

# Harnessing the Power of **VISIBILITY**

## Southern AIM

August 14, 2018





**IV** INFORMED VISIBILITY<sup>®</sup>  
UPDATE



# What is Informed Visibility?



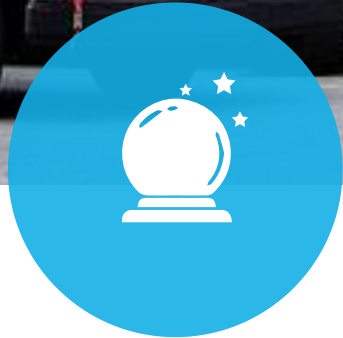
Event-Driven  
Internal  
Measurement  
of Mail



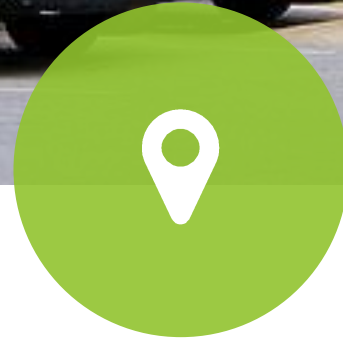
Near  
Real-Time Service  
Performance  
Diagnostics



Mail Inventory  
Management of  
Mail and Packages



Predictive  
Workloads on Mail  
and Packages



End-to-End  
Tracking of Mail

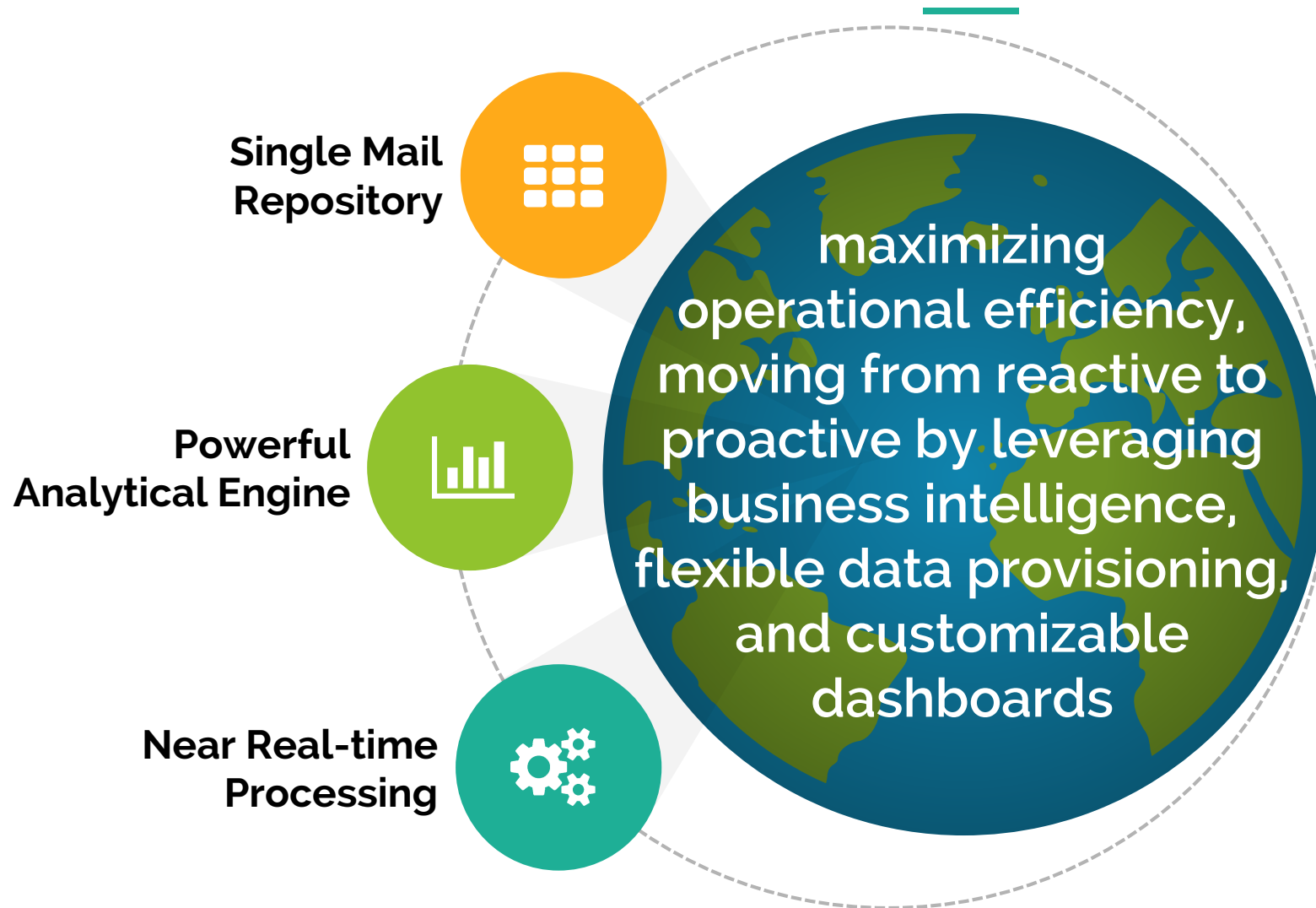


Ease of Use

IV<sup>®</sup> is a near real-time enterprise system that is the single source of all mail visibility information.

IV<sup>®</sup> leverages data to provide business intelligence for USPS and the Mailing Industry.

# Informed Visibility Business Value

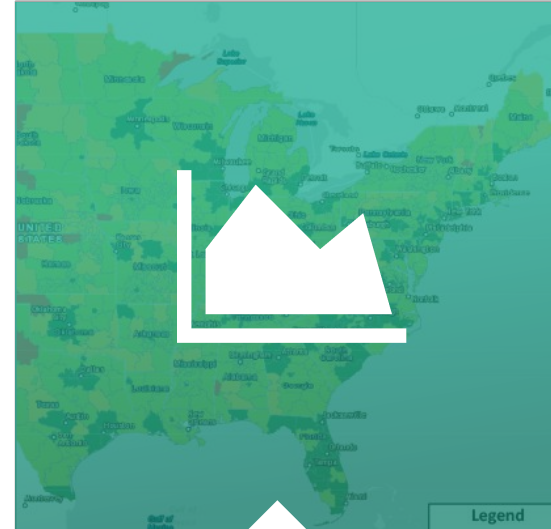




# INTERNAL SERVICE PERFORMANCE MANAGEMENT

# Internal Service Performance Measurement

End-to-End Measurement of Mail



IV<sup>®</sup> leverages Mail Visibility to provide a comprehensive view of USPS service performance.



One Consolidated Mail Measurement System (Single-Piece and Presort)



Enables Rural Measurement



Measuring All Mail (Census vs. Sampling)



Provides Enhanced Diagnostics

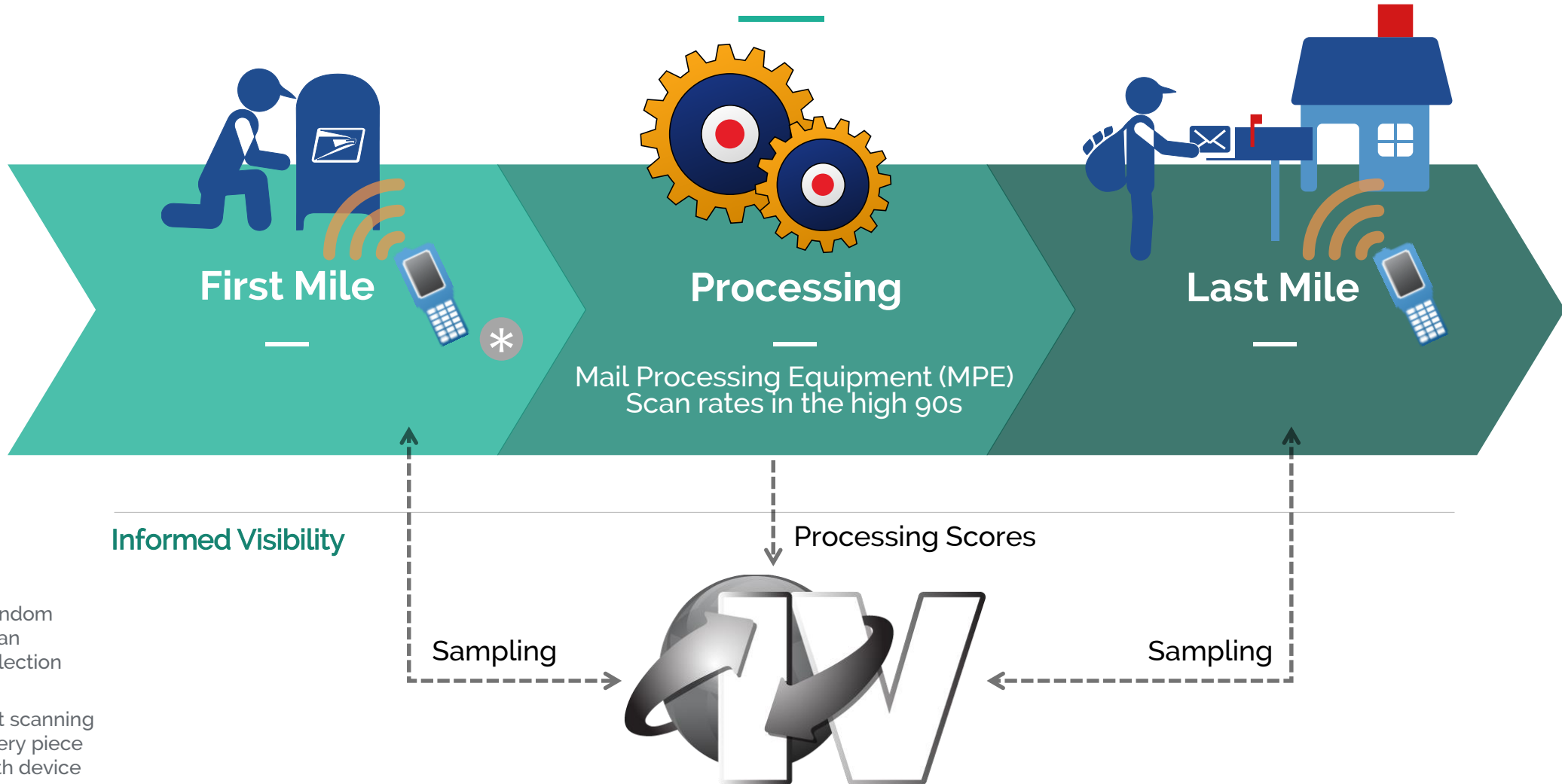


Same-Day Service Scores

**End-to-End Measurement of Mail**

With full cutover to Internal SPM, IV<sup>®</sup> reduces USPS reliance on third-party reporters.

# Internal Service Performance Measurement



Random Scan Selection



not scanning every piece with device

# Internal Service Performance Measurement

## Diagnostics







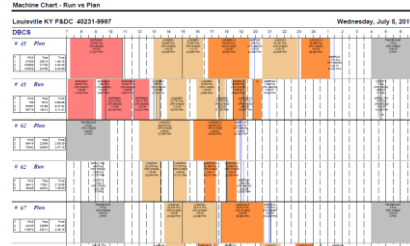
# HARNESSING VISIBILITY TO MANAGE OPERATIONS IN REAL-TIME

# Managing in Real Time

Manual Methods  
After the Fact



Informed Management  
in Real-Time



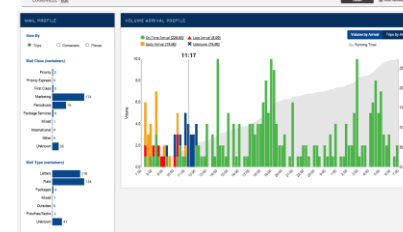
Mail Condition Visualization



Performance to Plan



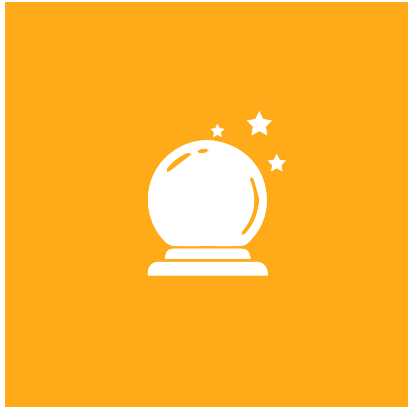
Incoming Inventory



Yard Status



# Predictive Workload

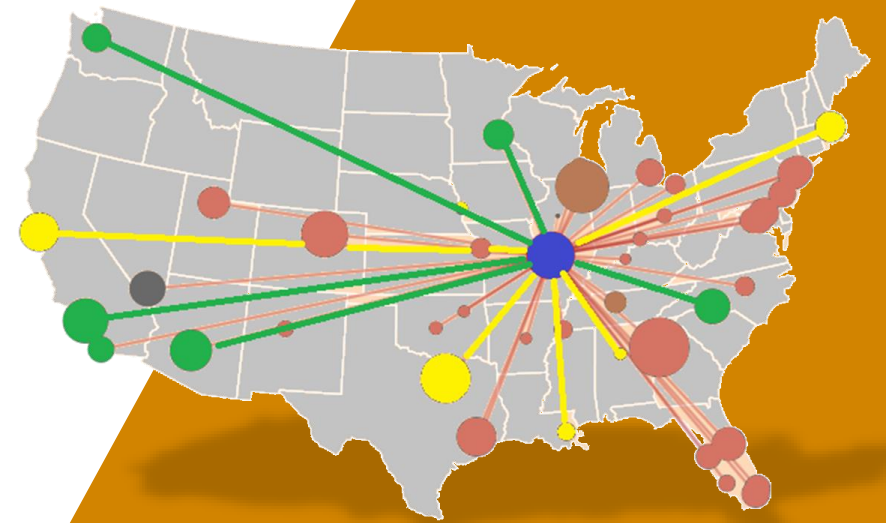


Leveraging Visibility to Provide Intelligent Predictive Workload

Inventory-Based Run Plans

Near Real-Time Processing Performance

- 90% - 100% Efficiency
- 80% - 90% Efficiency
- < 80% Efficiency



IV's forecasting capability increases the visibility of mail within the USPS network, and improve operational planning and execution.

# Predictive Workload

Manual Methods  
After Processing Ends



Informed Visibility®  
Methods in Real-Time



## MAIL CONDITION VISUALIZATION

- near real-time visibility of a facility's on-hand volume, delayed processing volume, delayed dispatch volume, and oldest mail date by mail category and processing operation
- receives mail events to include eDoc submissions, trailer arrive/depart scans, container load/unload scans, MPE, and piece, tray, and bundle reporting events



## PERFORMANCE to PLAN

- actual runs compared to RPG plans in webEOR after the run has ended
- adjustments made for next day
- review actual runs compared to RPG plans in near real-time
- supervisors can see sort plans that are behind schedule and proactively adjust mail processing to meet service



## INCOMING INVENTORY

- manual observations over multiple days on inbound dock record time, volume, mail class and mail type
- used for creating a volume arrival profile in Excel
- create inbound volume arrival profiles in near real-time using Surface Visibility scanning to associate volume, mail class and mail type to actual trip arrivals
- allows supervisors to efficiently schedule resources



## YARD STATUS

- manual walks into facility yard to count trailers awaiting unload
- check what mail is inside, without knowledge of when that mail arrived or average unloading metrics
- near real-time using Surface Visibility scanning
- allows supervisors to see mail that is awaiting unload and identify the wait time and unload metrics of trailers





# IV<sup>®</sup> MAIL TRACKING & REPORTING (IV-MTR)

# IV-MTR Active Users



\* as of 6/11/2018

# IV<sup>®</sup> Mail Tracking & Reporting

## IMPROVED SERVICE & UNPRECEDENTED VISIBILITY

Informed Visibility and Field Service Performance Diagnostics leads to consistent, reliable, predictable service

Informed Visibility and near real-time Mail Inventory Management leads to reduced operational costs

Provides mailers with complete visibility and tracking across the mail supply chain

Improved ease of use for mailers through flexible data provisioning

IV gives mailers detailed visibility into their mailings, increasing the value of mail and enabling mailers to plan their mailings, measure success of each mailing campaign, and efficiently staff.



# IV<sup>®</sup> Mail Tracking & Reporting

Provides mailers visibility of letters and flats and their aggregates (bundles, handling units and containers)

Bundle  
Visibility  
Pilot

IMb Tracing  
for Pieces  
and  
Bundles

*PostalOne!*<sup>®</sup>  
Container  
and Tray  
Visibility

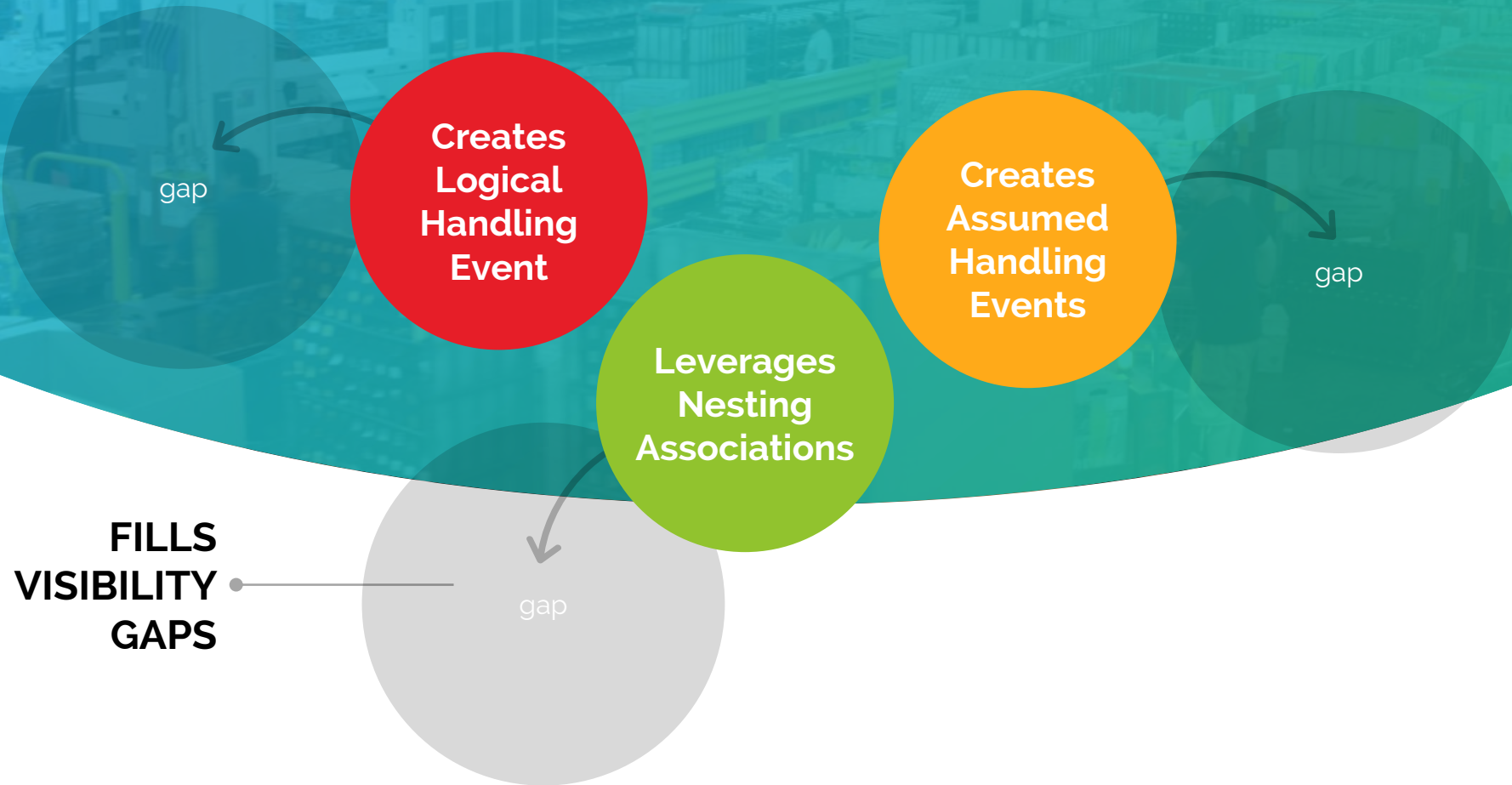
**CONSOLIDATES MAIL  
TRACKING INTO A  
SINGLE SYSTEM**





# IV<sup>®</sup> Mail Tracking & Reporting

Provides mailers visibility of letters and flats and their aggregates (bundles, handling units and containers)



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Provides mailers visibility of letters and flats and their aggregates (bundles, handling units and containers)



# SHARING INFORMATION

## IV-MTR

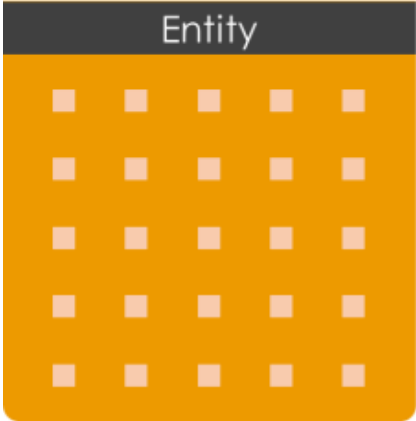
Data Delegation



# IV-MTR

Flexible Provisioning

Entity

A 5x5 grid of small orange squares on a dark orange background, representing a data entity or table.

Delivery

A teal square containing icons for a spreadsheet (Excel), a bar chart with an upward arrow, and a CSV file icon.

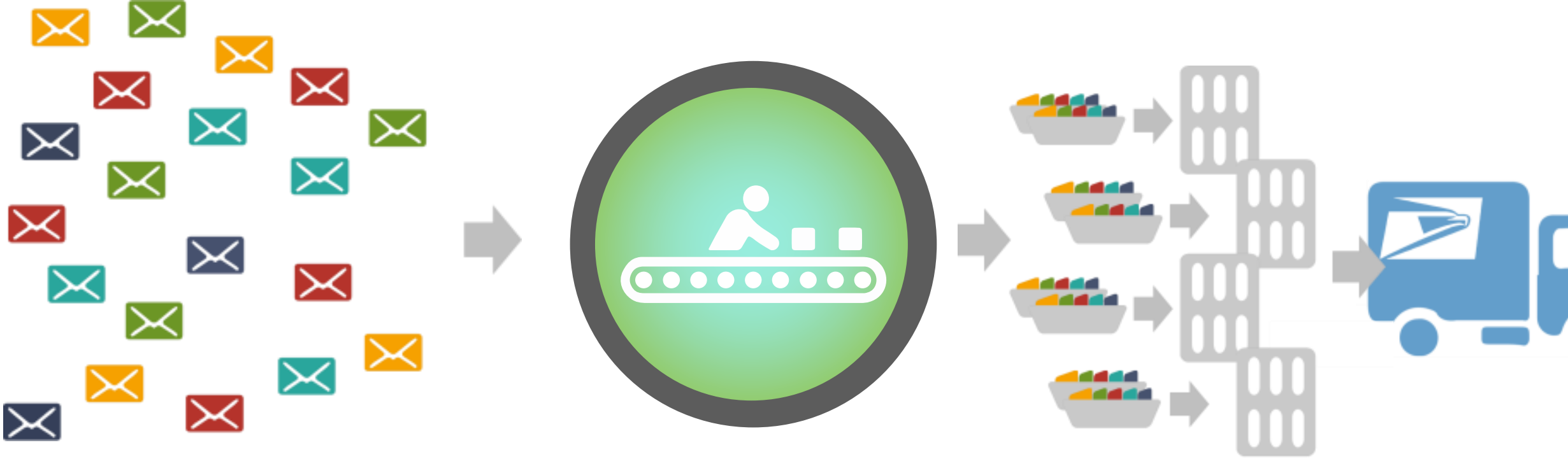
Filters

A dark grey square containing four icons: a calendar, a location pin with a compass, a printer, and a location pin with a cube.

Wow's My Mail!

# IV-MTR

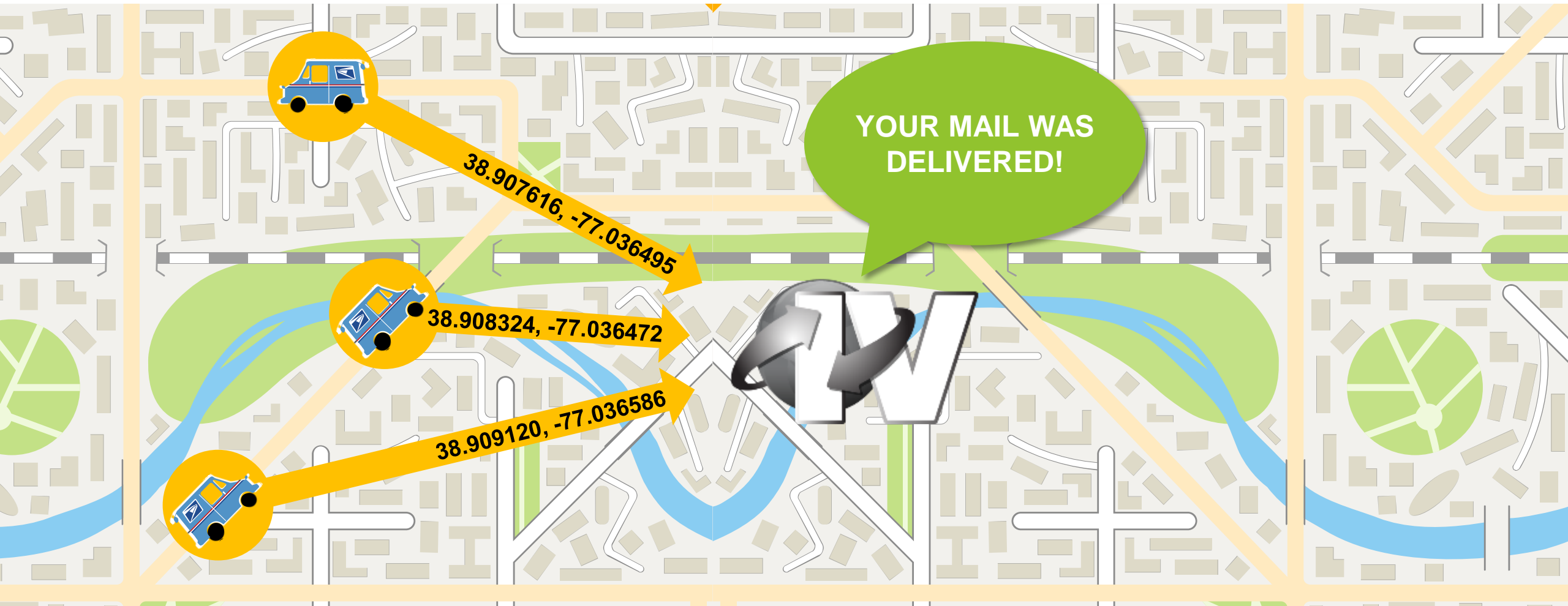
Functionality



## Nesting and Assumed Events

# IV-MTR

## LOGICAL DELIVERY EVENTS



# Logical Delivery Events

for Mail Delivered On-street

1



2

## Anticipated Date of Delivery (ADD)

3



An inventory of mailpieces to be delivered is created based on the Last Processing Operation.

The "Anticipated Date of Delivery" is created by comparing the scan time to the operation's clearance time.

Based on geo breadcrumbs, it is determined when a carrier enters a ZIP+4 geo fence.

4

## Logical Delivery Event

5



A Logical Delivery Event is generated for mailpieces within the ZIP+4, that have an "Anticipated Date of Delivery" of today. This data is then sent to IV.

IV provisions the Logical Delivery Events to mailers.

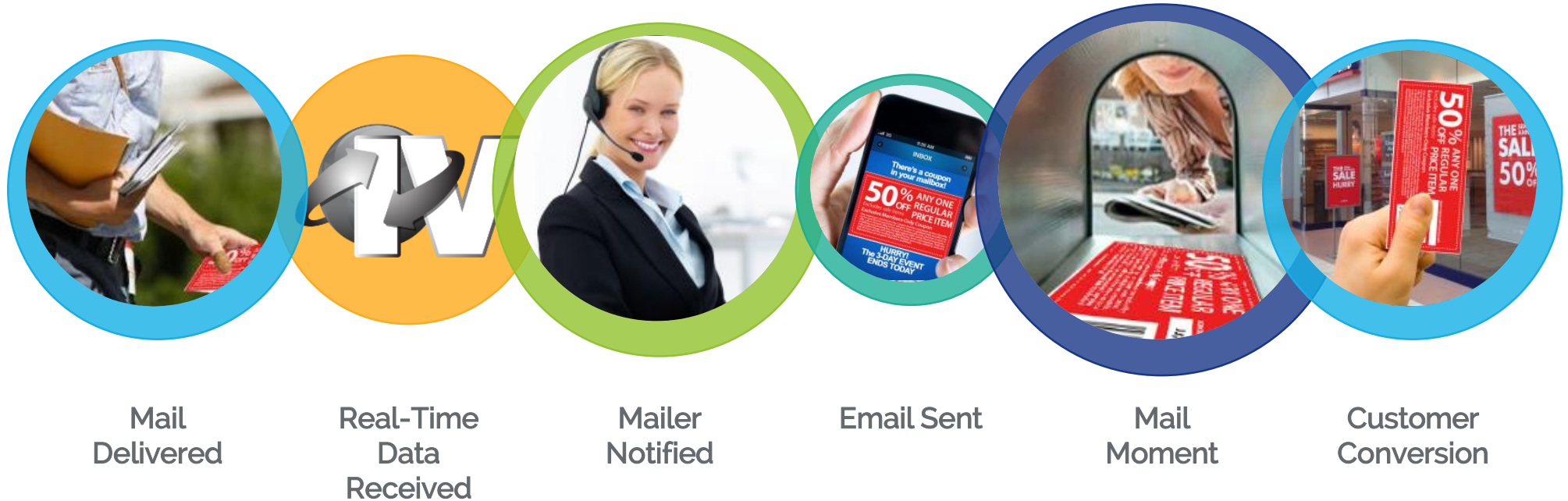
6



Red boundaries represent the geo fence. Red dots represent the carrier entering the geofence.

# Using LDEs for Multi-Channel Marketing

## Real-time Event-Driven Multi-Channel Marketing





# IV-MTR

Functionality

## near real-time



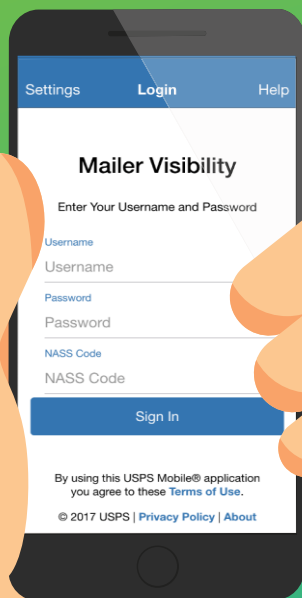
weekly



daily



hourly



**AVAILABLE IN  
SEPTEMBER:**  
Near Real-time  
Transactions  
through API!



Wow's My Mail!

# IV-MTR

Functionality



I can see my mail being delivered?!?  
**Sweet!**

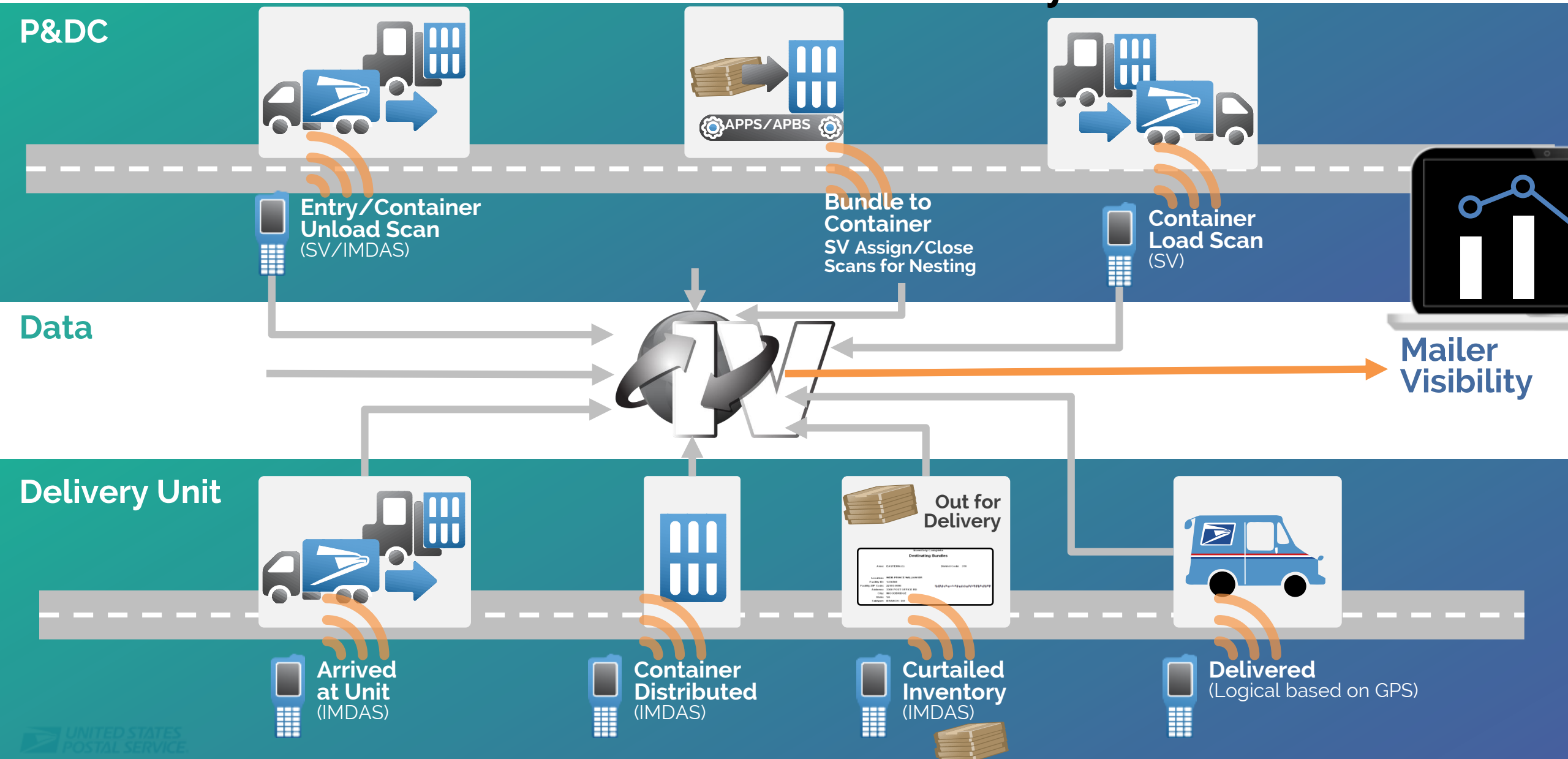


Wow's My Mail!



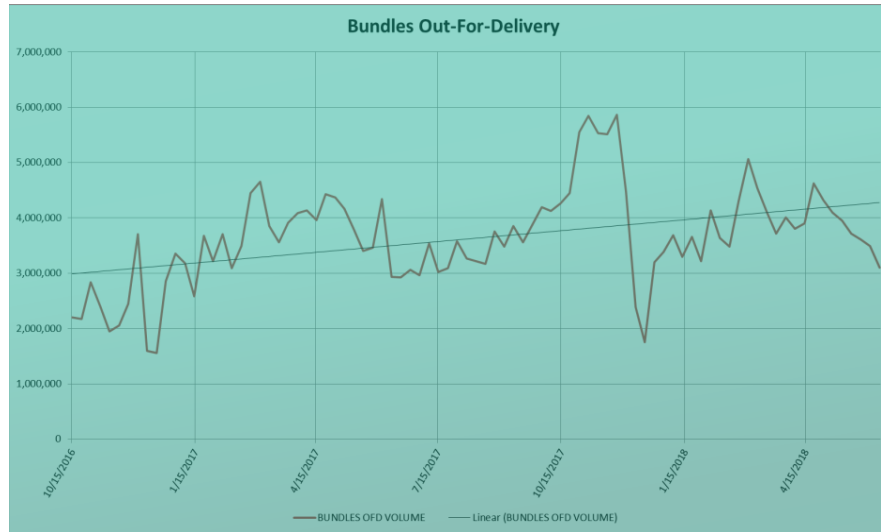
# INCREASED VISIBILITY

# Full-Service Bundle Visibility



# Bundle Visibility

Program Status



## Weekly Averages

Averaging weekly (01/01/2018 – 03/31/2018):

**92.9%**

and  
5.3 million  
bundles nested per week  
(Plants)

**88.7%**

and  
4.1 million  
bundles distributed  
(DUs)

**Status:**  
Continue to  
expand and  
enhance:

## Bundle Visibility

- Enabling nesting to and distribution from sacks
- Improving Reporting of Direct Pallets
- Additional diagnostics for field personnel
- Utilizing IV tools to readily identify and resolve issues

## Performance and Reliability

- Continued analytic/diagnostic training (with certification)
- Updating of Service Talks and Visual Aids
- Driving scanning behavior relative to direct containers either DDU or plant dropped
- Continued focus on accurate placarding and scanning with exception reports to identify



# IV<sup>®</sup> MAIL TRACKING & REPORTING TIMELINE

# IV-MTR

## Release Schedule

Release	Scope
Jan 2018	<ul style="list-style-type: none"><li>• Mail object navigator for containers, allowing you to view nested handling units</li><li>• New login page with general information about IV and how to get access</li><li>• Email notifications and ability to opt in/out of in-app and email notifications</li><li>• Ability to modify the selected entities for an existing data feed</li><li>• Non-secure FTP removed as a transfer method</li></ul>
Feb 2018	<ul style="list-style-type: none"><li>• Start-the-Clock data attributes</li><li>• Recipient Role data attributes for all mail object types in data feeds</li><li>• Scan Event Code (operation code) as an attribute for containers and handling units</li><li>• Piece Identifier as an attribute for pieces to assist in uniquely identifying pieces</li><li>• Electronic Information Received attributes for containers</li><li>• Mail Phase as an attribute for pieces</li><li>• Ability to link a saved entity to a data feed such that changing the saved entity updates any linked data feeds</li></ul>
Mar 2018	<ul style="list-style-type: none"><li>• Ability to select all available CRIDs or MIDs when selecting entities</li><li>• New operation codes (Scan Event Codes) available: 361-369, 690-702, 704, 710, 711, 715, 716, 741, 970-979</li></ul>
June 15, 2018	<ul style="list-style-type: none"><li>• Operation codes (Scan Event Codes) 873, 876, and 878 available</li></ul>
July 14, 2018	<ul style="list-style-type: none"><li>• Confirmation screen to provide additional details when modifying a data feed</li><li>• Rebranding of the IV-MTR Help Desk to the IV Solutions Center</li></ul>
August 1, 2018	<ul style="list-style-type: none"><li>• Initial production-ready Mobile APIs</li></ul>
August 25, 2018	<ul style="list-style-type: none"><li>• TBD</li></ul>
October 6, 2018	<ul style="list-style-type: none"><li>• TBD</li></ul>

# IV-MTR

## Future Enhancements

Release	Scope
Future Enhancements	<ul style="list-style-type: none"><li>• Start-the-Clock Mail.XML push and pull messages</li><li>• Enhanced Predicted Delivery Date (PDD) for non-finalized operations</li><li>• Expected Delivery Date (EDD) as an attribute for pieces</li><li>• Anticipated Delivery Date (ADD) as an attribute for pieces</li><li>• Additional fields for pieces to show impacts due to operational (e.g., Bundle Breakage) or weather events</li><li>• Piece-level data available in one-time queries for download or send to address</li><li>• Filter in piece-level one-time queries for Tracing vs. Non-Tracing IMb STIDs</li><li>• Ability to set up data feeds for Enterprise Payment System (EPS) and Package Platform</li><li>• Ability to receive Informed Delivery reports</li><li>• Add special services and IMpb format barcode data fields to IV-MTR feeds</li><li>• Manual Bullpen Visibility – New operations processes will be established that will close the gap on bundles worked in bullpens and manual operations</li></ul>



# IV-MTR

BlueTube™ Video Library

Title	Status
IV-MTR Benefits Overview	Available
Introduction to One-Time Queries	Available
Introduction to Data Feeds	Available
Introduction to Data Delegation	Available
Introduction to the Address Book	Available
Introduction to Roles and Permissions	Available
Introduction to Notifications	Available
Introduction to Saved Reports	Available
Create a Data Feed: Select Initial Options	Available
Create a Data Feed: Select Entity(s)	Available
Create a Data Feed: Define Filters and Fields	Available
Manage an Existing Data Feed	Available
Create, Load, or Modify a Saved Entity	Coming Soon
Create, Load, or Modify a Saved View	Coming Soon

# BUSINESS CUSTOMER GATEWAY (BCG)

Interested in signing up for IV?

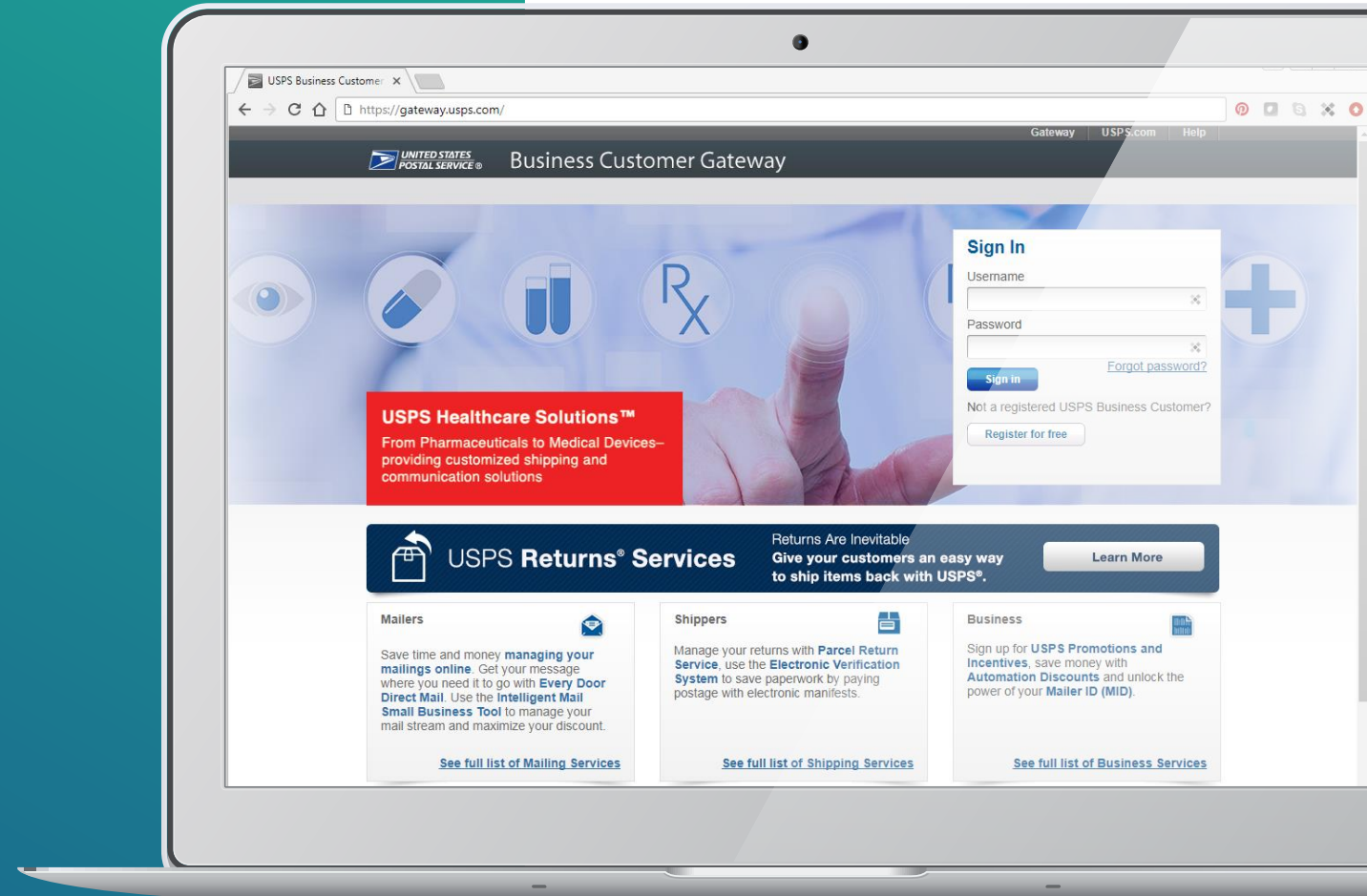
 Registration is FREE!

 [www gateway.usps.gov](http://www.gateway.usps.gov)

## Learn More About IV-MTR:

**PostalPro** – User Guide, other resources and documentation

**MTAC** – User Group 4





**QUESTIONS**