

**MTAC Focus Group Session Notes**  
**Wednesday, October 3, 2018**

**MAIL PREPARATION & ENTRY, OPERATIONS**

**Robert Cintron, USPS VP-Network Operations**  
**Bob Rosser, MTAC Industry Leader, Mail Prep, Entry & Operations**

**Session 1: PERIODICALS (Stumbo, MTAC Industry Leader)**

Robert Cintron introduced his team (Lisa Adams and Christian Rivera) who were at the session. Each session attendee introduced themselves to the group. It was stated that some of the action items will not be addressed at the October 2018 session, but will be done at the November 2018 meeting.

**SERVICE PERFORMANCE UPDATE**

**(For more information, please refer to presentation.)**

- Transit is a major issue.
- Last mile is higher because either it did not leave the plant, got there late or failed to deliver.
- Leveraging Informed Visibility to do exception reporting (every 15 minutes). Now is the phase of *Predictable Work Load*.
- Having the ability to drill down to the district, plant, and day-of-week levels.
- Equipped all Postal vehicles with GPS (100%; 80% contractor vehicles).
- Analyzing the top and bottom 10.

**FY18 Q4TD Commercial Mail Volume Mail Measurement**

- Working on how to fix no-piece scan issue not getting it into measurement. Only full service mail is counted. Robert explained
- All graphs were explained and piece scan and bundle scan questions answered.
- Periodicals numbers did not change significantly and will provide updates on next telecom.

**FAST / DROP SHIPMENTS**

**(For more information, please refer to presentation.)**

**Internal Drop Ship Dashboard:**

The Dashboard is designed for key analysis on drop shipments appointment on-time arrival performance and cycle times by site and by mailer to help identify which mailers

Updated: 10/5/2018

have the longest wait before being inducted and where processing cycle times can be reduced.

- Average Last Six (6) Weeks:
  - On Time Arrivals = 27.3%
  - Average Cycle Time = 31.7 Minutes

**Note 1:** Currently, the dashboard does not include reaching out to mailers.

### **FAST Continuous improvement:**

Four key areas of improvement include:

- Evaluating potential FAST IT improvements, including ability to provide mailer notification of declined recurring appointment instances.
- Aligning service hub facility profiles with other Postal systems
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- Key Concerns:
  - Problem with not all systems being able to read the NASS code.
  - Help Desk Data: They are working with facilities for resolution. Working on drop ship hours and weekends to maximize.
  - High volume of no shows have a negative impact appointment scheduling.

### **PEAK SEASON READINESS**

#### **Processing Operations Peak Plant Plan**

- 15 Automated Package bundle sorters (APBS) expanded – 752 additional separations
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**Note:** The EPPS is operational in Portland, OR processing facility and another one to be installed in Nashville, TN.

- 2 Universal Sorters (USS)
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- Additional Space – 76 Peak Annexes Operations
- Additional Staffing Peak Seasonal Employees

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- Automated Guided Vehicles
  - Pennwood Place, PA
  - Queens, NY
  - Richmond, VA
  - Portland, OR
- Additional Capacity – Additional Package Sorter and Sorter expansion to add 1,946 additional output bins
- Key Comments:
  - APBS machines: They will be in smaller facilities and process 25,000 pieces per hour.
  - The value in the EPPS is that it runs several classes of mail at the same time. 28,000 packages and hour.
  - Now auditing and finalizing use of equipment. Sack will be redesigned to protect and provide less damages.

**2018 Holiday Season Dates:**

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**Commitment:**

- Sufficient capacity in our networks.
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- Comprehensive contingency planning (weather impacts).
- Timely dispatches from our processing facilities.
- Industry partnership/ communication.

**SMART SAFETY**

**Smart Safety Saves Lives**

Updated: 10/5/2018

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**Note:** The importance of safety and paying close attention to avoid fatal mistakes and accidents.

### OPEN DISCUSSION

- None

### ACTION ITEMS

- Request from industry to provide the mean vs. median cycle times for drop shipments
- Provide additional information for Periodicals service, including non-full service volumes, definitions of full-service eligibility vs. full-service, root causes of mail not in measurement, definition of no-piece scans (does this include bundle sort), and clarify entry methods (does this include DDU)
- Provide additional analysis on last mile failures
- Provide update and timeline for newspaper visibility project
- Provide bundle breakage report with industry requested metrics (by facility, equipment set, bundle makeup, etc.)

## Session 2: PACKAGES

(Medeiros, MTAC Industry Leader)

### DYNAMIC ROUTING VIDEO

- Video was shown to attendees.

### SERVICE PERFORMANCE UPDATE

(For more information, please refer to presentation.)

### DELIVERY & CUSTOMER SERVICE OPERATIONS: PRESENTED BY DAN QUINN

Updated: 10/5/2018

### **Peak Preparation**

- 8,000 Additional Vehicles Deployed
- 35 Additional Annex Sites Approved
- Additional Supplemental Workforce Hires
  - Delivery = 6,398
  - Clerk = 11,740
  - Casuals = 27,489

### **MDD Menu Redesign**

- Launch Date Last Week of October 2018
- Improved on Street Options

### **Improving Sunday Operations**

- Load Leveling

### **Improve 1<sup>st</sup> Delivery Success**

- Reduce Failed First Attempts

### **First Delivery Success**

- **Recent Activities**

- Parcel Locker Tool identifies opportunity based on Failed Delivery Scans
- Parcel Lockers installed in FY18 QT3
  - Approximately 1.3M additional packages per year – FDS
- Parcel Lockers installed in FY18 QT4
  - Approximately 1.9 M additional packages per year – FDS
- Parcel Locker installation to continue into December 2018
  - Estimated 2.2M additional packages FDS – FY19

**Note:** Improving conditions for carrier to provide more clear and concise information.

### **Simplified PASS Work Flow**

- Information presented, but no questions.

### **Pre-Peak Season PRS Readiness: Venus Cooper Tillman**

- **Reporting**
  - Daily PRS Performance Push Reports
  - Weekly Rollup National Reports
- **Bi-Weekly Telecoms (Ongoing)**
  - Performance reporting with all four PRS Partners

Updated: 10/5/2018

- Monitor internal performance
- **Targeting Top Opportunities (Started 8/17)**
  - Compliance Reviews
    - Conducting District Reviews for the low performing Areas
    - Identifying high volume RDUs with low scan performance
    - Customize strategies for unique situations
    - In person workshop ensure all Areas are prepared for the Peak Season volume
- **Implementing strategies (Ongoing)**
  - Identified Major Barriers
    - Monitoring trends for improvements (internal and external)
    - Eliminating deficiencies in effort to achieve the 99% goal
      - Standardize solutions with Areas leadership and ensure district support
  - **Workshop (6/18 – Ongoing)**
    - Training on:
      - New PRS Processes
      - New Visual Aides
      - New Technology
      - New Staging Areas Standardized Signage
      - Performance Reports
      - PRS Dashboards
  - **Reviewing Security of PRS Parcels (Ongoing)**
    - Conducting Security Reviews
      - Ensuring RDU security guidelines for PRS Parcels
      - Mandatory documents to participate in the PRS program
        - PS 3801 Standing Delivery Order
          - Ensuring accurate change of custody throughout partners process
        - Authorization Letters
          - **Required to hold the PRS packages in the RDUs**

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**(For more information, please refer to presentation.)**

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## OPEN DISCUSSION

- None

## ACTION ITEMS

- Provide update on GPS/geo-fencing transportation proposal
- Provide industry handout with overview of the Enhanced Package Processing System (EPPS)
- Provide acceptance scan percentage for DSCF parcels
- Validate what triggers the Priority Mail file timeliness assessments (DDU vs. DSCF scans)

<b>Session 3: USPS MARKETING MAIL</b>	<b>(Flanagan, MTAC Industry Leader)</b>
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## SERVICE PERFORMANCE UPDATE

**(For more information, please refer to presentation.)**

## NATIONAL MAIL COLOR CODE

### Marketing Mail Color Codes

Application of color based on:

- Arrival time and date- CET.

Updated: 10/5/2018

- Entry location- Origin Entry, Destination Entry, Turnaround.
- Day of arrival is defined as day “zero”.
- Based upon arrival date and time, not date and time of extraction.
- Types of color codes- Clearance, Processing, and Delivery.

### Delivery Color Codes- DNDC, DSCF

MARKETING MAIL COLOR CODE		
NDC	DESTINATING DNDC, AADC, ADC, SCF, 3-DIGIT, 5-DIGIT, CRT DELIVERY MATRIX	
	DAY OF RECEIPT	DELIVERY DAY
	COLOR CODE APPLIED	
SAT	VIOLET	THU
SUN	YELLOW	FRI
MON	PINK	SAT
TUE	BLUE	MON
WED	BLUE	MON
THU	ORANGE	TUE
FRI	GREEN	WED

MARKETING MAIL COLOR CODE		
P&DC/P&DF/ASF MPC/MPF/CSPC CSPF/L&DC	DESTINATION ENTRY DSCF, 3-DIGIT, 5-DIGIT, CRT DELIVERY MATRIX	
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TUE	YELLOW	FRI
WED	PINK	SAT
THU	BLUE	MON
FRI	ORANGE	TUE

### MAIL IRREGULARITY UPDATE

USPS developed SVmobile data entry for mail irregularities; with listed below recent and upcoming key activities:

#### Recent Activities:

- National deployment to all 372 SV sites.
- Scan all applicable 99M placard, IMtl, lmb, bundle, and piece barcodes.
- Capture and associate photos to identified Irregularity.
- 518 Irregularities and 187 images captured as of 10/2.

#### Upcoming Activities:

- Utilization via IV Bundle Irregularity reduction efforts.
- Near Real Time notification to mailer.

#### Key Comments:

- Important to alert USPS when mailers have a large mailing.
- USPS Training sales and marketing teams to ask customers for their information. This will help avoid delays and issues.

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## OPEN DISCUSSION

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## ACTION ITEMS

- Provide examples of DSCF color-code policy involving holidays; post to *PostalPro* and include statement indicating the potential for early delivery
- Investigate Marketing Mail that is returned to sender, but does not have an ancillary endorsement
- Provide information on the optimal placement for flats addressing
- Provide service performance and root causes of FSS leakage (attempted on FSS) and deflection (bypassed FSS)
- Partner with industry to investigate usage of eDoc data for USPS forecasting/predictive workloads

## Session 4: FIRST-CLASS MAIL

(Tate, MTAC Industry Leader)

## SERVICE PERFORMANCE UPDATE

(For more information, please refer to presentation.)

## REMITTANCE MAIL UPDATE

### Industry Information

- USPS BSN and Operations contact list updated.
- RMAC email list currently being updated.
  - Recent communication to RMAC members re: Hurricane Florence impacts.
  - RMAC Board Meeting will be scheduled.

### Best Practice Implementation

- Processing and communication plan and alerts
- Internal comprehensive Remittance Processing Control Plan

### Top USPS Remittance Improvement Initiatives

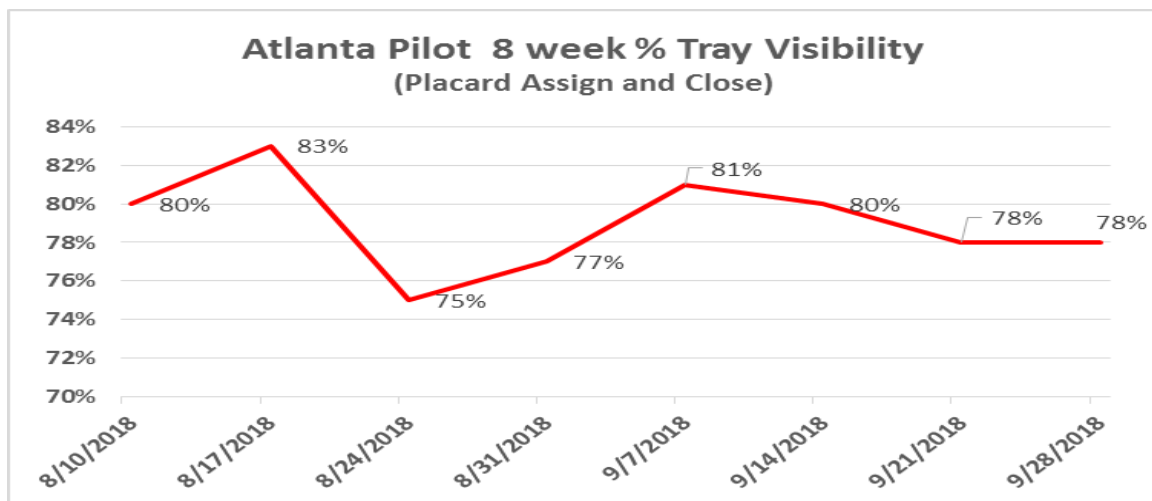
- Continue Customer Relationship/partnership
- Focus on reducing caller handoff time
- Reduce additional identified processing waste/non value added time

### Fall 2018-02 Remittance Mail Survey

- Survey seeding begins Monday October 15, 2018
- Survey seeding ends Friday October 26, 2018

### Caller Visibility Pilot

- Pilot currently in progress in Atlanta
- Pilot expansion to 1 site per area scheduled in quarter 2 FY 2019
- Atlanta Pilot results; measured by % assign and close of pilot participants 99H placard (average 8 week period = 79%)



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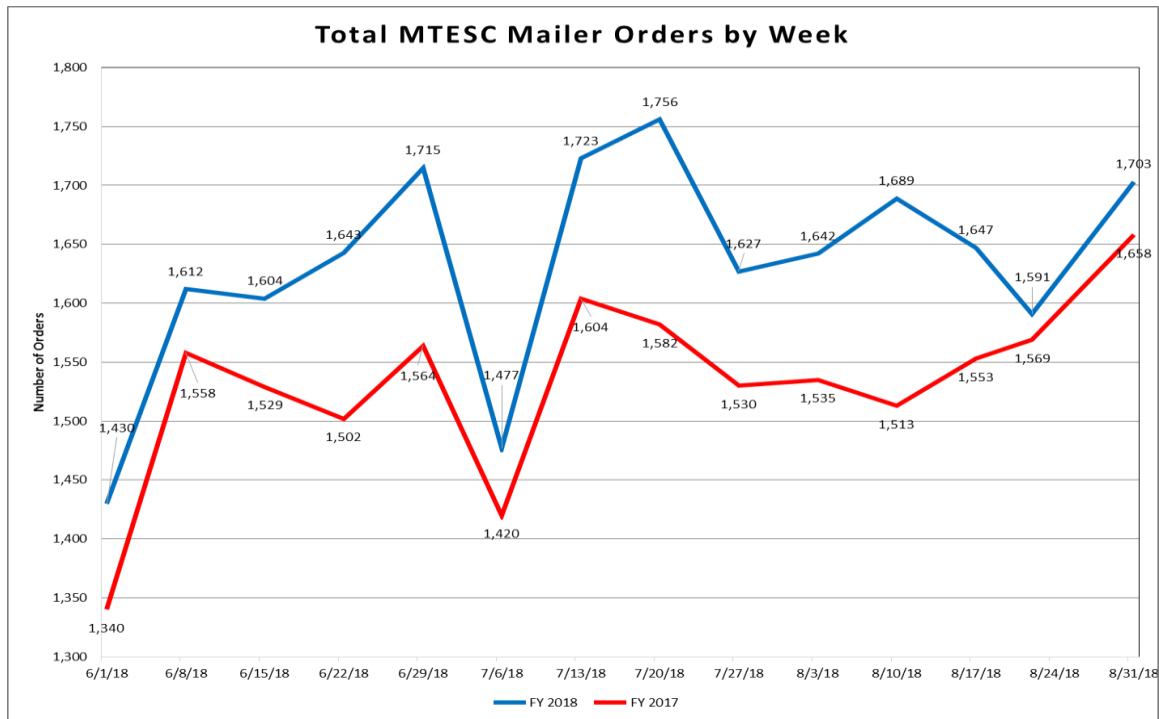
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### MAIL TRANSPORT EQUIPMENT

- **Everyone's responsibility:** Ensuring good working order and functionality of MTE.
  
- **Mailers responsibility:**
  - Report weekly MTE inventory levels in MTEOR.
  - Ensure MTE properly used and labeled.
  - Report quality issues to servicing MTEESC.
  - Label holders are available for minor repairs to continue production.
  -

- **MTESCs responsibility:** Consolidate MTE for transport ease and use. Identify and condemn unusable MTE.
- **Postal Facilities responsibility:** Remove labels when emptying MTE. Identify unusable MTE and return to the MTE SC for condemnation.
  - Postal Quality Specialist assigned to each MTE SC. Performs/Submits daily field audits to HQ.



**MTE Inventory Status**

	Current MTE SC Inventory on hand	1-Week Safety Inventory	Pieces Above / Below Safety	Percent Above / Below Safety	Weekly Demand Var to SPLY	% Var Inventory to SPLY
<b>10/01/2018</b>						
PALLETS	1,379,835	503,236	876,599	174%	3%	-20%
EMM TRAY	3,575,232	1,570,983	2,004,249	128%	5%	-31%
1/2 TRAY	1,209,310	1,244,644	(35,334)	-3%	-1%	-37%
MM TRAYS	5,058,900	2,389,025	2,669,875	112%	-1%	5%
MM SLEEVE	2,901,762	3,588,062	(686,300)	-19%	6%	-7%
EMM SLEEVE	2,595,000	2,214,024	380,976	17%	-4%	-62%
1/2 SLEEVE	1,394,523	1,637,231	(242,708)	-15%	1%	-48%
FLAT TRAY (Cardboard & Plastic)	1,090,600	584,343	506,258	87%	1%	-53%
FLAT TRAY LIDS	1,042,560	330,491	712,069	215%	-30%	5%
#1 SACK	2,999,000	1,765,712	1,233,288	70%	-29%	129%



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## ACTION ITEMS

- Request to post RMAC meeting schedule to *PostalPro*
- Provide root cause analysis on FCM service failures with deep dive on last mile impacts
- Industry to provide specific locations with MTE quality issues
  - Provide MTEOR order number and any common facilities identified on tray tags/labels
  - USPS to investigate quality issues and identify MTE preparer
- Request to add operations and/or delivery participants on good-as-addressed workgroup (subgroup of UG5)