

# MTAC Work Group #178: IMpb Compliance Quality Metrics and Thresholds

Objective 4: Agreement on Threshold Levels (2017, 2018)

Wednesday, June 29, 2016



- **Introduction**
- **Action Items**
- **MQ Invalid MID Warning #176**
- **Quarterly MTAC Meeting**
- **Continue discussion - Objective 1: Agreement on Simplified List of Validations**
- **Objective 4: Agreement on Threshold Levels (2017, 2018)**
- **Timeline**
- **Questions/Feedback/Discussion**



Action Item	Description	Action Item Owner	Status	Date opened
1.	Include the write-up of customer lessons learned, best practices and tactics that have improved performance with 6/1 minutes	USPS	In Progress	6/1
2.	Look into combining IMpb assessments and quality assessments for validations	USPS	In Progress	6/1
3.	Send Bill Vanderveer examples of exceptions of customizable entry locations	J. Medeiros	In Progress	6/1
4.	Review and make sure customers are not being double charged with customizable entry locations. Also to look at the volume that this situation occurs to see if threshold covers it	B. Vanderveer	In Progress	6/1
5.	Emphasize that customers can submit corrections during webinars and other documentations to Industry	USPS	In Progress	6/1
7.	Check with legal if USPS is leveraging a charge on failure to provide certain data in adequate and legal maneuver doesn't require PRC approval?	USPS	In Progress	6/1
8.	Provide customers total performance with current criteria and with new proposed criteria with the simplified list	USPS	On-Going	6/1
9.	Identify reasons why Mailers would get a ZIP+4 with a missing street number or with an invalid primary street number. Why are they not a subset of the Missing Secondary Information in the DPV footnotes?	USPS	In Progress	6/1
10.	Look at creating a report that is sent to customers weekly for IMpb compliance like the manifested file report	USPS	In Progress	6/1
11.	Schedule a follow up with eVS, PTR and John to walk through the data and draw conclusions	USPS	In Progress	6/8
12.	Lay out which items USPS can turn off for quality indicators with a configuration change. To also identify those that would require a software change and a timeframe of when this could be done	USPS	In Progress	6/15
13.	Look at MID IMpb quality compliance issues and validate that with other systems	USPS	In Progress	6/15

Action Item	Description	Action Item Owner	Status	Date opened
14.	Update timeline to include face-to-face meeting as well as removing meeting on July 6 <sup>th</sup>	USPS	Complete	6/22
15.	V. Bosch will take at logic behind the 3-digit vs 5-digit and where that data is coming from.	USPS	In Progress	6/22
16.	Look at the extracts provided by J. Medeiros and report back at WG 178 meeting on 6/29	USPS	In Progress	6/22
17.	Include glossary in appendix of future WG 178 presentations and post on RIBBS website	USPS	In Progress	6/22
18.	Include slide in next WG 178 presentation to explain various outcomes in regards to compliance categories (8 have been approved; 2 remain; 2 additional that require software changes)	USPS	Complete	6/22
19.	USPS to draft proposed deck to present at MTAC Quarterly meeting by Friday, June 24 <sup>th</sup> .	USPS	Complete	6/22



## Manifest Warning # 176

Invalid Mail Owner MID

1

PTR Validates if the Mail Owner ID in the Detail Record to see if a Mailer ID profile exists or is certified in our within USPS Online Enrollment.

### Mailer ID:

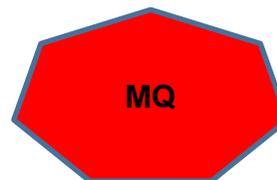
- SSF Version 1.6/1.7 (D1 Position 84 – 92)
- SSF Version 2.0 (D1 Position 13)

2

If the Mail Owner ID is found, PTR will **NOT** generate the MQ indicator



If the Mail Owner ID is NOT found, or is pending certification, or is decertified in online enrollment, PTR will generate the MQ indicator



## Address Quality (AQ) – 4 Validation Combinations

DPV Footnotes	March 2016 Volume	% of Total Volume
Missing Secondary Information (i.e., no Apartment or Suite Number)	12,367,412	4.18%*
Missing Street Number	5,845,399	1.97%
Unable to Match Address to a ZIP+4 Code	5,575,827	1.88%
Invalid Primary Street Number	1,292,251	0.44%

## Manifest Quality (MQ) – 4 Validation Combinations

PTR Warning #	PTR Error/Warning Message	March 2016 Volume	% of Total Volume	PTR Indicator
1	MQ Entry Facility Mismatch - Entry Facility Does Not Match Manifest File	5,780,071	1.95%	MQ
136	Invalid PO of account Zip Code	5,857,555	1.98%	MQ
193	Invalid Method of Payment	2,797,533	0.94%	MQ
1535	Invalid Payment account number	5,735,548	1.94%	MQ

## Barcode Quality (BQ) – 2 Validation Combinations\*

PTR Warning #	PTR Error/Warning Message	PTR Indicator	March 2016 Volume	% of Volume
66	Duplicate Tracking Numbers on Multiple Packages	BQ	1,522,889	0.51%
50	Invalid MID in PIC	BQ	2,372,063	0.80%

■ Consensus  
■ In Discussion

\*Evaluating operational impacts.

- Turn off all other validations on 7/1
- Except the following warnings which will be removed on 9/25:
  - #2: BQ-Duplicate Label Event
  - #3: BQ-Keyed Tracking Label
- Measuring all A1N1 – will still include 00 DPC as AQ issue until 8/14

- **Introduction**
- **Purpose, Focus Areas, and Objectives**
- **Work Group Structure**
- **Accomplishments**
- **IMpb Compliance Performance**
  - **Current Metrics**
  - **Quality Metrics**
- **Customer Outreach and Engagement**
- **Timeline**
- **Executive Level Items to Address**
- **Other Information**

## Address Quality (AQ) – 4 Validation Combinations

## Manifest Quality (MQ) – 4 Validation Combinations

- ✓ *USPS dropped 11 Validation Combinations from the Original List of 15*

DPV Footnotes	March 2016 Volume	% of Total Volume
Missing Secondary Information (i.e., no Apartment or Suite Number)	12,367,412	4.18%*
Missing Street Number	5,845,399	1.97%
Unable to Match Address to a ZIP+4 Code	5,575,827	1.88%
Invalid Primary Street Number	1,292,251	0.44%

- ✓ *USPS dropped 36 Validation Combinations from the Original List of 40*

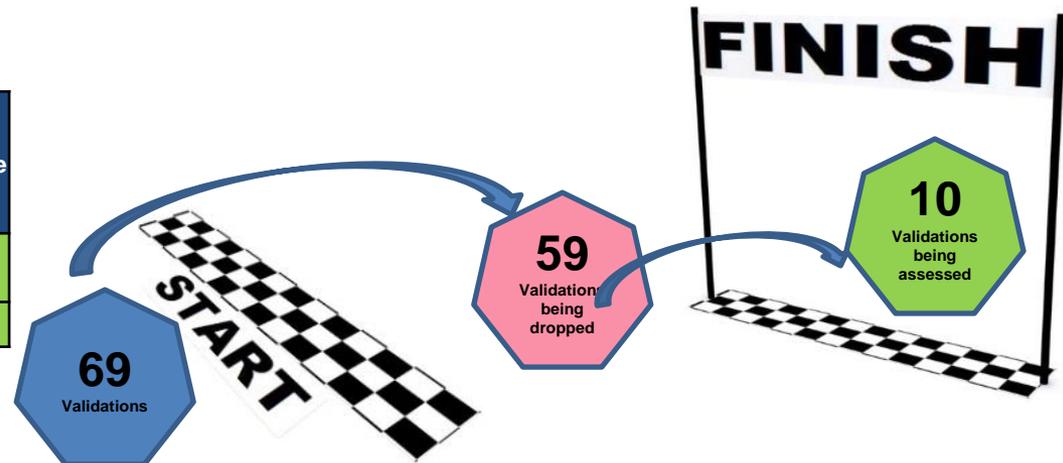
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193	Invalid Method of Payment	2,797,533	0.94%	MQ
1535	Invalid Payment account number	5,735,548	1.94%	MQ

## Barcode Quality (BQ) – 2 Validation Combinations\*

- ✓ *USPS dropped 12 Validation Combinations from the Original List of 14*

PTR Warning #	PTR Error/Warning Message	PTR Indicator	March 2016 Volume	% of Volume
66	Duplicate Tracking Numbers on Multiple Packages	BQ	1,522,889	0.51%
50	Invalid MID in PIC	BQ	2,372,063	0.80%

\*Evaluating operational impacts.



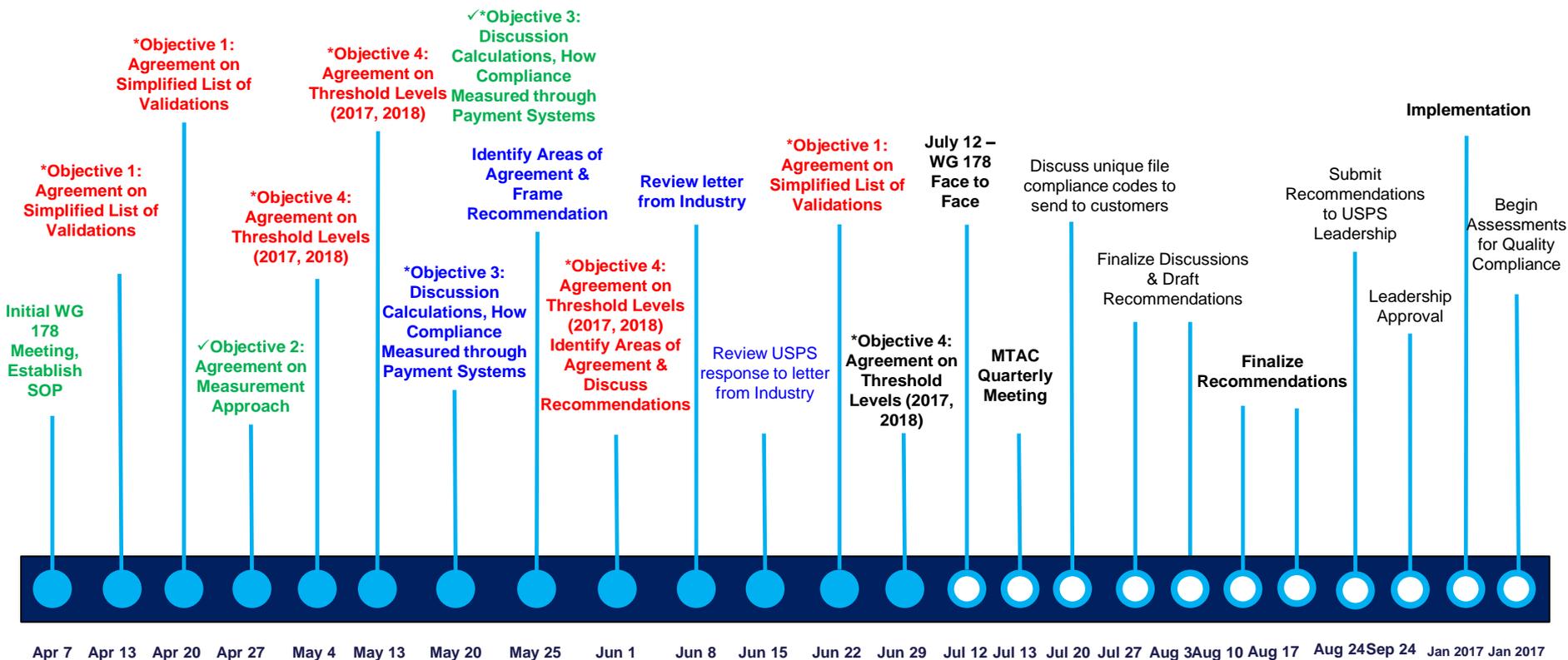
## IMpb Quality Target Thresholds Competitive Products\* Only

IMpb Quality Compliance Category		Actual Performance					Target Threshold	
		Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jan 2017	Jan 2018
Destination Delivery Address (AQ)	All 15 Criteria	90.63%	88.87%	88.91%	89.22%	89.39%	89%	
	Top 4 AQ	92.70%	90.65%	91.18%	91.40%	91.51%		
	Difference	+2.07%	+1.78%	+2.27%	+2.18%	+2.12%		
Shipping Services File (MQ)	All 40 Criteria	92.90%	91.37%	92.98%	91.78%	91.10%	91%	
	Top 4 MQ	96.15%	94.88%	95.13%	95.88%	94.25%		94%
	Difference	+3.25%	+3.51%	+2.15%	+4.1%	+3.15%		
IMpb Barcode (BQ)	All 14 Criteria	93.87%	95.28%	97.53%	98.36%	98.33%	95%	
	Top 2 BQ	94.74%	96.04%	98.69%	99.05%	98.89%		98%
	Difference	+0.87%	+0.76%	+1.16%	+0.69%	+0.56%		

Discussion

Agreement

Recommendation



Note: Meeting cancelled for July 4<sup>th</sup> holiday

## IMpb Quality Target Thresholds Competitive Products\* Only

IMpb Quality Compliance Category		Actual Performance					Target Threshold		
		Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jan 2017	Jul 2017	Jan 2018
Destination Delivery Address (AQ)	All 15 Criteria	90.63%	88.87%	88.91%	89.22%	89.39%	89%		
	Top 4 AQ	92.70%	90.65%	91.18%	91.40%	91.51%			
	Difference	+2.07%	+1.78%	+2.27%	+2.18%	+2.12%			
Shipping Services File (MQ)	All 40 Criteria	92.90%	91.37%	92.98%	91.78%	91.10%	91%		
	Top 4 MQ	96.15%	94.88%	95.13%	95.88%	94.25%			
	Difference	+3.25%	+3.51%	+2.15%	+4.1%	+3.15%			
IMpb Barcode (BQ)	All 14 Criteria	93.87%	95.28%	97.53%	98.36%	98.33%	95%		
	Top 2 BQ	94.74%	96.04%	98.69%	99.05%	98.89%			
	Difference	+0.87%	+0.76%	+1.16%	+0.69%	+0.56%			



# Appendix

- For consideration as part of recommendations:
  - Look into what requirements are needed to include the original IMpb compliance metrics with the new quality compliance metrics
  - Take into consideration options to provide Industry a practice invoice for assessment if IMpb quality was in effect
- USPS is setting the threshold too close to the average.
- USPS arbitrarily sets 2016 thresholds.
- Until Industry works through data on their own and understands root causes, they propose to postpone the thresholds.
- 10 validations is still too many to judge quality.
- Generally, no issues with MQ and BQ but rather with AQ validations.
- Drop the missing secondary information validation from AQ and focus on the street number and primary indications for packages on the initial rollout come July.
- Need more clarification of the S and D code returns and work to improve this process on their own.
- If the N1 element was removed from AQ, Industry is more willing to keep the 89% threshold
- Some customers have not received valid address quality data for review on their performance.
  - Specifically, customers who provide the 11 Digit only in version 1.7 or 2.0 SSF.
- Customers have not been provided performance with the simplified list of compliance items proposed for assessment.

- Not in favor of keeping the AACC. **(USPS agreed and removed from AQ).**
- Industry is concerned about the scenario where the delivery address is residential and there is no way for them to obtain secondary information from USPS due to privacy issues.
- Industry has no way to know if an address requires secondary information or not.
- The MQ validations should already be resolved during testing when Industry converts to IMpb and goes through certification. These should not be issues after that process.
- Concern about duplicate assessments in eVS and IMpb quality. An example of this is a bad ZIP for destination entry facility (warning #46). USPS assessing duplicates of the incorrect ZIP Code in the entry facility.
- Industry would like more conversation around automated discounts in regards to how thresholds are established.
- Some of the proposed assessments cannot be performed in the address matching quality software that Industry is using.

- Industry does not agree on the AQ for address compliance.
- USPS should identify the feasibility and cost to automate the process to provide a summary IMpb Compliance Assessment, to include by mail class and by aggregate.
  - Assess IMpb Non-Compliance Fee based on the lower number of non-compliant pieces (USPS comment: for eVS only)
- There needs to be more discussion on how USPS is gathering the data.
- USPS needs consistency between shipping letters/flats and packages. Industry does not have this experience and they need more time to research.
- Concern about being held to a standard that does not exist in the mailing industry today. Everyone supports address quality but the speed and higher standard is where there is push back.
- They do not support assessing mailers when USPS does not give them time to assess their own performance.

- Industry will need to invest resources and time into investigating the errors that seem costly.
- It would be beneficial for make sure the data is correct first, then allow Industry 90 days to look at internal processes and make any operational changes.
- It would be helpful for USPS to share those mailers that score high on AQ. Industry can then share current processes that are helping high performers.
- The July 2016 timeline is aggressive. There could be large shippers using vendor software that are skewing the numbers.
- The validation assessment is happening very quick and does not give Industry time to become knowledgeable. Timing concerns can be addressed in the thresholds.
- Use quality metrics only instead of quality metrics and existing metrics.