

MTAC Mail Prep & Entry

November 28, 2018

- **All Mail Classes**

- Safety
- Peak Update
- Service Performance Update
- GPS / Geo-fencing Transportation
- FAST / Drop Shipments
- Mail Irregularity Update
- MTE
- Delivery & Customer Service Operations
- Open Discussion

Safety

- **Chocking Requirements – Safety Saves Lives**
 - Poor / improper chocking causes potential harm to drivers and USPS personnel
 - Trucks must have wheel chocks stored onboard.
 - Place the chocks in front of driver side rear wheels whenever vehicle is parked / engaged in transfer operations.



A **pyramid style** wheel chock used to prevent the wheels from unintentionally moving.

- **Pallet Safety ...and Service**

- Poor / improper pallet makeup could harm personnel and impact service



Peak Update

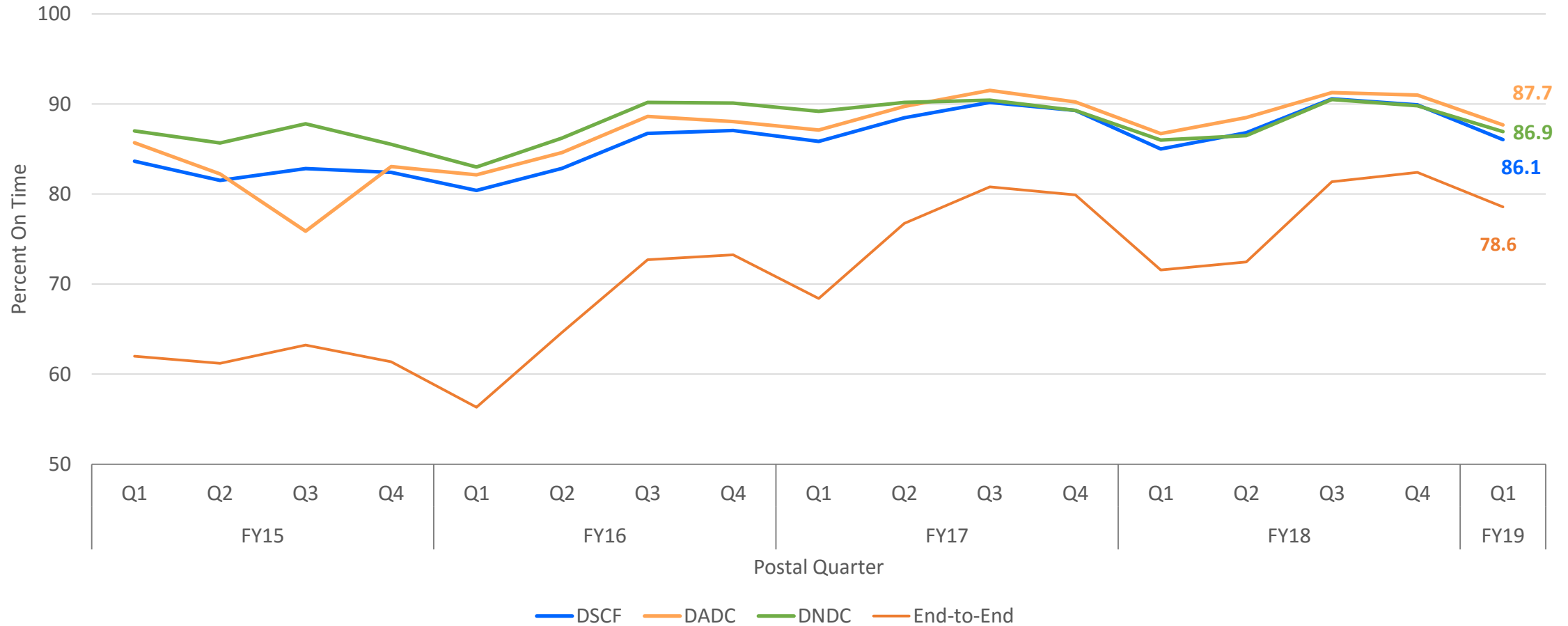
- **Daily Call Open to Customers**
 - Monday – Friday 1PM ET: 15 min. calls effective December 3, 2018
 - Sales will provide link to customers
 - Topics: Network Conditions, Facility Updates, etc.
 - Example:

Facility Temporarily Closed
Facility temporarily close in city, state.

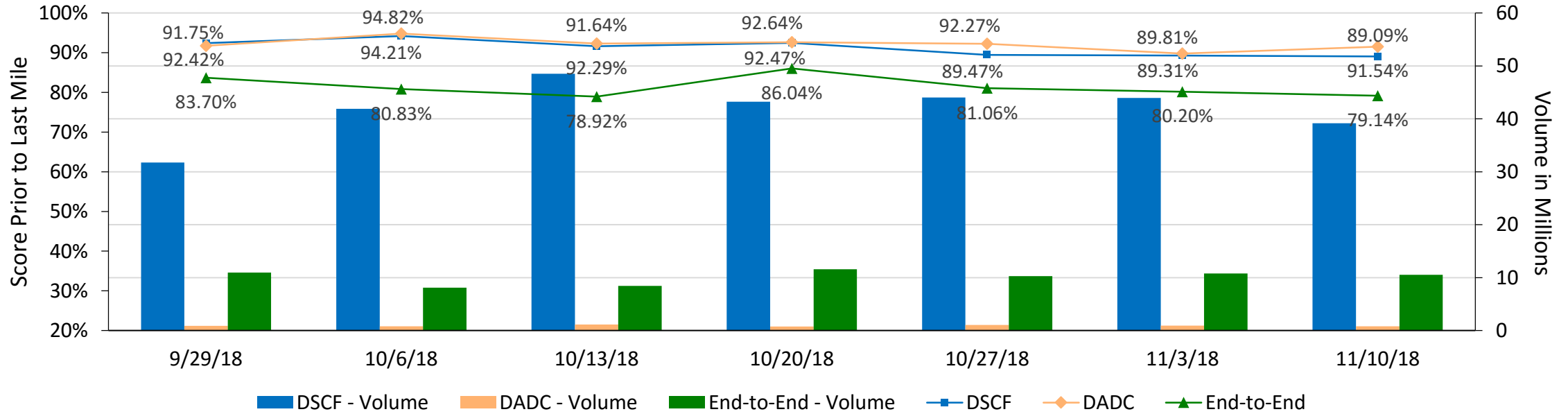
A USPS facility in city, state is temporarily closed. This is expected to cause delays for mail going into and out of this area of the country. USPS is working hard to overcome this obstacle and the facility is expected to be fully functional soon. The USPS regrets any inconvenience caused by this temporarily. Please feel free to reach out with specific questions or concerns regarding your order and updates to our current conditions.

Periodicals Service Performance

IMB® Periodicals FY15 thru FY19 Performance By Quarter



Note: Preliminary FY19 Q1 results through November 16, 2018. FY19 Q1 data sourced from Internal SPM. 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 starting September 16, 2017 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.



Q1TD thru 11/16/18	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	292,578,055	91.20%	-5.14%	86.05%	91.80%	328,328,547	-10.89%	85.73%	0.33%
ADC Flats	6,353,910	92.11%	-4.45%	87.67%	91.80%	7,660,051	-17.05%	87.34%	0.32%
E2E Flats	70,641,840	81.58%	-2.63%	78.95%	91.80%	64,012,651	10.36%	75.24%	3.71%
2-Day	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3-Day	22,652,618	91.40%	-2.40%	89.00%	91.80%	19,606,260	15.54%	86.84%	2.16%
4-Day	31,335,973	79.95%	-2.90%	77.05%	91.80%	29,536,696	6.09%	73.26%	3.79%
5-Day	799,290	79.10%	-3.35%	75.74%	91.80%	636,237	25.63%	70.94%	4.80%
6+ Day	15,853,959	70.92%	-2.40%	68.52%	91.80%	14,233,458	11.39%	63.59%	4.94%
Total	369,573,805			88.58%	91.80%	400,001,249	-7.61%	84.08%	0.52%

Note: Preliminary FY19 Q1 results through November 16, 2018. FY19 Q1 data sourced from Internal SPM. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting September 16, 2017 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.

End-to-End Mail Diagnostics

Time Period: FY19 Q1

Note - First Mile and Last Mile metrics for the current postal week have an expected delay due to census data processing

▶ Report Details



NATIONAL / Select Area

FILTERS - reset



▶ Time Filters

▶ Direction

▼ Mail Class

- First Class Presort
- Single Piece First Class
- USPS Marketing Mail
- Periodicals

▶ Mail Shape

▼ Service Standard

- ALL
- Overnight
- Two-Day
- Three-Day
- Four+ Day

▶ Lane Threshold Pieces

Go

FAILURE BY SEGMENT
ROOT CAUSE

WHERE IS MAIL FAILING? (BASED ON CENSUS DATA) ⓘ

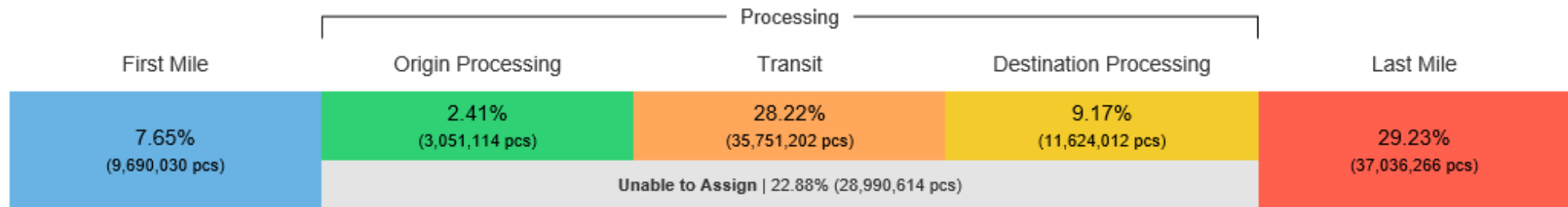
View By: Failed

▼ Failed Pieces

Score

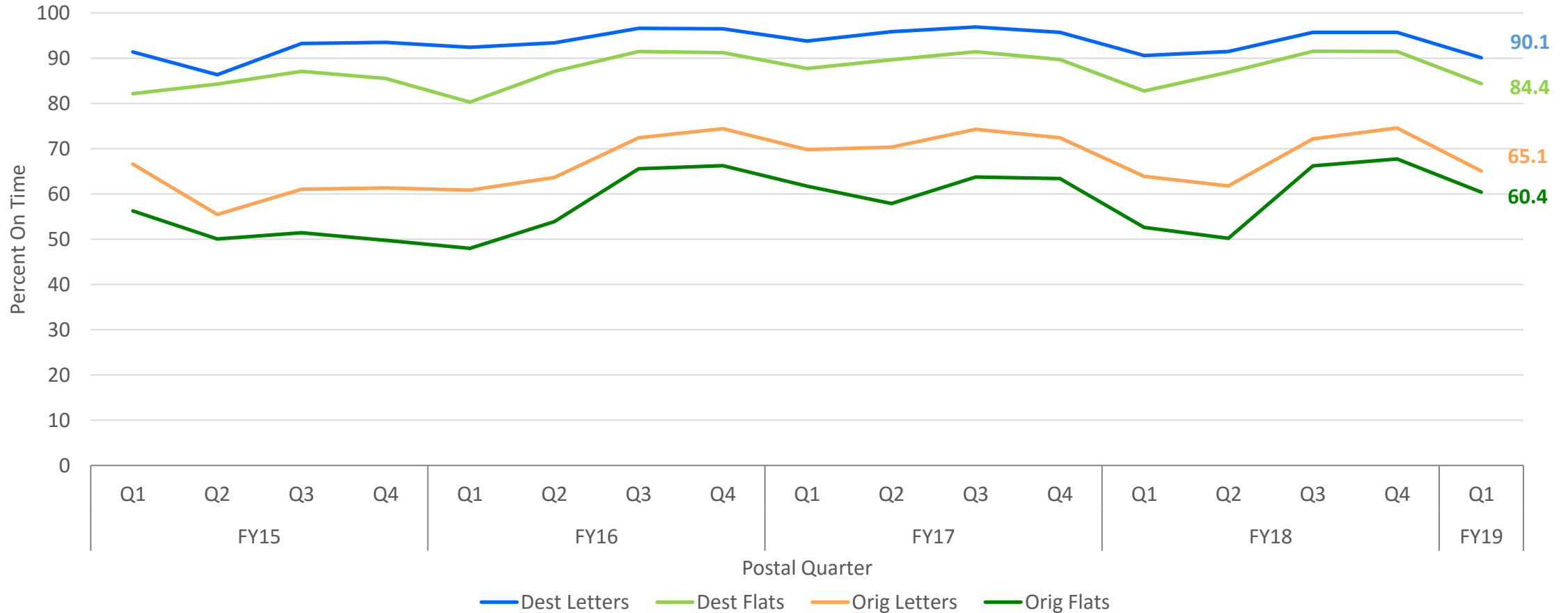
Total Selected	Processing Failed	Overall Failed	Total	Processing Score	Last Mile Impact
—	89,659,038	126,695,304	798,489,384	88.77%	-4.64%

Segment



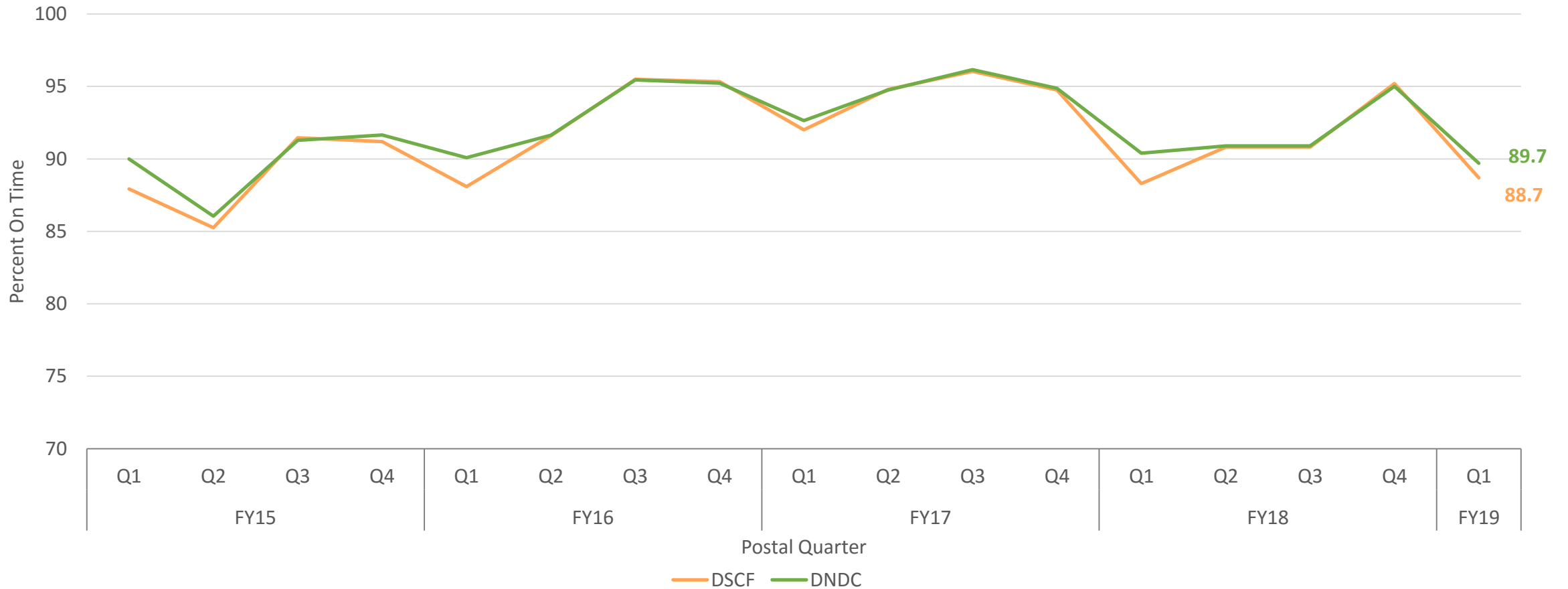
USPS Marketing Mail Service Performance

USPS Marketing Mail® FY15 thru FY19 Performance
By Quarter



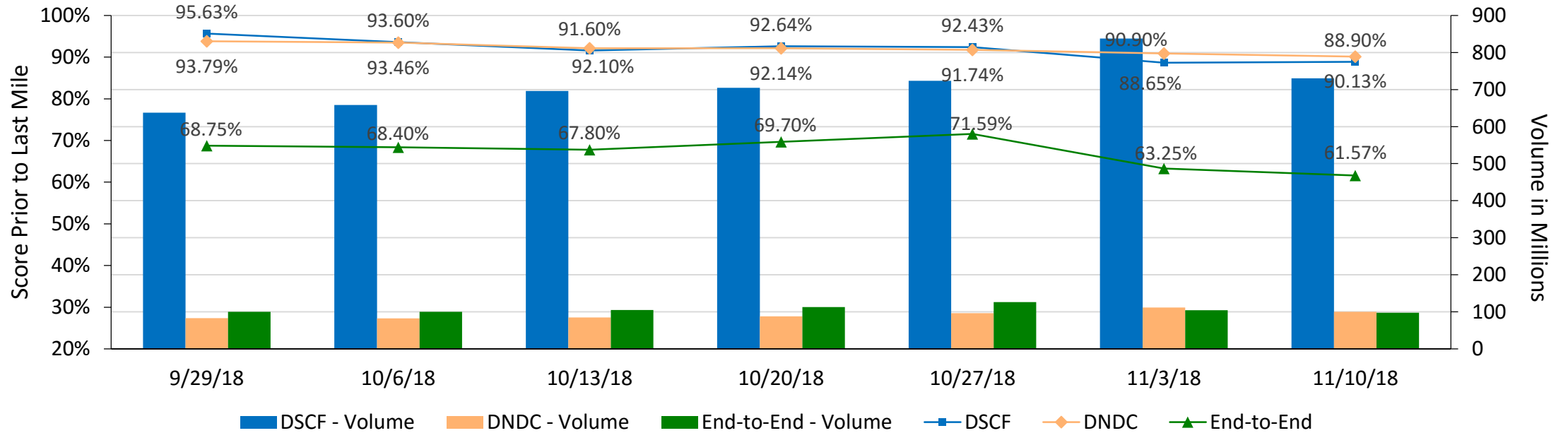
Note: Preliminary FY19 Q1 results through November 16, 2018. FY19 Q1 data sourced from Internal SPM. Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting September 16, 2017 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.

USPS Marketing Mail® Destination Entry FY15 to FY19 Performance By Quarter



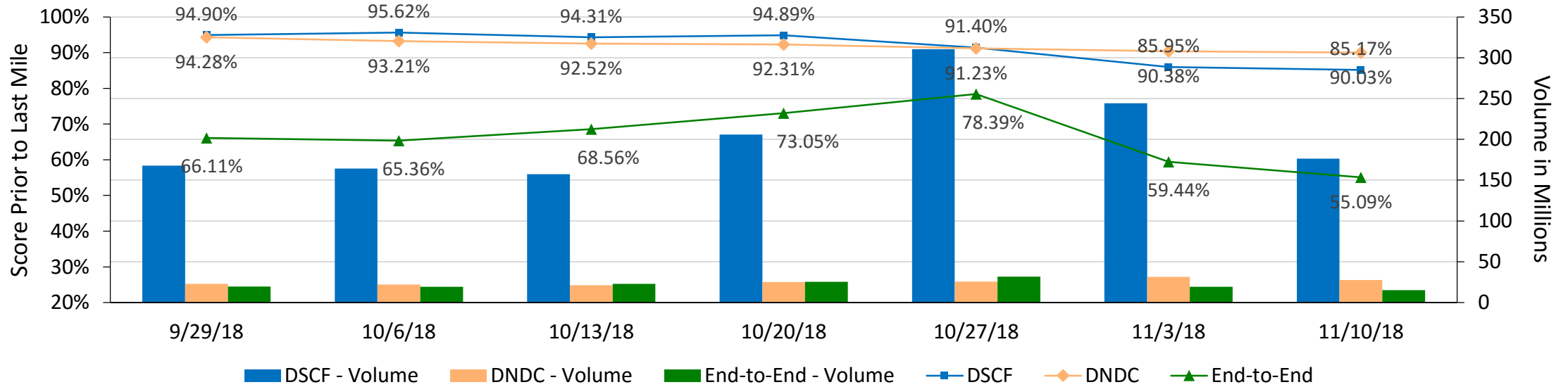
Note: DDU-Entry = Two Day, DSCF = Three-To-Five-Day, DNDC = Five-Day-And-Above

Note: Preliminary FY19 Q1 results through November 16, 2018. FY19 Q1 data sourced from Internal SPM. 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 starting September 16, 2017 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.



Q1TD thru 11/16/18	Total Pieces Measured	Processing Time On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	4,989,372,995	91.75%	-2.17%	89.59%	91.80%	5,018,717,212	-0.58%	90.38%	-0.79%
NDC Letters	645,773,691	91.93%	-1.71%	90.22%	91.80%	611,653,510	5.58%	91.12%	-0.90%
E2E Letters	746,073,721	67.48%	-1.11%	66.37%	91.80%	681,894,950	9.41%	63.89%	2.49%
3-Day	181,281,542	85.82%	-1.37%	84.45%	91.80%	141,323,439	28.27%	83.07%	1.38%
4-Day	6,092,210	89.95%	-0.89%	89.05%	91.80%	5,025,591	21.22%	88.13%	0.93%
5-Day	118,236,149	84.61%	-1.19%	83.42%	91.80%	96,151,427	22.97%	81.65%	1.77%
6-10 Day	424,649,606	54.34%	-0.99%	53.36%	91.80%	426,844,281	-0.51%	52.80%	0.56%
11+ Day	15,814,214	73.27%	-0.75%	72.52%	91.80%	12,550,212	26.01%	79.22%	-6.70%
Total	6,381,220,407			86.94%	91.80%	6,312,265,672	1.09%	87.59%	-0.65%

Note: Preliminary FY19 Q1 results through November 16, 2018. FY19 Q1 data sourced from Internal SPM. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting September 16, 2017 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.



Q1TD thru 11/16/18	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	1,426,440,840	91.42%	-6.51%	84.91%	91.80%	1,331,506,266	7.13%	83.53%	1.38%
NDC Flats	176,298,228	91.84%	-5.46%	86.39%	91.80%	157,520,446	11.92%	85.34%	1.04%
E2E Flats	153,711,218	68.13%	-3.58%	64.55%	91.80%	109,761,930	40.04%	54.57%	9.98%
3-Day	50,491,106	88.22%	-4.43%	83.79%	91.80%	14,904,861	238.76%	70.24%	13.54%
4-Day	2,075,290	93.55%	-2.10%	91.46%	91.80%	419,176	395.09%	74.41%	17.05%
5-Day	20,891,753	80.21%	-3.56%	76.65%	91.80%	13,168,376	58.65%	68.10%	8.55%
6-10 Day	76,604,528	50.74%	-3.03%	47.71%	91.80%	77,576,719	-1.25%	47.98%	-0.27%
11+ Day	3,648,541	71.59%	-4.29%	67.29%	91.80%	3,692,798	-1.20%	79.19%	-11.90%
Total	1,756,450,286			83.27%	91.80%	1,598,788,642	9.86%	81.72%	1.55%

Note: Preliminary FY19 Q1 results through November 16, 2018. FY19 Q1 data sourced from Internal SPM. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting September 16, 2017 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.

End-to-End Mail Diagnostics

Time Period: FY19 Q1

Note - First Mile and Last Mile metrics for the current postal week have an expected delay due to census data processing

Report Details



NATIONAL | Select Area

FILTERS - [reset](#)



- ▶ Time Filters
- ▶ Direction
- ▼ Mail Class
 - First Class Presort
 - Single Piece First Class
 - USPS Marketing Mail
 - Periodicals
- ▶ Mail Shape
- ▼ Service Standard
 - ALL
 - Two-Day
 - Three-to-Five-Day
 - Six-to-Ten Day
 - Eleven+ Day
 - Five+ Day
- ▶ Lane Threshold Pieces

Go

FAILURE BY SEGMENT

ROOT CAUSE

WHERE IS MAIL FAILING? (BASED ON CENSUS DATA) ?

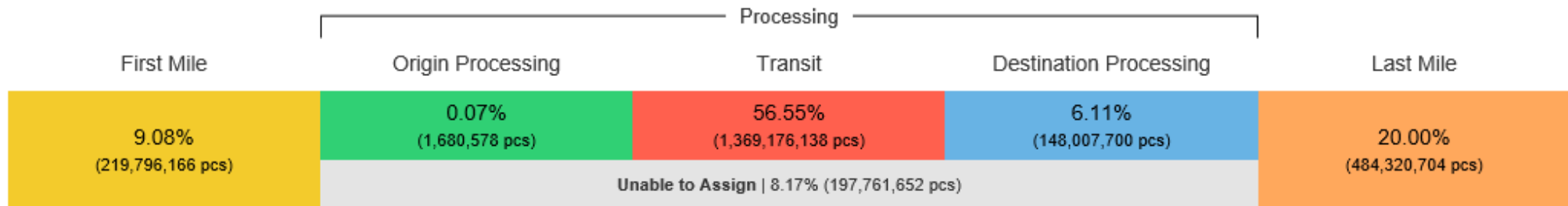
View By: Failed

Failed Pieces

Score

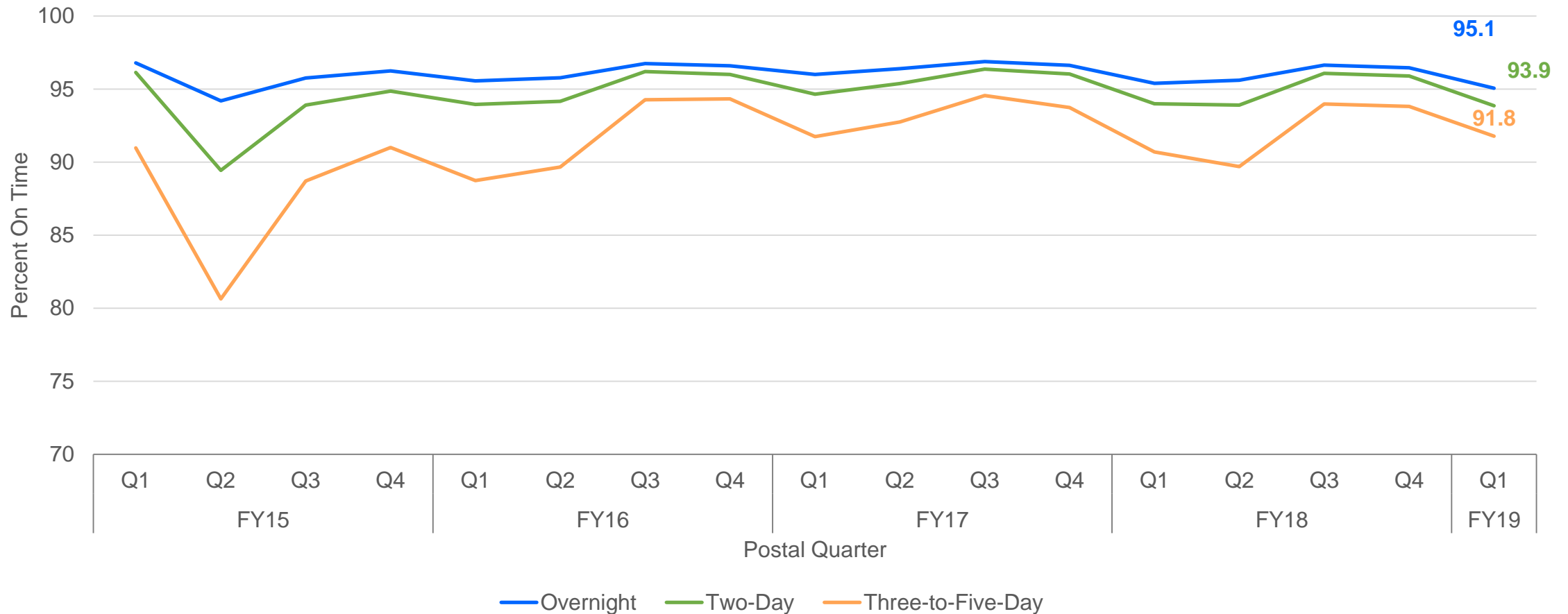
Total Selected	Processing Failed	Overall Failed	Total	Processing Score	Last Mile Impact
—	1,936,752,762	2,421,073,466	16,682,848,182	88.39%	-2.90%

Segment

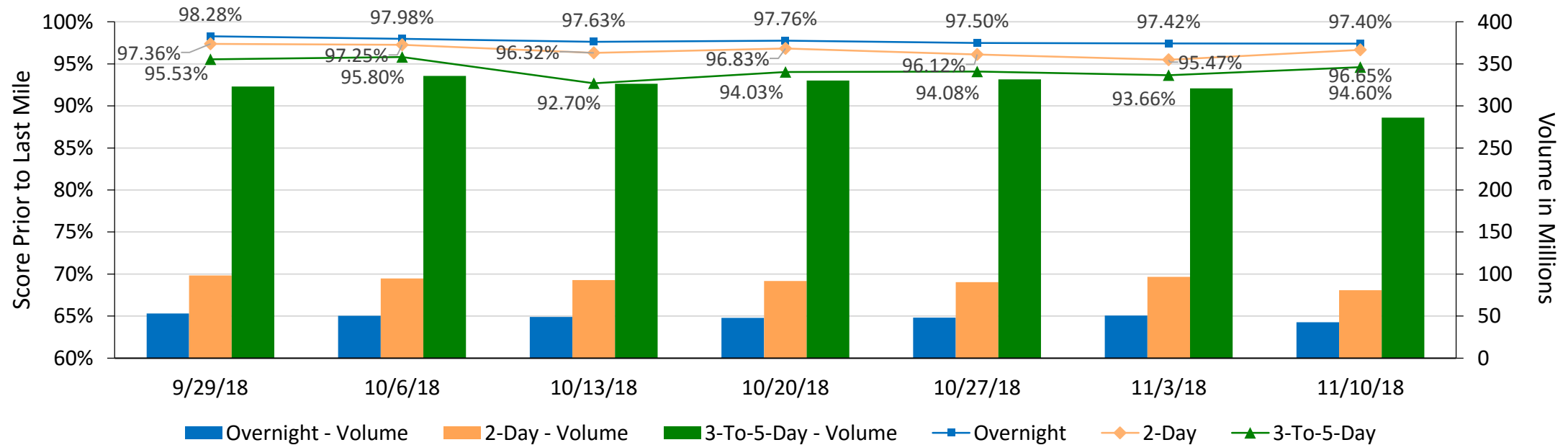


First Class Mail Service Performance

Commercial First-Class Mail® FY15 thru FY19 Performance By Quarter

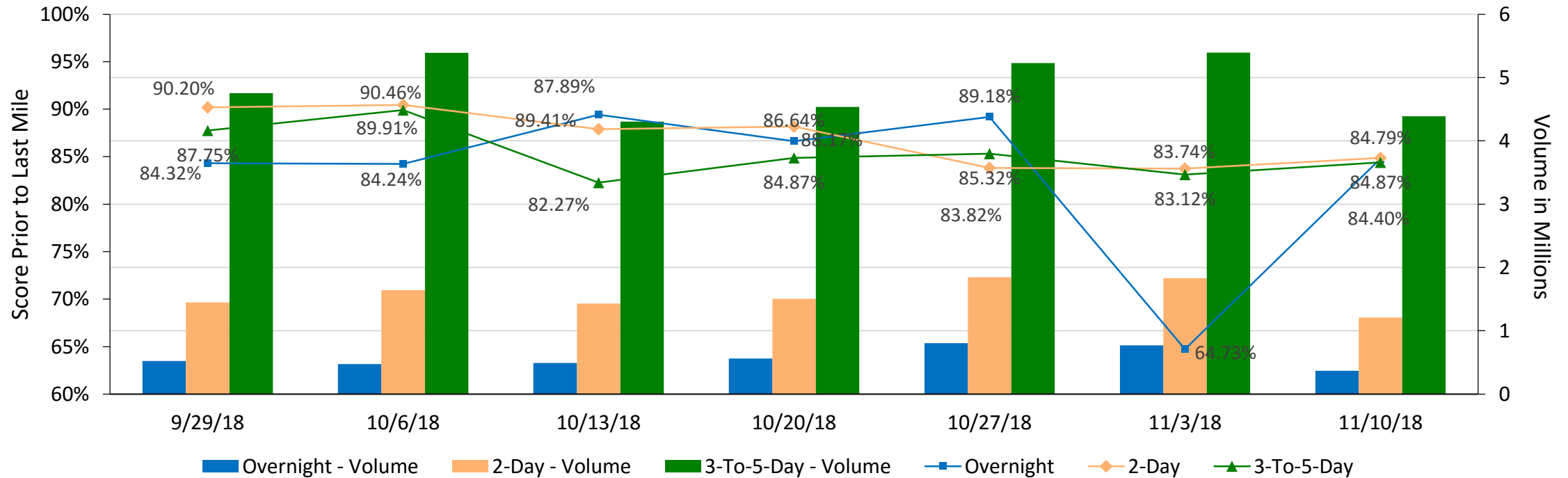


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Q1TD thru 11/16/18	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Presort Overnight	341,911,942	97.72%	-2.44%	95.28%	98.49%	354,620,375	-3.58%	94.85%	-0.43%
Presort 2-Day	645,667,232	96.57%	-2.47%	94.10%	98.02%	668,281,571	-3.38%	93.87%	-0.23%
Presort 3-to-5-Day	2,253,555,142	94.34%	-2.37%	91.97%	97.46%	2,371,037,651	-4.95%	91.66%	-0.31%
3-Day	2,240,249,982	94.34%	-2.38%	91.96%	97.46%	2,358,752,520	-5.02%	91.67%	-0.29%
4-Day	12,672,321	96.37%	-1.51%	94.86%	97.76%	11,645,484	8.82%	92.92%	-1.94%
5-Day	632,839	71.92%	-5.11%	66.81%	85.29%	639,647	-1.06%	49.37%	-17.44%
Presort Total	3,241,134,316			92.74%	96.00%	3,393,939,597	-4.50%	92.43%	-0.31%

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Presort Overnight	3,995,547	82.50%	-6.42%	76.09%	90.58%	3,681,002	8.55%	79.51%	3.42%
Presort 2-Day	10,905,831	86.90%	-6.96%	79.94%	92.48%	10,510,517	3.76%	83.18%	3.24%
Presort 3-to-5-Day	33,995,223	85.47%	-6.38%	79.10%	91.00%	35,502,448	-4.25%	79.51%	0.41%
3-Day	33,863,787	85.44%	-6.38%	79.07%	90.99%	35,359,830	-4.23%	79.48%	0.41%
4-Day	128,840	92.98%	-6.00%	86.98%	92.75%	139,269	-7.49%	87.39%	0.40%
5-Day	2,596	92.03%	-7.24%	84.78%	91.78%	3,349	-22.48%	90.46%	5.68%
Presort Total	48,896,601			79.04%	96.00%	49,693,967	-1.60%	80.29%	1.24%

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End-to-End Mail Diagnostics

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Report Details



NATIONAL | Select Area

FILTERS - reset



- ▶ Time Filters
- ▶ Direction
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 - First Class Presort
 - Single Piece First Class
 - USPS Marketing Mail
 - Periodicals
- ▶ Mail Shape
- ▼ Service Standard
 - ALL
 - Overnight
 - Two-Day
 - Three-to-Five-Day
- ▶ Lane Threshold Pieces

Go

FAILURE BY SEGMENT

ROOT CAUSE

WHERE IS MAIL FAILING? (BASED ON CENSUS DATA) ⓘ

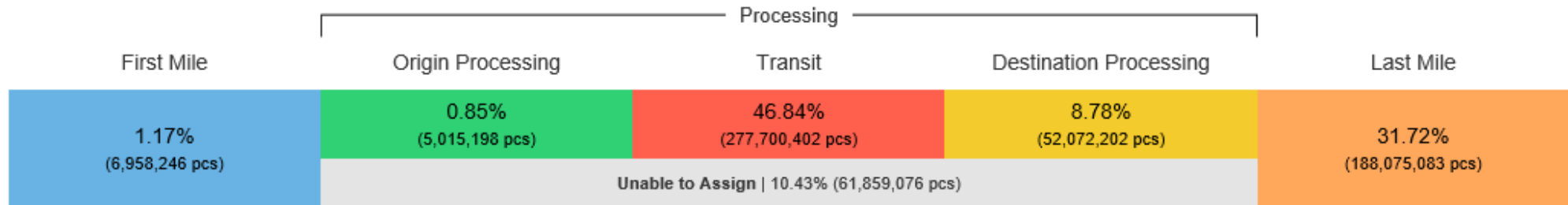
View By: Failed

Failed Pieces

Score

Total Selected	Processing Failed	Overall Failed	Total	Processing Score	Last Mile Impact
—	404,766,670	592,841,752	7,447,057,936	94.56%	-2.53%

Segment

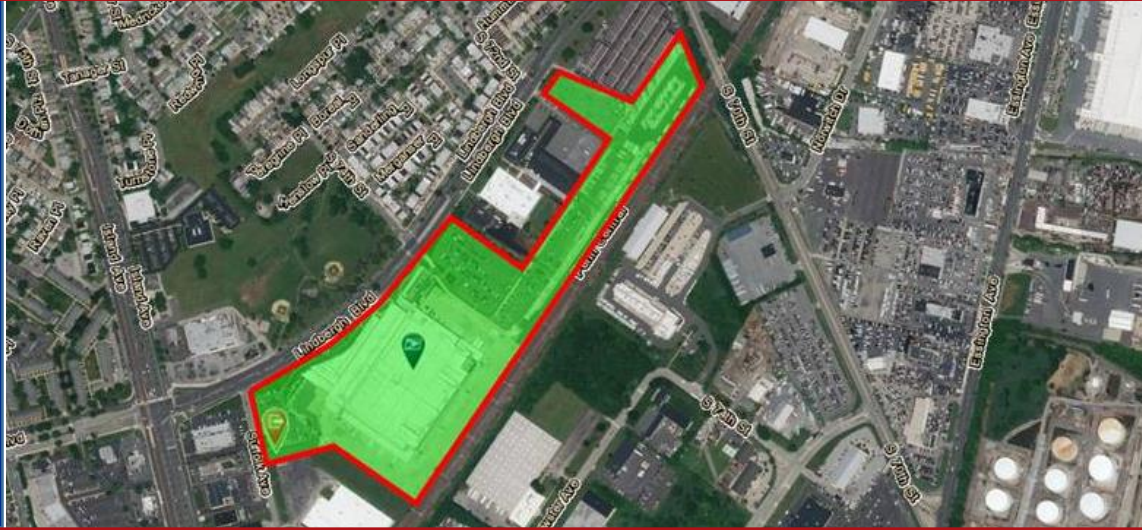


GPS / Geo-fencing Transportation

Current Activity

- Working on options for industry to send breadcrumb data
- Mail Visibility Application (MVA): Will redesign and allow for log in and appointment/content identification
- The APP would be on a smart phone and transmit location data as mailers arrive at facility

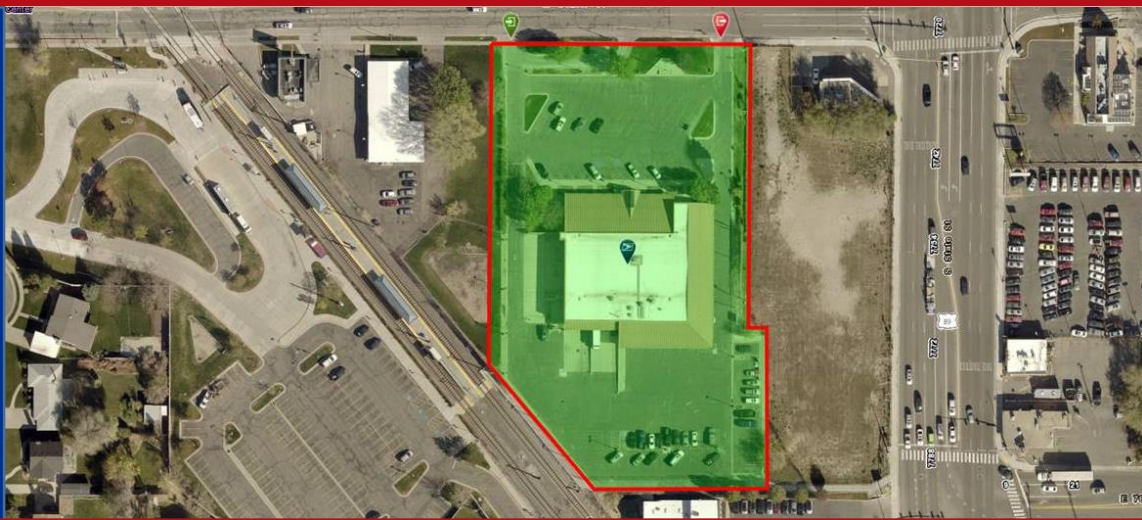
Plant



NDC



Post Office



District Offices
and VMF

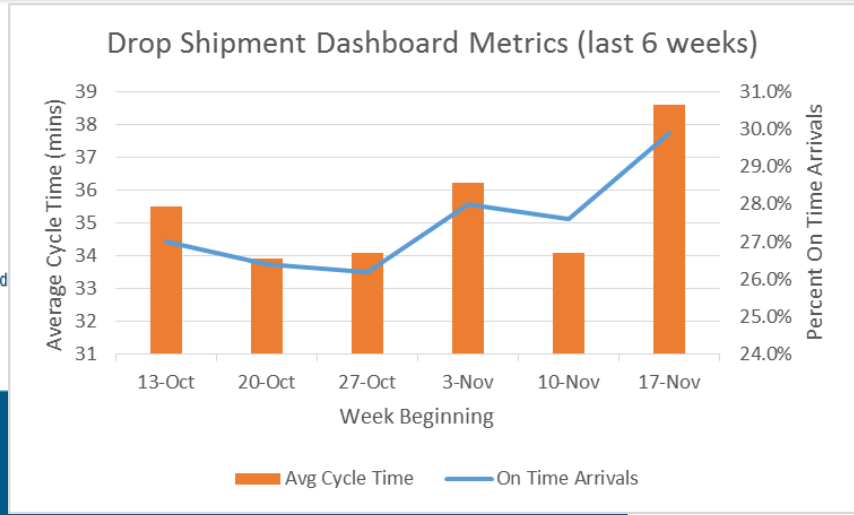


FAST / Drop Shipments

**Avg Last 6 wks:
On Time Arrivals = 27.5%
Avg Cycle Time = 35.4 mins**

SV Drop Shipment Dashboard ? 📄 ✉ 💾 📊 Last Refreshed: 11/26 10:27

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



On Time Arrival Score
28.4%

Average Cycle Time (Site Arrive to Close)
36.2 min
SPLW: 35.6 min

Actual/Expected Unloads
92.6%

Site Arrive to Dock Assign
8.6 min
SPLW: 8.3 min

Dock Assign to Unload Start
10.1 min
SPLW: 9.9 min

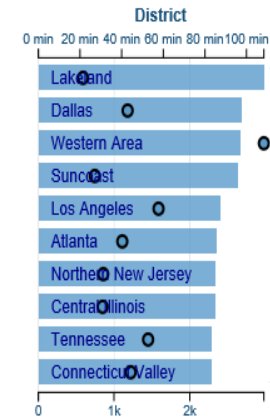
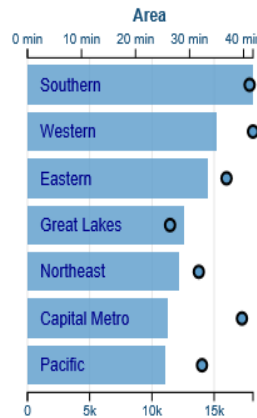
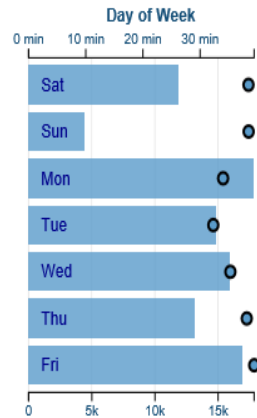
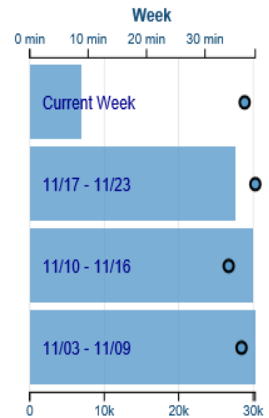
Unload Start to Unload End
19.2 min
SPLW: 18.2 min

Unload End To Close
0.9 min
SPLW: 1.7 min

Site Mode Shipper Mode

Jump to Site...

Detailed View ⓘ



- Average/Mean vs. Median:

	Site Arrive to Dock Assign		Dock Assign to Unload Start		Unload Start to Unload End		Unload End to Close		Total Cycle Time	
	Average	Median	Average	Median	Average	Median	Average	Median	Average	Median
11/03-11/09	8.4	1	10.2	1	18.6	4	1.8	1	36.2	11
11/10-11/16	7.1	1	9.9	1	18.1	3	1.3	1	34.1	11

Mail Irregularity Update

Recent Activities:

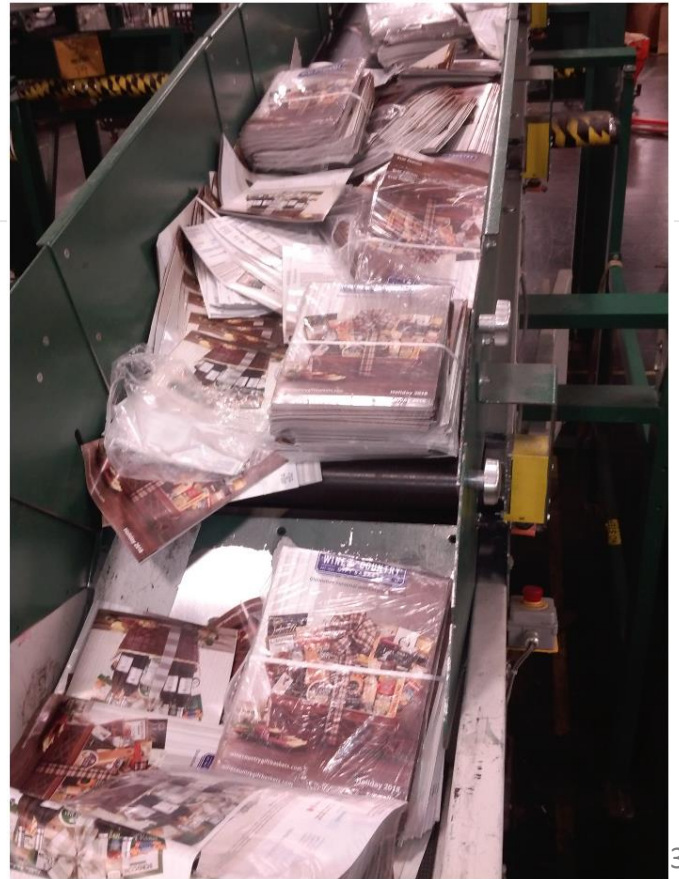
- National deployment to all 372 SV sites
- Scan all applicable 99M placard, IMtl, Imb, bundle, and piece barcodes
- Streamlined irregularity data entry
- Capture and associate photos to identified irregularity
- 833 Irregularities and 281 images captured as of 11/26/2018
- SV Mailer Irregularity data fed to SASP / eMIR

270 GREENSBORO (NC) P&DC 2 SPBS SPBSTS-001 11/10 10:54 BUNDLE 1 Y

Barcode: 2

BUNDLE Irregularities


- Label Error
 - Destination
 - Content
 - Missing Label
 - Other
- Barcode Scan Problem
- Presort/Make-up Error
- Read Problem
 - Address/OEL Blocked by strapping
 - Address/OEL Blocked by shrinkwrap
- Strapping/Banding Missing
- Shrinkwrap
 - Ripped
 - Insufficient Amount
 - Insufficient Strength
 - Broken At Seam
 - Loose Fitting
 - Other
- Plastic Strap
 - Slipped Off
 - Broken
 - Insufficient Amount
 - Other
- Rubber Bands
 - Slipped Off
 - Broken
 - Insufficient Amount
 - Other
- String
 - Slipped Off/Poorly Tied
 - Broken
 - Insufficient Amount
 - Other
- Overweight Bundle
- Size Issue
 - Exceeds Maximum (DMM)
 - Below Minimum (DMM)
 - Other
- Other Bundle Issue



Site ID	Site Name	Barcode	Appointment	MID	Location	MPE Machine	Scan Time	User	Irregularity Type	Total Irregularities	Bundle Break	Image Count
270	GREENSBORO (NC) P&DC	[REDACTED]		[REDACTED]	SPBS	SPBSTS-001	11/15/2018 11:36:13	[REDACTED]	BUNDLE	1	Y	2

Irregularity Detail
Plastic Strap - Broken
Comments

Barcode: [REDACTED]
 Irregularity Type: BUNDLE
 Location: SPBS
 Appointment ID: N/A



Provision to MSP beginning Dec. 13. 2018

Mail Transport Equipment

Management Order and Service Talk and issued

- Audits of MTEESC
- Quality control
- Mailer responsibility to report MTE inventory levels in MTEOR

PROCESSING OPERATIONS
HEADQUARTERS
UNITED STATES POSTAL SERVICE



Processing Operations Management Order

SUBJECT: [Preparation and Return of MTE](#)

DATE: November 06, 2018

TO: All Plant Managers

As the Election Season concludes and we transition into Peak, now is the time for clearing all facilities of excess MTE and returning it to the MTECs for processing. Each facility needs to clear their space for Peak Mail volumes and return much needed MTE equipment back in circulation to our mailers. MTE is requesting each facility to fully utilize existing and extra transportation when returning excess MTE to plants and MTECs:

- Double Stack pallet boxes of trays or sacks
- Do NOT stuff sacks, lay them flat in a Gaylord or hamper
- Combine unprocessed trays and tubs to maximize cube utilization
- Send back flat tubs rather than using them for storage
- Keep Gaylords in-house and reuse them locally, or return sacks or sleeves to the MTEESC in them
- Recycle UBBM and plastic wrap locally



Recently, one of our major mailers went through a pallet of trays they had received. With about 200 trays on the pallet, they took the time to check each one and remove all the excess items they found. On the left is a picture showing how many tray labels were found in the trays. On the right, is a picture of the tags used for political mail and ballots which were still attached or in the trays. Mailers view this as an added expense we are passing on to them and it must cease!



Postal employees are responsible for removing all labels and tags from trays when emptied of mail.

Old tray labels should be thrown away and any tags should be collected and reused. Below is an excerpt from the MTE SOP for Processing Facilities:

General

All MTE must be inspected prior to containerizing to ensure all mail has been removed. Any mail trapped in MTE will almost certainly fail to be delivered timely. All mail found in MTE is to be brought to the attention of local management to ensure expedited handling and reporting.

All trash must be removed from MTE before returning to Mail Transport Equipment Service Centers (MTEC). All labels, placards, and residual signage (i.e. "HAZMAT", "Code Red", etc.) must be removed from all MTE when emptied.

Please direct any questions to: Patricia Laverdet, MTE Operations at (202) 268-4353

Delivery & Retail Operations Peak Season Readiness

Kevin McAdams

Vice President, Delivery, Retail, & Customer Service Operations



Christmas Holiday Plans

December 24 th	Normal Pick-Ups & Deliveries
December 25 th	Closed
December 26 th	Normal Pick-Ups & Deliveries
December 31 st	Normal Pick-Ups & Deliveries
January 1 st	Closed
January 2 nd	Normal Pick-Ups & Deliveries

2018 Holiday Shipping Deadlines via Industry Alerts

Highest Volume Week for shipping: Week of December 17th

United States Postal Service®
INDUSTRYALERT

October 10, 2018

2018 Holiday Shipping Deadlines

The Postal Service recommends the following mailing and shipping deadlines for expected delivery by Dec. 25 to Air/Army Post Office/Fleet Post Office/Diplomatic Post Office and domestic addresses:

- Nov. 6 – APO/FPO/DPO (all ZIP Codes) USPS Retail Ground^a
- Dec. 4 – APO/FPO/DPO (ZIP Code 093 only) Priority Mail[®] and First-Class Mail[®]
- Dec. 11 – APO/FPO/DPO (all other ZIP Codes) Priority Mail and First-Class Mail
- Dec. 14 – USPS Retail Ground
- Dec. 18 – APO/FPO/DPO (except ZIP Code 093) USPS Priority Mail Express^a
- Dec. 20 – First-Class Mail (including greeting cards)
- Dec. 20 – First-class packages (up to 15.99 ounces)
- Dec. 20 – Hawaii to mainland Priority Mail and First-Class Mail
- Dec. 20 – Priority Mail
- Dec. 20 – Alaska to mainland Priority Mail and First-Class Mail
- Dec. 22 – Alaska to mainland Priority Mail Express
- Dec. 22 – Hawaii to mainland Priority Mail Express
- Dec. 22 – Priority Mail Express

^aNot a guarantee, unless otherwise noted. Dates are for estimated delivery before December 25. Actual delivery date may vary depending on origin, destination, and other factors. For Priority Mail Express[®] shipments mailed December 22 through December 25, the money-back guarantee applies only if the shipment was not delivered by the guaranteed date.

Tue 10/16/2018 9:34 AM
Industry Alert
2018 International Holiday Shipping Deadlines (October 16, 2018)

United States Postal Service®
INDUSTRYALERT

The Postal Service recommends the following international mailing and shipping deadlines for expected delivery by Dec. 25.

INTERNATIONAL	Global Express Guaranteed [®] (GXG) ^{***}	Priority Mail Express International [®] (PMEI)	Priority Mail International [®] (PMI)	First-Class Package International Service [®] (FCPIS)
Mail Addressed To:	MAIL BY:	MAIL BY:	MAIL BY:	MAIL BY:
AFRICA	Dec. 19	Dec. 8	Dec. 1	Dec. 1
ASIA/PACIFIC RIM	Dec. 19	Dec. 15	Dec. 8	Dec. 8
AUSTRALIA/NEW ZEALAND	Dec. 20	Dec. 15	Dec. 8	Dec. 8
CANADA	Dec. 20	Dec. 15	Dec. 8	Dec. 8
CARIBBEAN	Dec. 20	Dec. 15	Dec. 8	Dec. 8
CENTRAL & SOUTH AMERICA	Dec. 18	Dec. 8	Dec. 1	Dec. 1
MEXICO	Dec. 19	Dec. 15	Dec. 8	Dec. 8
EUROPE	Dec. 20	Dec. 15	Dec. 8	Dec. 8
MIDDLE EAST	Dec. 20	Dec. 15	Dec. 8	Dec. 8

- Proactive Mail Advancement to Network Operations
- Sunday Retail and Customer Service Operations
- Communications on proper Mail Acceptance Separations
- Hub Operations for distribution space constraints
- Visual aid process flow posters and signage distributed



- Compliance and Security Reviews – remedial training for deficiencies
- Vital Performance list for weekly follow up with Areas
- Visual aid process flow posters and signage distributed



- 8000 Delivery Vehicles in Field
- 5000+ Additional vehicles for peak season
- 9500 additional delivery employees for peak season
- Training – Scanning Accuracy
- Updated Scanning & Routing Technology

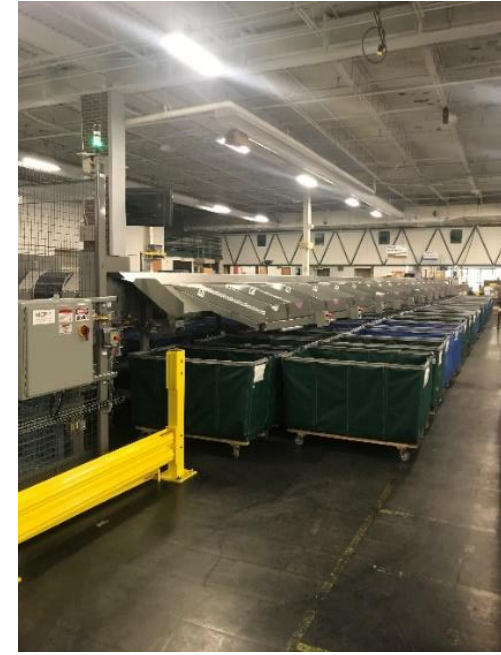


- Improved Routing Process – Weekend Delivery
- AM/PM Parcel Delivery
- Sunday Priority Delivery



- Additional Space – 36 Peak Annexes

Area	Approved
Capital Metro	8
Great Lakes	4
Northeast	5
Pacific	2
Southern	4
Western	7
Eastern	9
Total	36



- Additional package sorters
 - Automated Delivery Unit Sorter
 - 16 Installed in 2018
 - 21 Total in field

- Daily calls with Shipping Partners
 - Previous day performance
 - Review/Research Issues

- Daily calls internally with each Area
 - Identify issues/trends

- Scanning Awareness
 - Series of Service Talks for all employees



November 16th, 2018

Scanning 2 – Delivering With Accuracy and Integrity



It is our mission to provide World Class Service to each and every customer each and every day. World Class Service means giving our customers accurate information about the status of their shipment. Unsurprisingly, scanning accuracy is impacted as holiday package volume increases, but it doesn't have to be. This holiday season is our chance to prove that not only can we get it done, but we can do it

with accuracy and integrity. This time of year is extremely stressful for Postal Service employees, but nobody can do what we do each year. Don't allow this busy season to lead to short-cuts and a poor customer experience.

Each time you deliver a package this holiday season, think about the information your customer has.

- Did they see the *Out for Delivery* event?
- Are they rushing home on their lunch break, or between errands, to try and meet you during the Expected Delivery Window?
- Could a child be sitting at a window, watching for their mail carrier, because they know what's in that box?
- How would you feel if you were waiting for that package, and saw that it was delivered, but your mail carrier wasn't to your house yet?

World Class Service doesn't just mean giving the package the correct scan, it also means scanning every package at the correct location. Each time you deliver a package, think about the GPS data you are associating with that delivery event. Will the GPS show that you are at the correct address?

Scan each and every package with the correct event, at the correct time, and in the correct location. Accurate scanning is an integral part of providing World Class Service and enhancing our brand.



QUESTIONS

