MTAC Leadership Meeting

January 28, 2021

January 2021 MTAC Leadership Meeting Agenda

Roll Call   Pat Harris

Chairman Opening Remarks   Monteith/Schimek

Business Mail Entry and Payment Technology   Lisa Wurman

Processing & Delivery Operations/Enterprise Analytics   Adam Collinson

Customer Experience, Product Solutions, Business Technology   Rose Flanagan

Letters and Flats   (Wurman)

Action Item: Mailer Scorecard – mailers are experiencing errors on scorecard (December 2020, January 2021, February 2021) due to late mail. What will the policy be on scorecard assessments resulting from these errors? (Foti)

Action Item: Review policy for late mail which caused mail to be "wasted" – marketing value lost (delivered after sales date, etc.). Marketers seeking refunds. May need to work in conjunction with operations/processing to implement a mechanism for MSP/MO to decide if mail should be delivered when it will be delivered outside of service standard. (Foti)

Action Item: Consider changing uniqueness requirement from 45 days to 90 days – would this mitigate scorecard errors due to late mail? (Foti)

Action Item: Allow industry participation in USPS policy discussion or at least allow industry provide education on the impact of late mail across the entire supply chain. (Foti)

Action Item: Undocumented Error Matching Process Improvement – can the USPS use the MQD files instead of having the industry manipulate those files and send them back to the USPS? At a higher level – can USPS run barcodes through the process before deeming them undocumented? (Smith)

Action Item: BCG – Customer Validation Tool – fact sheet requested for users.

Action Item: Revamping of FAST system – need collaboration between USPS Operations (Ramirez), USPS Commercial Systems(Bosch) and Mailing Industry. **(Bosch)**

Letters:

Action Item: EMCA Migration to NCMS – some customers are required to do a security check/audit to make sure USPS systems meet requirements. What group does this fall under at USPS and who is the contact? **(Arcari)**

Packages:

Action Item: Additional training need for HQ eVS analysts on EPS conversion. John Medeiros to provide examples of gap. **(Smith)**

Action Item: DIM Measurements – non-rectangular pieces are measured as rectangular. USPS requested examples, Steve Smith and John Medeiros to provide examples. Will require further discussion after USPS receives examples. **(Bosch)**

Flats:

Action Item: MSP Balance Check – fact sheet(s) on process for mail owner to allow access to EPS and Local Trust account balance and for MSP to obtain balance. **(Egloff)**

Action Item: MSP Balance Check – walk through how it works at next UG 11 meeting on February 4, 2021. **(Duffy)**

Action Item: What is the plan for allowing industry access to archived CAPS data? SOX requires financial records to be stored for 7 years.

Processing & Delivery Operations/Enterprise Analytics
Focus Group Action Items

Industry Leader - Adam Collinson
Postal Leaders – Dr. Josh Colin, Mike Barber, Robert Cintron, Jeff Johnson, Gary Reblin

Action items discussed across all mail classes: (Collinson)

Discussion Topic: Peak status and after-action review, learning, going forward:

Action Item: Request for <u>immediate</u> data dump by MID of current backlog of mail not delivered and expected processing timeline to resolve - **Steve Dearing, Jason DeChambeau**

Action Item: Request to include the following items in the after-action review: **(TBD)**
- All classes and shapes – as well as remittance and UAA
- Impact & performance on all classes of mail (how much late and by how much)
- Why all classes and shapes impacted when many had lower volume than SPLY

Action Item: Request for USPS to partner with industry for case studies of mailer "Peak" experience to coincide with USPS after-action-review; share lessons learned, real-time adjustments, and after-action review findings **(TBD)**

Action Item: Provide defined hierarchy for issue escalation and consistent/accurate messaging (current mailer experience not matching data reported by operational sites); per Dale, start with BSN/Sales - **Erika Ramirez**

Discussion Topic: Communication

Action Item: Request to establish Task Team for industry to provide input on the USPS Industry Connect Dashboard - **Erika Ramirez**

Action Item: Request for weekly industry call to discuss processing/logistics conditions; provide current status and projection for upcoming week with open dialog - **Erika Ramirez**
> *Need to establish next generation of this call and ensure everyone is involved*

Action Item: Develop plan to provide better communication to package shippers for future DDU redirects during Peak to Annexes - **Jason McAlister**
> *Alerts were issued – John mentioned not needing annexes next year*

Action Item: Provide additional info/discussion on open items and schedule for Address Quality Cycle O - CASS and NCOA Link which need to follow the same timelines - **Jim Wilson**

Action Item: Locale Key: Need communication with details and updates including:
- Confirm IV-MTR scans will remain as existing processing facility locale key - **Steve Dearing**
- [from MEPT FG] Clarify if/how NASS codes will be impacted with the creation of the new logistics facilities and locale keys - **Rick Jewell**
    - *USPS to provide details – thoughts and impacts – Will NASS codes go away?*

Action Item: Request to establish Remittance Mail user group; proposal already submitted to MTAC leadership, but need USPS support - **Erika Ramirez, Elke Reuning-Elliott**

Tom Foti mentioned that USPS needs to have discussion with Isaac Cronkhite – Dave Marinelli volunteered to help explain the need

Action Item: Request to establish MTAC group on GAA-UAA (Good As Addressed – Undeliverable As Addressed) mail - **Jim Wilson, Jason McAlister**

Adam mentioned that Delivery must be involved

Action Item: MTE:
   At next MTAC, for over peak and in general, provide stats on MTE cancelled/adjusted orders - **Joe McPherson**
   At next MTAC, provide an update of the audit process and findings - **Joe McPherson**

Action Item: Investigate issues reported by Glen Swyers of PMOD getting lost in system; Glen to provide specific cases/examples - **Juliaann Hess-Sanders**

Action Item: [from MEPT FG] Provide processing/delivery procedures for handling e-cigarettes found in the mail - **Jason DeChambeau, Jason McAlister**

Action Item: [from MEPT FG] Ensure operations and MEPT are partnering for FAST enhancements and provide update at next MTAC - **Erika Ramirez**

Action Item: [from MEPT FG] Evaluate the ability to contact mail owner if not processed/delivered within 45 days to determine the handling of the mail (deliver, dispose, return, etc.) – **TBD**

Dave Marinelli – asked for more robust discussions around what happened – what did USPS learn and what adjustments were made along the way – USPS should map what they saw with what mailers experienced

Two major issues: 1 – Brand Damage
2 – Industry should help with planning

Customer Experience/Product Solutions/ Business Technology Focus Group Action Items

Industry Leader - Rose Flanagan
Postal Leaders – Kelly Sigmon, Tom Foti, Gary Reblin

Action items discussed across all mail classes: (Flanagan)

Discussion Topic: Future Communication Plans

Action Item: More individualized communication/messaging for customers when contacting the CCC with issues regarding periodicals, flats, etc. **(Kelly Sigmon)**

Action Item: Possibility of expanding messaging in Informed Delivery or other avenues on mail issues**. (Kelly Sigmon)**

Discussion Topic: Peak Season Performance

Action Item: Take messaging back to USPS executives and report industry angst regarding service levels, disastrous peak season and the impact on their businesses. **(Tom Foti)**

Action Item: Info/discussion on nesting reporting and scanning issue. Also, to find out if this can be applied to remittance mail. **(Gary Reblin, Kelly Sigmon, Juliaann Hess)**

Action Item: How many calls by product were received and what were the answers? **(Kelly Sigmon)**

Action Item: Mailers need to know where the USPS stands on backlog currently today and where we have any problem areas and when USPS thinks honestly we'll be back to normal.

Discussion Topic: Remittance Mail

Action Item: MTAC previously requested a workgroup on Remittance Mail. With the recent significant return failures, this workgroup needs to start quickly.

Discussion Topic: Possibility of shell functionality within Informed Delivery

Action Item: Possibility of shell functionality within Informed Delivery - is this on the ID timeline? **(Gary Reblin)**

Discussion Topic: Single Summary Report of all promotions for a Mailer

Action Item: Look into a single report for all promotions instead of per promotion **(Tom Foti)**

Action Item: Look into report enhancements and various ad hocs to be used by customers. **(Krista Becker)**

Parcels: (Medeiros)

Discussion Topic: Hazmat

Action Item: 2021 Hazmat Business Plan **(Dale Kennedy)**

Action Item: Review/discussion on hazmat indicators with industry **(Dale Kennedy)**