

MTAC Visibility and Service Performance



Robert Cintron
Moderator

January 15, 2014



Standard Mail

12:45 - 1:45 PM



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

Agenda

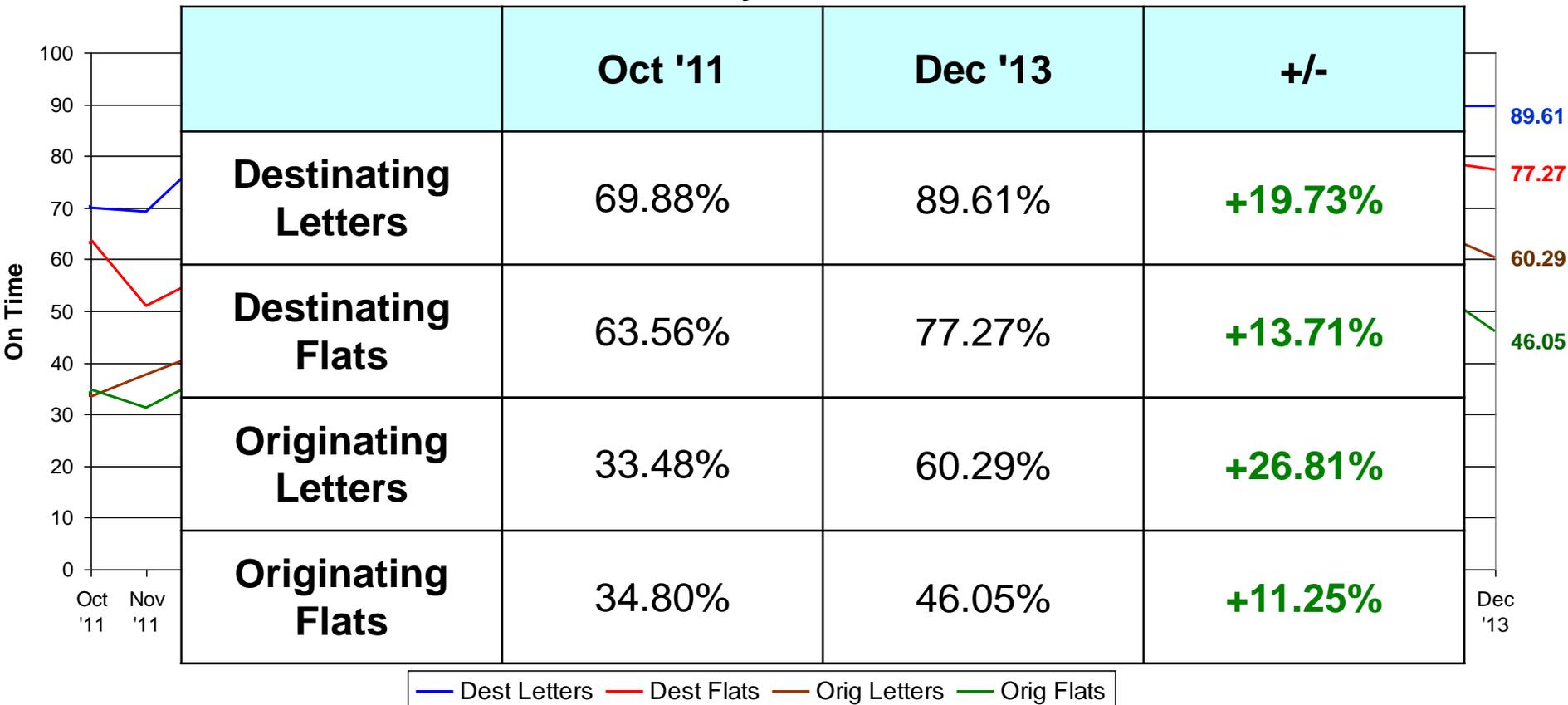
- **Update of action items from November MTAC**
- **Service Performance**
- **Help Desk FAQs**
- **UAA Study Update**
- **Service Standards – General Discussion**

- **Visibility Timeline (Same as PER FG)**
- **Provide “Bypass mail” volume**
- **Look at information regarding delivery mode impact to Last Mile**
- **Industry to consider participating in MID test regarding containers. Possible task team under UG4**
- **IEO Industry Alert re: PAF Policy posted on RIBBS**
- **What is the total volume of mail in SV vs non-SV?**

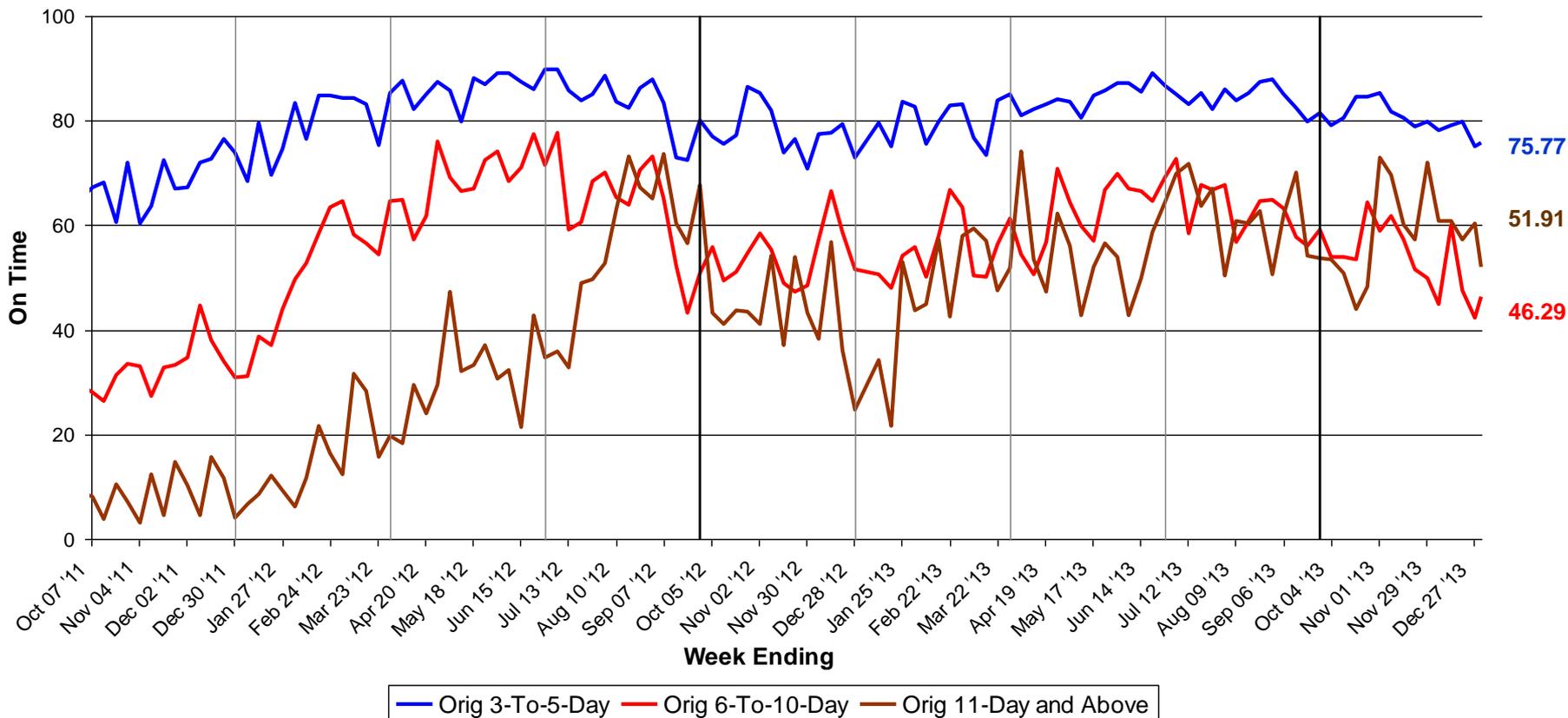
Standard Mail



Standard Mail® FY12 and FY14 Performance By Month

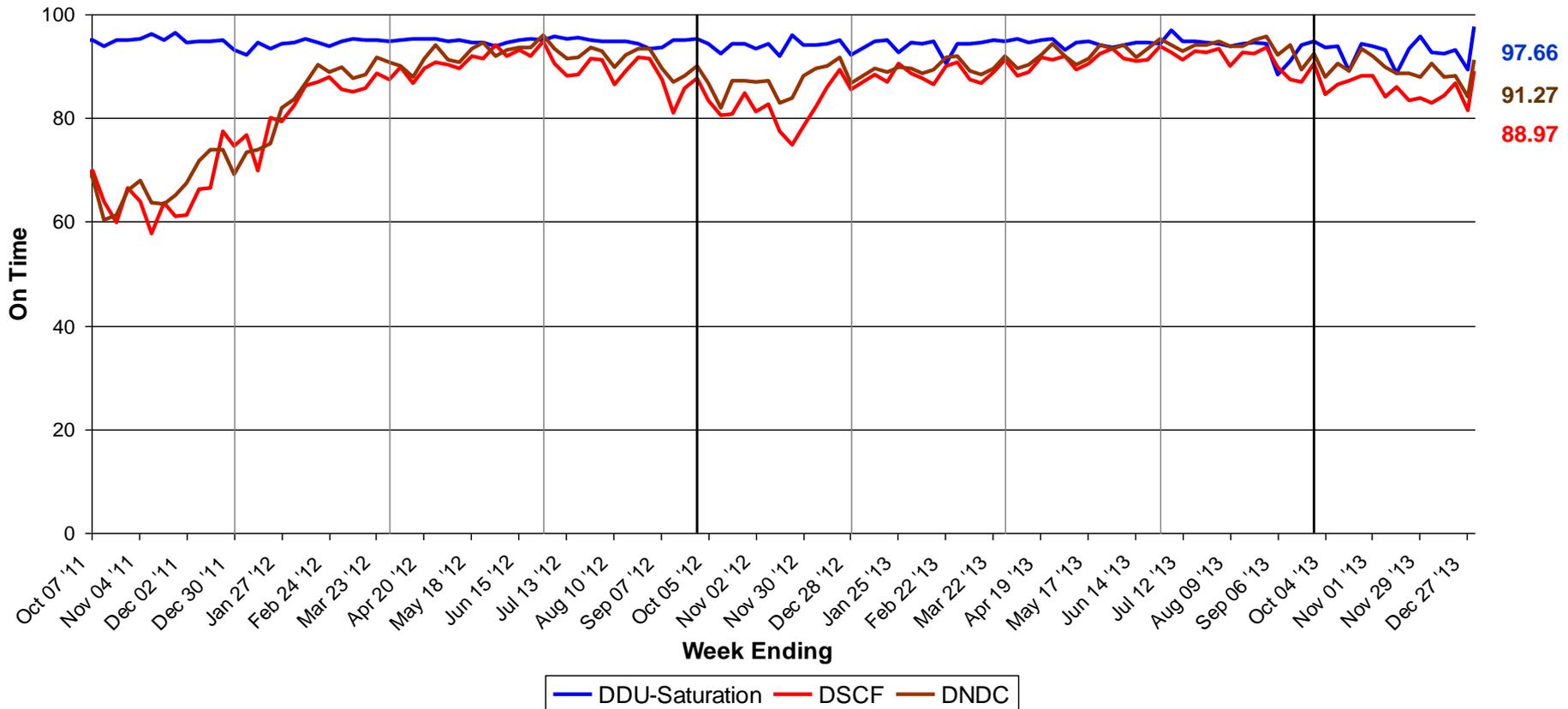


Standard Mail® Origin Entry FY12 to FY14 Performance By Week through Dec 31, 2013



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

Standard Mail® Destination Entry FY12 to FY14 Performance By Week through Dec 31, 2013

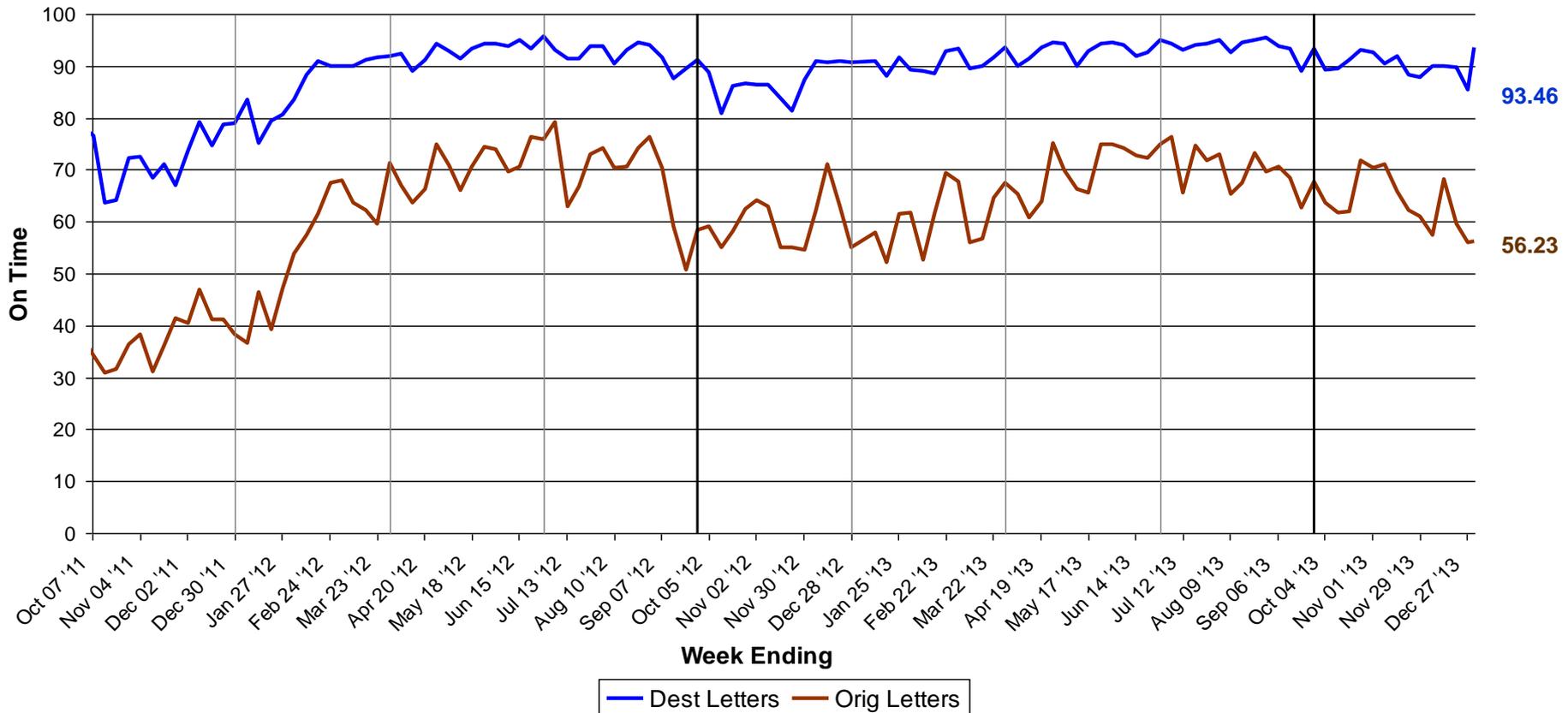


Note: DDU-Entry = Two Day, DSCF = Three-To-Four-Day, DNDC = Five-Day-And-Above

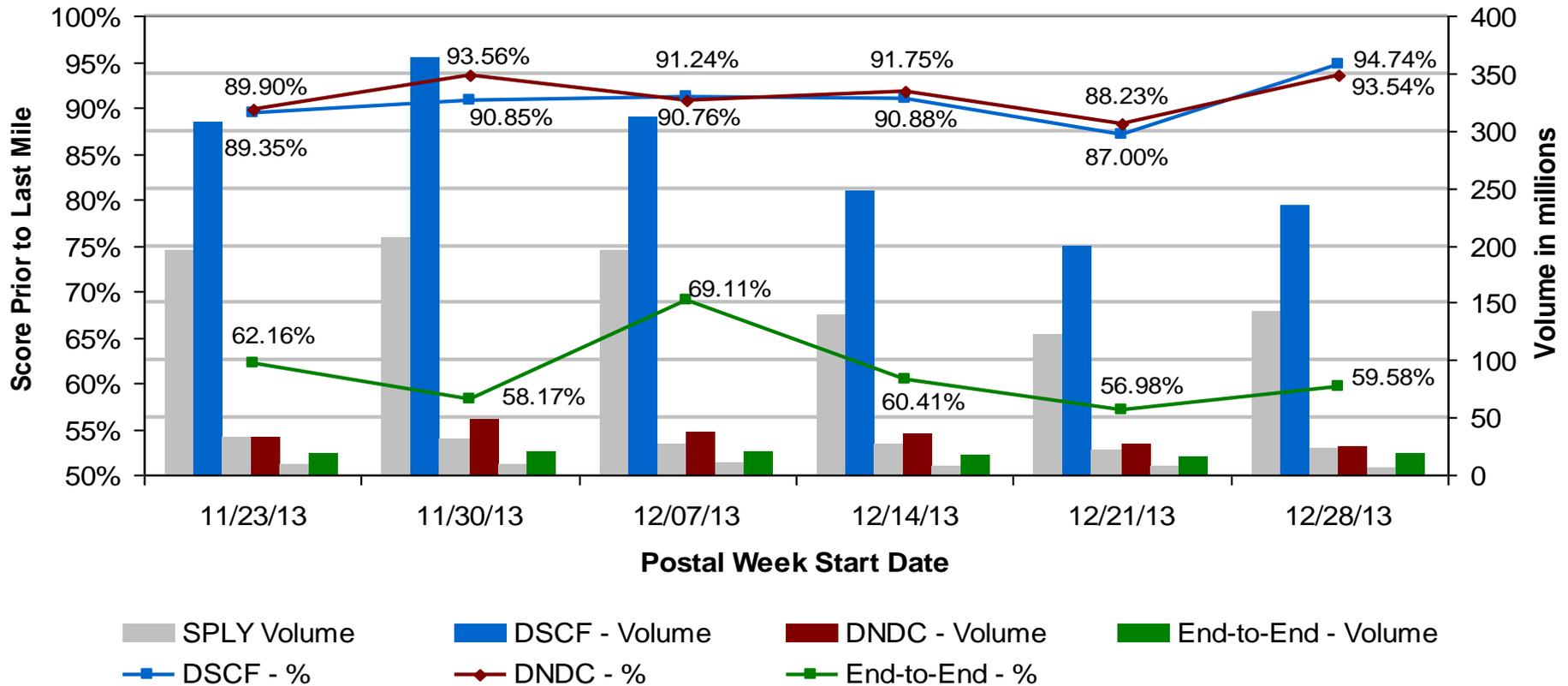
Standard Letters



Standard Mail® FY12 to FY14 Performance By Week through Dec 31, 2013

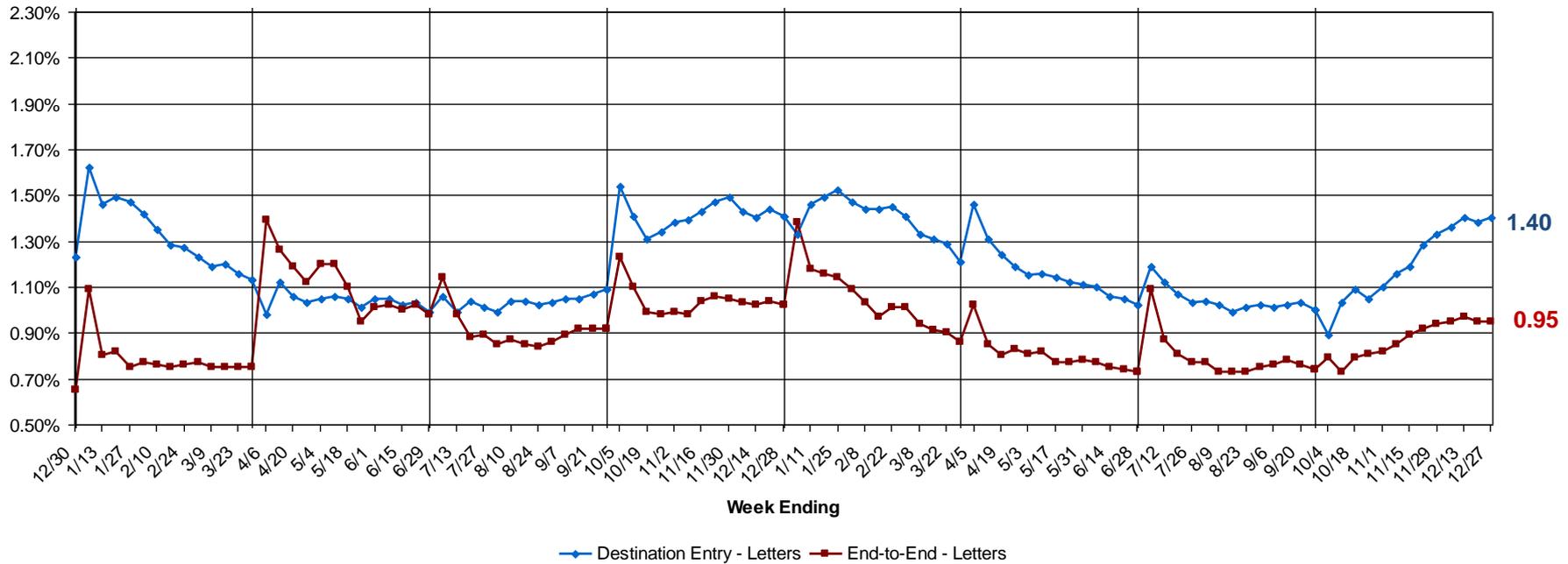


Note: DDU-Entry = Two Day, DSCF = Three-To-Four-Day, DNDC = Five-Day-And-Above

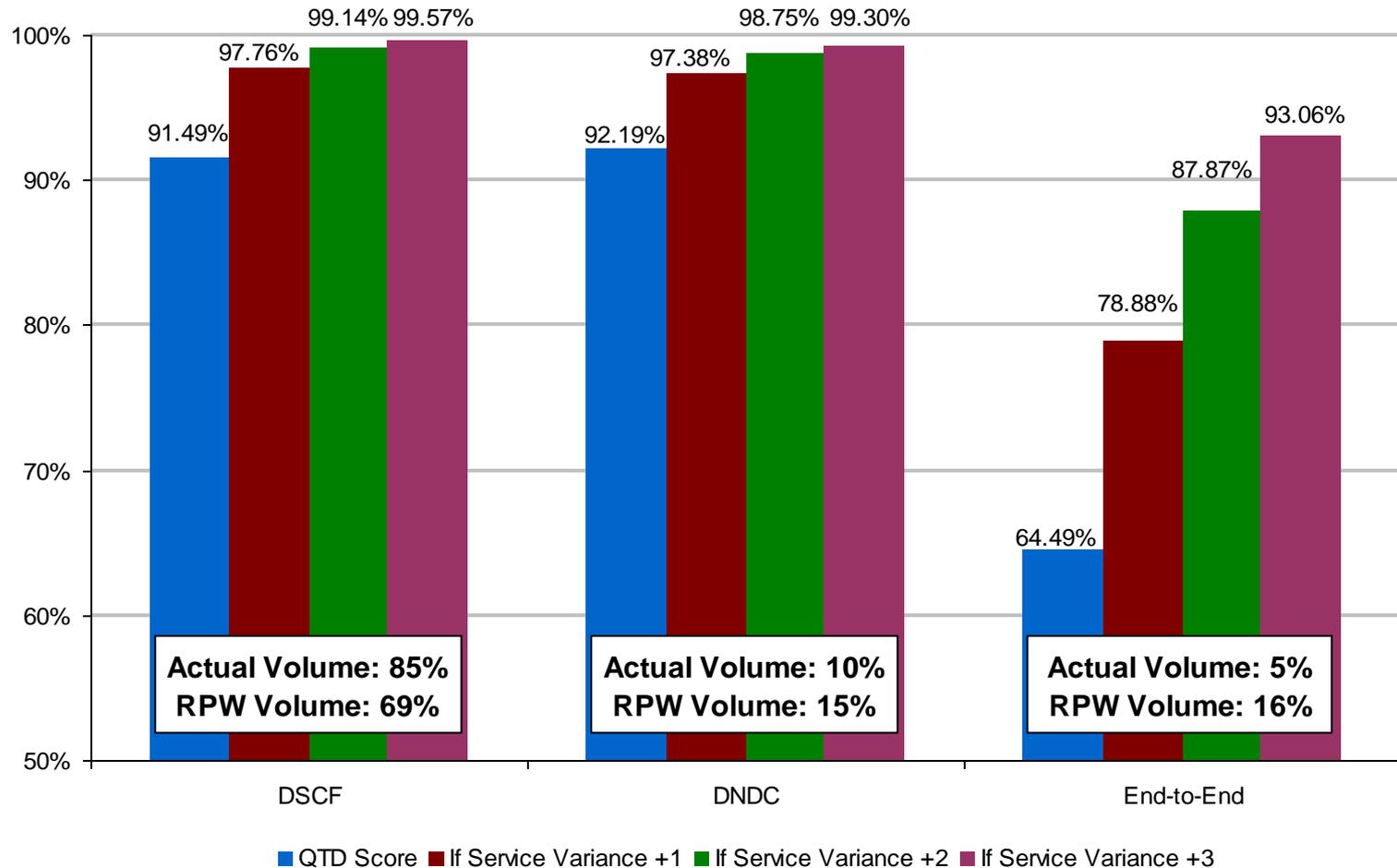


Q1 TD	Total Pieces Measured	Part 1 % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score
SCF Letters	4,024,012,834	91.49%	-1.42%	90.07%	91.00%	2,460,933,577	63.5%	86.72%
NDC Letters	498,026,514	92.19%	-1.34%	90.85%	91.00%	401,298,662	24.1%	88.08%
E2E Letters	235,406,695	64.49%	-0.95%	63.54%	91.00%	115,885,846	103.1%	59.79%
Total	4,757,446,043			85.90%		2,978,118,085	59.7%	82.09%

Destination Entry Last Mile Impact Trend



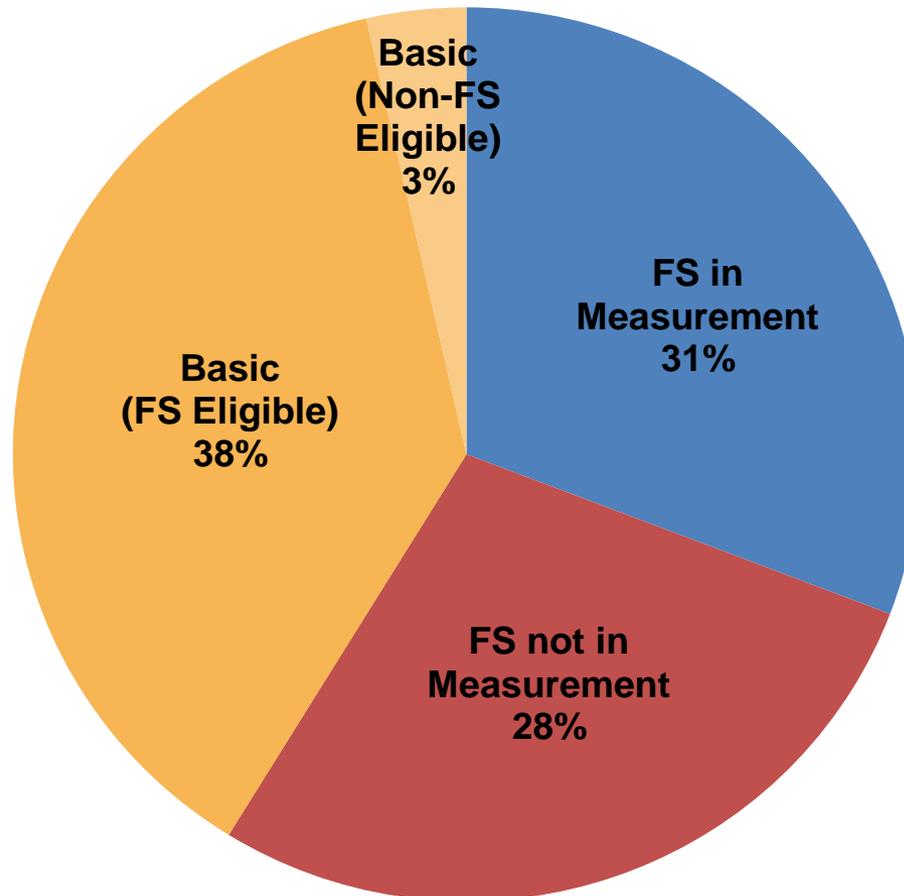
QTD DSCF and DNDC Standard Letters scores would be above 97.38% (prior to last mile), if pieces that failed by 1 day passed



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

In Q1 FY14, 31% of Standard Mail® Letters in Service Measurement

59% of Commercial Mail is 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.

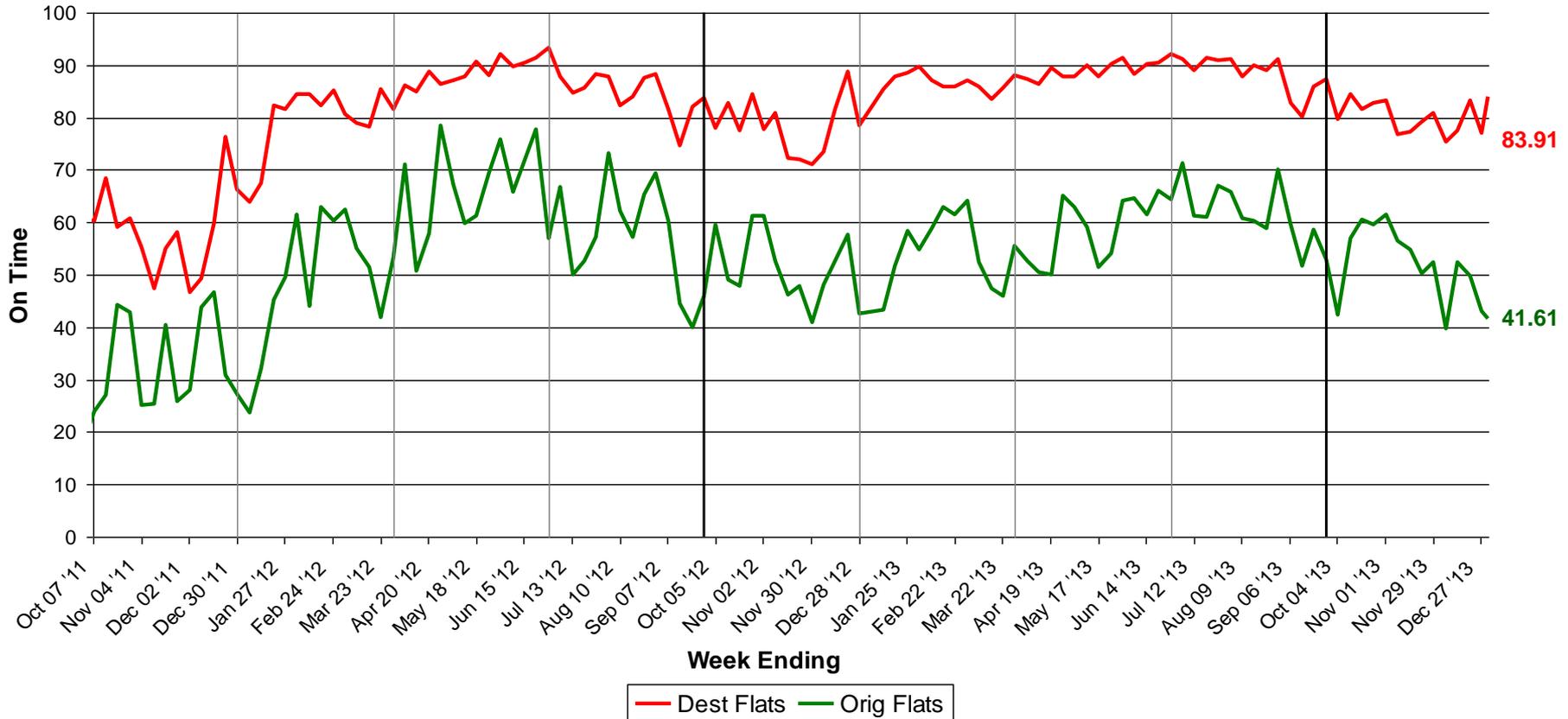
In Q1 FY14, 43% of Full Service Standard Mail® Letters was excluded from service measurement

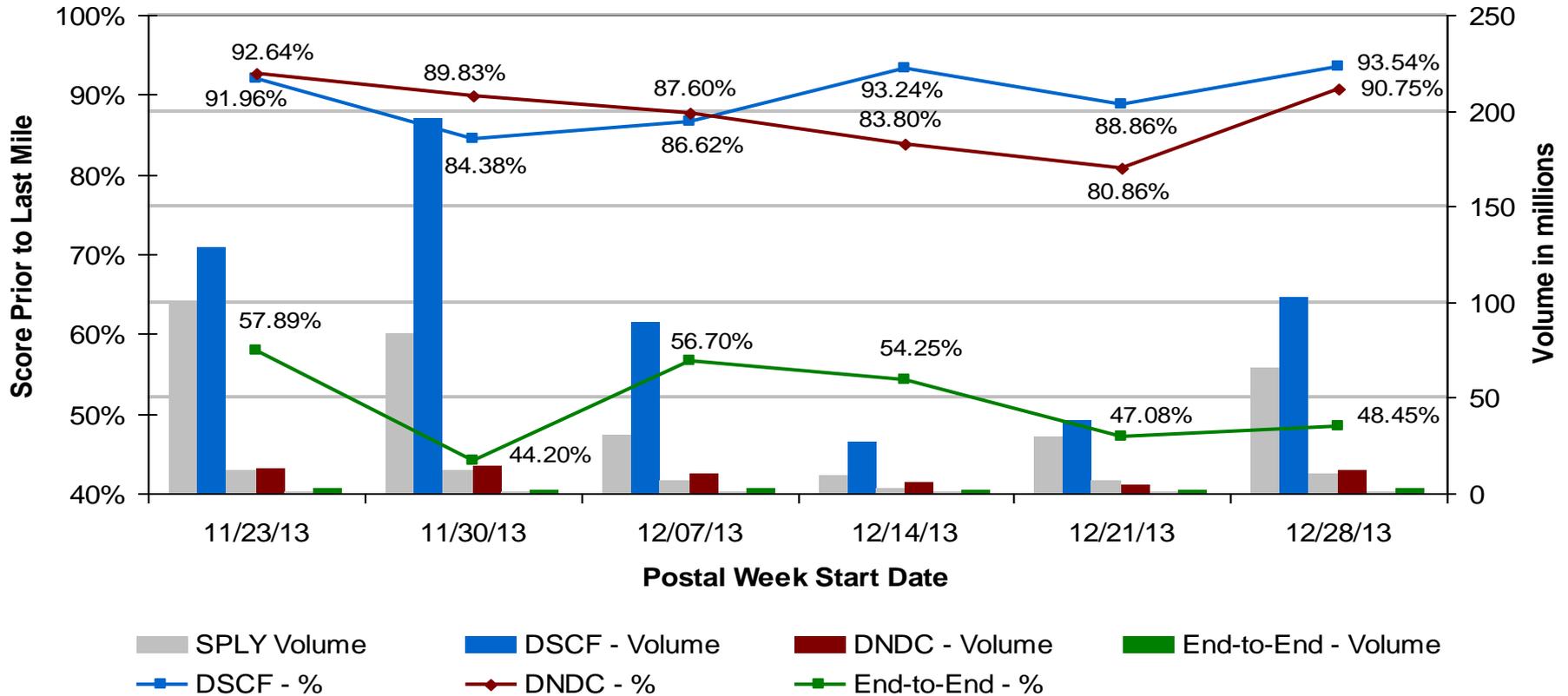
Top Exclusion Reasons	%	Exclusion Reason	Exclusion Description
	31.01%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container
	23.67%	No Piece Scan	No automation scan observed for the mailpiece
	17.66%	Invalid Entry Point for Discount Claimed (MDF)	Entry Point for Entry Discount claimed in eDoc is invalid based on container or mailpiece destination
	9.64%	Non-Unique IMb	eDoc contains mailpieces with a non-unique IMb
	5.38%	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
	2.97%	FAST Appointment Irregularity	Inconsistencies were found when validating the appointment information submitted through FAST
	2.60%	Non-Compliant	Mail identified as non-compliant due to observed inaccuracies
	2.49%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment
1.38%	Non-Unique Physical IMcb	eDoc contains containers/pallets with a non-unique IMcb	

Standard Flats



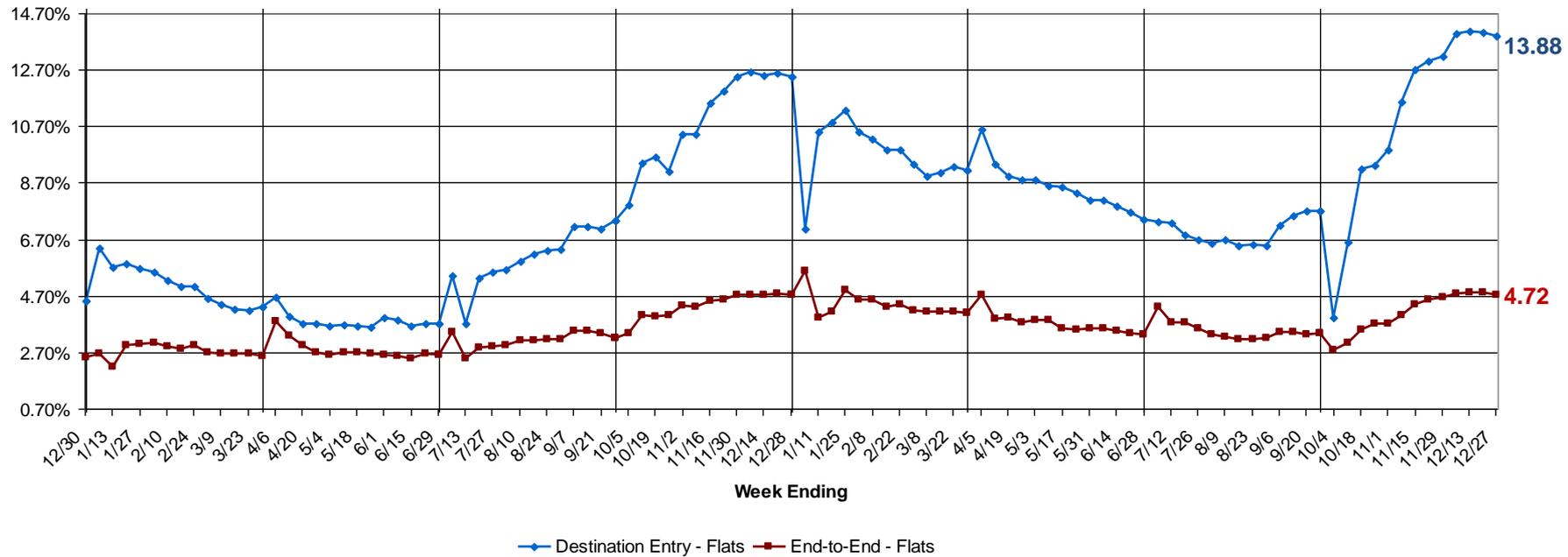
Standard Mail® FY12 to FY14 Performance By Week through Dec 31, 2013



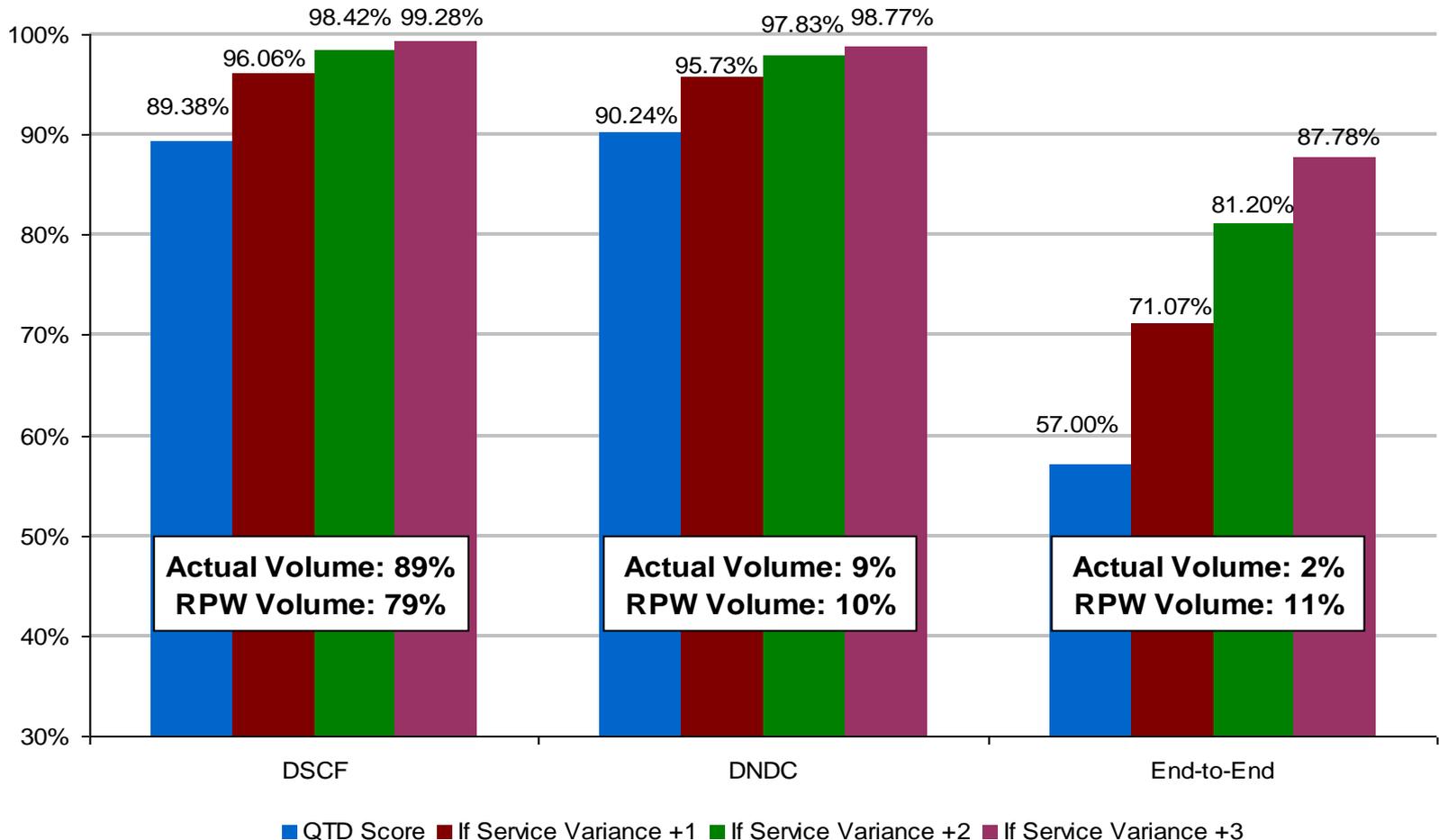


Q1 TD	Total Pieces Measured	Part 1 % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score
SCF Flats	1,413,945,100	89.38%	-14.78%	74.60%	91.00%	788,326,679	79.4%	71.43%
NDC Flats	140,772,661	90.24%	-5.82%	84.42%	91.00%	120,273,572	17.0%	82.05%
E2E Flats	29,013,112	57.00%	-4.64%	52.36%	91.00%	15,436,971	87.9%	51.08%
Total	1,583,730,873			77.48%		924,037,222	71.4%	75.07%

Destination Entry and End-to-End Last Mile Impacts



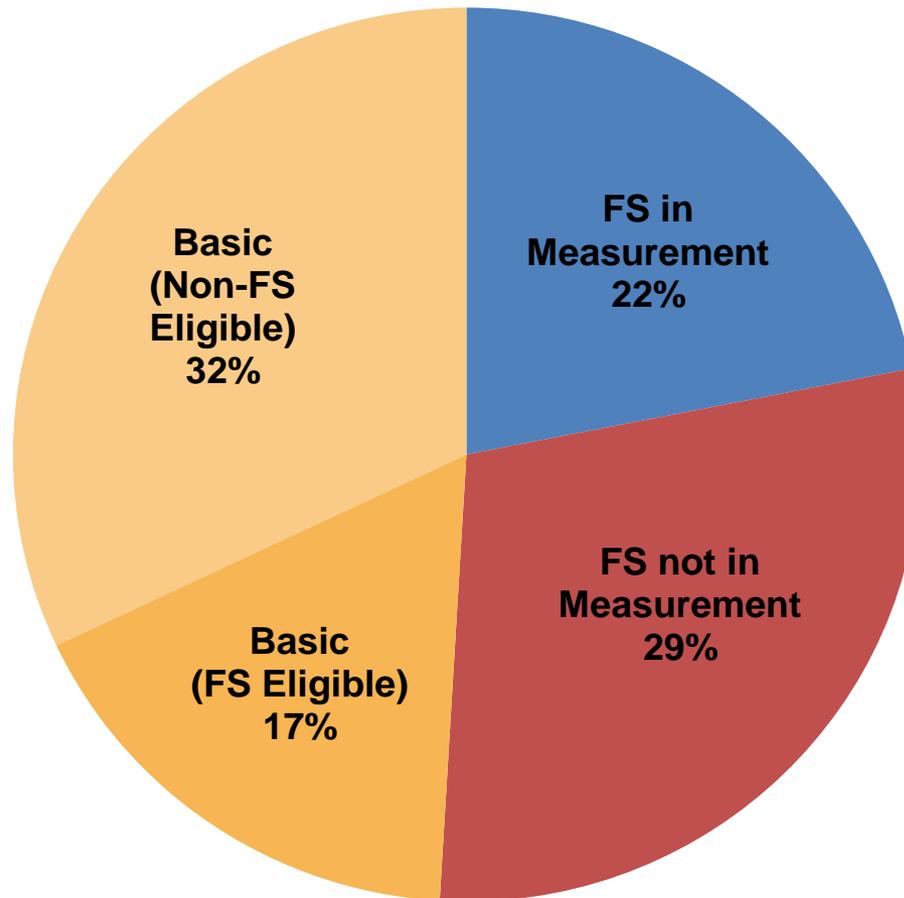
QTD DSCF and DNDC Standard Flats scores would be above 95.73% (prior to last mile), if pieces that failed by 1 day passed



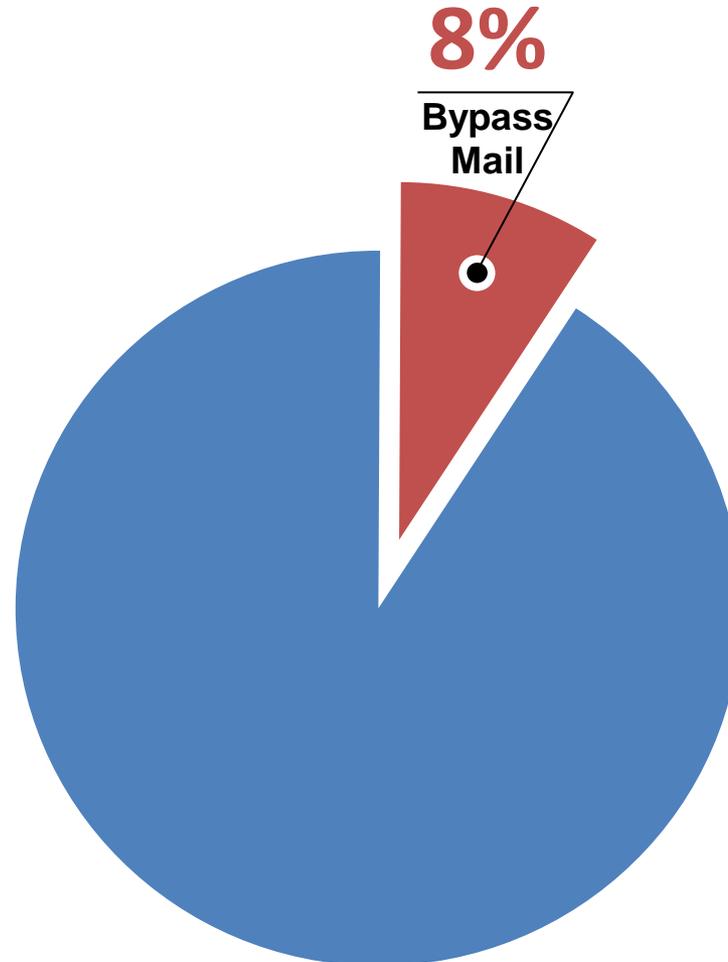
Note: Volumes may not sum to 100% due to rounding. - DDU mail pieces were not included in the RPW Volume calculation.

In Q1 FY14, 22% of Standard Mail® Flats in Service Measurement

51% of Commercial Mail is Full Service

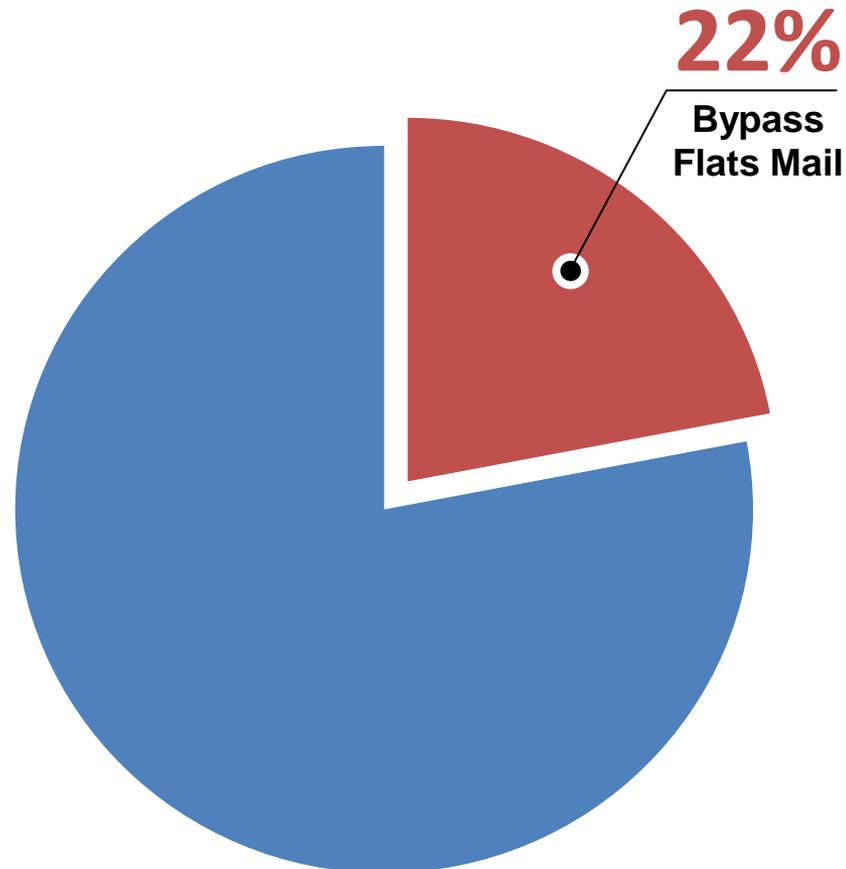


What % of Mail is Not in Visibility?



Bypass Mail - Non-automation, Drop-shipped DDU, Cross-docked to a DU, etc.

What % of Flats Mail is Not in Visibility?



Bypass Mail - Non-automation, Drop-shipped DDU,
Cross-docked to a DU.

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

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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

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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)

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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, 53% of Full Service Standard Mail® Flats was excluded from service measurement

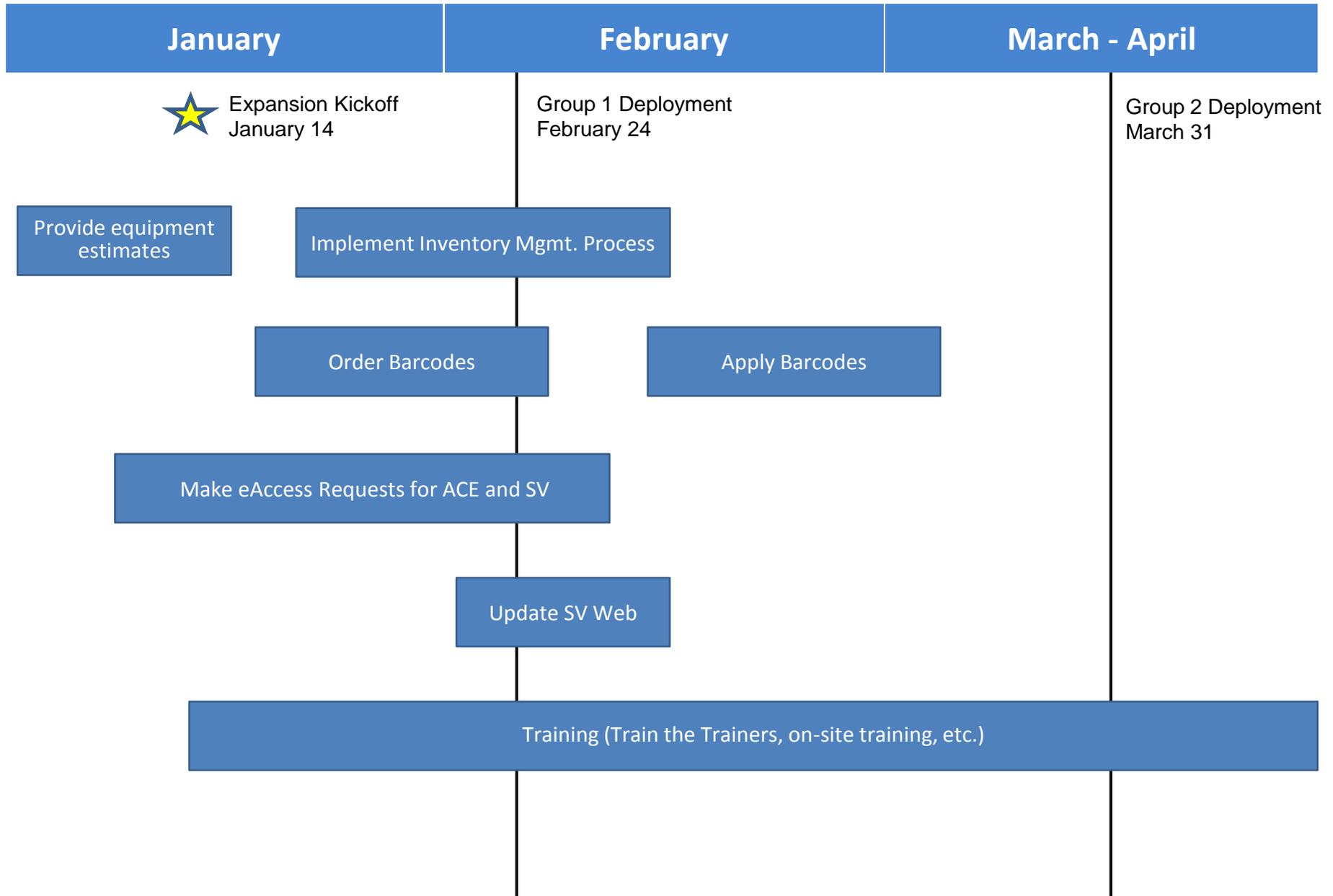
Top Exclusion Reasons	%	Exclusion Reason	Exclusion Description
	46.64%	No Piece Scan	No automation scan observed for the mailpiece
	13.56%	Invalid Entry Point for Discount Claimed (MDF)	Entry Point for Entry Discount claimed in eDoc is invalid based on container or mailpiece destination
	11.26%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container
	11.22%	Non-Compliant	Mail identified as non-compliant due to observed inaccuracies
	7.18%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment
	6.03%	Non-Unique IMb	eDoc contains mailpieces with a non-unique IMb
	1.54%	FAST Appointment Irregularity	Inconsistencies were found when validating the appointment information submitted through FAST
	0.57%	Non-Unique Physical IMcb	eDoc contains containers/pallets with a non-unique IMcb
	0.54%	Orphan Handling Unit	Orphan Handling Unit submitted at a non-BMEU location

SV Expansion Status as of 1/14/14

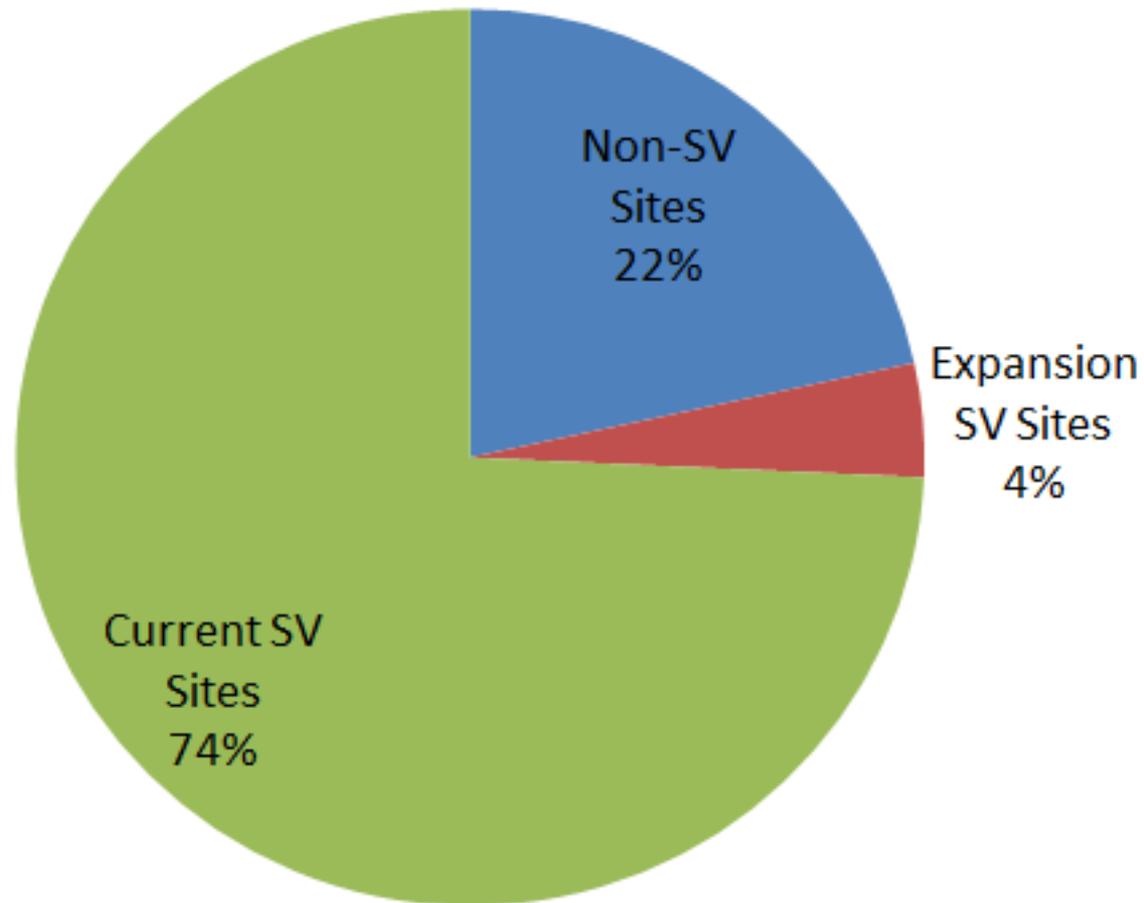
Site	Group	Wireless Survey	On Site Training
Denver Mail Processing Annex	1	1/16-1/17	2/24-2/28
Knoxville	1	1/16-1/17	2/24-2/28
Nashua	1	1/12-1/13	3/10-3/14
Rochester L&DC	1	1/14-1/15	3/3-3/7
South Florida L&DC	1	1/14-1/15	3/3-3/7
West Palm Beach PDF/PDC	1	1/12-1/13	3/10-3/14
Akron	2	TBD	3/31-4/4
Grand Rapids Annex P1	2	TBD	3/31-4/4
Linthicum	2	TBD	4/7-4/11
Milwaukee Priority Annex	2	TBD	4/7-4/11

Group 1 - Sites with existing Wi-Fi infrastructure.

Group 2 - Sites that require a Wi-Fi installation.



Volume entered at SV Sites vs. Non-SV Sites



*Based on Oct – Dec 2013 data

Address Management Updates

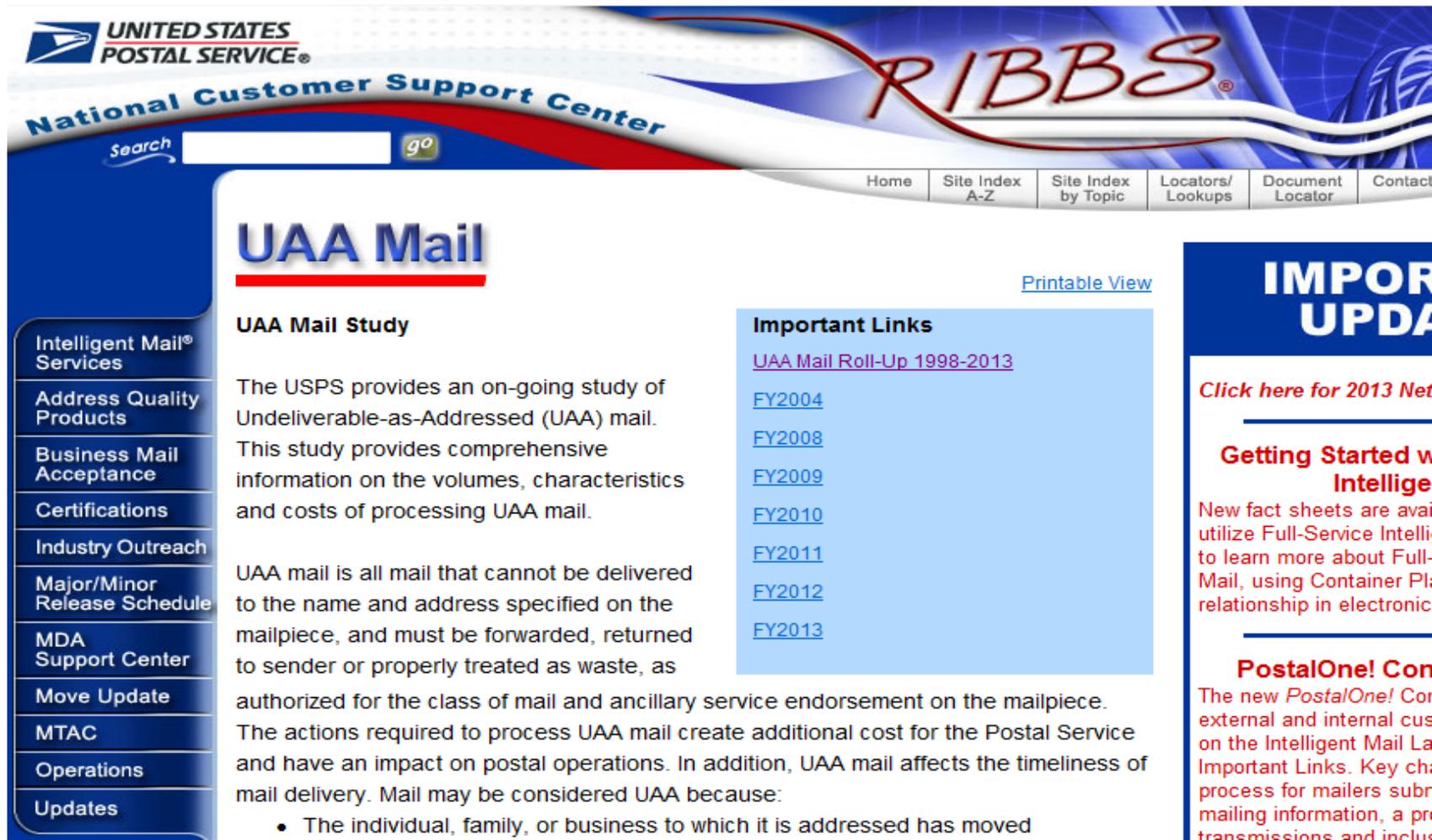


To be posted to RIBBS in the Education section under Intelligent Mail Services

Question	Answer
Vendor Authorization	Download the Vendor tool from RIBBS. Customer can find the List of approved Vendors at the link provided : https://ribbs.usps.gov/internationalvendors/documents/tech_guides/internationalproductlist.htm
I am using the IMsb Tool and am receiving an “authorization failed” error message.	An active "supported" permit must be linked to the account to complete. Customer must link their Permit to their CRID in order for the IMsB tool to function properly> The link to the User Guide is provided here: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/IMsbUserGuide.pdf
How do I add funds to my permit on the BCG?	Functionality not available. Deposits to PERMIT accounts are done at the PO of Mailing. However there is a service called CAPS that allows you to set up a ACH Debit to transfer fund using this system. The number is 650-377-1334
My job does not appear on the dashboard.	Select the date, then select All under the date, go to the right & click on Include Closed Jobs and then click search. If your job still does not show then check the MDR Client Software to make sure the upload of the Mail Job has completed successfully.
I am locked out of PostalOne!.	Click on "I forgot my password" link and answer your security questions and a generic temporary password will be email to the email associated with the Username being used. Once the email is received the customer will attempt to login to the BCG with the Username and then use the generic password and the Gateway will automatically redirect the customer to the Password Change Screen where they can set up a new password for their account.

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 New](#)

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

PostalOne! Connect

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

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%

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**