

Mail Prep & Entry Pre-MTAC Webinar

June 12 2019

First Class Mail

Request for service performance related to weather impacts – Focus Group

Include service variance for letters (only flats variance was provided in the presentation) – Focus Group

Request to show FCM service trend by Area/District – Focus Group

Request for specific root cause data on FCM service failures – Focus Group

Provide transportation improvements and utilization

- Multiple meetings held to identify underutilized transportation to either cut or combine with other trips
- Performed full review of Surface Transfer Center (STC) network to make sure all lanes are responsive
- Pushing 100% Network trips on time to the field

Industry wants to make certain that a Delivery representative continues to attend the MTAC discussions

Open discussion on how to get the most out of MTAC, Operational and Delivery

An update is requested on the latest actions being taken by the Postal Service to improve service performance, including 3-5 day

- Service Teams
- Network Trips On time
- Operating Plan Compliance

- Informed Visibility (IV) is an integrated, web-based collection of dashboards, reports, and resources used to drive performance improvements
- IV provides the USPS the consistent monitoring capability to identify improvement opportunities through:
 - Interactive Dashboards
 - Leading Indicators
 - Real-time visualizations
 - User controlled levers
 - Customized user roles

Update on Remittance Mail beta test and the overall measurement of Remittance mail delivery performance

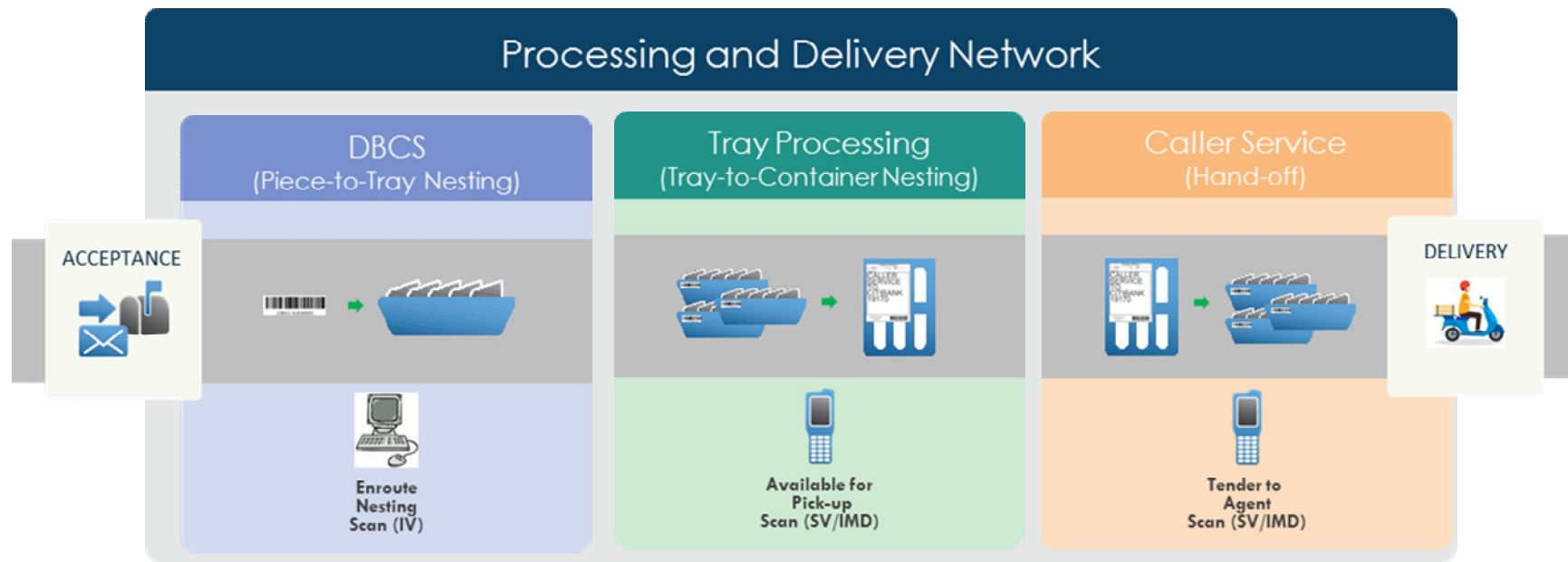
Customer Relationship/partnership (RMC -Remittance Mail Councils)

- Continued focus on reducing handoff time which is the last equipment hit at the processing center to the first customer scan
- Not seeing movement with courier pickup times – aligning the pickup times with the available volume
- All Remit sites must meet at least once/qtr. (Quarter 3 ends 06/30/2019) – District coordinated

Reduce Processing cycle times in Plants

- Results of Spring 2019 Phoenix Hecht Survey will be presented during Focus Group
- Additional internal metrics implemented to drive down cycle times

- Improved visibility of remittance mail as it is processed on USPS platforms, sorted into containers and then handed off to a customer/courier in Caller Service
- Solution involves connecting piece-to-tray-to-container nesting of remittance mail with customer hand-off scans

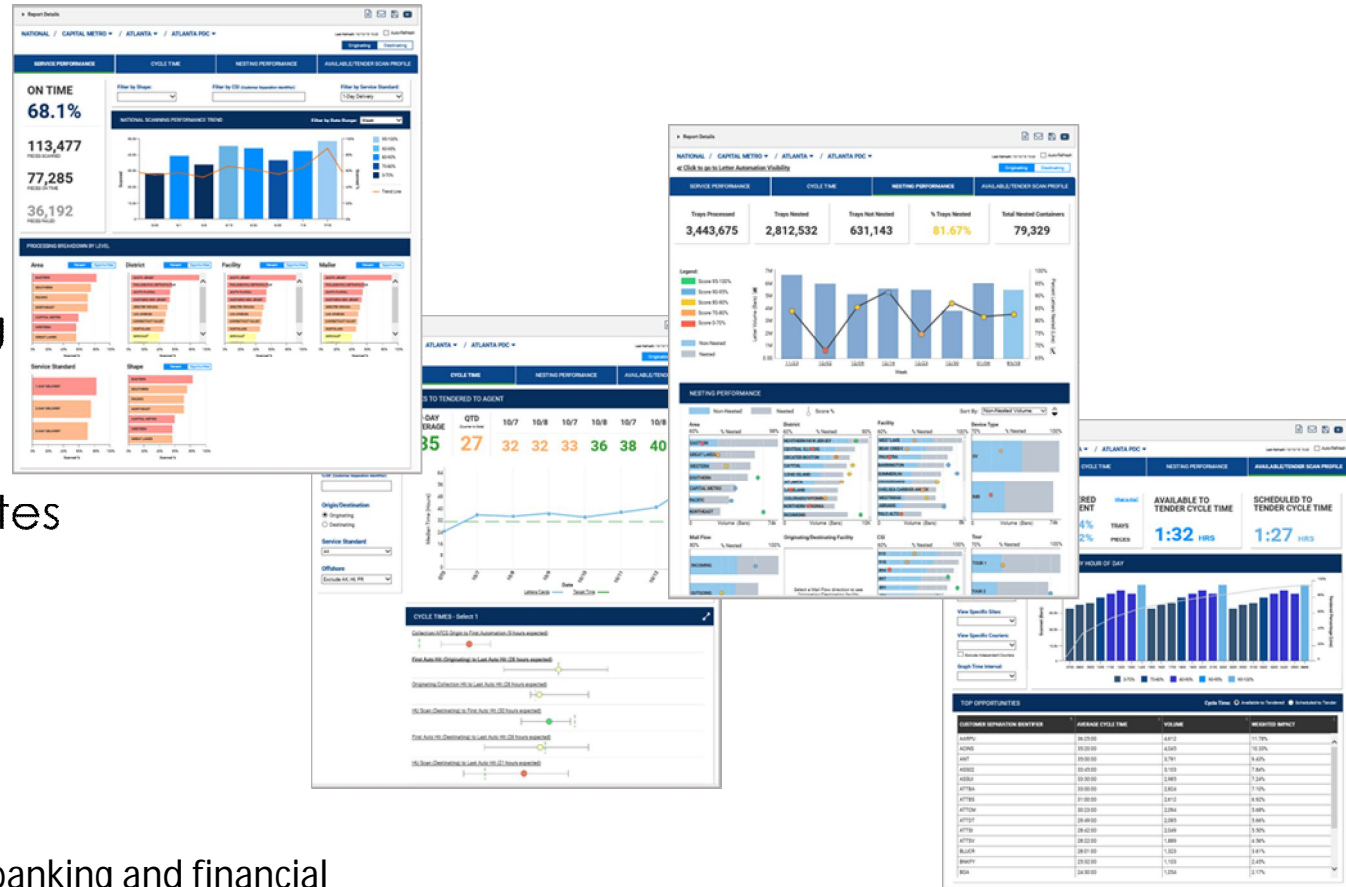


Benefits

- Nesting metrics
- Cycle time metrics
- Availability profile
- Courier scorecard
- End-to-end service reporting

National Rollout FY20

- Phased rollout to reach 53 sites



Improved Remittance service for major banking and financial institutions, utilities, and other large businesses receiving customer payments.

Please update on progress for Green and Secure regarding Secure Destruction operations and volumes processed

- Currently no updates to the Green and Secure STIDs or process
Some stats are being gathered which will be shared at a later date

Packages

Provide pictures of PASS dimensional retrofit and the timeline and locations for deployment (Delivery)

Improve communication gap between focus group presentations and pulse reports; ensure all pulse items are covered (clear items that are covered/or review items stated in PULSE are covered)

Request to include calendar invite on pre-webinar emails

- There is an option to populate pre-MTAC webinars on Outlook calendars. Click on the pre-MTAC webinar invite link and then select “add to calendar”

USPS to remove UAA from in-office User with next software update(Delivery/Retail)

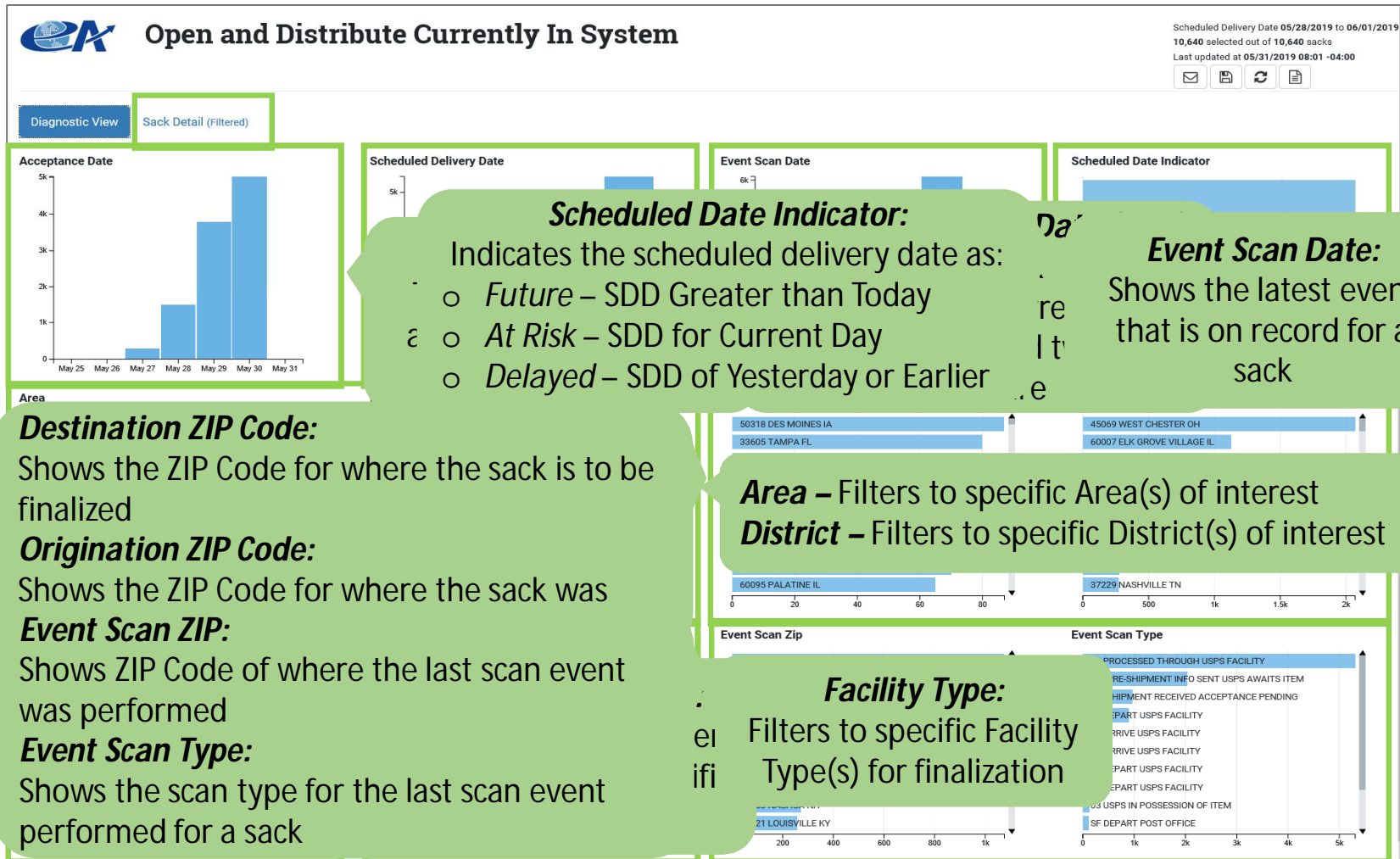
Update readiness, process, training, etc. and share pictures of PASS retrofits for dimensional sampling(Delivery/Retail)

What lessons were learned during review and management of better scanning packages for Parcel Return Service (PRS) that can help improve scanning compliance in the field for all mail products and packages(Delivery/ Retail)

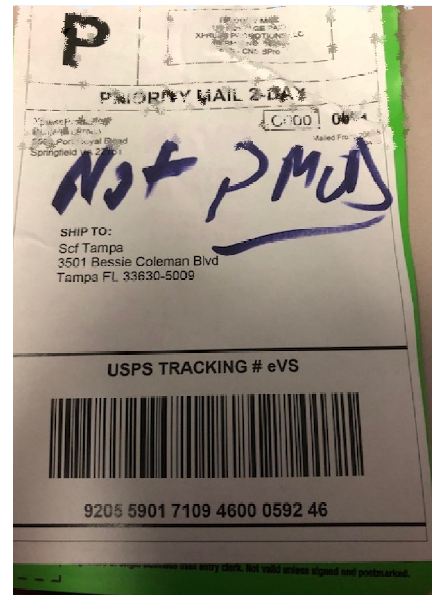
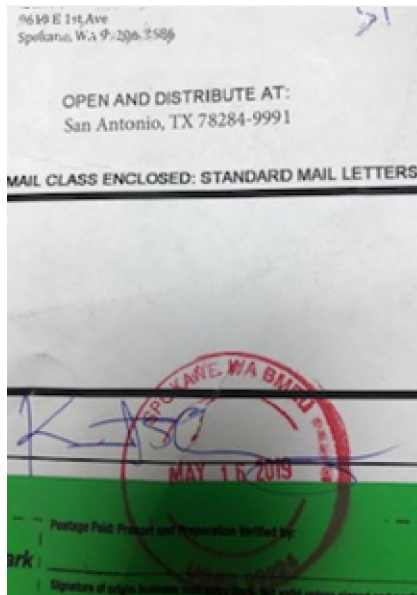
Update on the overview of the Enhance Package Processing System(EPPS) – Focus Group

DIM weight pricing (will it slow processing, only PASS for DIM analysis?)

- DIM weight process does not decrease processing. There are multiple automation platforms capturing dimensions and weight.



- Adhere to PMOD requirements referenced in DMM 705.18
- Use proper Source Type Code (STC) for PMOD Label
 - STC for PMOD is "123"



Update on GPS/geo-fencing transportation proposal – joint effort of USPS and industry to link customer transport of mail to USPS facilities

- Piloting ability to track mailer transported mail
 - Three pilots already completed
 - Determined Location Based Services (LBS) technology could not be used for facility arrival, but can be used as advanced notification and input to appointment status
 - Successfully captured GPS breadcrumbs within the USPS geo-fenced polygons, which can be leveraged for setting arrival time
 - Extended pilot to collect data to USPS production environment
 - API deployed to production
- Establishing long term vision and needs – electronic mailer notification, dock door assignments, mobile application, dock management system, etc.

Update on USPS internal dashboard for FAST appointment compliance

Internal design phase began 6-8 months now, can USPS share progress and see examples of reports and how they are performing. Large shippers would like to be involved in beta test with Shipper specific data and provide feedback

On Time Arrival Score

27.7%

Actual/Expected Unloads

88.6%

Average Cycle Time (Site Arrive to Close)

28.1 min

SPLW: 28.5 min

Site Arrive to Dock Assign

5.6 min

SPLW: 5.4 min

Dock Assign to Unload Start

8.0 min

SPLW: 7.9 min

Unload Start to Unload End

14.5 min

SPLW: 14.7 min

Unload End To Close

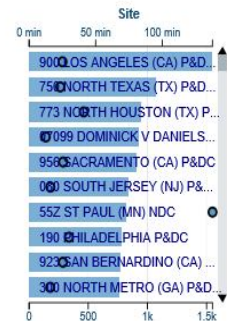
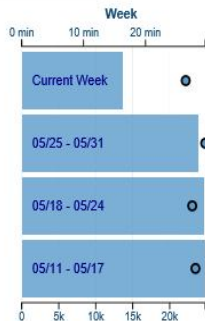
2.4 min

SPLW: 2.8 min

Site Mode Shipper Mode

Jump to Site...

Detailed View ⓘ



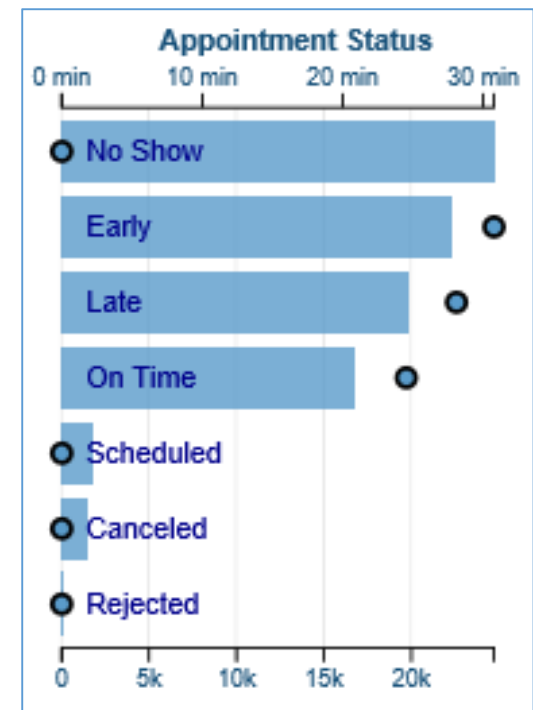
In the past 4 weeks, 37% of appointments were no shows

- 24,720 of 67,172 total appointments

No shows utilize available appointment slots and volume

MEPT conducting outreach to top opportunity mailers/schedulers

- Eliminate/minimize no shows by adjusting appointment times or cancelling unneeded appointments



Mail content for appointment doesn't always match actual content presented

- Hinders scheduling of employees, dock, processing, etc.
- Reserves mail volumes that could be made available to other customers
- Increases dock congestion and unload times

➤ Ensure accurate appointment content is submitted (volume and mail class)



Periodicals

Investigate low pallet scans at SCF and DDU entry – Focus Group

Investigate volume change(-20.97%) for Periodicals service trend

- Based on latest data, Periodicals volume has dropped by ~12.07% compared to SPLY. It is noticed there an overall drop in Periodicals volume over time, exclusion trends mostly have not changed, indicating an overall drop in volume.

Provide retention period for Mailer Irregularity data in the customer view/scorecard

- 13 months for data and images (Current month/previous 12 months) through mailer scorecard

Bundle breakage provide facility, equipment type, bundle make-up detail

- Previous data shared contains:
 - Summary Report – Facility, Equipment
 - Daily by Month Report – Job ID, Mailer, Mail Class

Please share issues identified to improve Periodicals service performance

- Service Teams
- Network Trips On time
- Operating Plan Compliance
- Ongoing Periodical Training by Area

GEO fencing of facilities update

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FAST Update - Surface visibility reporting driver check in and wait times update

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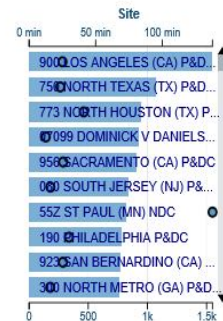
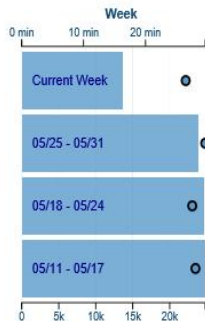
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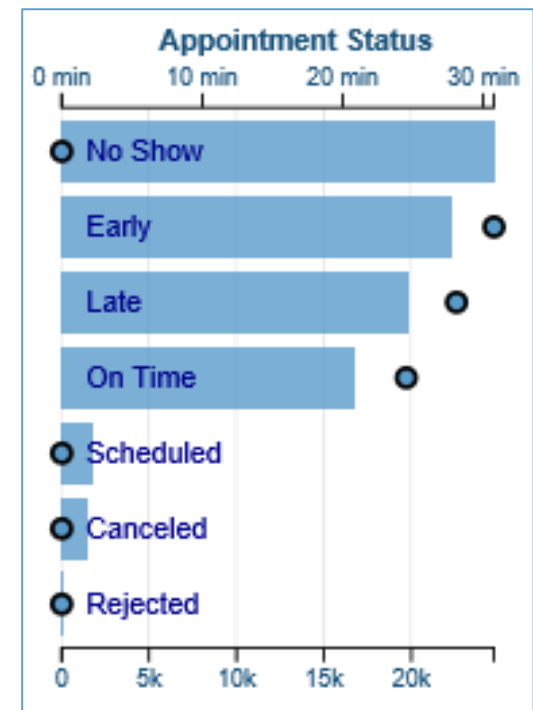
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Timeline For Expansion Of Manual Bullpen Visibility

- **Pilot underway for Full Service Periodicals and Standard Bundles in Bullpens**
 - Fills a visibility gap for FS Bundles not processed on APPS
 - Launched 7 pilot sites –March 2019
 - Implement in all Non-Mechanized bundle facilities - PQ 4 FY 2019
 - Implement in all facilities for Bundles that bypass APPS – PQ 1 FY 2020
- **Full Service NEWSPAPER-Specific solution Roll-Out – February 2019**
 - Fills a visibility gap for Newspapers
 - Track cycle times/efficiencies
 - Service Performance Measurement when fully implemented
 - Initial focus: Originating plant metrics focusing on internal report valuations
 - Dependencies:
 - Full Service Mailings: eDoc Accuracy and Barcode Readability
 - Sortation Equipment Standardization
 - Opportunity to improve “Turnaround” Mail – Mailer dropping Handling Units from eDoc at Delivery Units as well as Origin plant

USPS Marketing Mail

Provide service performance of FSS vs. non-FSS and the FSS leakage
Requested by facility/machine, monthly/weekly

Investigate potential to set out of office reply at FAST Help Desk after hours/weekends/holidays –

- Implemented March 15, 2019

Staffed weekdays from 0700-1900 CT

Weekends/holidays/afterhours are serviced by on-call employee

- Emails are not monitored, but out of office automated response was implemented per Industry request

Thank you for contacting the FAST/eInduction Helpdesk. Your email has been received outside of normal business hours (7:00am-7:00pm CST) and will be responded to on our next business day. If your issue is pertaining to eInduction/FAST and cannot wait until our next business day, please utilize our emergency after hour option by calling 877-569-6614 and selecting option 3 for assistance.

Please note: If you need assistance with Tracking a Package call 800-275-8777.

➤ **Report any weekend/holiday/afterhours issues by phone (877-569-6614)**

Clarify PMOD mail preparation in clear sacks and communicate to processing facilities and industry

- There is no difference in mail preparation for Clear Sacks
 - DMM ref. 705.18.5.1 “USPS-approved sack”
- PMOD trays are also available



Half Tray Box

Dimensions (in inches): $11 \frac{5}{8} \times 4 \frac{3}{4} \times 12 \frac{3}{4}$



Full Tray Box

Dimensions (in inches): $11 \frac{5}{8} \times 4 \frac{3}{4} \times 25 \frac{13}{16}$



Extended Managed Mail Tray Box

Dimensions (in inches): $12 \frac{3}{8} \times 6 \frac{7}{16} \times 25 \frac{1}{2}$



Flat Tub Tray Box

Dimensions (in inches): $19 \frac{3}{8} \times 13 \frac{13}{16} \times 12 \frac{1}{2}$