

**Eastern Area
Focus Group Meeting
July 2012
Philadelphia PA**

- **Intelligent Mail Support**
- **Streamlining Business Mail Entry**

- **2013**
 - IMb Required for Automation Rates
 - Sunset POSTNET for automation eligibility
 - Increase incentives for Full-Service

- **2014**
 - Full-Service for automation rates

| | Barriers | Solutions |
|--------------------------|---|--|
| Cost | <ul style="list-style-type: none"> • Cost Outweighs Benefit | <ul style="list-style-type: none"> • Increase Incentives / Add Value • Retire Permit Fees |
| Capability Access | <ul style="list-style-type: none"> • Small Market Excluded | <ul style="list-style-type: none"> • Postal Wizard Enhancements |
| Complexity | <ul style="list-style-type: none"> • Complex Preparation • Complex Processes • Complex On-Boarding | <ul style="list-style-type: none"> • Simplify (CSAs, CETs, MID/CRID, eInduction, Seamless) • Work with Vendors to Simplify Process/Expand Access • Simplify Testing & On-Boarding |
| Penalties | <ul style="list-style-type: none"> • Removal of Discounts | <ul style="list-style-type: none"> • Work with Mailers to address issues |
| Awareness | <ul style="list-style-type: none"> • Lack of Knowledge/Resources | <ul style="list-style-type: none"> • Grass Roots Approach, Direct Outreach |

- **Streamline Business Customer Gateway/Registration**
- **Streamline Mailer Identification – MIDs, CRIDs**
- **Working with software vendors to Identify turnkey solution opportunities**
- **Simplify TEM process**
 - **Certify software for electronic submission**
 - **Minimize small/mid-size mailer testing**
- **Improve Full Service Electronic Solutions**
 - **eDOC, Cancel, Error explanations,**
 - **Local Grassroots education and Onboarding Support**

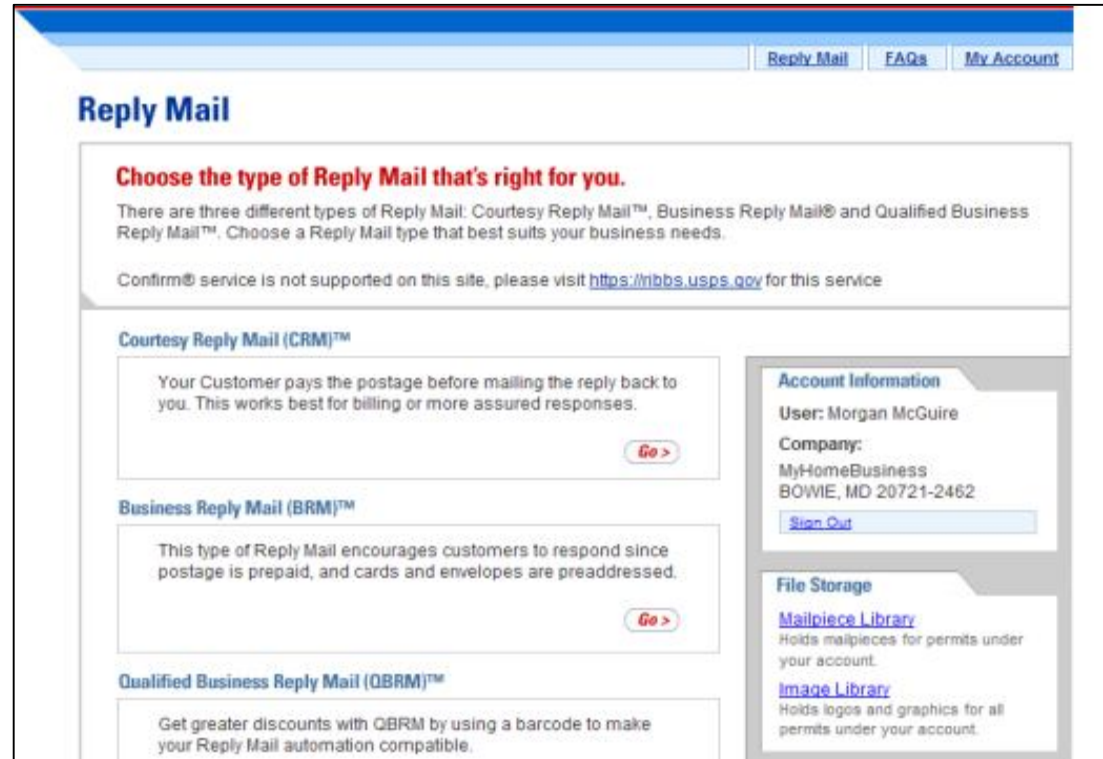
- **Letter to permit holders**
- **FACT sheet for handout to mailers by BMEUs**
- **Improvements for RIBBS Intelligent Mail page**
- **Internal training**
- **External training**

- **Future changes in the Full-Service participation criteria are under consideration**
 - **Logical trays and logical pallets in all mailing environments**
 - Physical siblings will be required
 - **Clarify container placard requirements**
 - Required for containers from DMU
 - Required for DMM and CSA containers at BMEU
 - Not required for other containers at BMEU
 - **By/For Small Mailer Exception**
 - Accurate mail owner identification not required for small mailers
 - Maximum Mailing volume and annual volume thresholds to be defined
 - **Nesting (Piece to Tray, Tray to Containers) Exceptions**
 - Nesting of piece, tray, and container barcodes not required for small mailings

- **Automated Reply Mail**
- **Streamlining Mail Entry at BMEUs**
- **eInduction**
- **Seamless Acceptance**
- **Mail Anywhere**

Automated BRM Tool – Existing Capabilities

- Provide online access for creation of Reply Mail artwork
- Automate Mailpiece Evaluation
- Eliminate Need to Review by MDA
- Automate ZIP+4 Code Assignment
- QBRM-approved customers can transition from the POSTNET to the IMb™ without resubmitting samples for approval
- Establish a Repository of Images Generated by the System
- Allow mail service providers, printers, etc., to create artwork for clients



The screenshot shows the USPS Reply Mail web interface. At the top, there are navigation links for "Reply Mail", "FAQs", and "My Account". The main heading is "Reply Mail". Below this, a red heading reads "Choose the type of Reply Mail that's right for you." followed by a paragraph: "There are three different types of Reply Mail: Courtesy Reply Mail™, Business Reply Mail® and Qualified Business Reply Mail™. Choose a Reply Mail type that best suits your business needs." A note states: "Confirm® service is not supported on this site, please visit <https://ribbs.usps.gov> for this service".

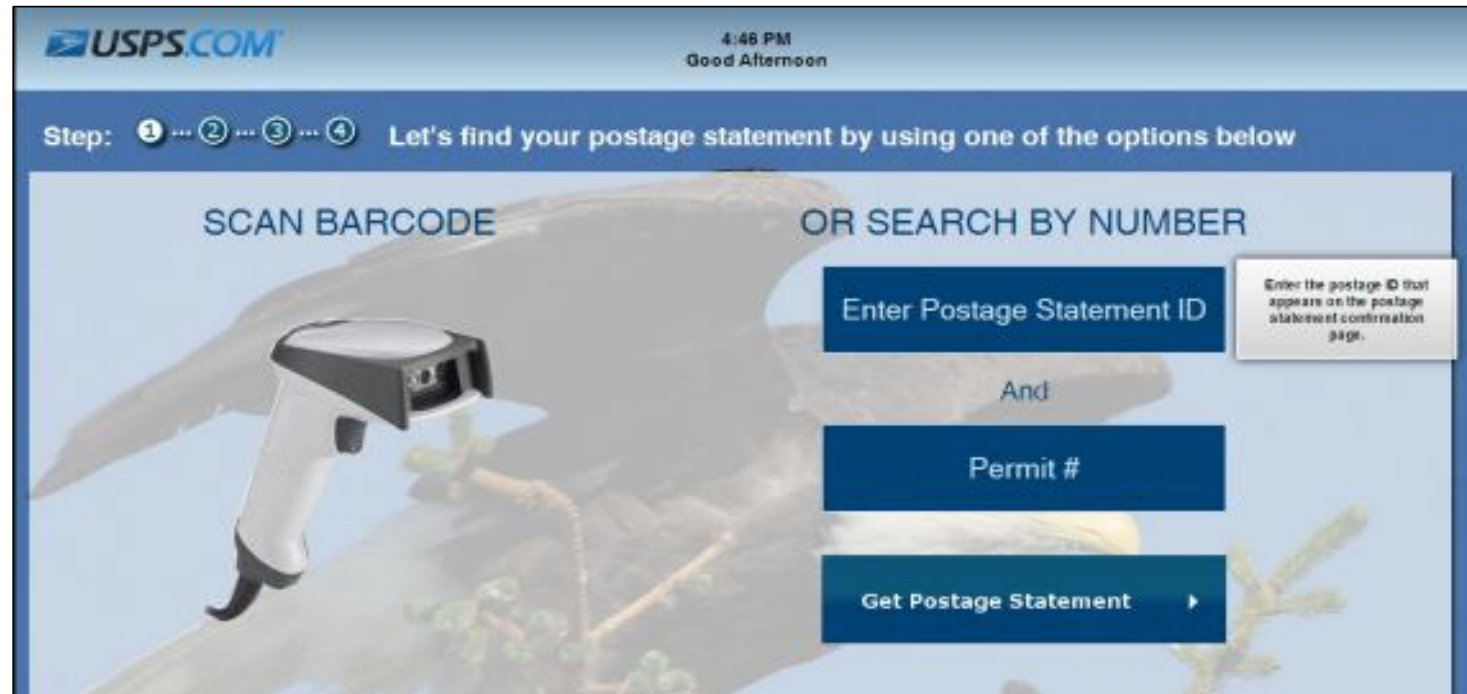
Three options are listed:

- Courtesy Reply Mail (CRM)™**: "Your Customer pays the postage before mailing the reply back to you. This works best for billing or more assured responses." with a "Go >" button.
- Business Reply Mail (BRM)™**: "This type of Reply Mail encourages customers to respond since postage is prepaid, and cards and envelopes are preaddressed." with a "Go >" button.
- Qualified Business Reply Mail (QBRM)™**: "Get greater discounts with QBRM by using a barcode to make your Reply Mail automation compatible."

On the right side, there is a sidebar with "Account Information" showing: "User: Morgan McGuire", "Company: MyHomeBusiness", "BOWIE, MD 20721-2462", and a "Sign Out" button. Below that is "File Storage" with links for "Mailpiece Library" (described as "Holds mailpieces for permits under your account.") and "Image Library" (described as "Holds logos and graphics for all permits under your account.>").

Self Service Terminal –Protoype Test

- Provide simple self service process for mail acceptance
- Computer terminal with printer, scanner, scale attached



USPS.COM 4:46 PM Good Afternoon

Step: ① ... ② ... ③ ... ④ Let's find your postage statement by using one of the options below

SCAN BARCODE OR SEARCH BY NUMBER

Enter Postage Statement ID

And

Permit #

Get Postage Statement ▶

Enter the postage ID that appears on the postage statement confirmation page.

Self Service Terminal

- Mailings submitted electronically – Focus on Full Service mailings
- Scan confirmation page barcode or enter postage statement ID
- Automate check-in
- Print verification/release placards
- Express Mode includes:
 - Standard Mail, First Class Mail mailings
- Begin prototype testing - June 2012
 - Sacramento CA, Twin Cities MN, Dallas TX

| Mail Agent: | Surfdog Enterprises | | | | | | | | | | | | | | |
|---------------------------|--|--------------|-------------|--------------|------------|-------|---------|-------|--|---|--|--|--|--|--|
| Mail Owner: | Surfdog Enterprises | | | | | | | | | | | | | | |
| Mail Owner Permit Type: | PI | | | | | | | | | | | | | | |
| Mail Owner Permit Number: | 135 | | | | | | | | | | | | | | |
| Mail Class: | First-Class Mail | | | | | | | | | | | | | | |
| Processing Category: | Letters (may include postcards) | | | | | | | | | | | | | | |
| Weight of single piece: | 0.0625 lbs, (1.0000 oz) | | | | | | | | | | | | | | |
| Total Mail Pieces: | 585 pcs. | | | | | | | | | | | | | | |
| Total Weight: | 36.5625 lbs. | | | | | | | | | | | | | | |
| Total Postage Amount: | \$ 133.9700 | | | | | | | | | | | | | | |
| Handling Unit: | <table border="1"><thead><tr><th>1' MM Trays</th><th>2' MM Trays</th><th>2' EMM Trays</th><th>Flat Trays</th><th>Sacks</th><th>Pallets</th><th>Other</th></tr></thead><tbody><tr><td></td><td>2</td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table> | 1' MM Trays | 2' MM Trays | 2' EMM Trays | Flat Trays | Sacks | Pallets | Other | | 2 | | | | | |
| 1' MM Trays | 2' MM Trays | 2' EMM Trays | Flat Trays | Sacks | Pallets | Other | | | | | | | | | |
| | 2 | | | | | | | | | | | | | | |

*Note: This mailing maybe subject for additional verification at the time of acceptance.

B: Action

Please scan :

SCAN AT ACCEPTANCE



92000900008321000049543524

Purpose of eInduction:

- **Leverage existing electronic documentation, Intelligent Mail barcodes and handheld scanner technologies to provide an integrated capability for validation of container payment at destination facility without the need for paper 8125s or 8017s as proof of payment**
- **How it works:**
 - As mail arrives at the destination facility ready for induction, USPS will use scanning equipment to perform container scans to validate the entry facility is correct and postage has been collected.
- **Where**
 - NDC's, P&DC's, L&DC's, SCF's
 - No DDUs....not yet!
- **Not Required....yet?**

Why eInduction?

The eInduction process will:

- **Improve Sarbanes-Oxley (SOX) compliance controls**
- **Eliminate the paper-based process that relied on 8125/8017 hard copies:**
 - Removes need to verify/sign paper forms
 - Eliminates waiting time for receiving and handing off paper forms
 - Tracking and keeping a record of the paper forms is no longer necessary
- **Streamline the induction process at USPS origin and destination facilities:**
 - Eliminates the need to manually verify the number of containers for a given shipment matches the container count on the paper forms
 - Move from batch mail induction to one-piece flow: If container is expected, it can be moved to induction area immediately without waiting for the whole shipment to be unloaded
- **Enable USPS facilities to effectively process the additional mail volume that will result from the Network Optimization initiative**

Current Process (Origin)

1. Mailer prepares mailing
2. Electronic File (eDoc/ePostage) is sent to *PostalOne!* or hardcopy presented to BMEU/DMU
3. Acceptance clerks manually validate entry point discounts and postage collected
4. Acceptance clerks manually verify PS Forms for completeness and accuracy (at some sites clerks release containers through DSMS system)
5. Appointment Scheduled
6. Containers are transported to USPS facilities for induction

Current Process (Destination)

- 7. Containers are delivered to destination (induction) facility**
- 8. Dock clerks manually verify paper PS Forms for completeness and accuracy**
- 9. Containers are offloaded and staged**
- 10. Dock clerks manually reconcile physical containers to containers listed on hardcopy forms**
- 11. Containers are released to processing**

Future Process (Origin)

1. **Mailer prepares mailing with Unique Intelligent Mail Container Barcodes (IMCb's)**
2. **Electronic File (eDoc/ePostage) is sent to *PostalOne!***
*or hardcopy presented to BMEU/DMU
3. *Acceptance clerks manually validate entry point discounts and postage collected
4. *Acceptance clerks manually verify PS Forms for completeness and accuracy
5. **Appointment Scheduled**
6. **Containers are transported to U.S.P.S facilities for induction**

*Removed from Future Process

Future Process (Destination)

- 7. Containers are delivered to destination facility**
8. *Dock clerks manually verify paper PS Forms for completeness and accuracy
- 9. Containers are scanned at offload or at staged location**
*offloaded and staged
10. *Dock clerks manually reconcile physical containers to containers listed on hardcopy forms
- 11. Containers are released to processing**

*Removed from Future Process

Where we at today?

Phase One (November '11 to April '12)

- Initial functionality deployed November 2011
- Surface Visibility functionality deployed/Parallel Pilot
- Chicago NDC, Tampa L&DC, Dulles P&DC
- Validate Systems (*PostalOne!*, SV, FAST)
- Validate Induction Processes (parallel with “Paper” processes)

Phase Two (April'12 to June'12)

- Begin Paperless Process at selected sites
- Validate Mailer Onboarding process
- Begin communication and Training Processes

Phase Three (June'12 to October'12)

- Prepare sites for eInduction functionality (Area by Area)
- Limited Rollout – October 2012

Resources and Contact Information

- **RIBBS: eInduction Guide for Mailers:**
- **Ribbs.usps.gov>Intelligent Mail Services>Guides and Specs>eInduction Guide for Mailers**
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/eInduction_Guide_for_Mailers.pdf

MTAC 143 Workgroup

- Work with industry to identify process changes, feedback and reports necessary to achieve a seamless entry and automated verification approach for letter and flat mailings
- Leverage technology enabled through use of Intelligent Mail barcodes to streamline acceptance and verification processes
- Conduct business process analysis on current state
 - Value Stream Mapping – Selected DMU mailers
- Strategic oversight on process/system changes
 - Sampling at Induction (scanners/scale)
 - Mail processing equipment scanning
 - Mail quality trending reporting



- **Seamless Participation Criteria – Detached Mail Units**
 - **Unique Barcodes applied to all Containers, Trays, and Pieces**
 - **eDoc for all mailings: Mail.dat, Mail.XML or PW**
 - **Piece information provided through pdr, .pbc or MailPieceBlock**
 - **No downgrading mailpiece with FS STID to Basic rate without including piece information in eDoc**
 - **Ability to switch to Seamless at site level for class and processing category**
 - **All mail within a container must be seamless**
 - **Accounts are fully funded at Postage Statement Mailing Date**
 - **Participate in eInduction**

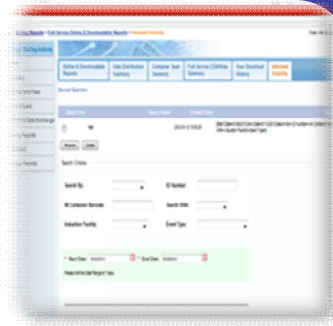
Seamless Acceptance Process

- 1) **Unique Barcodes applied to all Pieces, Trays and Containers**
- 2) **Submit the electronic documentation**
- 3) **Statements auto-finalized – statement mailing date**
- 4) **Mail submitted for induction and capture data using handheld scanner (FS-IMD) at induction point**
- 5) **Capture data from Mail Processing Equipment (MPE) scanning**
- 6) **Compare data captured to electronic documentation**
- 7) **Create trending reports for reconciliation / mailer discussion**



Electronic Documentation

- **Mailers submit eDoc and payment 4-6 hours prior to entry**
- **Data Submission Methods:**
 - Mail.dat piece information provided through Mail.dat Piece Detail Record (pdr) or Piece Barcode Record (pbc)
 - Mail.XML piece level data uses MailPieceBlock Mail.XML file
- **Postage Statements Auto-Finalized**
 - Statement mailing date



Scanning at Induction

- As mail arrives at the destination facility for induction, the Postal Service will use FS-IMD handheld scanners to scan containers as they are unloaded from the truck
 - Containers and induction points are selected at random to validate the entry facility is correct and postage has been collected
- Containers are cleared and released to Operations



Mail Processing and Reconciliation

- Mail is processed on Mail Processing Equipment (MPE)
- MPE scans are captured during the processing of containers, handling units, and pieces
- MPE scans are compared to electronic documentation to validate postage payment, quantity of mailpieces and correct processing location



Trends and Reporting

- Reporting results from the verification process will be available for trending and analysis
 - Available data includes mail data quality, eInduction, sampling at induction, and MPE automated verifications



Manual Sampling

- Payment Method
- Content
- Piece Weight
- Presort
- Barcode Construct
- Undocumented

Processing

- Presort
- Entry Location
- Barcode Scan Rate
- Move Update
- Delivery Point
- Undocumented

- **Manual Sampling**

- BMEU clerks will capture verifications as mail is inducted
- Sample requests will be triggered by *PostalOne!* and captured on the FS-IMD device
- Samples will be compared to eDoc to determine the verification results
- Verification results will be displayed in reports giving details of the samples

- **Processing**

- Processing scans captured during mail processing will be used to verify the makeup of the mail
- Processing Scans will be compared to eDoc to determine the verification results
- Verification results will be displayed in reports showing scan rate as a percentage and actual pieces in error

Manual Sampling

- **Payment Method**
- **Content**
- **Piece Weight**
- **Presort**
- **Barcode Construct**
- **Undocumented**

Processing

- Presort
- Entry Location
- Barcode Scan Rate
- Move Update
- Delivery Point
- Undocumented

| Verification | Level | Approach |
|-------------------------------|---------------------------------|---|
| Postage Payment Method | Mailpiece | Compare clerk entered postage payment method on the FS-IMD to the postage payment entered on the eDoc |
| Content | Mailpiece | Compare clerk entered content on the FS-IMD to the content entered on the eDoc |
| Piece Weight | Mailpiece | Compare weight recorded on scale attached to FS-IMD to the weight entered on the eDoc |
| Presort | Mailpiece | Compare nesting captured on FS-IMD to the sort level on the eDoc |
| Barcode Construct | Container, Handling Unit, Piece | Barcode construct and readability as captured on the FS-IMD |
| Undocumented | Container, Handling Unit, Piece | Compare container, handling unit and mailpiece scans on the FS-IMD with the unique MID to identify any that are not on eDoc |

Manual Sampling

- Payment Method
- Content
- Piece Weight
- Presort
- Barcode Construct
- Undocumented

Processing

- **Presort**
- **Entry Location**
- **Barcode Scan Rate**
- **Move Update**
- **Delivery Point**
- **Undocumented**

| Verification | Level | Approach |
|--------------------------|---------------------------------|---|
| Presort | Mailpiece | Mailpieces that are found in operations with a different handling unit than paid in eDoc |
| Entry Location | Container, Handling Unit | eDoc comparison of the induction location to the MDF; comparison of the SV unload scan facility to the MDF |
| Barcode Scan Rate | Container, Handling Unit, Piece | % of containers, handling units or pieces with scans over the total number in the eDoc |
| Move Update | Mailpiece | Mailpieces that receive a UAA notice after 95 days has elapsed |
| Delivery Point | Mailpiece | Mailpieces that fail Delivery Point Verification based on the 5, 7, or 11 digit delivery point in the IMb |
| Undocumented | Container, Handling Unit, Piece | Compare container, handling unit and mailpiece scans on the FS-IMD with the unique MID to identify any that are not on eDoc |

- Continue Working through MTAC 143
 - Sub-group discussions
 - Auto-finalization, Undocumented containers/handling units/pieces
 - Verification
 - Reports
- Begin pilot testing – Summer 2012
 - Share reports with participants
- Limited rollout January 2013

- **What is Mail Anywhere?**

- The “Mail Anywhere” Business model allows for the use of a single permit, enabling a customer to present mailings with 90% or more Full-Service mailpieces at any *PostalOne!* site.
- A customer can use the same permit at every mail entry site.
 - One trust account in one location to pay for all mailings nationwide, or
 - Permits linked to a CAPS account to utilize electronic payment methods.

- **Benefits**

- Simplifies Mailing Process
 - Maintain a single permit and centralized account to enter and pay for all mailings
 - Manage One permit versus multiple permits
 - Enables greater flexibility in production of mailings
- Local Permit Number or Company Imprint indicia may be used at any location

Eligible Full-Service Mail Classes

- First Class – Cards, Letters & Flats
- Standard – Letters & Flats
- Bound Printed Matter – Flats

Eligible Permit Types

- Permit Imprint
- OMAS Imprint
- Precanceled Stamps w/ ADDPOS
Account for additional postage

Statement Types

- Single Permit
- Combined Mail
- Comail

Submission Methods

- Mail.dat
- Mail.XML
- Postal Wizard

- **Mailers must:**

Meet Full-Service Authorization

- Mailers must meet and pass Full-Service/TEM authorization
- Mailings must have 90% or more Full-Service pieces

Demonstrate Full-Service compliance of at 7 consecutive days

- Valid By/For information (MID, CRID)
- Valid barcodes with MID/Service Type Code
- Unique barcode
- Valid entry facility
- Copal mailers must submit accurate OCI files
- Ship dates must be accurate (not more than 2 days prior to the postage statement finalization date)
- First-Class mailers use a CSA & meet the separation criteria

Authorization Process

- Mailers must be authorized through the *PostalOne!* Help Desk
- Contact the Help Desk via email at postalone@usps.gov
 - Subject Line: Mail Anywhere Participation Request
 - Body of email:
 - CRID
 - BSA/Contact Name
 - Company Name
 - Business Address
 - City, State & ZIP+4
 - Permit #, name, city, state, Zip+4

Preguntas?
Des questions?
问题
Spørgsmål?
Питања?
Questions?

Thank You
