

MTAC Visibility and Service Performance



Steve Dearing
Moderator

Nov. 18, 2015



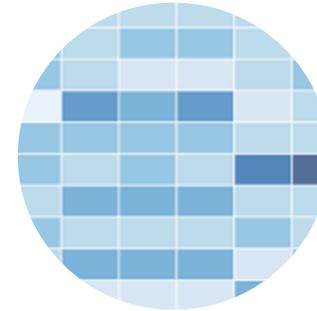
Standard Mail





A new report type will allow customers to:

- view all facilities at once
- perform a comparative analysis of facility time in transit for:
 - all Full Service classes of mail (first-class, periodicals, standard, letters and flats)
 - entry types (origin, SCF, NDC, ADC)



New report will display data in a more organized and easy to read heat map dashboard



Reports move to real-time with IV

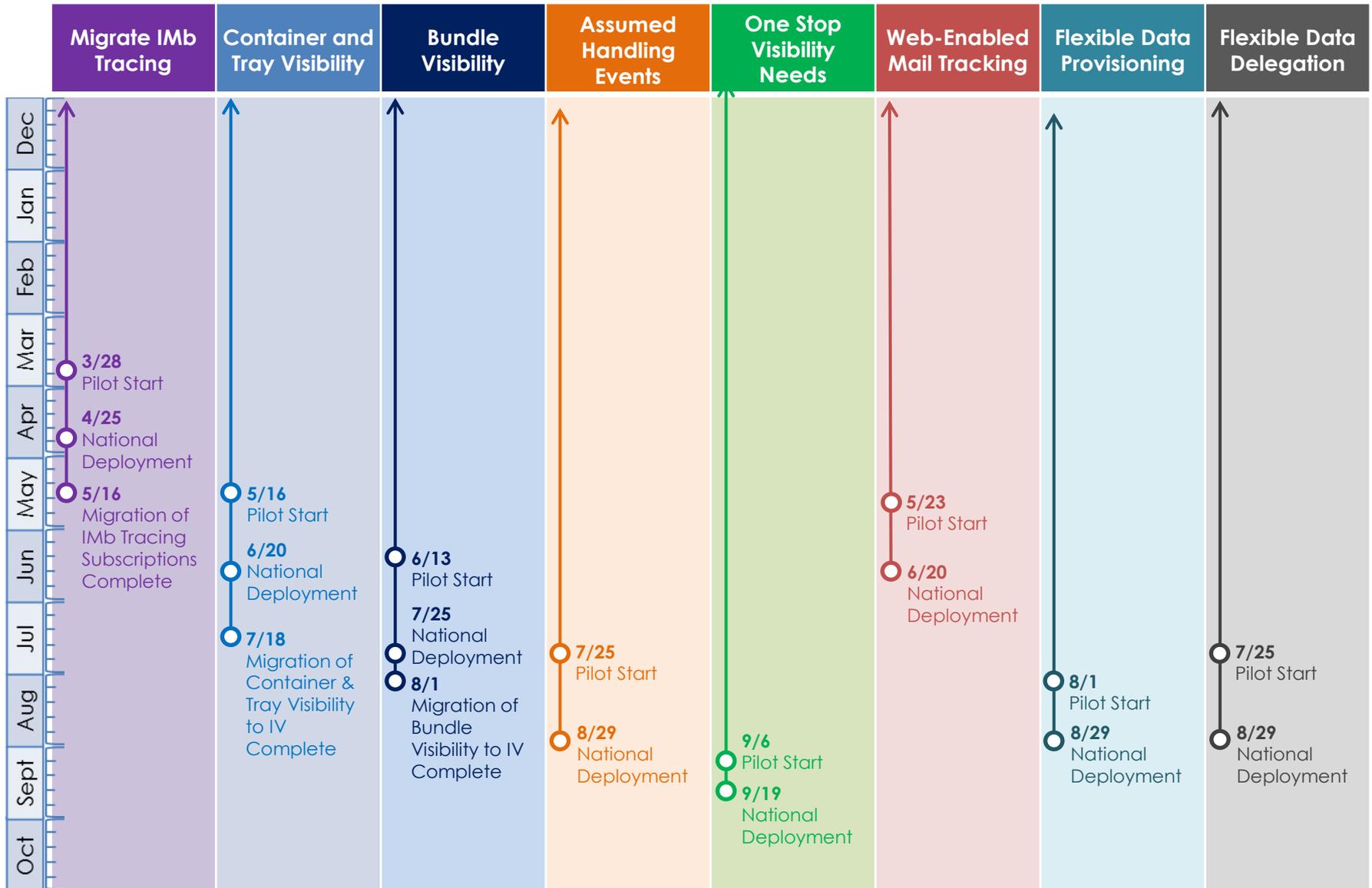
Entry: Shape: Thresh:

Goal at 80% 85% 90% 95% 99%

Days to Deliver

Facility	First Class	Periodicals	Standard
NATIONAL	N/A	2	3
BURLINGTON VT	N/A	2	4
PENSACOLA FL	N/A	4	4
NORTH HOUSTON TX	N/A	3	5
SOUTH BEND IN	N/A	4	4
BISMARCK ND	N/A	2	3
MANKATO MN	N/A	3	3
ATLANTA L&DC GA	N/A	1	4
CEDAR RAPIDS IA	N/A	1	3
TACOMA WA	N/A	1	N/A
SPRINGFIELD IL	N/A	1	3
CHICAGO METRO SURFACE HUB IL	N/A	2	5
DES MOINES IA	N/A	2	4
CHICAGO NDC IL	N/A	2	4
DENVER MAIL PROCESSING ANNEX CO	N/A	2	5
JACKSON MS	N/A	2	4
SAINT PAUL MN	N/A	2	4
NEW JERSEY NDC NJ	N/A	2	5
BOISE ID	N/A	2	3
ATLANTA GA	N/A	1	4
ORLANDO LDC FL	N/A	3	3
NORTH PLATTE NE	N/A	1	2
SAN DIEGO CA	N/A	1	3

Data Type	System	Explanation		Recipients			Delegate?	How Data is received				Data Provisioning
		Fields	Data Sources	Mail Owner	Mail Preparer	Other		XML push	XML pull	Online	Other	
Container Scan	Legacy	IMcb, Date/Time, Event Type, Event Location	SV IM-DAS	●	●		●	●	●			48 hrs.
	IV	Legacy + Value Add	SV IM-DAS	●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Handling Unit Scan	Legacy	IMtb, Date/Time, Event Type, Event Location	SASS MHS	●	●		●	●	●			48 hrs.
	IV	Legacy + Value Add	SASS MHS	●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Address Change Service (ACS)	Legacy	COA: Original IMb, move effective date, old & new addresses, eDoc keyline NIXIE: Original IMb, nixie reason, original address, eDoc keyline	ACS	●			●	●	●		Single Source	
	IV	TBD UG4/UG5 Discussion										
Start-the-Clock Data (STC)	Legacy	Container ID, Date		●	●		●	●	●			48 hrs.
	IV	Legacy + Value Add		●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Piece Scan Data	Legacy	IMb, Date/Time, Event Type, Event Location	MPE			MID on Piece					IMb Tracing	2 hrs.
	IV	Legacy + Value Add	MPE Handheld Scanners	●	●	MID on Piece	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Bundle Scan Data (Pilot)	Legacy	IMb, Date/Time, Event Type, Event Location		●	●		●				IME	4 hrs.
	IV	Legacy + Value Add		●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time





Concept
& Solution
Development

October 2013

- Internal change communications via memo

March 2014

- Socialized with MTAC UG4

Regular progress updates with MTAC UG4 members

August 2, 2015

- rIMb launched

rIMB allows mailpiece visibility in cases where mail is over labeled



Post-implementation

Issues Reported

New barcode data in ACS records

- mitigated by Address Management

PostalOne! Scorecard identifying high levels of “Undocumented” pieces

- PostalOne! currently evaluating mitigation approach

Status updates on mitigation being communicated via UG4

93 Redirection Intelligent Mail barcode (R-IMb)

- Applied by PARS on forward & return labels
- Duplicates the tracking information from the original mailer-applied IMb

Mailer-applied IMb

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Bar code ID	Service Type ID	Mailer ID & Serial Number (6 or 9 Digit MID & 9 or 6 Digit Serial Number)																		Routing ZIP Code (0, 5, 9, Or 11 Digits)										

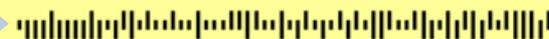
Redirection IMb

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
93	Service Type ID	Mailer ID & Serial Number (6 or 9 Digit MID & 9 or 6 Digit Serial Number)																		Routing ZIP Code (5, 9, or 11 Digits) of NEW address if forwarded or RETURN address if returned										

Tracking Information
Retained

93 R-IMb

003 NFE 1080A14C0008/05/15
ACS←
LAST
3734 ELVIS PRESLEY BLVD
GRACELAND US 00344-6543

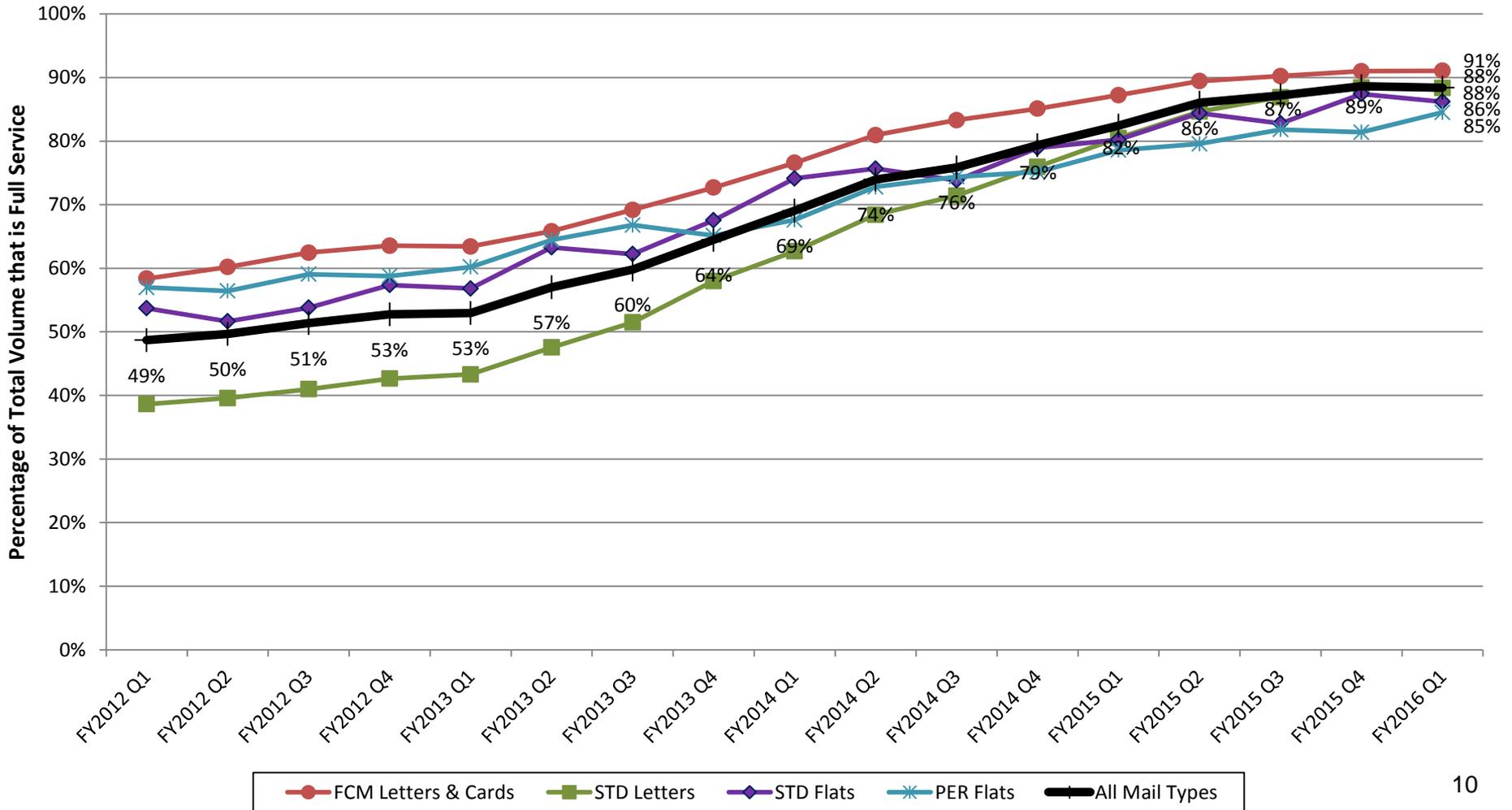


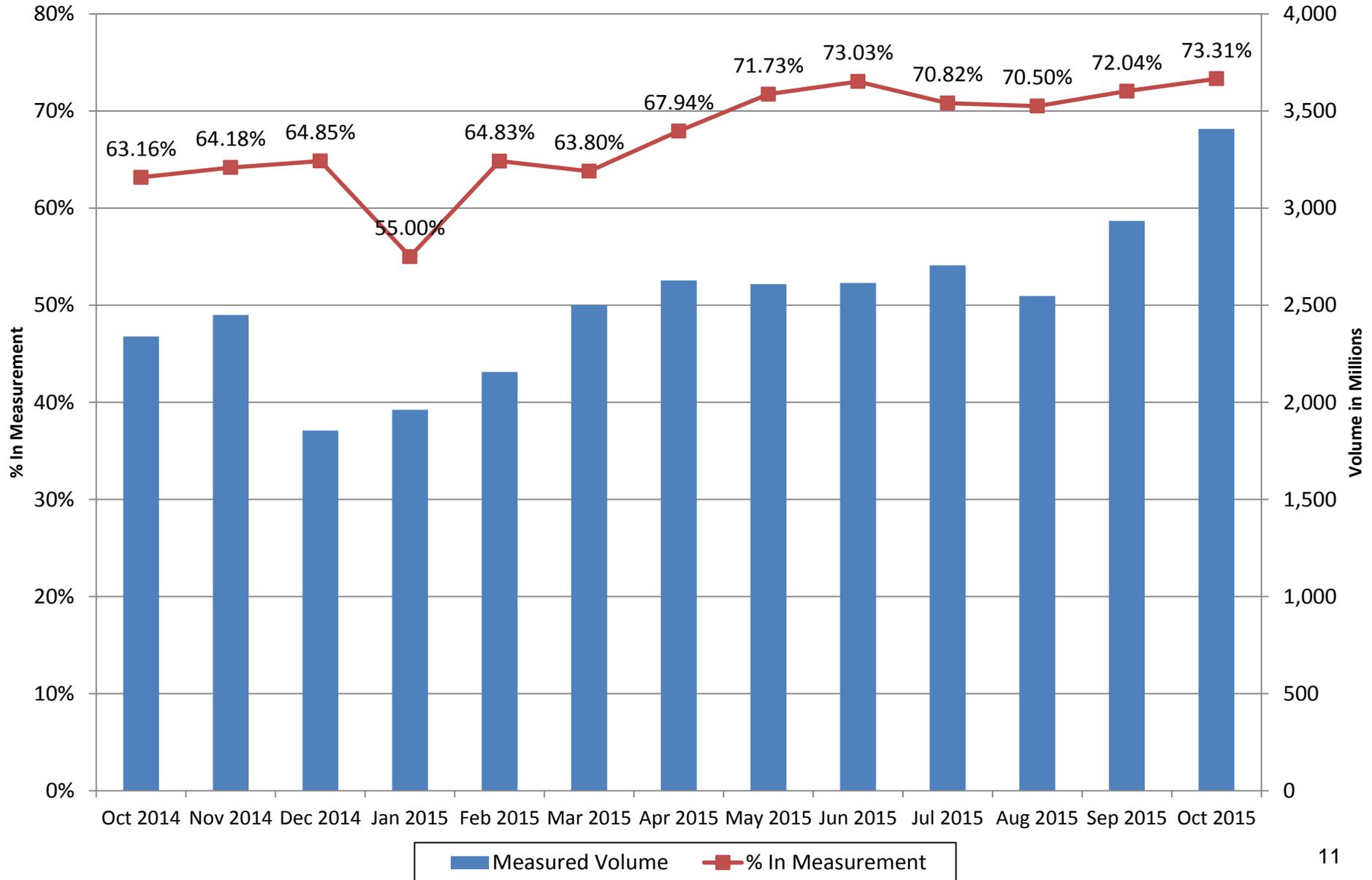
Standard Letters

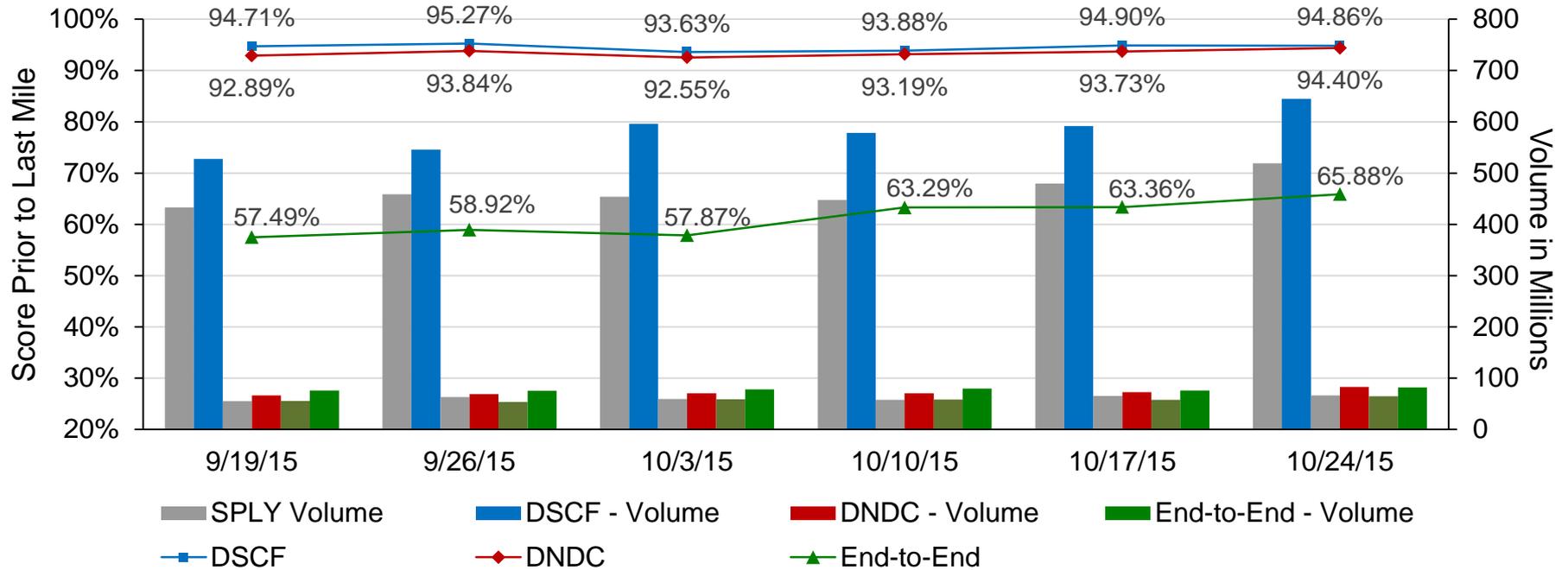


In October 2015, 88% of Commercial mail eligible for Full-Service was Full-Service

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

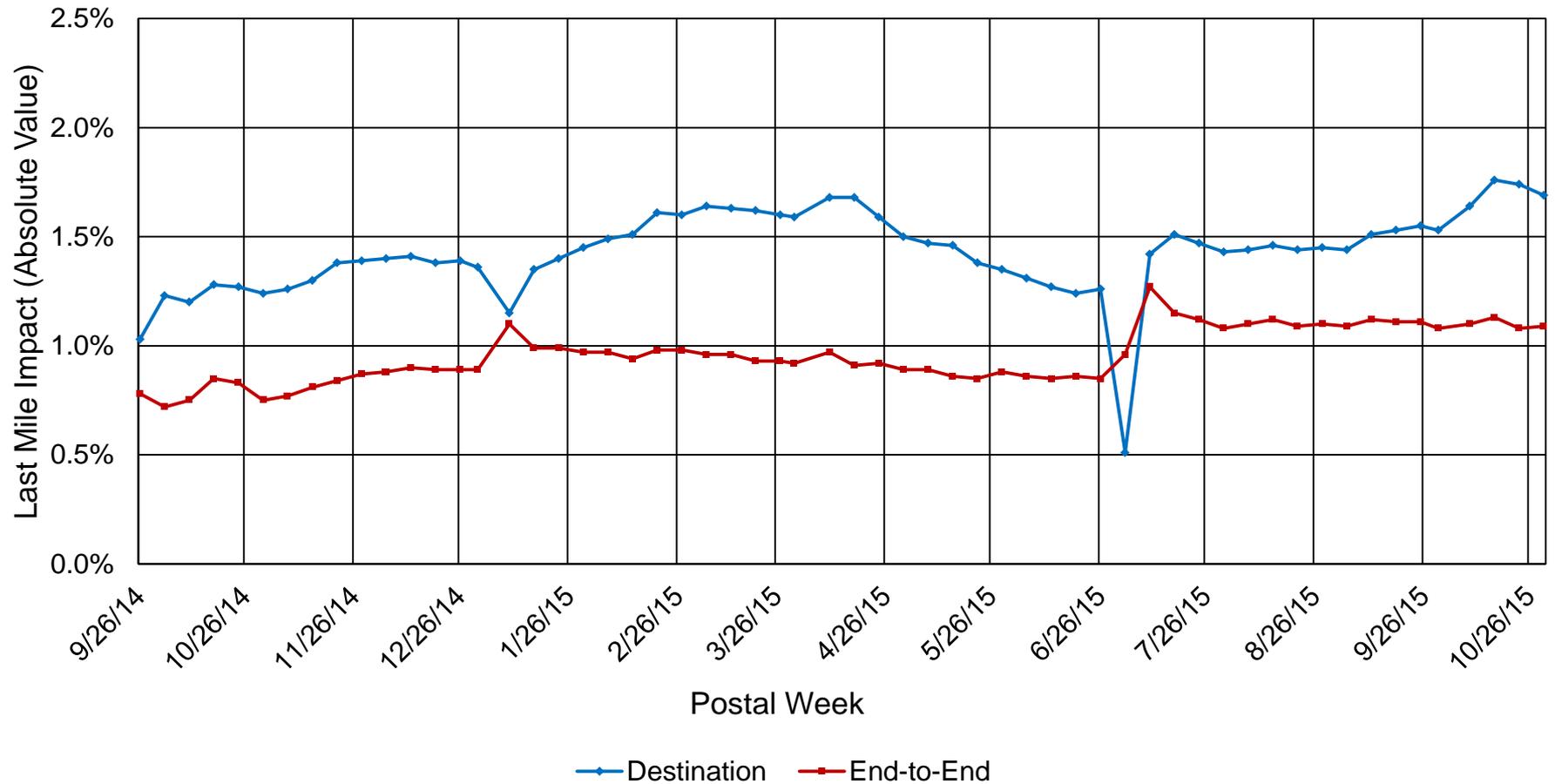




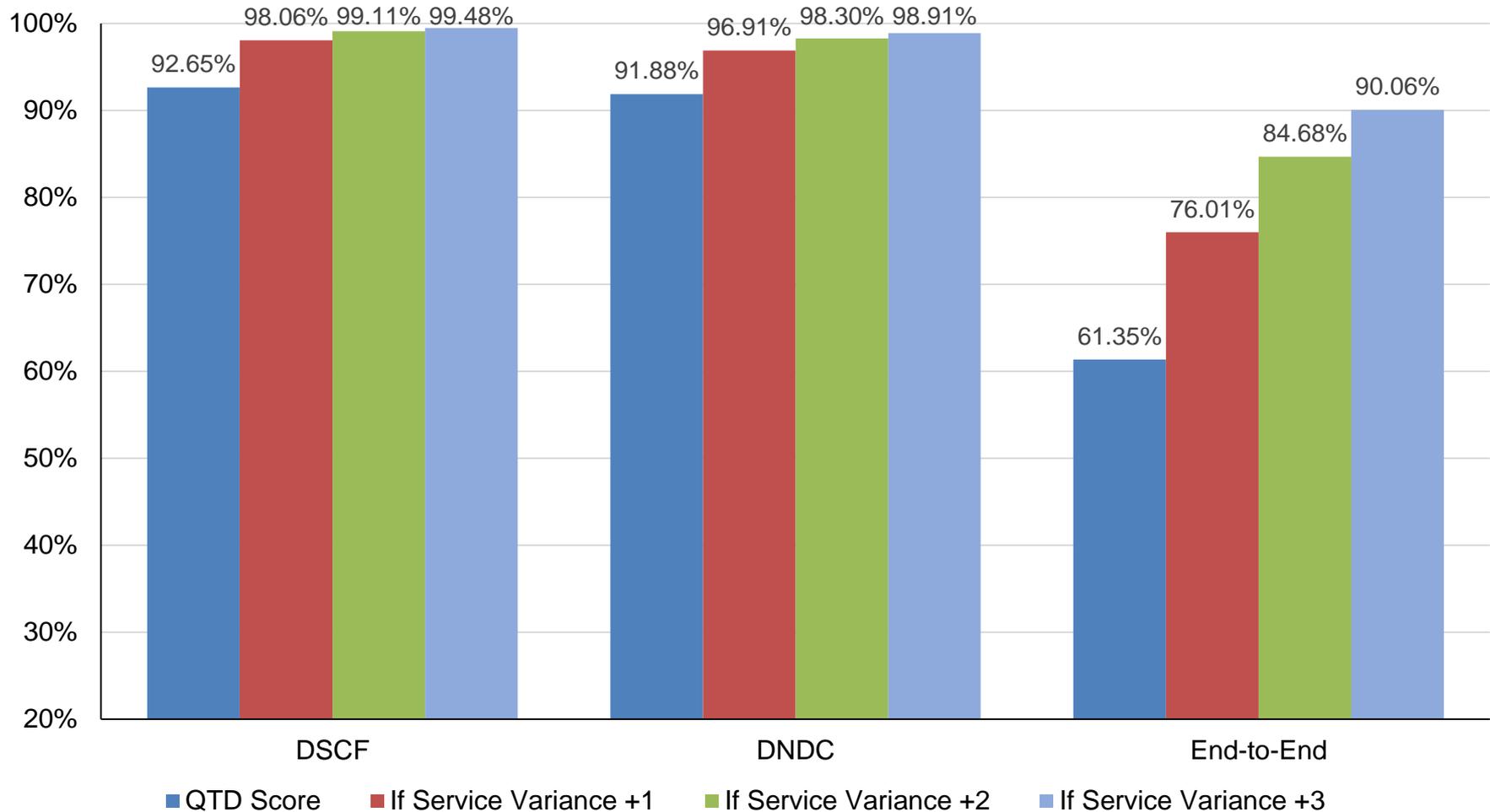


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	2,562,287,475	94.37%	-1.71%	92.65%	91.00%	2,122,835,731	20.70%	90.70%	1.95%
NDC Letters	313,311,922	93.43%	-1.55%	91.88%	91.00%	282,772,412	10.80%	90.01%	1.87%
E2E Letters	336,321,252	62.44%	-1.09%	61.35%	91.00%	256,965,923	30.88%	67.71%	-6.36%
3-Day	82,460,967	86.88%	-1.04%	85.84%	91.00%	65,952,826	25.03%	86.94%	-1.10%
4-Day	2,060,921	82.82%	-0.97%	81.85%	91.00%	9,284,288	-77.80%	86.24%	-4.39%
5-Day	45,793,020	80.98%	-0.96%	80.02%	91.00%	32,271,140	41.90%	80.56%	-0.54%
6-10 Day	197,522,498	47.73%	-1.13%	46.60%	91.00%	143,597,275	37.55%	54.40%	-7.80%
11+ Day	8,483,846	62.20%	-1.18%	61.02%	91.00%	5,860,394	44.77%	77.46%	-16.44%
Total	3,211,920,649			88.12%	91.00%	2,662,574,066	20.63%	88.41%	-0.29%

Last Mile Impact Trend

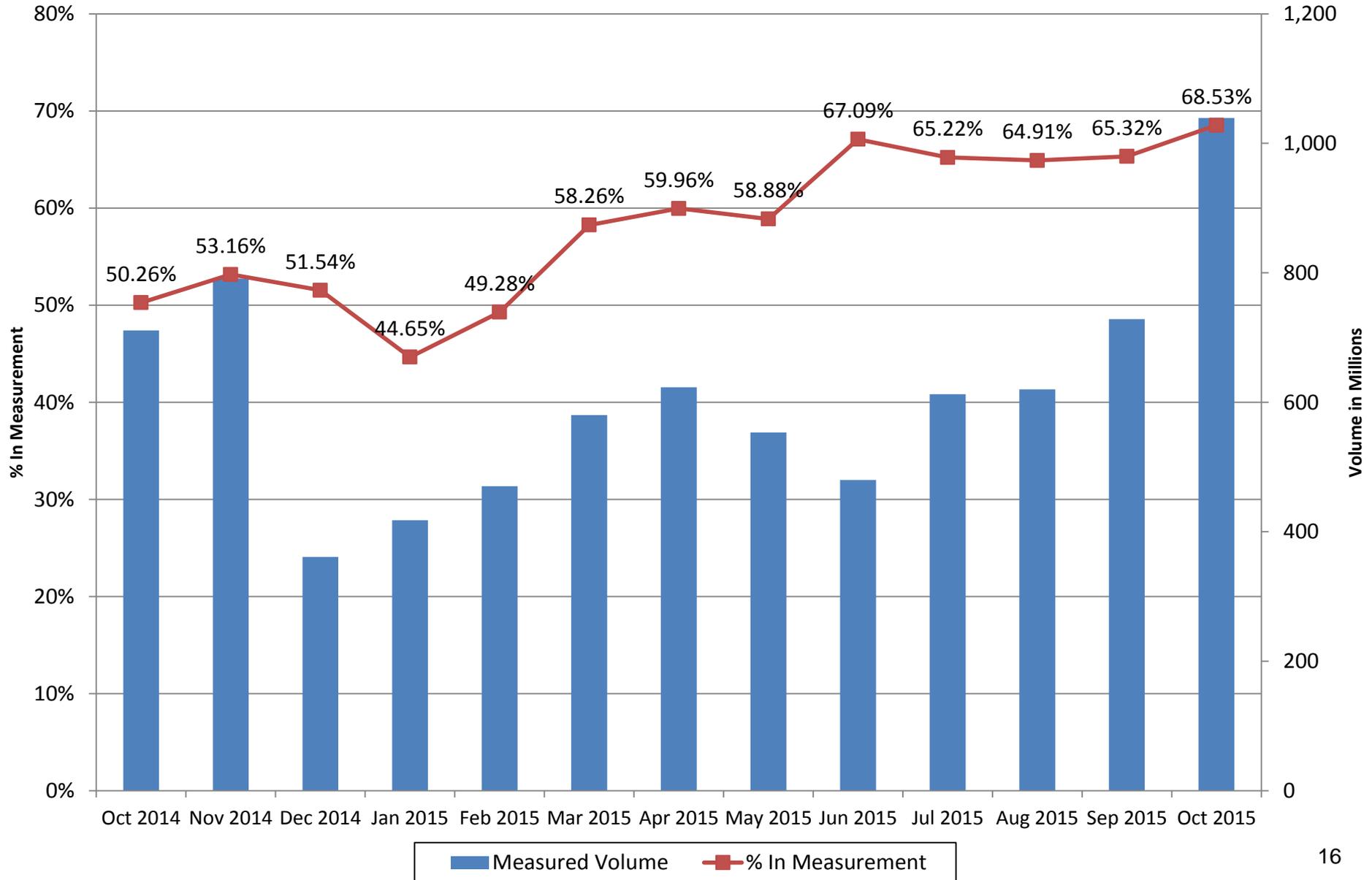


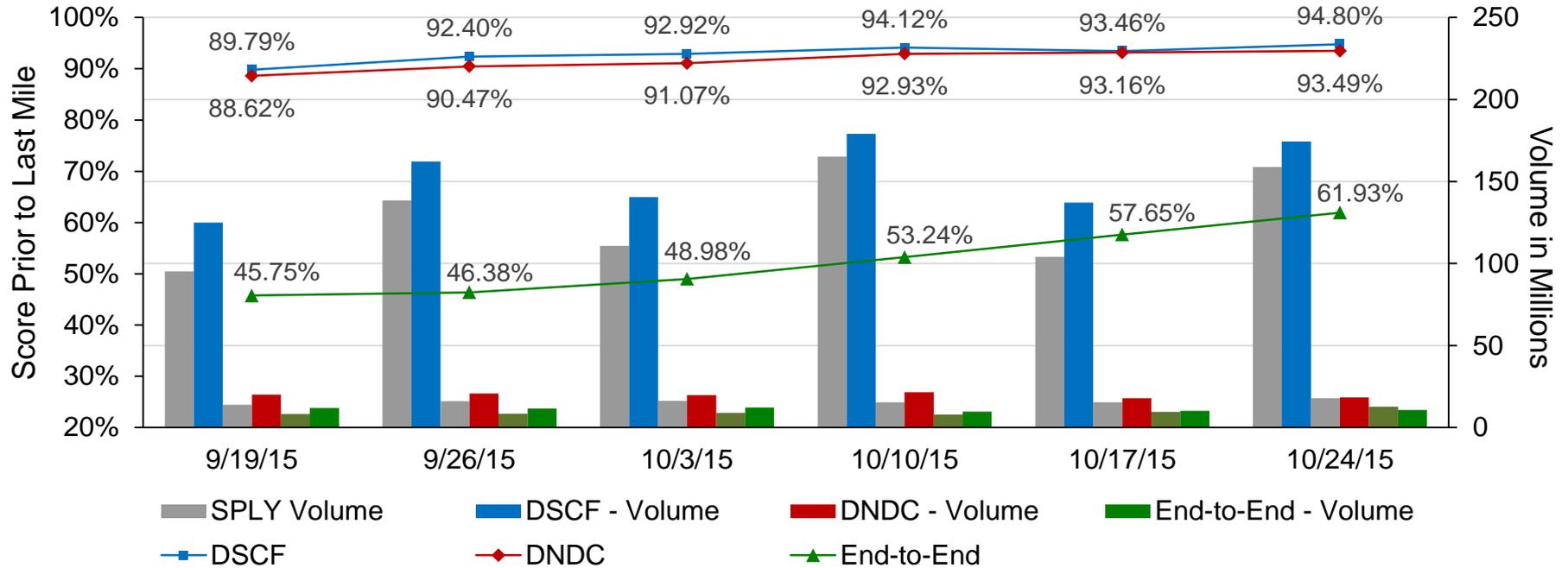
QTD DSCF and DNDC Standard Letters scores would be above 96.91% (including last mile), if pieces that failed by 1 day passed



Standard Flats

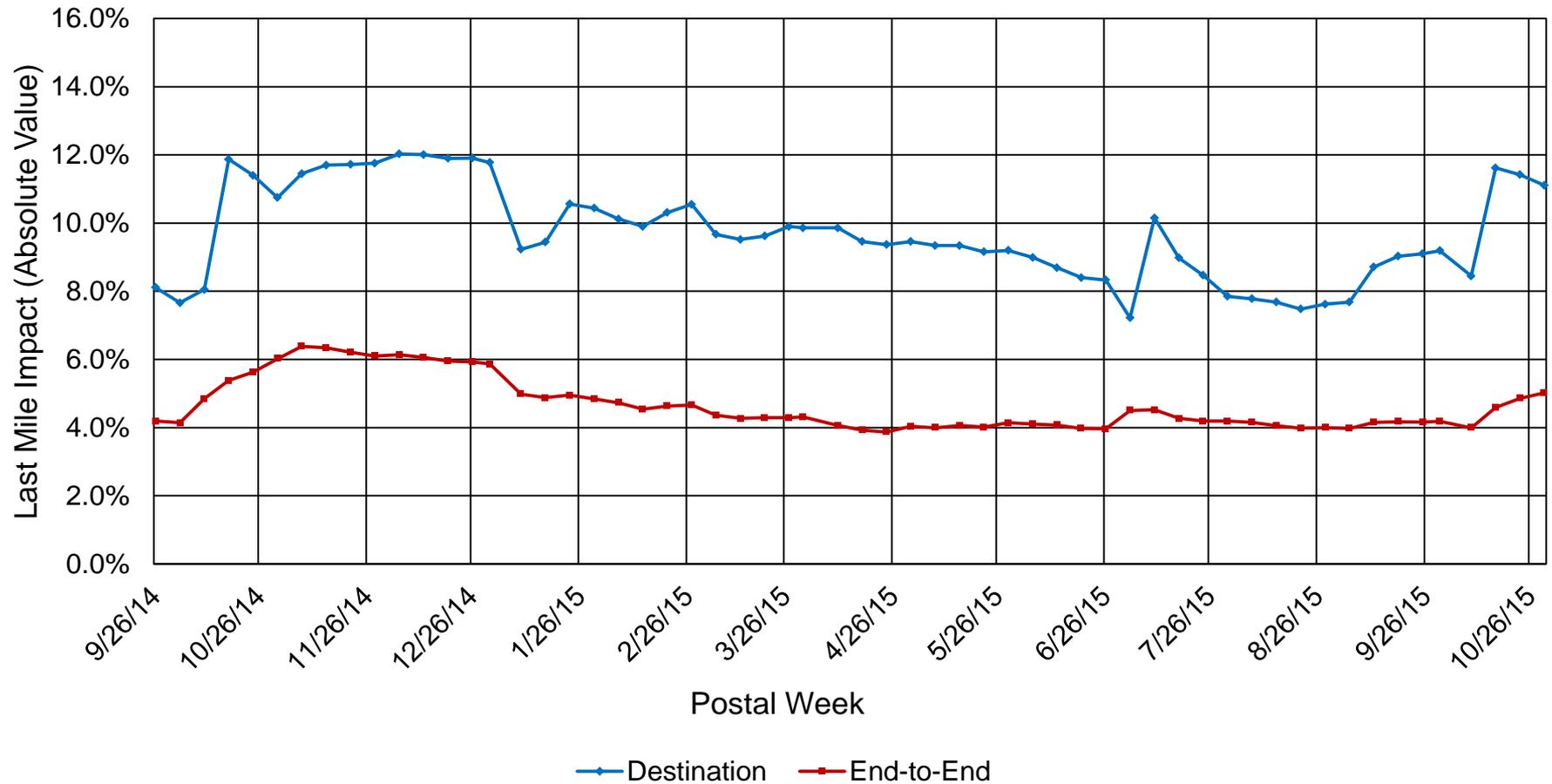




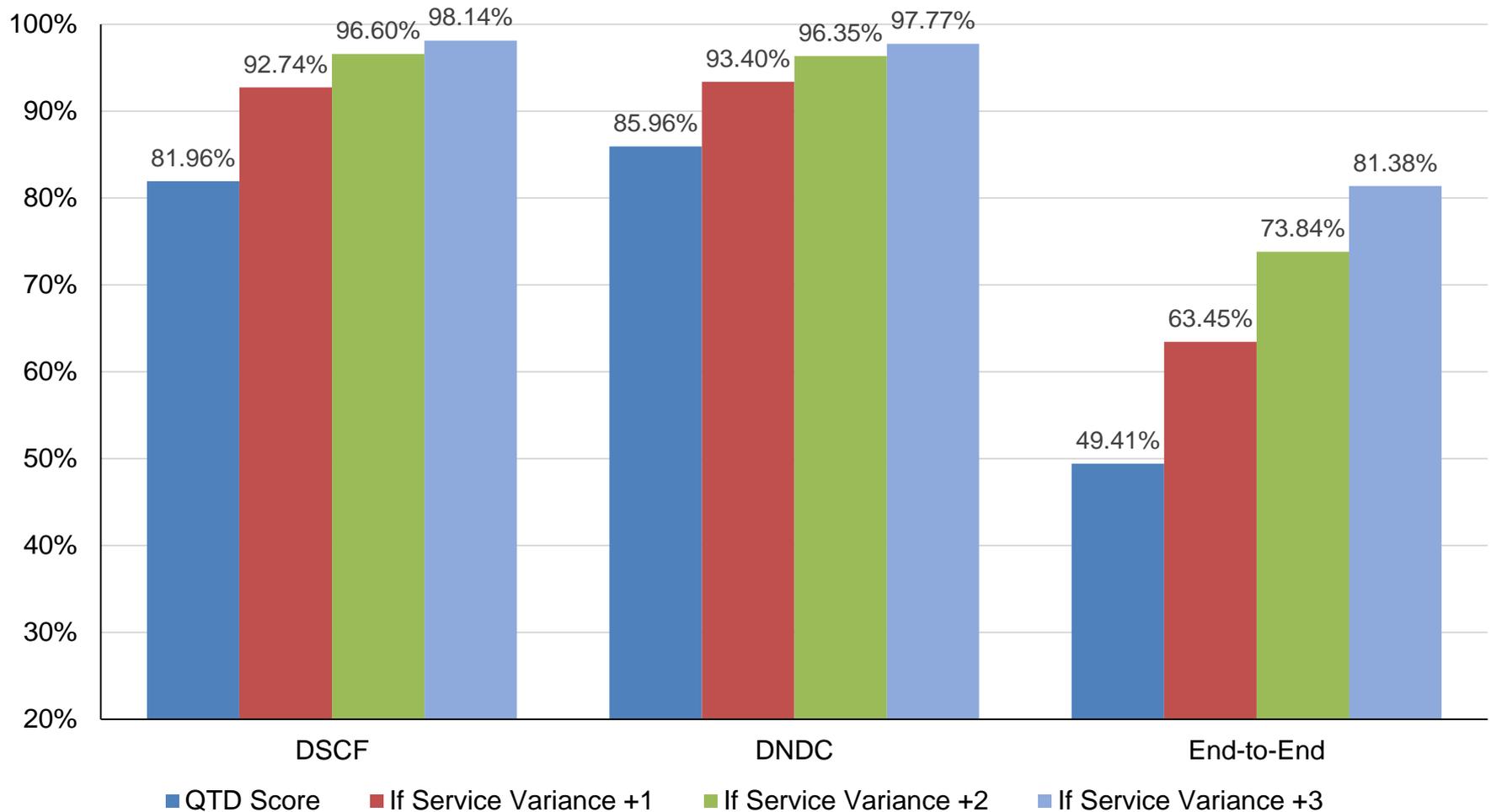


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	668,419,261	93.47%	-11.51%	81.96%	91.00%	592,454,758	12.82%	80.07%	1.89%
NDC Flats	82,993,604	92.15%	-6.20%	85.96%	91.00%	70,852,417	17.14%	85.48%	0.48%
E2E Flats	46,711,946	54.43%	-5.02%	49.41%	91.00%	42,588,175	9.68%	58.90%	-9.49%
3-Day	8,189,330	79.36%	-8.70%	70.66%	91.00%	13,084,162	-37.41%	66.30%	4.36%
4-Day	256,437	74.28%	-5.58%	68.70%	91.00%	1,016,698	-74.78%	78.84%	-10.14%
5-Day	4,640,006	66.37%	-5.07%	61.30%	91.00%	5,093,750	-8.91%	74.70%	-13.40%
6-10 Day	32,196,867	45.70%	-4.04%	41.66%	91.00%	22,751,434	41.52%	50.44%	-8.78%
11+ Day	1,429,306	66.05%	-5.80%	60.25%	91.00%	642,131	122.59%	50.87%	9.38%
Total	798,124,811			79.33%	91.00%	705,895,350	13.07%	79.34%	-0.01%

Last Mile Impact Trend



QTD DSCF and DNDC Standard Flats scores would be above 92.74% **(including last mile)**, if pieces that failed by 1 day passed



Mail Tracking Data Access

Tracking data available through IV for:

- Container
- Handling Unit (Trays, Tubs, and Sacks)
- Bundle
- Piece

Types of visibility events

- Actual, Assumed, and Logical Handling Events
 - **Actual** = scan of physical mailpiece, bundle, handling unit, or container
 - **Assumed** = implied scan of nested mailpiece, bundle, handling unit, or container (i.e. The mail aggregate received an actual scan, and the nested mail receives an assumed scan)
 - **Logical** = any other implied event based on business rules.
For example: Logical Delivery Event (*see slides 8 through 10 LDE for business rules and descriptions*)

Agile Releases

Internal Service Performance Measurement for Commercial Mail and Single-Piece

National Rollout: Internal SPM for Commercial and Single-Piece mail; Internal SPM enhancements; SPM Sampling Scan Compliance Web Report; SPM E2E, Trending, & Diagnostics Reports; SPM Origin to Destination Reports; SPM Cycle Times Reports; SPM DOW Impact & FIFO Reports; SPM Phase 2 Reports; SPM Phase 3 Reports



Mail Inventory & Predictive Workloads

National Rollout: Incoming Inventory Report; Predictive Workloads Plant Report, Real-Time Work In-Process Monitoring Report; Real-Time Swimlane Monitoring Report; Predictive Workloads Delivery Unit Report.



Mail Tracking & Reporting

National Rollout: Piece Visibility for Letters and Flats; Container and Tray Visibility, Web-enabled Mail Tracking; Bundle Visibility; Assumed Events for Nested Mail, Flexible Data Provisioning, Flexible Data Provisioning; One-Stop Visibility Needs



Key Program Updates

- Parallel testing between existing and new internal Service Performance Measurement system began in October 2015.
- Development of Mail Inventory & Predictive Workloads pilot reports continues.
- Developing architecture for external data provisioning.
- Continue to work with Mailing Industry through MTAC User Group 4 to review Mail Tracking and Reporting requirements.

Data from 2015-01-03 to 2015-11-06

Full Service Customers Only

7,384,000
Entered at USPS
SV Unload Scan



16,086,000
Enroute Depart Scan
for Containers and
Trays



16,558,000
Enroute Arrive Container
and Tray Scans



158,719,000
Enroute Tray
Scans



84 Billion
(as of October 1, 2015)
Piece level
automation scans



New Visibility for Mailers

All IMb™ Users



UG4 - INFORMED VISIBILITY, SERVICE PERFORMANCE

- rIMB barcode issues (specific to Scorecard)

- Data dissemination discussions (IV)

- New Service Type IDs for Reply Mail and Bound Printed Matter tracking

Address Management Updates



OIG Audit IT-AR-14-010 identified need for security changes in Secure Hash Algorithm (SHA)

- OIG Audit found that NCOA^{Link} uses an outdated hash algorithm (SHA-1) to mask COA data
- SHA-1 does not comply with current USPS security policies
- SHA-256 will be adopted to ensure adequate security protocols are in place

Webinar held with Developers October 21, 2015

What actions are required by Developers?

- 1) NCSC will provide SHA-256 products in January 2016
- 2) SHA-1 and SHA-256 systems to run parallel during transition
- 3) Software developers would be required to make application changes from SHA-1 to SHA-256
- 4) All developer products must be transitioned to SHA-256 no later than August 1, 2017
- 5) No CASS™ certification is required
- 6) Seamless transition to mailers

Timeline

SHA-256 product released to developers via EPF
January 2016

Software developer's transition process begins
January 2016

Developer internal testing ends (12 months) January 2017

End-User internal testing ends (6 months) July
2017

Last release of SHA-1 product July 2017

All products transitioned to SHA-256 August 2017

- The Current CASS Cycle N expiration date has been extended to August 1, 2018
- CASS software vendors have been informed they may extend their current software usage through this new expiration date

- Effective August 2017, the USPS® will completely discontinue production of the AMS API on the AIX and SUN platforms.
- On December 30, 2013, the USPS announced suspension of all technical support for these discontinued platforms on August 1, 2015.
- Cost of converting to use of SHA-256 does not justify continued production

- It is the intention of the USPS® to retire the DirectDPV product.
 - ❑ Only 3 certified developers of the product
 - ❑ Cost of converting to SHA-256 not justifiable
- Official notification will be provided to the industry prior to retirement.

Improving Accuracy & Use of UAA Reason Codes



INSUFFICIENT ADDRESS
 NO SUCH NUMBER
 UNCLAIMED REFUSED
 ATTEMPTED NOT KNOWN
 NO SUCH STREET
 VACANT
 NO MAIL RECEIPTABLE
 NOT DELIVERABLE AS
ADDRESSED - UNABLE TO
FORWARD

- Review UAA “Nixie” Reason Codes
- Evaluate procedures for the use of UAA Reasons by delivery employees
- Make recommendations to improve the accuracy of UAA Reason codes so the USPS and Mailing Industry can automate appropriate actions
- Last meeting was October 28, 2015.
- Recommendations have been entered into RITS.

Industry: Adam Collinson – Assoc for Mail Electronic Enhancement

Dan O’Brien – Major Mailers Assoc

USPS: Kai Fisher – Address Management

Bonita C. Brown – City Delivery Operations

Final Recommendations:

- Description changes suggested for “Vacant” & “Unable To Forward”.
- Communication “Blitz” regarding UAA Reasons and their meaning to improve training for delivery employees.
- Evaluate ways to monitoring delivery employees action and assignment of Nixies.
- Evaluate new technology for how it can be used to facilitate accurate UAA reason identification and feedback to Delivery.
- Update the AMEE White Paper on ACS.

- ACS File Format Version 2 provided via EPF was released on October 20, 2015:
 - The Version number changed from “01” to “02”
 - The DPV Flag for new address is provided
 - ACS fixed length and optional CSV and XML/XLS formats have this new information. The optional “Legacy” file formats did not change.

Start	End	Length	Description	Data Type	Comments
2	3	2	File Version	ALPHA/NUM	Change from “01” to “02”
618	618	1	DPV Flag	ALPHA	New: DPV Flag for New Address Y / N / S / D / V / Blank
619	699	81	Filler	SPACES	

- \$25 Threshold for ACS Invoices began with the October 2015 Invoice.
- Redirection IMb (93 R-IMb) records are included in the EPF ACS fulfillments.

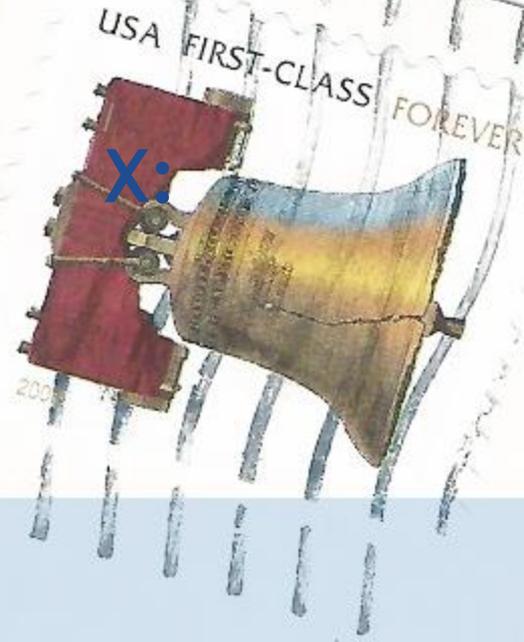
New for 2016!

- Pilot began in August 2015
- Shipping Services File data sharing between PTR & ACS will begin in January 2016.
- Will be offered for:
 - Parcel Select
 - Parcel Select Lightweight
 - Media Mail & Library Mail
 - Bound Printed Matter Parcels
 - Standard Mail Parcels
- Shipper must be certified to use the IMpb
- Shipping Services File 1.7 or higher required
- Release date TBD

- Flats Postal Automated Redirection System – FPARS
 - Deployment of FPARS delayed – Revised deployment date TBD after January 2016.
 - Hardware installed in North TX P&DC and Southern MD.
 - Testing and limited FPARS processing will occur in those sites.
- PARS Software version 5.7
 - Full deployment will occur for Letter PARS prior to FPARS activation. Date TBD after January 2016.
 - Software currently installed in 6 CIOSS sites
 - Successfully reduced the volume of “Upgraded” unendorsed Standard Mail generated in those sites.

**Discussion
&
Questions**

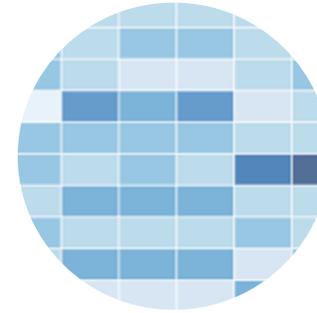
First-Class Mail





A new report type will allow customers to:

- view all facilities at once
- perform a comparative analysis of facility time in transit for:
 - all Full Service classes of mail (first-class, periodicals, standard, letters and flats)
 - entry types (origin, SCF, NDC, ADC)



New report will display data in a more organized and easy to read heat map dashboard



Reports move to real-time with IV

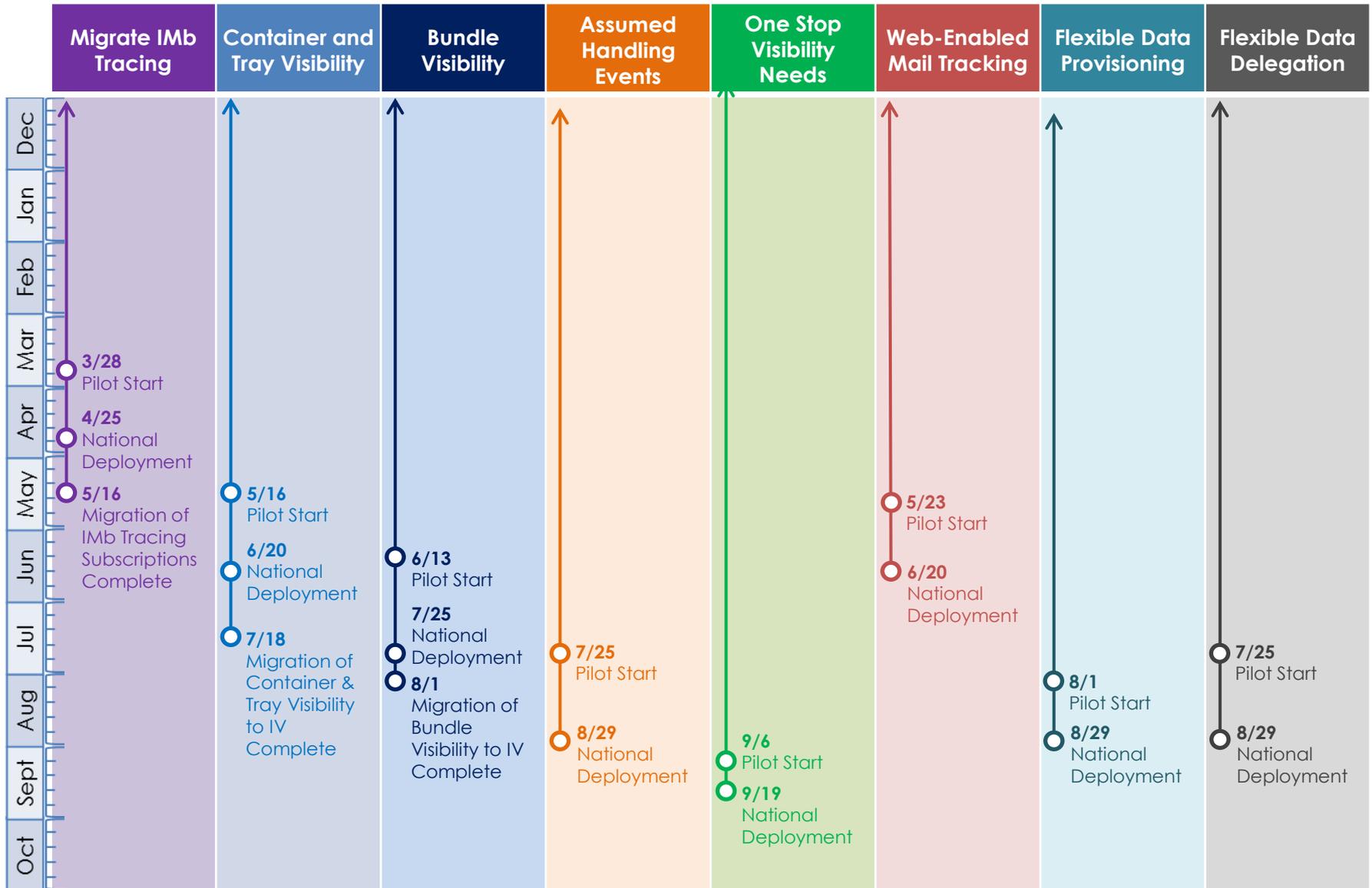
Entry: SCF ▾ Shape: Flats ▾ Thresh: 1000

Goal at 80% 85% 90% 95% 99%

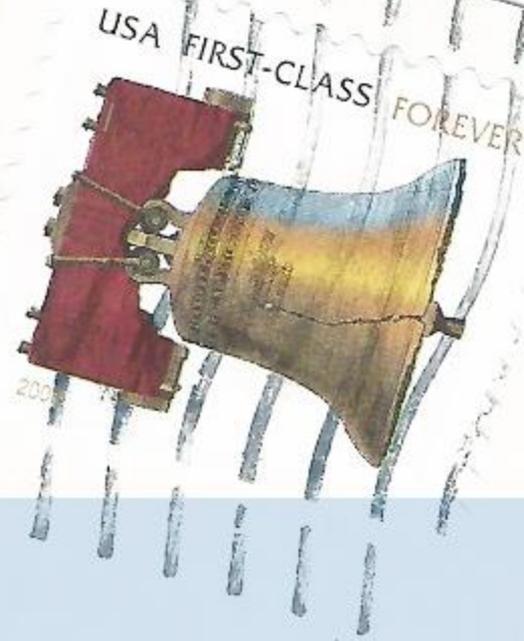
Days to Deliver

Facility	First Class	Periodicals	Standard
NATIONAL	N/A	2	3
BURLINGTON VT	N/A	2	4
PENSACOLA FL	N/A	4	4
NORTH HOUSTON TX	N/A	3	5
SOUTH BEND IN	N/A	4	4
BISMARCK ND	N/A	2	3
MANKATO MN	N/A	3	3
ATLANTA L&DC GA	N/A	1	4
CEDAR RAPIDS IA	N/A	1	3
TACOMA WA	N/A	1	N/A
SPRINGFIELD IL	N/A	1	3
CHICAGO METRO SURFACE HUB IL	N/A	2	5
DES MOINES IA	N/A	2	4
CHICAGO NDC IL	N/A	2	4
DENVER MAIL PROCESSING ANNEX CO	N/A	2	5
JACKSON MS	N/A	2	4
SAINT PAUL MN	N/A	2	4
NEW JERSEY NDC NJ	N/A	2	5
BOISE ID	N/A	2	3
ATLANTA GA	N/A	1	4
ORLANDO LDC FL	N/A	3	3
NORTH PLATTE NE	N/A	1	2
SAN DIEGO CA	N/A	1	3

Data Type	System	Explanation		Recipients			Delegate?	How Data is received				Data Provisioning
		Fields	Data Sources	Mail Owner	Mail Preparer	Other		XML push	XML pull	Online	Other	
Container Scan	Legacy	IMcb, Date/Time, Event Type, Event Location	SV IM-DAS	●	●		●	●	●			48 hrs.
	IV	Legacy + Value Add	SV IM-DAS	●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Handling Unit Scan	Legacy	IMtb, Date/Time, Event Type, Event Location	SASS MHS	●	●		●	●	●			48 hrs.
	IV	Legacy + Value Add	SASS MHS	●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Address Change Service (ACS)	Legacy	COA: Original IMb, move effective date, old & new addresses, eDoc keyline NIXIE: Original IMb, nixie reason, original address, eDoc keyline	ACS	●			●	●	●		Single Source	
	IV	TBD UG4/UG5 Discussion										
Start-the-Clock Data (STC)	Legacy	Container ID, Date		●	●		●	●	●			48 hrs.
	IV	Legacy + Value Add		●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Piece Scan Data	Legacy	IMb, Date/Time, Event Type, Event Location	MPE			MID on Piece					IMb Tracing	2 hrs.
	IV	Legacy + Value Add	MPE Handheld Scanners	●	●	MID on Piece	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Bundle Scan Data (Pilot)	Legacy	IMb, Date/Time, Event Type, Event Location		●	●		●				IME	4 hrs.
	IV	Legacy + Value Add		●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time

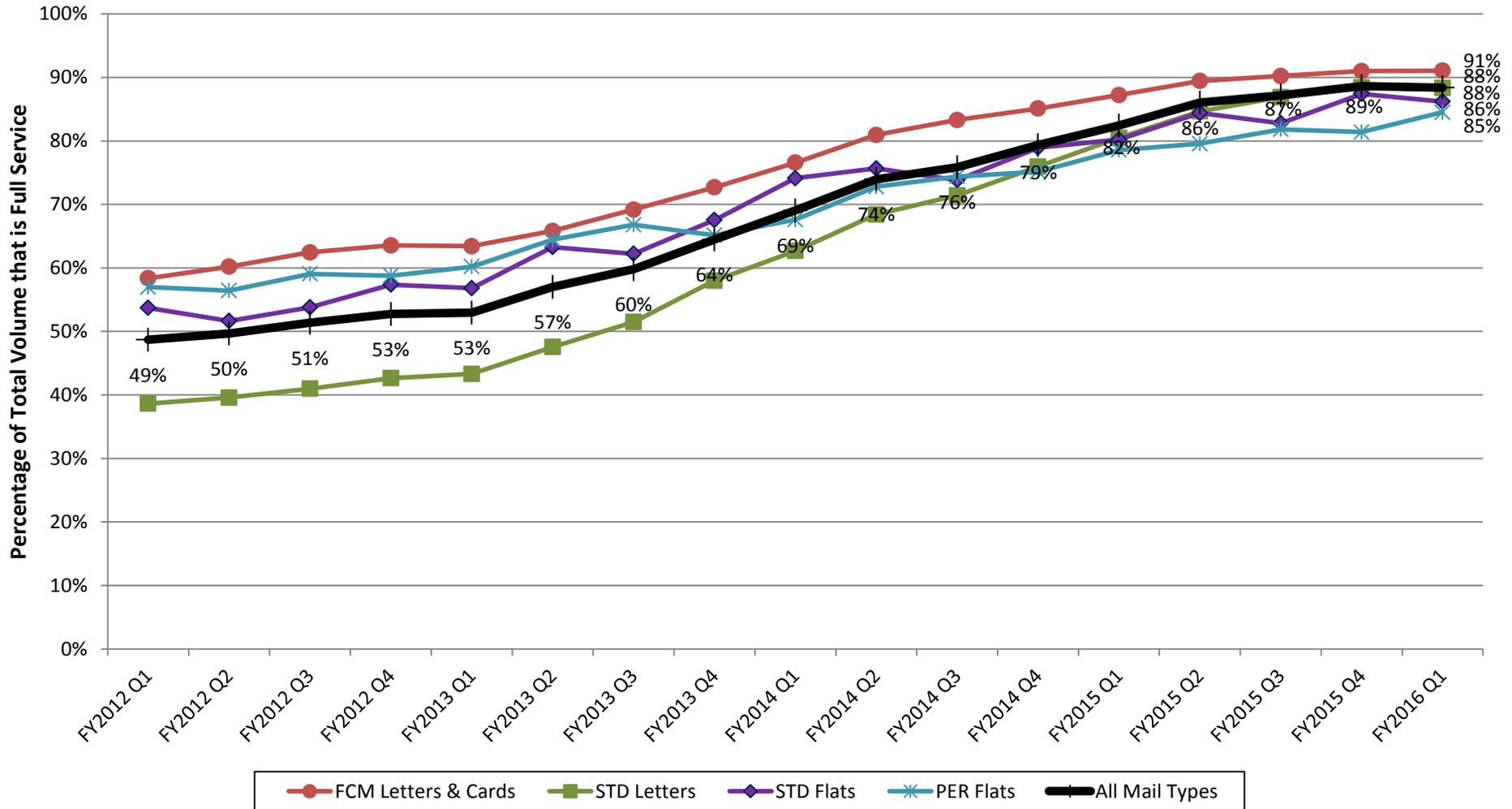


First Class Mail Letters



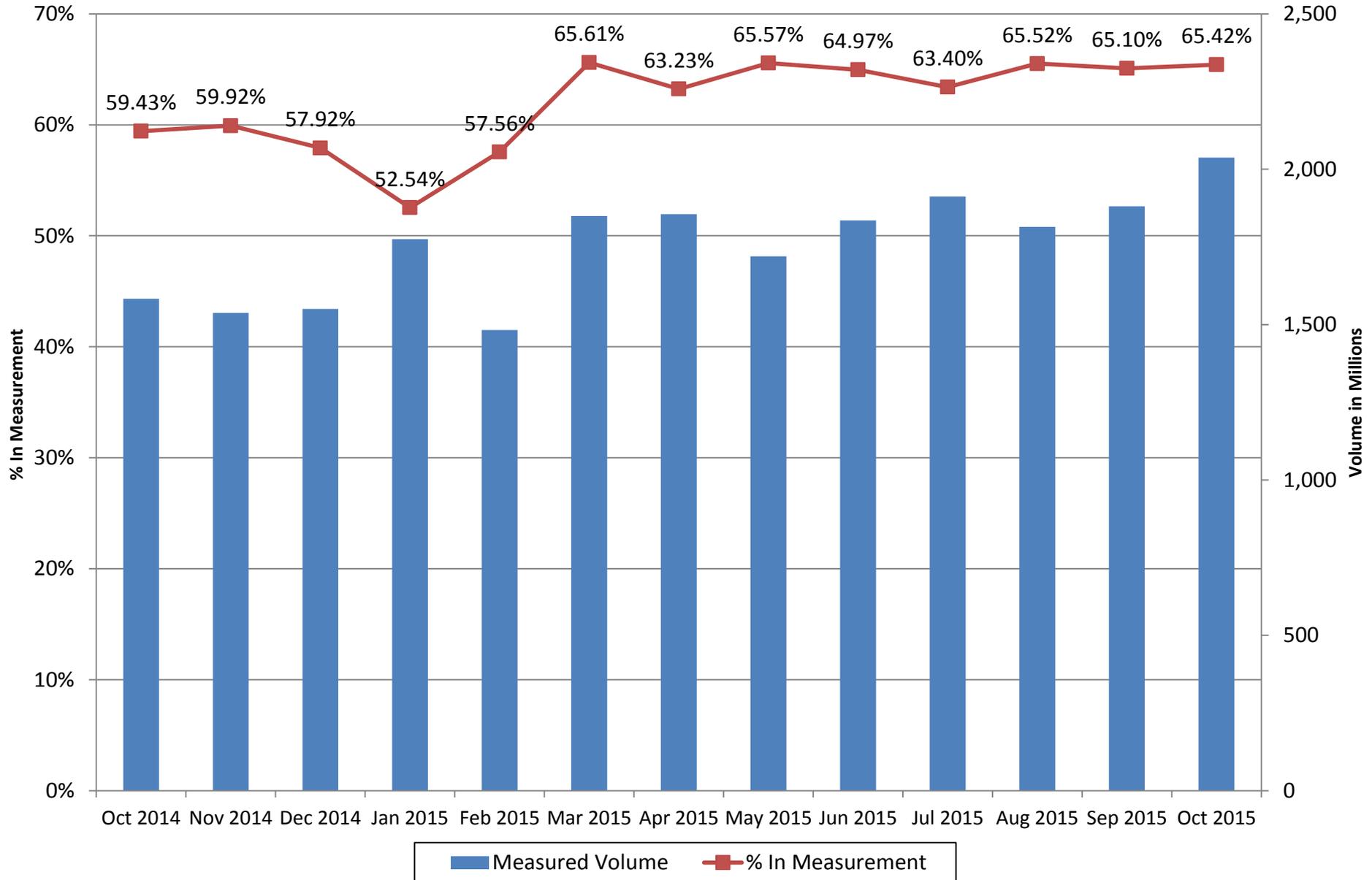
In October 2015, 88% of Commercial mail eligible for Full-Service was Full-Service

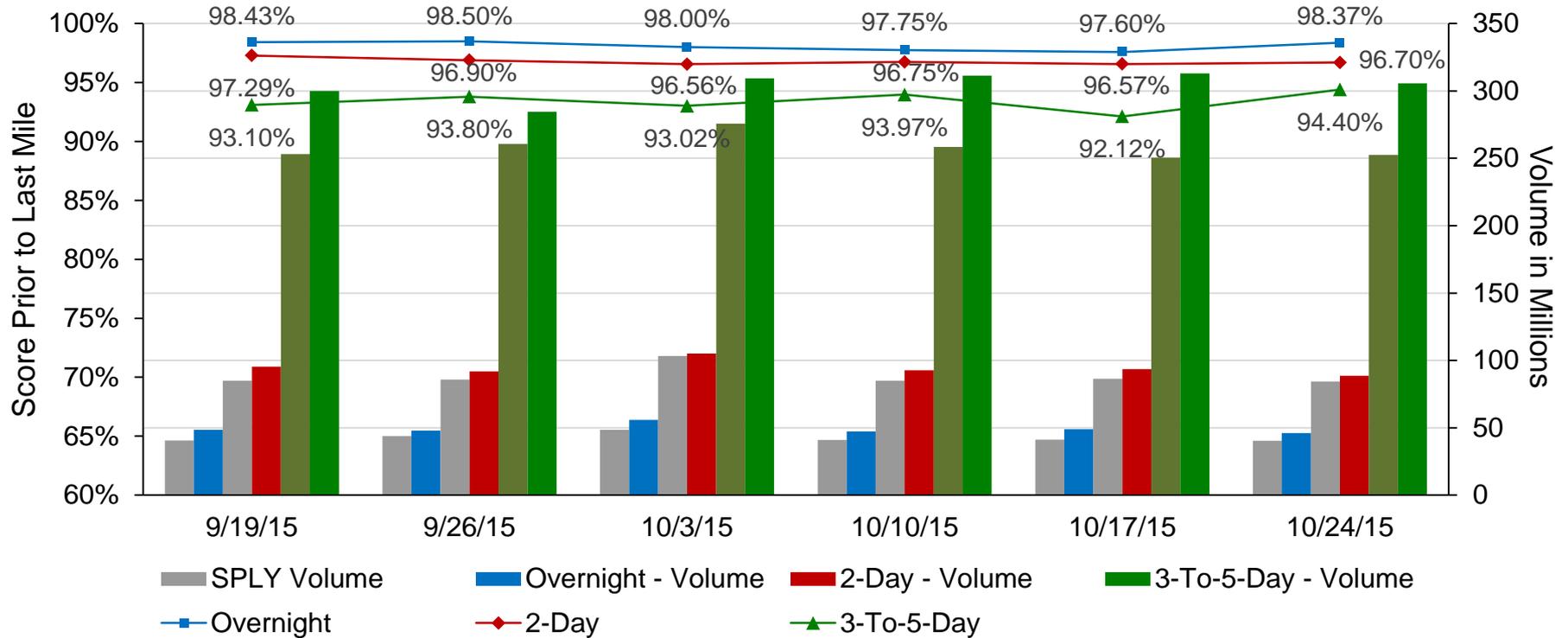
Note: Below graph depicts FS Adoption % as an avg. for the quarter; Slide title depicts the % for the latest month.



First Class Mail Letters

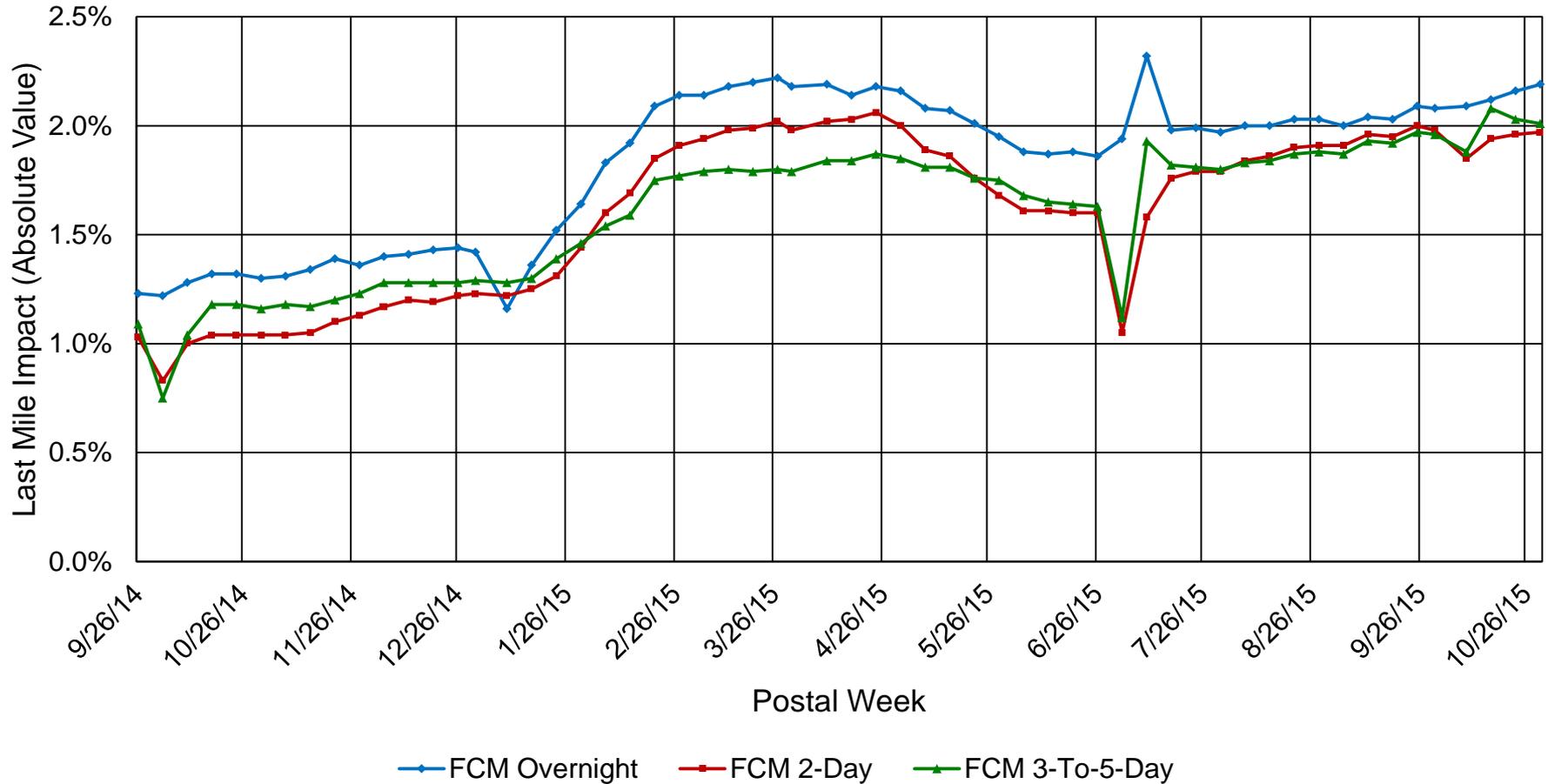
Full Service Volume In Measurement Trend



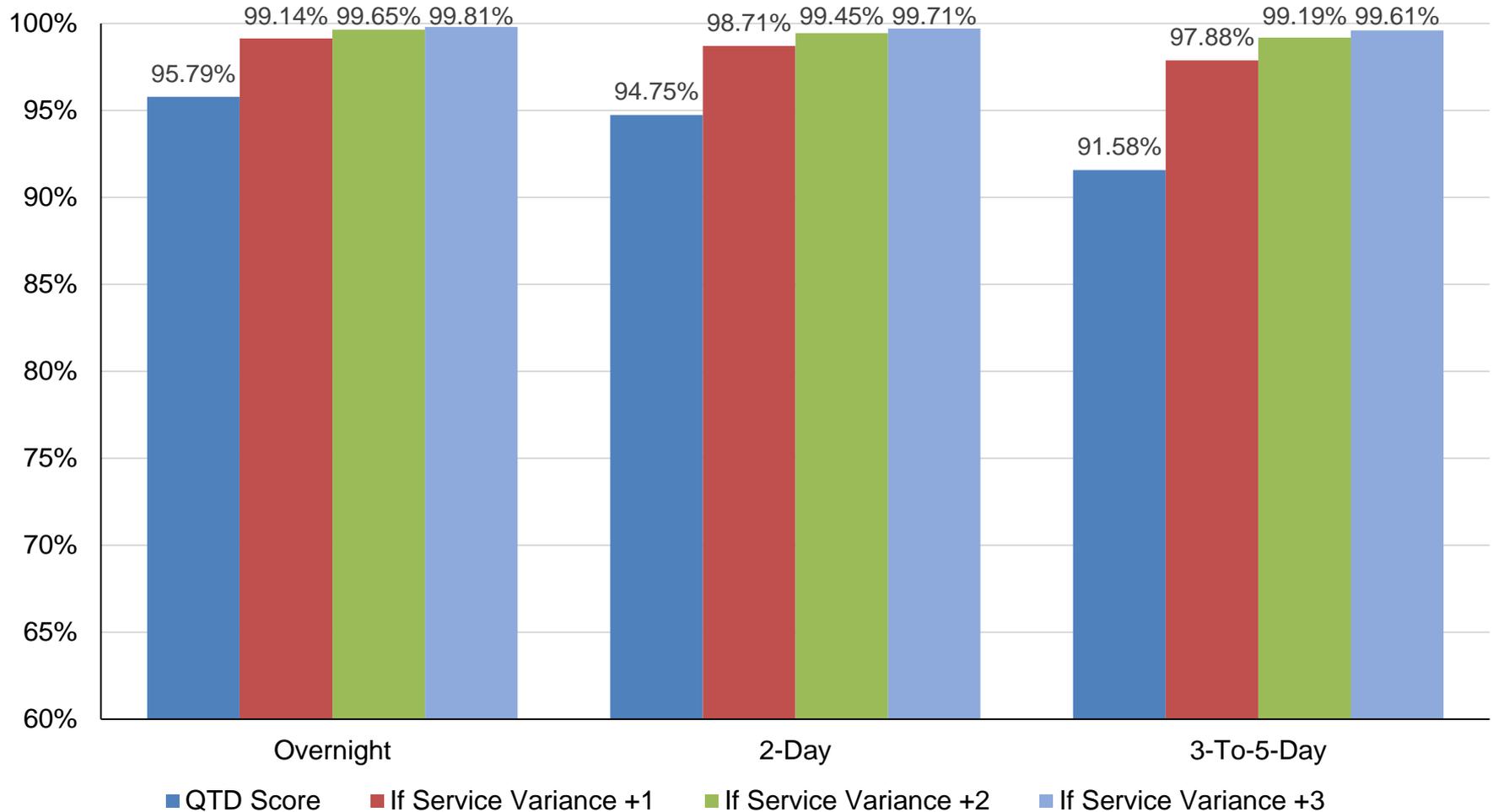


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	217,240,451	97.98%	-2.19%	95.79%	96.80%	196,816,502	10.38%	97.12%	-1.33%
2-Day	415,015,795	96.72%	-1.97%	94.75%	96.50%	405,522,736	2.34%	97.05%	-2.30%
3-to-5-Day	1,340,321,952	93.59%	-2.01%	91.58%	95.25%	1,143,253,489	17.24%	93.49%	-1.91%
3-Day	1,332,854,817	93.59%	-2.01%	91.58%	95.25%	1,137,671,279	17.16%	93.49%	-1.91%
4-Day	7,069,116	95.87%	-1.91%	93.96%	95.25%	5,358,176	31.93%	94.94%	-0.98%
5-Day	398,019	56.16%	-3.09%	53.07%	95.25%	224,034	77.66%	46.37%	6.70%
Total	1,972,578,198			92.71%	96.00%	1,745,592,727	13.00%	94.73%	-2.02%

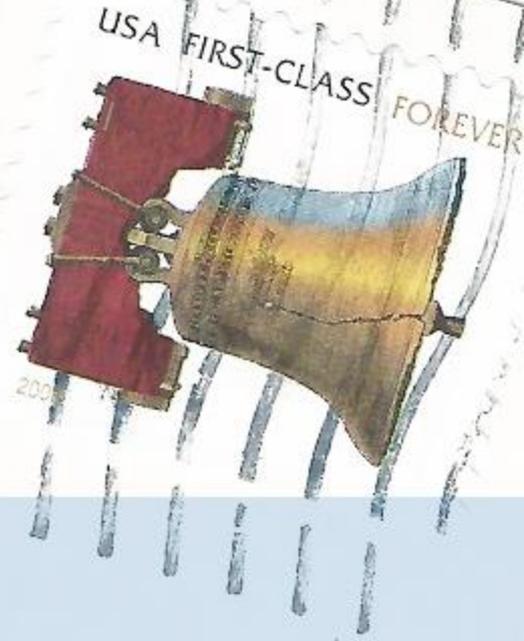
Last Mile Impact Trend

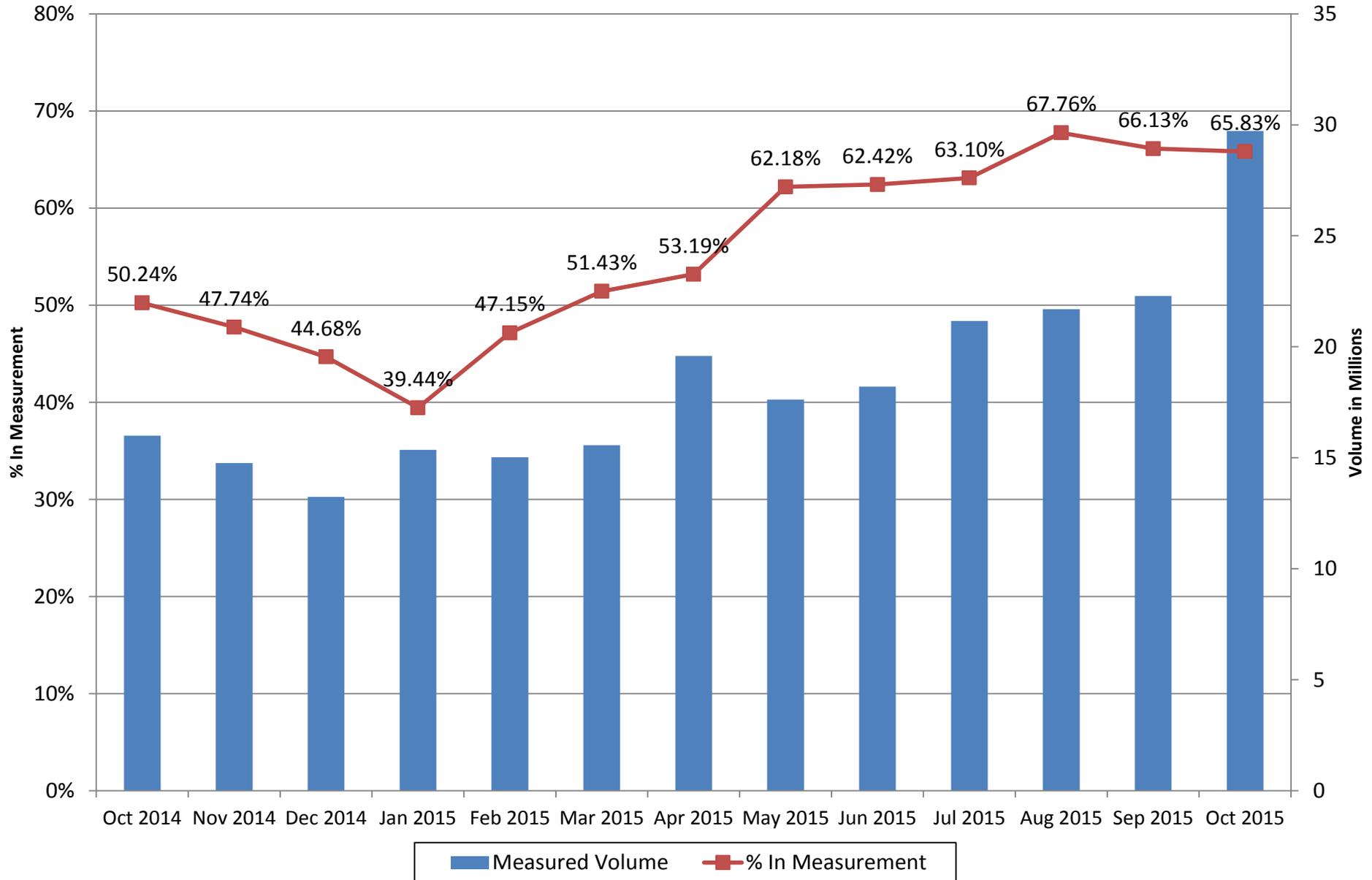


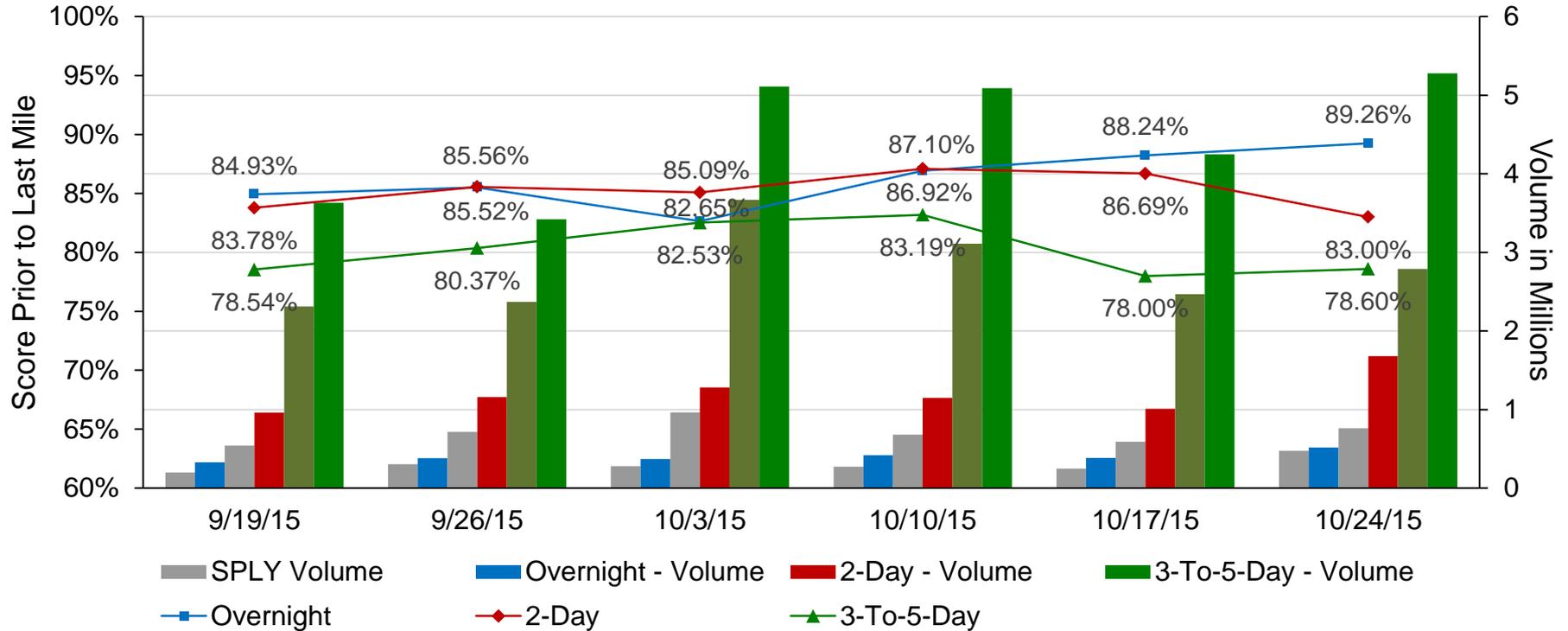
All QTD FCM Letters scores would be above 97.88% (including last mile), if pieces that failed by 1 day passed



First Class Mail Flats

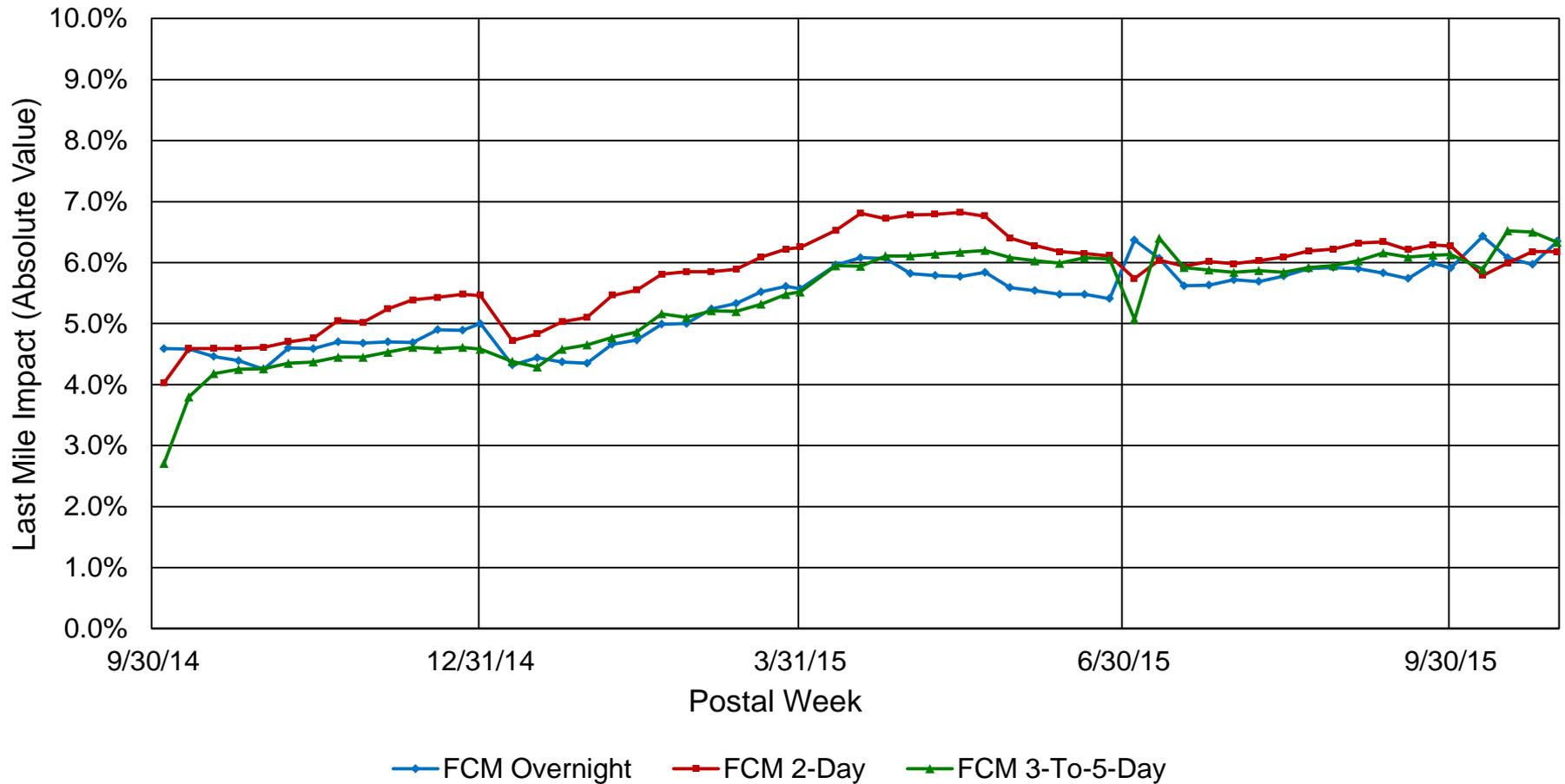




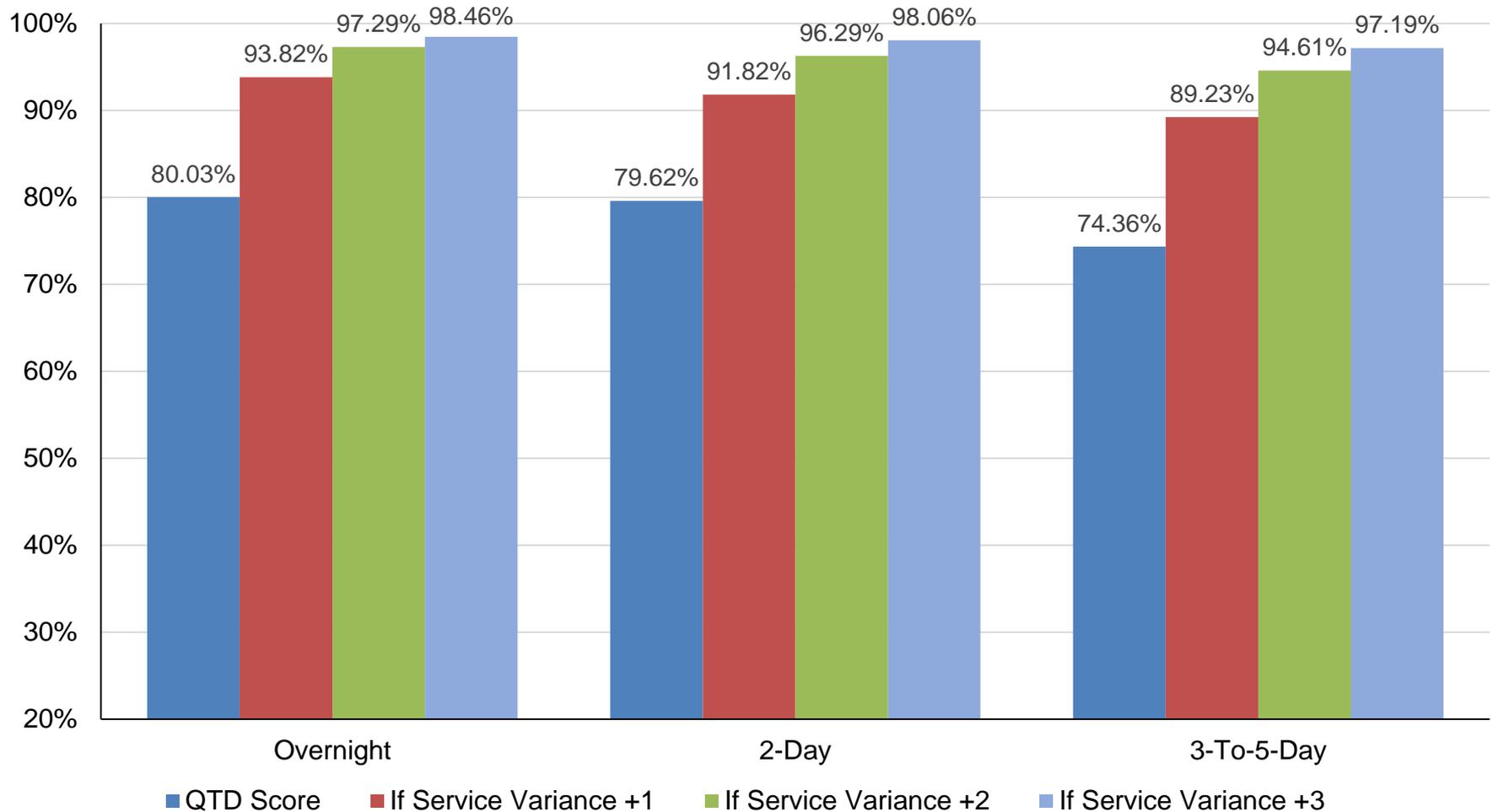


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	1,843,546	86.38%	-6.35%	80.03%	96.80%	1,409,703	30.78%	87.92%	-7.89%
2-Day	5,609,435	85.80%	-6.18%	79.62%	96.50%	3,350,036	67.44%	85.93%	-6.31%
3-to-5-Day	20,648,159	80.69%	-6.33%	74.36%	95.25%	12,781,149	61.55%	82.30%	-7.94%
3-Day	20,544,540	80.64%	-6.28%	74.36%	95.25%	12,680,318	62.02%	82.27%	-7.91%
4-Day	101,210	89.69%	-14.43%	75.26%	95.25%	99,445	1.77%	85.63%	-10.37%
5-Day	2,409	71.36%	-14.26%	57.10%	95.25%	1,386	73.81%	88.04%	-30.94%
Total	28,101,140			75.79%	96.00%	17,539,314	60.22%	83.45%	-7.66%

Last Mile Impact Trend



All QTD FCM Flats scores would be above 89.23% (including last mile), if pieces that failed by 1 day passed



Mail Tracking Data Access

Tracking data available through IV for:

- Container
- Handling Unit (Trays, Tubs, and Sacks)
- Bundle
- Piece

Types of visibility events

- Actual, Assumed, and Logical Handling Events
 - **Actual** = scan of physical mailpiece, bundle, handling unit, or container
 - **Assumed** = implied scan of nested mailpiece, bundle, handling unit, or container (i.e. The mail aggregate received an actual scan, and the nested mail receives an assumed scan)
 - **Logical** = any other implied event based on business rules.
For example: Logical Delivery Event (*see slides 8 through 10 LDE for business rules and descriptions*)

Agile Releases

Internal Service Performance Measurement for Commercial Mail and Single-Piece

National Rollout: Internal SPM for Commercial and Single-Piece mail; Internal SPM enhancements; SPM Sampling Scan Compliance Web Report; SPM E2E, Trending, & Diagnostics Reports; SPM Origin to Destination Reports; SPM Cycle Times Reports; SPM DOW Impact & FIFO Reports; SPM Phase 2 Reports; SPM Phase 3 Reports



Mail Inventory & Predictive Workloads

National Rollout: Incoming Inventory Report; Predictive Workloads Plant Report, Real-Time Work In-Process Monitoring Report; Real-Time Swimlane Monitoring Report; Predictive Workloads Delivery Unit Report.



Mail Tracking & Reporting

National Rollout: Piece Visibility for Letters and Flats; Container and Tray Visibility, Web-enabled Mail Tracking; Bundle Visibility; Assumed Events for Nested Mail, Flexible Data Provisioning, Flexible Data Provisioning; One-Stop Visibility Needs



Key Program Updates

- Parallel testing between existing and new internal Service Performance Measurement system began in October 2015.
- Development of Mail Inventory & Predictive Workloads pilot reports continues.
- Developing architecture for external data provisioning.
- Continue to work with Mailing Industry through MTAC User Group 4 to review Mail Tracking and Reporting requirements.

Data from 2015-01-03 to 2015-11-06

Full Service Customers Only

7,384,000
Entered at USPS
SV Unload Scan



16,086,000
Enroute Depart Scan
for Containers and
Trays



16,558,000
Enroute Arrive Container
and Tray Scans



158,719,000
Enroute Tray
Scans



84 Billion
(as of October 1, 2015)
Piece level
automation scans



New Visibility for Mailers

All IMb™ Users



UG4 - INFORMED VISIBILITY, SERVICE PERFORMANCE

- rIMB barcode issues (specific to Scorecard)
- Data dissemination discussions (IV)
- New Service Type IDs for Reply Mail and Bound Printed Matter tracking

Address Management Updates



OIG Audit IT-AR-14-010 identified need for security changes in Secure Hash Algorithm (SHA)

- OIG Audit found that NCOA^{Link} uses an outdated hash algorithm (SHA-1) to mask COA data
- SHA-1 does not comply with current USPS security policies
- SHA-256 will be adopted to ensure adequate security protocols are in place

Webinar held with Developers October 21, 2015

What actions are required by Developers?

- 1) NCSC will provide SHA-256 products in January 2016
- 2) SHA-1 and SHA-256 systems to run parallel during transition
- 3) Software developers would be required to make application changes from SHA-1 to SHA-256
- 4) All developer products must be transitioned to SHA-256 no later than August 1, 2017
- 5) No CASS™ certification is required
- 6) Seamless transition to mailers

Timeline

SHA-256 product released to developers via EPF
January 2016

Software developer's transition process begins
January 2016

Developer internal testing ends (12 months) January 2017

End-User internal testing ends (6 months) July
2017

Last release of SHA-1 product July 2017

All products transitioned to SHA-256 August 2017

- The Current CASS Cycle N expiration date has been extended to August 1, 2018
- CASS software vendors have been informed they may extend their current software usage through this new expiration date

- Effective August 2017, the USPS® will completely discontinue production of the AMS API on the AIX and SUN platforms.
- On December 30, 2013, the USPS announced suspension of all technical support for these discontinued platforms on August 1, 2015.
- Cost of converting to use of SHA-256 does not justify continued production

- It is the intention of the USPS® to retire the DirectDPV product.
 - Only 3 certified developers of the product
 - Cost of converting to SHA-256 not justifiable
- Official notification will be provided to the industry prior to retirement.

Improving Accuracy & Use of UAA Reason Codes



INSUFFICIENT ADDRESS
 NO SUCH NUMBER
 UNCLAIMED REFUSED
 ATTEMPTED NOT KNOWN
 NO SUCH STREET
 VACANT
 NO MAIL RECEIPTABLE
 NOT DELIVERABLE AS
ADDRESSED - UNABLE TO
FORWARD

- Review UAA “Nixie” Reason Codes
- Evaluate procedures for the use of UAA Reasons by delivery employees
- Make recommendations to improve the accuracy of UAA Reason codes so the USPS and Mailing Industry can automate appropriate actions
- Last meeting was October 28, 2015.
- Recommendations have been entered into RITS.

Industry: Adam Collinson – Assoc for Mail Electronic Enhancement

Dan O’Brien – Major Mailers Assoc

USPS: Kai Fisher – Address Management

Bonita C. Brown – City Delivery Operations

Final Recommendations:

- Description changes suggested for “Vacant” & “Unable To Forward”.
- Communication “Blitz” regarding UAA Reasons and their meaning to improve training for delivery employees.
- Evaluate ways to monitoring delivery employees action and assignment of Nixies.
- Evaluate new technology for how it can be used to facilitate accurate UAA reason identification and feedback to Delivery.
- Update the AMEE White Paper on ACS.

- ACS File Format Version 2 provided via EPF was released on October 20, 2015:
 - The Version number changed from “01” to “02”
 - The DPV Flag for new address is provided
 - ACS fixed length and optional CSV and XML/XLS formats have this new information. The optional “Legacy” file formats did not change.

Start	End	Length	Description	Data Type	Comments
2	3	2	File Version	ALPHA/NUM	Change from “01” to “02”
618	618	1	DPV Flag	ALPHA	New: DPV Flag for New Address Y / N / S / D / V / Blank
619	699	81	Filler	SPACES	

- \$25 Threshold for ACS Invoices began with the October 2015 Invoice.
- Redirection IMb (93 R-IMb) records are included in the EPF ACS fulfillments.

New for 2016!

- Pilot began in August 2015
- Shipping Services File data sharing between PTR & ACS will begin in January 2016.
- Will be offered for:
 - Parcel Select
 - Parcel Select Lightweight
 - Media Mail & Library Mail
 - Bound Printed Matter Parcels
 - Standard Mail Parcels
- Shipper must be certified to use the IMpb
- Shipping Services File 1.7 or higher required
- Release date TBD

- Flats Postal Automated Redirection System – FPARS
 - Deployment of FPARS delayed – Revised deployment date TBD after January 2016.
 - Hardware installed in North TX P&DC and Southern MD.
 - Testing and limited FPARS processing will occur in those sites.
- PARS Software version 5.7
 - Full deployment will occur for Letter PARS prior to FPARS activation. Date TBD after January 2016.
 - Software currently installed in 6 CIOSS sites
 - Successfully reduced the volume of “Upgraded” unendorsed Standard Mail generated in those sites.



- **USPS communications, communication channels, official references, formal widespread notice of requirements**

- **Election Mail – visibility and tracking options**

- **Full-Service Visibility – Mailer Data**

**Discussion
&
Questions**

Package Services



IMpb Quality Proposed Thresholds Competitive and Market Dominant Products

IMpb Quality Compliance Category	Oct 2015	Jul 2016	Jan 2017	Jul 2017	Jan 2018
Destination Delivery Address	87.78%	89%	91%	93%	95%
Shipping Services File	90.04%	91%	93	95%	96%
IMpb Barcode	93.65%	95%	96%	97%	98%

Starting quality thresholds based on October 2015 performance, improving by 1 – 2% per period.



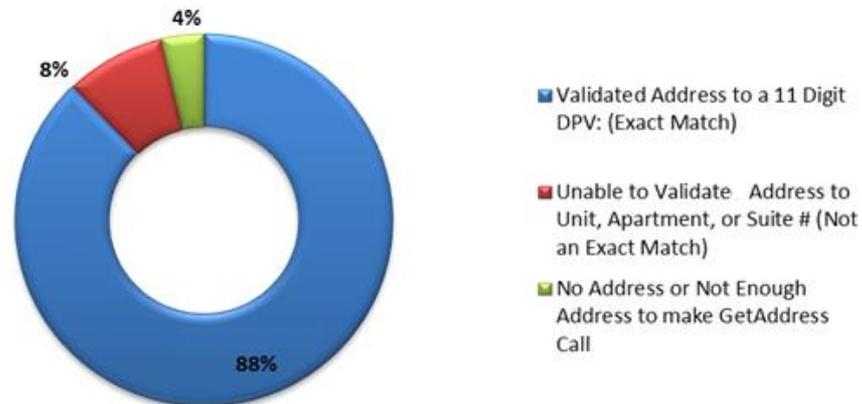
Total Volume

Competitive & Market Dominant Products

(International, Retail Packages, and Certified Packages Not Include)

DPV Confirmation	
Description	Percent
Validated Address to a 11 Digit DPV: (Exact Match)	87.78%
Unable to Validate. Address to Unit, Apartment, or Suite # (Not an Exact Match)	8.57%
No Address or Not Enough Address to make GetAddress Call	3.65%
Total	

USPS - Address Quality 10/1/15 - 10/31/15





Total Volume

Competitive & Market Dominant Products

(International, Retail Packages, and Certified Packages Not Include)

Competitive Products		Market Dominant Products		
Class of Mail	% Exact Address Match for CoM	% Not An Exact Address Match for CoM	% No Address for CoM	% of CoM by Total Volume
Parcel Select Lightweight	89.95%	7.14%	2.90%	29.35%
Parcel Select	90.57%	7.02%	2.41%	28.15%
First Class	86.85%	10.09%	3.06%	18.85%
Priority Mail	85.13%	11.87%	3.00%	15.82%
Bound Printed Material	78.79%	8.28%	12.93%	5.53%
Media Mail	83.57%	13.51%	2.92%	1.04%
Standard Mail Marketing	72.71%	10.84%	16.45%	0.66%
Priority Mail Express	88.38%	9.10%	2.52%	0.20%
Standard Mail Parcels	37.87%	5.85%	56.29%	0.31%
Standard Post	49.09%	5.84%	45.07%	0.07%
Critical Mail	75.38%	4.55%	20.08%	0.02%
Library Rate	57.90%	25.52%	16.58%	0.02%
Domestic Matter for the Blind	0.00%	0.00%	100.00%	0.00%



Performance for Top 16 Shippers

Competitive & Market Dominant Products

(International, Retail Packages, and Certified Packages Not Include)

Customer	% Addresses Validated to 11-Digit DPV ZIP Code (Exact Match)	% Addresses Unable to Validate to Unit, Apartment or Suite Number (Not Exact Match)	% No Address or Insufficient Address Information to Invoke Validation Process
Shipper 1	94.99%	4.71%	0.30%
Shipper 2	94.18%	3.18%	2.10%
Shipper 3	89.64%	5.36%	0.61%
Shipper 4	83.06%	6.62%	2.05%
Shipper 5	90.54%	3.47%	0.25%
Shipper 6	93.42%	0.92%	0.17%
Shipper 7	82.79%	14.66%	2.56%
Shipper 8	94.31%	0.64%	0.04%
Shipper 9	93.43%	0.73%	0.02%
Shipper 10	94.17%	0.57%	0.04%
Shipper 11	93.69%	0.45%	0.10%
Shipper 12	89.53%	10.01%	0.46%
Shipper 13	96.30%	0.13%	0.06%
Shipper 14	90.11%	0.49%	0.02%
Shipper 15	95.75%	0.18%	0.02%
Shipper 16	86.03%	0.54%	0.05%

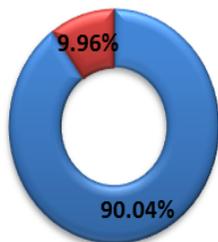


Competitive & Market Dominant Products

(International, Retail Packages, and Certified Packages Not Include)

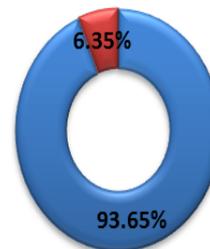
USPS - Total Volume		Findings
	Description	
	Manifest Volume	191,089,342
	Non-Complaint Manifest (Received at least 1 MQ Indicator)	19,027,341
	Non-Complaint Manifest (Received at least 1 BQ Indicator)	12,127,116
	Percent of Manifest: MQ Compliant	90.04%
	Percent of Manifest: MQ Non-Compliant	9.96%
	Percent of Manifest: BQ Compliant	93.65%
	Percent of Manifest: BQ Non-Compliant	6.35%

USPS MQ Non-Compliance October 2015 1st - 31st



- Percent of Manifest: MQ Compliant
- Percent of Manifest: MQ Non-Compliant

USPS BQ Non-Compliance October 2015 1st - 31st



- Percent of Manifest: BQ Compliant
- Percent of Manifest: BQ Non-Compliant



Competitive & Market Dominant Products

(International, Retail Packages, and Certified Packages Not Include)

Internal Warning #	CEW Message	Number of Warnings	Indicator	% of Total Manifest
196	INVALID METHOD OF PAYMENT	6,098,639	MQ	3.19%
179	INVALID MAIL OWNER MAILER ID	3,964,826	MQ	2.07%
225	INVALID CLASS OF MAIL &com1; DEFAULT TO &com2	3,582,490	MQ	1.87%
686	ALERT: MID USER NOT REGISTERED TO EFN MID	3,292,099	MQ	1.72%
642	THE MAILER ID IN THE EFN IS NOT A CONFORMING MAILER ID	1,536,618	MQ	0.80%
685	ALERT: MID USER NEEDS TO BE REGISTERED	1,258,106	MQ	0.66%
117	INVALID ZIP CODE	913,065	MQ	0.48%
644	THE MAILER ID IN THE LABEL IS NOT A CONFORMING MAILER	667,188	MQ	0.35%
387	INVALID RATE INDICATOR	660,398	MQ	0.35%
199	INVALID POSTAGE TYPE; DEFAULT TO 'P'	611,370	MQ	0.32%
25	DESTINATION ZIP NOT SERVICED BY ENTRY FACILITY	589,370	MQ	0.31%
49	INVALID DESTINATION ZIP CODE	509,486	MQ	0.27%
124	INVALID ORIGIN ZIP CODE	440,530	MQ	0.23%
40	INVALID METHOD OF PAYMENT; DEFAULT TO PAYMENT TYPE	366,504	MQ	0.19%
43	INVALID CLASS OF MAIL / SERVICE TYPE CODE COMBO	266,889	MQ	0.14%
481	INVALID ENTRY FACILITY ZIP CODE	213,758	MQ	0.11%
81	POSTAGE NOT NUMERIC; DEFAULT TO 0	142,524	MQ	0.07%
258	DUPLICATE ELECTRONIC FILE NUMBER	54,133	MQ	0.03%
239	INVALID ENTRY FACILITY TYPE/ZIP COMBINATION	48,944	MQ	0.03%
220	CORRECTIONS NOT ALLOWED ON MANIFEST TYPE &mt	44,202	MQ	0.02%
105	CLIENT MAILER ID NOT A VALID MAILER ID	39,228	MQ	0.02%
44	INVALID CLASS OF MAIL &com	9,805	MQ	0.01%



Competitive & Market Dominant Products

(International, Retail Packages, and Certified Packages Not Include)

Internal Warning #	CEW Message	Number of Warnings	Indicator	% of Total Manife
493	DUPLICATE TRACKING NUMBER	11,528,845	BQ	6.03%
480	INVALID MAILER ID IN PIC	1,258,106	BQ	0.66%
224	INVALID BARCODE CONSTRUCT &bc1; DEFAULTING TO &bc2	1,186,770	BQ	0.62%
641	INVALID ORIGINAL TRACKING BARCODE CONSTRUCT &oc1, D	711,442	BQ	0.37%
41	INVALID PIC IN DETAIL RECORD	175,043	BQ	0.09%
490	INVALID SERVICE TYPE CODE IN PIC	163,901	BQ	0.09%
330	CHECK DIGIT ERROR	85,332	BQ	0.04%
38	INVALID PIC FORMAT FOR &manifest type ELECTRONIC FILE	82,125	BQ	0.04%
640	INVALID ORIGINAL TRACKING BARCODE CONSTRUCT &oc1, D	711	BQ	0.00%
636	ORIGINAL TRACKING NUMBER - INVALID CHECK DIGIT	404	BQ	0.00%
637	INVALID ORIGINAL TRACKING NUMBER	6	BQ	0.00%

Manifest (MQ) and Barcode (BQ) Quality Validation Rules

Record	Field	Validations
H1	EFN	<ul style="list-style-type: none"> • Required • Must be a “conforming” MID • Must be registered / certified in Program Registration • Must not be a duplicate of an EFN used within the previous 120 days • Must have a proper Service Type Code (STC) • Must be a valid construct for a header record EFN • The check digit must be correct
H1	Mailer ID	<ul style="list-style-type: none"> • Required • Must be a “conforming” MID • Must be registered / certified in Program Registration
H1	File Version Number	<ul style="list-style-type: none"> • Required • Must be 016, 017, 020
H1	Entry Facility ZIP	<ul style="list-style-type: none"> • Required • Must be a valid ZIP Code
H1	Electronic File Type	<ul style="list-style-type: none"> • Required • Must be 1=eVS, 2=Tracking, 3>Returns, 4=Corrections
H1	Date of Mailing	<ul style="list-style-type: none"> • Required • Must be a valid date • Must be within 1 year of current date
H1	Time of Mailing	<ul style="list-style-type: none"> • Required • Must be a valid time
H1	Transaction ID	<ul style="list-style-type: none"> • Required • Must be numeric in the format YYYYMMDDnnnn

Manifest (MQ) and Barcode (BQ) Quality Validation Rules

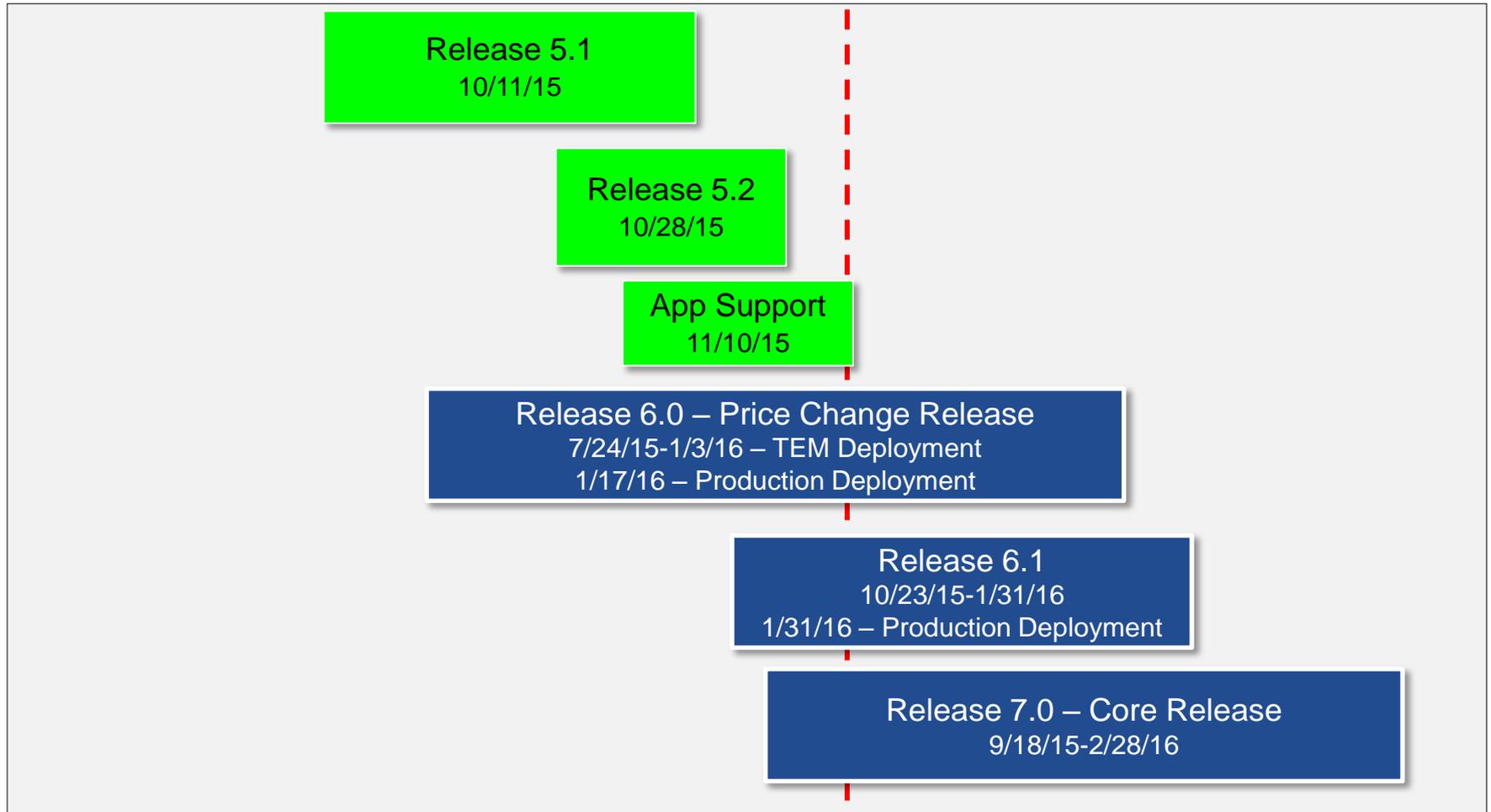
Record	Field	Validations
D1	Tracking Number	<ul style="list-style-type: none"> • Required • Must be formatted as defined by Barcode Construct Code field • The MID included must be conforming • The MID included must be registered in program registration • The MID included must be associated to the MID in the EFN • The check digit must be correct • The Service Type Code (STC) must be valid and match the class of mail • Must not be a duplicate of an IMpb used in the previous 120 days
D1	Class of Mail	<ul style="list-style-type: none"> • Required • Must be a valid mail class and match the STC in the tracking number
D1	Service Type Code	<ul style="list-style-type: none"> • Required (for IMpb tracking numbers) • Must be a valid Service Type Code (STC) and match the tracking number • Must match the Class of Mail
D1	Barcode Construct	<ul style="list-style-type: none"> • Required • Must be a valid barcode construct code and match the Tracking Number format
D1	Destination ZIP Code	<ul style="list-style-type: none"> • Required (for IMpb tracking numbers) • Must be a valid ZIP Code • For destination entry, must be a ZIP serviced by the Entry Facility ZIP in the H1
D1	Destination ZIP+4	<ul style="list-style-type: none"> • Required if Destination Delivery Address is not included • Must be a valid ZIP+4
D1	Destination Entry Facility Type	<ul style="list-style-type: none"> • Required for Open and Distribute mailings • When included, must be a valid entry facility type matching Destination ZIP Code and Destination ZIP+4

Record	Field	Validations
D1	Mail Owner Mailer ID	<ul style="list-style-type: none"> • Optional • When included, must be a registered MID in Program Registration
D1	Payment Account Number	<ul style="list-style-type: none"> • Required • Must be valid when combined with MID from H1, Method of Payment and Post Office of Account ZIP
D1	Method of Payment	<ul style="list-style-type: none"> • Required • Must valid when combined with MID from H1, Payment Account Number and Post Office of Account ZIP
D1	Post Office of Account ZIP	<ul style="list-style-type: none"> • Required • Must be valid when combined with MID from H1, Payment Account Number and Method of Payment
D1	Postage	<ul style="list-style-type: none"> • Required • Must be numeric
D1	Postage Type	<ul style="list-style-type: none"> • Required • If included, must be a valid entry
D1	Processing Category	<ul style="list-style-type: none"> • Required (for IMpb tracking numbers) • Must be a valid processing category

Record	Field	Validations
D1	Rate Indicator	<ul style="list-style-type: none"> • Required • Must be a valid Rate Indicator
D1	Destination Delivery Point	<ul style="list-style-type: none"> • Required if Destination Delivery Address is not included • Must be a valid in combination with Destination ZIP and Destination ZIP+4
D1	Original Tracking Number Barcode Construct Code	<ul style="list-style-type: none"> • Optional • When used, must be a valid barcode construct code and match the Original Tracking Number format
D1	Original Tracking Number	<ul style="list-style-type: none"> • Optional • Must be formatted as defined by Barcode Construct Code field • The check digit must be correct • The Service Type Code (STC) must be valid

- New compliance codes added to update records to ensure non-compliance fees not assessed for timeliness when USPS has an outage or backlog
- USPS will provide the posting time for the manifest in the scan event extract file
- Data integrity checks to ensure that the non-compliance fee is assessed only once per piece
 - Calculated by class of mail
 - Compliance fee assessed and included in the category with the largest count of pieces

May 1 June 1 July 1 August 1 Sept 1 Oct 1 Nov 1 Dec 1 January 1 February 1 March 1 April 1



■ Completed Release ■ Scheduled Release

- ✓ **Completed: 11/1** Daylight Savings Time outage. A system outage occurred on November 1 from 1:45 am CT through 2:30 am CT. All staging, and outbound processing was suspended during this patch period.
- ✓ **Completed: 11/8** Patch release. The patch release included a Linux patch. A system outage occurred on November 8 from 8:00 pm ET through 5:00 am ET, November 9, 2015. All ingest, extract processing, and Enterprise Data Warehouse (EDW) extract processing will be suspended during this patch period.
- ✓ **Completed: 11/10** Application Support release to update processing and reference data.
- ✓ **Completed: 11/15** Patch release. USPS will implement a patch release to PTR with a UNIX patch. To implement this fix, a Stage to Final processing outage for internal reporting databases will occur on November 15 from 8:00 pm ET through 5:00 am ET, November 16, 2015. No external impacts.

Category	Name	Description	Target	SLA	Date
Manifest Files Processing	eVS Manifests Processing from PTR to eVS	This metric measures the time between when PTR receives the eVS manifest files until when 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!	This metric measures the time between when PTR receives the Type-2 Manifest files until when 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	Unmanifested Scans Reporting	This metric measures the time between when PTR delivers the unmanifested 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 by 2 PM CT on Tuesdays and First Day of the month	12/1/15
	Duplicate Scans Reporting	This metric 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	This metric 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	This metric 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	This metric measures the time between when PTR receives the manifest files until when PTR sends out the Confirmation/Error/Warning (CEW) Extracts back to the customers	95%	Extracts delivered within 2 hours	TBD
	eVS Postage Statement Extract (PSE) Files Delivery	This metric 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	TBD
	eVS Postage Statement Extract (PSE) Files Completeness	This metric measures the number of manifested records divided by the number of records provisioned in the PSE PTR sends out the Postage Statement Extracts (PSE) Files	100%	Extracts contain 100% of the records	5/31/16
	Unmanifested Scans Extracts Delivery	This metric 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	5/31/16
	Scan Events Extracts Files Delivery High Volume	Time in minutes after start of extract cycle to until file available for transmission to customers	95%	Available in 30 minutes	5/31/16
	Scan Events Extracts Files Delivery Standard Volume	Time in minutes after start of extract cycle to until file available for transmission to customers	95%	Available in 60 minutes	5/31/16
	Daily Reconciliation Report Delivery	This metric measures the time when all reconciliation reports have been sent to customers	95%	Extracts delivered by 2 PM CT daily	5/31/16

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.

- Hybrid file – Shipping Partner File with additional fields
- New fields
 - Full Return and Pick Up address
 - Container Barcode number to nest packages to container
 - Weight
 - Dimensions
 - Zone
 - Packaging
 - Product Code
 - **Customer Type**
 - **Transaction Type**
 - **Indicium Creation Record Date**
 - **Meter Vendor Id**
 - **Meter Model Number**
 - **Rate Category**
 - **Information-Based Indicia - IBI**
 - Used with any Shipping Partner inbound event
- New Shipping Partner Scan Event Code 89 – Notifies customer order was received by merchant or ecommerce company -- Future
- Target date for implementation – **January 31st, 2016**

Address Management Updates



OIG Audit IT-AR-14-010 identified need for security changes in Secure Hash Algorithm (SHA)

- OIG Audit found that NCOA^{Link} uses an outdated hash algorithm (SHA-1) to mask COA data
- SHA-1 does not comply with current USPS security policies
- SHA-256 will be adopted to ensure adequate security protocols are in place

Webinar held with Developers October 21, 2015

What actions are required by Developers?

- 1) NCSC will provide SHA-256 products in January 2016
- 2) SHA-1 and SHA-256 systems to run parallel during transition
- 3) Software developers would be required to make application changes from SHA-1 to SHA-256
- 4) All developer products must be transitioned to SHA-256 no later than August 1, 2017
- 5) No CASS™ certification is required
- 6) Seamless transition to mailers

Timeline

SHA-256 product released to developers via EPF
January 2016

Software developer's transition process begins
January 2016

Developer internal testing ends (12 months) January 2017

End-User internal testing ends (6 months) July
2017

Last release of SHA-1 product July 2017

All products transitioned to SHA-256 August 2017

- The Current CASS Cycle N expiration date has been extended to August 1, 2018
- CASS software vendors have been informed they may extend their current software usage through this new expiration date

- Effective August 2017, the USPS® will completely discontinue production of the AMS API on the AIX and SUN platforms.
- On December 30, 2013, the USPS announced suspension of all technical support for these discontinued platforms on August 1, 2015.
- Cost of converting to use of SHA-256 does not justify continued production

- It is the intention of the USPS® to retire the DirectDPV product.
 - Only 3 certified developers of the product
 - Cost of converting to SHA-256 not justifiable
- Official notification will be provided to the industry prior to retirement.

Improving Accuracy & Use of UAA Reason Codes



INSUFFICIENT ADDRESS
 NO SUCH NUMBER
 UNCLAIMED REFUSED
 ATTEMPTED NOT KNOWN
 NO SUCH STREET
 VACANT
 NO MAIL RECEIPTABLE
 NOT DELIVERABLE AS
ADDRESSED - UNABLE TO
FORWARD

- Review UAA “Nixie” Reason Codes
- Evaluate procedures for the use of UAA Reasons by delivery employees
- Make recommendations to improve the accuracy of UAA Reason codes so the USPS and Mailing Industry can automate appropriate actions
- Last meeting was October 28, 2015.
- Recommendations have been entered into RITS.

Industry: Adam Collinson – Assoc for Mail Electronic Enhancement

Dan O’Brien – Major Mailers Assoc

USPS: Kai Fisher – Address Management

Bonita C. Brown – City Delivery Operations

Final Recommendations:

- Description changes suggested for “Vacant” & “Unable To Forward”.
- Communication “Blitz” regarding UAA Reasons and their meaning to improve training for delivery employees.
- Evaluate ways to monitoring delivery employees action and assignment of Nixies.
- Evaluate new technology for how it can be used to facilitate accurate UAA reason identification and feedback to Delivery.
- Update the AMEE White Paper on ACS.

- ACS File Format Version 2 provided via EPF was released on October 20, 2015:
 - The Version number changed from “01” to “02”
 - The DPV Flag for new address is provided
 - ACS fixed length and optional CSV and XML/XLS formats have this new information. The optional “Legacy” file formats did not change.

Start	End	Length	Description	Data Type	Comments
2	3	2	File Version	ALPHA/NUM	Change from “01” to “02”
618	618	1	DPV Flag	ALPHA	New: DPV Flag for New Address Y / N / S / D / V / Blank
619	699	81	Filler	SPACES	

- \$25 Threshold for ACS Invoices began with the October 2015 Invoice.
- Redirection IMb (93 R-IMb) records are included in the EPF ACS fulfillments.

New for 2016!

- Pilot began in August 2015
- Shipping Services File data sharing between PTR & ACS will begin in January 2016.
- Will be offered for:
 - Parcel Select
 - Parcel Select Lightweight
 - Media Mail & Library Mail
 - Bound Printed Matter Parcels
 - Standard Mail Parcels
- Shipper must be certified to use the IMpb
- Shipping Services File 1.7 or higher required
- Release date TBD

- Flats Postal Automated Redirection System – FPARS
 - Deployment of FPARS delayed – Revised deployment date TBD after January 2016.
 - Hardware installed in North TX P&DC and Southern MD.
 - Testing and limited FPARS processing will occur in those sites.
- PARS Software version 5.7
 - Full deployment will occur for Letter PARS prior to FPARS activation. Date TBD after January 2016.
 - Software currently installed in 6 CIOSS sites
 - Successfully reduced the volume of “Upgraded” unendorsed Standard Mail generated in those sites.

**Discussion
&
Questions**

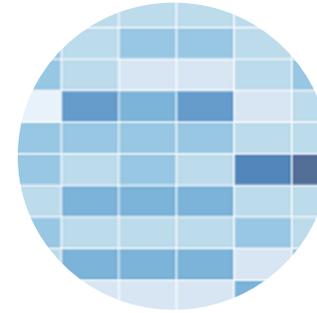
Periodicals Flats





A new report type will allow customers to:

- view all facilities at once
- perform a comparative analysis of facility time in transit for:
 - all Full Service classes of mail (first-class, periodicals, standard, letters and flats)
 - entry types (origin, SCF, NDC, ADC)



New report will display data in a more organized and easy to read heat map dashboard



Reports move to real-time with IV

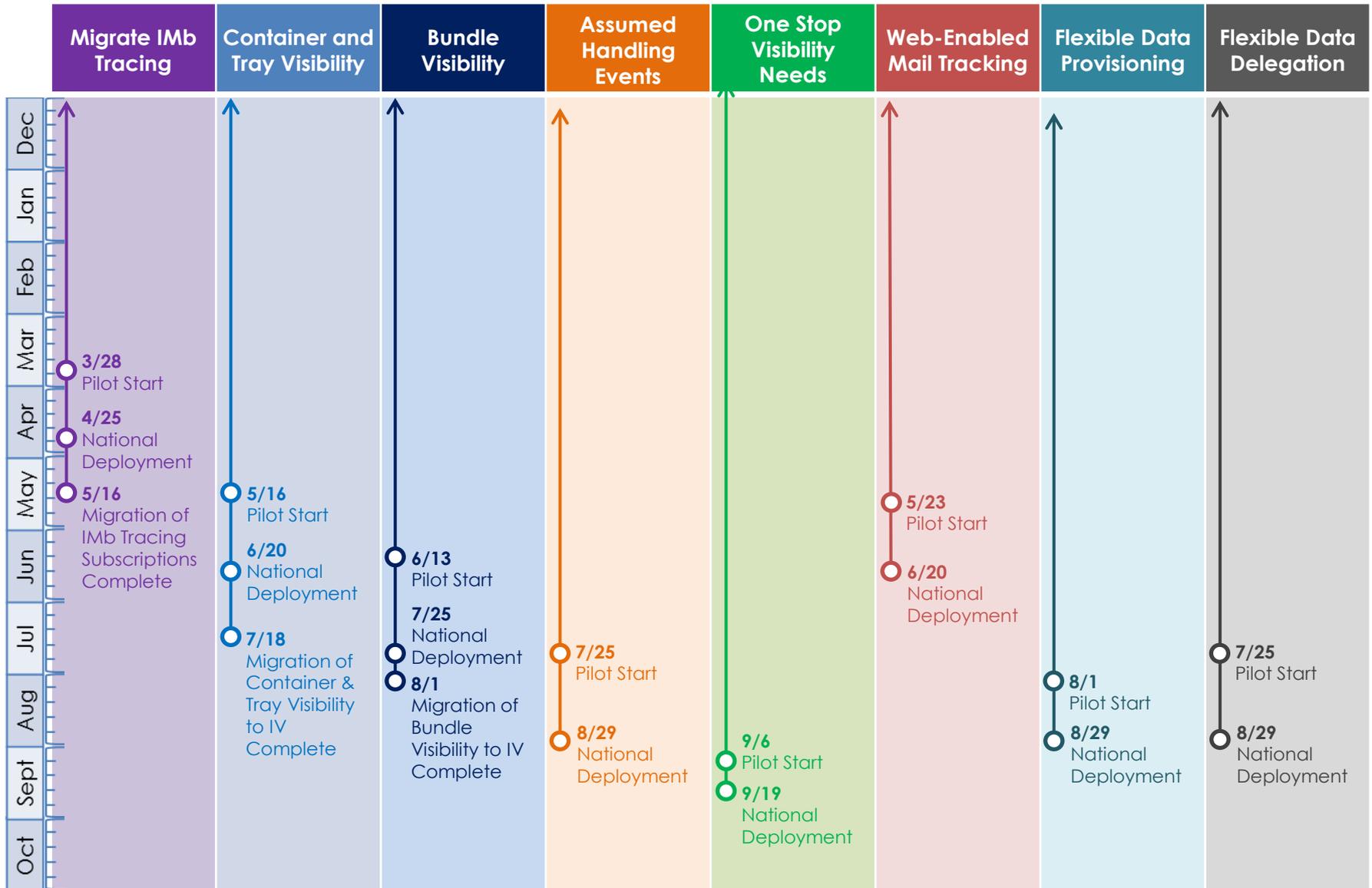
Entry: SCF ▾ Shape: Flats ▾ Thresh: 1000

Goal at 80% 85% 90% 95% 99%

Days to Deliver

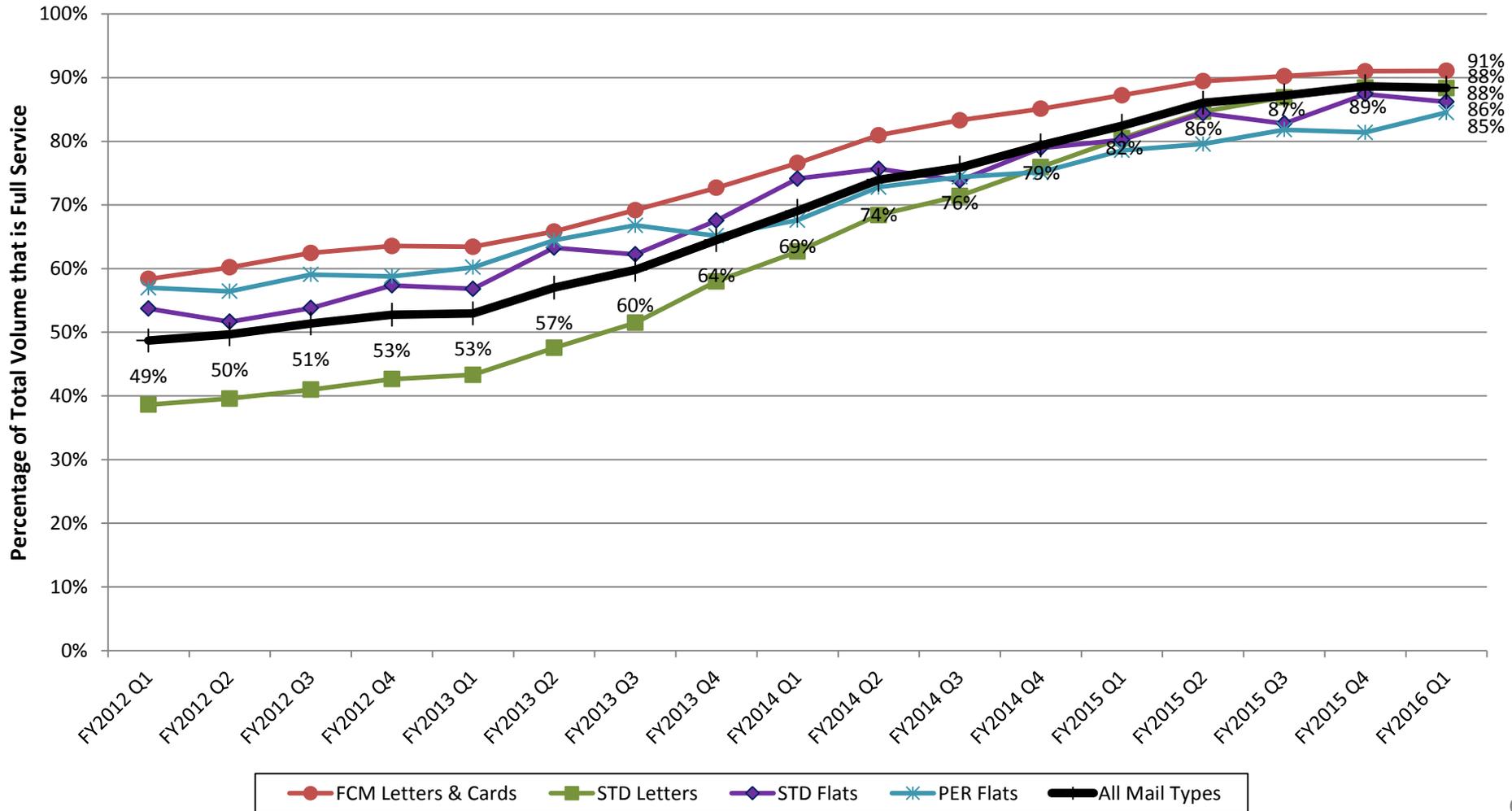
Facility	First Class	Periodicals	Standard
NATIONAL	N/A	2	3
BURLINGTON VT	N/A	2	4
PENSACOLA FL	N/A	4	4
NORTH HOUSTON TX	N/A	3	5
SOUTH BEND IN	N/A	4	4
BISMARCK ND	N/A	2	3
MANKATO MN	N/A	3	3
ATLANTA L&DC GA	N/A	1	4
CEDAR RAPIDS IA	N/A	1	3
TACOMA WA	N/A	1	N/A
SPRINGFIELD IL	N/A	1	3
CHICAGO METRO SURFACE HUB IL	N/A	2	5
DES MOINES IA	N/A	2	4
CHICAGO NDC IL	N/A	2	4
DENVER MAIL PROCESSING ANNEX CO	N/A	2	5
JACKSON MS	N/A	2	4
SAINT PAUL MN	N/A	2	4
NEW JERSEY NDC NJ	N/A	2	5
BOISE ID	N/A	2	3
ATLANTA GA	N/A	1	4
ORLANDO LDC FL	N/A	3	3
NORTH PLATTE NE	N/A	1	2
SAN DIEGO CA	N/A	1	3

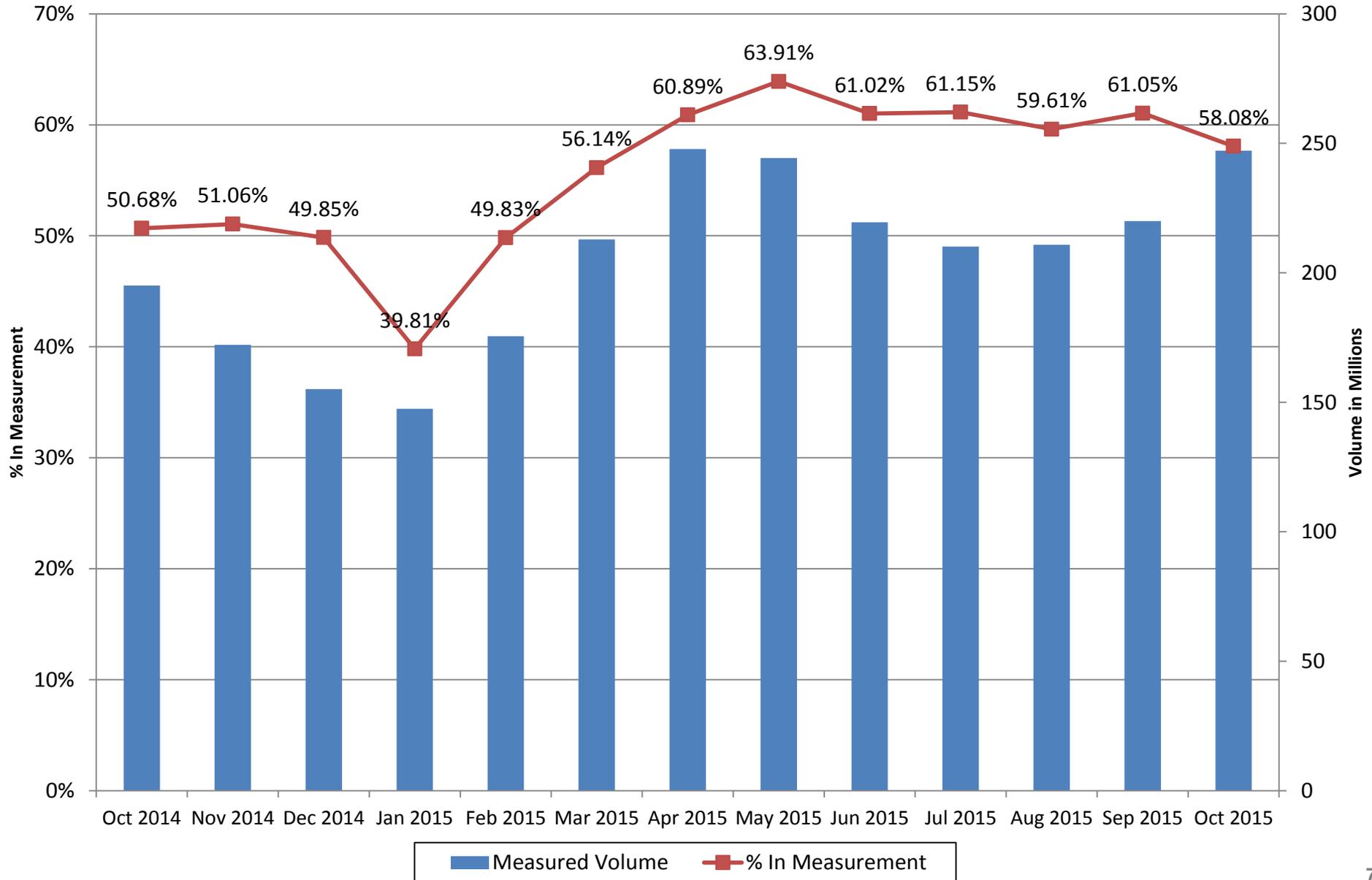
Data Type	System	Explanation		Recipients			Delegate?	How Data is received				Data Provisioning
		Fields	Data Sources	Mail Owner	Mail Preparer	Other		XML push	XML pull	Online	Other	
Container Scan	Legacy	IMcb, Date/Time, Event Type, Event Location	SV IM-DAS	●	●		●	●	●			48 hrs.
	IV	Legacy + Value Add	SV IM-DAS	●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Handling Unit Scan	Legacy	IMtb, Date/Time, Event Type, Event Location	SASS MHS	●	●		●	●	●			48 hrs.
	IV	Legacy + Value Add	SASS MHS	●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Address Change Service (ACS)	Legacy	COA: Original IMb, move effective date, old & new addresses, eDoc keyline NIXIE: Original IMb, nixie reason, original address, eDoc keyline	ACS	●			●	●	●		Single Source	
	IV	TBD UG4/UG5 Discussion										
Start-the-Clock Data (STC)	Legacy	Container ID, Date		●	●		●	●	●			48 hrs.
	IV	Legacy + Value Add		●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Piece Scan Data	Legacy	IMb, Date/Time, Event Type, Event Location	MPE			MID on Piece					IMb Tracing	2 hrs.
	IV	Legacy + Value Add	MPE Handheld Scanners	●	●	MID on Piece	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Bundle Scan Data (Pilot)	Legacy	IMb, Date/Time, Event Type, Event Location		●	●		●				IME	4 hrs.
	IV	Legacy + Value Add		●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time

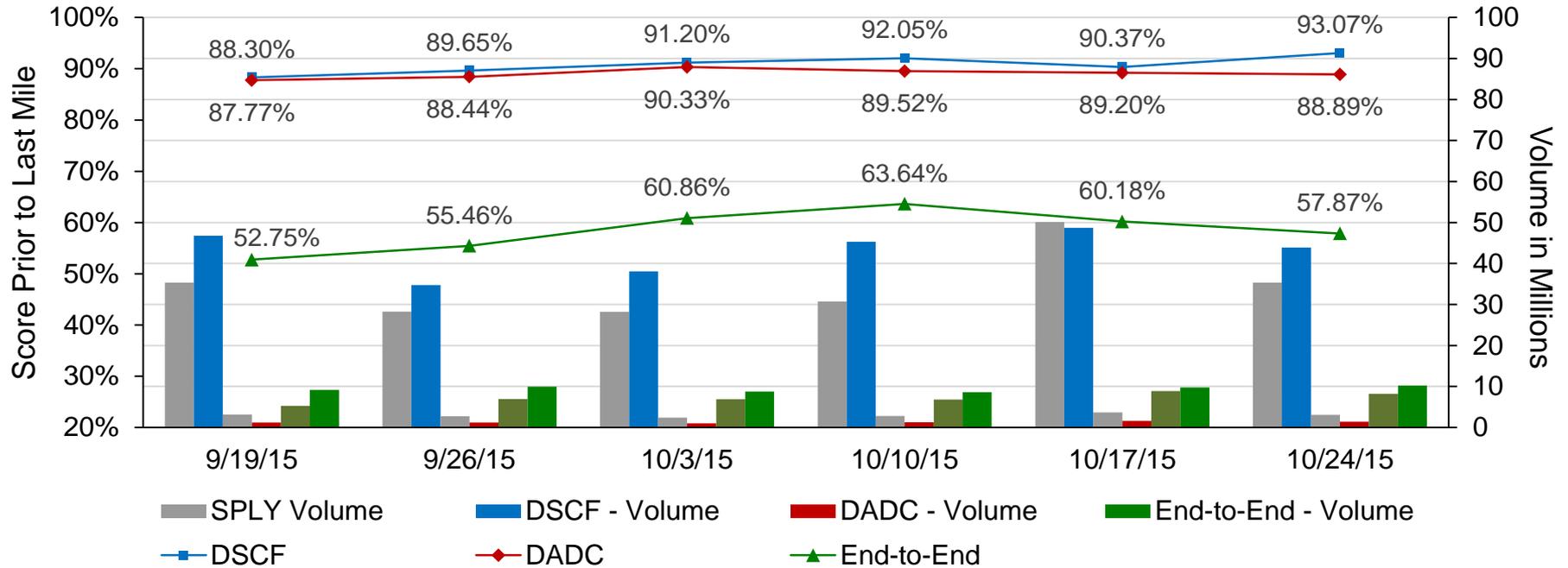


In October 2015, 88% of Commercial mail eligible for Full-Service was Full-Service

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

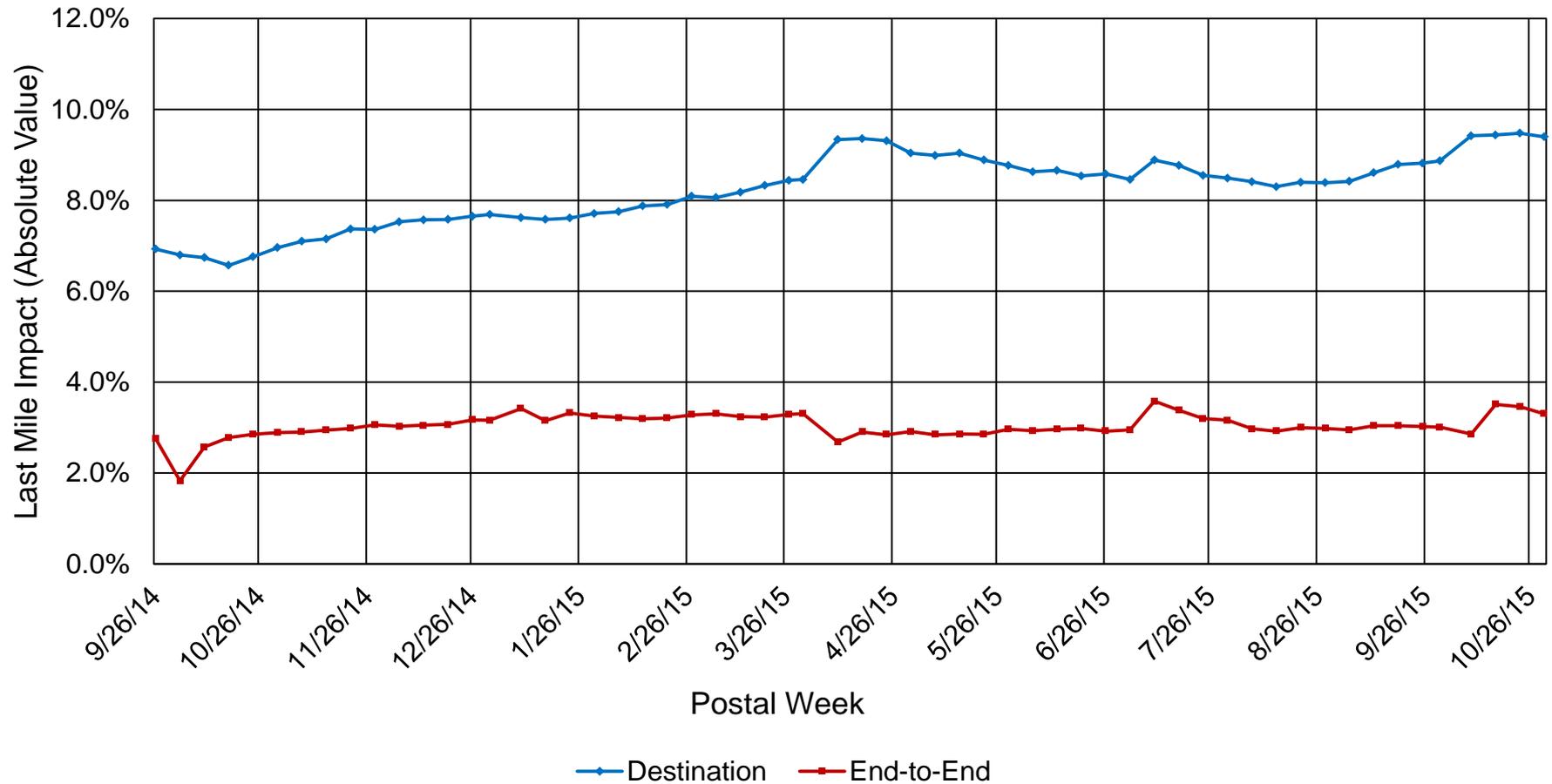




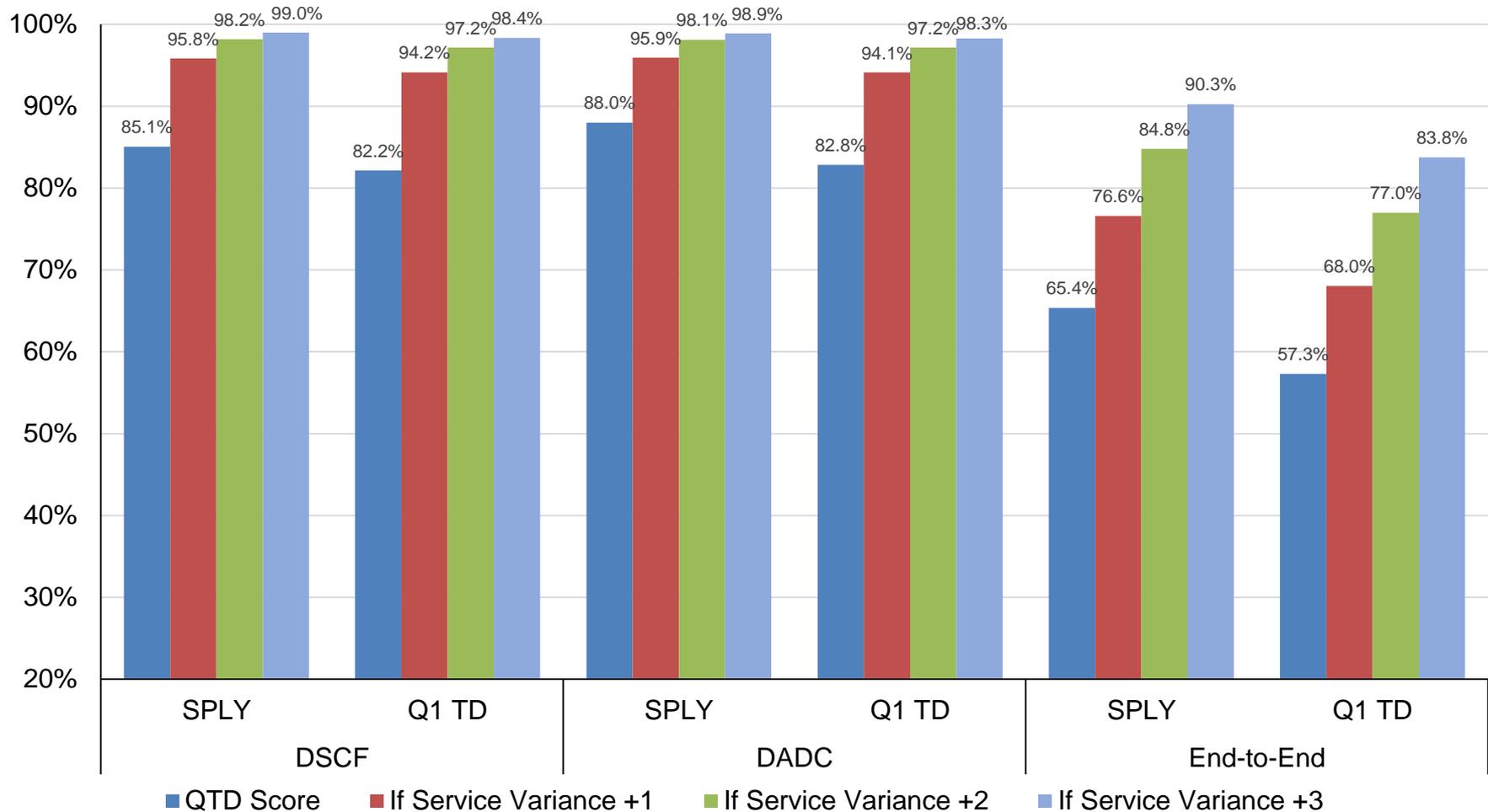


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	189,537,925	91.73%	-9.57%	82.16%	91.00%	157,747,236	20.15%	84.28%	-2.12%
ADC Flats	5,706,001	89.38%	-6.55%	82.82%	91.00%	13,040,941	-56.25%	87.58%	-4.76%
E2E Flats	40,673,421	60.61%	-3.30%	57.31%	91.00%	34,204,972	18.91%	65.06%	-7.75%
2-Day	0	N/A	N/A	N/A	N/A	1,773,706	-100.00%	87.33%	N/A
3-Day	12,619,041	85.93%	-3.28%	82.65%	91.00%	9,093,113	38.78%	81.57%	1.08%
4-Day	16,445,534	54.13%	-3.68%	50.45%	91.00%	16,035,698	2.56%	58.06%	-7.61%
5-Day	1,038,830	45.67%	-2.28%	43.39%	91.00%	142,262	630.22%	38.51%	4.88%
6+ Day	10,570,016	41.93%	-2.86%	39.07%	91.00%	7,160,193	47.62%	54.75%	-15.68%
Total	235,917,347			75.89%	91.00%	204,993,149	15.09%	81.28%	-5.39%

Last Mile Impact Trend



QTD DSCF and DADC Periodicals scores would be above 94.12% (including last mile), if pieces that failed by 1 day passed



Mail Tracking Data Access

Bundle Visibility Data Delegation Pilot

- Full Service bundle visibility data delegation pilot initiated
 - Data extract provided
 - Customer assessing system capability of ingesting data

Tracking data available through IV for:

- Container
- Handling Unit (Trays, Tubs, and Sacks)
- Bundle
- Piece

Types of visibility events

- Actual, Assumed, and Logical Handling Events
 - **Actual** = scan of physical mailpiece, bundle, handling unit, or container
 - **Assumed** = implied scan of nested mailpiece, bundle, handling unit, or container (i.e. The mail aggregate received an actual scan, and the nested mail receives an assumed scan)
 - **Logical** = any other implied event based on business rules.
For example: Logical Delivery Event (*see slides 8 through 10 LDE for business rules and descriptions*)

Agile Releases

Internal Service Performance Measurement for Commercial Mail and Single-Piece

National Rollout: Internal SPM for Commercial and Single-Piece mail; Internal SPM enhancements; SPM Sampling Scan Compliance Web Report; SPM E2E, Trending, & Diagnostics Reports; SPM Origin to Destination Reports; SPM Cycle Times Reports; SPM DOW Impact & FIFO Reports; SPM Phase 2 Reports; SPM Phase 3 Reports



Mail Inventory & Predictive Workloads

National Rollout: Incoming Inventory Report; Predictive Workloads Plant Report, Real-Time Work In-Process Monitoring Report; Real-Time Swimlane Monitoring Report; Predictive Workloads Delivery Unit Report.



Mail Tracking & Reporting

National Rollout: Piece Visibility for Letters and Flats; Container and Tray Visibility, Web-enabled Mail Tracking; Bundle Visibility; Assumed Events for Nested Mail, Flexible Data Provisioning, Flexible Data Provisioning; One-Stop Visibility Needs



Key Program Updates

- Parallel testing between existing and new internal Service Performance Measurement system began in October 2015.
- Development of Mail Inventory & Predictive Workloads pilot reports continues.
- Developing architecture for external data provisioning.
- Continue to work with Mailing Industry through MTAC User Group 4 to review Mail Tracking and Reporting requirements.

Data from 2015-01-03 to 2015-11-06

Full Service Customers Only

7,384,000
Entered at USPS
SV Unload Scan



16,086,000
Enroute Depart Scan
for Containers and
Trays



16,558,000
Enroute Arrive Container
and Tray Scans



158,719,000
Enroute Tray
Scans



84 Billion
(as of October 1, 2015)
Piece level
automation scans



New Visibility for Mailers

All IMb™ Users



UG4 - INFORMED VISIBILITY, SERVICE PERFORMANCE

- rIMB barcode issues (specific to Scorecard)
- Data dissemination discussions (IV)
- New Service Type IDs for Reply Mail and Bound Printed Matter tracking

Address Management Updates



OIG Audit IT-AR-14-010 identified need for security changes in Secure Hash Algorithm (SHA)

- OIG Audit found that NCOA^{Link} uses an outdated hash algorithm (SHA-1) to mask COA data
- SHA-1 does not comply with current USPS security policies
- SHA-256 will be adopted to ensure adequate security protocols are in place

Webinar held with Developers October 21, 2015

What actions are required by Developers?

- 1) NCSC will provide SHA-256 products in January 2016
- 2) SHA-1 and SHA-256 systems to run parallel during transition
- 3) Software developers would be required to make application changes from SHA-1 to SHA-256
- 4) All developer products must be transitioned to SHA-256 no later than August 1, 2017
- 5) No CASS™ certification is required
- 6) Seamless transition to mailers

Timeline

SHA-256 product released to developers via EPF
January 2016

Software developer's transition process begins
January 2016

Developer internal testing ends (12 months) January 2017

End-User internal testing ends (6 months) July
2017

Last release of SHA-1 product July 2017

All products transitioned to SHA-256 August 2017

- The Current CASS Cycle N expiration date has been extended to August 1, 2018
- CASS software vendors have been informed they may extend their current software usage through this new expiration date

- Effective August 2017, the USPS® will completely discontinue production of the AMS API on the AIX and SUN platforms.
- On December 30, 2013, the USPS announced suspension of all technical support for these discontinued platforms on August 1, 2015.
- Cost of converting to use of SHA-256 does not justify continued production

- It is the intention of the USPS® to retire the DirectDPV product.
 - ❑ Only 3 certified developers of the product
 - ❑ Cost of converting to SHA-256 not justifiable
- Official notification will be provided to the industry prior to retirement.

Improving Accuracy & Use of UAA Reason Codes



- INSUFFICIENT ADDRESS
- NO SUCH NUMBER
- UNCLAIMED REFUSED
- ATTEMPTED NOT KNOWN
- NO SUCH STREET
- VACANT
- NO MAIL RECEIPTABLE
- NOT DELIVERABLE AS
ADDRESSED - UNABLE TO
FORWARD

- Review UAA “Nixie” Reason Codes
- Evaluate procedures for the use of UAA Reasons by delivery employees
- Make recommendations to improve the accuracy of UAA Reason codes so the USPS and Mailing Industry can automate appropriate actions
- Last meeting was October 28, 2015.
- Recommendations have been entered into RITS.

Industry: Adam Collinson – Assoc for Mail Electronic Enhancement

Dan O’Brien – Major Mailers Assoc

USPS: Kai Fisher – Address Management

Bonita C. Brown – City Delivery Operations

Final Recommendations:

- Description changes suggested for “Vacant” & “Unable To Forward”.
- Communication “Blitz” regarding UAA Reasons and their meaning to improve training for delivery employees.
- Evaluate ways to monitoring delivery employees action and assignment of Nixies.
- Evaluate new technology for how it can be used to facilitate accurate UAA reason identification and feedback to Delivery.
- Update the AMEE White Paper on ACS.

- ACS File Format Version 2 provided via EPF was released on October 20, 2015:
 - The Version number changed from “01” to “02”
 - The DPV Flag for new address is provided
 - ACS fixed length and optional CSV and XML/XLS formats have this new information. The optional “Legacy” file formats did not change.

Start	End	Length	Description	Data Type	Comments
2	3	2	File Version	ALPHA/NUM	Change from “01” to “02”
618	618	1	DPV Flag	ALPHA	New: DPV Flag for New Address Y / N / S / D / V / Blank
619	699	81	Filler	SPACES	

- \$25 Threshold for ACS Invoices began with the October 2015 Invoice.
- Redirection IMb (93 R-IMb) records are included in the EPF ACS fulfillments.

New for 2016!

- Pilot began in August 2015
- Shipping Services File data sharing between PTR & ACS will begin in January 2016.
- Will be offered for:
 - Parcel Select
 - Parcel Select Lightweight
 - Media Mail & Library Mail
 - Bound Printed Matter Parcels
 - Standard Mail Parcels
- Shipper must be certified to use the IMpb
- Shipping Services File 1.7 or higher required
- Release date TBD

- Flats Postal Automated Redirection System – FPARS
 - Deployment of FPARS delayed – Revised deployment date TBD after January 2016.
 - Hardware installed in North TX P&DC and Southern MD.
 - Testing and limited FPARS processing will occur in those sites.
- PARS Software version 5.7
 - Full deployment will occur for Letter PARS prior to FPARS activation. Date TBD after January 2016.
 - Software currently installed in 6 CIOSS sites
 - Successfully reduced the volume of “Upgraded” unendorsed Standard Mail generated in those sites.



- Tail-of-the-Mail

- Update on current Periodicals service levels

- Trends in percentage of excluded mail from Full-Service Measurement

- Bundle visibility roll-out plan and schedule for mailer access to data

- Any impact on last mile scores

- Informed Visibility update

- Full-Service Visibility – Mailer Data

- NCSC/ACS Update

**Discussion
&
Questions**