

AREAS INSPIRING MAIL



AINA

**NORTHEAST AREA
NOVEMBER 14, 2018**



Enhancements of Informed Visibility



Event-Driven
Internal
Measurement
of Mail



Near
Real-Time Service
Performance
Diagnostics



Mail Inventory
Management of
Mail and Packages



Predictive
Workloads on Mail
and Packages



End-to-End
Tracking of Mail
and Packages



Ease of Use

Near-real-time enterprise-wide system that is the **single source** for all mail visibility information.

Leverages robust data stream to provide business intelligence for USPS and the Mailing Industry.

Synergy Across 3 Integrated Work Streams



Event-driven near real-time **service performance measurement** for mail

Single Mail Repository

Powerful Analytical Engine

Near Real-time Processing

Connecting digital intel with the physical world through next-gen analytics to provide near real-time visibility from acceptance to delivery – available from virtually any location



Event-driven near real-time **mail inventory and predictive workloads**



Event-driven near real-time **mail tracking and reporting**



Mail Tracking & Reporting

Data Delegation



SHARING INFORMATION

near real-time

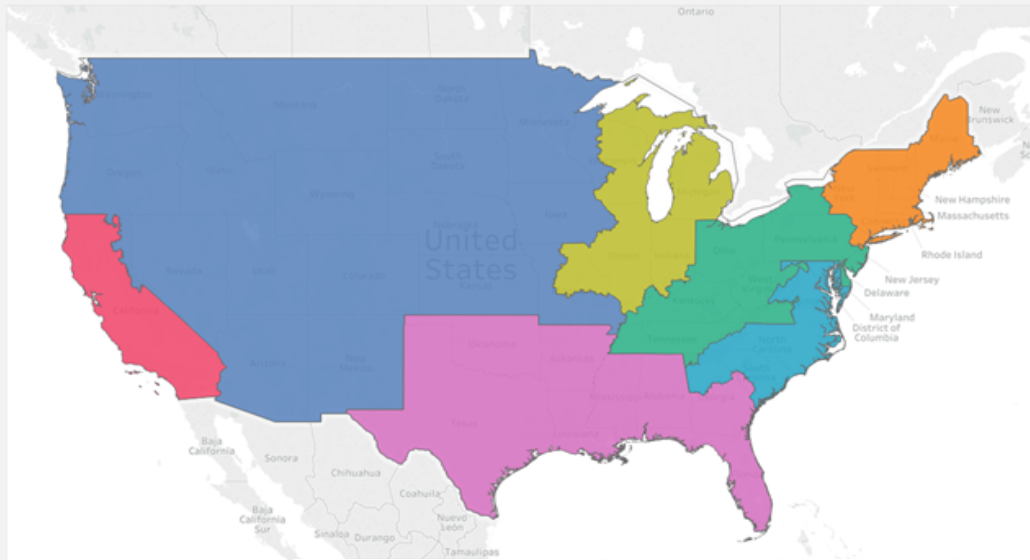
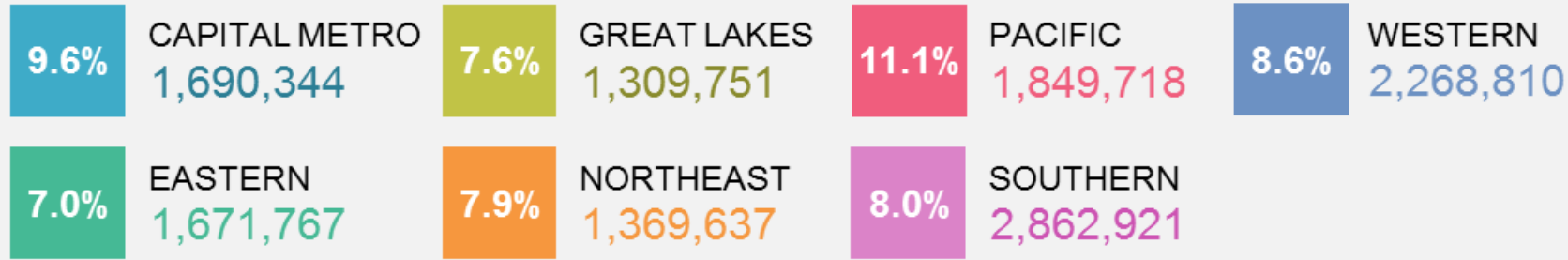
- weekly
- daily
- hourly

The image shows a hand holding a smartphone against a green background. The phone screen displays a 'Mailer Visibility' login interface with fields for 'Username', 'Password', and 'NASS Code'. Above the phone, three circular icons represent different update frequencies: a snail for 'weekly', a bicycle for 'daily', and a rocket for 'hourly'. The text 'near real-time' is written in white at the top right.

A horizontal sequence of six circular icons illustrating the mail tracking process. From left to right: 1. A mail carrier handing a red envelope to a recipient. 2. A satellite dish with the letters 'TV' overlaid. 3. A smiling woman wearing a headset. 4. A hand holding a smartphone displaying a '50% OFF ANY ONE OF REGULAR PRICES!' coupon. 5. A hand placing a red envelope into a mailbox. 6. A hand holding a red coupon with '50% OFF ANY ONE OF REGULAR PRICES!' text.

Mail Delivered Real-Time Data Received Mailer Notified Email Sent Mail Moment Customer Conversion

Total Users & Household Saturation By Area



13M+
Total Users

10,852
Total App
Enrollments

8.3M
Email-enabled
Users

4500+
Mailer
Campaigns
Created

Consumer Acquisition Plan

- Integrate Informed Delivery sign-up with new:
 - PO Boxes ~ 3M
 - Passports ~ 3.4M
 - Redelivery Request ~ 2M
- Employee “Inform 5” Program
- Holiday Mailing – 105M pieces
- “Employee Enrollment” Support
 - Link, Area Updates, District Newsletters





NEXT GENERATION MDD



CO-BRANDED LOCKERS



NeighborPOST



3rd PARTY LOCKERS

Volume Processed FY 2019

**Northeast Area has Processed Combined
2.5B Letters and Flats**

- 1.57B Marketing Mail (+0.5%)
- 462M Single Piece First Class (-0.3%)
- 662M Pre-Sort First Class (-0.6%)
- 64.53M Periodicals (-6.0%)

Marketing Mail FY19 vs SPLY YTD

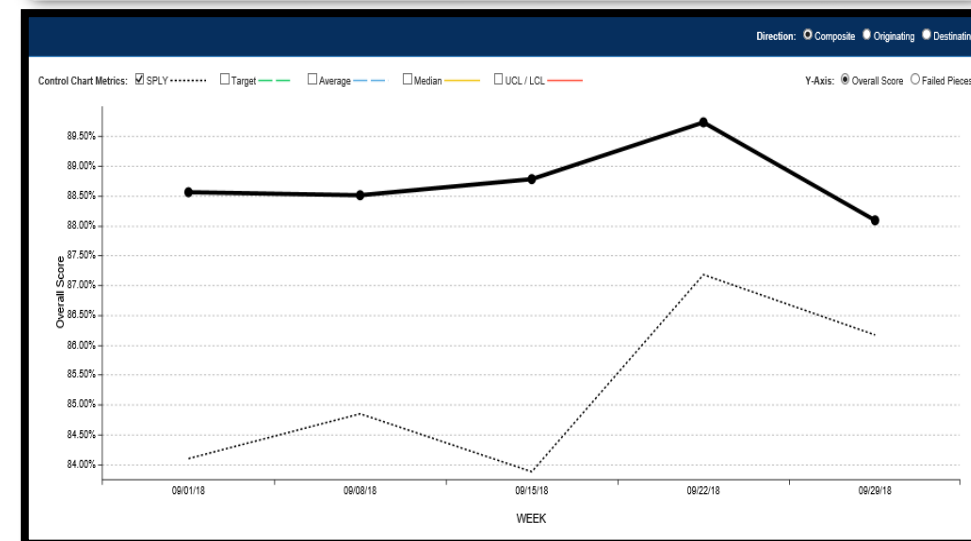
District	SPLY Total Volume	FY 19 Total Volume	SPLY Total Achieved Vol	FY19 Total Achieved Volume	SPLY Performance	FY19 Performance
ALBANY	132,716,563	135,734,953	121,029,571	124,431,241	91.19%	91.67%
CARIBBEAN	-	5,883,327	-	4,867,509	0.00%	82.73%
CONNECTICUT VALLEY	286,552,685	288,154,477	241,589,689	252,367,503	84.31%	87.58%
GREATER BOSTON	220,701,346	212,401,951	195,010,900	188,259,822	88.36%	88.63%
LONG ISLAND	144,311,676	139,047,779	129,640,391	128,031,974	89.83%	92.08%
NEW YORK	102,742,124	95,973,325	92,533,362	86,800,190	90.06%	90.44%
NORTHERN NEW ENGLAND	121,741,691	124,306,985	110,234,627	111,068,834	90.55%	89.35%
NORTHERN NEW JERSEY	281,889,500	293,058,485	252,190,089	263,129,490	89.46%	89.79%
TRIBORO	171,206,988	174,859,469	141,019,045	154,198,311	82.37%	88.18%
WESTCHESTER	111,300,479	105,205,788	93,575,405	91,311,985	84.07%	86.79%
NEA Total	1,573,163,052	1,574,626,539	1,376,823,079	1,404,466,859	87.52%	89.19%

Periodicals FY19 vs SPLY YTD

District	SPLY Total Volume	FY 19 Total Volume	SPLY Total Achieved Vol	FY19 Total Achieved Volume	SPLY Performance	FY19 Performance
ALBANY	6,701,552	6,058,540	5,943,645	5,342,776	88.69%	88.19%
CARIBBEAN	-	147,186	-	128,481	0.00%	87.29%
CONNECTICUT VALLEY	10,722,898	12,427,143	9,115,458	11,046,541	85.01%	88.89%
GREATER BOSTON	10,689,774	10,401,594	9,348,028	9,237,188	87.45%	88.81%
LONG ISLAND	6,311,074	5,038,998	5,517,084	4,458,054	87.42%	88.47%
NEW YORK	4,349,761	4,028,547	3,654,851	3,496,644	84.02%	86.80%
NORTHERN NEW ENGLAND	7,572,739	7,167,746	6,366,264	6,132,661	84.07%	85.56%
NORTHERN NEW JERSEY	10,351,749	9,312,233	8,793,653	8,316,677	84.95%	89.31%
TRIBORO	6,712,528	5,454,121	6,099,425	4,866,636	90.87%	89.23%
WESTCHESTER	4,938,322	4,497,687	4,229,457	3,661,623	85.65%	81.41%
NEA Total	68,350,397	64,533,795	59,067,865	56,687,281	86.42%	87.84%

Marketing Mail/Periodical Trend vs SPLY

09/01-09/29



First Class Parcel Volume Processed FY 2019

**Year to Date NEA has
Processed 27 Million
First Class Packages**

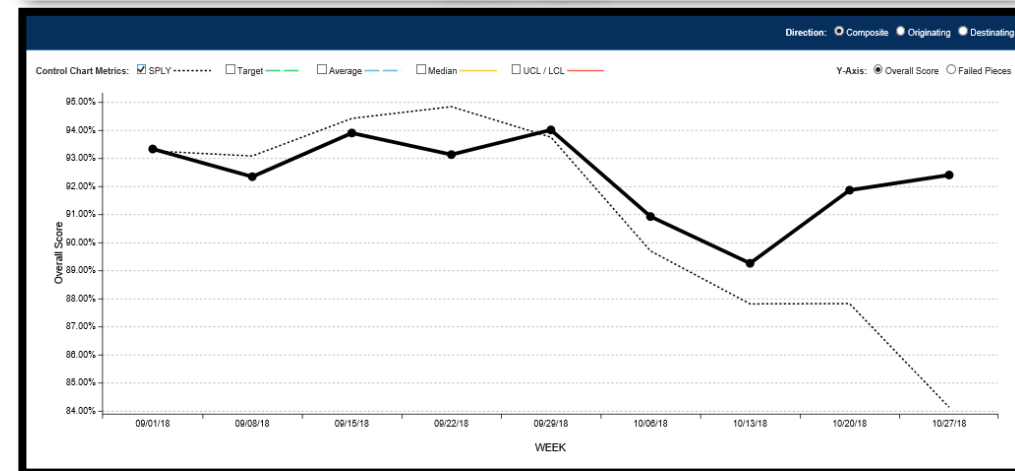
First Class Parcel Service Scores NEA FY19 vs SPLY

District	SPLY Total Volume	FY19 Total Volume	SPLY Achieved	FY 19 Achieved	SPLY Performance	FY19 Performance
ALBANY	1,333,278	1,797,894	1,199,331	1,558,169	89.95%	86.67%
CARIBBEAN	249,323	632,067	26,276	527,769	10.54%	83.50%
CONNECTICUT VALLEY PFC	2,688,239	3,550,972	2,413,477	3,126,290	89.78%	88.04%
GREATER BOSTON PFC	2,379,300	3,240,607	2,159,302	2,847,176	90.75%	87.86%
LONG ISLAND	1,854,461	3,012,471	1,646,274	2,730,465	88.77%	90.64%
NEW YORK	1,156,111	1,677,368	1,016,016	1,474,371	87.88%	87.90%
NORTHERN NEW ENGLAND PFC	1,747,036	2,325,589	1,593,265	2,067,587	91.20%	88.91%
NORTHERN NJ	3,519,744	5,273,978	3,128,084	4,731,383	88.87%	89.71%
TRIBORO	3,052,848	4,111,794	2,604,748	3,555,105	85.32%	86.46%
WESTCHESTER	1,138,988	1,593,260	967,674	1,336,965	84.96%	83.91%
NEA Total	19,119,328	27,216,000	16,754,447	23,955,280	87.63%	88.02%

Priority Parcel Service Scores NEA FY19 vs SPLY

District	SPLY Total Volume	FY19 Total Volume	SPLY Achieved	FY 19 Achieved	SPLY Performance	FY19 Performance
ALBANY	1,436,498	1,533,206	1,329,502	1,392,975	92.55%	90.85%
CARIBBEAN	867,779	1,113,039	79,109	967,117	9.12%	86.89%
CONNECTICUT VALLEY PFC	2,777,439	2,907,231	2,529,084	2,610,521	91.06%	89.79%
GREATER BOSTON PFC	2,502,604	2,659,889	2,291,308	2,396,383	91.56%	90.09%
LONG ISLAND	1,719,500	2,236,614	1,601,003	2,103,349	93.11%	94.04%
NEW YORK	1,379,170	1,503,941	1,243,889	1,375,974	90.19%	91.49%
NORTHERN NEW ENGLAND PFC	1,878,762	1,993,440	1,744,614	1,808,041	92.86%	90.70%
NORTHERN NJ	3,104,042	3,588,438	2,847,414	3,354,277	91.73%	93.47%
TRIBORO	2,567,404	2,975,373	2,349,630	2,764,253	91.52%	92.90%
WESTCHESTER	1,279,680	1,388,845	1,169,408	1,273,078	91.38%	91.66%
NEA Total	19,512,878	21,900,016	17,184,961	20,045,968	88.07%	91.53%

Priority Performance Trend vs SPLY 09/01-11/02



Northeast Area Customer Service

- **4,019 Retail Units**
- **1,156 Delivery Units**
- **2,095 Retail Units w/ Delivery**
- **18,824,930 Possible Deliveries**

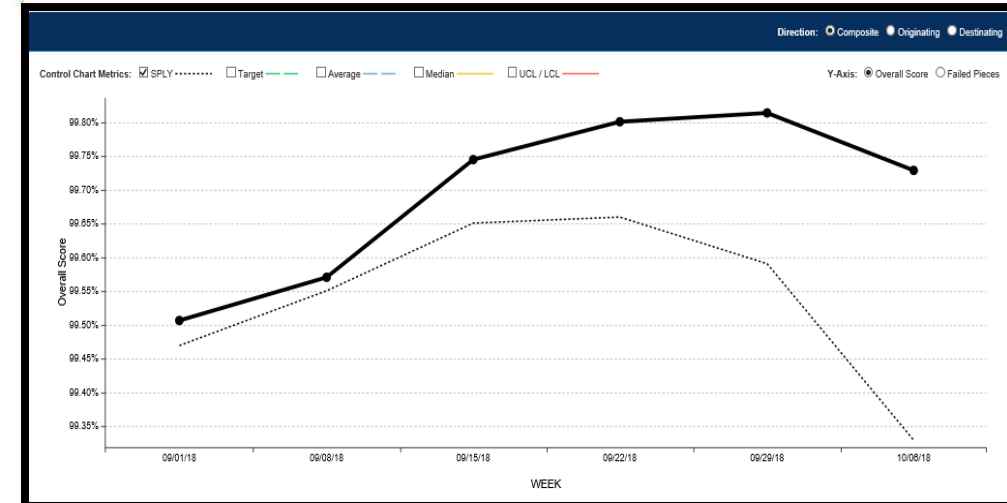
TOTAL PACKAGES DELIVERED NORTHEAST AREA FY 2019 YTD vs. SPLY

District	FY'19 YTD Total Packages Delivered	SPLY Total Packages Delivered	Increase in Packages FY'19 YTD vs. SPLY
ALBANY	5,128,977	4,596,505	532,472
CARIBBEAN	1,891,724	1,250,359	641,365
CONNECTICUT VALLEY	10,874,597	9,864,085	1,010,512
GREATER BOSTON	9,381,636	8,486,063	895,573
LONG ISLAND	4,643,000	4,348,098	294,902
NEW YORK	6,387,499	5,515,330	872,169
NORTHERN NEW ENGLAND	6,699,714	5,951,015	748,699
NORTHERN NJ	8,226,424	7,610,828	615,596
TRIBORO	9,424,330	8,057,877	1,366,453
WESTCHESTER	4,964,386	4,178,179	786,207
NORTHEAST AREA	67,622,287	59,858,339	7,763,948

PARCEL SELECT SERVICE SCORES NORTHEAST AREA FY 2019 YTD vs. SPLY

District	FY'19 YTD Parcel Select Volume	SPLY Parcel Select Volume	FY'19 YTD Parcel Select Achieved	SPLY Parcel Select Achieved	FY'19 YTD Service Score	SPLY Service Score
ALBANY	2,843,509	2,768,299	2,838,247	2,761,819	99.81%	99.77%
CARIBBEAN	229,279	132,530	229,099	123,357	99.92%	93.08%
CONNECTICUT VALLEY	6,630,542	6,851,875	6,625,602	6,823,873	99.93%	99.59%
GREATER BOSTON	5,255,633	5,434,406	5,248,310	5,410,925	99.86%	99.57%
LONG ISLAND	2,690,211	2,958,552	2,687,550	2,951,196	99.90%	99.75%
NEW YORK	3,560,503	3,293,465	3,534,938	3,267,032	99.28%	99.20%
NORTHERN NEW ENGLAND	3,614,784	3,474,539	3,608,459	3,464,771	99.83%	99.72%
NORTHERN NJ	4,501,682	5,007,240	4,497,347	4,990,179	99.90%	99.66%
TRIBORO	6,534,532	6,113,906	6,494,236	6,058,592	99.38%	99.10%
WESTCHESTER	3,229,366	2,952,997	3,222,127	2,942,492	99.78%	99.64%
NORTHEAST AREA	39,090,041	38,987,809	38,985,915	38,794,236	99.73%	99.50%

Parcel Select Performance vs SPLY 09/01-09/29



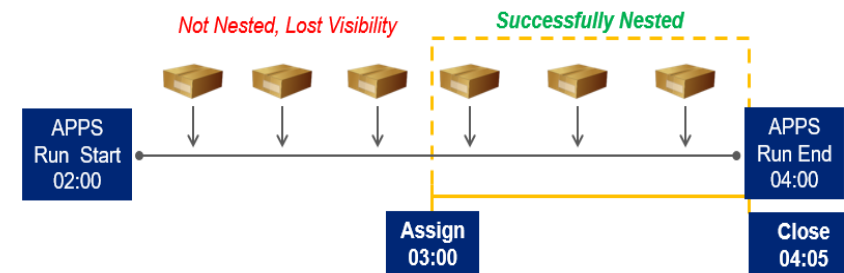
RSCF Parcel Return Parcel Service Scores						
NEA FY19 vs SPLY						
District	SPLY Total Volume	FY19 Total Volume	SPLY Achieved	FY 19 Achieved	SPLY Performance	FY19 Performance
ALBANY	38263	43384	23655	35225	62.97%	81.38%
CARIBBEAN	2154	7980	1454	6412	67.50%	80.33%
CONNECTICUT VALLEY PFC	80115	99735	58661	88659	73.93%	89.00%
GREATER BOSTON PFC	69598	86628	32787	68844	51.22%	80.20%
LONG ISLAND	27596	33411	19274	27747	70.73%	83.08%
NEW YORK	64347	94489	14390	41212	24.46%	43.64%
NORTHERN NEW ENGLAND PFC	67653	74813	51201	64266	76.27%	86.00%
NORTHERN NJ	57813	67168	18003	46984	31.87%	70.61%
TRIBORO	50316	68776	30933	52947	63.56%	77.10%
WESTCHESTER	33079	41098	16216	30507	50.28%	74.33%
Grand Total	490934	617482	266574	462803	56.28%	75.19%



Nesting Packages within a Container (MPE or Manual)

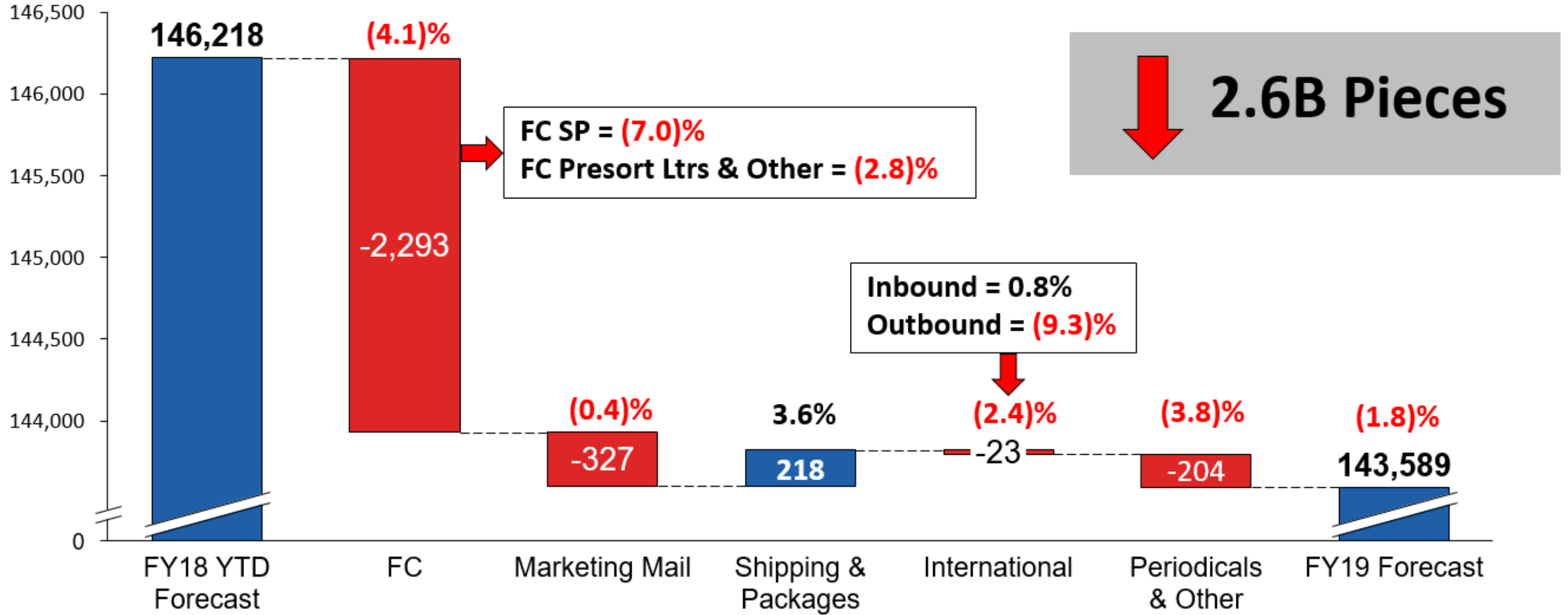
Nesting Capabilities and Surface Visibility Scanning Increases Parcel Return time.

- Parcel Return Service (PRS) Plants
Processed 600K FY19
- Volume increase of 20%

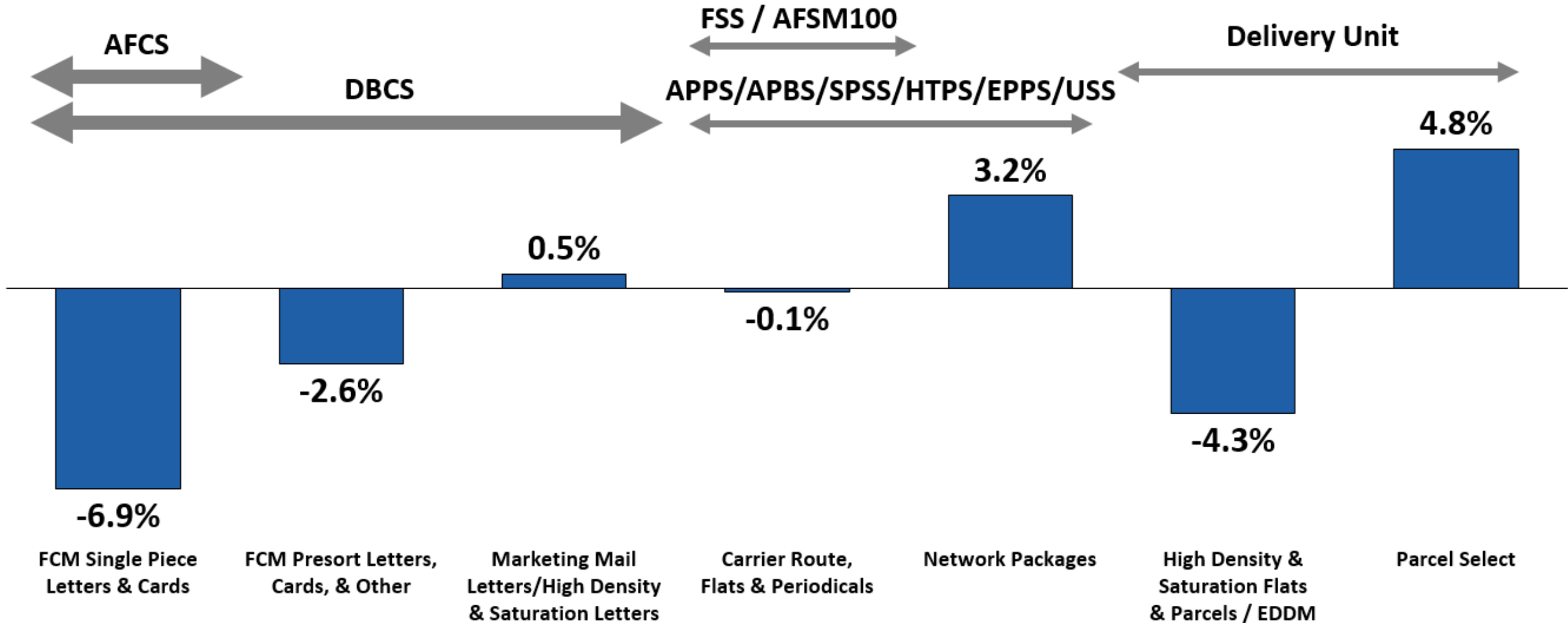


- ☐ Packages that fall into the bin between SV Assign and SV Close scans will be nested

(Pieces – Millions)



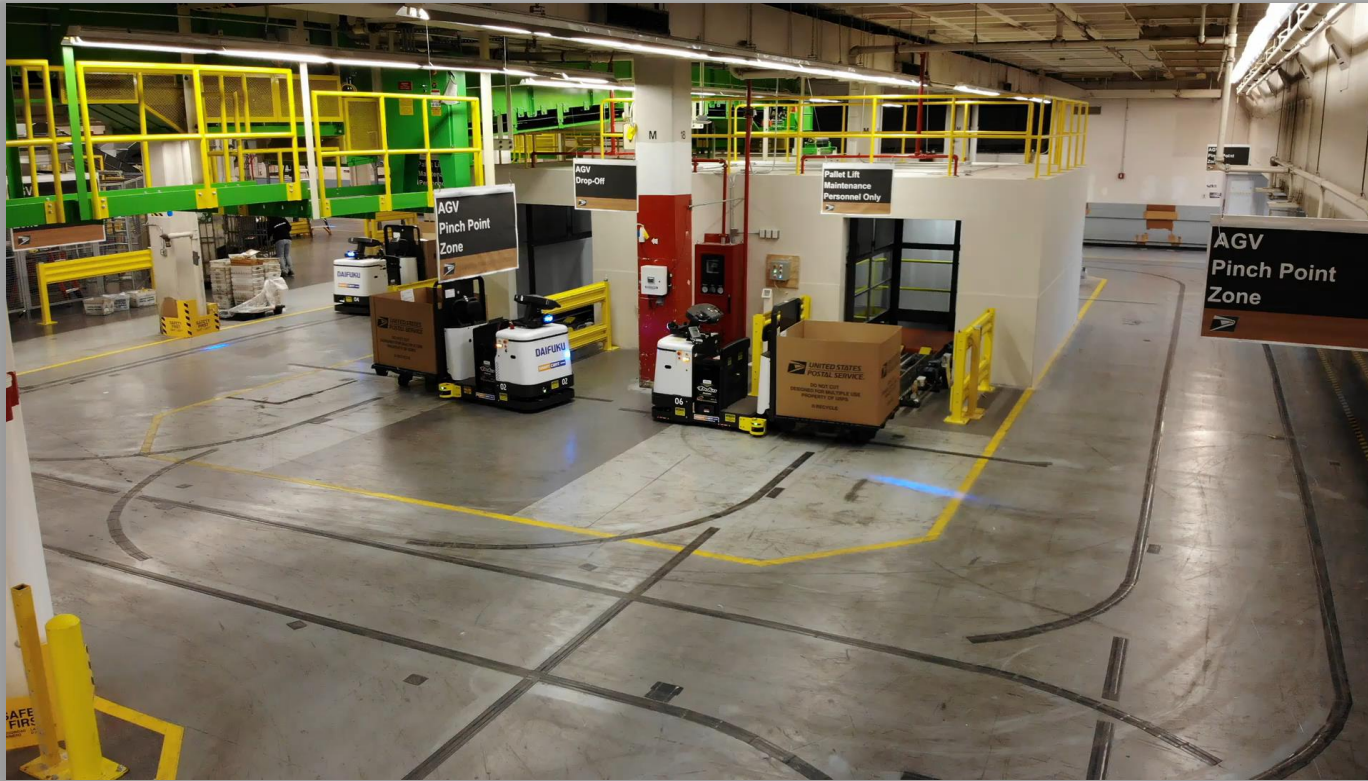
2019 v. 2018 – Operational Impacts



	Site	Activity
APBS bin expansion	Mid Island	Add 16 Bins & elevate both machines
APBS bin expansion	Syracuse	Relocate machine & add 64 bins
APBS bin expansion	Westchester	Relocate Feed Systems & add bins to make both machines 180 bins
APBS Feed System	San Juan P&DC	Design custom Feed System
APBS Feed Expand	Southern Maine	Add conveyor section and Pallet Unloader
APBS Relocation	Bethpage	Bethpage under review to receive an APBS
ATS conveyor replacement	Hartford	Tray Conveyor replacement between ATS & RCS
HSUS Feed System	NJ NDC	Add Feed system w dumpers, Scan Tunnel & reject keying loop
LCTS Upgrade	Bethpage	ACT will complete upgrade OS, computer, pushers, software
LCTS install on second floor	Brooklyn	Penetration / Feed to second floor and LCTS install to be designed
LCUS Camera Addition	Nashua	Add mounted cameras to remaining (2) inductions to read trays
Letter Automation Upgrade		Boston, DVD, Hartford, Morgan, Westchester - all Phase 3-5 DBCS
Letter Loose Mail Mod	Albany	Relocate AFCS 200, modify BDS and update screen graphics
Letter Loose Mail Mod	Manchester	Eliminate excess Feed Conveyor & modify screen graphics
Letter Loose Mail Mod	Mid Island	Eliminate excess Feed Conveyor & modify screen graphics
Rapistan Auto Induct upgrade	Nashua	LM to upgrade the PC, OS on the FSD Induction conveyors
Rapistan Carrier Cell	Greater Newark	MHE to create schedule for replacement of Carrier Cells
Rapistan Sorter Refurb	Bethpage	MHE to create schedule for upgrade of both RAP machines.
Rapistan Sorter Refurb	Greater Newark	MHE to create schedule for upgrade of Destinating RAP machines.
RCS relo and LCTS upgrade	Mid Island	MHE re-layout RCSs and add capacity through new HSTS

KEY

- APBS: Automated Package Bundle Sorter
- MHE: Material Handling Engineering
- ATS: Automated Tray Sleever
- HSUS: High Speed Universal Sorter
- LCTS: Low Cost Tray Sorter
- LCUS: Low Cost Universal Sorter
- RCS: Robotic Containerization System



Automated Guided Vehicles Accepted in March of 2018.

- Safe
- 49 Pallets per Hour moved with 9 AGVs
- Completely Automated
- Efficient Pallet Movement from one Floor to Next

- Eastern ME Automated Delivery Unit Sorter installed August 2018. Ability to process approximately 10,000 pieces a day at average throughput of 3,000 PPH. APBS moved to Southern Maine.
- APBS installed October 2018 in Brooklyn to improve package sorting capacity
- APBS currently being installed in NJ Metro to improve capacity and eliminate secondary handling



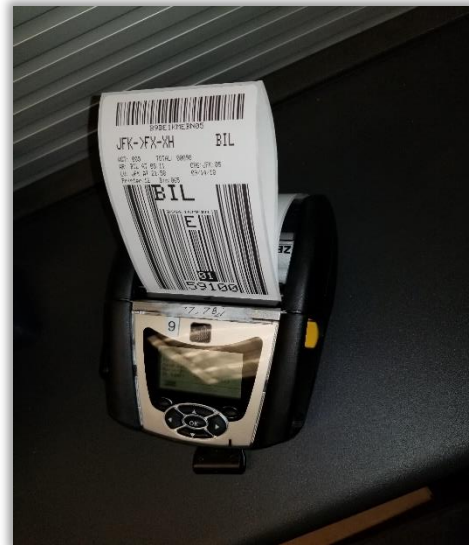
Queens and Greater Newark

- The TSA program increases the package processing productivity by eliminating the requirement to individually weigh and scan containers using Manual Scan Where You Band (MSWYB) workstations in order to print the Dispatch and Routing (D&R) label for each sack.
- D&R mobile Printers will:
 - Communicate within the USPS facility's wireless network by way of Wi-Fi. Location sensor technology will be implemented in Phase II.
 - Receive data from Result Repository (RR).
 - Print D&R labels that comply with USPS label specifications and contain the data to dispatch and route the outgoing mail to their intended destinations.





- Under the Transportation Sweepaside Assignment (TSA) program, Dispatch & Routing (D&R) labels are produced from wearable/wireless Printers that communicate within the USPS internal data network via Wireless Fidelity (Wi-Fi). It is also known as Zone Printing.
- TSA Printers are worn by machine operators assigned to sweep bins on USPS Mail Processing Equipment (MPE) that include, but not limited to, Advanced Package Processing Systems (APPS), and High Throughput Package Processing Systems (HTTS).





Thank You

