# MTAC
Packages

October 2018

Packages

* Delegation for package mail owners in BCG

* Shipping Partner Event File when the payment file is late

*   Tracking Event Message Descriptions

*   UAA breakout parcel volume by "reason"

*Shipping Partner Name Display

*Discussion: Enhancing the Visibility Platform

* IMpb Quality Federal Register Final Rule and Metrics

MTAC Pulse of the Industry - Updates
Packages

Delegation for Package Mail Owners in BCG

☐ IMpb Compliance Dashboards groups customer data and performance by MID Owner (Parent MID) – securing information and restricting view

➢ Currently, only MID Owners will have access to view all Mail Owner (Child) MIDs linked to the Parent MID

☐ Requirements in development to add delegation features that allow designated users access at the Mail Owner or Child MID level
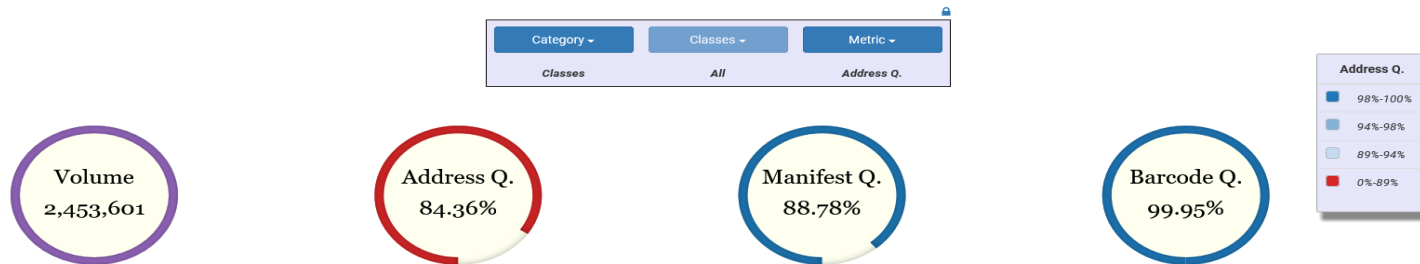
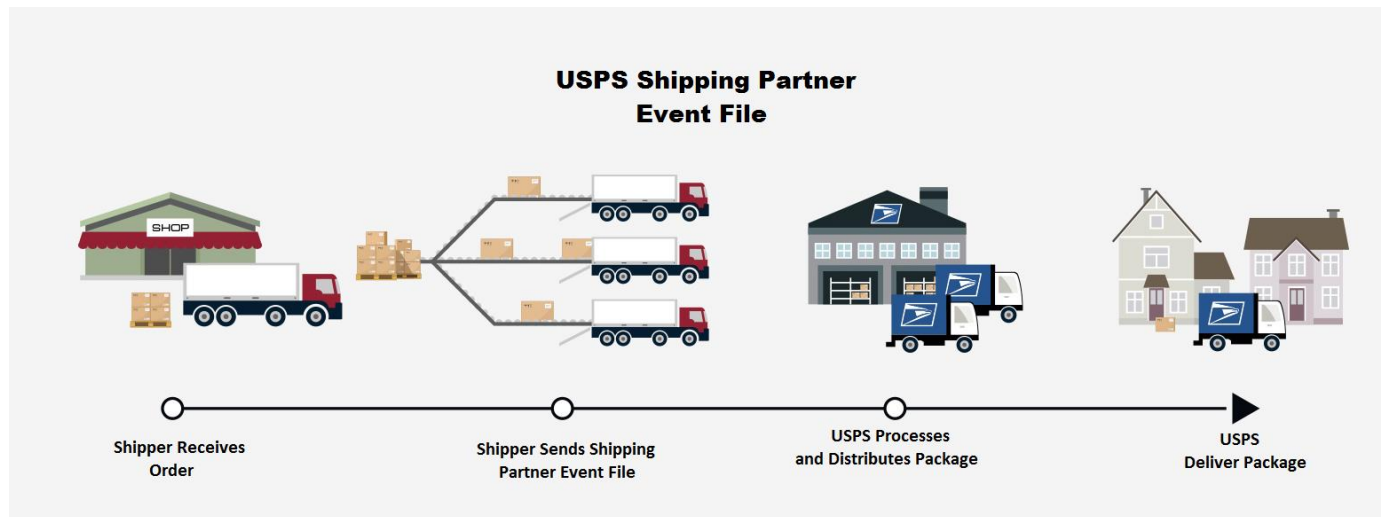**My Mail Quality - Destination State**
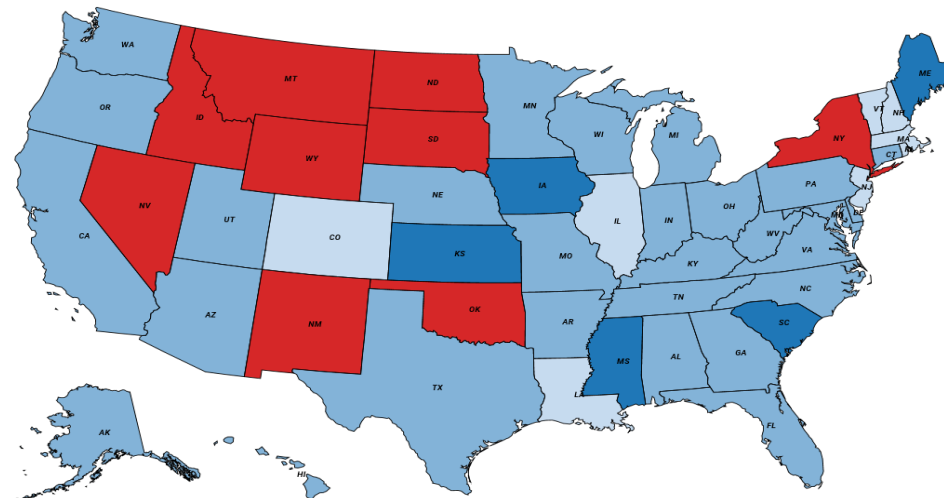
Shipping Partner Event File when the payment file is late

Shipping Partner Event File can be used for:

- Improving Visibility and the Customer Experience
- Carrier Route Sorting
- Informed Delivery
- Automating the Second Notice processes
- Automated Package Verification

Shipping Partner Event Files do not support

- Static and Dynamic Routing
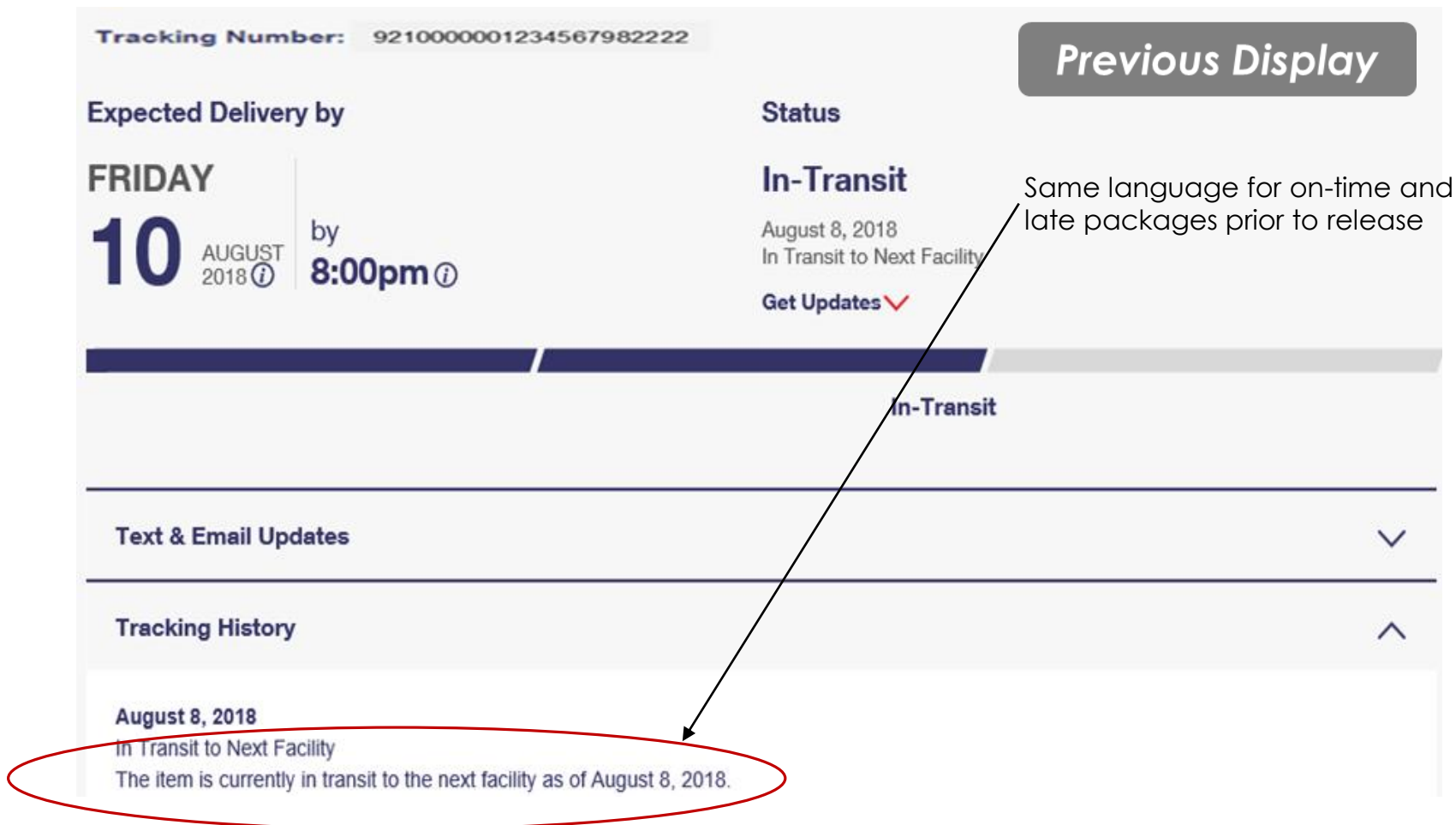- Management Tools
- Workload forecasts for Parcels

USPS Shipping Partner Event File

Shipper Receives Order	Shipper Sends Shipping Partner Event File	USPS Processes and Distributes Package	USPS Deliver Package

Note: Shipping Services File is required by 11:59 pm on the date of the AAU (07) scan event for eVS shippers and at the time of mailing for non-eVS shippers.

Tracking Event Message Descriptions

Released: 8/26/2018

New logic enhances scripting for the "In-Transit" (NT) Event to use different, situation appropriate language when the package is expected to be delivered on time versus when it will arrive late.
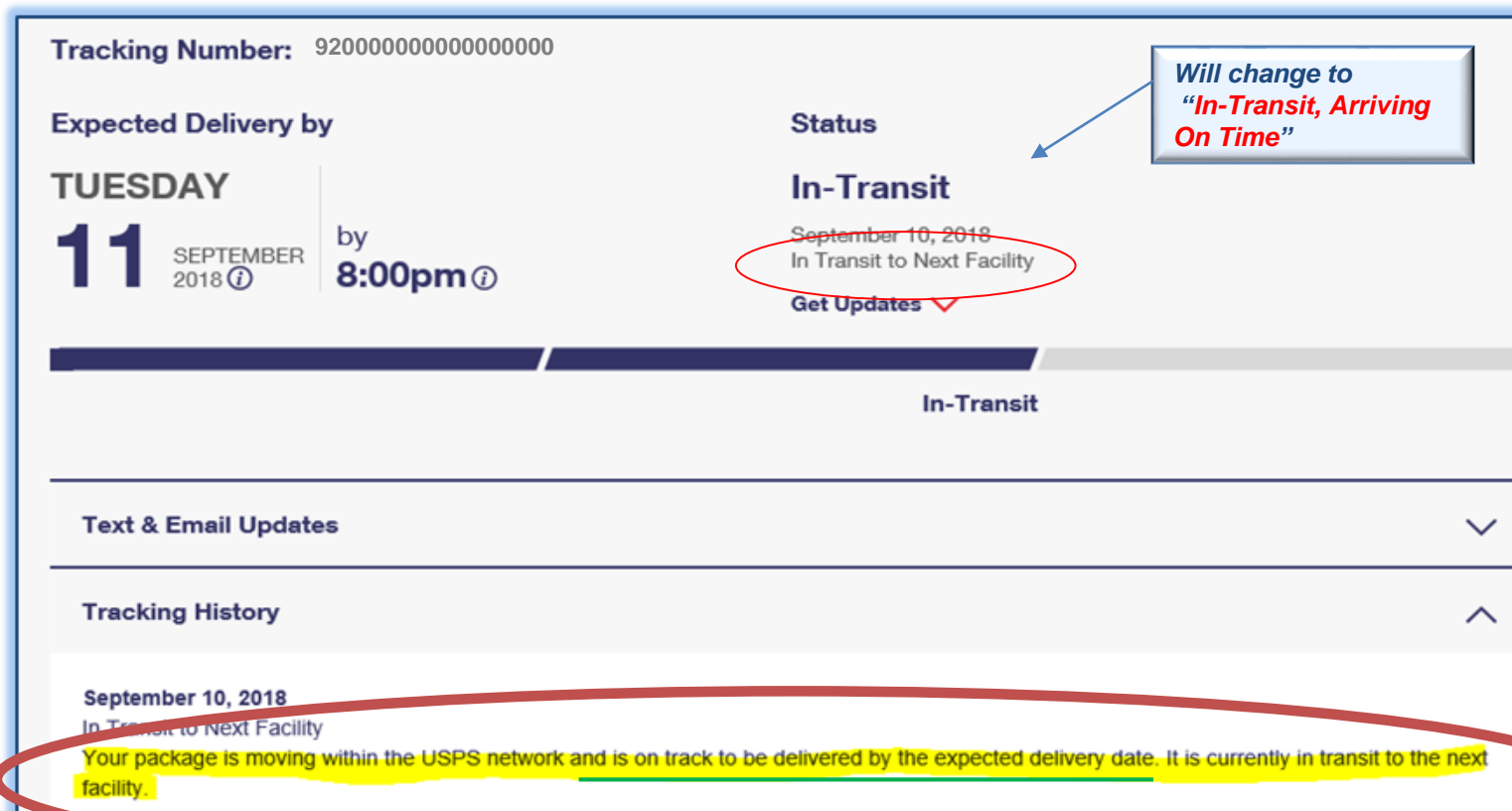
Same language for on-time and late packages prior to release

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Released: 8/26/2018

Situational "happy path" language used for packages expected to be delivered on time.

New Display For Packages Arriving On Time
"Your package is moving within the USPS network and is on track to be delivered by the expected delivery date. It is currently in transit to the next facility. "

Released: 8/26/2018

Situational "unhappy path" language used for packages that will be delivered later than expected.

New Display For Packages Arriving Late

"Your package will arrive later than expected, but is still on its way. It is currently in transit to the next facility.

Released: 09/30/2018

Changed the "Your Package Delivery Has Been Delayed" (DX) Scan Event scripting in the Extract File to **"Awaiting Delivery Scan"**

Previous Event Description in Extract File	Scan Event Code	New Description in Extract File (Same as USPS.com)
Your Package Delivery Has Been Delayed	DX	**Awaiting Delivery Scan**

Tracking Number: 920000000000000000

Status

Alert

The delivery status of your item has not been updated as ~~o~~ September 12, 2018, 9:54 pm. We apologize that it may arrive later than expected.

September 12, 2018 at 9:54 pm
Awaiting Delivery Scan

Get Updates ⌄

Alert

Text & Email Updates ⌄

Tracking History ⌄
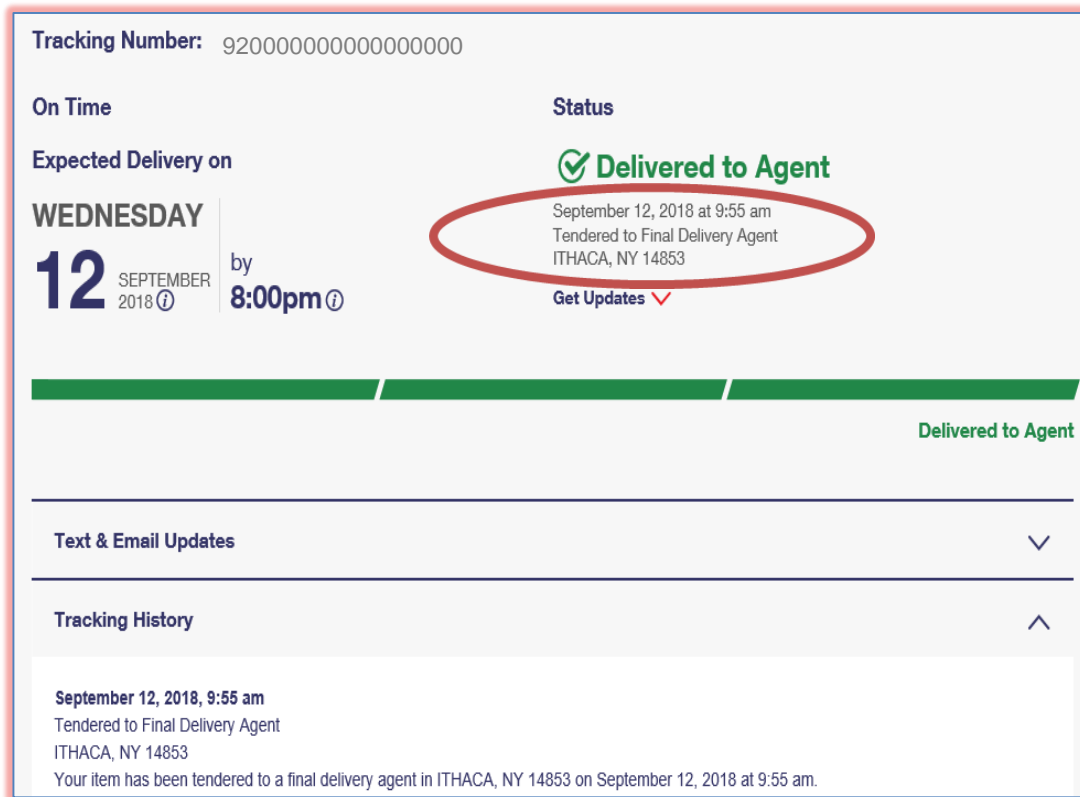
Product Information ⌄

Changed "Tendered to Final Delivery Agent" event language to
"Delivered To Agent for Final Delivery"

- Updated on USPS.Com and consumer channels 09/20/2018
- Change in Scan Event Extract files 09/30/2018

Previous Display

Tracking Number: 920000000000000000

On Time

Expected Delivery on

WEDNESDAY

12 SEPTEMBER 2018 ⓘ by **8:00pm** ⓘ

Status

✓ **Delivered to Agent**

September 12, 2018 at 9:55 am
Tendered to Final Delivery Agent
ITHACA, NY 14853

Get Updates ⌄

Delivered to Agent

Text & Email Updates   ⌄

Tracking History   ⌃

September 12, 2018, 9:55 am
Tendered to Final Delivery Agent
ITHACA, NY 14853
Your item has been tendered to a final delivery agent in ITHACA, NY 14853 on September 12, 2018 at 9:55 am.

- Event description for Event Code 60 changed to **"Delivered, To Agent for Final Delivery"**

  Released: 09/30/2018

- All deliveries to agents will use Event 60, **"Delivered To Agent for Final Delivery"**

New Display: Delivered to Agent for Final Delivery

"Your package has been delivered to agent for final delivery ….

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Release Date: 10/21/2018

Fixes business rule logic for the "Delivered to Agent for Final Delivery" (60) Event to append signatures to scan records and include same in Proof of Delivery letters .

UAA breakout parcel volume by "reason"

UAA Reason	UAA Reason Description	Scan Event	Scan Event Description
COA	Change of Address	06	Forwarded
G	Box Close - No Order	23	Moved, Left No Address
K	Moved left no Address	23	Moved, Left No Address
W	Temporary COA	06	Forwarded
A	Attempted, Not known	25	Addressee Unknown
E	In Dispute	29	Return to Sender
I	Insufficient Address	22	Insufficient Address
L	Illegible	05	Return to Sender
M	No Mail Receptacle	29	Return to Sender
N	No such Number	21	No Such Number
O	Change of Address	06	Forwarded
Q	Not Deliverable as Addressed/Unable to Forward/Forwarding order expired	24	Forward Expired
R	Refused	04	Refused
S	No such Street	22	Insufficient Address
U	Unclaimed	27	Unclaimed Being Returned to Sender
V	Vacant	26	Vacant
	Depending on the class of mail package could be disposed of locally.	32	Dead Mail/Disposed by Post Office
	Depending on the calls of mail package could be sent to Mail Recovery Center	33	Dead Mail/Sent to Mail Recovery Center

Event Code	Event Description	Volume
28	RETURN TO SENDER	22,525
29	RETURN TO SENDER	1,074,249
25	ADDRESSEE UNKNOWN	323,640
21	NO SUCH NUMBER	371,772
24	FORWARD EXPIRED	89,799
27	UNCLAIMED/BEING RETURNED TO SENDER	1,783,330
23	MOVED, LEFT NO ADDRESS	649,312
22	INSUFFICIENT ADDRESS	586,882
09	RETURN TO SENDER	17,728
05	UNABLE TO DELIVER ITEM, PROBLEM WITH ADDRESS	13,191,630
06	FORWARDED	5,018,298
26	VACANT	153,023
Total		23,282,188

Source: USPS PTR Product Performance Reporting/Data Warehouse
Timeframe: March 2018 through September 2018

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Enhanced logic will allow Shipping Partner names to be displayed or suppressed on USPS.Com at the Mail Owner (PIC) MID level
  * Current logic controls display and suppression at the Header MID (manifest) level

Shipping Partner **name suppression will be removed and all names displayed effective November 1, 2018**

Tracking Number 92000000000000000000012

Current Scenario

Status

On Its Way to USPS

September 27, 2018 at 12:58 am
Picked Up by Shipping Partner, USPS Awaiting Item
ROMULUS, MI 48174

Get Updates ⌄

Your package is on its way to a USPS facility. Sign up to **get updates**, and we'll send you a delivery date and time when available.

No Shipping Partner name shows for many shipping partner events.

On Its Way to USPS

Text & Email Updates   ⌄

Tracking History   ⌃

September 27, 2018, 12:58 am
Picked Up by Shipping Partner, USPS Awaiting Item
ROMULUS, MI 48174
Your item was picked up by a shipping partner at 12:58 am on September 27, 2018 in ROMULUS, MI 48174. This does not indicate receipt by the USPS or the actual mailing date.

Shipping Partner names will display in tracking results on all consumer facing channels effective November 1, 2018

Exceptions can be requested to suppress Shipping Partner name display for specific Mail Owner (PIC) MIDs for unique business reasons
- Email requests to IMpb@usps.gov
- Subject Line "Shipping Partner MID Display Exception"
- Requests must be received by October 26, 2018 to be processed before the November 1 effective date.

Future Display

Tracking Number: 920000000000000000000012

Status

On Its Way to USPS

September 27, 2018 at 1:42 pm
Departed Shipping Partner Facility, USPS Awaiting Item
SECAUCUS, NJ 07094

Your package is on its way to a USPS facility. Sign up to **get updates**, and we'll send you a delivery date and time when available.

Get Updates ∨

On Its Way to USPS

Text & Email Updates

Tracking History

September 27, 2018, 1:42 pm
Departed Shipping Partner Facility, USPS Awaiting Item
SECAUCUS, NJ 07094
Shipping Partner: **K LOGISTICS**
Your item departed a shipping partner facility at 1:42 pm on September 27, 2018 in SECAUCUS, NJ 07094. This does not indicate receipt by the USPS or the actual mailing date.

Shipping Partner names will display for all shipping partner events and suppressed only for MIDs with exceptions.

Discussion: Enhancing the Visibility Platform

Thoughts, Ideas and Roadmap

fundamental change in how we share shipping information – at the piece level instead of the file level …..shift away from files to APIs

Simple, Smart & Secure

- Seamless Customer Experience
- Eliminate Shipping Files
- Real Time-Open pipe data stream
- Chain of Custody
- Address Correction Service
- Eliminate latency and digital drag
- Innovation opportunities

Secure

Analyze

Manage

Create

IMpb Quality Federal Register Final Rule and Metrics

- Proposed Rule published on February 27, 2018

- Comment period ended on March 29, 2018

- Final Rule published September 21, 2018

FEDERAL REGISTER
The Daily Journal of the United States Government

® Rule

Changes to Validations for Intelligent Mail Package Barcode

A Rule by the Postal Service on 09/21/2018

PUBLISHED DOCUMENT

AGENCY:

Postal Service ™.

ACTION:

Final rule.

SUMMARY:

The Postal Service is amending *Mailing Standards of the United States Postal Service,* Domestic Mail Manual (DMM®) to add new Intelligent Mail® package barcode (IMpb) validations for evaluating compliance with IMpb requirements for

☐ Start Printed Page 47840

all mailers who enter commercial parcels.

DATES:

Effective Date: September 21, 2018.

FOR FURTHER INFORMATION CONTACT:

Juliaann Hess at (202) 268-7663 or via email at *jsanders.hess@usps.gov.*

SUPPLEMENTARY INFORMATION:

Background

The Postal Service published a notice of proposed rulemaking on February 27, 2018 (83 FR 8399), to amend the DMM to update IMpb requirements relative to

DOCUMENT DETAILS

Printed version:
PDF

Publication Date:
09/21/2018

Agency:
Postal Service

Dates:
Effective Date: September 21, 2018.

Effective Date:
09/21/2018

Document Type:
Rule

Document Citation:
83 FR 47839

Page:
47839-47842 (4 pages)

CFR:
39 CFR 111

Document Number:
2018-20587

DOCUMENT DETAILS

https://www.federalregister.gov/documents/2018/09/21/2018-20587/changes-to-validations-for-intelligent-mail-package-barcode

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Address Quality

94.28%
TARGET: 89%

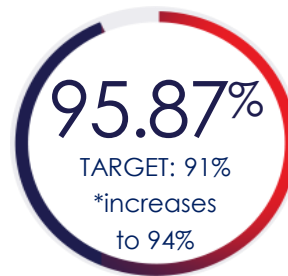| Δ to Target (89%):	Δ from Last Month:
⬆ +5.28	⬆ +0.47

Measures percent of addresses* with enough information to validate to the unique exact 11-digit DPV ZIP Code when matched against the AMS Database.

Benefits:
- Operational efficiency
- Enables personalized features such as My USPS
- Avoids operational costs (Manual scheme lookup/PRES Keying)
- Improves deliverability

Shipping Services File Quality

95.87%
TARGET: 91%
*increases to 94%

Δ to Target (91%):	Δ to New Target (94%):	Δ from Last Month:
⬆ +4.87	⬆ +1.87	⬇ -0.83

Measures percent of manifest records that pass key package level detail validations mitigating potential errors when processed in the PTR Database.

Benefits:
- Supports timely postage payment and revenue assurance
- Enhances tracking and customer experience
- Provides digital awareness of packages that will be delivered by USPS
- Facilitates better workload planning
- Eliminates need for manual counts
- Enables better analytics, insights, decisions

Barcode Quality

99.61%
TARGET: 95%
*increases to 98%

Δ to Target (95%):	Δ to New Target (98%):	Δ from Last Month:
⬆ +4.61	⬆ +1.61	⬆ +0.23

Measures percent of tracking numbers that pass key validations for format and uniqueness* without errors or warnings when manifests are processed in the PTR Database and physically scanned.

Benefits:
- Critical for visibility and the customer experience
- Creates the digital trail
- Supports payment and revenue assurance
- Facilitates operational efficiencies
- Foundational for current and future product offerings

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22,527,885

Packages w/Address Quality Issues*
August 2018

! **5.72%**

*Addresses Unable to Resolve to Unique 11-Digit
Delivery Point Validated (DPV)
ZIP Code Percent of Address Quality Volume**

*USPS has removed all Address Quality (AQ)
validations for Military Inbound and Outbound
Shipments. Shipments inbound and outbound to
Puerto Rico was removed on January 28, 2018.*

IMpb Validation Criteria:

AAN1	A1	A1M1	DZ	AAM3
2.05%	1.62%	1.49%	0.57%	0.001%
8,055,439	6,373,250	5,870,029	2,228,848	319
Missing Secondary Information (i.e., no Apartment or Suite Number)	Unable to Match ZIP+4 Code	Missing Street Number	No Address at time of AAU	Invalid Primary Street Number

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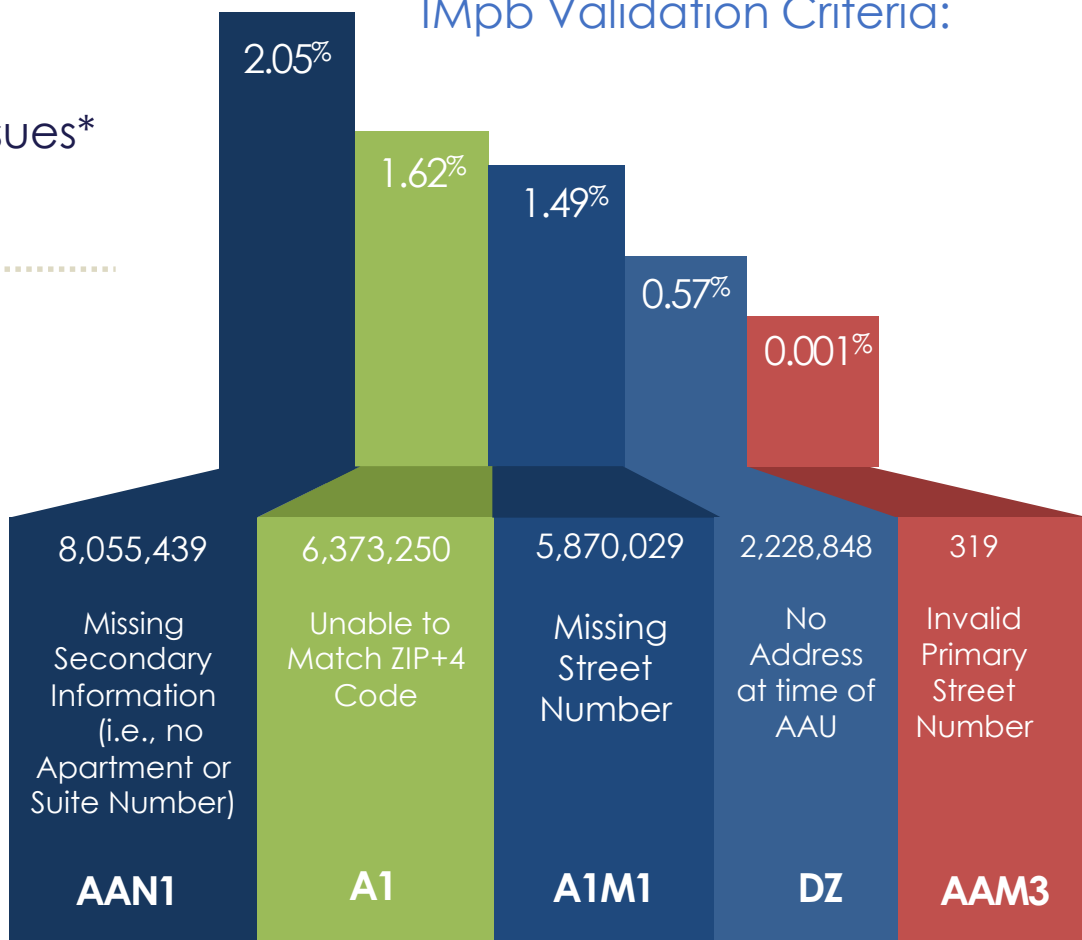
IMpb Validation Criteria:
August 2018

% of Total Manifest*

2.29% — 9,016,308
* MAIL PIECE WAS UNMANIFESTED AT THE TIME OF AAU Or Piece never received a Manifest

1.08% — 4,4263,858
ENTRY FACILITY MISMATCH - ENTRY FACILITY DOES NOT MATCH MANIFEST FILE

0.45% — 1,790,101
INVALID METHOD OF PAYMENT

0.29% — 1,148,781
INVALID PAYMENT ACCOUNT NUMBER

0.01% — 36,403
INVALID PO OF ACCOUNT ZIP CODE

0.24% — 937,654
INVALID MAILER ID

0.15% — 601,829
DUPLICATE TRACKING NUMBER

MANIFEST QUALITY NON-COMPLIANCE

BARCODE QUALITY NON-COMPLIANCE

August 2018 IMpb Quality Metrics

Product	Destination Delivery Address(AQ) 89%	Shipping Services File (MQ) 91%	IMpb Barcode (BQ) 95%
Parcel Select Lightweight (LW)	94.68%	96.89%	99.72%
Parcel Select (PS)	94.27%	96.17%	99.91%
First Class (FC)	94.35%	95.02%	99.28%
Priority Mail (PM)	93.35%	94.43%	99.32%
USPS Retail Ground (BP)	67.75%	76.96%	88.72%
Bound Printed Matter (BB)	93.73%	97.16%	98.36%
Media Mail (BS)	94.09%	98.48%	99.70%
Standard Mail Marketing (S2)	93.95%	99.30%	97.82%
Standard Mail (SA)	99.30%	98.57%	97.89%
Library Rate (BL)	87.99%	97.57%	98.82%
Grand total	**94.25%**	**95.99%**	**99.53%**

Source: USPS Product Tracking & Reporting (PTR)

Competitive Products
Market Dominant Products

89% Threshold — Destination Delivery Address (AQ): 94.25% — ▲ from Last Month: ▲ 0.07

91% Threshold — Shipping Services File (MQ): 95.99% — ▲ from Last Month: ▼ 0.92
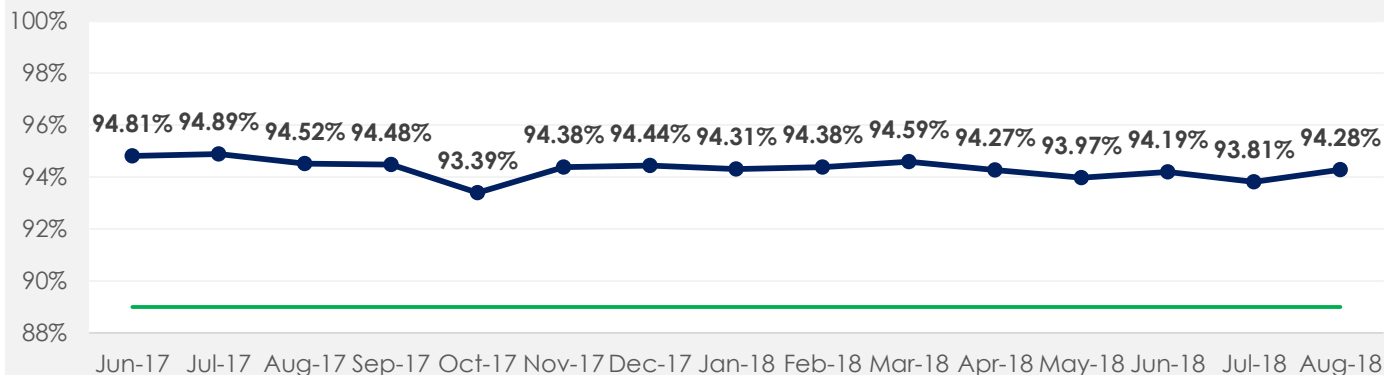
95% Threshold — IMpb Barcode (BQ): 99.53% — ▲ from Last Month: ▲ 0.10

5
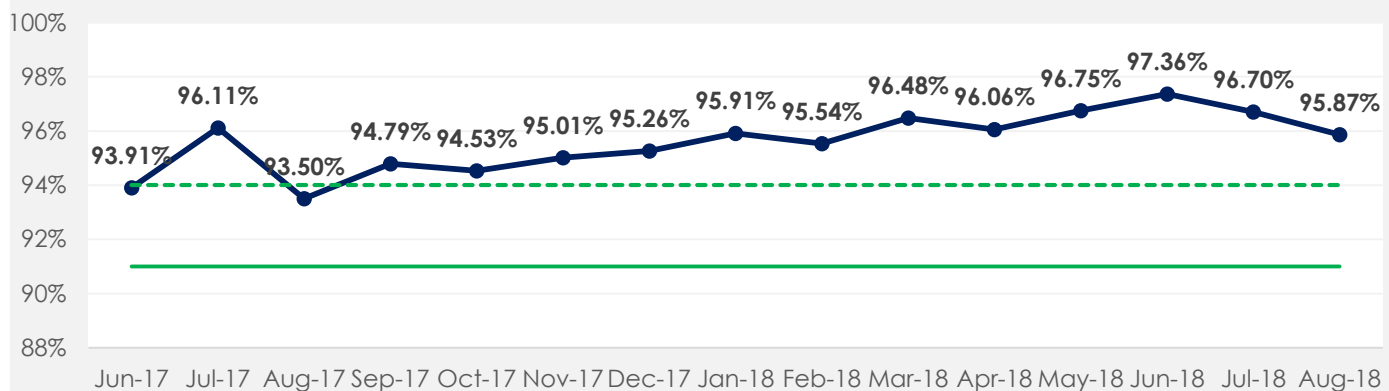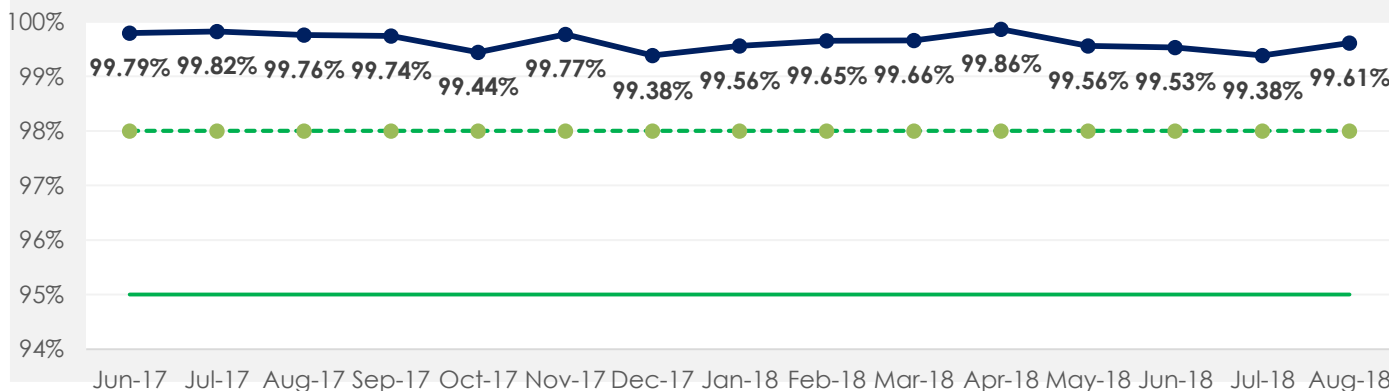
Addressing & Geospatial Technology

Address Accuracy Campaign

- 6,300 addresses delivered across state lines

- Customers required to use state designation of delivery Post Office™

- Impacts driver's license, voting registration, etc.

- **Goal:** allow customers to use state of residence in address.

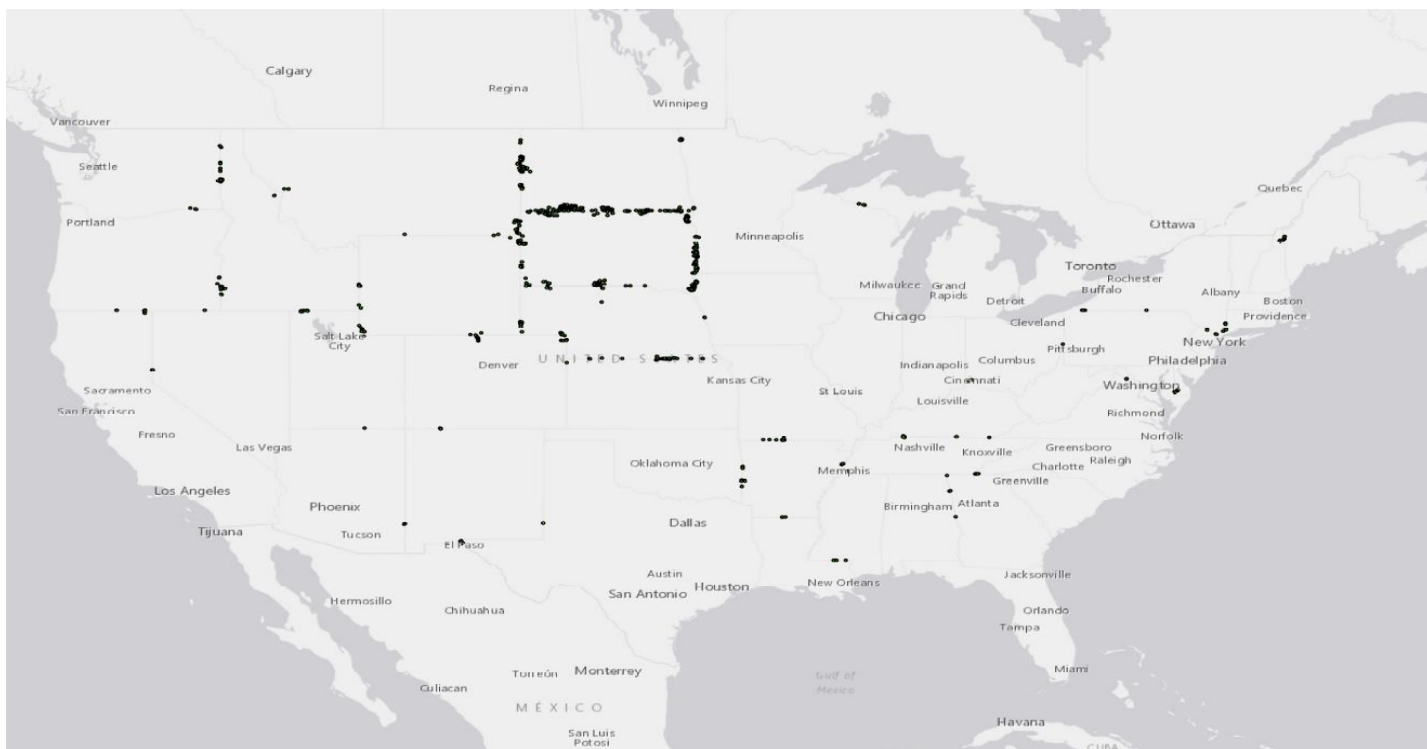| AL	72	CT	188	KS	122	MI	36	MT	75	NJ	38	PA	20	UT	117
AR	167	GA	12	KY	117	MN	158	NC	6	NM	335	SD	1,075	WA	17
CA	89	IA	29	MD	290	MO	7	ND	682	OK	18	TN	1,868	WV	47
CO	60	ID	278	ME	73	MS	32	NE	160	OR	55	TX	10	WY	100

CASS / MASS
Cycle 'O' Highlights

Extended DPV Codes	Description
Y	Address was DPV confirmed for both primary and (if present) secondary numbers
D	Address was DPV confirmed for the primary number only, and the secondary number information was missing but required
S	Address was DPV confirmed for the primary number only, and the secondary number information was present but invalid (valid secondary information required)
P	Address was DPV confirmed for the primary number only, and the secondary number information was present but not required
R	Address confirmed but USPS delivery not provided
T	Address was DPV confirmed for the primary number only by dropping the trailing alpha
N	Address failed to DPV confirm, primary number missing or invalid
Blank	Address not presented to DPV

Industry feedback expressed concerns with modifying the Original DPV codes. The Original DPV code will remain the same and a new Extended DPV Code will be created.

CASS Cycle "O" Pre-Meeting	*January 23 2018*	✅
Partnership In Tomorrow (PIT) Meeting	*May 31 2018*	✅
Review & Comments Deadline	June 29 2018	✅
Official Rules Release	July 31 2018	✅
Send Static Data	February 2019	⬅
Stage I Release	March 2019	
Stage II Release	May 2019	
MASS Test Decks Available	August 2019	
CASS Developers Certification Completed	December 2019	
MASS Manufacturers Certification Completed	January 2020	
Software Released to End-users NLT	March 2020	
Expiration of CASS™ Cycle N	July 31 2020	
Implementation of CASS Cycle O	August 1 2020	

COA Support group in Memphis TN established in 2004
- Responds to and investigates COA-related questions from customers, Post Offices, and the US Postal Inspection Service®. Requests range from "Where's my mail" to reports of suspicious COA.

In FY 2017:
- 36.8 million changes-of-address processed (https://facts.usps.com/table-facts/)
- 46.2 thousand COA-related contacts handled by COA Support
  - 92.3% resolved as valid after discussion with the customer
  - Remainder treated as "unauthorized COA" and directed to US Postal Inspection Service

Only 0.010% (one one-hundredth of 1 percent), or 0.0001 of all Changes-of-Address filed in FY17, were reported by customers as not being valid

USPS® cross-functional workgroups enhancing existing security, COA validation procedures, and fraud prevention methods.

Additional precautions implemented:
- Further pattern analytics
- Business Partner addresses added to the COA Watch List
  - USPS Business Alliance alerted if COA detected for local review
- Improved College/University address list to prevent COA entry by students

Activities in progress:
- Demographic analysis, mail volume fluctuations, etc.
- Improvements in the timeliness of COA entry
- Revised MVL production and mail entry timeliness

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Additional security measures being considered include:

- Requirement for all Business COA to use Mover's Guide Online
  - Establish Minimum Lead Time (Example: 30 days prior to move effective date)

- Enhanced identity validation
  - In-person proofing of hardcopy COAs
  - Leverage external identify validation services

☑ Analyzed transportation modes for Move Validation Letters (MVL)

    19 destinations were updated from surface to air (Aug 11, 2018)

    Service performance improved by 6% for these destinations

☑ Include additional 12 hours of MVLs per day.
Additional adjustments being reviewed.

☑ Monitored dispatch integrity and provided feedback
(Immediate abatement)

    Outbound dispatches departing earlier than scheduled

☐ Multiple pallets shrink-wrapped together;
not clearly placarded

☐ Reviewed end-to-end process with Printer to identify
opportunities for improvement

    Prioritizing the MVL print process

    Adjusting print schedule to include Sundays

MTAC WG Issue Statement:

- Workgroup to focus on two USPS® features/initiatives that may impact business customers; review needs, features, capabilities; provide recommended improvements for:
  - Change-of-Address (COA) for business customers
  - Hold Mail for business customers

Change-of-Address for business customers:

- Review current process and potential risks for business COA.
- Brainstorm ideas for business customer authentication and support for COA.
- Collaborate and develop improvements.
- Establish automated processes for improvements.
- Develop improved communication to share with employees about COA.
- Share results and recommendations with business customers.
- Collaborate with Informed Delivery® business customer authentication.

Change-of-Address Updates

Continue to improve the quality of addresses provided by our moving customers.
Rapid Key technology added to ICOA.
Customers sent email to advise them of invalid address information. Customer is directed to https://managemymove.usps.com to make corrections.

Electronic Uncoded Address Resolution Service (eUARS)							
Q4 FY 2017			Q4 FY 2018			SPLY	
COA Volume	eUARS Records	ICOA Records	COA Volume	eUARS Records	ICOA Records	Total % Change	ICOA % Change
10,333,759	46,104	17,756	10,331,811	29,292	8,973	-36.47%	-49.46%

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	Total COA Volume	Hardcopy 3575	% Hardcopy	Internet COA	% ICOA
FY17	36,860,444	20,716,074	56.2%	16,144,370	43.8%
FY18	36,747,642	20,399,319	55.5%	16,348,323	44.5%

Adhesive posters placed in 5,000 post offices during peak move season (May-July)

Change-of-Address Retail Kiosk

"Relocation Station"

*expected pilot QTR II FY19

Mover's Guide FAQs:

What else do I need to do to get my mail?

Notify mailers directly of your new address. Many companies (financial, health, insurance, etc.) will not change your address unless you contact them directly. Failure to notify these companies directly may result in a loss of important services.

MoversGuide.usps.com

Remember: You can ensure a smooth, change of address transition if you do some legwork up front, and notify anyone who sends you mail of your new address and your move date.

Customer Notification Letters & Welcome Kits:

Notify Correspondents Who Send You Mail

Mail forwarding may be available for up to 12 months and covers only certain classes of mail. To ensure delivery of all your mail and to avoid forwarding delays, you should notify everyone who sends you mail.
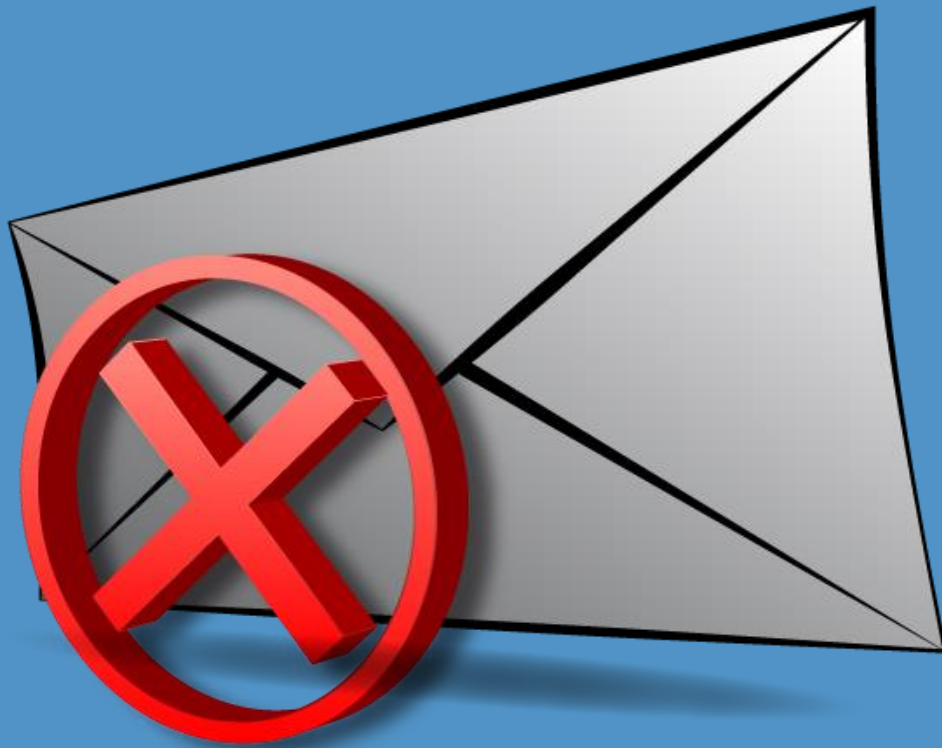
Kicked off 8/14/2018
Collaboration with mailing industry to analyze
ACS™ and Package Scan data to gain better
understanding of UAA Mail
Increase mailer understanding of UAA causes
Identify opportunities for improvement for USPS®
and mailing industry

Controls used to identify issues with mail sent in as UAA.

In FY18:

USPS® returned 7.8M pieces back to the delivery unit for review
- No record
- Current Resident
- COA not effective
- Temp expired

USPS converted 22.5M Nixie transactions to COA transactions
- Attempted Not Known
- Unable to Forward

USPS® implemented Post Office™ RFS processing for Parcels in 2016
MFS piloted in three Processing & Distribution Centers sites for PARS and FPARS
rejects and parcels

UAA Processing	FY 2017			Pct	FY 2018			Pct
	UAA Parcel Volume				UAA Parcel Volume			
	FWD	RTS	Waste		FWD	RTS	Waste	
CFS	2,287,398	6,302,244	2,583,859	34.7%	373,121	1,044,105	1,100,439	6.6%
RFS	5,494,879	12,146,003	3,345,526	65.2%	8,253,443	22,024,155	5,197,550	93.2%
MFS	747	1742	800	0.0%	6,546	27,534	23,336	0.2%
Total	7,783,024	18,449,989	5,930,185		8,633,110	23,095,794	6,321,325	
Pct Tot UAA	24.20%	57.36%	18.44%		22.69%	60.70%	16.61%	

Industry Alert published September 27th

https://postalpro.usps.com/node/3419
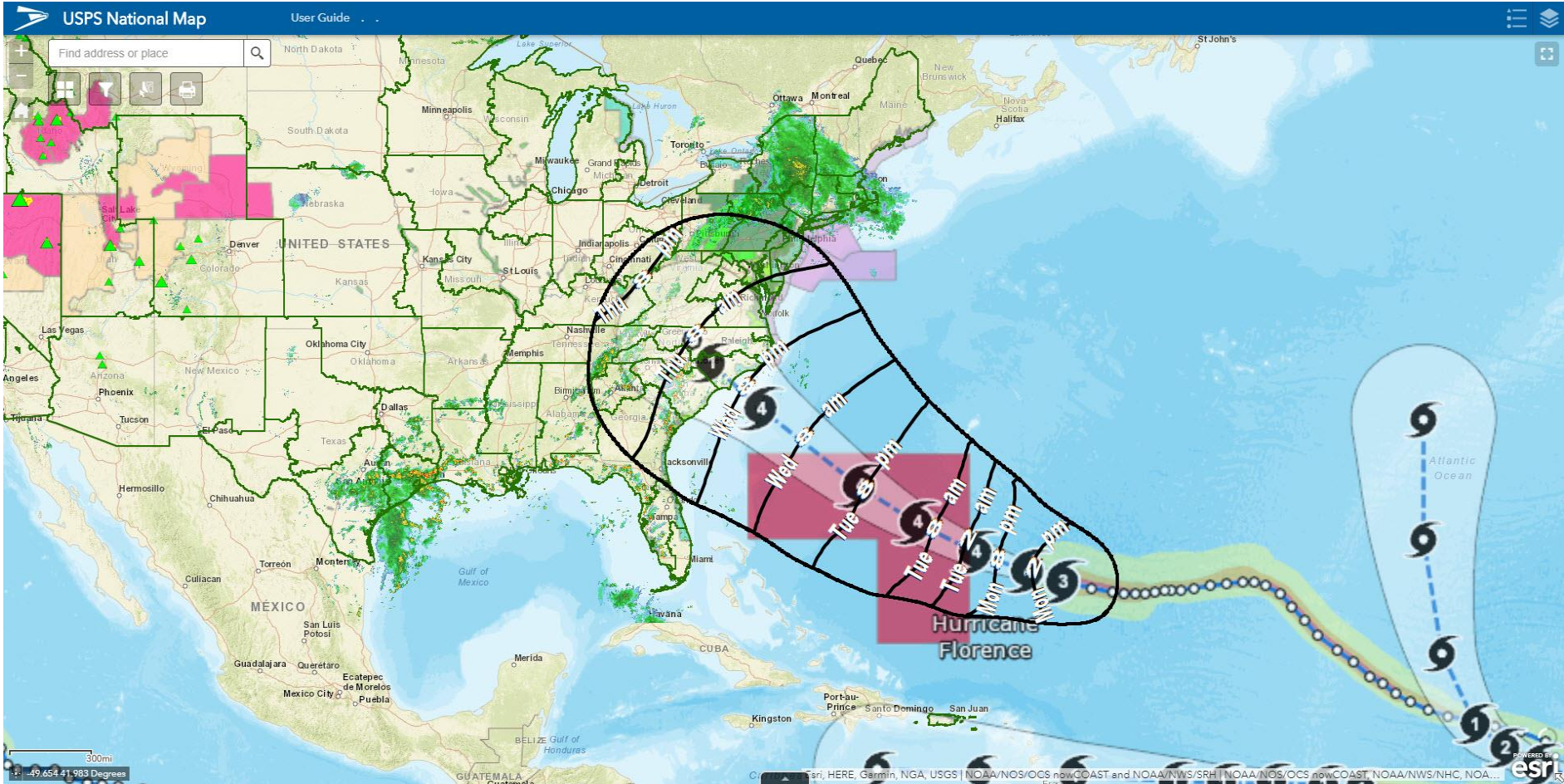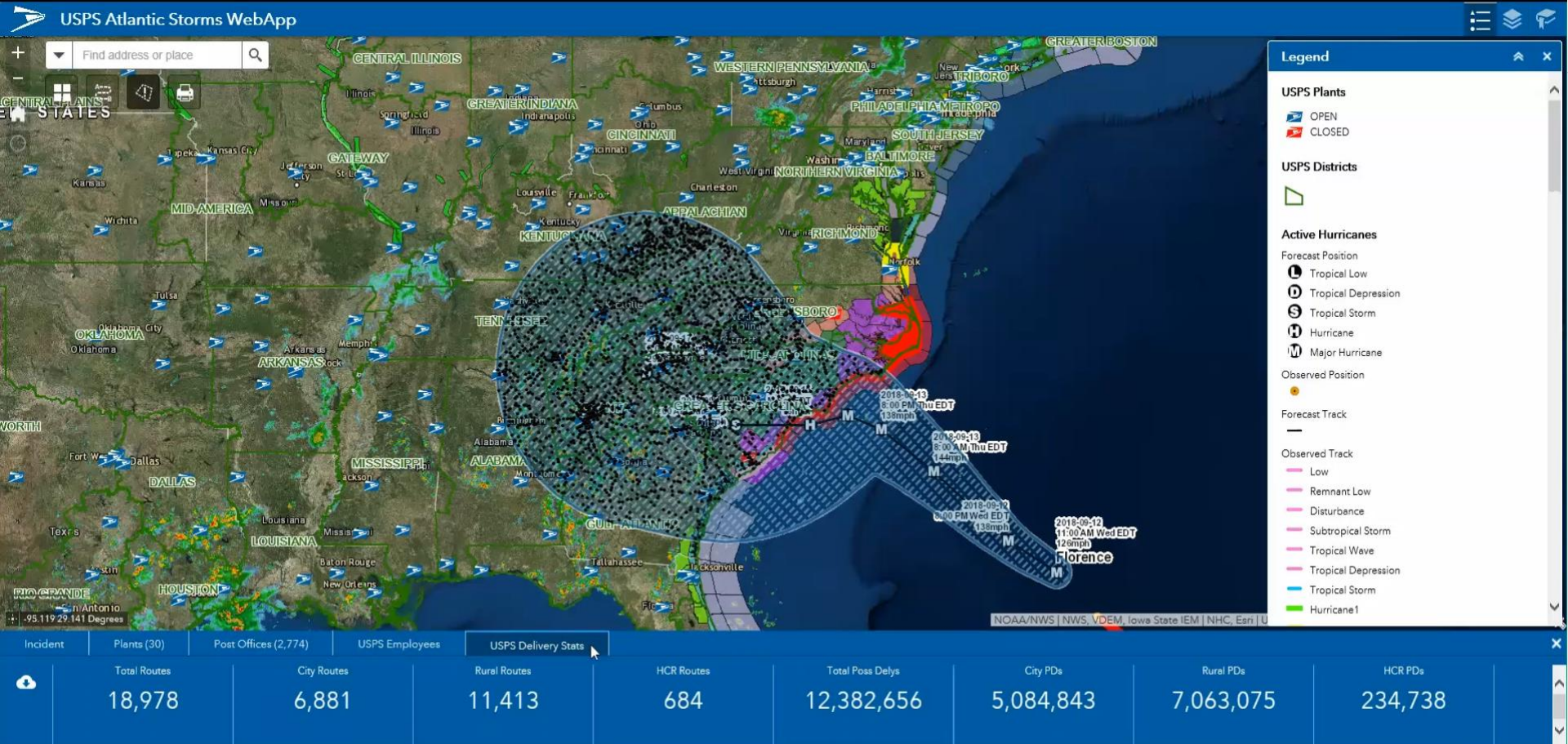
Geospatial Technology Analytics

http://uspstools.maps.arcgis.com/apps/webappviewer/index.html?id=1fc1c26bb31246b39087606c65b83020

Thank You!