

MTAC Payment And Acceptance

August 12, 2015

PROGRAMS MUST EARN YOUR TRUST

Our Principles to Attaining Trust:

- Commitment to engagement, communication and training.
- Programs must consistently deliver accurate output.
- Programs must consistently deliver output within established SLAs.
- There must be full transparency of each programs performance.

Our Commitment to Sustaining Trust:

- A program will not go live until its reliability and accuracy have been proven by both internal USPS testing and industry acceptance testing.

Engagement

- MTAC Task Team 23, User groups 1-5, Subgroups
- IDEAlliance Postal Operations & Technology Committee (POTC)

Communication:

- All Task Team 23 documentation is regularly posted to the main RIBBS landing page for ease of access to all.
- Mail Quality Programs central document will become a USPS Publication

Training:

- Comprehensive suite of documents developed by Task Team 23 for all industry audiences
- Continued Webinars for both USPS staff as well as Industry

- USPS Mailer Scorecard Performance Metrics
- Guide to Thresholds
- Guide to Assessable Metrics for Full Service, Move Update, eInduction and Seamless Acceptance
- Guide to Postage Assessment
- Test Scripts
- Test Plan
- Rules of Engagement



The screenshot shows the USPS National Customer Support Center website. The main content area features several sections: "Intelligent Mail® Services" with a barcode, "2015 Price Change" with a sub-header "2015 Price Change" and a paragraph of text, "Mail Entry Roadmap" with a sub-header "Mail Entry Roadmap" and a paragraph of text, and "eDoc and Full-Service Authorization for Software Vendors" with a sub-header "eDoc and Full-Service Authorization for Software Vendors" and a paragraph of text. A red arrow points to a "Find Daily Updates" link. Below this, there is a "What documents were updated or added today?" section with a "Find Daily Updates" link. At the bottom, there is a "PostalOne! Contingency Plan" link. On the right side, there is an "IMPORTANT UPDATES" section with several links. At the bottom of the page, there is a "USPS Service Alerts" section. A red box highlights a list of documents in the "Find Daily Updates" section, including "Guide to Postage Assessment", "USPS Mailer Scorecard Performance Metrics", "Assessable Metric by Program", "Guide to Mailer Scorecard", and "Guide to Thresholds".



Task Team 23
Issue Statement



Task Team 23
Artifacts



Mailer Scorecard
Performance Metric



Assessable
Metrics



Threshold
Document



Guide to Postage
Assessment



Industry
Engagement

❑ Developed performance metrics, posted to RIBBS weekly

- eDoc Processing
- Report Availability
- Data Availability
- Mailer Feedback

❑ Evaluating options to improve performance and meet SLAs

Category	Metric Name	Threshold	SLA	Avg	Avg last 4 wks	7/31	7/24	7/17	7/10
eDoc Processing	Mail.dat Job End-to-End Processing Time	98%	Jobs processed in under 2 hours	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%
	Mail.xml Message End-to-End Processing Time	98%	Qualification Report Summary messages processed in <30 seconds	97.9%	99.5%	98.9%	100.0%	99.2%	100.0%
		98%	Qualification Report Detail messages processed in <4 minutes	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%
		98%	Mail Piece messages processed in <2 minutes	96.3%	95.9%	96.7%	96.9%	95.8%	94.8%
	98%	Postage Statement messages processed in <3 minutes	99.1%	98.8%	98.1%	99.1%	99.1%	98.8%	

https://ribbs.usps.gov/intelligentmail_latestnews/documents/tech_guides/USPSMailerScorecardPerformanceMetrics.xlsx



Guide to Assessable Metrics for Full Service, Move Update, eInduction and Seamless Acceptance

Error Type	Error	Threshold	Description	Calculation	Postage Assessment
Valid MID	MID Container	2%	<p>A MID Container error is logged when the Mailer ID in the Intelligent Mail container barcode was not assigned by the USPS, and is invalid, or cannot be found.</p> <p>This error is logged at the container level.</p> <p>This error is derived from eDoc only.</p>	$\frac{\text{FS Containers with MID Errors}}{\text{Total FS Containers Submitted in eDoc}}$	<p>For containers in error over the threshold, each piece within the container is assessed the full service discount amount, based on the mail class of the piece.</p> <p>If the container in error is part of a logical container, each piece within the logical container is assessed the full service discount amount.</p>
	MID Handling Unit	2%	<p>A MID Handling Unit error is logged when the Mailer ID in the Intelligent Mail tray barcode was not assigned by the USPS, and is invalid, or cannot be found.</p> <p>This error is logged at the handling unit level.</p> <p>This error is derived from eDoc only.</p>	$\frac{\text{FS Handling Units with MID Errors}}{\text{Total FS Handling Units Submitted in eDoc}}$	<p>For handling units in error over the threshold, each piece within the container is assessed the full service discount amount, based on the mail class of the piece.</p> <p>If the handling unit in error is part of a logical handling unit, each piece within the logical handling unit is assessed the full service discount amount.</p>

Guide to Postage Assessment

Mailer Scorecard

- Viewable by eDoc Submitter, Mail Owner, Mail Preparer

Mail Entry Additional Postage Assessment

- Sent to the eDoc submitter via email
- Mail Owner error detail visible through hyperlink
- eDoc submitter pays assessment
- Notification only sent to Mail Owner when their permit is used for payment

Mailer Scorecard

I'm an eDoc submitter

This report shows a breakdown of metrics by eDoc submitter CRID across several USPS programs, including Full-Service, Seamless Acceptance, and Inclusion.

I'm a Mail Owner or Mail Preparer

This report shows a breakdown of metrics by mail owner and mail preparer across several USPS programs, including Full-Service, Seamless Acceptance, and Inclusion.

Additional Postage Assessment Detail Report

Invoice Period: December 2014 eDoc CRID: 20549548 Company Name: ABC Company

Invoice Number		MS-INV-125752																												
Invoice Date		12/01/2014																												
Invoice Status		Pending Action																												
Due Date		02/18/2015																												
Webmaster Information																														
USPS Correspondence Information																														
Description																														
Errors		Additional Postage Amount	Adjusted Additional Postage Amount	Assessed Error Count	Assessed Error or PAI (%)																									
Impact from Seamless	Manual Sampling	General*																												
		Barcode Quality																												
		Mail Characteristic*																												
	Census (eDoc) Delivery Point																													
	Census (MPQ) Nesting/Sortation																													
Impact from Move																														
Impact from eDoc																														
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Mail Owner CRID</th> <th>Mail Owner Name</th> <th>Assessed Error Count</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>25789411</td> <td>XYZ Company</td> <td>50</td> <td></td> <td></td> </tr> <tr> <td>2748965</td> <td>ACB Company</td> <td>26</td> <td></td> <td></td> </tr> <tr> <td>24784152</td> <td>EFG Company</td> <td>30</td> <td></td> <td></td> </tr> <tr> <td>Miscellaneous</td> <td>N/A</td> <td>70</td> <td>126</td> <td>93.10%</td> </tr> </tbody> </table>						Mail Owner CRID	Mail Owner Name	Assessed Error Count			25789411	XYZ Company	50			2748965	ACB Company	26			24784152	EFG Company	30			Miscellaneous	N/A	70	126	93.10%
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Miscellaneous	N/A	70	126	93.10%																										
Impact from Full Service	Mailer ID Piece	\$13.90	\$13.90	8,278	98.00%																									
	Service Type ID	\$13.45	\$13.45	7,869	93.60%																									
	PayFor	\$33.68	\$33.68	28,574	94.00%																									

- Developed Test Scripts
- Shared Test Scripts with Usergroups
- Developed Rules of Engagement
- USPS engaged in Internal Testing

❑ What is USPS testing?

- eDoc Submitter/Mail Owner/Mail Preparer Scorecard and drills
- Cross-section of Mailing Industry
- Postage assessment on eDoc Submitter Scorecard
- Monthly postage assessment report



Test Plan

❑ What scenarios are being tested?

- Complex Scenarios – Copal, Mixed Class, Logical, Reversals

Capability Factors	First Class				Periodicals				Standard			
	Letters	Letters	Flats	Flats	Letters	Letters	Flats	Flats	Letters	Letters	Flats	Flats
	mail.dat	mail.xml	mail.dat	mail.xml	mail.dat	mail.xml	mail.dat	mail.xml	mail.dat	mail.xml	mail.dat	mail.xml
Single Postage Statement												
Master/Child postage statement												
Consolidated postage statement												
Permit Imprint												
Metered												
Piece rate postage												
Pound rate postage												
Consolidator												
3rd Party Co-Pal												
Internal Co-Pal												
Cemail												

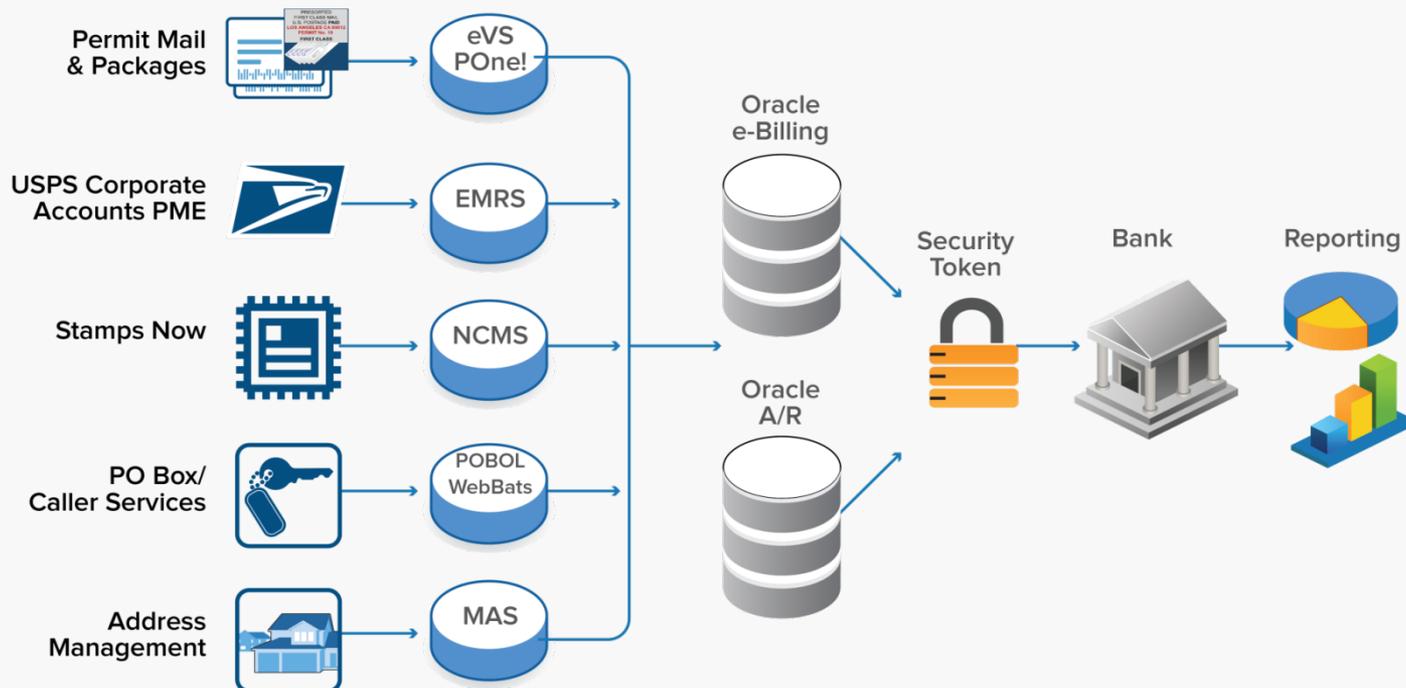
Full-Service	Move Update	eInduction	Seamless Acceptance
 MID	Move Update	 Undocumented	 Nesting/ Sortation
 STID		 Payment	 Postage
 By/For		 Duplicate	 Mail Characteristic
 Barcode Uniqueness		 Entry Point Discount	 Barcode Quality
 Entry Facility		 Zone	Undocumented
 Unlinked Copal		Misshipped	Delivery Point
			Weight

- ❑ **Begin testing Mailer Scorecard with the industry**

- ❑ **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

- Address Quality Measurement Alternative Proposed
- Clarification on Move Update Standard

- Online payment account setup and management
- Account alerts
- Comprehensive customer payment reporting
- Secure



Workgroup Issue Statement: The USPS is upgrading its payment architecture for ACH payments. We 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. A Workgroup is proposed to provide feedback on the new payment system.

Desired Results

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

