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MTAC Focus Group Sessions

Standard Mail

August 2012

Standard Mail Agenda

- **By/For Task Team 15 Update**
- **Incentive Programs**
  - 2012 Mobile Commerce and Personalization Promotion
  - 2012 Holiday Mobile Shopping Promotion
- ***PostalOne!***
- **BCG Re-Design**
- **Acceptance Issues**
  - Acceptance Rules
  - EDDM Acceptance Rules
  - Sufficient Staffing during Holiday Incentive Period
  - Advance Notice for Changes to Processes
- **Mail Anywhere**
- **eInduction / Seamless Acceptance Update**
- **Network Optimization/SCF Discount**

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MTAC Focus Group Sessions

Packages

August 2012

Packages Agenda

- BPM Federal Register
- eVS as a Payment Method for Flats
- Packages Sampling Process

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MTAC Focus Group Sessions

First Class Mail

August 2012

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First Class Mail Agenda

- *PostalOne!*
- BCG Re-Design
- Help Desk Ticket Improvement & Visibility
- CSA Improvements and Issues
- Incentive Programs
  - 2012 Mobile Commerce and Personalization Promotion
  - 2012 Holiday Mobile Shopping Promotion
- Full-Service Definitions (Full Rate/Non-Auto) / Single Piece
- Single Piece Consolidation for Pallets
- Postage Reporting Visibility Concerns
- Training & Communications
- Simplified Requirements / Regulations
- Mail Anywhere
- eInduction / Seamless Acceptance Update
- Opportunities for Improved Communication

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Periodicals

August 2012

Periodicals Agenda

- **eInduction / Seamless Acceptance Update**
  - Air Box Update
- ***PostalOne!* - Handling Increased PBC Volume**
- **Transitioning Small Publications to Full-Service IMb**
- **Mail Anywhere for Periodicals**
  - Eliminating Additional Entry Filings for Non-Plant Verified Titles
- **Finalized PAGE Weight Certification Method for Mailers**

By/For Task Team 15 – Task Team Overview

- **Issue Statement**
  - Full Service requires accurate identification of mail owners and mail preparers in the eDoc. This Task Team is proposed to promote accurate recording of mail owner and mail preparer information for Full Service mailings.
- **Task Team Leaders**
  - Wanda Senne - Industry
  - Susan Redman, Frank Spencer - USPS

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By/For Task Team 15 – Desired Results

- Review current methods and suggest improvements as necessary for identifying Mail Owner and Mail Preparer (MIDs, CRID)
- Review current methods and suggest improvements as necessary for attaining Mailer IDs/CRIDs for By/For identification.
- Review and suggest improvements as necessary for educating/training industry/USPS.
- Review and recommend thresholds for By/For identification

By/For Task Team 15 – Identifying By/For for Full-Service

- **By/For relationship must be provided by the party entering eDoc for a mailing**
- **Key information must be entered in relevant fields within Mail.dat or Mail.XML eDoc submission**
  - Mail Owner (FOR) information can be identified by the MID, CRID or local permit of the Mail Owner
  - Mail Preparer (BY) information can be identified by the MID or CRID of the Mail Preparer
- **By/For order of precedence is used to determine the Mail Preparer (BY) and the Mail Owner (FOR) by using the highest ranking value in this order of precedence**

By/For Task Team 15 – Identified Issues

- **Definition of Mail Owner**
  - **Opinion 1:** A Mail Owner is a customer who has the most vested interest in the mail piece content. If the Service Provider's role is not preparing mail on behalf of their own company but on behalf of another company, then they are acting in a Service Provider role not as a Mail Owner.

    If a company was utilizing mail, Service providers may change but continuous relationship is with USPS
  - **Opinion 2:** A Mail Owner is whoever pays the postage or is directing the mailing.
- **Consistency in identification across postage statements and Full-Service**
- **MID / CRID Acquisition by Service Providers for their customers**

By/For Task Team 15 – Task Team Members

Angelo Anagnostopoulos	Daniel McGhee (USPS)
Dorothy Bach	Dan O'Brien
Shawn Baldwin	Mary Anne Penner (USPS)
Beth Bigelow (USPS)	George Rader
Dorothy Bowes	**Susan Redman** (USPS)
Neil Dean (USPS)	Laine Ropson
Dennis Farley	**Wanda Senne**
Bob Galaher	**Frank Spencer** (USPS)
Peter Gingrich (USPS)	Mike Tate
Linda Gustason	Phil Thompson
Chris Hardin (USPS)	John Wittington
Dennis Kaylor	Travis Wirth
Steve Krejcik	Michelle Koman (USPS)
Roger Mancilla	Chris Lien

* Looking for more Mail Owner participation

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By/For Task Team 15 – Next Steps

- **Review scenarios on CRID and MID acquisition and validation processes**
- **Work on recommendations to simplify and streamline acquisition and validation**
  - Ability for Service Providers to obtain IDs for their customers
- **Review and recommend potential volume threshold under which by/for information would NOT be required**
- **Obtain definition of Mail Owner from USPS**

2012 Mobile Commerce & Personalization Promotion

- **Promotion Period is July 1 through August 31, 2012**
- **Requirements**
  - Eligible Mail Classes - Standard Mail® and First-Class Mail® letters
  - Mail Categories - Letters, flats and cards only
  - Mail Preparation - Presort and Automation (letters/flats must have IMb)
  - Payment Methods - Permit, Metered Postage Affixed and Precancelled
  - Must submit mailing electronically - Mail.dat, Mail.XML, Postal Wizard (including MMS)
  - Co-mingled, co-mailed, combined mailing allowed; requires separate statements
  - Upfront 2% postage discount at the time of postage statement finalization
  - Must enroll via Incentive Programs - Business Customer Gateway (BCG)
  - Must agree to promotion terms and must specify participating permits/CRIDs
  - Must be enrolled 30 minutes prior to the first mailing (reduced from 24 hours prior)
- **Online Enrollment via Business Customer Gateway**
  - Early Enrollment for Mail Owners began on May 1, 2012 on BCG
  - Enrollment for Mail Service Providers (MSP) began on June 10th, 2012
- **MSP – Two Methods to Enroll Clients (Mail Owners)**
  - Online Enrollment via Business Customer Gateway
  - Upload Mail Owners CRIDs/Permits (Real-time)

2012 Mobile Commerce & Personalization Promotion: Registration Requirements

- **If you are new to the Business Customer Gateway (BCG), you must first create a business account:**

1	2
Create Account Section 2.1.1	Complete Existing User Section 2.1.2

- **If you are already using the BCG, complete the four steps to enroll for an incentive program:**

1	2	3	4
Request Incentive Programs	Request Manage Mailing Activity (if needed)	Select an Incentive Program	Enroll

- **Additional registration process for both Mail Owner and MSP is available on the RIBBS**

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2012 Mobile Commerce & Personalization Promotion: Fixed Issues

Description	Date Fixed	Date Accounts Reconciled
For mailers who claimed the incentive on a Mail.dat or Mail.XML job submitted before June 28 for a mailing date after July 1, the display on the postage statement misses the amount for the pound postage. The correct amount of postage was charged to the account. This issue was fixed on June 28.	6/28/2012	
Postage statements in some Post Office locations failed to receive the incentive discount. A script was run to allow the incentive in finance numbers with leading zeros. This was corrected on the first day of the program and no further postage statement correction is necessary.	7/1/2012	7/1/2012
Mailer cannot obtain the incentive on a valid Permit registration due to data not being refreshed in the system. On July 12, the system began an hourly refresh process.	7/12/2012	
The Standard Mail line B5 (DSCF entry, AADC presort) did not receive the incentive discount. This was corrected on July 16. The affected postage statements are being tracked and will receive the incentive as a rebate at the end of the promotion period.	7/16/2012	10/1/2012

2012 Mobile Commerce & Personalization Promotion: Issue Category - Enrollment

Description	Target Resolution/Date Fixed	Date Accounts Reconciled
When the system receives simultaneous enrollment requests for the same CRID, the enrollment is not processed. The user must re-enroll to complete the enrollment process. This is a rare occurrence.	10/14/2012	
When the mailer is enrolled and later adds a CRID to the incentive program, the incentive is not received. The user must go into customer registration and click on the incentive program link to activate the new CRID.	April 2013	

2012 Mobile Commerce & Personalization Promotion: Issue Category – Calculation/System Errors

Description	Target Resolution/Date Fixed	Date Accounts Reconciled
For a Mail.dat, Mail.XML or Postal Wizard entered postage statement, during finalization, the BMEU selects the barcode type to be POSTNET. Some postage statement lines received the incentive when they were not eligible. These postage statements are being reversed and re-entered to obtain the correct postage. These postage statements are being tracked and adjustment transactions will be issued at the end of the promotion period.	10/14/2012	10/1/2012
When a user enters the postage statement for a pre-cancelled stamp mailing, there is no option to claim the incentive. These postage statements are being tracked and will receive the incentive as a rebate at the end of the promotion period.	10/14/2012	10/1/2012
When a user enters the postage statement for a metered - neither mailing, there is no option to claim the incentive. These postage statements are being tracked and will receive the incentive as a rebate at the end of the promotion period.	10/14/2012	10/1/2012
When a user enters a Mail.dat or Mail.XML job having shortage or spoiled pieces and claiming the incentive discount, the incentive amount is doubled. These postage statements are being tracked and adjustment transactions will be issued at the end of the period.	10/14/2012	10/1/2012

2012 Mobile Commerce & Personalization Promotion: Issue Category - Display

Description	Target Resolution/Date Fixed	Date Accounts Reconciled
When a Postal Wizard user views the confirmation acceptance notice, the net postage due does not display the incentive received. The correct net postage due is on the receipt or the postage statement.	10/14/2012	
When the sender of a Mail.dat job receives a Status Receipt File (format Enhanced XML), the total postage amount does not take into account the incentive discount. The receipt will be modified in a future release to take into account the incentive amount.	10/14/2012	

2012 Mobile Commerce & Personalization Promotion: Issue Category – Compliance / Enhancement

Description	Target Resolution/Date Fixed	Date Accounts Reconciled
When mailers claim the Mobile Barcode incentive, there must be a Mobile Barcode on the pieces or the content. Acceptance personnel sometimes find that the mail piece or content is not compliant. In this case the mailer must resubmit the postage statement without claiming the incentive.		
When a Mail.dat job or Mail.XML job is submitted for combined mail, the incentive is received on pieces where this was not expected. According to release notes and technical specifications, the job must be submitted with postage statement key variables to separate the mail pieces with the incentive claimed from the mail pieces with no incentive claimed.	April 2013	10/1/2012

2012 Mobile Commerce & Personalization Promotion: Additional Information

- **The following information is available on RIBBS:**

  https://ribbs.usps.gov/index.cfm?page=mobilebarcode

  - Promotion Requirements Document
  - FAQs
  - User Guide for Incentive Programs Registration for Mail Owner
  - MSP Incentive Programs Guide
  - BCG and Incentive Programs Enrollment & Post Promotion Survey Webinars:
    - August 24, 2012 12:00 pm
    - September 7, 2012 12:00 pm

- **For inquiries, e-mail: mobilebarcode@usps.gov**

2012 Holiday Mobile Shopping Promotion

- The holiday promotion is designed to spur mobile purchasing by putting mobile-optimized promotional offers, coupons and catalogs into their customers' hands in time for Black Friday-Cyber Monday shopping sprees
- 2012 Holiday Mobile Shopping Promotion is scheduled for November 7 - 21, 2012
- Registration begins September 15, 2012

PostalOne! Performance Improvement Focus Group

- **Weekly Focus Group meetings**
- **Primary Areas of Focus**
  - **System Availability**
    - Monitoring Details
    - Availability metrics/SLAs
  - **Performance of Full Mailing Life Cycle**
    - eDoc processing
    - Dashboard/Reporting response times
    - Full Service feedback data available
  - **Incident Log for Reporting/Availability/Other**
    - Detailed issue description
    - Status/Resolution

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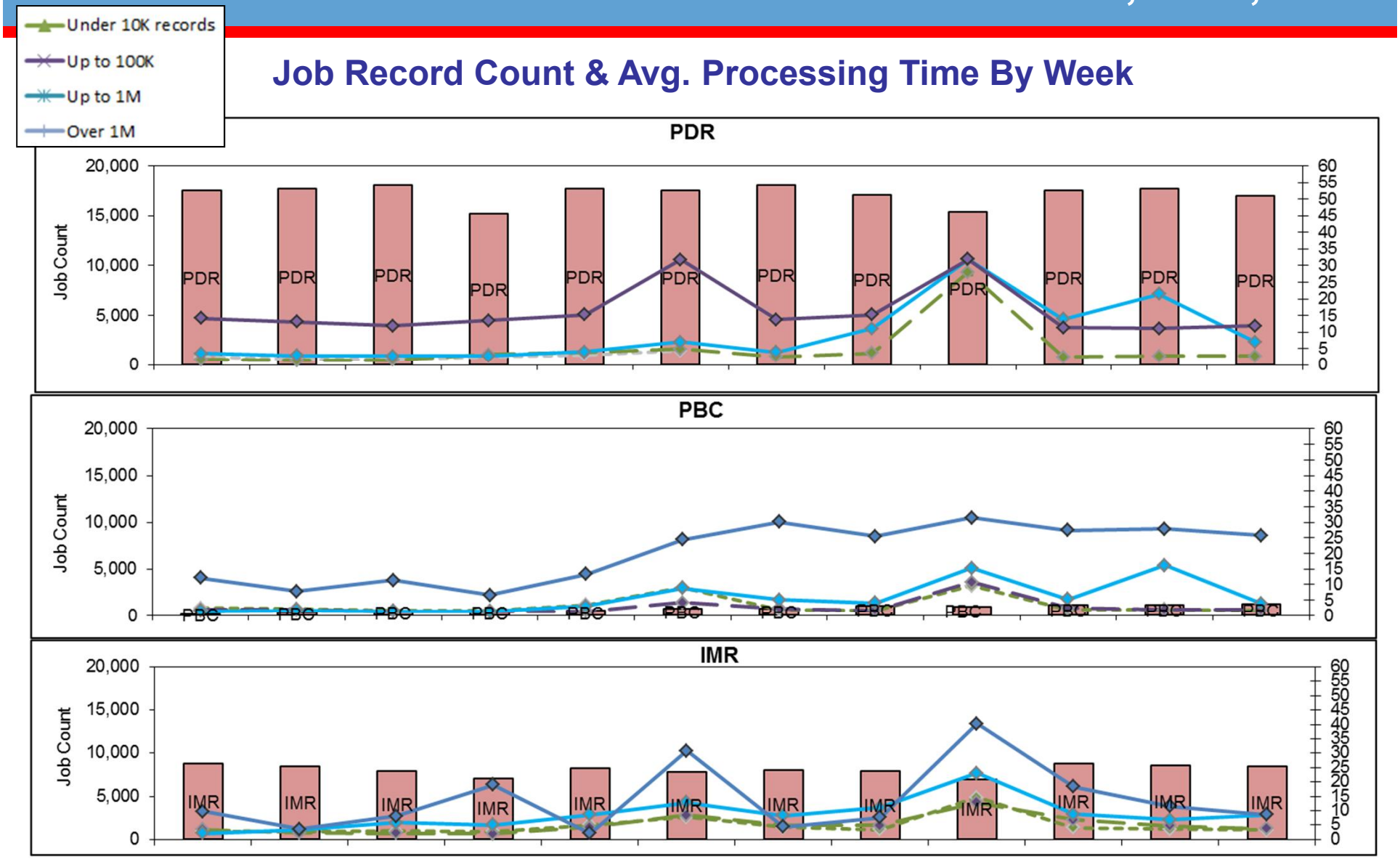
PostalOne! - System Availability

- **Percentage of actual uptime for each application relative to the total planned uptime - for all critical full service applications, including BCG, Customer Registration, *PostalOne!*, Mailer ID, FAST, and Program Registration.**

Application	SLA	Week ending 7/29/2012
Business Customer Gateway	99.7%	100%
Customer Registration	99.7%	100%
PostalOne!	99.7%	100%
Mailer ID	99.7%	100%
FAST	99.7%	100%
Program Registration	99.7%	100%

PostalOne! – eDoc Performance: Mail.dat – PDR, PBC, IMR

Job Record Count & Avg. Processing Time By Week



PostalOne! – Performance of Full Mailing Life Cycle eDoc Processing – Mail.dat

- **Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.**

Week ending 7/29/2012	100k Job Size	1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 30 minutes	Under 1 hour	Under 2 hours	Under 4 hours	Under 8 hours
% of Jobs that met SLA	99.5%	99.1%	99.6%	100%	100%
Total Job Count	5,667	1,415	300	21	2
Average E2E Processing Time (HH:MM:SS)	00:03:29	00:06:13	00:20:37	01:00:14	04:39:34
Min E2E Processing Time (HH:MM:SS)	00:00:44	00:00:46	00:01:38	00:05:53	02:10:16
Max E2E Processing Time (HH:MM:SS)	01:13:09 (Max upload time 00:55:35)	08:05:21 (Max validation time 07:59:53)	02:38:15 (Max upload time 00:52:49)	03:41:49 (Max upload time 00:59:51)	07:08:51 (Max upload time 00:11:27)

PostalOne! – Performance of Full Mailing Life Cycle eDoc Processing – Mail.XML

Week ending 7/29/2012	Qualification Report Summary (<1MB)	Qualification Report Detail (<8MB)	Mail Piece (<8MB)	Postage Statement (<2MB)
SLA	Under 30 seconds	Under 5 minutes	Under 3 minutes	Under 2 minutes
% of Messages that met SLA	100%	99.7%	100%	100%
Total Record Count (# of messages)	452	618	3,484	505
Average E2E Processing Time (HH:MM:SS)	00:00:06	00:01:47	00:00:19	00:00:23
Min E2E Processing Time (HH:MM:SS)	00:00:01	00:00:05	00:00:03	00:00:04
Max E2E Processing Time (HH:MM:SS)	00:00:17	00:05:04	00:01:15	00:00:28

CAT / TEM Improvement Plans

- **CAT Improvements**
  - Update mailer reference data in CAT
  - New CAT Mailer file test plan request
  - Increase Regression Testing
  - Automated Regression Testing – January 2013
  - Expand eDoc file Test Library
- **TEM Improvements**
  - Increase TEM functionality
    - Add Incentives and other
  - Increase TEM capacity
  - Update TEM prior to Release (Future)

CAT Improvement Plan

- **CAT eDoc File Library**
  - Update CAT Mail.dat & Mail.XML file library
    - Include files to cover all mail classes, all postage lines, different rate combinations
    - Include files to cover critical ETRs
    - Include negative test scenarios
  - Initial CAT eDoc library will cover 90% of large mailer scenarios
  - New test plan for CAT mailers
    - Request planned test scenarios from mailers
    - Track new functionality tested by mailers
    - Add unique test scenarios to CAT eDoc library
  - Update eDoc library when new issue arises

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CAT Library Overview

Submission Type								
Mail.dat Version			Submission Type				Pres. Category	
11-2	12-1	12-2	Original	Change	Update	Delete	Presort	MLOCR

Mail Type					
Mail Class			Processing Category		
FC	PE	Standard	Cards	Letters	Flats
Standard	Pending Periodicals		Irregular Parcels		Machinable Parcels

Payment Type										
Rate Type				Postage Payment Method				Affixed Method		Permit Count
Regular	Nonprofit	Classroom	BPM	Permit	Stamp	Meter	Pend Per	Stamp	Meter	(Variable)
Sci of Ag	Lim Circ.	& Combinations		Govt Permit		& Combinations				

Other Factors								
Full Service Indicator			Copal		Characteristics			
Full	Mixed	Basic	Regular	Internal	MI	MB	CT	Etc.

PostalOne! – VAR Issue Updates

System Issue/Resolution

- VAR amount displayed correctly on the postage statement in the “Net Postage Due” field, however, amount displayed incorrectly on the dashboard column in the Master Statement summary. When field submits a 3533 Adjustment, clerk may enter the incorrect VAR amount if he/she references the amount displayed in the “Net Postage Due” field
- Display on Master Statement summary corrected on 7/29/12
- List of potentially impacted transactions provided to Field for reconciliation

Current Status

- Upon review of potentially impacted transactions, we have determined VAR transactions were processed correctly despite the incorrect display issue

Business Customer Gateway Re-Design

- **Major Focus Points:**
  - **Streamlined Sign Up Process**
    - Intuitive and simple single sign-up process which groups and assigns bundled services needed for programs
    - Automatically grant access to services that do not require a BSA to eliminate extra steps for the user (CLDS, ABRM, EDDM)
    - Initial transition for streamlined sign up is for single user businesses across the mailing and shipping industries
  - **Simplify the Business Service Administration (BSA) Functionality**
    - Automatically assign BSA role to single user businesses for customer convenience
    - Allow users to apply for the BSA role at CRID level rather than individual business service per CRID level
    - Provide flexibility to maintain management of access by services per CRID

Business Customer Gateway Re-Design

- **Major Focus Points:**
  - **Group most services into one single request**

- **Mailing & Shipping**
  - Managed Mailing Activity
  - Mailer ID
  - Every Door Direct Mail (EDDM)
  - Intelligent Mail for Small Business (IMsb)
  - Automated Business Reply Mail (ABRM)
  - Incentive Programs
  - Customer Label Distribution System (CLDS)
  - Customer/Supplier Agreements (CSA)
  - Online Enrollment
  - Incentive Programs
  - Manage Electronic Verification Activity (eVS)
  - Manage Scan Based Payment Activity (SBP)
  - Manage Electronic Return Activity (PRS)
  - USPS Package Intercept
  - Schedule a Mailing Appointment (FAST)

- **Add – Ons**
  - Verification Assessment Evaluator
  - Audit Mailing Activity
  - Transportation Location Service (TLS)
  - MTEOR
  - Users request access to these services individually once they become users

Business Customer Gateway Re-Design

- **Major Focus Points:**
  - **Automatic Assignment of Mailer ID (MID)**
    - Assign MIDs needed for program participation for immediate use at application time
  - **Redesign User Interface**
    - Improved user interface providing easier navigation (initial release to single user businesses)
    - Consolidation of screens, add help contextual screens, and improve screen look and feel
- **Fall Release – Provide this functionality to Small Business Customers**
- **Expand new capabilities to all customers in subsequent release**

Mail Anywhere Update

- **Mail Anywhere program began pilot in April**
- **2 active participants (6 in queue)**
- **Several issues identified during pilot**
  - **Mail.dat Validation:** Account Number must be populated for every .mpa record – will be updated to allow for partial use of Account Number (October 2012)
  - **External/Internal Display:** Incorrect Post Office is displayed for some Master Statements on dashboard
  - **Permit Linkage:** Several areas where there is still a dependency on permit identification
    - Dashboard display
    - Statement finalization
- **Expected roll-out summer 2013**

Mail Anywhere Eligibility

- **Eligible Full-Service Mail Classes**
  - First Class – Cards, Letters, and Flats only
  - Periodicals – Letters, Flats (October 2012)
  - Standard – Letters, and Flats only
  - Bound Printed Matter – Flats only
- **Eligible Permit Types**
  - Permit Imprint
  - Precanceled Stamps w/ ADDPOS Account for additional postage
  - Metered w/ ADDPOS Accounts for additional postage
- **Statement Types**
  - Single Permit
  - Comail

Mail Anywhere Eligibility

- **Open to authorized mailers (Mail.dat and Mail.XML) who have passed TEM and Full-Service authorization**
- **Open to Postal Wizard mailers doing Full-Service**
- **Authorization Process by Help Desk/BME**
- **Mail Anywhere utilizes "national" identifiers**
  - CRID (Customer Registration ID) or MID (Mailer ID) for By / For
  - Account number (linked to permit) for payment
- **Mail Anywhere mailings must contain 90% or more Full-Service pieces**

Mail Anywhere Eligibility

- **Mailers must demonstrate that they meet Full-Service requirements as defined in the Guide to Intelligent Mail for Letters & Flats and that they are in compliance for the last 30 days of their eDoc submission:**
  - Accurate By/For information (MID, CRID)
  - Valid MID and STID in barcodes
  - Valid entry facility
  - Accurate OCI file for copal
  - Accurate ship dates
  - Valid First-Class mail separations per CSA
- **Mailers must not exceed defined error thresholds, currently set at 2% in each of the select categories**

Pay Anywhere

- **Pay Anywhere will allow customers to make deposits to their permit trust accounts at any Postal Service Point of Sale (POS) retail site that supports BMEU (*PostalOne!*) transactions**
- **Pay Anywhere will allow customers more convenience in managing their trust account funding**
- **Pay Anywhere planned to be implemented in Summer 2013**

eInduction - Pilot Goals

- **eInduction Systems**
  - Verify that *PostalOne!*, SV, and FAST are performing as designed
- **eInduction Process**
  - Validate that the eInduction process can be implemented and managed as designed
- **Compliance**
  - Test key controls in on-going management of eInduction process
- **Deployment Readiness**
  - Finalize mailer and USPS readiness criteria to begin national deployment

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eInduction - Pilot Summary

- Oversaw the pilot at the Dulles P&DC from June 18 – August 3
- Pilot team intercepted 8125 forms from mail clerks, who processed the appointments without using the 8125 forms
- Pilot team looked up all "Not Expected" containers from eInduction shipments using *PostalOne!* eInduction reports to simulate the Helpdesk resolution process
- Pilot team conducted systems tests to verify performance of validations and transfer of records between systems

eInduction - Pilot Testing Results

- **30 system-related tests failed:**
  - Issues from failed tests will be addressed by October 2011 release. Will re-run failed tests after the software release.
- **All process-specific tests passed**
- **42 tests were deferred:**
  - Need Data (2 tests): Working with SV to create ad hoc reports
  - Not Observed (27): Scenarios did not occur during pilot (e.g. Mis-shipped containers). To be simulated or tested in *PO!* environment.
  - Future Functionality (13): Not available to test until after future releases

Type	In Process	Completed	Deferred	Total
Process	0	6	16	22
System	4	39	26	71
Total	4	45	42	93

eInduction - Next Steps

- **August 2012:**
  - Complete simulations for “Not Observed” tests
  - Limited on-site presence at Dulles P&DC for specific tests
  - Completion of tests at non-SV sites
- **Additional sites will not be added until after Oct 2012 release**
- **Planned October Features:**
  - Continuous Mailer Process
  - Mis-shipped Invoicing
  - Site Notification of eInduction Percentage

Seamless Acceptance – Workgroup 143 Status

- **Auto-Finalization Sub-group**
  - Balance Threshold
  - Auto-Finalization Content and Messaging
  - Finalization Based on Postage Statement Mailing Date
- **Sampling Process Detailed Review**
  - Sampling Process Procedures
  - Sampling Verifications
  - Sampling Frequency
  - Sampling Compliance Report
- **MPE Scan Verifications Overview**
- **Seamless Acceptance Reports Overview**

Seamless Acceptance – October Release

October Release Functionality Overview

eDoc Submission

- eDoc Submitted to *PostalOne!*
- CRID and mailing are checked for Seamless eligibility, and if eligible, undergo Seamless validations

Auto-Finalization

- *PostalOne!* checks mailer account balance to ensure proper funding or method of payment
- If funding is sufficient, postage statement is Auto-Finalized based on Postage Statement Mailing Date
- eDoc data is sent to Seamless Acceptance and Service Performance

MPE Processing Scans and Sampling Scans Collected

- Containers are flagged for sampling based on mailer's container sampling frequency
- Clerk samples 3 handling units from each flagged container and 10 pieces from each sampled
- Handling Unit is broken and run through Mailer Processing Equipment (MPE)
- MPE scans and Sampling scans are sent to SASP

Seamless Acceptance – October Release

Sampling Verifications

- Verifications are performed by comparing data collected through FS-IMD sampling to the information submitted in eDoc for the following categories:
  - Postage Payment Method
  - Content
  - Piece Weight
  - Postage Affixed
  - Presort
  - Barcode Construct
  - Undocumented Mail

MPE Scan Verifications

- Verifications are performed on data from mail operations by comparing MPE scan data to the information submitted in eDoc for the following categories:
  - Barcode Scan Rate
  - Undocumented Mail
  - Presort
  - Entry Location
  - Move Update

Reporting

- Verifications results on the Seamless Acceptance Dashboard/Reports (internal-only)
- Users will be able to access detailed information about mail quality

BPM Federal Register

- **Proposed new mailpiece density for BPM parcels**
- **Targeted for July 2013**
  - LBS/Cubic Foot Measurement
  - How to measure
    - Length x Width x Height to determine cubic inches
    - Divide cubic inches by 1,728
    - Weight of mailpiece (in pounds) is divided by result
  - Density minimum – 10.0 lbs
    - Not eligible for BPM prices unless this criteria met
    - Options
      - Repackage to meet density requirements
      - Mail at another mail class

eVS as a Payment Method for Flats

- **MTAC proposal**
- **Consideration for one file type to be converted to files for mail.XML files for Full-Service mailings**

Packages Sampling Process

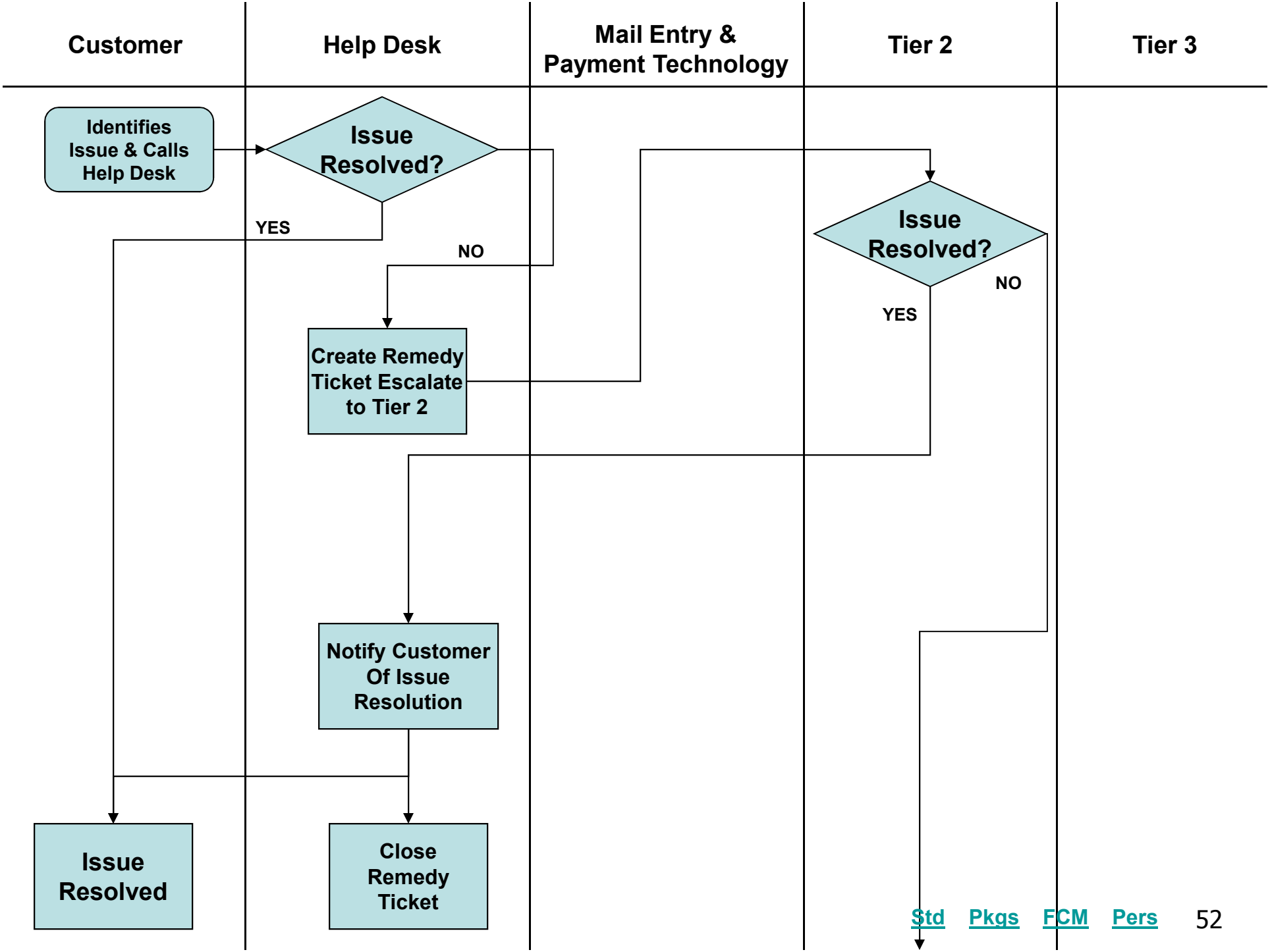
- **Concerns raised:**
  - Sampling universe compared to manifest universe
    - Sampling at NDC versus manifest to DDU entry
    - % at entry levels doesn't match sampling at same entry levels
  - Per piece prices for unmanifested packages
    - Derived from packages sampled
    - Sometimes a disparity due to entry discounts claimed
- **Customers have the opportunity to manifest any packages that appear on the unmanifested report until the 10th of the following month**

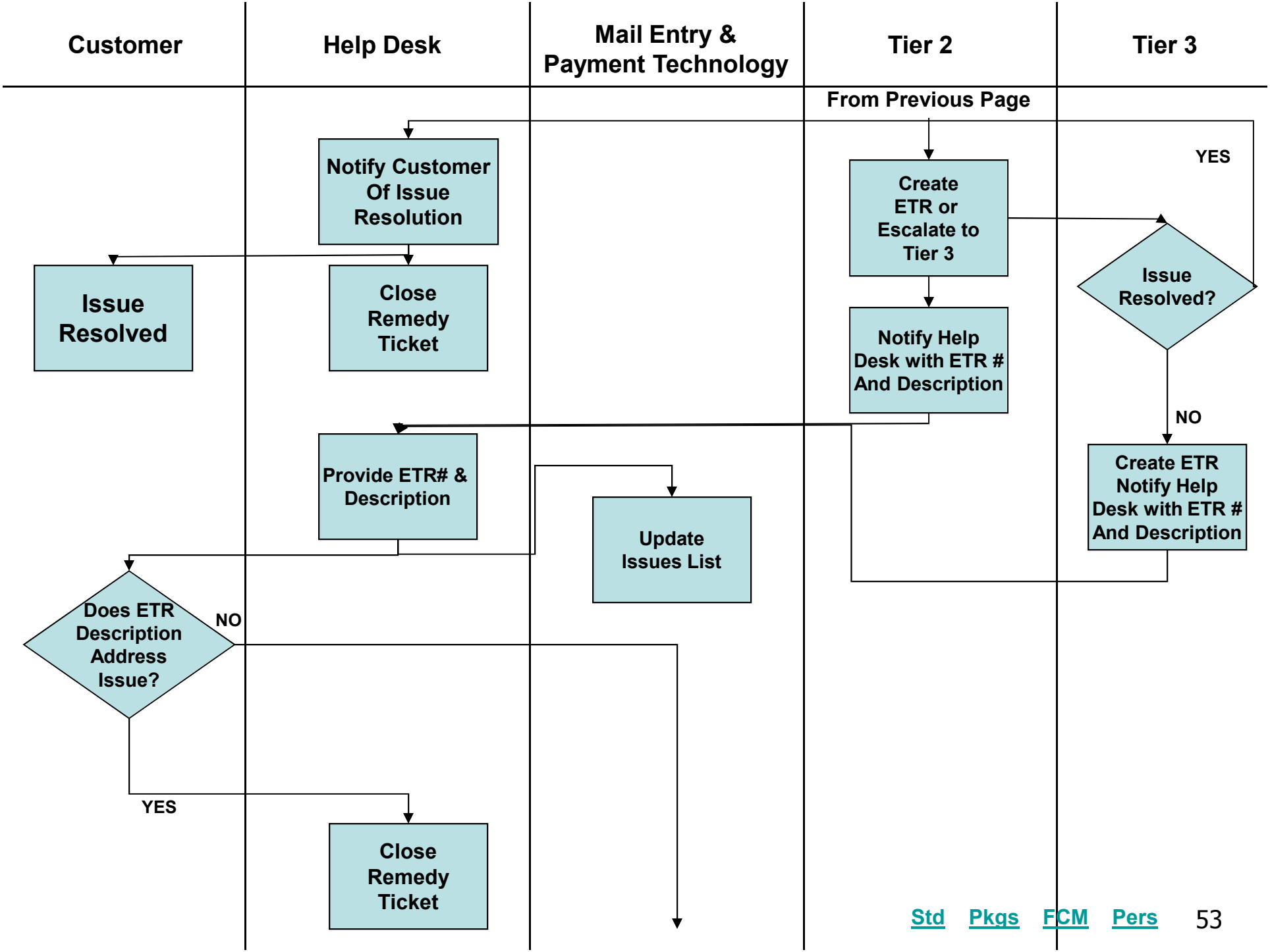
Packages Sampling Process

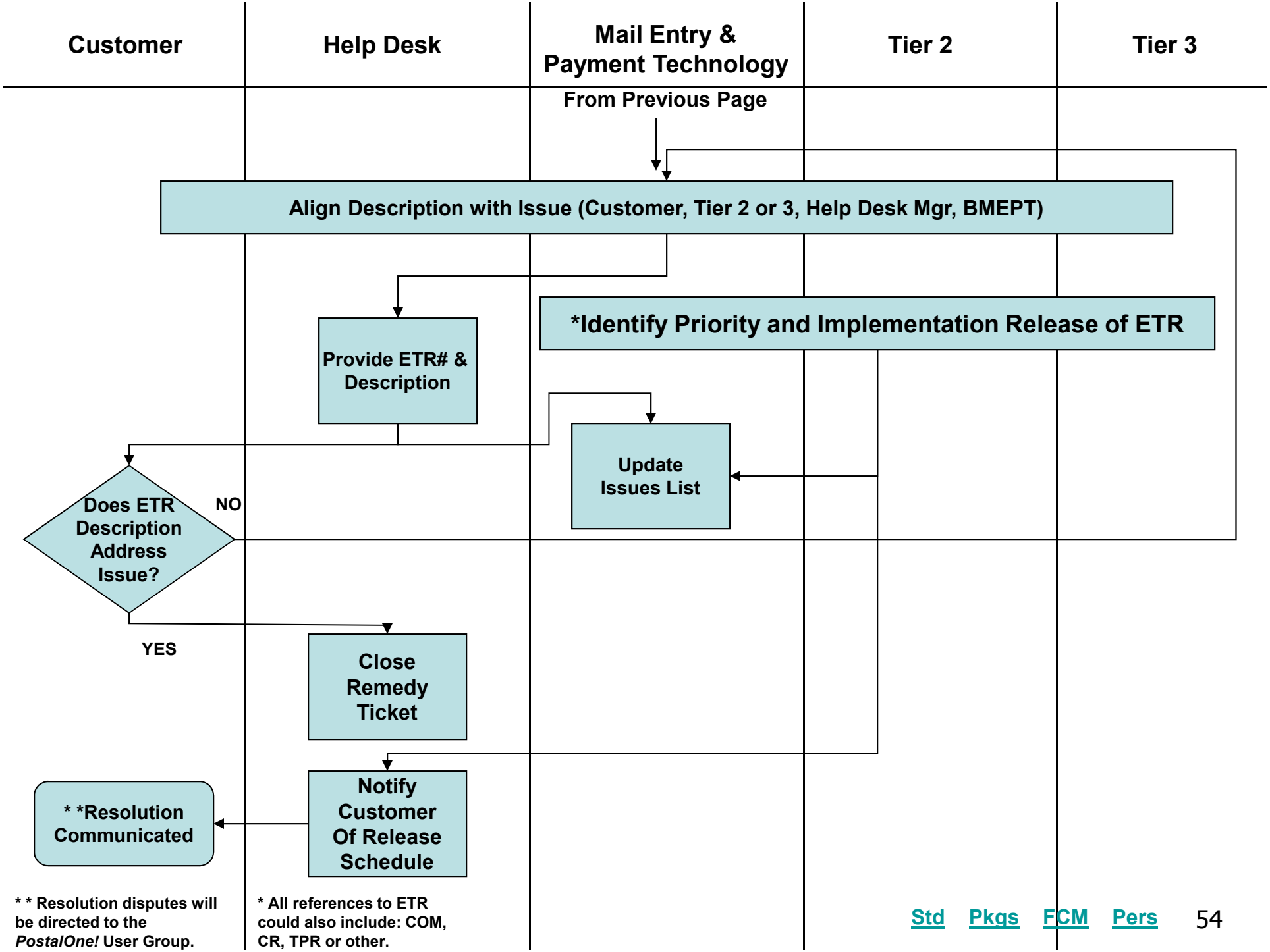
- **Unmanifested per piece prices**
  - Actual sampled pieces are charged the actual price of the sample.
  - If a mailer is using the new Intelligent Mail Package Barcode (IMpb), the unmanifested will be separated by mail class/product on the eVS landing page.
  - The unmanifested per piece charge will be based on the average price for the samples of the applicable mail class/product, as explained in Pub 205 section 4.3.2 items a and b.
  - All other samples are combined mail classes (for legacy barcodes) and based on the average price of the samples per Pub 205 section 4.3.2.

Note: IMpb is required January 2013 for presort prices.

- **Appeals**
  - Any customers who have a concern with the unmanifested per piece prices should contact the eVS Program Office, which will consider any mitigating factors to adjust the per piece price, if needed.


Customer
Help Desk
Mail Entry & Payment Technology
Tier 2
Tier 3
Identifies Issue & Calls Help Desk
Issue Resolved?
YES
NO
Create Remedy Ticket Escalate to Tier 2
Issue Resolved?
NO
YES
Notify Customer Of Issue Resolution
Issue Resolved
Close Remedy Ticket


Customer
Help Desk
Mail Entry & Payment Technology
Tier 2
Tier 3
From Previous Page
Notify Customer Of Issue Resolution
Create ETR or Escalate to Tier 3
YES
Issue Resolved
Close Remedy Ticket
Issue Resolved?
Notify Help Desk with ETR # And Description
NO
Provide ETR# & Description
Update Issues List
Create ETR Notify Help Desk with ETR # And Description
Does ETR Description Address Issue?
NO
YES
Close Remedy Ticket


Customer
Help Desk
Mail Entry & Payment Technology
Tier 2
Tier 3
From Previous Page
Align Description with Issue (Customer, Tier 2 or 3, Help Desk Mgr, BMEPT)
*Identify Priority and Implementation Release of ETR
Provide ETR# & Description
Update Issues List
Does ETR Description Address Issue?
NO
YES
Close Remedy Ticket
Notify Customer Of Release Schedule
* *Resolution Communicated
* * Resolution disputes will be directed to the *PostalOne!* User Group.
* All references to ETR could also include: COM, CR, TPR or other.

UNITED STATES POSTAL SERVICE®

Help Desk Support
Current External Active Issues

Active/Inactive	Priority	Total
Active	Critical	15
	High	53
	Medium	54
	Low	8
Active Total		130
Inactive (Closed)	Priority	Total
	Critical	73
	High	67
	Medium	34
	Low	3
Inactive Total		177
Grand Total		307

Count of Production	12-Aug	12-Oct	13-Jan	
Priority	31.1.0	32.0.0	33.0.0	Grand Total
Critical	7	9	2	18
High	0	17	12	29
Medium	2	12	2	16
Low	0	2	0	2
Grand Total	9	40	16	65

- Focus is on the Critical and High priorities
- IT has analyzed/developed a solution for 65% of active issues
- Will continue to analyze the remaining issues with the intent to get them committed to an upcoming release or patch

CSA Improvements/Issues: Automated CSA Approval Process in FAST

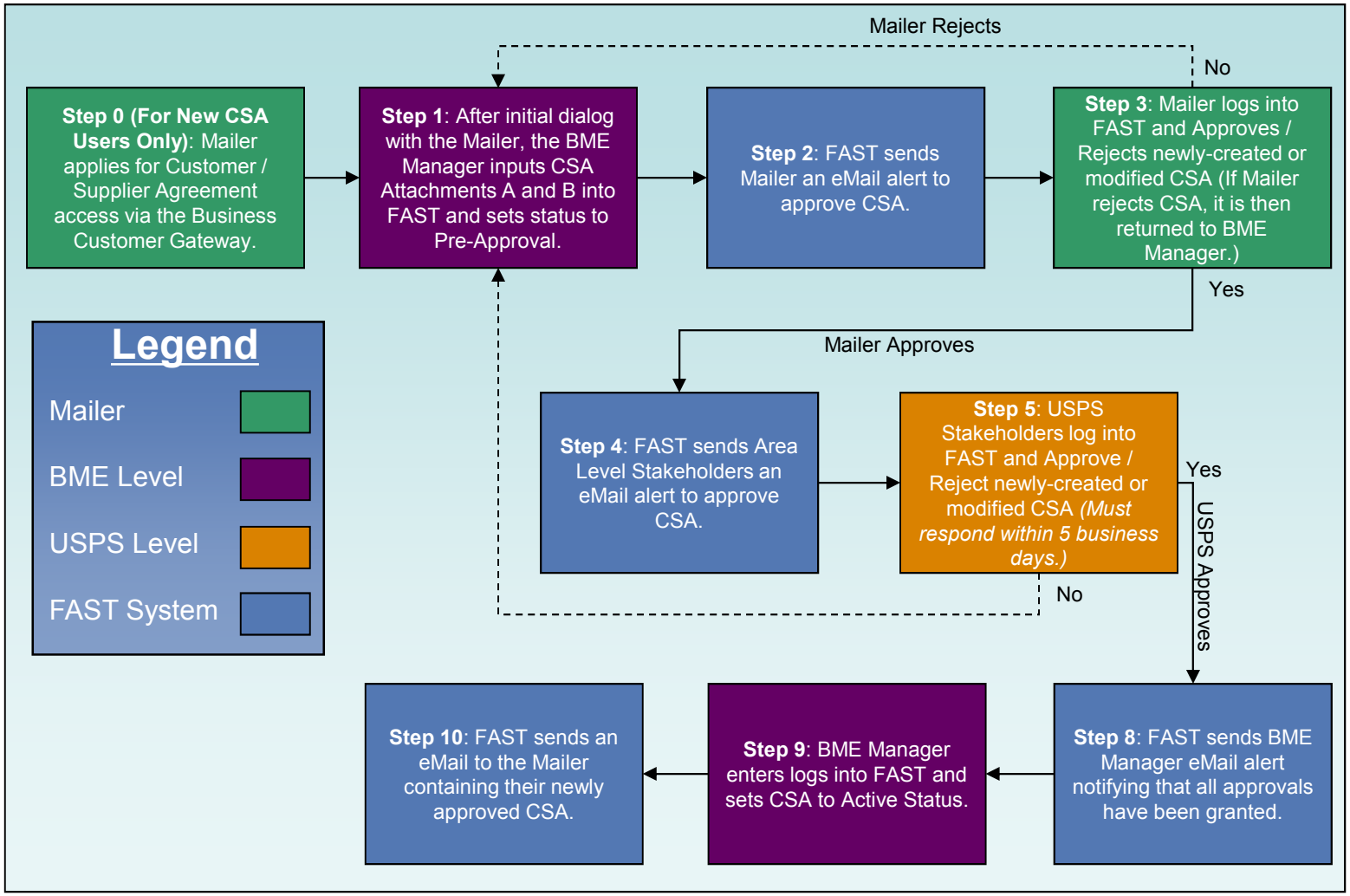


Figure 2: Automated CSA Approval Process Flow

CSA Improvements/Issues: CSA Approval Notification E-Mail

- **"Internal" and "External" FAST Users will receive a notification e-mail when a new or modified CSA has been submitted for their review. The unique CSA number will be included in the message.**

From: <fastnoreply@usps.gov>
Date: Fri, Mar 23, 2012 at 3:24 PM
Subject: Approval Process Reset for CSA 1000000674
To: fastcattest@gmail.com

The status for Customer/Supplier Agreement 1000000674 has been changed while in the approval process. You must review the CSA again. Your approval must be provided within three (3) days of 03/19/2012.

Please login to FAST and update the Customer/Supplier Agreement 1000000674 with your approval.

Please do not reply to this email. This message was sent from an unattended mailbox; responses to it are not received.

Figure 3: Example of CSA Modification Notification eMail

CSA Improvements/Issues: Customer / Supplier Agreement Search Screen

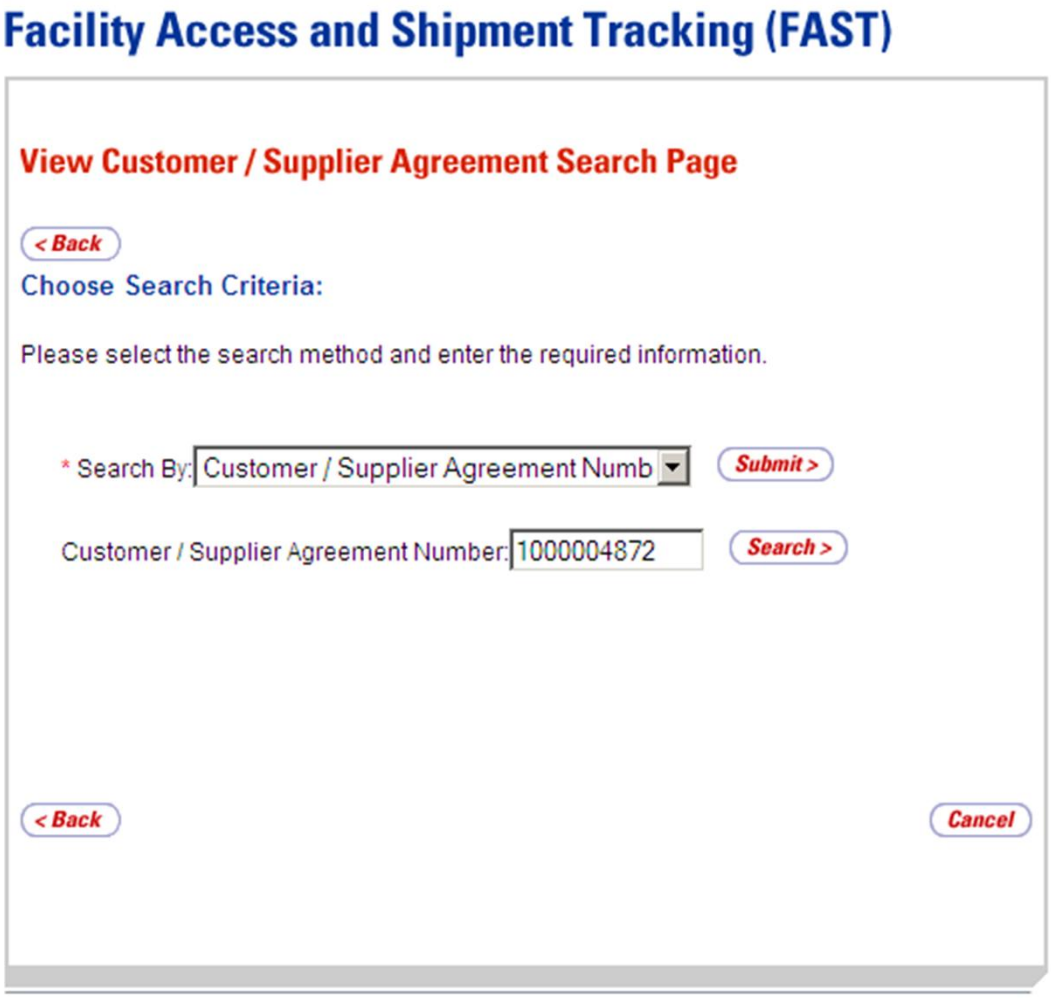


Figure 4: Customer / Supplier Agreement Search Screen

- Both Internal and External Users will navigate to the **View Customer / Supplier Agreement Page** within the FAST application.
- Users should select Customer / Supplier Agreement Number from the "Search By" Drop Down menu.
- The Customer / Supplier Agreement number provided in the notification eMail can be used to quickly locate the CSA for approval.

CSA Improvements / Issues: CSA Approval – External (Customer) View

Facility Access and Shipment Tracking (FAST)

View Customer / Supplier Agreement Summary

Customer / Supplier Agreement ID: 1000000107
Last Modified: 12/02/2011 09:03:50
Acceptance Site: BOSTON BMEU - Boston, MA - 56789 - 2256
Customer: SHOW YOUR COLORS FLAG CO.
Address: 2452 S TRENTON WAY UNIT M - DENVER, CO 80231
Customer Registration ID: 12345
Effective Date: 12/02/2011
Status: Pre-Approval (2)
Current Review Status:

(3) * Mailer Review Action: Approve (Submit >) (4)
Approve
Reject

Comments:

Customer / Supplier Agreement File (Download)

Container Label Information

Export options: Download Container Labels into Excel | View Container Labels Printable Version

Separation #	Container Destination ZIP Codes	Label To	Label ZIP Code	Mail Class	Processing Category	Processing Code	Processing Code Label	Minimum Load for Containers (linear feet)
1	001-999	eee	111	First-Class	Flats	Air	American Airlines	11

Total (1 result)

Export options: Download Container Labels into Excel | View Container Labels Printable Version

Figure 5: Customer CSA Approval Page

- Via the View Customer / Supplier Agreement Summary page, FAST Customers will now view a **Mailer Review Action** drop-down menu.
- This menu provides customers with the option to ***Approve*** or ***Reject*** new or modified CSAs.

CSA Improvements/Issues: CSA Approval – Internal (USPS) View

Facility Access and Shipment Tracking (FAST)

View Customer / Supplier Agreement Summary

Customer / Supplier Agreement ID: 1000000107
Last Modified: 12/02/2011 09:03:50
Acceptance Site: BOSTON BMEU - Boston, MA - 56789 - 2256
Customer: SHOW YOUR COLORS FLAG CO.
Address: 2452 S TRENTON WAY UNIT M - DENVER, CO 80231
Customer Registration ID: 12345
Effective Date: 12/02/2011
Status: Pre-Approval

Current Review Status:

* Reviewer Action: Approve (Approve / Reject) Submit >

Comments:

Customer / Supplier Agreement File Download

Container Label Information

Export options: Download Container Labels into Excel | View Container Labels Printable Version

Separation #	Container Destination ZIP Codes	Label To	Label ZIP Code	Mail Class	Processing Category	Processing Code	Processing Code Label	Minimum Load for Containers (linear feet)
1	001-999	eee	111	First-Class	Flats	Air	American Airlines	11

Total (1 result)

Export options: Download Container Labels into Excel | View Container Labels Printable Version

Figure 6: Internal CSA Approval Page

- Via the View Customer / Supplier Agreement Summary page, FAST Internal Approvers will now view a **Reviewer Action** drop-down menu.
- This menu provides Approvers with the option to ***Approve*** or ***Reject*** new or modified CSAs.

CSA Improvements/Issues: CSA Approval Summary Report – Internal / External

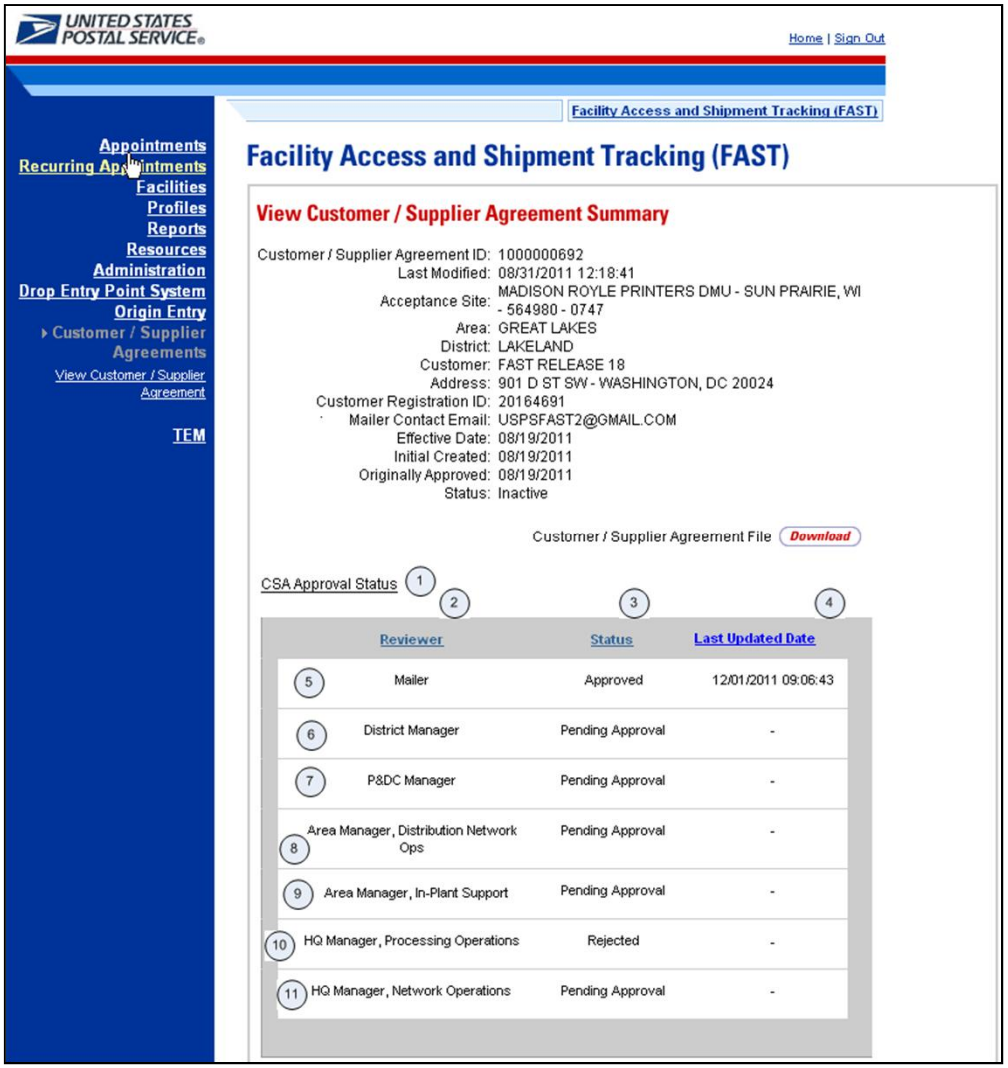


Figure 7: Customer CSA Approval Summary Page

- FAST shall also include a CSA Approval Summary Report within the View Customer / Supplier Agreement Summary Page.
- This Report tracks the status of the CSA and details approvals for the following users:
  - Mailer
  - USPS

CSA Improvements/Issues: Customer / Supplier Agreement (CSA) Approval Module Issues

- **Summary of Issues:**
  - Delays due to CSA Approver transition, leave status, re-assignments, and ACE ID/eMail address errors
  - Mailer Profile: Incorrect CRID – CSA reflects “No Record Found”
- **Resolution:**
  - Immediate: To address staffing changes, implemented a weekly update for individual CSA Approvers (in lieu of monthly)
  - Short-Term: Near real-time updates via eAccess
  - Creation of CSA Approval Process Job Aid (Release Date - August 20)
  - Additional CSA Training
  - Administrator (Over-Ride Functionality) - Enhanced Administrator feature allowing for expedited troubleshooting and approval of CSAs

Single Piece Consolidation for Pallets

- **Effective 8/23/12 (DMM revision 9/4/12), the Postal Service will provide new options for the preparation of pallets, trays, and sacks of First-Class or Standard Mail.**
  - Mailers may place trays or sacks of residual single-piece First-Class Mail (FCM) letters and flats on the origin sectional center facility (SCF) pallet.
  - Mailers may place trays or sacks of Standard Mail letters and flats paid at single-piece First-Class Mail prices on the mixed network distribution center (NDC) pallet.
  - Mailers approved to combine FCM or Standard Mail with different payment methods in a single mailing may place trays of single-piece mailpieces on a specified pallet after USPS verification is completed.
  - The Postal Service is adding human-readable text to CIN codes to accommodate use with single-piece mailpieces.

Training

- **Focus on Transitioning to Intelligent Mail Barcode Series**
  - Building the Intelligent Mail barcode – Initial Steps for Mailers:
    August 16, 2012 and September 6, 2012
  - The World of MIDs, CRIDS, and the Business Customer Gateway
    August 23, 2012 and September 13, 2012
  - Reaping the Benefits of Intelligent Mail
    August 30, 2012 and September 20, 2012
- **Upcoming Training**
  - *PostalOne!* Release

Communications

- **Continue to use the following as applicable:**
  - DMM Advisory/Intelligent Mail Services Update
  - Industry Alerts
  - *PostalOne!* Users
  - MTAC Usergroups
- **Updating Intelligent Mail pages on RIBBS**
  - Ease of use for new users
  - Cleaner, quicker ability to find relevant documents

Full-Service Simplification

- **Full-Service Mail Preparation:**
  - Expand Use of Logical Trays/Pallets
  - By/For Exception for Small Volume Mail Owners
- **Communication Support Capabilities**
  - Consistent Container Placard Requirements
  - Bulk MID/CRID Requests
    - Simplified retrieval of MIDs and CRIDs by Mail Service Providers for their Mail Owners.
  - Simplified Documentation for Mailings < 10,000 Pieces

Full-Service Simplification

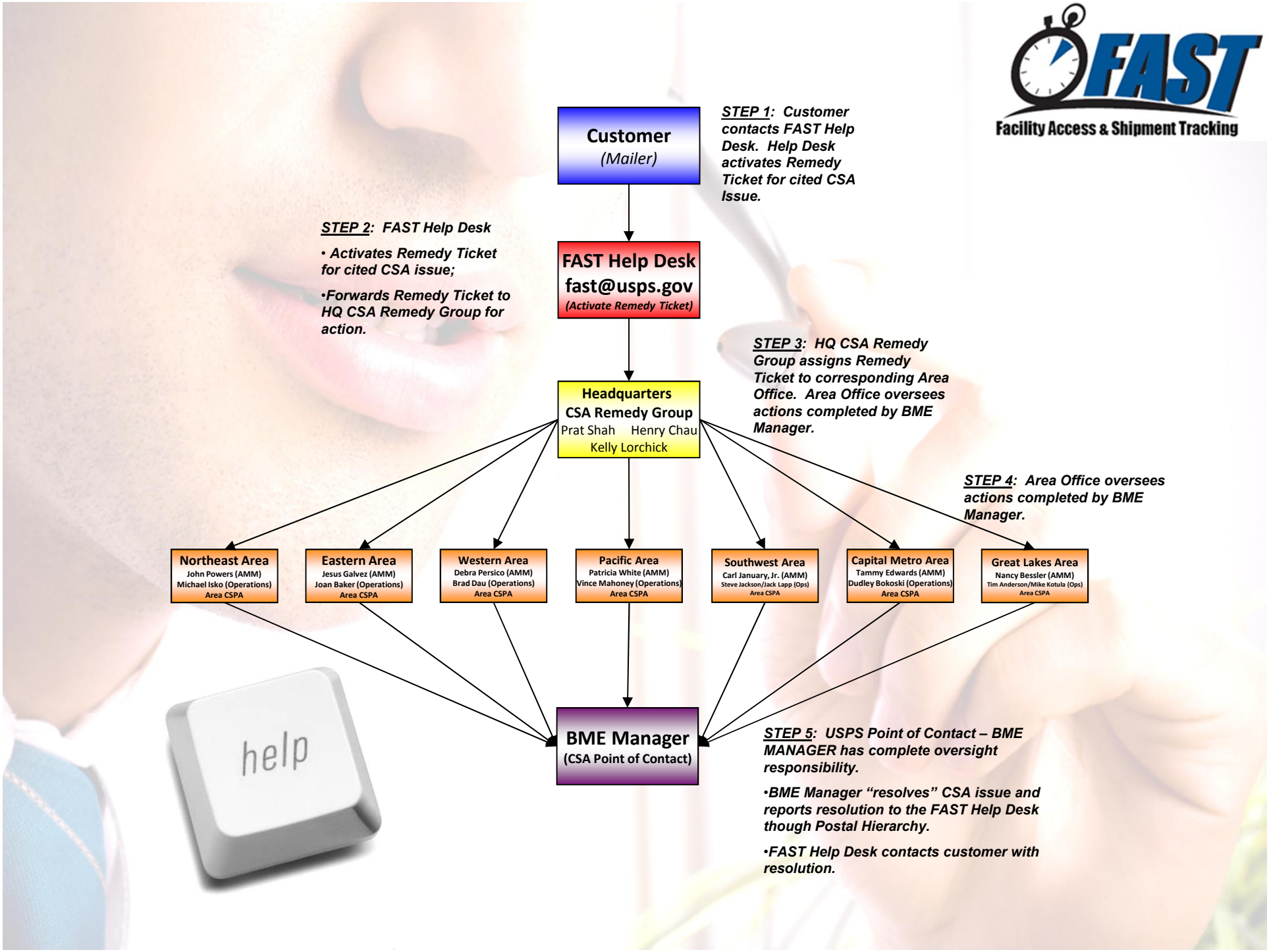
- **Full-Service Onboarding:**
  - TEM Simplification
    - Simplified the TEM Certification process
    - Software Vendor Certification
    - Simplified Mail Owner/Preparer Onboarding
    - Developing MSP FS Certification
  - Business Customer Gateway Simplification
  - Standardize Error Messages
  - Mailer-Initiated Job Cancellation

Transitioning Small Publications to Full-Service IMb

- Publications have put the barcode format on the piece but are using basic.
- Publications are transitioning to eDoc so they can use IMb
- PCSC is working with Daily CPP publications desire to stay on CPP to minimize payment transactions
- Use the same method as in the eDoc Process: A Guide for CPP Customers found on RIBBS
- Publishers updating own systems
- Next step: Testing in TEM
- Use the eDoc and Full-Service Authorization Guide for Mail.dat

PAGE Certification

- **The Periodicals Accuracy, Grading, and Evaluation (PAGE) program is a process designed in cooperation with the publishing industry to evaluate publication and print planning (ppp) software and to determine its accuracy in calculating virtual copy weight and the percentage of advertising according to DMM® standards**
  - Allows Periodicals mailers to forego the submission of marked copies for every edition of every issue
  - Allows the Postal Service to avoid verification of weights (most valuable for mailings with many editions)
  - PAGE will certify a developer's product that operates on a particular platform at the current version number
- **For application forms and additional information, see: https://ribbs.usps.gov/index.cfm?page=page**


FAST
Facility Access & Shipment Tracking
Customer
(Mailer)
STEP 1: Customer contacts FAST Help Desk. Help Desk activates Remedy Ticket for cited CSA Issue.
STEP 2: FAST Help Desk
• Activates Remedy Ticket for cited CSA issue;
•Forwards Remedy Ticket to HQ CSA Remedy Group for action.
FAST Help Desk
fast@usps.gov
(Activate Remedy Ticket)
STEP 3: HQ CSA Remedy Group assigns Remedy Ticket to corresponding Area Office. Area Office oversees actions completed by BME Manager.
Headquarters
CSA Remedy Group
Prat Shah Henry Chau
Kelly Lorchick
STEP 4: Area Office oversees actions completed by BME Manager.
Northeast Area
John Powers (AMM)
Michael Isko (Operations)
Area CSPA
Eastern Area
Jesus Galvez (AMM)
Joan Baker (Operations)
Area CSPA
Western Area
Debra Persico (AMM)
Brad Dau (Operations)
Area CSPA
Pacific Area
Patricia White (AMM)
Vince Mahoney (Operations)
Area CSPA
Southwest Area
Carl January, Jr. (AMM)
Steve Jackson/Jack Lapp (Ops)
Area CSPA
Capital Metro Area
Tammy Edwards (AMM)
Dudley Bokoski (Operations)
Area CSPA
Great Lakes Area
Nancy Bessler (AMM)
Tim Anderson/Mike Kotula (Ops)
Area CSPA
BME Manager
(CSA Point of Contact)
STEP 5: USPS Point of Contact – BME MANAGER has complete oversight responsibility.
•BME Manager "resolves" CSA issue and reports resolution to the FAST Help Desk though Postal Hierarchy.
•FAST Help Desk contacts customer with resolution.
help