

# MTAC Visibility and Service Performance



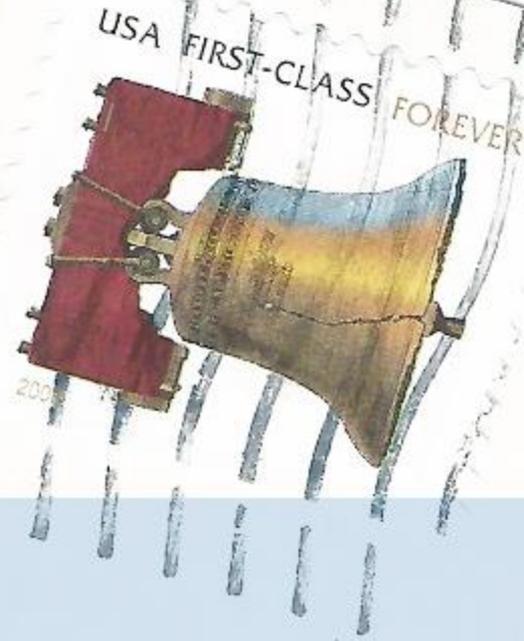
Robert Cintron

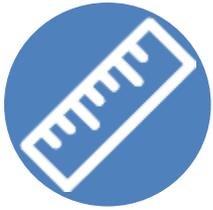
Moderator

February 18, 2015



# First-Class Mail 9:00 - 10:15





- Facility File
- Frequently Asked Questions
- Southern Area Long Haul field analysis
- UG 167
- Mailer Scorecard

## Agenda

Service Performance

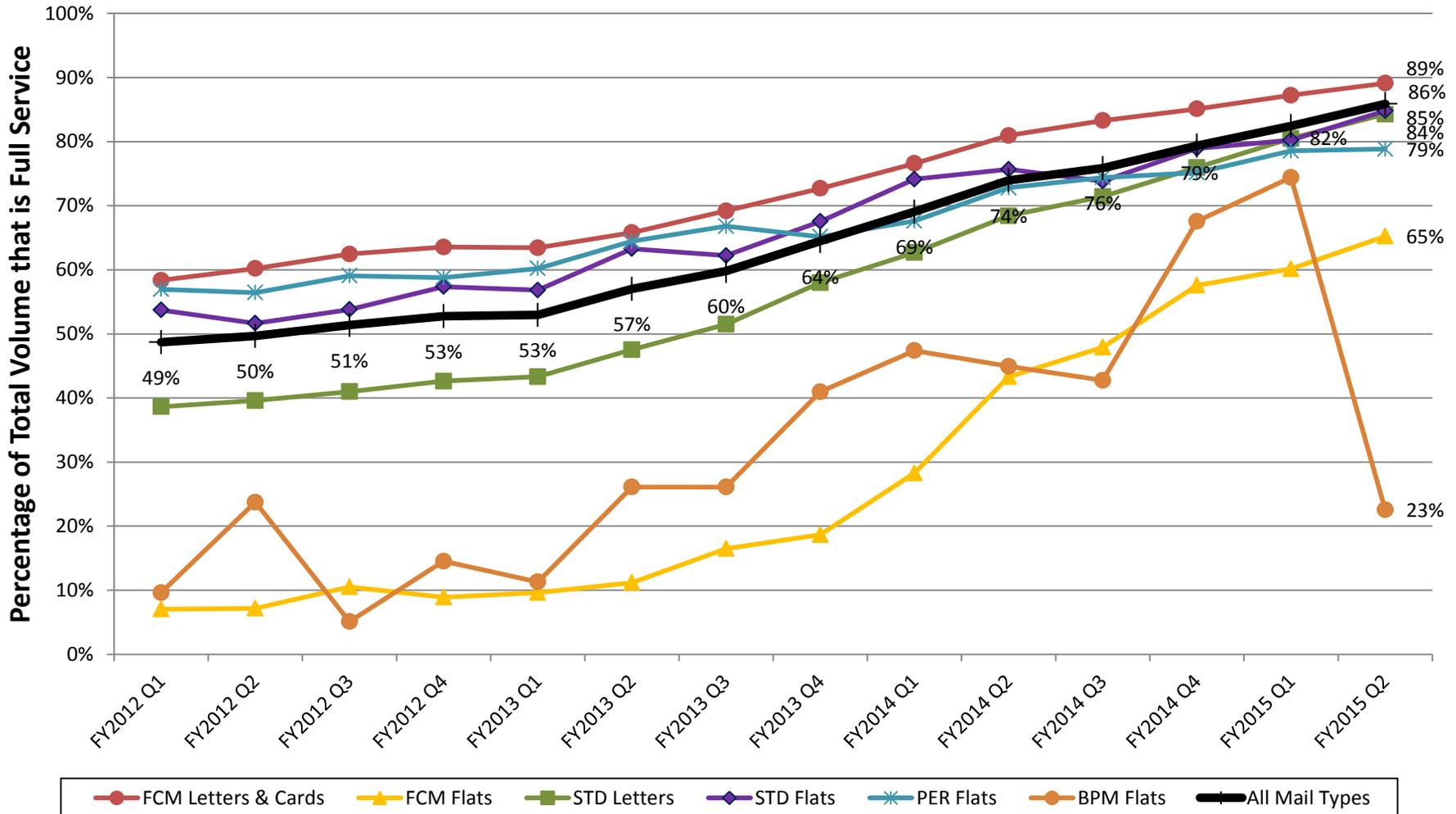
Facility File

Informed Visibility

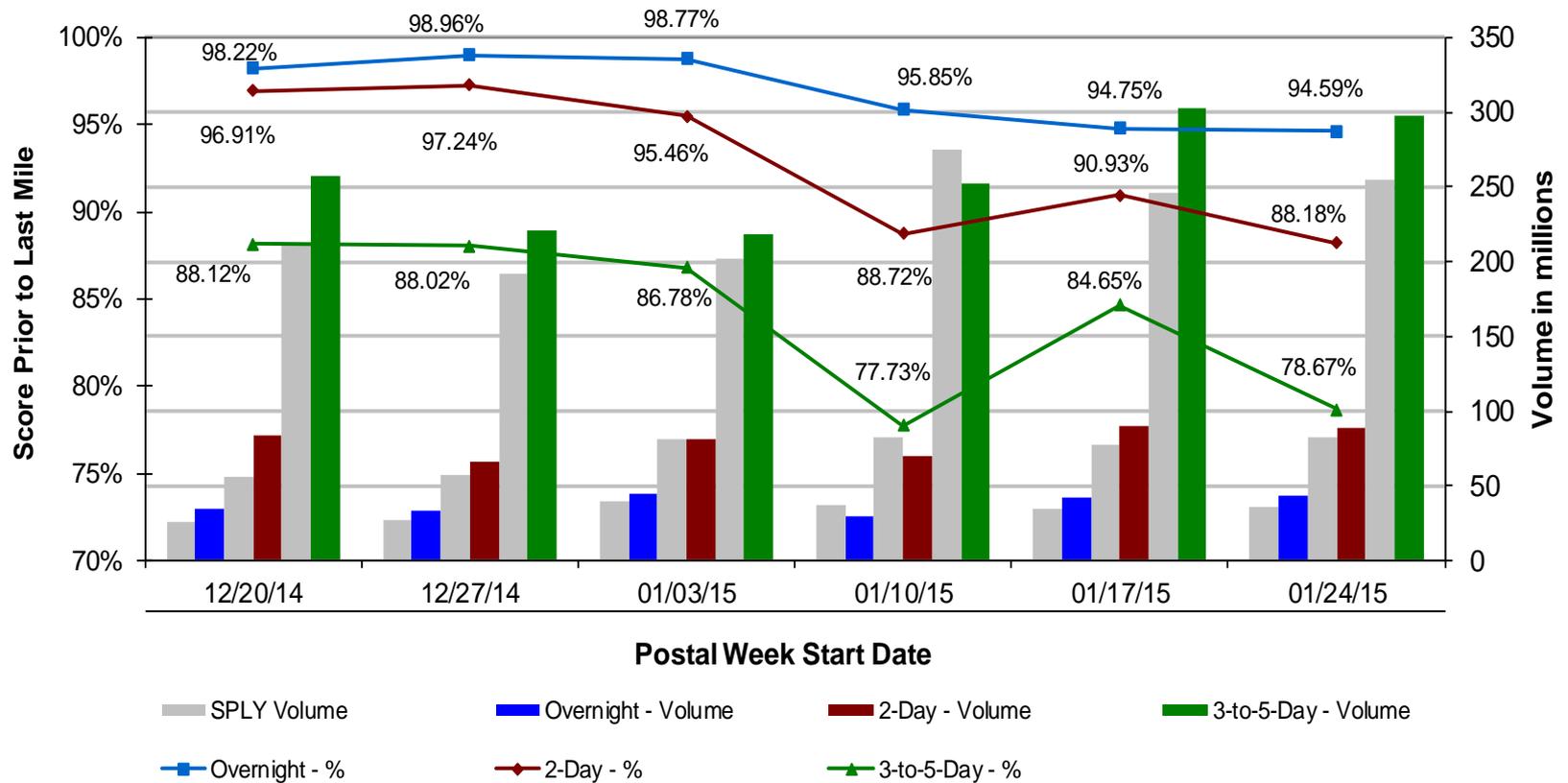
Address Management

## In January 2015, 86% of Commercial mail eligible for Full-Service was Full-Service

**Note:** Below graph depicts FS Adoption % as an avg. for the quarter; Slide title depicts the % for the latest month.

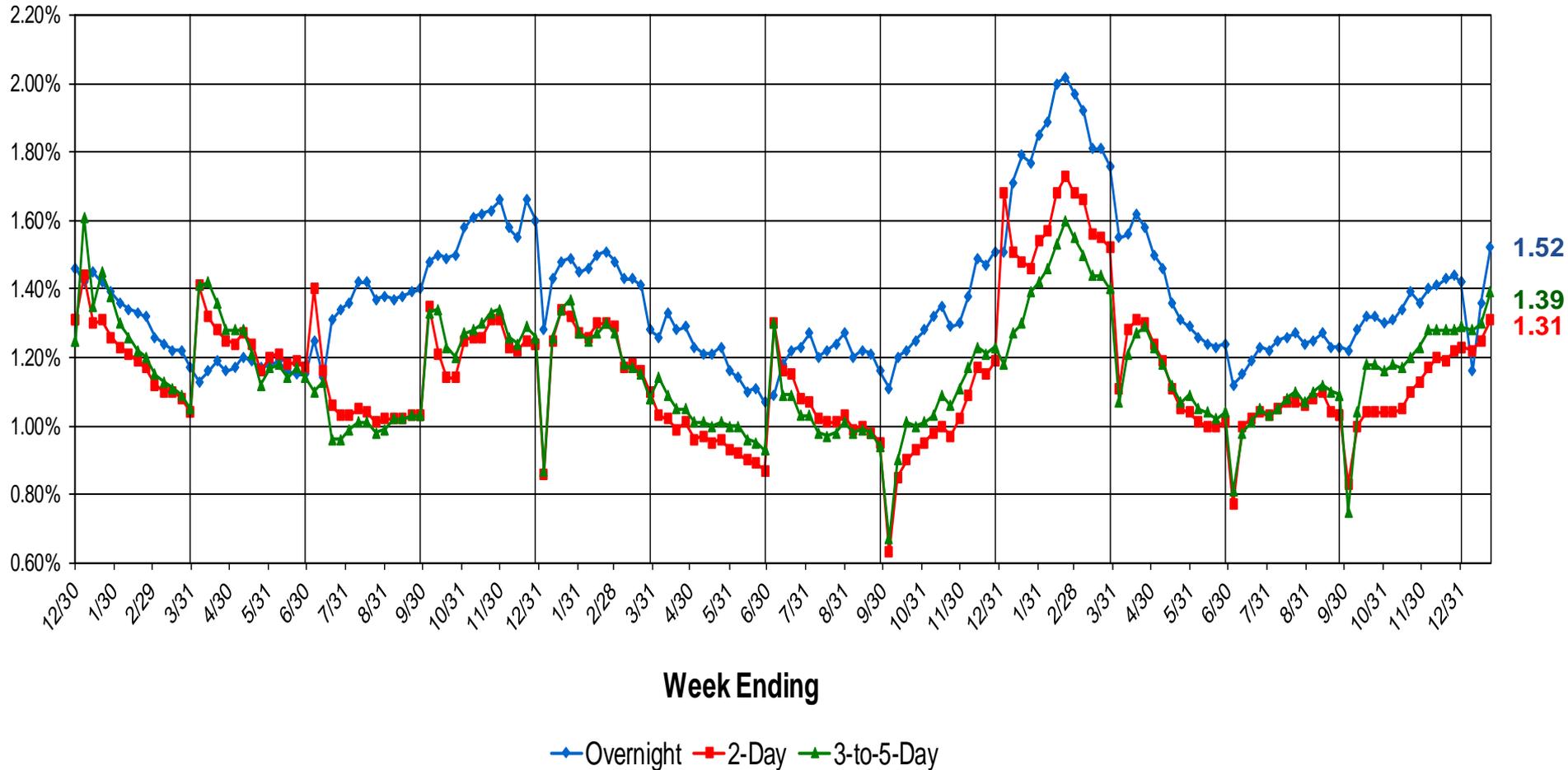


# Presort First-Class Mail® (Letters) Score Trend

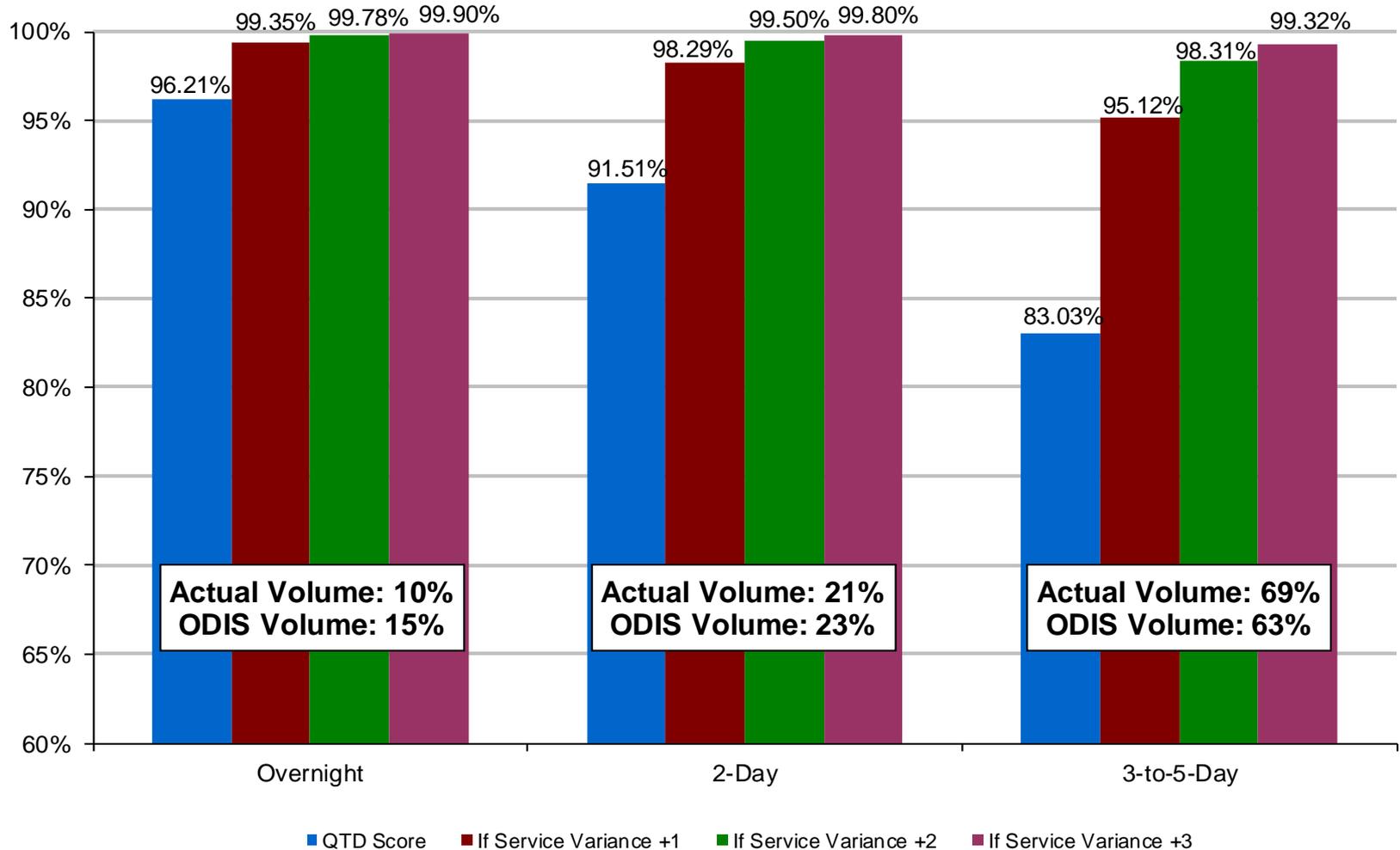


Q2 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	168,912,939	96.21%	-1.64%	94.57%	96.80%	160,607,251	5.2%	96.20%	-1.63%
2-Day	358,250,609	91.51%	-1.44%	90.07%	96.50%	348,843,419	2.7%	94.69%	-4.62%
3-to-5-Day	1,154,917,880	83.03%	-1.46%	81.57%	95.25%	1,051,830,583	9.8%	87.80%	-6.23%
<b>Total</b>	<b>1,682,081,428</b>			<b>84.69%</b>	<b>96.00%</b>	<b>1,561,281,253</b>	<b>7.7%</b>	<b>90.20%</b>	<b>-5.51%</b>

### Last Mile Impact Trend



**QTD FCM Letters scores would be above 95.12% (prior to last mile),  
if pieces that failed by 1 day passed**



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

# Facility File Information



## Sample Facility File Records

FDB ID	FACILITY NAME	LOCALE KEY	NASS CODE	FACILITY ZIP	FINANCE NUMBER	FACILITY TYPE	FACILITY SUB-TYPE	FACILITY ADDRESS	FACILITY CITY	FACILITY STATE	BMEU
1362271	ELGIN WEST SIDE ANNEX	000022	60123	601235559	162443	Post Office	Carrier Annex (ANX)	195 S RANDALL RD	ELGIN	IL	
1432887	INDIANAPOLIS MP ANNEX	001209	462KA	462419560	174031	Mail Process	Mail Processing Annex (ANX)	7451 TEMPELHOF DR STE A	INDIANAPOLIS	IN	Y
1440963	IRVING PARK ROAD	001567	607	607019998	163875	Mail Process	Processing and Distribution Center/Facility (PDC/PDF)	11560 W IRVING PARK RD	CHICAGO	IL	Y
1432684	MELROSE VISTA	000024	33312	333129998	113053	Post Office	Branch	3901 W BROWARD BLVD	FORT LAUDERDALE	FL	
1375473	NORTHVIEW ANNEX	000013	68507	685041015	305168	Post Office	Carrier Annex (ANX)	3120 BAIR AVE	LINCOLN	NE	
1371107	TALL TIMBERS VLG	000014	317FL	317579998	128713	Post Office	Station	15 LIBERTY ST	THOMASVILLE	GA	9

## ■ File Information

- File name is FACILITY
- Facility File is posted on FAST.USPS.GOV (.CSV) and RIBBS.USPS.GOV (.XLSX)

## ■ Update Schedule

Application	Date file is finalized to be sent from SASP	Date file is posted
FAST	26 <sup>th</sup> of the prior month	1 <sup>st</sup> day of the next month
RIBBS	26 <sup>th</sup> of the prior month	1 <sup>st</sup> day of the next month

A consolidated facility file will have the data structure represented below

Field Name	Data-type	Max Length
FDB ID	Numeric	7
Facility Name	Alphanumeric	50
Locale Key	Alphanumeric	6
NASS Code	Alphanumeric	5
Facility ZIP	Numeric	9
Finance Number	Numeric	6
Facility Type	Alphanumeric	500
Facility Subtype	Alphanumeric	500
Facility Address	Alphanumeric	80
Facility City	Alphanumeric	30
Facility State	Alphanumeric	2
BMEU Indicator	Alphanumeric	1

# Informed Visibility (IV)



IV is an enterprise system that will be a real-time single source of all mail and mail aggregate information.

IV will leverage data to provide business intelligence for USPS functional groups and the mailing industry, providing:



- Event-Driven Internal Measurement of all Mail
- Real-Time Service Performance Diagnostics
- Mail Inventory Management of Mail and Packages
- Predictive Workloads on Mail and Packages
- End-to-End Tracking of Mail
- Ease of Use



## Program Benefits

- Reduces Contract Support for External Components of Service Measurement
- Eliminates Manual Work for Plant Mail Inventory
- Retirement of legacy systems
- Improves Operational Efficiency
- Can improve Business Operations for Mailers
- Supports multi-channel communications
- Creates the foundation for enterprise analytics

Provides a Single Mail Data Repository and...

Powerful Analytics based on Real-time Processing ...

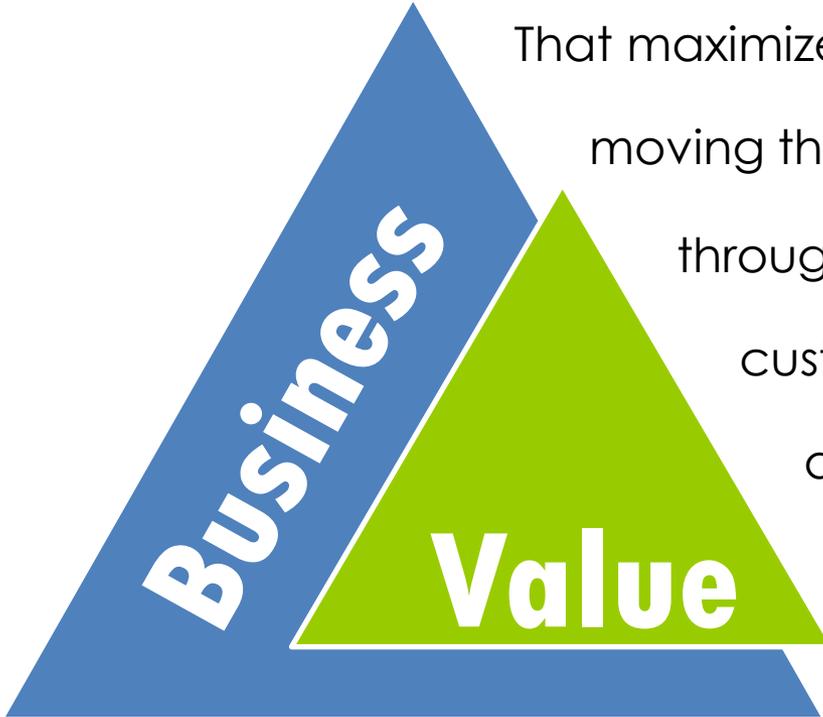
That maximizes operational efficiency,

moving the business from reactive to proactive,

through enhanced business intelligence,

customizable dashboards,

and flexible data provisioning capabilities.



## IV Implementation Will be a Phased Approach

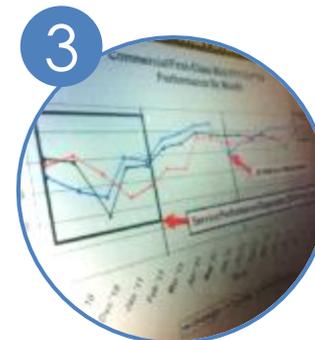
Scope of initial releases:



Event driven  
real-time  
**SERVICE  
PERFORMANCE  
MEASUREMENT**  
for all mail.



Event driven  
real-time  
**MAIL INVENTORY  
AND PREDICTIVE  
WORKLOADS**



Event driven  
real-time  
**MAIL TRACKING  
AND REPORTING**

## for Service Performance Measurement

- **End-to-End Measurement of all Mail**
  - One Consolidated Mail Measurement System (single piece and presort)
  - Measuring All Mail (census vs. sampling)
  - Real-Time Same Day Service Scores

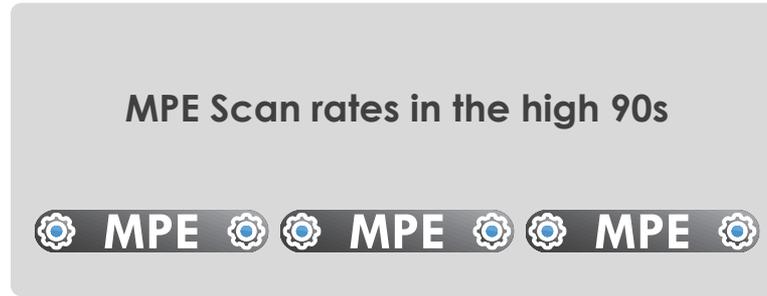
**IV leverages Mail Visibility providing a comprehensive view of USPS service performance measurement**

**IV reduces USPS reliance on 3rd party reporters**

## FIRST MILE

## PROCESSING

## LAST MILE



Existing

IV

MDD \*

Processing  
Scores

MDD

Encrypted  
Sampling  
Request  
(GPS based)

Encrypted  
Sampling  
Request  
(GPS based)

IV

Not scanning  
every piece  
with device



**RANDOM  
SCAN  
SELECTION**

System polls 3-digit combos to ensure  
statistical precision

## for Field Service Performance Diagnostics

- **Enhanced Real-time Service Performance Diagnostics**

- Diagnostics on all mail (single piece and presort)
- Collecting and provisioning data in real-time
- Real-time monitoring of key performance metrics (cycle times, FIFO, etc.)
- Real-time notifications of missent, mishandled, or looping mail
- Real-time Container-At-Risk alerts for all mail

**IV provides real-time granular insight into specific mail-flows and systemic issues**

**IV provides real-time cycle time analytics – total and segmented cycle times – allowing for identification of specific segments impacting rolled throughput yield**

## for Mail Processing

- **Mail Inventory Management and Predictive Workloads**
  - Inbound, On-hand, and Ready to Process Inventory (volumes, location in process, mail make-up and service window)
  - Inventory based Run Plans (resources needed, run start time, expected throughput, expected end of run)
  - Real-Time Processing Status (throughput, cycle-time, mail at risk, service performance, and alerts)
  - Outbound Inventory (maximizing transportation)

**IV will automatically create an optimized Run Plan for the day's workload, based on actual mail volume, allowing improved utilization and efficiency**

**IV's forecasting capability will enable the planning of resources days in advance, leveraging flexibility of labor contracts**

## for Transportation

- **Real-time monitoring of inventory**
  - Alerts for missing containers at unload or load
  - Arrival profile and Dispatch ready profile
- **Real-time monitoring of transportation status and locations**
- **Real-time simplified Surface Visibility-like (SV) data capture for mail aggregates (handling units, containers and transportation)**
  - Expands Surface Visibility-like functionality to all sites

**IV will optimize transportation utilization by coordinating schedules to align with dispatch ready volumes**

**IV will provide alerting mechanisms for transportation variances allowing operations to proactively adjust**

## for Delivery

- **Mail Inventory Management and Predictive Workloads**
  - Real-time Volume Arrival Profile
  - Inbound, On-hand, and Out for Delivery Inventory by route and delivery point
  - Facilitates Optimized Dynamic routing and workload balancing
  - Automates volume recording (eliminates existing manual process)
  - Generates Carrier Manifest by route (accountables, trays, bundles, etc.)

**IV forecasting capability will enable the planning of resources days in advance, leveraging flexibility of labor contracts**

**IV mail volume data for all routes will assist in replacement of DOIS**

## for Mailers

- **Improved Service and Visibility**

- Informed Visibility and Field Service Performance Diagnostics leads to consistent, reliable, predictable service
- Informed Visibility and real-time Mail Inventory Management leads to reduced operational costs, which will drive operational efficiencies
- Provides mailers with complete visibility and tracking across the mail supply chain
- Provides mailers with mailing-specific service scores
- Improved ease of use for mailers through flexible data provisioning

**IV gives mailers visibility into their mailings, increasing the value of mail and enabling mailers to plan their mailings, measure the success of each mailing campaign, and efficiently staff**

## Enhanced Visibility



### Current

#### IMb Tracing

- Visibility for letters, flats & bundles
- Bundle visibility limited to piece automation scans
- Raw data download, or push subscription (1-24 hour)

#### PostalOne! & Mail.xml

- Visibility for trays & containers
- Push, pull, or download data
- Latency issues

### Future



- Comprehensive end-to-end
- Real-time reporting
- Flexible data provisioning
- Customer specific mail performance
- Additional scan events
  - Delivery unit related bundle visibility
  - “Out for delivery” & “delivered” events

IV supported **FLEXIBLE DATA PROVISIONING** allows you to select:

**What?**

... data fields you want to receive

... you want your data filtered

... you want it aggregated

... you want it presented  
– such as in a text file, Excel, or an alert

... you want it delivered - either pushed  
to your server, or sent by email or text

**How?**

**When?**

... you want it delivered - pre-established  
schedule, near real-time, event driven

**Mail Delivered**



**Real-Time  
Data Received**

**Email Sent**



**Mailer  
Notified**

**Mail Moment**

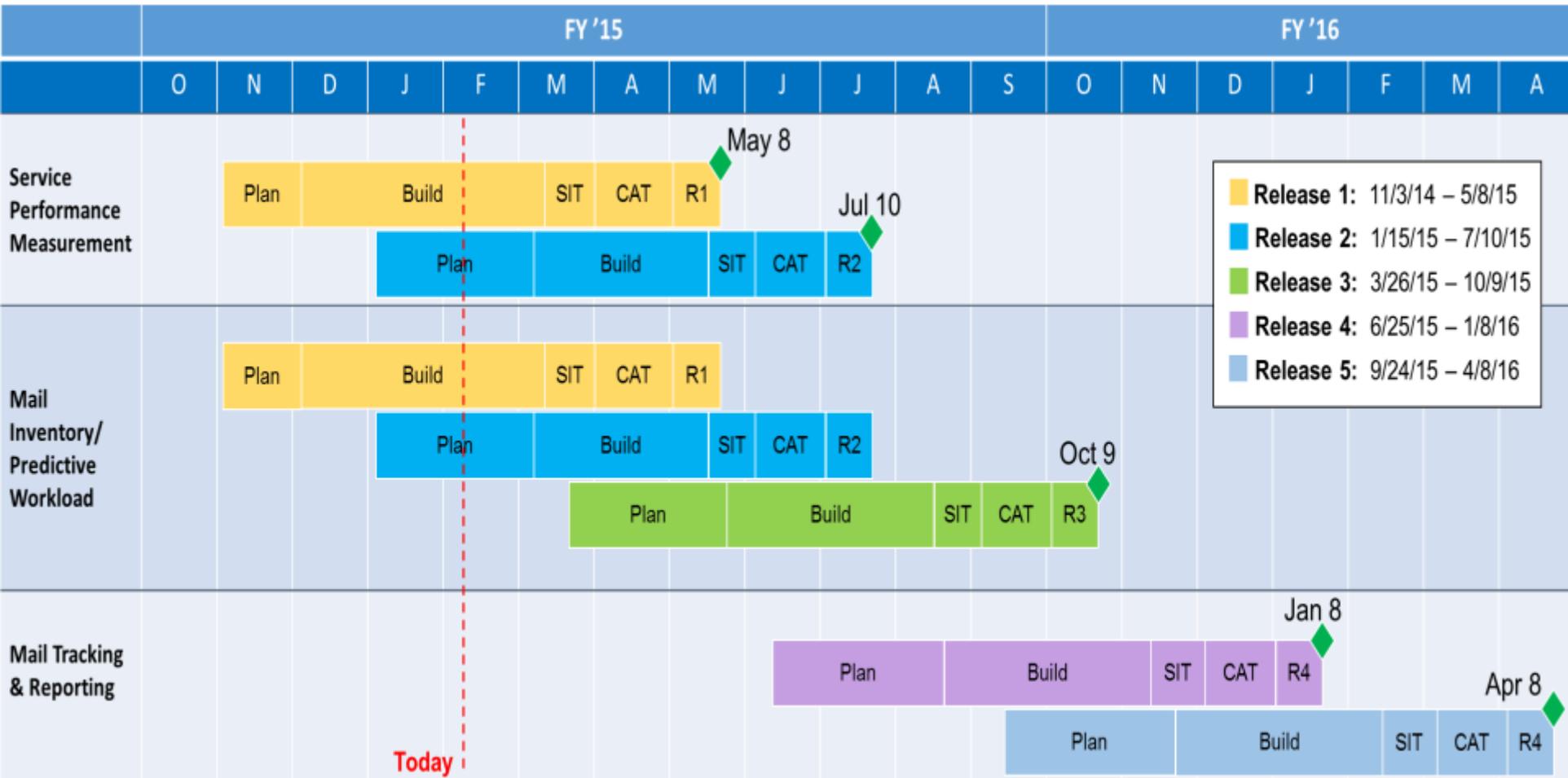


**Customer  
Conversion**

## A single source for all your mail visibility needs



Getting the **right data** to the **right people**  
in time to **make a difference**



# Address Management Updates



- On January 25, 2015 all ACS fulfillments delivered through EPF have been expanded and improved to the ACS File Format Version 1.0
- The new file layout and data reflects the current and future US Postal Service® technology and methods for handling undeliverable-as-addressed mail
- Information available through these processes is now being delivered in the ACS notices, including:
  - The complete Move Effective Date (MMDDYYYY) and the COA “Made Available Date”
  - The Intelligent Mail barcode data, when available
  - When, How, and Where the undeliverable mail piece was processed
  - Final disposition of the mailpiece
  - Address correction and other applicable fee(s) for each ACS record

***IMPORTANT NOTE: Full Service ACS and COA Reports provided via the Business Customer Gateway are NOT affected by this change.***

- **Additional ACS file options are available upon request:**
  - **Legacy File Format – The same format you were receiving prior to January 25, but with a different file name and without the new information**
  - **CSV – Comma Separated Value with the same information as the Version 1.0 file**
  - **XML/XLS – Excel Binary File that includes column headers and can be opened in a spreadsheet**
- **The ACS File Format Version 1 Technical Guide has been updated**
- **For more information:**

**<https://ribbs.usps.gov/acs/newACSformat/>**

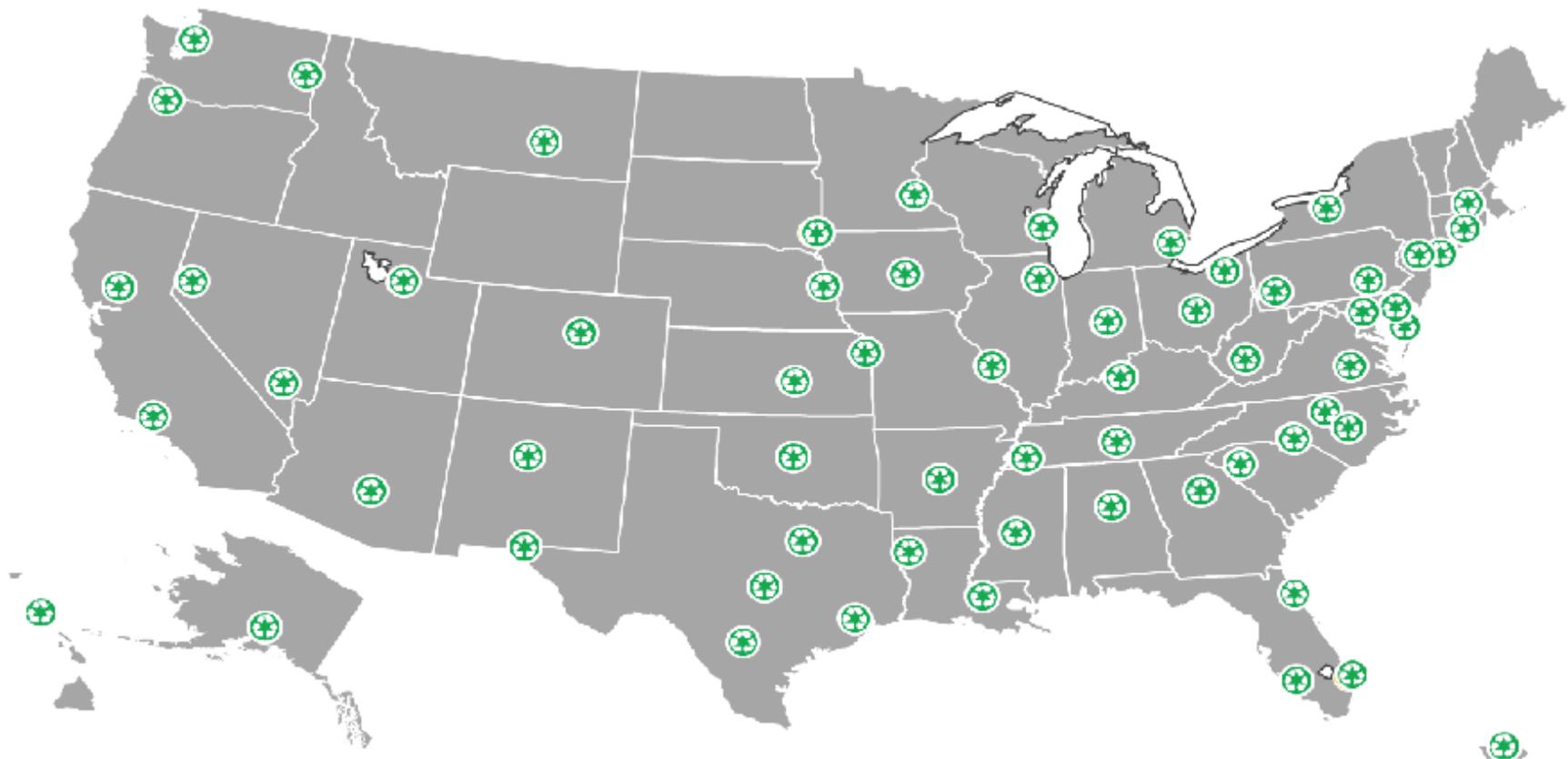
**or contact**

**[acs@usps.gov](mailto:acs@usps.gov)**



**National Launch occurred on November 18, 2014**

**61 PARS sites have the USPS® Industrial Cross-Cut Shredders for Secure Destruction of Letters**





## Enrollment and Registration Requirements - There are five steps to register for Secure Destruction Service:

### 1 Use of IMb™ for letter-sized First-Class Mail® is required

- Full-Service or Basic IMb™ used on letter-sized First-Class Mail® is allowed
- Information and Resources regarding the IMb™ can be found at:  
<https://ribbs.usps.gov/index.cfm?page=intellmailmailpieces>

### 2 An ACS account is required to receive Secure Destruction Notices

- You may use an existing ACS™ account: SingleSource ACS™, OneCode ACS®, or Traditional ACS™
- If you do not already have an ACS account, complete and submit the ACS Enrollment Form at: [https://ribbs.usps.gov/acs/documents/tech\\_guides/eACS001.PDF](https://ribbs.usps.gov/acs/documents/tech_guides/eACS001.PDF)

### 3 Use Existing or Register for an Electronic Product Fulfillment Account

- If you already have an ACS account with EPF access, then you may skip this step
- If not, go to <http://epf.usps.gov> for the EPF Web Access Request Form

### 4 Enroll in the Secure Destruction program

- The form is available in the Secure Destruction eNotification guide, or from:  
[http://ribbs.usps.gov/forms/documents/secure\\_destruction/SDACS001.pdf](http://ribbs.usps.gov/forms/documents/secure_destruction/SDACS001.pdf)



## 5 Determine which Secure Destruction STID you will use in the IMb™

- Information is available in the [Secure Destruction Electronic Notification](#) documentation

Address Correction Option	Basic Non-Auto Service		Full Service	
	Without IMb™ Tracing	With IMb™ Tracing	Without IMb™ Tracing	With IMb™ Tracing
Full-Service ACS™ – Change Service Requested <b>Opt 1</b> w/Secure Destruction			Available for Qualified Full Service IMb™	Available for Qualified Full Service IMb™
Full-Service ACS™ – Change Service Requested <b>Opt 2</b> w/Secure Destruction			Available for Qualified Full Service IMb™	Available for Qualified Full Service IMb™
One Code ACS® – Change Service Requested <b>Opt 1</b> w/Secure Destruction	Available for OneCode ACS® Participants	Available for OneCode ACS® Participants		
One Code ACS® – Change Service Requested <b>Opt 2</b> w/Secure Destruction	Available for OneCode ACS® Participants	Available for OneCode ACS® Participants		
Traditional ACS™ Format – Change Service Requested <b>Opt 1</b> w/Secure Destruction	Available for Traditional ACS™ Participants			
Traditional ACS™ Format – Change Service Requested <b>Opt 2</b> w/Secure Destruction	Available for Traditional ACS™ Participants			

 **STID will be provided after registration is complete**

 **Not Applicable for Secure Destruction**

- The case for Secure Destruction of Flats is being reviewed for FPARS (Flats Postal Automated Redirection System)
  - FPARS deployment is tentatively scheduled to begin in June 2015 at 18 USPS P&DC's
  - At least 4 of these sites do not have direct access to the currently deployed USPS Industrial Cross-Cut Shredders
- Additional information on Secure Destruction can be found at: <https://ribbs.usps.gov/index.cfm?page=securedestruction>



**Contact the National Customer Support Center at:**

**Phone: 877-640-0724, option 1**

**Email: [acs@usps.gov](mailto:acs@usps.gov)**

## Total UAA - All Classes

	Forwarded				Returned to Sender				Treated As Waste			
	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg
<b>FY04</b>	\$ 421,927		1,985,160		\$ 822,494		1,603,290		\$ 269,804		6,135,879	
<b>FY08</b>	\$ 401,353	-4.9%	1,777,364	-10.5%	\$ 780,027	-5.2%	1,434,640	-10.5%	\$ 337,579	25.1%	6,097,089	-0.6%
<b>FY09</b>	\$ 321,381	-19.9%	1,343,180	-24.4%	\$ 806,027	3.3%	1,579,341	10.1%	\$ 252,629	-25.2%	4,306,328	-29.4%
<b>FY10</b>	\$ 294,738	-8.3%	1,234,646	-8.1%	\$ 817,463	1.4%	1,593,368	0.9%	\$ 246,214	-2.5%	4,120,591	-4.3%
<b>FY11</b>	\$ 271,842	-7.8%	1,116,245	-9.6%	\$ 777,643	-4.9%	1,504,490	-5.6%	\$ 266,394	8.2%	4,400,072	6.8%
<b>FY12</b>	\$ 271,350	-0.2%	1,116,642	0.0%	\$ 789,433	1.5%	1,530,049	1.7%	\$ 257,387	-3.4%	4,112,809	-6.5%
<b>FY13</b>	\$ 244,081	-10.0%	1,055,467	-5.5%	\$ 768,966	-2.6%	1,495,966	-2.2%	\$ 257,613	0.1%	4,233,078	2.9%
<b>FY14</b>	\$ 229,568	-5.9%	1,010,525	-4.3%	\$ 769,790	0.1%	1,464,963	-2.1%	\$ 253,389	-1.6%	4,139,809	-2.2%
<b>FY04 vs FY14</b>		<b>-45.6%</b>		<b>-49.1%</b>		<b>-6.4%</b>		<b>-8.6%</b>		<b>-6.1%</b>		<b>-32.5%</b>
<b>FY08 vs FY14</b>		<b>-42.8%</b>		<b>-43.1%</b>		<b>-1.3%</b>		<b>2.1%</b>		<b>-24.9%</b>		<b>-32.1%</b>

## First-Class Mail

	Forwarded				Returned to Sender				Treated As Waste			
	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg
<b>FY04</b>	\$ 350,468		1,819,366		\$ 584,735		1,466,006		\$ 3,813		45,980	
<b>FY08</b>	\$ 317,252	-9.5%	1,621,540	-10.9%	\$ 520,610	-11.0%	1,292,474	-11.8%	\$ 5,012	31.4%	43,952	-4.4%
<b>FY09</b>	\$ 255,503	-19.5%	1,226,096	-24.4%	\$ 611,041	17.4%	1,489,470	15.2%	\$ 3,681	-26.6%	31,095	-29.3%
<b>FY10</b>	\$ 238,992	-6.5%	1,134,155	-7.5%	\$ 634,316	3.8%	1,507,631	1.2%	\$ 5,365	45.7%	45,285	45.6%
<b>FY11</b>	\$ 220,264	-7.8%	1,025,579	-9.6%	\$ 604,887	-4.6%	1,423,497	-5.6%	\$ 7,362	37.2%	61,172	35.1%
<b>FY12</b>	\$ 218,897	-0.6%	1,027,451	0.2%	\$ 613,796	1.5%	1,446,215	1.6%	\$ 7,708	4.7%	63,477	3.8%
<b>FY13</b>	\$ 193,451	-11.6%	964,552	-6.1%	\$ 587,878	-4.2%	1,405,623	-2.8%	\$ 8,628	11.9%	74,698	17.7%
<b>FY14</b>	\$ 182,289	-5.8%	927,991	-3.8%	\$ 588,153	0.05%	1,383,386	-1.6%	\$ 7,561	-12.4%	66,735	-10.7%
<b>FY04 vs FY14</b>		<b>-48.0%</b>		<b>-49.0%</b>		<b>0.6%</b>		<b>-5.6%</b>		<b>98.3%</b>		<b>45.1%</b>
<b>FY08 vs FY14</b>		<b>-42.5%</b>		<b>-42.8%</b>		<b>13.0%</b>		<b>7.0%</b>		<b>50.9%</b>		<b>51.8%</b>

## First-Class Mail®

<b>RPW Volume</b>	<b>UAA %</b>		<b>RPW Growth/ Decline</b>	<b>UAA Growth/ Decline</b>
97,926,396	3.40%	<i><b>FY2004</b></i>	-	-
91,696,737	3.23%	<i><b>FY2008</b></i>	<b>-6.36%</b>	<b>-11.21%</b>
83,770,183	3.28%	<i><b>FY2009</b></i>	<b>-8.64%</b>	<b>-7.14%</b>
78,203,156	3.44%	<i><b>FY2010</b></i>	<b>-6.65%</b>	<b>-2.17%</b>
73,738,431	3.40%	<i><b>FY2011</b></i>	<b>-5.71%</b>	<b>-6.58%</b>
69,639,569	3.64%	<i><b>FY2012</b></i>	<b>-5.56%</b>	<b>1.07%</b>
66,700,419	3.67%	<i><b>FY2013</b></i>	<b>-4.22%</b>	<b>-3.64%</b>
64,452,475	3.69%	<i><b>FY2014</b></i>	<b>-3.37%</b>	<b>-2.73%</b>
<b>Average Yearly Decline since 2008</b>			<b>-5.79%</b>	<b>-4.63%</b>

## MTAC User Group 5 is reviewing UAA Mail Treatment Endorsements

- Currently, there are 25 UAA Reasons listed in DMM 507.14.1
- Proposal made to collapse into fewer categories that are more “actionable”
  - 8 reason codes currently proposed
- Challenges
  - Impacts to existing documents resulting from change
  - Training of delivery force on code assignment
  - Potential labor issue impacts
  - Mailing industry consensus for change
- Will changing UAA reason code assignments accomplish the objective of making codes more consistent and actionable?
  - Are there alternatives that mailers can adopt under current practice?

**Discussion  
&  
Questions**