into the possibilities of querying by appointment number, bulk load, SKID numbers and what facility the shipment was scanned at (discussed with Matt Chaplin on 9/9). USPS to share final mock up. Issue is migrating to WG #163.</p>

Migrated to WG #163

35	Development for Third Party Reports: <i>PostalOne!</i> , MicroStrategy	<p>USPS is developing a <i>PostalOne!</i> web-based report access option for third parties. The report will provide a single report that shows payment and induction/delivery status to third party mailers. The access will be gained through the Business Customer Gateway (BCG) and will be available to query the container level status prior to and after delivery. The payment status and actual entry point and arrival scan data are metrics that are available in the report.</p> <p>Potential billing will go back to the eDoc submitter. However the group has recommended that there be an option to invoice the CRID of the Appointment Scheduler ID for eInduction errors. Any deviation to third party billing will be reviewed in WG #163. Issue closed. Issue migrating to WG #163.</p>
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