The United States Postal Service® (USPS®) is connecting digital intelligence with the physical world – expanding mail visibility by providing comprehensive, data-driven, near real-time information to the mailing industry.
What is Informed Visibility?

- Event-Driven Internal Measurement of Mail
- Near Real-Time Service Performance Diagnostics
- Mail Inventory Management of Mail and Packages
- Predictive Workloads on Mail and Packages
- End-to-End Tracking of Mail and Packages
- Ease of Use

Near-real-time enterprise-wide system that is the **single source** for all mail visibility information.

Leverages robust data stream to provide business intelligence for USPS and the Mailing Industry.
What’s the Power of IV?

- Single Mail Repository
- Powerful Analytical Engine
- Near Real-time Processing
- Mobile APIs

Connecting digital intel with the physical world through next-gen analytics to provide near real-time visibility from acceptance to delivery – available from virtually any location.
Informed Visibility
Synergy Across 3 Integrated Work Streams

1. Event-driven near real-time service performance measurement for mail
2. Event-driven near real-time mail inventory and predictive workloads
3. Event-driven near real-time mail tracking and reporting
Internal Service Performance Measurement

End-to-End Measurement of Mail

- One Consolidated Mail Measurement System (Single-Piece and Presort)
- Measuring All Potential Mail (Census vs. Test Pieces and Limited Household Sampling)
- Same-Day Service Scores

After PRC approval to use Internal SPM as official source of measurement, IV will reduce USPS reliance on third-party measurement.

IV leverages Mail Visibility providing a more representative view of USPS service performance.
Internal Service Performance Measurement

Entry
Collection Sample Scans of Live Mail

Processing
Mail Processing Scans

Delivery
Delivery Sample Scans of Live Mail

Informed Visibility
random scan selection
not scanning every piece with device

Sampling

UNITED STATES POSTAL SERVICE
Internal Service Performance Measurement

Diagnostics

Mail Processing Service Performance
- Actual Delivery Date
- Days to Deliver
- Commercial / Single Piece

Processing Score: 99.3%
Failed Pieces: 54,541,826
Total Pieces: 1,372,411,319

Week Processing Trend

Area:
- Mid-Atlantic
- South
- West
- Northeast
- Central
- South
- Pacific
- Capital

District:
- New England
- New York
- South
- Midwest
- West
- Central
- Southeast
- South
- Northeast

Facility:
- New York
- Chicago
- Los Angeles
- Houston
- San Francisco

Mail Class:
- First Class
- Priority Mail
- Standard Mail

Enterprise Analytics
Beginning October 1, 2018:
The Postal Service’s Official Record of Service Measurement and Reporting
MAIL INVENTORY & PREDICTIVE WORKLOADS:
HARNESSING VISIBILITY TO MANAGE OPERATIONS IN REAL-TIME
Mail Inventory Management and Predictive Workloads

Inbound, On-hand, and Ready to Process Inventory (Volumes, Next Processing Operation, Mail Make-Up and Mail Events)

Inventory-Based Run Plans (Machines Needed, Run Start Time, Expected Throughput, Expected End of Run)

Near Real-Time Processing Performance (Throughput, Cycle-Time, Mail at Risk, and Alerts)

IV intelligently creates a Run Plan for the day’s workload based on actual mail volume, allowing improved utilization and efficiency.

IV’s forecasting capability enables more efficient planning of resources – days in advance.
Mail Inventory & Predictive Workloads

Transportation

Near Real-Time Monitoring of Inventory

- Alerts for At-Risk Containers Prior to Arrival
- Volume Arrival Profile
- Identifies mail that is ready for dispatch

Near Real-Time Monitoring of Transportation Status and Locations

IV will provide variances in transportation, allowing operations to proactively adjust
**Mail Inventory Management and Predictive Workloads**

- Inbound, On-hand, and Out for Delivery Inventory by Route
- Generates Carrier Manifest by Route (Trays, Bundles, Etc.)
- Track Inventory Status Within Delivery Unit

IV's forecasting capability increases the visibility of mail within the USPS network, which improves operational planning.
Manual Methods After Processing Ends

**Informed Visibility® Methods in Real-Time**

### MAIL CONDITION VISUALIZATION
- Near real-time visibility of a facility’s on-hand volume, delayed processing volume, and oldest mail date by mail category and processing operation
- Receives mail events to include eDoc submissions, trailer arrive/depart scans, container load/unload scans, MPE, and piece, tray, and bundle reporting
- Actual runs compared to RPG plans in near real-time
- Adjustments made for next day

### PERFORMANCE TO PLAN
- Review actual runs compared to RPG plans in near real-time
- Supervisors can see sort plans that are behind schedule and proactively adjust mail processing to meet service
- Manual observations over multiple days on inbound dock record time, volume, mail class, and mail type
- Used for creating a volume arrival profile in Excel

### INCOMING INVENTORY
- Create inbound volume arrival profiles in near real-time using Surface Visibility scanning to associate volume, mail class, and mail type to actual trip arrivals
- Allows supervisors to efficiently schedule resources
- Manual walks into facility yard to count trailers awaiting unload
- Allows supervisors to see mail that is awaiting unload and identify the wait time and unload metrics of trailers

### YARD STATUS
- Near real-time using Surface Visibility scanning
- Allows supervisors to see mail that is awaiting unload and identify the wait time and unload metrics of trailers

**Mail Inventory & Predictive Workloads**
IV® MAIL TRACKING & REPORTING (IV-MTR)
Mail Tracking & Reporting

**IMPROVED VISIBILITY & ANALYTICS**

Connects mailers with their data in near real-time, from virtually any device, any location.

Provides mailers with complete visibility and tracking across the mail supply chain.

Improved ease of use for mailers through flexible data provisioning.

Connects digital & physical world, providing omni-channel opportunities for mailers to engage with their customers.

IV gives mailers detailed visibility into their mailings, increasing the value of mail and enabling mailers to plan their mailings, measure success of each mailing campaign, and efficiently staff.
Mail Tracking & Reporting

Data Delegation

SHARING INFORMATION
Mail Tracking & Reporting

Flexible Provisioning

- Entity
- Delivery
- Filters

Wow's My Mail!
Mail Tracking & Reporting

Functionality

NESTING AND ASSUMED EVENTS
An inventory of mailpieces to be delivered is created based on the Last Processing Operation.

The “Anticipated Date of Delivery” (ADD) is created by comparing the scan time to the operation’s clearance time.

Based on geo breadcrumbs, it is determined when a carrier enters a ZIP+4 geo fence.

A Logical Delivery Event is generated for mailpieces within the ZIP+4, that have an “Anticipated Date of Delivery” of today. This data is then sent to IV.

IV provisions the Logical Delivery Events to mailers.

Red boundaries represent the geo fence. Red dots represent the carrier entering the geofence.
Using LDEs for Multi-Channel Marketing

Real-time Event-Driven Multi-Channel Marketing

- Mail Delivered
- Real-Time Data Received
- Mailer Notified
- Email Sent
- Mail Moment
- Customer Conversion
NOW AVAILABLE: Near Real-time Transactions through JSON!

Wow’s My Mail!

IV-MTR
Functionality

near real-time

weekly
daily
hourly
Mail Tracking & Reporting

Mobile Functionality

Mapping of delivered mail

Near Real-time Transactions through JSON!

Live, actionable info

APP EXPLOSION!
Internal Mail Tracking
Informed Visibility® Mail Tracking & Reporting (IV®-MTR)

Recent Enhancements

Q2 ‘18

- Mail Quality Data
- Unique Piece Identifier
- Enabled Op Codes to Provide additional Assumed Events
- Bundle Visibility Enhancements
- 99M Container and Tray Barcode Attributes for Pieces
- Enhancements for Logical Delivery Events
- Enterprise Payment System (EPS) & Package Platform (PPC) Data Feeds

Q3 ‘18
Informed Visibility® Mail Tracking & Reporting (IV®-MTR)
Coming Features

- Mobile API
- Administrative API’s
- Broken Bundle Indicator for Flats
- Special Services and IMPb Format Barcode
- Manual Bullpen Visibility

Q3 ‘18

Q4 ‘18
IV-MTR Active Users

2,700+
Total MTR Users*

15+
New users added weekly
Business Customer Gateway (BCG)

Interested in signing up for IV?

Registration is FREE!

www.gateway.usps.gov
IV Mail Tracking & Reporting User Guide
Describes the prerequisites for receiving mail tracking data through IV, the data provisioning options available in IV, and how to use the IV application.

IV Mail.XML Guide
Provides information about using Mail.XML to receive mail tracking data through IV.

IV External Facing Data Dictionary
Describes the data attributes available in IV for the delimited file format.

WHERE CAN I LEARN MORE ABOUT IV?
NEED HELP?

1 (800) 238-3150
Select option #2

InformedVisibility@usps.gov

Contact the Informed Visibility Solutions Center with questions or concerns via phone or email.
QUESTIONS