MTAC MAIL PREP & ENTRY FOCUS GROUP

MTAC MAIL PREP & ENTRY FOCUS GROUP: FIRST-CLASS MAIL

Agenda

ACTION ITEMS

SERVICE PERFORMANCE

FCM IMPROVEMENT INITIATIVES

REMITTANCE MAIL

DELIVERY & CUSTOMER SERVICE OPERATIONS

OPEN DISCUSSION

ACTION ITEMS

Action Items

Provide definition and examples of "Unable to Assign" failures (from End-to-End visualization)

Provide breakdown of transit failures by air vs. surface (% volume)

Provide refresher training for carriers on UAA/endorsements

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

Request for a delivery representative to present new scanner information to UG5

Provide definition and examples of “Unable to Assign” failures (from End-to-End visualization)

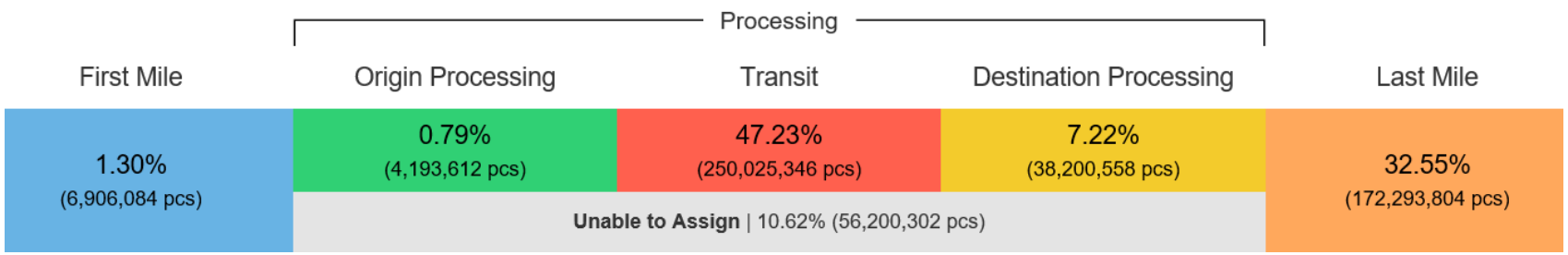
Currently 15 major failure categories for FCM

Failures identified as “Unable to Assign” do not meet the scanning logic requirements to be classified in one of these categories

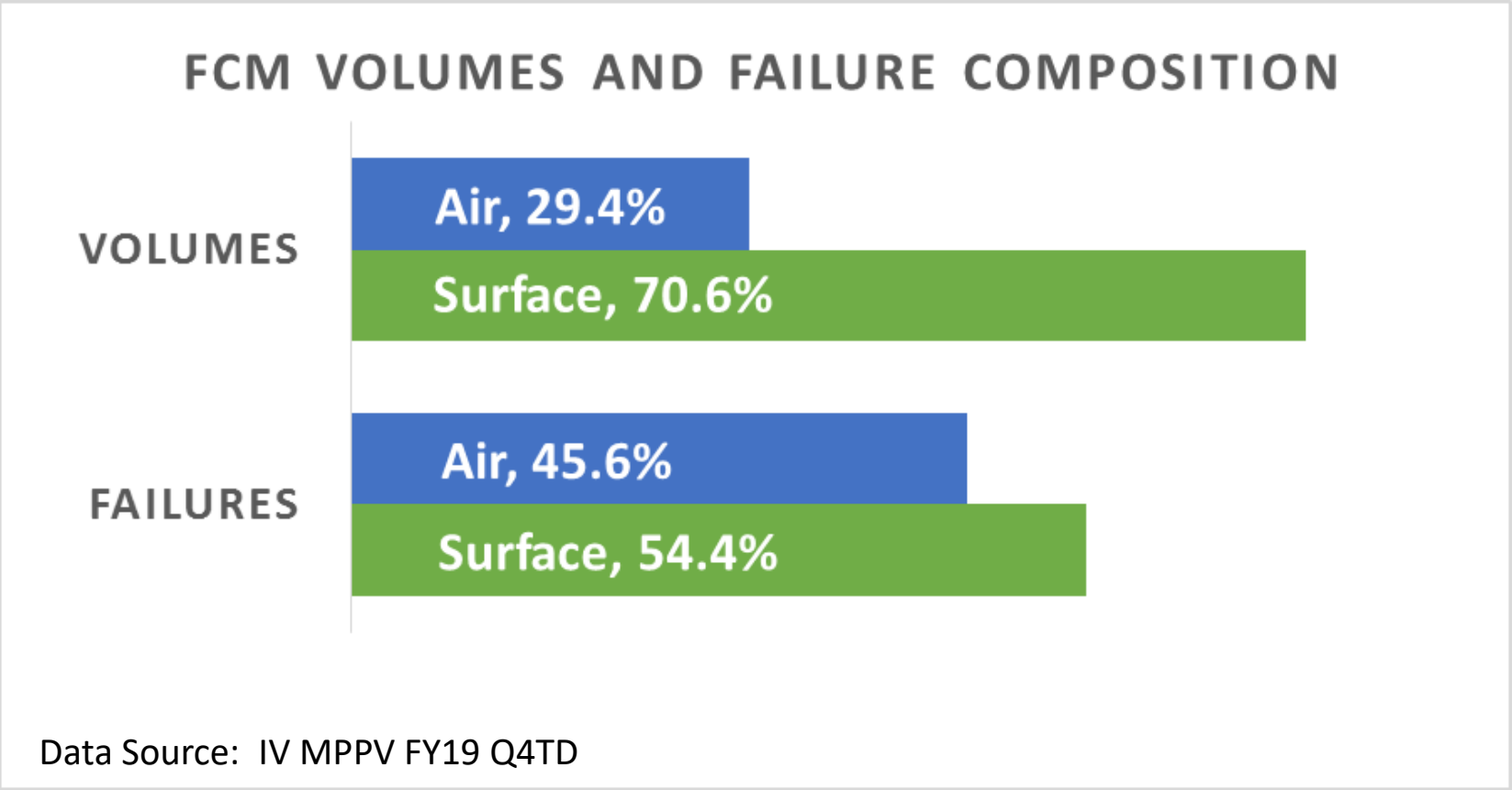
Failed Pieces Score *FC Presort Letters and Flats Combined*
IV FY19 Q3 QTD

Total Selected	Processing Failed	Overall Failed	Total	Processing Score	Last Mile Impact
—	357,097,382	529,391,186	8,975,066,614	96.02%	-1.92%

Segment



Provide breakdown of transit failures by air vs. surface (% volume)

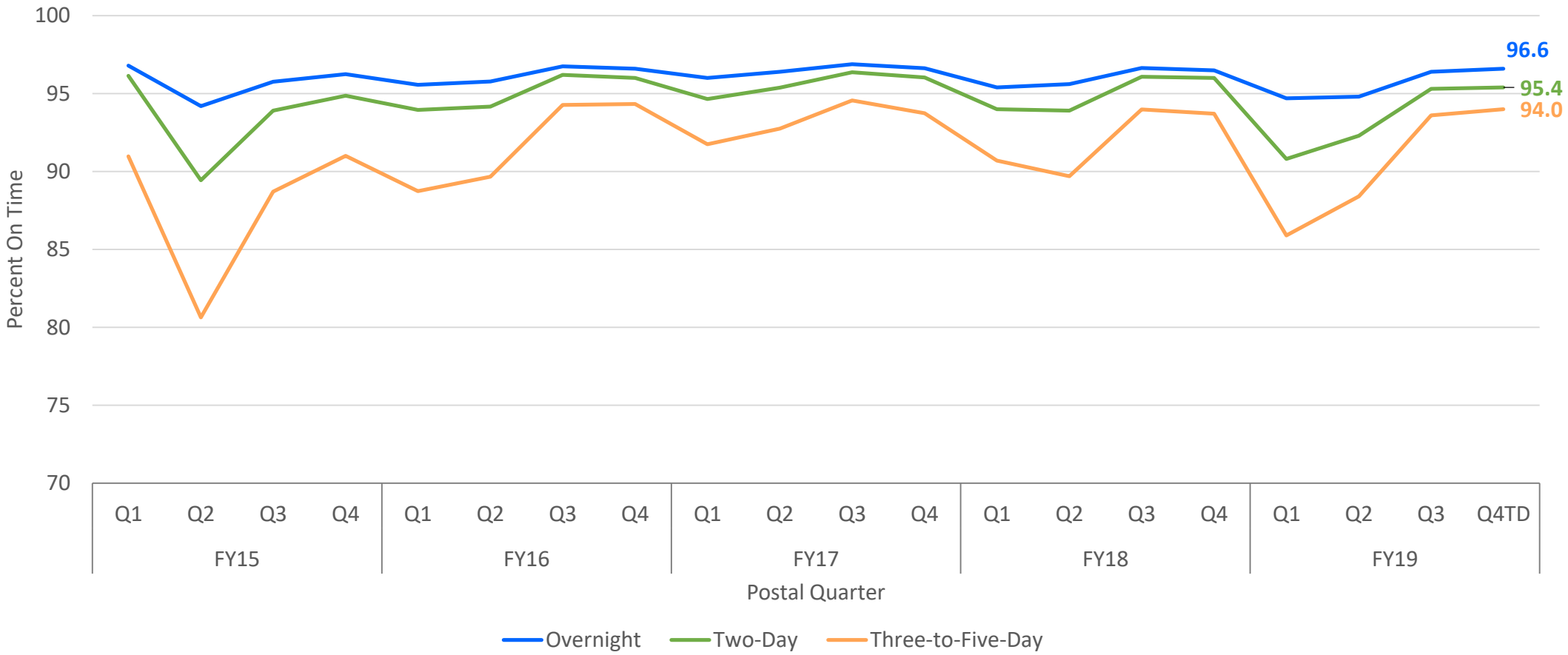


Data Source: IV MPPV FY19 Q4TD

SERVICE PERFORMANCE

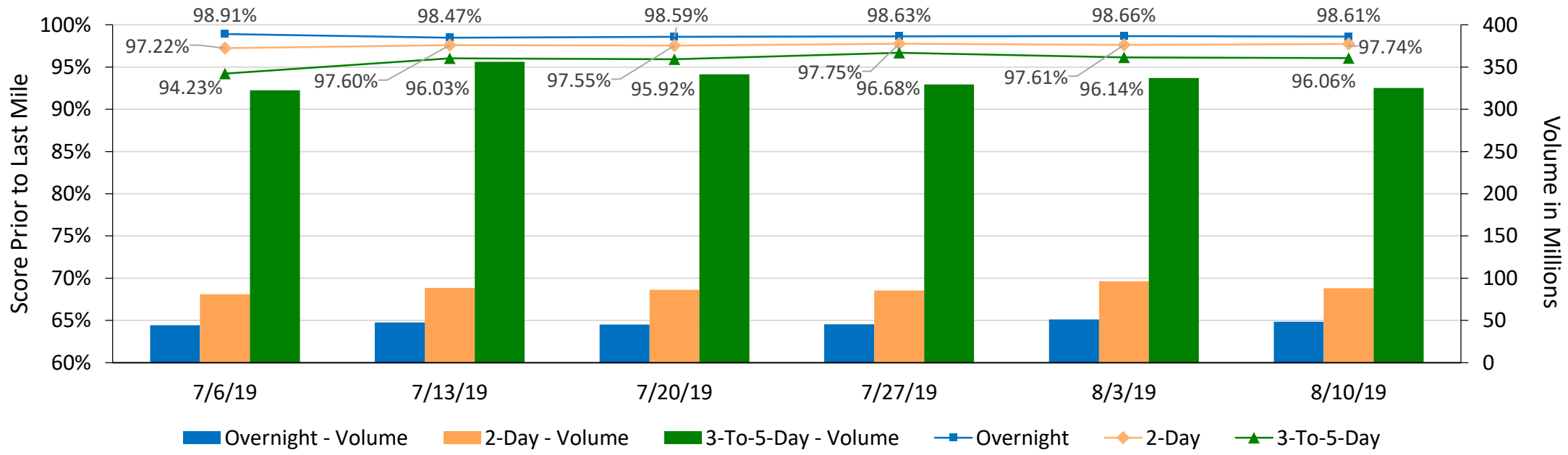
Commercial First-Class Mail® Performance by Quarter

Commercial First-Class Mail® FY15 thru FY19TD Performance By Quarter



Note: Preliminary FY19 Q4 results through August 16, 2019. FY19 data sourced from Internal SPM. Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting September 16, 2017 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.

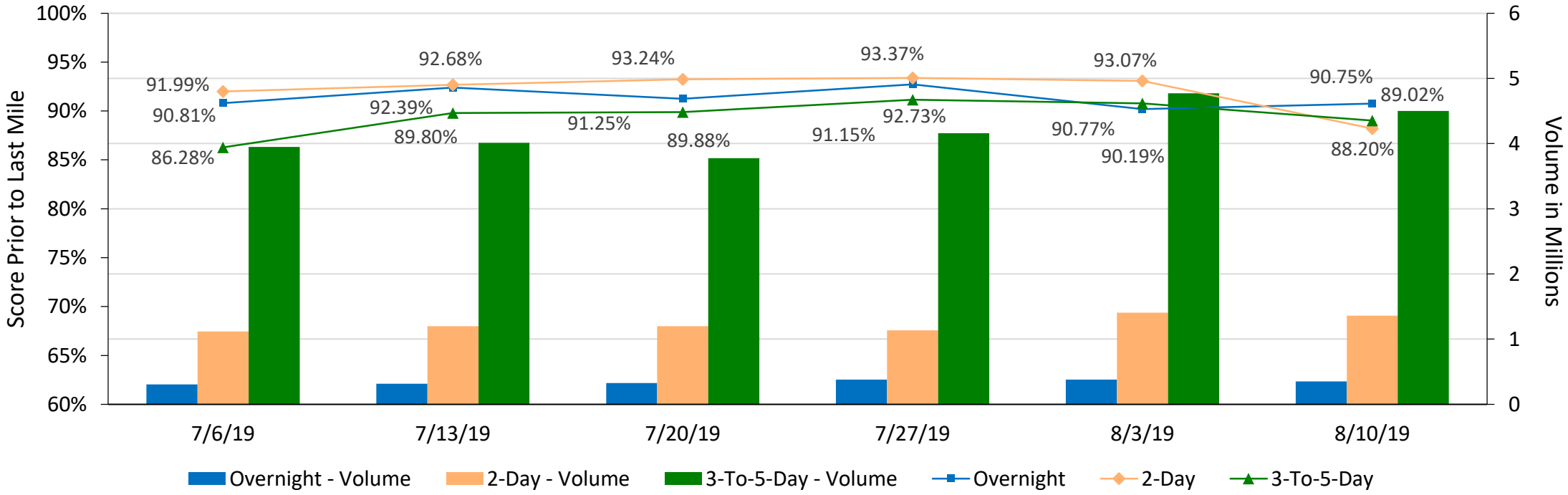
First-Class Mail® (Letters) Score Trend



Q4TD thru 8/16/19	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Presort Overnight	324,642,561	98.63%	-1.98%	96.65%	96.80%	318,761,700	1.84%	96.17%	0.48%
Presort 2-Day	602,031,773	97.67%	-2.10%	95.58%	96.50%	603,661,130	-0.27%	95.36%	0.22%
Presort 3-to-5-Day	2,283,035,492	95.98%	-1.89%	94.09%	95.25%	2,082,246,666	9.64%	92.74%	1.35%
3-Day	2,270,094,305	95.98%	-1.89%	94.09%	95.25%	2,070,998,746	9.61%	92.73%	1.35%
4-Day	12,352,199	97.38%	-1.53%	95.85%	95.25%	10,806,238	14.31%	95.33%	0.52%
5-Day	588,988	78.93%	-2.91%	76.02%	95.25%	441,682	33.35%	78.98%	-2.95%
Presort Total	**3,209,709,826**			**94.63%**	**96.00%**	**3,004,669,496**	**6.82%**	**93.63%**	**1.00%**

Note: Preliminary FY19 Q4 results through August 16, 2019. FY19 data sourced from Internal SPM.

First-Class Mail® (Flats) Score Trend



Q4TD thru 8/16/19	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Presort Overnight	2,379,796	91.56%	-6.31%	85.24%	96.80%	2,020,208	17.80%	85.01%	0.23%
Presort 2-Day	8,323,325	92.08%	-6.00%	86.08%	96.50%	7,923,089	5.05%	85.70%	0.38%
Presort 3-to-5-Day	28,236,679	89.79%	-5.99%	83.80%	95.25%	25,950,889	8.81%	82.43%	1.37%
3-Day	28,125,106	89.78%	-6.00%	83.78%	95.25%	25,845,213	8.82%	82.40%	1.38%
4-Day	109,210	92.63%	-3.71%	88.92%	95.25%	103,549	5.47%	90.12%	-1.20%
5-Day	2,363	91.45%	-3.71%	89.80%	95.25%	2,127	11.10%	90.12%	-0.32%
Presort Total	**38,939,800**			**84.38%**	**96.00%**	**35,894,186**	**8.48%**	**83.30%**	**1.08%**

Note: Preliminary FY19 Q4 results through August 16, 2019. FY19 data sourced from Internal SPM.

FCM IMPROVEMENT INITIATIVES

Utilize exception reporting tools

- Early Warning System – tracks container scans to identify opportunities
- Surface Visibility Late Containers – tracks container timeliness
- Trips on Time – tracks status of each trip according to planned schedule
- Containers At Risk – tracks containers at risk of not meeting service

REMITTANCE MAIL

REMITTANCE PERFORMANCE

- Internal Remittance cycle times remain strong; post spring survey
- Overall internal Remittance service performance remains strong
- Focus on reducing delayed Remittance volumes within our system
- Next Remittance survey begins 10/21/2019

CONTINUOUS IMPROVEMENT ACTIONS

- Heavy emphasis to reduce handoff times
- Continued focus on improving cycle times for 3 day pairs
- Improve quality of local Remittance Mail Council meetings

CALLER VISIBILITY INITIATIVE

- 7 additional pilot sites identified
- Rollout delayed due to improvements to incorporate
- National implementation projection in 2020

REMITTANCE MAIL REDIRECT (RMR)

- Operational pilot testing continuing in Sioux City, IA
- Working with engineering systems to improve RMR onboarding process
- HQ Operations working on standard work instructions

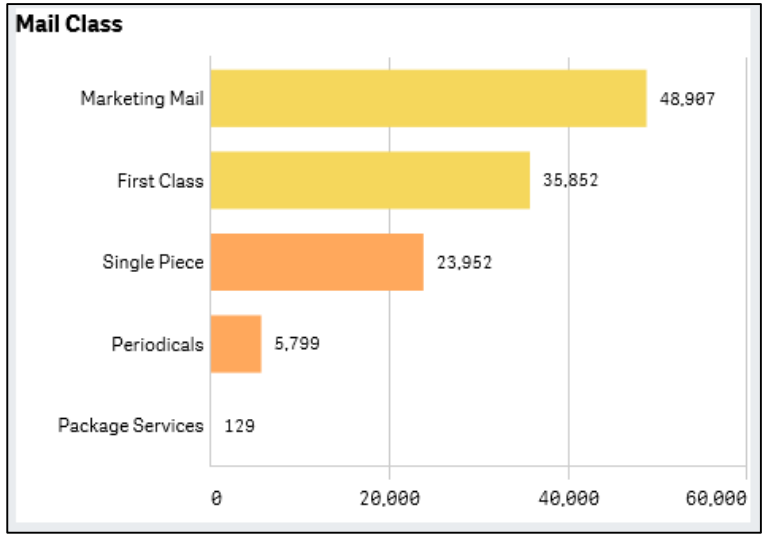
DELIVERY & CUSTOMER SERVICE OPERATIONS

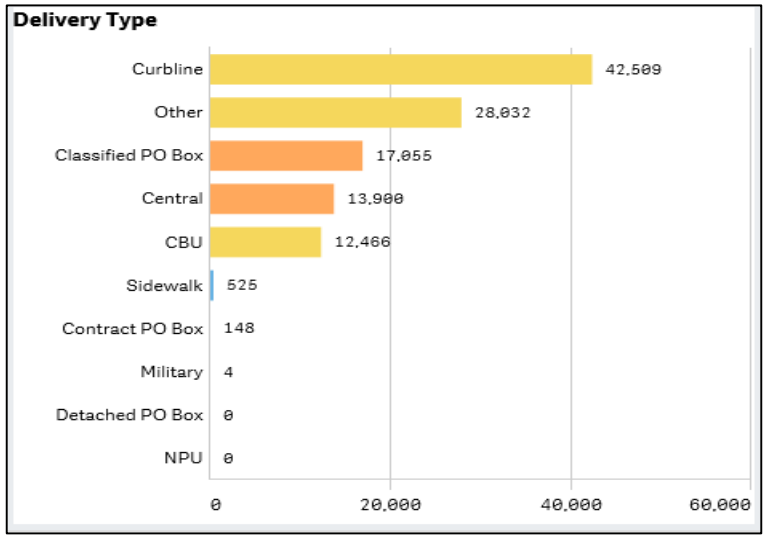
Last Mile Failure Rate National QTD

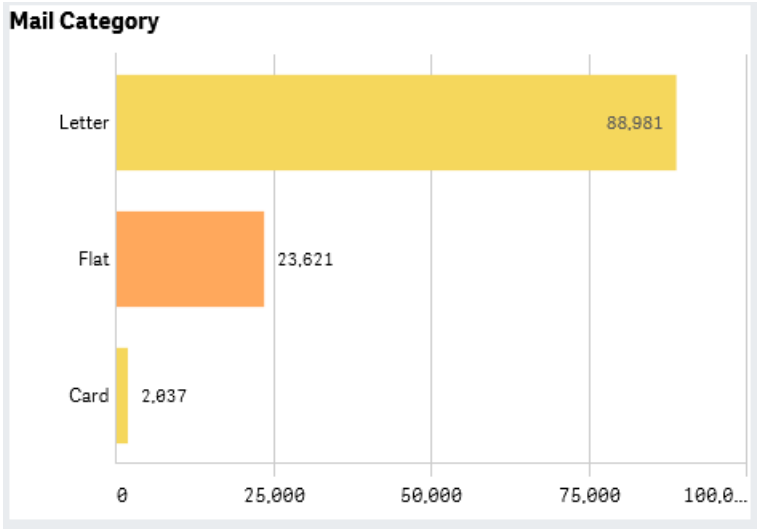
Area	6-Apr	6-Jul	3-Aug	24-Aug	Trend
Capital Metro	-1.8%	-1.6%	-1.7%	-1.8%	
Eastern	-1.1%	-1.6%	-1.1%	-1.2%	
Great Lakes	-1.5%	-1.6%	-1.5%	-1.1%	
Northeast	-1.7%	-1.4%	-1.7%	-1.8%	
Pacific	-0.9%	-1.2%	-0.9%	-0.7%	
Southern	-1.4%	-1.1%	-1.2%	-1.0%	
Western	-1.2%	-0.9%	-1.2%	-1.0%	
National	-1.4%	-1.3%	-1.3%	-1.2%	

Color Key

- Last Mile Failure Rate GT 0%
- Last Mile Failure Rate -1 to 0%
- Last Mile Failure Rate -5 to -1%
- Last Mile Failure Rate -10 to -5%
- Last Mile Failure Rate < -10%

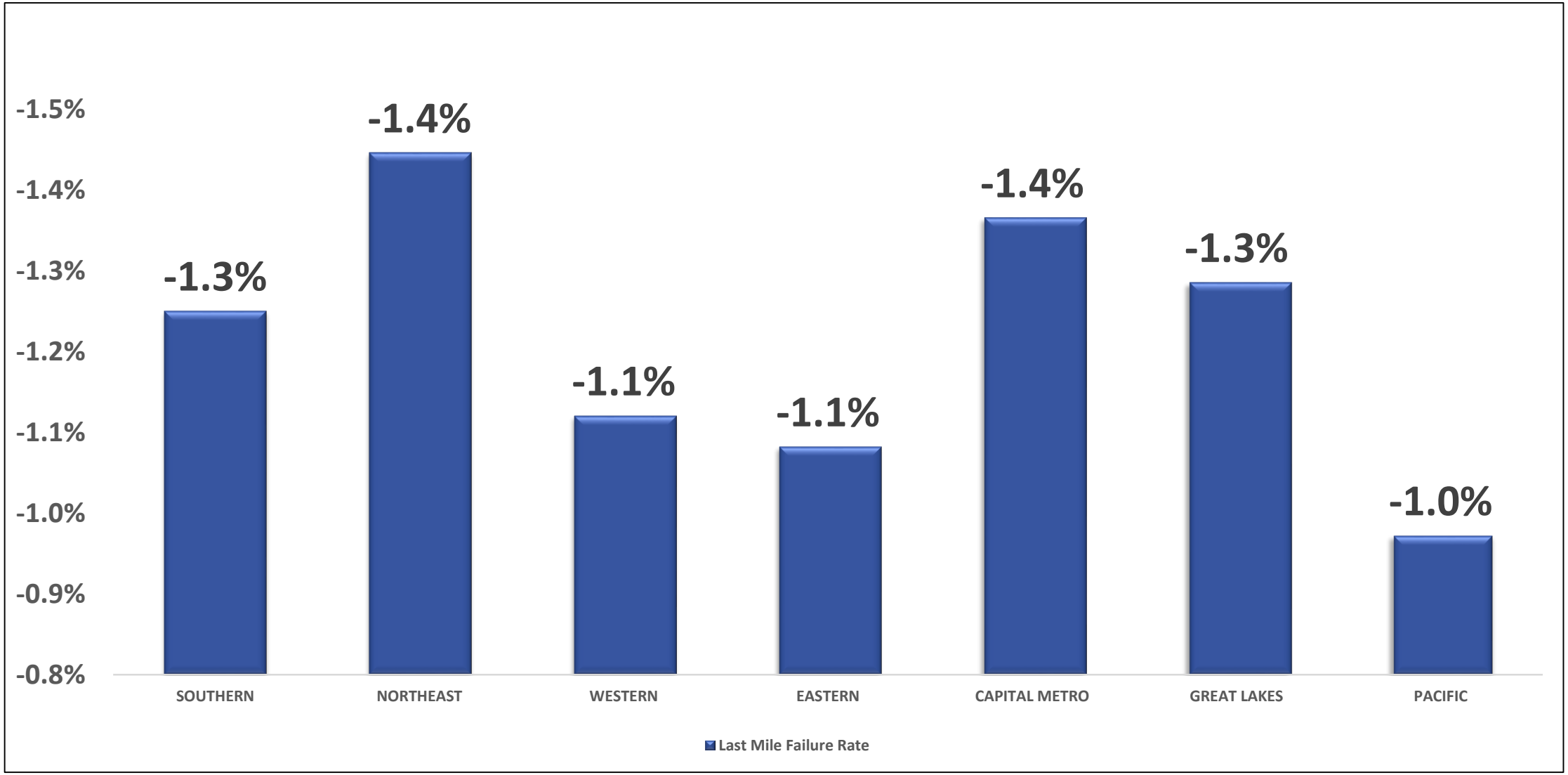






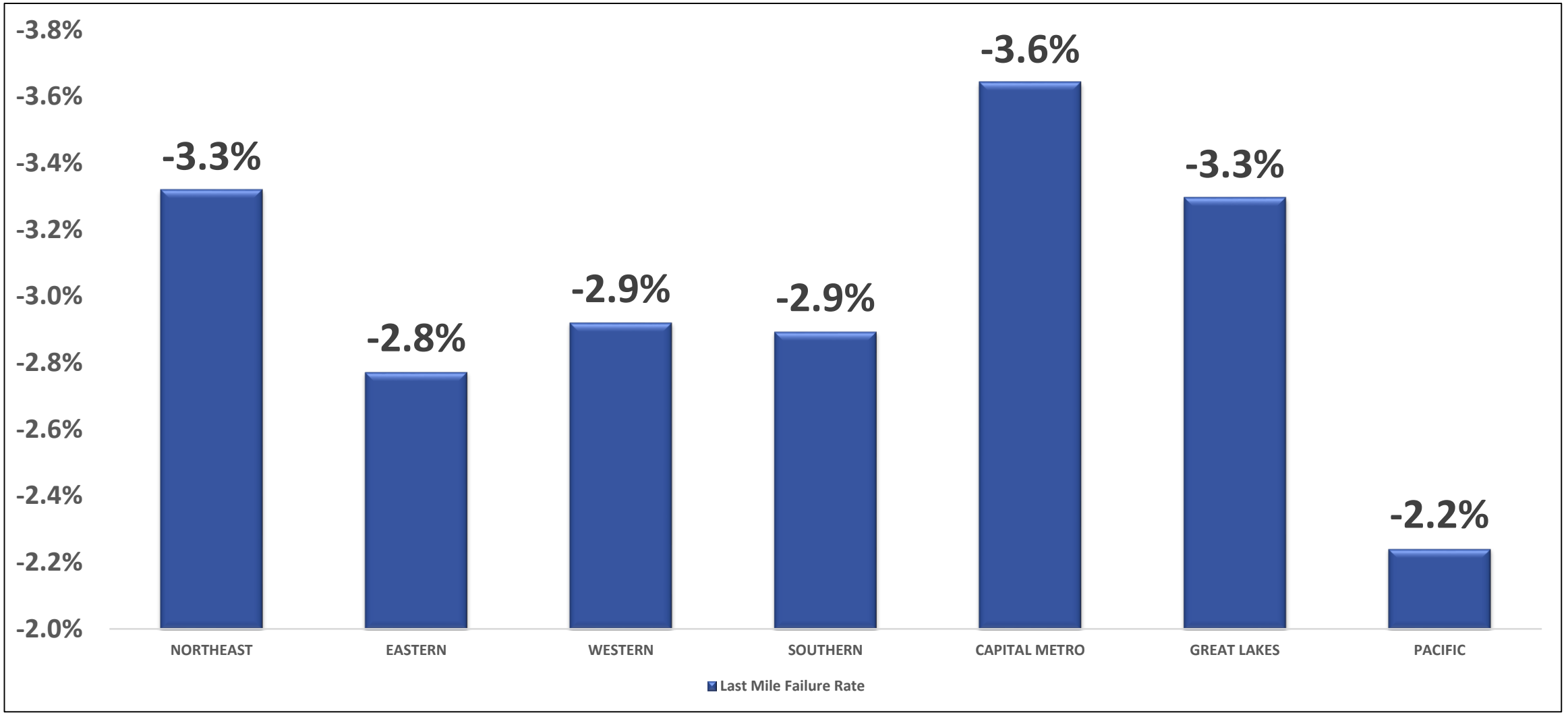
Source – Last Mile Qlik, From 4/6/19 to 8/24/19

LMI FIRST CLASS LETTERS QTD



Resources: eaqlik.usps.gov

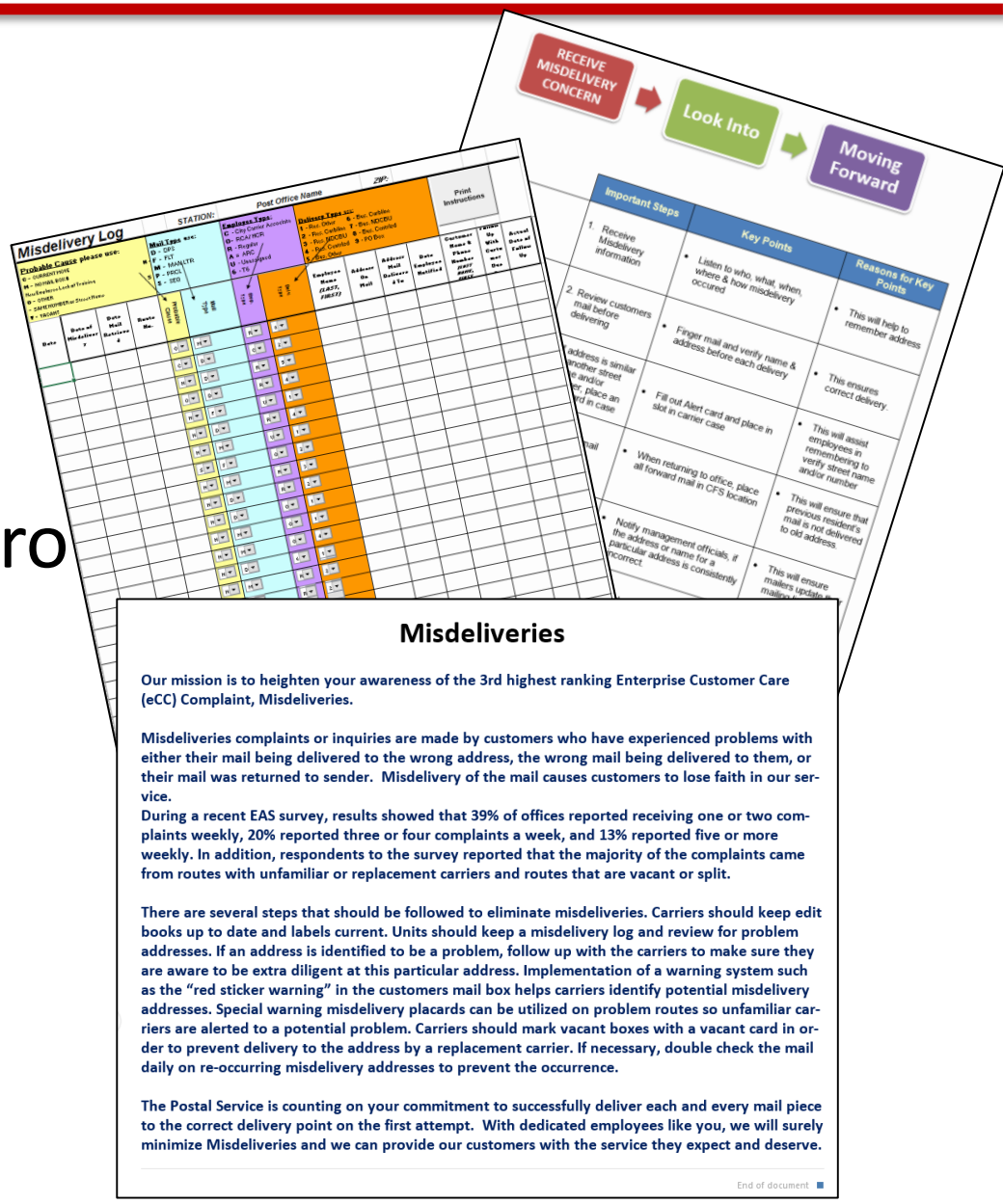
LMI FIRST CLASS FLATS QTD



Resources: eaqlik.usps.gov

Misdelivery Strategies

- Pilot Sites
  - Wicker Park Carrier Annex in Chicago
  - North Philadelphia in Philadelphia Metro
- Develop SOP, Service Talk, Log & SWI
- National Deployment Geo-Alert
  - October 2019



Provide refresher training for carriers on UAA/endorsements

Develop and condense training module, *Returned and Undeliverable Mail*, into a series to standup talks

Action Items

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

Request for a delivery representative to present new scanner information to UG5

Currently under review

Carriers get notification of a COA (PS 3575) by the customer or create an Employee Generated COA (PS 3575-ZX) for MLNA

QUESTIONS

MTAC MAIL PREP & ENTRY FOCUS GROUP: MARKETING MAIL

Agenda

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SERVICE PERFORMANCE

FAST / DROP SHIPMENTS

DELIVERY & CUSTOMER SERVICE OPERATIONS

OPEN DISCUSSION

ACTION ITEMS

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

Provide volume trend of DSCF and DNDC entry (potential shift due to pricing)

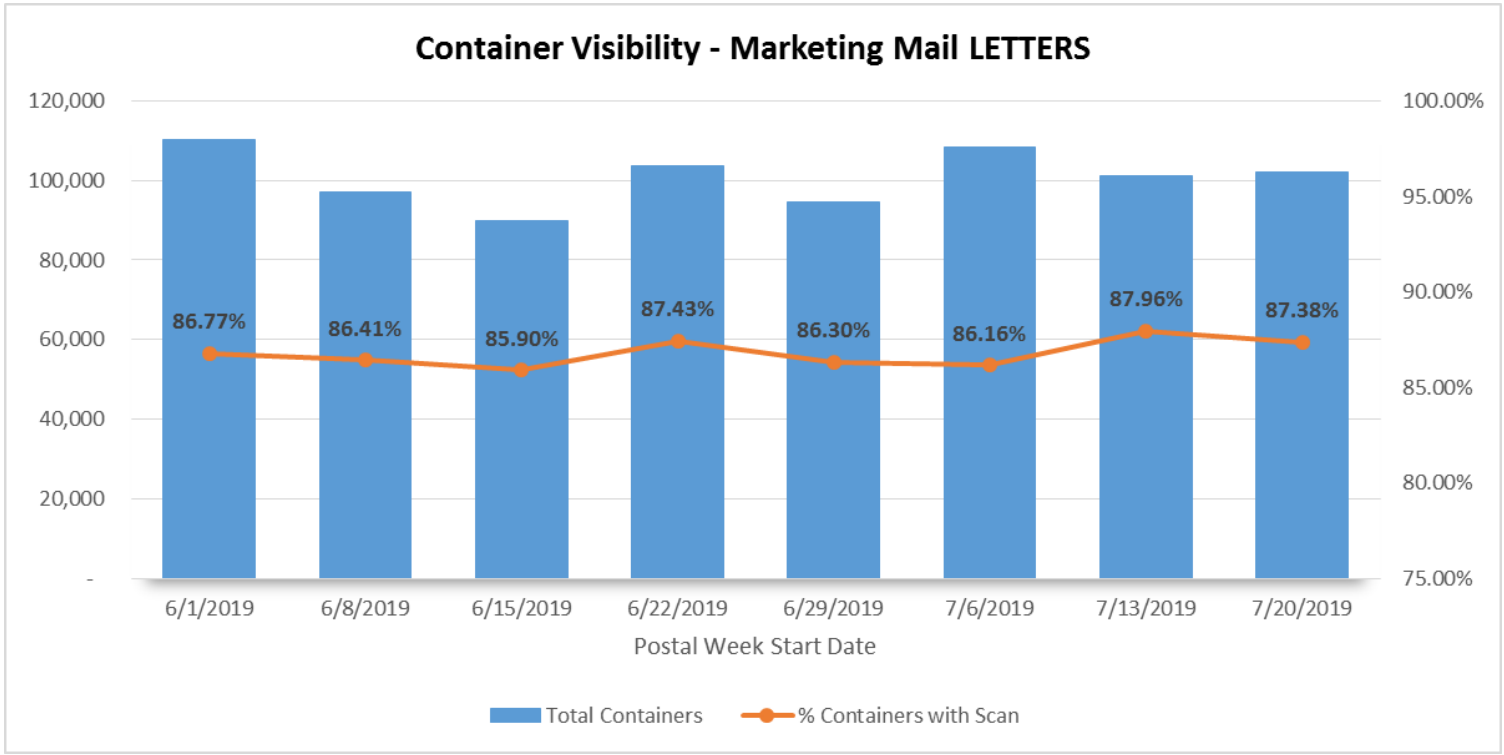
Provide update on GPS / transportation project at next MTAC

Provide document showing UAA process for carriers (handling endorsed vs. unendorsed)

Industry to provide specific examples of DSCF service inconsistencies

Provide container visibility trend at next MTAC and monitor performance in UG3 (FAST) meetings

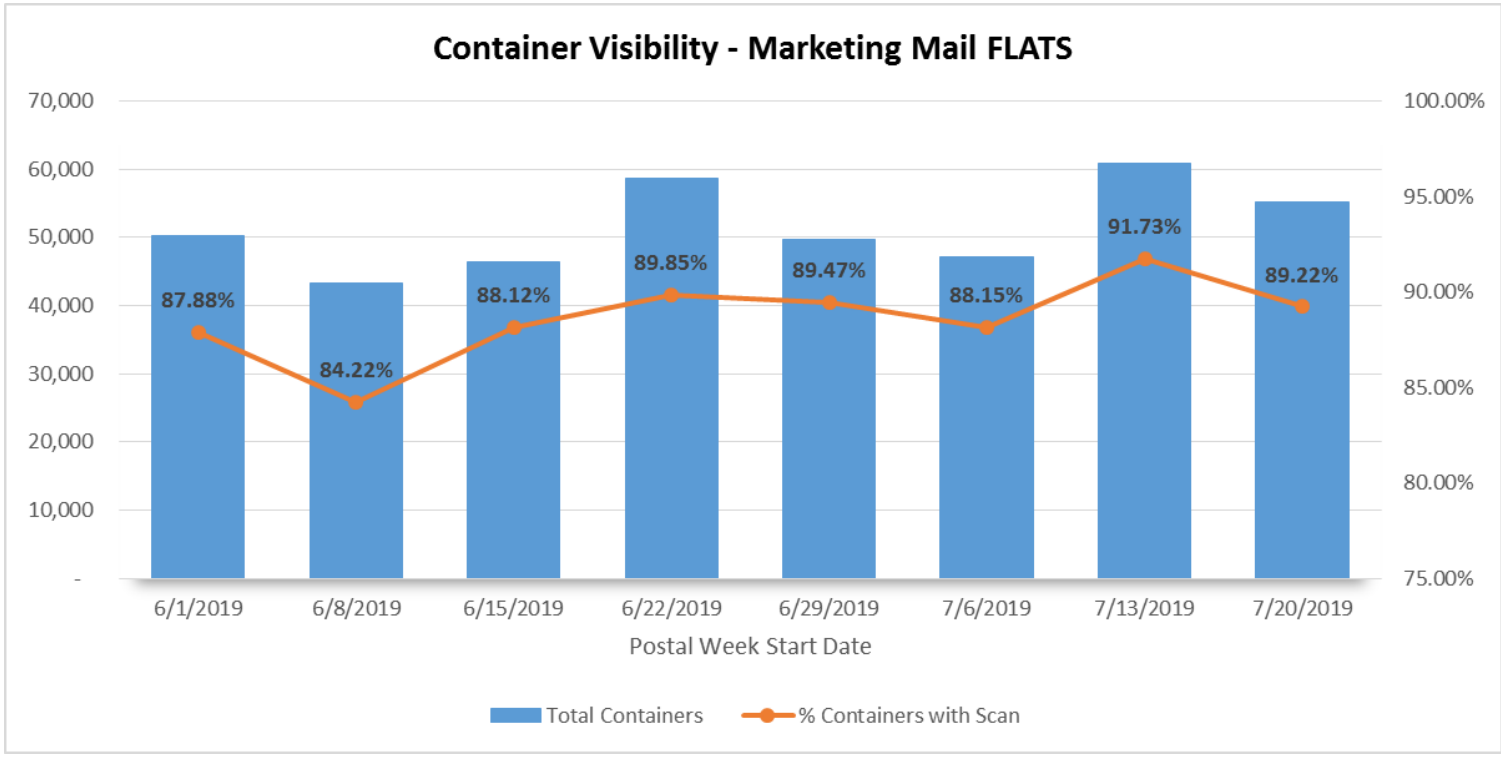
Marketing Mail LETTERS		
Entry Type	**Total Containers**	**% Containers with Scan**
DSCF	571,752	91.32%
ORIGIN	124,344	59.65%
DNDC	102,183	93.82%
ASF	8,769	95.51%
DDU	58	70.69%
Grand Total	**807,106**	**86.80%**



Note: Data from 6/1/2019 – 7/26/2019

Provide container visibility trend at next MTAC and monitor performance in UG3 (FAST) meetings

Marketing Mail **FLATS**		
Entry Type	**Total Containers**	**% Containers with Scan**
DSCF	230,514	93.52%
ORIGIN	73,546	77.68%
DNDC	59,516	95.75%
DDU	25,549	53.97%
DFSS	14,716	98.34%
ASF	7,396	96.44%
ADC	4	100.00%
Grand Total	**411,241**	**88.77%**



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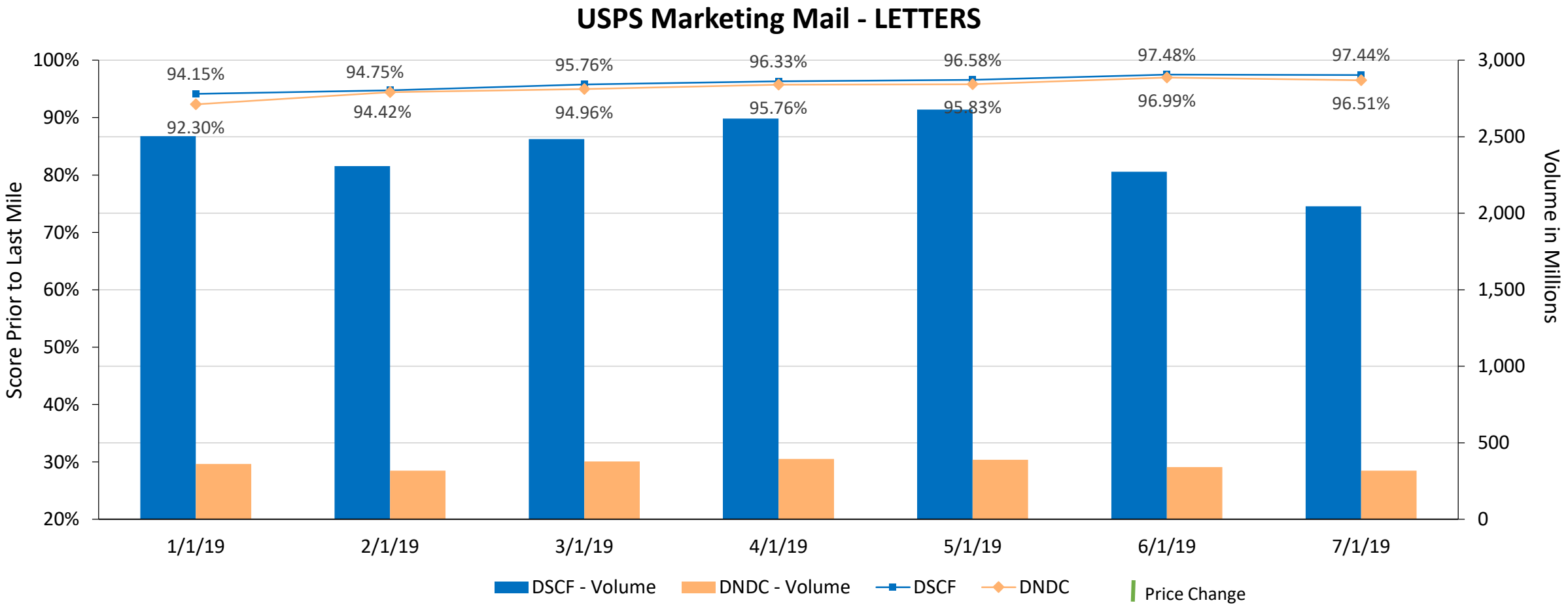
Provide volume trend of DSCF and DNDC entry (potential shift due to pricing)



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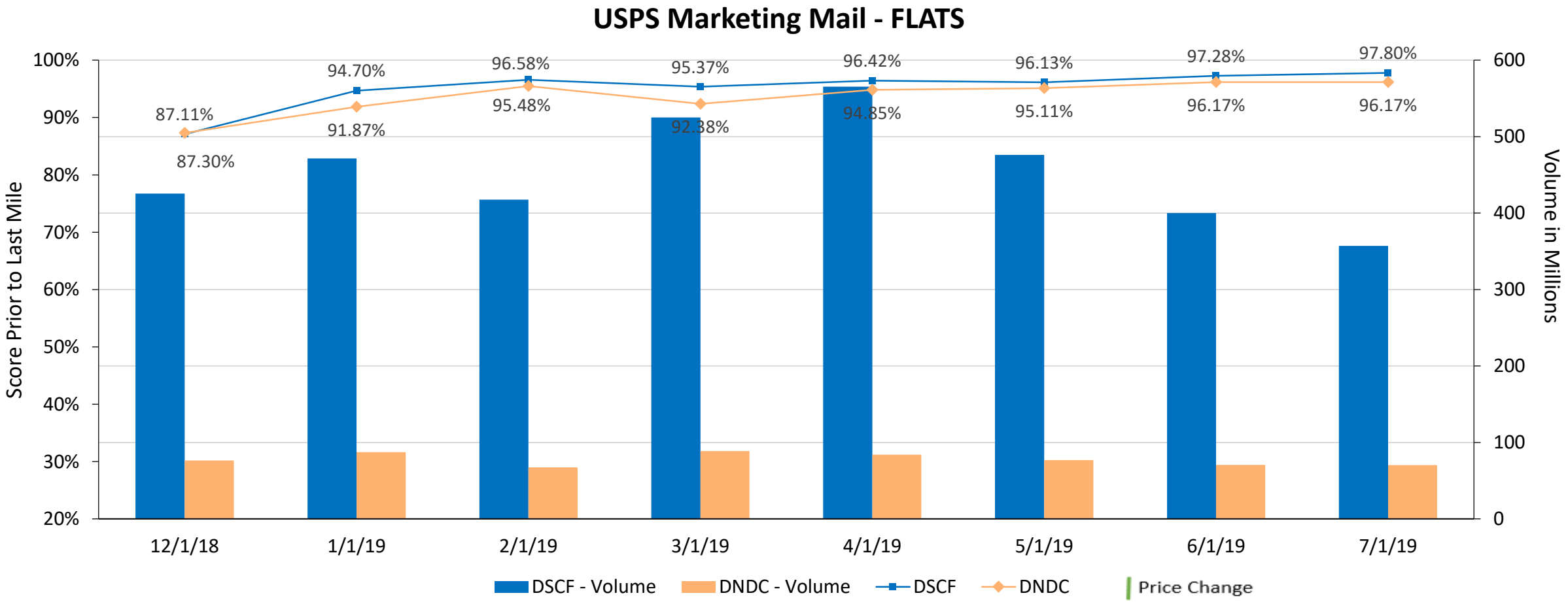


Provide update on GPS / transportation project at next MTAC

Trailer Visibility (TV)

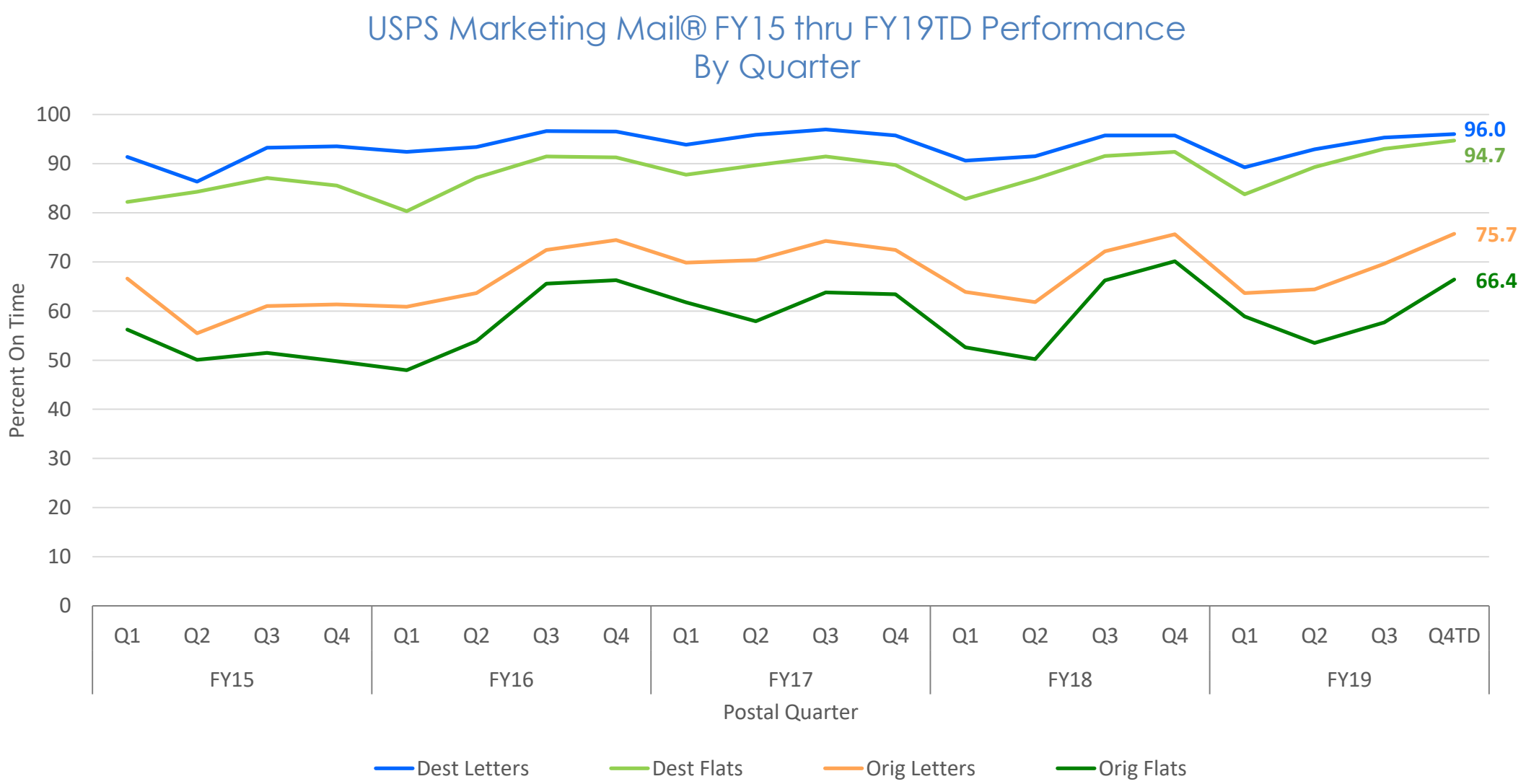
- SIT 8/15
- CAT 8/21
- Pilot test 8/27 – 8/29
- Live pilot 9/28

Mailer Transportation Visibility (MTV)

- Bi-monthly mailer transportation data meetings with industry
- 4th pilot planned with ALG Worldwide Logistics

SERVICE PERFORMANCE

USPS Marketing Mail® Performance by Quarter



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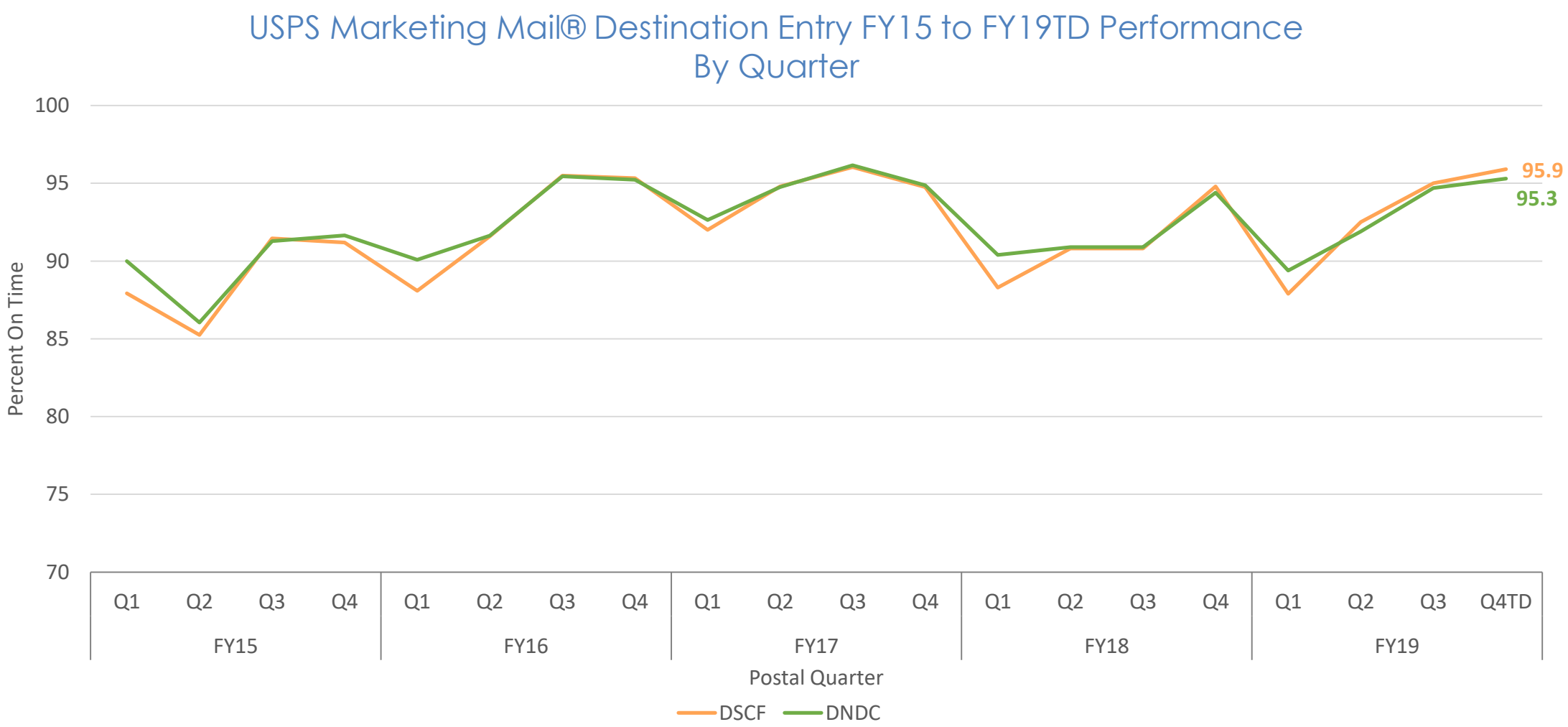
USPS Marketing Mail® (Destination Entry)
Performance by Quarter



Note: DSCF = Three-To-Five-Day, DNDC = Five-Day-And-Above

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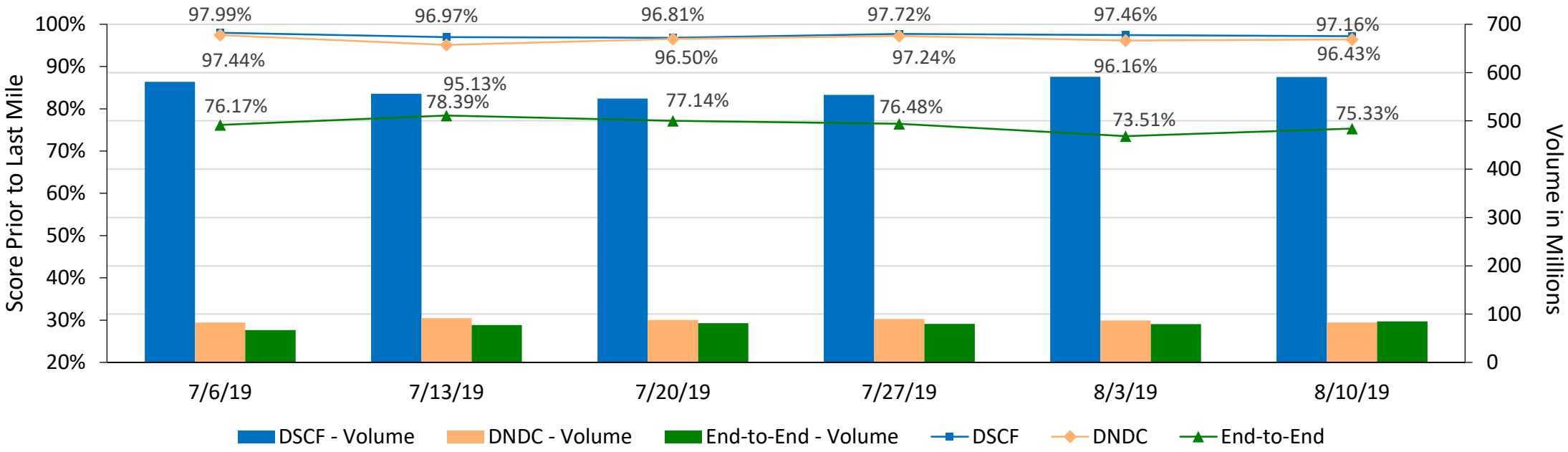
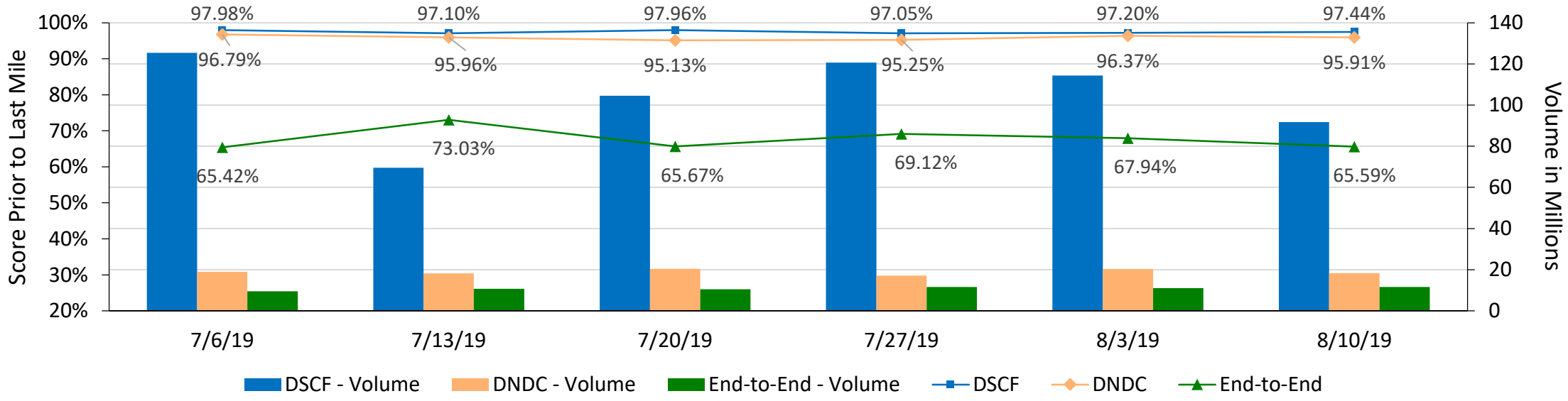
USPS Marketing Mail® (Letters) Score Trend



Q4TD thru 8/16/19	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	3,780,711,107	97.44%	-1.36%	96.08%	91.80%	3,902,091,813	-3.11%	95.18%	0.89%
NDC Letters	577,161,728	96.56%	-1.03%	95.52%	91.80%	540,874,469	6.71%	95.27%	0.25%
E2E Letters	532,171,936	76.63%	-0.96%	75.66%	91.80%	543,557,303	-2.09%	75.41%	0.25%
3-Day	2,499,641,232	97.13%	-1.28%	95.85%	91.80%	2,669,307,942	-6.36%	94.94%	0.91%
4-Day	1,378,694,183	97.46%	-1.49%	95.97%	91.80%	1,346,775,666	2.37%	94.99%	0.97%
5-Day	646,945,075	95.80%	-1.02%	94.77%	91.80%	612,108,991	5.69%	94.32%	0.45%
6-10 Day	347,457,669	70.05%	-0.94%	69.11%	91.80%	339,701,277	2.28%	68.38%	0.73%
11+ Day	17,306,612	82.37%	-0.96%	81.41%	91.80%	18,629,709	-7.10%	87.28%	-5.87%
Total	**4,890,044,771**			**93.79%**	**91.80%**	**4,986,523,585**	**-1.93%**	**93.04%**	**0.75%**

Note: Preliminary FY19 Q4 results through August 16, 2019. FY19 data sourced from Internal SPM.

USPS Marketing Mail® (Flats) Score Trend



Q4TD thru 8/16/19	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	683,725,377	97.52%	-2.67%	94.85%	91.80%	719,344,404	-4.95%	94.35%	0.50%
NDC Flats	126,123,429	96.05%	-2.02%	94.03%	91.80%	126,905,804	-0.62%	94.12%	-0.09%
E2E Flats	74,670,853	68.56%	-2.17%	66.39%	91.80%	80,979,689	-7.79%	70.27%	-3.89%
3-Day	380,270,200	97.18%	-2.63%	94.54%	91.80%	390,108,598	-2.52%	93.99%	0.56%
4-Day	314,249,628	97.43%	-2.71%	94.72%	91.80%	344,605,328	-8.81%	94.23%	0.49%
5-Day	134,318,625	95.10%	-2.02%	93.08%	91.80%	135,721,362	-1.03%	93.06%	0.02%
6-10 Day	52,553,656	63.81%	-1.92%	61.89%	91.80%	53,517,194	-1.80%	64.43%	-2.54%
11+ Day	3,127,550	67.55%	-4.83%	62.72%	91.80%	3,277,415	-4.57%	88.51%	-25.80%
Total	**884,519,659**			**92.33%**	**91.80%**	**927,229,897**	**-4.61%**	**92.22%**	**0.12%**

Note: Preliminary FY19 Q4 results through August 16, 2019. FY19 data sourced from Internal SPM.

FY19 Q4 TD National Level – Marketing Mail Flats Performance, FSS Zones vs. Non FSS Zones

Score	Overall	Processing	LMI
FSS Zone On Time Rate	91.62%	94.42%	-2.80%
Non-FSS Zone On Time Rate	92.82%	95.12%	-2.30%

Note: Metrics based on Full-Service Volume with Anticipated Delivery Dates from 7/1/2019 – 8/16/2019

FAST / DROP SHIPMENTS

No Show Appointments

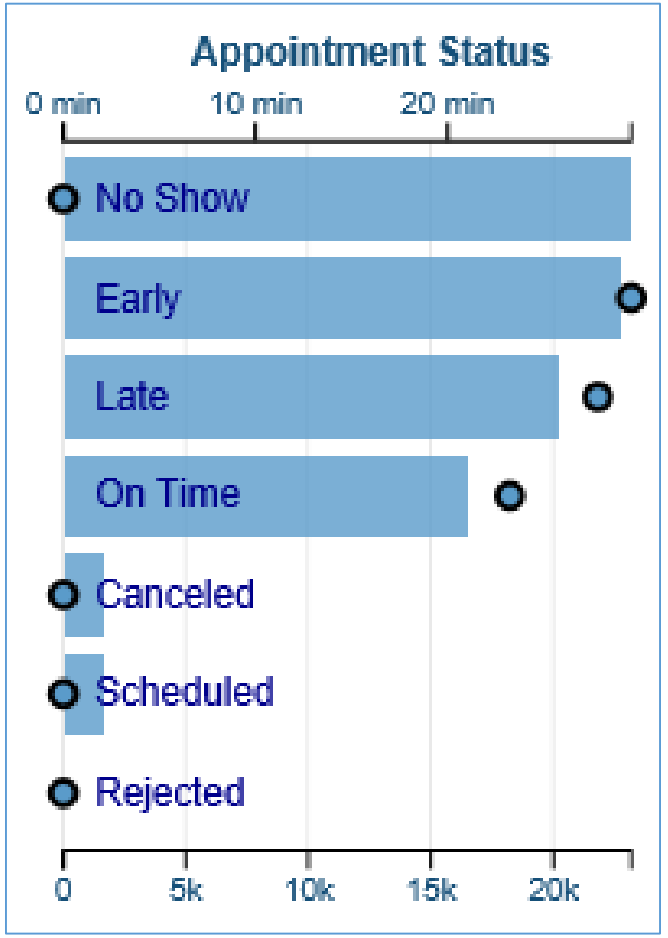
In the past 4 weeks, ≈28% of appointments were no shows

- 26,971 of 97,484 total appointments

No shows utilize available appointment slots and volume

BMS reengaged for outreach to top opportunity mailers/schedulers

➢ **Eliminate/minimize no shows by adjusting appointment times or cancelling unneeded appointments**



No Shows – Partnership for Improvement

Request for volunteers to partner for no show and mail content improvements

- Send scheduler ID / mailer name / CRID to Christian.M.Rivera@usps.gov

No Shows – Partnership for Improvement

Example data: 06/05-07/05, mailer/CRID = 12.7% no shows (354 no shows of 2790 appointments); breakdown by day of week and appointment details:

Row Labels	Sum of NO SHOW BY DAY	Sum of % NO SHOW PER DAY/MAILER
SUN	29	7.82%
MON	54	18.11%
TUE	67	23.46%
WED	38	11.52%
THU	46	14.81%
FRI	39	11.93%
SAT	81	12.35%
Grand Total	**354**	**100%**

APPT_ID	APPT_DTM	FAC_ID	FAC_NAME	LCLE_KEY	NASS_CODE	MLR_ID	MLR_NAME
124111111	2019-06-19 11:00:00	100067441	WASHINGTON NDC	V24594	20Z		
124222222	2019-06-14 13:00:00	100101534	SEMINOLE	003322	32H		
124433333	2019-06-21 07:00:00	100101556	LITTLE ROCK P&DC ANNEX	003198	720AX		

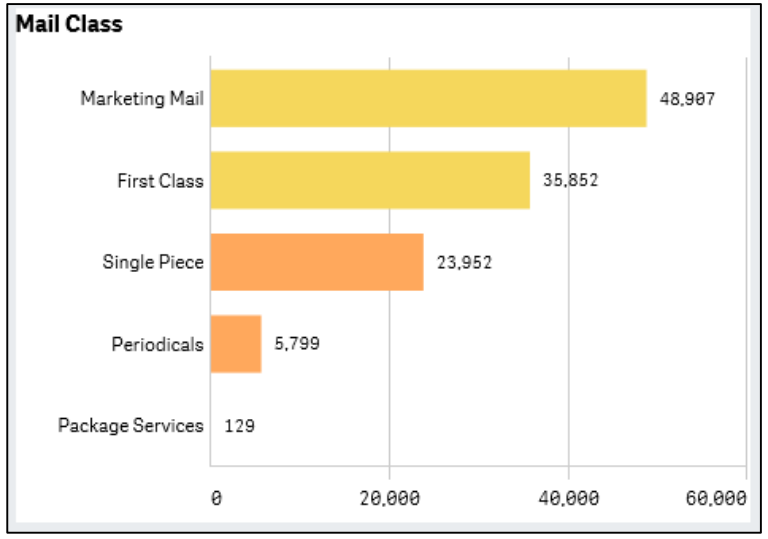
DELIVERY & CUSTOMER SERVICE OPERATIONS

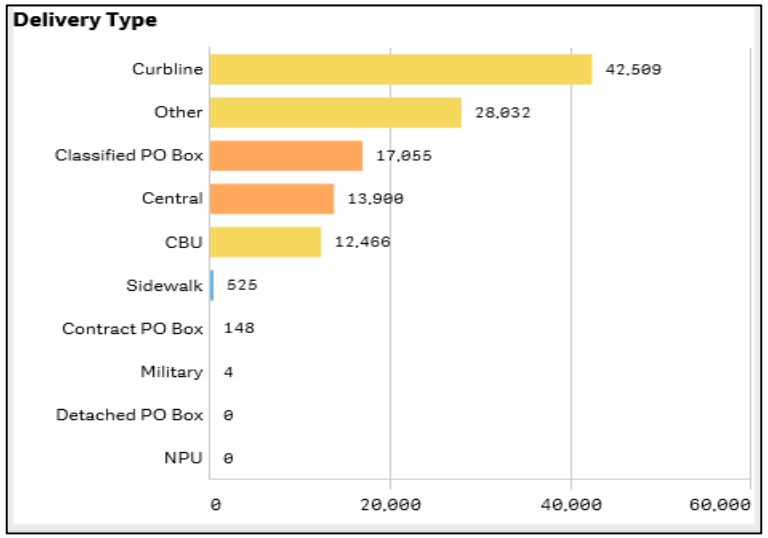
Last Mile Failure Rate National QTD

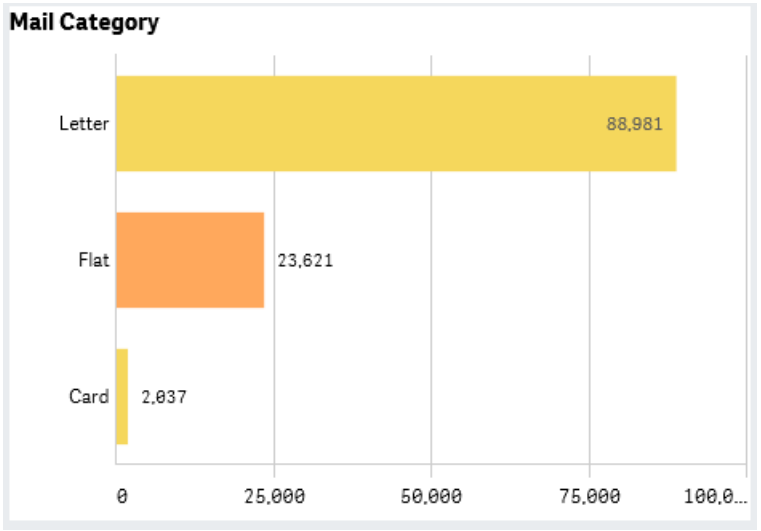
Area	6-Apr	6-Jul	3-Aug	24-Aug	Trend
Capital Metro	-1.8%	-1.6%	-1.7%	-1.8%	
Eastern	-1.1%	-1.6%	-1.1%	-1.2%	
Great Lakes	-1.5%	-1.6%	-1.5%	-1.1%	
Northeast	-1.7%	-1.4%	-1.7%	-1.8%	
Pacific	-0.9%	-1.2%	-0.9%	-0.7%	
Southern	-1.4%	-1.1%	-1.2%	-1.0%	
Western	-1.2%	-0.9%	-1.2%	-1.0%	
National	-1.4%	-1.3%	-1.3%	-1.2%	

Color Key

- Last Mile Failure Rate GT 0%
- Last Mile Failure Rate -1 to 0%
- Last Mile Failure Rate -5 to -1%
- Last Mile Failure Rate -10 to -5%
- Last Mile Failure Rate < -10%

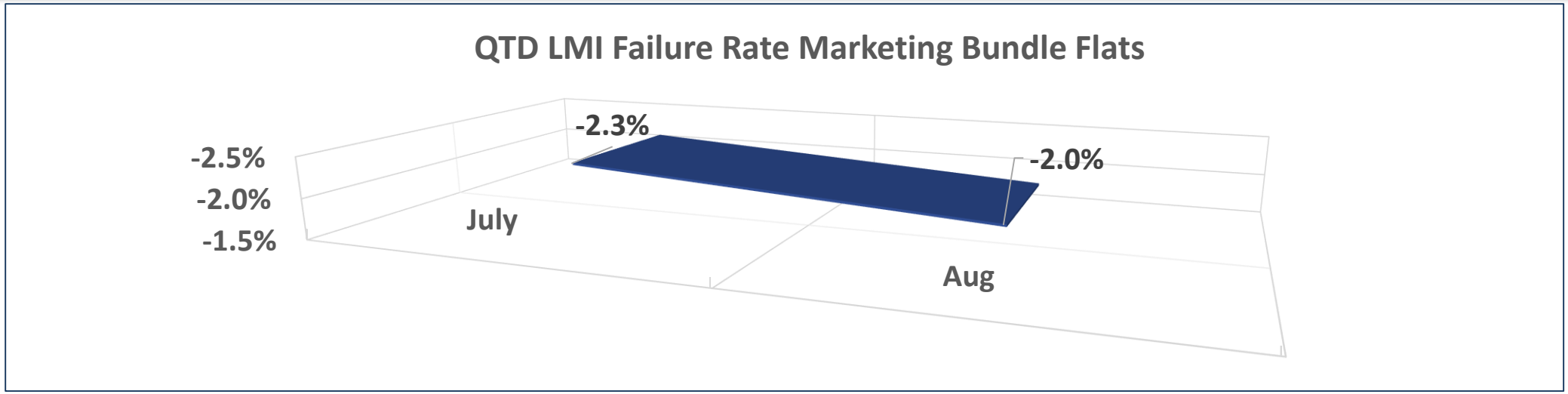


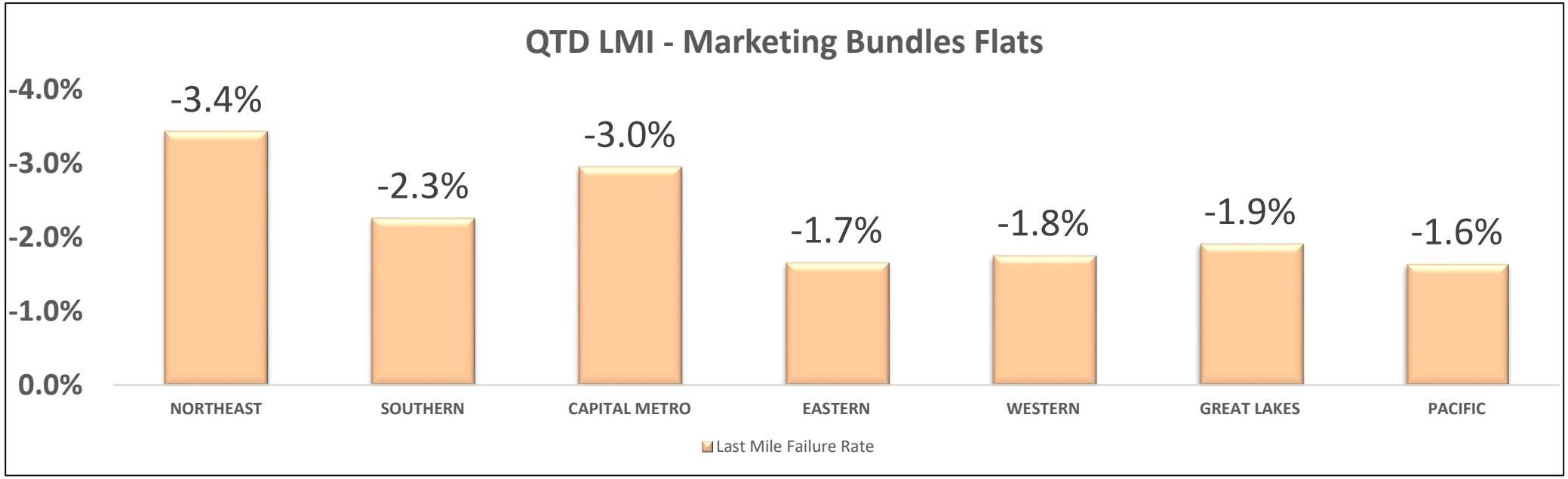




Source – Last Mile Qlik, From 4/6/19 to 8/24/19

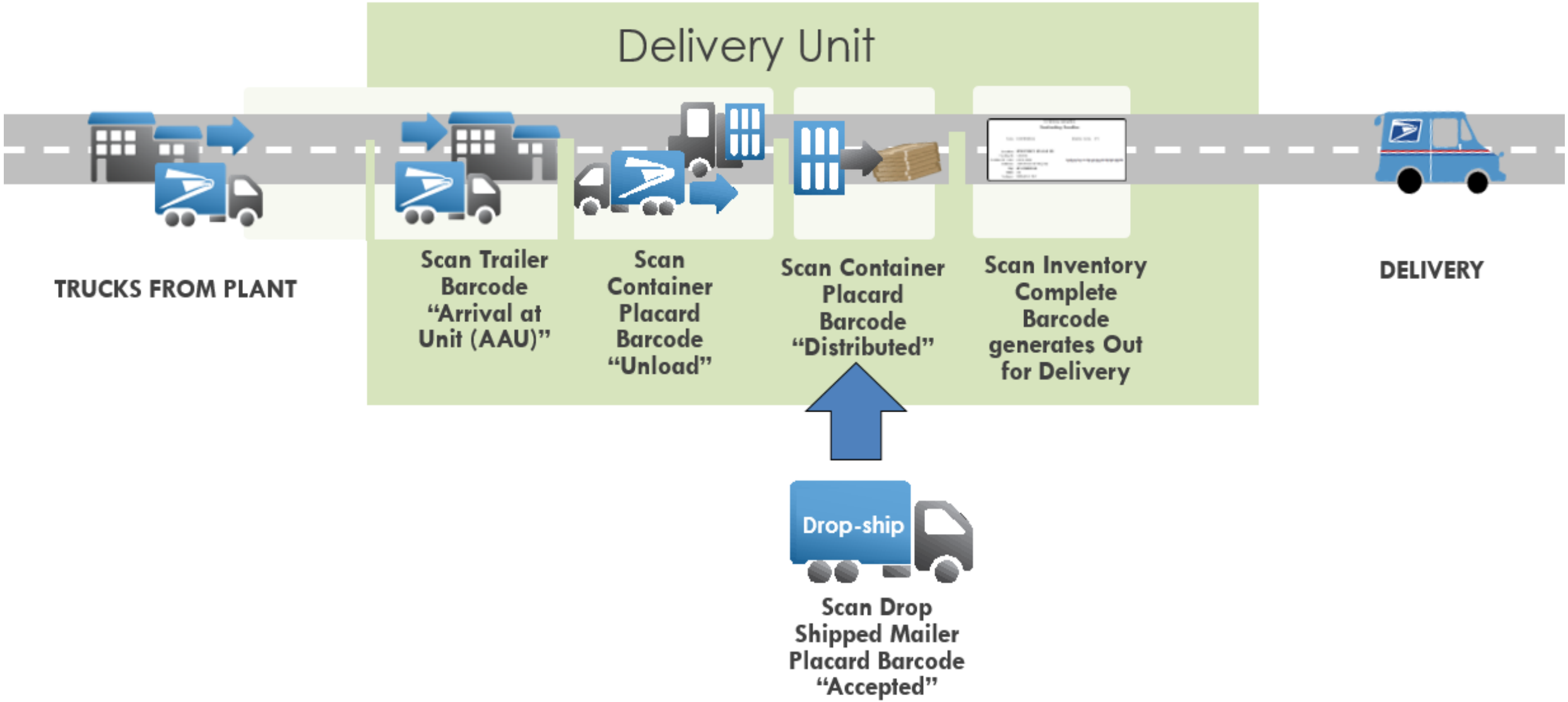
LMI MARKETING BUNDLE FLATS QTD





Resources: eaqlik.usps.gov

BUNDLE VISIBILITY (BV) MAIL FLOW



MARKETING MAIL/PERIODICALS -BUNDLE VISIBILITY

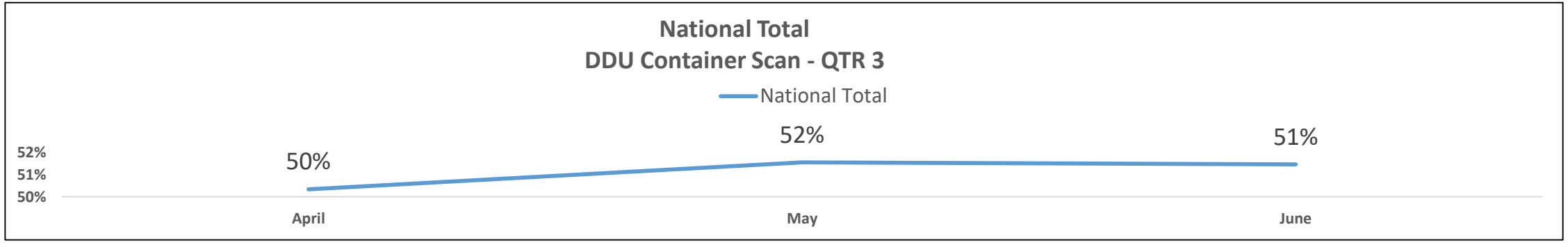
National BV Score by Area - Delivery Unit Level – QTD

National Delivery Unit Bundle Visibility Performance Date Range: 7/1/2019 - 8/27/2019						
Area	Overall DU Score OFD / Expected New Bundles*	Improvement To SPLY	% Bundles Distributed	Improvement To SPLY	DU with Inventory Complete Scan %	Improvement To SPLY
NATIONAL	**94.00%**	**2.90%**	**96.30%**	**2.30%**	**97.70%**	**0.40%**
PACIFIC	95.20%	**4.20%**	97.50%	**3.00%**	97.50%	**0.60%**
SOUTHERN	95.10%	**2.70%**	97.20%	**2.40%**	98.10%	**-0.10%**
GREAT LAKES	94.80%	**0.00%**	97.00%	**0.40%**	97.50%	**-0.70%**
EASTERN	94.30%	**0.20%**	96.30%	**0.30%**	97.90%	**-0.60%**
WESTERN	94.20%	**1.80%**	96.50%	**0.80%**	97.80%	**0.20%**
CAPITAL METRO	92.90%	**11.00%**	94.80%	**8.90%**	98.00%	**2.80%**
NORTHEAST	90.10%	**5.30%**	93.60%	**3.40%**	96.50%	**1.70%**

*The number of bundles scanned in the unit for distribution/ Bundles that the plant scanned to the delivery unit

Source: http://56.72.7.143:9085/bv_bundle_vis.cfm

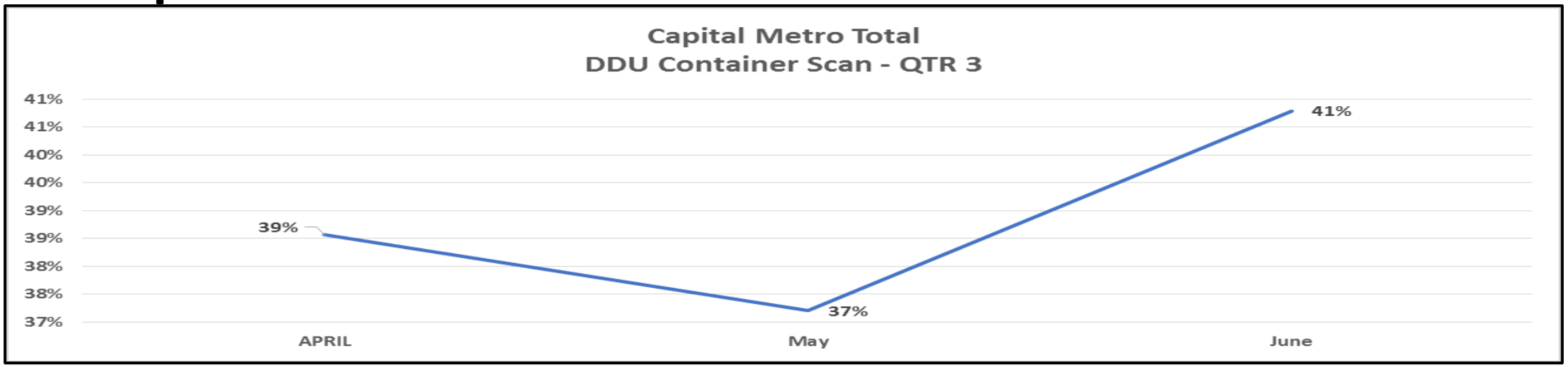
DDU 99M Scanning – QTR 3 FY 2019



Area	Total Sum of All Containers	Total Sum of Containers with Scans	QTR 3 Total
CAPITAL METRO	5114	1978	39%
EASTERN	10269	5448	53%
GREAT LAKES	5264	2559	49%
NORTHEAST	8111	3387	42%
PACIFIC	9819	5512	56%
SOUTHERN	16031	8643	54%
WESTERN	9978	5492	55%
National Total	64586	33019	51%

DDU Container Scanning – QTR 3 FY 2019

Example:



District	Total Sum of All Containers	Total Sum of Containers with Scans	QTR 3 Total
ATLANTA	1759	585	33.3%
BALTIMORE	915	393	43.0%
CAPITAL	660	242	36.7%
GREATER S CAROLINA	281	200	71.2%
GREENSBORO	282	204	72.3%
MID-CAROLINAS	130	80	61.5%
NORTHERN VIRGINIA	627	163	26.0%
RICHMOND	460	111	24.1%
Capital Metro Total	5114	1978	38.7%

Provide document showing UAA process for carriers (handling endorsed vs. unendorsed)

- DEC – Deceased*
- No Record*
- NMR – No Mail Receptacle
- REF – Refused
- TA – Temporarily Away
- VAC – Vacant (occupant mail only; endorsed address service, requested return postage guaranteed, or forwarding and return postage guaranteed)
- ANK – Attempted Not Known
- IA – Insufficient Address
- ILL – Illegible
- NSN – No Such Number
- NSS – No Such Street
- UTF – Unable to Forward
- UAA – Undeliverable as Addressed
- UNC - Unclaimed

* Individual Endorsement

QUESTIONS

MTAC MAIL PREP & ENTRY FOCUS GROUP: PACKAGES

Agenda

ACTION ITEMS

DELIVERY & CUSTOMER SERVICE OPERATIONS

OPEN DISCUSSION

ACTION ITEMS

Action Items

Provide FAST no-shows and mail content data by shipper and partner with industry for improvement

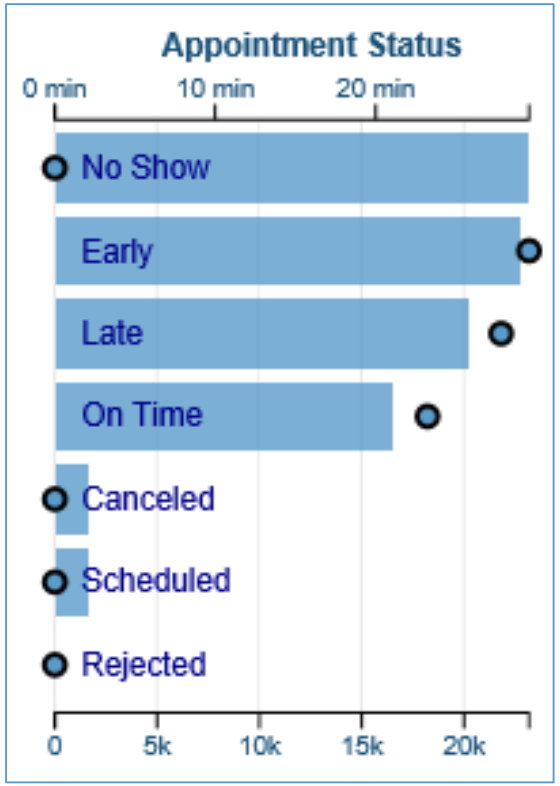
Provide complete list of MDD/IMD/RFS/CFS codes and the timeline for alignment

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

Provide FAST no-shows and mail content data by shipper and partner with industry for improvement

In the past 4 weeks, ≈28% of appointments were no shows

- 26,971 of 97,484 total appointments



No shows utilize available appointment slots and volume

BMS reengaged for outreach to top opportunity mailers/schedulers

- **Eliminate/minimize no shows by adjusting appointment times or cancelling unneeded appointments**

FAST, 07/27/19-08/23/19

(continued) Provide FAST no-shows and mail content data by shipper and partner with industry for improvement

Request for volunteers to partner for no show and mail content improvements

- Send scheduler ID / mailer name / CRID to Christian.M.Rivera@usps.gov

(continued) Provide FAST no-shows and mail content data by shipper and partner with industry for improvement

Example data: 06/05-07/05, mailer/CRID = 12.7% no shows (354 no shows of 2790 appointments); breakdown by day of week and appointment details:

Row Labels	Sum of NO SHOW BY DAY	Sum of % NO SHOW PER DAY/MAILER
SUN	29	7.82%
MON	54	18.11%
TUE	67	23.46%
WED	38	11.52%
THU	46	14.81%
FRI	39	11.93%
SAT	81	12.35%
Grand Total	**354**	**100%**

APPT_ID	APPT_DTM	FAC_ID	FAC_NAME	LCLE_KEY	NASS_CODE
124111111	2019-06-19 11:00:00	100067441	WASHINGTON NDC	V24594	20Z
124222222	2019-06-14 13:00:00	100101534	SEMINOLE	003322	32H
124433333	2019-06-21 07:00:00	100101556	LITTLE ROCK P&DC ANNEX	003198	720AX

DELIVERY & CUSTOMER SERVICE OPERATIONS

UAA Analysis

Nixie Code	Letters	Flats	Packages
Q - Not Deliverable As Addressed	53.18%	61.78%	18.33%
A - Attempted Not Known	23.27%	17.33%	6.45%
I - Insufficient Address	10.56%	8.72%	4.25%
N - No Such Number	3.71%	3.19%	1.87%
M - No Mail Receptacle	3.59%	2.98%	1.53%
U - Unclaimed	3.06%	1.85%	4.31%
S - No Such Street	1.36%	1.19%	0.66%
R - Refused	0.83%	1.74%	62.21%
P - Deceased	0.28%	1.18%	0.37%
E - In Dispute	0.08%	0.01%	0.01%
L - Illegible	0.07%	0.02%	0.01%
Grand Total	100.0%	100.0%	100.0%

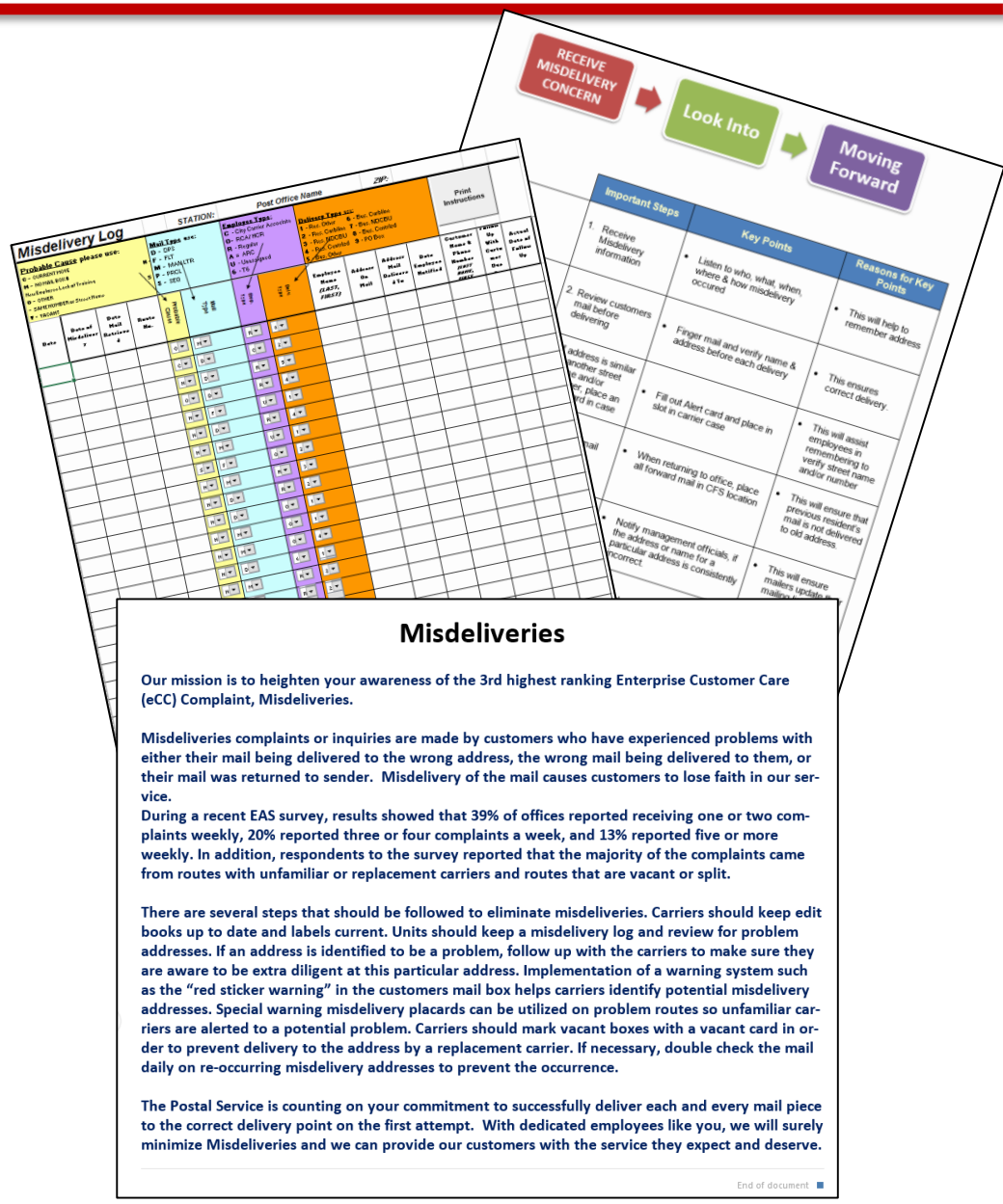
Roll up of Q

- ❑ Delivery Suspended to Commercial Mail Receiving Agency
- ❑ No Such Office in State
- ❑ Outside Delivery Limits
- ❑ Returned for Better Address
- ❑ Returned for Postage
- ❑ Returned to Sender, Mail piece Contains Nonmalleable Contents
- ❑ Returned to Sender Due to Addressee's Violation of Postal False Representation Law
- ❑ Returned to Sender Due to Addressee's Violation of Postal Lottery Law
- ❑ Temporarily Away
- ❑ Undeliverable as Addressed, Missing PMB or # Sign

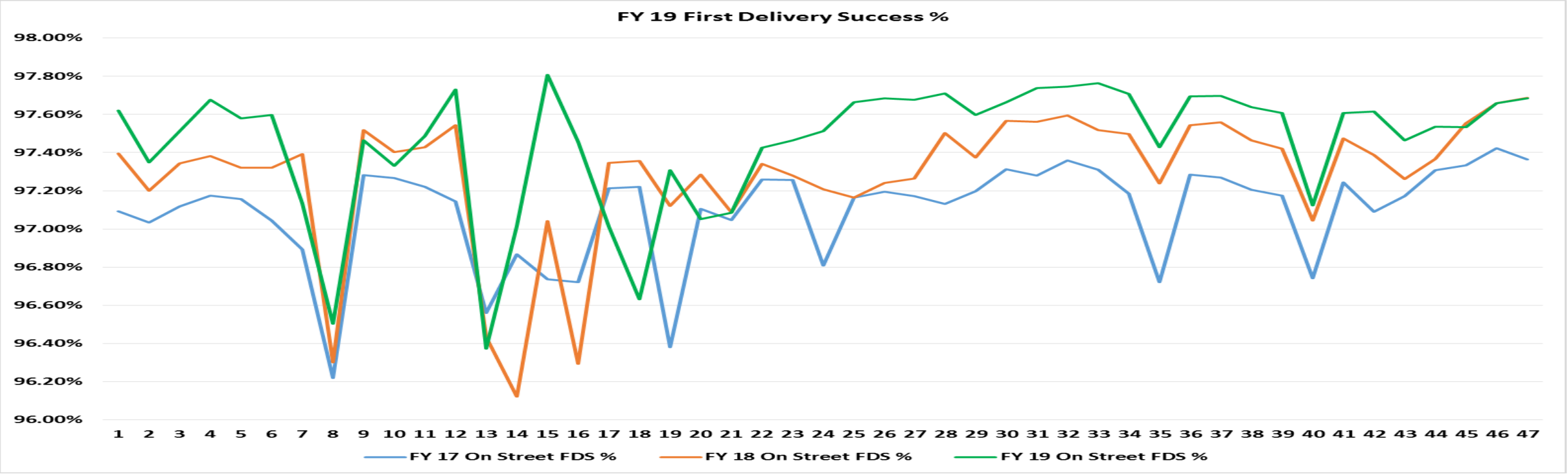
Source: National Customer Support Center (NCSC), From Feb 2019 to June 2019

Misdelivery Strategies

- Pilot Sites
  - Wicker Park Carrier Annex in Chicago
  - North Philadelphia in Philadelphia Metro
- Develop SOP, Service Talk, Log & SWI
- National Deployment Geo-Alert
  - October 2019



PACKAGE SHIPPERS DELIVERED FIRST ATTEMPT



Total Pieces Scanned (YTD 2019 WK 47)	% Delivered 1st Attempt
CAPITAL METRO	97.94%
EASTERN	97.92%
GREAT LAKES	97.84%
NORTHEAST	97.05%
PACIFIC	97.87%
SOUTHERN	97.70%
WESTERN	97.58%
TOTAL	**97.68%**

Package Service Performance
(YTD 2019 thru WK 47)
99.61%
(FDS + Attempt)

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

Resource: IMD/MDD Scanner

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

IMD On-Street doesn't match MDD On-Street menu and there are no plans to update due to:

- Technical limitations of IMD
- Costs to develop On-Street software to work on IMD
- We discourage use of IMD for street delivery
- MDD will replace IMD in back office starting February/March 2020

MDD is piloting In-Office software and future plans to add another 1,000 devices to pilot before deploying nationwide

Event codes for same events already match across devices and that is handled by PTR

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

4,167 PASS systems over a little more than 3,800 sites

Systems relocated based on needs of Areas/Districts

QUESTIONS

MTAC MAIL PREP & ENTRY FOCUS GROUP: PERIODICALS

Agenda

ACTION ITEMS

SERVICE PERFORMANCE

DELIVERY & CUSTOMER SERVICE OPERATIONS

OPEN DISCUSSION

ACTION ITEMS

Action Items

Provide update on no-shows at next MTAC and any potential reduction in no-shows resulting from recurring appointment reviews

Provide percent of Newspapers turnaround volume entered at SCF vs. origin

Industry to provide feedback on false-positive mailer irregularities

---

Investigate low pallet scans at DDU entry; what's being done to increase DDU scanning

Provide update on no-shows at next MTAC and any potential reduction in no-shows resulting from recurring appointment reviews

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- 26,971 of 97,484 total appointments

No shows utilize available appointment slots and volume

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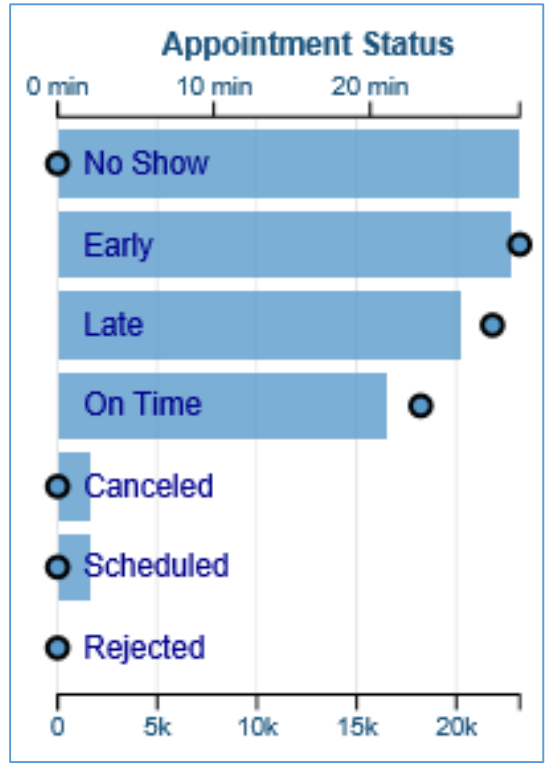

- ➢ **Eliminate/minimize no shows by adjusting appointment times or cancelling unneeded appointments**

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124433333	2019-06-21 07:00:00	100101556	LITTLE ROCK P&DC ANNEX	003198	720AX

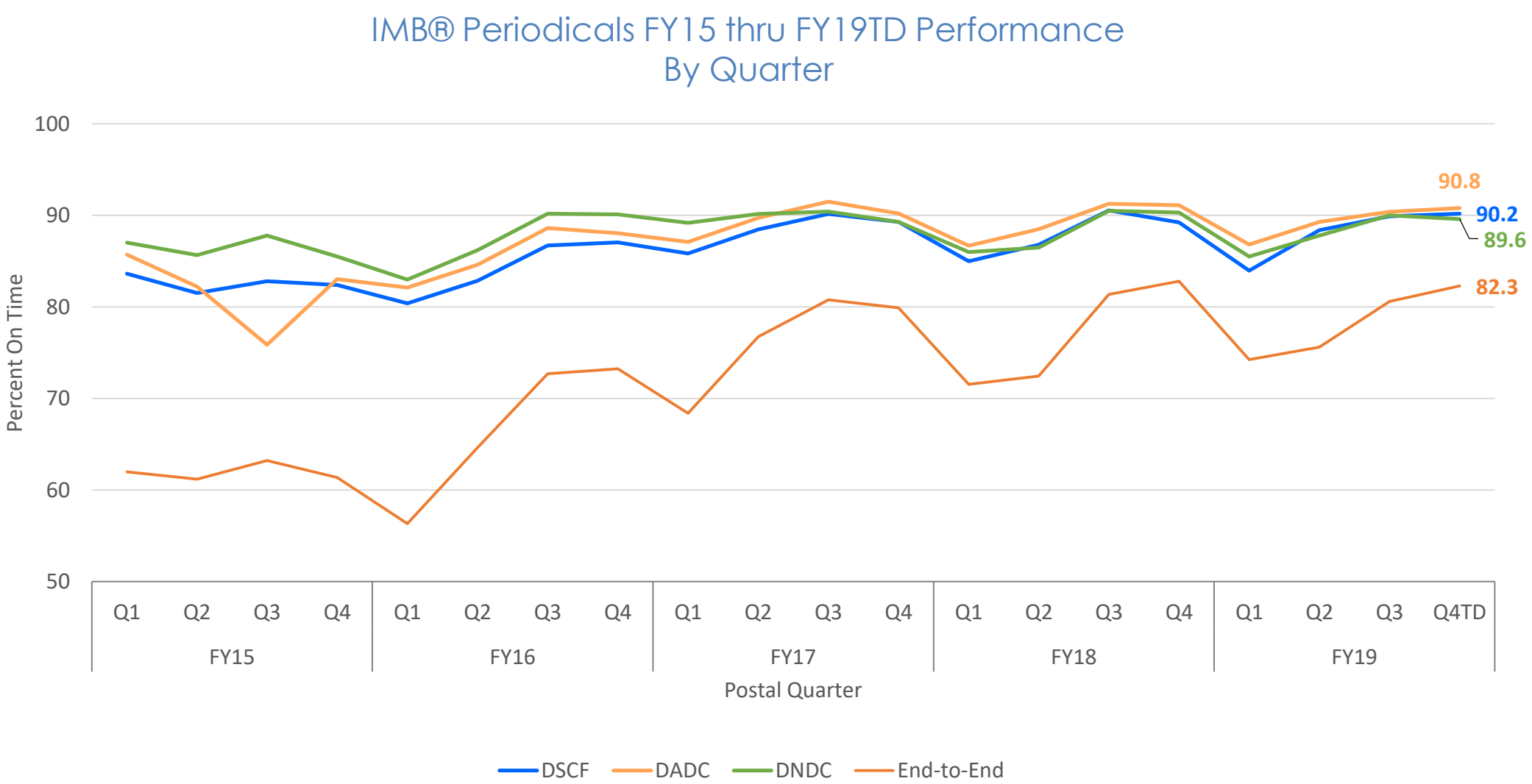
Provide percent of Newspapers turnaround volume entered at SCF vs. origin

Not available – unable to distinguish Newspapers from other Periodicals

Industry to provide feedback on false-positive mailer irregularities

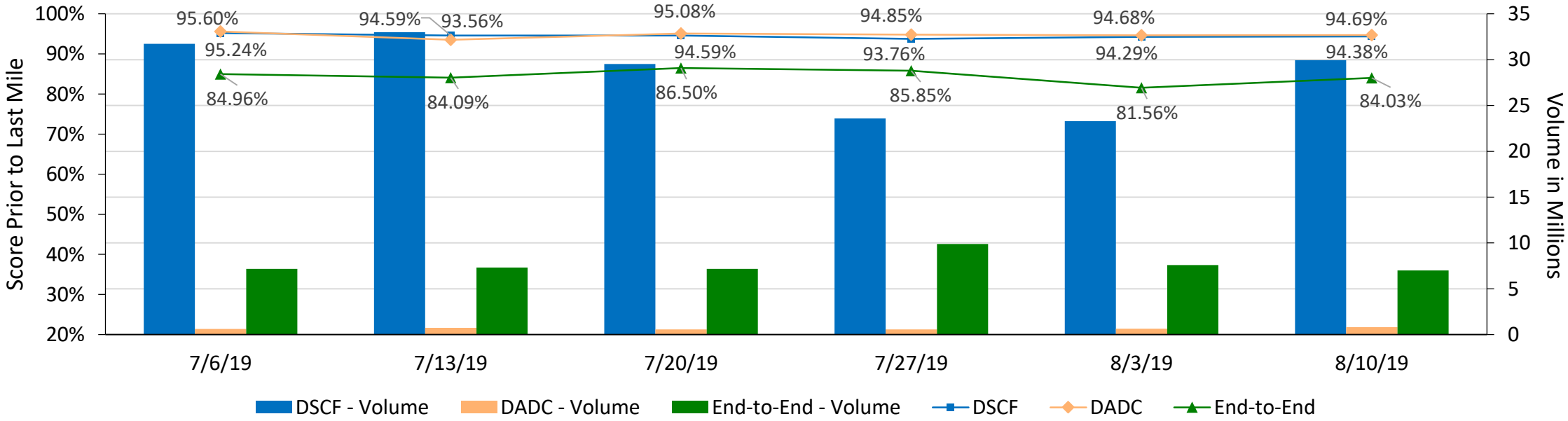
SERVICE PERFORMANCE

IMB® Periodicals Performance by Quarter



Note: Preliminary FY19 Q4 results through August 16, 2019. FY19 data sourced from Internal SPM. Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting September 16, 2017 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.

Periodicals Score Trend



Q4TD thru 8/16/19	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	190,561,623	94.35%	-4.16%	90.19%	91.80%	229,864,656	-17.10%	89.79%	0.40%
ADC Flats	4,503,295	94.56%	-3.74%	90.82%	91.80%	5,286,167	-14.81%	91.00%	-0.18%
E2E Flats	52,861,456	85.11%	-2.50%	82.61%	91.80%	55,188,137	-4.22%	82.62%	0.00%
2-Day	7,864,355	93.66%	-3.16%	90.51%	91.80%	9,244,279	-14.93%	89.97%	0.53%
3-Day	25,050,217	93.81%	-2.46%	91.34%	91.80%	24,925,377	0.50%	90.34%	1.01%
4-Day	34,291,665	87.83%	-2.79%	85.04%	91.80%	34,002,782	0.85%	83.39%	1.65%
5-Day	2,233,195	90.58%	-2.41%	88.18%	91.80%	1,885,562	18.44%	87.93%	0.25%
6+ Day	11,861,579	75.30%	-2.23%	73.08%	91.80%	12,907,202	-8.10%	76.67%	-3.59%
Total	**247,926,374**			**88.58%**	**91.80%**	**290,338,960**	**-14.61%**	**88.45%**	**0.14%**

Note: Preliminary FY19 Q4 results through August 16, 2019. FY19 data sourced from Internal SPM.

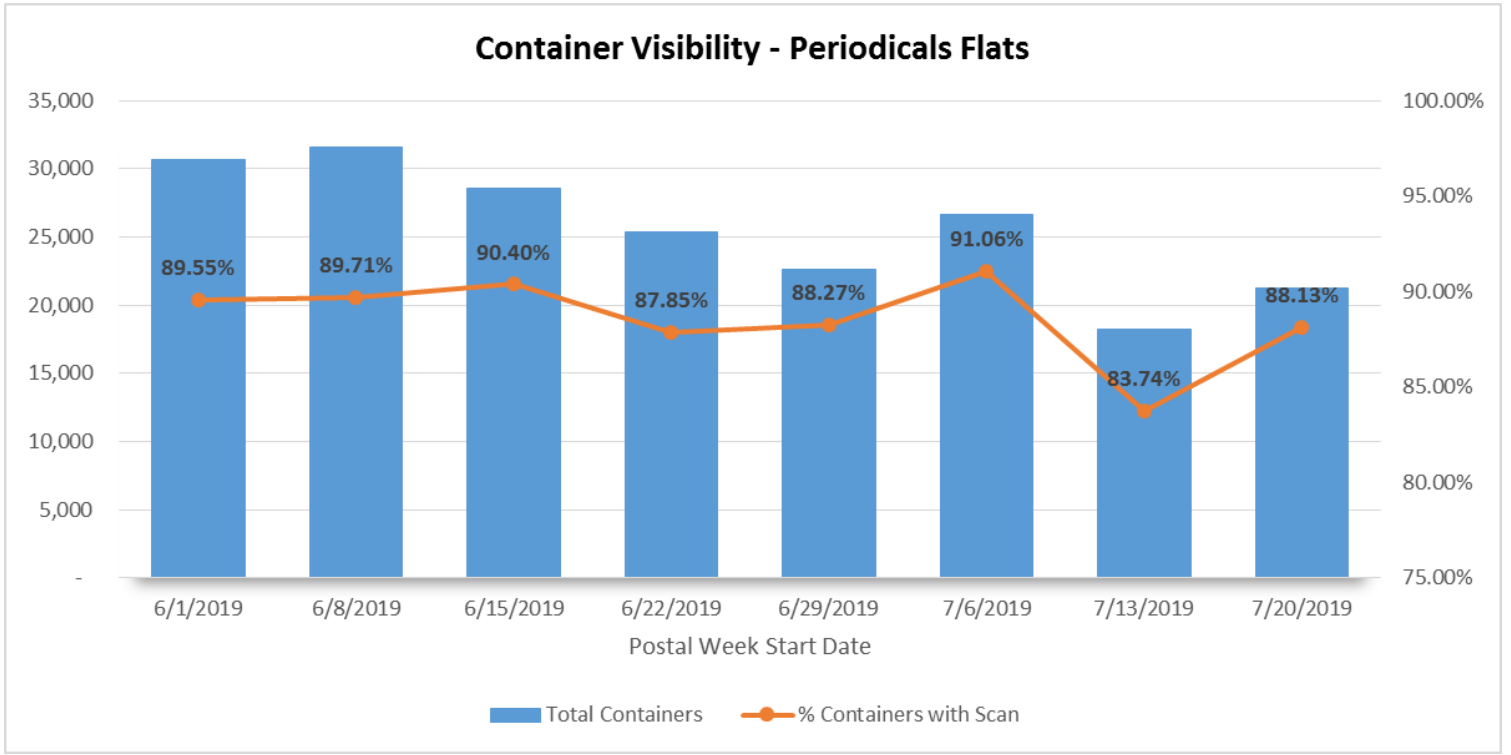
FY19 Q4 TD National Level – Periodicals Flats Performance, FSS Zones vs. Non FSS Zones

Score	Overall	Processing	LMI
FSS Zone On Time Rate	88.41%	92.41%	-4.00%
Non-FSS Zone On Time Rate	88.77%	92.66%	-3.89%

Note: Metrics based on Full-Service Volume with Anticipated Delivery Dates from 7/1/2019 – 8/16/2019

Container Visibility

Periodicals Flats		
Entry Type	**Total Containers**	**% Containers with Scan**
DSCF	108,969	93.62%
ORIGIN	65,810	77.80%
DFSS	16,742	97.96%
ADC	6,637	95.10%
DNDC	5,012	98.94%
DDU	1,737	71.62%
ASF	29	3.45%
Grand Total	**204,936**	**88.87%**



Note: Data from 6/1/2019 – 7/26/2019

DELIVERY & CUSTOMER SERVICE OPERATIONS

Last Mile Failure Rate National QTD

Area	6-Apr	6-Jul	3-Aug	24-Aug	Trend
Capital Metro	-1.8%	-1.6%	-1.7%	-1.8%	
Eastern	-1.1%	-1.6%	-1.1%	-1.2%	
Great Lakes	-1.5%	-1.6%	-1.5%	-1.1%	
Northeast	-1.7%	-1.4%	-1.7%	-1.8%	
Pacific	-0.9%	-1.2%	-0.9%	-0.7%	
Southern	-1.4%	-1.1%	-1.2%	-1.0%	
Western	-1.2%	-0.9%	-1.2%	-1.0%	
National	-1.4%	-1.3%	-1.3%	-1.2%	

Color Key

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- Last Mile Failure Rate -10 to -5%
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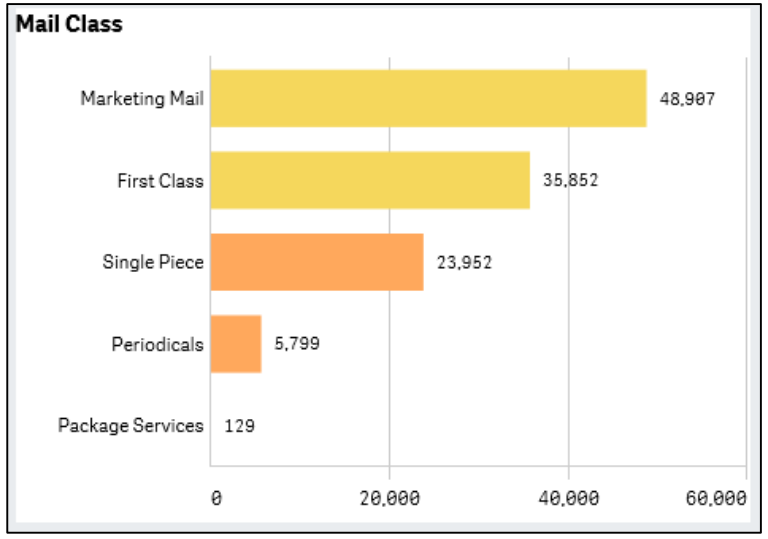

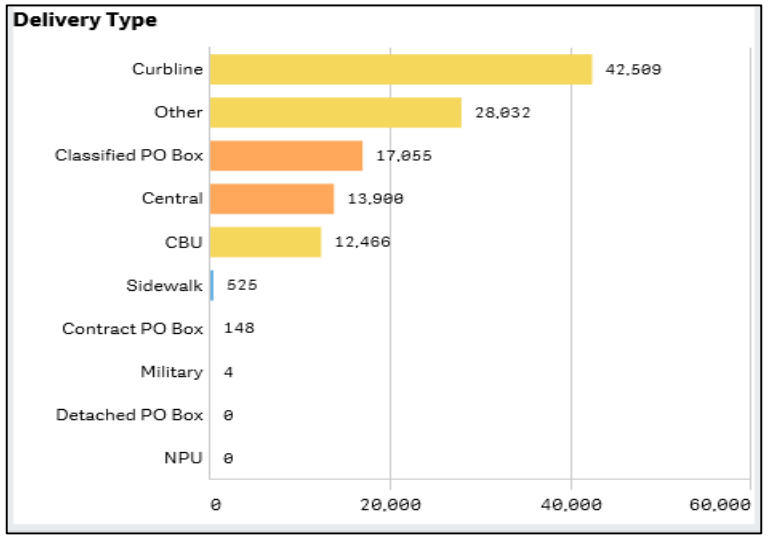

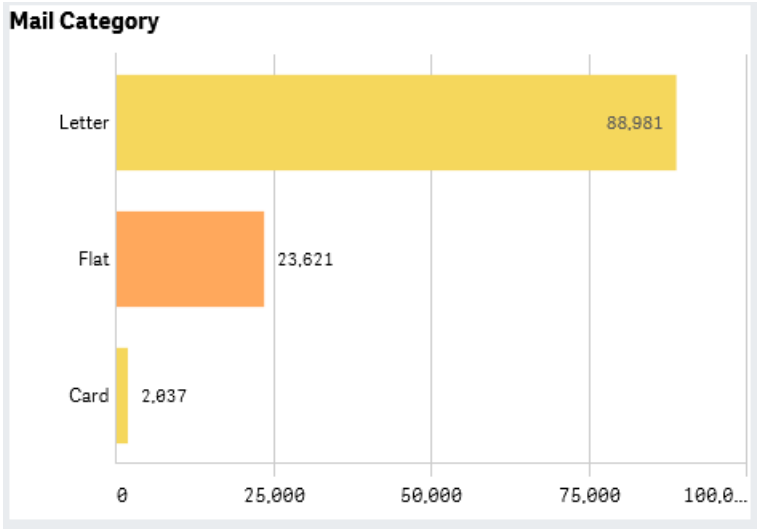

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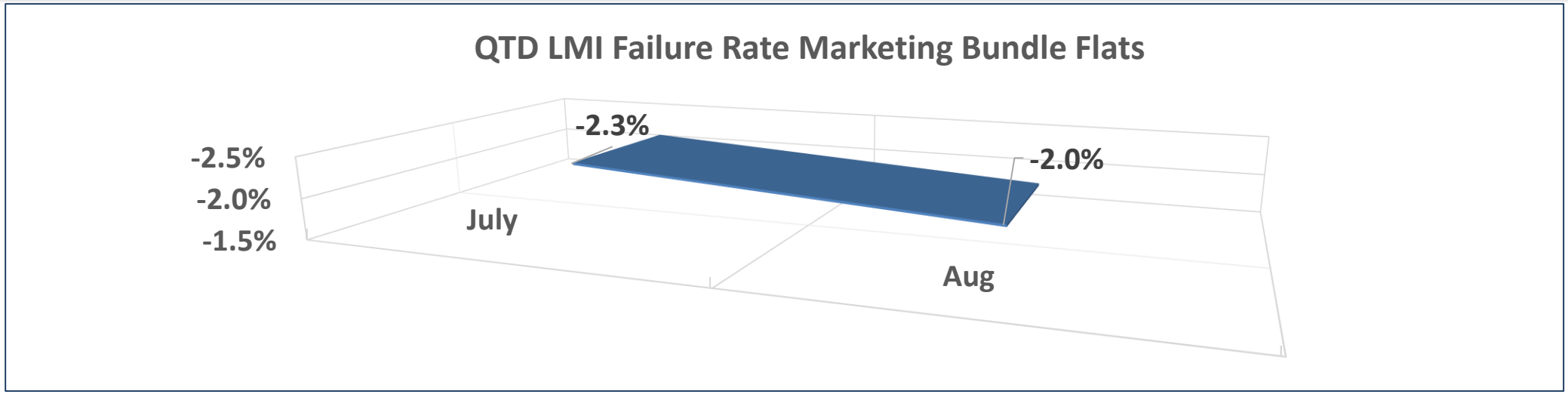
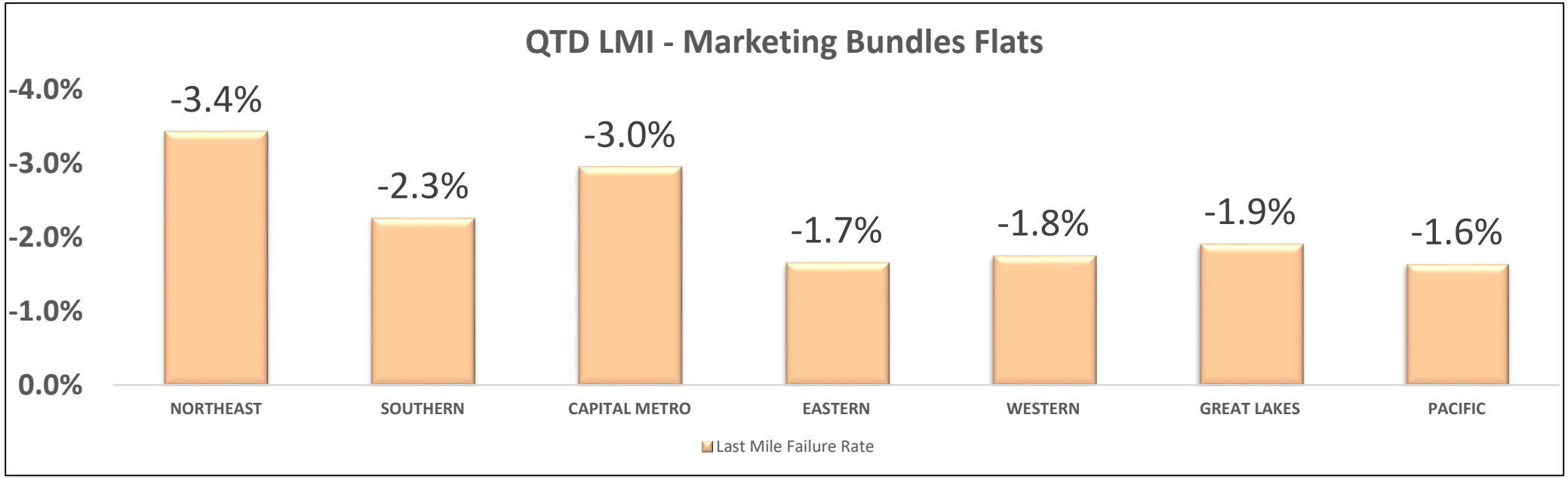
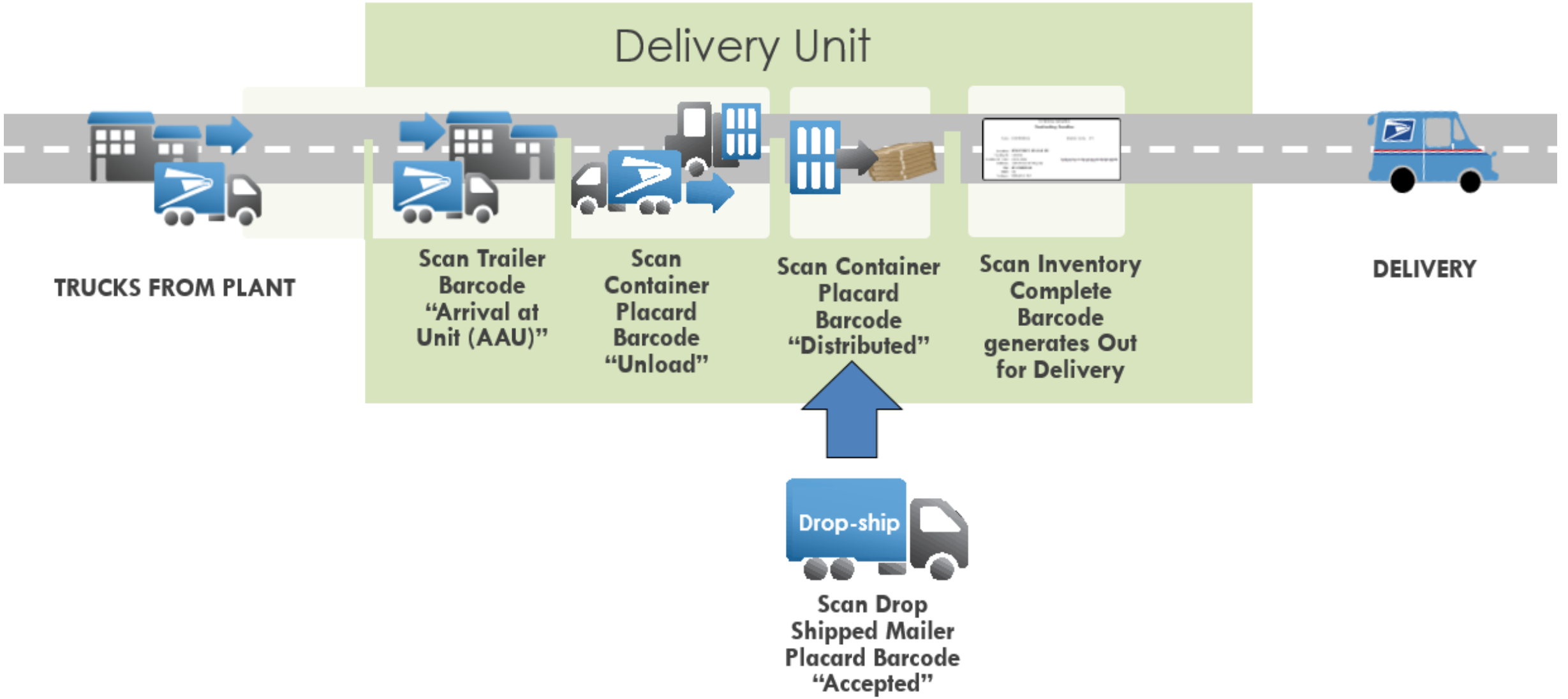
LMI MARKETING BUNDLE FLATS QTD





Resources: eaqlik.usps.gov

BUNDLE VISIBILITY (BV) MAIL FLOW



MARKETING MAIL/PERIODICALS VISIBILITY

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SOUTHERN	95.10%	**2.70%**	97.20%	**2.40%**	98.10%	**-0.10%**
GREAT LAKES	94.80%	**0.00%**	97.00%	**0.40%**	97.50%	**-0.70%**
EASTERN	94.30%	**0.20%**	96.30%	**0.30%**	97.90%	**-0.60%**
WESTERN	94.20%	**1.80%**	96.50%	**0.80%**	97.80%	**0.20%**
CAPITAL METRO	92.90%	**11.00%**	94.80%	**8.90%**	98.00%	**2.80%**
NORTHEAST	90.10%	**5.30%**	93.60%	**3.40%**	96.50%	**1.70%**

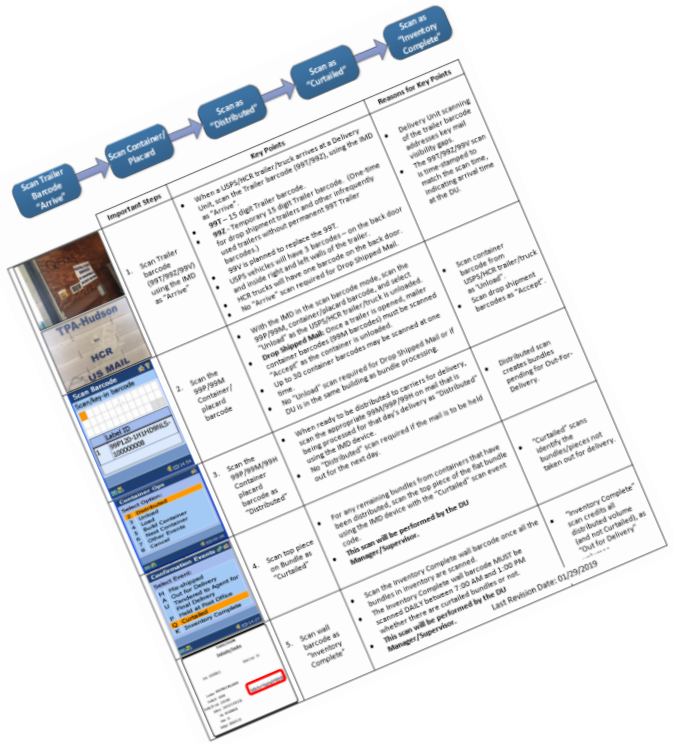
*The number of bundles scanned in the unit for distribution/ Bundles that the plant scanned to the delivery unit

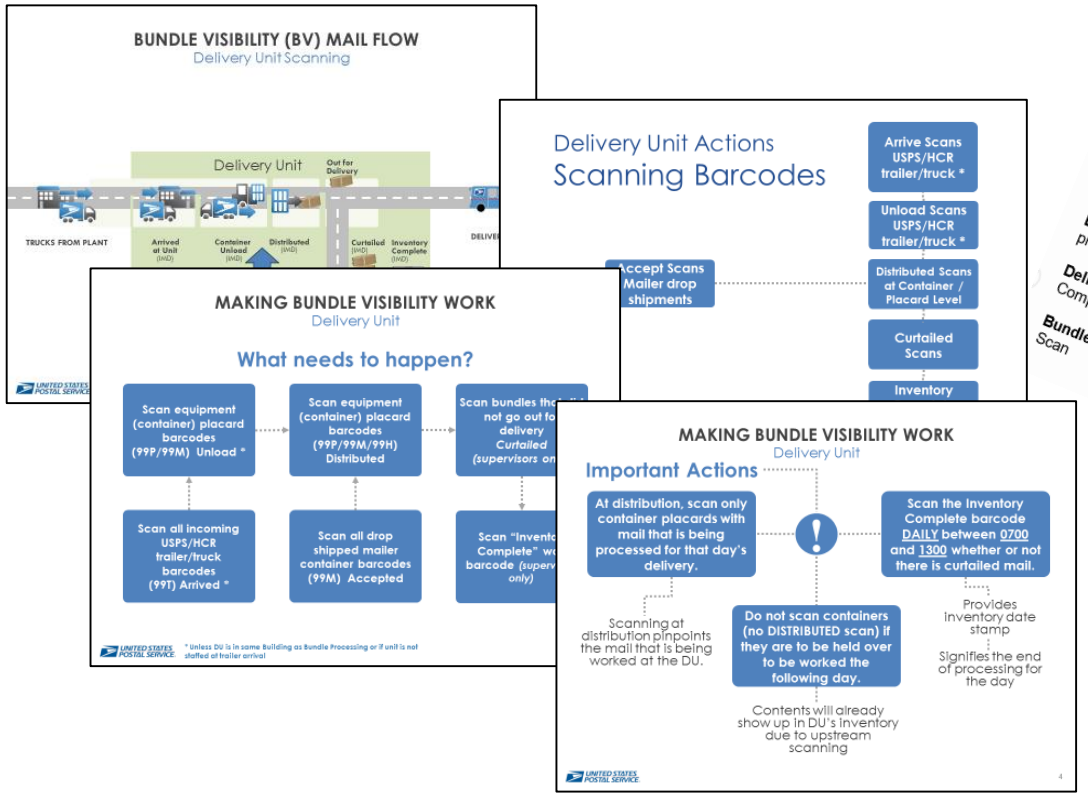
Source: http://56.72.7.143:9085/bv_bundle_vis.cfm

Action Items

Investigate low pallet scans at DDU entry; what's being done to increase DDU scanning

Updated the Bundle Visibility SWI and service talks and put them in a Certification Activity





How Bundle Visibility Scores are calculated & definitions:

Overall DU Score
- This score is calculated by bundles out for delivery divided by expected new bundles.

Expected New Bundles
- This score is determined by adding the count of bundles nested to 99P containers that received a load scan or unload or distributed scan at DU on the current reporting day and bundles nested to 99H containers that received a closed scan on the current reporting day.

Bundles Distributed (count of bundles nested to containers that received a distributed scan)
- This score is calculated by bundles distributed divided by expected new bundles.

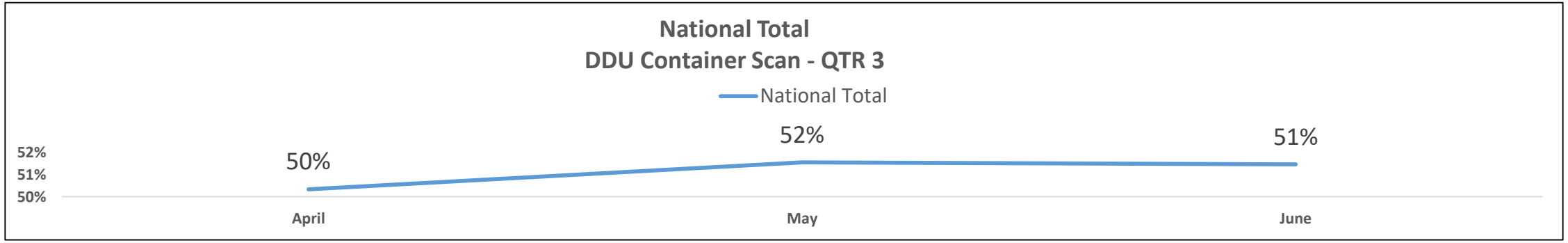
Bundles Not Distributed
- This score is determined by subtracting expected new bundles from bundles distributed.

Bundles Curtailed (count of bundles for today's reporting date that received a curtailed scan prior to today's Inventory Complete scan)

Delivery Units with Inventory Completed Scan % (percentage of DU where the Inventory Complete scan was performed by cut off time)

Bundles Out for Delivery OFD (count of bundles with Distributed Scan & Inventory Complete Scan

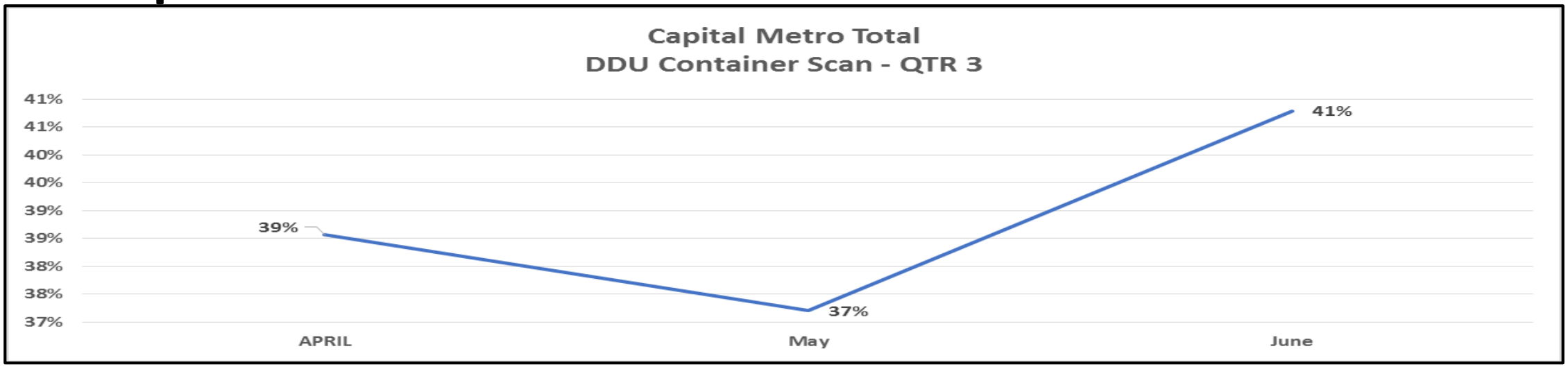
ACTION ITEM - DDU Container Scanning – QTR 3 FY 2019



Area	Total Sum of All Containers	Total Sum of Containers with Scans	QTR 3 Total
CAPITAL METRO	5114	1978	39%
EASTERN	10269	5448	53%
GREAT LAKES	5264	2559	49%
NORTHEAST	8111	3387	42%
PACIFIC	9819	5512	56%
SOUTHERN	16031	8643	54%
WESTERN	9978	5492	55%
National Total	64586	33019	51%

ACTION ITEM - DDU Container Scanning – QTR 3 FY 2019

Example:



District	Total Sum of All Containers	Total Sum of Containers with Scans	QTR 3 Total
ATLANTA	1759	585	33.3%
BALTIMORE	915	393	43.0%
CAPITAL	660	242	36.7%
GREATER S CAROLINA	281	200	71.2%
GREENSBORO	282	204	72.3%
MID-CAROLINAS	130	80	61.5%
NORTHERN VIRGINIA	627	163	26.0%
RICHMOND	460	111	24.1%
Capital Metro Total	5114	1978	38.7%

QUESTIONS