

MTAC User Group 4

March 9, 2016

- 1) **NPF**
- 2) **IV™ Education and Awareness Campaign**
- 3) **Any Other Business**

National Postal Forum (NPF)

IV – Education & Awareness Campaign



MTAC UG4

IV™ Mail Tracking and Reporting
Educational Awareness Activities

REVISED DRAFT

March 9, 2016



Educational Awareness

Informed Visibility™ Educational Awareness

To inform stakeholders of:

- What is IV?
- What are the benefits of IV?
- What systems/processes will IV impact?
- What do they need to do to get ready for IV?
- Associated timeline of events



Informed Visibility™ Educational Awareness

■ Sources for stakeholders

- For IV Piece Visibility, communications will be sent to current IMb Tracing customers through IMb Tracing helpdesk.
- For IV Container and Tray Visibility, communications will be sent to current PostalOne customers through PostalOne helpdesk.



	Migrate IMb Tracing	Container and Tray Visibility	Bundle Visibility	Assumed Handling Events	Web-Enabled Mail Tracking	Flexible Data Provisioning	Flexible Data Delegation
Apr.							
May	<ul style="list-style-type: none"> 5/20 – Pilot start for IMb Tracing and Logical Delivery Events 	<ul style="list-style-type: none"> 5/20 – Pilot start for Container and Tray Visibility 	<ul style="list-style-type: none"> 5/20 – Pilot start for Bundle Visibility 		<ul style="list-style-type: none"> 5/20 – Start Pilot for Web-Enabled Mail Tracking (Phase 1) 	<ul style="list-style-type: none"> 5/20 – Pilot start for Flexible Data Provisioning (Phase 1) 	<ul style="list-style-type: none"> 5/20 – Pilot start for Flexible Data Delegation (Phase 1)
Jun.	<ul style="list-style-type: none"> 6/10 – Begin National Rollout of IMb Tracing and Logical Delivery Events 	<ul style="list-style-type: none"> 6/10 – Begin National Rollout of Container and Tray Visibility 	<ul style="list-style-type: none"> 6/10 – National Rollout of Bundle Visibility 	<ul style="list-style-type: none"> 6/27 – Pilot start for Assumed Handling Events 	<ul style="list-style-type: none"> 6/10 – National Rollout of Web-Enabled Mail Tracking (Phase 1) 	<ul style="list-style-type: none"> 6/10 – National Rollout of Flexible Data Provisioning (Phase 1) 	<ul style="list-style-type: none"> 6/10 – National Rollout of Flexible Data Delegation (Phase 1)
Jul.	<ul style="list-style-type: none"> 7/8 – Migration of IMb Tracing Complete 	<ul style="list-style-type: none"> 7/8 – Migration of Container and Tray Visibility Complete 		<ul style="list-style-type: none"> 7/25 – National Rollout of Assumed Handling Events 	<ul style="list-style-type: none"> 7/5 – Pilot enhancements for Web-enabled Mail Tracking (Phase 2) 7/25 – National Deployment of enhancements for Web-enabled Mail Tracking (Phase 2) 	<ul style="list-style-type: none"> 7/5 – Pilot enhancements for Flexible Data Provisioning (Phase 2) 7/25 – National Deployment of enhancements for Flexible Data Provisioning (Phase 2) 	<ul style="list-style-type: none"> 7/5 – Pilot enhancements for Flexible Data Delegation (Phase 2) 7/25 – National Deployment of enhancements for Flexible Data Delegation (Phase 2)
Aug.							
Sept.							

WBNR = Number of weeks before national rollout

WB NR	Week of	Implementation	Communication	Training Available	Audience 
10	4/04		<ul style="list-style-type: none"> What is IV? What Does it Mean to Your Company? 	<ul style="list-style-type: none"> Training Plan Overview 	<ul style="list-style-type: none"> Current IMb Tracing customers Current Container & Tray Visibility customers
9	4/11				
8	4/18		<ul style="list-style-type: none"> Training Set #1 Preparing for Administrative Roles 	<ul style="list-style-type: none"> Overview of IV Administrative Roles 	<ul style="list-style-type: none"> Current IMb Tracing customers Current Container & Tray Visibility customers
7	4/25		<ul style="list-style-type: none"> Training Set #2 Roles and Permissions Management Training Set #3 IV Technical Guide 	<ul style="list-style-type: none"> How to apply for access Managing Access/Permissions IV Technical Guide Overview of IV Data Model IV Data Dictionary IV Sample Data Set  	<ul style="list-style-type: none"> Current IMb Tracing customers Current Container & Tray Visibility customers
6	5/02		<ul style="list-style-type: none"> Solicit Pilot Participants Training Set #4 Subscriptions and Delegation 	<ul style="list-style-type: none"> Managing Company Subscriptions Managing Data Delegation Managing Company Address Book 	<ul style="list-style-type: none"> Current IMb Tracing customers Current Container & Tray Visibility customers
5	5/09		<ul style="list-style-type: none"> Training Set #5 Logical Delivery Events 	<ul style="list-style-type: none"> Overview of Logical Delivery Events 	<ul style="list-style-type: none"> Current IMb Tracing customers Current Container & Tray Visibility customers

All Communications and Training will get an early Preview and Review through MTAC UG4 (2 weeks in advance of listed dates)



WBNR = Number of weeks before national rollout

WB NR	Week of	Implementation	Communication	Training Available	Audience 
4	5/16		<ul style="list-style-type: none"> Training Set #6 Web-Enabled Mail Tracking 	<ul style="list-style-type: none"> Web-Enabled Mail Tracking Managing your Personal Address Book Managing your Personal Data Subscriptions Managing Notifications Overview of Address Books in IV 	<ul style="list-style-type: none"> Current IMb Tracing customers Current Container & Tray Visibility customers
3	5/23	Pilot start	<ul style="list-style-type: none"> Pilot Kickoff & Demo 		<ul style="list-style-type: none"> Current IMb Tracing customers Current Container & Tray Visibility customers
2	5/30		<ul style="list-style-type: none"> IV User Guide 	<ul style="list-style-type: none"> IV User Guide 	<ul style="list-style-type: none"> Current IMb Tracing customers Current Container & Tray Visibility customers
1	6/06		<ul style="list-style-type: none"> Pilot Conclusion and Preparation to Deploy Ready to Deploy 	<ul style="list-style-type: none"> Training Curriculum Webinars (recorded sessions) 	<ul style="list-style-type: none"> Current IMb Tracing customers Current Container & Tray Visibility customers
0	6/13	National rollout start	<ul style="list-style-type: none"> TBD 		
-1	6/20		<ul style="list-style-type: none"> TBD 		
-2	6/27		<ul style="list-style-type: none"> TBD 		
-3	7/04	Migration complete	<ul style="list-style-type: none"> TBD 		

All Communications and Training will get an early Preview and Review through MTAC UG4 (2 weeks in advance of listed dates)

1st Message

Planned for week of 4/4

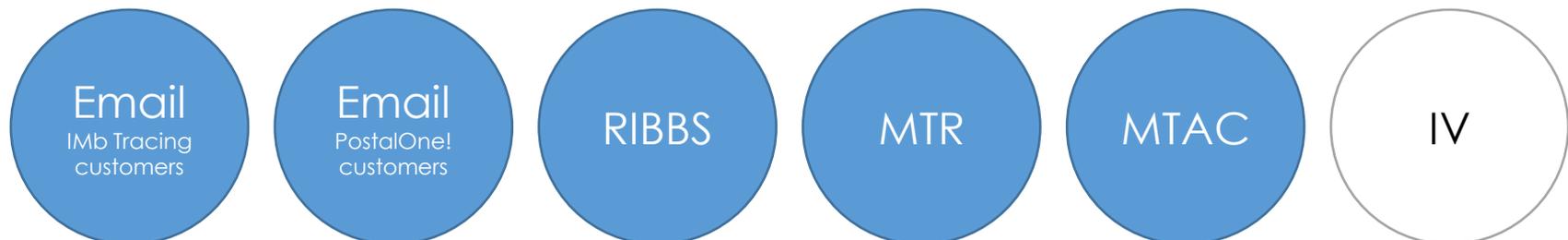
What is Informed Visibility™ and What Does IV™ Mean to Your Company?

- Overview of Informed Visibility and benefits of IV
- What changes to Mail Tracking will be made due to IV?
- What is the impact to customers? What changes do they need to make? What happens if they do nothing?
- Implementation timeline
- *Call to action* – What do they need to do to prepare for IV
- Send feedback to Customer Support

Attachments:

- Training matrix and timeline

Communications Channels



IMb Tracing Migration impacts based on scenario*

Scenario How do you receive data?	Scenario How do you manage subscriptions?	Impact Y or N?	Who's Impacted?						
			Tech. Resource	Business Service Admin.	Roles/Permissions Mngr.	Data Subscription Mngr.	Address Book Mngr.	Data Delegation Mngr.	Web User
FTP or FTP Out	Helpdesk	No							
	Self through MTR	Yes		✓	✓	✓	✓		
Secure FTP	Helpdesk	No							
	Self through MTR	Yes		✓	✓	✓	✓		
Uses MTR to download	N/A	Yes		✓	✓				✓

*See subsequent slides for impacts if customer wants to receive IMb Tracing data additional attributes or in a different format.

Container & Tray Visibility Migration impacts based on scenario

Scenario How do you receive data?	Scenario How do you manage subscriptions?	Impact Y or N?	Who's Impacted?						
			Tech. Resource	Business Service Admin.	Roles/Permissions Mngr.	Data Subscription Mngr.	Address Book Mngr.	Data Delegation Mngr.	Web User
Mail.XML Push	Helpdesk	No							
	Self through PostalOne!	Yes		✓	✓	✓	✓		
Mail.XML Pull	N/A	Yes	✓						
Online download	N/A	Yes		✓	✓				✓

Taking Advantage of New Features

Scenario	Scenario How do you want to manage?	Who's Impacted?						
		Tech. Resource	Business Service Admin.	Roles/Permissions Mngr.	Data Subscription Mngr.	Address Book Mngr.	Data Delegation Mngr.	Web User
You want to receive bundle visibility The new handheld Bundle Visibility scan events use negative Op Codes. Users wanting to receive this information will need to use a modified IMb Tracing file format.	Helpdesk	✓						
	Self through IV	✓	✓	✓	✓	✓		
You want to receive additional attributes For example, new attributes related to: <ul style="list-style-type: none"> Assumed Handling Events Logical Delivery Events Other requested attributes such as Machine Type, etc. 	Helpdesk	✓						
	Self through IV	✓	✓	✓	✓	✓		
You want to revise data delegation To take advantage of IV's flexible data delegation	Helpdesk							
	Self through IV		✓	✓			✓	

Topic	BSA and BSA Delegate	IV Administrative Roles					All Users	Technical Resource	Date Available
		User Role/Permissions Mngr.	Data Delegation Mngr.	Address Book Mngr.	Subscript. Mngr.	User Site Pre. Mngr.			
How to apply for access to IV							X		4/25
Managing Access and Roles/Permissions for IV	X	X							4/25
Overview of Administrative Roles in IV	X	X							4/18
Managing your Company Data Subscriptions					X				5/2; 6/27
Managing your Company Address Book				X					5/2
Managing Data Delegation			X						5/2; 6/27
Web-enabled Mail Tracking for Container, Trays, Bundles, and Pieces					X		X		5/16; 6/27
Overview of Logical Delivery Events					X		X		5/9
Overview of End-to-End Tracking and Assumed Handling Events					X		X		6/20
Managing your Personal Address Book				X			X		5/16
Managing your Personal Data Subscriptions					X		X		5/16; 6/27
Managing Notifications		X	X		X		X		5/16
Overview of Address Books in IV				X	X		X		5/16
Overview of IV Data Model					X		X	X	4/25
IV User Guide	X	X	X	X	X	X	X		5/30; 7/11
IV Technical Guide								X	4/25
IV Data Dictionary					X		X	X	4/25
Sample Data Set								X	4/25

Questions

Appendix



MTAC UG4

IV™ Mail Tracking and Reporting
Educational Awareness Activities

DRAFT

March 2, 2016



Educational Awareness

Informed Visibility™ Educational Awareness

■ To inform stakeholders of:

- What is IV?
- What are the benefits of IV?
- What systems/processes will IV impact?
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11	3/28			
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8	4/18		<ul style="list-style-type: none"> Training Plan Overview Training Set #1 Preparing for Administrative Roles 	<ul style="list-style-type: none"> Overview of IV Administrative Roles
7	4/25		<ul style="list-style-type: none"> Training Set #2 Roles and Permissions Management 	<ul style="list-style-type: none"> How to apply for access Managing Access/Permissions
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4	5/16		<ul style="list-style-type: none"> Training Set #5 Web-Enabled Mail Tracking 	<ul style="list-style-type: none"> Web-Enabled Mail Tracking Managing your Personal Address Book Managing your Personal Data Subscriptions Managing Notifications Overview of Address Books in IV
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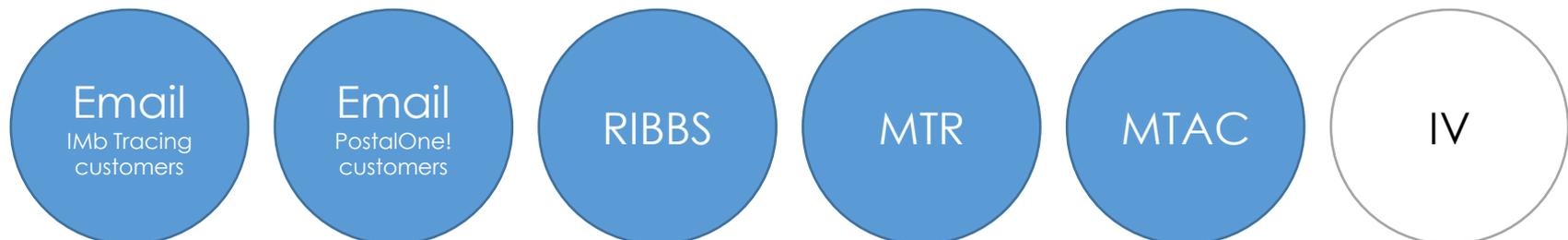
1st Message

Planned for week of 4/4

What is Informed Visibility™ and What Does IV™ Mean to Your Company?

- Benefits of IV
- What changes will be made due to IV?
- Implementation timeline
- *Call to action* – What do they need to do to prepare for IV
- Send feedback to Customer Support

Communications Channels



2nd Message

Training Set #1

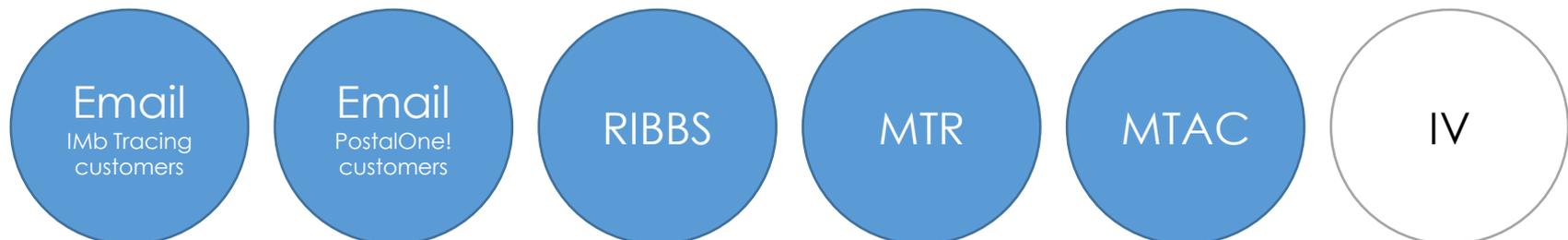
Planned for week of 4/18

IV is coming...Preparing for Administrative Roles

- What are the roles within IV and what training will they need?
- Implementation timeline
- *Call to action* – Review roles and permissions and consider who will serve in those roles
- Send feedback to Customer Support

Attachments:

- Training matrix and timeline
- Training: Overview of IV™ Administrative Roles

Communications Channels

3rd Message

Training Set #2

Planned for week of 4/25

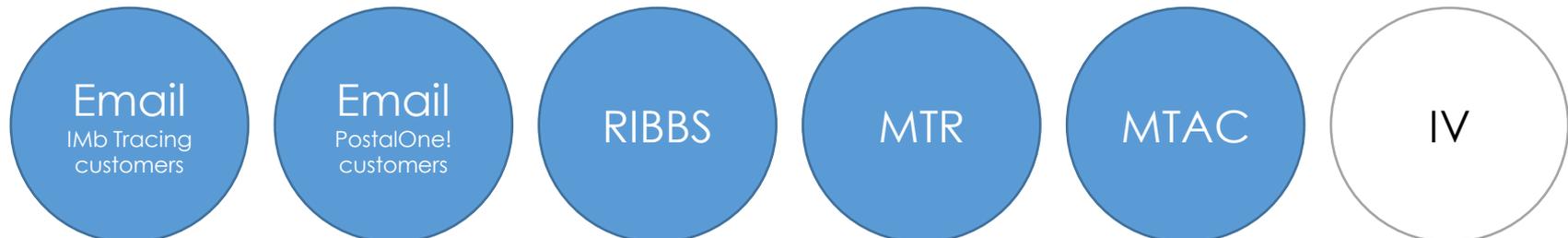
Roles and Permissions Management

- Getting started with IV
- Setting up roles and permissions within IV
- Implementation timeline
- *Call to action* – Ensure all users receive the appropriate training
- Send feedback to Customer Support

Attachments:

- Training: How to apply for access
- Training: Managing Access/Permissions

Communications Channels



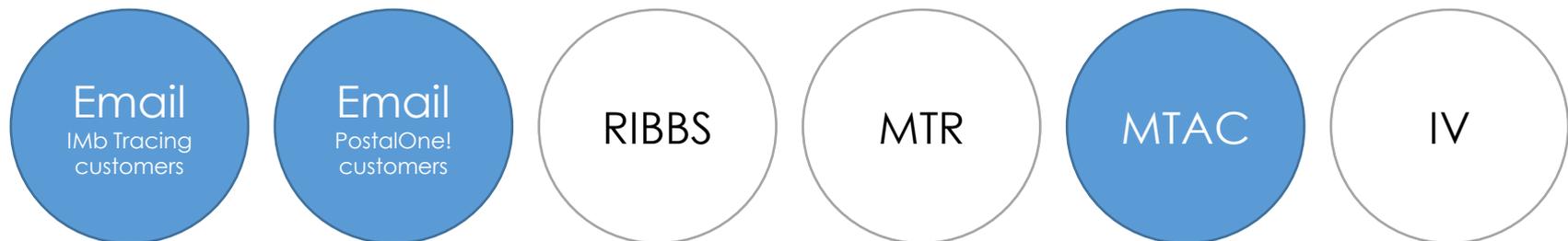
4th Message

Planned for week of 5/2

IMb Tracing and Container and Tray Pilot Participants Needed

- We are ready to pilot IV
- Request for a small number of pilot participants

Communications Channels



5th Message

Training Set #3

Planned for week of 5/2

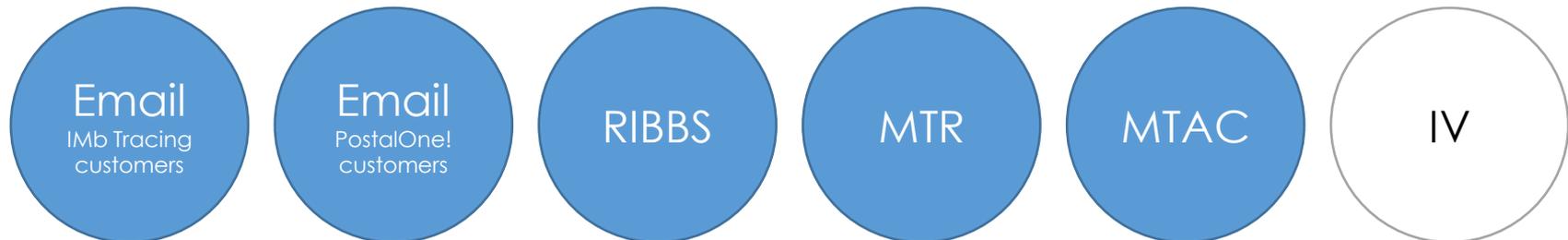
Subscriptions and Delegation

- Overview of Company Subscriptions and Delegation
- Implementation timeline
- *Call to action* – Ensure all users receive the appropriate training
- Send feedback to Customer Support

Attachments:

- Training: Managing Company Subscriptions
- Training: Managing Data Delegation
- Training: Managing Company Address Book

Communications Channels



6th Message

Training Set #4

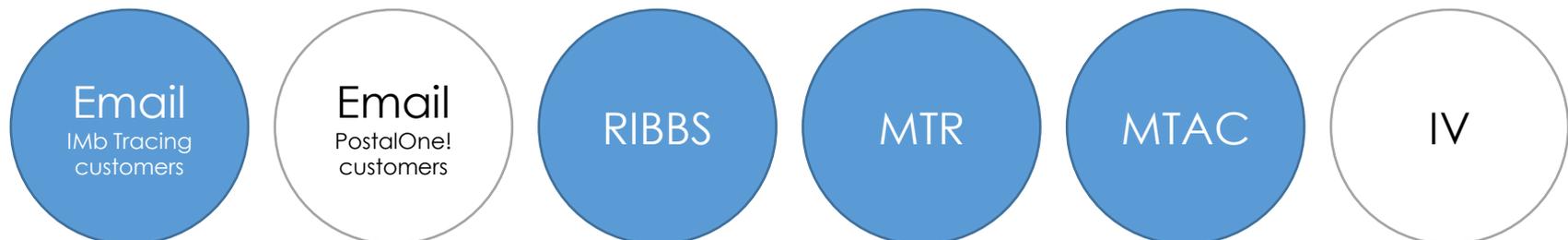
Planned for week of 5/9

Logical Delivery Events

- Introducing Logical Delivery Events
- Implementation timeline
- *Call to action* – Review and determine if/how company will use LDE
- Send feedback to Customer Support

Attachment:

- Training: Overview of Logical Delivery Events (LDE)



7th Message

Training Set #5

Planned for week of 5/16

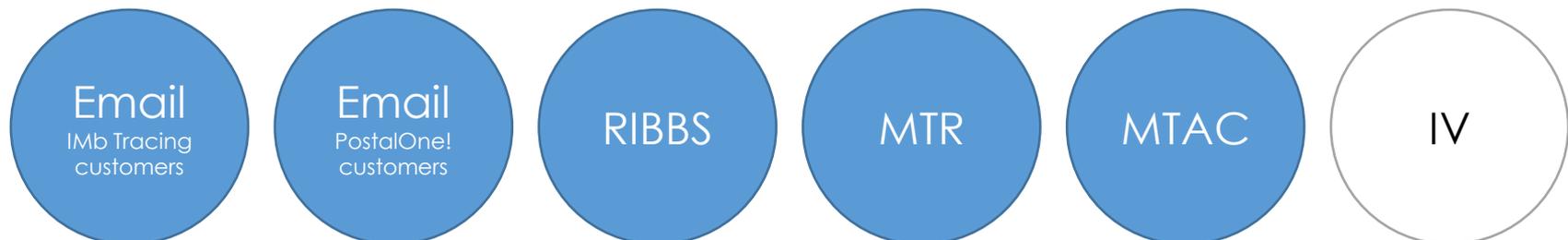
Web-Enabled Mail Tracking

- Overview of Web-Enabled Mail Tracking
- Implementation timeline
- Send feedback to Customer Support

Attachments:

- Training: Web-Enabled Mail Tracking
- Training: Managing your Personal Address Book
- Training: Managing your Personal Data Subscriptions
- Training: Managing Notifications
- Training: Overview of Address Books in IV™

Communications Channels



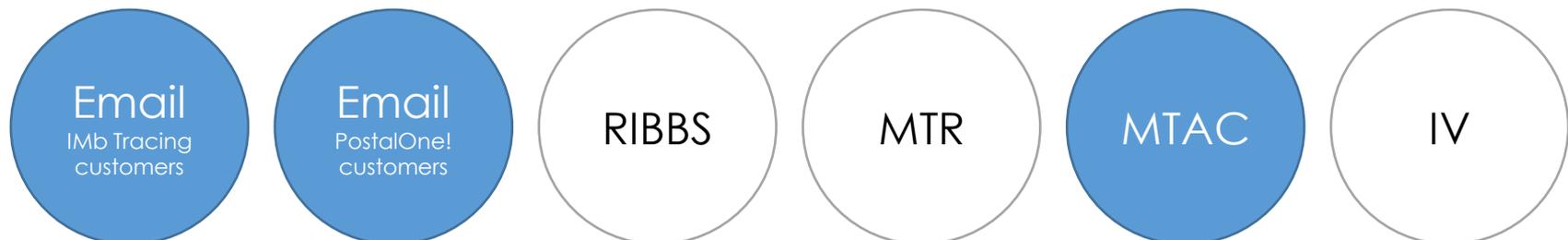
8th Message

Planned for week of 5/23

■ Pilot Kick-off Meetings (2-week parallel-testing duration)

- Details for Pilot participation
- Demonstrations for Pilot Participants Groups
- Pilot feedback and results
- Send feedback or issues to Customer Support

■ Communications Channels



9th Message

Planned for week of 5/30

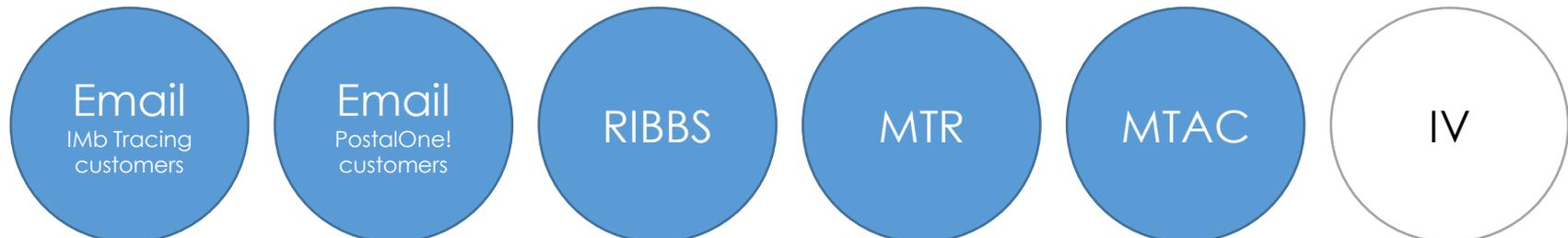
IV User Guide

- For your review – IV User Guide
- Implementation timeline
- *Call to action* – review the IV User Guide
- Send feedback to Customer Support

Attachment:

- IV™ User Guide

Communications Channels



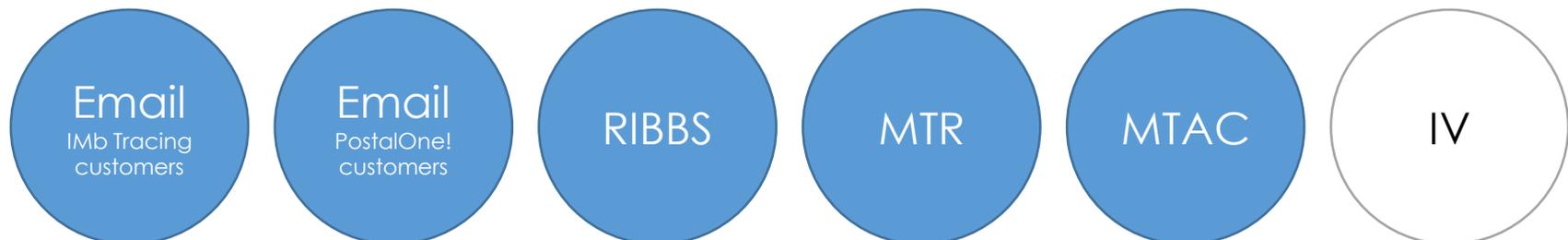
10th Message

Planned for week of 6/6

■ Pilot Conclusion and Preparation for Deployment

- Implementation timeline
- Scheduled deployment
- Invitations forthcoming to attend Live Webinars
- Send feedback to Customer Support

■ Communications Channels



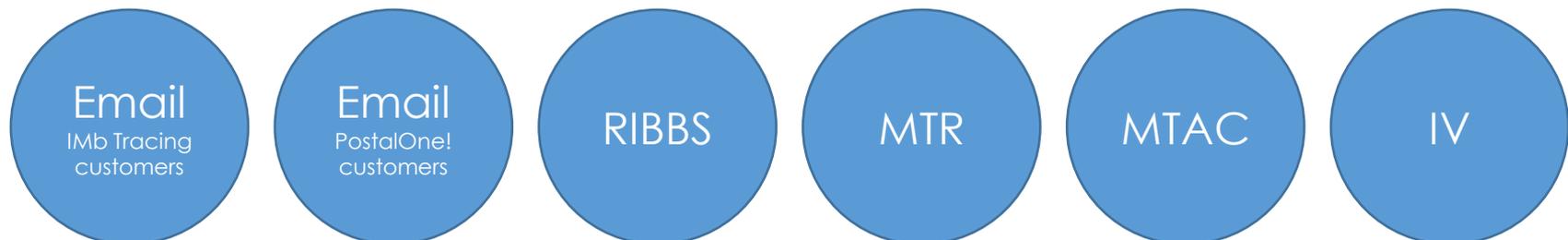
11th Message

Planned for week of 6/6

Ready to Deploy IV

- National rollout begins next week
- Experience the Power of IV
- Access webinars, training, and other past communications via the IV Web Application, IV RIBBS Webpage
- *Call to Action* – Sign up to attend Live Webinars
- Send feedback to Customer Support

Communications Channels



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5	6/20		<ul style="list-style-type: none"> Training Set #6 Assumed Handling Events 	<ul style="list-style-type: none"> Overview of End-to-End Tracking and Assumed Handling Events
4	6/27	Pilot start – Assumed Handling Events	<ul style="list-style-type: none"> Pilot Kickoff & Demo Training Set #7 Enhancements for IV Release 2.0 	<ul style="list-style-type: none"> IV Release 2.0. What's New? Managing Company Subscriptions (revised) Managing Data Delegation (revised) Web-Enabled Mail Tracking (revised) Managing your Personal Data Subscriptions (revised)
3	7/04	Pilot start – Other Enhancements	<ul style="list-style-type: none"> Pilot Kickoff & Demo 	
2	7/11		<ul style="list-style-type: none"> Updated IV User Guide 	<ul style="list-style-type: none"> IV User Guide (revised)
1	7/18		<ul style="list-style-type: none"> Pilot Conclusion and Preparation to Deploy Ready to Deploy 	<ul style="list-style-type: none"> Training Curriculum Webinars
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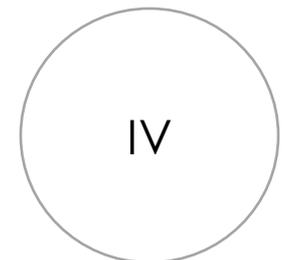
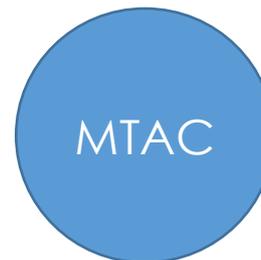
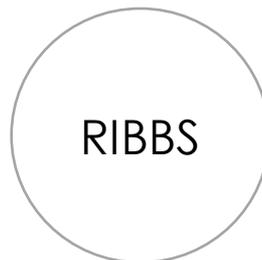
1st Message

Planned for week of 6/13

IV Pilot Participants Needed

- We are ready to pilot assumed handling events and enhancements for web-enabled mail tracking, flexible data delegation, and flexible data provisioning
- Request for a small number of pilot participants

Communications Channels



2nd Message

Training Set #6

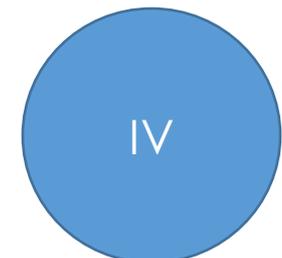
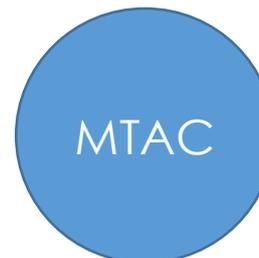
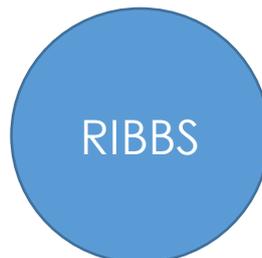
Planned for week of 6/20

| Get Ready for Assumed Handling Events

- Introducing End-to-End Tracking and Assumed Handling Events
- Implementation timeline
- *Call to action* – Review and determine if/how company will use Assumed Handling Events
- Send feedback to Customer Support

| Attachment:

- Training: Overview of End-to-End Tracking and Assumed Handling Events

| Communications Channels

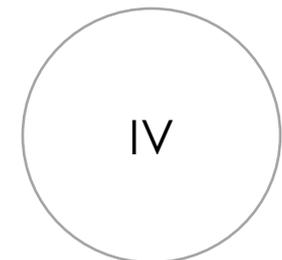
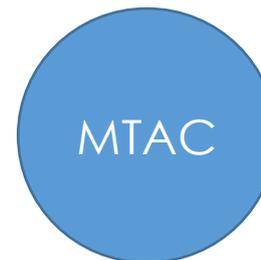
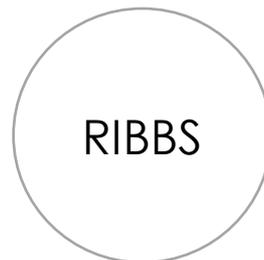
3rd Message

Planned for week of 6/27

■ Pilot Kick-off Meetings (3-week parallel-testing duration)

- Pilot for Assumed Handling Events
- Details for Pilot participation
- Demonstrations for Pilot Participants Groups
- Pilot feedback and results
- Send feedback or issues to Customer Support

■ Communications Channels



4th Message

Training Set #7

Planned for week of 6/27

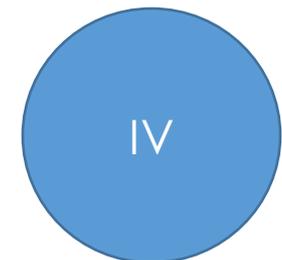
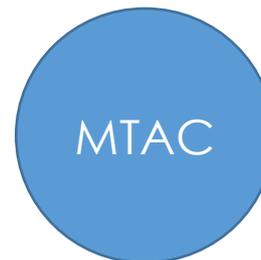
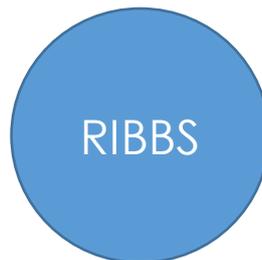
What's new in IV™ Release 2.0?

- Overview of upcoming enhancements
- Implementation timeline
- Send feedback to Customer Support

Attachments:

- Training: IV™ Release 2.0. What's New?
- Training: Web-Enabled Mail Tracking (revised)
- Training: Managing Data Delegation (revised)
- Training: Managing Company Subscriptions (revised)
- Training: Managing your Personal Data Subscriptions (revised)

Communications Channels



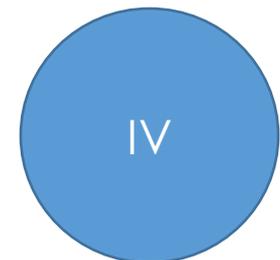
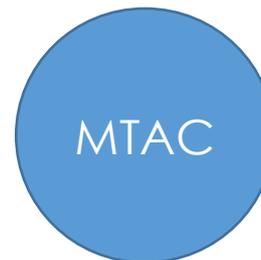
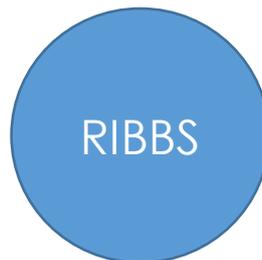
5th Message

Planned for week of 7/4

■ **Pilot Kick-off Meetings (2-week parallel-testing duration)**

- Pilot for other enhancements for 7/25 release
- Details for Pilot participation
- Demonstrations for Pilot Participants Groups
- Pilot feedback and results
- Send feedback or issues to Customer Support

■ **Communications Channels**



6th Message

Planned for week of 7/11

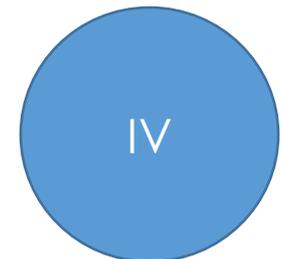
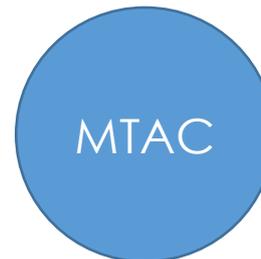
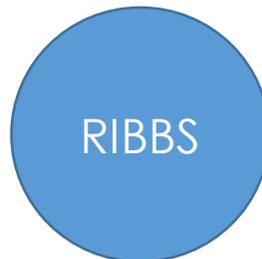
IV User Guide Revisions

- For your review – IV User Guide
- Implementation timeline
- *Call to action* – review the IV User Guide
- Send feedback to Customer Support

Attachment:

- IV™ User Guide (revised)

Communications Channels



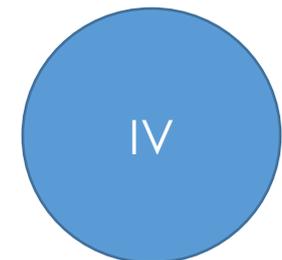
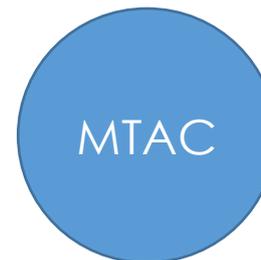
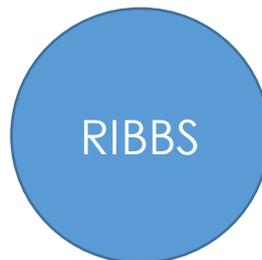
7th Message

Planned for week of 7/18

■ **Pilot Conclusion and Preparation for Deployment**

- Implementation timeline
- Scheduled deployment
- Invitations forthcoming to attend Live Webinars
- Send feedback to Customer Support

■ **Communications Channels**



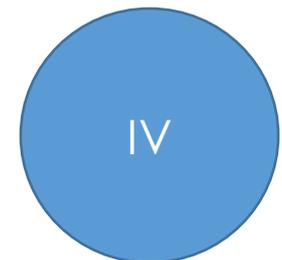
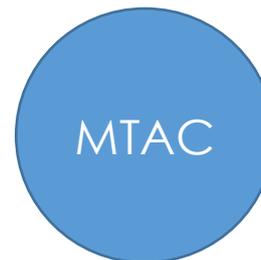
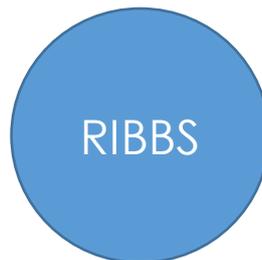
8th Message

Planned for week of 7/18

Ready to Deploy IV

- National rollout begins next week
- Experience the Power of IV
- Access webinars, training, and other past communications via the IV Web Application, IV RIBBS Webpage
- *Call to Action* – Sign up to attend Live Webinars
- Send feedback to Customer Support

Communications Channels



Questions

Any Other Business (AOB)
