

# *MTAC*

## *Visibility And Service Performance*

*Steve Dearing*  
*Moderator*



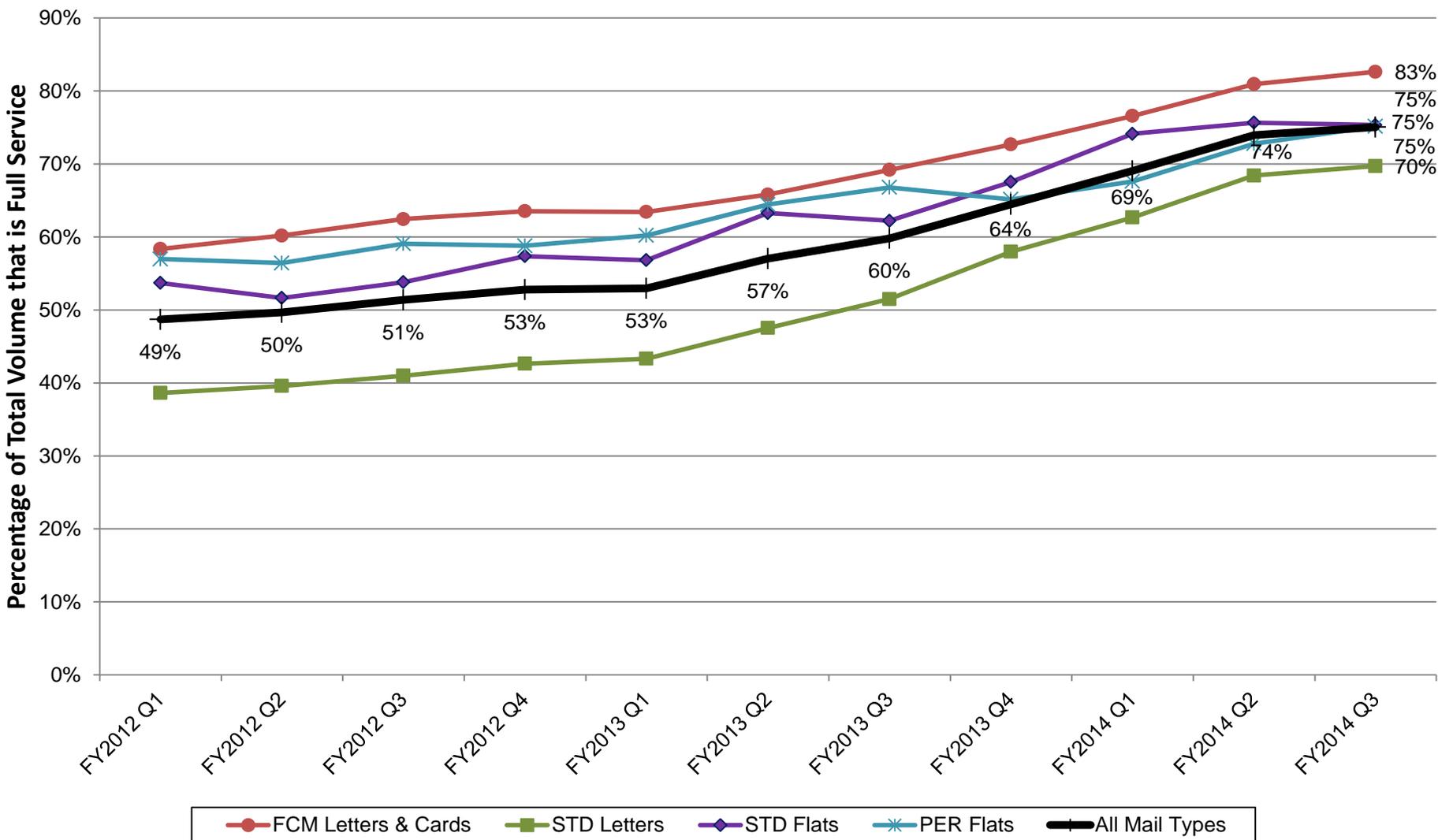
*May 21, 2014*

# *First-Class Mail*

*10:30 - 11:45*



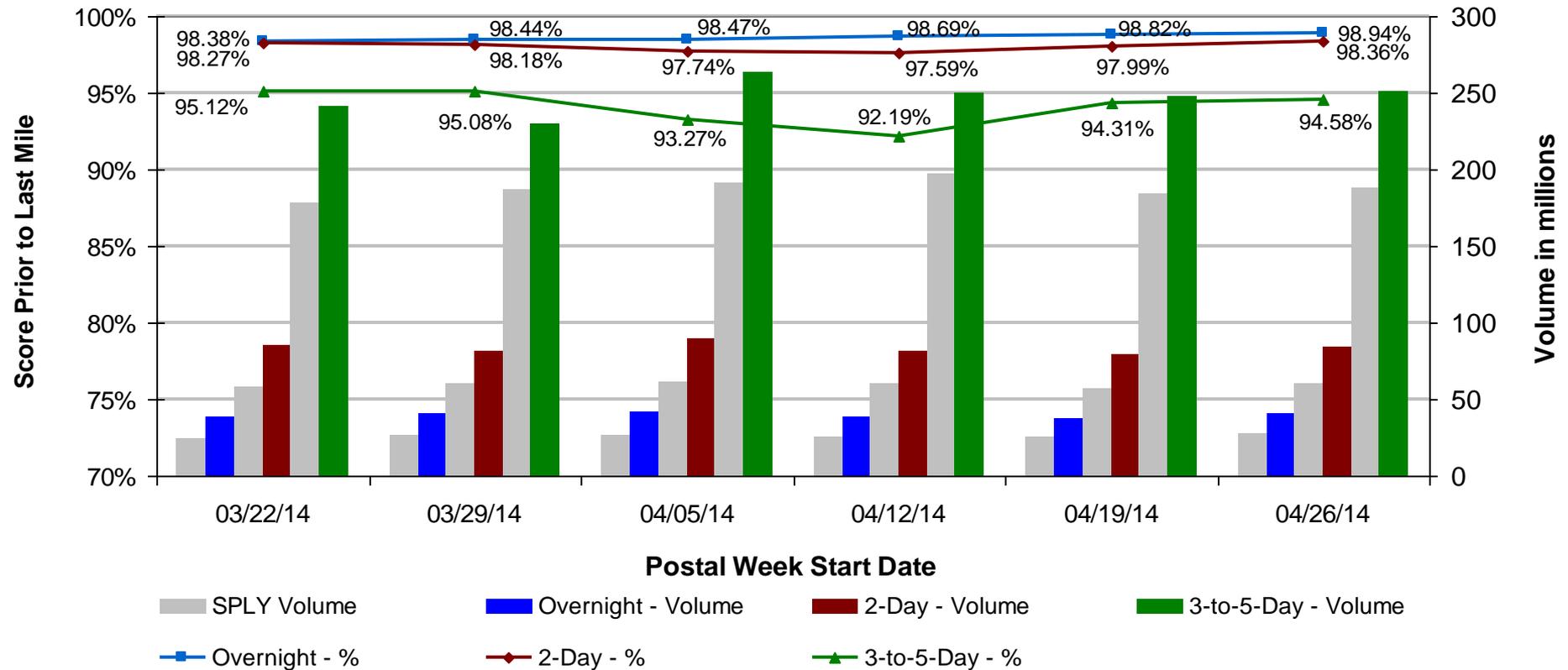
## As of April 2014, 75% of Commercial mail eligible for Full-Service was Full-Service



# Agenda

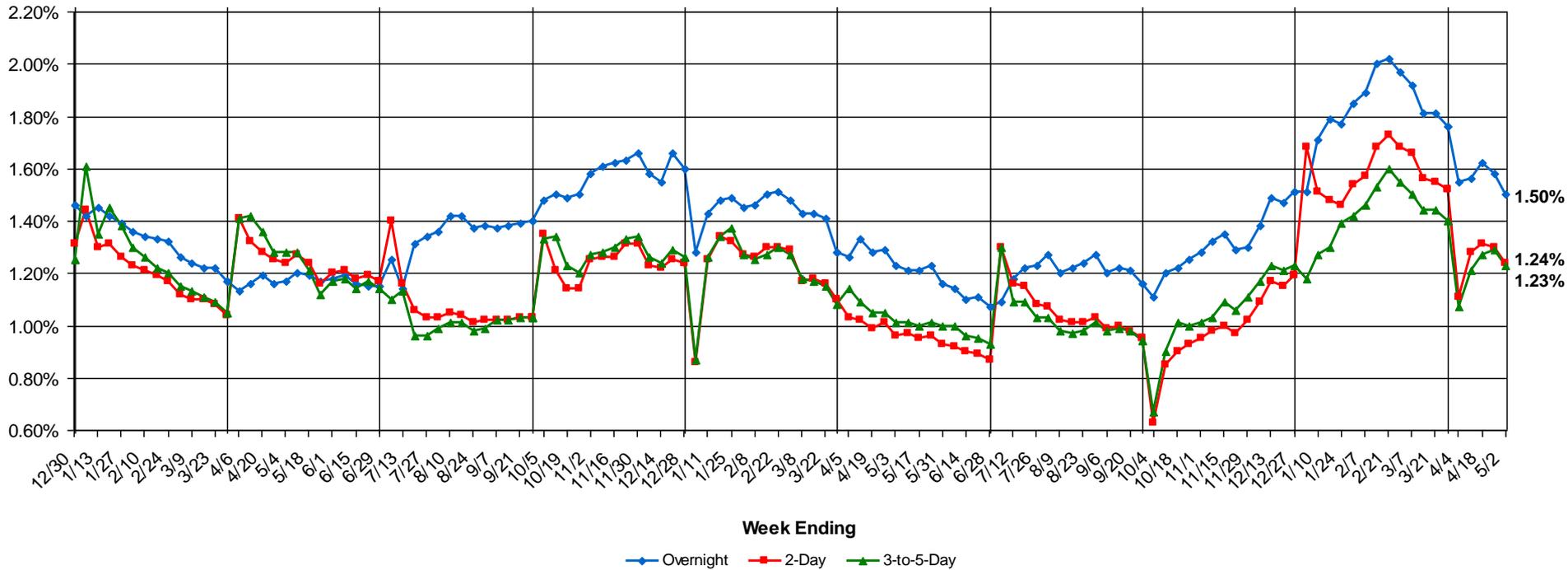
- **Recap of last meeting action items**
- **Addressing Topics:**
  - **UAA Study Update – What is planned and how can industry help?**
  - **PBSA decision and plan for Cycle O – What to do about the designator**
  - **NCOALink – Cycle O updates – What are the changes going to be and when?**
- **Container pallet scans/need for more time**
- **Service and Visibility update (service performance and tools for increasing visibility, want to see the same that the USPS is seeing)**
- **Resolution of Continuous Mailers / Start the Clock?**
- **Excluded volumes from service – what is occurring here? / What improvements are needed?**

- **Stop scan for continuous mailers to measurement. Stop scans observed before start the clock. PostalOne! non-measured data**
  
- **User Group 5 –“SA” designator understand decision impacts**  
**>> Survey distributed via UG 5**
  
- **Add the new UAA page on RIBBS**  
**>> COMPLETED**  
**<https://ribbs.usps.gov/index.cfm?page=uaamail>**

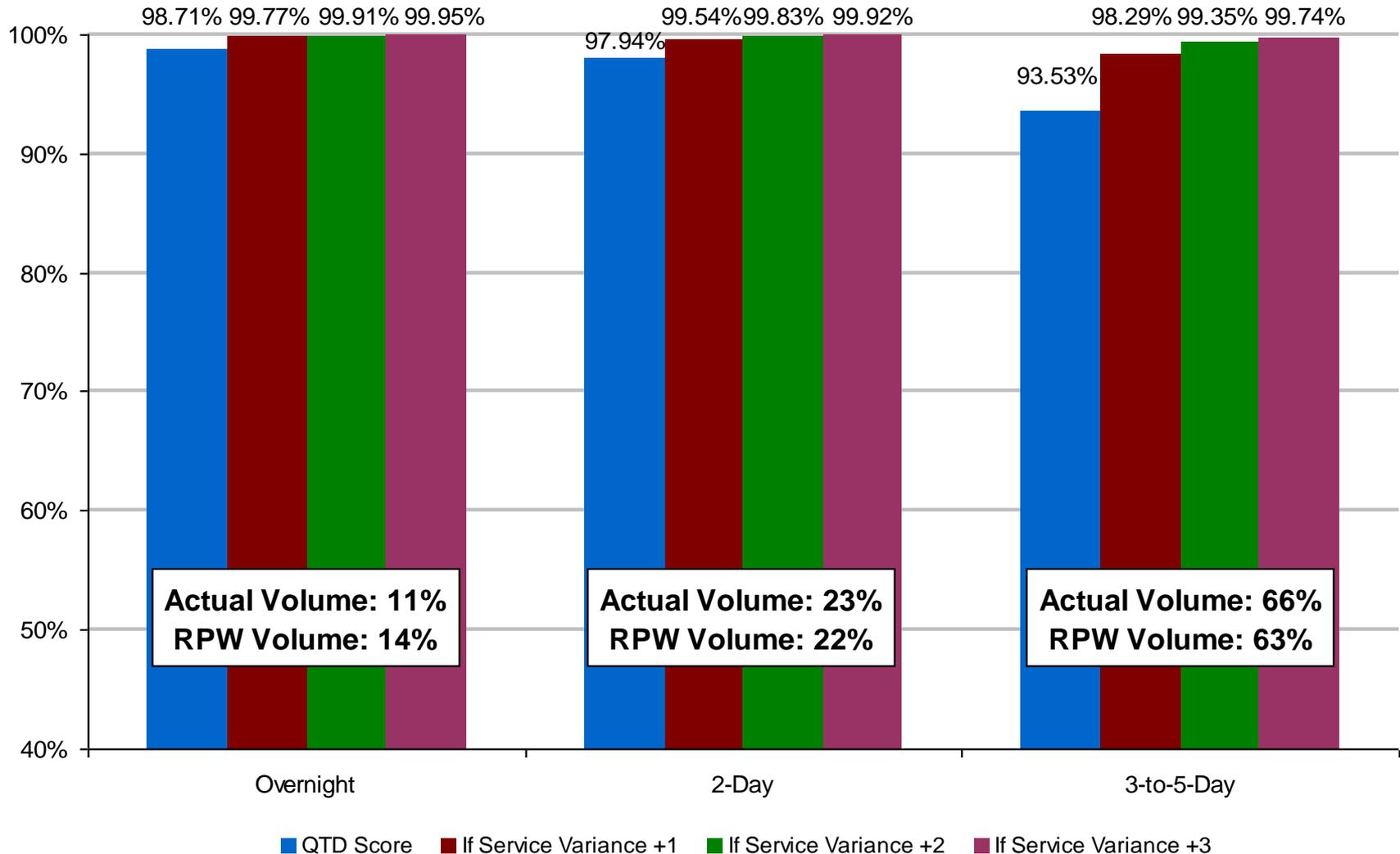


Q3 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	186,613,458	98.71%	-1.50%	97.21%	96.80%	125,726,434	48.4%	97.35%	-0.14%
2-Day	380,744,653	97.94%	-1.24%	96.70%	96.50%	285,772,558	33.2%	97.47%	-0.77%
3-to-5-Day	1,121,525,895	93.53%	-1.23%	92.30%	95.25%	910,653,823	23.2%	95.88%	-3.58%
<b>Total</b>	<b>1,688,884,006</b>			<b>93.83%</b>	<b>96.00%</b>	<b>1,322,152,815</b>	<b>27.7%</b>	<b>96.36%</b>	<b>-2.53%</b>

## All Last Mile Impacts decreased

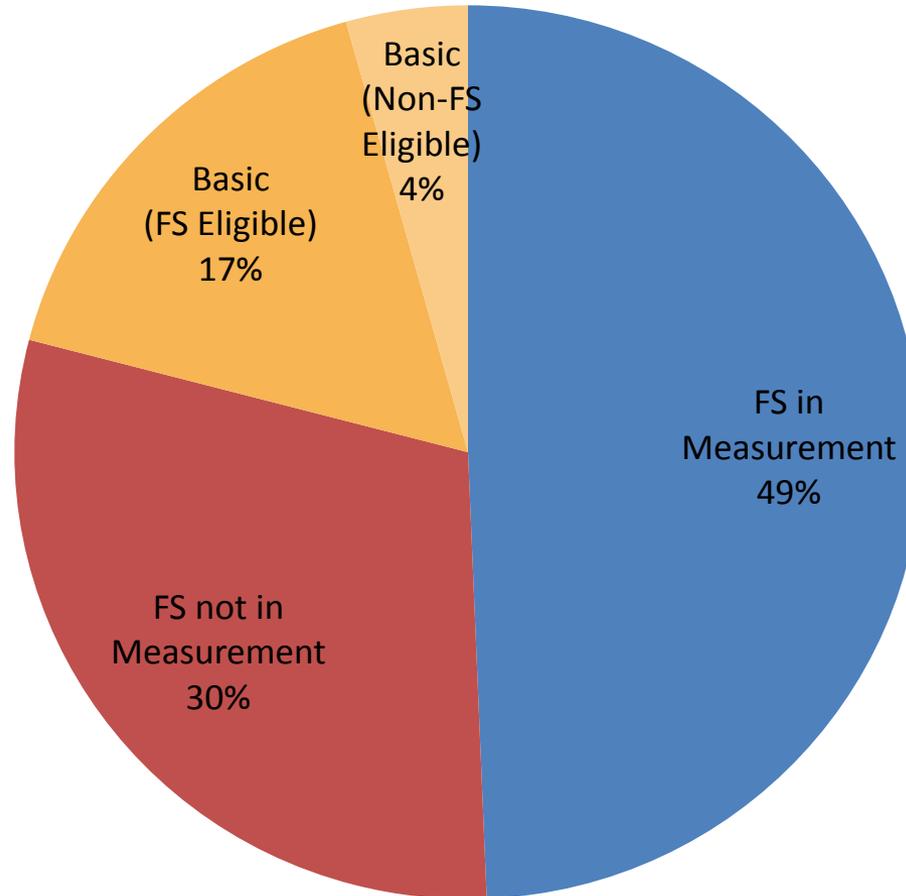


**All QTD FCM scores would be above 98.29% (prior to last mile),  
if pieces that failed by 1 day passed**



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

## 49% of First Class Letters Commercial Mail Volume is in measurement



### 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 Q2 FY14, 43% of Full Service First-Class Mail® Letters was excluded from service measurement

Top Exclusion Reasons	%	Exclusion Reason	Exclusion Description
	23.44%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container
	23.35%	Non-Compliant / In Monitoring	Mail identified as non-compliant due to observed inaccuracies or Mailers part of the 6 week monitoring period
	16.58%	Long Haul	Mail verified at a DMU then transported by USPS to a mail processing facility in a different district than the DMU
	9.19%	No Piece Scan	No automation scan observed for the mail piece
	9.16%	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
	7.30%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment
	5.78%	Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb
	1.83%	Inconsistent SPM data	Mail piece received inconsistent scan events when calculating SPM (non-chronological container/mail piece scans)
	0.71%	Excluded ZIPs	Excluded from SPM due to excluded 3 digit ZIP code

## **Top Opportunities for including more First-Class Mail in measurement**

### **USPS Opportunities**

- Container Scanning at Plants
- Measurement of USPS Transported Long Haul Mail

### **Mailer Opportunities**

- Entry Facility Accuracy
- Barcode Uniqueness

**Continuous mailings do not get impacted as a result of stop scan being observed before start the clock**

**However, logical mailings may be impacted by the stop scan before actual entry time (AET) exclusion**

- Due to lack of nesting information, Start-the-Clock for pieces within a logical mailing is based on the Start-the-Clock of the latest physical container part of the logical.
- If the latest physical container is entered after pieces from an earlier physical container are processed/finalized, those pieces are excluded
- This is only a piece level exclusion

# *Address Management Updates*



- Decision finalized for secondary address returned on competitive products:
  - Commercial Mail Receiving Agency (CMRA)
    - Input with “#” Can Return “#”, all other matches to CMRA must return “PMB”
  - PO Box Street Addressing (PBSA)
    - Input with “#” Can Return “#”, all other matches to PBSA records must return “Unit”
- Stage 1 release date May 30, 2014
- Stage 2 release date August 1, 2014

- Beginning August 2014, non-domestic military address COA records included in product
- Input address must be in proper format and DPV confirm

Correct format:

- CMR 15 Box 12
- Unit 8870 Box 736896

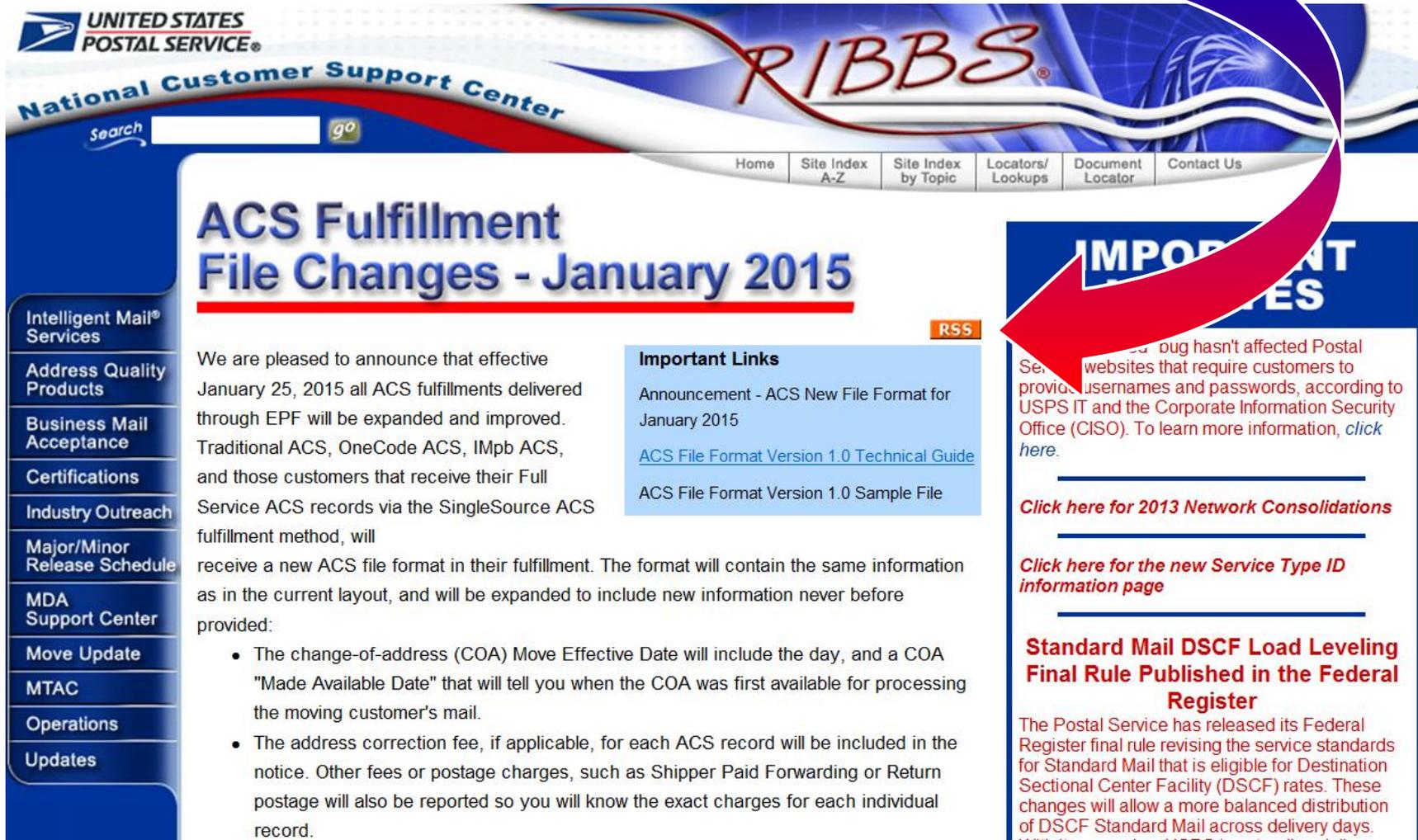
## Effective January 25, 2015

- 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.
- This change does NOT affect Full Service ACS provided through the Business Customer Gateway

- The format will be expanded to include new information never before provided
  - COA Move Effective Date will include the day
  - COA "Made Available Date"
  - Know the charges for each individual record
  - Know when, how, and where the undeliverable mailpiece was processed.
- A new and improved monthly ACS invoice includes:
  - Counts and amounts for each Mailer ID & Participant ID
  - Matching data file that can be imported into spreadsheets
  - Matching the record counts to your Shipping Notice.
- A Sample File & Technical Guide is available NOW

[https://ribbs.usps.gov/acs/newACSformat/ACSFileVersion1\\_Sample.zip](https://ribbs.usps.gov/acs/newACSformat/ACSFileVersion1_Sample.zip)

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## ACS Fulfillment File Changes - January 2015

**Intelligent Mail® Services**  
**Address Quality Products**  
**Business Mail Acceptance**  
**Certifications**  
**Industry Outreach**  
**Major/Minor Release Schedule**  
**MDA Support Center**  
**Move Update**  
**MTAC**  
**Operations**  
**Updates**

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.

**Important Links**

- Announcement - ACS New File Format for January 2015
- [ACS File Format Version 1.0 Technical Guide](#)
- [ACS File Format Version 1.0 Sample File](#)

**RSS**

**IMPORTANT NEWS**

... bug hasn't affected Postal Service websites that require customers to provide usernames and passwords, according to USPS IT and the Corporate Information Security Office (CISO). To learn more information, [click here](#).

**Click here for 2013 Network Consolidations**

**Click here for the new Service Type ID information page**

**Standard Mail DSCF Load Leveling Final Rule Published in the Federal Register**

The Postal Service has released its Federal Register final rule revising the service standards for Standard Mail that is eligible for Destination Sectional Center Facility (DSCF) rates. These changes will allow a more balanced distribution of DSCF Standard Mail across delivery days.

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

# *SV Expansion*



## SV Expansion Summary

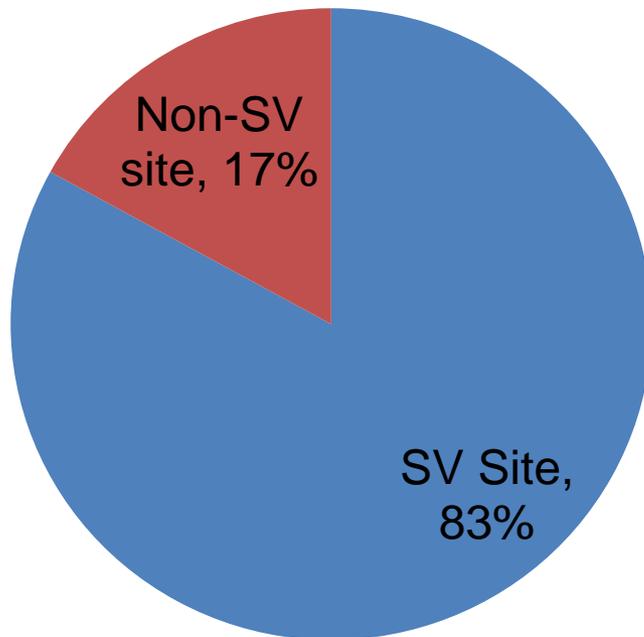
January 2014, Surface Visibility began expanding to ten new sites as part of an overall plan to increase the amount of Drop Shipment volume accepted using the SV application to support eInduction

- On-site training is complete at all ten plants
- All sites have full SV functionality
- Project is complete, close-out activities are in progress

Expansion Site	Area	Training Completed
Linthicum IMF	Capital Metro	February 28
Akron P&DC	Eastern	February 28
Knoxville P&DC	Eastern	March 7
Rochester L&DC	Eastern	March 7
Grand Rapids Processing Annex	Great Lakes	March 14
Milwaukee MPA	Great Lakes	March 28
Nashua L&DC	Northeast	April 4
South Florida L&DC	Southern	April 11
West Palm Beach P&DC	Southern	April 11
Denver Priority Facility	Western	April 18

## Volume entered at SV Sites vs. Non-SV Sites

### Volume After SV Expansion



	SV Site	NON-SV Site
<b>Prior to Expansion</b>	<b>74%</b>	<b>26%</b>
<b>Mar-14</b>	<b>78%</b>	<b>22%</b>
<b>Apr-14</b>	<b>83%</b>	<b>17%</b>

- SV Site
- Non-SV site

# *Bundle Visibility*



- **Progress on bundle visibility**
  - **Implemented Nesting Logic**
  - **Upgraded Scanners with ability to scan Trailer barcodes (99T)**
  - **Vetting options for data provisioning with IT**
  - **Planned Pilot in July for exception scanning (Inventory Concept) generating new visibility events for Flats (bundles)**
    - **Arrival-At-Unit**
    - **Out for Delivery**

**Discussion  
&  
Questions**