

MTAC Focus Group Session Notes
Wednesday, May 21, 2014

VISIBILITY/SERVICE PERFORMANCE MEASUREMENT

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Session 1: PACKAGE SERVICES

(John Medeiros, MTAC Industry Leader)

DISCUSSION TOPIC

IMpb/PTR Updates

- Launched Priority Mail in Mail.dat/Mail.XML on April 6, 2014
- Launched USPS Text Tracking March 27, 2014 – Sign up on line and choose preferences to receive text messaging to your mobile device
- Multiple tracking numbers will provide multiple text messages. Each tracking number provides a unique text message
- Predictive Delivery Day successfully launched April 27, 2014
- Automatically generate second notices and return minders – Pilot begins May 24, 2014. Ensures notices and returns are processed timely. Automates the printing of PS Form 3849 for second notices. Future enhancements will allow us to link PS Form 3849 to USPS Tracking numbers when notice is left.
- A new scan event is being piloted with one university with the goal of rolling this out to all institutions. This enhancement supports visibility at institutions and is in pilot May/June 2014.
- Acceptance Events Enhancement calculates and posts a new Acceptance at Destination event code for Destination Entry packages.
- Data Distribution to additional Mailer IDs. Extracts can be transmitted to 3 IDs.
- PTR release 1.8.1 will be out June 22, 2014. New secure file transmission option via web for eVS mailers. This is a secure method of transmitting files
- PTR Release 1.9 – July 27, 2014 – *New Event Codes for duplicate PICs. Scanners will allow packages with the same tracking number to deliver in the same transaction. *A new geo-location coordinate will be added to the wireless scanners to enhance visibility. *A new scan event for “In Process Acceptance” to better communicate with our customers. Currently PTR calculates a UA event is generated if no manifest or other Acceptance event is received_ *Further enhancements will also be made to Predictive Delivery Day *By/For enhancement identifies the mail owner and

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provides the extract back to parent MID without the Shipping Services File if the scan event occurs before the file is received by USPS.

- Monthly webinars presented by Product Information and Shipping Products – 10:00am EDT – for event numbers and dial-in information, visit <https://ribbs.usps.gov/index.cfm?page=industry> outreach - *March 11, IMpb Impacts on Returns *April 8, Transitioning BRM parcels to MRS * May 13, Hazardous Materials Returns (HAZMAT) * June 10 – Returns using Scan Based Payment (SBP) * July 8, IMpb Overview *August 12, IMpb Impact on Market Dominant products *September 9, IMpb Impact on Extra Services * October 14, IMpb Compliance

DISCUSSION TOPIC

Surface Visibility Expansion Summary

- January 2014, SV began expanding to 10 new sites as part of an overall plan to increase the amount of Drop Shipment volume accepted using the SV application to support eInduction. This project is complete.

DISCUSSION TOPIC

AMS Updates

- **CASS Cycle O** – Decision finalized for secondary address returned on competitive products
 - Commercial Mail Receiving Agency (CRMA) – 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
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Correct format:

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- Shipper paid forwarding. Shipper puts weight in keyline. Can't do this in IMpb, we are working on this and will get it in the PTR queue.

ACTION ITEMS

- Shipping Services File Timeliness – MTAC Task Team on Shipping Services File Timeliness is being established based on MTAC leadership direction and industry recommendations

Session 2: FIRST-CLASS MAIL

(Sharon Harrison, MTAC Industry Leader)

DISCUSSION TOPIC

Recap of January action items

- Container pallet scans/need for more time. Clarification:
 - 1. Why is it being excluded from measurement? For logical mailers, we exclude that mail from measurement because without the intelligence of that nesting information, that results in a negative number.
 - 2. If we have mail before we have information it becomes impossible to plan inventory workload, build accurate operating plans and proper staffing levels.
- Continuous mailers are giving USPS an eDoc that has nesting information. We can follow this everywhere.
- Logical mailers are not giving the USPS nesting information.

What percent of the total number of mailers are continuous mailers? (You had said yesterday that they were a small percent and RC wanted you to quantify that number.)

26% of the mailers submit logical mailings

What percent of the total volume is from continuous mailers?

36% of the FS volume is submitted in logical mailings

What % of volume is thrown out of measurement for continuous mailers?

62% of FS logical mail volume is excluded from measurement.

Note: Although 88% of the Stop scan before AET exclusions are associated with logicals, it does not significantly increase the overall logical mail volume that is excluded. i.e. There are other exclusions that correlate to exclusions for non-logical mailers

Note: The above is based on Q2 and Q3TD data.

DISCUSSION TOPIC

- Three main categories of reasons why Full-Service mail can be excluded from service measurement: (Overview)
 - Lack of, or inconsistent mail visibility data
 - Discrepancy in eDoc Preparation: eDoc are evaluated against business rules and operational data to determine if mail should be excluded

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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
- Main reasons for Mail not in Measurement (Top 3 Exclusion reason Breakdown)
 - No Start-the-Clock – Lack of a container unload scan or inability to identify the FAST appointment associated to the container
 - Non-Compliant/In Monitoring – Mail identified as non-compliant due to observed inaccuracies or Mailers part of the 6 week monitoring period
 - Long Haul – Mail verified at a DMU then transported to USPS to a mail processing facility in a different district than the DMU. Mailers use their scanners to associate w/USPS truck barcode.
- Some Full-Service mailers are not using placards on their containers (pallets). This is an action item to research the DMM requirements.
- Are CSA's sign correct locale keys?

DISCUSSION TOPIC

AMS Update

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ACTION ITEMS

- Explore a workgroup about getting more mail into measurement?
- What percentage of logical mail is in measurement?
- BSN will follow up on communication requests to customers requesting the level of service visibility that other mailers receive. Some mailers receive our data due to relationship with USPS personnel. Others would like this as well. BSN holds meetings and shares their data. Sales conduct quarterly business reviews. BSN has 20K customers who spend over 150K/yr. BSN will set-up getting them help. Contact the BSN for additional information.
- Research pallet placards on (containers/pallets). DMM allowing flexibility to usage regulations? (USPS)
- Do all CSAs have a valid locale key? (USPS)
- Final decision regarding CASS Cycle O – By 8/1 UG 5 needs to determine need for CASS Cycle O

Session 3: PERIODICALS

(John Stark, MTAC Industry Leader)

DISCUSSION TOPIC

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 - Lack of, or inconsistent mail visibility data
 - Discrepancy in eDoc Preparation: eDoc are evaluated against business rules and operational data to determine if mail should be excluded
 - Discrepancy in Mail Preparation: Operational data points collected during mail acceptance, induction, and/or processing are evaluated to determine if mail should be excluded
- Main reasons for Mail not in Measurement (Top 3 Exclusion reason Breakdown)
 - No Piece Scan – No automation scan observed for the mail piece
 - Invalid Entry Point for Discount Claimed (MDF) – Entry Point for Entry Discount claimed in eDoc is invalid based on container or mail piece destination.
 - No Start-the-Clock – Lack of container unload scan or inability to identify the FAST appointment associated to the container

DISCUSSION TOPIC

Full-Service –

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Follow up on how to scan overnight periodicals bundles dropped at DDUs (typically newspapers) & get them into SPM

- As of March 2014, Full Service DDU flats are eligible for SPM if the 99M placard is scanned at the delivery unit

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- Be sure to subscribe to the RSS Feed on RIBBS.

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DISCUSSION TOPIC

Bundle Visibility

- Supervisors scan remaining bundles in all after carriers depart to route. Is tail of the mail more important than this?
- GPS – will use GPS data w/Z+4 to say mail has been delivered. Problem – how to provision data to mailers. Lg vol of data = solution: IV

ACTION ITEMS

- Research an opportunity to expand the “Tail of the Mail” data. Identify the systemic issues with Periodicals. Expanding the reporting of the information.(USPS)
- Break down exclusions for FSS vs. non-FSS for No-Piece scans covering a 6 month trend

Session 4: STANDARD MAIL

(Wanda Senne, MTAC Industry Leader)

DISCUSSION TOPIC

- Three main categories of reasons why Full-Service mail can be excluded from service measurement: (exclusion overview)
 - Lack of, or inconsistent mail visibility data
 - Discrepancy in eDoc Preparation: eDoc are evaluated against business rules and operational data to determine if mail should be excluded
 - Discrepancy in Mail Preparation: Operational data points collected during mail acceptance, induction, and/or processing are evaluated to determine if mail should be excluded
- Main reasons for Mail not in Measurement - Letters(top 3 exclusion reason breakdown)
 - No Piece Scan – No automation scan observed for the mail piece
 - No Start-the-Clock – Lack of container unload scan or inability to identify the FAST appointment associated to the container
 - Non-Compliant/in Monitoring – Mail identified as non-compliant due to observed inaccuracies or Mailers part of the 6 week monitoring period
- Main reasons for Mail not in Measurement – Flats (top 3 exclusion reason breakdown)
 - No Piece Scan – No automation scan observed for the mail piece
 - Non-Compliant/In Monitoring – Mail identified as non-compliant due to observed inaccuracies or Mailers part of the 6 week monitoring period
 - No Start-the-Clock- Lack of container unload scan or inability to identify the FAST appointment associated to the container

DISCUSSION TOPIC

Flats Visibility Improvement

- Enhancements in the Pipeline – Enhanced Mail Visibility, Reduced Service Measurement Exclusions, Facility Reference.

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- Effective Jan, 2015 – ACS File Format Version 1.0 – 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 on RIBBS
- July 27, 2014 – Shipper Paid Services
- Change Service Requested Option 2 - Available January 25, 2015 for Standard Mail letters and flats and Bound Printed Matter flats with the Intelligent Mail barcode

ACTION ITEMS

- Look at how we can exclude, from measurement, that portion of the mail that is directed to non-automation zones
- Provide industry a draft of consolidated entry facility IDs
- Provide analysis of SV start-the-clock vs. non-SV start-the-clock
- Add a Pros/Cons determination for CASS Cycle O to UG 5
- Provide on-going SV site% updates
- Explore provisioning the container scan to the MID in the container barcode in UG 4

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- Begin the discussion – research scanning mailer trailers to reduce unload wait times at arrival