

MTAC Focus Group Session Notes

Wednesday, June 19, 2019

Payment & Acceptance, Education

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Session 1: PERIODICALS

(Stumbo, MTAC Industry Leader)

Marc Overview – Action Items Review

- Provide a go live date for FPP status on long run CPP titles process.
- Seamless Acceptance verification process for exceptional dispatch periodicals (newspapers).
- Identify a process to facilitate a collaborative discussion on piece weight verification on flats.
- EPS -Report of mailer running into problem when they didn't finish the set-up for EPS in one sitting.

Centralized Postage Payment

- Long run CPP titles pilot with the continuous MID is to marry the induction with CPP together. Containers that are showing as not in the FPP status are displayed as payment errors. The workaround for this is to identify and isolate the payment errors and removed them from the scorecard and perform a monthly validation/sampling of those containers to assure payment. This would be validated by a matrix.

Seamless Acceptance

- Limited on Full Service Exceptional Dispatch for periodicals.
- For FY19 - 26.8B or 41% of commercial mail volume on Seamless Acceptance.
 - 20.5% Flats
 - 79.5% Letters/Cards
 - 459 or 4.1% of CRIDS are on Seamless
- Proposed FRN in Sept 2019
- Seamless by Sept 2020 with a retirement of manual verifications by Feb 2021.
 - Suggestion was made to push back after the holiday season to 2021
- A proposal was made to use estimated piece weight provided by MSP whereas USPS cannot accept estimated weights due to multiple versions within a co-mailing from variable weights e.g. poly bags, variable ride-along content etc.
 - Suggestion was made to take current process and convert to a certification process/audit on a scheduled basis

- Certification process would be based on trust
- 90% full service is a concern with multiple titles (PER) due to dropping overnight where eDocs are not submitted till later in the day however the PERs are dropped early in the morning.
- Timeline to verify after the mailing has gone due to external conditions that may affect paper weight bringing it back to a certification process.
- Auto-finalization of Seamless postage statements even if permit fees are due for renewal.

Mail Irregularities

- Replacement of eMIR legacy is due to reporting submission awkwardness.
- Enabled SV scanners to report irregularities with a future IV Automated Bundle Report.
- June 23, 2019 a new Mail Irregularities (MI) tab will be added to the Mailer Scorecard.
- Mid July to test with selected mailers.
- Test groups issues with descriptions not being clear. List was created to review and edited to provide better resolutions and understanding of the eMIR issues.
- Operations is responsible for logging eMIR issues and will be trained to provide clearer discriptions with DMM instructions to recognize exceptions that do not need to be logged.
- Bundled breakage will appear on both MSP and Mail Owner score card.
- One image would be provided can take up to 3 images of the emir issue.
- Score card will be viewed as warnings and not errors.

Business Customer Gateway (BCG)

- BCG redesign (Phase 1) will provide users with a new interface & style
- Provides a streamlined and user friendly navigation to services including BCG widgets to:
 - EPS
 - Mailer Scorecard
 - Recent mailings via the PostalOne! Dashboard
- Pilot phase will give mailers opportunity to test and provide feedback.
- Enhanced Account Management (Simplified):
 - Enable BSAs to remove users from CRIDS
 - Automates Helpdesk Tasks
 - Automates EPS Invitation Code Process
 - Includes general fixes i.e. less Postal jargon, bug fixes to prevent timeout issues.

Marc Overview – Action Items Review

- Price change – DIM this Sunday, June 23, 2019
- Provide update on Package Platform
- Provide update on package transition to EPS
- Package Platform -Add the ability for shippers to indicate "soft pack" in the shipping Services File (SSF)

DIM

- Priority Mail Express, Priority Mail, and Parcel Select packages over 1 cubic foot for all zones will be eligible for DIM-weight pricing
- Continue with the current method of PAF for dimensional weight assessment and samples will be incorporated into the PAF calculation with anomalies reviewed on a case by case basis.
- Packages will be sampled and dimensions will be captured as applicable
- 1.5% threshold will be applied to monthly samples
- Scenarios were provided (6) Manifested DIM weight, Calculated DIM weight, and Manifested pkg weight.
- Accurate data input was stressed for accurate DIM assessment. Expectations are on shippers to input correct data in regards to DIM assessment.
- Customer indicated to clarify scenario to avoid excessive postage assessments. USPS will use actual weight to assess DIM. Customer indicated all of this information is new and the impact to deploy within such a short time frame. Business rules were set earlier in the quarter however new business rules recently applied for mailers to comply is unreasonable without customer testing and modifying current software. Mailers are indicating there is little ramp up time to implement.
- New business rules are creating a new level of complexity. Members inquired for a trial period with the new DIM rules to adjust their manifesting systems.
- Automation will not capture weight to flag sampling. Process will be done manually. Ratio of sample is done by volume. From a statically perspective on sampling USPS looks for with margin of error. Below 250 pcs will not be sampled. Sample on NSA items will be charged as a NSA priced. There will be visibility towards sampling (PAF) and adjustments. Our intention is not to collect PAF but to have mailers enter correct manifest data. PS and Priority/Express on all samples regardless of DIM.

Package Platform - Timeline

- Manifested Full Network Returns – Summer 2019
- Single-Piece Outbound – Winter 2019
- Presorted Outbound Products & Parcel Return Service – Spring 2020
- Automated RTS/UAA Postage Due – Summer 2020
- International Products – Fall 2020

Mail Irregularities

- Replacement of the eMIR legacy due to submission awkwardness.
- A new tab has appeared on the score card as a replacement of eMIR.
- Enable SV scanners to report irregularities
- Reviewing timeline with testing new system.
- June 23rd will bring in bundle breakage/irregularities
- Mid July to pilot test with selected mailers.
- Test groups issues with descriptions not being clear. List was created to review and edit to provide better resolutions and understanding of the eMIR issues.
- Operations is responsible for logging emir issues and will be trained to provide clearer descriptions along with DMM references to recognize exceptions to curtail erroneous reports.
- Bundle Irregularities to provide images (up to 3) of the issue.
- Bundled breakage and eMIR reports will appear on both MSP and Mail Owner score card.
- Suggestion was made to include transportation FAST submitters.
- One image would be provided can take up to 3 images of the eMIR issue.
- Score card will be viewed as a warning.
- No postage assessments will be made.
- Intention is to drive behavior on better mail prep.

EPS - Migration

- Work with your finance department to identify the preferred payment method (ACH-Debit or Trust).
- Obtain a comprehensive list of permits and services linked to your CAPS account.
- Identify your Customer Registration ID (CRID)s.
- Identify who will assume the user roles within your organization (administrators, payment managers, subscribers).
- Customers who were granted a migration exception to the April deadline are required to complete migration by July 1, 2019. USPS will work with customer who are unable to meet the July 1st date.
- \$3.3M in mobile deposits.
- 85% eligible permits migrated.
- 57k PO Boxes migrated.
- 12.7B YTD collected.
- Aug 8, 2019 eVS will be active on EPS w/migration plan.
- No target date to close CAPS.

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Mailing & Shipping Solutions Center (MSSC)

- Nationwide launch April 26, 2019.
- Call center attributes.
- Software to track customer's issue including ticket numbers for tracking.
- Single phone # (877-672-0007) 7:00AM –7:00PM CST
- Currently 96% satisfaction score.

Seamless Acceptance

- Summit on Tuesday regarding Seamless Acceptance. We do feel strongly all that info can be incorporated into the scorecard without manual verifications.
- Number of CRIDS are modest at this time.
- More LTRS than FLTS.
- Satisfaction on migrating to Seamless Acceptance remains high.
- A small Seamless FCG has been created.
- Taking input and implement within the seamless timeline along with the proposed FRN.
- FAQ is being implemented in a user friendly way.
- Looking at visibility of account balances.
- How to account for flat enclosures (poly, inserts) regarding weight.
- Proposed FRN in Sept 2019
- Seamless by Sept 2020 with a retirement of manual verifications by Feb 2021.
 - Suggestion was made to push back after the holiday season to 2021
- Solution for flat sampling weight issue is could we look at flats to cut it off from LTRS and get flats differently from a census perspective.

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- No target date to close CAPS.
- Online Fee Payment – users may set up one-time fee payment within EPS through manage mailing activity and opt in or out of automatic permit fees renewal in PostalOne under manage permits.

- Seamless account for auto finalization with a certain dollar threshold with permits not being fully funded. With the proposed FRN would allow finalization in 2020.

RIBBS Tools migration

- IMb Barcode Decoder and other tools will be moved over to PostalPro.
- MITS has not migrated over yet due to password entry issues.

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- EPS –Timeline on remaining products, adoption status and extensions.
- Seamless -Update on program and Federal Register.
- Seamless -Issue in production but not parallel -Mail.dat for spoilage could not be uploaded to PostalOne!.
- Seamless -Update and discussion around what steps are being taken to resolve the undocumented issues.
- Availability of mailpiece images available for research purposes when there is an issue detected.
- Any changes being considered to mail entry.

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- Looking at visibility of account balances.
- How to account for flat enclosures (poly, inserts) regarding weight.
- Looking at cut off between LTRS & FLTS.
- Proposed FRN in Sept 2019
- Seamless mandated for DMU and 90% full service.
- Seamless by Sept 2020 with a retirement of manual verifications by Feb 2021.
- Auto finalization of seamless postage statements even if permit fees are due for renewal.
- Question was asked to incentivizing seamless with a discount similar to full service.
 - Under consideration.
- Survey among association members – many did not find a benefit implementing to seamless without incentive to cover IT costs.

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- Seamless account for auto finalization with a certain dollar threshold with permits not being fully funded. With the proposed FRN would allow finalization in 2020.
- IRIS- Image Retrieval Info Sys, is being developed and intended as a platform to enable image capture for later use in approved use cases
 - Create a subgroup of UG 11 to gather requirements for providing images for reported in Stream Line Mail Entry Programs Errors.