

Pre-MTAC Webinar: Visibility and Service Performance

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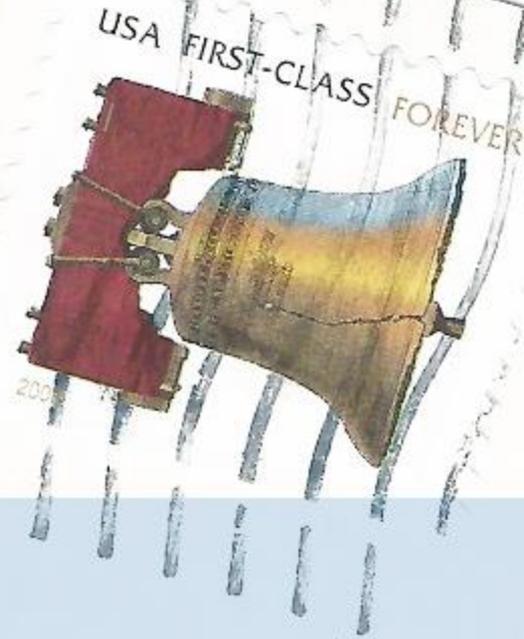


Steve Dearing
Moderator

Nov 5, 2015

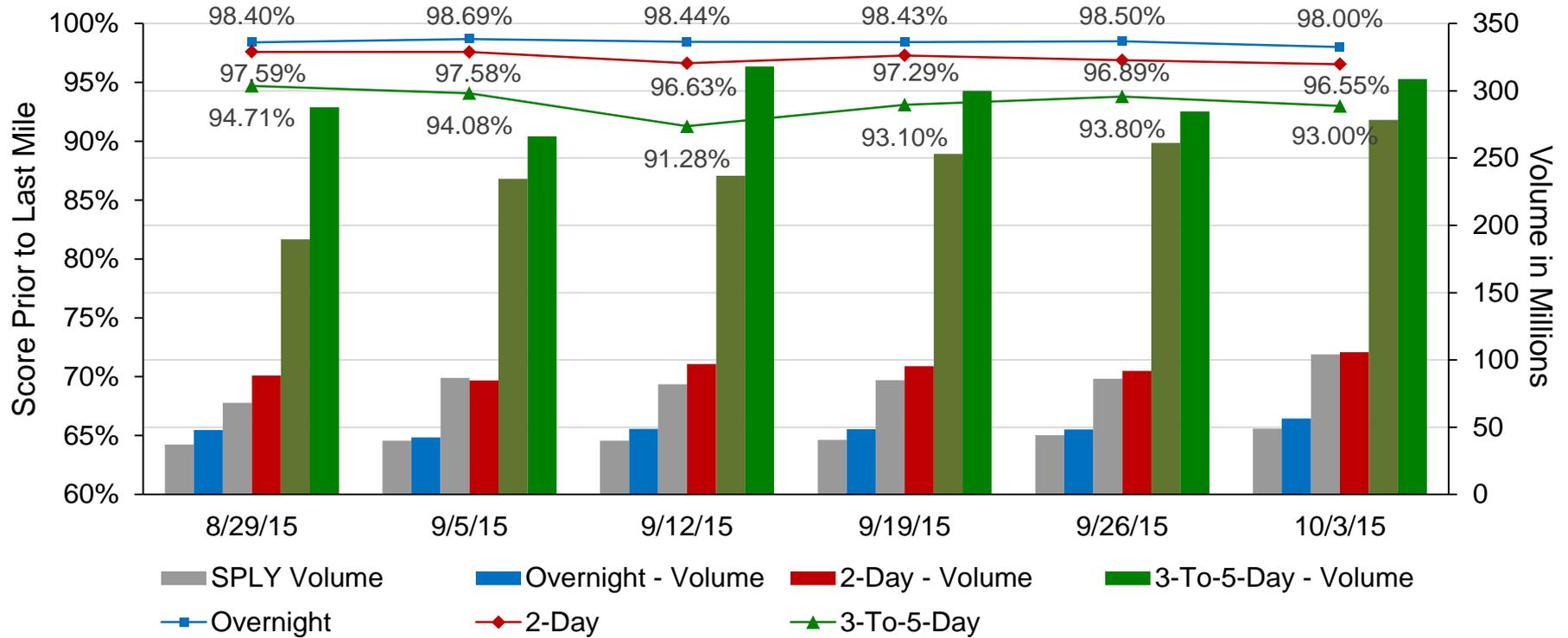


Service Performance



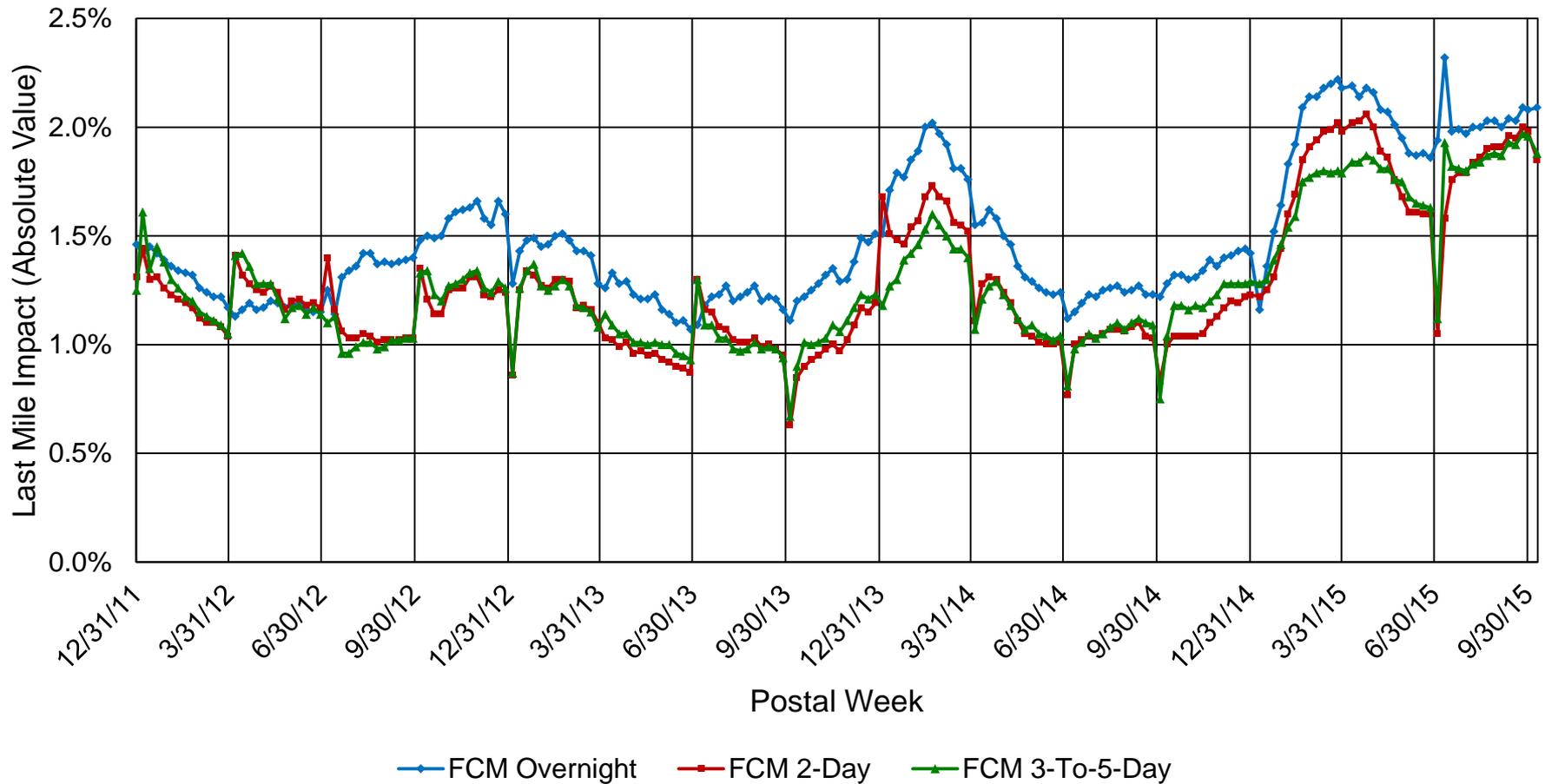
Percentage of volume increase in measurement

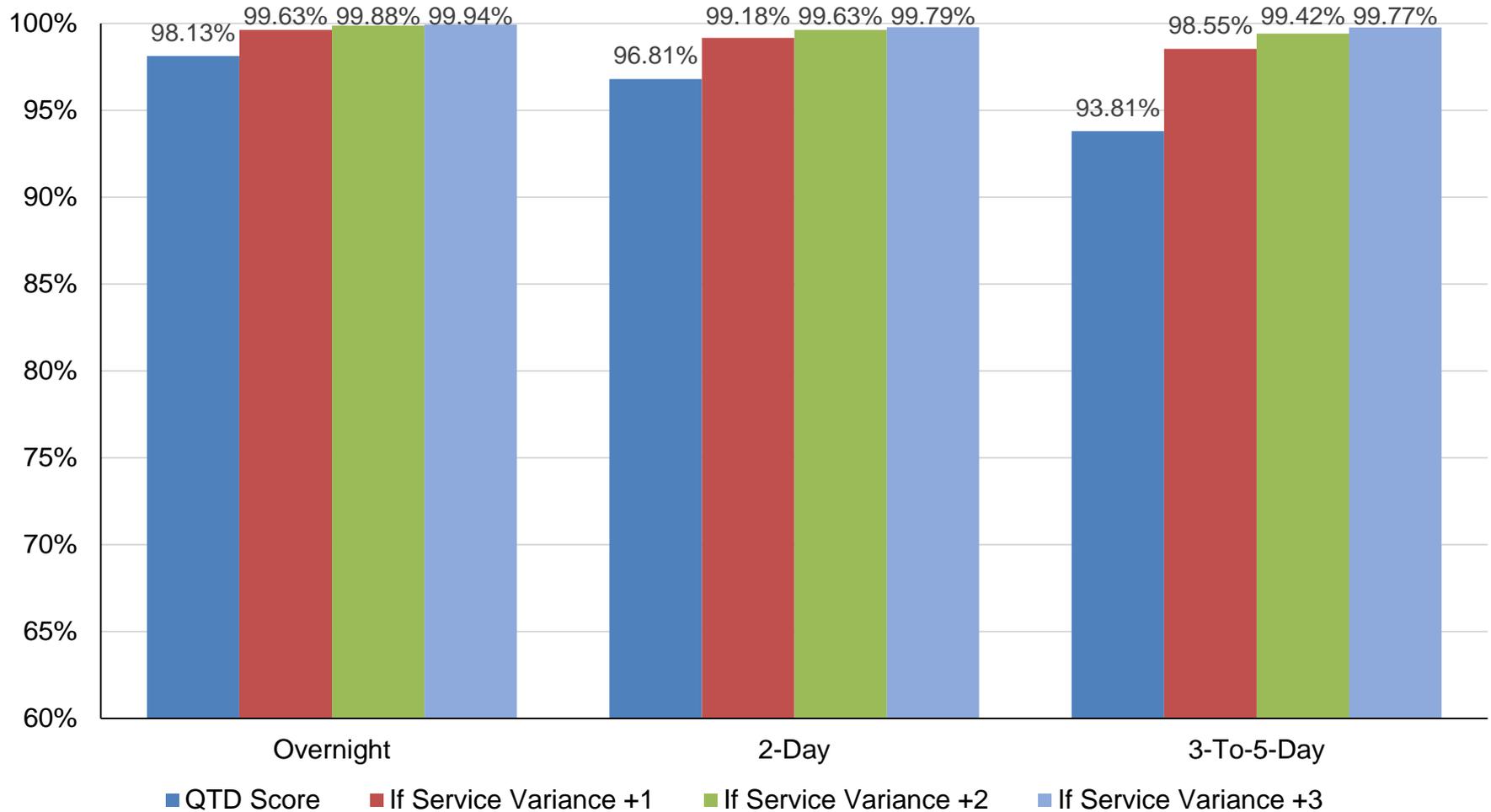
Mail Class/Shape	Aug 2014	Sep 2015
FCM Letters	51%	65.10% (Increase of 14%)
STD Letters	47%	72.04% (Increase of 25%)
STD Flats	23%	65.32% (Increase of 42%)
PER Flats	36%	61.05% (Increase of 25%)

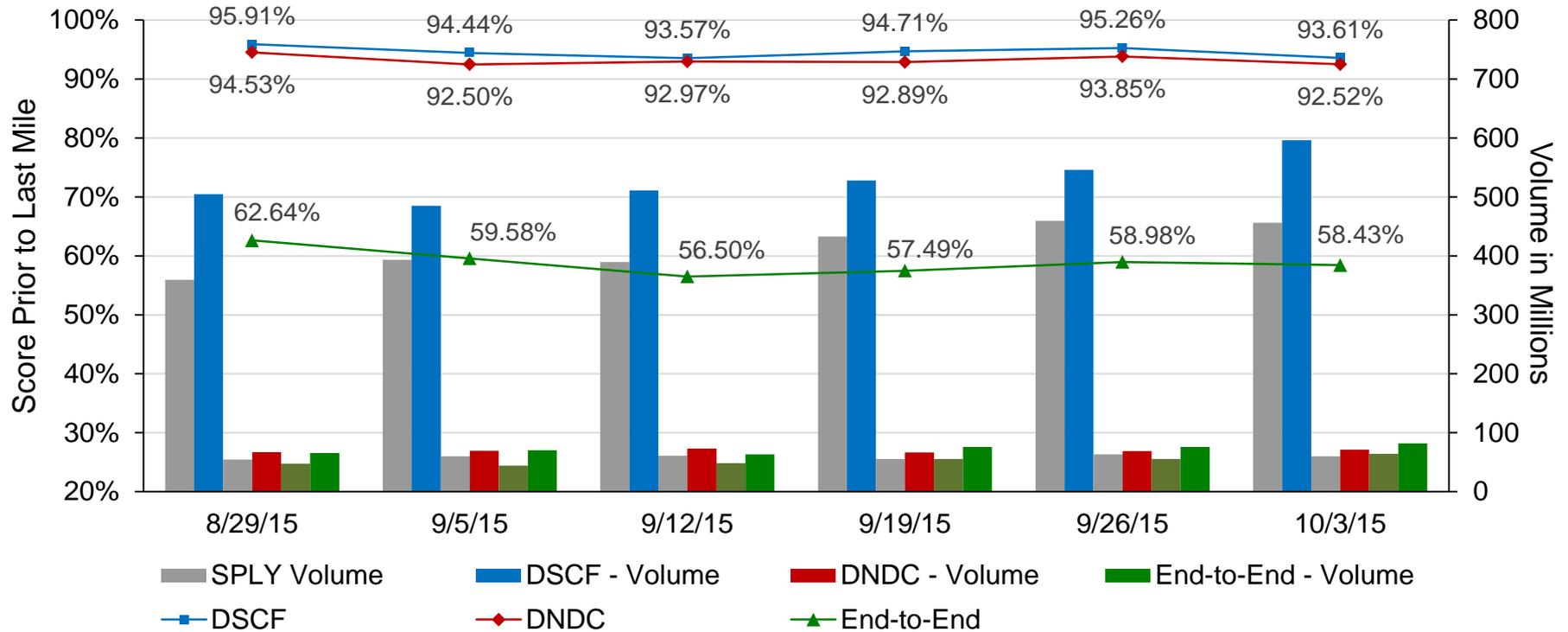


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	75,804,023	98.13%	-2.09%	96.04%	96.80%	76,664,332	-1.10%	97.36%	-1.32%
2-Day	140,742,747	96.81%	-1.85%	94.96%	96.50%	153,346,659	-8.20%	97.14%	-2.18%
3-to-5-Day	409,925,621	93.81%	-1.88%	91.93%	95.25%	391,544,096	4.70%	93.85%	-1.92%
3-Day	407,616,393	93.80%	-1.88%	91.92%	95.25%	389,462,567	4.66%	93.78%	-1.86%
4-Day	2,182,503	97.04%	-1.43%	95.61%	95.25%	2,001,791	9.03%	95.13%	0.48%
5-Day	126,725	58.32%	-2.36%	55.96%	95.25%	79,738	58.93%	39.87%	16.09%
Total	626,472,391			93.11%	96.00%	621,555,087	0.80%	95.09%	-1.98%

Last Mile Impact Trend

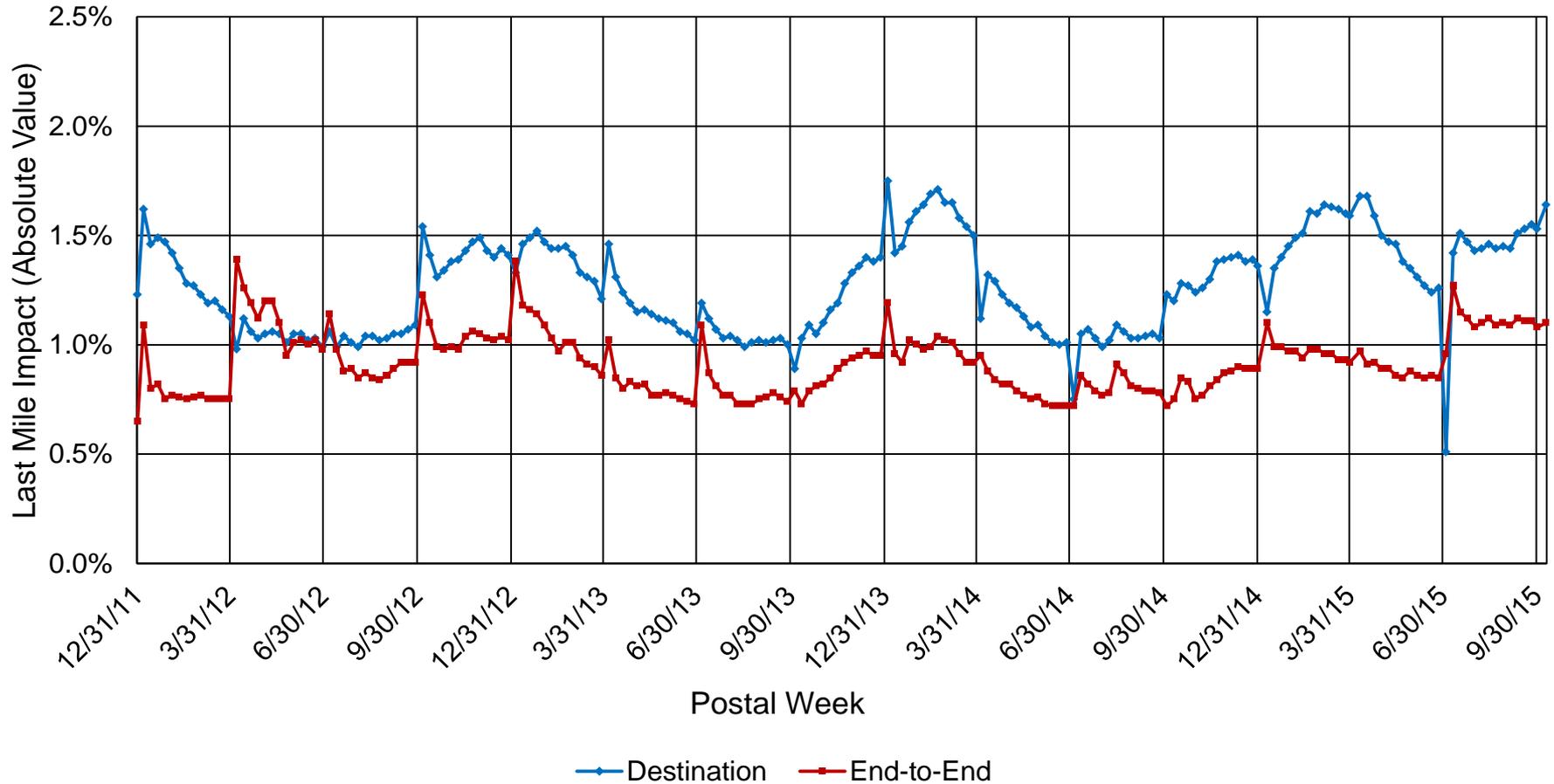


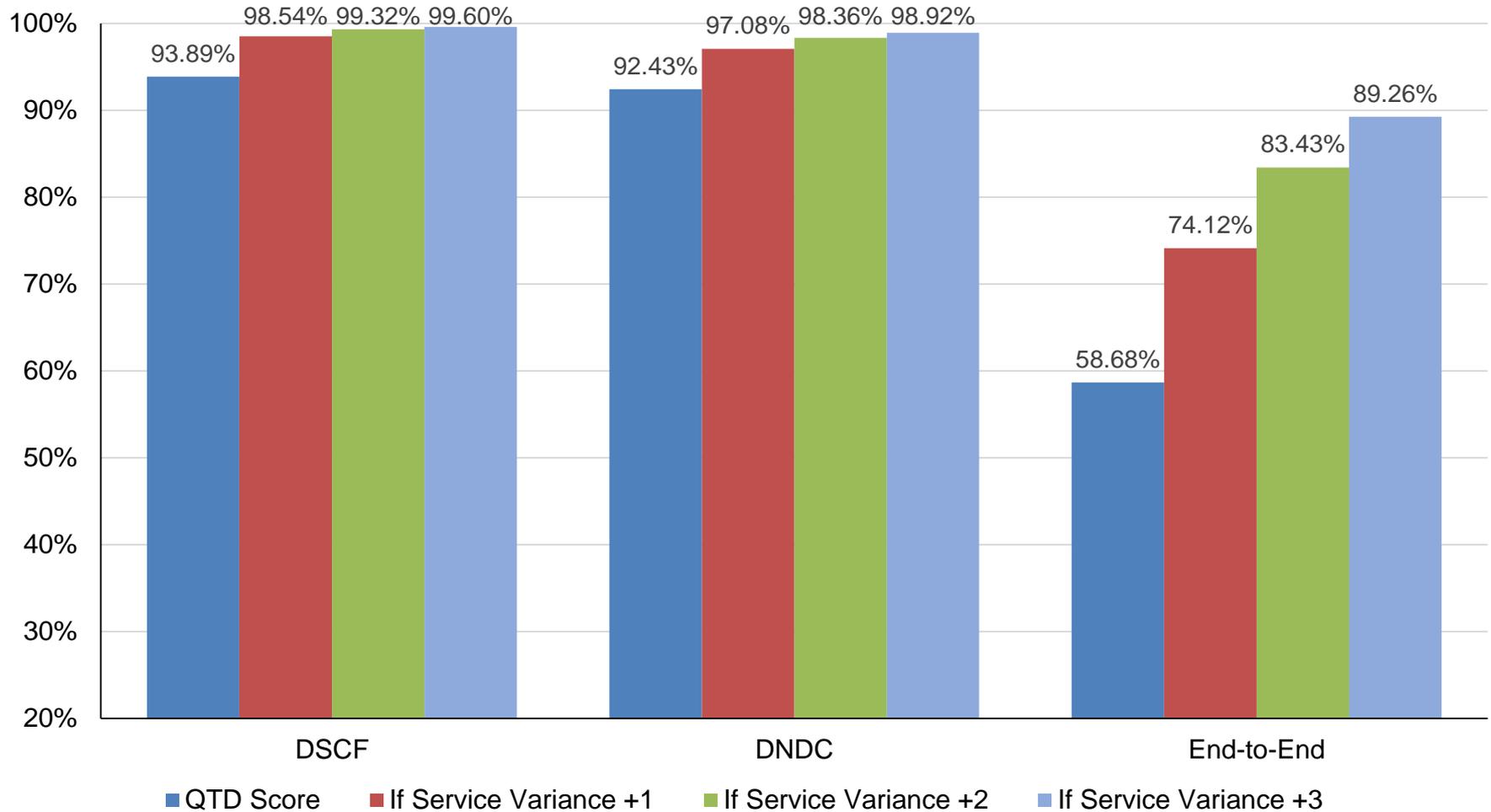


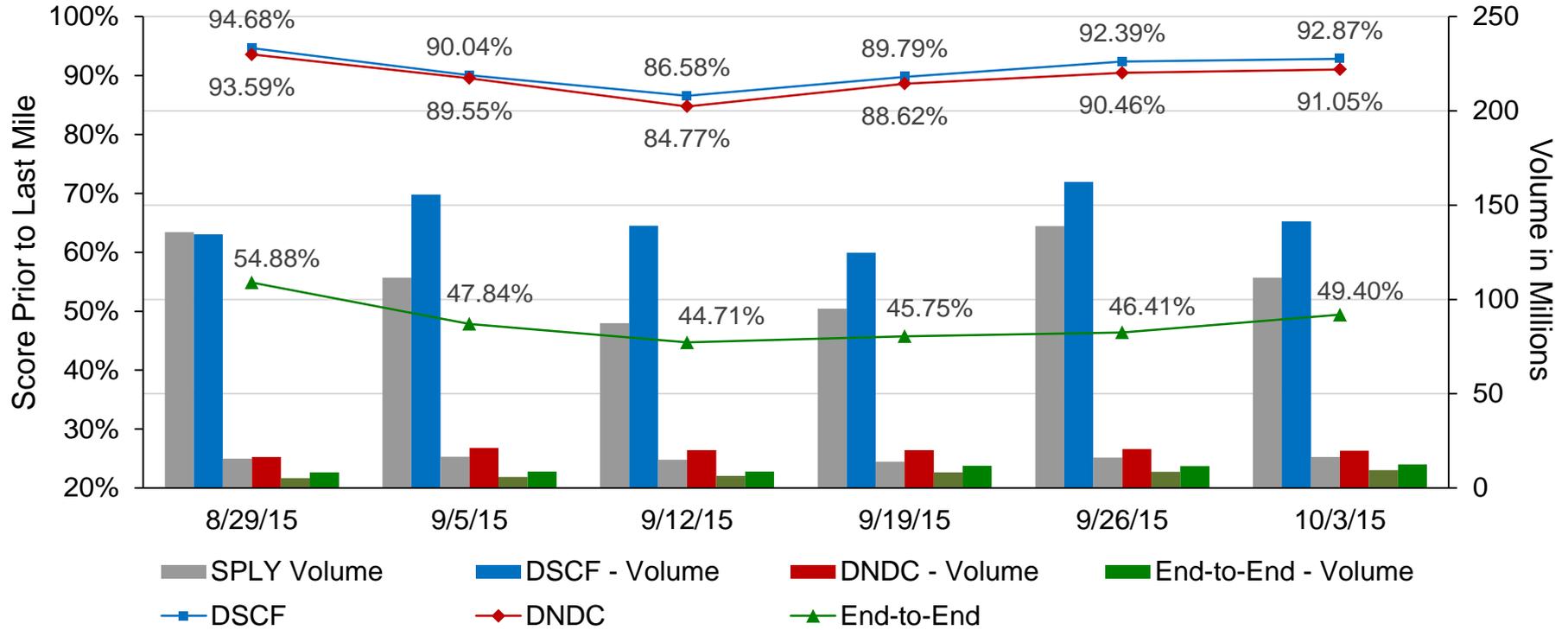


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	748,249,639	93.89%	-1.67%	92.22%	91.00%	685,186,608	9.20%	91.21%	1.01%
NDC Letters	87,894,391	92.43%	-1.36%	91.07%	91.00%	87,325,354	0.70%	89.15%	1.92%
E2E Letters	103,331,878	58.68%	-1.10%	57.58%	91.00%	90,399,078	14.30%	65.26%	-7.68%
3-Day	22,117,520	85.57%	-0.99%	84.58%	91.00%	21,243,569	4.11%	84.27%	0.31%
4-Day	698,258	78.10%	-4.77%	73.33%	91.00%	3,388,748	-79.39%	83.16%	-9.83%
5-Day	14,570,878	77.82%	-0.80%	77.02%	91.00%	13,542,788	7.59%	77.56%	-0.54%
Total	939,475,908			87.17%	91.00%	862,911,040	8.90%	87.05%	0.12%

Last Mile Impact Trend

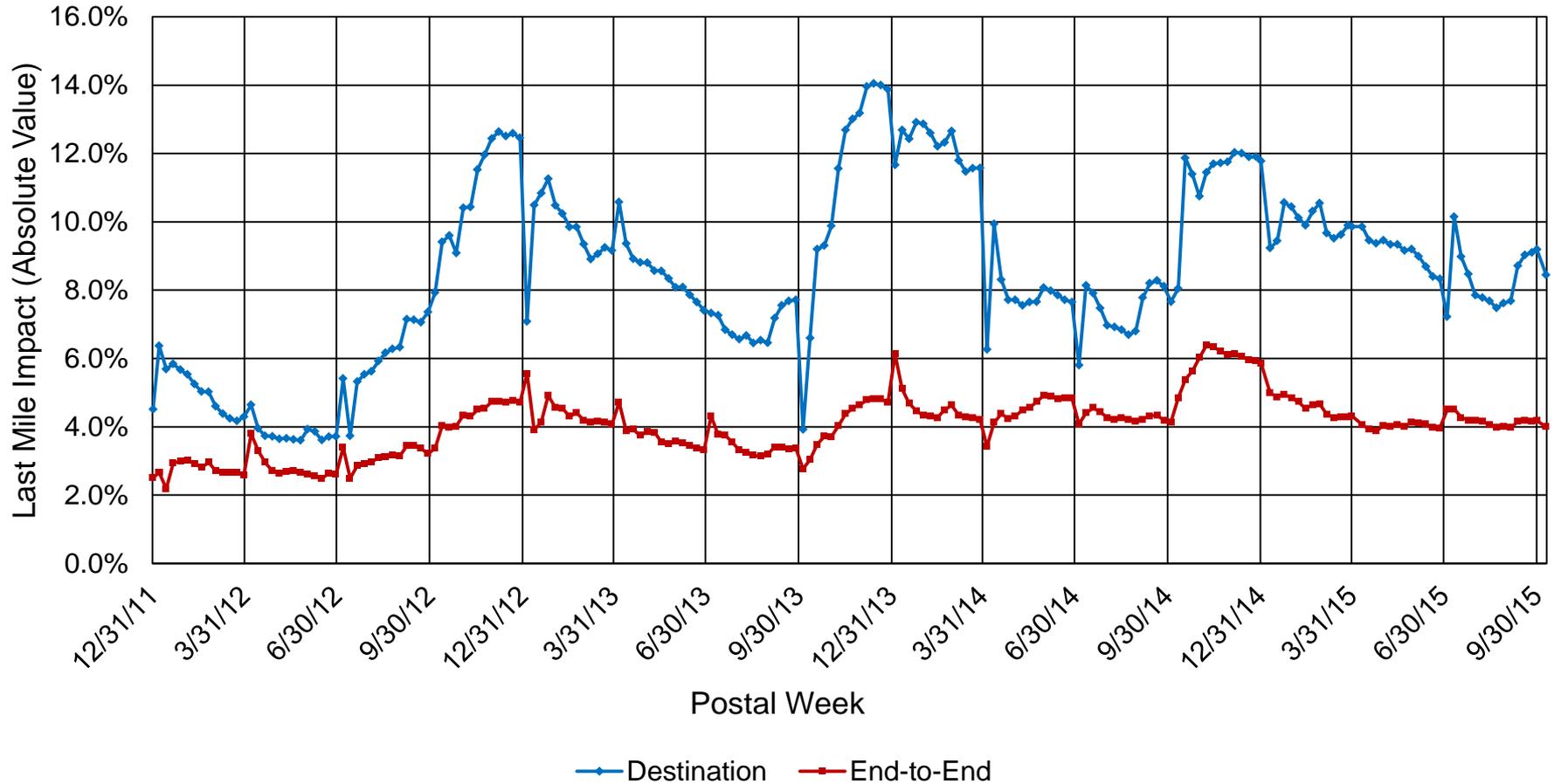


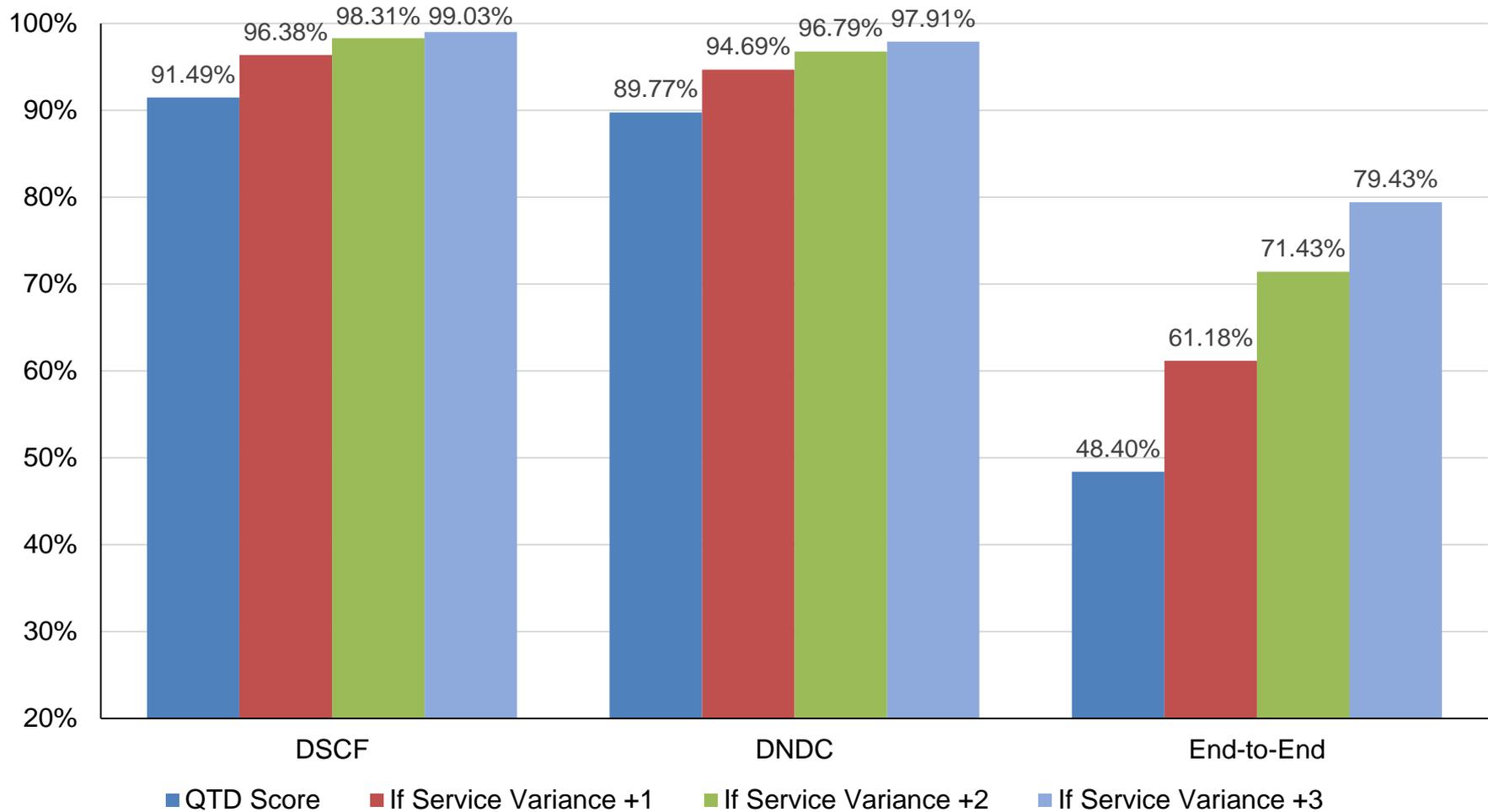


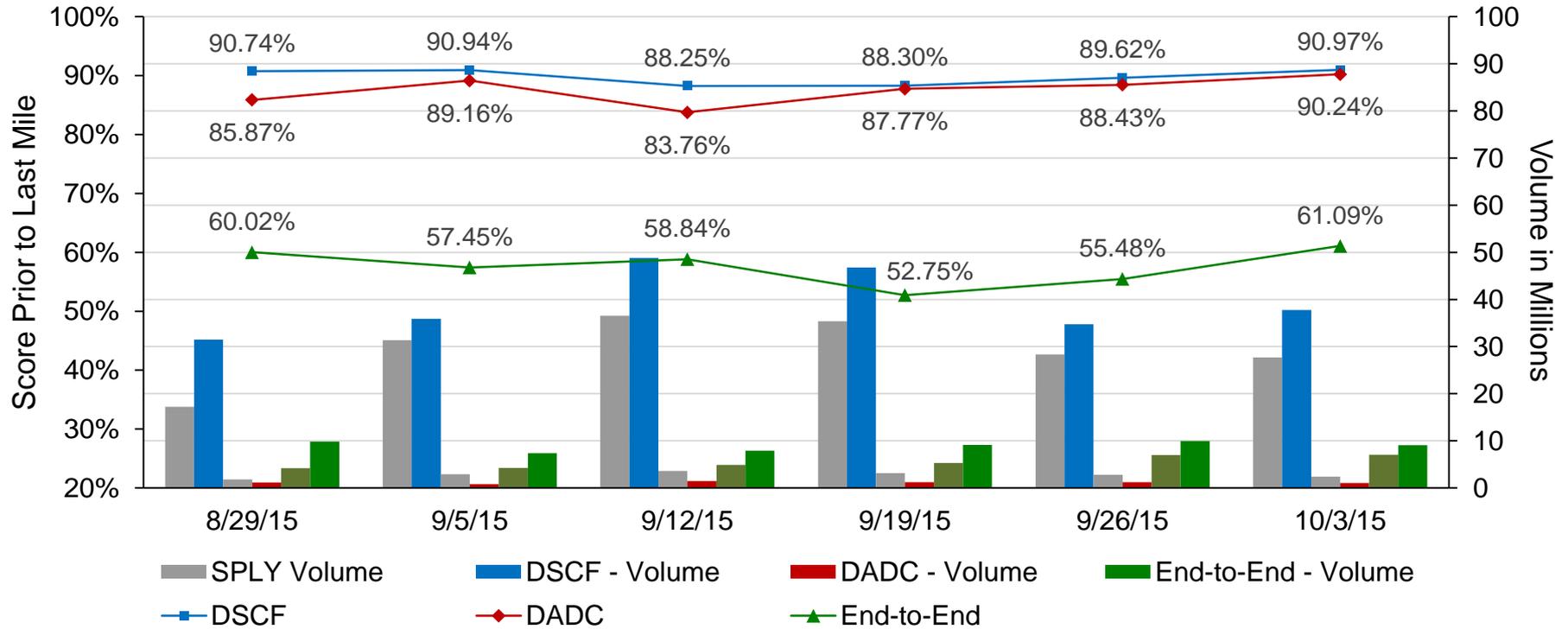


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	178,935,419	91.49%	-8.75%	82.74%	91.00%	166,640,567	7.40%	83.25%	-0.51%
NDC Flats	25,172,966	89.77%	-4.69%	85.08%	91.00%	22,790,138	10.50%	85.59%	-0.51%
E2E Flats	16,385,626	48.40%	-3.99%	44.41%	91.00%	13,961,981	17.40%	56.20%	-11.79%
3-Day	2,674,072	78.63%	-6.63%	72.00%	91.00%	2,974,479	-10.10%	69.22%	2.78%
4-Day	93,161	63.44%	-2.86%	60.58%	91.00%	284,625	-67.27%	71.39%	-10.81%
5-Day	1,512,439	59.91%	-3.48%	56.43%	91.00%	1,467,427	3.07%	64.84%	-8.41%
Total	220,494,011			80.80%	91.00%	203,392,686	8.40%	82.58%	-1.78%

Last Mile Impact Trend

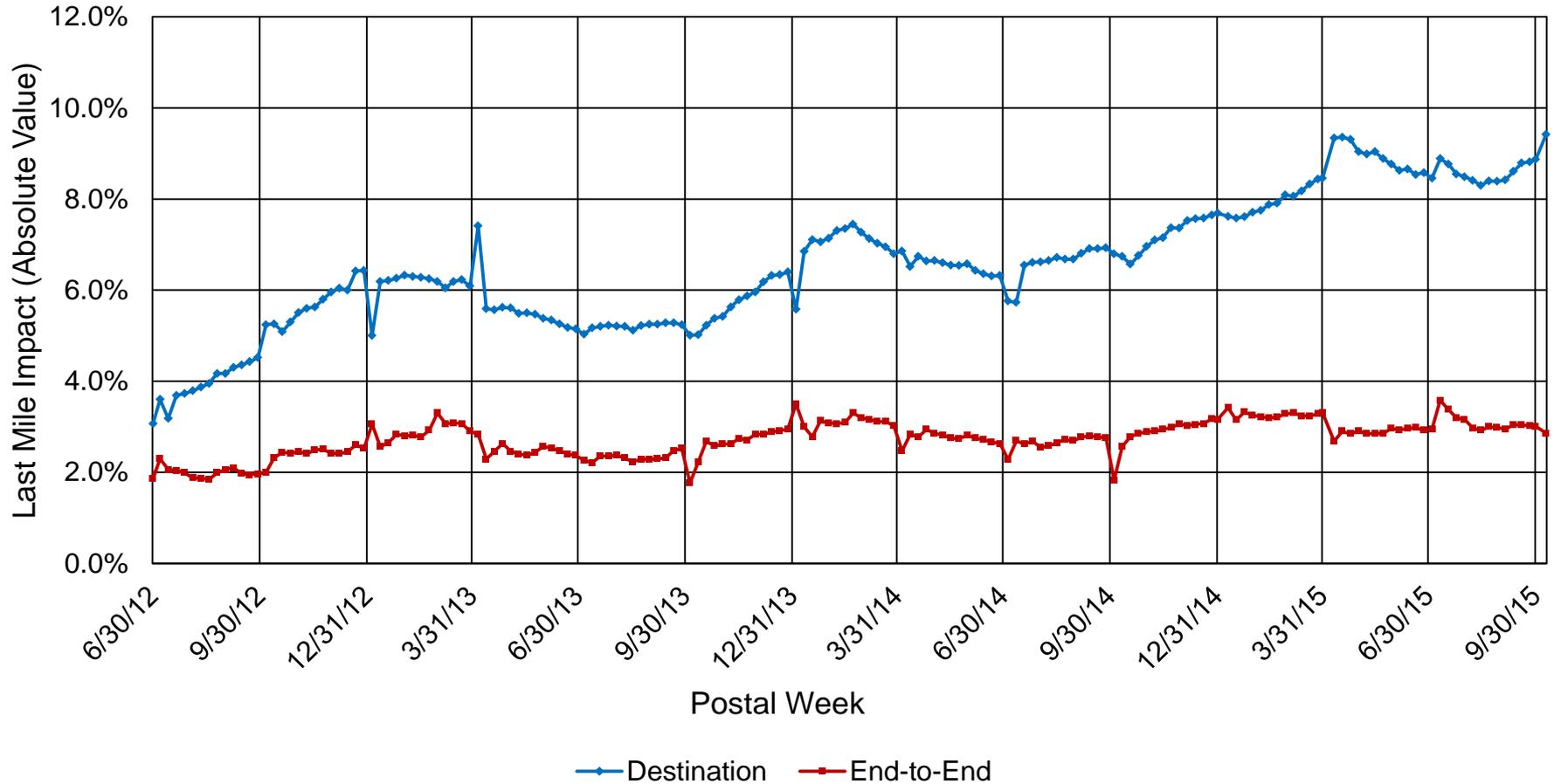


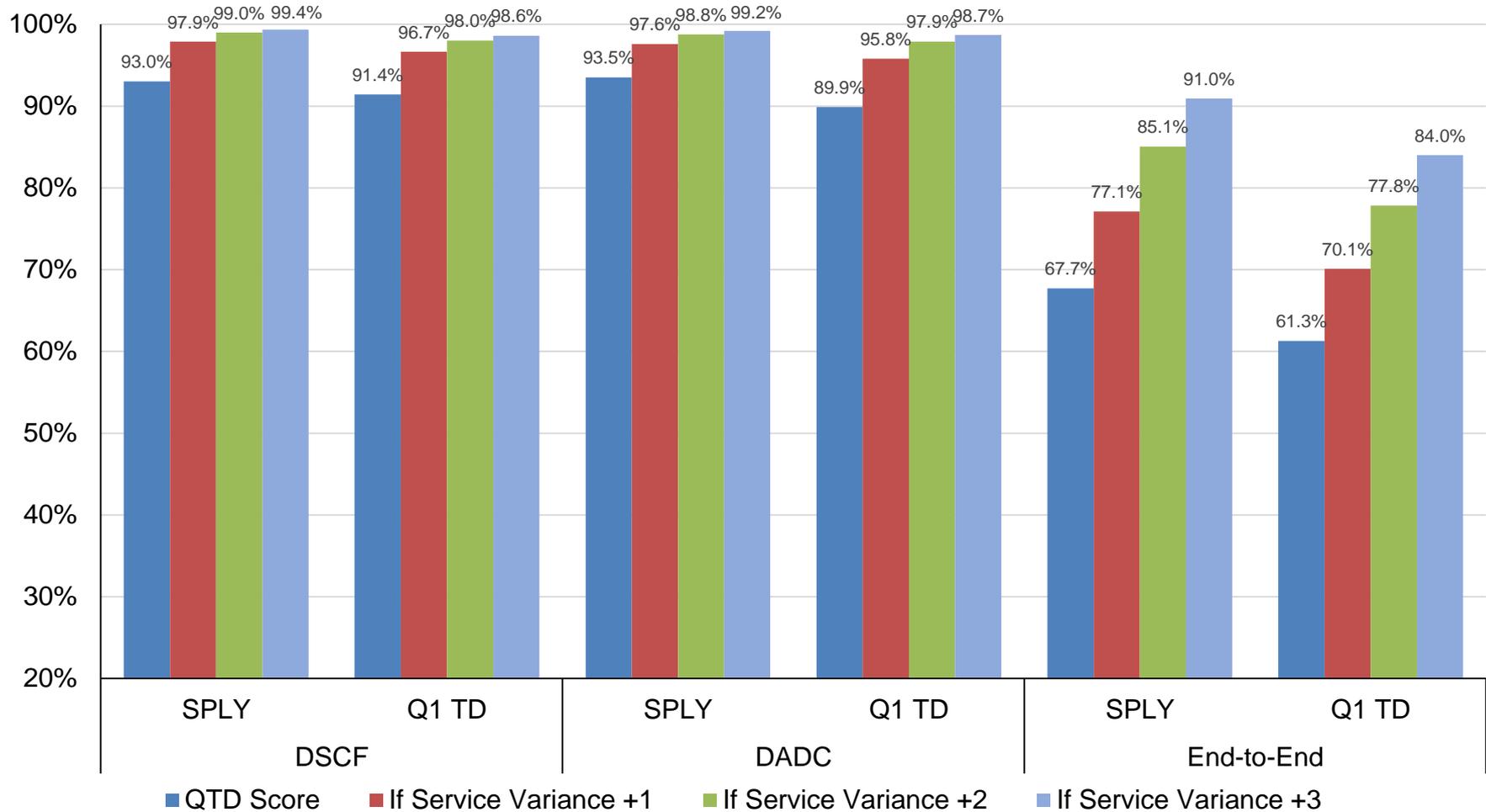




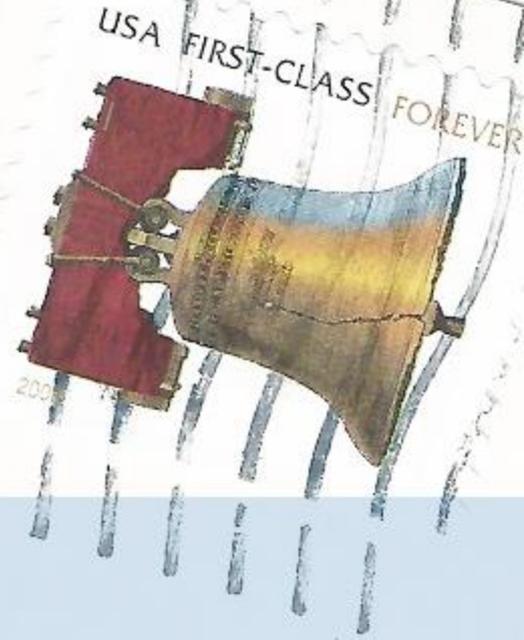
Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	51,315,790	91.41%	-9.60%	81.81%	91.00%	44,467,809	15.40%	86.03%	-4.22%
ADC Flats	1,390,181	89.90%	-5.59%	84.31%	91.00%	3,789,208	-63.30%	88.90%	-4.59%
E2E Flats	12,327,054	61.28%	-2.86%	58.42%	91.00%	10,898,316	13.10%	65.15%	-6.73%
3-Day	4,637,911	86.82%	-3.01%	83.81%	91.00%	3,271,346	41.77%	81.24%	2.57%
4-Day	4,494,682	53.64%	-2.89%	50.75%	91.00%	5,053,369	-11.06%	55.22%	-4.47%
5-Day	345,307	39.80%	-2.36%	37.44%	91.00%	45,891	6.52%	27.27%	10.17%
Total	65,033,025			75.95%	91.00%	59,155,333	9.90%	80.98%	-5.03%

Last Mile Impact Trend





Address Management



OIG Audit IT-AR-14-010 identified need for security changes in Secure Hash Algorithm (SHA)

- ❑ OIG Audit found that NCOA^{Link} uses an outdated hash algorithm (SHA-1) to mask COA data**
- ❑ SHA-1 does not comply with current USPS security policies**
- ❑ SHA-256 will be adopted to ensure adequate security protocols are in place**

Webinar held with Developers October 21, 2015

What actions are required by Developers?

- 1) NCSC will provide SHA-256 products in January 2016**
- 2) SHA-1 and SHA-256 systems to run parallel during transition**
- 3) Software developers would be required to make application changes from SHA-1 to SHA-256**
- 4) All developer products must be transitioned to SHA-256 no later than August 1, 2017**
- 5) No CASS™ certification is required**
- 6) Seamless transition to mailers**

Timeline

SHA-256 product released to developers via EPF	January 2016
Software developer's transition process begins	January 2016
Developer internal testing ends (12 months)	January 2017
End-User internal testing ends (6 months)	July 2017
Last release of SHA-1 product	July 2017
All products transitioned to SHA-256	August 2017

CASS™ Cycle N Extension

- ❑ The Current CASS Cycle N expiration date has been extended to August 1, 2018**
- ❑ CASS software vendors have been informed they may extend their current software usage through this new expiration date**

Discontinued AMS API Platforms

- ❑ Effective August 2017, the USPS® will completely discontinue production of the AMS API on the AIX and SUN platforms.**
- ❑ On December 30, 2013, the USPS announced suspension of all technical support for these discontinued platforms on August 1, 2015.**
- ❑ Cost of converting to use of SHA-256 does not justify continued production**

DirectDPV

- ❑ It is the intention of the USPS® to retire the DirectDPV product.**
 - ❑ Only 3 certified developers of the product**
 - ❑ Cost of converting to SHA-256 not justifiable**

- ❑ Official notification will be provided to the industry prior to retirement.**

Improving Accuracy & Use of UAA Reason Codes

- Review UAA “Nixie” Reason Codes
- Evaluate procedures for the use of UAA Reasons by delivery employees
- Make recommendations to improve the accuracy of UAA Reason codes so the USPS and Mailing Industry can automate appropriate actions
- Last meeting was October 28, 2015.
- Recommendations have been entered into RITS.



- INSUFFICIENT ADDRESS
- NO SUCH NUMBER
- UNCLAIMED REFUSED
- ATTEMPTED NOT KNOWN
- NO SUCH STREET
- VACANT
- NO MAIL RECEPTACLE
- NOT DELIVERABLE AS
ADDRESSED - UNABLE TO
FORWARD

Industry: Adam Collinson – Assoc for Mail Electronic Enhancement

Dan O’Brien – Major Mailers Assoc

USPS: Kai Fisher – Address Management

Bonita C. Brown – City Delivery Operations

Final Recommendations:

- **Description changes suggested for “Vacant” & “Unable To Forward”.**
- **Communication “Blitz” regarding UAA Reasons and their meaning to improve training for delivery employees.**
- **Evaluate ways to monitoring delivery employees action and assignment of Nixies.**
- **Evaluate new technology for how it can be used to facilitate accurate UAA reason identification and feedback to Delivery.**
- **Update the AMEE White Paper on ACS.**

- **ACS File Format Version 2 provided via EPF was released on October 20, 2015:**
 - The Version number changed from “01” to “02”
 - The DPV Flag for new address is provided
 - ACS fixed length and optional CSV and XML/XLS formats have this new information. The optional “Legacy” file formats did not change.

Start	End	Length	Description	Data Type	Comments
2	3	2	File Version	ALPHA/NUM	Change from “01” to “02”
618	618	1	DPV Flag	ALPHA	New: DPV Flag for New Address Y / N / S / D / V / Blank
619	699	81	Filler	SPACES	

- **\$25 Threshold for ACS Invoices began with the October 2015 Invoice.**
- **Redirection IMb (93 R-IMb) records are included in the EPF ACS fulfillments.**

New for 2016!

- **Pilot began in August 2015**
- **Shipping Services File data sharing between PTR & ACS will begin in January 2016.**
- **Will be offered for:**
 - **Parcel Select**
 - **Parcel Select Lightweight**
 - **Media Mail & Library Mail**
 - **Bound Printed Matter Parcels**
 - **Standard Mail Parcels**
- **Shipper must be certified to use the IMpb**
- **Shipping Services File 1.7 or higher required**
- **Release date TBD**

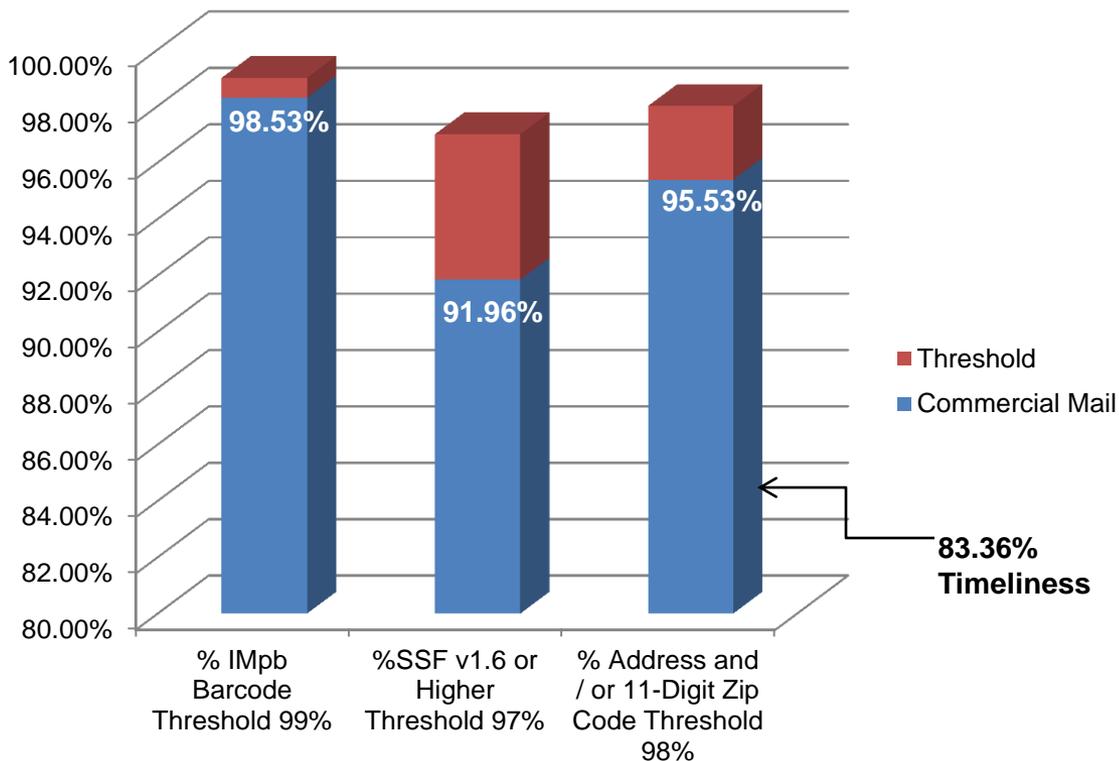
- **Flats Postal Automated Redirection System – FPARS**
 - **Deployment of FPARS delayed – Revised deployment date TBD after January 2016.**
 - **Hardware installed in North TX P&DC and Southern MD.**
 - **Testing and limited FPARS processing will occur in those sites.**
- **PARS Software version 5.7**
 - **Full deployment will occur for Letter PARS prior to FPARS activation. Date TBD after January 2016.**
 - **Software currently installed in 6 CLOSS sites**
 - **Successfully reduced the volume of “Upgraded” unendorsed Standard Mail generated in those sites.**

Package Services



September 2015 IMpb Metrics

Thresholds as of
January 25, 2015



Source: USPS Product Tracking & Reporting (PTR)

Total Volume

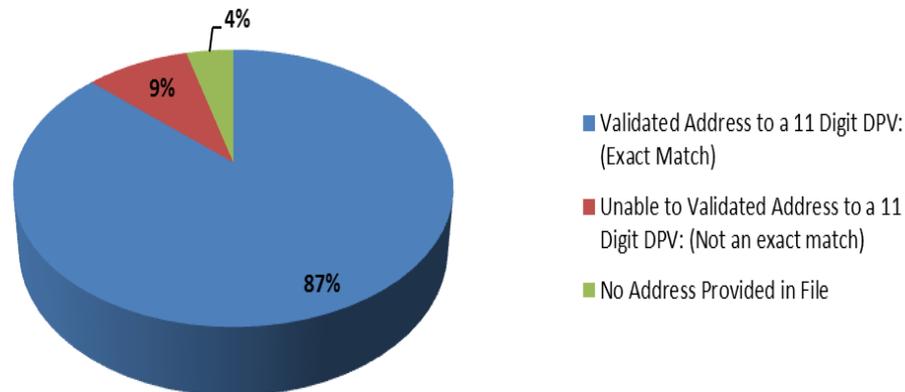
Competitive & Market Dominant Products (International & Retail Packages Not Include)

DPV Confirmation	
Description	Percent
Validated Address to a 11 Digit DPV: (Exact Match)	87.01%
Unable to Validated Address to a 11 Digit DPV: (Not an exact match)	8.97%
No Address Provided in File	4.02%
Total Volume	100.00%

Product	Percent
Competitive Products	90.22%
Market Dominant	9.78%

Address Quality

(At the time of AAU)



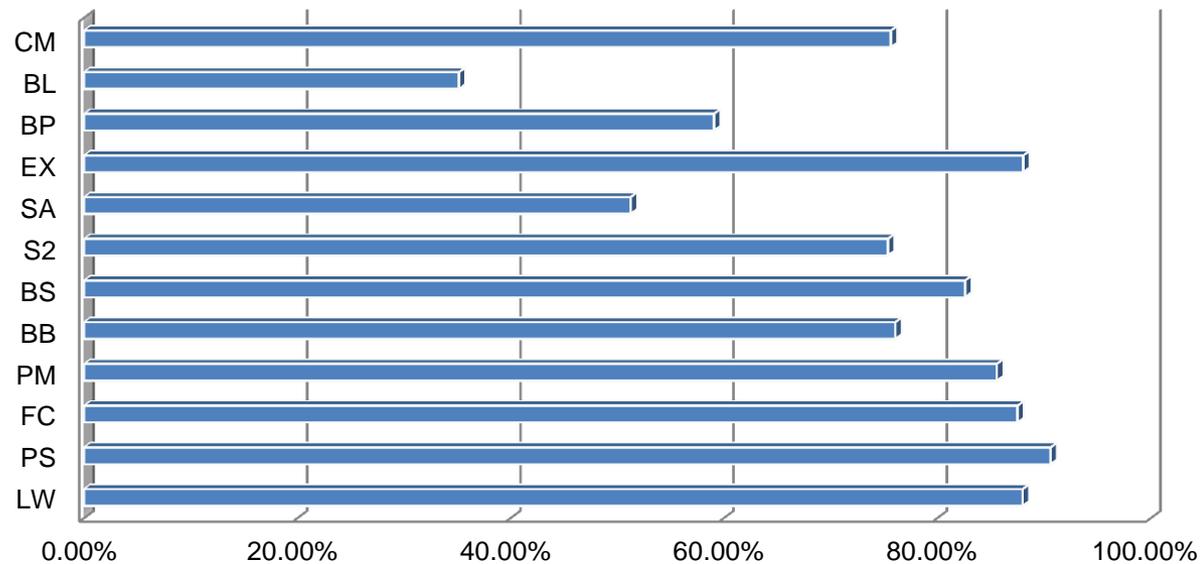
Competitive Products		Market Dominant Products	
Class of Mail	% Exact Address Match For CoM	% Not An Exact Match For CoM	% No Address For CoM
LW	88.03%	7.83%	4.14%
PS	90.65%	7.08%	2.28%
FC	87.56%	10.35%	2.09%
PM	85.60%	12.00%	2.41%
BB	76.09%	8.84%	15.06%
BS	82.63%	14.94%	2.43%
S2	75.40%	8.45%	16.15%
SA	51.28%	4.52%	44.20%
EX	88.08%	9.28%	2.64%
BP	59.11%	8.39%	32.50%
BL	35.20%	46.56%	18.24%
CM	75.70%	4.96%	19.34%
% Of Total Volume	87.01%	8.97%	4.02%

Total Volume

Competitive & Market Dominant Products

(International & Retail Packages Not Include)

Delivery Point Validation "Exact Match" By CoM



	LW	PS	FC	PM	BB	BS	S2	SA	EX	BP	BL	CM
■ Percent	88.03%	90.65%	87.56%	85.60%	76.09%	82.63%	75.40%	51.28%	88.08%	59.11%	35.20%	75.70%

September 2015 IMpb Metrics

PRODUCT	% IMpb Barcode Threshold 99%	% Address and / or 11-Digit Zip Code Threshold 98%	% Address and 11 Digit Zip Code	% Address Only	%SSF v1.6 or Higher Threshold 97%
Bound Printed Matter Parcels	99.82%	86.15%	58.90%	21.35%	87.82%
Library Mail	96.90%	82.83%	10.25%	31.61%	71.34%
Standard Post	37.90%	73.11%	19.37%	44.54%	28.99%
Media Mail	97.32%	98.10%	47.46%	42.99%	94.29%
Critical Mail	100.00%	94.09%	19.18%	93.78%	93.78%
Priority Mail Express	82.66%	81.94%	59.64%	81.02%	81.02%
First-Class Package Service	98.90%	94.21%	63.69%	91.97%	91.97%
Parcel Select Lightweight	99.88%	97.28%	48.67%	96.19%	96.19%
Priority Mail	97.29%	98.27%	63.69%	27.68%	95.72%
Parcel Select	99.73%	98.22%	64.98%	28.68%	90.39%
Standard Mail Marketing Parcels	100.00%	87.57%	50.66%	32.19%	83.42%
Standard Mail Parcels Non-Profit	91.70%	66.53%	46.48%	7.51%	47.89%
Unspecified	34.04%	34.34%	0.10%	34.11%	0.13%
Totals	98.53%	95.53%	58.57%	59.37%	91.96%

Source: USPS Product Tracking & Reporting (PTR) & USPS Product Performance Reporting (PPR)
 Competitive products highlighted in bold.
 Performance does not factor in timeliness.

September 2015 Address &/or 11 Digit Timeliness Report

Product	% of 11 Digit &/or Address Prior to the AAU
Bound Printed Matter Parcels	74.25%
Critical Mail	69.79%
First-Class Package Service	82.35%
Library Mail	39.49%
Media Mail	81.57%
Parcel Select	88.20%
Parcel Select Lightweight	85.09%
Priority Mail	83.91%
Priority Mail Express	69.27%
Standard Mail Marketing Parcels	73.44%
Standard Mail Parcels Non-Profit Parcels	60.16%
Standard Post	58.69%
Unspecified	30.75%
Total Manifested Packages Received Prior to the AAU	83.36%

Source: USPS Product Tracking & Reporting (PTR) & USPS Product Performance Reporting (PPR)
 Competitive products highlighted in bold.
 Currently only Competitive products are subject to noncompliance fees.

September 2015 Shipping Services File Timeliness by Product

SSF before Arrival at Post Office Event: 96.93% of Total Volume

PRODUCT	% Arrival at Post Office Event Prior to Shipping Services File (Total)
Bound Printed Matter Parcels	3.92%
Critical Mail	4.88%
First-Class Package Service	0.88%
Library Mail	1.36%
Media Mail	0.90%
Parcel Select	4.18%
Parcel Select Lightweight	4.62%
Priority Mail Express	0.98%
Priority Mail	0.91%
Standard Mail Marketing Parcels	5.76%
Standard Mail Parcels Non-Profit Parcels	0.78%
Standard Post	1.08%
Unspecified	7.53%
TOTAL	3.07%

Source: USPS Product Tracking & Reporting (PTR) & USPS Product Performance Reporting (PPR)
Competitive products highlighted in bold.
Currently only Competitive products are subject to noncompliance fees.



Key		
BARCODE_QUALITY	BQ - Mail Piece has Poor Barcode Quality	BQ
MANIFEST_QUALITY	MQ - Mail Piece has Poor Manifest Data Quality	MQ
ADDRESS_QUALITY	AQ - Mail Piece has Poor Address Quality	AQ

Scan Event Extract Version 1.6 -

Detail Record						
Record Position	Field Name	Format	Length	Description	Example	Content Rules and Limitations
788-787	IMpb Compliance Report Code	A	2	IMpb Compliance Report Code Possible Values: 1 - SF, BF 2 - SF, BF, DZ 3 - BF 4 - DZ 5 - BF, DZ 6 - UN, DZ 7 - UN, DZ, BF 8 - UN, SF, DZ, BF 9 - SF 10 - SF, DZ 11 - SF, DZ, UN 12 - SF, UN 13 - BF, UN 14 - UN 15 - SF, UN ,BF 16 - null	3	Field is only populated with the first unmanifested event, "MA", and "07" event. See Appendix J, Table - 16
788-790	Delimiter	A	3	Quote , comma , quote delimiter	**	**



Scan Event Extract Version 2.0 -

Detail Record						
Field Position	Field Name	Format	Max Length	Description	Example	Content Rules and Limitations
93.	IMpb Compliance Report Code	A	2	IMpb Compliance Report Code Possible Values: 1 - SF, BF 2 - SF, BF, DZ 3 - BF 4 - DZ 5 - BF, DZ 6 - UN, DZ 7 - UN, DZ, BF 8 - UN, SF, DZ, BF 9 - SF 10 - SF, DZ 11 - SF, DZ, UN 12 - SF, UN 13 - BF, UN 14 - UN 15 - SF, UN, BF 16 - null	4	Field is only populated with the first unmanifested event, "MA" and "07" event. See Appendix J, Table 16

New IMPB Compliance Report Codes

Non-Compliance Code	Report Cod
SF, BF	1
DZ, SF, BF	2
BF	3
DZ	4
DZ, BF	5
UN, DZ	6
UN, DZ, BF	7
UN, DZ, SF, BF	8
SF	9
DZ, SF	10
UN, DZ, SF	11
UN, SF	12
UN, BF	13
UN	14
UN, SF, BF	15
OK	16
BQ	17
MQ	18
AQ	19
PC	20
KO	21
K1	22
UN, BQ	23

UN, AQ	24
DZ, BQ	25
DZ, MQ	26
SF, BQ	27
SF, MQ	28
SF, AQ	29
BF, MQ	30
BF, AQ	31
BQ, MQ	32
BQ, AQ	33
MQ, AQ	34
UN, DZ, BQ	35
UN, SF, BQ	36
UN, SF, AQ	37
UN, BF, AQ	38
UN, BQ, AQ	39
DZ, SF, BQ	40
DZ, SF, MQ	41

DZ, BF, MQ	42
DZ, BQ, MQ	43
SF, BF, MQ	44
SF, BF, AQ	45
SF, BQ, MQ	46
SF, BQ, AQ	47
SF, MQ, AQ	48
BF, MQ, AQ	49
BQ, MQ, AQ	50
UN, DZ, SF, BQ	51
UN, SF, BF, AQ	52
UN, SF, BQ, AQ	53
DZ, SF, BF, MQ	54
DZ, SF, BQ, MQ	55
SF, BF, MQ, AQ	56
SF, BQ, MQ, AQ	57