

MTAC Virtual Open Session
January 26, 2021
Attendees: 450¹

Topic: January MTAC Open Session
Start Time: Jan 26, 2021 12:44 PM

Meeting Recording:

https://usps.zoomgov.com/rec/share/3JY2Lpv8x3FOAc_r5X7UBL9_OabEea81SgarvQNmLB4buzoNTa2jl_SRt3kkzs

Access Passcode: 6@Y+b=m!

CHAT BOX:

From Todd Black to All Panelists: 01:32 PM

Should we use chat or the Q&A feature

From TINA DICKENS to All Panelists: 01:39 PM

Will the NPF be held virtual this year?

From Tory Foster to All Panelists: 01:50 PM

Is there any way you can adjust the view? The PowerPoint is roughly the same size as Gary's portion of the screen. Can you increase the size of the slide? It's difficult for some of us with older eyes to read. Thank you.

From Kathy Siviter to All Panelists: 01:54 PM

Gary's discussion continually referred to packages...so is this org group and these initiatives focused solely on packages and not on mail?

From Bob Rosser to All Panelists: 01:55 PM

What are some of the new innovations your group is looking at for letters and flats since it seems to be solely focused on packages?

From Hamilton Davison to Everyone: 02:06 PM

To PMG DeJoy: Can you give us guidance as to what you are planning on rate increases given the new authority you were granted by the PRC? Mailers are struggling in the pandemic and trying to restart businesses. No mailer budgeted for increases beyond those in place for this month. Budgets were set in the Fall and mailers are very concerned with how they will deal with unscheduled increases beyond this. More, how can mailers have visibility into future rate increases given that the density factor, a large input to your future rate authority won't be known until 90 prior to when it might be used, so planning our business expenses becomes highly challenging. Thank you.

From Wendy Smith to All Panelists: 02:09 PM

What are your retention strategies for both mail customers and shipping customers?

From Lynn Noble to All Panelists: 02:09 PM

Much effort is obvious regarding package growth plans. It tends to cause concern that the USPS is choosing to abandon letter and flats. What is your vision for those categories of mail?

From Bob Fisher to All Panelists: 02:12 PM

¹ 450 attendees during PMG session (subsequent average=422)

Can you provide the same service data that was made publicly available through the Jones court case, but ended last week? Now there is no visibility or communication on actual performance.

From dcroly to All Panelists: 02:12 PM

What damage control is the USPS going to do to regain the trust of the mailing community and mailing customers? We have already had several customers pull jobs due to delayed deliveries or non-delivery of mailings in November/December. Obviously, this costs us, the mailer, business - but as well the USPS. Thank you.

From Carol Kliewer to All Panelists: 02:15 PM

How can you consider taking pricing authority after the dismal performance the past peak season?

From mike plunkett to All Panelists: 02:15 PM

last year's loss was more than offset by a Congressional grant...

From Mark Fallon to All Panelists: 02:15 PM

Thank you, Sir.

From Jason Kiefer to All Panelists: 02:19 PM

Question to the point of the PMG's comment on lost revenue, please keep in mind the USPS is not the only part of the supply chain that had losses this year. We have multiple catalog mailer reporting loss in revenue due to catalogs showing up in mailboxes over a month late. Or for Periodicals the number of subscriptions being cancelled due to late not delivered in a timely manner. All of these factors in a loss for the publishers and the business their publications represent.

From Carol Kliewer to All Panelists: 02:28 PM

WOOHOO ON ID users!

From Todd Black to All Panelists: 02:29 PM

Including the MID/Sequence number in the URL visible to site monitoring systems would exponentially increase the value of ID Data. Will that be a reality? If yes, when?

From Lucie Jameson to All Panelists: 02:36 PM

Are there any plans to include click to call as part of Informed Delivery? **NOTE: (Gary asked this person to follow up with them on this)**

From Tom Mackel to Everyone: 02:38 PM

The Chic-Fil-A white paper claimed at 22% response rate on the direct mail alone. The integration caused a 279.8% overall response rate.

From Jerry Mathis to All Panelists: 02:39 PM

How about the ability to have animated ride alongs?

From Tom Mackel to Everyone: 02:39 PM

279.8% visit rate.

From Stefan Zlobicki to All Panelists: 02:42 PM

Need to make ID a form of a social platform, communicator, secure PO email Box.

From Carolyn Angelini to All Panelists: 02:46 PM

What designates a "participant" in the data for mailing promotions? Is it based on a MID? BSG Account?

From Michelle Zalewski to All Panelists: 02:47 PM

Tom, can you explain further what is meant by mobile barcode placement cannot be positioned in "fine print"?

From Hamilton Davison to Everyone: 02:49 PM

Tom: Suggest you guys may need to do more training of field personnel on PFSC. Many folks in field are not clear what it is and how it works.

From LR to All Panelists: 02:52 PM

Any update on penalties for undoc mail that's not reached processing within 45 days?

From Kathy Siviter to Everyone: 02:58 PM

what percentage of DMUs and BMEUs are in Seamless now?

From Leanne Herman to All Panelists: 03:06 PM

Will the Incentive Credits that would flow into the MSPs Trust accounts be "held" during 2/12 to 2/16?

From Todd Black to All Panelists: 03:06 PM

Marc. eDoc submitters want postage statement details of their mail through EPS/IV feeds instead of using legacy PostalOne access. How can we make that happen?

From Lisa Wurman to All Panelists: 03:08 PM

How will the trust deposit outage affect mailings?

From Sherri Hines to All Panelists: 03:08 PM

Are there any efforts to get OMAS customers on EPS. Will USPS move forward with Treasury G-Invoicing, and will eVS new system to connect with SAP system under DOD - shipping solutions

From Janine Egloff to Everyone: 03:09 PM

Kathy- we will work to get that data to you. All BMEU's can support Seamless mailers, so that is measured by % of CRID's on Seamless overall. For DMU's we will get the % of DMU's on Seamless

From Tonda Rush to All Panelists: 03:10 PM

NNA would like to see those numbers as well, Janine. thanks

From Michelle Zalewski to All Panelists: 03:12 PM

Can you share why the need for the indicators internally? What is the solution to a problem?

From Carol Kliewer to All Panelists: 03:12 PM

Good decision on locale keys. It's a big deal for our IT groups. Way to listen, Marc!

From Rose Flanagan to All Panelists: 03:13 PM

Thank you very much for looking closer at the locale key change and moving to handle this internally

From Alvin Serrano to All Panelists: 03:14 PM

How is Parcel Select Performance measured?

From Tonda Rush to All Panelists: 03:17 PM

How many of the new routes created for peak will be kept as volume levels off?

From Jason Kiefer to All Panelists: 03:18 PM

Is the backlog mail only based on mail that has been scanned and in measurement? The reason I ask we are seeing unload scans at destination, when the unload scan should have happened at a different postal facility. (i.e. we have seen unload scans in NJ when the mail went through Springfield MA)

From Marc McCrery to Michelle Zalewski, All Panelists: 03:19 PM

The intention of the new keys and finance numbers was to create a distinction between the processing and the logistics functions -- staffing, budget -- within a single, physical plant.

From Todd Black to All Panelists: 03:19 PM

As an Eagles fan, how could you let Philly climb to the top of this report

From Lucie Jameson to All Panelists: 03:20 PM

Will there be some commentary today regarding peak season market dominant mail processing? (similar to what is being shared for packages?)

From adam collinson to All Panelists: 03:21 PM

We all knew this year was going to be higher than last year. You indicate 40% higher. How much higher than last year were you expecting?

From Brian Cahill to Everyone: 03:22 PM

Can you share if the delivery timeframe for first class letters is reducing now that we are past peak? If so what is the average delivery timeframe and specifically in the Carolina's MD and VA

From Jeffrey Johnson to Alvin Serrano, All Panelists: 03:22 PM

Parcel Select Performance is from AAU (start) as measured against the scheduled delivery date (set at PASS/DSS for delivery day)

From Jason Kiefer to All Panelists: 03:23 PM

How has the 1.4 billion in packages impacted delivery of flats? We are seeing a weekly magazine that was entered into the mail stream on November 11 getting scans in NJ on 1/15.

From Carol Kliewer to All Panelists: 03:23 PM

what does n/a mean in the reporting? how does it impact the numbers?

From Alvin Serrano to All Panelists: 03:23 PM

Thanks, Jeff!

From Matt Paxton to All Panelists: 03:24 PM

What does USPS plan to do to address the abysmal delivery that Periodicals mailers experienced over the past 2 months? Delivery times of 30+ days is killing us.

From Kurt Ruppel to Everyone: 03:25 PM

What value will the industry see from splitting reporting relationships between processing and logistics?

From adam collinson to All Panelists: 03:26 PM

How will dashboard link to alert communications to the industry

From Kathy Siviter to Everyone: 03:26 PM

what is the timeframe for development?

From Alvin Serrano to All Panelists: 03:27 PM

Mike, do we have an idea of how much domestic volume was processed at the ISC's during Peak?

From Dale Kennedy to Everyone: 03:32 PM

Adam, At this time, the dashboard will be a stand alone process. Our plan is that if we have a hurricane for example, any closed plants would be colored as such to reflect the Industry Alerts information. The Industry Alert process to reflect operational impacts based on "emergency" circumstance. The dashboard will show day to day capabilities as Mike mentioned.

From Mark Fallon to Everyone: 04:16 PM

What is the status of the next-generation vehicles? Only announcements are about decisions being delayed.

From Mohamed Gad to All Panelists: 04:19 PM

Is Mobile retail will be consider in the future? and Drive thru Post Office Idea?

From adam collinson to All Panelists: 04:19 PM

Thanks Dale - I think dashboard to Industry Alerts to other communications is a good topic to discuss with mailer as to wants, needs, and benefits for all. For example, mailers having the ability to identify locations they want to "watch" - such that they get custom alerts whenever the site goes non-green, so the mailer can then go to the dashboard to see what is happening. Thus, mailers aware earlier and (hopefully) able to take actions to help prevent the site going red.

From David Marinelli to Everyone: 04:21 PM

Kristin, lots of good future looking, aspirational material here. Can you speak to the failures which happened in peak, specifically with First Class mail? Was there an after-action review? What did you learn, how are you fixing the broad systemic issues as well as the localized issues?

From Carol Kliewer to All Panelists: 04:22 PM

what about marketing mail flats?

From Kate Muth to All Panelists: 04:22 PM

OIG did a series of reports a couple of years ago on post offices in disrepair and with maintenance needs. Anecdotally speaking from seeing my local post offices, it seems post office improvements and upgrades still are needed. Is updating and repair of post offices part of a plan?

From mike plunkett to All Panelists: 04:22 PM

Not much about mail. Is USPS prioritizing package delivery over letters and flats?

From Carol Kliewer to All Panelists: 04:26 PM

thank you for acknowledging your challenges

From Alan S to All Panelists: 04:28 PM

We have been seeing an increasing number of First-Class Letter mail with perfect address quality, taking over 2 weeks to get delivered. Is the USPS aware of these and are addressing these anomalies?

From Michelle Zalewski to Everyone: 04:28 PM

Is there a plan to address mailers (mail owners as well as all Americans) via some marketing campaign of the changes the USPS is making to build confidence in the brand again? We hear that people are nervous of the service levels and not sure if they should stay in the mail or move to another marketing platform.

From Jun Y to All Panelists: 04:40 PM

I would like to ask a question. Do the USPS provide investigation services to tell that one residential address is traced by third parties using the technologies? Thank you very much to inform.

From Wendy Smith to Everyone: 04:41 PM

Service for end-to-end mail has hit historic lows with First-Class remittance mail on time performance being less than 80% and as low as 35% in the last several months. What is being done to get First-Class back in the air to consistently meet the service levels we pay for? The late delivery has added hefty costs to many businesses, has negatively impacted cash flows, has tarnished the Postal Service brand and has prompted many banks, retailers, etc. to even more aggressively move their transactions online.

From Carol Kliewer to All Panelists: 04:41 PM

need to address current time recovery and stabilization - to reduce late mail being delivered to DDUs from SCFs.

From Angelo to All Panelists: 04:42 PM

What is the rationale of splitting logistics and operations?

From LR to All Panelists: 04:47 PM

How do logistics, processing, and delivery coordinate so that they're aligned and not working at cross-purposes? Who does that?

Isaac: This will be handled at the local level. They will be working together as a team to deliver to our customers.

From David Marinelli to Everyone: 04:48 PM

Issac, thank you for addressing the failures in service and the note on after action reviews. Will you be working with Industry as a part of this? Perhaps selecting a couple of companies in each mail class/product to do case studies and align the experiences as a part of the after-action reviews?

From Cynthia Muldoon to Everyone: 04:50 PM

thanks Isaac for looking to address scheduling and monitoring shipments, however you have mentioned Drop shipments, FCM trailers are also waiting at the docks to be unloaded, I am referring to NE specifically

From Carol Kliewer to All Panelists: 04:50 PM

Embargoes situations are fine if you don't lose the mail because of it and you can tell us sooner than the same day. FIFO practices, basic production, must be in place and used.

From Kathy Siviter to Everyone: 04:51 PM

when you talk about changing the operating plan...do any of those changes impact mailers in terms of CETs or CSAs changing?

From Alan S to All Panelists: 04:53 PM

Isaac, thanks for acknowledging the issues in service we have been feeling the pain on lately. Looking forward to seeing improvement in service delivery back to expectations.

From Rick Kropski to All Panelists: 04:54 PM

How are the unions appreciating this cultural change?

Isaac: I think they are optimistic from what I heard. We have just begun the journey and ensure we are working together. As mentioned, we are doing some conversions and worked with the Union and we were able to get a MEU to keep our employees longer through the Peak Season and it certainly helped us out.

From Robert Russo to All Panelists: 04:58 PM

Updates on claims process to address PM delays?

From Wes to Everyone: 04:58 PM

We use PMOD (Priority Mail Open & Distribute) to fulfill EDDM mailings for our customers. One of the ongoing challenges is the PMODS not being marked received at opening units; as well as them disappearing all together. We are currently being denied postage reimbursements for the EDDM items in these Priority Mail boxes. This is obviously causing frustration on the part of our customers and our reps are extremely hesitant to sell the EDDM product to our customers due to its current unreliability in arriving at the DDU. What other alternatives do we have to address these concerns? Thanks!

From Judy Antisdell to Everyone: 05:01 PM

Carrier Route Presort is an option until things get cleared out if you are using a smaller EDDM mailer where the final size doesn't affect your design strategy.

From Tom Mackel to Everyone: 05:05 PM

Wes, you may wish to test you PMOD/EDDM challenges by shipping Tag 190 (pink) for PMOD sacks to DDUs vs Label 190 (pink) for PMOD boxes and see if you get a different result. We have gone back to sacks for DDU PMODs on mail and now prefer them over the PMOD boxes.

From Cathy Rupard to All Panelists: 05:08 PM

Thank you for an amazing MTAC day 1!

Q&A BOX:

Question and Answer

Open (4) Answered Dismissed

Anonymous Attendee 01:39 PM

For the PMG, what are the root causes of the holiday delivery issues?

Answer live Type answer

Anonymous Attendee 01:45 PM

What are the gaps in the processing visibility that resulted in mail and packages not being processed in the order they were received which exaggerated the delivery delays?

Answer live Type answer

Anonymous Attendee 01:48 PM

Does this tracking include analytics on IMpb on Certified Mail? Or are you not processing mail any more?

Answer live Type answer

MG **Mohamed Gad** 01:55 PM

Hi, Very impressive. Is there is Time frame to do this?

Answer live Type answer

KS **Kathy Siviter** 02:02 PM

can you include email addresses with that new org chart info?

Answer live Type answer

Anonymous Attendee 02:06 PM

The deterioration has been seen since the transportation changes were made in July. And the Surface Transfer Center changes in September made service worse. Service can not be a trade-off for cost cutting. These changes and consequences are not COVID related. We are paying for service and not receiving it. Additional price increases for worse service is not a business model. At a time when you should be focused on retention, you are instead undermining the value of mail and pushing major mailers to convert customers to electronic billing and online advertising. Your actions have sabotaged to the Postal Service. You need to talk to the CEOs of your major customers and embrace them. You have ignored your customers for the last 7 months.

Answer live Type answer

Anonymous Attendee 02:12 PM

What is your current projection of when USPS is as risk of running out of cash?

Answer live Type answer

RK Rick Kropski 02:12 PM

whats your long term view on the health of Marketing Mail versus Packages/Parcel ...in light of the changing world fp commerce

[Answer live](#) [Type answer](#)

Anonymous Attendee 02:13 PM

When will you tell us about the next rate increase?

[Answer live](#) [Type answer](#)

RK Rick Kropski 02:24 PM

how many USPS agents are planned to be employed for SMS messaging interaction. Will this be support servive be offshored eventually

[Answer live](#) [Type answer](#)

TB Todd Black 02:27 PM

Including the MID/Sequence number in the URL visible to site monitoring systems would exponentially increase the value of ID Data. Will that be a reality? If yes, when?

[Answer live](#) [Type answer](#)

Question and Answer

Open (21)

Answered (1)

Dismissed

RK Rick Kropski 02:24 PM

how many USPS agents are planned to be employed for SMS messaging interaction. Will this be support servive be offshored eventually

[Collapse all \(1\) ^](#)

KS Kelly Sigmon 02:44 PM

Since this is a proof of concept, we have not finalized the number of SMS agents. We will to continue to use our USPS customer care agents located in Detroit, MI, Los Angeles, CA, Edison, NJ and Wichita, KS.

[Type answer](#)

RK Rick Kropski 02:30 PM

is Gary going to spin around...

[Answer live](#) [Type answer](#)



Anonymous Attendee 02:49 PM

For larger postcards MANY of our customers would greatly utilize this!

Answer live

Type answer



Anonymous Attendee 02:50 PM

Will PFSC be linked to EPS early February or more towards March?

Answer live

Type answer



Jun Y 02:52 PM

Is the USPS providing service that could inform how many people in domestic or internationally use one address by combined GPS technologies in a day? Thank you.

Answer live

Type answer



Wes 02:59 PM

We have questions about Seamless and have asked our local contacts but have yet to get answers. Who is a good contact for specific answers regarding our situation?

Answer live

Type answer



Todd Black 03:10 PM

Marc. eDoc submitters want postage statement details of their mail through EPS/IV feeds instead of using legacy PostalOne access. How can we make that happen?

Answer live

Type answer

Question and Answer

Open (21)

Answered (1)

Dismissed

There is a lot of talk about driving package delivery during peak. What about all other classes of mail?

Answer live

Type answer



Anonymous Attendee 03:27 PM

are there real time service standard reports for customers

Answer live

Type answer



Anonymous Attendee 03:32 PM

If you say you don't want to impose new burdens on mailers during today's conditions, why are above-inflation rates "imminent?"

Answer live

Type answer

W **Wes** 03:36 PM

We use PMOD (Priority Mail Open & Distribute) to fulfill EDDM mailings for our customers. One of the ongoing challenges is the PMODS not being marked received at opening units; as well as them disappearing all together. We are currently being denied postage reimbursements for the EDDM items in these Priority Mail boxes. This is obviously causing frustration on the part of our customers and our reps are extremely hesitant to sell the EDDM product to our customers due to its current unreliability in arriving at the DDU. What other alternatives do we have to address these concerns? Thanks!

Answer live

Type answer

DM **David Marinelli** ...

Will we get an update on First Class and Marketing Mail letters and flats? What happened? Why with volume down and letters being easier to process, was service performance so bad?

Answer live

Type answer