

MTAC Focus Group Session Notes
Wednesday, November 19, 2014

VISIBILITY/SERVICE PERFORMANCE MEASUREMENT

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Lisa Bowes, MTAC Industry Leader, Service Performance

Session 1: PERIODICALS
Leader)

(John Stark, MTAC Industry

Robert Cintron Opening Remarks – First, I'd like to thank you for your business as well as your patience as we worked through the difficulties experienced due to the recent security breach. Mail falling out of measurement is one of our key discussion items today. We will work on solutions together to ensure progress in closing the gaps. We are digging deeper into the data on mail not in measurement to determine the "what and why", and will be focusing on collaborative efforts between industry and USPS to get more mail into measurement.

DISCUSSION TOPIC

- Exclusion reasons will be included in the Mailer Scorecard. This addition is targeting the January release. This will help mailers by providing metrics and job details on errors in mailings, to include: eDoc submitter attributes, Full-Service electronic metrics, eInduction metrics, and Seamless Attributes/Metrics.
- The below information was retrieved from RIBBS on November 20, 2014 in response to questions on inconsistent metrics seen in the Mailer Scorecard Reports:

- **Known Issues - Mailer Scorecard Reports**

The Postal Service has been working with the mailing industry to validate the accuracy of the Mailer Scorecard Reports (Full-Service Electronic Verification, eInduction, Seamless Acceptance) to help identify system issues when they occur and to validate when those issues are corrected. We are continuing to work aggressively to address issues with the reports that are impacting a small percentage of mailings and specific mailing scenarios. The mailing

industry is encouraged to start using the reports again beginning November 16, 2014

- The [Mailer Scorecard – External Issues](#) contains a listing of specific issues impacting the Mailer Scorecard reports for Full-Service, eInduction, and Seamless Acceptance, the scenarios in which they occur and the scheduled dates they will be fixed. A Read Me tab describing each column of the report is included in the first tab.
- Mail in Exclusion – Non-Compliance - Looking at the reports on non-compliant mailers and mail exclusions, is there a process to understand the trend systemically? USPS should be speaking with the mailers on how they are submitting the documentation and bringing change to this issue. These are eDoc submitted CRIDS showing up on these reports.
- Non-Unique IMbs may have something to do with re-serialization. Now that we have this type of information, USPS can begin to follow up with the mailers to correct many of these issues. Industry will bring this up in the Payment & Technology session.
- Insight on Invalid Entry Point for Entry Discount – Two top attributes – Invalid Entry Point and Entry Discount – eDoc is validated against the FAST Mail Direction File (MDF) V2 to determine if mail was entered at the appropriate facility for the destination ZIP and the discount type. USER Group 9 should be working to reduce this exclusion. When the locale key is not provided in the eDoc, the facility is determined based on Postal Code. To reduce this exclusion, it is recommended that a locale key always be provided in eDoc.
- Incorrect Entry Facility – eDoc information does not match the FAST appointment. This should be a fairly simple fix.
- What can the USPS do to help? Consolidated Facility File – will be available on RIBBS this week and FAST this month. USPS has been working aggressively to provide this tool to help with the accuracy of information. A consolidated facility file will be available to mailers as a point of reference for facility identifier data. The file will integrate facility data from FDB, NASS, and AMS. The consolidated facility file will be updated and published weekly. This file does not replace any existing file source. It was designed to facilitate ease of use in support of accurate facility information in eDoc. Industry would like to ensure this is

communicated to Kristina Obeldobel, Program Manager for UG 9.
Assumptions: AMS data links to FDB data on locale key; AMS provides up-to-date physical ZIP information to FDB; NASS Code exists for all active facility records in FDB; Facility information received from FDB is complete and accurate.

DISCUSSION TOPIC

- Network Rationalization – Service Standards to be updated in the Service Standards Directory on Jan 5, 2015 to support Network Rationalization Phase II. Periodicals – Current – End-to-End Periodicals Transported with First-Class Mail pieces on surface transportation: 2-4 day service standard. Proposed change – End-to-End Periodicals Transported with First-Class Mail pieces on surface transportation: 3-4 day service standard.

DISCUSSION TOPIC

- **Address Management Updates** – UAA Cost Study – The FY2014 UAA Study annual update will be posted in mid-December. Scheduling of a new UAA Cost Study is still undetermined. Potential in 3rd/4th Quarter of FY 2015 after the deployment of FPARS. Cost and resources are being evaluated
- The OIG cited the security of the NCOA^{Link} data to protect customer information as a *potential* issue. There are no names and addresses in NCOA^{link}, and there has been no breach of data in NCOA^{Link}. The USPS is very confident in the security currently built into the NCOA^{Link}. USPS is committed to evaluate the SHA cryptographic hash function. Change in SHA usage has significant impact on DPV and all Link products.
- Vendor collection and management of Processing Acknowledgement Forms have been found to be deficient. AMS is working with Information Technology and the Privacy Office to review options for centralized storage of PAF information.

ACTION ITEMS

- USPS to consider an RSS feed on RIBBS to notify mailers of revisions to the consolidated facility file per PHASE II changes.
- USPS to update slides before posting to RIBBS.
- USPS to communicate Consolidate Facility File with Kristina Obeldobel

DISCUSSION TOPIC

- What is the Intelligent Mail Enterprise mentioned in the January 2015 PostalOne! Release notes, and what does it mean to mailers?

This is a system that USPS uses internally to collect aggregate information and make that information available to USPS and mailers through various data and visibility tools.

DISCUSSION TOPIC

- Mail Excluded from Measurement – What is the result of the requested review of the metrics presented at August MTAC focus session regarding mail excluded from measurement? Industry is not seeing these issues on their Mailer Scorecards.
 - Mailers will receive visibility into the reasons their mail is excluded from Service Performance Measurement as part of Mailer Scorecard enhancement scheduled for Full Service Release on Jan 25, 2015.
 - Need Update from MEPT/BMS on progress regarding mailer outreach to resolve top mailer exclusions.
 - Targeting a January release to have the exclusion reasons included in the Mailer Scorecard.
- No Start-the-Clock – We are seeing an issue with scan rates on mail that is not co-mingled. If Industry can help to partner on this, USPS would like to partner on what might be happening with this.
 - Another way of looking at the data might be to show how many pallets came in as opposed to piece count. Next time USPS shows the No Start-the-Clock slides pallets will be reflected as opposed to piece count.

DISCUSSION TOPIC

- Insight on Invalid Entry Point for Entry Discount – Two top attributes – Invalid Entry Point and Entry Discount – eDoc is validated against the FAST Mail Direction File (MDF) V2 to determine if mail was entered at the appropriate facility for the destination ZIP and the discount type. USER Group 9 should be working to reduce this exclusion. When the locale key is not provided in the eDoc, the facility is determined based on Postal Code. To reduce this exclusion, it is recommended that a locale key always be provided in eDoc.
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- What can the USPS do to help? Consolidated Facility File – will be available on RIBBS this week and FAST this month. USPS has been working aggressively to provide this tool to help with the accuracy of information. A consolidated facility file will be available to mailers as a point of reference for facility identifier data. The file will integrate facility data from FDB, NASS, and AMS. The consolidated facility file will be updated and published weekly to RIBBS and FAST. Industry would like to ensure this is communicated to Kristina Obeldobel, Program Manager for UG 9. Assumptions: AMS data links to FDB data on locale key; AMS provides up-to-date physical ZIP information to FDB; NASS Code exists for all active facility records in FDB; Facility information received from FDB is complete and accurate.
- There are issues being seen with trailers arriving at a facility but in many cases not being unloaded for up to 24 hours later. When this happens, industry's customers complain that they are not getting the mail entered into the system according to agreed upon times. At one time it was discussed to somehow capture trailers entering the yard as a start-the-clock entry point. USPS will talk to operations about STC concerns between mail-arrival times vs. actual check-in time.

DISCUSSION TOPIC

- Sortation Scheme Tracking – Carrier Route Tracking – this provides metrics on the number of carrier route pieces that are currently scanned (tracked) and how many are not.
- Future plans to expand bundle visibility scanning at DUs will provide visibility to bundles bypassing automation.

DISCUSSION TOPIC

- Bundle Visibility –
 - Bundle Visibility Pilot Rollout – All Areas will be in pilot by mid-December. National Rollout is planned for January.
 - Bundle Visibility process – At SV sites, bundles sorted on APPS/APBS are to be nested to containers and the 99P, these containers are to be nested to trailers, when these trailers are scanned at Delivery Units, an Arrival-at-Unit event can be generated for the pieces nested. When the containers are distributed to the carrier cases the nested pieces are put into inventory. On a daily basis, Supervisors can scan all bundles that remain at a carrier case. For all nested pieces in which the bundles were distributed to carrier cases, if the supervisor does not scan a bundle remaining at the carrier case, the nested pieces are considered taken to the street. This creates an Out for Delivery event for those pieces.

DISCUSSION TOPIC

- **Address Management Updates** – UAA Cost Study – The FY2014 UAA Study annual update will be posted in mid-December. Scheduling of a new UAA Cost Study is still undetermined. Potential in 3rd/4th Quarter of FY 2015 after the deployment of FPARS. Cost and resources are being evaluated.
- The OIG cited the security of the NCOA^{Link} data to protect customer information as a *potential* issue. There are no names and addresses in NCOA^{link}, and there has been no breach of data in NCOA^{Link}. The USPS is very confident in the security currently built into the NCOA^{Link}. USPS is committed to evaluate the SHA cryptographic hash function. Change in SHA usage has significant impact on DPV and all Link products.
- Vendor collection and management of Processing Acknowledgement Forms have been found to be deficient. AMS is working with Information Technology and the Privacy Office to review options for centralized storage of PAF information.

DISCUSSION TOPIC

- Informed Visibility – Funding has been approved to move forward. 1) Event driven real-time Service Performance Measurement for all mail, 2)

Event driven real-time Mail Inventory and Predictive Workloads, 3) Event driven real-time Mail Tracking and Reporting.

- Timeline – Releases to begin November 2014 and will complete with 5 releases early 2016.

ACTION ITEMS

- USPS and Industry to partner to investigate exclusion disparity between co-mingling & non-co-mingling.
- Review business rules around the validation of Labeling Lists Re: MDFs. There is an overlap.
 - Also, validate file versions that were cross-referenced
- USPS will talk to operations about STC concerns between mail-arrival times vs. actual check-in time.

Session 3: PACKAGE SERVICES

(John Medeiros, MTAC Industry Leader)

Robert Cintron – Opening Remarks – First, I'd like to thank you for your business as well as your patience as we worked through the difficulties experienced due to the recent security breach. We are getting back on track for the Holiday Season. The Local Operations Center (LOC) has been rolled out to 67 of the districts with 74 systems deployed, tracking carrier movement and package delivery each day. With the Start-of-Day report as well as others, we are progressing into predictive delivery. We are moving into a real-time environment to provide interaction between supervisors and carriers. We have deployed 75,000 MDDs and another 188,000 will be deployed after the first of the year to give us real-time information and track activity around packages. Another thing we are doing is putting apps out in the field to look at all processing equipment to allow for projections and improve any operational deficiencies proactively and in real-time. Improving the customer experience is tantamount to these projects. We appreciate the collaboration with the industry and thank you again for your business.

DISCUSSION TOPIC

- Dynamic Routing – One of the key things we need in our ability to provide customer information and increased efficiency is the 11-digit ZIP or

Addressing Information. We can convert every 11-digit back to the address, but would appreciate the address information.

DISCUSSION TOPIC

- Address Management Updates – UAA Cost Study – The FY2014 UAA Study annual update will be posted in mid-December. Scheduling of a new UAA Cost Study is still undetermined. Potential in 3rd/4th Quarter of FY 2015 after the deployment of FPARS. Cost and resources are being evaluated.
- The OIG cited the security of the NCOALink data to protect customer information as a potential issue. There are no names and addresses in NCOALink, and there has been no breach of data in NCOALink. The USPS is very confident in the security currently built into the NCOALink. USPS is committed to evaluate the SHA cryptographic hash function. Change in SHA usage has significant impact on DPV and all Link products.
- Vendor collection and management of Processing Acknowledgement Forms have been found to be deficient. AMS is working with Information Technology and the Privacy Office to review options for centralized storage of PAF information.

DISCUSSION TOPIC

- Visibility for Customer Initiated Events –
 - Package Research Case Created (VC) Event, Intranet View; we now have visibility into where packages are being investigated, and when the package case is closed. A customer Interaction/Notification is created with external visibility through the scan event extract file: Issue or complaint referred to local Post Office. An eCC case has been created.
- When a package is “Out for Delivery” and cannot be delivered, a “Redelivery Scheduled” event is triggered in the USPS Tracking Internet View, and posted in the scan event extract file. An “Out for Redelivery” status is appended when taken out again for redelivery.
- Return on Your Own (ROYO), allows participating merchants to subscribe and receive tracking data for customer paid returns. Participating merchants are identified by the MID in the retail acceptance record.

- Delivery Location Attributes launched on November 16. This provides a USPS Tracking event to show where the package has been delivered. i.e. Front Door/Porch.
- Visibility for MID Owner/User, Unregistered MIDS and Flagged Inactive MIDs – Unregistered MIDs now receive a warning. Data Accepted and tracked instead of rejecting.
- USPS Text Tracking Keywords – Delivery, When, Date and Update sends user the Expected, Guaranteed, or Updated Delivery Date the Postal Service expects to deliver the package.
- By/For Enhancements Unmanifested Packages for non-eVS customers. Mailer IDs with By/For relationship can now automatically receive tracking events in Scan Event Extract files for unmanifested packages. Tracking data transmitted to “By” or Parent MID account. This provides visibility for packages when tracking events that post before they post in the Shipping Services File. There is an existing, automatic feature for eVS customers. The Unmanifested Parcel Extract Indicator must be set to “Yes” by the Help Desk at NCSC.
- New Threshold values in effect September 7, 2014 apply to Competitive Products Only: Priority Mail, First-Class Package Services, Parcel Select and Parcel Select LW.

DISCUSSION TOPIC

IMpb Compliance

- **January 2015**
 - Unique trackable barcode (legacy or IMpb) 99% *IMpb only by Jan 2015.
 - Destination Delivery Address/ZIP + 4/11-digit (DPV) ZIP Code in file 98% **Street address/11-digit DPV costs by January 25, 2015.
 - Shipping Services File v 1.6 or higher, v 1.7/2.0 preferred (v 1.3, v1.5 permitted) 97% *** SSF v 1.6 or higher ONLY by January 25, 2015.

DISCUSSION TOPIC

What do we need from Customers and Industry?

Create seamless, positive experiences for our mutual customers.

Barcode Quality and Uniqueness

Secure data interfaces and transmission protocols

Verify: Entry Point and Discount Scheduled Ship Date

Submit eDoc when letters/flats are tendered

Upgrade to Shipping Services File version 1.7 or 2.0 and include return address

Prior to tendering packages: Submit Shipping Services File Shipping Partner Events

Align electronic data to match package details including full DPV address and 11-digit ZIP Code, postage attributes and entry location

Industry Closing Remarks – Thank you very much for the collaborative efforts and the partnership that we have received from the team. We are greatly appreciative of this partnership. We are so much further ahead than we were five years ago, kudos to the whole USPS team for all of the hard work.

ACTION ITEMS

- Include the new package research events (VC/VX) in the updated Pub 199, also include description.
- Include new visibility events (VC/VX) in the next eVS/PTR user group.
- The package was scanned delivered, it disappeared, and the shipper had to reshipe the product at their cost.
 - USPS will talk with the consumer advocate about how issue resolution information is communicated to shippers when issues occur after delivery.
- Show the matrix of system changes from the Nov 14th weekend to the next eVS/PTR user group as well as new events in extract files. The Information Technology departments will be interested in seeing this information.

- What's the policy/instruction for scanning regarding items that don't have street delivery?

**Session 4: FIRST-CLASS MAIL
Industry Leader)**

(Sharon Harrison, MTAC

Robert Cintron – Opening Remarks – I just wanted to say thank you and appreciate your patience as we have worked to move through the security breach this week. We are getting back on track as we move into the holiday season and are appreciative of your business and look forward to working with you to resolve some of the things we have been tracking over the past year. We are beginning to put some things in place to fix some of the issues identified through data analytics. We will work collaboratively with Postal and Industry stakeholders to begin moving some of these targets.

DISCUSSION TOPIC

- Basic (FS Eligible) 13% is falling out of measurement. Of that Basic (FS Eligible) the volume breakdown is: 44% FS Mailers in Measurement, 5% FS Mailers in Monitoring, 51% are Basic Mailers. It has been determined that there are mailers that are designated as FS mailers not entering mail as Full Service.

DISCUSSION TOPIC

- Mail Not in Measurement Top Reasons
 - Long Haul – i.e.: Container Unload scan at the Southern Area STC in the Dallas district is out of district and cannot be used to Start-the-Clock. Mail is excluded due to lack of possession scan at the Mailer DMU in the Fort Worth district. Measurement of long haul mail using a new trailer depart scan at the DMU needs to be evaluated. If the Mail is verified, and the 99M/99T Nesting and Trailer Depart scan is performed, this starts the clock.
 - No Start-the-Clock – Accurate measurement – Day 0 is when you deposit before the CET. If we have a CSA and are allowed to bring mail into the unit at 1:00am, would that be Day + 1 or Day 0? Start-the-Clock is determined by the National Critical entry time. All mail entered prior to the CET is considered Day 0 for that day. For mail entered after the National CET all mail is considered Day 0 the next

day. Operational commitment through the CSA is not related to measurement and the National CET.

- No Piece Scan – Non-unique IMb's.

DISCUSSION TOPIC

- **Addressing Issues –**
 - UAA Cost Study – The FY 2014 UAA Study annual update will be posted in mid-December.
 - Scheduling of a new UAA Cost Study is still undetermined.
 - Potential in 3rd or 4th Quarter of FY2015 after the deployment of FPARS
 - Cost and resources being evaluated.
 - How would the timelines of the customers impact the USPS schedule in FY2015?
- Thanks everyone for your efforts to move over the Electronic Fulfillment of Products that has taken effect as of November 13, 2014. The transition went very well and we thank you for helping to make a smooth transition.
- The OIG cited the security of the NCOA^{Link} data to protect customer information as a potential issue. There are no names and addresses in NCOA^{Link}, and there has been no breach of data in NCOA^{Link}. The USPS is very confident in the security currently built into the NCOA^{Link}. USPS is committed to evaluate the SHA cryptographic hash function. Change in SHA usage has significant impact on DPV and all Link products. USPI is reviewing this. Ensure that all processing acknowledgement forms are correct and verified if you are an NCOA^{link} vendor.
- Vendor collection and management of Processing Acknowledgement Forms have been found to be deficient. AMS is working with Information Technology and the Privacy Office to review options for centralized storage of PAF information.

DISCUSSION TOPIC

- Informed Visibility – Funding has been approved to move forward. 1) Event driven real-time Service Performance Measurement for all mail, 2) Event driven real-time Mail Inventory and Predictive Workloads, 3) Event driven real-time Mail Tracking and Reporting.
- Timeline – Releases to begin November 2014 and will complete with 5 releases early 2016.

ACTION ITEMS

- USPS to define for Industry the following: Who is doing the scanning to Start-the-Clock? Could the mailer be scanning the truck depart from facility to start-the-clock? Scan and/or GPS activity could be used. Current technology, phone, other GPS technology. This can be a discussion between industry and USPS.
- USPS to share the consolidated facility file with Ops and Mail Entry.
- USPS will work with Op's & MEPT regarding the use of "origin" in the consolidated facility file/eDoc submission. Issues exist with the locale key and industry is requesting to use origin & feedback to industry.