



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

Attendees

Alvin Serrano, Jennifer Nam, Bobbi Richardson, Peter Klausner, Doug Ferguson, Michael Stein, Marsha Martinez, Levent, Randy Kohlstedt, Henry Chau, Jeff Waite, Vicki Bosch, Robert Schlusser, Joel Stoffel, Mark Riffey (Windowbrook), , Joe Mallozzi, John Medeiros, Priya, Heidi, Nicole Wilson, Lisa Copeland, Ryan Seipp, Margaret Reese, Andy Lundgren, Peter Furka, Wade Stephen, Joel Stoffel, Bert Hamilton, Richard Porras, 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
 - From a high of 276 to 58 today
 - 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
- Note: The backlog has been significantly reduced!!
- NCSC has relocated!!!
 - Some reports of labels being returned to customers due to the relocation
 - Labels sent via USPS will be automatically forwarded if the old address is used
 - Labels sent to the old address with another carrier cannot be forwarded
 - Please make sure to use the correct address !! The new address is on the RIBBS home page and in every section within the site!!
 - New Address
 - National Customer Support Center
 - 225 N Humphreys Blvd Ste 501
 - Memphis TN 38188-1001

- Phone Number
 - 1-877-264-9693

PTS Update – Kate Westermann

- IMpb Update Compliance and Status
- MTAC TT#19 USPS feedback
- PTS-II Implementation Schedule
 - PTS II end-to-end testing with external customers
 - 1.6 extract file format
 - SSF v 1.7 format
- Event Code 14 implemented
- IMpb Status Update
 - A chart was presented with the numbers for the week of March 2-8.
 - How well does your IMpb scan??
 - Barcode quality metrics
 - 99.75% Scanned
 - .25% Keyed
 - IMpb Transition Progress chart was presented
 - IMpb Compliance Thresholds for Presort/Destination Entry Discounts
 - USPS Feedback to MTAC Task Team #19 at Visibility Meeting February 20, 2013
 - Chart was presented with compliance percentages
- PTS-II Implementation Schedule (Current Status)
 - 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
- New Scan Event Extract File 1.6 and 2.0
 - Deferred to future phase after initial PTS-II Release
 - Version 1.6 – Fixed Length
 - Version 2.0 – Variable Length, Pipe-delimited
 - The following documents the new fields on the Scan Event Extract File:
 - Expected Delivery Date
 - Delivery Date Modified Indicator (For Future Use)
 - Predicated Delivery Date
 - Start the Clock Date (For Future Use)
 - Start the Clock Date Modified Indicator (For Future Use)
 - Container ID 1

- Container Type 1
 - Container ID 2
 - Container Type 2
 - Container ID 3
 - Container Type 3
 - Postal Code
 - Delivery address
 - Customer Reference Number 2 (New field from Version 1.7/2/0 manifest file)
 - Ancillary Service Endorsement (For Future Use)
 - Address Service Participant Code (For Future Use)
 - Package Status (For Future Use)
 - Facility Identifier (For Future Use)
 - Facility Type (For Future Use)
 - GMT Time
 - GMT Offset
 - GPS Latitude
 - GPS Longitude
 - IMpb Compliance Status
 - Address Standardized (Standardized, Invalid, Original)
 - Posting Date
 - Posting Time
 - Barcode Input Method (Is only provided - If the event comes from the following source MDAS, Surface Visibility or POS)
- New Shipping Services File 1.7 and 2.0
 - The following documents the differences between the 1.7/2.0 Shipping Services File and 1.6 Shipping Services File
 - Detail Record 1
 - Customer Reference Number 2 (New field for future use)
 - Recipient Name (Field moved from D2 record)
 - Delivery Address (Field moved from D2 record)
 - Ancillary Service Endorsement (New field for future use)
 - Address Service Participant Code (New field for future use)
 - Key Line (New field for future use)
 - Return Address (New field for future use)
 - Return Address City (New field for future use)
 - Return Address State (New field for future use)
 - Return Address ZIP Code (New field for future use)
 - Logistic Mailing Facility CRID (New field for future use)
 - Version 1.7 - Fixed Length
 - Version 2.0 - Pipe Delimited
 - Provides a solution for electronic/manifesting customers to submit US Customs information electronically.
 - Customs information provided via new Detail 3 and Detail 4 records
 - Allows international customers to use eVS for payment

- Allows customers to include the original label number for pieces that have been over labeled
 - The following documents the differences between the 1.7/2.0 Shipping Services File and 1.6 Shipping Services File
 - Header Record 1
 - Mailer ID Field (New field)
 - Container Record 1 (Delayed to future phase)
 - 6 New Fields
 - Detail Record 1
 - Removal Indicator (New field for future use)
 - Over label Indicator (New field for future use)
 - Original Tracking Number Barcode Construct Code (New field for future use)
 - Original Tracking Number (New field for future use)
- IMpb Mailer Compliance
 - An IMpb compliance mail piece will be an IMpb barcode, will have been manifested to USPS on a Shipping Service File Version 1.6 or higher, and will have either a destination delivery address or ZIP+4 associated with the mail piece.
 - USPS is implementing new functionality to track which mailers are in compliance and which mailers are not in compliance.
 - Mailers can submit a request to USPS for an exception to the IMpb compliance rules.
 - IMpb compliance validations will be done at the mail piece level.
 - New Warning messages will be in the Confirmation Error/Warning file if the mailer's mail piece is not in compliance:
 - Message: Shipping Services File Version 1.(x) not valid
 - Message: Barcode Format – Not IMpb
 - Message: Destination Delivery Address or ZIP+4 not included
 - Mailers with an approved exception from USPS will not see the messages in the Confirmation Error/Warning file.
 - Non-compliant Mailers will not receive their discounts.
 - New eVS and non-eVS Metric Report
- Event Code 14 Implemented
 - Will be fully described in an upcoming Postal Bulletin
 - 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 or requiring signature
 - 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' (includes extracts)
 - Carrier application will not change – 'Attempted' will still equal 'Notice left'

- Event Code 14 was used for Hold For Pickup – has been disabled
 - Arrival at Unit scan will trigger Hold For Pickup notifications to customers
 - Benefits
 - Response to customer suggestions and complaints – stronger, less ambiguous
 - Can be expanded to other alternate delivery concepts in the future
- Label Ordering Process Update
 - IMpb Preprinted labels available for popular products and service combinations
 - Order by calling USPS 1-877.264.9693, Option #1 (Technical Support)
 - Orders will be shipped within a week.
- PUB 199 revision – Lean and Mean
 - Streamlined language
 - Redundancies and obsolete references removed
 - Additions
 - PUB 109 (Privately Printed Labels) is being absorbed into PUB 199
 - IMpb information
 - SSF 1.7/2.0 information
 - Updated STCs
 - HQ Team of seven will finish next week and send for clearance

eVS Status – Vicki Bosch

- Release Updates
 - 2013 Planned Release Schedule
 - 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: 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.
- 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
- Proposed eVS: July 14, 2013
 - 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
 - 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.
- Publication 205 Updates
 - Currently Available on RIBBS
 - Updated Publication 205 – January 28, 2013
 - Updated List:
 - Service Type Codes for IMpb – Feb. 1, 2013
- Reconciliation Process
 - March Posted Adjustments presented in an April calendar
 - Mailers have until the 10th of the following month
 - to provide files to pay for any manifest errors or unmanifested packages
 - to dispute any pending adjustments for the previous month
 - Adjustments are scheduled to be performed on the 21st of the month for the previous month
 - If customers dispute the adjustments due – these must be resolved within 90 days after the due date or we will escalate
 - For example - March Adjustments due April 21, must be resolved by July 21 or escalation will occur
 - Escalation process for adjustments that cannot be resolved by 90 days after due date
 - Escalate internally to VP level
 - Escalate externally to VP level
- 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

Action Item Review

Questions / Comments

Action Items

Next meeting scheduled for *Thursday 4/11/2013 at 3:30pm.*