



MTAC

First-Class Mail

Steve Dearing
Director, Corporate Reporting
August 2019



Predictive Inventory & Workflow to Improve Efficiency & Service

Operations Plans to Use Predictive Inventory & Workflow to Improve Efficiency & Service Utilizing Transportation Data

Predictive inventory to improve dock staffing

- Provide the ability to schedule dock employees based on actual arrival intelligence and improve appointment scheduling and the unload process.

Improve workflow efficiency through communicating express dock doors for drivers and decreasing unload time

- Provide the ability for USPS to efficiently route drivers to a specific/dedicated dock door to reduce driver wait time

Lower the USPS operating cost of mail entry

- Provide the ability to balance when the mail will arrive and when the dock needs to be staffed for the unloading of the mail

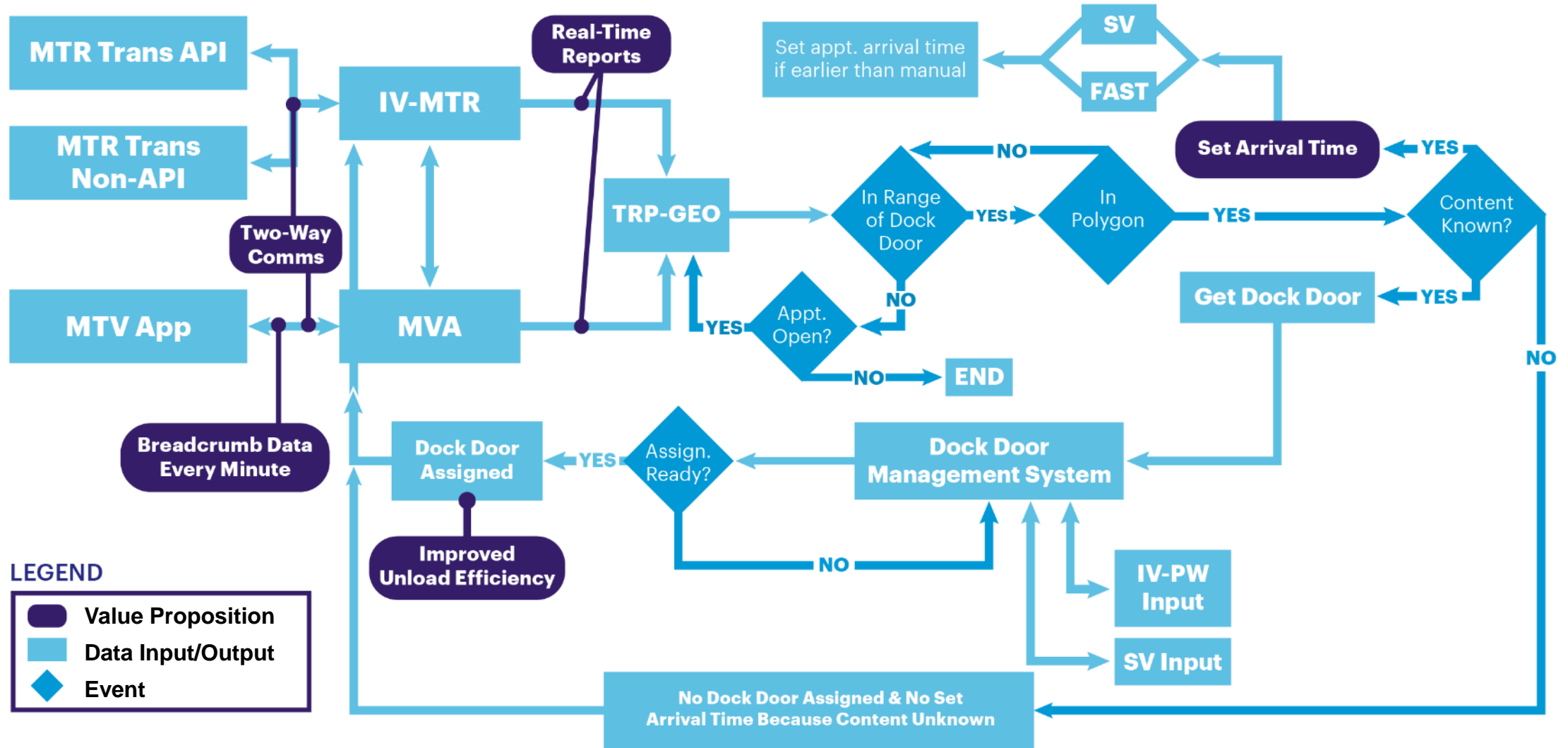
Improved service by enhancing start-the-clock

- Provide the ability to determine the moment of arrival for drop shipment mailers for enhanced Start the Clock (STC) calculations and provide mailers with visibility of their assets

Transportation Data

Transportation Data Matrix

Overall Transportation Data			
Mailer Provides	USPS Provides	Mailer Value Proposition	USPS Value Proposition
<ul style="list-style-type: none"> eDoc for mail Container, tray and piece nesting SSF for packages Container to package nesting Accurate FAST appointment times and content 	<ul style="list-style-type: none"> Container, tray and piece visibility events Expected Delivery window for packages 	<ul style="list-style-type: none"> Current Visibility Current transportation information, yard management and Start-the-Clock 	<ul style="list-style-type: none"> Current notice on Workload and Transportation
<ul style="list-style-type: none"> eDoc in advance of mailing with nested containers, trays and pieces 	<ul style="list-style-type: none"> Container, tray and piece visibility events prior to acceptance Predicted Delivery Date for mail 	<ul style="list-style-type: none"> Additional visibility events including prior to acceptance and Predicted Delivery Date for mail 	<ul style="list-style-type: none"> Advanced notification of workload
<ul style="list-style-type: none"> GPS tracking for inbound appointments 	<ul style="list-style-type: none"> Appointment Express lanes Pre-arrival Dock Door Assignment More accurate Start-the-Clock 	<ul style="list-style-type: none"> For appointments, wait time will be reduced due to dock door assignment and appointment express lanes. Start-the-Clock based on actual arrival/possession (as applicable). 	<ul style="list-style-type: none"> Real-time status of inbound trips, ability to plan staffing more accurately. Increase mail in measurement



Status

**Trailer Visibility (TV)**

- SIT 8/15
- CAT 8/21
- Pilot test 8/27 – 8/29
- Live Pilot 9/28

**Mailer Transportation Visibility (MTV)**

- Bi-monthly Mailer Transportation Data Meetings with Industry
- 4th Pilot Planned with ALG Worldwide Logistics

Current process

- Manually Enter FAST Appointment Arrival for:
 - Actual Entry Time
 - Start the Clock

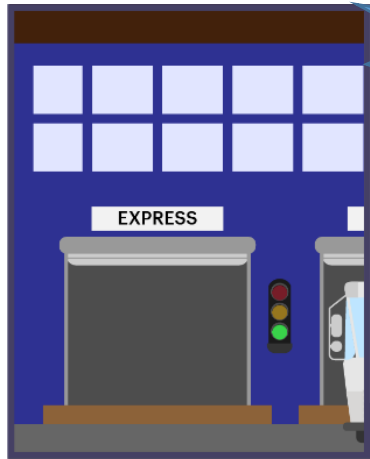
New process

- Automated FAST Entry via:
 - Mailer IV®-MTR JSON API
 - MVA MTV Mobile app
- Mailer Transmits Content in Advance.
- GPS Will Determine Dock Arrival Time

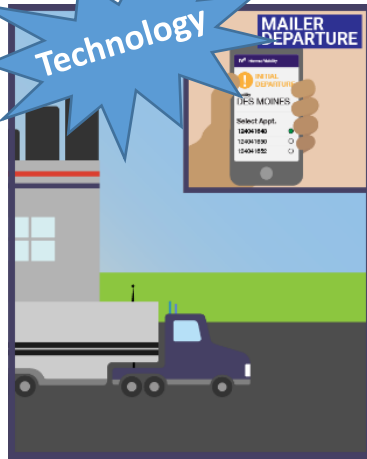


GPS coordinates from the truck enter the Postal facility polygon

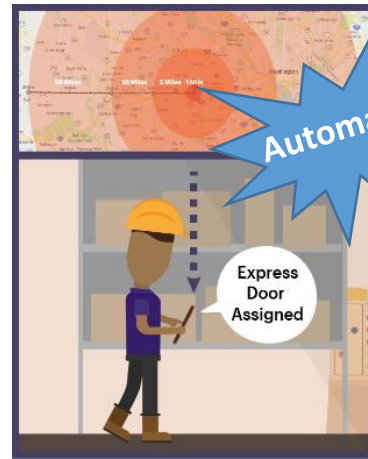
- arrival information updated
- trailer assigned to a dock door via the Dock Door Management System



Create Express Dock Door



Notify USPS



Assign Express Dock Door



Receive Dock Assignment



Arrive Appointment



Unload Appointment



Depart Appointment



Close Appointment

Mailer Responsibilities

- Create Appointment
- Provide Content Information & Send GPS tracking Data Via
- Informed Visibility® Mail Tracking & Reporting
- Mailer Visibility Apps (MVA)

USPS Responsibilities

- Create Verified & Approved Dock Doors Assignment
- Efficiently Unload
- Enhance Start the Clock
- Close Appointment After Unload

Unable to Assign

Definition

“Unable to Assign” failures refer to pieces that failed service but did not meet the requirements of any of the other pre-defined root causes of failure. When a piece fails service, it is evaluated against all of the business rules that have been created in an attempt to identify the root cause, but when one cannot be determined, it is labeled as an “Unable to Assign” failure.

Root Cause Name	Commercial Requirement
First Mile Failure	First scan at origin occurs after Start-The-Clock + 1 @ 1200 (possibly called origin delay - entry to first processing)
Origin Delay - Outgoing Primary to Outgoing Secondary	First outgoing scan (any type at origin facility) is on time (before or = 0030 on Start-The-Clock Date + 1) and Last outgoing scan (any type at origin facility) is late (after 0030 on Start-The-Clock Date + 1)
Transit Late Dest Primary Scan	The Last outgoing scan (any type origin facility) is on time (before or = 0030 on Start-The-Clock Date + 1) and the First Incoming Primary scan (at expected destination facility) is late (after 1500 on Expected Delivery Date - 1)
Transit Missing Destination Primary Scans	The Last outgoing scan (any type at origin facility) is on time (before or = 0030 on Start-The-Clock Date + 1) and there are no Incoming Primary scans (at expected destination facility)
Transit Missing Outgoing Scan	There is no outgoing scan (any type, at origin facility) and the First incoming Primary (at expected destination facility) scan is late (after 1500 on Expected Delivery Date - 1)
Transit Late Secondary Scan	There are no outgoing scans (any type, at origin facility) or Incoming Primary scans (at expected destination facility), and the First Incoming Secondary (at expected destination facility) scan is late (after 0700 on Expected Delivery Date)
Origin Missent	The Last outgoing scan (any type at origin facility) is On Time (before or = 0030 on Start-The-Clock Date + 1) and the piece receives a scan at an unplanned downstream facility (NOT origin or expected destination facility)
AADC Processing Delay - Non Standard Flow	The First Incoming Primary scan (at expected destination facility) is on time (before or equal 1500 on Expected Delivery Date - 1) and the Last Incoming Primary scan (at expected destination facility) is late (after 1500 on Expected Delivery Date - 1)
AADC Processing Delay – Incoming Primary to DPS Delay	The Last Incoming Primary scan (at expected destination facility) is on time (before or equal 1500 on Expected Delivery Date - 1) and the First Incoming Secondary scan (at expected destination facility) is Late (after 1030 on Expected Delivery Date)
Destinating Missent	The Last Incoming Primary scan (at expected destination facility) is on time (before or = 1500 on Expected Delivery Date - 1) and the piece receives a scan at an unplanned facility (NOT expected destination facility)
DPS Delay - Non-Standard Flow	The First Incoming Secondary scan (at expected destination facility) is on time (before or = 1030 on Expected Delivery Date) and the Last DPS scan (at expected destination facility) is late (after 1030 on Expected Delivery Date)
DPS Delay - DPS Looping	The First Incoming Secondary scan (at expected destination facility) is on time (before or at 1030 on Expected Delivery Date) and the Last DPS scan (at expected destination facility) is late (after 1030 on Expected Delivery Date) and has multiple DPS scans with the same operation code
DPS Delay - Bin 2	The First Incoming Secondary scan (at expected destination facility) is on time (before or = 1030 on Expected Delivery Date) and for Bin 2 (pocket_num = 2) and the Last DPS scan (at expected destination facility) is late (after 1030 on Expected Delivery Date). This is only for letters.
Last Mile Failure	All Overall Failed Pieces that are not Processing failed pieces would be Last Mile failed

Transit Failures

Service Standard	Transportation Mode	Total Measured Piece Count	Failed Piece Count (in Transit)	Percentage of Volume Failing in Transit
OVERNIGHT	SURFACE	366,867,234	3,403,952	.93%
2 DAY	AIR	825,548	120	.01%
2 DAY	SURFACE	683,998,120	10,766,288	1.57%
3-5 DAY	AIR	1,083,300,180	47,100,614	4.35%
3-5 DAY	SURFACE	1,543,500,948	35,285,024	2.29%

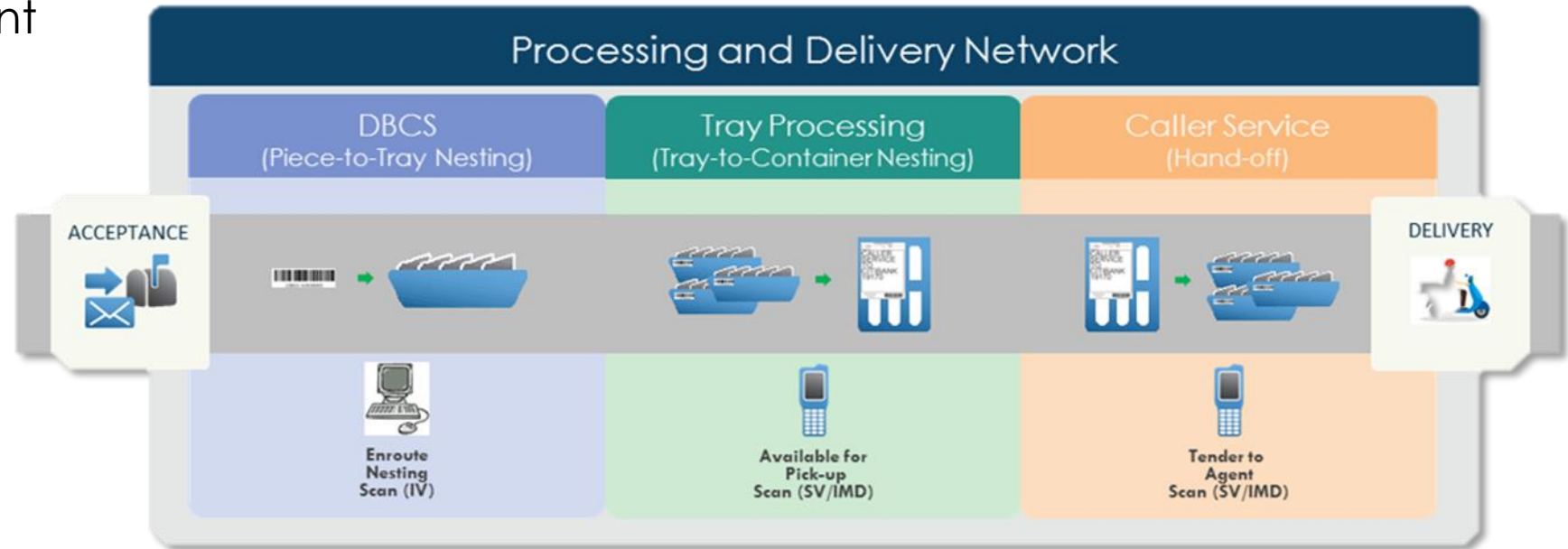
Note: Composite Volumes for Delivery Dates 7/1/2019 – 7/26/2019

Remittance Mail Visibility

Why Remittance Mail Visibility?

Benefits

- Enables Measurement of Remittance Mail (18% of SPFC)
- Nesting Visibility: Piece-to-Tray-to-Container
- Available-for-Pickup Event
- Tender-to-Agent Event



Remittance Visibility Reporting

Visualizations

- Nesting Metrics
- Cycle Time Metrics
- Availability Profile
- Courier Performance
- End-to-End Service Reporting



Remittance Visibility Implementation

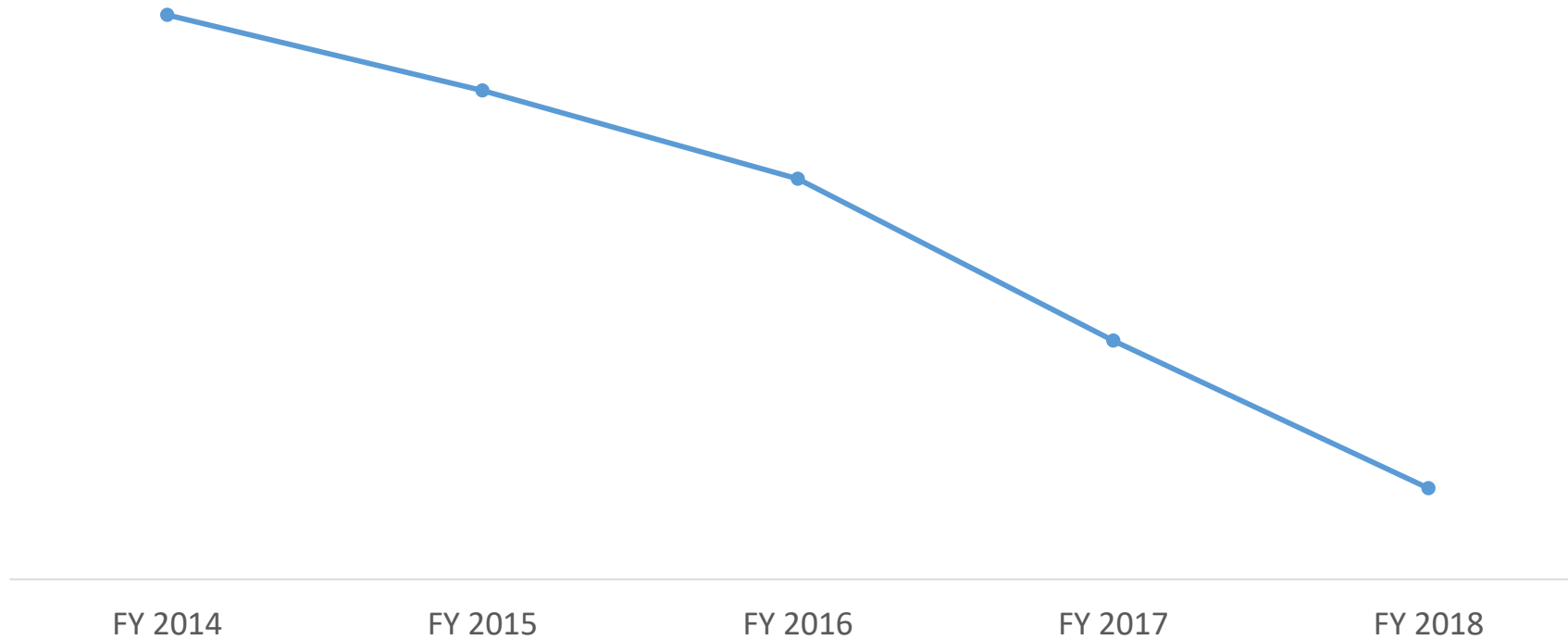
Status

- Proof-of-Concept Completed Q2 FY19
- Ad-hoc Site Reporting Available Q1 FY20
- Internal Visualization in Development
- Phased Rollout Beginning FY20

Industry Collaboration

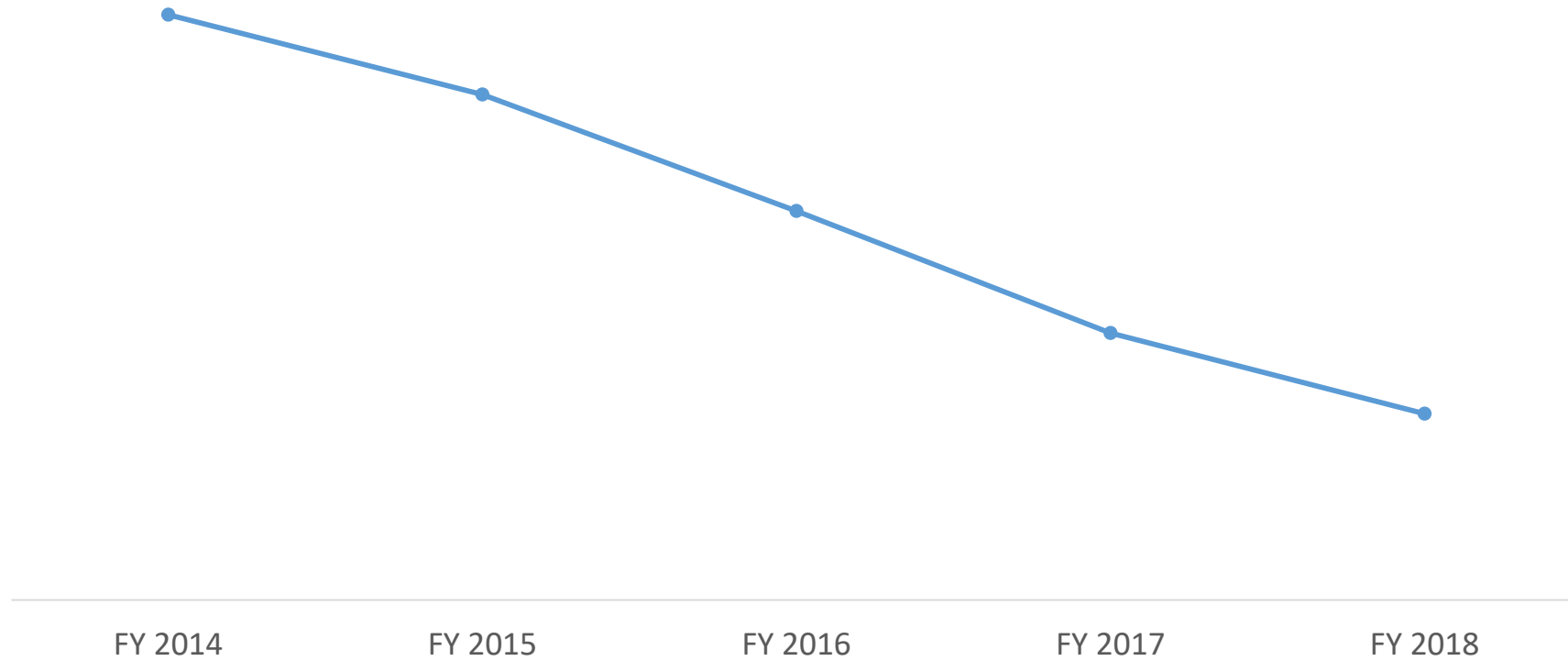
What can we do as an industry to slow or change the declining trend?

First-Class Letters and Cards



What can we do as an industry to slow or change the declining trend?

First-Class Flats





MTAC First-Class Mail®

Jim Wilson
Director, Addressing & Geospatial Technology
August 2019





Address Accuracy Campaign

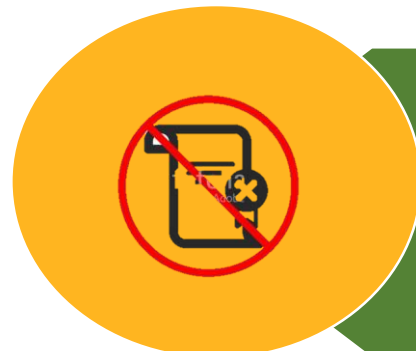
What is the issue?



The USPS is receiving an increasing number of complaints from our customers, city and state officials, and members of Congress regarding the misalignment between our ZIP Code® boundaries and municipal boundaries.



This often leads to requests that USPS establish new ZIP Codes that will honor municipal boundaries and provide the desired community identity.



The USPS is unable to accommodate every community wishing their own ZIP Code due to impacts it would have on our operations.

Align all customer street addresses to reflect the city names currently allowed as “Acceptable Mailing Names” within a ZIP Code.

38017 Acceptable Mailing Names

- Collierville
- Fisherville
- Piperton

Geographical Piperton address entered in ZIP Code® Lookup tool returns “Collierville” as city name:

Look Up a ZIP Code™

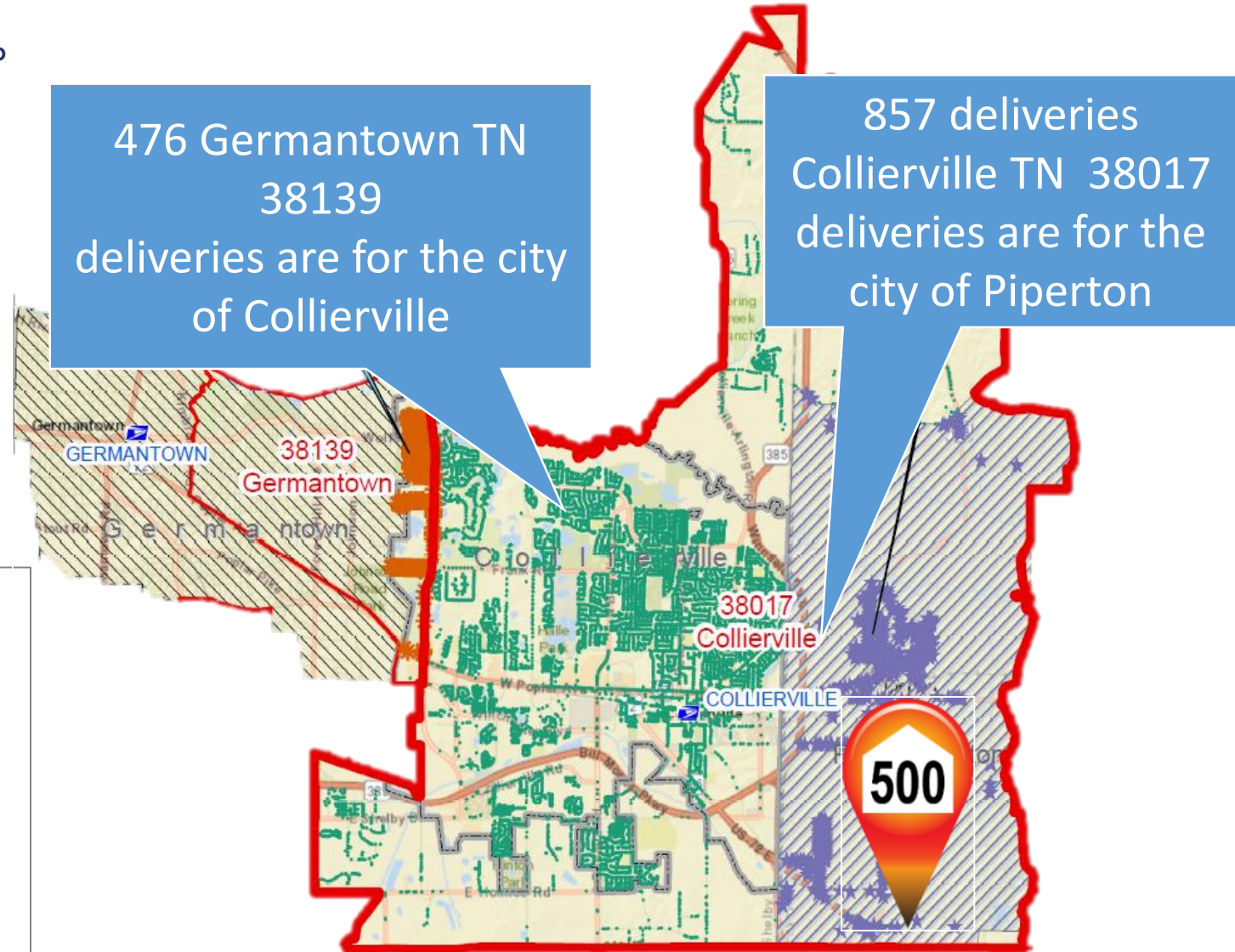
[ZIP Code™ by Address](#) | [ZIP Code™ by City and State](#) | [Cities by ZIP Code™](#) | [FAQs](#)

ZIP Code™ by Address

You entered:
500 HIGHWAY 72
38017

If more than one address matches the information provided, try narrowing your search by entering a street address and, if applicable, a unit number. Edit and search again.

500 US HIGHWAY 72
COLLIERVILLE TN 38017-5514



What's Next ?



Align all customer street addresses to reflect the city names currently allowed as “Acceptable Mailing Names” within a ZIP Code®.



Residential customers and Commercial mailers must use the PLL Override to leverage the benefits of this effort . The USPS does not require customers to apply these changes since it does not impact the USPS ability to sort mail.



Perform testing in the Alabama District



AIS Product Cycle Review

It's Time To Review Current Update Requirements



Magnetic Tape

(c.1984-c.1994)

1 1/2 Month

CDROM

(c.1994-c.1998)

3 Weeks

DVD

(c.1998-c.2009)

2 Weeks

EPF

(c.2009-Current)

9 days

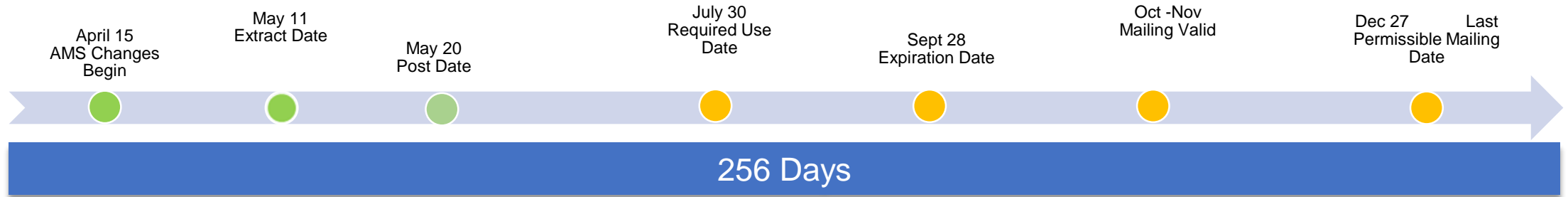
Current Standards Are Based On Old Fulfillment Methods

Address Changes/Updates Potentially Delayed
Due to Current Update Requirements

AIS Product Change Analysis

Change Type	Average Monthly Change Volume
ZIP+4s Added	40,387
Delivery Points Added	100,067
Delivery Point Changes	
Carrier Route	419,339
Preferred Last Line	6,654
ZIP+4	72,426
Delivery Sequence	17,996,752

Carrier Route Timeline - June 15 Product



ZIP+4 Product Timeline - June 15 Product





Change-of-Address Updates

Increase COA Entries

Email/Hardcopy Touchpoints

- New Delivery Addresses
 - *8% response*
- Moved, Left No Address
 - *13% response*



Have you moved? Make it official with the USPS®

Make sure your mail moves with you! Update your information online with the USPS®, in minutes.

- The only official way to update your address online
- Safe, simple and secure
- Receive email confirmation immediately
- Sign up for Informed Delivery® notifications to digitally preview and manage your mail
- Get instant access to over \$750 in coupons & savings

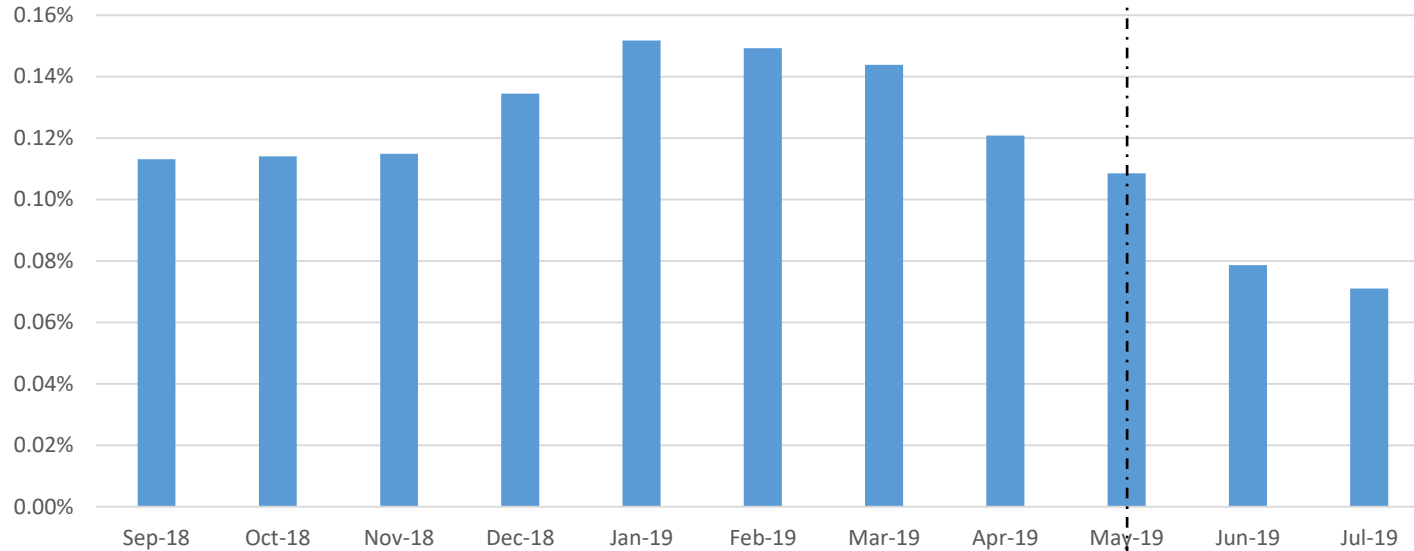
Change your address online now at [USPS.com/move](https://usps.com/move)



Or, scan the code for instant access to [USPS.com/move](https://usps.com/move), and we'll automatically fill in your new address on your online form.


Interaction with Customers Filing Internet Changes-of-Address is Improving Move Type Data


% Move Type Changes Compared to Total COA Volume




Changes
Deployed May
2019

Who's moving?


 Individual



 Family



 Business


Do all individuals moving from this address share the same last name? Yes No

Is anyone with this same last name remaining at the address? Yes No

Who's moving?


 Individual


 Family


 Business

Is the ENTIRE business moving? Yes No

Under Review: Use Mobile Delivery Device to Capture 3575-Z Data

Approximately 2M filed yearly

- 81% Moved, Left No Address
- 19% PO Box Closed, No Order



Benefits:

- Improved Data Quality
 - Address Data
 - UAA Data
- Improved Update Time

United States Postal Service®
Employee Generated Change of Address (Internal Use Only)

Please PRINT items 1 - 7 in blue or black ink. Your initials must be entered in item 5.

1. Change of Address for:	<input type="checkbox"/> Individual	<input type="checkbox"/> Entire Family	<input type="checkbox"/> Business	2. Start Date (Ex. 11/14/10)	M	M	D	D	Y	Y
3a. Enter LAST or Business Name										
3b. Enter FIRST Name & Middle Initial										
PRINT OLD mailing address below (Number and Street Name - Include ST, AVE, CT, etc. or PO BOX number)										
4a. OLD Mailing Address										
4b. OLD Apt. or Suite No.				4c. For Puerto Rico Only: Print urbanization name, if appropriate.						
4d. OLD City Name									4e. State	4f. ZIP

MLNA (Moved, Left No Address) Box Closed (No Order)

5. Employee Initials	6. Date	7. Route ID Number
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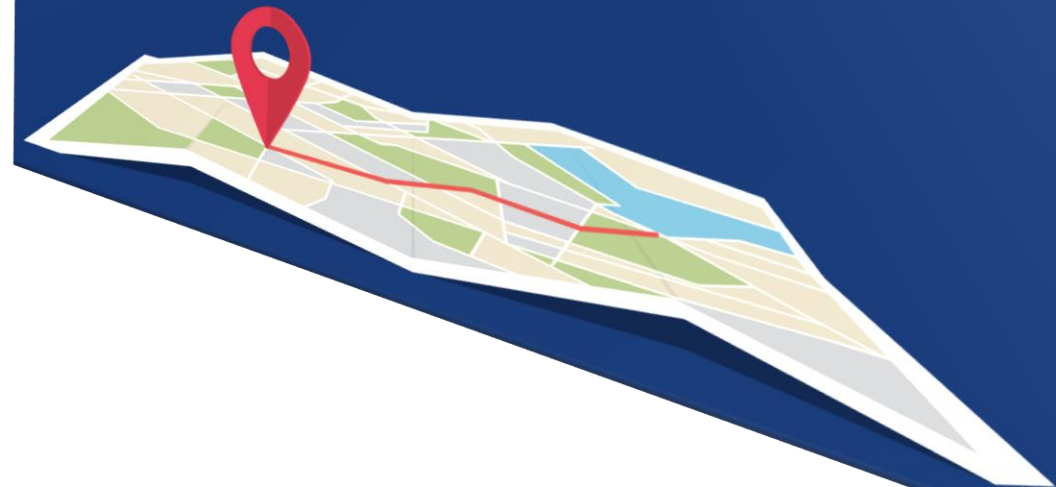
PS Form 3575-Z, March 2010

Security Initiatives

- Change-of-Address Security Screensaver on all USPS® computers
- Hardcopy Identity Validation
 - Users required to provide proof of identity when submitting hardcopy Change-of-Address at a Post Office™. Refer to <https://pe.usps.com/cpim/ftp/manuals/dmm300/608.pdf> Section 10 - Forms of Identification
- Business Approved Agent Tool
 - Under Review: Tool that will give businesses the ability to identify an approved agent to perform critical USPS business

Change-of-Address Requests

Protecting our customers from fraud.





Return to Sender Marketing Mail

“Upgraded” Unendorsed Marketing Mail Causes:

- ✓ Carrier Identified UAA sent to PARS for processing ← resolved in 2015
- ✓ UAA Mktg Mail dropped in collection boxes ← resolved in 2018

Remaining Potential Causes:

Manually returned (not processed in PARS)

- Marked up at address (CMRA, “Does Not Work Here”, etc)

Postage cannot be determined (missing or improperly printed)

Processed in the Manual Processing Only RTS operation

- Used for RTS mail that could not be finalized by PARS
- Mail piece is sorted manually to the return address



NIXIE 381 DC 1
08/15/2019

RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

BC: 381881033 *1695 04810 13 26

NIXIE 38100 08/15/2019

RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
ATTEMPTED NOT KNOWN
SORT IN MANUAL ONLY NO AUTOMATION
BC: 56998999955



ACS™

ACS Invoicing Policy Standardization

- San Mateo Accounting Service Center does not produce ACS invoices if total balance due is less than \$25.00
- Single Source ACS™ customers billed through the NCSC receive invoices less than \$25.00 with an option of deferring payment until amount reaches \$25.00.
- Effective October 25, 2019 ACS customers billed through the NCSC will no longer receive invoices if the total amount due is less than \$25.00
- Invoice balances will accumulate until \$25.00 is reached or at end of year if outstanding balance => \$7.50



ACS NCSC accounting customers have the option of paying the ACS account balance less than \$25.00 or wait until the balance reaches \$25.00. Any outstanding balance and/or balance reflected on the Fiscal year end invoice produced on September 24 of each year become due and payable. Each PDF version of your invoice contains a statement that lists outstanding balances for the last 12 months.



Thank You!