

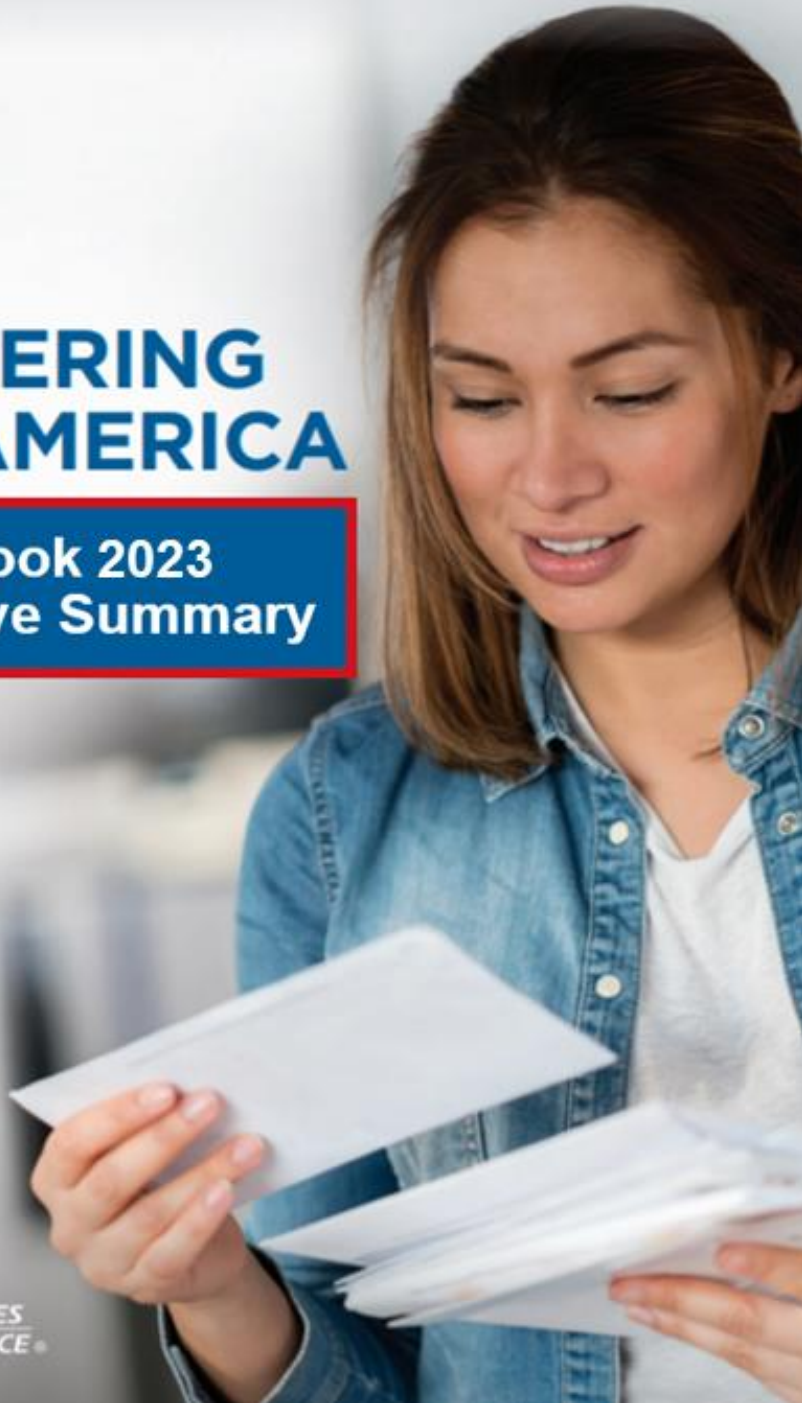
# Chief Information Office

Pritha Mehra, Chief Information Officer and  
Executive Vice President

March 28, 2023

# DELIVERING FOR AMERICA

## Outlook 2023 Executive Summary



# Delivering for America

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## Approach for FY23 and Beyond

- Transforming Our Network
- Redefining Our Sales and Marketing Strategy
- Stabilizing and Empowering Our Workforce
- Investing in Our Future

# CIO Key Focus Areas

Create business value through an adaptive, talent rich organization, inspired by composable technologies that drive secure innovative solutions, build insights and sense the future



Unlock **actionable insights** to drive service excellence, exceed customer expectations and promote business growth

Innovate platforms for **critical business functions** to increase reach, connectivity and performance

Provide **high value digital solutions** to strengthen the mail and package channels

Modernize network to provide **mission assurance** and **capacity for growth**

Create a collaborative and mobile environment for **enhanced workforce productivity**

Promote Zero Trust infrastructure to **strengthen cyber security** posture

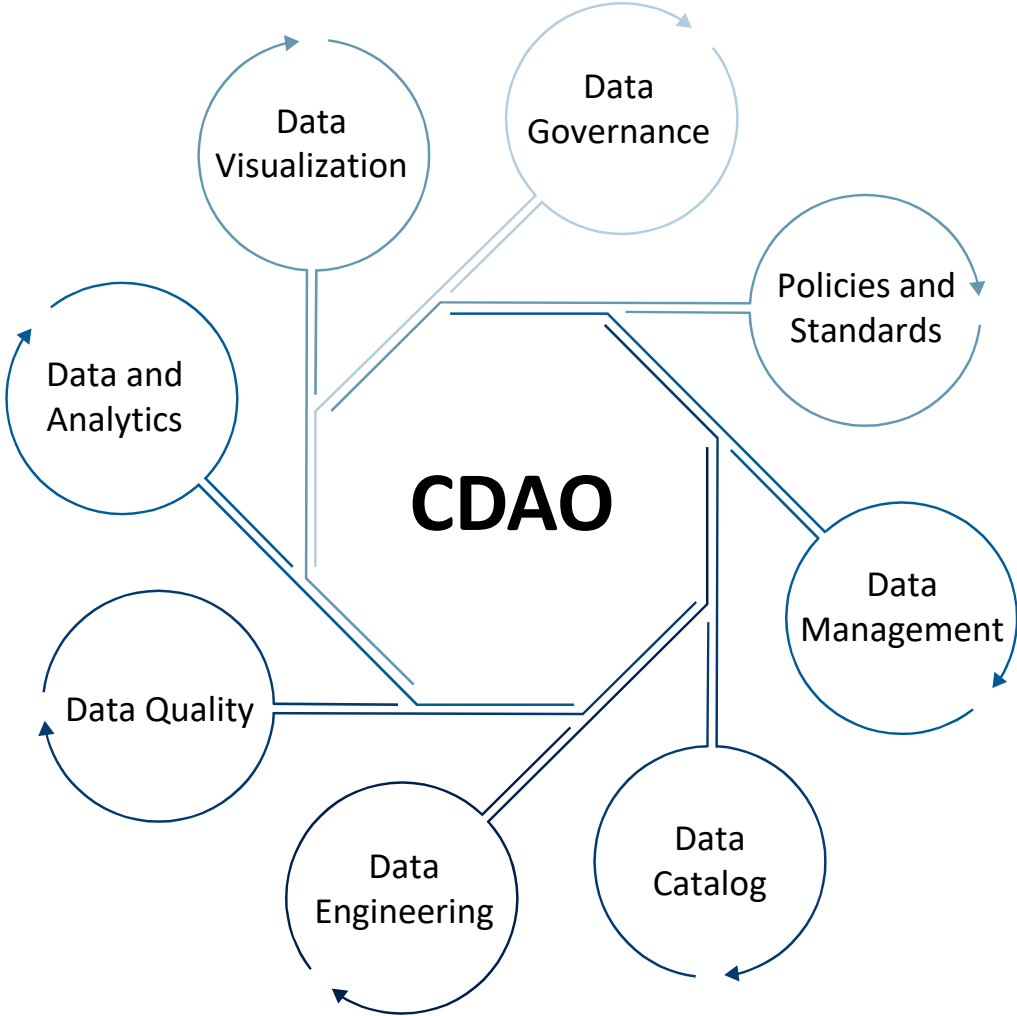
Create a **digitally dexterous** next generation CIO workforce

# Chief Data Analytics Officer (CDAO) Strategy

Maximize the value of data as a strategic enterprise asset that enables the Postal Service to deliver for America.

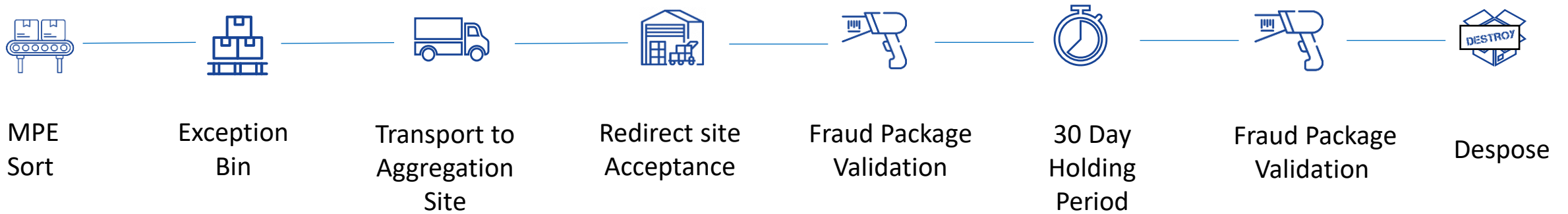


Stephen Dearing  
Chief Data Analytics Officer



# Counterfeit Package

- Significant number of packages with counterfeit postage identified daily
- Per Federal Register Rule all articles with counterfeit postage will be disposed of at the discretion of USPS
- Developed process to intercept fraudulent packages
- Adding communications in the Tracking website/Informed Delivery Dashboard indicating package was prepared with Counterfeit postage



# Integrated Logistics Ecosystem (ILE) Architecture

## Contracts

- Manage Transportation Suppliers, Contracts and Rates
- Solicit and Create New Contracts

## Transportation

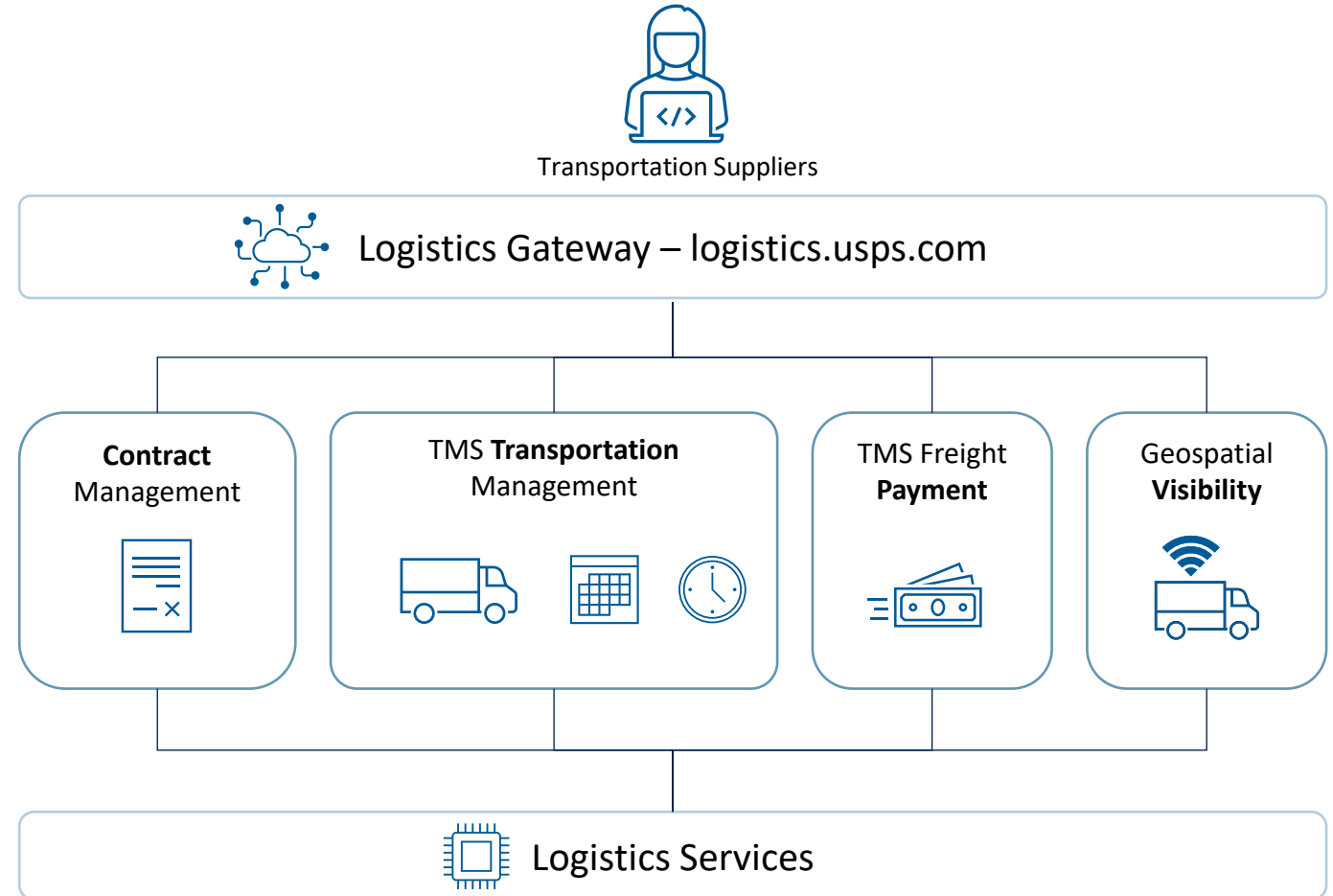
- Automate Transportation Schedule Changes
- Enable Digital Communication (EDI) with Suppliers
- Automate Excess Demand Management (Freight Auction and Scheduling)

## Payment

- Automate Supplier Payment using Proof of Delivery
- Integrate Assessorial Charges into Automated Payments

## Visibility

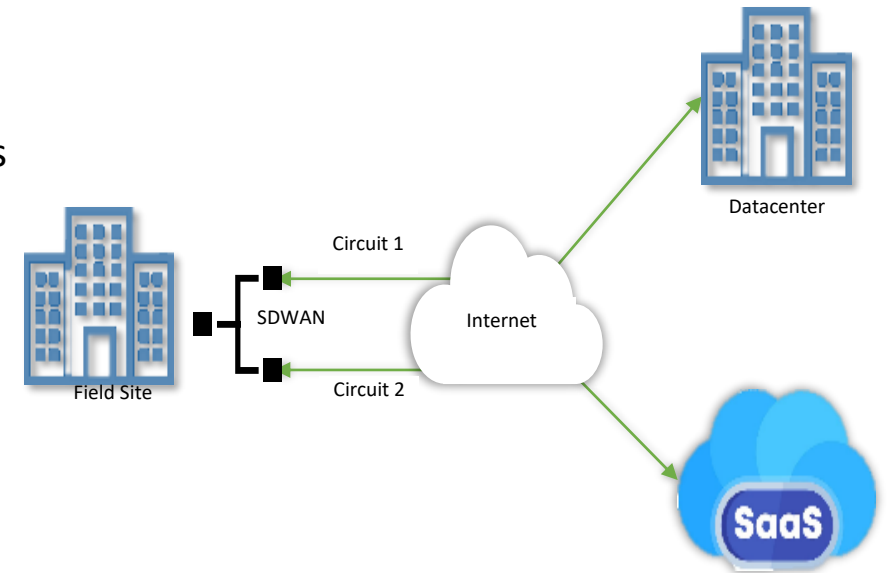
- Monitor All Transportation Network Conditions
- Proactively Manage Transportation Delays and Other Anomalies
- Yard Management and Visibility



# Modernize Network WAN Infrastructure

## Future State - 99.99% Network Availability

- Provide modern WAN design with circuit redundancy at 32K Sites
- Utilize modern Software Define Routers (SDWAN) for auto-switching between circuits
- Routes directly to cloud Software-as-a-Service providers and USPS Data centers
- Provide proper bandwidth for utilization and growth thru consumption analytics
- Minimum Bandwidth 25Mb    Maximum Bandwidth 1Gb



# USPS API Platform Value

## Next Generation API Platform

**Products:** Supports all domestic and international packages with USPS Connect Local and Regional and USPS Returns.

**Payment:** Configurable for a variety of solutions: third party billing, direct payment processing from end merchants and platforms

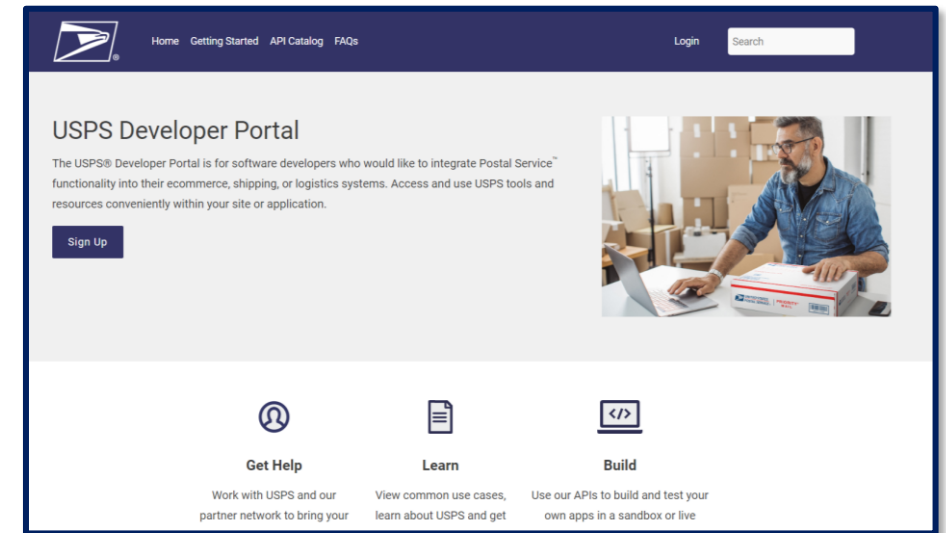
**Prices:** Offers access to commercial and contract prices and rate shopping

**Webhooks:** Subscribe to USPS push notifications for near real-time tracking events

**Security:** Increased security includes authorization and authentication via OAuth2 Tokens

**Simplified Shipment Preparation:** Print over 1 million labels an hour with a variety of sizes and types

**Powerful Value-Added Services:** Find Drop Ship USPS Locations, request Carrier Pickup, create Informed Delivery Campaigns, Custom integration, Interactive API Catalogs, Postman collections



Developer Portal - [Home | devportal \(usps.com\)](https://devportal.usps.com)

Contact [Vendor@usps.gov](mailto:Vendor@usps.gov) for USPS shipping and payment systems, enrollment and certification



# USPS Ship Platform for Manifesters

## USPS Ship

### Automated Enrollment

Enroll in USPS Ship program via Customer Onboarding Portal (COP)

### Manifest Processing

USPS Ship retrieves raw manifest submitted by shipper

Manifests are validated and auto-corrected to price as many packages as possible

### Automated Verifications

Scans from upgraded Mail Processing Equipment is used to validate package attributes

### Customizable Data Feeds

Subscribe to various data feeds to retrieve package level, transaction details and adjustment data for reconciliation

Select and organize data fields in feeds, choose format, choose frequency

## Legacy eVS

### Manual Enrollment

Shippers required to enroll into program manually

### Manifest Pre-processing

Pre-processing is performed resulting in missing manifests which leads to unmanifested packages

### Manual Sampling

Manual sampling is conducted which results in errors and package processing delays

### Manual Reconciliation

Offline processes are used for reconciliation which results in delays adjustment postage collection

# Informed Visibility – Mail Tracking and Reporting FY23 Roadmap

## Key FY23 Enhancements

- ✓ Enabling Parcel Data Exchange (PDX) for EPS/USPS Ship data feeds
- ✓ Board of Elections API for Reply Mail
- ✓ Container and Tray nesting for Remittance Mail
- ✓ EPS data feed updates
- ✓ USPS Ship data feed updates

## Upcoming FY24 Enhancements

- Identify Postage Feeds created by eDoc Submitter
- Postage statement data provisioning through MTR
- Provide shipper files in legacy formats
- PRS Data feeds, Postage Due data feeds
- ID Support– Support requests from ID
- Ad hoc historical data extracts – EPS/USPS Ship
- Streamline IV-MTR enrollment including COP
- Reconciliation Extracts for EPS/USPS Ship

### FY23 Q3

Apr. 30, 2023  
PDX Provisioning

Jun. 30, 2023

Board of Elections API  
for Reply Mail

### FY23 Q4

Sept. 30, 2023

- Container/Tray Nesting for Remittance Mail
- EPS Data Feeds for Census attributes, Non-standard Length/Non-compliance charges
- USPS Ship Data Feed to include Retirement of Final Notification, Manifest Errors, Manifest Auto Corrections

# SPM Exclusions by CRID Tool

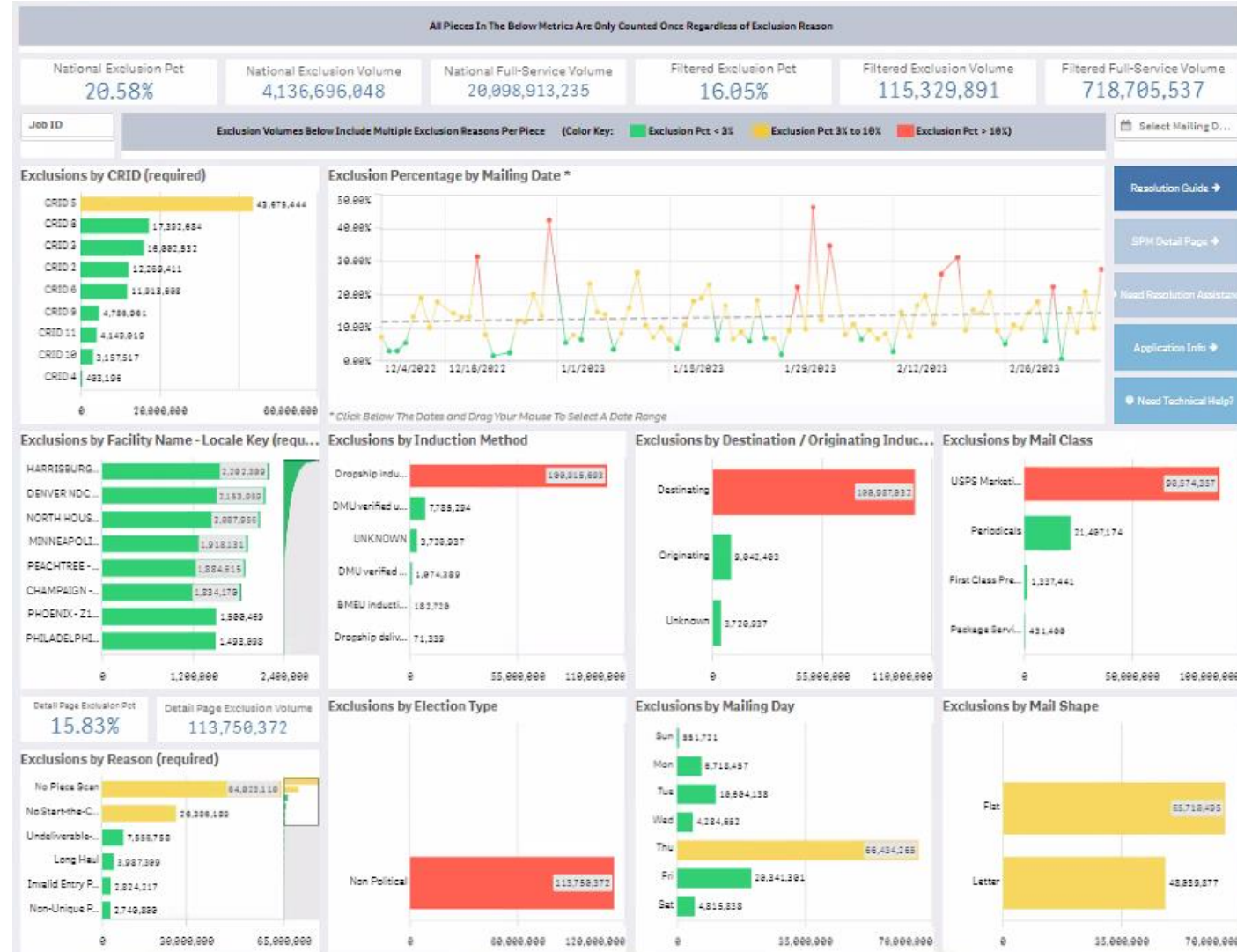
## CRID Tool Benefits and Resources

- ✓ Identify patterns where your mail is excluded from measurement
- ✓ Conduct an initial investigation into possible causes with available resources
- ✓ Connect with a USPS representative to collaborate with that investigation
- ✓ Access the application through the Business Customer Gateway
- ✓ Use the Resolution Guide to identify and resolve the root cause for mail being excluded from measurement

## Usage

FY23 Q2TD = 50 users / 114 instances of access

\*User Stats are from 01/01/2023 – 03/23/2023



# CASS™ Cycle 'O' Update

**Deadline for Implementation – August 1, 2023**

## **Certification Status**

- 84 software certifications completed
- 30 awaiting submission to USPS for certification



Enhanced information on the deliverability of an address; i.e., No Secure Location



Support of new Military Address formats



Future USPS® initiatives (Informed Address and TotalDPS)