

**MTAC Focus Group Meetings  
February 15, 2012**

**Payment/Acceptance  
Key Comments and Questions**

**Pritha Mehra, VP, Mail Entry and Payment Technology, USPS**

**Dale Miller, MTAC Industry Leader for Acceptance**

**Angelo Anagnostopoulos, MTAC Industry Leader for Payment**

*USPS Industry Engagement & Outreach Facilitator for Payment/Acceptance: Anthony Frost & Tonya Dodson*

**FG 3: Standard Mail 12:20 pm – 1:15 pm**

**Wanda Senne, MTAC Industry Leader for Standard Mail**

*USPS Industry Engagement & Outreach Facilitator: Kathy Kamen*

**Discussion notes:**

1. Update on Seamless Acceptance – proof of concept is still being developed due to unforeseen issues.
2. Overview and status for the 2/12/2012 PostalOne! Performance Patch Release 29.0.3.4. One industry member gave extremely positive feedback on new 'Cancel Statement' capability; others emphasized that changes from 29.0 to 29.0.3.4 have made it easier and more convenient for Industry to request, initiate and manage Mailer ID (MID) and Customer Registration IS (CRID). Although the patch corrected several known performance issues in Release 29.0, several critical issues remain unresolved:
  - a. Mixed-class co-mail off-shore pallet data management
  - b. Periodicals bundle and container mismatches
  - c. MicroStrategy 'By/For' errors and inaccuracy
  - d. Return address and authorization number mismatches regarding non-profit mailingsNo major PostalOne! releases will be made during peak season or during a price change.
3. Enterprise Payment initiative is in Business Case process awaiting a go/no-go; initiative is on hold.
4. Mail Anywhere update – the initiative's target customer segment is Full Service mailers who are 90% or more First-Class and Standard mailers. Initiative is still in the requirements and software writing stage; development expectation is to be able to run some test scenarios in April 2012.

5. Network Optimization – will train the BMEs to support customers.
6. Incentives / promotion –
  - a. 2% discount for Mobile promotion.
  - b. Non-profits are eligible.
  - c. Verification – sample prior to mailing, random sampling, and scanning the code on the mailing piece.
  - d. Need to determine the actual postage value. Goal is to give the discount up front rather than give refunds. Recommendation is to give a lower postage value than currently allowed. The customer would owe additional money at BMEU. Will file with the Postal Regulatory Commission (PRC) on 2/17/12.
  - e. Qualifications for promotion – mobile commerce, personalization (unique website/page).
  - f. No cap.
  - g. Mailers can participate if they break down mail participating in the promotion.
  - h. Important to use the program as intended – making mail more relevant, increasing value of direct mail. Can use resident if it is directed to a unique website.
7. In response to January issues with price change release, major change releases will be in January and June (requires software changes); minor releases in April and October (maintenance, enhancements).

**Action Items:**

- Develop Task Team to investigate reasons for un-manifested pieces within mailings, and determine whether those pieces are/were paid for. Agreed to use Mail Data Quality (MDQ) information to conduct the investigation.
  - Develop Task Team to investigate why there is mail that should be included as Full Service (FS) but doesn't fit FS requirements.
  - Will work on how to deliver discounts between cycles and get back to the industry.
  - For smaller companies with 2-3 MIDDs with other companies, question raised whether there is any way to change MIDs and CRIDs – feedback is required to make changes to accommodate this issue.
  - Issue raised regarding the nonprofit requirement for strict matching in PostalOne! compared to a return address – Payment/Acceptance team will follow up.
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## **FG 7: Package Services 1:25 pm – 2:20 pm**

### **John Medeiros, MTAC Industry Leader for Package Services**

*USPS Industry Engagement & Outreach Facilitator: Ruth Southworth*

#### **Discussion notes:**

1. Network rationalization - even if plant is affected, BMEUs will not change for now. IF a BMEU needs to be relocated in the future, customers will be given at least 120 days notice. Refresher courses will be offered to BMEU employees
2. Industry concerned about the EVS surcharges with the last release. Surcharges took effect two weeks before the release was effective. Delivery Confirmation and surcharges are in the process of being revised and near completion. 2000 statements needed to be processed for refund. The industry was alerted through a User Group call, RIBBS and DMM Advisory.

#### **Action Items:**

- Industry: EVS surcharge issue was not communicated well. Review communication process and make changes as needed to ensure industry receives timely information. Suggestion: issue an Industry Alert when errors occur, and when they are resolved.
  - Bound Printed Matter – suggestion to create a Work Group through VP, Pricing, to review if/how BPM Flats can be combined with Standards Flats or Periodicals.
  - EVS – substantial volumes cannot be viewed, so can't review or download. Look into more efficient ways to provide the data. CSV would be fine as long as it is manageable.
  - Issue an EVS announcement to mailer distribution list
  - Internal list must be notified immediately
  - Customer Gateway – there is no user guide; it is not intuitive, and has too many steps. Suggestion: create a quick Task Team to discuss (some potential TT members were suggested)
  - MITS needs to be updated with MTAC notes of Task Teams/Work & User Groups
  - Suggestion: Waive the 10% administrative fees when customers call in for support regarding USPS errors
  - Requested Early Bird list for DDU Deliveries?
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## **FG 11: First-Class Mail 2:30 pm – 3:25 pm**

### **Sharon Harrison, MTAC Industry Leader for First-Class Mail**

*USPS Industry Engagement & Outreach Facilitator for First-Class Mail: Lewis Johnson*

#### **Discussion overview:**

- FCR
- Visibility – Service Measurement

- Seamless
- Address Management Process
- Restricting Rates

**Discussion notes:**

1. Rate structure for full service will be examined. Single piece and non-automation mail should be re-evaluated for those in full-service. Redefine definition of FS to uniquely identify PC. Under e-doc they are not considered FS. Need single piece included if fewer than 500 pieces. Discussed the value of the 500-piece requirement for mailing with an FS IMb mailer.
2. Too early to tell if seamless will be voluntary or mandated. Seamless is expected to be fully implemented in 2014. Current plan is to offer incentives; don't know what they are going to be at this time.
3. Work Group # 143 is focused on seamless acceptance, including e-Dat.
4. Webinars will be one method used to communicate information to industry.
5. Discussion around free address corrections with FSS.
6. POSTNET to be discontinued – sunset in 2013 (no automation discount). Look at current service to consider what incentives to bring to FS; in 2014, in order to claim FS discounts, automation will be required.
7. Mail Anywhere will probably begin after April 2012 with the new system
8. Currently, when mail is verified and there is no IMb, a mailer does not lose discounts but would not gain FS discounts.

**Action Items:**

- Evaluate suggestion: should workgroup be established to evaluate full rate mail for 500-piece minimum requirements.
- There is an 8 cent surcharge – previously the surcharge was excluded if there wasn't a barcode – response requested.
- Industry needs a point of contact for the TMS system when something happens – identify appropriate POC and inform industry
- Question: will BMEs stay open later for the 8017 self transporters? USPS would like information sent to them from mailers who want to come later.
- Service provider registration for incentives? In the June release, able to do multiple jobs at one time? Follow up.
- TT #12 telecom scheduled for 02/17/12 to discuss Option 1 and postage statements.
- Industry asked for a list at the piece visibility level re: what's included, what's thrown out. The exclusions for visibility are the mail pieces that fail – Industry requests documents of each view of processing.

- With FSS you get free address corrections – technically falls under Visibility/Service Performance – investigate
  - Industry wants to learn more about “Mail Anywhere” project.
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## **FG 7: Periodicals 3:35 pm – 4:30 pm**

### **John Stark, MTAC Industry Leader for Periodicals**

*USPS Industry Engagement & Outreach Facilitator: Ernie Harris*

#### **Discussion notes:**

1. Value of moving verification from DMUs to destination entries – industry had concerns about this delaying the mail and inconsistencies in how retail clerks are handling at local level – eVS has centralized the process, analytics will drive this, the system will collect the data and should allow a little time for the new systems to work.
2. Regarding BRM, want mailers to exhaust supplies with FS with the aggressive timeline approaching (Jan 2013) – Postal Service announcements will allow enough time for mailers to exhaust their supplies – Federal Register Notice is going out.
3. CRID assignment will go into January release.
4. Not sure if FS piece discount is going away in 2013 but mailers will continue to receive automation discount.

#### **Action Items:**

- Currently no way to automate mail piece to capture piece weight at induction; concern in delaying the container. Need a process to watch mail trend/solicit testers/data sampling at induction, determine what happens if mail is over pound.
- Discuss with VP, Pricing, and her team: issue of air boxes used to satisfy TSA requirements on flights – USPS doesn't recognize them (industry rep pays sack charges with the sacks being in the boxes, each holding 150 – 200 lbs.). Wants Pricing to establish a price. Mail.dat has air boxes as an available container type. Situation with newspapers and flat tubs should also be discussed with pricing. Possible solution: sack charge. Payment Acceptance team to discuss with Pricing and report back.
- Timeline requiring FS IMb for 2014 implementation for small mailers is too aggressive; Industry says it won't be ready. Small publisher willing to “test” this – industry will follow up on this.
- PostalOne! payment issue concerning downloadable detailed postage statements – look into this and report back.
- Seamless Acceptance – Periodicals mail owner impact update
- Single Permit Enterprise Payment for Periodicals update
- Update on USPS plan to retire Postnet and transition to Full Service IMb – changes to discounts/requirements for Automation Discounts.