



MTAC Leadership Meeting  
July 30, 2020

Focus Area Action Items

Roll Call:

Postal

Steve Monteith  
Judy de Torok  
Tom Hughes  
Marc McCrery  
Gary Reblin  
Kelly Sigmon  
Kevin McAdams  
Josh Colin  
Jeff Johnson  
Pat Harris

Industry

Bob Schimek  
Bob Rosser  
Wanda Senne  
Lisa Wurman  
Rose Flanagan  
Adam Collinson  
David Marinelli  
Kurt Ruppel  
Steve Smith  
Carol Kliewer  
John Medeiros

## AGENDA

### DISCUSION OF ACTION ITEMS FROM FOCUS AREA SESSION:

Delivery & Network Operations, Enterprise Analytics (*Collinson*)..... [\(Page 3\)](#)

Mail Entry & Payment Technology (*Wurman*)..... [\(Page 4\)](#)

Customer Experience, Product Innovation, and Marketing (*Flanagan*)... [\(Page 6\)](#)

## MTAC Focus Group Session Notes

Wednesday, July 29, 2020

### DELIVERY & NETWORK OPERATIONS; ENTERPRISE ANALYTICS

Kevin McAdams, USPS VP, Delivery & Retail Operations  
Dr. Joshua Colin, USPS A/VP, Processing and Maintenance  
Jeff Johnson, USPS VP, Enterprise Analytics  
Adam Collinson, MTAC Industry Leader

#### VP Session

#### ACTION ITEMS

- General comment on session format: Request for slides that convey the information that was provided
- National training on UAA handling
  - Industry interested in reviewing (Adam will pursue via UG#5).
  - Next MTAC, USPS report on number of USPS personnel that completed training.
  - From Chat:
    - I had to forward mail from several of our offices to our Executive Office. I have had hundreds of complaints where the mail has been returned to sender instead of forwarded.
  -
- PMOD: still looking for update on PMOD scores and impact on gaps found
  - Have for next MTAC

#### Session 1: Letters

Marinelli/Ruppel

#### ACTION ITEMS

- OT and transportation “changes.” – Turned into all-encompassing discussion on performance and service impacts. Adam Collinson stopped the chat and asked if there is an MTAC Work Group that can address this and provide further discussion? Adam will take this suggestion to the EC.

- Delayed Mail – USPS requested cases be sent to Steve and Josh
- During Leadership: Rosser will write initial Task Team proposal
- Additional items from Chat for the Task Team:
  - Is forecast for Political Mail greater than the Holiday Peak?
  - Will increased package volume impact election mail?
  - Is election mail getting better service than other products with same postage rates?
  - Is there a plan to ensure that ballots are not delayed?
  - Impact on remittance mail? We had one plant tell us to expect delays because of the changes.
  - Like to see examples of EA reports - employee availability, 1st and last mile, package backlog, political mail monitoring mail, etc...
  - Our political candidates are shying away from mail due to the uncertainty of timely delivery.
  - Start starting to see carriers not stopping by business and consumers for pick up and or delivery
  - Periodical service is better than in April/May but not back to normal. Weeklies need to be delivered in a narrow window.
  - In our area, overtime is still mandated for packages. However, other mail is being held. Based on postmarks and cancellations the delay is between five -seven days.
  - We are seeing mail dropshipped to the postal facilities in May, just being scanned in July. Is the mail being held at the facilities due to COVID?
  - VA CMOP is experiencing significant delays with PMOD's beyond the +1, so now add Election Mail, possible COVID and FLU increase then add Peak. Very concerned.
  - From planning perspective, what service reduction was planned as the expected outcome during the initial phase? Where are you tracking in relation to that number? When does that get re-calibrated?
  - Has USPS been declining accepting packages during COVID peak?.....to what extent? local decisions of network-wide?
  - For small businesses sending packages, will the USPS continue to cut retail hours? Some areas already seeing Saturday closings.
  - Reports of locations telling customers they weren't delivering Periodicals or any class except first class

- Universities are coming into there peak now. We are seeing delays in incoming as well as refusal to accept outgoing due to staffing.
- MTE - tray quality –
  - From Chat:
    - MTE issues in Central Missouri. Postal team is apathetic about filling the orders.
    - We send back damaged/unusable & receive it back on next order
    - Our members get tubs with no tag holders regularly
  - Jason DeChambeau shared his email address (Jason.r.dechambeau@usps.gov) and asked for specific issues to be sent directly to him to confirm and address.
- Additional Responses: 1) to bullet items that did not have time to get to. 2) to unanswered questions in chat
  - 1) Items that did not have time to cover
    - (MKT FC) Return Mail - being charged for returns of First-Class Mail, yellow stickers not being marked with fee due, and Marketing Mail continues to be returned
      - To the industry – is this still an issue as mailers are reporting improvements
    - (FC) Secured Destruction – data fulfillment issues
      - Industry noted a drop in SD data well beyond impact due to volume.
      - Multiple issues identified:
        - 1. USPS fulfilled, but duplicate file names on EPF that mailers were not treating as 2 separate and valid files. Still, USPS has addressed to prevent duplicate file names.
        - Issue with fulfillment files from 4/1 – explained as a timing issue. Issue addressed, populated data files posted.
        - Issues on a couple of additional dates between 2/22 and 4/26. USPS looking to re-post available scan data from identified dates.
    - (FC) (FC) Discussion around Inaccurate scan data down to delivery date – and closed IV tickets
      - Send for discussion in UG#4
    - (MKT) What changes are needed, if any, to CSA with the new service transfer center plans - review of the new hub and spoke model for the service transfer center plan
      - More FC than MKT – carry over to next MTAC
    - (FC) The handling of service issues EA & Network Ops
      - Carry over to next MTAC
  - 2) Other items from chat
    - Any forecast for when there will be a selection and contract award for the Next Gen Delivery Vehicle?

- Election Mail related:
  - Political MSPs traditionally use Endicia (Stamps.com) or other vendors to generate PMOD postage labels. These MSPs have no control on STID creation. Please contact vendors to support the PMOD political STIDs?
  - Already hearing from election officials that hearing from voters that voted ballots were not picked up by carrier (along with other mail). Will there be statement/messaging from the PMG around the importance of ballots? We are already combatting the myth of fraud with absentee/VBM.
  - We anticipate 80-100M voters this November

## Session 2: Flats

Smith/Kliwer

### ACTION ITEMS

- Periodicals ACS transactions: USPS requests that mailers still encountering contact ACS
- Visibility on Periodical Processing Delays against Parcels - Steve Smith will provide Ops and EA with a list.

## Session 3: Parcels

Medeiros

### ACTION ITEMS

- Update on Surface Transportation Network – is Phase 2 Implementation still on hold? – Dr. Colin – Mentioned that Robert was not on and said he'd take Phase 2 status back so as to not relay incorrect information – Adam said that perhaps this topic (answer) could be added to our posted notes on PostalPro.
- Additional Responses: 1) to unanswered questions in chat
  - What is being done to improve scanning performance of packages during processing and transportation?

## Leadership Call

ALL

- The enhancements made for PMOD broke the linkage for USPS to send scan data on sacks containing package. We get a weekly manual feed.

- PTR team is aware of. Fix TBD.

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**MAIL ENTRY AND PAYMENT TECHNOLOGY**

Marc McCrery, USPS VP-Mail Entry and Payment Technology  
Lisa Wurman, MTAC Industry Leader, Mail Entry and Payment Technology

**Session 1: Flats**

**Smith/Kliwer**

**ACTION ITEMS**

**Periodicals**

- **EPS**
  - USPS/MTAC leadership to consider a Workgroup for EPS/IV
  - USPS to evaluate allowing MO to move permits to different MSPs
  - USPS to evaluate to allow a permit to be “in limbo” – not associated to an EPS account

**USPS Marketing/BPM**

- **File/Report Structure Changes**
  - Consider embedding a message in files regarding upcoming changes as well as continuing with existing notification through release notes.
  - Minimum timing for changes - at least 30 days, prefer 60 or 90.

**Session 2: Letters**

**Marinelli/Ruppel**

**ACTION ITEMS**

**First Class**

- **Hold Mail Undocumented**
  - Request for USPS to share the data on the volume of mail on hold to the Industry
  - Work with Ops to understand and address the inconsistencies on how the hold mail policy is being administered

**USPS Marketing**



- **EPS**
  - USPS/MTAC leadership to consider a Workgroup for EPS/IV
- **Non-Identical Weight Mail/Manifest**
  - Consider removing the rule that non-identical mail has to be done under Manifest. DMM vs pub 685.

**Session 3: Parcels**

**Medeiros**

**ACTION ITEMS**

**Parcels**

- **Virtual Overlabel Solution**
  - Work Group 182 will discuss the virtual overlabel process for package platform. Subgroup?
- **EPS**
  - Performance issue on reports (Commercial Shipping and Detail Report)
  - Download of (Commercial & Shipping) report returns blank with no data
- **USPS Returns**
  - Local Key on DDUs that share the same 5-digit ZIP Code – thought it was fixed. Need to clarify for the industry.

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### CUSTOMER EXPERIENCE, PRODUCT INNOVATION & MARKETING

Steve Monteith, VP-Marketing  
Gary Reblin, VP-Product Innovation  
Kelly Sigmon, VP-Customer Experience  
Rose Flanagan, MTAC Industry Leader

#### VP Session

#### ACTION ITEMS

Customer Experience:

- Trusted brand confirmation in Informed Delivery
- Call ratio for calls (International vs. Domestic)
  - MID calls to the call center (confusion)

Product Innovation:

- How many ID campaigns in the last 2 months

Steve to work with Tim Costello to send out information (industry alert) on delivery issues/delays

- When will it level out
- Loop in CX

#### Session 1: Flats

Smith/Kliwer

#### ACTION ITEMS

- Rate Structure – will have something within the next 4-6 weeks to share

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- Mailpiece Indicia/legal design limitations – team has prepared a 15 page guide—send out in an Industry Alert and post on Postal Pro after running past legal (Chuck/Steve)
- Eliminate indicia?—needs more discussion, industry is in favor (Steve/Chuck)
- Larger Postcard—Rose to work with Elke to put together a task team

**Session 2: Letters**

**Marinelli/Ruppel**

**ACTION ITEMS**

- Secured Destruction incentive – needs more discussion—Elke

**Session 3: Parcels**

**Medeiros**

**ACTION ITEMS**

- Signature return items – Kelly Sigmon will follow up with Rose and Operations