

MTAC Payment and Acceptance

November 17, 2015

Packages

❑ Action Items Review**❑ Additional Topics**

- **Release schedule updates**
- **Metrics**
- **eVS updates:**
 - ◆ **MIDs**
 - ◆ **Reconciliation Process**
 - ◆ **VAE**
 - ◆ **IMpb Non-Compliance (new Error Codes)**
 - ◆ **Postage Statement Extract Process**
- **Questions & Answers**
- **CIO Roadmap**
- **Enterprise Payment**

Action Item	Response / Corrective Action / Update
Create a list of items the Enterprise Payment Workgroup will address: a. What is the level of depth in the reports from oracle	USPS continues to define the specific transaction details and aggregate reports that will be available through Enterprise Payment. Proposed reports will be presented to the WG #173 as designs are recommended.
Add communication during onboarding about MID usage for eVS only to align with industry communication to customer	eVS mailers will receive an authorization letter during onboarding and additional communications about MID responsibility when adding additional MIDs
Communicate the dispute process at the next user group meeting	Communicated the dispute process in the August 20 th MTAC UG#2 eVS/PTR meeting

Recent eVS/PostalOne!® Releases

Minor Patch Release:

- 41.3.1 – Oct. 18, 2015
- 41.3.3 - Nov. 15, 2015

ALM ID	Summary
8219	Fix noncompliance reason code legend and sorting - IMPB Noncompliance Report (Fixed 10/18)
8267	eVS Payment Extracts - the payment extract process is frequently generating duplicate payment extracts (Fixed 10/18)
8287	eVS PS Finalization - single-threaded process yields CORBA errors (Fixed 10/18)
8463	Duplicate .PSE – the issue with duplicate postage statement extract (will be fixed on 11/15)

Upcoming *eVS/PostalOne!*® Releases

- | | |
|---|------------------|
| <input type="checkbox"/> Release 42.0.0.0 | January 3, 2016 |
| <input type="checkbox"/> Release 42.0.1.0 | January 17, 2016 |
| <input type="checkbox"/> Future Releases | TBD |

Category	Name	Description	Target	SLA	Date
Manifest Files Processing	eVS Manifests Processing from PTR to eVS	Measures the time between when PTR receives the eVS manifest files until eVS completes payment processing (generates postages statements that can be viewed in PostalOne!/eVS)	95%	Process completes within 4 hours	12/1/15
	Type 2 Manifests Processing from PTR to PostalOne!	Measures the time between when PTR receives the Type-2 Manifest files until PostalOne! receives the IMpb non-compliance report and allows the users to find the Shipping Services File Transaction ID (SSFTID) in PostalOne!	95%	Process completes within 2 hours	TBD
eVS Online Reports Availability	Un-manifested Scans Reporting	Measures the time between when PTR delivers the unmanifested scans data to eVS, to when eVS completes the processing and makes the data available via the eVS reports online	95%	Report data is refreshed by 2 PM CT on Tuesdays and First Day of the month	12/1/15
	Duplicate Scans Reporting	Measures the time between when PTR delivers the duplicate scans data to eVS, and when eVS completes the processing and makes the data available via the eVS reports online	95%	Report data is refreshed daily by 2 PM CT	12/1/15
	Mis-shipped Scans Reporting	Measures the time between when PTR delivers the mis-shipped scans data to eVS, and when eVS completes the processing and makes the data available via the eVS reports online	95%	Report data is refreshed daily by 2 PM CT	12/1/15
	IMpb Non-Compliance Reporting	Measures the time between when PTR delivers the IMpb Non-Compliance data to eVS, and when eVS completes the processing and makes the data available via the eVS reports online	95%	Report data is refreshed daily by 2 PM CT	12/1/15

Note: The target percentages reflect data available by the specified time or on the specified day. The expectation is 100% of the data will be provided to customers and interfacing systems at the service level specified. For example, for a given metric, 95% of the data will be provided within the timeframe.

Category	Name	Description	Target	SLA	Date
Customer Interface Files Availability	Shipping Services File (SSF) Confirmation/Error/Warning (CEW) Reports Delivery	Measures the time between when PTR receives the manifest files and PTR sends out the Confirmation/Error/Warning (CEW) Extracts back to the customers	95%	Extracts delivered within 2 hours	5/31/15
	eVS Postage Statement Extract (PSE) Files Delivery	Measures the time between when PTR receives the eVS manifest files until when PTR sends out the Postage Statement Extracts (PSE) Files	95%	Extracts delivered within 6 hours	5/31/15
	eVS Postage Statement Extract (PSE) Files Completeness	Measures the number of manifested records divided by the number of records provisioned in the PSE and PTR sends out the Postage Statement Extracts (PSE) Files	100%	Extracts contain 100% of the records	5/31/15
	Unmanifested Scans Extracts Delivery	Measures the time when all unmanifested scan extracts have been sent to customers on the scheduled day	95%	Extracts delivered by 2 PM CT on Tuesdays and First Day of the month	5/31/15
	Scan Events Extracts Files Delivery High Volume	Measures time in minutes after start of extract cycle to until file available for transmission to customers	95%	Available in 30 minutes	5/31/15
	Scan Events Extracts Files Delivery Standard Volume	Measures time in minutes after start of extract cycle to until file available for transmission to customers	95%	Available in 60 minutes	5/31/15
	Daily Reconciliation Report Delivery	Measures the time when all reconciliation reports have been sent to customers	95%	Extracts delivered by 2 PM CT daily	5/31/15

Note: The target percentages reflect data available by the specified time or on the specified day. The expectation is 100% of the data will be provided to customers and interfacing systems at the service level specified. For example, for a given metric, 95% of the data will be provided within the timeframe.

- ❑ Mailers are expected to have a separate MID for each client
 - Obtain a unique Child MID for each client to designate package ownership
 - Additional MID may be required for additional mailing sites, to designate the mailer's mailing facilities
 - eVS MID may not be used for non-eVS mail
- ❑ USPS will notify eVS Mailers of MID responsibility in the eVS Authorization Letter
- ❑ Mailers need to manage their Child/Client MIDs
 - Obtaining and issuing the MIDs
 - Managing that relationship with clients
- ❑ MIDs Financial Responsibility
 - Master MID is responsible for the Child MIDs that they have been assigned
 - Master MID is responsible for the Unmanifested packages that contains the Child MID in the PIC
 - When the relationship with the Child MID is severed, Master MID owner to ensure the use of Child MID ceases

Bulk Request Methods

Request Method	Recommended User	Functionality	Instructions
MID/CRID Request Service (BCG)	For MSPs only, acting on behalf of themselves or their customers	<ul style="list-style-type: none"> • Multiple MIDs assigned • Multiple CRIDs assigned 	<ol style="list-style-type: none"> 1. Log-in to BCG 2. Click "Manage Account" 3. Click "Get MIDs/CRIDs"
Mail.XML Message	Mailer capable of generating and submitting Mail.XML messages	<ul style="list-style-type: none"> • Multiple MIDs assigned • Multiple CRIDs assigned 	<ol style="list-style-type: none"> 1. Download Web Service Description Languages (WSDLs) 2. Create Mail.XML messages 3. Submit Mail.XML messages

Monthly Reconciliation process:

- ❑ **Account Review:** Mailers review all adjustments for the first 10 days of the month
- ❑ **Joint Review:** Request via Dispute Queue. The analysts will perform a joint review with mailers through the 20th of the month
- ❑ **Extension Period:** If an analyst and mailer are unable to resolve any issues through the 20th of the month, issue(s) will be escalated to the eVS Program Manager
- ❑ **A Letter of Demand:** eVS Program Manager may issue a Letter of Demand for any outstanding adjustment(s)

- ❑ All refunds and appeals must be submitted through Dispute Queue by clicking on the “Submit Refund Request” or “Joint Review Request” hyperlink on the landing page
 - Must be assigned as VAE in BCG to gain access
 - VAE Assignment
 - Login to Business Customer Gateway
 - CLICK (on the left menu) MANAGE ACCOUNT
 - 4 Tabs will display on the top—CLICK MANAGE SERVICES
 - For customers with *multiple locations*-select the CRID in the top location box drop down that the eVS permit is linked to (circled)
- ❑ Must be a VAE to receive any system generated email notifications

Other Services

Support

Manage Account



Select which location you want to manage:

CRID: 17000281, EVS PROGRAM OFFICE, 475 LENFANT PLZ SW # 3650, WASHINGTON, DC 20260-0004

Business Services

SERVICE ↕	STATUS ↕	BSA ?	ACTION
Audit Mailing Activity (PostalOne!)	⊕ Available	Not You	GET ACCESS
Business Service Network (BSN) eService	⊕ Available	Not You	GET ACCESS
Click-N-Ship Business Pro™	⊕ Available	Not You	GET ACCESS
Customer Label Distribution System (CLDS)	✓ Approved	N/A	REMOVE
Customer/Supplier Agreements (CSAs)	✓ Approved	You	N/A
Electronic Verification Service (eVS)	✓ Approved	You	N/A
Every Door Direct Mail	✓ Approved	N/A	REMOVE
Incentive Programs	✓ Approved	You	N/A
Intelligent Mail Small Business (IMsb) Tool	✓ Approved	N/A	REMOVE
Logistics Condition Reporting System (LCRS)	⊕ Available	Not You	GET ACCESS
Mail Transport Equipment Ordering System (MTEOR)	⊕ Available	Not You	GET ACCESS
Mailer ID	✓ Approved	You	N/A
Manage APIs	⊕ Available	Not You	GET ACCESS
Manage Mailing Activity	✓ Approved	You	N/A
Online Enrollment	✓ Approved	You	N/A
Parcel Data Exchange (PDX)	✓ Approved	You	N/A
Parcel Return Service (PRS)	✓ Approved	You	N/A
Pickup On Demand (PUOD)	⊕ Available	Not You	GET ACCESS
Premium Forwarding Service Commercial™	✓ Approved	You	N/A
Print & Deliver Shipping Label	⊕ Available	Not You	GET ACCESS
Scan Based Payment (SBP)	✓ Approved	You	N/A
Schedule a Mailing Appointment (FAST)	✓ Approved	You	N/A
USPS Package Intercept	✓ Approved	You	N/A
Verification Assessment Evaluator (PostalOne!)	⊕ Available	Not You	GET ACCESS

- ❑ **Verification Assessment Evaluator (*PostalOne!*) VAE is at the bottom**
- ❑ **Click the blue button to the right GET ACCESS**
- ❑ **Then you see this confirmation**

Schedule a Mailing Appointment (FAST)	✓ Approved	You	N/A
USPS Package Intercept	✓ Approved	You	N/A
Verification Assessment Evaluator (PostalOne!)	✓ Approved	You	N/A



Download your services data
PDF | Excel | CSV



Click to view full
Service Request History

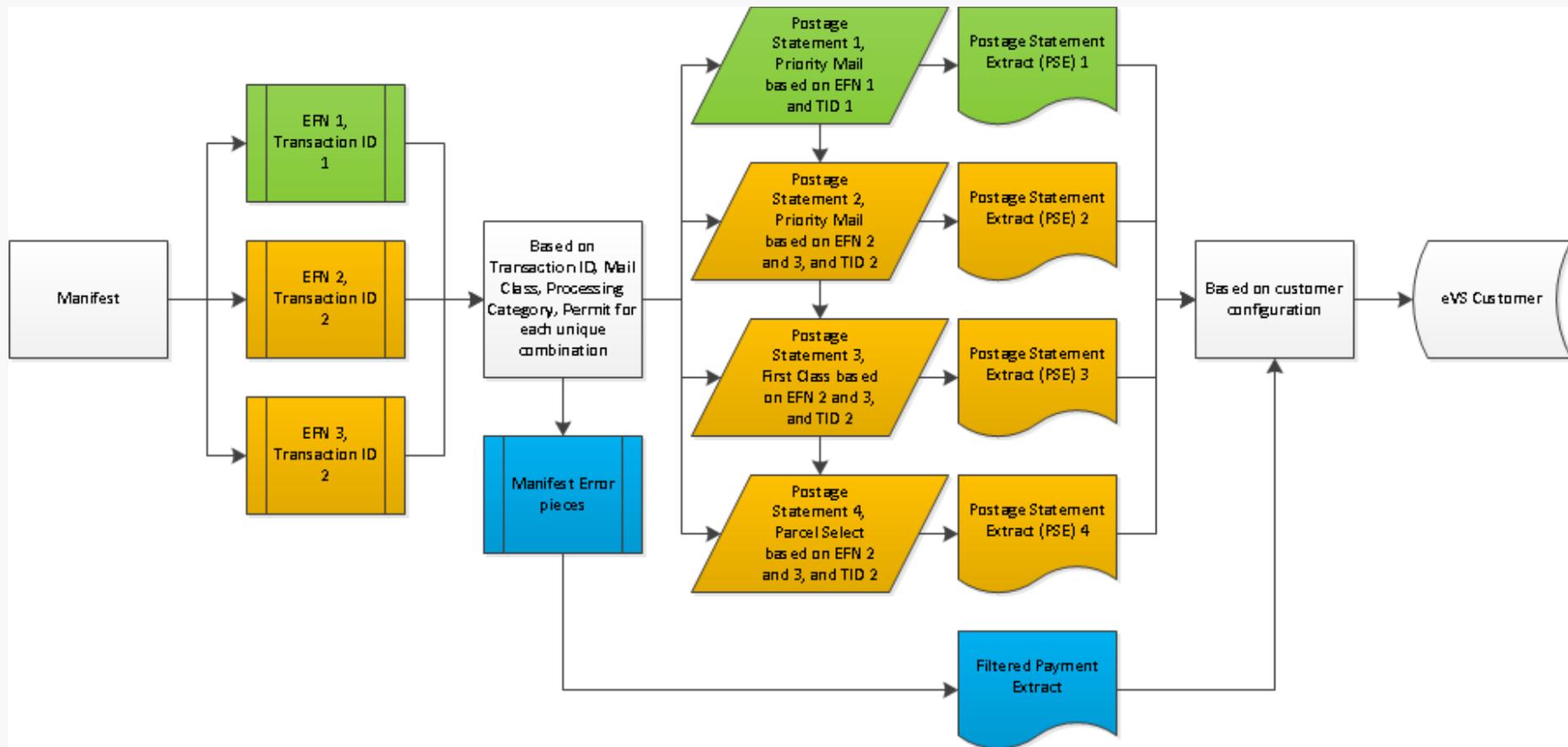
eVS adjustments	Cost	IMPB	Barcode	SSF Version	Missing ZIP 11	Manifest Quality	Address Quality	Barcode Quality
Un-manifested	Average sampled price for each package that is un-manifested	Proposing additional \$0.20 for packages that are not manifested	X	X	X			X
Destination Entry Validation	Additional postage for packages entered at the incorrect facility	Proposing additional \$0.20 for packages that have bad data in the file				X		
Duplicates	Additional postage for duplicate barcodes which are essentially un-manifested packages	Proposing additional \$0.20 for packages that do not have unique barcodes	X		X			X
IMPB	\$0.20 fee for noncompliant packages		X	X	X	X	X	X
Manifest Errors	Packages with inaccurate manifest data charges based on what the packages qualify for	Proposing additional \$0.20 for each package with inaccurate manifest data				X		
Mis-shipped DDU	Packages deposited at incorrect DDU facilities are charged the postage for shipment through USPS network							
PAF	Packages that exceed 1.5% accuracy for the month are assessed additional postage							
Presort Validation	Packages that do not meet the minimum presort volumes are charged the appropriate single piece prices							
Short Paid Sampled	Packages that are mailed packaging other than the mail class claimed are up-charged to the appropriate mail class							

❑ USPS: “MQ” & “BQ” Non-Compliance Overview :

eVS Error Warning	PTR Error/Warning Message	PTR Warning #	PTR Indicator
Destination Entry	Destination Zip not serviced by Entry Facility	22	MQ
	Invalid Destination Zip Code	46	MQ
	Invalid Entry Facility Zip Code	51	MQ
	Invalid Entry Facility Type/Zip combo	236	MQ
Destination Entry (only if DRI is other than N)	Invalid Zip Code	114	MQ
Duplicate	Duplicate Tracking Number	66	BQ
Manifest Error	Invalid Barcode construct &bc1; default to &bc 2	221	BQ
	Invalid PIC in Detail Record	38	BQ
	Invalid Service Type Code in PIC	63	BQ
	Invalid EFN in Header	39	BQ
	Original Track Number - Invalid Check Digit	99094	BQ
	Invalid Rate Indicator	1536	MQ
	Duplicate EFN	255	MQ
	USPS Electronic File version number not numeric	105	MQ
	Invalid Event Date	113	MQ
	Invalid Processing Category	199	MQ
Unmanifested	Invalid Original Tracking Barcode Construct; default to &oc 2	99098	BQ
	Invalid Original Tracking Barcode Construct &oc1, default to &oc2	99099	BQ
	Check Digit Error	1165	BQ
	Invalid PIC Format for &manifest type Electronic File	35	BQ
	Invalid Original Tracking Number	99095	BQ
	Invalid Electronic File Type	219	MQ
	Invalid Electronic File Type; default to Type 1	54	MQ15
Invalid File Version Number	65	MQ	

❑ USPS: “MQ” & “BQ” Non-Compliance Overview :

eVS Errors/Warning	PTR Error/Warning Message	PTR Warning #	PTR Indicator
IMpb Validation	Invalid MID in PIC	50	BQ
	Invalid Class of Mail &com 1; default to &com2	222	MQ
	Alert: MID User needs to be Registered	99125	MQ
	The MID in the label is not a conforming MID	99102	MQ
	Invalid Class of Mail / Service Type Code combo	40	MQ
	Invalid Class of Mail &com	41	MQ
	Invalid Method of Payment	193	MQ
	Alert: MID User not Registered to EFN MID	99126	MQ
	The MID in the EFN is not a conforming MID	99100	MQ
	Invalid Postage Type; Default to "P"	196	MQ
	Invalid Origin Zip Code	121	MQ
	Invalid method of Payment; Default to Payment Type 04	37	MQ
	Postage not numeric; default to 0	78	MQ
	Corrections not allowed on Manifest Type	217	MQ
	Invalid Event Time	116	MQ
	Invalid PO of account Zip Code	136	MQ
	MID is not a valid eVS MID	156	MQ
	Hold for PickUp requires D2 Record	165	MQ
	Invalid Mailer MID	49	MQ
	Invalid Mail Owner MID	176	MQ
	Invalid Permit Number	157	MQ
	Permit Payment method with No PO account Zip	1014	MQ
	Valid Payment Method Indicator and No Payment Account #	1515	MQ
	Valid Payment Method Indicator and No valid Payment method	1516	MQ
	Invalid Payment account number	1535	MQ
	Invalid Payment account number, no default	56	MQ 16
Client MID not a valid MID	102	MQ	



❑ Shippers are struggling to reconcile eVS Packages due to incomplete and delayed Postage Statement Extract (PSE) Files.

❑ Answer:

- eVS has two issues that were fixed:

- ◆ The issue with eVS PSE (ALM 8267) was fixed on 10/18/15

- ◆ The issue with Duplicate PSE (ALM 8463) was fixed on 11/15/15

- Mailers need to sign up for PSE Full Extract in order to get the Manifest Errors included the PSE

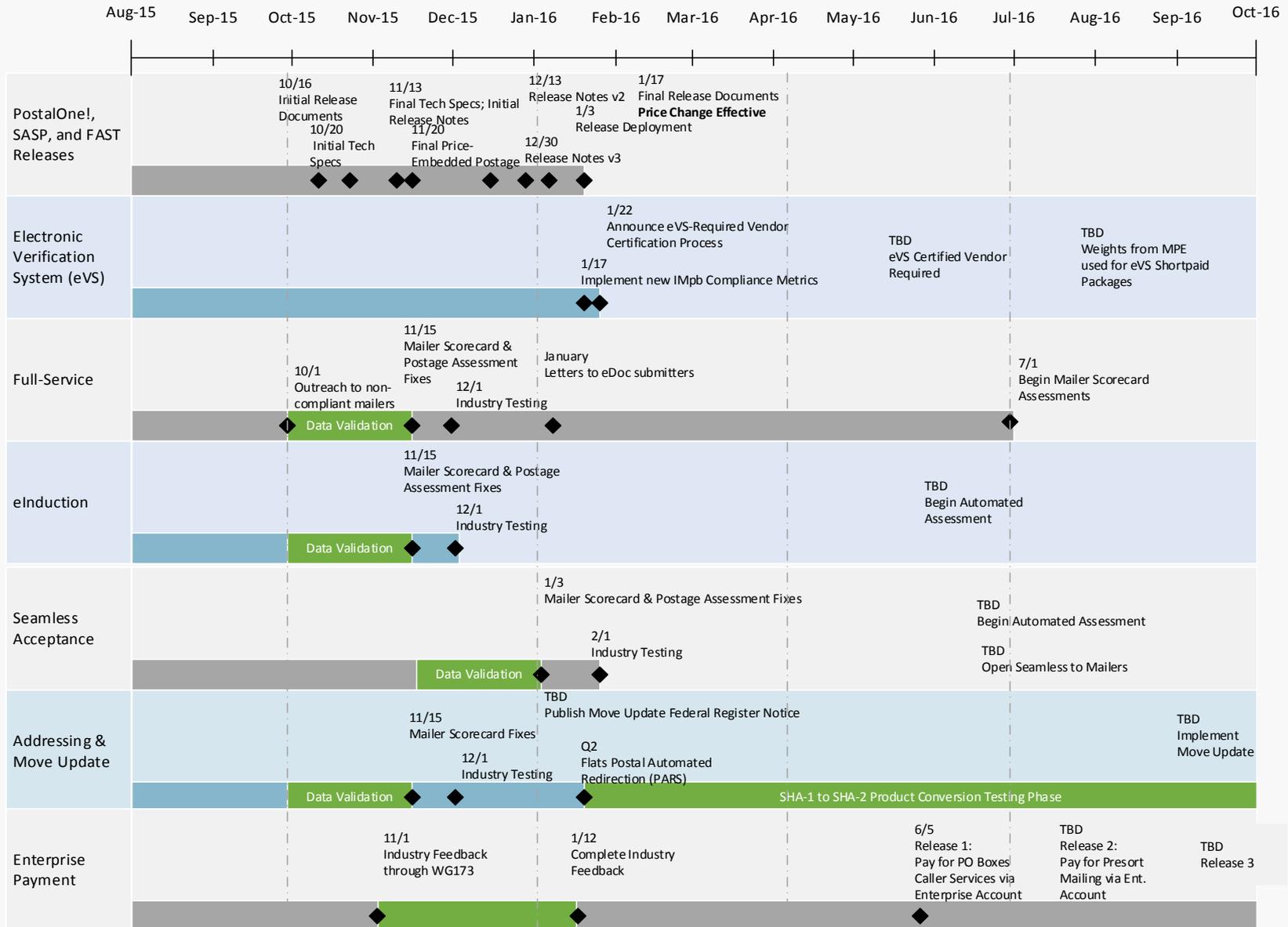
- PTR has a performance issue with providing PSE timely and that is planned to be fixed by 1/31/16

- If mailers experience a delay in receiving PSE after 1/31/16 or it's incomplete, call Help-Desk to obtain a ticket number

- ❑ One mistake can lead multiple package assessments – potentially to hundreds packages or more
 - ‘Invalid Entry Facility Zip Code’ – Shipper uses an incorrect facility zip in the SSF (example: inverts last 2 digits) but drops the packages at the correct facility. In this case all packages going to the facility would be subject to the IMpb Non-Compliance Fee. In some instances this could be hundreds and possibly thousands of packages. And if not corrected, the assessments would occur every day until fixed. USPS does not provide what the correct zip is when annotating the assessment.
 - This error can also trip Destination Entry Validation errors in eVS given the Entry Facility Zip is a valid zip, then pieces most likely would not be in the facility footprint.

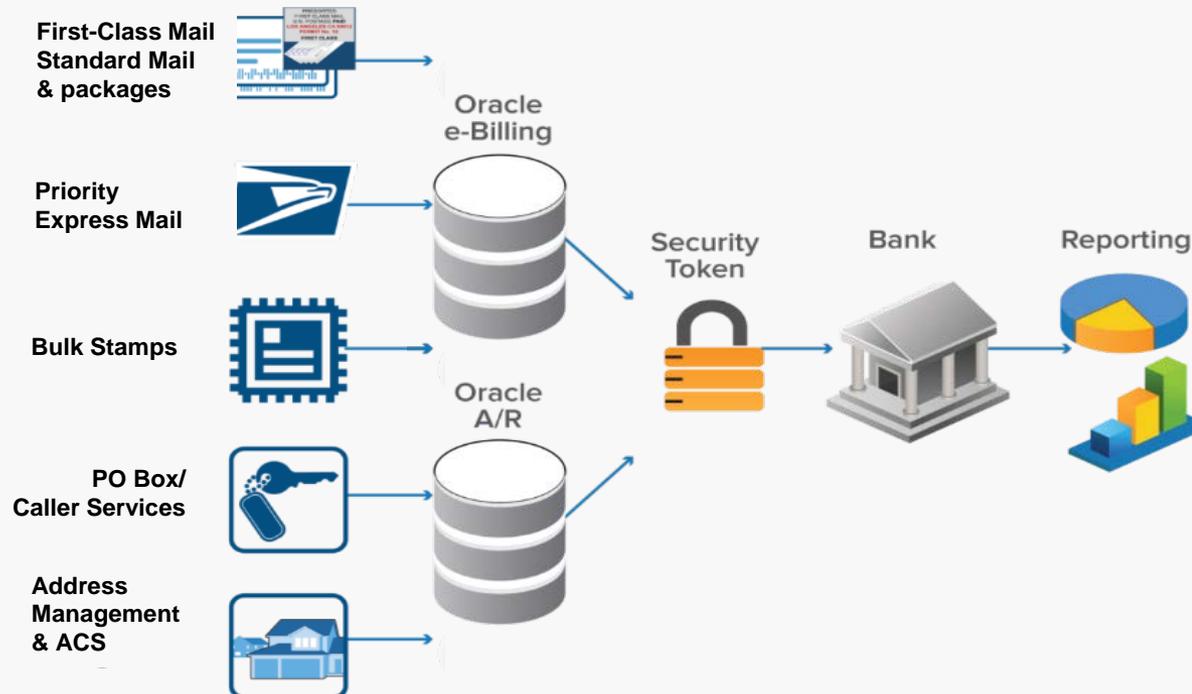
Answer:

When the Invalid Entry Facility Zip Code is used in the file, it fails the SSF Quality validation and may trigger the IMpb Non-Compliance if it falls below the threshold. When the Entry Facility Zip Code is not matched to the MDF in FAST, it fails the eVS validation for Destination Entry Eligibility discount.



USPS is upgrading the customer payment process for commercial mailings

- Establish an online secure portal to establish banking for ACH debit
- Create a centralized payment account to allow mailers to pay for all postal products and services
- Comprehensive customer reporting and notifications



□ Enterprise Payment Work Group #173 Leads

- Industry
 - ◆ Michelle Hilston mhilston@csinc.com
 - ◆ John Whittington John.Whittington@timeinc.com
- USPS
 - ◆ John Byrne John.P.Byrne@usps.gov
 - ◆ Jennifer Howard Jennifer.L.Howard@usps.gov
- Meetings
 - ◆ Bi-weekly: 11 am Eastern Wednesday (next meeting 12/2)
 - ◆ Face-to-Face: 9 am Thursday 11/19, 1P410

USPS is upgrading its payment architecture for ACH payments. USPS will acquire and implement software, equipment, and services to establish a secure, self-service account management platform and centralized payment system for commercial customers. The new system will provide a comprehensive view of customer reports through a secure online portal and support multi-user access via unique log-in credentials.

Impact on other issues/Procedures:

- CAPS
- *PostalOne!*
- Mail Owners and Mail Service Providers

Desired Results include Industry feedback related to the following:

- access to and design of the online account management and reporting features
- process for migrating existing payment accounts to the new system
- process of onboarding new users
- development of customer educational materials



MTAC Payment and Acceptance

November 18, 2015

First-Class Mail Session

- ❑ **Action Items Review**
- ❑ **Pulse of the Industry**
 - **Full-Service Assessment Update**
 - **Move-Update**
 - **USPS Helpdesk**
 - **WG176: CSA**
- ❑ **Updates**
 - **CIO Roadmap**
 - **11/15 Mailer Scorecard Enhancement**
 - **Workgroup Updates**
 - **Enterprise Payment**

Action Item	Response / Corrective Action / Update
Query data to see if MLOCR are experiencing a high volume of undocumented pieces compared to non MLOCR mailers.	<ul style="list-style-type: none"> - MLOCR's Seamless Average Undocumented: 0.58% - Non-MLOCR's Seamless Average Undocumented: 0.59%
Clarify what happens to the automated assessment generation when there is a system impact (for individual mailer/industry wide).	Slide follows
Undocumented – Seth/Wells Fargo will provide data to support the occurrence of mailpieces when it contains two barcodes receiving a scan on both barcodes creating inflated undocumented pieces.	Slide follows
Evaluate the frequency at which we request samples for incentive and promotion	Slide follows
Industry request notice on threshold changes with lead time	Slide follows

What if a system issue impacts a full-service assessment?

- ❑ Issue Type 1: Mailer unable to upload eDoc to PostalOne!
 - eDoc is uploaded within 30 days of mailpiece entry to USPS and by 10th day of the next calendar month, undocumented pieces will be removed from Mailer Scorecard
- ❑ Issue Type 2: System unable to process data by the 11th of the month
 - Industry notification will be sent notifying mailers of delay and new invoice date
 - Invoice generation will be delayed until USPS systems finish processing
- ❑ Issue Type 3: System defect causes invalid errors over threshold or postage assessment
 - USPS will identify potentially impacted mailers of assessment error
 - USPS will initiate process to correct assessment after invoice generation on the 11th, no mailer action needed

Industry Concern: MPE reads address block IMb

- ❑ Analysis (Underway) : Work with Engineering to get all IMBs read by MPE for specific set of MIDs
- ❑ Solution:
 - USPS checks all IMBs scanned against the eDoc
 - If any IMb matches, no undocumented is logged
- ❑ Case Study:

Undocumented Reason	% of Undocumented
Submitted on hard-copy	93.3%
Rejected IMb; metered full-rate	4.3%
Not found in mailer system	1.4%
Double-feed	0.7%
Matched to Address Block IMb	0.3%

- ❑ rIMB (Barcode ID of 93) causing undocumented mail
 - 1/3/16: USPS will update IMb matching logic for undocumented mail
 - If a piece is undocumented and the barcode ID contains a 93 SASP will use the MID, STID and Serial number to find a match to eDoc.
- ❑ UG10 on Thursday (11 – 12:30 in 1P410)
 - Focus on undocumented solutions and process

Undocumented Solutions

1) Make adjustments to mailer process to include these pieces in electronic documentation, if possible

5) When the process is validated and the mailer has transitioned from Seamless Parallel to Seamless Acceptance

2) Mailer provides the reasons why barcoded pieces cannot be included in electronic documentation

6) On a monthly frequency (exact date TBD), provide documentation to USPS (recipients TBD) to quantify the total number of pieces for the month that are barcoded, but not included in eDoc. This count should include:

- a) Barcoded pieces paid using a hardcopy postage statement
- b) Barcoded pieces paid using a meter

3) Mailer must create a process to identify the number of pieces that are barcoded, but not included in eDoc

7) USPS will subtract the provided piece count from the total undocumented piece count for the month before the postage assessment occurs.

4) USPS will validate the process used to provide the piece count

- a) Validation will include USPS personnel working with the mailer to:
 - i) USPS will provide a test sample of physical pieces
 - ii) USPS will observe the process to count the barcoded pieces that are not in eDoc
 - iii) USPS will confirm that the mailer-provided count is accurate

8) USPS will conduct periodic audits of the mailer process to provide the piece count

The USPS is offering two options for submitting samples for review by the Program Office. *The Program Office will specify which sample process will apply to each promotion. Each mailer must maintain a Post-Production mailpiece for review for 1 year.*

- ❑ **Option 1-** Mailers using the same messaging with limited variations throughout the promotion period may send samples of the pre-print/input sheet as well as samples of the dynamic print versions to the program office.
 - Samples should be submitted at least three weeks in advance of the initial mailing to allow time for review and written correspondence to be sent to the mailer.
 - A list of all BMEUs that will be used for mail entry throughout the promotion must be provided to the Program Office.
 - The Program Office will notify both the mailer and the BMEU when a sample has been pre-approved.

Option 1 is a “Pre-mailing” event!

- ❑ **Option 2** - Mailers may submit a hardcopy sample of an unaddressed mailpiece to the BMEU/DMU at the time of mailing. The BMEU will maintain a file in the office which includes the sample mailpiece and a copy of the PS Form 3607.

What's New?

- ❑ When all the pieces in a mailing are printed at one time, only 1 sample mailpiece is necessary for multiple mailings.
- ❑ If mailings (pieces) are printed at different times a sample mailpiece must be produced each time and submitted at the time of mailing.

If portions are tendered at different Business Mail Entry Unit's, a sample must be submitted at each site. where our customer tenders the mail.

❑ **BMEU/DMU Promotion and Incentives Log Instructions:**

- The Sample will be maintained in a file at the Acceptance site.
- Each mailing must be recorded on the Promotions and Incentive Sampling BMEU log.

Job ID	Date of Mailing	Permit Number	Name on Mailpiece	Number of pieces	Different Sample Required (Y)

- ❑ Create single policy publication for Streamlined Mail Entry for Letters and Flats
 - Full-Service Mail Preparation (Portions of Guide to Intelligent Mail Letters and Flats)
 - Move Update Verification
 - eInduction (Formerly Guide to eInduction)
 - Seamless (Formerly Guide to Seamless)
 - Postage Assessment
 - Change log

- ❑ Communications and Update Process
 - Initial draft posted to RIBBS on 11/18
 - Industry will provide comments by 12/4
 - Solicit feedback from UG3 (eInduction), UG5 (Move Update), UG10 (Full-Service, Seamless Acceptance)
 - E-mail comments to MailAcceptancePub@usps.gov
 - USPS will review industry comments
 - USPS to post proposed publication on 12/31
 - Industry Alert and share final with appropriate UGs

Effective July 1, 2016, mailpieces (submitted in June) over the established thresholds will be eligible for full-service assessment

- Mailer Identification (MID)
- Service Type Identification (STID)
- By (mail preparer) and For (mail owner) fields
 - ◆ Exception: 5,000 pieces per mail owner per mailing
- Barcode Uniqueness
- Entry Facility
- Unlinked Co-pal

In preparation for July 2016, USPS engaged in extensive communications campaign



FS Conversation
Guide



General
Announcement

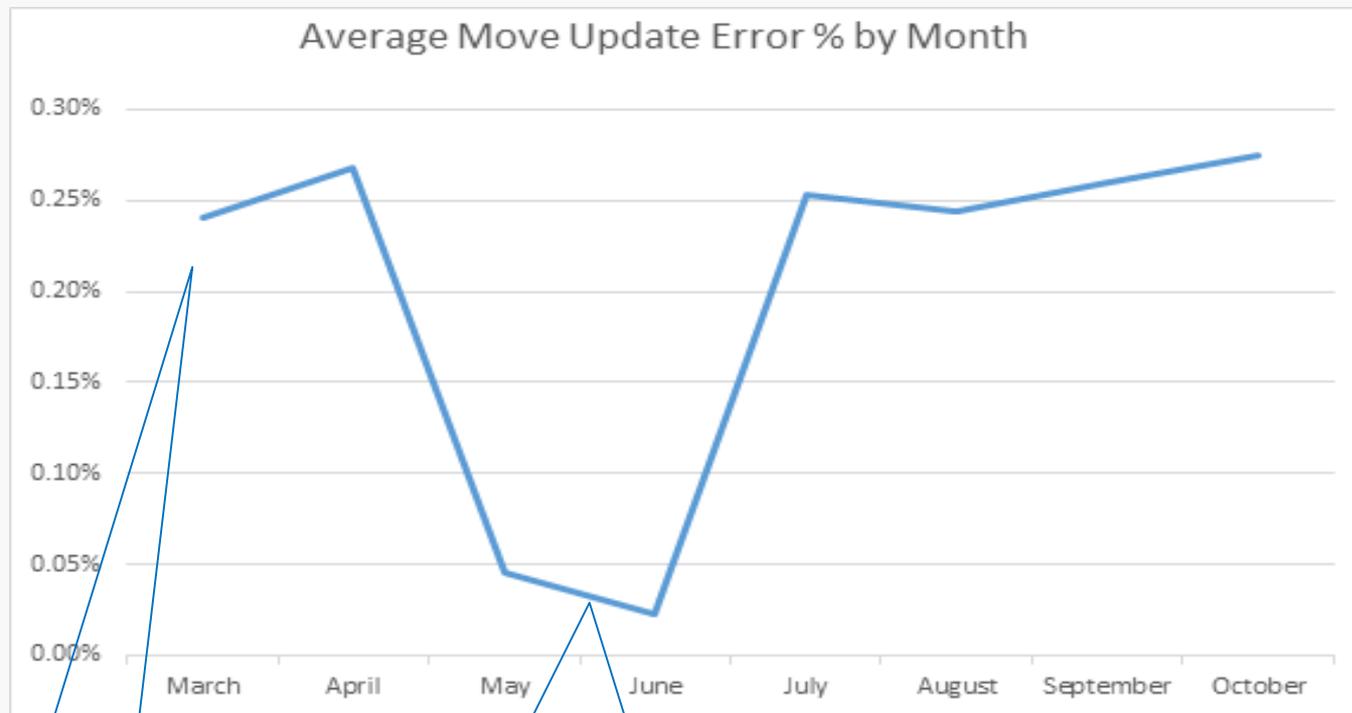


Customer Letter



Full Service Electronic Verification fact sheet 2015 11 12 v4.pub

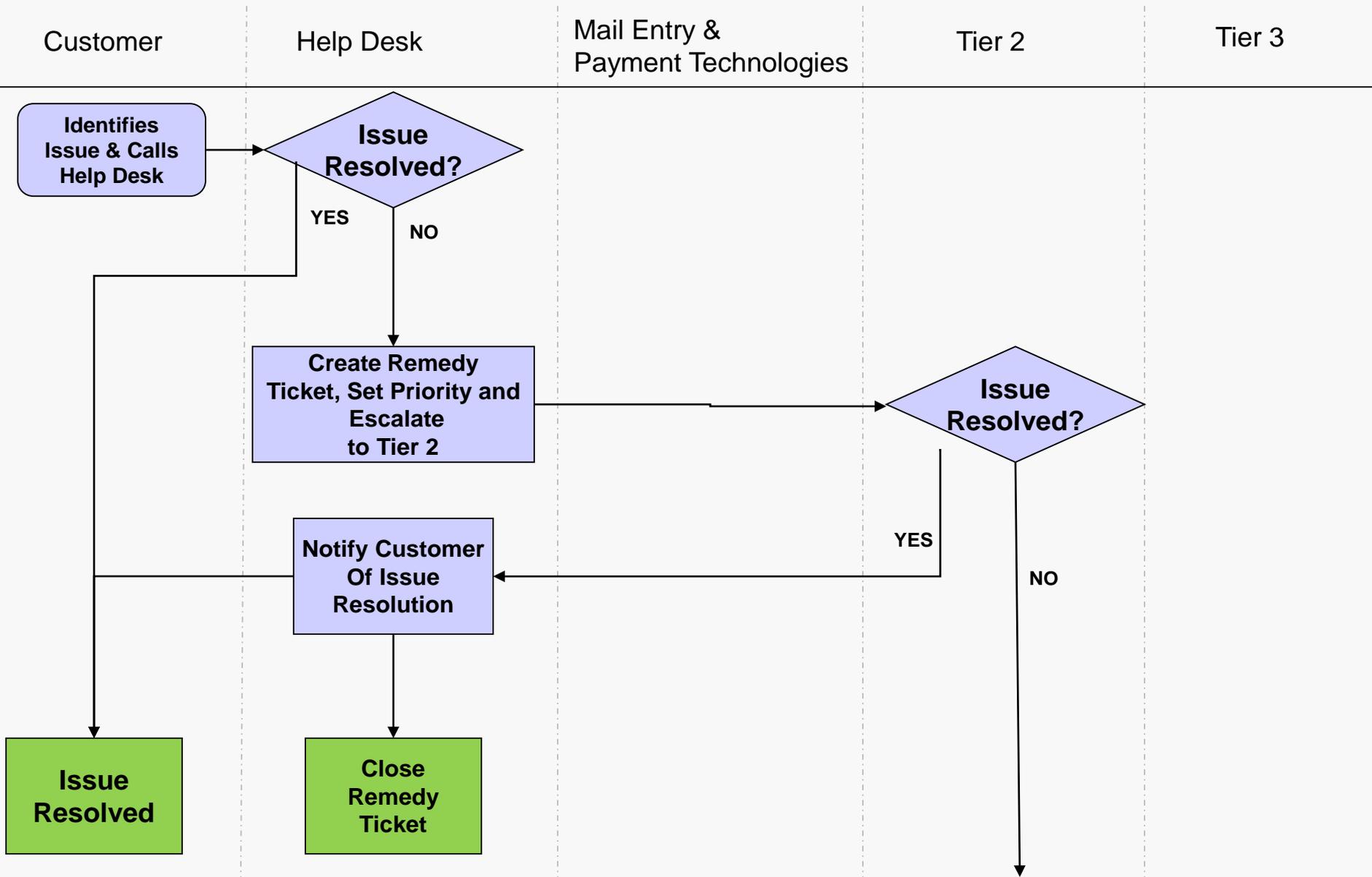
❑ Move Update Trend

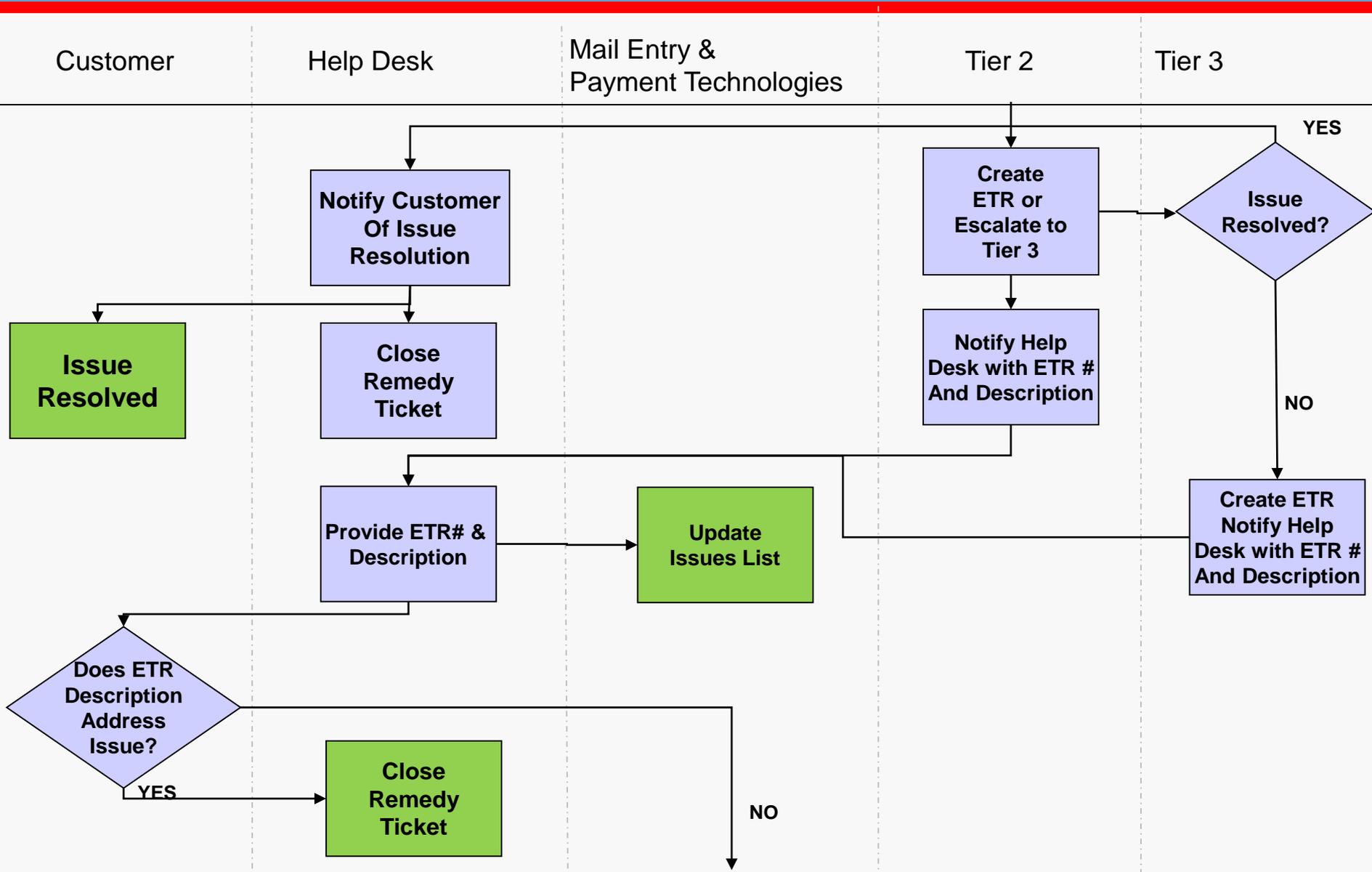


USPS starts receiving COA data for all STIDs

ALM 3293 and 3283: Inflated number of Move Update eligible pieces; caused % in errors to decrease. No issues with the errors logged. Fixed 6/23.

- ❑ **Help Desk and Incident Tracking Webinar, December 11th @ 11am**
 - Led by Ed Wanta, manager of the *PostalOne!* Help Desk, this webinar will provide a detailed explanation of what happens when a Help Desk Ticket is opened. Ed will walk you through what happens from the moment the ticket is opened, the investigation and resolution process, and how the ticket is tracked. Also covered in this webinar will be the communication process followed for releases, delayed performance, or system outages.





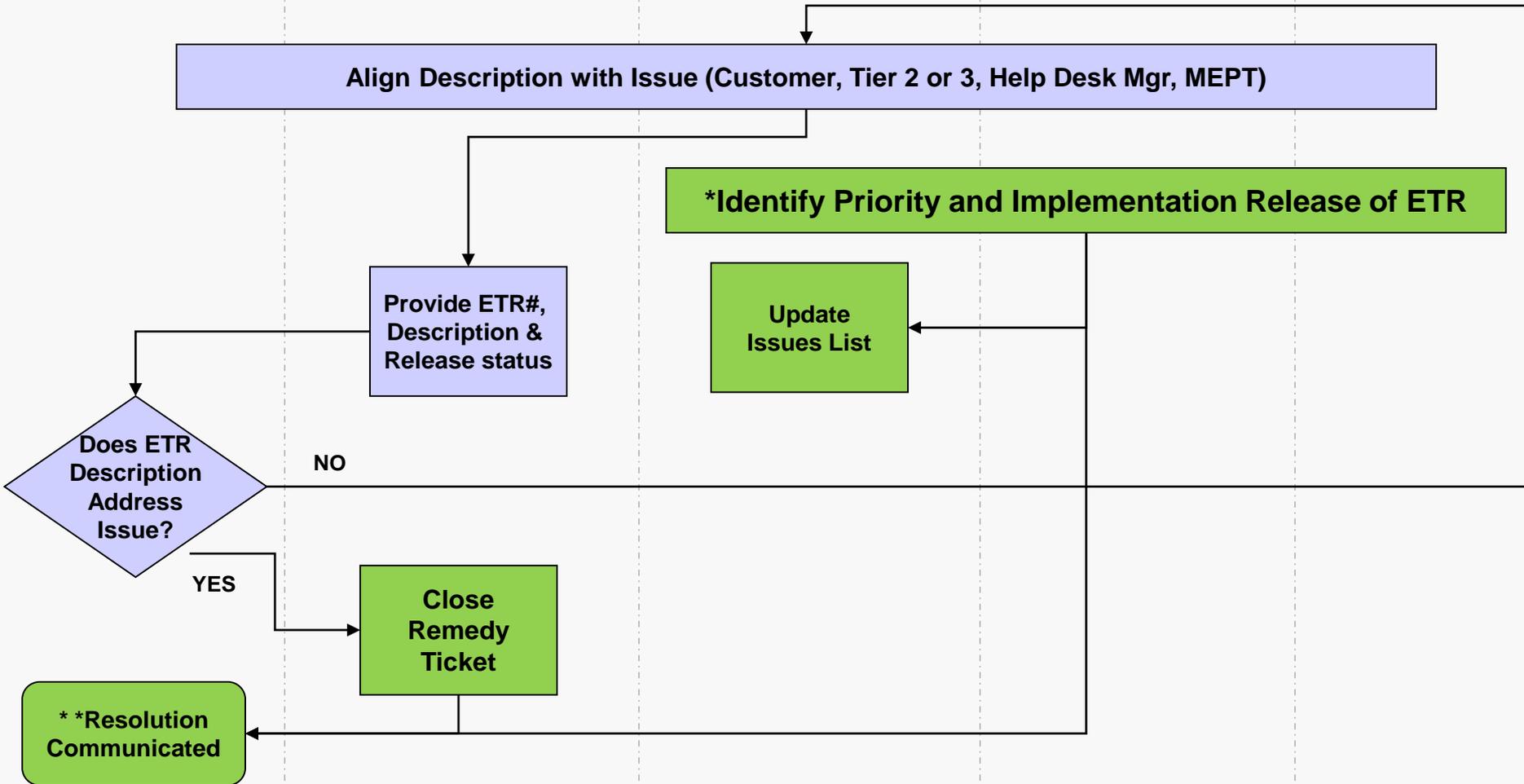
Customer

Help Desk

Mail Entry &
Payment Technologies

Tier 2

Tier 3



** Resolution disputes will be directed to the PostalOne! User Group.

* All Reference to ETR could also include: COM, CR, TPR or other.

Tier 1 Help Desk SLA

- Initial Customer Contact
 - ◆ Answer Phone Call within 30 Seconds
 - ◆ Respond to e-mail within 1 Business Day
- Updates
 - ◆ Provide updates to customer within 1 business day when received from Tier 2/3

 Tier 2/3 SLA for Resolution (Create ETR, Issue Investigation Results, etc) Critical Priority Ticket:

- Within 2 hours

 High Priority Ticket:

- Within 8 hours

 Medium Priority Ticket:

- Within 72 hours

 Low Priority Ticket:

- Within 7 business days

Workgroup is validating proposed rules with four mailers

Proposed DMM Standardized based on CSA

Tier I (All): 4 Required Separations with no min.

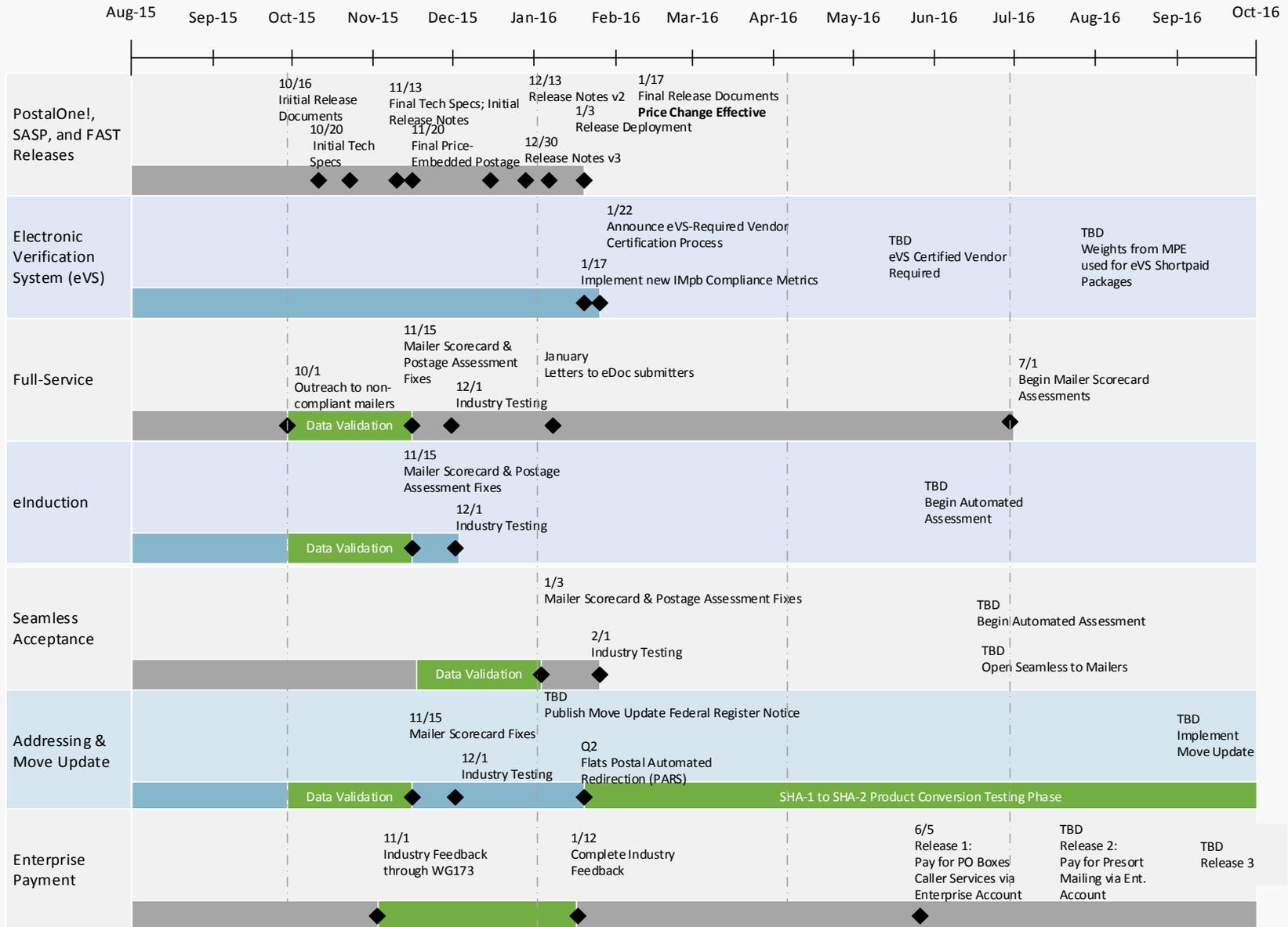
1. Working (single piece)
2. Origin SCF
3. Mixed Surface
4. Mixed Air

Tier II: Based on volume and mailer floor space

- Direct Surface (SCF/STC) [finer depth of sort for Mixed Surface (#3)]
- 5-digit [finer depth of sort for Origin SCF (#2)]

Tier III: Mailers with TMS/SWYB

- Air and Mixed Surface pallets based on TMS assignments not labeling list [finer depth of sort for Mixed Air (#4)]



Beginning November 15th new lines on Scorecard to show the number of pieces, containers, or handling units with an error

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MID HU Errors
MID Piece Errors
STID Errors
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Total Additional Postage Due (Full-Service Electronic) - Info Only
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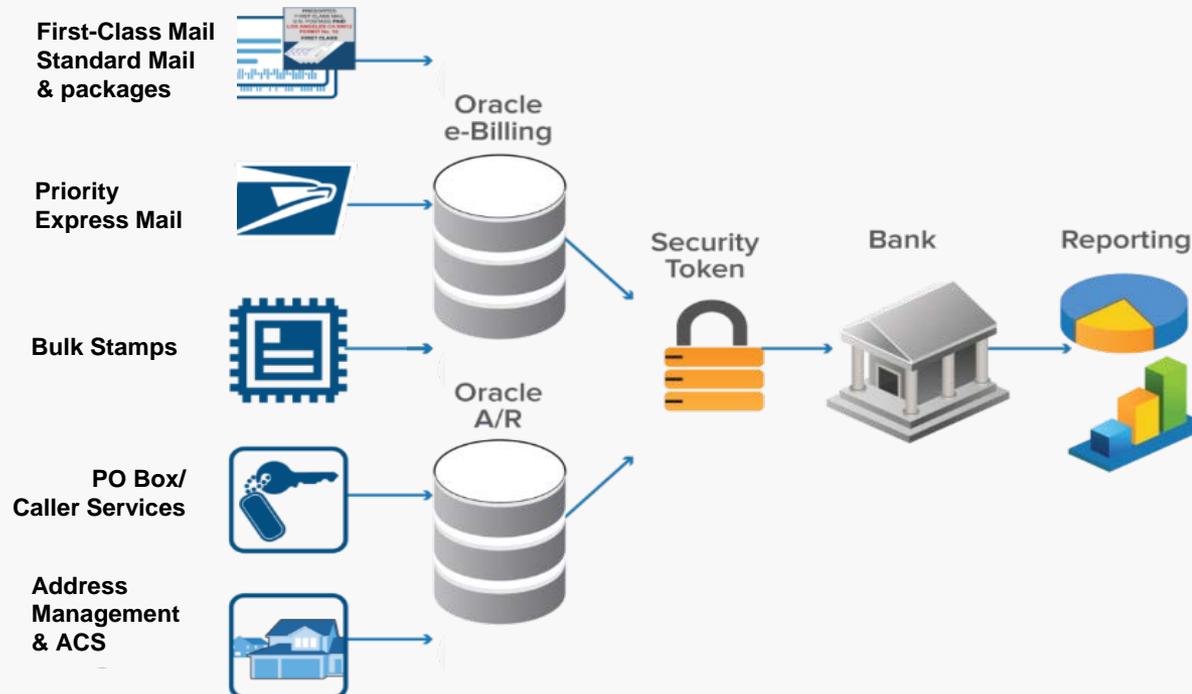
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USPS is upgrading the customer payment process for commercial mailings

- ❑ Establish an online secure portal to establish banking for ACH debit
- ❑ Create a centralized payment account to allow mailers to pay for all postal products and services
- ❑ Comprehensive customer reporting and notifications



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USPS is upgrading its payment architecture for ACH payments. USPS will acquire and implement software, equipment, and services to establish a secure, self-service account management platform and centralized payment system for commercial customers. The new system will provide a comprehensive view of customer reports through a secure online portal and support multi-user access via unique log-in credentials.

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- CAPS
- *PostalOne!*
- Mail Owners and Mail Service Providers

❑ Desired Results include Industry feedback related to the following:

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MTAC Payment and Acceptance

November 17, 2015

Periodicals

- ❑ **Action Items Review**
- ❑ **Pulse of the Industry**
 - **eInduction**
 - **Full-Service Assessment Update**
 - **WG151: Update**
 - **Move Update**
 - **Enterprise Payment**
- ❑ **Updates**
 - **CIO Roadmap**
 - **Publication Update: Streamlined Entry for Letters and Flats**
 - **11/15 Mailer Scorecard Enhancement**
 - **WG176: Streamlining RIBBS**

Action Item	Response / Corrective Action / Update
USPS will schedule a webinar on Guide to Postage Assessment	The webinar was held on October 20 th , 2015.
John Stark to be invited to the next Task Team 23 go provide feedback on Guide to Postage Assessment and Guide to Assessable Metrics	Completed
The enterprise payment workgroup will address the following items:	Chart below

Enterprise Payment	Response
What is the impact on Periodicals?	USPS proposes that Periodicals and Pending Periodicals mailers plan to link their advance deposit postage payment account to an Enterprise Payment account with the <i>PostalOne!</i> implementation.
Will Additional Entry fees (3510) and renewal fees be taken care of through Enterprise Payment?	USPS eliminated the Additional Entry fee, effective May 31 2015. USPS proposes to support payment of Original Entry, Reentry and News Agent registration fees through the mailer's Enterprise Payment account.
Will contact information for additional users or changes be accounted for through Enterprise Payment?	Contact information for Enterprise Payment users will continue to be managed through Customer Registration for individual user accounts. Access to products and services will continue to be managed through the Business Customer Gateway.

- ❑ Spike in misship errors and calls to FAST helpdesk at LA P&DC
 - FSS pallets
 - Pallets should have been entered at LA FSS Annex
- ❑ LA FSS Annex is on same property as LA P&DC
 - Not continually manned by expeditors
 - Non-SV site without scanners
 - P&DC was accepting pallets for the annex
- ❑ Resolution: Add redirection to Mail Direction File
 - Allow entry of FSS pallets at P&DC
 - Effective 11/1/2015

- eDoc submitters can see the appointment scheduler responsible for misshipped errors on the *eInduction Errors by Transportation Carrier Report*
 - Access: Manage Mailing Activity -> Mail Quality Reports -> Shared Reports -> eInduction Reporting -> Errors by Transportation Carrier Report
 - Shows the errors by transportation carrier or appointment scheduler
 - Transportation Carrier: When provided in eDoc
 - Appointment Scheduler: When transportation carrier is blank in eDoc

eDoc Submitter		Transportation Carrier	Error Type	Error Code	# Errors	
94539993	CHICAGO MAILER	12345678	SHAPIRO TRANSPORTATION	Appointment	E14	1
			SHAPIRO TRANSPORTATION	Barcode Uniqueness	E45P	4
				Entry Facility	E29P	9
		87654321	ABC LOGISTICS	Appointment	E4P	31
				Appointment	E14	231
				Postage	E11P	5
			Entry Facility	E29P	5	

Click on this data to drill-down for more information.

eDoc Submitter		Transportation Carrier	Mailing Group ID	Customer Group ID	Job ID	User License Code	Mailing Date	Error Type	Error Code	# Errors
94539993	CHICAGO MAILER	12345678	SHAPIRO TRANSPORTATION		EIN00110	ZJSS	6/23/2014	Entry Facility	E29P	2
					EIN00403	ZJSS	6/23/2014	Entry Facility	E29P	2
					EIN01B02	ZJSS	6/23/2014	Entry Facility	E29P	1
					EIN00119	ZJSS	6/23/2014	Entry Facility	E29P	2
					EIN0012B	ZJSS	6/23/2014	Entry Facility	E29P	2

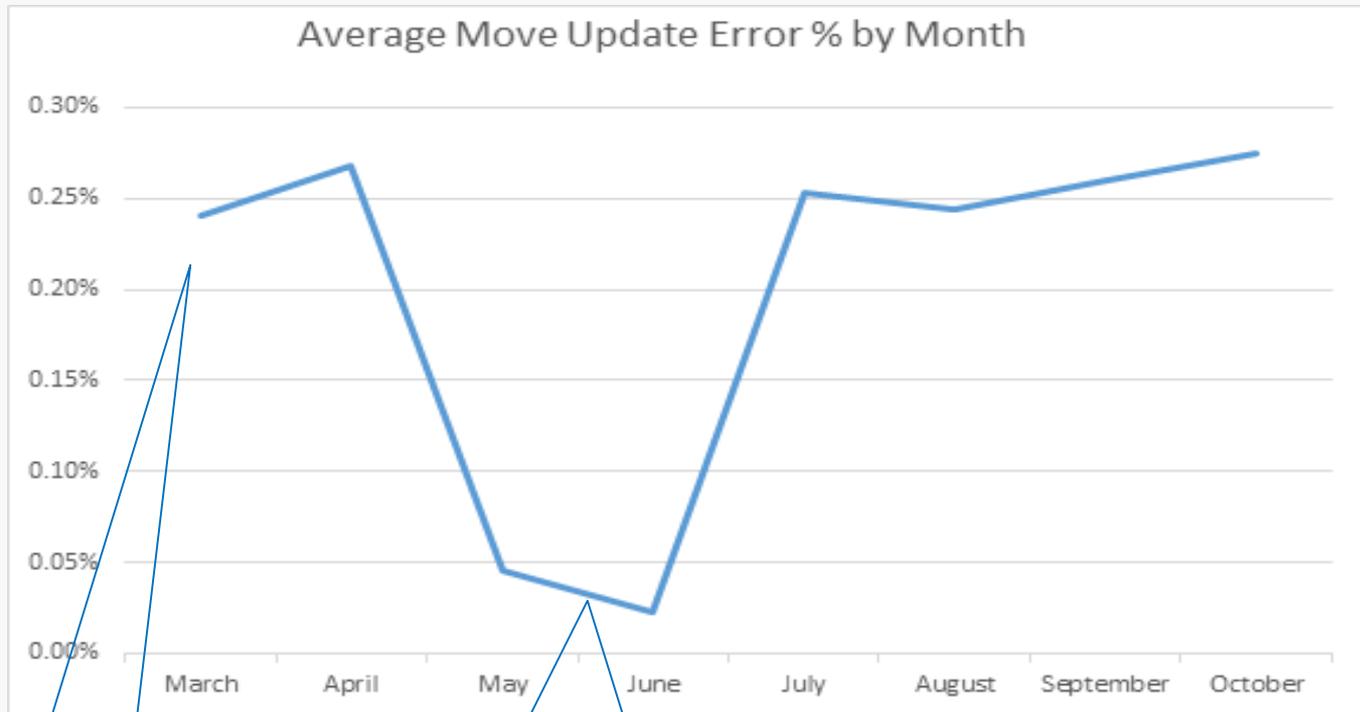
Effective July 1, 2016, mailpieces (submitted in June) over the established thresholds will be eligible for full-service assessment

- Mailer Identification (MID)
- Service Type Identification (STID)
- By (mail preparer) and For (mail owner) fields
 - ◆ Exception: 5,000 pieces per mail owner per mailing
- Barcode Uniqueness
- Entry Facility
- Unlinked Co-pal

In preparation for July 2016, USPS engaged in extensive communications campaign

- ❑ Today, postage is paid on a weight determined by clerk at a single point in time.
- ❑ Due to production factors at origin and environmental factors, mailpiece weight varies during production.
- ❑ Threshold Identification:
 - Random mailpiece samples were collected from multiple mailings through production at multiple mailer locations. Mailpieces were individually weighed, recorded and reconciled to the piece weights in the eDoc. Statistical analysis of the piece weight data recommended a threshold of 3.8%.
- ❑ Implementation:
 - USPS has updated the pound weight threshold to 3.8%

❑ Move Update Trend

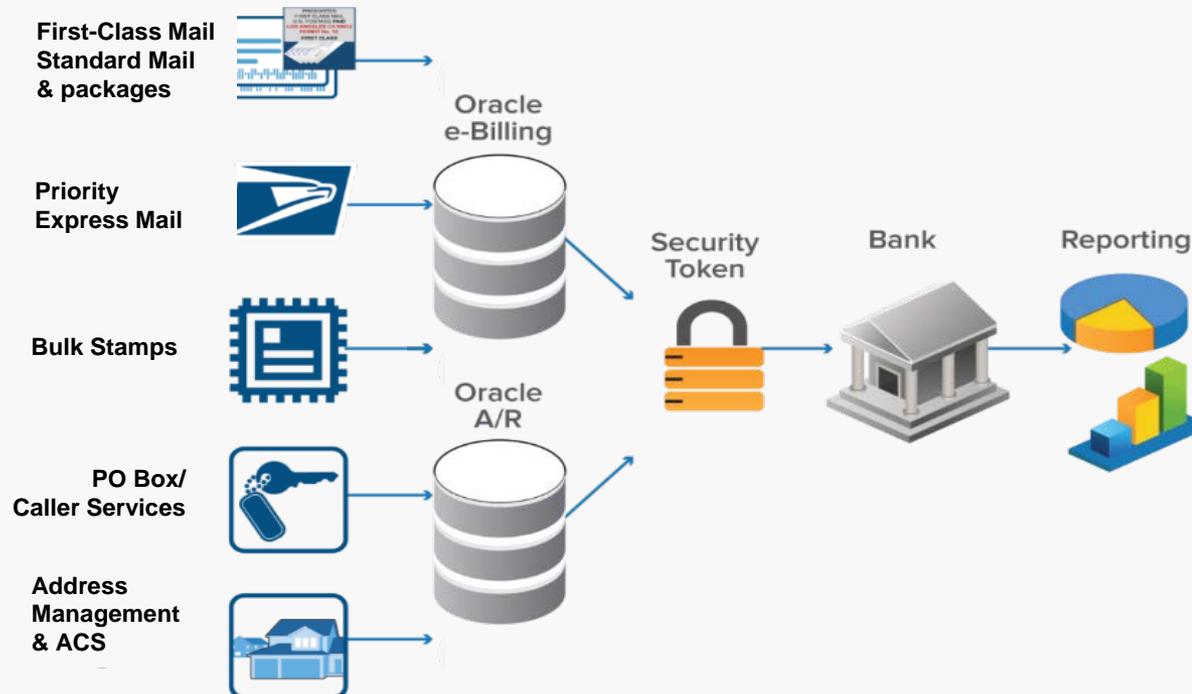


**USPS starts receiving
COA data for all STIDs**

**ALM 3293 and 3283: Inflated number of Move
Update eligible pieces; caused % in errors to
decrease. No issues with the errors logged.
Fixed 6/23.**

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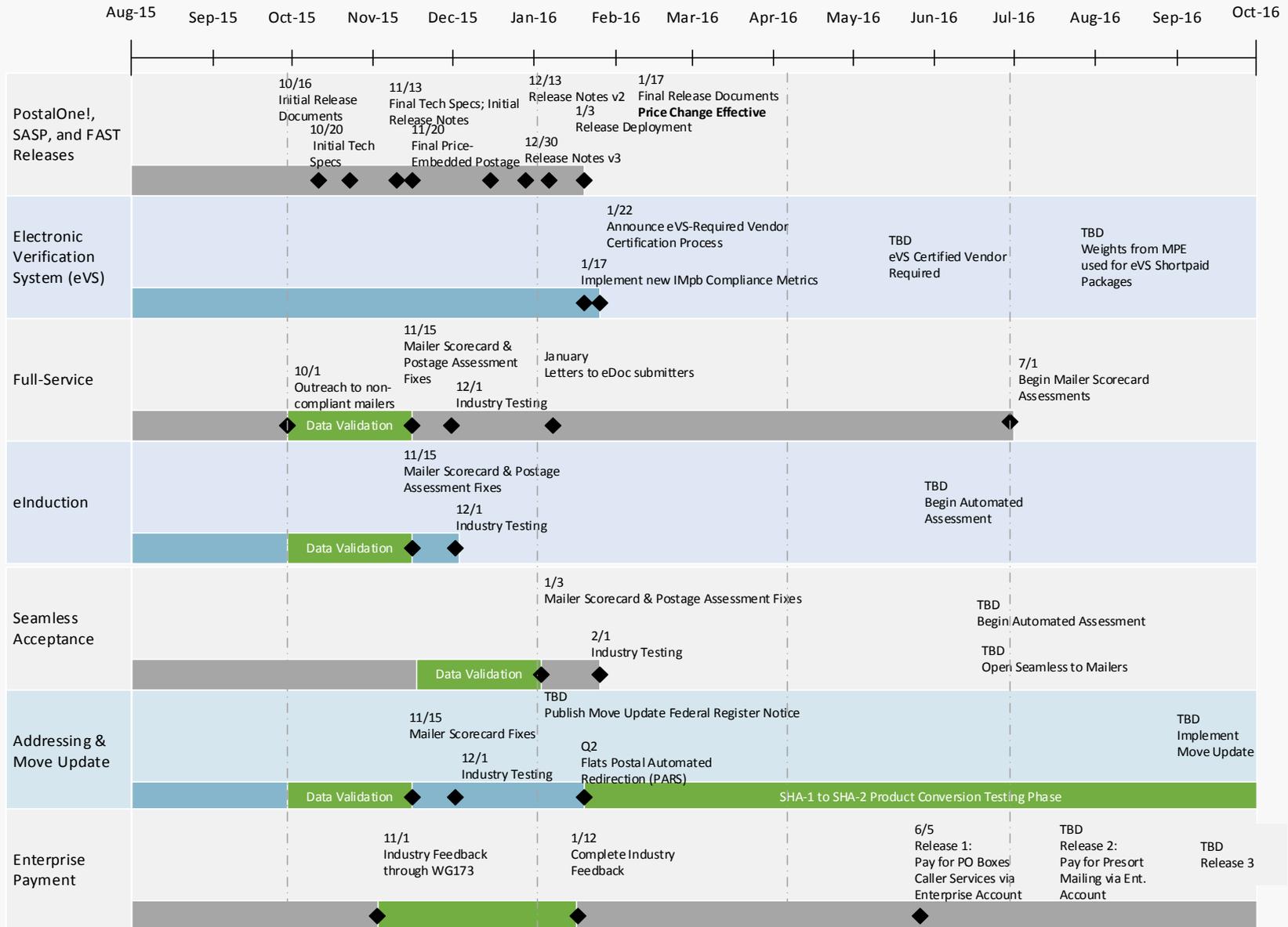
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MTAC Payment and Acceptance

November 17, 2015

Standard Mail

- ❑ **Action Items Review**
- ❑ **Pulse of the Industry**
 - **elnduction: Invalid Misshipped Errors**
 - **elnduction: Partial Statement Cancellation**
 - **Publication Update: Streamlined Mail Entry for Letters and Flats**
- ❑ **Updates**
 - **CIO Roadmap**
 - **Full-Service Assessment**
 - **11/15 Mailer Scorecard Enhancements**
 - **Workgroup Updates**
 - **Enterprise Payment**

Action Item	Response / Corrective Action / Update
Industry volunteers will review and provide feedback on the language in Mail Anywhere Fact Sheet, Permit Fee Waiver Fact Sheet and related language in the DMM. The results will be shared with MTAC User Group 1.	Completed and documents posted to RIBBS
Coordinate with Jim Wilson BRM ZIP+4 / MID to simplify the ZIP+4 acquisition process	No changes planned for ZIP+4 acquisition process.
File a mail.dat CR to change the .csm entry point – actual delivery – postal code definition to require a USPS processing facility, delivery unit, or BMEU.	CR being filed with IDEAlliance for Mail.dat 16-1
Enterprise Payment Workgroup will address the following: <ol style="list-style-type: none"> a. Discussion to solve problem of permit deposits b. Checks being written to Postmaster but being deposited into the MSP / Mail Owner Permit. c. Is eCheck possible d. Concern of tax on postage need to take into account tax on postage vs. payments for services to MSP. 	Slide follows

The Enterprise Payment workgroup will address the following items:

Issue/Concern	Response
Discussion to solve problem of permit deposits.	USPS proposes to allow Enterprise Payment accounts with linked permits to be funded from any USPS retail or Business Mail Entry location.
Checks being written to Postmaster but being deposited into the MSP/Mail Owner permit.	WG #173 continues to define the use case for this scenario. At this time, the proposed solution through Enterprise Payment should accommodate this business need.
Is eCheck possible?	USPS continues to define the mail owner/MSP use case for this scenario. There are regulations that could impact this (i.e. transaction limits, retention/disposal of the physical check) but USPS is working to define a feasible solution.
Concern regarding tax on postage: need to take into account tax on postage vs. payments for services to MSP.	WG #173 participants provided additional background on this scenario. Enterprise Payment is the source for consolidated account balance information, but individual transactions will continue to be processed in the source systems (e.g. <i>PostalOne!</i> , PO Boxes Online, NCMS).

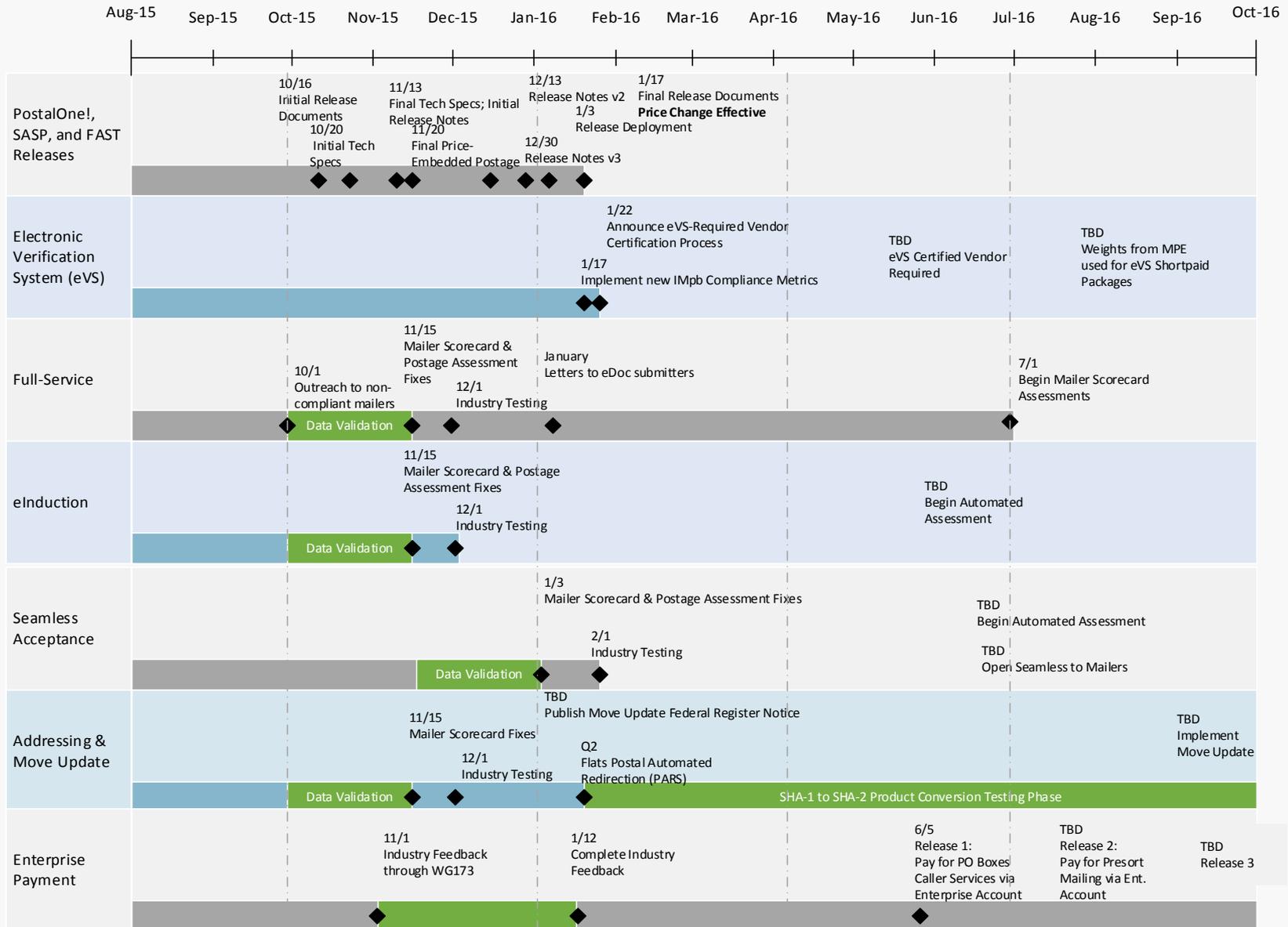
- ❑ Invalid misshipped errors were seen on the dock during the month of October.
- ❑ New SV Mobile scanners were identifying invalid misshipped errors
 - Only sites with the new scanning devices and a specific version of the mobile application software (82 sites total)
 - Container had multiple valid entry locations and associated to an appointment
 - SV device only recognized first listed valid entry location, misshipped errors identified at all other valid entry locations
- ❑ SV deployed a fix on 10/30; issue has not re-occurred
 - Scenario has been added to CAT library to prevent in the future

- ❑ Today, eInduction supports cancellation of an entire postage statement
 - Cancellation must occur 2 hours before container is entered
 - Containers may be resubmitted 2 hours after cancellation

- ❑ Enhancement: eInduction support of partial postage statement cancellation
 - ALM 8317 in release 42.0.2.0 (1/31/16)
 - Until this is deployed, undocumented errors will be logged if a postage statement is partially cancelled
 - These errors will be removed during the manual postage assessment process

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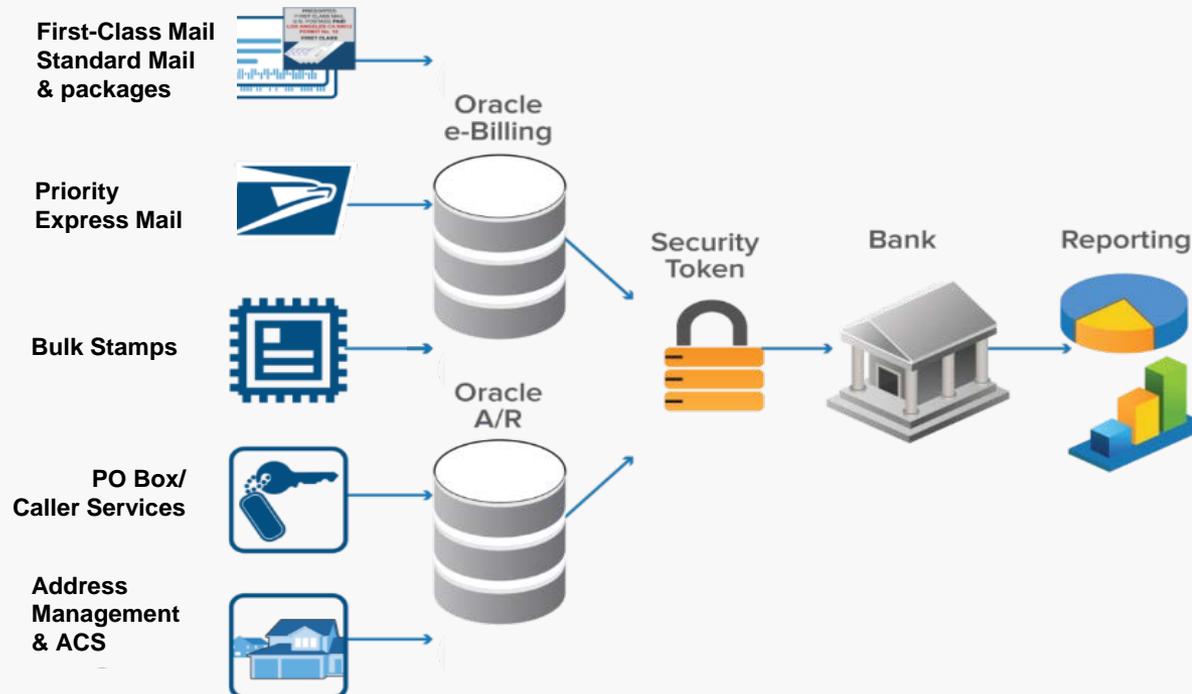
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