

MTAC Visibility and Service Performance



Robert Cintron

Moderator

November 19, 2014



Package Services

1:15 - 2:30



Agenda

PTR November 2014 Release 2.0 Enhancements/Features

- **Implemented Sunday, November 16, 2014**
 - **New Events for Customer Contacts**
 - **Return on Your Own - ROYO™**
 - **Delivery Location Attributes**
 - **Visibility Events for MID Owner/User, Unregistered MIDs and Flagged Inactive MIDs**
 - **USPS Text Tracking™ Enhancements**
 - **New Logical Container Record for Shipping Services File**
 - **PTR/eVS Manifest Business Rules Simplification**
 - **Automating Second Notice Enhancements**
 - **By/For Enhancements**
-
- **PTR Release 3.0 Preview**
 - **IMpb Compliance**
 - **WG #166 – New Work Group for Shipping Services File Timeliness**
 - **Industry/USPS Collaboration**

Event Description and Code	Customer Interaction/Notification	External Visibility	Visibility Mediums
Package Research Case Created (VC)	Issue or complaint referred to local Post Office. An eCC case has been created.	Yes	Scan Event Extract File.
Package Research Case Closed (VX)	An eCC case has been closed on an issue or a complaint referred to a local Post Office.	Yes	Scan Event Extract File.
Tracking Contact (VT) (FUTURE)	Customer called, emailed, chatted, direct-messaged to inquire about tracking on package.	No	Intranet USPS Tracking website.
Package Intercept (VI)	Customer requested package intercept service for a package "in flight" to hold for pick up, redirect to another location, or return to original sender.	No	Intranet USPS Tracking website Note: The Package Intercept (Recall) event currently exists and is scanned when packages are successfully intercepted. The event displays on external and internal USPS Tracking websites.
Electronically Authorize Shipment Release (VE)	Customer used EASR feature to provide USPS instructions to deliver package, hold for pick, leave with neighbor or redirect.	Yes	External and Internal USPS Tracking websites.
Redelivery Scheduled (VR)	Package has been scheduled for redelivery.	Yes	External and Internal USPS Tracking websites and Scan Event Extract File.
Carrier Pick Up (VP) (FUTURE)	Package has been scheduled for carrier pick-up.	Yes	External and internal Tracking websites, Scan Event Extract file
Final Notice Generated (VF)	A final notice (PS Form 3849) has been created.	Yes (Future)	External and Internal USPS Tracking websites and Scan Event Extract File.
Returns Notice Generated (VS)	A returns notice has been generated through MyPO.	Yes	Intranet USPS Tracking website and Scan Event Extract File Note: Events currently exists and are scanned when customers refuse delivery or fail to claim packages before the prescribed return date.

Package Research Case Created (VC) Event Intranet View

Events								
Event	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
PACKAGE RESEARCH CASE CREATED	09/19/2014	12:03	ARLINGTON, VA 22203				09/23/2014 12:15:50	Request Delivery Record
ACCEPT OR PICKUP	09/18/2014	06:00	NEW YORK, NY 10158	Scanned	0138391		09/23/2014 11:30:51	Facility Finance Number: 052424
ALERT Unauthorized MID Use	09/18/2014	06:00	NEW YORK, NY 10158	System Generated			09/23/2014 11:40:51	

Package Research Case Closed (VX) Event Intranet View

Events								
Event	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
PACKAGE RESEARCH CASE CLOSED	09/19/2014	12:06	ARLINGTON, VA 22203				09/23/2014 12:15:50	Request Delivery Record
ACCEPT OR PICKUP	09/18/2014	06:00	NEW YORK, NY 10158	Scanned	0138391		09/23/2014 11:30:52	Facility Finance Number: 052424
ALERT Unauthorized MID Use	09/18/2014	06:00	NEW YORK, NY 10158	System Generated			09/23/2014 11:35:51	

Package Research Case Created (VC) and Closed (VX) Event in Scan Event Extract File

3	UKRAINEUA	,	,	,	"27518"	"CARY, NC	,	"VC"	"PACKAGE RESEARCH CASE CREATED
4	UKRAINEUA	,	,	,	"27518"	"CARY, NC	,	"VX"	"PACKAGE RESEARCH CASE CLOSED
5	UKRAINEUA	,	,	,	"27612"	"RALEIGH, NC	,	"VC"	"PACKAGE RESEARCH CASE CREATED
6	UKRAINEUA	,	,	,	"27612"	"RALEIGH, NC	,	"VX"	"PACKAGE RESEARCH CASE CLOSED
7	UKRAINEUA	,	,	,	"27577"	"SMITHFIELD, NC	,	"VC"	"PACKAGE RESEARCH CASE CREATED
8	UKRAINEUA	,	,	,	"27577"	"SMITHFIELD, NC	,	"VX"	"PACKAGE RESEARCH CASE CLOSED
9	UKRAINEUA	,	,	,	"27886"	"TARBORO, NC	,	"VC"	"PACKAGE RESEARCH CASE CREATED
10	UKRAINEUA	,	,	,	"27886"	"TARBORO, NC	,	"VX"	"PACKAGE RESEARCH CASE CLOSED
11	UKRAINEUA	,	,	,	"27607"	"RALEIGH, NC	,	"VC"	"PACKAGE RESEARCH CASE CREATED
12	UKRAINEUA	,	,	,	"27607"	"RALEIGH, NC	,	"VX"	"PACKAGE RESEARCH CASE CLOSED
13	UKRAINEUA	,	,	,	"27604"	"RALEIGH, NC	,	"VC"	"PACKAGE RESEARCH CASE CREATED
14	UKRAINEUA	,	,	,	"27604"	"RALEIGH, NC	,	"VX"	"PACKAGE RESEARCH CASE CLOSED
15	UKRAINEUA	,	,	,	"27615"	"RALEIGH, NC	,	"VC"	"PACKAGE RESEARCH CASE CREATED
16	UKRAINEUA	,	,	,	"27615"	"RALEIGH, NC	,	"VX"	"PACKAGE RESEARCH CASE CLOSED
17	UKRAINEUA	,	,	,	"27615"	"RALEIGH, NC	,	"VC"	"PACKAGE RESEARCH CASE CREATED
18	UKRAINEUA	,	,	,	"27615"	"RALEIGH, NC	,	"VX"	"PACKAGE RESEARCH CASE CLOSED
19									

Redelivery Scheduled (VR) Event USPS Tracking Internet View

USPS Tracking™

9481710123456123456780



Customer Service ›
Have questions? We're here to help.

Tracking Number: EK381127492US



IN-TRANSIT

Updated Delivery Day: **Wednesday, November 19, 2014** ⓘ
 Scheduled Delivery Day: **Tuesday, November 18, 2014, 12:00 pm**
Money Back Guarantee

Product & Tracking Information

Postal Product: Priority Mail Express 1-Day™
Features: PO to Addressee Up to \$100 insurance included
 Restrictions Apply ⓘ

DATE & TIME	STATUS OF ITEM	LOCATION
November 18, 2014	Redelivery Scheduled	FORT WASHINGTON, MD 20744
The customer has requested that the Postal Service redeliver this item on November 19, 2014 in FORT WASHINGTON, MD 20744.		
November 18, 2014 , 11:08 am	Notice Left (No Authorized Recipient Available)	FORT WASHINGTON, MD 20744

Available Actions

- Proof of Delivery ⓘ
- Text Updates ⓘ
- Email Updates ⓘ

USPS Tracking™



Customer Service ›
Have questions? We're here to help.

Tracking Number: **9205912821237509303142**



IN-TRANSIT

Updated Delivery Day: **Tuesday, August 19, 2014**

Product & Tracking Information

Postal Product:
Priority Mail 2-Day™

Features:
Insured

USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
August 19, 2014 , 11:00 am	Out for Redelivery	ARLINGTON, VA 22201
Your item is out for redelivery on August 19, 2014 at 11:00 am in ARLINGTON, VA 22201.		
August 18, 2014	Redelivery Scheduled	ARLINGTON, VA 22201
August 18, 2014 , 11:00 am	Out for Delivery	ARLINGTON, VA 22201
August 15, 2014 , 1:10 pm	Out for Delivery	NEW YORK, NY 10027
August 15, 2014 , 1:00 pm	Sorting Complete	NEW YORK, NY 10027
August 15, 2014 , 1:00 pm	Arrived at Post Office	NEW YORK, NY 10027
August 14, 2014 , 6:00 am	Picked Up	NEW YORK, NY 10158

Available Actions

- Text Updates
- Email Updates
- Delivery Instructions

Out for Delivery
+ Redelivery Scheduled
= Out for Redelivery verbiage

Redelivery Scheduled (VR) Event in Scan Event Extract File

1	"ACME PRODUCTS", "00001", "0000", "01267", "WILLIAMSTOWN, MA	", "MA", "PRE-SHIPMENT INFO SENT TO USPS
2	"ACME PRODUCTS", "00001", "0000", "20171", "HERNDON, VA	", "VR", "REDELIVERY SCHEDULED
3	"ACME PRODUCTS", "00001", "0000", "23454", "VIRGINIA BEACH, VA	", "VR", "REDELIVERY SCHEDULED
4	"ACME PRODUCTS", "00001", "0000", "01267", "WILLIAMSTOWN, MA	", "MA", "PRE-SHIPMENT INFO SENT TO USPS
5	"ACME PRODUCTS", "00001", "0000", "23454", "VIRGINIA BEACH, VA	", "VR", "REDELIVERY SCHEDULED
6	"ACME PRODUCTS", "00001", "0000", "01267", "WILLIAMSTOWN, MA	", "MA", "PRE-SHIPMENT INFO SENT TO USPS
7	"ACME PRODUCTS", "00001", "0000", "23454", "VIRGINIA BEACH, VA	", "VR", "REDELIVERY SCHEDULED
8	"ACME PRODUCTS", "00001", "0000", "23454", "VIRGINIA BEACH, VA	", "VR", "REDELIVERY SCHEDULED
9		

Return Notice Generated Event in Scan Event Extract File

```
3 , "ACME PRODUCTS", "00001", "    ", "95671", "REPRESA, CA  11:03:00 AM 01/15/2014  ", "VS", "PACKAGE RETURN NOTICE GENERATED
4 , "ACME PRODUCTS", "00001", "    ", "95671", "REPRESA, CA  11:03:00 AM 01/15/2014  ", "VS", "PACKAGE RETURN NOTICE GENERATED
5 , "ACME PRODUCTS", "00001", "    ", "95671", "REPRESA, CA  11:03:00 AM 01/15/2014  ", "VS", "PACKAGE RETURN NOTICE GENERATED
6 , "ACME PRODUCTS", "00001", "    ", "95671", "REPRESA, CA  11:03:00 AM 01/15/2014  ", "VS", "PACKAGE RETURN NOTICE GENERATED
7 , "ACME PRODUCTS", "00001", "    ", "95671", "REPRESA, CA  11:03:00 AM 01/15/2014  ", "VS", "PACKAGE RETURN NOTICE GENERATED
8 , "ACME PRODUCTS", "00001", "    ", "95671", "REPRESA, CA  11:03:00 AM 01/15/2014  ", "VS", "PACKAGE RETURN NOTICE GENERATED
9 , "ACME PRODUCTS", "00001", "    ", "95671", "REPRESA, CA  11:03:00 AM 01/15/2014  ", "VS", "PACKAGE RETURN NOTICE GENERATED
```

10

Return Notice Generated Event USPS Tracking Intranet View

Events								
Event	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
PACKAGE RETURN NOTICE GENERATED	10/30/2014	10:00	REPRESA, CA 95671				10/30/2014 08:10:50	Request Delivery Record
PRE-SHIPMENT INFO SENT TO USPS	10/29/2014	13:20	WILLIAMSTOWN, MA 01267	Manifest Generated			10/29/2014 13:20:52	
2ND NOTICE GENERATED	10/29/2014	10:00	REPRESA, CA 95671				10/30/2014 08:10:50	
ALERT MID User Needs To Be Registered	10/28/2014	19:41	WILLIAMSTOWN, MA 01267	System Generated			10/29/2014 13:20:52	
NOTICE LEFT	10/28/2014	10:00	REPRESA, CA 95671	Scanned	030SGS6472	Scanned by route 00000000	10/29/2014 11:00:53	

Allows participating merchants to subscribe and receive tracking data for customer paid returns

Participating merchants identified by MID in retail acceptance record

SUBEXTRO.V10.RPT.1013094656.200793.0300163	
1	"09005", " ", "09005", "APO, AE", "01", "DELIVERED", "20140814", "1045
2	"09005", " ", "23227", "RICHMOND, VA", "03", "ACCEPT OR PICKUP", "20140822", "0822
3	"09005", " ", "09005", "APO, AE", "01", "DELIVERED", "20140814", "1045
4	"09005", " ", "23227", "RICHMOND, VA", "03", "ACCEPT OR PICKUP", "20140822", "0822
5	

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USPS Tracking™


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Have questions? We're here to help.

Tracking Number: 9261299994738501495000



DELIVERED

Updated Delivery Day: Friday, November 14, 2014

Product & Tracking Information

Postal Product:
Package Services

Features:
USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
November 14, 2014, 1:12 pm	Delivered, Front Door/Porch	WHITE LAKE, MI 48383
<p>Your item was delivered at the front door or porch at 1:12 pm on November 14, 2014 in WHITE LAKE, MI 48383.</p>		
November 14, 2014, 9:30 am	Out for Delivery	WATERFORD, MI 48327

Available Actions

Text Updates



Email Updates



Delivery Location Attributes

- In/At Mailbox
- Front Door/Porch
- Parcel Locker
- Left with Individual (at Address)
- Front Desk/Reception
- Other at Address (Garage/Side or Back Door/Porch)
- Neighbor (by Request)

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USPS Tracking™


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Have questions? We're here to help.

Tracking Number: 9261293150409830458500



DELIVERED

Updated Delivery Day: Friday, November 14, 2014

Product & Tracking Information

Postal Product:
Package Services

Features:
USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
November 14, 2014 , 1:22 pm	Delivered, In/At Mailbox	CHARLOTTE, NC 28278
Your item was delivered in or at the mailbox at 1:22 pm on November 14, 2014 in CHARLOTTE, NC 28278.		
November 14, 2014 , 9:14 am	Sorting Complete	CHARLOTTE, NC 28278

Available Actions

Text Updates



Email Updates



Scenario	MID Owner or Manifesting MID	Event Code	Event Description and Warning Message
Mismatched Owner/EFN	Manifesting MID	MP	ALERT – MID USER NOT REGISTERED TO EFN MID
Mismatched Owner/EFN	MID Owner	MK	ALERT – MID USED BY ANOTHER MID OWNER
Unregistered MID	Manifesting MID	MU	ALERT – MID USER NEEDS TO BE REGISTERED
Flagged Inactive	MID Owner and Manifesting MID, if different	MX	ALERT – MID HAS BEEN FLAGGED INACTIVE

United States Postal Service scanners only read blue or black ink. To ensure mail arrives in a timely manner, advise customers to only use blue or black ink on change of address forms. Having first class saved up is like having money in the bank.

Z:\rj\Qmnts Mgmt Team\PTR\CAT\Release 2.0 CAT Execution Results\CMC1041_CMC1039\Outbound Data CMC1039\ERRWRNO.V15.RPT.1011142255 - Notepad++

File Edit Search View Encoding Language Settings Macro Run Window ?

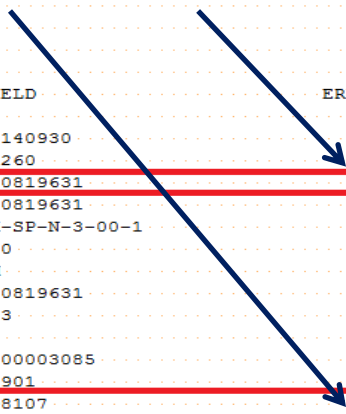
R30CMC1093SS17.manifest R30CMC1093SS16.manifest ERRWRNO.V15.RPT.1011142255

```

1
2 JSPS                      PRODUCT TRACKING & REPORTING                      PAGE: 1
3 REPORT: CBD015CO          CONFIRMATION/ERROR/WARNING REPORT          DATE: 10/11/2014
4                               TIME: 12:38:02
5
6 MAILER: 201114             ENTRY FACILITY: 16625
7 E-FILE: 00000000111       MAILING DATE: 09/30/2014
8 RECEIPT DATE: 10/11/2014
9 RECEIPT TIME: 12.38.02
10
11 RECORDS READ: 000000003
12 RECORDS REJECTED: 000000000
13 TOTAL RECORDS ACCEPTED: 000000003
14 #D1 RECORDS ACCEPTED: 000000002
15 #D2 RECORDS ACCEPTED: 000000000
16
17 ERR/ E-FILE
18 VRN LINE NO. PIC/E-FILE NUMBER ERROR FIELD ERROR MESSAGE
19
20 V 0000000000000001 20140930 MAILING DATE NOT WITHIN 3 DAYS OF SYSTEM DATE
21 V 0000000000000002 9272703081963150000111 20260 INVALID PO OF ACCOUNT ZIP CODE
22 V 0000000000000002 9272703081963150000111 030819631 ALERT: MID USER NEEDS TO BE REGISTERED
23 V 0000000000000002 9272703081963150000111 030819631 THE MAILER ID IN THE LABEL IS NOT A CONFORMING MAILER ID
24 V 0000000000000002 9272703081963150000111 EX-SP-N-3-00-1 INVALID COMBO: CLASS EX RATE SP DRI N PC 3 ZONE 00 RBI 1
25 V 0000000000000002 9272703081963150000111 920 INVALID EXTRA SERVICE CODE 1
26 V 0000000000000002 9272703081963150000111 PM INVALID CLASS OF MAIL PM; DEFAULT TO EX
27 V 0000000000000002 9272703081963150000111 030819631 INVALID MAILER ID IN PIC
28 V 0000000000000002 9272703081963150000111 C03 INVALID BARCODE CONSTRUCT C03; DEFAULTING TO C04
29 V 0000000000000002 9272703081963150000111 P WAIVER OF SIGNATURE NOT Y OR N; DEFAULT TO N
30 V 0000000000000002 9272703081963150000111 0000003085 INVALID PAYMENT ACCOUNT NUMBER
31 V 0000000000000003 9312319810700000000129 00901 NON-IMPB COMPLIANT - MUST INCLUDE DEST DEL ADDR OR ZIP+4
32 V 0000000000000003 9312319810700000000129 198107 ALERT: MID USER NEEDS TO BE REGISTERED
33 V 0000000000000003 9312319810700000000129 PM-S2-N-5-00-1 INVALID COMBO: CLASS PM RATE S2 DRI N PC 5 ZONE 00 RBI 1
34 V 0000000000000003 9312319810700000000129 920 INVALID EXTRA SERVICE CODE 1
35 V 0000000000000003 9312319810700000000129 198107 INVALID MAILER ID IN PIC
36 V 0000000000000003 9312319810700000000129 C03 INVALID BARCODE CONSTRUCT C03; DEFAULTING TO C08
37 V 0000000000000003 9312319810700000000129 0000000097 INVALID PAYMENT ACCOUNT NUMBER
38 V 0000000000000003 9312319810700000000129 16625 INVALID PO OF ACCOUNT ZIP CODE
39
40 JSPS                      PRODUCT TRACKING & REPORTING                      PAGE: 1
41 REPORT: CBD015CO          CONFIRMATION/ERROR/WARNING REPORT          DATE: 10/11/2014
42                               TIME: 12:16:00
43
44 MAILER: 201114             ENTRY FACILITY: 16625

```

**Unregistered MIDs now receive a warning.
Data accepted and tracks instead of rejecting.**

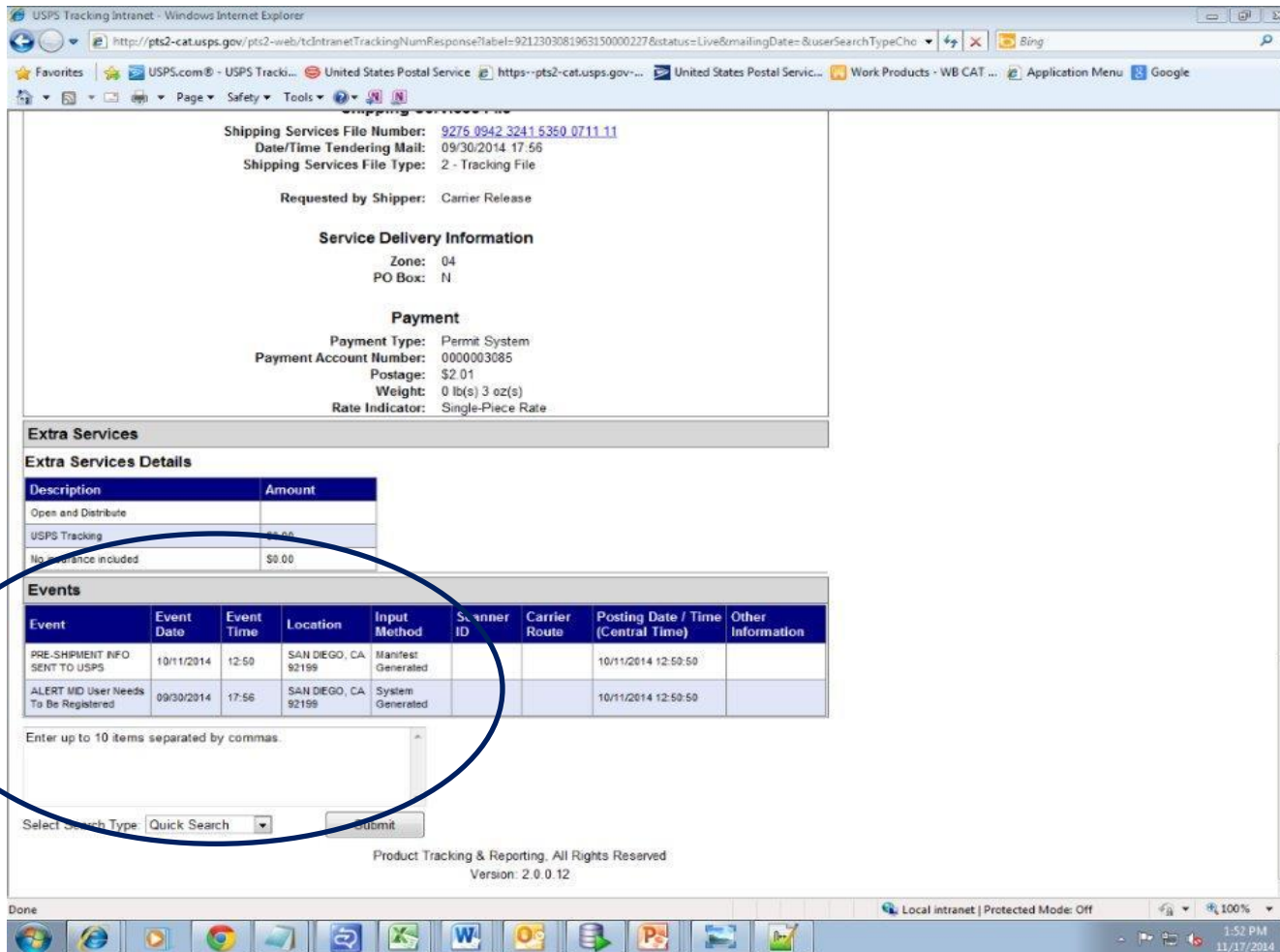


New Events Appear in Scan Event Extract Files

1		
2		
3	","94030","1535","92199","	","MK","ALERT MID USER USED BY ANOTHER MID OWNER","20140930","1756","901326076","
4	","75482","3317","92199","	","MK","ALERT MID USER USED BY ANOTHER MID OWNER","20140930","1756","901326076","
5		
6	","94030","1535","92199","	","MP","ALERT MID USER NOT REGISTERED TO EFN MID","20140930","1756","901326076","
7	","94030","1535","92199","	","MX","ALERT UNAUTHORIZED MID USE","20140930","1756","901326076","
8	","75482","3317","92199","	","MX","ALERT UNAUTHORIZED MID USE","20140930","1756","901326076","
9	","75482","3317","92199","SAN DIEGO,CA	","MA","PRE-SHIPMENT INFO SENT TO USPS","20140930","1756","901326076","
10	","75482","3317","92199","	","MP","ALERT MID USER NOT REGISTERED TO EFN MID","20140930","1756","901326076","
11		
12	","94030","1535","92199","	","MP","ALERT MID USER NOT REGISTERED TO EFN MID","20140930","1756","901326076","
13	","94030","1535","92199","	","MX","ALERT UNAUTHORIZED MID USE","20140930","1756","901326076","
14	","75482","3317","92199","	","MX","ALERT UNAUTHORIZED MID USE","20140930","1756","901326076","
15	","75482","3317","92199","SAN DIEGO,CA	","MA","PRE-SHIPMENT INFO SENT TO USPS","20140930","1756","901326076","
16	","75482","3317","92199","	","MP","ALERT MID USER NOT REGISTERED TO EFN MID","20140930","1756","901326076","
17		
18	","94030","1535","92199","	","MP","ALERT MID USER NOT REGISTERED TO EFN MID","20140930","1756","901326076","
19	","75482","3317","92199","	","MP","ALERT MID USER NOT REGISTERED TO EFN MID","20140930","1756","901326076","
20	","94030","1535","92199","	","MP","ALERT MID USER NOT REGISTERED TO EFN MID","20140930","1756","901326076","
21		

Will turn off these events for non-eVS customers.

Unregistered MID (MU) Event Intranet View



Shipping Services File Number: 9275 0942 3241 5350 0711 11
 Date/Time Tendering Mail: 09/30/2014 17:56
 Shipping Services File Type: 2 - Tracking File

Requested by Shipper: Carrier Release

Service Delivery Information
 Zone: 04
 PO Box: N

Payment
 Payment Type: Permit System
 Payment Account Number: 000003085
 Postage: \$2.01
 Weight: 0 lb(s) 3 oz(s)
 Rate Indicator: Single-Piece Rate

Extra Services

Extra Services Details

Description	Amount
Open and Distribute	
USPS Tracking	\$5.00
No insurance included	\$0.00

Events

Event	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
PRE-SHIPMENT INFO SENT TO USPS	10/11/2014	12:50	SAN DIEGO, CA 92159	Manifest Generated			10/11/2014 12:50:50	
ALERT MID User Needs To Be Registered	09/30/2014	17:56	SAN DIEGO, CA 92159	System Generated			10/11/2014 12:50:50	

Enter up to 10 items separated by commas.

Select Search Type: Quick Search

Product Tracking & Reporting. All Rights Reserved
 Version: 2.0.0.12

New features added for text tracking alerts with corresponding keywords

Text tracking number with keyword to short code 28777 (2USPS™)

Some keywords can be used without a tracking number

Confirmation text messages confirm user requests

“**All**” subscribes user to text alerts for all future activity on active or future text tracking requests

AT&T LTE 12:28 AM 72%
< Messages (1) 2USPS Contact

All

Welcome to USPS Text Tracking.
Msg&Data Rates May Apply.
Up to 11 tracking events.
Reply YES to activate.
Reply HELP 4 help.
Reply STOP to cancel.

You have successfully subscribed to USPS Text Tracking.
Msg&Data Rates May Apply.
Reply HELP 4 help.
Reply STOP to cancel.

USPS Text Tracking:
All Future Activity applied to all active and future requests.
Visit usps.com/texttracking or call [1-800-222-1811](tel:1-800-222-1811).

Yes

Text Message Send

AT&T LTE 12:34 AM 67%
< Messages (1) 2USPS Contact

Ek381127492us dnd

USPS
EK381127492US,
Redelivery Scheduled for 11/19/2014 [FORT WASHINGTON MD 20744](#) Reply HELP 4 help-STOP to cancel

USPS
EK381127492US:
Request for delivery updates confirmed

“**DND**” subscribes user to delivery and attempted delivery text alerts only

AT&T LTE 9:24 AM 71%
Messages 2USPS Contact

Today 9:19 AM

USPS Text Tracking:
All Future Activity
920019011043010000
24685459

USPS
920019011043010000
24685459, Delivered
11/15/2014 3:48pm
BATON ROUGE LA
[70810](#)
Out for Delivery
11/15/2014 8:03am
BATON ROUGE LA
[70810](#)
Sorting Complete
11/15/2014 7:53am
BATON ROUGE LA

 Text Message Send

AT&T LTE 9:24 AM 71%
Messages 2USPS Contact

[70810](#)
Arrived at Post Office
[11/15/2014](#) 4:27am
BATON ROUGE LA
[70810](#)
Departed USPS
Facility 11/14/2014
8:35pm BATON
ROUGE LA [70826](#)
Arrived USPS Facility
11/14/2014 7:41pm
BATON ROUGE LA
[70826](#)
Arrived Origin Facility
11/13/2014 12:42am
[CLEVELAND OH](#)
[44181](#)
Accepted at Facility
11/12/2014 11:27pm

 Text Message Send

AT&T LTE 9:25 AM 71%
Messages 2USPS Contact

[COLUMBUS OH](#)
[43218](#)
Pre-Shipment Info
Sent 11/12/2014
Reply HELP 4 help-
STOP to cancel

USPS
920019011043010000
24685459, Updated
Delivery Day:
Saturday, November
15, 2014 Reply HELP
4 help-STOP to cancel



Ek381127492us
delivery

USPS
EK381127492US,
Updated Delivery Day:
Wednesday,
November 19, 2014
Reply HELP 4 help-
STOP to cancel

Ek381127492us when

USPS
EK381127492US,
Updated Delivery Day:
Wednesday,
November 19, 2014
Reply HELP 4 help-
STOP to cancel

Ek381127492us date

USPS
EK381127492US,
Updated Delivery Day:
Wednesday,
November 19, 2014
Reply HELP 4 help-
STOP to cancel

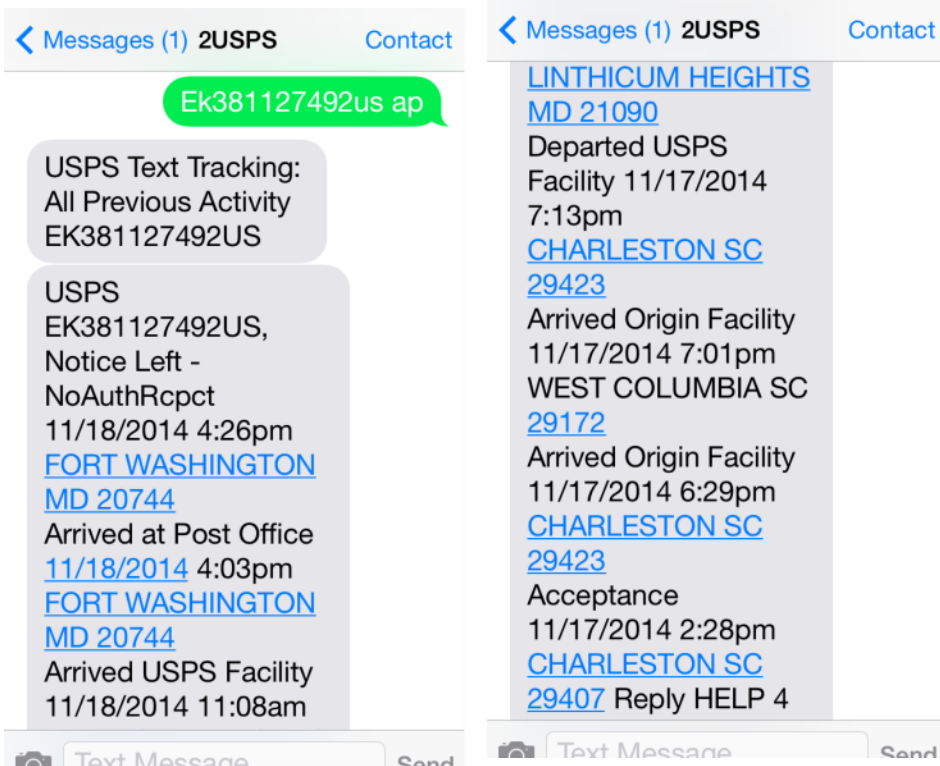
Ek381127492us
update

USPS
EK381127492US,
Updated Delivery Day:
Wednesday,
November 19, 2014
Reply HELP 4 help-
STOP to cancel

Delivery, When, Date, and Update

sends user the Expected, Guaranteed, or Updated Delivery Date the Postal Service expects to deliver the package.

Text Message Send

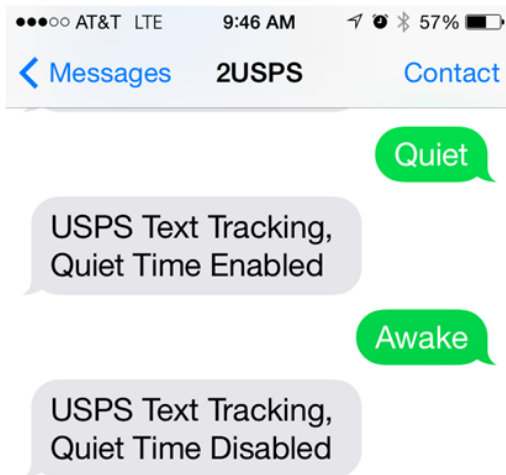


Ek381127492us af

USPS
EK381127492US,
Redelivery Scheduled
for 11/19/2014 [FORT WASHINGTON MD 20744](#) Reply HELP 4
help-STOP to cancel

“**AF**” subscribes user to text alerts for future tracking activity on a package

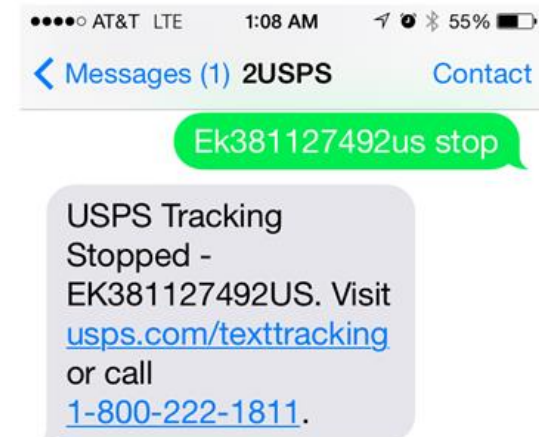
“**AP**” sends the user all previous tracking activity on a package.




“**Quiet**” sets Quiet Time and stops text alerts to mobile number from 11 PM to 7 AM Central Time

“**Awake**” Removes quiet time preference at any time, including the 11PM - 7AM CT Quiet Time period

“**Stop**” turns off text alerts for an individual tracking number without unsubscribing to USPS Text Tracking



●●●○ AT&T 4G 12:34 PM 60% [← Messages](#)

287-77

[Contact](#)

Apply.
Reply HELP 4 help.
Reply STOP to cancel.

USPS
926129999658175810000
40401, Updated Delivery
Day: Saturday, November
15, 2014 Reply HELP 4
help-STOP to cancel

Displaying label ID and
updated delivery date

USPS
926129999658175810000
40401, Delivered,
Neighbor 11/15/2014
1:00pm [TORRANCE CA
90501](#) Reply HELP 4 help-
STOP to cancel

Displaying Delivered with
“Neighbor” location attribute



Text Message

Send

USPS Tracking Intranet Tracking Number Result

Result for Domestic Tracking Number 9202 3006 0887 5100 0042 05

Destination and Origin

Destination

ZIP Code	City	State
01007	BELCHERTOWN	MA

Origin

ZIP Code	City	State
22030	FAIRFAX	VA

Tracking Number Classification

Class/Service

Class/Service: Parcel Return Service
 Class of Mail Code/Description: RP / Parcel Select Return Service

Shipping Services File

Shipping Services File Number: [9375 0200 9100 0000 5100 15](#)
 Date/Time Tendering Mail: 10/01/2014 13:39
 Shipping Services File Type: 2 - Tracking File

Shipping Services File Number: [9375 0200 9100 0000 5211 41](#)
 Date/Time Tendering Mail: 09/26/2014 13:39
 Shipping Services File Type: 2 - Tracking File

Service Delivery Information

Delivery Option Indicator: 1 - Normal Delivery
 Zone: 04
 PO Box: N

Payment

Payment Type: Permit System
 Payment Account Number: 0000000018
 Postage: \$2.04
 Weight: 20 lb(s) 0 oz(s)
 Rate Indicator: PRIORITY MAIL EXPRESS HOLD FOR PICKUP

Multiple EFNs post

Shipping Services File

Shipping Services File Number: 9375 0200 9100 0000 5100 15
 Date/Time Tendering Mail: 10/01/2014 13:39
 Shipping Services File Type: 2 - Tracking File

Shipping Services File Number: 9375 0200 9100 0000 5211 41
 Date/Time Tendering Mail: 09/26/2014 13:39
 Shipping Services File Type: 2 - Tracking File

Service Delivery Information

Delivery Option Indicator: 1 - Normal Delivery
 Zone: 04
 PO Box: N

Payment

Payment Type: Permit System
 Payment Account Number: 0000000018
 Postage: \$2.04
 Weight: 20 lb(s) 0 oz(s)
 Rate Indicator: PRIORITY MAIL EXPRESS HOLD FOR PICKUP

Multiple MA events post
in PTR

PTR and eVS edit rules
and unmanifested logic
in sync

Extra Services

Extra Services Details

Description	Amount
Return Service	

Events

Event	Event Date	Event Time	Location	Input Method	Scanner ID	Carrier Route	Posting Date / Time (Central Time)	Other Information
PRE-SHIPMENT INFO SENT TO USPS	11/06/2014	13:50	FAIRFAX, VA 22030	Manifest Generated			11/06/2014 13:50:50	
PRE-SHIPMENT INFO SENT TO USPS	11/06/2014	13:40	FAIRFAX, VA 22030	Manifest Generated			11/06/2014 13:40:52	
ALERT MID User Used By Another Mid Owner	10/01/2014	13:39	FAIRFAX, VA 22030	System Generated			11/06/2014 13:40:52	
ALERT MID User Not Registered To EFN Mid	10/01/2014	13:39	FAIRFAX, VA 22030	System Generated			11/06/2014 13:40:52	
ALERT MID User Not Registered To EFN Mid	09/26/2014	13:39	FAIRFAX, VA 22030	System Generated			11/06/2014 13:50:50	

Program Registration Help Desk

Task ID: 118982 MID Owner CRID: 1234567 Company: USPS VALUED CUSTOMER

Contact Info

PMEM Contact Information

MID Info

Configuration Settings

Configuration Settings (TEM)

Technical Profile

Certifications

Error/Warning File Format:

Report Format

Group Delivery Records:

I - Individual

eVS Customer Indicator:

N

Subscription Program Indicator:

--Please Select an Answer--

Un-Manifested Parcel Extract Indicator:

No

--Please Select an Answer--

Yes

No

Postage Extract Indicator:

No

Transmission Type In:

N/A

Transmission Type Out:

Mailer IDs with By/For relationship can now automatically receive tracking events in Scan Event Extract files for unmanifested packages

Tracking data transmitted to “By” or Parent MID account

Provides visibility for packages when tracking events that post before they post in Shipping Services File

Existing, automatic feature for eVS customers

Unmanifested Parcel Extract Indicator must be set to “Yes” by Help Desk at NCSC

```

detextro1 V15 rpt.09261026 - Notepad
File Edit Format View Help
"015", "9205592345676001070132", "927677560", "USPS VALUED CUSTOMER", "34007", "34007", "FPO,AA", "20140819", "1310", "000000000", "00000000", "0000", "

```

Electronic File Number field will be blank for tracking events captured before the manifest posts

```

detextro1 V15 rpt.09261026 - Notepad
File Edit Format View Help
), "USPS VALUED CUSTOMER", "34007", "34007", "FPO,AA", "02", "NOTICE LEFT", "20140819", "1310", "000000000", "00000000", "0000", "015", "9261292123456701070168", "

```

- **New Event Code and Attributes**
 - Held at Post Office – Event Code 57
 - At Customer Request
 - Awaiting Redelivery Instructions
 - Return to Sender Delivered (Delivery Attribute)
 - Attribute assigned when a “Delivered” event occurs after a Return to Sender type event
 - Such as Unclaimed, Refused, Undeliverable as Addressed
 - Closes the loop on returned items
- **Shorten USPS Tracking Retention to 120 days**

- **New Additional Service Code for Perishables**
- **Modify Accepted at Destination Event**
 - Arrival at Post Office Event (07) used to calculate acceptance for packages entered at the destination delivery unit
- **Containerization Indicators for Parcel Shipments**
 - Identifies shipments in direct containers labeled to bypass processing until shipments reach downstream or destination facility
- **New eVS and non-eVS Compliance Report**
 - Provides PostalOne! IMpb compliance information for both customer groups
 - Replaces existing non-eVS IMpb compliance report

New threshold values in effect September 7, 2014 apply to Competitive Products only:

** Priority Mail*

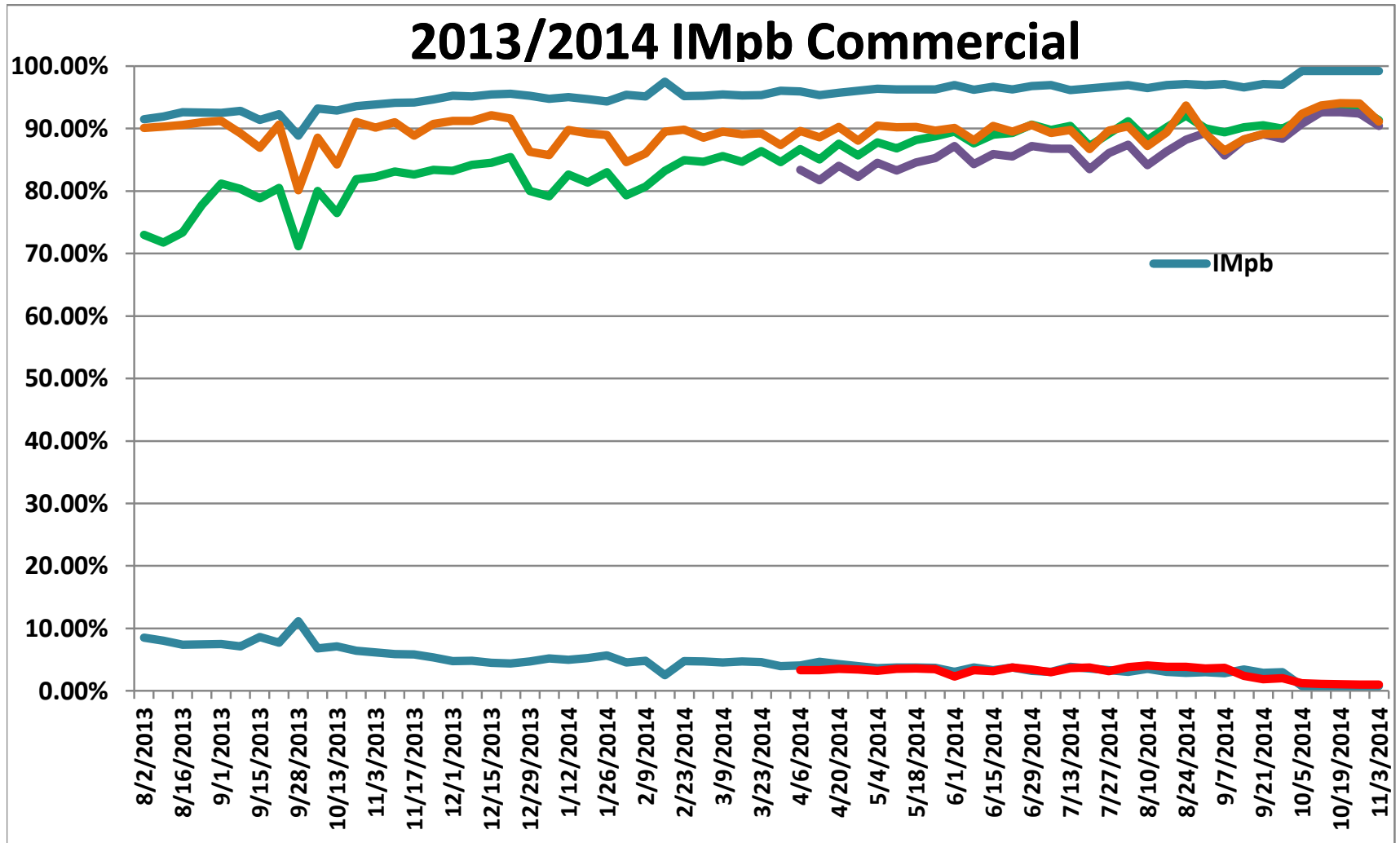
** Parcel Select*

** First-Class Package Services*

** Parcel Select LW*



IMpb Compliance Thresholds	Sep 2014	Jan 2015
Unique trackable barcode (Legacy or IMpb)	99%	99%* *IMpb only by Jan 2015
Destination Delivery Address/ZIP + 4/ 11-digit (DPV) ZIP Code in file	95%	98%** **Street address/11-digit DPV code by January 25, 2015
Shipping Services File v 1.6 or higher, v 1.7/2.0 preferred (v 1.3, v 1.5 permitted)	95%	97%*** ***SSF v 1.6 or higher ONLY by January 25, 2015



Issue Statement: Current Intelligent Mail Package Barcode (IMpb) rules lack clarity on when shipments will be measured toward compliance with receipt of the Shipping Services File and Address and/or 11-digit DPV (or ZIP +4 Code until January 25, 2015) requirements. However USPS Systems are designed to measure and assess compliance upon receipt of the manifest record or the first physical scan event on a shipment. Industry views this approach as problematic contending the address information can be provided later in the processing cycle but before the Arrival at Post Office event and allow USPS to use the data for purposes for sorting to carrier and dynamic routing.

Desired Results: Industry and USPS collaboratively agree on when IMpb compliance will be measured for Shipping Services File Timeliness and address and/or 11-digit DPV ZIP Code requirements against the respective thresholds.

Expected Date of Completion: January 31, 2015

Issue Originator: John Medeiros

Industry Co-Leader: John Medeiros

USPS Co-Leader: Juliaann Hess

Create seamless, positive experiences for our mutual customers



Secure data interfaces and
transmission protocols



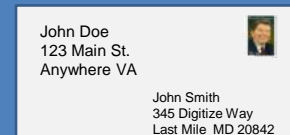
Verify: Entry Point and Discount
Scheduled Ship Date



Barcode quality and uniqueness



Align electronic data to match package details
including full DPV address and 11-digit ZIP Code,
postage attributes and entry location



Prior to tendering packages:

Submit Shipping Services File
Shipping Partner Events



Upgrade to Shipping Services File
version 1.7 or 2.0 and include return address

Submit eDoc when
letters/flats are tendered



Does USPS
have the mail?



Where is
it in the
process?



When will it
be delivered?



How did the
overall
mailing
perform?

An optimized plan for:



Consistent,
predictable
delivery



Avoiding
bottle necks



Balancing
resources &
reducing costs



Maximizing
transportation
& resource
utilization

Require Address and 11-Digit ZIP Code Delivery Point Validation

Barcode Quality

Shipping Services File Data Quality

99M Container Placards and Electronic Nesting Information in Shipping Services File

Secure File Transmission

Upgrade to Shipping Services File v1.7 or 2.0 and include return address

Shipping Partner Events

Address Management Updates



- **UAA Cost Study**
 - The FY2014 UAA Study annual update will be posted in mid-December
 - Scheduling of a new UAA Cost Study is still undetermined
 - Potential in 3rd/4th Quarter of FY2015 after the deployment of FPARS
 - Cost and resources being evaluated

- **Electronic Product Fulfillment**
 - As of November 13th:

License Type	EPF Participants by Licensee	Total Number of Licenses	Total Percentage	Comments
NCOA ^{Link} Full Service	22	22	100.0%	
NCOA ^{Link} Limited Service	181	184	98.4%	2 licensees are recertifying
NCOA ^{Link} End User Mailer	89	93	95.7%	
NCOA ^{Link} MPE	155	155	100.0%	
DPV	35	35	100.0%	
DSF ²	16	16	100.0%	
AMS API	103	103	100.0%	3 licensees are not renewing their licenses
LACS ^{Link}	44	44	100.0%	
Suite ^{Link}	43	43	100.0%	
RDI	137	148	92.6%	Anticipate remainder of licensees to convert after their RDI file ages to 105 days
Total as of Nov 13, 2014	825	843	97.9%	

- **NCOA^{Link} Audit by the USPS OIG**
 - **OIG cited the security of the NCOA^{Link} data to protect customer information as a potential issue**
 - There has been no breach of data in NCOA^{Link}
 - **The USPS is very confident in the security currently built into NCOA^{Link}**
 - USPS committed to evaluate the SHA cryptographic hash function
 - Change in SHA usage has significant impact on DPV and all Link products
 - **Vendor collection and management of Processing Acknowledgement Forms deficient**
 - Working with Information Technology and Privacy Office to review options for centralized storage of PAF information

**Discussion
&
Questions**