

Mail Prep & Entry Pre-MTAC Webinar

September 19, 2018

June MTAC Action Items

- First Class Mail
- USPS Marketing Mail
- Packages
- Periodicals Mail

Hurricane Florence Update

Remittance Mail Operations Update

MTE

- Action Items
- Fall and Peak 2018 Mailing Season

Closing

First Class Mail

- Provide cause(s) of the volume decline for FCM flats in measurement (approximately 5M pieces)
- Provide percent of FCM in measurement
- Request from industry for quantitative breakdown of failures by root cause type
- Provide percent of FCM using air vs. surface transportation
- Request from industry for webinar with deep dive analysis of FCM service and processing policies (e.g. advancing mail, but not meeting operating window)
- *Provide list of Remittance Mail / RMAC sites and coordinator contact information*
- *Expand Remittance Mail outreach to include non-bank customers*

- Request from industry for additional analysis on the return of good as addressed mail:
 - Suggestion for potential visualization to compare different mailings by address and identify when one mailing was returned, but the other mailings to the same address were delivered
 - Suggestion for potential joint Kaizen Form a subgroup off of User Group 5
- *Send internal communication for processing MTE at delivery units, specifically addressing DPS tray hygiene*
- *Industry to provide feedback on MTE hygiene issues*

USPS Marketing Mail

- Provide nesting sortation errors
- Provide service performance for FSS leakage/deflection
- Provide update at next meeting on the status of SCF drop ship closures on the weekend
- Request from industry to provide color code policy to assist mailers with in-home predictions Sun-Thurs arrival vs. Fri/Sat arrival
 - Identify any impacts for a Monday holiday
 - Provide service performance scores for Sun-Thurs vs. Fri/Sat entry

Packages

- Evaluate the parcel locker delivery wording to better identify “what” locker
- Investigate use of shipping services file and shipping partner file; if shipping partner file is not readily used, then identify the potential to integrate for operational use
- *Request from industry for UAA breakdown to explain reason for non-delivery*
 - *Provide context of UAA volume*
- Provide response to prior action items from last MTAC:
 - Request from industry to notify shippers/mailers of opportunities identified within the internal FAST Dashboard
 - Request from industry to provide equipment sets by facility with associated operation codes

- Provide response to prior action items from last MTAC (cont.):
 - Provide dynamic loading video at next meeting (**Video was shared during pre-MTAC webinar, but request was made to show during face-to-face session**)
 - Provide “05” scan data communication
 - Investigate ability to provide facility ID / dropship key / locale key to identify RDUs that send PRS volume to the SCF; some DDUs have the same ZIP, so need to identify specific facility in error
 - Request from industry to notify shippers/mailers of opportunities identified within the internal FAST Dashboard
 - Request from industry to provide equipment sets by facility with associated operation codes
 - Investigate receipt/use of shipping partner files related to dynamic routing

Periodicals Mail

- Provide cause(s) of the volume decline for Periodicals in measurement
- Investigate annual decline in service performance during quarter 4
 - Industry states there is a lot more BPM than periodicals in Q4. Colleges and teachers have to get BPM on time
- Provide update on bundle breakage and status of additional data requests (by facility, equipment set, bundle makeup, etc.)

Hurricane / Tropical Storm Florence Update

27 Industry Alerts issued since 9/10 through today

Industry Alerts released as impacts warrant and changes occur.

Subscribe via email to IndustryAlert@usps.gov.

United States Postal Service®
INDUSTRYALERT

September 10, 2018

Capital Metro Area – Hurricane Florence – Greensboro District
(Greensboro, North Carolina)

Due to hurricane related weather impacts, the following Post Offices are currently closed (no delivery, no retail) due to impacts from Hurricane Florence:

- Rodanthe 27968
- Avon 27915
- Frisco 27936
- Buxton 27930
- Hatteras 27943
- Kitty Hawk 27949
- Kill Devil Hills 27948
- Manteo 27959
- Manns Harbor 27953
- Wanchese 27981

The Postal Service is monitoring conditions and will provide updates on possible impacts to operations.

United States Postal Service®
INDUSTRYALERT

September 12, 2018

Capital Metro Area – Hurricane Florence – Richmond District
(Richmond, Virginia)

The following Post Offices are currently closed (no delivery, no retail) due to impacts from Hurricane Florence:

Cape Charles	23310
Willis Wharf	23486
Quincy	23423
Harborton	23389
Wachapreague	23480
Locustville	23404
Chincoteague	23336
Wallops Island	23337
Assawoman	23302
Saxis	23427
Tangier	23440
Portside Station	23705
Matthews	23109
Maon	23119
Hudgins	23076
Gwynn	23066

United States Postal Service®
INDUSTRYALERT

September 13, 2018

Capital Metro Area – Hurricane Florence – Greater South Carolina District
(Charleston, Hilton Head, Greenville, Myrtle Beach, and Columbia areas)

Due to impacts from Hurricane Florence, Business Mail Acceptance (BME) and drop shipment services were temporarily suspended until further notice at the following Post Office:

- Charleston SC P&DC 7075 Cross County Rd Charleston, SC 29423-9998

All Marketing & Periodical Mail Classes have been embargoed with no redirects. All Commercial First-Class Mail Drop Shipments will be redirected to the following facility:

- Columbia P&DC 2001 Dixiana Rd Columbia, SC 29292-9998

Due to the impacts of Hurricane Florence, there will be a possibility of late or non-deliveries for some residential and business customers in the 294, 295, and 299 service areas.

The following Post Offices will be closed (retail and delivery) until further notice:

• Bonneau	104 Cedar St	29431
• Cordesville	2732 Highway 402	29434
• Cross	1836 Ranger Dr	29436
• Goose Creek	307 N Goose Creek Blvd	29445
• Huger	3282 Highway 41	29450
• Jamestown	4354 N Highway 17a	29453
• Moncks Corner	117 N Highway 52	29461
• Pineville	2080 Highway 45	29468

United States Postal Service®
INDUSTRYALERT

September 14, 2018

Capital Metro Area – Hurricane Florence – Greensboro District
(Greensboro, North Carolina Area)

Greensboro District

UPDATE:
Normal Operations will resume at the Rocky Mount PDF, 327 E Raleigh Blvd, Rocky Mount, NC 27801 on Saturday, September 15, 2018.

An embargo remains in place for Priority Mail Express deliveries to the following Post Offices:

- Avon 27915
- Buxton 27930
- Frisco 27936
- Hatteras 27943
- Kill Devil Hills 27948
- Kitty Hawk 27949
- Manns Harbor 27953
- Manteo 27954
- Manteo 27959
- Ocracoke 27950
- Rodanthe 27968
- Wanchese 27981

United States Postal Service®
INDUSTRYALERT

September 16, 2018

Capital Metro Area – Hurricane Florence – Greater South Carolina District
(Charleston, Hilton Head, Greenville, Myrtle Beach, and Columbia areas)

UPDATE:
NORMAL OPERATIONS RESUMING TODAY for all facilities in 294, 295, and 299.

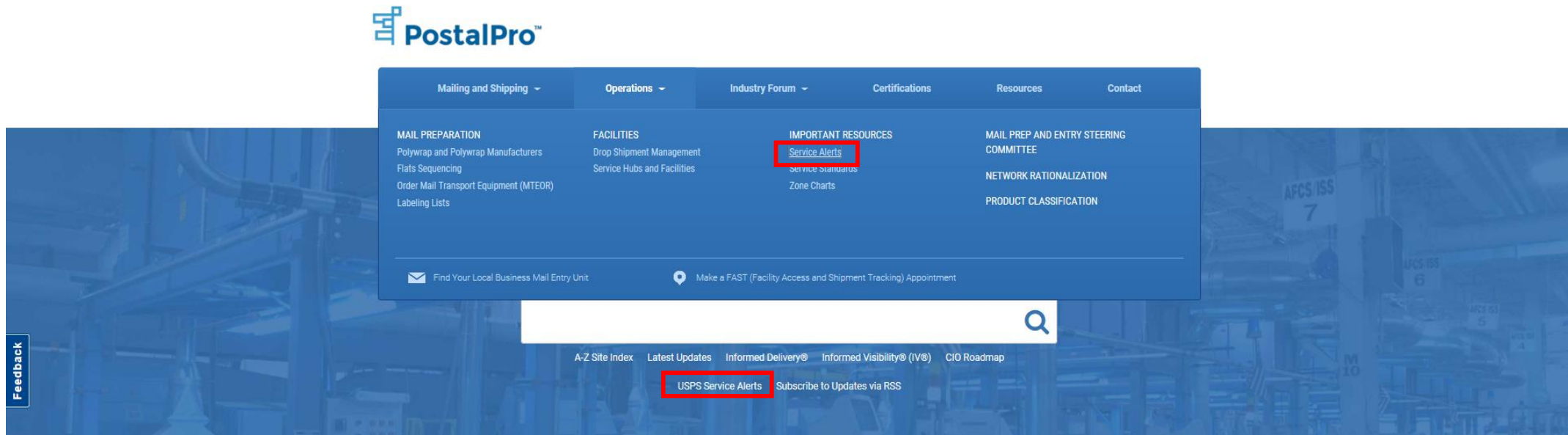
We are monitoring conditions and will provide updates on possible impacts to operations.

As further impacts are identified, updated information being posted to USPS Service Alerts website:

- <http://about.usps.com/news/service-alerts/welcome.htm>

and the PostalPro website:

- <http://postalpro.usps.com/>



The screenshot displays the PostalPro website interface. At the top left is the PostalPro logo. A navigation menu includes 'Mailing and Shipping', 'Operations', 'Industry Forum', 'Certifications', 'Resources', and 'Contact'. The 'Operations' dropdown menu is open, showing categories like 'MAIL PREPARATION', 'FACILITIES', 'IMPORTANT RESOURCES', 'MAIL PREP AND ENTRY STEERING COMMITTEE', 'NETWORK RATIONALIZATION', and 'PRODUCT CLASSIFICATION'. Within 'IMPORTANT RESOURCES', the 'Service Alerts' link is highlighted with a red box. Below the menu, there are two utility links: 'Find Your Local Business Mail Entry Unit' and 'Make a FAST (Facility Access and Shipment Tracking) Appointment'. A search bar is located below these links. At the bottom, a footer contains links for 'A-Z Site Index', 'Latest Updates', 'Informed Delivery®', 'Informed Visibility® (IV®)', and 'CIO Roadmap'. A red box highlights the 'USPS Service Alerts' link, with the text 'Subscribe to Updates via RSS' next to it. A vertical 'Feedback' button is visible on the left side of the page.

Fayetteville NC P&DC

- BME and Drop Shipments redirected to Charlotte P&DC:
 - Marketing Mail & Periodicals
 - All Commercial First-Class Mail

Post Offices

- 30 still closed
- Redirected to closest open locations
- Monitor Industry Alerts and Mail Service Disruption Report for updates

Rocky Mount NC P&DF

- Reopened on Saturday, September 15th

Charleston SC P&DC

- Reopened on Sunday, September 16th

Post Offices

- 453 resumed normal operations since Saturday, September 15th
- Many serving as alternate locations for closed locations nearby



All Post Offices/Stations/Branches/BMEU/Finance Units

- Updates will be sent through “Industry Alerts”
- Updated information will be posted to “USPS Service Alerts” website
<http://about.usps.com/news/service-alerts/welcome.htm>

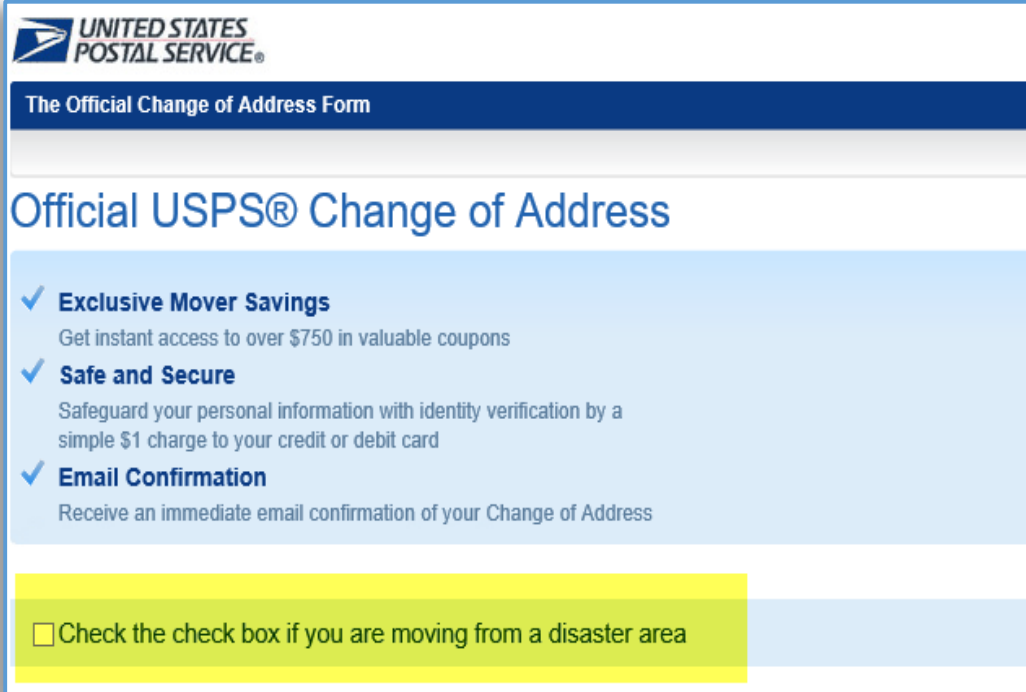
Residential customers	Business mailers	International mailers
		
<p>Service disruption alerts</p> <p>Will I receive mail delivery?</p> <p>Is my Post Office open?</p> <p>Change of address</p> <p>Holding mail</p> <p>Contact us</p>	<p>Service disruption alerts</p> <p>Delivery units not accepting drop shipments</p> <p>Mail Service Disruption Report</p> <p>USPS facilities status</p> <p>Mailer information</p> <p>Contact us</p>	<p>Bahrain</p> <p>China</p> <p>Cuba</p> <p>Guatemala</p> <p>New Zealand</p> <p>Syria</p> <p>Thailand</p> <p>Ukraine</p> <p>United Arab Emirates</p> <p>Yemen</p> <p>Lithium battery shipping regulations</p>

Click on this link to download the file

Mail Service Disruption Report - DOMESTIC (No Updates as of 9/17/18 - 12:00 PM ET)

Legend: Resumed ALL Operations; line item will be completely removed 2 weeks from last update
 Resumed Specified Operations; line item will remain until all operations have resumed
 Facility permanently closed and operations relocated; line item will be completely removed after one week
 Newly Added / Updated

Date of Disrupt	Last Update	Post Office	Affected ZIP(s)	State	Cause	Drop Shipments Redirected to:	Operations Projected Resume Date	Alternate Service Location	Delivery Impacted	# of Impacted Deliveries	# of Possible Delivery Delays	Impacted Delivery %	Operation No Retail
9/17/18	9/17/18	ROSELAND PO	22967	VA	Hurricane Florence				X	1019	400	39.3%	
9/17/18	9/17/18	ROSELAND PO	22976	VA	Hurricane Florence				X	112	112	100.0%	
9/17/18	9/17/18	FOSTER PO	23056	VA	Hurricane Florence				X		143		
9/17/18	9/17/18	HALLIEFORD PO	23068	VA	Hurricane Florence				X		64		
9/17/18	9/17/18	HUDGINS PO	23076	VA	Hurricane Florence				X		247		
9/17/18	9/17/18	MATTHEWS PO	23109	VA	Hurricane Florence				X		508		
9/17/18	9/17/18	MOON PO	23119	VA	Hurricane Florence				X		96		
9/17/18	9/17/18	NEW POINT PO	23125	VA	Hurricane Florence				X		26		
9/17/18	9/17/18	ONEMO PO	23130	VA	Hurricane Florence				X		57		
9/17/18	9/17/18	PORT HAYWOOD PO	23138	VA	Hurricane Florence				X		360		
9/17/18	9/17/18	SUSAN PO	23163	VA	Hurricane Florence				X		85		
9/17/18	9/17/18	ROSELAND PO	24464	VA	Hurricane Florence				X	40	40	100.0%	
9/17/18	9/17/18	MONTEBELLO PO	24464	VA	Hurricane Florence				X		40		
9/17/18	9/17/18	CHAPEL HILL PO	27514	NC	Hurricane Florence				X	12604	12302	97.6%	X
9/17/18	9/17/18	EAGLES AT CHAPEL HILL PO	27517	NC	Hurricane Florence				X	13280	13209	99.5%	X
9/12/18	9/17/18	Edward	27821	NC	Hurricane Florence					112	0	0.0%	X
9/17/18	9/17/18	CHERAW PO	29520	SC	Hurricane Florence				X				X
9/17/18	9/17/18	CLIO PO	29525	SC	Hurricane Florence				X	491	490	99.8%	X
9/17/18	9/17/18	DILLON PO	29536	SC	Hurricane Florence				X				X
9/17/18	9/17/18	FORK PO	29543	SC	Hurricane Florence					228	0	0.0%	X
9/17/18	9/17/18	GREEN SEA	29545	SC	Hurricane Florence					734	0	0.0%	X
9/17/18	9/17/18	HAMMER PO	29547	SC	Hurricane Florence					984	0	0.0%	X
9/17/18	9/17/18	LATTA PO	29565	SC	Hurricane Florence				X	3008	2790	92.8%	X
9/17/18	9/17/18	LITTLE ROCK PO	29567	SC	Hurricane Florence					134	0	0.0%	X
9/17/18	9/17/18	LORIS PO	29569	SC	Hurricane Florence					7645	0	0.0%	X
9/17/18	9/17/18	MC COLL PO	29570	SC	Hurricane Florence				X	1811	1679	92.7%	X
9/17/18	9/17/18	NICHOLS PO	29581	SC	Hurricane Florence				X	1800	1800	100.0%	
9/17/18	9/17/18	SELLERS PO	29592	SC	Hurricane Florence					357	0	0.0%	X
9/13/18	9/16/18	CHARLESTON P&DC	29423	SC	Hurricane Florence	Columbia P&DC 2001 Dixiana Rd. Columbia, SC 29292	Resumed all operations	X	X				



UNITED STATES
POSTAL SERVICE®

The Official Change of Address Form

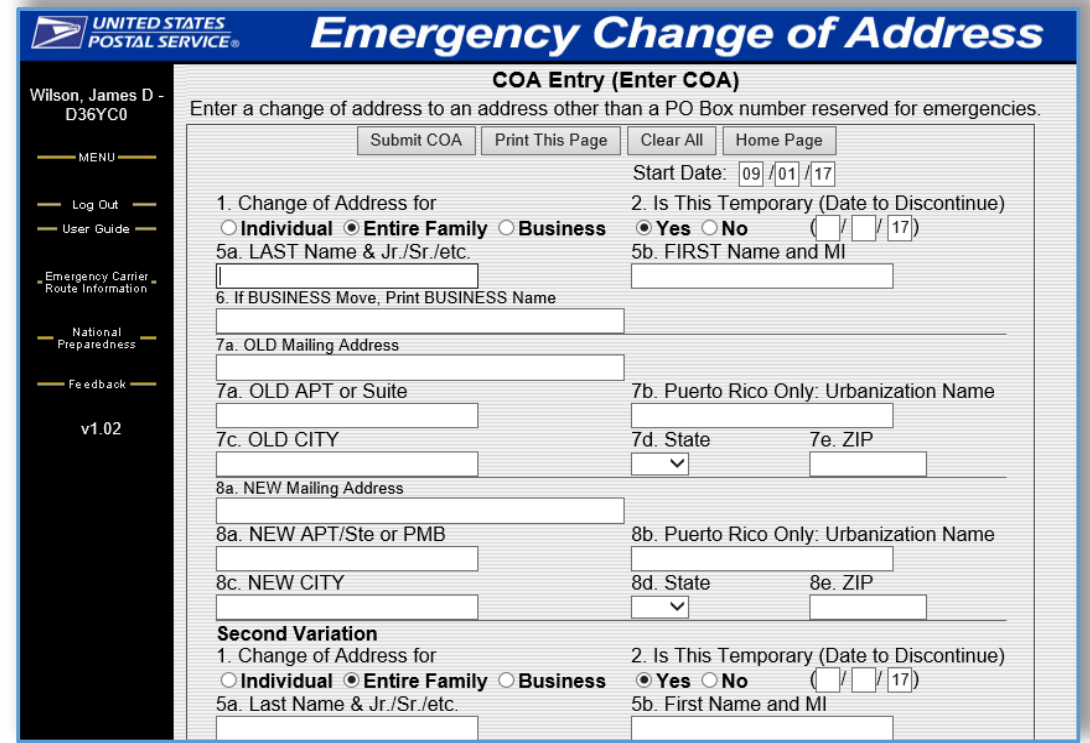
Official USPS® Change of Address

- ✓ **Exclusive Mover Savings**
Get instant access to over \$750 in valuable coupons
- ✓ **Safe and Secure**
Safeguard your personal information with identity verification by a simple \$1 charge to your credit or debit card
- ✓ **Email Confirmation**
Receive an immediate email confirmation of your Change of Address

Check the check box if you are moving from a disaster area

Implemented disaster response option on Internet Change-of-Address website.

Activated Emergency Change-of-Address function that allows USPS personnel to submit COAs for persons domiciled in shelters.



UNITED STATES
POSTAL SERVICE®

Emergency Change of Address

COA Entry (Enter COA)

Enter a change of address to an address other than a PO Box number reserved for emergencies.

Submit COA Print This Page Clear All Home Page

Start Date: 09 / 01 / 17

1. Change of Address for
 Individual Entire Family Business

2. Is This Temporary (Date to Discontinue)
 Yes No (/ / 17)

5a. LAST Name & Jr./Sr./etc. 5b. FIRST Name and MI

6. If BUSINESS Move, Print BUSINESS Name

7a. OLD Mailing Address 7b. Puerto Rico Only: Urbanization Name

7a. OLD APT or Suite 7d. State 7e. ZIP

8a. NEW Mailing Address 8b. Puerto Rico Only: Urbanization Name

8a. NEW APT/Ste or PMB 8d. State 8e. ZIP

8c. NEW CITY

Second Variation

1. Change of Address for
 Individual Entire Family Business

2. Is This Temporary (Date to Discontinue)
 Yes No (/ / 17)

5a. Last Name & Jr./Sr./etc. 5b. First Name and MI

Wilson, James D - D36YC0

MENU

Log Out

User Guide

Emergency Carrier Route Information

National Preparedness

Feedback

v1.02

Contaminated MTE Management

- Submerged sacks, trays, sleeves, tubs cannot be returned to USPS
- Contaminated MTE must be inventoried by the mailer and submitted to the local BSN for assistance
- USPS will assess mailer on-hand inventory from MTEOR for estimate of amount of MTE that was on-hand when Harvey struck

Remittance Mail Operations Update

Industry Information

- USPS BSN and Operations contact list updated
- RMAC email list currently being updated
 - Recent communication to RMAC members re: Hurricane Florence impacts
 - RMAC Board Meeting will be scheduled

Best Practice Implementation

- Processing and communication plan and alerts
- Internal comprehensive Remittance Processing Control Plan

Top USPS Remittance Improvement Initiatives

- Continue Customer Relationship/partnership
- Focus on reducing caller handoff time
- Reduce additional identified processing waste/non value added time

MTE Update

Quality Issues – Service Talk sent 07/02/2018 – extract below:

Top-down re-enforcement to:

All Plant Managers

All Senior Plant Managers

All Managers, Operations Support

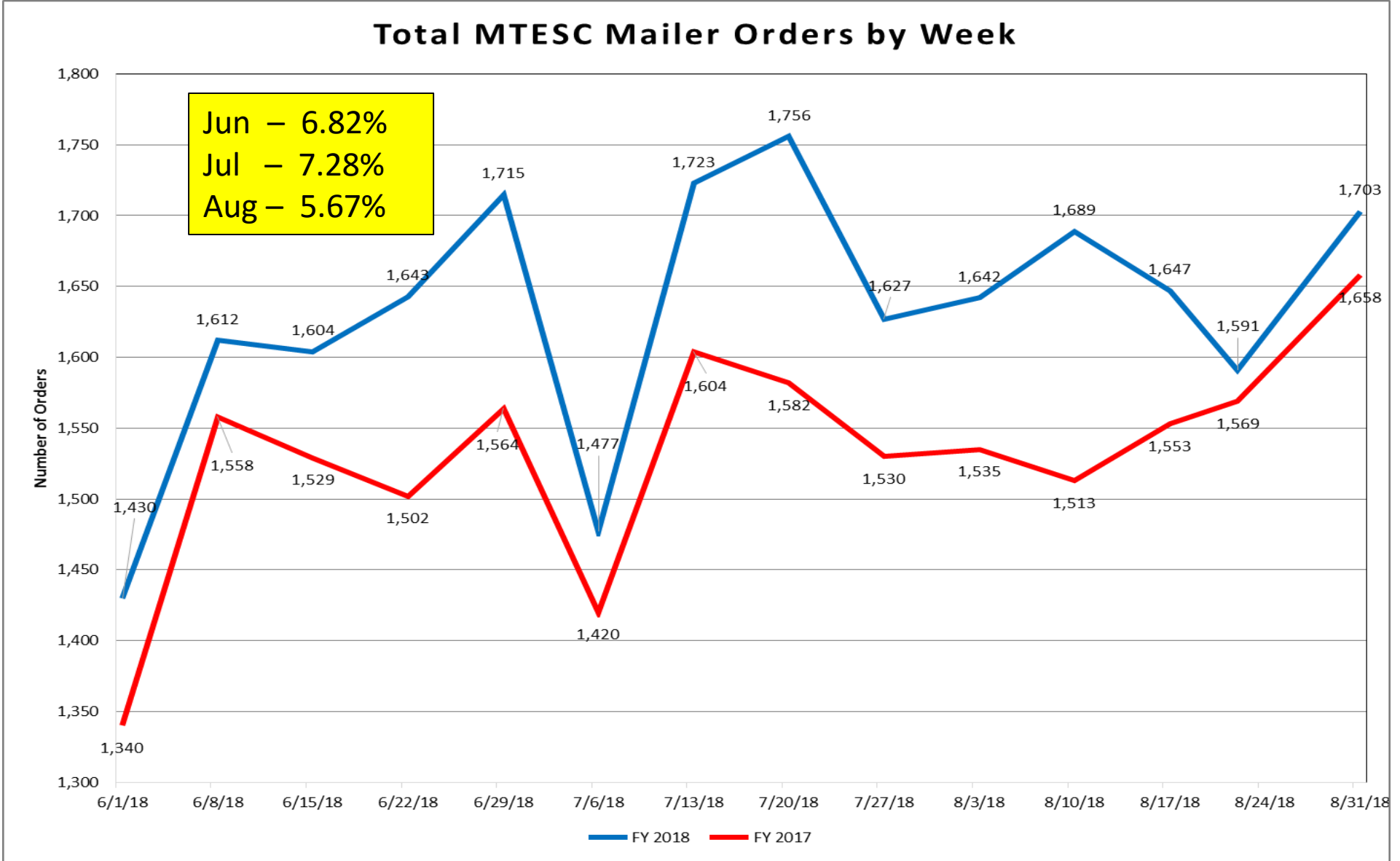
All Managers, In-Plant Support

Postal employees are responsible for removing all labels and tags from trays when they are emptied of mail. Old tray labels should be thrown away and any tags should be collected and reused. Below is an excerpt from the MTE SOP for Processing Facilities:

General

All MTE must be inspected prior to containerizing to ensure all mail has been removed. Any mail trapped in MTE will almost certainly fail to be delivered timely. All mail found in MTE is to be brought to the attention of local management to ensure expedited handling and reporting.

All trash must be removed from MTE before returning to Mail Transport Equipment Service Centers (MTE SC). **All labels, placards, and residual signage** (i.e. “HAZMAT”, “Code Red”, etc.) must be removed from all MTE when emptied.



As of 09/14/18	Current MTESS On-Hand Inventory	1-Week Safety Inventory	Pieces +/- Safety Level	Percent +/- Safety Level	Demand vs SPLY	Inventory vs SPLY
Pallets	1,516,230	600,000	916,230	153%	8%	-11%
EMM Trays	5,015,808	2,000,000	3,015,808	151%	1%	-16%
Half Trays	2,167,520	1,500,000	667,520	45%	-9%	-4%
MM Trays	5,913,810	3,250,000	2,663,810	82%	3%	18%
EMM Sleeves	3,875,373	2,500,000	1,375,373	55%	-2%	-43%
Half Sleeves	2,347,956	1,750,000	597,956	34%	-8%	-30%
MM Sleeves	4,794,534	4,000,000	794,534	20%	1%	33%
Flat Tubs	1,578,696	800,000	778,696	97%	5%	-49%
#1 Sacks	3,945,000	1,500,000	2,445,000	163%	20%	89%

Source: MTESS



USPS Commitment



Sufficient capacity in our networks



Timely dispatches from our processing facilities



Peak days/weeks identified and resource plans in place



Comprehensive contingency planning (weather impacts)



Industry partnership/communication