United States Postal Service

Mailers' Technical Advisory Committee (MTAC)

March 25, 2020

COVID19 Contingency plan
- USPS Facility Closures and/or BME Unit Closure
- Mailer request to present at alternate location
- Mailers uses industry partner enter mail on their behalf

Continuity of Mail Acceptance
- Weekly Touchpoints with Area/Field BME Managers
- Shared Site to report closures
- Multiple Communication Channels (PostalPro, Industry Alerts)

Track Issues and FAQs
- Communicate closures/diversions to Internal & External Stakeholders
- Working with field to identify best diversion location(s)
- Mitigate scorecard impacts
- Work on solutions as needed

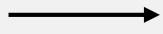**PACKAGES**   **LETTERS**   **FLATS**

PACKAGES

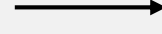# Agenda

1. Action Items
2. Enterprise Payment System
3. Package Platform (PPC) Timeline
4. USPS Returns
5. PRS Returns
6. eVS
7. BCG Redesign

Action Items

Action Items

Assignee	Track	Action Item	Response
Vicki Bosch / Kellie Painter	Packages	Review the PPC ERRATA file process to potentially include the eVS quarterly destination entry exception list (WG 182).	3/23/2020 – Ongoing meetings to determine the approach
Juliaann Hess / John Medeiros	Packages	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.	2/18/2020 - UG2 had this conversation again about using a rate ingredient. Discussion in progress. Lisa to ping John about providing feedback.
Kellie Painter	Packages	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?	3/23/2020 - Only company name and TIN number changes require a new W-9 to be submitted after any change to the W-9 on file
Kellie Painter	Packages	Provide mailer documentation supporting refund decision.	2/18/2020 - See slide
Lisa Arcari	Packages	The industry wants a justification code added to the EPS detail report to identify refund, adjustments, and reversals	3/2/2020 – CR will be created for this
Vicki Bosch	Packages	Package Platform test environment – CAT? Pilot?	3/23/2020 – will enable pilot production workflow and TEM environments in the future
Vicki Bosch	Packages	Analysis between GBS "Gap Analysis Report" and PTR Confirmation/Error/Warning (CEW) Report	3/23/2020 – New item from pulse. Discuss in Workgroup 182
Vicki Bosch	Packages	Use of locale key data for PRS reconciliation	3/23/2020 – New item from pulse. See slide for discussion

Enterprise Payment System (EPS) Migration

eVS Migration to EPS

Old Account	New Account
CAPS DEBIT	EPS DEBIT
CAPS TRUST	EPS Debit or Trust
Note: Cannot go from CAPS Debit to EPS Trust	

- **ACH Debit accounts** are the preferred method of funding an eVS permit through your EPS account. Existing eVS Trust Accounts will migrate unchanged over to EPS.

- **eVS Trust balances** will automatically transfer to the EPS trust account upon linking of the permit.

- **ACH Debit** transactions are aggregated and deducted once daily.

Only eligible products will be able to migrate to EPS.
Products that are **not** eligible:
- **PRS**
- **PFSC** – if a permit is used for both PFSC and eVS, that permit can't be migrated
- **EMCA**

EPS Migration Factsheet: https://postalpro.usps.com/EPS/MigrationFactSheet

Package Platform (PPC) Timeline

PPC Timeline

- Migration of Scan Based Payment and Merchandise Return Service to Package Platform Summer 2020
- ePostage PPC Pilot in the interim, starting April 1

1st Step in migrating outbound phase

- **Phase 1** Single Piece Package – selected customers
- USPS Returns

Summer 2020

Fall 2020

- **Phase 2** - Single Piece Package Customers

- NDC/SCF/DDU Entry Customers

Spring 2021

Summer 2021

- DDU Entry Customers

- Postage Due (UAA/RTS/refused)

TBD

TBD

- International Packages

11

USPS Returns

USPS Returns – Package Pricing

Packages are priced as they move through the network

✓**Characteristic:** Packages priced using their attributes captured during pricing, i.e., STC, MID, Weight, Dimensions, Origin/ Destination ZIP Codes, and USPS Packaging Barcodes (UPCs)(i.e. flat rate packaging UPCs)

✓**Average**

- Used when captured attributes are not available
- Shipper-specific average postage is calculated monthly (a minimum of 25 is required to establish an average)
- Calculated average price is used in the next calendar month

✓**Default Pricing:** Used when no attributes have been captured, and no average is available

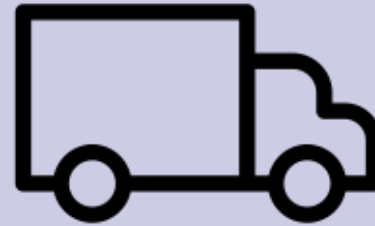✓**Manifest-Based Pricing:** Used when no attributes have been captured and a manifest file has been submitted

8/28/2020 – FRN to require USPS Returns Use

- **Industry Benefits:**

- **Data Quality**

- **Pricing Accuracy**

- **Fewer Verifications**

- **Customer Experience**

Additional locale key data for PRS Reconciliation

Determines where the package was dropped off

Provides guidance for the facility type and how it was handled

eVS

eVS – Refund Request Policy

Refund Request Requirements

- All refund requests, including for unused labels must be submitted through the Mailer Request landing page

- Request must be submitted within 60 days from the date of mailing

- Clear explanation of reasons for the discrepancy and corrective action taken by the mailer to prevent future reoccurrence

- All supporting documentation must be provided

- All data and a calculated refund must be submitted

- Emailer will not be accepted

Mailer Request Landing Page

Reports | Joint Review Request | Submit Refund Request for Unused Labels | Submit All Other Refund Requests | Printer-Friendly View

eVS – Refund Request Policy

Required Info:

- Date of failure

- Number of pieces affected

- PICs affected

- Amount of overpayment

- Mailer TIN or complete W9

If Applicable:

- EFN affected

- Any other pertinent info

* Date of the Dispute:	
* Type of Dispute:	Duplicate Manifest Submission ▼
* Amount of the Dispute ($):	
* Reason Why the Dispute Occurred:	
* Steps that were taken to prevent the Dispute from Repeating:	
VAE:	▼

Attach Files to the Refund Request:

Browse...

Attach More Files   Submit   Cancel

eVS - PAF Rounding Issue

PAF Calculation Methodology

1. Round the PAF by entry type to three decimal places
2. Multiply PAF by the manifest weight rounded to four decimal places
3. Round the final adjusted PAF to three decimal places
4. Add the rounded adjusted PAFs to calculate the final PAF

Postal Response

PostalOne! rounds PAF values at multiple points to calculate final PAF.

USPS determined the rounding averages out so that no mailer is over or under charged over time.

Table 1: Example PO! PAF Calculation

Stratification	PAF	Manifest Weight	Adjusted PAF	Final Adjusted PAF
DDU	1.019	0.8084	0.824	
DNDC Onshore	1.237	0.1862	0.230	1.059
None Offshore	1.002	0.0054	0.005	

Business Customer Gateway (BCG) Redesign

BCG Redesign

Phase 1 (Completed)

- New BCG User Interface & Style

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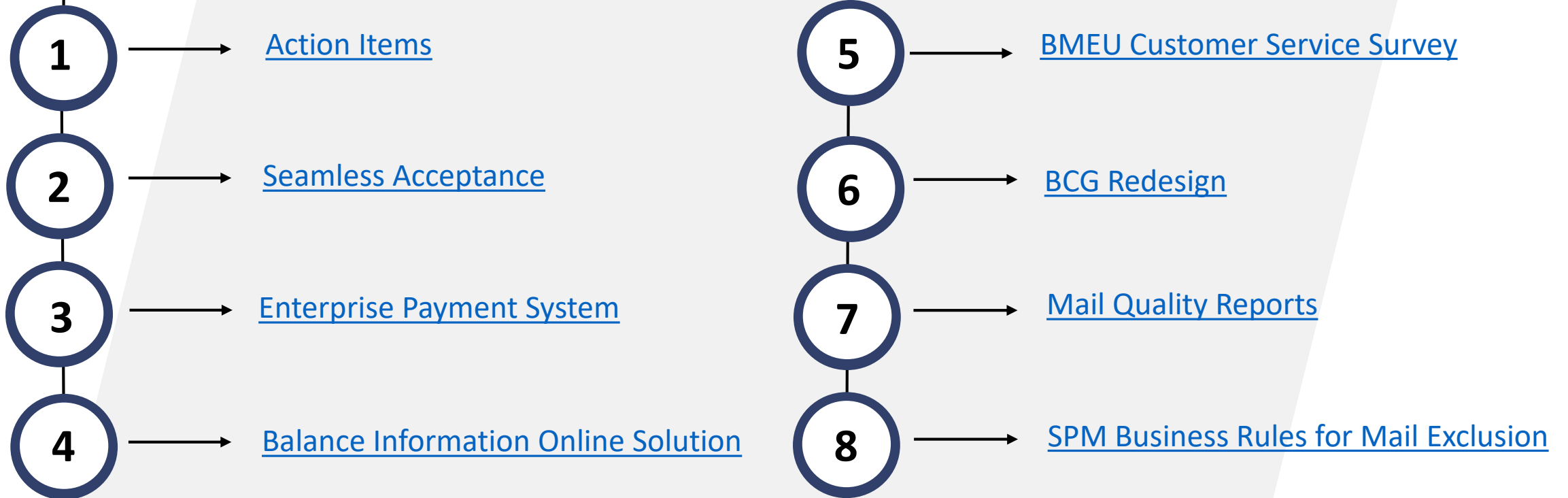
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23

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QUESTIONS

LETTERS

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3. [Enterprise Payment System](#)
4. [Balance Information Online Solution](#)
5. [BMEU Customer Service Survey](#)
6. [BCG Redesign](#)
7. [Mail Quality Reports](#)
8. [SPM Business Rules for Mail Exclusion](#)

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Paul Bernicchi	Letters	Consider an interim process for analysts to review mail piece images for mailers as needed for investigations of undocumented pieces.	3/12/2020 - No update.
James Duffy	Letters	Follow up with Steve Krejcik about separating weight warnings as separate line items that don't affect postage and revenue on the mailer scorecard.	2/18/2020 - Reviewing in TT30.
James Duffy	Letters	Investigate logic check for clerk entry errors for postage PAF that used to be in place but might not be after Price Change.	2/18/2020 - no updates.
Randy Workman	Letters	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.	3/2/2020 - Randy/Lisa to discuss.
Randy Workman	Letters	Seamless Acceptance – consider changing piece weight structure for piece weight warnings. Pricing structure does not match warning criteria.	3/2/2020 - USPS to work with Brian on implementation; cover at MTAC.
Melissa Scheidler / Angela Dyer	Letters & Flats	Review the following reports available through the BCG: - Mailer Scorecard Guide - update and remove error codes that are similar. (Melissa Scheidler) Also requested in January 2020 MTAC Meeting. - Mailing Summary Report - seems to be working. (Angela Dyer) - Mail Quality Reports - verify they are working and that user guides are up to date. (Angela Dyer)	3/2/20 Angela will send to Lisa for review
Randy Workman	Letters & Flats	Investigate Seamless Acceptance sampling errors - reported by Steve Krejcik.	2/18/2020 - no updates.
Randy Workman	Letters & Flats	*PostalOne!* Redesign - can the USPS share any information?	3/17/2020 - We have not started any formal work on the redesign

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Randy Workman	Letters & Flats	Request for read out from TT 30. Walk through process identified.	3/17/2020 - Task Team 30 is still working out the details for the final resolution. We are currently reviewing model analysis to determine the specific process for a census-based approach at the job/segment/version level for error recognition
Randy Workman	Letters & Flats	3/16/2020 – Auto fee renewal was deployed, which automatically collected all fees for all permits.	A DR was completed on 3/20/2020 to reverse the permit transactions that were charged on 3/16/2020. On 3/22/2020 ONLY the QBRM fee payment high volume was activated for all customers; however, they will need to select the boxes in BCG.
Angela Dyer	Letters & Flats	Investigate missing permit-level BRM data from EPS IV reports by reaching out to Stevie Ray Jones.	3/2/2020 - Glenn to contact Diane.
Chip Brown	Letters & Flats	For container-based refunds, consider reversals on individual containers as opposed to refunds or adjustments (to communicate volume and postage data).	3/2/2020 - In stalemate with Finance on terms with container-based refunds. Needs further discussion.
Chip Brown	Letters & Flats	Investigate the root cause of eInduction errors on scorecard.	3/2/2020 - No response to date; Lisa W to discuss with Phil.
Randy Workman	Letters, Flats & Packages	Provide an update on industry ability to delink permits in EPS – March 2020 MTAC.	3/2/2020 - In stalemate with Finance on terms with delinking permits. Needs further discussion. Goal is to provide some logic.
Lisa Arcari	Letters, Flats & Packages	Identify reason and source for refunds, adjustments, and reversals on EPS detail reports.	3/2/20 will create a CR for this

Seamless Acceptance

Customer Centric Experience

Customer Centric Focus

Drive customer centric intelligence through Business Mail Acceptance, to provide solutions and recommendations of Mail Entry programs in a proactive manner that supports increased customer satisfaction

✔ Create a customer centric focus through BMA

✔ Enhance the customer experience at every touchpoint

✔ Email Chat Functionality through MSSC & MSSC Voice Survey

✔ Knowledge base – online repository of BMA information

Customer Centric Experience

Employee Centric Focus

Update employee course curriculum to enable them to provide solutions to customers. Engage employees with new certification program that guides them and encourages mentoring

Enhanced training utilizing advanced adult learning techniques ✔

Business Acceptance Solutions field workgroups ✔

Customer Centric Certification Program (C3P) ✔

Pilot virtual learning center ✔

PRIORITY® MAIL
UNITED STATES POSTAL SERVICE
Schedule package pickup
Print postage online
PLEASE PRESS FIRMLY

33

Customer Centric Experience

Technology Focus

Utilize technology to make commercial mail easier for both the employees and the customer

New Customer Onboarding Experience ✔

Automated Qualified Business Reply Mail ✔

Voice Analytics to Drive Customer Experience ✔

Frictionless Acceptance ✔

34

Seamless Acceptance Timeline

- Seamless Federal Register Notice (FRN) Filed
- Task Team 30 Commenced

- Virtual Seamless Summit
- Commence DMM Monthly Mtg.
- Sunset Task Team 30

- All DMU CRIDS Activated to Seamless

January 2020

March 2020

May 2021

February 2020

May 2020

July 2021

- AMM Seamless Roadmap Review
- Develop Area Strategies
- Update/Finalize Seamless Field Collateral

- All Mailers Moved to Seamless Parallel

- Full Service Mailings Verified Electronically

35

Understand & Diagnose Undocumented Pieces

Top 5 Causes & Resolutions for Undocumented Mail Pieces

Causes		Resolutions
1	Hard Copy Statements	Submit any mailpieces with IMbs via electronic documentation
2	PostalWizard Statements	**Full-Service PW statements**: include piece range for IMbs. **Non Full-Service**: submit via Mail.dat or Mail.xml
3	Single Piece Metered/Permit with IMb	Mail.dat and Mail.xml support the submission of single piece postage for permit imprint and metered
4	IMb in eDOC does not match IMb on piece	When adjusting eDoc, ensure to elect to maintain original IMbs in your software settings
5	Mis-Identified Spoiled/Wasted Pieces in eDoc	Any pieces that were originally identified as wasted must be resubmitted in a new eDoc before being mailed

Known Undocumented Repeatable Processes

1 — Non-Full Service Postal Wizard Statements

a) Clerk Performs Statistically valid sample of Postal Wizard Mailings ensuring IMbs are on the pieces

b) PostalOne! Data Feed to BAPS with all Postal Wizard Statements identified as containing IMbs

c) BAPS Reconciles Postal Wizard volume with Undocumented volume

2 — Single Piece Volume with IMb (MLOCR Rejects)

a) USPS Acceptance Employee performs statistically valid sample of single piece reject volume to determine % of mail bearing legible IMb

b) After the 10th of the following month the established % of single piece reject volume bearing legible IMb is applied to volume of single piece volume paid in PostalOne! By running the cost center mailer volume report this identifies the rate categories volume was paid at (single piece)

c) USPS performs scan pattern analysis

3 — Extra Services with IMb

a) USPS provides Bulk Data for Undocumented Pieces after the 10th of the following month.

b) Mailer reconciles the undocumented barcodes to their internal data warehouse

c) Mailer submits a match back report after reconciliation including full rate volumes and volumes submitted PW with postage statement ID

d) USPS Validates Match Back Report and completes Scan Pattern workbook

Seamless Concerns and Solutions Under Consideration

1. Situation	2. Concern	3. Solution
Flats Seamless Sampling Weight	Environmental impact to piece weight Ride Along Enclosures electronic validation limitations	MTAC Task Team #30 • Scorecard weight errors turned to warnings for flats on 2/12/2020 • USPS Employees continue to provide piece weights at Seamless DMU's
Single Piece Metered/Permit with IMb	USPS is currently researching the use of NMATS data in conjunction with SASP to identify single piece metered mail to remove from undocumented volume.	Single Piece Metered Solution being researched by MEPT

38

Enterprise Payment System (EPS)

Enterprise Payment System (EPS)

Notification Letters: Remaining CAPS permits used for mailing **Letters and Flats *only*** were notified by letter and e-mail on **2/1/2020** of the following closeout processes as applicable:

Permit Type 13% Overall Reduction CAPS Accounts		
Active Trust Permit (382) CAPS Account (241) 9%	**Active Debit Permits (1008) CAPS Account (979) 15%**	**Inactive Permits for 1+ Years (372) CAPS Account (337) 10%**
• May 1, 2020 deadline to migrate • After May 1, 2020, USPS will open EPS trust on customer behalf, transfer any remaining funds, and inform them of new account number(s) • Customers will need to begin funding this new EPS account to continue mailing	• May 1, 2020 deadline to migrate • After May 1, 2020, customers will lose ability to mail until they setup either new EPS trust or debit and perform micro-debit validations	• 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

customers may receive multiple letters if they have multiple CAPS permits open that are inactive or need to be migrated

Balance Information Online Proposed Solutions

Balance Information Online Proposed Solutions

1 Flag in EPS that will provide a "permission" for balance information when queried

2 Delegation protocol added to above option whereas the EPA holder can determine exactly who can see balance information

42

BMEU Customer Service Survey

BME Customer Satisfaction Survey

Business Rules

- Surveys are generated for postage statements finalized at Business Mail Entry (BMEU) and Detached Mail Units (DMU)

- Surveys are only generated once every 30 days for a permit

- **BMEU entered mailings**: Surveys are sent via email listed in *PostalOne!* to both Permit Owner and Mail Service Provider

- **DMU entered mailings**: Surveys are sent via email to the Mail Service Provider

Current National Satisfaction Score 95.86%

Customer Centric

Improve Customer Experience

Identify Training Needs

Create Technical Solutions

44

BME Customer Satisfaction Survey

Purpose: increase **positive attitudes during customer interactions** and ensure that customer **issues were resolved correctly in a timely fashion**

Rate your experience based on good service indicators of:
- ✓ **Efficiency**
- ✓ **Courtesy**
- ✓ **Knowledge**
- ✓ **Attitude**

30,520 survey responses in FY19
About **2/3 of BMEU sites** scored **96% or higher**

Overall customer satisfaction
FY19 96.00%

FY19 Overall Scores for each Indicator:
Efficiency 93.63%
Courtesy 94.72%
Knowledge 94.03%
Attitude 93.99%

45

Business Customer Gateway (BCG) Redesign

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50

Mail Quality Reports

Mail Quality Reports

Select Folders in MQR Retiring June 2020

Identified user guide links that are dead and need re-routed to *PostalPro*

April 2020

User guides update

Guide to Mailer Scorecard currently under final review for posting with updates

March 2020

Service Performance Measurement (SPM) Business Rules

SPM Business Rules for Mail Exclusion

Mail is excluded from service measurement for a variety of reasons:

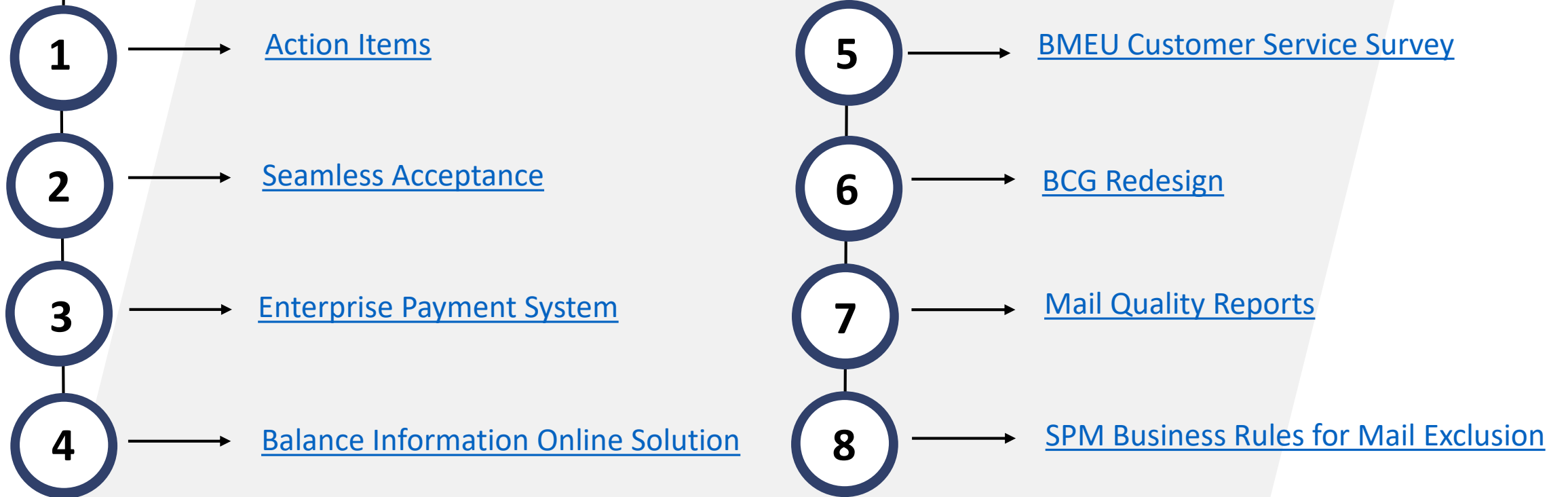| Exclusion Reason	Exclusion Description
Invalid Entry Point for Entry Discount (FAST MDF)	Entry Point for Entry Discount claimed in eDoc is invalid for the entry point and destination of the mail
Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb
Undeliverable-as-Addressed/PARS	Undeliverable-as-Addressed (UAA) mail as indicated by ACS and/or PARS operation when mail piece is processed
Inaccurate Scheduled Ship Date	eDoc scheduled ship date time is 48+ hours earlier than the postage statement finalization date time
FAST Appointment Irregularity	Irregularity with the mailing/trip captured by FAST (e.g. contents not matching 8125)
Non-Unique Physical IMcb	Physical containers with non-unique IMcb on the placard
Orphan Handling Unit	Mail piece associated to an Orphan Handling Unit (e.g. loose tray) that is not inducted at a Business Mail Entry Unit
Non-Compliant	Mailing/Mailer identified as non-compliant due to inaccuracies in mail preparation OR Mailed in 6-week monitoring period for new mailers
Invalid Container Level for Entry	The 3-Digit (FSS Facility) pallet was entered directly at a DFSS site
No Piece Scan	No automation scan observed for the mail piece
No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container
Long Haul	The Start-the-Clock facility for a DMU verified/USPS transported container is in a different district than its verification facility (DMU)* *Except for valid cross districts pairs
Inconsistent SPM data	Mail piece received inconsistent scan events when calculating SPM (container/mail piece scans not in chronological order)
Excluded ZIPs	Excluded from SM due to 3-digit delivery ZIPs that are not measured

QUESTIONS

FLATS

Agenda

1 → Action Items

2 → Seamless Acceptance

3 → Enterprise Payment System

4 → Balance Information Online Solution

5 → BMEU Customer Service Survey

6 → BCG Redesign

7 → Mail Quality Reports

8 → SPM Business Rules for Mail Exclusion

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Mike Filipski	Flats	Investigate ways to auto-populate data on the Statement of Ownership to accommodate companies with multiple publications.	3/2/2020 - Dev team proposes creating one-for-one spreadsheet; Mike to have prototype by 3/6.
Chip Brown	Flats	Investigate ability to add PMOD container (sacks/trays) information to mail.dat.	3/2/2020 - Chip discussed with Tariq; reqts are drafted, not implemented (due to cost?) Awaiting Tariq follow up.
Melissa Scheidler / Angela Dyer	Letters & Flats	Review the following reports available through the BCG: - Mailer Scorecard Guide - update and remove error codes that are similar. (Melissa Scheidler) Also requested in January 2020 MTAC Meeting. - Mailing Summary Report - seems to be working. (Angela Dyer) - Mail Quality Reports - verify they are working and that user guides are up to date. (Angela Dyer)	3/2/20 Angela will send to Lisa for review
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Assignee	Track	Action Item	Response
Randy Workman	Letters & Flats	Request for read out from TT 30. Walk through process identified.	3/17/2020 - Task Team 30 is still working out the details for the final resolution. We are currently reviewing model analysis to determine the specific process for a census-based approach at the job/segment/version level for error recognition
Randy Workman	Letters & Flats	3/16/2020 – Auto fee renewal was deployed, which automatically collected all fees for all permits.	A DR was completed on 3/20/2020 to reverse the permit transactions that were charged on 3/16/2020. On 3/22/2020 ONLY the QBRM fee payment high volume was activated for all customers; however, they will need to select the boxes in BCG.
Angela Dyer	Letters & Flats	Investigate missing permit-level BRM data from EPS IV reports by reaching out to Stevie Ray Jones.	3/2/2020 - Glenn to contact Diane.
Chip Brown	Letters & Flats	For container-based refunds, consider reversals on individual containers as opposed to refunds or adjustments (to communicate volume and postage data).	3/2/2020 - In stalemate with Finance on terms with container-based refunds. Needs further discussion.
Chip Brown	Letters & Flats	Investigate the root cause of eInduction errors on scorecard.	3/2/2020 - No response to date; Lisa W to discuss with Phil.
Randy Workman	Letters, Flats & Packages	Provide an update on industry ability to delink permits in EPS – March 2020 MTAC.	3/2/2020 - In stalemate with Finance on terms with delinking permits. Needs further discussion. Goal is to provide some logic.
Lisa Arcari	Letters, Flats & Packages	Identify reason and source for refunds, adjustments, and reversals on EPS detail reports.	3/2/20 will create a CR for this

Seamless Acceptance

Customer Centric Experience

Customer Centric Focus

Drive customer centric intelligence through Business Mail Acceptance, to provide solutions and recommendations of Mail Entry programs in a proactive manner that supports increased customer satisfaction

- ✔ Create a customer centric focus through BMA

- ✔ Enhance the customer experience at every touchpoint

- ✔ Email Chat Functionality through MSSC & MSSC Voice Survey

- ✔ Knowledge base – online repository of BMA information

Employee Centric Focus

Update employee course curriculum to enable them to provide solutions to customers. Engage employees with new certification program that guides them and encourages mentoring

Enhanced training utilizing advanced adult learning techniques ✔

Business Acceptance Solutions field workgroups ✔

Customer Centric Certification Program (C3P) ✔
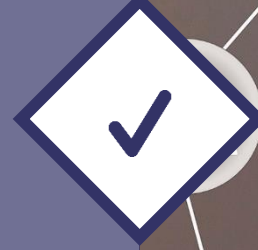
Pilot virtual learning center ✔

Customer Centric Experience

Technology Focus

Utilize technology to make commercial mail easier for both the employees and the customer

✔ New Customer Onboarding Experience

✔ Automated Qualified Business Reply Mail

✔ Voice Analytics to Drive Customer Experience

✔ Frictionless Acceptance

64

Understand & Diagnose Undocumented Pieces

Top 5 Causes & Resolutions for Undocumented Mail Pieces

Causes		Resolutions
1	Hard Copy Statements	✓ Submit any mailpieces with IMbs via electronic documentation
2	PostalWizard Statements	✓ **Full-Service PW statements**: include piece range for IMbs. **Non Full-Service**: submit via Mail.dat or Mail.xml
3	Single Piece Metered/Permit with IMb	✓ Mail.dat and Mail.xml support the submission of single piece postage for permit imprint and metered
4	IMb in eDOC does not match IMb on piece	✓ When adjusting eDoc, ensure to elect to maintain original IMbs in your software settings
5	Mis-Identified Spoiled/Wasted Pieces in eDoc	✓ Any pieces that were originally identified as wasted must be resubmitted in a new eDoc before being mailed

Known Undocumented Repeatable Processes

1 Non-Full Service Postal Wizard Statements

a) Clerk Performs Statistically valid sample of Postal Wizard Mailings ensuring IMbs are on the pieces

b) PostalOne! Data Feed to BAPS with all Postal Wizard Statements identified as containing IMbs

c) BAPS Reconciles Postal Wizard volume with Undocumented volume

2 Single Piece Volume with IMb (MLOCR Rejects)

a) USPS Acceptance Employee performs statistically valid sample of single piece reject volume to determine % of mail bearing legible IMb

b) After the 10th of the following month the established % of single piece reject volume bearing legible IMb is applied to volume of single piece volume paid in PostalOne! By running the cost center mailer volume report this identifies the rate categories volume was paid at (single piece)

c) USPS performs scan pattern analysis

3 Extra Services with IMb

a) USPS provides Bulk Data for Undocumented Pieces after the 10th of the following month.

b) Mailer reconciles the undocumented barcodes to their internal data warehouse

c) Mailer submits a match back report after reconciliation including full rate volumes and volumes submitted PW with postage statement ID

d) USPS Validates Match Back Report and completes Scan Pattern workbook

1. Situation	2. Concern	3. Solution
Flats Seamless Sampling Weight	Environmental impact to piece weight Ride Along Enclosures electronic validation limitations	MTAC Task Team #30 • Scorecard weight errors turned to warnings for flats on 2/12/2020 • USPS Employees continue to provide piece weights at Seamless DMU's
Single Piece Metered/Permit with IMb	USPS is currently researching the use of NMATS data in conjunction with SASP to identify single piece metered mail to remove from undocumented volume.	Single Piece Metered Solution being researched by MEPT

68

Enterprise Payment System (EPS)

Enterprise Payment System (EPS)

Notification Letters: Remaining CAPS permits used for mailing **Letters and Flats *only*** were notified by letter and e-mail on **2/1/2020** of the following closeout processes as applicable:

Permit Type 13% Overall Reduction CAPS Accounts		
Active Trust Permit (382) CAPS Account (241) 9%	**Active Debit Permits (1008) CAPS Account (979) 15%**	**Inactive Permits for 1+ Years (372) CAPS Account (337) 10%**
• May 1, 2020 deadline to migrate • After May 1, 2020, USPS will open EPS trust on customer behalf, transfer any remaining funds, and inform them of new account number(s) • Customers will need to begin funding this new EPS account to continue mailing	• May 1, 2020 deadline to migrate • After May 1, 2020, customers will lose ability to mail until they setup either new EPS trust or debit and perform micro-debit validations	• 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

customers may receive multiple letters if they have multiple CAPS permits open that are inactive or need to be migrated

Balance Information Online Proposed Solutions

Balance Information Online Proposed Solutions

1 Flag in EPS that will provide a "permission" for balance information when queried

2 Delegation protocol added to above option whereas the EPA holder can determine exactly who can see balance information

BMEU Customer Service Survey

BME Customer Satisfaction Survey

Business Rules

- Surveys are generated for postage statements finalized at Business Mail Entry (BMEU) and Detached Mail Units (DMU)
- Surveys are only generated once every 30 days for a permit
- **BMEU entered mailings**: Surveys are sent via email listed in *PostalOne!* to both Permit Owner and Mail Service Provider
- **DMU entered mailings**: Surveys are sent via email to the Mail Service Provider

Current National Satisfaction Score 95.86%

Customer Centric

- Improve Customer Experience
- Identify Training Needs
- Create Technical Solutions

74

BME Customer Satisfaction Survey

Purpose: increase **positive attitudes during customer interactions** and ensure that customer **issues were resolved correctly in a timely fashion**

Rate your experience based on good service indicators of:
- ✓ **Efficiency**
- ✓ **Courtesy**
- ✓ **Knowledge**
- ✓ **Attitude**

30,520 survey responses in FY19
About **2/3 of BMEU sites** scored **96% or higher**

Overall customer satisfaction
FY19 96.00%

FY19 Overall Scores for each Indicator:
Efficiency 93.63%
Courtesy 94.72%
Knowledge 94.03%
Attitude 93.99%

Business Customer Gateway (BCG) Redesign

BCG Redesign

Phase 1 (Completed)

- New BCG User Interface & Style

- New BCG Homepage and Widgets
  - Enterprise Payment System
  - Mailer Scorecard
  - Recent Mailings
  - Permit Fees
- Account Management Enhancements
  - Revoke and Archive Functionality for Business Service Administrators (BSA) and Delegates

Phase 2 (Planned)

- BCG Homepage
  - NEW Widgets
  - Additional Functionalities
  - Customizable Homepage

- Address Verification Enhancements
- Account Security Improvements
- Master Service Administrator/Approver Updates
- Implementation of Task Team & Pilot Group Feedback

Pilot Launches **March 30, 2020**

- Link to new BCG pilot will be provided to members of Task Team 26

- Duration 1-3 months

- Sign up for new BCG Pilot Group. Provide your name and company name.

- Duration 1-3 months

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	    • Additional Functionalities
	    • Customizable Homepage
	
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Mail Quality Reports

Mail Quality Reports

Select Folders in MQR Retiring June 2020

Reports > **Shared Reports**

eInduction Reporting
Owner: Administrator
Modified:
1/24/15 9:17:41 PM
This folder contains eInduction reports.

eMIR Reporting
Owner: Administrator
Modified:
5/27/15 9:01:42 AM
This folder contains eMIR Reports.

IMBAccounting
Owner: Administrator
Modified:
5/16/15 10:26:04 PM

Mail Preparation Quality
Owner: Administrator
Modified:
4/3/16 8:12:45 AM
Contains the Mail Preparation Quality Reports.

Mail Quality
Owner: Administrator
Modified:
1/5/18 3:32:22 PM
This folder contains Mail Quality reports.

Scorecard Redesign
Owner: Administrator
Modified:
2/25/18 7:14:29 AM

STC
Owner: Administrator
Modified:
11/29/14 10:22:05 PM
This folder contains STC Reports.

Launcher
Owner: Administrator
Modified:
4/28/19 1:02:02 AM
Shows the performance of a mailer across various
related to mail entry.

Mailer Scorecard
Owner: Administrator
Modified:
6/26/16 10:28:28 AM
Shows the performance of a mailer across various key performance indicators
related to mail entry.

User Guides
Owner: Administrator
Modified:
7/15/13 3:58:22 PM
This report contains links to relevant report documer
Subscriptions   Send Now   Export

Identified user guide links that are dead and need re-routed to *PostalPro*

April 2020

User guides update

Guide to Mailer Scorecard currently under final review for posting with updates

March 2020

Service Performance Measurement (SPM) Business Rules

SPM Business Rules for Mail Exclusion

Mail is excluded from service measurement for a variety of reasons:

Exclusion Reason	Exclusion Description
Invalid Entry Point for Entry Discount (FAST MDF)	Entry Point for Entry Discount claimed in eDoc is invalid for the entry point and destination of the mail
Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb
Undeliverable-as-Addressed/PARS	Undeliverable-as-Addressed (UAA) mail as indicated by ACS and/or PARS operation when mail piece is processed
Inaccurate Scheduled Ship Date	eDoc scheduled ship date time is 48+ hours earlier than the postage statement finalization date time
FAST Appointment Irregularity	Irregularity with the mailing/trip captured by FAST (e.g. contents not matching 8125)
Non-Unique Physical IMcb	Physical containers with non-unique IMcb on the placard
Orphan Handling Unit	Mail piece associated to an Orphan Handling Unit (e.g. loose tray) that is not inducted at a Business Mail Entry Unit
Non-Compliant	Mailing/Mailer identified as non-compliant due to inaccuracies in mail preparation OR Mailed in 6-week monitoring period for new mailers
Invalid Container Level for Entry	The 3-Digit (FSS Facility) pallet was entered directly at a DFSS site
No Piece Scan	No automation scan observed for the mail piece
No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container
Long Haul	The Start-the-Clock facility for a DMU verified/USPS transported container is in a different district than its verification facility (DMU)* *Except for valid cross districts pairs
Inconsistent SPM data	Mail piece received inconsistent scan events when calculating SPM (container/mail piece scans not in chronological order)
Excluded ZIPs	Excluded from SM due to 3-digit delivery ZIPs that are not measured

QUESTIONS