OPERATIONS & ENTERPRISE ANALYTICS
MTAC FOCUS GROUP:
FLATS

Agenda

ACTION ITEMS

PEAK PERFORMANCE

MAIL IN MEASUREMENT

LONG HAUL

TRANSPORTATION UPDATE

INFORMED VISIBILITY ROADMAP UPDATE

CASS/MASS CYCLE ‘O’ HIGHLIGHTS

UPDATE STANDARDS REVIEW

ACS

OPEN DISCUSSION

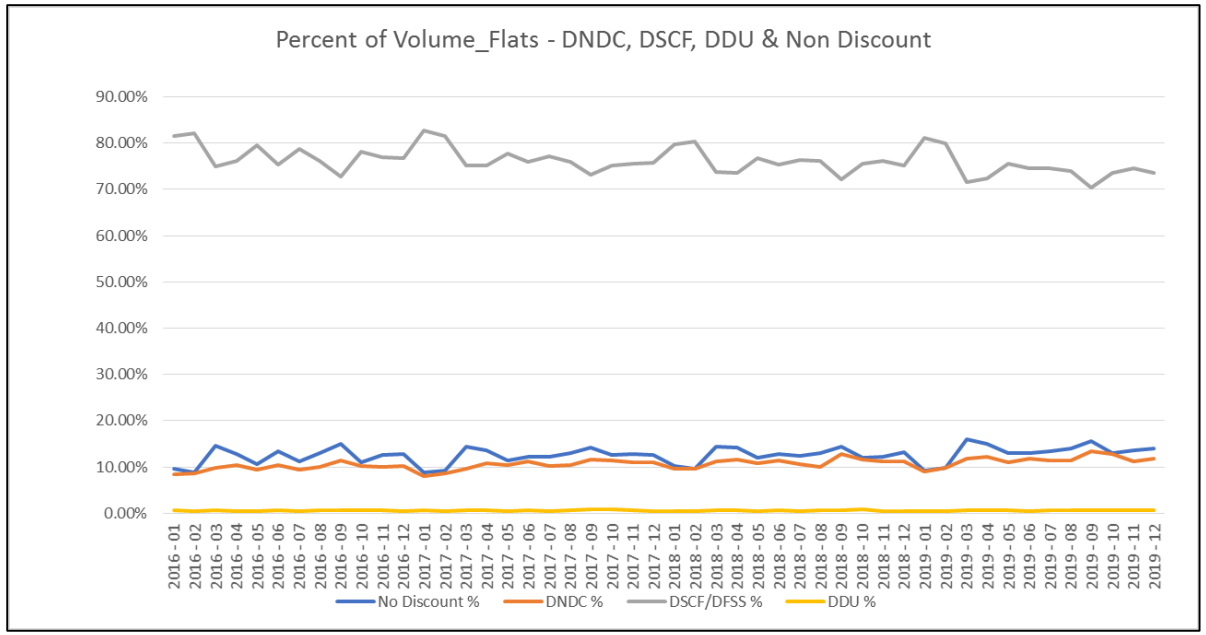
ACTION ITEMS

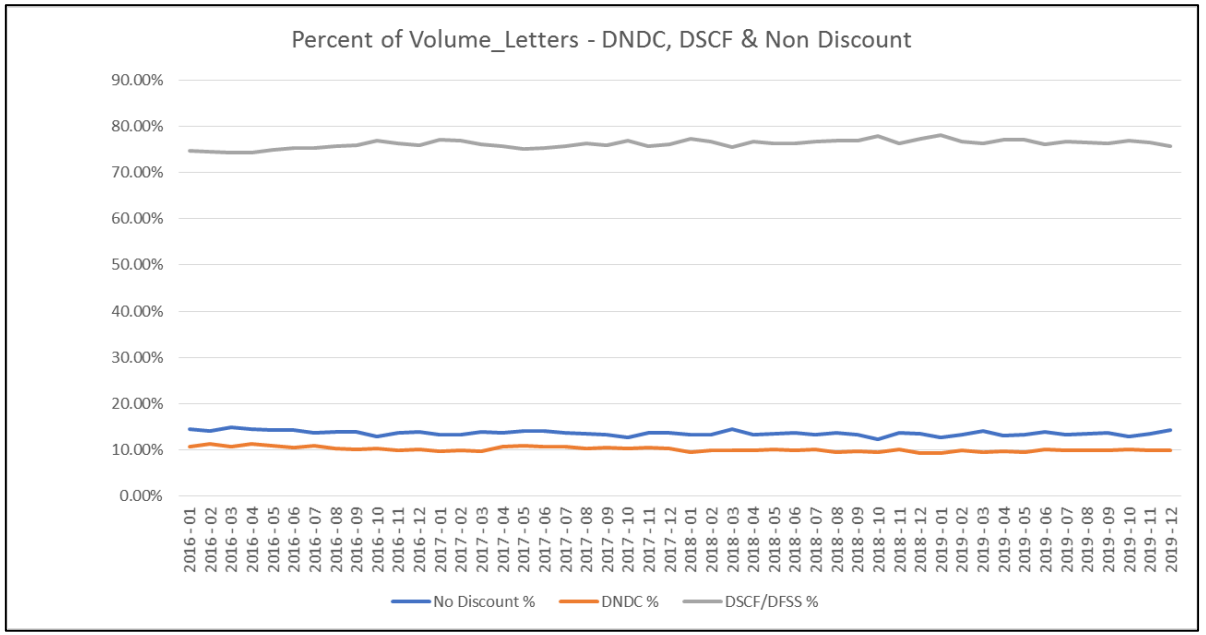
Validate service measurement for bundles/newspapers entered at DDU

If Full Service bundles/newspapers are entered at DDU - AND contain the necessary documentation and/or barcodes (eDoc/99M) – AND the bundle visibility 99M distribution scan is performed – it can be included in measurement

Action Items – Marketing Mail

Provide additional analysis on DSCF/DNDC/Origin entry volumes and the potential shifts due to pricing changes (beginning in 2016); breakdown by product category for letters and flats





Action Items – Marketing Mail

Provide further breakdown of no show data by facility, vendor, rescheduled, reoccurring

Facility	Total NoShows	%NoShows
MINNEAPOLIS SAINT PAUL NDC	836	35%
SAN BERNARDINO	777	44%
DOMINICK V DANIELS	771	30%
NORTH HOUSTON	688	29%
SEATTLE	649	32%
SACRAMENTO	626	32%
PHOENIX	611	44%
LOS ANGELES	610	28%
SAN JOSE	606	39%
ATLANTA	604	38%

Scheduler/Mailer	Total NoShows	%NoShows
Vendor 1	22,193	47%
Vendor 2	2,730	95%
Vendor 3	2,387	22%
Vendor 4	1,476	81%
Vendor 5	1,444	71%
Vendor 6	1,353	41%
Vendor 7	1,297	78%
Vendor 8	1,270	23%
Vendor 9	1,013	64%
Vendor 10	889	12%

Day	Total NoShows	%NoShows
SUN	3,693	8%
MON	11,863	19%
TUE	10,089	16%
WED	10,289	17%
THU	9,709	16%
FRI	12,366	20%
SAT	6,043	11%

Q1 data, 10/01/19 – 12/31/19

Action Items – Marketing Mail

Share feasibility update at next MTAC for additional analysis/reporting on the return of good as addressed mail

Open Discussion

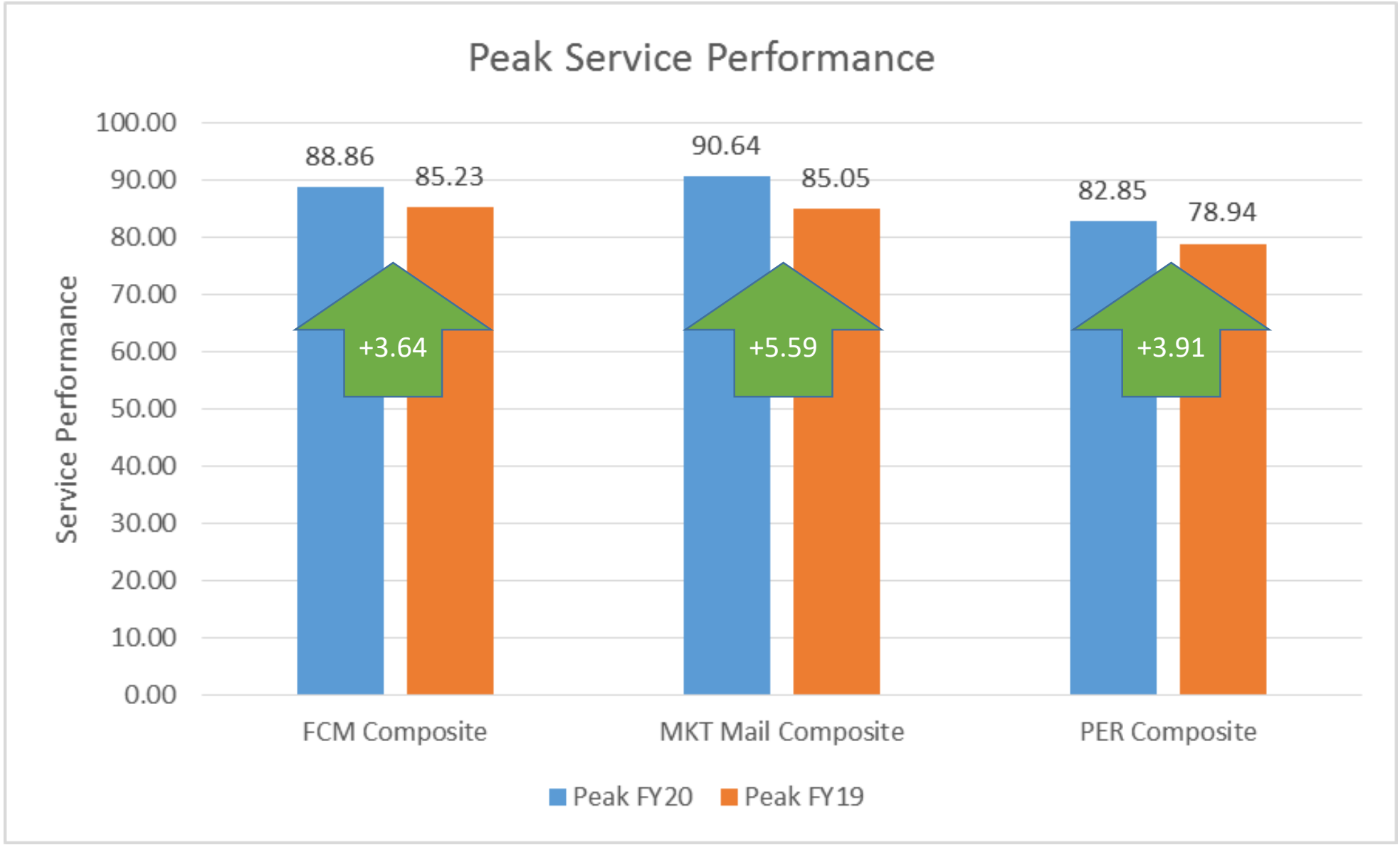
Action Items – First-Class Mail

Provide breakdown of UAA nixie code chart for First-Class Mail and shape

First-Class (ACS Only) FY2020 Q1		
	Letters	**Flats**
Q - Not Deliverable As Addressed	27,933,202	177,374
A - Attempted Not Known	12,636,161	61,213
V - Vacant	4,657,758	14,047
I - Insufficient Address	6,947,658	38,615
M - No Mail Receptacle	2,180,370	9,856
N - No Such Number	2,560,849	12,704
U - Unclaimed	1,999,310	8,356
S - No Such Street	966,613	3,795
R - Refused	458,203	3,157
P - Deceased	144,983	16,903
L - Illegible	50,176	43
E - In Dispute	49,761	33
Grand Total	**60,585,044**	**346,096**

PEAK PERFORMANCE

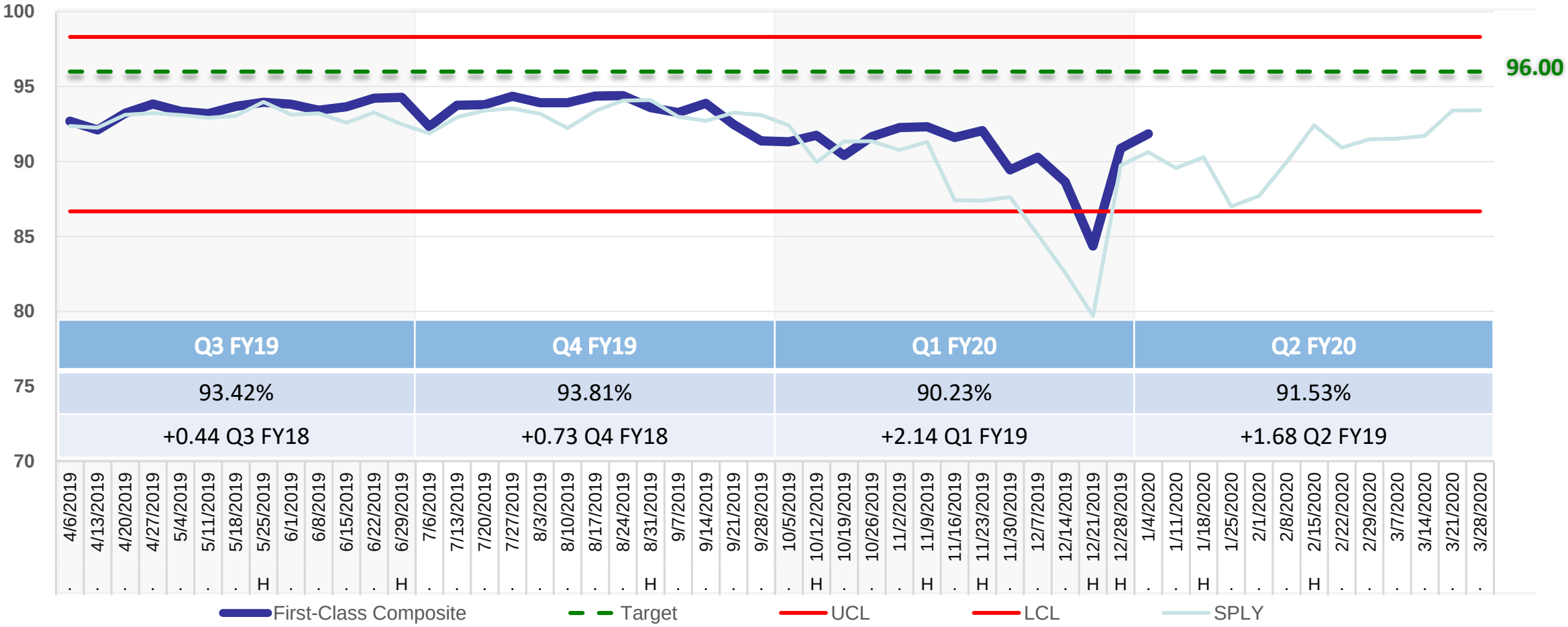
Peak Performance



Peak service for FY20 is 11/29/19 – 01/03/20. Peak service for FY19 is 11/23/18 – 01/04/19

First-Class Composite (Letters/Flats)

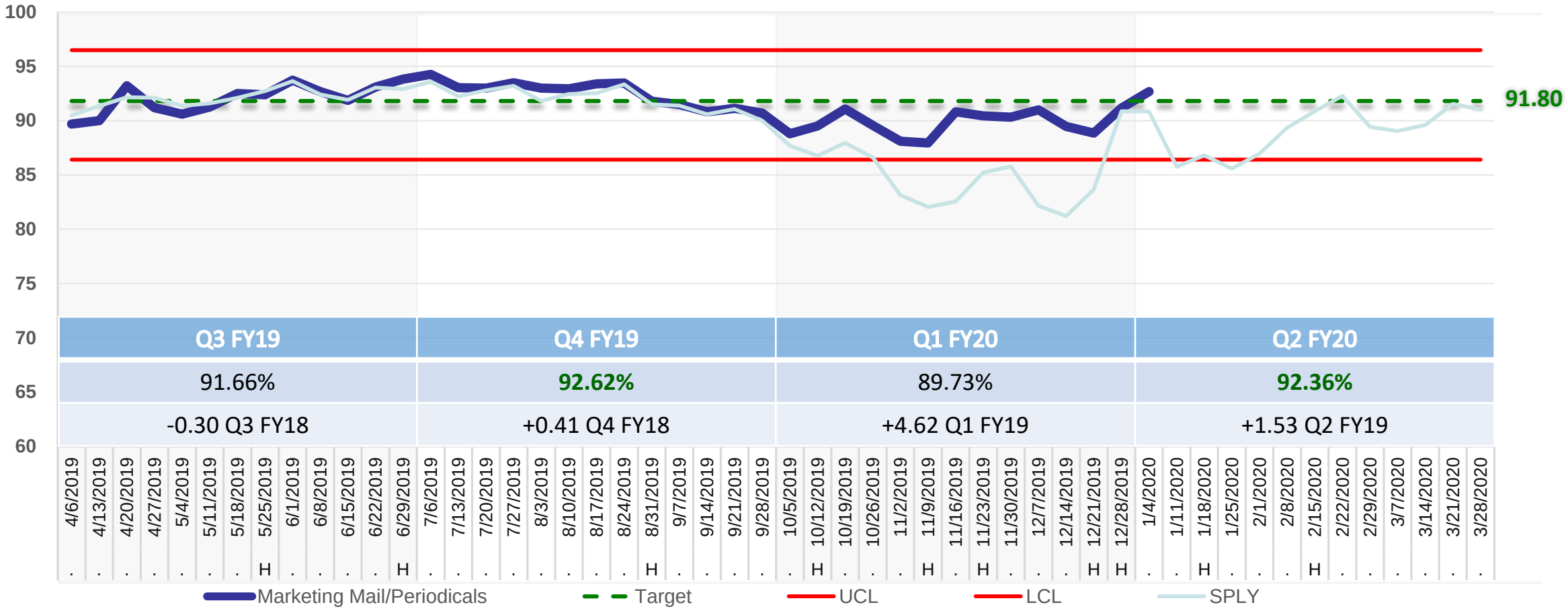
	YTD	Q2TD
Actual	91.76	91.53
SPLY Var	+1.38	+1.68



Data: SPFC and Presort January 10, 2020: YTD is NPA – excludes ASP 3-5 Day volumes

Marketing Mail/Periodicals

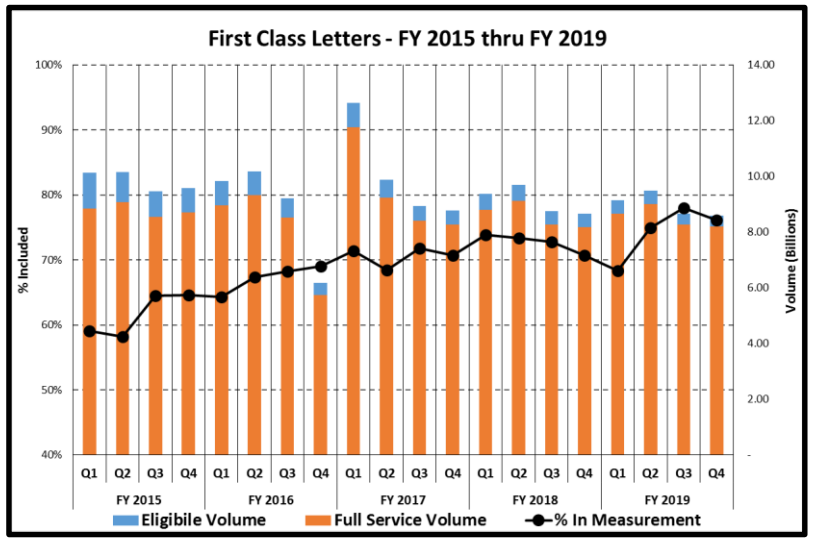
	YTD	Q2TD
Actual	89.71	92.36
SPLY Var	+4.05	+1.53

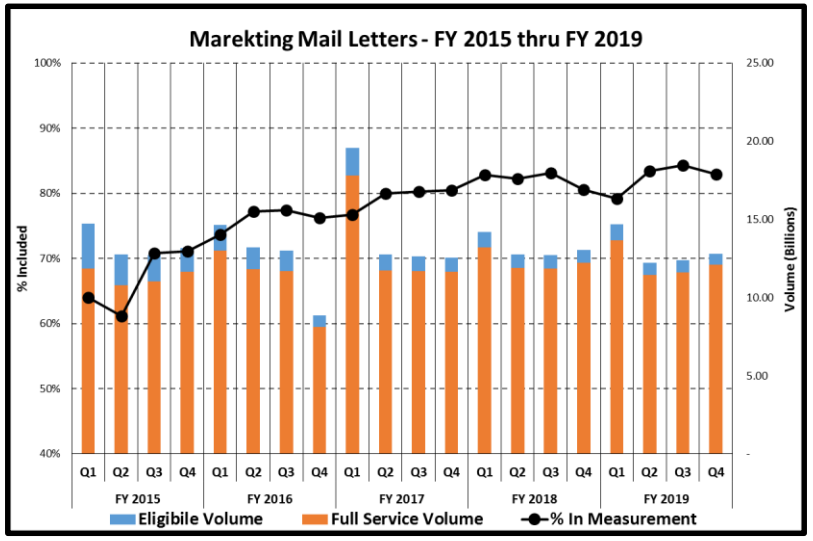


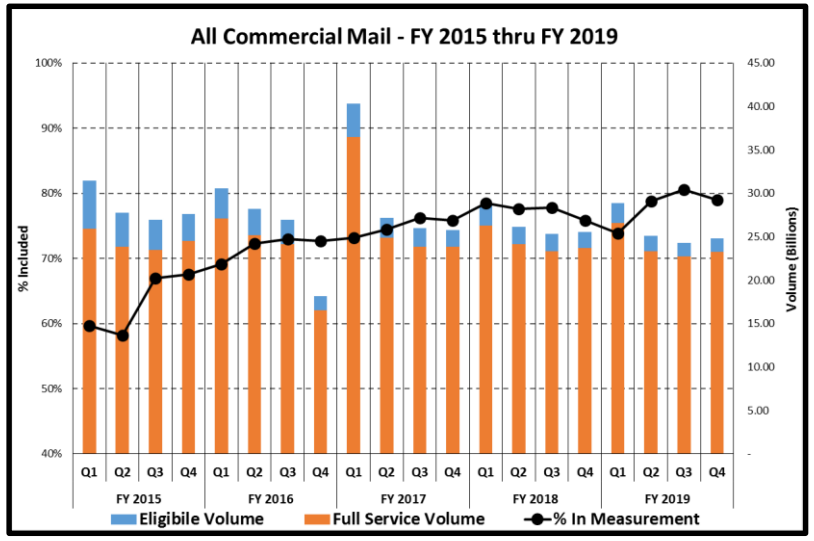
Data through January 10, 2020: YTD is NPA – includes FY long inclusion of EDDM/Saturation volumes

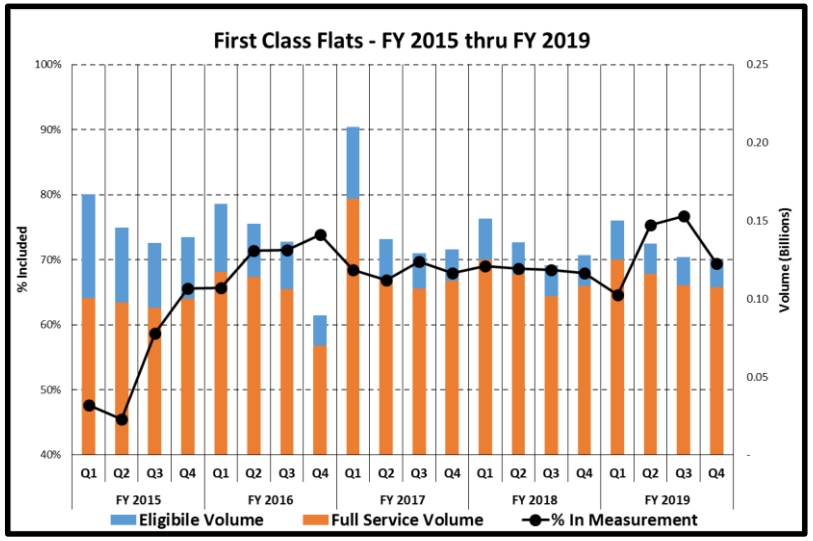
MAIL IN MEASUREMENT

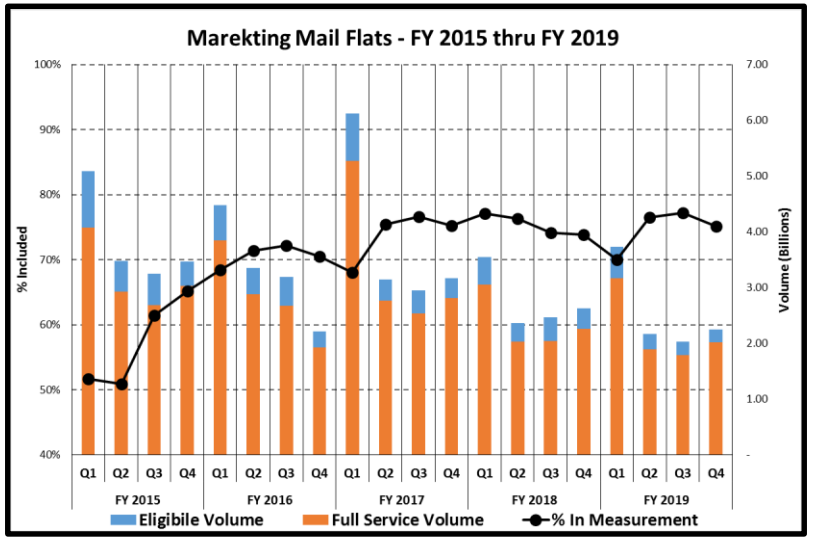
Commercial Mail Volume & % in Measurement by Mail Class, Shape, Quarter

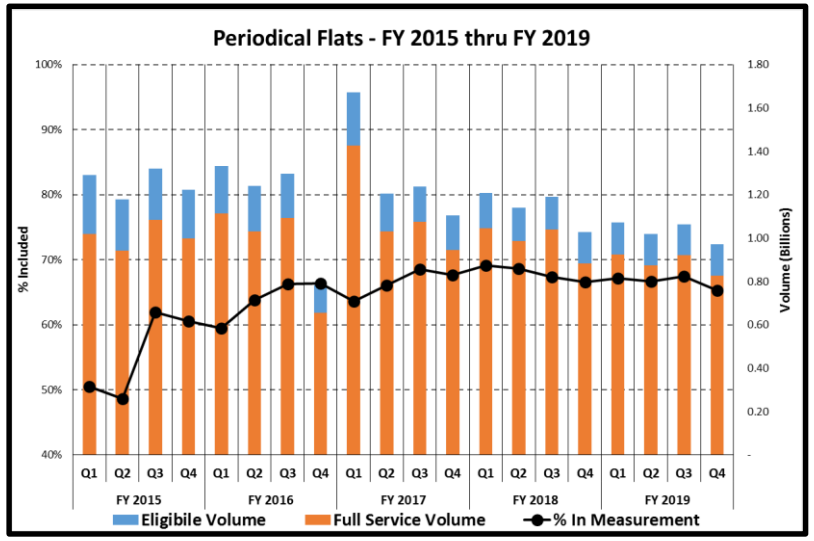










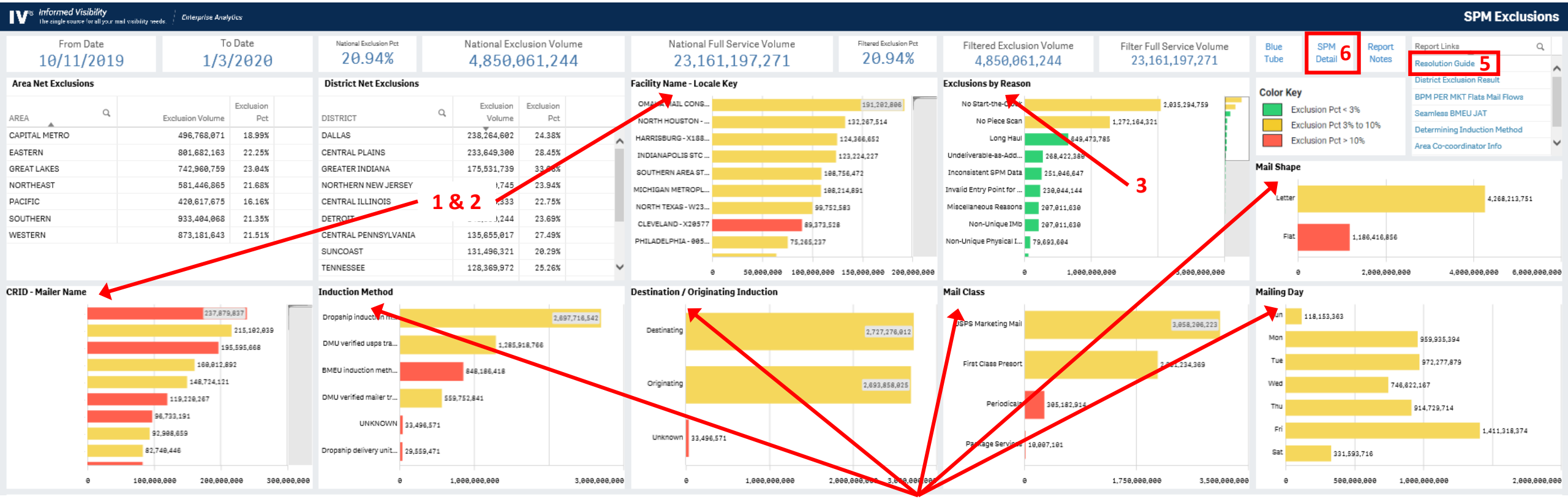


Commercial Mail Exclusion Reasons
10/11/19 thru 01/03/20

Mail Product	Top 3 Exclusion Reasons
First-Class Mail® Letters – 24.56%	No Start-the-Clock – 9.65%
	Long Haul – 8.40%
	No Piece Scan – 2.71%
First-Class Mail® Flats – 28.81%	No Start-the-Clock – 11.60%
	No Piece Scan – 9.83%
	Undeliverable-as-Addressed – 3.34%
USPS Marketing Mail® Letters – 17.36%	No Start-the-Clock – 9.70%
	No Piece Scan – 4.28%
	Undeliverable-as-Addressed – 1.22%
USPS Marketing Mail® Flats – 22.55%	No Piece Scan – 12.61%
	No Start-the-Clock – 4.07%
	Invalid Entry Point for Entry Discount – 3.85%
Periodical Flats – 33.33%	No Piece Scan – 19.91%
	No Start-the-Clock – 5.62%
	Long Haul – 2.90%

Exclusion Resolution Process

1	2	3	4	5	6	7
Use the IV "SPM Exclusions by Area" tool to select a specific Facility or Mailer	Use the tool's ranking by volume to identify a specific Facility-Mailer pair to investigate	Use the tool's Exclusion by Reason ranking to identify a specific reason to investigate	Use the tool's other filters to define the greatest opportunity pattern to investigate	Use the Resolution Guide to identify possible defects, root causes, and resolutions	Use the SPM Detail sheet for job specific data to assist with identifying the defect and the root cause	Use existing relationships to collaborate with Facilities and Mailers to apply the resolution and monitor for inclusion and sustainment



Resolution Guide Sample Page

Resolution Guide for Commercial Mail Excluded from Measurement

(rev 11.07.19)

Resolutions

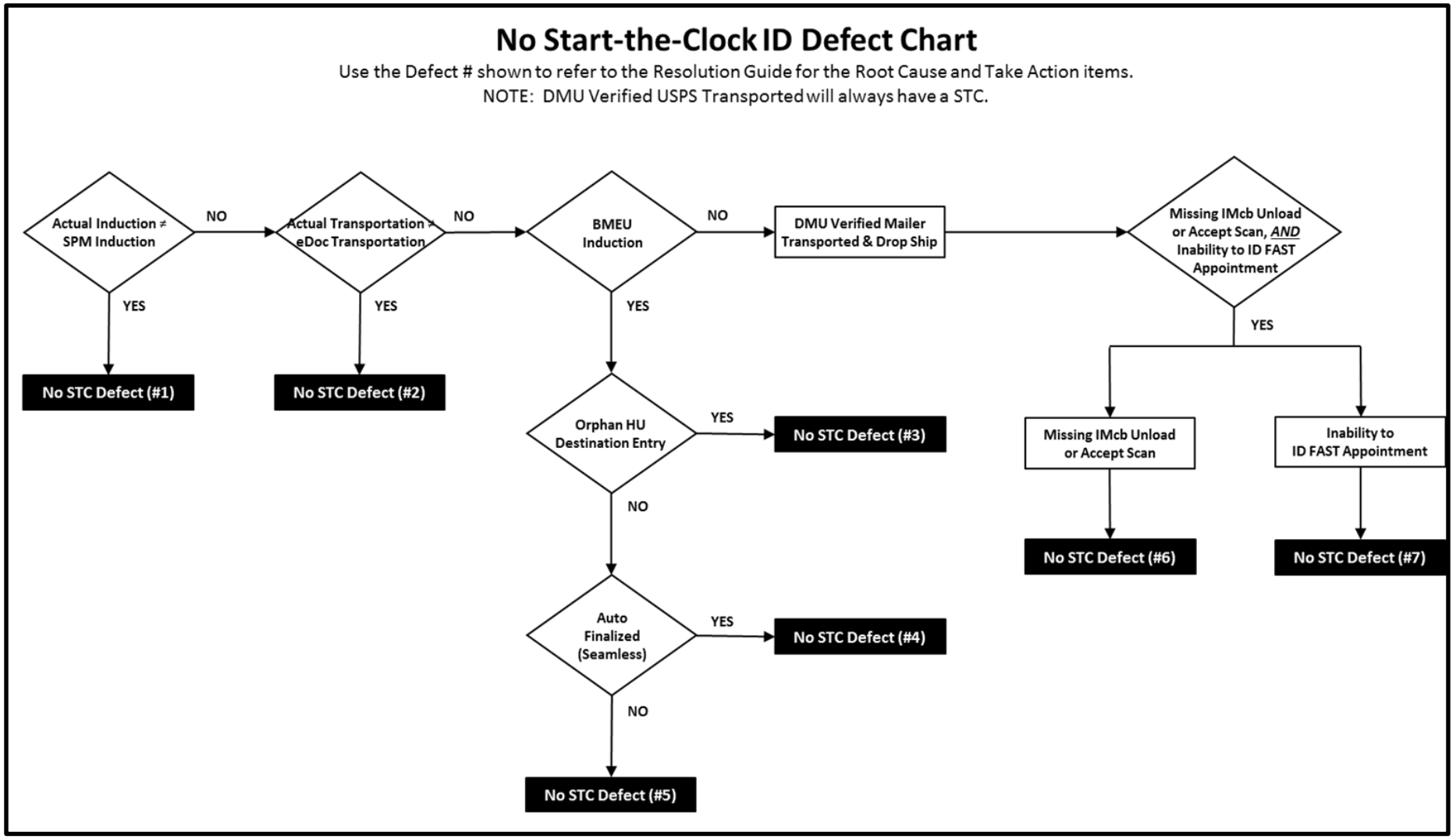
Use this link to contact SPM Exclusion Feedback and Support with any questions or feedback regarding the resolutions listed below.
If you find additional root causes or actions to take that are not listed, then please send them to the same email link so they can be added.

Exclusion Reason	ID Defect	Confirm Root Cause	Take Action
Non-Unique Physical IMcb (actual container placard)	Duplicate IMcb scans associated with multiple containers	✓ Mailer **is not** preventing use of duplicated container placards ✓ USPS **is not** using a unique 99Z trailer barcode for each trip of mailer transported containers that are unloaded at a USPS processing/network acceptance site ✓ USPS **is not** associating the 99T trailer barcode with either: 1) a departure scan between each trip of containers unloaded at the same USPS acceptance site, or 2) associating the 99T trailer barcode with an arrival scan at another USPS site	➢ Contact Mailer and request to not duplicate physical IMcb placards ➢ **Mailer Transport**: USPS operations ensure compliance with SV scanning SOP for mailer transported container acceptance (DMUVMT, Drop Ship) ➢ **USPS Transport**: USPS operations ensure compliance with SV scanning for trailer events
Orphan Handling Unit (tray, tub, or sack)	Mail piece is associated to a loose tray, tub, or sack (HU) that was not inducted at a BMEU	✓ DMU verified tray, tub, or sack **is not** associated with a container in the eDoc	➢ Local site action is not available – DMU orphan HU's are always excluded
Unknown Entry Facility	No entry facility identified by the Locale Key, Postal Code or FDB ID provided in the mailer eDoc	✓ Locale Key entry is ORIGIN and the Entry Point Postal Code **is not** valid for any USPS site ✓ FDB **is not** accurate (site missing, or wrong or missing locale key or postal code in site record)	➢ Contact mailer and request one of these eDoc entries are corrected for future mailings: 1) the Locale Key is a valid USPS site, or 2) the Entry Point Postal Code is a valid USPS site ➢ Escalate to local USPS AMS to correct data in FDB

7

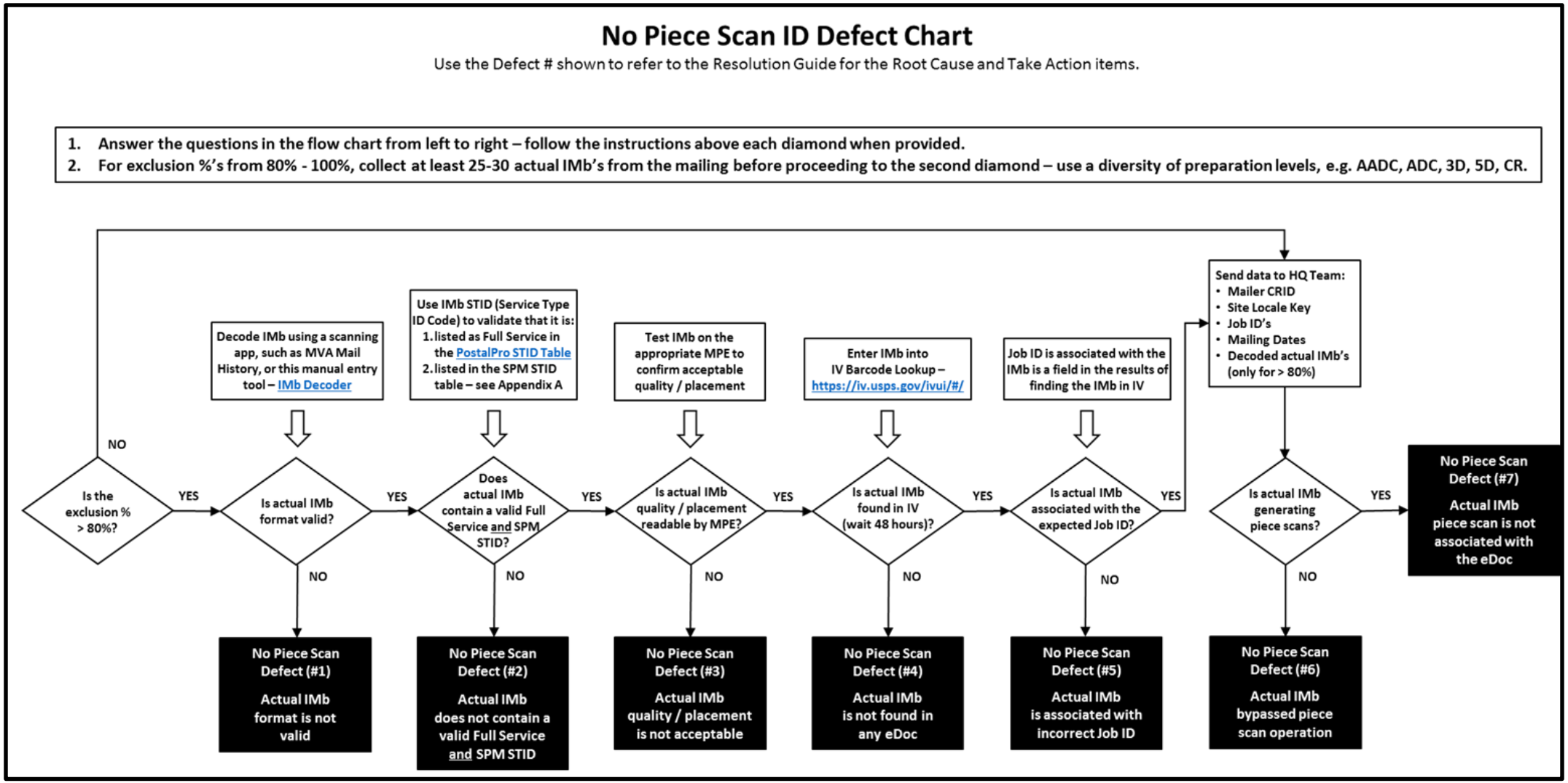
No Start-the-Clock Exclusion Defect Analysis (Resolution Guide)

No Start-the-Clock occurs when the induction method and/or the AET cannot be established by analyzing data from input systems, such as eDoc, PostalOne!, and Surface Visibility.



No Piece Scan Exclusion Defect Analysis (Resolution Guide)

No Piece Scan occurs when the IMb codes provided in the eDoc do not receive USPS visibility scans in operations that establish the anticipated delivery date.



NO START-THE-CLOCK

No Start-the-Clock

OIG Audit on Mail in Measurement

The OIG conducted an audit on volume excluded from Service Performance Measurement.

Top 3 exclusion reasons from the OIG audit:

1. No Start-the-Clock
2. No Piece Scan
3. Long Haul

Root Cause

One of the main reasons identified for No Start-the-clock is due to electronic documentation not getting updated post finalization to reflect any changes to the actual mail (containers) being physically inducted.

Resolution

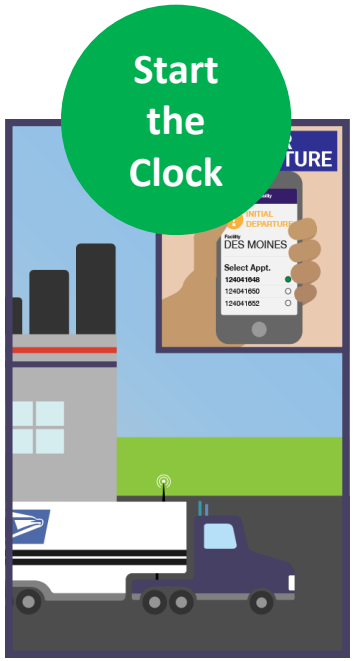
In order to reduce mail being excluded from measurement due to containers that are included in the finalized eDoc but not physically inducted, there needs to an approach to identity and remove containers that were not physically inducted from service performance evaluation.

1. Interim – Mailers provide USPS containers via email to be removed from service performance evaluation
2. Short Term – IV API to exchange data with mailers
3. Long Term – Update to Mail.dat spec so the mailers can submit changes via PostalOne! and all USPS systems (e.g. SV) will receive the update

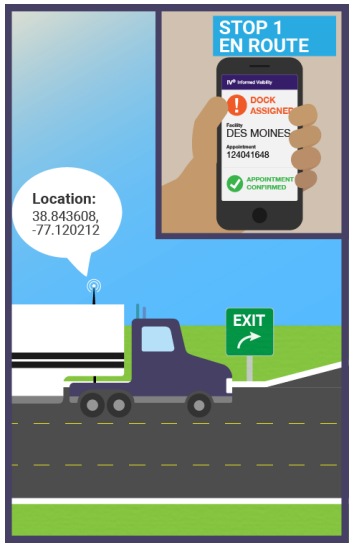
LONG HAUL

Start-the-Clock - USPS Transported

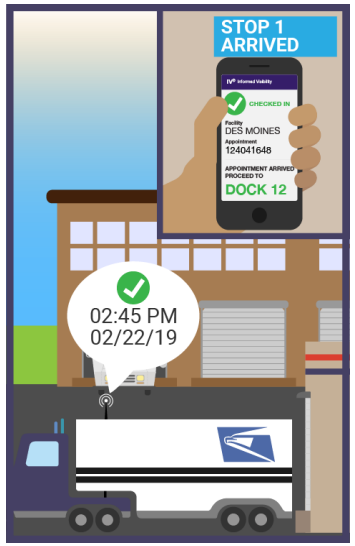
USPS Transported Start-the-Clock Updates



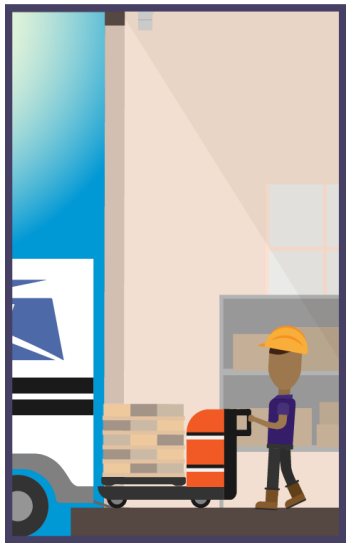
Depart Mailer Facility



Transmit GPS Data



Arrive Trip



Unload Trip

1. **Mailer requirement:**
   - Content associated to trips through MVA, FAST or eDoc.

2. **USPS requirement:**
   - Leverage breadcrumb data collected from MVA, PVS, or OrbComm to determine mailer facility departure.
   - Perform container unload scan to verify possession of content associated to a specific DMU trip/trailer.

3. **USPS STC update:**
   - Actual Entry time will be set to the time the trailer departs the mailer facility based on the first GPS breadcrumb time that breaks the mailer facility geo-fence.

* When the above requirements are met, Long Haul trips have potential to be included in measurement

TRANSPORTATION UPDATE

MTAC 189 - Mailer Transportation Data Update

Accomplishments

- 12/3/2019: Reviewed and Updated Mission Statement, Objectives, and Impact/Desired Results/Area of Focus
- 12/17/2019: Defined Data Exchange Requirements & Pilot Debrief
- 1/14/2020: 2 Way Communications & Defined IV®-MTR JSON API Message Content – Returned

Next Meeting

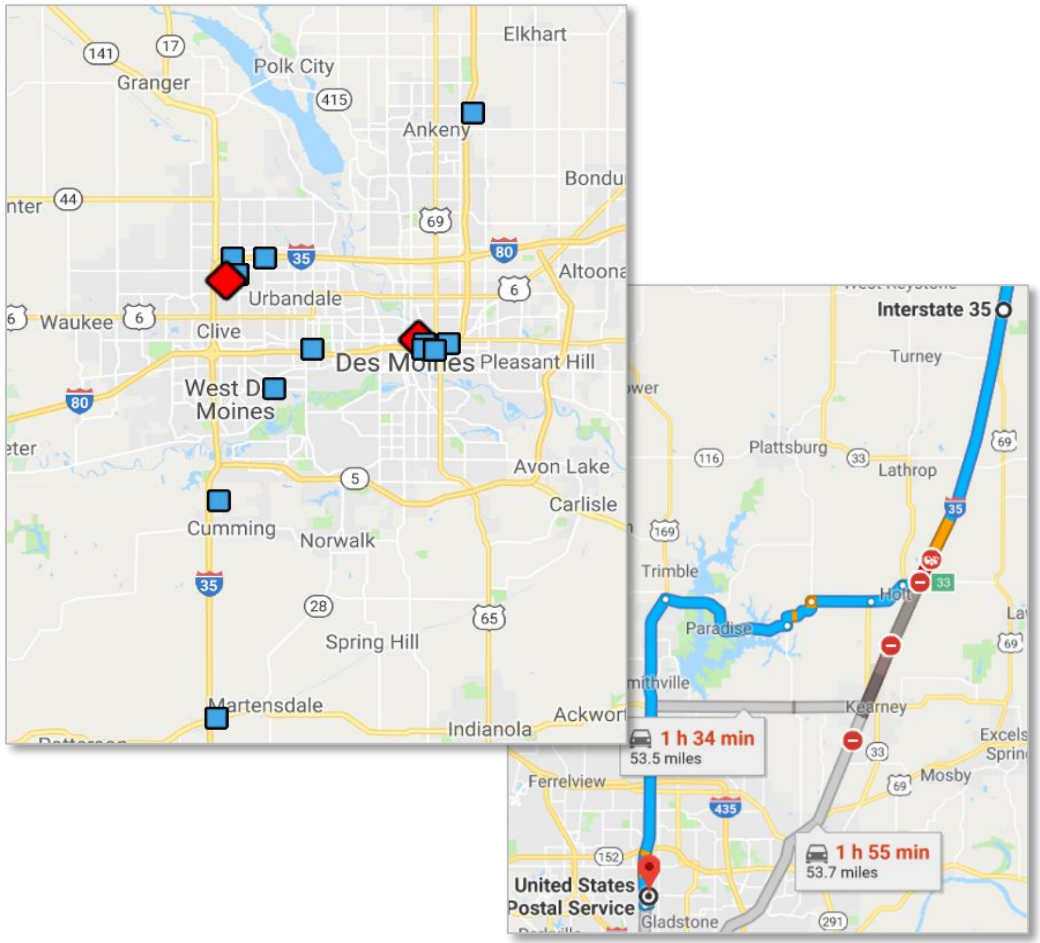
- USPS Transported Mail
    - eDoc Modifications for the Trailer barcode for content Provisioning
    - Additional eDoc fields to include
- Define Provisioning
    - To IV, PostalOne! and FAST: Determine how data will be received to associate content to appointments
    - From IV: Determine what data will be provisioned back from IV

Mailer Transported Mail - MTV - Pilot Update

Completed 4 pilots successfully testing GPS transmission and arrivals based on GPS coordinates.

Summary

- Completed pilots to test out GPS transmission and Geo based arrival at drop shipment facilities across the country
- Further pilots will test two-way communication and interaction with the USPS dock personnel to confirm appointments and schedule dock doors



Findings

- GPS Float: Precision on the trackers needs to be set at a level to identify when in the facility polygon to leverage the time for arrival
- GPS Frequency: To leverage the GPS data for geofence breaks the frequency needs to 1 min pings to ensure time at the facility is properly recorded

USPS Transported Mail – TV - Pilot Overview

Tracked 7 long haul trips leaving Pitney Bowes Des Moines Detached Mail Unit to multiple USPS facilities over the week of November 19th

Tracking Summary

Tracking

- All trailer load and depart events transmitted to all downstream systems including SV, IV and PTR.
- GPS Tracking of 7 trailers over 2 days of departures
- Load Scans performed at the DMU on 11/20 for 2 trips

Reporting

- Geo Site Depart Events captured by TRP-GEO for 7 trips
- GPS Breadcrumbs – 7 trips

Date	Route	Trip	Destination	Trailer Barcode
11/19	840L3	8433	SALT LAKE CITY STC, UT	99T000000255679
11/19	751ME	7502	SOUTHERN AREA STC, TX	99T000000319661
11/19	500AE	4607	INDIANAPOLIS P&DC, IN	99T000000231768
11/19	500AE	4625	INDIANAPOLIS STC, IN	99T000000238572
11/19	381Y3	601	MEMPHIS STC, TN	99T000000533690
11/20	840L3	8433	SALT LAKE CITY STC, UT	99T000000168176
11/20	500AE	4607	INDIANAPOLIS P&DC, IN	99T000000342422
11/20	500AE	4625	INDIANAPOLIS STC, IN	No login to app

USPS Transported Mail – TV - Pilot Findings

Through each of the 7 trips valuable data was captured to give USPS visibility and allow for additional mail to be included in measurement

Key Findings

- GPS trackers provided the initial break at the DMU in all cases when MVA TV data was used.
- MVA provided load scans for 2 trips departing on 11/20
- The pilot illustrated the potential to significantly increase visibility throughout the surface network.

INFORMED VISIBILITY ROADMAP UPDATE

Informed Visibility FY 2020 Roadmap

As of 1/21/20

Informed Visibility	FY20 Q2	FY20 Q3	FY20 Q4	Future Scope
Increase Visibility with additional Field Operations	• Remittance Visibility – Pilot new scanning operations in the field	• Newspaper/Periodicals scanning operations and internal metrics • Remittance Visibility – Implement new scanning operations nationwide	• Remittance Visibility – Enable in Scan Feeds • Caller Services Visibility*	• Newspaper/Periodicals Visibility
New Capabilities	Pilot and feature exploration • Advanced Information • Transportation Improvement • Mailer Transportation Visibility	• Informed Delivery Campaigns* Cont. Pilot and feature exploration • Advanced Information • Transportation Improvement • Mailer Transportation Visibility	• Commercial Postal Store data provisioning.*	• Package Visibility – enable as new data feed type* Incremental roll out of features • Advanced Information • Transportation Improvement • Mailer Transportation Visibility
Data Enrichment	• EPS/PPC Enhancements	• Flats visibility enhancements internal	• Predicted Delivery Date – Pilot • Flats Visibility enhancements	• Service measurement exclusion reasons • Mail with Delivery Holds • Start-the-Clock on Business Reply and Certified Mail • Mail with Address Change Service • Bundle Irregularity • Mail Impacted by Unexpected Events (e.g. severe weather, natural disaster) – Internal Operations & Pilot • Predicted Delivery Date – Go Live
Enhance Usability	• API enhancements	• API enhancements		

* Pending funding approval

ID Data via IV – Development Update

Key Requirements

- IV-MTR will receive campaign data and provision access to mailers through standard IV-MTR application features and options.
    - IV will provision data using existing real-time data feed types/file formats
- IV will only provide Informed Delivery Post-Campaign detailed report data.
    - Post-Campaign summary report data will not be available in IV (future enhancement).
    - Post-Campaign summary data will continue to be available on the Mailer Campaign Portal
- Delegation rules will be similar to existing rules within IV
- ID data will also be available via One Time Query

Unexpected Event Data via IV

- Unexpected Event Reporting continues in design and development
- Expect to provision data in future
- No timeline is available at this time

PRIORITY MAIL OPEN AND DISTRIBUTE

Priority Mail Open and Distribute PMOD Service Performance and Visibility

- In FY20 Q1, ~84% of PMOD were delivered within service standard
- Visibility Breakdown by Scan Type:

Week Start Date	On-Time PMOD Count	Total PMOD in Service	% PMOD On-Time
9/28/2019	11,899	14,142	84.14%
10/5/2019	25,545	30,313	84.27%
10/12/2019	25,141	29,094	86.41%
10/19/2019	24,845	29,327	84.72%
10/26/2019	24,818	29,631	83.76%
11/2/2019	24,761	29,682	83.42%
11/9/2019	25,806	30,655	84.18%
11/16/2019	26,410	32,454	81.38%
11/23/2019	18,531	22,234	83.35%
11/30/2019	23,516	28,505	82.50%
12/7/2019	27,373	33,322	82.15%
12/14/2019	24,584	29,832	82.41%
12/21/2019	22,521	26,365	85.42%
12/28/2019	14,465	15,954	90.67%
Total	**320,215**	**381,510**	**83.93%**

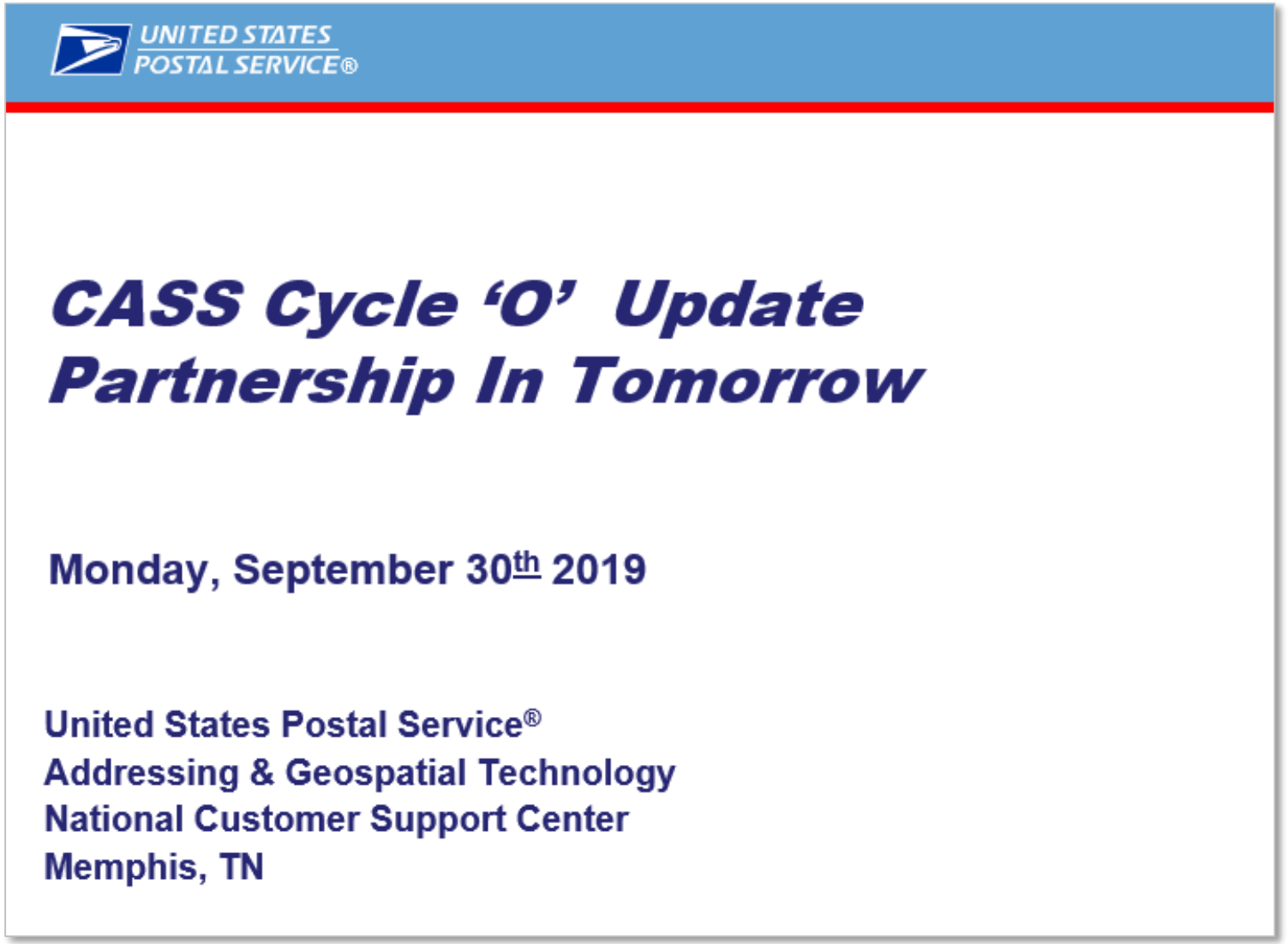
Week Start Date	PMOD with Acceptance Scan	% PMOD with Acceptance Scan	PMOD with Origin Enroute Scan	% PMOD with Origin Enroute Scan	PMOD with Destination Enroute Scan	% PMOD with Destination Enroute Scan	PMOD with 41 Scan	% PMOD with 41 Scan	Total PMOD
9/28/2019	15,052	82.95%	12,021	66.25%	6,219	34.27%	14,142	77.94%	18,145
10/5/2019	31,396	81.37%	26,232	67.98%	14,019	36.33%	30,313	78.56%	38,585
10/12/2019	30,082	80.56%	25,200	67.48%	14,082	37.71%	29,094	77.91%	37,342
10/19/2019	29,943	79.70%	24,867	66.19%	14,198	37.79%	29,325	78.06%	37,568
10/26/2019	30,111	78.84%	25,184	65.94%	14,521	38.02%	29,629	77.58%	38,191
11/2/2019	30,446	80.15%	25,209	66.36%	13,991	36.83%	29,682	78.14%	37,987
11/9/2019	30,545	76.52%	25,721	64.44%	14,276	35.76%	30,651	76.79%	39,917
11/16/2019	33,048	77.33%	27,709	64.84%	16,090	37.65%	32,454	75.94%	42,736
11/23/2019	24,048	74.96%	20,108	62.68%	11,311	35.26%	22,234	69.30%	32,082
11/30/2019	29,519	74.08%	24,894	62.47%	14,006	35.15%	28,505	71.54%	39,847
12/7/2019	36,726	77.43%	31,095	65.56%	17,594	37.09%	33,321	70.25%	47,430
12/14/2019	31,171	75.28%	26,104	63.05%	14,273	34.47%	29,831	72.05%	41,405
12/21/2019	29,673	80.82%	24,307	66.21%	11,972	32.61%	26,363	71.81%	36,713
12/28/2019	15,125	70.61%	12,677	59.18%	6,937	32.39%	15,954	74.48%	21,420
Total	**396,885**	**77.92%**	**331,328**	**65.05%**	**183,489**	**36.02%**	**381,498**	**74.90%**	**509,368**

PMOD with Nesting	On-Time PMOD Count	Total PMOD in Service	% PMOD On-Time	PMOD with Acceptance Scan	% PMOD with Acceptance Scan	PMOD with Origin Enroute Scan	% PMOD with Origin Enroute Scan	PMOD with Destination Enroute Scan	% PMOD with Destination Enroute Scan	PMOD with 41 Scan	% PMOD with 41 Scan	Total PMOD
NEST	127,624	147,047	86.79%	149,665	79.95%	125,493	71.03%	70,759	40.96%	147,047	78.55%	187,198
NO NEST	192,591	234,463	82.14%	247,220	76.74%	205,835	63.86%	112,730	34.96%	234,451	72.77%	322,170
	320,215	**381,510**	**83.93%**	**396,885**	**77.92%**	**331,328**	**65.05%**	**183,489**	**36.02%**	**381,498**	**74.90%**	**509,368**

CASS / MASS CYCLE ‘O’ HIGHLIGHTS

CASS™ / MASS™ Cycle O

- Proposed Final Rules posted on November 29, 2019
- Industry Comment Period ends January 31, 2020
- USPS will assess the CASS Cycle ‘O” timeline impacts of new Task Team 29



UPDATE STANDARDS REVIEW

Survey Results

- 84% respondents perform activities that impact mail production and mailing.
- 94% receive database product updates electronically and 84% receive them monthly or more frequently.
- 100% update their list every 60 days or more frequently and 99% are able to mail within 2 months after updating.
- USPS will be reviewing results with other internal stakeholders to assess impact

ACS™

ACS Invoicing	
Invoicing Activities	**Frequency**
Yearly Price Changes	Yearly
Handling of Past Due Accounts	As Needed
Researching Payments at Customer Request	As Needed
Payment Processing	Monthly
Total Revenue	**Total Yearly Invoicing Cost**
$12.5M	$120K

OPEN DISCUSSION

OPERATIONS & ENTERPRISE ANALYTICS
MTAC FOCUS GROUP:
PACKAGES

Agenda

ACTION ITEMS

PRIORITY MAIL OPEN AND DISTRIBUTE

CASS/MASS CYCLE ‘O’ HIGHLIGHTS

UPDATE STANDARDS REVIEW

ACS

UAA FOR PACKAGES

OPEN DISCUSSION

ACTION ITEMS

Action Items

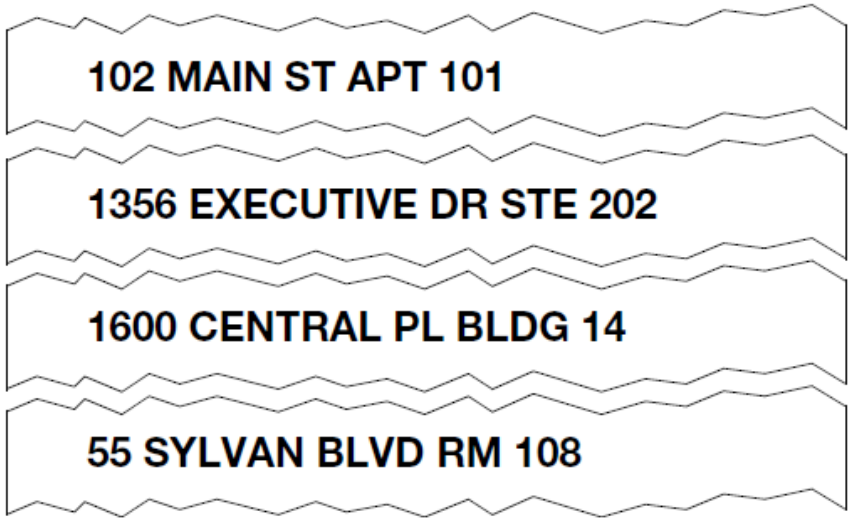
Industry members interested in partnering for no show and mail content improvements should provide scheduler ID/mailer name/CRID to Christian.M.Rivera@usps.gov

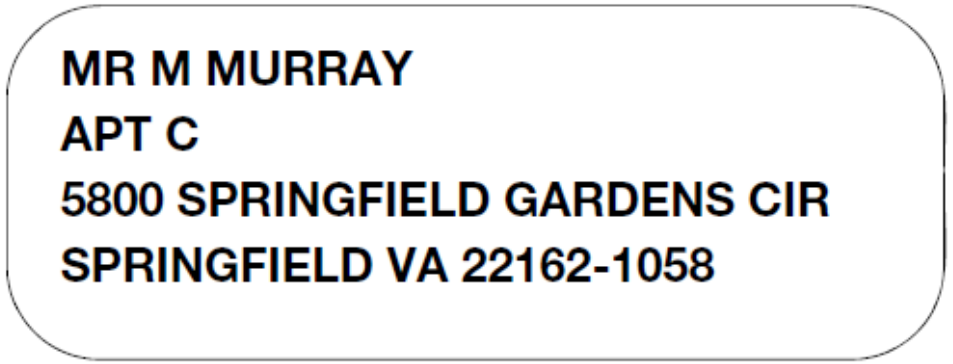
Additional volunteers?

Investigate the ability to use the existing blank field in existing SSF format – close the loop

Secondary address USPS proposed solutions:

Option	Title	Description
1	Repurpose filler in existing D2 Record for SSF Version 1.7 & 2.0	• PTR will repurpose the existing filler space in the D2 Record type to accept secondary address information
2	Dual purpose IBI Field in existing Shipping Partner Detail Record	• PTR will dual purpose the IBI field to accept secondary address information





Secondary Address
USPS Proposed Solutions

Appendix B – Shipping Services File 1.7

DETAIL RECORD 2 - Shipping Services File Version 1.7 Layout

SPECIAL PRODUCT INFORMATION

Record Position	Required Field	Field Name	Format (Size)	Description	Example	Content Rules and Limitations
037 - 132	All File Types (see rules)	Filler	Alphanumeric(96)	Filler for future use.		▪ Spaces are required.
133-160	File Types 1 and 2 (see rules)	City Name	Alphanumeric (28)	City name of the destination address.	Reston	▪ Required
161-162	File Types 1 and 2 (see rules)	State	Alphanumeric (2)	Two character state code of the destination address.	VA	▪ Default is spaces for International mail.
163-167	File Types 1 and 2 (see rules)	Delivery ZIP Code	Numeric (5)	Destination 5-digit ZIP Code.	22201	▪ Must be 5 digits. ▪ Numeric values (0-9) only. ▪ If International, all zeroes.
168-171	File Types 1 and 2 (see rules)	Delivery ZIP +4	Alphanumeric (4)	Destination +4 add on of Domestic ZIP Code.	2804	▪ Numeric values (0-9) only. ▪ Default zeroes if not available. ▪ If International, all zeroes.

DETAIL RECORD 2 - Shipping Services File Record Version 2.0 Layout

SPECIAL PRODUCT INFORMATION

Record Position	Required Field	Field Name	Format (Size)	Description	Example	Content Rules and Limitations
1	All File Types (see rules)	Electronic File Detail Record ID	Alphanumeric(2)	A 2-character system constant that identifies an electronic file detail record.	D2	▪ 'D2' is required.
2	All File Types (see rules)	Tracking Number	Alphanumeric(34)	IMpb Tracking number used on package. May include routing information and Package Identification Code (PIC).	Refer to Appendix J, Table 1 for the complete list of label examples.	▪ Must be the same Tracking Number as the D1 Tracking Number. ▪ Tracking number must be unique for 120 days from first use. ▪ 3-digits '420' are the
3	All File Types (see rules)	Filler	Alphanumeric(96)	Filler for future use.		
4	File Types 1 and 2 (see rules)	City Name	Alphanumeric (28)	City name of the destination address.	Reston	
5	File Types 1 and 2 (see rules)	State	Alphanumeric (2)	Two character state code of the destination address.	VA	
6	File Types 1 and 2 (see rules)	Delivery ZIP Code	Numeric (5)	Destination 5-digit ZIP Code.	22201	▪ Must be 5 digits. ▪ Numeric values (0-9) only.' ▪ If International, all zeroes.
7	File Types 1 and 2 (see rules)	Delivery ZIP +4	Alphanumeric (4)	Destination +4 add on of Domestic ZIP Code.	2804	▪ Numeric values (0-9) only. ▪ If International, all zeroes.

Secondary Address USPS Proposed Solutions

Non-PC Postage or Meter Customer wants to provide secondary address information for the delivery address USPS dual-purpose the IBI Field (Position 632-781 in V5.0) to allow the mailers to submit secondary address line information

Shipping Partner Event File Version 5.0 - File Layout Specification
Detail Record(Fixed Length Record - 800 Bytes)

Record Position	Field Name	Format (Size)	Description	Example	Content Rules and Limitations
627-631	Height	N(5)	Dimensional Height	Defined as: 999v99 2.50 Entered as:00250	Leading zeroes required, when populated. Default to zeroes, when not applicable. • Height in inches. Required for GXG and domestic Priority Mail Local and Zones 1-9 . • Required for any rate indicator Cubic Tier pricing. • Zero-filled if not applicable. • Required when rate indicator = DR or DN. • If DR or DN is not populated in Rate Indicator, but dimensions (LxWxH) are provided then parcel will be assessed as dimensional.
632-781	IBI	Base64(150)	Information-Based Indicia (IBI) - Refers to a secure postage evidencing standard used by the United States Postal Service (USPS) to indicate electronic postage payment. The barcode data contains such information as amount of postage, origin zip code, destination, mail class, weight, confirmation/tracking numbers, and a cryptographic signature. The human-readable information shows at a minimum the information required by the USPS *Domestic Mail Manual* (DMM).	AAFIBkAMDI6UdAwsA A4IJHEAPwrAEp5Mw GVcwEA9wsAAAAAA AAAAAAQhKwANzUw MFgo/AFctgtL06vQQx BOBo5IVkcnjgbyufrCw +wefRANHI6//sMR6oY IBKV8AAAIAAAAAAA =	Required for PC Postage and Meter Vendor .

For PRS, determine any impact to the locale key if a wrong ZIP is input

- The locale key is determined by the facility configuration for the IMD
- The locale key cannot be changed even if the user enters the incorrect ZIP Code

Facility Configuration Information

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

Example: PRS Ad-Hoc Report

PRIORITY MAIL OPEN AND DISTRIBUTE

Priority Mail Open and Distribute PMOD Service Performance and Visibility

- In FY20 Q1, ~84% of PMOD were delivered within service standard
- Visibility Breakdown by Scan Type:

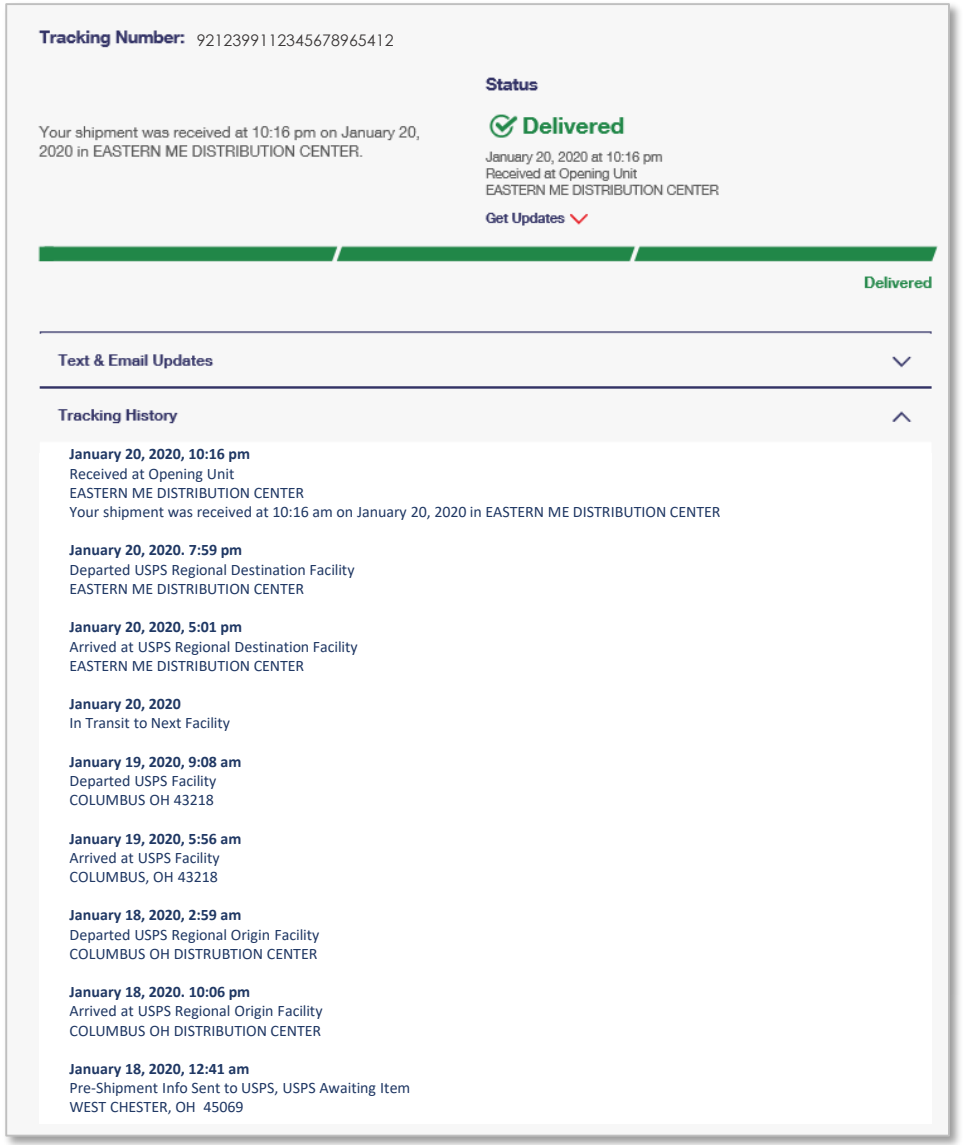
Week Start Date	On-Time PMOD Count	Total PMOD in Service	% PMOD On-Time
9/28/2019	11,899	14,142	84.14%
10/5/2019	25,545	30,313	84.27%
10/12/2019	25,141	29,094	86.41%
10/19/2019	24,845	29,327	84.72%
10/26/2019	24,818	29,631	83.76%
11/2/2019	24,761	29,682	83.42%
11/9/2019	25,806	30,655	84.18%
11/16/2019	26,410	32,454	81.38%
11/23/2019	18,531	22,234	83.35%
11/30/2019	23,516	28,505	82.50%
12/7/2019	27,373	33,322	82.15%
12/14/2019	24,584	29,832	82.41%
12/21/2019	22,521	26,365	85.42%
12/28/2019	14,465	15,954	90.67%
Total	**320,215**	**381,510**	**83.93%**

Week Start Date	PMOD with Acceptance Scan	% PMOD with Acceptance Scan	PMOD with Origin Enroute Scan	% PMOD with Origin Enroute Scan	PMOD with Destination Enroute Scan	% PMOD with Destination Enroute Scan	PMOD with 41 Scan	% PMOD with 41 Scan	Total PMOD
9/28/2019	15,052	82.95%	12,021	66.25%	6,219	34.27%	14,142	77.94%	18,145
10/5/2019	31,396	81.37%	26,232	67.98%	14,019	36.33%	30,313	78.56%	38,585
10/12/2019	30,082	80.56%	25,200	67.48%	14,082	37.71%	29,094	77.91%	37,342
10/19/2019	29,943	79.70%	24,867	66.19%	14,198	37.79%	29,325	78.06%	37,568
10/26/2019	30,111	78.84%	25,184	65.94%	14,521	38.02%	29,629	77.58%	38,191
11/2/2019	30,446	80.15%	25,209	66.36%	13,991	36.83%	29,682	78.14%	37,987
11/9/2019	30,545	76.52%	25,721	64.44%	14,276	35.76%	30,651	76.79%	39,917
11/16/2019	33,048	77.33%	27,709	64.84%	16,090	37.65%	32,454	75.94%	42,736
11/23/2019	24,048	74.96%	20,108	62.68%	11,311	35.26%	22,234	69.30%	32,082
11/30/2019	29,519	74.08%	24,894	62.47%	14,006	35.15%	28,505	71.54%	39,847
12/7/2019	36,726	77.43%	31,095	65.56%	17,594	37.09%	33,321	70.25%	47,430
12/14/2019	31,171	75.28%	26,104	63.05%	14,273	34.47%	29,831	72.05%	41,405
12/21/2019	29,673	80.82%	24,307	66.21%	11,972	32.61%	26,363	71.81%	36,713
12/28/2019	15,125	70.61%	12,677	59.18%	6,937	32.39%	15,954	74.48%	21,420
Total	**396,885**	**77.92%**	**331,328**	**65.05%**	**183,489**	**36.02%**	**381,498**	**74.90%**	**509,368**

PMOD with Nesting	On-Time PMOD Count	Total PMOD in Service	% PMOD On-Time	PMOD with Acceptance Scan	% PMOD with Acceptance Scan	PMOD with Origin Enroute Scan	% PMOD with Origin Enroute Scan	PMOD with Destination Enroute Scan	% PMOD with Destination Enroute Scan	PMOD with 41 Scan	% PMOD with 41 Scan	Total PMOD
NEST	127,624	147,047	86.79%	149,665	79.95%	125,493	71.03%	70,759	40.96%	147,047	78.55%	187,198
NO NEST	192,591	234,463	82.14%	247,220	76.74%	205,835	63.86%	112,730	34.96%	234,451	72.77%	322,170
	320,215	**381,510**	**83.93%**	**396,885**	**77.92%**	**331,328**	**65.05%**	**183,489**	**36.02%**	**381,498**	**74.90%**	**509,368**

Improved Visibility for Open and Distribute

Deployment: March 8, 2020



Tracking Number: 9212399112345678965412

Your shipment was received at 10:16 pm on January 20, 2020 in EASTERN ME DISTRIBUTION CENTER.

Status

Delivered

January 20, 2020 at 10:16 pm
Received at Opening Unit
EASTERN ME DISTRIBUTION CENTER

Get Updates

Delivered

Text & Email Updates

Tracking History

January 20, 2020, 10:16 pm
Received at Opening Unit
EASTERN ME DISTRIBUTION CENTER
Your shipment was received at 10:16 am on January 20, 2020 in EASTERN ME DISTRIBUTION CENTER

January 20, 2020. 7:59 pm
Departed USPS Regional Destination Facility
EASTERN ME DISTRIBUTION CENTER

January 20, 2020, 5:01 pm
Arrived at USPS Regional Destination Facility
EASTERN ME DISTRIBUTION CENTER

January 20, 2020
In Transit to Next Facility

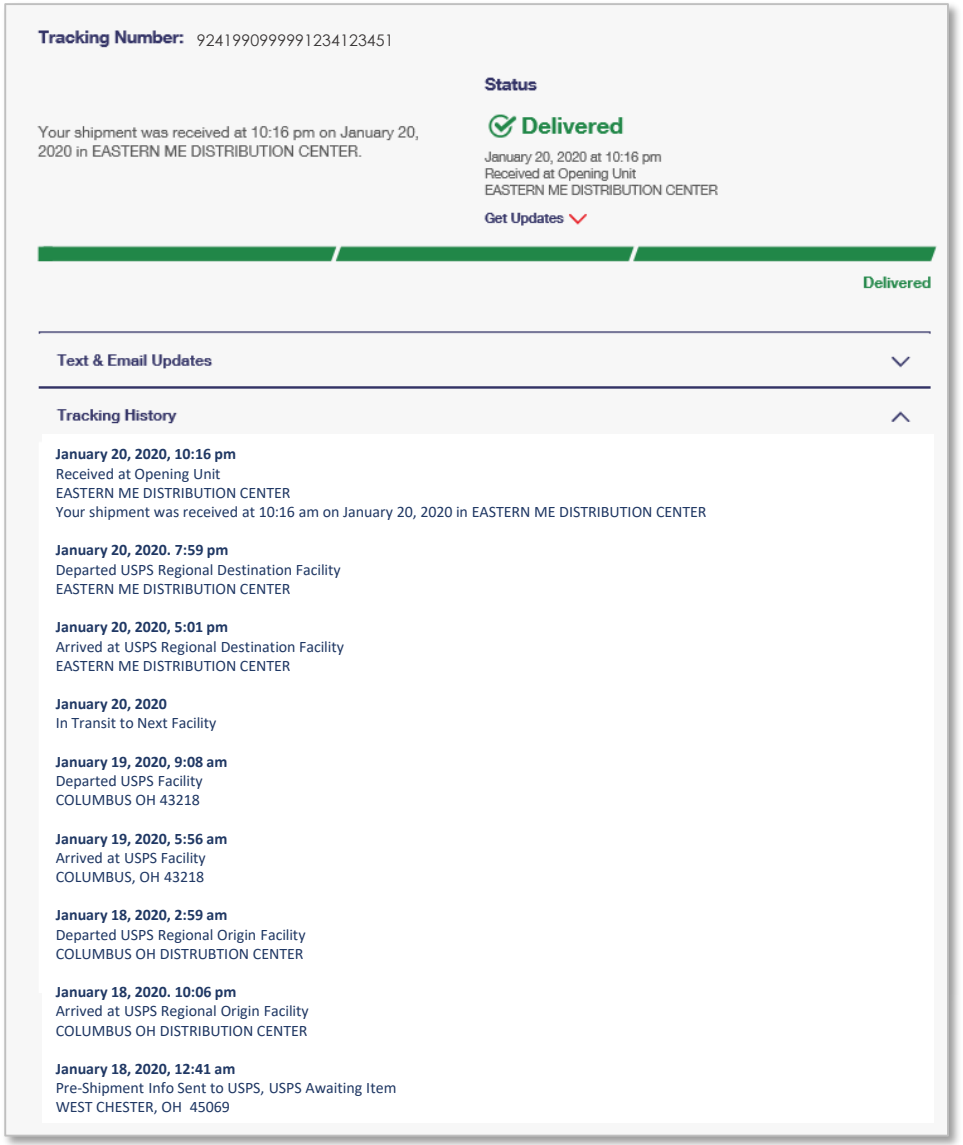
January 19, 2020, 9:08 am
Departed USPS Facility
COLUMBUS OH 43218

January 19, 2020, 5:56 am
Arrived at USPS Facility
COLUMBUS, OH 43218

January 18, 2020, 2:59 am
Departed USPS Regional Origin Facility
COLUMBUS OH DISTRUBTION CENTER

January 18, 2020. 10:06 pm
Arrived at USPS Regional Origin Facility
COLUMBUS OH DISTRIBUTION CENTER

January 18, 2020, 12:41 am
Pre-Shipment Info Sent to USPS, USPS Awaiting Item
WEST CHESTER, OH 45069



Tracking Number: 9241990999991234123451

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Delivered

January 20, 2020 at 10:16 pm
Received at Opening Unit
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Get Updates

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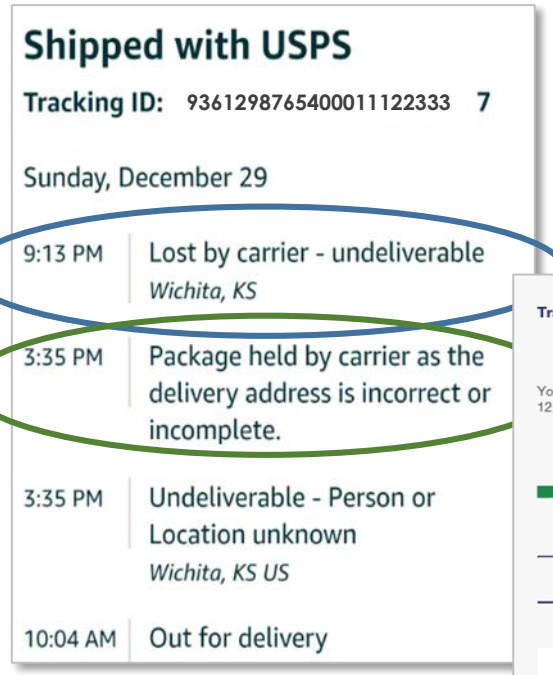
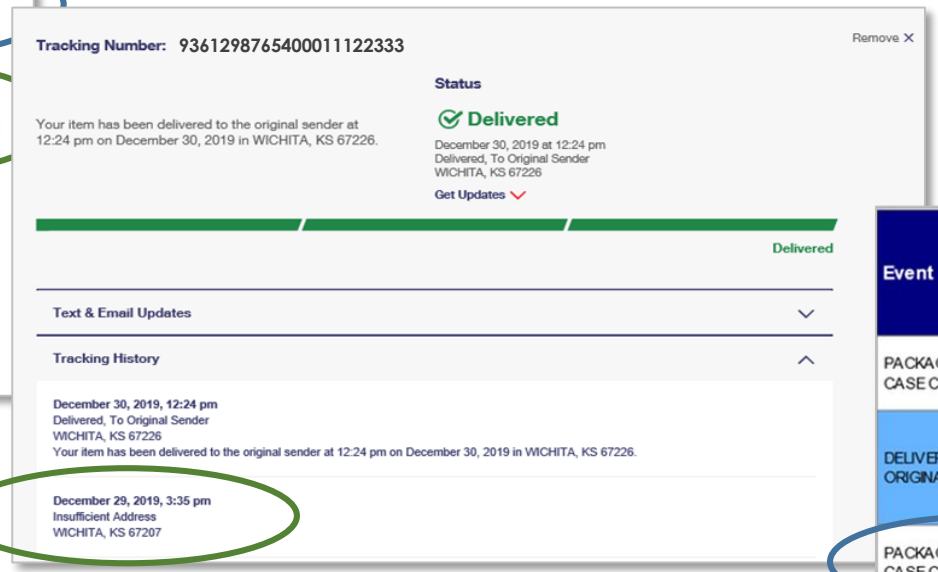
Customer Event Interpretation



Shipping Partner Tracking



USPS.COM (Internet)

Event	Event Code	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)
PACKAGE RESEARCH CASE CLOSED	VX	12/30/2019	13:09	WICHITA, KS 67226	Customer Driven Activity			12/30/2019 14:28:08
DELIVERED, TO ORIGINAL SENDER	01	12/30/2019	12:24	WICHITA, KS 67226	Scanned	MDD 14223D83F7 (interface type - wireless)	Scanned by route 7226C064	12/30/2019 12:28:09
PACKAGE RESEARCH CASE CREATED	VC	12/29/2019	21:13	WICHITA, KS 67226	Customer Driven Activity			12/29/2019 22:28:03
INSUFFICIENT ADDRESS	22	12/29/2019	15:35	WICHITA, KS 67207	Scanned	MDD 15142D80BA (interface type - wireless)	Scanned by route 7207Y002	12/29/2019 15:40:01
OUT FOR DELIVERY	OF	12/29/2019	10:04	WICHITA, KS 67226	System Generated			12/29/2019 10:05:05

USPS Internal (Intranet)

CASS / MASS CYCLE ‘O’ HIGHLIGHTS

CASS™ / MASS™ Cycle O

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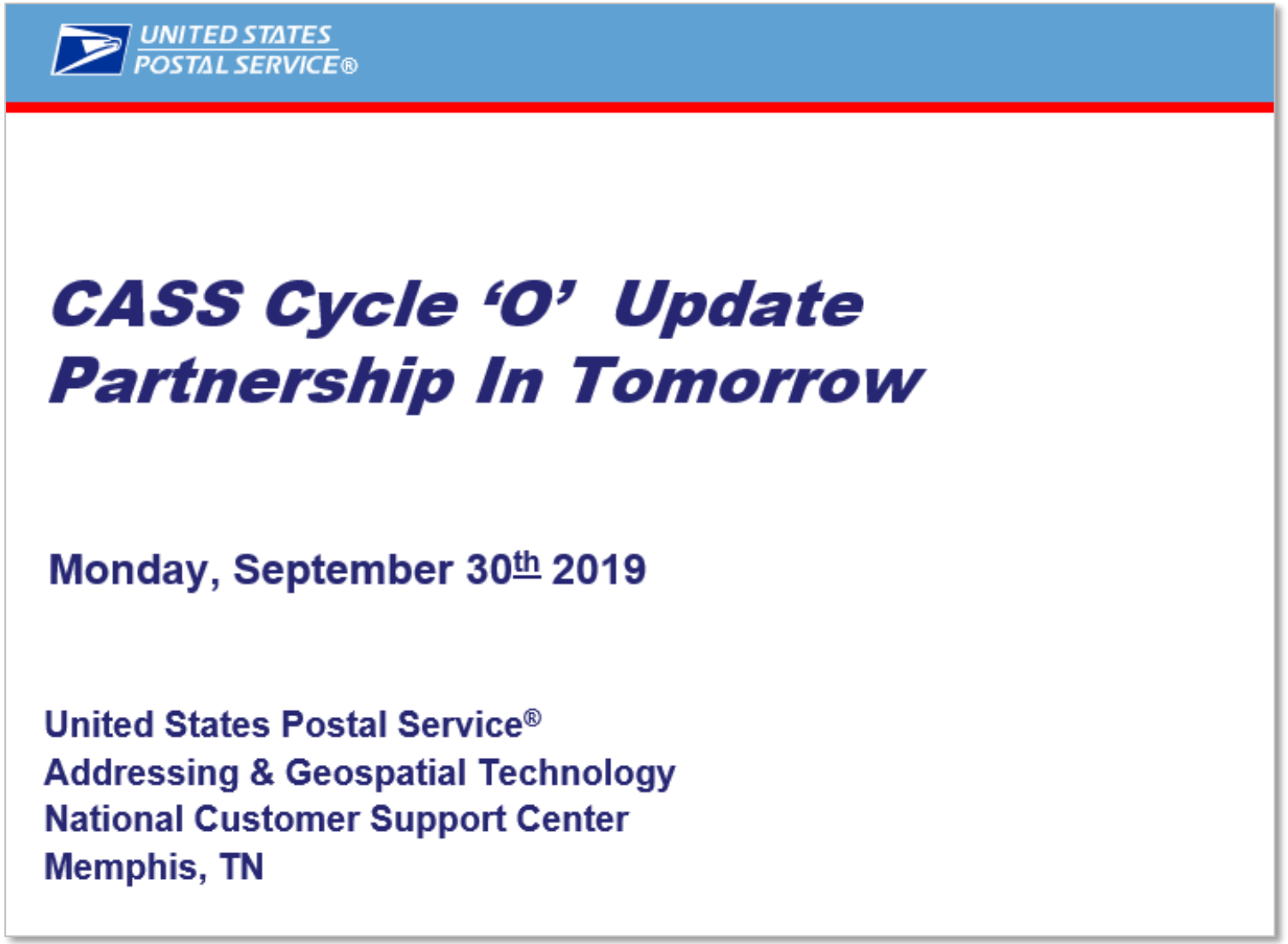

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ACS™

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Handling of Past Due Accounts	As Needed
Researching Payments at Customer Request	As Needed
Payment Processing	Monthly
Total Revenue	**Total Yearly Invoicing Cost**
$12.5M	$120K

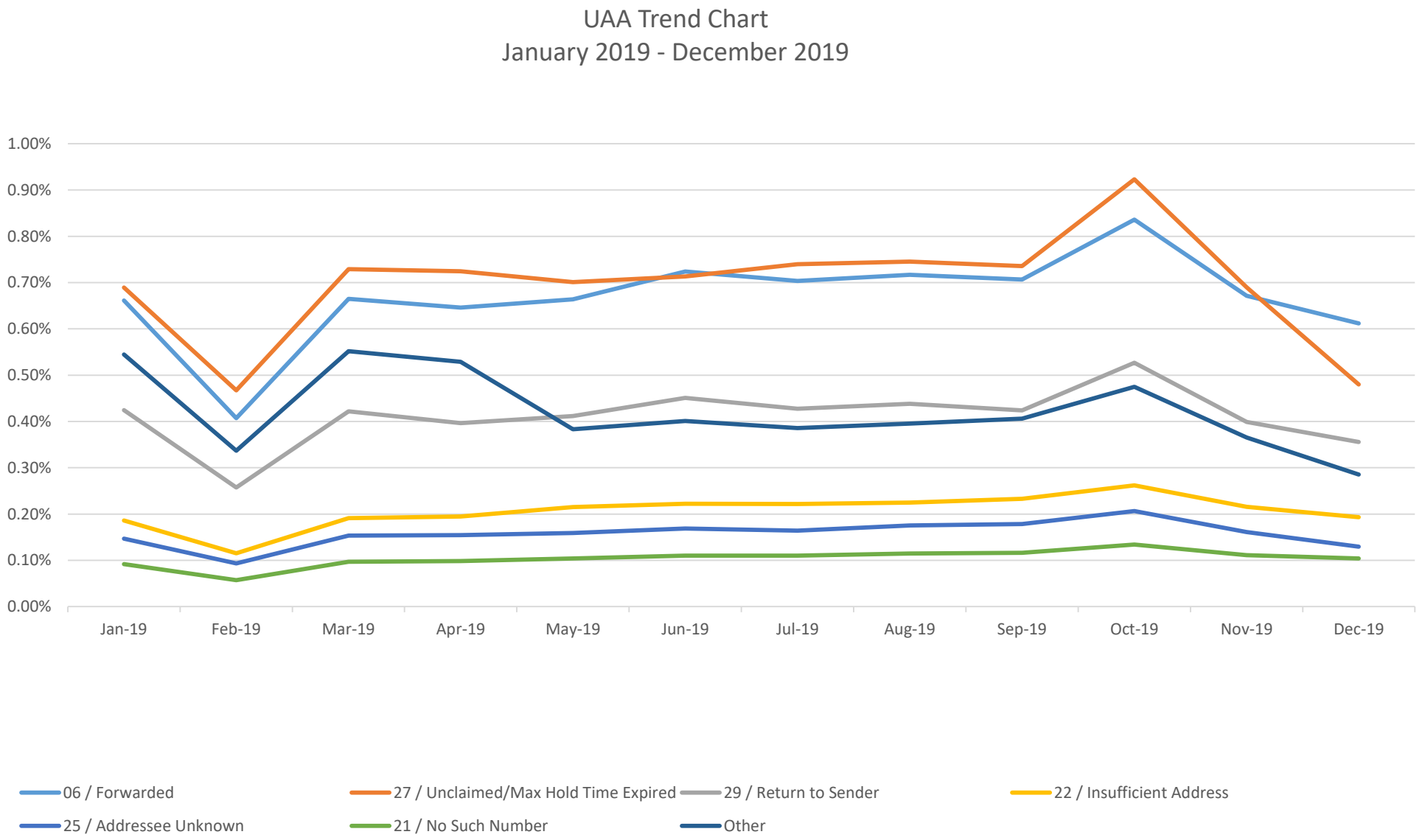
UAA FOR PACKAGES

Undeliverable As Addressed

December 2019:

Event Code	Event Description	Volume	%
06	Refused	3,889,171	0.61%
22	Insufficient Address	1,228,826	0.19%
25	Addressee Unknown	823,160	0.13%
27	Unclaimed/Max Hold Time Expired	3,051,172	0.48%
29	Return to Sender	2,261,346	0.36%
21	No Such Number	662,691	0.10%
04	Refused	537,190	0.08%
23	Moved, Left no Address	496,810	0.08%
24	Forward Expired	446,583	0.07%
26	Vacant	289,423	0.05%
28	Return to Sender	24,510	0.00%
05	Undeliverable as Addressed	12,279	0.00%
09	Return to Sender	9,189	0.00%
Total		13,732,350	2.16%

Undeliverable As Address



OPEN DISCUSSION

OPERATIONS & ENTERPRISE ANALYTICS
MTAC FOCUS GROUP:
LETTERS

Agenda

ACTION ITEMS

PEAK PERFORMANCE

MAIL IN MEASUREMENT

LONG HAUL

TRANSPORTATION UPDATE

INFORMED VISIBILITY ROADMAP UPDATE

CASS/MASS CYCLE ‘O’ HIGHLIGHTS

UPDATE STANDARDS REVIEW

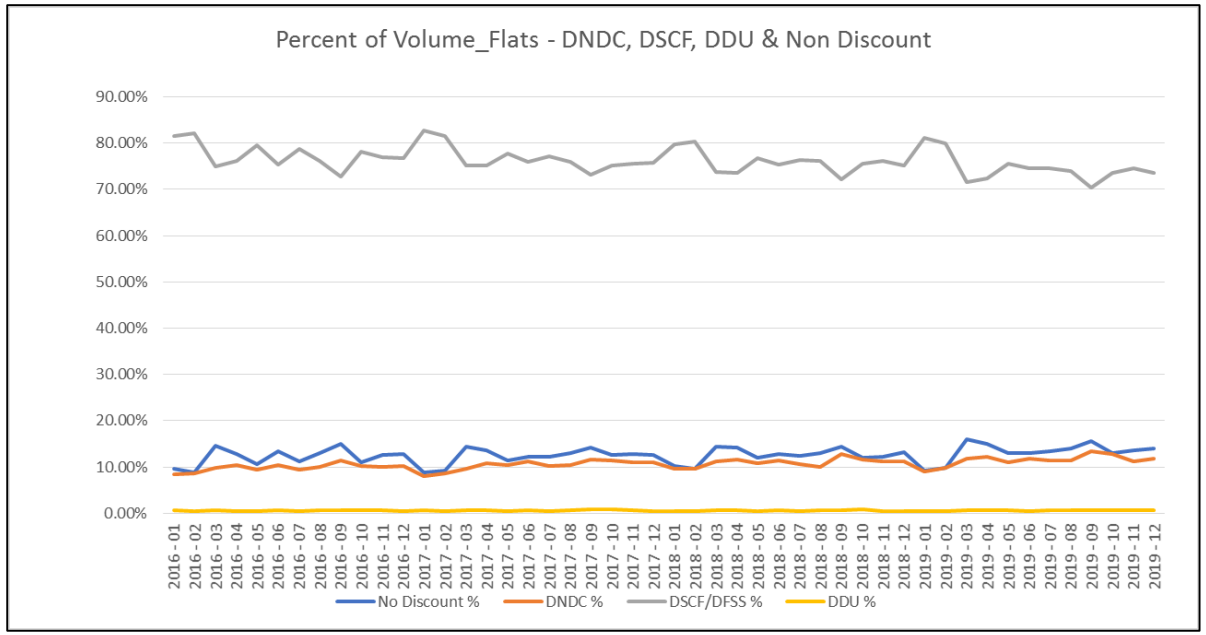
ACS

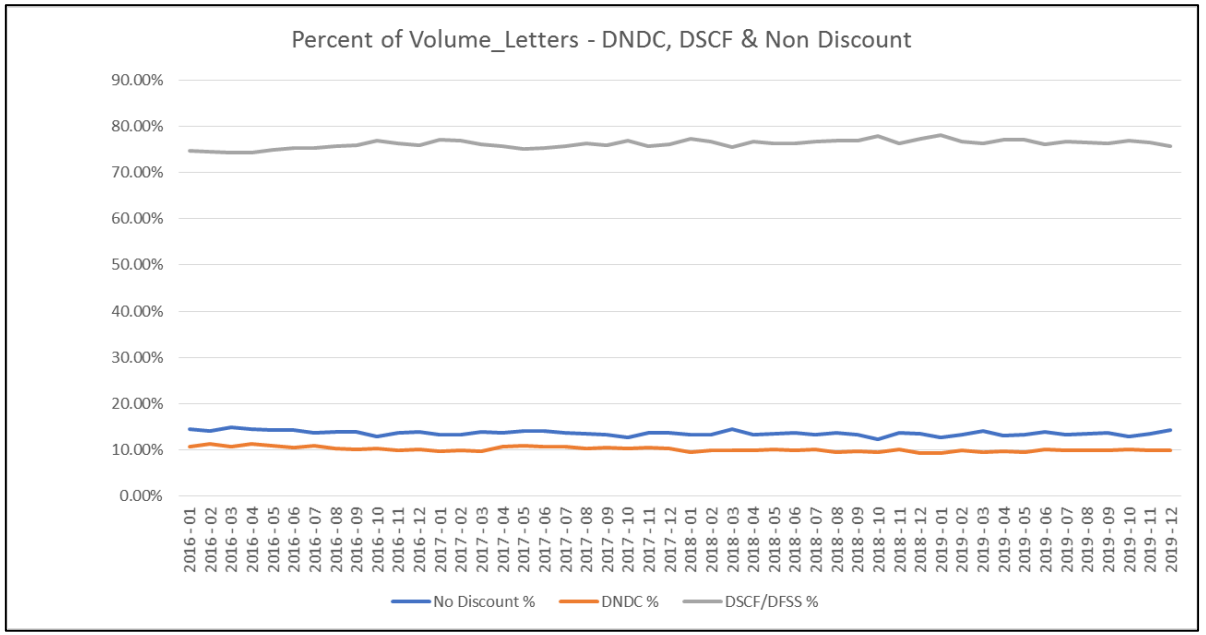
OPEN DISCUSSION

ACTION ITEMS

Action Items – Marketing Mail

Provide additional analysis on DSCF/DNDC/Origin entry volumes and the potential shifts due to pricing changes (beginning in 2016); breakdown by product category for letters and flats





Action Items – Marketing Mail

Provide further breakdown of no show data by facility, vendor, rescheduled, recurring

Facility	Total NoShows	%NoShows
MINNEAPOLIS SAINT PAUL NDC	836	35%
SAN BERNARDINO	777	44%
DOMINICK V DANIELS	771	30%
NORTH HOUSTON	688	29%
SEATTLE	649	32%
SACRAMENTO	626	32%
PHOENIX	611	44%
LOS ANGELES	610	28%
SAN JOSE	606	39%
ATLANTA	604	38%

Scheduler/Mailer	Total NoShows	%NoShows
Vendor 1	22,193	47%
Vendor 2	2,730	95%
Vendor 3	2,387	22%
Vendor 4	1,476	81%
Vendor 5	1,444	71%
Vendor 6	1,353	41%
Vendor 7	1,297	78%
Vendor 8	1,270	23%
Vendor 9	1,013	64%
Vendor 10	889	12%

Day	Total NoShows	%NoShows
SUN	3,693	8%
MON	11,863	19%
TUE	10,089	16%
WED	10,289	17%
THU	9,709	16%
FRI	12,366	20%
SAT	6,043	11%

Q1 data, 10/01/19 – 12/31/19

Action Items – Marketing Mail

Share feasibility update at next MTAC for additional analysis/reporting on the return of good as addressed mail

Open Discussion

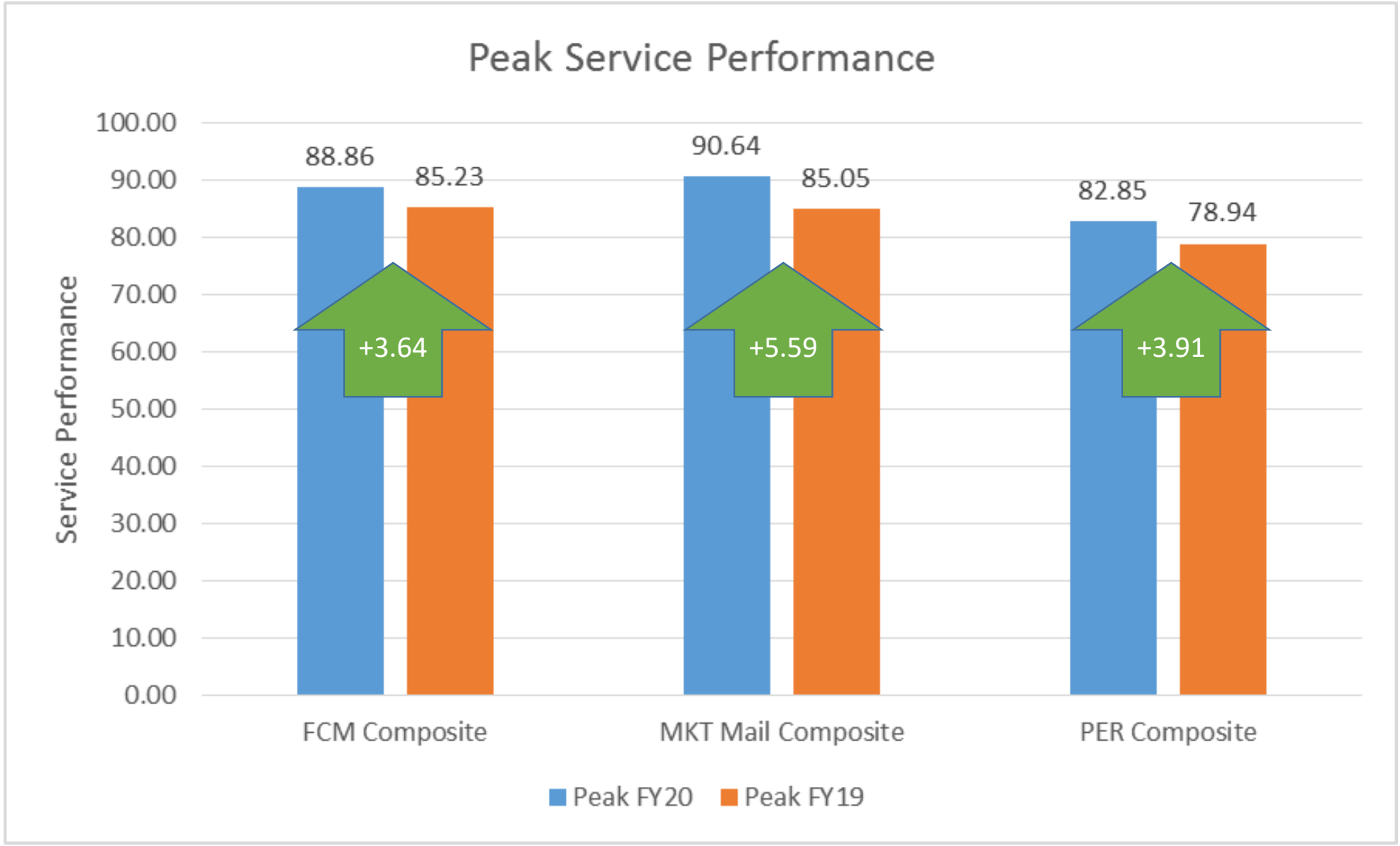
Action Items – First-Class Mail

Provide breakdown of UAA nixie code chart for First-Class Mail and shape

First-Class (ACS Only) FY2020 Q1		
	Letters	**Flats**
Q - Not Deliverable As Addressed	27,933,202	177,374
A - Attempted Not Known	12,636,161	61,213
V - Vacant	4,657,758	14,047
I - Insufficient Address	6,947,658	38,615
M - No Mail Receptacle	2,180,370	9,856
N - No Such Number	2,560,849	12,704
U - Unclaimed	1,999,310	8,356
S - No Such Street	966,613	3,795
R - Refused	458,203	3,157
P - Deceased	144,983	16,903
L - Illegible	50,176	43
E - In Dispute	49,761	33
Grand Total	**60,585,044**	**346,096**

PEAK PERFORMANCE

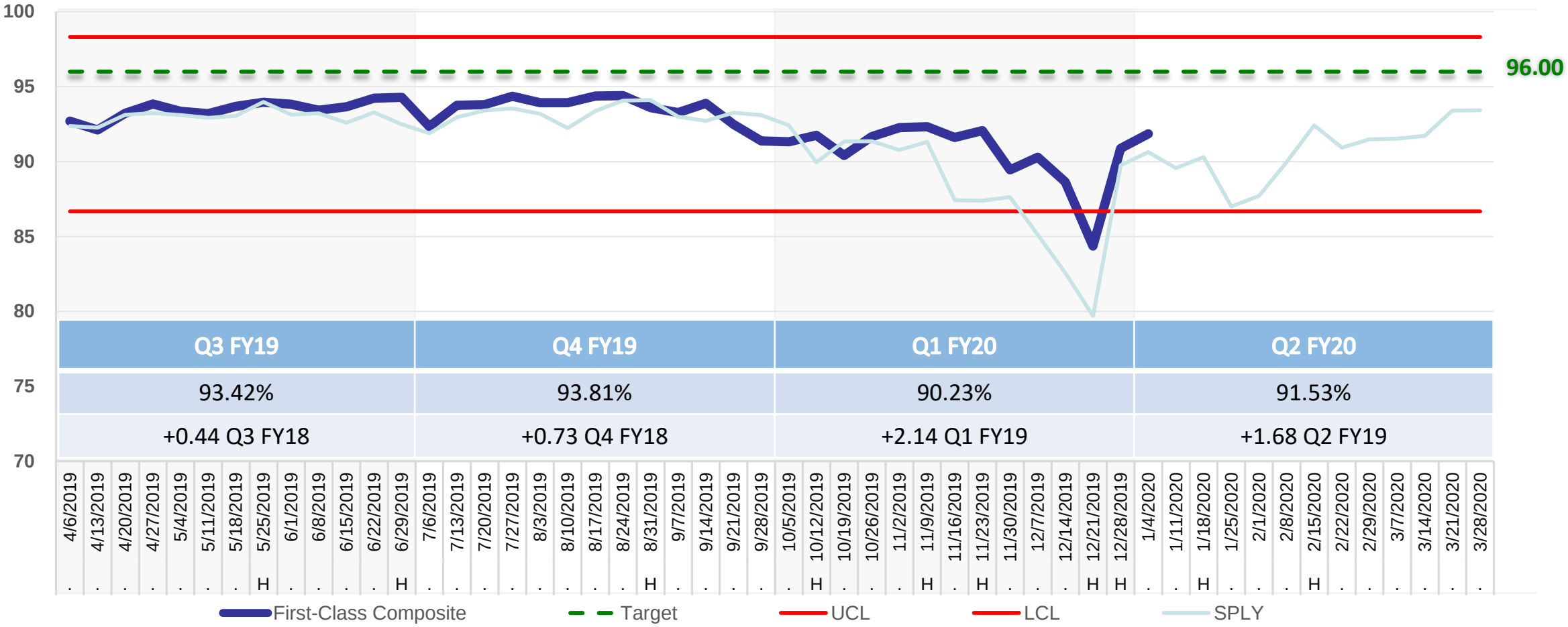
Peak Performance



Peak service for FY20 is 11/29/19 – 01/03/20. Peak service for FY19 is 11/23/18 – 01/04/19

First-Class Composite (Letters/Flats)

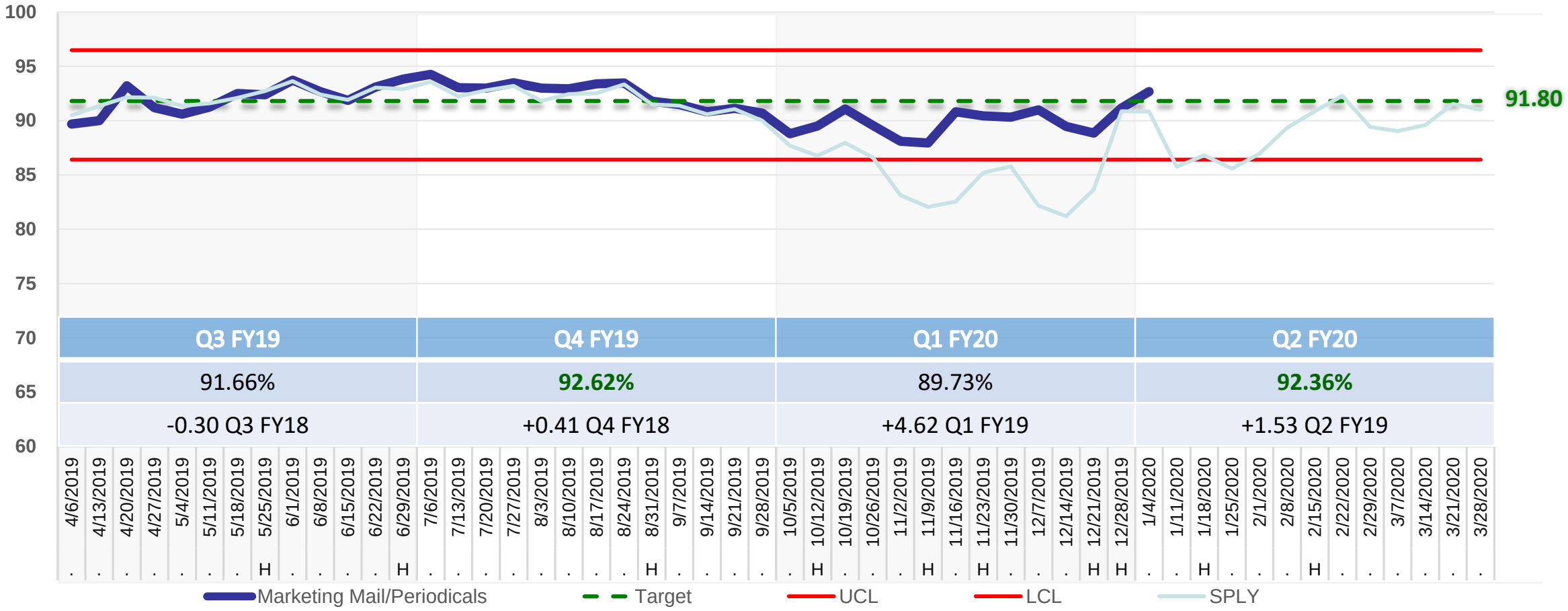
	YTD	Q2TD
Actual	91.76	91.53
SPLY Var	+1.38	+1.68



Data: SPFC and Presort January 10, 2020: YTD is NPA – excludes ASP 3-5 Day volumes

Marketing Mail/Periodicals

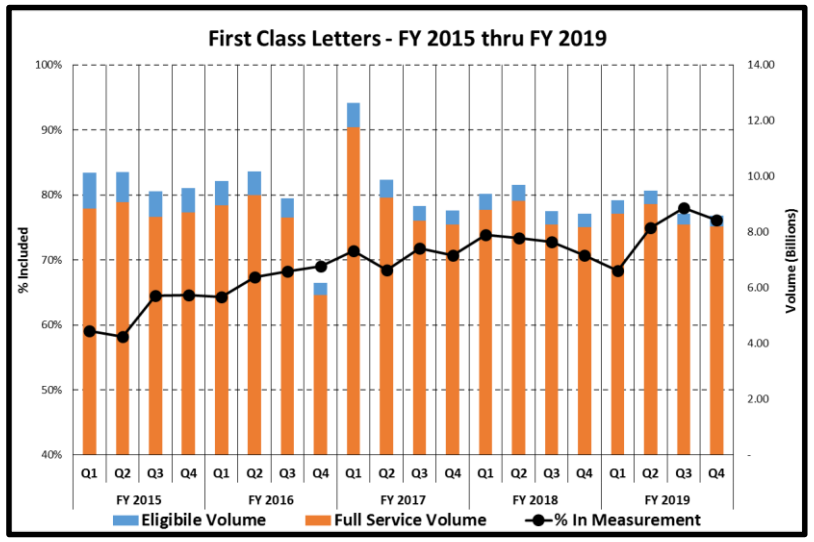
	YTD	Q2TD
Actual	89.71	92.36
SPLY Var	+4.05	+1.53

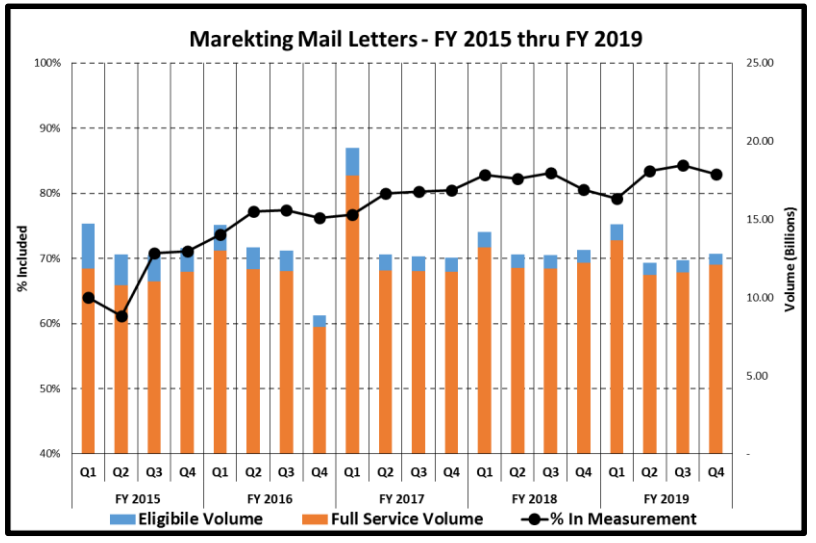


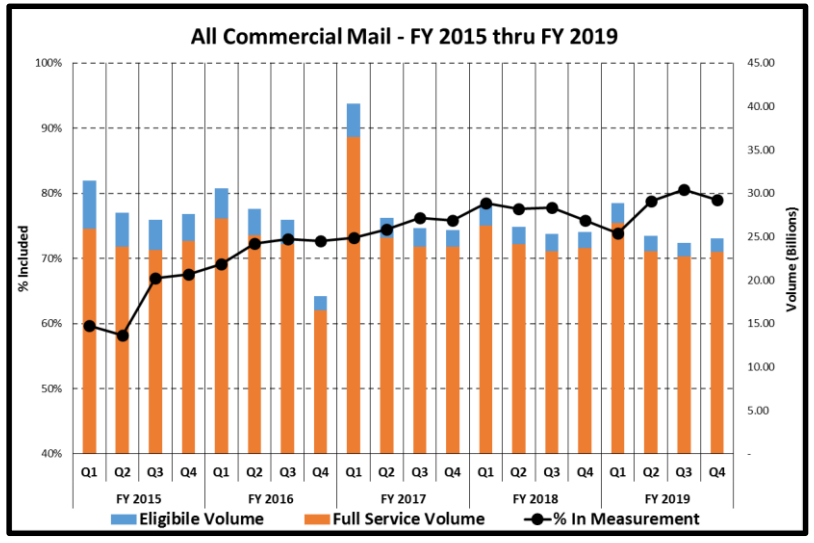
Data through January 10, 2020: YTD is NPA – includes FY long inclusion of EDDM/Saturation volumes

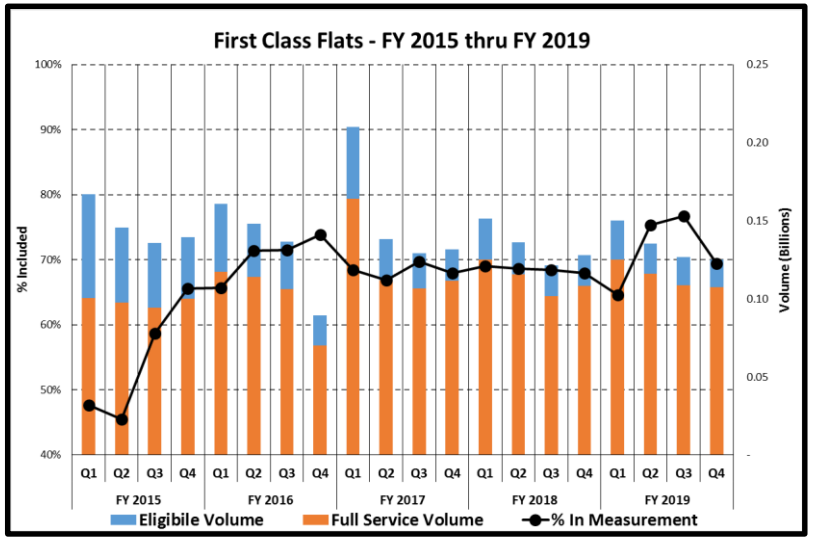
MAIL IN MEASUREMENT

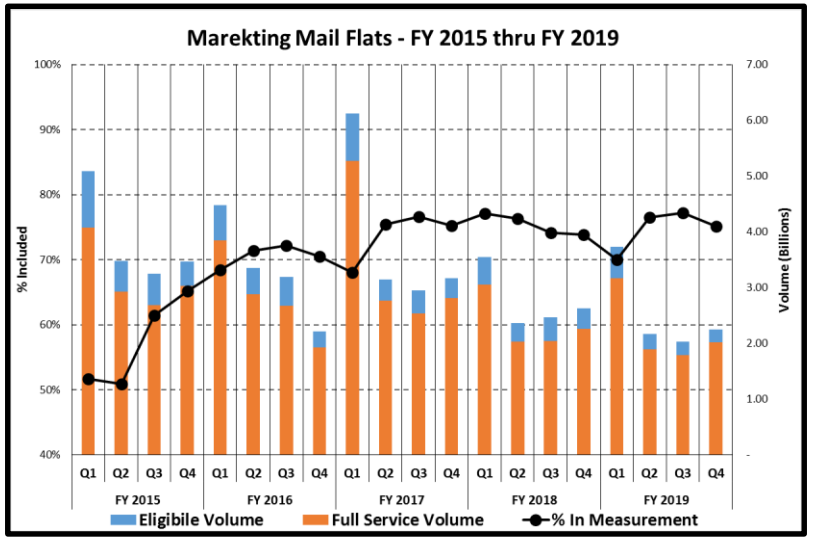
Commercial Mail Volume & % in Measurement by Mail Class, Shape, Quarter

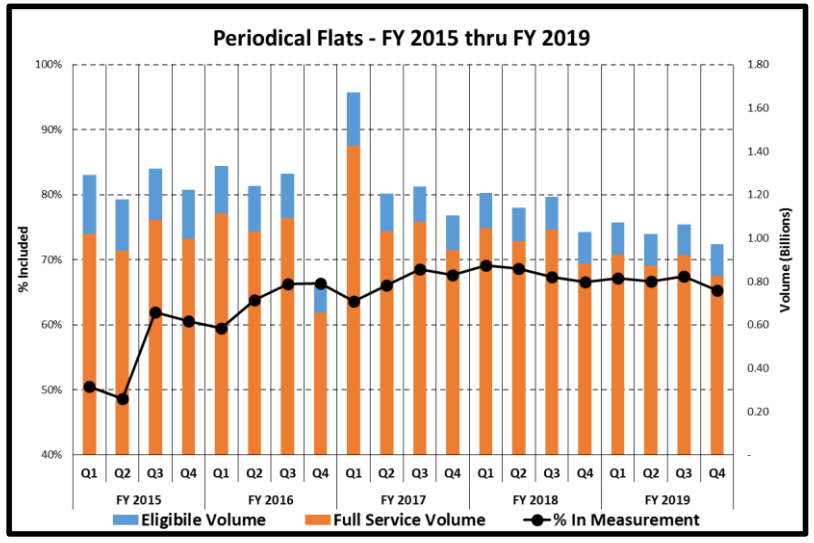










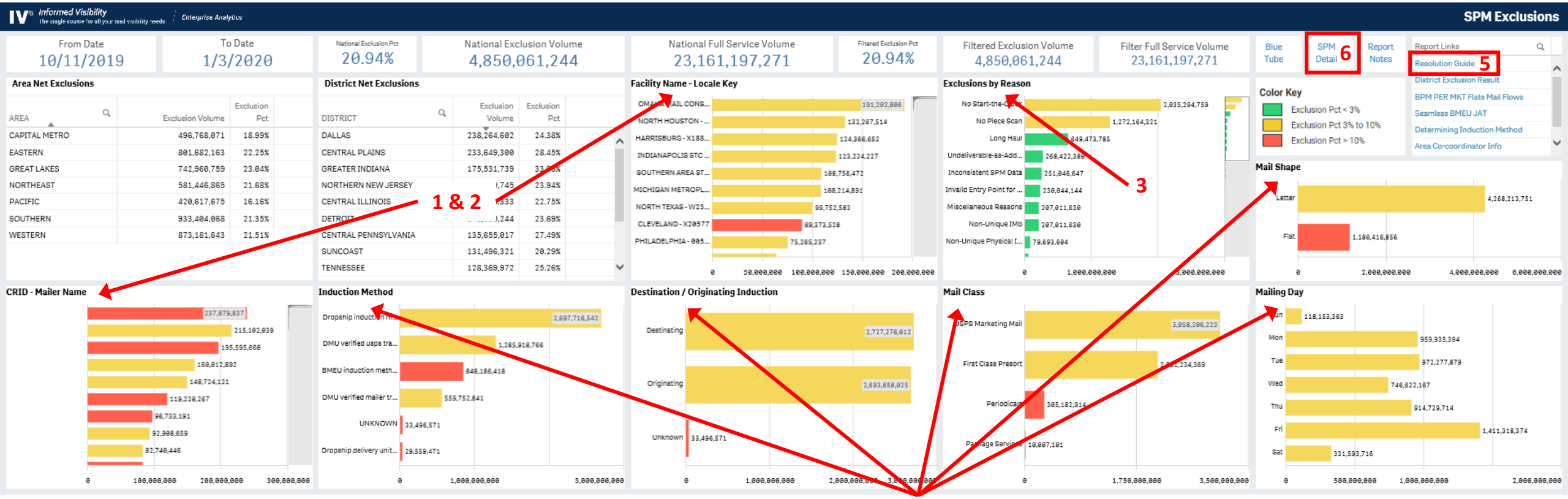


Commercial Mail Exclusion Reasons
10/11/19 thru 01/03/20

Mail Product	Top 3 Exclusion Reasons
First-Class Mail® Letters – 24.56%	No Start-the-Clock – 9.65%
	Long Haul – 8.40%
	No Piece Scan – 2.71%
First-Class Mail® Flats – 28.81%	No Start-the-Clock – 11.60%
	No Piece Scan – 9.83%
	Undeliverable-as-Addressed – 3.34%
USPS Marketing Mail® Letters – 17.36%	No Start-the-Clock – 9.70%
	No Piece Scan – 4.28%
	Undeliverable-as-Addressed – 1.22%
USPS Marketing Mail® Flats – 22.55%	No Piece Scan – 12.61%
	No Start-the-Clock – 4.07%
	Invalid Entry Point for Entry Discount – 3.85%
Periodical Flats – 33.33%	No Piece Scan – 19.91%
	No Start-the-Clock – 5.62%
	Long Haul – 2.90%

Exclusion Resolution Process

1	2	3	4	5	6	7
Use the IV "SPM Exclusions by Area" tool to select a specific Facility or Mailer	Use the tool's ranking by volume to identify a specific Facility-Mailer pair to investigate	Use the tool's Exclusion by Reason ranking to identify a specific reason to investigate	Use the tool's other filters to define the greatest opportunity pattern to investigate	Use the Resolution Guide to identify possible defects, root causes, and resolutions	Use the SPM Detail sheet for job specific data to assist with identifying the defect and the root cause	Use existing relationships to collaborate with Facilities and Mailers to apply the resolution and monitor for inclusion and sustainment



Resolution Guide Sample Page

Resolution Guide for Commercial Mail Excluded from Measurement

(rev 11.07.19)

Resolutions

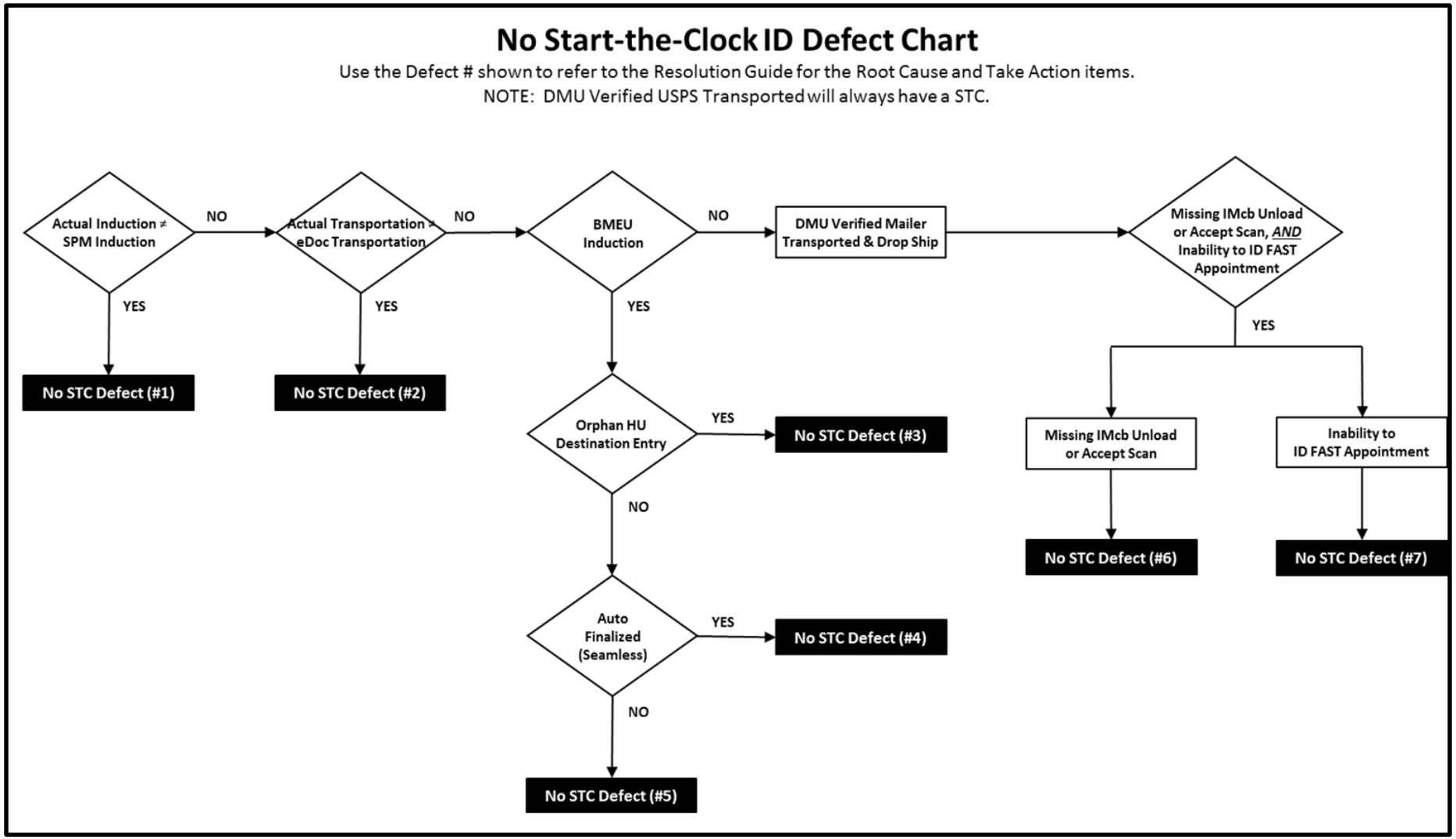
Use this link to contact SPM Exclusion Feedback and Support with any questions or feedback regarding the resolutions listed below.
If you find additional root causes or actions to take that are not listed, then please send them to the same email link so they can be added.

Exclusion Reason	ID Defect	Confirm Root Cause	Take Action
Non-Unique Physical IMcb (actual container placard)	Duplicate IMcb scans associated with multiple containers	✓ Mailer **is not** preventing use of duplicated container placards ✓ USPS **is not** using a unique 99Z trailer barcode for each trip of mailer transported containers that are unloaded at a USPS processing/network acceptance site ✓ USPS **is not** associating the 99T trailer barcode with either: 1) a departure scan between each trip of containers unloaded at the same USPS acceptance site, or 2) associating the 99T trailer barcode with an arrival scan at another USPS site	➢ Contact Mailer and request to not duplicate physical IMcb placards ➢ **Mailer Transport**: USPS operations ensure compliance with SV scanning SOP for mailer transported container acceptance (DMUVMT, Drop Ship) ➢ **USPS Transport**: USPS operations ensure compliance with SV scanning for trailer events
Orphan Handling Unit (tray, tub, or sack)	Mail piece is associated to a loose tray, tub, or sack (HU) that was not inducted at a BMEU	✓ DMU verified tray, tub, or sack **is not** associated with a container in the eDoc	➢ Local site action is not available – DMU orphan HU's are always excluded
Unknown Entry Facility	No entry facility identified by the Locale Key, Postal Code or FDB ID provided in the mailer eDoc	✓ Locale Key entry is ORIGIN and the Entry Point Postal Code **is not** valid for any USPS site ✓ FDB **is not** accurate (site missing, or wrong or missing locale key or postal code in site record)	➢ Contact mailer and request one of these eDoc entries are corrected for future mailings: 1) the Locale Key is a valid USPS site, or 2) the Entry Point Postal Code is a valid USPS site ➢ Escalate to local USPS AMS to correct data in FDB

7

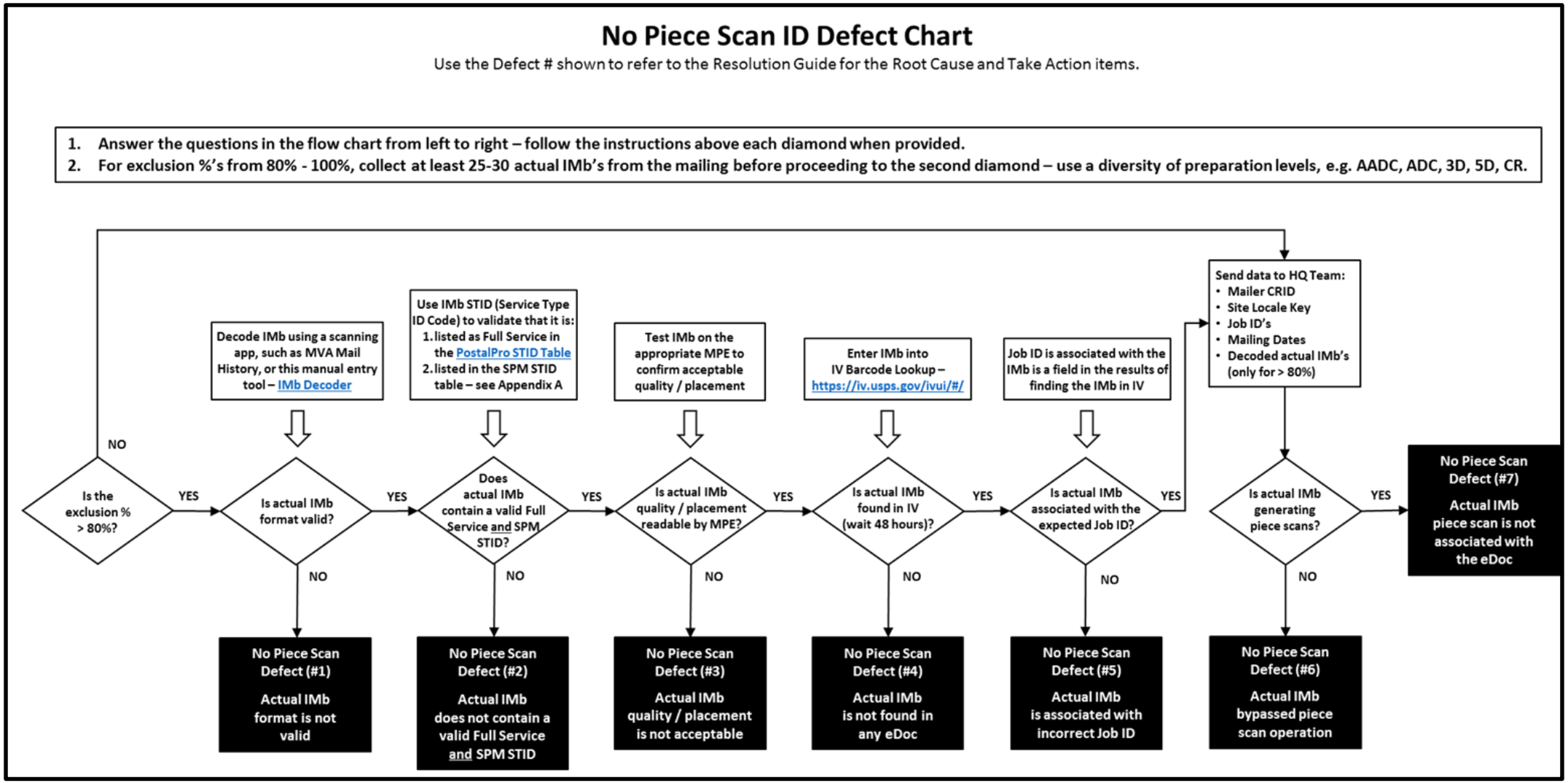
No Start-the-Clock Exclusion Defect Analysis (Resolution Guide)

No Start-the-Clock occurs when the induction method and/or the AET cannot be established by analyzing data from input systems, such as eDoc, PostalOne!, and Surface Visibility.



No Piece Scan Exclusion Defect Analysis (Resolution Guide)

No Piece Scan occurs when the IMb codes provided in the eDoc do not receive USPS visibility scans in operations that establish the anticipated delivery date.



NO START-THE-CLOCK

No Start-the-Clock

OIG Audit on Mail in Measurement

The OIG conducted an audit on volume excluded from Service Performance Measurement.

Top 3 exclusion reasons from the OIG audit:

1. No Start-the-Clock
2. No Piece Scan
3. Long Haul

Root Cause

One of the main reasons identified for No Start-the-clock is due to electronic documentation not getting updated post finalization to reflect any changes to the actual mail (containers) being physically inducted.

Resolution

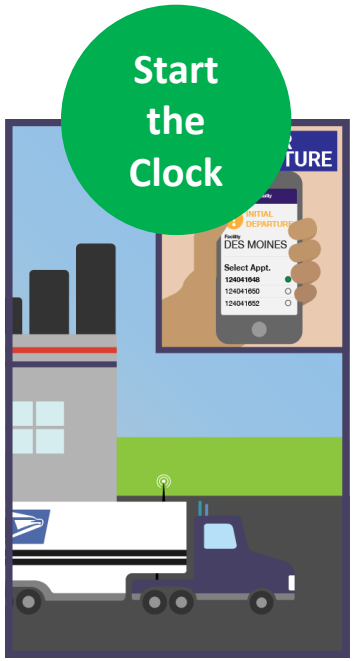
In order to reduce mail being excluded from measurement due to containers that are included in the finalized eDoc but not physically inducted, there needs to an approach to identity and remove containers that were not physically inducted from service performance evaluation.

1. Interim – Mailers provide USPS containers via email to be removed from service performance evaluation
2. Short Term – IV API to exchange data with mailers
3. Long Term – Update to Mail.dat spec so the mailers can submit changes via PostalOne! and all USPS systems (e.g. SV) will receive the update

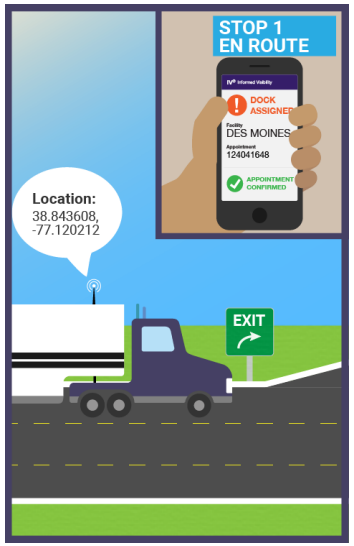
LONG HAUL

Start-the-Clock - USPS Transported

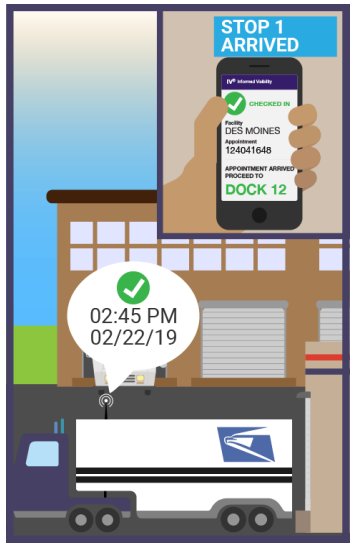
USPS Transported Start-the-Clock Updates



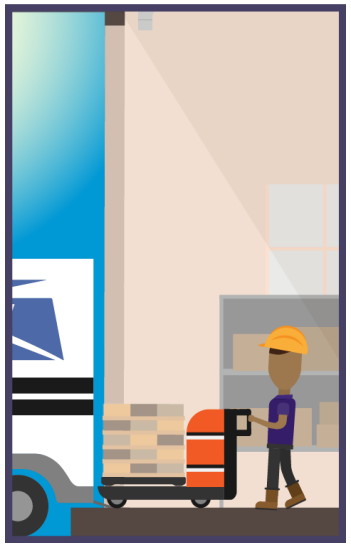
Depart Mailer Facility



Transmit GPS Data



Arrive Trip



Unload Trip

1. **Mailer requirement:**
   - Content associated to trips through MVA, FAST or eDoc.

2. **USPS requirement:**
   - Leverage breadcrumb data collected from MVA, PVS, or OrbComm to determine mailer facility departure.
   - Perform container unload scan to verify possession of content associated to a specific DMU trip/trailer.

3. **USPS STC update:**
   - Actual Entry time will be set to the time the trailer departs the mailer facility based on the first GPS breadcrumb time that breaks the mailer facility geo-fence.

* When the above requirements are met, Long Haul trips have potential to be included in measurement

TRANSPORTATION UPDATE

MTAC 189 - Mailer Transportation Data Update

Accomplishments

- 12/3/2019: Reviewed and Updated Mission Statement, Objectives, and Impact/Desired Results/Area of Focus
- 12/17/2019: Defined Data Exchange Requirements & Pilot Debrief
- 1/14/2020: 2 Way Communications & Defined IV®-MTR JSON API Message Content – Returned

Next Meeting

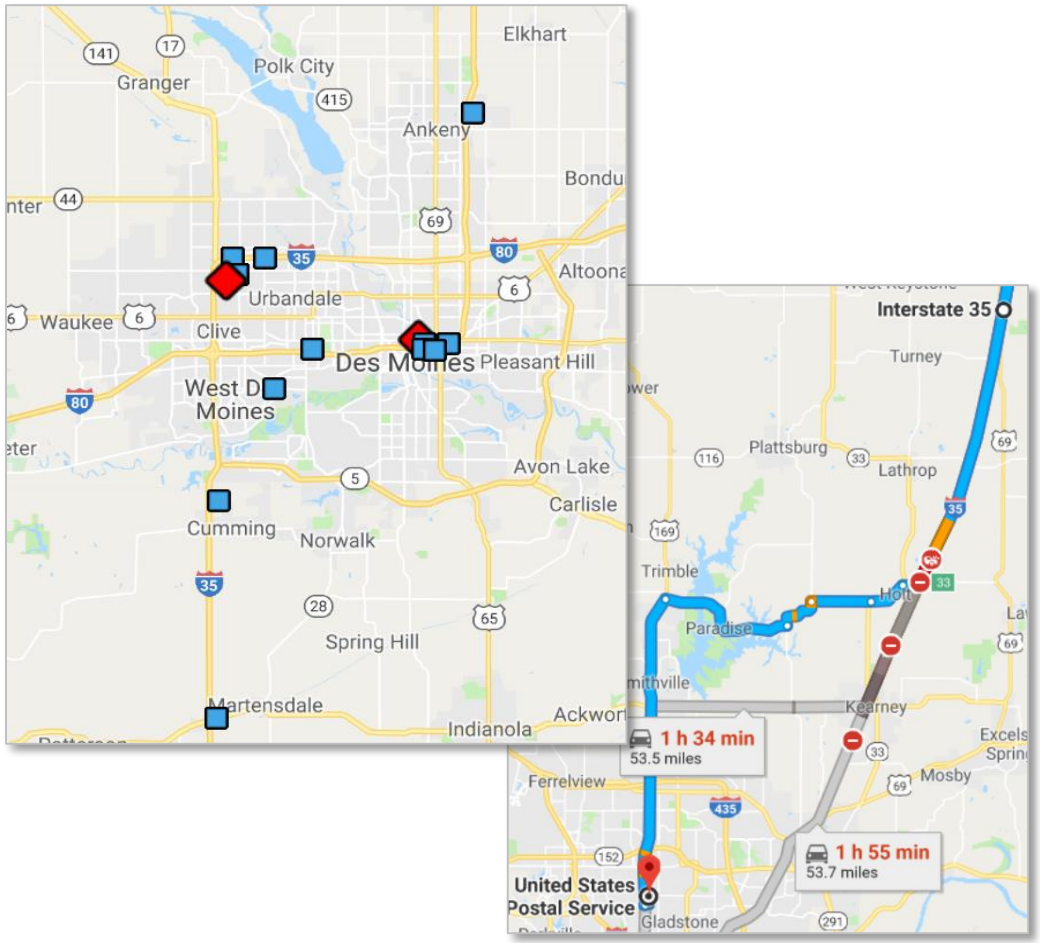
- USPS Transported Mail
    - eDoc Modifications for the Trailer barcode for content Provisioning
    - Additional eDoc fields to include
- Define Provisioning
    - To IV, PostalOne! and FAST: Determine how data will be received to associate content to appointments
    - From IV: Determine what data will be provisioned back from IV

Mailer Transported Mail - MTV - Pilot Update

Completed 4 pilots successfully testing GPS transmission and arrivals based on GPS coordinates.

Summary

- Completed pilots to test out GPS transmission and Geo based arrival at drop shipment facilities across the country
- Further pilots will test two-way communication and interaction with the USPS dock personnel to confirm appointments and schedule dock doors



Findings

- GPS Float: Precision on the trackers needs to be set at a level to identify when in the facility polygon to leverage the time for arrival
- GPS Frequency: To leverage the GPS data for geofence breaks the frequency needs to 1 min pings to ensure time at the facility is properly recorded

USPS Transported Mail – TV - Pilot Overview

Tracked 7 long haul trips leaving Pitney Bowes Des Moines Detached Mail Unit to multiple USPS facilities over the week of November 19th

Tracking Summary

Tracking

- All trailer load and depart events transmitted to all downstream systems including SV, IV and PTR.
- GPS Tracking of 7 trailers over 2 days of departures
- Load Scans performed at the DMU on 11/20 for 2 trips

Reporting

- Geo Site Depart Events captured by TRP-GEO for 7 trips
- GPS Breadcrumbs – 7 trips

Date	Route	Trip	Destination	Trailer Barcode
11/19	840L3	8433	SALT LAKE CITY STC, UT	99T000000255679
11/19	751ME	7502	SOUTHERN AREA STC, TX	99T000000319661
11/19	500AE	4607	INDIANAPOLIS P&DC, IN	99T000000231768
11/19	500AE	4625	INDIANAPOLIS STC, IN	99T000000238572
11/19	381Y3	601	MEMPHIS STC, TN	99T000000533690
11/20	840L3	8433	SALT LAKE CITY STC, UT	99T000000168176
11/20	500AE	4607	INDIANAPOLIS P&DC, IN	99T000000342422
11/20	500AE	4625	INDIANAPOLIS STC, IN	No login to app

USPS Transported Mail – TV - Pilot Findings

Through each of the 7 trips valuable data was captured to give USPS visibility and allow for additional mail to be included in measurement

Key Findings

- GPS trackers provided the initial break at the DMU in all cases when MVA TV data was used.
- MVA provided load scans for 2 trips departing on 11/20
- The pilot illustrated the potential to significantly increase visibility throughout the surface network.

INFORMED VISIBILITY ROADMAP UPDATE

Informed Visibility FY 2020 Roadmap

As of 1/21/20

Informed Visibility	FY20 Q2	FY20 Q3	FY20 Q4	Future Scope
Increase Visibility with additional Field Operations	• Remittance Visibility – Pilot new scanning operations in the field	• Newspaper/Periodicals scanning operations and internal metrics • Remittance Visibility – Implement new scanning operations nationwide	• Remittance Visibility – Enable in Scan Feeds • Caller Services Visibility*	• Newspaper/Periodicals Visibility
New Capabilities	Pilot and feature exploration • Advanced Information • Transportation Improvement • Mailer Transportation Visibility	• Informed Delivery Campaigns* Cont. Pilot and feature exploration • Advanced Information • Transportation Improvement • Mailer Transportation Visibility	• Commercial Postal Store data provisioning.*	• Package Visibility – enable as new data feed type* Incremental roll out of features • Advanced Information • Transportation Improvement • Mailer Transportation Visibility
Data Enrichment	• EPS/PPC Enhancements	• Flats visibility enhancements internal	• Predicted Delivery Date – Pilot • Flats Visibility enhancements	• Service measurement exclusion reasons • Mail with Delivery Holds • Start-the-Clock on Business Reply and Certified Mail • Mail with Address Change Service • Bundle Irregularity • Mail Impacted by Unexpected Events (e.g. severe weather, natural disaster) – Internal Operations & Pilot • Predicted Delivery Date – Go Live
Enhance Usability	• API enhancements	• API enhancements		

* Pending funding approval

ID Data via IV – Development Update

Key Requirements

- IV-MTR will receive campaign data and provision access to mailers through standard IV-MTR application features and options.
    - IV will provision data using existing real-time data feed types/file formats
- IV will only provide Informed Delivery Post-Campaign detailed report data.
    - Post-Campaign summary report data will not be available in IV (future enhancement).
    - Post-Campaign summary data will continue to be available on the Mailer Campaign Portal
- Delegation rules will be similar to existing rules within IV
- ID data will also be available via One Time Query

Unexpected Event Data via IV

- Unexpected Event Reporting continues in design and development
- Expect to provision data in future
- No timeline is available at this time

PRIORITY MAIL OPEN AND DISTRIBUTE

Priority Mail Open and Distribute PMOD Service Performance and Visibility

- In FY20 Q1, ~84% of PMOD were delivered within service standard
- Visibility Breakdown by Scan Type:

Week Start Date	On-Time PMOD Count	Total PMOD in Service	% PMOD On-Time
9/28/2019	11,899	14,142	84.14%
10/5/2019	25,545	30,313	84.27%
10/12/2019	25,141	29,094	86.41%
10/19/2019	24,845	29,327	84.72%
10/26/2019	24,818	29,631	83.76%
11/2/2019	24,761	29,682	83.42%
11/9/2019	25,806	30,655	84.18%
11/16/2019	26,410	32,454	81.38%
11/23/2019	18,531	22,234	83.35%
11/30/2019	23,516	28,505	82.50%
12/7/2019	27,373	33,322	82.15%
12/14/2019	24,584	29,832	82.41%
12/21/2019	22,521	26,365	85.42%
12/28/2019	14,465	15,954	90.67%
Total	**320,215**	**381,510**	**83.93%**

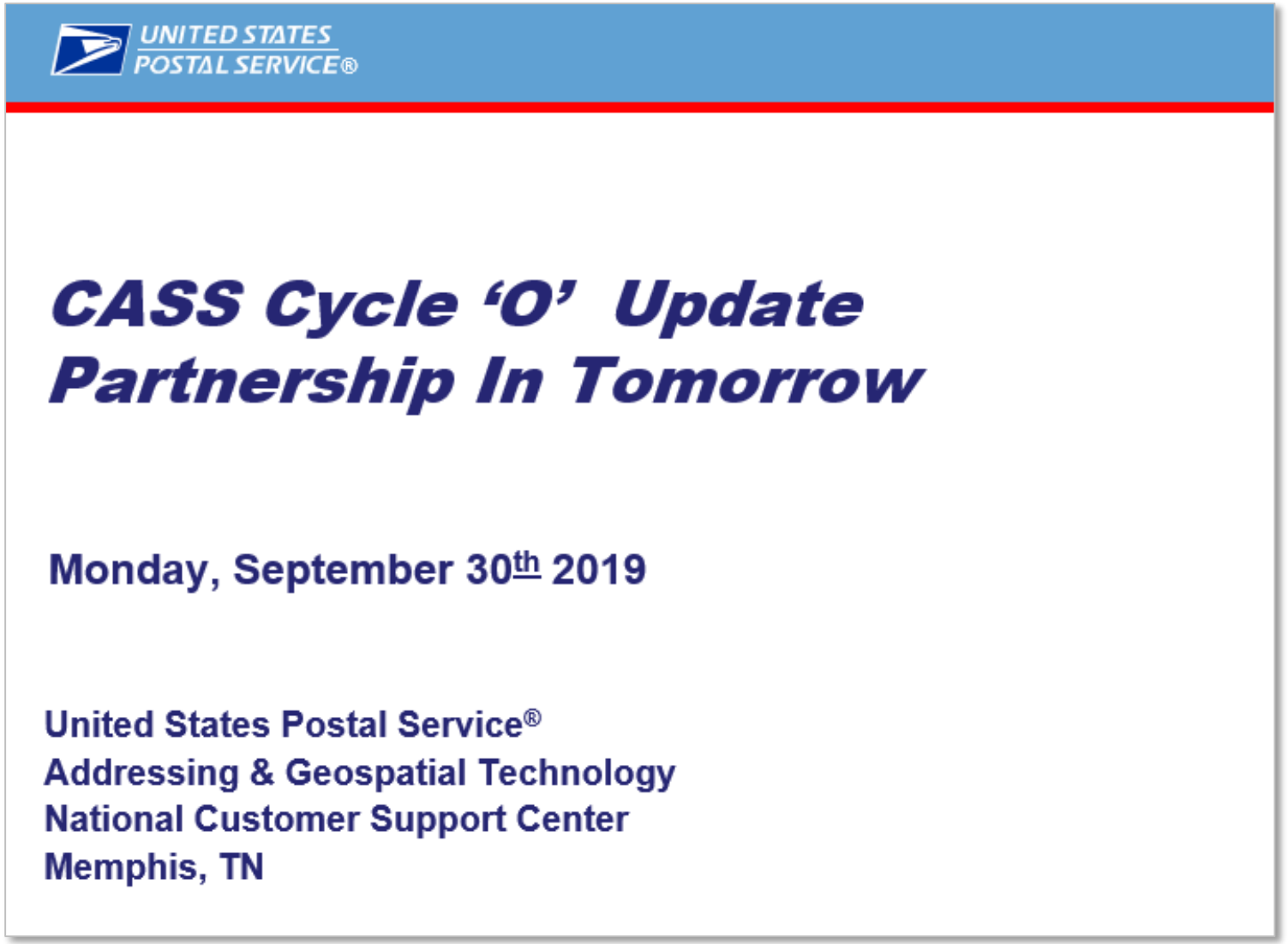
Week Start Date	PMOD with Acceptance Scan	% PMOD with Acceptance Scan	PMOD with Origin Enroute Scan	% PMOD with Origin Enroute Scan	PMOD with Destination Enroute Scan	% PMOD with Destination Enroute Scan	PMOD with 41 Scan	% PMOD with 41 Scan	Total PMOD
9/28/2019	15,052	82.95%	12,021	66.25%	6,219	34.27%	14,142	77.94%	18,145
10/5/2019	31,396	81.37%	26,232	67.98%	14,019	36.33%	30,313	78.56%	38,585
10/12/2019	30,082	80.56%	25,200	67.48%	14,082	37.71%	29,094	77.91%	37,342
10/19/2019	29,943	79.70%	24,867	66.19%	14,198	37.79%	29,325	78.06%	37,568
10/26/2019	30,111	78.84%	25,184	65.94%	14,521	38.02%	29,629	77.58%	38,191
11/2/2019	30,446	80.15%	25,209	66.36%	13,991	36.83%	29,682	78.14%	37,987
11/9/2019	30,545	76.52%	25,721	64.44%	14,276	35.76%	30,651	76.79%	39,917
11/16/2019	33,048	77.33%	27,709	64.84%	16,090	37.65%	32,454	75.94%	42,736
11/23/2019	24,048	74.96%	20,108	62.68%	11,311	35.26%	22,234	69.30%	32,082
11/30/2019	29,519	74.08%	24,894	62.47%	14,006	35.15%	28,505	71.54%	39,847
12/7/2019	36,726	77.43%	31,095	65.56%	17,594	37.09%	33,321	70.25%	47,430
12/14/2019	31,171	75.28%	26,104	63.05%	14,273	34.47%	29,831	72.05%	41,405
12/21/2019	29,673	80.82%	24,307	66.21%	11,972	32.61%	26,363	71.81%	36,713
12/28/2019	15,125	70.61%	12,677	59.18%	6,937	32.39%	15,954	74.48%	21,420
Total	**396,885**	**77.92%**	**331,328**	**65.05%**	**183,489**	**36.02%**	**381,498**	**74.90%**	**509,368**

PMOD with Nesting	On-Time PMOD Count	Total PMOD in Service	% PMOD On-Time	PMOD with Acceptance Scan	% PMOD with Acceptance Scan	PMOD with Origin Enroute Scan	% PMOD with Origin Enroute Scan	PMOD with Destination Enroute Scan	% PMOD with Destination Enroute Scan	PMOD with 41 Scan	% PMOD with 41 Scan	Total PMOD
NEST	127,624	147,047	86.79%	149,665	79.95%	125,493	71.03%	70,759	40.96%	147,047	78.55%	187,198
NO NEST	192,591	234,463	82.14%	247,220	76.74%	205,835	63.86%	112,730	34.96%	234,451	72.77%	322,170
	320,215	**381,510**	**83.93%**	**396,885**	**77.92%**	**331,328**	**65.05%**	**183,489**	**36.02%**	**381,498**	**74.90%**	**509,368**

CASS / MASS CYCLE ‘O’ HIGHLIGHTS

CASS™ / MASS™ Cycle O

- Proposed Final Rules posted on November 29, 2019
- Industry Comment Period ends January 31, 2020
- USPS will assess the CASS Cycle ‘O” timeline impacts of new Task Team 29



UPDATE STANDARDS REVIEW

Survey Results

- 84% respondents perform activities that impact mail production and mailing.
- 94% receive database product updates electronically and 84% receive them monthly or more frequently.
- 100% update their list every 60 days or more frequently and 99% are able to mail within 2 months after updating.
- USPS will be reviewing results with other internal stakeholders to assess impact

ACS™

ACS Invoicing	
Invoicing Activities	**Frequency**
Yearly Price Changes	Yearly
Handling of Past Due Accounts	As Needed
Researching Payments at Customer Request	As Needed
Payment Processing	Monthly
Total Revenue	**Total Yearly Invoicing Cost**
$12.5M	$120K

OPEN DISCUSSION