

# Mail Entry & Payment Technology

Randy Workman



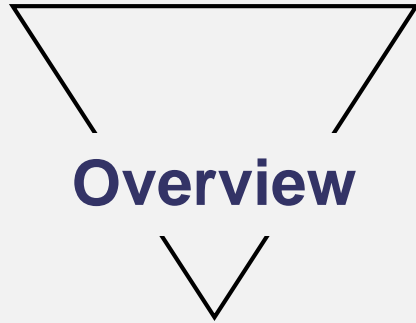
## Agenda

- Business Customer Gateway (BCG)
- Mailing & Shipping Solutions Center (MSSC)
- Seamless Acceptance

# Business Customer Gateway (BCG)



# Business Customer Gateway (BCG)



## Overview

The **Business Customer Gateway (BCG)** is the web portal designed for USPS Commercial Mailing & Shipping users. We are **redesigning the BCG** to develop a **world class** online experience for our customers

Customers can **Manage User Roles & Access to 40+ Services** through the BCG





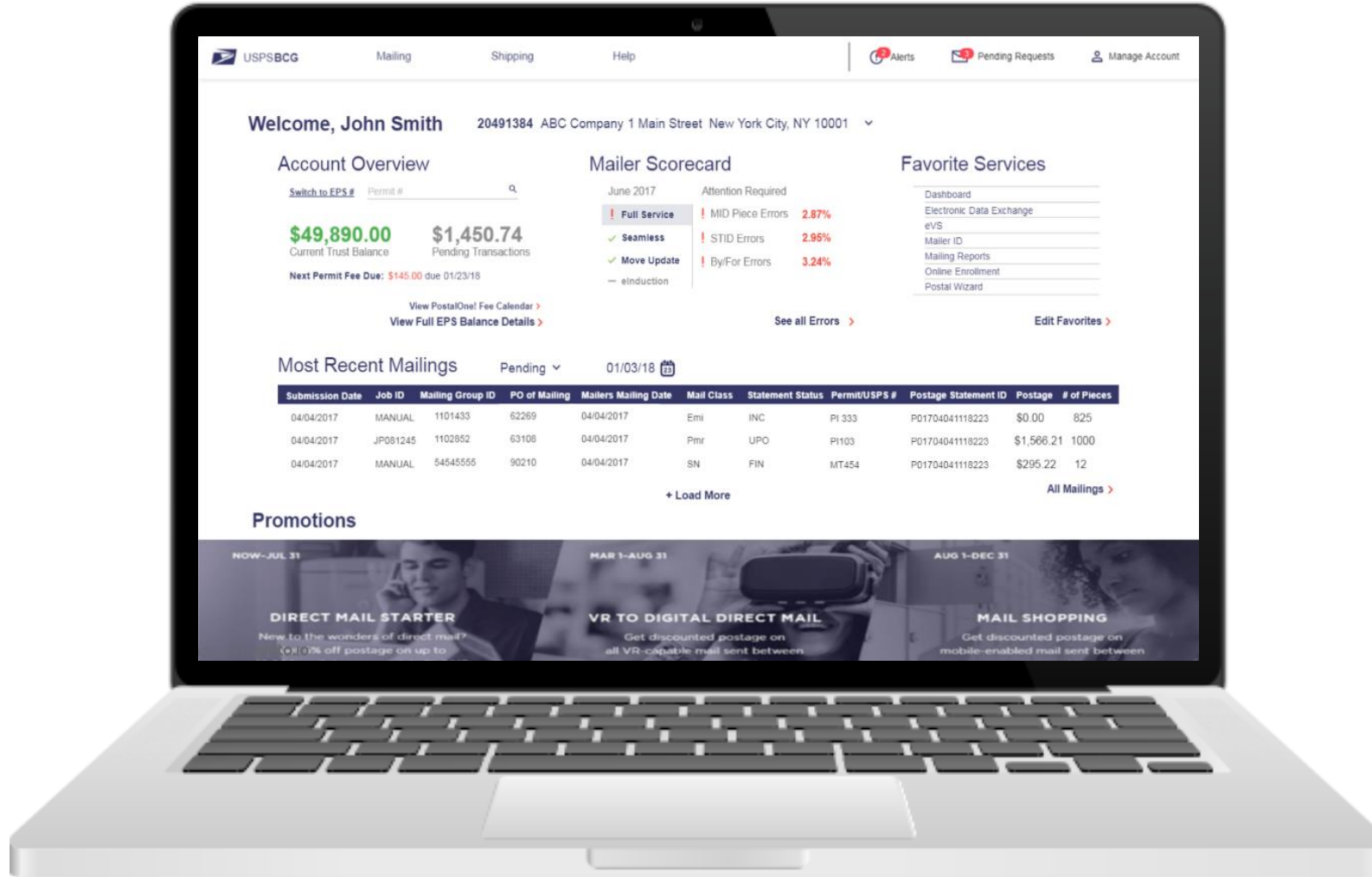
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# The New BCG

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# Business Customer Gateway (BCG)

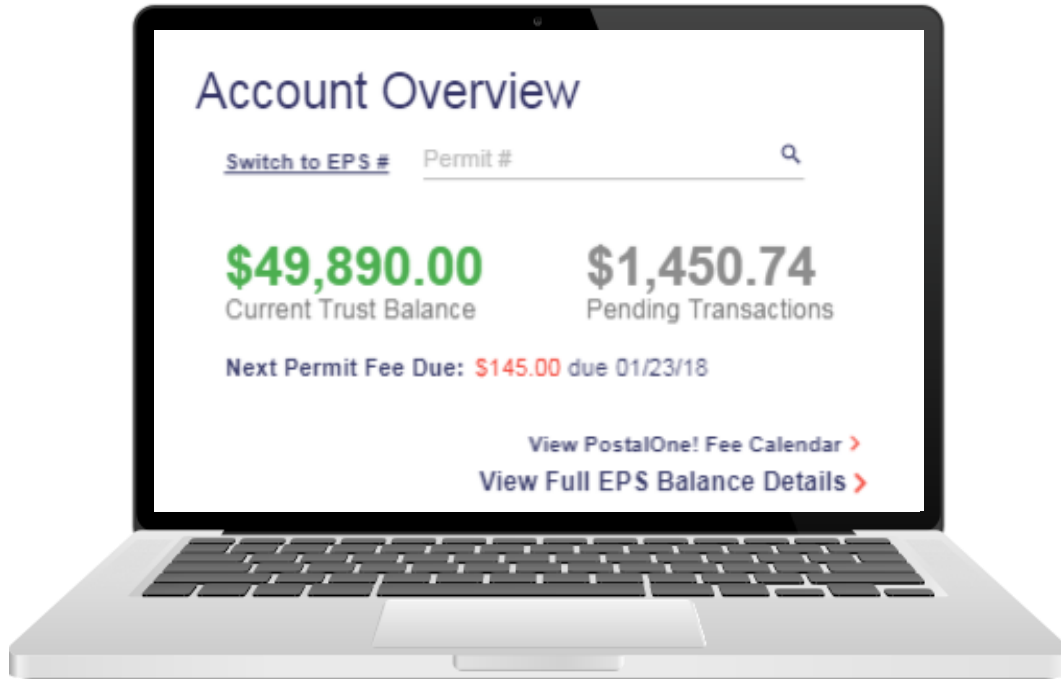




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# New BCG Tools

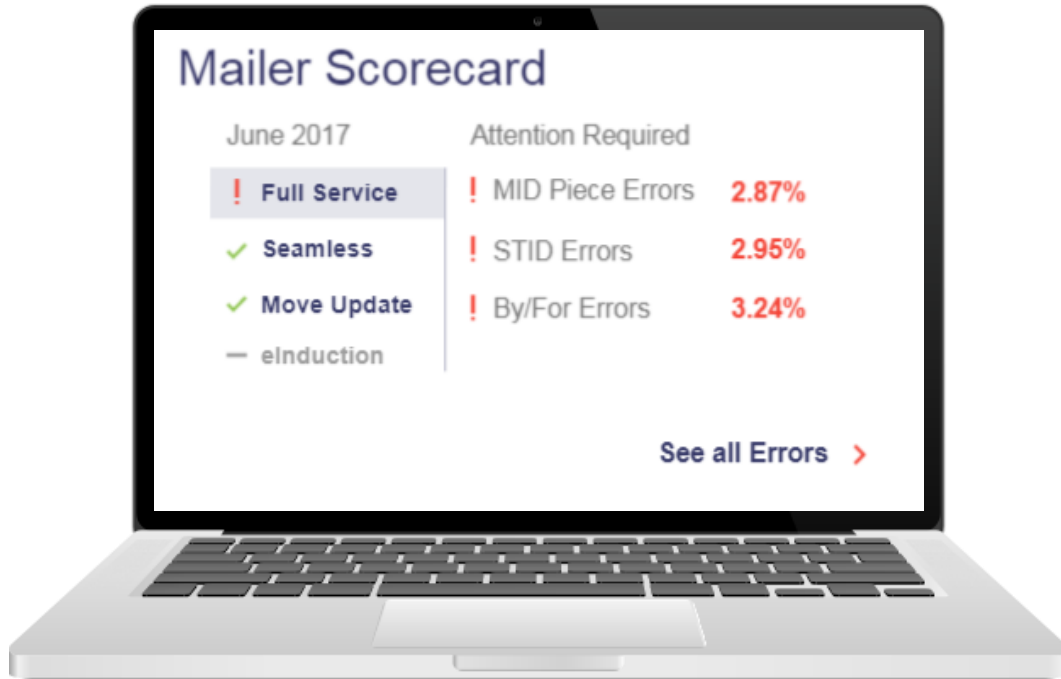
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## Account Overview

- ✓ Payment Information Consolidated
- ✓ View Your Balance
  - ✓ Search By Permit #
  - ✓ Search By EPA
- ✓ Permit Fee Alerts
- ✓ Access EPS & PostalOne!





## Mailer Scorecard

- ✓ Mailer Scorecard Overview
- ✓ See Your Top 4 Errors:
  - ✓ Full Service
  - ✓ Seamless
  - ✓ Move Update
  - ✓ eInduction
- ✓ eDoc Submitter, Mail Preparer and Mail Owner Views
- ✓ Quickly Access Your Full Scorecard



# Business Customer Gateway (BCG)



## Recent Mailings

Show

All Mailings

From Date

8/24/2019



Job ID	Mailing Group ID	Post Office of Mailing	Mailers Mailing Date	Submission Date	Mail Class	Statement Status	Permit #	Postage Statement ID	Postage	Volume
1000471	1235466	Alexandria, VA	10/28/2020	10/28/2020	First Class	Successful	1235466	1235466	\$10.20	102,354
1000471	1235466	Alexandria, VA	10/28/2020	10/28/2020	First Class	Successful	1235466	1235466	\$10.20	102,354
1000471	1235466	Alexandria, VA	10/28/2020	10/28/2020	First Class	Successful	1235466	1235466	\$10.20	102,354



View Recent Mailings



Search by Submission Date or Statement Status



Snapshot of The PostalOne! Dashboard



# Business Customer Gateway (BCG)



## Enhanced Account Management



### New User Management

- Enable BSAs to revoke and hide/unhide users from CRIDS



### General Fixes

- Less Postal jargon
- Bug fixes prevent timeout issues



# Business Customer Gateway (BCG)



## Phase 1



- New BCG User Interface & Style
- Streamlined Navigation To Services
- BCG Widgets
  - Enterprise Payment System
  - Mailer Scorecard
  - Recent Mailings (*PostalOne!* Dashboard)
- Account Management Enhancements



## Phase 2 (Planned)

- Additional BCG Widgets
  - Informed Delivery
  - Informed Visibility
  - Package Platform Scorecard
- Address Verification for CRID Creation
- Implementation of Task Team & Pilot Group Feedback

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The pilot phase will give customers the opportunity to test and provide feedback on the new BCG

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### Pilot Link

- A separate prototype link will be provided to testers
  - Pilot testers will still be able to access the old BCG
  - Pilot group availability is limited
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Pilot Launches  
**2019**

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## **Mailing & Shipping Solutions Center (MSSC)**





# Mailing & Shipping Solutions Center (MSSC)



## Here to Help

Our Mailing & Solutions Shipping Center is available.



Launched Nationwide  
on April 26<sup>th</sup>, 2019.

Our Number

1-877-672-0007

Our Hours

7:00AM – 7:00PM

Central Time



## We heard your concerns and developed a solution

- ✓ Superior software to track customer's issue
- ✓ Ticket numbers to track resolution
- ✓ Standardized answers
- ✓ A single phone number to get your questions answered
- ✓ Immediate call response
- ✓ We have a 96% overall satisfaction score and we have been improving monthly

## Key Performance Metrics



**96%**

of calls accepted within the 18 second SLA



**97%**

First Call Resolution



**96%**

Overall Customer Satisfaction (OSAT)



**81%**

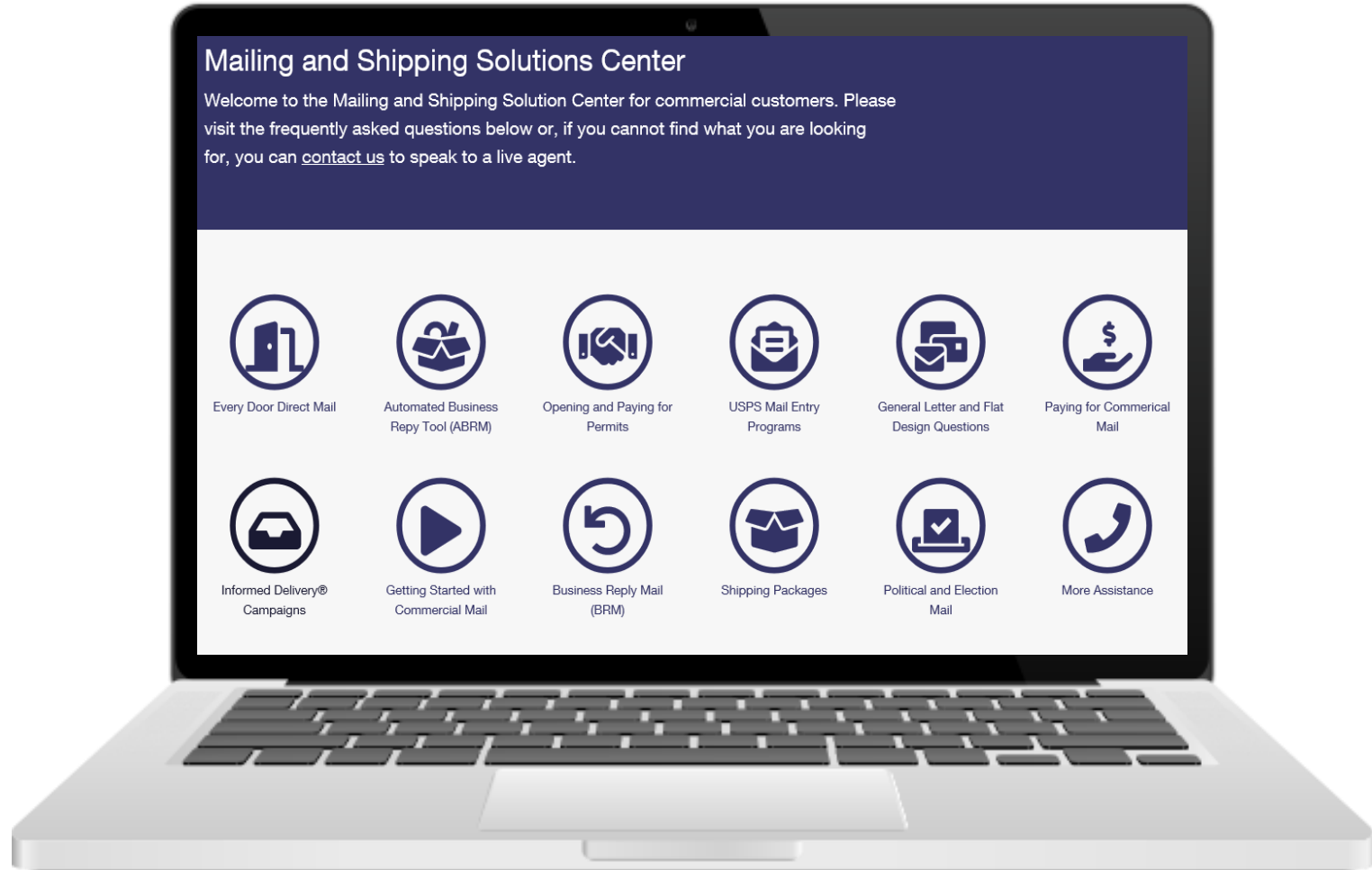
MSSC quality



# Mailing & Shipping Solutions Center (MSSC)



**We performed analytics** on the questions received by the MSSC to create a comprehensive MSSC knowledge base on **PostalPro** that provides quick answers to FAQs





# Seamless Acceptance



# Seamless Acceptance Overview



**69.9B** in FY19  
in Commercial Mail  
Volume



**26.8B, 41%** in FY19  
Commercial Mail  
Volume on Seamless



**459, 4.1%** in FY19  
CRIDS on Seamless



**Seamless Acceptance** is a mail acceptance process that **automates** the entry and verification of commercial mailings

Seamless Acceptance is designed for **Full-Service Mailers** participating in **eInduction**





# Seamless Acceptance – FRN



February 2019- USPS announces intent to file proposed Federal Register Notice (FRN) for Seamless Acceptance

April 2019- USPS pushed filing of proposed FRN to September 2019

September 2019- File updated proposed FRN

March 2019- Seamless focus group established based on heightened industry need

May- August 2019- USPS/industry developing solutions and updating -external materials based on seamless focus group



## Output of Seamless Focus Group

- Updated proposed FRN to extend dates for seamless requirement
- Development of simplified FAQs for industry support
- USPS evaluating visibility of account balances
- Evaluating the impact of sample weights for Periodicals pieces with ride-a-longs or enclosures



## Federal Register Notice – Proposed

- \*Anticipated posting by September 2019, 30 day comment period
- Seamless mandate for DMU's and 90% Full-Service BMEU entered
- Seamless Parallel by March 1, 2020
- Seamless by September 1, 2020
- Retirement of manual verifications for mailers submitting over 90% Full Service volume February 1, 2021
- Auto-finalization of Seamless postage statements even if permit fees are due for renewal



\*Pending outcomes of discussions



# Seamless Acceptance – How It Works



## Automates Entry & Verification

Verifications performed electronically reducing complexity



## Leverages Electronic Documentation (eDoc)

Seamless mailings are submitted using eDocs

## Leverages Intelligent Mail Barcodes (IMbs)

The unique IMb on all containers, trays, and pieces is used to determine if the piece has been paid for and paid for correctly



## Leverages Sampling & Scanning Data

Information collected from handheld sampling devices and scans from mail processing equipment used to standardize the verification process



# Seamless Acceptance Process



## 1. Mail Preparation

Prepare Mailings with unique Intelligent Barcodes (IMBs) and submit the eDoc to *PostalOne!*



## 2. Finalize Postage Statement

Automatically finalize postage statement before verification using *PostalOne!*



## 3. Mail Acceptance

Collect mailing information at the DMU or BMEU using handheld scanner



## 4. Mail Processing

Electronically collect mailing information using scans from Mail Processing Equipment (MPE)



## 5. Mail Verification

Compare sampling and MPE Scan data to eDoc information



## 6. Generate Reports

View reports and drill down for more detail anytime during the month

What to do

How it works

Benefit

Barcodes must be unique for 45 days. Mailers must submit all barcoded pieces in the eDoc for all mailings (including full-rate single-piece)

Postage statements are finalized by the *PostalOne!* system on the Mailing Date indicated within the eDoc, Permit balance checks are performed

Mailings are sampled using a handheld scanner to collect mailing characteristics that are not collected during mail processing

MPE scans the IMb and sends information about where the mailpiece was, when it was processed, and what operation it was run on to the Seamless Acceptance program

5 automated verifications are performed by utilizing Sample and MPE Scan data compared to eDOC to confirm postage was paid and paid correctly. Verifications are measured over a calendar month

Verification results are reported in the Mailer Scorecard and provides detailed error data across a calendar month

Allows for data driven verification

Allows for a longer mail production cycle and greater control over postage payment

Eliminates manual verifications and need for Special Postage Payment Systems (SPPS)

Mail Quality is measured across all volume over a calendar month vs Job Level

Allows for visibility throughout supply chain

Trend based data



# Seamless Acceptance Verifications & Thresholds



## Sampling Verifications

### General PAF



- Incorrect Postage
- Incorrect Weight

*Additional Postage Due = Total Monthly Postage Paid (eDoc Submitter) × (PAF - PAF Threshold)*

### Mail Characteristics PAF



- Ineligible Non-Profit
- Incorreced Process Category
- Incorrect Mail Class

*Additional Postage Due = Total Monthly Postage Paid (Mail Owner) × (PAF - PAF Threshold)*

## Census Verifications

### Delivery Point Validation



Delivery Point provided in eDoc is either invalid or contains generic zip +4 with an address that is not general delivery

### Nesting Sortation MPE



Piece Scanned is nested in a different tray or bundle than identified in eDoc

### Undocumented Pieces



Piece scanned is not associated with a valid eDoc submission over the past 45 days



# Sampling Verifications



## General PAF

1.05%

- Incorrect Postage
- Incorrect Weight

*Additional Postage Due = Total Monthly Postage Paid (eDoc Submitter) × (PAF - PAF Threshold)*

## Mail Characteristics PAF

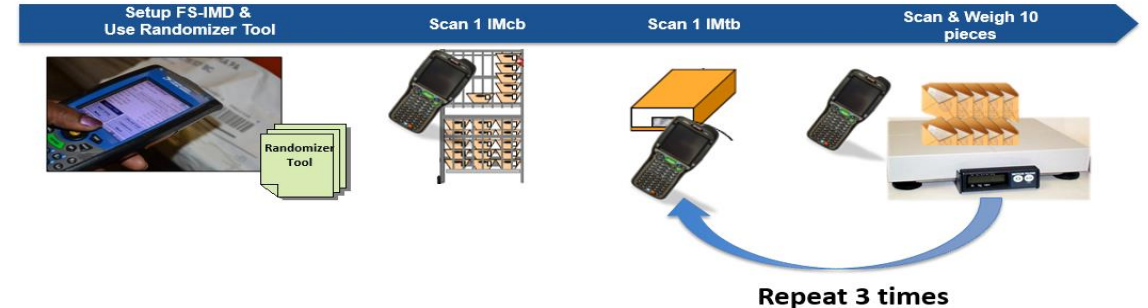
1.05%

- Ineligible Non-Profit
- Incorreced Process Category
- Incorrect Mail Class

*Additional Postage Due = Total Monthly Postage Paid (Mail Owner) × (PAF - PAF Threshold)*

## Sampling Process

- Sampling collects piece attributes that MPE cannot
- Random Samples collected throughout the month
- 1 Container, 3 Handling Unit, 30 pieces



## PAF Assessments – 3 Strike Rule

- Mailer must exceed PAF more than 3 times in a rolling 12 month period
- Mailer is assessed on the 4<sup>th</sup> month PAF is exceeded for only that months Sampling Errors
- Each PAF is evaluated separately

PAF assessments only issued when mailer has failed in three of the previous 12 calendar months

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Monthly PAF Threshold: 1.05	1.00	1.02	1.07	1.06	1.00	1.01	1.00	1.08	1.00	1.06	1.00	1.09
Assessment?										\$		\$





## Delivery Point Validation (DPV)

2.00%

Delivery Point provided in eDoc is either invalid or contains generic zip +4 with an address that is not general delivery

- eDOC Validation
- Validates the DPV (5, 9 or 11 digit) provided in eDOC is a valid



## Nesting Sortation MPE

1.00%

Pieces scanned by MPE are nested in a different tray or bundle than identified in eDoc

- Scans compared to eDOC Validation
- Validates pieces were paid for at the correct rate



## Undocumented Pieces

.30%

Pieces scanned by MPE are not associated to a finalized eDoc submitted within 45 days of the piece scan

- Scans compared to eDOC Validation
- Validates pieces are paid for





# Undocumented Mail Pieces



Any piece of mail with an IMb associated to a mailer's submitting CRID that is not submitted with Electronic Documentation (eDoc) will be recorded as **undocumented**

## Top 5 Causes & Resolutions for Undocumented Mail Pieces

Causes		Resolutions	
1	Submission of hard copy postage statements		Submit any mailpieces with IMbs via electronic documentation
2	Full-Service Postal Wizard statements that do not include a piece range and non full-service Postal Wizard Statements		Full-Service PW statements: include your piece range for IMbs. Non Full-Service: submit via Mail.dat or Mail.xml
3	Barcoded mailpieces not included in the electronic postage statement for single piece volume (permit imprint/metered)		Mail.dat and Mail.xml support the submission of single piece postage for permit imprint and metered
4	The mailer does not maintain original IMbs when correcting presort errors within eDoc		When adjusting eDoc, ensure to elect to maintain original IMbs in your software settings
5	Mailer incorrectly identifies pieces as spoiled/wasted in eDoc		Any pieces that were originally identified as wasted must be resubmitted in a new eDoc before being mailed



# Avoid Undocumented Mail Pieces

## Improve Your Processes

- Review data from research with internal teams
- Pinpoint gap areas that need improvement
- Implement improvement plan and document

## Be Proactive

- Monitor Mail Scorecard results DAILY
- Research issues even if they are below threshold
- Document and improve processes identified during research





# Seamless Parallel to Seamless Acceptance



	Seamless Parallel	Seamless Acceptance
Traditional Verification	Are performed	Are <b>NOT</b> performed
Seamless Acceptance Verifications	Are performed	Are performed
Postage	Seamless Acceptance Verifications do <b>NOT</b> result in additional Postage	Seamless acceptance verifications may result in additional postage
Auto-Finalization	Does <b>NOT</b> occur	Occurs

Mailers are moved into Seamless Acceptance after they have successfully maintained all mail quality measurements within the recommended threshold for error percentages for a minimum of one calendar month.



# Seamless Acceptance – Participation Criteria

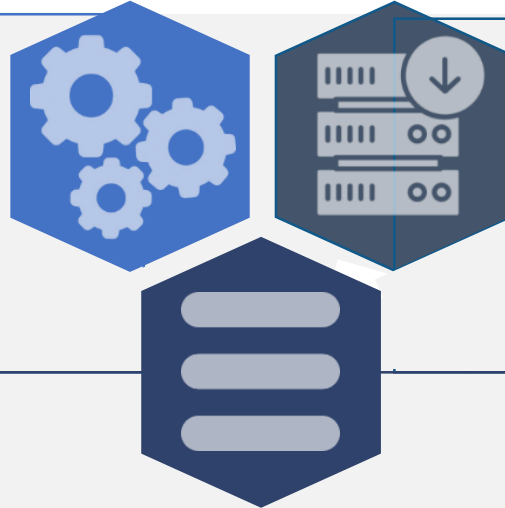


## Full-Service

## eInduction

### Mailers must participate in Full-Service

- Mailings must be submitted using eDoc
- All containers, trays, and pieces must contain a unique Intelligent Mail Barcode
- Piece data information must be submitted



### Mailers must participate in eInduction

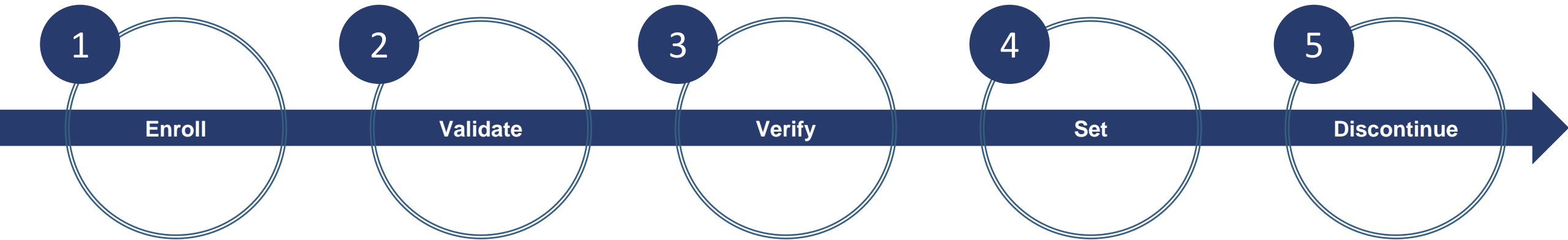
- Streamlined mail induction process
- More accurate mail preparation process
- Data-driven process enabling transparency and future improvements

## Seamless Parallel

Mailers participating in Seamless Acceptance are first moved into a **“Seamless Parallel”** process which allows both the USPS and the mailer time to evaluate mail quality, review and revise business processes, and address any software issues



# Seamless Acceptance Onboarding Process



Enroll in Seamless Parallel by requesting through BMS/BME employee.

The Postal Service employee will set individual CRID(s) to Seamless Parallel after validating enrollment criteria is met.

Mailer is below all Seamless Acceptance thresholds for one calendar month.

The Postal Service employee will set CRID to Seamless before the end of the month prior to start date.

All traditional verifications will be discontinued on the 1st of the effective month.



# Seamless Acceptance Program Benefits



- ✓ Longer production cycle
  - Later acceptance times (local discretion)
  - Reduced reliance on acceptance employee staffing times
- ✓ Mailer control over postage statement finalization and mail release
- ✓ Trend-based monitoring of mail quality
- ✓ Consistency of verifications across types of mail preparation (removal of traditional verifications)
- ✓ Removal of SPSS agreement document retention requirements





# Questions

