

# MTAC Focus Group Sessions

## Wednesday, January 15, 2014

### PAYMENT AND ACCEPTANCE

Pritha Mehra, USPS VP-Mail Entry and Payment Technology  
Angelo Anagnostopoulos, MTAC Industry Leader, Payment

#### Notes for each Focus Group Session for **Payment and Acceptance**:

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#### Session 1: PERIODICALS

(John Stark, MTAC Industry Leader)

#### **DISCUSSION TOPIC: Action Items from November 2013 MTAC Focus Group**

- Reviewed action items from the prior MTAC Focus Group Meeting, including:
  - Full-Service Verification
  - Mail Direction Files to identify an FSS facility
  - Airboxes
  - Mixed Class Comail re: BPM, Standard Mail, and Periodicals
  - Multiple Periodicals mailed in a Polybag
    - Action Item: Investigate solution for 2 Periodicals mailed in 1 Polybag (UG1 item). Examine existing work around with Chuck Tricamo, Bob Shimick, Linda G, John Stark, Kevin Elkin, Uni Han-Norton and share with Usergroup to determine if changes are needed
  - Mail Anywhere
    - Action Item: Update Mail Anywhere Fact Sheet to clarify how the USPS calculates the 90% of Full Service requirement in a multi-permit MSP environment. How will USPS validate eligibility for a permit that is at 90% but being presented for the first time at MSP location not at 90% threshold

#### **DISCUSSION TOPIC: Current Agenda Items**

- Airboxes: Discussed suggested change to remove the weight limit in July 2014
  - Action Item: Answer question of can any other class (other than Periodicals) use Air Boxes
- eInduction Update: Provided an update on evaluation criteria for enrolling in eInduction, frequent eInduction issues, and eInduction thresholds
- Seamless Update: Provided an update on the evaluation criteria and expectations for Seamless Parallel and Seamless Acceptance
- FSS Prep: Discussed the updated FSS Fact Sheet and FSS in general. Members inquired about the FSS exception process
  - Action Item: Flats Sequencing System (FSS): Need to resolve "sacks on pallets" (courtesy pallet) issue as related to eInduction & FSS Rate Eligibility. (Todd Black will submit scenarios)
  - Action Item: Distribute exception process for mailers that are unable to meet the FSS mail prep requirements on Jan 26.

- Full-Service Certification: Provided an update on the Full-Service Certification program for MSPs/Mail Owners and the information sheet, as well as the Full-Service Certification program for Software Vendors and the corresponding information sheet.
- Provided an update on Postal Wizard and Pieces over 1.25 Pounds.
  - Action Item: Communicate issue (ETR 1818), workaround, and date of resolution to Industry
- Provided an update on Work Group 151 (Weight Study). Members expressed a desire to hold a regular cadence of meeting.
  - Action Item: MTAC WG 151 will resume bi-weekly meetings with the first meeting next week. Include Phil Thompson, Martinsburg

## Session 2: STANDARD MAIL

(Wanda Senne, MTAC Industry Leader)

### **DISCUSSION TOPIC: Action Items from November 2013 MTAC Focus Group**

- Reviewed action items from the prior MTAC Focus Group Meeting, including:
  - Full-Service Verification
  - By/For logic / nonprofits
  - Heavy Letter Pricing change
  - FSS Fact Prep
    - Action Item: Distribute exception process for mailers that are unable to meet the FSS mail prep requirements on Jan 26.
  - *PostalOne!* Contingency Plan

### **DISCUSSION TOPIC: Current Agenda Items**

- Discussed Pallet Requirements for Full-Service to understand member concerns with current DMM and Postal Bulletin language
  - Action Item: Clarify requirements re: container placards for residual portion of large mailings
- Provided an update on the Mailpiece Design Analyst (MDA) Help Desk, including upcoming software/process/system changes that will disconnect direct numbers to MDAs in order to increase service levels and efficiencies
- Discussed progress on the cleaning up Duplicate CRIDs and MIDs, as well as Customer Validation Tool
- Discussed the Mailer Scorecard and how it displays Full-Service performance metrics by mail preparer or mail owner regardless of price category (e.g., nonprofit mailpieces)
- eInduction Update: Provided an update on evaluation criteria for enrolling in eInduction, frequent eInduction issues, and eInduction thresholds
  - Action Item: Provide date for IMDAS solution for NON-SV sites
- Seamless Update: Provided an update on the evaluation criteria and expectations for Seamless Parallel and Seamless Acceptance
- Provided answers to undocumented Seamless questions
- Provided links to the Full-Service FAQ document posted to RIBBS. Members stated that using these questions, they would be able to more easily onboard new customers to Full-Service, with less reliance on the *PostalOne!* Help Desk.
- Shared the Mail Anywhere Fact Sheet
  - Action Item: Update Mail Anywhere Fact Sheet to clarify how the USPS calculates the 90% of Full Service requirement in a multi-permit MSP environment. How will USPS validate eligibility for a permit that is at 90% but being presented for the first time at MSP location not at 90% threshold
- Made a request of members to help with Full-Service outreach by hosting discussion sessions

- Action Item: Arlene will work with PostCom (Wanda Senne) to conduct Educational seminars They will invite the following: NASML, DMA, ACMA, AMSP, Alliance Nonprofit to join in on these seminars

### **Session 3: PACKAGE SERVICES**

**(John Medeiros, MTAC Industry Leader)**

#### **DISCUSSION TOPIC: Action Items from November 2013 MTAC Focus Group**

- Reviewed action items from the prior MTAC Focus Group Meeting, including:
  - Emergency Mail Redirection
  - IMpb Information Sheet

#### **DISCUSSION TOPIC: Current Agenda Items**

- Discussed the IMpb 2.0 Federal Register Final rule, including an overview of the non-compliance fee
- Discussed package adjustments and verifications
- Highlighted upcoming July 2014 Proposed release features and issues
- Held an open discussion on additional items with members
  - Action Item: Conduct an eVS User Group meeting a week after the Release to see if there are any issues. Ensure functionality is working and resolve any issues.
  - Action Item: Confirm with Operations when HUB information would be available in the Mail Direction File to identify when eVS can use this for the destination entry validation logic
  - Action Item: Evaluate the creation of a new report in eVS that displays the MID belonging to one MSP but another mailer is using it (pieces manifested by the wrong parent MID)
  - Action Item: Share the complete set of duplicate data with mailers to get feedback on identifying the root cause of the duplicates

### **Session 4: FIRST-CLASS MAIL**

**(Sharon Harrison, MTAC Industry Leader)**

#### **DISCUSSION TOPIC: Action Items from November 2013 MTAC Focus Group**

- Reviewed action items from the prior MTAC Focus Group Meeting, including:
  - Full-Service Verification
  - Update Incentive eDoc Mapping
    - Action Item: Post "Incentive Clarifications" table on Incentives webpage
  - Earned Value on Combined Statements
  - Single Rate Mail Pieces – discussed potential changes to allow
    - Action Item: Publish the Single-Piece eDoc modification for permit imprint DMM change (<200 pieces)
  - Mail Owner / MSP Full-Service Certification Program (Work Group 149)

#### **DISCUSSION TOPIC: Current Agenda Items**

- Highlighted current/prior Full-Service Outreach and Training available for new and existing customers. Made a request of members to help with Full-Service outreach by hosting discussion sessions
  - Action Item: Arlene will work with MTAC associations to conduct Educational seminars
- Shared the Mail Anywhere Fact Sheet and indicated that the other Focus Groups asked for an update to the Mail Anywhere Fact Sheet that would clarify how the USPS calculates the 90% of Full Service requirement in a multi-permit MSP environment.
- Discussed Mail.XML container linkage information required for July

- Action Item: Cindy will confirm w/DST that new linkage with postage statements is being addressed for their Mail.XML submissions
  - Action Item: Outreach all mailers and MSDG to ensure readiness for Mail.xml changes in July
- Discussed current Data Retention policies and how members can access their data.
  - Action Item: Reporting Sub-Group needs to explore needs regarding data retention and retrieval processes
- Discussion about submitted Mail Issues and Pain Points. Determined that USPS will address these issues during the National Postal Forum
  - Action Item: Provide a response to Industry pain points in the First-Class mail pulse report and schedule a meeting at NPF with First-Class Mailers to address issues and define strategies. USPS should document their pain points
- Discussed improvements to USPS testing that are seeking to eliminate production issues and subsequent workarounds