

MTAC FAST UG 3

Face-to-Face

02.19.2015

Action Items

Action Item	Owner	Date Due
USPS to look into the ability of the SV scanner to read tray barcodes and link them back to job. This may be possible with the next version of SV. This is a potential solution to illegible 99M barcodes and would be a quicker solution than calling the Helpdesk	USPS	TBD
In regards to the issue of leaving unused pallet records in eDoc, USPS will look into if there are easier ways to provide an update (correction file), which would be easier than cancelling a Mail.dat file and having to re-upload it	Industry/USPS	TBD
Provide a deer dive on the co-pal issue (originator generating USPS placards for co-mail/co-pal). USPS to double check the functional list to see if one could ignore the rest of the barcodes in the eDoc because USPS would know that the original eDoc is copal. USPS to ensure that if the barcodes are the same they are not considered duplicates	USPS	TBD

Agenda

- **Roll Call + Review Meeting Minutes**
- **Introduction to FAST UG 3**
- **eInduction Updates**
 - **Status**
 - **Non-SV Expansion**
 - **Background**
 - **Updates**
 - **Misship at non-SV sites**
 - **Common Reasons for Unscanned Pallets**
- **Wrap-up: Questions & Action Items**

Reference Material: FAST_UG3_02192015



FAST UG 3
Face-to-Face Slides 0

Attendees

- Allan Kramer
- Alvin Serrano
- Anna Klein
- Bill Yusavage
- Chip Brown
- Craig Howles
- Danielle Aleman Rojas
- Danielle Krohn
- Dave Meyers
- Deb Williston
- Denise Revell
- DeWitt Crawford
- Don
- Doris Norman
- Ed Dougherty
- Frank Montemayor
- George Papadopoulos
- Gloria Alton
- James W
- Jim
- Joseph Szmazdzinski
- Jeffrey Stickel
- Kathy Clark
- Melissa Scheidler
- Miguel Barriga
- Monica Lundquist
- Nancy Mai
- Prat
- Rebecca Cabrera
- Shannon Marceau
- Shawn Baldwin
- Shawn Taylor
- Seb
- Thomas Loidolt
- Watt Bryan
- William Lundy
- Bob Rosser
- John Pork (*spl)
- Charley Howard
- Tasa (*spl)
- Brisk Thompas (*spl)
- Deb Demore
- Steve Smith
- Kevin Elkin
- Kim Mox (*spl)
- Adam Collinson
- Mark Colby (*spl)
- Steve Krejcik
- Ammar Zakeillueh
- Lance Bell
- Kevin Bray
- Kelly Lorchick
- Jesse Davidson
- Brad Lammers
- Cliff Pannella
- Daniel Myrum
- Linda Gustason
- Michele DeGuido
- Richard
- Robert Weismiller
- Sue Schwarz
- Tad Wolfe
- Veronna Hudson
- Ed Wanta

Notes

Roll Call + Review Meeting Minutes

- Meeting minutes have been posted to MITS
- Previous Meeting: Reviewed Barcode Symbology Errors and Common Mailer Reasons for Un-scanned Pallets

Introduction to FAST UG 3

- Initially, User Group 3 focused on FAST related issues left open with the sun-set of eInduction Work Group 138 on November 20th
- **Open Issues:**
 - Implementation of IMDAS scanning solution at all non-SV USPS facilities (including DDUs) on January 26th
 - Continued monitoring of eInduction expected volume growth
- *The mission of the FAST User Group will be to address and resolve issues identified and to define and review improvements in functionality across the FAST system as well as drop ship acceptance issues at the facility level. The FAST User Group scope of focus will include but not be limited to; Einduction, Mail Direction, Facility Acceptance, CSA, FAST Help Desk and FAST system/application. The User Group will create ad hoc subgroups to address specific issues as necessary*

eInduction: Status

- eInduction adoption remains below 35%. Over 131 mailers and 234 sites on boarded

eInduction: Non-SV Expansion

- USPS fully deployed scan based eInduction at all non-SV USPS facilities (including DDUS)

- Every USPS facility has the ability to do scan based acceptance of mail and the Postal Service encourages the mailing industry to join eInduction
- USPS noticed a 50% reduction in the time it took to induct the mail
- If a mailer knows they could off load the mail quicker, the mailer could schedule more appointments with one truck. eInduction also reduces the clutter at the dock
- The Postal Service expanded scan based acceptance at all postal facilities. The scanner is not an SV scanner, when we scan the barcode it is what we see
- The barcode on the pallet is key. It is key that whatever is in the eDoc matches what we scan
- From an operations perspective, if they knew how much mail then mailers could be better scheduled. Everything is related to the information mailers provide us and that is why USPS went scan based
- There is no misship validation at the dock as there is no wireless connection. USPS has seen little impact regarding misshipments to non-SV sites
- The only errors were related to *PostalOne!* process such as the scanner configuration and USPS is working with the sites to correct these issues
- USPS encourages mailers to onboard. For the first 3 months USPS will report misships to non-SV sites but will not assess. USPS wants the data flowing correctly and wants the process stabilized so as to not unfairly assess the mailers
- **Q:** How many sites have issues with scanner configurations?
 - **A:** the IMDAS Scanner has limitations. USPS has to have a zip code and a postal finance number to match to find the right locale key. The locale key is a physical location and is where the mail is entered. Some facilities are collocated and have delivery and mail processing occurring at the same location. These locations tend to use phantom zips which are not in the mail direction file (MDF). As a result USPS cannot match the locale key. As of right now we do not have sites we can say that they do not have the correct configuration. That is not to say that we still have sites using the wrong scanner. We work closely with operations regarding this
- **Q:** Does this explain a lack of scans for those sites?
 - **A:** Not 100%. USPS still has process compliance issues and SOX is out doing tests at sites. There are individuals who think you use the scanner only for eInduction loads but we want them to use the scanner for every drop shipment

eInduction Background: Onboarding



- USPS has a process in place and is looking for customers to onboard. The biggest reason for mailers not onboarding related to the non-SV sites. Once a mailer completes the above process then the mailer can start submitting files as eInduction

eInduction Background: Continuous MID

- For mailers in a continuous environment, one has to have the Mailer ID flagged as eInduction (the Mailer ID in the barcode of that container)
- Are you a “continuous” mailer?
 - Do you dispatch First-Class mail prior to job completion?
 - Do completed mailings arrive at the entry location within two hours of postage finalization?
- Register MID as “continuous”
 - Continuous allows eInduction containers/pallets to receive an Accepted scan prior to postage finalization at any USPS facility.
 - All containers accepted under a “continuous” MID are subject to post induction validations.
- **Q:** So the MID that needs to be registered is the Mailer ID that is the barcode on the 99M pallet placard?
 - **A:** Yes
- Once a mailer registers MID as continuous the mailer will get an accepted scan. There is nothing on the dashboard. USPS reads the barcode and accepts it and then does a post induction validation
- At the end of the deck there are screen shots of continuous MID submission
- If a mailer uses a Continuous MID it is post induction verification so one could be subjected to additional postage

eInduction: Updates

- Torn/Illegible Barcodes w/ no 8125s

- Requirement: 99M Intelligent Mail container barcode (Imcb) must be intact.
- Damaged, illegible, or unreadable barcodes (barcodes that can not be manually entered into the IMD) must have an 8125/8017
- If torn and illegible USPS cannot:
 - 1) scan the barcode
 - 2) provide the Helpdesk the Human Readable
- Result: Containers with illegible barcodes not covered or resolved by the 8125/8017 are returned to the Driver for Correction
- **Q:** How often does that happen?
 - **A:** We hear about it frequently. For example we saw at Brentwood that when pallets are stacked they are wrapped so that the barcodes on the inside and the shrink wrap on the pallet would have to be cut

eInduction: Misship at Non-SV Site

- **Q:** How does the Postal Service handle accepting a pallet at non-SV sites when a mailer selects Accept_Misship = "N" and that pallet is misshipped?
 - **A:** A mailer has the option to flag Accept_Misship = "N" but at a non-SV site we will scan and accept those pallets
 - USPS is capturing this Post Induction, like a continuous mailer
 - When the appointment arrives, we should be able to know. The driver should provide what should be coming off the truck and there should be separation between what is offloaded
 - We need an appointment and the number of pallets coming off. Hopefully there would be a BOL
 - At non-SV sites we are simply scanning and capturing the barcodes
- **Q:** Going back to 99M illegible barcodes, what kind of down time cost is there? Does it cost us in terms of delays?
 - **A:** From our observations from the pilot we did have a load with a missing placard. We did everything to identify the load and called the Helpdesk. It took us an extra 15-20 minutes
- **Q:** Can the scanner read tray barcode?
 - **A:** No. There is an informed VIS but is there a lookup to keep mail moving. Steve Dearing's group is using that for all sort of things (here is the tray and you will see the nested 99M). If one takes a look at the mail out there they are going for the lowest rate; that is the majority rule
 - **Action:** Look into this down the road. Can a scanner read the tray code and be able to link it back to a job. One would use the logic on the backend. It is a lot easier than calling the Helpdesk. It could work at all sites as long as one can take tray barcode and ping it against a database. At non-SV sites, all the scanner does it take the barcode and cradle it
 - When we get to the next version of SV that may actually work
 - **Action:** Talk to SV about tray barcode scans. We have the ability on Full Service and we have the specifications at non-SV sites

Barcode Symbology

- Barcodes with errors used USS-128 barcode symbology
- IMcb spec requires a GS1-128 symbology
- Lag in defect detection:
 - SV scanners can handle either
 - IMDAS scanners cannot
 - Only became visible once Non-SV solution activated

- Check with software vendor/printer manufacturer if concerned
- In reaching out to customers we found had issues, we found that some were COD or International. The customers we reached out to received some EMIRs reports that the barcodes were unreadable. The information was out there but we were not seeing it. The non-SV sites get a small amount of our mail so it was not on our radar. It is not a vendor issue

Mail Quality

- USPS runs weekly reports. USPS is wavering from the low 80% to 90% range. USPS has not been able to push back over our 90% threshold and we are trying to figure this out as 10% of pallets appear to be unscanned
- Over 50% of them were standard letters, 7,100 were standard mail letters and 1,100 were first class. We think customers are combining the pallets and not preparing them correctly. Some of these are pallets we just did not scan and others we think we had issues with

Deeper Dive on Unscanned Containers

- We are looking at piece scans and are only looking at full service and mixed. We identify piece scans and are generous on that scanning
- If we cannot find a container barcode scan that is why it is on our report
- The key is that we need a denominator for a percentage
- We get data from the piece scans and therefore we know we have those containers
- The eInduction team has been going to sites and we found that for some containers, employees in the field say that they have not seen particular containers
 - A key issue is if pallets are consolidated at an end of the run (re-placarding). Other factors are where there may be container barcodes in the eDoc that we are not seeing
 - The main concern is that we are trying to fix pallet placards in an eDoc that are linked but are not showing up on the dock
 - We are starting to look if this will cause eInduction issues such as can we link back to pieces to make sure it is paid for

Consolidator Re-Placarding of Pallets

Process Description	1. eDoc submitter creates pallet and applies USPS placard; barcode is listed in eDoc 2. Consolidator takes pallet, replaces with their own USPS placard. Barcode is listed in no eDoc. 3. Pallet is accepted and scanned, pieces are scanned on MPE 4. eDoc submitter container barcode is flagged as unscanned
Resolution	Consolidators: Do not remove USPS placards if applied by the mail preparer <u>If Consolidators want Mail Preparers to use consolidator's IMcb:</u> <ul style="list-style-type: none"> • Please provide to mail preparer • Mail preparer will use consolidator's barcode in eDoc and on USPS placard

- The report is looking for the original piece. The placard that was scanned but not documented. It will end up in the undocumented bucket

- **Q:** Could it be in case of copal the original submission has pallet placards never used?
 - **A:** Addressed in two slides
- **Q:** The assumption or concern is probably about postage. Postage is validated by pieces and mailers are paying postage on the piece. So if there are extra pallets, if you have the piece (Seamless) if I didn't pay for the pallet I should see undocumented in Seamless, and if I see undocumented in Seamless then it is paid for
 - **A:** That is a good point. We do not overlap. If you have eInduction undocumented we do not do anything for that. There is no assessment
 - If you are a non Seamless mailer and the pallet goes to SV and has a different 99M barcode than what should be in eDOc, then the SV device will not have a record when it is scanned. If they do not have the barcode in the system they will scan (if it continuous MID). If it is non-continuous pallet it will be not expected. The Helpdesk will be looking at the barcode but if it is not in the eDoc or *PostalOne!* they will not be able to find it

Originator Generating USPS Placards for Co-Mail/Co-pal

Process Description	<ol style="list-style-type: none"> 1. Originator of co-pal mailing assigns IMcb to their pallets and applies USPS placard 2. Consolidator breaks pallet, performs co-pal/co-mail, assigns IMcb to new pallet 3. Pallet is accepted and scanned, pieces are scanned on MPE 4. Originator container barcode is flagged as unscanned
Resolution	Originators: Do not assign IMcbs and create USPS placards for co-pal/co-mail containers

- If the originator is creating a USPS placard and the consolidator does generate the second file that isn't an issue. We are going to check to make sure the originators 99M barcode is taken out and linked back
- **Q:** You know the original eDoc will be copal so couldn't you ignore the rest of the barcodes in that eDoc?
 - **Action Item: A:** That is where we are going to go next with this issue. This could be a simple fix.
 - Double check the functional list
 - **Q:** If they did put it in the original, would they be considered duplicates?
 - **Action Item: A:** If it was the same barcode it may be. We need to look into this. We're are going to dig into this deeper (copal issue)
 - USPS has 4 tracks we are taking and it gets down to mailer by mailer situation
 - If you look at the large mailers, their unscanned containers are evenly distributed across sites, we are getting closer to 95%
 - We look at mailers who do not have huge jobs, but everything they did in a week or job was not getting scanned. It is still a mailer by mailer situations

Leaving unused pallet records in EDOC

- MLOCR situation

Process Description	1. Presort program or MLOCR creates pallet records and IMcb in eDoc 2. Pallets are consolidated after production, eDoc not updated 3. Pallet is accepted and scanned, pieces are scanned on MPE 4. Unused container barcode is flagged as unscanned
Resolution	When pallets in eDoc are not shipped, please remove pallet record from eDoc

- USPS should explain this to MLOCR vendors
 - **A:** USPS is talking to this topic at NAPM
- **Q:** To make it easy for mailers or machine vendors to actually deal with this, some of the challenges are when do you know we used for example, A and B pallets over C and D pallets for a set destination. One question is if there is an easy way such as a transportation update, or if a mailer could send USPS the correction file after the fact that says “hey it is finalized, but allow us to correct it and here are the 99Ms.” Then the USPS could subtract this. This would be easier adoption than cancelling Mail.dat and having to re-upload it, which USPS does not want
 - **A:** There are many ways to update this
 - **Action:** USPS to look into the easiest way to update the options for the vendors. USPS will take comments and will provide updates regarding this
 - If a mailer is dealing with a list job and multiple physical pallets and for some reason you do not need them all, you need to move the trays from the pallets not used to the pallets used. You are able to do that
 - There is a feature in Mail.dat to create logical pallets every time when you have two physical pallets going to the same location (same presort). CSA separation number by localizing the pallets you just have to scan. It also fixes problems with nesting in Seamless (if you have wrong tray on wrong pallet) once you logicalize
 - When logicalization: the only way to do it with flats is flat tubs

Open Items

- Item # 1: In terms of error data we will not look at January (before non-SV). For February, March and April we will start looking at error data closely for post induction errors specifically at non-SV sites, which will give us insight into the smaller mailers (1 or 2 misshipped or zone errors is enough to put them over thresholds). There could maybe be a default to have a minimum number
- Item # 2: Demonstration on a level set of all reporting options available to FAST schedulers, MSP providers and mail owners
- Item # 3. Future discussion on the deep dive on multi-stop appointment business rules and the appeals process for verification errors from multi-stop shipments
- Item # 4. Deep dive on eInduction Zone Verifications and the differences with the Entry Point Discount (EPD) verification
 - Numeric Zone
 - When we talk about periodicals and package services for BPM you have zone rated pricing. We have been working with *PostalOne!* on this and have had a deep dive

- For zone pricing, there are certain lines on the postage statement where you claim zone and it goes in the eDoc zone field. There are numeric zones. It is distance based pricing across the board
- There are non numeric zones that relate to entry discounts for the packages. The way we do the verification in the deep dive for the number zones is to look at where the container is dropped off and the entry point and then to calculate it to the container destination in the eDoc. For example, if a piece is going to CA that is zone 8 or 9, but if you take pieces on the tray to St. Louis = Zone 3. If everything in the eDoc is zone 3 you are good, but if there are pieces on that tray for zone=1 that is where the numeric portion would fail
- **Q:** DMM provides for a certain number of pieces out of area for a drop shipment, will you have a threshold on the out of area, equivalent to DMM?
 - **A:** There is no need for a threshold because they are not claiming discounts
- If you are doing origin mailings then misshipped and zone rates do not apply
- Non Numeric Zone
 - If one is claiming non numeric zones (DSCF, DDU) we are going to look at this the same way as entry discounts. There is a check to see if it is at the correct facility and then we check to see if the claimed DSCF is right
 - It is basically when that information is recorded in the zone field versus the entry discount field
 - Recently: if you have a zone rated pallet then you have zone rated pieces/periodicals. There was a case where pieces were DSCF (zones 1-8) when we did the validation. You have to look at the numerical zones and they claimed a 4 but took it to a 5
 - We had to look at pieces claimed at the DSCF and the SCF was valid for that portion of it. USPS is working on the slides
 - There are specific questions on the shipping summary report on how appointments show up. We have been working with *PostalOne!* and FAST
- Item # 5: Find a special case regarding how the Postal Service finds the discount level (potentially at a collocated site) and pull a drop site locale key reference to provide to the group
 - In looking at the reports you have a group of scans. They need to be grouped by appointment ideally, and if it is possible to add the job it will help to associate
 - If we have a problem we are going to use this report to trouble shoot problems, and the way it is now is tough to tell what to look at for the container. We need to clarify this
 - What we will do is to take issues in *PostalOne!* and FAST and take it to the reports group and the FAST UG 3 with anything we are doing for the shipping summary report
- **Q:** Will you address the issue with container scans at final point of entry?
 - **A:** There have been issues where reports are showing the most recent container scans and there have been some tweaks in R40 to fix this
 - If you are still seeing issues then we need to look (this applies to reports and validations)
- **Q:** In one of the prior slides (undocumented seamless mailer= no charge), does the same apply for duplicate container?
 - **A:** It does not yet. We are working on that change. We have come to realize there are two sides of the validation: is it paid for and is it paid correctly
- Item # 8: Update on ALM item for the Shipping Summary Report scheduled for April Release. It is a correction to show eDoc facility and scan facility

- Shipping summary report prior to R39 showed entry point zip and we wrote a requirement to add additional fields. We excluded the two fields and are adding them back in
 - Item # 6: Send the MDF/Labeling List Effective Dates files to the group. If possible, include effective dates in April release
 - Send the MDF/Labeling List Effective Dates files to the group. If possible, include effective dates in April release
 - **Q:** Out of curiosity regarding the distribution of mail direction file, will USPS marry up the implementation dates? We have a change for parcels in New York. If the MDF list comes out for April and is being used April first, then the changes would not be in effect until the 18th, and mailers could be utilizing the correct mail direction file.
 - **A:** USPS will have to make onsite changes and move the mail from an Operations side
 - **Q:** How is that communication going to the mailers? It isn't visible unless there is direct communication between local operations and mailers
 - **A:** Operations will take this as a take ways. In those local sites where the changes might not match up exactly we will try to get the information out at these sites
 - **Q:** Is there a possibility that everyone within the networks are aware that a change is coming. FAST knows this change is coming etc., so all the data elements are aligned so there is no discrepancy. FDB and FAST are not linked. If everything is saying different things then there are things we need to do. All impacted data elements should be in-sync so there is no confusion when the data goes to the mailers
 - **A:** Operations: for our systems internally we do cross checks to make sure systems are communicating
 - Mailers want a discussion around the ad hoc changes in NY. It may be a one off issue but there needs to be a discussion
 - **Q:** What location are you referring to?
 - **A:** They are taking parcel zips out of FDR and moving to Logan Station. Action: Operations taking this location
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Wrap-up: Questions & Action Items

Meeting Summary and Major Outcomes

- Introduction to FAST UG 3
- eInduction Updates
 - Status
 - Non-SV Expansion
 - Background
 - Updates
 - Misship at non-SV sites
 - Common Reasons for Unscanned Pallets

Next meeting

- March 4th 3:00-4:00PM
-