

United States Postal Service

Pre-MTAC Webinar

March 9, 2020




Agenda

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 [Business Mail Entry Customer Satisfaction Survey](#)

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Enterprise Payment System (EPS)



Discussion Topic

eVS to EPS Customer Support



Issue

Industry concern with local field support for eVS customers migrating to EPS



Resolution

Training has been conducted with HQ and field eVS Analysts

Escalation process and resources for any unresolved issues have been shared with the field

If analysts are unable to address the issue, it will be forwarded to the HQ support team



EPS Migration Status

Remaining CAPS permits (1,889) 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 | | |
|--|---|---|
| Active Trust Permit (370) | Active Debit Permits (1,215) | Inactive Permits for 1+ Years (304) |
| <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 |

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

**National
Satisfaction Score
95.86%**

Customer Centric



Mail Irregularities



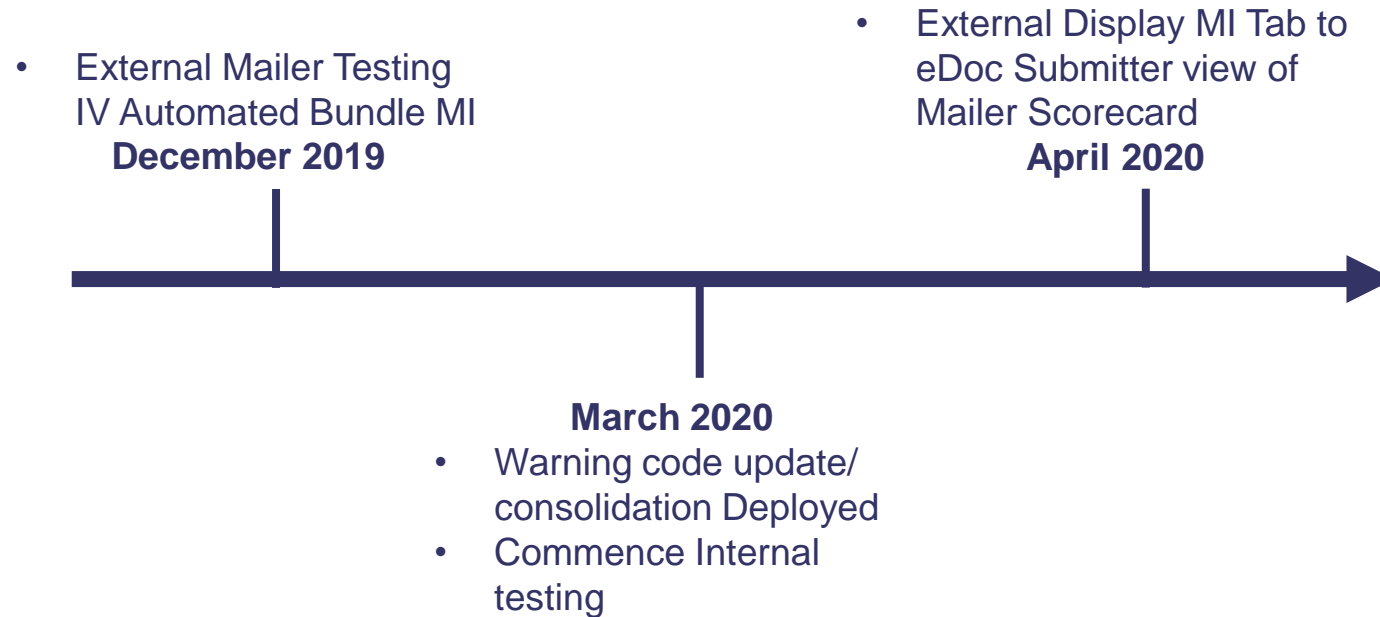
Mailing Irregularities

SV Site Adoption

58%

Photo Capture

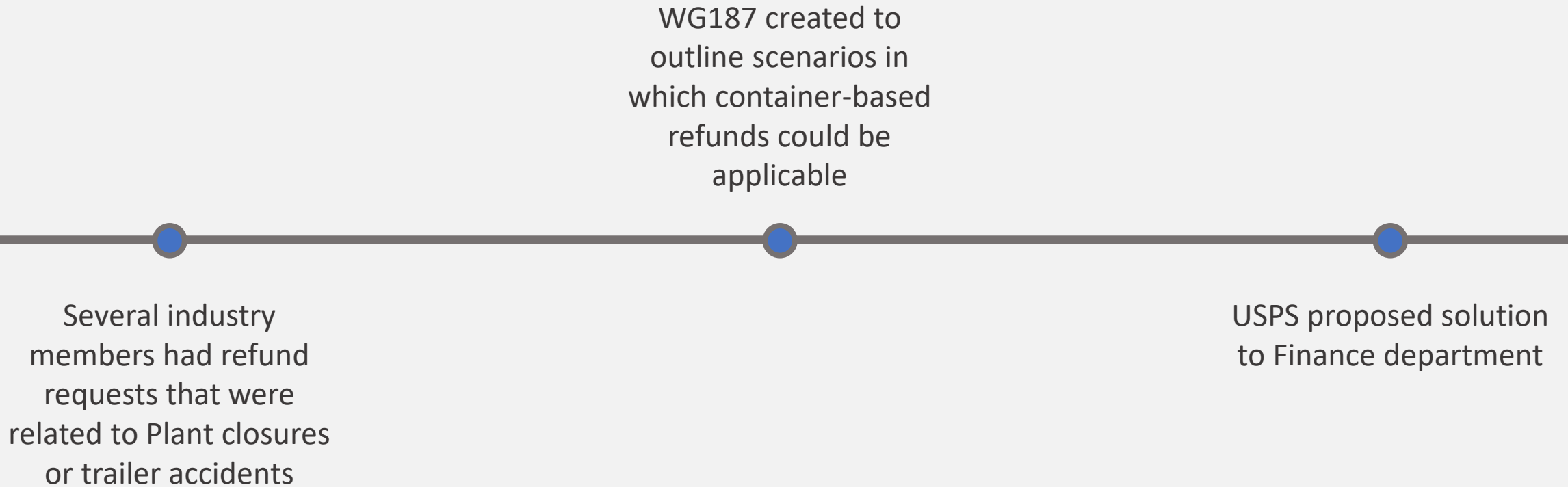
85%



Container Based Refunds



Container Based Refund Process



USPS has proposed a resolution which is pending approval from Finance

USPS will share the action plan with the industry as soon as possible



Miscellaneous

| Topic | Action Item | Response |
|---------------------------------------|--|---|
| EPS | EPS - Fee auto renewal, pushed from Jan 2020 to March 2020. Confirm and review. (Requested during January 2020 Pre-MTAC webinar) | Confirmed deployment on March 15 th |
| Meter Encryption | Request for information on meter encryption changes coming in 2022. | No information to share at this time |
| Taxes | Does the USPS have input on a possible tax on postage - WayFair settlement. | Checking with legal |
| Service Performance Measurement (SPM) | Request to include mail that falls out of measurement in the Mailer Scorecard - it was there and got removed at some point. | Checking with Enterprise Analytics to confirm that it may/may not be added back to Mailer Scorecard |

Open Action Items



Pre-MTAC Open Action Items

| Track | Action Item | Response |
|-------------|--|--|
| First-Class | <ul style="list-style-type: none"> Investigate Seamless Acceptance sampling errors - reported by Steve Krejcik. | <ul style="list-style-type: none"> 2/18/2020 - no updates. 01/06/2020 - Randy is reviewing data provided by Steve. |
| First-Class | <ul style="list-style-type: none"> Research feasibility of fee waiver calculation on rolling versus current year-end cutoff basis. | <ul style="list-style-type: none"> 02/18/2020 - Requirements written. Collecting ROMs on 30-day buffer. Earliest deployment would be Aug. 2020. 01/21/2020 - Waiting on ROM. 01/06/2020 - Dev teams have analyzed LOE; price prohibitive; root cause is lack of rolling average; discussed buffer arrangement of anniversary date plus 30 days. Not Jan 2020 release. 12/9/2019 - Status quo. Will likely be buffer approach rather than rolling (too costly). |
| First-Class | <ul style="list-style-type: none"> From January 2020 - consider ability for Mail Service Provider or Mail Owner to select images instead of receiving all Provide images of mailpieces to Mail Service Provider for streamlined programs when there is an issue (scorecard). | <ul style="list-style-type: none"> 2/18/2020 - Met week before last. Follow-up to be scheduled. Nothing new to report. |
| Periodicals | <ul style="list-style-type: none"> Determine whether USPS can include location info on retail account deposits into EPS. | <ul style="list-style-type: none"> 02/18/2020 - No update. 02/13/2020 - Status quo. 01/10/2020 - Development team is working with Accounting on solution. Release date TBD. |
| Periodicals | <ul style="list-style-type: none"> Provide a go live date for FPP status on long run CPP titles process. | <ul style="list-style-type: none"> 1/21/20 - Fix deployed - Chip to confirm fix success with LSC. Will provide update 2/01/20. 01/06/2020 - Have to wait until enhancement comes in end of January then work with LSC. (Error deactivation doesn't work when statement in estimated status. January fix provides for the estimated status.) |
| Periodicals | <ul style="list-style-type: none"> CRID Management – Evaluate all USPS systems that generate new CRIDs to ensure that duplicate CRIDs are not generated extraneously (WG 184). | <ul style="list-style-type: none"> 01/21/2020 - Check with Chip 1/06/2020 - Randy/Chip to review. Lisa to resend. |
| Packages | <ul style="list-style-type: none"> Review the PPC ERRATA file process to potentially include the eVS quarterly destination entry exception list (WG 182). | <ul style="list-style-type: none"> 2/27/2020 - we're still having meetings – more info to come. 2/18/2020 - under review. |
| Packages | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> 2/18/2020 - UG2 had this conversation again about using a rate ingredient. Discussion in progress. Lisa to ping John about providing feedback. |



Pre-MTAC Open Action Items

| Track | Action Item | Response |
|----------|---|--|
| Packages | <ul style="list-style-type: none"> 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? | <ul style="list-style-type: none"> 2/27/2020 - <ul style="list-style-type: none"> If supplier does not have record in the payment system, W-9 is required. If TIN already exists in payment system and if the name on the refund form is exactly the same as what's already in payment system, we don't ask for W-9. If the TIN already exists in payment but the name on the refund form does not match the supplier header name, then we ask for the W-9. Example: Refund form has XYZ Company with a TIN of ABC Company. If payment system has ABC Co already in the system but no record of XYZ, customer has to submit a W-9 with ABC Co DBA XYZ Co. The key is, the name on the refund form must match the supplier header record. A company may have different DBAs but the company must provide the main name of the company (whoever owns the TIN). We ask the W-9 be signed and dated within the year. |
| Packages | <ul style="list-style-type: none"> Provide mailer documentation supporting refund decision. | <ul style="list-style-type: none"> 2/18/2020 – investigating process for requesting additional data |
| Packages | <ul style="list-style-type: none"> Identify reason and source for refunds, adjustments, and reversals on EPS detail reports. | <ul style="list-style-type: none"> 3/2/2020 – will create a CR for this |
| Packages | <ul style="list-style-type: none"> Package Platform test environment – CAT? Pilot? | <ul style="list-style-type: none"> 2/18/2020 – still exploring |
| Packages | <ul style="list-style-type: none"> Package Platform Verifications - Census Entry - provide APV data to industry and provide details on rounding impact. | <ul style="list-style-type: none"> 2/18/2020 - No feedback from John communicating further requirements based on face-to-face. Vicki to confirm with him if this can be closed. |
| Packages | <ul style="list-style-type: none"> Package Platform Verifications - Census Entry - look at individual exceptions for census entry and determine how to ensure all who need it get their exceptions in the errata files for Package Platform. Consider how Dale Kennedy's development integrates with the errata files. | <ul style="list-style-type: none"> 2/18/2020 - no updates. 1/21/20 - Waiting on response from Dale Kennedy 01/06/2020 - Discussed with PPC during WG 182. Peter to follow up with Vicki. |
| Packages | <ul style="list-style-type: none"> Package Platform Verifications - Census Entry - follow up with Operations team working on ensuring errata files are accurate. Get Kevin's input. | <ul style="list-style-type: none"> 2/18/2020 - no updates. 1/21/20 - Waiting on Response from Jennifer Vo. 01/10/2020 - Vicki to contact Jennifer Vo. 01/06/2020 - Discussed with PPC during WG 182. Peter to follow up with Vicki. |



Pre-MTAC Open Action Items

| Track | Action Item | Response |
|---------|---|---|
| Letters | <ul style="list-style-type: none"> Consider an interim process for analysts to review mail piece images for mailers as needed for investigations of undocumented pieces. | <ul style="list-style-type: none"> 2/18/2020 - met with privacy, law, and IS. Follow up call to be scheduled. |
| Letters | <ul style="list-style-type: none"> Investigate the possibility of allowing for the selection of multiple CRIDs on the BCG homepage. | <ul style="list-style-type: none"> 3/2/2020 - Status quo. Close this, track under new variant of TT26. 2/18/2020 - TT26 addressed this and agreed it would be helpful. Considering for Phase II. |
| Letters | <ul style="list-style-type: none"> Follow up with Steve Krejcik about separating weight warnings as separate line items that don't affect postage and revenue on the mailer scorecard. | <ul style="list-style-type: none"> 2/18/2020 - Reviewing in TT30. |
| Letters | <ul style="list-style-type: none"> Investigate logic check for clerk entry errors for postage PAF that used to be in place but might not be after Price Change. | <ul style="list-style-type: none"> 2/18/2020 - no updates. |
| Letters | <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> 3/2/2020 - Randy/Lisa to discuss. 2/18/2020 - no updates. |
| Letters | <ul style="list-style-type: none"> Seamless Acceptance – consider changing piece weight structure for piece weight warnings. Pricing structure does not match warning criteria. | <ul style="list-style-type: none"> 3/2/2020 - USPS to work with Brian on implementation; cover at MTAC. 2/18/2020 - Reviewing in TT30. |
| Flats | <ul style="list-style-type: none"> Investigate ways to auto-populate data on the Statement of Ownership to accommodate companies with multiple publications. | <ul style="list-style-type: none"> 3/2/2020 - Dev team proposes creating one-for-one spreadsheet; Mike to have prototype by 3/6. 02/13/2020 - Working with P1! development team. P1! will provide architectural options, after which a feasibility decision will be made. |
| Flats | <ul style="list-style-type: none"> Prepare a demo for the different views under Mailer Scorecard on the BCG homepage. | <ul style="list-style-type: none"> 3/2/2020 - Leider meeting with Mailer Scorecard team 3/2 to resolve summary info issue. 2/18/2020 - This can be done. Working demo will be available. |
| Flats | <ul style="list-style-type: none"> Include large and multi-plant periodical mailers in the BCG March pilot testing. | <ul style="list-style-type: none"> 3/2/2020 - Close. Ask folks at MTAC if they want to be added. Considering creating feedback link at BCG. 2/18/2020 - This will be done. |
| Flats | <ul style="list-style-type: none"> Investigate missing permit-level BRM data from EPS IV reports by reaching out to Stevie Ray Jones. | <ul style="list-style-type: none"> 3/2/2020 - Glenn to contact Diane. |
| Flats | <ul style="list-style-type: none"> For container-based refunds, consider reversals on individual containers as opposed to refunds or adjustments (to communicate volume and postage data). | <ul style="list-style-type: none"> 3/2/2020 - In stalemate with Finance on terms with container-based refunds. Needs further discussion. 2/18/2020 - Reversals considered to be inappropriate. |



Pre-MTAC Open Action Items

| Track | Action Item | Response |
|----------------|--|--|
| Flats | <ul style="list-style-type: none"> Investigate the root cause of eInduction errors on scorecard. | <ul style="list-style-type: none"> 3/2/2020 - No response to date; Lisa W to discuss with Phil. 2/18/2020 - Spoke to Phil T; concerns with duplicate errors are addressed with logic in eInduction. Undocumented appear to be mis-scanned; eInduction team shared data with Chip/Phil; this happened 8 times in the last 4 months. No response from Phil regarding next steps. |
| Flats | <ul style="list-style-type: none"> Investigate ability to add PMOD container (sacks/trays) information to mail.dat. | <ul style="list-style-type: none"> 3/2/2020 - Chip discussed with Tariq; reqts are drafted, not implemented (due to cost?) Awaiting Tariq follow up. 2/18/2020 - Reached out to Kellie at PO; she indicated that there's no mail.dat specs with IDEAlliance regarding PMOD. |
| Flats | <ul style="list-style-type: none"> Provide an update on industry ability to delink permits in EPS – March 2020 MTAC. | <ul style="list-style-type: none"> 3/2/2020 - In stalemate with Finance on terms with delinking permits. Needs further discussion. Goal is to provide some logic. 2/18/2020 - no update. |
| Marketing Mail | <ul style="list-style-type: none"> Review the following reports available through the BCG: <ul style="list-style-type: none"> - 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) | <ul style="list-style-type: none"> 3/2/2020 Angela will send to Lisa for review 2/18/2020 - Sandy got specific input from a customer; Angela to follow up. Melissa put out a draft of the MSC guide and requested feedback. |
| Marketing Mail | <ul style="list-style-type: none"> Investigate mailers' inability to determine permit holder with insufficient funds on an individual mailing at submission or prior. Item 13: USPS to provide notification at permit level of which permit didn't have enough funds in a combined mailing under Seamless. | <ul style="list-style-type: none"> 2/18/2020 - Opinions are back from legal. Need to develop permission trigger. Legal said no to giving the amount without permissions. Investigate the EPS system to allow a flag to indicate it's okay to discuss balance information with MSPs. Consider independent, specific permissions. |



MTAC Focus Group Topic Suggestions

Wednesday, March 25th