Updated:  10/30/2019

# MTAC Focus Group Session Notes
## Wednesday, October 30, 2019

## 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) |
|---|---|

**DISCUSSION TOPIC – Service Performance & Measurement**

- Volume change is -25% to SPLY

- Scores are only for full-service - discussion on 99M label capturing information for visibility.  Newspapers dropped at unit.   99M attached to pallets for DDUs, if not, there is no visibility.  Follow up with Steve Dearing to determine if there is visibility if there is a 99M label.

**DISCUSSION TOPIC – Bundle Breakage**

- Previous Action Item:  Fontell Peart researched bundle irregularity process and provided update on manual bullpens and results from the six pilot sites (Enterprise Analytics)

- Issues with Bundles:

- Publishers are going to be affected by the cost of bundles, so they are going to drive MSPs to create larger bundles.  Is there a way for USPS to change the rule so there might be a compromise.

- Rubber Bands slip off, bundle address blocked by shrink wrap, container shrink wrap irregularity.  The bundle with blocked address prompted the discussion of too much shrink wrap and the upcoming price changes affecting bundle requirements and preparation.  Added to action items - review the bundle sizes with pricing to prevent the bundle breakage issue.  Randy brought up the issue of using too much shrink wrap is covering up the address.

- Overview provided in Enterprise Analytics Pre MTAC webinar on manual bullpens and results from the six pilot sites.

- Quad was part of the pilot for this; when they scan a pallet it asks is this an irregularity – if it's scanned yes, all of the bundles on the pallet show up

Updated:   10/30/2019

**DISCUSSION TOPIC - FAST/ Drop Shipments**

- 29% of appointments were no shows during the past four weeks:  30, 816 no shows out of 107, 203 total appointments. (WG 189 reinstated will address)  Dr. Colin will ask for trend reports that he can be more proactive in addressing the issues.

- Business Mailer Support re-engaged for outreach to top opportunity mailers/schedulers

- Five participants in a test group, feedback from field: inability to cancel the appointment after it's been rescheduled.  Discussion around the question - is it worthwhile to change it in the software, or just wait for the GPS?

- Followed by request for volunteers to partner for now show and mail content improvements.  Send scheduler ID/mailer name/CRID to Christian.M.Rivera@usps.gov

**DISCUSSION TOPIC - Delivery & Customer Service Operations**

- Previous ***ACTION ITEM***:  What is being done with Cross dock pallets and DDU out for delivery scan improvement update:
  - o Local postmaster getting scan rate at 5-digit level
  - o Service Talk
  - o Training
  - o Standard Work
  - o Service Review

- Detroit not tracking arrival scans, multiple tickets every week.  Can we do anything with that facility to let them know the importance of the scans?

- **Customer Service initiatives:**
  - o ADUS Deployment
  - o Vehicles,
  - o Parcel Locker Deployment
  - o Ranger Ramp Testing
  - o MDD Enhancements/GPS
  - o Sunday Package Delivery
  - o Carrier Office Initiatives
  - o Delivery Management Systems (DMS)

**DISCUSSION TOPIC - Open Discussion**

- Request to talk about Carrier Office Initiative

- Discussion of carrier street times. Customer had issue with delivery to a school at 7PM that is obviously closed; the redelivery occurred at the same time 7PM. When there is an inquiry, they say it's the route. Can he do anything to address? Kevin McAdams asked to let him know, but he thinks this may be an anomaly b/c we don't set routes up like that. No systemic Issue that is driving later delivery (McAdams)

**ACTION ITEMS**
- Validate service measurement for bundles (news) entered at DDU.

- Circle back with Steve Phelps on Pricing innovations to help operations; bundle breakage issue- Discuss potential operational impacts due to bundle pricing.

## Session 2: PACKAGES                    (Medeiros, MTAC Industry Leader)

**DISCUSSION TOPIC – ACTION ITEMS**
Request for additional breakdown of no shows (packages, eVS): unavailable at this time – no-shows are reported by appointment, not mail content.

- Reviewing facilities that are redirecting mailers or were sent to an incorrect facility.
    - Found that misunderstanding in the field, when they see SCF machineable parcels they want to route it to delivery unit
    - Request for volunteers.

- Investigate potential to expand mail direction file (MDF) for DSCF 5-digit cross-dock: Currently under review

**DISCUSSION TOPIC – DELIVERY & CUSTOMER SERVICE OPERATIONS**
- Share UAA breakdown for package volume for non-delivery (UAA Analysis: complete stats in FG presentation on PostalPro)

    - Not Deliverable as Addressed: 48.83 % Letters  59.21 % Flats 16.23 % Packages

    - Attempted Not Known: 21.24% Letters 18.29% Flats 6.2% Packages

    - Failed First Attempt: Total: 0.20%

Updated:  10/30/2019

## DISCUSSION TOPIC – OPEN DISCUSSION

- Update status on PASS retrofits implementation for dimensional sampling.

    o Pilot in six Cap Metro Sites: Centreville, Tri City, Gainesville, Manassas, Chantilly, Westlake

    o 500 Dimensioners will be deployed/Target Feb/March 2020

    o Not all delivery unit with sorters have DIM measurement capabilities

- Review and management of better scanning of packages for Parcel Return Service (PRS) that can help improve scanning compliance in the field for all mail products and packages:

    o Correct facility ZP code configuration necessary
    o Incorrect scan event selected by employee
    o Scanners fail to transmit wirelessly

## ACTION ITEMS

- Request for volunteer to partner for no-show improvement; request for report with packages (Christian Rivera)

- Utilize existing blank field in existing SSF format

- Determine any impact to locale key if wrong ZIP is input (PRS)

---

## Session 3:  USPS MARKETING MAIL          (Flanagan, MTAC Industry Leader)

## DISCUSSION TOPIC – ACTION ITEMS

- Provide additional analysis on DSCF/DNDC/Origin entry volumes and the potential shifts due to pricing changes (beginning in 2016)

- Provide FAST mail content accuracy data at next MTAC

- Industry members interested in partnering for no show and mail content improvements should provide scheduler ID/mailer name/CRID to Christian.M.Rivera@usps.gov

- Investigate the service decline in E2E 11+ day flats (62.72% vs. 88.51% SPLY = -25.80% change)

- Provide additional information on FSS vs. non-FSS performance and leakage volumes

## DISCUSSION TOPIC – SERVICE PERFORMANCE

- Review of scores

---

Updated:   10/30/2019

## DISCUSSION TOPIC – FAST /DROP SHIPMENTS

29% of appointments were no shows during the past four weeks:  30, 816 no shows out of 107, 203 total appointments. (WG 189 reinstated will address)  Dr. Colin will ask for trend reports that he can be more proactive in addressing the issues.

Business Mailer Support re-engaged for outreach to top opportunity mailers/schedulers

Five participants in a test group, feedback from field: inability to cancel the appointment after it's been rescheduled.  Discussion around the question - is it worthwhile to change it in the software, or just wait for the GPS?

Request for volunteers to partner for now show and mail content improvements.  Send scheduler ID/mailer name/CRID to Christian.M.Rivera@usps.gov

## DISCUSSION TOPIC – DELIVERY AND CUSTOMER SERVICE OPERATIONS

- Suggestion for potential visualization to compare different mails by address and ID when one mailing was returned but the other mail to the same address was delivered.

- UAA Analysis Review  -  Delivery provide update on the use of the hand held scanner to capture the reasons for address delivery issues.


- Not Deliverable as Addressed:  48.83 % Letters  59.21 % Flats 16.23 % Packages

- Attempted Not Known:  21.24% Letters 18.29% Flats 6.2% Packages

## ACTION ITEMS
- Provide additional analysis on DSCF/DNDC/Origin entry volumes and the potential shifts due to pricing changes (beginning in 2016); breakdown by product category for letters and flats [Peart]

- Provide FSS leakage volumes and associated service performance (FSS zone mail processed on FSS vs. not processed on FSS) [EA]

- Share feasibility update at next MTAC for additional analysis/reporting on the return of good as addressed mail [Delivery – McAlister/Knox]

- Provide further breakdown of no show data by facility, anonymous vendor, late reschedules can't cancel the appointment, recurring [Rivera]

## Session 4:  FIRST-CLASS                    (Tate, MTAC Industry Leader)

### DISCUSSION TOPIC:  Improve Communications/Disaster Reporting

- Request to provide breakdown of air failure root causes (postal vs. air carrier)

- Improve communication to mailers for incidents with impacted mail (e.g. truck fire); identify s Cross-functional USPS improvements in progress

    o   MTAC Task Team to be initiated
    o   Specific mailers/pieces involved and provide a point of contact for mailers
- Discussion on plant shut-downs b/c the power issue in California.  Does it affect mail processing and does the USPS get any notice when the power is going to be shut down. Rolling blackouts.  Generators don't provide enough power to run all of the processing equipment.
- Discussion on how long it takes to get back up and running once it comes back on, said it can take two hours to get everything back on line. No damage to equipment.

### DISCUSSION TOPIC – Remittance Mail

- Investigate if there is a pilot for Remittance Mail that impacts clerks (Update: per Dale Kennedy, the pilot is related to accounting and removing manual processes)  No known pilot impacting clerk positions

- Identify what information will be provided to mailers for Remittance Mail visibility (EA)


### DISCUSSION TOPIC - Service Performance

- Slides indicate a decrease in performance – but it is the first two delivery weeks of the quarter. Score is trending down due to some of the impact is from the Houston issue.

- Question & Discussion on the % of mail overall goes through Houston?  AVP Mossman said they took it out of measurement so the group questioned if that was why the score was trending down?

- Group said they were given tour of a plant and were told that FCM is 3-5 days.  Group felt that there is a question whether that is devaluing First-Class Mail.  Group member looked at service standards map with says 3,4,5 days.


### DISCUSSION TOPIC – Customer Service & Delivery

- Discussion on scanning and UAA scans.  Will future enhancements incorporate GPS? Answer: We're currently using GPS on some apps.

---

- Are future vehicle purchases going to be for curbside delivery – Answer: Yes, this is a significant spend for new vehicles. Future is a more mixed fleet.

## DISCUSSION TOPIC – Open Discussion

- There have been ideas floated, come up with incentives for Industry to sign up for Green and Secure.

- Group has discussed with Gary Reblin the potential to accelerate Green and Secure. Mike Tate working on proposal for Gary and Steve. Mike will propose a way to incent mailers to sign on to Green and Secure and outline the potential savings opportunity for USPS. Group has some ideas they are going to share with Gary and Steve, anticipates it will double the Green and Secure in six months. Once mailers sign up with Green and Secure they never come off.
- Discussion question: Does operations get any input on pricing? Do changes in pricing drive the behaviors? When you take away the discounts to drop a five digit automation mail at a plant, mailers might re-think – do I want to take it do the SCF or just make in an AADC and drop it at an NDC? Are they entering mail further upstream?

## ACTION ITEMS
- Provide breakdown of UAA nixie code chart for First-Class Mail and shape [Delivery – McAlister/Knox]

- Discuss operational benefits and potential to increase secure destruction participants [Colin, Reblin, Phelps]

- Concern around the performance data – Houston was excluded from the Performance Data- would like clarity if they were included or not. Impact on service after Houston.