Industry Connect

Dashboard Access and Notes USPS Service Alerts

XX/XX/2022

FONTELL PEART OPERATIONS INTEGRATION & SUPPORT HQ PROCESSING OPERATIONS



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Access and Approval Process

Business Customer Gateway (BCG) USPS Mail Analytics



Gaining Access





Mailers

Save time and money managing your mailings online. Get your message where you need it to go with Every Door Direct Mail. Use the Intelligent Mail Small Business Tool to manage your mail stream and maximize your discount.

See full list of Mailing Services +



Shippers

Utilize <u>Click-N-Ship Business</u> <u>Pro™</u> as an End-to-end solution for businesses to fulfill their daily shipping needs. Schedule regular reshipment of mail from one or more addresses to a chosen destination with <u>Premium</u> <u>Forwarding Service Commercial™</u>

See full list of Shipping Services +



Business

Sign up for <u>USPS Promotions and</u> <u>Incentives</u>, save money with <u>Automation Discounts</u>. Take advantage of <u>Informed Visibility</u>, which provides mail tracking data for letters, flats, bundles, handling units, and containers.

See full list of Business Services +

USPS Returns® Services

Returns Are Inevitable. Give your customers an easy way to ship items back with USPS.

Learn More





Two ways to enter the Application

Gateway.usps.com



USPSMailAnalytics.com

USPS.COM

Sign In To Your Account

Litter Tour Osername and Pasaword O	New to USPS.con		
 indicates a required field 	Create a USPS.com A		
	 print shipping labels. 		
Gername	 request a Package Pick. 		
	 buy stamps and shop. 		
	 manage PO boxes. 		
* Password	 print custom forms onlin 		
	 file domestic claims. 		
L	 set a preferred language 		
Forgot your username? ⁽¹⁾ Forgot your password? ⁽¹⁾			
Forgot your username? ⁽¹⁾ Forgot your password? ⁽²⁾ The United States Postal Service is serious about protecting your			
Forgot your username? Forgot your password? The United States Postal Service is serious about protecting your personal information. For added security, please consider changing your password periodically.			
Forgot your username? Forgot your password? The United States Postal Service is serious about protecting your personal information. For added security, please consider changing your password periodically.			
Forgot your username? Forgot your password? The United States Postal Service is sericus about protecting your personal information. For added security, please consider changing your password periodically.			



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Main Page After Logging In

	BUSINESS CUSTOMER GATEWAY				ello Imsbtestthree!
	Mailing Services Shipping Services HCR Service	es Additional Services	equests 🔁	Manage Account - U	SPS.com Help
	Welcome, Imsbtestthree	Imsbtestthree		Manage Profile	
	,			Manage Favorites	
Mailers will	NABORS PLACE (94828591), 311 STEEPLECHASE WAY	Y, LAKE IN THE HILLS, IL 60156-5878	Next Pe	Manage Locations	Deleges and Deep
select			_	Manage Users	Dalarice and rees
Manager	Account Overview	Mailer Scorecard	Fav	Log Out	Edit
Accounts tab		eDoc Submitter Mail Preparer Mail Owner	Dashb	oard	>
		September 2021	IMsb		>
			Mailer	ID	>
	Access to the Enterprise Payment System is required for this information.	You either do not participate in this program, or we have yet to receive			
	Request access to the Enterprise Payment System.	data for this CRID.			
Then select	, ,				
Manage					
Services					
		Mailing Report			



What Customers Will Do to Gain Access

After selecting Manage Services, the below screen will give you the options to select all the services we have to offer. Customer will find USPS Mail Analytics and select Get Access.





First Person Requesting Access

Scan Based Payment (SBP) Schedule a Mailing Appointm	No BSA For The You are the first person requesting acce Location. As such you will become the BS to this service for this loca	Get Access Get Access	
Share Mail	Agree & Become BSA	Decline	Get Access
StampsNow Commercial Post	tal Store Available	<u>Not You</u>	Get Access
Transportation Procurement S	Services Available	<u>Not You</u>	Get Access
USPS Mail Analytics	Available	<u>Not You</u>	Get Access

The first person requesting access to the USPS Mail Analytics Service will see the message to the left.

Once you select Agree & Become the BSA your status will move to Pending Help Desk as seen below.

This will generate an email to the MSSCADMIN Helpdesk for validation and approval.

USPS Mail Analytics



Not You

Cancel





Operating Condition

Industry Dashboard



Mail Processing & Logistics operational conditions. Informing industry stakeholders of Normal, Elevated, Power Outage operations in processing and logistics facilities across the country.



BSA Approval for Industry SPM Exclusion tool







Industry Connect Dashboard Overview

Operations Integration & Support HQ Processing Operations



Industry Connect – Overview (What it Provides)

Birds eye view of processing centers overall conditions

- Dashboard provides current conditions for USPS processing facilities
- Provides varied Status types
 - Network (Transportation)
 - Drop Shipment (Entry conditions)
 - Letters
 - Flats
 - No Shows (Appointment conditions)
- Users can select specific geographic regions or processing center types
- The information is refreshed hourly to provide the most current conditions



Industry Connect - Report Notes

Selectable Features

- Region>Division>Facility>State> Facility Type>Sub Type
- Map View- Clicking on each header changes the map view accordingly
- Status Charts displays the number of facilities in each status box





Industry Connect - Report Notes

Color Code Legend

- Blue- Normal Operations (5) Conditions are better than acceptable/normal range
 - Site continues with established operational plans
- Green- Normal Operations (4) Conditions are within acceptable/normal range
 - Site continues with established operational plans
- Yellow- Above Normal (3), conditions with variation Conditions slightly outside or varying in/out of acceptable/normal range
 - Site adjusts operating plans and corrects variation to manage conditions
- **Orange-** Elevated (2) Conditions are outside acceptable/normal range & manageable
 - Site adjusts operational plans to correct conditions to the acceptable/normal range
 - Counter measures predetermined and in place, constant monitoring to Green
 - Actions/Conditions are shared during Peak Industry Call
 - NOT an Industry Alert condition
- Red- Impacted (1), Facility Down/Power Outage extenuating circumstances, site is not operational
 - Share Actions/Conditions during Peak Industry call, constant monitoring to Green
 - Site reacting appropriately with contingency plans to bring operations back normal state, mitigating any service impacts
 - Greater than 24hrs. impact or overarchingly affecting service, Industry Alert *is* issued





Industry Connect – Status Elements

Elements

- Network Cycle Postal transportation Based on average arrive to unload
 - Updated hourly
- Drop Ship Cycle Entry Conditions Based on average of yard arrive to appointment close
 - Updated hourly
- Letters Facility Condition key metrics are delayed letter volumes, volumes processed, capacities
 - Updated Daily based on operational day
- Flats Facility Condition key metrics are delayed Flats inventory, volumes processed, capacities
 - Updated Daily based on operational day
- No Show Appointment % Appointment Conditions FAST No Show appointments relative to Scheduled appointments

Updated hourly

Facility Name	Q NASS Code	Q Network Cycle Condition	Drop Ship Cycle Condition	Letters	Flats	No-Show Appointment %
Akron OH P&DC	442					
Albany N						
Anaheim						
Anchorag	Network Cycle Condition	Drop Ship Cycle Condition	Letters	Flats	No-S	how Appointment %
Atlanta G.						
Atlanta G						-



National Service Alert Map Overview

Operations Integration & Support / Enterprise Analytics Processing Operations & Maintenance



Service Alert Map – Where/How

Where/How

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Careers

USPS JOBS

FAQs

- Access USPS.com ٠
- Go to lower portion of page ٠
- Click "USPS Service Updates" ٠

Email Scams

Newsroom





Service Alert Map – Where/How

Where/How

- Go to lower mid of new page
- Select "Service alert mapping"
 - You will be ported to the map

Service disruptions

Residential customers and small businesses can find out if mail is being delivered, or if their Post Offices are open. Business mailers get more detailed information about USPS mail processing facilities, and the operating status of delivery units, as well as any impacts on mail delivery overseas.





Current delivery issues Coronavirus FAQs for residential customers Change delivery address Put mail delivery on hold



Business mailer

Current processing/delivery issues

Coronavirus FAQs for business

Not accepting drop shipments

Mail Service Disruption Report

customers



International

Delivery issues around the world International Posts Action Log Japan money orders Shipping lithium batteries

Contact us

Residential customers

Residential customers should check this Mail Service Disruptions website first for current, frequently-updated information about whether mail is being delivered to your neighborhood or if your local Post Office is open. Or you can call our customer service center at 1-800-ASK-USPS (800-275-8777).

Business mailers

Contact the Business Service Network *headquarters* communications manager for additional information or to report a disruption. Email us at mailserviceupdate@usps.gov.

Need more support? Have questions? Contact your *local* Business Service Network or visit <u>PostalPro</u>.





Service Alert Map – Purpose & User Guide

Purpose

The USPS National Map is an external facing GIS map (online geographic information system) showing the location of postal facilities alongside hazards and other authoritative layers from entities like NOAA, NWS (weather-related) and GeoMAC - Geospatial Multi-Agency Coordination, public face of all wildland fire perimeters. This map is dynamic and other layers may be added or removed as appropriate.

The <u>User Guide</u> is a great way to get acquainted Available at the Top of the Map







Service Alert Map - View

View

- 1. Filter and Search capabilities
- Zoom and Back features 2.
- 3. Available hover and selection caption data/information/pages



lser Guide



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Service Alert Map





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Thank you for your time and (possibly ^(C)) your attention today!

