

MTAC Visibility and Service Performance



Robert Cintron
Moderator

August 20, 2014



Standard Mail

9:00 - 10:15 AM



Agenda

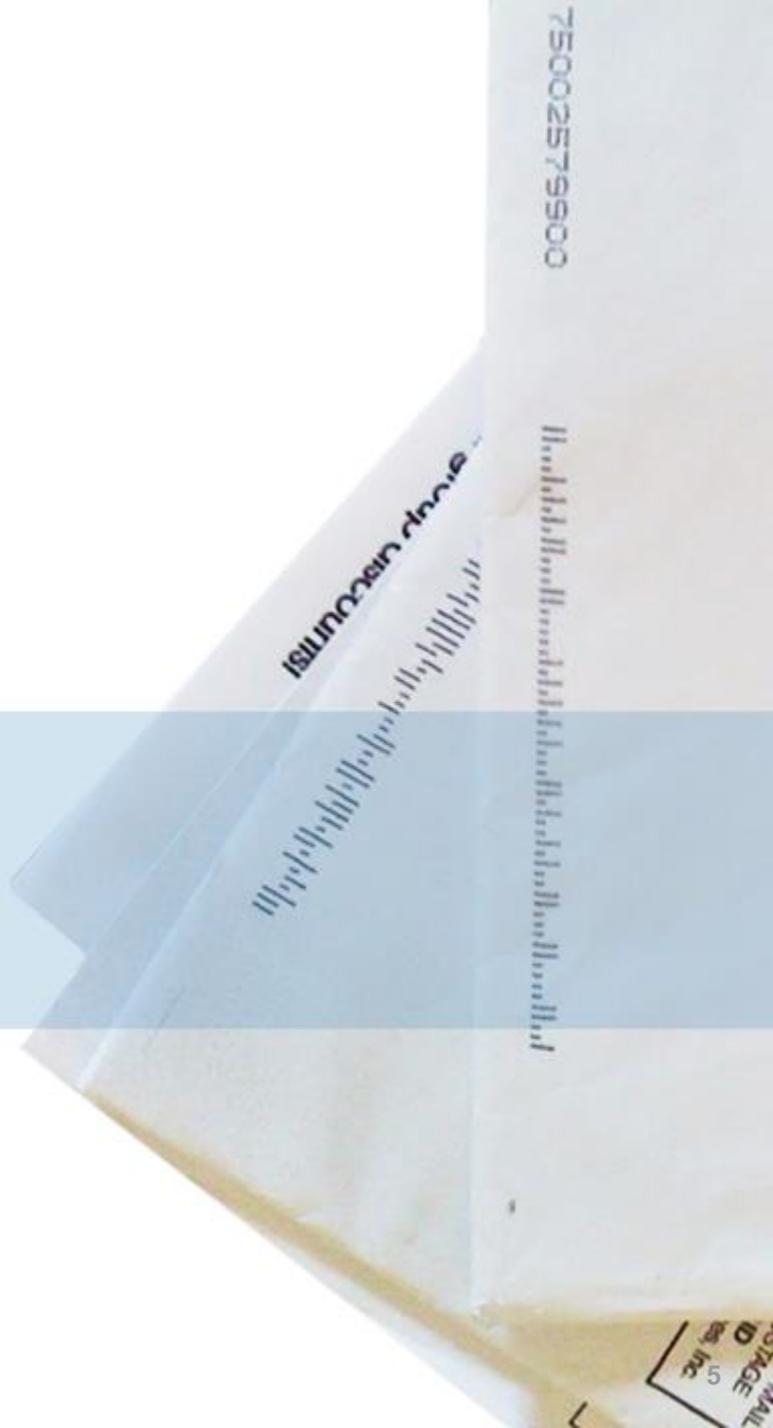
- **Service Performance Measurement**
- **Bundle Visibility Update**
- **Surface Visibility Update**
- **Address Management Update**

- **Look at how we can exclude, from measurement, that portion of the mail that is directed to non-automation zones**
- **Provide industry a draft of consolidated entry facility IDs**
- **Explore provisioning the container scan to the MID in the container barcode in UG 4**
- **Provide on-going SV site % updates**
- **Add a Pros/Cons determination for CASS Cycle 0 to UG 5**

- A consolidated facility file can be provided to mailers as the single point of reference for facility identifier data.
- The file will integrate facility data from FDB, NASS, and AMS.
- Below is an example of key attributes that will be included in this file:

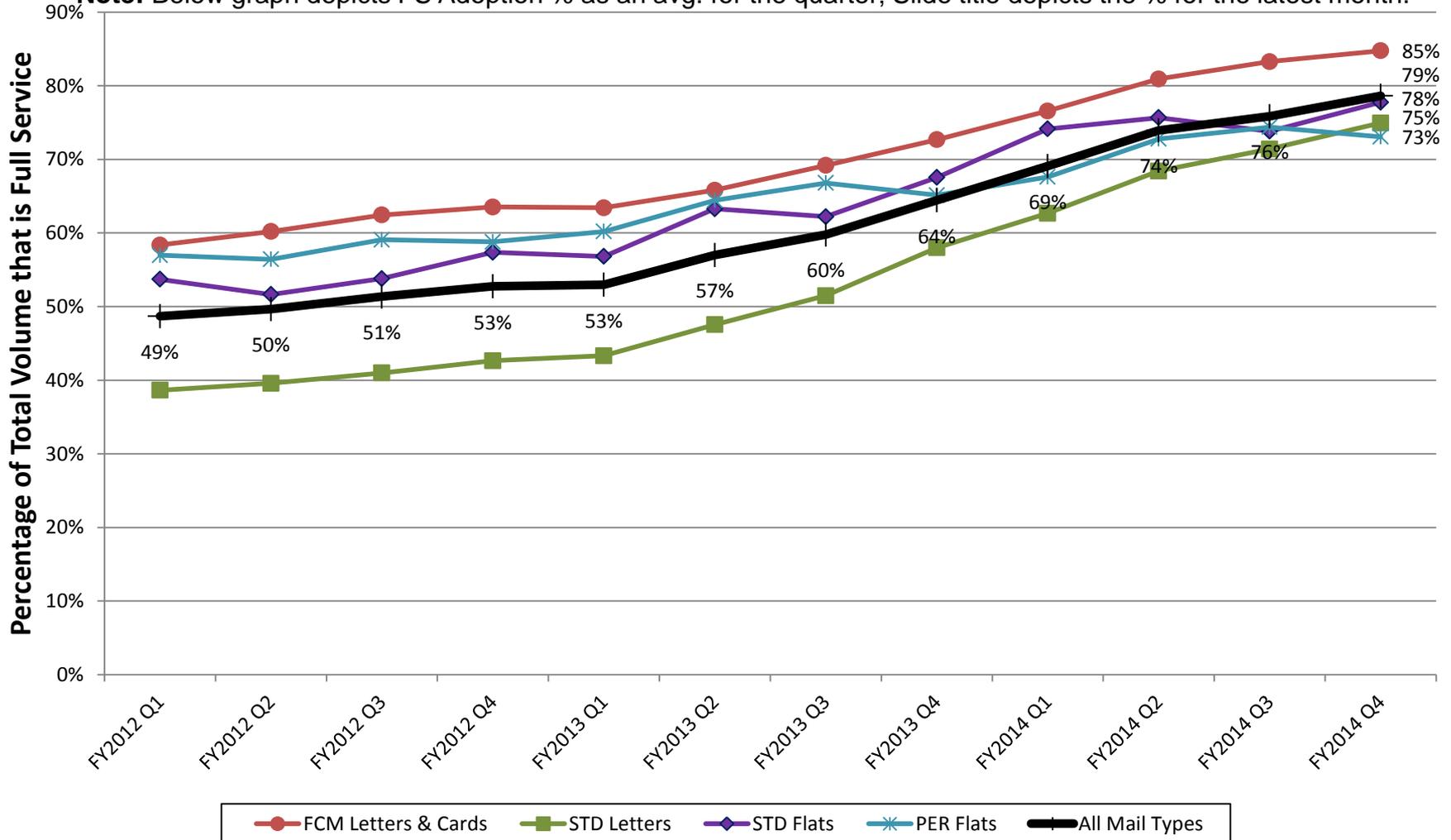
Locale Key	NASS Code	ZIP	Finance Number	Facility Name	Facility Type
X25497	38Z	381369997	475665	MEMPHIS NDC	Network Facilities
13196	010PM	11529311	247822	SPRINGFIELD LDC	Mail Process
V20956	20166	201667533	105014	DULLES	Post Office
3203	322AA	322164657	114380	JACKSONVILLE BMEU	Mail Process

Standard Mail Service Performance



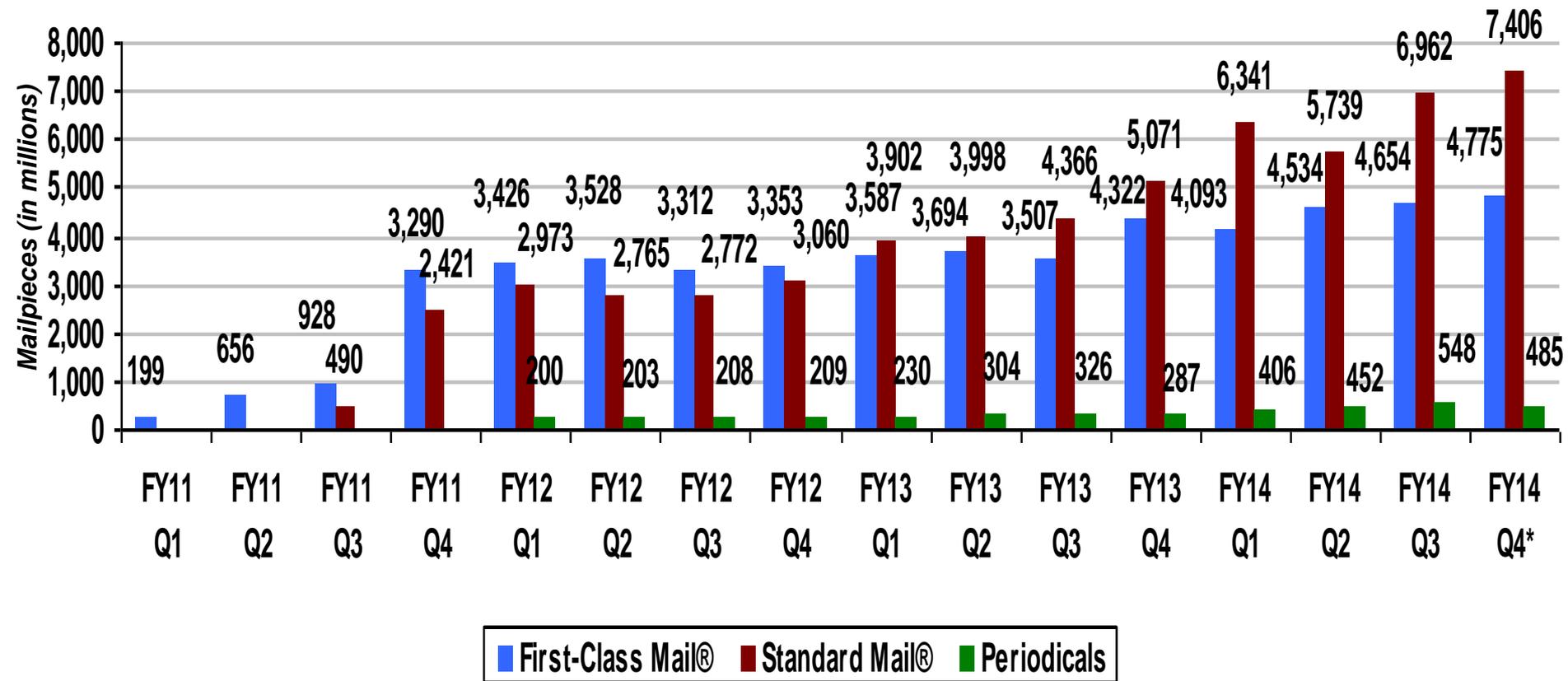
In July 2014, 79% of Commercial mail eligible for Full Service was Full Service

Note: Below graph depicts FS Adoption % as an avg. for the quarter; Slide title depicts the % for the latest month.



Commercial Mail Volume in Service Measurement

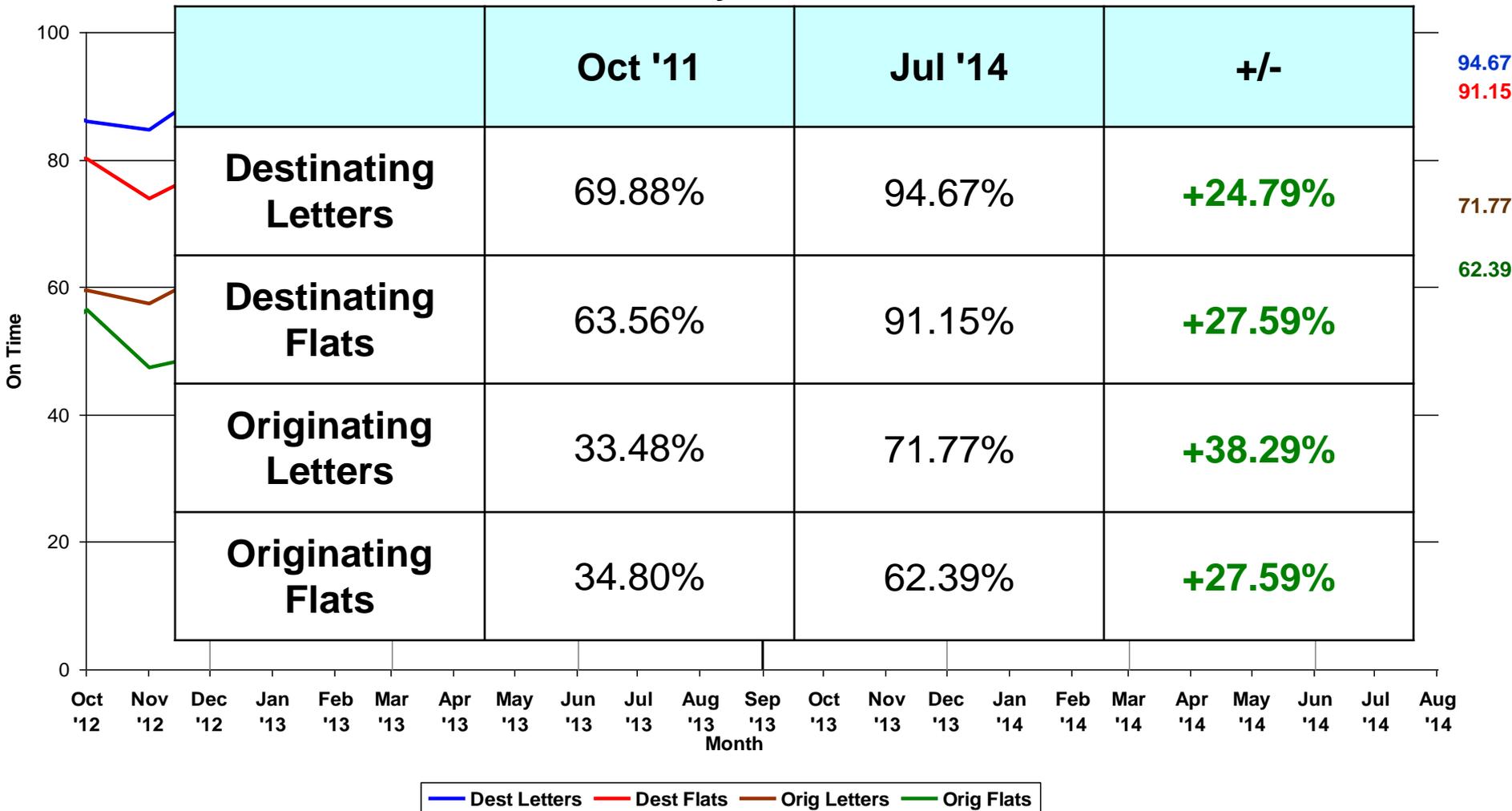
**Commercial Mail FY11 to FY14 Volume
By Quarter**



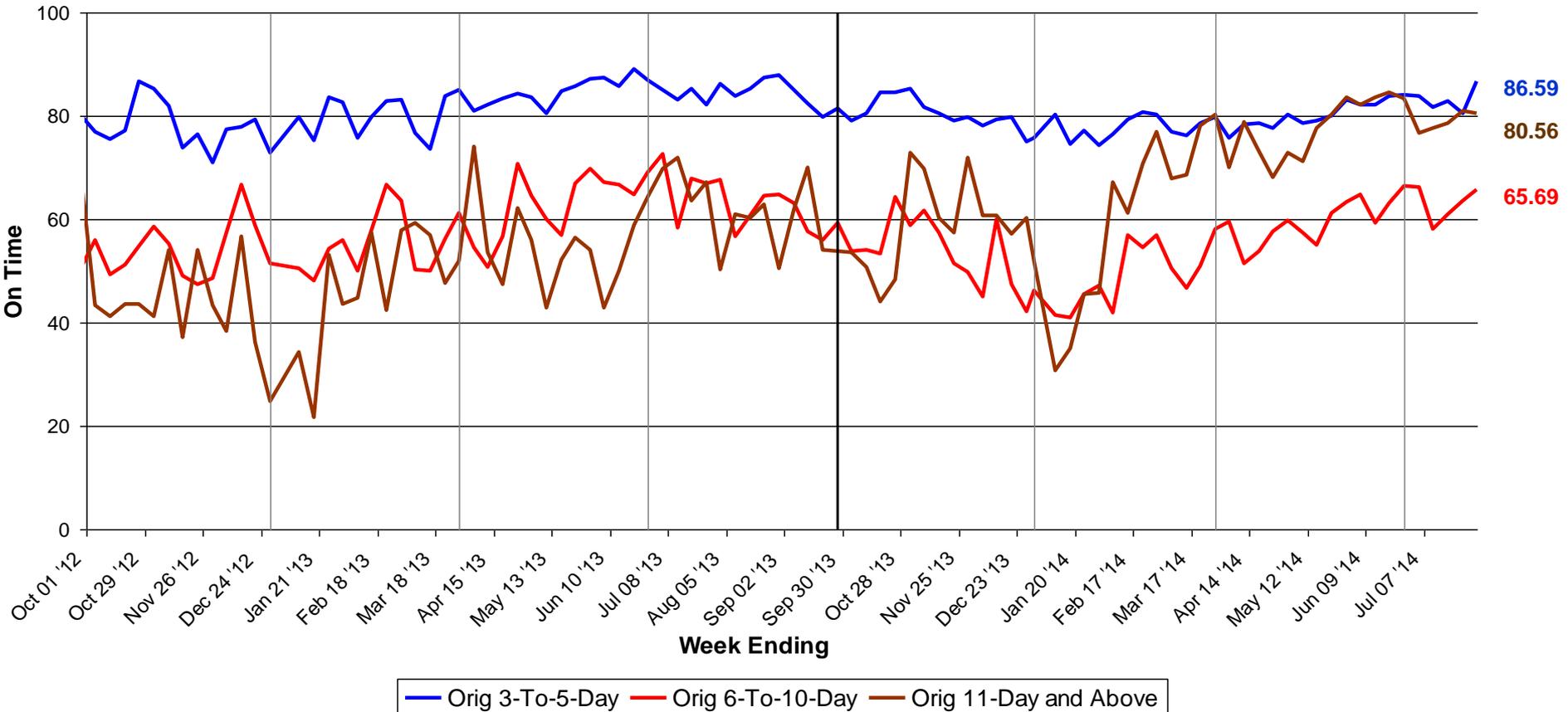
■ Standard Mail® consists of Standard Letters and Standard Flats. Standard Flats do not include Saturation Mail.

*Projected

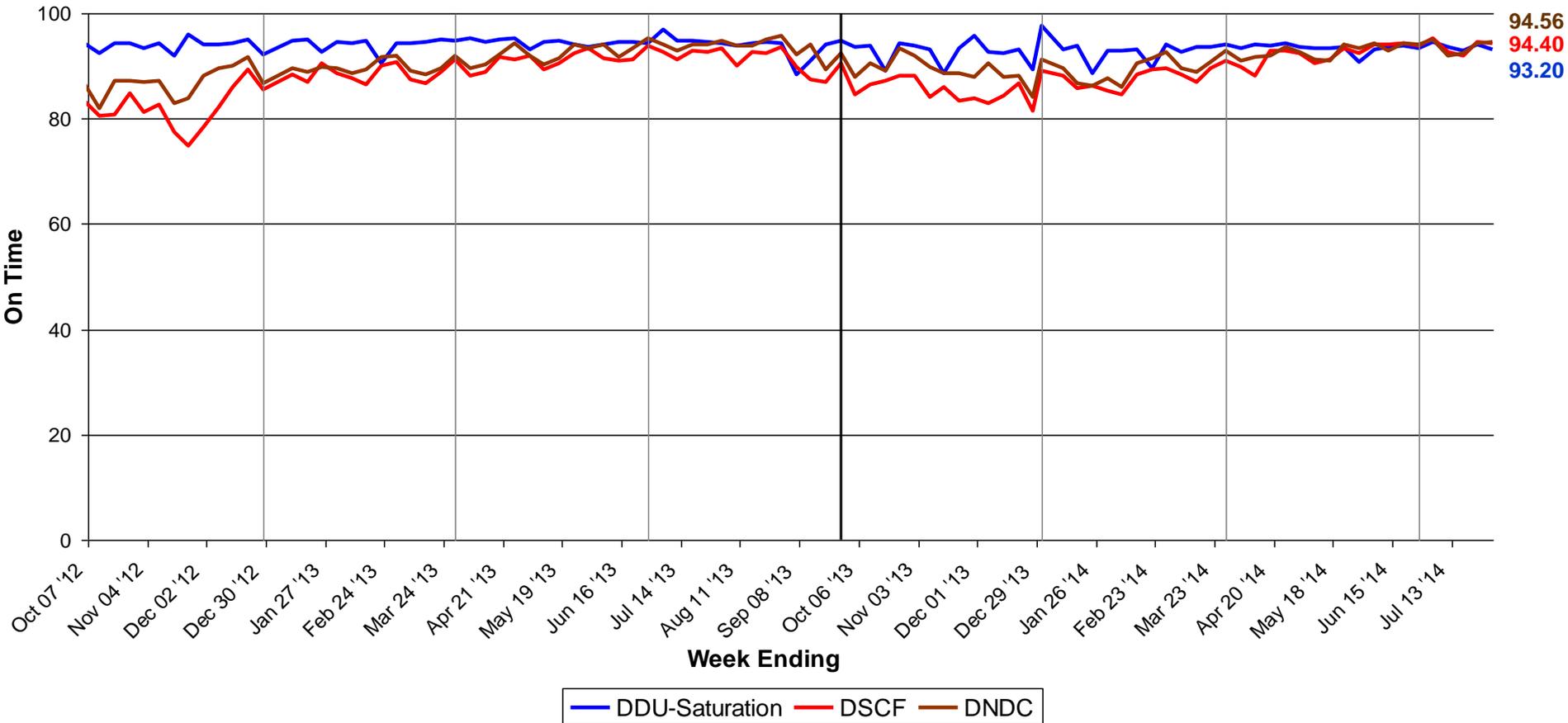
Standard Mail® FY12 and FY14 Performance By Month



Standard Mail® Origin Entry FY12 to FY14 Performance By Week through August 01, 2014



Standard Mail® Destination Entry FY13 to FY14 Performance By Week through August 01, 2014

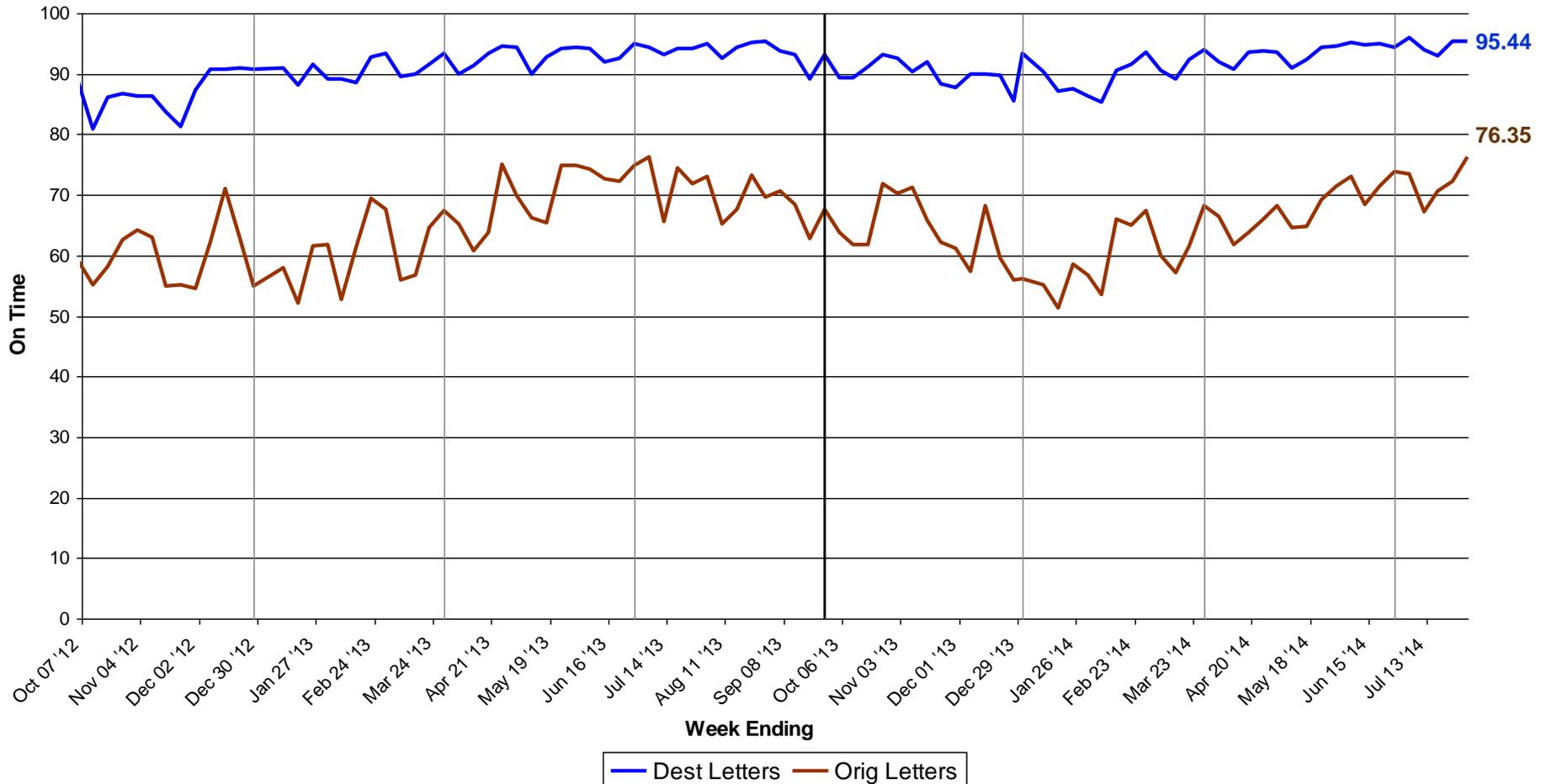


Note: DDU-Entry = Two Day, DSCF = Three-To-Five-Day, DNDC = Five-Day-And-Above

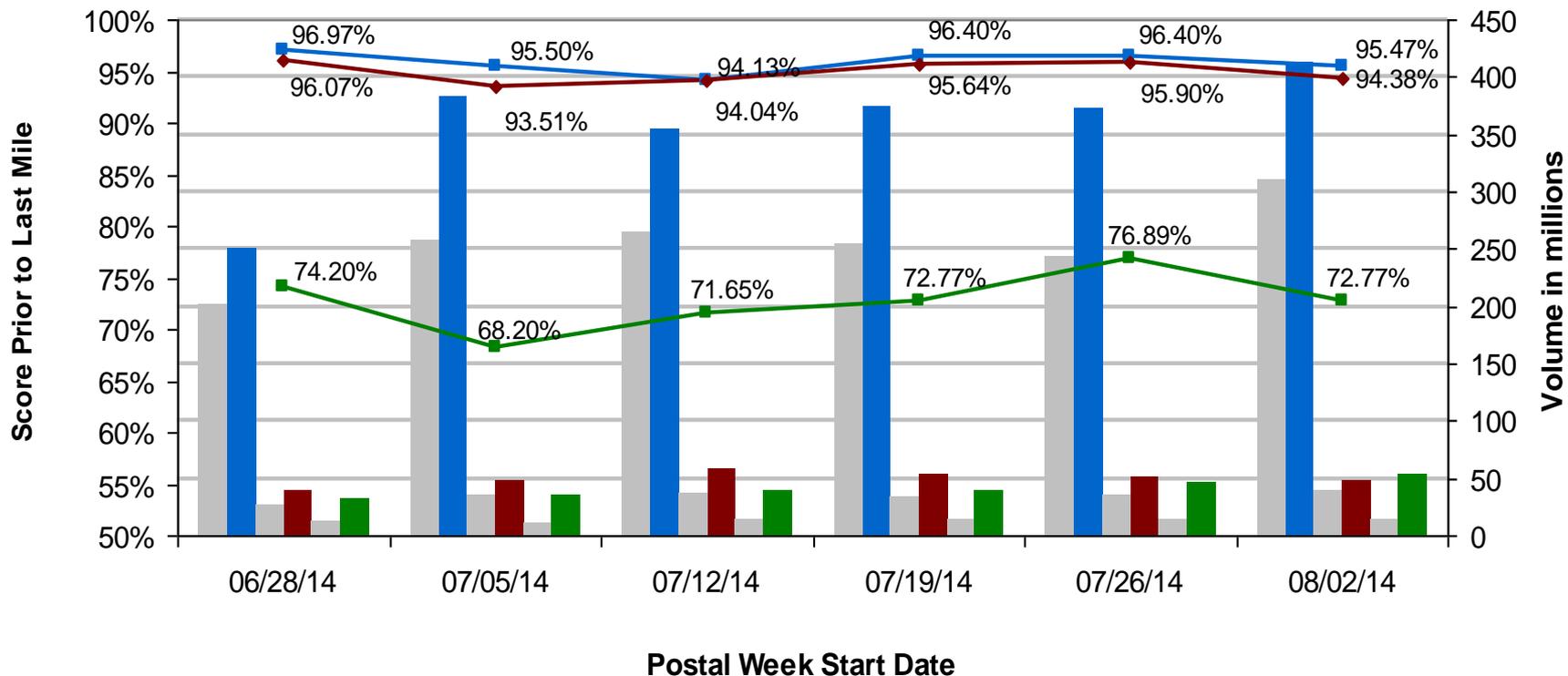
Standard Letters



Standard Mail® FY13 to FY14 Performance By Week through August 01, 2014



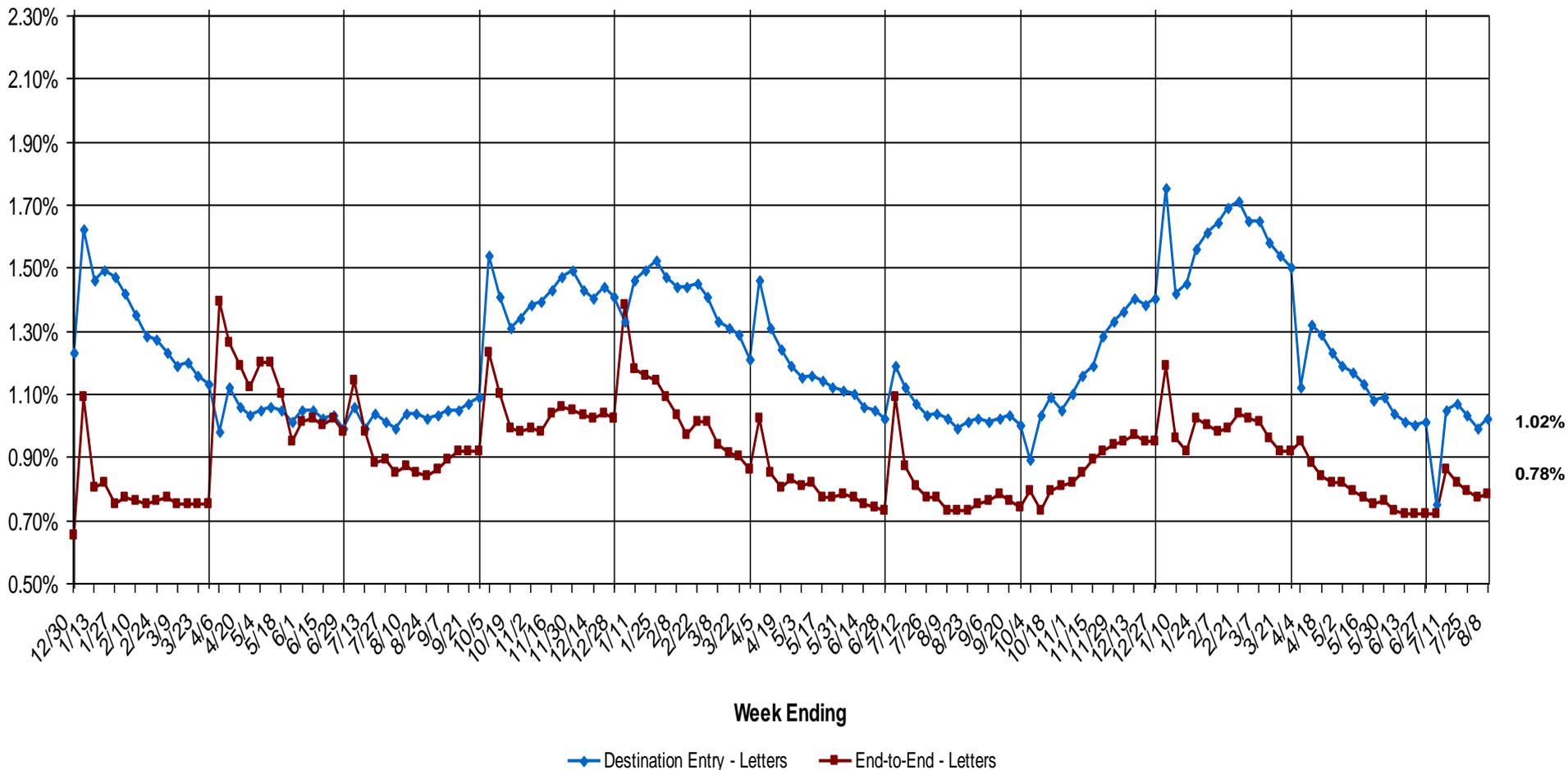
Standard Mail® (Letters) Score Trend



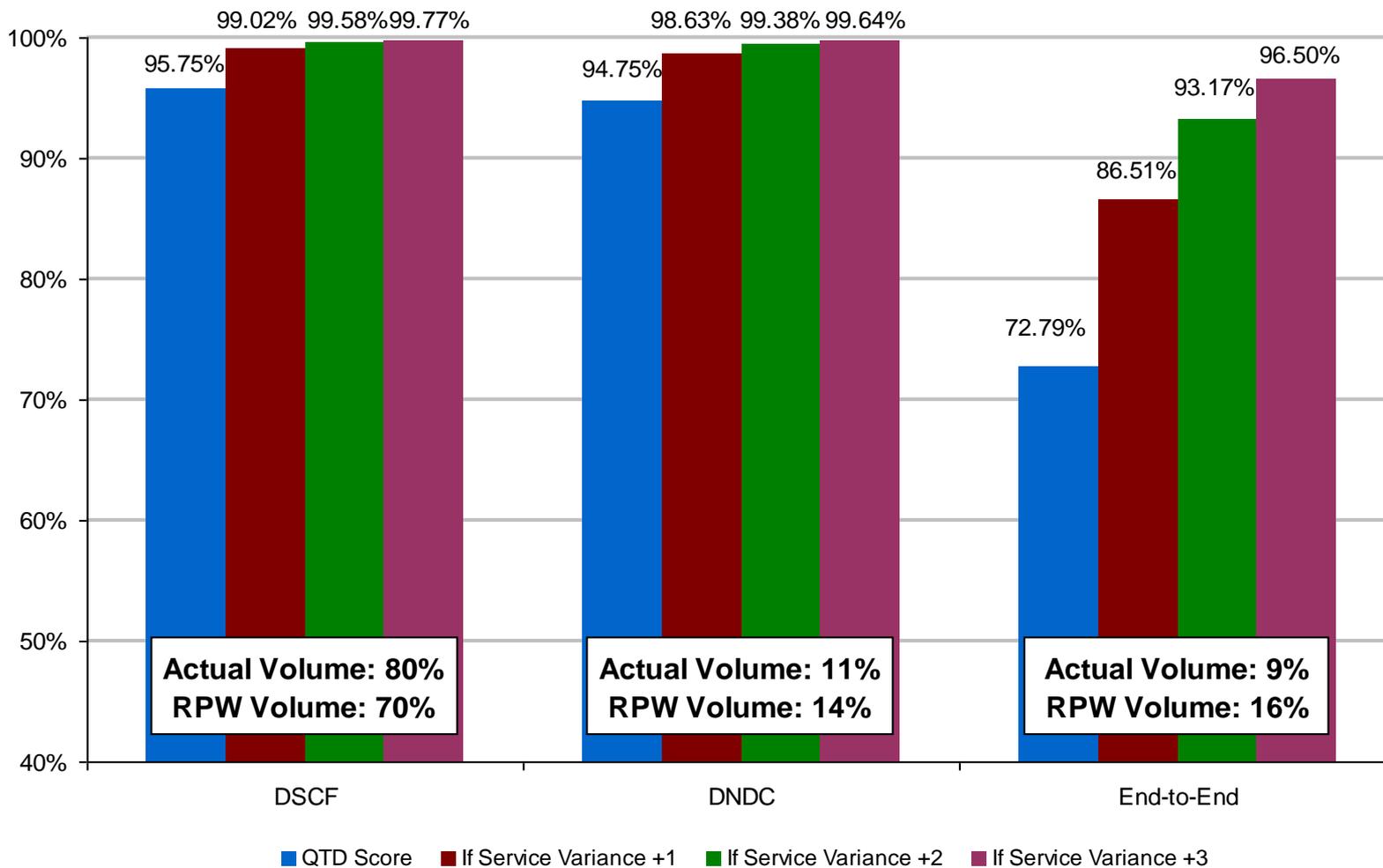
SPLY Volume
 DSCF - Volume
 DNDC - Volume
 End-to-End - Volume
 DSCF - %
 DNDC - %
 End-to-End - %

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 Letters	2,063,317,136	95.75%	-1.02%	94.73%	91.00%	1,502,431,781	37.3%	93.72%	1.01%
NDC Letters	280,641,382	94.75%	-1.01%	93.74%	91.00%	200,377,996	40.1%	94.12%	-0.38%
E2E Letters	229,547,097	72.79%	-0.78%	72.01%	91.00%	77,474,737	196.3%	71.22%	0.79%
Total	2,573,505,615			91.18%		1,780,284,514	44.6%	90.09%	1.09%

Destination Entry and End-to-End Last Mile Impacts

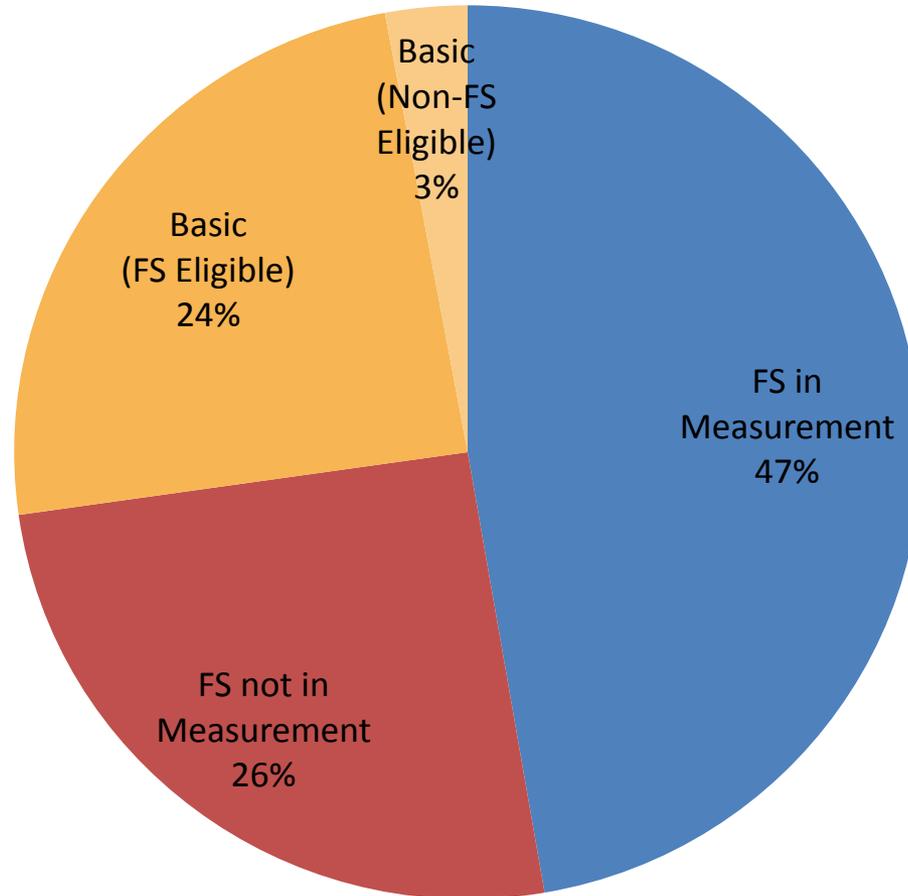


QTD DSCF and DNDC Standard Letters scores would be above 98.63% (prior to last mile), if pieces that failed by 1 day passed



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

47% of Standard Letters 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.

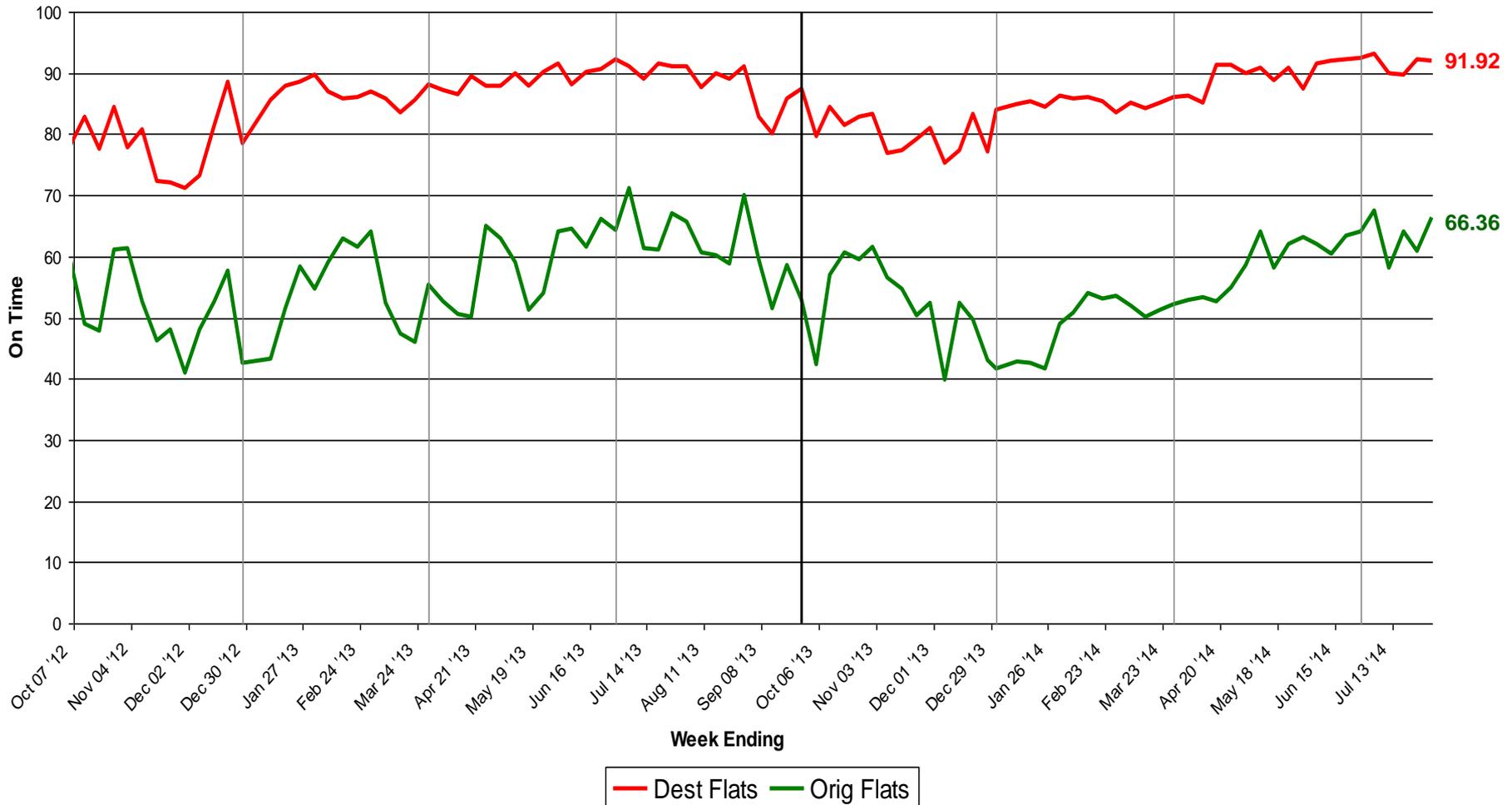
In July 2014, 35% of Full Service Standard Mail® Letters was excluded from service measurement

Top Exclusion Reasons	%	Exclusion Reason	Exclusion Description	USPS/Mailer Attributed
	27.28%	No Piece Scan	No automation scan observed for the mail piece	USPS? Mailer?
	24.21%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container	USPS
	14.70%	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
	13.27%	Non-Compliant/ In Monitoring	Mail identified as non-compliant due to observed inaccuracies or Mailers part of the 6 week monitoring period	Both
	6.25%	Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb	Mailer
	5.36%	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
	3.03%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment	Mailer
	2.11%	FAST Appointment Irregularity	Associated FAST Appointment has incomplete/missing data	Mailer
	1.14%	Non-Unique Physical IMcb	eDoc contains container with a non-unique physical IMcb	Mailer

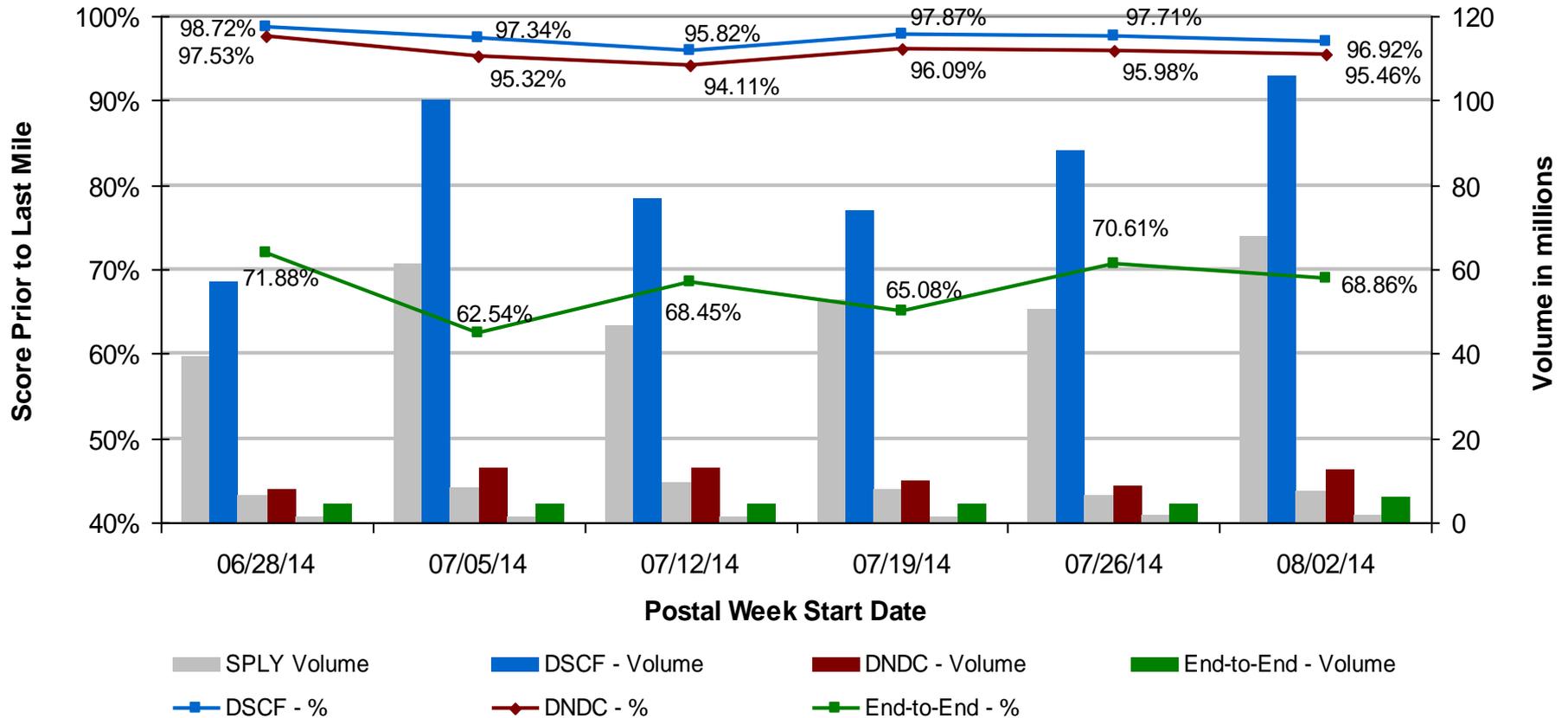
Standard Flats



Standard Mail® FY13 to FY14 Performance By Week through August 01, 2014



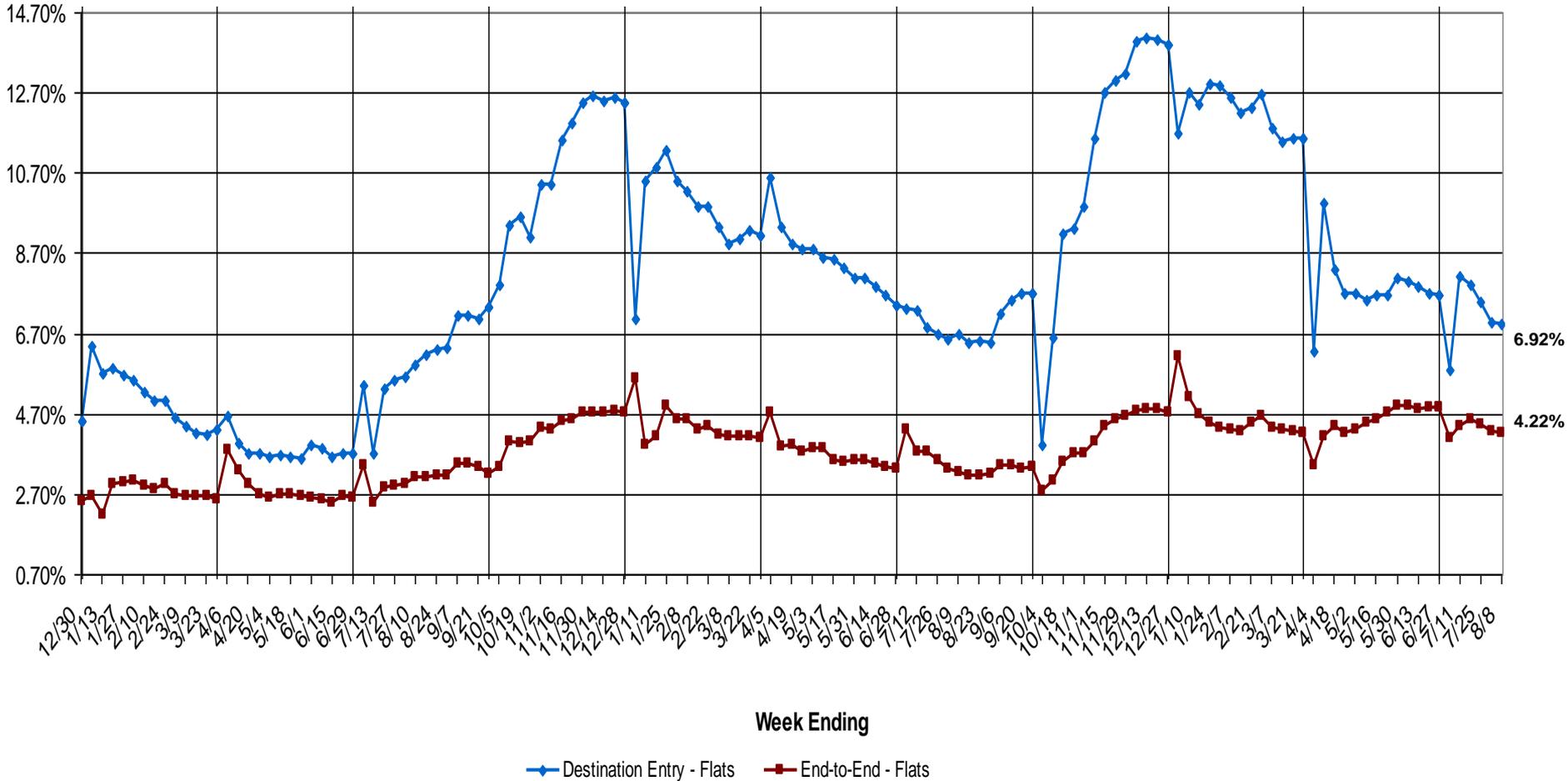
Standard Mail® (Flats) Score Trend



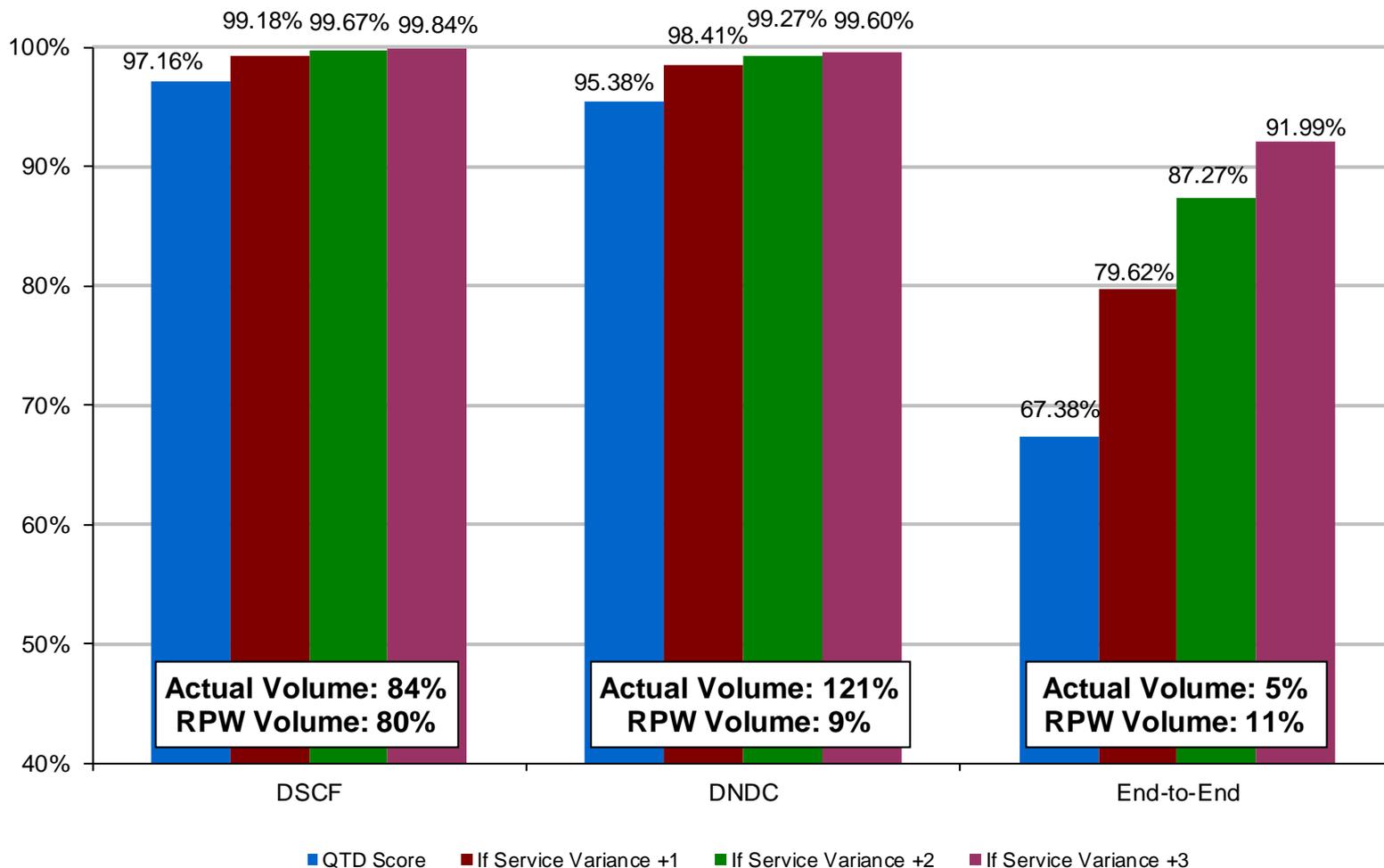
Q4 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	468,057,472	97.16%	-7.17%	89.99%	91.00%	309,253,426	51.4%	88.05%	1.94%
NDC Flats	60,739,529	95.38%	-4.25%	91.13%	91.00%	44,888,472	35.3%	93.11%	-1.98%
E2E Flats	25,682,867	67.38%	-4.22%	63.16%	91.00%	8,305,248	209.2%	65.10%	-1.94%
Total	554,479,868			88.80%		362,447,146	53.0%	88.33%	0.47%

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

Destination Entry and End-to-End Last Mile Impacts



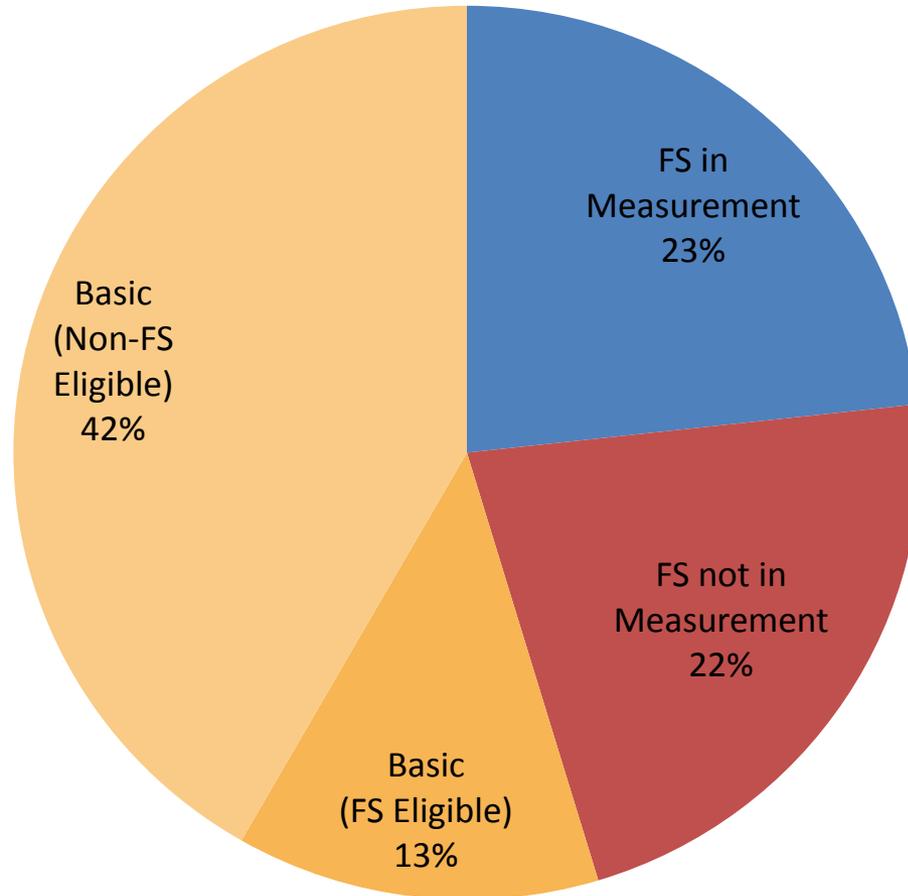
QTD DSCF and DNDC Standard Flats scores would be above 98.41% (prior to last mile), if pieces that failed by 1 day passed



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

Note: DDU mail pieces were not included in the RPW Volume calculation.

23% of Standard 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).

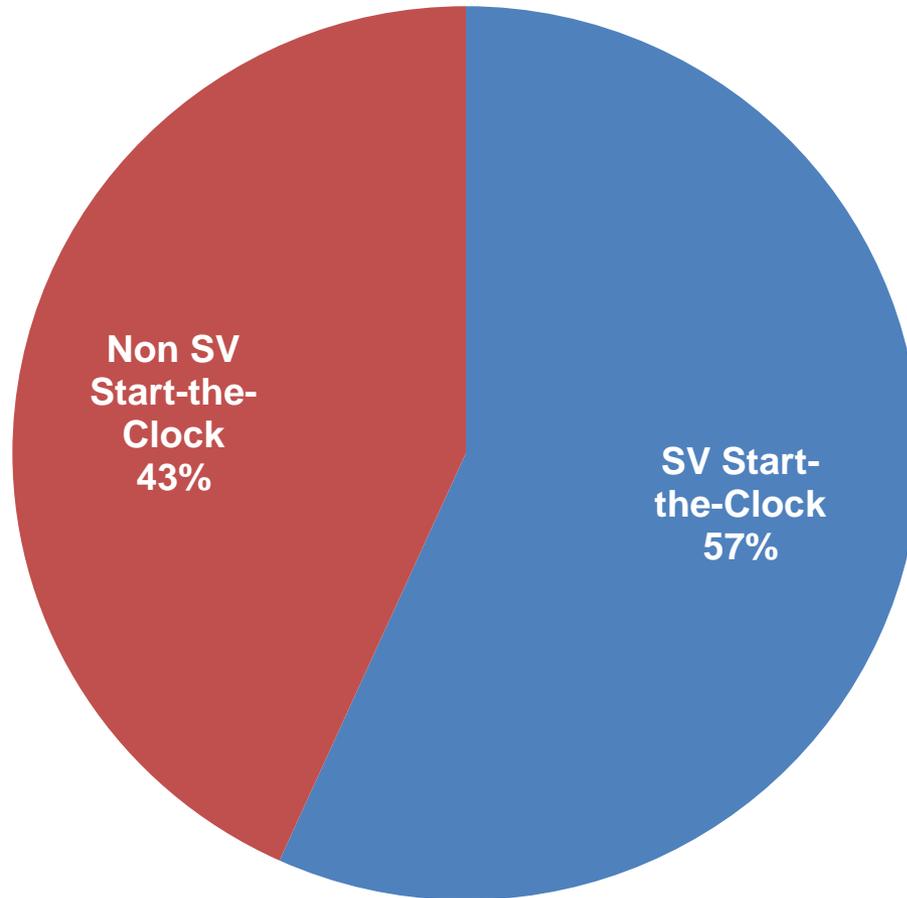
The measurement system detects the above scenarios and automatically excludes the appropriate mail from measurement.

In July 2014, 49% of Full Service Standard Mail® Flats was excluded from service measurement

Top Exclusion Reasons	%	Exclusion Reason	Exclusion Description	USPS/Mailer Attributed
	30.59%	No Piece Scan	No automation scan observed for the mail piece	USPS? Mailer?
	19.41%	Non-Compliant/ In Monitoring	Mail identified as non-compliant due to observed inaccuracies or Mailers part of the 6 week monitoring period	Both
	14.87%	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
	11.52%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container	USPS
	10.12%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment	Mailer
	5.90%	Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb	Mailer
	3.01%	FAST Appointment Irregularity	Associated FAST Appointment has incomplete/missing data	Mailer
	1.34%	Orphan Handling Unit	Mail piece associated to an Orphan Handling Unit not having a BMEU induction Method	Mailer
	0.70%	Inconsistent SPM data	Mail piece received inconsistent scan events when calculating SPM (non-chronological container/mail piece scans)	USPS

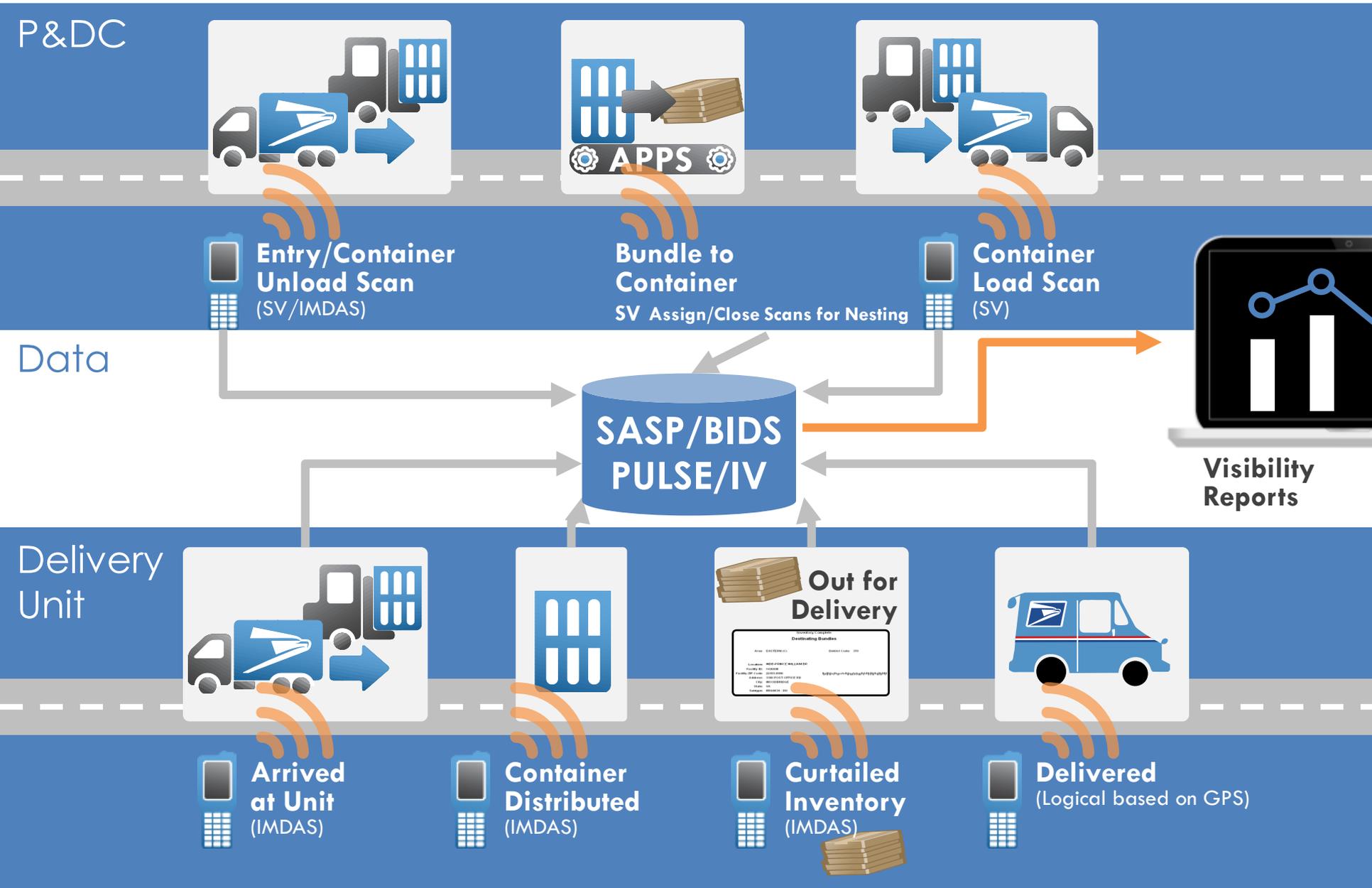
- **Mail destined for a non-automation zone does not receive an automation scan and is excluded from service measurement**
- **For Flats mail starting Q4 FY14, assumed handling events and nesting data is being utilized to measure pieces that don't receive an automation scan**
- **Assumed handling events can be in the form of:**
 - Container scans at the plant
 - Trailer arrivals at the delivery unit
 - Container scans at the delivery unit
 - Bundle scans at the delivery unit

In July 2014, 57% of Full Service Standard Mail® received Start-the-Clock based on the SV scan



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

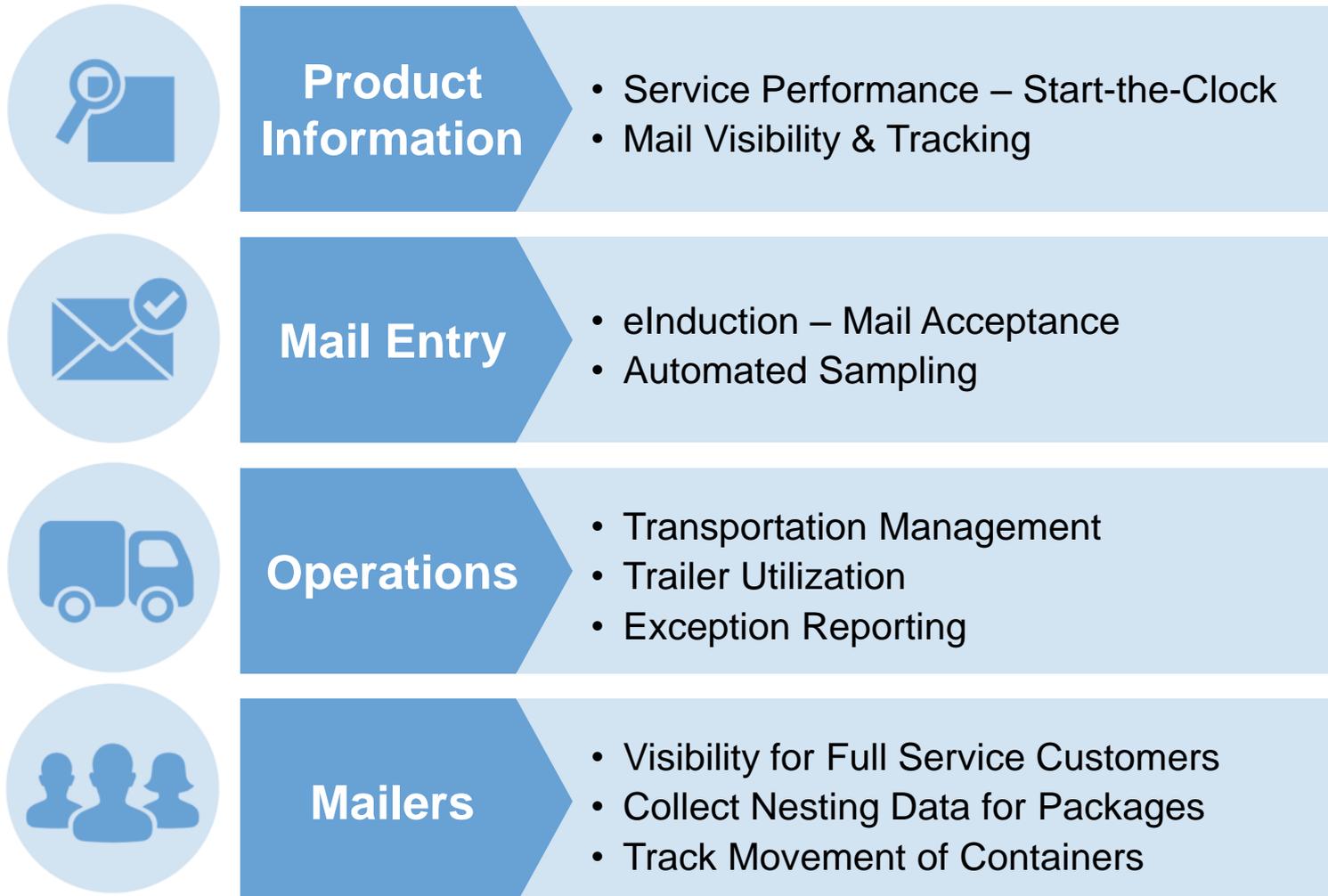
* Scans are currently being monitored internally and are NOT provisioned to mailers

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

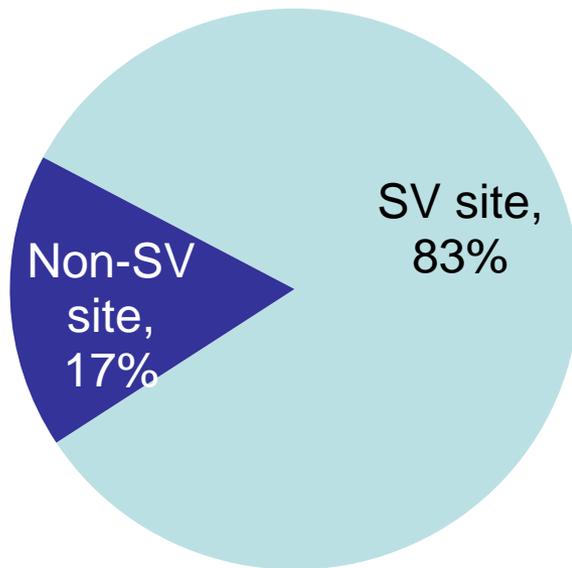
Surface Visibility

SV is currently deployed to 178 sites and is an integral data collection mechanism for numerous mission critical functions.



Volume entered at SV Sites vs. Non-SV Sites

Volume After SV 2014 Expansion



Update this slide. What is the makeup of SV vs Non-SV once consolidation takes place?

JAN-JULY 2014	TOTAL: DROPSHIP CONTAINERS	% VOLUME
SV SITE	3,828,175	83%
NON-SV SITE	787,612	17%

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.

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%

Standard 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	\$ 11,222		32,866		\$ 165,733		93,893		\$ 248,392		5,981,937	
FY08	\$ 11,967	6.6%	31,197	-5.1%	\$ 169,793	2.4%	95,517	1.7%	\$ 312,419	25.8%	5,952,796	-0.5%
FY09	\$ 10,985	-8.2%	25,731	-17.5%	\$ 107,214	-36.9%	48,453	-49.3%	\$ 227,612	-27.1%	4,173,949	-29.9%
FY10	\$ 8,194	-25.4%	23,754	-7.7%	\$ 101,676	-5.2%	46,518	-4.0%	\$ 221,854	-2.5%	3,984,514	-4.5%
FY11	\$ 7,728	-5.7%	21,290	-10.4%	\$ 92,539	-9.0%	41,921	-9.9%	\$ 238,182	7.4%	4,244,915	6.5%
FY12	\$ 6,439	-16.7%	20,386	-4.2%	\$ 85,613	-7.5%	42,529	1.5%	\$ 227,743	-4.4%	3,951,921	-6.9%
FY13	\$ 6,745	4.8%	24,890	22.1%	\$ 84,562	-1.2%	40,681	-4.3%	\$ 227,734	0.0%	4,060,549	2.7%
FY04 vs FY13		-39.9%		-24.3%		-49.0%		-56.7%		-8.3%		-32.1%
FY08 vs FY13		-43.6%		-20.2%		-50.2%		-57.4%		-27.1%		-31.8%

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

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:



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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>

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**