

MTAC Visibility and Service Performance



Steve Dearing
Moderator

August 12, 2015



Package Services



Package Services

- Address Management Update
- Shipping Information Systems Update
 - IMpb Compliance
 - Performance
 - Requirements
 - Measured at Arrival at Post Office Scan
 - Gaps
 - Timeliness Assessments PTR Ingest Latency
 - Signaling new quality indicators
 - Weather notifications

UG 5 Addressing

- Move Update rules and Scorecard clarifications

UG 171

- Update

Address Management Updates



Improving Accuracy & Use of UAA “Nixie” Reason Codes

- **Review UAA Reason Codes**
- **Evaluate procedures for the use of UAA Reasons by delivery employees**
- **Make recommendations to :**
 - **Process and procedures for assigning UAA Reasons**
 - **Possible changes to the UAA Reason codes**
- **Goal is to improve the accuracy of UAA Reason codes so the USPS and Mailing Industry can automate appropriate actions.**

**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**

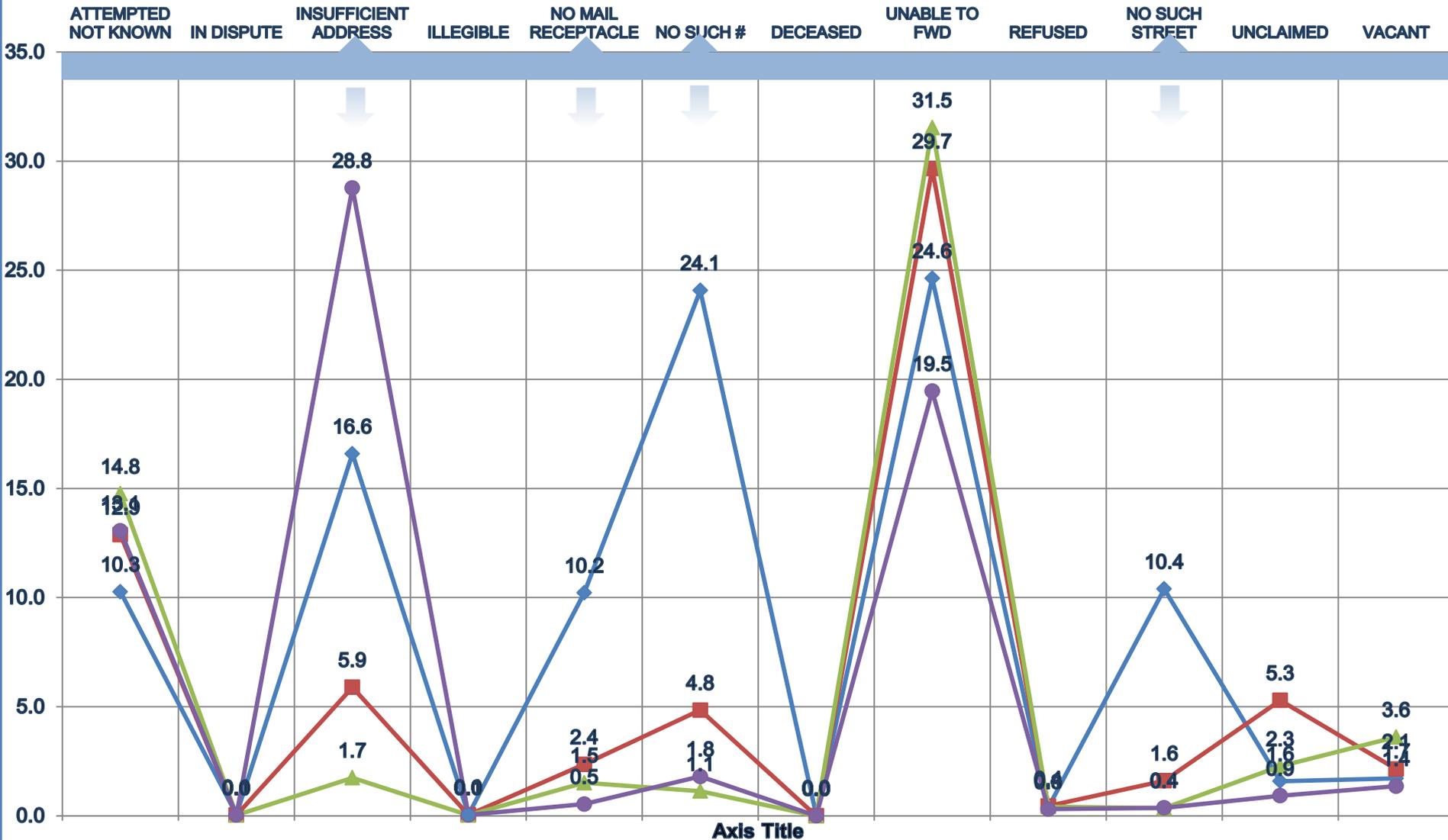
Addressing Issues by Nixie Reason

<u>UAA REASON</u>	<u>%IMb5</u>	<u>%IMb9</u>	<u>%IMb11</u>	<u>%IMb HDefault</u>
ATTEMPTED NOT KNOWN	10.3	12.9	14.8	13.1
IN DISPUTE	0.1	0.0	0.0	0.0
* INSUFFICIENT ADDRESS	16.6	5.9	1.7	28.8
ILLEGIBLE	0.1	0.0	0.0	0.0
* NO MAIL RECEPTACLE	10.2	2.4	1.5	0.5
* NO SUCH #	24.1	4.8	1.1	1.8
DECEASED	0.0	0.0	0.0	0.0
UNABLE TO FWD	24.6	29.7	31.5	19.5
REFUSED	0.4	0.4	0.4	0.3
* NO SUCH STREET	10.4	1.6	0.4	0.4
UNCLAIMED	1.6	5.3	2.3	0.9
VACANT	1.7	2.1	3.6	1.4

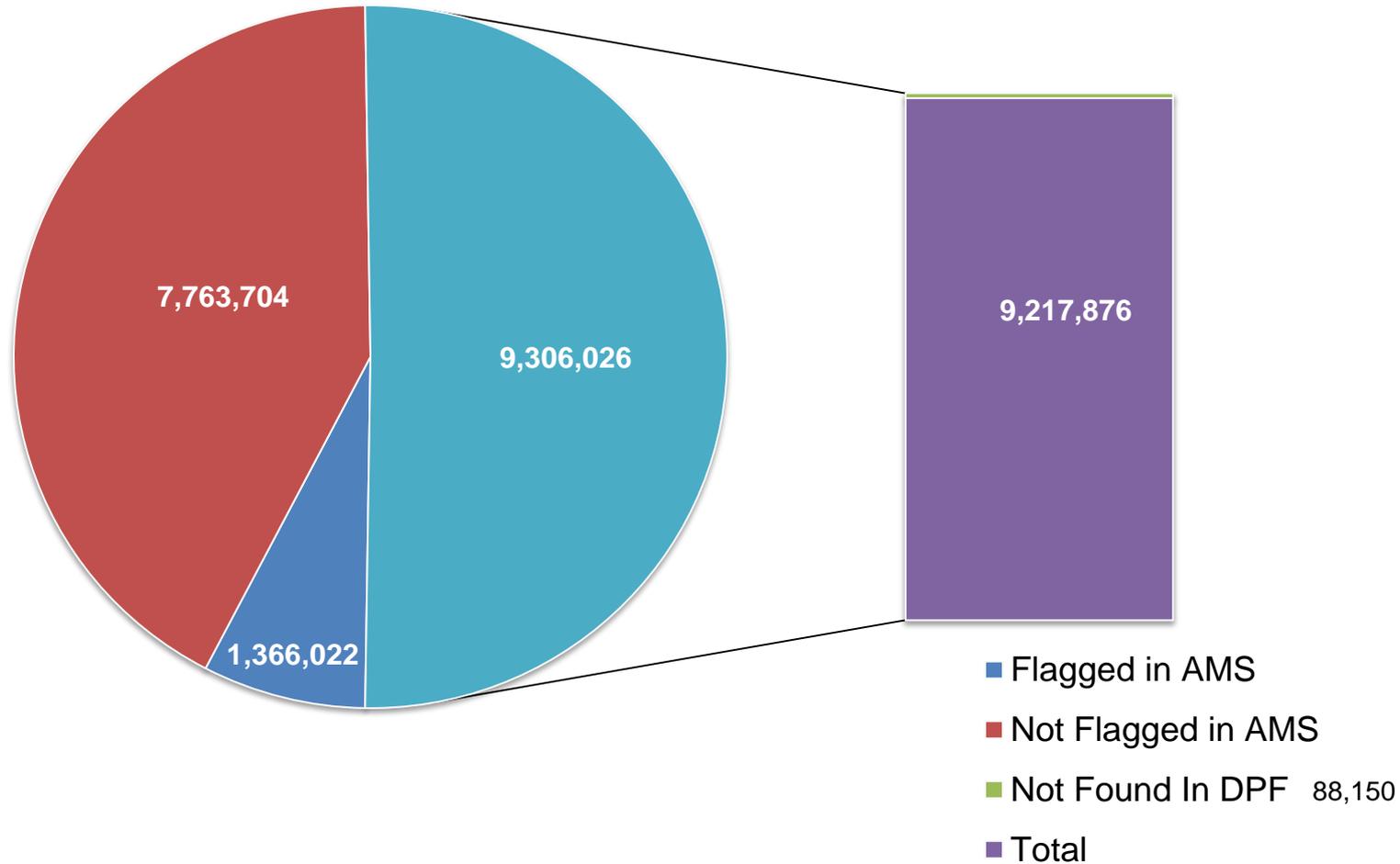
* UAA Reasons considered to be address-related.

Addressing Issues by Nixie Reason

◆ %IMb5 ■ %IMb9 ▲ %IMb11 ● %IMb HDefault



Nixie Code	Percent
COA's	40.53%
A - Attempted, not known	9.71%
E - In dispute	0.00%
G - Post Office Box™ has been closed – created from a USPS-Filed COA – no new address present	0.17%
I - Insufficient address	4.62%
K - Customer has moved and left no forwarding address - created from a USPS-Filed COA – no new address present	1.41%
L - Illegible	0.02%
M - No mail receptacle	1.41%
N - No such number	2.61%
P - Deceased	0.45%
Q - Not deliverable as addressed/unable to forward/forwarding order expired	31.87%
R - Refused	2.78%
S - No such street	1.34%
U - Unclaimed	1.06%
V - Vacant	1.60%
W - Temporary COA – no new address present – Temporarily Away is provided in the Parsed New Address field	0.41%
Grand Total	100.00%



IMpb ACS with Shipper Paid Services for parcel shippers will begin this fall.

- Shipper will need to separately upload their shipping files to the ACS Department via EPF (in addition to sending it with the mailing).
- When an undeliverable parcels is forwarded the label says:
“Forwarding Postage Paid By Mailer”.
- ACS fees and postage charges will be calculated using the parcel information reported in the shipping file.
- The ACS notice and Shipping Notice of each fulfillment will include the ACS fee and forwarding postage charged.
- Invoices will be delivered via EPF monthly

Effective Tuesday, October 20, 2015

ACS File Format Change

- The Version number will change from “01” to “02”
- The DPV Flag for the new address will be provided in a field previously assigned as filler.

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	

- Only the ACS fixed length and the optional CSV and XML/XLS formats will include this new information
- The optional “Legacy” file formats will not change.

Effective with the October 2015 Invoice the ACS Invoice threshold will change from \$50 to \$25:

- Currently, ACS participants billed through the San Mateo Accounting Services Center (SMASC) receive an invoice and statement monthly, but only if they reached a balance of \$50. They will now receive an invoice when they reach \$25.
- ACS customers billed through SMASC whose balance remains less than \$25 will be sent an annual invoice on September 24 of each year.
- SingleSource ACS and customers billed through NCSC Accounting Services (NCSCAS) receive the monthly invoice but have not been required to pay until they reached \$50. They will now be required to pay when they reach \$25.

San Mateo Accounting Services Center (SMASC)

- Finance charges are 10% per annum
- Automatically generated when statements are generated (20th of each month)
- Finance charges assessed on first statement sent after 30 days elapse and calculated from original invoice date
- Example:
 - Unpaid July 20th invoice would not show any finance charges until 9/20 if July 20th charges not paid before the 9/20 date

SingleSource ACS & NCSC Invoicing via EPF

- Finance charges have not yet been applied to NCSC invoices
- NCSC would follow the same procedures, except statements are generated with the next invoice (25th of the month)
- Example:
 - Unpaid July 25th invoice would not show any finance charges until 9/25 statement if not paid before the 9/25 date

93 Redirection Intelligent Mail barcode (R-IMb)

- Applied by PARS on forward & return labels
- Duplicates the tracking information from the original mailer-applied IMb

Mailer-applied IMb

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Bar code ID	Service Type ID	Mailer ID & Serial Number (6 or 9 Digit MID & 9 or 6 Digit Serial Number)																		Routing ZIP Code (0, 5, 9, Or 11 Digits)										

Redirection IMb

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
93	Service Type ID	Mailer ID & Serial Number (6 or 9 Digit MID & 9 or 6 Digit Serial Number)																		Routing ZIP Code (5, 9, or 11 Digits) of NEW address when forwarded or RETURN address when returned										

Tracking Information
Retained

93 R-IMb

003 NFE 1080A14C0008/05/15
ACS←
LAST
3734 ELVIS PRESLEY BLVD
GRACELAND US 00344-6543



IMb applied by:	Bar Code ID	STID	MID	Serial#	Routing ZIP	IMb data in ACS notice
Mailer	00	080	987654321	123456	00327432105	
PARS INT/CIF	93	080	987654321	123456	00344654334	0008098765432112345600327432105
PARS RTS	93	080	987654321	123456	00333333301	9308098765432112345600344654334

Tracking
Tracking

Generic Solutions
89101 E Green St
Anytown NY 00333-3333
ELECTRONIC SERVICE REQUESTED



*Return to sender
Address unknown
No such number
No such zone*



|||...|||

Mr First Last
1005 Graceland Ave
Somecity US 00327-4321

003 NFE 1080A14C0008/05/15
ACS←

LAST
3734 ELVIS PRESLEY BLVD
GRACELAND US 00344-6543

|||...|||

NIXIE 381 OC 1080 08/10/15
2ACS←

RETURN TO SENDER
ATTEMPTED NOT KNOWN
RETURN TO SENDER

|||...|||

Allows ACS & IMb Tracing for later UAA actions if the original IMb is covered by a PARS label.

- **Full Service 93 R-IMb ACS notices will be available through SingleSource ACS.**
 - **Full Service 93 R-IMb ACS notices provided via SingleSource will not be charged.**
- **Automated or Electronic address correction fees will be charged when applicable.**

The ACS Technical Guides will be updated to reflect these changes and will be posted at:

<https://ribbs.usps.gov/acs>

Questions should be directed to the ACS Department via email at acs@usps.gov or by phone 1-877-640-0724 (Option 1).

OIG Audit IT-AR-14-010 required security changes for 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-2 will be adopted to ensure adequate security protocols are in place**

What actions are required by developers?

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

How will developers incorporate the change?

SHA-1 provides 20 bytes of data

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
---	---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----

SHA-2 provides 32 bytes of data

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
---	---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----

The input fields will remain the same and the output field will return the first 20 bytes of the SHA (from 32 bytes for SHA-2), the same number of bytes that SHA-1 returns. **The only code that will need to be changed are the routines that call SHA (since the return information size is not changing).**

SHA-2 Sample Source Code will be provided to all Software Developers.

Link application products impacted:

- **NCOA^{Link}** (18 Month Hash, 18 Month Flat, 48 Month Hash, 48 Month Flat, ANK Hash and ANK Flat)
- **Daily Delete**
- **DPV**
- **DSF2**
- **LACS^{Link}**
- **Suite^{Link}**
- **RDI**

Federal Register Notice

- Provides clarification to:
 - MLNA – BCNO – Foreign Moves
 - NCOA^{Link} Return Codes & Move Update Compliance
 - ACS Notifications of non-DPV confirmed addresses
 - 18-Month+ COAs & Move Update Compliance
- Provides additional information for Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

<http://pe.usps.gov/FederalRegisterNotices.asp>

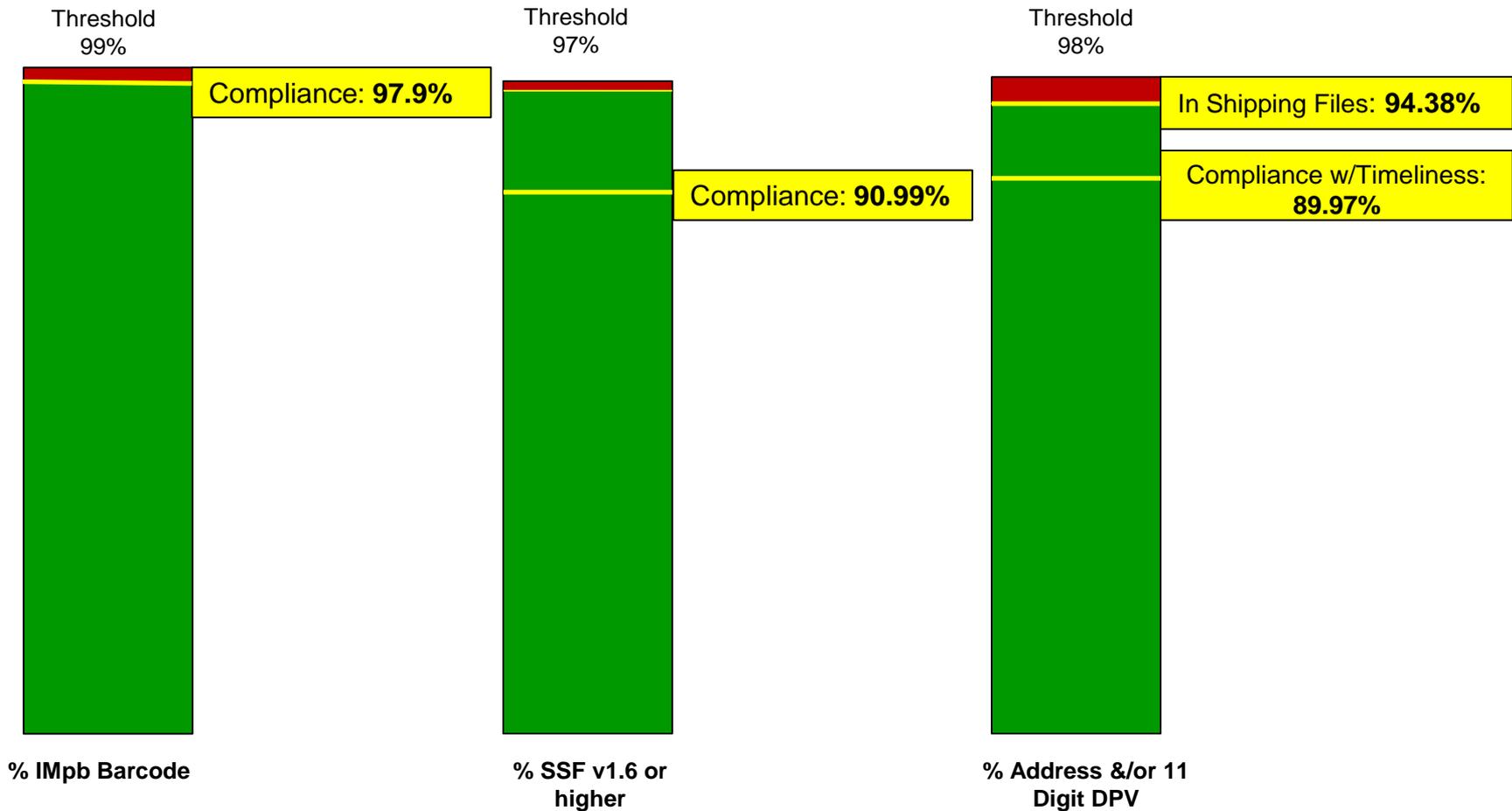
Shipping Information Systems Updates



- IMpb Compliance
 - Performance
 - Requirements and Gaps
 - Measured at Arrival at Post Office Scan
- Timeliness Assessments – PTR Ingest Latency
 - Impact on Customer Compliance
- Signaling new quality indicators
- Weather notifications
- Upcoming Releases

IMpb Metrics July 2015

Thresholds as of
January 25, 2015



July 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	99.77%	78.41%	54.45%	19.22%	88.12%
Library Mail	87.53%	69.63%	18.97%	35.47%	60.70%
Standard Post	35.82%	68.36%	20.55%	5.20%	30.15%
Media Mail	95.00%	96.83%	45.36%	40.99%	92.50%
Critical Mail	100.00%	91.64%	25.77%	65.09%	90.96%
Priority Mail Express	95.70%	95.77%	62.11%	24.31%	77.37%
First-Class Package Service	98.20%	93.34%	63.07%	24.91%	92.35%
Parcel Select Lightweight	99.92%	96.94%	46.53%	45.93%	95.40%
Priority Mail	95.70%	95.77%	62.11%	24.31%	93.34%
Parcel Select	99.59%	97.83%	63.71%	29.33%	89.39%
Standard Mail Marketing Parcels	100.00%	85.85%	47.15%	33.36%	89.80%
Standard Mail Parcels Non-Profit	100.00%	27.97%	21.97%	3.83%	29.78%
Unspecified	35.32%	4.18%	0.22%	3.93%	0.27%
Totals	97.79%	94.38%	57.58%	30.69%	90.99%

Source: USPS Product Tracking & Reporting (PTR) & USPS Product Performance Reporting (PPR)

* Competitive mail classes highlighted in bold

Note: Does not factor in timely file receipt.

July 2015 Shipping Services File Timeliness by Product

SSF before Arrival at Post Office Event: 96.70% of Total Volume

PRODUCT	% Arrival at Post Office Event Prior to Shipping Services File (Total)
Bound Printed Matter Parcels	3.79%
Critical Mail	0.08%
First-Class Package Service	0.99%
Library Mail	1.84%
Media Mail	1.22%
Parcel Select	4.94%
Parcel Select Lightweight	4.51%
Priority Mail Express	1.00%
Priority Mail	1.04%
Standard Mail Marketing Parcels	10.96%
Standard Mail Parcels Non-Profit Parcels	2.97%
Standard Post	1.89%
Unspecified	11.95%
TOTAL	3.30%

Source: USPS Product Tracking & Reporting (PTR) & USPS Product Performance Reporting (PPR)

- Currently only Competitive products (highlighted in bold) are subject to noncompliance fees
- Manifested packages only.

SSF Timeliness by eVS Type July 2015

PRODUCT	% Arrival at Post Office Event Prior to SSF Other)	% Arrival at Post Office Event Prior to SSF (Non-eVS)	% Arrival at Post Office Event Prior to SSF (eVS)	% Arrival at Post Office Event Prior to SSF (Total)
Bound Printed Matter Parcels	1.02%	1.02%	6.85%	3.79%
Critical Mail	0.00%	0.15%	0.00%	0.08%
First-Class Package Service	0.84%	0.82%	2.22%	0.99%
Library Mail	0.00%	2.05%	0.00%	1.84%
Media Mail	1.02%	1.25%	0.77%	1.22%
Parcel Select	0.62%	0.16%	7.82%	4.94%
Parcel Select Lightweight	1.15%	0.26%	5.80%	4.51%
Priority Mail	0.79%	0.91%	2.01%	1.00%
Priority Mail Express	22.68%	0.88%	3.41%	1.04%
Standard Mail Marketing Parcels	1.37%	0.00%	12.06%	10.96%
Standard Mail Parcels Non-Profit Parcels	0.00%	3.06%	2.67%	2.97%
Standard Post	100.00%	1.85%	0.00%	1.89%
Unspecified	100.00%	12.51%	2.00%	11.95%
TOTAL	0.97%	0.68%	6.35%	3.30%

Source: USPS Product Tracking & Reporting (PTR) & USPS Product Performance Reporting (PPR)

* Currently only Competitive products (highlighted in bold) are subject to noncompliance fees.

IMpb Non-Compliant Packages Measured at Arrival at Post Office Scan Timeliness Comparison

Month	Measured at Arrival at Post Office Event	Non-Compliant Packages
April 2015	N	4,515,361
May 2015	Y	8,990,146
Difference		4,474,785

Source: USPS PostalOne!, eVS, and Product Tracking & Reporting (PTR)

Use PostalOne! Contingency Plan

- Outlined by MTAC Work Group 166
- Mitigate IMpb Compliance failures resulting from timeliness issues caused by customer or USPS
 - System outages
 - Processing delays
 - Transmission
- Reference, The PostalOne Contingency Plan in *Pub 205, Section 3.3.8.*

Source: USPS PostalOne!, eVS, and Product Tracking & Reporting (PTR)

- **Extend IMpb Compliance Fee and Thresholds to all products**
- **Require Address and 11-Digit ZIP Code Delivery Point Validation**
- **Barcode Quality, including placement**
- **Shipping Services File Data Quality**
- **99M Container Placards and Electronic Nesting Information in Shipping Services File**
- **Secure File Transmission – Reaching out to customers now**
- **Send Shipping Partner Events**
- **Upgrade to Electronic Verification System (eVS) for payment – Separate Track**
- **Implementation 6 months after Final Rule or sooner**

Address and 11-Digit ZIP Code Delivery Point Validation

- Use USPS Address product to validate address and 11-digit DPV for accuracy
- Validated address/11-digit DPV ZIP Code compliance threshold supplants current addressing requirements
- Recipient name required in Shipping Service File for all Signature Services, strongly encouraged for all products
- Phone number and email address strongly recommended
- Transition period

Barcode Quality

- Barcode uniqueness
- Readability
 - Scannable
 - Includes Function 1 Codes printed in correct positions in barcode
 - Check digit correctly calculated
 - Label Placement on front address side of package
- Service Type Code accurate
 - Product
 - Service combination
 - Extra Services Code
- Mailer ID
 - Conforming
 - Registered, certified, linked to parent
 - Correct file type

MID Visibility Event Counts July 2015

Scenario	MID Owner or Manifesting MID	Event Code	Event Description and Warning Message	Count
Mismatched Owner/EFN	Manifesting MID	MP	ALERT – MID USER NOT REGISTERED TO EFN MID	7,677,900
Mismatched Owner/EFN	MID Owner	MK	ALERT – MID USED BY ANOTHER MID OWNER	7,677,900
Unregistered MID	Manifesting MID	MU	ALERT – MID USER NEEDS TO BE REGISTERED	1,079,548

Shipping Services File Data Quality

- Accurate electronic representation of package level details
- Entry location ZIP Code
- Service Type Code, barcode construct, extra services codes
- Payment information for ALL file types including correct:
 - Populate for Type 2 files
 - Postage, surcharges and fees
 - Extra Services Codes
 - Rate indicators and Zones
 - Weights and Dimensions
 - File type for MIDs used in EFN and barcodes
- Recipient, phone, email address name when required for product

Intelligent Mail Container/Tray Barcode Nesting

- Electronically nest package tracking number to container barcode in Shipping Services File
 - Logical container record may be used
- Containerization Indicators for Parcel Shipments
 - Identifies shipments in direct containers labeled to bypass piece handling until shipments reach downstream or destination facility
- 99 M Container Placards and/or 24-Digit Tray/Sack Labels
- Indicate containerization level in Shipping Services File
- Provides start the clock and additional visibility

Secure File Transmission Protocols

- Secure Postal and Customer Networks
- Eliminate unsecure FTP connectivity and inherit vulnerabilities for file transmissions
- Addresses audit findings
- Protects customers, brand and data integrity
- Accounts automatically revoked if no activity
- Switching smaller customers to PDX
- Currently reaching out to customers and vendors

Shipping Partner Files and Events

- Shared package details and tracking information from package inception
- Improves visibility with clearer handoffs and better tracking experience
- Promotes seamless experience when multiple service providers in delivery chain
- New Version 4.0 includes field for:
 - Entry location ZIP Code
 - Return or Pick Up 11-digit DPV ZIP Code
 - Containerization indicators
 - Entry and promise dates

Planned Release Date	New / Existing Event	Event Code	Attribute Code	USPS Tracking -- First level script	USPS Tracking -- Second level script	Intranet and Customer Extracts
August 2, 2015	Existing	57	N/A	<p>We were unable to attempt delivery of your item on DATE at TIME in CITY, STATE ZIPCODE due to hazardous or unsafe weather conditions. Your item will go out for delivery on the next business day as conditions permit.</p> <p>(If no city / state for ZIP Code) We were unable to attempt delivery of your item on DATE at TIME in ZIP Code ZIPCODE due to hazardous or unsafe weather conditions. Your item will go out for delivery on the next business day as conditions permit.</p>	Delivery Exception, Local Weather Delay	DELIVERY EXCEPTION LOCAL WEATHER DELAY

Planned Release Date	New / Existing Event	Event Code	Attribute Code	USPS Tracking -- First level script	USPS Tracking -- Second level script	Intranet and Customer Extracts
August 2, 2015	New	WX	(Domestic	<p>Your shipment has potentially been delayed due to weather conditions at TIME on DATE in CITY, STATE ZIPCODE.</p> <p>If no city / state for ZIP Code) Your shipment has potentially been delayed due to weather conditions at TIME on DATE in ZIP Code ZIPCODE.</p>	Processing Exception, Regional Weather Delay	PROCESSING EXCEPTION REG WEATHER DELAY
August 2, 2015	New	TX	N/A	<p>Your shipment has potentially been delayed due to transportation problems at TIME on DATE in CITY, STATE ZIPCODE.</p> <p>If no city / state for ZIP Code) Your shipment has potentially been delayed due to transportation problems at TIME on DATE in ZIP Code ZIPCODE.</p>	Processing Exception, Regional Transportation Delay	PROCESSING EXCEPTION REG TRANS DELAY
August 2, 2015	New	OX	N/A	<p>Your shipment has potentially been delayed due to emergency or other conditions at TIME on DATE in CITY, STATE ZIPCODE.</p> <p>If no city / state for ZIP Code) Your shipment has potentially been delayed due to emergency or other conditions at TIME on DATE in ZIP Code ZIPCODE.</p>	Processing Exception, Other Delay	PROCESSING EXCEPTION OTHER DELAY

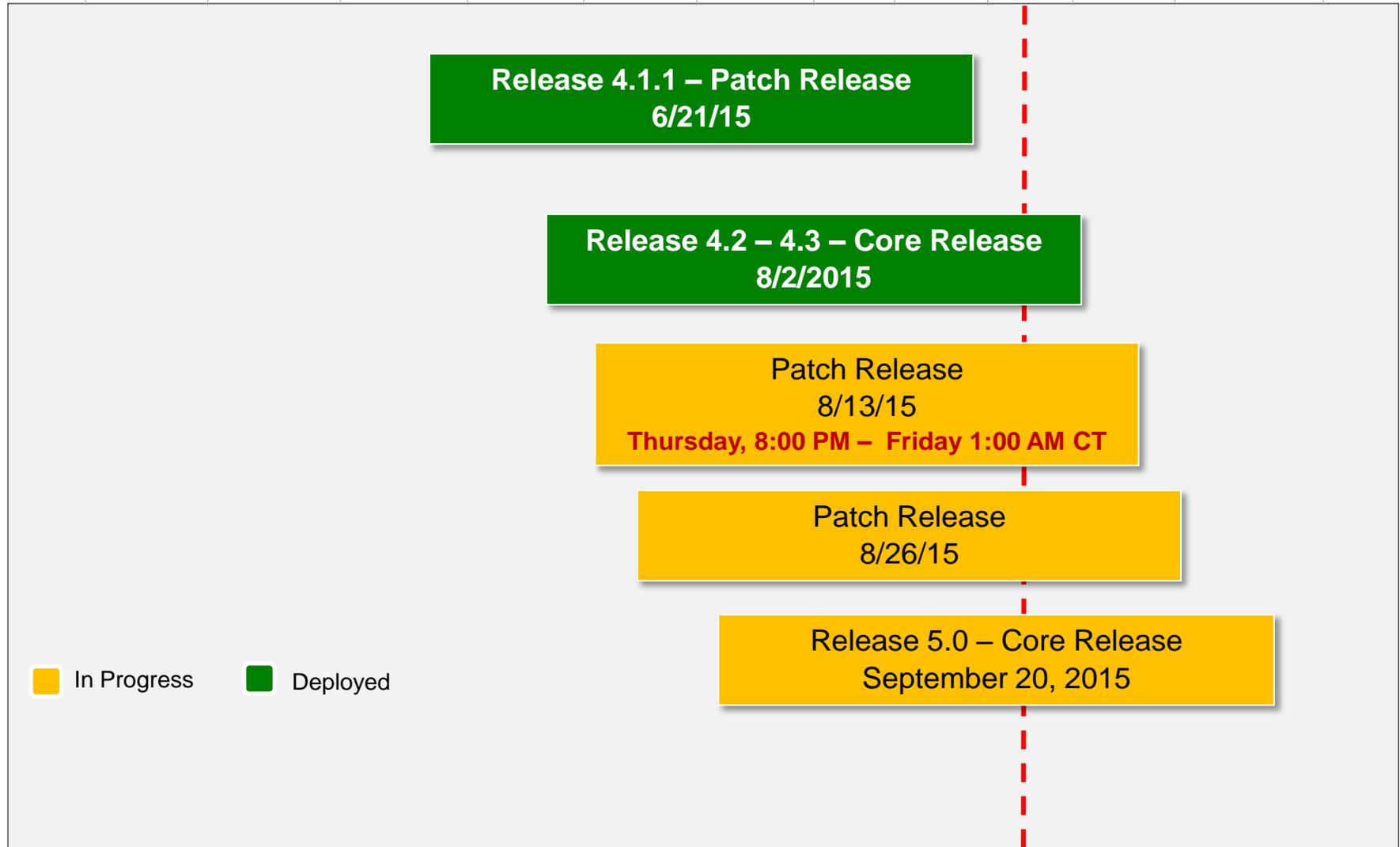
Package Research Case Created (VC) Event Intranet View

Events								
Event	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
PACKAGE RESEARCH CASE CREATED	09/19/2014	12:03	ARLINGTON, VA 22203				09/23/2014 12:15:50	Request Delivery Record
ACCEPT OR PICKUP	09/18/2014	06:00	NEW YORK, NY 10158	Scanned	0138391		09/23/2014 11:30:51	Facility Finance Number: 052424
ALERT Unauthorized MID Use	09/18/2014	06:00	NEW YORK, NY 10158	System Generated			09/23/2014 11:40:51	

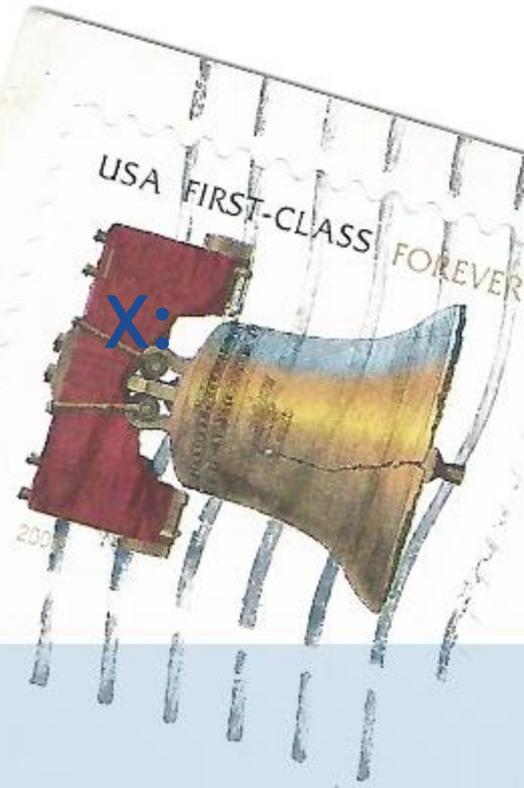
Package Research Case Closed (VX) Event Intranet View

Events								
Event	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
PACKAGE RESEARCH CASE CLOSED	09/19/2014	12:06	ARLINGTON, VA 22203				09/23/2014 12:15:50	Request Delivery Record
ACCEPT OR PICKUP	09/18/2014	06:00	NEW YORK, NY 10158	Scanned	0138391		09/23/2014 11:30:52	Facility Finance Number: 052424
ALERT Unauthorized MID Use	09/18/2014	06:00	NEW YORK, NY 10158	System Generated			09/23/2014 11:35:51	

November 1 December 1 January 1 February 1 March 1 April 1 May 1 June 1 July 1 August 1 September 1 October 1



First-Class Mail



First-Class Mail

Addressing

- COA Data Quality errors
- UAA Quality issues
- Move Update clarification previously promised in Federal Register Notice
- Clarification on rIMb
- ACS Invoicing issues – New minimums, shut-off notices, timing of billing, 30 day terms

UG 5 Addressing

- Move Update rules and Scorecard clarifications

UG 171

- Update

UG 4 Informed Visibility, Service Performance

- Status of bundle pilot
- BPM Tracing – STIDs – Non-auto, Non-IMb
- Informed Visibility planning
- Informed Visibility (IV)

Address Management Updates



Improving Accuracy & Use of UAA “Nixie” Reason Codes

- **Review UAA Reason Codes**
- **Evaluate procedures for the use of UAA Reasons by delivery employees**
- **Make recommendations to :**
 - **Process and procedures for assigning UAA Reasons**
 - **Possible changes to the UAA Reason codes**
- **Goal is to improve the accuracy of UAA Reason codes so the USPS and Mailing Industry can automate appropriate actions.**

**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**

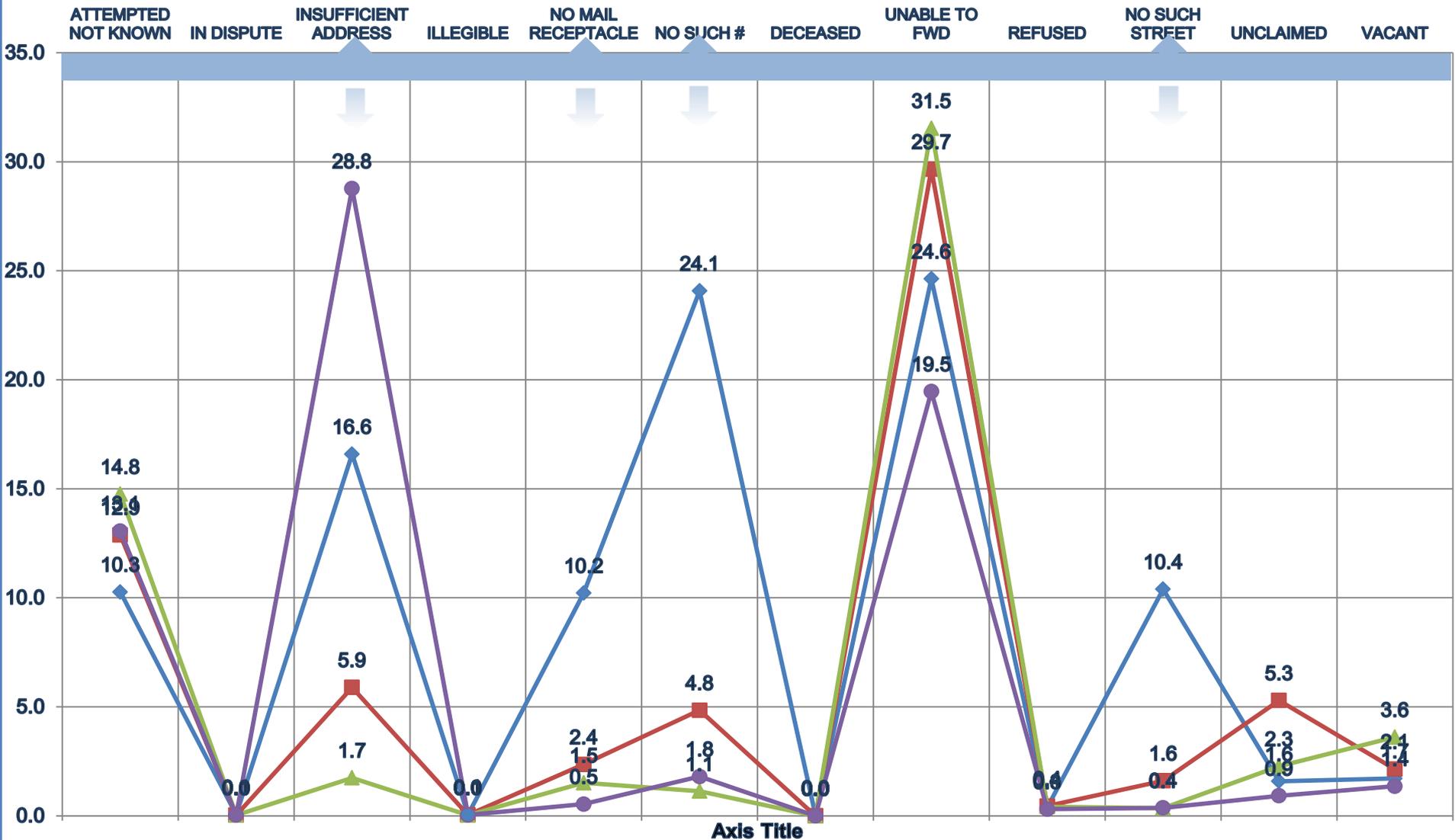
Addressing Issues by Nixie Reason

<u>UAA REASON</u>	<u>%IMb5</u>	<u>%IMb9</u>	<u>%IMb11</u>	<u>%IMb HDefault</u>
ATTEMPTED NOT KNOWN	10.3	12.9	14.8	13.1
IN DISPUTE	0.1	0.0	0.0	0.0
* INSUFFICIENT ADDRESS	16.6	5.9	1.7	28.8
ILLEGIBLE	0.1	0.0	0.0	0.0
* NO MAIL RECEPTACLE	10.2	2.4	1.5	0.5
* NO SUCH #	24.1	4.8	1.1	1.8
DECEASED	0.0	0.0	0.0	0.0
UNABLE TO FWD	24.6	29.7	31.5	19.5
REFUSED	0.4	0.4	0.4	0.3
* NO SUCH STREET	10.4	1.6	0.4	0.4
UNCLAIMED	1.6	5.3	2.3	0.9
VACANT	1.7	2.1	3.6	1.4

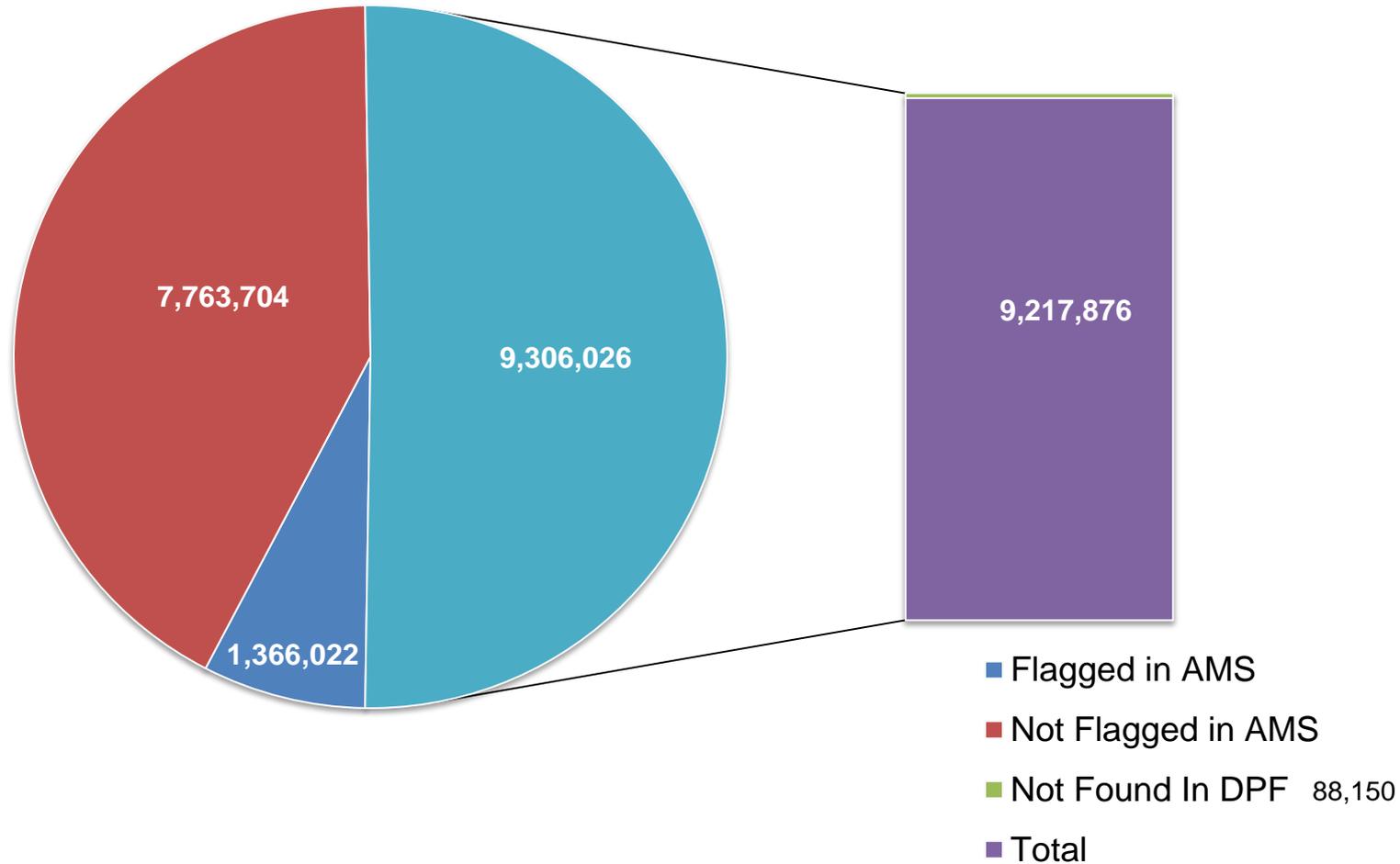
* UAA Reasons considered to be address-related.

Addressing Issues by Nixie Reason

◆ %IMb5 ■ %IMb9 ▲ %IMb11 ● %IMb HDefault



Nixie Code	Percent
COA's	40.53%
A - Attempted, not known	9.71%
E - In dispute	0.00%
G - Post Office Box™ has been closed – created from a USPS-Filed COA – no new address present	0.17%
I - Insufficient address	4.62%
K - Customer has moved and left no forwarding address - created from a USPS-Filed COA – no new address present	1.41%
L - Illegible	0.02%
M - No mail receptacle	1.41%
N - No such number	2.61%
P - Deceased	0.45%
Q - Not deliverable as addressed/unable to forward/forwarding order expired	31.87%
R - Refused	2.78%
S - No such street	1.34%
U - Unclaimed	1.06%
V - Vacant	1.60%
W - Temporary COA – no new address present – Temporarily Away is provided in the Parsed New Address field	0.41%
Grand Total	100.00%



Effective Tuesday, October 20, 2015

ACS File Format Change

- The Version number will change from “01” to “02”
- The DPV Flag for the new address will be provided in a field previously assigned as filler.

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	

- Only the ACS fixed length and the optional CSV and XML/XLS formats will include this new information
- The optional “Legacy” file formats will not change.

Effective with the October 2015 Invoice the ACS Invoice threshold will change from \$50 to \$25:

- Currently, ACS participants billed through the San Mateo Accounting Services Center (SMASC) receive an invoice and statement monthly, but only if they reached a balance of \$50. They will now receive an invoice when they reach \$25.
- ACS customers billed through SMASC whose balance remains less than \$25 will be sent an annual invoice on September 24 of each year.
- SingleSource ACS and customers billed through NCSC Accounting Services (NCSCAS) receive the monthly invoice but have not been required to pay until they reached \$50. They will now be required to pay when they reach \$25.

San Mateo Accounting Services Center (SMASC)

- Finance charges are 10% per annum
- Automatically generated when statements are generated (20th of each month)
- Finance charges assessed on first statement sent after 30 days elapse and calculated from original invoice date
- Example:
 - Unpaid July 20th invoice would not show any finance charges until 9/20 if July 20th charges not paid before the 9/20 date

SingleSource ACS & NCSC Invoicing via EPF

- Finance charges have not yet been applied to NCSC invoices
- NCSC would follow the same procedures, except statements are generated with the next invoice (25th of the month)
- Example:
 - Unpaid July 25th invoice would not show any finance charges until 9/25 statement if not paid before the 9/25 date

93 Redirection Intelligent Mail barcode (R-IMb)

- Applied by PARS on forward & return labels
- Duplicates the tracking information from the original mailer-applied IMb

Mailer-applied IMb

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Bar code ID	Service Type ID	Mailer ID & Serial Number (6 or 9 Digit MID & 9 or 6 Digit Serial Number)																		Routing ZIP Code (0, 5, 9, Or 11 Digits)										

Redirection IMb

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
93	Service Type ID	Mailer ID & Serial Number (6 or 9 Digit MID & 9 or 6 Digit Serial Number)																		Routing ZIP Code (5, 9, or 11 Digits) of NEW address when forwarded or RETURN address when returned										

Tracking Information
Retained

93 R-IMb

003 NFE 1080A14C0008/05/15
ACS←
LAST
3734 ELVIS PRESLEY BLVD
GRACELAND US 00344-6543



IMb applied by:	Bar Code ID	STID	MID	Serial#	Routing ZIP	IMb data in ACS notice
Mailer	00	080	987654321	123456	00327432105	
PARS INT/CIF	93	080	987654321	123456	00344654334	0008098765432112345600327432105
PARS RTS	93	080	987654321	123456	00333333301	9308098765432112345600344654334

Tracking
Tracking

Generic Solutions
89101 E Green St
Anytown NY 00333-3333
ELECTRONIC SERVICE REQUESTED


 Mr First Last
 1005 Graceland Ave
 Somecity US 00327-4321



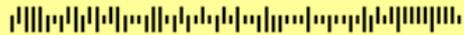
*Return to sender
Address unknown
No such number
No such zone*



003 NFE 1080A14C0008/05/15
ACS←
LAST
3734 ELVIS PRESLEY BLVD
GRACELAND US 00344-6543



NIXIE 381 OC 1080 08/10/15
2ACS←
RETURN TO SENDER
ATTEMPTED NOT KNOWN
RETURN TO SENDER



Allows ACS & IMb Tracing for later UAA actions if the original IMb is covered by a PARS label.

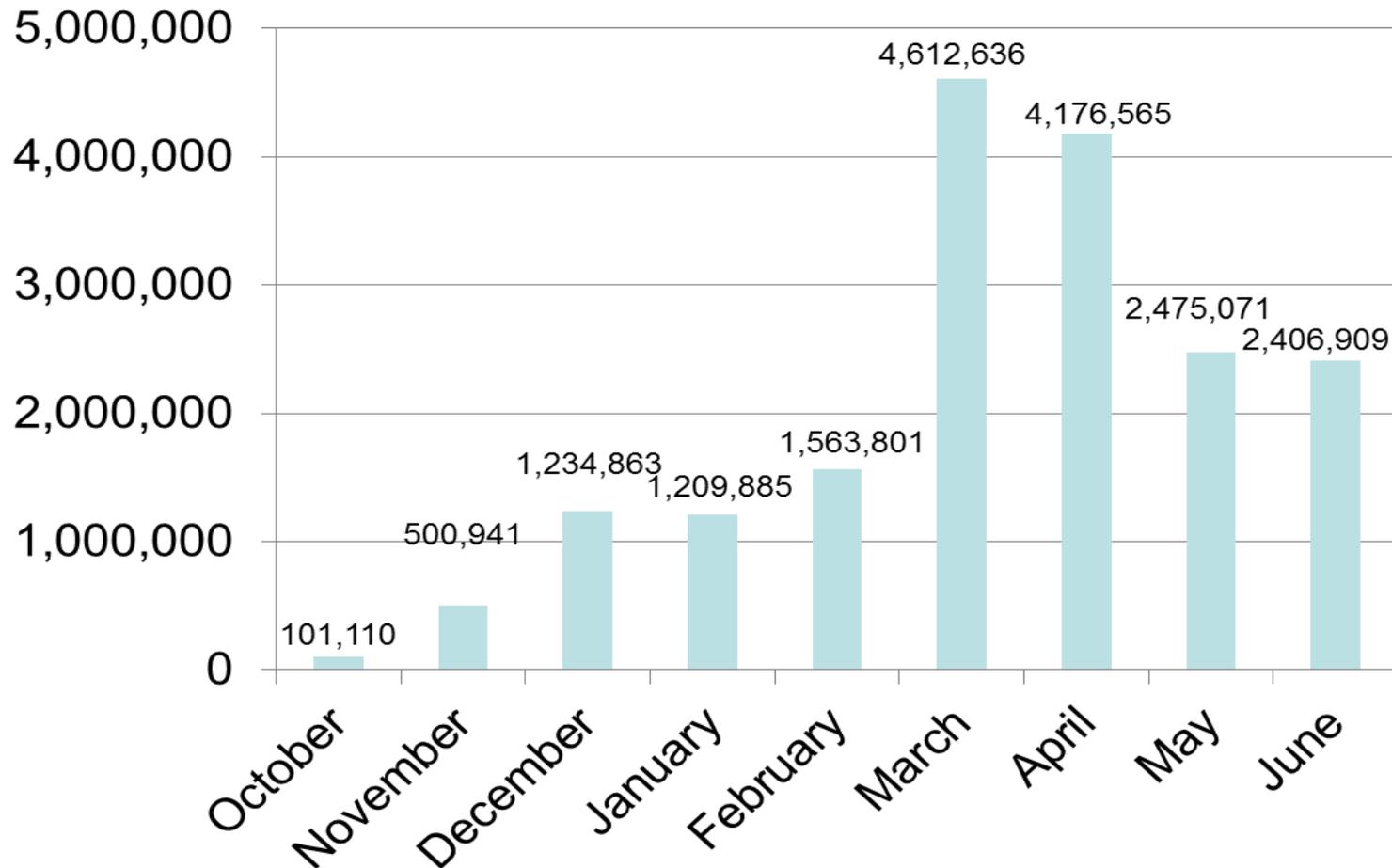
- **Full Service 93 R-IMb ACS notices will be available through SingleSource ACS.**
 - **Full Service 93 R-IMb ACS notices provided via SingleSource will not be charged.**
- **Automated or Electronic address correction fees will be charged when applicable.**

The ACS Technical Guides will be updated to reflect these changes and will be posted at:

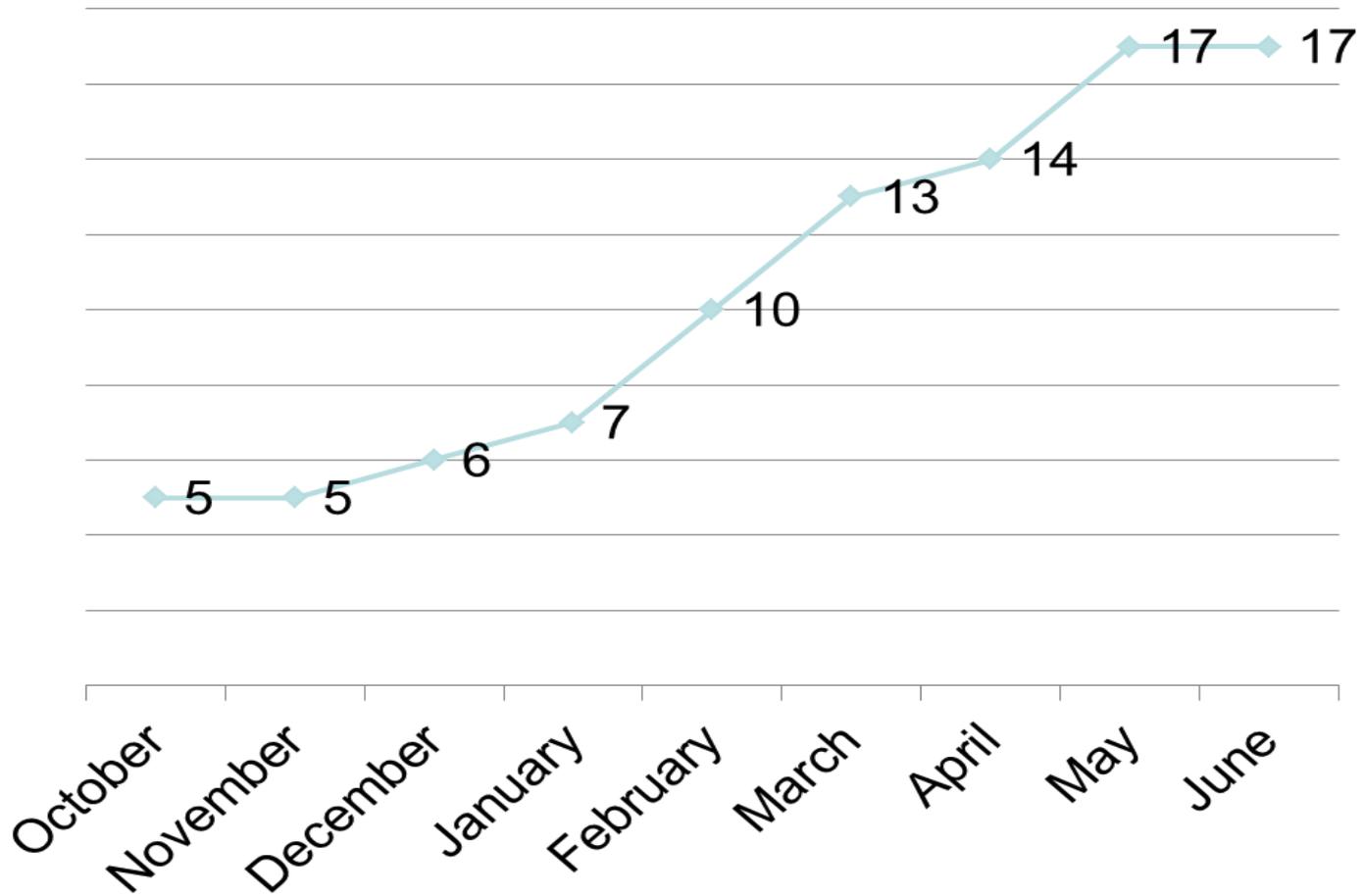
<https://ribbs.usps.gov/acs>

Questions should be directed to the ACS Department via email at acs@usps.gov or by phone 1-877-640-0724 (Option 1).

Total Secure Destruction Mail Volume



Number of Participants



OIG Audit IT-AR-14-010 required security changes for 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-2 will be adopted to ensure adequate security protocols are in place**

What actions are required by developers?

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

How will developers incorporate the change?

SHA-1 provides 20 bytes of data

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
---	---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----

SHA-2 provides 32 bytes of data

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
---	---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----

The input fields will remain the same and the output field will return the first 20 bytes of the SHA (from 32 bytes for SHA-2), the same number of bytes that SHA-1 returns. **The only code that will need to be changed are the routines that call SHA (since the return information size is not changing).**

SHA-2 Sample Source Code will be provided to all Software Developers.

Link application products impacted:

- **NCOA^{Link}** (18 Month Hash, 18 Month Flat, 48 Month Hash, 48 Month Flat, ANK Hash and ANK Flat)
- **Daily Delete**
- **DPV**
- **DSF2**
- **LACS^{Link}**
- **Suite^{Link}**
- **RDI**

Federal Register Notice

- Provides clarification to:
 - MLNA – BCNO – Foreign Moves
 - NCOA^{Link} Return Codes & Move Update Compliance
 - ACS Notifications of non-DPV confirmed addresses
 - 18-Month+ COAs & Move Update Compliance
- Provides additional information for Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

<http://pe.usps.gov/FederalRegisterNotices.asp>



UG4 - INFORMED VISIBILITY, SERVICE PERFORMANCE

- IMb Planning Tool latency
- Mail In/Out of Measurement
- Communication
- Informed Visibility (IV)



VISIBILITY

- IMb Planning Tool latency
- Mail In/Out of Measurement
- Communication
- Informed Visibility (IV)



Key Program Updates

- Internal Service Performance Measurement system to begin parallel testing with existing system in September 2015.
- Development of initial Mail Inventory & Predictive Workloads pilot reports in progress.
- Determining architecture for external data provisioning.
- Working with Mailing Industry through MTAC User Group 4 to review Mail Tracking and Reporting requirements.

Tentative Implementation Roadmap for Mail Tracking & Reporting

- Establish initial External Data Provisioning Mechanism (**Push to Secure FTP Server**)
- Pilot then national rollout of: **Logical Delivery Events**
- Pilot then fully migrate: **Piece visibility** and IMb Tracing subscriptions
- Develop and implement: **IV User Interface** to Query and Pull Reports
- Enhance External Data Provisioning Mechanism (to support **Mail.XML Push and Pull reports**)
- Pilot then fully migrate: **Container and Tray visibility**
- Pilot then fully migrate: **Bundle visibility**
- Develop and implement: **Assumed handling events**
- Identify other opportunities for creating **Logical handling events**
- Develop and implement: **Flexible Data Delegation through IV**

Enhanced Visibility



Current

IMb Tracing®

- Visibility for letters, flats & bundles
- Bundle visibility limited to piece automation scans
- Raw data download, or push subscription (1-24 hour)

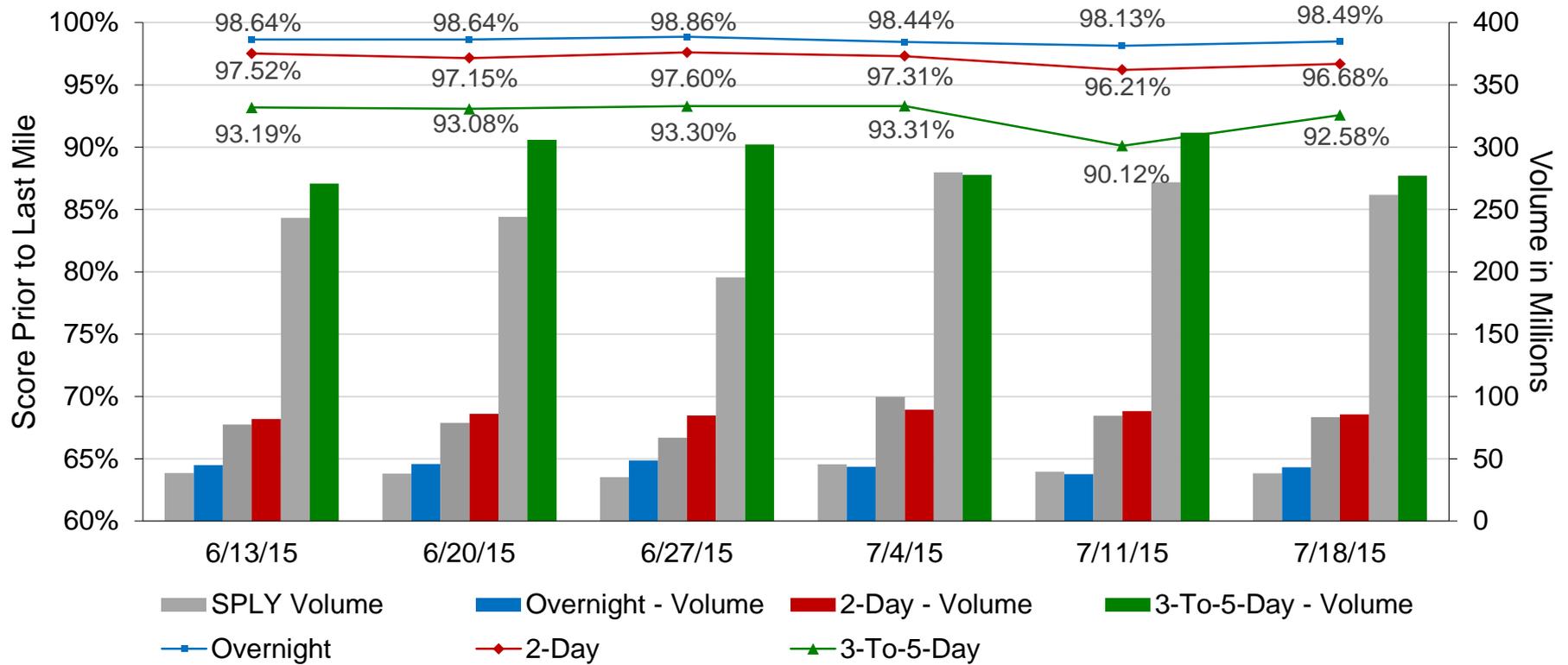
PostalOne! & Mail.xml

- Visibility for trays & containers
- Push, pull, or download data
- Latency issues

Future

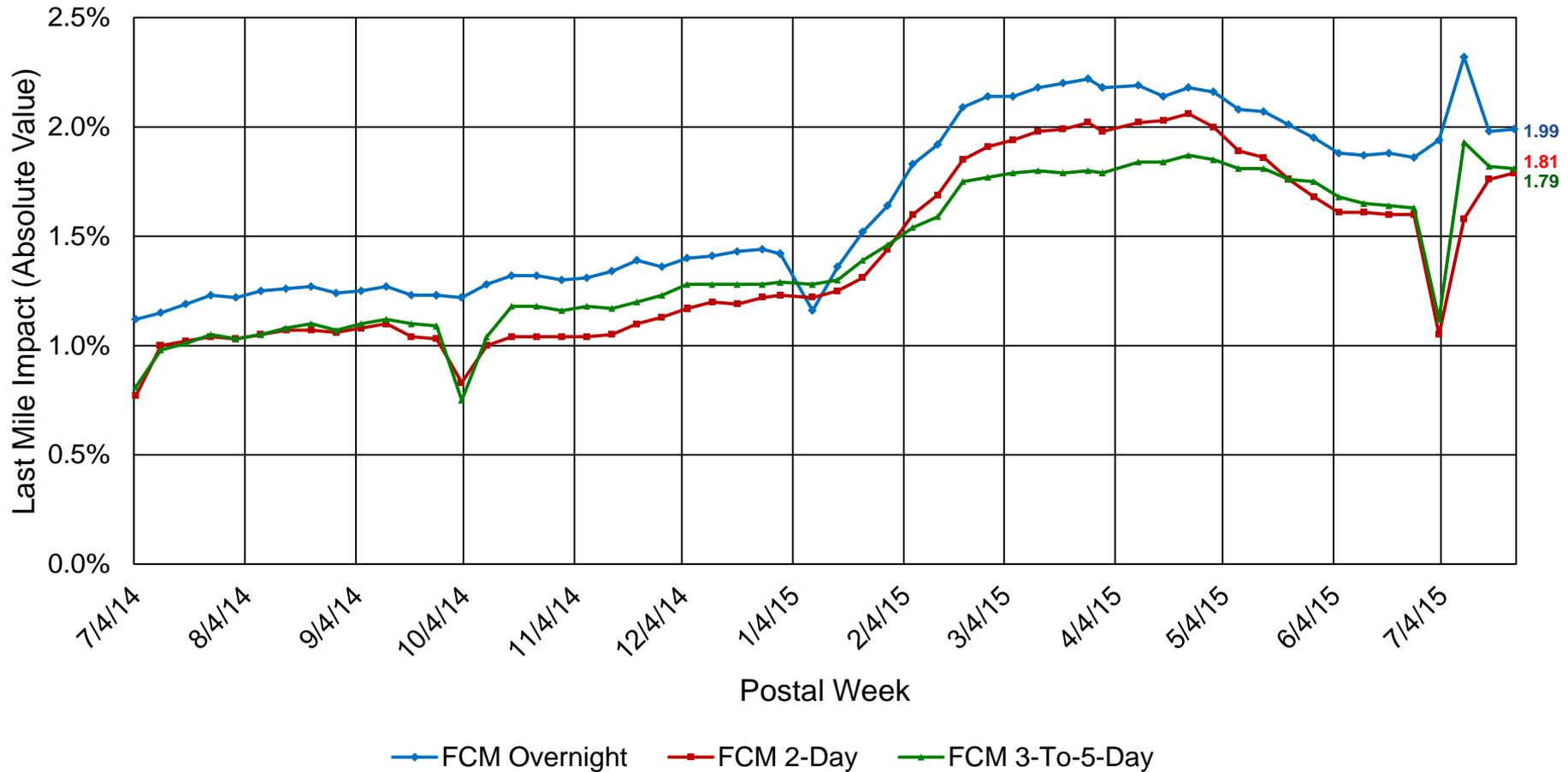


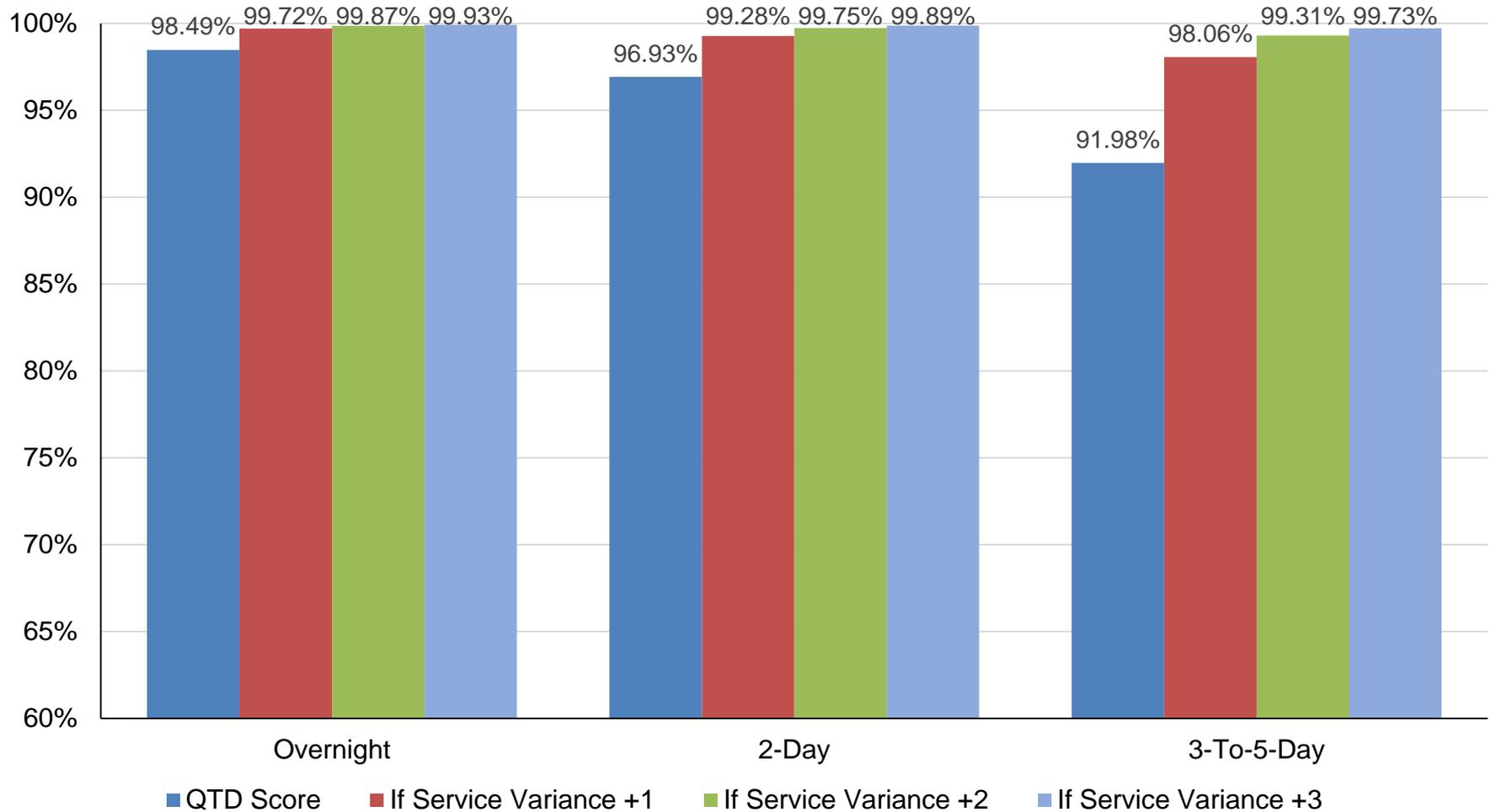
- Comprehensive end-to-end
- Real-time reporting
- Flexible data provisioning
- Customer specific mail performance
- Additional scan events
 - Delivery unit related bundle visibility
 - “Out for delivery” & “delivered” events



Q4 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	152,976,841	98.49%	-1.99%	96.50%	96.80%	148,597,193	2.90%	97.82%	-1.32%
2-Day	308,647,305	96.93%	-1.79%	95.14%	96.50%	301,097,714	2.50%	96.97%	-1.83%
3-to-5-Day	979,805,667	91.98%	-1.81%	90.17%	95.25%	890,971,975	10.00%	94.47%	-4.30%
Total	1,441,429,813			91.90%	96.00%	1,340,666,882	7.50%	95.41%	-3.51%

Last Mile Impact Trend





Standard Mail



Standard Mail

Visibility

- IMb Planning Tool latency
- Inability to plan for Standard Mail, inconsistency of delivery. Timeline for planning tool to have actionable data?
- Pallet scans – inconsistent/multiple scans
- Update on new Informed Visibility (IV) – work done to date, work imminent, future work
- ACS Invoicing issues – New minimums, shut-off notices, timing of billing, 30 day terms

UG 5 Addressing

- Move Update rules and Scorecard clarifications

WG 171

- Update

UG 4 Informed Visibility, Service Performance

- Status of bundle pilot
- BPM Tracing – STIDs – Non-auto, Non-IMb
- Informed Visibility planning
- Informed Visibility (IV)

Address Management Updates



Now Available: Change Service Requested Opt 2 for STD Mail Letters & Flats and Bound Printed Matter Flats

- STD Mail & BPM is forwarded when possible
- ACS is provided, address correction fee (if applicable) & Forwarded Fee is charged
- Service Type IDs are published on the RIBBS STID page

DMM Notice 123 - Domestic Other Services and Fees	
ADDRESS CORRECTION SERVICE	Fee
Per manual notice issued	\$0.59
Per electronic notice (or manual notice for electronic option customers issued):	
First-Class Mail	0.12
Other than First-Class Mail (includes notices provided after 60 days for Periodicals full-service pieces and notices provided after 30 days for Standard Mail and BPM full-service flats)	0.32
Per automated notice issued:	
First-Class Mail letters (first two notices)	0.05
First-Class Mail letters (per additional notice)	0.12
Standard Mail letters (first two notices) (includes first two notices provided after 30 days for Standard Mail full-service letters)	0.08
Standard Mail letters (per additional notice) (includes third and subsequent additional notices after 30 days for Standard Mail full-service letters)	0.26
Pieces eligible for Full-Service Intelligent Mail option as described in DMM 705.23.0	0.00
Per piece forwarding fee (when service is provided in conjunction with ACS and applicable ancillary service endorsements)	
Forwarded Standard Mail Letter	0.45
Forwarded Standard Mail Flat	1.40
Forwarded Bound Printed Matter Flat	3.15

<https://ribbs.usps.gov/stids>

Class of Mail	Address Correction Option	Nonautomation w/o IMb Tracing™	Nonautomation with IMb Tracing	Full-Service w/o IMb Tracing	Full-Service with IMb Tracing
Standard Mail	OneCode ACS – CSR 2* AFTER 7/25/2015	513	586		
	Full-Service ACS – CSR 2* AFTER 7/25/2015			567	231
	Traditional ACS – CSR 2* AFTER 7/25/2015	565	564	568	566
Bound Printed Matter	OneCode ACS – CSR 2* AFTER 7/25/2015	615			
	Full Service ACS – CSR 2* AFTER 7/25/2015			617	
	Traditional ACS – CSR 2* AFTER 7/25/2015	616		618	

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

An ACS account is required for billing of the Forwarded Fee.

Improving Accuracy & Use of UAA “Nixie” Reason Codes

- **Review UAA Reason Codes**
- **Evaluate procedures for the use of UAA Reasons by delivery employees**
- **Make recommendations to :**
 - **Process and procedures for assigning UAA Reasons**
 - **Possible changes to the UAA Reason codes**
- **Goal is to improve the accuracy of UAA Reason codes so the USPS and Mailing Industry can automate appropriate actions.**

**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**

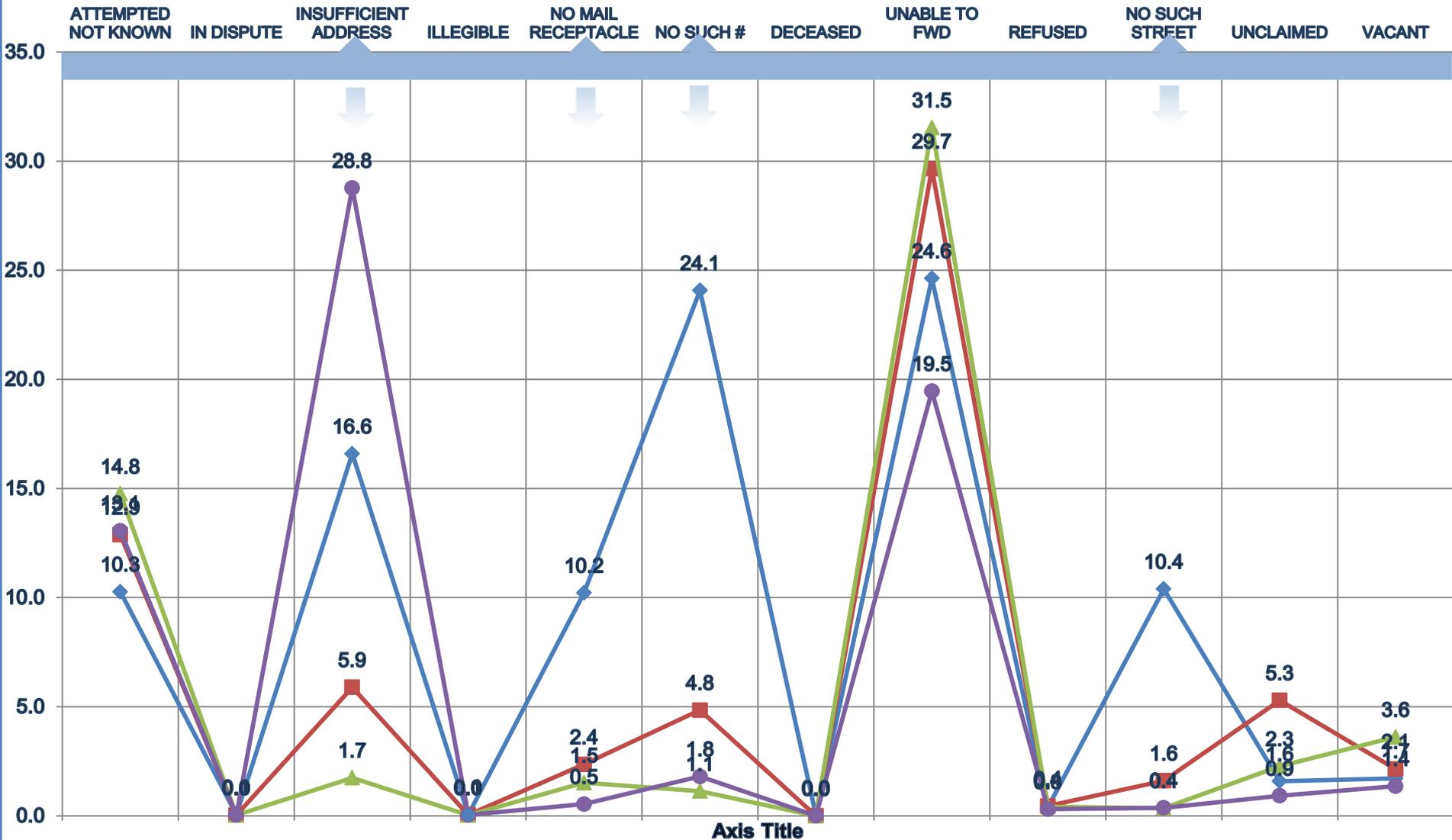
Addressing Issues by Nixie Reason

<u>UAA REASON</u>	<u>%IMb5</u>	<u>%IMb9</u>	<u>%IMb11</u>	<u>%IMb HDefault</u>
ATTEMPTED NOT KNOWN	10.3	12.9	14.8	13.1
IN DISPUTE	0.1	0.0	0.0	0.0
* INSUFFICIENT ADDRESS	16.6	5.9	1.7	28.8
ILLEGIBLE	0.1	0.0	0.0	0.0
* NO MAIL RECEPTACLE	10.2	2.4	1.5	0.5
* NO SUCH #	24.1	4.8	1.1	1.8
DECEASED	0.0	0.0	0.0	0.0
UNABLE TO FWD	24.6	29.7	31.5	19.5
REFUSED	0.4	0.4	0.4	0.3
* NO SUCH STREET	10.4	1.6	0.4	0.4
UNCLAIMED	1.6	5.3	2.3	0.9
VACANT	1.7	2.1	3.6	1.4

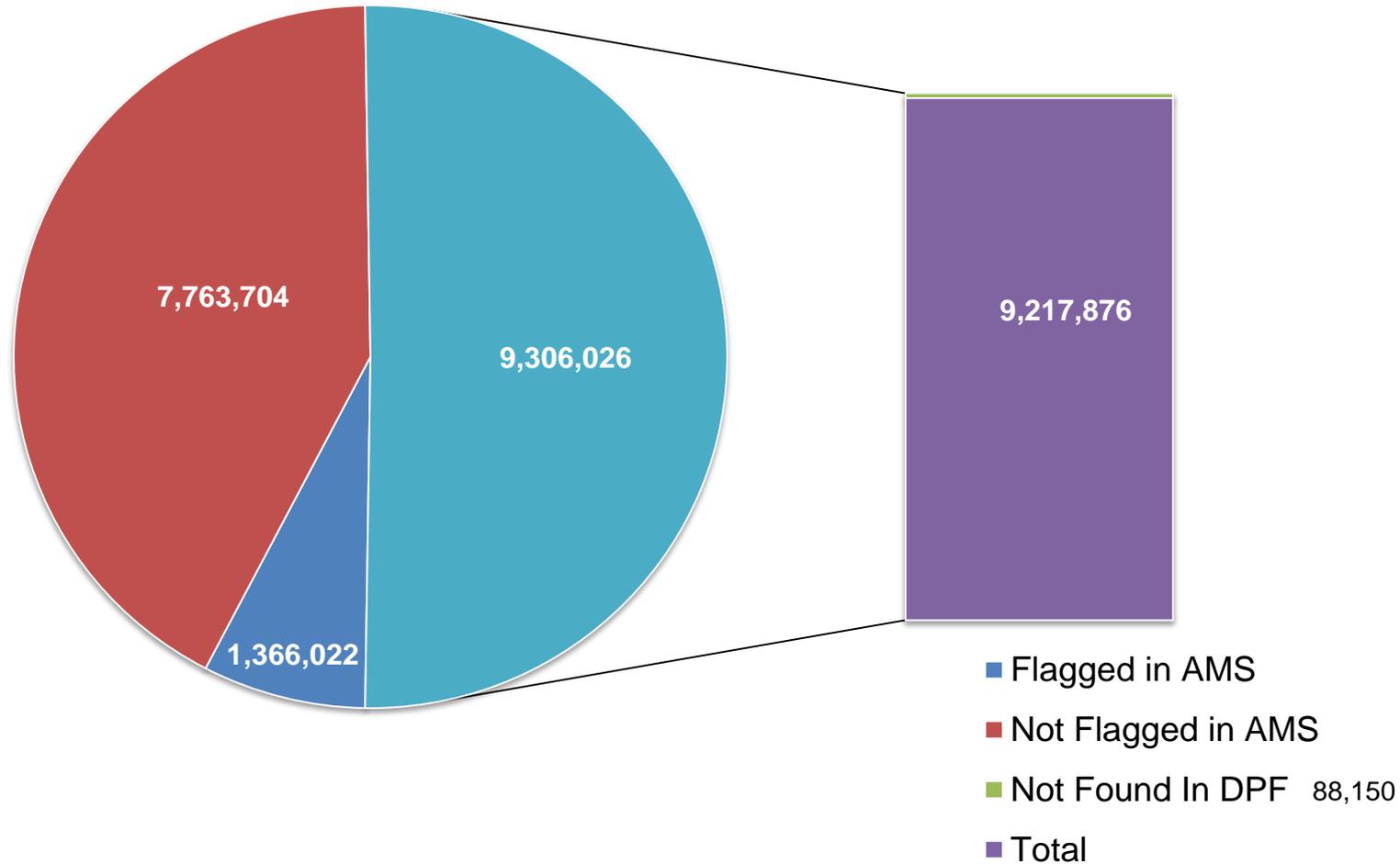
* UAA Reasons considered to be address-related.

Addressing Issues by Nixie Reason

◆ %IMb5 ■ %IMb9 ▲ %IMb11 ● %IMb HDefault



Nixie Code	Percent
COA's	40.53%
A - Attempted, not known	9.71%
E - In dispute	0.00%
G - Post Office Box™ has been closed – created from a USPS-Filed COA – no new address present	0.17%
I - Insufficient address	4.62%
K - Customer has moved and left no forwarding address - created from a USPS-Filed COA – no new address present	1.41%
L - Illegible	0.02%
M - No mail receptacle	1.41%
N - No such number	2.61%
P - Deceased	0.45%
Q - Not deliverable as addressed/unable to forward/forwarding order expired	31.87%
R - Refused	2.78%
S - No such street	1.34%
U - Unclaimed	1.06%
V - Vacant	1.60%
W - Temporary COA – no new address present – Temporarily Away is provided in the Parsed New Address field	0.41%
Grand Total	100.00%



Effective Tuesday, October 20, 2015

ACS File Format Change

- The Version number will change from “01” to “02”
- The DPV Flag for the new address will be provided in a field previously assigned as filler.

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	

- Only the ACS fixed length and the optional CSV and XML/XLS formats will include this new information
- The optional “Legacy” file formats will not change.

Effective with the October 2015 Invoice the ACS Invoice threshold will change from \$50 to \$25:

- Currently, ACS participants billed through the San Mateo Accounting Services Center (SMASC) receive an invoice and statement monthly, but only if they reached a balance of \$50. They will now receive an invoice when they reach \$25.
- ACS customers billed through SMASC whose balance remains less than \$25 will be sent an annual invoice on September 24 of each year.
- SingleSource ACS and customers billed through NCSC Accounting Services (NCSCAS) receive the monthly invoice but have not been required to pay until they reached \$50. They will now be required to pay when they reach \$25.

San Mateo Accounting Services Center (SMASC)

- Finance charges are 10% per annum
- Automatically generated when statements are generated (20th of each month)
- Finance charges assessed on first statement sent after 30 days elapse and calculated from original invoice date
- Example:
 - Unpaid July 20th invoice would not show any finance charges until 9/20 if July 20th charges not paid before the 9/20 date

SingleSource ACS & NCSC Invoicing via EPF

- Finance charges have not yet been applied to NCSC invoices
- NCSC would follow the same procedures, except statements are generated with the next invoice (25th of the month)
- Example:
 - Unpaid July 25th invoice would not show any finance charges until 9/25 statement if not paid before the 9/25 date

93 Redirection Intelligent Mail barcode (R-IMb)

- Applied by PARS on forward & return labels
- Duplicates the tracking information from the original mailer-applied IMb

Mailer-applied IMb

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Bar code ID	Service Type ID	Mailer ID & Serial Number (6 or 9 Digit MID & 9 or 6 Digit Serial Number)																		Routing ZIP Code (0, 5, 9, Or 11 Digits)										

Redirection IMb

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
93	Service Type ID	Mailer ID & Serial Number (6 or 9 Digit MID & 9 or 6 Digit Serial Number)																		Routing ZIP Code (5, 9, or 11 Digits) of NEW address when forwarded or RETURN address when returned										

Tracking Information
Retained

93 R-IMb

003 NFE 1080A14C0008/05/15
ACS←
LAST
3734 ELVIS PRESLEY BLVD
GRACELAND US 00344-6543



IMb applied by:	Bar Code ID	STID	MID	Serial#	Routing ZIP	IMb data in ACS notice
Mailer	00	080	987654321	123456	00327432105	
PARS INT/CIF	93	080	987654321	123456	00344654334	0008098765432112345600327432105
PARS RTS	93	080	987654321	123456	00333333301	9308098765432112345600344654334

Tracking
Tracking

Generic Solutions
89101 E Green St
Anytown NY 00333-3333
ELECTRONIC SERVICE REQUESTED


 Mr First Last
 1005 Graceland Ave
 Somecity US 00327-4321



*Return to sender
Address unknown
No such number
No such zone*



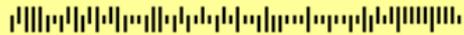
003 NFE 1080A14C0008/05/15
ACS←

LAST
3734 ELVIS PRESLEY BLVD
GRACELAND US 00344-6543



NIXIE 381 OC 1080 08/10/15
2ACS←

RETURN TO SENDER
 ATTEMPTED NOT KNOWN
 RETURN TO SENDER



Allows ACS & IMb Tracing for later UAA actions if the original IMb is covered by a PARS label.

- **Full Service 93 R-IMb ACS notices will be available through SingleSource ACS.**
 - **Full Service 93 R-IMb ACS notices provided via SingleSource will not be charged.**
- **Automated or Electronic address correction fees will be charged when applicable.**

The ACS Technical Guides will be updated to reflect these changes and will be posted at:

<https://ribbs.usps.gov/acs>

Questions should be directed to the ACS Department via email at acs@usps.gov or by phone 1-877-640-0724 (Option 1).

OIG Audit IT-AR-14-010 required security changes for 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-2 will be adopted to ensure adequate security protocols are in place**

What actions are required by developers?

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

How will developers incorporate the change?

SHA-1 provides 20 bytes of data

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
---	---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----

SHA-2 provides 32 bytes of data

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
---	---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----

The input fields will remain the same and the output field will return the first 20 bytes of the SHA (from 32 bytes for SHA-2), the same number of bytes that SHA-1 returns. **The only code that will need to be changed are the routines that call SHA (since the return information size is not changing).**

SHA-2 Sample Source Code will be provided to all Software Developers.

Link application products impacted:

- **NCOA^{Link}** (18 Month Hash, 18 Month Flat, 48 Month Hash, 48 Month Flat, ANK Hash and ANK Flat)
- **Daily Delete**
- **DPV**
- **DSF2**
- **LACS^{Link}**
- **Suite^{Link}**
- **RDI**

Federal Register Notice

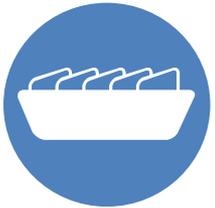
- Provides clarification to:
 - MLNA – BCNO – Foreign Moves
 - NCOA^{Link} Return Codes & Move Update Compliance
 - ACS Notifications of non-DPV confirmed addresses
 - 18-Month+ COAs & Move Update Compliance
- Provides additional information for Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

<http://pe.usps.gov/FederalRegisterNotices.asp>



UG4 - INFORMED VISIBILITY, SERVICE PERFORMANCE

- IMb Planning Tool latency
- Mail In/Out of Measurement
- Communication
- Informed Visibility (IV)



VISIBILITY

- IMb Planning Tool latency
- Inability to plan for Standard Mail, inconsistency of delivery.
- Pallet scans – inconsistent/multiple scans
- Update on new Informed Visibility (IV) – work done to date, work imminent, future work



Key Program Updates

- Internal Service Performance Measurement system to begin parallel testing with existing system in September 2015.
- Development of initial Mail Inventory & Predictive Workloads pilot reports in progress.
- Determining architecture for external data provisioning.
- Working with Mailing Industry through MTAC User Group 4 to review Mail Tracking and Reporting requirements.

Tentative Implementation Roadmap for Mail Tracking & Reporting

- Establish initial External Data Provisioning Mechanism (**Push to Secure FTP Server**)
- Pilot then national rollout of: **Logical Delivery Events**
- Pilot then fully migrate: **Piece visibility** and IMb Tracing subscriptions
- Develop and implement: **IV User Interface** to Query and Pull Reports
- Enhance External Data Provisioning Mechanism (to support **Mail.XML Push and Pull reports**)
- Pilot then fully migrate: **Container and Tray visibility**
- Pilot then fully migrate: **Bundle visibility**
- Develop and implement: **Assumed handling events**
- Identify other opportunities for creating **Logical handling events**
- Develop and implement: **Flexible Data Delegation through IV**

Enhanced Visibility



Current

IMb Tracing®

- Visibility for letters, flats & bundles
- Bundle visibility limited to piece automation scans
- Raw data download, or push subscription (1-24 hour)

PostalOne! & Mail.xml

- Visibility for trays & containers
- Push, pull, or download data
- Latency issues

Future



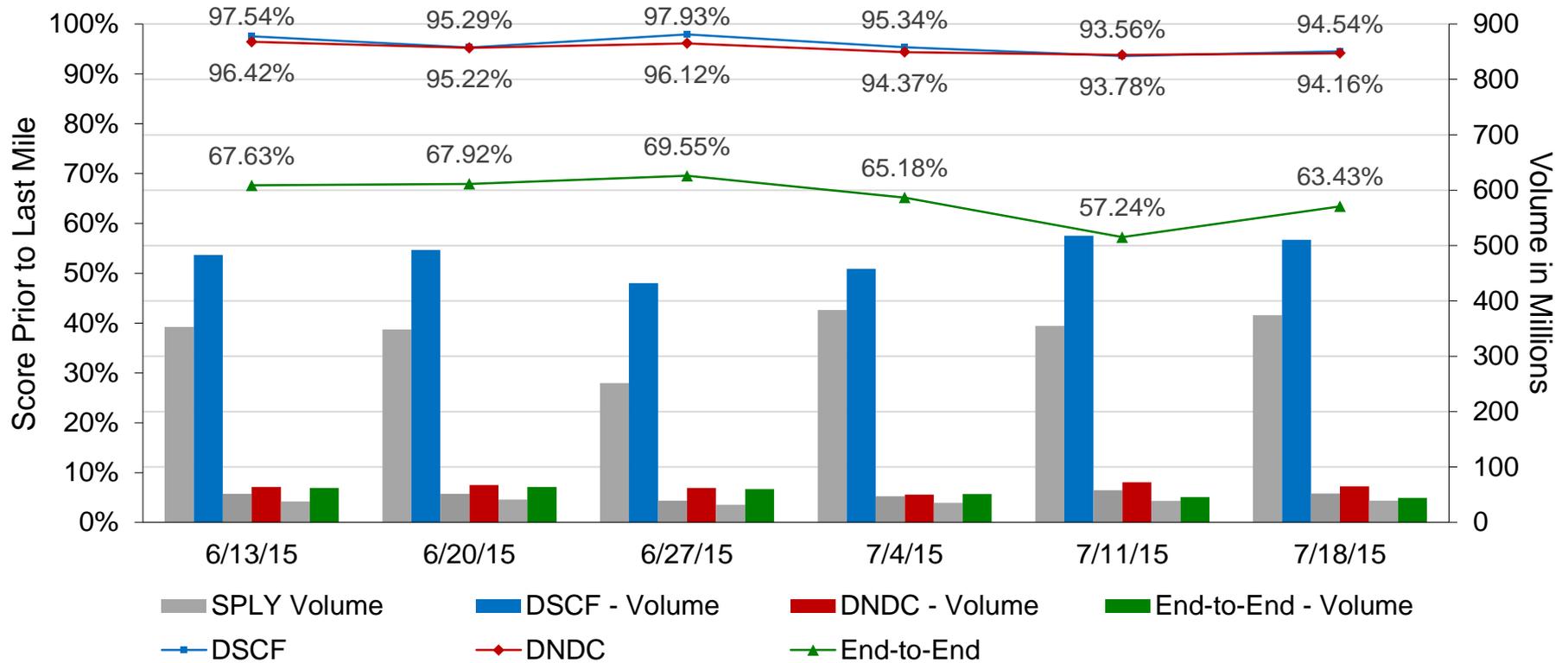
- Comprehensive end-to-end
- Real-time reporting
- Flexible data provisioning
- Customer specific mail performance
- Additional scan events
 - Delivery unit related bundle visibility
 - “Out for delivery” & “delivered” events



- Status of bundle pilot (also from May MTAC)
- BPM Tracking
- Informed Visibility planning

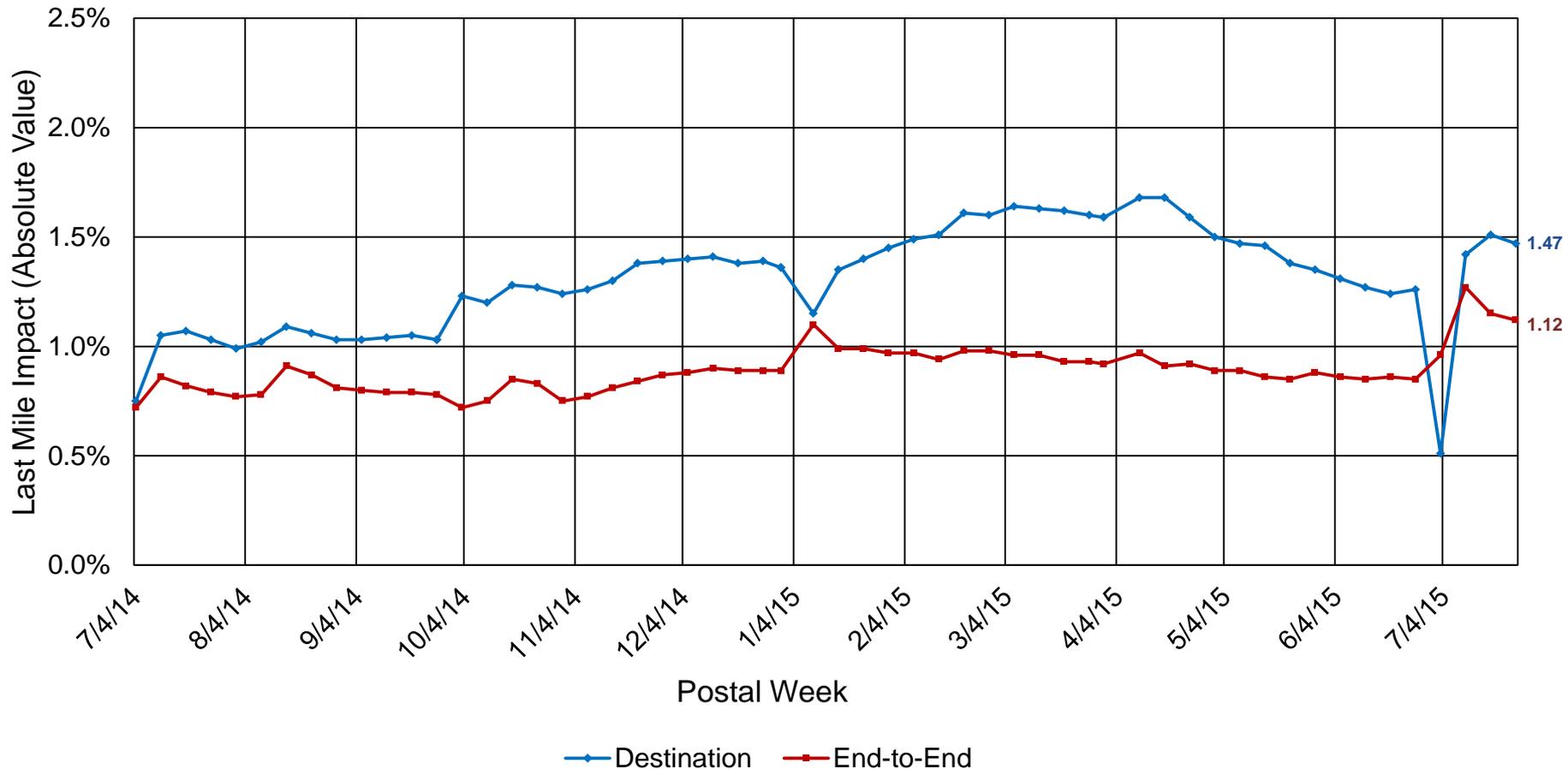
Standard Letters

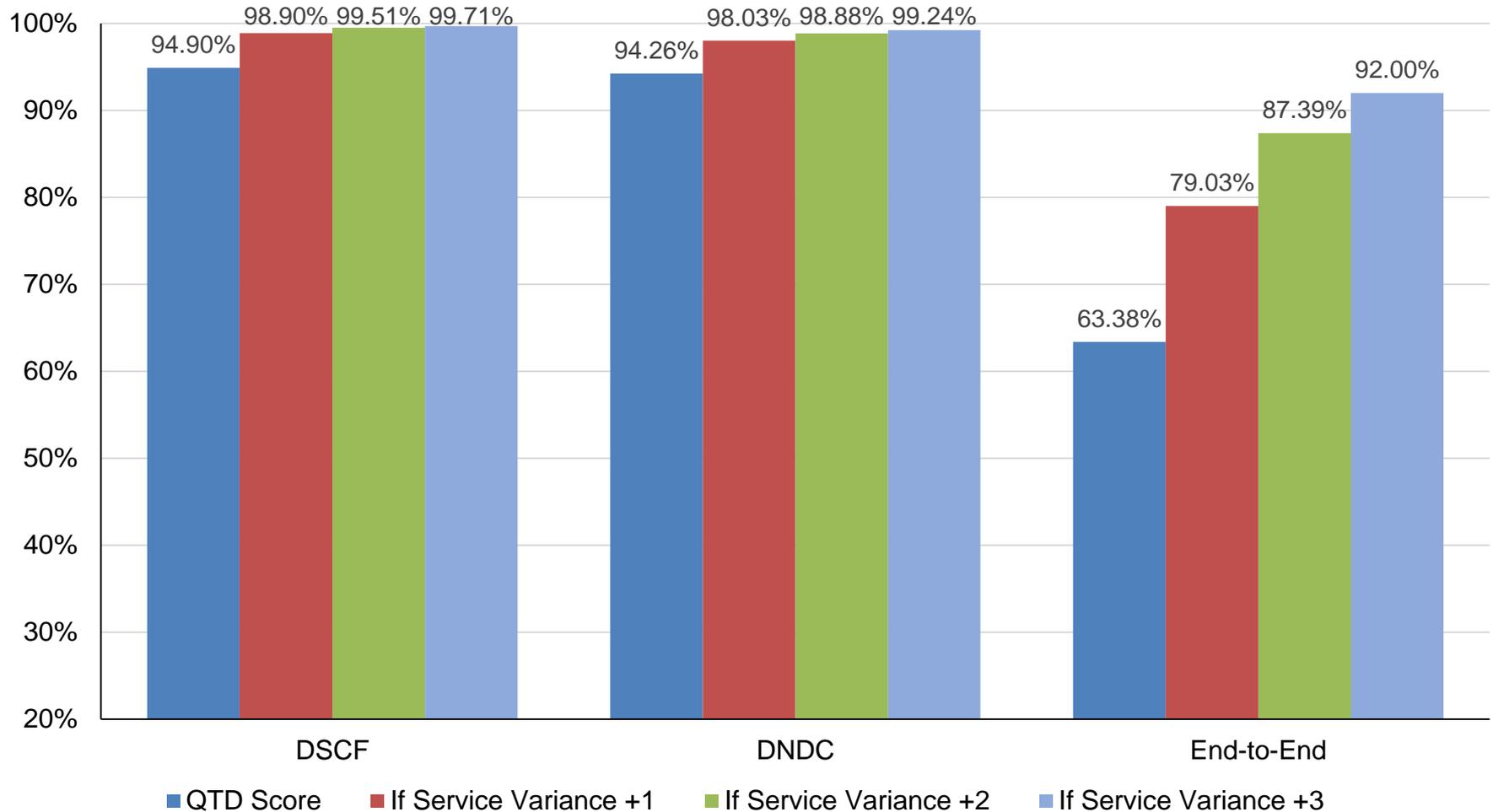




Q4 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	1,691,994,353	94.90%	-1.48%	93.42%	91.00%	1,280,931,594	32.10%	94.63%	-1.21%
NDC Letters	212,422,614	94.26%	-1.43%	92.83%	91.00%	180,630,887	17.60%	93.48%	-0.65%
E2E Letters	168,063,595	63.38%	-1.12%	62.26%	91.00%	132,516,660	26.80%	70.57%	-8.31%
Total	2,072,480,562			88.64%	91.00%	1,594,079,141	30.00%	90.86%	-2.22%

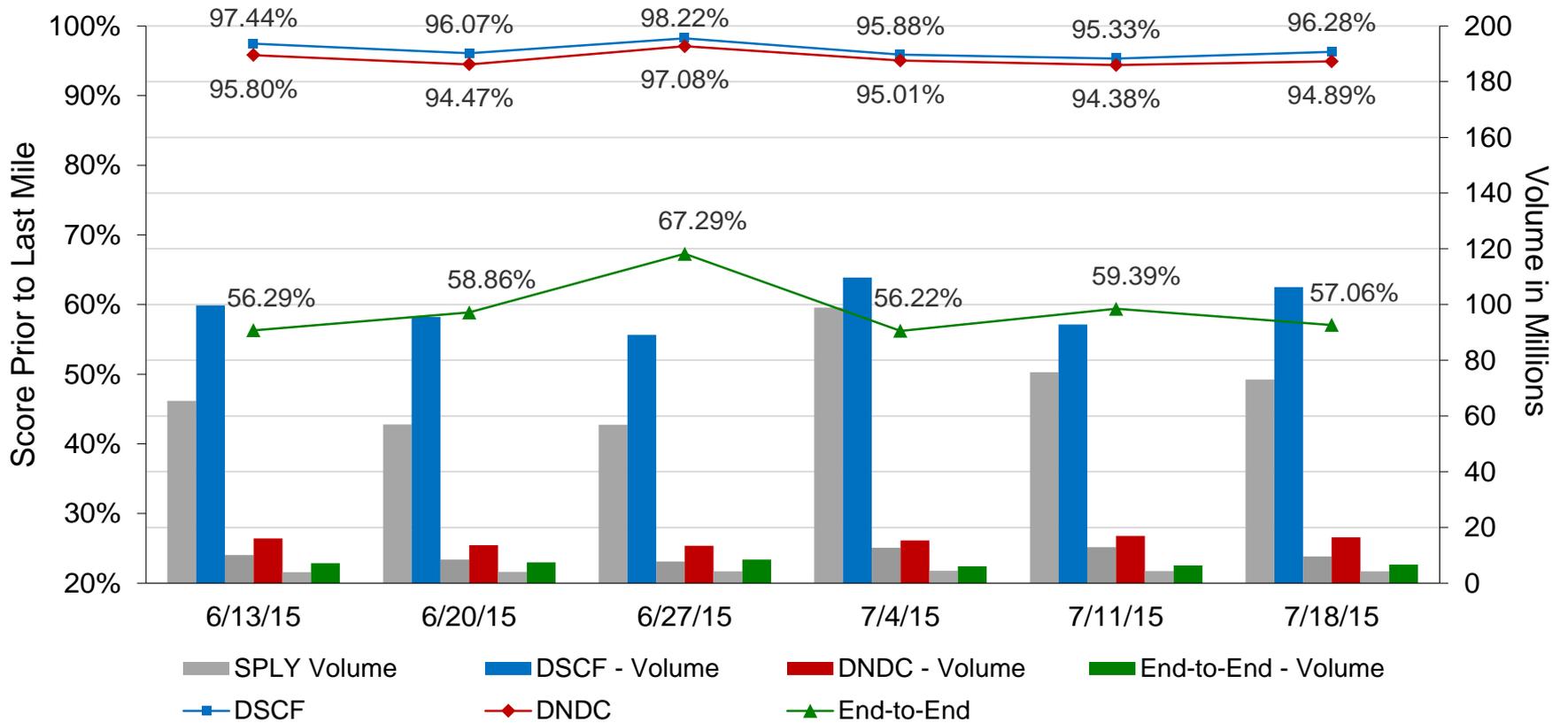
Destination Entry and End-to-End Last Mile Impacts





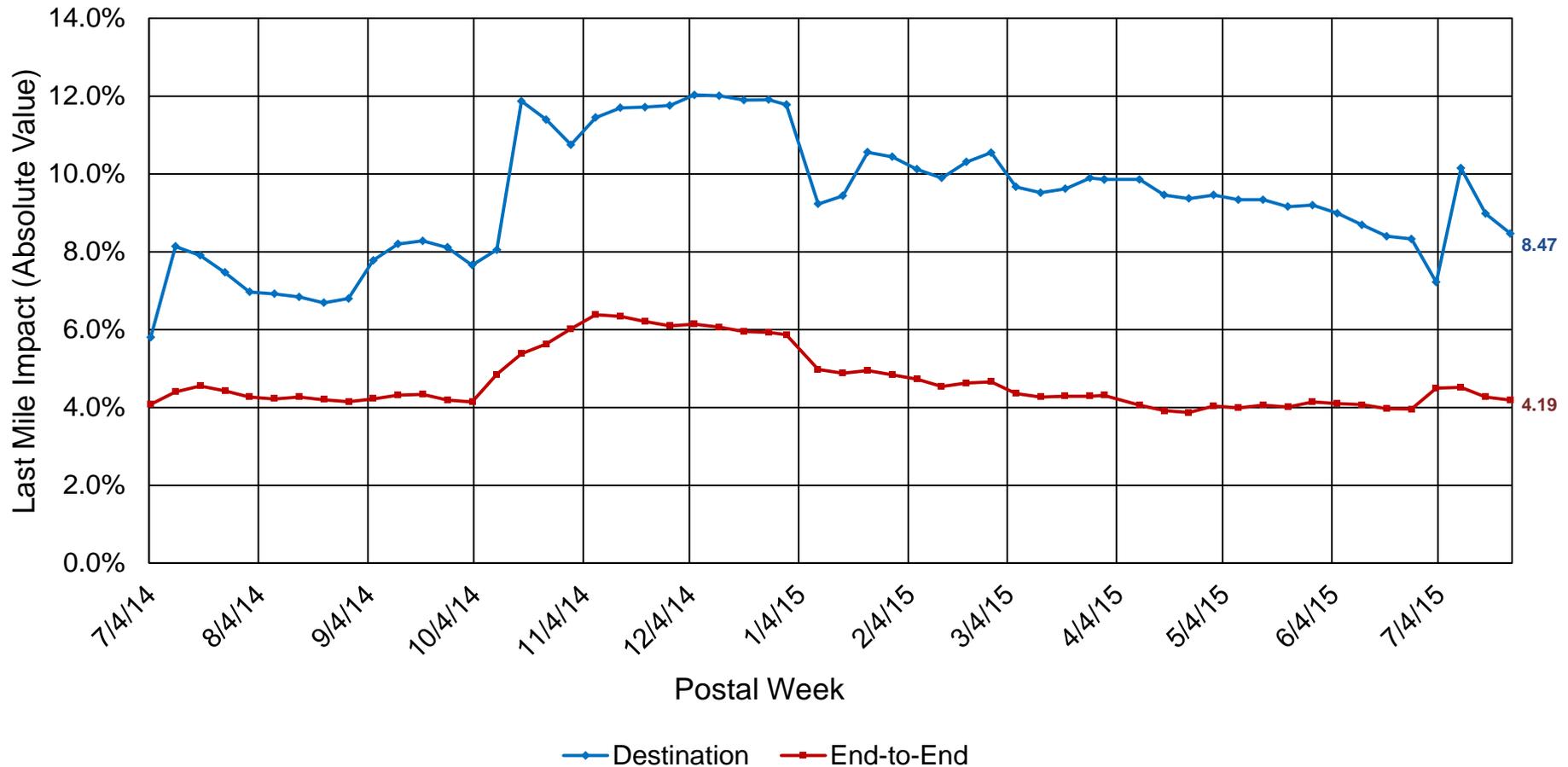
Standard Flats

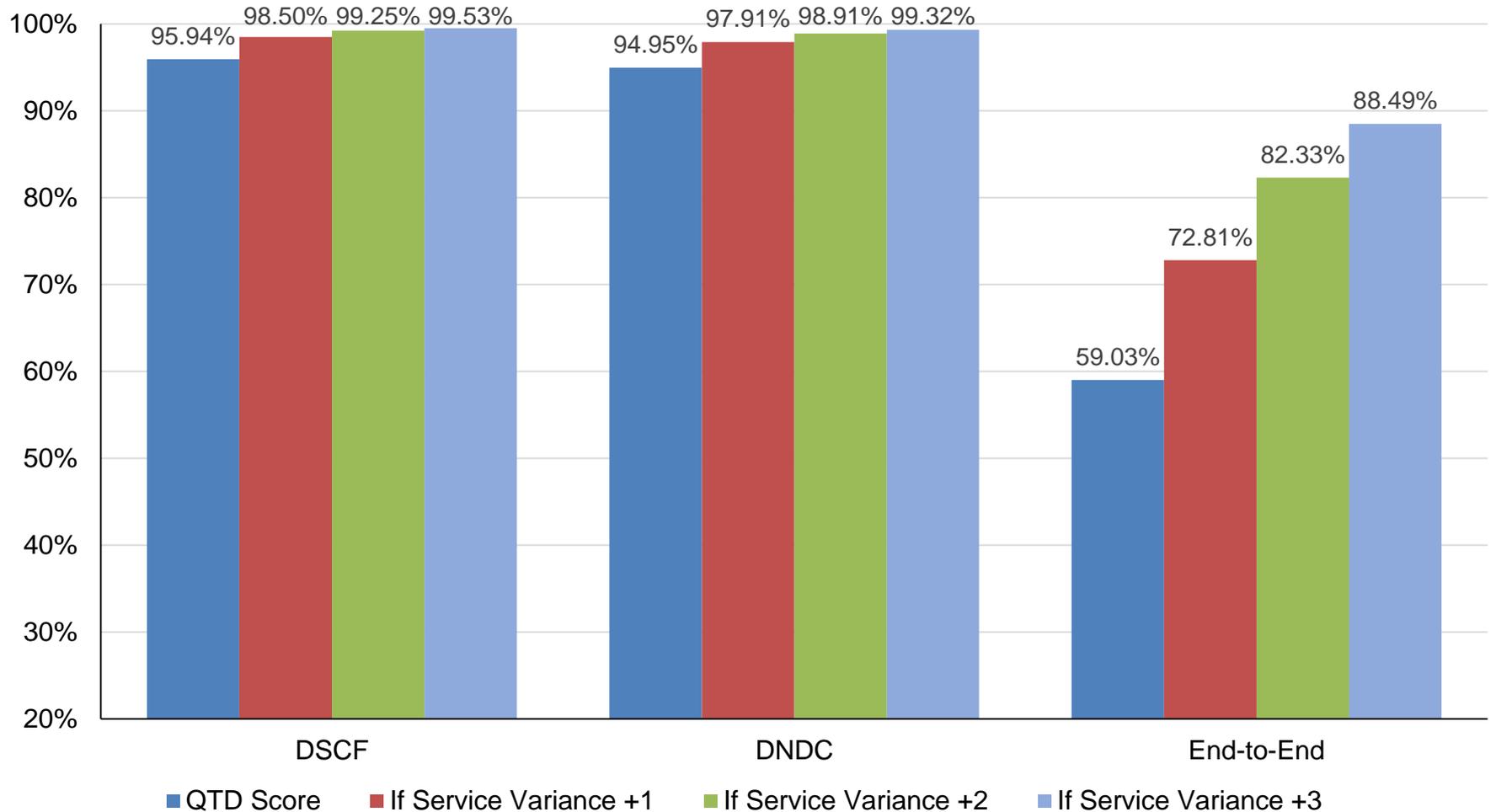




Q4 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	339,999,342	95.94%	-8.86%	87.08%	91.00%	270,833,065	25.50%	89.32%	-2.24%
NDC Flats	54,712,759	94.95%	-4.72%	90.23%	91.00%	39,135,069	39.80%	90.85%	-0.62%
E2E Flats	22,946,239	59.03%	-4.19%	54.84%	91.00%	15,590,911	47.20%	61.45%	-6.61%
Total	417,658,340			84.36%	91.00%	325,559,045	28.30%	88.29%	-3.93%

Destination Entry and End-to-End Last Mile Impacts





Periodicals Flats



Periodicals

- Update on current Periodicals service levels plus progress on end-to-end diagnostics.
- Trends in percentage of excluded mail from Full Service Measurement.
- Bundle visibility rollout plan and schedule for mailer access to data.
- Informed Visibility update.
- NCSC/ACS update.
 - FPARS timeline update.
- Free ACS

UG 5 Addressing

- Move Update rules and Scorecard clarifications

WG 171

- Update

UG 4 Informed Visibility, Service Performance

- Status of bundle pilot
- BPM Tracing – STIDs – Non-auto, Non-IMb
- Informed Visibility planning
- Informed Visibility (IV)

Address Management Updates



Improving Accuracy & Use of UAA “Nixie” Reason Codes

- **Review UAA Reason Codes**
- **Evaluate procedures for the use of UAA Reasons by delivery employees**
- **Make recommendations to :**
 - **Process and procedures for assigning UAA Reasons**
 - **Possible changes to the UAA Reason codes**
- **Goal is to improve the accuracy of UAA Reason codes so the USPS and Mailing Industry can automate appropriate actions.**

**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**

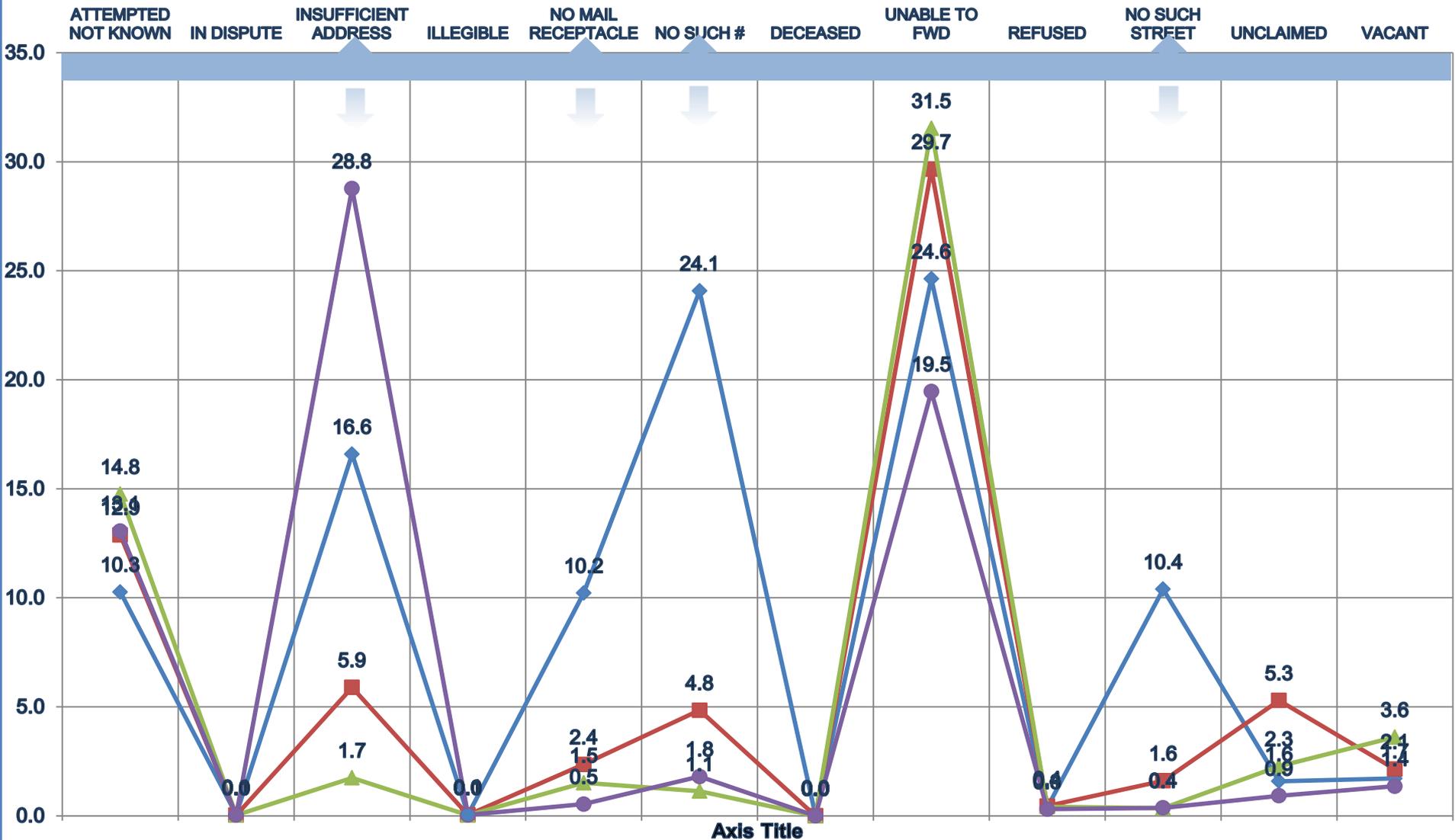
Addressing Issues by Nixie Reason

<u>UAA REASON</u>	<u>%IMb5</u>	<u>%IMb9</u>	<u>%IMb11</u>	<u>%IMb HDefault</u>
ATTEMPTED NOT KNOWN	10.3	12.9	14.8	13.1
IN DISPUTE	0.1	0.0	0.0	0.0
* INSUFFICIENT ADDRESS	16.6	5.9	1.7	28.8
ILLEGIBLE	0.1	0.0	0.0	0.0
* NO MAIL RECEPTACLE	10.2	2.4	1.5	0.5
* NO SUCH #	24.1	4.8	1.1	1.8
DECEASED	0.0	0.0	0.0	0.0
UNABLE TO FWD	24.6	29.7	31.5	19.5
REFUSED	0.4	0.4	0.4	0.3
* NO SUCH STREET	10.4	1.6	0.4	0.4
UNCLAIMED	1.6	5.3	2.3	0.9
VACANT	1.7	2.1	3.6	1.4

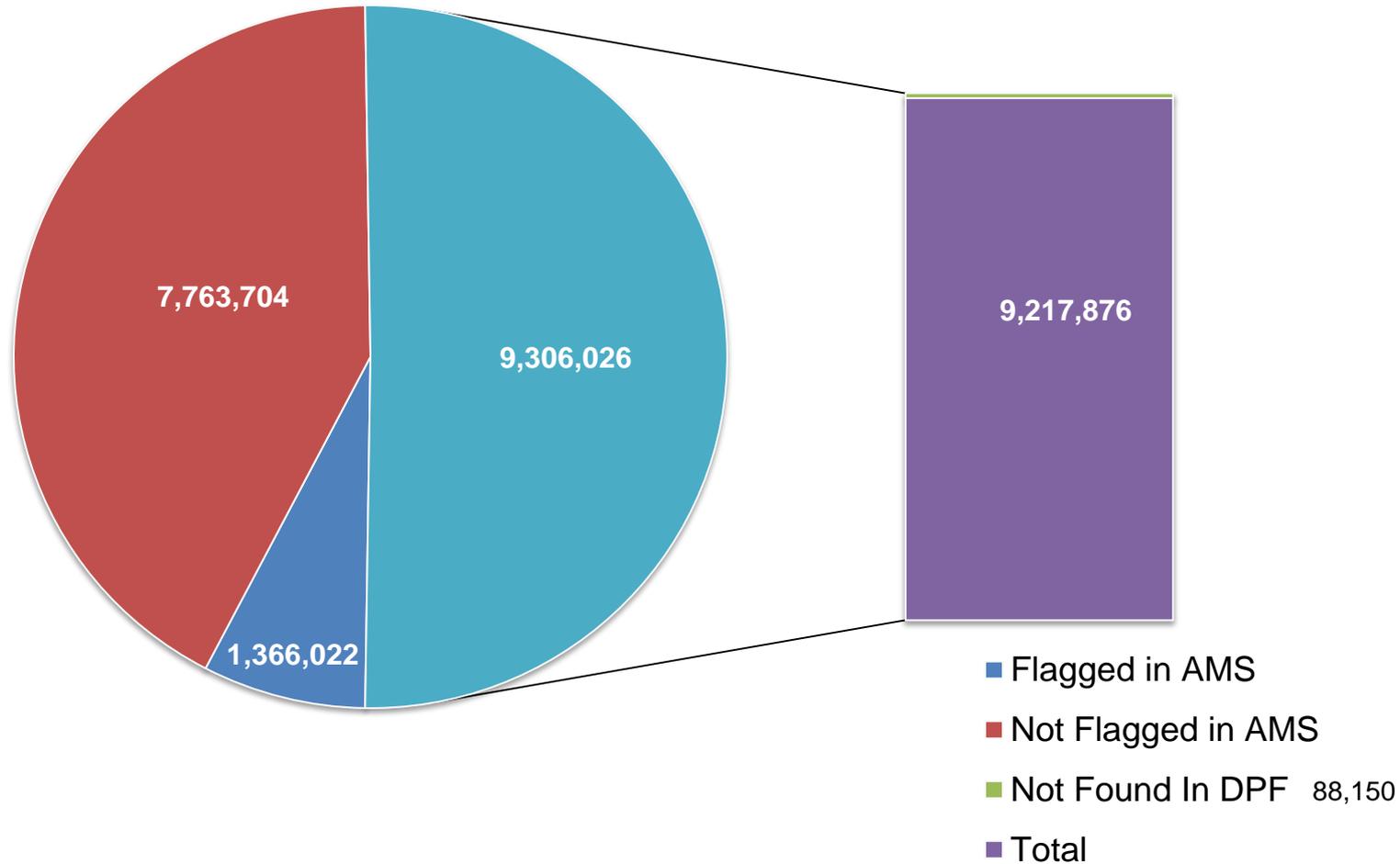
* UAA Reasons considered to be address-related.

Addressing Issues by Nixie Reason

◆ %IMb5 ■ %IMb9 ▲ %IMb11 ● %IMb HDefault



Nixie Code	Percent
COA's	40.53%
A - Attempted, not known	9.71%
E - In dispute	0.00%
G - Post Office Box™ has been closed – created from a USPS-Filed COA – no new address present	0.17%
I - Insufficient address	4.62%
K - Customer has moved and left no forwarding address - created from a USPS-Filed COA – no new address present	1.41%
L - Illegible	0.02%
M - No mail receptacle	1.41%
N - No such number	2.61%
P - Deceased	0.45%
Q - Not deliverable as addressed/unable to forward/forwarding order expired	31.87%
R - Refused	2.78%
S - No such street	1.34%
U - Unclaimed	1.06%
V - Vacant	1.60%
W - Temporary COA – no new address present – Temporarily Away is provided in the Parsed New Address field	0.41%
Grand Total	100.00%



Effective Tuesday, October 20, 2015

ACS File Format Change

- The Version number will change from “01” to “02”
- The DPV Flag for the new address will be provided in a field previously assigned as filler.

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	

- Only the ACS fixed length and the optional CSV and XML/XLS formats will include this new information
- The optional “Legacy” file formats will not change.

Effective with the October 2015 Invoice the ACS Invoice threshold will change from \$50 to \$25:

- Currently, ACS participants billed through the San Mateo Accounting Services Center (SMASC) receive an invoice and statement monthly, but only if they reached a balance of \$50. They will now receive an invoice when they reach \$25.
- ACS customers billed through SMASC whose balance remains less than \$25 will be sent an annual invoice on September 24 of each year.
- SingleSource ACS and customers billed through NCSC Accounting Services (NCSCAS) receive the monthly invoice but have not been required to pay until they reached \$50. They will now be required to pay when they reach \$25.

San Mateo Accounting Services Center (SMASC)

- Finance charges are 10% per annum
- Automatically generated when statements are generated (20th of each month)
- Finance charges assessed on first statement sent after 30 days elapse and calculated from original invoice date
- Example:
 - Unpaid July 20th invoice would not show any finance charges until 9/20 if July 20th charges not paid before the 9/20 date

SingleSource ACS & NCSC Invoicing via EPF

- Finance charges have not yet been applied to NCSC invoices
- NCSC would follow the same procedures, except statements are generated with the next invoice (25th of the month)
- Example:
 - Unpaid July 25th invoice would not show any finance charges until 9/25 statement if not paid before the 9/25 date

93 Redirection Intelligent Mail barcode (R-IMb)

- Applied by PARS on forward & return labels
- Duplicates the tracking information from the original mailer-applied IMb

Mailer-applied IMb

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Bar code ID	Service Type ID	Mailer ID & Serial Number (6 or 9 Digit MID & 9 or 6 Digit Serial Number)																		Routing ZIP Code (0, 5, 9, Or 11 Digits)										

Redirection IMb

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
93	Service Type ID	Mailer ID & Serial Number (6 or 9 Digit MID & 9 or 6 Digit Serial Number)																		Routing ZIP Code (5, 9, or 11 Digits) of NEW address when forwarded or RETURN address when returned										

Tracking Information
Retained

93 R-IMb

003 NFE 1080A14C0008/05/15
ACS←
LAST
3734 ELVIS PRESLEY BLVD
GRACELAND US 00344-6543



IMb applied by:	Bar Code ID	STID	MID	Serial#	Routing ZIP	IMb data in ACS notice
Mailer	00	080	987654321	123456	00327432105	
PARS INT/CIF	93	080	987654321	123456	00344654334	0008098765432112345600327432105
PARS RTS	93	080	987654321	123456	00333333301	9308098765432112345600344654334

Tracking
Tracking

Generic Solutions
89101 E Green St
Anytown NY 00333-3333
ELECTRONIC SERVICE REQUESTED


 Mr First Last
 1005 Graceland Ave
 Somecity US 00327-4321



*Return to sender
Address unknown
No such number
No such zone*



003 NFE 1080A14C0008/05/15
ACS←

LAST
3734 ELVIS PRESLEY BLVD
GRACELAND US 00344-6543



NIXIE 381 OC 1080 08/10/15
2ACS←

RETURN TO SENDER
 ATTEMPTED NOT KNOWN
 RETURN TO SENDER



Allows ACS & IMb Tracing for later UAA actions if the original IMb is covered by a PARS label.

- **Full Service 93 R-IMb ACS notices will be available through SingleSource ACS.**
 - **Full Service 93 R-IMb ACS notices provided via SingleSource will not be charged.**
- **Automated or Electronic address correction fees will be charged when applicable.**

The ACS Technical Guides will be updated to reflect these changes and will be posted at:

<https://ribbs.usps.gov/acs>

Questions should be directed to the ACS Department via email at acs@usps.gov or by phone 1-877-640-0724 (Option 1).

OIG Audit IT-AR-14-010 required security changes for 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-2 will be adopted to ensure adequate security protocols are in place**

What actions are required by developers?

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

How will developers incorporate the change?

SHA-1 provides 20 bytes of data

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
---	---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----

SHA-2 provides 32 bytes of data

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
---	---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----

The input fields will remain the same and the output field will return the first 20 bytes of the SHA (from 32 bytes for SHA-2), the same number of bytes that SHA-1 returns. **The only code that will need to be changed are the routines that call SHA (since the return information size is not changing).**

SHA-2 Sample Source Code will be provided to all Software Developers.

Link application products impacted:

- **NCOA^{Link}** (18 Month Hash, 18 Month Flat, 48 Month Hash, 48 Month Flat, ANK Hash and ANK Flat)
- **Daily Delete**
- **DPV**
- **DSF2**
- **LACS^{Link}**
- **Suite^{Link}**
- **RDI**

Federal Register Notice

- Provides clarification to:
 - MLNA – BCNO – Foreign Moves
 - NCOA^{Link} Return Codes & Move Update Compliance
 - ACS Notifications of non-DPV confirmed addresses
 - 18-Month+ COAs & Move Update Compliance
- Provides additional information for Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

<http://pe.usps.gov/FederalRegisterNotices.asp>

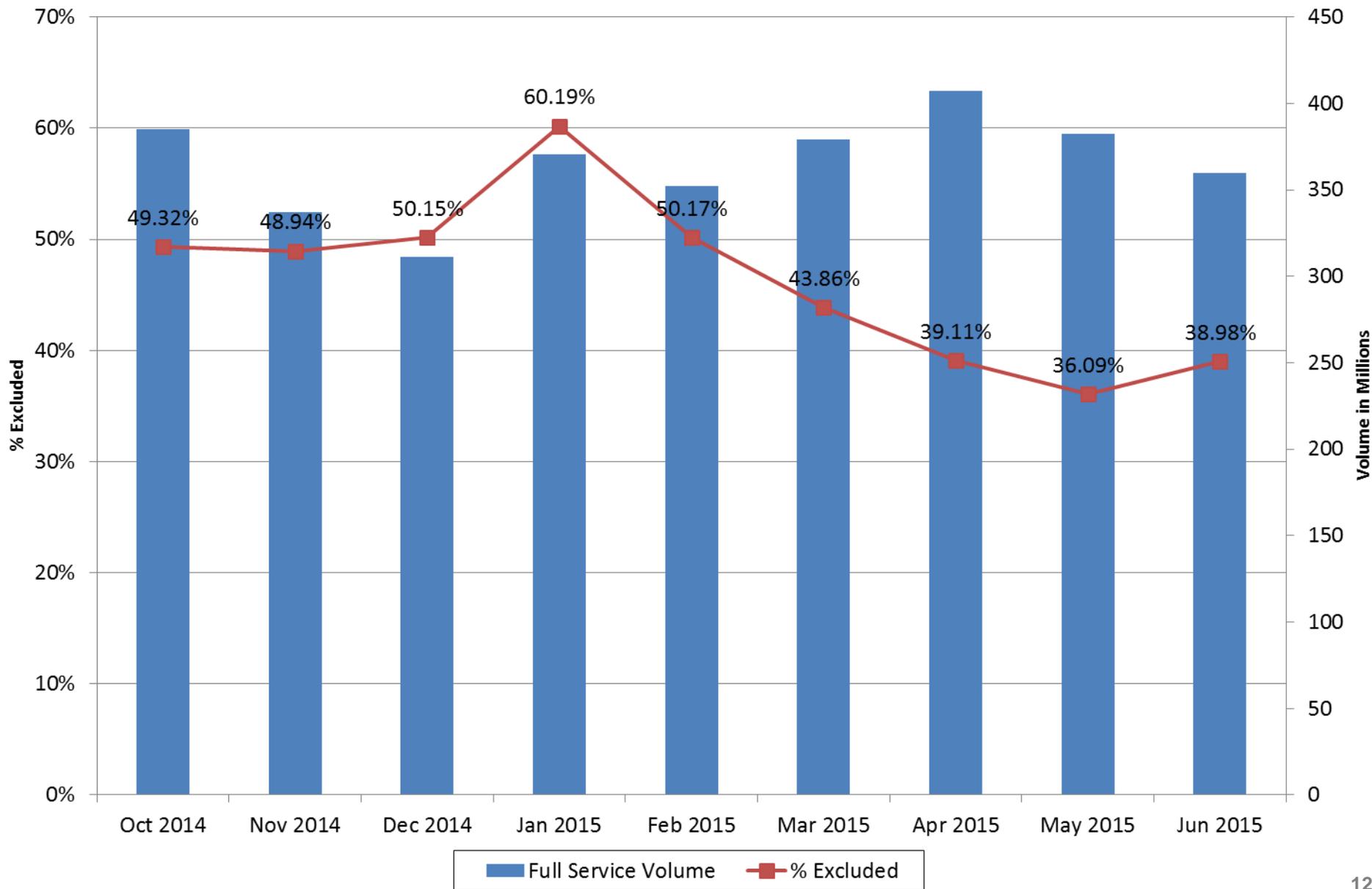


UG4 - INFORMED VISIBILITY, SERVICE PERFORMANCE

- IMb Planning Tool latency
- Mail In/Out of Measurement
- Communication
- Informed Visibility (IV)



- Update on current Periodicals service levels plus progress on end-to-end diagnostics.
- Trends in percentage of excluded mail from Full Service Measurement.
- Bundle visibility rollout plan and schedule for mailer access to data.
- Informed Visibility update.





Key Program Updates

- Internal Service Performance Measurement system to begin parallel testing with existing system in September 2015.
- Development of initial Mail Inventory & Predictive Workloads pilot reports in progress.
- Determining architecture for external data provisioning.
- Working with Mailing Industry through MTAC User Group 4 to review Mail Tracking and Reporting requirements.

Tentative Implementation Roadmap for Mail Tracking & Reporting

- Establish initial External Data Provisioning Mechanism (**Push to Secure FTP Server**)
- Pilot then national rollout of: **Logical Delivery Events**
- Pilot then fully migrate: **Piece visibility** and IMb Tracing subscriptions
- Develop and implement: **IV User Interface** to Query and Pull Reports
- Enhance External Data Provisioning Mechanism (to support **Mail.XML Push and Pull reports**)
- Pilot then fully migrate: **Container and Tray visibility**
- Pilot then fully migrate: **Bundle visibility**
- Develop and implement: **Assumed handling events**
- Identify other opportunities for creating **Logical handling events**
- Develop and implement: **Flexible Data Delegation through IV**

Enhanced Visibility



Current

IMb Tracing®

- Visibility for letters, flats & bundles
- Bundle visibility limited to piece automation scans
- Raw data download, or push subscription (1-24 hour)

PostalOne! & Mail.xml

- Visibility for trays & containers
- Push, pull, or download data
- Latency issues

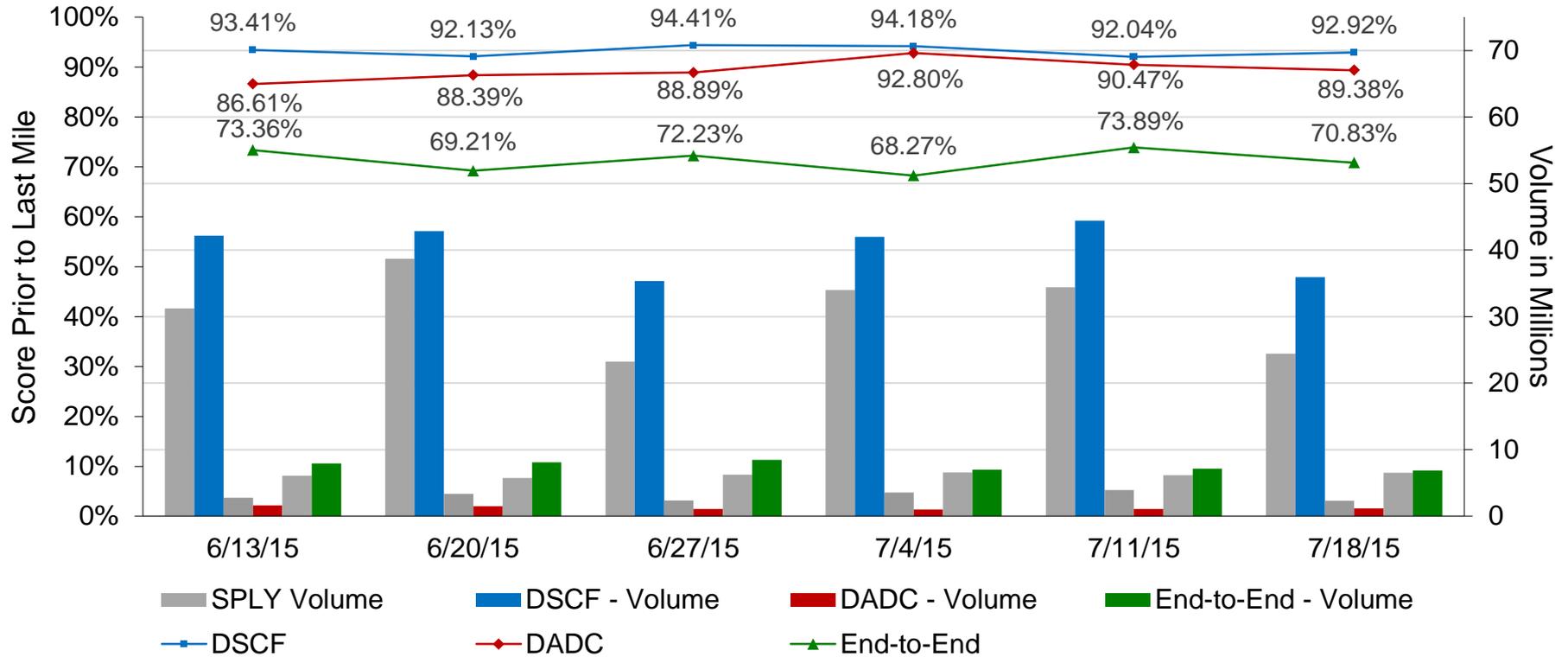
Future



- Comprehensive end-to-end
- Real-time reporting
- Flexible data provisioning
- Customer specific mail performance
- Additional scan events
 - Delivery unit related bundle visibility
 - “Out for delivery” & “delivered” events



- Status of bundle pilot (also from May MTAC)
- BPM Tracking
- Informed Visibility planning



Q4 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	140,564,366	93.39%	-8.69%	84.70%	91.00%	105,319,003	33.50%	88.71%	-4.01%
ADC Flats	3,707,658	90.64%	-5.97%	84.67%	91.00%	11,126,430	-66.70%	90.51%	-5.84%
E2E Flats	25,453,765	71.62%	-3.20%	68.42%	91.00%	22,926,104	11.00%	71.56%	-3.14%
Total	169,725,789			80.93%	91.00%	139,371,537	21.80%	84.38%	-3.45%

Destination Entry and End-to-End Last Mile Impacts

