UNITED STATES POSTAL SERVICE®

MTAC

Enterprise Analytics
Packages

June 2019

MTAC
Packages

June 2019

Packages

* **Enhanced Package Processing System Update**

Industry Communication

* **IMpb Visibility (Keyed vs. Scanned Barcodes)**

* **Parcel Return Service (PRS) w/Multiple ZIP Codes**

*****IMpb Manifest Quality Timeliness**

Priority Mail Open and Distribution (PMOD)
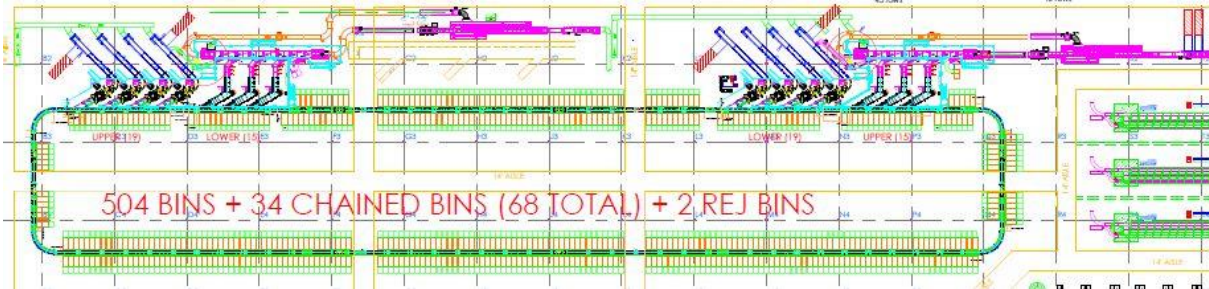
* **IMpb Quality MQ Validations**

* **Soft Pack**

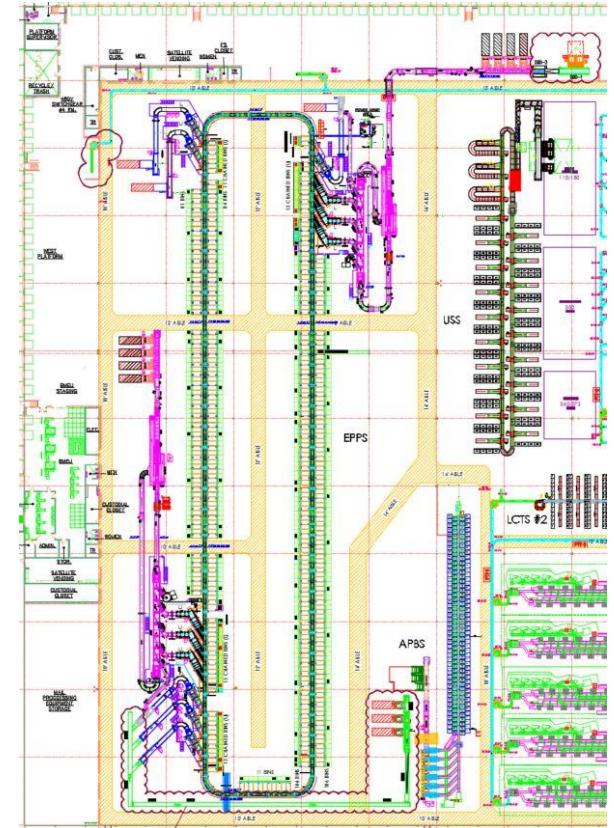*****ZIP Code Association**

*****IMpb Compliance Performance and Timelines**

USPS EPPS
Standard Layout

Portland EPPS Layout

Nashville EPPS Layout

504 BINS + 34 CHAINED BINS (68 TOTAL) + 2 REJ BINS

6-19-19

Project Description:

- The EPPS is Similar to APPS with some different components: Sorter, Cameras, Auto Scales, FSD components
- 25,000 packages per hour (PPH) to 400+ outputs, discharging into pallet boxes, wire containers and sacks
- Product Mix: Same as APPS

Portland Status

- 413 Destinations, Two Auto Induction Systems, 6 Supplemental Inductions, 25,000 PPH
- Began processing mail in September 2018
- First Article Test concluded on May 3, 2019
- Test results currently under assessment.

Nashville Status

- 538 Destinations, Two Auto Induction Systems, 8 Supplemental Inductions, 28,000 PPH
- Installation Ongoing:
    - Inductions mechanically installed, wiring and integration ongoing.
    - Sorter installation and wiring ongoing, ahead of schedule
- Start of mail processing scheduled October 2019
- Acceptance test scheduled for November 2019

6-19-19

*PROPOSED

United States Postal Service

INDUSTRY*ALERT*

Scan Event Updates– February 19, 2019

On Sunday, February 24, 2019, the United States Postal Service will implement the following scan event extract file language and code changes

- Second Level Scripting New Language for Scan Event Code 70 and 71

This expedited release will further improve timely information on scan event extract file changes. New EDI Mapping and acceptance of the new scan event 70 will ensure timely receipt of the tracking events

Detailed Trackology Bulletin is posted to PostalPro: https://postalpro.usps.com/XXXXXX

Please direct any inquiries or concerns to the *IMpb* via eMail (IMPB@usps.gov)

Scan Event Code (May 2019): https://postalpro.usps.com/product-tracking-and-reporting/scan-events-descriptions
Publication 199 (June 23): https://postalpro.usps.com/node/782

Industry Alert-30-Day Advance Notice for Scan Event Changes

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The barcode input method in the Customer Scan Extract File (CDE) informs mailers how the tracking number was input. This information can be found in the *Barcode Input Method* field

Barcode Input Method Field
- *Position (814-815) in Scan Extract File v1.6*
- *Position (101) in Scan Extract File v2.0*

Code Type Name	Code Description	Long Description
Barcode Input Method	C	Container Generated
Barcode Input Method	F	Firm Book
Barcode Input Method	G	System Generated
Barcode Input Method	K	Keyed
Barcode Input Method	M	Manually Entered
Barcode Input Method	S	Scanned
Barcode Input Method	T	System Generated
Barcode Input Method	U	POS entry
Barcode Input Method	0	Scanned
Barcode Input Method	1	Keyed
Barcode Input Method	2	Manually Entered
Barcode Input Method	R	Registered Mail Generated
Barcode Input Method	MA	Manifest Generated
Barcode Input Method	SP	Shipping Partner Generated

Detail Record

Field Position	Field Name	Format	Max Length	Description	Example	Content Rules and Limitations
101.	Barcode Input Method	A	2	Barcode Input Method	S	If the event comes from one of the following sources: IMDAS, Surface Visibility or POS then filed will be populated. Field will be null if the source is not IMDAS, Surface Visibility or POS. C-Container Generated F-Firm Book G-System Generated K-Keyed M-Manually Entered S-Scanned T-System Generated U-POS entry 0-Scanned 1-Keyed 2-Manually Entered R-Registered Mail Generated MA-Manifest Generated SP-Shipping Partner Generated

Detail Record

Record Position	Field Name	Format	Length	Description	Example	Content Rules and Limitations
814-815	Barcode Input Method	A	2	Barcode Input Method	S	If the event comes from one of the following sources: IMDAS (handheld scanners), Surface Visibility or POS then filed will be populated. Field will be spaces if the source is not IMDAS, Surface Visibility or POS. C-Container Generated F-Firm Book G-System Generated K-Keyed M-Manually Entered S-Scanned T-System Generated U-POS entry 0-Scanned 1-Keyed 2-Manually Entered R-Registered Mail Generated MA-Manifest Generated SP-Shipping Partner Generated

Note: PTR will reject IMpb record if the check digit number is invalid

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Customer Scan Extract File (CDE)

Barcode Input Method
Position 814-815

v1.6

```
","                              ","  ","   ","   ","    ","     ","07:05:44","-04:00  ","000000000000","000000000000","20","01","00000000","0000","0","000000","
","                              ","  ","   ","   ","    ","     ","07:05:44","-04:00  ","000000000000","000000000000","20","01","00000000","0000","C","000000","
","                              ","  ","   ","   ","    ","     ","07:05:44","-04:00  ","000000000000","000000000000","19","05","00000000","0000","C","000000","
```

Customer Scan Extract File (CDE)

Barcode Input Method
Position 101

v2.0

```
8912133010  | 9361211111192444770262  911111    ABC 123 INC./EVS  |11365|1247|11365|FRESH MEADOWS,NY|01|DELIVERED IN/AT MAILBOX|20190109|1238||535|||||||||||||||||||||||19218 48TH AVE|||||||17:38:07|-05:00|||20|01||0|||
8912133010  | 9361211111192444770262  911111    ABC 123 INC./EVS  |19711||19720|NEW CASTLE,DE|T1|DEPART USPS FACILITY|20190110|0350||535|||||||||20190110|||||||||||||||||||08:50:13|-05:00||||01|||C|||
8912133010  | 9361211111192444770262  911111    ABC 123 INC./EVS  |19711||19720|NEW CASTLE,DE|L1|DEPART USPS FACILITY|20190110|0343||535|||||||||20190110|||||||||||||||||||08:43:57|-05:00||||01|||C|||
```

Today, PRS scan event information provided in the Scan Extract File provides only the City, State and ZIP Code, only to identify multiple facility locations.

August 2019 Enhancement
- The MDD device will collect the locale key when 03 (Accept or Pickup) scan events are made on packages, including PRS mailpieces.
- Additional changes are required to include in extract files.
- Adhoc reports could be provided leveraging this feature once deployed.

Effective August 2019

Current 03 scan events capture City, State and ZIP Code

Locale Key	Facility Name	Address				
X1C516	30TH STREET	2955 MARKET ST LBBY A	PHILADELPHIA	PA	19104	191049775
X1B633	UNIVERSITY CITY	3000 CHESTNUT ST	PHILADELPHIA	PA	19104	191049998

Future Enhancement – Release TBD
PTR will populate the Locale Key into the Facility Identifier field within the Scan Extract File to provide greater visibility into the exact pick-up location in a future release.

Locale Key	Facility Name	Address				
X1C516	30TH STREET	2955 MARKET ST LBBY A	PHILADELPHIA	PA	19104	191049775
X1B633	UNIVERSITY CITY	3000 CHESTNUT ST	PHILADELPHIA	PA	19104	191049998

Scan Extract File Version 1.6 File Layout Specification
Field Position 692-707

692-707	Facility Identifier	A	16	Identifier of facility.		FOR FUTURE USE Value is always spaces

Scan Extract File Version 2.0 File Layout Specification
Field Position 81

81.	Facility Identifier	A	16	Identifier of facility.		FOR FUTURE USE Value is always null

IMpb Timeliness(DDU vs. DSCF scans)

For the Month of May 2019

2.97%

0.76%

DSCF Timeliness

* MAIL PIECE WAS
UNMANIFESTED AT THE TIME OF
AAU
Or
Piece never received a
Manifest

DDU Timeliness

* MAIL PIECE WAS
UNMANIFESTED AT THE TIME OF
AAU
Or
Piece never received a
Manifest

- Measurement of parcels where rate indicator has been set to DSCF or DDU in the Shipping Services File (SSF)
- IMpb Compliance is measured for assessment at the time of the first Arrival at Unit (07) scan for eVS mailers. For non-eVS mailers, compliance is assessed at the time of mailing.

PMOD and Nested PMOD Examples – In Flight

PMOD Sack/Container

Tracking Number: 9212311111192444770262

Remove ✕

Expected Delivery by

THURSDAY
6 JUNE 2019 ⓘ
by
8:00pm ⓘ

Status

In-Transit

June 5, 2019 at 3:01 am
Arrived at USPS Regional Facility
CAROL STREAM IL DISTRIBUTION CENTER

Change Delivery Instructions ∨

In-Transit

Text & Email Updates   ∨

Delivery Instructions   ∨

Tracking History   ∧

June 5, 2019, 3:01 am
Arrived at USPS Regional Facility
CAROL STREAM IL DISTRIBUTION CENTER
Your item arrived at our USPS facility in CAROL STREAM IL DISTRIBUTION CENTER on June 5, 2019 at 3:01 am. The item is currently in transit to the destination.

June 5, 2019, 1:59 am
Departed USPS Regional Facility
ELK GROVE VILLAGE IL DISTRIBUTION CENTER

June 4, 2019, 9:50 pm
Arrived at USPS Regional Origin Facility
ELK GROVE VILLAGE IL DISTRIBUTION CENTER

June 4, 2019, 8:35 pm
Accepted at USPS Regional Origin Facility
ELK GROVE VILLAGE IL DISTRIBUTION CENTER

June 4, 2019
Pre-Shipment Info Sent to USPS, USPS Awaiting Item

PMOD Nested Package

Tracking Number: 9361211111192444770262

Status

Your item arrived at our USPS facility in TUCSON AZ DISTRIBUTION CENTER on February 7, 2019 at 3:16 am. The item is currently in transit to the destination.

In-Transit

February 7, 2019 at 3:16 am
Arrived at USPS Regional Facility
TUCSON AZ DISTRIBUTION CENTER

Change Delivery Instructions ∨

In-Transit
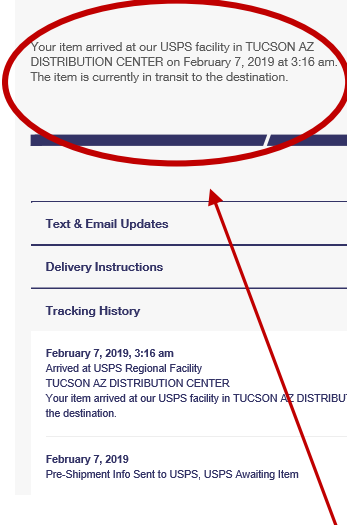
Text & Email Updates   ∨

Delivery Instructions   ∨

Tracking History   ∧

February 7, 2019, 3:16 am
Arrived at USPS Regional Facility
TUCSON AZ DISTRIBUTION CENTER
Your item arrived at our USPS facility in TUCSON AZ DISTRIBUTION CENTER on February 7, 2019 at 3:16 am. The item is currently in transit to the destination.

February 7, 2019
Pre-Shipment Info Sent to USPS, USPS Awaiting Item

No Expected Delivery Date provided on nested contents until Processed at USPS Destination Facility event created

12

PMOD Container

Tracking Number: 93612123456956554408900

Remove ✕

Your shipment was received at 11:03 am on June 5, 2019 in HARRISBURG PA DISTRIBUTION CENTER.

Status

✓ **Delivered**

June 5, 2019 at 11:03 am
Received at Opening Unit
HARRISBURG PA DISTRIBUTION CENTER

Get Updates ⌄

Delivered

Text & Email Updates ⌄

Tracking History ⌃

June 5, 2019, 11:03 am
Received at Opening Unit
HARRISBURG PA DISTRIBUTION CENTER
Your shipment was received at 11:03 am on June 5, 2019 in HARRISBURG PA DISTRIBUTION CENTER.

(41)

June 5, 2019, 8:43 am
USPS in possession of item
HARRISBURG, PA 17107

(03)

June 4, 2019, 11:57 pm
Shipment Received, Package Acceptance Pending
PHILADELPHIA, PA 19116

(TM)

June 4, 2019, 11:49 pm
Arrived at USPS Regional Facility
PHILADELPHIA PA NETWORK DISTRIBUTION CENTER

(10)

June 4, 2019, 10:34 pm
Accepted at USPS Origin Facility
WILKES BARRE, PA 18701

PMOD Nested Package

Tracking Number: 93748111111192444770262

Remove ✕

Expected Delivery by

SATURDAY

8 JUNE 2019 ⓘ   by   **8:00pm** ⓘ

Status

In-Transit

June 5, 2019 at 11:03 am
Processed at USPS Regional Destination Facility
HARRISBURG PA DISTRIBUTION CENTER

Change Delivery Instructions ⌄

In-Transit

Text & Email Updates ⌄

Delivery Instructions ⌄

Tracking History ⌃

June 5, 2019, 11:03 am
Processed at USPS Regional Destination Facility
HARRISBURG PA DISTRIBUTION CENTER
Your item was processed at our HARRISBURG PA DISTRIBUTION CENTER destination facility on June 5, 2019 at 11:03 am.

(OD)

June 5, 2019, 8:43 am
Arrived USPS Regional Facility
HARRISBURG PA DISTRIBUTION CENTER

(AE)

June 4, 2019, 11:49 pm
Arrived at USPS Regional Facility
PHILADELPHIA PA NETWORK DISTRIBUTION CENTER

(DE)
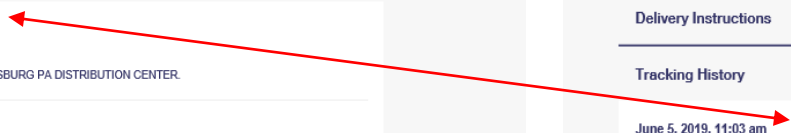
Current events on packages nested to PMOD containers before entering the mailstream at destination
- Limited visibility based on nesting integrity before emphasis and improvements in data quality
- Revisiting business rules to increase visibility for nested contents without sacrificing CX

	Internal/Intranet Description	Customer Daily Extract Description	External (USPS.com) Second Level Scripting	External (USPS.com) First Level Scripting	External (USPS.com) Status Category	Event Description	Start the Clock Event?	Stop the Clock Event?	Ok to share externally?
AE	ARRIVE USPS FACILITY	ARRIVE USPS FACILITY	Arrived USPS Facility	Your item arrived at our CITY, STATE ZIPCODE facility on DATE at TIME.	In Transit	The item is in an Open & Distribute container that received an Acceptance (03) event.	No	No	Yes
DE	DEPART USPS FACILITY	DEPART USPS FACILITY	Arrived at USPS Facility or Departed USPS Facility	Your item arrived at our USPS facility in CITY, STATE ZIPCODE on DATE at TIME. The item is currently in transit to the destination. Or Your item departed our USPS facility in CITY, STATE ZIPCODE on DATE at TIME. The item is currently in transit to the destination.	In Transit	The item is in an Open & Distribute container that received an Enroute (10) event.	No	No	Yes
OD	PROCESSED AT USPS DESTINATION FACILITY	PROCESSED AT USPS DESTINATION FACILITY	Processed At USPS Destination Facility	Your item was processed at our CITY, STATE ZIPCODE destination facility on DATE at TIME.	In Transit	The item is in an Open & Distribute container that received a Received at Opening Unit (41) event.	Yes	No	Yes

Scan Rate of DU Direct Pallets of Full Service Bundles

DU Direct Pallets – Internal Reporting started in Fall 2018
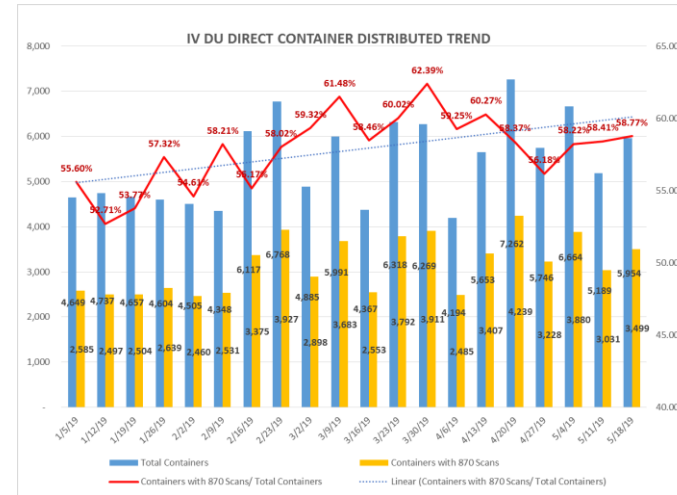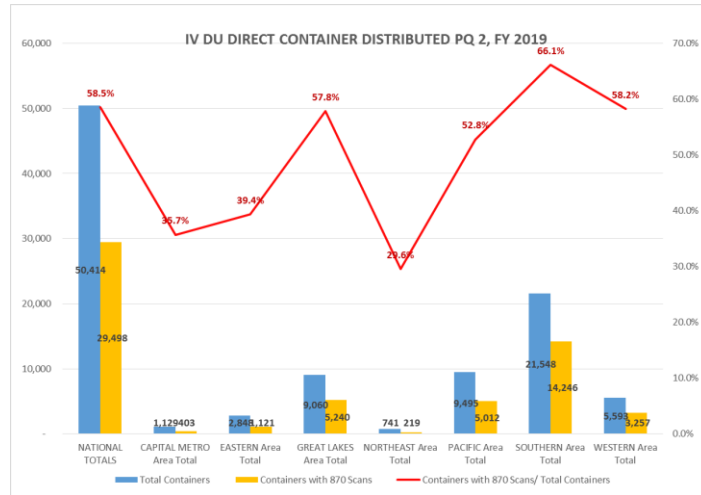
Efforts to Improve Scanning Process and Compliance

- Updated and Certified SOPS, Standard Work, Service Talks
- Conducting coaching sessions with Top Opportunity Districts
- Identifying and addressing any other logical issues in reporting relative to container level, location dropped and destination (example: BMEU entered-DU Direct pallets)

Leverage Shipping Partner File and Shipping Label Created (GX) event to share delivery estimates shared with customers at order

- Improve Customer Experience by providing Expected Delivery earlier in the package lifecycle.

- Integrate and leverage advanced analytics and customer estimated delivery and promised dates

    - Shared via the Shipping Services File and Shipping Partner Event File

    - Reveal via internet and notifications for customers with high accuracy

- Reassure customer when to expect delivery

- Customer provided date will persistently display instead of Expected Delivery Date calculated by the Service Delivery Calculator

- Consistent experience from purchase to delivery

- Reduce Contacts

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Provide Expected Delivery Date given to Customer at the time of order

Record Position	Field Name	Format (Size)	Description	Example	Content Rules and Limitations	EDI 240
171 – 172	Action Code	A(2)	Applicable valid action codes. 'V1' – Cancelled Label - Only applicable for GX Event "V2" - Package Delivered by Shipping	PP	• Must be a valid code.	IF L1102 not = "ZZ" Then L1102
173 – 180	Mailing/Tendered date	N(8)	Date partner or customer expects to tender the package to USPS	20140508	• Format is CCYYMMDD • Null value is valid.	IF L1102 not = "ZZ" Then L1104
181 – 189	Merchant Projected Delivery Date	N(8)	Date when the package will be delivered to the customer.	20140508	• Format is CCYYMMDD	IF L1102 = "ZZ" Then L1104
189 – 189	Entry Facility Type	A(1)	Type of USPS facility where mail is tendered. 'A' – ADC 'B' – NDC 'S' – SCF 'D' – DDU 'F' – ASF 'I' – ISC	A	•	IF L1102 = "ZZ" Then L1103
190 – 194	Entry Facility ZIP Code	N(5)	5-digit ZIP Code of postal facility where the mail is tendered.	22201	• Numeric only (0-9)	IF L1102 = "ZZ" Then L1101
195-196	Customer Delivery Preference	A(2)	For future use		• Default is spaces	CD301

Provide Expected Delivery Date given to Customer at the time of order

Record Position	Field Name	Format (Size)	Description	Example	Content Rules and Limitations
223-224	Action Code	A(2)	Applicable valid action codes. 'V1' – Cancelled Label - Only applicable for GX Event "V2" - Package Delivered by Shipping Partner – Only applicable for GX Event	PP	Must be a valid code (spaces are not a valid code). If Pick Up and Return address is same then use code for shipment type "PC Postage", "Mail Owner", "Service Provider". Must populate Pick Up address. If Pick Up and Return address is different then all fields in both Pick Up and Return address must be populated.
225-232	Mailing/Tendered Date	N(8)	Date Partner or customer expects to tender the package to USPS	20140508	Format is CCYYMMDD Null value is valid.
233-240	Merchant Projected Delivery Date	N(8)	Date merchant communicated to customer to expect the delivery	20140508	Format is CCYYMMDD Null value is valid
241-241	Entry Facility Type	A(1)	Type of USPS facility where mail is tendered. 'A' – ADC 'B' – NDC 'S' – SCF 'D' – DDU 'F' – ASF 'I' – ISC 'O' – Origin Post Office	A	For origin or destination entry facilities. Required for Drop Ship Mailers. Required for Parcel Return Service mailers to note pick-up facility type. Default is spaces.
242-246	Entry Facility ZIP Code	N(5)	5-digit ZIP Code of postal facility where the mail is tendered.	22201	Numeric only (0-9)

Manifest Validation – For DDU parcels

ENTRY FACILITY MISMATCH - ENTRY FACILITY DOES NOT MATCH MANIFEST FILE

1 PTR - Checks the **DEST_RATE_CODE** (the Destination Rate Indicator from the D1) on the MA is equal to "D" (Destination Delivery Unit)

> Destination Rate Indicator:
> - SSF Version 1.6/1.7 (D1 Position 375 – 376)
> - SSF Version 2.0 (D1 Position 38)

2 If **DEST_RATE_CODE** = "D", then validate using existing logic (compare first 3 digits of **Event Zip** on 1st AAU (07 Event) to the first 3 digits of **ENTRY_FAC_ZIP** on the MA).

> Entry Facility ZIP Code:
> - SSF Version 1.6/1.7 (H1 Position 52 – 57)
> - SSF Version 2.0 (H1 Position 7)

3 If they match, PTR will **NOT** generate the MQ indicator

Compliant

If they do not match, PTR will generate the MQ indicator

MQ

1 PTR add logic to MQ Reason Code 1 Validations to account for Entry Facilities ZIP Codes that service more than one Destination ZIP Code where the first 3 digits are not the same for DDU shipments that are currently generating a MQ Reason Code 1.

2 PTR
Shipping Services File with a Entry Facility ZIP Code found in USPS Label List L606-5 Digit Scheme reference table (only validating first 3 digits)
PTR will not log a MQ IMpb Report Code with a Reason Code 1 when the Event ZIP of the first AAU maps to an approved Destination ZIP Code found in L606 (only validating first 3 digits)

3 PTR will **NOT** generate the MQ indicator

Compliant

EXAMPLE

Current Logic:
When PTR receives an Entry Facility ZIP Code of 10199 on the SSF, and the AAU Event ZIP code of 10009 then PTR generates a MQ IMpb Report Code with a MQ Reason Code 1

Future Logic:
When PTR receives an Entry Facility ZIP Code of 10199 on the SSF, and the AAU Event ZIP code of 10009 then PTR will not generate MQ IMpb Report Code

Manifest Validation

ENTRY FACILITY SERVICING MULITPLE DESTINTION ZIP CODES

There is an overlap of 87 3-Digit ZIP Codes that services multiple destination
ZIP Codes. We have requirements to incorporate the ZIP Codes listed below.

Entry Facility ZIP Code	Entry Facility City	Destination ZIP Code
022	BOSTON	021
021	KENMORE	022
042	BOWDOINHAM	040
062	TOLLAND	060
101	NEW YORK	100
102	NEW YORK	100
110	FAR ROCKAWAY	116
121	COXSACKIE	120
120	WESTERLO	121
125	POUGHKEEPSIE	126
130	TRUXTON	131
131	SYRACUSE	132
134	BLOSSVALE	133
137	SIDNEY	138
141	DUNKIRK	140
140	NEWFANE	141
145	GROVELAND	144
144	PAVILION	145
151	PITTSBURGH	152
190	PHILADELPHIA	191
218	DELMAR	199
210	MANCHESTER	211
212	MILLERSVILLE	211
221	LORTON	220
225	CHAMPLAIN	224
224	STAFFORD	225
231	ACHILLES	230
230	MAIDENS	231
234	BELLE HAVEN	233

Entry Facility ZIP Code	Entry Facility City	Destination ZIP Code
233	OAK HALL	234
246	BLUEFIELD	247
251	ARNETT	250
250	TAD	252
259	GLEN JEAN	258
261	CAIRO	263
263	NEWBURG	264
272	PITTSBORO	273
291	CAYCE	290
290	COLUMBIA	292
296	DUNCAN	293
311	ATLANTA	303
332	MIAMI	331
371	CUNNINGHAM	370
307	LOOKOUT MOUNTAIN	373
378	HARROGATE	377
377	NEW TAZEWELL	378
375	MEMPHIS	381
357	ARDMORE	384
404	IRVINE	403
403	HUSTONVILLE	404
409	HARLAN	408
382	FULTON	420
422	BOWLING GREEN	421
432	WESTERVILLE	430
470	COLLEGE CORNER	450
484	BURTON	485
502	DES MOINES	503
523	CEDAR RAPIDS	524

Entry Facility ZIP Code	Entry Facility City	Destination ZIP Code
555	HOWARD LAKE	553
575	HIGHMORE	573
593	CAMP CROOK	577
639	DEXTER	638
649	KANSAS CITY	641
655	EUNICE	654
654	SALEM	655
657	AVA	656
656	SPOKANE	657
662	STILWELL	660
664	WESTMORELAND	665
665	TOPEKA	666
671	DEXTER	670
670	PRATT	671
681	BELLEVUE	680
515	OMAHA	681
680	PAPILLION	681
684	BRUNING	683
683	ODELL	684
755	TEXARKANA	718
720	SHIRLEY	721
753	DALLAS	752
772	HOUSTON	770
781	SPRING BRANCH	780
842	OGDEN	844
889	LAS VEGAS	891
901	LOS ANGELES	900
957	ELK GROVE	956
838	NEWPORT	991

Ad-hoc report available upon request

	A	B	C	D	E	F	G
1	MANIFEST_HDR_ID	TRACKING_ID	MFSTZIP5_DDU	ACTUALZIP5_DDU	PKG_DlvryZIP5	IMPB_NON_COMPLIANCE_RPT_DESC	MQ_REASON
2	93750123456789900983880	93612812345667789053690	20707	20011	20011	MQ	1
3	93750123456789900983881	93612812345667789053691	48371	48423	48423	MQ	1
4	93750123456789900983882	93612812345667789053692	31811	30276	30276	MQ	1
5	93750123456789900983883	93612812345667789053693	43221	43050	43050	MQ	1
6	93750123456789900983884	93612812345667789053694	23232	29579	29579	MQ	1
7	93750123456789900983885	93612812345667789053695	37204	37027	37027	MQ	1
8	93750123456789900983886	93612812345667789053696	43054	44039	44039	MQ	1
9	93750123456789900983887	93612812345667789053697	23851	28411	28411	MQ	1
10	93750123456789900983888	93612812345667789053698	15146	15681	15681	MQ	1
11	93750123456789900983889	93612812345667789053699	37027	39465	39465	MQ	1

Manifest ZIP Code   Actual ZIP Code of 1st AAU scan

Submit Request to: IMpb@usps.gov
Subject Line: Mismatch Facility AdHoc Report Request

- USPS discussing internally with stakeholders

- Seeking Industry feedback on soft pack indicator
  - What objectives are accomplished by identifying this type
  - What types of problems could the indicator help solve?
  - Benefits?
  - Mandatory indicator?

Share your comments and input at : IMpb@
Subject Line: Include Soft Pack Comments

Potential concerns between the variation of the Destination ZIP Code provided in the SSF vs. actual Delivery Scan ZIP Code populated from the handheld scanners and displayed on consumer facing channels. Particular concern for package forwarders.

Example: 9361212345695654408900
Destination ZIP Code (SSF) = **33195**
Actual Delivery Scan ZIP Code = **33166**

Current Display: ZIP Code associated with the delivery scan

Destination Address Information

Address:	7801 NW 37TH ST DORAL D
City:	DORAL
State:	FL
5-Digit ZIP Code:	33195
4-Digit ZIP Code add on:	6503

Tracking Number:

9361212345695654408900

Expected Delivery ...

MONDAY

8 APRIL 2019 ⓘ

by
8:00pm ⓘ

Status

✓ **Delivered**

April 8, 2019 at 3:57 pm
Delivered, Left with Individual
MIAMI, FL 33166

Delivered

Tracking History ⌄

Product Information ⌄

- A reference data table to indicate ZIP Codes that are essentially "equivalent" in terms of the operational processes at postal facilities.

- For example:

  - If PTR receives a delivery event with ZIP Code 33166, check the mapping table to see if other "equivalent" ZIP Codes exist.

  - If they do, we check the shipper provided destination ZIP Code. In this example 33195

  - If there is a match in terms of "equivalent" ZIP Code, then PTR will store the expected customer ZIP Code as the delivery event ZIP Code, and display the information on all consumer facing channels.

Future Display: ZIP Code associated to address in SSF*

Destination Address Information

Address:	7801 NW 37TH ST DORAL DO80Q24799N
City:	DORAL
State:	FL
5-Digit ZIP Code:	33195
4-Digit ZIP Code add on:	6503

Tracking Number: 9361289677090328403900

Expected Delivery on

MONDAY

8 APRIL 2019 ⓘ

by **8:00pm** ⓘ

Status

✓ **Delivered**

April 8, 2019 at 3:57 pm
Delivered, Left with Individual
MIAMI, FL 33195

Delivered

Tracking History ⌄

Product Information ⌄

See Less ⌃

*Note: ZIP Code must be listed in USPS Mapping Table

MANIFEST ZIP	EVENT ZIP
33102	33122
33102	33152
33102	33166
33102	33195
33102	33198
33106	33126
33106	33191
33122	33198
33122	33152
33122	33166
33122	33195
33122	33102
33126	33191
33126	33106
33152	33166
33152	33195
33152	33198
33152	33102
33152	33122

MANIFEST ZIP	EVENT ZIP
33166	33195
33166	33198
33166	33102
33166	33122
33166	33152
33166	33178
33172	33192
33178	33166
33191	33126
33191	33106
33192	33172
33195	33166
33195	33198
33195	33102
33195	33122
33195	33152
33198	33122
33198	33102
33198	33152
33198	33166
33198	33195

Reference data table will be updated to incorporate locations and ZIP Codes with this use case.

UNITED STATES POSTAL SERVICE®

Address Quality

93.88%
TARGET: 90%

Δ to New Target (90%):	Δ from Last Month:
⬆ +3.88	⬆ +0.07

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

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

Shipping Services File Quality

95.75%
TARGET: 94%

Δ to New Target (94%):	Δ from Last Month:
⬆+1.75	⬆+0.53

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

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

Barcode Quality

99.42%
TARGET: 98%

Δ to New Target (98%):	Δ from Last Month:
⬆ +1.42	⬇ -.06

Measures percent of tracking numbers that pass key validations for format and uniqueness* without errors or warnings when manifests are processed in the PTR Database and physically scanned.
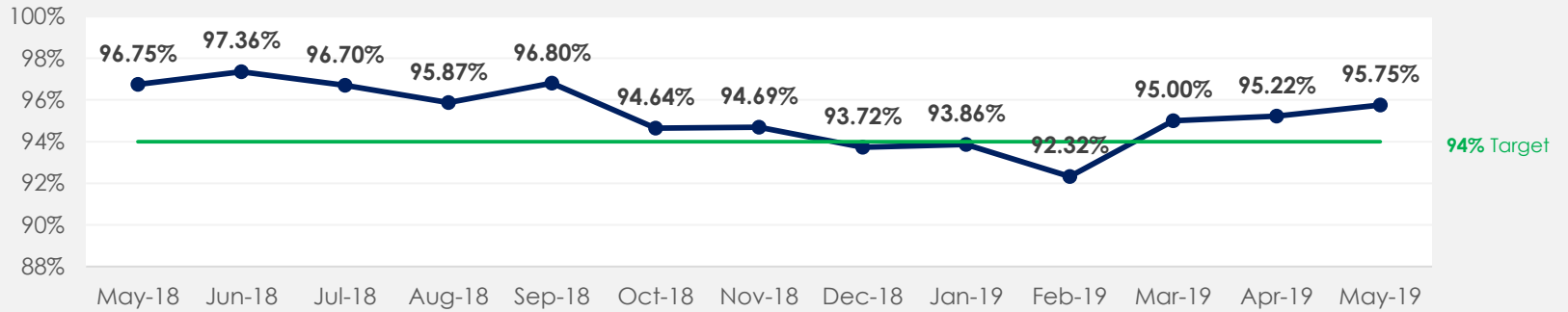
Benefits:
- Critical for visibility and the customer experience
- Creates the digital trail
- Supports payment and revenue assurance
- Facilitates operational efficiencies
- Foundational for current and future product offerings

IMpb Compliance Quality Metrics
Competitive Products Only

UNITED STATES POSTAL SERVICE

Destination Delivery Address Quality (AQ)

Month	Value
May-18	93.97%
Jun-18	94.19%
Jul-18	93.81%
Aug-18	94.28%
Sep-18	93.84%
Oct-18	94.11%
Nov-18	93.96%
Dec-18	94.09%
Jan-19	94.42%
Feb-19	93.35%
Mar-19	93.72%
Apr-19	93.81%
May-19	93.88%

90% Target

Shipping Services File Quality (MQ)

Month	Value
May-18	96.75%
Jun-18	97.36%
Jul-18	96.70%
Aug-18	95.87%
Sep-18	96.80%
Oct-18	94.64%
Nov-18	94.69%
Dec-18	93.72%
Jan-19	93.86%
Feb-19	92.32%
Mar-19	95.00%
Apr-19	95.22%
May-19	95.75%

94% Target

IMpb Barcode Quality (BQ)

Month	Value
May-18	99.56%
Jun-18	99.53%
Jul-18	99.38%
Aug-18	99.61%
Sep-18	99.35%
Oct-18	99.50%
Nov-18	98.81%
Dec-18	99.36%
Jan-19	99.35%
Feb-19	99.30%
Mar-19	99.46%
Apr-19	99.48%
May-19	99.42%

98% Target

UNITED STATES POSTAL SERVICE

23,629,927

Packages w/Address Quality Issues*
May 2019

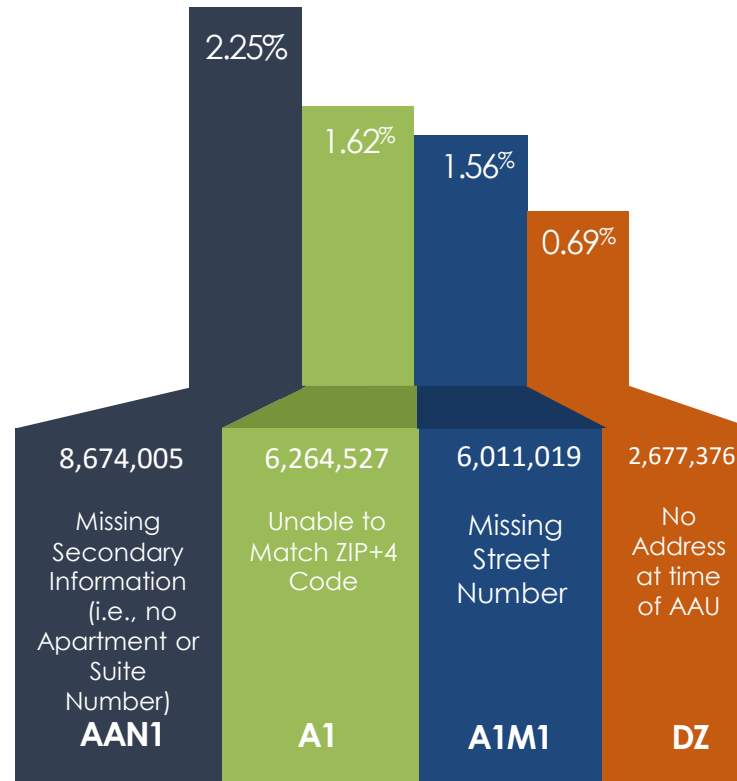**!** **6.12 %**

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

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

IMpb Validation Criteria:

2.25%	1.62%	1.56%	0.69%
8,674,005	6,264,527	6,011,019	2,677,376
Missing Secondary Information (i.e., no Apartment or Suite Number)	Unable to Match ZIP+4 Code	Missing Street Number	No Address at time of AAU
AAN1	**A1**	**A1M1**	**DZ**

IMpb Validation Criteria:

May 2019

% of Total Manifest*

4.25%	0.87%	0.40%	0.40%	0.07%
9,705,422	3,366,906	1,541,870	1,542,959	258,361
ENTRY FACILITY MISMATCH - ENTRY FACILITY DOES NOT MATCH MANIFEST FILE	* MAIL PIECE WAS UNMANIFESTED AT THE TIME OF AAU Or Piece never received a Manifest	INVALID METHOD OF PAYMENT	INVALID PAYMENT ACCOUNT NUMBER	INVALID PO OF ACCOUNT ZIP CODE
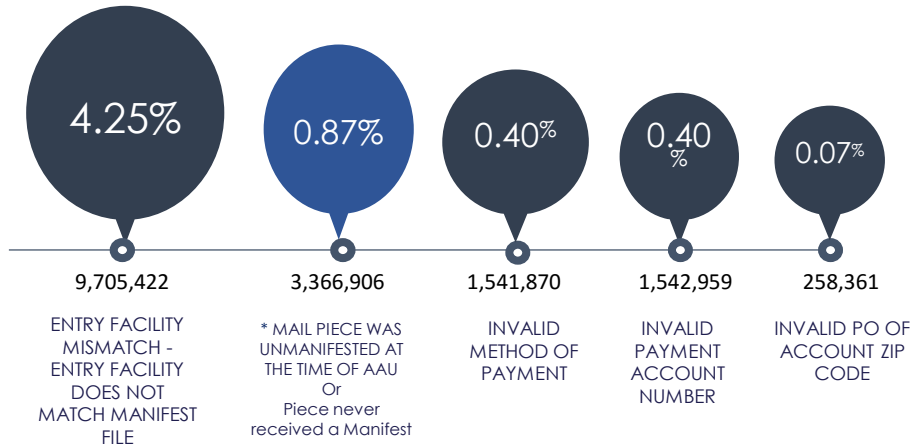
MANIFEST QUALITY NON-COMPLIANCE

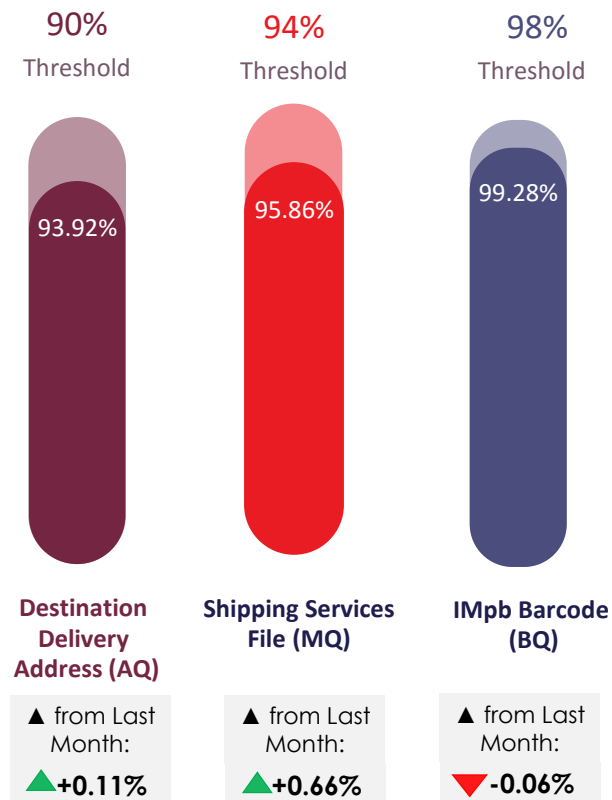| 0.33%	0.25%
1,274,181	948,887
INVALID MAILER ID	DUPLICATE TRACKING NUMBER
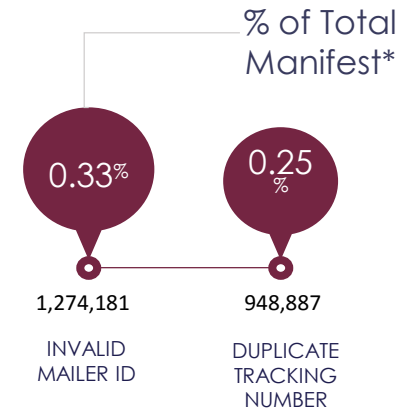
BARCODE QUALITY NON-COMPLIANCE

May 2019 IMpb Quality Metrics

Product	Destination Delivery Address(AQ) 90%	Shipping Services File (MQ) 94%	IMpb Barcode (BQ) 98%
Parcel Select Lightweight (LW)	94.05%	94.49%	99.53%
Parcel Select (PS)	93.85%	93.51%	99.85%
First Class (FC)	94.06%	98.34%	99.12%
Priority Mail (PM)	93.32%	97.81%	99.13%
USPS Retail Ground (BP)	79.29%	88.28%	97.55%
Bound Printed Matter (BB)	94.82%	95.87%	96.80%
Media Mail (BS)	93.38%	99.70%	99.43%
Standard Mail Marketing (S2)	92.81%	98.87%	95.27%
Standard Mail (SA)	99.09%	92.78%	92.00%
Library Rate (BL)	83.97%	97.64%	98.85%
Grand total	**93.92%**	**95.86%**	**99.28%**

Source: USPS Product Tracking & Reporting (PTR)

■ Competitive Products

■ Market Dominant Products

90%
Threshold

94%
Threshold

98%
Threshold

93.92%

95.86%

99.28%

Destination Delivery Address (AQ)

Shipping Services File (MQ)

IMpb Barcode (BQ)

▲ from Last Month:
▲ +0.11%

▲ from Last Month:
▲ +0.66%

▲ from Last Month:
▼ -0.06%

CASS / MASS
Cycle 'O' Highlights

Outstanding Questions

New Timeline:

- Cycle N has been extended to July 31, 2021

- Partnership In Tomorrow meeting will be scheduled & timeline updated once updated requirements are finalized

Resolving 11-Digit Conflicts

- Engineering test using TotalDPS algorithm showed positive results

- Efforts underway to evaluate cost of updating mail processing

- Final requirements for TotalDPS implementation undergoing internal stakeholder review

Outstanding Questions

NCOA^{Link®} CRID/MID Requirement:
- CRID is required to align mail owner identification across all Postal systems.
- MID is required for NCOA^{Link} MPE Users

WG 186 – Business Approach to Address Characteristics Indicators
- Impact requirements/implementation concerns pending WG Leadership meeting
  - MTAC Workgroup 186 does not impact CASS Cycle O requirements

NCOA^{Link} 100 Record Rule Change Request
- Awaiting industry proposal on how security of process would be maintained

Suite^{Link®} – Extraneous Output Options

- Clarification of existing requirements. CASS software can return extraneous information in several <u>optional</u> formats based on the input address

Additional CASS Cycle O Q&A is posted at:
https://postalpro.usps.com/mnt/glusterfs/2018-08/CASSCycleO2018_QA.pdf

Change-of-Address Updates

Increase COA Entries

Email/Hardcopy Touchpoints

✓ New Delivery Addresses

- *80K letters mailed*
- *10% response*
- *USPS will continue assessing value*

✓ Moved, Left No Address

- *115 emails delivered daily*
- *Response rate to be analyzed*

➤ AMS Vacancy Change

Have you moved? Make it official with the USPS®

Make sure your mail moves with you! Update your information online with the USPS®, in minutes.

- The only official way to update your address online
- Safe, simple and secure
- Receive email confirmation immediately
- Sign up for Informed Delivery® notifications to digitally preview and manage your mail
- Get instant access to over $750 in coupons & savings

Change your address online now at **USPS.com/move**

Or, scan the code for instant access to **USPS.com/move**, and we'll automatically fill in your new address on your online form.
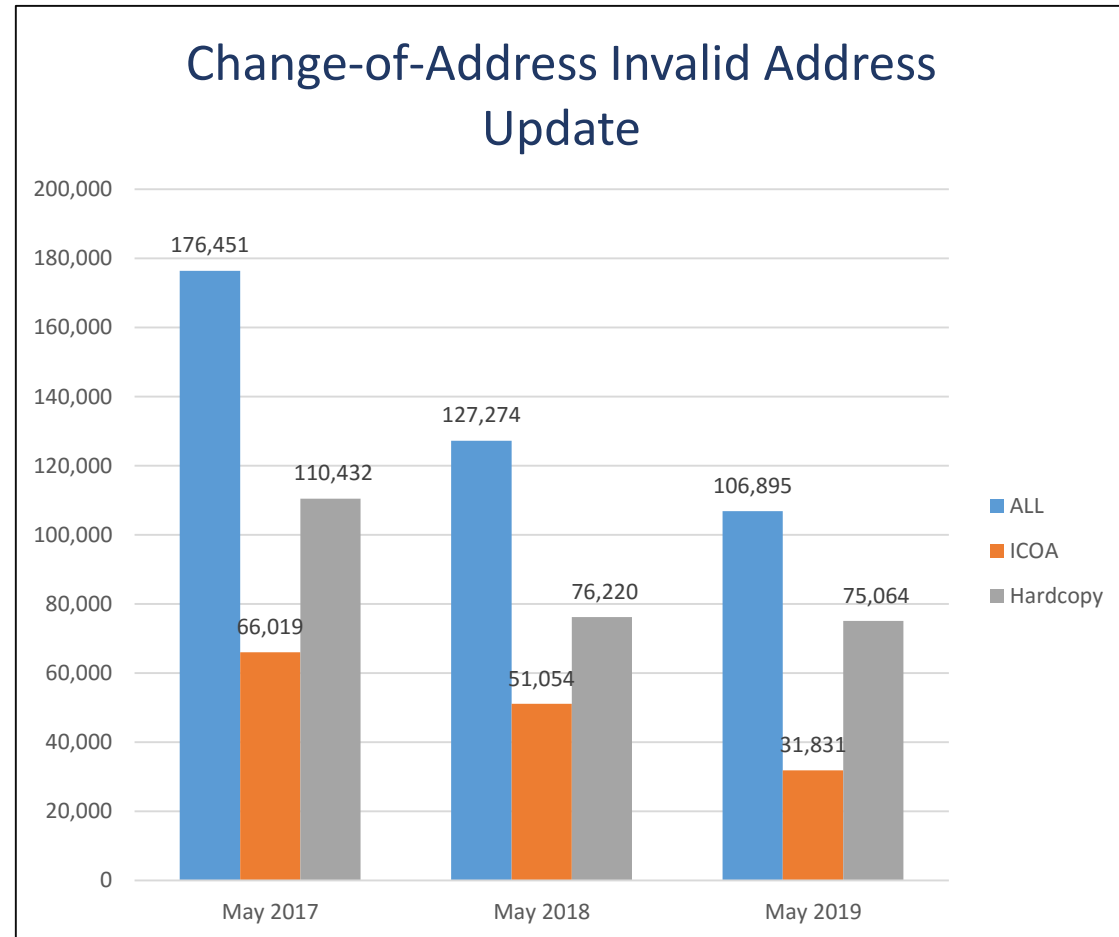
Benefits of New Digital Format

- Reduces daily print time by 6 hours which will allow MVLs to enter the mail stream sooner

- Includes Inspection Service seal to stress the importance of the letter

COA Address Improvements

- ## Decrease from May 2017 to May 2019
  - ### Overall – 40%
  - ### ICOA - 52%
  - ### Hardcopy – 32%

- ## How did we do it?
  - ### ICOA Rapid Key Implementation
  - ### Special Letters/Emails to Customers

Change-of-Address Invalid Address Update

	ALL	ICOA	Hardcopy
May 2017	176,451	66,019	110,432
May 2018	127,274	51,054	76,220
May 2019	106,895	31,831	75,064

UNITED STATES POSTAL SERVICE®

Enhancements to MoversGuide Online application

- Improved interaction with customer to reduce COA issues. First week, 2,500 changed move type while answering questions

- Improved CMRA identification to reject COAs 17,000 invalid COAs yearly

- **Coming Soon:** Improve messaging to customer when address entered is invalid

Who's moving?

Individual   Family   **Business**

Is the ENTIRE business moving?   ○ Yes   ○ No

More Information

Business
Choose this option if your business is moving. Individual or Family orders that include a business address as the old address will not be processed. Existing or former employees cannot have their "personal" mail forwarded from a business.

Note: All mail sent to the business name entered below will be forwarded to the new address you're providing.

Who's moving?

Individual   **Family**   Business

Do all individuals moving from this address share the same last name?   ○ Yes   ○ No

Is anyone with this same last name remaining at the address?   ○ Yes   ○ No

More Information

Family
Choose this option and complete one form if everyone in your family has the same last name. If not all family members are moving, OR if some family members have different last names, choose the Individual option and submit a separate order for each mover.

Note: Filing a Family Change of Address means EVERYONE in the household with the same last name will have their mail forwarded to the address specified.

Recommendation Status

> 11 recommendations submitted

- ✓ Recommendations 7,8 – Already implemented
- ✓ Recommendations 1, 2, 4, 11 – Enhancements implemented
  - ✓ Special Letters/Emails
  - ✓ ICOA Rapid Key Implementation
  - ✓ AADE
- ❖ Recommendation 9 – USPS unable to implement
- ▪ Recommendation 11 – Forwarded to UG8 for consideration
- ▪ Recommendations 3, 5, 6 – Under review

Extended Forwarding Concept

USPS® customers filing Permanent Changes-Of-Address currently receive mail forwarding for one year. After one year, mail sent to the "old" address is returned to sender.

What is Extended Forwarding?

Extended Forwarding gives moving customers the ability to request additional forwarding in 6 month increments for a fee:

- *Request made at USPS Retail Counters or online via MoversGuide*

Extended Forwarding Concept

Age of COA Compared to UAA Event				
	Permanent			
	% Family	% Individual	% Business	% All
Forwarded (Months 1-12)	92.9%	92.8%	86.1%	90.6%
RTS (Months 13-18)	7.1%	7.2%	13.9%	9.4%

ACS™

ACS Notification Analysis

ACS COA Notices

# OCCUR	BASIC W/ Fee			BASIC FREE			FULL SERVICE			TRAD	
1	3,524,217	40.3%		2,424,749	35.7%		171,412,535	39.7%		11,342,421	64.8%
2	1,577,017	18.0%		1,276,908	18.8%		91,759,700	21.2%		2,986,839	17.1%
3	900,428	10.3%		757,056	11.1%		46,515,706	10.8%		889,794	5.1%
4	573,047	6.5%		495,926	7.3%		29,386,184	6.8%		497,699	2.8%
5+	2,177,931	24.9%		1,845,321	27.1%		92,815,170	21.5%		1,793,416	10.2%
Total	8,752,640			6,799,960			431,889,295			17,510,169	

ACS NIXIE Notices

# OCCUR	BASIC W/ Fee			BASIC FREE			FULL SERVICE			TRAD	
1	1,829,168	37.7%		177,048	39.1%		132,650,688	36.1%		2,858,279	35.1%
2	889,908	18.3%		82,808	18.3%		70,425,290	19.2%		1,371,402	16.9%
3	444,432	9.2%		45,224	10.0%		42,561,172	11.6%		820,617	10.1%
4	305,719	6.3%		27,094	6.0%		28,017,791	7.6%		569,516	7.0%
5+	1,384,523	28.5%		120,424	26.6%		93,304,387	25.4%		2,517,572	30.9%
Total	4,853,750			452,598			366,959,328			8,137,386	

ACS™ Documentation Updates

Notice 123:
- *Updated to remove and clarify information*
- *Changes effective immediately*
- *Postal Bulletin published May 9, 2019 defines changes*
- *DMM updates effective June 23, 2019*

https://about.usps.com/postal-bulletin/2019/pb22519/pb22519.pdf

Guide to Intelligent Mail for Letters and Flats:
- *Document removed from PostalPro*

ACS™ File Format Technical Guide
- *Updated to remove outdated information*
- *Industry Alert published April 26, 2019*

DMM Revision: Full-Service Automation Option

Effective June 23, 2019, the Postal Service™ will revise *Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®)*, sections 507 and 705, to delete inaccurate Full-Service address correction notice charges.

DMM 705.23.5.2, "Address Correction Notices," currently states that there are address correction notice charges for Periodicals letters and flats after 60 days, and for USPS Marketing Mail® letters and flats and Bound Printed Matter flats after 30 days. However, the Postal Service never implemented address correction notice charges for these products and timeframes. Those references do not accurately reflect charges associated with Full-Service address correction service in the Mail Classification Schedule (which is currently $0.00 per notice). Therefore, the Postal Service will remove mention of these inaccurate address correction notice charges from DMM 705.23.5.2.

The Postal Service will also revise DMM sections 507.1.5.2c and 507.4.2.2d, and Notice 123, *Price List,* to include these revisions.

Although the Postal Service will not publish these revisions in the DMM until June 23, 2019, the standards are effective immediately.

United States Postal Service®
INDUSTRY*ALERT*

April 26, 2019

USPS updates to ACS Technical Guide posted on PostalPro™

USPS has updated the ACS™ File Format Technical Guide to remove outdated information. The updated document has been posted to ACS File Format Technical Guide.

For additional information or assistance please contact the ACS Support department at 877-640-0724 (Option 1) or email acs@usps.gov.

PS 3579/3547
Hardcopy Notices

Parcel Mailers 3547 Volume

Yearly Parcel 3547 Volumes		
Total 3547 Printed	2,430,420	
Hardcopy Cost	$0.61	$ 1,482,556.20
ACS Cost	$0.31	$ 753,430.20
Cost Savings		**$ 729,126.00**

Opportunity:
- Request ACS and SPF/SPR instead of Manual corrections
- Provide electronic notices to the parcel owner (charges for forwarding and return is included in the ACS data)
- Weighted fee for PSLW returns and 61¢ charge for manual notice avoided