

MTAC Visibility and Service Performance



Robert Cintron

Moderator

February 18, 2015



Package Services

2:45 - 4:00



Agenda

Intelligent Mail Package Barcode

- Recap

- Performance

- New Requirements

New Events

- Customer Initiated

- Mailer ID Usage

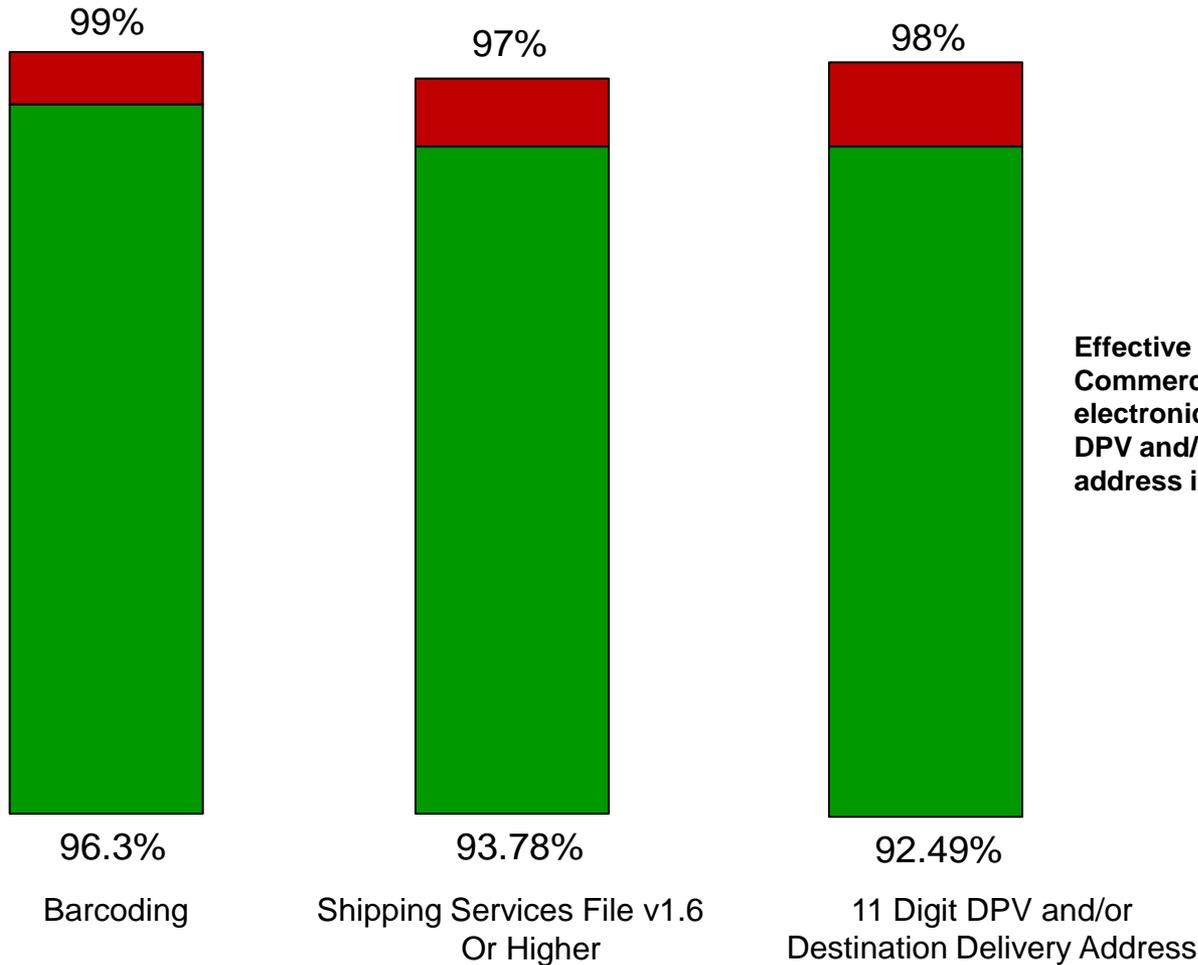
- Start-the-Clock

Predicted Delivery

PTR Releases

New Standards to Enhance Package Visibility Final rule published December 18, 2013

- **Implementation Date – January 27, 2014**
- Extended IMpb requirements to all Commercial Parcels and items with trackable Extra Services
 - Competitive Products effective January 27, 2014
 - Transition periods for customers shipping:
 - Market Dominant Parcels until September 7, 2014
 - Merchandise Return Service until September 7, 2014
 - **IMpb use with Certified Mail or Registered Mail until January 25, 2015**
 - Business Reply Mail Parcels – *(Retained for parcels)*
- Compliance Thresholds and Non-Compliance Fee
- Destination Delivery Address and/or Delivery Point Validated 11-digit ZIP Code required in the electronic file January 25, 2015 to meet requirements



Thresholds as of
January 25, 2015

Effective January 25, 2015,
Commercial Mailers must
electronically provide 11 Digit
DPV and/or destination delivery
address in Shipping Services File.

Note: Month Ending January 31, 2015

Product	Percent IMpb	Percent 11-Digit DPV ZIP Code and/or Destination Delivery Address	Percent Shipping Services File v1.6 or Higher
Bound Printed Matter	99.57%	75.26%	84.04%
Library Mail	93.28%	63.51%	60.88%
Standard Post	44.24%	73.30%	33.60%
Media Mail	96.90%	94.97%	92.34%
Critical Mail	100.00%	91.05%	90.55%
Priority Mail Express	64.67%	64.67%	63.90%
First-Class Package Services	98.68%	94.94%	94.08%
Parcel Select Lightweight	99.65%	94.80%	97.18%
Priority Mail	96.96%	95.04%	93.44%
Parcel Select	99.38%	95.33%	97.26%
Standard Mail Non-Profit Parcels (S2)	99.95%	94.36%	97.07%
Standard Mail Parcels (SA)	100.00%	29.33%	30.47%
Unspecified	75.50%	4.83%	1.99%
Grand Total	98.56%	92.49%	93.78%

- Extend IMpb Compliance Fee and Thresholds to all products
- Require Address and 11-Digit ZIP Code Delivery Point Validation
- Barcode Quality, including placement
- Shipping Services File Data Quality
- 99M Container Placards and Electronic Nesting Information in Shipping Services File
- Secure File Transmission
- Send Shipping Partner Events
- Timely Shipping Services File Transmission (Work Group)
- Upgrade to Electronic Verification System (eVS) for payment

Address and 11-Digit ZIP Code Delivery Point Validation

- Use USPS Address product to validate address and 11-digit DPV for accuracy
- Validated address/11-digit DPV ZIP Code compliance threshold supplants current addressing requirements
- Recipient name required in Shipping Service File for all Signature Services, strongly encouraged for all products
- Transition period

Barcode Quality

- Barcode uniqueness
- Readability
 - Including Check digit
- Service Type Code accurate
 - Product
 - Service combination
- Mailer ID

Shipping Services File Data Quality

- Accurate electronic representation of package level details
- Entry location ZIP Code
- Service Type Code, barcode construct, extra services codes
- Payment information including rate indicators
- Name when required for product

Intelligent Mail Container/Tray Barcodes

- 99 M Container Placards and/or 24-Digit Tray/Sack Labels
- Electronically nest package tracking number to container barcode in Shipping Services File
 - Logical container record may be used
- Indicate containerization level in Shipping Services File
- Provides start the clock and additional visibility

Secure File Transmission Protocols

- Secure Postal and Customer Networks
- Eliminate unsecure FTP connectivity and inherit vulnerabilities for file transmissions
- Addresses audit findings
- Protects brand and data integrity

Shipping Partner Files and Events

- Shared package details and tracking information from package inception
- Improves visibility with clearer handoffs and better tracking experience
- Promotes seamless experience when multiple service providers in delivery chain
- New Version 4.0 includes field for:
 - Entry location ZIP Code
 - Return or Pick Up 11-digit DPV ZIP Code
 - Containerization indicators
 - Entry and promise dates

Shipping Services File Transmission Timeliness

- Timely file transmission provides information when it can make a difference
 - Supports forecasting, planning, decision making earlier in the shipment process
 - Maximizes benefits of schemeless distribution
 - Provides route sorting information and tracking data with the same parcel touch
- Tracking information earlier in the shipping process
- Create new and better customer experiences
 - Calculate Acceptance events
 - Set customer delivery day expectations
 - Options to manage delivery – first attempt delivery success
- MTAC Work Group #166

Event Description and Code	Customer Interaction/Notification	External Visibility	Visibility Mediums
Package Research Case Created (VC)	Issue or complaint referred to local Post Office. An eCC case has been created.	Yes	Scan Event Extract File.
Package Research Case Closed (VX)	An eCC case has been closed on an issue or a complaint referred to a local Post Office.	Yes	Scan Event Extract File.
Tracking Contact (VT) (FUTURE)	Customer called, emailed, chatted, direct-messaged to inquire about tracking on package.	No	Intranet USPS Tracking website.
Package Intercept (VI)	Customer requested package intercept service for a package "in flight" to hold for pick up, redirect to another location, or return to original sender.	No	Intranet USPS Tracking website Note: The Package Intercept (Recall) event currently exists and is scanned when packages are successfully intercepted. The event displays on external and internal USPS Tracking websites.
Electronically Authorize Shipment Release (VE)	Customer used EASR feature to provide USPS instructions to deliver package, hold for pick, leave with neighbor or redirect.	Yes	External and Internal USPS Tracking websites.
Redelivery Scheduled (VR)	Package has been scheduled for redelivery.	Yes	External and Internal USPS Tracking websites and Scan Event Extract File.
Carrier Pick Up (VP) (FUTURE)	Package has been scheduled for carrier pick-up.	Yes	External and internal Tracking websites, Scan Event Extract file
Final Notice Generated (VF)	A final notice (PS Form 3849) has been created.	Yes (Future)	External and Internal USPS Tracking websites and Scan Event Extract File.
Returns Notice Generated (VS)	A returns notice has been generated through MyPO.	Yes	Intranet USPS Tracking website and Scan Event Extract File Note: Events currently exists and are scanned when customers refuse delivery or fail to claim packages before the prescribed return date.

USPS Tracking™



Customer Service ›
Have questions? We're here to help.

Tracking Number: [REDACTED]



IN-TRANSIT

Updated Delivery Day: **Tuesday, August 19, 2014**

Product & Tracking Information

Postal Product: Priority Mail 2-Day™
Features: Insured, USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
August 19, 2014 , 11:00 am	Out for Redelivery	ARLINGTON, VA 22201
Your item is out for redelivery on August 19, 2014 at 11:00 am in ARLINGTON, VA 22201.		
August 18, 2014	Redelivery Scheduled	ARLINGTON, VA 22201
August 18, 2014 , 11:00 am	Out for Delivery	ARLINGTON, VA 22201
August 15, 2014 , 1:10 pm	Out for Delivery	NEW YORK, NY 10027
August 15, 2014 , 1:00 pm	Sorting Complete	NEW YORK, NY 10027
August 15, 2014 , 1:00 pm	Arrived at Post Office	NEW YORK, NY 10027
August 14, 2014 , 6:00 am	Picked Up	NEW YORK, NY 10158

Available Actions

- Text Updates
- Email Updates
- Delivery Instructions

**Out for Delivery
+ Redelivery Scheduled
= Out for Redelivery
verbiage**

Visibility Suspended December 2014
Resume June 28, 2015*

Scenario	MID Owner or Manifesting MID	Event Code	Event Description and Warning Message
Mismatched Owner/EFN	Manifesting MID	MP	ALERT – MID USER NOT REGISTERED TO EFN MID
Mismatched Owner/EFN	MID Owner	MK	ALERT – MID USED BY ANOTHER MID OWNER
Unregistered MID	Manifesting MID	MU	ALERT – MID USER NEEDS TO BE REGISTERED
Flagged Inactive	MID Owner and Manifesting MID, if different	MX	ALERT – MID HAS BEEN FLAGGED INACTIVE

*Investigating possibility to pull date in sooner

Visibility for MID Owner/User, Unregistered MIDs and Flagged Inactive MIDs

United States Postal Service scanners only read blue or black ink. To ensure mail arrives in a timely manner, advise customers to only use blue or black ink on change of address forms. Having first class saved up is like having money in the bank.

Z:\rj\Qmnts Mgmt Team\PTR\CAT\Release 2.0 CAT Execution Results\CMC1041_CMC1039\Outbound Data CMC1039\ERRWRNO.V15.RPT.1011142255 - Notepad++

File Edit Search View Encoding Language Settings Macro Run Window ?

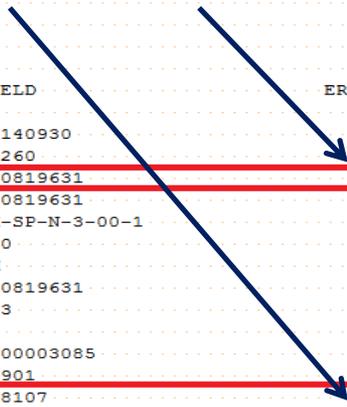
R30CMC1093SS17.manifest R30CMC1093SS16.manifest ERRWRNO.V15.RPT.1011142255

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1
2 JSPS                      PRODUCT TRACKING & REPORTING                      PAGE: 1
3 REPORT: CBD015CO         CONFIRMATION/ERROR/WARNING REPORT          DATE: 10/11/2014
4                                     TIME: 12:38:02
5
6 MAILER: 201114           ENTRY FACILITY: 16625
7 E-FILE: 00000000111     MAILING DATE: 09/30/2014
8 RECEIPT DATE: 10/11/2014
9 RECEIPT TIME: 12.38.02
10
11 RECORDS READ: 000000003
12 RECORDS REJECTED: 000000000
13 TOTAL RECORDS ACCEPTED: 000000003
14 #D1 RECORDS ACCEPTED: 000000002
15 #D2 RECORDS ACCEPTED: 000000000
16
17 ERR/ E-FILE
18 VRN LINE NO. PIC/E-FILE NUMBER      ERROR FIELD      ERROR MESSAGE
19
20 V 0000000000000001          20140930          MAILING DATE NOT WITHIN 3 DAYS OF SYSTEM DATE
21 V 0000000000000002 9272703081963150000111 20260          INVALID PO OF ACCOUNT ZIP CODE
22 V 0000000000000002 9272703081963150000111 030819631      ALERT: MID USER NEEDS TO BE REGISTERED
23 V 0000000000000002 9272703081963150000111 030819631      THE MAILER ID IN THE LABEL IS NOT A CONFORMING MAILER ID
24 V 0000000000000002 9272703081963150000111 EX-SP-N-3-00-1  INVALID COMBO: CLASS EX RATE SP DRI N PC 3 ZONE 00 RBI 1
25 V 0000000000000002 9272703081963150000111 920           INVALID EXTRA SERVICE CODE 1
26 V 0000000000000002 9272703081963150000111 PM            INVALID CLASS OF MAIL PM; DEFAULT TO EX
27 V 0000000000000002 9272703081963150000111 030819631     INVALID MAILER ID IN PIC
28 V 0000000000000002 9272703081963150000111 C03          INVALID BARCODE CONSTRUCT C03; DEFAULTING TO C04
29 V 0000000000000002 9272703081963150000111 P            WAIVER OF SIGNATURE NOT Y OR N; DEFAULT TO N
30 V 0000000000000002 9272703081963150000111 0000003085   INVALID PAYMENT ACCOUNT NUMBER
31 V 0000000000000003 9312319810700000000129 00901        NON-IMPB COMPLIANT - MUST INCLUDE DEST DEL ADDR OR ZIP+4
32 V 0000000000000003 9312319810700000000129 198107       ALERT: MID USER NEEDS TO BE REGISTERED
33 V 0000000000000003 9312319810700000000129 PM-S2-N-5-00-1  INVALID COMBO: CLASS PM RATE S2 DRI N PC 5 ZONE 00 RBI 1
34 V 0000000000000003 9312319810700000000129 920           INVALID EXTRA SERVICE CODE 1
35 V 0000000000000003 9312319810700000000129 198107       INVALID MAILER ID IN PIC
36 V 0000000000000003 9312319810700000000129 C03          INVALID BARCODE CONSTRUCT C03; DEFAULTING TO C08
37 V 0000000000000003 9312319810700000000129 0000000097   INVALID PAYMENT ACCOUNT NUMBER
38 V 0000000000000003 9312319810700000000129 16625        INVALID PO OF ACCOUNT ZIP CODE
39
40 JSPS                      PRODUCT TRACKING & REPORTING                      PAGE: 1
41 REPORT: CBD015CO         CONFIRMATION/ERROR/WARNING REPORT          DATE: 10/11/2014
42                                     TIME: 12:16:00
43
44 MAILER: 201114           ENTRY FACILITY: 16625

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**Unregistered MIDs are now a warning.
Data accepted and tracks instead rejecting.**



Tracking Number: 92748 [REDACTED]



Expected Delivery Day: Tuesday, August 19, 2014

4

IN-TRANSIT

Product & Tracking Information

Postal Product:
Package Services

Features:
USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
August 19, 2014 , 9:09 am	Out for Delivery	FORT WASHINGTON, MD 20744
Your item is out for delivery in FORT WASHINGTON, MD 20744.		
August 19, 2014 , 8:59 am	Sorting Complete	FORT WASHINGTON, MD 20744
August 19, 2014 , 8:34 am	Arrived at Post Office	FORT WASHINGTON, MD 20744
August 19, 2014 , 6:21 am	Departed USPS Facility	CAPITOL HEIGHTS, MD 20790
August 19, 2014 , 2:23 am	Arrived at USPS Destination Facility 2	CAPITOL HEIGHTS, MD 20790
August 19, 2014 , 1:08 am	Accepted at USPS Destination Sort Facility 3	CAPITOL HEIGHTS, MD 20790
August 16, 2014 , 2:30 pm	Departed Shipping Partner Facility	SECAUCUS, NJ 07094
August 15, 2014 , 6:09 pm	Arrived Shipping Partner Facility	SECAUCUS, NJ 07094

Available Actions

Text Updates



Email Updates



Accepted At Destination

- Shipping Services File record w/Destination Rate Indicators
- Arrived at USPS Facility or Post Office event
- Calculates Accepted at USPS Destination Sort Facility
- Qualifies for Expected Delivery Day Reveal

1

Tracking Number: 92612 [REDACTED]



Updated Delivery Day: Wednesday, August 6, 2014 4

Product & Tracking Information

Postal Product:
Package Services

Features:
USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
August 6, 2014 , 10:31 am	Delivered	KILMICHAEL, MS 39747
Your item was delivered at 10:31 am on August 6, 2014 in KILMICHAEL, MS 39747.		
August 6, 2014 , 7:01 am	Out for Delivery	KILMICHAEL, MS 39747
August 6, 2014 , 6:51 am	Sorting Complete	KILMICHAEL, MS 39747
August 6, 2014 , 6:19 am	Arrived at Post Office	KILMICHAEL, MS 39747
August 5, 2014 , 12:38 am	Arrived at USPS Destination Facility	MEMPHIS, TN 38136 2
August 4, 2014 , 11:38 pm	Accepted at USPS Facility	MEMPHIS, TN 38136 3

Available Actions

Text Updates



Email Updates



Accepted At USPS Facility

- 1 Concatenated IMpb
- 2 Arrived at USPS Facility or Post Office event
- 3 Calculates Accepted at USPS Facility event
- 4 Qualifies for Expected Delivery Day Reveal

USPS Tracking™



[Customer Service >](#)
Have questions? We're here to help.

Tracking Number: 92612 [redacted]

Updated Delivery Day: Tuesday, August 19, 2014



DELIVERED

Product & Tracking Information

Postal Product:
Package Services

Features:
USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
August 19, 2014 , 3:21 pm	Delivered	CHAPEL HILL, NC 27514
Your item was delivered at 3:21 pm on August 19, 2014 in CHAPEL HILL, NC 27514.		
August 19, 2014 , 9:01 am	Out for Delivery	CHAPEL HILL, NC 27514
August 19, 2014 , 8:51 am	Sorting Complete	CHAPEL HILL, NC 27514
August 18, 2014 , 2:00 pm	Arrived at Post Office	CHAPEL HILL, NC 27514
August 18, 2014	Pre-Shipment Info Sent to USPS	

Available Actions

[Text Updates](#)

[Email Updates](#)

- Based on Last Mile Scans
- Arrival at Unit and Out for Delivery
- Covers all domestic and inbound international products

- Shorten USPS Tracking Retention to 120 days
- New Event Code and Attributes
 - Held at Post Office – Event Code 57
 - At Customer Request
 - Awaiting Redelivery Instructions – coming soon
- Return to Sender Delivered (Delivery Attribute)
 - Attribute assigned when a “Delivered” event occurs after a Return to Sender type event
 - Such as Unclaimed, Refused, Undeliverable as Addressed
 - Closes the loop on returned items

- New Additional Service Code for Perishables - 853
- Calculate Accepted at Destination Event using Arrival at Post Office scan event
 - For packages entered at the destination delivery unit
- Containerization Indicators for Parcel Shipments
 - Identifies shipments in direct containers labeled to bypass piece handling until shipments reach downstream or destination facility
- New eVS and non-eVS IMpb Compliance Report
 - Provides PostalOne! IMpb compliance information for both customer groups
 - Replaces existing non-eVS IMpb compliance report

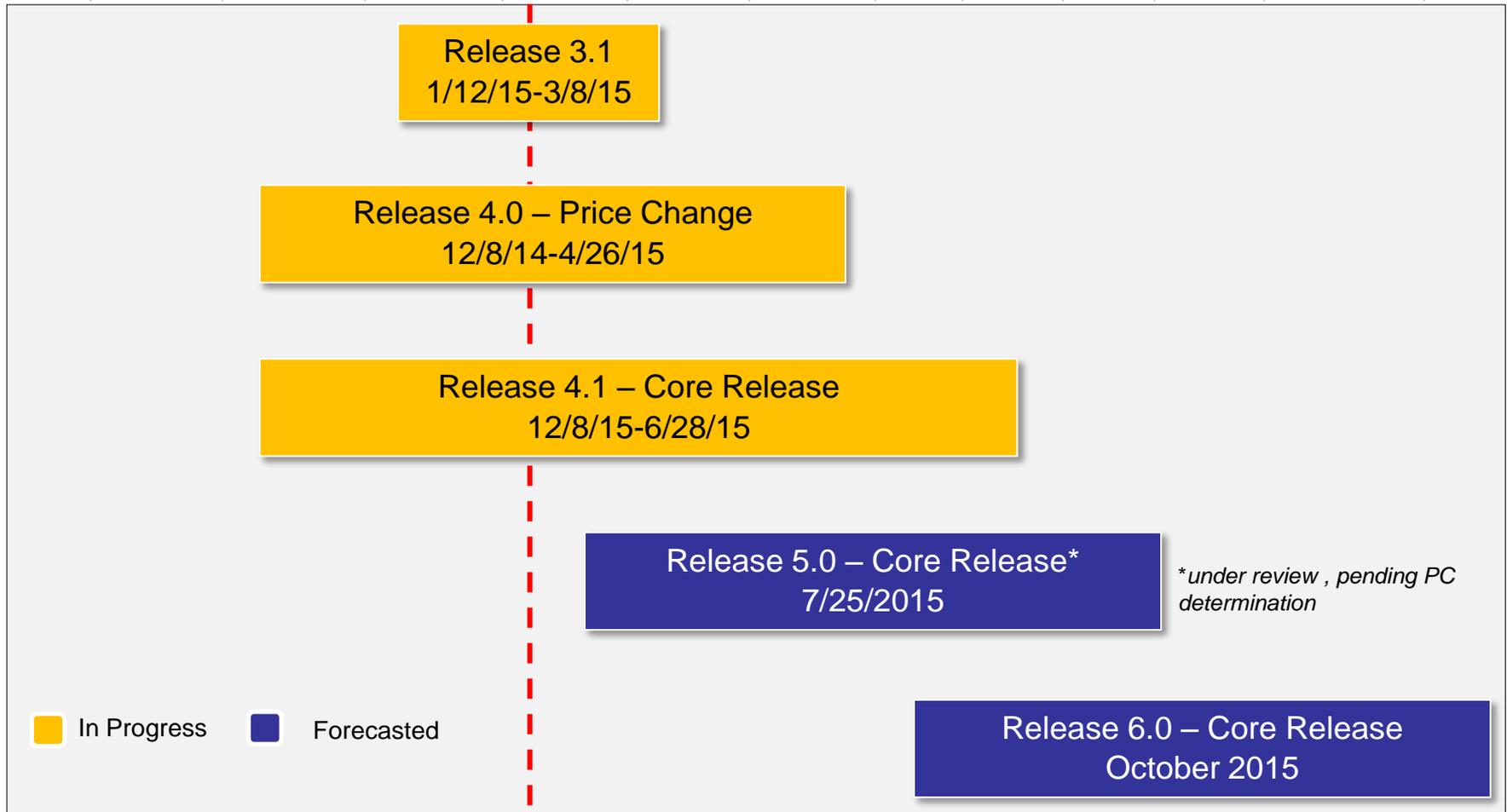
- New Processing Exception Event – LX
 - Calculated when package cycles between locations multiple times
 - Unique messaging on USPS.COM to indicate condition
 - Included in extract files
- More frequent transmissions from Self Service Kiosks
- Updated IMpb Compliance Rules and Thresholds

Release Date: Sunday, March 8, 2015

Patch Release to include:

- New logic for Origin and In Process Acceptance Events
- Fall back to Shipment Accepted event calculation for SCAN Form (PS Form 5630)

November 1 December 1 January 1 February 1 March 1 April 1 May 1 June 1 July 1 August 1 September 1 October 1



- Product Simplification: Extra Services Transition period for retired codes
 - Add new Service Type and Extra Services Codes for expanded services, new combinations
 - Tracking baked into all package products except Standard Mail Parcels
 - Implement new retirement process for obsolete codes
- Expand Sunday Delivery, Same Day, and Next Day, Extended Coverage (NSA)
- Support First-Class Package Flat-Rate Return Service (NSA)
- Enhancements to support nesting at Post Offices

- Obsolete Service Type Codes and Extra Services Codes will be retired from use
- Transition period for retired codes
 - 6 Months
 - Accepted in files without issuing warnings
 - Warnings issued after 6 months
 - Extract visibility suppressed after one year
- Reclaimed codes eligible for new identity after one year

**Discussion
&
Questions**