

MTAC Leadership Meeting

November 19, 2020

November 2020 MTAC Focus Group Agenda

Roll Call

Pat Harris

Chairman Opening Remarks

Monteith/Schimek

Mail Entry and Payment Technology

Lisa Wurman

Customer Experience, Product Innovation, Marketing

Rose Flanagan

Delivery & Network Operations; Enterprise Analytics

Adam Collinson

Mail Entry and Payment Technology November 2020 Focus Group Action Items

**Industry Leader - Lisa Wurman
Postal Leader - Randy Workman**

Session 1: Packages

(Medeiros)

Discussion Topic: Industry Auto Correction Process (Virtual Overlabel Solution)

Action Item: Describe current USPS process in validating manifest errors. **(Vicki Bosch)**

Discussion Topic: EPS

Action Item: PDF is still a known issue. Lisa Arcari will look into Excel download issue. Reopen Action Item from July 2020 for tracking purposes. **(Lisa Arcari)**

Action Item: Slow performance challenges. **(Performance issues will be reviewed in EPS/IV work group.)**

Session 2: Letters

(Marinelli/Ruppel)

Discussion Topic: EPS

Action Item: Date for CR not yet known, need to schedule. **(Lisa Arcari)**

Discussion Topic: Mailpiece Image

Action Item: Set up a meeting with USPS legal and Industry legal to understand why the images are not being allowed for Industry view. **(James Duffy)**

Discussion Topic: MSSC and PostalOne! Help Desk

Action Item: Create and publish a decision tree for MSSC and PostalOne! Help Desk **(Angela Dyer)**

Action Item: Industry refresher on the MSSC and the assistance they can provide. **(Angela Dyer)**

Session 3: Flats

(Smith/Kliwer)

Discussion Topic: EPS

Action Item: What will the status of EPS accounts show in the BCG Account Management Tool:

- If EPS account is deactivated?
- If EPS account is suspended? **(Lisa Arcari)**

Discussion Topic: Debit versus Trust identification on BCG

Action Item: Date for CR not yet known – need to schedule. **(Lisa Arcari)**

Discussion Topic: Periodicals Statement of Ownership

Action Item: Ensure requestor publications Statement of Ownership can be uploaded electronically to BCG **(Mike Filipski)**

Discussion Topic: CRID assignments in the Business Customer Gateway

Action Item: Understand process on USPS side on what drives CRID creation (?)

Action Item: Refresher to field on how to open permits, use CRID if already assigned. **(Angela Dyer)**

Delivery and Network Operations and Enterprise Analytics Focus Group Action Items

**Industry Leader - Adam Collinson
Postal Leaders – Colin/Barber/Johnson**

Session 1: Letters

(Marinelli/Ruppel)

Action Item: Wendy Smith – Remittance Mail – With the current issues with Remittance Mail, when will industry see service levels back above 90%? What is the time frame for improvement? Jason DeChambeau – it will be a quick resolution and Jason will provide an update directly to Wendy with a precise time frame – **Owner Jason DeChambeau**

Action Item: Wendy Smith - Could there be a UG focused on Remittance Mail? Dave Marinelli – in progress and need to assess if it will have its own UG or will be added to one being established for delivery issues and performance. Wendy suggests it be its own UG – **Owner – Dave Marinelli & MTAC management**

Action Item: Dave Marinelli asked for an update on mail disruption report – Dale Kennedy asked what is industry looking for and they agreed to take this discussion off line – **Owners Dale Kennedy and Dave Marinelli**

Session 2: Flats

(Smith/Kliewer)

Action Item: Follow periodical on time performance and understand COVID impact.

Session 3: Parcels

(Medeiros)

Action Item: John M. – Are there any planned redirects of packages to the Annex's? - Jason – USPS has them in place internally and they have been communicated at this point – Jason McAllister will release more information and clarification to the industry - **Owner Jason McAllister**

Action Item: Alvin - Being able to provide mailers with more advanced notice (than evening before) of DDU issues requiring mailers to shift locations. Jason mentioned new modeling capabilities to be able to make decisions sooner. Industry would like a minimum of 2 day notice, preferably a week – **Owner Jason McAllister**

Action Item: Glen Swyers - Does USPS see a difference in scanning scores for PMOD in sacks vs flat rate boxes? Juliaann – as long as PMOD boxes are machine able USPS can get better visibility – Glen Swyers – are some of the issues with scanning the fact that USPS isn't reading the boxes correctly – Juliaann will review performance and work directly with Glen – **Owner Juliaann Hess**

Session 3: Parcels (cont'd)

(Medeiros)

Action Item: Bob Rosser –Dealing with COVID –is there some type of tool that can be shared going forward – Steve will run this past internal team to see if USPS can come up with an aggregate – keeping in mind USPS has to be mindful of sensitivity and privacy there is value in reporting employee impacts – **Owner Steve Dearing**

Action Item: Alvin – Is there any info regarding peak performance for international sites such as performance, planning and expectations? Can industry be giving an indication of what to expect for peak? Jason McAllister - Jeff Becker is the Director and should be able to assist – Alvin requested Jeff be invited to a future MTAC to give a presentation on international for a holistic view on the entire delivery and network operations – **Owner MTAC team**

Customer Experience, Product Innovation, Marketing Focus Group Action Items

**Industry Leader - Rose Flanagan
Postal Leaders – Sigmon/Reblin/Monteith**

Session 1: Flats

(Smith/Kliewer)

Action Item: Create communications on how mail processes are handled for new annexes for industry (**Mike Barber**)

Action Item: Review possibility of new app or automation for Industry Alerts to be delivered earlier (**Pat Harris, Dale Kennedy, Kelly Sigmon**)

Action Item: Remittance mail and periodicals delivery delays issues to be discussed at next MTAC (**Sharon Harrison**)

Action Item: Additional training for field employees on permit and CRID creations (**Filipski/Barber**)

Action Item: Non-Profit mail – currently volume reported in Marketing Mail. Should this be categorized separately to understand the volume up/down and then determine if there are promotions which assist in increasing volume? (**Krista Becker**)

Action Item: Tactile and Sensory Promotion – it is difficult to submit envelopes for approval far in advance due to the cost of setting up equipment. Is it possible to submit a previous ‘similar’ package which may not have the exact same embossing die or may not be the exact size however the process will be the same? (**Krista Becker**)

Session 2: Parcels

(Medeiros)

Action Item: Notify industry when 2021 Hazmat Business Plan is ready **(Dale Kennedy)**

Action Item: Over-labeling review (specific to Hazmat Indicators) **(Dale Kennedy/Mary Collins)**

Action Item: Hazmat Electronic Indicators – can the requirements state specifically that this is not required for DDU entered mail? **(Dale Kennedy)**

Action Item: Hazmat - Work with mailers who need to contact the DOT for label marking. Possibly add this conversation to a current user group? (Specific to mailer and not product ?) **(Mary Collins)**

Session 3: Letters

(Marinelli/Ruppel)

Action Item: Share info on 2021/2022 pricing changes at next MTAC if there are any (structural changes) **(Steve Monteith, Sharon Owens)**

Action Item: USPS will report out on what we are doing for ballot mail **(Steve Monteith)**