MTAC Leadership Meeting
March 26, 2020

Focus Area Action Items

Roll Call:

Postal

Steve Monteith

Tom Foti

Judy de Torok

Tom Hughes

Marc McCrery

Gary Reblin

Kevin McAdams

Joshua Colin

Jeff Johnson

Industry

Bob Schimek

Bob Rosser

Wanda Senne

Lisa Wurman

Rose Flanagan

Adam Collinson

David Marinelli

Kurt Ruppel

Steve Smith

Carol Kliewer

John Medeiros

AGENDA

DISCUSION OF ACTION ITEMS FROM FOCUS AREA SESSION:

Wednesday, March 25, 2020

Mail Entry and Payment Technology
Marc McCrery, USPS VP-Mail Entry and Payment Technology
Lisa Wurman, MTAC Industry Leader, Payment and Acceptance, Education

Session 1: PACKAGES

Action Items

- **EPS**
  - Identify and train HQ eVS analysts on EPS conversion. (Kellie Painter)
  - Work with John Medeiros and DHL on current EPS issues. (Kellie Painter)
- **USPS Returns**
  - eVS/PTR team needs to meet to identify solution for visibility to Locale key for Industry use and HQ reconciliation. (Vicki Bosch)
- **Virtual Overlabel Solutions**
  - Discussion on data, unintended consequences and solutions. Plan for face-to-face meeting at next MTAC. (Vicki Bosch)

Session 2: LETTERS

Action Items

- **COVID-19 Contingency**
  - Move Update and CASS timeframe issues in the event mail is held- how will USPS address these circumstances? We will work with Industry to make necessary concessions, this is covered in the external contingency plan on the Exception Request tab- mailers should request the exception through their Manager, BME. (Angela Dyer)
  - How will DMU mailers be staffed or how will mail be verified at DMUs where BME staffing is impacted? Contingency plan addresses identifying how BME will use resources to collect information needed to allow entry of mail. (Angela Dyer)
- **Mail Quality Reports**
  - Develop list of reports that are housed inside the folders that will be removed. (Sandy Chopra)

Session 3: FLATS

Action Items

- **COVID-19 Contingency**
    - Identify what specifics we need to cover in regard to CASS, Move Update, By/For, Barcode Uniqueness, label list, eInduction exceptions. (Angela Dyer)

CUSTOMER EXPERIENCE, PRODUCT INNOVATION, MARKETING
ACTION ITEMS

USPS Leaders: Reblin, Monteith
MTAC Leader: Rose Flanagan

Session 1: Letters	(Marinelli/Ruppel, MTAC Industry Leaders)

ACTION ITEMS:

1. Working group to discuss ideas on how mailing can be made easier during COVID-19 crisis. (Reblin)
2. Census 2020 is using Informed Delivery. The ID Ride-A-Long includes a click through to electronic completion of the 2020 Census. This specifically not allowed when mailers use Informed Delivery. Can the postal service review removing the 'non-electronic' requirement for all ID Campaigns? (Dixon)
3. Follow up to get more information on indicia design printing and graphics (Tricamo)
4. PMOD Scanning (Foti/Markes Lucius)
5. Written distributed time line for Informed Delivery (Dixon)
6. Follow up on list of vendors who are capable of stepping up and creating physical mailpieces for mailers who lost capacity due to COVID 19 (Flanagan/Reblin)
7. Update from Product management on the project currently underway concerning carrier scanning and delivery confirmation of Certified, Priority Mail or Registered mail pieces.

Session 2: Flats	(Smith/Kliewer, MTAC Industry Leaders)

ACTION ITEMS:

1. Better communication from Industry to Postal prior to July MTAC to focus more on Flats and Periodicals. (i.e. any discussion on ID would be irrelevant since flat pieces do not participate in ID) (Reblin)
2. Follow up to get more information on indicia design printing and graphics (Tricamo)

Session 3: Packages	(Medeiros, MTAC Industry Leader)

ACTION ITEMS:

1. What is USPS doing from the consumer's perspective for signature/ return items not receiving signature? (Key)

2. PS 3650 – Request for Expedited Packaging for BRM – this item should have been covered in all 3 sessions. Letter and flat mailers and mail owners would want to know about this change.

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MTAC Focus Group Session Notes
Wednesday, March 25, 2020

DELIVERY & NETWORK OPS / ENTERPRISE ANALYTICS
Dr. Joshua Colin, USPS VP Processing and Maintenance
Kevin McAdams, USPS VP Delivery & Retail Operations
Jeff Johnson, USPS VP- Enterprise Analytics
Adam Collinson, MTAC Industry Leader

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Session 1: FLATS	(Smith/Kliewer -MTAC Industry Leaders)

ACTION ITEMS

1. Michelle Zalewski asked about when industry determines no shows and cancels a late reschedule, the system doesn't allow them to schedule again – Leonetta Jackson asked Michelle to email her for a response

2. Michelle Zalewski also asked that when a company closes, what does USPS do with their mail – Jason McAllister responded that USPS has extended our hold policy to 30 days. When notified, the Postmaster can extend longer, but if not notified the hold will end at 30 days

3. Bob Rosser asked a COVID-19 question – how does social distancing effect USPS carriers and will USPS consider staggered schedules or later times – Kevin McAllister responded that yes, USPS is scheduling staggered carrier times, breaks and we recently cleaned up floor space in sites across the company that is also allowing letter case consolidation and distancing

4. Carol Kliewer mentioned our casing pilot and said that when USPS has route adjustments it affects her ability to make AMS changes – Jason DeChambeau replied that USPS will work to update AMS files to avoid gaps and will communicate to the field our route inspection schedules sooner

Session 2: PACKAGES	(Medeiros, MTAC Industry Leader)

ACTION ITEMS:

1. Alvin Serrano asked about International Performance and can ISC managers provide an operation plan, or any feedback on the reporting process – Leonetta Jackson requested Alvin send his question to her and she would take it to the correct team for International response

Session 3: LETTERS	(Marinelli/Ruppel, MTAC Industry Leaders)

ACTION ITEMS

1. Dave Marinelli – MTE – Progressive received mail tubs that were marked bio hazard – he wanted to know USPS process for customers receiving them because they called USPS and were told to just remove the labels from the containers – Dave sent his issue to Josh and Jason McAllister said he'd investigate and provide an accurate response

2. Dave Marinelli also mentioned that the chance of COVID being transferred via mail is low, but what are USPS plans if it does happen, and USPS cannot legally tell industry who has been infected but should announce locations to ensure industry can avoid areas and stay safe – USPS doesn't have a decontamination process at the moment – USPS responded that we are following the guidelines of the CDC and have a team working on COVID issues and responses full time – any more specific information will come from the team and Dave said he'd sent his questions to the feedback email and is waiting on responses

3. Kurt Ruppel – asked about PMOD – what are USPS plans to improve the 76.6% scan rate – Steve Dearing said that EA created visuals for Ops and asked Jason how they are using them – Jason responded that they are creating process maps and working up SOPs to ensure USPS understands the process and drives performance

ADDITIONAL DISCUSSION TOPICS:

David: First Class Letters:

1. Providing PPT prior to MTAC Focus meetings and Webinars.
2. Discuss instituting a process to vet meeting agendas with Industry MTAC leaders to agree on what will be presented.
3. Contingency planning for future MTAC Meetings should the need arise for additional virtual sessions. We should put a plan in place which will allow us to be proactive and avoid the numerous issues we have/are encounter(ed/ing) with the March 2020 session.

Kurt: Marketing Letters:

1. Since this wasn't part of the homeroom agenda shared last evening, COVID-19 impacts, concerns, ongoing communications. How do USPS and industry work together to keep mail flowing. Impact of marketing mail slowdowns on both sides.
2. Safety of industry/USPS interactions: how do we minimize face-to-face contact while moving mail through the system? How do we need to handle MTE to ensure safety?
3. Contingency plans for MTAC and general industry/USPS communications.

Steve: Periodical Flats:

1. Operations/Transportation Continuity Contingency Planning
2. Delivery Measurement - Are We Asking For The Wrong Metric?
3. PostalOne! Payment Future State, If Any.

Carol: Marketing Mail Flats:

1. Coronavirus update –(appreciate and grateful to USPS continuing serving the American public)

John: Packages:

Leadership Meeting Topics have consistently been a result of the Action Items from the Focus Group Meetings.

Wish I could tell you what topics will surface but can't until we have those meetings.

Hot Topic: Virtual Overlabel Solutions

Is the IMpb really Intelligent?   Not if USPS does not utilize the linking data provided in the Shipping Service File. We believe Digital Intelligence provided to USPS is an opportunity to leverage **'existing'** data flows to stem the number of unintended consequences and the unnecessary costs of over-labeling.

While there is high interest on these easy solutions, we believe in the midst of the Corona Virus, it's just not the right time to work this through right now. We plan to postpone efforts to streamline data efficiencies until we can regain a sense of normalcy.

Please continue to build the ability for the Package Platform with the functionality to cross reference the Tracking Number with the Original PIC when a Virtual Overlabel is needed. The mess and associated costs can be eliminated with 'data intelligence'.

Rose: Product Innovation:

1. COVID 19
2. Equipment concerns
3. What can industry do to assist the USPS

Lisa: Mail Entry & Payment:

1. The topic that is front and center – COVID-19 communications, impacts, contingency plans – USPS and industry. News stories starting to surface about USPS employees affected by the virus – one was regarding a carrier that covered a senior living community, they wanted him to take his temperature before entering and he refused. Operational impacts?
2. Not sure if we'll get to this, but moving forward how are we as the Industry Leadership Team going to work with the USPS to manage MTAC Meetings? Historically, the focus leaders communicate and work with the appropriate VP and team to prepare for the Pre-MTAC webinar and MTAC Meetings. The industry would like to have the decks for both the Pre-MTAC Webinars and MTAC Meeting in advance. Some of this issue seems to be timing – has any consideration ever been given to going to three meetings per year? Perhaps this would allow for better preparation and allow time for collaboration with the industry? Trying to think outside the box here. Just seems like the USPS is

already pressed to do the Pre-MTAC webinars and MTAC meetings and adding more prep meetings may crunch things even more…

3. I know this seems a little out there, but depending on how the March MTAC meeting goes and possibly July, should the USPS and industry consider doing a MTAC meeting in a virtual environment on some type of regular basis – every year or every couple of years? Could a virtual meeting replace one of the in person meetings and have a different format and be more focused?

Adam: Operations:

1) Covid19 impacts, concerns, communication strategies. Feedback to USPS - already hearing from mailers that putting marketing volume on hold / cancelling for now.

2) MTE - issues and how ensuring safety of what sent. How ensuring that sat long enough for Covid-19 to die, hands free shipping to mailers?

3) General communication strategy to replace not having the face-to-face MTAC