

MTAC Visibility and Service Performance



Robert Cintron

Moderator

August 20, 2014



Package Services

10:30 - 11:45 AM



Agenda

- **2nd Notices Printing of 3849 and Return Reminders**
- **Acceptance Events Enhancement – calculates and posts a new Acceptance at Destination event code for Destination Entry packages**
- **Update PTR Release 1.9**
 - **A new scan event for “In Process Acceptance” to better communicate with our customers in lieu of UA event**
 - **Further enhancements will also be made to Predictive Delivery Day**
 - **By/For enhancement identifies the mail owner and provides the extract back to parent MID without the Shipping Services File if the scan event occurs before the file is received by USPS**

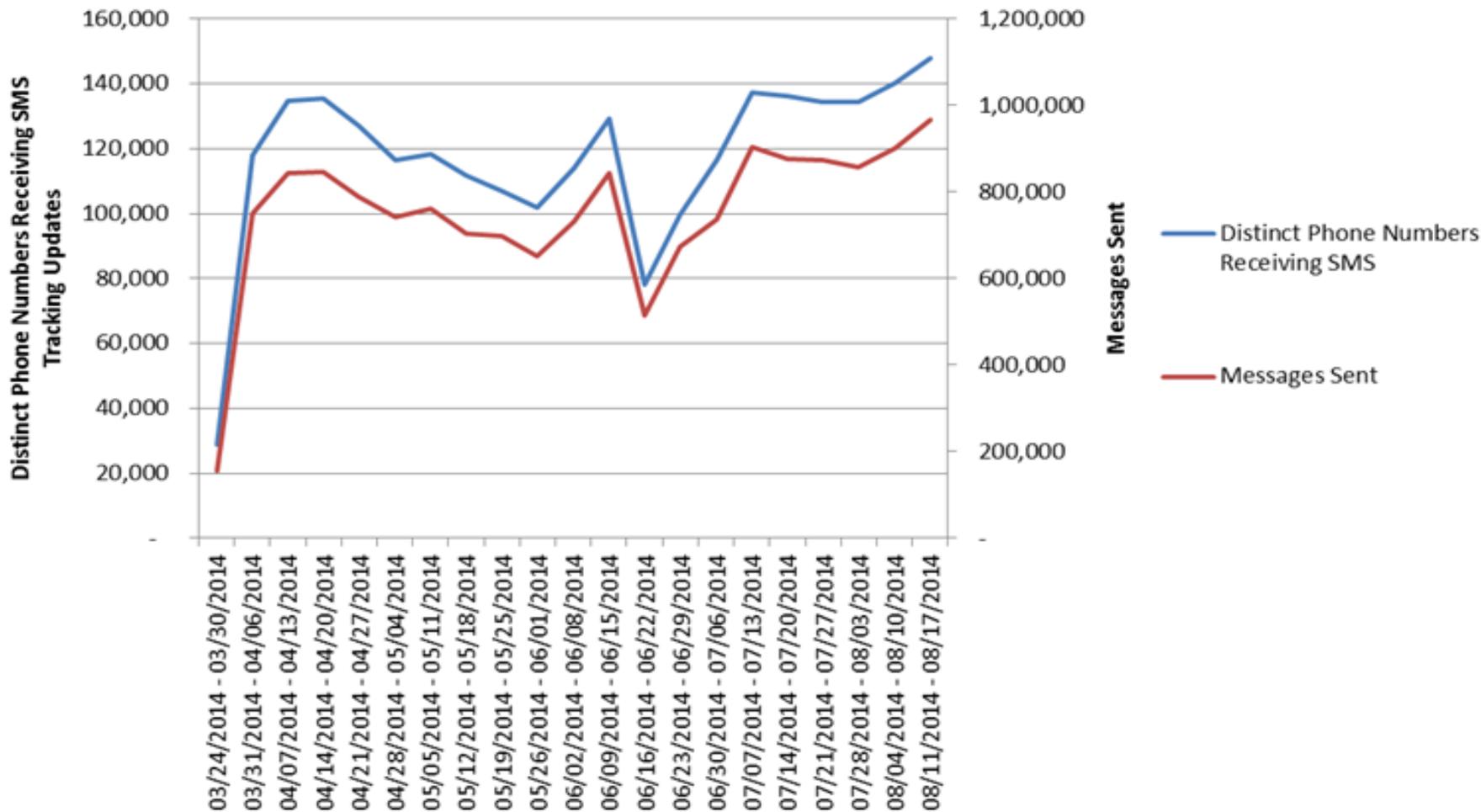
- **Shipping Services File Timeliness – MTAC Task Team on Shipping Services File Timeliness is being established based on MTAC leadership direction and industry recommendations**

Because We're Here



https://www.youtube.com/watch?v=z_Ss2_9MFuo

PTR SMS Tracking Usage By Week



New threshold values approaching on *September 7, 2014

Apply to Competitive Products only:

** Priority Mail*

** Parcel Select*

** First-Class Package Services*

** Parcel Select LW*



IMpb Compliance Thresholds	Sep 2014	Jan 2015
Unique trackable barcode (legacy or IMpb)	99%	99%* *IMpb only by Jan 2015
Destination Delivery Address/ZIP + 4 in file	95%	98%** **Street address/11-digit DPV code by January 25, 2015
Shipping Services File v 1.6 or higher (v 1.3, v 1.5 permitted)	95%	97%*** ***SSF v 1.6 or higher ONLY by January 25, 2015

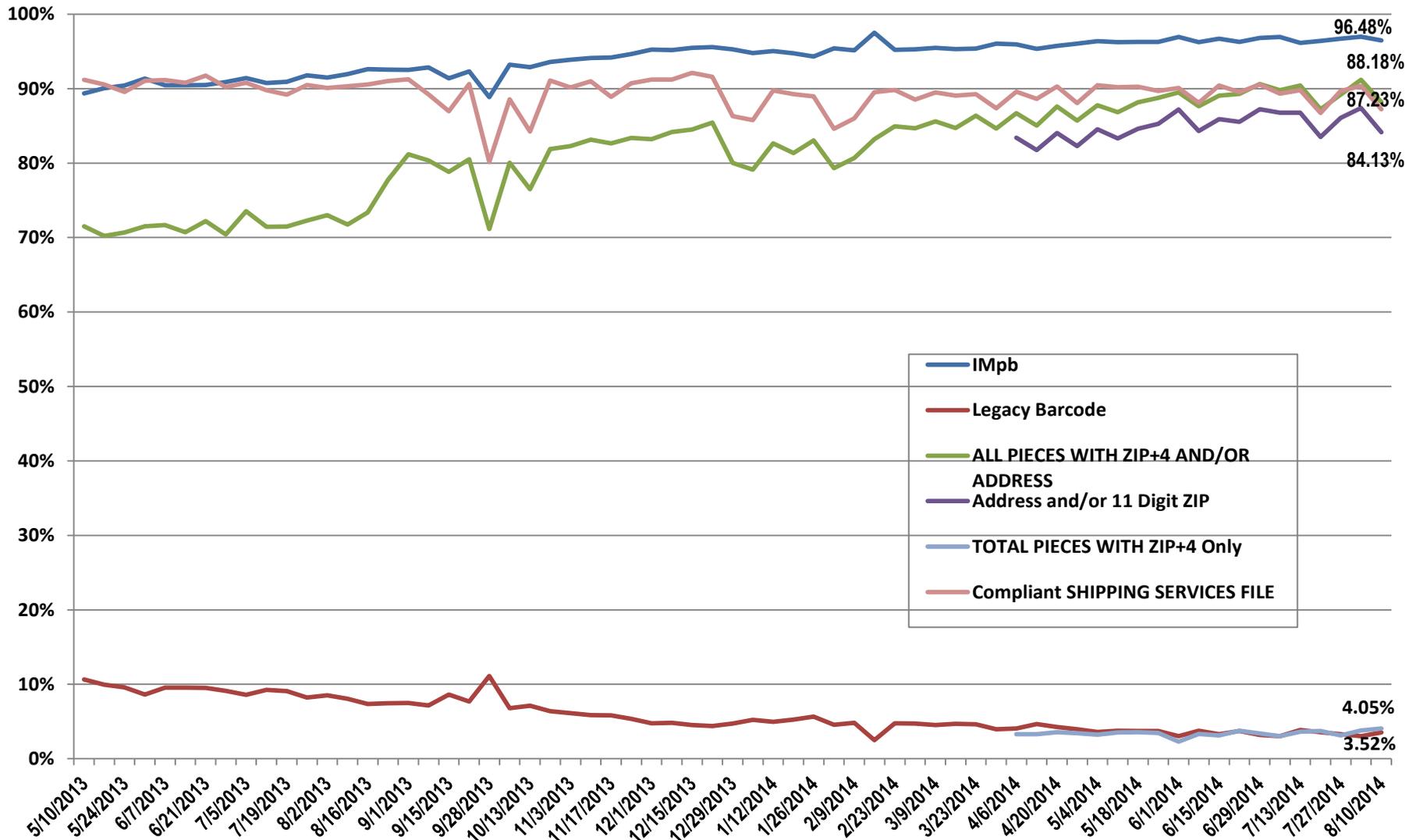
*Aligned with Price Change deferral

Adoption Metrics for July 1-31, 2014*

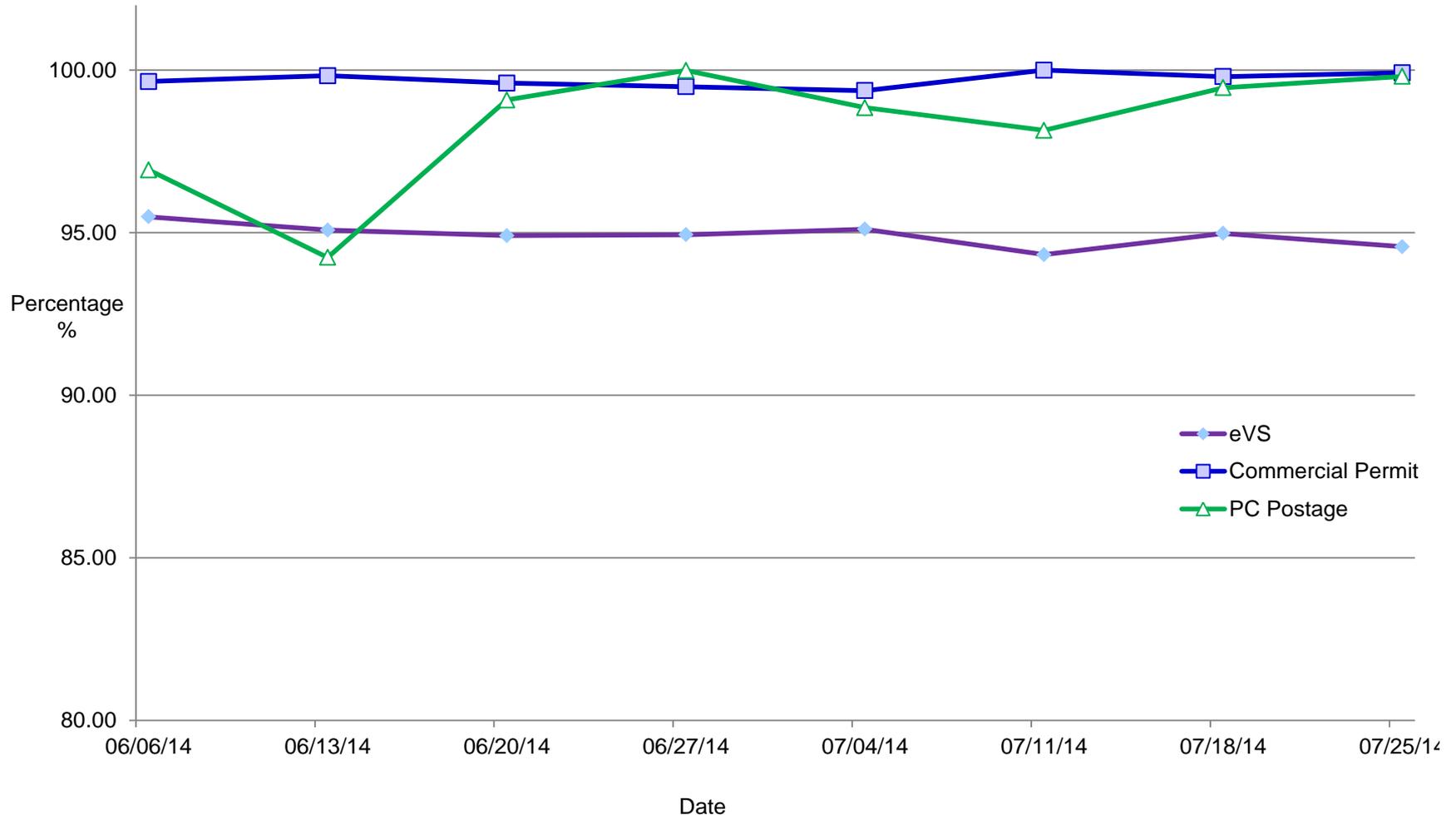
Classes of Mail	% IMpb	% Address or ZIP+4	% Address/ 11-digit DPV	% SSF
Bound Printed Matter	98.91%	65.14%	63.14%	73.46%
Library Mail	97.32%	81.30%	79.96%	73.98%
Standard Post	96.98%	91.16%	41.19%	76.02%
Media Mail	99.58%	95.87%	94.80%	94.18%
Critical Mail	100.00%	99.45%	99.45%	99.43%
Priority Mail Express	65.27%	79.54%	64.62%	38.45%
First-Class Mail	93.43%	92.92%	88.51%	88.57%
Parcel Select Lightweight	98.95%	92.32%	87.04%	94.39%
Priority Mail	99.01%	96.87%	94.69%	85.33%
Parcel Select	98.47%	95.02%	92.87%	95.09%
Standard Mail Marketing	99.41%	80.21%	77.64%	91.08%
Standard Mail	100.00%	31.30%	29.63%	29.70%
Unspecified	43.70%	0.27%	0.12%	0.12%
Grand Total	96.60%	90.36%	86.77%	88.67%

* Commercial Customers only
Source: Product Tracking & Reporting

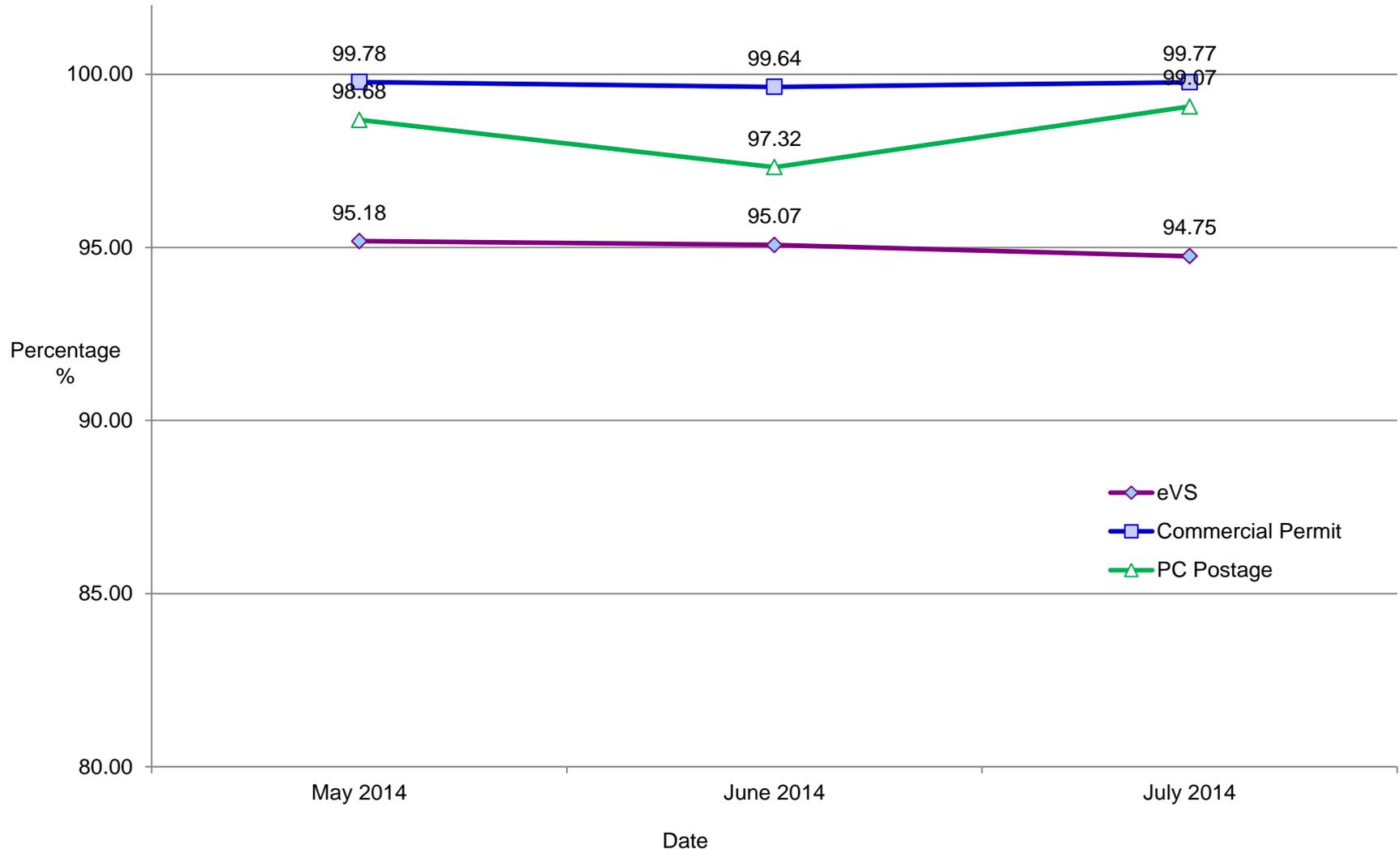
2013/2014 IMpb Commercial Transition



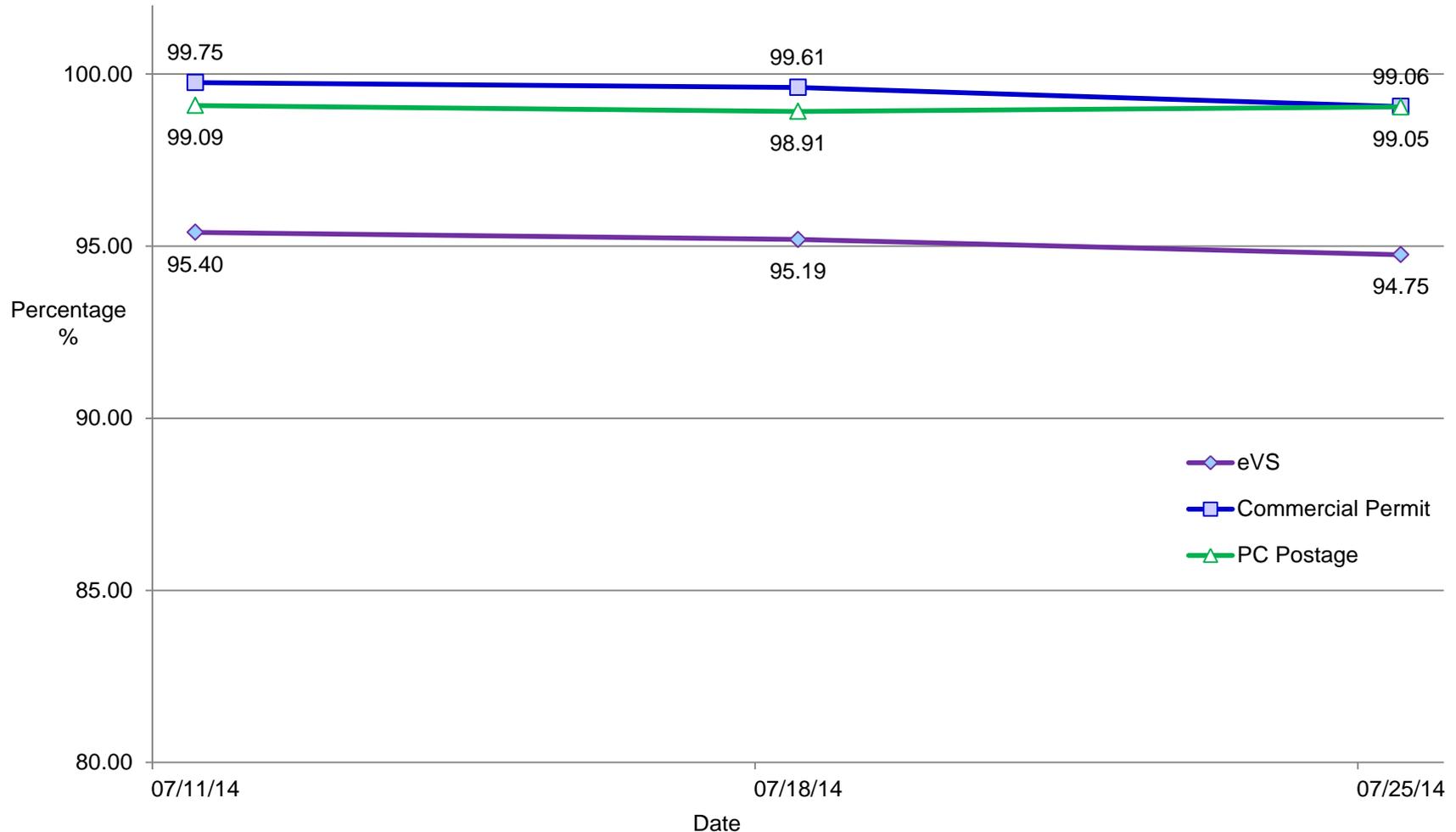
Percentage of Files Received Before First Physical Scan (by Payment Type, weekly)



Percentage of Files Received Before First Physical Scan (by Payment Type, monthly)



Percentage of Files Received Before Arrival at Unit (AAU) (by Payment Type, weekly)



Shipping Services File Timeliness July 2014

Product Class	Percentage of Files Received Before First Physical Scan (%)	Percentage of Files Received Before Arrival at Unit (AAU) (%)
Library Mail	99.00	99.57
Standard Post	98.00	98.53
Media Mail	99.82	99.15
Critical Mail	99.00	99.99
Priority Mail Express	99.27	98.67
First-Class Mail	98.71	98.46
Parcel Select Lightweight	93.43	97.04
Priority Mail	99.41	98.99
Parcel Select	83.90	94.96
Total	97.17	98.37

IMpb Requirements for BRM Parcels

- Deferred Elimination of BRM for Parcels
 - Federal Register Notice published June 5, 2014
- Propose new rules for BRM parcels
 - Federal Register Notice published August 18, 2014
 - Comments due September 17, 2014
 - <http://www.gpo.gov/fdsys/pkg/FR-2014-08-18/pdf/2014-19433.pdf>
 - IMpb required
 - BRM Parcels allowed for two products – same as current:
 - Priority Mail with USPS Tracking
 - First Class Mail Parcels with USPS Tracking
 - No other extra services allowed
 - BRM permit holders desiring additional extra services for parcels will need to select MRS by January 25, 2015

MRS requires an IMpb by September 7, 2014

Monthly Webinars 10:00 am EDT

Presented by Product Information and Shipping Products

SEPTEMBER 9 – IMpb Impact on Extra Services

OCTOBER 14 – IMpb Compliance



- ✓ **MARCH 11** – IMpb Impacts on Returns
- ✓ **APRIL 8** – Transitioning BRM parcels to MRS
- ✓ **MAY 13** – Hazardous Materials Returns (HAZMAT)
- ✓ **JUNE 10** – Returns using Scan Based Payment (SBP)
- ✓ **JULY 8** – IMpb Overview
- ✓ **AUGUST 12** – IMpb Impact on Market Dominant products

For event numbers and dial-in information, visit

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

Automatically Generate Second Notices and Return Reminders – Pilot Began May 24, 2014 – Temporary Hiatus

- Automates the printing of PS Form 3849 for second notices
- PTR will send tracking numbers requiring a notice to Post Offices via internal My Post Office (MyPO) application
- Offices will use MyPO to automatically print PS Form 3849 for the respective delivery employee
- Help ensure notices and returns are processed timely
 - Second Notice generated after:
 - 5 days for all classes of mail
 - 3 days for PME/PME International
 - Return to Sender message generated after:
 - 15 days for all classes of mail
 - 5 days for PME/International PME
 - 30 days for certain other International

UNITED STATES POSTAL SERVICE® Sorry We Missed You! We ^{RE}Deliver for You		Today's Date	Sender's Name
Item is at: ___ Post Office* (See back)		Available for Pick-up After Date:	Time:
		For Redelivery Go to usps.com/redelivery or see reverse	
___ Letter ___ Large envelope, magazine, catalog, etc. ___ Parcel ___ Perishable Item ___ Other:		<input type="checkbox"/> If checked, you or your agent must be present at time of delivery to sign for item. USPS Tracking # or Article Number(s)	
For Delivery: (Enter total number of items delivered by service type.) For Notice Left: (Check applicable item) ___ Priority Mail ___ Express* ___ Certified Mail* (Must claim within 15 days or article will be returned) ___ Restricted Delivery ___ Registered Mail*		___ Insured Mail ___ Return Receipt for Merchandise ___ Adult Signature ___ Signature Confirmation*	
Article Requiring Payment <input type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs		Amount Due \$	
<input type="checkbox"/> Final Notice: Article will be returned to sender on		Delivered By and Date	
PS Form 3849, July 2013		usps.com	
		Delivery Notice/Reminder/Receipt	

- **Acceptance Events Enhancement**
 - Calculates and posts a new Acceptance at Destination (AD) event code for Destination Entry packages
 - Start-the-clock event for destination-entered pieces
 - Similar logic and approach as Operational Acceptance (OA) event
 - Destination Entry ZIP Code must match ZIP Code of trigger event
 - Calculated 1 hour 15 minutes earlier than the trigger event
 - Destination Enroute or Arrival at Unit

Tracking Number: 9274899



IN-TRANSIT

Expected Delivery Day: **Tuesday, August 19, 2014**

Product & Tracking Information

Postal Product:
Package ServicesFeatures:
USPS Tracking™

Available Actions

[Text Updates](#)[Email Updates](#)

DATE & TIME	STATUS OF ITEM	LOCATION
August 19, 2014 , 9:09 am	Out for Delivery	FORT WASHINGTON, MD 20744
Your item is out for delivery in FORT WASHINGTON, MD 20744.		
August 19, 2014 , 8:59 am	Sorting Complete	FORT WASHINGTON, MD 20744
August 19, 2014 , 6:34 am	Arrived at Post Office	FORT WASHINGTON, MD 20744
August 19, 2014 , 6:21 am	Departed USPS Facility	CAPITOL HEIGHTS, MD 20790
August 19, 2014 , 2:23 am	Arrived at USPS Destination Facility	CAPITOL HEIGHTS, MD 20790
August 19, 2014 , 1:08 am	Accepted at USPS Destination Sort Facility	CAPITOL HEIGHTS, MD 20790
August 18, 2014 , 2:30 pm	Departed Shipping Partner Facility	SECAUCUS, NJ 07094
August 15, 2014 , 6:09 pm	Arrived Shipping Partner Facility	SECAUCUS, NJ 07094

PTR Release 1.9 – July 27, 2014

- New Extract File Naming Convention
- Replace Track & Confirm with USPS Tracking™
- Replace PTS-II with PTR
- USPS Tracking search function expanded (25)
- Scan new Internal Container Barcodes
- Ingest Geo-location Coordinates from Wireless Scanners
- Repurposed and new scan events –
 - UA – In Process Acceptance
 - 11 – Seized by Law Enforcement
- Further enhancements to Predictive Delivery (inward facing)
- Call Tag Service
- New Series for Customs Labels
- Enhancements to Delivery Day Calculations

PTR Release 1.9.2 - August 10, 2014

- **USPS Tracking™ Scan Events changes**
 - Acceptance scan events present messages based on location and method
 - On-street Acceptance
 - ‘Your item was ***picked up*** at TIME/DATE at CITY, STATE, ZIPCODE’ or
 - ‘Your item was ***picked up as part of a scheduled package pickup*** at TIME/DATE at CITY, STATE, ZIPCODE’ (for scan forms and pickup customers)
 - In-Office Acceptance
 - ‘Your item was ***accepted*** at TIME/DATE at CITY, STATE, ZIPCODE’
- **GX (Shipping Label Created)**
 - Shipping Partner ‘GX’ (PREPARED FOR AGENT) event renamed
 - Outward facing – ‘A shipping label has been prepared for your item at TIME on DATE in CITY, STATE ZIPCODE’

PTR Release 1.9 - Enhancements to Tracking Event Language

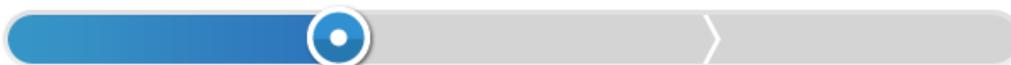
<i>From:</i> Current Event Description	<i>To:</i> New Event Description	Release Date
Dispatched to Sort Facility	Depart Post Office	April 27, 2014
Electronic Shipping Info Received	Pre-Shipment Info Sent to USPS	July 27, 2014
Arrive USPS Origin Sort Facility	Arrived at USPS Origin Facility	July 27, 2014
Arrive USPS Sort Facility	Arrived at USPS Facility	July 27, 2014
Processed Through USPS Sort Facility	Arrived at USPS Facility <i>(If first scan at location, else suppressed)</i>	July 27, 2014
Depart USPS Sort Facility	Departed USPS Facility	July 27, 2014
Acceptance	Picked Up (Carrier/On-Street User) Accepted (Retail/In-Office User)	August 10, 2014
Prepared for Agent	Shipping Label Created	August 10, 2014

USPS Tracking™



Customer Service >
Have questions? We're here to help.

Tracking Number: **9470115901038270105308**



Scheduled Delivery Day: Friday, August 15, 2014, 12:00 pm
Money Back Guarantee

ACCEPTED

Product & Tracking Information

Postal Product:

Priority Mail Express 1-Day™

Features:

\$100 insurance included

PO to Addressee

DATE & TIME	STATUS OF ITEM	LOCATION
August 14, 2014 , 12:17 pm	Picked up by Request	PITTSBURGH, PA 15213
Your item was picked up as part of a scheduled package pickup at 12:17 pm on August 14, 2014 in PITTSBURGH, PA 15213. Information, if available, is updated periodically throughout the day. Please check again later.		
August 14, 2014 , 1:54 am	Shipping Label Created	PITTSBURGH, PA 15240

Available Actions

Proof of Delivery



Text Updates



Email Updates



Tracking Number: [REDACTED]



IN-TRANSIT

Expected Delivery Day: **Saturday, August 16, 2014**

Product & Tracking Information

Postal Product:
First-Class Package Service

Features:
USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
August 14, 2014 , 11:58 am	Departed USPS Facility	BELLMAWR, NJ 08031
<p>Your item departed our USPS facility in BELLMAWR, NJ 08031 on August 14, 2014 at 11:58 am. The item is currently in transit to the destination. Information, if available, is updated periodically throughout the day. Please check again later.</p>		
August 14, 2014 , 11:21 am	Arrived at USPS Facility	BELLMAWR, NJ 08031
August 13, 2014 , 8:06 pm	Departed USPS Facility	NORFOLK, VA 23501
August 13, 2014 , 7:27 pm	Arrived at USPS Origin Facility	NORFOLK, VA 23501
August 13, 2014 , 5:31 pm	Departed Post Office	VIRGINIA BEACH, VA 23464
August 13, 2014 , 5:16 pm	Picked Up	VIRGINIA BEACH, VA 23464
August 13, 2014	Pre-Shipment Info Sent to USPS	

Available Actions

- Text Updates ▼

- Email Updates ▼

- Delivery Instructions ▼

1

Tracking Number: 9261290



DELIVERED

Updated Delivery Day: Wednesday, August 6, 2014 4

Product & Tracking Information

Postal Product:
Package Services

Features:
USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
August 6, 2014 , 10:31 am	Delivered	KILMICHAEL, MS 39747
Your item was delivered at 10:31 am on August 6, 2014 in KILMICHAEL, MS 39747.		
August 6, 2014 , 7:01 am	Out for Delivery	KILMICHAEL, MS 39747
August 6, 2014 , 6:51 am	Sorting Complete	KILMICHAEL, MS 39747
August 6, 2014 , 6:19 am	Arrived at Post Office	KILMICHAEL, MS 39747
August 5, 2014 , 12:38 am	Arrived at USPS Destination Facility	MEMPHIS, TN 38136 2
August 4, 2014 , 11:38 pm	Accepted at USPS Facility	MEMPHIS, TN 38136 3

Available Actions

Text Updates

Email Updates

- 1 Concatenated IMpb
- 2 Arrived (10) event
- 3 Calculates In Process Acceptance
- 4 Qualifies for Delivery Day reveal

USPS Tracking™



[Customer Service >](#)
Have questions? We're h

Tracking Number: 9261290 [redacted]



DELIVERED

Updated Delivery Day: Tuesday, August 19, 2014

Product & Tracking Information

Postal Product:
Package Services

Features:
USPS Tracking™

Available Actions

[Text Updates](#)

[Email Updates](#)

DATE & TIME	STATUS OF ITEM	LOCATION
August 19, 2014 , 3:21 pm	Delivered	CHAPEL HILL, NC 27514
Your item was delivered at 3:21 pm on August 19, 2014 in CHAPEL HILL, NC 27514.		
August 19, 2014 , 9:01 am	Out for Delivery	CHAPEL HILL, NC 27514
August 19, 2014 , 8:51 am	Sorting Complete	CHAPEL HILL, NC 27514
August 18, 2014 , 2:00 pm	Arrived at Post Office	CHAPEL HILL, NC 27514
August 18, 2014	Pre-Shipment Info Sent to USPS	

- **Release 1.9 – July 27, 2014**
- **Based on Last Mile Scans**
- **Initially Parcel Select Only**
- **Expanding to all products September 7, 2014 with Release 1.9.1**

PTR Release 1.9.1 – September 7, 2014

Enhancements to GPS coordinates

- PTR will update Geo-coordinate record and data

Price Change enhancements

- Service type codes for new products
- New extra service code
- Support for MyUSPS launch with additional tracking information
- By/For information
- Duplicate label logic
- Predicted Delivery Day Lite for all products

New Service Type Codes* – September 7, 2014

STC	DESCRIPTION	MAIL CLASS	BANNER TEXT	ESC #1	ESC #2	ESC #3	ESC #4
893	Priority Mail Signature Confirmation Restricted Delivery	PM	USPS SIGNATURE TRACKING #	921	950		
894	First-Class Package Service Signature Confirmation Restricted Delivery	FC	USPS SIGNATURE TRACKING #	921	950		
895	Parcel Select Signature Confirmation Restricted Delivery	PS	USPS SIGNATURE TRACKING #	921	950		
896	Priority Mail Signature Confirmation Restricted Delivery Insurance <= \$200	PM	USPS SIGNATURE TRACKING #	921	930	950	
897	Priority Mail Signature Confirmation Restricted Delivery Insurance > \$200	PM	USPS SIGNATURE TRACKING #	921	931	950	

*Non-eVS only. eVS implementation date TBD

New Extra Service Code

- 415 – Repurposed for Call Tag Service (Shipping Partners)
 - Will be treated as an Additional Service Code
 - Can be used with many STCs
- By/For Information Enhancements
 - High-level of voluntary By/For MID identification by package customers
 - USPS systems coordinated updates to better align MID Owners and Mail Owners
 - Internal changes only

PTR Release 2.0 – November 2, 2014

- Delivery Location Attributes
- Visibility Events for MID Owner/User, Unregistered MIDs and Flagged Inactive MIDs
- Shipping Partners files for EDI customers
- USPS Text Tracking™ Enhancements
- Miscellaneous File Edits
- New Logical Container Record for Shipping Services File
- PTR/eVS Manifest Business Rules Simplification
- New Events for Customer Contacts
- Automating Second Notice Enhancements
- By/For Enhancements
 - Unmanifested events sent to Certified Parent MID (Owner) if present in file
 - Unmanifested events sent to Certified MID User (Label MID Owner) if no Parent MID present in file

Delivery Location Attributes

- Captures delivery location for packages
- Event Code remains '01' with 'Delivered' as primary description
- Event description will also include location attribute



'In/At Mailbox'



'Left with Individual'

Delivery Location Attributes
In/At Mailbox
Front Door/Porch
Parcel Locker
Left with Individual (at Address)
Front Desk/Reception
Other at Address (Garage/Side or Back Door/Porch)
Neighbor (by Request)

Visibility Events for Mismatched, Unregistered and Flagged Inactive MIDs

- Response to Industry request
- Events extracted to MID owner and Electronic File Number MID when:
 - ‘Child’ MID is manifested by a MID that is not the MID owner (MID parent)
 - MID used in barcode is unregistered
 - Mid owner informs USPS that a MID is inactive (Update required to flag inactive MID)
- Implementation
 - Provide scan event information in Customer Daily Extract (CDE)
 - Alerts in Confirmation Error/Warning Report (CEW)
- **No policy change on postage payment responsibility**

Visibility for Mismatched, Unregistered, and Flagged Inactive MIDs

Scenario	MID Owner or Manifesting MID	Event Code and EDI Status/ Reason Code	Event Description and Warning Message
Mismatched Owner/EFN	Manifesting MID	MP XB/BG	ALERT – MID USER NOT REGISTERED TO EFN MID
Mismatched Owner/EFN	MID Owner	MK XB/BG	ALERT – MID USED BY ANOTHER MID OWNER
Unregistered MID	Manifesting MID	MU XB/BG	ALERT – MID USER NEEDS TO BE REGISTERED
Flagged Inactive	MID Owner and Manifesting MID, if different	MX XB/BG	ALERT – MID HAS BEEN FLAGGED INACTIVE

PTR Release 3.0 – January 25, 2015

Preview – Scope finalized early September

- Price Changes and Product Enhancements
- Text Tracking Updates
- Customer Daily Extract Changes
- USPS Tracking Website Updates
- SV Container Modifications
- Redelivery Enhancements
- Return to Sender Scan/Logic
- New Scan Events and Enhancements

Tracking Number: 911490



DELIVERED

Expected Delivery Day: **Wednesday, August 20, 2014**

Product & Tracking Information

Postal Product:
Priority Mail 2-Day™

Features:
\$50 insurance included USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
August 19, 2014 , 12:17 pm	Tendered to Final Delivery Agent	CHAPEL HILL, NC 27514
<p>Your item has been tendered to a Final Delivery Agent in CHAPEL HILL, NC 27514 on August 19, 2014 at 12:17 pm. Information, if available, is updated periodically throughout the day. Please check again later.</p>		
August 19, 2014 , 9:01 am	Out for Delivery	CHAPEL HILL, NC 27514
August 19, 2014 , 8:51 am	Sorting Complete	CHAPEL HILL, NC 27514
August 19, 2014 , 5:37 am	Arrived at Post Office	CHAPEL HILL, NC 27514
August 19, 2014 , 3:35 am	Departed USPS Facility	RALEIGH, NC 27676
August 19, 2014 , 2:53 am	Arrived at USPS Facility	RALEIGH, NC 27676
August 18, 2014 , 9:37 pm	Arrived at USPS Facility	GREENSBORO, NC 27495
August 18, 2014 , 3:28 pm	Departed Post Office	JAMESTOWN, NC 27282
August 18, 2014 , 10:55 am	Acceptance	JAMESTOWN, NC 27282

Available Actions

Text Updates



Email Updates



New Delivery Partner Events and File

Event Code		INTERNAL DESCRIPTION OF EVENT CODE	INTERNET VERBIAGE
USPS	DELIVERY PARTNER		
60		TENDERED TO AGENT FOR FINAL DELIVERY	Your item has been dispatched to a Final Delivery Agent for delivery today on DATE in CITY, STATE ZIPCODE
	61	RECEIVED BY AGENT	Your item was received by the agent at TIME on DATE in CITY, STATE ZIPCODE.
	62	RECIPIENT NOTIFIED BY AGENT	Your item received a recipient's notification by the agent at TIME on DATE in CITY, STATE ZIPCODE
	63	DELIVERED TO RECIPIENT BY AGENT	Your item was delivered to recipient by the agent at TIME on DATE in CITY, STATE ZIPCODE
	64	UNDELIVERABLE TO RECIPIENT BY AGENT	Your item was undeliverable to recipient by the agent at TIME on DATE in CITY, STATE ZIPCODE

Current Pilot at University of North Carolina Chapel Hill

Introduced new “Tendered
To Delivery Partner” event
July 26, 2014



Expand to additional universities in September 2014



■ Coming Soon

- Developing a mobile app to capture final disposition of package delivery for students
- Event would only be displayed after a tendered to delivery agent event
- Enable posting of event on USPS Tracking™ site and messaging to customers
- Pilot August 2014



Integrate Delivery Partner Events and File Formats with Inbound Tracking Software

Enhance visibility and improve customer experience for package delivery at:

Colleges and Universities

Apartments and condominiums

Firm/Caller Service

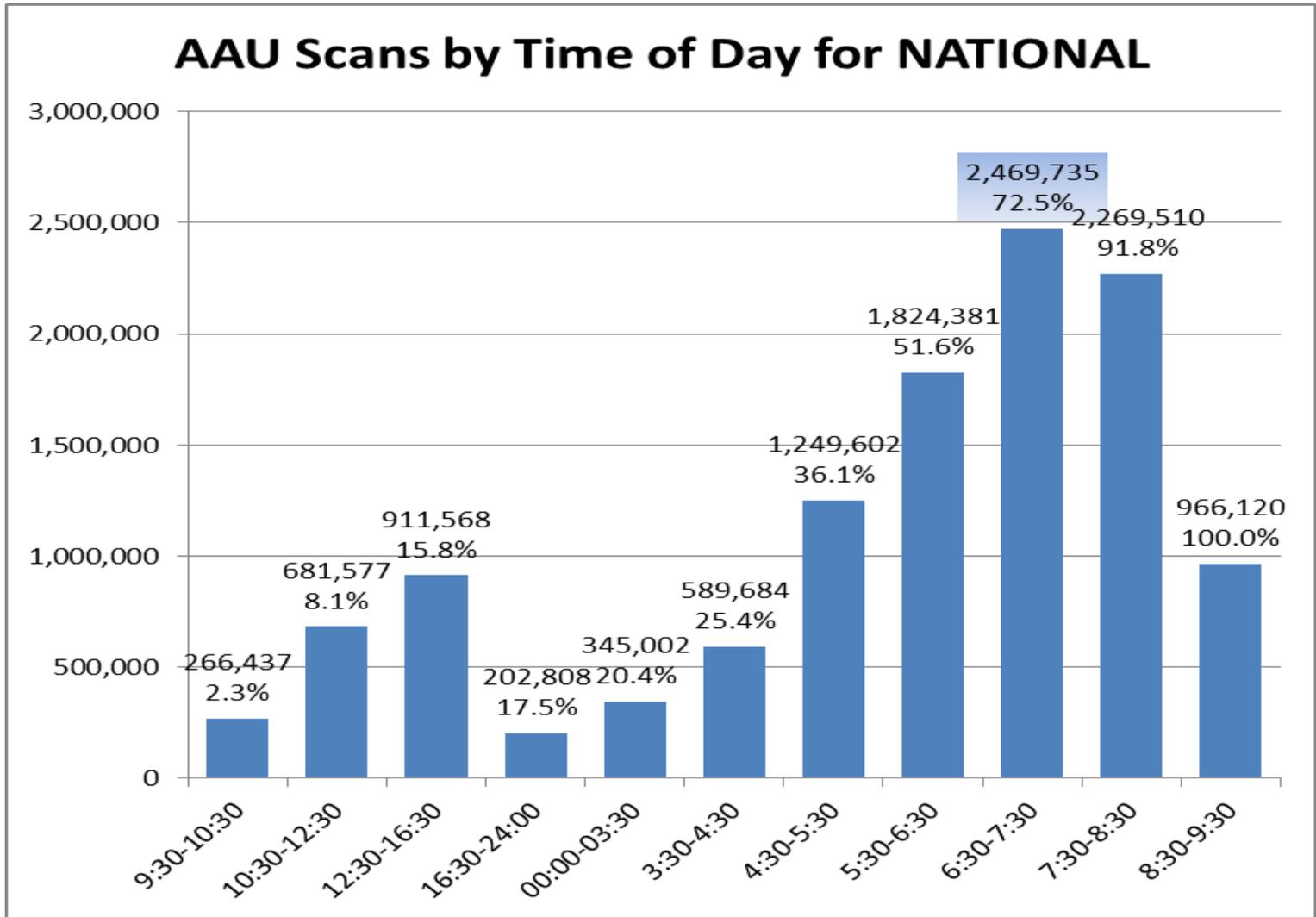
New eVS/PTR Subgroup

Hash out technical details

Add to Pilot Testing



Appendix



Address Management Updates



- 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

Historical Mail Volume to UAA Volume Trend

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



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.

- 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/ 43

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

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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ACS Fulfillment File Changes - January 2015

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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](#)

October 1, 2014 Retirement of CD/DVD Product Fulfillment

Time Remaining: **048:08:44:29**

Days | Hrs | Min | Sec

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

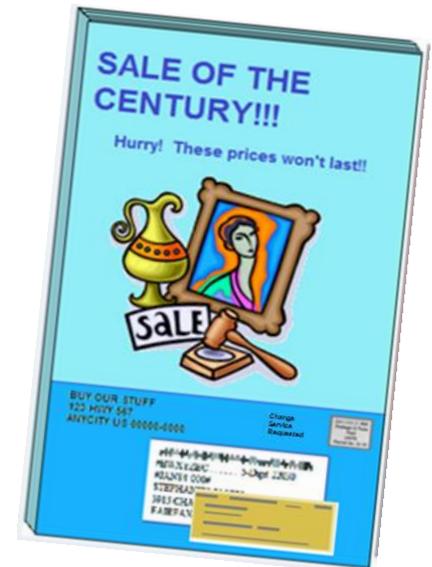
<https://ribbs.usps.gov/index.cfm?page=newACSformat>

Available January 25, 2015

For Standard Mail letters and flats and Bound Printed Matter flats with the Intelligent Mail® barcode:

- If COA on file, letter or flat will be forwarded to new address and ACS notice is generated.
 - Charged appropriate forwarding fee* for a letter or flat
 - Plus the address correction fee if applicable for the ACS™ notice.
- If not forwardable, mail is discarded and only the address correction fee is charged if applicable.
- A Printed endorsement is required for Standard Mail and Bound Printed Matter.
- Will also be available with Traditional ACS

* Prices not yet final.



Standard Mail and BPM CSR Opt 2 Invoicing

- For those customers that have a SingleSource, OneCode® or Traditional ACS™ account, monthly invoicing for the forwarding fees will be provided via the ACS account.
- For Full-Service mailers, the forwarding fees will be invoiced to the CRID that is associated to the MID on the piece.
- ACS Billing Profile will be established in the MID System via the Business Customer Gateway at a later date.
- Until then, the Full-Service mailer will have an option to change the billing information for the invoice by setting up a SingleSource ACS account.

**Discussion
&
Questions**