

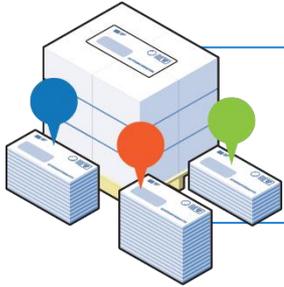
MTAC General

November 17, 2015

General

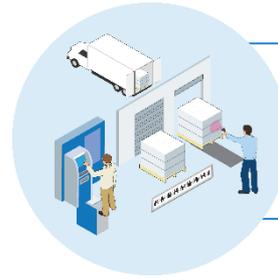
- ❑ Overview & Timeline
- ❑ Task Team 23 Update
- ❑ Full-Service Assessment Update
- ❑ Metrics & System Enhancements
- ❑ Enterprise Payment
- ❑ Premier BMEU

Full Service



88% adoption
(volume)

Seamless



18% adoption

SOX Approval

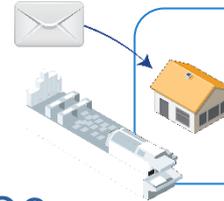
eInduction



52% adoption

Deploy SV to 88 new sites in Q3

Move Update



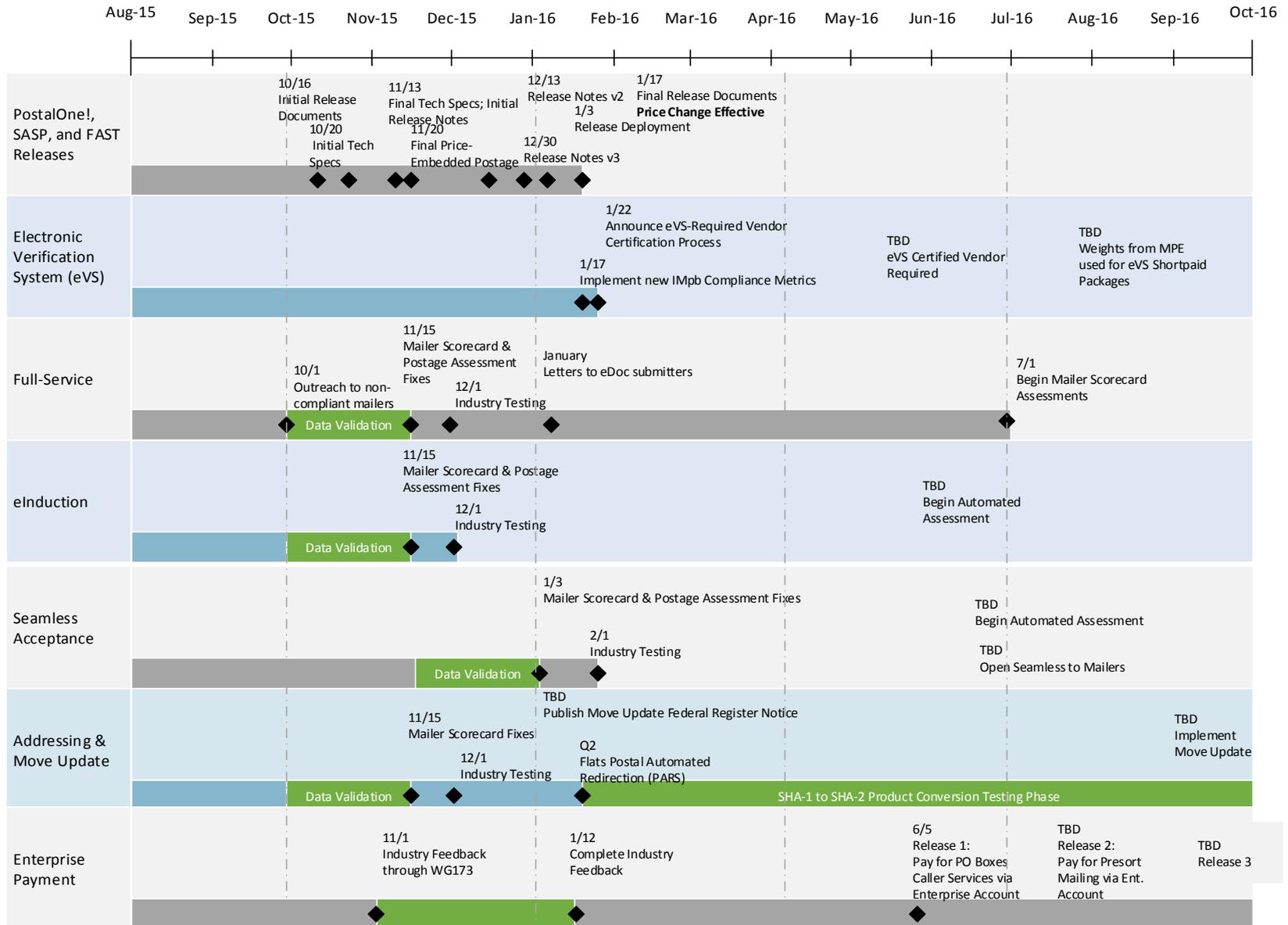
Developing Proposed Rule

Electronic Verification System



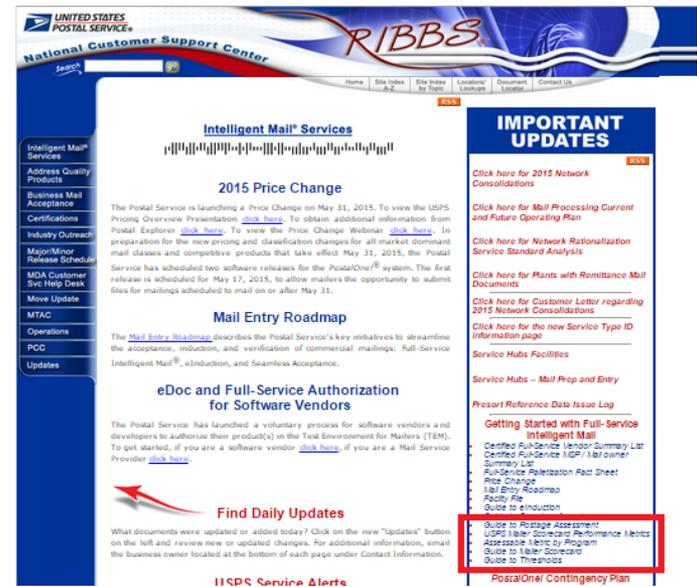
90% adoption

Identified key performance metrics



MTAC Task Team 23 monitors the progress of deploying Trend-Based Verifications

- ❑ Update Thresholds
 - Guide to Thresholds (in pub)
- ❑ Validate Data Distribution
 - Guide to Postage Assessment (in pub)
- ❑ Validate System Stability
 - USPS Mailer Scorecard Performance Metrics
- ❑ Validate Data Quality
 - Guide to Assessable Metrics
 - Streamlined Mail Entry for Letters and Flats Publication
 - USPS comprehensively testing
 - Engage Industry Once Complete (12/1)



The screenshot shows the USPS National Customer Support Center website. The main content area features several sections:

- Intelligent Mail® Services**: Includes a barcode and a section for **2015 Price Change** with a link to a pricing overview presentation.
- Mail Entry Roadmap**: A section describing key initiatives to streamline mail entry.
- eDoc and Full-Service Authorization for Software Vendors**: A section regarding a voluntary process for software vendors.
- Find Daily Updates**: A section with a red arrow pointing to a button for finding updates.

On the right side, there is an **IMPORTANT UPDATES** sidebar with several links, including:

- Click here for 2015 Network Consolidations
- Click here for Mail Processing Current and Future Operating Plan
- Click here for Network Rationalization Service Standard Analysis
- Click here for Plants with Romantica Mail Documents
- Click here for Customer Letter regarding 2015 Network Consolidations
- Click here for the new Service Type ID information page
- Service Hubs Facilities
- Service Hubs - Mail Prep and Entry
- Presort Reference Data Issue Log
- Getting Started with Full-Service Intelligent Mail
 - Certified Full-Service Vendor Summary List
 - Certified Full-Service (ISP / Mail owner) Summary List
 - Full-Service Rationalization Fact Sheet
 - Price Change
 - Mail Entry Roadmap
 - Ready File
 - Guide to eInduction
- Guide to Postage Assessment
- USPS Mailer Scorecard Performance Metrics
- Assessable Metrics by Program
- Guide to Mailer Scorecard
- Guide to Thresholds

At the bottom, there is a **USPS Service Alerts** section and a link to the **PostalOne! Contingency Plan**.

- ❑ 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
 - Final draft posted to RIBBS on 12/31

- ❑ 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
 - Barcode Uniqueness
 - Entry Facility
 - Unlinked Co-pal

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

- ❑ USPS is committed to providing the industry a reliable and high-quality program that addresses industry concerns
 - Metrics
 - System availability
 - Mailer Scorecard Report availability
 - Timeliness and accuracy of Mailer Scorecard/Postage Assessments
 - Timeliness and accuracy of mailer feedback

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.

☐ Significant enhancements to address missed SLAs since August

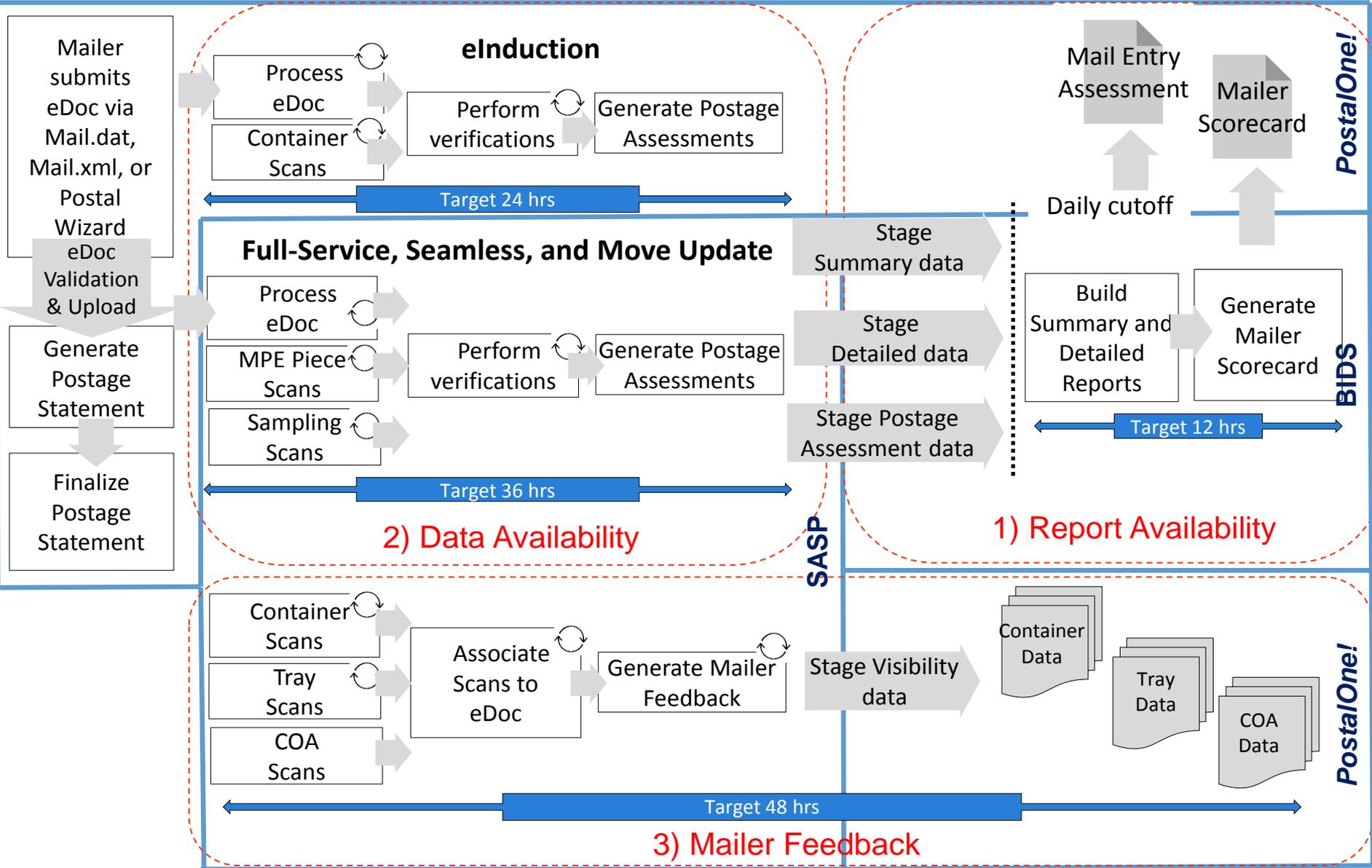
- Infrastructure upgrades
- Software optimization
- Process improvements

☐ Remaining area for improvement

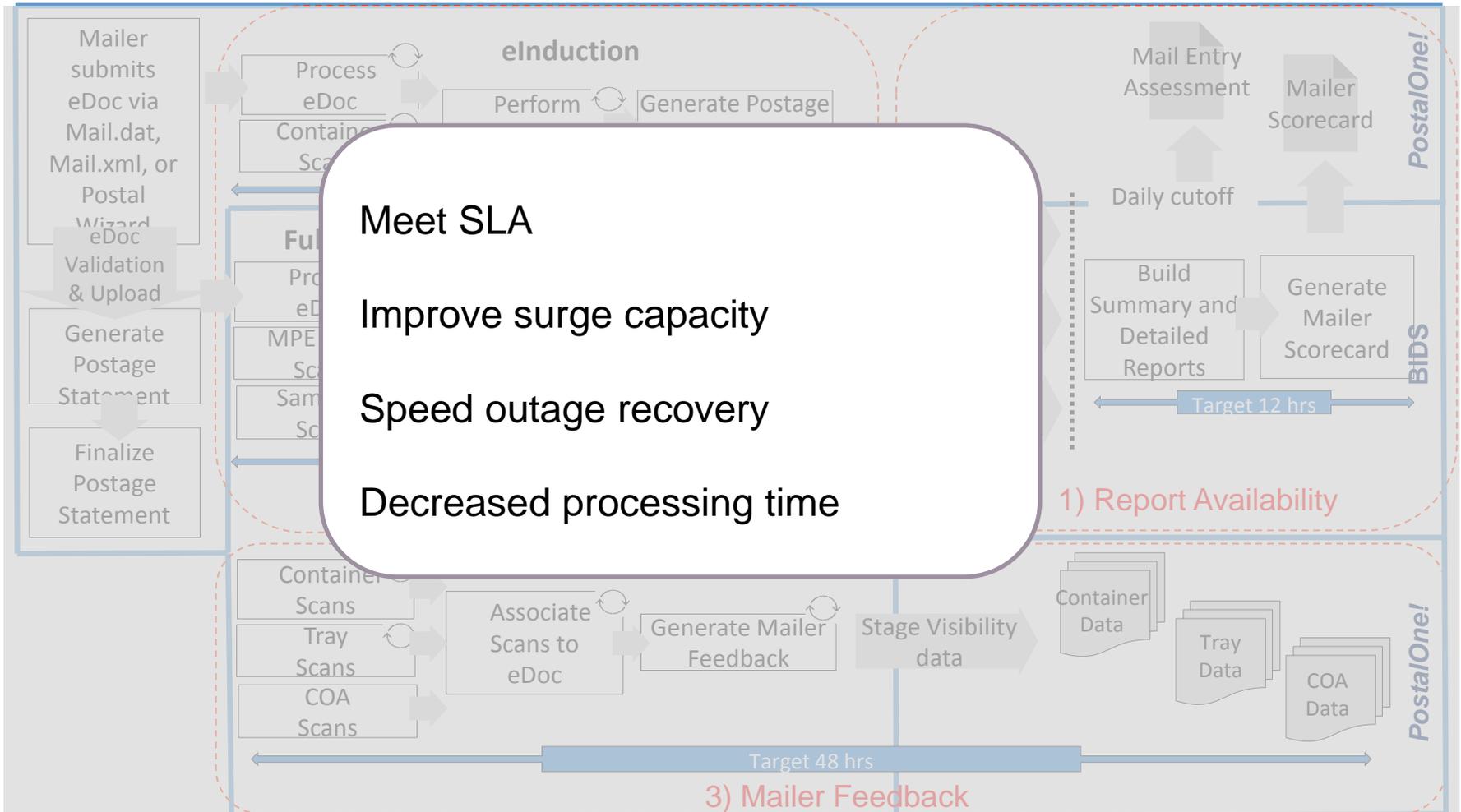
- Assessment matches scorecard

Category	Metric Name	Threshold	SLA	11/6	8/28
Report Availability	MicroStrategy Report Processing Time	95%	All MicroStrategy reports available in <1 minute	98.3%	98.1%
	Mailer Profile Data Availability	95%	Mailer Profile Data available <36 hours	100.0%	100.0%
Full Service	Full Service Data Availability	95%	Full Service Data available <48 hours	100.0%	48.0%
	Full Service Data Accuracy	95%	Percent of CRIDs matching between the Mailer Scorecard and Report Drills for Full Service between 8 AM CT and 8 PM CT	100.0%	100.0%
95%		Percent of CRIDs matching between the Rolling Postage Assessment and Report Drills for Seamless Acceptance between 8 AM CT and 8 PM CT	70.0%		
Seamless Acceptance	Seamless Acceptance Data Availability	95%	Seamless Acceptance - Sampling Data available <72 hours	100.0%	65.0%
		95%	Seamless Acceptance - Nesting/Sortation Data (MPE) <72 hours	100.0%	0.0%
		95%	Seamless Acceptance - Undocumented Data available <48 hours	100.0%	100.0%
	Seamless Acceptance Data Accuracy	95%	Percent of CRIDs matching between the Mailer Scorecard and Report Drills for Seamless Acceptance between 8 AM CT and 8 PM CT	100.0%	89.0%
95%		Percent of CRIDs matching between the Rolling Postage Assessment and Report Drills for Seamless Acceptance between 8 AM CT and 8 PM CT	58.0%		
eInduction	eInduction Data Availability	95%	eInduction Data available <36 hours	100.0%	100.0%
	eInduction Data Accuracy	95%	Percent of CRIDs matching between the Mailer Scorecard and Report Drills for eInduction between 8 AM CT and 8 PM CT	97.3%	95.0%
		95%	Percent of CRIDs matching between the Rolling Postage Assessment and Report Drills for eInduction between 8 AM CT and 8 PM CT	97.3%	
Move Update	Move Update Data Availability	95%	Move Update Data available <48 hours	100.0%	100.0%
	Move Update Data Accuracy	95%	Percent of CRIDs matching between the Mailer Scorecard and Report Drills for Move Update between 8 AM CT and 8 PM CT	100.0%	61.0%
		95%	Percent of CRIDs matching between the Rolling Postage Assessment and Report Drills for Move Update between 8 AM CT and 8 PM CT	33.0%	
	Single Source ACS Data Availability	95%	Single Source ACS Data available <24 hours	100.0%	100.0%
	Full Service ACS Data Availability	50%	Full Service ACS Data available <48 hours	54.0%	26.0%
		95%	Full Service ACS Data available <72 hours	99.0%	77.0%

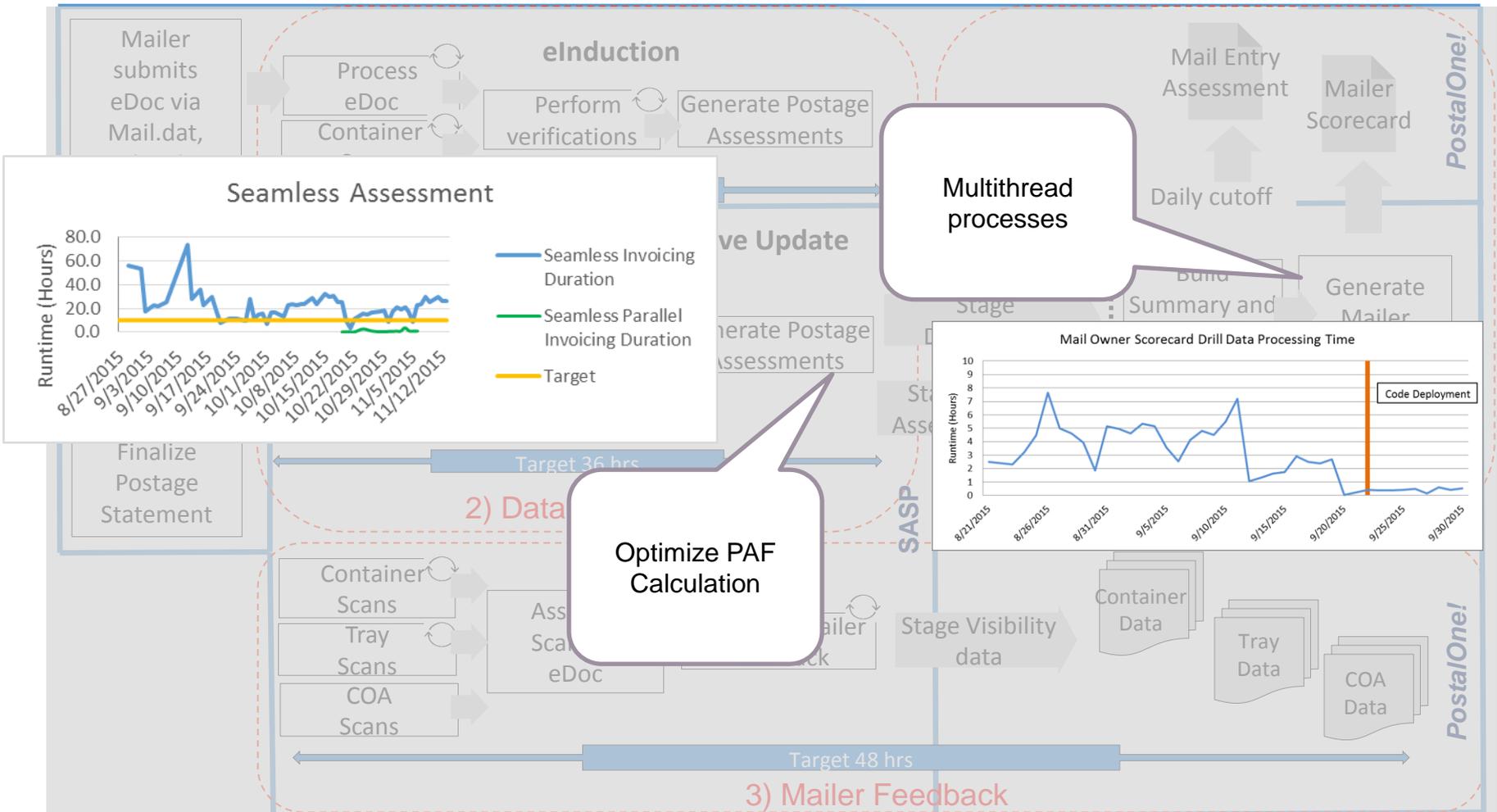
Category	Metric Name	Threshold	SLA	11/6	8/28
eDoc Processing	Mail.dat Job End-to-End Processing Time	98%	Jobs processed in under 2 hours	99.9%	99.8%
	Mail.xml Message End-to-End Processing Time	98%	Qualification Report Summary messages processed in <30 seconds	99.8%	96.7%
		98%	Qualification Report Detail messages processed in <4 minutes	100.0%	99.9%
	98%	Mail Piece messages processed in <2 minutes	96.7%	93.2%	
	98%	Postage Statement messages processed in <3 minutes	98.3%	97.7%	
	98%	Periodical messages processed in <1 minute	98.0%	97.2%	



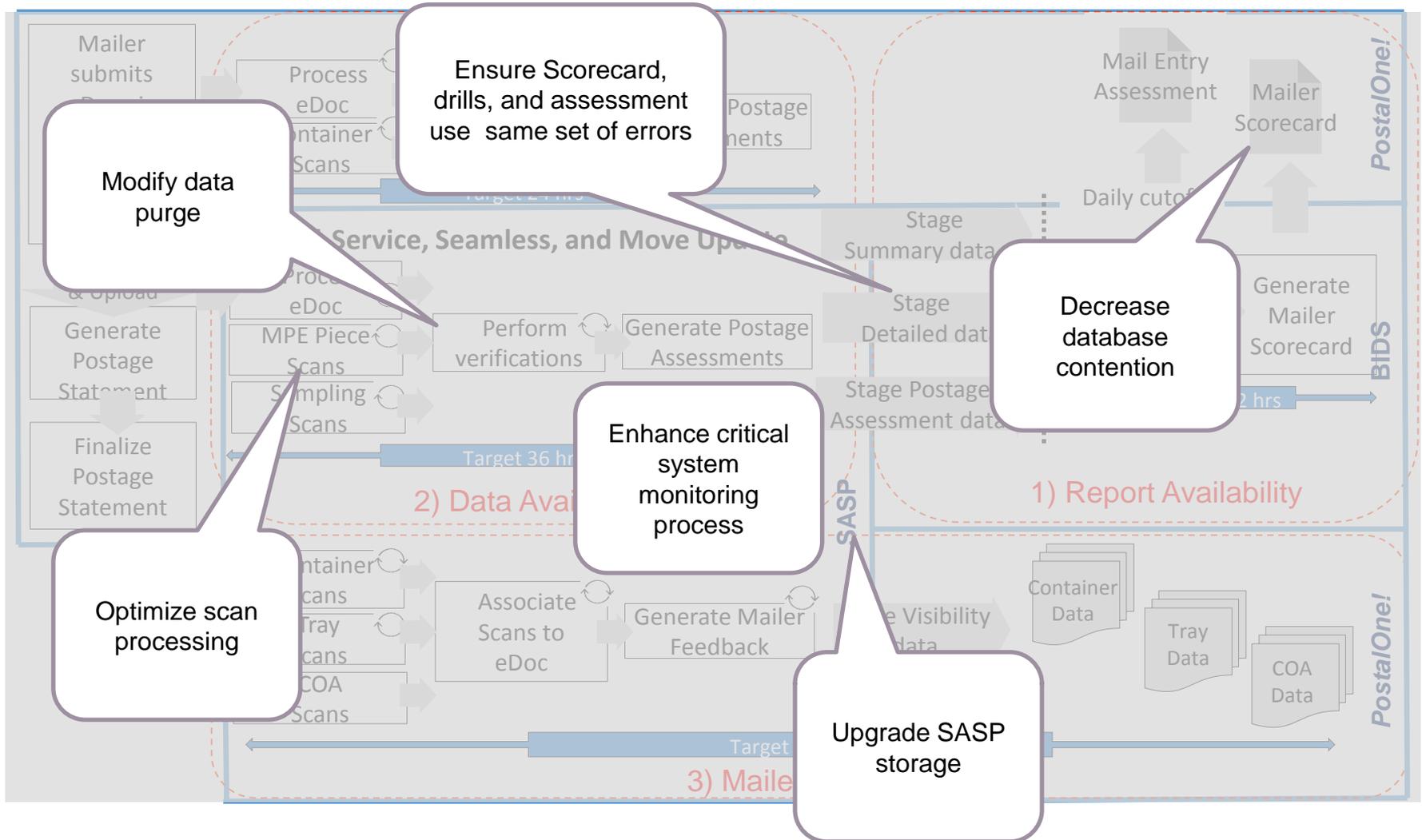
Conducted end-end analysis to identify software optimization opportunities



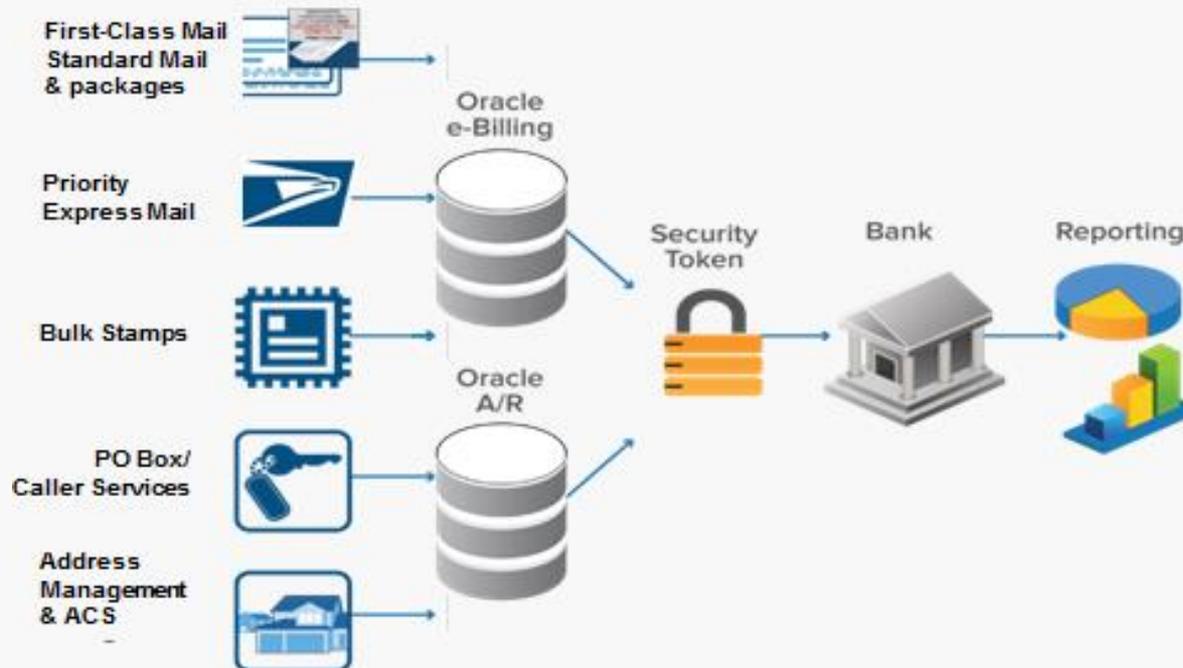
Conducted end to end analysis to identify software optimization opportunities



Conducted end to end analysis to identify software optimization opportunities



- ❑ 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



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.

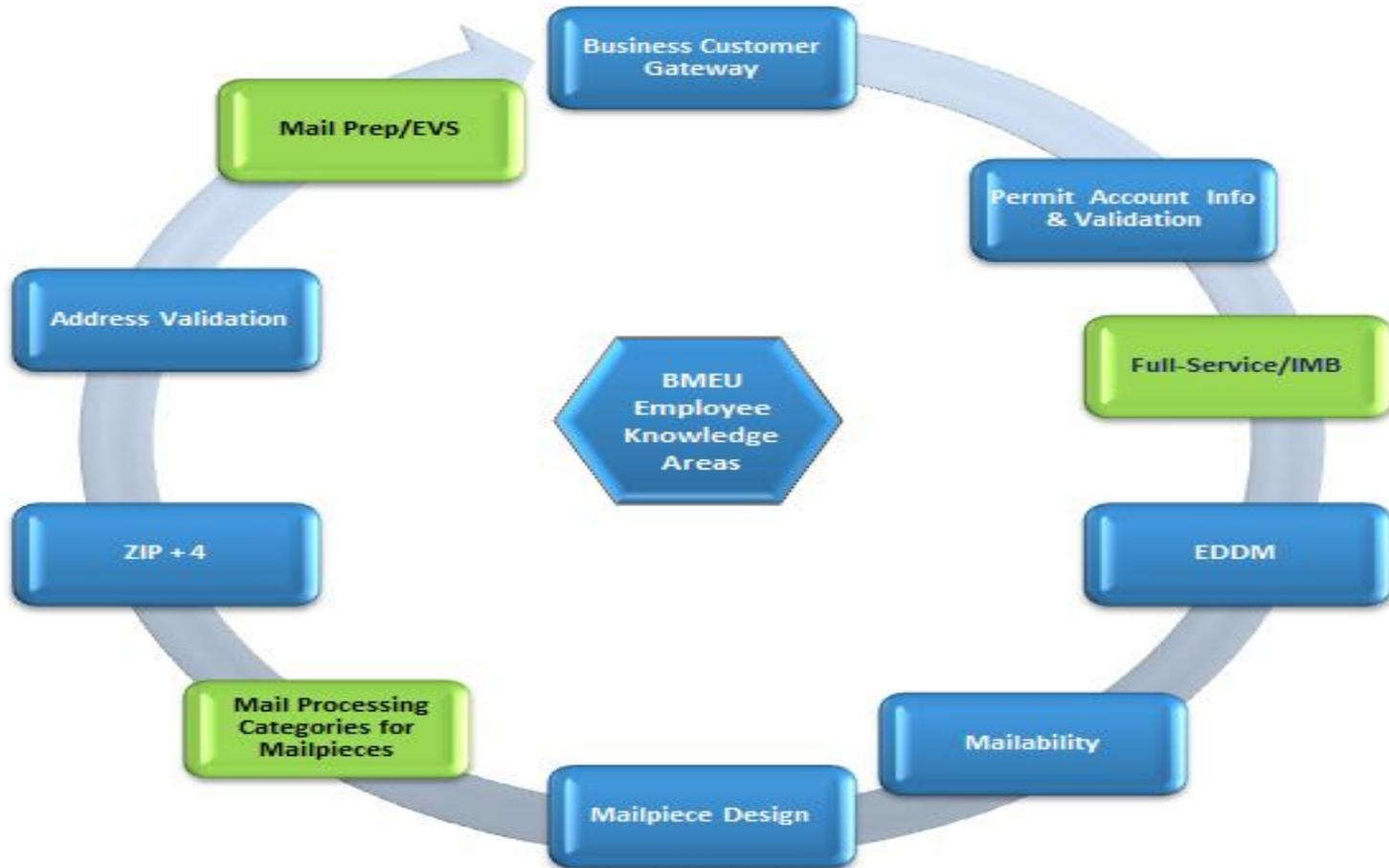
❑ Impact on other issues/procedures:

- 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

- ❑ Create Standardized and Efficient BMEU
- ❑ Promote Customer Adoption of New Initiatives
- ❑ Become a “One-Stop Shop” BMEU
 - Provide Comprehensive Information
 - Continuous improvement
- ❑ Metrics





Premier BMEU Phase 1 Sites

Area	District	Facility Name	Address	City	State	ZIPCODE
CAPITAL METRO	MID-CAROLINAS	MID CAROLINA	1820 W POINTE DR STE A	CHARLOTTE	NC	282149106
EASTERN	NORTHERN OHIO	CLEVELAND	2400 ORANGE AVE RM 30	CLEVELAND	OH	441019701
EASTERN	OHIO VALLEY	COLUMBUS	2323 CITYGATE DR	COLUMBUS	OH	432189997
EASTERN	WESTERN PENNSYLVANIA	PITTSBURGH	1001 CALIFORNIA AVE RM 2057A	PITTSBURGH	PA	152909670
EASTERN	KENTUCKIANA	LOUISVILLE AMF	4440 CRITTENDEN DR	LOUISVILLE	KY	402219990
GREAT LAKES	GATEWAY	SAINT LOUIS	1720 MARKET ST RM 3025	SAINT LOUIS	MO	631559997
GREAT LAKES	DETROIT	MICHIGAN METROPLEX	711 N GLENWOOD AVE	PONTIAC	MI	483409991
GREAT LAKES	LAKELAND	MILWAUKEE	345 W SAINT PAUL AVE	MILWAUKEE	WI	532033017
NORTHEAST	NEW YORK CITY	NEW YORK	341 9TH AVE RM 918	NEW YORK	NY	101999701
PACIFIC	SANTA ANA	SANTA ANA	3101 W SUNFLOWER AVE	SANTA ANA	CA	927990101
PACIFIC	SACRAMENTO	SACRAMENTO	3775 INDUSTRIAL BLVD	WEST SACRAMENTO	CA	957990199
PACIFIC	LOS ANGELES	LOS ANGELES	7001 S CENTRAL AVE	LOS ANGELES	CA	900529998
PACIFIC	SAN DIEGO	SAN DIEGO	11251 RANCHO CARMEL DR	SAN DIEGO	CA	921999992
SOUTHERN	DALLAS	NORTH TEXAS	951 W BETHEL RD	COPPELL	TX	750998888
SOUTHERN	GULF ATLANTIC	TALLAHASSEE	2800 S ADAMS ST	TALLAHASSEE	FL	323019996
SOUTHERN	SUNCOAST	TAMPA BMEU	5433 W SLIGH AVE STE B	TAMPA	FL	336349653
SOUTHERN	HOUSTON	HOUSTON	401 FRANKLIN ST	HOUSTON	TX	772019997
SOUTHERN	DALLAS	DALLAS	401 DALLAS FT WORTH TPKE	DALLAS	TX	752609997
WESTERN	ARIZONA	PHOENIX	4949 E VAN BUREN ST	PHOENIX	AZ	850269672
WESTERN	NORTHLAND	SAINT PAUL	3232 DENMARK AVE	SAINT PAUL	MN	551211366
WESTERN	COLO./WYOMING	DENVER	7540 E 53RD PL	DENVER	CO	802660001
WESTERN	PORTLAND	PORTLAND	715 NW HOYT ST	PORTLAND	OR	972088010
WESTERN	CENTRAL PLAINS	OMAHA	1124 PACIFIC ST RM 212	OMAHA	NE	681089997
WESTERN	SALT LAKE CITY	SALT LAKE CITY	1760 W 2100 S	SALT LAKE CITY	UT	841999997
WESTERN	SEATTLE	SEATTLE BUSINESS MAIL E	10700 27TH AVE S	SEATTLE	WA	981681899
WESTERN	HAWKEYE	DES MOINES	1165 2ND AVE	DES MOINES	IA	503189997
WESTERN	MID-AMERICA	KANSAS CITY	1700 CLEVELAND AVE	KANSAS CITY	MO	641219997
WESTERN	NEVADA-SIERRA	LAS VEGAS	1001 E SUNSET RD RM 1030	LAS VEGAS	NV	891999998

❑ Survey Criteria:

- Survey emails sent from designated BMEUs only.
- Survey emails sent within 30 minutes after postage statement is finalized.
- Survey's are linked to the customer by postage statement ID
- Survey email sent to:
 - Postage Statement Mailing Agent
 - Postage Statement Permit Holder
 - From PostalOne! Permit profile page
- Survey emails shall not go to the same email address more frequently than a configurable period of time – initially set to 30 days

- What was the nature of your visit?
- Was your inquiry answered or problem resolved?
- Select one of the following about the mailing you presented?
 - I prepared the mailing
 - I am the owner of the mailing
- Please indicate your agreement with the following statements about the employees at the BMEU?

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The employee(s) were knowledgeable					
The employee(s) were efficient					
The employee(s) treated me in a professional manner					

- Please rate your overall experience?
- What can the employees at the BMEU do to improve your experience?
- Would you like to be contacted about your experience?

