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MTAC Focus Group Session ACTION ITEMS
Wednesday, August 12, 2015

VISIBILITY/SERVICE PERFORMANCE MEASUREMENT

Robert Cintron, USPS VP-Product Information
Lisa Bowes, MTAC Industry Leader, Service Performance

Session 1: PACKAGE SERVICES

(John Medeiros, MTAC Industry Leader)

Enterprise Analytics restructuring has been announced. Steve Dearing is now responsible for Mail and Packages performance and visibility, Jim Wilson is responsible for Address Management, Geospatial technologies and Data Visualization, Angela Lawson is responsible for Advanced Analytics. These changes will leverage the data that helps to provide mailers with actionable information.

DISCUSSION TOPICS

Address Management Update

MTAC WG 171 Update: Reviewing UAA Reason Codes, evaluating procedures and making recommendations for possible changes. The goal is to improve the accuracy of UAA Reason Codes so the USPS and Mailing Industry can automate appropriate actions. Trying to simplify, clarify and provide consistency. The USPS is currently assembling data. Adam Collinson is looking at data from an industry side. Vacant comes after UAA. Mailers should check addresses immediately prior to mailing. AMS turns vacant off when it sees a Change of Address moving in. Communicate to your customers and use the DPV indicator.

IMpb ACS with Shipper Paid Service for parcel shippers will begin this fall. Shipper will need to separately upload their shipping files to the ACS Department via EPS (in addition to sending it with the mailing). If you are interested in the program contact NCSC in Memphis and they would be happy to get you enrolled in the program.

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Also, effective with the October 2015 invoice the ACS invoice threshold will change from \$50 to \$25. Unpaid invoices are assessed a 10% finance charge assessed on the first statement sent after 30 days elapse and will be calculated from the original invoice date. Full-Service is not assessed an ACS fee. Single Source ACS & NCSC Invoicing via EPF will follow the same procedures, except statements are generated with the next invoice (25th of the month).

The ACS Technical Guides will be updated to reflect changes and will be posted at: <https://ribbs.usps.gov/acs>. Questions should be directed to the ACS Department via email at acs@usps.gov or by phone 1-877-640-0724 (Option 1).

All Link products are being transitioned from SHA-1 to SHA-2. Software developers would be required to make application changes from SHA-1 to SHA-2. All systems will be transitioned to SHA-2 no later than July 1, 2017. No CASS certification will be required; there should be a seamless transition to mailers.

Move Update:

The Federal Register Notice provides clarification to:

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IMpb Metrics. IMpb Barcode threshold is 99% and compliance is currently at 97.9%. The SSF v1.6 or higher threshold is 97% and compliance is currently at 90.99%. The Address 7/or 11 Digit DPV threshold is 98%. In Shipping Files is 94.38% and compliance with timeliness is at 89.97%.

USPS needs the addressing information electronically in the files before we see that arrival at PO scan. The address must be able to validate to the 11-Digit. Being able to

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provide a Predictive Delivery Window is incumbent upon the mailers providing a delivery point validated address. Industry is stressing that this is only a “couple” years old and this is new to the parcel group. Most shippers have never had to pay such close attention to the DPV. Addressing Standards are new and this will add additional cost. We will do an advanced notice and federal register notice and industry has suggested that USPS discuss with them prior to going public.

IMpb Compliance – Use PostalOne! Contingency Plan is outlined by MTAC WG 166. For reference, the plan is located in Pub 205, Section 3.3.8.

Signaling New IMpb requirements – Extend IMpb Compliance Fee and Thresholds to all products, require address and 11-digit ZIP Code Delivery Point Validation, Barcode Quality is extremely important, including placement. USPS is reaching out to customers for secure file transmission. Upgrade to eVS for payment. Implementation will be 6 months after the Final Rule or sooner. Have implemented a weather delay in PTR and this is being socialized to operations for the use of the event. The scanners need to be updated and processes need to be provided and will be messaged to industry.

ACTION ITEMS

- USPS will run an analysis – broken-down by MID – of DPV performance of addresses on packages.
- USPS will compare “Address Information Timeliness on IMpb Compliance” PostalOne translated results to Version 1.7 results.
- A “File Submission” versus “PTR Availability” integrity check will be investigated by USPS.

Session 2: FIRST-CLASS MAIL

(Sharon Harrison, MTAC Industry Leader)

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UG 171 Update

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Return reason codes for UAA. Reducing of the codes was the thought to have consistency in quality.

MTAC WG 171 Update: Reviewing UAA Reason Codes, evaluating procedures and making recommendations for possible changes. The goal is to improve the accuracy of UAA Reason Codes so the USPS and Mailing Industry can automate appropriate actions.

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Secure destruction – drives out costs for UAA handling. Only 17 mailers are participating. Industry has suggested to have this offered as a promotion as it's not a top priority for them. Industry asked Lisa to bring this to leadership to determine if this should be an NPF session. This is already a session and Tom Day has already been asked to push this forward again.

On-site NCOA reviews will include Inspection Service. This was due to the OIG audit. Industry had to agree to do certain things when they got their license. Now working to make sure it is being done. "Identity at Risk". Following the licensing agreement. Insp

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Svc. Check systems & PAF's which may be in different places. Industry states that they shouldn't just "show up" at their facilities. This may push mailers to quit NCOA^{Link}

ACTION ITEMS

- "93 Return IMb" analysis will be added as part of UG-5 action and discussion.
- USPS will break-out and analyze 3/4/5 day volumes for Last-Mile Performance percentages.
- USPS will investigate adding a "Guest Speaker" opportunity to UG-4 who will advise the group of "What is Coming" regarding USPS actions and initiatives, i.e., 93 return IMb.
- Enterprise Analytics will focus more on using Industry Alerts to communicate with Industry.

Session 3: PERIODICALS

(John Stark, MTAC Industry Leader)

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UAA Reason Codes - Return reason codes for UAA. Reducing of the codes was the thought to have consistency in quality.

MTAC WG 171 Update: Reviewing UAA Reason Codes, evaluating procedures and making recommendations for possible changes. The goal is to improve the accuracy of UAA Reason Codes so the USPS and Mailing Industry can automate appropriate actions. Industry: Did you look at this data regionally? USPS is looking at IMb data to pinpoint areas of interest.

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FPARS – Inplant testing is going on now. The national rollout has not yet determined.

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On-site NCOA reviews will include Inspection Service. This was due to the OIG audit. Industry had to agree to do certain things when they got their license. Now working to make sure it is being done. "Identity at Risk". The licensing agreement is being followed.

Informed Visibility is moving forward with releases and is currently in progress from July 2015 through April 2016. This will help grow the mail and will be a one-stop-shop.

E2E diagnostics. USPS worked with Newspapers to LSS. Himesh went to Cleveland on-site. The directs were cross-docked. Some pallets were working but had direct bundles on it. Some pallets were going into manual operations. We need visibility on small bundles and need to capture more data.

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We are closing gaps on bundle visibility. A good news story behind the bundle visibility process is that the last mile impact is being driven down. We know where the delay is; either at the delivery unit or in processing.

Bundle visibility is reducing mail falling out of measurement and is down by 20%. UG is working to keep this going and is also looking at USPS processes. Data is available to mailers on SPM tab on scorecard. Bundle visibility compliance is up 50% with plant nesting. Delivery units are coming up also.

ACTION ITEMS

- USPS will add variance information break-outs (i.e., Supply, etc.) to the “Periodicals Flats by Service Variance” slide.
- USPS will break-out and analyze Periodicals Flats 3/4/5 day End to End volumes for Last-Mile Performance percentages.
- Industry will look at their “SPM” tab on their Mailer Scorecard to compare “Measurement Exclusion” information availability in the “Mail Owner” versus “MSP” views, and provide feedback to USPS.

Session 4: STANDARD MAIL

(Wanda Senne, MTAC Industry Leader)

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Jim Wilson – Address Management Update – Geospatial technologies have been added to uncover insights into some of the issues that have been occurring across the country.

ACS Update: New CSR Option 2 is now available. Change Service Requested for STD Mail Letters & Flats and Bound Printed Matter Flats. STIDs are published on the RIBBS STID

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page at <https://ribbs.usps.gov/stids>. An ACS account with Memphis is required for billing of the Forwarded fee.

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Steve Dearing – Informed Visibility Update

IMb Planning Tool latency – current system has data 10 days old. Informed Visibility will replace that. Inconsistency of delivery for Standard Mail – join UG4 to see this & where it is going. IV will have predictive workload to help balance labor, machine utilization and service.

Pallet scans – inconsistent and multiple scans. Industry is seeing a lack of scans for a dozen or so plants and they are not sure where the gap is. USPS is working on systems to make improvements and driving the right behavior.

Informed Visibility is moving forward with releases and is currently in progress from July 2015 through April 2016. This will help grow the mail and will be a one-stop-shop.

We are closing gaps in bundle visibility. A good news story behind the bundle visibility process is that the last mile impact is being driven down. We know where the delay is. Either at the delivery unit or in processing.

ACTION ITEMS

- USPS will provide Industry the percentage of Standard Mail volume increase that is a result of measurement exclusion improvements.
- USPS will break-out and analyze Standard Mail 3/4/5 day End to End volumes for Last-Mile Performance percentages.
- USPS will confirm the date of the software deployment that will address “PARS for Letters” Standard Mail treatment.