Mailers Technical Advisory Committee

Entry, Payment, Product Focus Area

Pre-MTAC Webinar

January 10, 2023

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Agenda

1. eDoc Adoption

2. Special Services

3. TED-C

4. Pulse Call Updates

5. Action Items

eDoc Adoption

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eDoc Adoption

April 2022 eDoc Adoption pilot was kicked off with 6 sites

Each District designated 1 Ambassador* and 1 Liaison*

Weekly Training on IMsb tool and Postal Wizard were conducted

Site specific strategies to determine success
- On-site customer demo visits
- BCG/Customer appreciation day

Pilot Site Results:

Pilot Site	FY21	FY22	Current
Albuquerque	66.61%	72.47%	**80.06%**
Phoenix	77.69%	78.80%	**84.76%**
CO Springs	78.68%	80.35%	**78.57%**
Bryan	72.58%	83.35%	**98.84%**
Kokomo	48.32%	59.92%	**67.55%**
Willoughby	50.33%	78.80%	**87.57%**

Moving Forward…..
- Providing dedicated support at the District level
  - USPS (EAS Ambassadors) to provide internal and external trainings
- Customer Outreach and Training on Postal Wizard and IMsb Tool
- White glove treatment for local mailers with transition assistance
- Sunset acceptance of hard copy postage statement Jan 2024

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Special Services Update

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Undeliverable As Addressed Update

UAA Postage Due Training and Future Actions
Manager, Post Office Strategy & Optimization- Phong Quang
PO Ops & Delivery Integration Specialist - Mike Morgan
Post Office Operations

Conduct Quarterly Training

- Data entry for Postage Due accounts receiving UAA in PostalOne!
  - January 10, 2023
  - March 14, 2023
  - FY23 Q3-Q4 schedule TBD

Future Actions

- Establish workgroup to review DMM and recommend updates for Postage Due accounts

- Identify opportunity units for additional training

UAA – Shipping and Commerce Product Management
A/Director, Shipping & Commerce Product Management– Catherine Knox
Business Solutions

- Address validations that are flagged will not be delivered:
  - Vacant
  - Address not found
  - Multiple addresses found for information entered i.e. apartment building
  - Non-freight delivery customer - use customer PO Box address
    - Physical address is on a route with no delivery point
    - Customer request mail be delivered to PO box instead of physical address

- Removed Guest Checkout on USPS.com – customers are required to set up a USPS account – Oct, 2022

- Supplier contacts customer if address is not valid for orders (combined) over a pallet

Future Actions:

- FY23 - Customers will be able to order EPS when creating a label on Click-N-Ship

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Certified Mail Improvement Project Current Activities

CMIP brings together multiple stakeholder groups involved in the acceptance, processing, and delivery of Certified Mail to identify issues and work together on a path forward.

Stakeholder meetings are being held on a weekly basis, Tuesdays at 3:30PM
- Facilitated by Product Management
- Attended by Retail, Plant and Delivery Operations teams, and Enterprise Analytics

Next Steps

1. Evaluating and validating **current process flow** by documenting current state processes across Retail, Plant, and Delivery operations

   - Conducted TWO GEMBAs in December 2022:

     1. Denver, CO P&DC and tracked it to the Aurora Tower Station (charted the process flow)
     2. Cincinnati, OH P&DC and tracked it to the West Chester Post Office(charted the process flow)

   - January: Will track a 200K piece Certified mailing for Toyota and conduct a failure mode and effects analysis

2. Continuing to analyze **PTR** data from **Enterprise Analytics** to identify root cause(s)

3. All **Communication materials** (SOP's, SWI's, and Memos) will be updated to drive adoption of updated procedures

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Certificate of Mailing Automation PS Forms: 3606-D, 3665, 3877

Phase 1A - Submit Firm Book and Charge

Mailer Uploads and Views Status of Firm Book Data Through BCG

Clerk Reviews, Rejects, and/or Approves from Dashboard

If Rejected, Notification Sent Back to Mailer

If Approved, Firm Book Charged to Designated EPS Account or Meter Strip

PO! Generates an Electronic 3665 (Including Watermark on Each Page)

Timeline

1/15/2023

Conduct industry survey:
* Potential adoption rate
* Mailer's legal and regulatory requirements
* Understand constraints

Conduct Cost, Prioritization and Funding Analysis

6/30/2023

Create collateral and change management for Sales and Customer Service Reps to **inform** industry of automated forms

7/1/2023

Automate PS Forms: 3606-D,3665, 3877 to provide mailer with watermark including clerk approval, date and time stamp

Future State Phase 1B

Enhance
* Link Postage Statement to payment
* Explore Informed Visibility download option

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TED-C

Trailing Edge Die-Cut Process Update

Effective February 1, 2023 – PCSC approval no longer required
- Contact a Mailpiece Design Analyst (MDA) for design review as needed
- MDA, BME and MSSC training scheduled for week of January 17th
- Communication via Industry Alert week of January 22nd

TED-C Resources:
- Postal Pro: Type in the search box "TED-C"
  - o The first link will be the Letter Mail TED-C Template
  - o The second link will be the TED-C Process for Eligibility
- Domestic Mail Manual 201.3.3
- MDA@usps.gov for design review if needed
- PCSC@usps.gov *if* you have any lingering questions

Action Items

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Pulse Report Action Item Updates

Promotions Reporting
➢ Industry request for access to enhanced reporting to track participation in promotions at an aggregate level.
➢ **Update:** This is scheduled to be fixed with the CR 112 scheduled for March release

Undocumented
➢ Certification process to eliminate monthly review?
➢ **Update:** The USPS understands industry concerns, but Seamless requires assessment review/reconciliation on a monthly cadence. A certification process would create additional work for mailers and the USPS. Not all mailers could manage a certification process, which then creates an uneven playing field. A certification would not guarantee that future months undocumented reporting had properly accounted for any potential revenue loss. Any changes to the current monthly review/reconciliation process would require approval by the USPS internal Finance/SOX teams.

Negative EPS Balances: Explanation of Extension Period
➢ **Update:** Finance/Treasury would not agree to a longer time frame (30 days)

Pulse Report Action Items

View Mailpiece Images

➢ **Update:** USPS hit a minor obstacle, but we are still working through the process. (storage/retrieval process)

Container Nesting

➢ **Update:** No plans for expansion currently.

SEU4 Errors Specify for industry where SEU4 errors should be reported as they occur

➢ **Update:** Continuing to investigate.

Action Items: Letters

Year	Month	Assignee	Track	Category	Action Item	Response
2022	January	Chip Brown	Letters	Undocumented Mail	Consider removing 45-day pieces delivered from daily undocumented piece feeds. Presently they are flagged, but that would require those with systems to create programs to suppress them from feeds.	**12/19/2022 -12/29/2022 - Chip to follow up with IV team.**
2022	July	Chip Brown	Letters	Mailer Scorecard	Mailer Scorecard Error Example - A clerk samples 10 pieces. 7 of them are entered as Permit Imprint. 3 are entered as stamped. The scorecard shows an error for those 3 pieces (which were clerk input errors). Is there an automatic method whereby these would not show on a SC?	**12/19/2022 - 12/29/2022 - Chip to follow up with SASP.**
2022	July	Garrett Hoyt	Letters Packages	API	Request for API to receive permit balance information. Steve K. and Deb Damore volunteered to assist.	**Spring 2023**
2022	October	Sheila Marano	Letters	Certified Mail	Provide update at MTAC on plan with RDO & Ops to address Certified Mail challenges. Industry to provide Sheila with specific failure information.	**12/19/2022 - Rose working with Sheila and team for January mailing.**
2022	October	James Duffy	Letters	Scorecard	Research why savings on mailer scorecard don't match promo scorecard.	**12/15/2022-12/29/2022 - CR 112 scheduled for March 2023.**

Action Items: Flats

Year	Month	Assignee	Track	Category	Action Item	Response
2021	March	Diane Smith James Duffy	Flats	Child Statements	12/20/2021 - remaining issue is with MM statements when single piece records are in the file - cannot see child statements.	**12/29/2022 - Scheduled for March**
2022	October	Mike Filipski	Flats	Forms	Form 3526 – Statement of Ownership – can't postdate when filing the 3510.	**11/7/2022 - 12/19/2022- CR is in process, do not have a CR number yet**

Action Items: Packages

Year	Month	Assignee	Track	Category	Action Item	Response
2020	January	Vicki Bosch	Packages	Package Platform	Package Platform test environment – TEM?	1/9/2023 - Leider can help organize if any customer would like to get into TEM, no one has contacted him yet
2022	July	Kellie Painter	Packages		Implement process for parcels that are being weighted incorrectly and billed based on the incorrect weight (generally this would occur at a five-digit ZIP). Create dashboard, assign someone to review data to avoid excessive charges and correct before being billed.	12/19/2022 - Kellie's team internally testing for two weeks, then test with Industry; final update by January MTAC.
2022	July	Kellie Painter	Packages	Reports	Review the "Incorrect Package" report.	12/19/2022 - Should have mockup by January MTAC.
2022	October	Vicki Bosch	Parcels	Auto-correction	Provide messaging for auto-correction (work with WG 182).	1/9/2023 We will discuss the auto-corrections on WG 182 as we discuss the manifest processing.
2022	October	Garrett Hoyt	Parcels	Promotions	Provide guidance on +/- scale xx increments coustomer should be using.	We use a +/- 3σ tolerance. This covers 99.7% of scenarios
2022	October	Vicki Bosch	Parcels	Reports	Ensure 9/18 DIM measurement language is added to release notes. Updated and posted.	4.3 Electronic Verification System (eVS) An update will apply Non-Rectangular Dimensional Calculation to Samples/Scans when Package is Manifested as Non-Rectangular Dimensional (Soft Pack). Below rate ingredients required to claim Soft Pack Mailing, CR 14598 Rate indicator: DN (Dimensional Non-Rectangular) Processing Category: S or T (Soft Pack)