



MTAC Workgroup Updates

Intelligent Mail/Seamless Entry

December 1, 2011



MTAC Workgroup Updates

MTAC 140 – Enterprise Payment

Industry Leader – Cheryl O’Day

USPS Leader - Tanya Perry

MTAC 138 - eDropship

Industry Leader – Deborah Damore

USPS Leader – Garrett Hoyt

MTAC 143 – Seamless Acceptance

Industry Leaders - Bob Rosser, Mury Salls, Susan Pinter

USPS Leaders - Garrett Hoyt, Marty McGuire

UG 1 – PostalOne!, SASP, Intelligent Mail

Industry Leaders - Watt Bryan, Todd Black

USPS Leaders - Brenda Washington, Ruth Stock

MTAC 139 – Start-the-Clock for all Business Mail

Industry Leader – Rose Flanagan

USPS Leader – Christine Simone

Issue Statement

The Postal Service has embarked on a strategic initiative of Enterprise Payment to offer state-of-the-art payment options across postal products and services. As part of the initiative we are undertaking a corporate wide analysis of USPS customer payment options as they exist today and performing a customer needs analysis to understand the solutions that will need to be offered to meet customer payment needs. This workgroup will define gaps in the current payment options and customer payment needs for the enterprise payment initiative.

Desired Results

- Phase 1: (Completed November 29, 2010)
 - Define gaps in the current payment options
 - Define customer payment needs for the enterprise payment initiative
- Phase 2:
 - Provide input for solutions designed under the enterprise payment initiative

Accomplishments

- Defined gaps in the current payment process
- Defined customer payment needs for the Enterprise Payment initiative
- Sponsored MTAC Customer Payment Survey
- Reviewed Requirements & Provided Recommendations

Next Steps

- Sunset Workgroup
- Start new workgroup prior to implementation

Centralized Accounts in PostalOne!

- Assign all permits to CAPS accounts
- Two types of CAPS accounts
 - Traditional CAPS accounts remain “As Is” with 5-digit account number and electronic payment options
 - Traditional account customers may pay new permit application fees from their CAPS account
 - Non-Traditional accounts will be assigned a 6-digit account number and will encompass the present local trust permits
 - Non-Traditional CAPS customers continue to pay at the retail window as before
- Meter / PC Postage & Precancelled permits may hold a trust balance, eliminating need for additional postage account (Existing additional postage accounts may still be utilized)

Centralized Accounts in PostalOne!

- Allow Full-Service Mailers to mail anywhere with a single permit per postage payment method (permit imprint, pre-canceled, metered)
- Applies to mailings where postage statements that have 90% or more Full-Service pieces
- The 90% applies to single statements or the master statement (when there are multiple child statements)
- Eligible with First-Class, Standard, and Bound Printed Matter Full-Service mailings Does not apply to Periodicals (in January).
- Local Permit Number or Company Imprint indicia may be used at any location
- Transaction recorded at mail acceptance location
- Transaction recorded by account (financial transaction – what permit/account was used)
- Annual Presort Fee - Waive annual fee on a permit (permit mail is entered under) if the mailing volume remains at 90% Full-Service pieces per postage statement

Mission

Develop an approach to streamline the drop shipment process to provide mailers and the Postal Service with an efficient, cost-effective, and streamlined process for mail induction

Develop a paperless drop-ship process that will eliminate the use of paper documents (8125) and manual processes.

Develop an approach that promotes participation among the logistics providers to provide accurate electronic information leveraging digital workflow.

Leverage infrastructure and technology communications developed under the Full Service program to promote accurate start-the-clock reporting ensuring visibility to mail owners, mail preparers and the Postal Service.

Identify automated verification, reconciliation and payment adjustment approaches that minimize human interaction and streamline the mail induction process.

Mission (cont.)

- Provide mailers a digital process to induct mail into Postal Facilities, eliminating paper forms 8125/8017
 - Eliminate the need for paper 8125s / 8017s and reduce manual verification processes at origin and induction
 - Leverage Intelligent Mail Container barcodes and electronic documentation to streamline the induction process
 - Utilize Surface Visibility capabilities to validate payment and induction point



Pilot

- Pilot Testing with Workgroup Members
- Parallel Process – 8125s still required
- Deployed eInduction Functionality to Tampa & Chicago
- Testing Functionality
- Identifying and Fixing Issues

Next Steps

➤ **November 2011**

- Deploy Induction Capability
- Begin Pilot

➤ **January 2012**

- Develop foundation for eInduction invoicing for mis-shipped containers
- Allow BME Managers to override eInduction system and manually release containers to SV
- Enable IMCB and Postal Registers via *PostalOne!*® Wizard
- Create and Print PS 8125/8017 via eInduction data to *PostalOne!*

➤ **April 2012**

- eInduction system will support continuous mailers with an approved MID solution
- Mailers will have the ability to indicate shipments 100% eInduction
- Add USPS® transported containers to eInduction

➤ **June 2012**

- eInduction to Delivery Units
- eInduction to support IMcb creation for Air Boxes

➤ **July 2012**

- Begin limited rollout

Mission

Identify process changes, feedback and reports necessary to achieve a seamless entry and automated verification approach for letters, flats and parcels

- Establish the process changes necessary to achieve a streamlined entry and automated verification approach leveraging the advances made through Intelligent Mail and Full Service.
- Define the information and reports necessary to provide mailers and the Postal Service with actionable information.
- Define value proposition and approach to promote the adoption of seamless acceptance.

Approach

- Leverage Intelligent barcodes on mailpieces, handling units, and containers and electronic documentation to automate acceptance and verification processes
- Utilize sample scanning at induction and mail processing equipment scans to evaluate mail quality
- Focus verification automation efforts on critical verifications for initial deployment
 - Was all mail paid for?
 - Will barcodes read on USPS equipment?
 - Was mail dropped at the right location?
- Report mail quality trends based on sampling and scanning data analysis

Progress

- Conduct Value Stream Mapping (VSM) at Five Different Mailing Environments
 - IWCO – Standard Letters
 - DST – Continuous, First-Class Letters
 - Arandell – Standard Letters and Flats
 - PBPS – MLOCR, First-Class Letters
 - QuadGraphics – Standard and Periodicals Flats

- Proof-of-Concept for VSM mailers
 - Design capabilities for automating acceptance and verification processes
 - Finalize participation criteria
 - Compare POC results against existing verifications
 - Test process for sampling at induction and scanning results

Next Steps

- **September – November 2011**
 - Conduct Value Stream Mapping at select DMUs
 - Develop Proof of Concept

- **November 2011**
 - Develop reporting capability for Full Service sampling processes
 - Develop capability to match sample data to eDOC
 - Enable Proof of Concept onboarding by CRID
 - Initiate Proof of Concept

- **January 2012 – January 2013**
 - Software enhancements based upon lessons learned from Proof of Concept and Pilot

- **July 2012**
 - Begin Pilot

- **January 2013**
 - Begin Rollout



UG 1 *PostalOne!*, SASP, Intelligent Mail Mission

- Address and resolve issues; define and review improvements in functionality across the *PostalOne!*, SASP and Intelligent Mail systems.
- Create ad-hoc subgroups to address specific issues as necessary.
- Become the formal vehicle for the cross-exchange of technical systems information to ensure the industry and Postal Service work together throughout the lifecycle of software deployments.



UG 1 *PostalOne!*, SASP, Intelligent Mail Accomplishments

- Successful Deployments in 2011
 - January (Rel 26)
 - June (Rel 27)
 - November (Rel 28)
- On Point Communications
 - Release Notes/Notifications/Updates
 - Special Interest Topics
- Cross-functional Issues Tracking
 - Prioritized by the user group
 - Involves industry and USPS functional groups
 - Closed over 175 issues over the past 12 months



UG 1 *PostalOne!*, SASP, Intelligent Mail Next Steps

- Continue collaboration
 - Get industry feedback and suggestions
 - Work together to resolve open issues
- Leverage group as a focus group for new initiatives
 - Discuss new products and services with USPS product owners
- Persist with timely updates on future functionality
 - Deliver 2012 Releases
 - Enjoy biweekly meetings
 - Use RIBBS!

Mission

Develop an approach to calculate and provision the Start-the-Clock for non Full-Service business mail

- Leverage the online reports and Mail.XML messages developed for full-service to promote an approach to provision start-the-clock information for non full-service mail to mail owners and mail preparers.
- Evaluate the check-in process at acceptance sites, electronic documentation, mail entry appointment processes and Customer Supplier agreements to determine optimal approaches for calculating accurate start-the-clock for non full-service business mail.

Accomplishments

- Reviewed full-service start-the-clock business rules
- Identified options for applying full-service start-the-clock business rules to non full-service mail
 - Functionality deployed in June 2011 to allow assignment of content to a third party in FAST
 - Discussion of the future of the EMD transitioned to MTAC 146
 - eInduction visibility transitioned to MTAC 138
 - Third party data distribution implementation transitioned to MTAC 138

Next Steps

The work group closed out on October 27, 2011