

March MTAC Leadership Meeting

April 1, 2021

March 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

Business Mail Entry and Payment Technology Focus Group Action Items

Industry Leader - Lisa Wurman

Postal Leaders – Marc McCrery & Tom Foti

Session: Letters

Wurman (Marinelli/Ruppel)

Action Items:

- 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**
- Schedule Virtual Round-Table for Impact of Late mail with key USPS officers, ELT and Industry. The 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. **Dave Marinelli/Tom Foti**
- Review if there is a need to change BC uniqueness from 45 days to proposed 60-90 day (MID availability?) **Randy Workman**
- Need update on what the process will be to provide Industry with archived CAPS data. **Jeanette Cook**

Session: Letters

Wurman (Marinelli/Ruppel)

Action Items:

- USPS to set up live demo calls with impacted customers (Wanda) to investigate EPS system performance issues. **Crystal Newman**
- Develop or publish SLAs for EPS performance. **Jeanette Cook**

Session: Packages

(Medeiros)

Action Items:

- Package Assessments- being addressed with individual customers. **Tom Foti**
- Package Overlabel initiative meeting to be scheduled in the next month. **Vicki Bosch**
- 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. (Is new indicator for soft pack the best way to accomplish this?) **Vicki Bosch**

Session: Flats

(Smith/Kliewer)

Action Items:

- 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

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 – General Session:

(Collinson)

Action Items:

- Request recurring meeting (weekly to monthly as needed per what is occurring) to discuss where USPS and mailers are seeing hotspots, delivery performance issues, corrective actions and timelines (such as the equipment installs planned for April - Oct) (Mike mentioned he'd defer to Steve Monteith)
- Partner with industry representatives to conduct a series of meetings to share peak issues/learnings with the goal being to identify changes (operational and process, USPS and industry) to prevent / mitigate a recurrence (Fontell Peart)
- Partner with limited (at this time) industry representatives to provide feedback on Industry Connect dashboard development (Fontell Peart)

Action Items – General Session cont'd

Collinson

- Provide a document showing the hierarchy for issue reporting and escalation steps and BSN contacts; recommended to maintain on PostalPro ([Tom Hughes](#))
- Investigate locale key discrepancies between FAST appointments and IV; Todd Black to provide examples ([Steve Jones – UG4](#))
- USPS reported having CASS, DSF and NCOALink developer technical meetings, yet Mailers have not seen / heard resolution to remaining open Address Quality Cycle O functional requirement issues. ([Adam Collinson– UG5](#))
- Request for origin/destination pairs of current vs. proposed service standards- in downloadable, spreadsheet compatible format ()

Action Items:

- Multiple action items stemming from the USPS assessments stemming from USPS package redirects ()
 - Current: Actions needed to resolve invalid assessments that have been issued - to all impacted mailers, not just those that have contacted the USPS
 - Future: Temporary redirects will be needed from time to time. Process needs to be in place to:
 - Report the occurrence within the USPS (with impacted items)
 - So as, to avoid incorrect assignment of mailer entry location which could lead to invalid assessments

Action Items:

- Timing: Reporting of issues / valid assessments need to be timely. For example, like other assessments, the report for a given month is available by the 10th of the subsequent month.
- Policy: When a shipper enters items at the wrong location for the postage rate claimed, the USPS absolutely has the right to generate an assessment. However, the desired outcome of the assessment is to alert the mailer to the need for a correction (enter at the correct location or pay the correct postage). Policy for other assessments allows for a grace period that also allows for anomalies (whether mailer or USPS caused). So, first an alert of issue -> warning of need to resolve or face impacts -> impose impacts. Policy should also allow for a dispute period and process. ()

Action Items:

- UAA related issues:
 - Investigate reports of increases in UAA mail volume (some of which may due to peak) ([Adam Collinson - UG5](#))
 - Multiple mailers reporting 5x-10x increase in volume of physical return of Marketing mail pieces ([Adam Collinson](#))
- Discussion: does performance scoring need to be adjusted to not just be a Yes/No based on if on-time per standard, but to also be impacted by how much the standard was missed ()

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

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

Session: Flats

(Smith/Kliewer)

ACTION ITEMS:

- **Tom Foti**– confirm PRC filing on March 26 that stated price filing will be May 28 is accurate
- **Tom Foti**- Looking into potential monthly or biweekly meetings on hotspots
- **Gary Reblin** looking for volunteers from UG 12 on flats, saturation or EDDM on manual process mail and building systems to deal with flats in ID for FY2022

Session: Letters

(Marinelli/Ruppel)

ACTION ITEMS:

- **Krista Becker** - to have someone at next UG8 to discuss reporting needs
- **Industry** to give Krista more examples of not being able to use Earned Value credits on mailings for single piece
- **Marketing team**--possibly form a USPS/Industry group to help design sales materials on the importance of mail

Session: Parcels

(Medeiros)

ACTION ITEMS:

- Dale Kennedy—clarify possibility of delivery to post office boxes via Commercial Product Partner initiative
- Dale Kennedy--DOA mail, medications and pharmaceuticals--process to handle these products (outside the DOA process)