

MTAC Focus Group Sessions

Standard Mail

February 2013

- [Folded-Self Mailer Concerns and Resolution](#)
- [Weight Verification Tolerance Process \(Wood Slat Pallets\)](#)
- [MDA Support Concerns and Resolutions](#)
- [Technology Credit Update](#)
- [Mailer Retention Policy for Full-Service eDoc and eDoc Supporting documentation](#)
- [By/For Approach and eDocumentation](#)
- [eInduction and Seamless Acceptance Updates](#)

- **External**

- **Federal Register Notices**

- March 14, 2008 – Advance Notice
 - December 29, 2008 – Proposed Rule
 - August 15, 2011 – Proposed Rule
 - December 1, 2011 – Final Rule

- **Other Announcements**

- April 2012 – MailPro
 - September 14, 2012 – DMM Advisory
 - January 4, 2013 – DMM Advisory

- **Webinars**

- To industry via their systems recorded for their members
 - Presentations to association meetings
 - PCC events
 - NPF sessions

- **Internal**

- **BMA Newsletters**

- March 30, 2008
 - January 8, 2009
 - March 5, 2009
 - April 16, 2009
 - August 8, 2009
 - January 21, 2010
 - September 1, 2012
 - September 27, 2012
 - October 11, 2012
 - December 20, 2012
 - February 2013 - Pending

- **Other Announcements**

- September 14, 2012 – P&C Weekly
 - January 4, 2013 – P&C Weekly

- **Webinars**

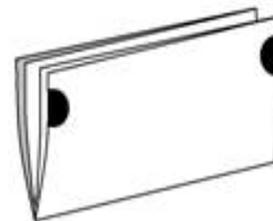
- **MDAs**

- December 2011
 - January 2012
 - July 2012
 - October 2012
 - February 2013

- **Clerks**

- January 2012
 - October 2012
 - January 2013
 - February 2013 (4)

- Panel Count – address side view



2 Panels

(Bi-fold)

Single sheet folded
once in half

4 Panels

Two nested sheets folded once in half

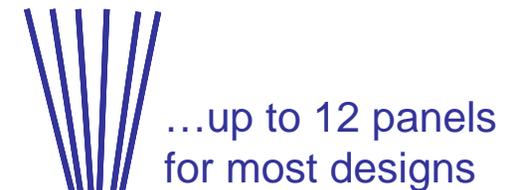
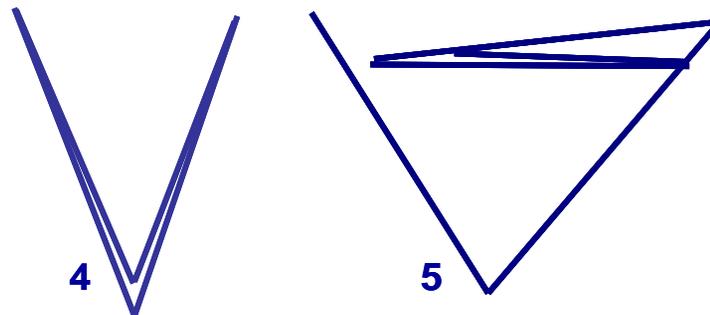
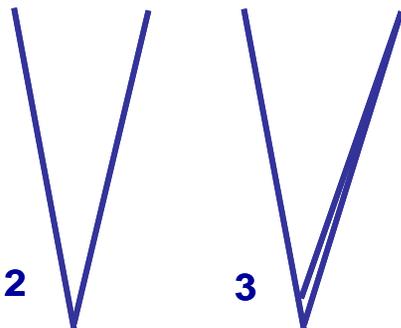
One sheet folded three times

One sheet quarter-folded perpendicular

3 Panels

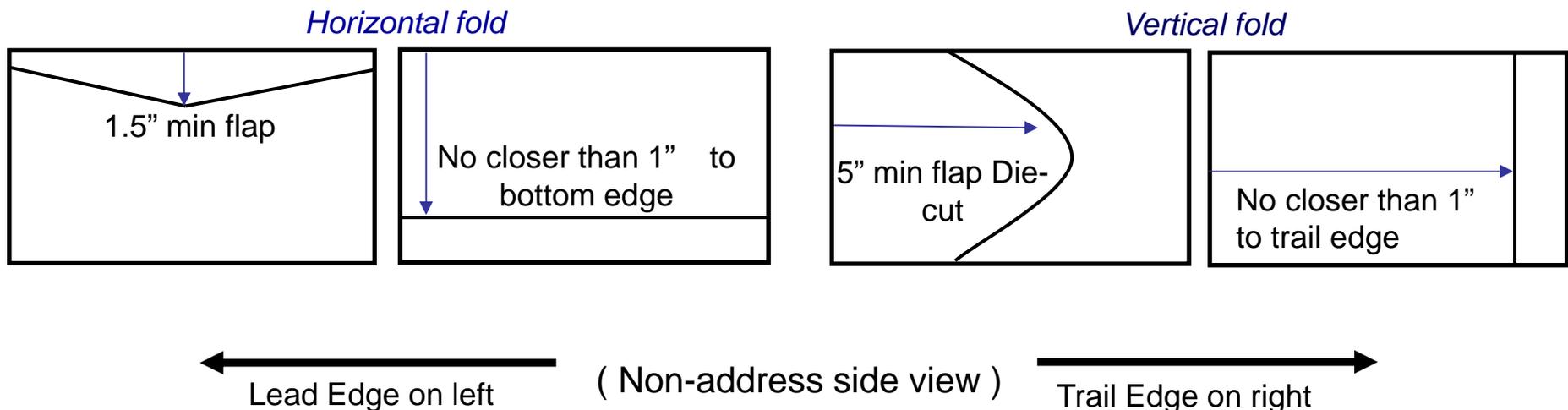
(Tri-fold)

Single sheet of
paper folded twice



- **Flap - used for closure of mailpiece on non-address side**

- Horizontal fold letter, external flap is final fold from top edge
- Vertical fold letter, external flap must be final fold from lead edge
- Die-cut shape external flaps allowed
 - glue line seal along the contour of the edge recommended
 - glue spots / elongated glue lines or tabs must sufficiently seal the flap to the non-address side panel



- **Dimension**
 - Height: 6” max
 - Length: 10.5” max
- **Weight: up to 3oz max (closure method based on mailpiece weight)**
- **Paper Basis Weight: based on design/weight**
 - Book grade (Text/Offset) minimum 70lb and higher
 - Newsprint min 55lb; equates to 60lb Book grade
 - quarter-fold design only
- **Closure method options - based on design/weight**
 - Continuous glue line or elongated glue lines, glue spots
 - Tabs: 2 or 3 non-perforated tabs

Business Mail Acceptance Newsletter

PostalOne! and Business Mailer Support (BMS)

December 6, 2012
Issue 210

Mail Entry and Payment Technologies

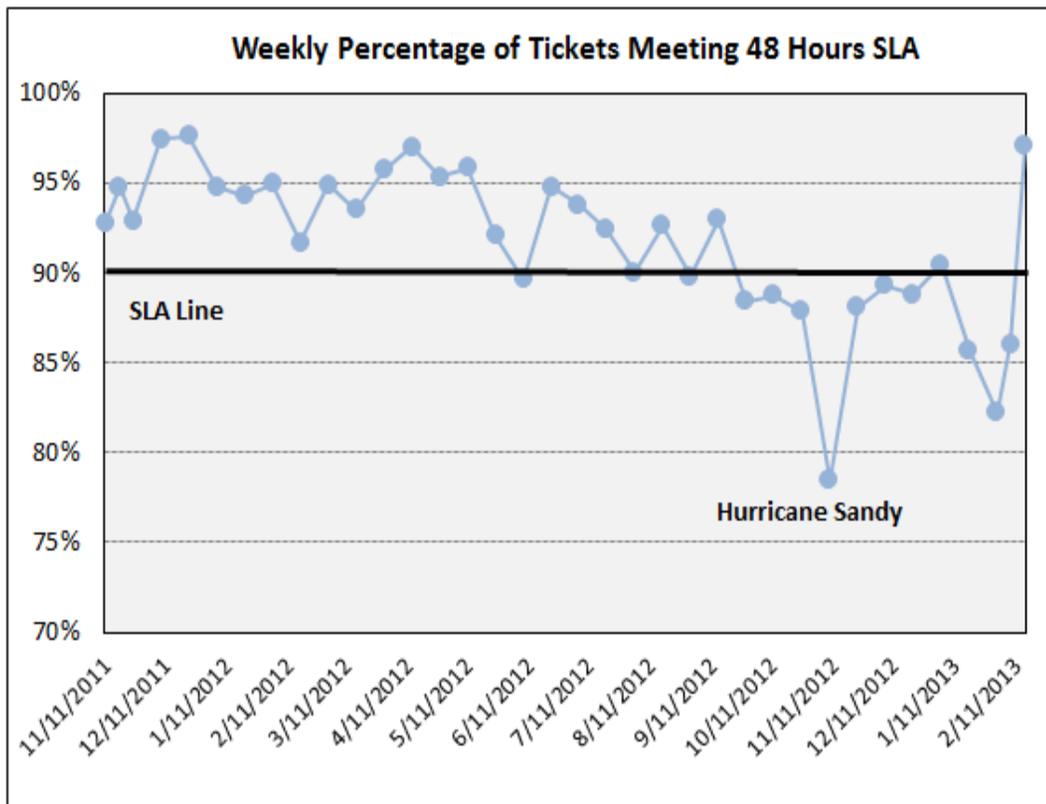
Wooden Slat Pallets - Tare weight

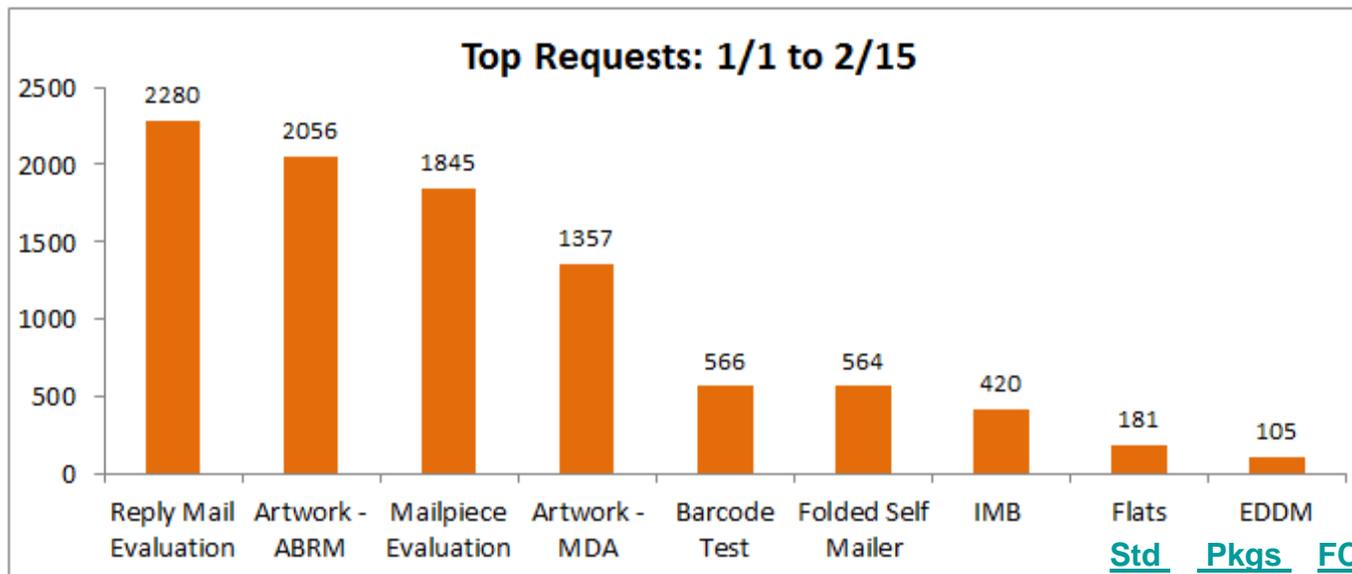
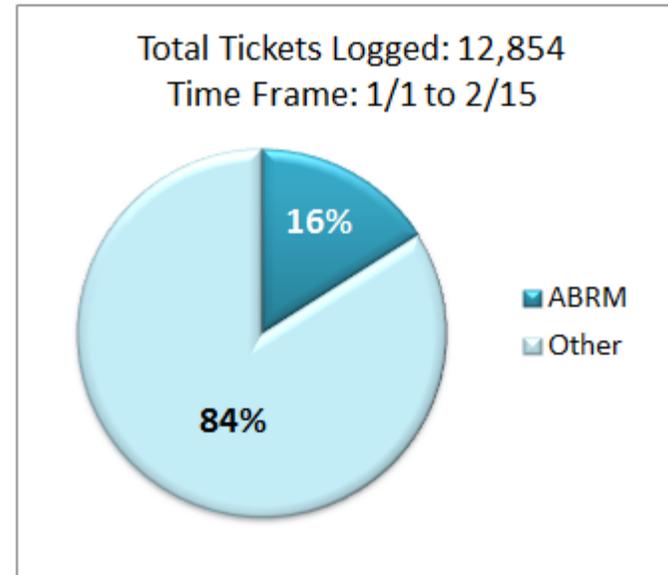
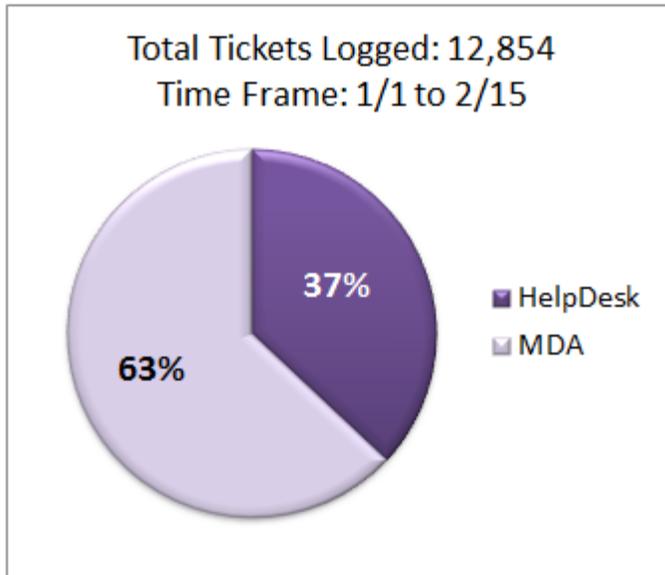


Due to an equipment shortage, the USPS has supplied mailers with wooden slat pallets. In some cases the pallets do not have a tare weight recorded on it. If mailers are using pallets that do not have a pre-determined weight listed on them, they **may** pre-weigh the empty containers to determine the tare weight. Mailers **are not required** to record a weight on the wooden slat pallet before they load mail.

The net weight of a mailing is determined by subtracting the Tare Weight from the Gross weight. Subtracting the tare weight from the gross weight ensures that the Postal Service charges a mailer for only the weight of the mailpieces in the mailing. Follow the instructions on **PS Form 8040, Business Mail Acceptance Worksheet**, (dated AUG 2010) to determine the tare weight.

Specifically, we cannot require the mailer to record a weight on the wooden slat pallet before they load mail





- **Tech Credit**

- A one-time credit available to a qualified business location's Customer Registration ID (CRID), which can be redeemed as a postage credit

- **Status**

- List has been generated on FY2012 volume
- Customer notification via letter beginning of March
- Redemption period scheduled to begin June 2013 (pending PRC approval)
- Inquiry Processes
 - Customer online inquiry process will begin in March (RIBBS & Business Customer Gateway)
 - Contact Help Desk at 1-800-522-9085 or at postalone@usps.gov

- **An inquiry tool will be established for mailers to request information about their eligibility**
 - Tool found on BCG → Tech Credit Information page
 - Also available via links on RIBBS
- **Inquiry Process:**
 - Mailer submits their business location information and responses to three profile questions via tool
 - Tool prompts to download template/input permit info
 - Mailer e-mails template to the Tech Credit PMO
 - Reviews completed in approximately 10 business days

Mailer Retention Policy for Full-Service eDoc and eDoc Supporting Documentation

- **UG1 Questions:**

- Is there a specific period of time for which mailers are required by USPS to retain postage statements?
- Is there a specific period of time for which mailers are required by USPS to retain Mail.dat files?
- If a mailer submits via *PostalOne!* using Mail.dat, do they need to be independently archiving their data files and postage statements?
- Is it sufficient to say that once it appears on the *PostalOne!* dashboard then USPS will take care of the long-term archiving requirements?

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

- **MID / CRID Identification**

- Reviewed processes and identified issues for obtaining Mailer IDs & Customer Registration IDs
- Provided recommendations for improvements
 - Update documents & guides on RIBBS with clarifications
 - Streamline online acquisition process for Mail Owners
 - Provide online and additional automated capabilities for Service Providers to obtain MIDs on behalf of Mail Owners
- Business Customer Gateway will be enhanced summer of 2013 to streamline process for attainment of Mailer IDs and support Mail Service Provider's acquisition of MIDs/CRIDs

- **Education efforts**

- Worked with USPS to develop a By/For tool to assist mailers in making decisions in identification (i.e., use of CRID or MID) for Full-Service data distribution
- Tool and updated documents will be posted on RIBBS

Clear Results

Result You Would Like to See - Select option from drop downs

Data Service Requested	What is your role with this mailing?	Are you preparing the mailing?	Whose MID will be on the mailpiece?	Will you be receiving the data?
FS ACS	Preparer	Yes	Owner	Yes

Scenario Name	Details
Scenario 7	The mail owner hires the mail preparer to prepare their mailing and requests the mail preparer to use the mail owner's MID on the mailpieces. The mail owner wishes to send all of their Full-Service ACS data to the mail preparer for this mailing.

ANSWERS

Identification for Mail Owner	Identification for Mail Preparer	MID in Barcode	Data Distribution Profile Required	Data Distribution Option
The mail owner must be identified in the eDoc using their MID.	The mail preparer must be identified in the eDoc by their MID or CRID but this has no impact on who receives the data.	The MID must be populated in the IMb but has no impact on who receives the data.	Yes	Preparer

Additional Information:

The mail owner must create a MID profile for Full-Service ACS using the mail preparer data distribution profile. Note: The mail preparer must be in the mail owner's MID profile address book. The mail preparer would submit the eDoc.

Acronym Definitions:

Data Distribution (DD)

This shows who the data goes to or who has access to the data - as specified in the Mailer ID System or Mailer's Profile.

- **2 key features released**
 - Duplicate Barcode Scan Detection
 - Within an appointment
 - Across multiple appointments
 - Helpdesk Lookup/Re-release for Container Resolution

- Pilot Sites**

- Dulles P&DC
- Tampa L&DC
- Chicago NDC
- Merrifield P&DC
- Wichita P&DC (Non-SV)
- Adding DV Daniels P&DC

Week	Total Containers	eInduction Containers	eInduction %	Appts w/100% eInduction	Mis-shipped	Duplicate Scans within Appts	Duplicate Scans across Appts
12/6 - 12/12	3047	1862	61%	39%	0%	1%	0%
12/13 - 12/19	3664	2138	58%	41%	0%	1%	0%
12/20 - 12/26	4626	2744	59%	43%	0%	0%	0%
12/27 - 01/02	4539	2536	56%	35%	0%	0%	0%
	15876	9280	59%	40%	0%	0.50%	0%

MTAC Focus Group Sessions

Packages

February 2013

- [Manifest Flats Sampling Weight](#)
- [TT 19 Recommendations: Programming Changes for Thresholds and Potential Adjustments](#)
- [Misshipped and Labeling List Discrepancies](#)

- **Domestic Mail Manual**

- PSLW & STD to be manifested 4 decimals
- BPM manifested to 2 decimals
- Will review Publication 401 and Domestic Mail Manual for consistency and application

TT 19 – Programming Changes for Thresholds and Potential Adjustments

- **MTAC Task Team #19 met on following dates:**
- **November 15, December 6, 10, 12, 13 and 20, 2012**
- **December 27 – Agreed on final recommendations for thresholds for key IMpb requirements**
 - IMpb barcode on all packages
 - Use of Shipping Service File 1.6 or higher
 - ZIP + 4 Code or destination delivery address in the Shipping Services File *

Other Key Metrics to be monitored, thresholds in the future

- File transmission prior to actual receipt of parcels by USPS (prior to Carrier Sort)
- Barcode Scan Quality

* The industry recommended a different threshold percentage than postal representatives.

- **MTAC Task Team #19 recommends USPS take these actions to ease customer and USPS pain in meeting IMpb transition:**
 - Extend transition period for IMpb requirements additional six months
 - Retain presort/destination entry pricing through extended transition period
 - Establish thresholds and effective dates for each of the three key IMpb compliance elements
 - Establish price adjustments after the extended six month transition period
 - Monitor performance for file transmission and barcode scan quality for 12 months, establishing thresholds after experience and knowledge is gained by the industry

- **Phased gradual increases in tolerance thresholds and price adjustments**
 - Phase 1: January 28, 2013 - Measure/report performance against thresholds
 - Phase 2: July 28, 2013 - Implement price adjustment for non-compliant packages*
 - Phase 3: January 28, 2014 - Higher Thresholds applied based on MTAC TT#19 review checkpoints/assessments/recommendations for key IMpb requirements
 - Phase 4: July 29, 2014 - Thresholds based on MTAC TT#19 checkpoints/assessments/recommendations for file timeliness and barcode quality

* Industry recommends that price adjustments for ZIP + 4/address only apply in PASS-enabled ZIP Codes

- **Additional group recommendations:**
 - Establish reconciliation processes for non-compliant shipments, similar to eVS
 - Address Information with shipping partner events
 - Generic ZIP Code (entry facility) in header
 - Mail.dat file in lieu of Shipping Services File 1.6 or higher

- **Final Recommendations Draft**

- **TT #20 – IMpb ACS & IMpb ACS with Shipper Paid Services**

- ACS notice fulfilled to the mailer within 24 hours of receipt of the ACS data transmitted from CFS/RFS
- Earliest possible date implementation is July 2013
- PTS-2 and SSF 1.7 or 2.0 is required for Shipper Paid Return Services
- New ACS codes must be created for billing and exceptions
- ACS will need to test
- An IMpb ACS Shipper Paid Services Guide will be created and published
 - Will include Forwarding and Returns
- Business rules recommendations will be created
- New MIDs need to be established

- **eVS checks Mail Direction File and address file against manifest and scan Zipcode**
- **Will schedule future requirements to allow for DUO changes**

MTAC Focus Group Sessions

First Class Mail

February 2013

- Rules & Timing on Jan 2014 Full-Service Implementation
- PostalOne! Issues
 - Full-Service Issues
 - DPV Reports
- PostalOne! Help Desk/eService Proof of Concept
- System Performance and Stability
- Technology Credit Update
- Mail Anywhere / Pay Anywhere Update
- Mailer Retention Policy for Full-Service eDoc and eDoc Supporting documentation
- By/For Approach and eDocumentation

- **Full-Service Preparation**

- Unique Barcodes on Pieces, Handling Units, Containers
- Submit detailed electronic documentation
 - Mail.dat or Mail.XML
 - Postal Wizard (mailing under 10,000 pieces)
 - Associate each mailpiece/tray/sack to corresponding container
 - Meet requirements of Guide to Intelligent Mail for Letters & Flats
- Schedule appointments for all drop-shipments (8125/8017) to plants
- Containerize mail & prepare containers under DMM or CSA

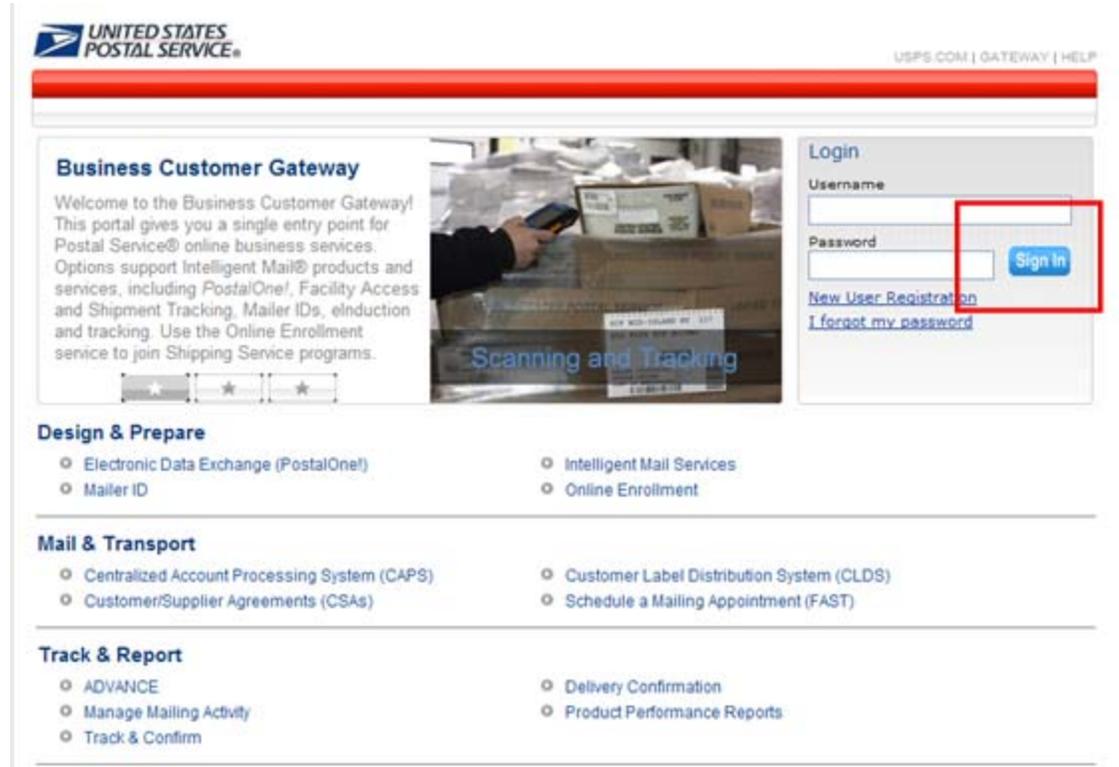
- **At BMEU or DMU**
 - Retain current automation compatibility verification
 - Dimension, Shape, Weight, Flexibility
 - Barcode Quality (MERLIN or manual)
 - Triggered by PBV
 - Retain current disqualifications from full-service eligibility
 - No electronic documentation
 - No Intelligent Mail container barcode on the container placards
 - Container placards are inside or covered by the stretch-wrap
 - No Intelligent Mail tray barcode on the handling unit labels
 - No Intelligent Mail barcode on mailpieces

- **Full-Service eDoc verification**

- Check container, handling unit and piece in electronic documentation
- Evaluate for errors
- Provide continuous feedback through Mail Quality Reports
- Trend results for a mailer

Data Type	eDoc record level
Mailer ID	Container, Tray, Piece Barcode
Service Type ID	Piece Barcode
By/For	Piece
Unique Container Barcode	Container Barcode
Unique Tray Barcode	Tray Barcode
Unique Piece	Piece Barcode
Co-Palletization	Tray/Sack
Entry Facility	Container
Scheduled Ship Date	Container

1. Enter the following URL in a web browser:
<https://gateway.usps.com/bcg/detail.htm>
2. Enter Username and Password and click “Sign In”



**UNITED STATES
POSTAL SERVICE®**

USPS.COM | GATEWAY | HELP

Business Customer Gateway

Welcome to the Business Customer Gateway! This portal gives you a single entry point for Postal Service® online business services. Options support Intelligent Mail® products and services, including PostalOne!, Facility Access and Shipment Tracking, Mailer IDs, eInduction and tracking. Use the Online Enrollment service to join Shipping Service programs.

Scanning and Tracking

Login

Username

Password

[New User Registration](#)
[I forgot my password](#)

Design & Prepare

- Electronic Data Exchange (PostalOne!)
- Mailer ID
- Intelligent Mail Services
- Online Enrollment

Mail & Transport

- Centralized Account Processing System (CAPS)
- Customer/Supplier Agreements (CSAs)
- Customer Label Distribution System (CLDS)
- Schedule a Mailing Appointment (FAST)

Track & Report

- ADVANCE
- Manage Mailing Activity
- Track & Confirm
- Delivery Confirmation
- Product Performance Reports

3. Click “Mailing Reports (*PostalOne!*)”

Business Customer Gateway

From your homepage you can request access to services. Online services help you manage day-to-day activities of your mailing and shipments, from design and prepare to transport and tracking.

When you select a service and you do not have access, the system will give you the option to add a service.



PostalOne!® Dashboard

Your Account Settings
Welcome PONEPROD

Profile

- [Profile](#)
- [Request Access](#)
- [Request Status](#)

User Management

- [Request Inbox](#)
- [Manage User Access](#)

Account Services

- [Balance & Fees \(PostalOne!\)](#)
- [Verification Assessment Evaluator \(PostalOne!\)](#)

- [Manage Permits \(PostalOne!\)](#)

Design & Prepare

- [Electronic Data Exchange \(PostalOne!\)](#)
- [Mailer ID](#)

- [Intelligent Mail Services](#)

Mail & Transport

- [Centralized Account Processing System \(CAPS\)](#)
- [Customer/Supplier Agreements \(CSAs\)](#)

- [Customer Label Distribution System \(CLDS\)](#)
- [Schedule a Mailing Appointment \(FAST\)](#)

Mailing Services

- [Audit Mailing Activity \(PostalOne!\)](#)

- [Every Door Direct Mail Retail](#)

Shipping Services

- [Manage Electronic Return Activity \(PRS\)](#)
- [Manage Scan Based Payment Activity \(SBP\)](#)

- [Manage Electronic Verification Activity \(eVS\)](#)
- [Online Enrollment](#)

Track & Report

- [ADVANCE](#)
- [Product Performance Reports](#)

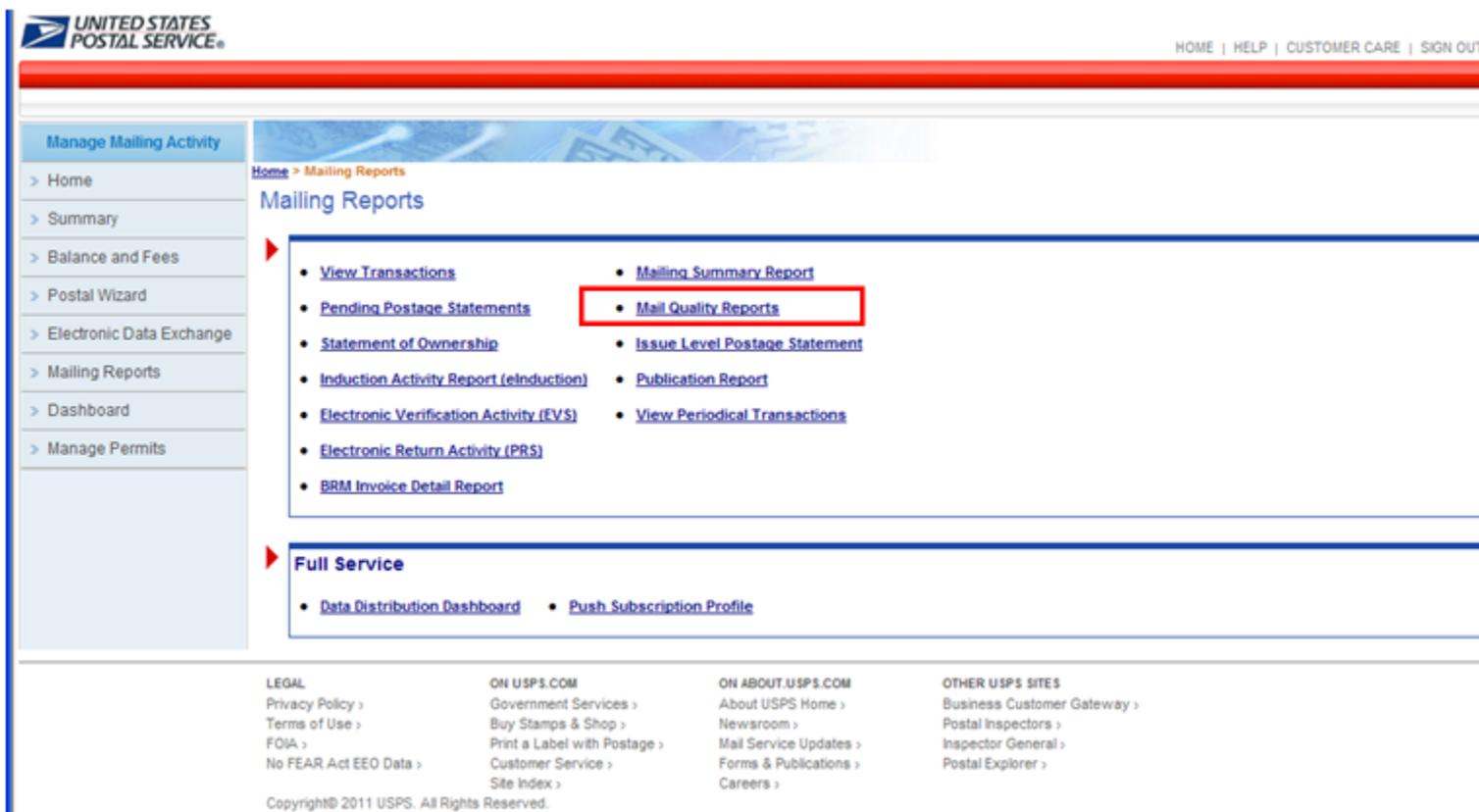
- [Delivery Confirmation](#)
- [Track & Confirm](#)

Tools & Wizard

- [Dashboard \(PostalOne!\)](#)
- [Postal Wizard \(PostalOne!\)](#)

- [Mailing Reports \(PostalOne!\)](#)

4. Click “Mail Quality Reports”



The screenshot shows the USPS Mail Quality Reports page. The page is titled "Mailing Reports" and features a navigation menu on the left with options like "Home", "Summary", "Balance and Fees", "Postal Wizard", "Electronic Data Exchange", "Mailing Reports", "Dashboard", and "Manage Permits". The main content area is divided into two sections: "Mailing Reports" and "Full Service". The "Mailing Reports" section contains a list of links, with "Mail Quality Reports" highlighted by a red box. The "Full Service" section contains links for "Data Distribution Dashboard" and "Push Subscription Profile". The footer of the page includes links for "LEGAL", "ON USPS.COM", "ON ABOUT.USPS.COM", and "OTHER USPS SITES".

UNITED STATES
POSTAL SERVICE®

HOME | HELP | CUSTOMER CARE | SIGN OUT

Manage Mailing Activity

- > Home
- > Summary
- > Balance and Fees
- > Postal Wizard
- > Electronic Data Exchange
- > Mailing Reports
- > Dashboard
- > Manage Permits

Home > Mailing Reports

Mailing Reports

- [View Transactions](#)
- [Pending Postage Statements](#)
- [Statement of Ownership](#)
- [Induction Activity Report \(eInduction\)](#)
- [Electronic Verification Activity \(EVS\)](#)
- [Electronic Return Activity \(PRS\)](#)
- [BRM Invoice Detail Report](#)
- [Mailing Summary Report](#)
- [Mail Quality Reports](#)
- [Issue Level Postage Statement](#)
- [Publication Report](#)
- [View Periodical Transactions](#)

Full Service

- [Data Distribution Dashboard](#)
- [Push Subscription Profile](#)

LEGAL
Privacy Policy >
Terms of Use >
FOIA >
No FEAR Act EEO Data >

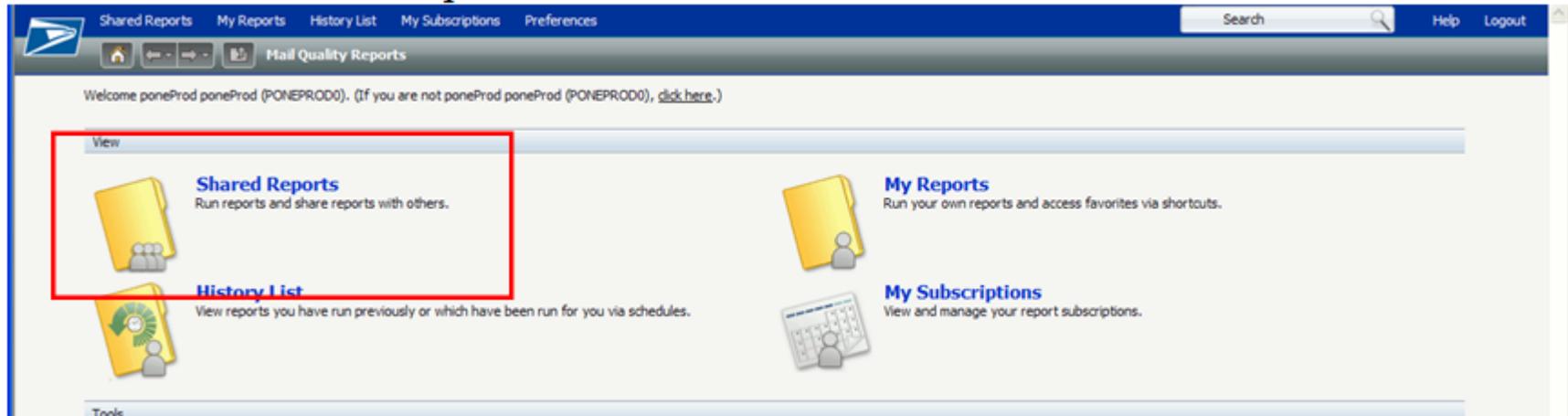
ON USPS.COM
Government Services >
Buy Stamps & Shop >
Print a Label with Postage >
Customer Service >
Site Index >

ON ABOUT.USPS.COM
About USPS Home >
Newsroom >
Mail Service Updates >
Forms & Publications >
Careers >

OTHER USPS SITES
Business Customer Gateway >
Postal Inspectors >
Inspector General >
Postal Explorer >

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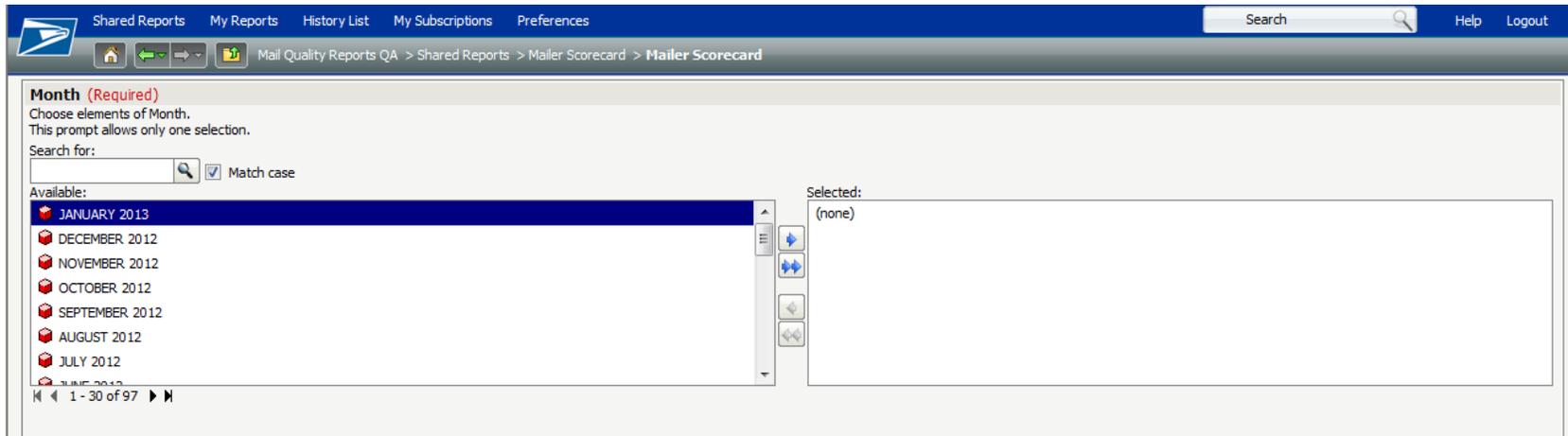
5. Click "Shared Reports" folder



6. MicroStrategy reporting areas are displayed.



- **Users enroll in services for specific CRIDs in the Business Customer Gateway**
- **Microstrategy reports show results for CRIDs to which the user is associated**
- **Mailer Scorecard reports summarize results by eDoc Submitter CRID**



The screenshot displays the Mailer Scorecard web application interface. At the top, there is a navigation bar with links for "Shared Reports", "My Reports", "History List", "My Subscriptions", and "Preferences". A search bar and "Help" and "Logout" links are also present. Below the navigation bar, the breadcrumb trail reads "Mail Quality Reports QA > Shared Reports > Mailer Scorecard > Mailer Scorecard".

The main content area features a "Month (Required)" prompt with the instruction "Choose elements of Month. This prompt allows only one selection." Below this is a search field with a "Match case" checkbox. The "Available:" list on the left contains the following months: JANUARY 2013 (highlighted), DECEMBER 2012, NOVEMBER 2012, OCTOBER 2012, SEPTEMBER 2012, AUGUST 2012, and JULY 2012. The "Selected:" area on the right currently shows "(none)".

Mailer Scorecard
Thresholds

Mailer Scorecard

JANUARY 2013



Metrics
% Metrics

Full-Service Compliance
eInduction
Seamless
Manual Sampling
Entry Point Verification

Full-Service Compliance

eDoc Submitter	123456	456789	987654
	MSTR Demo CRID (60606)	Test Mailer Chicago (60126)	St. Louis Test Presort Co (63108)
# Containers	3,364	157	12,427
# Handling Units	378,011	3,461	182,875
# Pieces	77,793,865	1,352,849	47,471,183
Qualifies for Mail Anywhere Pay Anywhere?	No	No	No
% FS Mail Volume	100.00%	100.00%	99.38%
% OCI Not in Error	100.00%	100.00%	91.33%
% Container MD Not in Error	100.00%	100.00%	100.00%
% HU MD Not in Error	100.00%	100.00%	100.00%
% Piece MD Not in Error	100.00%	100.00%	99.98%
% STID Not in Error	100.00%	100.00%	100.00%
% By/For Not in Error	99.87%	99.84%	83.55%
% By/For Matching Not in Error	100.00%	82.82%	77.89%
% Container Barcode Uniqueness Not in Error	94.65%	100.00%	100.00%
% HU Barcode Uniqueness Not in Error	100.00%	99.83%	100.00%
% Piece Barcode Uniqueness Not in Error	99.97%	10.07%	99.99%
% Container Entry Facility Not in Error	100.00%	100.00%	100.00%
% Container CSA Not in Error	100.00%	100.00%	100.00%
% Early Scheduled Ship Date Not in Error	99.48%	N/A	100.00%

Export All to Excel
Export All to PDF

Legend

Percentage metric value has improved by more than 5% from previous month

Percentage metric value has declined by more than 5% from previous month

Exceeds Threshold

Mailer Scorecard | Thresholds

MAILER SCORECARD | **JANUARY 2013** | UNITED STATES POSTAL SERVICE®

Full-Service Compliance | eInduction | Seamless | Manual Sampling | Entry Point Verification

Metrics | % Metrics

Full-Service Compliance

eDoc Submitter

	123456	456789	987654
			St. Louis

Containers

Handling Units

Pieces 77

Qualifies for Mail Anywhere Pay Anywhere?

	No	No	
% FS Mail Volume	100.00%	100.00%	
% OCI Not in Error	100.00%	100.00%	
% Container MID Not in Error	100.00%	100.00%	
% HU MD Not in Error	100.00%	100.00%	
% Piece MID Not in Error	100.00%	100.00%	
% STD Not in Error	100.00%	100.00%	
% By/For Not in Error	99.87%	99.84%	
% By/For Matching Not in Error	100.00%	82.62%	
% Container Barcode Uniqueness Not in Error	94.65%	100.00%	100.00%
% HU Barcode Uniqueness Not in Error	100.00%	99.83%	100.00%
% Piece Barcode Uniqueness Not in Error	99.97%	10.07%	99.99%
% Container Entry Facility Not in Error	100.00%	100.00%	100.00%
% Container CSA Not in Error	100.00%	100.00%	100.00%
% Early Scheduled Ship Date Not in Error	99.48%	N/A	100.00%

Drill

- Mailer Scorecard Job Details (All)
- Mailer Scorecard Job Details (Full-Service Compliance)**
- Mailer Scorecard Job Details (eInduction)
- Mailer Scorecard Job Details (Seamless)
- Mailer Scorecard Job Details (Manual Sampling)
- Mailer Scorecard Job Details (Entry Point Verification)
- eInduction Job Summary Report (Internal)
- View Error Details by Error Type
- Undocumented Summary Report
- Mailer Scorecard Weekly Trending
- System hierarchy

Legend

- Percentage metric value has improved by more than 5% from previous month
- Percentage metric value has declined by more than 5% from previous month
- Exceeds Threshold

Export All to Excel | Export All to PDF

eDoc Submitter	Customer Group ID	User License Code	Job ID	Mailing Date	Mailing Group ID	# Containers	# Handling Units	# Pieces	Qualifies for Mail Anywhere Pay Anywhere?	
123456	MSTR Demo CRID (60606)	N/A	KM08	KMM80019	1/9/2013	110014180	3	45	15,383	No
				KMM80029	1/22/2013	116687001	7	166	69,040	No
				KMM80030	1/23/2013	145704847	0	0	0	No
				KMM80031	1/23/2013	116720049	6	168	63,660	No
				KMM80051	1/25/2013	123816049	4	70	25,953	No
				KMM80052	1/25/2013	116831602	5	101	39,880	No
				KMM80053	1/25/2013	105840872	7	169	68,679	No
				KMM80054	1/28/2013	116882229	5	87	36,211	No

% FS Mail Volume	# OCI Errors	% OCI Not in Error	# Container MID Errors	% Container MID Not in Error	# HU MID Errors	% HU MID Not in Error	# Piece MID Errors	% Piece MID Not in Error	# STID Errors	% STID Not in Error	# By/For Errors
100.00%	N/A	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0
100.00%	N/A	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0
100.00%	N/A	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0
100.00%	N/A	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0
100.00%	N/A	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	1,160
N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	100.00%	0	100.00%	0
100.00%	N/A	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	0
100.00%	N/A	100.00%	0	100.00%	0	100.00%	0	100.00%	0	100.00%	1,045

% By/For Not in Error	# By/For Matching Errors	% By/For Matching Not in Error	# Container Barcode Uniqueness Errors	% Container Barcode Uniqueness Not in Error	# HU Barcode Uniqueness Errors	% HU Barcode Uniqueness Not in Error	# Piece Barcode Uniqueness Errors	% Piece Barcode Uniqueness Not in Error	# Container Entry Facility Errors	% Container Entry Facility Not in Error	# Container CSA Errors
100.00%	10,000	34.99%	0	100.00%	0	100.00%	15,419	0.00%	0	100.00%	0
100.00%	10,000	41.86%	0	100.00%	0	100.00%	17,119	0.00%	0	100.00%	0
100.00%	10,000	83.41%	0	100.00%	2	98.96%	58,012	3.75%	0	100.00%	0
100.00%	10,000	70.26%	0	100.00%	0	100.00%	33,612	0.00%	0	100.00%	0
98.32%	10,000	85.52%	0	100.00%	0	100.00%	69,017	0.00%	0	100.00%	0
100.00%	0	100.00%	N/A	N/A	N/A	N/A	0	100.00%	N/A	N/A	N/A
100.00%	10,000	84.29%	0	100.00%	0	100.00%	63,217	0.66%	0	100.00%	0
97.11%	9,895	72.67%	0	100.00%	0	100.00%	28,411	21.32%	0	100.00%	0

% Container CSA Not in Error	# DMU Verified USPS Transported Containers	# Early Scheduled Ship Date Errors	% Early Scheduled Ship Date Not in Error
100.00%	0	N/A	N/A
100.00%	0	N/A	N/A
100.00%	0	N/A	N/A
100.00%	0	N/A	N/A
100.00%	0	N/A	N/A
N/A	0	N/A	N/A
100.00%	0	N/A	N/A
100.00%	0	N/A	N/A

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eDoc Submitter CRID	Mailing Group ID	Customer Group ID	Job ID	User License Code	Date	Error Type
123456 - MSTR Demo CRID (60606)	116687001		KMM80029	KM08	1/22/2013	Barcode Uniqueness
123456 - MSTR Demo CRID (60606)	116687001		KMM80029	KM08	1/22/2013	By/For

Threshold	# Container Errors	# Handling Unit Errors	# Piece Errors	# Projected Container Errors	# Projected Handling Unit Errors	# Projected Piece Errors
97.80%	0	0	69,047	0	0	69,047
98.00%	0	0	11,160	0	0	11,160

% Containers Not in Error	% Handling Units Not in Error	% Pieces Not in Error	% Containers Not in Error National Average	% Handling Units Not in Error National Average	% Pieces Not in Error National Average
100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
100.00%	100.00%	83.84%	100.00%	100.00%	83.84%



Full-Service Quality Feedback

eDoc Submitter	eDoc Mailing Group ID	eDoc Customer Group ID	eDoc Job ID	eDoc User License Code	eDoc Type	Mailing Date	Error Level	IM Barcode
123456 - MSTR Demo CRID (60606)	116687001		KMM80029	KM08	MAIL_DAT	1/22/2013	Piece	0026012345616006582675022548217

123456 - MSTR Demo CRID (60606)	116687001		KMM80029	KM08	MAIL_DAT	1/22/2013	Piece	0026012345616006582675022548218
123456 - MSTR Demo CRID (60606)	116687001		KMM80029	KM08	MAIL_DAT	1/22/2013	Piece	0026012345616006582675022548219
123456 - MSTR Demo CRID (60606)	116687001		KMM80029	KM08	MAIL_DAT	1/22/2013	Piece	0026012345616006582675022548220

Mailer ID	Mailer CRID	Lower Piece Range	Upper Piece Range	Container ID	Logical Container ID	Container Type	Handling Unit ID	Logical Handling Unit ID
123456	123456 - MSTR Demo CRID (60606)							

123456	123456 - MSTR Demo CRID (60606)							
123456	123456 - MSTR Demo CRID (60606)							
123456	123456 - MSTR Demo CRID (60606)							

Piece ID	Piece Range ID	CSA ID	eDoc Mail Class	eDoc Processing Category	Mail Preparer	Mail Owner
000000000000009038153			First Class	Letter	123456 - MSTR Demo CRID (60606)	123456 - MSTR Demo CRID (60606)

000000000000009038214			First Class	Letter	123456 - MSTR Demo CRID (60606)	123456 - MSTR Demo CRID (60606)
000000000000009109578			First Class	Letter	123456 - MSTR Demo CRID (60606)	123456 - MSTR Demo CRID (60606)
000000000000009125114			First Class	Letter	123456 - MSTR Demo CRID (60606)	123456 - MSTR Demo CRID (60606)

Error Code	Error Description	Sub-Error	Scan Job ID	Error Type	Verification Type
7705	The same Piece Barcode (IMb) from the eDoc (.pdr or Mail.XML MailPiece) was used more than once within 45 days from the Postage Statement Mailing Date, across Jobs with the same eDoc Sender CRIDs			Barcode Uniqueness	
7140	The Mail Owner and Mail Preparer were identified as same Business entity			By/For	
7113	The Mail Owner was not identified for the piece due to an invalid CRID(.cpt)			By/For	
7704	The same Piece Barcode (IMb) from the eDoc (.pdr or Mail.XML MailPiece) was used more than once within 45 days from the Postage Statement Mailing Date, within the same Job and eDoc Sender CRIDs			Barcode Uniqueness	

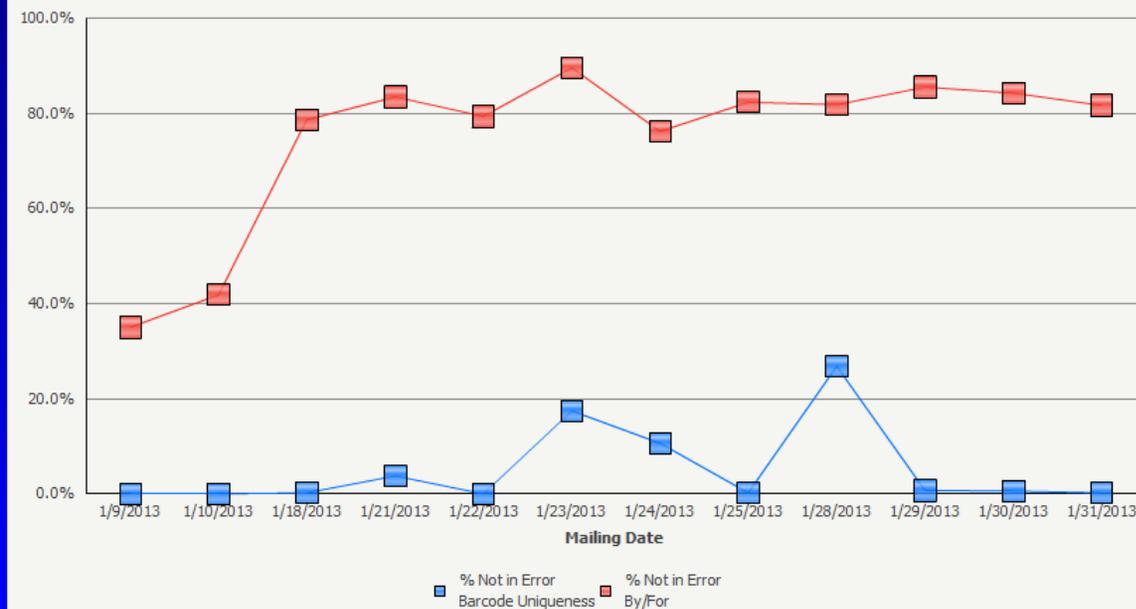
Source	Error Data	Scan Date	FS IMB Sample ID	Scan Facility	Scan Mailing Group ID
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eDoc Verification	DUPLICATE JOB ID/USER LICENSE CODE = KMM80063, DUPLICATE MAILING GROUP ID/CUSTOMER GROUP ID = 6015486				
eDoc Verification	CRID = 456789				
eDoc Verification	CRID = 456789				
eDoc Verification	DUPLICATE JOB ID/USER LICENSE CODE = KMM80029, DUPLICATE MAILING GROUP ID/CUSTOMER GROUP ID = 456987				

MicroStrategy Dashboard

[Seamless Acceptance Error Type Report](#)
[Seamless Acceptance Job Error Type Report](#)
[Seamless Acceptance Error Type Trending Report](#)

Percentage of Errors by Type



[Click here to view valid combinations of source, level, and error type](#)

Source:

eDoc Verification

Level:

Piece

Error Type:

- (All)
- Appointment
- Barcode Quality
- Barcode Uniqueness
- By/For
- Delivery Point
- eDoc
- Entry Facility
- Mail Characteristic
- Mailer ID
- Move/Update
- Nesting/Sortation
- Postage
- Service Performance
- Service Type
- Undocumented
- Weight

Metric:

- % Not in Error
- % Not in Error National Average

Month:

- (All)
- JANUARY 2013

- **42 Issues have been identified as impacting Full-Service:**

- Critical Issues: 26
- High Issues: 11
- Med / Low Issues: 5

	CRITICAL ISSUES				
Release Date	Postage	Mailer Feedback	Display	Other	Total
February, 2013	1	0	1	0	2
April, 2013	3	0	0	0	3
July, 2013	2	0	2	0	4
Planning	3	6	6	2	17
Total	9	6	9	2	26

	HIGH/MEDIUM/LOW ISSUES				
Release Date	Postage	Mailer Feedback	Display	Other	Total
February, 2013	2	0	0	1	3
April, 2013	1	0	0	0	4
July, 2013	0	0	1	0	4
Planning	1	5	5	0	4
Total	4	5	6	1	15

- **MTAC UG1 and USPS will continue to prioritize all existing and new Full-Service and Non-Full-Service Issues**

- **History of DPV in *PO!* MicroStrategy**

- January 2011
 - DPV errors were made available in *PO!* MicroStrategy Reports.
 - Concerns raised by mailing industry on the accuracy of the DPV business rules and discrepancies with MASS/CASS.
 - DPV errors were downgraded to warnings.
- July 2012
 - DPV warnings disabled in *PO!* MicroStrategy Reports.
- September-December 2012
 - Root cause of DPV discrepancies identified; Potential gap in Delivery Point reference data used in performing the verification.
 - ETRs 110552, 110481, 106238 logged.

Activation of DPV in *PO!* Microstrategy

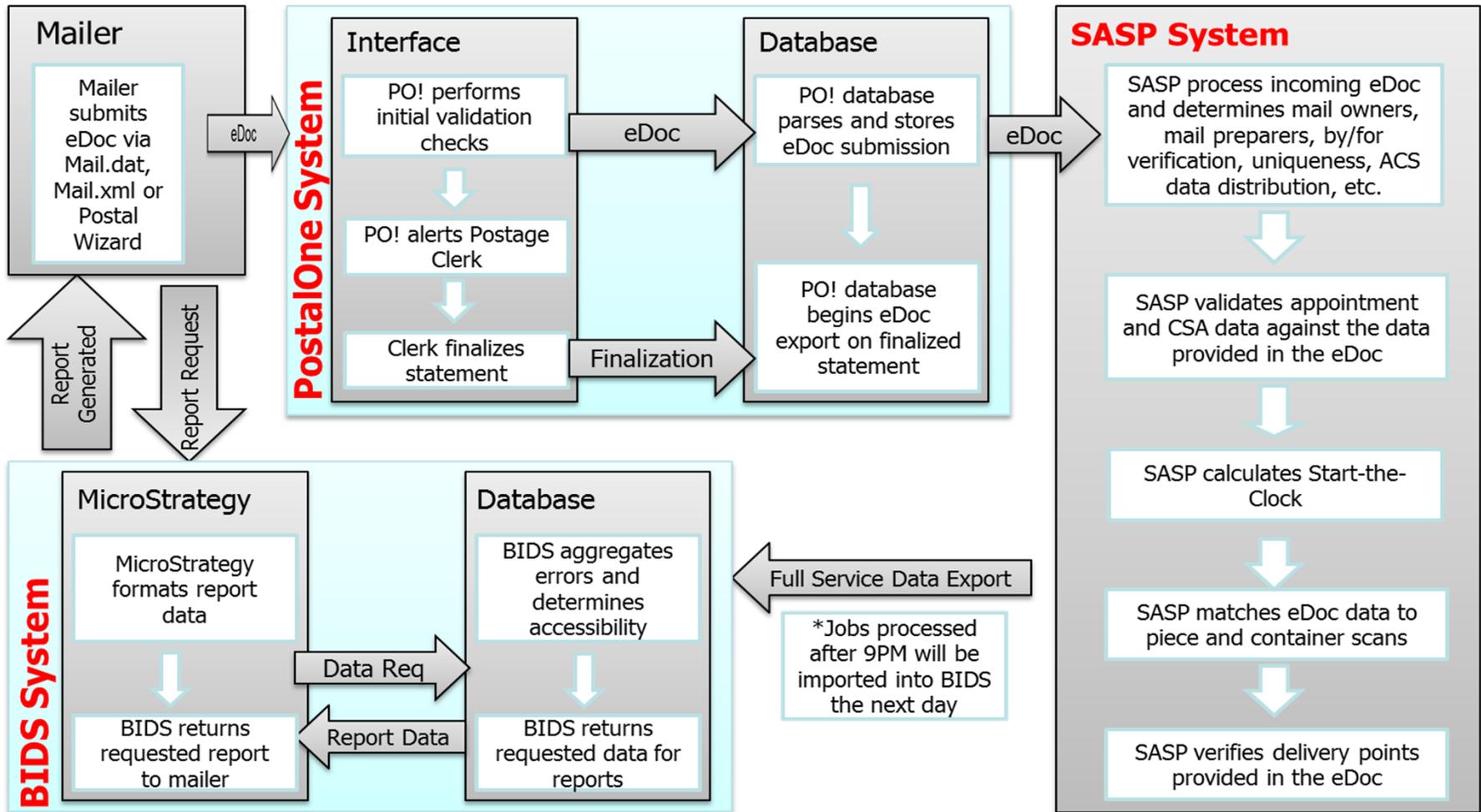
- April 2013
 - DPV warnings will be reactivated with resolution of ETRs 110552, 110481, 106238
 - All mailers will be able to view results of DPV in *PO!* MicroStrategy Reports.
 - USPS to work with industry volunteers to verify DPV results.

- **Goal: Create passive process for entering *PostalOne!* Helpdesk issues in CustomerFirst! / eService**
 - **What:** Create single source access and tracking for customer of all service issues and Helpdesk issues using CustomerFirst! / eService.
 - **Status:** Software development for pilot initiated.
 - **How:**
 - Customer will enter *PostalOne!* Helpdesk issue/ticket information in eService
 - Issue/Ticket will be routed by CF! to Helpdesk staff at NCSC
 - NCSC staff will take issue and enter in Remedy for resolution
 - NCSC will update issue/ticket status through out the process
 - Once resolved, NCSC will input resolution information for issue/ticket back into CF! for customer review
 - If the resolution is satisfactory to customer, issue/ticket will be closed

- **Industry Concerns**

- *While we see improvement in the reliability of the system, it still goes down too often to be considered reliable”*
- *“Reporting and other auxiliary systems in PostalOne! not up to speed. While USPS has invested in and installed additional hardware for PostalOne!, the stability of eDoc submission has improved....., however auxiliary reporting such as the MicroStrategy reports have been delayed and down for up to a week at a time”*
- *“It is my opinion that there are performance issues with the MicroStrategy Reports. I recommend the USPS establish a better system to log, track and repair issues, and also monitor performance of these reports”*
- *“Data provisioning and data timeliness. The data in the PostalOne dashboard (e.g., Start the Clock) has a 3-5 day lag time from when captured to when made available in the dashboard”*

Full Service Reporting Flow



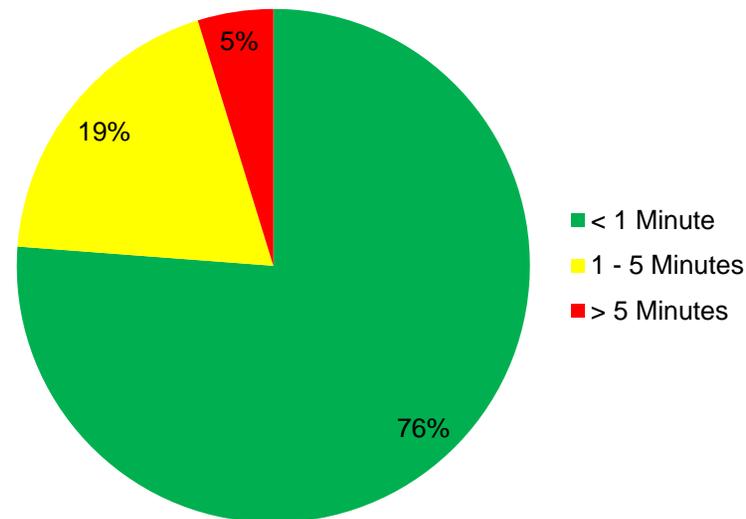
- **System Infrastructure Upgrade Status**

- BIDS/SASP Infrastructure upgrades in progress
- Significant investment in upgrades to be completed in FY13
- SASP upgrade expected to provide 3X current capacity
- Storage upgrades address improved backup/recovery to avoid extended outages like the experienced in Oct 12

System	FY2012	FY2013
<i>PostalOne!</i>	Platform Migration - Complete Software Upgrade - Complete Database Upgrade - Complete	Storage Upgrade – Feb 13
BIDS	Platform Migration - Complete Database Upgrade - Complete	Software Upgrade – Complete Storage Upgrade – Mar 13
SASP	Database Upgrade - Complete	Platform Migration – Apr 13 Storage Upgrade – Jun 13 Server Upgrade – Sep 13

- **MicroStrategy Reporting – Performance Week Ending 2/10**

Reports by Average Execution Time (Mins)



- **To run reports more efficiently, users can:**

- Create report subscriptions with scheduled run times – to avoid waiting for the report
- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
- Select specific CRIDs

- **MicroStrategy Reporting – Current Focus/Approach**

- Review details for five reports with longest execution times
- Work with mailers experiencing problems and track all report activity by user to reconcile differences

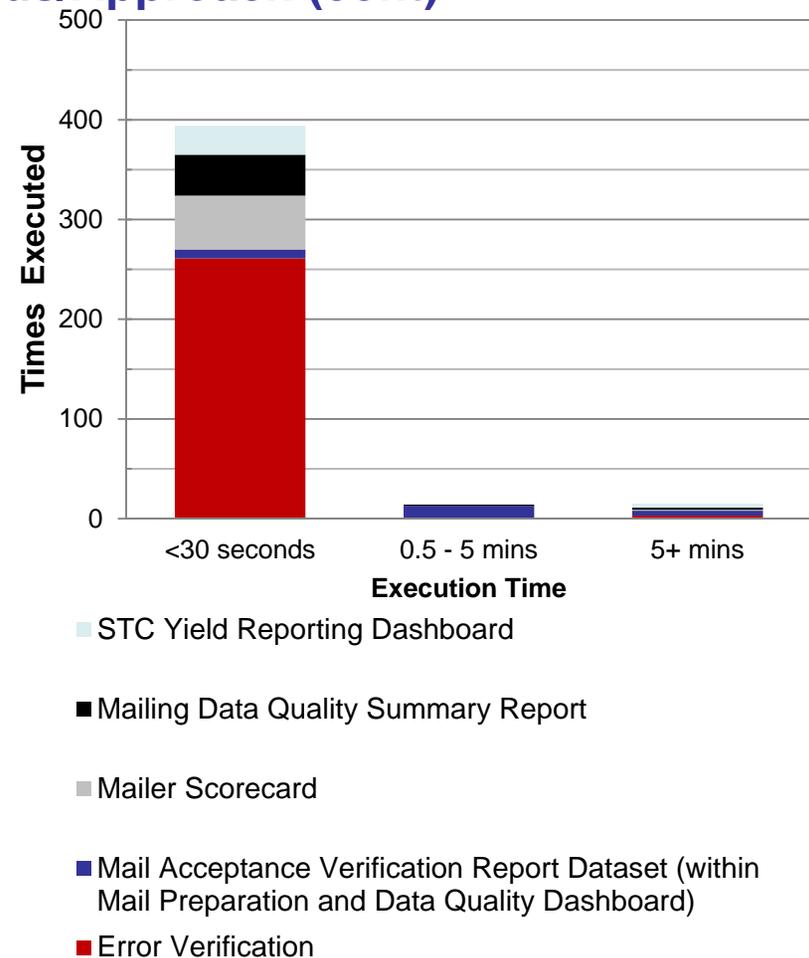
Report	Maximum Execution Time (Minutes)	# Runs
Error Verification Report	46	264
Mail Acceptance Verification Report Dataset (within Mail Preparation and Data Quality Dashboard)	37	27
STC Yield Reporting Dashboard	16	33
Mailer Scorecard	15	55
Mailing Data Quality Summary Report	12	44

- **Known performance enhancements in progress:**

- ETR 111067 – Improve Performance on the six MicroStrategy Seamless Acceptance Dashboards, both internal and external for eDoc Submitter, Mail Owner, and Mail Preparer.

• MicroStrategy Reporting – Current Focus/Approach (cont)

- Majority of reports execute in less than 30 seconds
- Will use similar approach to what was done with eDoc performance issues to resolve MicroStrategy reporting issues for larger mailers
- Issue with intermittent internal server error is not performance related issue



- **MicroStrategy Reporting – Detailed Testing**

Customer Acceptance Team (CAT)

- Perform load/capacity testing of every MicroStrategy report
- Simulate reporting queries performed by mailers
- Use test results to improve report performance

- **Tech Credit**

- A one-time credit available to a qualified business location's Customer Registration ID (CRID), which can be redeemed as a postage credit

- **Status**

- List has been generated on FY2012 volume
- Customer notification via letter beginning of March
- Redemption period scheduled to begin June 2013 (pending PRC approval)
- Inquiry Processes
 - Customer online inquiry process will begin in March (RIBBS & Business Customer Gateway)
 - Contact Help Desk at 1-800-522-9085 or at postalone@usps.gov

- **An inquiry tool will be established for mailers to request information about their eligibility**
 - Tool found on BCG → Tech Credit Information page
 - Also available via links on RIBBS
- **Inquiry Process:**
 - Mailer submits their business location information and responses to three profile questions via tool
 - Tool prompts to download template/input permit info
 - Mailer e-mails template to the Tech Credit PMO
 - Reviews completed in approximately 10 business days

- **Mail Anywhere**

- Allows customer to use the same permit can be used at every mail entry site.
 - One trust account in one location to pay for all mailings nationwide, or
 - Permits linked to a CAPS account to utilize electronic payment methods.

- **Status**

- Presently in pilot
 - 3 customers currently participating
 - 13 customers are in the queue to begin
 - 8 USPS Sites
- Evaluate program criteria and thresholds
- Deployment – Summer 2013

- **Participation**

- Mailings must have 90% or more Full-Service pieces
- Test and Pass Testing Environment for Mailers (TEM) for Full-Service.
- Obtain authorization by meeting Full-Service criteria.

- **Full-Service Criteria**

- Demonstrate and meet Full-Service compliance for each category:
 - Accurate OCI file for copal
 - Valid MID and STID in barcodes
 - Barcode uniqueness
 - Accurate By/For information (MID, CRID)
 - Valid entry facility
 - Valid First-Class mail separations per CSA
 - Accurate ship dates

Mailer Retention Policy for Full-Service eDoc and eDoc Supporting Documentation

- **UG1 Questions:**

- Is there a specific period of time for which mailers are required by USPS to retain postage statements?
- Is there a specific period of time for which mailers are required by USPS to retain Mail.dat files?
- If a mailer submits via *PostalOne!* using Mail.dat, do they need to be independently archiving their data files and postage statements?
- Is it sufficient to say that once it appears on the *PostalOne!* dashboard then USPS will take care of the long-term archiving requirements?

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

- **MID / CRID Identification**

- Reviewed processes and identified issues for obtaining Mailer IDs & Customer Registration IDs
- Provided recommendations for improvements
 - Update documents & guides on RIBBS with clarifications
 - Streamline online acquisition process for Mail Owners
 - Provide online and additional automated capabilities for Service Providers to obtain MIDs on behalf of Mail Owners
- Business Customer Gateway will be enhanced summer of 2013 to streamline process for attainment of Mailer IDs and support Mail Service Provider's acquisition of MIDs/CRIDs

- **Education efforts**

- Worked with USPS to develop a By/For tool to assist mailers in making decisions in identification (i.e., use of CRID or MID) for Full-Service data distribution
- Tool and updated documents will be posted on RIBBS

Clear Results

Result You Would Like to See - Select option from drop downs

Data Service Requested	What is your role with this mailing?	Are you preparing the mailing?	Whose MID will be on the mailpiece?	Will you be receiving the data?
FS ACS	Preparer	Yes	Owner	Yes

Scenario Name	Details
Scenario 7	The mail owner hires the mail preparer to prepare their mailing and requests the mail preparer to use the mail owner's MID on the mailpieces. The mail owner wishes to send all of their Full-Service ACS data to the mail preparer for this mailing.

ANSWERS

Identification for Mail Owner	Identification for Mail Preparer	MID in Barcode	Data Distribution Profile Required	Data Distribution Option
The mail owner must be identified in the eDoc using their MID.	The mail preparer must be identified in the eDoc by their MID or CRID but this has no impact on who receives the data.	The MID must be populated in the IMb but has no impact on who receives the data.	Yes	Preparer

Additional Information:

The mail owner must create a MID profile for Full-Service ACS using the mail preparer data distribution profile. Note: The mail preparer must be in the mail owner's MID profile address book. The mail preparer would submit the eDoc.

Acronym Definitions:

Data Distribution (DD)

This shows who the data goes to or who has access to the data - as specified in the Mailer ID System or Mailer's Profile.

MTAC Focus Group Sessions

Periodicals

February 2013

- [Airbox Update](#)
- [Technology Credit Update](#)
- [PO! Calculation of Standard Postage for Pending Periodicals](#)
- [Additional Entry Changes](#)
- [Streamlined Weight and Ad Percentage Capture Process Work Group Update](#)

- **Air Boxes will be priced using the same price cells now used for sacks (70 pounds or less) and pallets.**
- **Postage for air boxes, like other containers, will be determined by the actual weight of the publications on the container.**
 - Prices will be driven by weight – pallet prices for more than 70 pounds in a box and sack prices for 70 pounds or less.
- **If the destination gets 800 pounds of mail in four-200 pound boxes, but postage has been charged for one virtual pallet, postage will now be charged based upon the number of boxes and their weights identified by Air box pallets in eDocs.**

- **Mail.dat mapping is available:**
 - CONTAINER SUMMARY RECORD - .csm
 - Container Type - AB = Air Box
 - Need to define rules for eDoc mapping for postage and reporting
 - Need Volunteers

- **Tech Credit**

- A one-time credit available to a qualified business location's Customer Registration ID (CRID), which can be redeemed as a postage credit

- **Status**

- List has been generated on FY2012 volume
- Customer notification via letter beginning of March
- Redemption period scheduled to begin June 2013 (pending PRC approval)
- Inquiry Processes
 - Customer online inquiry process will begin in March (RIBBS & Business Customer Gateway)
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- **An inquiry tool will be established for mailers to request information about their eligibility**
 - Tool found on BCG → Tech Credit Information page
 - Also available via links on RIBBS
- **Inquiry Process:**
 - Mailer submits their business location information and responses to three profile questions via tool
 - Tool prompts to download template/input permit info
 - Mailer e-mails template to the Tech Credit PMO
 - Reviews completed in approximately 10 business days

- In January 2012 Release , the mapping from Pending Periodicals to Standard Mail not updated in *PostalOne!* system and Mail.dat Technical Guide.
- Evaluated the impact of incorrect mapping between November 2012 thru January 2013. Determined minimal financial impact
- The mapping will be corrected in April 7, 2013 Release:
 - ETR 108876, ETR 107471
- Updated process to ensure any changes to PS 3541 and/or PS 3602 statement will generate updated mapping tables for both *PostalOne!* System and Mail.dat Technical guides

- **Scenario 1 – eDoc submission with current entry office**

- .mpa Payment Account Number IS NOT populated
- .mpa USPS Publication Number
- .mpa Permit ZIP+4 IS of a current active entry office

Submission is successful and no entry office is created. Postage Statement Post Office of Mailing Finance No is that of entry office (tied to Permit ZIP+4) and Postage Statement Permit Finance No is that of entry office (tied to Permit ZIP+4).

- **Scenario 2 – eDoc submission with new entry office**

- .mpa Payment Account Number IS NOT populated
- .mpa USPS Publication Number
- .mpa Permit ZIP+4 IS of a new active entry office

Submission is successful and NEW entry office is created. Postage Statement Post Office of Mailing Finance No is that of NEW entry office (tied to Permit ZIP+4) and Postage Statement Permit Finance No is that of the NEW entry office (tied to Permit ZIP+4). New entry office is created as tied to the same CAPS account of Original Entry Office of Publication.

The Publication Number will continue to be validated and without the National Account Number populated the Permit ZIP+4 must still all represent the same Permit and Post Office of Mailing Finance No. If the Permit ZIP+4 does not map to a Finance No then a new Entry Office will not be created and the submission will fail

- **Scenario 3 – eDoc submission with original entry office (this is the expected data from the Mailer)**

- .mpa Payment Account Number IS populated
- .seg Verification Facility ZIP+4 IS populated
- .mpa USPS Publication Number
- .mpa Permit ZIP+4 IS of a original entry office

Submission is successful. Postage Statement Post Office of Mailing Finance No is that of the verification facility (tied to Verification Facility ZIP+4) and Postage Statement Permit Finance No is that of the original entry office (tied to Permit ZIP+4).

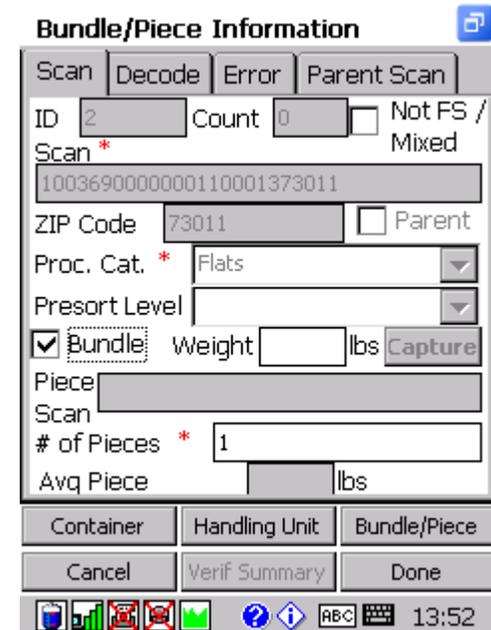
- **Scenario 4 – eDoc submission with new entry office**

- .mpa Payment Account Number IS populated
- .seg Verification Facility ZIP+4 IS populated
- .mpa USPS Publication Number
- .mpa Permit ZIP+4 IS of a NEW entry office

Submission is successful and NEW entry office is created. Postage Statement Post Office of Mailing Finance No is that of the verification facility (tied to Verification Facility ZIP+4) and Postage Statement Permit Finance No is that of the NEW entry office (tied to Permit ZIP+4). New entry office is created as tied to the same CAPS account of Original Entry Office of Publication.

- **Currently Piloting Piece Weight Capture/Reporting**

- Samples collected on site
- FS-IMD used to collect data
- 1 – 3 – 30 process
- eDoc vs. collected Piece Wt.



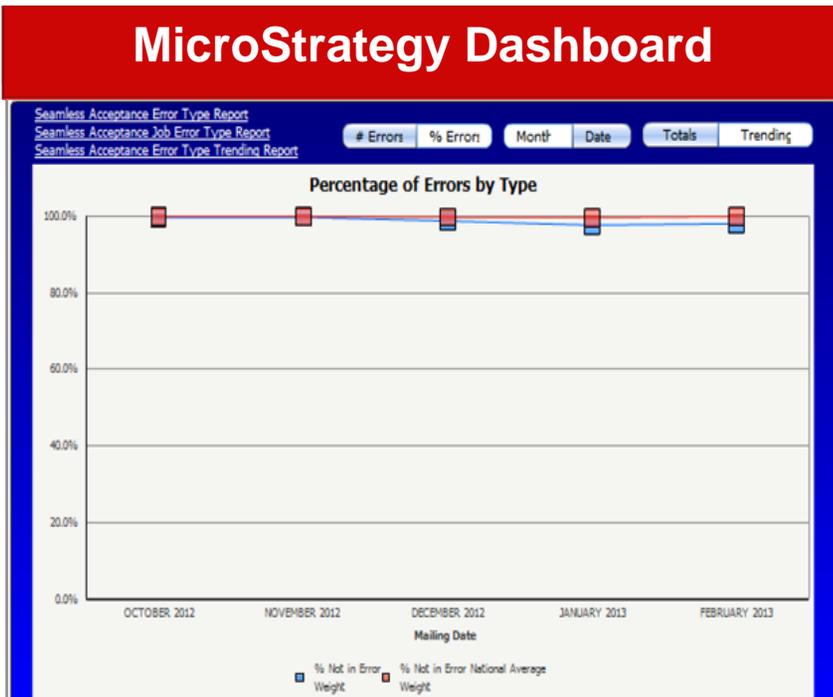
- **Data collected from 9/12 – 1/13**

Mailer	A	B	C	D	E	F	G	H	I	J	K
% Not in error	100%	99.6%	100%	99.97%	100%	100%	100%	100%	100%	97.98%	100%

- **% not in error = Samples collected resulted in no postage change**

Trends

Detail



Mailing Date 1/25/2013	IM Barcode 10261	27173505467311	
Error Description The Piece Weight from the FS-IMD Piece Scan is more than the Piece Weight from the matching eDoc Piece Barcode			
Verification Type FS-IMD Piece Weight Verification	Source Manual Sampling	Error Data SCANNED PIECE WEIGHT = .27, EDOC PIECE WEIGHT = .2217	Scan Date 1/23/2013

- **Next Steps:**
 - Thresholds
 - Weather Impact on piece weights