

MTAC Work Group #178 IMpb Compliance Quality Metrics & Thresholds

Thursday, April 7, 2016



- **Introduction**
- **Purpose and Area of Focus**
- **Team Structure**
- **Meeting Protocol**
- **Objectives**
- **Timeline**
- **Appendix**



MTAC Work Group #178 Purpose:

1. Collaboratively clarify the IMpb Compliance Quality requirements to be included in assessments
2. Determine reasonable, achievable threshold targets for each quality metric in 2017 and 2018

Focus Areas:

To collaboratively resolve Industry and customer concerns, the Work Group will address and agree on the:

1. Validations included in the IMpb Quality assessments for each category,
2. Thresholds levels for 2017 and 2018
3. Measurement approach that prevents duplicate penalties or fees.

Work Group #178 Sponsors:

- Robert Cintron, USPS VP Enterprise Analytics
- John Medeiros (DHL) – Industry Representative

Work Group #178 Team Leaders:

- John Medeiros (DHL) – Industry Representative
- Juliaann Hess (USPS, PTR) – USPS Representative
- Vicki Bosch (USPS, eVS) – USPS Representative

Work Group #178 Team Members:

- | | | |
|-------------------|--------------------|--------------------|
| ▪ Steve Dearing | ▪ Oscar Vasquez | ▪ Mark Rheaume |
| ▪ Jim Wilson | ▪ Henry Chau | ▪ Mark Riffey |
| ▪ Karen Key | ▪ Dewitt Crawford | ▪ Monica Lundquist |
| ▪ Richard Porras | ▪ Dennis Fehnel | ▪ Nicole Wilson |
| ▪ Alvin Serrano | ▪ Gary Rogan | ▪ Wanta Santos |
| ▪ Bob Schimek | ▪ Jaclyn Tubbin | |
| ▪ Brian Bowers | ▪ Willie Jackson | |
| ▪ Charles Tricamo | ▪ Charlie Johnston | |
| ▪ Brian Euclide | ▪ Lee Devasier | |

Ground Rules:

- Meet the stated objectives, and are acceptable to both Industry and the USPS.
- Conduct meetings in a professional and constructive manner.
- Take minutes of all Work Group meetings and promptly submit them to RIBBS@USPS.GOV for entry into the MITS system.
- Agree to attend Work Group meetings (in person whenever possible), and participate in conference calls.

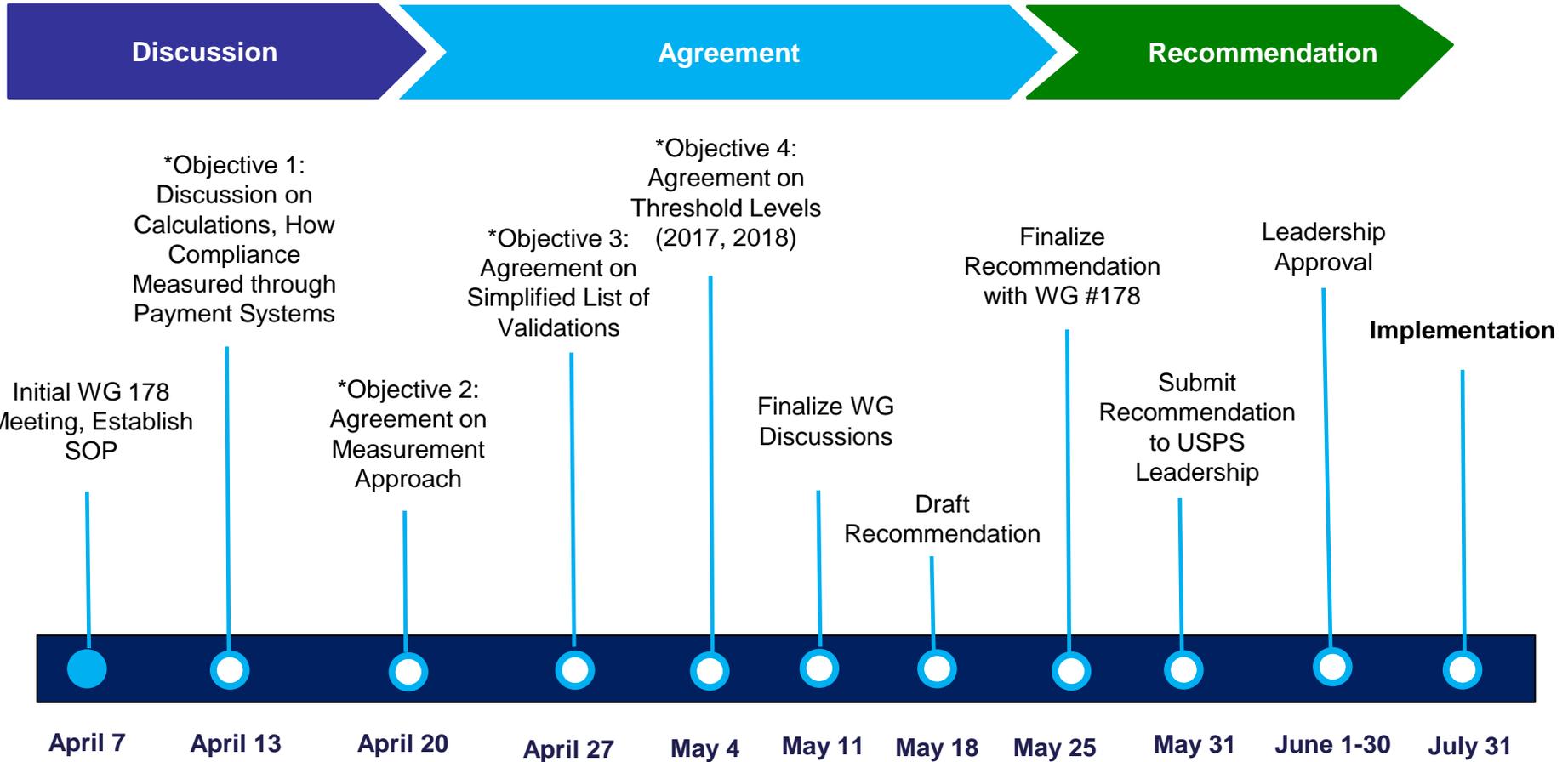
Meetings:

- **Day:** Wednesdays at 4PM EST
- **Frequency:** More than once a week?
- **Duration:** More than 1 hour?

Agreement between Industry and USPS on specific items that will be included in IMpb Compliance Quality assessments and the respective threshold for each quality category: Address Quality (AQ), IMpb Barcode Quality (BQ) and Shipping Services File Quality (MQ).

1. **Objective 1:** A measurement approach that prevents duplicate penalties or fees.
2. **Objective 2:** Transparency and visibility into how compliance is measured and fees are assessed through the payment systems.
3. **Objective 3:** A simplified list of validations that focus on the most impactful items and minimize reconciliation issues.
4. **Objective 4:** Achievable compliance thresholds in 2017 and 2018.

Notional



**Industry
Questions or
Feedback?**

1. Implementation approach for IMpb Compliance Quality Metrics.
2. Pace of implementation;
3. Address requirements for delivery point validation that is higher letter and flat mail;
4. Ability to reach threshold levels proposed in out years;
5. High number of items included in the quality validations;
6. Duplicate assessments for the same error;
7. Lack of actionable data;
8. Communication plans to reach smaller customers; and,
9. Assessments for items that have no apparent negative impact on the Postal Service's effectiveness or revenue.

- ❑ IMpb Non-compliance Fee assessments
- ❑ Postage payment and revenue assurance
- ❑ Operational efficiencies
- ❑ Visibility and the customer experience

PTR Warning #	PTR Error/Warning Message	PTR Validation	% of Total Volume	PTR Indicator
66	Duplicate Tracking Number	Tracking Number · Must not be a duplicate of an IMpb used in the previous 120 days	6.24%	BQ
221	Invalid Barcode construct &bc1; default to &bc 2	Tracking Number · Must be formatted as defined by Barcode Construct Code field	0.37%	BQ
38	Invalid PIC in Detail Record	Tracking Number · Required · Must be formatted as defined by Barcode Construct Code field · The MID included must be conforming · The MID included must be registered in program registration · The MID included must be associated to the MID in the EFN · The check digit must be correct · The Service Type Code (STC) must be valid and match the class of mail · Must not be a duplicate of an IMpb used in the previous 120 days	0.04%	BQ
63	Invalid Service Type Code in PIC	Tracking Number · The Service Type Code (STC) must be valid and match the class of mail	0.08%	BQ
39	Invalid EFN in Header	EFN · Required · Must be a “conforming” MID · Must be registered / certified in Program Registration · Must not be a duplicate of an EFN used within the previous 120 days · Must have a proper Service Type Code (STC) · Must be a valid construct for a header record EFN · The check digit must be correct	-	BQ
99094	Original Track Number – Invalid Check Digit	-	-	BQ
35	Invalid PIC Format for &manifest type Electronic File	Tracking Number · Required · Must be formatted as defined by Barcode Construct Code field · The MID included must be conforming · The MID included must be registered in program registration · The MID included must be associated to the MID in the EFN · The check digit must be correct · The Service Type Code (STC) must be valid and match the class of mail · Must not be a duplicate of an IMpb used in the previous 120 days	0.03%	BQ
50	Invalid MID in PIC	Tracking Number · Required · Must be formatted as defined by Barcode Construct Code field · The MID included must be conforming · The MID included must be registered in program registration · The MID included must be associated to the MID in the EFN · The check digit must be correct · The Service Type Code (STC) must be valid and match the class of mail · Must not be a duplicate of an IMpb used in the previous 120 days	0.40%	BQ

PTR Warning #	PTR Error/Warning Message	PTR Validation	% of Total Volume	PTR Indicator
22	Destination Zip Not Serviced By Entry Facility	<p>Destination ZIP Code & Destination ZIP+4</p> <ul style="list-style-type: none"> Required (for IMpb tracking numbers) Must be a valid ZIP Code Must be a valid ZIP+4 For destination entry, must be a ZIP serviced by the Entry Facility ZIP in the H1 <p>Destination Entry Facility Type:</p> <ul style="list-style-type: none"> Required for Open and Distribute mailings When included, must be a valid entry facility type matching Destination ZIP Code and Destination ZIP+4 	0.15%	MQ
46	Invalid Destination Zip Code	<p>Destination ZIP Code & Destination ZIP+4</p> <ul style="list-style-type: none"> Required (for IMpb tracking numbers) Must be a valid ZIP Code Must be a valid ZIP+4 For destination entry, must be a ZIP serviced by the Entry Facility ZIP in the H1 	0.19%	MQ
51	Invalid Entry Facility Zip Code	<p>Entry Facility ZIP</p> <ul style="list-style-type: none"> Required Must be a valid ZIP Code 	-	MQ
236	Invalid Entry Facility Type/Zip combo	<p>Destination ZIP Code & Destination ZIP+4</p> <ul style="list-style-type: none"> Required (for IMpb tracking numbers) Must be a valid ZIP Code Must be a valid ZIP+4 For destination entry, must be a ZIP serviced by the Entry Facility ZIP in the H1 <p>Destination Entry Facility Type:</p> <ul style="list-style-type: none"> Required for Open and Distribute mailings When included, must be a valid entry facility type matching Destination ZIP Code and Destination ZIP+4 	-	MQ

114	Invalid Zip Code	Destination ZIP Code & Destination ZIP+4 <ul style="list-style-type: none"> · Required (for IMpb tracking numbers) · Must be a valid ZIP Code · Must be a valid ZIP+4 · For destination entry, must be a ZIP serviced by the Entry Facility ZIP in the H1 	0.34%	MQ
1536	Invalid Rate Indicator	Rate Indicator <ul style="list-style-type: none"> · Required · Must be a valid Rate Indicator 	0.28%	MQ
255	Duplicate EFN	EFN <ul style="list-style-type: none"> · Must not be a duplicate of an EFN used within the previous 120 days 	0.04%	MQ
105	USPS Electronic File version number not numeric	File Version Number <ul style="list-style-type: none"> · Required · Must be 016, 017, 020 	-	MQ
199	Invalid Processing Category	Processing Category <ul style="list-style-type: none"> · Required (for IMpb tracking numbers) · Must be a valid processing category 	-	MQ
219	Invalid Electronic File Type	Electronic File Type <ul style="list-style-type: none"> · Required · Must be 1=eVS, 2=Tracking, 3>Returns, 4=Corrections 	-	MQ
54	Invalid Electronic File Type; default to Type 1	Electronic File Type <ul style="list-style-type: none"> · Required · Must be 1=eVS, 2=Tracking, 3>Returns, 4=Corrections 	0.00%	MQ
65	Invalid File Version Number	File Version Number <ul style="list-style-type: none"> · Required · Must be 016, 017, 020 	0.00%	MQ
222	Invalid Class of Mail &com 1; default to &com2	Class of Mail <ul style="list-style-type: none"> · Required · Must be a valid mail class and match the STC in the tracking number 	1.04%	MQ

99125	Alert: MID User needs to be Registered	Tracking Number <ul style="list-style-type: none"> The MID included must be registered in program registration The MID included must be associated to the MID in the EFN 	0.40%	MQ
99102	The MID in the label is not a conforming MID	Tracking Number <ul style="list-style-type: none"> The MID included must be conforming 	0.12%	MQ
40	Invalid Class of Mail / Service Type Code combo	Class of Mail <ul style="list-style-type: none"> Required Must be a valid mail class and match the STC in the tracking number Service Type Code <ul style="list-style-type: none"> Required (for IMpb tracking numbers) Must be a valid Service Type Code (STC) and match the tracking number Must match the Class of Mail 	0.04%	MQ
41	Invalid Class of Mail & com	Class of Mail <ul style="list-style-type: none"> Required Must be a valid mail class and match the STC in the tracking number 	0.00%	MQ
193	Invalid Method of Payment	Method of Payment <ul style="list-style-type: none"> Required Must be valid when combined with MID from EFN, Payment Account Number and Post Office of Account ZIP must be a valid combination 	1.64%	MQ
99126	Alert: MID User not Registered to EFN MID	Mailer ID: <ul style="list-style-type: none"> Required Must be a “conforming” MID Must be registered / certified in Program Registration 	0.98%	MQ
99100	The MID in the EFN is not a conforming MID	Mailer ID: <ul style="list-style-type: none"> Required Must be a “conforming” MID Must be registered / certified in Program Registration 	0.50%	MQ

196	Invalid Postage Type; Default to "P"	Postage Type: <ul style="list-style-type: none"> · Required · If included, must be a valid entry 	0.20%	MQ
121	Invalid Origin Zip Code	Destination ZIP Code & Destination ZIP+4 <ul style="list-style-type: none"> · Required (for IMpb tracking numbers) · Must be a valid ZIP Code · Must be a valid ZIP+4 · For destination entry, must be a ZIP serviced by the Entry Facility ZIP in the H1 Destination Entry Facility Type: <ul style="list-style-type: none"> · Required for Open and Distribute mailings · When included, must be a valid entry facility type matching Destination ZIP Code and Destination ZIP+4 	0.16%	MQ
37	Invalid method of Payment; Default to Payment Type 04	Method of Payment: <ul style="list-style-type: none"> · Required · Must be valid when combined with MID from EFN, Payment Account Number and Post Office of Account ZIP must be a valid combination 	0.07%	MQ
78	Postage not numeric; default to 0	Postage: <ul style="list-style-type: none"> · Required · Must be numeric 	0.04%	MQ
136	Invalid PO of account Zip Code	Post Office of Account ZIP: <ul style="list-style-type: none"> · Required · Must be valid when combined with MID EFN, Payment Account Number and Method of Payment must be a valid combination 	-	MQ

156	MID is not a valid eVS MID	Tracking Number <ul style="list-style-type: none"> · Required · Must be formatted as defined by Barcode Construct Code field · The MID included must be conforming · The MID included must be registered in program registration · The MID included must be associated to the MID in the EFN · The check digit must be correct · The Service Type Code (STC) must be valid and match the class of mail · Must not be a duplicate of an IMpb used in the previous 120 days 	-	MQ
165	Hold for PickUp requires D2 Record		0.00%	MQ
49	Invalid Mailer MID		-	MQ
176	Invalid Mail Owner MID	Mail Owner Mailer ID: <ul style="list-style-type: none"> · Optional · When included in the D1 Record (Mail Owner Mailer ID Field), must be a valid MID that is registered in Program Registration 	1.25%	MQ
157	Invalid Permit Number	Payment Account Number: <ul style="list-style-type: none"> · Required · Must be a valid Payment Account Number when combined with MID from the EFN, Method of Payment and Post Office of Account ZIP must be a valid combination 	-	MQ
1014	Permit Payment method with No PO account Zip	Payment Account Number: <ul style="list-style-type: none"> · Required · Must be a valid Payment Account Number when combined with MID from the EFN, Method of Payment and Post Office of Account ZIP must be a valid combination 	-	MQ

1515	Valid Payment Method Indicator and No Payment Account #	Method of Payment: <ul style="list-style-type: none"> · Required · Must be valid when combined with MID from EFN, Payment Account Number and Post Office of Account ZIP must be a valid combination 	-	MQ
1516	Valid Payment Method Indicator and No valid Payment method	Method of Payment: <ul style="list-style-type: none"> · Required · Must be valid when combined with MID from EFN, Payment Account Number and Post Office of Account ZIP must be a valid combination 	-	MQ
1535	Invalid Payment account number	Payment Account Number: <ul style="list-style-type: none"> · Required · Must be a valid Payment Account Number when combined with MID from the EFN, Method of Payment and Post Office of Account ZIP must be a valid combination 	-	MQ
56	Invalid Payment account number, no default	Payment Account Number: <ul style="list-style-type: none"> · Required · Must be a valid Payment Account Number when combined with MID from the EFN, Method of Payment and Post Office of Account ZIP must be a valid combination 	0.00%	MQ