

Streamline Acceptance

Measuring Current Capabilities (MCC)

(Formally know as -> Proof-of-Concept Overview)

Purpose

The purpose of this document is to outline the basic criteria for participation in a Streamline Acceptance (SA) Measuring Current Capabilities (MCC). The first phase of the MCC will allow the USPS to test the technical capabilities of existing USPS systems and processes to capture the data needed to automate verification activities.

This criterion is purposely narrow in scope in order to provide the most controlled environment in which to evaluate the established workshare quality elements. It is understood that as the streamline process progresses additional mailing types will be consider including, Mail.XML, imr files, flats, parcels, copal/comail/combined and various other mailing preparation options.

MCC Objectives

To move forward on the streamline acceptance vision – Mail Entry & Payment Technology (ME&PT) will conduct a MCC pilot to begin testing and validating critical components of the streamline acceptance vision. The MCC will leverage existing capabilities and capabilities being deployed in the near term to define critical acceptance and verification activities that can be automated and will analyze and measure processes and results to develop optimal approaches for streamline acceptance.

MCC Scope

The scope of this MCC is to identify what existing and planned (Jun/Nov) functionality can be used to collect mail quality samples from mailing mail units and the data analysis required to determine the automatable capabilities and business models necessary to verify a mailing's workshare quality. The MCC will also provide input to define additional critical requirements that need to be developed for the January release to continue to move forward on the streamline acceptance vision.

The MCC project is to use data from a combination of existing systems as they are deployed to production. The proof will be conducted on the basis of manual data pulls to verify the results and find any gaps in the process. The proof-of-concept will also test the process for any manual data collection steps at induction or processing using the full-service intelligent mail device (FS IMD) scanner.

The easiest MCC for the USPS to start with will be with letter mailings. This will allow us to focus limited resources on data collection and results analysis. Below is a description of the tools in place to facilitate this initial letters MCC Process. There is much work for the Workgroup to do to ensure we have a successful pilot that stays within scope. Our goal here is to crawl, walk, run.

Initial Streamline Acceptance Workshare Quality Elements Validation Goals:

The following components and elements have been determined to be critical to measuring a mailing's workshare quality and that the MCC team will collect data about and analyze. The mailing components and associated workshare quality elements are:

- Container
 - Postage is paid for SA
 - Mail is entered in the correct facility
 - Container Label Readability
- Handling Units
 - Postage is paid for
 - Mail is entered in the correct facility
 - Handling Unit Label Readability
- Mailpiece
 - Postage is paid for
 - Postage application method and amount of postage paid
 - Weight of the mail piece
 - Mail is entered in the correct facility
 - Mail Piece Readability and accuracy

Ideal MCC Initial Phase 1 criteria

Limiting this initial MCC to the criteria listed below will allow a more controlled environment to evaluate capabilities. The criteria were specifically selected to allow the USPS to rapidly conduct data analysis of the workshare elements under evaluation. Future expansion of the MCC will re-examine each of the entry criteria.

To participate, mailers will need to meet minimum criteria:

- Participate in full-service and meet quality guidelines
- Submit electronic documentation using .pdr or .pbc
- Possible required use of a unique MID on all Intelligent Mail barcodes assigned to the Proof-of-Concept
- Submit IMb Full Service letter mailings
- Minimum 95% full service pieces per mailing
- Not co-palletize mail across mailings or facilities

Future MCC Subgroup

Using the data available in the full-service suite of applications it is possible to perform a measurement on the key Streamlined Acceptance revenue assurance controls. Our plan is to pursue the easiest MCC so we can demonstrate the concept, validate the process against existing methods, and validate which measurements are practical and necessary as well as which ones are not. We see that it will be beneficial to cross pollinate from the existing experience in letters, flats, and parcels so as we can borrow proven concepts and techniques from one mail shape and adapt it to another to fill the gaps.

Future Value Generation Workgroup

With an approved Revenue Assurance method, both the USPS and Industry are looking for ways to create win/win opportunities from the efficiencies gained in a 21st Century model. This paradigm shift will allow both the USPS and Industry to apply LEAN, Six-Sigma, approaches to the combined processes of business mailers and the USPS to achieve the lowest combined cost.

The additional value to be derived from this innovation is expected from the ability to obsolete existing DMM rules and regulations that may no longer be valid or practical in a future Streamlined Acceptance World. This process will be designed to achieve the benefits outlined for Results Based Verification that came out of the MTAC Task team #2 work product.

Below is a description of what is available to us to facilitate the initial Letters MCC:

Data Collection

| Data Collection Options for Streamlined POC | | | | |
|---|--|--|---|---|
| Mail Flow |  DMU or BMEU |  Origin Processing |  Transportation |  Destination Processing |
| Container | FS-IMD Sampling at DMU | SV Container Unload | SV 99M to 99P | SV Container Load: Cross Dock |
| Handling Unit | FS-IMD Sampling at DMU | FS-IMD Sampling at Induction | SASS Assignment and Air Scans | SV Assumed Pallet Build Scans |
| Mailpiece | | MPE Mailpiece Scans | | MPE Mailpiece Scans |
| | Options: Weight and Postage Payment FS-IMD Sampling at DMU | FS-IMD Sampling at Induction | | MPE Barcode Diagnostics |
| | | | FS-IMD Sampling at Pallet Break | MPE OCR Data Capture on Processing |

| | | | |
|---|--|--|---|
|  Available in SASP today |  Available in SASP in November; may be available via manual pull during pilot |  Future Capability for source system in November; |  Future Capability without release date; May be available in limited form during pilot |
|---|--|--|---|

Proof-of-Concept Verifications

A set of key verifications will be focused on initially:

- Postage Payment: Container, Handling Unit, Mailpieces
 - Container is included on electronic documentation that has been finalized
 - Handling unit is included on electronic documentation that has been finalized
 - Mailpiece is included on electronic documentation that has been finalized
 - Mailpiece postage payment method matches between electronic documentation and physical mailpiece

- Mailpiece postage affixed matches between electronic documentation and physical mailpiece
- Mailpiece weight matches between electronic documentation and physical mailpieces
- Entry Location: Container, Handling Unit
 - Container is entered at the appropriate facility based on the electronic documentation and mail direction file as compared to the FAST Appointment, SV Unload Scan, or IM-DAS scan
 - Orphan handling unit is entered at the appropriate facility based on the electronic documentation and mail direction file
- Barcode Readability: Container, Handling Unit, Mailpiece
 - Container barcode can be scanned and read by handheld devices
 - Handling unit barcode can be scanned and read by handheld devices, MHS
 - Mailpiece barcode can be scanned and ready by handheld device or MPE

Additional verifications will be examined in future phases of the proof-of-concept. Some verifications may continue in their current format indefinitely.

Terms

FS IMD – Full-service intelligent mail device/scanner

SV – Service Visibility

MPE – Mail Processing Equipment

SASS – Surface Air Support System

| Verification Type | Verification Level | Verification Details | Operational Data Source | Approach | Gaps |
|------------------------|--------------------|----------------------------|-----------------------------|---|---|
| Postage Payment | Container | Undocumented Container | FS-IMD SV IM-DAS | Compare all container scans with the unique MID to identify any that are not on eDoc | Containers without IMcb; Containers without readable IMcb; Unscanned containers |
| Postage Payment | Handling Unit | Undocumented Handling Unit | FS-IMD SASS MHS SV | Compare all handling unit scans with the unique MID to identify any that are not on eDoc | HUs without IMtb; HUs without readable IMtb; Unscanned HU |
| Postage Payment | Mailpiece | Undocumented Mailpiece | FS-IMD MPE | Compare all mailpiece scans with the unique MID to identify any that are not on eDoc | Mailpiece without IMb; Mailpiece without readable IMb; Mailpiece without designated MID |
| Postage Payment | Mailpiece | Postage Payment Method | FS-IMD | Compare clerk entered postage payment method on the FS-IMD to the postage payment entered on the eDoc | Sampling approach |
| Postage Payment | Mailpiece | Postage Affixed | FS-IMD | Compare clerk entered postage affixed amount on the FS-IMD to the postage affixed entered on the eDoc | Sampling approach |
| Postage Payment | Mailpiece | Weight | FS-IMD | Compare weight recorded on scale attached to FS-IMD to the weight | Sampling approach; MLOCR mailers may not provide exact weights |

| | | | | | |
|----------------------------|---------------|----------------|--------------|--|--|
| | | | | entered on the eDoc | |
| Entry Location | Container | Entry Location | SV | eDoc comparison of the induction location to the MDF; comparison of the SV unload scan facility to the MDF | Unscanned containers |
| Entry Location | Handling Unit | Entry Location | N/A | eDoc only comparison of the induction location to the MDF | No way to operationally verify |
| Barcode Readability | Container | IMcb Quality | FS-IMD SV | % of containers with scans over the total number of containers; | Relies on manual scanning – low scan rates |
| Barcode Readability | Handling Unit | IMtb Quality | FS-IMD | % of handling units with scans over the total number of handling units in sample | Relies on manual scanning – low scan rates |
| Barcode Readability | Mailpiece | IMb Quality | MPE EOR | % of mailpieces with scans over the total number of mailpieces; adjust by read rate, consider separate measure for samples | Other machine problems that are not identified in EOR; |