

MTAC Focus Group Sessions
Wednesday, August 28, 2013

VISIBILITY/SERVICE PERFORMANCE MEASUREMENT

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Notes for each Focus Group Session for Visibility/Service Performance Measurement:

Standard Mail.....p. 1-3
Package Services.....p. 3-6
First-Class Mail.....p. 7-8
Periodicals.....p. 8-10

Session 1: Standard Mail

(Wanda Senne, MTAC Industry Leader)

ACTION ITEMS FROM LAST MEETING

- Scan Data Gaps – Bundle Visibility, Flats Visibility, Surface Visibility locations
- Consistent Delivery – How can industry work with USPS to achieve this goal?
- Single Source ACS fees update

OPEN DISCUSSION

Performance Diagnostics- Consistent reliability is the most important thing to provide our customers. We are working to build more measurement tools to ensure we don't have dips in service. These tools are allowing us to provide actionable data to operations and will ensure that we provide that consistent reliability.

End-to-End – Clarification – The Postal Service is bridging the gap to provide near real-time visibility into the movement of your mail. Proper data transmission is critical to ensure timely and actionable enroute scanning notification. End-to-End Data Transmission Validation is a comprehensive system that verifies data transmitted from Mail Processing Equipment, at origin, through managed transports, to the final back end reporting systems.

What causes the spike in Destination Entry Last Mile Impact? (Standard Letters)

We run a rolling thirteen weeks of data. The beginning of the quarters we run into July 4, Labor Day, etc. These impact Last Mile. We are bound at the moment by a contract

Updated: 08/28/13

for sampling, but we will eventually be able to capture data with system generated events.

Standard NDC Letters (Bottom 20) – Is this published? We would like to have the same report that you are showing now as a pull report in the planning tool. We understand that we can drill down to get the same information that you are showing now, but we don't have time to search in the IMb planning tool to put the information together on our own.

How are you predicting volumes? We will start using industry SPLY and eDocs, RPG reflects the spikes in the plants, and we are watching issues and sharing data.

We will suspend and put a hold on billing for FS ACS until we can identify the issues we have been having. A task team has been proposed to assist. You will continue to get your FS ACS.

New ACS options available for FCM, STDM, BPM. Return Service Plus option for an ACS record. All information on ACS and other Addressing Services is available on RIBBS. This link takes you to a wealth of information.

<https://ribbs.usps.gov/index.cfm?page=updates>

Target date for discontinuing CD/DVD Addressing Products fulfillment is Oct. 2014. We are beginning the transition now.

Industry Comment - Single Source ACS works great. Thank you so much. Single Source enhancements, IMpb. The Frequently Asked Questions (FAQs) document is terrific. Thank you, we are trying to give you comprehensive references to ensure you are provided timely updates on changes.

Update on Secure Destruction? – They are moving into Beta testing with approximately 5 customers. Mr. Day is working on the sustainability side and we are looking to have more information in October.

Have you excluded the non-contiguous in your report? No, you can click down to get that. Which one has the most impact? End-to-End 11-27 day. We now have a tool to really start analyzing our network with End-to-End cycle time. The value is that it will bring in the trays and containers to determine where the problems are. This will become a good prediction of what is going on contractually with the ships and other modes of transportation.

Are all classes in measurement now? In January we should be able to do some measurement of packages that we can't measure today.

Bound Printed Matter Flats – Why is scan data erratic? We have been working on End-to-End, we think it doesn't get on the machine if it gets too heavy.

Pre-sort types on the tray tag? Are you getting piece type visibility? Do you know how it starts out and the equipment it is on? Yes, we do an analysis on all of that data that rolls through.

Needing data from mailer to predict volume coming in. You have on-boarding for FS come January. Someone compared Mail.dat files last year to this year. The difference is in the hours. Can you help influence this? PostalOne issue has been resolved last week which may have helped. The complexity of the file may be creating system issues. Jim will mention it to John. If mailers can't upload their files timely, that creates some issues.

End-to-End gap – high percentage of customers not on FS may be using wizard and not adding to the granularity as if they had a mail.dat or .xml. Absence of nesting is probably more of a tray issue, but we will have the piece level data. We want to measure everything, and we are coming up with logic to do that, to capture all the mail.

Inventory Forecast – Are you also building in CR rules to forecast? Without the bundle scan we have a challenge at the carrier level. We will be able to do this in the future.

ACTION ITEMS

Jim Cochrane committed to ensuring that Wanda Senne's concern is addressed regarding Full-Service ACS ECRL0T flats. Clarification is needed to assist in instructing customers regarding letters qualifying for ECRL0T; some do, but some don't qualify.

Hot Item: On behalf of Industry, Phil Thompson expressed concern and need for a better answer as to why the receipt of BPM flats scan data is so erratic.

Session 2: PACKAGE SERVICES

(Lisa Bowes, MTAC Industry Leader)

ACTION ITEMS FROM LAST MEETING

- IMpb Compliance Thresholds
- Federal Register
- Timing of Transmission of Shipping Services File

Update on Package Services

USPS.com is launching September 19

Timing of Transmission of Shipping Services File – We have some gaps and are asking meter mailers to put barcodes on packages. Initially the focus was on consolidators bringing mail to the DDU. If we have the file at the time of mailing, we will be able to close gaps. It's not just a DDU issue.

How much lead time do you need for the manifest? If we transmit an hour before we tender to the DDU would that take care of the issue? Yes. If we get it in advance, it helps with the workforce and labor planning. We would really like to have the data as early as possible, three hours before would be better.

Are you going to give a feedback loop to mailers to show how well we are performing? Your scan extract file is a good "in-process" metric. We will go through all of these reports in our next PTS/eVS user group so we can get feedback from the customer.

11-Digit barcode. Intent is that those shippers who are not giving the delivery address. The customer doesn't usually want to provide the address in the file, can we take a picture of the barcode and provide that to you? We will work with the mailers on that to assist with compliance.

IMpb Proposed Compliance Thresholds – We thought there was an agreement to reconvene task team #19 to establish final compliance requirements. We have communicated and discussed. We did have a recommendation to reconvene in the Spring of 2013. We are trying to get to a reasonable threshold. We are open to dialogue regarding the IMpb compliance category.

If you send an 11-digit barcode, we'll scheme it and send off for dynamic routing. It must be accurate. The variability in the file structure has been a challenge. Today, for all

Updated: 08/28/13

street addresses that go through address quality, AEC, we find we resolve about 76% of those addresses. We need a 96% resolve rate.

Extract File Feedback from customers – most customers don't maintain their address lists. How can we help the customer understand the feedback and review that to be clear to customers about the changes and what changes they need to make without leaving it up to customer interpretation? Can we review this to see if we can get information that would be useful and actionable to the customers? Communication plan & feedback plan for the user group (eVS/PTS) Addressing issues.

Help us get the correct information in the files.

How to explain the pricing component to explain to mailers - Availability of IMpb ACS for parcel mailers of all mail classes. IMpb ACS with Shipper Paid Services is planned for January 2014. As we get closer, we will communicate these updates to the various user groups. There will be a price connected.

Mail.dat development is being lengthened for BPM mailers. We will do a Federal Register and let you know as plans develop.

Target date for discontinuing CD/DVD Addressing Products fulfillment is Oct. 2014. We are beginning the transition now.

AIS Product Changes – How do I identify a ZIP-Code where the only form of address is PO Box? A code is now in the file to identify the address as a PO Box.

Zone 9 – Zone Chart – Proposal for exception. If this is a topic of interest to you, please let us know (Freely Associated States) FAS. Lisa West.

The rate of non-compliance fee. There is a number that is subject to the BOG & the PRC. Sept 5 is the meeting to vote on what gets filed.

By/For is a real contention among mailers.

HazMat requirements to have an indication in the Shipping File. We expect to have this complete in 2014.

FAS – Share the associated ZIPs in “Zone 9” with the PTS/eVS user group. What are these ZIPs and their associated countries? Juliaann will get this from Jim W and share with their distribution list. Also, need a pricing chart regarding ACS and ISPF (Shipper Paid Forwarding)

ACTION ITEMS

Juliaann Hess and Jim Wilson: Add discussion of extract file feedback to PTS/eVS User Group #2; regarding how to communicate with customers on addressing issues.

Jim Wilson: Need a "pricing chart" regarding ACS SPF (Shipper Paid Forwarding).

Jim Wilson: Provide ASAP to PTS/eVS Group a file containing the soon to be implemented "Zone 9" changes regarding Freely Associated States" containing the country listings and their ZIPS so that industry may begin coding/preparing now.

Session 3: First-Class Mail

(Sharon Harrison, MTAC Industry Leader)

ACTION ITEMS FROM LAST MEETING

- Last Known Address – Pay As You Go – Strategy for pricing, next steps
- CASS Cycle – PIT Status
- Mail imaging for errors in Micro-Strategy reports – Other USPS imaging initiatives
- Single Source ACS fees – Reconciliation/Refund process
- Secured Destruction Status
- Real Time Visibility – letters/flats
- Micro-Strategy Reporting – Address Quality Results

Open Discussion - Visibility and Service Performance Measurement

Pay As You Go – Last Known Address – We are trying to cover that segment of the mailing industry that covers legal restraints or regulatory best practice restrictions of Last Known Address.

Now that we have IMBs and we can see into specific mailers, we have an opportunity to do something different with Last Known Address. This will be optional.

“Pay as you Go” - Last Known Address – If you could get this for a fee, would you be interested?

- People may be happy to have a formal program
- Major mailers – Telecom, Insurance, and Election (voters), and Financial industries may be interested. –i.e.: running NCOA on pieces falling out of a mailing. We are hoping we could use this on those pieces, or the 99% test impact.
- Many mailers may not have a need or desire for pay as you go. The real factor is, “What is the price?” Most people are either doing move update or not. If they are at 49%, they probably aren’t.
- Most mail owners are managing their own lists, the criticality is there, and we want to reach our customers.
- Cost is the driver for a lot of mailers, not the largest mailers. Some see quality as less important to their needs.
- Awareness – financial and health care. Being able to have a sense of awareness is important. Building that sense of awareness for options may prompt people to use and mail First-Class.

We want to drive at a minimum to July. We will be evaluating to determine a fair price and processes for implementation.

Secure Destruction – Are there some gaps with IMb tracing? STIDs are planned to be in place by September.

Mail Visibility – unique piece counts on BEM. The sub-group will meet next week to discuss.

A task team will be developed to address the Single Source FS ACS chargebacks. There are some concerns about the help desk not being timely or appropriately escalating the issues that have been voiced through the remedy tickets.

We will be phasing out electronic fulfillment of Addressing products on CD/DVD after October 2014.

Add to CASS criteria the PO Box only indicator. Add into CASS cycle O.

There is a new FAQ on ACS "All things ACS". Very customer friendly document that is very informative and useful. Lisa West. <https://ribbs.usps.gov/index.cfm?page=updates>

Micro-Strategy Reports – It takes hours and sometimes days to upload data into the system. This is impeding the USPS and mail visibility reports that we are pulling. Performance is very important to us and we would like your influence to help improve upon the performance of the Micro-Strategy reports. The upload time is 6X greater than it was last year. SASP is reliant on PostalOne and we want to ensure that the data transmits faster. SLA is 6 hours.

Labeling List updates- We are having issues with the CSAs and getting them updated fast enough. There is an option in the DMM to derive off the labeling list to update the sort. We do it each time the DMM is updated. It was suggested to bring this issue up with Dave in the next session. Please let USPS know how it goes.

Action Items

- **Add "unique piece counts" to next BRM (Himesh Patel) Work Group meeting.**
- **Publish agenda items for the Tuesday, September 17, 2013 PIT (Product Information Tracking) meeting.**
- **Add a "PO Box Only" indicator to CASS Cycle "O" criteria.**
- **Investigate/elevate complaints/concerns of extraordinarily long SLA (Service Level Agreement) uploading times into PostalOne. EXAMPLE: 6 hour SLA for uploading a 6 million piece mail file into PostalOne.**

Session 4: Periodicals

(John Stark, MTAC Industry Leader)

ACTION ITEMS FROM LAST MEETING

- Periodicals Service Levels
- Carrier Bundle Scan Test Update
- Informed Visibility Update
- Update on Last Mile Impact Levels
- Single Source ACS Chargebacks

Open Discussion

We have suspended any additional charges for Single Source ACS. If the piece appears to be a FS piece, we will not charge. If it is less than an 11-digit barcode, charges will continue to be assessed. We will work to identify root causes of the chargeback issues and we will be looking back at the records that should not have been charged. We don't want any negative impact to the mailer. We will continue to work on a solution.

We are retiring all CD/DVD fulfillments for Address services and are moving to an electronic format for all products. We are continuing to offer this until Oct. 2014.

AIS Product Changes –

How do you describe the communication on the customer end? So, the error often comes on the misunderstanding of the customer and their interpretation of where they live vs. the postal address. USP may deliver there, but the ship to address is not an actual deliverable address.

Is there any way to see this only in the nixie? Modify ACS nixie code return for POB only delivery problems.

Revisit what the CFS is getting for scan rate vs. other machine scans? There are some bundles that can't be scanned. We have to answer to customers that are showing numbers 20% less than the numbers we are getting from engineering. You have to make it known to the publishing industry why this might happen. We want to ensure quality and readability. We need to understand why this is happening so we can explain this to our customers and that this doesn't fall back on us. We have enabled you to transmit with eDoc which allows you to get the information back. There may be a way to turn that around, we'll take a look at that.

Steve D. will talk with Shapour and will look at the data scores to determine if anything can be done here. Barcode readability scores compared to CFS and 98vs88%

Can we create a report for End-to-End using the IMb planning tool?

IDS – Integrated Data Server transmits data to downstream systems. We were able to fix this to capture missing scans that have been reported by industry.

Updated: 08/28/13

What is the goal of the test? To understand the 6 points in last mile for Periodicals. We want to prove the concept and develop SOPs. We are also looking at PASS technology to do some of this scanning. The data has proven some of the hypothesis and we want to increase our scores.

A new FAQ on ACS on RIBBS. Ten pages, covers all flavors of ACS. Very customer friendly by Lisa West and Kai Fisher. <https://ribbs.usps.gov/index.cfm?page=updates>

ACTION ITEMS

- **Evaluate the modification of ACS Nixie Codes**
- **Create an "End to End" metric on the IMb Planning Tool.**
- **Follow-up with Shapoua regarding the Barcode/CFS scanning that Engineering performed; i.e. 98% results versus 88% results.**