



ENTERPRISE ANALYTICS MTAC STANDARD MAIL

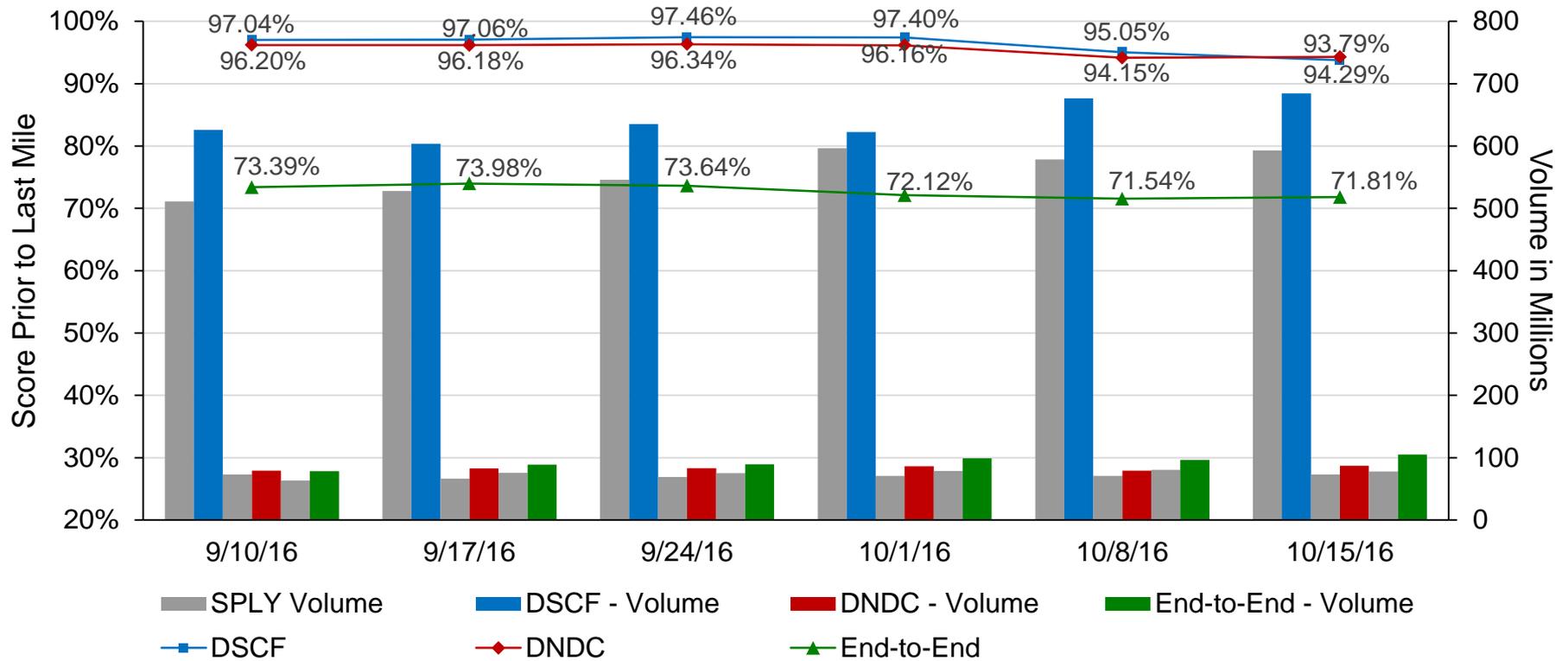
November 2016



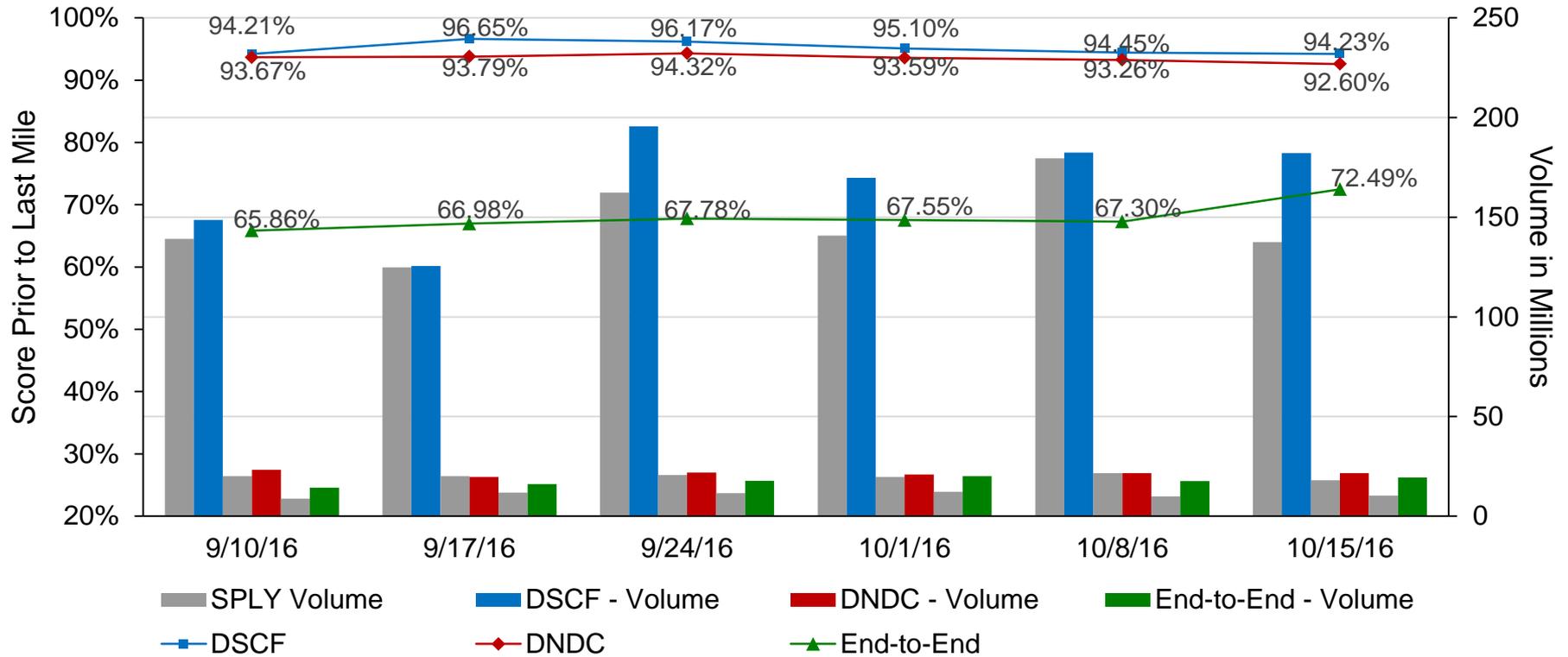
MTAC Visibility and Service Measurement

Standard Mail

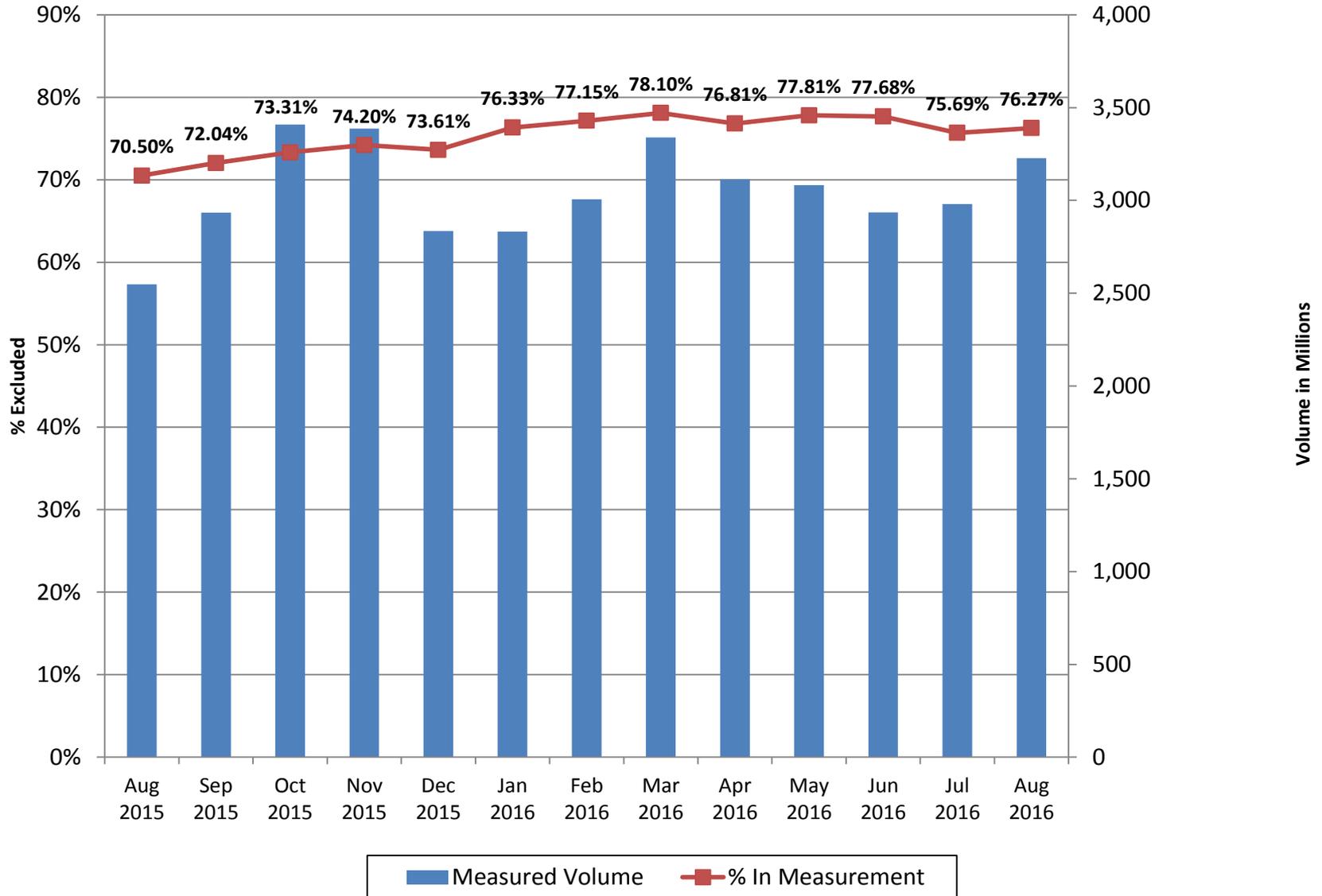
Letters



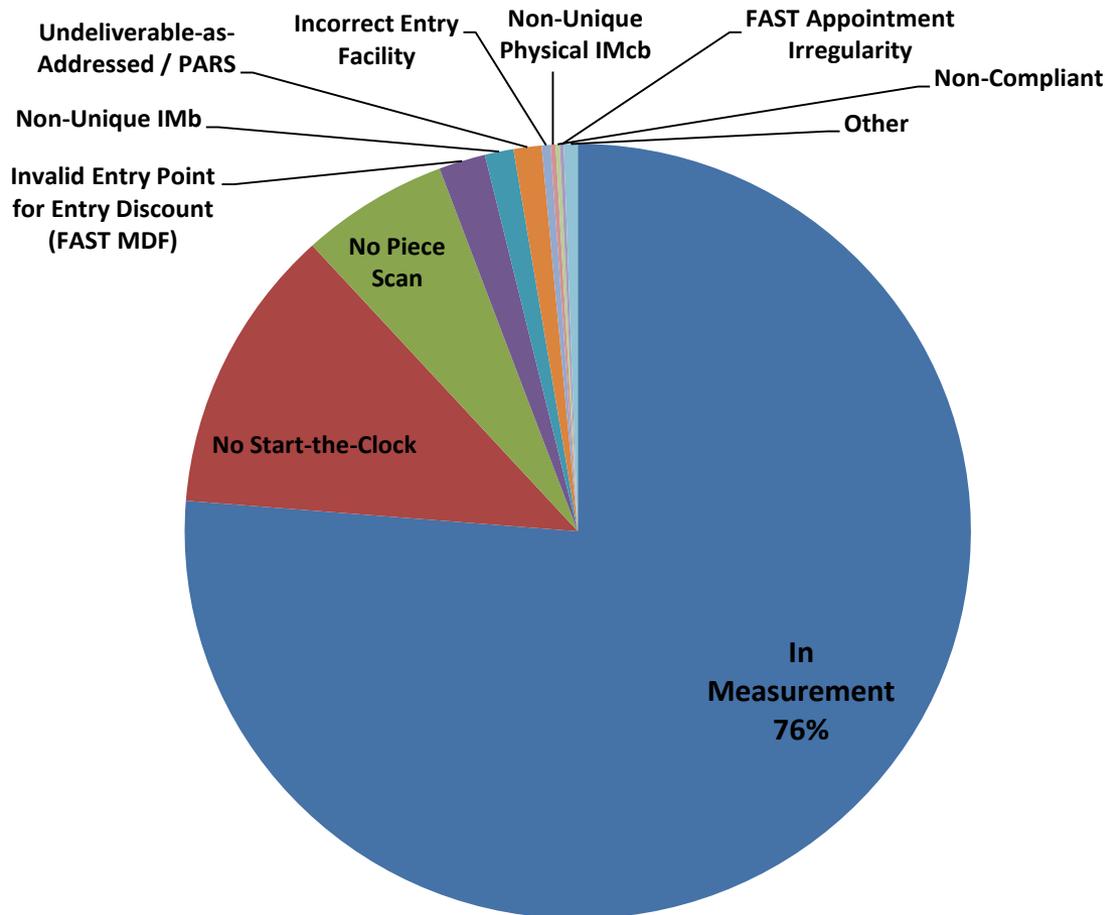
Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	1,983,615,824	95.35%	-1.38%	93.97%	91.00%	1,919,833,862	3.32%	92.44%	1.53%
NDC Letters	252,763,279	94.88%	-1.25%	93.63%	91.00%	231,125,208	9.36%	91.49%	2.14%
E2E Letters	300,732,922	71.82%	-1.06%	70.76%	91.00%	258,409,218	16.38%	60.49%	10.27%
Total	2,537,112,025			90.92%	91.00%	2,409,368,288	5.30%	87.79%	3.13%



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	534,494,781	94.58%	-7.13%	87.45%	91.00%	495,464,021	7.88%	81.16%	6.29%
NDC Flats	64,029,050	93.15%	-4.34%	88.81%	91.00%	64,655,835	-0.97%	85.51%	3.30%
E2E Flats	57,109,030	69.15%	-3.94%	65.21%	91.00%	36,256,970	57.51%	47.41%	17.80%
Total	655,632,861			85.65%	91.00%	596,376,826	9.94%	78.45%	7.20%



In August 2016, 24% of Full-Service Standard Letters were excluded from measurement



Attributed to Mailers	23.05%
Attributed to USPS / Unknown	76.95%

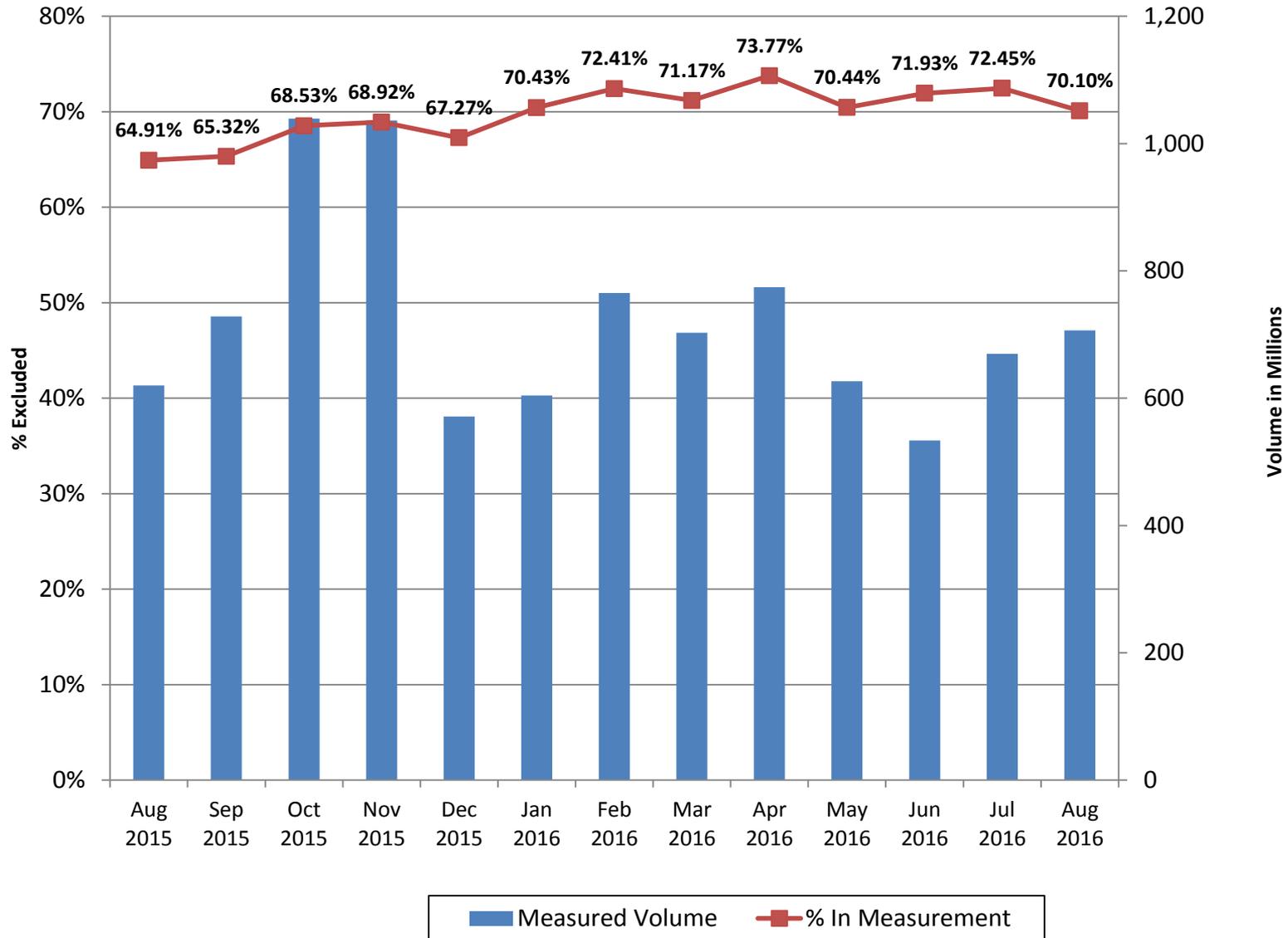
Exclusion Reason	% of Excluded	% of Total*
No Start-the-Clock	50.34%	13.76%
No Piece Scan	25.62%	7.01%
Invalid Entry Point for Entry Discount (FAST MDF)	8.08%	2.21%
Non-Unique IMb	4.96%	1.36%
Undeliverable-as-Addressed / PARS	4.85%	1.33%
Incorrect Entry Facility	1.53%	0.42%
Non-Unique Physical IMcb	0.86%	0.24%
Non-Compliant	0.71%	0.19%
FAST Appointment Irregularity	0.68%	0.19%
Other	2.37%	0.64%

* Mail can be excluded due to more than one reason. As a result, the sum of individual exclusion percentages (27%) is greater than the overall percentage of mail not in measurement (24%)

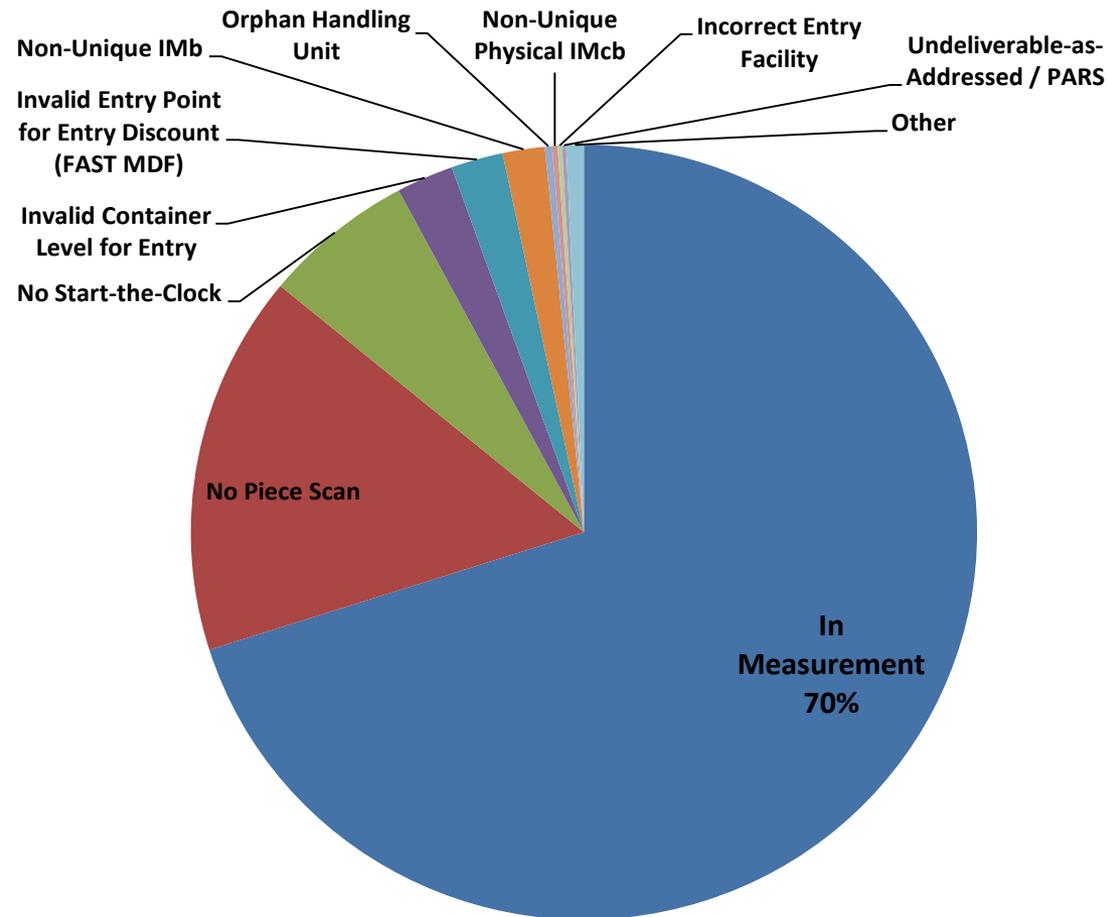
MTAC Visibility and Service Measurement

Standard Mail

Flats



In August 2016, 30% of Full-Service Standard Flats were excluded from measurement

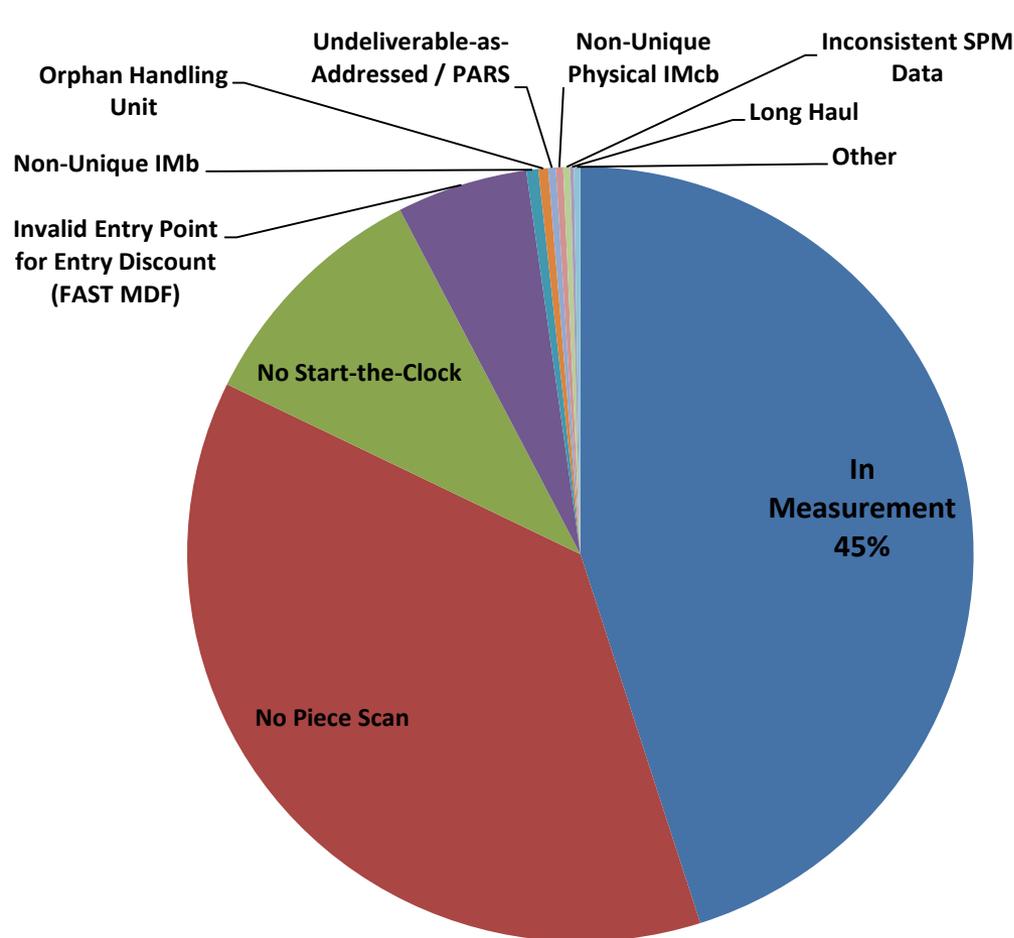


Attributed to Mailers	25.17%
Attributed to USPS / Unknown	74.83%

Exclusion Reason	% of Excluded	% of Total*
No Piece Scan	53.09%	18.55%
No Start-the-Clock	20.83%	7.28%
Invalid Container Level for Entry	7.86%	2.75%
Invalid Entry Point for Entry Discount (FAST MDF)	7.15%	2.50%
Non-Unique IMb	5.78%	2.02%
Orphan Handling Unit	1.01%	0.35%
Non-Unique Physical IMcb	0.72%	0.25%
Incorrect Entry Facility	0.60%	0.21%
Undeliverable-as-Addressed / PARS	0.58%	0.20%
Other	2.38%	0.85%

* Mail can be excluded due to more than one reason. As a result, the sum of individual exclusion percentages (35%) is greater than the overall percentage of mail not in measurement (30%)

In August 2016, 55% of Full-Service BPM Flats were excluded from measurement



Attributed to Mailers	12.80%
Attributed to USPS / Unknown	87.20%

Exclusion Reason	% of Excluded	% of Total*
No Piece Scan	67.65%	42.25%
No Start-the-Clock	18.55%	11.59%
Invalid Entry Point for Entry Discount (FAST MDF)	9.80%	6.12%
Non-Unique IMb	0.88%	0.55%
Orphan Handling Unit	0.72%	0.45%
Undeliverable-as-Addressed / PARS	0.56%	0.35%
Non-Unique Physical IMcb	0.54%	0.34%
Inconsistent SPM Data	0.53%	0.33%
Long Haul	0.27%	0.17%
Other	0.50%	0.30%

* Mail can be excluded due to more than one reason. As a result, the sum of individual exclusion percentages (62%) is greater than the overall percentage of mail not in measurement (55%)

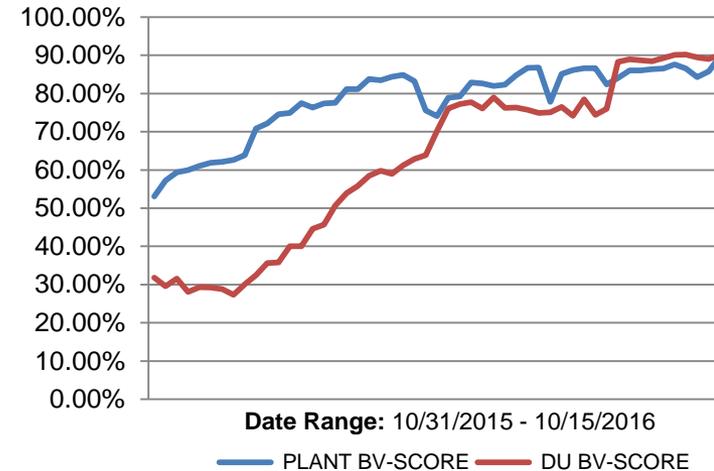
Bundle Visibility

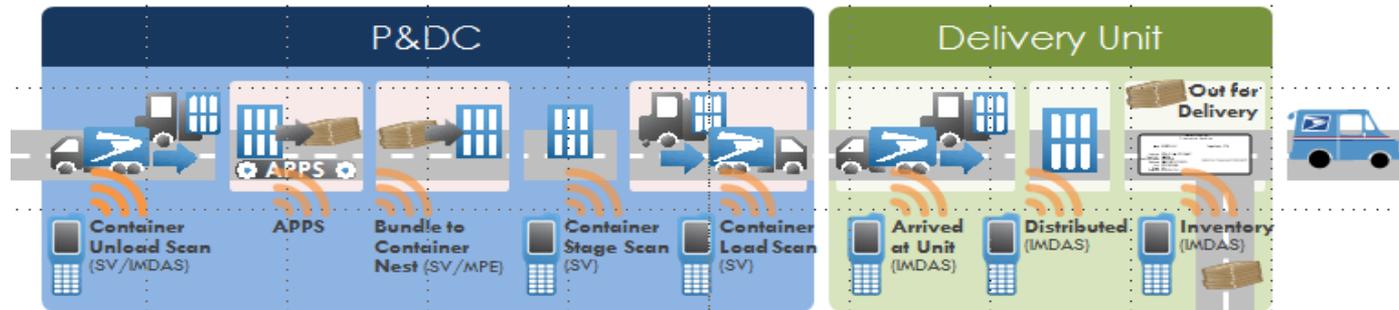
Program Status

- Goal - to provide enhanced visibility for bundles
- Launched March 2015 - continue to expand and enhance
- Actively improving performance:
 - Collaboration with HQ Operations, Area/Field
 - Refinement of Standard Operating Procedures
 - Weekly/monthly Area Meetings – driving the message home
 - Deployment per Kaisen recommendations – continuous process improvement
 - Updated internal metrics to facilitate driving performance
 - Enhanced nesting to container logic to be implemented in Q2 FY17
 - Facility determination logic to be updated in Q2 FY17
 - Migration of Data source to IV – ‘near’ real-time, robust environment
- Averaging weekly (8/13/2016 – 10/21/2016):

86.3%
and
2.4 million
bundles nested per week
(Plants)

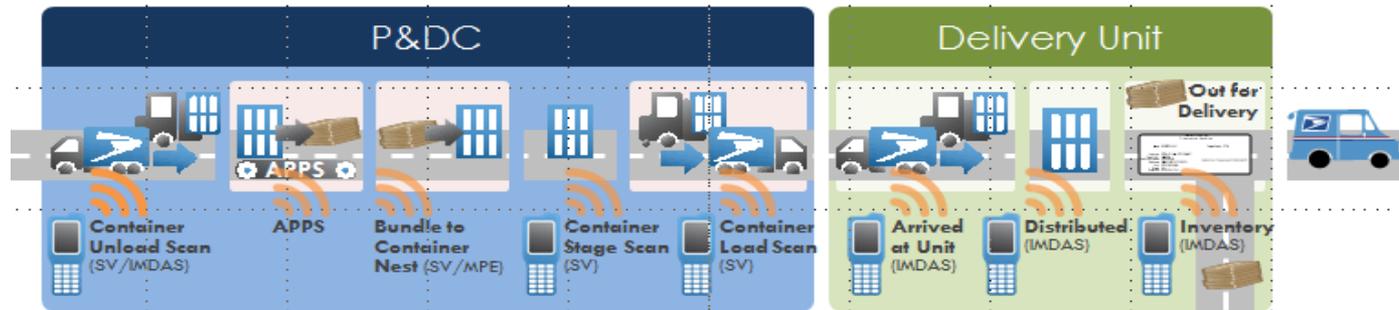
89.3%
and
2.1 million
bundles distributed
(DUs)





- Piece, Bundle, and Container scans stitched together to provide comprehensive visibility
- Proof-Of-Concept of provisioning data (Time Inc. – People Magazine) Initiated February, 2016
- Additional confidence in data as containers/bundles/pieces seen in multiple places in the mailstream
- Double digit visibility increase relative to IMb Tracing
- Identified some gaps – avoid assumptions and follow the data
- Identified opportunities for improved compliance to drive additional visibility gains

Proof-Of-Concept effort was a combination of the USPS, Time Inc., and Intelisent analyzing and vetting the data



- Business Need – Visibility into as much of our mail as possible.
- Problem – CR pallets and manual processing limit visibility.
- IMb tracing data, piece data through implied bundle scans (nesting), and follow up scans at the DDU's we would have a confidence level needed to predict in-home delivery.
- With IMB Tracing alone, People Magazine averages 45% visibility
- With IMB Tracing and DDU Bundle scans, its averaging 82% visibility
- Some of the increase is due to a better understanding of the distribution of the data from both sides.
- Remaining gaps are assumed as either manual handling – which adds to cost coverage or missed arrival and/or pallet scans.
- The planned distribution of all the data in a single source is encouraging.

Bundle Visibility Data Migration to IV:

- IV Release 1.0 Bundle Visibility Enhancements – PQ 2, FY 2017
 - Automation Handling Events (bundle data via current IMb Tracing)

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 - **Logical Out for Delivery** event (OpCode 516) for bundles
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 - **Logical Delivery** event (OpCode 517) for bundle pieces that had received an Assumed Logical Out for Delivery event and were then delivered

IV Mail Tracking & Reporting

How will IV improve mailer insight?

- IV will leverage the intelligence of Full-Service Intelligent Mail® and nesting associations to expand visibility by providing Actual, Assumed, and Logical Handling Events through IV
- IV will improve ease of use through flexible data provisioning and flexible data delegation, allowing customers to receive what they want, when they want, and how they want it



Release as of 10/19/16	Scope	Deployment**
Release 1.0	<ul style="list-style-type: none"> • Piece Visibility - Automation Scans (IMb Tracing) • Container and Tray Visibility • Bundle Visibility - Automation Handling Events • Phase 1 of Web-Enabled Mail Tracking • Phase 1 of Flexible Data Provisioning • Flexible Data Delegation • Piece Visibility - Logical Delivery Events 	Nov./Dec. 2016
Release 1.1	<ul style="list-style-type: none"> • Assumed events based on bundles • Bundle visibility enhancements • Enhancement to include mailpieces with Logical Out for Delivery events in inventory for Logical Delivery Events 	Nov./Dec. 2016
Release 1.2	<ul style="list-style-type: none"> • Assumed events based on containers • Assumed events based on handling units 	Nov./Dec. 2016
Release 2.0	<ul style="list-style-type: none"> • Roles and permissions management 	Jan. 2017
Release 3.0	<ul style="list-style-type: none"> • Start the clock • Address book enhancements • Phase 2 of Web-Enabled Mail Tracking 	Feb. 2017

****Dates are contingent on pilot results.**

1



2

Anticipated Date of Delivery (ADD)

.....

3



An inventory of mailpieces to be delivered is created based on the Last Processing Operation.

The "Anticipated Date of Delivery" is created by comparing the scan time to the operation's clearance time.

Based on geo breadcrumbs, it is determined when a carrier enters a ZIP+4 geo fence.

4

Logical Delivery Event

.....

5



A Logical Delivery Event is generated for mailpieces within the ZIP+4, that have an "Anticipated Date of Delivery" of today, and is sent the data to IV.

IV provisions the Logical Delivery Events to mailers.



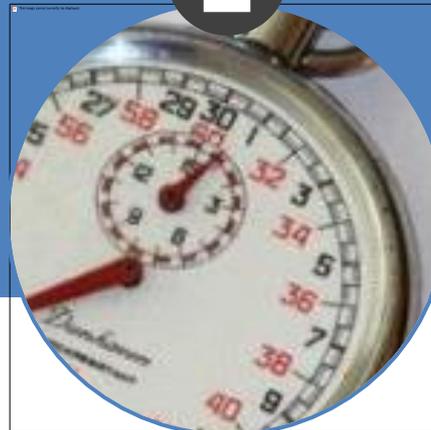
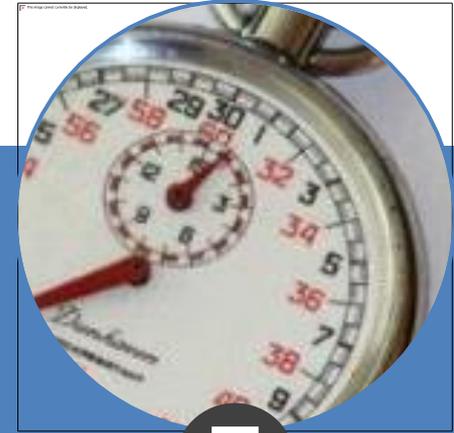
Red boundaries represent the geo fence. Red dots represent the carrier entering the geofence.

Real-time Event-Driven Multi-Channel Marketing

Mail Delivered

Email Sent

Mail Moment



Real-Time
Data Received

Mailer
Notified

Customer Value

MTAC User Group 4 for Informed Visibility

- Meets weekly, Wednesdays from 12:30-1:30 PM (EST)
- Open to all Users
- Forum to discuss IV features for mailers



**Join the MTAC UG4
discussions!**

- Send a request to IVFeedback@usps.gov to join the group.

Data from 2016-07-02 to 2016-09-30

Full Service Customers Only

2,391,000
Entered at USPS
SV Unload Scan



5,632,000
Enroute Depart Scan
for Containers and
Trays



7,003,000
Enroute Arrive Container
and Tray Scans



59,930,000
Enroute Tray Scans



30 Billion
(as of October 1, 2016)
Piece level
automation scans



New Visibility for Mailers

All IMb™ Users

Surface Visibility Initiatives

Site Expansion

113 sites



PVS Drivers

134 sites



Peak Season

64 sites



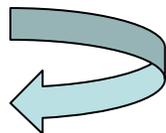
Long Range Scanners

170 sites



Address Management Updates

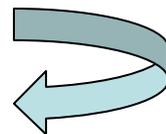
The current CASS Cycle N certification is effective until **July 31, 2018**



Decision made to defer CASS Cycle O due to minimal value to mailing industry, software suppliers and Postal Service



CASS software vendors must submit an extension request **prior to April 30, 2018** to extend CASS Cycle N-certified product(s) through **July 31, 2019**



Send request via email to: cassman.ncsc@usps.gov

CASS Certification Required	CASS Certification Not Required
<p>Any updates or software changes that would alter the CASS Cycle N results</p> <p>Changes that affect items not originally tested within CASS Cycle N are considered out-of-scope and do not require recertification</p>	PBSA Identifier
	CMRA/PMB DPV Footnote (PB)
	5-digit Validation
	SuiteLink® minimum requirements
	R777 footnote (R7)
	DNA and NSL DPV®/DSF2® flags
	PO Box only Delivery Zone**
	Add new Military descriptors: OMC – Official Mail Center UMR – Unit Mail Room

Unless the Address Matching Logic is affected, CASS Certification is not required

New Military Address Descriptors:

OMC – Official Mail Center

UMR – Unit Mail Room

USPS will notify Military Officials when they can begin entering these addresses

IMpb ACS & IMpb ACS with Shipper Paid Services



The Intelligent Mail® package barcode (IMpb) may provide ACS

- **Printed endorsements trigger ACS notice**
 - Address Service Requested
 - Change Service Requested
 - Electronic Service Requested
- **IMpb ACS allows the parcel shipper to:**
 - Either vary or specify an ancillary service and disposition (forward, return, discard)
 - See additional tracking information from undeliverable-as-addressed (UAA) parcels
 - Request Shipper Paid Services – Forwarding &/or Return postage charged via ACS

IMpb ACS with Shipper Paid Services * is available for:

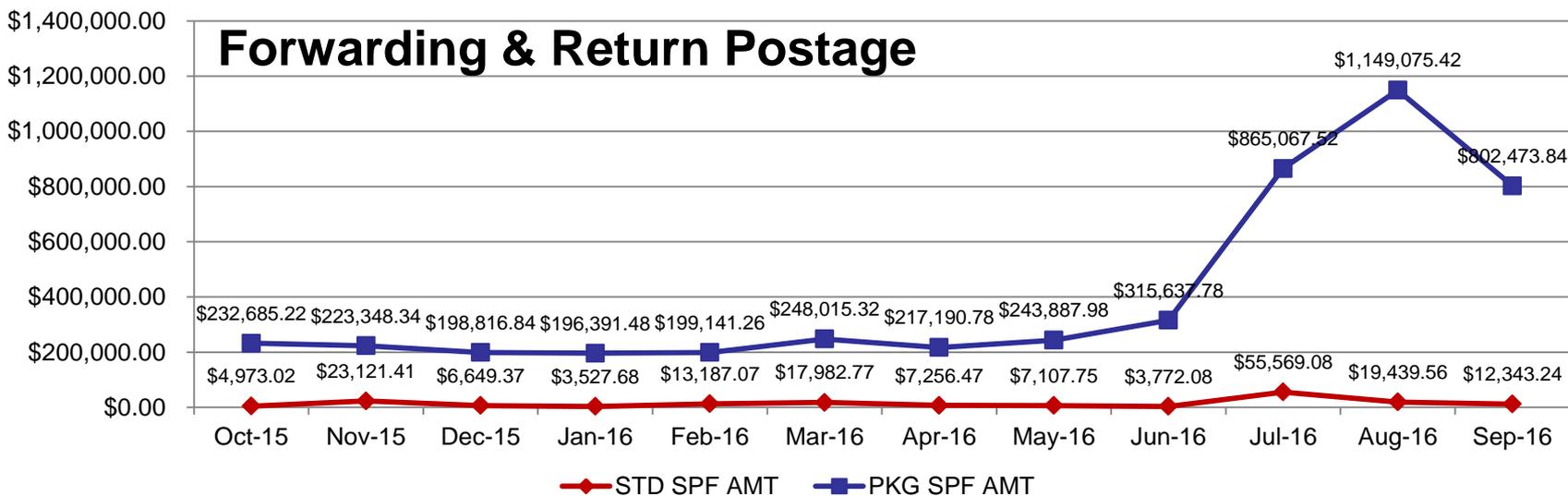
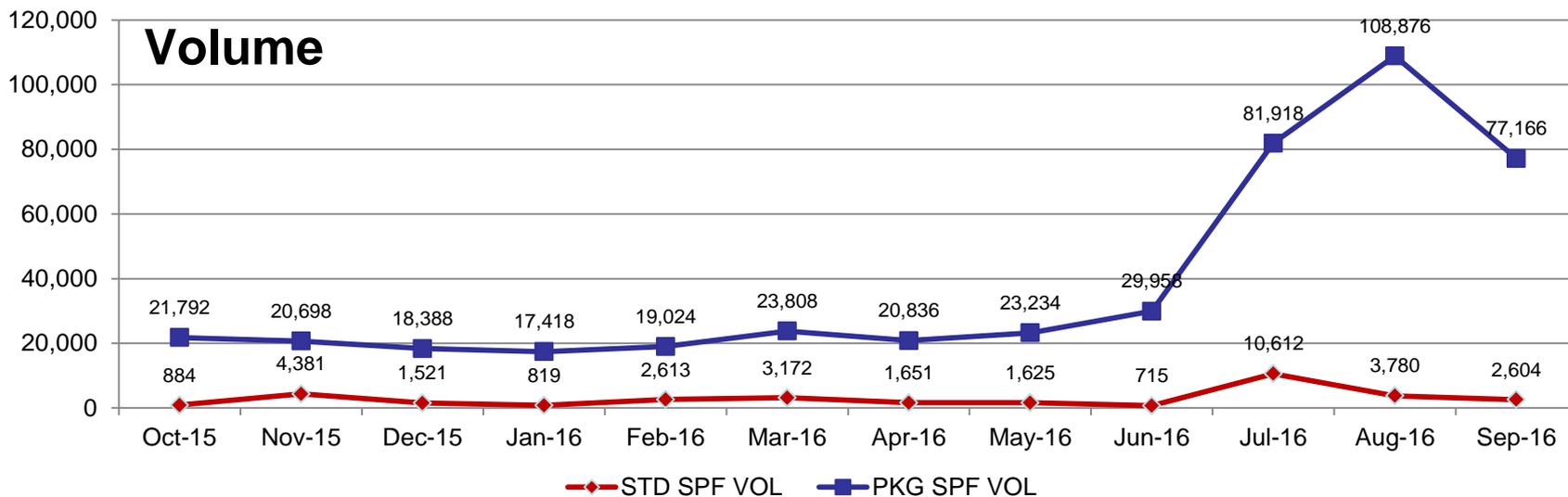
- ★ Parcel Select
- ★ Package Services
(including *Library Mail, Media Mail*)
- ★ Standard Mail® & Parcel Select Lightweight
- ★ Bound Printed Matter
- ★ Standard Post

USPS TRACKING #



9205 5912 3456 7800 0615 00

* *Shipper Paid Forwarding & Shipper Paid Return options are available.*





Update

- ❑ Approximately 50% of developers are now testing
- ❑ NCSC provided SHA-256 products in January 2016
- ❑ All software products and other systems must be transitioned to use of SHA-256 by no later than **July 31, 2017**
- ❑ SHA-1 and SHA-256 systems to run parallel during transition
- ❑ No CASS certification required
- ❑ Seamless transition to mailers

Improving Accuracy & Use of UAA Reason Codes

The informational video for USPS TV and matching screen savers to be released in **November, 2016**

Recommended the creation and distribution of an internal communication “blitz” regarding UAA reasons and their appropriate use/meaning

An “UAA Dashboard” for USPS Management to view UAA statistics by UAA Reason down to the Delivery Units, ZIP Codes, and Carrier Routes. Reporting will include incidents of conflicting UAA Nixie notices:

- Addressing issue UAA reasons for mail with a valid DPV
 - ✓(N - No Such Number/Street, I-Insufficient Address)
- High ratio of “Q - Unable to Forward” to other Nixie Reasons
 - ✓(potential ‘batching’ of UAA or mail prep/processing issues)
- Multiple UAA notices from a single delivery point
 - ✓(potential ‘Moved Left No Address’ or ‘Box Closed No Order’)

Improvements in Address Quality Methodologies and ACS Best Practices

- ❖ The Final DRAFT of the updated MTAC WG 97 Best Practices in Address Quality document is complete
- ❖ Review of the AMEE White Paper on ACS is complete and a draft with all recommended changes is in progress
- ❖ A new name for the AMEE White Paper is ACS Best Practices
- ❖ Goal to be completed within 30 days

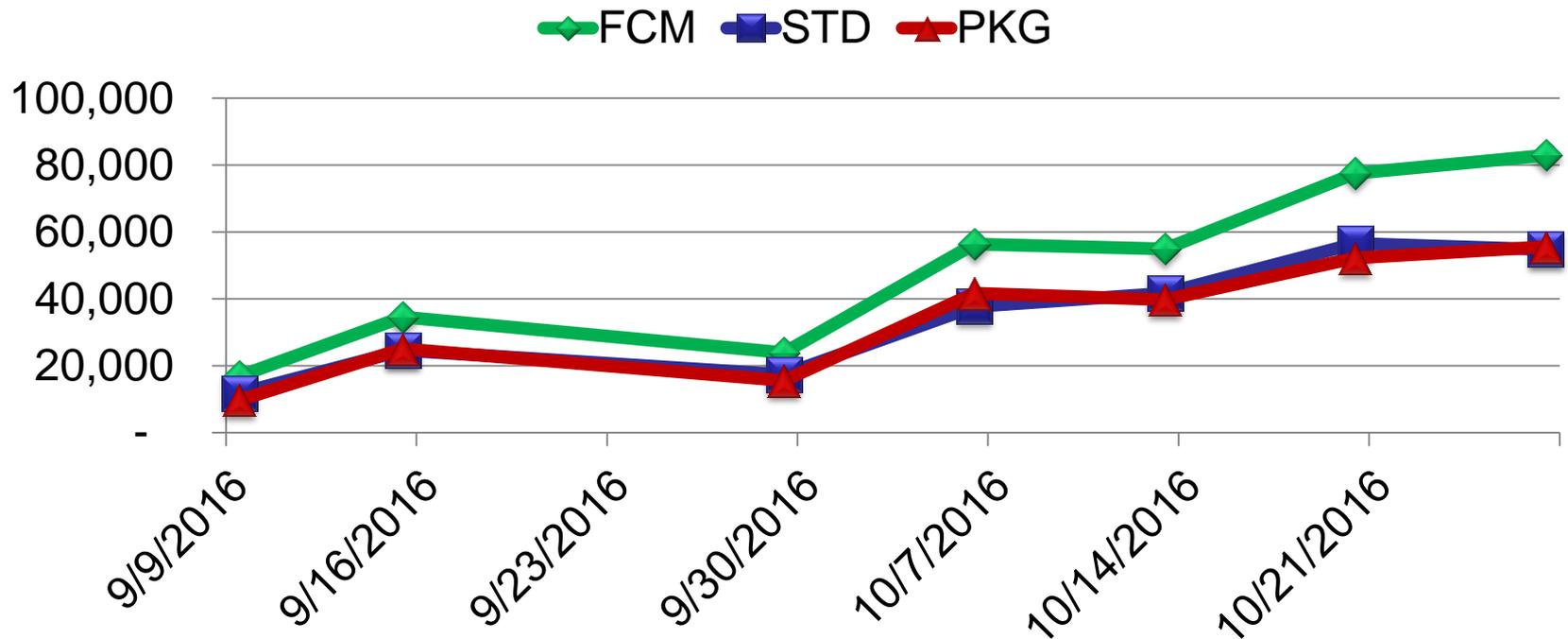
Exploring Solutions for UAA Mail from Higher Education

- ❑ Mail for students leaving college each year must be redirected by the schools
- ❑ Forces mail into the manual processing stream
- ❑ The mailing industry does not have access to the address correction information, except through returned mail or contact with the student
- ❑ **First Step: Completed**
 - Sample addresses from 5 participating schools have been evaluated for address standardization and DPV confirmation
- ❑ **Current Step:**
 - Pilot schools to provide student data for NCOA^{Link} inception
 - Presentation to NACUM to be scheduled



Remote Forwarding System (RFS)

- RFS operators may process parcels of any mail class
- ACS data flows with ACS data from CFS





Federal Register Notice

Provides clarification to:

- MLNA – BCNO – Foreign Moves
- NCOALink Return Codes & Move Update Compliance
- ACS Notifications of non-DPV confirmed addresses
- 18-Month+ COAs & Move Update Compliance

Provides additional information for Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

<http://pe.usps.gov/FederalRegisterNotices.asp>



ENTERPRISE ANALYTICS MTAC PERIODICALS

November 2016





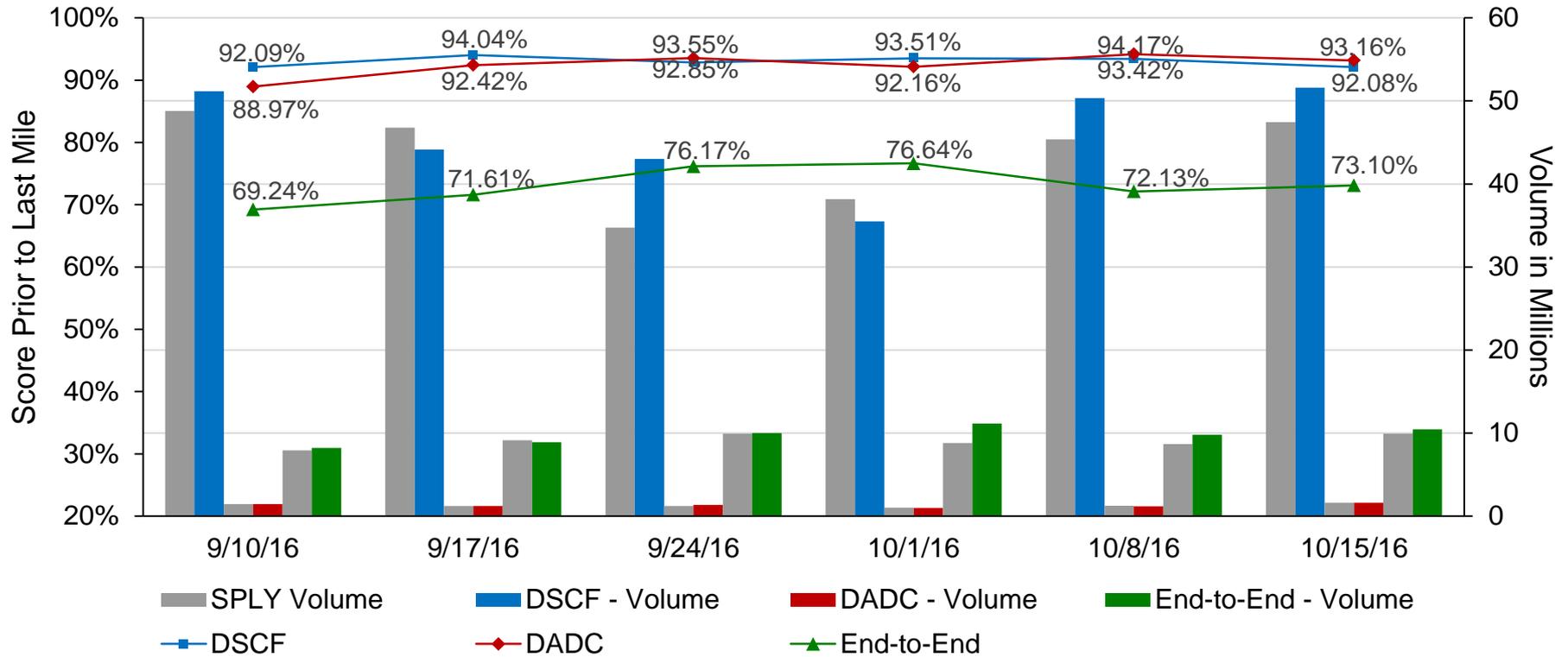
MTAC Visibility and Service Measurement

Periodicals

Flats



Periodicals Score Trend



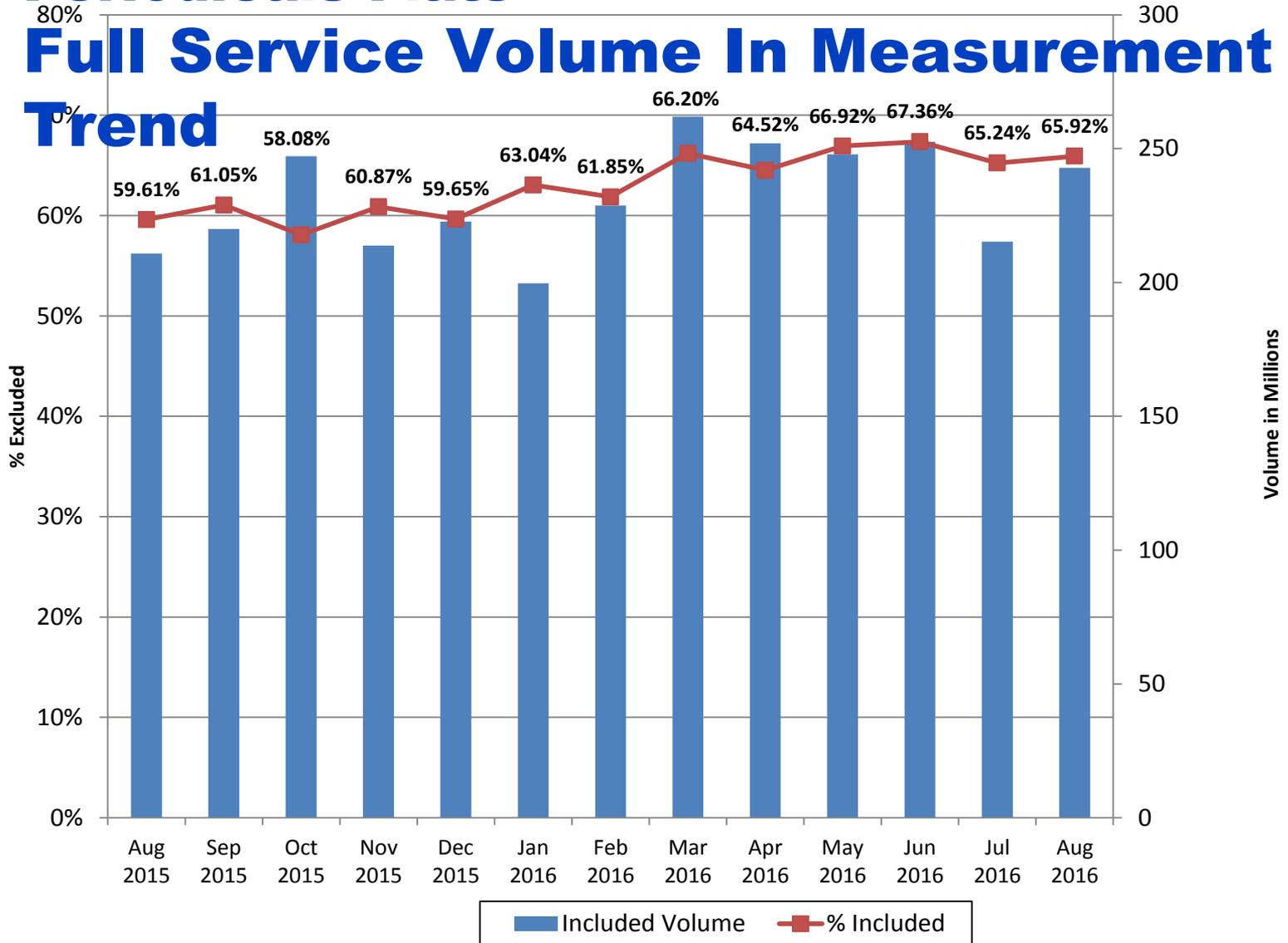
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E2E Flats	31,423,970	74.05%	-3.32%	70.73%	91.00%	30,658,318	2.50%	58.09%	12.64%
Total	172,689,133			81.88%	91.00%	179,510,599	-3.80%	75.76%	6.12%



Periodicals Flats

Full Service Volume In Measurement

Trend

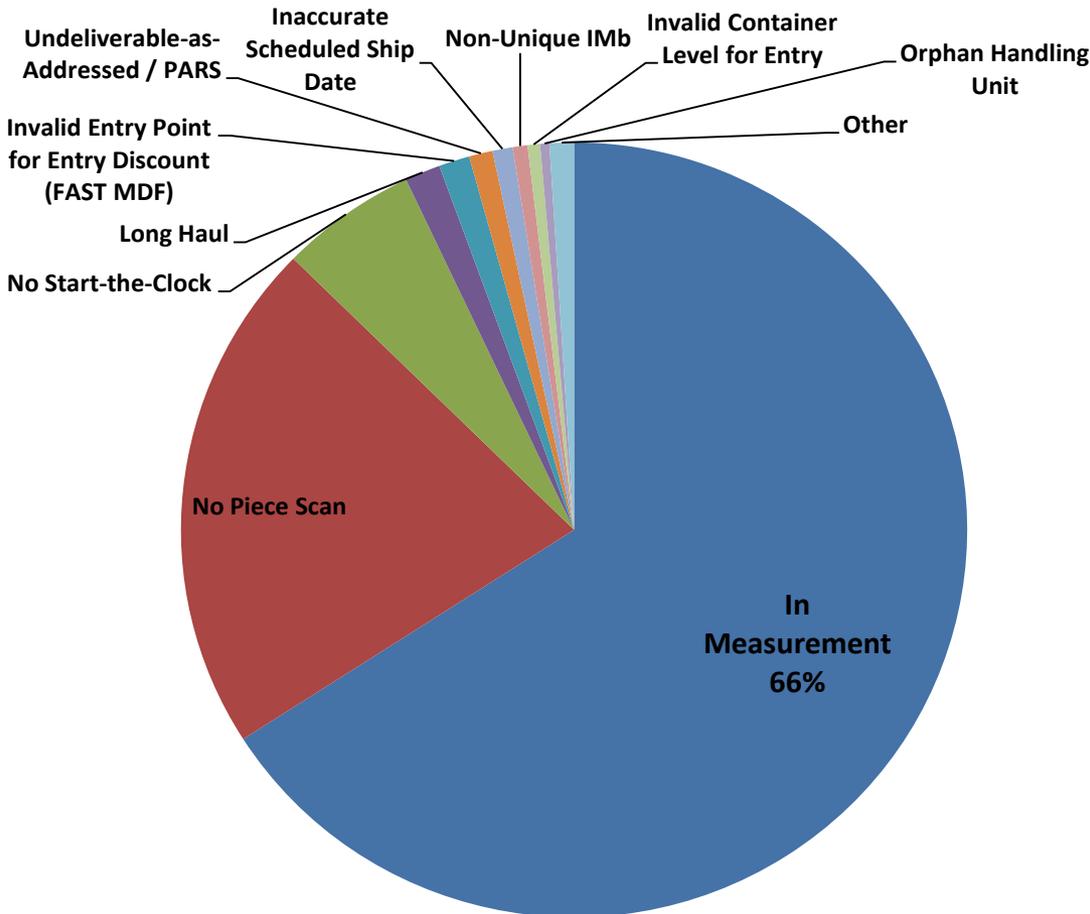




Periodicals (Flats)

Reasons why mail is not in measurement

In August 2016, 34% of Full-Service Periodicals Flats were excluded from measurement



Attributed to Mailers	15.36%
Attributed to USPS / Unknown	84.64%

Exclusion Reason	% of Excluded	% of Total*
No Piece Scan	62.84%	24.29%
No Start-the-Clock	16.53%	6.39%
Long Haul	4.29%	1.66%
Invalid Entry Point for Entry Discount (FAST MDF)	3.73%	1.44%
Undeliverable-as-Addressed / PARS	2.84%	1.10%
Inaccurate Scheduled Ship Date	2.43%	0.94%
Non-Unique IMb	1.78%	0.69%
Invalid Container Level for Entry	1.49%	0.57%
Orphan Handling Unit	1.12%	0.43%
Other	2.95%	1.13%

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Bundle Visibility

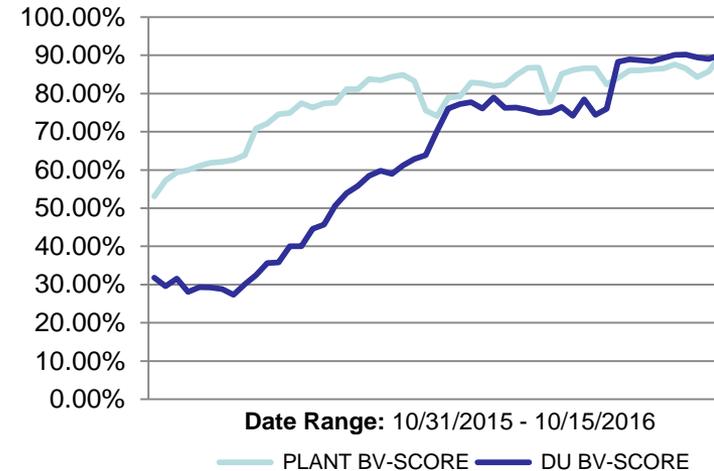


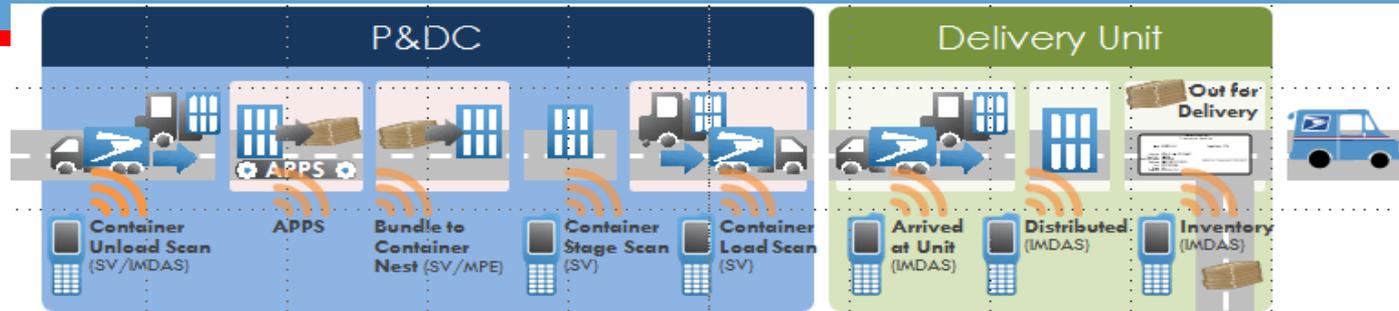
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(DUs)

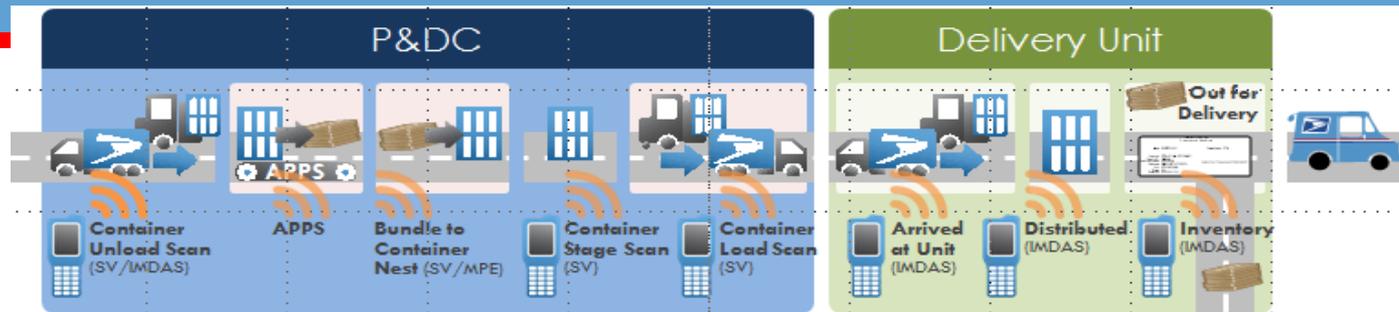




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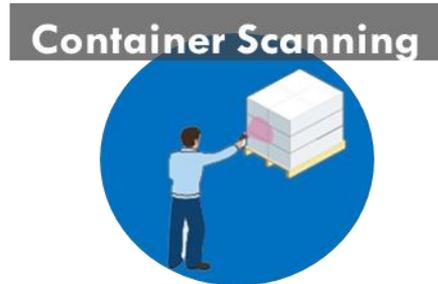


Newspaper Visibility

- ❑ **Implemented Newspaper Visibility Pilot at Richmond VA P&DC**
- ❑ **Initial concept to utilize both SV and IMD scanner**
 - **Capture Start and End scanning event by Operation (IMD)**
 - **Dynamic printing and Association of MTEL placards to Periodicals Operation (SV)**
 - **Scan Container Placard/Tub IMtI (IMD)**
 - **Scan Bundle IMb when sorted (IMD)**
 - **Nest to MTEL 99H/99P**
 - **Surface Visibility scans**

Acceptance

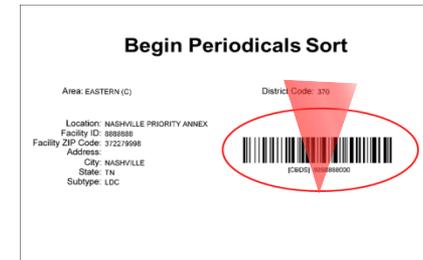
- Addressing Full Service mailings at this time
- Leveraging information in eDoc to gain knowledge about Bundle make-up and destinations
- Applicable Acceptance Procedures (PVDS, etc.)





Operation Set-Up

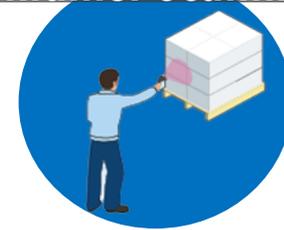
- Scan Event to Start Periodicals Sortation Operation
- Tie containers sorted and bundles scanned between start/end of operation to dispatch containers



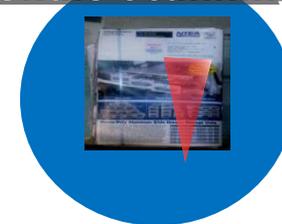
Sortation and Nesting

- Scan Container Placard/Tub IMtl to know what mailings are worked during the operation (IMD)
- Scan Bundles as they are sorted (IMD)
- Nest to MTEL 99H and 99P

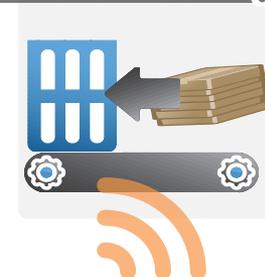
Container Scanning



Bundle Scanning



Bundle Nesting

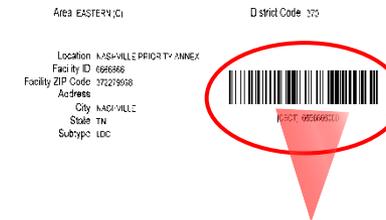




Operation Close-Out

- Scan Event to End Periodicals Sortation Operation (IMD)
- Surface Visibility scans

Periodicals Sort Complete



Container Load



Container Depart



❑ Full Service Mailers

- Rappahannock Record
- Southside Sentinel

❑ Leverage information in eDoc and acceptance procedures

❑ Developed Process Flow and Standard Work for processing operations

Newspaper visibility

□ Newspaper challenges

- Use of incorrect sack/tray labels
 - ◆ Observed over 60% incorrect labels
 - Old/obsolete
 - Copies
 - Handwritten
- Address and IMb print quality



- ❑ **Reviewing scan data by the Operation**
 - **Expected vs Actual Scans**
 - **Reviewing mail flow on turn around**
- ❑ **Validate eDoc data vs Scan Data for accuracy**
- ❑ **Touch Points with the Richmond P&DC**
 - **Scanner accountability**
 - **SWI Compliance**
- ❑ **Enhancing 99H In-House Placards**
- ❑ **Planned feedback to Full Service Mailers**
- ❑ **Review Acceptance and Sampling Procedures**

Next Steps



IV Mail Tracking & Reporting

How will IV improve mailer insight?

- IV will leverage the intelligence of Full-Service Intelligent Mail® and nesting associations to expand visibility by providing Actual, Assumed, and Logical Handling Events through IV
- IV will improve ease of use through flexible data provisioning and flexible data delegation, allowing customers to receive what they want, when they want, and how they want it





IV Mail Tracking & Reporting Release Roadmap

Release 1.0	<ul style="list-style-type: none">• Piece Visibility - Automation Scans (IMb Tracing)• Container and Tray Visibility• Bundle Visibility - Automation Handling Events• Phase 1 of Web-Enabled Mail Tracking• Phase 1 of Flexible Data Provisioning• Flexible Data Delegation• Piece Visibility - Logical Delivery Events	Nov./Dec. 2016
Release 1.1	<ul style="list-style-type: none">• Assumed events based on bundles• Bundle visibility enhancements• Enhancement to include mailpieces with Logical Out for Delivery events in inventory for Logical Delivery Events	Nov./Dec. 2016
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Release 2.0	<ul style="list-style-type: none">• Roles and permissions management	Jan. 2017
Release 3.0	<ul style="list-style-type: none">• Start the clock• Address book enhancements• Phase 2 of Web-Enabled Mail Tracking	Feb. 2017

*****Dates are contingent on pilot results.***



Logical Delivery Events For Mail Delivered On-street

1



2

Anticipated Date of Delivery (ADD)

.....

3



An inventory of mailpieces to be delivered is created based on the Last Processing Operation.

The "Anticipated Date of Delivery" is created by comparing the scan time to the operation's clearance time.

Based on geo breadcrumbs, it is determined when a carrier enters a ZIP+4 geo fence.

4

Logical Delivery Event

.....

5



A Logical Delivery Event is generated for mailpieces within the ZIP+4, that have an "Anticipated Date of Delivery" of today, and is sent the data to IV.

IV provisions the Logical Delivery Events to mailers.



Red boundaries represent the geo fence. Red dots represent the carrier entering the geofence.

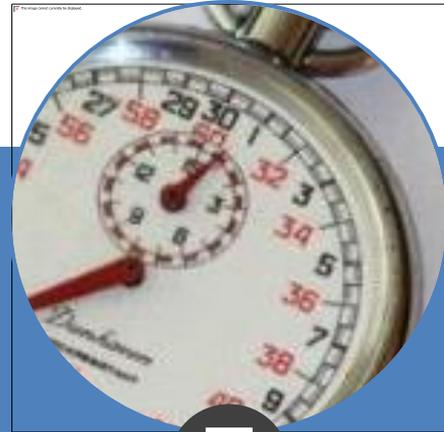


Real-time Event-Driven Multi-Channel Marketing Using LDEs for Multi-Channel Marketing

Mail Delivered

Email Sent

Mail Mailed



Real-Time
Data Received

Mailer
Notified

Customer Value



MTAC User Group 4 for Informed Visibility **Informed Visibility**

- Meets weekly, Wednesdays from 12:30-1:30 PM (EST)
- Open to all Users
- Forum to discuss IV features for mailers



**Join the MTAC UG4
discussions!**

- Send a request to IVFeedback@usps.gov to join the group.



Data from 2016-07-02 to 2016-09-30

Full Service – Free Visibility

Full Service Customers Only

2,391,000
Entered at USPS
SV Unload Scan



5,632,000
Enroute Depart Scan
for Containers and
Trays



7,003,000
Enroute Arrive Container
and Tray Scans



59,930,000
Enroute Tray Scans



30 Billion
(as of October 1, 2016)
Piece level
automation scans



New Visibility for Mailers

All IMb™ Users



Surface Visibility Initiatives

Site Expansion

113 sites



PVS Drivers

134 sites



Peak Season

64 sites



Long Range Scanners

170 sites



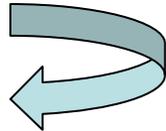


Address Management Updates

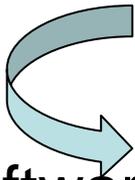


The current CASS Cycle N certification is effective until **July 31, 2018**

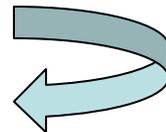
CASS Cycle N Extension



Decision made to defer CASS Cycle O due to minimal value to mailing industry, software suppliers and Postal Service



CASS software vendors must submit an extension request **prior to April 30, 2018** to extend CASS Cycle N-certified product(s) through **July 31, 2019**



Send request via email to: cassman.ncsc@usps.gov



CASS Certification Required

CASS Cycle Info

Any updates or software changes that would alter the CASS Cycle N results

Changes that affect items not originally tested within CASS Cycle N are considered out-of-scope and do not require recertification

CASS Certification Not Required

PBSA Identifier

CMRA/PMB DPV Footnote (PB)

5-digit Validation

SuiteLink[®] minimum requirements

R777 footnote (R7)

DNA and NSL DPV[®]/DSF^{2®} flags

PO Box only Delivery Zone**

Add new Military descriptors:
OMC – Official Mail Center
UMR – Unit Mail Room

Unless the Address Matching Logic is affected, CASS Certification is not required



New Military Address Descriptors:

OMC – Official Mail Center

UMR – Unit Mail Room

USPS will notify Military Officials when they can begin entering these addresses

IMpb ACS & IMpb ACS with Shipper Paid Services





The Intelligent Mail[®] package barcode (IMpb) may provide ACS

- **Printed endorsements trigger ACS notice**
 - **Address Service Requested**
 - **Change Service Requested**
 - **Electronic Service Requested**
- **IMpb ACS allows the parcel shipper to:**
 - **Either vary or specify an ancillary service and disposition (forward, return, discard)**
 - **See additional tracking information from undeliverable-as-addressed (UAA) parcels**
 - **Request Shipper Paid Services – Forwarding &/or Return postage charged via ACS**



IMpb ACS with Shipper Paid Services * is available for:

- ★ Parcel Select
- ★ Package Services
(including *Library Mail, Media Mail*)
- ★ Standard Mail® & Parcel Select Lightweight
- ★ Bound Printed Matter
- ★ Standard Post

USPS TRACKING #

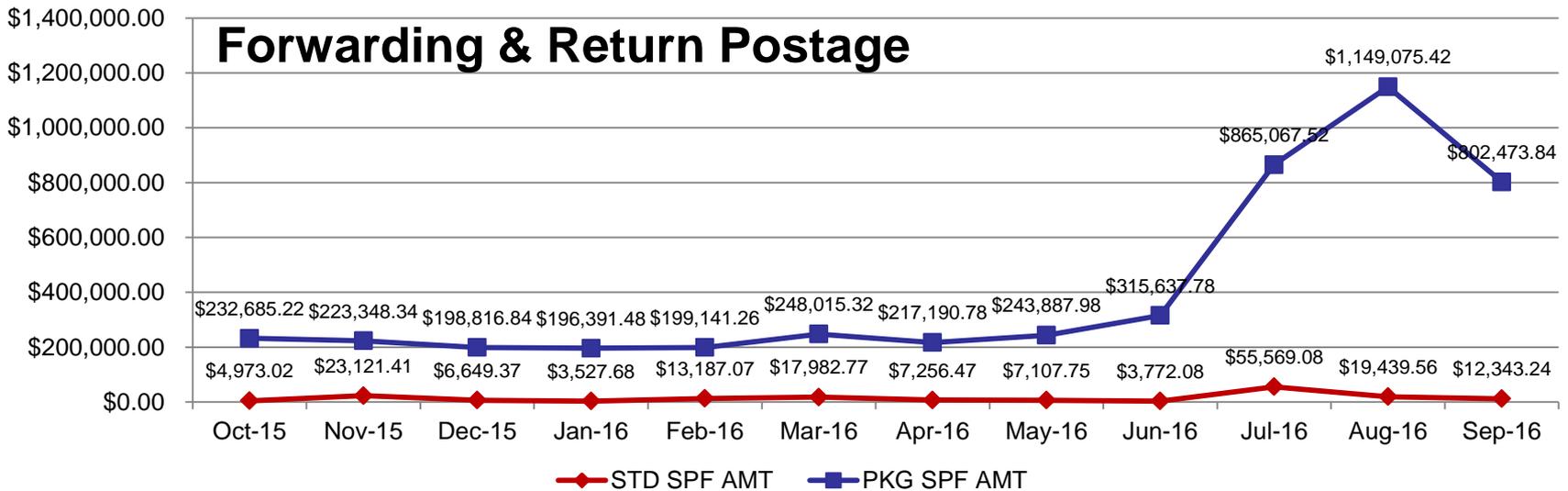
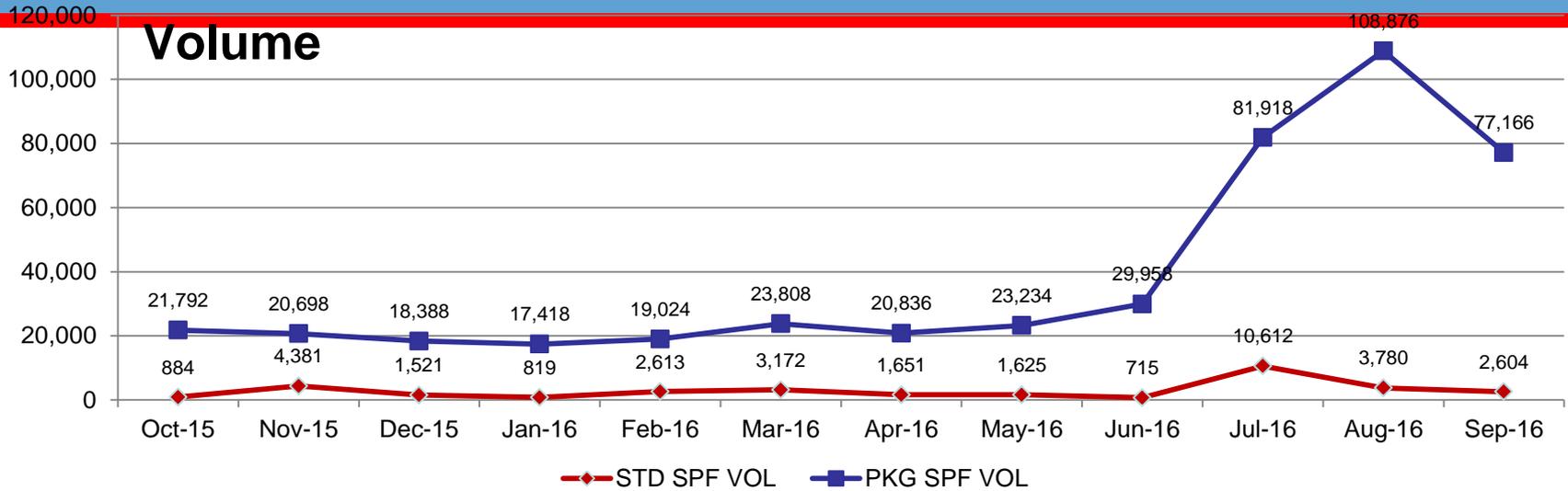


9205 5912 3456 7800 0615 00

* *Shipper Paid Forwarding & Shipper Paid Return options are available.*



IMpb ACS w/ Shipper Paid Services Volume & Postage for 2016





Update

- ❑ Approximately 50% of developers are now testing
- ❑ NCSC provided SHA-256 products in January 2016
- ❑ All software products and other systems must be transitioned to use of SHA-256 by no later than **July 31, 2017**
- ❑ SHA-1 and SHA-256 systems to run parallel during transition
- ❑ No CASS certification required
- ❑ Seamless transition to mailers



Improving Accuracy & Use of UAA Reason Codes

The informational video for USPS TV and matching screen savers to be released in **November, 2016**

Recommended the creation and distribution of an internal communication “blitz” regarding UAA reasons and their appropriate use/meaning

An “UAA Dashboard” for USPS Management to view UAA statistics by UAA Reason down to the Delivery Units, ZIP Codes, and Carrier Routes. Reporting will include incidents of conflicting UAA Nixie notices:

- Addressing issue UAA reasons for mail with a valid DPV
 - ✓(N - No Such Number/Street, I-Insufficient Address)
- High ratio of “Q - Unable to Forward” to other Nixie Reasons
 - ✓(potential ‘batching’ of UAA or mail prep/processing issues)
- Multiple UAA notices from a single delivery point
 - ✓(potential ‘Moved Left No Address’ or ‘Box Closed No Order’)



Improvements in Address Quality Methodologies and ACS Best Practices

- ❖ The Final DRAFT of the updated MTAC WG 97 Best Practices in Address Quality document is complete
- ❖ Review of the AMEE White Paper on ACS is complete and a draft with all recommended changes is in progress
- ❖ A new name for the AMEE White Paper is ACS Best Practices
- ❖ Goal to be completed within 30 days



Exploring Solutions for UAA Mail from Higher Education

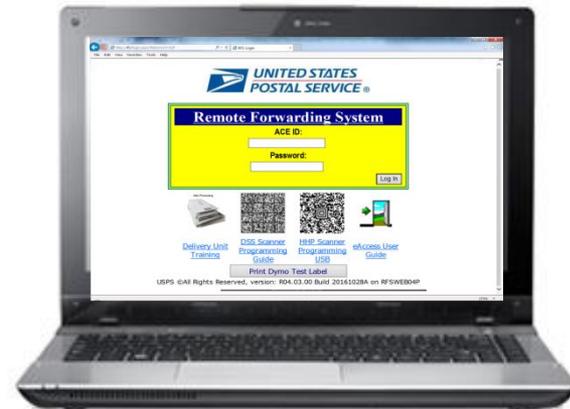
- ❑ Mail for students leaving college each year must be redirected by the schools
- ❑ Forces mail into the manual processing stream
- ❑ The mailing industry does not have access to the address correction information, except through returned mail or contact with the student
- ❑ First Step: Completed
 - Sample addresses from 5 participating schools have been evaluated for address standardization and DPV confirmation
- ❑ Current Step:
 - Pilot schools to provide student data for NCOA^{Link} inception
 - Presentation to NACUM to be scheduled



(RFS)

Remote Forwarding System

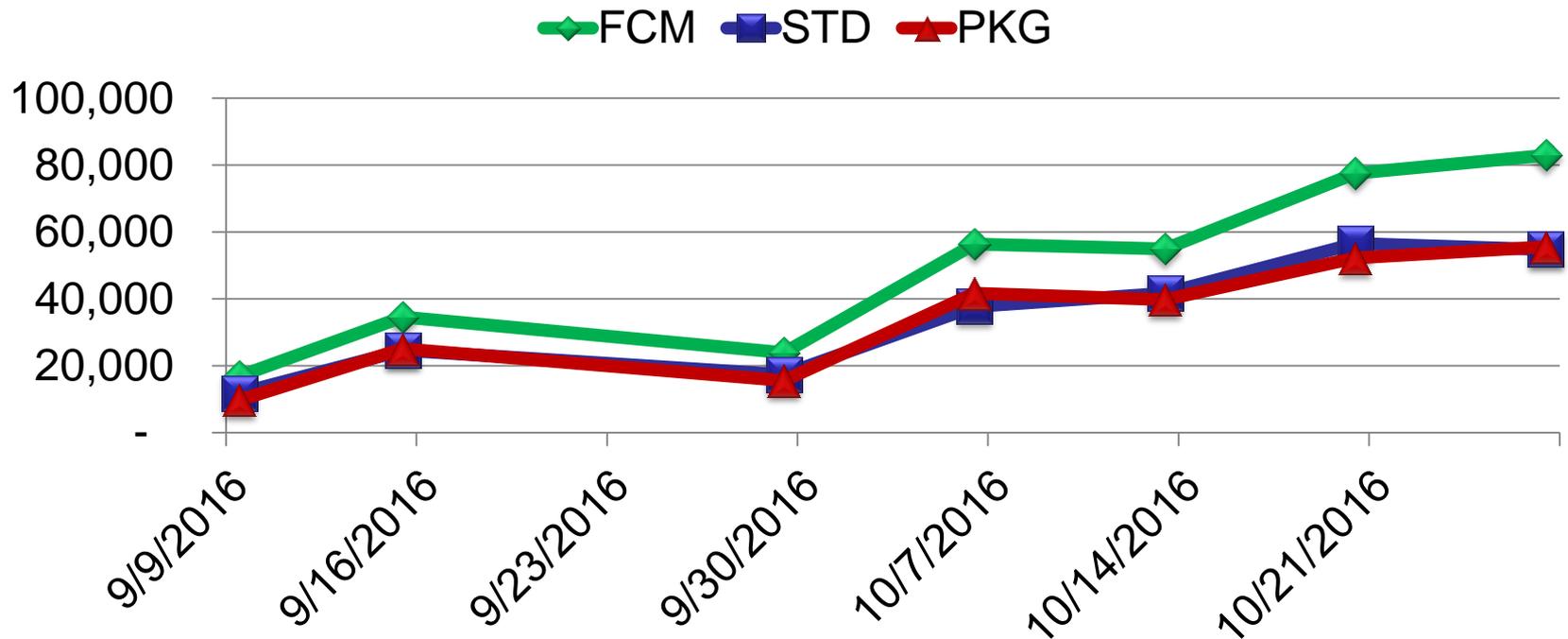
MINT113 00346VCFS-4A16 10/30/16
2ACS<-- R
MINTER'CLARA F
316 N UNDERWOOD ST S
XANADU VA 00346-3651





Remote Forwarding System (RFS)

- RFS operators may process parcels of any mail class
- ACS data flows with ACS data from CFS





Federal Register Notice

Provides clarification to:

- MLNA – BCNO – Foreign Moves
- NCOALink Return Codes & Move Update Compliance
- ACS Notifications of non-DPV confirmed addresses
- 18-Month+ COAs & Move Update Compliance

Provides additional information for Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

<http://pe.usps.gov/FederalRegisterNotices.asp>



Questions?



ENTERPRISE ANALYTICS MTAC FIRST-CLASS MAIL

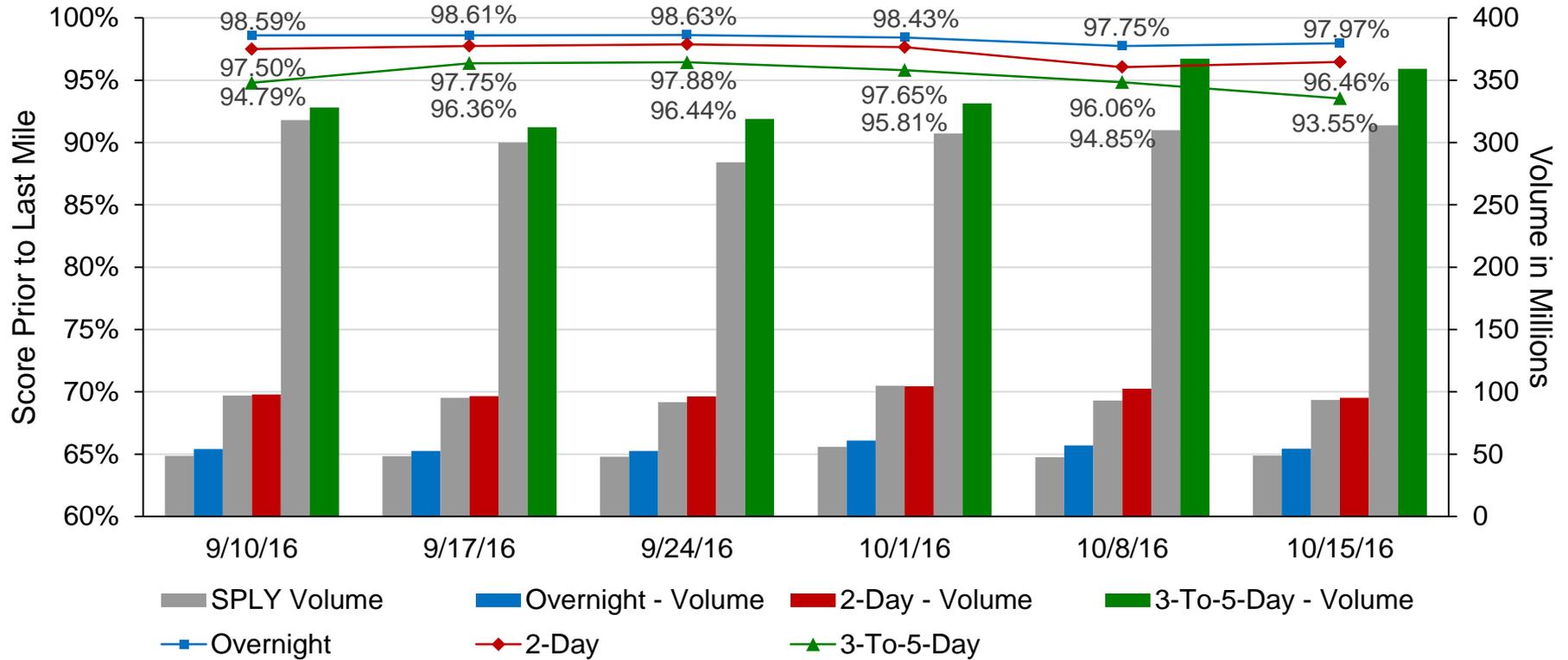
November 2016



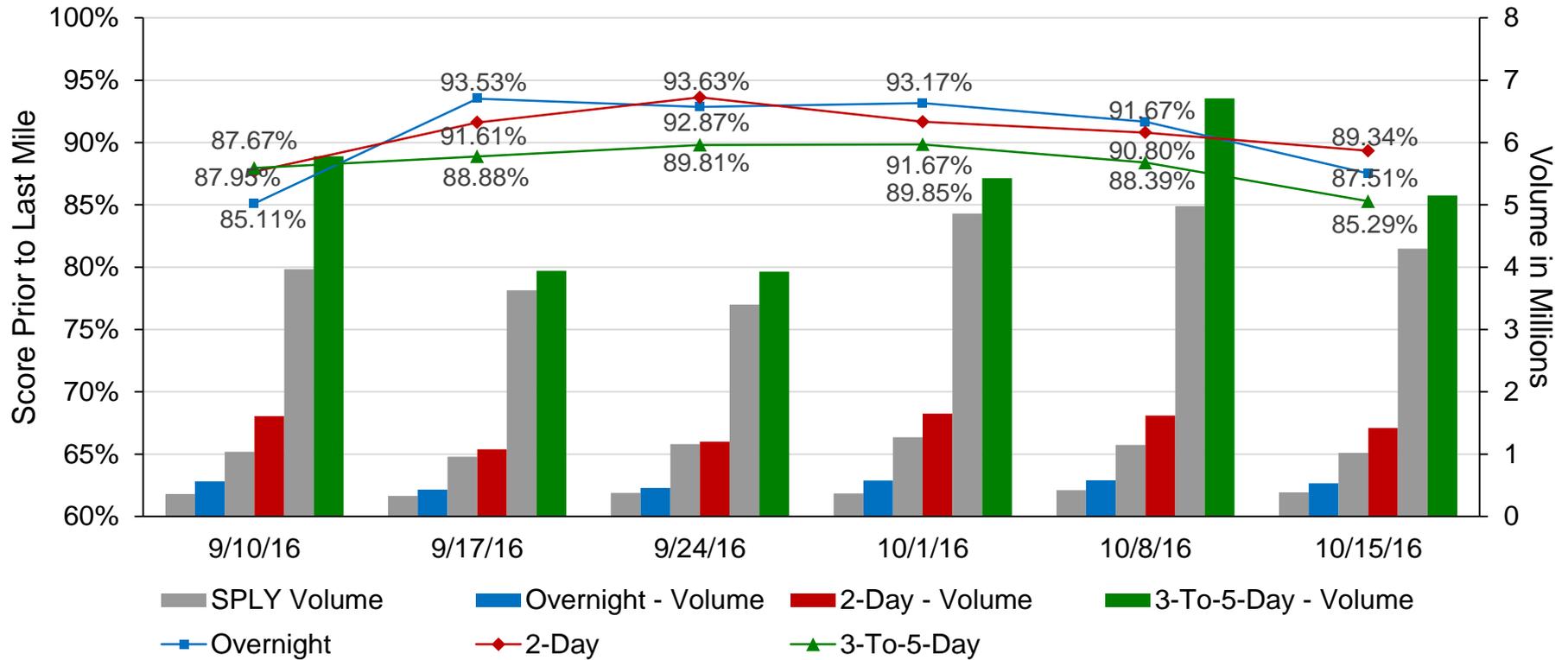
MTAC Visibility and Service Measurement

First-Class Mail

Letters

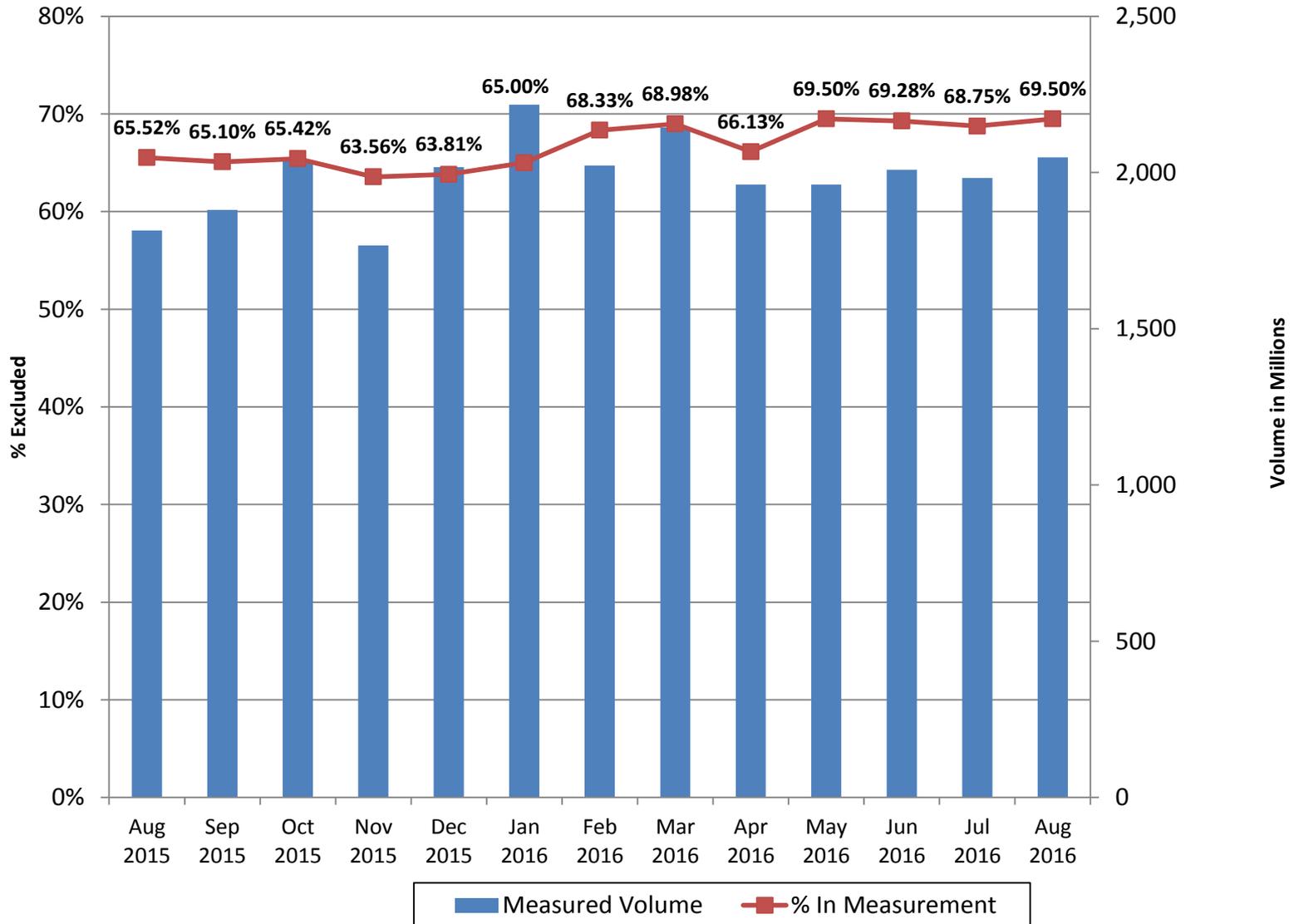


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	172,118,826	98.06%	-2.21%	95.85%	96.80%	171,517,802	0.35%	95.71%	0.14%
2-Day	302,296,784	96.74%	-2.14%	94.60%	96.50%	326,334,694	-7.37%	94.76%	-0.16%
3-to-5-Day	1,057,796,003	94.71%	-2.17%	92.54%	95.25%	1,031,614,529	2.54%	91.34%	1.20%
Total	1,532,211,613			93.32%	96.00%	1,529,467,025	0.18%	92.56%	0.76%

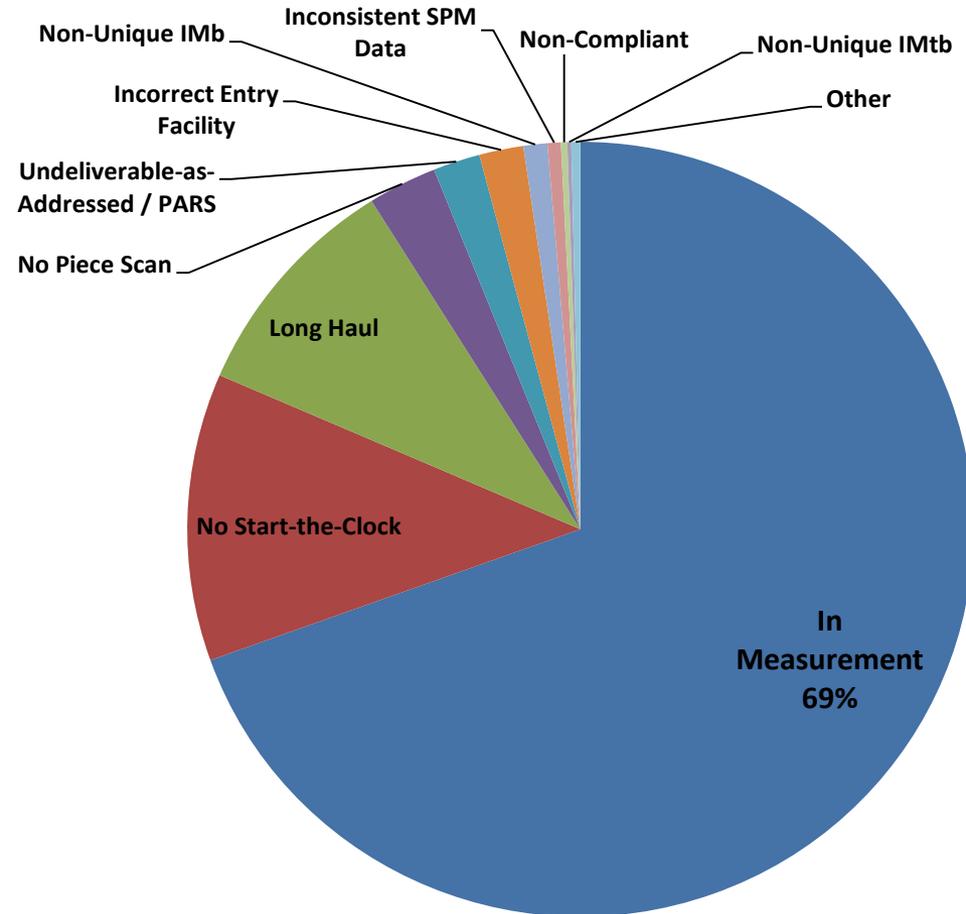


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	1,686,300	90.87%	-5.93%	84.94%	96.80%	1,329,336	26.85%	79.28%	5.66%
2-Day	4,686,849	90.66%	-6.42%	84.24%	96.50%	3,913,494	19.76%	80.87%	3.37%
3-to-5-Day	17,289,995	87.93%	-6.78%	81.15%	95.25%	15,038,061	14.97%	74.69%	6.46%
Total	23,663,144			82.03%	96.00%	20,280,891	16.68%	76.18%	5.85%

First-Class Mail Letters Full Service Volume In Measurement Trend



In August 2016, 31% of Full-Service First-Class Letters were excluded from measurement



Attributed to Mailers	18.02%
Attributed to USPS / Unknown	81.98%

Exclusion Reason	% of Excluded	% of Total*
No Start-the-Clock	39.32%	13.75%
Long Haul	31.40%	10.98%
No Piece Scan	9.32%	3.26%
Undeliverable-as-Addressed / PARS	6.34%	2.22%
Incorrect Entry Facility	5.97%	2.09%
Non-Unique IMb	3.22%	1.12%
Inconsistent SPM Data	1.80%	0.63%
Non-Compliant	0.87%	0.30%
Non-Unique IMtb	0.51%	0.18%
Other	1.25%	0.43%

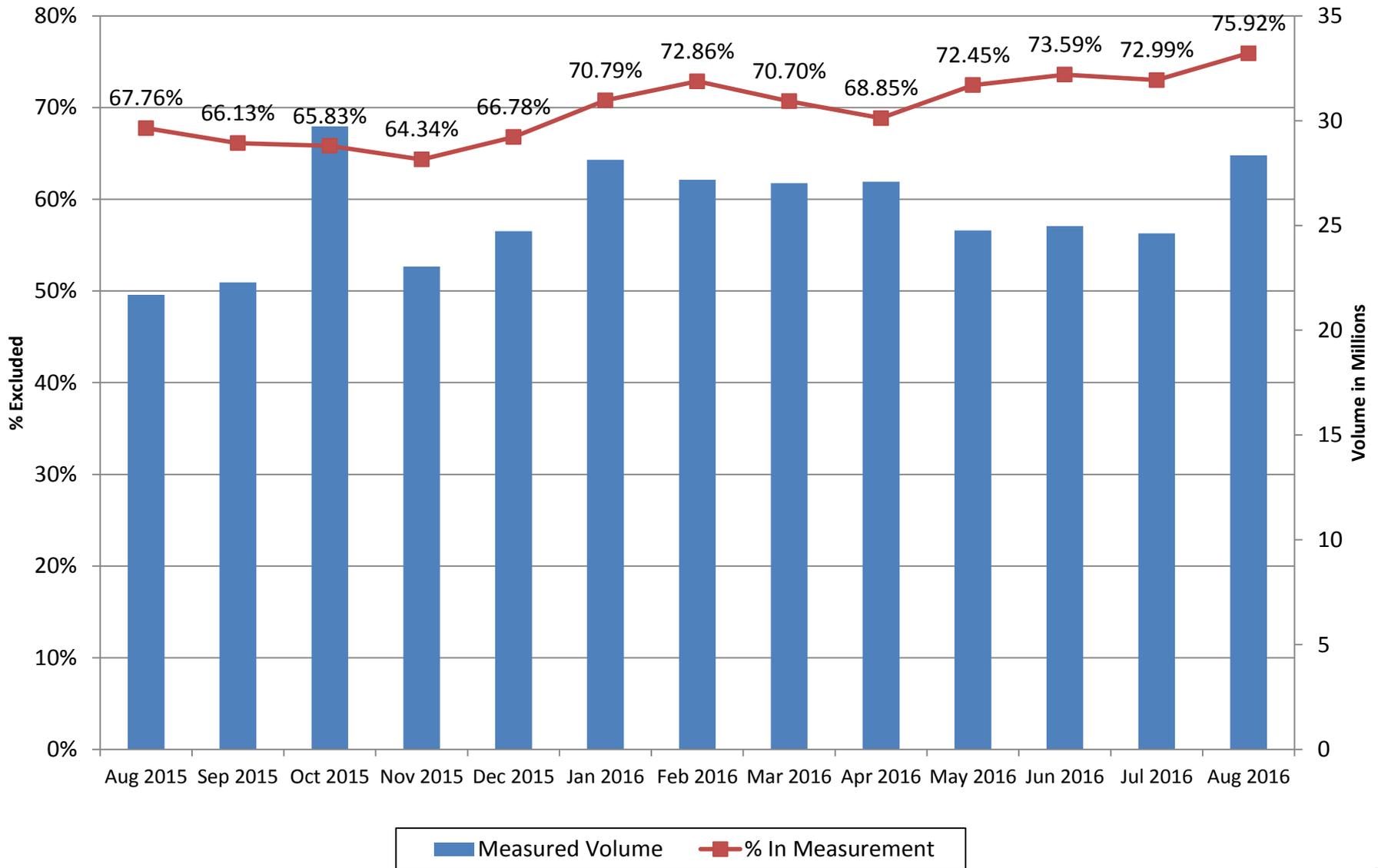
* Mail can be excluded due to more than one reason. As a result, the sum of individual exclusion percentages (35%) is greater than the overall percentage of mail not in measurement (31%)

MTAC Visibility and Service Measurement

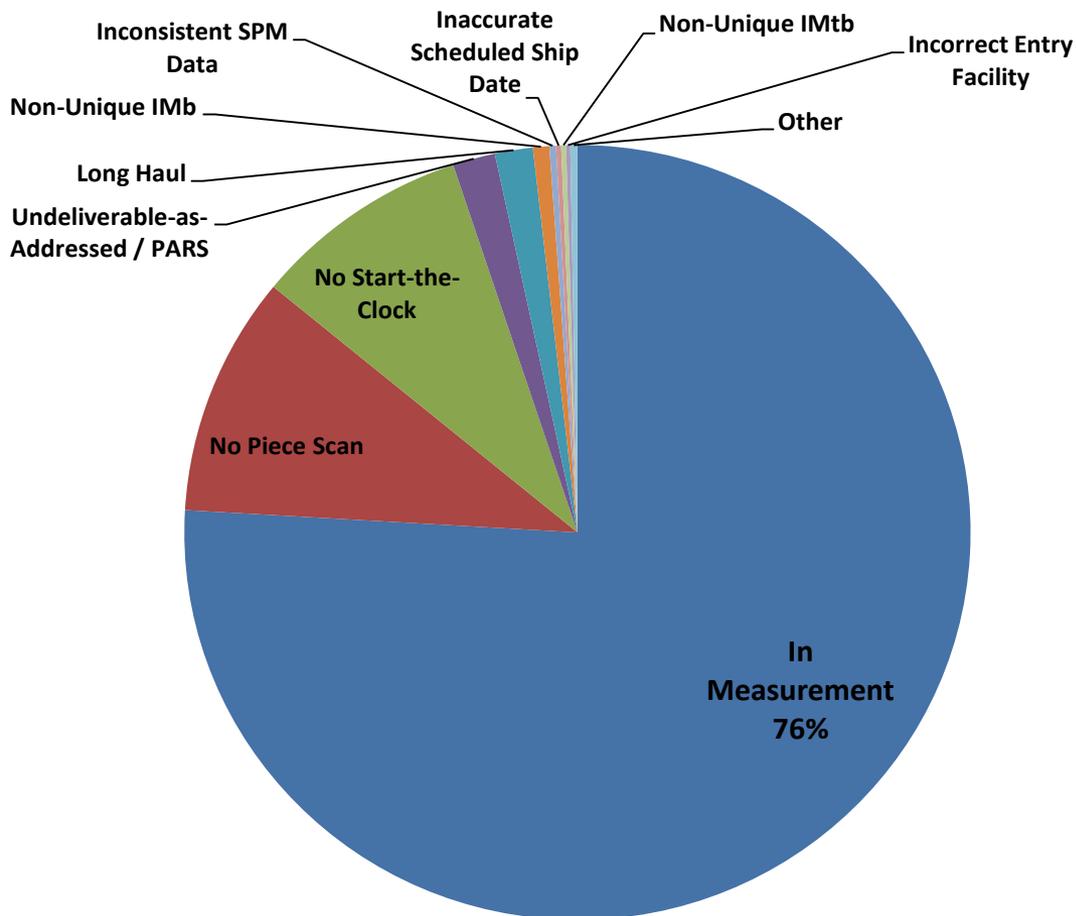
First-Class Mail

Flats

First-Class Mail Flats Full Service Volume In Measurement Trend



In August 2016, 24% of Full-Service First-Class Flats were excluded from measurement



Attributed to Mailers	13.26%
Attributed to USPS / Unknown	86.74%

Exclusion Reason	% of Excluded	% of Total*
No Piece Scan	41.58%	11.12%
No Start-the-Clock	37.18%	9.95%
Undeliverable-as-Addressed / PARS	7.26%	1.94%
Long Haul	6.47%	1.73%
Non-Unique IMb	2.79%	0.75%
Inconsistent SPM Data	1.14%	0.30%
Inaccurate Scheduled Ship Date	0.86%	0.23%
Non-Unique IMtb	0.83%	0.22%
Incorrect Entry Facility	0.70%	0.19%
Other	1.19%	0.32%

* Mail can be excluded due to more than one reason. As a result, the sum of individual exclusion percentages (27%) is greater than the overall percentage of mail not in measurement (24%)

Bundle Visibility

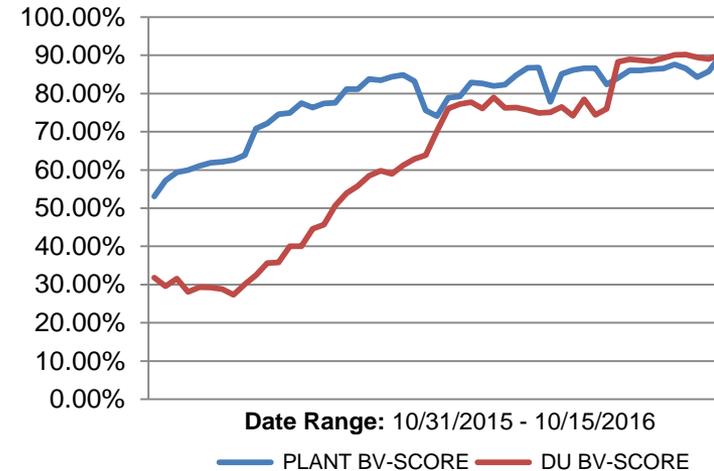
Program Status

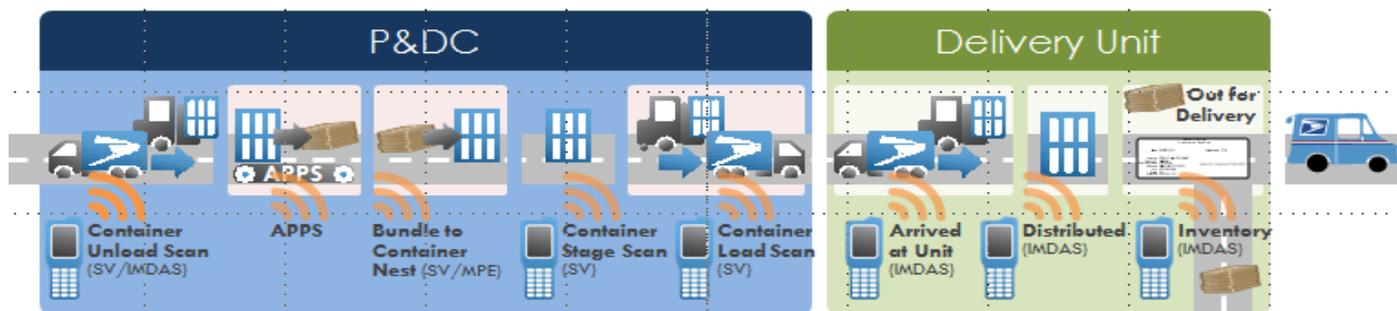
- Goal - to provide enhanced visibility for bundles
- Launched March 2015 - continue to expand and enhance
- Actively improving performance:
 - Collaboration with HQ Operations, Area/Field
 - Refinement of Standard Operating Procedures
 - Weekly/monthly Area Meetings – driving the message home
 - Deployment per Kaisen recommendations – continuous process improvement
 - Updated internal metrics to facilitate driving performance
 - Enhanced nesting to container logic to be implemented in Q2 FY17
 - Facility determination logic to be updated in Q2 FY17
 - Migration of Data source to IV – ‘near’ real-time, robust environment
- Averaging weekly (8/13/2016 – 10/21/2016):

86.3%
and
2.4 million
bundles nested per week
(Plants)

89.3%
and
2.1 million
bundles distributed
(DUs)

Filtered for Surface Visibility Plants and Non-FSS Zones

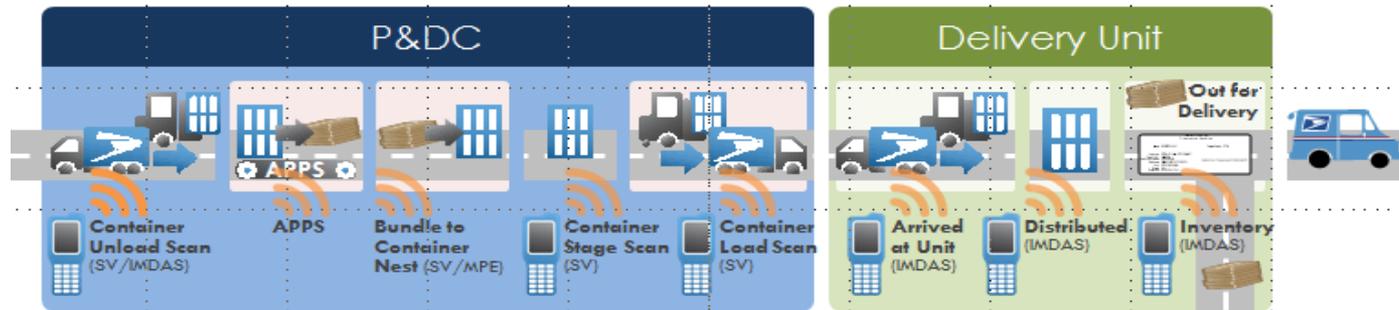




- Piece, Bundle, and Container scans stitched together to provide comprehensive visibility
- Proof-Of-Concept of provisioning data (Time Inc. – People Magazine) Initiated February, 2016
- Additional confidence in data as containers/bundles/pieces seen in multiple places in the mailstream
- Double digit visibility increase relative to IMb Tracing
- Identified some gaps – avoid assumptions and follow the data
- Identified opportunities for improved compliance to drive additional visibility gains

Proof-Of-Concept effort was a combination of

the USPS, Time Inc., and Intelisent analyzing and vetting the data



- Business Need – Visibility into as much of our mail as possible.
- Problem – CR pallets and manual processing limit visibility.
- IMb tracing data, piece data through implied bundle scans (nesting), and follow up scans at the DDU's we would have a confidence level needed to predict in-home delivery.
- With IMB Tracing alone, People Magazine averages 45% visibility
- With IMB Tracing and DDU Bundle scans, its averaging 82% visibility
- Some of the increase is due to a better understanding of the distribution of the data from both sides.
- Remaining gaps are assumed as either manual handling – which adds to cost coverage or missed arrival and/or pallet scans.
- The planned distribution of all the data in a single source is encouraging.

Bundle Visibility Data Migration to IV:

- IV Release 1.0 Bundle Visibility Enhancements – PQ 2, FY 2017
 - Automation Handling Events (bundle data via current IMb Tracing)

- IV Release 1.1 Bundle Visibility Enhancements – PQ 2, FY 2017
 - **Logical Out for Delivery** event (OpCode 516) for bundles
 - **Assumed Logical Out for Delivery** event (OpCode 516) for the pieces in the bundles
 - Pieces within bundle that were not read by sorting equipment
 - **Logical Delivery** event (OpCode 517) for bundle pieces that had received an Assumed Logical Out for Delivery event and were then delivered

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- IV will improve ease of use through flexible data provisioning and flexible data delegation, allowing customers to receive what they want, when they want, and how they want it



Release as of 10/19/16	Scope	Deployment**
Release 1.0	<ul style="list-style-type: none"> • Piece Visibility - Automation Scans (IMb Tracing) • Container and Tray Visibility • Bundle Visibility - Automation Handling Events • Phase 1 of Web-Enabled Mail Tracking • Phase 1 of Flexible Data Provisioning • Flexible Data Delegation • Piece Visibility - Logical Delivery Events 	Nov./Dec. 2016
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Release 2.0	<ul style="list-style-type: none"> • Roles and permissions management 	Jan. 2017
Release 3.0	<ul style="list-style-type: none"> • Start the clock • Address book enhancements • Phase 2 of Web-Enabled Mail Tracking 	Feb. 2017

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Anticipated Date of Delivery (ADD)

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An inventory of mailpieces to be delivered is created based on the Last Processing Operation.

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4

Logical Delivery Event

.....

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A Logical Delivery Event is generated for mailpieces within the ZIP+4, that have an "Anticipated Date of Delivery" of today, and is sent the data to IV.

IV provisions the Logical Delivery Events to mailers.



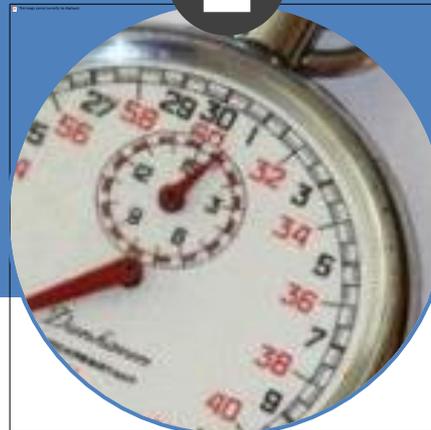
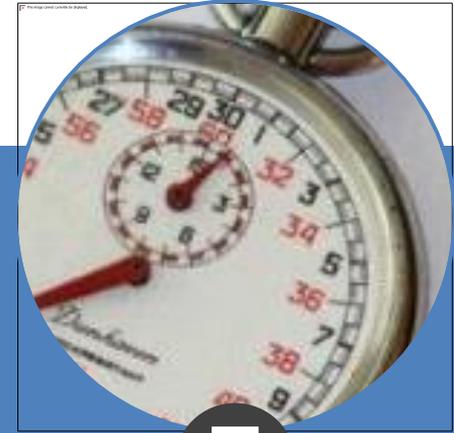
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Real-time Event-Driven Multi-Channel Marketing

Mail Delivered

Email Sent

Mail Moment



Real-Time
Data Received

Mailer
Notified

Customer Value

MTAC User Group 4 for Informed Visibility

- Meets weekly, Wednesdays from 12:30-1:30 PM (EST)
- Open to all Users
- Forum to discuss IV features for mailers



**Join the MTAC UG4
discussions!**

- Send a request to IVFeedback@usps.gov to join the group.



Enterprise Analytics Mobile Applications (EAMA)

Develop mobile applications for gap closures

- **Develop mobile utility for aiding users to check status of mail based on the IM Suite of barcodes.**
- **Enable Trailer & Container scanning at DMU's to enhance "Start the Clock" calculations.**
- **Enable Trailer scanning at plants and DU's.**
- **Create a suite of mobile diagnostic tools & reports.**
- **Address GAO audit by increasing the amount of First-Class Mail Letters being measured for Delivery Performance by 11% by providing DMU Long Haul Mailer Visibility.**

Detached Mail Unit (DMU) Scanning:

Enabling mailers to scan and/or send 99T trailer, tray, and 99M container information to USPS leading to visibility of DMU Long Haul Mailer data



Scan and nest USPS trailer and container barcodes (99's)

Submit mailing data to USPS– Data sent to USPS IV, TRP-GEO & SV

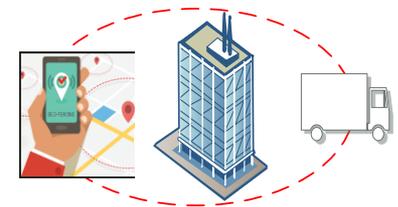
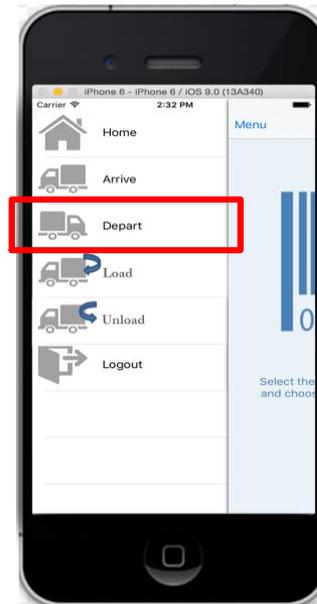


Detached Mail Unit (DMU) Scanning:

Allowing drivers to scan and send the 99T trailer, departure event, route/trip/leg & geo fencing information to USPS leading to visibility of DMU Long Haul Mailer data

Submit mailing data to USPS– Data sent to USPS IV, TRP-GEO & SV

Capture & Confirm Departure Event – Mobile GeoFence assists to confirm departure



When Driver Breaks Geo-Fence, Actual Departure Time is Recorded.



Topic/Task						
1. DAR Approved	✓ Complete					
2. Sprint 0-8			In process			
3. DMU Functionality Complete Q3 FY17					Not started	

Data from 2016-07-02 to 2016-09-30

Full Service Customers Only

2,391,000
Entered at USPS
SV Unload Scan



5,632,000
Enroute Depart Scan
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Trays



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30 Billion
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All IMb™ Users

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113 sites



PVS Drivers

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Peak Season

64 sites



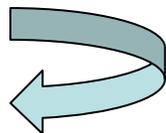
Long Range Scanners

170 sites



Address Management Updates

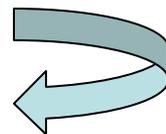
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Send request via email to: cassman.ncsc@usps.gov

CASS Certification Required	CASS Certification Not Required
<p>Any updates or software changes that would alter the CASS Cycle N results</p> <p>Changes that affect items not originally tested within CASS Cycle N are considered out-of-scope and do not require recertification</p>	PBSA Identifier
	CMRA/PMB DPV Footnote (PB)
	5-digit Validation
	SuiteLink® minimum requirements
	R777 footnote (R7)
	DNA and NSL DPV®/DSF2® flags
	PO Box only Delivery Zone**
	Add new Military descriptors: OMC – Official Mail Center UMR – Unit Mail Room

Unless the Address Matching Logic is affected, CASS Certification is not required

New Military Address Descriptors:

OMC – Official Mail Center

UMR – Unit Mail Room

USPS will notify Military Officials when they can begin entering these addresses

IMpb ACS & IMpb ACS with Shipper Paid Services



The Intelligent Mail® package barcode (IMpb) may provide ACS

- **Printed endorsements trigger ACS notice**
 - **Address Service Requested**
 - **Change Service Requested**
 - **Electronic Service Requested**
- **IMpb ACS allows the parcel shipper to:**
 - **Either vary or specify an ancillary service and disposition (forward, return, discard)**
 - **See additional tracking information from undeliverable-as-addressed (UAA) parcels**
 - **Request Shipper Paid Services – Forwarding &/or Return postage charged via ACS**

IMpb ACS with Shipper Paid Services *

is available for:

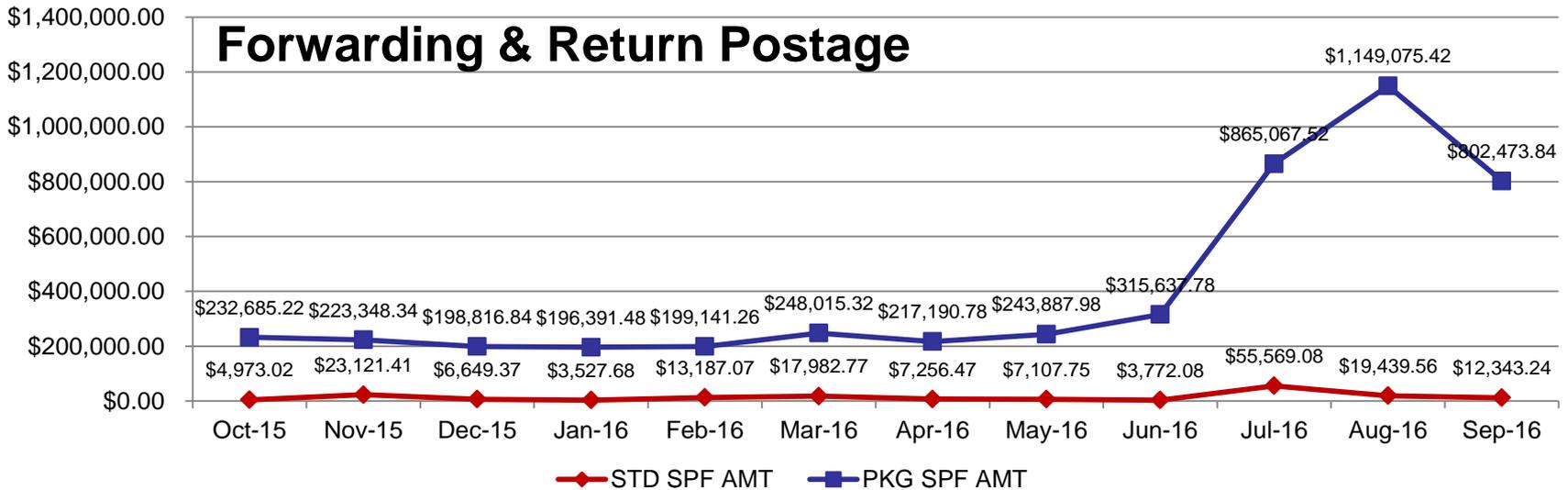
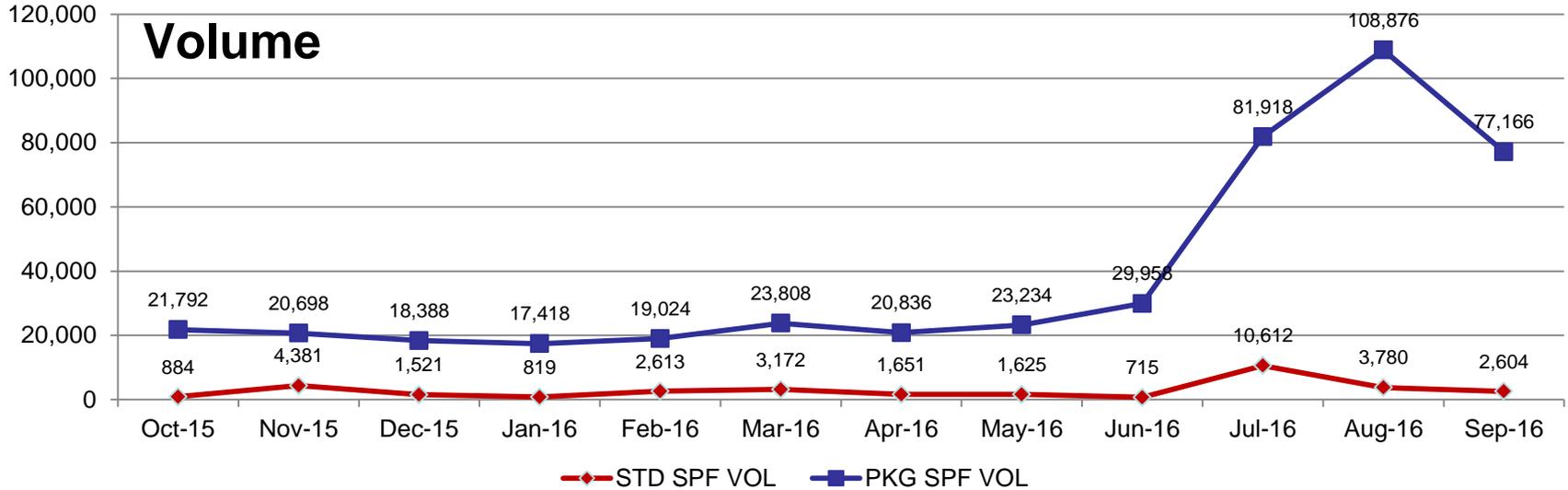
- ★ Parcel Select
- ★ Package Services
(including *Library Mail, Media Mail*)
- ★ Standard Mail® & Parcel Select Lightweight
- ★ Bound Printed Matter
- ★ Standard Post

USPS TRACKING #



9205 5912 3456 7800 0615 00

* *Shipper Paid Forwarding & Shipper Paid Return options are available.*



Update

- Approximately 50% of developers are now testing
- NCSC provided SHA-256 products in January 2016
- All software products and other systems must be transitioned to use of SHA-256 by no later than **July 31, 2017**
- SHA-1 and SHA-256 systems to run parallel during transition
- No CASS certification required
- Seamless transition to mailers

Improving Accuracy & Use of UAA Reason Codes

The informational video for USPS TV and matching screen savers to be released in **November, 2016**

Recommended the creation and distribution of an internal communication “blitz” regarding UAA reasons and their appropriate use/meaning

An “UAA Dashboard” for USPS Management to view UAA statistics by UAA Reason down to the Delivery Units, ZIP Codes, and Carrier Routes. Reporting will include incidents of conflicting UAA Nixie notices:

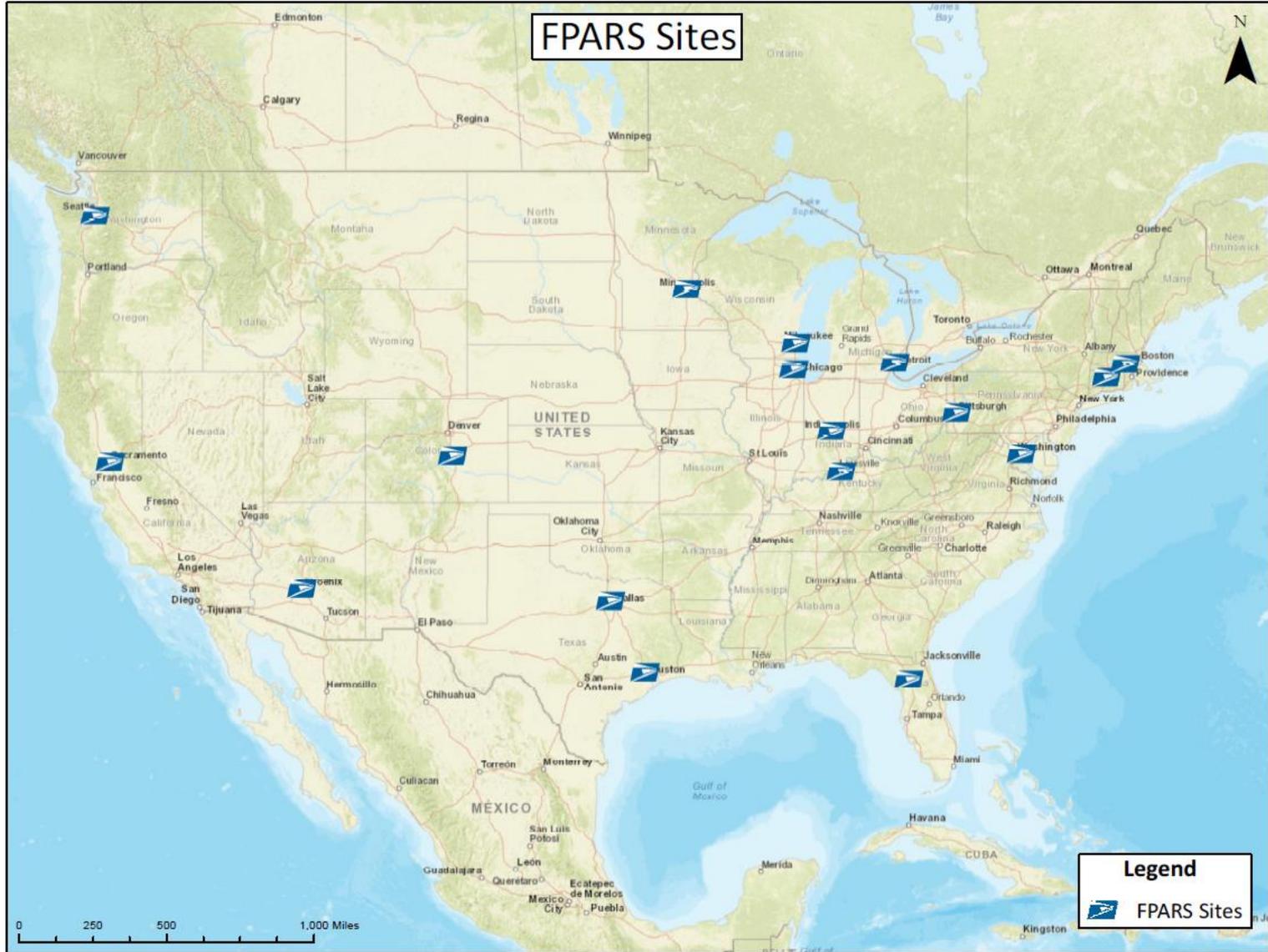
- Addressing issue UAA reasons for mail with a valid DPV
 - ✓(N - No Such Number/Street, I-Insufficient Address)
- High ratio of “Q - Unable to Forward” to other Nixie Reasons
 - ✓(potential ‘batching’ of UAA or mail prep/processing issues)
- Multiple UAA notices from a single delivery point
 - ✓(potential ‘Moved Left No Address’ or ‘Box Closed No Order’)

Improvements in Address Quality Methodologies and ACS Best Practices

- ❖ The Final DRAFT of the updated MTAC WG 97 Best Practices in Address Quality document is complete
- ❖ Review of the AMEE White Paper on ACS is complete and a draft with all recommended changes is in progress
- ❖ A new name for the AMEE White Paper is ACS Best Practices
- ❖ Goal to be completed within 30 days

Exploring Solutions for UAA Mail from Higher Education

- ❑ Mail for students leaving college each year must be redirected by the schools
- ❑ Forces mail into the manual processing stream
- ❑ The mailing industry does not have access to the address correction information, except through returned mail or contact with the student
- ❑ **First Step: Completed**
 - Sample addresses from 5 participating schools have been evaluated for address standardization and DPV confirmation
- ❑ **Current Step:**
 - Pilot schools to provide student data for NCOA^{Link} inception
 - Presentation to NACUM to be scheduled

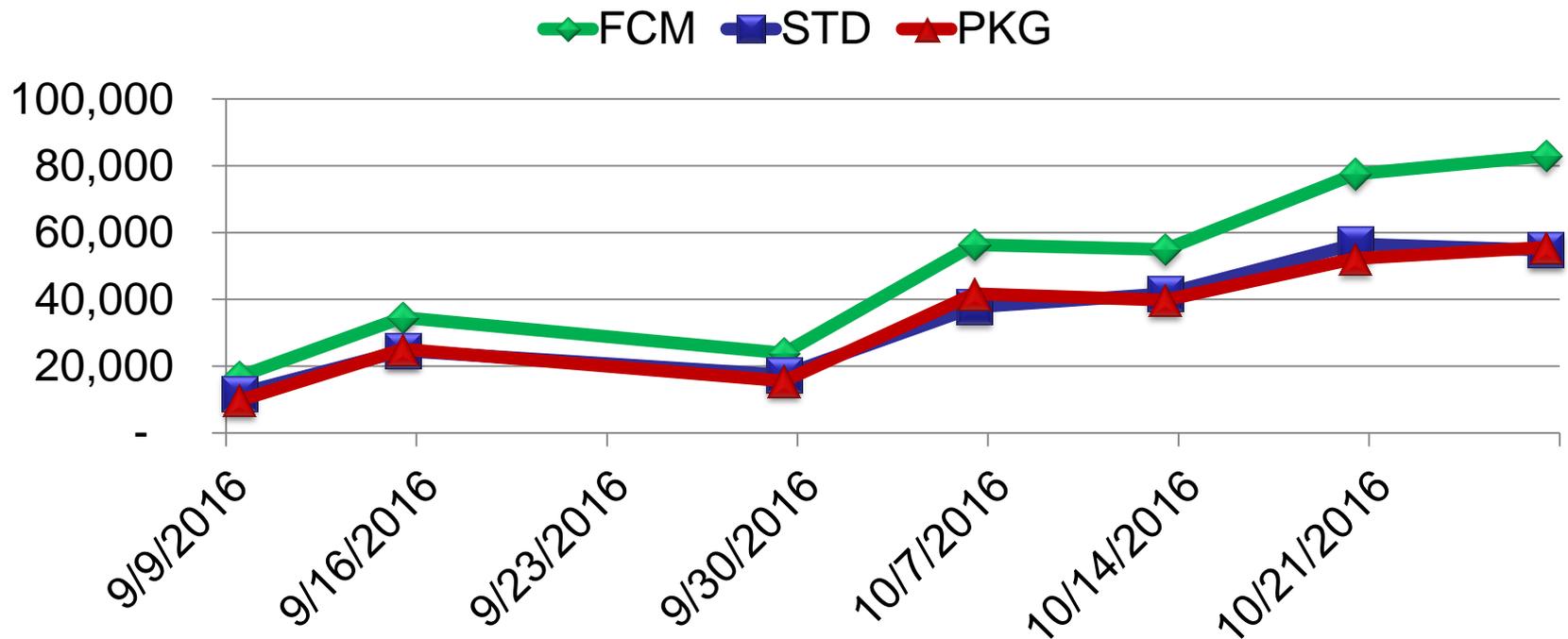


(RFS) Remote Forwarding System

MINT113	00346VCFS-4A16	10/30/16	
		2ACS<--	
MINTER 'CLARA			R
316 N UNDERWOOD ST			F
XANADU VA 00346-3651			S
			



- **RFS operators may process parcels of any mail class**
- **ACS data flows with ACS data from CFS**



Federal Register Notice

Provides clarification to:

- MLNA – BCNO – Foreign Moves
- NCOALink Return Codes & Move Update Compliance
- ACS Notifications of non-DPV confirmed addresses
- 18-Month+ COAs & Move Update Compliance

Provides additional information for Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

<http://pe.usps.gov/FederalRegisterNotices.asp>

Questions?



ENTERPRISE ANALYTICS MTAC PACKAGES

November 2016





Enterprise Analytics Packages

- ① IMpb Compliance Performance Current Metrics
- ② IMpb Compliance Quality Metrics Performance
- ③ MTAC Work Group #178: IMpb Compliance Quality Metrics and Thresholds
 - ✓ Resolution
 - ✓ Implementation
- ④ Product Tracking & Reporting Update



October 2016 IMpb Metrics

Product	% IMPB Barcode Threshold	% Address and/or 11 Digit ZIP Code Threshold	% SSF or Higher Threshold
	99%	98%	97%
Parcel Select Lightweight (LW)	100.00%	98.90%	97.87%
Parcel Select (PS)	100.00%	98.91%	98.36%
First Class (FC)	99.99%	98.67%	98.03%
Priority Mail (PM)	99.90%	99.00%	98.75%
Bound Printed Matter (BB)	99.95%	95.15%	92.69%
Media Mail (BS)	99.92%	99.46%	98.73%
Standard Mail Marketing (S2)	100.00%	99.64%	76.52%
Standard Mail (SA)	100.00%	99.98%	83.75%
Priority Mail Express (EX)	100.00%	100.00%	97.87%
USPS Retail Ground (BP)	99.85%	99.44%	95.31%
Library Rate (BL)	99.96%	98.38%	86.71%
Grand total	99.98%	98.66%	95.39%



Source: USPS Product Tracking & Reporting (PTR)

Address Quality



Measures percent of addresses* with enough information to validate to the unique exact 11-digit DPV ZIP Code when matched against the AMS Database.

Benefits:

- Operational efficiency
- Enables personalized features such as My USPS
- Avoids operational costs (Manual scheme lookup/PRES Keying)
- Improves deliverability

Shipping Services File Quality



Measures percent of manifest records that pass key package level detail validations mitigating potential errors when processed in the PTR Database.

Benefits:

- Supports timely postage payment and revenue assurance
- Enhances tracking and customer experience
- Provides digital awareness of packages that will be delivered by USPS
- Facilitates better workload planning
- Eliminates need for manual counts
- Enables better analytics, insights, decisions

Barcode Quality



Measures percent of tracking numbers that pass key validations for format and uniqueness* without errors or warnings when manifests are processed in the PTR Database and physically scanned.

Benefits:

- Critical for visibility and the customer experience
- Creates the digital trail
- Supports payment and revenue assurance
- Facilitates operational efficiencies
- Foundational for current and future product offerings

20,832,397

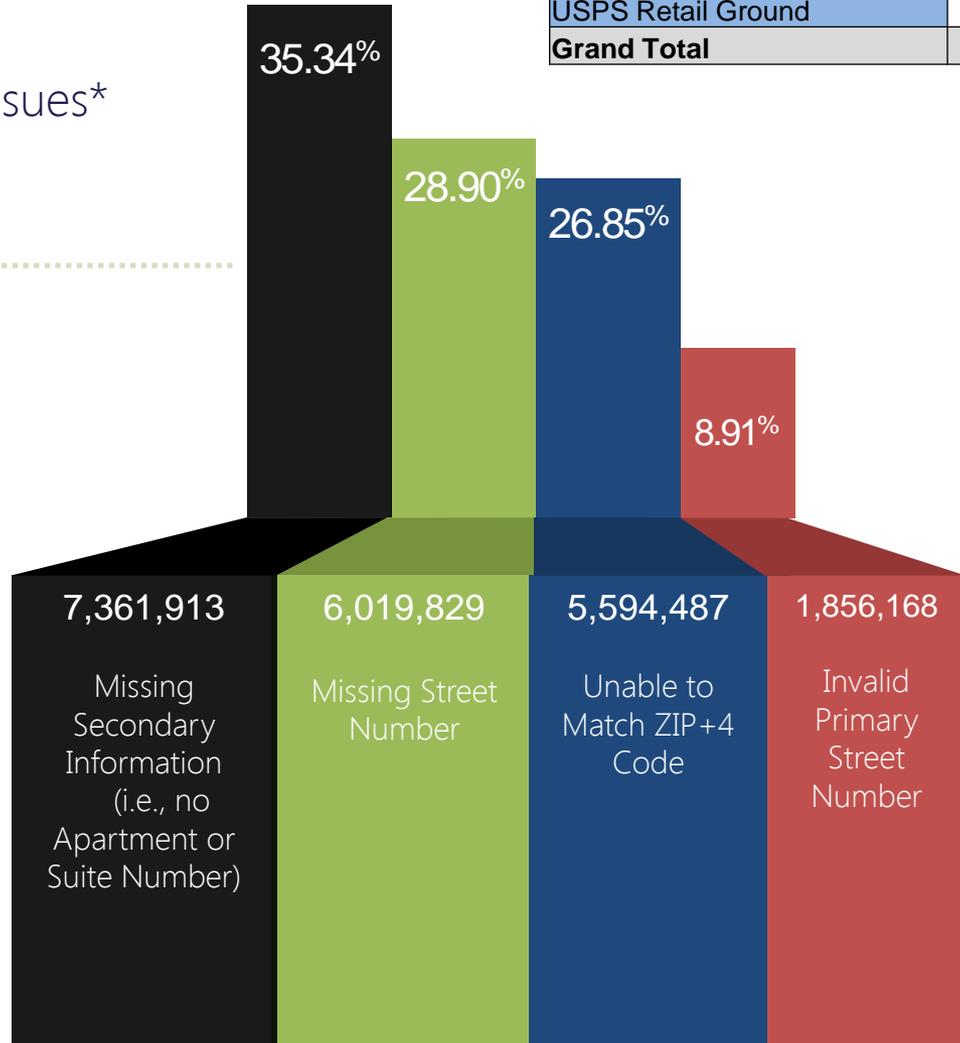
Packages w/Address Quality Issues*
October 2016

! **6.48%**

Addresses Unable to Resolve to Unique 11-Digit Delivery Point Validated (DPV) ZIP Code Percent of Address Quality Volume*

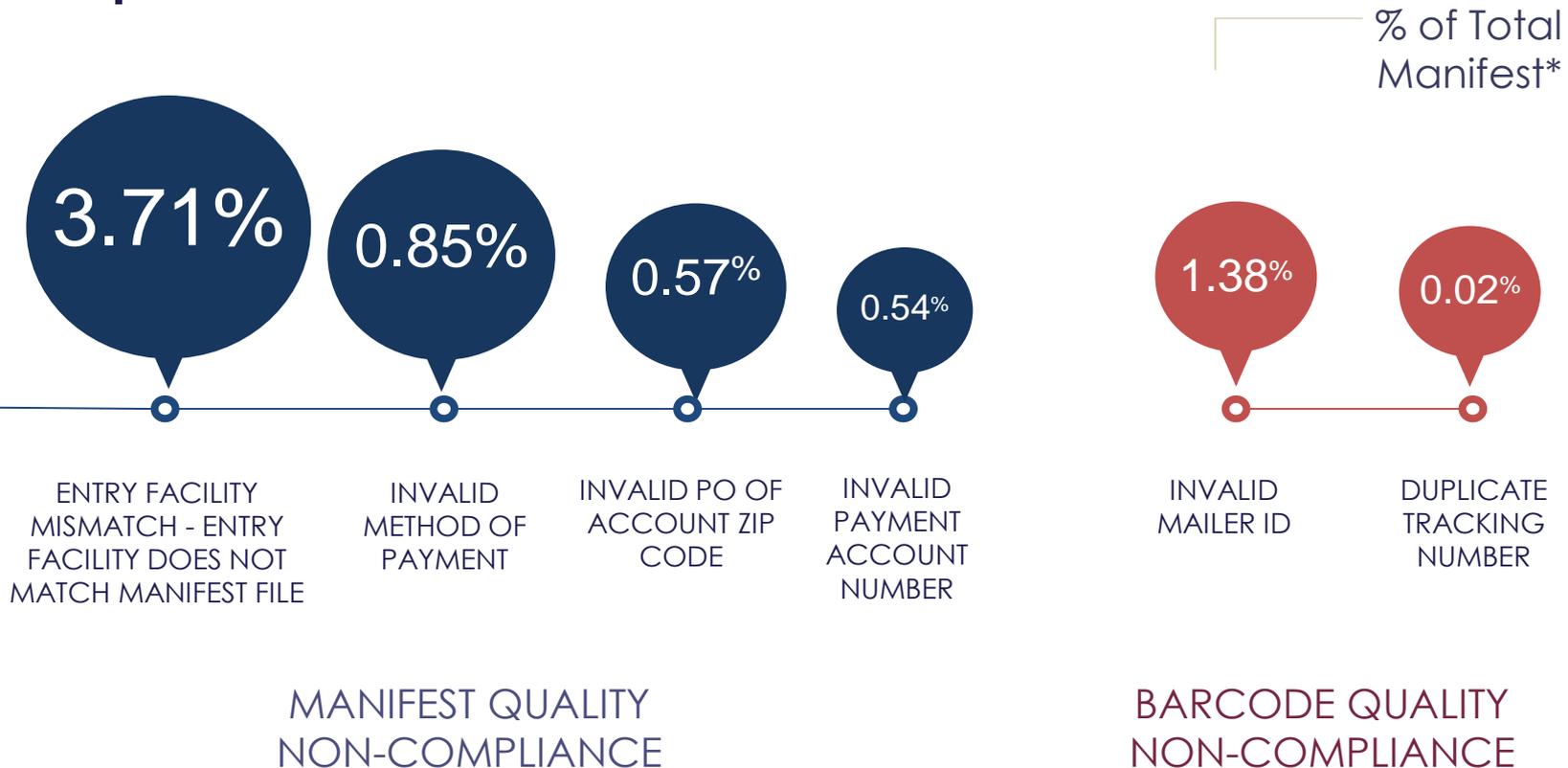
Packages with insufficient address information 1.08%

*Competitive Products Only



Competitive Products	% Match
Parcel Select Lightweight	94.33%
Parcel Select	93.55%
First Class Package Service	93.70%
Priority Mail	91.61%
USPS Retail Ground	96.50%
Grand Total	93.52%

Top 6 Issues October 2016



*Competitive Products Only

Work Group #178 achieved each objective in its mission:

- 1 A measurement approach that prevents duplicate penalties or fees
- 2 Transparency and visibility into how compliance is measured and fees are assessed through the payment systems



- 3 A simplified list of validations that focus on the most impactful items and minimize reconciliation issues
- 4 Achievable compliance thresholds in 2017 and 2018

Recommendations:

- ✓ **Reduce the number of validations being measured for IMpb Quality Compliance to 10, down from 69**
- ✓ **Assess mailers for all packages below the threshold, up to the threshold level**
- ✓ **Determine IMpb Quality thresholds levels for January 2017 and January 2018 as shown below**

Recommended Thresholds	January 2017	January 2018
Address Quality¹	89%	A new Work Group will reconvene in July 2017 to set threshold
Manifest Quality	91%	94%
Barcode Quality	95%	98%
Note: ¹ Excludes Missing Secondary Information until July 2017. If USPS has structured release in July 2017 or later in the summer, this change will coincide with that release.		

Finalized recommendations on September 30, 2016, submitted October 3, 2016

The following are the recommendations of Work Group #178:

- 1 **Reduce** the compliance categories from the current six to the three quality categories beginning January 2017, or as soon as practical
- 2 **Provide** visibility to customers for IMpb Non-Compliance packages via a new extract file
- 3 **Establish** a sub-group to MTAC User Group 2, eVS/PTR User Group, to continue monitoring and reviewing IMpb Quality Metrics
- 4 **Establish** a new, short term MTAC Work Group in July 2017 to recommend the Address Quality Threshold for January 2018



Communicating IMpb Quality Compliance requirements and performance through webinars, local outreach, and individual meetings with customers.



Release Date: 10/2/2016

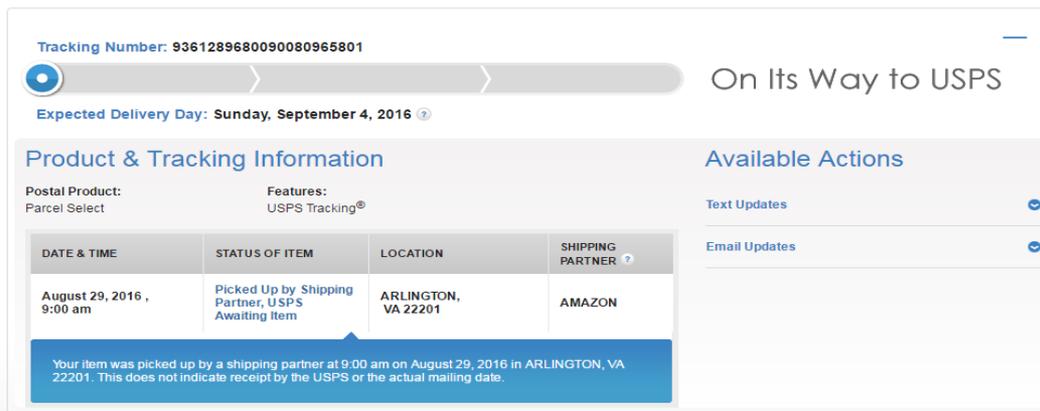
IMpb Compliance Reporting Updates

- PTR is removing two Barcode Quality (BQ) validations (#2: BQ-Duplicate Label Event and #3: BQ-Keyed Tracking Label) from Production due to ongoing negotiations with industry leaders

External Warning #	Warning Message	Non-Compliance Code
50	INVALID MAILER ID IN PIC	BQ
66	DUPLICATE TRACKING NUMBER	BQ
2	BQ-Duplicate Label Event	BQ
3	BQ-Keyed Tracking Label	BQ

Internet Enhancements

- Updating a variety of external display options to improve the customer experience on USPS.com, MyUSPS, and notifications



Tracking Number: 9361289680090080965801

On Its Way to USPS

Expected Delivery Day: Sunday, September 4, 2016

Product & Tracking Information

Postal Product: Parcel Select Features: USPS Tracking®

DATE & TIME	STATUS OF ITEM	LOCATION	SHIPPING PARTNER
August 29, 2016 , 9:00 am	Picked Up by Shipping Partner, USPS Awaiting Item	ARLINGTON, VA 22201	AMAZON

Your item was picked up by a shipping partner at 9:00 am on August 29, 2016 in ARLINGTON, VA 22201. This does not indicate receipt by the USPS or the actual mailing date.

Available Actions

- Text Updates
- Email Updates

Release Date: 10/2/2016

Internet Enhancements

- Clearer language to communicate when a mail piece has been delivered to the original sender as opposed to the recipient

Tracking Number: 9361289675090107092945



Delivered

Product & Tracking Information

Postal Product: Parcel Select
Features: USPS Tracking®

DATE & TIME	STATUS OF ITEM	LOCATION
September 1, 2016 , 4:00 am	Delivered, To Original Sender	WASHINGTON, DC 20002
August 31, 2016 , 4:00 am	Return to Sender	WASHINGTON, DC

Your item has been delivered to the original sender at 4:00 am on September 1, 2016 in WASHINGTON, DC 20002.

Available Actions

Text Updates

Email Updates

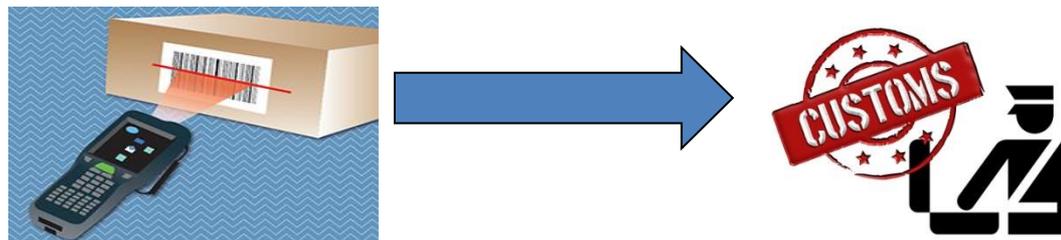
Release Date: 10/2/2016

Include Weight Updated

- Customers will receive the weight captured by USPS equipment in their extract files from retail systems, SWYB equipment an certain parcel sorting equipment

EMCDB Container ID

- Container ID from the D1 record of the Shipping Services File (SSF) will be sent to EMCDB for Customers
- USPS is legally required to screen International mail prior to dispatch, so this is a regulatory requirement



Release Info

- Verbiage change for duplicate tracking number
 - Warning 493 (Internal) / 66 (External) - REUSED TRKNG NUM - TRKNG NUM HAS BEEN PREV MANIFESTED to **DUPLICATE TRKNG NUMBERS ON MULTIPLE PACKAGES**
 - Warning 777 (Internal) / 99174 (External) - IDENTICAL LABEL - TRKNG NUM HAS BEEN PREV MANIFESTED to **IDENTICAL MANIFEST - TRKNG NUM HAS BEEN PREV MANIFESTED**

```
123456,000000102967869,20161031,025408,94089,20161021,3,0,3,1,1,0,0,
W,1,,9205512345677312917300,IDENTICAL MANIFEST - TRKNG NUM HAS BEEN PREV MANIFESTED
123456,9205512345987312917300,20161031,025408,78753,20161021,7,0,7,3,3,0,0,
W,1,,20161021,DUPLICATE TRKNG NUMBERS ON MULTIPLE PACKAGES
```

Release Date: 1/22/2017

International Dynamic Prefix Barcode Assignment

- New Service Types for the HA-HZ prefix range. These will be used for the ECOMPRO program.

January 2017 Price Changes

- Adds new rate indicators for the full and half trays
- New January 2017 rates across several mail classes and fees

Renaming Standard Mail

- Rename Standard Mail to “Marketing Mail”. This will aid our customers in understanding how Standard Mail fits into their marketing mix; and directly supports our strategy to simplify our mail products

COD Hold for Pickup (HFPU)

- Modifies the existing COD STCs to include the HFPU Extra Service Code (ESC)
- COD will be a hold for pickup product only, meaning no street delivery. To that end, each valid COD service type code will have Hold for Pickup appended to its description, along with the HFPU Extra Services Code (985).

Assess IMpb Compliance Quality Metrics

- New IMpb Quality thresholds levels for Address Quality, Manifest Quality, and Barcode Quality

January 2016 February March April May June July August September October November December January 2017

Conversion to Secure Options as on 09/30/2016	FTP In	FTP Out
Count	988	1550
%	21%	32%

Convert existing Accounts to secure Protocols

Deactivate Accounts
No activity since October 1st 2015

Notify Vendors
03/03/2016

Convert Vendors to Secure Protocols
Inbound and/or Outbound - 03/03/2016 - 08/31/2016

Notify Mail Service Providers
03/03/2016

Convert Mail Service Providers to Secure Protocols
Inbound and/or Outbound - 03/03/2016 - 08/31/2016

Notify Consolidators
03/03/2016

Convert Consolidators to Secure Protocols
Inbound and/or Outbound - 03/03/2016 - 08/31/2016

Notify PC Postage Vendors
03/03/2016

Convert PC Postage Vendors to Secure Protocols
Inbound and/or Outbound - 03/03/2016 - 08/31/2016

Convert Hardship Accounts to Secure Protocols
09/01/2016 - 01/31/2017

Notify and Convert Small Customers to Secure Protocols
Inbound and/or Outbound - 01/01/2016 - 01/31/2017

FTP Conversion Completed – 01/31/2017

Visibility Enhancements

Changed the verbiage for Shipping Partner and Manifest Events to more clearly indicate when USPS has possession of the item

- Enables the Postal Service to deliver a better customer experience

Tracking Number: 9361289675090156082300

On Its Way to USPS

Product & Tracking Information

Postal Product: Parcel Select Features: USPS Tracking®

DATE & TIME	STATUS OF ITEM	LOCATION	SHIPPING PARTNER®
November 2, 2016 12:15 am	Departed Shipping Partner Facility, USPS Awaiting Item	SPARTANBURG, SC 29303	AMAZON
Your item departed a shipping partner facility at 12:15 am on November 2, 2016 in SPARTANBURG, SC 29303. This does not indicate receipt by the USPS or the actual mailing date.			
November 1, 2016 9:52 pm	Picked Up by Shipping Partner, USPS Awaiting Item	SPARTANBURG, SC 29303	AMAZON

Available Actions

Text Updates

Email Updates

- The name of the column will be “Shipping Partner”
- Added “USPS Awaiting Item” to the end of Shipping Partner Events
- Info from Release 9.0/9.1: New logic for Shipping Partner Events 81 prevents display for most scenarios. – Working on a fix
- Events 80 to 82 use the status category On Its Way to USPS

Changed the status category for the 83 Event, Tendered to Postal Service, to Accepted.

Tracking Number: 9274890171048700185603

Accepted

Product & Tracking Information

Postal Product: Parcel Select Lightweight Features: USPS Tracking®

DATE & TIME	STATUS OF ITEM	LOCATION
November 1, 2016 , 4:50 pm	Tendered to Postal Service	OXNARD, CA 93030
Your item was tendered to the U.S. Postal Service by a shipping partner at 4:50 pm on November 1, 2016 in OXNARD, CA 93030.		
November 1, 2016 , 7:42 am	Departed Shipping Partner Facility, USPS Awaiting Item	OXNARD, CA 93030
October 31, 2016 , 10:49 pm	Arrived Shipping Partner Facility, USPS Awaiting Item	LOS ANGELES, CA 90040

Available Actions

- Text Updates
- Email Updates

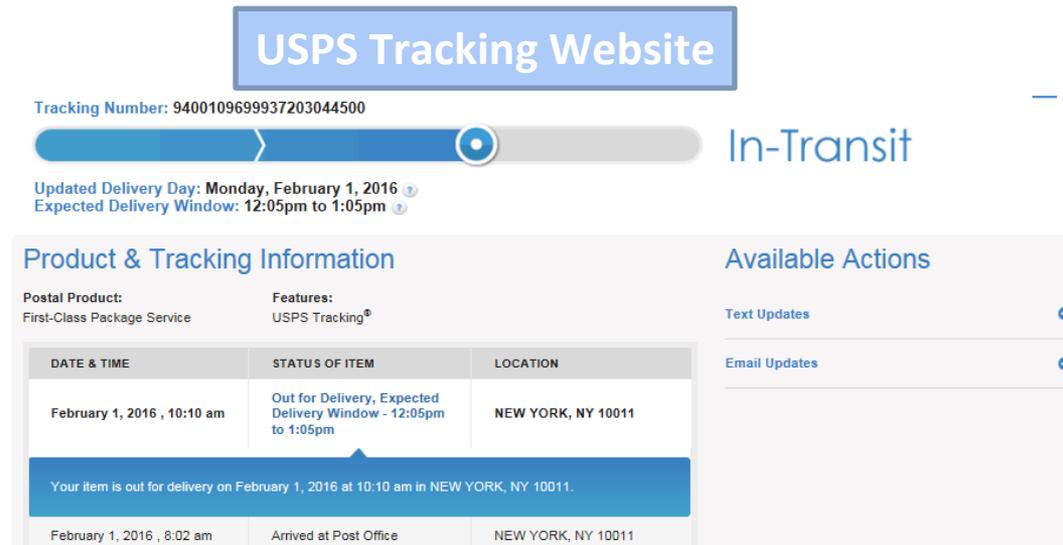
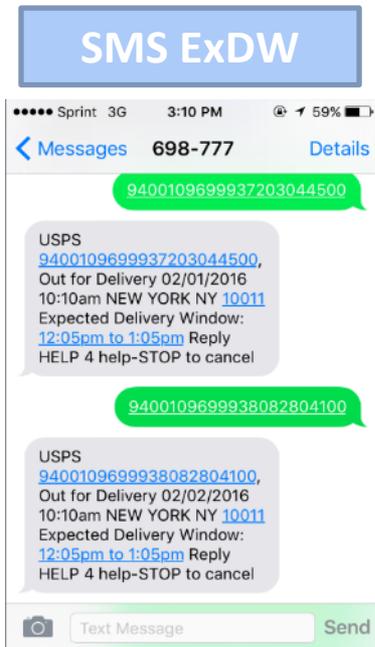
- Event 83 had used “On its Way to USPS” as the status category; this category was misleading and was fixed with release 10.1 / 10.3

Pilot sites deployed on 9/16

- 38002 ARLINGTON TN
- 20136 BRISTOW VA

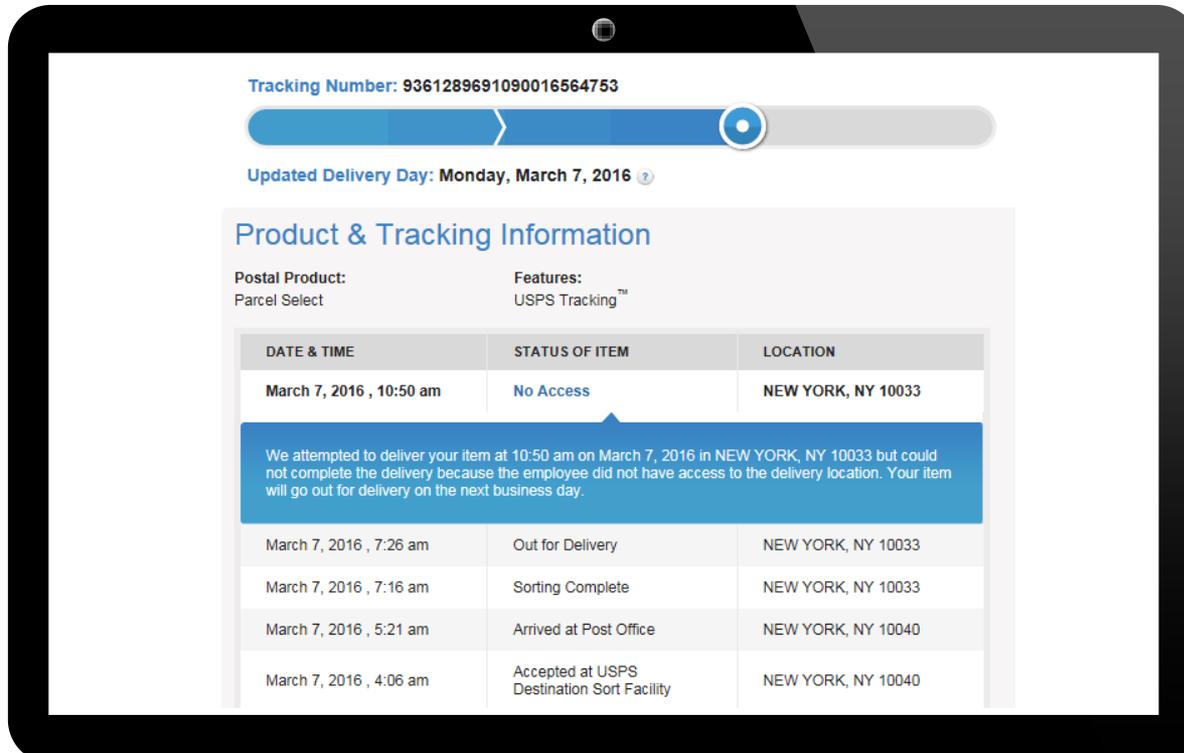
Pilot sites to deploy on 9/17

- 03054 MERRIMACK NH
- 36507 BAY MINETTE AL
- 36571 SARALAND AL
- 38063 RIPLEY TN
- 48047 NEW BALTIMORE MI
- 56345 LITTLE FALLS MN
- 95033 LOS GATOS CA



New Visibility Events No Access (Event Code 30)

USPS Tracking web
site



Tracking Number: 9361289691090016564753

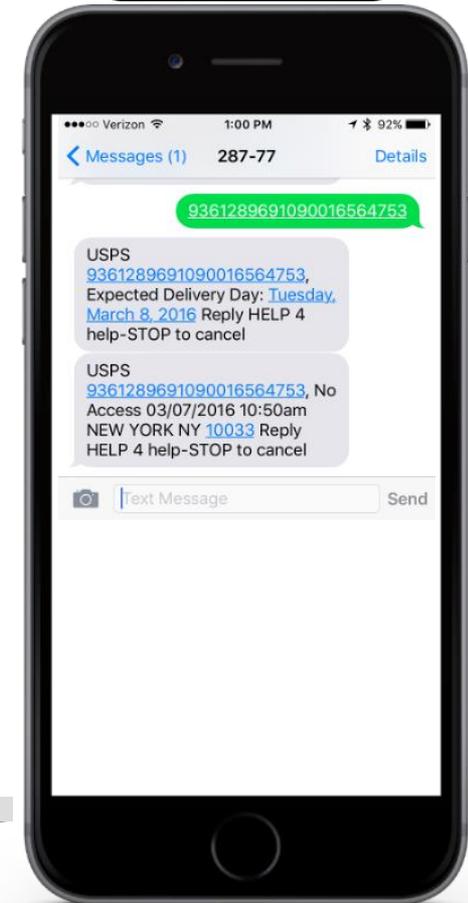
Updated Delivery Day: Monday, March 7, 2016

Product & Tracking Information

Postal Product: Parcel Select Features: USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
March 7, 2016 , 10:50 am	No Access	NEW YORK, NY 10033
<p>We attempted to deliver your item at 10:50 am on March 7, 2016 in NEW YORK, NY 10033 but could not complete the delivery because the employee did not have access to the delivery location. Your item will go out for delivery on the next business day.</p>		
March 7, 2016 , 7:26 am	Out for Delivery	NEW YORK, NY 10033
March 7, 2016 , 7:16 am	Sorting Complete	NEW YORK, NY 10033
March 7, 2016 , 5:21 am	Arrived at Post Office	NEW YORK, NY 10040
March 7, 2016 , 4:06 am	Accepted at USPS Destination Sort Facility	NEW YORK, NY 10040

SMS Response



9361289691090016564753

USPS
9361289691090016564753,
Expected Delivery Day: [Tuesday, March 8, 2016](#) Reply HELP 4 help-STOP to cancel

USPS
9361289691090016564753, No
Access 03/07/2016 10:50am
NEW YORK NY 10033 Reply
HELP 4 help-STOP to cancel

Text Message Send

New Visibility Events – Delivery Exceptions Animal Interference (Event Code 72)

USPS Tracking web
site

SMS Response

Tracking Number: 92612999935246581002200620

Expected Delivery Day: Saturday, March 5, 2016

Product & Tracking Information

Postal Product: Parcel Select Features: USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
March 5, 2016 , 1:44 pm	Delivery Exception, Animal Interference	BLOOMSBURG, PA 17815
<p>We were unable to attempt delivery of your item on March 5, 2016 at 1:44 pm in BLOOMSBURG, PA 17815 due to interference by an animal. Your item will go out for delivery on the next business day as conditions permit.</p>		
March 5, 2016 , 8:00 am	Out for Delivery	BLOOMSBURG, PA 17815
March 5, 2016 , 7:50 am	Sorting Complete	BLOOMSBURG, PA 17815
March 4, 2016 , 12:42 pm	Arrived at Post Office	BLOOMSBURG, PA 17815
March 4, 2016 , 11:27 am	Accepted at USPS Destination Sort Facility	BLOOMSBURG, PA 17815

Messages (1) 287-77 Details

USPS
92612999935246581002200620, Expected Delivery Day: Saturday, March 5, 2016 Reply HELP 4 help-STOP to cancel

USPS
92612999935246581002200620, Delivery Exception, Animal Interference 03/05/2016 1:44pm BLOOMSBURG PA 17815 Reply HELP 4 help-STOP to cancel

Text Message Send

New Visibility Events – Delivery Exceptions Local Weather Delay (Event Code 57)

USPS Tracking web
site

Tracking Number: 92023999991043574048592298



Product & Tracking Information

Postal Product: Features:
Return Service

DATE & TIME	STATUS OF ITEM	LOCATION
March 5, 2016 , 11:49 am	Delivery Exception, Local Weather Delay	CHICAGO, IL 60651
<p>We were unable to attempt delivery of your item on March 5, 2016 at 11:49 am in CHICAGO, IL 60651 due to hazardous or unsafe weather conditions. Your item will go out for delivery on the next business day as conditions permit.</p>		
March 5, 2016 , 5:20 am	Arrived at Unit	CHICAGO, IL 60651
March 4, 2016 , 8:35 pm	Arrived at USPS Facility	CHICAGO, IL 60607
March 4, 2016 , 7:20 pm	Accepted at USPS Origin Sort Facility	CHICAGO, IL 60607

SMS Response

92023999991043574048592298

USPS
92023999991043574048592298, Local Weather Delay 03/05/2016 11:49am CHICAGO IL 60651 Reply HELP 4 help-STOP to cancel



New Visibility Events Held at Post Office, At Customer Request (Event Code 58)

USPS Tracking web
site

SMS Response

Tracking Number: 92748999997927543413102605

Updated Delivery Day: Monday, March 7, 2016

Product & Tracking Information

Postal Product: Parcel Select Lightweight Features: USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
March 7, 2016 , 10:10 am	Held at Post Office, At Customer Request	CHAMBERSBURG, PA 17201
Your item is being held at the CHAMBERSBURG, PA 17201 post office at 10:10 am on March 7, 2016. This is at the request of the customer.		
March 7, 2016 , 8:37 am	Out for Delivery	CHAMBERSBURG, PA 17201
March 7, 2016 , 8:27 am	Sorting Complete	CHAMBERSBURG, PA 17201
March 7, 2016 , 7:29 am	Arrived at Post Office	CHAMBERSBURG, PA 17201

9469003699300000375728

USPS
9469003699300000375728,
Expected Delivery Day:
Tuesday, March 8, 2016 Reply
HELP 4 help-STOP to cancel

USPS
9469003699300000375728,
Held at Post Office, Prcl Lckr
Full 03/07/2016 9:25am KING
FERRY NY 13081 Reply HELP
4 help-STOP to cancel

New Visibility Events Held at Post Office, Retrieved from Full Parcel Locker (Event Code 58)

USPS Tracking web
site

SMS Response

Tracking Number: 9469003699300000375728



Updated Delivery Day: Monday, March 7, 2016

Product & Tracking Information

Postal Product: Priority Mail 3-Day™	Features: Adult Signature Restricted Delivery	Insured Signature Service
--	--	------------------------------

DATE & TIME	STATUS OF ITEM	LOCATION
March 7, 2016 , 9:25 am	Held at Post Office, Retrieved from full parcel locker	KING FERRY, NY 13081
March 7, 2016 , 7:56 am	Arrived at Post Office	KING FERRY, NY 13081
March 7, 2016 , 6:35 am	Departed USPS Facility	ROCHESTER, NY 14606

Your item is being held at the KING FERRY, NY 13081 post office at 9:25 am on March 7, 2016. The item was removed from a full parcel locker.

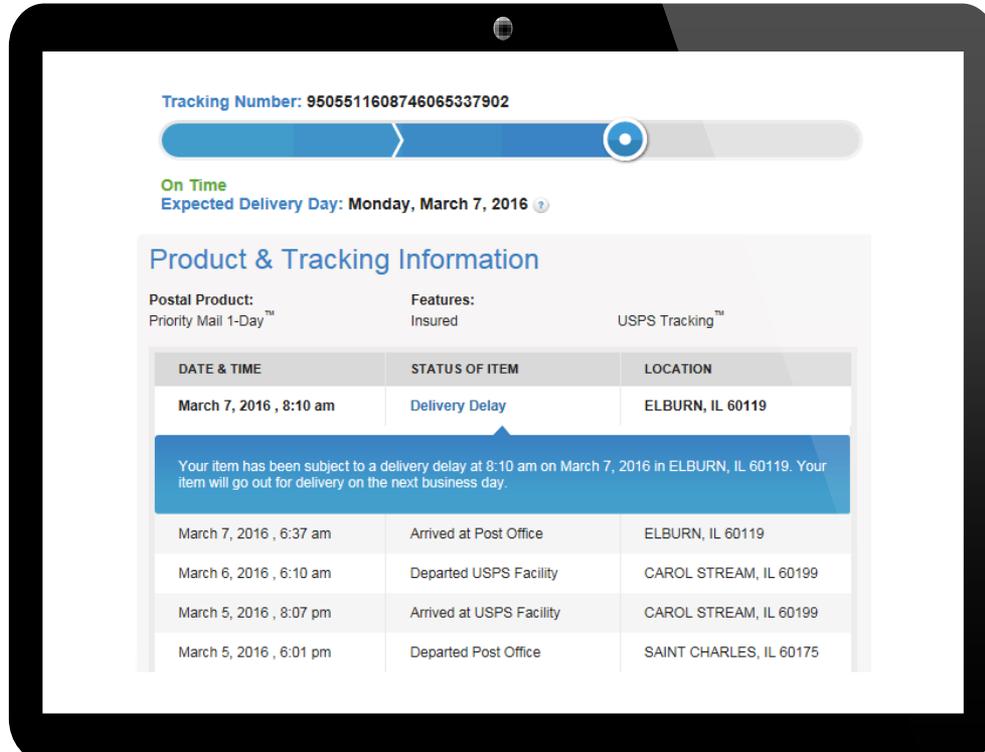
9469003699300000375728

USPS
[9469003699300000375728](#),
 Expected Delivery Day:
[Tuesday, March 8, 2016](#) Reply
 HELP 4 help-STOP to cancel

USPS
[9469003699300000375728](#),
 Held at Post Office, Prcl Lckr
 Full 03/07/2016 9:25am KING
 FERRY NY [13081](#) Reply HELP
 4 help-STOP to cancel

New Visibility Events Delivery Delay (Event Code 71)

USPS Tracking web
site



Tracking Number: 9505511608746065337902

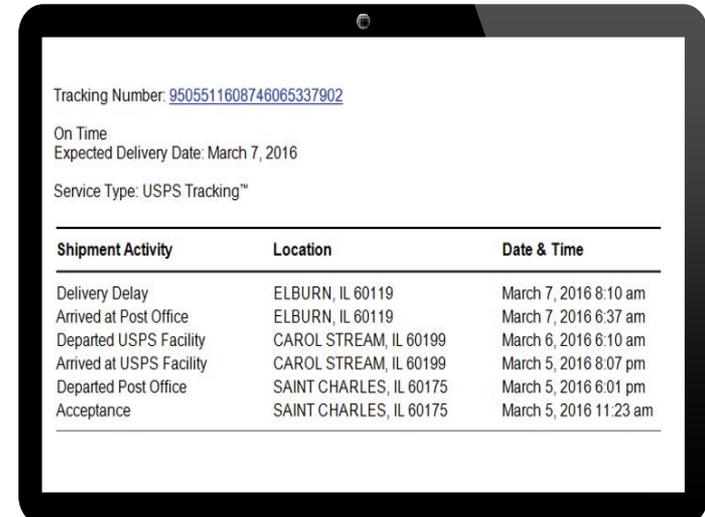
On Time
Expected Delivery Day: Monday, March 7, 2016

Product & Tracking Information

Postal Product: Priority Mail 1-Day™ Features: Insured USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
March 7, 2016 , 8:10 am	Delivery Delay	ELBURN, IL 60119
Your item has been subject to a delivery delay at 8:10 am on March 7, 2016 in ELBURN, IL 60119. Your item will go out for delivery on the next business day.		
March 7, 2016 , 6:37 am	Arrived at Post Office	ELBURN, IL 60119
March 6, 2016 , 6:10 am	Departed USPS Facility	CAROL STREAM, IL 60199
March 5, 2016 , 8:07 pm	Arrived at USPS Facility	CAROL STREAM, IL 60199
March 5, 2016 , 6:01 pm	Departed Post Office	SAINT CHARLES, IL 60175

Email Notification



Tracking Number: [9505511608746065337902](#)

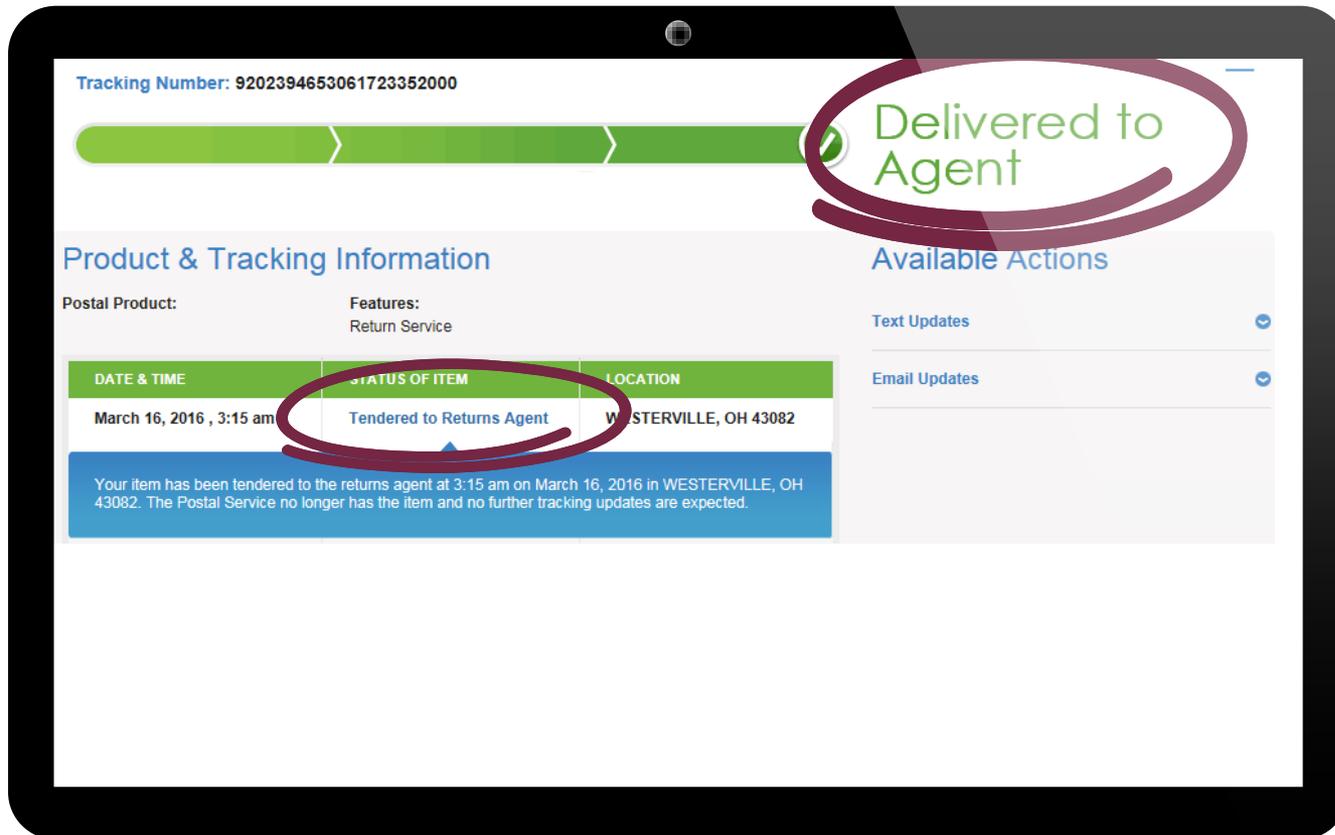
On Time
Expected Delivery Date: March 7, 2016

Service Type: USPS Tracking™

Shipment Activity	Location	Date & Time
Delivery Delay	ELBURN, IL 60119	March 7, 2016 8:10 am
Arrived at Post Office	ELBURN, IL 60119	March 7, 2016 6:37 am
Departed USPS Facility	CAROL STREAM, IL 60199	March 6, 2016 6:10 am
Arrived at USPS Facility	CAROL STREAM, IL 60199	March 5, 2016 8:07 pm
Departed Post Office	SAINT CHARLES, IL 60175	March 5, 2016 6:01 pm
Acceptance	SAINT CHARLES, IL 60175	March 5, 2016 11:23 am

Description for Parcel Return Service Events (17 and 42) – Tendered to Returns Agent

USPS Tracking web
site



Tracking Number: 9202394653061723352000

Delivered to Agent

Product & Tracking Information

Postal Product: Features: Return Service

DATE & TIME	STATUS OF ITEM	LOCATION
March 16, 2016 , 3:15 am	Tendered to Returns Agent	WESTERVILLE, OH 43082

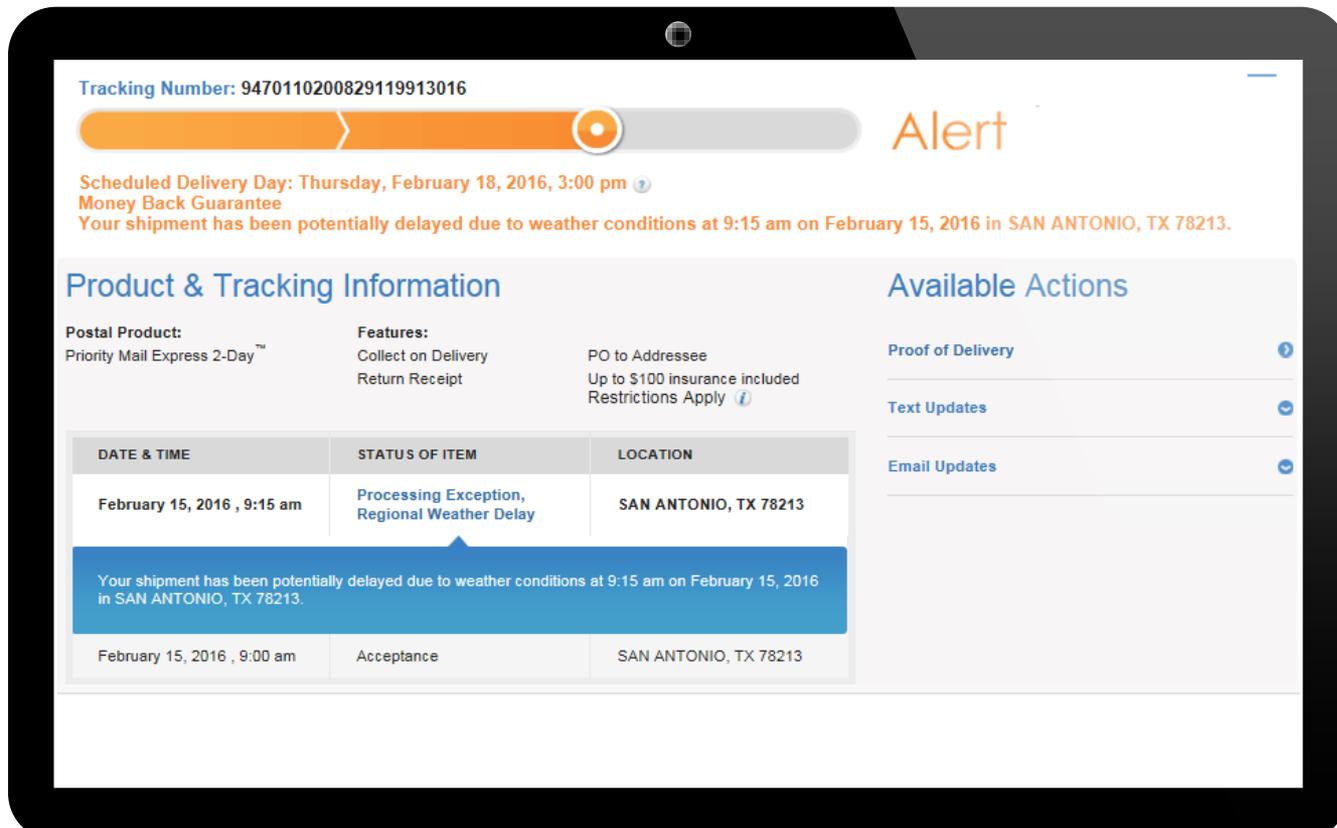
Your item has been tendered to the returns agent at 3:15 am on March 16, 2016 in WESTERVILLE, OH 43082. The Postal Service no longer has the item and no further tracking updates are expected.

Available Actions

- Text Updates
- Email Updates

New Visibility Events – Delivery Exceptions Weather Delay (Event Code WX)

USPS Tracking web
site



Tracking Number: 9470110200829119913016

Alert

Scheduled Delivery Day: Thursday, February 18, 2016, 3:00 pm
 Money Back Guarantee
 Your shipment has been potentially delayed due to weather conditions at 9:15 am on February 15, 2016 in SAN ANTONIO, TX 78213.

DATE & TIME	STATUS OF ITEM	LOCATION
February 15, 2016 , 9:15 am	Processing Exception, Regional Weather Delay	SAN ANTONIO, TX 78213
Your shipment has been potentially delayed due to weather conditions at 9:15 am on February 15, 2016 in SAN ANTONIO, TX 78213.		
February 15, 2016 , 9:00 am	Acceptance	SAN ANTONIO, TX 78213

Product & Tracking Information

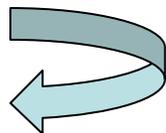
Postal Product: Priority Mail Express 2-Day™

Features: Collect on Delivery, Return Receipt, PO to Addressee, Up to \$100 insurance included, Restrictions Apply

Available Actions: Proof of Delivery, Text Updates, Email Updates

Address Management Updates

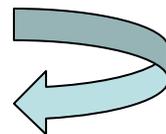
The current CASS Cycle N certification is effective until **July 31, 2018**



Decision made to defer CASS Cycle O due to minimal value to mailing industry, software suppliers and Postal Service



CASS software vendors must submit an extension request **prior to April 30, 2018** to extend CASS Cycle N-certified product(s) through **July 31, 2019**



Send request via email to: cassman.ncsc@usps.gov

CASS Certification Required	CASS Certification Not Required
<p>Any updates or software changes that would alter the CASS Cycle N results</p> <p>Changes that affect items not originally tested within CASS Cycle N are considered out-of-scope and do not require recertification</p>	PBSA Identifier
	CMRA/PMB DPV Footnote (PB)
	5-digit Validation
	SuiteLink® minimum requirements
	R777 footnote (R7)
	DNA and NSL DPV®/DSF2® flags
	PO Box only Delivery Zone**
	Add new Military descriptors: OMC – Official Mail Center UMR – Unit Mail Room

Unless the Address Matching Logic is affected, CASS Certification is not required

New Military Address Descriptors:

OMC – Official Mail Center

UMR – Unit Mail Room

USPS will notify Military Officials when they can begin entering these addresses

IMpb ACS & IMpb ACS with Shipper Paid Services



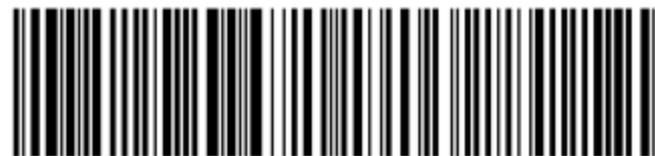
The Intelligent Mail® package barcode (IMpb) may provide ACS

- **Printed endorsements trigger ACS notice**
 - Address Service Requested
 - Change Service Requested
 - Electronic Service Requested
- **IMpb ACS allows the parcel shipper to:**
 - Either vary or specify an ancillary service and disposition (forward, return, discard)
 - See additional tracking information from undeliverable-as-addressed (UAA) parcels
 - Request Shipper Paid Services – Forwarding &/or Return postage charged via ACS

IMpb ACS with Shipper Paid Services * is available for:

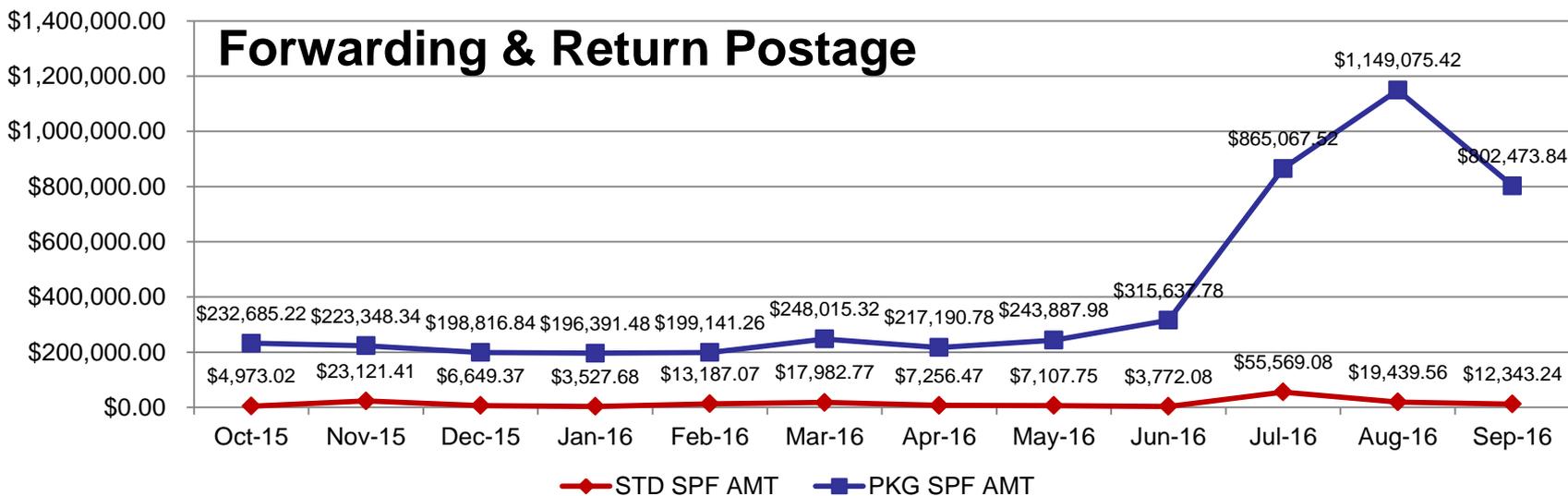
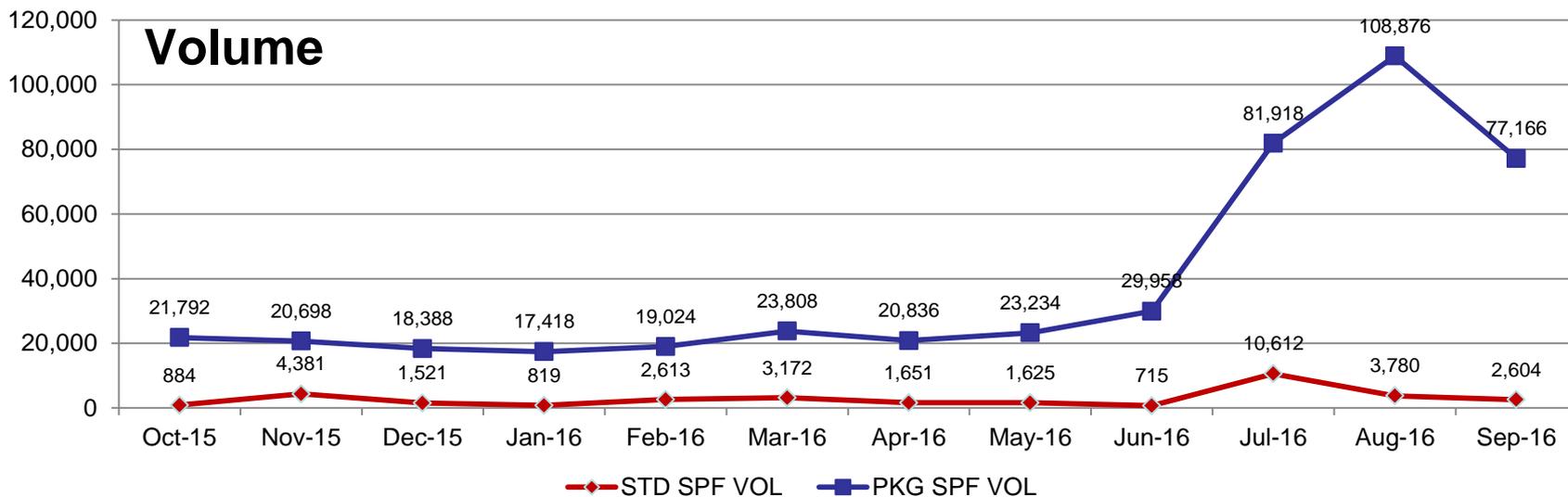
- ★ Parcel Select
- ★ Package Services
(including *Library Mail, Media Mail*)
- ★ Standard Mail® & Parcel Select Lightweight
- ★ Bound Printed Matter
- ★ Standard Post

USPS TRACKING #



9205 5912 3456 7800 0615 00

* *Shipper Paid Forwarding & Shipper Paid Return options are available.*



Update

- Approximately 50% of developers are now testing
- NCSC provided SHA-256 products in January 2016
- All software products and other systems must be transitioned to use of SHA-256 by no later than **July 31, 2017**
- SHA-1 and SHA-256 systems to run parallel during transition
- No CASS certification required
- Seamless transition to mailers

Improving Accuracy & Use of UAA Reason Codes

The informational video for USPS TV and matching screen savers to be released in **November, 2016**

Recommended the creation and distribution of an internal communication “blitz” regarding UAA reasons and their appropriate use/meaning

An “UAA Dashboard” for USPS Management to view UAA statistics by UAA Reason down to the Delivery Units, ZIP Codes, and Carrier Routes. Reporting will include incidents of conflicting UAA Nixie notices:

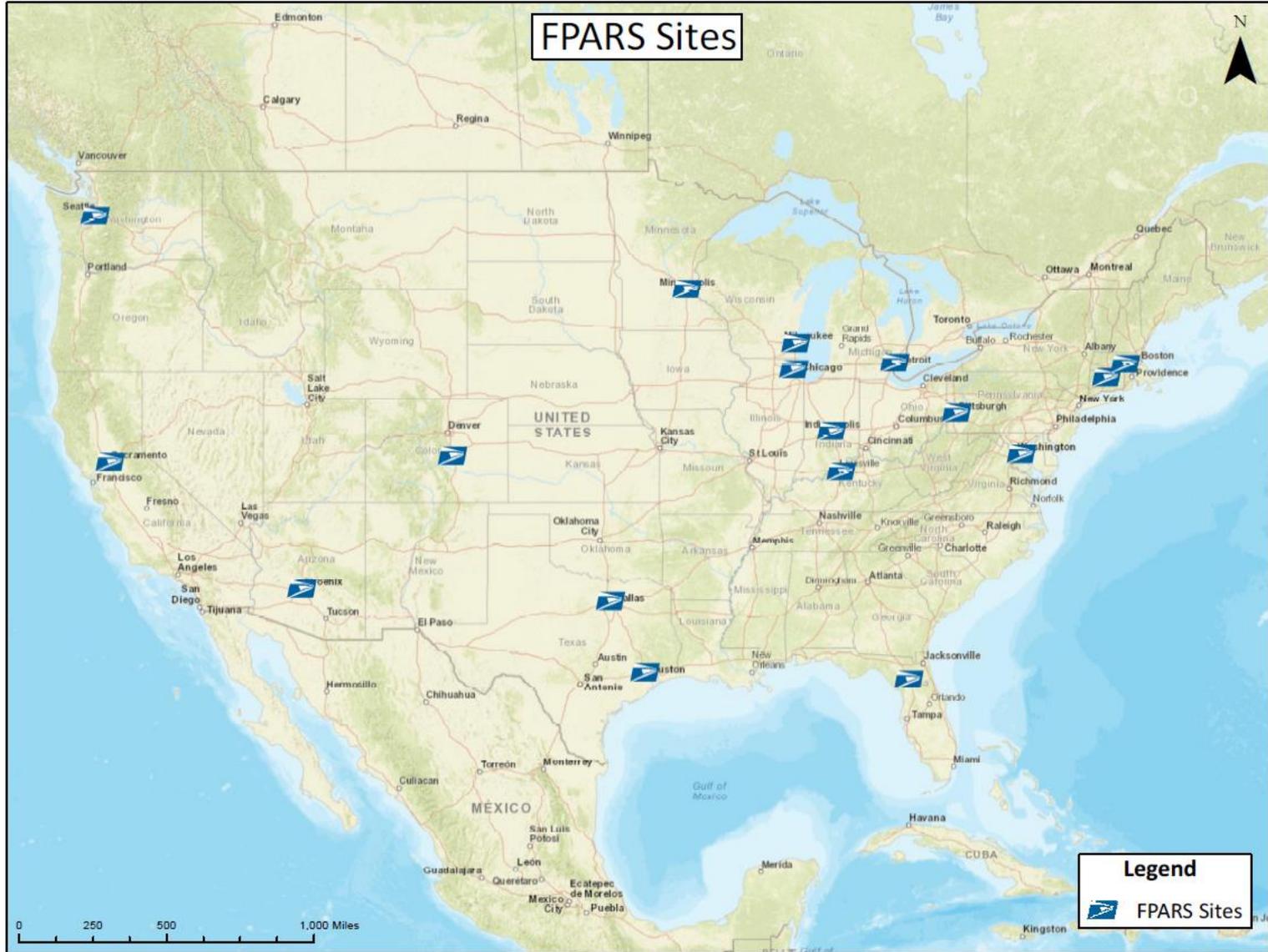
- Addressing issue UAA reasons for mail with a valid DPV
 - ✓(N - No Such Number/Street, I-Insufficient Address)
- High ratio of “Q - Unable to Forward” to other Nixie Reasons
 - ✓(potential ‘batching’ of UAA or mail prep/processing issues)
- Multiple UAA notices from a single delivery point
 - ✓(potential ‘Moved Left No Address’ or ‘Box Closed No Order’)

Improvements in Address Quality Methodologies and ACS Best Practices

- ❖ The Final DRAFT of the updated MTAC WG 97 Best Practices in Address Quality document is complete
- ❖ Review of the AMEE White Paper on ACS is complete and a draft with all recommended changes is in progress
- ❖ A new name for the AMEE White Paper is ACS Best Practices
- ❖ Goal to be completed within 30 days

Exploring Solutions for UAA Mail from Higher Education

- ❑ Mail for students leaving college each year must be redirected by the schools
- ❑ Forces mail into the manual processing stream
- ❑ The mailing industry does not have access to the address correction information, except through returned mail or contact with the student
- ❑ **First Step: Completed**
 - Sample addresses from 5 participating schools have been evaluated for address standardization and DPV confirmation
- ❑ **Current Step:**
 - Pilot schools to provide student data for NCOA^{Link} inception
 - Presentation to NACUM to be scheduled

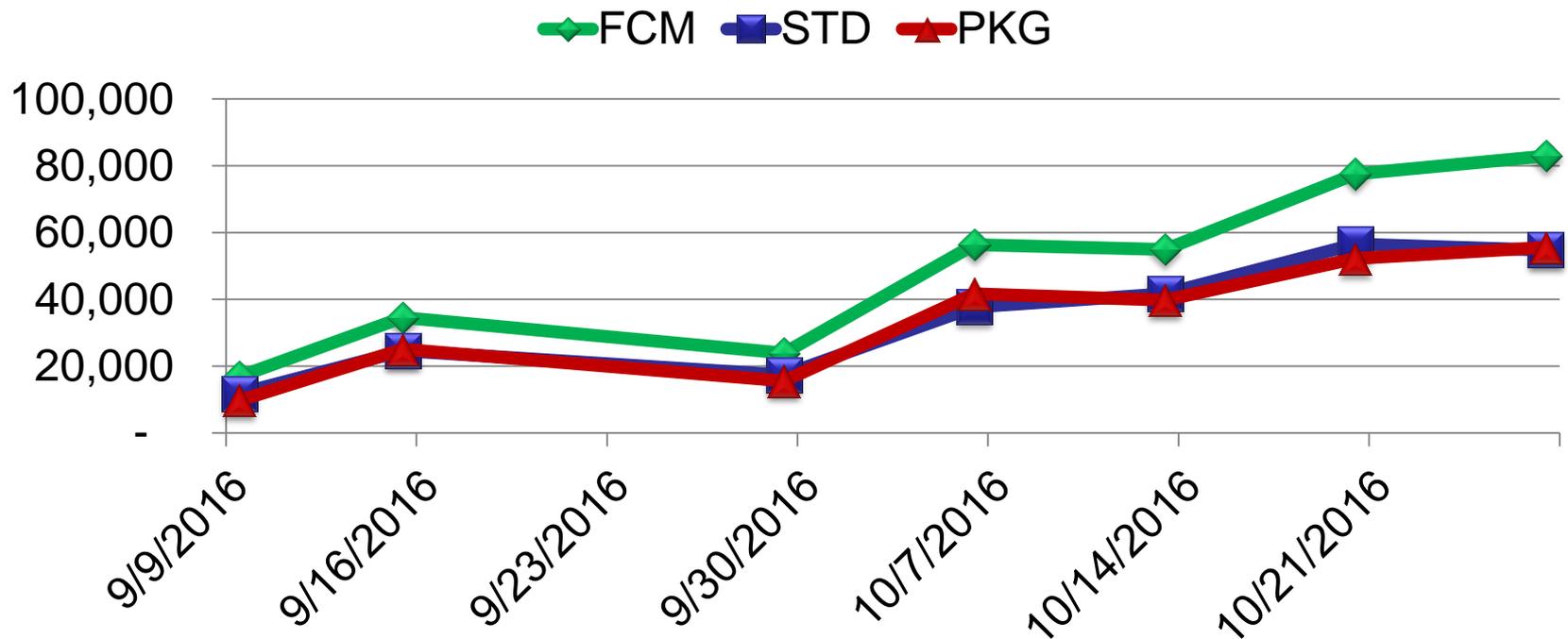


(RFS) Remote Forwarding System

MINT113	00346VCFS-4A16	10/30/16	
		2ACS<--	R
MINTER 'CLARA			F
316 N UNDERWOOD ST			S
XANADU VA 00346-3651			
			



- **RFS operators may process parcels of any mail class**
- **ACS data flows with ACS data from CFS**



Federal Register Notice

Provides clarification to:

- MLNA – BCNO – Foreign Moves
- NCOALink Return Codes & Move Update Compliance
- ACS Notifications of non-DPV confirmed addresses
- 18-Month+ COAs & Move Update Compliance

Provides additional information for Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

<http://pe.usps.gov/FederalRegisterNotices.asp>

Questions?