MTAC Focus Group Session Notes
Wednesday, March 31st, 2021
MAIL ENTRY & PAYMENT TECHNOLOGY (Product Solutions)
Tom Foti, VP Product Solutions
Lisa Wurman, MTAC Industry Leader

SESSION 1: Letters (Wurman, Marinelli, Ruppel, MTAC INDUSTRY LEADERS)

DISCUSSION TOPIC –Late Mail- Waste/Refund Policy

- The Postal Service has reviewed "Dead on Arrival (DOA)" mail policy used in the past by the Business Service Network Representatives (BSN) and looks to update and re-establish a new policy, communicate to field and Industry, and roll out training. This policy is meant to address mail not yet processed and delivered past its' point of value. This will not address mail already sorted in sequence, and is not meant to provide refunds based on missed service standards. This will address pieces found "prior" to processing for mail that was not processed by sale dates etc. The anticipated timeline is to update by June MTAC.

DISCUSSION TOPIC –Barcode Uniqueness – change from 45 to 90 days?

- Is need a systemic issue or is the ask driven by December and January delay issues? Need to determine this before looking to move out uniqueness days due to increased cost on software updates as well as 6-digit MID inventory.

DISCUSSION TOPIC –Industry participation request in USPS Policy-

- Industry looks to begin Round-Table discussion with key USPS officers and ELT members. Industry would like USPS to better understand impact of late mail across supply chain and various industry segments to better inform key policy decisions. Initial planning meeting should be industry wide. We can narrow the focus as needed after the initial meeting.

DISCUSSION TOPIC –Industry Access to Archived CAPS data

- USPS is looking for a solution to keep and share this data.

DISCUSSION TOPIC –EPS Migration Show-Stoppers

- Need *updated* examples for items that WG 195 has worked to update (January 2021) where some industry members are still seeing issues.
- USPS has taken steps to resolve Band Width and System Performance issues and will continue to work with Industry to identify cause and resolve issues. Need to identify if there are specific products that trigger the performance issues (USPS Returns).

SESSION 2: Packages   (Wurman, MEDEIROS, MTAC INDUSTRY LEADERS)

DISCUSSION TOPIC – Package Assessments
- Industry contends the package assessments were due to invalid data caused by USPS delays in processing/offload issues that were not communicated internally and that these assessments are new assessments that were not disclosed prior to the Industry. Postal contends the issue is mailer specific, not Industry at large and will continue to communicate with those customers.

DISCUSSION TOPIC – DIM Measurements
- Industry is asking for a solution to use the identifier in the file to non-rectangular pieces to apply the cubic dimensional multiplier appropriately.
  - 1. Is USPS logic using Non-Rectangular indicators when provided?
  - 2. The industry who does not use the indicator wants the USPS to be able to identify that the package is non-rectangular.

DISCUSSION TOPIC - Virtual Overlabel
- Industry wants to restart the conversation on this initiative request and would like to understand the USPS obstacles. USPS expressed initial concerns about this process and specifically around the need to have tight controls in place to limit this to an "exception" process versus a normal day to day operating model

DISCUSSION TOPIC-UAA Packages/Postage Due
- Revisit UAA and Postage Due policy and communicate to the field and Industry.

DISCUSSION TOPIC – eCigarette ban in USPS Network
- Shippers would like to understand what the USPS policy will be on items found containing e-Cigarettes once the ban on mailing goes into effect.

SESSION 3: Flats   (Wurman, Smith and Kliewer, MTAC Industry Leaders)

DISCUSSION TOPIC – Seamless Periodicals impacts (CPP)
- The Postal Service reviewed various items and scheduled dates for implementation of issues impacting CPP mailings in Seamless.

Action Items - Letters

- Action item –Define DOA mail process and subsequent options for refund of postage (situational case by case basis). DOA mail will not be measured since there will not be processing scans. Data should reflect mail that was removed and reason code. **Dale Kennedy**
- Action item- Schedule Virtual Round-Table for Impact of Late mail and policy discussion with ELT and Industry. **Dave Marinelli/Tom Foti**
- Action item- Review if there is a need to change BC uniqueness from 45 days to proposed 60-90 day (MID availability?) **Randy Workman**
- Action item- Need update on what the process will be to provide Industry with archived CAPS data. **Jeanette Cook**
- Action item - USPS to set up live demo calls with impacted customers (Wanda) to investigate EPS system performance issues. **Crystal Newman**
- Action Item – Develop or publish SLAs for EPS performance. **Jeanette Cook**

Action Items – Packages

- Action item- Package Assessments- being addressed with individual customers. **Tom Foti**
- Action Item- Package Overlabel initiative meeting to be scheduled in the next month. **Vicki Bosch**
- Action Item – DIM Measurements – non-rectangular pieces are measured as rectangular. Polybags/Soft Packs are not measured appropriately and do not include the 0.785 multiplier. USPS to look at using data, indicator is there. **Vicki Bosch**

Action Items - Flats

- Action item- Look to see if CR 14144 (periodicals postage statement details) can be moved up from January 2022 release. **Diane Smith**
- Action Item – Provide schedule for CR 14488 for duplicate entries on the register. **Diane Smith**

CHAT BOX

Kathy Siviter to Everyone: 12:09 PM
Sorry, had audio trouble -- did you say this mail would get postage refund since it is not being delivered?

Tom Mackel to Everyone: 12:10 PM
There is a disconnect with National Customer Support. They are overly rigorous with the standard to assign six-digit MIDs. I personally have no issue. However, I've volunteered my time to help mailers better identify duplicate barcodes, unidentified IMbs, NCOA and other Mailer's Scorecard issues. Many of the dupe barcodes are

MSPs attempting to make due with 9-digit IMBs. Please consider an 8-digit, 7-digit, MID. Also consider realigning the 6-digit NCSC standard to help mailers from having discouraging Scorecard events. I can see a 90 day move from 45 will cause more of these MSPs to duplicate barcode issues. There could be other ways for the USPS and Industry to address but stacking 9-digit MIDs is not a walk in the park either. YMMV.

Mike Plunkett to Everyone: 12:13 PM
A case by case approach makes sense, but USPS should make the criteria used to settle such cases available and public.

Bob to Everyone: 12:15 PM
Ok they need to take this business need offline and work through it.... not going to solve on this call.

Carol Kliewer to Everyone: 12:16 PM
I like to create a reason code because we need to track mail past its points of value because if mail is pulled due to service failure, USPS performance will be inflated.

Tom Glassman to Everyone: 12:16 PM
Bob the Process already exists under the container-based refunds that go up to the PCSC.

Dale Kennedy to Everyone: 12:18 PM
Kathy: No, refunds would be determined on a case by case basis. Thank you Bob!

Charles Tricamo to Everyone: 12:21 PM
Tom, no this is not the same process as the container-based refunds. Different documentation and different process, different reasoning, etc. Whatever our eligibility process will be, will determined how this would be done.

Carol Kliewer to Everyone: 12:26 PM
I volunteer to be on round table discussion to represent flats.

Mike Plunkett to Everyone: 12:27 PM
As usual, Carol gets it right.

Steven Jacobs to Everyone: 12:31 PM
Not everyone will want to pay for NPF just for that session.

Wendy Smith to Everyone: 12:31 PM
Perhaps a free roundtable discussion.

Mike Plunkett to Everyone: 12:32 PM
PostCom would gladly host if needed.

Bob to Everyone: 12:32 PM
During Issacc presentation yesterday he spoke of moving Ltr and Flts to PDC entry and
some sort of Shape Based sorting... are you all working on any kind of mailing
 requirement changes relative to that strategic initiative or direction?

Bob to Everyone: 12:40 PM
Earlier today Ops discussed deploying 38 DU (I think) Package sorters to support the need
to better support the competitive product goals... are you all working on any
mailing requirements changes for the Delivery Unit drop shipment mailings in terms
of alignment of those mail to the new processes?

Bob Fisher to Everyone: 12:56 PM
It was mentioning briefly yesterday the delivery unit sorters were going to be used within
mail processing sorting instead of carrier level sorting.
John is accurately describing how diversions happen at the local level to deal with
operational conditions.

Bob to Everyone: 12:59 PM
Another question to Tom (or if there are pricing folks on this call then to them) regarding
my previous... Is pricing currently working on any pricing models regarding the
Operational initiatives for Changes to the PDC entered mail and the "shape based" sorting?

Carol Kliewer to Everyone: 01:20 PM
audio?

Steve W Smith to Everyone: 01:20 PM
Working

Juliaann Hess to Everyone: 01:27 PM
We will miss you too John!

Trista Niswander to Everyone: 01:27 PM
Best wishes to you, John!

Hamilton Davison to Everyone: 01:27 PM
John - you have made a huge impact over the years and you will definitely be missed by
all of us! Best wishes on a happy and healthy retirement!

Cindy Wollitz to Everyone: 01:27 PM

Good luck John.

Dale Kennedy to Everyone: 01:28 PM
You will be missed John! Enjoy your retirement!

David Marinelli to Everyone: 01:28 PM
Happy Retirement John!

Kalin to Everyone: 01:28 PM
Communication and the go forward needs to be the focus.

Anna Pascarella to Everyone: 01:28 PM
You will be missed John. Congrats and enjoy retirement and fishing.

Cathy Rupard to Everyone: 01:29 PM
I'm good with you sharing a joke in each segment John.

Kathy Siviter to Everyone: 01:34 PM
I think it was around the concept of combining all shapes of all classes together.