

**MTAC Focus Group Sessions**  
**Wednesday, November 20, 2013**

**VISIBILITY/SERVICE PERFORMANCE MEASUREMENT**

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**Notes for each Focus Group Session for Visibility/Service Performance Measurement:**

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First-Class Mail.....p. 7-9

Introductions: Robert Cintron – Vice President, Product Information

**Session 1: PERIODICALS**

(John Stark, MTAC Industry Leader)

**DISCUSSION TOPIC**

- Periodicals Service Performance
- End-to-End Diagnostics
- Last Mile Impact Levels
- Surface Visibility Expansion
- NYC Carrier Bundle Update
- Barcode Scan % - Engineering vs. ACS
- Single Source ACS
- Fpars
- IMb In-Home Scans

Until we get to the container visibility it is hard for the industry to understand the value of Full service. Timeline of when the visibility will be in play. This has been added as an action item.

Last Mile Impact - National webinars have been provided, educational awareness and training on Last Mile is ongoing.

- New York City Carrier Bundle Update – Carriers are breaking bundles and scanning with IMDs. We are working toward capturing all pieces and scanning last mile nesting in containers. We will

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understand when and where the pieces in the containers are, throughout the network. The value is, knowing if the mailpiece is in the plant or the delivery unit.

- The End-to-End Cycle Time Analysis report will provide information on opportunities about the movement of pieces through facilities.

SV Expansion plan – A new data feed has been added to provide near real-time container tracking. Please take a look at how your scans are coming in and get back to us, we are eager to enhance and expand the information for you. Ten sites are in process. We are moving on having 6 sites activated by February.

- Is this total site saturation for Wi-Fi? These particular sites are small, so they will be total saturation. We are doing a site assessment now, and are looking at some of the larger sites to implement a whole facility. We want to ensure we are going into sites that will exist after network realignment.

When hubs are aligned, how will scanners be deployed? It occurred that hubs would rise to the top because of the footprint and efficient, established legacy process of cross-docking.

Who is looking at the data right now besides the USPS? Can I depend on my transportation or service provider? It depends on who needs the visibility. It depends on what the customer wants to see, and it depends on how the customer's data is set up to receive the information table. Logistics, vs end-user. Who will the information be reported back to once the USPS gathers it? We'll talk more about the visibility piece and reevaluate the gathered data to determine who will need this, so it opens dialogue for additional conversation.

When a scan is out for delivery, our scan rate is high. The data shows reporters are stating delivery of a 99.9% rate.

Obliteration of barcodes still tends to be a poly issue.

Nixies by their very nature may represent a lot of bad addresses, perhaps there is a correlation in rural. Messaging about proper handling of UAA mail must be kept fresh in people's minds with ongoing communication. We will continue to message out.

- Are you including any of the manuals? We have no way of knowing that. If it's not coming through CFS we have no visibility.

Single Source ACS updates – We've heard you like the process, but the chargeback was suspended due to concerns. Moving forward, WG 161 has been developed to determine what the qualifiers will be for free ACS. The industry co-chair – the chargebacks have been identified and the USPS is working with industry to help industry understand that proper usage and filling out the eDoc is important to this process.

We will make sure the RIBBS new alternative PAF Policy is communicated. It is up on RIBBS, and we will ensure everyone knows where to find this. A link article will be sent out on this.

General Tracking Comment – I had a package delivered recently. I see the Postman put the package in my mailbox. I received an email almost immediately, all within 10 minutes of my package being delivered. If this gets translated to the mail, think of how tremendous this will be.

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## **ACTION ITEMS**

- \_\_Timeline of when visibility will be in play for Periodicals\_\_
- \_\_IEO Industry Alert re: PAF Policy posted on RIBBS\_\_

## **Session 2: STANDARD MAIL**

**(Wanda Senne, MTAC Industry Leader)**

Introductions: Robert Cintron – Vice President, Product Information

## **AGENDA**

- Standard Mail Service Performance\_\_
- Tray & Pallet Scanning\_\_
- Tray & Pallet Tracking for non-machinable mail\_\_
- UAA Statistical Update

## **DISCUSSION TOPIC**

- Thank you for adopting Full-Service, that helps us.
- Actual volume is mail in measurement and Revenue Piece and Weight (RPW) is total population of volume. For instance, End-to-End 15% is origin entry, 5% is actual. This is emphasizing letters.
- Timeline for visibility piece to be solidified and coming.
- How are you tracking non-automated mail? The question is, how do you know we have possession, and how are we moving that mail? We know we have an opportunity to include that in inventory. \_What about “Fletters”? If it’s full-service, we have a start-the-clock. In many instances we see that run on flat sorting equipment and this mail is measured. Operational process – if it’s not automation compatible, it will end up on flat sorting equipment.
- What % of mail is not in visibility because it is non-automation or because you don’t have a process for it right now? CR or DDU categories? If it’s drop shipped to a DDU and it’s not going upstream to get an automation scan, is there any way to determine the volume or percentage of that mail? On last mile, % that IS, WS, etc. EDDM impacting? Can we look and see if there is any correlation? We will take a look at this.
- How can we provide timelier pallet data? Is there something else we can do within our current data processes? Please bring up any ideas for solutions that you might have, Steve Dearing will look for feedback from the industry on this.
  - Single Source ACS, electronic product fulfillment (EPF). Steve Dearing will research the EPF concept

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- MIDs-Get the MID on container and provision out to the mailer. (Pritha Mehra) Data delegation in IMb tracing via the MID, so if you can provision to the owner of MID to IMcb on pallet, and push it out in EPF, huge win for industry and USPS.
- Container scans are requested, but we need the eDoc association
- Would the USPS ever allow us to pull data? Informed Visibility will have that capability.
- UAA study - If there are other things that the mailing industry finds important, we would be happy to take a look this.
- Secure Destruction - One mail owner mailed some standard mail, pharmaceutical company. Are there any thoughts to extend that to Standard Mail? Primarily because we have processes in the Delivery Unit. We would have to back flow that mail into the plants. That is one reason why we didn't begin with Standard Mail.
- The normal decline of mail – how does this contrast with the overall mail stream? We are beginning to see a decline in UAA growth. The efforts we are using to decrease the UAA mail are really beginning to have an impact.
- By Dec. 1 we will have all of the pages updated for RSS on RIBBS.
- End-to-End Cycle Time Analysis - The End-to-End Cycle Time Analysis report will provide information on opportunities about the movement of pieces through facilities. This is for internal use.
- Can we get the top 20 impact sites in a push report so that we don't have to drill down into the IMb tool? We are definitely moving down that path in a future state.
- SV Expansion plan – A new data feed has been added to provide near real time container tracking. Please take a look at how your scans are coming in and get back to us, we are eager to enhance and expand the information for you. Ten sites are in process. We are moving on having 6 sites activated by February.
  - Is this total site saturation for Wi-Fi? These particular sites are small, so they will be total saturation. We are doing a site assessment now, and are looking at some of the larger sites to implement a whole facility. We want to ensure we are going into sites that will exist after network realignment.

#### **DISCUSSION TOPIC - Concerns**

- As there are more people getting involved in Full-Service, the traffic going into the Help Desk is not timely. One customer entered an issue into the system on a Tuesday and did not receive a message back until late Thursday night to let them know they would receive a response in 48 hours. We are aware of the traffic coming into the Help Desk and are working to ramp up.
  - Do you have a list of things that are easy to manage for software vendors? FAQs. - Maybe the top 10 or top 20 things that are easy to manage would be helpful \_\_\_

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- Undocumented mail. We have got to get ahead of the undocumented mail issue.
  - This is related to seamless acceptance. When it runs across the mail processing equipment, it is not mapping back to the eDoc. We can't receive the measurement of undocumented pieces. This is a seamless acceptance issue and may be best addressed with Pritha. We will bring that up to Pritha.

### **ACTION ITEMS**

- Visibility Timeline (Same as PER FG)
- Provide "Bypass mail" volume
- Look at information regarding delivery mode impact to Last Mile \_
- Industry to consider participating in MID test regarding containers. Possible task team under UG4
- IEO Industry Alert re: PAF Policy posted on RIBBS
- What is the total volume of mail in SV vs non-SV?

## **Session 3: PACKAGE SERVICES**

**(John Medeiros, MTAC Industry Leader)**

Introductions: Robert Cintron – Vice President, Product Information

### **DISCUSSION TOPIC**

- Federal Register
- IMpb Compliance Threshold
- PTS-II Release
- Dynamic Routing
- Address Management Updates

### **DISCUSSION TOPIC**

- IMpb Compliance Threshold – in terms of quality of the barcode, have the constituents received feedback in terms of barcode quality? That feedback has not been given recently. In the extract file version, it is available. Please notify anyone who is under 98% so they are ready in January. We have placed this in the parking lot and will take this as an action item to provide that information in the future.
- What was the rationale about competitive products? Is there any consideration to cap? And the fix, July? Standard package parcels and package services will have a transition period effective until July 27, 2014.

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- Application of that charge. Is it only on the threshold of the pieces or for all pieces? Only below the threshold. 3% of the pieces that did not reach the threshold.
- On the non-compliance metered are they also subject to the prices? They are subject to the penalty on Commercial Plus.
- For those customers that are not doing eVS, are you finding those customer who are doing the old Delivery Confirmation struggling with using the old shipping services file? The struggle is creating it in the first place. That is why the PostalOne functionality is important. It might be a little hard to adapt. For the most part we looked at the transaction id, method of payment, post office account. There is already a high level of inclusion. From the data it didn't look like there would be a big issue there.
- So that only applies for USPS Corporate account Priority Express pieces? If you're not a USPS corporate account user. If you are, continue to use that legacy barcode. They are excluded from the requirement. You can still manifest them, but we want the address information in the shipping services file to assist with providing that data.
- What mailer ID will we use? Lisa Bowes asked for that this morning.
- If we are at 82% and the threshold is 93%, for all pieces with ZIP+4 and/or destination delivery address in file, there is a lot of movement in the industry that needs to take place. The threshold will only apply to the competitive products. There are some file vendors who are still not prepared to provide the file or have tools to be able to provide in some cases. So, bound printed matter or media mail is not included.
  - We've mentioned this to our customers. If you don't hit two of them, which one triggers the assessment? The one that yields the most pieces out of compliance.
  - Just be clear, the industry will provide the file and are working on it.
- Over-labeling – Links the tracking number on both ends of transaction to access all tracking information using either label. This is a very welcome change.
- Origin Acceptance for Parcel Return Service mail is another welcome addition.
- The name PTS-II will be changed to Product Tracking and Reporting for any future information.
- Thank you for the information you are providing us. We want to maximize the most effective way to route and get you the service information. So thank you for providing us the addresses.
- Why don't you limit it to six digit MIDS for 11 digit routing IMpb information? You would have a limited number of sequence numbers. We can bring that into consideration. The discussions that we have had are that we don't have enough sequence numbers. If you are not restricted, we may be able to look into this. We need to have some constructs that go up to 11.
- The retention limit is 45 days for IMpb, not 30 days as with IMb. We need to look at the problem and consider all of the impacts before proposing 30 days. Could we have different rules? This can

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be discussed in the PTS/eVS user group 2. If we can shorten the timeframe and you are willing to give up some sequence numbers.

- The biggest challenge is receiving the data at a certain time in order to make dynamic routing a success. Timely/consistent data from the mailers is needed to keep efficiency rolling. We need your data so we can sort packages and get them on the street as quickly as possible. Information needed is full address and/or delivery point code, accurate weights.
- On the APPS products that you have out there, the tolerance levels started at 6 and got down to 4, is it going to get better than that? We adjust the scale and calibrate to 2 lbs.
- Is 3:00am still your target? Yes. You're supposed to give us the file when you tender the volume to us, not after. We really need the data and are holding people responsible to get you all the data. We want a processing event on every package.
- **Acronyms –**
- PTR – Product Tracking and Reporting
- PDTA – Parcel Delivery Territory Assignment Tool
- PASS/DSS – Passive Adaptive Scanning System/Delivery Sortation System
- TRP – Transaction Records Processor
- DRT – Dynamic Routing Tool
- Shipper Paid Forwarding – many shippers don't want to put that burden on the customer, so we can calculate the postage to forward and it gets charged accordingly. The package forwards on to the customer as a convenience. We are trying to enhance this and add Shipper Paid Return.
- Juliaann Hess is being recognized for all of the hard work and dedication on the IMpb rules. She and her team along with Vicki Bosch and her team have done a fantastic job over these several months to reach agreeable terms.

### **ACTION ITEMS**

- Provide Barcode quality feedback for less than 98% iMpb compliance.
- Consider 6 digit MID use for 11 digit routing IMpb format. Add to PTS User Group #2

## **Session 4: FIRST-CLASS MAIL**

**(Sharon Harrison, MTAC Industry Leader)**

Introductions: Robert Cintron – Vice President, Product Information

### **DISCUSSION TOPIC**

- Service Performance
- CASS Cycle 0

- Centralized Help Desk Tracking
- UAA Statistical Update
- Service Tracking Exceptions

### **DISCUSSION TOPIC**

- Do you ever look at how many hits a piece of mail is getting? Do you ever look at loop mail? Do you have an algorithm or just when you see it 50 times, flag it? If you are going through the process and see it on the primary, it is flagged as it is worked outside the logical flow. Mailers do not see this information, but the IMb planning tool is now available. There is no external facing site.
- It would be helpful to have a better understanding of the types of mail you are flagging. We measure mail all the way up until the first hit. We present this by exceptions. For instance, on a million piece mailing, we are drilling all the way down to where the mail is looping or failed.
- Last Mile Impact – Our reporters go out to the mailbox and pull mail at 4:00pm. If the mail comes at 4:10, they are not required to go out to the mailbox again that day, so the mail is not scanned until the next day and is considered late which impacts the last mile. External partner IBM, and the concept of Service Performance are from a customer perspective. Why do they scan it that way? Why don't they pull it at five? We may want to change this as we have migrated to service performance and this measurement tool.
- Some companies have order templates that have drop down lists of what an address is composed of. Industry will need to make some changes to make sure these drop downs are correct. User Group 5 can discuss this. There is a business impact to businesses that will need to absorb the costs. AT&T is working on these changes and will have to table this based on CASS Cycle 0. Get to a definition of a designator if that is what you want.
  - As far as what the designator will be, will that be part of the upcoming CASS schedule? When the rules are defined in November? Will there be a new indicator set? That will cause a bigger impact.
- With the PBSAs can the other shippers ship goods to a PBSA? Yes.

### **DISCUSSION TOPIC**

- Can we code and get the R777 return? We can use it, but just not to validate our addresses.
- Within the CASS software you can configure it so that if you get an R777, provide an N as opposed to a Y. CASS vendors are the ones who make that business decision. If you'd like, we can have them sign a certification statement. From a mailing perspective, we would like it to be an N. Technical clarifications can be worked out.
- Help-Desk – The organization is looking at what is happening to our call volume and email volume. We expect that usage to go up and we are asking to have some of these calls transferred out to the business units. If you are in the business of working with customers, there is no reason

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not to begin getting MIDS and CRIDS in now to alleviate congestion. We can also provide some FAQs to provide some information to the industry that will help to keep the calls and emails down.

- What does RFS stand for? – Remote Forwarding System \_\_\_
- First-Class Mail UAA Trending is available on the MTAC updates.\_
- Does it surprise you that there is still that amount of UAA mail? Yes\_\_\_
- What incentive can we create to improve the Return to Sender? There is a certain % of mailers that don't take the output from CASS. On the output record you don't have to take the output. Part of that is they're afraid, but doing that improved our scores by .5 point. Is there some promotion or incentive that the USPS can offer? This is in discussion
- Mail in measurement - a lot of our mail is being excluded for long haul. Are there any movements to fix this? This is in discussion

## **ACTION ITEMS**

- Add a FCM breakout to the RPN/UAA volume trend
- Service Tracking Exceptions – A list of these service performance measurement exceptions
- Clarify PBSA information from the PBSA guide.
- As far as what the designator will be will that be part of the upcoming CASS schedule?
- Add lag time between city notification to USPS of a new address to first delivery at that address (user group 5). Make that recommendation.
- This is to add to the UAA study they will do. Add lag time between notification of a UAA piece and when USPS returns the piece (UAA study).
- Add an update for First-Class breakout to the trend chart.
- Provide Status on PostalOne lag time issues and internal discussion points. A workgroup has been established in USPS to align. Also, a subgroup to user group 4 is being developed to discuss the lag time and system improvements for informed visibility.