

MTAC Focus Group Session Action Items

Wednesday, August 28, 2019

MAIL PREPARATION & ENTRY, OPERATIONS

Dr. Joshua Colin, USPS A/VP, Processing & Maintenance Operations

Bob Rosser, MTAC Industry Leader, Mail Prep, Entry & Operations

Session 1: FIRST-CLASS MAIL

TATE

ACTION ITEMS

- Request to provide breakdown of air failure root causes (postal vs. air carrier) (*Jason DeChambeau*)
- Improve communication to mailers for incidents with impacted mail (e.g. truck fire); identify specific mailers/pieces involved and provide a point of contact for mailers. (*Jeff Johnson working on SOP for notifications*)
- Investigate if there is a pilot for Remittance Mail that impacts clerks (Update: per Dale Kennedy, the pilot is related to accounting and removing manual processes). (*Dale Kennedy*)
- Identify what information will be provided to mailers for Remittance Mail visibility (*Prat Shah*)
- Calculate service performance impact if last mile were improved to goal of 1% (*Kevin McAdams*)

Session 2: MARKETING MAIL

FLANAGAN

ACTION ITEMS

- Provide additional analysis on DSCF/DNDC/Origin entry volumes and the potential shifts due to pricing changes (beginning in 2016) (*Fontell Peart*)
- Provide FAST mail content accuracy data at next MTAC (*Christian Rivera*)
- Industry members interested in partnering for no show and mail content improvements should provide scheduler ID/mailler name/CRID to Christian.M.Rivera@usps.gov (*Industry*)
- Investigate the service decline in E2E 11+ day flats (62.72% vs. 88.51% SPLY = -25.80% change). (Gateway District) (*Jason DeChambeau*)
- Provide additional information on FSS vs. non-FSS performance and leakage volumes. (*USPS should provide a template to Industry.*) (*Jason DeChambeau*)

Session 3: PACKAGES

MEDEIROS

ACTION ITEMS

- Request for additional breakdown of no shows (packages, eVS) (*Christian Rivera*)
- Investigate potential to expand mail direction file (MDF) for DSCF 5-digit cross-dock containers (*Christian Rivera*)

Session 4: PERIODICALS

STUMBO

ACTION ITEMS

- Fontell will do research on Bundle irregularity process. (*Fontell Peart*)

OTHER – REASSIGN TO OTHER FOCUS GROUPS

ACTION ITEMS

- Packages: Request to identify if DIM sampling was from manual or equipment scan (MEPT)
- For DDUs Pass Machines, provide a code of how the package was scanned.
- Periodicals: Provide update on manual bullpens and results from the six pilot sites (EA)

PRODUCT INNOVATION & EMERGING TECHNOLOGY

Gary Reblin, USPS VP-New Products and Innovation
Steve Colella, MTAC Industry Leader, Emerging Technology & Product Innovation

Session 1: PERIODICALS

(Stumbo, MTAC Industry Leader)

ACTION ITEMS:

- *Gary* invited the industry to bring thoughts to him on technology advancements; *Phil/Quad* wants to take him up on offer. *Should a formal invite be extended to Industry?*

Session 2: PACKAGES

(Medeiros, MTAC Industry Leader)

ACTION ITEMS

Two Action Items that were on Pulse Call were not addressed in meeting:

- Follow up on blended service type code to avoid over labeling – *Bob Dixon*
- Creation of virtual overlay – *J. Smith, Jeff J., Juliaann, Marc, Gary*
- PAF for package should increase 1.5% (*DIM created need to increase PAF*)
- Reach out to package tracking for ID naming issue for packages – *Bob Dixon*

Session 3: USPS MARKETING MAIL

(Flanagan, MTAC Industry Leader)

ACTION ITEMS

- Provide plans for the dissemination of ID through IV. (*requested by Rose*)
- *Bob Dixon* to share data from user group 12 with rest of MTAC
- *Bob* to share naming convention of the ID reports naming conventions that are being pushed nightly to the site.
- Add to User Group 8 agenda the possibility of customizing time periods for future promotions
- Review the impact of the new California Privacy Law on promotions. Make sure promotion rules do not conflict with law. (Re colorized content)

Session 4: FIRST-CLASS MAIL

(Tate, MTAC Industry Leader)

ACTION ITEMS: N/A

ENTERPRISE ANALYTICS/DATA USAGE

Jeff Johnson, USPS VP- Enterprise Analytics
Angelo Anagnostopoulos, MTAC Industry Leader
Enterprise Analytics and Data Usage

Session 1: MARKETING MAIL

(Flanagan, MTAC Industry Leader)

ACTION ITEMS:

When an Industry Alert is sent with mail affected add the following statement:
“Postal Service continues to identify affected mail and will notify individual owners effected” -
Steve D.

In Flat Visibility, Include percentage of total by machine/bundle visibility type - *Blaise*

Get average open and close times for manual bullpen pilot sites - *Blaise*

How is Anticipated Delivery Date generated? Will it be blank if there is no distributed scan? -
Blaise

Requested visibility % report posted weekly and shared with UG3 - *Arslan*

Is PDD ever before ADD? - *Blaise*

Solicit feedback on implementation of compressing CASS cycle times and any impacts it will
cause - *Jim Wilson* - discuss in UG5

Session 2: PERIODICALS

(Stumbo, MTAC Industry Leader)

ACTION ITEMS:

NDA for Quad Transportation Data – *Blaise Steele*

Work with Informed Delivery to use flat data more efficiently to determine delivery - *Steve D.*

Add metrics for Manual Bullpen pieces in visibility slides by type - *Steve D.*

Determine how to provide visibility on turnaround newspapers and periodicals - *Blaise*

Provide Cycle times on origin entry Periodicals - *Blaise*

Determine if and how industry can provide 11 digit data where copies of issues were resent, replacement copies sent or other service failures - *Blaise*

Same CASS item as Marketing Mail.

Session 3: FIRST-CLASS

(Tate, MTAC Industry Leader)

ACTION ITEMS

Same item as Marketing Mail on mail affected by a disruption (Make sure data is disseminated. Add indicator in IV.)

Participation in Long Haul Transportation Data Pilot – *Blaise* will work with *Steve K.*

Provide more detailed info in Industry Alerts for service disruptions. *Jeff J. & Kelly S. are working on an SOP to include disruption codes*

Same CASS item as Marketing Mail.

Session 4: PACKAGES

(Medeiros, MTAC Industry Leader)

ACTION ITEMS

Provide a list that shows actual language of Extract Codes - *Juliaann*

Refused wasn't shown on the list of undeliverable list. Add to future slides - *Juliaann*

Look at feasibility of adding an error code to scanners to alert carriers that they didn't scan a package that was supposed to be delivered – *Juliaann to work with Kevin McAdams*

Create a report showing keyed barcodes on the package platform so you do not have to filter through extract files - *Juliaann*

Send industry alert to notify industry when there are changes to pub 199, or new scan events - - *Juliaann*

Same CASS item as Marketing Mail.

Payment & Acceptance, Education

Marc McCrery, USPS VP-Mail Entry & Payment Technology
Lisa Wurman, MTAC Industry Leader, Mail Entry & Payment Technology

Session 1: PACKAGES

(Medeiros, MTAC Industry Leader)

ACTION ITEMS

1. Provide details of root cause issues regarding 19% reflected in “Sampling and PAF” slide. *(Jordan Gouline, Marc McCrery)*
2. Revisit formulas for selecting for randomness and move to 1% PAF *(Vicki Bosch)*
3. Revisit decision to move to 1% PAF. *(Vicki Bosch/Marc McCrery)*
4. Fee for unmanifested pieces – need to show details of when fee is applied, when it’s not. *(Vicki Bosch, Marc McCrery)*
5. Consider whether to allow better pricing instead of current pricing for unmanifested if under thresholds. *(Marc McCrery)*
6. How are we monitoring DIM implementation *(Judy will discuss with Marc)*

Session 2: FIRST-CLASS MAIL

(Tate, MTAC Industry Leader)

ACTION ITEMS

1. Research feasibility of fee waiver calculation on rolling versus current year-end cutoff basis. *(Randy Workman)*
2. Research giving mailers an incentive (promotion) – apropos of secure destruction. MEPT to talk to Gary Reblin. *(Marc McCrery)*
3. Research requiring implementations of new rule requirements for a time frame interval after the final rule rather than specific calendar dates. *(Randy Workman)*
4. Consider adding a quarterly BCG push to the BSA reminding them to validate authorized users. *(Leider Chang)*
5. Consider how to provide images on PAF (when exceeding threshold) for sampled pieces to mailers. Consider photos at point of downstream Seamless scanning to distinguish clerk versus non-clerk errors. *(Randy Workman)*

Session 3: PERIODICALS

(Stumbo, MTAC Industry Leader)

ACTION ITEMS

1. Explore full service eligibility of an in-county periodical to see how it affects mailer full service scores. *(Randy Workman)*
2. Investigate whether mailer can send a list to USPS for bulk edits/changes/removals of user information in the BCG. *(Leider Chang)*
3. Research whether possible to change transaction designation under EPS reversals (currently, transaction doesn't show up as periodical, but rather as "other" – then when it goes back in it says periodical: 1 – Periodical, 2 - Other, 3 – Periodical). *a*
4. Determine whether USPS can include location info on retail account deposits into EPS. *(Randy Workman)*
5. Customer went to EPS, bit didn't set bank limit high enough. EPS hits three strikes, then goes to trust. Because of the negative balance customer also made to add another ACH Debit instead of revising the original. Also couldn't mail right away because the changeover in account is only reflected the next day. Review EPS fact sheet, ensure maximum is set to cover mailing prices. *(Randy Workman)*

Session 4: USPS MARKETING MAIL (Flanagan, MTAC Industry Leader)

ACTION ITEMS

1. Informed Delivery process for when discount not successfully claimed. Further develop the process, add the payment steps at the local level. *(Randy Workman)*
2. Confirm date shipping fee goes away for stamps shipped to the mailer versus the local post office. *(Bill Craig)*
3. Identify mailing standards/requirements for the PlusOne physical piece. *(Tariq Mirza)*