

MTAC

Visibility And Service Performance

Steve Dearing
Moderator



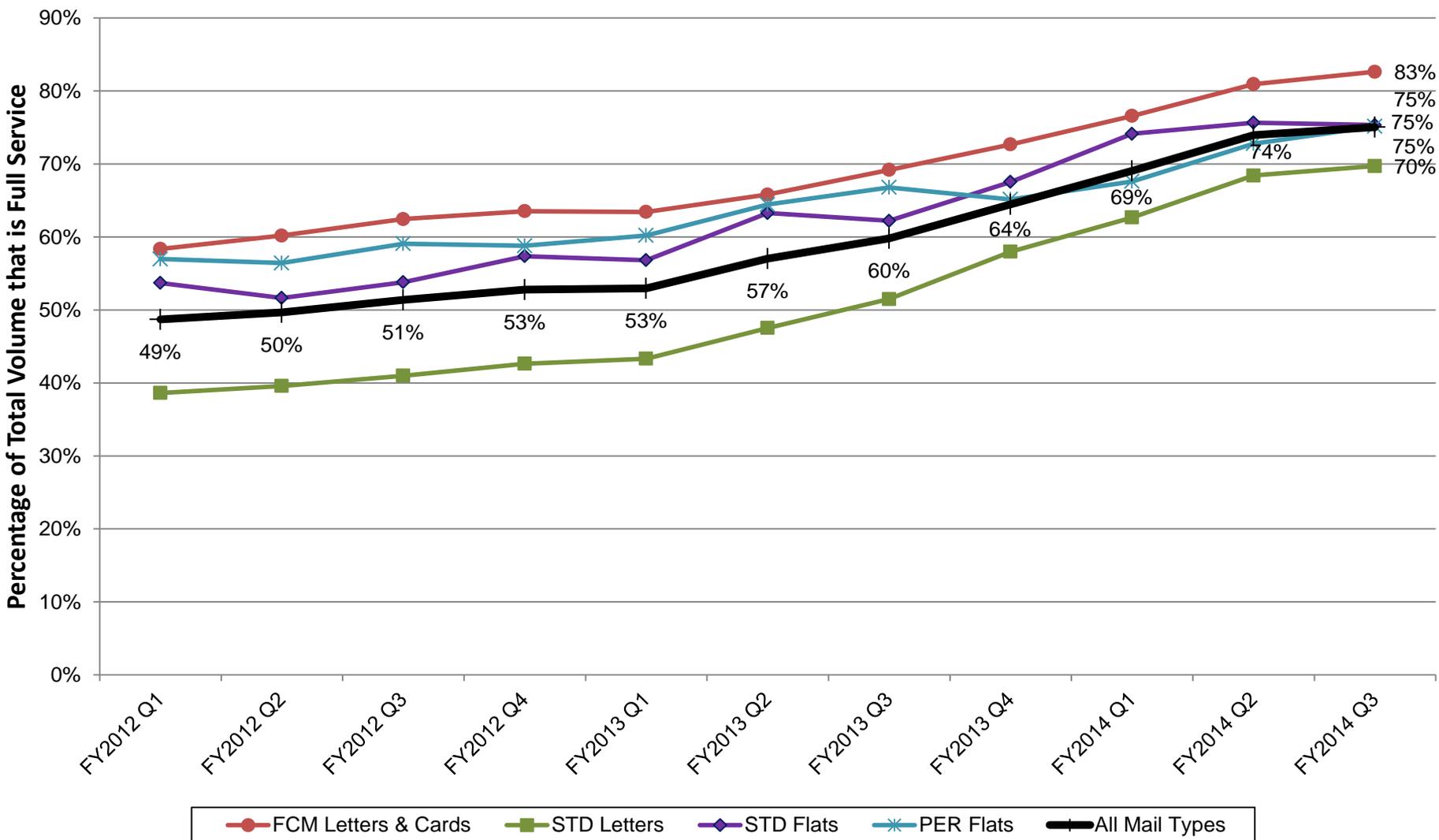
May 21, 2014

*Standard
Mail*

2:45 - 4:00



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



Agenda

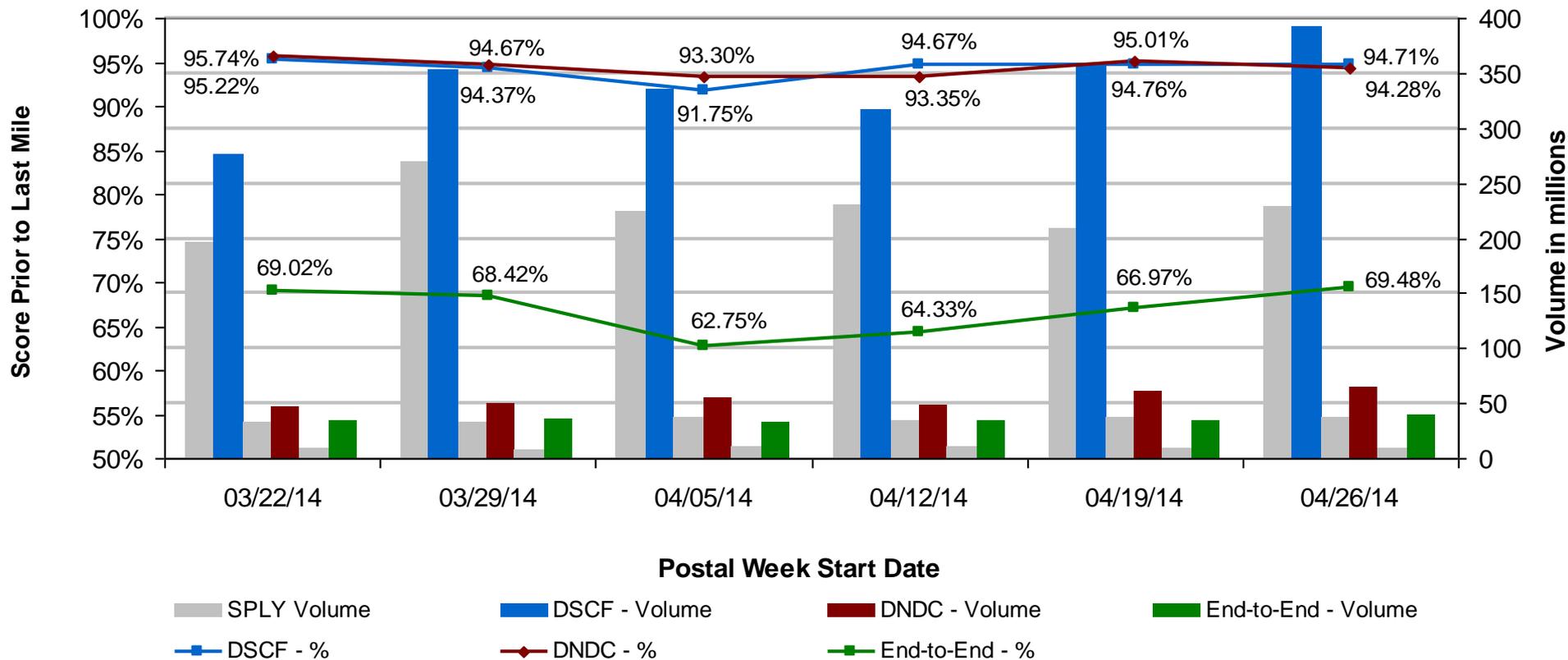
- **Visibility of “Staged” SCF**

- **Steve Dearing to perform an initial analysis to ID how / where to investigate mail exclusion percentages**
- **Exclusions are being added to micro-strategy reports. Update?**

Standard Letters

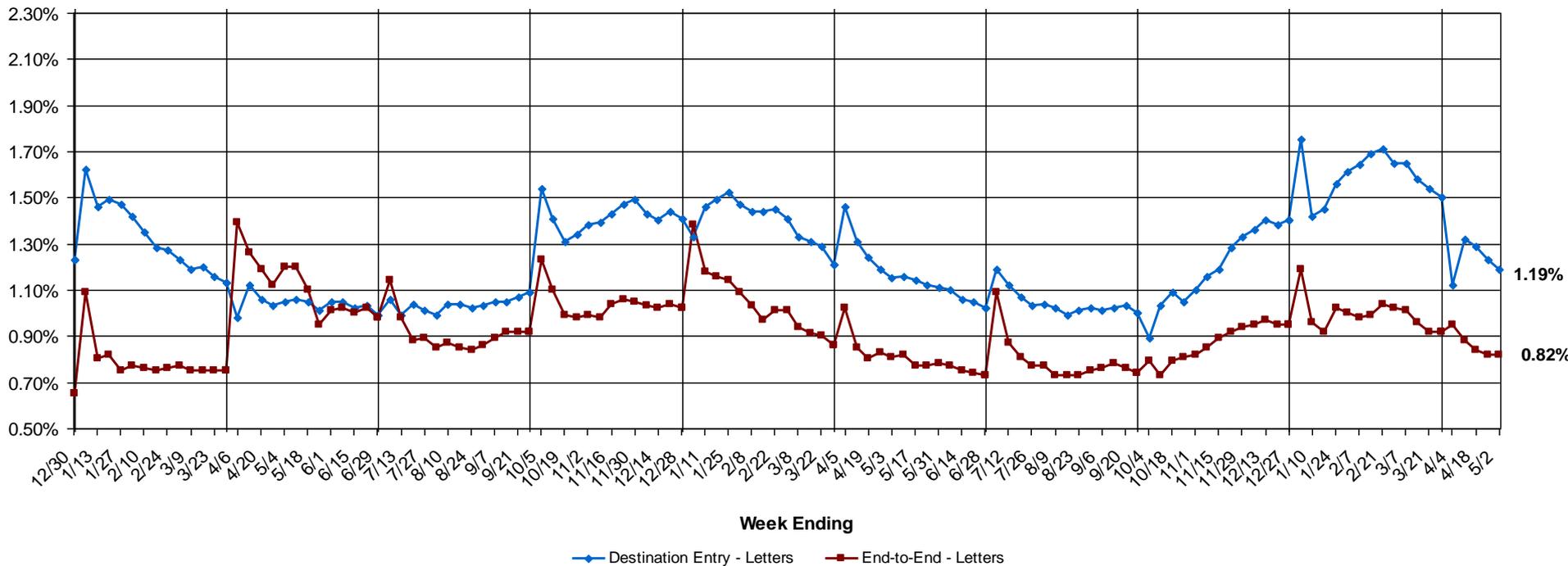


Q3 Standard Mail® (Letters) Score Trend

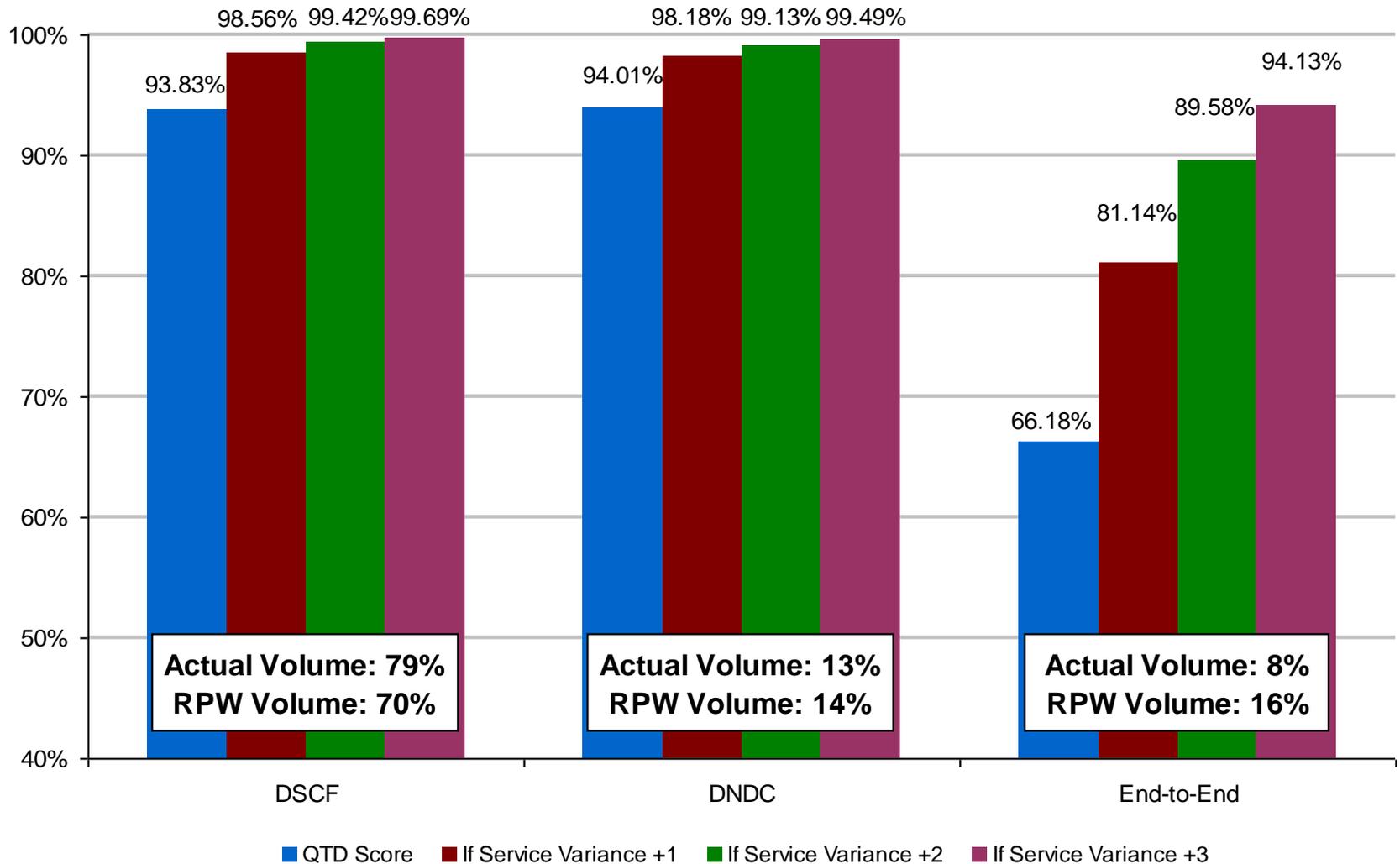


Q3 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	1,618,170,007	93.83%	-1.19%	92.64%	91.00%	1,124,268,724	43.9%	92.58%	0.06%
NDC Letters	261,939,112	94.01%	-1.18%	92.83%	91.00%	176,477,397	48.4%	92.22%	0.61%
E2E Letters	164,681,880	66.18%	-0.82%	65.36%	91.00%	47,366,710	247.7%	66.82%	-1.46%
Total	2,044,790,999			88.29%		1,348,112,831	51.7%	88.02%	0.27%

Destination Entry and End-to-End Last Mile Impacts were mixed

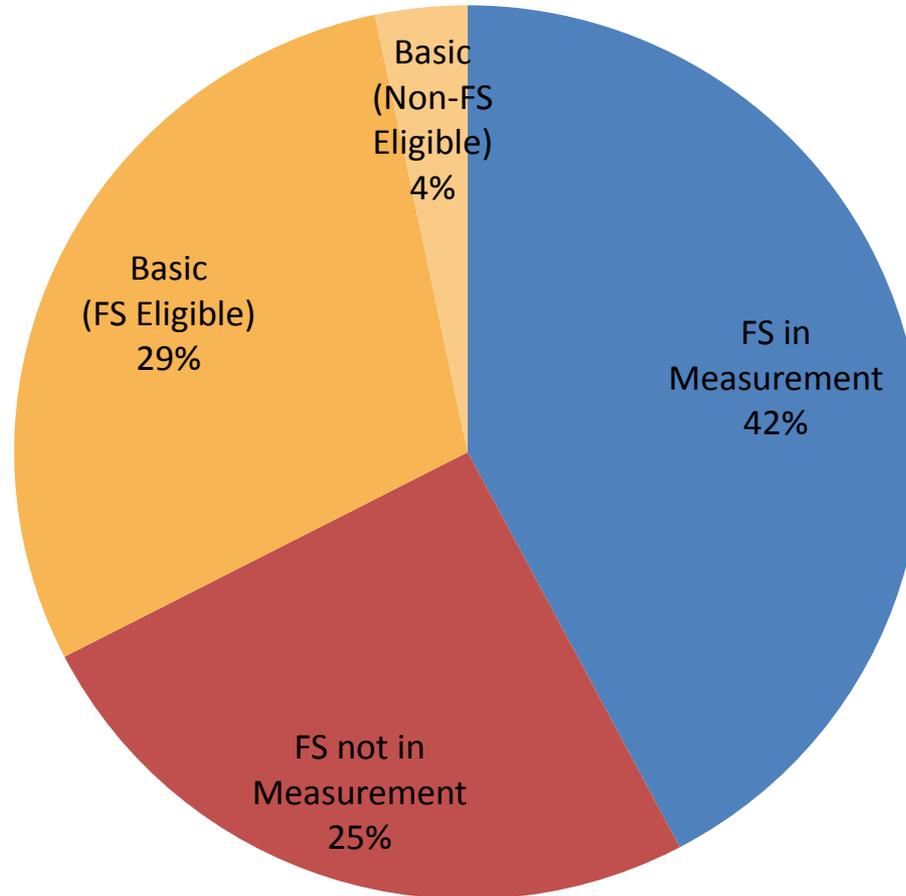


QTD DSCF and DNDC Standard Letters scores would be above 98.18% (prior to last mile), if pieces that failed by 1 day passed



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

42% of Standard Letters Commercial Mail Volume is in measurement



April 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.

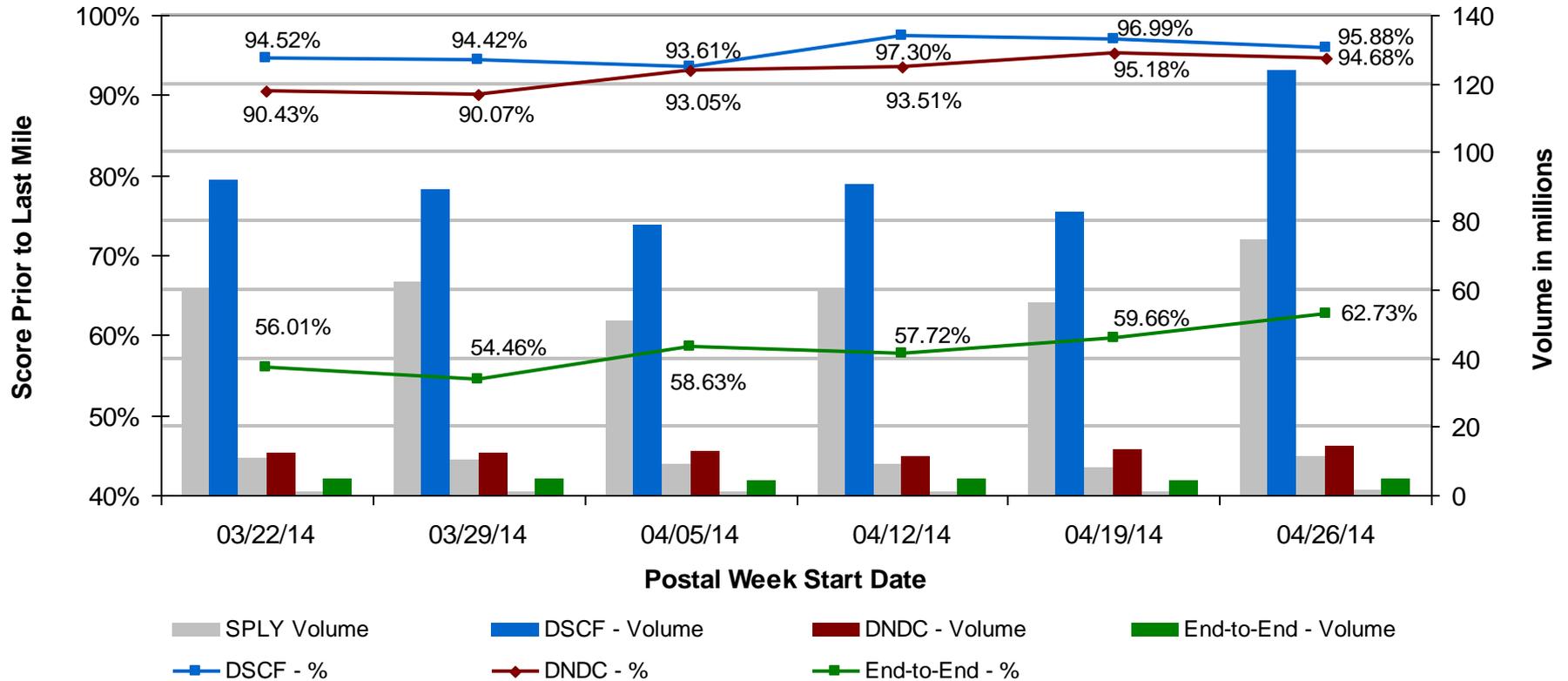
In Q2 FY14, 48% of Full Service Standard Mail® Letters was excluded from service measurement

Top Exclusion Reasons	%	Exclusion Reason	Exclusion Description
	30.50%	No Piece Scan	No automation scan observed for the mail piece
	28.78%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container
	15.47%	Non-Compliant/ In Monitoring	Mail identified as non-compliant due to observed inaccuracies or Mailers part of the 6 week monitoring period
	12.06%	Invalid Entry Point for Discount Claimed (MDF)	Entry Point for Entry Discount claimed in eDoc is invalid based on container or mail piece destination
	5.83%	Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb
	3.06%	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
	2.23%	Non-Unique IMtb	eDoc contains Handling Units with a non-unique IMtb
	2.07%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment

Standard Flats



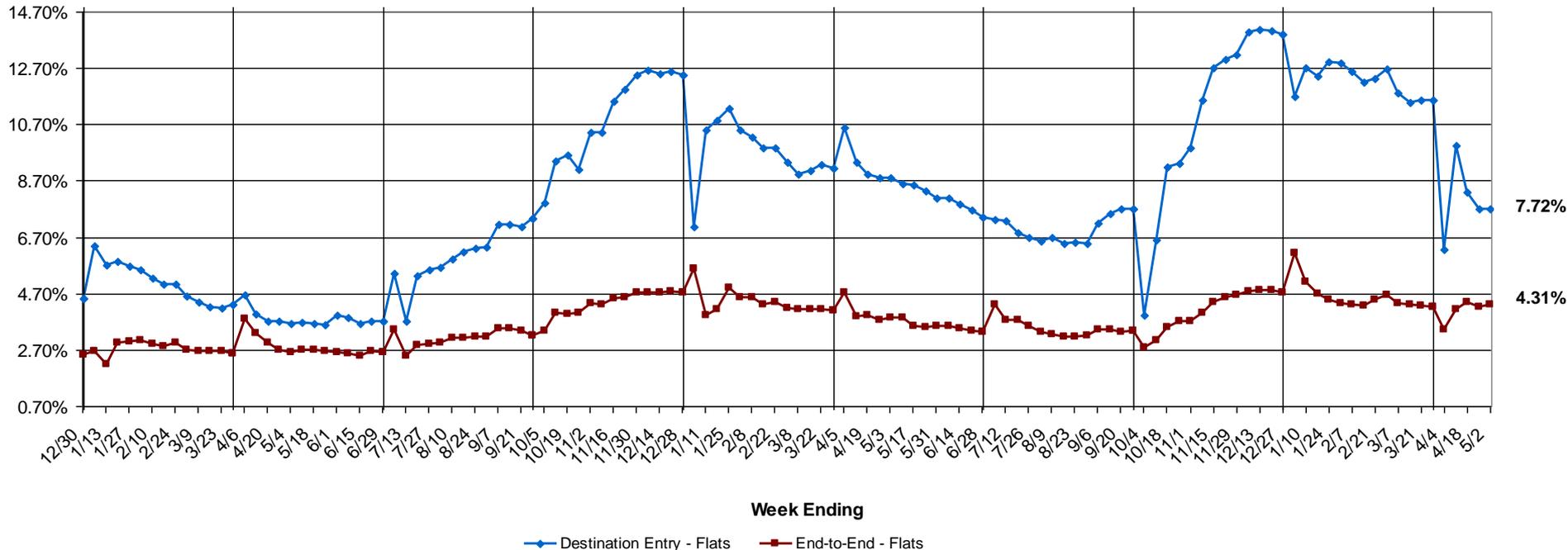
Q3 Standard Mail® (Flats) Score Trend



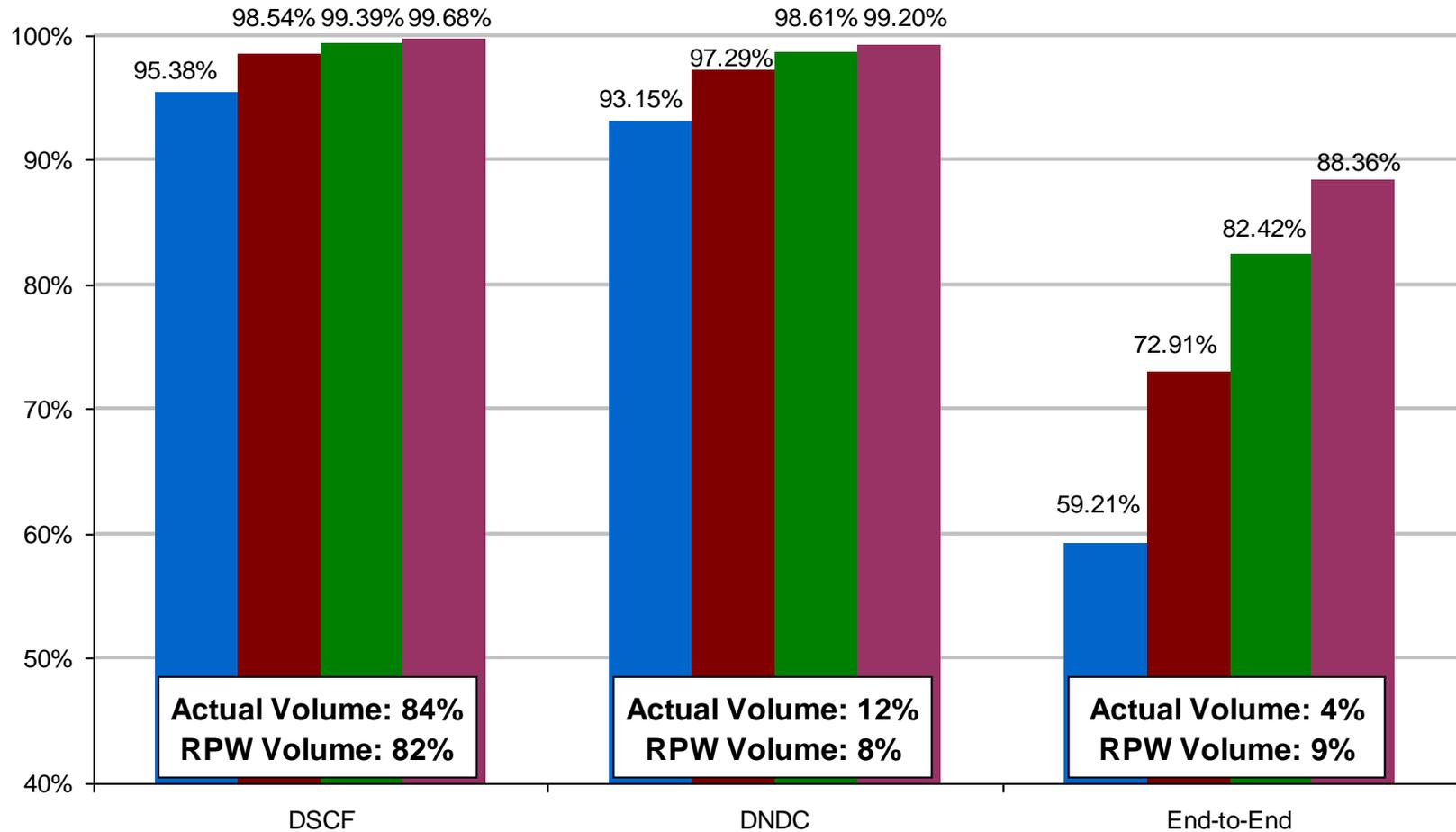
Q3 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	414,886,996	95.38%	-8.08%	87.30%	91.00%	291,908,430	42.1%	83.81%	3.49%
NDC Flats	57,481,361	93.15%	-4.31%	88.84%	91.00%	45,732,002	25.7%	88.43%	0.41%
E2E Flats	19,294,749	59.21%	-4.31%	54.90%	91.00%	6,062,715	218.3%	57.43%	-2.53%
Total	491,663,106			86.71%		343,703,147	43.0%	84.72%	1.99%

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

Destination Entry and End-to-End Last Mile Impacts were mixed



QTD DSCF and DNDC Standard Flats scores would be above 97.29% (prior to last mile), if pieces that failed by 1 day passed

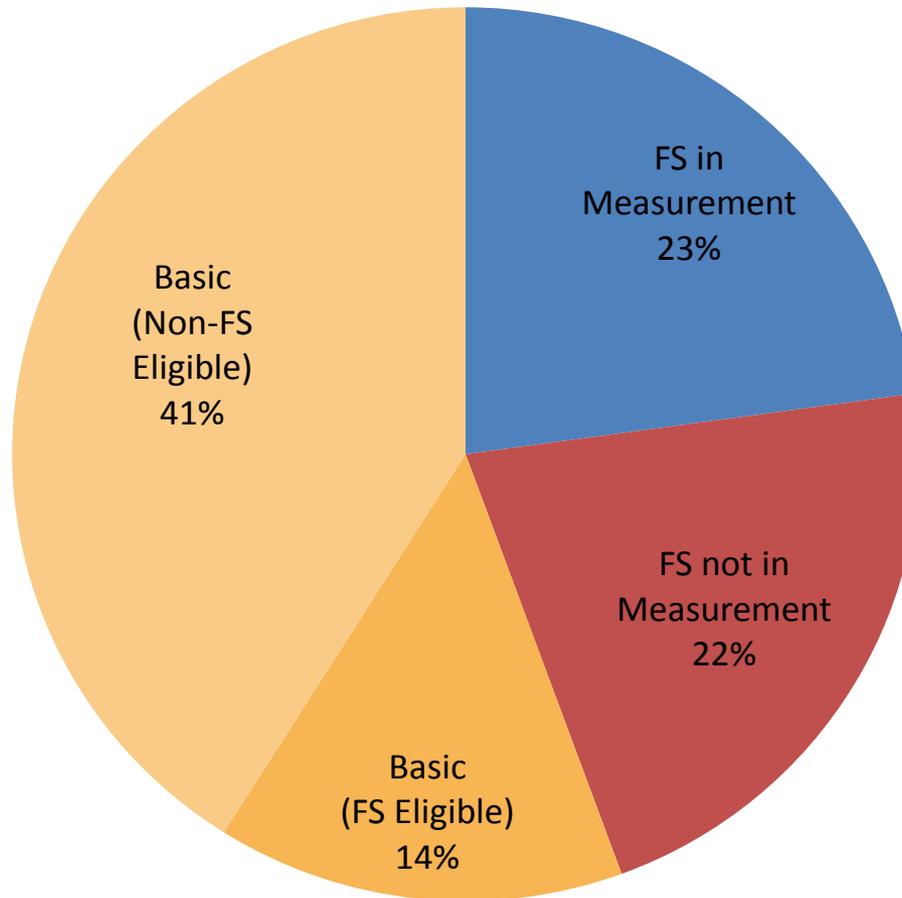


■ QTD Score
 ■ If Service Variance +1
 ■ If Service Variance +2
 ■ If Service Variance +3

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



April 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

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, 58% of Full Service Standard Mail® Flats was excluded from service measurement

	%	Exclusion Reason	Exclusion Description
Top Exclusion Reasons	38.45%	No Piece Scan	No automation scan observed for the mail piece
	18.72%	Non-Compliant/ In Monitoring	Mail identified as non-compliant due to observed inaccuracies or Mailers part of the 6 week monitoring period
	14.11%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container
	14.01%	Invalid Entry Point for Discount Claimed (MDF)	Entry Point for Entry Discount claimed in eDoc is invalid based on container or mail piece destination
	7.54%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment
	3.56%	Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb
	2.19%	Non-Unique Physical IMcb	eDoc contains containers/pallets with a non-unique IMcb
	1.41%	Inconsistent SPM data	Mail piece received inconsistent scan events when calculating SPM (non-chronological container/mail piece scans)

Scanning of the trailer barcode and bundles at the delivery unit will be piloted in Q4 FY14 to enhance flats mail visibility

Delivery Unit Scanning

- Scanning of the 99T/99Z trailer barcode upon arrival at the delivery unit
- Scanning of bundles held in inventory and/or going out for delivery



Benefits

- More mail in measurement
- Improvement in last mile service performance diagnostics
- Reduction in last mile impact
- Enhanced bundle visibility for Full-Service mailers

❑ **Enhanced Mail Visibility**

- Enhanced visibility into delivery of flats/bundles with provisioning of Arrived at Unit and Out for Delivery scan events
- Increase in the number of scan events per piece using nesting data
- Reduced data latency for container, tray, and bundle visibility data

❑ **Reduced Service Measurement Exclusions**

- More flats mail in measurement with delivery unit scanning
- Improved container scanning at plants to increase Start-the-Clock yield
- Visibility into exclusions through the Mailer Scorecard

❑ **Facility Reference Data**

- Single point of reference for facility data

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

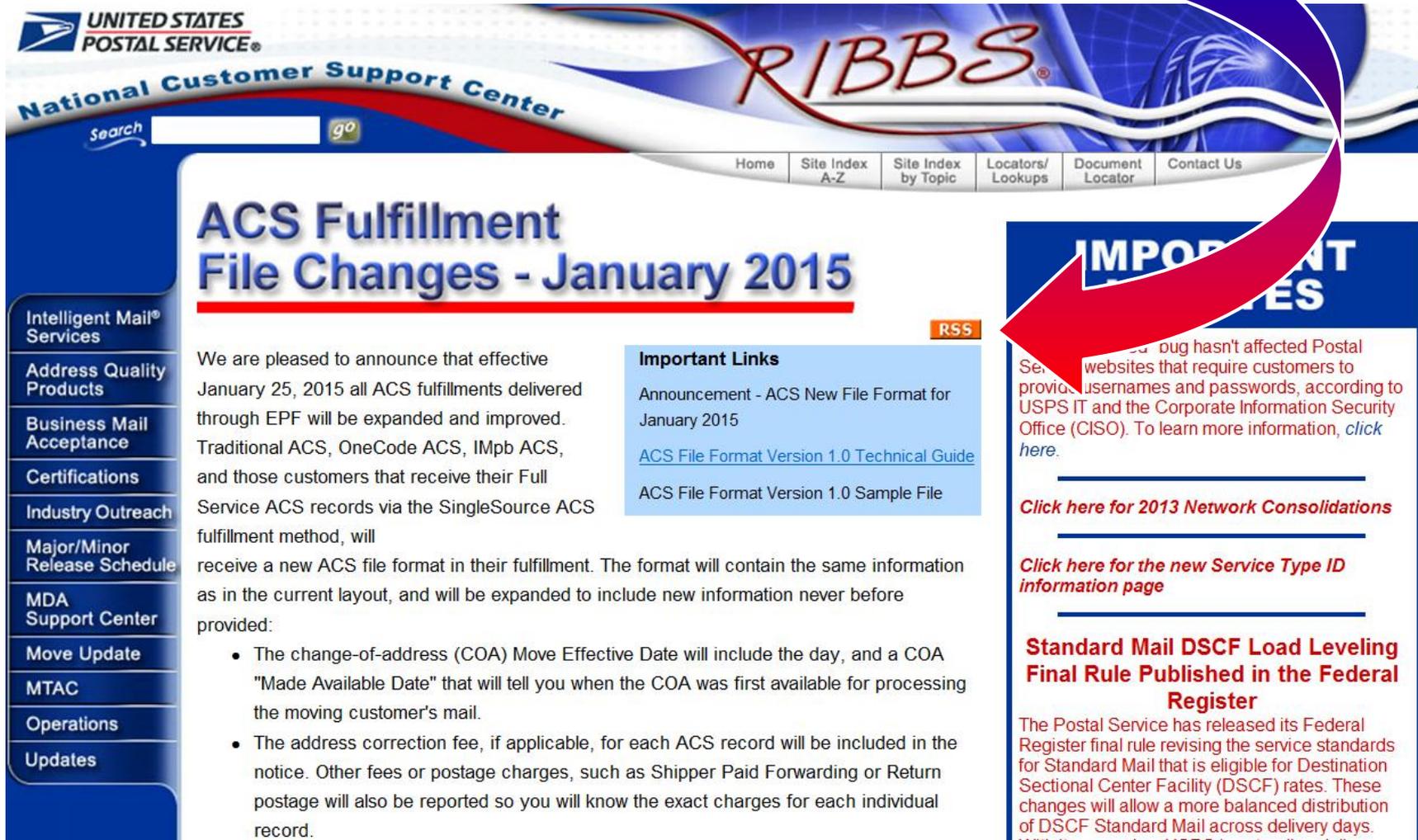
Effective January 25, 2015

- 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

Be sure to subscribe to the RSS Feed!



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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>

July 27, 2014

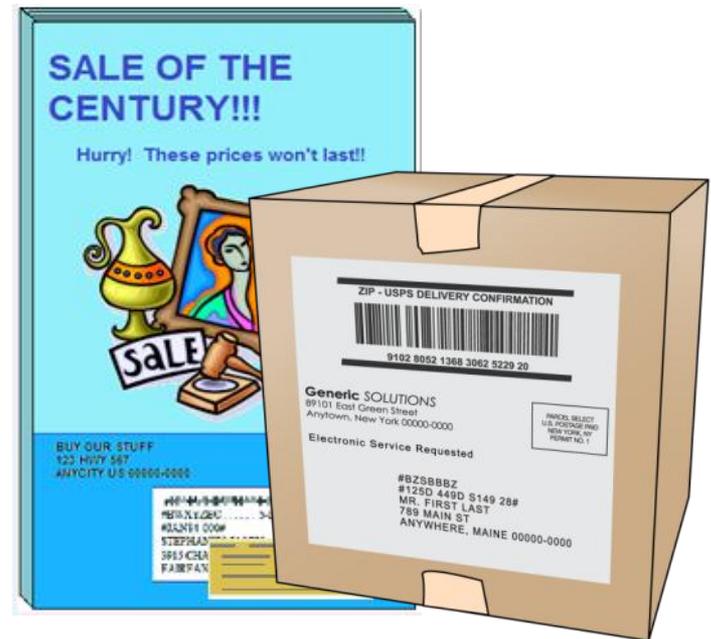
- Traditional ACS with Shipper Paid Services for Parcels will include an option to pay both Forwarding and RETURN POSTAGE through ACS.
- Available with “*Address Service Requested*”

January 25, 2015

- Change Service Requested (Option 2)
 - Standard Mail® Letters and Flats
 - Bound Printed Matter Flats
- New ACS File Format Version 1 for ACS fulfillments provided through EPF

Shipper Paid *Forwarding* allows parcel mailers to receive an electronic address correction and pay forwarding postage via their ACS account.

- Avoid forwarding as “Postage Due” for Parcel Select, Package Services (including *Library Mail*, *Media Mail*, *Parcel Post*), and Bound Printed Matter
- Avoid the “Weighted Fee” on Standard Mail® parcels and Parcel Select Lightweight returns
- **Available July 27, 2014** the Shipper Paid Services mailer may also pay RETURN POSTAGE through ACS.
- The new Traditional ACS with Shipper Paid Services Technical Guide for July 2014 is available at: <https://ribbs.usps.gov/acs>



Available January 25, 2015

For Standard Mail letters and flats and Bound Printed Matter flats with the Intelligent Mail® barcode:

- If COA on file, letter or flat will be forwarded to new address and ACS notice is generated.
 - Charged appropriate forwarding fee* for a letter or flat
 - Plus the address correction fee if applicable for the ACS™ notice.
- If not forwardable, mail is discarded and only the address correction fee is charged if applicable.
- A Printed endorsement is required for Standard Mail and Bound Printed Matter.
- Will also be available with Traditional ACS



* Prices not yet final.

CSR Opt 2 Invoice February 25, 2015

- 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.
- The Full-Service mailer will have an option to change the billing information for the invoice by setting up a SingleSource ACS account.

SV Expansion



SV Expansion Summary

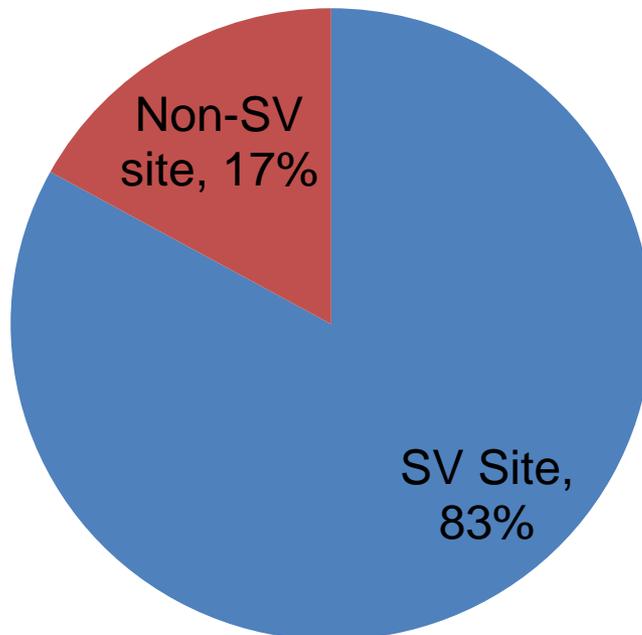
January 2014, Surface Visibility began expanding to ten new sites as part of an overall plan to increase the amount of Drop Shipment volume accepted using the SV application to support eInduction

- 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
Prior to Expansion	74%	26%
Mar-14	78%	22%
Apr-14	83%	17%

- 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**