

Mailers' Technical Advisory Committee (MTAC)

**Customer Experience, Product Solutions &
Innovative Business Technology
Focus Group**

Postal VPs:

Kelly Sigmon, Tom Foti, Gary Reblin

Focus Area Industry Lead: Rose Flanagan

January 27, 2021



FLATS

Industry Leaders: Steve Smith & Carol Kliewer

LETTERS

Industry Leaders: Dave Marinelli & Kurt Ruppel

PARCELS

Industry Leader: John Medeiros

Proposed Topics for All

- Peak Season service performance review
- PRC 10 year review status and how it will impact all mail classes
 - Explain new rate authority calculations density adder of 4.5% and funding for retirement adder of 1.06%
- Discussion on brand damage--both postal and industry--done during peak season and how together we might repair the damage
- Discussion of future communication plans
 - Who to contact with issues to get responses raised by mail owners and MSPs
- Plan for use of the additional \$10B funding from the recent COVID relief package
- Product Innovation – a single report which will summarize the status of all promotions for a mailer
- Update on the possibility of Shell functionality within Informed Delivery– is this on the ID timeline?
- National Customer Management System (NCMS) may require some mailers to perform additional security audits. Who should mailers reach out to?

PARCELS

3:00 PM – 3:30 PM

Customer Experience, Product Solutions, Innovative Business Technology

3:30 PM – 3:30 PM

- 2021 Hazmat Business Plan
- Over-labeling review as it pertains to Hazmat Indicators
- Hazmat Electronic Indicators – possible requirements specify not required for DDU?