



**eVS/PTS User Group
Meeting Minutes
Thursday February 14, 2013
3:30pm – 4:30pm EST**

Attendees

Arlene Peterson, Kim May, Richard Porras, Chet King, Robert Schlussler, Delissa Barr (AT&T), Marsha Martinez, Doug Ferguson, Crystal Stefanco (Smartpost), Mark Dropp, John Medeiros, Vicki Bosch, Dave Guinther, Steve Silvis (QVC), Henry Chao, Nita Lathia (PB), Juliann Thomas (Endicia), Pete Furka, Roger Franco, Prya (smartpost), Nicole Wilson, Dena Walters (smartpost), Ryan Seipp, Malik (DHL), Joe Malozzi (PB), Jaclin Tubbin (Smartpost), Mark (QVC), Steve Slivis (QVC), Mark Riffey (WindowBrook), Burt Hamilton, Kate Westermann, Juliaann Hess, Tony Wells

Welcome – Kate Westermann

- Roll Call

NCSC Information – Kate Westermann

- Label Testing process has been inundated with requests since the last week of January
 - Technicians are clearing the backlog
 - There are no shortcuts in the process
 - Your barcode quality is paramount
- Courtesy Label checks have been temporarily suspended
 - Notice will be posted on RIBBS when courtesy checks can resume
- NCSC has relocated.
 - New Address
 - National Customer Support Center
 - 225 N Humphreys Blvd Ste 501
 - Memphis TN 38188-1001
 - Phone Number
 - 1-877-264-9693
- Some reports of labels being returned to customers due to the relocation
 - Labels sent to the old address with another carrier cannot be forwarded
 - Labels sent via USPS will be automatically forwarded if the old address is used
- Please make sure that the correct address is used!! The new address is on the RIBBS home page and in every section within the site!!

PTS Status – Kate Westermann

- IMpb Update
 - Thanks was given to everyone for helping us make the January 28, 2013 implementation date
- Status Update
 - IMpb is now required for all USPS Tracking and Extra Services barcodes
 - IMpb is now required for parcels claiming presort and destination entry pricing
 - Shipping Services File Version 1.6 or higher required
 - ZIP+4 Code and/or destination delivery address is now required in the file
 - Customers must request an exception
- Compliance Update
 - Customers must submit an Exception Form and letter requesting additional time to comply
 - 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 FAQs published on RIBBS
 - A Compliance Update chart was presented with the January Industry Overview
- IMpb Status Update
 - How well does your IMpb scan??
 - Barcode quality metrics
 - 97.9% Scanned
 - 2.1% Keyed
- Rebranding and Preprinted Labels
 - 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
 - An Interim Solution for general use and Manual Post Offices
 - Constructed in Legacy Barcode Format (91 Application Identifier)
 - Tracking Included

- Not Mail-Class Specific
 - “Label 400 with USPS Tracking Number” label displayed.
- Label Ordering Process
 - 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.
 - Sample Label 055 – Priority Mail with no extra services
 - PLEASE NOTE...
 - Preprinted Labels are for Prepaid mail pieces ONLY
 - Preprinted Labels presented at a Retail Window will be over- labeled with a PVI IMpb
 - Note: IMpb labels can be accepted, but the legacy labels cannot
- Event Code 14
 - Message change for P.O. Box and Firm/Callers Only
 - Used for Firm/Caller holdouts
 - Used for items too large to place in a P.O. Box
 - In-Office User will select ‘Attempted’ (no change) on the Scan Event menu
 - External message to customer will change from ‘Notice Left’ to ‘Available for Pickup’
 - Stop-the-clock event triggers email notifications
 - Carrier application will not change – ‘Attempted’ will still equal ‘Notice left’
 - Benefits
 - Eliminates the ambiguity of ‘Attempted’ for these customers
 - Communicates a stronger message to customers tracking their items
 - Response to customer suggestions and complaints
 - Can be expanded to other alternate delivery concepts in the future
 - John M – Will there be any language change in the extract file or just the event code? Ans. It will say “Available for Pickup”
- PTS Legacy Release – January 28, 2013
 - Return Receipt Electronic fee increased from \$1.15 to \$1.25
 - Added one new Extra Service Code
 - Parcel Select Signature Confirmation with Insurance <= \$200
 - TEM Environment became available on January 13, 2013
 - PTS Implementation date is January 27, 2013
 - A chart with all of the new service type codes was presented
- PTS-II Implementation Schedule
 - We went into parallel production mode January 27, 2013

- Release 1.1
 - CAT – September 17, 2012
 - TEM – Since November 12, 2012
 - Go Live Date – Spring 2013
 - Includes New Shipping Services File Format 1.7/2.0
- Release 1.2
 - Internal EDW Extracts – Spring 2013
- Release 1.3
 - Spring 2013
- PTS II TEM Environment
 - Customers started 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
 - Thanks to all of the customers who volunteered to help with the testing
- MTAC TT#20 IMpb ACS
 - ACS notice fulfilled to the mailer within 24 hours of receipt of the ACS data transmitted from CFS/RFS
 - Earliest possible date implementation is July 2013
 - PTS-2 and SSF 1.7 or 2.0 is required for Shipper Paid Return Services
 - New ACS codes must be created for billing and exceptions
 - ACS will need to test
 - An IMpb ACS Shipper Paid Services Guide will be created and published
 - Will include Forwarding and Returns
 - Business rules recommendations will be created
 - New MIDs need to be established

eVS Status – Vicki Bosch

- Release Updates
 - 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
- 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: January 27, 2012
 - New products/product changes
 - Introduced Critical Mail with Signature
 - Eliminated Parcel Post (for eVS and PRS) – replaced with Parcel Select Nonpresort
 - Eliminated Parcel Select Regional Ground
 - PRS can include extra service code of “420” in detail record 1
 - Fixes
 - DDU mis-shipped calculation for PSLW to First-Class Package Service or Priority Mail
- 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.
 - Richard asked if this should be a major release but Vicki indicated that because of the minimal impact of changes, the release is considered minor.
 - 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.
- System Fixes
 - Reports
 - Destination Entry Report to include Entry ZIP Code and Postage
 - Variance report with large numbers of records will be able to be downloaded
 - Columns on Variance Report will sort correctly
 - Unmanifested Report will account for overlabeled PICs
 - Reconciled Samples Report searchable by Destination ZIP Code
 - Dispute Queue
 - Refund requests will allow user to attach files
 - Mis-shipped will be available in the queue
- Publication 205 Updates

- Currently Available on RIBBS
 - Publication 205 – October 28 PostalOne! Release
 - Appendix A (v1.2) – January 2013
 - Appendix G (v1.5) – January 2013
- 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
 - Send feedback on reports to Vicki Bosch, Dave Guinther, or Henry Choi
- 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 USPS tell us about any of the outcomes from the Recommendations of MTAC TT #19 on IMpb Tolerances???
- 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 (~85%)
 - 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) (~98%)
 - Barcode Scan Quality (Internally it's not easy for us to measure)
- * The industry recommended a different threshold percentage than postal representatives.
- Starting thresholds – USPS was 90%; Industry was 70%.
- 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
 - * Industry recommends that price adjustments for ZIP + 4/address only apply in PASS-enabled ZIP Codes
- 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

Questions / Comments

- John M. gave thanks to Juliaann for facilitating the IMpb Thresholds meetings.

Action Items

- Customers interested in the new feature to have address information in the shipping partner file should send an e-mail to Tony at Tony.L.Wells@usps.gov.

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