

# Payment, Acceptance and Education

Pritha Mehra



February 2018

# AGENDA

- Track
  - [Periodicals](#)
  - [Packages](#)
  - [Marketing Mail](#)
  - [First Class](#)

# PERIODICALS TRACK AGENDA

- MTAC Action Items
- Pulse Action Items
- Enterprise Payment
- PostalPro
- Nesting Sampling
- CPP Process
- Polybag Update
- MDA Approval
- Integrated Help Desk

# ACTION ITEMS: PERIODICALS

Topic	Action Item	Response
CPP	Evaluate CPP solutions based on October and November data: Measure number of containers finalized after Mailer Scorecard closeout when production began in previous month	See slide
CPP	Review Advertising Percentage and Piece Weight changes from estimated to actual	See slide
Payment Modernization	Develop a list of RSS locations to make deposit to EPS and post on PostalPro	List of RSS locations posted 12/8/2017 on PostalPro ( <a href="https://postalpro.usps.com/EPS/RetailLocations">https://postalpro.usps.com/EPS/RetailLocations</a> ) – deposits not accepted at non-RSS locations
Payment Modernization	Determine posting time for check capture	RSS deposits post in near real-time; mobile check capture deposits will post with ACH credit electronic transfers in 1-2 hours
Payment Modernization	Conduct check capture pilot test at both RSS and non-RSS sites	Pilot planning in progress – see slide on test plan for details
Payment Modernization	Update EPOBOL payment status in billing report in real time	Fix deployed 1/25/2018 – see slide for details

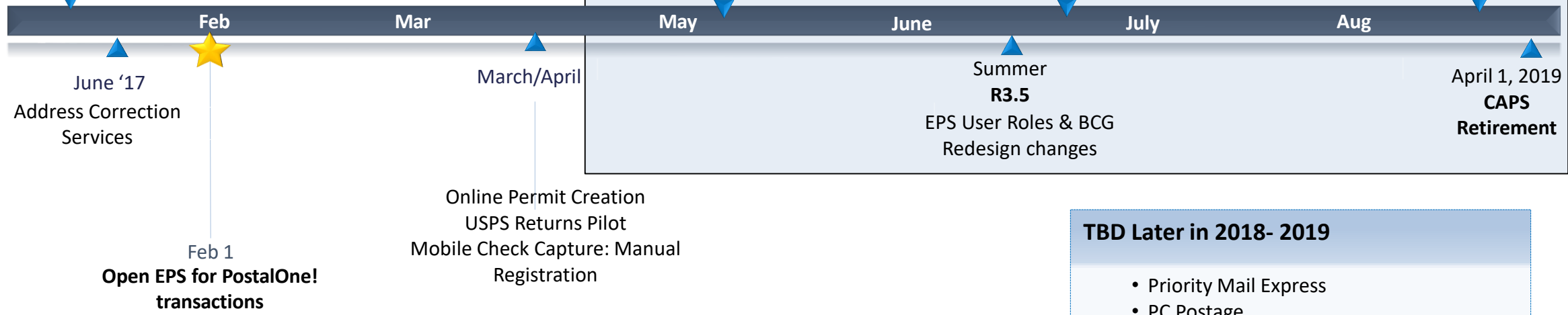
# PULSE ITEMS: PERIODICALS

Topic	Action Item	Response
PayMod	Inability to transfer funds between MSP and Mail Owner accounts	See slide.
PayMod	When will check capture be available?	Pilot scheduled to begin in April with industry volunteers
PayMod	How many MSPs participated in the pilot?	17 MSPs participated in the pilot
PayMod	No model for data distribution model	EPS data will be available through Informed Visibility (IV)
PayMod	Concern expressed regarding sunseting workgroup	After Workgroup 173 is sunset, information will continue to be shared through UG11.
PayMod	Industry requests a lookup tool to determine if Mail Owners have transitioned to EPS	MSPs may log into the BCG > Manage Account > Customer Validation Tool and input the Permit Number, Permit Type, and location to view the Mail Owner's account information
PayMod	Request for Roadmap of enhancements and future functionality	Timeline in slide
PayMod	What is the plan with historical data in the transition from CAPS to EPS? Will the data be visible on EPS?	Historical data will not be transitioned to EPS. Once the CAPS Permits have been linked to EPS and the CAPS account is closed, mailers will have access to the reports through WebCAPS for 12 months.
PayMod	Concern expressed about mail being delayed if there are issues in postage payment in the transition from CAPS to EPS. How is the process being set up to prevent issues?	Mailers currently using the system have had no issues. Escalate any issues to the PostalOne! Helpdesk.
PayMod	When a mailer is implementing EPS, what is the escalation path to get issues resolved immediately?	Mailers should contact the PostalOne! Helpdesk.
PayMod	Mailers would like to choose a box number when setting up a new PO Box through EPS	This change will be implemented in July 2018.
Other	Can USPS make mailpiece images available for research purposes when there is an issue detected like Undocumented, DPV, or Move Update	We are researching a solution for provisioning images.

# Enterprise Payment – Next Steps

**Enterprise Payment System (EPS)  
available now for *PostalOne!*  
transactions for all users**

PO Boxes Online  
Oct 16



**Proposed Scope & Timeline**

ePOBOL True Up  
Summer R3.4

IV-Payment (Push) Reports  
Summer

StampsNow/  
VPO/CPU via CPS  
(Commercial Postal Store)  
R4.0  
August

June

Summer R3.5  
EPS User Roles & BCG  
Redesign changes

April 1, 2019  
CAPS  
Retirement

- TBD Later in 2018- 2019**
- Priority Mail Express
  - PC Postage
  - Package Intercept
  - Pick up on Demand
  - Click-n-Ship Business Pro
  - Premium Forwarding Service Commercial
  - Commercial Packages
  - SMS Text Notification

The following documents are available on PostalPro for reference:

- Enterprise Payment System – Account Creation Fact Sheet
- Enterprise Payment FAQs

# BCG/EPS Roles

Roles within EPS define access to EPS components

## Core Services – All Users

- Click N Ship Business Pro
- Customer/Supplier Agreements (CSAs)
- Electronic Verification Service (eVS)
- Every Door Direct Mail
- Incentive Programs
- Mailer ID
- Online Enrollment
- Parcel Data Exchange (PDX)
- Parcel Return Service (PRS)
- Premium Forwarding Service Commercial
- Scan Based Payment (SBP)
- Schedule A Mailing Appointment (FAST)
- USPS Package Intercept
- Manage Mailing Activity
  - Balance & Fees
  - Dashboard
  - Electronic Data Exchange
  - Mailing Reports
  - Manage Permits
  - Postal Wizard

## Independent Services

- Approved Shipper
- Audit Mailing Activity (PostalOne!)
- Automated Business Reply Mail
- Bulk Indemnity Claims
- Business Service Network (BSN) eService
- Customer Label Distribution System (CLDS)
- **Enterprise Payment System (EPS)**
- Enterprise PO Boxes Online
- Informed Visibility
- Intelligent Mail Services
- Intelligent Mail Small Business Tool (IMsb)
- Logistics Condition Reporting System (LCRS)
- Mail Transport Equipment Ordering System (MTEOR)
- Manage APIs
- Official Mail Shipping Labels
- Pickup On Demand (PUOD)
- Print & Delivery Shipping Label
- Share Mail
- Simplified Data Exchange
- Track & Confirm
- USPS Tracking
- Verification Assessment Evaluator (PostalOne!)

## Enterprise Payment System Roles

- Administrator
  - Must be BSA/Delegate
  - Access to all EPS features including manage users
- Payment Manager
  - Must be BSA/Delegate
  - Access to all EPS features *except* manage users
- Subscriber
  - User
  - Access limited to read only reports

# Enterprise Payment Migration - FAQ

## Mail Service Providers transfers and deposits to Mail Owner accounts

Scenario	EPS Solution
<ul style="list-style-type: none"><li>• MSPs will be unable to transfer between their EPS account to the Mail Owner's EPS account when there are insufficient funds for a mailing</li><li>• Currently, if the MSP has insufficient funds in their non-EPS accounts, they are able to have the BMEU transfer from their non-EPS account to the Mail Owner's non-EPS account to cover the mailing</li><li>• The BMEU is unable to facilitate this transfer between EPS accounts</li></ul>	<ul style="list-style-type: none"><li>• Transfers: Mail Owners may grant Administrator or Payment Manager access to MSPs</li></ul> <p>Deposits:</p> <ul style="list-style-type: none"><li>• FedWire &amp; ACH Credit – MSP enters Mail Owner's USPS bank account routing number and USPS account number with Mail Owner's EPS account number as the last 10 digits</li><li>• Retail Deposit – MSP uses Mail Owner's EPS account number to deposit cash, check, money order at any retail location</li><li>• Mobile Check Deposit (pilot March 2018) – MSP requests authorization to use Wells Fargo CEO app and inputs Mail Owner EPS Account</li></ul> <p><i>Note: EPS Account owner is liable for any return check fees and negative balances regardless of who deposits the check</i></p>



# Enterprise Payment Migration - FAQs

**Mailers migrating to EPS typically have questions about permit linkage and deposits. A complete list of FAQs is available on PostalPro.**

What happens if all of my permits are not linked to the EPS? For example, 2 accounts are not linked, but 5 are.

- *Permits linked to EPS will use the EPS account for payment. Permits still linked to CAPS, local trust, etc. will continue to use that account for payments.*
- *If you do open an EPS account, the money left in your CAPS account will not migrate to EPS until the last CAPS permit has been linked to EPS*

Do pre-cancelled stamps need to be linked to an EPA?

- *Yes, you will need to link your pre-cancelled permit to EPS*

I have multiple EPAs and one CAPS account. I am linking my permits to two separate EPAs, but permits are coming from the same CAPS account. When I link the last permit to EPS, how does CAPS know where to put the balance of the CAPS funds?

- *The last permit linked will get the balance of CAPS funds. From here, you can transfer the money between permits as necessary*

When does an ACH Debit get processed from my EPS account?

- *ACH Debit purchase amounts are aggregated for a total amount that is sent out to the customer's bank at the end of each day*

**To escalate issues as they arise, mailers should open a ticket with the PostalOne! Helpdesk and contact their BMS or BMS Analyst.**

# Enterprise Payment - EPOBOL

## EPOBOL Updates - Deployed 1/25

Reported Problem	EPS Solution
<ul style="list-style-type: none"><li>• Users are unable to use the “Close &amp; Refund” feature to close a box for the following month without terminating the current month’s service</li></ul>	<ul style="list-style-type: none"><li>• Customers are allowed to close a box on any given day</li><li>• Customers who close a box prior to the payment due date may elect to have continued service through the end of the current month</li></ul>
<ul style="list-style-type: none"><li>• Users are unable to use the “Close &amp; Refund” feature to close more than one box at the same time</li></ul>	<ul style="list-style-type: none"><li>• The “Close &amp; Refund” feature supports both single and multiple closures at the same time</li></ul>
<ul style="list-style-type: none"><li>• Users are unable to cancel “Close &amp; Refund” requests</li></ul>	<ul style="list-style-type: none"><li>• Customers may cancel a request up until the last day of the term</li></ul>
<ul style="list-style-type: none"><li>• The Billing Report does not provide the monthly total renewal amount in real-time, so users are unable to see how much has been paid in the current month</li></ul>	<ul style="list-style-type: none"><li>• The Billing Report:<ul style="list-style-type: none"><li>• May be run at any time during the month</li><li>• Displays add/delete boxes at any time</li><li>• Total amount due displays the exact renewal amount at any period of the current month</li><li>• Displays new or linked boxes</li><li>• Does not display closed boxes</li></ul></li></ul>

# Enterprise Payment - EPOBOL

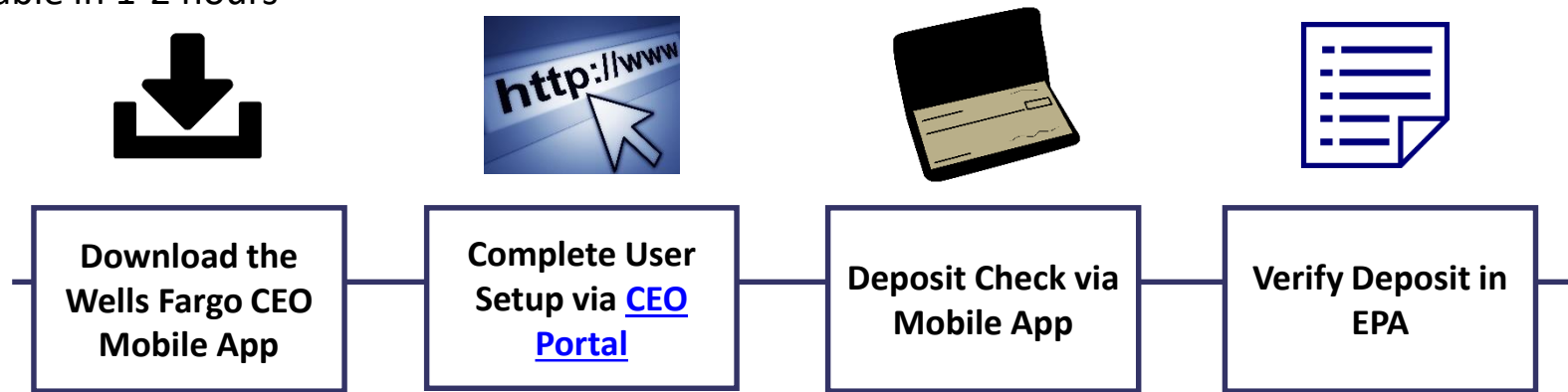
## EPOBOL – Consolidating Payment Dates – Deployment TBD

Reported Problem	EPS Solution
<ul style="list-style-type: none"><li>• Users open boxes at different times, resulting in different payment due dates for each box</li><li>• Users would prefer a single payment date for all boxes</li></ul>	<ul style="list-style-type: none"><li>• Users may elect to consolidate all payment due dates to a single date</li><li>• USPS will allow users to pay for the months remaining to ensure revenue is collected when moving to a single renewal date</li></ul>

# Mobile Check Deposit – Coming Soon

## With Mobile Check Deposit, customers are able to fund Trust Accounts using a mobile device

- Convenient, deposit check from home (or wherever you are)
- Save time by not having to go to the Post Office to Deposit Money
- Make deposits 24/7
- Money is available in 1-2 hours



## Pilot Test Plan

- USPS will validate each of the scenarios below with pilot participants before national roll-out
  - Wells Fargo CEO App Registration
  - New EPS Account Activated
  - Trust Primary Payment Method
  - Deposit into EPS Account of Mailer/Client

# Mail Owner Lookup

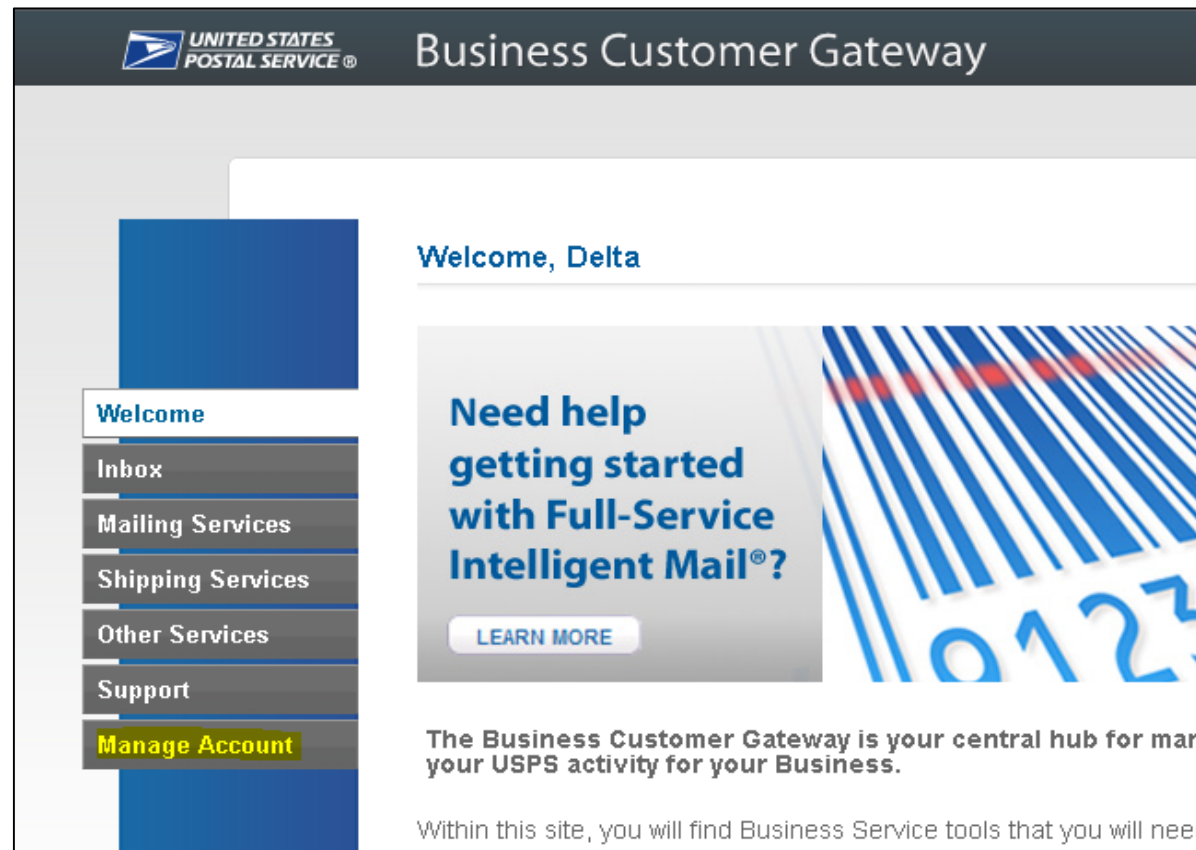
**In order to deposit into an account, users must know the EPS Account Number of the target account.**

**Users may access the Customer Validation Tool to determine unknown Account Numbers.**

1. Log into the Business Customer Gateway
2. Select Manage Account from the left menu
3. Select Customer Validation Tool (Located under MSP section)
4. Select “Permit Information” Report and provide required input fields
5. Account Number is displayed on the results page

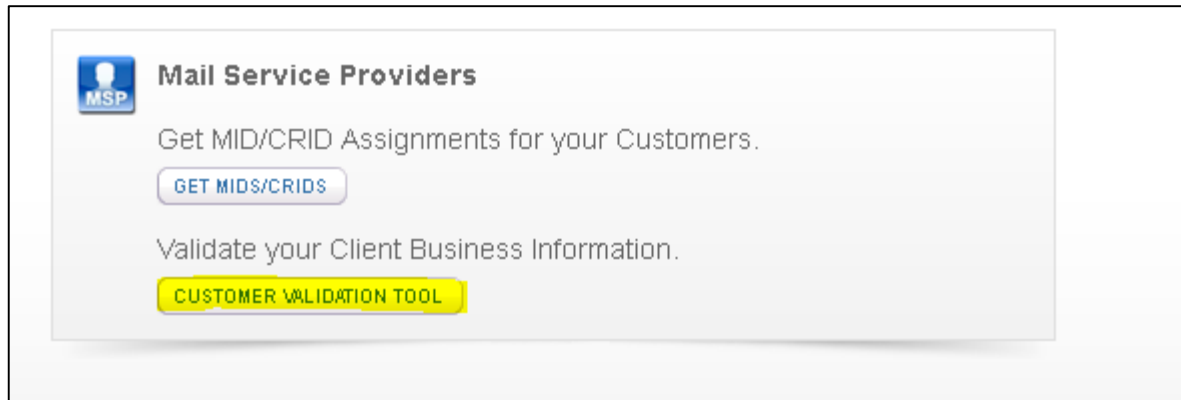
# Mail Owner Lookup

1. Log into the Business Customer Gateway
2. Select Manage Account from the left menu



# Mail Owner Lookup

## 3. Select Customer Validation Tool (Located under MSP section)



## 4. Select “Permit Information” Report and provide required input fields

The screenshot shows the "Customer Validation Tool" form. It has a blue header with the title "Customer Validation Tool". Below the header, there is a paragraph: "This tool is intended to provide Mail Service Providers with a way to validate Mail Owner information. To begin, select a customer identifier from the dropdown below." Below this paragraph is a dropdown menu with "Permit Information" selected. A note below the dropdown states: "\* indicates a required field." The form contains several input fields: "Permit Number:" with a text input field and a red asterisk; "Permit Type:" with a dropdown menu showing "-Select One-" and a red asterisk; "Search By:" with two radio buttons, "City/State" (unselected) and "ZIP Code" (selected); and "ZIP Code where Permit is Held:" with two text input fields separated by a hyphen, both with red asterisks. At the bottom of the form are two buttons: "Search" and "Reset".

# Mail Owner Lookup

5. Account Number is displayed on the result page

Permit Information Search Results	
<b>Account Number:</b>	1000000803
<b>Permit Number:</b>	406
<b>Permit Type:</b>	PI
<b>ZIP Code where Permit is Held:</b>	24022-9998
<b>Permit Status:</b>	ACTIVE
<b>CRID:</b>	94612307 (Permit Linked)
<b>Company Name:</b>	LADYTEE LIP GLOSSES
<b>Urbanization Code:</b>	
<b>Address Line 1:</b>	1968 LEO LANE
<b>Address Line 2:</b>	
<b>Address Line 3:</b>	
<b>City:</b>	ROANOKE
<b>State/Province:</b>	VA
<b>ZIPCode/PostalCode:</b>	24001-9998
<b>Country:</b>	UNITED STATES



## EPS Open Line

**USPS will be holding weekly webinars on Enterprise Payment for mailers with questions on transitioning from CAPS to EPS**

- To be held each Tuesday at 1PM EST, beginning on 3/6

# Informed Visibility (IV) – Payment

## EPS Data Distribution through Informed Visibility will be available Summer 2018

- Customers may subscribe to have data pushed to their Secure FTP (SFTP) server or available for online download
- Customers may select the following, based on their preferences

Category	Preference Options
File Format	<ul style="list-style-type: none"><li>• Delimited</li><li>• JSON</li></ul>
Target	<ul style="list-style-type: none"><li>• Define SFTP Location</li><li>• Select online download option</li></ul>
Source Frequency	<ul style="list-style-type: none"><li>• Define the quantity of data in each batch</li><li>• Daily, Weekly, Monthly</li></ul>
Frequency	<ul style="list-style-type: none"><li>• Define how often you would like to receive the data</li><li>• Can be every minute to every 31 days</li></ul>
Email Notifications	<ul style="list-style-type: none"><li>• User may create list of contacts to be notified when new data is posted/available for download</li></ul>

# Informed Visibility (IV) – Payment

The data elements below will be available for each of the following groups: Transaction, Mailing Details, Return Details, PO Box Details, Address Quality Details

## Transaction

- ❖ Transaction ID
- ❖ Transaction Date
- ❖ Transaction Type
- ❖ Transaction Amount
- ❖ Description
- ❖ Detail
- ❖ Original Transaction ID
- ❖ EPS Account Number
- ❖ EPS Account Nickname
- ❖ Business Location
- ❖ Payment Method
- ❖ Payment Method Nickname

## Mailing Details

- ❖ Job ID
- ❖ eDoc Mailing Date
- ❖ Postage Statement Mailing Date
- ❖ Mail Arrival Date
- ❖ PostalOne Transaction ID
- ❖ Customer Reference ID
- ❖ User License Code
- ❖ Mail Class
- ❖ Number of Pieces
- ❖ Number of Copies
- ❖ Spoilage
- ❖ Product Number
- ❖ Product Type
- ❖ Refund Type
- ❖ Refund Reason
- ❖ Refund Comment
- ❖ CAPS Account
- ❖ CAPS Account Name
- ❖ Customer National Account Number
- ❖ Customer Name
- ❖ Reversed Transaction Type

## Return Details

- ❖ Mail Class Code
- ❖ Mailer ID
- ❖ Base SKU
- ❖ Package Scan Group ID
- ❖ PIC
- ❖ Service Type Code

## PO Box Details

- ❖ Box City
- ❖ Box State
- ❖ Box Number
- ❖ Box Zip
- ❖ Box Size
- ❖ Box Renewal Date

## Address Quality Details

- ❖ NCSC Customer Number
- ❖ NCSC Product
- ❖ NCSC Order Reference Number

# Informed Visibility (IV) – Payment

## IV – Payment will enable data delegation for users

- The Admin/Payment Manager will grant access to another CRID that must also have an IV account.
  - The user creating the delegation will be able to control the type or data the CRID has access to, as well as the fields that the CRID may include in their data requests.
- The CRID that has been delegated to will set up the frequency, destinations, and other preferences.

# PostalPro Update

## Site Performance

- Adam Collinson met with USPS development team and identified performance issues.
- Caching improvements were deployed on 1/19.
- Additional server upgrades were made on 2/15.
- Testing is showing quicker loading times. We are following up with Adam for further testing.

## Search Function

- The issue with the Google search displaying third party URLs was resolved on 2/16.

## Network Connectivity Notification

- Temporary notification added to PostalPro on 1/23 to alert users of a network connectivity issue impacting several USPS applications.
- Notification referred users to the contingency plans hosted on PostalPro.
- Notifications will be tested on the development site and viewed on a mobile device before placing any notifications on the production site.

# Sampling

## USPS performed two kinds of sampling – Seamless & Nesting Sampling.

	Seamless Sampling	Nesting Sampling
Eligible Mailings	<ul style="list-style-type: none"> <li>Seamless mailings</li> </ul>	<ul style="list-style-type: none"> <li>Agnostic to Seamless status</li> <li>Performed at sites with potential service performance issues</li> </ul>
Reason for Sample	<ul style="list-style-type: none"> <li>Seamless sampling is necessary to verify attributes that will not be collected during automated mail processing</li> <li>Verify piece weight, postage, mail characteristic, barcode quality</li> </ul>	<ul style="list-style-type: none"> <li>Nesting sampling (tray to container) performed to validate the trays are nested on the correct container</li> </ul>
Frequency/ Sample Selection	<ul style="list-style-type: none"> <li>DMU – DMU dashboard displays how many samples must be performed</li> <li>BMEU – prompted at the clearance placard portion of a statement</li> <li>Randomizer tool used to select which containers</li> <li>Samples selected are job agnostic</li> </ul>	<ul style="list-style-type: none"> <li>12 containers sampled per day</li> <li>Randomizer Tool used to select containers</li> <li>Samples selected are job agnostic</li> </ul>
Invoice	<ul style="list-style-type: none"> <li>Seamless mailers</li> </ul>	<ul style="list-style-type: none"> <li>Nesting Sampling warnings are never invoiceable</li> </ul>

# Sampling – Mailer Scorecard

All Sampling results are visible on the Seamless tab of the Mailer Scorecard

- Seamless results displayed on the scorecard for non-Seamless mailers are for information only

Seamless Sampling Results

Nesting Sampling Results

Mailer Profile		Verifications		
Electronic Verification		eInduction	Seamless	SPM Exclusions
● # Metrics		○ # Trending	○ % Metrics	○ % Trending
<b>Seamless</b>				
Data displayed for a Seamless Parallel or non-Seamless CRID is informational only				
<b>eDoc Submitter</b>	<b>Total</b>	<b>20548194</b>		
		<a href="#">Mailer One</a>		
CRID Seamless Status	N/A	Seamless		
# Seamless Acceptance Jobs	276	276		
# Containers processed for Seamless validations	3,698	3,698		
# Handling Units processed for Seamless validations	153,238	153,238		
# Pieces processed for Seamless validations	24,921,956	24,921,956		
# Seamless Acceptance Jobs not Auto-Finalized	--	--		
# Seamless Documented Piece Scans	23,912,255	23,912,255		
# Adjusted Seamless Documented Piece Scans	21,554,652	21,554,652		
# Scanned Pieces Associated to eDoc	23,837,136	23,837,136		
# Undocumented Pieces	205	205		
Additional Postage Due (Undocumented Pieces) - Info Only	--	--		
# Nesting/ Sortation Piece Errors (MPE)	5,876	5,876		
# Delivery Point Piece Errors	449	449		
<b>Sampling Verifications</b>				
# Containers Sampled	11	11		
# Handling Units Sampled	277	277		
# Pieces Sampled	2,964	2,964		
General PAF	N/A	--		
# Weight Piece Errors	--	--		
# Postage Piece Errors	2	2		
Mail Characteristic PAF	N/A	--		
# Mail Characteristic Piece Errors	--	--		
Total Additional Postage Due (Seamless) - Info Only	--	--		
# Barcode Quality Piece Warnings	2	2		
<b>Nesting Sampling Validations - Info Only</b>				
# Containers Sampled for Nesting Validations	524	524		
# Handling Units Sampled for Nesting Validations	10,907	10,907		
# Pieces Sampled for Nesting Validations	--	--		
# Nesting/ Sortation Container Warnings	1	1		
# Nesting/ Sortation Handling Unit Warnings	47	47		
# Nesting/ Sortation Piece Warnings	N/A	N/A		

# Nesting Verification - Sampling

**Sampling is performed on containers (including Seamless) to determine the root cause of low Service Measurement scores**

Using handheld scanners, the clerk scans the 99M container placard, then each tray label (12 containers per day)

Warnings are logged:

- If the tray to container nesting does not match the nesting in eDoc (Warning Code 731)
- If the tray to container nesting does not match the nesting in eDoc, AND the sampled container was not found in eDoc (Warning Code 10)
- If the tray to container nesting does not match the nesting in eDoc, AND the container listed in eDoc is scanned in the same sample (Warning Code 689)





# Nesting Verification - Sampling

## Scanner Verification Process

- A random selection process has been implemented for container selection
  - Utilizing a new Nesting Sampling Randomizer Tool
    - Provide times and number of containers to sample
    - Based on 1-hour time windows
- The number of containers to be sampled has been standardized based to provide a statistically valid sample size
  - 12 containers will be sampled per day at each site
  - The outward facing tray labels on each side of the container will be scanned for sampling (minimum of 3 sides)
- Results available on Seamless tab of Mailer Scorecard

Nesting Sampling Validations - Info Only		
# Containers Sampled for Nesting Validations	524	524
# Handling Units Sampled for Nesting Validations	10,907	10,907
# Pieces Sampled for Nesting Validations	--	--
# Nesting/ Sortation Container Warnings	1	1
# Nesting/ Sortation Handling Unit Warnings	47	47
# Nesting/ Sortation Piece Warnings	N/A	N/A

# Nesting Verification - Sampling

## Root Cause Analysis

- Mailer Quality Control
  - Mailer did not have a QC process in place to verify accuracy of completed containers.
  - MLOCR mailer did not have signage to ensure containers were placed in the same location each day. Multiple containers at each runout and they were placed in different positions each day. Signage was added to improve quality.
- Not following CSA
  - Mailer making separations that are not included in the current active CSA
- Containers not in eDoc
  - Even though these may not be nesting errors – we have identified multiple MLOCR mailers that are not physically linking all of their containers into the eDoc.

# Sealing Trucks – Seamless

## **USPS will eliminate the process of sealing trucks on April 1.**

- Seamless site listing will be provided to USPS transportation
- BMEU Communications - USPS will conduct webinars to educate employees of the change
- USPS staff will continue to perform sampling at the DMU
- USPS-transported volume must be on induction prior to removing the observing the loading and sealing of USPS-transported trucks

# Existing CPP Process



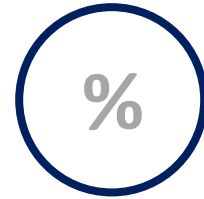
**Mailer - Submit "Preliminary" eDoc**



**Mailer - Submit "Ready to Pay" eDoc**



**Clerk - Verify and update stage to "FPP"**



**Mailer - Update Advertising Percentage**



**Mailer - Create Payment Request**



**System Updates stage to "FIN"**

- Advertising Percentage worksheets are not easy to use
- No supported eDoc update after FPP status



1. Submit eDoc with Container Status of P or blank to generate Qualification report and Estimated (EST) postage statement

2. Submit eDoc with Container Status of R to generate Postage statement in UPD

3. *Optionally* the Clerk makes updates to the USPS-verified weights on the edition-weight worksheet(s)

4. The Clerk verifies the statement and finalizes

5. The containers are sent to induction and SASP

6. The publisher or preparer updates the advertising % worksheet while statement is in FPP status

7. Publisher makes Payment Request indicating the date to deduct funds from their CAPS Account

8. At the requested date or after 28 days (if there is no payment request), the system bills the postage

- Edition-weight worksheets are not editable by the mailer
- Weights are not editable after FPP

*Container Entry (spans large time window)*

# Mail.dat Specification – Polybags

***PostalOne!* will be updated to support Mail.dat version 18-1 Periodicals mailings with polybags on March 25<sup>th</sup>**

- Polybags are used to combine multiple publications in the same mailing wrapper and presented as one addressed piece. This process reduces the per-piece charge.
- Mail.dat .pqt Combo-pack ID for Polybag identification
  - New data field in .pqt “Combo-Pack ID” to identify publications grouped together in polybags (6 character element)
  - Change allows PostalOne! to interpret two or more Periodicals publications as separate components in a single Mail Piece Unit
  - When the same .pqt Combo-Pack ID is used for a group of unique .pqt records (Job ID, CQT DB ID, Package ID), those records in PQT will be defined as one polybag type (grouping)
  - The uniquely identified polybag type can then be re-used to replicate the same makeup of polybag in one or more bundles.

# Mail.dat Specification – Polybags

**PostalOne! will implement the following validations in support of the polybag feature**

Error Code	Mail.dat Client Error Message	Action
4819	The .mpu Mail Piece Unit - Rate Type field must contain B = Bound Printed Matter when the .mpu Mail Piece Unit - Class field is populated with 4 = Pkg Services and the .seg Class Defining Preparation field is populated with 6=Std/Bound Printed Matter/Periodicals Co-Mailings.	Populate the .mpu Mail Piece Unit - Rate Type field with B when the .mpu Mail Piece Unit - Class field is populated with 4 and the .seg Class Defining Preparation field is populated with 6.
4820	.seg Class Defining Preparation of 6 = Std/Periodical Co-Mailings is not allowed when the .pqt Combo-Pack ID is populated.	Do not populate .pqt Combo-Pack ID.
4821	Populating .csm Included In Other Documentation is not allowed when the .pqt Combo-Pack ID is populated.	Do not populate .csm Included In Other Documentation when .pqt Combo-Pack ID is populated.
4822	When the .pqt Combo-Pack ID is populated for .mpu Mail Piece Unit - Class of 2 = Periodicals or 5 = Per Pending, each Mail Piece Unit ID must only be associated with multiple Component IDs within the .mcr file when those components are not Periodicals or are Periodicals with .cpt Component - Rate Type H = Per Ride-Along and Z - Included, part of host postage.	Update .mpu Mail Piece Unit ID.
4823	When the .pqt Combo-Pack ID is populated for .mpu Mail Piece Unit - Class of 2 = Periodicals, each .mpu Mail Piece Unit ID must only have one .mpa USPS Publication Number.	Update .mpa USPS Publication Number.
4825	When the .pqt Combo-Pack ID is populated for .mpu Mail Piece Unit - Class of 2 = Periodicals or 5 = Per Pending, the .pqt Number of Pieces must be greater than or equal to 1 only on the CQT Database ID which has the highest .cpt Component - Periodical Ad Percentage and has .cpt Component - Rate Type of R = Regular.	Update .pqt Number of Pieces.

# MDA Approval of Piece Design

## Future state of mailpiece evaluations:

- ServiceNow ticket number will be assigned to every Card, Letter and Flat-size automation-compatibility evaluation conducted by Mailpiece Design Analysts
- This number will be made available to customers via email and on formal USPS Letterhead, and referenced by acceptance employees using the USPS ServiceNow Knowledge Base feature when mailings are presented at the acceptance unit
- The goal is to eliminate discrepancies at the time of acceptance after a mailer has received a mailpiece evaluation response from the MDA Customer Service Help Desk
- Field training for MDAs and BMEU acceptance personnel will start May 1st and end June 1st. Deployment processes will begin June 4th, using a phased approach for each Area

# Integrated Help Desk

## Overview

- Strategic support for commercial mailers
  - Enhanced customer experience
  - Standardized answers through body of knowledge
  - Multiple contact methods: 800 number & standard email
- Concept pilot launched October 2017 in:
  - Capital Metro: Capitol District
  - Eastern: Northern Ohio
  - Great Lakes: Lakeland
  - Northeast: Northern New England
  - Pacific: San Diego
  - Southern: Dallas
  - Western: Northland

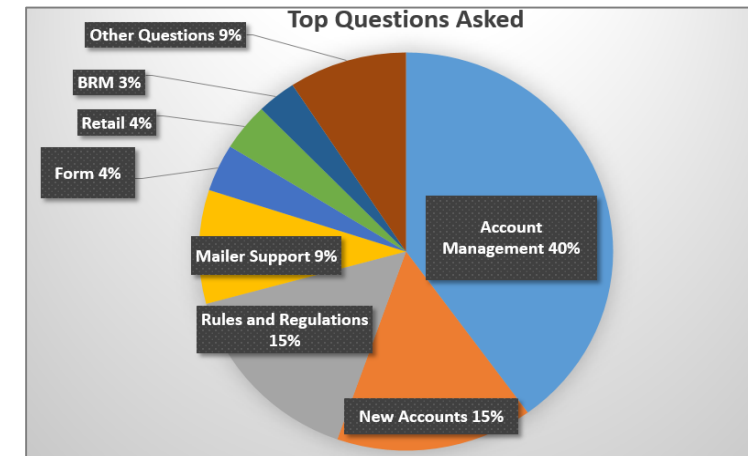
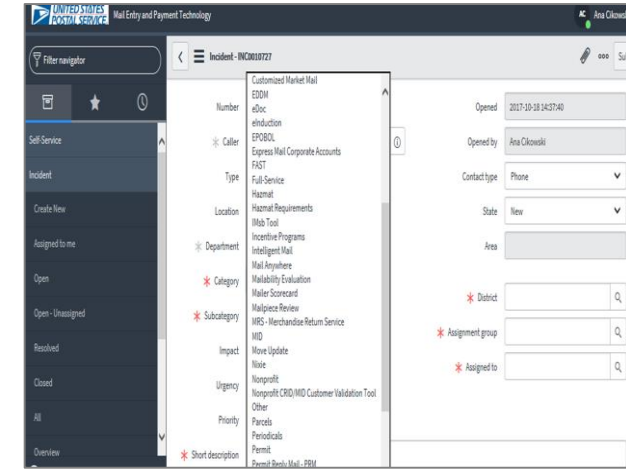




# Integrated Help Desk

## Offerings

- Centralized tracking method for customer inquiries
  - Unique ticket number
  - Date and Time ticket opened/closed
  - Specific issue, question or concern captured and categorized
- Ability to identify trends
  - Reports provide visibility
  - Analytics uncover opportunities
- Identify automated and non-automated solutions to enhance customer experience



# Integrated Help Desk

## Automated Solutions

- Identify gaps in the current online solutions and make improvements
- Develop FAQs to commonly asked questions
- Create a ChatBot to generate answers and provide seamless transition to a live agent needed
- Redesign BCG to incorporate common questions asked



# PACKAGES TRACK AGENDA

- MTAC Action Items
- Pulse Action Items
- Enterprise Payment
- Package Platform
- eVS
- Remove/Transfer Mailer IDs
- PostalPro
- Integrated Help Desk

# ACTION ITEMS: PACKAGES

Topic	Action Item	Response
Unused Label Refunds	Add version number of Shipping Services File supported for the refund process	Version number of SSF 1.6 or higher added to <i>Publication 205</i> , see section 4.3.15. Communicated in User Group 2 meetings.
Unused Label Refunds	Engage mailers to participate in new online refund process once it is deployed & present test results at the next MTAC	Process will be deployed on 2/25. Five mailers have volunteered to participate and are engaging with the eVS team weekly in preparation.
Unused Label Refunds	Communicate new refund process for Unused Labels to package mailers via Industry Alert and email outreach	USPS communicated new refund process via Fact Sheet and FAQs Industry alert sent on 1/5/2018.
Unused Label Refunds	In the online method when a validation fails, be it within the file uploaded or the list of PICs entered by the mailer, USPS needs to provide the specific PIC(s) that failed validation and the reason in addition to a summary count	Online method will display all formatting errors including reasons for errors for each PIC or EFN at submission. See slide
Unused Label Refunds	Provide a timeline for the refund process to include when it needs to be submitted, how far back do we look, how long does it take to complete evaluation, when can they expect the results of the evaluation, and how long does it take to receive payment?	Submission should be (60) days after the date of mailing. Look back 60 days. Refund evaluation can take up to 14 days. Results can be found in unused label report in PO! for each PIC approved and denied of refund. Payment sent to CAPS account within 15 days after outcome.
eVS PAF	Communicate eVS categories of the Post Stratification process with User Group 2: Onshore vs. Offshore across products and how they apply, along with sampling frequency	Communicated Post Strat Onshore and Offshore with User Group 2.
Remove/Transfer MIDs	MID/CRID Workgroup 184 to develop recommendations on “delinking” and report to User Group 2	Interim process for Removal of MID added to <i>Publication 205</i> , see <i>MIDs financial responsibility under eVS Participation and Appendix D-1</i> . Longer term solution is currently being evaluated.

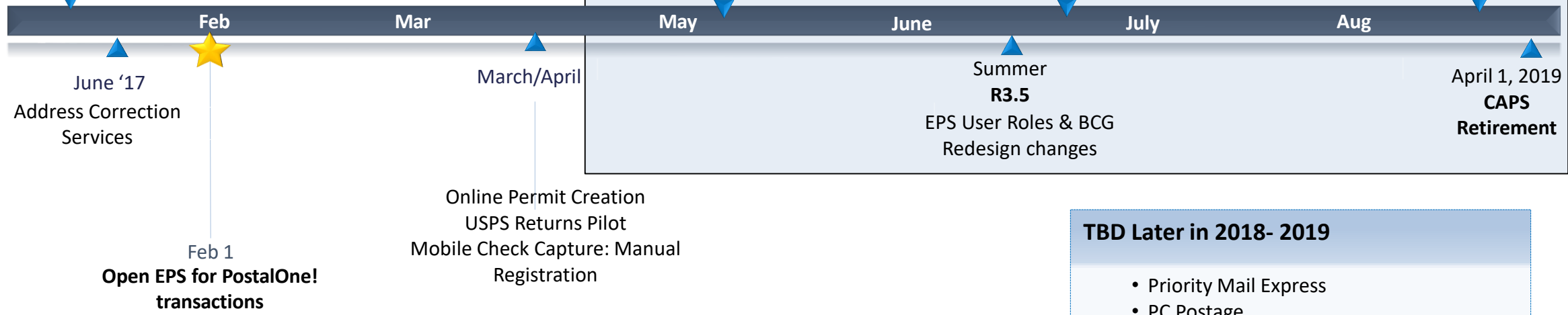
# PULSE ITEMS: PACKAGES

Topic	Action Item	Response
Price Change	Issue – PSLW prices were not loaded into eVS until 1/24	Impacted two customers, issue was resolved individually
eVS	Sampling of errors – USPS performs spur-of-the-moment sampling on an unusual amount of pieces that force a PAF that would not otherwise occur	USPS is performing sampling according to rules and guidelines provided to field Operations. Customers may appeal scenarios in which a single container may have adversely impacted PAF.
eVS	Concern that APO/FPO ZIP is being considered offshore in PAF stratification	See slide
eVS	Concern that Stratification was implemented without an FRN and notification has been limited to MTAC participants, not the industry as a whole. Industry recommends that assessments be determined by the lowest overall cost to the shipper.	USPS is not currently pursuing a FRN for post-stratification. For any concerns, please contact eVS.
eVS	Communicate eVS categories of Post Stratification – onshore vs. offshore across all products and how they apply, along with sampling frequency	See slide
Remove/ Transfer Mailer IDs	Delinking process is restrictive (90 days of nonuse followed by a year of monitoring). How will USPS be engaged in the process?	eVS HQ Team will engage the Customer on our weekly calls to ensure the delinking process is being adhered to according to Publication 205

# Enterprise Payment – Next Steps

**Enterprise Payment System (EPS)  
available now for *PostalOne!*  
transactions for all users**

PO Boxes Online  
Oct 16



**Proposed Scope & Timeline**

ePOBOL True Up  
Summer R3.4

IV-Payment (Push) Reports  
Summer

StampsNow/  
VPO/CPU via CPS  
(Commercial Postal Store)  
R4.0  
August

June

Summer R3.5  
EPS User Roles & BCG  
Redesign changes

April 1, 2019  
CAPS  
Retirement

- TBD Later in 2018- 2019**
- Priority Mail Express
  - PC Postage
  - Package Intercept
  - Pick up on Demand
  - Click-n-Ship Business Pro
  - Premium Forwarding Service Commercial
  - Commercial Packages
  - SMS Text Notification

The following documents are available on PostalPro for reference:

- Enterprise Payment System – Account Creation Fact Sheet
- Enterprise Payment FAQs

# BCG/EPS Roles

Roles within EPS define access to EPS components

## Core Services – All Users

- Click N Ship Business Pro
- Customer/Supplier Agreements (CSAs)
- Electronic Verification Service (eVS)
- Every Door Direct Mail
- Incentive Programs
- Mailer ID
- Online Enrollment
- Parcel Data Exchange (PDX)
- Parcel Return Service (PRS)
- Premium Forwarding Service Commercial
- Scan Based Payment (SBP)
- Schedule A Mailing Appointment (FAST)
- USPS Package Intercept
- Manage Mailing Activity
  - Balance & Fees
  - Dashboard
  - Electronic Data Exchange
  - Mailing Reports
  - Manage Permits
  - Postal Wizard

## Independent Services

- Approved Shipper
- Audit Mailing Activity (PostalOne!)
- Automated Business Reply Mail
- Bulk Indemnity Claims
- Business Service Network (BSN) eService
- Customer Label Distribution System (CLDS)
- **Enterprise Payment System (EPS)**
- Enterprise PO Boxes Online
- Informed Visibility
- Intelligent Mail Services
- Intelligent Mail Small Business Tool (IMsb)
- Logistics Condition Reporting System (LCRS)
- Mail Transport Equipment Ordering System (MTEOR)
- Manage APIs
- Official Mail Shipping Labels
- Pickup On Demand (PUOD)
- Print & Delivery Shipping Label
- Share Mail
- Simplified Data Exchange
- Track & Confirm
- USPS Tracking
- Verification Assessment Evaluator (PostalOne!)

## Enterprise Payment System Roles

- Administrator
  - Must be BSA/Delegate
  - Access to all EPS features including manage users
- Payment Manager
  - Must be BSA/Delegate
  - Access to all EPS features *except* manage users
- Subscriber
  - User
  - Access limited to read only reports

# Enterprise Payment Migration - FAQ

## Mail Service Providers transfers and deposits to Mail Owner accounts

Scenario	EPS Solution
<ul style="list-style-type: none"><li>• MSPs will be unable to transfer between their EPS account to the Mail Owner's EPS account when there are insufficient funds for a mailing</li><li>• Currently, if the MSP has insufficient funds in their non-EPS accounts, they are able to have the BMEU transfer from their non-EPS account to the Mail Owner's non-EPS account to cover the mailing</li><li>• The BMEU is unable to facilitate this transfer between EPS accounts</li></ul>	<ul style="list-style-type: none"><li>• Transfers: Mail Owners may grant Administrator or Payment Manager access to MSPs</li></ul> <p>Deposits:</p> <ul style="list-style-type: none"><li>• FedWire &amp; ACH Credit – MSP enters Mail Owner's USPS bank account routing number and USPS account number with Mail Owner's EPS account number as the last 10 digits</li><li>• Retail Deposit – MSP uses Mail Owner's EPS account number to deposit cash, check, money order at any retail location</li><li>• Mobile Check Deposit (pilot March 2018) – MSP requests authorization to use Wells Fargo CEO app and inputs Mail Owner EPS Account</li></ul> <p><i>Note: EPS Account owner is liable for any return check fees and negative balances regardless of who deposits the check</i></p>



# Enterprise Payment Migration - FAQs

**Mailers migrating to EPS typically have questions about permit linkage and deposits. A complete list of FAQs is available on PostalPro.**

What happens if all of my permits are not linked to the EPS? For example, 2 accounts are not linked, but 5 are.

- *Permits linked to EPS will use the EPS account for payment. Permits still linked to CAPS, local trust, etc. will continue to use that account for payments.*
- *If you do open an EPS account, the money left in your CAPS account will not migrate to EPS until the last CAPS permit has been linked to EPS*

Do pre-cancelled stamps need to be linked to an EPA?

- *Yes, you will need to link your pre-cancelled permit to EPS*

I have multiple EPAs and one CAPS account. I am linking my permits to two separate EPAs, but permits are coming from the same CAPS account. When I link the last permit to EPS, how does CAPS know where to put the balance of the CAPS funds?

- *The last permit linked will get the balance of CAPS funds. From here, you can transfer the money between permits as necessary*

When does an ACH Debit get processed from my EPS account?

- *ACH Debit purchase amounts are aggregated for a total amount that is sent out to the customer's bank at the end of each day*

**To escalate issues as they arise, mailers should open a ticket with the PostalOne! Helpdesk and contact their BMS or BMS Analyst.**

# Enterprise Payment - EPOBOL

## EPOBOL Updates - Deployed 1/25

Reported Problem	EPS Solution
<ul style="list-style-type: none"><li>• Users are unable to use the “Close &amp; Refund” feature to close a box for the following month without terminating the current month’s service</li></ul>	<ul style="list-style-type: none"><li>• Customers are allowed to close a box on any given day</li><li>• Customers who close a box prior to the payment due date may elect to have continued service through the end of the current month</li></ul>
<ul style="list-style-type: none"><li>• Users are unable to use the “Close &amp; Refund” feature to close more than one box at the same time</li></ul>	<ul style="list-style-type: none"><li>• The “Close &amp; Refund” feature supports both single and multiple closures at the same time</li></ul>
<ul style="list-style-type: none"><li>• Users are unable to cancel “Close &amp; Refund” requests</li></ul>	<ul style="list-style-type: none"><li>• Customers may cancel a request up until the last day of the term</li></ul>
<ul style="list-style-type: none"><li>• The Billing Report does not provide the monthly total renewal amount in real-time, so users are unable to see how much has been paid in the current month</li></ul>	<ul style="list-style-type: none"><li>• The Billing Report:<ul style="list-style-type: none"><li>• May be run at any time during the month</li><li>• Displays add/delete boxes at any time</li><li>• Total amount due displays the exact renewal amount at any period of the current month</li><li>• Displays new or linked boxes</li><li>• Does not display closed boxes</li></ul></li></ul>

# Enterprise Payment - EPOBOL

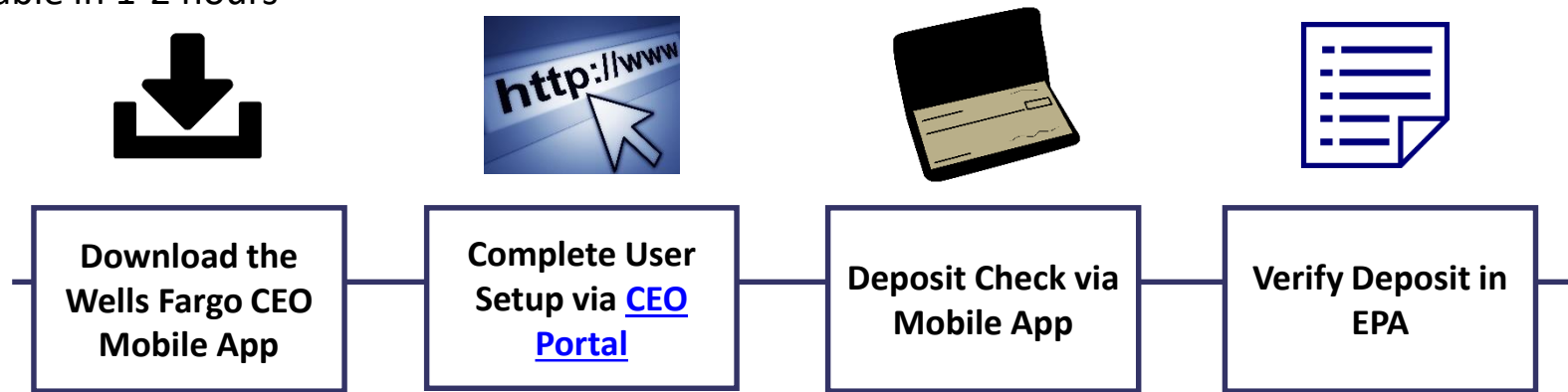
## EPOBOL – Consolidating Payment Dates – Deployment TBD

Reported Problem	EPS Solution
<ul style="list-style-type: none"><li>• Users open boxes at different times, resulting in different payment due dates for each box</li><li>• Users would prefer a single payment date for all boxes</li></ul>	<ul style="list-style-type: none"><li>• Users may elect to consolidate all payment due dates to a single date</li><li>• USPS will allow users to pay for the months remaining to ensure revenue is collected when moving to a single renewal date</li></ul>

# Mobile Check Deposit – Coming Soon

## With Mobile Check Deposit, customers are able to fund Trust Accounts using a mobile device

- Convenient, deposit check from home (or wherever you are)
- Save time by not having to go to the Post Office to Deposit Money
- Make deposits 24/7
- Money is available in 1-2 hours



## Pilot Test Plan

- USPS will validate each of the scenarios below with pilot participants before national roll-out
  - Wells Fargo CEO App Registration
  - New EPS Account Activated
  - Trust Primary Payment Method
  - Deposit into EPS Account of Mailer/Client

# Mail Owner Lookup

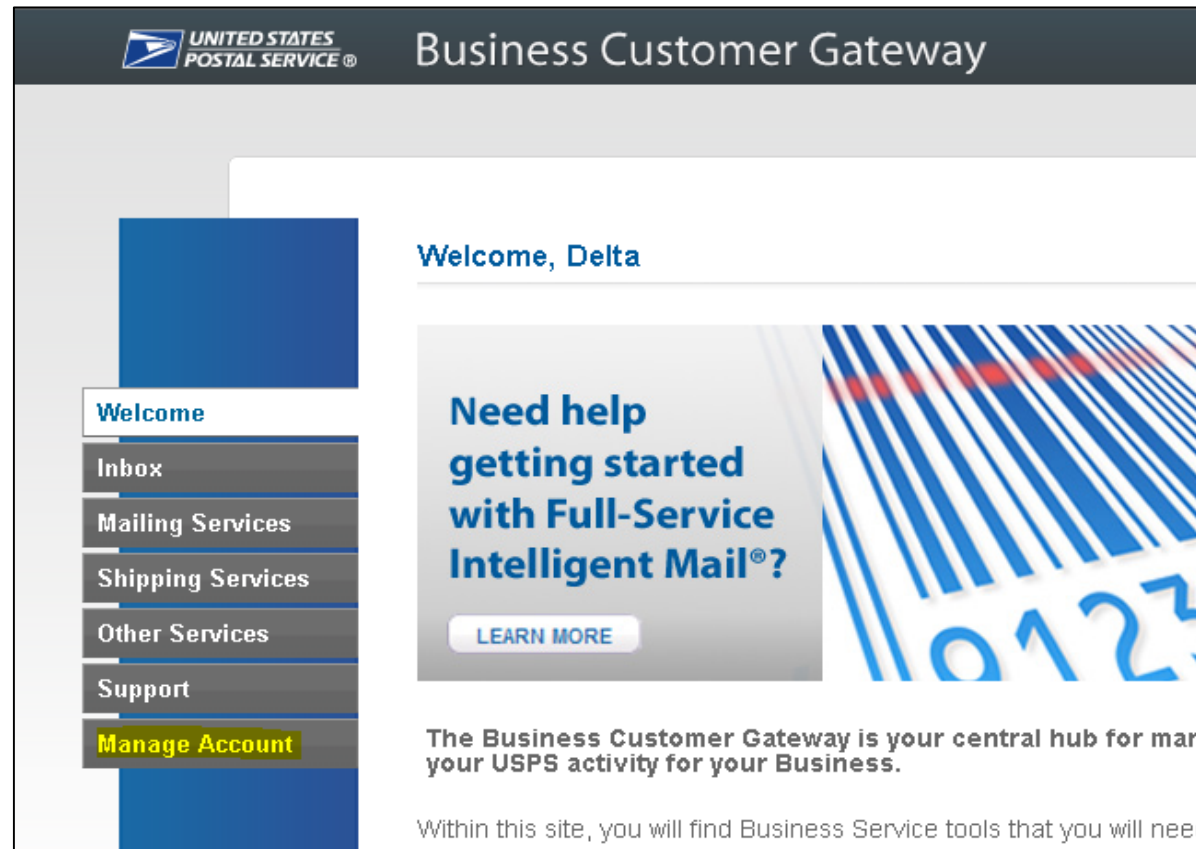
**In order to deposit into an account, users must know the EPS Account Number of the target account.**

**Users may access the Customer Validation Tool to determine unknown Account Numbers.**

1. Log into the Business Customer Gateway
2. Select Manage Account from the left menu
3. Select Customer Validation Tool (Located under MSP section)
4. Select “Permit Information” Report and provide required input fields
5. Account Number is displayed on the results page

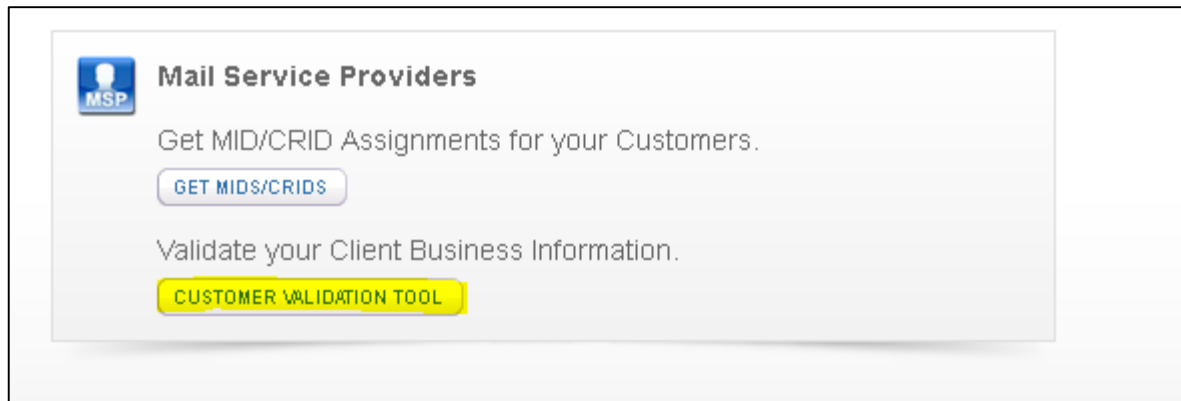
# Mail Owner Lookup

1. Log into the Business Customer Gateway
2. Select Manage Account from the left menu

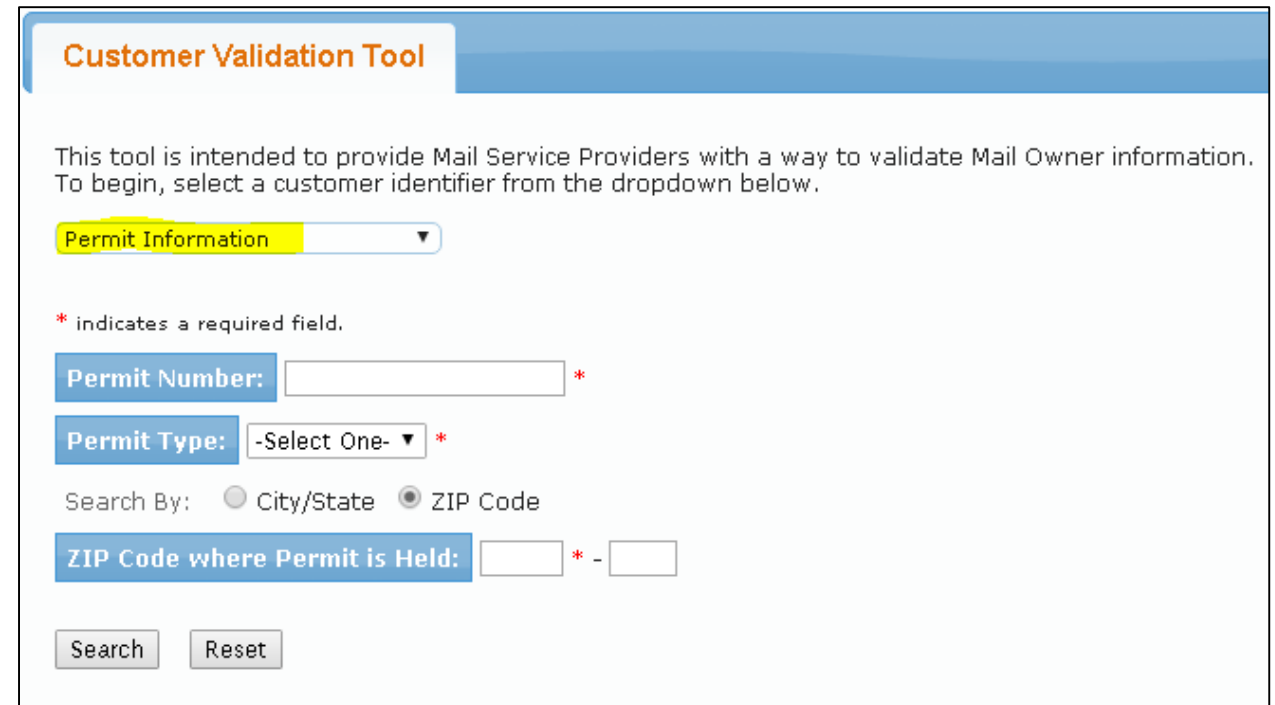


# Mail Owner Lookup

## 3. Select Customer Validation Tool (Located under MSP section)



## 4. Select “Permit Information” Report and provide required input fields



The screenshot displays the "Customer Validation Tool" form. It includes a title bar, a description of the tool's purpose, and a dropdown menu for "Permit Information" which is highlighted in yellow. Below the dropdown, a note states "\* indicates a required field." The form contains several input fields: "Permit Number:" with a text box and a red asterisk; "Permit Type:" with a dropdown menu set to "-Select One-" and a red asterisk; "Search By:" with radio buttons for "City/State" and "ZIP Code", where "ZIP Code" is selected; and "ZIP Code where Permit is Held:" with two text boxes separated by a hyphen, both with red asterisks. At the bottom, there are "Search" and "Reset" buttons.

# Mail Owner Lookup

5. Account Number is displayed on the result page

Permit Information Search Results	
<b>Account Number:</b>	1000000803
<b>Permit Number:</b>	406
<b>Permit Type:</b>	PI
<b>ZIP Code where Permit is Held:</b>	24022-9998
<b>Permit Status:</b>	ACTIVE
<b>CRID:</b>	94612307 (Permit Linked)
<b>Company Name:</b>	LADYTEE LIP GLOSSES
<b>Urbanization Code:</b>	
<b>Address Line 1:</b>	1968 LEO LANE
<b>Address Line 2:</b>	
<b>Address Line 3:</b>	
<b>City:</b>	ROANOKE
<b>State/Province:</b>	VA
<b>ZIPCode/PostalCode:</b>	24001-9998
<b>Country:</b>	UNITED STATES



## EPS Open Line

**USPS will be holding weekly webinars on Enterprise Payment for mailers with questions on transitioning from CAPS to EPS**

- To be held each Tuesday at 1PM EST, beginning on 3/6

# Informed Visibility (IV) – Payment

## EPS Data Distribution through Informed Visibility will be available Summer 2018

- Customers may subscribe to have data pushed to their Secure FTP (SFTP) server or available for online download
- Customers may select the following, based on their preferences

Category	Preference Options
File Format	<ul style="list-style-type: none"><li>• Delimited</li><li>• JSON</li></ul>
Target	<ul style="list-style-type: none"><li>• Define SFTP Location</li><li>• Select online download option</li></ul>
Source Frequency	<ul style="list-style-type: none"><li>• Define the quantity of data in each batch</li><li>• Daily, Weekly, Monthly</li></ul>
Frequency	<ul style="list-style-type: none"><li>• Define how often you would like to receive the data</li><li>• Can be every minute to every 31 days</li></ul>
Email Notifications	<ul style="list-style-type: none"><li>• User may create list of contacts to be notified when new data is posted/available for download</li></ul>

# Informed Visibility (IV) – Payment

The data elements below will be available for each of the following groups: Transaction, Mailing Details, Return Details, PO Box Details, Address Quality Details

## Transaction

- ❖ Transaction ID
- ❖ Transaction Date
- ❖ Transaction Type
- ❖ Transaction Amount
- ❖ Description
- ❖ Detail
- ❖ Original Transaction ID
- ❖ EPS Account Number
- ❖ EPS Account Nickname
- ❖ Business Location
- ❖ Payment Method
- ❖ Payment Method Nickname

## Mailing Details

- ❖ Job ID
- ❖ eDoc Mailing Date
- ❖ Postage Statement Mailing Date
- ❖ Mail Arrival Date
- ❖ PostalOne Transaction ID
- ❖ Customer Reference ID
- ❖ User License Code
- ❖ Mail Class
- ❖ Number of Pieces
- ❖ Number of Copies
- ❖ Spoilage
- ❖ Product Number
- ❖ Product Type
- ❖ Refund Type
- ❖ Refund Reason
- ❖ Refund Comment
- ❖ CAPS Account
- ❖ CAPS Account Name
- ❖ Customer National Account Number
- ❖ Customer Name
- ❖ Reversed Transaction Type

## Return Details

- ❖ Mail Class Code
- ❖ Mailer ID
- ❖ Base SKU
- ❖ Package Scan Group ID
- ❖ PIC
- ❖ Service Type Code

## PO Box Details

- ❖ Box City
- ❖ Box State
- ❖ Box Number
- ❖ Box Zip
- ❖ Box Size
- ❖ Box Renewal Date

## Address Quality Details

- ❖ NCSC Customer Number
- ❖ NCSC Product
- ❖ NCSC Order Reference Number

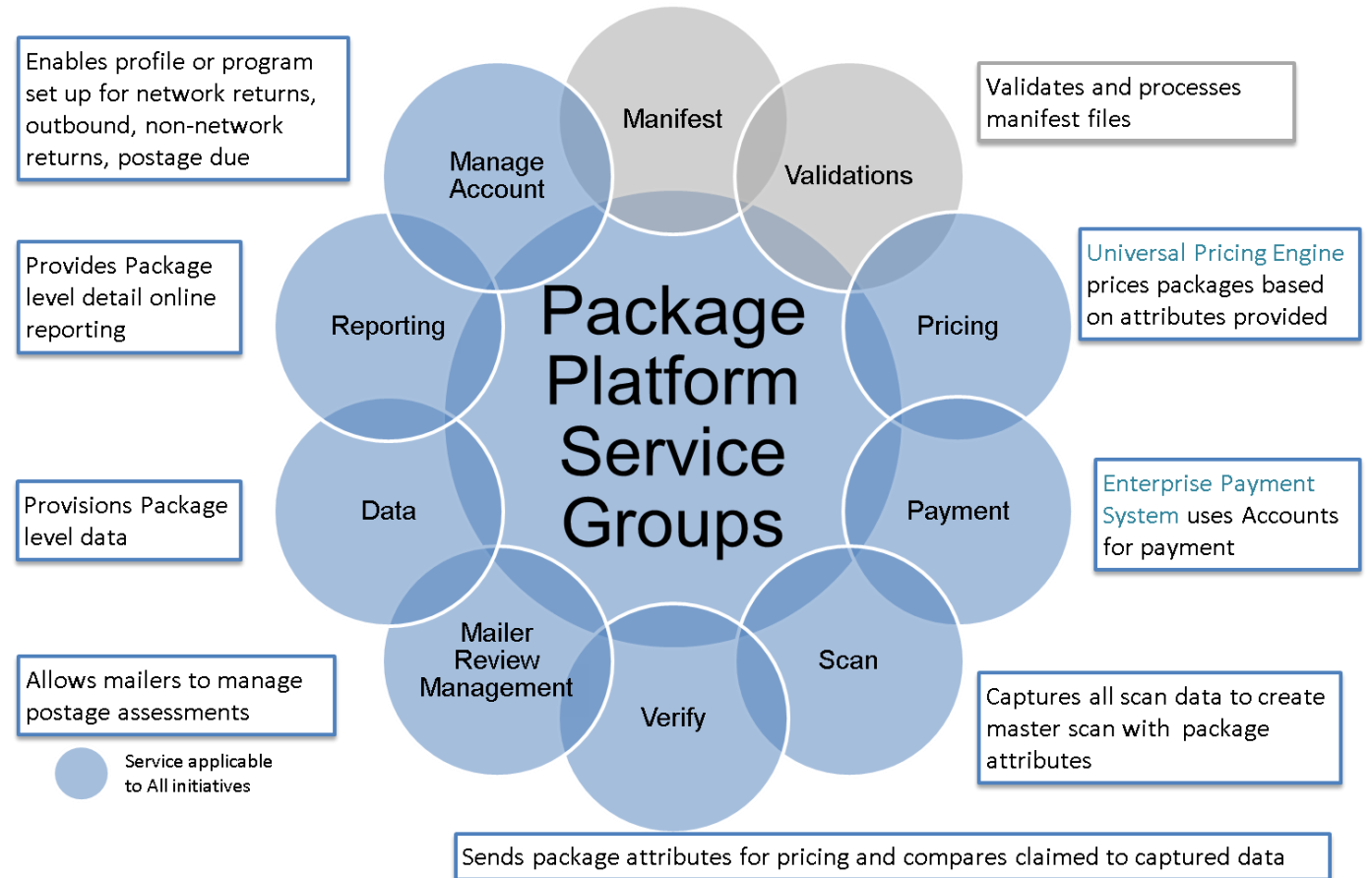
# USPS Package Platform

## Network Returns

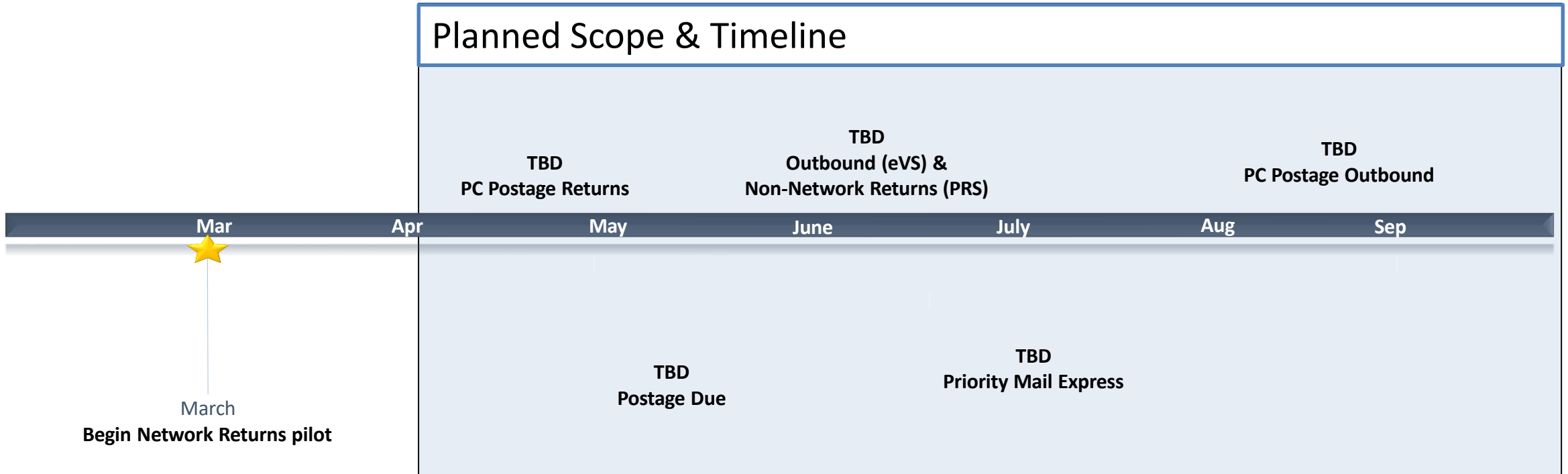
- Will use package attributes captured on Mail Processing Equipment (MPE), to automate the pricing, verification, and invoicing of returns packages

## Postage Due

- Will use the **Remote Forwarding System (RFS)**, and package attributes captured on Mail Processing Equipment (MPE) to automate the pricing, verification, and invoicing of postage due packages



# USPS Package Platform – Next Steps



**USPS is upgrading its package platform to a new, modern IT architecture model in a series of phases**

- Development underway for Phase 1
- USPS working on defining vision for remaining phases and will share with the industry throughout Spring and Summer 2018

# USPS Returns – Pilot

## Existing Merchandise Returns Service (MRS) and Scan-Based Payment (SBP) customers may opt-in to pilot USPS Returns

- Pilot to begin March 2018
- Participants will maintain existing returns processed, but also be able to access package-level data from the Package Platform
- Benefits:
  - Shipper receives package level data near real-time from USPS
  - Pricing based on automated capture of package attributes
  - Shippers can leverage new data feeds to improve reverse logistics experience



# USPS Returns - Automated

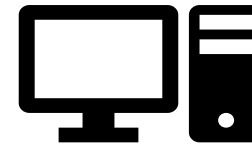
## RETURNS JOURNEY MAP – CURRENT STATE



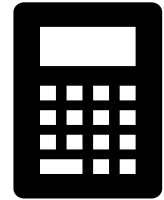
### Acceptance



### Enroute Processing



### Calculate Postage Due



### Delivery and Postage Collection

- Customer initiates return through retail, carrier pickup, drop off at collection box
- Package weight and dimensions may be sampled at retail

- Package processed through USPS network

- Postage Due Clerk at the delivery unit uses average pricing from sampling or manually weighs and rates each package
- Clerk enters volume and postage into *PostalOne!*
- Package level data not provided to shipper

- USPS delivers package at final destination
- Postage collected daily

# USPS Returns - Automated

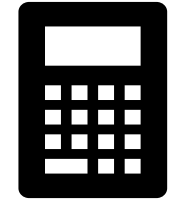
## RETURNS JOURNEY MAP – FUTURE STATE



### Acceptance



### Enroute Processing/Postage Due Calculation



### Delivery and Postage Collection

- Customer initiates return through retail, carrier pickup, drop off at collection box

- Package sorting equipment captures package characteristics (weight, dimensions)

- USPS delivers package at final destination

### Package Platform Automation

- **Customer notified** that package has been accepted

- **Customer notified** each time the package is scanned at a new facility
- **Calculate** Postage Due based on **captured data and attributes**
- **Customer notified** of package attributes and postage due upon trusted enroute scans

- **Debit** Postage Due from the shipper's **EPS Account upon delivery** of the package to its final destination



# Postage Due – UAA Packages

Postage due fees are generated when a package is:

- Undeliverable As Addressed (UAA)\*
- Return to Sender (RTS)\*
- Refused\*
- Forwarded

Pricing:

- Fees are determined by the mail class and endorsement(s)
- Commercial Shipper invoiced through Postage Due account
- Shipper Paid Forward/Return
- Consumer/Business paid at Retail/Delivery

Endorsements:

- No Endorsements
- Address Service Requested
- Return Service Requested
- Forwarding Service Requested
- Change Service Requested
- Temp Return Service Requested



*\*Opportunity to streamline and automate the return process*

# Postage Due – Current State

## POSTAGE DUE JOURNEY MAP – CURRENT STATE



### Identification

- Carriers identify UAA/RTS/Forwarded packages within unit prior to delivery or during delivery
- Customer refuses package



### RFS/CFS Processing

- Clerk scans IMpb to initiate COA/NIXIE lookup process
- Clerk selects Mail Class and ASE (if applicable)
- New label is printed and applied to the package with a forwarding address, return address, or instructions to waste the package
- Small packages may also be processed automatically on FPARS
- **If the shipper has elected to receive Manual ACS notices, the clerk photocopies the new label to be mailed back to the shipper**



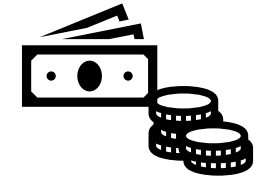
### Re-Enter the Mailstream

- If a package is not wasted, the clerk re-enters the package in the mailstream
- Packages processed on FPARS are redirected per the new label and continue through the mailstream



### Calculate Postage Due

- **Postage Due clerk** references RFS/CFS label to determine if Postage Due is applicable
  - Postage Due is determined through **manually weighing and rating** based on class and endorsement
- OR
- NCSC automatically calculates postage due based on data captured



### Collect Postage

- If forwarded, **carrier collects Postage Due from package recipient** at the forwarding address
  - If returned to sender, carrier collects Postage Due from mailer
- OR
- NCSC includes Postage Due in a **monthly invoice** sent to the mailer

# Postage Due – Future State

## POSTAGE DUE JOURNEY MAP – FUTURE STATE



### Identification

- Carriers identify UAA/RTS/Forwarded packages within unit prior to delivery or during delivery
- Customer refuses package



### RFS/CFS Processing

- Same as current state
- RFS/CFS label will not instruct clerks to calculate/collect postage due
- **Shippers may not elect to receive manual ACS notices**



### Re-Enter the Mailstream

- Same as current state
- **Package will be delivered directly to the recipient without stopping for postage calculation**



### Calculate and Collect Postage Due

- **Customer notified** that package has been processed and is being forwarded/ returned/wasted
- **Customer notified** each time the package is scanned at a new facility
- **Customer notified** once the system is able to price the package based on attributes
- **Calculate** Postage Due based on captured data and attributes
- **Debit** Postage Due from the shipper's **EPS Account upon delivery** of the package to its final destination

Package Platform

# Postage Due – Pain Points

Pain Points	Package Platform Solutions
Manual ACS: Clerks photocopies new labels and mail it back to mailers.	No manual ACS available. Electronic ACS only.
No visibility into Postage Due packages, either for Forward or RTS.	Package Platform provides notifications for package dispositions (waste, forward, RTS) as well as enroute scans.
Postage Due calculated manually and invoiced monthly.	Postage Due is calculated on a per package basis according to the captured data and attributes. Mailers will be charged through their EPS account.
For Non-SPF packages, mail carriers collect postage due from recipients.	Only Shipper Paid Forwarding and Returns allowed.
Mailers required to have one MID for each ancillary service endorsement.	One MID can enroll in multiple ancillary service endorsements.

# PC Postage Returns

## RETURNS JOURNEY MAP – CURRENT STATE



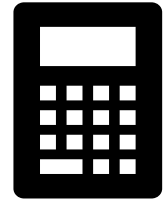
### Label Creation



### Acceptance



### Enroute Processing



### Delivery and Postage Collection

- PC Postage Provider submits NMATS manifest and provides shipping label
- **Postage debited to PC Postage Meter**

- Customer initiates return through retail, carrier pickup, drop off at collection box

- Package processed through USPS network
- Package sorting equipment captures package characteristics (weight, dimensions, barcodes)

- USPS delivers package at final destination
- **Postage Adjustment calculated through APV when necessary**

# PC Postage Returns - Automated

## RETURNS JOURNEY MAP – FUTURE STATE



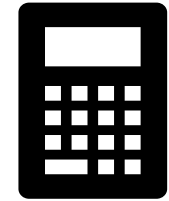
### Label Creation



### Acceptance



### Enroute Processing



### Delivery and Postage Collection

- PC Postage Provider submits PTR manifest and provides shipping label

- Customer initiates return through retail, carrier pickup, drop off at collection box

- Package sorting equipment captures package characteristics (weight, dimensions, barcodes)

- USPS delivers package at final destination

### Package Platform Automation

- **Customer notified** that package has been accepted

- **Customer notified** each time the package is scanned at a new facility

- **Calculate** Postage Due based on **Captured Data** (when available otherwise Average/Manifest)

- **Debit** Postage Due from the shipper's **EPS Account upon delivery** of the package to its final destination

# Q & A for Package Platform Discussion

## Network Returns

### Questions

Is there a need for insurance? [Some shippers have requested that we support insurance](#)  
For Scan Event 03 for returns, how will shippers know what PO the package was accepted at?

### Actions

To receive insurance on a package - will industry be able to provide a Shipping Partner Event that includes value of the package for USPS Returns (MRS) packages?  
Aside from the EPS reports, what reports are needed by the industry for network returns?

# Q & A for Package Platform Discussion

## Postage Due

### Questions

Original outbound package with IMpb using consolidator MID – who gets billed -Consolidator or mail owner?

If Child MID enrolled in postage due – which EPS account gets billed?

[The company linked during postage due enrollment will be the company that gets billed.](#)

What happens if we cannot read the barcode? Can we use the company name as backup to MID?

What happens if a company doesn't register for automated postage due, who is billed?

[Billing will continue through the manual process for shippers who are not enrolled or we cannot read the barcode.](#)

### Actions

Share current state of postage due for registration

How many are enrolled in ACS? What types? How many of the postage due packages are paid through eVS?

Share journey map and external vision document for Postage Due

- Include disposition of packages based on endorsements and cost

- Include current/new endorsements explained

Confirm if ACS enrollment is required

Follow-up meeting will be WG 182 – on Friday 3/9 at 2 pm (all attendees will be invited)

MTAC attendees requested to go back to their customers to understand:

- What is desired for future state

- What is desired for reporting



# Refund Request Policy

**As described in *Publication 205 Section 4.3.15* all refund requests including refund requests for unused labels must be submitted within 60 days from the date of mailing with appropriate documentation, otherwise no refund requests will be considered except in extenuating circumstances (i.e. natural disasters)**

Appropriate documentation consists of:

- Date of the System or procedural failure occurred
- Number of pieces affected
- Package Identification Code (PIC)
- Postage Amount
- Tax Identification number (TIN) and/or complete W9 form.

# Requesting Refunds for Unused Labels

To request a refund for packages that were manifested but did not mail, also known as Unused Labels, there are two options:

1. Utilize the Shipping Services File (SSF) 1.6 or higher

Submit Type 4 SSF Corrections File that includes original Electronic File Number (EFN) and any detail records that are requesting a refund with position 508 populated with a "Y."

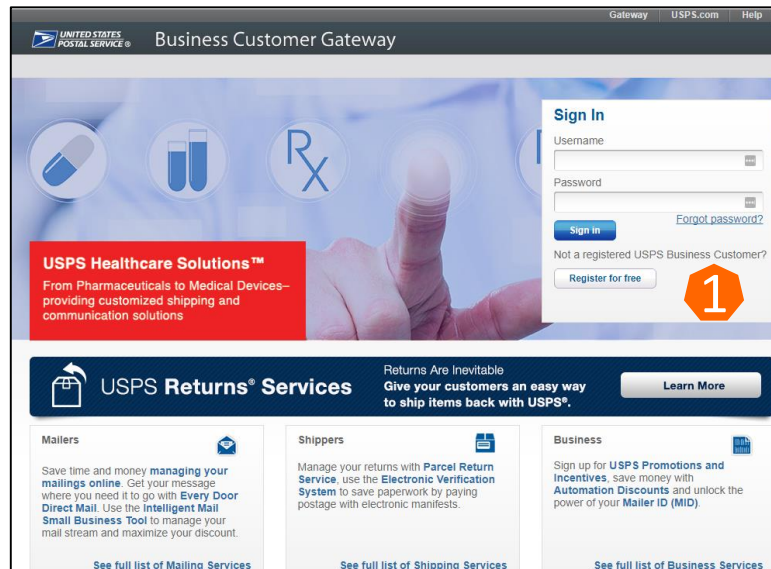
508 - 508	File Type 4 (see rules)	Unused Label/Removal Indicator	Alphanumeric(1)	"Y" Customer indicates the label will not be used.	Y	<ul style="list-style-type: none"><li>▪ Field shall contain a valid code (space or "Y").</li><li>▪ Default is a space.</li></ul>
-----------	----------------------------	--------------------------------------	-----------------	--	---	--

2. Utilize the New User Interface to manually enter or upload (.txt) Package Identification Codes (PICs).

# Automated Refund Request

To initiate an automated refund request:

1. A VAE user logs into the USPS Business Customer Gateway (BCG).
2. User clicks on eVS (assuming user has access to eVS as a VAE user).
3. User clicks on the 'Submit Refund Request for Unused Labels' link on the eVS landing page.



Restricted Information

Report Date: 11/22/2017

Change Month and Year

November 2017 Show Data

Home

Summary

Balance and Fees

Postal Wizard

Electronic Data Exchange

Mailing Reports

Dashboard

Manage Permits

IMsb Tool

e-**VS Customer**

e-**VS Monthly Account and Sampling Summary**

Manifest Search

eVS/PRS Dashboard

Mailer ID Report

**eVS Monthly Account and Sampling Summary**

JULIE EVS TESTING COMPANY

Month 02 of Fiscal Year 2018 (11/01/2017 - 11/30/2017)

Reports | Joint Review Request | **Submit Refund Request for Unused Labels** | Submit Other Refund Request | Printer-Friendly View

**Mailer Information (Live)**

Mailer Name: JULIE EVS COMPANY

Street Address: 12700 FAIR LAKES CIR STE 385

City, State, ZIP Code: FAIRFAX, VA 22033-4905

CRID: 20239004

Master Mailer ID: 900017956

Mailer ID for Last Transmission of Month: 900017956

Authorized Mail Classes and Subclasses:

Priority Mail Express	Metro Post
Parcel Select	Bound Printed Matter
First Class	Parcel Select Light Weight
Priority Mail	USPS Marketing Mail Nonprofit
Media Mail	USPS Marketing Mail Marketing Parcels
USPS Marketing Mail Marketing Parcels Nonprofit	Library Mail
Priority Mail Express International	First-Class International
Global Express Guaranteed	Priority Mail International
Priority Mail International Regional Rate Boxes	

Permit	Company Name	Federal Agency Cost Code	Permit ZIP Code	Finance Number	CAPS Acct #
CI 188	FEDERAL BUREAU OF INVESTIGATION (JUSTICE)	131	38201	01-0300	N/A

# Automated Refund Request

> Home

> Summary

> Balance and Fees

> Postal Wizard

> Electronic Data Exchange

> Mailing Reports

> Dashboard

> Manage Permits

> IMsb Tool

**e-VS Customer**

> e-VS Monthly Account and Sampling Summary

> Manifest Search

> eVS/PRS Dashboard

> Mailer ID Report

> Third Party Billing Reports

> Dispute Queue

> eVS Alerts

**e-VS Customer (SBP)**

> Print and Deliver Label Service

**PRS Customer**

> PRS Monthly Account and Sampling Summary

## Submit Refund Request for Unused Labels 4

[eVS Monthly Account and Sampling Summary](#) > Unused Label Upload

### File Upload

**Upload a text File in this format:**

```
4202026000009202513327013782989510
420952409205590100042365210763
92023999991074543487888873
LX600197729US
```

Select PIC File to upload:

**NOTE: Upload a text (\*.txt) file with valid PICs only.**

### Input PICs to Upload

**Enter PIC Codes to process:**

```
4202026000009202590001795624497145
4202026000009202590001795649871909
4202026000009202590001795612629107
```

**NOTE: Max entry of 200 PICs only.**

5

6

4. System displays the 'Submit Refund Request for Unused Labels' screen.
5. User enters PIC/EFNs (200 max) OR uploads a text (.txt) file with multiple PICs (can include domestic and international).
6. User clicks on submit button.

If it passes validation a case number is generated and is displayed on the Dispute Queue screen. NOTE: The case number will be displayed upon submission but case details may not be available yet. It may take up to 24 hours for the case details to be available in the Dispute Queue.

A confirmation email with the case number is sent to the assigned VAE user(s).

# Automated Refund Request

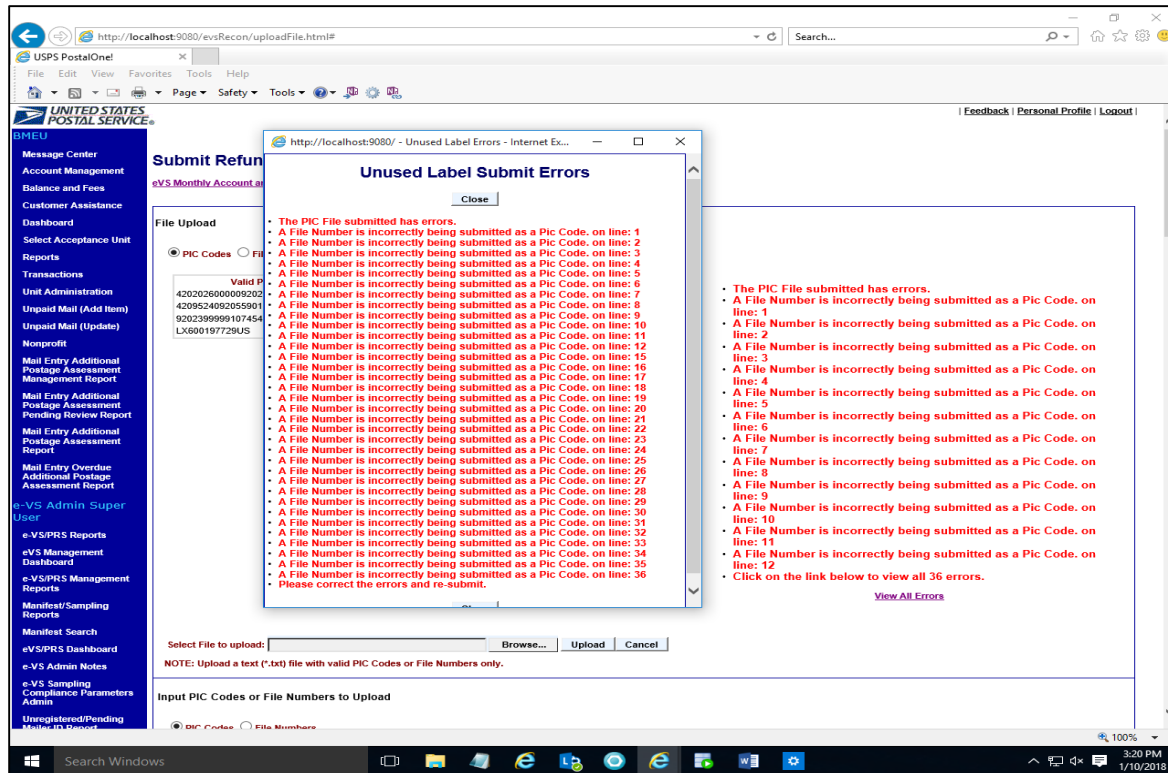
Screen after submitting from **File upload**:

The screenshot shows a web interface titled "File Upload". On the left, there is a list of PICs under the heading "Upload a text File in this format:". The list contains four entries: 4202026000009202513327013782989510, 420952409205590100042365210763, 92023999991074543487888673, and LX600197729US. On the right, a confirmation message states: "6 Unused Labels have been successfully submitted for refund from file: PTSMANIFEST\_PM\_LC\_CP\_UL\_3\_good.txt for Dispute Case Number: 10432". At the bottom, there is a "Select PIC File to upload:" label, an empty text input field, and three buttons: "Browse...", "Upload", and "Cancel". A note at the bottom left reads: "NOTE: Upload a text (\*.txt) file with valid PICs only."

Upon successful submission of PIC/EFN, user will get notification message within interface confirming number of labels that have been submitted for review.

# Automated Refund Request

Validation errors display for file upload option:



When using the file upload option, the first 12 PIC/EFN submission errors will be displayed. User will then be able to display all the PIC/EFN formatting errors after selecting “View all Errors” link at the bottom. The list below contains formatting errors for submitting PIC/EFN.

- "Invalid PIC Code length: ?"
- "Invalid File Number prefix: ?"
- "A File Number is incorrectly being submitted as a PIC Code: ?"
- "Invalid File Number length: ?"

The entire file is rejected when errors are present.

# Automated Refund Request

Screen after submitting from **manual input**:

Input PICs to Upload

Enter PIC Codes to process:

3 Unused Labels have been successfully submitted for refunds for Dispute Case Number: 10433

NOTE: Max entry of 200 PICs only.

Submit Entered PICs Cancel

Validation errors display for PICs manual input option:

Message from webpage

Invalid PIC length: 31 for PIC: 420202600009202590001795699635 on line: 1. It should be of length 10,13,22,26,30 or 34.

OK

Input PICs to Upload

Enter PIC Codes to process:

420202600  
420202600  
420202600  
LX6000909

NOTE: Max entry of 200 PICs only.

Submit Entered PICs Cancel

### Formatting Error examples

- "Invalid PIC Code length: ?"
- "Invalid File Number prefix: ?"
- "A File Number is incorrectly being submitted as a PIC Code: ?"
- "Invalid File Number length: ?"

# Automated Refund Request

The case number(s) will display on the Dispute Queue screen after submission (up to 24 hours to display). Case status will indicate *pending* until processed.

Dispute Queue

Report Date: 11/22/2017

Total Records: 89  
[First] [Prev] 1, 2 [Next] [Last]

Select Status: Active  
Select Dispute Type: All

Dispute Type	Case Number	Mailer Name	Date Submitted	Reason for Dispute	Status	eVS Administrator
UNUSED LABELS	10432	JULIE EVS TESTING COMPANY	11/22/2017	Automated	Under Review	Wu, Xiao-Zhu
UNUSED LABELS	10433	JULIE EVS TESTING COMPANY	11/22/2017	Automated	Under Review	Wu, Xiao-Zhu

Sample confirmation email sent to the VAE:

**From:** [SYSTEM\\_GENERATED@usps.gov](mailto:SYSTEM_GENERATED@usps.gov)  
**Date:** November 22, 2017 at 1:52:06 PM EST  
**To:** [xzjwu@msn.com](mailto:xzjwu@msn.com)  
**Subject:** TPONE: Unused Label Refund Request Received

Company Name: JULIE EVS TESTING COMPANY

We have received your unused label refund request submitted 11/22/2017. The request has been assigned a Dispute Case number 10432 and is currently under examination. Those labels not scanned will be refunded after 1 day(s).

You may contact your assigned eVS Analyst if you have questions regarding this matter.

Sincerely,  
eVS Program Manager



# Automated Refund Request

After PIC submission and review, VAE will receive an email summary of the PICs approved for a refund.  
(up to 14 days)

Company Name: EVS TESTING COMPANY

We have completed our review of the unused label refund request (the Dispute Case number 10380) submitted 07/20/2017 in the amount of \$199.07. In order to validate this claim, we reviewed Product Tracking and Reporting (PTR) scans for all Package Identification Codes (PICs) associated with this request.

Of the 10 PICs submitted, 8 PICs were eligible for a refund.

This review is subject to a 1% processing fee of \$1.98, which is deducted from the eligible refund amount. The net refund amount of \$197.09 has been applied to your CAPS account.

If the VAE would like to see individual PICs approved or denied, the VAE will need to log in to Dispute Queue and select the Unused Label Refund Report link within the Dispute Queue Case screen

## Unused Label Refund Report eVS Testing Company

EVS UNUSED LABELS REFUND APPROVED  EVS SAMPLED UNUSED LABELS  EVS SCANNED UNUSED LABELS  EVS UNUSED LABELS DENIED

Transaction ID	Package Identification Code (PIC)	First Scan Date	Status	EFN	Sub EFN	Package MID	Original Mail Date	Merchant Refund Req Date	Cu
			Pending						

# Automated Refund Request

Users are able to access the results of the unused label refund request through the Unused Label Refund report.

Labels that have been denied will indicate a reason for denial in the report. Below are the reasons why an individual may be denied for refund.

UNUSED LABEL REFUND - REASON DENIED
Unmanifested
Sampled
In 180 Days
Physical Scan Found
Postage Not Paid
Duplicate PIC Found
More Than 60 Days

# eVS Refund Process - FAQs



**PIC/EFN Submitted**

**Up to 24 Hours**

Submitted via manual entry (200 max) or .txt file uploaded - unlimited

Must be submitted within 60 days from the date of mailing as specified in Publication 205

ALM 12123 item in place that will display all PICs/EFN formatting errors at time of submission



**Refund Case Created**

Case is created in dispute queue. System will look back 60 days



**Refund Case Evaluated**

**Up to 14 days**

System will take up to 14 days to complete evaluation

ALM 12130 item in place that will change uniqueness of PIC from 180 to 120 days



**Refund Case Decision**

**14 to 15 Days**

Results (approved or denied) of evaluation will show in Unused Label Report in Dispute Queue



**eVS Automated Refund Fact Sheet**



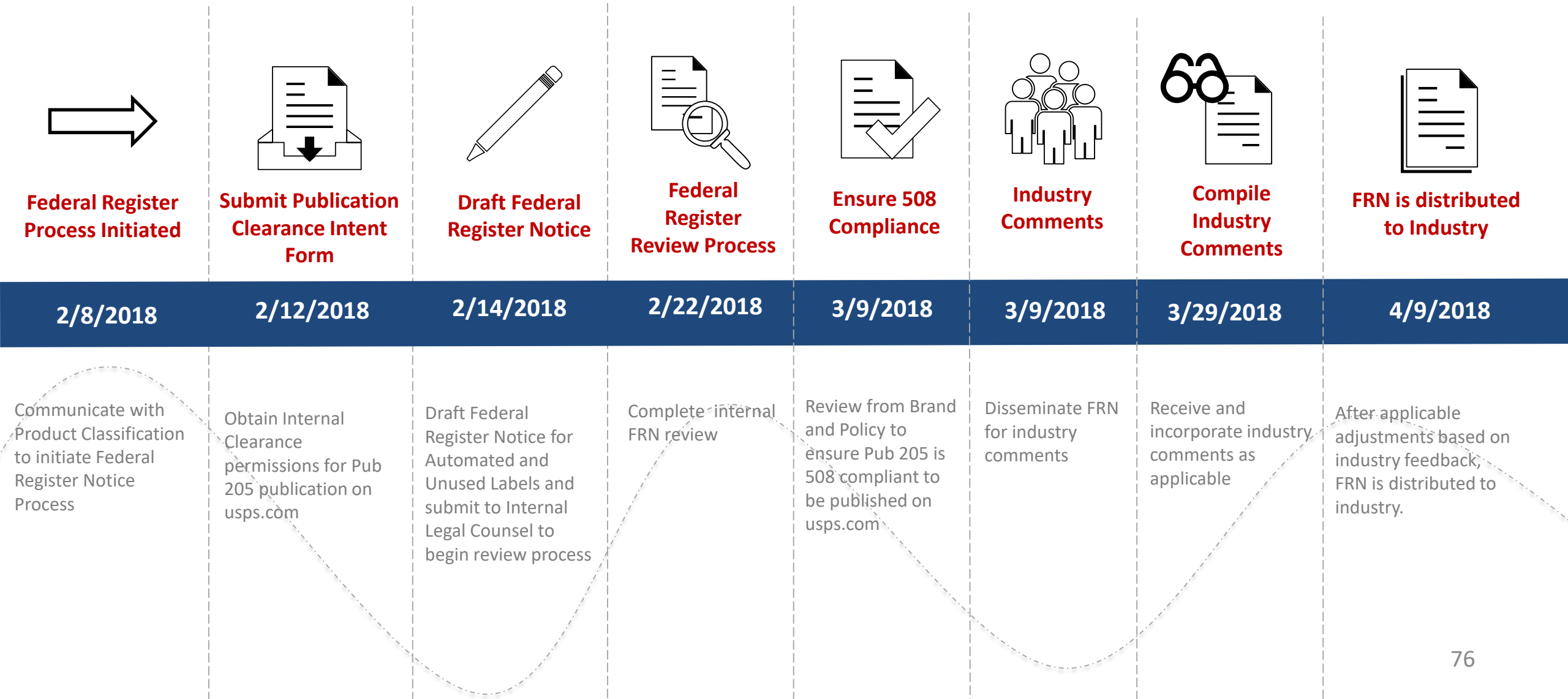
**Payment Issued**



**eVS Automated Refund FAQ**

Funds will be deposited within 15 days to CAPs account for all approved PIC/EFN reflecting applicable admin fee

# Federal Register Notice



# Post Stratification

## SCF Onshore/Offshore Analysis

- Post Stratification was implemented last year
  - SCF volume was broken into onshore and offshore classifications.
- MEPT analyzed performed a two-part analysis of SCF onshore/offshore:
  1. MEPT analyzed the rate differentials between SCF volume in onshore and offshore locations.
  2. MEPT analyzed over 50 PAFs across Parcel Select and Parcel Select Lightweight, examining the impact of the SCF onshore/offshore classification for FY2017 and FY 2018.
- Both analyses revealed that there was no difference in rates or PAF from the SCF onshore/offshore distinction.
- MEPT is removing the SCF onshore/offshore distinction in Post Stratification (May 20, 2018)

# Publication 205

## Electronic Verification System Business & Technical Guide

The final version for the March 26<sup>th</sup> Release has been posted on PostalPro:

<https://postalpro.usps.com/node/3724>

- Last Update – December 29,2017
  - Refund Requests for Unused Labels
  - Removal of Mailer IDs
  - Post Stratification
  - Parcel Return Service (PRS)

# PostalPro Update

## Site Performance

- Adam Collinson met with USPS development team and identified performance issues.
- Caching improvements were deployed on 1/19.
- Additional server upgrades were made on 2/15.
- Testing is showing quicker loading times. We are following up with Adam for further testing.

## Search Function

- The issue with the Google search displaying third party URLs was resolved on 2/16.

## Network Connectivity Notification

- Temporary notification added to PostalPro on 1/23 to alert users of a network connectivity issue impacting several USPS applications.
- Notification referred users to the contingency plans hosted on PostalPro.
- Notifications will be tested on the development site and viewed on a mobile device before placing any notifications on the production site.

# Remove/Transfer MIDs

**Consolidators who request to remove/transfer child MIDs for clients who no longer mail for them will need to follow this established process**

- Consolidators will:
  - Contact client using MID in writing to notify them they may no longer use the MID
  - Complete “Intent to Remove/Transfer MID Form
  - Submit an email request to eVS [HQ@usps.gov](mailto:HQ@usps.gov)
  - For transfers, obtain consent from new consolidator
- To remove, USPS will:
  - Notify Inspection Service of the Request
  - Monitor MID usage to determine 90 days of inactivity
  - Designate MID as inactive after 90 days
  - Designate MID is delinked after one year
- To transfer, USPS will:
  - Designate MID is aligned to new consolidator on the first of the designated month

INTENT TO REMOVE/TRANSFER MID FORM		
	CONSOLIDATOR (MASTER MID)	CLIENT (CHILD MID)
CONTACT PERSON		
CONTACT PHONE		
CONTACT EMAIL		
COMPANY NAME		
STREET ADDRESS		
CITY		
STATE		
ZIP		
MID		
DATE RELATIONSHIP TERMINATED		
NEW CONSOLIDATOR (if applicable)		



# Remove/Transfer MIDs

## Recommendations

- Industry concurred with the delinking process proposed at the December MTAC meeting with the following proposed changes
  - USPS will reach out to the mail owner to inform them they are violating postal policy by using a MID incorrectly
  - Do not have the clock continue to restart during the 90-day evaluation period.
    - Create an outreach plan to address any unauthorized activity during this time period without restarting the clock
  - USPS will create a detailed process document outlining the business rules for the delinking process
- Improved Event Code reporting
  - USPS build dedicated reports for the event codes that are created when a MID is used by an unauthorized consolidator
  - Two reports will be created
    - One will be sent to the consolidator who owns the MID
    - One will be sent to the new consolidator who used an unauthorized MID in the manifest

# Integrated Help Desk

## Overview

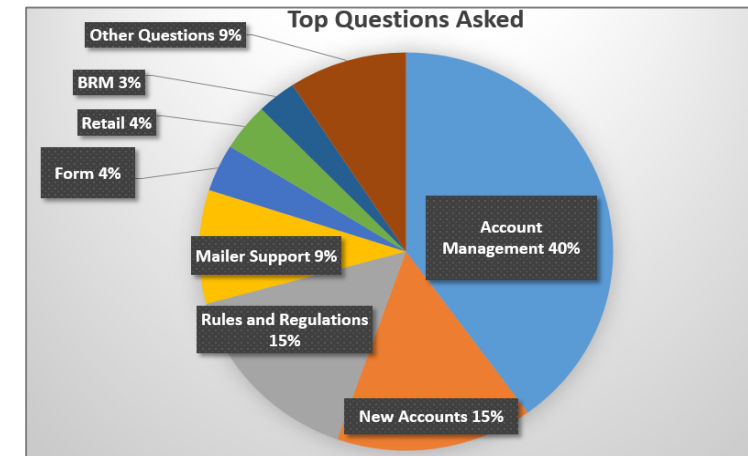
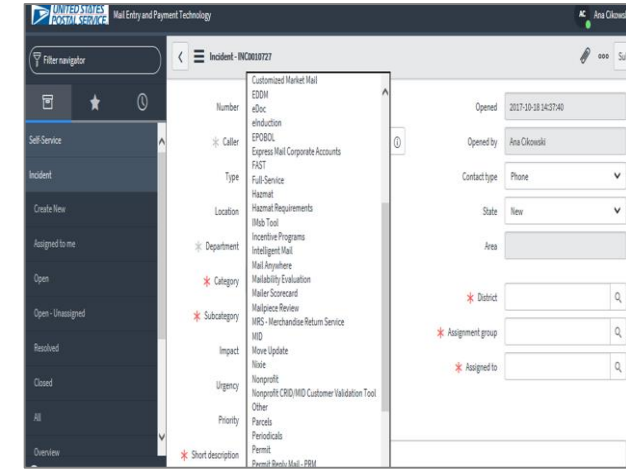
- Strategic support for commercial mailers
  - Enhanced customer experience
  - Standardized answers through body of knowledge
  - Multiple contact methods: 800 number & standard email
- Concept pilot launched October 2017 in:
  - Capital Metro: Capitol District
  - Eastern: Northern Ohio
  - Great Lakes: Lakeland
  - Northeast: Northern New England
  - Pacific: San Diego
  - Southern: Dallas
  - Western: Northland



# Integrated Help Desk

## Offerings

- Centralized tracking method for customer inquiries
  - Unique ticket number
  - Date and Time ticket opened/closed
  - Specific issue, question or concern captured and categorized
- Ability to identify trends
  - Reports provide visibility
  - Analytics uncover opportunities
- Identify automated and non-automated solutions to enhance customer experience



# Integrated Help Desk

## Automated Solutions

- Identify gaps in the current online solutions and make improvements
- Develop FAQs to commonly asked questions
- Create a ChatBot to generate answers and provide seamless transition to a live agent needed
- Redesign BCG to incorporate common questions asked



# MARKETING MAIL TRACK AGENDA

- MTAC Action Items
- Pulse Action Items
- Enterprise Payment
- Move Update
- PostalPro
- Nesting Sampling
- Sealing Trucks
- MDA Approval
- Integrated Help Desk

# ACTION ITEMS: MARKETING MAIL

Topic	Action Item	Response
Payment Modernization	Develop matrix for CRID, Permit, EPS Accounts, BCG/eDoc Submitter roles to clearly articulate what information is visible by whom in the BCG	See slide for details
Move Update	Communicate Weekly Move Update Webinars that should run through March	Industry Alert sent 12/8.
Move Update	Break out results of Move Update threshold analysis between First-Class Mail and USPS Marketing Mail	USPS investigating.
Business Customer Gateway	Balance, Transactions, and Scorecard – what is driving the display when logged in as MSP? – Access to CRID, Services of MSP eDoc Submitter	See slide for details
Transportation Information	Create Work/Task Group to discuss communication of transportation information (with sponsorship from Robert Cintron, Isaac Cronkite, and Pritha Mehra), Address PMOD Mailings visibility under this effort. (Geofencing)	Complete – Kevin Bray is leading workgroup.

# PULSE ITEMS: MARKETING MAIL

Topic	Action Item	Response
PayMod	Inability to transfer funds between MSP and Mail Owner accounts	See slide.
PayMod	When will check capture be available?	Pilot scheduled to begin in April with industry volunteers
PayMod	How many MSPs participated in the pilot?	17 MSPs participated in the pilot
PayMod	No model for data distribution model	EPS data will be available through Informed Visibility (IV)
PayMod	Concern expressed regarding sunseting workgroup	After Workgroup 173 is sunset, information will continue to be shared through UG11.
PayMod	Industry requests a lookup tool to determine if Mail Owners have transitioned to EPS	MSPs may log into the BCG > Manage Account > Customer Validation Tool and input the Permit Number, Permit Type, and location to view the Mail Owner's account information
PayMod	Request for Roadmap of enhancements and future functionality	Timeline in slide
PayMod	What is the plan with historical data in the transition from CAPS to EPS? Will the data be visible on EPS?	Historical data will not be transitioned to EPS. Once the CAPS Permits have been linked to EPS and the CAPS account is closed, mailers will have access to the reports through WebCAPS for 12 months.
PayMod	Concern expressed about mail being delayed if there are issues in postage payment in the transition from CAPS to EPS. How is the process being set up to prevent issues?	Mailers currently using the system have had no issues. Escalate any issues to the PostalOne! Helpdesk.
PayMod	When a mailer is implementing EPS, what is the escalation path to get issues resolved immediately?	Mailers should contact the PostalOne! Helpdesk.
PayMod	Mailers would like to choose a box number when setting up a new PO Box through EPS	This change will be implemented in July 2018.

# PULSE ITEMS: MARKETING MAIL

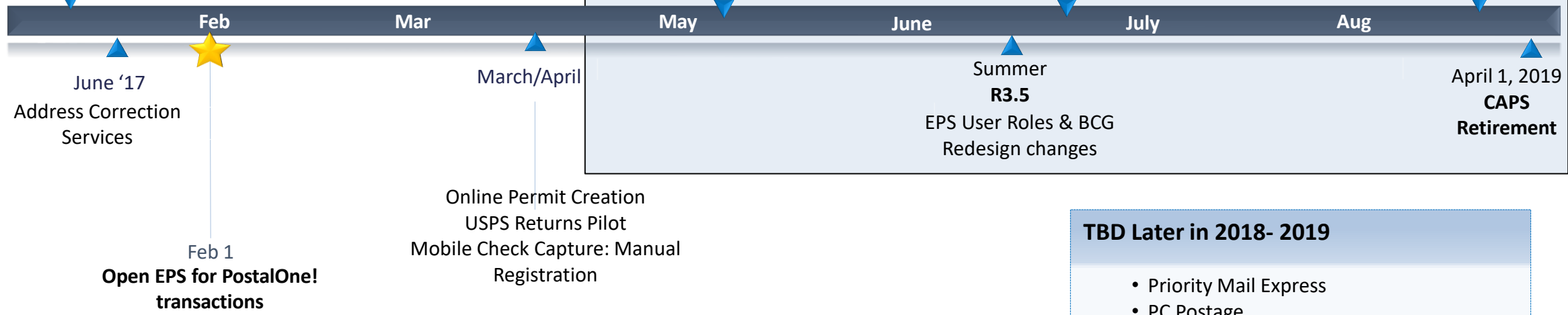
Topic	Action Item	Response
Move Update	Is free ACS tied to the implementation of Green & Secure? This is affecting mailers financial forecasting.	No. No-fee residual ACS is available to any mailer who prepares more than 95% of eligible mail as full-service, has a unique IMb in eDoc, uses a FS or One Code ACS STID, identifies By/For
Move Update	Some mailers are concerned that the mail that falls outside of this method will exceed current 0.5% threshold.	Green & Secure COA errors are removed only from the numerator of the Move Update calculation; The volume will be counted as Move Update eligible
Move Update	Green & Secure – Many interpret this method as a reason to turn off NCOALink processing	NCOALink allows address correction before mailing, minimizing costs spent on mail that is not delivered. To participate in G&S you must enroll in ACS as well.
Move Update	Concerns around changes to mailer’s systems and process to handle the new scorecard info and the timeframe they have to make these changes	Two new metrics will be added to the scorecard but existing Move Update metrics will continue to be populated and will be the metrics used for assessment. Green & Secure metrics are informational-only.
Move Update	No formal announcement that the assessment invoicing start date has been pushed back one month to April	Formal Announcement was sent on 2/9/18.
Move Update	90 days of notice was not provided for Green & Secure, as stated in Pub 685	There is no change to the threshold or the process to verify compliance. G & S pieces will be excluded from the numerator only and not assessed a Move Update compliance fee.
Move Update	Comments on FRN are not due until 2/8, concern that USPS will not have adequate time to respond to comments before implementation	The Final Federal Register Notice will be published no later than March 16, 2018.
Move Update	Concern around USPSIS and update of source data	The USPIS will work with Mail Entry and Payment Technology to retrieve any data for Move Update. The Green & Secure Program does not alleviate mailers from meeting the Move Update Requirement.
Other	Can USPS make mailpiece images available for research purposes when there is an issue detected like Undocumented, DPV, or Move Update	We are researching a solution for provisioning images.
MERLIN	What is the future of MERLIN?	USPS is investigating and will provide an update.



# Enterprise Payment – Next Steps

**Enterprise Payment System (EPS)  
available now for *PostalOne!*  
transactions for all users**

PO Boxes Online  
Oct 16



### Proposed Scope & Timeline

<p>ePOBOL True Up Summer <b>R3.4</b></p>	<p>IV-Payment (Push) Reports Summer</p>	<p>StampsNow/ VPO/CPU via CPS (Commercial Postal Store) <b>R4.0</b> August</p>
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- #### TBD Later in 2018- 2019
- Priority Mail Express
  - PC Postage
  - Package Intercept
  - Pick up on Demand
  - Click-n-Ship Business Pro
  - Premium Forwarding Service Commercial
  - Commercial Packages
  - SMS Text Notification

The following documents are available on PostalPro for reference:

- Enterprise Payment System – Account Creation Fact Sheet
- Enterprise Payment FAQs

# BCG/EPS Roles

## Roles within EPS define access to EPS components

### Core Services – All Users

- Click N Ship Business Pro
- Customer/Supplier Agreements (CSAs)
- Electronic Verification Service (eVS)
- Every Door Direct Mail
- Incentive Programs
- Mailer ID
- Online Enrollment
- Parcel Data Exchange (PDX)
- Parcel Return Service (PRS)
- Premium Forwarding Service Commercial
- Scan Based Payment (SBP)
- Schedule A Mailing Appointment (FAST)
- USPS Package Intercept
- Manage Mailing Activity
  - Balance & Fees
  - Dashboard
  - Electronic Data Exchange
  - Mailing Reports
  - Manage Permits
  - Postal Wizard

### Independent Services

- Approved Shipper
- Audit Mailing Activity (PostalOne!)
- Automated Business Reply Mail
- Bulk Indemnity Claims
- Business Service Network (BSN) eService
- Customer Label Distribution System (CLDS)
- **Enterprise Payment System (EPS)**
- Enterprise PO Boxes Online
- Informed Visibility
- Intelligent Mail Services
- Intelligent Mail Small Business Tool (IMsb)
- Logistics Condition Reporting System (LCRS)
- Mail Transport Equipment Ordering System (MTEOR)
- Manage APIs
- Official Mail Shipping Labels
- Pickup On Demand (PUOD)
- Print & Delivery Shipping Label
- Share Mail
- Simplified Data Exchange
- Track & Confirm
- USPS Tracking
- Verification Assessment Evaluator (PostalOne!)

### Enterprise Payment System Roles

- Administrator
  - Must be BSA/Delegate
  - Access to all EPS features including manage users
- Payment Manager
  - Must be BSA/Delegate
  - Access to all EPS features *except* manage users
- Subscriber
  - User
  - Access limited to read only reports

# Enterprise Payment Migration - FAQ

## Mail Service Providers transfers and deposits to Mail Owner accounts

Scenario	EPS Solution
<ul style="list-style-type: none"><li>• MSPs will be unable to transfer between their EPS account to the Mail Owner’s EPS account when there are insufficient funds for a mailing</li><li>• Currently, if the MSP has insufficient funds in their non-EPS accounts, they are able to have the BMEU transfer from their non-EPS account to the Mail Owner’s non-EPS account to cover the mailing</li><li>• The BMEU is unable to facilitate this transfer between EPS accounts</li></ul>	<ul style="list-style-type: none"><li>• Transfers: Mail Owners may grant Administrator or Payment Manager access to MSPs</li></ul> <p>Deposits:</p> <ul style="list-style-type: none"><li>• FedWire &amp; ACH Credit – MSP enters Mail Owner’s USPS bank account routing number and USPS account number with Mail Owner’s EPS account number as the last 10 digits</li><li>• Retail Deposit – MSP uses Mail Owner’s EPS account number to deposit cash, check, money order at any retail location</li><li>• Mobile Check Deposit (pilot March 2018) – MSP requests authorization to use Wells Fargo CEO app and inputs Mail Owner EPS Account</li></ul> <p><i>Note: EPS Account owner is liable for any return check fees and negative balances regardless of who deposits the check</i></p>

# Enterprise Payment Migration - FAQs

**Mailers migrating to EPS typically have questions about permit linkage and deposits. A complete list of FAQs is available on PostalPro.**

What happens if all of my permits are not linked to the EPS? For example, 2 accounts are not linked, but 5 are.

- *Permits linked to EPS will use the EPS account for payment. Permits still linked to CAPS, local trust, etc. will continue to use that account for payments.*
- *If you do open an EPS account, the money left in your CAPS account will not migrate to EPS until the last CAPS permit has been linked to EPS*

Do pre-cancelled stamps need to be linked to an EPA?

- *Yes, you will need to link your pre-cancelled permit to EPS*

I have multiple EPAs and one CAPS account. I am linking my permits to two separate EPAs, but permits are coming from the same CAPS account. When I link the last permit to EPS, how does CAPS know where to put the balance of the CAPS funds?

- *The last permit linked will get the balance of CAPS funds. From here, you can transfer the money between permits as necessary*

When does an ACH Debit get processed from my EPS account?

- *ACH Debit purchase amounts are aggregated for a total amount that is sent out to the customer's bank at the end of each day*

**To escalate issues as they arise, mailers should open a ticket with the PostalOne! Helpdesk and contact their BMS or BMS Analyst.**

# Enterprise Payment - EPOBOL

## EPOBOL Updates - Deployed 1/25

Reported Problem	EPS Solution
<ul style="list-style-type: none"><li>• Users are unable to use the “Close &amp; Refund” feature to close a box for the following month without terminating the current month’s service</li></ul>	<ul style="list-style-type: none"><li>• Customers are allowed to close a box on any given day</li><li>• Customers who close a box prior to the payment due date may elect to have continued service through the end of the current month</li></ul>
<ul style="list-style-type: none"><li>• Users are unable to use the “Close &amp; Refund” feature to close more than one box at the same time</li></ul>	<ul style="list-style-type: none"><li>• The “Close &amp; Refund” feature supports both single and multiple closures at the same time</li></ul>
<ul style="list-style-type: none"><li>• Users are unable to cancel “Close &amp; Refund” requests</li></ul>	<ul style="list-style-type: none"><li>• Customers may cancel a request up until the last day of the term</li></ul>
<ul style="list-style-type: none"><li>• The Billing Report does not provide the monthly total renewal amount in real-time, so users are unable to see how much has been paid in the current month</li></ul>	<ul style="list-style-type: none"><li>• The Billing Report:<ul style="list-style-type: none"><li>• May be run at any time during the month</li><li>• Displays add/delete boxes at any time</li><li>• Total amount due displays the exact renewal amount at any period of the current month</li><li>• Displays new or linked boxes</li><li>• Does not display closed boxes</li></ul></li></ul>

# Enterprise Payment - EPOBOL

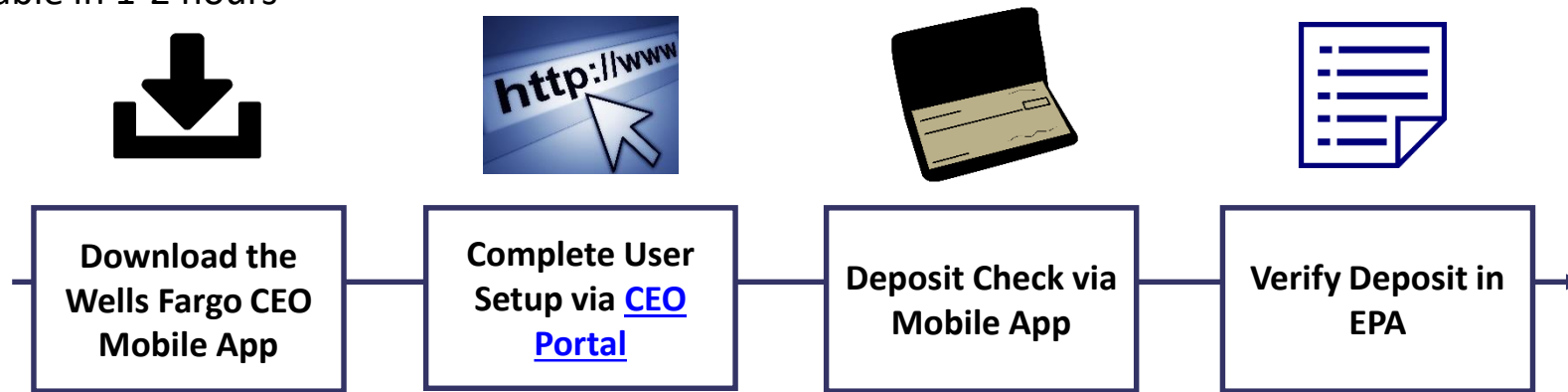
## EPOBOL – Consolidating Payment Dates – Deployment TBD

Reported Problem	EPS Solution
<ul style="list-style-type: none"><li>• Users open boxes at different times, resulting in different payment due dates for each box</li><li>• Users would prefer a single payment date for all boxes</li></ul>	<ul style="list-style-type: none"><li>• Users may elect to consolidate all payment due dates to a single date</li><li>• USPS will allow users to pay for the months remaining to ensure revenue is collected when moving to a single renewal date</li></ul>

# Mobile Check Deposit – *Coming Soon*

## With Mobile Check Deposit, customers are able to fund Trust Accounts using a mobile device

- Convenient, deposit check from home (or wherever you are)
- Save time by not having to go to the Post Office to Deposit Money
- Make deposits 24/7
- Money is available in 1-2 hours



## Pilot Test Plan

- USPS will validate each of the scenarios below with pilot participants before national roll-out
  - Wells Fargo CEO App Registration
  - New EPS Account Activated
  - Trust Primary Payment Method
  - Deposit into EPS Account of Mailer/Client

# Mail Owner Lookup

**In order to deposit into an account, users must know the EPS Account Number of the target account.**

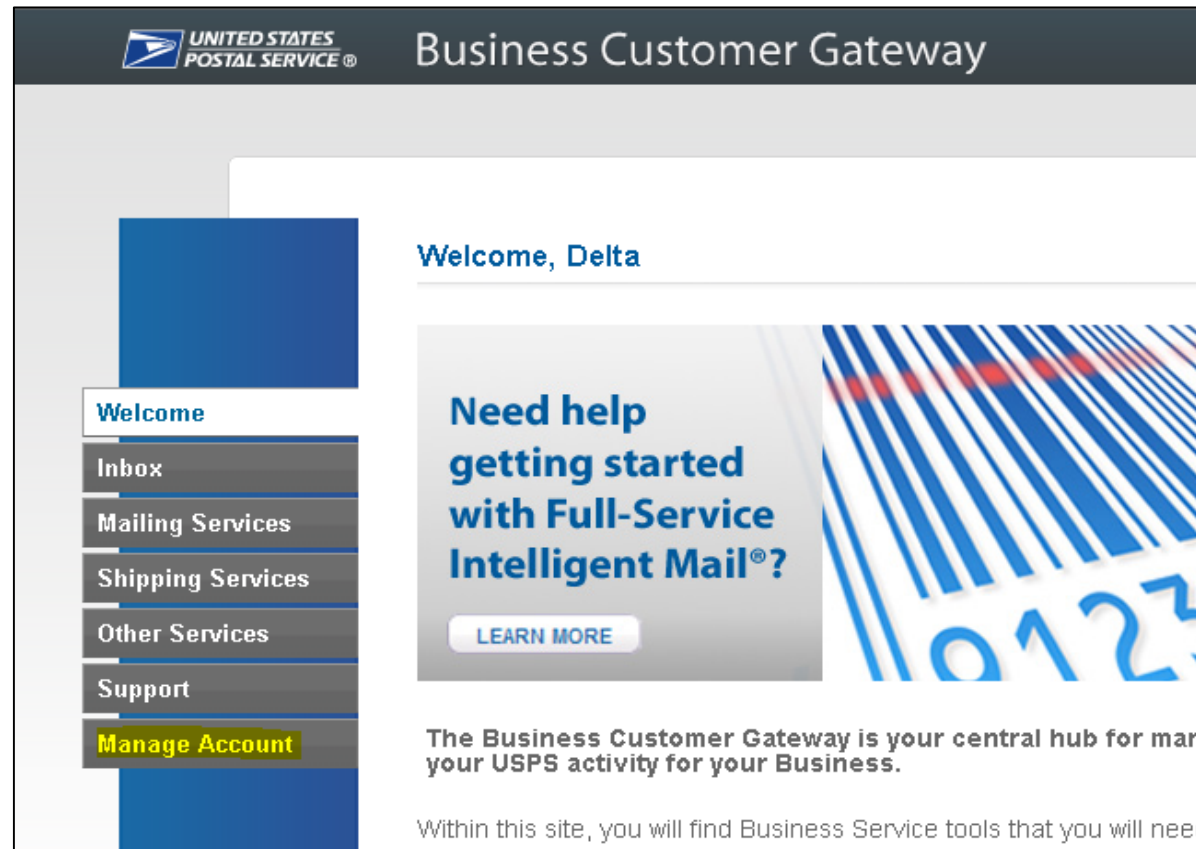
**Users may access the Customer Validation Tool to determine unknown Account Numbers.**

1. Log into the Business Customer Gateway
2. Select Manage Account from the left menu
3. Select Customer Validation Tool (Located under MSP section)
4. Select “Permit Information” Report and provide required input fields
5. Account Number is displayed on the results page



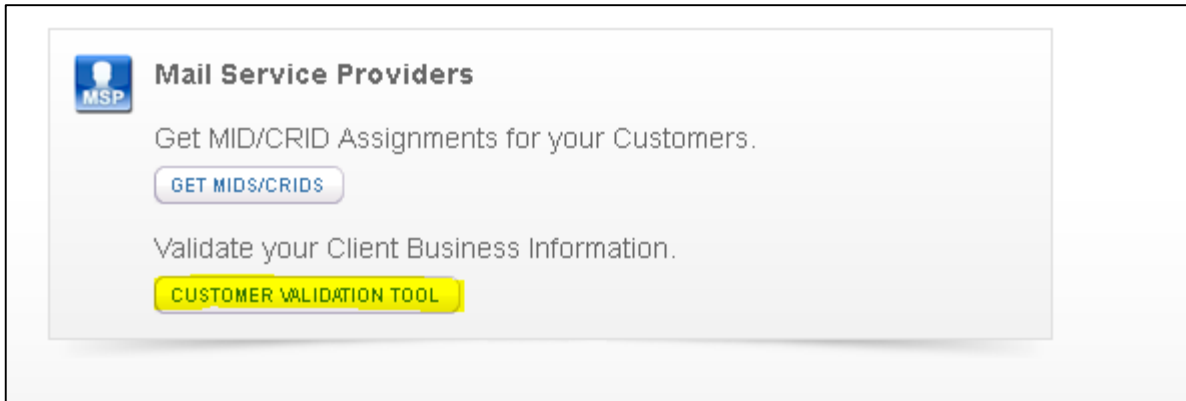
# Mail Owner Lookup

1. Log into the Business Customer Gateway
2. Select Manage Account from the left menu

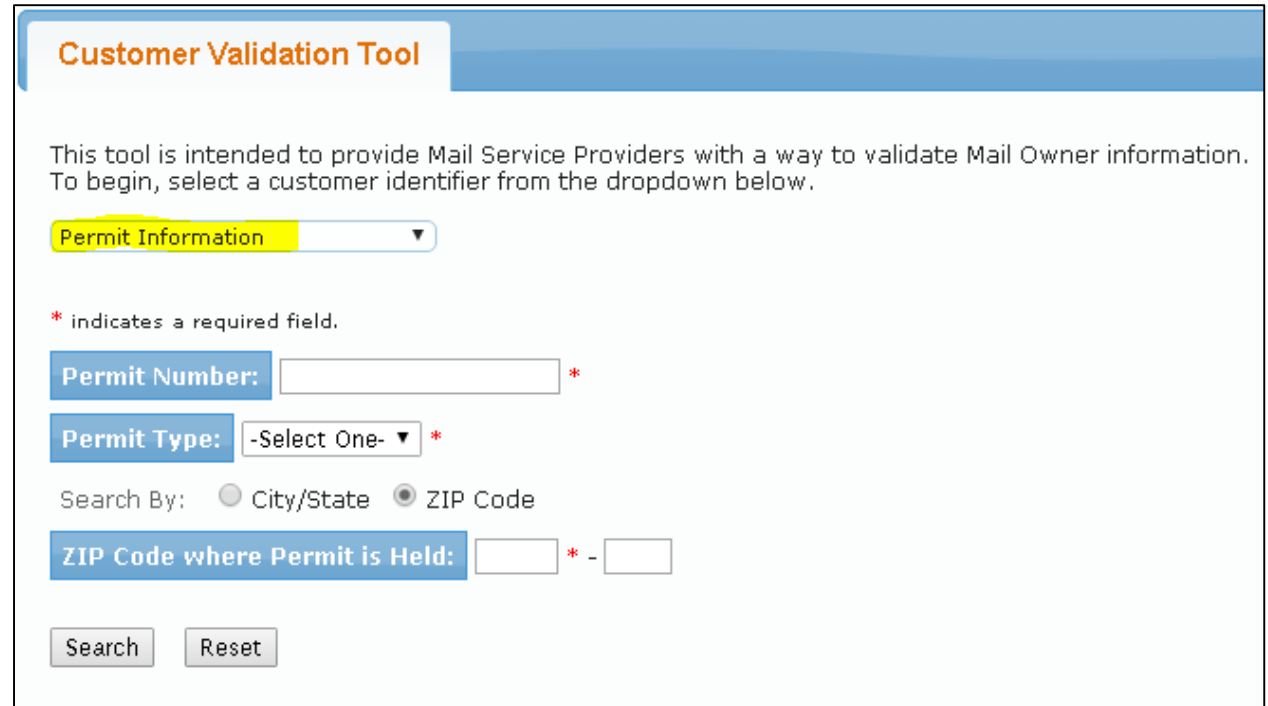


# Mail Owner Lookup

## 3. Select Customer Validation Tool (Located under MSP section)



## 4. Select “Permit Information” Report and provide required input fields



# Mail Owner Lookup

5. Account Number is displayed on the result page

Permit Information Search Results	
<b>Account Number:</b>	1000000803
<b>Permit Number:</b>	406
<b>Permit Type:</b>	PI
<b>ZIP Code where Permit is Held:</b>	24022-9998
<b>Permit Status:</b>	ACTIVE
<b>CRID:</b>	94612307 (Permit Linked)
<b>Company Name:</b>	LADYTEE LIP GLOSSES
<b>Urbanization Code:</b>	
<b>Address Line 1:</b>	1968 LEO LANE
<b>Address Line 2:</b>	
<b>Address Line 3:</b>	
<b>City:</b>	ROANOKE
<b>State/Province:</b>	VA
<b>ZIPCode/PostalCode:</b>	24001-9998
<b>Country:</b>	UNITED STATES

## EPS Open Line

**USPS will be holding weekly webinars on Enterprise Payment for mailers with questions on transitioning from CAPS to EPS**

- To be held each Tuesday at 1PM EST, beginning on 3/6

# Informed Visibility (IV) – Payment

## EPS Data Distribution through Informed Visibility will be available Summer 2018

- Customers may subscribe to have data pushed to their Secure FTP (SFTP) server or available for online download
- Customers may select the following, based on their preferences

Category	Preference Options
File Format	<ul style="list-style-type: none"><li>• Delimited</li><li>• JSON</li></ul>
Target	<ul style="list-style-type: none"><li>• Define SFTP Location</li><li>• Select online download option</li></ul>
Source Frequency	<ul style="list-style-type: none"><li>• Define the quantity of data in each batch</li><li>• Daily, Weekly, Monthly</li></ul>
Frequency	<ul style="list-style-type: none"><li>• Define how often you would like to receive the data</li><li>• Can be every minute to every 31 days</li></ul>
Email Notifications	<ul style="list-style-type: none"><li>• User may create list of contacts to be notified when new data is posted/available for download</li></ul>

# Informed Visibility (IV) – Payment

The data elements below will be available for each of the following groups: Transaction, Mailing Details, Return Details, PO Box Details, Address Quality Details

- Transaction**
- ❖ Transaction ID
- ❖ Transaction Date
- ❖ Transaction Type
- ❖ Transaction Amount
- ❖ Description
- ❖ Detail
- ❖ Original Transaction ID
- ❖ EPS Account Number
- ❖ EPS Account Nickname
- ❖ Business Location
- ❖ Payment Method
- ❖ Payment Method Nickname

- Mailing Details**
- ❖ Job ID
- ❖ eDoc Mailing Date
- ❖ Postage Statement Mailing Date
- ❖ Mail Arrival Date
- ❖ PostalOne Transaction ID
- ❖ Customer Reference ID
- ❖ User License Code
- ❖ Mail Class
- ❖ Number of Pieces
- ❖ Number of Copies
- ❖ Spoilage
- ❖ Product Number
- ❖ Product Type
- ❖ Refund Type
- ❖ Refund Reason
- ❖ Refund Comment
- ❖ CAPS Account
- ❖ CAPS Account Name
- ❖ Customer National Account Number
- ❖ Customer Name
- ❖ Reversed Transaction Type

- Return Details**
- ❖ Mail Class Code
- ❖ Mailer ID
- ❖ Base SKU
- ❖ Package Scan Group ID
- ❖ PIC
- ❖ Service Type Code

- PO Box Details**
- ❖ Box City
- ❖ Box State
- ❖ Box Number
- ❖ Box Zip
- ❖ Box Size
- ❖ Box Renewal Date

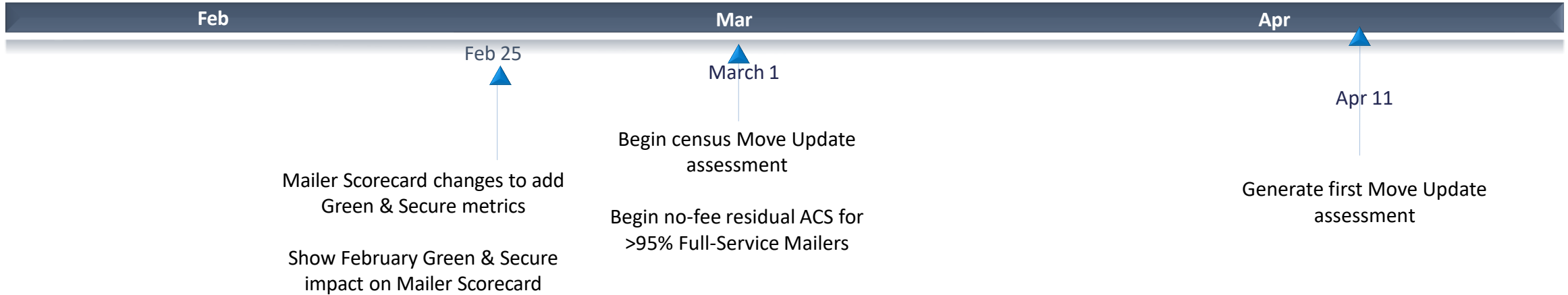
- Address Quality Details**
- ❖ NCSC Customer Number
- ❖ NCSC Product
- ❖ NCSC Order Reference Number

# Informed Visibility (IV) – Payment

## **IV – Payment will enable data delegation for users**

- The Admin/Payment Manager will grant access to another CRID that must also have an IV account.
  - The user creating the delegation will be able to control the type of data the CRID has access to, as well as the fields that the CRID may include in their data requests.
- The CRID that has been delegated to will set up the frequency, destinations, and other preferences.

# Move Update – Next Steps



## March 2018:

- Census Move Update Verification: Assessments for mailers exceeding threshold will begin in April for March mailings
- Residual ACS records will be provided for no-fee to qualifying mailers that submit over 95% Full-Service volume
  - eDoc Submitter must present more than 95% Full-Service volume
- Basic automation/non-automation pieces must have: Unique IMb included in eDoc, Full-Service or One Code ACS requested STID in the barcode
  - Valid By/For identification



# Address Correction Service

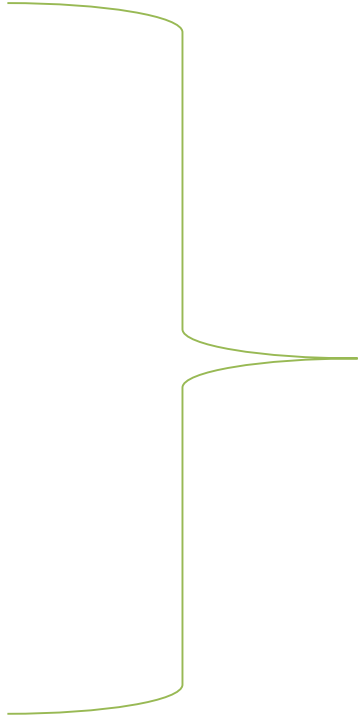
The Mailer Indicates how the USPS should handle the UAA mailpiece

## Mailpiece Disposition Options

**Address Service**  
Forward if possible; provide change of address information electronically. All other UAA mail returned to sender.

**Return Service Requested**  
All UAA mail is returned to sender

**Change Service Requested**  
*Option 1:* All UAA mail is discarded.  
*Option 2:* Forward if possible, all other UAA mail is discarded.



## Address Correction Option

**Full-Service ACS**  
Receive electronic notification of customer change-of-address or reason for non-delivery for Full-Service pieces

**One Code ACS**  
Receive electronic notification of customer change-of-address or reason for non-delivery for non-Full-Service pieces

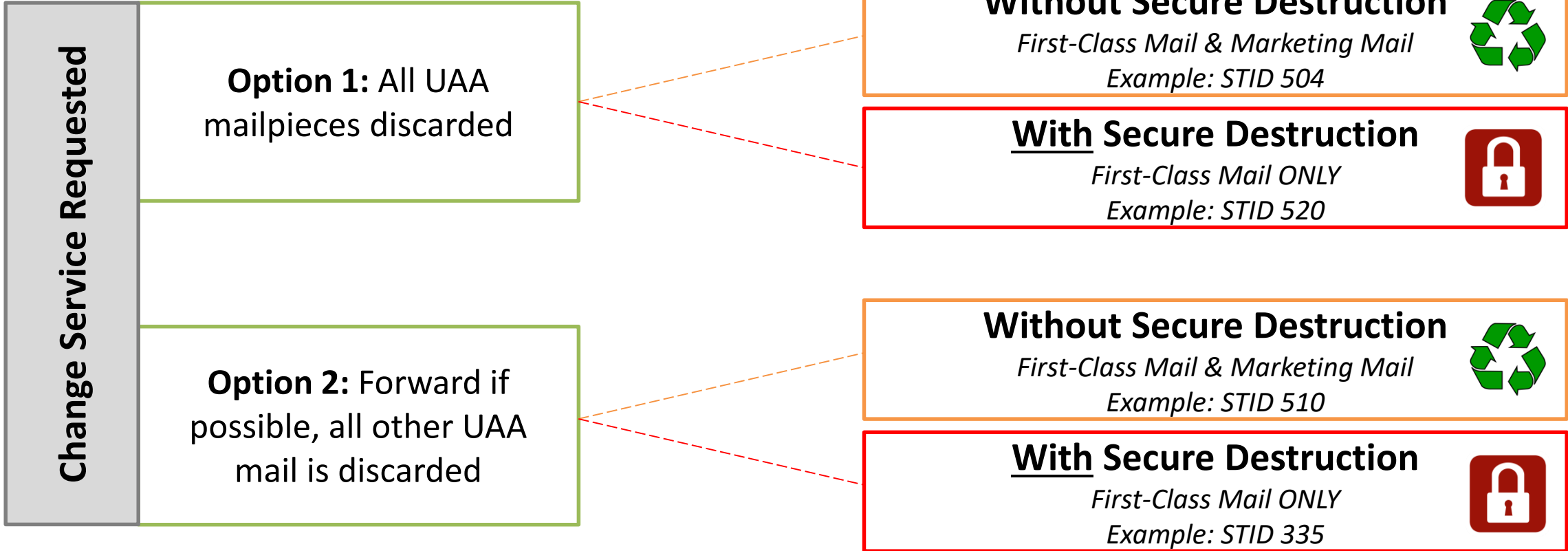
**SingleSource ACS**  
Receive both Full-Service ACS and One Code ACS records in a single shared file

The Mailer indicates how the USPS should provide the COA information

**Change Service Requested is now Green and Secure**

USPS recycles or securely destroys UAA mailpieces based on mailer's indicated preference

# Green and Secure Program



- Allows USPS to recycle or securely destroy UAA mailpieces that cannot be forwarded
  - Reduces additional handling costs for USPS
  - Excludes all mailpieces bearing STID from Move Update Census assessments
- Does **NOT** alleviate the mailer from meeting the Move Update requirement

# Move Update

Indicates if Move/Update data was evaluated by manual or automated verification for the CRID for the selected month

# presort or automation First Class and USPS Marketing Mail pieces (letters, flats & cards)

# Move Update eligible periodical pieces (Info Only – ineligible for assessment)

# pieces that utilized a service type code for address correction service (includes Green & Secure pieces)

# pieces that utilized a service type code for Green & Secure

# First Class and USPS Marketing Mail pieces that were eligible for Move/Update and received a change of address error.

# Green & Secure pieces that received a change of address warning

# Periodical mail pieces that were eligible for Move/Update and received a change of address warning

# First Class, USPS Marketing, and Periodical mail pieces that received a warning that the mail piece was undeliverable as addressed

The amount of additional postage that may be assessed based on the change of address errors that were identified for the CRID for the month above the 0.5% threshold

## Mailer Scorecard

March 2018

Verifications				
Mailer Profile	Electronic Verification	eInduction	Seamless	SPM Exclusions
<input checked="" type="radio"/> # Metrics	<input type="radio"/> # Trending	<input type="radio"/> % Metrics	<input type="radio"/> % Trending	
<b>Electronic Verification</b>				
<b>eDoc Submitter</b>	<b>Total</b>	<b>20548194</b>	<b>5161545</b>	
		<b>Location One</b>	<b>Location Two</b>	
Move/Update Verifications				
Type of Move/Update verification	N/A	Automated	Automated	
# Move/Update Eligible Pieces - FCM & MKT	23,812,784	1,564,155	19,559,247	
# Move/Update Eligible Pieces - Periodicals	161,913	--	--	
# ACS Requested STID Pieces	8,937,781	--	8,334,988	
# Green & Secure Requested STID Pieces	150,000	50,000	100,000	
# COA Errors - FCM & MKT	104,300	9,382	81,237	
# Green & Secure COA Warnings – FCM & MKT	100	--	100	
# COA Warnings - Periodicals	126	N/A	N/A	
# UAA Warnings - FCM, MKT, & Periodicals	212,622	35	206,145	
Total Additional Postage Due (Move/Update) - Info Only	\$143.60	\$124.88	--	

- Move Update Error % is calculated by dividing the # COA Errors – FCM & MKT by the # Move/Update Eligible Pieces – FCM & MKT
- Additional Postage Due is the number of errors above the 0.5% threshold multiplied by \$0.08

# Free Address Correction

## \*Census Benefit Free Address Correction Service\*

### March 2018

- Residual ACS records provided for free to qualifying mailers that submit over 95% Full-Service volume

### Quarterly Measuring

- If eDoc submitter falls below threshold a notification will be given prior to the next billing cycle

### Basic automation /non-automation requirements

- Unique IMb in eDoc
- Full-Service or OneCode ACS STID
- Valid by/for identification

### Feedback

- Notices will be provided through Full-Service, One Code and SingleSource feedback

# Move Update Industry Webinar

## **USPS holds weekly webinars on Move Update for mailers with questions**

- Webinars are held each Wednesday at 2PM EST

# PostalPro Update

## Site Performance

- Adam Collinson met with USPS development team and identified performance issues.
- Caching improvements were deployed on 1/19.
- Additional server upgrades were made on 2/15.
- Testing is showing quicker loading times. We are following up with Adam for further testing.

## Search Function

- The issue with the Google search displaying third party URLs was resolved on 2/16.

## Network Connectivity Notification

- Temporary notification added to PostalPro on 1/23 to alert users of a network connectivity issue impacting several USPS applications.
- Notification referred users to the contingency plans hosted on PostalPro.
- Notifications will be tested on the development site and viewed on a mobile device before placing any notifications on the production site.

# Sampling

## USPS performed two kinds of sampling – Seamless & Nesting Sampling.

	Seamless Sampling	Nesting Sampling
Eligible Mailings	<ul style="list-style-type: none"> <li>Seamless mailings</li> </ul>	<ul style="list-style-type: none"> <li>Agnostic to Seamless status</li> <li>Performed at sites with potential service performance issues</li> </ul>
Reason for Sample	<ul style="list-style-type: none"> <li>Seamless sampling is necessary to verify attributes that will not be collected during automated mail processing</li> <li>Verify piece weight, postage, mail characteristic, barcode quality</li> </ul>	<ul style="list-style-type: none"> <li>Nesting sampling (tray to container) performed to validate the trays are nested on the correct container</li> </ul>
Frequency/ Sample Selection	<ul style="list-style-type: none"> <li>DMU – DMU dashboard displays how many samples must be performed</li> <li>BMEU – prompted at the clearance placard portion of a statement</li> <li>Randomizer tool used to select which containers</li> <li>Samples selected are job agnostic</li> </ul>	<ul style="list-style-type: none"> <li>12 containers sampled per day</li> <li>Randomizer Tool used to select containers</li> <li>Samples selected are job agnostic</li> </ul>
Invoice	<ul style="list-style-type: none"> <li>Seamless mailers</li> </ul>	<ul style="list-style-type: none"> <li>Nesting Sampling warnings are never invoiceable</li> </ul>

# Sampling – Mailer Scorecard

All Sampling results are visible on the Seamless tab of the Mailer Scorecard

- Seamless results displayed on the scorecard for non-Seamless mailers are for information only

Seamless Sampling Results

Nesting Sampling Results

Mailer Scorecard		April 2018	
Mailer Profile	Verifications		
Electronic Verification	eInduction	Seamless	SPM Exclusions
<input checked="" type="radio"/> # Metrics	<input type="radio"/> # Trending	<input type="radio"/> % Metrics	<input type="radio"/> % Trending
<b>Seamless</b>			
Data displayed for a Seamless Parallel or non-Seamless CRID is informational only			
<b>eDoc Submitter</b>	<b>Total</b>	<b>20548194</b>	
		<a href="#">Mailer One</a>	
CRID Seamless Status	N/A	Seamless	
# Seamless Acceptance Jobs	276	276	
# Containers processed for Seamless validations	3,698	3,698	
# Handling Units processed for Seamless validations	153,238	153,238	
# Pieces processed for Seamless validations	24,921,956	24,921,956	
# Seamless Acceptance Jobs not Auto-Finalized	--	--	
# Seamless Documented Piece Scans	23,912,255	23,912,255	
# Adjusted Seamless Documented Piece Scans	21,554,652	21,554,652	
# Scanned Pieces Associated to eDoc	23,837,136	23,837,136	
# Undocumented Pieces	205	205	
Additional Postage Due (Undocumented Pieces) - Info Only	--	--	
# Nesting/ Sortation Piece Errors (MPE)	5,876	5,876	
# Delivery Point Piece Errors	449	449	
<b>Sampling Verifications</b>			
# Containers Sampled	11	11	
# Handling Units Sampled	277	277	
# Pieces Sampled	2,964	2,964	
General PAF	N/A	--	
# Weight Piece Errors	--	--	
# Postage Piece Errors	2	2	
Mail Characteristic PAF	N/A	--	
# Mail Characteristic Piece Errors	--	--	
Total Additional Postage Due (Seamless) - Info Only	--	--	
# Barcode Quality Piece Warnings	2	2	
<b>Nesting Sampling Validations - Info Only</b>			
# Containers Sampled for Nesting Validations	524	524	
# Handling Units Sampled for Nesting Validations	10,907	10,907	
# Pieces Sampled for Nesting Validations	--	--	
# Nesting/ Sortation Container Warnings	1	1	
# Nesting/ Sortation Handling Unit Warnings	47	47	
# Nesting/ Sortation Piece Warnings	N/A	N/A	



# Nesting Verification - Sampling

**Sampling is performed on containers (including Seamless) to determine the root cause of low Service Measurement scores**

Using handheld scanners, the clerk scans the 99M container placard, then each tray label (12 containers per day)

Warnings are logged:

- If the tray to container nesting does not match the nesting in eDoc (Warning Code 731)
- If the tray to container nesting does not match the nesting in eDoc, AND the sampled container was not found in eDoc (Warning Code 10)
- If the tray to container nesting does not match the nesting in eDoc, AND the container listed in eDoc is scanned in the same sample (Warning Code 689)



# Nesting Verification - Sampling

## Scanner Verification Process

- A random selection process has been implemented for container selection
  - Utilizing a new Nesting Sampling Randomizer Tool
    - Provide times and number of containers to sample
    - Based on 1-hour time windows
- The number of containers to be sampled has been standardized based to provide a statistically valid sample size
  - 12 containers will be sampled per day at each site
  - The outward facing tray labels on each side of the container will be scanned for sampling (minimum of 3 sides)
- Results available on Seamless tab of Mailer Scorecard

Nesting Sampling Validations - Info Only		
# Containers Sampled for Nesting Validations	524	524
# Handling Units Sampled for Nesting Validations	10,907	10,907
# Pieces Sampled for Nesting Validations	--	--
# Nesting/ Sortation Container Warnings	1	1
# Nesting/ Sortation Handling Unit Warnings	47	47
# Nesting/ Sortation Piece Warnings	N/A	N/A

# Nesting Verification - Sampling

## Root Cause Analysis

- Mailer Quality Control
  - Mailer did not have a QC process in place to verify accuracy of completed containers.
  - MLOCR mailer did not have signage to ensure containers were placed in the same location each day. Multiple containers at each runout and they were placed in different positions each day. Signage was added to improve quality.
- Not following CSA
  - Mailer making separations that are not included in the current active CSA
- Containers not in eDoc
  - Even though these may not be nesting errors – we have identified multiple MLOCR mailers that are not physically linking all of their containers into the eDoc.

# Sealing Trucks – Seamless

## **USPS will eliminate the process of sealing trucks on April 1.**

- Seamless site listing will be provided to USPS transportation
- BMEU Communications - USPS will conduct webinars to educate employees of the change
- USPS staff will continue to perform sampling at the DMU
- USPS-transported volume must be on induction prior to removing the observing the loading and sealing of USPS-transported trucks

# MDA Approval of Piece Design

## Future state of mailpiece evaluations:

- ServiceNow ticket number will be assigned to every Card, Letter and Flat-size automation-compatibility evaluation conducted by Mailpiece Design Analysts
- This number will be made available to customers via email and on formal USPS Letterhead, and referenced by acceptance employees using the USPS ServiceNow Knowledge Base feature when mailings are presented at the acceptance unit
- The goal is to eliminate discrepancies at the time of acceptance after a mailer has received a mailpiece evaluation response from the MDA Customer Service Help Desk
- Field training for MDAs and BMEU acceptance personnel will start May 1st and end June 1st. Deployment processes will begin June 4th, using a phased approach for each Area

# Integrated Help Desk

## Overview

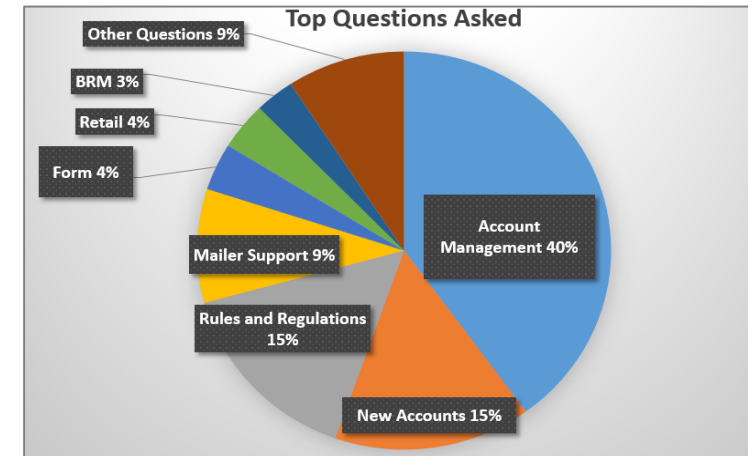
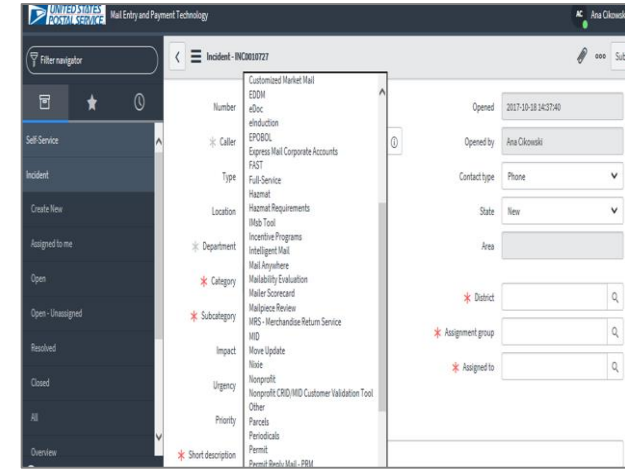
- Strategic support for commercial mailers
  - Enhanced customer experience
  - Standardized answers through body of knowledge
  - Multiple contact methods: 800 number & standard email
- Concept pilot launched October 2017 in:
  - Capital Metro: Capitol District
  - Eastern: Northern Ohio
  - Great Lakes: Lakeland
  - Northeast: Northern New England
  - Pacific: San Diego
  - Southern: Dallas
  - Western: Northland



# Integrated Help Desk

## Offerings

- Centralized tracking method for customer inquiries
  - Unique ticket number
  - Date and Time ticked opened/closed
  - Specific issue, question or concern captured and categorized
- Ability to identify trends
  - Reports provide visibility
  - Analytics uncover opportunities
- Identify automated and non-automated solutions to enhance customer experience



# Integrated Help Desk

## Automated Solutions

- Identify gaps in the current online solutions and make improvements
- Develop FAQs to commonly asked questions
- Create a ChatBot to generate answers and provide seamless transition to a live agent needed
- Redesign BCG to incorporate common questions asked





# FIRST CLASS TRACK AGENDA

- MTAC Action Items
- Pulse Action Items
- [Enterprise Payment](#)
- [Move Update](#)
- [PostalPro](#)
- [CSA Update](#)
- [Nesting Sampling](#)
- [Sealing Trucks](#)
- [MDA Approval](#)
- [Integrated Help Desk](#)

# ACTION ITEMS: FIRST-CLASS

Topic	Action Item	Response
Payment Modernization	Request to bring eVS into EPS	eVS will be brought into EPS with the Package Platform. USPS will share its vision for outbound in Spring/Summer 2018.
Payment Modernization	Update Fact Sheet to indicate Premium Forwarding is not yet enabled	Updated 1/8/18 – available on PostalPro
Payment Modernization	Performance issue with EPS application when managing EPS account – Rick Marino	Fix deployed 1/21/18.
Payment Modernization	Create & share a “Roadmap” with timeline for upcoming EPS Releases	Completed, see slide.
Payment Modernization	Need clarification on Address Correction Products and include in EPS roadmap	Supported Products today: ACS, AEC, AECII.
PostalPro	Set up testing of PostalPro performance with Adam Collinson and USPS Technical Team	Meeting took place on 12/21/17. Development team identified performance issues and deployed fixes on 1/19/18.
Move Update	Communicate Weekly Move Update Webinars that should run through March	Industry Alert sent 12/8 weekly webinars held on Wednesdays at 2 EST.
Move Update	Break out results of Move Update threshold analysis between First-Class Mail and USPS Marketing Mail	USPS investigating.
Seamless	Communicate elimination of process of sealing trucks at next MTAC	Process will be eliminated 4/1/2018.
Business Customer Gateway	Include sort by Permit option	This functionality will be implemented with the initial deployment.

# PULSE ITEMS: FIRST-CLASS

Topic	Action Item	Response
PayMod	Inability to transfer funds between MSP and Mail Owner accounts	See slide.
PayMod	When will check capture be available?	Pilot scheduled to begin in April with industry volunteers
PayMod	How many MSPs participated in the pilot?	17 MSPs participated in the pilot
PayMod	No model for data distribution model	EPS data will be available through Informed Visibility (IV)
PayMod	Concern expressed regarding sunseting workgroup	After Workgroup 173 is sunset, information will continue to be shared through UG11.
PayMod	Industry requests a lookup tool to determine if Mail Owners have transitioned to EPS	MSPs may log into the BCG > Manage Account > Customer Validation Tool and input the Permit Number, Permit Type, and location to view the Mail Owner's account information
PayMod	Request for Roadmap of enhancements and future functionality	Timeline in slide
PayMod	What is the plan with historical data in the transition from CAPS to EPS? Will the data be visible on EPS?	Historical data will not be transitioned to EPS. Once the CAPS Permits have been linked to EPS and the CAPS account is closed, mailers will have access to the reports through WebCAPS for 12 months.
PayMod	Concern expressed about mail being delayed if there are issues in postage payment in the transition from CAPS to EPS. How is the process being set up to prevent issues?	Mailers currently using the system have had no issues. Escalate any issues to the PostalOne! Helpdesk.
PayMod	When a mailer is implementing EPS, what is the escalation path to get issues resolved immediately?	Mailers should contact the PostalOne! Helpdesk.
PayMod	Mailers would like to choose a box number when setting up a new PO Box through EPS	This change will be implemented in July 2018.

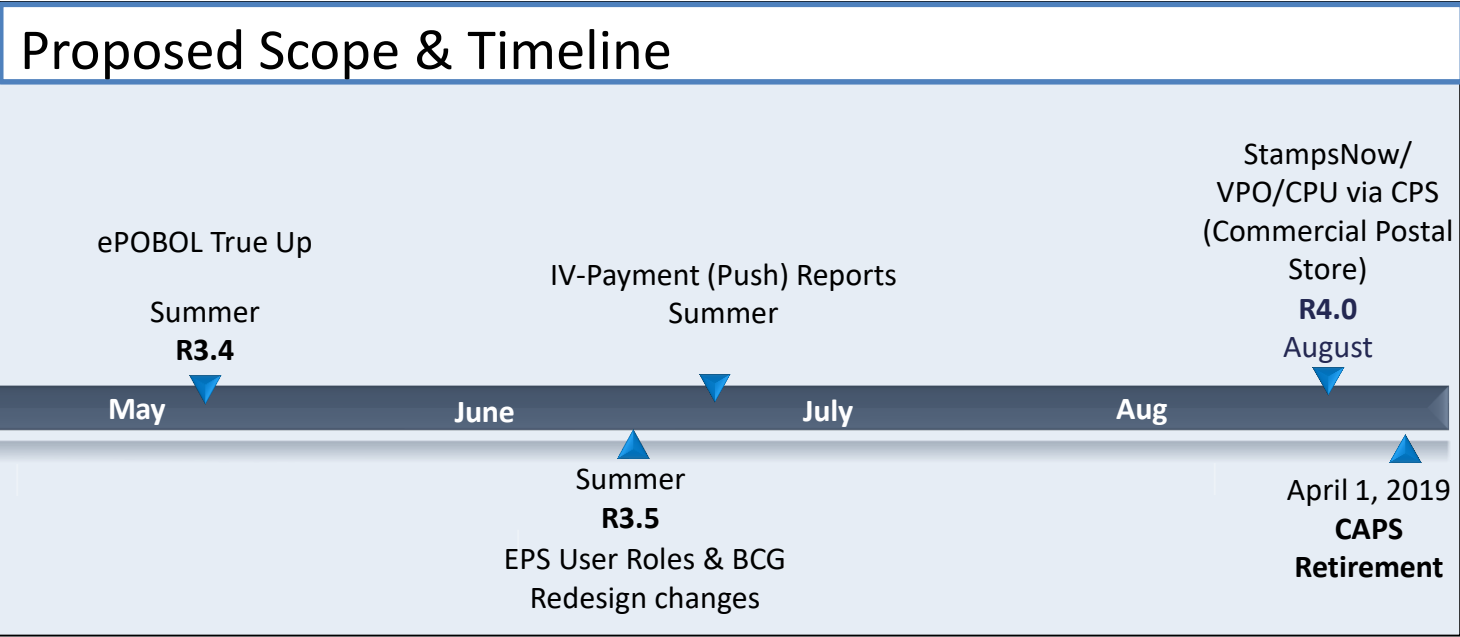
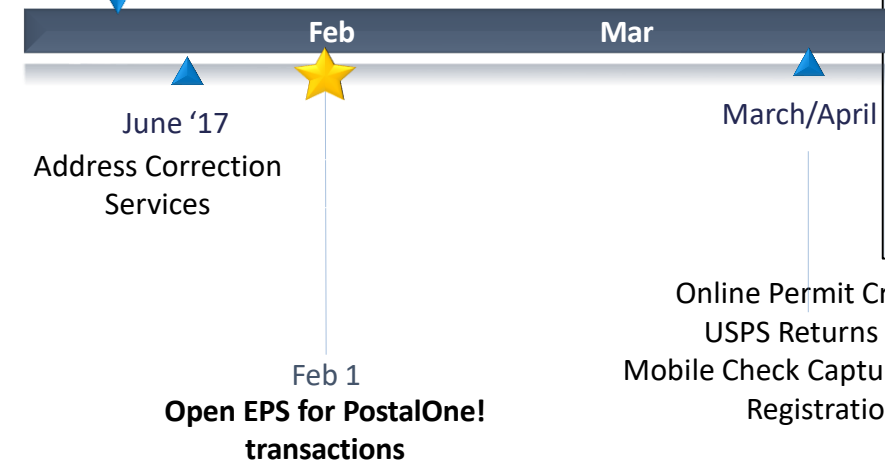
# PULSE ITEMS: FIRST-CLASS

Topic	Action Item	Response
Move Update	Is free ACS tied to the implementation of Green & Secure? This is affecting mailers financial forecasting.	No. No-fee residual ACS is available to any mailer who prepares more than 95% of eligible mail as full-service, has a unique IMb in eDoc, uses a FS or One Code ACS STID, identifies By/For
Move Update	Some mailers are concerned that the mail that falls outside of this method will exceed current 0.5% threshold.	Green & Secure COA errors are removed only from the numerator of the Move Update calculation; The volume will be counted as Move Update eligible
Move Update	Green & Secure – Many interpret this method as a reason to turn off NCOALink processing	NCOALink allows address correction before mailing, minimizing costs spent on mail that is not delivered. To participate in G&S you must enroll in ACS as well.
Move Update	Concerns around changes to mailer’s systems and process to handle the new scorecard info and the timeframe they have to make these changes	Two new metrics will be added to the scorecard but existing Move Update metrics will continue to be populated and will be the metrics used for assessment. Green & Secure metrics are informational-only.
Move Update	No formal announcement that the assessment invoicing start date has been pushed back one month to April	Formal Announcement was sent on 2/9/18.
Move Update	90 days of notice was not provided for Green & Secure, as stated in Pub 685	There is no change to the threshold or the process to verify compliance. G & S pieces will be excluded from the numerator only and not assessed a Move Update compliance fee.
Move Update	Comments on FRN are not due until 2/8, concern that USPS will not have adequate time to respond to comments before implementation	The Final Federal Register Notice will be published no later than March 16, 2018.
Move Update	Concern around USPSIS and update of source data	The USPSIS will work with Mail Entry and Payment Technology to retrieve any data for Move Update. The Green & Secure Program does not alleviate mailers from meeting the Move Update Requirement.
CSAs	Provide an update on CSAs	See slide.
Seamless	With First-Class automation letters being one price regardless of weight, can the weight verification be discontinued?	USPS is investigating.
Other	Can USPS make mailpiece images available for research purposes when there is an issue detected like Undocumented, DPV, or Move Update	We are researching a solution for provisioning images.
MERLIN	What is the future of MERLIN?	USPS is investigating and will provide an update.

# Enterprise Payment – Next Steps

**Enterprise Payment System (EPS)  
available now for *PostalOne!*  
transactions for all users**

PO Boxes Online  
Oct 16



- TBD Later in 2018- 2019**
- Priority Mail Express
  - PC Postage
  - Package Intercept
  - Pick up on Demand
  - Click-n-Ship Business Pro
  - Premium Forwarding Service Commercial
  - Commercial Packages
  - SMS Text Notification

The following documents are available on PostalPro for reference:

- Enterprise Payment System – Account Creation Fact Sheet
- Enterprise Payment FAQs

# BCG/EPS Roles

Roles within EPS define access to EPS components

## Core Services – All Users

- Click N Ship Business Pro
- Customer/Supplier Agreements (CSAs)
- Electronic Verification Service (eVS)
- Every Door Direct Mail
- Incentive Programs
- Mailer ID
- Online Enrollment
- Parcel Data Exchange (PDX)
- Parcel Return Service (PRS)
- Premium Forwarding Service Commercial
- Scan Based Payment (SBP)
- Schedule A Mailing Appointment (FAST)
- USPS Package Intercept
- Manage Mailing Activity
  - Balance & Fees
  - Dashboard
  - Electronic Data Exchange
  - Mailing Reports
  - Manage Permits
  - Postal Wizard

## Independent Services

- Approved Shipper
- Audit Mailing Activity (PostalOne!)
- Automated Business Reply Mail
- Bulk Indemnity Claims
- Business Service Network (BSN) eService
- Customer Label Distribution System (CLDS)
- **Enterprise Payment System (EPS)**
- Enterprise PO Boxes Online
- Informed Visibility
- Intelligent Mail Services
- Intelligent Mail Small Business Tool (IMsb)
- Logistics Condition Reporting System (LCRS)
- Mail Transport Equipment Ordering System (MTEOR)
- Manage APIs
- Official Mail Shipping Labels
- Pickup On Demand (PUOD)
- Print & Delivery Shipping Label
- Share Mail
- Simplified Data Exchange
- Track & Confirm
- USPS Tracking
- Verification Assessment Evaluator (PostalOne!)

## Enterprise Payment System Roles

- Administrator
  - Must be BSA/Delegate
  - Access to all EPS features including manage users
- Payment Manager
  - Must be BSA/Delegate
  - Access to all EPS features *except* manage users
- Subscriber
  - User
  - Access limited to read only reports

# Enterprise Payment Migration - FAQ

## Mail Service Providers transfers and deposits to Mail Owner accounts

Scenario	EPS Solution
<ul style="list-style-type: none"><li>• MSPs will be unable to transfer between their EPS account to the Mail Owner’s EPS account when there are insufficient funds for a mailing</li><li>• Currently, if the MSP has insufficient funds in their non-EPS accounts, they are able to have the BMEU transfer from their non-EPS account to the Mail Owner’s non-EPS account to cover the mailing</li><li>• The BMEU is unable to facilitate this transfer between EPS accounts</li></ul>	<ul style="list-style-type: none"><li>• Transfers: Mail Owners may grant Administrator or Payment Manager access to MSPs</li></ul> <p>Deposits:</p> <ul style="list-style-type: none"><li>• FedWire &amp; ACH Credit – MSP enters Mail Owner’s USPS bank account routing number and USPS account number with Mail Owner’s EPS account number as the last 10 digits</li><li>• Retail Deposit – MSP uses Mail Owner’s EPS account number to deposit cash, check, money order at any retail location</li><li>• Mobile Check Deposit (pilot March 2018) – MSP requests authorization to use Wells Fargo CEO app and inputs Mail Owner EPS Account</li></ul> <p><i>Note: EPS Account owner is liable for any return check fees and negative balances regardless of who deposits the check</i></p>

# Enterprise Payment Migration - FAQs

**Mailers migrating to EPS typically have questions about permit linkage and deposits. A complete list of FAQs is available on PostalPro.**

What happens if all of my permits are not linked to the EPS? For example, 2 accounts are not linked, but 5 are.

- *Permits linked to EPS will use the EPS account for payment. Permits still linked to CAPS, local trust, etc. will continue to use that account for payments.*
- *If you do open an EPS account, the money left in your CAPS account will not migrate to EPS until the last CAPS permit has been linked to EPS*

Do pre-cancelled stamps need to be linked to an EPA?

- *Yes, you will need to link your pre-cancelled permit to EPS*

I have multiple EPAs and one CAPS account. I am linking my permits to two separate EPAs, but permits are coming from the same CAPS account. When I link the last permit to EPS, how does CAPS know where to put the balance of the CAPS funds?

- *The last permit linked will get the balance of CAPS funds. From here, you can transfer the money between permits as necessary*

When does an ACH Debit get processed from my EPS account?

- *ACH Debit purchase amounts are aggregated for a total amount that is sent out to the customer's bank at the end of each day*

**To escalate issues as they arise, mailers should open a ticket with the PostalOne! Helpdesk and contact their BMS or BMS Analyst.**



# Enterprise Payment - EPOBOL

## EPOBOL Updates - Deployed 1/25

Reported Problem	EPS Solution
<ul style="list-style-type: none"><li>Users are unable to use the “Close &amp; Refund” feature to close a box for the following month without terminating the current month’s service</li></ul>	<ul style="list-style-type: none"><li>Customers are allowed to close a box on any given day</li><li>Customers who close a box prior to the payment due date may elect to have continued service through the end of the current month</li></ul>
<ul style="list-style-type: none"><li>Users are unable to use the “Close &amp; Refund” feature to close more than one box at the same time</li></ul>	<ul style="list-style-type: none"><li>The “Close &amp; Refund” feature supports both single and multiple closures at the same time</li></ul>
<ul style="list-style-type: none"><li>Users are unable to cancel “Close &amp; Refund” requests</li></ul>	<ul style="list-style-type: none"><li>Customers may cancel a request up until the last day of the term</li></ul>
<ul style="list-style-type: none"><li>The Billing Report does not provide the monthly total renewal amount in real-time, so users are unable to see how much has been paid in the current month</li></ul>	<ul style="list-style-type: none"><li>The Billing Report:<ul style="list-style-type: none"><li>May be run at any time during the month</li><li>Displays add/delete boxes at any time</li><li>Total amount due displays the exact renewal amount at any period of the current month</li><li>Displays new or linked boxes</li><li>Does not display closed boxes</li></ul></li></ul>

# Enterprise Payment - EPOBOL

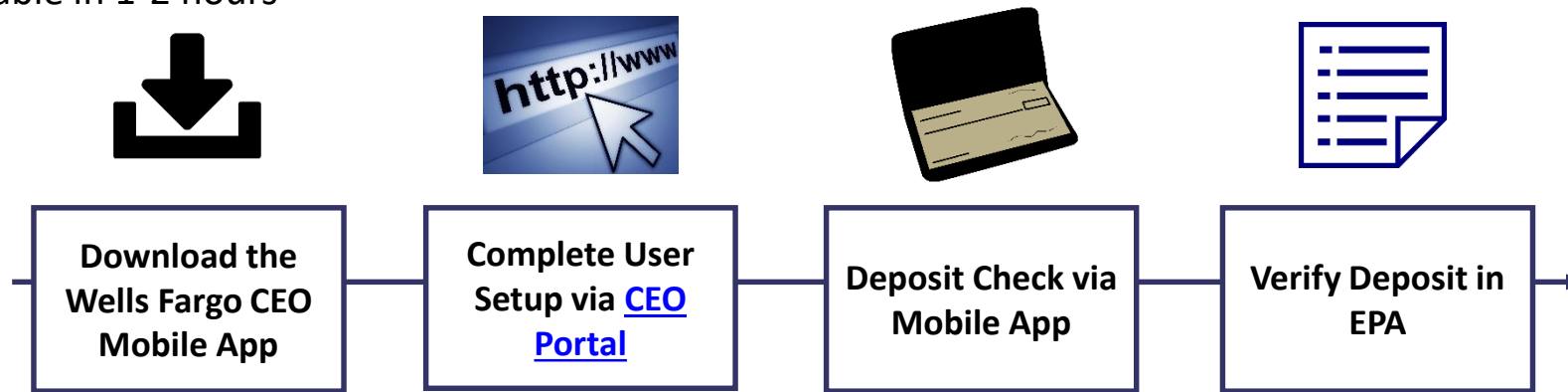
## EPOBOL – Consolidating Payment Dates – Deployment TBD

Reported Problem	EPS Solution
<ul style="list-style-type: none"><li>• Users open boxes at different times, resulting in different payment due dates for each box</li><li>• Users would prefer a single payment date for all boxes</li></ul>	<ul style="list-style-type: none"><li>• Users may elect to consolidate all payment due dates to a single date</li><li>• USPS will allow users to pay for the months remaining to ensure revenue is collected when moving to a single renewal date</li></ul>

# Mobile Check Deposit – Coming Soon

## With Mobile Check Deposit, customers are able to fund Trust Accounts using a mobile device

- Convenient, deposit check from home (or wherever you are)
- Save time by not having to go to the Post Office to Deposit Money
- Make deposits 24/7
- Money is available in 1-2 hours



## Pilot Test Plan

- USPS will validate each of the scenarios below with pilot participants before national roll-out
  - Wells Fargo CEO App Registration
  - New EPS Account Activated
  - Trust Primary Payment Method
  - Deposit into EPS Account of Mailer/Client

# Mail Owner Lookup

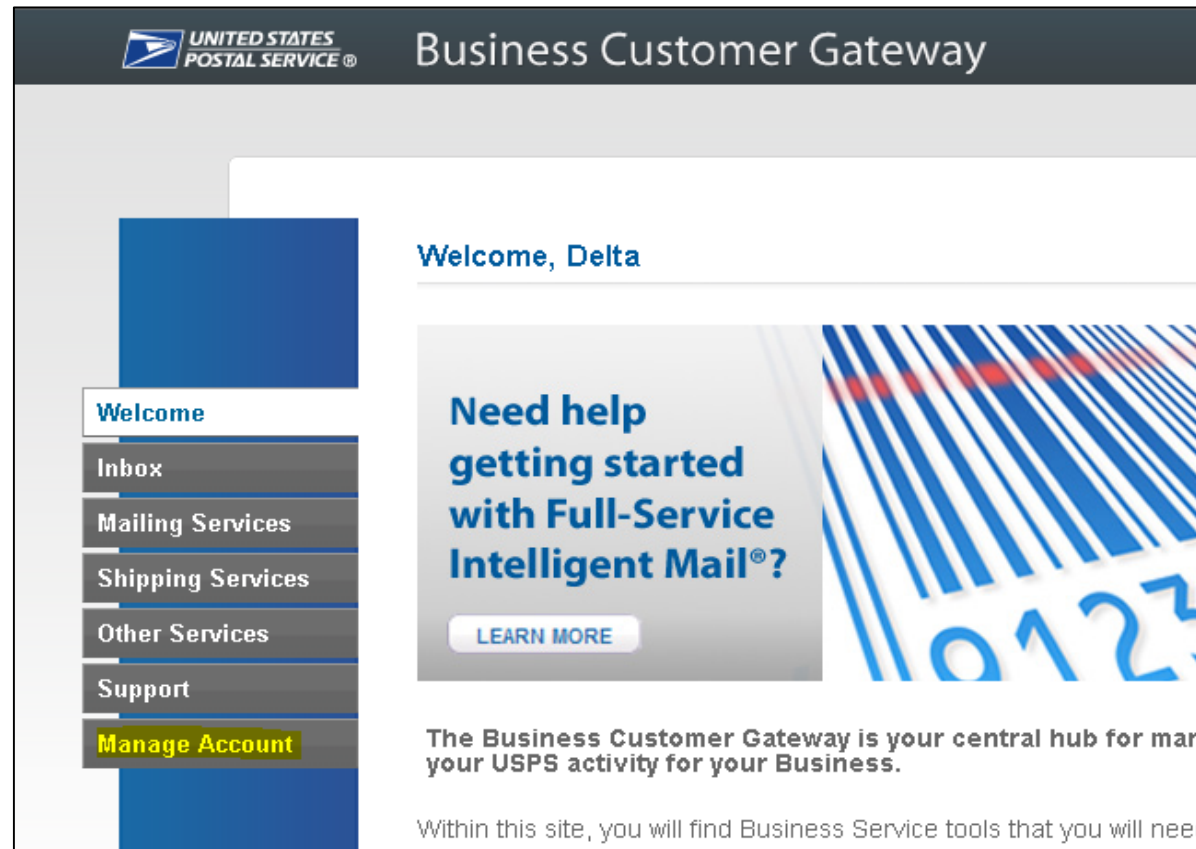
**In order to deposit into an account, users must know the EPS Account Number of the target account.**

**Users may access the Customer Validation Tool to determine unknown Account Numbers.**

1. Log into the Business Customer Gateway
2. Select Manage Account from the left menu
3. Select Customer Validation Tool (Located under MSP section)
4. Select “Permit Information” Report and provide required input fields
5. Account Number is displayed on the results page

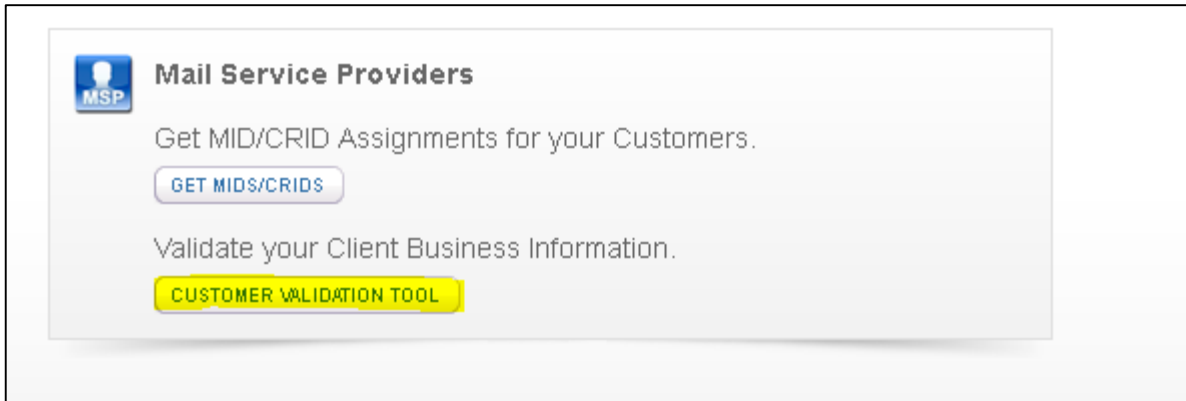
# Mail Owner Lookup

1. Log into the Business Customer Gateway
2. Select Manage Account from the left menu

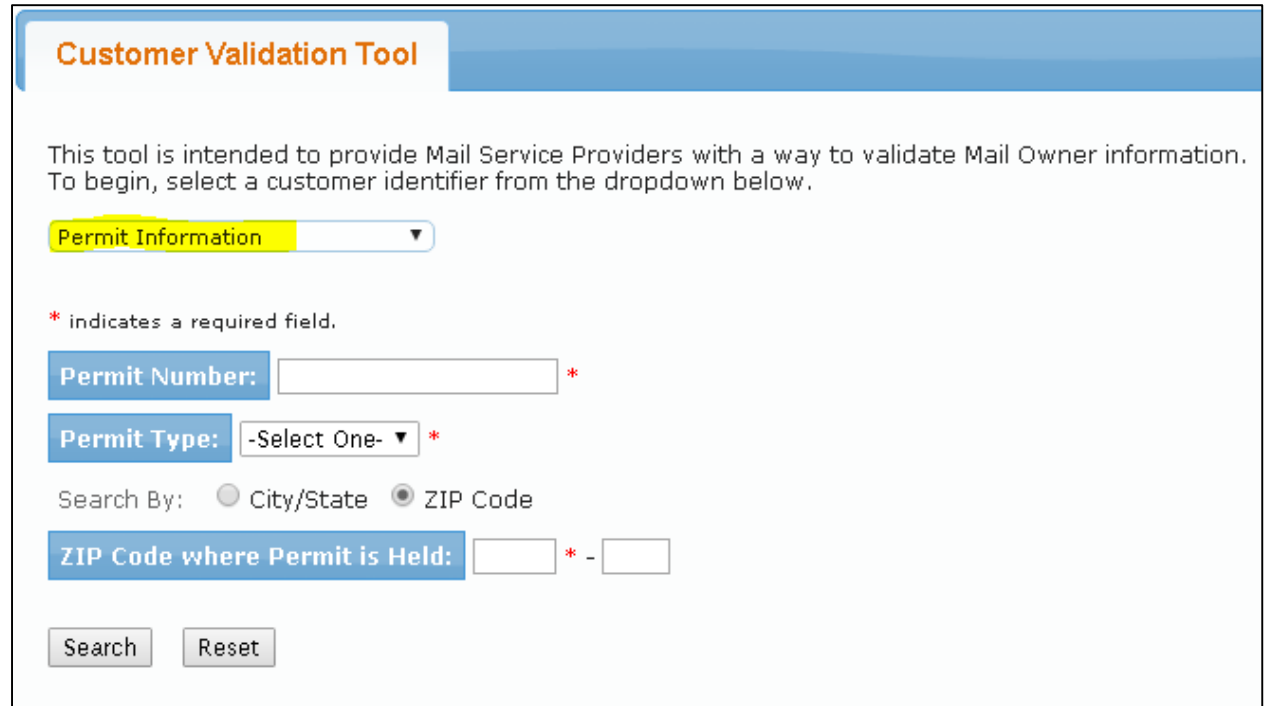


# Mail Owner Lookup

## 3. Select Customer Validation Tool (Located under MSP section)



## 4. Select “Permit Information” Report and provide required input fields



# Mail Owner Lookup

5. Account Number is displayed on the result page

Permit Information Search Results	
<b>Account Number:</b>	1000000803
<b>Permit Number:</b>	406
<b>Permit Type:</b>	PI
<b>ZIP Code where Permit is Held:</b>	24022-9998
<b>Permit Status:</b>	ACTIVE
<b>CRID:</b>	94612307 (Permit Linked)
<b>Company Name:</b>	LADYTEE LIP GLOSSES
<b>Urbanization Code:</b>	
<b>Address Line 1:</b>	1968 LEO LANE
<b>Address Line 2:</b>	
<b>Address Line 3:</b>	
<b>City:</b>	ROANOKE
<b>State/Province:</b>	VA
<b>ZIPCode/PostalCode:</b>	24001-9998
<b>Country:</b>	UNITED STATES

## EPS Open Line

**USPS will be holding weekly webinars on Enterprise Payment for mailers with questions on transitioning from CAPS to EPS**

- To be held each Tuesday at 1PM EST, beginning on 3/6



# Informed Visibility (IV) – Payment

## EPS Data Distribution through Informed Visibility will be available Summer 2018

- Customers may subscribe to have data pushed to their Secure FTP (SFTP) server or available for online download
- Customers may select the following, based on their preferences

Category	Preference Options
File Format	<ul style="list-style-type: none"><li>• Delimited</li><li>• JSON</li></ul>
Target	<ul style="list-style-type: none"><li>• Define SFTP Location</li><li>• Select online download option</li></ul>
Source Frequency	<ul style="list-style-type: none"><li>• Define the quantity of data in each batch</li><li>• Daily, Weekly, Monthly</li></ul>
Frequency	<ul style="list-style-type: none"><li>• Define how often you would like to receive the data</li><li>• Can be every minute to every 31 days</li></ul>
Email Notifications	<ul style="list-style-type: none"><li>• User may create list of contacts to be notified when new data is posted/available for download</li></ul>

# Informed Visibility (IV) – Payment

The data elements below will be available for each of the following groups: Transaction, Mailing Details, Return Details, PO Box Details, Address Quality Details

## Transaction

- ❖ Transaction ID
- ❖ Transaction Date
- ❖ Transaction Type
- ❖ Transaction Amount
- ❖ Description
- ❖ Detail
- ❖ Original Transaction ID
- ❖ EPS Account Number
- ❖ EPS Account Nickname
- ❖ Business Location
- ❖ Payment Method
- ❖ Payment Method Nickname

## Mailing Details

- ❖ Job ID
- ❖ eDoc Mailing Date
- ❖ Postage Statement Mailing Date
- ❖ Mail Arrival Date
- ❖ PostalOne Transaction ID
- ❖ Customer Reference ID
- ❖ User License Code
- ❖ Mail Class
- ❖ Number of Pieces
- ❖ Number of Copies
- ❖ Spoilage
- ❖ Product Number
- ❖ Product Type
- ❖ Refund Type
- ❖ Refund Reason
- ❖ Refund Comment
- ❖ CAPS Account
- ❖ CAPS Account Name
- ❖ Customer National Account Number
- ❖ Customer Name
- ❖ Reversed Transaction Type

## Return Details

- ❖ Mail Class Code
- ❖ Mailer ID
- ❖ Base SKU
- ❖ Package Scan Group ID
- ❖ PIC
- ❖ Service Type Code

## PO Box Details

- ❖ Box City
- ❖ Box State
- ❖ Box Number
- ❖ Box Zip
- ❖ Box Size
- ❖ Box Renewal Date

## Address Quality Details

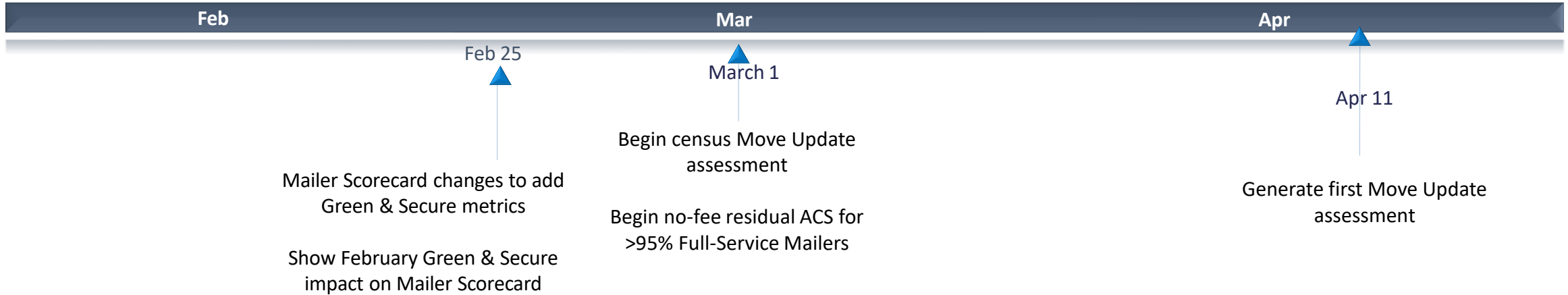
- ❖ NCSC Customer Number
- ❖ NCSC Product
- ❖ NCSC Order Reference Number

# Informed Visibility (IV) – Payment

## **IV – Payment will enable data delegation for users**

- The Admin/Payment Manager will grant access to another CRID that must also have an IV account.
  - The user creating the delegation will be able to control the type of data the CRID has access to, as well as the fields that the CRID may include in their data requests.
- The CRID that has been delegated to will set up the frequency, destinations, and other preferences.

# Move Update – Next Steps



## March 2018:

- Census Move Update Verification: Assessments for mailers exceeding threshold will begin in April for March mailings
- Residual ACS records will be provided for no-fee to qualifying mailers that submit over 95% Full-Service volume
  - eDoc Submitter must present more than 95% Full-Service volume
- Basic automation/non-automation pieces must have: Unique IMb included in eDoc, Full-Service or One Code ACS requested STID in the barcode
  - Valid By/For identification

# Address Correction Service

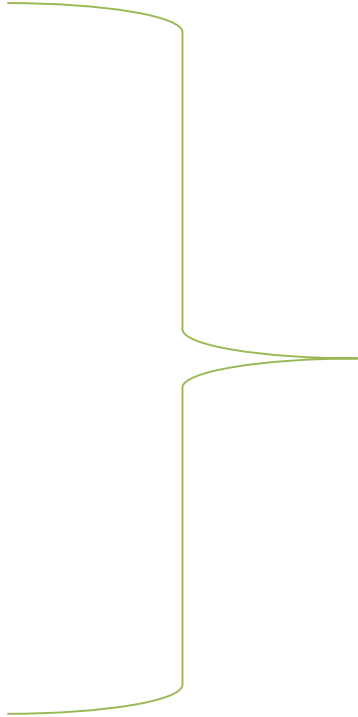
The Mailer Indicates how the USPS should handle the UAA mailpiece

## Mailpiece Disposition Options

**Address Service**  
Forward if possible; provide change of address information electronically. All other UAA mail returned to sender.

**Return Service Requested**  
All UAA mail is returned to sender

**Change Service Requested**  
*Option 1:* All UAA mail is discarded.  
*Option 2:* Forward if possible, all other UAA mail is discarded.



## Address Correction Option

**Full-Service ACS**  
Receive electronic notification of customer change-of-address or reason for non-delivery for Full-Service pieces

**One Code ACS**  
Receive electronic notification of customer change-of-address or reason for non-delivery for non-Full-Service pieces

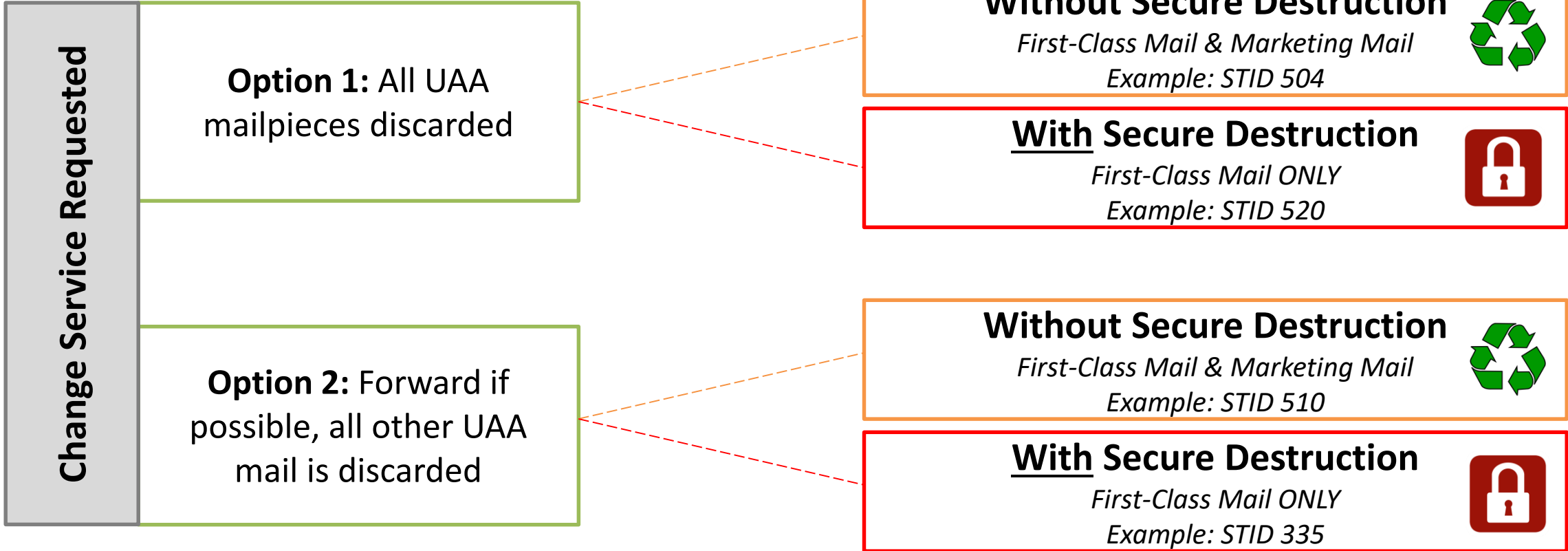
**SingleSource ACS**  
Receive both Full-Service ACS and One Code ACS records in a single shared file

The Mailer indicates how the USPS should provide the COA information

**Change Service Requested is now Green and Secure**

USPS recycles or securely destroys UAA mailpieces based on mailer's indicated preference

# Green and Secure Program



- Allows USPS to recycle or securely destroy UAA mailpieces that cannot be forwarded
  - Reduces additional handling costs for USPS
  - Excludes all mailpieces bearing STID from Move Update Census assessments
- Does **NOT** alleviate the mailer from meeting the Move Update requirement

# Move Update

Indicates if Move/Update data was evaluated by manual or automated verification for the CRID for the selected month

# presort or automation First Class and USPS Marketing Mail pieces (letters, flats & cards)

# Move Update eligible periodical pieces (Info Only – ineligible for assessment)

# pieces that utilized a service type code for address correction service (includes Green & Secure pieces)

# pieces that utilized a service type code for Green & Secure

# First Class and USPS Marketing Mail pieces that were eligible for Move/Update and received a change of address error.

# Green & Secure pieces that received a change of address warning

# Periodical mail pieces that were eligible for Move/Update and received a change of address warning

# First Class, USPS Marketing, and Periodical mail pieces that received a warning that the mail piece was undeliverable as addressed

The amount of additional postage that may be assessed based on the change of address errors that were identified for the CRID for the month above the 0.5% threshold

## Mailer Scorecard

March 2018

Verifications				
Mailer Profile	Electronic Verification	eInduction	Seamless	SPM Exclusions
<input checked="" type="radio"/> # Metrics	<input type="radio"/> # Trending	<input type="radio"/> % Metrics	<input type="radio"/> % Trending	
<b>Electronic Verification</b>				
<b>eDoc Submitter</b>	<b>Total</b>	<b>20548194</b>	<b>5161545</b>	
		<b>Location One</b>	<b>Location Two</b>	
Move/Update Verifications				
Type of Move/Update verification	N/A	Automated	Automated	
# Move/Update Eligible Pieces - FCM & MKT	23,812,784	1,564,155	19,559,247	
# Move/Update Eligible Pieces - Periodicals	161,913	--	--	
# ACS Requested STID Pieces	8,937,781	--	8,334,988	
# Green & Secure Requested STID Pieces	150,000	50,000	100,000	
# COA Errors - FCM & MKT	104,300	9,382	81,237	
# Green & Secure COA Warnings – FCM & MKT	100	--	100	
# COA Warnings - Periodicals	126	N/A	N/A	
# UAA Warnings - FCM, MKT, & Periodicals	212,622	35	206,145	
Total Additional Postage Due (Move/Update) - Info Only	\$143.60	\$124.88	--	

- Move Update Error % is calculated by dividing the # COA Errors – FCM & MKT by the # Move/Update Eligible Pieces – FCM & MKT
- Additional Postage Due is the number of errors above the 0.5% threshold multiplied by \$0.08

# Free Address Correction

## \*Census Benefit Free Address Correction Service\*

### March 2018

- Residual ACS records provided for free to qualifying mailers that submit over 95% Full-Service volume

### Quarterly Measuring

- If eDoc submitter falls below threshold a notification will be given prior to the next billing cycle

### Basic automation /non-automation requirements

- Unique IMb in eDoc
- Full-Service or OneCode ACS STID
- Valid by/for identification

### Feedback

- Notices will be provided through Full-Service, One Code and SingleSource feedback



# Move Update Industry Webinar

## **USPS holds weekly webinars on Move Update for mailers with questions**

- Webinars are held each Wednesday at 2PM EST

# PostalPro Update

## Site Performance

- Adam Collinson met with USPS development team and identified performance issues.
- Caching improvements were deployed on 1/19.
- Additional server upgrades were made on 2/15.
- Testing is showing quicker loading times. We are following up with Adam for further testing.

## Search Function

- The issue with the Google search displaying third party URLs was resolved on 2/16.

## Network Connectivity Notification

- Temporary notification added to PostalPro on 1/23 to alert users of a network connectivity issue impacting several USPS applications.
- Notification referred users to the contingency plans hosted on PostalPro.
- Notifications will be tested on the development site and viewed on a mobile device before placing any notifications on the production site.

# CSA Improvements

## Approvals

- USPS has reduced the number of required approvals, effective January 7, 2018

Prior Approvers	New CSA Approvers
1. Mailer	1. Mailer
2. District Manager 3. P&DC Manager	2. District Manager
4. Area Manager, Distribution Networks 5. Area Manager, In-Plant Support	3. Area Manager, Distribution Networks
6. HQ Manager, Processing Ops 7. HQ Manager, Network Ops	4. HQ Manager, Processing Ops

# CSA Review Process

## **USPS will institute a periodic review process of existing CSAs**

- Each CSA will receive a review after each Structural Change Release
- A review will be conducted when logistical changes within the USPS Operations warrant potential changes to the CSA

## **The review will check the following factors**

- Ensure all surface transport ZIP Codes are included for those that should not be flown
- Check each CSA surface separation to validate correct set of ZIP Codes within the separation
- Check mailer volume to identify any new separations that may be needed

# Sampling

## USPS performed two kinds of sampling – Seamless & Nesting Sampling.

	Seamless Sampling	Nesting Sampling
Eligible Mailings	<ul style="list-style-type: none"> <li>Seamless mailings</li> </ul>	<ul style="list-style-type: none"> <li>Agnostic to Seamless status</li> <li>Performed at sites with potential service performance issues</li> </ul>
Reason for Sample	<ul style="list-style-type: none"> <li>Seamless sampling is necessary to verify attributes that will not be collected during automated mail processing</li> <li>Verify piece weight, postage, mail characteristic, barcode quality</li> </ul>	<ul style="list-style-type: none"> <li>Nesting sampling (tray to container) performed to validate the trays are nested on the correct container</li> </ul>
Frequency/ Sample Selection	<ul style="list-style-type: none"> <li>DMU – DMU dashboard displays how many samples must be performed</li> <li>BMEU – prompted at the clearance placard portion of a statement</li> <li>Randomizer tool used to select which containers</li> <li>Samples selected are job agnostic</li> </ul>	<ul style="list-style-type: none"> <li>12 containers sampled per day</li> <li>Randomizer Tool used to select containers</li> <li>Samples selected are job agnostic</li> </ul>
Invoice	<ul style="list-style-type: none"> <li>Seamless mailers</li> </ul>	<ul style="list-style-type: none"> <li>Nesting Sampling warnings are never invoiceable</li> </ul>

# Sampling – Mailer Scorecard

All Sampling results are visible on the Seamless tab of the Mailer Scorecard

- Seamless results displayed on the scorecard for non-Seamless mailers are for information only

Seamless Sampling Results

Nesting Sampling Results

Mailer Scorecard		April 2018	
Mailer Profile	Verifications		
Electronic Verification	eInduction	Seamless	SPM Exclusions
<input checked="" type="radio"/> # Metrics	<input type="radio"/> # Trending	<input type="radio"/> % Metrics	<input type="radio"/> % Trending
<b>Seamless</b>			
Data displayed for a Seamless Parallel or non-Seamless CRID is informational only			
<b>eDoc Submitter</b>	<b>Total</b>	<b>20548194</b>	
		<a href="#">Mailer One</a>	
CRID Seamless Status	N/A	Seamless	
# Seamless Acceptance Jobs	276	276	
# Containers processed for Seamless validations	3,698	3,698	
# Handling Units processed for Seamless validations	153,238	153,238	
# Pieces processed for Seamless validations	24,921,956	24,921,956	
# Seamless Acceptance Jobs not Auto-Finalized	--	--	
# Seamless Documented Piece Scans	23,912,255	23,912,255	
# Adjusted Seamless Documented Piece Scans	21,554,652	21,554,652	
# Scanned Pieces Associated to eDoc	23,837,136	23,837,136	
# Undocumented Pieces	205	205	
Additional Postage Due (Undocumented Pieces) - Info Only	--	--	
# Nesting/ Sortation Piece Errors (MPE)	5,876	5,876	
# Delivery Point Piece Errors	449	449	
<b>Sampling Verifications</b>			
# Containers Sampled	11	11	
# Handling Units Sampled	277	277	
# Pieces Sampled	2,964	2,964	
General PAF	N/A	--	
# Weight Piece Errors	--	--	
# Postage Piece Errors	2	2	
Mail Characteristic PAF	N/A	--	
# Mail Characteristic Piece Errors	--	--	
Total Additional Postage Due (Seamless) - Info Only	--	--	
# Barcode Quality Piece Warnings	2	2	
<b>Nesting Sampling Validations - Info Only</b>			
# Containers Sampled for Nesting Validations	524	524	
# Handling Units Sampled for Nesting Validations	10,907	10,907	
# Pieces Sampled for Nesting Validations	--	--	
# Nesting/ Sortation Container Warnings	1	1	
# Nesting/ Sortation Handling Unit Warnings	47	47	
# Nesting/ Sortation Piece Warnings	N/A	N/A	

# Nesting Verification - Sampling

**Sampling is performed on containers (including Seamless) to determine the root cause of low Service Measurement scores**

Using handheld scanners, the clerk scans the 99M container placard, then each tray label (12 containers per day)

Warnings are logged:

- If the tray to container nesting does not match the nesting in eDoc (Warning Code 731)
- If the tray to container nesting does not match the nesting in eDoc, AND the sampled container was not found in eDoc (Warning Code 10)
- If the tray to container nesting does not match the nesting in eDoc, AND the container listed in eDoc is scanned in the same sample (Warning Code 689)



# Nesting Verification - Sampling

## Scanner Verification Process

- A random selection process has been implemented for container selection
  - Utilizing a new Nesting Sampling Randomizer Tool
    - Provide times and number of containers to sample
    - Based on 1-hour time windows
  
- The number of containers to be sampled has been standardized based to provide a statistically valid sample size
  - 12 containers will be sampled per day at each site
  - The outward facing tray labels on each side of the container will be scanned for sampling (minimum of 3 sides)
  
- Results available on Seamless tab of Mailer Scorecard

<b>Nesting Sampling Validations - Info Only</b>		
# Containers Sampled for Nesting Validations	524	524
# Handling Units Sampled for Nesting Validations	10,907	10,907
# Pieces Sampled for Nesting Validations	--	--
# Nesting/ Sortation Container Warnings	1	1
# Nesting/ Sortation Handling Unit Warnings	47	47
# Nesting/ Sortation Piece Warnings	N/A	N/A



# Nesting Verification - Sampling

## Root Cause Analysis

- Mailer Quality Control
  - Mailer did not have a QC process in place to verify accuracy of completed containers.
  - MLOCR mailer did not have signage to ensure containers were placed in the same location each day. Multiple containers at each runout and they were placed in different positions each day. Signage was added to improve quality.
- Not following CSA
  - Mailer making separations that are not included in the current active CSA
- Containers not in eDoc
  - Even though these may not be nesting errors – we have identified multiple MLOCR mailers that are not physically linking all of their containers into the eDoc.

# Sealing Trucks – Seamless

## **USPS will eliminate the process of sealing trucks on April 1.**

- Seamless site listing will be provided to USPS transportation
- BMEU Communications - USPS will conduct webinars to educate employees of the change
- USPS staff will continue to perform sampling at the DMU
- USPS-transported volume must be on induction prior to removing the observing the loading and sealing of USPS-transported trucks

# MDA Approval of Piece Design

## Future state of mailpiece evaluations:

- ServiceNow ticket number will be assigned to every Card, Letter and Flat-size automation-compatibility evaluation conducted by Mailpiece Design Analysts
- This number will be made available to customers via email and on formal USPS Letterhead, and referenced by acceptance employees using the USPS ServiceNow Knowledge Base feature when mailings are presented at the acceptance unit
- The goal is to eliminate discrepancies at the time of acceptance after a mailer has received a mailpiece evaluation response from the MDA Customer Service Help Desk
- Field training for MDAs and BMEU acceptance personnel will start May 1st and end June 1st. Deployment processes will begin June 4th, using a phased approach for each Area

# Integrated Help Desk

## Overview

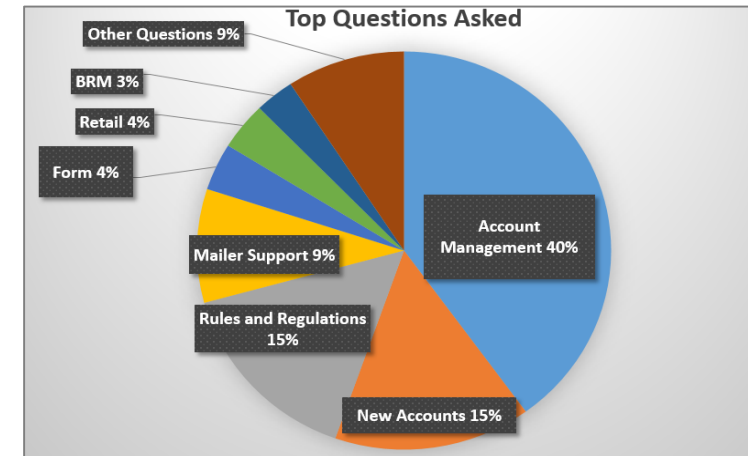
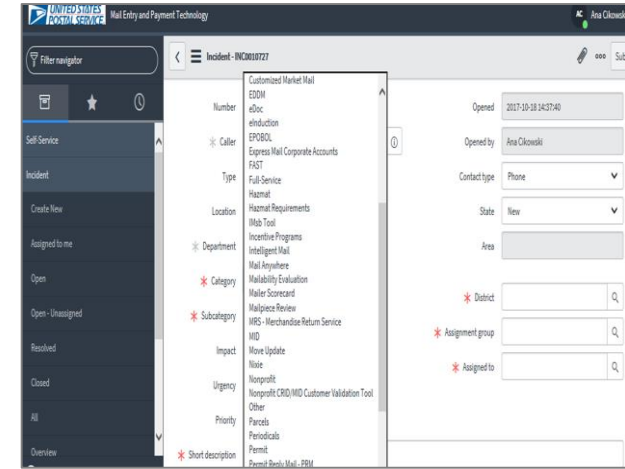
- Strategic support for commercial mailers
  - Enhanced customer experience
  - Standardized answers through body of knowledge
  - Multiple contact methods: 800 number & standard email
- Concept pilot launched October 2017 in:
  - Capital Metro: Capitol District
  - Eastern: Northern Ohio
  - Great Lakes: Lakeland
  - Northeast: Northern New England
  - Pacific: San Diego
  - Southern: Dallas
  - Western: Northland



# Integrated Help Desk

## Offerings

- Centralized tracking method for customer inquiries
  - Unique ticket number
  - Date and Time ticket opened/closed
  - Specific issue, question or concern captured and categorized
- Ability to identify trends
  - Reports provide visibility
  - Analytics uncover opportunities
- Identify automated and non-automated solutions to enhance customer experience



# Integrated Help Desk

## Automated Solutions

- Identify gaps in the current online solutions and make improvements
- Develop FAQs to commonly asked questions
- Create a ChatBot to generate answers and provide seamless transition to a live agent needed
- Redesign BCG to incorporate common questions asked

