

# MTAC Visibility and Service Performance



Robert Cintron

Moderator

January 15, 2014



# Package Services

2:00 - 3:00 PM



- **Increase barcode percentages**
- **Nesting packages to containers**
- **Shipping partner events**
- **Barcode quality and uniqueness**
- **Continued progress on voluntarily disclosing By/For information**
- **Create seamless, positive experiences for our mutual customers**
- **Provide delivery address information**
- **Submit the file before packages are tendered to USPS**

## Agenda

- **Recap of last meeting action items**
- **IMpb Final Rule Federal Register Notice**
  - **Pulse of the industry questions**
- **Product Tracking & Reporting Release 1.7**
- **SV Expansion**
- **Address Management Updates**

- **Provide Barcode quality feedback for less than 98% IMpb compliance.**
- **Consider 6 digit MID use for 11 digit routing IMpb format. Add to PTR/eVS UG2 – Slated for Feb 2014 agenda**

- **Clarification of some finer points of IMpb rules and Implementation Schedules**
  - **Legacy barcodes are permitted until 2015. Are Exceptions needed for Legacy barcode use?**
  - **Market Dominant parcels are not subject to Non-compliance fee until a later date. Is there a specific date? Do we know if the non-compliance fee will be the same as the Competitive Products Non-Compliance fee? What are the next steps ?**
  - **What are the requirements for Hazmat parcels in July 2014? Will Service Type Codes need to be present in the PIC? Will a Service Type Code be needed in the file? Or both?**

- **Final Rule published December 18, 2013**
  - **Federal Register url:**  
<http://www.gpo.gov/fdsys/pkg/FR-2013-12-18/pdf/2013-30023.pdf>
- **Details published in Postal Bulletin 22379 (12-26-13)**
- **Implementation Date – January 26, 2014**
  - **Requirements apply to all Competitive Commercial Parcels**
  - **Market Dominant Parcels afforded a transition period until July 27, 2014**
- **Non-compliance fee in lieu of losing Presort or Destination Entry prices**
- **IMpb non-compliance price adjustment for Market Dominant parcels is deferred to a future date**

## ***New Standards to Enhance Package Visibility—‘IMpb 2.0’***

- **IMb and Mail.dat may be used in lieu of IMpb and Shipping Services File for some Products**
- **IMpb needed for ‘baked-in’ insurance on Priority Mail**
- **IMpb required on all Merchandise Return Service (MRS) parcels**
  - **Transition period until July 27, 2014**
  - **New Service Type Codes to identify HAZMAT**
- **Elimination of BRM for parcel-shaped returns**
  - **Transition period until January 25, 2015**
- ***NOTE: MRS and BRM letters to customers omitted mention of transition period***
  - **Respective transition periods will be honored for MRS and BRM**
  - **DMM Advisory and other messaging will be shared with customers to re-emphasize transition period**

## New Additional Service Codes (ASCs) for Identification of Hazardous Materials and Live Animals

<b>ADDITIONAL SERVICE CODES</b>	<b>DESCRIPTION</b>
856	Live Animals
857	Hazardous Materials (HAZMAT)
858	Cremated Remains

- **Include ASC in D1 record, in the last (5<sup>th</sup>) Extra Service Code position identifying the presence of either hazardous material or live animals in shipment**
- **Strongly recommended that cremated remains be similarly identified but will not be required**
  - **Label 139 available**

## Merchandise Returns Service (MRS) and other returns containing hazardous materials will require a unique IMpb

- **Specific MRS 3-digit Service Type Code identifies mail class and hazardous material content**
- **Extra and Additional Service Type Codes appended**

STC	DESCRIPTION	BANNER TEXT	EXTRA/ADDITIONAL SERVICE CODES		
854	Priority Mail Merchandise Return: USPS Tracking, Hazardous Material	USPS TRACKING #	920	980	857
855	Priority Mail Merchandise Return: Signature Confirmation, Hazardous Material	USPS Signature Tracking	921	980	857
856	Parcel Select Merchandise Return: Signature Confirmation, Hazardous Material	USPS Signature Tracking	921	980	857
857	Parcel Select Merchandise Return: USPS Tracking and Hazardous Material	USPS TRACKING #	920	980	857
858	Standard Post Merchandise Return: Signature Confirmation, Hazardous Material	USPS Signature Tracking	921	980	857
859	Standard Post Merchandise Return: USPS Tracking and Hazardous Material	USPS TRACKING #	920	980	857

## New Standards to Enhance Package Visibility–‘IMpb 2.0’

**Compliance thresholds and per-piece fee of \$0.20 for non-compliant pieces in lieu of losing Presort/Destination Entry pricing  
(for *Competitive Products only*)**

Category	Jan 2014	Jul 2014	Jan 2015
<b>Unique trackable barcode (legacy or IMpb)</b>	<b>98%</b>	<b>99%</b>	<b>99%*</b>
<b>Destination Delivery Address/ZIP + 4 in file</b>	<b>93%</b>	<b>95%</b>	<b>98%**</b>
<b>Shipping Services File v 1.6 or higher, including required data elements</b>	<b>90%</b>	<b>95%</b>	<b>97%***</b>

\*IMpb only by Jan 2015

\*\*Must contain street address/11-digit DPV code by January 25, 2015

\*\*\*SSF v 1.6 or higher ONLY by January 25, 2015

## Non-Compliance Fee Overview

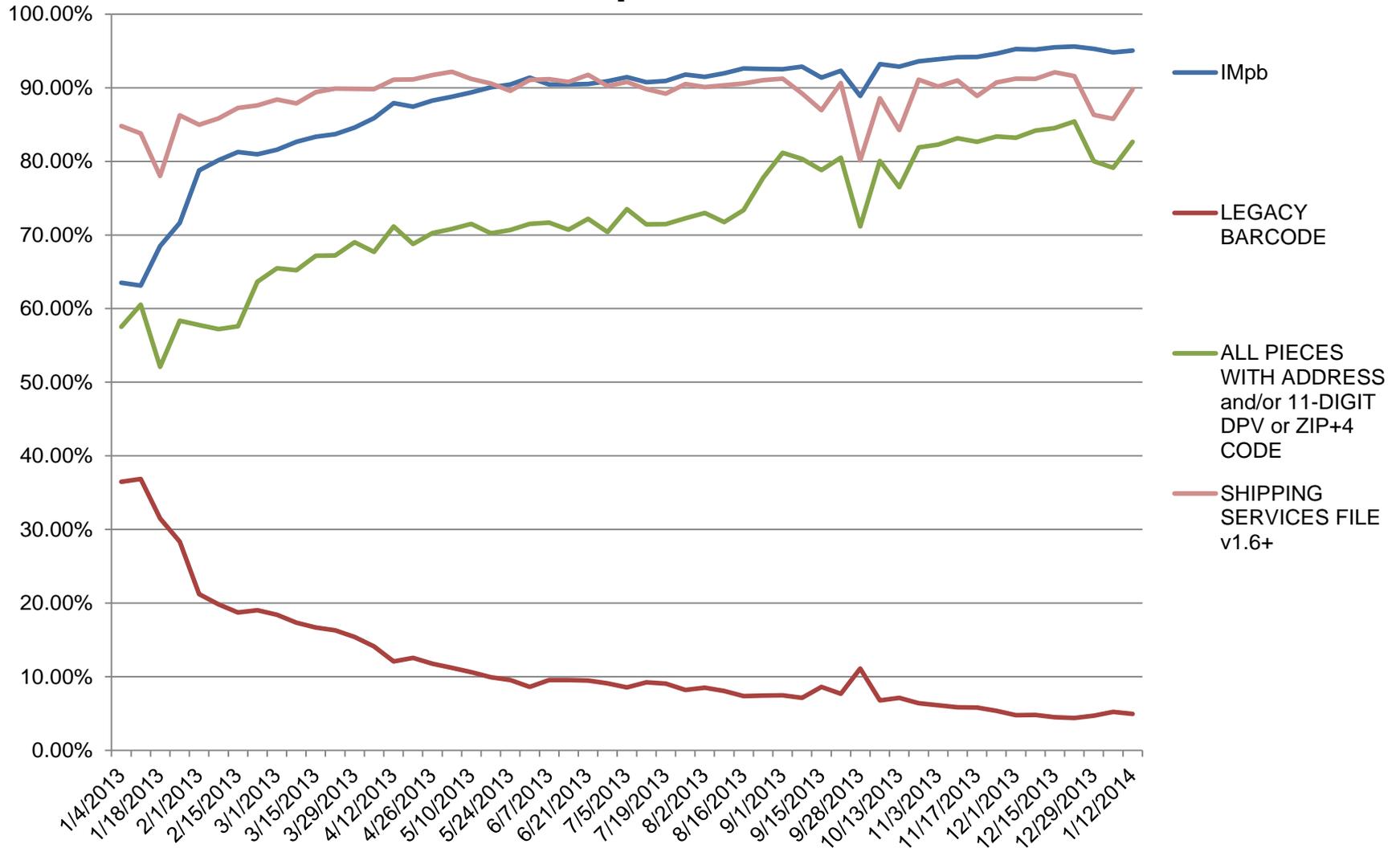
- **Competitive Products (Priority Mail Express, Priority Mail, First-Class Package Service and Parcel Select\*)**
  - **\$0.20 Fee assessed for non-compliant pieces effective January 27, 2014**
  - **Fee will be applied to Competitive Products only**
  - **Fee will be applied to pieces below the current threshold**
  - **Exceptions may be requested, active exceptions will be honored and must be renewed**
    - **Beginning January 27, 2014, requests for exceptions must be sent to**

Cliff Rucker, VP of Sales  
USPS Headquarters, Room 5657  
475 L'Enfant Plaza SW  
Washington DC 20260-5657

## **Non-Compliance Fee Overview**

- **Market Dominant Products**
  - **No fee assessed with January 2014 Price Change**
  - **Non-compliance price adjustments assessed at a future date**
    - **After July 27, 2014**
  - **Market Dominant Non-Compliance Fee and effective date pending PRC approval**
  - **Covers Bound Printed Matter, Media Mail, Library Mail and Standard Mail Parcels**

## 2013/2014 IMpb Commercial Transition



## Adoption Metrics for December 2 – 29, 2013

	<i>Product</i>	<i>% IMpb</i>	<i>% Address, 11-Digit DPV or ZIP+4 Code</i>	<i>% Address or 11-Digit DPV ZIP Code</i>	<i>% Shipping Services File v1.6+</i>
<b>COMMERCIAL</b>	<i>Parcel Select</i>	96.23%	91.54%	90.44%	96.93%
	<i>PS Lightweight</i>	97.67%	71.53%	67.56%	90.77%
	<i>First Class Mail</i>	93.80%	93.23%	87.99%	90.28%
	<i>Priority Mail</i>	97.75%	94.08%	91.64%	94.78%
	<i>Bound Printed Matter</i>	97.66%	64.04%	61.25%	81.07%
	<i>Media Mail</i>	98.92%	84.14%	74.84%	78.64%
	<i>Unknown</i>	28.48%	0.27%	0.10%	0.04%
	<i>Standard Mail Marketing</i>	94.78%	25.65%	25.04%	91.53%
	<i>Priority Mail Express</i>	82.55%	93.20%	79.31%	79.22%
	<i>Standard Mail</i>	96.28%	36.85%	30.87%	37.11%
	<i>Standard Post</i>	95.23%	90.15%	65.89%	88.57%
	<i>Invalid</i>	99.90%	0.08%	0.08%	0.08%
	<i>Library Mail</i>	96.82%	82.56%	81.84%	83.19%
	<b>TOTALS</b>	<b>95.40%</b>	<b>84.07%</b>	<b>80.88%</b>	<b>90.92%</b>

**Shipping Services File Timeliness Percentage *91.77***

*Source: Product Tracking & Reporting*

<b>CATEGORY</b>	<b>December 2012</b>	<b>December 2013</b>	<b>Δ</b>
<b>Use of IMpb</b>	<b>52.98%</b>	<b>95.17%</b>	<b>42.19</b>
<b>Shipping Services File version 1.6 or higher</b>	<b>87.05%</b>	<b>91.21%</b>	<b>4.16</b>
<b>Address, 11-Digit DPV ZIP Code or ZIP + 4 Code in file</b>	<b>61.23%</b>	<b>84.19%</b>	<b>22.96</b>
<b>Use of Legacy barcode</b>	<b>47.02%</b>	<b>4.83%</b>	<b>42.19</b>

***Postal One!*** presents Webinars for Mailers

## ***Intelligent Mail Package Barcode***

Thursday, January 16, 2014 at 1:30 pm EST

<https://usps.webex.com/usps/onstage/g.php?d=997838946&t=a>

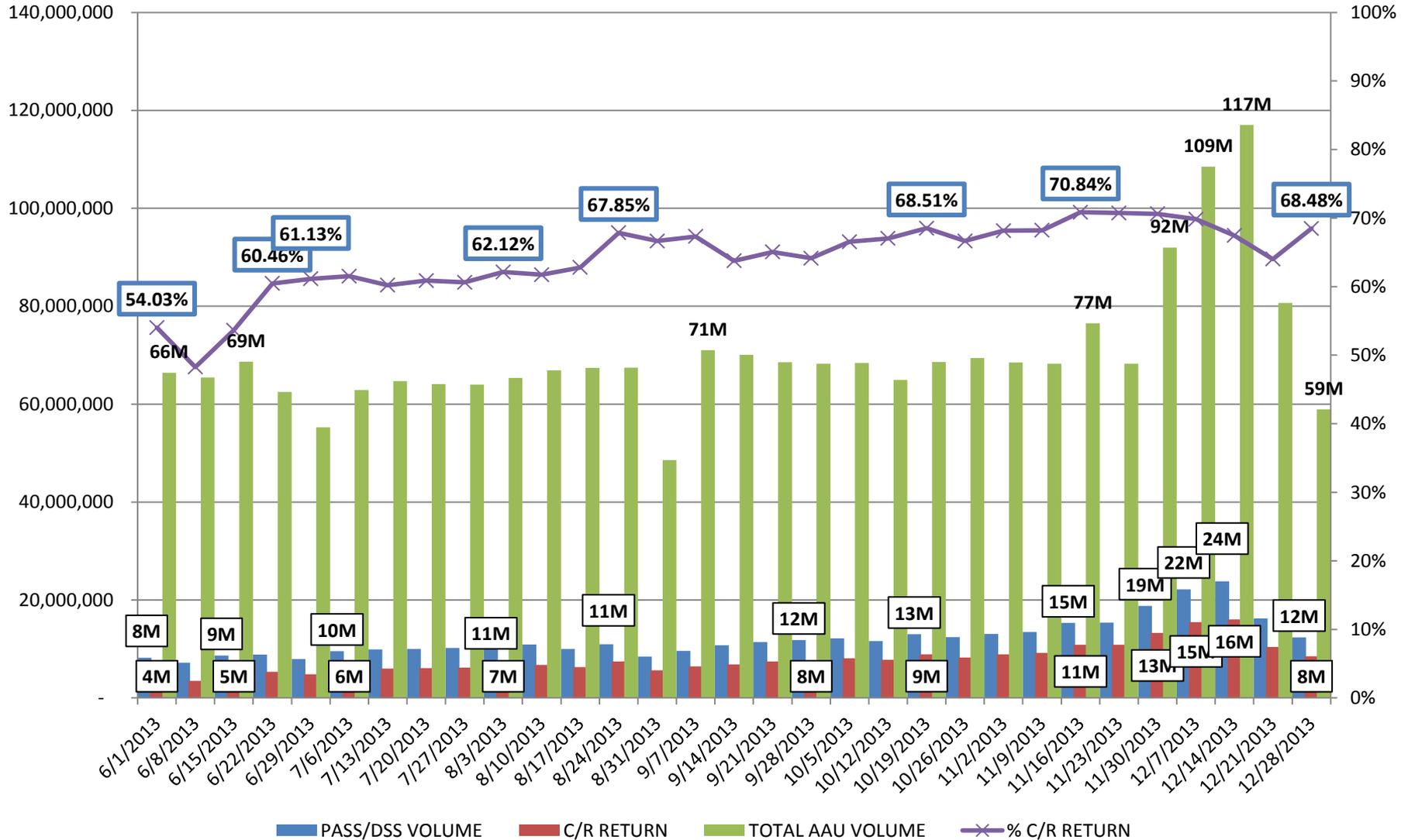
Meeting #997 838 946

Wednesday, January 22, 2014 at 3:00 pm EST

<https://uspsmeetings.webex.com/uspsmeetings/j.php?ED=233530632&UID=3924658&RT=MiMxMQ%3D%3D>

Meeting #749 766 341

Information about these and other Webinars for Mailers can be found at the USPS **RIBBS** website <https://ribbs.usps.gov>



## **Test Environment for Mailers (TEM) Deployment:**

- **January 12, 2014 - Completed**

## **Production Deployment:**

- **January 26, 2014**

## **Features:**

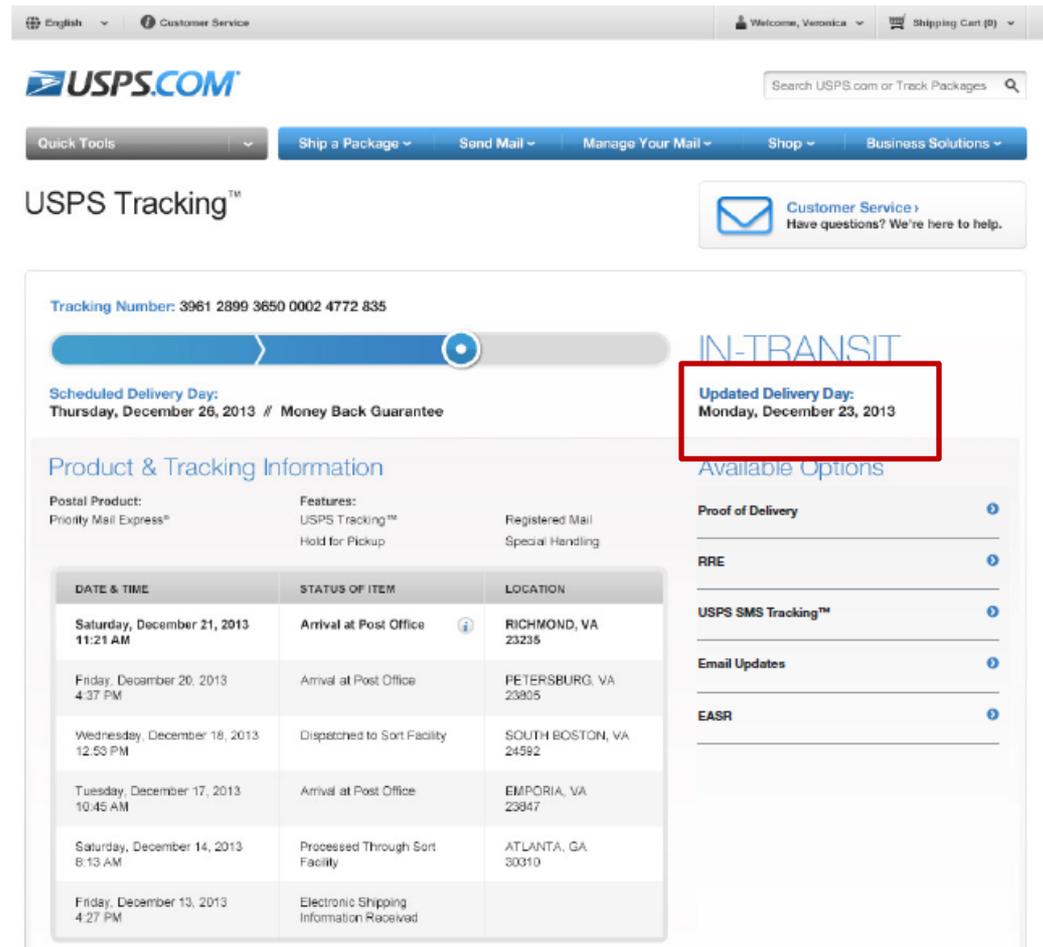
- Price Change
- IMpb Compliance Validation – 2.0 Rules
- Predictive Delivery
- USPS SMS Tracking™
- Operational Acceptance for Parcel Return Service
- Overlabel Features
- Notice Left Subset Events

## Predictive Delivery Day

- Initial launch will be internal only
- Verbiage and placement subject to change
- External soft launch by product class

### Updated delivery day placement

Option 1 (recommended): Prediction placed below the verbal status keeps the design compact.



The screenshot shows the USPS Tracking interface for a package with tracking number 3961 2899 3650 0002 4772 835. The package is currently in transit. The original scheduled delivery day is Thursday, December 26, 2013. The updated delivery day is Monday, December 23, 2013, which is highlighted with a red box. The interface includes a progress bar, product information, and a list of tracking events.

**Tracking Number:** 3961 2899 3650 0002 4772 835

**Scheduled Delivery Day:** Thursday, December 26, 2013 // Money Back Guarantee

**Updated Delivery Day:** Monday, December 23, 2013

**Product & Tracking Information**

DATE & TIME	STATUS OF ITEM	LOCATION
Saturday, December 21, 2013 11:21 AM	Arrival at Post Office	RICHMOND, VA 23235
Friday, December 20, 2013 4:37 PM	Arrival at Post Office	PETERSBURG, VA 23805
Wednesday, December 18, 2013 12:53 PM	Dispatched to Sort Facility	SOUTH BOSTON, VA 24592
Tuesday, December 17, 2013 10:45 AM	Arrival at Post Office	EMPORIA, VA 23847
Saturday, December 14, 2013 8:13 AM	Processed Through Sort Facility	ATLANTA, GA 30310
Friday, December 13, 2013 4:27 PM	Electronic Shipping Information Received	

**Available Options:**

- Proof of Delivery
- RRE
- USPS SMS Tracking™
- Email Updates
- EASR

## USPS SMS Tracking™

USPS Tracking™



Customer Service >  
Have questions? We're here to help.

Tracking Number: 3961 2899 3650 0002 4772 835

Expected Delivery Day: Monday, December 23, 2014

Updated Delivery Day: Thursday, December 26, 2014 // Money Back Guarantee

IN-TRANSIT

### Product & Tracking Information

**Postal Product:** Priority Mail Express®

**Features:** USPS Tracking™, Registered Mail, Hold for Pickup, Special Handling

DATE & TIME	STATUS OF ITEM	LOCATION
Saturday, December 21, 2013 11:21 AM	Arrival at Post Office ⓘ	RICHMOND, VA 23235
Friday, December 20, 2013 4:37 PM	Arrival at Post Office	PETERSBURG, VA 23805
Wednesday, December 18, 2013 12:53 PM	Dispatched to Sort Facility	SOUTH BOSTON, VA 24592
Tuesday, December 17, 2013 10:45 AM	Arrival at Post Office	EMPORIA, VA 23847
Saturday, December 14, 2013 8:13 AM	Processed Through Sort Facility	ATLANTA, GA 30310
Friday, December 13, 2013 4:27 PM	Electronic Shipping Information Received	

Choose update preference

### Available Options

Proof of Delivery ⓘ

Return Receipt Electronic ⓘ

USPS SMS Tracking™ ⓘ

Request USPS SMS Tracking to receive a text message when your package moves throughout the USPS network.

Message frequency is based on the request type; packages may have up to 11 tracking events.

Message and data rates may apply.

For additional information, text HELP to 2USPS (28777). You may opt out by texting STOP to 2USPS.

**A** [Read more about USPS SMS Tracking >](#)

**B**  Delivery or delivery attempt.

A USPS SMS Tracking message will be sent to your mobile device for each delivery or delivery attempt.

All activity.

A USPS SMS Tracking message will be sent to your mobile device for each scan on the package before and after the request is submitted. You can expect up to 11 scans on your package.

Enter SMS/text enabled US phone number

**C** \*Phone number (US only, valid SMS-enabled number)

123-456-7890

Your telecommunications carrier may charge data usage fees (including additional charges when roaming) to receive SMS messages. Please contact your wireless carrier for complete pricing details. I must reply YES to subscribe to USPS SMS Tracking, and I can always send STOP to 2USPS (28777) to stop all notifications.

Request USPS SMS Tracking

Email Updates ⓘ

Electronic Authorize Shipment Release® ⓘ

# USPS SMS Tracking™ Request Confirmation

Available Options

Proof of Delivery ⓘ

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RRE ⓘ

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USPS SMS Tracking™ ⓘ

**A** Confirmation

Your USPS SMS Tracking messages will be sent to (123) 456-7800.

To complete your request, you must reply YES to the welcome message.

For additional information, text HELP to 2USPS (28777). You may opt out by texting STOP to 2USPS.

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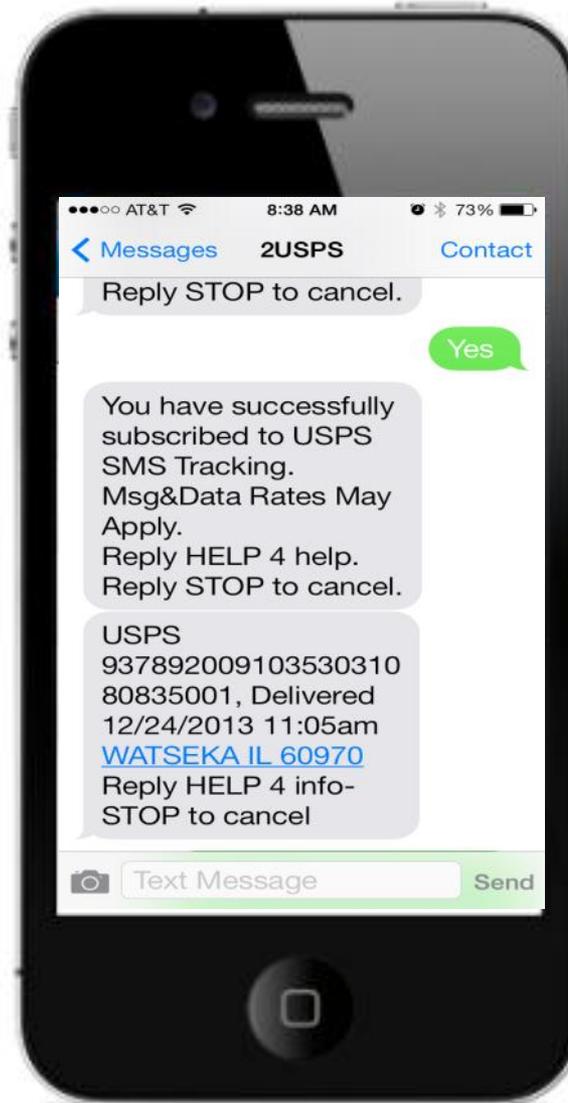
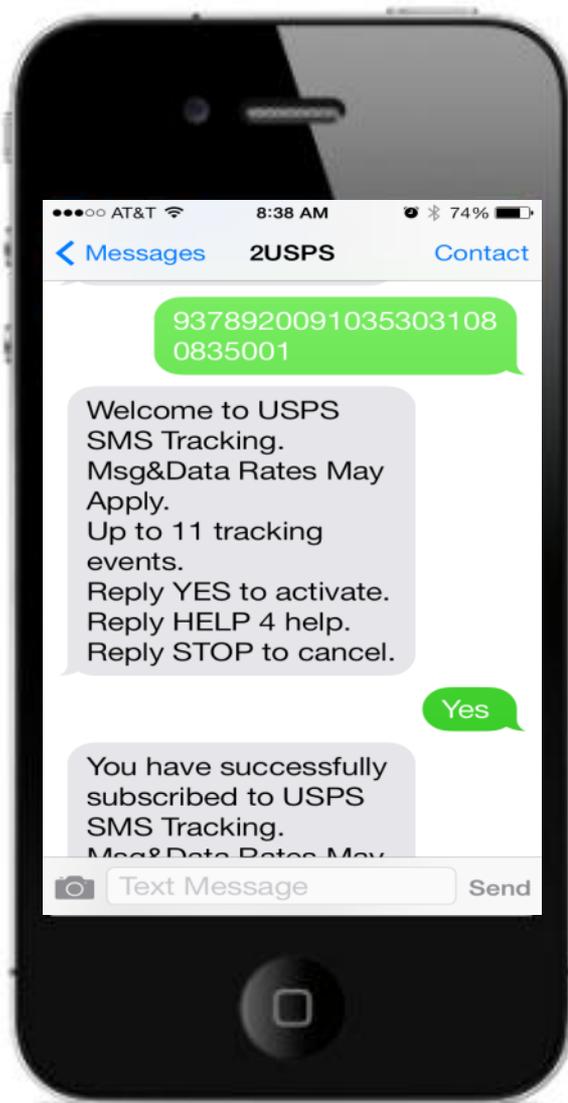
Email Updates ⓘ

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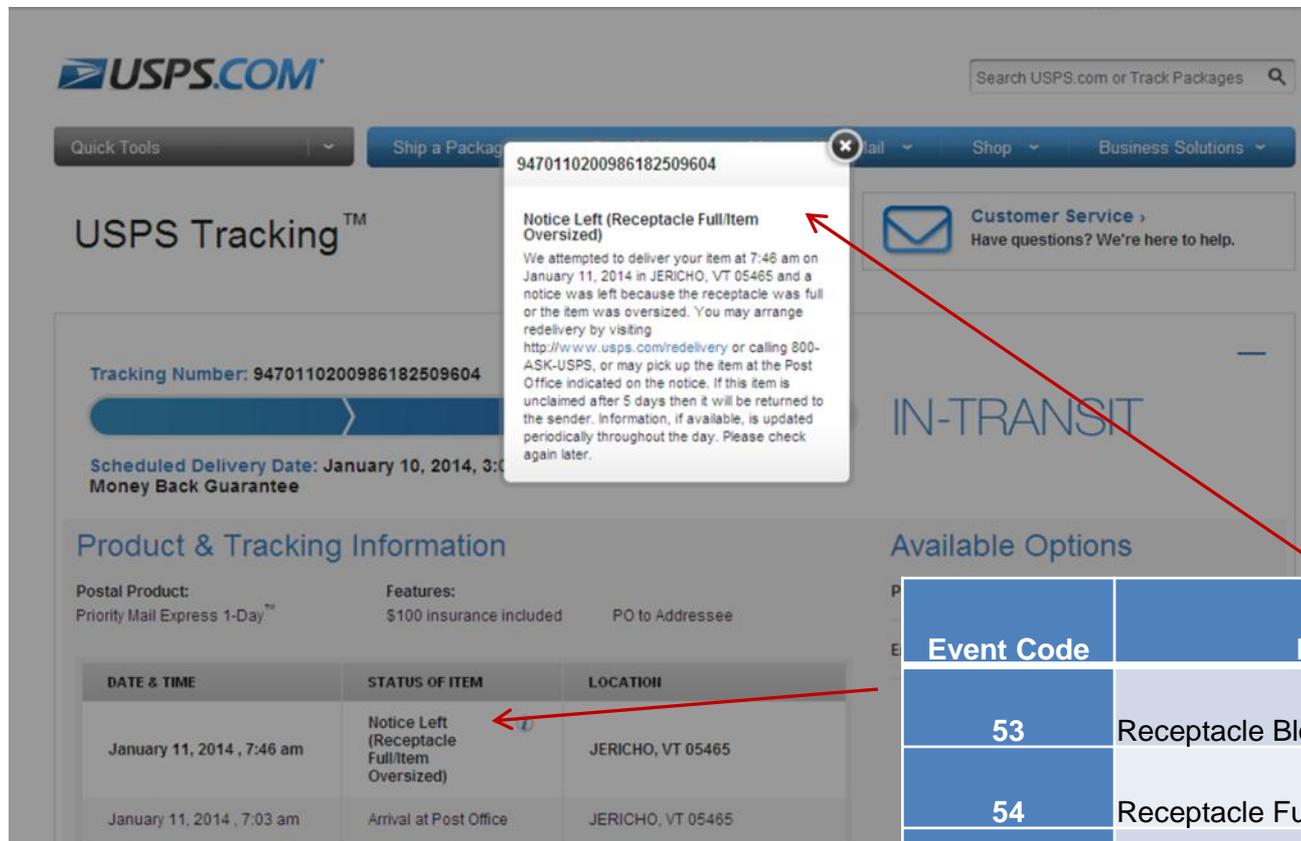
EASR ⓘ

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# USPS SMS Tracking™



## Now for all products, plus Priority Mail Express



**USPS Tracking™**

Tracking Number: 9470110200986182509604

Scheduled Delivery Date: January 10, 2014, 3:00 pm  
Money Back Guarantee

**Product & Tracking Information**

Postal Product: Priority Mail Express 1-Day™  
Features: \$100 insurance included, PO to Addressee

DATE & TIME	STATUS OF ITEM	LOCATION
January 11, 2014, 7:46 am	Notice Left (Receptacle Full/Item Oversized)	JERICHO, VT 05465
January 11, 2014, 7:03 am	Arrival at Post Office	JERICHO, VT 05465

**Available Options**

Event Code	Event Description
53	Receptacle Blocked
54	Receptacle Full/Item Oversized
55	No Secure Location Available
56	No Authorized Recipient Available

# SV Expansion

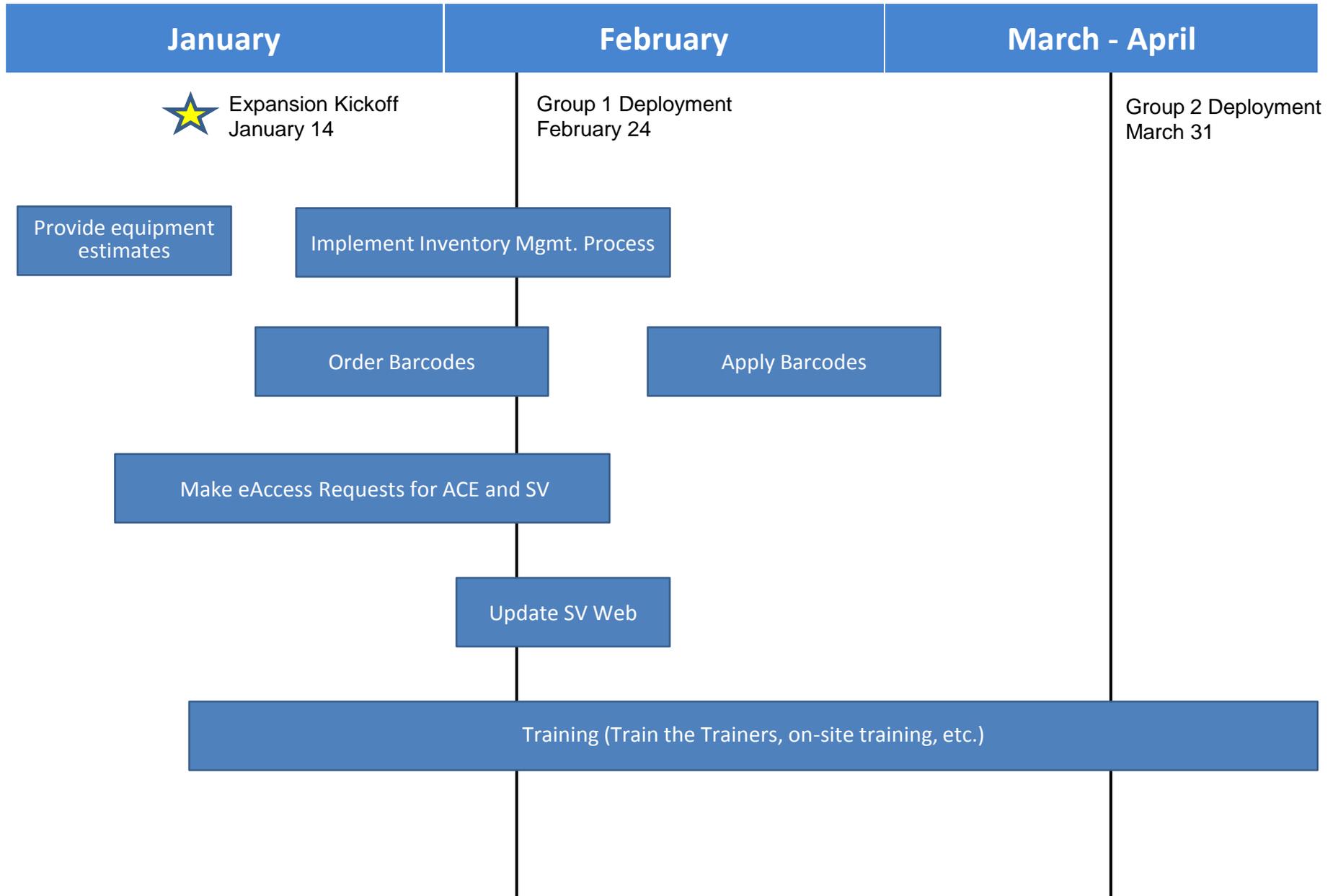


## SV Expansion Status as of 1/14/14

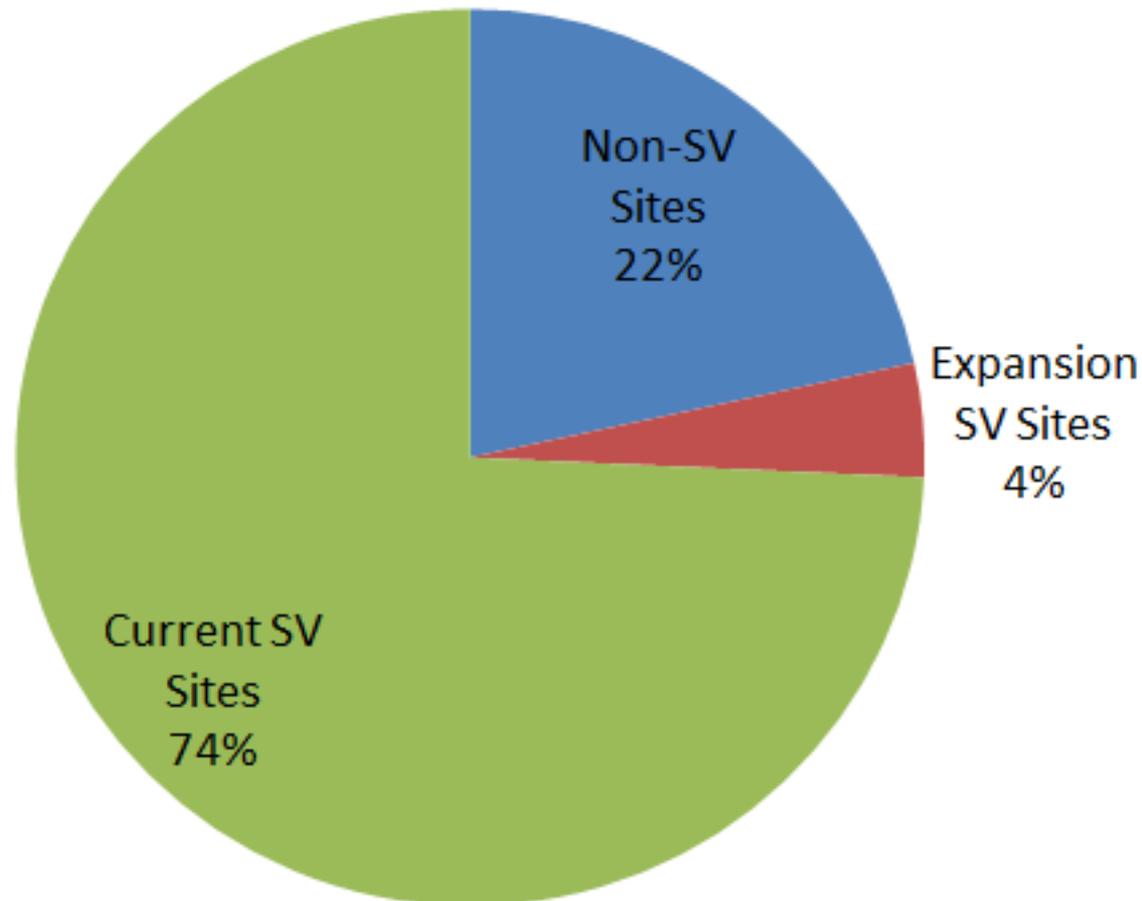
Site	Group	Wireless Survey	On Site Training
Denver Mail Processing Annex	1	1/16-1/17	2/24-2/28
Knoxville	1	1/16-1/17	2/24-2/28
Nashua	1	1/12-1/13	3/10-3/14
Rochester L&DC	1	1/14-1/15	3/3-3/7
South Florida L&DC	1	1/14-1/15	3/3-3/7
West Palm Beach PDF/PDC	1	1/12-1/13	3/10-3/14
Akron	2	TBD	3/31-4/4
Grand Rapids Annex P1	2	TBD	3/31-4/4
Linthicum	2	TBD	4/7-4/11
Milwaukee Priority Annex	2	TBD	4/7-4/11

**Group 1** - Sites with existing Wi-Fi infrastructure.

**Group 2** - Sites that require a Wi-Fi installation.



## Volume entered at SV Sites vs. Non-SV Sites



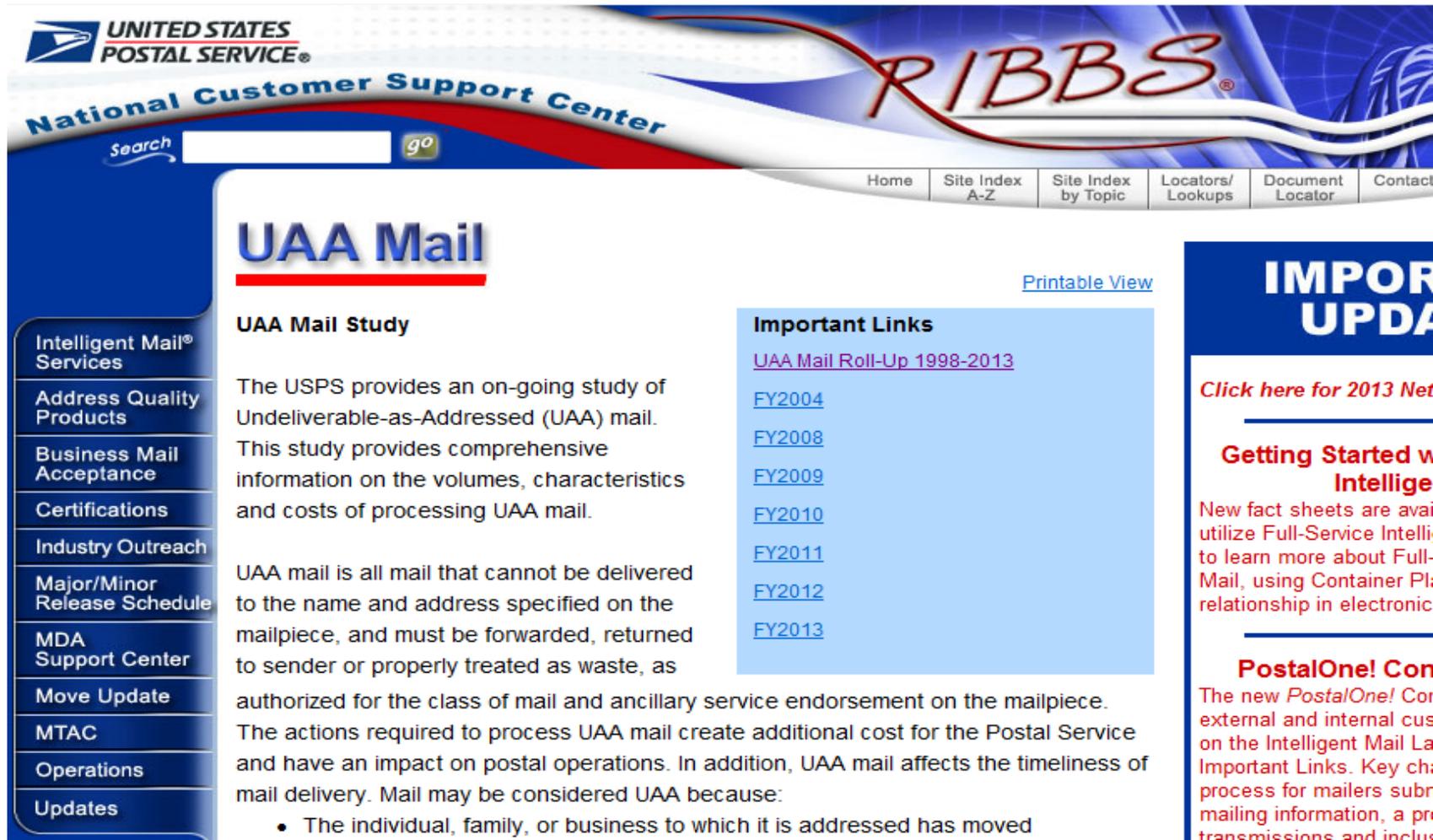
\*Based on Oct – Dec 2013 data

# Address Management Updates



# RIBBS® Enhancements

- ✓ New Landing Page for UAA Mail



The screenshot shows the USPS RIBBS National Customer Support Center landing page. At the top, there is a search bar and a navigation menu with links for Home, Site Index A-Z, Site Index by Topic, Locators/Lookups, Document Locator, and Contact Us. The main heading is "UAA Mail" with a red underline. To the left is a vertical navigation menu with links for Intelligent Mail® Services, Address Quality Products, Business Mail Acceptance, Certifications, Industry Outreach, Major/Minor Release Schedule, MDA Support Center, Move Update, MTAC, Operations, and Updates. The main content area features a "UAA Mail Study" section with a description of the study and a list of "Important Links" for fiscal years 2004 through 2013. On the right, there is a "Printable View" link and a "Getting Started with Intelligent Mail" section with a link to "Click here for 2013 New..." and a "PostalOne! Connect" section with a link to "The new PostalOne! Connect..."

**UAA Mail**

[Printable View](#)

**UAA Mail Study**

The USPS provides an on-going study of Undeliverable-as-Addressed (UAA) mail. This study provides comprehensive information on the volumes, characteristics and costs of processing UAA mail.

UAA mail is all mail that cannot be delivered to the name and address specified on the mailpiece, and must be forwarded, returned to sender or properly treated as waste, as authorized for the class of mail and ancillary service endorsement on the mailpiece. The actions required to process UAA mail create additional cost for the Postal Service and have an impact on postal operations. In addition, UAA mail affects the timeliness of mail delivery. Mail may be considered UAA because:

- The individual, family, or business to which it is addressed has moved

**Important Links**

- [UAA Mail Roll-Up 1998-2013](#)
- [FY2004](#)
- [FY2008](#)
- [FY2009](#)
- [FY2010](#)
- [FY2011](#)
- [FY2012](#)
- [FY2013](#)

**Getting Started with Intelligent Mail**

Click here for 2013 New...

New fact sheets are available to utilize Full-Service Intelligent Mail to learn more about Full-Service Mail, using Container Plus relationship in electronic...

**PostalOne! Connect**

The new PostalOne! Connect... external and internal customers on the Intelligent Mail Label Important Links. Key changes in the process for mailers submitting mailing information, a pre-transmission, and including...

## To be posted to RIBBS in the Education section under Intelligent Mail Services

Question	Answer
Vendor Authorization	Download the Vendor tool from RIBBS. Customer can find the List of approved Vendors at the link provided : <a href="https://ribbs.usps.gov/internationalvendors/documents/tech_guides/internationalproductlist.htm">https://ribbs.usps.gov/internationalvendors/documents/tech_guides/internationalproductlist.htm</a>
I am using the IMsb Tool and am receiving an “authorization failed” error message.	An active "supported" permit must be linked to the account to complete. Customer must link their Permit to their CRID in order for the IMsB tool to function properly> The link to the User Guide is provided here: <a href="https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/IMsbUserGuide.pdf">https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/IMsbUserGuide.pdf</a>
How do I add funds to my permit on the BCG?	Functionality not available. Deposits to PERMIT accounts are done at the PO of Mailing. However there is a service called CAPS that allows you to set up a ACH Debit to transfer fund using this system. The number is 650-377-1334
My job does not appear on the dashboard.	Select the date, then select All under the date, go to the right & click on Include Closed Jobs and then click search. If your job still does not show then check the MDR Client Software to make sure the upload of the Mail Job has completed successfully.
I am locked out of PostalOne!.	Click on "I forgot my password" link and answer your security questions and a generic temporary password will be email to the email associated with the Username being used. Once the email is received the customer will attempt to login to the BCG with the Username and then use the generic password and the Gateway will automatically redirect the customer to the Password Change Screen where they can set up a new password for their account.

**Discussion  
&  
Questions**