MTAC Focus Group Session Notes
Wednesday, June 19, 2019

ENTERPRISE ANALYTICS/DATA USAGE
Jeff Johnson, A/USPS VP- Enterprise Analytics
Angelo Anagnostopoulos, MTAC Industry Leader
Enterprise Analytics and Data Usage

Session 1: PACKAGES	(Medeiros, MTAC Industry Leader)

DISCUSSION TOPICS

Jeff Johnson – Welcome and Thank You

Juliaann Hess

Topics to cover:
Packages
EPPS
Industry communications
IMpb Vis
PRS
IMpb Manifest
PMOD
IMpb Qual MQ validations
Soft Pack
ZIP Code Association
IMpb Compliance Performance and timelines

Jewelyn Harrington – EPPS update

Portland EPPS – Enhance Package Processing System
        -Will be adding EPPS in Nashville
Explain Change Bins – Same destinations on either side of the machine – Can they be unchanged to be full ZIP Code or do they split – they can do full – Working on sort plan now for FC, Priority and Destinating –

        Industry asked to receive regular updates so she will be back each quarter

Updated: 06/25/2019

Juliaann Hess
Mentioned the upcoming Price change this weekend! Industry Alert will be sent for PTR updates per the release –

There were expressed concerns about new scan events – updated language
USPS will use Alerts to pass info and update – Juliaann displayed an example

Introduced Scan Tracking Visibility Newsletter – will be released prior to any changes

Angelo – Consumer has different experience – add "What's New" On tracking website – Juliaann mentioned that there is an FAQ link for users – USPS prefers to keep updates subtle so as not to alarm industry on any updates or changes.

- **Need a way for customers to get updates who only track on .COM - Update FAQ Document with latest events to stay in sync - get with Kim Workinger**

Alert will have content (slide displayed sample content)! - With PostalPro link – PostalPro includes archived information

Scan event list in Pub 199 has a change date to know when events are added or updated

Un-manifested Barcodes that are keyed in – Fat Fingered – How do we handle them in PTR – Customer visibility via the Barcode Input Method field in Scan Event Extract File. PTR will reject barcodes if invalid check digit is entered –
How does eVS handle – The eVS Team should speak to the disposition; but the Default is usually not charge
Any further questions about how un-manifested, keyed in barcodes are handled should be brought up with MEPT team.
John – get charges for packages that don't exist – un-manifested – need to associate tracking event to billing event to see if it was mis-keyed – Can we post key events?

- **Can eVS provide a report for un-manifested pieces to show whether they were keyed or scanned?**

Juliaann will discuss with User Group 2 and MEPT Team –

Updated: 06/25/2019

The scanner record format will be updated in the August 2019 PTR Release to include the locale key information with scan records. The Locale key will be included on acceptance records.

Although the locale key will be included in event records, including Acceptance events – the information will not be included in scan event extract files yet. In interim USPS can pull adhoc reports to distribute as requested. Roger and Alvin will work with Juliaann to get adhoc reports.

Angelo – which locale key – when overlap – we'll source our data need to be clear which we're returning – one coming up or one about to expire –

- **Verify which locale key is provided back in the file by USPS - current VS what's expiring – our source is from handheld scanner so we need to understand what there source is and document**

Release TBD – for these updates

IMpb Timeliness for SCF versus DDU entered packages was discussed.

PMOD visibility with Nested content - We currently have old business rules in place that were determined when electronic data quality was poor. – Quality has improved. Will update business logic to provide more visibility for nested PMOD contents.

Also working on improving scans on containers

Steve Dearing – comes down to the operational process – Delivery Unit Direct Pallets

Customers can also leverage Shipping Partner Event files to provide Merchant Promised Delivery Date electronically

Available now – in Shipping Partner Event Versions 4 and 5. Customer can provide merchant promised date in the Shipping Partner Event, which will display instead of the USPS calculated Expected Delivery Date.

IMpb Quality Validations for Shipping Services file (MQ) – for DDU entered packages, matches first 3 digits of the first AAU scan to the first 3 digits of entry facility ZIP Code in the Shipping Services file – mismatch in arrival scan event and manifested ZIP Code will create MQ failure. Identified 87 locations with multiple 3-digit ZIP Codes at the same location. Will add a reference table to prevent MQ failures at these locations. – This fix is not scheduled for a release yet

Medeiros – this is a GIANT first step! – will help with continued analytics

Updated: <u>06/25/2019</u>

- **L606 only applies to 5 digit schemes – how will USPS apply same logic to 3 digit for mismatched? John M. To provide samples**

Can run adhoc reports now to share what scans had actual arrival events vs what was in the manifest

Soft Pack types – Requested comments and definitions be sent to IMpb@usps.gov
USPS requested to add an identifier in the file to identify soft packs. Request is under consideration.

ZIP code association – concerns between variations of destination ZIP Code in SSF vs Actual Delivery Scan ZIP Code from handheld scanner. This is a particular problem in facilities that service multiple ZIP Codes and package forwarders. – USPS will release an enhancement to address this issue in the PTR July 2019 release. The first location South Florida. For this use case, the internet display and Scan Event Extract file will reflect manifested ZIP Code instead of the ZIP Code captured in the scanner of they're different.

<u>Jim Wilson</u>

CASS / MASS
Cycle O'

Total DPS algorithm – showed positive results – resolving 11 digit conflicts
No impact on Engineering – now verify all other USPS systems and will implement in next CASS cycle
No effect on address quality metrics!

Suite link – no change, just clarification

COA promotions – drive more records into system

New Digital Format for Move Validation Letter (MVL) – save a couple million per year on processing costs

COA Address Improvements –

Updated: <u>06/25/2019</u>

Movers Guide Online Applications – improvements

UG5 - 11 recommendations submitted

Extended Forwarding Concept – after 12 months can extend for small fee – Market test

- **On the Paid Forwarding option, is there an option for automatic renewal via credit card? – Jim will investigate - Right now we do 6 months up to 4 years – any forwarded mail applies**

ACS – data for debate

Parcel Mailers 3547 Volume – Get a group together to investigate
John – Ancillary endorsements – what's free and what costs – can add to US13 Parcels

ACTION ITEMS:

- **Need a way for customers to get updates who only track on .COM - Update FAQ Document with latest events to stay in sync - get with Kim Workinger**

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Session 2: FIRST-CLASS	(Tate, MTAC Industry Leader)

DISCUSSION TOPICS

<u>Jim Wilson</u>

Updated: 06/25/2019

CASS / MASS
Cycle O'

Same as Packages –

Data in AMS – Small Multi-units –
Will secondaries be added to AMS to resolve conflicts? - NO – Added Delivery Points to AMS when they represent individual Delivery Points – When there is less than 4 units we don't code them as a high rise record – will deplete the number we have to assign – addresses are already in the data base – total DPS will allow them to be recognized – Apt 1 2 3 4 will change with this update and become transparent to customers – USPS will discuss more in UG5

Suite Link – no new requirement – show different options for where secondary info should be placed
Mandatory for vendors to provide in feedback –

COA
Extended Forwarding Service – moving forward
Looking at 2 contact points – messaging for customers will be specific, when they file a COA and when the year is about to expire – what is USPS trying to solve? Ensure customer don't miss important mail and avoid bad credit issues and such

ACS – Notification Analysis – How much time transpired between notifications (5 times) Will continue to analyze and review – Jim wondered if anyone would ask how does this impact Green and Secure? USPS will continue to discuss in UG5

- **How does a mailer know that someone purchased extended forwarding? Jim Wilson to look at putting indicator in ACS file – Need to discuss in UG5**

Can we eliminate charges for ACS? - Today it won't produce the benefit of charging – This is just a starting point and we need to discuss further in UG5
Impact of list owners who fail to update their list – Cycle will keep repeating – need to bring more attention to list owners – Leo

ACS Green and Secure – plateaued

Updated: 06/25/2019

<u>Steve Dearing</u>

First Class
IV – MTR Enhancements

PTR / IV-MTR – Integration

Angelo – DMM rules are changing in conjunction with Certified mail – Need a way for USPS to explore communicating that IMB accepted as recognized method of tracking – Verbiage into DMM to state IMB tracing is a Common method - Steve will explore the process with legal and mailing requirements

- **Discuss proposal for Certified Mail IMb/IMPb cross reference and provisioning in IV in UG 4 to get feedback on solution to improve scan rates.**

Need to speak with industry and postal to see how we can navigate this – Steve will facilitate a discussion
Comprehensive solution to Certificate of Mailing – possibly automate – There is a WG starting to discuss - Angelo and Dave would like to be involved – WG or Sub WG – Steve will speak with Dale Kennedy

- **On Certificate of Mailing, the physical scan of mail piece through IV is proof of induction! – Create a workgroup to discuss changes required to DMM and any other process changes including legal to allow the next 33 states to adopt this instead of the manifests that create a lot of work for the USPS and industry. – Need to work with MEPT and/or Marketing/Sales – Looking for proof of possession.**

Manual Visibility Bullpen
Roll out in Q4 – and Q1 FY20

Newspaper Visibility

Flats Visibility
Sharon – brought up placement of placards on pallets – don't recall placement location for placards on pallets – implemented in FS – in DMM – work with mailing requirements – Specific location – 2 sides but where on outer part? Center – upper right – layers of shrink wrap – rule is placard on TOP of shrink wrap… DMM or Intelligent Mail Guide – Need to update language!! - Industry Alert – with update!

Updated: <u>06/25/2019</u>

- **Need to clarify language in DMM and Intelligent Mail Guide to address preferred Placard placement and any other issues that will be faced as the USPS rolls out automation like AGVs.**

Periodicals –
Marketing Mail –
Remittance Mail Visibility – Logic in place – will execute in FY20

- **There are 53 Remit sites that will get visibility – Blaise will provide the list to UG4**

Mailer Transport Vis –
GPS – get intelligence on mail on trucks and possibly eliminate FAST appointments
Get mail in measurement and visibility – As we test in a logical environment, if a couple containers don't make the truck we need visibility of them vs pieces in mailing – we can build this logic
Who scans? - creating an application to do so –
Adding costs and equipment for mailers – no scanners, not the right equipment – they may need some type of reimbursement?? Option – we'd set up a smart phone app…
Cost for using scanner – not quite as easy as just adding a smart phone app – Testing with a couple customers now –
Sharon – scan onto a truck tested a long time ago – add info into edoc vs into FAST – Sharon will talk to Steve offline…

Dave – start the clock sooner – we also need to talk about service performance…
Need to figure out a way to provide this data with minimal cost – Figure a way we can work "Together" to provide data – Industry stated they already know what's on every truck…

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Session 3: PERIODICALS   (Stumbo, MTAC Industry Leader)

DISCUSSION TOPICS

Steve Dearing

Customer Usage IV –
IV –MTR Upcoming Enhancements

Manual Bullpen – Randy – Piloting in limited sites – roll out FY20 Q1
Pilot underway – no scans on MTR feed yet – in Q1
FS Newspaper –
Automation discounts being applied? - Some may not be able to run in automation

- **Identify if an automation bundle is worked in a manual bullpen – There needs to be visibility on weekly or bi-weekly magazines**

Periodical performance is better than ever – no complaints from the group

Flats / Bundle Vis
How can we improve visibility associated with direct pallets or cross docs in a delivery unit?
DU Direct Pallets – Phil asked for edoc, what do they do, just unload it? Steve, Yes – That's why we need data at truck level

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Updated: <u>06/25/2019</u>

Visibility on Periodicals – Marketing has more visibility – we're digging into why – Possibly due to manual bullpen

5 digit carrier route pallet – where's the pallet visibility? Phil – we can look at container scans – this is piece scans – There are issues with Informed Delivery data on pallets – exceptions because they can't get data from IV
5 digit carrier route pallets excluded from promotions – no images on pallet pieces – Need to map what's in the bundle – does Informed Delivery have a feature to digest those pieces- need to sort out data from dashboard

- **Need to improve ID Visibility to get 5 digit pallets of carrier route mail included in promotions - Blaise will work with Carrie Bornitz & the IV Team**

Blaise – New action! Old sort plan – this issue is back

- **Philly sort plan proto type effected our ability to generate visibility scans – This issue was fixed once – issue has resurfaced – Blaise will investigate**

Continuing to enhance IV – Visibility on what's on trucks to postal – USPS transportation created a solution
Mailer IV-MTR will give visibility into what's on trucks to possibly eliminate FAST appointments as Dave Williams mentioned – use an app on their phone to scan

- **Mailer IV-MTR transportation messaging will give visibility into what's on trucks to possibly eliminate FAST – industry can use an app on their phones to scan – Can the drivers use the app and perhaps use this capability to tell the drivers what dock to pull up too? The driver wouldn't have to leave the truck – Steve to work with Operations (Can USPS use Audio so the drivers don't have to read anything?)**

- **For USPS Long Haul trips the data is there – Phil Thompson mentioned that they scan every pallet on each truck – Blaise will give Phil the API and directions to transfer all their scan data**

<u>Jim Wilson</u>

CASS / MASS
Cycle O'

Updated: 06/25/2019

Resolving 11 digit conflicts – new algorithm – Total DPS

- **Resolving 11 digit conflicts – USPS has a new algorithm – Can USPS release this before 2021 next CASS Cycle – Jim Wilson to coordinate with operations and engineering and release information for early adopters. Jim to also look at mini-certification for software vendors. A suggestion was provided to create a test deck with answer file. If you get the answers correct, you are good to go.**

COA Updates

MVL –
COA Address Improvements-
Movers Guide Online application enhancements-

MTAC UG5 – 11 recommendations

Extended Forwarding Concepts – 12 months – 60 days for Periodicals – adding fee in 6 month increments
- **Can USPS extend this new algorithm to "remittance" PO Boxes – Jim Wilson to investigate - Craig will email Jim Wilson with his specific ask to make sure requirements are captured**

Age of COA compared to UAA events

ACS Notifications
ACS Nixie

- **ACS Notifications / ACS Nixie analysis created a lot of discussion. Requests were made to slice and dice the data in a variety of ways to look for patterns. Set up a subgroup of UG 5 to work this.**

Hardcopy Notices
Periodicals PS 3579 Suppression
Where and when we generated these 3579s

Significant reduction in 3579s we can suppress – hardcopy has had significant improvements

Craig – Agree – Liz Flake is awesome!!

Updated: <u>06/25/2019</u>

CFS marches to their own band – noticed hardcopy's sent from a CFS site to one closed months ago – never got to PARS – then USPS paid to forward to current site
Just pulled in all CFS titles – USPS is reviewing this issue now and will continue collaboration with industry to help correct this issue

Randy – not doing single database – it's on the horizon but not scheduled for a release as of yet – USPS is just cleaning up current data at this time

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Session 4: MARKETING MAIL	(Flanagan, MTAC Industry Leader)

DISCUSSION TOPICS

<u>Steve Dearing</u>

IV updates – Marketing Mail

Roadmap for IV-MTR Enhancements – all dependent on budget and ability for enhancements

Manual Bullpen – launched 7 pilots – Rolling out in phases
Anita – ring scanners? No

Bundle Vis and Flats
DU Direct Pallets
Working on SOPs to drive process improvements

Even If you're not Full Service – 99ms would help with consistency of seeing placard scans – This could drive better process improvements to drive numbers up

Marketing Mail flats visibility

Mailer Visibility Applications – Mailer Transportation Visibility MTV

Who owns product at HQ – Robert Cintron – he and Scott own it… EA owns it as well – Rose – combination – it is a joint effort and we have had those discussions Transportation messaging that passes bread crumbs – It's more than acceptance into USPS, it's where the load is – we need to flush this out – smart phone can level Intel and allow us to grow to possibly get rid of FAST – Any truck, any company – they should all be able to communicate with USPS

Updated: 06/25/2019

<u>Jim Wilson</u>

CASS / MASS
Cycle O'

Total DPS – changes the way we calculate Delivery Point Codes

We don't have to wait until 2021 – we'll get you an official start date asap!

Suite Link – Require mailer to take back suite number and apply to mail piece – No, not our intention - When you get it back from CASS there are places we suggest putting the suite number

COAs
COA address improvements

Enhancements to Movers Guide Online Application
Continuing to work on it –

UG5 shout out! 11 recommendations

Extended Forwarding Concept – moving into test
Primarily FC mail

Kurt – UAA discussions - .40 to return a piece – uptick in marketing mail not intended to be returned – Ops looking at delivery unit – some pieces are endorsed with Electronic Service Requested – want to know why it's not deliverable – pallets of mail coming back – Any data for what happens are a PARS machine? Jim stated that it's a mystery and asked, where did it occur? We can only go back so far to analyze data – nothing changed on PARS – Please send issues to Kai Fischer and Jim's team to analyze – UAA Marketing Mail has declined – FC has increased

ACS Notification
ACS Nixie

All ACS for Free – Can it be broken down by period?

Updated: <u>06/25/2019</u>

- **ACS Notification / ACS Nixie analysis – Same request for a deeper look as other classes - Rose asked if ACS hadn't been free how much would still be in the system – Jim – this warrants a deeper dive**

What other dissection needs to be done – will review in UG subgroup

Rose – if you hadn't given notices for free – how much mail would still be in the system that's bad and would be destroyed - .6 % differential – what is the USPS savings? Warrants a deeper dive!

Kurt – Need to look at any change in behavior, how many wouldn't have used ACS if it hadn't been free?

ACS Doc update

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