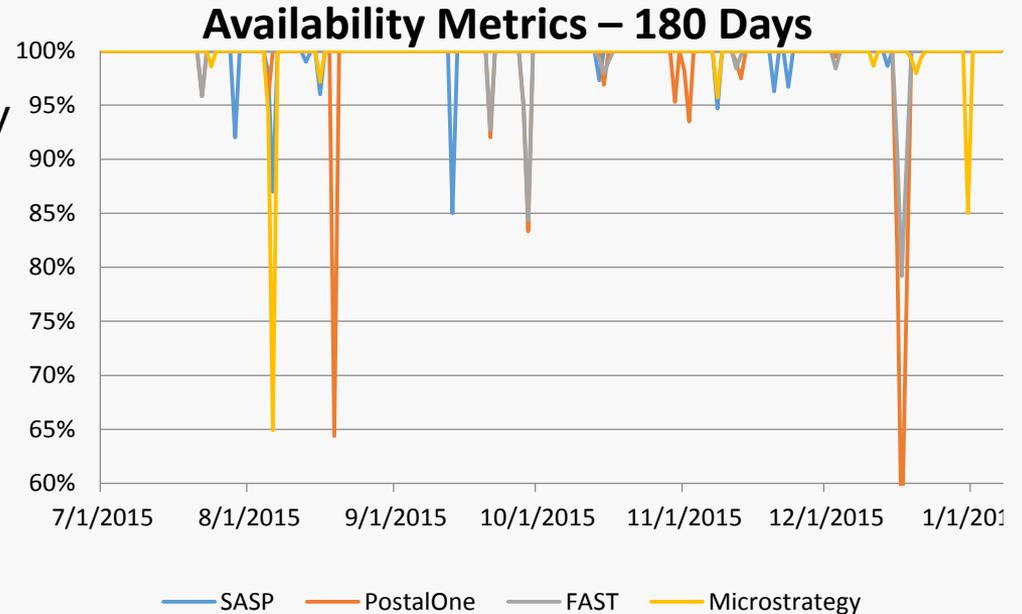


PostalOne! Performance

January 12, 2016

Though we have over 99% availability in past 180 days, PostalOne! experienced two significant incidents in the past 30 days (Dec 16th – Dec 18th, Jan 5th)

- Maintenance activities ran long
- Database recovery ran long



SASP	PostalOne!	FAST	MicroStrategy
99.46%	98.99%	99.56%	99.62%

Since *PostalOne!* was initially built in 2001, the focus has been to expand functionality.

	2001-2004 Permit Replacement	2005-2008 Improved Verification	2009-2015 Full Service/Seamless
Price Change/New Products and Services			
Applications	BMEU Statement Entry Verification and Acceptance Mail.dat Admin	BMEU Statement Entry Verification and Acceptance Mail.dat Admin CAPS Admin Dashboard Nonprofit Periodicals PBV Wizard Web Services Mail.XML FAST eVS BRM MRS & PRS Staffing	BMEU Statement Entry Verification and Acceptance Mail.dat Admin CAPS Admin Dashboard Nonprofit Periodicals Wizard Web Services PBV Mail.XML/FAST eVS BRM MRS & PRS Staffing Full Service Mail.XML/eDoc Container/Tray Visibility Full Service Errors Mail Anywhere eInduction Invoicing
Technical Specs	Hardware: Sun Solaris Programming: Coldfusion	Programming: began migration to Java, eVS rewrite Database grew to 7TB	Hardware: upgraded to HP Linux Programming: Coldfusion breakup
Submission Methods	Mail.dat	Mail.dat eVS Postal Wizard	Mail.dat (MDR) Postal Wizard eVS Mail.XML EDDM IMsb
Downstream Customers	CBCIS	Finance FAST SV OMAS CBCIS	Finance FAST BIDS SASP SV PTS OMAS CBCIS / CID

- 59 Critical Applications
- 100+ Interfaces
- 9.2M Lines of Code
- 8,000 Tables / 45 Schemas
- Users - 65K Internal & 5K External
- 11 Environments including 4 High Availability

- ❑ Previous years focused on functional improvements
- ❑ Now evaluating architecture/infrastructure improvements
 - Technical refresh of servers and storage for *PostalOne!*
 - Continue programs to modularize *PostalOne!* functionality
 - Strengthen process for review and upgrade of vendors' software
 - Optimize scheduling of maintenance workload within system
 - Improve troubleshooting checklist used during outage/significant incident
 - Enhance metrics monitoring

- ❑ We received feedback to improve contingency process
 - Streamlined the manual documentation of mailing by BMEU
 - More repeated and aggressive communication across stakeholders
 - Manage large CAPS debits upon restoration

- ❑ We will review enhanced contingency processes with mailers

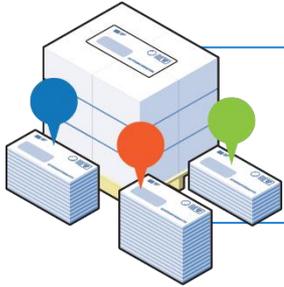
- ❑ Committed to delivering a robust technology infrastructure
- ❑ Making significant investments to shore up the technology
- ❑ Improving processes to ensure stability
- ❑ Enhancing metrics and monitoring procedures
- ❑ Technology and process improvements will occur over the near-term
- ❑ Advance notice will be provided for planned down-time

Payment & Acceptance Update

January 12, 2016

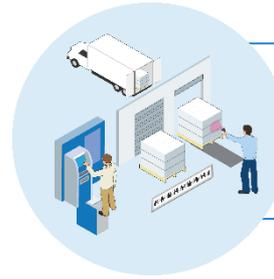
- ❑ Overview & Timeline
- ❑ Publication Update
- ❑ Enterprise Payment
- ❑ Premier BMEU

Full Service



88% adoption
(volume)

Seamless



18% adoption

SOX Approval

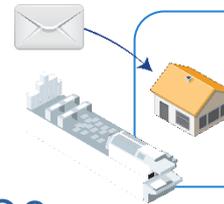
eInduction



58% adoption

Deploy SV to 88 new sites in Q3

Move Update



Developing Proposed Rule

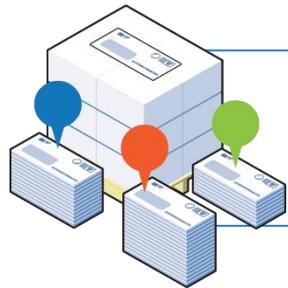
Electronic Verification System



90% adoption

Identified key performance metrics

Full Service



Industry Testing 1/31

- ✓ Same data set for error count, drills, and postage assessment
- Pieces in Error vs Errors
- Missing Detailed Errors in Combined Mailing
- Mail Owner Scorecard – Missing Errors
- Rounding Errors over Threshold

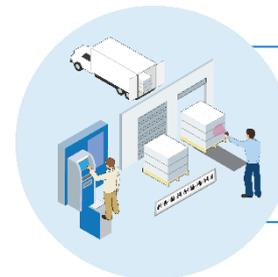
eInduction



Industry Testing 1/17

- ✓ Postage statement cancellation
- ✓ Colocated DDU containers
- Payment error with multiple mailings
- Extra containers from copal mailer

Seamless



Industry Testing 1/31

- ✓ Same data set for error count, drills, and postage assessment
- ✓ Exclude barcode ID 93 from undocumented
- Multi-million piece metered mailings¹⁰

- ❑ Initial draft of publication created and posted to RIBBS in November 2015
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/StreamlinedMailEntryPublication.pdf
- ❑ Industry feedback period extended to January 23rd 2016
 - E-mail comments to MailAcceptancePub@usps.gov
 - Solicited feedback from UG3 (eInduction), UG5 (Move Update), UG10 (Full-Service, Seamless Acceptance)
- ❑ USPS currently reviewing/incorporating industry comments

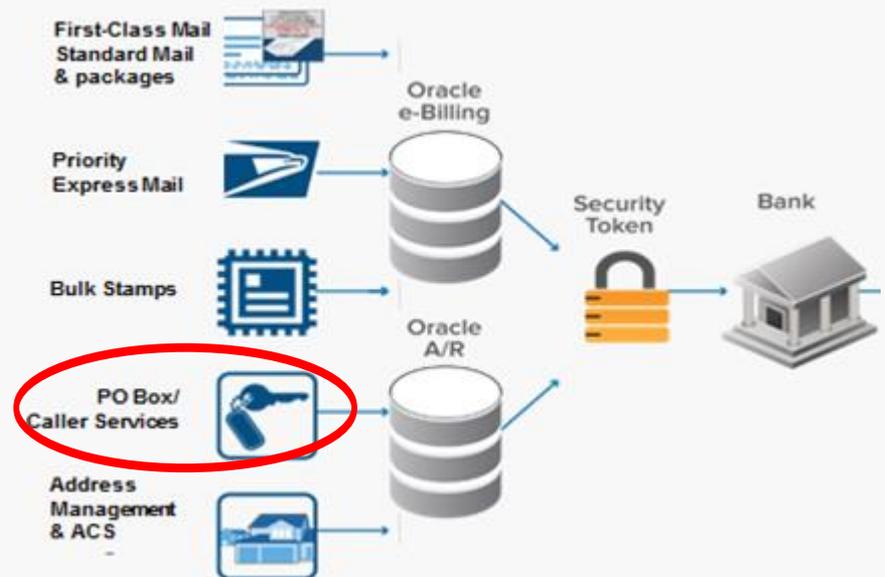
- ❑ IDEAlliance recommended a restructure of the publication
 - Separate the contents to dedicated documents
 - ◆ DMM: Mailing Requirements
 - ◆ Publication: Policy
 - ◆ User Guides
 - ◆ Technical Specifications

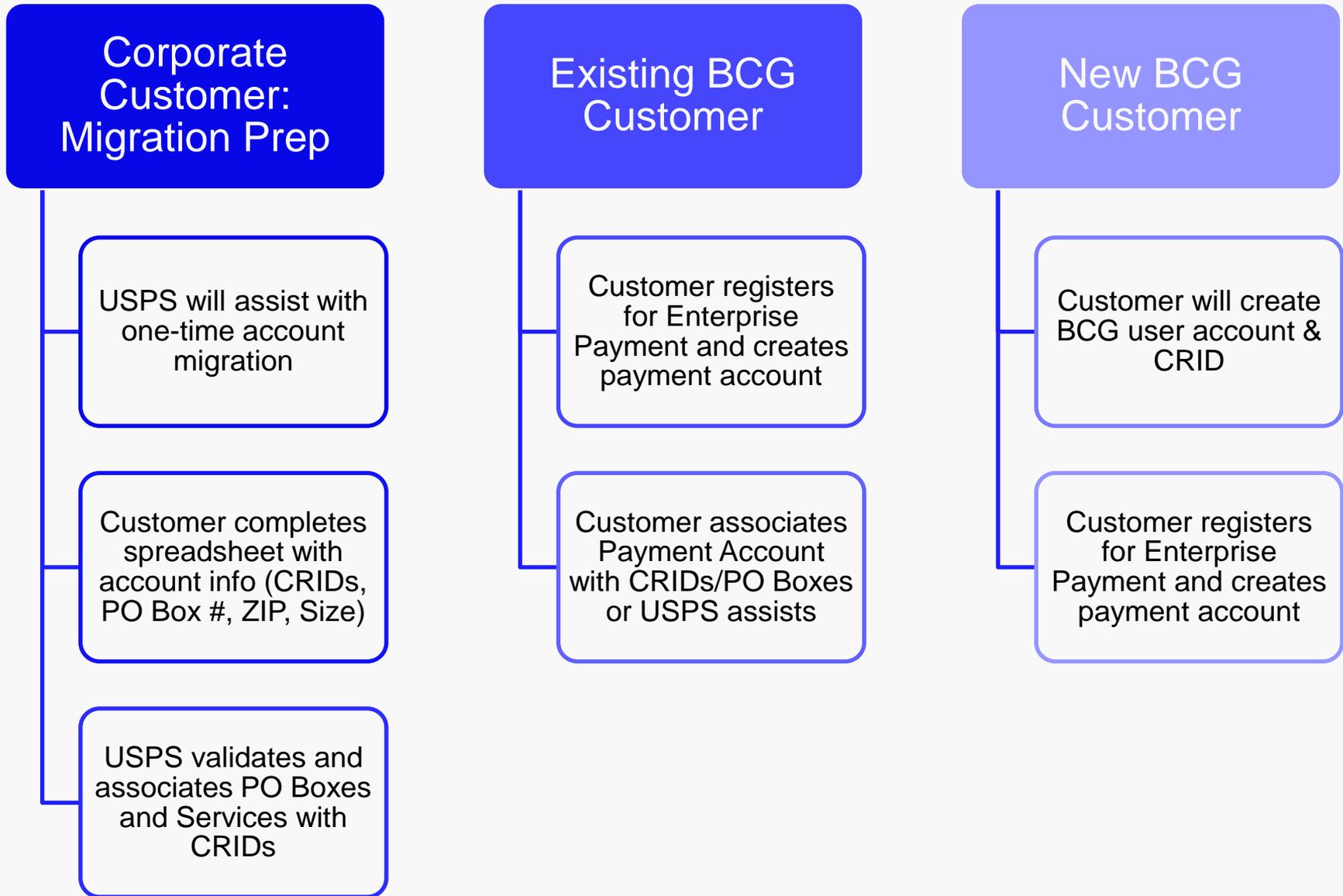
- ❑ USPS sending document mapping to IDEAlliance

- ❑ Will review improvements with IDEAlliance before final publication

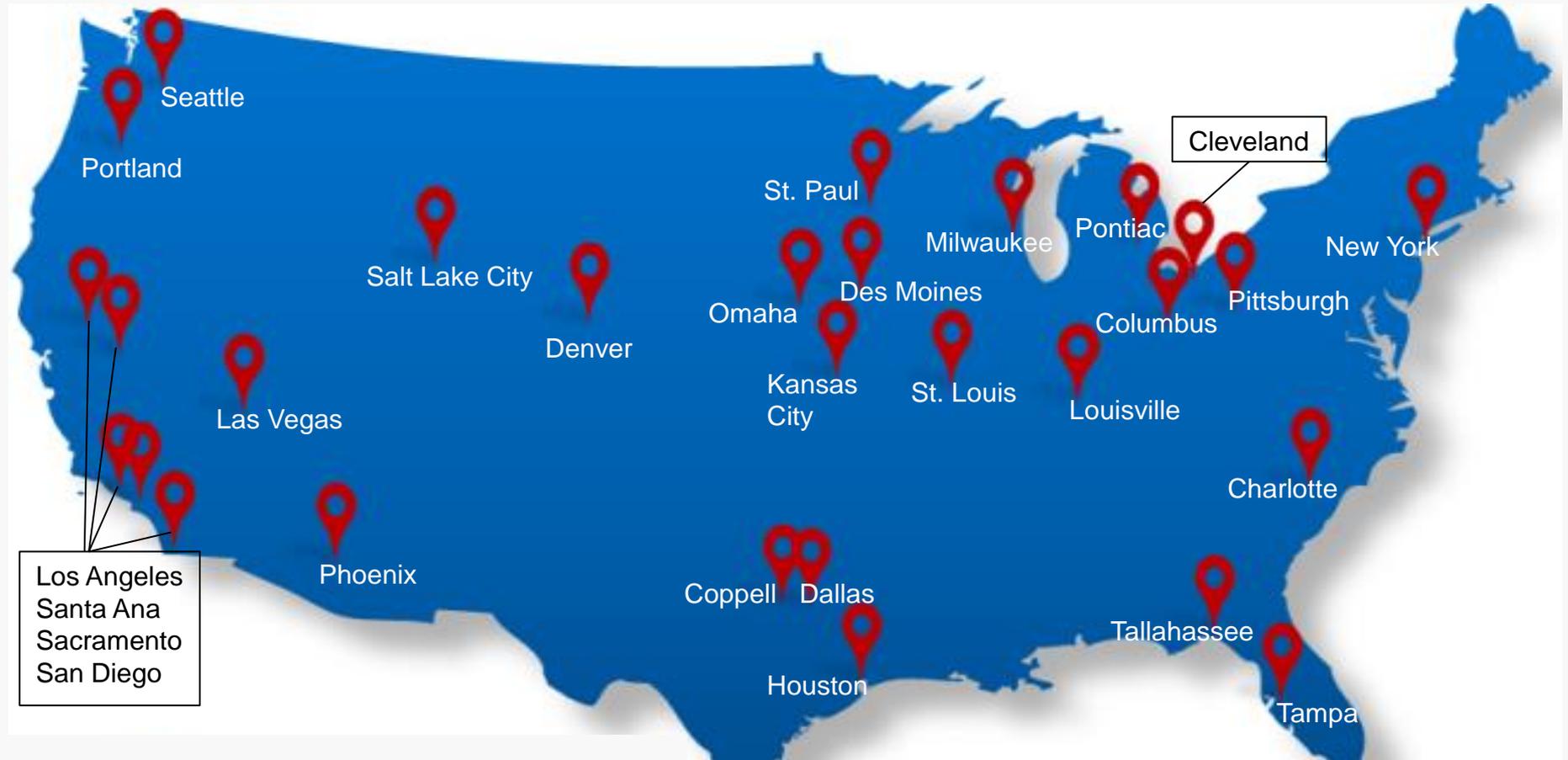
❑ Establish Enterprise Payment System with two new services

- Enterprise Payment Account Administration
- Add/Remove/Link and pay for PO Boxes, Caller & Reserve Services
- View account activity dashboard & reports





Premier BMEU Phase 1 Sites



- ❑ Survey emails sent from designated BMEUs within 30 minutes after postage statement is finalized.
- ❑ Linked to the customer by postage statement ID
 - Postage Statement Mailing Agent
 - Postage Statement Permit Holder
 - From PostalOne! Permit profile page
- ❑ Sent no more than once within 30 days

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

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

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



Appendix

- Two significant *PostalOne!* incidents in the 30 days
 - December 16 – December 18: *PostalOne!* unavailable
 - Batch job ran longer than expected and was terminated
 - Normal recovery efforts failed due to an Oracle database issue
 - *PostalOne!* applications brought down for recovery
 - A limited number of large files experienced processing delays after system restart
 - January 5: Delays in generating postage statement from eDoc after upload
 - Monthly batch job to update the Mail Direction File ran outside of the normal runtime
 - Database contention due to other processes updating/inserting data into same tables
 - Resulted in a service degradation of 6 hours

Field	Description
# of Errors vs # of Pieces in Errors	<p>In some cases, the number of errors does not match the number of pieces/HUs/containers in error when it should.</p> <p>Those two values should always match for Unlinked Copal, MID, STID, and Entry Facility errors. Those two values may not match for by/for or barcode uniqueness when more than one error is logged on a piece/HU/container.</p> <p>Drill reports from the mailer scorecard will reflect the numb. The assessment amount will reflect the number of pieces/HUs/containers in error of errors. (3630)</p>
Detailed Errors	<p>Detailed full-service errors are missing in the detailed error report for all but one postage statements in a combined mailing. All errors are included in the mailer scorecard, errors by error type report, and job error type report. (3694)</p>
Detailed Errors - Mail Owner & Mail Owner Scorecard	<p>Mail owner information is missing in the detailed error report and full-service errors are missing on the Mail Owner scorecard when a mailing receives By/For Error 7110 and did not have any Mail Owner information on the mail.dat .mpa file. (3633)</p>
Mail Owner/Mail Preparer Scorecard	<p>Mail Owner/Mail Preparer scorecard is missing full-service errors for a mailing when the mailing was processed on multiple threads within SASP. These errors will be visible on the eDoc submitter scorecard. (3675)</p>
Postage Assessment	<p>Postage assessment incorrectly counts partial errors over threshold. The system should only include full errors to determine how many errors exceeded the threshold and should be included in the postage assessment calculation. (3579)</p>
MID & STID	<p>Mail Owner scorecard does not include STID and MID errors when the mail owner is identified using a publication number. On the eDoc Submitter scorecard, the Mail Owner will not be displayed at the detailed error level for STID and MID errors when the mail owner was identified using a publication number. (3711)</p>

1/3

Field	Description
Summary, Drills, Assessments	Use the same data set for scorecard error counts, drills, and rolling postage assessment (3450)
Nesting/Sortation (MPE)	Do not update nesting/sortation (MPE) errors after the 10 th day of the next month (3578)
Undocumented	Exclude mailpiece scans with barcode ID 93 from undocumented when the MID and Serial Number were provided in eDoc (8237)

1/31

Field	Description
Undocumented	Performance issue causing delays when importing large (multi-million piece) mail.dat jobs may cause undocumented pieces to temporarily appear on the mailer scorecard. (8462/3610)

Field	Description
Shipping Summary Report	Include the facility name in addition to the locale key (BNS 378) Add columns to display any post-induction assessable errors including misshipped, zone, EPD, payment, and duplicate (BNS 378)
Postage Statement Cancellation	Allow mailers to cancel a portion of a postage statement (8317) Handle container-level cancel and update submissions when sent in under the recommended time period (30 minutes) (8483)
Zone	Skip zone verification when the container is marked as “N” in the Accept Misshipped field, container was incorrectly accepted at a misshipped entry location, and the container does not include a Continuous MID (8513)
Postage Assessment	Correctly calculate zone and EPD postage when a non-DDU container is inducted at a site that is co-located with a DDU (8677) Correctly calculate payment postage due when multiple non-finalized sibling containers receive an unload scan at the same timestamp (HH24:MI:SS) (8687)

Field	Description
Payment	Payment errors are logged incorrectly when a container is included on multiple mailings, one of which has a postage statement for the container that has been finalized