Data, Technology, Addressing

USPS VPs: Gary Reblin

Jeff Johnson

Industry Lead: Adam Collinson

Wednesday, January 12, 2022



Data, Technology, Addressing Focus Group

Adjusted Schedule:

	Focus	Leaders	
2:00 – 2:05 PM	Introduction	Adam Collinson	
2:05 – 2:30 PM	Demo: Service Performance Measurement Tool and Discussion	Steve Dearing	
2:30 – 3:00	All Shapes:Tuesday Presentation Quick ReviewCross Shape: Prior MTAC Action Items + Pulse Call Items	Adam Collinson	
3:00 – 3:10 PM	Flats	(E. Kisgen, C. Kliewer)	
3:10 – 3:20 PM	Letters	(D. Marinelli, K. Ruppel)	
3:20 – 3:30 PM	Parcels	(Caddy)	

Data, Technology, Addressing Focus Group

Introducing the new Focus Group:

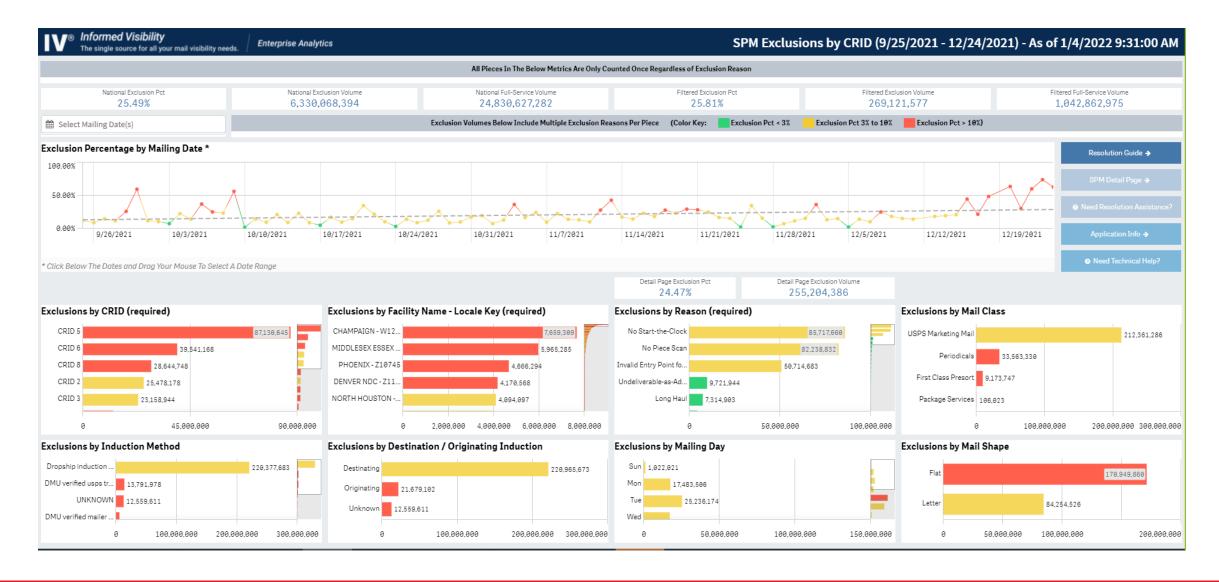
- Data impacted functions for mailers and shippers to support USPS and Industry needs across all industry verticals
- Technology changes that will impact the USPS and Industry and the products they use
- Addressing information, changes, needs, products and services impacting the ability to generate and process quality mail efficiently and accurately



Steve Dearing Demo of The Service Performance Measurement tool

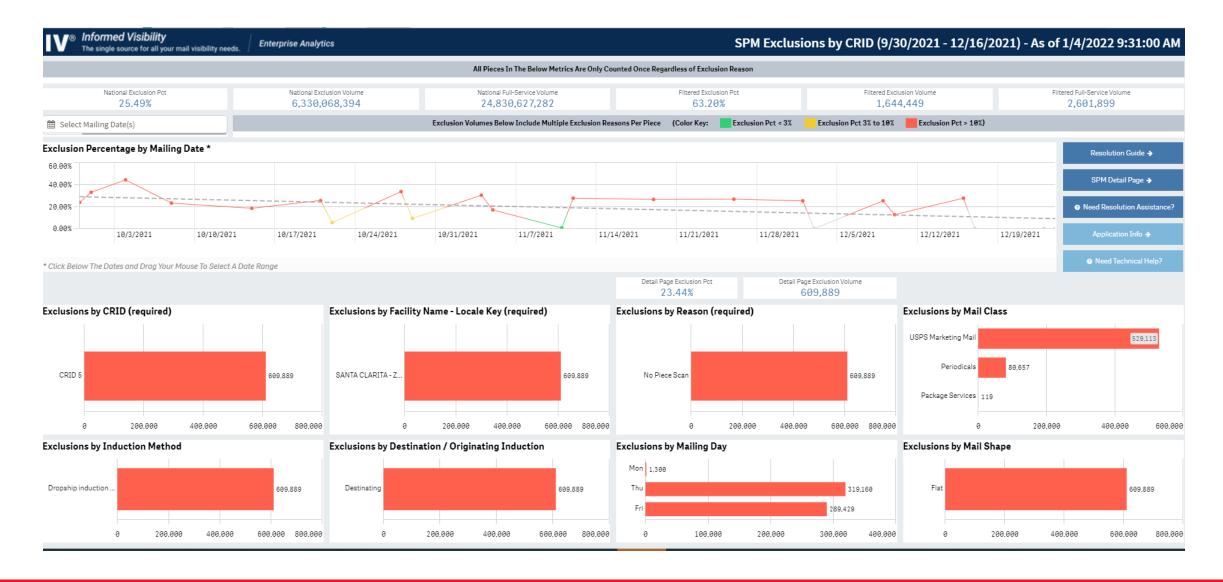


SPM Exclusions by CRID – Landing Page



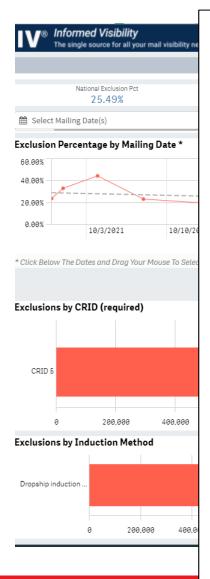


SPM Exclusions by CRID – Filtered for Analysis





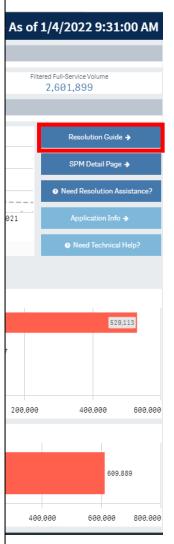
SPM Exclusions by CRID – Resolution Guide



Industry Resolution Guide for Commercial Mail Excluded from Measurement

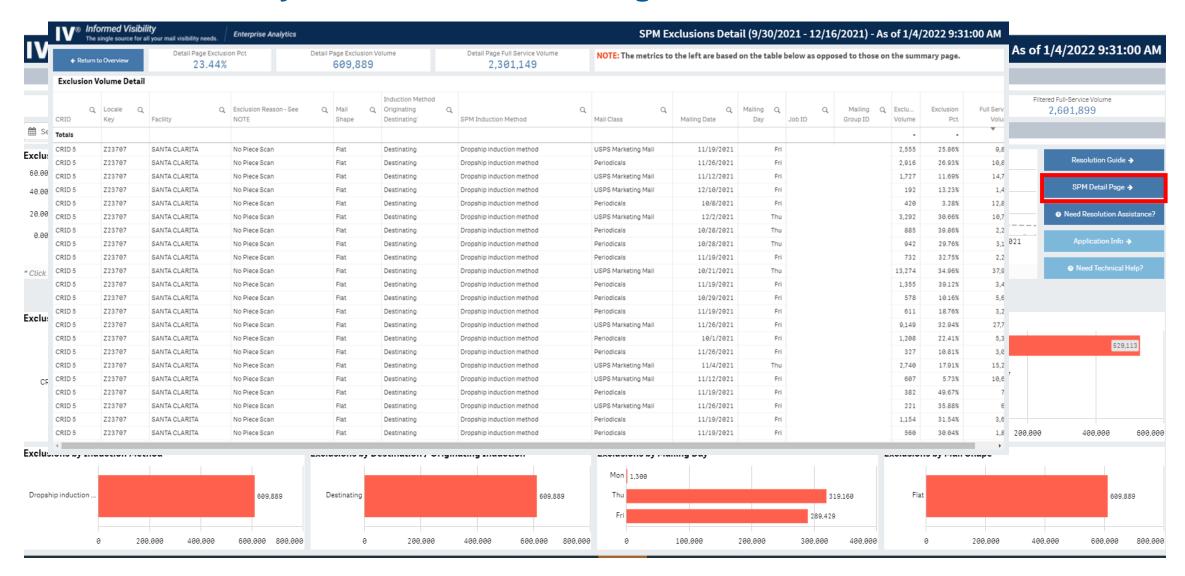
(Draft 04.26.2021)

<u>Resolutions</u>				
Use this link to contact <u>Resolution Guide Assistance</u> 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	Mailer not duplicate physical IMcb placards	
[impacts Start-the-Clock]		✓ 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	➤ <u>Mailer Transport</u> : contact USPS for assistance	
		✓ 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	➤ <u>USPS Transport</u> : contact USPS for assistance	
Orphan Handling Unit (tray, tub, or sack) [impacts Start-the-Clock]	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	➤ Mailer determine if it is possible to avoid DMU verified orphan HU's; if not, then the pieces will be excluded from measurement	
Unknown Entry Facility [impacts Start-the-Clock]	Entry facility identified by the Locale Key or Entry Point Postal Code fields in the mailer eDoc do not identify a unique USPS entry site in the Facilities	✓ Locale Key field is not ORIGIN and is not valid for any USPS site ✓ Locale Key field is ORIGIN and the Entry Point Postal Code field (5-digit or 9-digit) is not valid	 ➤ Mailer correct the Locale Key field to a valid USPS site (see the FAST Facility Profile) ➤ Mailer correct the Entry Point Postal Code field (5-digit or 9-digit) to a 	
	Database (FDB)	 and unique for any USPS site ✓ Operational data does not identify a unique USPS entry site (SV scan is used when it is the Start-the-Clock source) 	valid and unique USPS site (see the FAST Facility Profile) ➤ Contact the USPS for assitance	
) '	✓ FDB is not accurate (site missing, or wrong or missing locale key or postal code in site record)	> Contact the USPS for assistance	



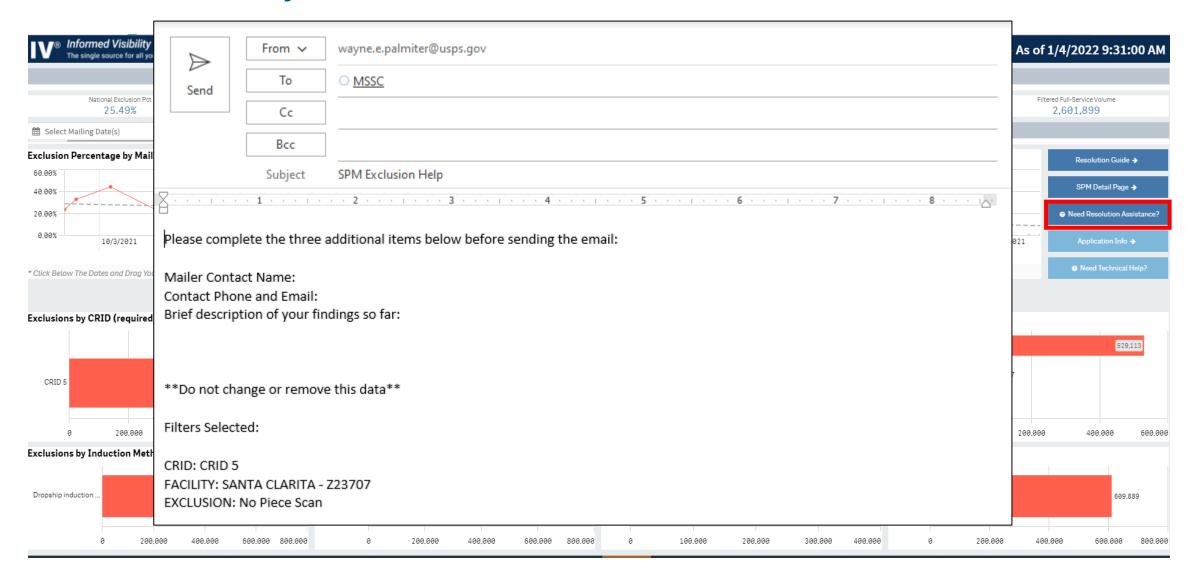


SPM Exclusions by CRID – SPM Detail Page

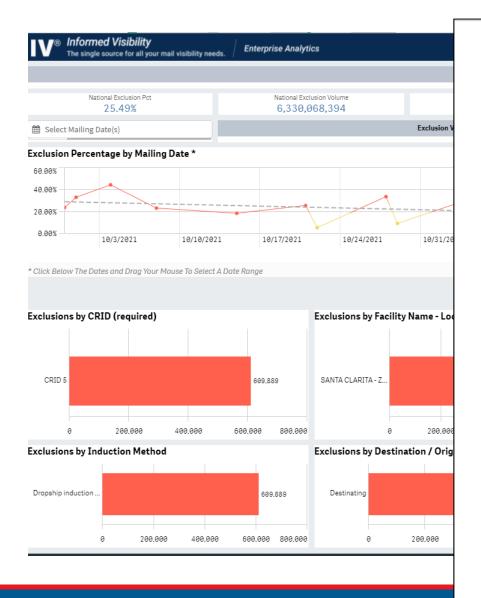




SPM Exclusions by CRID – Need Resolution Assistance



SPM Exclusions by CRID – Application Info



SPM Exclusion by CRID

Application Information

Overview

The SPM Exclusion by CRID visualization is designed to give visibility to commercial mail excluded from USPS measurement by giving users the ability to filter what mail is being excluded and the exclusion reason. This information is then used to pursue resolving the issue and ultimately increase the volume of mail in USPS measurement.

Using the Tool

The top section of this sheet shows the following metrics:

The top right of the tool shows the date range that is represented below as well as the last date and time the information was refreshed.

Top Section Metrics

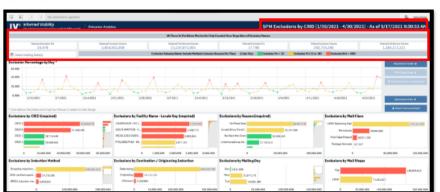
Note: all of the exclusion %'s and volumes in the top section count each mailpiece only once, regardless of the number of reasons for which it may have been excluded.

National Exclusion Pct. / National Exclusion Volume: The percentage and amount of commercial mail volume that is not being measured over the last 13 weeks.

National Full-Service Volume: All accepted and measured mail over the last 13 weeks.

Filtered Exclusion Pct. / Filtered Exclusion Volume: The percentage and amount of filtered commercial mail volume that is not being measured over the time period selected.

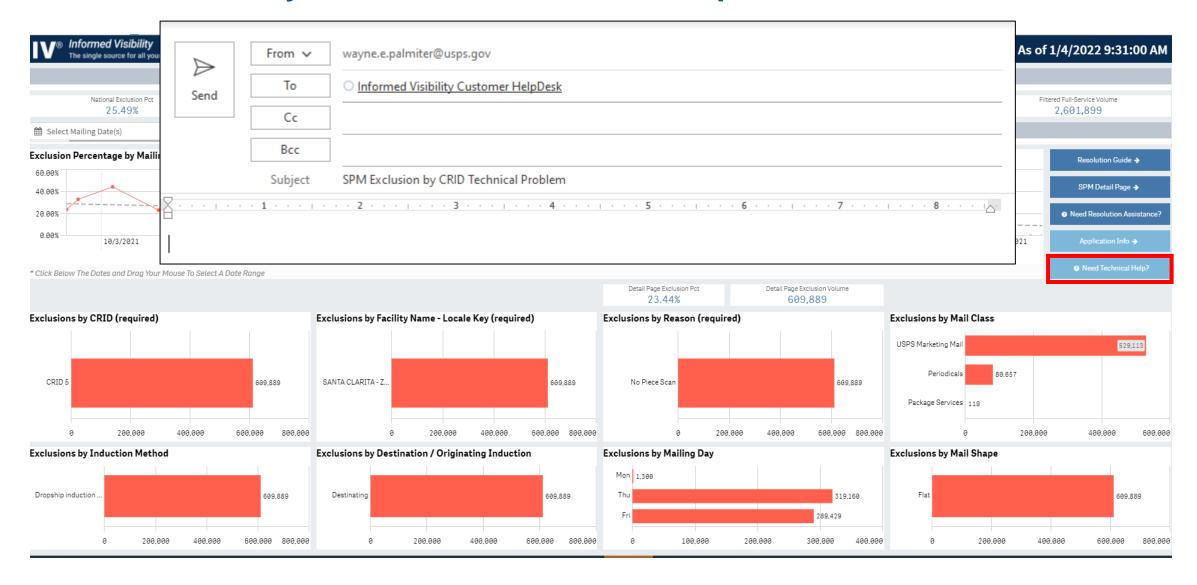
Filtered Full-Service Volume: All accepted and measured mail over the time period selected for the filtered metrics.







SPM Exclusions by CRID – Need Technical Help





Prior MTAC Action Items + Pulse Call Items

- Multiple Addressing related topics being worked via UG#5:
 - Cycle O: CASS documents and schedule, NCOALink documents and schedule
 - Secure Destruction: why does ~1% have to go to CFS (manually processed and physically returned)
 - MDD: future enhancement brainstorming (MTAC Action item from July)
 - GAA-UAA (Good As Addressed UAA mail) restart and include delivery
 - NEW: ACS data quality issues (due to what is submitted to the USPS)

Prior MTAC Action Items + Pulse Call Items

REPORTING PERFORMANCE IMPACTS / FACTORS:

July 2021 Action Item: Request to provide ongoing updates of facilities with staffing issues so industry can take actions to adjust operations/expectations – Fontell Peart (Adam will contact Fontell and Christian Rivera)

Migration of Peak Season Performance calls into recurring performance calls:

- Where are USPS and Mailers seeing issues + actions each are taking to resolve, adjust, alleviate
- Where are mailers seeing issues that USPS is not:
 - Not a USPS issue
 - Gap in the data

Nov 2021 Action Item: Performance: Related to the overall industry request for finer performance data by region / facility: Todd Black to provide data on break down for plant to facility level Periodicals scores to Fontell Peart to locate where opportunities for improvement are – as some are seeing performance of 60-70% to standard. Fontell Peart

Prior MTAC Action Items + Pulse Call Items

Nov 2021 Action Item: Request to add delivery time impacts from redirects to industry alerts – Fontell Peart

Operations and IV, What is in measurement and how do we move more mail into measurement, this may belong in WG 194, business rules need to be understood and possibly modified. FCM total pieces 8,658,124,214 in measurement 5,023,038,769 or 41 percent excluded, STD Mail 16,489,280,647 total pieces, with 10,999,962,865 in measurement or 33.29 percent excluded

Nov 2021 Action Item: Service performance measurement: Is it possible to create "logical" start-the-clock events similar to logical delivery events? Steve Dearing mentioned this would require regulator to agree – Mike Plunkett mentioned the PRC is looking to launch a docket on service performance so this would be the right time to investigate, and Kurt Ruppel is happy to support – Steve Dearing

MTE Reporting:

- Mailers reporting increase in MTE Quality issues. What were the results of USPS quality investigation
 a) Nov 2021 Action Item: Rose F to send to Joe McPherson pictures of MTE that should have been thrown away with USPS Site Info
- 2) Nov 2021 Action Item: Breaking routine national reporting to show regional reporting

Industry Connect Dashboard: Next Steps: list of industry provided feedback, USPS plans for version 2



Flats

(Periodicals, Marketing Mail, and BPM)

Industry Leads: Eric Kisgen, Carol Kliewer



Pulse Items – Periodicals Flats (Eric Kisgen)

Informed Delivery For Flats – PERIODICALS

Pulse Items – Marketing Mail & BPM Flats (Carol Kliewer)

Janaury 2022 meeting - need update on mailer scorecard performance. Scan rates continue to decline. Mailers Scorecard: Piece Scan Rates declining. Low scan rate percentages are an issue and factor into assessment calculations. More clarity and discussion on accurate information on scorecard and improving scan rates.

UPDATE on this June item: Delivering mail to a DDU and obstacles mailers face. Mailers need to be able to take DDU rate if they drop at DDU. The capability exists for the DDU to scan a container barcode which helps with the elnduction side of things. It seems to me that Operations or the folks that dictate the MDF and FAST would need to allow use of what I will term a "transportation pallet". This would allow the mailer the ability to allow the software to accept this pallet in the planning of her loads and claim the discounts, but then if the site cannot accept a physical pallet then the driver needs to offload the sacks into another container when they arrive. This sounds simple enough, but I suspect getting the driver to re-handle this volume at delivery may be another matter. And I'm sure may cause some discussion between the driver and the Postal folks at a site that cannot handle pallets. Need further discussion on best approaches.

1/2022: Industry is still gathering information for discussion - not ready to discuss at this time.

UPDATE: on the larger discussion in UG 5 to brainstorm the addressing opportunities that are available with carrier scanning.



Letters (First-Class, Marketing)

Industry Leads: Dave Marinelli, Kurt Ruppel



Pulse Items – FCM Letters (Dave Marinelli)

Industry is concerned about the recent increase in mail dropped from measurement and the mail in measurement in general. Industry would like to revisit the rules for dropping mail from measurement as well as revisiting the topic of a logical start the clock event to get more mail in measurement.

Pulse Items – Marketing Mail Letters (Kurt Ruppel)

Industry is concerned about the recent increase in mail dropped from measurement and the mail in measurement in general. Industry would like to revisit the rules for dropping mail from measurement as well as revisiting the topic of a logical start the clock event to get more mail in measurement.



Packages

Industry Lead:
Don Caddy



Pulse Items – Packages

Package scanning issues being reported. Consensus was wrong bar codes are being scanned, how do we educate the field so that visibility can be gained to this mail

Pulse Items – Packages (Don Caddy)

Hazmat: Review/discussion on hazmat indicators



Mark Wen:

