

United States Postal Service

Mailers' Technical Advisory Committee (MTAC)

June 19, 2019





- Action Items
- Seamless Acceptance
- Mail Irregularities
- June Price Change Overview
- EPS Transition
- Package Platform
- USPS Returns
- Business Customer Gateway (BCG)
- MSSC Launch
- RIBBS Tools Migration
- eVS Open Issues

MTAC Action Items



MTAC Open Action Items



Track	Action Item	Response
Enterprise Analytics	EPS - Incomplete data from IV	 ALM 13277 (Reported by EA team): Scheduled for June 9th release Other Incident Tickets (Open IV Issues.xlsx attached)
Enterprise Analytics	EPS - Fee payment, no warning fees are expiring	Addressed during Pre-MTAC
Enterprise Analytics	EPS - Dedicated helpdesk so callers can get specialized help	PostalOne! escalates to appropriate support team
Enterprise Analytics	 EPS - Migration status, exception process for those that have not migrated 	Addressed during Pre-MTAC
First-Class	EPS – Timeline on remaining products, adoption status and extensions	Addressed during Pre-MTAC
First-Class	Seamless - Update on program and Federal Register	Addressed during Pre-MTAC
First-Class	 Seamless - Issue in production but not parallel - Mail.dat for spoilage could not be uploaded to PostalOne! 	Addressed during Pre-MTAC
First-Class	 Seamless - Update and discussion around what steps are being taken to resolve the undocumented issues 	Addressed during Pre-MTAC
First-Class	Availability of mailpiece images available for research purposes when there is an issue detected	 Provided high-level customer requirements to Engineering and met to discuss our specific scenario. IRIS (Image Retrieval Information System) is intended as a platform to enable image capture for later use in approved use cases. This platform has not yet been deployed and is not expected to be available to systems such as BCG until calendar year 2020 IRIS is pending both Privacy and Law Department approvals before development can begin, due to obvious privacy/disclosure implications. However, IRIS as described does appear to meet the requirements we've outlined. We've asked to be added as an "Informed" stakeholder moving forward but would not expect an update until late summer.
First-Class	Any changes being considered to mail entry	Will be address during MTAC June 18-20



MTAC Open Action Items



Track	Action Item	Response
First-Class •	Add percent of mailers participating in Seamless to volume slide	Updated and reposted on 4/15/2019
Package Services •	Provide information on DIM weight pricing implementation	Will be addressed during MTAC June 18-20
Package Services	Provide update on Package Platform	 Network Returns – is in full deployment and mailers are being added weekly. Outbound Finalizing user stories with internal stakeholders Development has started Continued discussions with industry regarding verifications & receipt of data Face to face meeting with Marc McCrery scheduled for MTAC to discuss these items
• Package Services	Provide update on package transition to EPS	 eVS outbound for existing customers Iteration I - 8/25 Iteration II - 10/20
Package Services	Package Platform - Add the ability for shippers to indicate "soft pack" in the shipping Services File (SSF)	Will be addressed during MTAC June 18-20
Package Services •	MIDs to be delinked	• Completed
Periodicals	Provide a go live date for FPP status on long run CPP titles process. Chip Brown & Dale Miller have been investigating the impact of the use of continuous MID's for CPP titles only	• N/A
Periodicals	Seamless Acceptance verification process for exceptional dispatch periodicals (newspapers)	• N/A
Periodicals	Identify a process to facilitate a collaborative discussion on piece weight verification on flats (IDEAlliance Work Group?)	• N/A
Periodicals	EPS - Report of mailer running into problem when they didn't finish the set-up for EPS in one sitting. If you stopped the enrollment process before completion, then restarted, the default would be ACH Debit. If the goal was Trust, you had to recheck and reset. You don't know until you are in the process of conversion	 We were not able to reproduce as an issue as described – will need to meet with the customer for more details. A trust is automatically created for every EPS account setup with a "Pending" status until a deposit is made. ACH debit remains in a "Pending" status until the micro-debit verification is completed. Prioritization is set to "unassigned" until either (Trust or ACH) has completed set up and changes to "Primary" depending on which payment method is completed first

Seamless Acceptance



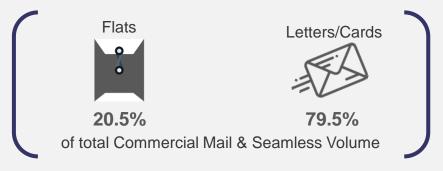
26.8B, 41% in FY19

Commercial Mail

Volume on Seamless



69.9B in FY19 in Commercial Mail Volume



Seamless Acceptance is a mail acceptance process that **automates** the entry and verification of commercial mailings

Seamless Acceptance is designed for **Full-Service Mailers** participating in **elnduction**





Seamless Focus Group



Seamless Focus Group: Collaboration between USPS and industry partners with a wide range of capabilities and mail mix to address concerns about seamless acceptance, and develop solutions relevant to the industry at large.

February 2019- USPS announces intent to file proposed Federal Register Notice (FRN) for Seamless acceptance

April 2019- USPS pushed filing of proposed FRN to September 2019

September 2019- File updated proposed FRN

March 2019- Seamless focus group established based on heightened industry

May- August 2019- USPS/industry developing solutions and updating external materials based on seamless focus group



Seamless Focus Group



Output of Seamless Focus Group

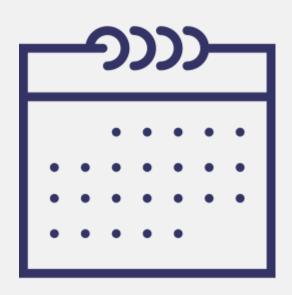
- Updated proposed FRN to extend dates for seamless requirement
- Development of simplified FAQs for industry support
- USPS evaluating visibility of account balances
- Evaluating the impact of sample weights for Periodicals pieces with ride-a-longs or enclosures

Seamless Acceptance



Federal Register Notice – Proposed

- *Anticipated posting by September 2019, 30 day comment period
- Seamless mandate for DMU's and 90% Full-Service BMEU entered
- Seamless Parallel by March 1, 2020
- Seamless by September 1, 2020
- Retirement of manual verifications for mailers submitting over 90% Full Service volume February 1, 2021
- Auto-finalization of Seamless postage statements even if permit fees are due for renewal

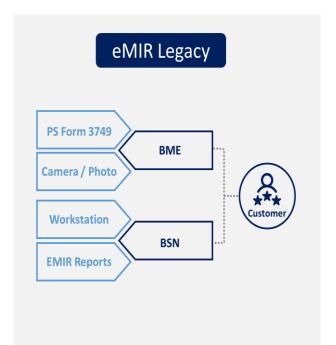


Mail Irregularities

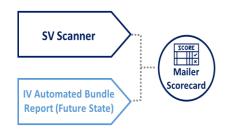


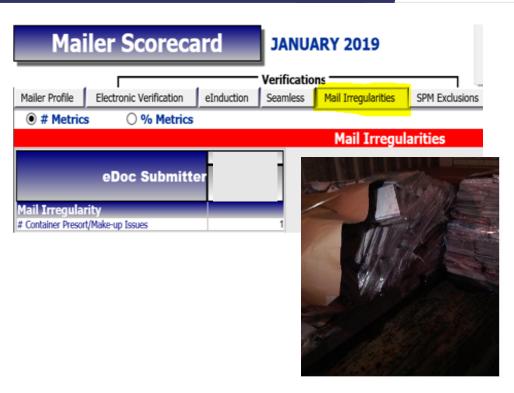
Mail Irregularities





MI Current State/Future State





January 2019 -Deploy MI Tab to Mailer Scorecard (Internal)

March 2019 -External Mailer Testing Completed June 23rd 2019 - IV Automated Bundle MI Added to Internal MI tab of Mailer Scorecard

July 15th 2019 External Mailer Testing



<u>Agenda</u>

June 2019 Price Change



June Implementation of Structural Changes Effective June 23



DIM Weight Eligible (packages greater than 1 cubic foot)



Priority Mail

DIM Weight Pricing applies to Zones 1-9



Priority Mail Express

DIM Weight Pricing applies to Zones 1-9

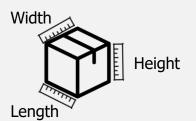


Parcel Select

Parcel Select Packages DIM weight pricing for all entries (DDU, DSCF, and DNDC) and all Zones 1-5 (DNDC only)

Parcel Select Ground Packages DIM Weight pricing applies to Zones

Rectangular Rate Weight = (L*W*H)/166



If
$$(L \times W \times H) \ge 1,728 \text{ in}^3$$
:

$$\frac{L \times W \times H}{166} = DIM Weight$$

Non-Rectangular Rate Weight = (L*W*H)*(0.785)/166

Price applied to greater of DIM or Actual Weight for all Zones



Flats to Packages



First Class Mail International

FCMI flats that are over 15.994 oz. will identify the option of mailing those pieces under FCPIS pricing.

The mailer can elect to use another class of mail such as **Priority Mail Express International or Priority Mail** International, if the mailpiece meets the requirements for those mail classes







June 2019 Price Change



DIM Weight for a Rectangular Parcel

- a. Measure the length, width, and height in inches. Round off (see DMM 604.7.0) each measurement to the nearest whole inch.
- b. Multiply the length by the width by the height.
- c. If the result exceeds 1,728 cubic inches, divide the result by 166 and round up (see DMM 604.7.0) to the next whole number to determine the dimensional weight in pounds.
- d. If the dimensional weight exceeds 70 pounds, the customer pays the 70-pound price.

Priority Mail Express: DMM 213.1.5.1

Priority Mail: DMM 223.1.5.1 Parcel Select: DMM 253.1.3.1





DIM Weight for a Nonrectangular Parcel

- a. Measure the length, width, and height in inches at their extreme dimensions. Round off (see DMM 604.7.0) each measurement to the nearest whole inch.
- b. Multiply the length by the width by the height.
- c. Multiply the result by an adjustment factor of 0.785.
- d. If the final result exceeds 1,728 cubic inches, divide the result by 166 and round up (see DMM 604.7.0) to the next whole number to determine the dimensional weight in pounds.
- e. If the dimensional weight exceeds 70 pounds, the customer pays the 70-pound price.

Priority Mail Express: DMM 213.1.5.2

Priority Mail: DMM 223.1.5.2 Parcel Select: DMM 253.1.3.2





June 2019 Price Change

<u>Agenda</u>

Following the June Price Change, file submissions for dimensional pieces will reflect the following compliance standards:

- Longest dimension submitted will be classified as length
- eVS System calculates dimensional weight based on submitted dimensions
- Largest of the manifest dimensional weight, calculated dimensional weight or manifested package weight will be used for pricing

Refer to June 9, 2019 Pre-Release notes published on May 15, 2019 on PostalPro for more reference.

Link: https://postalpro.usps.com/June9ReleaseNotes

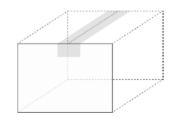




<u>Agenda</u>

June 2019 Price Change

Scenario 1 Manifested DIM Weight



Length: 13.50 in. \rightarrow 14 in. Width 13.49 in. \rightarrow 13 in. Height: 10.25 in. \rightarrow 10 in.

Manifested Weight: 5 lb.

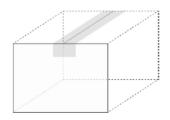
Manifested DIM Weight: 20 lb.

Calculated DIM Weight:

14*13*10 / 166 = 10.96 lb. → 11 lb.

Manifested DIM Weight of 20 lb. is Used

Scenario 2
Calculated DIM Weight



Length: 13.50 in. \rightarrow 14 in. Width 13.49 in. \rightarrow 13 in. Height: 10.25 in. \rightarrow 10 in.

Manifested Weight: 5 lb.

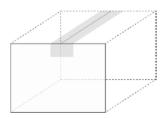
Manifested DIM Weight: 10 lb.

Calculated DIM Weight:

14*13*10 / 166 = 10.96 lb. → 11 lb.

Calculated DIM Weight of 11 lb. is Used

Scenario 3
Manifested Package Weight



Length: 13.50 in. \rightarrow 14 in. Width 13.49 in. \rightarrow 13 in. Height: 10.25 in. \rightarrow 10 in.

Manifested Weight: 20 lb.

Manifested DIM Weight: 10 lb.

Calculated DIM Weight:

14*13*10 / 166 = 10.96 lb. → 11 lb.

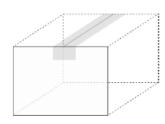
Manifested Weight of 20 lb. is Used. Rate indicator will remain as is and will not be marked DR



DIM Weight Scenarios



Scenario 4 Manifested DIM Weight

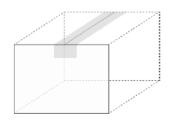


Length: None/Incomplete Width: None/Incomplete Height: None/Incomplete

Manifested Weight: 5 lb.
Manifested DIM Weight: 20 lb.



Scenario 5
Manifested DIM Weight



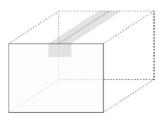
Length: 1 in. Width 1 in. Height: 1 in.

Manifested Weight: 5 lb.
Manifested DIM Weight: 20 lb.
Calculated DIM Weight:
1 * 1 * 1 / 166 = 0.006 lb.



Manifested DIM Weight of 20 lb. is Used

Scenario 6 Minimum Check



Length: 1 in. Width 1 in. Height: 1 in.

Manifested Weight: 5 lb.
Manifested DIM Weight: 8 lb.
Calculated DIM Weight:
1 * 1 * 1 / 166 = 0.006 lb.

Minimum DIM Weight: 1728 / 166 = 10.41 lb.

Because the manifested dim weight is less than the minimum dim weight possible, manifested dim weight will NOT be used. Package will be priced with the manifested weight of 5 lb.





Agenda

June 2019 Price Change

- 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
- Packages will be sampled and dimensions will be captured as applicable
- Samples will be incorporated into the PAF calculation
- 1.5% threshold will be applied to monthly samples
- Sampling anomalies will be reviewed on a case by case basis

PAF Assessments for DIM Weight packages will begin July 2019.

Example

Mailer	Manifested Vol	Manifest Postage	PAF	PAF\$
ABC	6,250,314	\$14,063,206.50	1.014	\$0.00
DEF	1,528,962	\$3,531,902.22	1.041	\$144,319.30
GHI	456,789	\$1,160,244.06	1.037	\$42,434.77
JKL	254,256	\$902,608.80	1.011	\$0.00

Note: Upgraded PASS machines will not be in effect for upcoming eVS DIM price change.

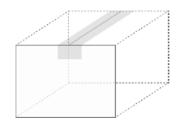




<u>Agenda</u>

June 2019 Price Change

Manifested Package Attributes



Length: 13.50 in. \rightarrow 14 in. Width 13.49 in. \rightarrow 13 in. Height: 10.25 in. \rightarrow 10 in.

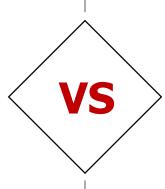
Manifested Weight: 5 lb.

Manifested DIM Weight: 10 lb.

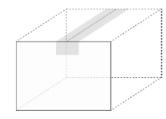
Calculated DIM Weight:

14*13*10 / 166 = 10.96 lb. → 11 lb.

Calculated DIM Weight Price: \$4.05



Sampled Package Attributes



Length: 16.25 in. \rightarrow 16 in. Width 15.00 in. \rightarrow 15 in. Height: 11.75 in. \rightarrow 12 in.

Sampled Weight: 6 lb. Sampled DIM Weight: 18 lb.

Calculated DIM Weight Price : \$4.61 = Additional Postage: \$0.56





<u>Agenda</u>

June 2019 Price Change

Sample Package (POS)		Manifest Package	
Pic:	9261200000000099999999999	Pic:	9261200000000099999999999
MID User Company Name:	ABC Company	MID User Company Name:	ABC Company
Mailer ID:	00000000	Mailer ID:	00000000
Package ID:	9999999999	Package ID:	9999999999
Package Barcode:	N/A	Package Barcode:	N/A
Sample Date:	6/25/2019	Manifest Date:	6/24/2019
Mail Class:	PS	Mail Class:	PS
Processing Category:	Machinable [N/A]	Processing Category:	Machinable [N/A]
Facility Type Where Sampled:	N	Destination Rate Indicator:	D
Rate Indicator:	Single Piece	Rate Indicator:	Single Piece
Prebarcoded:	UCC/EAN 128 Code barcode	Postal Routing Barcode:	UCC/EAN 128 Code barcode
Zone:	00	Zone:	00
Actual Weight (lbs.):	5.85 *	Actual Weight (lbs.):	5.0000 *
Discount or Surcharge:	N/A	Discount or Surcharge:	N/A
Postage:	4.61	eVS Recalculated Postage:	4.05
DIM Weight (lbs.):	N/A	DIM Weight (lbs.) (*):	N/A
Length:	16.25	Length:	13.5
Girth:	N/A	Girth:	N/A
Height:	11.75	Height:	13.49
Width:	15	Width:	10.25
Entry ZIP Code:	60619	Entry Facility 5-digit ZIP Code:	50395
Delivery ZIP Code:	94577	Manifest Destination ZIP Code:	94577

<u>Agenda</u>

Enterprise Payment System (EPS)

Plan for the Enterprise Payment System (EPS)



Ensure a Smooth Migration

Preemptively organize all relevant information to ensure that your EPS account is easily set up and ready to use as soon as possible

Manage User Access

Identify and establish user roles early on in the process to ensure that the appropriate individuals have access to your account at all times

- ✓ 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)





Please note: All customers who were granted a migration exception to the April deadline are required to complete migration by **July 1, 2019**. If you need assistance migrating please contact the *PostalOne!* Helpdesk



Enterprise Payment System (EPS)





\$3.3M Overall in Mobile Deposits



85% of Eligible Permits Migrated





Collected in FY19

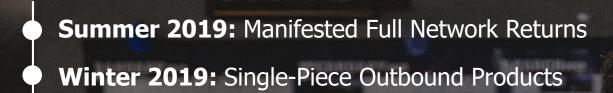


Package Platform



Package Platform Release Timeline





Bound Printed Matter - Single-Piece First-Class Package Service Library Mail - Single-Piece Media Mail - Single-Piece Parcel Select - Ground Priority Mail Priority Mail Express

Spring 2020: Presorted Outbound Products & Parcel Return Service

Bound Printed Matter – Presorted Library Mail – Presorted Marketing Mail Parcels – Presorted Parcel Select – Destination Entry Parcel Select – Lightweight Parcel Return Service

- Summer 2020: Automated RTS/UAA Postage Due
- Fall 2020: International Products

USPS Returns



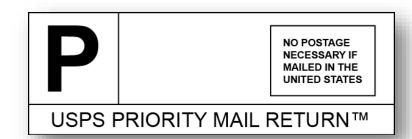


Phase I – Automated USPS Returns Invoicing

- Eliminate Manual Postage Calculation
- Accelerate Returns Delivery to Shipper
- Near Real-Time Visibility to Package Attributes

Now Live! Onboard MRS and SBP customers

USPS Returns Label – Payment Block



Apply Label & Drop Package



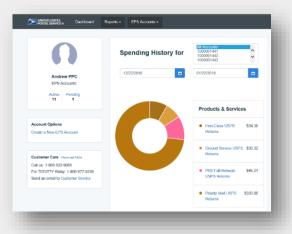
Capture Package Weight & Dimensions during Processing



Calculate Postage Automatically



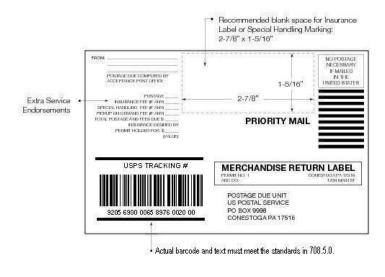
Charge Shippers via Enterprise Payment System



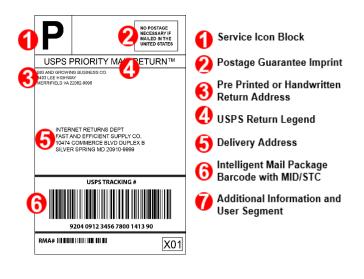
Prepare for new label requirements

Enrollment – Prepare For New Label

To use automated USPS Returns – Merchandise Return Service (MRS) mailers must update their return label design with the simplified layout.



Merchandise Return Service Label



USPS Return Service Label

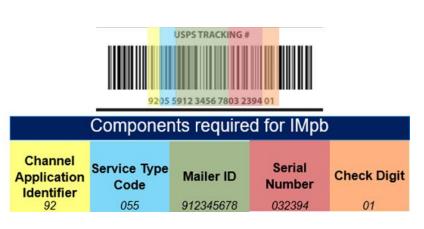
No changes to mailing labels are required to utilize Scan - Based Payment (SBP) Note: New mailing labels can only be used for USPS Returns.

Prepare for new label requirements

Enrollment – Prepare For New Label

The Service Type Code (STC) is a unique identifier, included in the IMpb, which specifies the mail class. List the appropriate STC on your mailing label to increase efficiency in mail transportation, handling, and reporting.

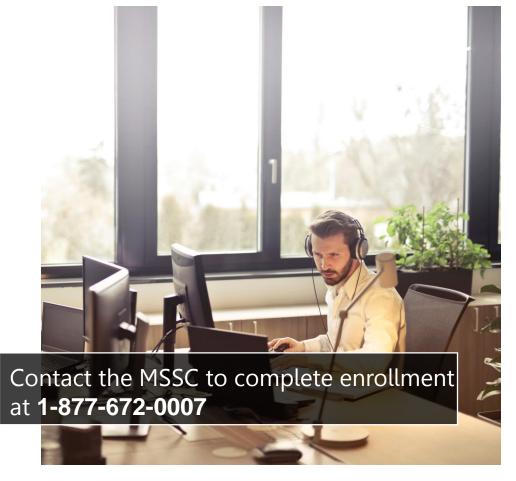
STC	Description	Mail Class
019	Priority Mail Return™ Service	Priority Mail® - Commercial Base or Commercial Plus™
820	Priority Mail Return™ Service, Signature Confirmation	Priority Mail® - Commercial Base or Commercial Plus™
020	First-Class Package Return® Service	First-Class Package Service® —Commercial
821	First-Class Package Return® Service, Signature Confirmation	First-Class Package Service® —Commercial
022	Ground Return Service	Parcel Select Ground®
822	Ground Return Service, Signature Confirmation	Parcel Select Ground®
024	PRS Full Network (NSA Use ONLY)	Parcel Return Service- Full Network



^{*}This is an NSA only product.

02 Request Enrollment 03 **Print New** Labels

Enrollment – Request USPS Returns

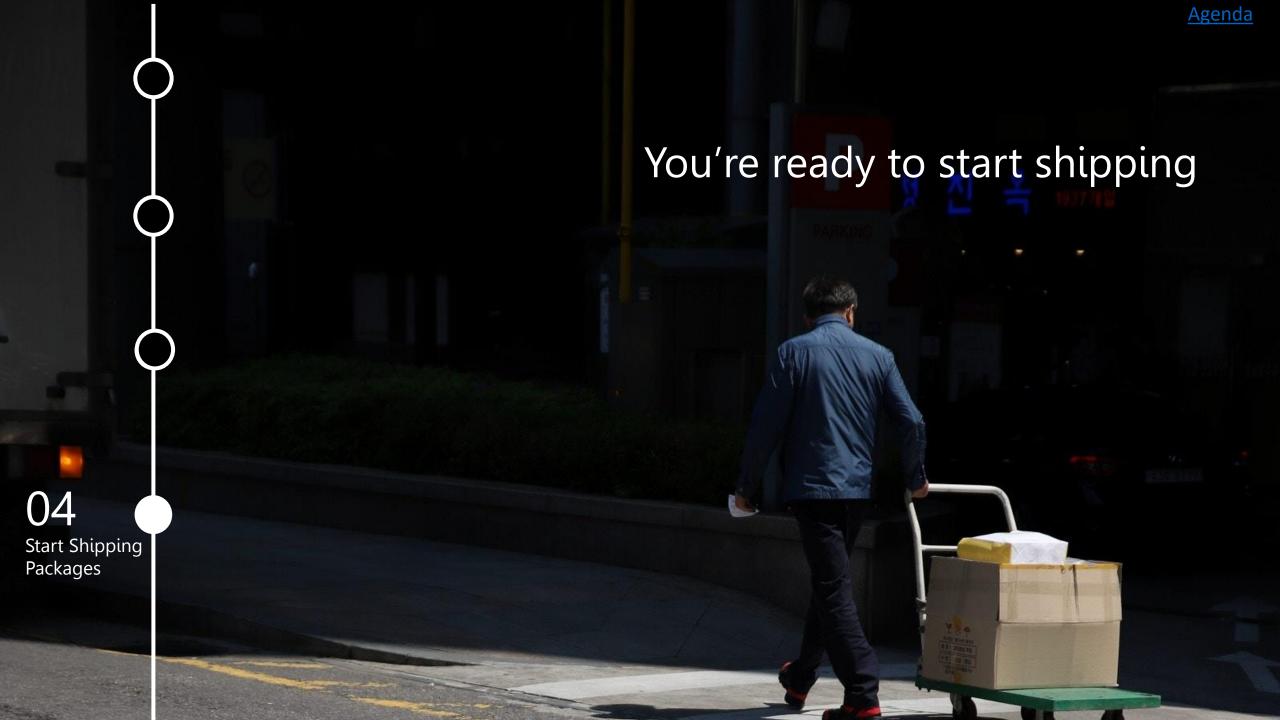


Information Required: Shipper CRID, Shipper Mailer ID (MID, Enterprise Payment Account Number, Service Type Codes (STC's)

*Reminder: MID must be unique to USPS Returns



Print and distribute new returns label



<u>Agenda</u>

Business Customer Gateway (BCG)



Business Customer Gateway Redesign



Phase 1





Phase 2 (Planned)

- New BCG User Interface & Style
- Streamlined Navigation To Services
- BCG Widgets
 - Enterprise Payment System
 - Mailer Scorecard
 - Recent Mailings (PostalOne! Dashboard)
- Account Management Enhancements

Additional BCG Widgets

- Informed Delivery
- Informed Visibility
- Package Platform Scorecard
- Address Verification for CRID Creation
- Implementation of Task Team & Pilot Group Feedback

The pilot phase will give customers the opportunity to test and provide feedback on the new BCG

Pilot Link

-A separate prototype link will be provided to testers

-Pilot testers will still be able to access the old BCG

-Pilot group availability is limited

Pilot Launches **2019**



Business Customer Gateway Redesign





Simplified User Management

 Enable BSAs to remove users from CRIDS

Automates Helpdesk Tasks

- Remove retired CRID users
- Promote FAQ Info

Automates EPS invitation code process

General Fixes

- Less Postal jargon
- Bug fixes prevent timeout issues

MSSC Launch







Here to Help

Our Mailing & Solutions Shipping Center is available.



Launched Nationwide on April 26th, 2019.

Our Number 1-877-672-0007

Our Hours 7:00AM – 7:00PM Central Time







We heard your concerns and developed a solution

- ✓ Superior software to track customer's issue
- ✓ Ticket numbers to track resolution
- √ Standardized answers
- ✓ A single phone number to get your questions answered
- √ Immediate call response
- ✓ We have a 96% overall satisfaction score and we have been improving monthly



———The MSSC Utilizes Upgraded Technologies———



Genesys Workspace

For call routing to individual MRCs



Genesys Speechminer

For quality measurement and voice recordings

Second Phase will include Analytics on recordings to determine frequently asked topics and customer experience



Genesys Pulse

Dashboard to monitor live MSSC performance metrics and logged in status

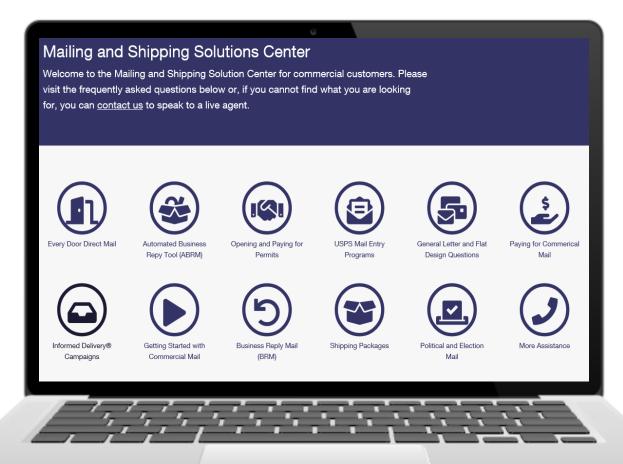


ServiceNow

For creating incidents to record each customer contact



We performed analytics on the questions received by the MSSC to create a comprehensive MSSC knowledge base on PostalPro that provides quick answers to FAQs



RIBBS Tools Migration

RIBBS Tools Migration



PostalPro RIBBS

The PostalPro RIBBS Tools offer solutions to various United States Postal Service customers.

Tools



District Business Mail Entry



Business Service Network



Consumer Affairs Office





US Postal Inspection Service



eVS Open Issues



eVS Open Issues List



Item	Summary	Description	Target Release Data
CR 13111	Longest dimensions will be treated as length regardless of which field is populated	Longest dimensions will be treated as length regardless of which field is populated	6/9/2019
CR-13179	Defect where First Class packages are manifested with both N1 and null value in surcharge code.	Since the Jan 27 price change, eVS has incorrectly totaled the postage for First-Class postage statements that include pieces with the N1 surcharge type code.	6/9/2019
CR-13292	Accommodate DNDC SCF rate allies to machinable parcel select light weight	PSLW is now permitted to be manifested at the DNDC SCF rate according to the customer support ruling from March 2018. The pieces will be mapped to line E10 (Irregular Parcels 1 ounce to 15.994 ounces, DNDC SCF) on the Package Services postage statement (PS Form 3605). CSR: https://pe.usps.gov/text/csr/PS-348.htm	6/23/2019
CR-13300	Dim Pricing: Open and Distribute Pieces should not be subject to Dim Rules	eVS manifests with a Processing Category of "O" (Open and Distribute) will not be subject to dimensional pricing.	6/23/2019
CAT R49	Dimensional Weight that exceeds 35 pounds for Parcel Select should go to non-machinable	Dimensional Weight that exceeds 35 pounds for Parcel Select should go to non-machinable	6/23/2019
	Sample pricing for NSA customers are incorrect	Sampling pricing coming in as published prices with impact to PAF.	6/23/2019
ETR	Automatic Reconciliation Adjustment Notification emails are displaying incorrectly for Parcel Select	The Manifest Error adjustment for Parcel Select is displaying incorrectly as USPS Marketing Mail in the Automatic Reconciliation Adjustment Notification emails to mailers.	8/25/2019
CR-13249	EPS support	First Phase A: eVS will support EPS linked permits effective August 25 2019. First Phase B: fallout from Phase A. October 2019. Second Phase: PRS, SBP. TBD. Third Phase: PFSC, CNSBpro support TBD	8/25/2019 & 10/2019

eVS Migration to EPS



eVS Migration to EPS

- eVS Mailers will be able to re-link their permits from Centralized Account Processing System (CAPS) to EPS
- No change in how eVS mailers manifest continue to use the permit number as they always have
- eVS Postage statements, adjustments, and refunds will flow to EPS for permits linked to EPS







PUB 205, Electronic Verification System Business and Technical Guide

Pub 205 is available on PostalPro.

https://postalpro.usps.com/pub205

- Recent Update June 10, 2019
- Next Update TBD





