

MTAC Mail Prep & Entry Focus Group Sessions

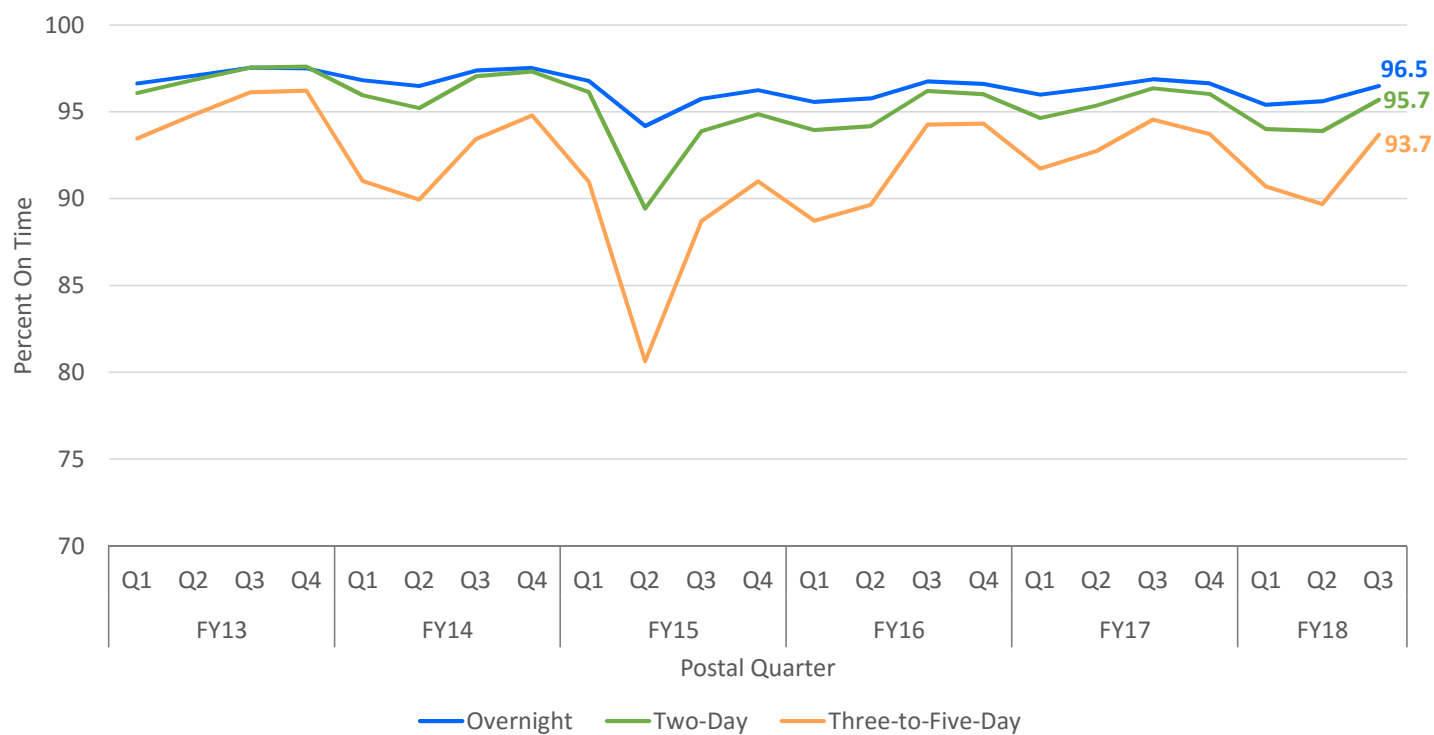
June 13, 2018

MTAC Mail Prep & Entry First Class Mail Session

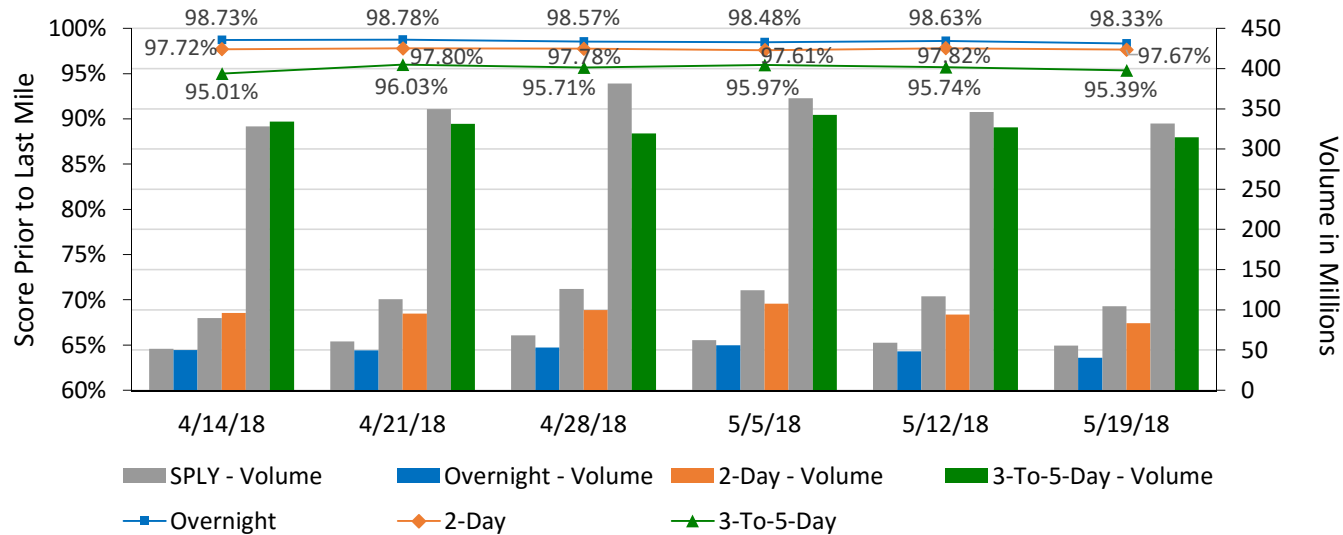
- **First Class Mail Session**
 - Service Performance Update
 - Portland Update
 - Equipment
 - DRO Timeline
 - Remittance Mail Update
 - Mailing Irregularity Update
 - Mail Transport Equipment
 - Open Discussion

Service Performance Update

Commercial First-Class Mail® FY13 thru FY18 Performance By Quarter

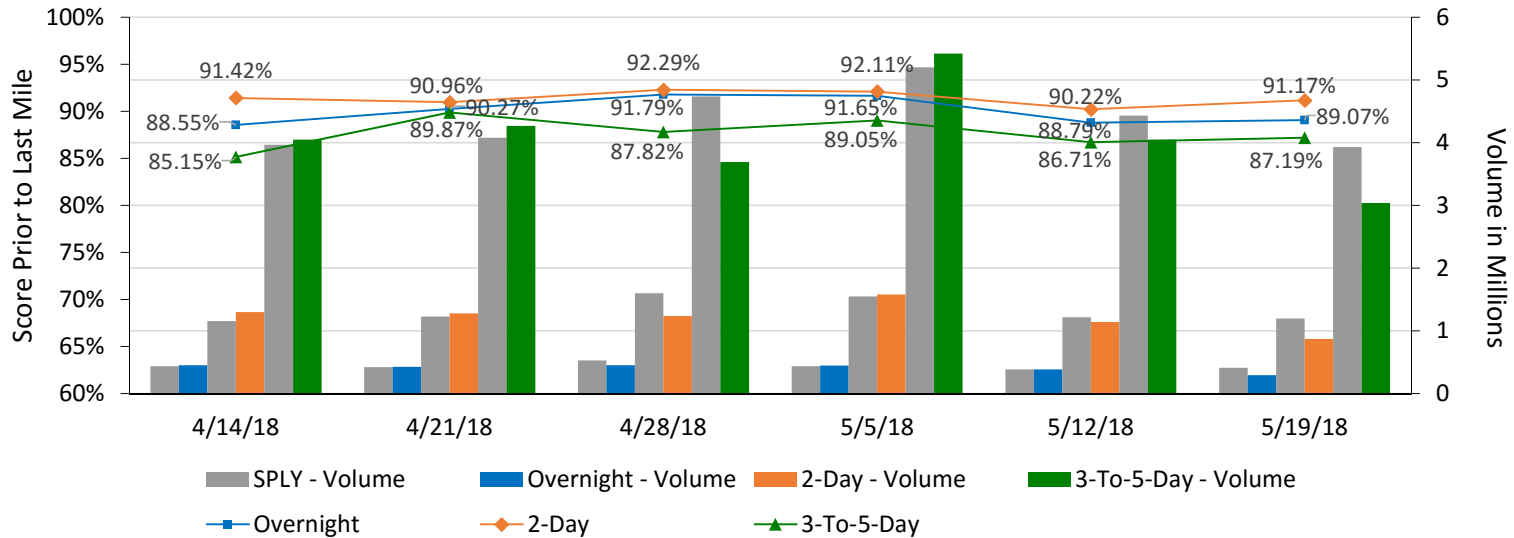


Note: Preliminary FY18 Q2 through 1/26/18. Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.



Q3TD thru 5/25/18	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Presort Overnight	396,971,169	98.51%	-1.83%	96.68%	96.80%	471,863,860	-15.87%	96.93%	-0.25%
Presort 2-Day	763,254,151	97.68%	-1.77%	95.91%	96.50%	880,574,437	-13.32%	96.43%	-0.52%
Presort 3-to-5-Day	2,571,547,590	95.53%	-1.64%	93.89%	95.25%	2,765,989,707	-7.03%	94.64%	-0.75%
3-Day	2,557,710,475	95.52%	-1.65%	93.88%	95.25%	2,751,337,000	-7.04%	94.63%	-0.75%
4-Day	13,221,567	97.57%	-1.27%	96.29%	95.25%	13,994,636	-5.52%	96.94%	-0.65%
5-Day	615,548	77.08%	-1.24%	75.84%	95.25%	658,071	-6.46%	81.38%	-5.54%
Presort Total	3,731,772,910			94.60%	96.00%	4,118,428,004	-9.39%	95.28%	-0.68%

Service Performance measurement in Caribbean District resumed in FY18 Q3.



Q3TD thru 5/25/18	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Presort Overnight	3,262,100	89.45%	-6.99%	82.46%	96.80%	3,583,631	-8.97%	84.50%	-2.04%
Presort 2-Day	10,078,554	90.90%	-7.96%	82.94%	96.50%	11,053,952	-8.82%	83.44%	-0.50%
Presort 3-to-5-Day	32,276,399	87.14%	-7.75%	79.39%	95.25%	35,850,891	-9.97%	81.51%	-2.12%
3-Day	32,147,164	87.12%	-7.75%	79.37%	95.25%	35,699,056	-9.95%	81.51%	-2.15%
4-Day	126,232	93.71%	-7.03%	86.68%	95.25%	148,279	-14.87%	80.38%	6.31%
5-Day	3,003	86.78%	-6.61%	80.17%	95.25%	3,556	-15.55%	81.69%	-1.53%
Presort Total	45,617,053			80.40%	96.00%	50,488,474	-9.65%	82.15%	-1.75%

Portland Update

Current Status

- Construction % Complete 100%
- USPS Installation
 - AFCS200, DBCS, DIOSS, CIOSS, APBS June 16, 2018
- MPE Installation (contractors)
 - AFCS200 & USS June 16, 2018
 - EPPS October 2018
- MHE Installation (contractors)
 - TTS, LCTS, RCS On-going
- VMF Move-in (est.) June 2, 2018
- Operations → P&DC + Mt Hood (est.) June 16, 2018
- District Offices (est.) Mid-July

MPE/MHE	Quantity
AFCS200	7
AFSM100	5
AFTL	2
APBS	1
ATS	3
ATU	4
CIOSS	2
DBCS	44
DIOSS	5
EAA	4
EPPS	1
LCTS	2
RCS	6
USS	1



Program Objective: Implement Lean solutions in mail processing.
Reduce Cycle Times • Reduce Waste • Improve Efficiency

AGV – Tow Motor



REAL RESULTS

- Improved Service Performance
- Reduced Costs
- Increased Employee Satisfaction



AFCS200 and LMS



TTS/LCTS/USS/EAA/ATS/ATU



DBCS/CIOSS/DIOSS



Enhanced Package Processing System (EPPS)



Equipment

New Equipment

- Automated Guided Vehicle System in Queens P&DC

- 20 Robotic Containerization Systems (RCS) modernized and redeployed



DRO Timeline

National Rollout Plan

Planning additional sites to go-live with DRO by October 2018, including the following:

Area

Wave	Go-Live Date	Capital	Eastern	Great Lakes	Northeast	Pacific	Southern	Western
4	15-Apr			<ul style="list-style-type: none"> Lansing P&DC Champaign P&DF 	<ul style="list-style-type: none"> White River Junction P&DC 			<ul style="list-style-type: none"> Wichita P&DC
5	13-May			<ul style="list-style-type: none"> Oshkosh P&DC 		<ul style="list-style-type: none"> Santa Barbara P&DC 		<ul style="list-style-type: none"> Spokane P&DC Colorado Springs P&DC
6	24-Jun	<ul style="list-style-type: none"> Greensboro P&DC 	<ul style="list-style-type: none"> Roanoke P&DC 	<ul style="list-style-type: none"> Peoria P&DF 	<ul style="list-style-type: none"> Eastern Maine P&DF 	<ul style="list-style-type: none"> Bakersfield P&DC 	<ul style="list-style-type: none"> Fort Myers P&DC Manasota P&DC 	
7	15-Jul	<ul style="list-style-type: none"> Rocky Mount PD&F 	<ul style="list-style-type: none"> Johnstown P&DF 			<ul style="list-style-type: none"> Santa Clarita P&DC 	<ul style="list-style-type: none"> Shreveport P&DC 	<ul style="list-style-type: none"> Cedar Rapids P&DC
	22-Jul	<ul style="list-style-type: none"> Greenville P&DC 		<ul style="list-style-type: none"> Flint P&DC 			<ul style="list-style-type: none"> Baton Rouge P&DC 	<ul style="list-style-type: none"> Quad Cities P&DF Cape Girardeau P&DF
8	29-Jul		<ul style="list-style-type: none"> Erie P&DC 	<ul style="list-style-type: none"> Gaylord P&DC / Traverse City P&DF 		<ul style="list-style-type: none"> Eureka P&DC 	<ul style="list-style-type: none"> Austin P&DC 	<ul style="list-style-type: none"> Anchorage P&DC
	5-Aug		<ul style="list-style-type: none"> Altoona P&DF 	<ul style="list-style-type: none"> Saginaw P&DC 	<ul style="list-style-type: none"> Mid-Hudson P&DC 		<ul style="list-style-type: none"> Lubbock P&DF 	<ul style="list-style-type: none"> Springfield P&DC (MO)
9	19-Aug	<ul style="list-style-type: none"> Florence P&DC 			<ul style="list-style-type: none"> Wareham P&DC 	<ul style="list-style-type: none"> North Bay P&DC 	<ul style="list-style-type: none"> Gainesville P&DF 	<ul style="list-style-type: none"> Bismarck P&DF Minot P&DC
	26-Aug	<ul style="list-style-type: none"> Baltimore IMF P&DF 		<ul style="list-style-type: none"> Kokomo P&DF 	<ul style="list-style-type: none"> Plattsburgh P&DC 		<ul style="list-style-type: none"> Pensacola P&DC 	<ul style="list-style-type: none"> Fargo P&DC
10	9-Sep	<ul style="list-style-type: none"> Eastern Shore P&DF 				<ul style="list-style-type: none"> Fresno P&DC 	<ul style="list-style-type: none"> Mid-Florida P&DC 	<ul style="list-style-type: none"> Billings P&DC Grand Forks P&DC
	23-Sep	<ul style="list-style-type: none"> Peachtree P&DC 	<ul style="list-style-type: none"> Johnson City 	<ul style="list-style-type: none"> Mid-Missouri P&DF 			<ul style="list-style-type: none"> Amarillo P&DF 	<ul style="list-style-type: none"> Waterloo P&DC
11	7-Oct			<ul style="list-style-type: none"> Muncie P&DF Iron Mountain P&DF 			<ul style="list-style-type: none"> Midland P&DF 	<ul style="list-style-type: none"> Sioux Falls P&DC Cheyenne P&DC
	21-Oct		<ul style="list-style-type: none"> Paducah P&DF 		<ul style="list-style-type: none"> Binghamton P&DF 	<ul style="list-style-type: none"> Redding P&DC 	<ul style="list-style-type: none"> Beaumont P&DF 	<ul style="list-style-type: none"> Dakota Central Facility

Remittance Mail Update

- 1. CUSTOMER RELATIONSHIP**
- 2. CONTINUOUS IMPROVEMENT**
 - **PROCESSING OPERATIONS**
 - **ADVANCED ANALYTICS**
 - **ENGINEERING/SOFTWARE UPDATES**



LEAD – Area/District Manager, Marketing

Objective: Establish/maintain relationship with remittance customers through a Remittance Mail Committee (RMC)- to improve remittance mail cycle time; reduce handoff time and align USPS Operational plans with customer expectations

- **Current Status** – ALL 32 Phoenix Hecht Sites have formed a RMC and are meeting
- **Area of Focus** – Continue to reduce handoff hours; Align courier pickup times with USPS mail availability profile
- **Method of Measurement** – Meeting minutes submitted to HQ to include
 - Meeting Date
 - Attendee list
 - Action items noted with due dates
 - Next scheduled meeting date
 - Additional comments

REMITTANCE MAIL ADVISORY COMMITTEE (RMAC)

Purpose

A organization comprised of remittance industry and Postal Service representatives who work collaboratively to provide recommendations for improving mail processing, performance, consistency, and for meeting emerging needs in the remittance industry.

RMAC Mission Statement

- a. To Promote cooperation and support to foster a close working relationship between the Postal Service and businesses that mail or process remittances (bills, statements and payments).
- b. To proactively share information and facilitate the exchange of ideas about new and existing Postal Service products, programs, metrics, services, and procedures that affect all businesses that use the mail for remittances.

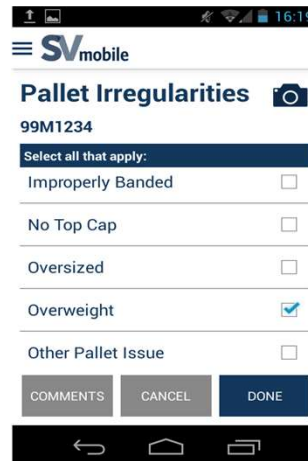
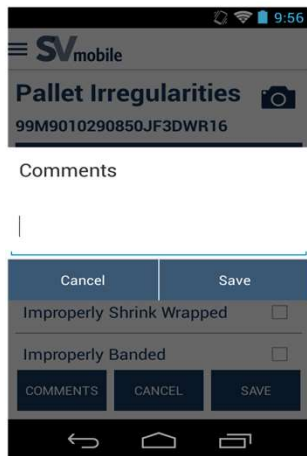
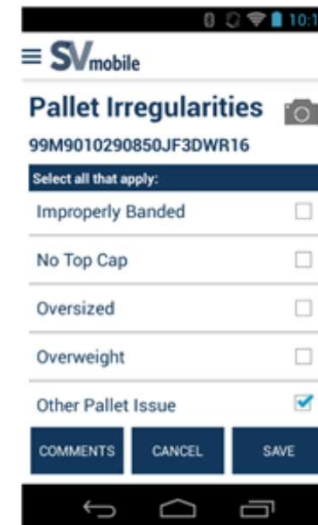
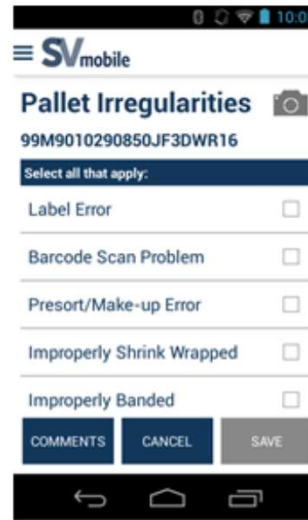
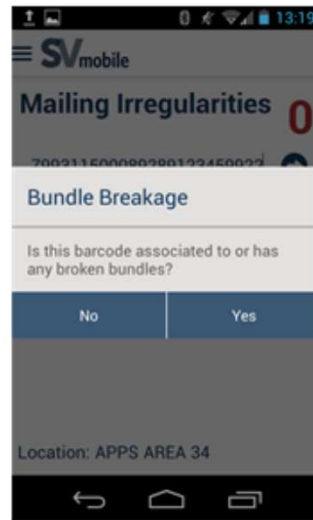
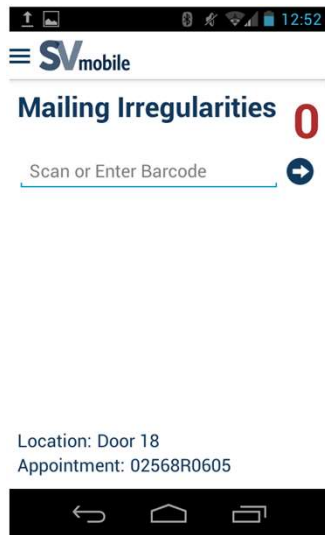
LEAD – Area MBB/Area Lead OIE/District Lead Plant Manager

Objective: Identify opportunities to streamline and reduce Remittance mail end to end cycle time using LSS/Lean Management tools. Eliminate Non Value Added (NVA) activities.

- **Current Status** – ALL Remittance Sites have implemented their process improvement plans identified in the Value Stream exercises
- **Method of Measurement** – Daily remittance mail cycle time report by 2 and 3 day hours – Control Charts;
- **Area of Focus** – Monitor and control of all improvement efforts using internal tools and NOCCs
- **Next Steps** – Site conduct additional Value Stream exercises; expand Value Stream requirement to additional sites

Mailing Irregularity Update

- Mobile Capture of Irregularities for Pallets, Trays, Sacks, Bundles and Pieces
- Enhancement of current Irregularities capture during FAST appointments
- Mail Entry, Mail Processing, and Drop Shipment employees will:
 - Scan all applicable 99M placard, IMtl, and IMb barcodes; including bundle, piece
 - Manually enter unreadable barcodes
 - Select from list of irregularities derived from currently used Problem Entry Form PS 3749
 - Capture and associate photos to identified Irregularity
- Irregularity data and photos will:
 - Tie to eDoc information for identified mailing
 - Be pushed to following for mailer follow-up:
 - Mail Entry and Payment
 - Business Service Network
 - IV (Future enhancement)



Mail Transport Equipment

- Everyone who touches MTE is responsible for ensuring the good working order and functionality of the equipment.
- Postal Facilities are responsible for removing labels from MTE when emptied. They also identify unusable MTE and return to the MTEESC for condemnation.
- MTEESCs are responsible for consolidating MTE for ease of transport and use. They also identify unusable MTE for condemnation.
- Mailers are responsible for ensuring MTE is properly used and labeled. Label holders are available for minor repairs to continue production. Consistent issues with quality must be reported to the servicing MTEESC.
- Mailers are also responsible for reporting weekly MTE inventory levels in MTEOR.

QUESTIONS



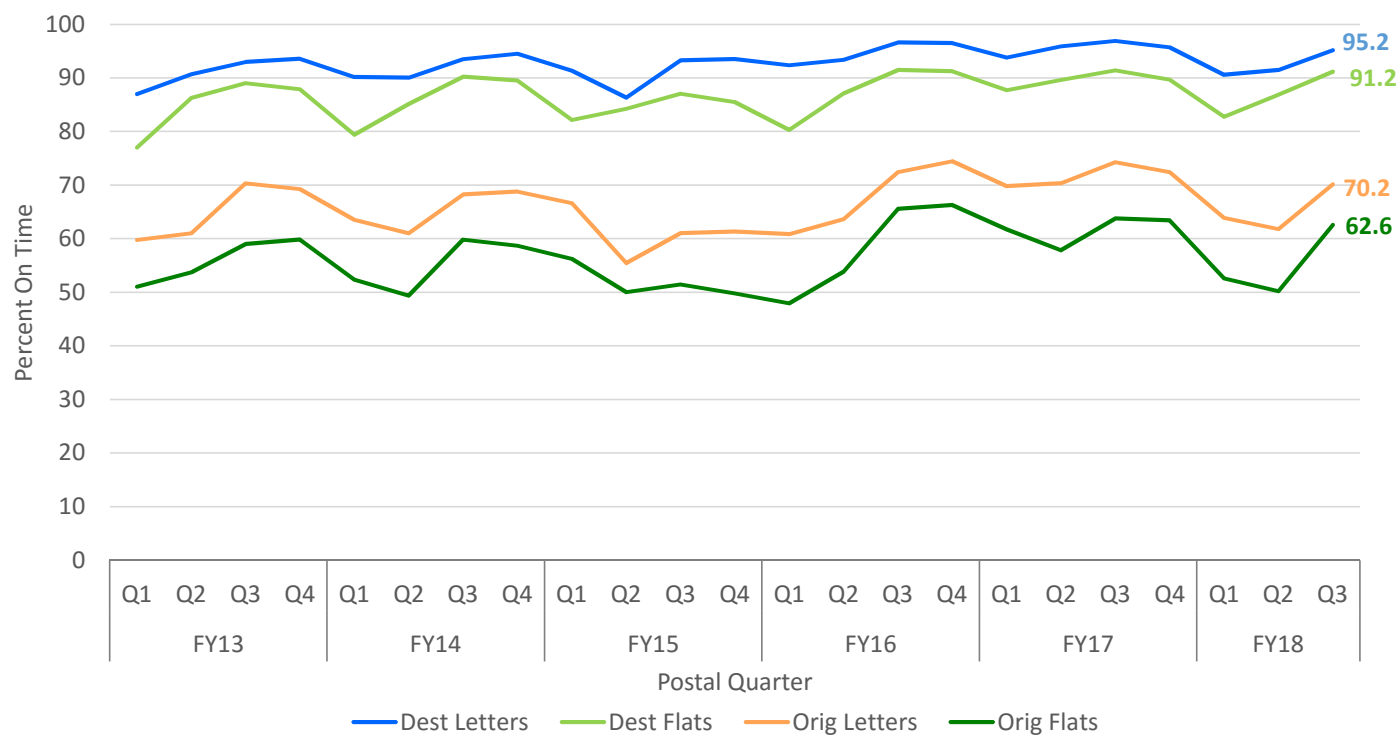
MTAC Mail Prep & Entry USPS Marketing Mail Session

- **USPS Marketing Mail Session**

- Service Performance Update
- Portland Update
- Equipment
- DRO Timeline
- FAST / Drop Shipments
- Mailing Irregularity Update
- Mail Transport Equipment
- Open Discussion

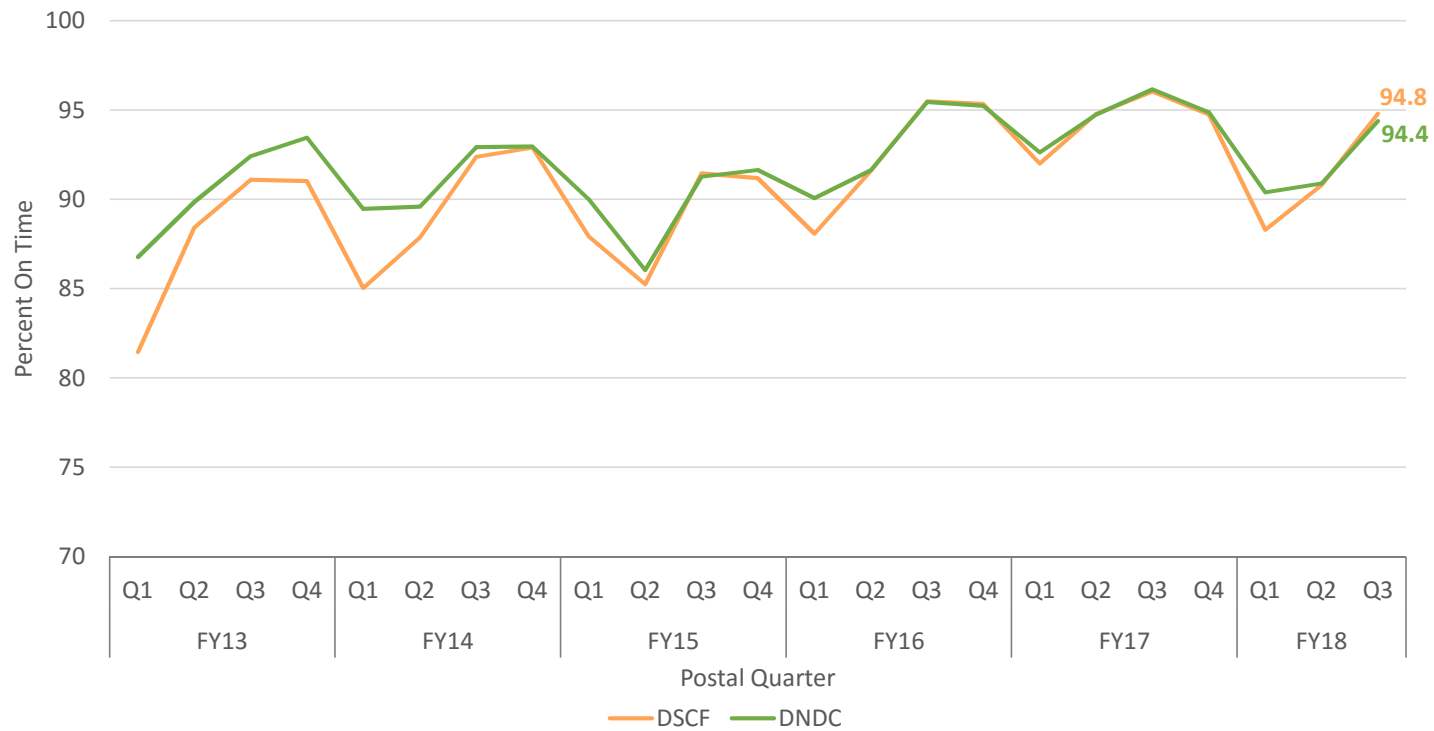
Service Performance Update

USPS Marketing Mail® FY13 thru FY18 Performance By Quarter



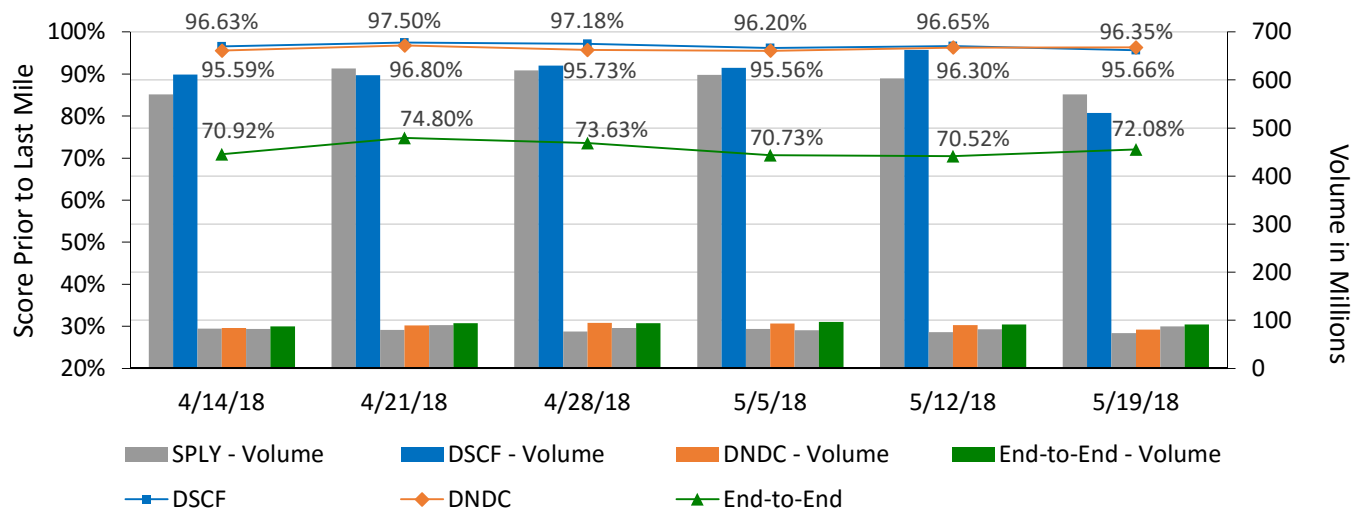
Note: Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Preliminary FY18 Q1 through 1/26/18. Prior to FY17 Q2, USPS Marketing Mail® was referred to as Standard Mail®. Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.

USPS Marketing Mail® Destination Entry FY13 to FY18 Performance By Quarter



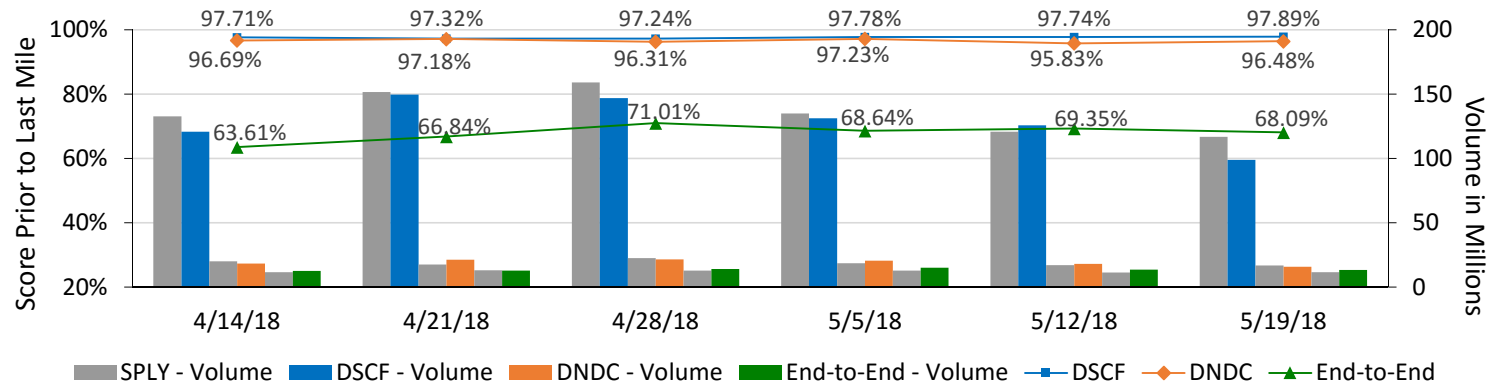
Note: DDU-Entry = Two Day, DSCF = Three-To-Five-Day, DNDC = Five-Day-And-Above

Note: Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Preliminary FY18 Q1 through 1/26/18. Prior to FY17 Q2, USPS Marketing Mail® was referred to as Standard Mail®. Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.



Q3TD thru 5/25/18	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	4,794,866,013	96.67%	-1.40%	95.27%	91.80%	4,742,895,965	1.10%	96.78%	-1.51%
NDC Letters	688,792,970	95.76%	-0.97%	94.79%	91.80%	627,624,663	9.75%	96.77%	-1.98%
E2E Letters	720,119,937	71.02%	-0.81%	70.21%	91.80%	676,027,995	6.52%	73.33%	-3.12%
3-Day	147,754,814	86.18%	-0.90%	85.28%	91.80%	154,578,716	-4.41%	88.04%	-2.76%
4-Day	5,482,893	90.11%	-0.88%	89.23%	91.80%	5,236,542	4.70%	90.92%	-1.69%
5-Day	102,152,167	86.05%	-0.78%	85.26%	91.80%	92,541,901	10.38%	86.64%	-1.38%
6-10 Day	445,847,625	61.79%	-0.79%	61.00%	91.80%	407,969,991	9.28%	64.07%	-3.07%
11+ Day	18,882,438	83.70%	-0.85%	82.85%	91.80%	15,700,845	20.26%	84.77%	-1.91%
Total	6,203,778,920			91.80%	91.80%	6,046,548,623	2.60%	93.76%	-1.96%

Note: Service Performance measurement in Caribbean District resumed in FY18 Q3.



Q3TD thru 5/25/18	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	1,006,070,426	97.36%	-4.41%	92.95%	91.80%	1,083,574,043	-7.15%	92.59%	0.36%
NDC Flats	152,655,770	96.13%	-3.46%	92.67%	91.80%	150,490,375	1.44%	92.81%	-0.14%
E2E Flats	108,553,781	65.90%	-3.25%	62.65%	91.80%	99,287,181	9.33%	61.49%	1.16%
3-Day	19,822,608	83.40%	-3.88%	79.53%	91.80%	14,827,715	33.69%	75.07%	4.46%
4-Day	565,501	85.55%	-3.10%	82.45%	91.80%	438,246	29.04%	77.58%	4.87%
5-Day	13,701,009	77.71%	-3.52%	74.20%	91.80%	12,151,540	12.75%	72.54%	1.66%
6-10 Day	71,267,766	57.53%	-2.85%	54.68%	91.80%	68,224,935	4.46%	55.27%	-0.58%
11+ Day	3,196,897	89.71%	-7.18%	82.53%	91.80%	3,644,745	-12.29%	83.95%	-1.42%
Total	1,267,279,977			89.71%	91.80%	1,333,351,599	-4.96%	89.49%	0.22%
FSS Zone*	280,809,146	91.68%	-3.68%	88.01%	91.80%	293,868,129	-4.44%	88.73%	-0.72%
Non-FSS Zone*	986,470,831	94.56%	-4.28%	90.28%	91.80%	1,038,598,062	-5.02%	89.80%	0.48%

* Mail destined to FSS Zone and Non-FSS Zone is determined based on L006 Labeling List, excluding EDDM and Saturation Mail. SPLY FSS and Non-FSS Zone scores and volumes are calculated using cleansed end of quarter data, while rest of SPLY data was based on pre-cleansed data. Service Performance measurement in Caribbean District resumed in FY18 Q3.

Portland Update

Current Status

- Construction % Complete 100%
- USPS Installation
 - AFSM100, DBCS, DIOSS, CIOSS, APBS June 16, 2018
- MPE Installation (contractors)
 - AFCS200 & USS June 16, 2018
 - EPPS October 2018
- MHE Installation (contractors)
 - TTS, LCTS, RCS On-going
- VMF Move-in (est.) June 2, 2018
- Operations → P&DC + Mt Hood (est.) June 16, 2018
- District Offices (est.) Mid-July

MPE/MHE	Quantity
AFCS200	7
AFSM100	5
AFTL	2
APBS	1
ATS	3
ATU	4
CIOSS	2
DBCS	44
DIOSS	5
EAA	4
EPPS	1
LCTS	2
RCS	6
USS	1



Program Objective: Implement Lean solutions in mail processing.
Reduce Cycle Times • Reduce Waste • Improve Efficiency

AGV – Tow Motor



REAL RESULTS

- Improved Service Performance
- Reduced Costs
- Increased Employee Satisfaction



AFCS200 and LMS



TTS/LCTS/USS/EAA/ATS/ATU



DBCS/CLOSS/DIOSS



Enhanced Package Processing System (EPPS)



Equipment

New Equipment

- Automated Guided Vehicle System in Queens P&DC
- 20 Robotic Containerization Systems (RCS) modernized and redeployed



DRO Timeline

National Rollout Plan

Planning additional sites to go-live with DRO by October 2018, including the following:

Area

Wave	Go-Live Date	Capital	Eastern	Great Lakes	Northeast	Pacific	Southern	Western
4	15-Apr			<ul style="list-style-type: none"> Lansing P&DC Champaign P&DF 	<ul style="list-style-type: none"> White River Junction P&DC 			<ul style="list-style-type: none"> Wichita P&DC
5	13-May			<ul style="list-style-type: none"> Oshkosh P&DC 		<ul style="list-style-type: none"> Santa Barbara P&DC 		<ul style="list-style-type: none"> Spokane P&DC Colorado Springs P&DC
6	24-Jun	<ul style="list-style-type: none"> Greensboro P&DC 	<ul style="list-style-type: none"> Roanoke P&DC 	<ul style="list-style-type: none"> Peoria P&DF 	<ul style="list-style-type: none"> Eastern Maine P&DF 	<ul style="list-style-type: none"> Bakersfield P&DC 	<ul style="list-style-type: none"> Fort Myers P&DC Manasota P&DC 	
7	15-Jul	<ul style="list-style-type: none"> Rocky Mount P&DF 	<ul style="list-style-type: none"> Johnstown P&DF 			<ul style="list-style-type: none"> Santa Clarita P&DC 	<ul style="list-style-type: none"> Shreveport P&DC 	<ul style="list-style-type: none"> Cedar Rapids P&DC
	22-Jul	<ul style="list-style-type: none"> Greenville P&DC 		<ul style="list-style-type: none"> Flint P&DC 			<ul style="list-style-type: none"> Baton Rouge P&DC 	<ul style="list-style-type: none"> Quad Cities P&DF Cape Girardeau P&DF
8	29-Jul		<ul style="list-style-type: none"> Erie P&DC 	<ul style="list-style-type: none"> Gaylord P&DC / Traverse City P&DF 		<ul style="list-style-type: none"> Eureka P&DC 	<ul style="list-style-type: none"> Austin P&DC 	<ul style="list-style-type: none"> Anchorage P&DC
	5-Aug		<ul style="list-style-type: none"> Altoona P&DF 	<ul style="list-style-type: none"> Saginaw P&DC 	<ul style="list-style-type: none"> Mid-Hudson P&DC 		<ul style="list-style-type: none"> Lubbock P&DF 	<ul style="list-style-type: none"> Springfield P&DC (MO)
9	19-Aug	<ul style="list-style-type: none"> Florence P&DC 			<ul style="list-style-type: none"> Wareham P&DC 	<ul style="list-style-type: none"> North Bay P&DC 	<ul style="list-style-type: none"> Gainesville P&DF 	<ul style="list-style-type: none"> Bismarck P&DF Minot P&DC
	26-Aug	<ul style="list-style-type: none"> Baltimore IMF P&DF 		<ul style="list-style-type: none"> Kokomo P&DF 	<ul style="list-style-type: none"> Plattsburgh P&DC 		<ul style="list-style-type: none"> Pensacola P&DC 	<ul style="list-style-type: none"> Fargo P&DC
10	9-Sep	<ul style="list-style-type: none"> Eastern Shore P&DF 				<ul style="list-style-type: none"> Fresno P&DC 	<ul style="list-style-type: none"> Mid-Florida P&DC 	<ul style="list-style-type: none"> Billings P&DC Grand Forks P&DC
	23-Sep	<ul style="list-style-type: none"> Peachtree P&DC 	<ul style="list-style-type: none"> Johnson City 	<ul style="list-style-type: none"> Mid-Missouri P&DF 			<ul style="list-style-type: none"> Amarillo P&DF 	<ul style="list-style-type: none"> Waterloo P&DC
11	7-Oct			<ul style="list-style-type: none"> Muncie P&DF Iron Mountain P&DF 			<ul style="list-style-type: none"> Midland P&DF 	<ul style="list-style-type: none"> Sioux Falls P&DC Cheyenne P&DC
	21-Oct		<ul style="list-style-type: none"> Paducah P&DF 		<ul style="list-style-type: none"> Binghamton P&DF 	<ul style="list-style-type: none"> Redding P&DC 	<ul style="list-style-type: none"> Beaumont P&DF 	<ul style="list-style-type: none"> Dakota Central Facility

FAST / Drop Shipments

- New Portland facility will open for processing and drop shipments on June 16
 - NASS 972, located at 7007 NE Cornfoot Rd, Portland OR 97218
- Old Portland-970 and Mount Hood-9722D will close and all mail will be processed at new Portland facility
- Mailers/shippers strongly encouraged to begin dropping at new Portland beginning June 16
- Custom redirections input for mid-June to allow mailers to drop at new Portland and permanent change will take effect July 1 with 30 day grace period

- Developed a dashboard to track drop ship performance (May 2018)
- Provides cycle times and top opportunities by facility and shipper



SV Drop Shipment Dashboard



Reset Saved URL

Last Refreshed: 06/11 14:58

The Drop Shipment Dashboard allows for key analysis on drop shipment appointment on-time arrival performances and cycle times by site and by mailer to help identify which mailers have the longest wait before being inducted and where processing cycle times can be reduced.

On Time Arrival Score

27.2%

Actual/Expected Unloads

87.3%

Average Cycle Time (Site Arrive to Close)

27.0 min
SPLW: 27.4 min

Measures **Average Cycle Time** from yard arrival (check-in) to appointment close

Site Arrive to Dock Assign

5.4 min
SPLW: 5.5 min

Dock Assign to Unload Start

7.7 min
SPLW: 7.7 min

Unload Start to Unload End

14.3 min
SPLW: 13.8 min

Unload End To Close

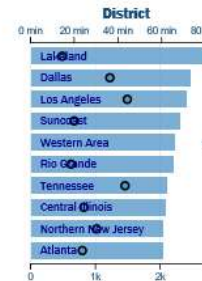
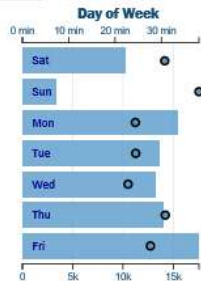
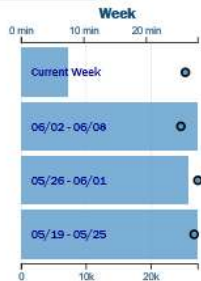
2.2 min
SPLW: 2.9 min

Site Mode Shipper Mode

Search Site...

Reset All

Detailed View



SV Drop Shipment Dashboard

Last Refreshed: 06/11 14:58

The Drop Shipment Dashboard allows for key analysis on drop shipment appointment on-time arrival performances and cycle times by site and by mailer to help identify which mailers have the longest wait before being inducted and where processing cycle times can be reduced.

On Time Arrival Score

27.2%

Provides percentage of On Time Arrivals (scheduled time +/-30 minutes)

Site Arrive to Close)

27.0 min
SPLW: 27.4 min

Actual/Expected Unloads

87.3%

Site Arrive to Dock Assign

5.4 min
SPLW: 5.5 min

Dock Assign to Unload Start

7.7 min
SPLW: 7.7 min

Unload Start to Unload End

14.3 min
SPLW: 13.8 min

Unload End To Close

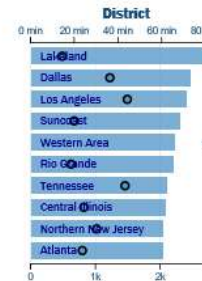
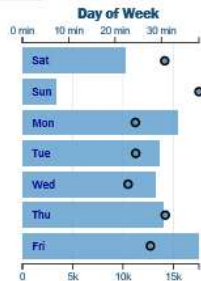
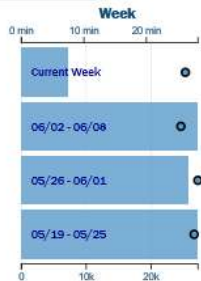
2.2 min
SPLW: 2.9 min

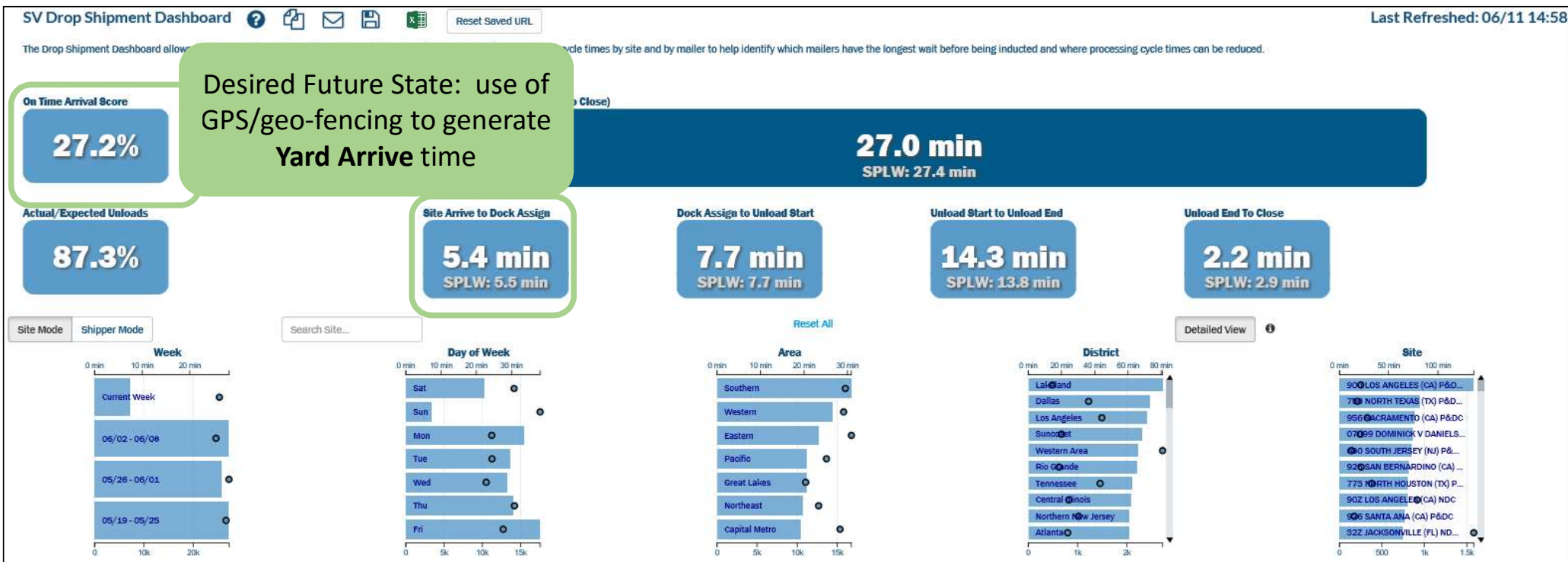
Site Mode Shipper Mode

Search Site...

Reset All

Detailed View





Desired Future State: use of GPS/geo-fencing to generate Yard Arrive time

27.0 min
SPLW: 27.4 min

SV Drop Shipment Dashboard

Last Refreshed: 06/11 14:58

The Drop Shipment Dashboard allows for key analysis on drop shipment appointment on-time arrival performances and cycle times by site and by mailer to help identify which mailers have the longest wait before being inducted and where processing cycle times can be reduced.

On Time Arrival Score

27.2%

Average Cycle Time (Site Arrive to Close)

27.0 min
SPLW: 27.4 min

Actual/Expected Unloads

87.3%

View by Site or Shipper with ability to drill by week, day, area, district, site, etc.

Dock Assign

5.5 min
SPLW: 5.5 min

Dock Assign to Unload Start

7.7 min
SPLW: 7.7 min

Unload Start to Unload End

14.3 min
SPLW: 13.8 min

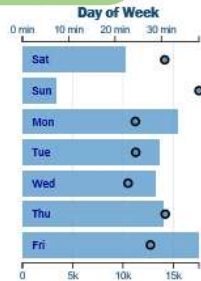
Unload End To Close

2.2 min
SPLW: 2.9 min

Site Mode Shipper Mode

Reset All

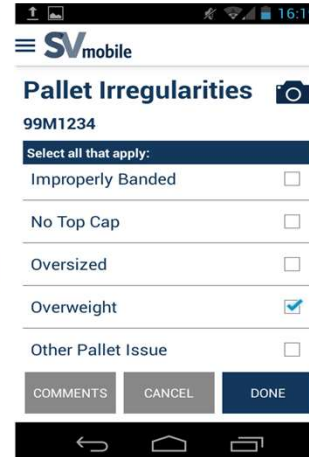
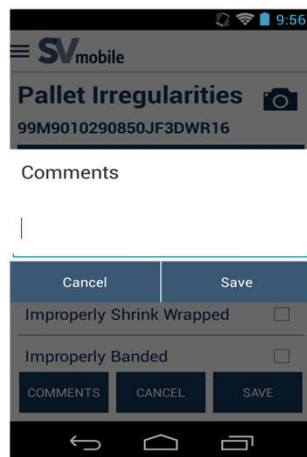
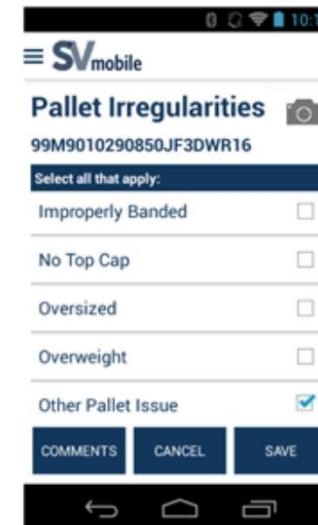
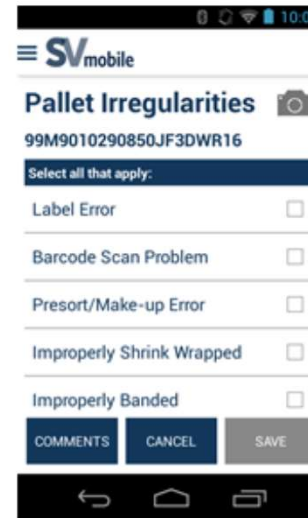
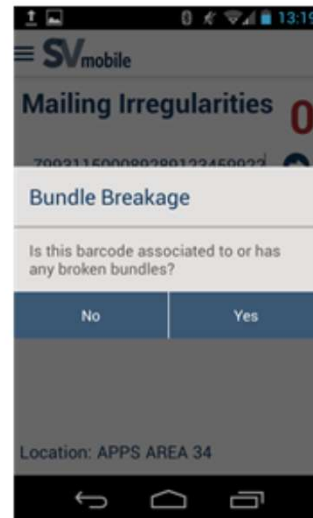
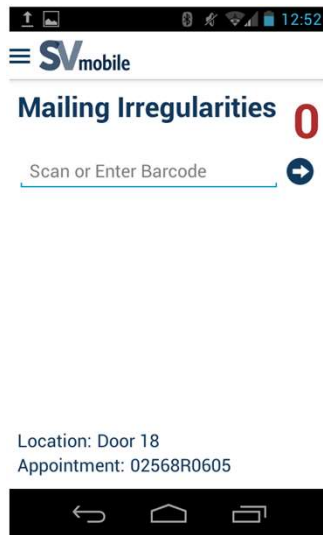
Detailed View



- Expanded New York / Morgan Station drop shipment hours effective June 22
- Conducted FAST Area Coordinator training
- Preparing FAST training for district coordinators and drop shipment employees
- Reviewing access levels for 6400+ FAST users
- Evaluating potential FAST IT improvements, including ability to provide mailer notification of declined recurring appointment instances
- Utilizing internal drop shipment dashboard to identify improvement opportunities

Mailing Irregularity Update

- Mobile Capture of Irregularities for Pallets, Trays, Sacks, Bundles and Pieces
- Enhancement of current Irregularities capture during FAST appointments
- Mail Entry, Mail Processing, and Drop Shipment employees will:
 - Scan all applicable 99M placard, IMtl, and IMb barcodes; including bundle, piece
 - Manually enter unreadable barcodes
 - Select from list of irregularities derived from currently used Problem Entry Form PS 3749
 - Capture and associate photos to identified Irregularity
- Irregularity data and photos will:
 - Tie to eDoc information for identified mailing
 - Be pushed to following for mailer follow-up:
 - Mail Entry and Payment
 - Business Service Network
 - IV (Future enhancement)



Mail Transport Equipment

- Everyone who touches MTE is responsible for ensuring the good working order and functionality of the equipment.
- Postal Facilities are responsible for removing labels from MTE when emptied. They also identify unusable MTE and return to the MTEESC for condemnation.
- MTEESCs are responsible for consolidating MTE for ease of transport and use. They also identify unusable MTE for condemnation.
- Mailers are responsible for ensuring MTE is properly used and labeled. Label holders are available for minor repairs to continue production. Consistent issues with quality must be reported to the servicing MTEESC.
- Mailers are also responsible for reporting weekly MTE inventory levels in MTEOR.

QUESTIONS



MTAC Mail Prep & Entry Packages Session

- **Packages Session**
 - Portland Update
 - Equipment
 - Delivery & Customer Service Operations
 - Open Discussion

Portland Update

Current Status

- Construction % Complete 100%
- USPS Installation
 - AFSM100, DBCS, DIOSS, CIOSS, APBS June 16, 2018
- MPE Installation (contractors)
 - AFCS200 & USS June 16, 2018
 - EPPS October 2018
- MHE Installation (contractors)
 - TTS, LCTS, RCS On-going
- VMF Move-in (est.) June 2, 2018
- Operations → P&DC + Mt Hood (est.) June 16, 2018
- District Offices (est.) Mid-July

MPE/MHE	Quantity
AFCS200	7
AFSM100	5
AFTL	2
APBS	1
ATS	3
ATU	4
CIOSS	2
DBCS	44
DIOSS	5
EAA	4
EPPS	1
LCTS	2
RCS	6
USS	1



Program Objective: Implement Lean solutions in mail processing.
Reduce Cycle Times • Reduce Waste • Improve Efficiency

AGV – Tow Motor



REAL RESULTS

- Improved Service Performance
- Reduced Costs
- Increased Employee Satisfaction



AFCS200 and LMS



TTS/LCTS/USS/EAA/ATS/ATU



DBCS/CIOSS/DIOSS



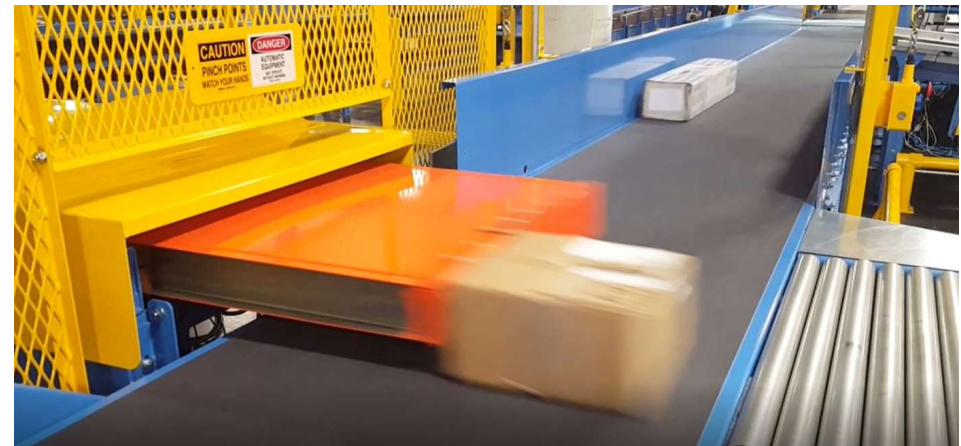
Enhanced Package Processing System (EPPS)



Equipment

New Equipment

- 15 Automated Package Bundle Sorters (APBS) expanded - 752 additional separations
- 6 Automated Package Processing Systems (APPS) expanded - 426 additional separations
- 22 Automatic NDC Parcel Sorter Machine (PSM) Return to Keyer upgrades
- 2 APBS Feed Systems
- 15 ADUS
- 1 EPPS
- 2 Universal Sorters (USS)
- 4 NDC Flats Culling Systems
- 22 Automatic Tray Unslevers



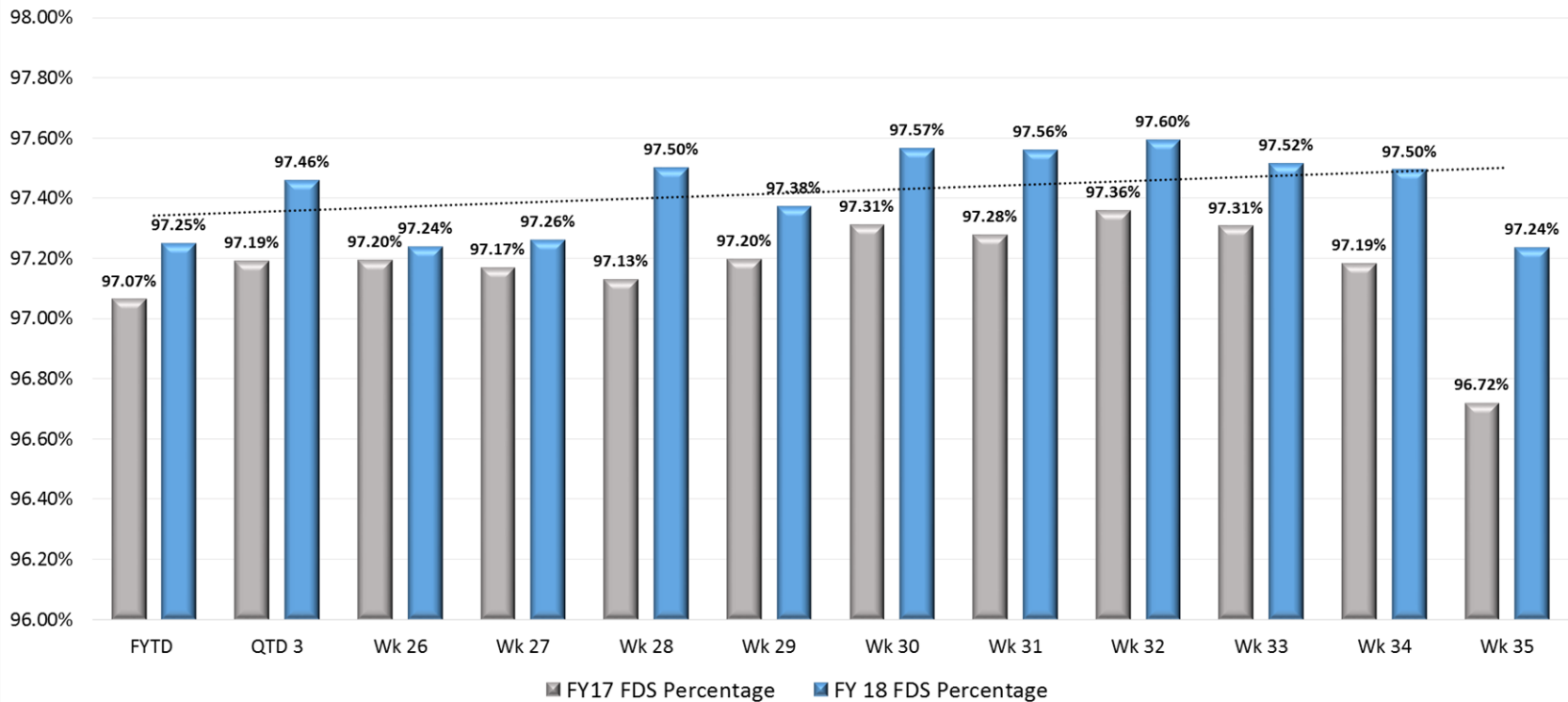
New Equipment

- Automated Guided Vehicle System in Queens P&DC
- 20 Robotic Containerization Systems (RCS) modernized and redeployed



Delivery & Customer Service Operations

First Delivery Success (FDS) Trend
Qtr 3 - FY 18



**Week 35 FDS rate of 97.24%% was .53% higher than SPLY rate of 96.72%.
Year To Date rate has improved by .18% to SPLY resulting in additional 6.6M packages delivered on first attempt.**

Recent Activities

- Parcel Locker Tool identifies opportunity based on Failed Delivery Scans
- 1223 Parcel Lockers installed
 - Approximately 1.1M additional packages - FDS
- Additional target of 3130 Parcel Lockers to be installed by September 30
 - Estimated 2.8M additional packages FDS – FY19



Area	Confirmed Installed	PL Install Target for July	PL Install Target for July	PL Install Target for July
Cap Metro	37	65	131	164
Eastern	94	84	168	200
Great Lakes	40	50	100	125
Northeast	654	144	268	340
Pacific	169	57	113	142
Southern	129	93	185	233
Western	100	85	170	213
Total	1223	578	1135	1417



**OPL4 utilized for PL Counts

Testing Neighbor Post – Next Generation Centralized Delivery

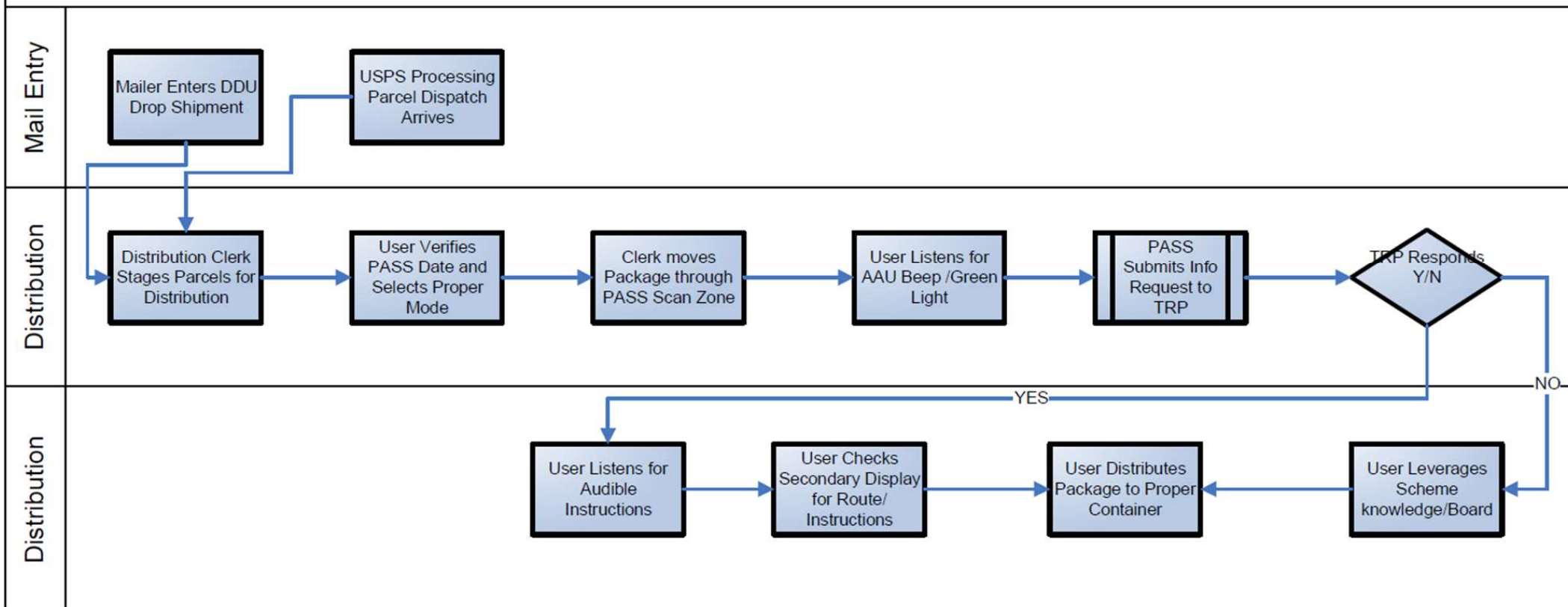


Box Lock



Third Party Locker and Locker Room Utilization

Simplified PASS Work Flow



RFS was implemented June 2016 to October 2016

RFS CFS COMPARISON January 2017 - May 2018

	RFS Parcel Volumes		CFS Parcel Volumes		RFS Percentage	
	Forward	Return to Sender	Forward	Return to Sender	Forward	Return to Sender
January-17	669,618	832,097	580,327	873,478	53.6%	48.8%
February-17	578,937	805,270	447,728	705,643	56.4%	53.3%
March-17	643,821	911,064	433,718	714,214	59.7%	56.1%
April-17	742,638	1,095,167	299,352	526,792	71.3%	67.5%
May-17	900,066	1,333,919	246,826	418,750	78.5%	76.1%
June-17	1,041,337	1,528,860	196,442	332,267	84.1%	82.1%
July-17	1,056,949	1,601,276	152,100	263,162	87.4%	85.9%
August-17	1,140,754	1,859,042	144,595	247,377	88.8%	88.3%
September-17	1,065,328	1,769,593	114,792	207,813	90.3%	89.5%
October-17	1,115,725	1,896,313	113,223	203,416	90.8%	90.3%
November-17	1,060,342	1,824,699	101,565	180,241	91.3%	91.0%
December-17	1,408,343	2,446,943	119,338	213,742	92.2%	92.0%
January-18	1,154,861	2,111,767	102,052	164,210	91.9%	92.8%
February-18	949,121	1,865,724	81,598	145,896	92.1%	92.7%
March-18	1,067,521	2,128,023	78,363	153,390	93.2%	93.3%
April-18	986,807	1,959,223	73,487	152,649	93.1%	92.8%
May-18	1,018,592	1,984,753	69,366	139,924	93.6%	93.4%

Data Source: CFS Watch

QUESTIONS

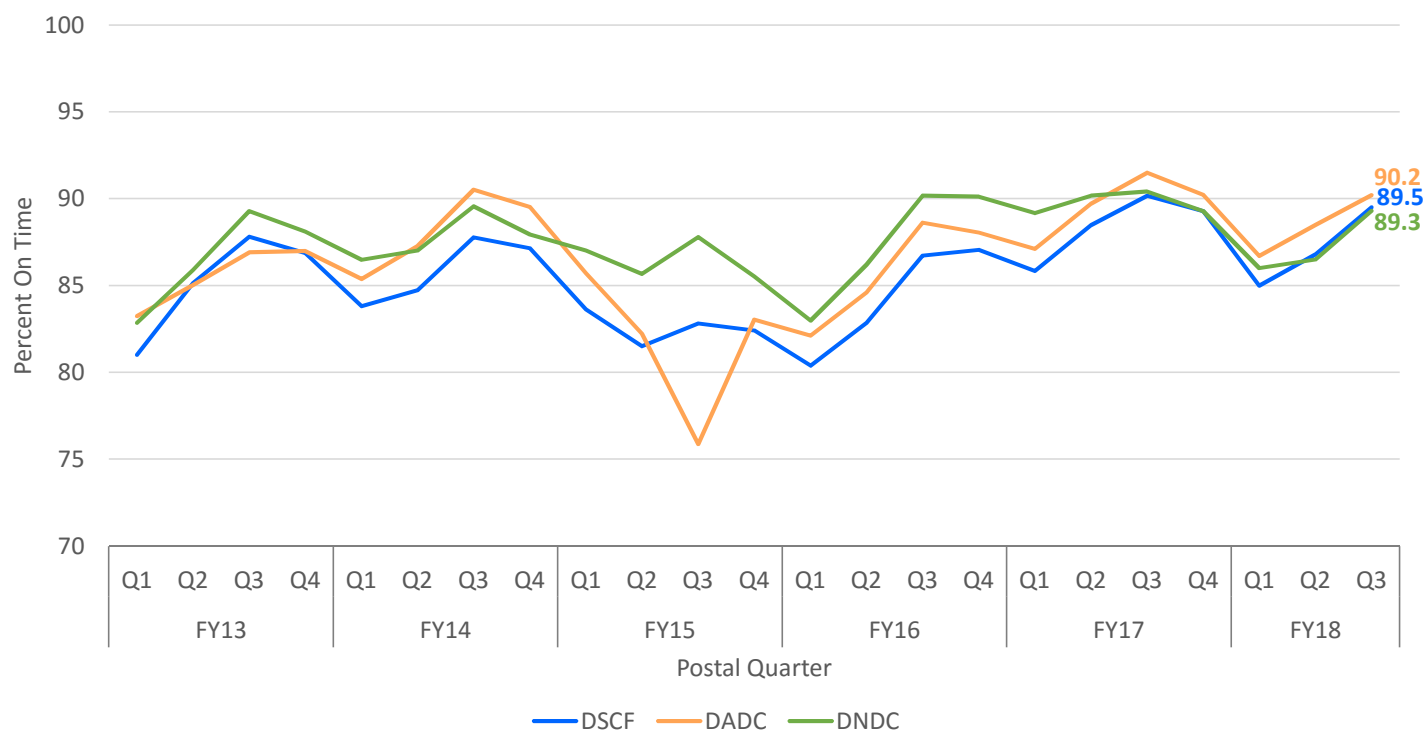


MTAC Mail Prep & Entry Periodicals Session

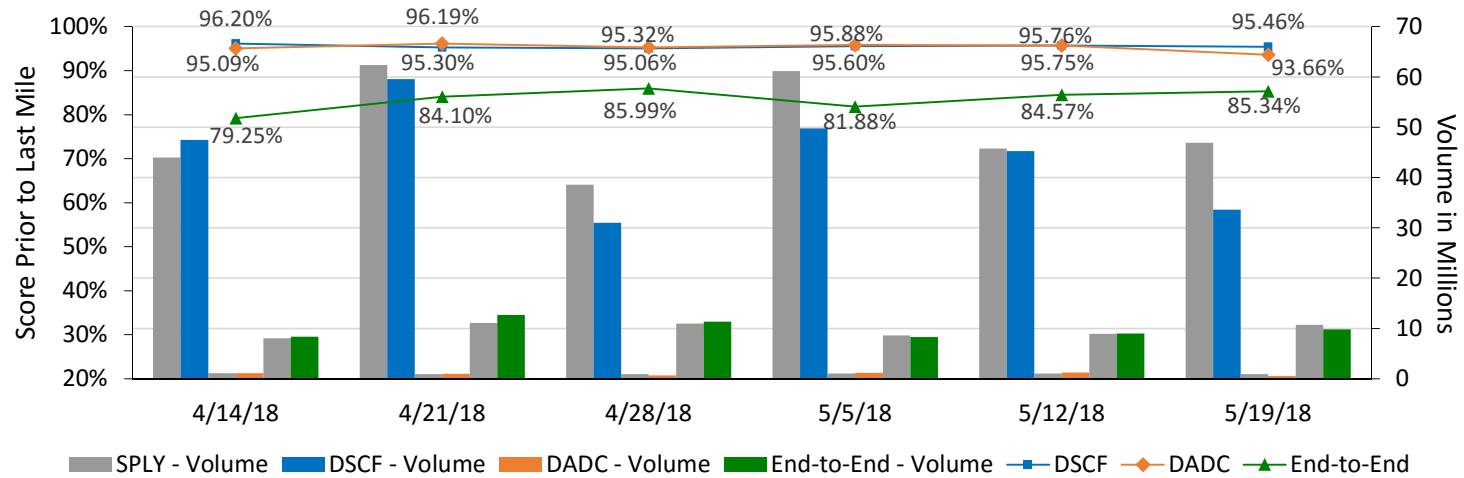
- **Periodicals Session**
 - Service Performance Update
 - Portland Update
 - Equipment
 - DRO Timeline
 - FAST / Drop Shipments
 - Mailing Irregularity Update
 - Open Discussion

Service Performance Update

Destination Entry IMB® Periodicals FY13 thru FY18 Performance By Quarter



Notes: Preliminary FY18 Q2 through 1/26/18. Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.



Q3TD thru 5/25/18	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	339,540,589	95.46%	-5.96%	89.50%	91.80%	399,792,293	-15.07%	89.63%	-0.13%
ADC Flats	7,600,714	95.38%	-5.15%	90.23%	91.80%	8,333,637	-8.79%	90.97%	-0.74%
E2E Flats	77,854,005	82.15%	-3.51%	78.64%	91.80%	77,747,808	0.14%	80.05%	-1.41%
2-Day	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3-Day	23,671,876	91.32%	-3.49%	87.83%	91.80%	28,451,466	-16.80%	89.02%	-1.19%
4-Day	35,284,552	80.19%	-3.65%	76.54%	91.80%	30,588,418	15.35%	77.13%	-0.58%
5-Day	710,966	77.66%	-4.09%	73.57%	91.80%	1,566,483	-54.61%	72.30%	1.28%
6+ Day	18,186,611	74.18%	-3.24%	70.93%	91.80%	17,141,441	6.10%	71.09%	-0.16%
Total	424,995,308			87.28%	91.80%	485,873,738	-12.53%	87.44%	-0.16%

Note: Service Performance measurement in Caribbean District resumed in FY18 Q3.

Portland Update

Current Status

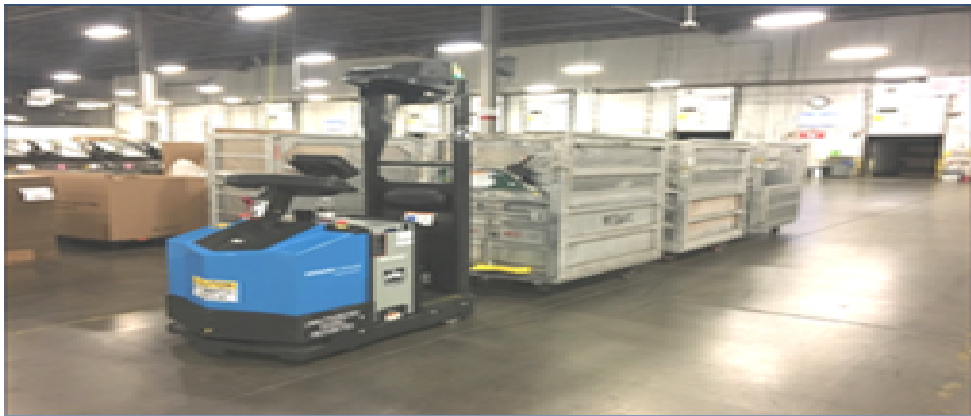
- Construction % Complete 100%
- USPS Installation
 - AFSM100, DBCS, DIOSS, CIOSS, APBS June 16, 2018
- MPE Installation (contractors)
 - AFCS200 & USS June 16, 2018
 - EPPS October 2018
- MHE Installation (contractors)
 - TTS, LCTS, RCS On-going
- VMF Move-in (est.) June 2, 2018
- Operations → P&DC + Mt Hood (est.) June 16, 2018
- District Offices (est.) Mid-July

MPE/MHE	Quantity
AFCS200	7
AFSM100	5
AFTL	2
APBS	1
ATS	3
ATU	4
CIOSS	2
DBCS	44
DIOSS	5
EAA	4
EPPS	1
LCTS	2
RCS	6
USS	1



Program Objective: Implement Lean solutions in mail processing.
Reduce Cycle Times • Reduce Waste • Improve Efficiency

AGV – Tow Motor



REAL RESULTS

- Improved Service Performance
- Reduced Costs
- Increased Employee Satisfaction



AFCS200 and LMS



TTS/LCTS/USS/EAA/ATS/ATU



DBCS/CLOSS/DIOSS



Enhanced Package Processing System (EPPS)



Equipment

New Equipment

- Automated Guided Vehicle System in Queens P&DC
- 20 Robotic Containerization Systems (RCS) modernized and redeployed



DRO Timeline

National Rollout Plan

Planning additional sites to go-live with DRO by October 2018, including the following:

Area

Wave	Go-Live Date	Capital	Eastern	Great Lakes	Northeast	Pacific	Southern	Western
4	15-Apr			<ul style="list-style-type: none"> Lansing P&DC Champaign P&DF 	<ul style="list-style-type: none"> White River Junction P&DC 			<ul style="list-style-type: none"> Wichita P&DC
5	13-May			<ul style="list-style-type: none"> Oshkosh P&DC 		<ul style="list-style-type: none"> Santa Barbara P&DC 		<ul style="list-style-type: none"> Spokane P&DC Colorado Springs P&DC
6	24-Jun	<ul style="list-style-type: none"> Greensboro P&DC 	<ul style="list-style-type: none"> Roanoke P&DC 	<ul style="list-style-type: none"> Peoria P&DF 	<ul style="list-style-type: none"> Eastern Maine P&DF 	<ul style="list-style-type: none"> Bakersfield P&DC 	<ul style="list-style-type: none"> Fort Myers P&DC Manasota P&DC 	
7	15-Jul	<ul style="list-style-type: none"> Rocky Mount PD&F 	<ul style="list-style-type: none"> Johnstown P&DF 			<ul style="list-style-type: none"> Santa Clarita P&DC 	<ul style="list-style-type: none"> Shreveport P&DC 	<ul style="list-style-type: none"> Cedar Rapids P&DC
	22-Jul	<ul style="list-style-type: none"> Greenville P&DC 		<ul style="list-style-type: none"> Flint P&DC 			<ul style="list-style-type: none"> Baton Rouge P&DC 	<ul style="list-style-type: none"> Quad Cities P&DF Cape Girardeau P&DF
8	29-Jul		<ul style="list-style-type: none"> Erie P&DC 	<ul style="list-style-type: none"> Gaylord P&DC / Traverse City P&DF 		<ul style="list-style-type: none"> Eureka P&DC 	<ul style="list-style-type: none"> Austin P&DC 	<ul style="list-style-type: none"> Anchorage P&DC
	5-Aug		<ul style="list-style-type: none"> Altoona P&DF 	<ul style="list-style-type: none"> Saginaw P&DC 	<ul style="list-style-type: none"> Mid-Hudson P&DC 		<ul style="list-style-type: none"> Lubbock P&DF 	<ul style="list-style-type: none"> Springfield P&DC (MO)
9	19-Aug	<ul style="list-style-type: none"> Florence P&DC 			<ul style="list-style-type: none"> Wareham P&DC 	<ul style="list-style-type: none"> North Bay P&DC 	<ul style="list-style-type: none"> Gainesville P&DF 	<ul style="list-style-type: none"> Bismarck P&DF Minot P&DC
	26-Aug	<ul style="list-style-type: none"> Baltimore IMF P&DF 		<ul style="list-style-type: none"> Kokomo P&DF 	<ul style="list-style-type: none"> Plattsburgh P&DC 		<ul style="list-style-type: none"> Pensacola P&DC 	<ul style="list-style-type: none"> Fargo P&DC
10	9-Sep	<ul style="list-style-type: none"> Eastern Shore P&DF 				<ul style="list-style-type: none"> Fresno P&DC 	<ul style="list-style-type: none"> Mid-Florida P&DC 	<ul style="list-style-type: none"> Billings P&DC Grand Forks P&DC
	23-Sep	<ul style="list-style-type: none"> Peachtree P&DC 	<ul style="list-style-type: none"> Johnson City 	<ul style="list-style-type: none"> Mid-Missouri P&DF 			<ul style="list-style-type: none"> Amarillo P&DF 	<ul style="list-style-type: none"> Waterloo P&DC
11	7-Oct			<ul style="list-style-type: none"> Muncie P&DF Iron Mountain P&DF 			<ul style="list-style-type: none"> Midland P&DF 	<ul style="list-style-type: none"> Sioux Falls P&DC Cheyenne P&DC
	21-Oct		<ul style="list-style-type: none"> Paducah P&DF 		<ul style="list-style-type: none"> Binghamton P&DF 	<ul style="list-style-type: none"> Redding P&DC 	<ul style="list-style-type: none"> Beaumont P&DF 	<ul style="list-style-type: none"> Dakota Central Facility

FAST / Drop Shipments

- New Portland facility will open for processing and drop shipments on June 16
 - NASS 972, located at 7007 NE Cornfoot Rd, Portland OR 97218
- Old Portland-970 and Mount Hood-9722D will close and all mail will be processed at new Portland facility
- Mailers/shippers strongly encouraged to begin dropping at new Portland beginning June 16
- Custom redirections input for mid-June to allow mailers to drop at new Portland and permanent change will take effect July 1 with 30 day grace period

- Developed a dashboard to track drop ship performance (May 2018)
- Provides cycle times and top opportunities by facility and shipper



SV Drop Shipment Dashboard

Last Refreshed: 06/11 14:58

The Drop Shipment Dashboard allows for key analysis on drop shipment appointment on-time arrival performances and cycle times by site and by mailer to help identify which mailers have the longest wait before being inducted and where processing cycle times can be reduced.

On Time Arrival Score

27.2%

Actual/Expected Unloads

87.3%

Average Cycle Time (Site Arrive to Close)

27.0 min
SPLW: 27.4 min

Measures **Average Cycle Time** from yard arrival (check-in) to appointment close

Site Arrive to Dock Assign

5.4 min
SPLW: 5.5 min

Dock Assign to Unload Start

7.7 min
SPLW: 7.7 min

Unload Start to Unload End

14.3 min
SPLW: 13.8 min

Unload End To Close

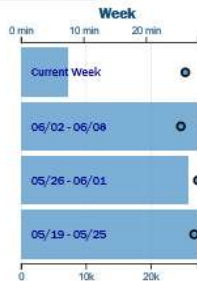
2.2 min
SPLW: 2.9 min

Site Mode Shipper Mode

Search Site...

Reset All

Detailed View



SV Drop Shipment Dashboard

Last Refreshed: 06/11 14:58

The Drop Shipment Dashboard allows for key analysis on drop shipment appointment on-time arrival performances and cycle times by site and by mailer to help identify which mailers have the longest wait before being inducted and where processing cycle times can be reduced.

On Time Arrival Score
27.2%

Provides percentage of
On Time Arrivals
(scheduled time
+/-30 minutes)

(Site Arrive to Close)

27.0 min
SPLW: 27.4 min

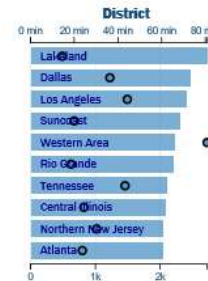
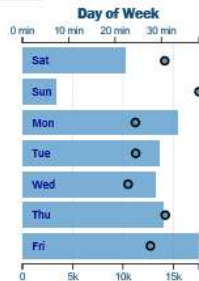
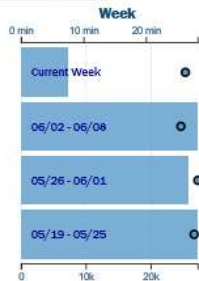
Actual/Expected Unloads
87.3%
Site Arrive to Dock Assign
5.4 min
SPLW: 5.5 min

Dock Assign to Unload Start
7.7 min
SPLW: 7.7 min

Unload Start to Unload End
14.3 min
SPLW: 13.8 min

Unload End To Close
2.2 min
SPLW: 2.9 min

Site Mode Shipper Mode

[Reset All](#)
[Detailed View](#)




Desired Future State: use of GPS/geo-fencing to generate Yard Arrive time

27.0 min
SPLW: 27.4 min

SV Drop Shipment Dashboard



Reset Saved URL

Last Refreshed: 06/11 14:58

The Drop Shipment Dashboard allows for key analysis on drop shipment appointment on-time arrival performances and cycle times by site and by mailer to help identify which mailers have the longest wait before being inducted and where processing cycle times can be reduced.

On Time Arrival Score

27.2%

Average Cycle Time (Site Arrive to Close)

27.0 min
 SPLW: 27.4 min

Actual/Expected Unloads

87.3%

 View by Site or Shipper
 with ability to drill by
 week, day, area,
 district, site, etc.

Dock Assign

5.5 min
 SPLW: 5.5 min

Dock Assign to Unload Start

7.7 min
 SPLW: 7.7 min

Unload Start to Unload End

14.3 min
 SPLW: 13.8 min

Unload End To Close

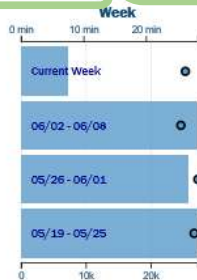
2.2 min
 SPLW: 2.9 min

Site Mode

Shipper Mode

Reset All

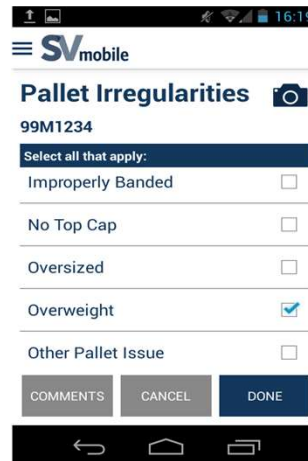
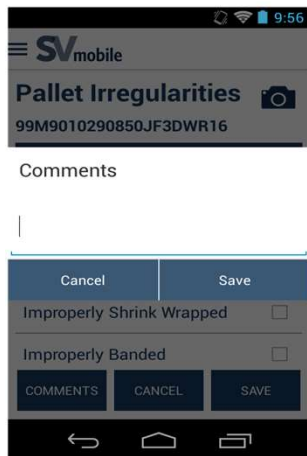
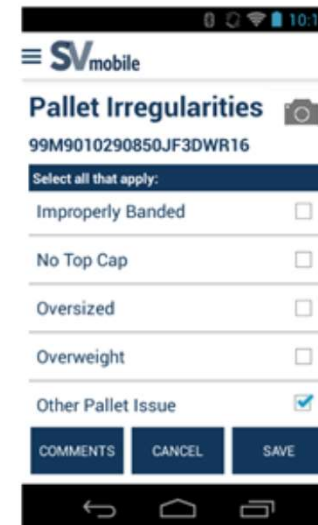
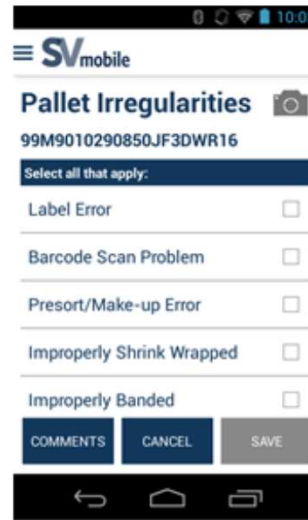
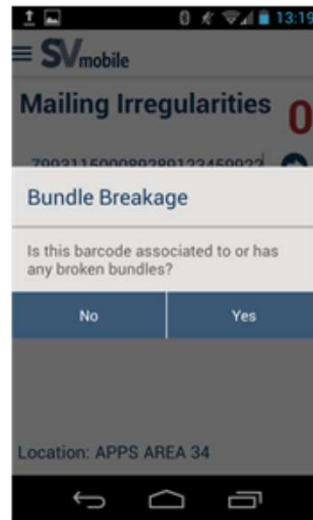
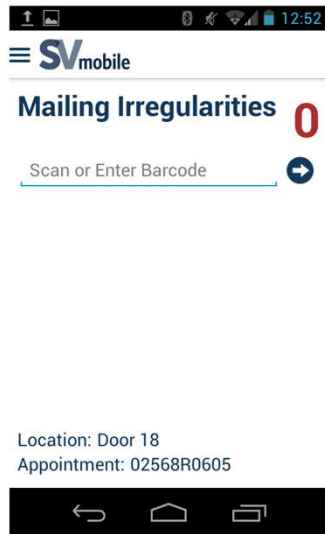
Detailed View ⓘ



- Expanded New York / Morgan Station drop shipment hours effective June 22
- Conducted FAST Area Coordinator training
- Preparing FAST training for district coordinators and drop shipment employees
- Reviewing access levels for 6400+ FAST users
- Evaluating potential FAST IT improvements, including ability to provide mailer notification of declined recurring appointment instances
- Utilizing internal drop shipment dashboard to identify improvement opportunities

Mailing Irregularity Update

- Mobile Capture of Irregularities for Pallets, Trays, Sacks, Bundles and Pieces
- Enhancement of current Irregularities capture during FAST appointments
- Mail Entry, Mail Processing, and Drop Shipment employees will:
 - Scan all applicable 99M placard, IMtl, and IMb barcodes; including bundle, piece
 - Manually enter unreadable barcodes
 - Select from list of irregularities derived from currently-used Problem Entry Form PS 3749
 - Capture and associate photos to identified Irregularity
- Irregularity data and photos will:
 - Tie to eDoc information for identified mailing
 - Be pushed to following for mailer follow-up:
 - Mail Entry and Payment
 - Business Service Network
 - IV (Future enhancement)



QUESTIONS

