MTAC Focus Group Session Notes
Wednesday, January 29, 2020

MAIL ENTRY & PAYMENT TECHNOLOGY
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SESSION 1: LETTERS	(MARINELLI, RUPPEL /MTAC INDUSTRY LEADERS)

DISCUSSION TOPIC – Review of Open Action Items

- Mailpiece imaging discussions around data governance are still in progress.
- Engineering is working on technology to visually identify HazMat mail
- Mailers and mailers attorneys are currently not talking to USPS legal, but that is not outside the scope of the plan. Paul clarified that USPS legal hasn't said no yet.
- In the meantime, can the analyst take the barcode and go back internally to investigate in the case of the unauthorized use of a MID?
- Allowing mailers to choose what images they want is preferable to mailers being inundated with images.

DISCUSSION TOPIC – BCG

- New BCG Homepage and Revoke and Access slides presented on the screen.
- The new BCG homepage will be customizable to the user.
- The drop down menu allows to select any CRID you're associated with.
    - You can only view one at a time because all the information on the page updates with the selection, but mailers are interested in viewing multiple CRIDs at once.
- The permit fee will take the total if multiple are due on the same day. This is only permits tied to the selected CRID.
- The fee calendar link will be changed to a link to pay the permit fee.
- Account Overview dropdown allows for the selection of all associated EPS accounts.
- Trust accounts will show balance, and debit accounts will show pending transactions.
- Mailer Scorecard red exclamation marks mean there's at least one type of error associated with that program that has exceeded threshold.
    - The data here are the same as what's on the mailer scorecard.
- Top errors are limited to the top four. Green top errors haven't exceed threshold but are closest. Top warnings will also be added. Top errors will be clickable in the future.
- Revoke and Access does not delete user accounts.
- Revoke and Archive drop down allows for the selection of a user that you have access control rights of (via BSA or delegate roles). BSAs and delegates that share access control over the same users will see synchronized user access rights data.

- This feature is end-to-end tested and will be available in the pilot at the end of March. March 9th is the projected date for UAT test account release.
- Checking the box marks the access for revocation, which can happen at three levels. Notifications go to the user for revocations. All changes are reversible.
- The BSA is the highest level of access right now, but a Super User (likely the account creator) will, in the future, control rights for more than one service.
- The account creator will automatically be the BSA for all the services to prevent anyone from filling the vacant space of BSA for "unoccupied" services

DISCUSSION TOPIC – Seamless Acceptance
- FRN and Undocumented Mail Pieces slides presented on the screen.
- Full-Service is not something USPS requires.
- USPS has resources ready to help mailers transition over with these changes.
- Weight errors are now all warnings. James Duffy and Mark Kolb gave an update on what the Seamless task team discussions have resulted in so far.
- USPS does verification on the ounce. The sampling is more than just weight.
- Separate scorecard line items for "warnings" about ounce difference that don't affect postage would be most beneficial. Marketing mail doesn't give you warnings for this.

DISCUSSION TOPIC – Fee Waiver
- USPS has proposed to change the Fee Waiver logic to add a configurable buffer period after the start of each new anniversary period.

- A new anniversary period is when the first mailing is submitted after a fee ends or a fee waiver is terminated. Buffer period will apply to both Full-Service and Full-Service eligible percentages

- If the fee waiver terminates then the mailer will be charged the mal class permit fee – applies to manual and automated fee payment.

DISCUSSION TOPIC – EPS

Remaining CAPS permits used for mailing **LETTERS** and *FLATS* only will be notified by letter and email on February 1, 2020 of close out processes:

Active Trust Permits- May 1 2020 is deadline to migrate. After that date, USPS will open EPS trust on customer's behalf, transfer any remaining funds, and inform them of new account numbers.

Active Debit Permits – May 1, 2020 deadline to migrate; after that date customers will lose ability to mail until they set up either new EPS trust or debit and perform micro-debit validations.

 Permits unused for 1+ years – Permits will be closed after April 3, 2020. Customers must request refunds of any remaining balance by responding to the letter/email

Customers may choose to migrate to EPS as an alternative

- USPS will be reaching out to help customers make the transition.
- An industry alert may be a better method to communicate these requirements.
- MLOC accounts are flagged to not close. An industry alert around this auto-close would be helpful as well.
- Express Mail corporate accounts are being mapped to EPS. Next MTAC, we should have a timeline on the remaining unsupported accounts. May 1 is only for eligible products.

DISCUSSION TOPIC - eVS to EPS customer support

Issue: Current USPS eVS personnel know the client (have a specific contact) and can assist quickly – EPS Help Desk is for general issues and tends to take much longer.
Issue: USPS Help Desk in Memphis is not the correct resource to answer questions and help manage national accounts. (Refund & Assessment questions unanswered – told to contact BMEU)
Resolution: USPS needs information on the specific issues that customers are facing that are going unresolved. USPS will utilize this information to improve our eVS to EPS migration support.

DISCUSSION TOPIC – Container Based Refund Process

- WG 187 created to outline scenarios in which container-based refunds could be applicable
- Several industry members had refund requests that were related to Plant closures or trailer accidents
USPS proposed solution to Finance Department and will share action plan as soon as possible

ACTION ITEMS

- Consider an interim process for analysts to review mailpiece images for mailers as needed for investigations of undocumented pieces. (Bernicchi)

- Investigate the possibility of allowing for the selection of multiple CRIDs on the BCG homepage. (Chang)

- Follow up with Steve Krejcik about separating weight warnings as separate line items that don't affect postage and revenue on the mailer scorecard. (Duffy)

- Investigate logic check for clerk entry errors for postage PAF that used to be in place but may not after price change. (Duffy)

- Consider sending out industry alert and FAST bulletin board for EPS migrations for inactive and active accounts. (Chopra)

- Consider permits that are used in MLOCR mailings that may show up as inactive and not funded but still need to remain open during EPS migrations (Workman)

- Update mailer scorecard guide. (Scheidler)

DISCUSSION TOPIC - Review of Open Action Items

- For companies with multiple publications, it would be nice to have ways to populate Statement of Ownership templates automatically.

DISCUSSION TOPIC - Seamless Acceptance
- Marc welcomed comments during the public review period on the FRN.

- Marc reviewed the items that are currently in discussion in Task Team 30. James supplemented saying that piece weights errors are now warnings. There were 11 PAF errors in the last year, and 6 were weight errors. There are still other issues such as bed loads and re-orders that need to be addressed.

- The timeline for Seamless Parallel is short. The only difference for Seamless Parallel is FS verification and start adding data to the score card without full Seamless Acceptance enforcement measures. There will be a minimal impact on the mailer.

- For mailers that mail periodicals and marketing mail under one CRID, penalties would apply across the mail classes, but piece weight errors are now warnings. It aim is to apply it across the job only.

DISCUSSION TOPIC – BCG

- New BCG Homepage and Revoke and Access slides presented on the screen.
- The new BCG homepage will be customizable to the user The requirements aren't solidified for Phase II
- Customer identity access management is currently being looked into in order to empower customers to control their users' access more specifically. This effort is currently under CISO review and is a long-term solution.
- Everything on the BCG homepage are based on the selected CRID from the dropdown menu. Any CRID that's associated with your account will be included.
- The View Permit Fee Calendar link will be changed to Balance and Fees to submit payments. Permit fees due on the same day will be totaled on the homepage.
- Under Account Overview, if you don't have EPS, it'll show you a message to request access to EPS to see the information. All EPS accounts associated with the CRID will be shown in the drop down. Debit accounts see pending transactions.

- None of this replaces any system.
- The issue of multiple CRID selection came up again in this meeting.
- Red exclamation marks under Mailer Scorecard flag errors that have exceed threshold. Top errors will be clickable in the future.
- What shows up under Mailer Scorecard for the Mail Owner? For March MTAC, we'll do a demo to get this answer and others.
- Every user that a BSA or delegate presides over will appear in the revoke and archive drop down. The revoke and archive function has been developed and tested thoroughly and will be in the new BCG in March.
- The pilot is estimated to be released March 2020, which lasts some time depending on how well it goes. The pilot list approved by task team 26 will be the testers. One large, multi-plant periodical mailers should be represented in the pilot.

DISCUSSION TOPIC – Fee Waiver
- The buffer period will be the same for every mailer

DISCUSSION TOPIC – EPS

- A timeline for EPS support of lingering services will be available next MTAC.
- Permits that aren't funded but are used in combined mailing co-mingling environments won't be automatically closed.
- USPS will continue doing outreach and working with mailers on the transition.
- MPS providing USPS with lists of those that refuse to move over to EPS is helpful.
- BRM is missing from EPS IV reports by permit.
- Delink something in EPS without having to go through the PO helpdesk is in progress. An update will be provided in March.

DISCUSSION TOPIC – eInduction

- eInduction takes a lot of work with big dollar amounts that fall off the scorecard. Is there something about the process that needs to be re-examined?

DISCUSSION TOPIC Container Based refund Process

- Reversals are preferable to refunds.

ACTION ITEMS
- Investigate ways to auto-populate data on the Statement of Ownership to accommodate companies with multiple publications. (Filipski)

- Prepare a demo for the different views under Mailer Scorecard on the BCG homepage. (Chang)

- Include large and multi-plant periodical mailers in the BCG March pilot testing. (Chang)

- Investigate missing permit-level BRM data from EPS IV reports by reaching out to Stevie Ray Jones. (D. Smith)

- For container-based refunds, consider reversals on individual containers as opposed to refunds or adjustments (to communicate volume and postage data). (Workman/Brown)

- Investigate ability to add PMOD container (sacks/trays) information to mail.dat. (Brown)

SESSION 3: PACKAGES   (MEDEIROS, MTAC INDUSTRY LEADER)

DISCUSSION TOPIC - Review of Open Action Items

- Action: USPS needs to make sure we are consistently and systematically applied the ERRATA process across the board. Including the discussion item into the WG 182 meetings.
- What is the discussion of the ERRATA process is it one off or can we make it more formal. . Under these guidelines use the ERRATA file. If it happens we need consistency and manage the level of expectation.
- eVS and EPS - EPS data should be rolling into IV. Not getting to the reporting stage yet

DISCUSSION TOPIC – Package Platform
- Replicating reports need to review in 182 again. It would be great to get some actual data in a pilot or beta process.
- Soft Packaging indicator - Proposal is to have a ESC to indicate soft packaging. DIM scan is a rectangular dimensions. You would be subject to a cost if it was a soft pack.

DISCUSSION TOPIC – PAF
- Is there a way to leverage the technology to pass the data and make the sampling more efficient? Industry needs to know when and where.   Most weight differences were under a pound

DISCUSSION TOPIC – eVS Refund Policy
- Must request refunds within 60 days with appropriate documentation. Industry does not think it is customer focused. Need to validate based on the evidence of the revisions

ACTION ITEMS
- Review the PPC ERRATA file process to potentially include the eVS quarterly destination entry exception list (WG 182). (Bosch/Painter)

- Discuss option for using a rate indicator in lieu of an extra service code for soft packs. John will provide feedback within the next few weeks after consulting with industry members. (J. Hess/ Medeiros)

- Confirm with Accounting group the necessity and frequency for an updated W-9s. Would an email confirmation that none of the information changed be sufficient? (Painter)

- Provide mailer documentation supporting refund decision. (Painter)

- The industry wants a justification code added to the EPS detail report to identify refund, adjustments, and reversals. (Arcari)