

List of MIS Descriptions

Index Number:	Name:	Description:
1028.00	OFFICIAL MAIL ACCOUNTING SYSTEM	Official Mail Accounting System (OMAS) provides information necessary to support reconciliation of revenue data and accurately capture and maintain revenue and operational data. This data is used for both transaction billing purposes and system control.
1045.00	TIME & ATTENDANCE SYSTEMS	The Time and Attendance (TACS) system is a collection of the following functions: TACS POLLER; PCMODS-TACS RURAL; T&A COLLECTION SYSTEM – RTACS; OPERATIONAL DATA STORE; TACS VOICE RESPONSE; TACS WEB REPORTING; TACS ADMIN TOOL; CITY TIME AND ATTENDANCE PROCESSING; LOAN TRANSFER AND TRAINING SYSTEM; ELECTRONIC TIME CLOCK; RURAL TIME AND ATTENANCE; MAINFRAME TIME AND ATTENDANCE; and CITY TIME AND ATTENDANCE systems. This whole system ensures that USPS employees are paid accurately and on time.
1068.00	POSTALEASE	The U.S. Postal Service introduced an automated system called POSTALEASE to replace the paper forms-based process for administering TSP, TSP Catch Up, Allotments, Net To Bank, W2, W4, eTravel, and the FEHB, FSA and ALE Open season transactions. Employees are now able to process open season and cancellation transactions by themselves over the telephone using Interactive Voice Technology (IVR) and the EWS-Web. Postalease includes a web interface for HR and ASC professionals to process exceptions. If an employee is unable to use the IVR or Web to process an open season transaction, the employee completes a Postalease worksheet, signs and dates it, and submits it to the field personnel specialist who uses the Postalease Web application to enter the transaction into the Postalease system. Web access to Postalease enables HR professionals to create, delete, and view pending and historical transactions for employees in their own servicing personnel office areas. This system was formerly called the Employee Self Service System.
1069.00	GRIEVANCE AND ARBITRATION TRACKING SYSTEM	The United States Postal Service (USPS) and Computer Science Corporation (CSC) recently completed development of the Grievance Arbitration Tracking System (GATS 2.0) to replace the mainframe version Of the Grievance Arbitration Tracking System. GATS 2.0 is a web based system with the server residing in Minnesota. It has been running for the last year at most sites with 400 users working with the system.
1103.00	RETAIL DATA MART	The Retail Data Mart (RDM) was developed to provide easy access to retail transaction data and critical business information used for operational planning, fraud detection, and strategy development as well as sales and market analysis. The RDM was established to harness the power of Retail data to afford the opportunity to generate more revenue, improve customer service, staff to match customer demand, and improve retail performance.
1213.00	WWW.USPS.COM	USPS.com is the Postal Service external customer facing website. This site is the foundation for all usps.com services and contains static information that links to the public. The site is updated multiple times daily.
1294.00	RAPID INFORMATION BULLETIN BOARD	RIBBS is a centralized informational focal point for Mailers, with information and data exchange capabilities with the USPS.
1324.00	STANDARD ACCOUNTING - RETAIL	SAFR provides the following functionality, including implementing retail accounting and inventory control industry standards: daily sales and service reporting, inventory control, sales audit, and stock ledger maintenance. It helps merge financial and retail systems by serving as the national collection and reporting system that will enable an integrated view of the Postal Service. It also integrates with POS One, Postal One!, and Retail Data Mart.
1334.00	TRANSPORTATION CONTRACT SUPPORT SYSTEM	TCSS is an Oracle Web-based application used to manage transportation contracts and related activities. TCSS allows contracting offices to solicit, award, and administer transportation contract. In addition, TCSS interfaces with the National Air and Surface System (NASS) and the Schedule Change Request system (SCR) for the transfer of specific contract data needed to maintain contract schedules. Also, contract data from TCSS is transferred to the Enterprise Data Warehouse (EDW) which is a repository used to manage the Postal Service's corporate data assets.

List of MIS Descriptions

1339.00	WEB-MAIL CONDITION REPORTING SYSTEM	MCRS is a national data collection system that generates reports in a variety of formats for reporting offices, area offices, and HQ. WebMCRS will replace the current functionality of the mainframe environment, also incorporating the functionality of AMC/AMF and THSS. It will also produce a data feed to CDAS for WebEIS, WebDSAS and other corporate users. Finally, WebMCRS will provide the capability to collect data passively from SASS, VTAPS and WebMODS (EOR/SCALES).
1342.00	TRANSPORTATION OPTIMIZATION PLAN AND SCHEDULE	<p>The TOPS system will provide an end-to-end transportation planning and scheduling solution for all plant-to-plant transportation. Components of TOPS include the Air Optimizer (AOPT), Surface Optimizer (SOPT), TOPS International Manager, Network Modeling Database (NMD), and CPLEX.</p> <p>The Air Optimizer (AOPT) is the component of TOPS that optimizes air transportation including FDX, UPS and commercial air. The Surface Optimizer (SOPT) is the component of TOPS that optimizes surface transportation including Postal Vehicle Service trips from VITALS and contracted transportation from TCSS. The TOPS International Manager automates the direct routing creation for the International Network Operations (INO) group using a rules-based approach for destinations that have direct transportation. Network Modeling Database (NMD) is the database that houses the transportation, dispatch, and planned route data for TOPS. CPLEX is the optimization software that TOPS uses to optimize all transportation including highway, rail, and air.</p>
1343.00	DISTRIBUTION TABLE MAINTENANCE SYSTEM	DTMS application replaced the existing SAMS distribution table maintenance function with a web-based application utilizing a DB2 database. DTMS supports centralized management and maintenance of the distribution tables.
1350.00	FUEL ASSET MANAGEMENT SYSTEM	The Fuel Asset Management System (FAMS) is a web-based, 508 compliant system consisting of two modules: (1) eFleet; which tracks USPS fuel purchases through the voyager card which automatically creates a weekly invoice and sends it to the walker accounts payable system; and the eFuel management system module which calculates and facilitates the payment of exact fuel costs. Interfaces will include the voyager system, data on fuel supply delivery and costs from major oil companies participating in the USPS fuel management program, the exception services (5429) and actual price per gallon adjustment transactions (7440), and enterprise data warehouse.
1351.00	LOGISTICS CONTRACT MGMT SYSTEM	LCMS is used to manage logistics transportation contracts. LCMS allows contracting officers to enter, view or modify transportation contract information.
1352.00	MAIL TRANSPORT EQUIPMENT SUPPORT SYSTEM	The Mail Transport Equipment Support System (MTESS) provides daily support for numerous business-critical processes of the Mail Transport Equipment (MTE). MTESS is a fully integrated system that addresses all the 23 Mail Transport Equipment Service Center (MTESS) sites business requirements to support 2,300 postal sites and major mailers. The Network provides ordering, repair, and condemnation for all trays, sleeves, lids, container, pallets and mailbags. MTESS modules enable order processing, inventory management, yard operations, transportation scheduling, production planning, environmental management, performance monitoring, equipment repair, new purchase forecasting and network rebalancing.
1357.00	FACILITIES DATABASE / DATA WAREHOUSE	The Facilities Database (FDB) serves as the centralized, complete, and accurate source of United States Postal Service facility information. Electronically collected data from USPS systems such as Address Management System (AMS), Facility Management System (eFMS), Web-Box Activity Tracking System (WEBBATS), and more collect, send, and receive data that is consolidated within FDB . As the designated source for facility information FDB contains the authorized list of USPS facilities, assigns the facility unique ID, and contains facility profile information such as its facility name, address, physical characteristics, etc. Additionally, FDB encompasses the legacy Facility Security Database (FSD) that contains security surveys, facility risk ratings, and cap-index databases. For reporting specific functions, the File Generation Utility (FGU), enables FDB users to generate customer data extracts from FDB .

List of MIS Descriptions

		FDB, FSD, and FGU are accessible within the Blue network.
1360.00	YARD MANAGEMENT SYSTEM	Yard Management System (YMS) is used to manage trailers as they enter the yard, get processed through the facility, and depart the facility. The system includes the YMS software, wireless infrastructure, mobile Spotter computers, mobile hand held computer, workstations, server infrastructure and an optional hardware component, Real Time Location System (RTLS). The software, in addition to handling the standard yard processing functions, allows for yard automation through a release generation module which uses pre-determined business logic to park trailers and move them to-and-from dock doors. Moves are sent to spotters using the move optimization module which calculates the shortest path between the trailers current location and destination.
1362.00	WEB END OF RUN	WEBEOR collects MPE End-Of-Run Data from NDSS or IDS. This data is made available for further analysis and is summarized for upload into PC-MODS and FAST. Web End of Run (WebEOR) is a web server-based software application running on a Windows 2003 server. An EOR file is generated for each run processed on an MPE and is sent to the National Directory Support System (NDSS) or a Data Collection Server (DCS) at the conclusion of the run. WebEOR automatically looks for unprocessed data files at a regular interval, and when detected, automatically stores the data in the WebEOR database. WebEOR provides the capability to reproduce, archive or summarize any or all information captured during an MPE run and to present this information in report-form. WebEOR reports can be used to measure machine performance, to track machine location, and for planning or trend purposes. WebEOR offers the user a number of standard reports, including reports for operations, maintenance, and machine configuration data. WebEOR also has the capability to generate custom reports that are created by the user.
1363.00	AUTOMATED POSTAL CENTER	The Automated Postal Centers (APC) are capable of performing about 80% of the services that are currently performed at the post office counter; moves simple transactions out of the lines; and in most facilities is available 24/7 to customers. Its secure design accepts only credit and debit cards, no cash transactions involved. Items mailed from the APC meet aviation security requirements through the use of debit or credit card information and digital picture of the mailer that is taken during the transaction.
1364.00	EEO CASE MANAGEMENT SYSTEM	The EEO Case Management System is a web based system that collects informal and formal EEO activity. The web portion of this system provides for input, tracking and managing of EEO cases from the initial state through resolution. The data collected is used to provide reports for manager, congressional inquiries and by law, to the Equal Employment Opportunity Commission (EEOC). The reporting is in compliance with EEOC MD 110, EEOC reporting requirements and 29 CFR 1614.
1372.00	SAFR T-RECS	COTS solution (Chesapeake's T-Recs) for automated reconciliation of Bank Deposits, Credit and Debit card activity, and Sure Money transactions. The system uses internal daily 1412 totals from SAFR from 35,000 USPS retail outlets and external data files from our partner banks. Only total dollar figures by day and unit finance number are used in the application. No credit or debit card account information passes through the system. Any necessary financial entries are exported daily to the General Ledger.
1374.00	NATIONAL ACCOUNTING ORACLE FINANCIALS APPLICATION	Oracle Financials is a replacement accounting system which provides a comprehensive intranet solution in a web-enabled environment, improving reporting capability and efficiency, and automating data entry and collection. Oracle Financials is a Commercial off-the-shelf (COTS) product. This provides flexibility to the adherence of industry best practices. Oracle Financials is composed of modules for General Ledger (includes ANCM), Accounts Payable (replaced APEX), Fixed Assets (replaced PEAS), Finance Number Control Master (FNCM), Journal Entry Voucher (JEV), Foreign Post

List of MIS Descriptions

		Settlement (FPS), Postage in the Hands of the Public (PIHOP), Treasury Offset Program (TOP), and Oracle Projects.
1381.00	WEB COMPLEMENT INFORMATION SYSTEM	WebCOINS is a web-based tool for managing and tracking complement that provides easy access to information about employees, their work assignments, and on-rolls versus authorized complement levels by operational unit. Complement management tools, such as WebCOINS , enable the Field and Headquarters to develop coordinated complement plans. The use of WebCOINS facilitates the achievement of having the right number of people in the right place and at the right time.
1386.00	POSTAL ALERT AND NOTIFICATION SYSTEM (FORMERLY PEMS)	Postal Alert and Notification System (PANS) enables real time data entry, analysis and response to emergency incidents both natural and man-made. PANS links several systems within the USPS infrastructure to relate and more efficiently utilize data provided by these systems. It enables: real time reporting of incidents; management decisions based upon data; enterprise wide archiving and acquisition of subject matter experts and resources; archival of incident data and response for later operational and financial audit; real time communications for incident involved teams; real time automated alerting from the Bio-Hazard Detection System and Continuation of Operations (eCOOP) notification systems; and near real time notification of severe weather alert information from NOAA.
2038.00	ENTERPRISE INFORMATION REPOSITORY	The Enterprise Information Repository (EIR) provides a centralized storage and access location for standard, corporate information resource data. The scope of this data encompasses both operational and development information systems.
2062.00	CCC CORPORATE CUSTOMER CONTACT	Corporate Customer Contact supports the Consumer Advocate with national development field applications. This application is not accessed directly by USPS end-users, but is used by the corporate call centers.
2712.00	MAIL TRANSPORT EQUIPMENT LABELER	Placarding, labeling, and bar-coding are logistics tools that enhance the quality of the dispatch process for origin and destination pairs within the postal network. MTEL is an improved labeling system that produces placards and handling unit labels for containers to be dispatched from one mail processing or transportation consolidation facility to another, as well as in-house. MTEL lays a foundation for positive control over mail flows and realizes significant benefits by defining a coherent architecture for container identification. MTEL provides the methodology for container aggregation and de-aggregation by utilizing a unique tracking barcode in a consistent manner.
2808.00	NATIONAL PERFORMANCE ASSESSMENT	The NPA reporting system designed to provide a standardized method for assessing performance within USPS on both a national and field level basis. The system reports on metrics, weighing factors, and time frames for key performance indicators
2875.00	ADDRESS INFORMATION SYSTEM PRODUCT FULFILLMENT	The Address Information System Product Fulfillment (AIS PF) is a database of raw files made available to customers to enhance address standardization and/or to obtain detailed address information. AIS products are available on cartridge, cd-rom, or hard copy. There is a UNIX job, APB (Ais Product Build) that is responsible for creating AIS products. Customers who want to copy or redistribute AIS products must pay a licensee fee, which grants permission to duplicate a USPS product.
2965.00	EXECUTIVE PAY SYSTEM	The Executive Pay System (EPS) allows Postal Service officers to make pay increase recommendations to the HR compensation department for Postal Service executives for FY performance based on the goals and objectives set within the Performance Evaluation System. This application is available to only the HR compensation staff and Postal Service officers.
3047.00	MATERIAL DISTRUBUTION AND INVESTIGATION MANAGEMENT SYSTEM	MDIMS is used to perform material distribution, warehousing, and inventory management business functions for the USPS. MDIMS helps manage inventory for a catalog of Items and provides material support for customers. MDIMS is a real time system that is ISA Certified. MDIMS uses current industry technologies such as radio frequency with hand held computers, bar-coding, EDI, an Oracle relational database, ad-hoc query tools, TTOE and electronic interfaces to over 25 other systems. An integral component of MDIMS is the utilization of DVD to maximize efficiencies utilizing SCM techniques and processes. In addition, eSPIN is used to forecast warehouse stocking levels based upon MDIMS provided historical

List of MIS Descriptions

		<p>demand data. MDIMS is used to process the PS 3849 printed in the Topeka LPC, and for the interface between eBay and LPC. MDIMS is also utilized to provide support to ERMS in the production of print on demand FMLA letters and NARECS retirement packages to USPS employees.</p> <p>The MDIMS system contains over 90,000 items and provides material support for USPS customers who place over 3.8 million orders annually. The TTOE system is part of MDIMS and has processed over 12 million orders since 1993. MDIMS is used by the National Material Customer Service call center operation located at Topeka, which provides support to 40,000 postal sites and vendors on orders placed through the MDIMS system. The call center uses a PBX extension software package (IVR & HEAT) that provides automated answers to 30% of customer calls and interfaces with the MDIMS system. MDIMS is used for the print file creation and order processing of the PS 3849 printed at the Topeka Label Printing Center which includes order processing, shipment processing, invoice processing, JV generation, and error reporting</p>
3051.00	MONEY ORDERS	<p>The Money Orders System supports the work of the money order branch of the St Louis Accounting Services Center relating to issuance, cashing, reconciling of postmaster accounts, customer inquiries, replacement of money orders, international money order work, control of money order blank stock, reconciling accounts with the St. Louis Federal Reserve Bank (FRB) and the U.S. Treasury Department, and various requirements of the Postal Inspection Service.</p>
3079.00	DINERO SEGURO SURE MONEY	<p>Sure Money, a U.S. Postal Service product, offers customers a convenient, rapid, and secure way to send money to friends and family in Latin America. In order to provide this service, the Postal Service has partnered with Bancomer, the largest retail bank chain in Mexico. Through this partnership, customers can wire money electronically from selected Post Offices throughout the United States to recipients at Bancomer (and Bancomer partner) branches in El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Peru, Argentina, Columbia, Dominican Republic and Ecuador.</p>
3108.00	SURFACE-AIR MANAGEMENT SYSTEM	<p>S-AMS primary function is to assign mail to Air and Surface routes for transportation. S-AMS also collects information required to pay air carriers for their services and end it to the ACSS system on the Mainframe. S-AMS reduces capacity overloading of the first leg in commercial air routes. S-AMS is intended to decrease transportation costs by increasing the utilization of less costly surface routes without compromising on time delivery goals.</p> <p>Information for application 3108.03 S-AMS International Assignment as been combined into this application:</p> <p>S-AMS International Assignment:</p> <p>Functionality to assign mail for transport to international and US military overseas destinations. The SAMS Mail Assignment Engine will provide the following international-specific functions:</p> <ul style="list-style-type: none"> • Determine the transportation that should be associated with receptacles and containers. • Determine the international 29 character barcode. • Call new SMAS Dispatch services to print corresponding paperwork. • Associate the assignment to a consignment. <p>* Select applicable international receptacles for sampling by SIRV/O (System for International Revenue and Volume/Outbound)</p>
3271.00	COMPUTERIZED DELIVERY SEQUENCE SERVICE	<p>The Computerized Delivery Sequence (CDS) program provides qualified mailers updated delivery sequence information for their existing address lists. CDS provides mailers with accurate complete addresses, reduces UAA, increases deliverability and allows mailers access to postage discounts.</p>
3276.00	CONTRACT AUTHORING AND	<p>CAMS - provides supply management personnel with a web-based COTS application to facilitate the solicitation, award and administration of supplies,</p>

List of MIS Descriptions

	MANAGEMENT	services and transportation contracts. Application will implement electronic interfaces with EBUY, accounts payable and FEDBIZOPPS systems. It provides tools such as milestones, templates and email to streamline the creation and administration of contracts.
3304.00	PAYROLL SYSTEMS	EIR 3304 includes programming for USPS Payroll. Approximately 600,000 employees are compensated biweekly through this system. All pay rules necessary for compensating USPS employees are incorporated into this system, and all data necessary for legally required wage reporting is maintained in this system. Deductions from employee wages for all of the following are maintained in the system: federal state and local taxes; life, health, dental, and other optional insurances; retirement plan withholdings including CSRS, FERS, & TSP; garnishments, tax levies, child support; voluntary allotments & net to bank information for employees; union dues. Employee changes for many of these deductions are collected through the HR PostalEase system and transmitted to the Payroll system.
3305.00	ENTERPRISE IMAGING & WORKFLOW	An enterprise web application for the capture, administration and approval of USPS form data and images, including automated interfaces to legacy systems where practical and possible. Phase 1 includes standard invoices, credit invoices and Tort Claims. Subsequent phases will include USPS Payroll and other Finance department functions. System design must be flexible to support other functional areas requiring image processing.
3331.00	CUSTOMS AND BORDER PROTECTION MANIFEST	<p>Application name changed from Electronic Manifest Central Database (EM-CDB) to Customs and Border Protection Manifest (CBPMAN). The EMCDB is the database and CBPMAN is the web application that feeds that database. Other sources that send Customs data to the EMCDB include Webtools and some external business mailers (i.e. Endicia, Neopost, and Bestway Technologies).</p> <p>The Customs and Border Protection Manifest (CBPMAN) web application was developed as a front-end to the Electronic Manifest Central Database (EM-CDB) to allow users the ability to key in information from the Customs Declaration forms (PS Form 2976-A). The application captures this information as close to real time as possible in order to provide it to CBP in a timely manner. This application is used by retail offices and other users that have the responsibility of entering information from the Customs Declaration forms. The overall effort will support the capturing of Customs data at all points of sale and induction and forward to U. S. Customs and Border Protection.</p>
3376.00	ELECTRONIC RECORD INFORMATION SYSTEM	eRIMS allows for tracking and managing retention schedules for USPS forms and other data.
3401.00	FACILITY ACCESS AND SHIPMENT TRACKING	<p>FAST is a system that replaces DSAS.</p> <p>It allows USPS to capture accurate inbound mailer volumes for purpose of:</p> <ul style="list-style-type: none"> – Improved dock management – Improved plant processing <p>It provides a scheduling system with more accurate data:</p> <ul style="list-style-type: none"> – Mailer rating concept encourages customers to submit accurate appointment and content information .
3520.00	BDS NATIONAL CONTROLLER	The Biohazard Detection System (BDS) National Site Controller system is being developed in order to provide a central repository for the data being collected by the BDS Units and Site Controllers located in USPS Mail Processing facilities. This system will also act as the central messaging controller for air sample test results and system maintenance notices in a 24x7 real time format. This system is also responsible for communicating a positive contamination alert to the PEMS system for downstream alerting and plan activation.
3631.00	ENTERPRISE CONTENT MANAGEMENT	The United States Postal Service (USPS) is facing a critical challenge caused by manually intensive work processes that continue to generate large volumes of paper.

List of MIS Descriptions

		<p>A modernized Enterprise Content Management (ECM) system will automate manual process areas in Supply Management (SCM), General Council (GC), Equal Employment Opportunity (EEO), Labor Relations (LR), and Publishing (IPP) to bring increased efficiencies and productivity gains to the Postal Service.</p> <p>This EIR entry refers to the base Documentum ECM system that supports all of the various customer workflow and interface implementations of the base system.</p>
3699.00	CUSTOMER LABEL DISTRIBUTION SYSTEM	<p>Provides the Mailer community access to the EDL (Enhanced Distribution Labels) and the ATLAS program, a key component of ATLAS has been envisioned to fulfill this need – CLDS (Customer Label Distribution System). The CLDS system will act as the customer (Mailer) facing portion of ATLAS, giving the mailer community the ability to order EDLs from the Topeka Label Production Center (LPC) in Topeka, KS, integrate their label production data with the ATLAS program, and in the future print their own labels off of CLDS, as well as redirect label orders to local WebATLAS-enabled Postal Facilities in their area.</p>
3705.00	CUSTOMER REGISTRATION (EREG)	<p>The Customer Registration application serves as the single-sign on entry for all business clients to other USPS online applications.</p>
3724.00	DEBIT/CREDIT MONEY ORDER SYSTEM	<p>The Debit/Credit Money Order System (DCMS) information is used for investigations involving USPS money orders. DCMS is a web-based system that gathers and presents all content of the First Data Management Systems (FDMS) daily transmission of debit/credit card transactions for purchases of Postal products. Currently, the FDMS transmission is processed through the USPS Standard Field Accounting System (SFAS) Unit Revenue Data Access (SURDA) system. SURDA is scheduled to be retired from the USPS IT Organization in early 2006. DCMS will be hosted on an Inspection Service server and interface, which also hosts all SURDA data in a report format. All information stored in this Inspection Service database will be available as reports and queries for investigational purposes. This automated data will replace the current manual request for information.</p> <p>DCMS provides the following functionality:</p> <ol style="list-style-type: none"> 1) Host all SURDA data on an interface within Investigative Systems as a web-based query. 2) Present debit/credit data and money order information (previously owned by FDMS) to Inspectors and Intelligence personnel as a resource for analysis. 3) Allow users to filter queries by Data, Location, Clerk ID, and Dollar Amount of the transaction. 4) Maintain the ability to develop ad hoc queries. 5) Allow users to export reports into an Excel spreadsheet format.
3776.00	CODE OF CONDUCT CODE OF ETHICS	<p>Code of Conduct/Code of Ethics (COCE) is a brief online questionnaire used to validate that employees have read and understand the code of USPS conduct and ethics statement.</p> <p>COCE is a questionnaire with "agree / does not agree" like responses. The only data element is "name."</p>
3777.00	INCIDENT MASTER	<p>Incident Master is comprehensive crisis information management software that empowers emergency planners and responders to quickly mobilize response teams, manage events and facilitate recovery from any man-made or natural disaster (i.e. hurricanes, tornados, floods, etc.) that impact the Postal Service.</p> <p>This information resource is not externally facing containing custom programming or scripting.</p>
3788.00	SOLUTION FOR ENTERPRISE ASSET MANAGEMENT	<p>AMI will provide an enterprise solution for the management of Inventory Management – Inventory Management provides the capabilities to process customer orders, handle customer returns, and effectively manage inventory/warehouse operations.</p>

List of MIS Descriptions

3795.00	ECUSTOMERCARE	The mission of the Consumer Advocate and Consumer Affairs Offices (CAOs) is to provide a channel through which customers may gain access to information about products, services, and postal policies. In turn, the Consumer Advocate and Consumer Affairs Offices listen to the voice of the customer and relay feedback to postal management. The eCustomerCare solution will enhance this two-way channel through improved documentation of customer contacts, inter-connected channels for customer service, and more proactive reporting for postal management.
3834.00	ENTERPRISE CONTENT MANAGEMENT - EQUAL EMPLOYMENT OPPORTUNITY	The Equal Employment Opportunity organization currently relies on the storage of paper documents, the manual distribution of documents and the manual execution of business processes to support core business operations including the Complaint Process, Case Management, and the Centralized Intake Process. This environment has led to the reliance on paper copies and storage and distribution of multiple versions of documents. The existence of multiple paper copies of documents throughout the Equal Employment Opportunity organization creates a challenge in identifying the master copies of documents.
3835.00	EMPLOYEE PERSONNEL ACTION HISTORY	Employee Personnel Action History is the repository for all employee HR actions. It is also the interface between SAP and File Maintenance for all personnel actions. EPAH is used by a number of applications for information retrieval and is updated by HR actions received from HCES SAP PA. eOPF uses EPAH to allow employees to review their Form 50 history via Lite Blue.
3854.00	ACS KNOWLEDGE MANAGEMENT KNOVA	<p>ACSKM-K is the knowledge base upon which Accounting Help Desk agents rely for researching and responding to contacts with accounting/finance questions.</p> <p>The Knova application is the knowledge management repository that provides standard solutions for problems being reported. Agents and SMEs using Remedy to track call information have the ability to use Knova to provide solutions to their customers in a timely manner. They can then complete their Remedy ticket using the solution found in Knova making their day to day duties more consistent and streamlined.</p> <p>Knova also provides the customer with Self-Service module allowing users to research and find their own solutions via the ASBS website.</p>
3866.00	COMPUTERIZED ON-SITE DATA ENTRY SYSTEM	COMPUTERIZED ON-SITE DATA ENTRY SYSTEM (CODES) automates the field data collection, data management, and administrative functions of the major national statistical information systems. CODES activities are focused on four large systems: ODIS (Origin Destination Information System), RPW (Revenue, Pieces and Weight), International ODIS (IODIS), Transportation Cost System (TRACS), In-Office Cost System (IOCS) Carrier Cost System. Records received through Remote Job Entry (RJE) process are expanded according to skip interval, repeat key and multiple piece codes. Zip codes are inserted into the record based on a search and match on city name and state abbreviated code.
3869.00	SUPPLY CHAIN MANAGEMENT DATA MART	Provides Supply Chain Management reports for purchasing / Supply Management Systems as the systems are integrated into the EDW. The data resides in the EDW and utilizes Microstrategy for reporting to users. The infrastructure is EDW responsibility, while the reporting is SCM systems responsibility.
3873.00	EAGAN ACCOUNTS PAYABLE SYSTEM	The Eagan Accounts Payable System provides the capability of making non-traditional accounts payable payments. The system consists of a Web front end with an Oracle database residing on the mainframe. Nightly batch processes provide interfaces between the eAwards, eldeas, payroll, non payroll commercial banking, relocation, and general ledger systems. Included in the system are award payments, payments to beneficiaries, union and court settlements, board of governor payments, payments to taxing authorities, miscellaneous payments, PCES Widow/Widower Payments, bond payment, union and charity organization payments, commuter payments, and deferred income. In addition the system maintains information on payments for taxable travel made via the relocation payments system and contract nurses made via vendor ADP.
3875.00	EPAYROLL	Changes the U.S. Postal Service's payroll processing, printing and distribution functions to provide web enabled and integrated voice response earnings

List of MIS Descriptions

		statements, debit card pay check replacements, and web enabled W2s. This makes Payroll more efficient by capturing savings from eliminated printing costs and freed work hours in plants.
3881.00	ENTERPRISE CONTENT MANAGEMENT - LAW DEPARTMENT	This ECM Application is to enable efficient management of all types of content (matter documents, emails etc.) related to EEO, MSPB, NLRB and other cases handled by USPS Law Department lawyers. The application will also be used to automate the Law Dept business processes, Rate Case Management, Class Action suits and Records Management.
3886.00	FAQ KNOWLEDGE BASE	<p>The mission of the Consumer Advocate and Consumer Affairs Offices (CAOs) is to provide a channel through which customers may gain access to information about products, services, and postal policies. In turn, the Consumer Advocate and Consumer Affairs Offices listen to the voice of the customer and relay feedback to postal management.</p> <p>The FAQ application will enhance this communication through improved service allowing the Postal Customer to obtain the appropriate response to their questions, and provide knowledge based proactive reporting tool for postal management. The metrics provided by FAQW will be used to update future versions of the FAQ application and provide postal management with “real time” information pertaining to the type and number of customer questions.</p>
3947.00	UTILITY MANAGEMENT SYSTEM	The Utility Management System (UMS) is designed to collect and analyze utility cost and consumption data that will be used to support overall utility management, bill payment and auditing, facility energy management, rate analysis and optimization and procurement in competitive markets.
3984.00	SEAMLESS ACCEPTANCE AND SERVICE PERFORMANCE	This project was originally named “Seamless” or “ Seamless Acceptance & Service Performance ”. It is now using the name “ Full Service ”. Marketing Technology & Channel Management (MTCM) will streamline business mail acceptance processes by implementing Seamless Acceptance to automate the Business Mail Entry (BME) mail verification processes for letter and flat mail. By applying unique barcodes on mail pieces, trays, sacks, tubs, pallets and other containers and providing those barcodes in electronic documentation to Seamless Acceptance mailers will support the automation of verification processes. Seamless Acceptance will receive USPS mail-processing scans of the barcodes and use the information to verify the electronic documentation submitted by the mailers and to determine mail preparation quality. Seamless Acceptance will encompass all classes of mail to include First-Class Mail, Standard Mail, Periodicals and parcels. It will encompass all mail processing categories to include letters, flats and parcels. MTCM and the Intelligent Mail organization are also looking to leverage the seamless acceptance model to provide Service Performance metrics. Initially the focus will be to provide service performance reports for market dominant products.
3988.00	CENTRALIZED INTAKE SYSTEM	The EEO customer created this system with no IT involvement. The Centralized Intake System (CIS) is an automated centralized intake system that incorporates the latest interactive voice recognition (IVR) and web-based technologies that provides the necessary capabilities to receive and record inquiries for pre-complaint counseling information packages. The system generates customized information packages, cancellation notification letters, facilitates scanning of paper documents, automates the tracking and processing of electronic documents, and provides the starting point for electronic document management. The system is an efficient, standardized and cost effective way to for employees and applicants to request counseling. EEO counseling is required upon request in accordance with the EEOC regulations in 29 C.F.R 1614 and the EEOC MD-110.
3994.00	MARKETING OPERATIONAL DATA STORE	The United States Postal Service (USPS) requires a technology reporting solution built on accurate customer information that will help drive more effective business decisions across their organization. The ability to know who the USPS customers are and what they are doing across multiple service channels is essential to support current and future Marketing, Sales, and Service initiatives. In support of this goal the USPS has enabled several customer data management initiatives including the Customer ID program, the Customer Data Quality initiative, the Data

List of MIS Descriptions

		<p>Governance committee, Customer Insight Reporting, and a universal Customer Registration initiative to confirm that accurate data is supplied by the customer at the point of entry.</p> <p>The Marketing ODS is the end result of the above mentioned programs. The ODS will enable the Marketing organization to aggregate transactional data from many source systems and relate it using technology implemented in the Customer ID program. The output of the ODS is the ability for the USPS to recognize and analyze trends in customer behavior across many revenue channels.</p>
4000.00	ADDRESS MANAGEMENT SYSTEM	<p>Address Management System (AMS) consists of the following modules: AMS-ADCS, AMS-AIS products: AMS-National; AMS-DSF (Delivery Sequence File), DPF (Delivery Point File) Now, and AMS-CDS (Computerized Delivery Sequence). AMS contains the national list of delivery points for the USPS.</p>
4004.00	POSTALONE!-BCSS	<p>The PostalOne! System replaced the legacy Permit system and is a data entry tool for all business mailing information. The users are primarily Business Mail Entry and Business Reply service personnel. The system provides the ability to enter postage statements, deposits and other financial transactions, to manage customer accounts, and to retrieve reports necessary to manage the day-to-day business in a field unit. Additionally, mailers can now submit domestic postage statements, view their own transactions, and retrieve reports related to their accounts.</p>
4017.00	ELECTRONIC MARKETING REPORTING SYSTEM	<p>Electronic Marketing Reporting System (EMRS) provides a comprehensive system for the USPS' premier product, express mail. EMRS accounts for every single piece of domestic and international express mail. This includes the revenue, volume and service performance of each piece on a daily basis. Because EMRS tracks and measures the delivery of express mail, other USPS entities use EMRS as a baseline to evaluate other product's service performance. Users have access to printed reports and on-line inquiry capability in numerous formats to display revenue, volume and service performance statistics which are updated daily. EMRS is responsible for the revenue protection and automated trust fund accounting for Express Mail Corporate Accounts (EMCA). Each EMCA receives a detailed statement.</p>
4023.00	HCE/HRSS CASE MANAGEMENT	<p>Case Management supports the HR Shared Service Center in Greensboro NC. Case Management uses Remedy and Service ware to develop screens for the tier 1 and tier 2 agents taking calls from employees. The Remedy application is the basis for documenting workload and tasks related to individual personnel cases of USPS employees.</p>
4043.00	MAILER ID	<p>The MID System is a tool used primarily by USPS Help Desk personnel to assign 6 and 9 digit mailer IDs to customers.</p>
4050.00	POST OFFICE BOX ONLINE	<p>The Post Office Box (POBOL) Online application allows consumers and small businesses the ability to open, close, make payments, and manage PO Boxes online. The POBOL application supports the Transformation Plan by improving customer service, reducing cost, and generating revenue. Allowing customers to manage their PO Box account online offers greater flexibility and convenience to the customer thereby contributing to a more positive customer experience and improved customer service. The POBOL application not only offers a more robust service that will meet the needs of customers, but also reduces operating costs by reducing the number of customer inquiries regarding PO Box availability. The POBOL application leads to increased revenue as customers can more easily open, renew and manage a Post Office box.</p>
4065.00	EPHYSICAL ACCESS CONTROL SYSTEM	<p>ePhysical Access Control System provides centralized management and oversight of the building access control mechanisms (control panels, card readers, door strikes, turnstiles, etc). A Management Instruction from the Chief Postal Inspector mandates all new and refurbish PACS projects must use this standard integrated system.</p>
4072.00	WEB - BOX ACTIVITY TRACKING SYSTEM	<p>The Web Box Activity Tracking System (WebBATS) is the mandated national application the Postal Service has to manager Post Office Box, Caller and Reserve services. WebBATS provides customer due dates, payment labels to be used with the Post Office Box Fee Due Notice 32-B and 32-C, follow-up Past Due Payment</p>

List of MIS Descriptions

		letters and all other proper and professional notification to our PO Box, Caller and Reserve customers for the timely collection of fees. All PO Boxes, Caller and Reserve numbers must be entered into WebBATS to effectively manage their inventory.
4102.00	ENTERPRISE ENERGY MANAGEMENT SYSTEM	The Enterprise Energy Management Solution (EEMS) collects, monitors, measures, and manages real-time consumption data, identifies energy savings recommendations including demand management and supports the USPS goal to reduce its energy consumption by 30% by the year 2015.
4103.00	ENTERPRISE ADMINISTRATION	Enterprise Administration provides the capability for customers to manage their own users who participate in online business offerings by designating a Business Service Administrator. eAdmin is an authorization system for external business customers, similar to what eAccess is for internal users. There is an external system as well as an internal system. Externally, customers first go through the Business Customer Gateway (BCG) to login using Customer Registration credentials. Then the user is offered the options to select access to a series of services (such as Manage/Audit Mailing Activities, Schedule a Mailing Appointment, Obtain a Mailer Id, Manage Permits, etc). These services provide access to business mailer applications such as FAST, PostalOne, Mailer ID, CONFIRM, etc. The internal application enables internal users to view the status of a user or a company as well as to identify the linkages a user may have (e.g., User A has the following accesses). In addition the internal application has functionality that enables internal users to create new company records (to get a CRID) or to do work on behalf of an external customer.
4115.00	HANDHELD MAIL VERIFICATION (IMD)	This system enables the acceptance of electronic documentation and scan data to support the following: <ol style="list-style-type: none"> 1. Enable the Intelligent Mail Barcode 2. Support for Service Performance Measurement 3. Improve Revenue Assurance Through Automated Mail Verification 4. Improve Cost Efficiencies In Mail Acceptance 5. Potential to Reduce Mail Processing Costs by Improving Mail Quality 6. Improve Cost Efficiencies in Business Reply Mail Counting and Invoicing Labor 7. Enhanced Data Analytics and End-to-End Visibility 8. Increased Diagnostics for Solving Problems in the
4120.00	CORPORATE ENERGY INTERFACE MANAGMENT SYSTEM	The Energy Initiatives group (Office of Sustainability) is responsible for the generation of legal and business performance related energy reports. The completion of these reports relies on having real-time data available from numerous existing stand-alone USPS systems. As a result, the Energy Initiatives group is developing the Corporate Energy Interface (CEI) that allows end users to obtain data elements from the different USPS systems.
4128.00	TOTAL REVENUE PROTECTION	Total Revenue Protection (TRP) is a High Performance/Supercomputing (HPC/SC) solution which will serve as a next generation revenue protection and recapture system. TRP will incorporate the functionality of the Information-Based Indicia Revenue Protection (IBI-RP) system while establishing processes for other internal business customers like Intelligent Mail to ensure revenue protection and assurance. TRP will provide key cross payment (Permit and IBI) control for identification and reporting on highly probable revenue loss schemes, actual losses, short payment, IBI duplication, unregistered permits, and inactive permit accounts. TRP will provide PC Postage unpaid recapture by sending candidate IBIs back to the originating credit card transactions. TRP will provide expanded detection and reporting of duplicate IBIs out to 6 years from original occurrence. TRP will have OCR capabilities for reading Permits.
4142.00	SERVICE DELIVERY CALCULATOR	The Service Delivery Calculator (SDC) is a central source for all service commitment and service standard calculations. The SDC is also the steward for the Express Mail Network Directory creation and associated data. The SDC will utilize operational data from NASS/TOPS, including the EMOT and planned routes, retail data from the RAU, and exceptions from HQ. Standards and delivery dates will be provided to all internal and external customers for use including POS ONE, PTS, NTMS, and Web Tools.

List of MIS Descriptions

4153.00	VULNERABILITY AND RISK ASSESSMENT TOOL	<p>The Vulnerability and Risk Assessment Tool (VRAT) combines features of the current Facility Security Surveys (FSS), Facility Risk Rating Model (FRRM) surveys and Information Technology Site Security reviews into a new tool for risk assessments. This tool will allow the user to identify the risks and vulnerabilities in a facility while recommending risk mitigation techniques.</p> <p>In order to demonstrate its enrollment capabilities to TSA and sign agreements with other potential customers in the long-run, USPS will be setting up an in-house Secure Card pilot (Proof of Concept) facility. As a part of this pilot, USPS will enroll a subset of its employees into the Homeland Security Presidential Directive-12 (HSPD-12) program.</p>
5026.00	NATIONAL CUSTOMER MANAGEMENT SYSTEM	<p>National Customer Management System (NCMS) is an Oracle Financial COTS package. Application is currently at version 11i and consists of the following major modules. Accounts Receivables (AR), General Ledger (GL), Inventory (INV), & Order Management (OM). NCMS supports the operational needs of Stamps Fulfillment Services (SFS) in Kansas city.</p> <p>Purpose of this system is to take orders for Stamps and Stamps related products from various channels like Internet (Postal Store), mail, fax and phone orders. NCMS interfaces with eCap for Credit Card Processing and with Wells Fargo Bank for ACH processing. NCMS feeds data into AFES system for order fulfillment.</p>
6146.00	POINT OF SERVICE - RETAIL	<p>Point of Service (POS) One is a Postal Service retail program that plays a major role in reaching USPS goals for improving customer service and providing our employees with the tools required to efficiently and easily provide Postal services. POS One empowers front-line personnel to deliver the level of service and satisfaction that customers expect and demand. There are approximately 60,000 POS devices deployed at 15,000 Postal facilities throughout the United States.</p>
6152.00	EACCESS	<p>The purpose of the eAccess (E1357) system is to provide an easy-to-use application optimized for the request, review, approval, and implementation of information system access for US Postal Service Information system users nationwide. The system enables online access request generation (in lieu of filling out a paper form PS 1357), and allows selected workflow participants to approve access requests and manage the access authorization privileges of users throughout the enterprise. The system uses a web-based user interface to allow users to perform their required Access Request And Management Workflow Functions: The users access this interface, log on to the system and follow menu options to view data or take actions as required</p>
6412.00	LEADERSHIP DEVELOPMENT	<p>The EAS Leadership Development (ELD) and Corporate Succession Planning (CSP) business processes were developed (i.e., programmed) into one system (ELD/CSP).</p> <p>ELD is a standardized, nationwide process designed to help identify and develop employees to prepare them to assume future EAS leadership and managerial positions within the field. The online system allows eligible employees to apply for admission to the ELD process. ELD is open to all EAS 19 and above employees working in a Performance Cluster or an Area office.</p> <p>CSP is a process for identifying and developing a pool of qualified EAS and Postal Career Executive Service (PCES) employees for future leadership positions. All PCES and EAS-22 and above employees who meet the eligibility requirements can access the Corporate Succession Planning Application during the CSP Open Season to submit an online application. Once an employee is nominated for CSP succession pools during the Executive Review/Approval process, the CSP Potential Successor is granted access to the CSP system to develop and maintain an automated Individual Development Plan. The CSP open season occurs every two years (on the odd calendar year).</p> <p>The EAS Leadership Development, Succession Planning and Individual Development Plan business processes are to be incorporated into the Human</p>

List of MIS Descriptions

		Capital Enterprise Solution (HCES)/SAP Personal Development module.
6415.00	AUDIT TRACKING SYSTEM	The Audit Tracking System (ATS) maintains audit reports conducted by the Office Of The Inspector General (OIG) and the Government Accountability Office (GAO), tracks communications with postal management to obtain resolutions to open findings and recommendations, and reports this information to the audit committee of the Board Of Governors (BOG) quarterly.
6428.00	ENTERPRISE RESOURCE MANAGEMENT SYSTEM	Enterprise Resource Management System (ERMS) automated the unscheduled leave process by providing employees 800 # to call when an unscheduled leave situation occurs. An electronic 3971 form is generated and routed to the appropriate supervisor/timekeeper, and eliminates manual intervention formerly required. . ERMS primary focus is to aid manager's efficiency in managing their resources and workload, provides reports and assistance in tracking employees leave balance & usage. FMLA rules & regs have been built into the application to ensure compliance. ERMS and the TACS application have been combined on a shared database to exchange leave data in a timely efficient manner. Leave balance info is shared with the eReassign application to provide this info to management officials reviewing requests for reassignment thru the eReassign application.
6432.00	MOVERSGUIDE COM	Moversguide.com allows customers to change their address from usps.com. Records contain customer name, old address, new mailing address, mail forwarding instructions, effective date, and information about whether the move is permanent or temporary. If the customer doesn't want to submit the change address online, the customer can print the form 3575 and mail to the local post office or give to the carrier.
6439.00	SURFACE AIR SUPPORT SYSTEM	This application (SASS) supports payment of various air carrier contracts including FEDEX, CAIR, AMOT, and CORE. Other air contracts may be added in the future. SASS also pays some terminal handling vendors. SASS receives scanning and other performance data from vendors and USPS applications and applies business rules to this data to calculate payments. SASS provides payment advice information to vendors and sends payment files to the accounting applications for actual payment. SASS has payment claims and reconciliation components that provide automated support for the resolution of payment anomalies and disputes. The sass claims component provides a GUI front-end to support CAIR claims processing.
6440.00	CUSTOMER INQUIRY CLAIMS RESPONSE SYSTEM	Customer Inquiry Claims Response System (CICRS) provides an interactive capability using web technology to capture indemnity claim information, domestic and international. With this system, customers can walk into any post office and, upon signing the claim form and presenting required documentation, it will be accepted into the system where decision making rules can act upon it immediately.
7021.00	PIN DATABASE	Employee authentication PIN database is used to authenticate USPS employees for access to multiple USPS systems.