

IMpb ACS & IMpb ACS with Shipper Paid Services

Task Team #20 Product Introduction

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- **IMpb ACS is available for:**
 - **First Class parcels ***
 - **Parcel Select**
 - **Package Services**
 (including *Library Mail & Media Mail*)
 - **Standard Mail® & Parcel Select Lightweight**
 - **Bound Printed Matter**
 - **Standard Post**



* Priority Mail parcels are also eligible, but if UAA they are often forwarded or returned manually, preventing the creation of electronic ACS.

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Q: Will the Traditional ACS Participant Code still need to be printed on the parcels in case the barcode isn't readable?

A: There is no restriction, but there may be a risk of getting one of each ACS type if a parcel has to be processed twice.

Q: Is there a reason a different Participant Code is needed for under and over a lb? It may be beneficial to eliminate that delineation.

A: At this time the MID used in the IMpb is class specific, but we are looking into ways we can work around this and open it up to all classes.

Ancillary Services available for *IMpb ACS* (without SPS)

- **Address Service Requested**
 - ACS on Forwarded Parcels – forwarding postage collected from *addressee
 - Return postage collected at *return address (no ACS)
- ***Address Service Requested (Option 2)***
 - *ACS on Forwarded Parcels – forwarding postage collected from *addressee*
 - *ACS on Returned Parcels – return postage collected at *return address*
- **Change Service Requested**
 - ACS on all UAA Parcels – mail piece is discarded
- ***Return Service Requested (Option 2)***
 - *ACS on all UAA Returned Parcels – return postage collected at *return address*

* Calculation of postage due performed by the delivery Post Office.

NOTE: Information in *GREEN Italics* indicates NEW services available

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- **IMpb ACS with Shipper Paid Services (SPS) is available for:**
 - **Parcel Select**
 - **Package Services**
(including *Library Mail, Media Mail*)
 - **Standard Mail® & Parcel Select Lightweight**
 - **Bound Printed Matter**
 - **Standard Post**



9205 5912 3456 7800 0615 00

NOTE: Shipping Services File 1.6 or later is required to receive SPS

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Shipper Paid Services is not needed for Priority Mail or First Class Mail parcels at this time.

- **Shipper Paid Services may include:**
 - **Shipper Paid Forwarding (SPF)**
 - The Standard Mail/Parcel Select Lightweight and Package Services/Parcel Select mailer pays forwarding postage for parcels that have been redirected to the new address
 - Forwarding postage is based on the OLD address and the NEW address in the COA data.
 - **Shipper Paid Return (SPR)**
 - The Standard Mail/Parcel Select Lightweight and Package Services/Parcel Select mailer pays return postage for parcels that have been returned to the sender.
 - Return postage is based on the OLD address and the RETURN address on the parcel.
 - **Both SPF and SPR**
 - Forwarding or Return is dependant on the reason for UAA, and the ancillary service requested.
 - The Standard Mail/Parcel Select Lightweight and Package Services/Parcel Select mailer pays either forwarding or return postage for UAA parcels

NOTE: Shipping Services File 2.0 will be required to receive SPR services

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Shipper Paid Services is not needed for Priority Mail or First Class Mail parcels at this time.

Ancillary Services for *IMpb ACS w/ SPS*

- **Address Service Requested** (*Option 2 with SPS*)
 - ACS on Forwarded Parcels - forwarding postage collected from shipper *
 - ACS on Returned Parcels - return postage collected at return address
- **Address Service Requested** (*with SPS*)
 - *ACS on Forwarded & Returned Parcels – forwarding and return postage collected from shipper **
- **Change Service Requested** (*with SPS*)
 - ACS on Forwarded Parcels – forwarding postage collected from shipper *
 - ACS on all Nixie and not-forwardable UAA Parcels – mailpiece is discarded
- **Return Service Requested** (*with SPS*)
 - *ACS on UAA Returned Parcels - return postage collected from shipper **

* Forwarding & Return Postage & Fees are calculated at the NCSC using the OLD and NEW address from the COA and the mail class from the manifest data. The Additional Service Fee is added to forwarding and return postage for Parcel Select mail. Postage & fees are included on the Shipping Notice provided with each fulfillment and will be added to the next ACS monthly invoice.

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Green/italics font indicates NEW service available.

- PTS customer manifest files will be used to retrieve valuable IMpb and parcel data that will be used to determine Shipper Paid Forwarding and Return postage and fees that are charged to the mailer in their ACS invoice.
- Shipping Services has included some valuable fields in Shipping file version 2.0 that were requested specifically for IMpb ACS in 2011:
 - Recipient Name and Address
 - Ancillary Service Requested for that Parcel.
 - Participant Code and Keyline
 - Return Address
- The new IMpb also will include the routing information (5 or 9 digit ZIP Code) that will minimize keystrokes in the CFS unit when the UAA parcel is processed.
- Address Management will invoice and collect for IMpb ACS and IMpb ACS with SPS.
 - Detailed invoice will be provided
 - Able to accommodate **BPRS** and other pricing variations (if needed).



- **The Service Type Code used in the IMpb has no affect on the ability to request ACS or ACS w/SPS.**
 - The shipper must print the endorsement desired on the parcel.
 - *The PRINTED endorsement may trump the IMpb ACS MID Profile endorsement if there is a conflict.*
 - “Electronic Service Requested” may be printed if a specified ancillary service is identified in the IMpb ACS Profile and that service will always be desired.

- **How will we know the weight and mail (sub) class of the parcel?**
 - Shippers that currently manifest their parcels include this information in their shipping documentation. A shipper that does not provide electronic shipping documentation will not be able to use IMpb ACS w/SPS.

- **How do we know the documented weight is correct?**
 - **Require eVS** as a prerequisite to participate.
 - **Passive Adaptive Scanning Solution** for non-eVS parcels

Address Service Requested, Return Service Requested, and Change Service Requested will provide IMpb ACS w/ and w/o SPS, however if you print Forwarding Service Requested, then ACS is not provided and SPS are unavailable.

- **How can Address Management get a copy of the Shipping Manifest?**
 - Use an existing resource to obtain manifest data to avoid asking the shipper to send their documentation to the USPS twice.
- **What if the IMpb is not on included on the manifest?**
 - Surely this NEVER happens!! But if it does, we will attempt to match to a shipping file for **35** days.
- **What if the IMpb is not found within the **35** days?**
 - Address Management will send the shipper a message with the IMpb data and will require a response within a specified number of days. If they do not respond in time, they will be charged according to either:
 - The **AVERAGE** Weight based on the other parcels received for that billing period
 - OR...
 - the **MAXIMUM** Weight allowed for that mail class if an average cannot be determined.

Q: Regarding the scenarios of missing IMpb data, you mention the average weight for the billing period could be used, but what about the zoning? And what about the type of endorsement – e.g. would the cost and handling of Address Service Requested, Change Service Requested or Return Service Requested be the default? Perhaps this is part of the TT discussion and we should add those as bullet points to address.

A: I think the zone would still need to be used... we get that from the COA data (or the return address).

- **What if the ACS notice is generated AFTER the 35 days?**
 - Surely this NEVER happens!! But if it does, Address Management will keep the manifest data for a longer period of time **(to be determined)** and will match the IMpb data to the IMpb on the older manifest.
 - **What if the IMpb is duplicated in a later manifest?**
 - Very good question! We **should still have all of the manifests**, so we will have to watch for this situation to occur to decide how we will deal with it.
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- **ACS Notice Challenge:**
 - The NCSC will fulfill and charge for the ACS notice immediately, however if the IMpb cannot be matched to a manifest during that billing period, the forwarding/return postage may not be charged until the NEXT available invoice.
 - How do we tell the shipper when this happens?

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Duplicate IMpb: If they're the same weight, it shouldn't be too much of an issue!

Additional Challenge: Do we need to create a report (similar to the Shipping Notice) to identify those IMpbs that were fulfilled on a previous fulfillment, but will be charged later?

- **What if the weight of the parcel with that IMpb is found to be incorrect?**
 - Surely this NEVER happens!! But if it does, Address Management will include the Variance Report in the process used to calculate the forwarding or return postage. The shipper will be charged appropriately for **ALL** parcels that contain that specific weight on the manifest.

- **What if an IMpb ACS REQUIRED field in the shipping file is blank?**
 - Address Management will send the shipper a message with the IMpb data and will require a response within a specified number of days. If they do not respond in time, they will be notified that their participation in IMpb ACS with SPS is at risk. Then they will be charged according to either:
 - The **AVERAGE** Weight based on the other parcels received for that billing period
 - or...
 - the **MAXIMUM** Weight allowed for that mail class if an average weight cannot be determined.

- Required to certify (or re-certify) their barcodes and files.
- Must include the ZIP Code in the IMpb (9 digit preferred, 5 digit allowed).
- Register the Mailer ID used in the IMpb for use with IMpb ACS or IMpb ACS w/Shipper Paid Services.
- Print an ancillary service endorsement on their parcels.
- Must present a manifest if Shipper Paid Services is desired.
- Use the Shipping Services File Record Version 1.6 or later for services that include Shipper Paid Forwarding. Specific fields will be required.
- Must register their “Return Address” to use Shipper Paid Return. Specific fields will be required. **(Version 2.0 will be required for SPR when released).**
- Respond timely to reports of missing or incorrect IMpb information in the shipping file.

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PTS customer manifest files will be used to retrieve valuable IMpb and parcel data that will be used to determine Shipper Paid Forwarding and Return postage and fees that are charged to the mailer in their ACS invoice.

Shipping Services file version 2.0 has included some valuable fields in that were requested specifically for IMpb ACS:

Recipient Name and Address

Ancillary Service Requested for that Parcel.

Participant Code and Keyline

Return Address

The routing information (9 digit ZIP Code) will minimize keystrokes in the CFS unit when the UAA parcel is processed. The 5 digit... not so much.

Address Management will invoice and collect for IMpb ACS and IMpb ACS with SPS.

Detailed invoice will be provided

Able to accommodate **BPRS** and other pricing variations (if needed).

Q: Regarding the Shipper Paid Return option on page 11, is there a target date for that to be available?

A: I'd like to make it available in July, but we need to figure out how to

- **IMpb damage will prevent IMpb ACS.**
- **Parcels will be forwarded as often as needed to reach the addressee, and sometimes they are forwarded and then result in a Nixie.**
- **ACS will be created for ALL UAA IMpb parcels scanned as undeliverable in CFS or RFS if the printed endorsement is present and the MID is registered for IMpb ACS or IMpb ACS with SPS.**
 - **If the MID in the IMpb data is registered for IMpb ACS with SPF, the change of address or reason for nondelivery will be provided to the shipper electronically. The parcel will be forwarded or returned appropriately according to the printed ancillary service endorsement printed on the parcel and postage and fees will be charged accordingly.**



In other words, if ACS or SPS is not desired, you will need to remove the printed endorsement and use a DIFFERENT MID.

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Q: What is RFS?

A: RFS stands for Remote Forwarding System. It is an application under development that will allow delivery unit personnell to access the same software and data that the current CFS (Computerized Forwarding System) uses today. The only difference you will notice is that the forwarding or return label applied will be WHITE and

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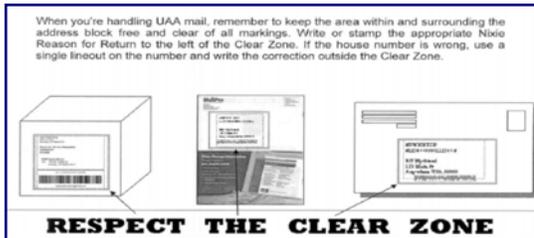
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will be printed horizontally on the side edge of the label.

Delivery and Retail / Post Office Operations.

- Identify UAA parcels
- **SCAN!**
- Send ALL UAA parcels to CFS
- “Respect The Clear Zone” on UAA parcels
- Recognize Shipper Paid Services CFS labels
 - Forwarding Postage Paid by Mailer
 - Return Postage Paid by Mailer
- **Use RFS, when available, to process UAA parcels.**



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Q: Re: the processes described on page 13 – those are no different than today, correct?

A: this is the existing process (except for RFS, which is a future application currently in test in 3 NOVA offices).

Q: What is RFS?

A: RFS stands for Remote Forwarding System. It is an application under development that will allow delivery unit personell to access the same software and data that the current CFS (Computerized Forwarding System) uses today. The only difference you will notice is that the forwarding or return label applied will be WHITE and

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will be printed horizontally on the side edge of the label.

CFS Operations

- Scan the IMpb when processing UAA parcels (ver. 4.0)
- Use the 9 digit routing code to retrieve COA information from that address.
- If the MID in the barcode is registered for IMpb ACS or IMpb ACS w/ SPS the parcel will be forwarded or returned according to the ancillary service endorsement printed on the parcel or in the IMpb ACS profile (ESR).
- The CFS label will indicate when postage must be collected or if paid by mailer.



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Q: Re: page 14, what takes precedence in the event the ancillary service endorsement on the parcel and in the IMpb ACS profile differ?

A: The printed endorsement trumps the IMpb ACS profile if there is a conflict. With ESR, there is no conflict, unless the MID is not registered for IMpb ACS.

Q: What if an ACS-related endorsement is used, but it's not the same endorsement that is in the IMpb ACS MID profile? What will happen?

A: If it is set up for IMpb ACS (without SPS) then you will get ACS as long as the mail class matches the setting.

A: If it is set up for IMpb ACS with SPS, then the parcel may get SOME SPS services, as long as the mail class matches the setting. I am working on a table that will identify what services will be available for specific MID Profile settings, just by changing the printed endorsement. This table will also let you know what will NOT be available with that MID Profile setting.

NOTE: Once a MID is set up for SPS, then SPS may be 'assumed' whenever that MID is used!

On the other hand, if the MID is NOT set up for SPS, then you will NOT be able to get SPS unless you change that setting.

- Helps to minimize “Refused” postage due parcels.
- The ACS notice will be fulfilled to the mailer within 24 hours of receipt of the ACS data transmitted from CFS.
- No longer required to ‘crowd’ their address labels with Traditional ACS information.
- The addition of Shipper Paid Return (SPR) services will help parcel shippers efficiently manage the cost and productivity associated with returned parcels.
- The ACS shipping notice provided with the ACS fulfillment file will include accumulated forwarding or return charges for the fulfillment records provided in that shipment.
- The monthly ACS invoice will include the accumulated postage charges, plus the address correction and additional fees as appropriate.
- The ACS Shipping Notice and Invoice will also be provided in a data format, allowing for ease of monthly reconciliation.
- Billing via Address Management (**CAPS will be available in the future**).

Q: Regarding the last bullet, the UAA and Refused scan events that are reported through PTS don't include any CFS site scans but will with the IMpb ACS option, correct? But doesn't that mean the current UAA and Refused PTS scans are from carriers or the delivery units and the CFS scans would essentially be duplicates of those?

A: ACS provides additional UAA Reasons to the mailer, but in some cases, the same information will be provided via ACS as was provided via PTS/Scanning.

1. Parcel mailers have historically expressed concern about the inconsistent methods the USPS uses to charge for forwarding and returned parcels (Ref: MTAC Work Group 147).
2. The shipper will be able to use an existing process to send their file to the USPS and there will be no need for them to transmit the file again so it can be used for IMpb ACS with SPS.
3. Provides a means to avoid over-labeling for Traditional ACS shippers who have do that if data such as the actual weight or mail class conflicts with what is in the printed keyline.
4. Return postage to be paid through improved, more user friendly, ACS generated invoices rather than via a postage-due account.
5. Shippers have an opportunity to automate the posting of “Returns” to the customer accounts based on the ACS Notice.
6. **We are considering the ability to provide shippers with the keyline information from the * manifest (similar to the process that exists for Full Service ACS).**
7. The IMpb ACS data provides shippers information essential for strategic business decisions.

5. Manual returns or hardcopy notices should still be expected. Therefore, relying only on the ACS notice as the only means to provide credits to customers would result in some being missed.

6. The keyline cannot be retrieved from the IMpb ACS parcel. This is only possible with Traditional ACS. If this form of keyline option is made available with IMpb ACS the shipper must be sure to report the correct keyline for that mailpiece and IMpb in the manifest. The shipper will get the keyline that is provided in the manifest for that IMpb.

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Bullet #5 - However, the reliability needs to be proven. For example, we can't rely on this today knowing that many Change Service Requested parcels end up back at the returns center rather than being discarded at the CFS site. Relying on the ACS notice would mean that return credits to customers would be missed. But this would be ideal!

- **The shipper will get the new address for the customer.**
- **The addressee will not have to pay forwarding postage.**



