

MTAC Visibility and Service Performance



Robert Cintron
Moderator

January 15, 2014



First-Class Mail

9:00- 10:00 AM



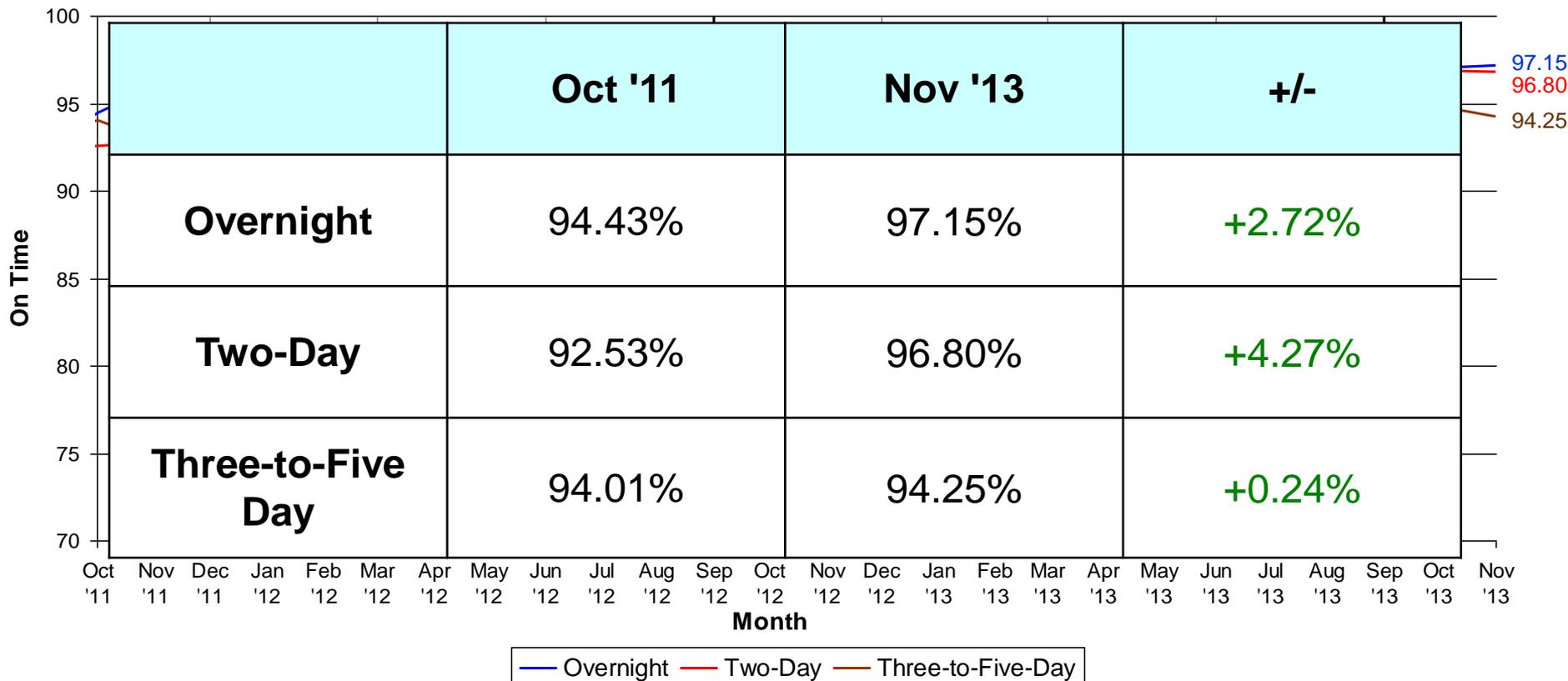
- **Increase Full Service**
- **Resolve mailer quality exceptions that prevent mail from entering measurement**

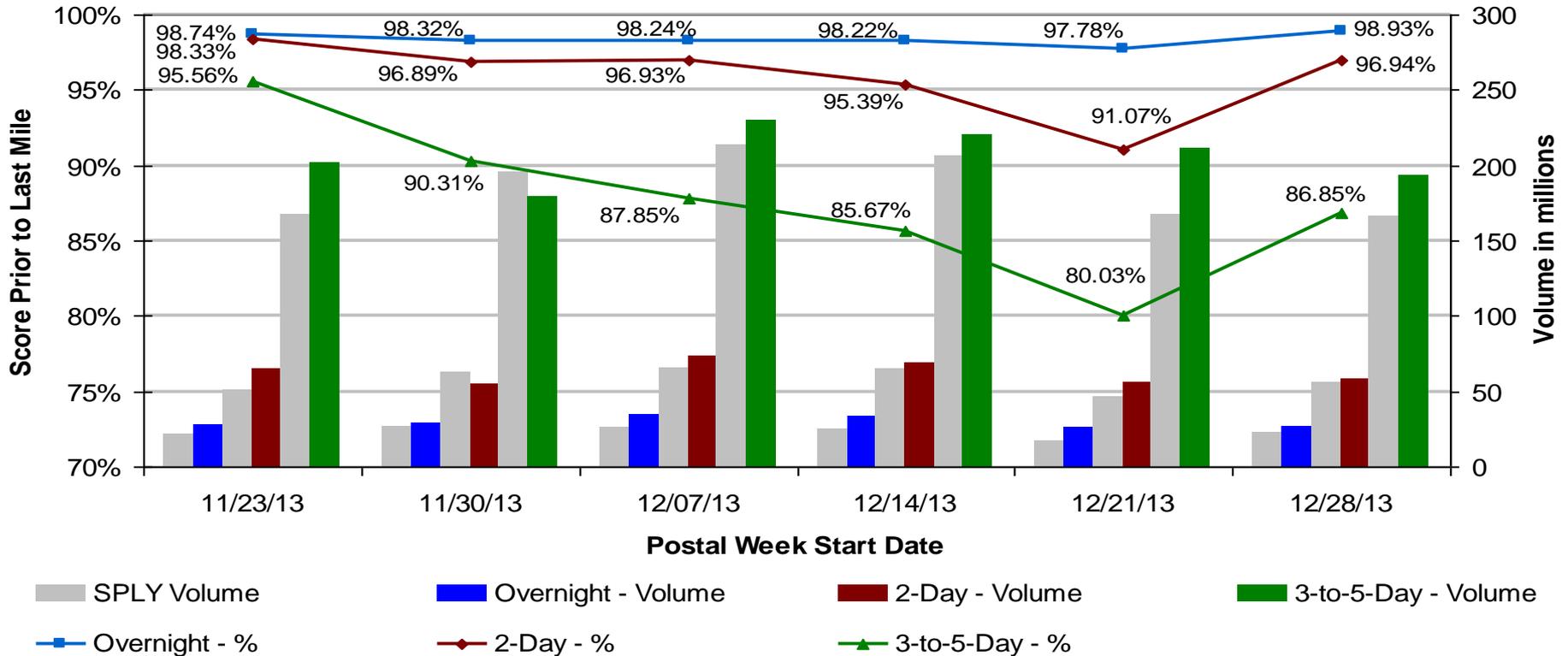
Agenda

- **Recap of last meeting action items**
- **Service Performance**
- **Service Tracking Exceptions – A list of these service performance measurement exceptions**
- **CASS Cycle O – Status/approach on PBSA indicators**
- **Status on UAA Secured Destruction trial rollout**
- **UAA Study Update – What is planned and how can industry help?**
- **Discussion**

- **Add a FCM breakout to the RPN/UAA volume trend**
- **Service Tracking Exceptions – A list of these service performance measurement exceptions**
- **Clarify PBSA information from the PBSA guide**
- **As far as what the designator will be will that be part of the upcoming CASS schedule?**
- **Add lag time between city notifications to USPS of a new address to first delivery at that address (user group 5). Make that recommendation**
- **This is to add to the UAA study they will do. Add lag time between notification of a UAA piece and when USPS returns the piece (UAA study)**
- **Add an update for First-Class breakout to the trend chart**
- **Provide Status on PostalOne lag time issues and internal discussion points. A workgroup has been established in USPS to align. Also, a subgroup to user group 4 is being developed to discuss the lag time and system improvements for informed visibility.**

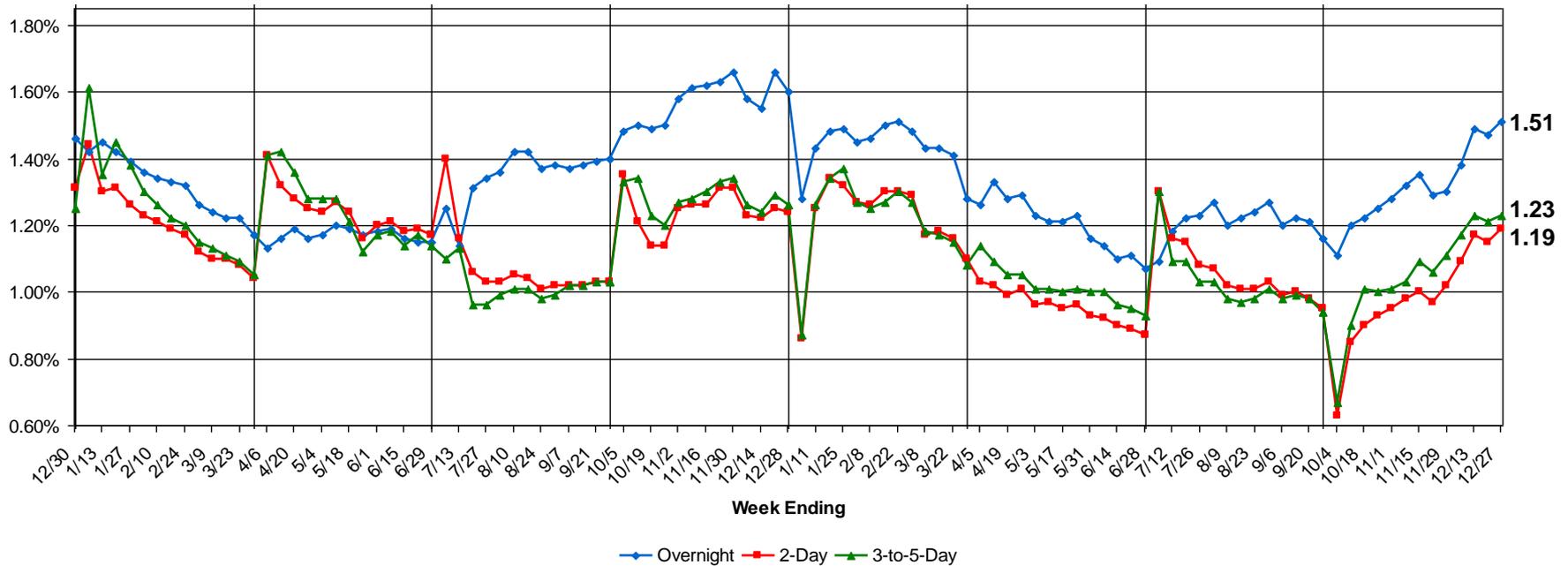
Commercial First-Class Mail® FY12 and FY14 Performance By Month



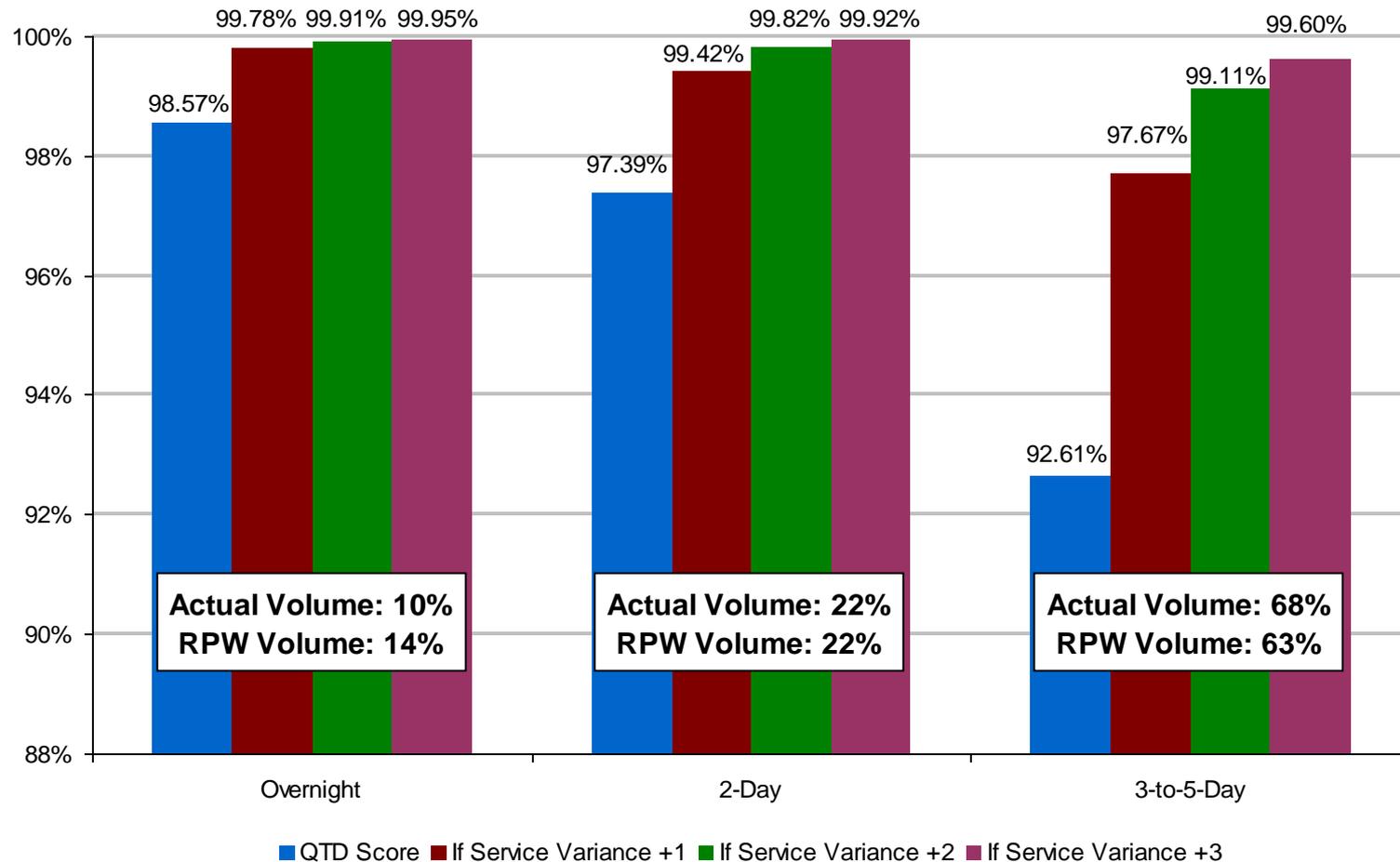


Q1 TD	Total Pieces Measured	Part 1 % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score
Overnight	409,612,244	98.57%	-1.54%	97.03%	96.80%	305,342,529	34.1%	96.81%
2-Day	880,607,252	97.39%	-1.22%	96.17%	96.50%	768,916,778	14.5%	96.32%
3-to-5-Day	2,803,148,854	92.61%	-1.25%	91.36%	95.25%	2,513,056,741	11.5%	93.78%
Total	4,093,368,350			92.96%	96.00%	3,587,316,048	14.1%	94.58%

Last Mile Impact Trend



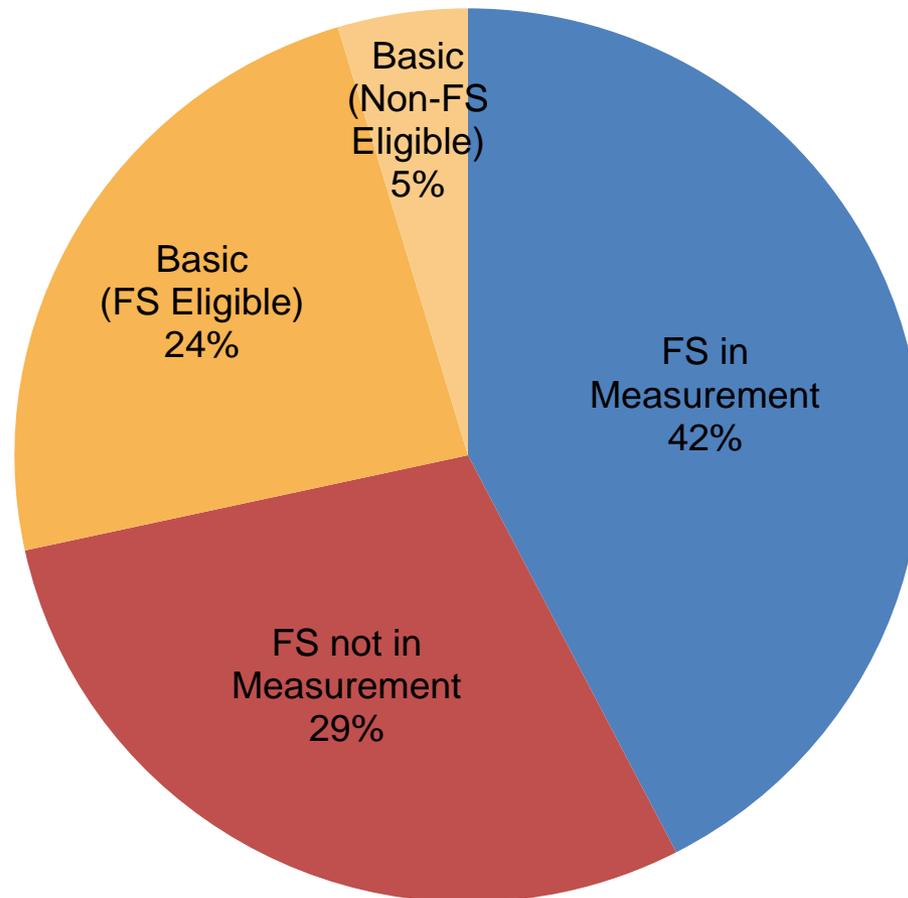
All QTD FCM scores would be above 97.67% (prior to last mile),
if pieces that failed by 1 day passed



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

In Q1 FY14, 42% of Presort First-Class Mail® Letters in Service Measurement

71% of Commercial Mail Was Full Service



Three main categories of reasons why 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

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.

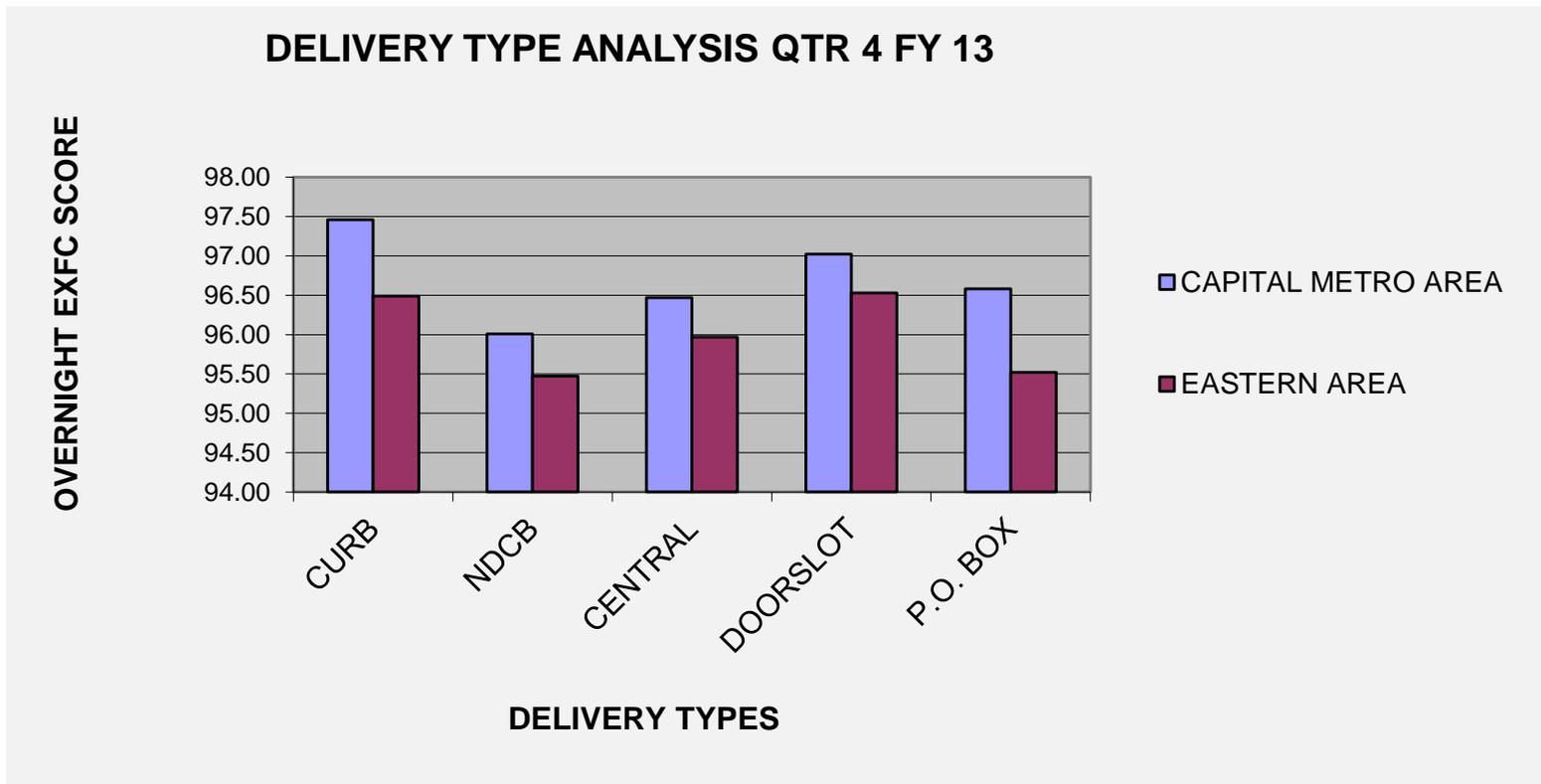
- Acceptance: Manual or MERLIN PBV Verification Failures
- Induction: Irregularities captured in FAST or SV
- Processing: Change of Address (COA), Undeliverable as Addressed (UAA), Invalid Delivery Point (DPV).

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

In Q1 FY14, 41% of Full Service First-Class Mail® Letters was excluded from service measurement

Top Exclusion Reasons	%	Exclusion Reason	Exclusion Description
	24.22%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container
	18.46%	Non-Compliant	Mail identified as non-compliant due to observed inaccuracies
	17.16%	Long Haul	Mail verified at a DMU then transported to a mail processing facility in a different district than the DMU
	10.22%	No Piece Scan	No automation scan observed for the mailpiece
	9.64%	PARS	Mailpiece redirected due to Change of Address (COA) or Undeliverable as Addressed (UAA) as indicated by ACS and/or PARS operation when mailpiece is processed
	7.29%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment
	6.55%	Non-Unique IMb	eDoc contains mailpieces with a non-unique IMb
	1.98%	Inconsistent SPM data	Mailpiece received inconsistent scan events when calculating SPM (non-chronological container/mailpiece scans)
	1.27%	Orphan Handling Unit	Orphan Handling Unit submitted at a non-BMEU location

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 20,000 and 22,000 overnight pieces per quarter).

Address Management Updates

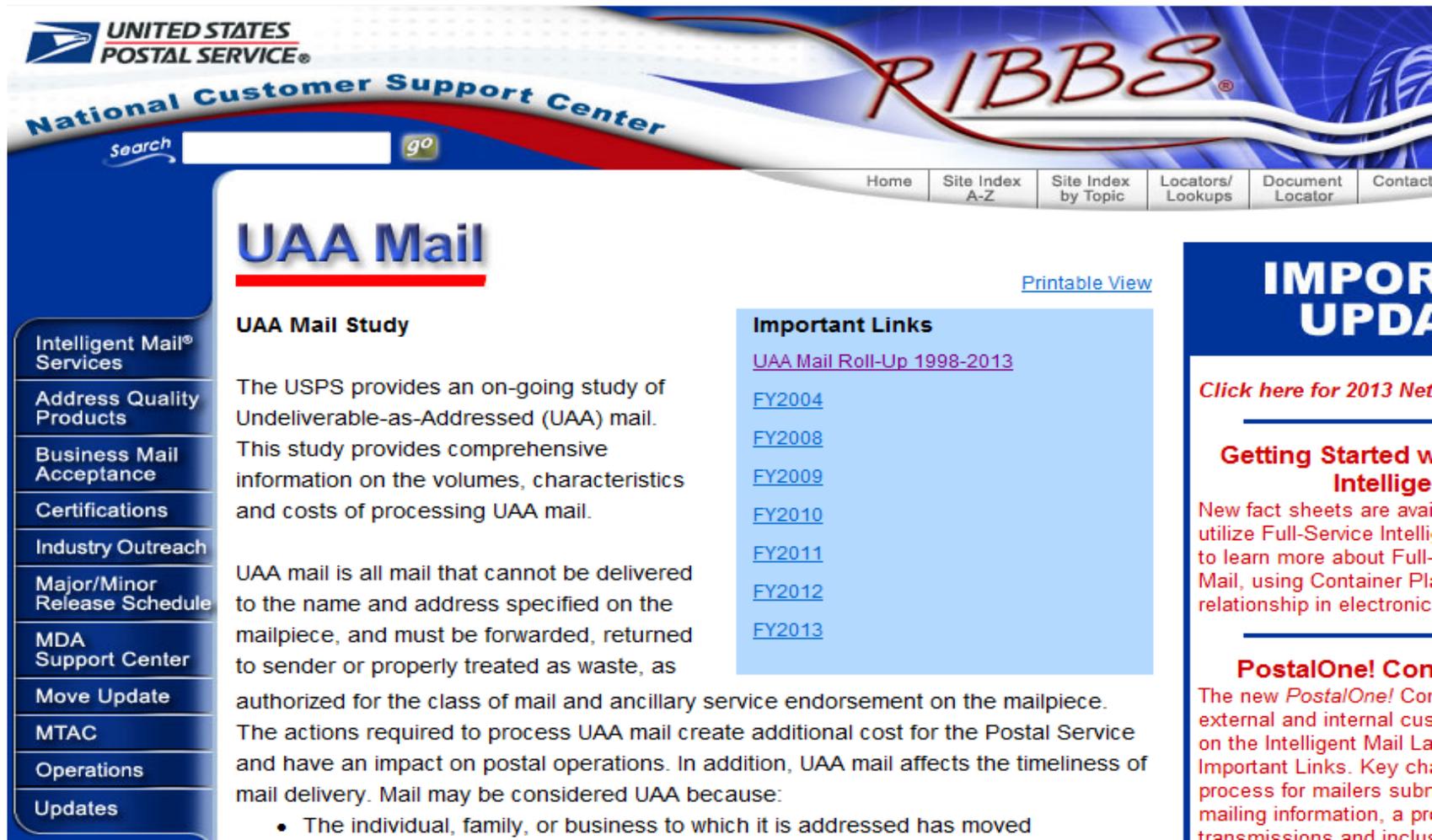


Move to Competitive Street Addressing for PO Boxes

- **Secondary Address Designator “SA” is proposed for street addresses representation used for PO Box delivery**
- **Customers would be advised to include “SA” designator when providing their address to mailers:**
 - **131 S Center St SA 351**
- **Earliest USPS cross-functional readiness August 2015 depending on funding and prioritization**

RIBBS® Enhancements

- ✓ New Landing Page for UAA Mail



The screenshot shows the RIBBS National Customer Support Center website. The header features the USPS logo and the text "National Customer Support Center" with a search bar. The main content area is titled "UAA Mail" and includes a "Printable View" link. A sidebar on the left lists various services. A right sidebar contains "Important Links" and "Important Updates".

UAA Mail

[Printable View](#)

UAA Mail Study

The USPS provides an on-going study of Undeliverable-as-Addressed (UAA) mail. This study provides comprehensive information on the volumes, characteristics and costs of processing UAA mail.

UAA mail is all mail that cannot be delivered to the name and address specified on the mailpiece, and must be forwarded, returned to sender or properly treated as waste, as authorized for the class of mail and ancillary service endorsement on the mailpiece. The actions required to process UAA mail create additional cost for the Postal Service and have an impact on postal operations. In addition, UAA mail affects the timeliness of mail delivery. Mail may be considered UAA because:

- The individual, family, or business to which it is addressed has moved

Important Links

- [UAA Mail Roll-Up 1998-2013](#)
- [FY2004](#)
- [FY2008](#)
- [FY2009](#)
- [FY2010](#)
- [FY2011](#)
- [FY2012](#)
- [FY2013](#)

Important Updates

[Click here for 2013 News](#)

Getting Started with Intelligent Mail

New fact sheets are available to utilize Full-Service Intelligent Mail to learn more about Full-Service Mail, using Container Plus relationship in electronic format.

PostalOne! Connect

The new PostalOne! Connect external and internal customer support on the Intelligent Mail Label Important Links. Key changes in the process for mailers submitting mailing information, a process for transmissions, and including

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%

UAA Mail Cost Study Update

A new study of Undeliverable-as-Address (UAA) Mail is proposed for **Summer 2015**

- Volume, cost, root causes and characteristics

The study will replicate the FY2004 UAA Study with potential expansion into the following areas:

- Assess impact of Secure Destruction & FPARS
- Cost & volume of FOIA of Change-of-Address requests
- Expand granularity into differences of Full Service ACS™ vs. OneCode ACS® vs. Traditional ACS
- Determine lag time between:
 - notification of a UAA piece & when USPS returns the piece to sender
 - city notifications to USPS of a new address and the first delivery at that address
 - USPS identification of a UAA piece vs. when the USPS returns the piece to the mailer

New Policy Announcement: NCOALink® PAF Renewal Update

- USPS® modified the existing NCOALink Processing Acknowledgement Form (PAF) renewal policy
- Communication Venues
 - DMM Advisory – P&C Weekly – Industry Alert – NCOALink Licensee Announcements – MTAC User Group 5

January 9, 2014

P&C Weekly

Pricing Message Board

Today we sent this information to 16,000 DMM Advisory subscribers. Please help us get the word out.

Reminder: NCOALink® Alternative PAF Renewal Policy

The Postal Service™ has implemented a new alternative to the NCOALink® Processing Acknowledgement Form (PAF) renewal process. This alternative method makes the PAF renewal process more effective and less time consuming for NCOALink customers. This policy became effective October 1, 2013.

Click here for the full announcement: https://ribbs.usps.gov/ncoalink/documents/announcements/2013_ANNOUNCEMENTS/NewPAFReqSept272013.PDF

Click here for the Complete Guide to processing PAFs: https://ribbs.usps.gov/ncoalink/documents/tech_guides/PAF_GUIDE.PDF

The P&C Weekly is intended for Postal Service employees only. To subscribe, send an e-mail to pandcweekly@usps.gov. Simply indicate "subscribe" in the subject line.

New Alternative PAF Renewal Policy

- Prior to customers' anniversary dates, Licensees will send PAF renewal notices
- If there are no changes, customers do not have to complete a new PAF. However if any information has changed, customers will need to update their existing PAFs
- A copy of the original PAF and the subsequent annual email, fax or letter sent via US Mail will be kept in Licensees' files for a minimum of six (6) years
- It is the responsibility of the Licensee to ensure a completed and updated PAF is maintained and is on file for each of their customers

**Discussion
&
Questions**