

MTAC Focus Group Session Notes

Wednesday, November 18, 2015

PAYMENT AND ACCEPTANCE

Pritha Mehra, USPS VP-Mail Entry and Payment Technology
Angelo Anagnostopoulos, MTAC Industry Leader, Payment

Session: FIRST-CLASS MAIL

(Sharon Harrison, MTAC Industry Leader)

DISCUSSION TOPIC

- Reviewed the process to attribute undocumented mail in the Seamless program.
 - Mark Kolb reviewed the new process being developed for the MLOCR industry.
 - 93 Barcode – January 3' 2016, USPS to fix logic such that 93 STIDs will not generate undocumented mail in Seamless
- Discussed how BMEU will request and handle samples for Promotions and Incentive
- Discussed the creation of the single publication - Streamlined Mail Entry for Letters and Flats
 - New policy publication will be posted on RIBBS on Monday November 23, 2015.
 - Take publication to each User Group for comments
 - Add FAQ based on customer feedback
- CIO Roadmap – reviewed key program timelines - Full Service, eInduction, Move Update and Seamless. The goal is to start testing of the Full Service, eInduction and Move Update programs in December 2015 and Seamless in February 2016.
- USPS discussed the possibility of removing Merlin machines and if this is the case they will reach out to the mailers and explain how we will verify mail in the event that we need to remove the machines.
- Sharon requested that we provide metrics in the scorecard on UAA.
- Full-Service Assessment will begin in July 1,2016.

ACTION ITEMS

- Check with Gary Reblin to ensure IMb Shared Mail will not have an impact or create undocumented pieces.
- New Policy Publication
 - Add link to Change Log item to take user to the specific change within the publication.
 - Create FAQ based on customer comments on New Policy Publication
- Display Postage Assessment for eInduction on Mailer Scorecard in the December 1, 2015 on the eDoc Submitter view.

- Display Postage Assessment for Seamless on Mailer Scorecard in the January 3, 2016 on the eDoc Submitter view.
- USPS will reach out to the mailers and explain how we will verify mail in the event that we need to remove the machines.
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- Display UAA metrics on the Mailer Scorecard. Currently displaying in drill under warnings.

DISCUSSION TOPIC

- Reviewed Action Items
 - Update on Guide to Postage Assessment - held webinar on October 20 2015
 - John Stark provided Task Team 23 with industry feedback on the Postage Assessment Guide
 - Enterprise Payment Group addressed the following items:
 - USPS proposes Periodicals and Pending Periodicals plan to link their advanced deposit postage payment account to Enterprise Payment account with the PostalOne! implantation
 - USPS to eliminate the Additional Entry Fee, effective May 31, 2015. USPS proposes to support the payment of Original Entry, Re-Entry, and News Agent registration fees through the mailer's Enterprise Payment account
 - Contact information for Enterprise Payment users will continue to be managed through Customer Registration for individual user accounts. Access to products and services will continue to be managed though the Business Customer Gateway.
- Discussed Periodicals Misshipped to LA P&DC and FSS Annex. USPS was incorrectly identifying containers as misshipped. USPS added redirection to Mail Direction File effective 11/1/2015 to allow entry of FSS pallets to P&DC.
- Discussed scanner configuration issues still exist. USPS is currently working with those sites (15 sites still have issues as of 11/18/2015).
 - USPS deployed fix on
- Discussed Third Party Shipper Errors in Errors by Transportation Carrier Report for eInduction. Errors will display error by transportation carrier or appointment scheduler.
 - Transportation Carrier: When provided in eDoc
 - Appointment Scheduler: When transportation carrier is blank in eDoc
- Discussion on proposed Full-Service Assessment will be effective on July 1,2016 (using June data) for mailpieces over the established thresholds
 - USPS has engaged in extensive communication campaign
 - Letter will be sent out in January 2016 to eDoc submitters
- In preparation of the FS Assessment USPS has asked for industry members to volunteer to test their scorecards. Beginning in December 2015The following mailers volunteered during meeting:
 - Wittington
 - Quad
 - Fairrington

- Jack Widner

All industry members may test their scorecard.

- Discussed Move Update issues with COA data and error percentage data. USPS identified errors were inflated.
- CIO Roadmap – reviewed key program timelines - Full Service, eInduction, Move Update and Seamless. The goal is to start testing of the Full Service, eInduction and Move Update programs in December 2015 and Seamless in February 2016.
- Discussed the creation of the single publication - Streamlined Mail Entry for Letters and Flats
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ACTION ITEMS

- The Enterprise Payment workgroup needs to draw up a list of scenarios for access to payment accounts by Mail Owners, MSPs and other third parties.
 - When a MSP CAPs account is being used against Mail Owner's PO Box
- Can USPS Retail accept one check to pay Box rental , Accounting Fee and Permit Fees today
- Provide a Mail Owner report to view Third Party Shipper Errors
 - Report view should display at the Mail Owner level by the eDoc submitter and transportation carrier who is responsible for the error(s).
 - Review Mailer Scorecard to evaluate if similar revisions are required.
 - Share eInduction User Group 3.
- Display Postage Assessment for eInduction on Mailer Scorecard in the December 1, 2015 on the eDoc Submitter view.
- Display Postage Assessment for Seamless on Mailer Scorecard in the January 3, 2016 on the eDoc Submitter view.
- New Policy Publication - Streamlined Mail Entry for Letters and Flats
 - Add link to Change Log item to take user to the specific change within the publication - Streamlined Mail Entry for Letters and Flats.
 - Create FAQ based on customer comments on New Policy Publication - Streamlined Mail Entry for Letters and Flats
- January MTAC Session review FAQs for Streamlined Mail Entry Letters and Flats

DISCUSSION TOPIC

- Reviewed Action Items:
 - Industry provided feedback on Mail Anywhere Fact Sheet.
 - Request to automate ZIP+ 4 process. USPS has no changes planned for ZIP+4 acquisition process.
 - Mail.dat CR to change the .csm entry point –actual delivery-postal code definition to require a USPS processing facility, delivery unit, or BMEU. CR being filed with IDEAlliance for Mail.dat 16-1. Industry expressed concerns about the start-the-clock rules for USPS transported mail from a DMU.
 - Enterprise Payment Workgroup has addresses:
 - Problem of Permit deposits – USPS proposes to allow Enterprise Payment accounts with linked permits to be funded from any USPS retail or Business Mail Entry location.
 - Checks being written to Postmaster but being deposited into the MSP/Mail Owner Permit – WG #173 Payment Modernization, continues to define the use case for this scenario. At this time, the proposed solution through EP should accommodate this business need.
 - Is eCheck possible? – USPS continues to define the mail owner/MSP user case. There are regulations that could impact this (transaction limits, retention/disposal of the physical check) but USPS is working to define a feasible solution.
 - Concern of tax on postage statement to take into account tax on postage statement vs payments for service to MSP. - WG #173 Payment Modernization, participants provided additional background on this scenario. EP is the source for consolidated account balance.
- Discussed Invalid Misshipped Errors during month of October.
- Discussed partial and full statement cancellation for eInduction mailings.
 - Current SLA of 2 hours is longer than system requires to fully process a cancellation.
 - USPS will deploy a fix to support partial postage cancellation on 1/31/2016.
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- CIO Roadmap – reviewed key program timelines - Full Service, eInduction, Move Update and Seamless. The goal is to start testing of the Full Service, eInduction and Move Update programs in December 2015 and Seamless in February 2016.
- Discussion on proposed Full-Service Assessment will be effective on July 1,2016 (using June data) for mailpieces over the established thresholds
 - USPS has engaged in extensive communication campaign
 - Letter will be sent out in January 2016 to eDoc submitters
 - In preparation of the FS Assessment USPS has asked for industry members to volunteer to test their scorecards.
- USPS has made changes to the Mailer Scorecard to display the number of pieces, containers, or handling units with a full-service error
- New Work Group #176 which is working on redesigning RIBBS. Expected date of completion on January 1, 2016.
- Provide update on Enterprise Payment program.
- USPS discussed removal of MERLIN
 - If MERLIN will be removed, USPS will reach out to the mailers and explain how we will verify mail

ACTION ITEMS

- Discussion on BRM ZIP+4 automated process will be brought up in Leadership meeting with the Visibility/Service Performance Track
- Discuss mailer concerns with Start the Clock for mail transported by USPS from mailer's DMU with Robert Cintron.
- Validate how long it takes container barcodes to be backed out of the eInduction and can be resubmitted when the initial submission is:
 - Cancellation of postage statement
 - Partial postage statement cancellation
- Give industry until December 11, 2015 to review Streamlined Mail Entry for Letter and Flats publication and provide feedback.
- When Streamlined Mail Entry for Letters and Flats is posted send out industry notices via:
 - DMM Advisory
 - UG 1
 - MTAC Advisory
- Contact mailers if the MERLIN will be removed to explain how USPS will verify mail
- Review current process of viewing postage statements
 - Current - PDF download, comma delimited, csv file formats

- Would like bulk download
- Bring to UG 1

DISCUSSION TOPICS

- Pritha opening remarks – Group was advised to bring feedback on the proposed Impb Assessments in January 2016 to the Visibility/Service Performance Track
- Mailers were requested to participate Enterprise Payment Work Group 173
- Package Performance Metric Reviewed
- Bulk MID Acquisition - discussed Bulk MID Acquisition process that is currently. Requested industry to provide the process they currently use and how they update mail owner information. USPS is looking to improve mail owner information across postal systems.
- Mailers expressed concerned around eVS close out process. UPS wanting information immediately. Newgistics would like to keep the current review cycle.

ACTION ITEMS

- Review CEW file creation and specifications. John M. (DHL) indicates that PTR is including field lengths that are in excess of 60 characters when the maximum field length is 60. Juliann will follow-up by 11/27/2015.
- The Postal Service has requested the industry to provide the process they currently use to acquire Bulk MIDs and later notify the postal service when these are assigned to mail owners. (Industry members)
 - Explain how MIDs are obtained
 - How are MIDs activated
 - What file format is used to send to the NCSC for MID activation
- Postal Service will provide recommendations on how they will improve the mail owner identification across postal systems.
- Look into un-manifested process flowing after 10th of the month (Vicki)
- Vicki will review un-manifest process and concerns raised by the industry. Hold individual conversations with John M. (DHL) and Oscar V. (UPS) conversations to identify End of Month Reconciliation Process used by industry members.