

MTAC Focus Group Sessions Wednesday, May 15, 2013

PAYMENT AND ACCEPTANCE

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Session 1: FIRST-CLASS MAIL

(Sharon Harrison, MTAC Industry Leader)

Discussion:

- **MicroStrategy Report Enhancements:** Microstrategy Report enhancements that were delivered in the April release were discussed with a focus on the Full Service Compliance Report, Mailer Profile Report and the Start-the Clock report. Mailers advised that we engage in a communication effort to advise mailers of this report and improve the access to the reports. Mailers are experiencing issues with some of the reports where counts are inaccurate. Postal informed that this was fixed on 5/5. Mury Salls will provide feedback to confirm this.
- **Full-Service Requirements and Verification:** Reviewed the verification process for Full-Service mailings in light of the Full-Service mandate for automation prices in 2014. Mailers raised concerns around Container Placards still being required by local BME even in instances when they are not required. There is a need for more training. Mailers requested that we post the verification procedures on RIBBS. There is an anomaly in DPV validation between *PostalOne!* and SASP. Postal advised that this is being fixed and will share solution and timeline in the *PostalOne!* User Group. Another issue was identified about certificates being updated without mailer knowledge. Additionally, there is a mail.XML issue around new bundle requirement in Mail.XML. Finally, the industry brought up an issue when spoilage results in updating presort and prices, but impacts the tray minimums, the clerks are requiring tray label updates. USPS/Garrett Hoyt agreed to communicate the approach and policy around this.

Updated: 5/31/13

- **Incentive Architecture:** We reviewed the incentive architecture. Any changes or new incentives will be worked through IDEAlliance.
- **Technology Credit:** Reviewed status. Advised that should the date of implementation change, this will be communicated via a DMM Advisory.

Action Items:

- USPS will conduct webinars on the Full Service Compliance Reports. Create a Reports link on RIBBS webpage and post training and guide. Improve access to reports.
- Post Full-Service verification process on RIBBS.
- Mury Salls to confirm MicroStrategy reports issues have been resolved.
- Mury Salls to provide additional detail on the certificate issue and any other issues.
- USPS to resolve Mail.XML bundle requirement issue.
- Provide a confirmation on fixes in October to include a description of the *PostalOne!* to SASP anomaly in the *PostalOne!* User Group.
- Garrett Hoyt to explore the status/next steps for requalification of damaged mail for Full-Service and Seamless and provide feedback to Sharon Harrison on this topic.
- Share the Full-Service Fact Sheets with the industry to include Full-Service, By/For, Container Placard Clarification, Full-Service IDs: MIDs, CRIDs etc. Conduct training with BME.

Session 2: PERIODICALS

(John Stark, MTAC Industry Leader)

Discussion:

- **Airbox Update:** Discussed Air Box approach and software upgrades for October.
- **Technology Credit Update:** Reviewed status. Advised that should the date of implementation change, this will be communicated via a DMM Advisory.
- **Full-Service Requirements and Verification:** reviewed the verification process for Full-Service mailings in light of the Full-Service mandate for automation prices in 2014.
- **Streamlining 3510/3526 Process:** Shared charter of workgroup.
- **Additional Entry Changes:** Discussed changes in April. Group raised concern around procedures for non-*PostalOne!* sites. USPS will move to migrate sites to using *PostalOne!*.
- **Streamlined Weight and Ad Percentage Capture Process Work Group Update:** Provided Work Group update.
- **Postage Statement Logic Changes coming in October:** Shared the Postage statement processing changes coming in October to be consistent with By/For precedence logic in postage statements and mail owner, mail preparer identification in eDOC.
- **eInduction/Seamless:** Provided update on eInduction and seamless.
- **Full-Service fixes:** Provided update on October release fixes on Full-Service.
- **Structured Release Calendar:** Shared structured release schedule for 2014. Mailers wanted to include the start and end dates when CRs are due to IDEAlliance for the Jan. 2014 release.

Action Items:

- Distribute the charter for the Streamlining 3510/3526 group – **COMPLETED 5/20/13**
- Post document describing additional entry process after reviewing with Erv Drewek. Work to migrate non-*PostalOne!* sites to *PostalOne!*
- Uni will share the process of using the Postal Wizard in TEM to estimate postage at the *PostalOne!* usergroup.
- Post the structure released calendar for 2014 to RIBBS and add start and end dates when CRs are due to IDEAlliance.

Discussion:

- **MicroStrategy Report Enhancements:** MicroStrategy Report enhancements that were delivered in the April release were discussed with a focus on the Full-Service Compliance Report, Mailer Profile Report and the Start-the Clock report. Discussed modifications coming in October.
- **Full-Service Requirements and Verification:** Reviewed the verification process for Full-Service mailings in light of the Full-Service mandate for automation prices in 2014. Shared requirements around FAST appointments. Full-Service requires FAST appointment, but that appointment information is not required in eDoc. Mailers requested we post this on RIBBS. CRID validation tool for a “one-at-a-time” lookup available in July.
- **Full-Service Outreach:** Shared outreach approach, plan for every mailer and fact sheets. Mailers requested we highlight the exceptions for by/for and uniqueness. .
- **Technology Credit:** Reviewed status. Advised that should the date of implementation change, this will be communicated via a DMM Advisory.
- **Postage Statement Processing Changes and Non-Profit visibility:** Shared postage statement processing order of preference changes coming in October. Shared non-profit visibility. .
- **Folded Self Mailer and MDA Update:** Advised industry to call MDA hotline for help especially if they need immediate turn around. Shared status of Folded Self Mailer training.

Action Items:

- USPS will conduct webinars on the Full Service Compliance Reports. Create a Reports link on RIBBS webpage and post training and guide. Improve access to reports.
- Share the Full-Service Fact Sheets with the industry to include Full-Service, By/For, Container Placard Clarification, Full-Service IDs: MIDs, CRIDs etc. Highlight exceptions for By/for and Uniqueness. Conduct training with BME.
- Conduct Folded Self Mailer Training for industry and BME.
- MDA new “EMAC” letter and to call help desk instead of email if urgent answer needed. Working on providing answers in 24-hours.

Discussion:

- **eVS April enhancements:** Discussed April enhancements. .
- **Refund Process:** Advised mailers that we will not charge for refunds when it is a Postal issues. Will take into concerns their issues around 10% charge.
- **IMpb Tolerances** Discussion around tolerance approach for IMpb, address and ZIP+4.
- **Mail.Dat to Shipping Services File:** Discussed translating the Mail.Dat to Shipping Services File in the October Release.
- **By/For for Packages:** Discussed By/For for package improvements.

Action Items:

- Is USPS going to support the UPA file in October as part of the Mail.dat to Shipping File translation.
- Provide clarity on the refund process charges and timeline for implementation.
- Determine if CAPS can break out package product categories such as Standard Letters, Flats and Packages etc.
- Resolve outstanding eVS reconciliations.