

MTAC Focus Group Session Notes
Wednesday, November 28, 2018

MAIL PREPARATION & ENTRY, OPERATIONS

Robert Cintron, USPS VP-Network Operations
Bob Rosser, MTAC Industry Leader, Mail Prep, Entry & Operations

Session 3: MAIL PREP & ENTRY/OPERATIONS (ALL CLASSES) (CINTRON/ROSSER)	1:15 – 2:30 pm
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Safety

- Review of Safety issues cited examples of recent fatal accidents occurring in yards with vehicles not being chocked, safety precautions not being followed.
- Review of the importance of properly prepared pallets. Broken pallets, bundle breakage creating issues and additional handling when they have to be re-strapped.
- 833 irregularities reported and 281 images captured (as of Nov 26)
- Data from irregularity reports, combined with photo capture eMIR will be sent to MSPs beginning 12/13/18 will include photo, irregularity type, where it occurred, and if there was an appointment ID linked to the report.
- Discussion of making determination of what the cause is for bundle breakage; improper prep or improper handling by USPS?
 - USPS cited the use of work hours to rework broken bundles.
 - Industry asserts that the preparation regulations need to be revised. USPS view that if it was prepared correctly, there would not be breakage, Industry saying they know certain bundles will break (in spite of DMM requirements, so they will create two, when only one is called for from Mail.dat.)

Review of drop ship dashboard and on-time arrivals

Internal Drop Ship Dashboard is designed for analyses of drop ship appointment on-time arrival performance and cycle times by site and mailer to help identify which mailers have the longest wait times, and where the cycle time can be reduced.

- On time arrival score: 27.5%
- Average cycle time: 35.4 minutes.

Peak Period Operations Open Call

During peak period, there will be a daily call (Mon-Fri) providing update on network conditions, facility updates, etc. This will be a 15 minute call Monday – Friday, communicated to customers via sales personnel, and Industry Alerts.

Service Performance

Review of service performance by Mail Class, details available on PostalPro presentation, Mail Prep and Entry, Operations Focus Group Presentation - November 28, 2018. Refer to PostalPro for detailed information on each mail class at <https://postalpro.usps.com/node/5853>

Technology Updates

- Geospatial technology update. GPS data will replace scanning. Breadcrumb info from industry, carrier scanners on the street.
- Working on a new mail visibility application that will allow log-in from smart phone when mailers arrive at facility.

Delivery & Retail Operations, Peak Season Readiness

- 50,000 holiday hires have been on-boarded to date.
- Additional Space: 36 peak annexes
- Delivery Unit sorters – 21 currently in the field
- Closing at 12 noon on December 24th, collections will be picked up as scheduled.
- Proactive Mail Advancement
- Mail Deliveries 8 PM and after are more common and more expected
- Review of holiday shipping deadlines
- Peak Season Communications, Daily call with areas

2018 Holiday Pick-ups and Deliveries

- December 24 Normal Pick-ups and Deliveries
- December 25 Closed
- December 26 Normal Pick-ups and Deliveries
- December 31 Normal Pick-ups and Deliveries
- January 1, 2019 Closed
- January 2, 2019 Normal Pick-ups and Deliveries

2018 Holiday Shipping Deadlines sent via Industry Alerts



October 10, 2018

2018 Holiday Shipping Deadlines

The Postal Service recommends the following mailing and shipping deadlines for expected delivery by Dec. 25 to Air/Army Post Office/Fleet Post Office/Diplomatic Post Office and domestic addresses:

- Nov. 6 – APO/FPO/DPO (all ZIP Codes) USPS Retail Ground^o
- Dec. 4 – APO/FPO/DPO (ZIP Code 093 only) Priority Mail[®] and First-Class Mail[®]
- Dec. 11 – APO/FPO/DPO (all other ZIP Codes) Priority Mail and First-Class Mail
- Dec. 14 – USPS Retail Ground
- Dec. 18 – APO/FPO/DPO (except ZIP Code 093) USPS Priority Mail Express^o
- Dec. 20 – First-Class Mail (including greeting cards)
- Dec. 20 – First-class packages (up to 15.99 ounces)
- Dec. 20 – Hawaii to mainland Priority Mail and First-Class Mail
- Dec. 20 – Priority Mail
- Dec. 20 – Alaska to mainland Priority Mail and First-Class Mail
- Dec. 22 – Alaska to mainland Priority Mail Express
- Dec. 22 – Hawaii to mainland Priority Mail Express
- Dec. 22 – Priority Mail Express

^oNot a guarantee, unless otherwise noted. Dates are for estimated delivery before December 25. Actual delivery date may vary depending on origin, destination, Post Office acceptance date and time and other conditions. Some restrictions apply. For Priority Mail Express[®] shipments mailed December 22 through December 25, the money-back guarantee applies only if the shipment was not delivered, or delivery was not attempted, within two (2) business days.



October 16, 2018

2018 Holiday Shipping Deadlines

The Postal Service recommends the following international mailing and shipping deadlines for expected delivery by Dec. 25.

INTERNATIONAL	Global Express Guaranteed [®] (GXG) ^{***}	Priority Mail Express International [®] (PMEI)	Priority Mail International [®] (PMI)	First-Class Package International Service [®] (FCPIS)
Mail Addressed To:	MAIL BY:	MAIL BY:	MAIL BY:	MAIL BY:
AFRICA	Dec. 19	Dec. 8	Dec. 1	Dec. 1
ASIA/PACIFIC RIM	Dec. 19	Dec. 15	Dec. 8	Dec. 8
AUSTRALIA/NEW ZEALAND	Dec. 20	Dec. 15	Dec. 8	Dec. 8
CANADA	Dec. 20	Dec. 15	Dec. 8	Dec. 8
CARIBBEAN	Dec. 20	Dec. 15	Dec. 8	Dec. 8
CENTRAL & SOUTH AMERICA	Dec. 18	Dec. 8	Dec. 1	Dec. 1
MEXICO	Dec. 19	Dec. 15	Dec. 8	Dec. 8
EUROPE	Dec. 20	Dec. 15	Dec. 8	Dec. 8
MIDDLE EAST	Dec. 20	Dec. 15	Dec. 8	Dec. 8

^{***}Not a guarantee, unless otherwise noted. Dates are for estimated delivery before December 25. Actual delivery date may vary depending on origin, destination, Post Office acceptance date and time and other conditions.

Parcel Return Service Review

Review of measures to improve security and compliance with PRS; deficiencies will be addressed with additional or remedial training, in addition to the use of visual aids and service talks.

ACTION ITEMS

- Daily (Mon – Fri) call at 1PM open to customers beginning December 3rd will be communicated to customers via Industry Alerts. Sales personnel will also communicate this to their customers. Response – will send Industry Alert message by COB Friday, November 30
- Question on carrier parcel scanning process: Scans they are seeing are delivered, notice left; are subsequent scans entered by a clerk? Carrier enters the reason it wasn't delivered, the clerk will endorse it for final disposition. Standard work visual that will be sent out through Lisa Adams. (Wendy Smith)
Response – Lisa will provide visual