

MTAC Focus Group Session Notes

Wednesday, June 13, 2018

ENTERPRISE ANALYTICS/DATA USAGE

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Enterprise Analytics and Data Usage

Session 1: USPS MARKETING MAIL (Flanagan, MTAC Industry Leader)

DISCUSSION TOPIC

Address Accuracy Campaign

- When there are multiple city names served within a ZIP code – working to update AMS to designate specific location as Acceptable Mailing Name and identify addresses where that location is the preferred last-line-key

CASS / MASS Cycle “O”

- Conducted Partnership in Tomorrow meeting end of May
 - New Military Addresses
 - PO Box Street Address
 - Enhanced PO Box Only delivery ZIPs and matching R777 Routes
 - No-Stat Reason Codes
 - DPV Return Codes
- Milestones – Review and Comments deadline June 29, 2018

Change of Address

- Non-DPV for COA records – 2 to 3% of customers move to unconfirmed locations
 - Testing Facebook ad campaign
 - Rapid Key tech added to online COA process

Returned USPS Marketing Mail

- PARS upgraded – Change Request created to modify PARS Mail Class Identification logic and prioritization – implementation date pending

Informed Visibility

- Users grew since NPF
- Change coding policy to give addresses unique address codes so they can enroll
- IV-MTR Roadmap – Start with Broken Bundle indicators and add Ops issues, weather issues, Geo-Spatial data, Origin, Destination, In-transit, Peripheral data
- Adding Predictive Delivery Day data based on predictive intelligence – Clearance times, Volumes, Mail Flow - Data will be presented to industry to interpret and leverage their customers – By FY 2019
- To identify key performance indicators please join User Group 4

Manual Bullpen Scanning Efforts

- Manual Bundle Flats – piloting a process to solve visibility issues and show data worked manually vs in automation – Timeline: Visibility of Manual Nesting July 2018 – Visibility of Manual Processing Oct 2018
- To improve manual returns policy and improve visibility on Electronic Campaign Mail USPS will drive improved visualization perspectives – more visibility in scanning data will also drive proper performance
- Non-Finalized Volume maps – will define and provide business rules (see Action Items)

ACTION ITEMS

- For the data download process provide degree of confidence of the data. Steve Dearing will work with User Group 4
- Ask customers who submit COAs to provide new address to other agencies (financial institutions, insurance companies) via internet – Jim Wilson
- Increase awareness of EMERS – Steve Dearing
- Provide business rules around Non-Finalized data – provide definitions and change colors of map – Steve Dearing
- Improve 11 digit uniqueness – work with UG 5 to review – Jim Wilson

Session 2: PERIODICALS

(Stumbo, MTAC Industry Leader)

DISCUSSION TOPIC

Address Accuracy Campaign

- When there are multiple city names served within a ZIP code – working to update AMS to designate specific location as Acceptable Mailing Name and identify addresses where that location is the preferred last-line-key
- States will be corrected by end of this FY

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- Non-DPV for COA records – 2 to 3% of customers move to unconfirmed locations
 - Progress being worked within User Group 5

ACS Reconciliation Status

- #5 slide 19 – Current requirement that CRID of eDoc submitter satisfy the 95% of eligible volume as Full-Service rule – is an issue – request to review this qualification requirement and evaluate any existing alternatives (see Action Items)
- The eDoc submitter will get a notice but the MID owner will be surprised by the bill

Informed Visibility

- Users grew since NPF
- Change coding policy to give addresses unique address codes so they can enroll
- IV-MTR Roadmap – Start with Broken Bundle indicators and add Ops issues, weather issues, Geo-Spatial data, Origin, Destination, In-transit, Peripheral data
- Expected Delivery Day (EDD) tied to mail class and delivery standards – what happens when not met, and is it seen in IV – You can see it today based on the final scan at the DDU
- USPS working with technology to add more data on discrepancies into Informed Delivery – some updates scheduled for July 2018
- To identify key performance indicators please join User Group 4 – they meet Wednesdays at 12:30 Eastern

Manual Bullpen Scanning Efforts

- Manual Bundle Flats – piloting a process to solve visibility issues and show data worked manually vs in automation – Timeline: Visibility of Manual Nesting July 2018 – Visibility of Manual Processing Oct 2018

MTAC Pulse of the Industry

- The process of mail conditions by data will drive improvements and proper performance
- Manual tubs entered by mailer are missing scans – USPS working with Operations on process – rollout next FY
- Issue with some mail being processed manually at a higher cost and some via automation – USPS will continue to grow visibility and gain intelligence on specific piece types via our manual bundle process and single piece processing
- End to End diagnostics on Periodicals has improved

ACTION ITEMS

- Enterprise Analytics and Seamless Acceptance teams evaluate alternatives for qualifications to 95% of eligible volumes threshold for ACS – Jim Wilson/Steve Dearing/Pritha Mehra
- Informed Delivery missing available triggers – we need to report on improvement of Informed Visibility to Informed Delivery % - enhancement to add more addresses July 2018

Session 3: FIRST CLASS

(Tate, MTAC Industry Leader)

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- As codes are translated – language will be clear
- Codes will be published end of July 2018 - more info from User Group 5
- Milestones – Review and Comments deadline June 29, 2018

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Secure Destruction

- Green and Secure implemented – Including Flats in Secure Destruction In test – Launch date TBD

Informed Visibility

- Users grew since NPF
- IV-MTR Roadmap – Start with Broken Bundle indicators and add Ops issues, weather issues, Geo-Spatial data, Origin, Destination, In-transit, Peripheral data – add Service Performance Measurement data to achieve an actionable level – some union issues where an employee can't work a different machine – discuss cross functional process in User Group 4
- USPS focused on getting higher volumes in measurement
- Breadcrumb data – build business rules around scan events
- Informed Delivery Campaign – will get data from IV

Manual Bullpen Scanning Efforts

- Non-Finalized Volume maps – will define and provide business rules (see Action Items)
- Reverse Red and Green on Non-Finalized maps

Caller Service (Remittance Mail)

- Developing enhanced visibility – still solidifying the process – USPS will work with Operations on timelines

ACTION ITEMS

- Need a deep dive into what are the nuances of ACS and Secure Destruction, reasons why the physical mail is returned – Jim Wilson
- Distribute Industry Alert on Secure Destruction when available for Flats - Jim Wilson
- In addition to the bundle breakage and weather delay indicators provide a reason code for why mail fell out of service performance measurement and show current status of mail measurement next MTAC
- Remittance Mail – Provide a national rollout plan timeline
- Business Rules around Non-Finalized slides (same as Marketing Mail group)

Session 4: PACKAGES

(Medeiros, MTAC Industry Leader)

DISCUSSION TOPIC

IMpb Compliance

- Reviewed PTR release schedule
- Can receive Adhoc reports when required

- Any changes to Address Quality of what's online – Can't see errors with codes – There are no plans to change reports in eVS
- Can provide examples of Adhoc vs Current reports snapshot – Need to do data extracting from IV
- IMpb Validation table will be updated for next MTAC
- John Medeiros sent a list of mismatched facilities with 3 digit ZIPs in DDUs – USPS needs an exception table to remove these
- Issues with scanners being moved within one facility that has multiple ZIPs – USPS to use technology to resolve this issue
- Non-Compliance piece level view will include name with description
- Parent / Child MID – who wants to see them – now a parent CRID – not there on the package side
- Consolidators must register for Address Quality Reports and work from the top down – USPS can explore for the package platform and see what we can provide in the interim
- Are larger customers sending Shipping Partner Files – Provide an update next MTAC
- Raising the threshold would change the math – increase population – need to evaluate thresholds – we have the opportunity, need a different approach with small shippers

Shipment Acceptance

- Package Acceptance Pending – needs new language

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 - No-Stat Reason Codes
 - Need to expand No-Stat codes
 - Group E is only associated with actual PO Box
 - 1.3 Million address within Group E – PO Boxes need to link to physical address
 - DPV Return Codes
 - Secondary addresses don't allow discounts on matches – need valid secondary's
- Requested Sharon Owens talk to industry about pricing – Wanda Senne to follow up

Change of Address

- Are customers forced to enter a PO Box in Group E offices – prompted but not forced

ACTION ITEMS

- John Medeiros will send a report of Adhoc vs Current facility Mismatches in DDUs for 3 digit (completed) – We will look into creating an exception table – Juliaann Hess
- Look into how we can use our technology to solve scanner mismatches – Juliaann Hess

- Delegation for package mail owners in BCG from a mail owner perspective, visibility into errors and mail quality
- Address Quality Report name included correctly in duplicates report in eVS – who is the child MID assigned to – Vicky Bosch
- Is USPS using the shipping partner file when the payment file is late – Juliaann will provide next MTAC
- Show wording changes for package tracking at the next User Group 2 meeting
- Provide UAA breakout parcel volume by “reason” – Scan vs event codes – This was also an action item during the Operations session with the Packages group
- When parcels are tendered before shipping services file is received can USPS hold the parcels in a staging area until file received (item will be removed from the action item list)