



AREAS INSPIRING MAIL

ROBERT CINTRON VICE PRESIDENT NETWORK OPERATIONS

AUGUST 14, 2018



SVmobile / SVweb

Mail Irregularity Capture Update



Current Process - Electronic Mail Improvement Reporting (eMIR)

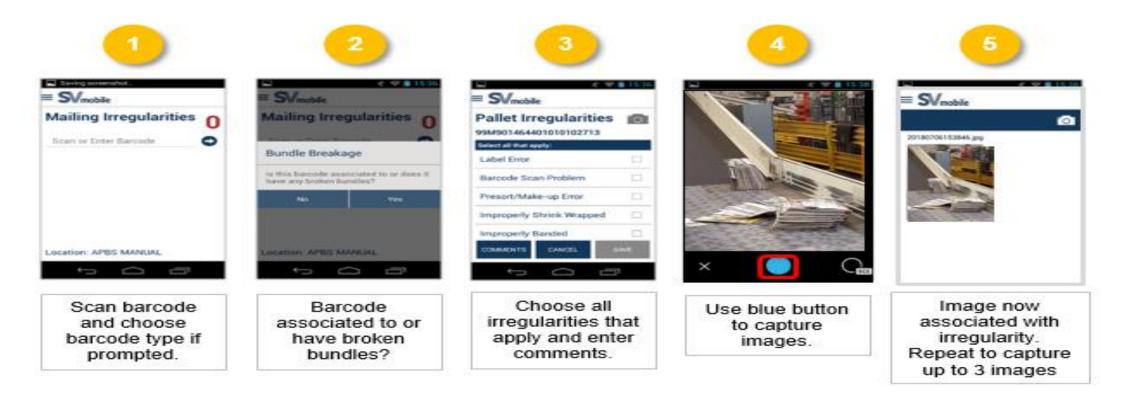
New Process - Capture ability utilizing SV

 Capability to filter by Appointment ID, MID, Barcode, Location MPE and Irregularity types.

Images can be downloaded and issue details are exportable.

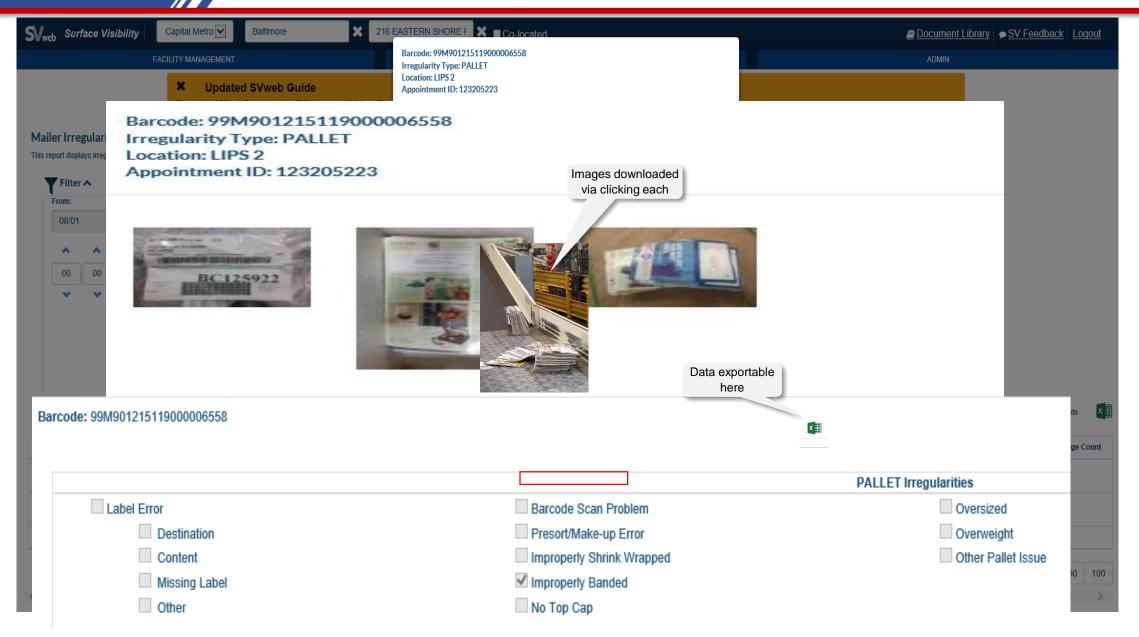


- Irregularities for mailer barcodes (99M, IMtls, IMbs, and IMpbs)
- Same detailed irregularity reasons listed in eMIR
- Up to 3 associated images





SV Mail Irregularity Reporting

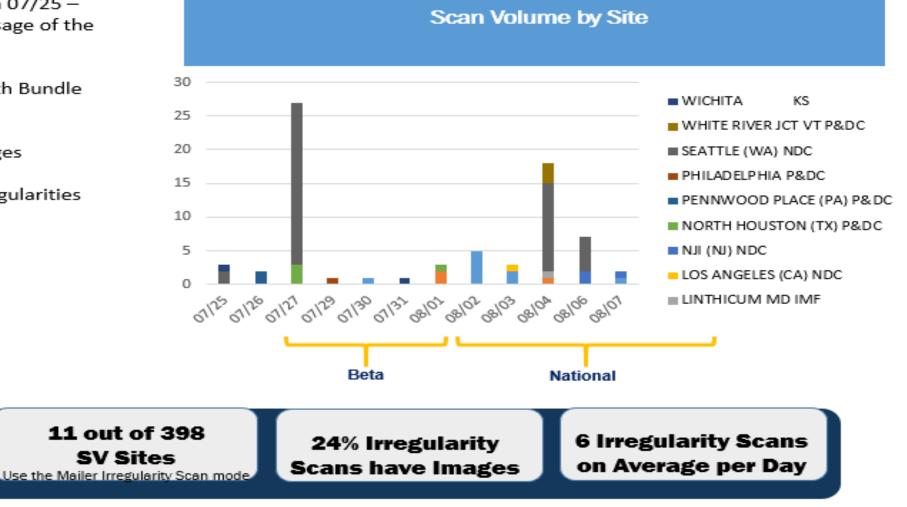




Mailer Barcode Irregularity Scanning Results by Site

Data was pulled from 07/25 – 08/07 to show the usage of the new scan mode.

- 58 Irregularities with Bundle Breakage
- 26 Irregularity Images
- 73 Total Mailer Irregularities





Mail Irregularity Deployment Update

Irregularity Type Breakdown

Irregularity Types

- Most Irregularities are Pallet Irregularities
- 65 Pallet Irregularities

PALLET

89%

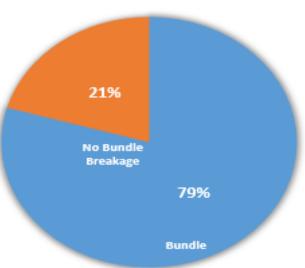
- 4 Piece Irregularities
- 4 Tray Irregularities

IECE

6% TRAY

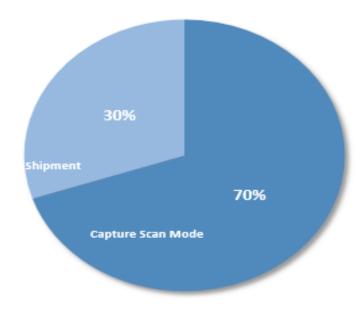


- 58 Irregularities had Bundle Breakage
- 15 Irregularities had no Bundle Breakage



Accessed by Drop Shipment or Capture Scan Mode

- 51 Irregularities were captured via Capture scan Mode
- 22 Irregularities were captured via Drop Shipment





Drop Ship Dashboard



• Provides cycle times and top opportunities by facility and shipper

web Surface Visibility				<i>≣</i> <u>Document Library</u>
FACILITY MANAGEMENT	г	REPORTING		ADMIN
V Drop Shipment Dashboard 💡 省	Reset Saved URL Reset All	Last Refreshed: 08/09 08:14		
e Drop Shipment Dashboard allows for key analysis on drop sh	ipment appointment on-time arrival performances and cycle times by s	ite and by mailer to help identify which mailers have the longest	t wait before being inducted and where processing cycle tin	nes can be reduced.
Time Arrival Score	Average Cycle Time (Site Arrive to Close)			
27.4%		27	.9 min	
211-170	SPLW: 28.5 min			
al/Expected Unloads	Site Arrive to Dock Assign	Dock Assign to Unload Start	Unload Start to Unload End	Unload End To Close
94 70/	5.2 min	9.0 min	12.6 min	2.4 min
84.7%	5.3 min SPLW: 5.4 min	8.0 min SPLW: 8.3 min	13.6 min SPLW: 14.1 min	3.4 min SPLW: 3.1 min
	SPEW. 5.4 IIIII	SPLW. 6.5 min	SPEW. 14.1 min	SPEW. 5.1 min
Mode Shipper Mode Sea	arch Site			Detailed View 0
Week 0 min 10 min 20 min 30 min	Day of Week 0 min 10 min 20 min 30 min	Area 0 min 10 min 20 min 30 min	District 0 min 20 min 40 min 60 min 84	Site 0 min 0 min 50 min 100 min
	Sat O	Southern O	Lai©land	900LOS ANGELES (CA) I
	Sun	Western	Dallas O Sunc O ast	750NORTH TEXAS (TX) 95603ACRAMENTO (CA)
Current Week •	Mon O	Eastern	Los Angeles O	773 DORTH HOUSTON (
07/28 - 08/03	Tue O	Great Lakes O	Western Area Rio G rande	07099 DOMINICK V DANI 90Z LOS ANGIO ES (CA)
07/21 - 07/27 0	Wed O	Northeast	Tennessee O	1000 SOUTH JERSEY (NJ)
	Thu	Pacific	Centr © Illinois Atlanta O	32Z JACKSONVILLE (FL) 48ODETROIT (MI) P&DC
07/14 - 07/20 O	Fri	Capital Metro	Gulf Atlantic •	72 DALLAS (TX) P&DC
0 10k 20k	0 5k 10k 15k	0 5k 10k 15k	0 1k 2k	3k 0 500 1k



web Surface Visibility				<i>≣</i> <u>Document Library</u>	
FACILITY MANAGEMENT		REPORTING		ADMIN	
Drop Shipment Dashboard Prop Shipment Dashboard allows for key analysis on drop ship	Reset Saved URL Reset All Reset appointment on-time arrival performances and cycle times by s	Last Refreshed: 08/09 08:14 ite and by mailer to help identify which mailers have the longest	national point point and a	res Average ne from yard	
Time Arrival Score	Average Cycle Time (5 te Arrive to Close)		•	check-in) to ment close	
tual/Expected Unloads	Site Arrive to Dock Assign 5.3 min SPLW: 5.4 min	8.0 min SPLW: 8.3 min	13.6 min SPLW: 14.1 min	3.4 min SPLW: 3.1 min	
Mode Shipper Mode Search	h Site			Detailed View 0	
Week 0 min 10 min 20 min 30 min Current Week	Day of Week 0 min 10 min 20 min 30 min Sat Sun Mon	Area 0 min 10 min 20 min 30 min Southern O Western O Eastern O	District 0 min 20 min 40 min 60 min 4 Lal@land Dallas O Sunc@ast Los Angeles O	900 LOS ANGELES (CA) PA 750NORTH TEXAS (TX) PA 9560SACRAMENTO (CA) PA 773 CORTH HOUSTON (TX)	
07/28 - 08/03 07/21 - 07/27 07/14 - 07/20	TueOWedOThuOFriO	Great LakesONortheastOPacificOCapital MetroO	Western Area Rio Grande Tennessee Centro Illinois Atlanta Gulf Atlantic	O O	

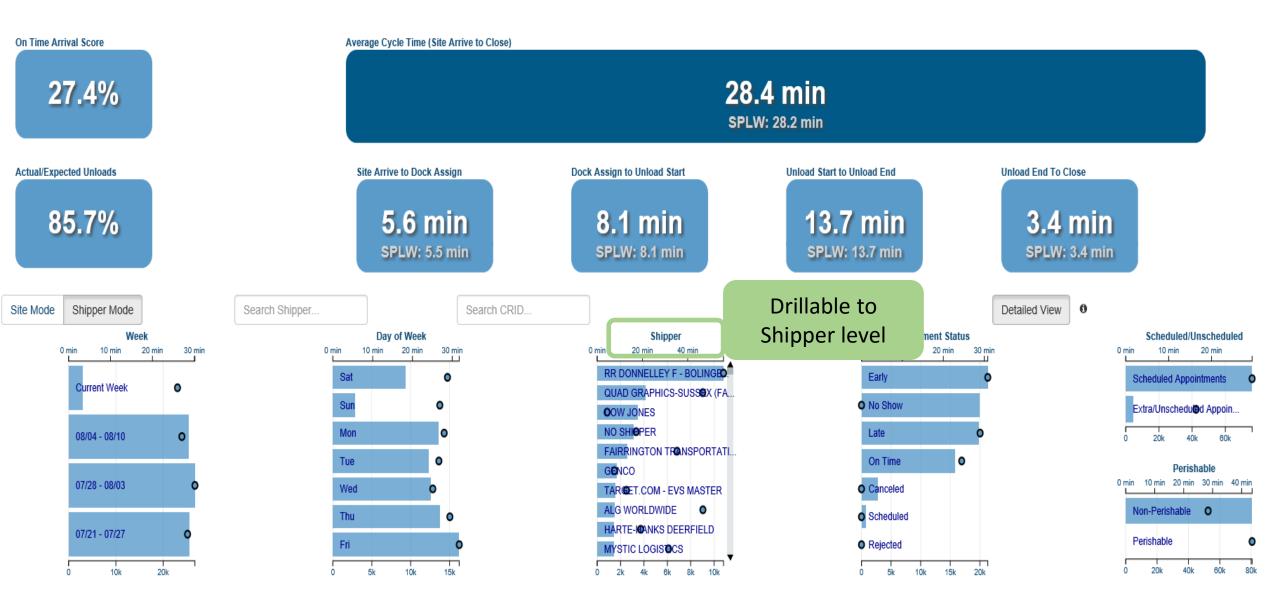


SVweb Surface Visibility				Document Library SV Feedback	
FACILITY MANAGE	MENT	REPORTING		ADMIN	
SV Drop Shipment Dashboard 👩 🦨	Reset Saved URL Reset All	Last Refreshed: 08/09 08:14			
On Time Arrival Score Or 27.4% (s	top shipment appointment on-time arrival performances and cycle times by des percentage of n Time Arrivals scheduled time -/-30 minutes)	27.	wait before being inducted and where processing cycle .9 min N: 28.5 min	times can be reduced.	
Actual/Expected Unloads 84.7%	Site Arrive to Dock Assign 5.3 min SPLW: 5.4 min	B.O min SPLW: 8.3 min	Unload Start to Unload End 13.6 min SPLW: 14.1 min	3.4 min SPLW: 3.1 min	
Site Mode Shipper Mode	Search Site			Detailed View 0	
Week 0 min 10 min 20 min 30 min Current Week 0 0 0 07/28 - 08/03 0 0 0 07/14 - 07/20 0 0 10k 20k	Day of Week 0 min 10 min 20 min 30 min Sat Sun Mon Tue Wed Fri 0 5k 10k 15k	Area 0 min 10 min 20 min 30 min Southern O Western O Eastern O Great Lakes O Northeast O Pacific O Capital Metro O 0 5k 10k 15k	District 0 min 20 min 40 min 60 min Lai©land Dallas O Sunc@ast Los Angeles O Western Area Rio Grande Tennessee O Centr© Illinois Atlanta O Guif Atlantic	Site 0 min 50 min 100 min 900 LOS ANGELES (CA) P&D 750 NORTH TEXAS (TX) P&D 95605ACRAMENTO (CA) P&DC 773 00 CTH HOUSTON (TX) P 907099 DOMINICK V DANIELS 907 LOS ANGOLES (CA) NDC 100 SOUTH JERSEY (NJ) P& 32Z JACKSONVILLE (FL) ND. 480DETROIT (MI) P&DC 70 DALLAS (TX) P&DC 70 DALLAS (TX) P&DC	



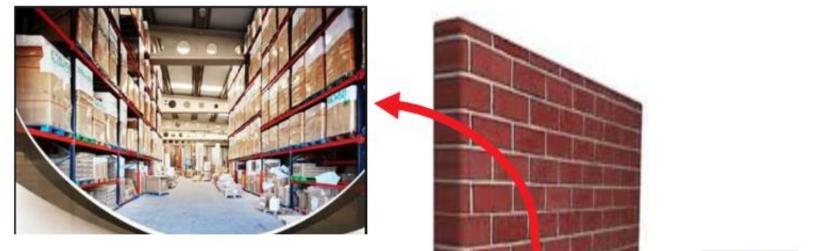
SV _{web} Surface Visibility				Document Library SV Feedback	
FACILITY MANAGEMENT		REPORTING		ADMIN	
	Reset Saved URL Reset All Reset appointment on-time arrival performances and cycle times by site	Last Refreshed: 08/09 08:14 e and by mailer to help identify which mailers have the longest	wait before being inducted and where processing cycle	times can be reduced.	
On Time Arrival Score	Average Cycle Time (Site Arrive to Close)				
27.4%		27.9 min SPLW: 28.5 min			
Actual/Expected Unloads 84.7% Ability to v Site or Sh	ipper	Dock Assign to Unload Start 8.0 min SPLW: 8.3 min	13.6 min SPLW: 14.1 min	Unload End To Close 3.4 min SPLW: 3.1 min	
Site Mode Shipper Mode Sear	Day of Week O min 10 min 20 min 30 min Sat Sun Mon Tue Ved O Fri O 5k 10k 15k	Area 0 min 10 min 20 min 30 min Southern • Western • Eastern • Great Lakes • Northeast • Capital Metro • 0 5k 10k 15k	District O min 20 min 40 min 80 min Lal@iand Dallas O Sunc@ast Los Angeles O Western Area Rio Grande Tennessee O Centr@ Illinois Atlanta O Guif Atlantic O	Site	





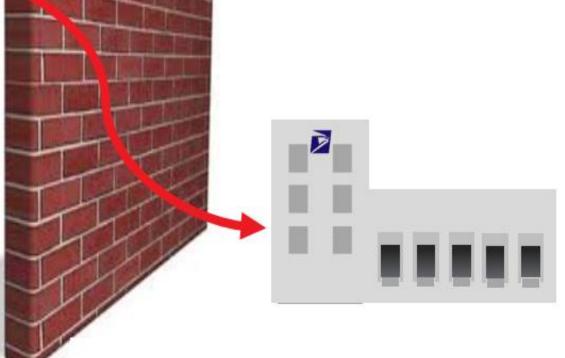


Collaboration to Close the Gap



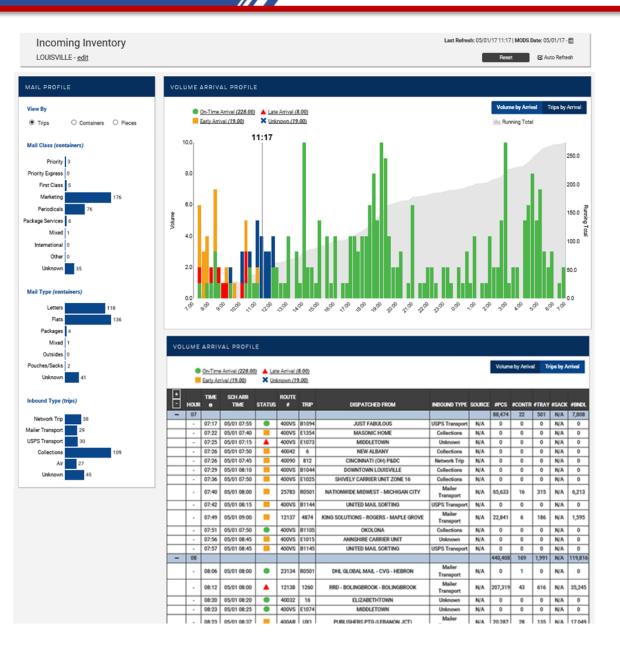
How do we close the gap

- Mailer inventory
- Barriers of the unknown
- USPS has no intel on inventories





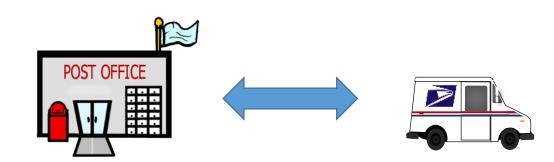
Collaboration to Close the Gap



Impacts to the Air Network

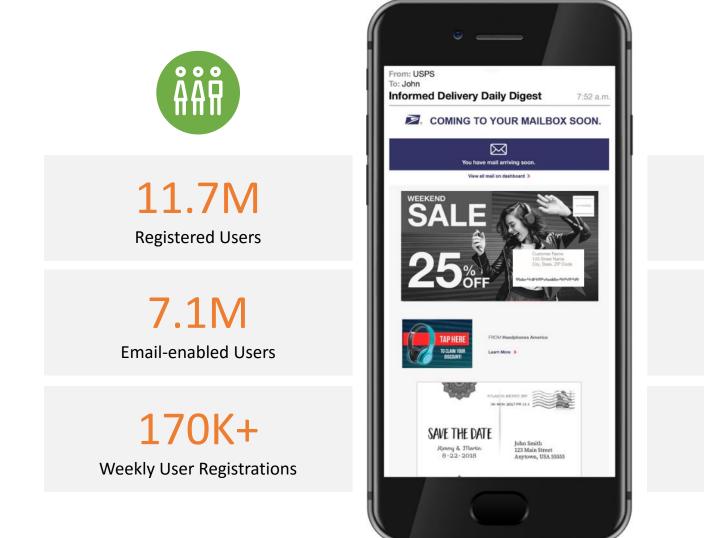
Impacts to the Surface Network







Informed Delivery Growth



G 3,343 Campaigns Completed

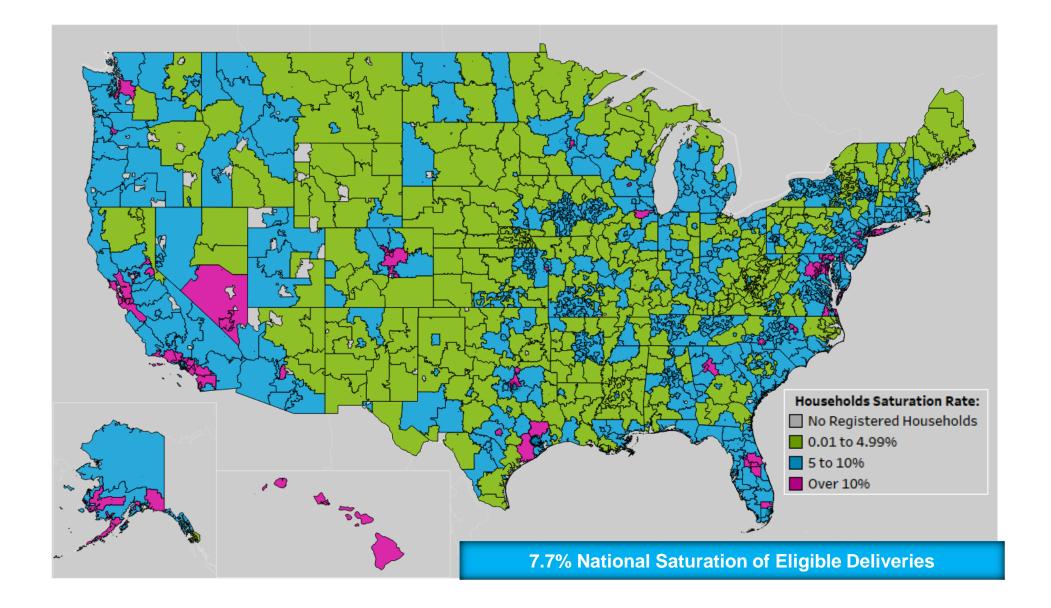
780 Brands Represented

67% Average Email Open Rate

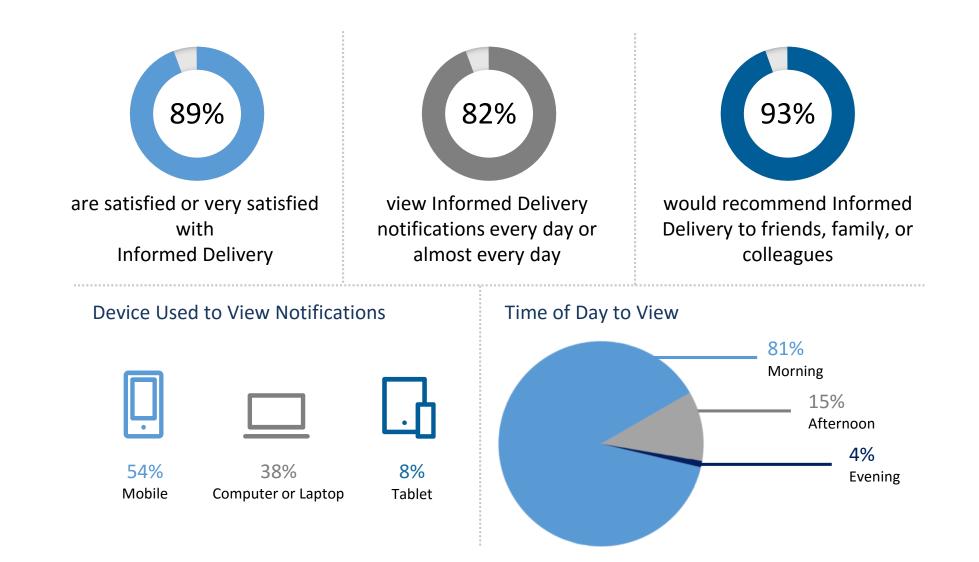
Registered users and email-enabled users as of August 6, 2018. Daily user registrations as of July 17, 2018 (8-week average). Campaigns completed and brands represented as of August 6, 2018. Average email open rate as of July 30, 2018.



Density as of August 6, 2018







Source: 2018 Informed Delivery User Survey



New Equipment for Fall 2018

New Equipment

 Automated Guided Vehicle System in Queens P&DC

 20 Robotic Containerization Systems (RCS) modernized and redeployed





Peak Readiness 2018

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
- 2 Universal Sorters (USS)
- 1 EPPS





9 ADUS





Questions