## **MTAC Focus Group Session Notes**

## Wednesday, April 6, 2022

Attendees: Peak 84

# Data, Technology, Addressing (DTA)

### Focus Area Leaders

Gary Reblin, USPS VP, Innovative Business Technology Jeff Johnson, USPS VP Enterprise Analytics Adam Collinson, MTAC Industry Leader

## **MTAC Mail Shape Leaders**

David Marinelli, Co-Lead Letters Kurt Ruppel, Co-Lead Letters Eric Kisgen, Co-Lead Flats, Periodicals Carol Kliewer, Co-Lead Flats Don Caddy, Lead, Packages

# Session 1: ALL SHAPES

## All MTAC Mail Shape Leaders

### LONG HAUL PILOT (Update)

#### Initiatives to Drive more Mail into Measurement (Jeff Johnson)

- We have been seeing a slight declines in the Mail in Measurement but believe we can get that back with collaboration and focus.
- We have established collaboration with the operations partners that we need to make that happen and working on getting the tools in place to help industry out. This is one of the things he wants to talk about today
- Mail entered outside of their district
- Previously did not have a good start the clock so we are working on a pilot for a good Start the Clock solution.
- Start the Clock is the number one reason why mail is not in measurement
- That's a collaboration because we have got to get the mail presented reliably and in high quality ways so when know, based on the business rules, when that mail starts
- TT 35 and WG 194 established to work on those opportunities
- We have now this Performance Measurement Exclusions by CRID
  - Long Haul USPS transported mail from the Mailer's site to a USPS facility that is not local (being addressed by DMU Start-the-Clock solution)
  - MTAC Task Team 35 a newly establish team to review the mail in measurement business rules for potential improvements
  - MTAC WG 194 ongoing collaboration with Industry to establish practical opportunities for Mailers that have the largest amount of mail excluded from measurement to address root causes of service performance exclusion
    - SPM Exclusion by CRID application for use by Industry to identify patterns where their mail is excluded from measurement – it is accessed thru the Business Customer Gateway
    - A robust process and support structure has been established to assist Mailers with investigating exclusions and resolutions
    - A Resolution Guide of known exclusion causes and potential resolutions, which will be updated as new causes and resolution are documented

### ACTION ITEMS (from 1/22)

Create a Service Measurement Task Team specifically focused on Start the Clock exclusion (belongs to the Data Group). Focus on the electronic rules which are excluding pallets due to 'conflicts' between the electronic documentation verses how the mail was delivered to the USPS. (Long Haul Pilot – update)

- Industry is concerned about the recent increase in mail dropped from measurement and the mail in measurement in general. Industry would like to revisit the rules for dropping mail from measurement as well as revisiting the topic of a logical start the clock event to get more mail in measurement.
- Industry requesting finer performance data by region/facility. Determine whether there is a UG or WG that this would fit in to prevent discussion only at the quarterly MTAC meetings. What is mail in measurement and how to move more mail into measurement? Possible creation of a task team. Discuss receiving a report out at a finer level not just by class. Provide breakdown of what is included and why, what is the best way to format the data and how is the data trending over time? (TT#35: Service Performance Measurement First meeting 4/13)
- Service performance measurement: is it possible to create "logical" start-the-clock events, just like we have logical delivery events? This could be based on GPS tracking of mail to show departure from mailer facility and/or arrival at USPS facility. *(Start with STC Review)* 
  - Mail in Measurement

# Session 2: ALL SHAPES

## **All MTAC Mail Shape Leaders**

#### TT#35: SERVICE PERFORMANCE MEASUREMENT (First meeting 4/13)

#### Started with STC review

- USPS Latest UAA Stats, UG#5 items, industry discussion
  - Discussed Marketing Good News
  - First-Class continues to decline.
  - Plus, after 6 years of increasing, % of FC Undelivered that is allowed to be Treated As Waste dropped from 16.4% to 14.4%
- Today, you can go and get this resource to get this through the Business Customer Gateway to ensure you forward your CRID and you can see what mail might not be in measurement.
- We can then collaborate on the root cause that you identified or your mail and ensure that we understand which of us needs to improve our processes and our quality practices in order to get that mail in measurement.
- I believe this is a great opportunity. The idea is to share those patterns back and say, "okay we are seeing this pattern or business practice that is causing mail to fall out of measurement" and start sharing that back with industry so everyone gets to share the lessons learned.
- Obviously, we don't want to share anything that you don't want to share, but we definitely want to make sure we are getting that high qualify mail entry. And providing the mail in measurement service that you pay for.
- We can identify mail that is outside of measurement, so I know if I see mail in the system that I didn't get a good start the clock on and then I can identify the CRID and feed that back and say we need to get a start the clock on this mail now we want to work with you and say "What happened in that handoff that we didn't get a good start the clock." Did that go a different path? Did something happen that we did get a good start the clock?

### USPS Latest UAA Stats, UG#5 items, industry discussion on what else?

- Multiple Addressing related topics being worked via UG#5:
  - Cycle O:
    - More Undeliverable addresses will no longer get discounts
    - Greater identification of deficient addresses.
  - MDD: future enhancement brainstorming (MTAC Action item from July)
    - Carrier Knowledge feedback
  - $\circ$  ~ ACS NIXIE Review repeat prior analysis
    - Improvement since MDD support for MLNA
    - Analysis by route (ACS & PTR data)
  - GAA-UAA (Good As Addressed UAA mail) restart and include delivery after completing ACS NIXIE Review
  - ACS COA data quality issues (due to what is submitted to the USPS)

### Coding Accuracy Support System (CASS) (update and overview provided)

- CASS Cycle 'O' Certification Complete: 2023
- Active Certifications: 48 Developers and 9 Service Providers
- Overview of the benefits and provided a timeline

### ACTION ITEMS (from 1/22)

- Industry requests that with the change in service standards, reporting presented shows service performance broken down by individual days (i.e., performance for 1,2,3,4,5 days individually and then 6+ in buckets. (*Being shown in the service performance reports- needed elsewhere?*)
- Periodical mailers are questioning the low percentage of "end to end" reporting. Should this be sent to User Group #4? Need to share origin entry facility feedback with the user group community to vet why reported "on-time" is different from the USPS. *(Status update)*
- Request to add delivery times impacts from redirects to Industry Alerts. (Response/status)
- Advanced Expected Delivery Date. Keep industry updated on status progress and plans. Packages: When the USPS fully rolls out AEXD, we'd like them to offer it to customers, not just keep it as part of USPS.com (*Status update*)
- Educational Request for Better Understanding Provide a detailed presentation on the Connect Dashboard with focus on the source and processing of the data that ultimately determines what appears in the reports. This will allow mailers to better understand what the information reported in the dashboard means. *(Covering In Network Operations Focus Group)*

### ACTION ITEMS (4/2022)

- Still looking for response to:
  - Request to add delivery times impacts from redirects to Industry Alerts. (Fontell Peart or Tom Foti)
- Continue to get updates:
  - Advanced Expected Delivery Date. Keep industry updated on status progress and plans. (Gary Reblin)

#### Performance Reports

- Add the standard Performance slides to the DTA Focus session deck before posting. For future MTACs: coordinate where to include (Pre-MTAC preferred) (Steve Dearing/Adam)
  - Include % of volume in measurement that generated these numbers (Steve Dearing)
- To factor out service standards report % delivered per # days (Steve Dearing)
- Add performance report on Remittance Mail: commented that looking to be able to provide an ETA in ~ Month.
  - Provide update at next MTAC (Steve Dearing)
- Isolate / report by entry locations (Steve Dearing)
  - Current service performance scores stop at the class level. Given all the network changes coming as packages and mail flows are separated, it would be very helpful to breakout the class level performance % by facility type...STC, ASF, RPDC, PDC.
    - This should also be broken out by shape since those are separate processing flows under the same roof.
- Want data to show value of getting mail into measurement
- When issue between Origin and STC, hard to determine where the issue is (issue getting it on a truck vs getting received). Are there other scans (existing or that could be added) to identify and/or use crowd sourcing data to provide additional information? (Steve Dearing?)
- UAA: UG#5 follow-up on items already there plus: (Adam)

- Addressing information: Extra efforts made to deliver packages is there a way to use that data learned to enhance AMS, AEC,...
- Secure Destruction: re-promote
  - Mailer benefit message
  - Identify target for the messaging (where received well, as well as who is not utilizing and why)

#### CHAT BOX

#### Hamilton Davison

Reported unit flats costs are advancing at 2.5x the rate of inflation for the past 3 decades... All flats desperately need a new workflow and approach.

#### Tonda Rush

Implementation date?

#### Clifford Tell

July 10

#### Tonda Rush

Given how hard it was for us to get a pricing incentive recognized for trays, it is gratifying to see that at least that part seems to now be getting onto the tariff.