



**eVS/PTS User Group
Meeting Minutes
Thursday January 10, 2013
3:30pm – 4:30pm EST**

Attendees

Welcome – Lisa Hyater

- Roll Call

PTS Status – Kate Westermann

- Holiday Recap
 - Peak season completed with no reported issues/outages
 - Scan posting times on key days:
 - Between December 12 and 19, scan posting to PTS maintained requirements of Service Level Agreement during every period
 - Service Level Agreement mandates less than two hours
 - One slow hour – 17:00 on Wednesday, 12/19
 - Peak day Monday, 12/17 was all Green (all scan postings under one hour)
 - Scan events were up 41.2% over 12/17/11
 - Extracts were up 77.6% over 12/17/11
 - Expanded capacity from October
- IMpb Next Milestone Date (January 28, 2013)
 - IMpb required for all tracking and Extra Services barcodes
 - IMpb required for parcels claiming presort and destination entry pricing
 - Shipping Services File Version 1.6 or higher required
 - ZIP+4 Code or destination delivery address required in the file
 - Task Team members from USPS and the Industry agreed on IMpb implementation recommendation via MTAC Task Team #19 in late December
 - Mailers are still responsible for requesting exceptions
- Intelligent Mail Package Barcode (IMpb) Update
 - Customers must submit an Exception Form and letter requesting additional time to come into compliance.
 - Mail letter and form to:

- Jim Cochrane,
 - Vice President, Product Information
 - USPS Headquarters
 - 475 L'Enfant Plaza SW Room 3667
 - Washington, DC 20260-5626
 - Customers with exceptions continue to qualify:
 - For presort and/or destination pricing
 - To mail parcels at prices for specific mail classes, such as Parcel Select Light Weight
 - IMpb Frequently Asked Questions published on RIBBS
 - High Level Compliance Metrics
 - By the numbers.....
 - 57.69% used IMpb month of November
 - 42.31% used Legacy month of November
 - 86.26% Shipping Services File
 - Other measured metrics
 - Barcode quality metrics
 - 98.45% Scanned
 - 1.55% Keyed
 - Source: USPS Product Tracking System; for Domestic Shipments the month ending December 31, 2012
- Countdown to January 28, 2013
 - 18 Days and Counting
- Key Price Change Items for January 2013
 - Tracking for Priority Mail and Standard Post and Retail
 - Rebranding Delivery Confirmation
 - Ordering information for Pre-printed Labels
- Rebranding Delivery Confirmation
 - Delivery Confirmation as a product will be retired January 28, 2013 in favor of 'USPS Tracking'
 - Labels 152 and 314 will no longer be offered
 - The IMpb features 'Baked In' USPS Tracking
 - Track & Confirm screen was presented with "USPS Tracking/Delivery Confirmation" displayed.
- Preprinted Labels
 - Interim Solution
 - Legacy Barcode Format
 - Tracking Included
 - Not Mail Class Specific
 - "Label 400 with USPS Tracking Number" label displayed.

- Label Ordering Process
 - Letter to customers who order Preprinted labels
 - Letter to large volume customers included incorrect phone number
 - Sending an updated letter January 11, 2013 with correct info
 - IMpb Preprinted labels available for popular products and service combinations
 - “USPS Tracking” label displayed
 - Order by calling USPS 800.610.8734 (select option 1, and select option 1 on the next menu page).
 - Orders will be shipped within a week.

- PTS Legacy Release 13.4.1 January 28, 2013 Price Change
 - CAT Testing is complete
 - Added 2 New Rate Indicators for Critical Mail product
 - Added 8 New Service Type Codes
 - Critical Mail
 - Express Mail
 - PRS
 - Added 3 New Extra Service Codes
 - Signature Service
 - Return Service
 - Delivery Confirmation International
 - TEM Environment will be available on January 13, 2013
 - PTS Implementation date is January 27, 2013
 - A table with the new 3-Digit Service Type Codes was presented.

- Scan Event Changes for PO Boxes and Firm/Callers
 - Arrival At Pickup Point event will be used instead of Notice Left
 - Applies to P.O. Box and Firm/Callers Only
 - Used when an item cannot be delivered to a P.O. Box or is held out for a Firm/Caller.
 - Responds to customer suggestions and complaints
 - Stop the clock events triggers email notifications
 - Eliminate confusion
 - Communicates a stronger message to customers tracking their items
 - Verbiage/scripting will read “Available for Pickup”
 - On Track & Confirm
 - In extract files
 - Event Chart with current and new verbiage was presented.

- PTS-II Implementation Schedule
 - Current Status
 - Release 1.1
 - CAT – September 17, 2012

- TEM – By November 12, 2012
 - Go Live Date – TBD (Delayed)
 - Includes New Shipping Services File Format 1.7/2.0
 - Parallel testing – December 15, 2012
 - In Progress
 - Release 1.2
 - Internal EDW Extracts – TBD (Delayed)
 - Release 1.3
 - January 2013 Price Change – TBD (Delayed)
- PTS II TEM
 - Testing in the TEM Environment
 - Customers can start testing on November 12, 2012
 - Send names of designated testers to Tony Wells at Tony.L.Wells@usps.gov
 - Names will be forwarded to Lisa Copeland, Andy Lundgren, Kate Westermann and Ryan Seipp
- Overview TT #20 - IMpb ACS & IMpb ACS with Shipper Paid Services
 - Encoding ACS information into IMpb for subscribers (must enroll)
 - Eliminates Participation Code and Keyline
 - Most ancillary endorsements with new and additional options can be used (except Fwd Service requested)
 - Options allow variable payment scenarios (addressee or shipper)
 - Billing through Address Management allows daily payment through CAPS (eliminates monthly billing) (not yet effective – July?)
 - Electronic calculation of return/forwarding postage and fees
 - ACS notice fulfilled to the mailer within 24 hours of receipt of the ACS data transmitted from CFS/RFS
 - No longer required to ‘crowd’ their address labels with Traditional ACS information
 - Provides consistent information to shippers

eVS Status – Vicki Bosch

- Release Updates
 - There is a minor release for this Sunday November 11 to fix messaging
 - 2013 Planned Release Schedule
 - January 13, 2013 TEM Availability
 - January 27, 2013 Major
 - April 7, 2013 Minor
 - July 15, 2013 TEM Availability
 - July 28, 2013 Major
 - October 13, 2013 Minor

- eVS: January 27, 2012
 - New products
 - Critical Mail with Signature
 - Product Changes
 - Parcel Post now restricted to retail only
 - Parcel Post manifested with a date of mailing January 28 or later will be recalculated as Parcel Select Nonpresort
 - Elimination of Parcel Select Regional Ground
 - 'RG' = Regional Ground (ONDC and Basic)
 - Standard Mail Marketing Carrier Route
 - eVS will not support the revised Carrier Route product available in January 2013
- Critical Mail
 - New Product: Critical Mail with Signature
 - eVS will accept Rate Indicator 'AS' to identify the Critical Mail Letter with Signature and Rate Indicator 'AC' to identify the Critical Mail Flat with Signature.
 - eVS will also accept 3-digit Service Type Codes (STCs) unique to Critical Mail and the following Extra Service Combinations.
 - A chart was presented with all of the 3-digit Critical Mail service type codes and extra services.
- eVS: January 27, 2012
 - Product Changes
 - Parcel Post now restricted to retail only
 - Offshore PRS packages will be recalculated as Parcel Select Nonpresort
 - Acceptance of Extra Service Code '420'
 - PRS packages manifested with an IMpb (STC '023') may include Extra Service Code '420' in Detail Record 1
 - Correction for DDU Mis-Shipped pieces for pieces 13 oz or less. Currently Parcel Select rates are built into calculations instead of First-Class Mail prices.
 - eVS shall update the recalculation of additional postage for Parcel Select Lightweight Mis-shipped, Destination Entry, and Presort Eligibility errors as follows:
 - eVS will calculate the postage rate for Parcel Select Lightweight parcels weighing less than or equal to 13 oz. (≤ 0.8125 lb.) at the corresponding First-Class Package Service Commercial Base single-piece price.
 - eVS will calculate the default postage rate for Parcel Select Lightweight parcels weighing more than 13 oz. (>0.8125 lb.) at the corresponding Priority Mail Commercial Base price.

- Note: We are manually recalculating additional postage for Parcel Select Lightweight adjustments in the interim.
- International Mail in eVS
 - Shipping Services File Format v1.7
 - August 19, 2012
 - Domestic products only
 - No International products
 - D1 and D2 records
 - Full support for International products and D3 and D4 records – delayed until PTS-2 release
 - Limited testing capability for v1.7 (eVS TEM only) – available now
- eVS: April 7, 2013
 - Adjustments – Manifest Errors
 - eVS will implement a Manifest Errors “Rules Engine” that will allow the eVS Program Manager to provide approved “re-rate” combinations for specific manifest error scenarios.
 - An invalid rate ingredient combination (Mail Class, Processing Category, Destination Rate Indicator, Rate Indicator, Zone, and Parcel Routing Barcode) will be mapped to a valid rate ingredient combination for recalculation.
 - The following additional parameters may be required or prohibited to identify the specific scenario being addressed: minimum/maximum weight, Service Type Codes (STCs), Extra Service Codes, Discount Code and/or Surcharge Code.
 - eVS will include recalculated manifest errors on postage statements generated for that day of mailing (either at the time of original manifest processing or in a daily batch process).
 - eVS will report the recalculated manifest rate ingredients on the Postage Statement Variance Report.
 - New Re-Rate Combination: eVS will query the current and reconciliation months and apply the re-rate combination to eligible manifest errors from all eVS mailers.
 - eVS will report the recalculated manifest errors on the ‘eVS Amended Detail Error Report’.

EXAMPLE: If a new combination is approved on April 17th, eVS will query all current April manifest errors as well as all March manifest errors, and apply the re-rate combination when applicable.
 - Active Re-Rate Combination: eVS will include recalculated manifest errors on postage statements generated for that day of

mailing (either at the time of original manifest processing or in a daily batch process).

- eVS will report the recalculated manifest rate ingredients on the Postage Statement Variance Report for each mailer.
- Expired Re-Rate Combination: eVS Program Manager will set the “end” date for a replacement calculation.
 - An authorized replacement combination is effective through the 10th of the subsequent month for all manifests received with a Mailing Date on or before the End Date.
- Adjustments – Destination Entry
 - eVS will implement a Destination Entry Eligibility “Rules Engine” in April that will allow the eVS Program Manager to support approved exceptions for individual mailers.
 - If a manifest detail record is found to be ineligible for the DNDC or DSCF price claimed per the Mail Direction File and Address File locale key comparison, eVS will query the mailer specific PCSC exemptions. If an exemption for the submitted detail record is found, eVS will not include that package in the Destination Entry Eligibility adjustment.
 - Mailer-specific exemptions will be based on a combination of Mail Class, Processing Category, Destination Rate Indicator, Rate Indicator, Type of Entry Facility, Entry Facility ZIP, and 3-digit Destination ZIP(s)
 - An authorized exemption is effective immediately for all manifests received with a Mailing Date on or after the Start Date.
 - An authorized exemption is effective through the 10th of the subsequent month for all manifests received with a Mailing Date on or before the End Date.
- Adjustments – Presort Eligibility
 - eVS will add a package-level detail view to the Presort Eligibility Exceptions Report by modifying the ‘Mail Class Detail Report’.
 - eVS will display individual packages on each line rather than a summary of ineligible packages from a sub-EFN.
 - eVS will use the same date format to display the ‘Transmission Date’ and ‘Mailing Date’. (mm/dd/yyyy v. yyyy-mm-dd)
 - eVS will add the following columns to the Mail Class Detail Report for Presort Eligibility Exceptions: Package Identification Code (PIC)
 - eVS will remove the following columns from the Mail Class Detail Report for Presort Eligibility Exceptions: Pieces in Mailing, and Weight of Mailing
 - eVS will modify the following columns in the Mail Class Detail Report for Presort Eligibility Exceptions to display

line item postage rather than total postage from the pieces in the Sub-EFN: 'eVS Recalculated Postage Paid' (was 'Total eVS Recalculated Postage Paid'), 'eVS Adjusted Postage Amount' (was 'Total eVS Adjusted Postage Due'), and 'eVS Additional Postage Due' (was 'Total eVS Additional Postage Due')

- An authorized exemption is effective through the 10th of the subsequent month for all manifests received with a Mailing Date on or before the End Date.
- eVS/PRS Dynamic Sampling Model
 - eVS will implement a sampling model based on manifest volume, frequency of mailing, and mail class distribution at individual entry facilities.
 - Sampling minimums for each mailer will be based on their eVS shipment model:
 - Individual Mailer at a single origin mailing site
 - Individual Mailer at multiple origin mailing sites
 - Drop Ship Mailer at multiple shipping sites
 - The minimums may be adjusted as needed to reflect current shipment volume and mailer quality at the sampling location.
 - This model will be applied across all eVS IMD and WEB sampling sites. Additional samples are expected from STATS and PASS, but will not be driven by this model.
- Publication 205 Updates
 - Currently Available on RIBBS
 - Publication 205 – October 28 PostalOne! Release
 - Appendix G (v1.5) – January 27 PostalOne! release
 - Note: Next update expected early February 2013
- Proposed eVS: July 14, 2013
 - New adjustments
 - IMpb assessment
 - Details for non-compliant packages will be provided by PTS
 - These will appear in a report similar to the current unmanifested report
 - We will determine the thresholds for the month for eVS mailers and if outside the tolerance will be assessed additional postage
 - Incorrect packaging – Priority, Express, and Critical Mail
 - Packages presented in USPS packaging that are not manifested as the corresponding mail class will be identified and placed in a new report “Sample Incorrect Packaging Report”

- The postage for these will be adjusted to the applicable Priority, Express, or Critical Mail postage (similar to current mis-ship functionality)
 - Note: IMpb assessments for non-eVS mailers will have functionality requested for July as well.
 - New look for reports
 - Improve the appearance of eVS reports including the landing page and mirror other Business Customer Gateway (BCG) reports
 - Improve navigation capabilities
 - BCG gateway improving the online registration and certification process (streamlined on-boarding)
 - We will review screenshots and more details with the user group once available on subsequent user group call
 - We appreciate any feedback related to usability of the reports including anything that is difficult to navigate to takes too many clicks to get to the data you want to see
- Future of MIDs
 - Current rules for package/child MIDs for eVS
 - Allow for MIDs to be assigned
 - by client, or
 - by eVS mailing facility
 - Why do we need a change?
 - Promotions/Incentives
 - Bound Printed Matter Content
 - Package Intercept
 - What are the proposed changes for eVS package MIDs
 - Mail Owners who mail using eVS
 - MID for each facility
 - Consolidators who mail using eVS
 - MID for each client (mail owner)
 - No mailing facility MIDs

Industry Feedback

- Can we review when the Service Type Code trumps the Rate Ingredients in IMpb barcodes?
- Do you have the request for the IMpb Exception Application?

SubGroup for IMpb Thresholds

- MTAC Task Team #19 met on following dates:
- November 15, December 6, 10, 12, 13 and 20, 2012
- December 27 – Agreed on final recommendations for thresholds for key IMpb requirements
 - IMpb barcode on all packages

- Use of Shipping Service File 1.6 or higher
- ZIP + 4 Code or destination delivery address in the Shipping Services File*
- Other Key Metrics to be monitored, thresholds in the future
 - File transmission prior to actual receipt of parcels by USPS (prior to Carrier Sort)
 - Barcode Scan Quality
- * The industry recommended a different threshold percentage than postal representatives.
- MTAC Task Team #19 recommends USPS take these actions to ease customer and USPS pain in meeting IMpb transition:
 - Extend transition period for IMpb requirements additional six months
 - Retain presort/destination entry pricing through extended transition period
 - Establish thresholds and effective dates for each of the three key IMpb compliance elements
 - Establish price adjustments after the extended six month transition period
 - Monitor performance for file transmission and barcode scan quality for 12 months, establishing thresholds after experience and knowledge is gained by the industry
- Phased gradual increases in tolerance thresholds and price adjustments
 - Phase 1: January 28, 2013 - Measure/report performance against thresholds
 - Phase 2: July 28, 2013 - Implement price adjustment for non-compliant packages*
 - Phase 3: January 28, 2014 - Higher Thresholds applied based on MTAC TT#19 review checkpoints/assessments/recommendations for key IMpb requirements
 - Phase 4: July 29, 2014 - Thresholds based on MTAC TT#19 checkpoints/assessments/recommendations for file timeliness and barcode quality
- Additional group recommendations:
 - Establish reconciliation processes for non-compliant shipments, similar to eVS
 - Address Information with shipping partner events
 - Generic ZIP Code (entry facility) in header
 - Mail.dat file in lieu of Shipping Services File 1.6 or higher

Action Item Review

- John Medeiros - How many requests for Exception Forms have you received?
Ans. from Peter Furka – Approximately 100 requests. (Business to confirm this number)

Questions / Comments

Action Items

Next meeting scheduled for *Thursday 2/14/2013 at 3:30pm.*