

MTAC

Visibility And Service Performance

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Moderator



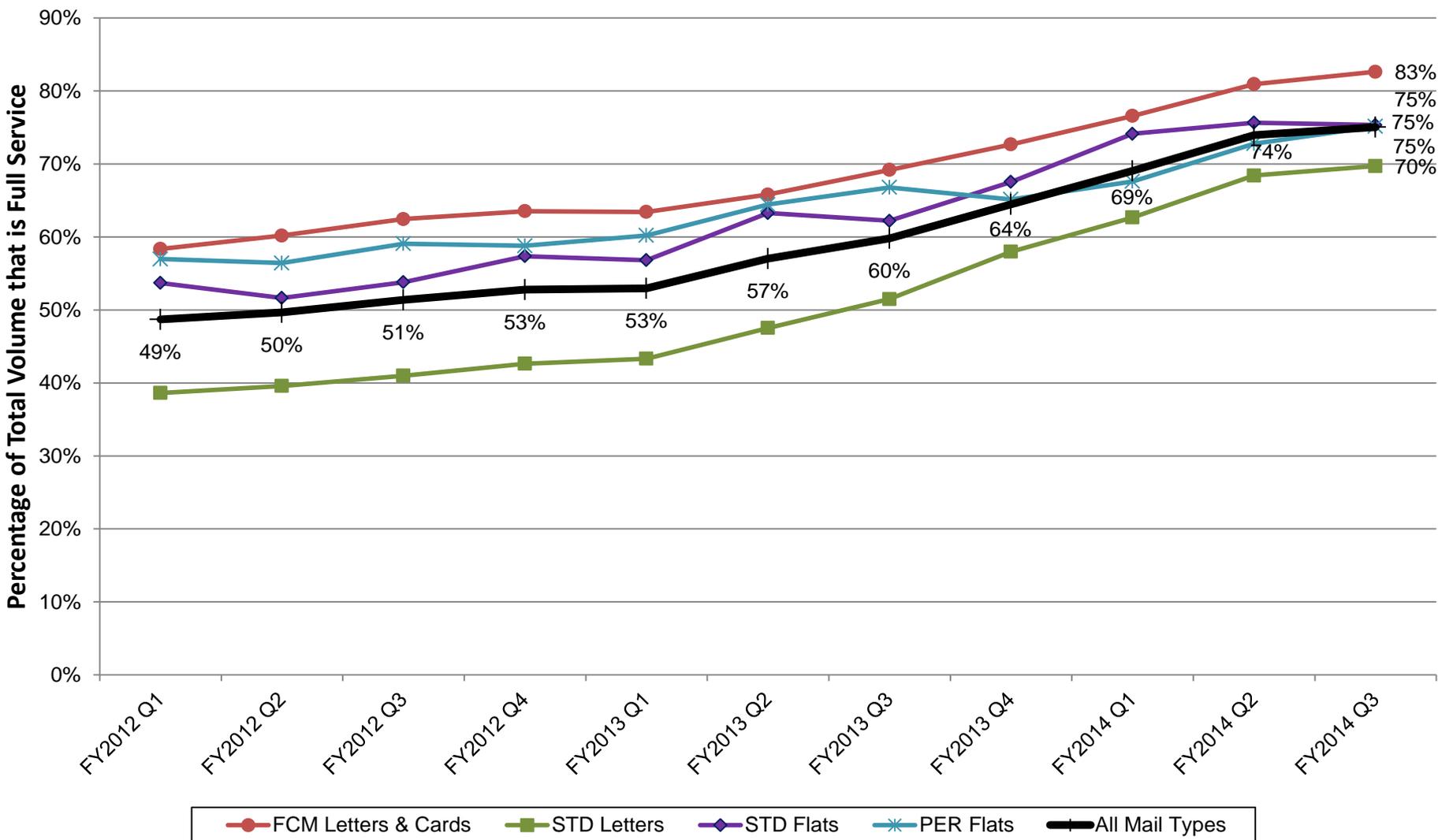
May 21, 2014

*Periodical
Flats*

1:15 - 2:30



As of April 2014, 75% of Commercial mail eligible for Full-Service was Full-Service

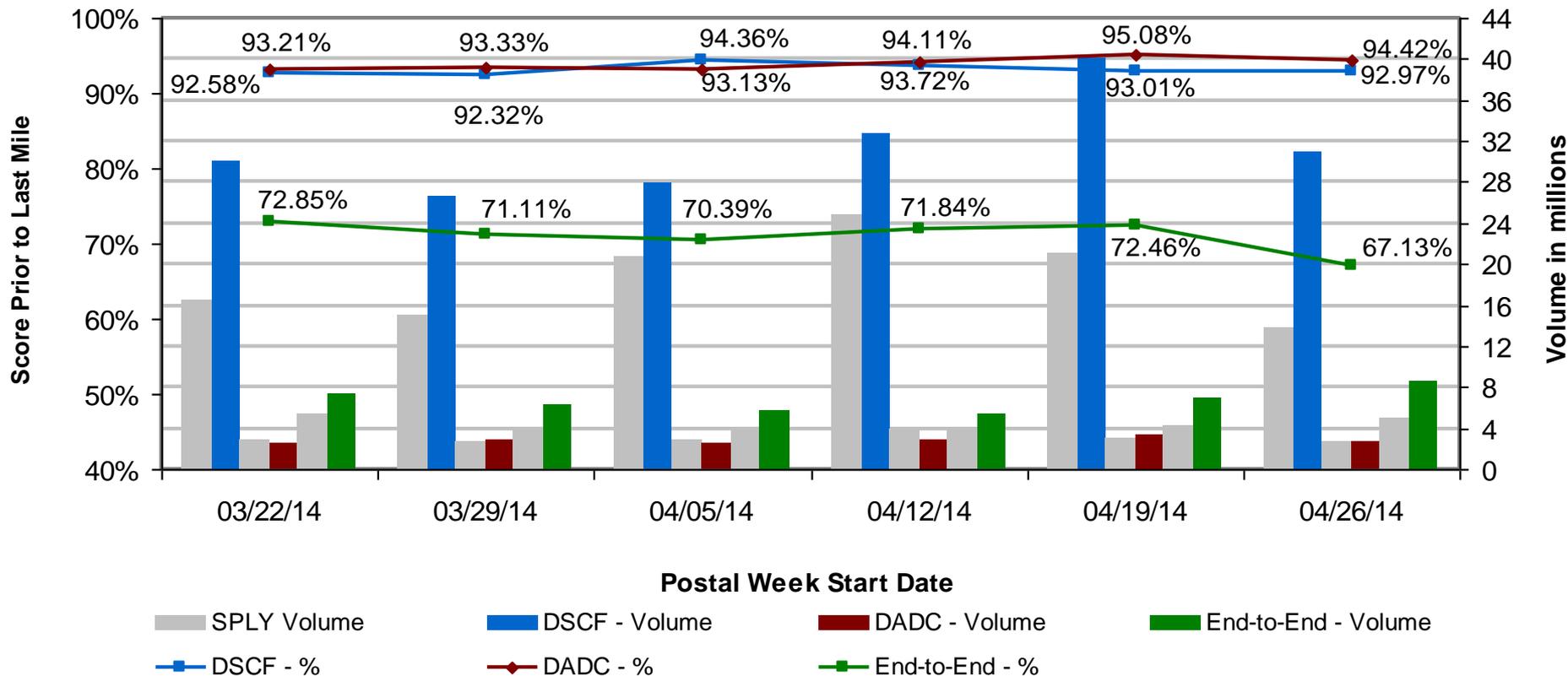


Agenda

- **Update on current Periodicals service levels plus progress on end-to-end diagnostics.**
- **Update on percentage of excluded mail from Full Service Measurement.**
- **Mailer action items needed to increase percentage.**
- **USPS action items needed to increase percentage.**
- **Update on last mile impact levels.**

- **Follow up on how to scan overnight periodicals bundles dropped at DDUs (typically newspapers) & get them into SPM**
- **Add the new UAA page on RIBBS**
 - >> COMPLETED**
 - <https://ribbs.usps.gov/index.cfm?page=uaamail>**

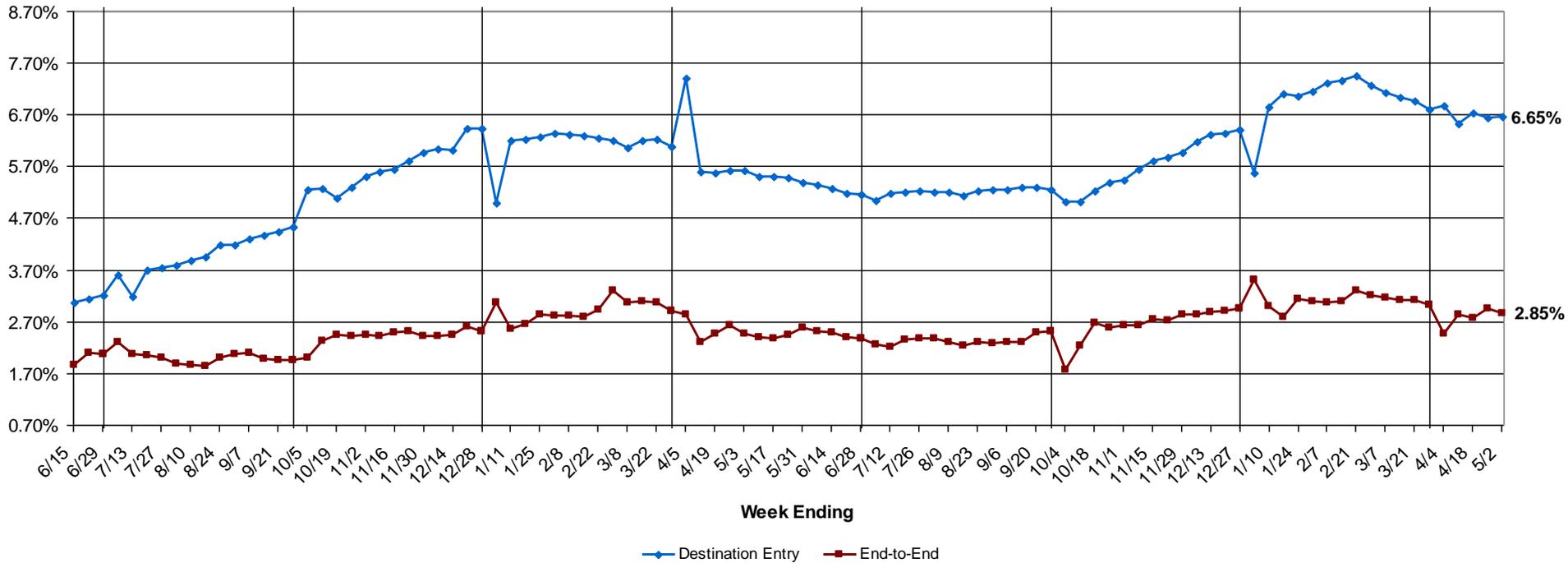
Q3 Periodicals (Flats) Score Trend



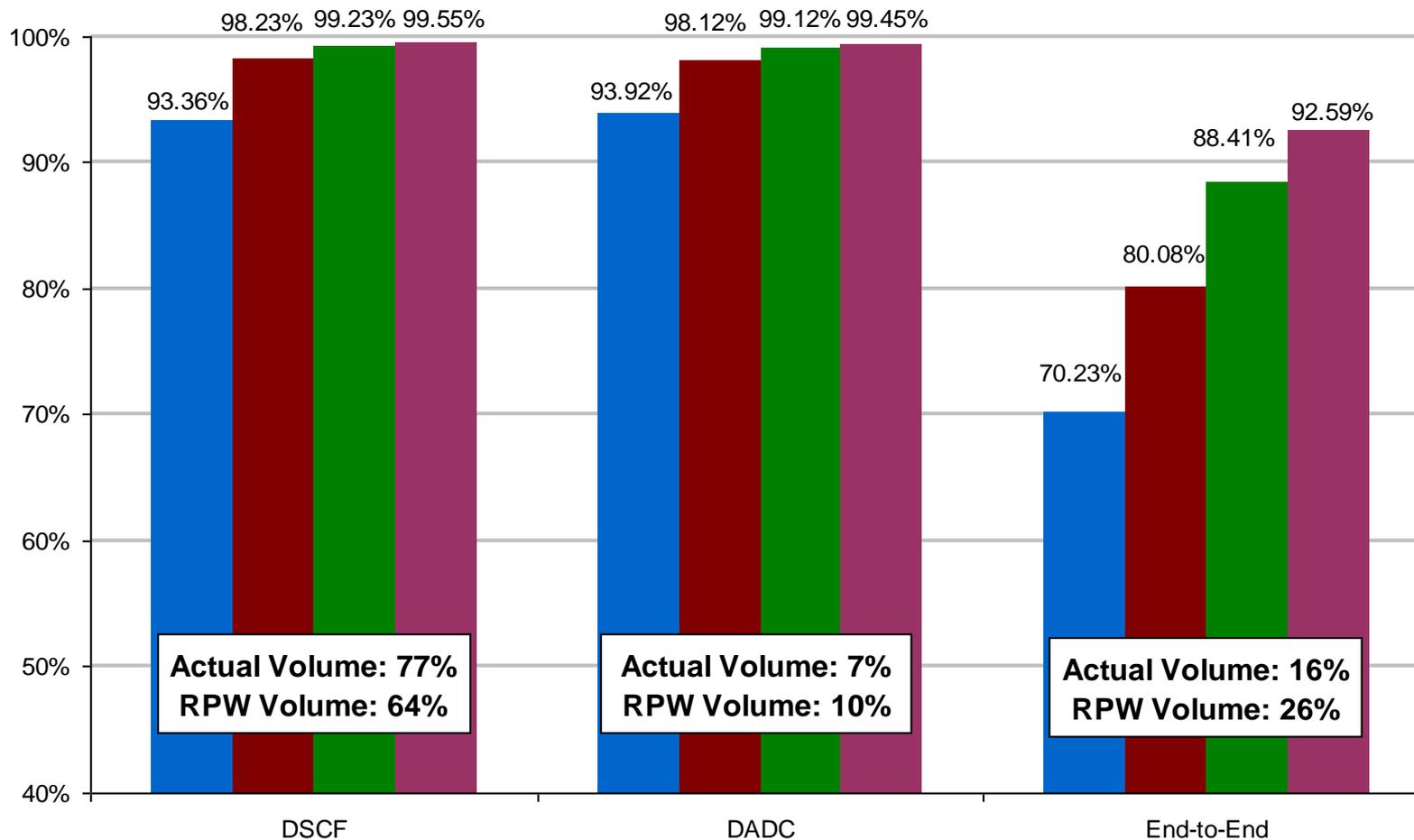
Q3 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	146,564,236	93.36%	-6.84%	86.52%	91.00%	92,715,765	58.1%	86.31%	0.21%
ADC Flats	13,085,265	93.92%	-4.69%	89.23%	91.00%	14,476,563	-9.6%	84.72%	4.51%
E2E Flats	30,349,360	70.23%	-2.85%	67.38%	91.00%	20,036,623	51.5%	62.59%	4.79%
Total	189,998,861			81.92%		127,228,951	49.3%	80.79%	1.13%

Note: Total scores include additional entry types not shown above.

Destination Entry and End-to-End Last Mile Impacts were mixed



QTD DSCF and DADC Periodicals scores would be above 98.12% (prior to last mile), if pieces that failed by 1 day passed

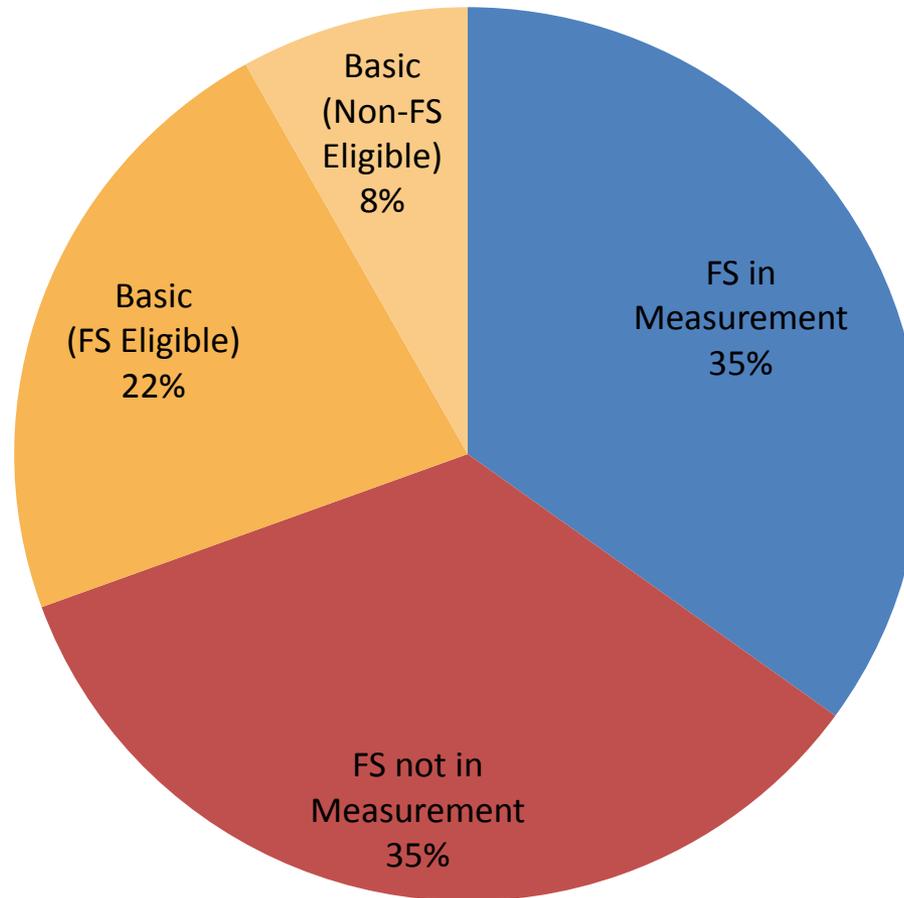


■ QTD Score ■ If Service Variance +1 ■ If Service Variance +2 ■ If Service Variance +3

Note: Volumes may not sum to 100% due to rounding.

Note: RPW Volumes were estimated using basic entry type proportions obtained from pricing. DNDC and DDU Volumes were not included in the chart.

35% of Periodicals Flats Commercial Mail Volume is in measurement



April 2014

Three main categories of reasons why Full Service mail can be excluded from service measurement:

1

Lack of, or inconsistent mail visibility data

- No Container Unload Scan or FAST Appointment (Start-the-Clock)
- No Piece Scan (Stop-the-Clock)
- Stop scan observed before Start-the-Clock (Logical mailings)

2

Discrepancy in eDoc Preparation: eDoc are evaluated against business rules and operational data to determine if mail should be excluded.

- Business rules (e.g. Full Service compliance check for unique barcode)
- USPS operational data (e.g. FAST Appointments, SV Unload Scans)

3

Discrepancy in Mail Preparation: Operational data points collected during mail acceptance, induction, and/or processing are evaluated to determine if mail should be excluded.

- Acceptance: Manual or MERLIN PBV Verification Failures
- Induction: Irregularities captured in FAST or SV
- Processing: Change of Address (COA), Undeliverable as Addressed (UAA), Invalid Delivery Point (DPV).

The measurement system detects the above scenarios and automatically excludes the appropriate mail from measurement.

In Q2 FY14, 56% of Full Service Periodicals Flats was excluded from service measurement

Top Exclusion Reasons	%	Exclusion Reason	Exclusion Description
	54.58%	No Piece Scan	No automation scan observed for the mail piece
	11.43%	Invalid Entry Point for Discount Claimed (MDF)	Entry Point for Entry Discount claimed in eDoc is invalid based on container or mail piece destination
	9.71%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container
	9.11%	Non-Compliant/ In Monitoring	Mail identified as non-compliant due to observed inaccuracies or Mailers part of the 6 week monitoring period
	4.29%	Inaccurate Scheduled Ship Date	eDoc scheduled ship date time is 48+ hours earlier than the postage statement finalization date time
	2.28%	Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb
	2.21%	PARS	Mail piece redirected due to Change of Address (COA) or Undeliverable as Addressed (UAA) as indicated by ACS and/or PARS operation when mail piece is processed
	1.85%	Inconsistent SPM data	Mail piece received inconsistent scan events when calculating SPM (non-chronological container/mail piece scans)
	1.44%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment

Top Opportunities for including more Periodicals mail in measurement

USPS Opportunities

- Bundle Scanning at delivery units
- Container Scanning at plants

Mailer Opportunities

- Alignment to FAST Mail Directions
- Scheduled Ship Date Accuracy
- Barcode Uniqueness

Follow up on how to scan overnight periodicals bundles dropped at DDUs (typically newspapers) & get them into SPM

As of March 2014, Full Service DDU flats are eligible for SPM if the 99M placard is scanned at the delivery unit

Address Management Updates



- Decision finalized for secondary address returned on competitive products:
 - Commercial Mail Receiving Agency (CMRA)
 - Input with “#” Can Return “#”, all other matches to CMRA must return “PMB”
 - PO Box Street Addressing (PBSA)
 - Input with “#” Can Return “#”, all other matches to PBSA records must return “Unit”
- Stage 1 release date May 30, 2014
- Stage 2 release date August 1, 2014

- Beginning August 2014, non-domestic military address COA records included in product
- Input address must be in proper format and DPV confirm

Correct format:

- CMR 15 Box 12
- Unit 8870 Box 736896

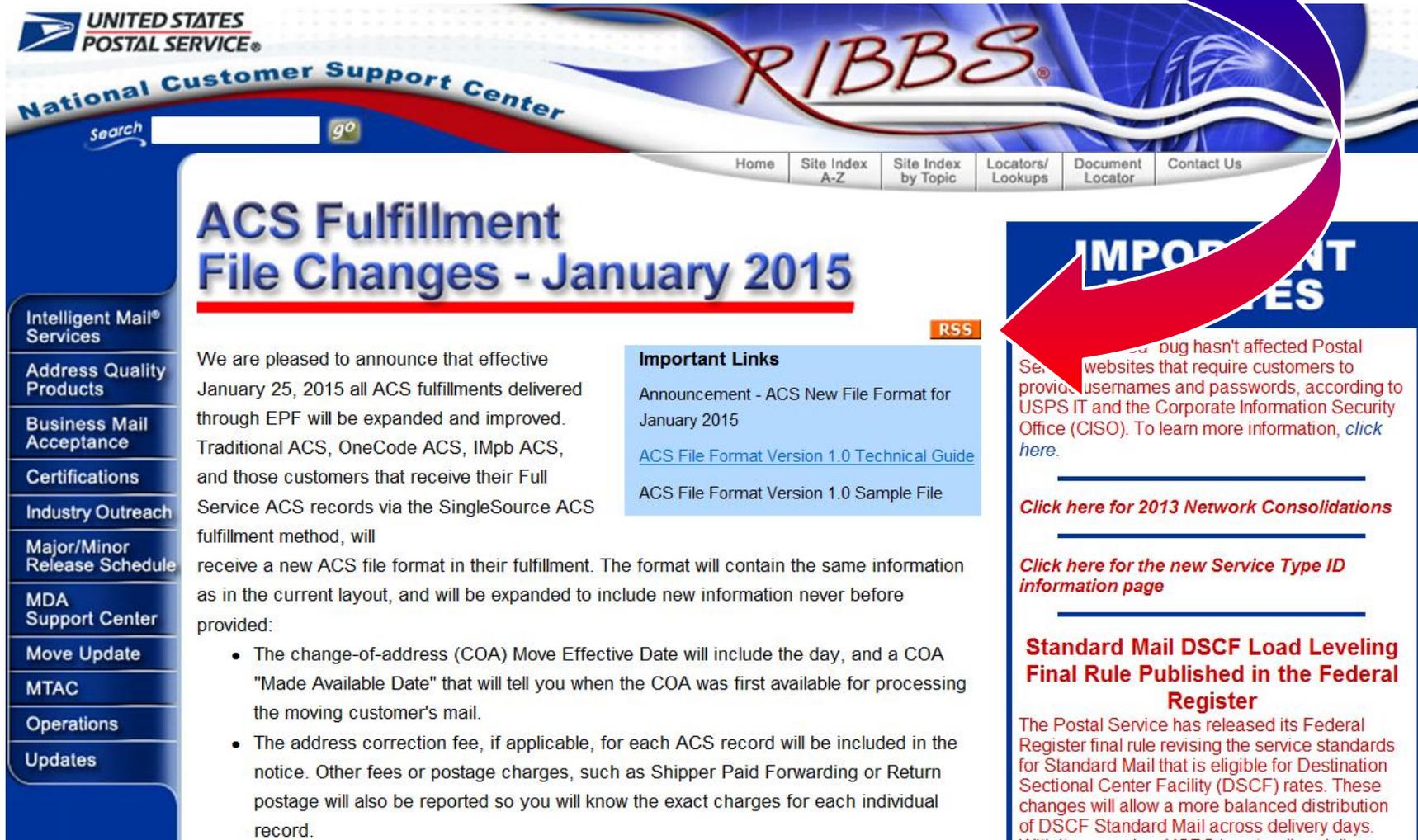
Effective January 25, 2015

- All ACS fulfillments delivered through EPF will be expanded and improved.
- Traditional ACS, OneCode ACS, IMpb ACS, and those customers that receive their Full Service ACS records via the SingleSource ACS fulfillment method, will receive a new ACS file format in their fulfillment.
- This change does NOT affect Full Service ACS provided through the Business Customer Gateway

- The format will be expanded to include new information never before provided
 - COA Move Effective Date will include the day
 - COA "Made Available Date"
 - Know the charges for each individual record
 - Know when, how, and where the undeliverable mailpiece was processed.
- A new and improved monthly ACS invoice includes:
 - Counts and amounts for each Mailer ID & Participant ID
 - Matching data file that can be imported into spreadsheets
 - Matching the record counts to your Shipping Notice.
- A Sample File & Technical Guide is available NOW

https://ribbs.usps.gov/acs/newACSformat/ACSFileVersion1_Sample.zip

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ACS Fulfillment File Changes - January 2015

Intelligent Mail® Services
Address Quality Products
Business Mail Acceptance
Certifications
Industry Outreach
Major/Minor Release Schedule
MDA Support Center
Move Update
MTAC
Operations
Updates

We are pleased to announce that effective January 25, 2015 all ACS fulfillments delivered through EPF will be expanded and improved. Traditional ACS, OneCode ACS, IMpb ACS, and those customers that receive their Full Service ACS records via the SingleSource ACS fulfillment method, will receive a new ACS file format in their fulfillment. The format will contain the same information as in the current layout, and will be expanded to include new information never before provided:

- The change-of-address (COA) Move Effective Date will include the day, and a COA "Made Available Date" that will tell you when the COA was first available for processing the moving customer's mail.
- The address correction fee, if applicable, for each ACS record will be included in the notice. Other fees or postage charges, such as Shipper Paid Forwarding or Return postage will also be reported so you will know the exact charges for each individual record.

Important Links

- Announcement - ACS New File Format for January 2015
- [ACS File Format Version 1.0 Technical Guide](#)
- [ACS File Format Version 1.0 Sample File](#)

IMPORTANT NEWS

... bug hasn't affected Postal Service websites that require customers to provide usernames and passwords, according to USPS IT and the Corporate Information Security Office (CISO). To learn more information, [click here](#).

Click here for 2013 Network Consolidations

Click here for the new Service Type ID information page

Standard Mail DSCF Load Leveling Final Rule Published in the Federal Register

The Postal Service has released its Federal Register final rule revising the service standards for Standard Mail that is eligible for Destination Sectional Center Facility (DSCF) rates. These changes will allow a more balanced distribution of DSCF Standard Mail across delivery days.

<https://ribbs.usps.gov/index.cfm?page=newACSformat>

SV Expansion



SV Expansion Summary

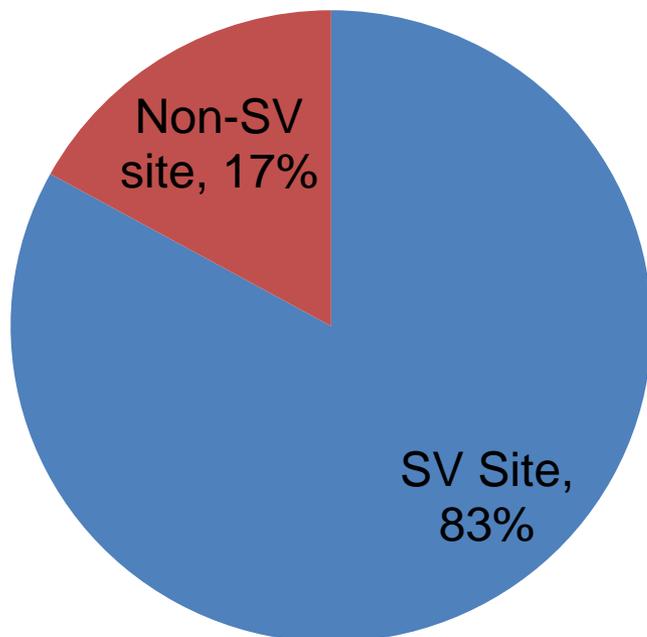
January 2014, Surface Visibility began expanding to ten new sites as part of an overall plan to increase the amount of Drop Shipment volume accepted using the SV application to support eInduction

- On-site training is complete at all ten plants
- All sites have full SV functionality
- Project is complete, close-out activities are in progress

Expansion Site	Area	Training Completed
Linthicum IMF	Capital Metro	February 28
Akron P&DC	Eastern	February 28
Knoxville P&DC	Eastern	March 7
Rochester L&DC	Eastern	March 7
Grand Rapids Processing Annex	Great Lakes	March 14
Milwaukee MPA	Great Lakes	March 28
Nashua L&DC	Northeast	April 4
South Florida L&DC	Southern	April 11
West Palm Beach P&DC	Southern	April 11
Denver Priority Facility	Western	April 18

Volume entered at SV Sites vs. Non-SV Sites

Volume After SV Expansion



	SV Site	NON-SV Site
Prior to Expansion	74%	26%
Mar-14	78%	22%
Apr-14	83%	17%

- SV Site
- Non-SV site

Bundle Visibility



- **Progress on bundle visibility**
 - **Implemented Nesting Logic**
 - **Upgraded Scanners with ability to scan Trailer barcodes (99T)**
 - **Vetting options for data provisioning with IT**
 - **Planned Pilot in July for exception scanning (Inventory Concept) generating new visibility events for Flats (bundles)**
 - **Arrival-At-Unit**
 - **Out for Delivery**

**Discussion
&
Questions**