

MTAC Focus Group Session Notes

Wednesday, January 12, 2022

Entry, Payment, Product

Tom Foti, VP, Product Solutions

Garrett Hoyt, VP, Technology

Rose Flanagan, MTAC Industry Leader (EPP)

Session 1: LETTERS

Dave Marinelli, Kurt Ruppel

DISCUSSION TOPIC: Undocumented Over 45 Days Error Purge

Monthly since June 2021 the manual process tries to match undocs with older eDoc followed by a data repair. Impacted mailers are notified that their scorecard was updated prior to scorecard. Jan 23rd the enhanced process will be automated, performed for all seamless CRIDS regardless of threshold status and error removal performed daily. Can we take one step further to take out of daily IV feed, without having to write a program to filter? Will we still be able to get the information on old records?

DISCUSSION TOPIC: Mail in Measurement

Mail in measurement in relation to Mailer scorecard: appears the issue is from flags in mail.dat file. There were a lot of sites that were not einduction. In the case of origin entry mail, it's an "N" – it seems not all mail is being counted.

Flag is always USPS pickup - no. it changes. Team needs to be software developers and they should go back and look at rules where start the clock began. USPS should reevaluate pieces that are not with start the clock mail.

Customers want to use the mailer scorecard to help them understand their service measurement, not what the mailer scorecard is for. We'll work with Jeff and industry to try to understand the relationship between Mailer Score Card and service measurement. All this IV data, scorecard data, also getting scans from MPE. Steve K. Pitney is going to be testing a long haul later this month. Report developed by USPS in WG 194 has all details that you can use to understand your mail in measurement. Business logic on eDoc set up may need to be communicated to industry again to ensure all mail gets STC and is measured.

DISCUSSION TOPIC: Automate Permit Balance Look-Up

Permit Balance Look-Up- Current update of tool is great. Industry requests US Postal Service to build an API that will enable a bulk upload of up to 100 permits and get data back on that versus individual look-up.

DISCUSSION TOPIC: MSSC Call Issues/Metrics

Travis review call wait times/ volume/compared to SPLY. Additional contractors, the time to resolution has been reduced from 7 to 3 days average to close SRs. Delinking permits from EPS, can take up to 5 days. If people are seeing issues, reach out to Travis and will get response, typically the same day. No questions, no action items.

ACTION ITEMS

- Look at removing 45-day pieces delivered from daily undocumented piece feeds presently they are flagged but that would require those with systems to create programed to suppress them from feeds. - Chip Brown
- Pieces over 45-day delivery – the USPS has developed an automated approach to remove these pieces from the Undocumented records in the Scorecard. Industry is asking if it would be possible to still receive these specific records so they would be able to trace them back to mailings and answer customer delivery questions/concerns - Chip Brown
- Create a Service Measurement Task Team specifically focused on Start the Clock exclusion (belongs to the Data Group). Focus on the electronic rules which are excluding pallets due to ‘conflicts’ between the electronic documentation verses how the mail was delivered to the USPS. (Assigned over to Adam C. data team)
- Industry’s ability to check permit balances has been well received. Right now, the process is to check 1 permit at a time. Industry is asking is if there is a way to bulk upload permits for check – 100 at a time via an API - Diane Smith/Mike Filipski
- Log4j vulnerability solution for mail.dat client is requested prior to March 28th, 2022. Requesting and MDR client update to close security gap. Industry requesting this as soon as possible – simply need 2 weeks’ notice - Ed Coleman

Session 2: PARCELS

Don Caddy

DISCUSSION TOPIC Clarify Non-Standard Sizes

Vicki reviews how to calculate non-standard and the non-compliance fee. Packages with inaccurate manifest data will be assessed a non-compliance fee. Review of examples of non-standard sizes. No determined effective date yet.

If dimensions are not provided with non-rectangular, they will not get a surcharge. If dimensions are overstated there will still be a fee. Data needs to be accurate. Possible charges for BOTH length and cubic volume exceeding non-standard.

Each piece must be entered to obtain the correct price and any non-standard fees that would be subject to non-standard surcharges.

Question if USPS has weighed this process, as to verifying accuracy weighted against national standard (weights & measures), institutional guidelines and SOX compliance? Accuracy of equipment? last meeting accuracy of equip was discussed, would like to see documentation of how the accuracy is handled. Vicki doesn’t know if they have it in writing because it is subject to change. She will bring it back on WG 182.

DISCUSSION TOPIC: Nesting Requirements

USPS will circle back on this topic – Juliann not available.

DISCUSSION TOPIC: Zone Changes

No Dates yet per Vickie Bosch.

ACTION ITEMS

- Provide process used to verify accuracy (package platform equipment) and how it compares to national standards (weights & measures) - institutional guidelines and SOX compliance? Karen Key (Juliaann) was not on the call today to discuss slide # 14 – Package Nesting Requirements. Would like to cover this at another time please schedule (making MTAC Leaders know when this will be discussed so we are sure to be on the calls as well).
- Current package specifications allow for only 5 Extra Service Codes. Although Vicki was unable to see any period where more than 5 codes has been used Industry was able to give an example of when 6 Codes could be used. Since it is a possibility Industry would prefer to know now what the process would be when 5 is exceeded.

Session 3: FLATS

Carol Kliewer, Eric Kisgen

DISCUSSION TOPIC

Redirects (verbal redirect versus MDF in FAST) should be filed with the FAST Help Desk

Statements Stuck in PMT Status Ed Coleman explained the issues. Critical piece that was not in place was monitoring of the interface between PostalOne! and other systems e.g. EPS Issues will be escalated to the correct teams for resolution.

Multiple price changes, November/December peak prices, then January commercial price change. Can't submit until two weeks before effective date.

Give customers heads up if statements have two different dates/prices will be rejected. Change priority in queue for ex eDoc submissions, give them higher priority. Potentially looking at prioritizing the queue.

Added hardware capacity for in house servers and AWS environment for eBill status.

Log4j was resolved in PostalOne! as of 1/9/2022. For Mail.dat client update a mandatory client update will be required. Darlene W. still at vulnerable level. Mail.dat side. Ready to be pushed out, a mandatory new mail.dat client file. Darlene asked for contact from USPS that can respond to security issues, Garrett suggested Ed Coleman, who provided contact info.

DISCUSSION TOPICS: Update on OCPI (Outbound Commercial Provider Initiative)

Working behind the scenes with different entities to help support this. Go Live has been changed to July 18th. More info will be forthcoming in the next several months.

DISCUSSION TOPIC: Update on Missing Flag on Consolidated Payment Request:

Mike supplied ALM that resolves this issue.

DISCUSSION TOPIC: Re-evaluate automation paper requirements:

Paper prices have been going up and availability limited. One example where Quad could only obtain 55lb, which USPS would accept, but customer couldn't get the automation rates. Questioning if it is the weight of the paper or the thickness that makes it auto compatible? Ask is for USPS to test for different paper stocks that would meet automation standards, have engineering test them?

Tom Foti said we will work with PCSC and engineering to examine the issue. Chuck mentioned that even when paper was lower grade and thicker, was tearing in machinery. Chuck will reach out to engineering.

ACTION ITEMS

- Paper is very difficult to obtain and it's anticipated this will continue through 2022. Industry would like to review mailing requirements which are presently based on paper weight. Review if this continues to be pertinent or if it should potentially change to thickness measurement. Specifically looking to maintain automation discounts. - Chuck Tricamo