MTAC Focus Group Session Notes
Wednesday, June 19, 2019

<mark>MAIL PREPARATION & ENTRY, OPERATIONS</mark>
Robert Cintron, USPS VP-Network Operations
Bob Rosser, MTAC Industry Leader, Mail Prep, Entry & Operations

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Session 1: MARKETING MAIL   (Flanagan, MTAC Industry Leader)

DISCUSSION TOPIC

- <u>Service Performance Update</u>

  - Marketing Mail performance, FY 19 Q3 TD, destination letters and flats 95.3 and 92.7 respectively Improved scores on destination entry. Originating Letters and flats 68.7 and 56.8 respectively.

  - DSCF and DNDC FY 19 Q 3 TD scores 94.9 and 94.6 respectively. DSCF and DNDC End-to-end overall volume trending downward.

- <u>FY 19 Q3 TD Marketing Mail Flats Container Visibility</u>

  - Investigate low pallet scans at SCF and DDU entry

    o In FY19 Q3 TD, ~89% of 99M Marketing Mail Flats containers received a scan

  - Total containers 516,792 – 88.69% with scans

  - In FY19 Q3 TD, ~87% of 99M Marketing Mail Letters containers received a scan

  - 971,673 total containers, 87.24% containers with scans

- Industry brought up a discussion on service delays at NDCs. USPS is looking at where the gaps are. It is sometimes hard to figure out when delivery will happen based on some circumstances. USPS will do a deep dive into specific areas. Industry asked how much mail is not in measurement.

  - In order to understand the site USPS needs to know the who and why to effect change. Industry stated they have been experiencing issues with PostalOne! which could impact scan rates. USPS needs to create a trend.

  - USPS is working with Enterprise Analytics and has all the documents. No Show appointments 29% appointments are no shows. Identify top no show customers. MEPT has assigned specific people to work with customers. Good predictive data early arrivals as well as late arrivals. GPS getting better every day.

- <u>Fast Appointments</u>

- In the past 4 weeks, 29% of appointments were no shows

- Industry asked when there is a "no show" is FAST updated so that other appointments can be accommodated. What happens to no shows for standing appointments? No shows are still at the same ratio we've had for the last 20 years. Involves the same top twenty.

- Accurate appointments are vital (volume and mail class). Inaccuracy hinders scheduling of employees, dock, processing, etc. Increases dock congestion and unload times.

- MEPT conducting outreach to top opportunity mailers/schedulers (see slide 12 of presentation for more info).

- PMOD

    - Industry stated they have been experiencing issues with incorrect Service Type labels for PMOD - affecting scans. STC for PMOD is "123" ref. DMM 705.18.5.7. USPS asked industry to send picture examples.

- Mailer Irregularity

    - Mailer Scorecard – Rolled out June 17th – 3,235 total irregularities; 1,303 bundle related irregularities; 1,500 images captured

DISCUSSION TOPIC

- **DELIVERY AND RETAIL**

    - Top 5 reasons for UAA: Not deliverable as addressed/unable to forward/forwarding order expired – 31.74%; change of address – 30.45%; attempted, not known – 13.28%; insufficient address – 6.00%; vacant – 4.82%. Class description totals: FCM – 58.24%; Periodicals – 8.41%; USPS Marketing mail – 33.19%

    - Last Mile Impact (LMI) – significant focus on bundle flats (see slide 21 of presentation)

    - Uptick of client complaints that Marketing Mail is being returned (Rose Flanagan). Standard Marketing Mail addressed electronic service requested – getting multiple label overlays. Industry wants to know the proper process. Kevin – if you sense this is coming out of certain parts of the country we need to know to determine cause – provide training if needed. No manual yellow label at a delivery unit. Label at CFS PARS. Not coming from Cap Metro.

    - Nat'l BV Score by Area: Significant improvement – not done. Still improving. (see slide 22)

    - Drop ship mail at a delivery unit is an anomaly. Rarely happens.

    - Service review teams looking at various issues. We go where the data tell us to go. Targeted. Cross dock pallets missing scans by the time they get to delivery unit. Were they scanned at DDU? Could be various reasons.

- DBCS don't sort at 100% accuracy every day. We continue to work on that. Machines more accurate than manual. Could have a carrier that could missort.   Makes up the lion share of one percent.

ACTION ITEMS

- Industry to provide specific examples of DSCF service inconsistencies

- Provide container visibility trend at next MTAC and monitor performance in UG3 (FAST) meetings – Christian Rivera; Christian.M.Rivera@usps.gov

- Provide volume trend of DSCF and DNDC entry (potential shift due to pricing) – Fontell Peart will work with Enterprise Analytics to provide data; Fontell.E.Peart@usps.gov

- Provide update on GPS / transportation project at next MTAC – Christian.M.Rivera@usps.gov

- Provide document showing UAA process for carriers (handling endorsed vs. unendorsed). Send very specific, recent instances to Jennifer Vo - Jennifer.T.Vo@usps.gov

Session 2: PERIODICALS   (Stumbo, MTAC Industry Leader)

DISCUSSION TOPIC

- Service Performance Metrics

  - IMB® Periodicals FY15 thru FY19TD Performance – DSCF, DADC, DNDC at 89.6, 90.2, 86.6 respectively. End-to-End – 79.6.

  - Periodicals score trending downward.

  - In FY19 Q3 TD, ~93% of 99M Periodicals Flats containers received a scan

  - 46,571 total containers, 92.52% containers with scans

- Internal Drop Shipment Dashboard

  - Averaging 28.1 minutes cycle time from arrival to close–

  - Data used to validate the check-in process. Plus or minus 30 minutes considered on time. We have more early than late.

  - No shows utilize available appointment slots and volume. In the past 4 weeks, 29% of appointments were no shows. (28,443 of 96,734 total appointments)

  - MEPT conducting outreach to top opportunity mailers/schedulers

  - Eliminate minimize no sows by adjusting appointment times or cancelling unneeded appointments.

- Mail content for appointment doesn't always match actual content presented. Hinders scheduling of employees, dock processing, etc. Increases dock congestion and unload times.

- Mailer Irregularity

  - What is the retention period for data captured in SV – 13 months

  - Mailer Scorecard – Rolled out June 17th – 3,235 total irregularities; 1,303 bundle related irregularities; 1,500 images captured

- Delivery & Retail Operations

  - Top 5 reasons for UAA: Not deliverable as addressed/unable to forward/forwarding order expired – 31.74%; change of address – 30.45%; attempted, not known – 13.28%; insufficient address – 6.00%; vacant – 4.82%. Class description totals: FCM – 58.24%; Periodicals – 8.41%; USPS Marketing mail – 33.19%

  - Last Mile Impact (LMI) – significant focus on bundle flats (see slide 21 of presentation)

  - Industry asked is there any penalty for incorrect scans (cross-dock)?
  - Mail Condition reporting was sunset. Reporting now done via data derived from scans.

ACTION ITEMS

- Provide update on no-shows at next MTAC and any potential reduction in no-shows resulting from recurring appointment reviews – Christian.M.Rivera@usps.gov

- Provide percent of Newspapers turnaround volume entered at SCF vs. origin – Chung.H.Kim@usps.gov

- Industry to provide feedback on false-positive mailer irregularities

- What do we do to get DDUs to increase their scanning – Delivery

Session 3: FIRST-CLASS   (Tate, MTAC Industry Leader)

DISCUSSION TOPIC

- Service Performance Update

  - Commercial First-Class Mail® FY15 thru FY19TD Performance - overnight, two-day, and three-to-five-day at 96.4, 95.3 and 93.6 respectively. (See slides 47-55 of presentation for more details).

  - Provide transportation improvements and utilization action items: Multiple meetings held to identify underutilized transportation to either cut or combine with other trips; performed full review of Surface Transfer Center (STC) network to make sure all lanes are responsive; pushing 100% Network trips on time to the field.

- Remittance Mail Improvement Initiatives

  - REMITTANCE SURVEY – 2019-01 Phoenix Hecht preliminary results: a) nearly 2 hour national improvement vs previous survey; b) 1.1 hour regional and local improvement; c) largest improvement since Fall 2015 survey; d) 2 consecutive surveys of improvement; e) over half (12) of cities surveyed were below 50 hours; f) overall float time improved by 0.10 days

  - Average remittance mail time from origin to destination = approximately 49 hours (see slide 60 of presentation)

  - Other improvement initiatives = Continuous improvement actions taken to reduce cycle times, Caller Visibility Initiative, and Remittance Mail Redirect (RMR). (See slides 59 – 62 of presentation)

- Industry Discussion on USPS Endorsements for Undeliverable Mail (DMM 507.1.4.1)

  - Question and discussion from Industry: How do you describe Last mile failures? A: Failed to dispatch from plant (various reasons) – We review. Build in clearance time mail has to leave origin. 30% are contractor related. Are we collecting any trend data on missed transportation? A: Yes. 27 UAA reason codes mentioned in DMM are not on MDD. Only seven on MDD. How does carrier know which codes to use? A: Training - carriers know their routes.

- IMd/Mdd Scanner Reason/Event Codes

IMD

Return to Sender Reason Code	Event Code
No Such Number	21
Insufficient Address	22
Unable To Forward	23
Addressee Unknown	25
Vacant	26
Deceased	28
Other	29
Forward Expired	24
Unclaimed	27

MDD

Return to Sender Reason Code	Event Code
No Such Number	21
Insufficient Address	22
Unable To Forward / Forward Expired	23
Addressee Unknown	25
Vacant	26
Deceased	28
Returned for Other Reason	29
Refused	4
Return to Post Office for Address Verification	70

ACTION ITEMS

- Provide definition and examples of "Unable to Assign" failures (from End-to-End visualization) Jason Eudaley; Jason.E.Eudaley@usps.gov

- Provide breakdown of transit failures by air vs. surface (% volume) Jason.E.Eudaley@usps.gov

- Provide refresher training for carriers on UAA/endorsements - Delivery

- Investigate Moved Left No Address (MLNA) and COA process for carriers; potential to automate MLNA - Delivery

- Request for a delivery representative to present new scanner information to UG5 (Jennifer Vo). Jim Wilson uses this information to trigger letter to get COAs improved.

Session 4: PACKAGES   (John Medeiros, MTAC Industry Leader)

DISCUSSION TOPIC

- PMOD

  - Issues with letters and flats, no complaints on the package side.

  - Adhere to PMOD requirements referenced in DMM 705.18

  - STC for PMOD is "123" ref. DMM 705.18.5.7

 - Regarding WG 190 – Kevin's group can answer any further questions.

DISCUSSION TOPIC

- Passive Adaptive Scanning System – Dimensioner Modification

  - Mobile cart with overhead camera

  - Hands-free AAU (Arrival-At-Unit) scanning/tracking for increased visibility

  Future functionality: Dimensioning

  - Procurement process underway for adding capabilities to existing PASS carts

  - Capturing unique mailpiece attributes (weight and dimensions) enhances revenue assurance efforts

  - Identifies data/manifest issues and deters intentional behaviors (short-paid)

PASS – Passive Adaptive Scanning System Dimensioner Schedule
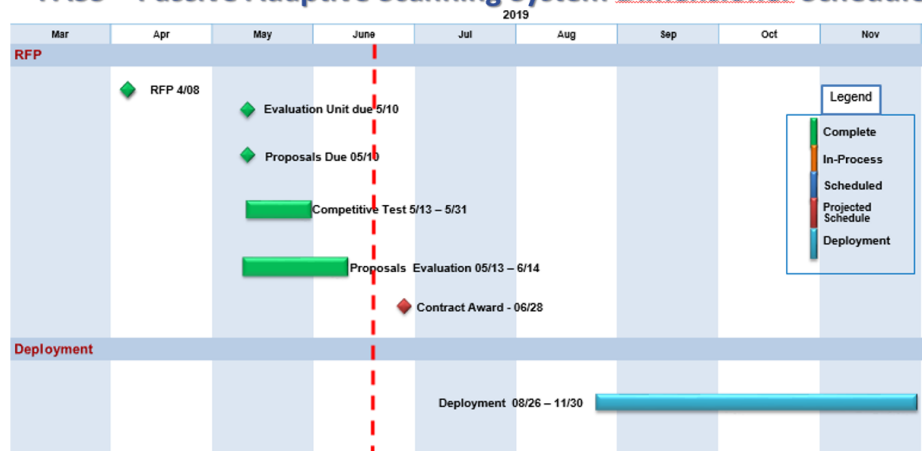
ACTION ITEMS

- Provide FAST no-shows and mail content data by shipper and partner with industry for improvement. Can you provide mail owner data or 99M data? Fontell.E.Peart@usps.gov

- Provide complete list of MDD/IMD/RFS/CFS codes and the timeline for alignment - Delivery

- Request for a list of package sortation delivery units (approximately 7,000) - Delivery