

**Mailer Technology Advisory Council (MTAC)**  
**Meeting Report**  
**10/21/2015 12:30 PM - 1:30 PM**

**USER GROUP 4 (UG4) SESSION**

**AGENDA**

- 1) rIMb (93) issues
- 2) Logical Delivery Events
- 3) Update on IMb Tracing – status of new BPM and Reply Mail STIDs
- 4) MTAC In-Person Meeting Planning
- 5) AOB

**DISCUSSION POINTS**

The purpose of this meeting is to provide an ongoing forum to facilitate communications between the Postal Service and users, define and review improvements in process/production functionality and address and resolve issues.

**Update on IMb Tracing.**

- The performance group has made recommendations, and measures are being put in place.
- BPM STIDs and Reply Mail STIDs have already been identified; coding will take a few more weeks to complete.
- New STIDs for non-automation IMb Tracing have been identified, and are going through the internal CCB.
- More storage is being added along with the new STIDs.
- The Application Team is working to program the STIDs. There have been no significant Issues with IMb Tracing since 9/13/15.
- A few modifications are underway that will be validated during the carrier route and firm bundle pilot for distributed events captured at the DU, to begin in 1-2 weeks, and run for a few weeks.
- USPS plans to post their data on a web location, and provide access through the Business Customer Gateway.
- Once IMb Tracing has been migrated - around the May-June 2016 timeframe - Logical Delivery events will be added. Piece level will be the initial release followed by Container, Tray and Bundle.

**rIMb (93) Issues**

- Feedback was received on UG4 regarding rIMb implementation, specifically related to the Scorecard. Kai Fisher explained ACS component and what's being done to address the ACS impacts.
- Speaker for this week: Heather Dyer provided an update on the payment aspect of undocumented pieces.
- Heather – Normally we would have a follow up PARS scan so we could automatically exclude pieces that go thru the PARS process from the undocumented reports.
- We are working with Engineering & Kai Fisher of NCSC to see why we are not seeing all of the scans we would need in SASP to exclude those pieces. The fix will not automatically exclude those pieces.
- Randy – When looking at undocumented data, how do we determine which pieces show up incorrectly? Will they all have a 93 barcode identifier?
- Heather – Yes, they would show up as a 93. These pieces would be excluded at the end of the month manual assessments; however the data will continue to appear in the reports.
- Angelo – Inquired whether the issue is linked to any scan or is it an exit scan that triggers it?
- Heather – Logic is in place to exclude any scan data immediately followed by a PARS scan, but a 92 record without a follow up PARS cannot be linked back to eDoc because the scan record is being sprayed on by Postal equipment.

- Sharon – Remarked this question was previously raised at the last MTAC meeting with Pritha. Members were told it was already being cared for and coded for. Is there another data flow issue?
- Heather – We do code for these types of scenarios, and are currently working through what exactly SASP is importing for scan information to devise an appropriate fix. Before we would go live with seamless or any automated assessments, all issues will be fixed.
- Judy – Requested the rIMb/PARS/SASP issue be addressed as an ongoing weekly action item.
- Randy – Questioned the number of mailers who reported undocumented pieces in October.
- Judy – Saw over 11M undocumented pieces suddenly in the current month.
- Heather – Pointed out that another issue exists in addition to that of the 93 rIMb. There are certain jobs where the pieces are supposed to be de-activated, and they are not. There’s an existing ALM that is due to be fixed December 15<sup>th</sup>.
- Heather – Offered to follow up with SASP and then reach out to Randy directly on his open PostalOne! ticket.

**Logical Delivery Events (LDEs)**

- The topic was introduced and group members provided the opportunity to ask questions about the previously presented slides on Logical Delivery that were sent out in advance.
- Judy – Had a question about how Logical Delivery events relate to the additional scan events that were on the timeline.
- Himesh – In IV slides there are “additional events made available” and then “delivery events” made available. Delivery events are referencing logical delivery events. These will be provisioned the same as piece level events. Ops codes have been assigned to them.
- Other events such as mail coming out of the DU and Bundle Visibility events will be provisioned towards the latter stages of the IV roll-out.
- The first priority will be to take existing functionality and move it into IV. IMb Tracing is the one with the highest usage today.
- It was clarified that the ‘Out for Delivery (OFD)’ and ‘Delivered’ events would be categorized as Logical, and that LDEs would utilize an Op Code.
- OFD and LDE are tied together. All DPS mail is the last processing operation or “exit scan”, but there is no visibility beyond that point. The operating window has changed, in that a 918 or 919 can be as early as noon and is a DPS sort for the following day. The Managed Service Point (MSP) scan performed by the carrier upon departing the DU will be used as the trigger for “Out for Delivery.” IV will provide insight into volume of mail slated for the following day.
- When carriers enter the geo-fence, the event for an OFD piece will be updated with a LDE.
- When the carrier departs and performs an MSP scan, the OFD will also be logical.
- Bundles that enter a DU as a downflow from a plant, will have logical arrival event based on a Trailer scan.
- When bundles are broken down, and containers are scanned, a Distributed Event is created.
- When the carrier arrives on the street OFD is calculated by subtracting the volume of bundles left behind from the scanned inventory.
- We can provide mail that is OFD based on the eDoc and the scan information at the Bundle level. It will be either an assumed or a logical event, based on scans of nested containers.
- To create logical delivery events the two factors to consider are what mail is in inventory and when it should be delivered.
- USPS is in the process of determining the business rules for mail being held out at the plant, and how the anticipated date of delivery can be determined.
- Bundles broken down at the P&DC Facility would expect to have an anticipated date of delivery. Rules are being put in place based for bundle scanning.

- Bundles drop shipped at the DU: FS information we have in eDoc is leveraged. The 99M unload event for containers and a distributed event in the future will be based on the inventory scan.
- Bundles will receive automatic scans for the top piece when they arrive at the DU. Inside the DU, there will be a distributed event, not an unload scan.
- Bundles Out for Delivery: A distributed scan on the 99P barcode will trigger OFD and LDE.
- Shawn – Will scans be performed only for FS or for any mail that has the barcodes in eDoc?
- Himesh – It is not just FS that will generate tray and container visibility. We will rely on the intel in eDoc. For any barcoded mail that goes through automation, data will flow as it does today in IMb Tracing.
- Curtailed Mail – there is no SOP in place to account for the mail that is brought back to the DU by the carrier. We are currently working on capturing volume first.

**Gaps to be captured (discussed in UG4 on 9/30)**

- 1) 5-digit content on a mixed pallet that's run through a manual bullpen: Mail goes through a DU and may have a 99M scan when it arrives at a processing facility, but there is no insight into the inventory of bundles that go through a manual flow - mail is actually going to the DU.
- 2) Scans are not in place to capture a small volume of mail that "comes back" as well as mail held out that did not receive a final processing scan.

**Gaps to be captured (discussed in UG4 on 10/21)**

- 1) Curtailed Mail: Mail left behind, and mail that comes back from the street due to time constraints.
- 2) Close all mail in inventory that is being tracked. Include 5-digit ZIPs (Judy).
  - Willie – asked if language describing when the mail is being delivered to the PO Box will be changed.
  - Amy – For now we only provide the Operation Code. With IV we can look at different categories to describe the event and be more specific.
  - Ken Metroff – requested clarification of the process for mail delivered on the street, i.e., will the carrier actually scan the individual pieces?
  - Amy – No. For rural events, at the first entry into the ZIP + 4 an event is created for all the deliveries within that ZIP + 4. We have geo coded each facility and every box on the street.

**Standardized Addresses:**

- Judy – Expressed concern regarding mail where address or ZIP codes cannot be modified, generated by companies that may not be using standardized addresses.
- Amy – Rules need to be developed to ensure tracking of mailings with 5-digit ZIPs.
- Himesh – At present, for pieces that have a proper 5 digit ZIP code, we would spray on a pIMb; we are not doing any association between a 5 digit IMb applied by a mailer, and a pIMb that enhances the depth of sort where we applied it. The 93 will come into play for all the PARS volume.
- Amy – In IV, if we see both IMbs , we would associate them to the same piece.
- It was suggested that any missing scenarios be addressed at the next meeting.
- Himesh – Would like to discuss any feedback from the group on agenda items for the in-person meeting in a few weeks.
- Judy – Reminded the group that the start time is 8:00 am Eastern on Thursday November 19<sup>th</sup>.
- The meeting was adjourned.
- **ACTION ITEM:** Himesh to place rIMb issues as an ongoing weekly action item.
- **ACTION ITEM:** Amy to address the Gaps identified through IV business rules and track.