MTAC
Visibility and Service Performance

Robert Cintron

Moderator

August 20, 2014

First-Class Mail

1:15 – 2:30 PM

UNITED STATES POSTAL SERVICE®

Agenda

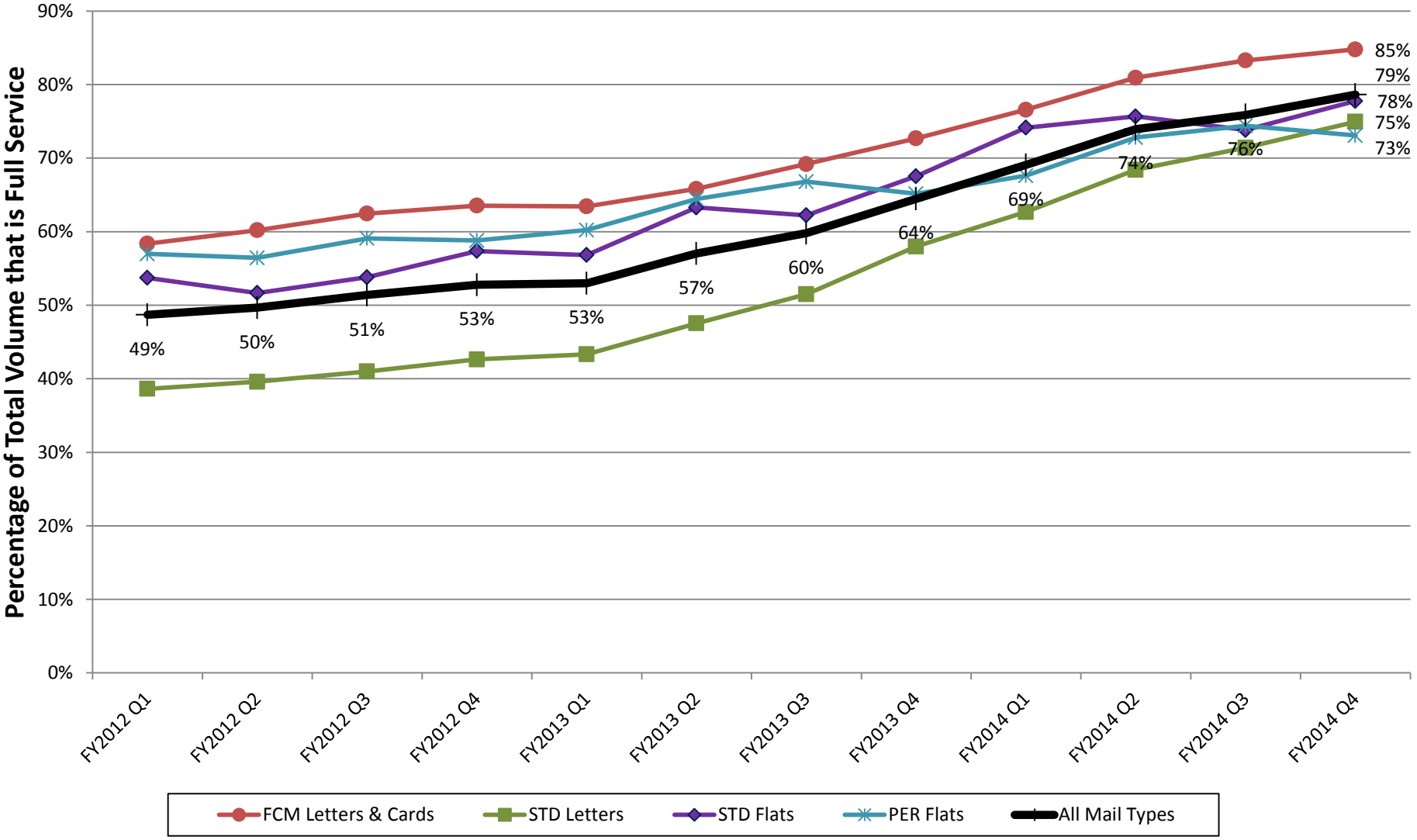
- Recap of last meeting action items
- Service Performance status for FCM
- Isolating Remittance Mail performance statistics
- Continue Start the Clock/Logical Mailer – Discuss errors removed from measurement. Excluded volumes from service – what is occurring here? / What improvements are needed?
- Addressing Topics:
  - Status on UAA Secured Destruction trial rollout
  - UAA Study Update – What is planned and how can industry help?
  - PBSA decision and plan for Cycle O – what to do about the designator

Recap of May Action Items
First-Class Mail

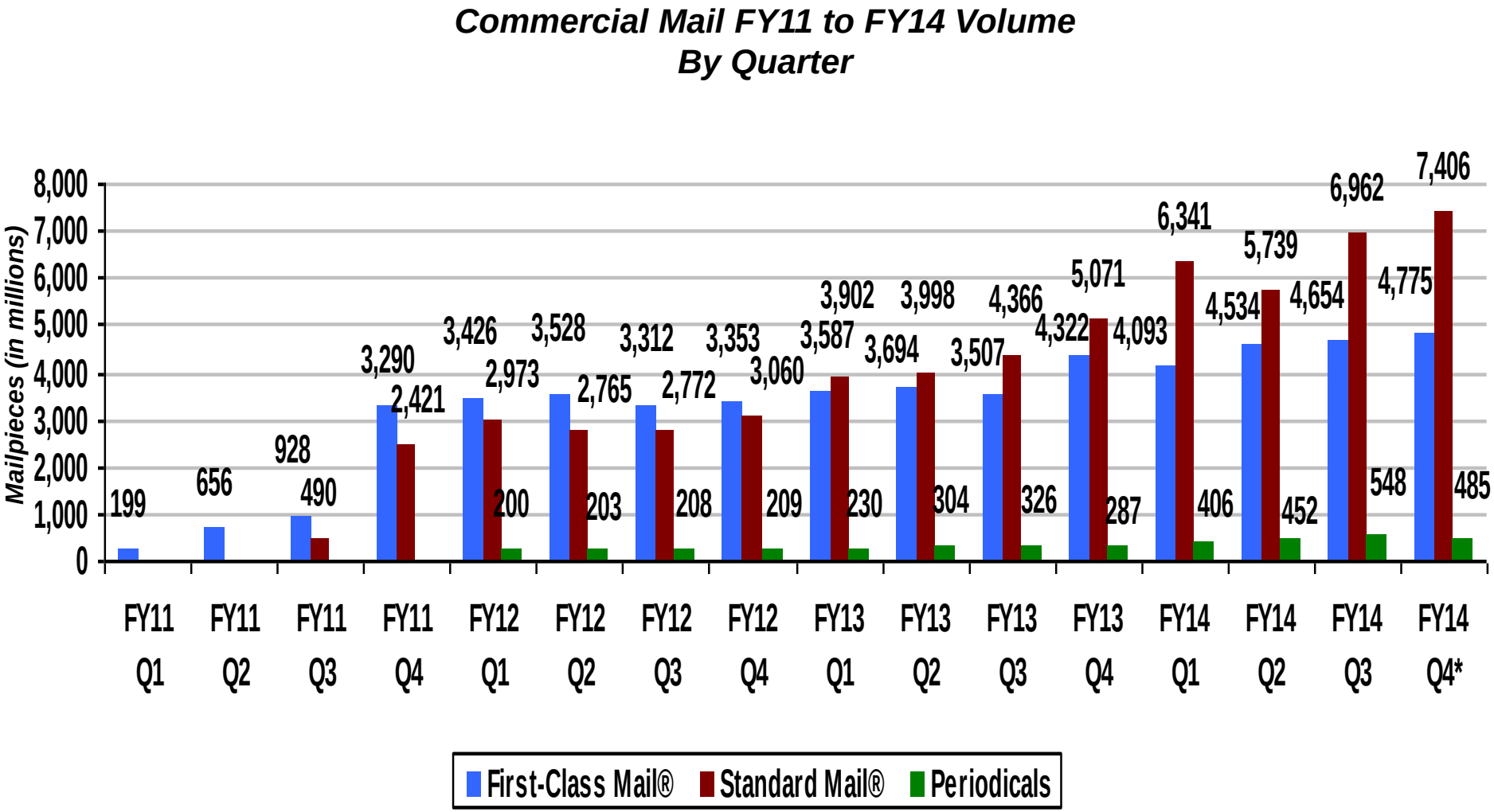
- **What percentage of logical mail is in measurement?**
- **Research pallet placards on (containers/pallets).**
- **Do all CSAs have a valid locale key?**

Full Service Mail Trend

In July 2014, 85% of Presort First-Class mail eligible for Full-Service was Full-Service



Commercial Mail Volume in Service Measurement

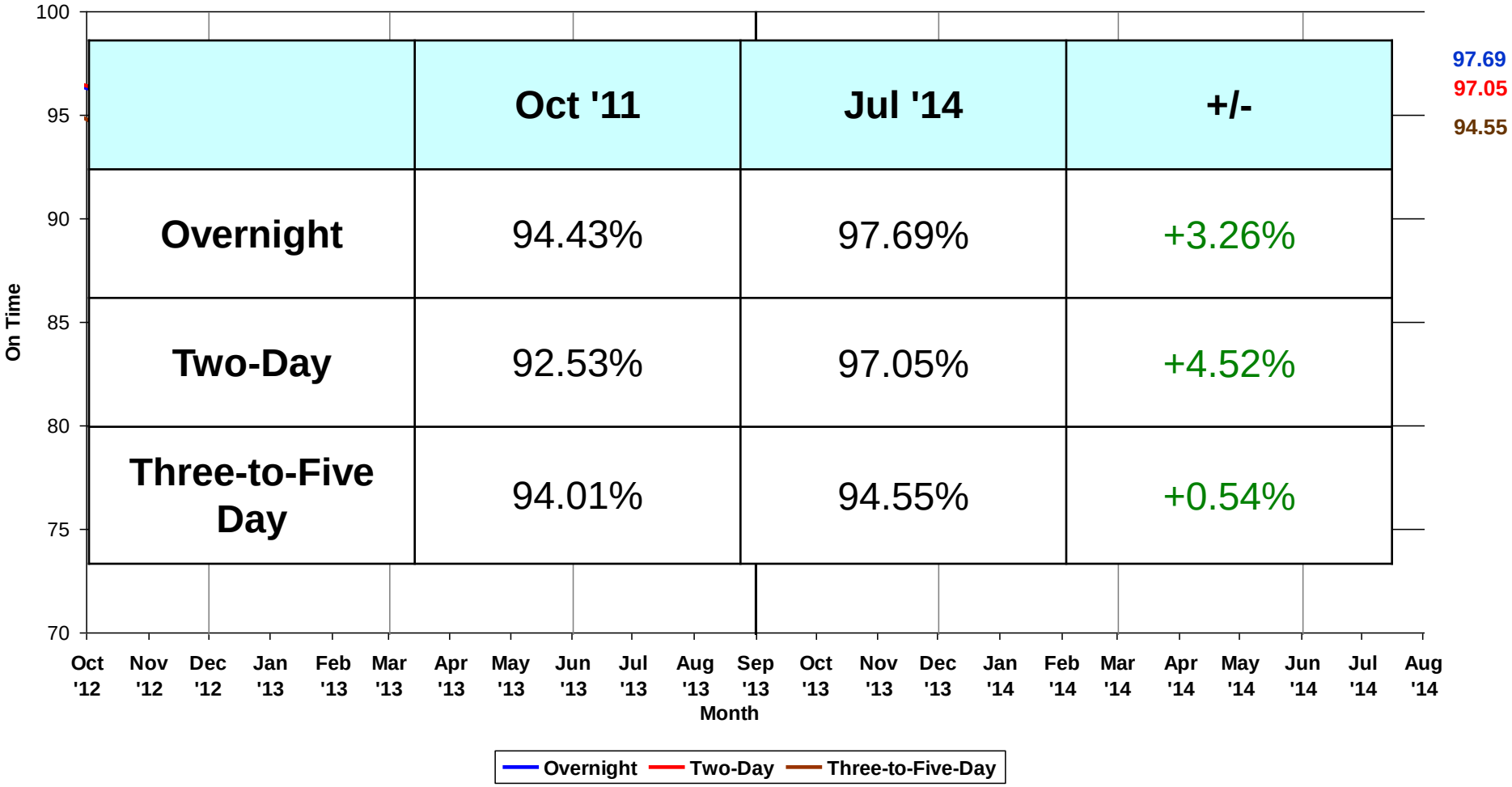


- *Standard Mail® consists of Standard Letters and Standard Flats. Standard Flats do not include Saturation Mail.*

**Projected*

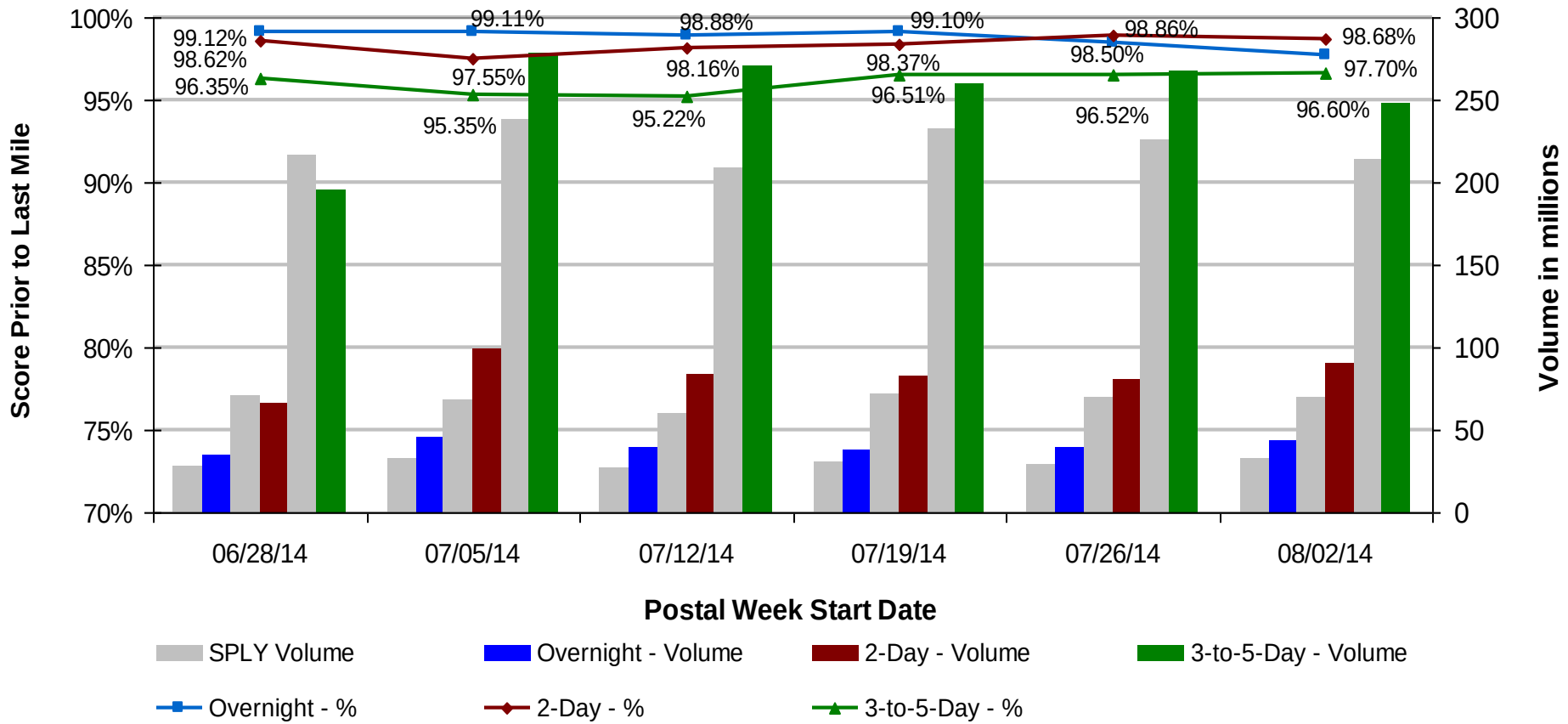
Commercial First-Class Mail®

Commercial First-Class Mail® FY13 and FY14 Performance By Month



	Oct '11	Jul '14	+/-
Overnight	94.43%	97.69%	+3.26%
Two-Day	92.53%	97.05%	+4.52%
Three-to-Five Day	94.01%	94.55%	+0.54%

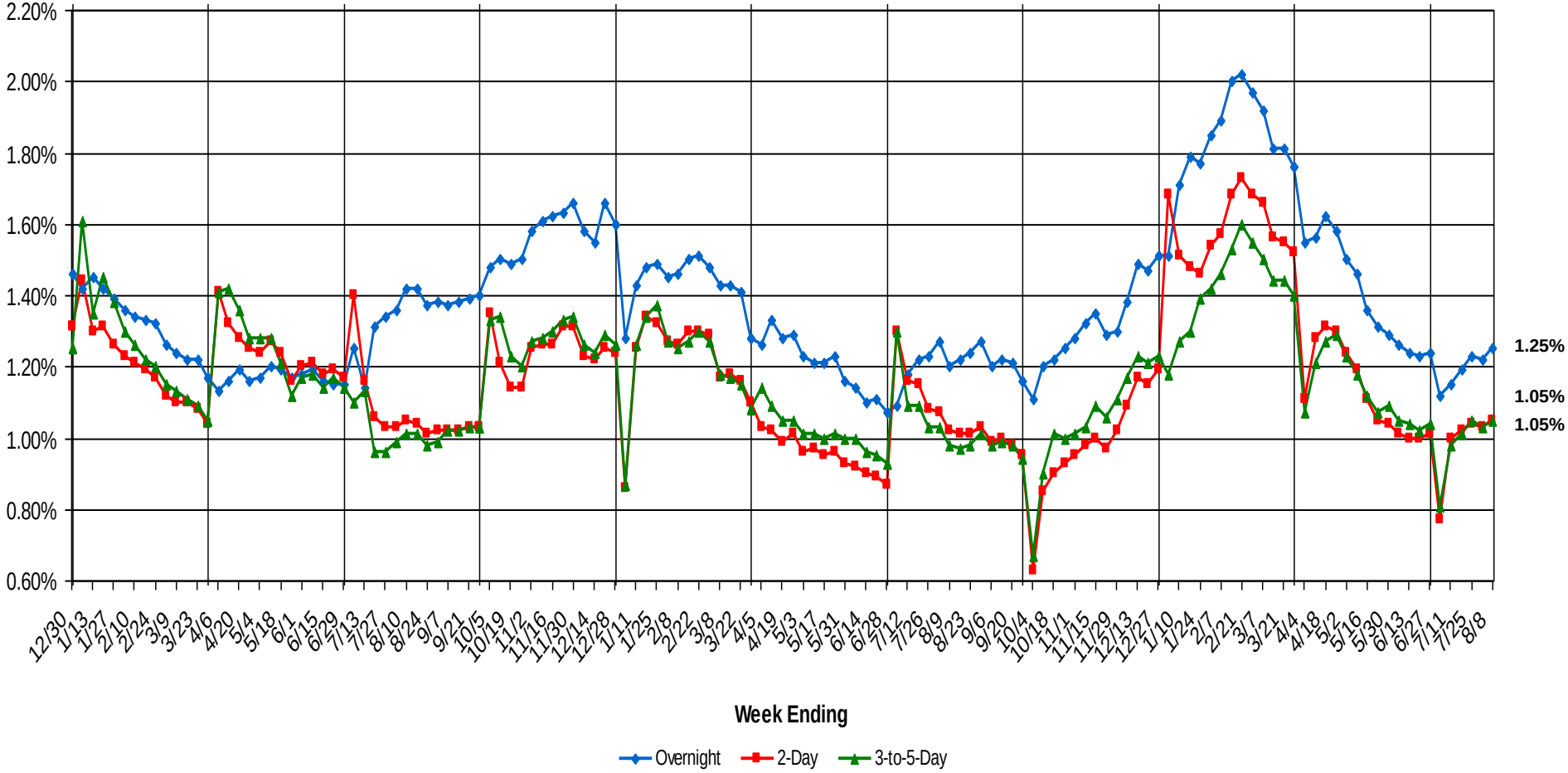
Presort First-Class Mail® Score Trend



Q4 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	230,568,528	98.71%	-1.25%	97.46%	96.80%	174,997,566	31.8%	97.54%	-0.08%
2-Day	470,964,011	98.29%	-1.05%	97.24%	96.50%	399,650,373	17.8%	97.68%	-0.44%
3-to-5-Day	1,402,141,450	95.90%	-1.05%	94.85%	95.25%	1,300,389,803	7.8%	95.92%	-1.07%
Total	**2,103,673,989**			**95.67%**	**96.00%**	**1,875,037,742**	**12.2%**	**96.45%**	**-0.78%**

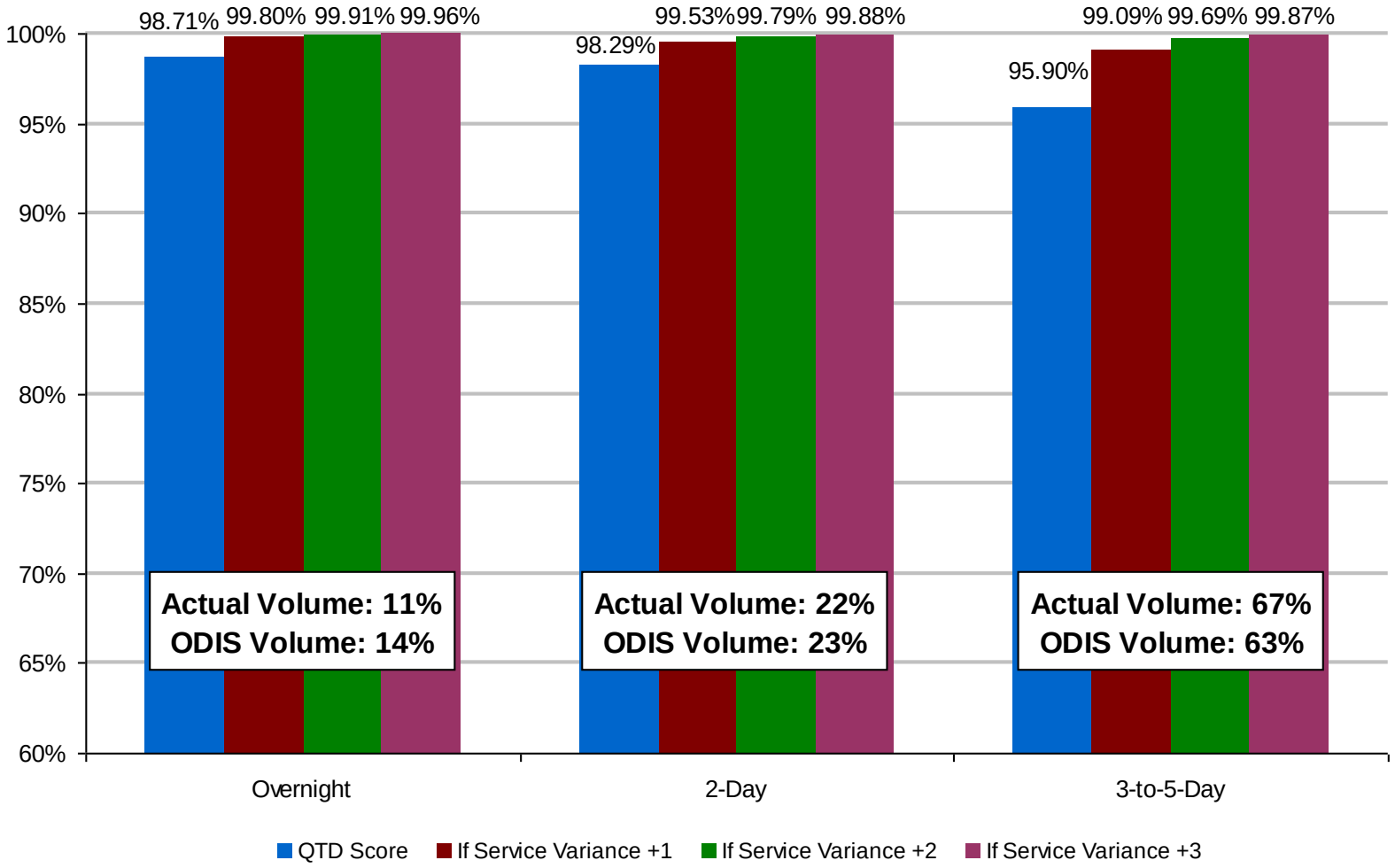
Presort First-Class Mail® Last Mile Impact Trend

All Last Mile Impacts



Presort First-Class Mail® by Service Variance

All QTD FCM scores would be above 99.09% (prior to last mile), if pieces that failed by 1 day passed

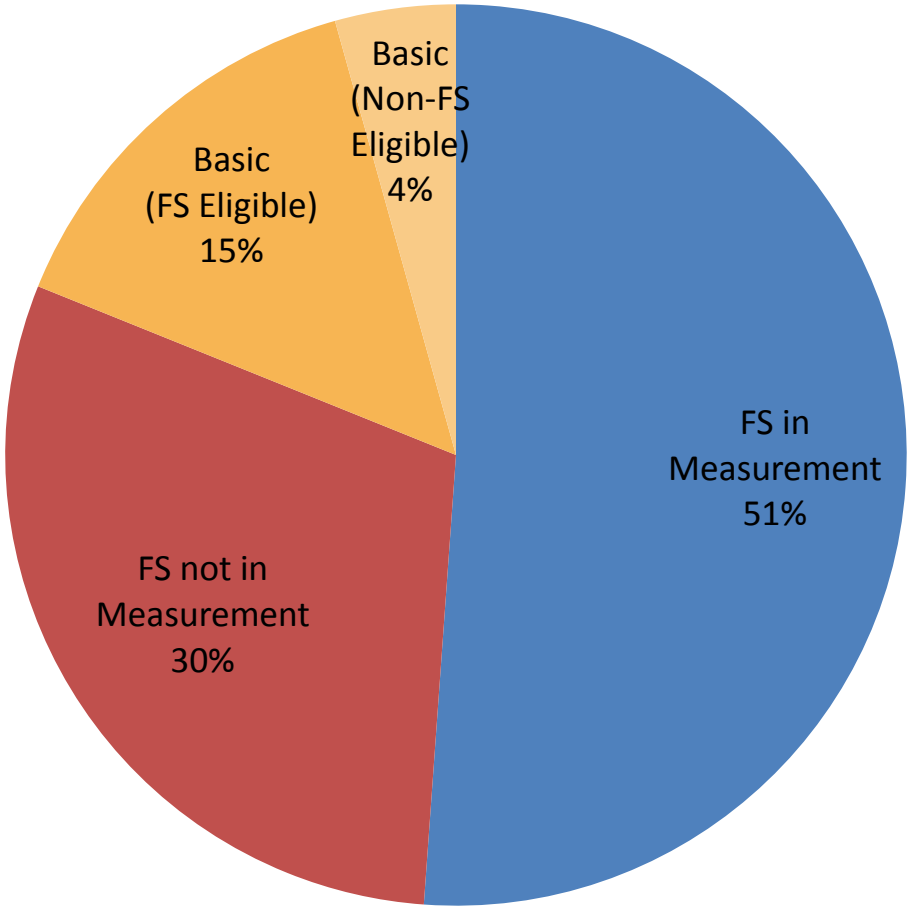


Note: Volumes may not sum to 100% due to rounding.

First-Class Mail® (Letters)

Volume In Measurement

51% of First Class Letters Commercial Mail Volume is in measurement



July 2014

Mail Not In Measurement
Exclusion Reason Overview

Three main categories of reasons why Full Service mail can be excluded from service measurement:

1 Lack of, or inconsistent mail visibility data

- No Container Unload Scan or FAST Appointment (Start-the-Clock)
- No Piece Scan (Stop-the-Clock)
- Stop scan observed before Start-the-Clock (Logical mailings)

2 Discrepancy in eDoc Preparation: eDoc are evaluated against business rules and operational data to determine if mail should be excluded.

- Business rules (e.g. Full Service compliance check for unique barcode)
- USPS operational data (e.g. FAST Appointments, SV Unload Scans)

3 Discrepancy in Mail Preparation: Operational data points collected during mail acceptance, induction, and/or processing are evaluated to determine if mail should be excluded.

- Acceptance: Manual or MERLIN PBV Verification Failures
- Induction: Irregularities captured in FAST or SV
- Processing: Change of Address (COA), Undeliverable as Addressed (UAA), Invalid Delivery Point (DPV).

The measurement system detects the above scenarios and automatically excludes the appropriate mail from measurement.

Mail Not In Measurement
Exclusion Reason Breakdown

In July 2014, 37% of Full Service First-Class Mail® Letters was excluded from service measurement

Top Exclusion Reasons	%	Exclusion Reason	Exclusion Description	USPS/Mailer Attributed
	24.88%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container	USPS
	20.46%	Long Haul	Mail verified at a DMU then transported by USPS to a mail processing facility in a different district than the DMU	USPS
	12.29%	PARS	Mail piece redirected due to Change of Address (COA) or Undeliverable as Addressed (UAA) as indicated by ACS and/or PARS operation when mail piece is processed	Mailer
	11.96%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment	Mailer
	9.64%	No Piece Scan	No automation scan observed for the mail piece	USPS? Mailer?
	7.71%	Non-Compliant / In Monitoring	Mail identified as non-compliant due to observed inaccuracies or Mailers part of the 6 week monitoring period	Both
	6.55%	Non-Unique IMb	eDoc contains mail pieces with a non-unique Imb	Mailer
	2.16%	Inconsistent SPM data	Mail piece received inconsistent scan events when calculating SPM (non-chronological container/mail piece scans)	USPS
	1.01%	Excluded ZIPs	Excluded from SPM due to excluded 3 digit ZIP code	USPS

Logical Mailer Volume
Exclusion Reason Breakdown

In July 2014, 67% of Full-Service First-Class Mail® Letters from Logical Mailers were in service measurement

Full-Service Pieces	% Included	% Excluded
1,073,151,269	67%	33%

Top Exclusion Reasons

Rank	Exclusion Reason	Exclusion Description	USPS/Mailer Attributed
1	Long Haul	Mail verified at a DMU then transported by USPS to a mail processing facility in a different district than the DMU	Both
2	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment	Mailer
3	Non-Compliant / In Monitoring	Mail identified as non-compliant due to observed inaccuracies in mail prep or Mailer part of the FS onboarding process	Both
4	PARS	Mail piece redirected due to Change of Address (COA) or Undeliverable as Addressed (UAA) as indicated by ACS and/or PARS operation when mail piece is processed	Both
5	Inconsistent SPM data	Mail piece received inconsistent scan events when calculating SPM (non-chronological container/mail piece scans)	USPS
6	No Piece Scan	No automation scan observed for the mail piece	USPS? Mailer?
7	Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb	Mailer
8	Inaccurate Scheduled Ship Date	eDoc scheduled ship date time is 48+ hours earlier than the postage statement finalization date time	Mailer
9	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container	USPS

Logical Mailers

In July 2014, 14.6% of First-Class Mailers submitted logical mailings and 6.5% of all Full Service Mailers submitted logical mailings

Mail Class	Mail Shape	Mailer Count		
		Logical	Physical	%Logical
First-Class	Letters/Card	369	2,527	14.60%
Periodicals	Flats	0	309	N/A
Standard	Flats	1	1,410	0.07%
Standard	Letters	112	3,264	3.43%
Total		**482**	**7510**	**6.42%**

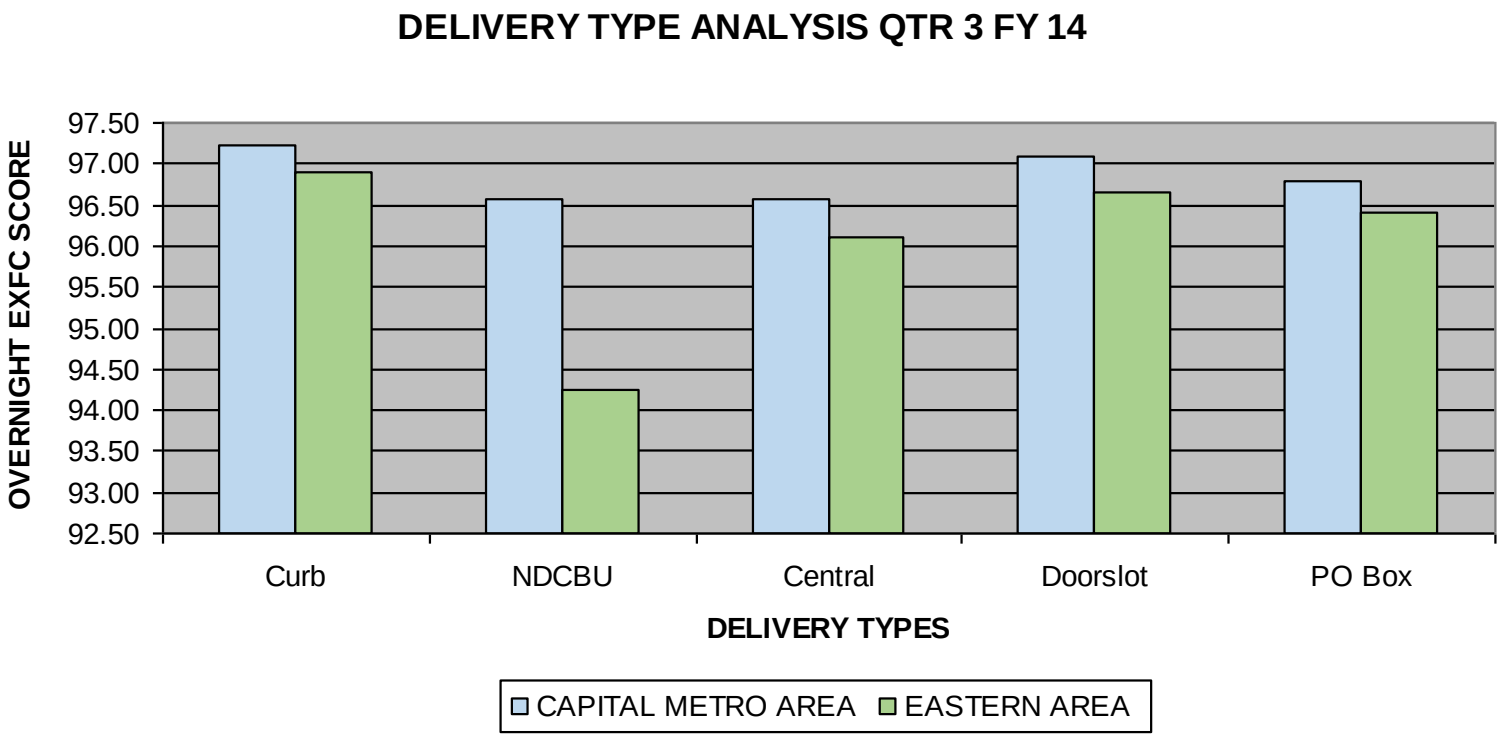
Logical Mail in Measurement

In July 2014, 37% of Full Service First-Class Mail® Letters in logical mailings were excluded from service measurement

Breakdown	Logical	Physical
Full Service Volume	1,575,381,425	783,295,939
In Measurement	1,145,465,356	576,384,510
Exclusion %	**37%**	**36%**

Delivery Type Analysis

Data from External First Class Measurement (EXFC) was analyzed by delivery types to help improve delivery methods.



The Areas shown in this chart are comparable in total volume of test pieces received (between 30,000 and 42,000 overnight pieces per quarter).

Delivery Type Analysis

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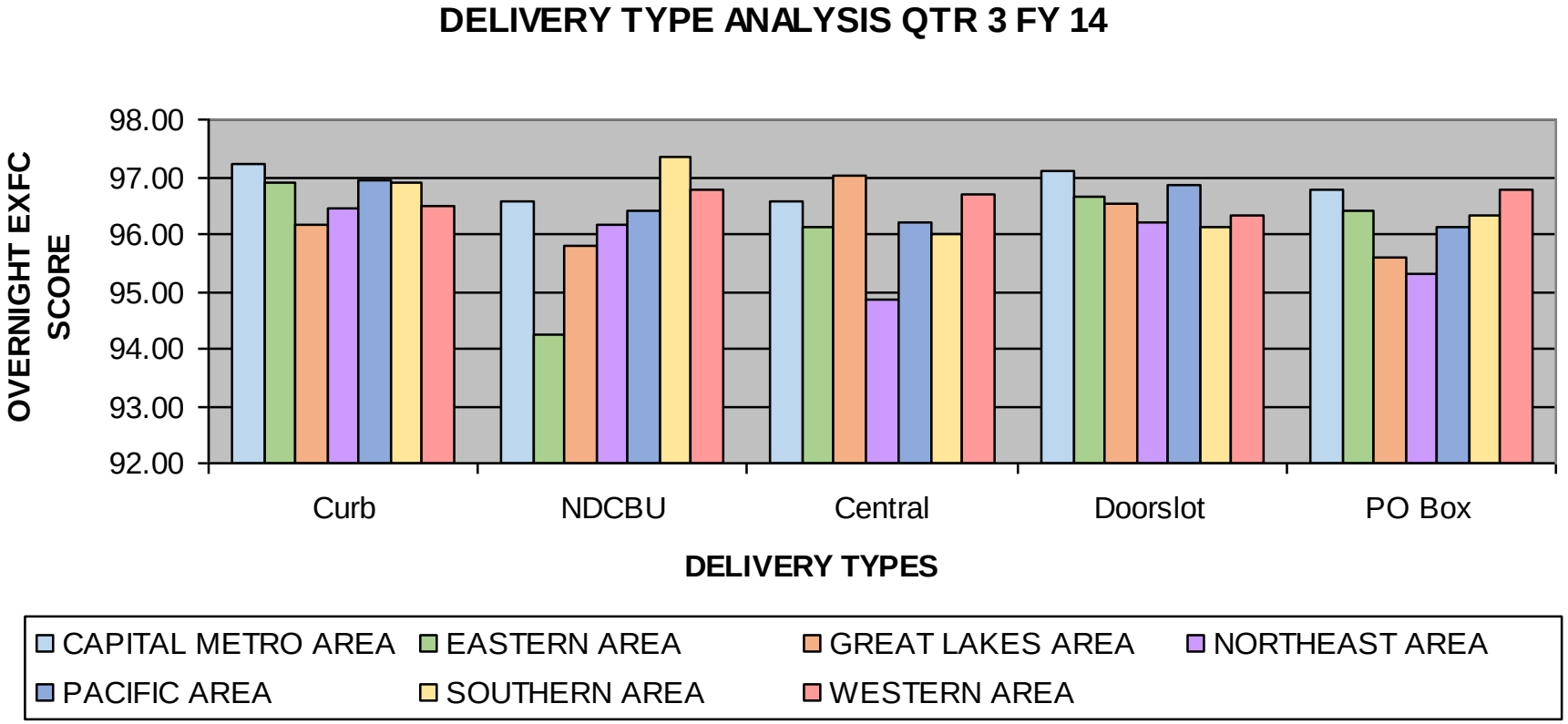

Address Management Updates

Secure Destruction

- Secure Destruction for First-Class Mail® National Launch date is November 18, 2014
- Mailers interested in the Secure Destruction program will need to register.
- The required Secure Destruction Enrollment Form and EPF Access forms will be available on the RIBBS ACS page at:

https://ribbs.usps.gov/acs

(Subscribe to the ACS page RSS feed to find out when the Secure Destruction information is posted)

USPS BlueEarth®
Secure Destruction

UAA Mail Study Update

- UAA Mail Study postponed – not before Summer 2015
- Seeing Standard Mail pieces being upgraded and being treated as First-Class Mail Returned-to-Sender mail
- Added new UAA Return Label page on RIBBS®
  - https://ribbs.usps.gov/move_update/documents/tech_guides/UAAReturnLabels/CFS_UAA_Label.pdf
- No new UAA Mail trends being observed
- FPARS will be installed on the AFSM100 at approximately 18 mail processing facilities.
- FPARS will process flats of all mail classes.
- ACS and Hardcopy notifications will be generated the same as for PARS for letters
- Beta Test scheduled for Early Spring 2015 (Site Location TBD). Deployment date targeted for Late Spring 2015

First-Class Mail® UAA Trending

Total UAA - All Classes

	Forwarded				Returned to Sender				Treated As Waste			
	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg
FY04	$ 421,927		1,985,160		$ 822,494		1,603,290		$ 269,804		6,135,879	
FY08	$ 401,353	-4.9%	1,777,364	-10.5%	$ 780,027	-5.2%	1,434,640	-10.5%	$ 337,579	25.1%	6,097,089	-0.6%
FY09	$ 321,381	-19.9%	1,343,180	-24.4%	$ 806,027	3.3%	1,579,341	10.1%	$ 252,629	-25.2%	4,306,328	-29.4%
FY10	$ 294,738	-8.3%	1,234,646	-8.1%	$ 817,463	1.4%	1,593,368	0.9%	$ 246,214	-2.5%	4,120,591	-4.3%
FY11	$ 271,842	-7.8%	1,116,245	-9.6%	$ 777,643	-4.9%	1,504,490	-5.6%	$ 266,394	8.2%	4,400,072	6.8%
FY12	$ 271,842	0.0%	1,116,642	0.0%	$ 789,433	1.5%	1,530,049	1.7%	$ 257,387	-3.4%	4,112,809	-6.5%
FY13	$ 244,081	-10.2%	1,055,467	-5.5%	$ 768,966	-2.6%	1,495,966	-2.2%	$ 257,613	0.1%	4,233,078	2.9%
FY04 vs FY13		**-42.2%**		**-46.8%**		**-6.5%**		**-6.7%**		**-4.5%**		**-31.0%**
FY08 vs FY13		**-39.2%**		**-40.6%**		**-1.4%**		**4.3%**		**-23.7%**		**-30.6%**

First-Class Mail

	Forwarded				Returned to Sender				Treated As Waste			
	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg
FY04	$ 350,468		1,819,366		$ 584,735		1,466,006		$ 3,813		45,980	
FY08	$ 317,252	-9.5%	1,621,540	-10.9%	$ 520,610	-11.0%	1,292,474	-11.8%	$ 5,012	31.4%	43,952	-4.4%
FY09	$ 255,503	-19.5%	1,226,096	-24.4%	$ 611,041	17.4%	1,489,470	15.2%	$ 3,681	-26.6%	31,095	-29.3%
FY10	$ 238,992	-6.5%	1,134,155	-7.5%	$ 634,316	3.8%	1,507,631	1.2%	$ 5,365	45.7%	45,285	45.6%
FY11	$ 220,264	-7.8%	1,025,579	-9.6%	$ 604,887	-4.6%	1,423,497	-5.6%	$ 7,362	37.2%	61,172	35.1%
FY12	$ 218,897	-0.6%	1,027,451	0.2%	$ 613,796	1.5%	1,446,215	1.6%	$ 7,708	4.7%	63,477	3.8%
FY13	$ 193,451	-11.6%	964,552	-6.1%	$ 587,878	-4.2%	1,405,623	-2.8%	$ 8,628	11.9%	74,698	17.7%
FY04 vs FY13		**-44.8%**		**-47.0%**		**0.5%**		**-4.1%**		**126.3%**		**62.5%**
FY08 vs FY13		**-39.0%**		**-40.5%**		**12.9%**		**8.8%**		**72.1%**		**70.0%**

UNITED STATES POSTAL SERVICE®

Historical Mail Volume to UAA Volume Trend

RPW Volume	UAA %		RPW Growth/ Decline	UAA Growth/ Decline
109,244,891	2.52%	*FY1981*	-	-
170,623,520	2.84%	*FY1993*	56.18%	75.74%
197,513,848	4.71%	*FY1998*	15.76%	92.22%
205,261,930	4.74%	*FY2004*	3.92%	4.47%
202,702,926	4.59%	*FY2008*	-1.25%	-4.27%
176,744,823	4.09%	*FY2009*	-12.81%	-22.35%
170,573,704	4.07%	*FY2010*	-3.49%	-3.88%
168,297,342	4.17%	*FY2011*	-1.33%	1.04%
159,858,854	4.23%	*FY2012*	-5.01%	-3.72%
158,384,271	4.28%	*FY2013*	-0.92%	0.37%
Average Yearly Decline since 2008			**-4.14%**	**-5.47%**

Over last 6 years, UAA has declined more than RPW by 32.2%

Electronic Product Fulfillment (EPF)

PRODUCT	TOTAL # OF CUSTOMERS	NUMBER ON EPT	TO BE CONVERTED TO EPF	% SWITCHED
All AIS Products	2064	979	1085	47%
Zone Charts	136	117	19	86%
Labeling List	149	140	9	94%
CDS	442	322	120	73%
NCOALink 48 month weekly (FSP)	23	22	1	96%
NCOALink 18-month weekly (LSP)	194	162	32	84%
NCOALink 18-month monthly (EUM)	99	81	18	82%
NCOALink 18-month weekly (MPE)	155	130	25	84%
DPV	35	35	0	100%
DSF2	15	14	1	93%
AMS API	105	92	13	88%
LACSLink	44	43	1	98%
SuiteLink	44	43	1	98%
RDI	182	121	61	66%
TOTALS as of: August 13, 2014	**3687**	**2301**	**1386**	**62%**

- All Address Quality and Address Management products will be provided via the Electronic Product Fulfillment (EPF) method.
- An EPF Form must be completed and submitted prior to 10/01/2014 to avoid interruption in service.
- If you have any questions, please contact the AMS Support group at 800-331-5747 or via email to AMSSupport.ncsc@usps.gov.

CASS™ Cycle O Suspension

- Original implementation - August 2015
- Reviewed input from stakeholders
- Consensus was benefits were not demonstrated
- Vendors have the option to pursue incorporating the stated requirements*
  - USPS will provide materials to accommodate testing
  - Recertification will not be required unless the changes impact the expected results
- New address hygiene products required to certify on CASS Cycle N standards

***Requirements for suspended CASS Cycle O can be viewed at https://ribbs.usps.gov/cassmass/documents/tech_guides/**

Effective August 2014

- Began accepting Change-of-Address orders from APO/FPO/DPO addresses
- Will be included in **NCOALink®** product
  - Input address must be in proper format and DPV confirmed

Correct format examples:

- CMR 15 Box 12
- Unit 8870 Box 736896

ACS™ New File Format

Beginning January 25, 2015 all ACS fulfillments delivered through EPF will be expanded and improved.

- Will include information never before provided.
- OneCode ACS, Traditional ACS, IMpb ACS, and those Full Service customers that receive ACS via SingleSource will receive the new ACS file format version 1.0
- This change does NOT affect Full Service ACS provided through the Business Customer Gateway
- A Conversion process will be available.
- A Sample File & Technical Guide is available NOW

https://ribbs.usps.gov/acs/newACSformat/ACSFileVersion1_Sample.zip

For more information, go to:

UNITED STATES POSTAL SERVICE®

National Customer Support Center

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Intelligent Mail® Services
Address Quality Products
Business Mail Acceptance
Certifications
Industry Outreach
Major/Minor Release Schedule
MDA Customer Svc Help Desk
Move Update
MTAC
Operations
Updates

ACS Fulfillment File Changes - January 2015

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We are pleased to announce that effective January 25, 2015 all ACS fulfillments delivered through EPF will be expanded and improved. Traditional ACS, OneCode ACS, IMpb ACS, and those customers that receive their Full Service ACS records via the SingleSource ACS fulfillment method, will receive a new ACS file format in their fulfillment. The format will contain the same information as in the current layout, and will be expanded to include new information never before provided:

- The change-of-address (COA) Move Effective Date will include the day, and a COA "Made Available Date" that will tell you when the COA was first available for processing the moving customer's mail.
- The address correction fee, if applicable, for each ACS record will be included in the notice. Other fees or postage charges, such as Shipper Paid Forwarding or Return postage will also be reported so you will know the exact charges for each individual record.
- Intelligent Mail barcode data, when available, will be included for each ACS notice provided.
- Know exactly when, how, and where the undeliverable mail piece that generated the ACS notice was processed.

Important Links

Announcement - ACS New File Format for January 2015

ACS File Format Version 1 Technical Guide

ACS File Format Version 1 Sample File

IMPORTANT UPDATES

Click here for 2015 Network Consolidations

Click here for Customer Letter regarding 2015 Network Consolidations

Electronic Product Fulfillment

By October 2014, all Address Quality and Address Management products will be provided via the Electronic Product Fulfillment (EPF) method. CD/DVD fulfillment will no longer be an option for product fulfillment. An *Electronic Product Fulfillment Form* must be completed and submitted prior to October 1, 2014 to avoid

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

UNITED STATES POSTAL SERVICE®

Discussion
&
Questions