

MTAC Visibility and Service Performance



Robert Cintron

Moderator

August 20, 2014



Periodical Flats 2:45 - 4:00 PM

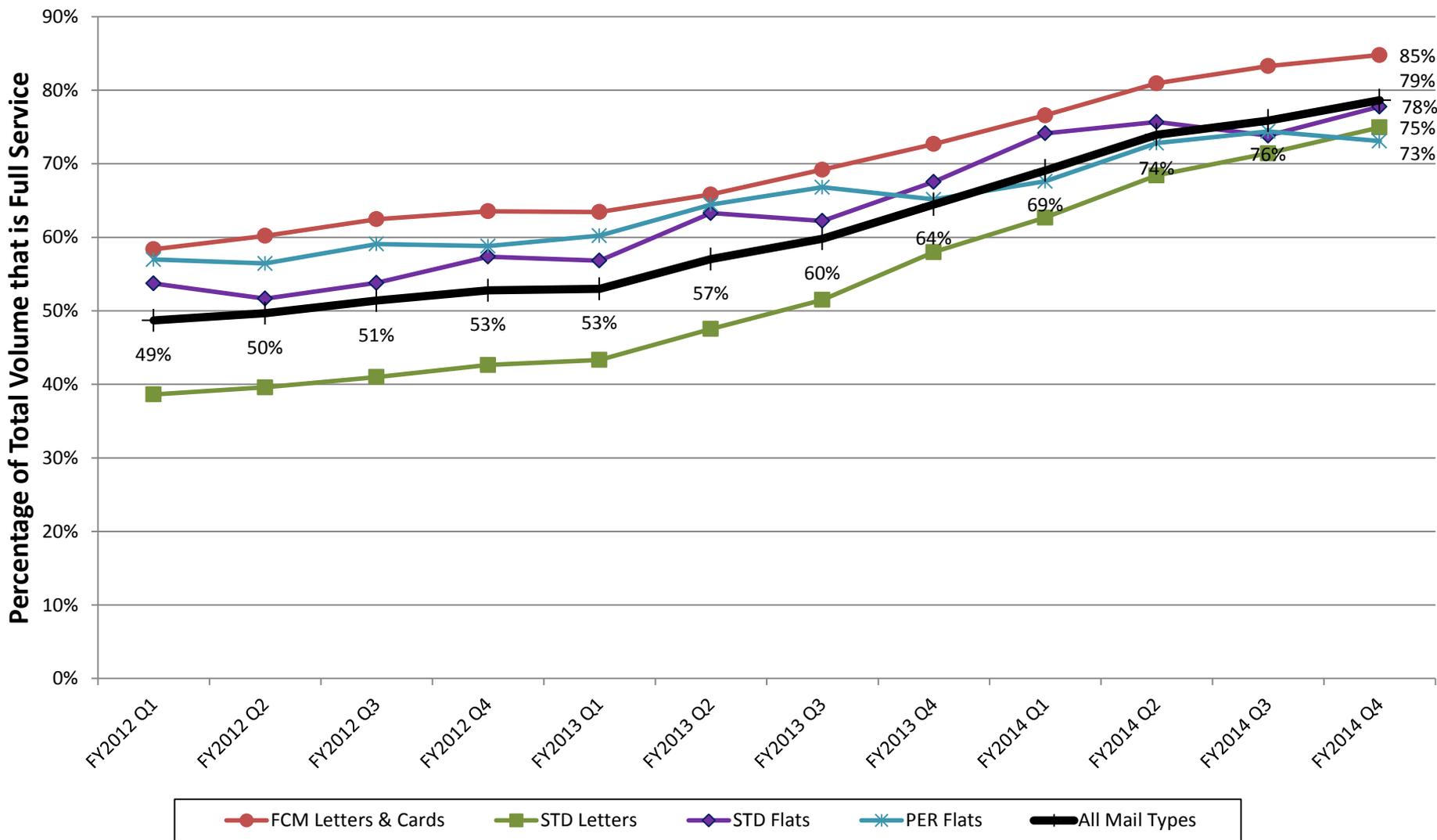


Agenda

- **Update on current Periodicals service levels plus progress on end-to-end diagnostics**
- **Update on analysis of tail of the mail**
- **Update on FSS vs Non-FSS breakdown of no piece scans**
- **Update on percentage of excluded mail from Full Service Measurement**
 - **Mail action items needed to increase percentage**
 - **USPS action items needed to increase percentage**
- **Update on last mile impact levels**
- **Update on testing last mile 99M and 99P scans**
- **NCSC/ACS update**

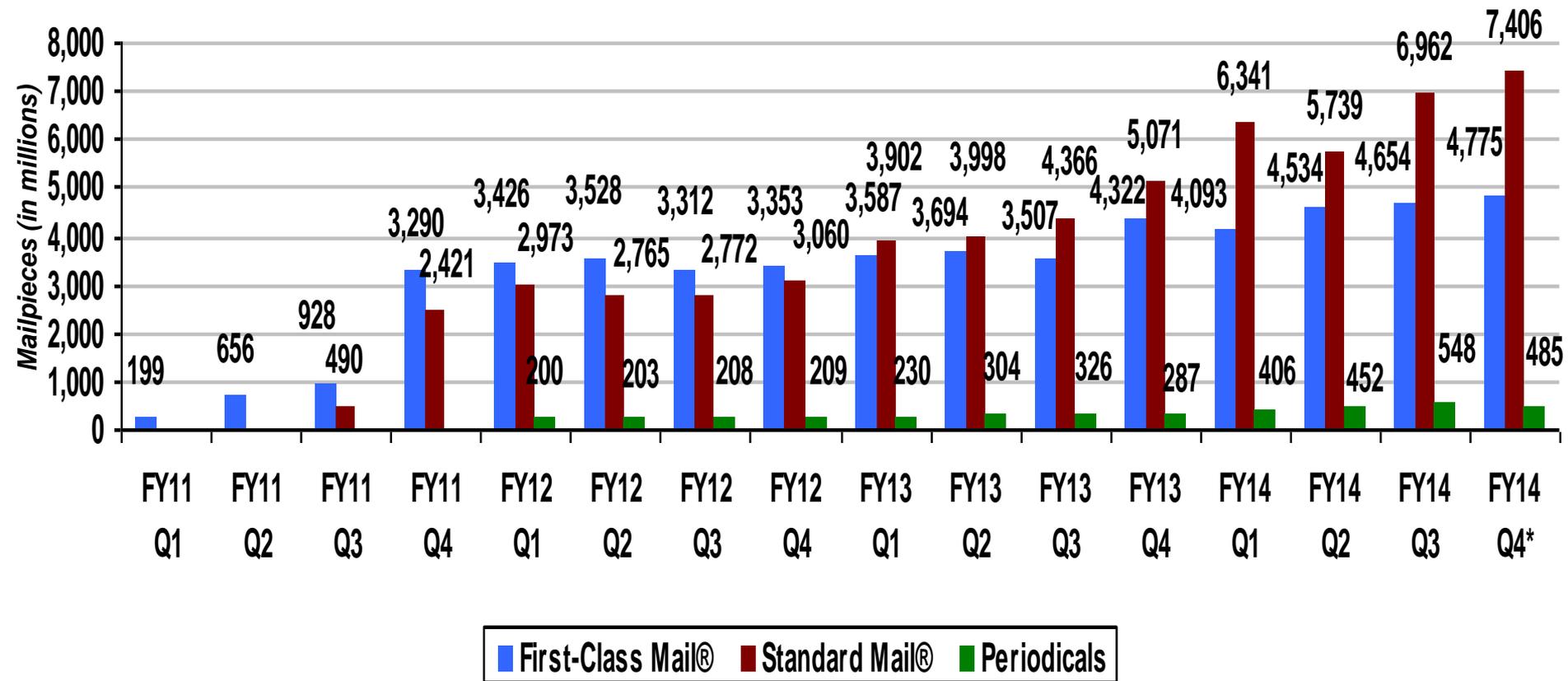
- **Analyze “Tail of the Mail” data. Identify the systemic issues with Periodicals. (USPS)**
- **Break down exclusions for FSS vs non-FSS for No-Piece scans covering a 6 month trend**

In July 2014, 73% of Periodicals eligible for Full-Service were Full-Service



Commercial Mail Volume in Service Measurement

**Commercial Mail FY11 to FY14 Volume
By Quarter**

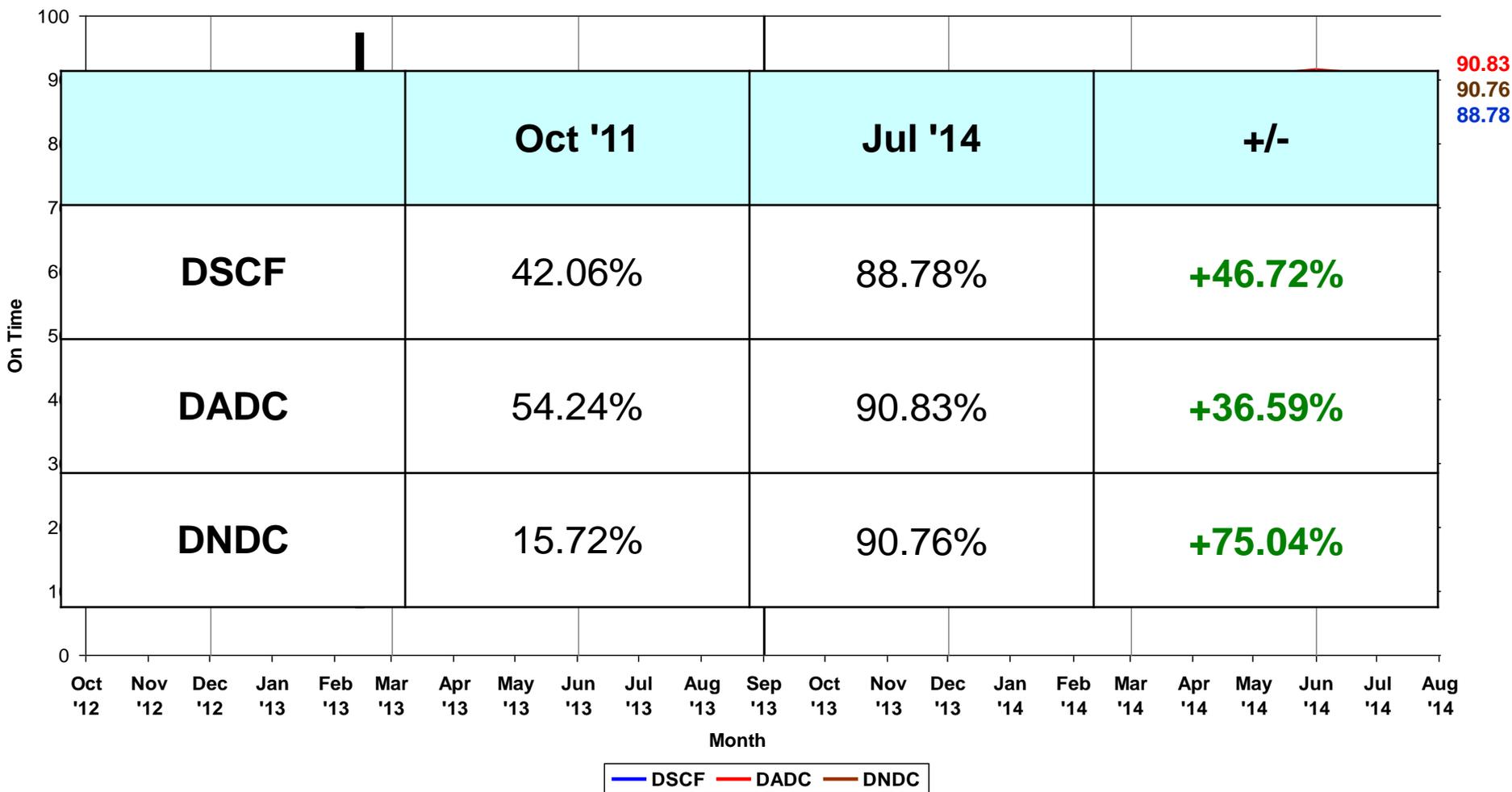


■ First-Class Mail® ■ Standard Mail® ■ Periodicals

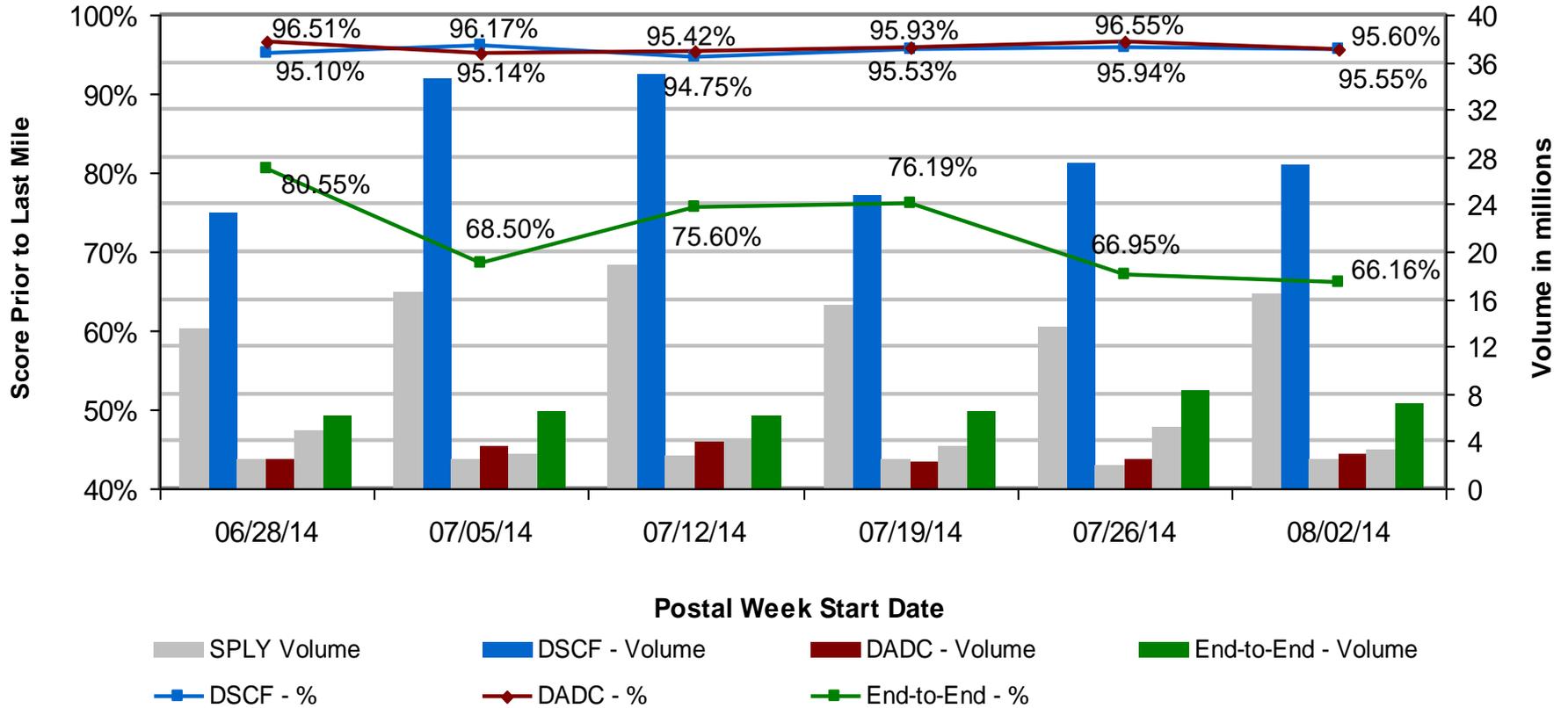
■ Standard Mail® consists of Standard Letters and Standard Flats. Standard Flats do not include Saturation Mail.

*Projected

Destination Entry IMb™ Periodicals FY13 and FY14 Performance By Month



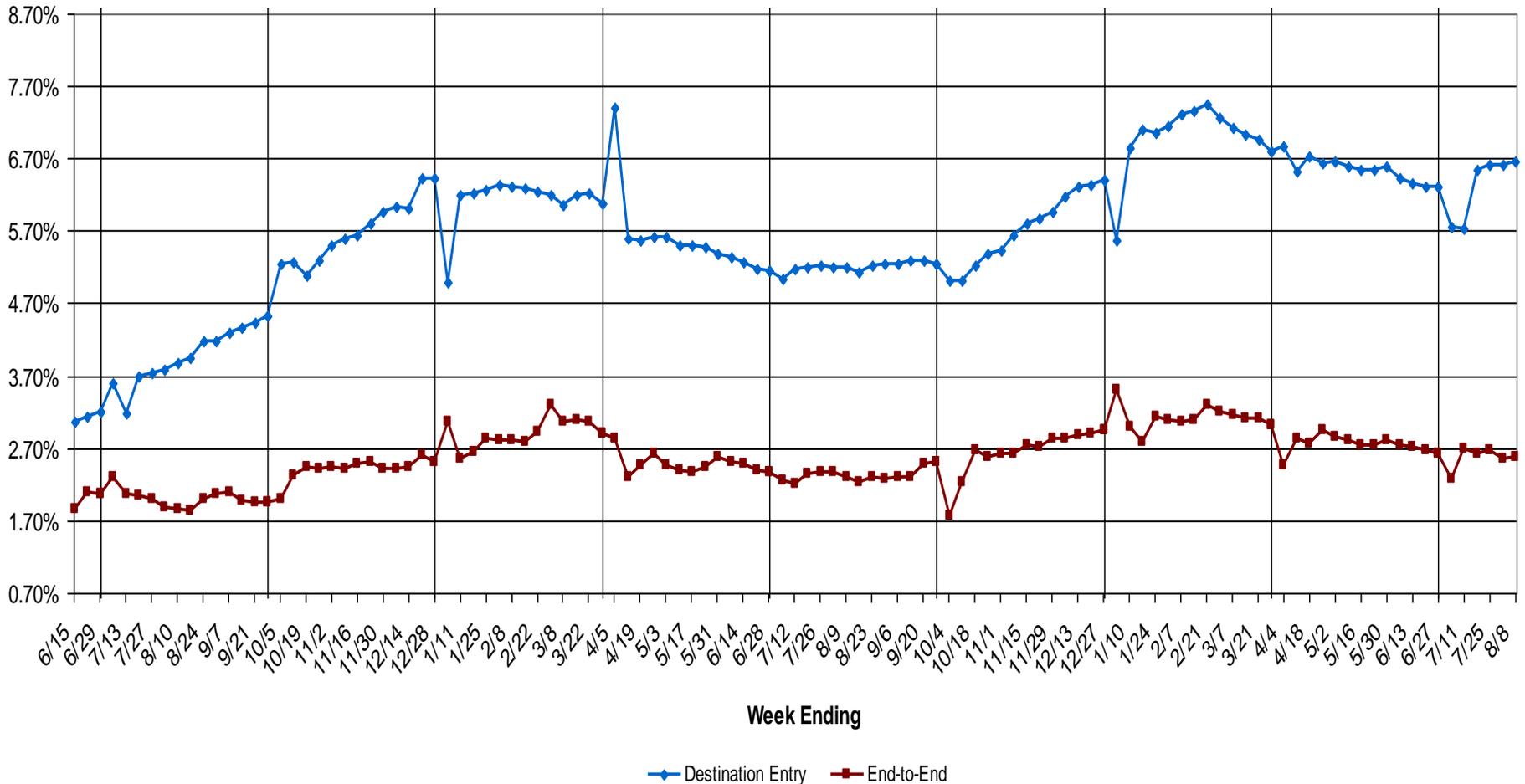
Periodicals (Flats) Score Trend



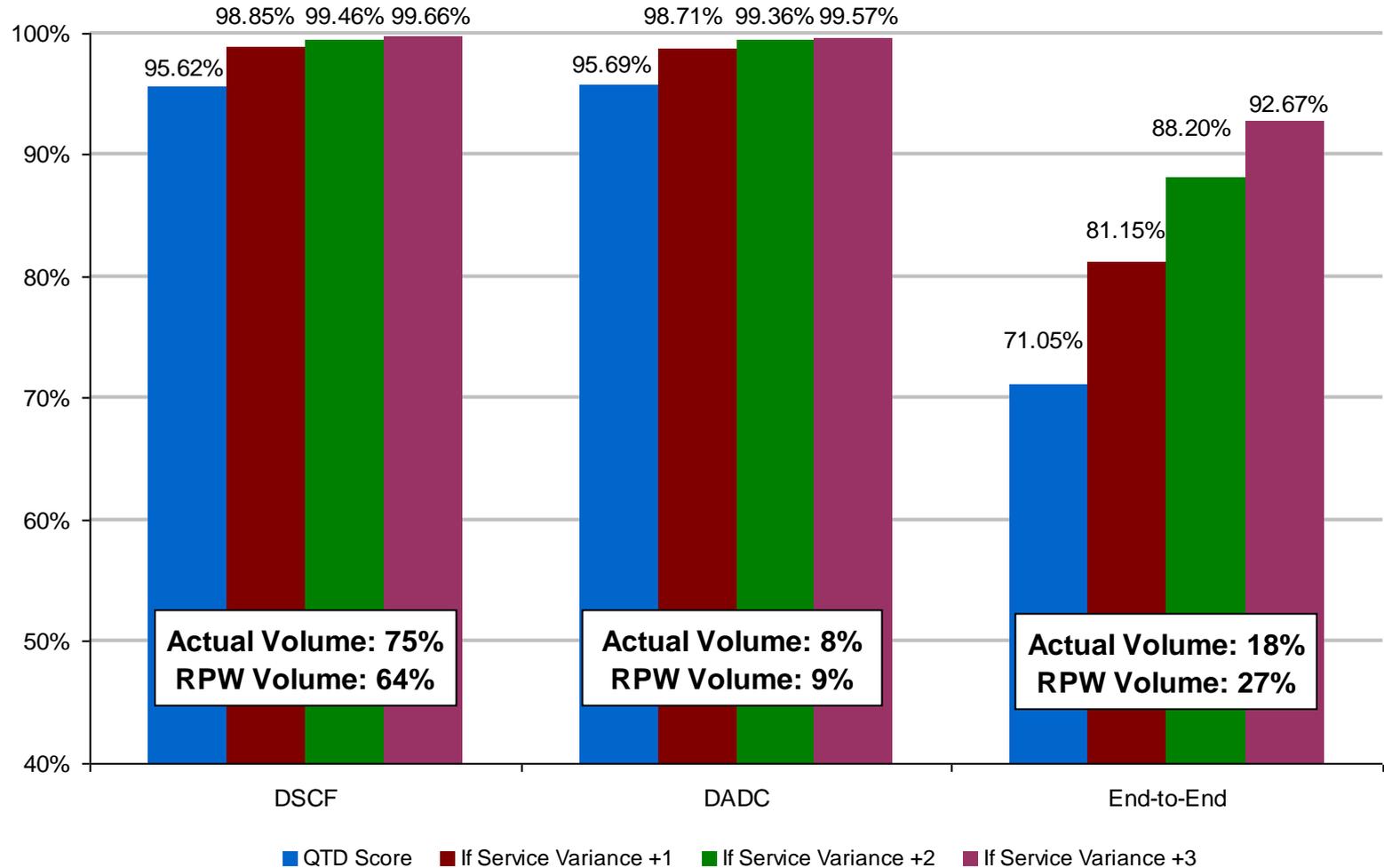
Q4 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	161,706,547	95.62%	-6.89%	88.73%	91.00%	90,712,565	78.3%	88.47%	0.26%
ADC Flats	16,450,311	95.69%	-4.73%	90.96%	91.00%	13,828,873	19.0%	86.67%	4.29%
E2E Flats	38,250,134	71.05%	-2.58%	68.47%	91.00%	23,202,782	64.9%	66.56%	1.91%
Total	216,406,992			83.60%		127,744,220	69.4%	82.81%	0.79%

Note: Total scores include additional entry types not shown above.

Destination Entry and End-to-End Last Mile Impacts

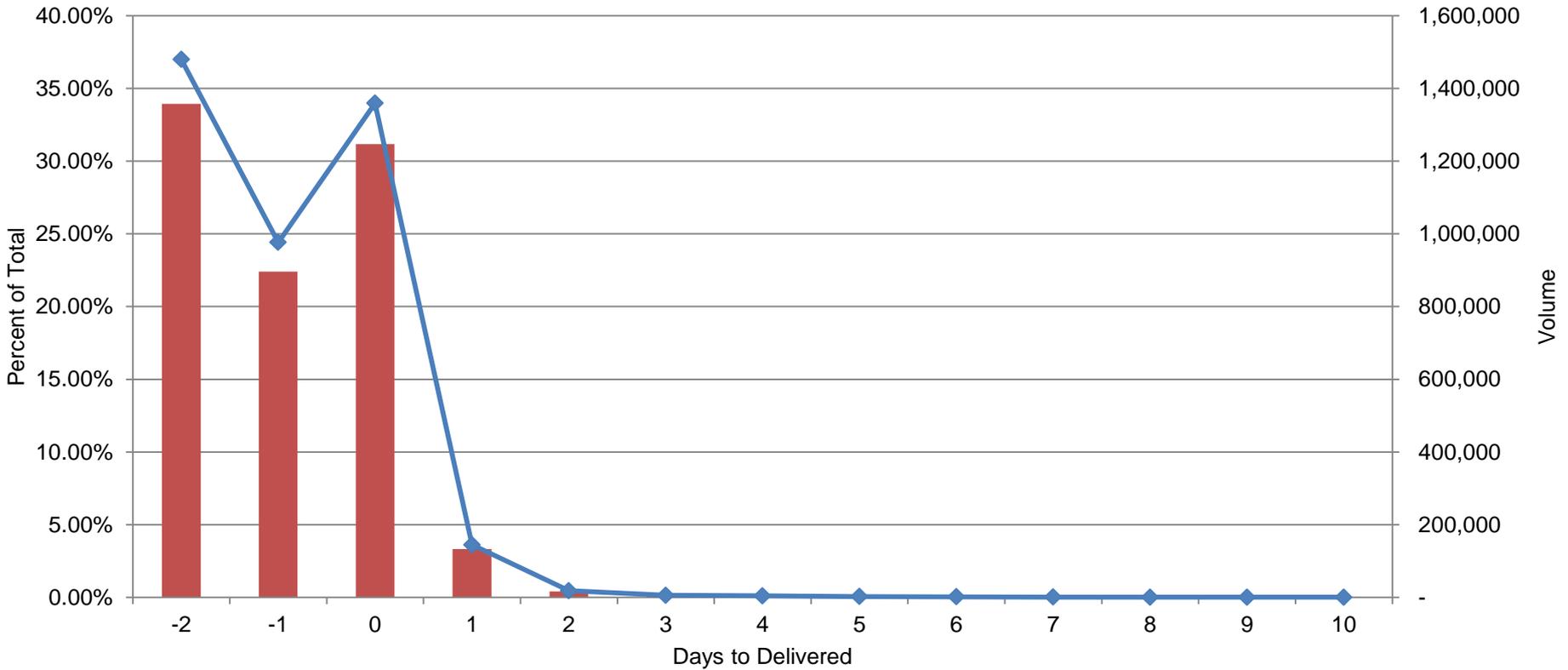


QTD DSCF and DADC Periodicals scores would be above 98.71% (prior to last mile), if pieces that failed by 1 day passed

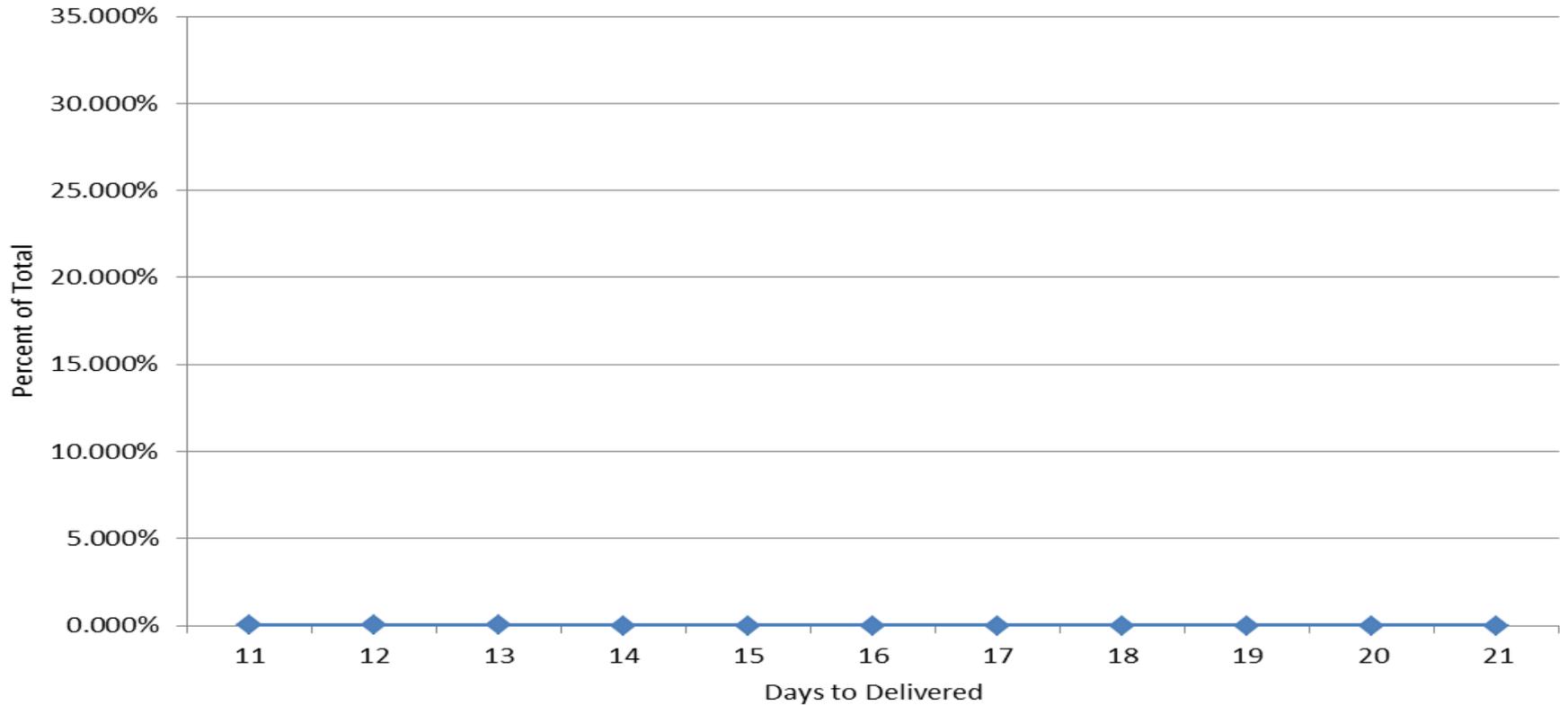


Note: Volumes may not sum to 100% due to rounding.

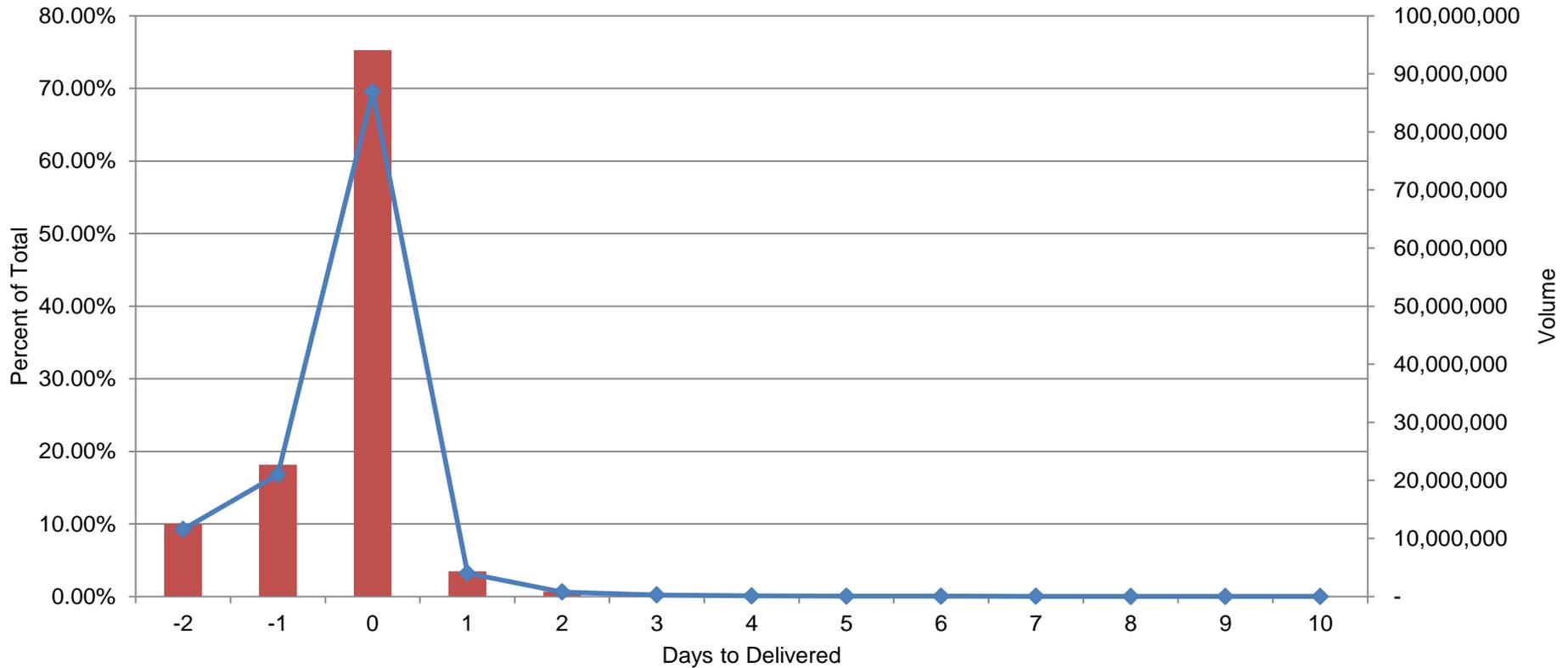
Note: RPW Volumes were estimated using basic entry type proportions obtained from pricing. DNDC and DDU Volumes were not included in the chart.



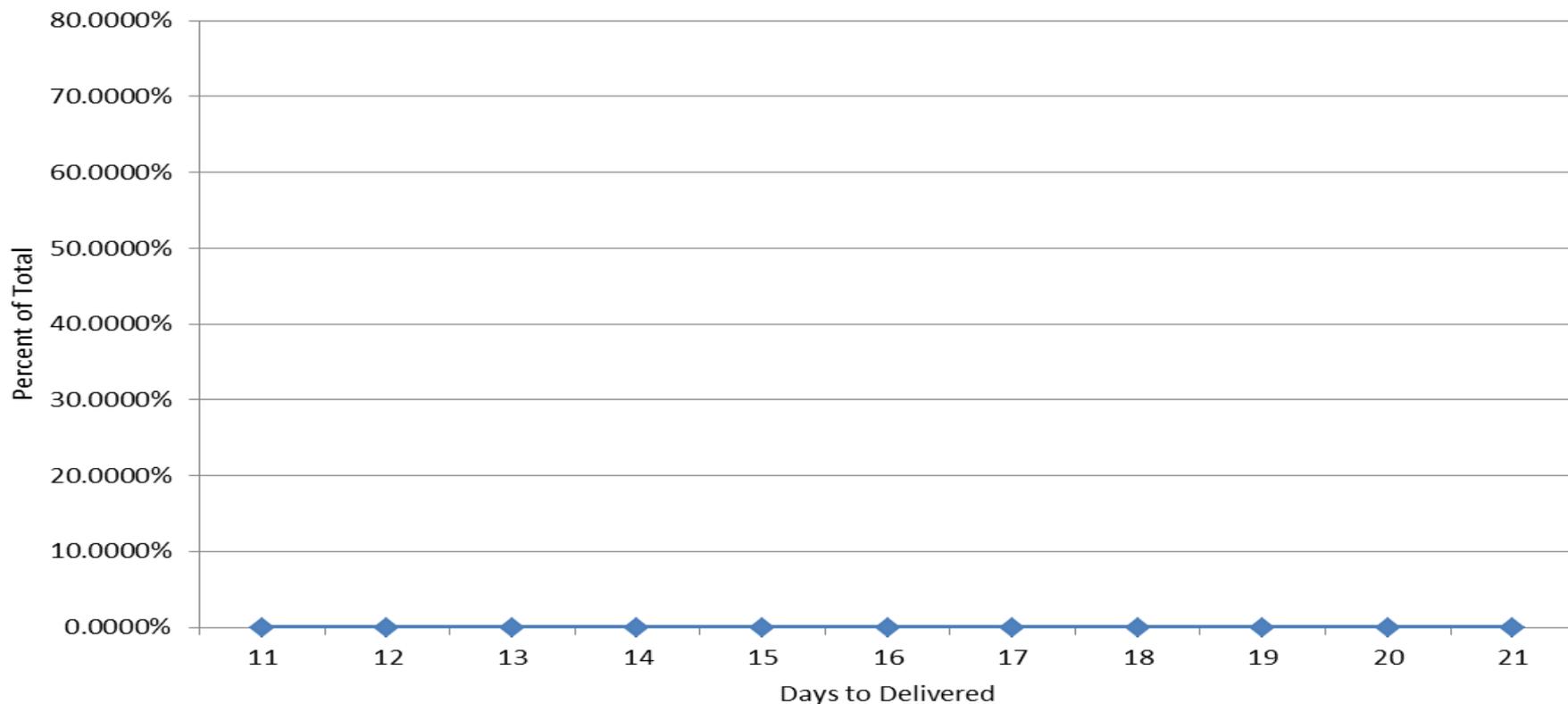
Postal Week	-2	-1	0	1	2	3	4	5	6	7	8	9	10
6/28/2014	148,094	51,197	12,189	14,391	3,139	834	440	166	126	32	105	72	13
7/5/2014	469,253	295,481	433,935	42,395	3,213	1,187	970	1,151	251	189	198	116	113
7/12/2014	401,710	197,491	359,748	19,407	5,534	1,359	1,231	443	449	378	164	110	203
7/19/2014	211,264	149,195	232,979	14,003	2,643	1,436	747	543	509	268	101	334	268
7/26/2014	127,144	202,686	208,103	42,709	2,409	769	676	210	379	265	187	149	121
Percent of Total	36.99%	24.42%	33.98%	3.62%	0.46%	0.15%	0.11%	0.07%	0.05%	0.03%	0.02%	0.02%	0.02%
Cumulative Total	36.99%	61.41%	95.39%	99.01%	99.47%	99.63%	99.74%	99.81%	99.85%	99.88%	99.90%	99.93%	99.95%
Total Volume	1,357,465	896,050	1,246,954	132,905	16,938	5,585	4,064	2,513	1,714	1,132	755	781	718



Postal Week	11	12	13	14	15	16	17	18	19	20	21
6/28/2014	15	53	5	7	2	13	5	4	5	3	4
7/5/2014	62	34	26	37	34	9	11	29	5	12	9
7/12/2014	85	28	24	44	30	18	17	8	6	39	13
7/19/2014	87	107	117	32	19	32	20	12	33	11	7
7/26/2014	124	106	80	36	27	22	25	28	22	10	40
Percent of Total	0.010%	0.009%	0.007%	0.004%	0.003%	0.003%	0.002%	0.002%	0.002%	0.002%	0.002%
Cumulative Total	99.955%	99.964%	99.971%	99.975%	99.978%	99.981%	99.983%	99.985%	99.987%	99.989%	99.991%
Total Volume	373	328	252	156	112	94	78	81	71	75	73



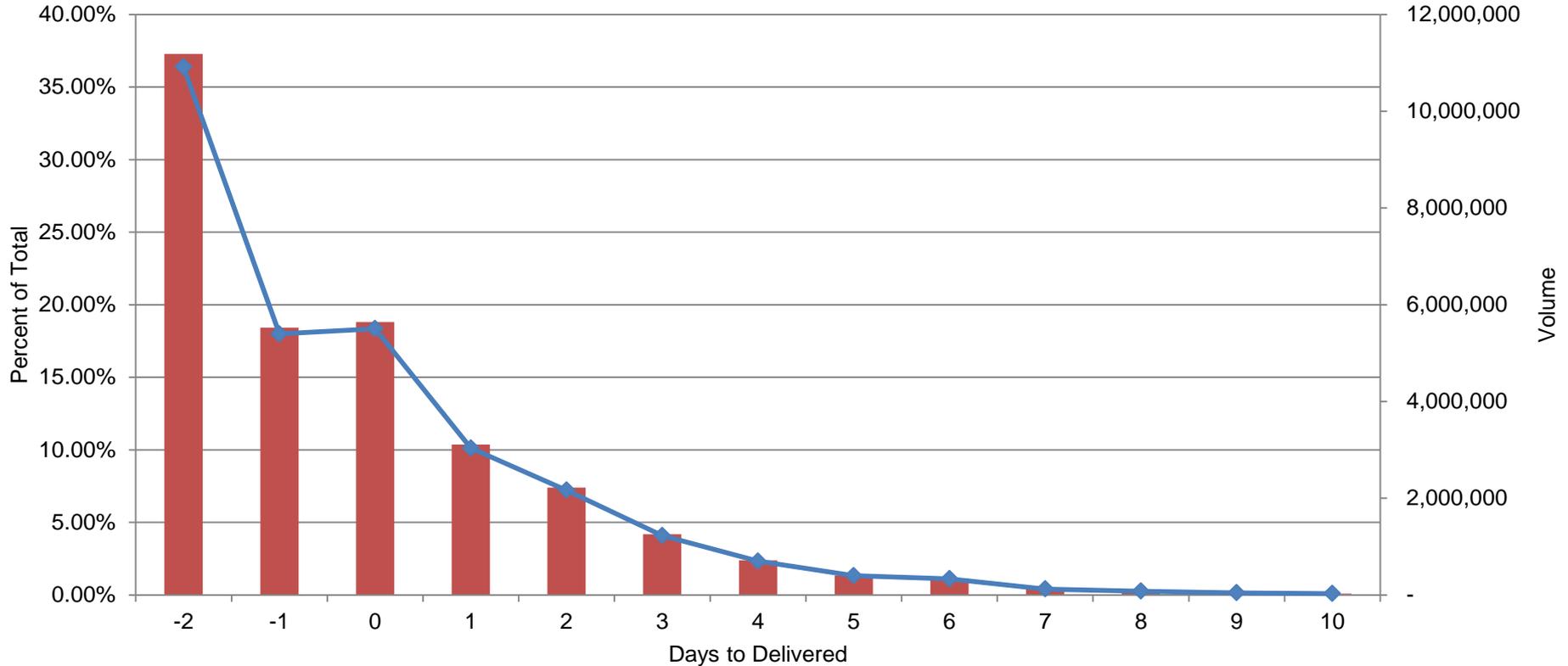
Postal Week	-2	-1	0	1	2	3	4	5	6	7	8	9	10
6/28/2014	906,498	2,278,524	8,937,079	344,308	75,416	41,782	13,394	7,345	4,237	3,026	3,081	2,452	1,936
7/5/2014	6,556,480	5,935,319	21,079,046	982,518	171,627	66,545	28,231	13,810	10,156	7,447	5,178	9,711	4,165
7/12/2014	2,292,524	5,830,476	25,235,659	1,392,525	275,796	80,906	36,682	21,183	14,801	8,487	5,422	4,366	3,346
7/19/2014	1,306,969	4,373,680	18,057,651	790,277	167,562	51,908	25,308	19,385	18,045	11,774	6,942	4,726	3,928
7/26/2014	1,450,212	4,286,736	20,766,209	851,322	148,120	44,721	20,339	13,240	10,179	7,308	5,515	4,716	3,267
Percent of Total	9.25%	16.79%	69.56%	3.22%	0.62%	0.21%	0.09%	0.06%	0.04%	0.03%	0.02%	0.02%	0.01%
Cumulative Total	9.25%	26.04%	95.60%	98.82%	99.44%	99.65%	99.74%	99.80%	99.84%	99.87%	99.89%	99.91%	99.92%
Total Volume	12,512,683	22,704,735	94,075,644	4,360,950	838,521	285,862	123,954	74,963	57,418	38,042	26,138	25,971	16,642



Postal Week	11	12	13	14	15	16	17	18	19	20	21
6/28/2014	941	335	316	308	269	190	149	96	63	108	231
7/5/2014	3,267	2,041	1,441	1,246	814	885	431	396	380	249	344
7/12/2014	1,994	1,662	1,324	895	782	760	680	600	380	411	305
7/19/2014	3,687	2,688	1,532	1,002	1,157	719	541	553	461	465	361
7/26/2014	3,413	2,780	2,076	1,259	1,214	823	722	705	416	370	438
Percent of Total	0.0098%	0.0070%	0.0049%	0.0035%	0.0031%	0.0025%	0.0019%	0.0017%	0.0013%	0.0012%	0.0012%
Cumulative Total	99.93%	99.94%	99.94%	99.95%	99.95%	99.95%	99.95%	99.96%	99.96%	99.96%	99.96%
Total Volume	13,302	9,506	6,689	4,710	4,236	3,377	2,523	2,350	1,700	1,603	1,679

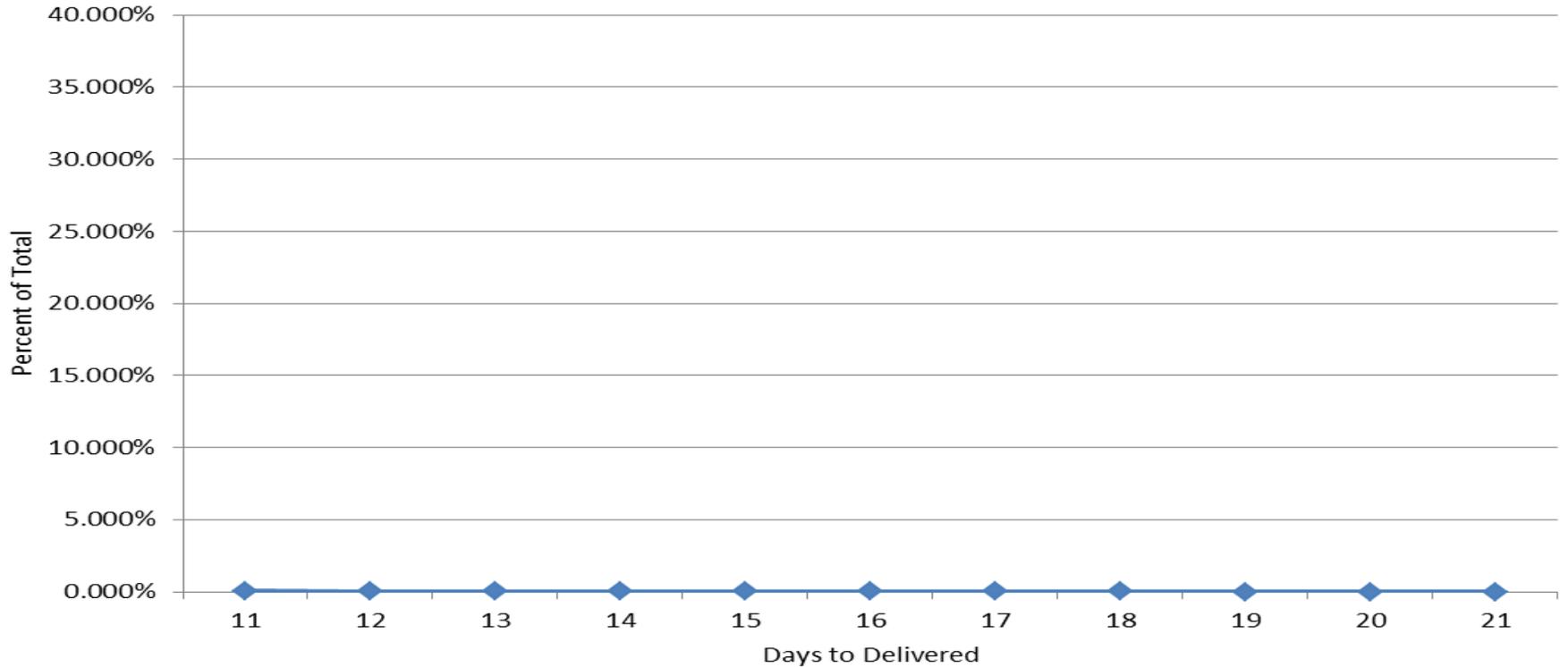
Periodical Flats Origin

<=10 Days to Delivered



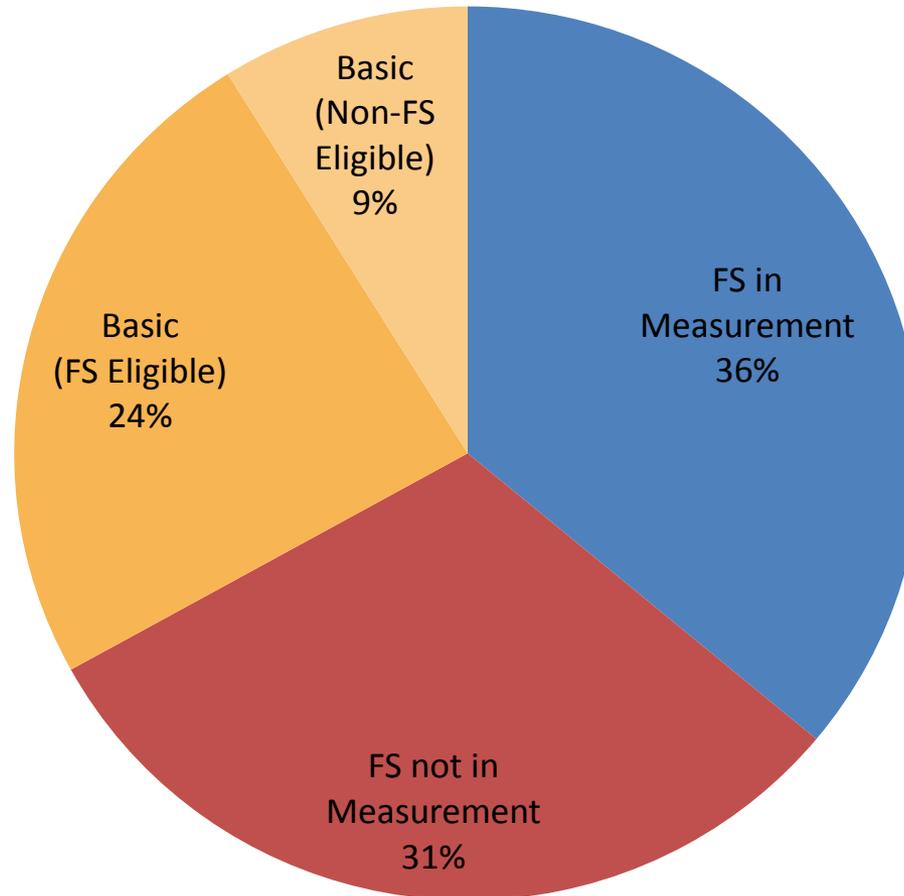
Postal Week	-2	-1	0	1	2	3	4	5	6	7	8	9	10
6/28/2014	1,739,984	635,265	457,082	379,711	186,613	118,449	25,575	22,454	14,511	13,219	6,076	3,806	1,363
7/5/2014	2,035,850	883,588	1,543,946	625,761	408,010	384,024	292,274	149,571	109,072	16,936	13,564	7,112	4,980
7/12/2014	2,529,236	1,186,479	958,631	522,750	350,079	208,745	117,878	82,094	104,049	43,274	26,943	14,847	8,018
7/19/2014	2,353,463	1,240,484	1,234,347	522,134	351,221	208,699	160,801	80,555	63,938	26,804	15,797	10,794	7,516
7/26/2014	2,526,311	1,581,479	1,445,689	1,060,940	920,502	336,855	117,037	71,817	48,303	24,510	16,749	9,404	5,416
Percent of Total	36.38%	17.98%	18.35%	10.12%	7.21%	4.09%	2.32%	1.32%	1.11%	0.41%	0.26%	0.15%	0.09%
Cumulative Total	36.38%	54.36%	72.71%	82.83%	90.04%	94.13%	96.45%	97.77%	98.88%	99.28%	99.54%	99.69%	99.78%
Volume Total	11,184,844	5,527,295	5,639,695	3,111,296	2,216,425	1,256,772	713,565	406,491	339,873	124,743	79,129	45,963	27,293

Periodical Flats Origin > 10 Days to Delivered



Postal Week	11	12	13	14	15	16	17	18	19	20	21
6/28/2014	1,333	938	819	546	384	270	219	166	132	116	122
7/5/2014	2,571	2,213	1,231	859	789	675	456	452	269	412	482
7/12/2014	3,623	2,186	1,299	783	665	443	1,313	327	180	146	142
7/19/2014	5,567	4,248	2,706	1,649	1,195	1,119	785	400	363	148	183
7/26/2014	3,924	2,387	1,866	1,715	1,163	921	797	824	507	562	381
Percent of Total	0.055%	0.039%	0.026%	0.018%	0.014%	0.011%	0.012%	0.007%	0.005%	0.005%	0.004%
Cumulative Total	99.836%	99.875%	99.900%	99.919%	99.932%	99.943%	99.955%	99.962%	99.967%	99.971%	99.975%
Volume Total	17,018	11,972	7,921	5,552	4,196	3,428	3,570	2,169	1,451	1,384	1,310

36% of Periodicals Flats Commercial Mail Volume is in measurement



July 2014

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.

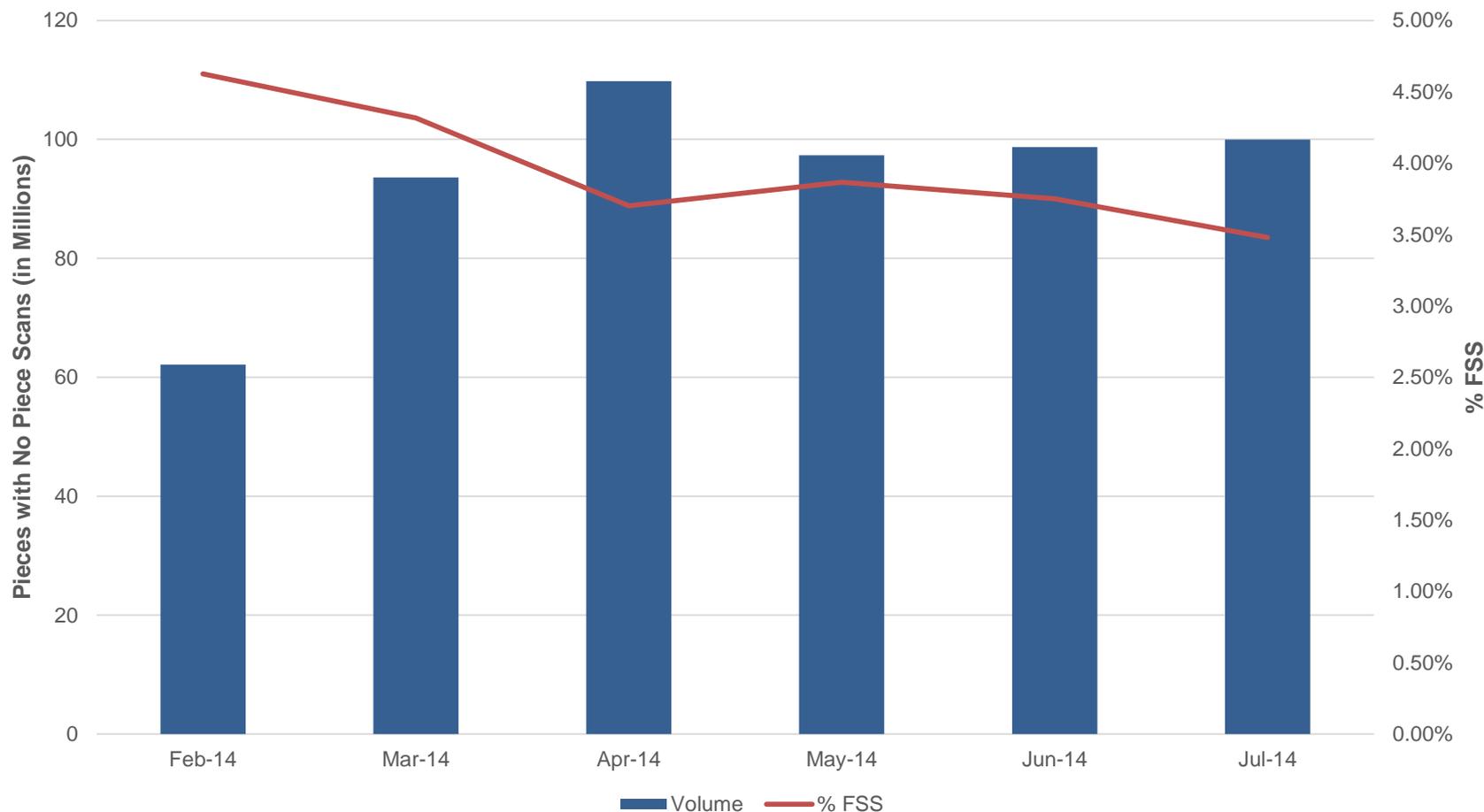
- Acceptance: Manual or MERLIN PBV Verification Failures
- Induction: Irregularities captured in FAST or SV
- Processing: Change of Address (COA), Undeliverable as Addressed (UAA), Invalid Delivery Point (DPV).

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

In July 2014, 46% of Full Service Periodicals Flats was excluded from service measurement

	%	Exclusion Reason	Exclusion Description	USPS/Mailer Attributed
Top Exclusion Reasons	46.26%	No Piece Scan	No automation scan observed for the mail piece	USPS? Mailer?
	11.13%	Non-Compliant/ In Monitoring	Mail identified as non-compliant due to observed inaccuracies or Mailers part of the 6 week monitoring period	Both
	10.16%	Invalid Entry Point for Discount Claimed (MDF)	Entry Point for Entry Discount claimed in eDoc is invalid based on container or mail piece destination	Mailer
	9.67%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container	USPS
	5.05%	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
	4.27%	Inaccurate Scheduled Ship Date	eDoc scheduled ship date time is 48+ hours earlier than the postage statement finalization date time	Mailer
	4.18%	Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb	Mailer
	2.54%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment	Mailer
	1.70%	Orphan Handling Unit	Mail piece associated to an Orphan Handling Unit not having a BMEU induction Method	Mailer

Only ~4% of Periodicals with No Piece Scans are destined for FSS Zones



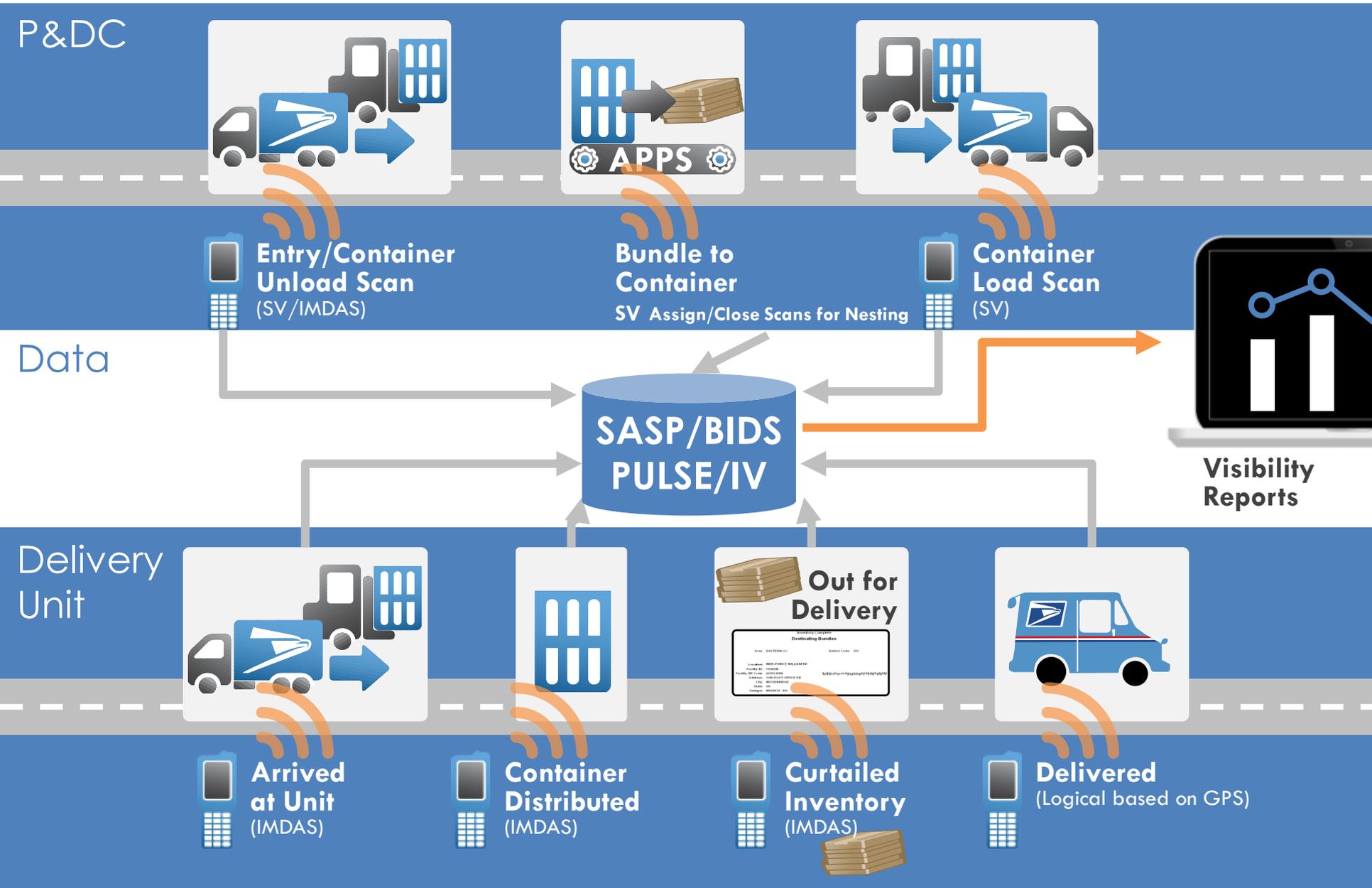
- Periodicals measurement provides accurate estimates on performance from start-the-clock through to delivery to the consumer's door

<i>Acceptance (start-the-clock)</i>	<i>Last MPE scan</i>	<i>Delivery</i>
Processing	Last Mile	
500 million IMb™ Periodicals pieces in FY14 Q3	100k Periodicals pieces in FY14 Q3	

- The measurement approach combines a census of available Full-Service Periodicals data with a representative sample of external reporter data to get the full 'end-to-end' picture
 - Full-Service processing data covers more than 300 origin and 890 destination 3-digit ZIP Codes
 - External reporter panel measures last mile transit time from last processing scan to actual delivery in more than 890 3-digit ZIP Codes
 - Bundle Visibility improvements are making processing and last mile data even more robust

Bundle Visibility

BUNDLE VISIBILITY



Progress on bundle visibility

- Implemented Nesting Logic
- Upgraded Scanners with ability to scan Trailer barcodes (99T)
- July Pilot for exception scanning (Inventory Concept) generating new visibility events for Flats (bundles)
 - Arrival-At-Unit
 - Out for Delivery

Assumed bundle scans generated* for Full Service mailers based on By/For and data delegation rules

Date	Actual Bundle Scans	Assumed Bundle Scans	Potential Data Recipients
Wed 8/6	1,847,452	83,204,098	3,172
Tue 8/5	2,147,029	83,938,504	3,131
Mon 8/4	3,045,885	120,238,060	2,991
Sun 8/3	3,552,370	132,145,434	2,751
Sat 8/2	5,066,505	196,813,470	2,926
Fri 8/1	2,890,573	137,798,502	3,027
TOTAL	18,549,814	754,138,068	

* Scans are currently being monitored internally and are NOT provisioned to mailers

Assumed bundle scans generated* for Full Service mailers based on By/For and data delegation rules by scan type

Date	National Assumed Scans	National Enroute	National Arrival At Unit	Baltimore Out For Delivery
Wed 8/6	83,204,098	81,110,421	1,735,794	357,883
Tue 8/5	83,938,504	83,832,497	70,372	35,635
Mon 8/4	120,238,060	119,324,054	704,763	209,243
Sun 8/3	132,145,434	132,145,434	-	-
Sat 8/2	196,813,470	195,810,885	897,925	104,660
Fri 8/1	137,798,502	136,978,349	713,042	107,111
TOTAL	754,138,068	749,201,639	4,121,897	814,532

* Scans are currently being monitored internally and are NOT provisioned to mailers

To determine the service impact of broken bundles:

- Multiple pieces in a bundle receive an APPS/APBS scan
- Based on analysis of IMb scan data from July 12 to July 25, 8.4% of the bundles were determined to be broken
 - ~11% for Standard Mail
 - ~3% for Periodicals
- For Standard Mail, broken bundles had a 0.8% lower service score than unbroken bundles
- For Periodicals, broken bundles had a 10.5% lower service score than unbroken bundles

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
- Software changes for both PARS and FPARS will include:
 - PS Form 3579 for non-ACS Periodicals will be similar to PS Form 3547 for letters.
 - PARS has a feature that ‘Upgrades’ Unendorsed Standard Mail® to First-Class™ when it is processed as Carrier Identified or Return To Sender (Nixie). This results in returned STD Mail, without postage due. This feature will be removed when Flats PARS is deployed.

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

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

The Periodical Reconciliation process will change when Residual ACS is launched.

- Current – Traditional ACS is provided at no charge:
 - When the IMb Scan Rate is above 75%
 - Reconciliation Reports provide Scan Rate information.
- Future with Residual ACS – Traditional ACS* will be provided based on Mailer/CRID eligibility,
 - Determined based on eDoc submitters that mailed greater than 75% full-service over the previous 90 day period.
 - Includes IMb mail reported in eDoc that has an ACS* STID, but is not eligible for free full-service ACS (i.e. 5-Digit ZIP Code)
- SingleSource ACS will comply with no-fee Residual ACS requirements.

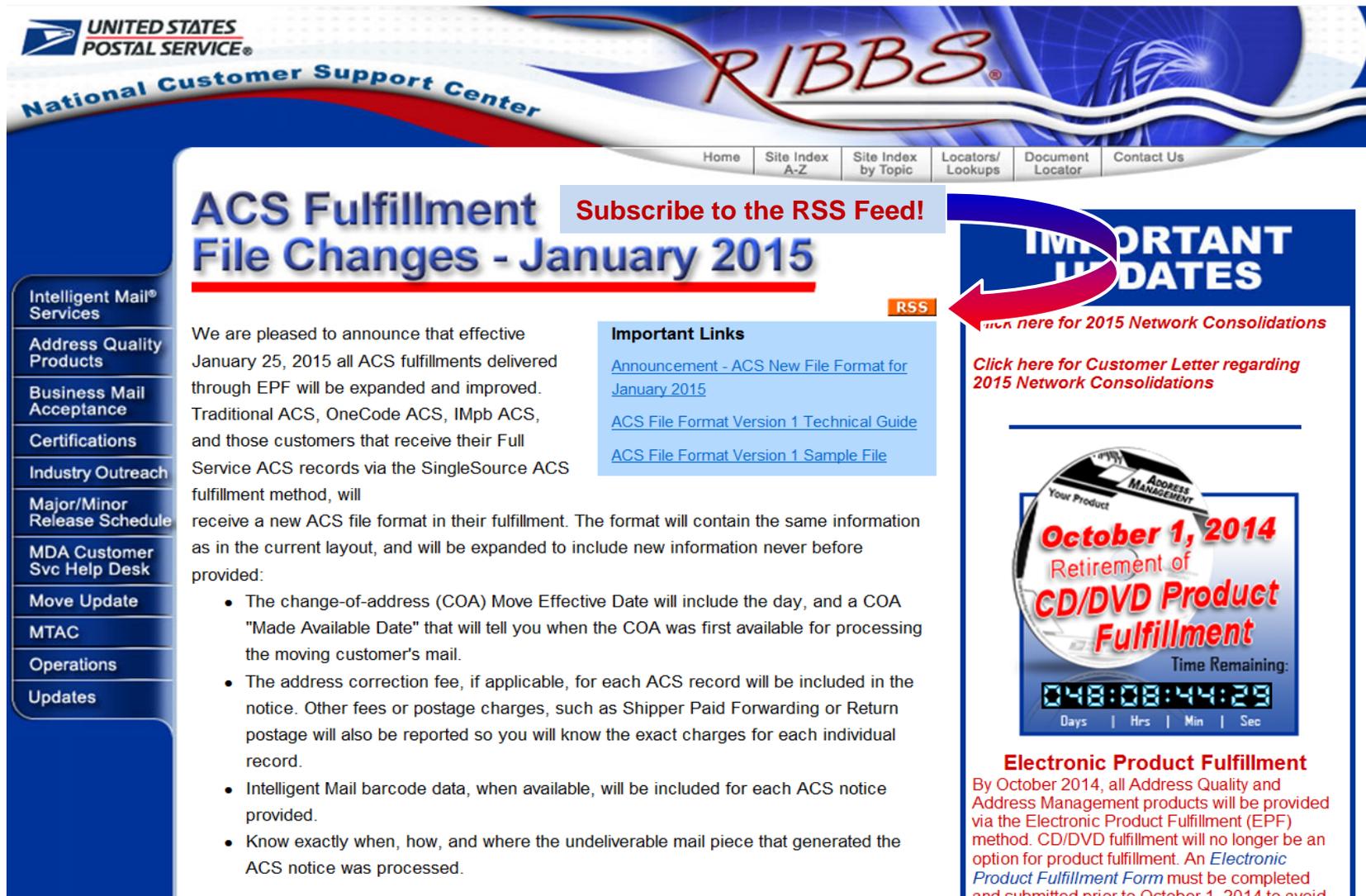
* Does not include Full Service STIDs that request Traditional ACS or IMb that cannot be associated to eDoc

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](#)

RSS

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 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>

**Discussion
&
Questions**