

**Pre-MTAC:
Delivery & Processing
Operations and
Enterprise Analytics**

**USPS VPs: Colin, Barber, Johnson
Industry Lead: Adam Collinson**

Tuesday, June 15, 2021

Action Items

Item

Partner with industry representatives to conduct meeting to share peak issues/learnings

Partner with industry representatives to provide feedback on Industry Connect dashboard development

Provide a document showing the hierarchy for issue escalation and BSN contacts; recommended to post to PostalPro

Request for origin/destination pairs of current vs. proposed service standards

[Pkgs] Investigate temporary redirections (often by local personnel) and the communication needed to avoid assessments

Action Items

Item

Investigate locale key discrepancies between FAST appointments and IV; Todd Black to provide examples

Identify Discrepancies/Root Causes/Implications of FAST Arrival Scan Locale Key Different From Originating Processing Locale Key

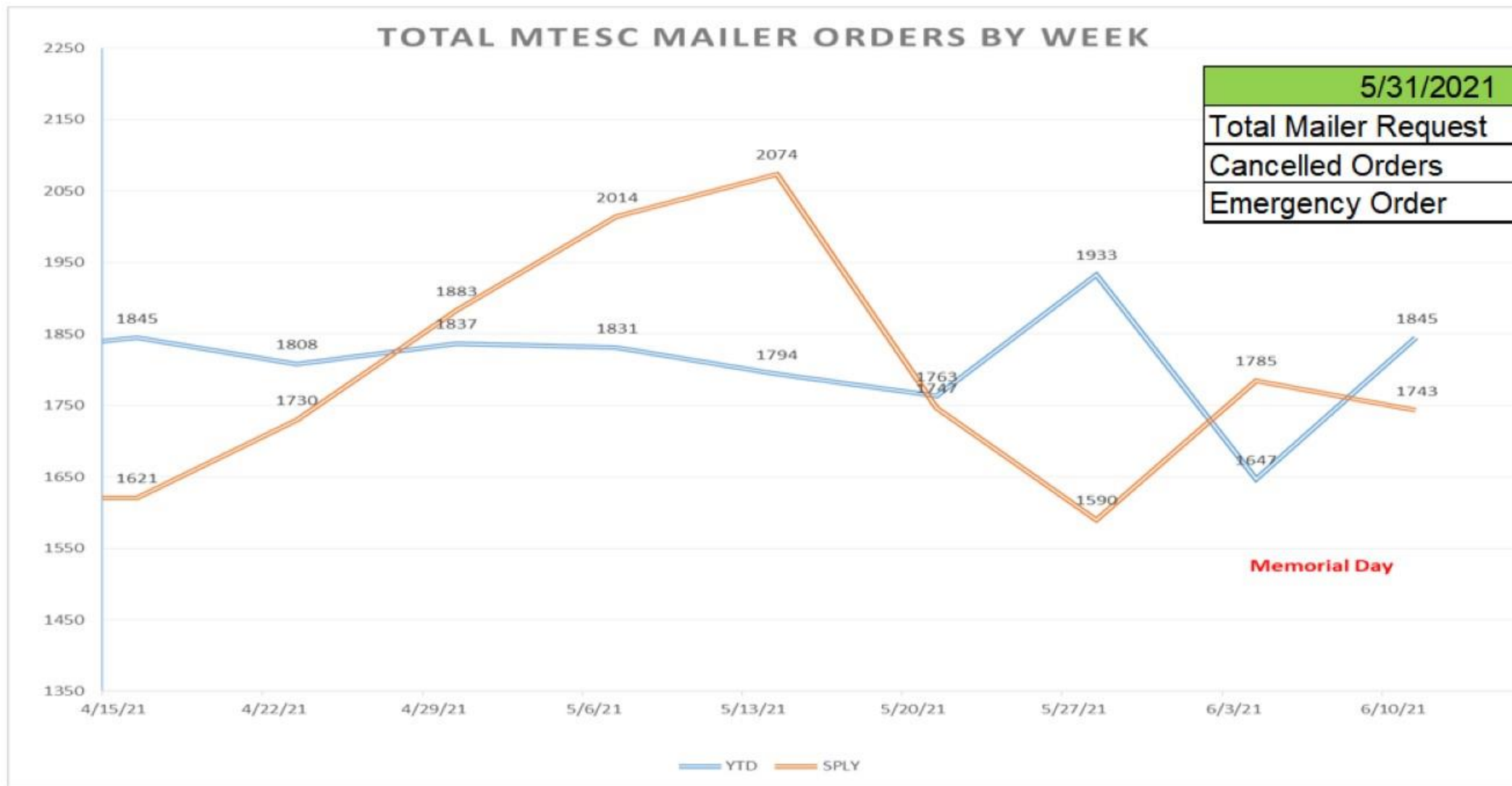
- Samples Provided By Intelisent (Todd Black)
- IV-MTR Support Analyzed Samples And Pulled Additional Data
 - Two Scenarios Found:
 - FAST Arrival and Originating Processing At Separate Facilities On Same Campus
 - Annex/P&DC/NDC In Close Proximity
 - Outgoing Processing (Mail Phase 1) In One Facility, Outgoing Primary (Mail Phase 1A) In Another
 - Bundle Sort vs. Piece-level Sort
 - Both Scenarios Appropriate And In Accordance With Receipt, Logistics, and Processing Plans

Pulse Topics for Pre-MTAC

- Mail Transport Equipment (MTE)
- Network Changes
- Service Performance
- Addressing / Undeliverable As Addressed (UAA)

Mail Transport Equipment (MTE)

Weekly Mailer Orders at MTESCs



MTE Inventory Status

Sufficient sleeves, trays, pallets, and sacks have been procured

As of 06/09/2021	Current MTESC Inventory on hand	1-Week Safety Inventory	Pieces Above / Below Safety	Percent Above / Below Safety	Weekly Demand Var to SPLY	% Var Inventory to SPLY
PALLETS	599,715	550,000	49,715	9%	0%	-60%
EMM TRAY	3,719,712	1,400,000	2,319,712	166%	21%	-20%
1/2 TRAY	743,070	1,100,000	(356,930)	-32%	28%	-74%
MM TRAYS	3,835,230	2,500,000	1,335,230	53%	14%	-56%
MM SLEEVE	2,664,666	3,400,000	(735,334)	-22%	24%	-50%
EMM SLEEVE	5,432,892	2,000,000	3,432,892	172%	32%	-18%
1/2 SLEEVE	2,134,197	1,400,000	734,197	52%	26%	-34%
FLAT TRAY (Cardboard & Plastic)	661,318	750,000	(88,682)	-12%	-15%	-34%
FLAT TRAY LIDS	1,969,920	420,000	1,549,920	369%	4%	99%
#1 SACK	3,835,000	1,700,000	2,135,000	126%	-18%	101%

MTE Updates

Pulse: Industry reports MTE quality issues are increasing

- Returns to the MTE SCs for hygiene and stacking to flow to all customers
- MTE SOP has been revised and includes Carriers, Delivery and Processing
- MTE audits have been done at the MTE SCs
 - Report card / audit has been implemented in the Chesapeake Division (DE,PA,MD)
- MTE Survey has been established and sent by email to the Industry

Network Changes

Operations Update

Pulse: Industry requests additional info on Network Changes to include

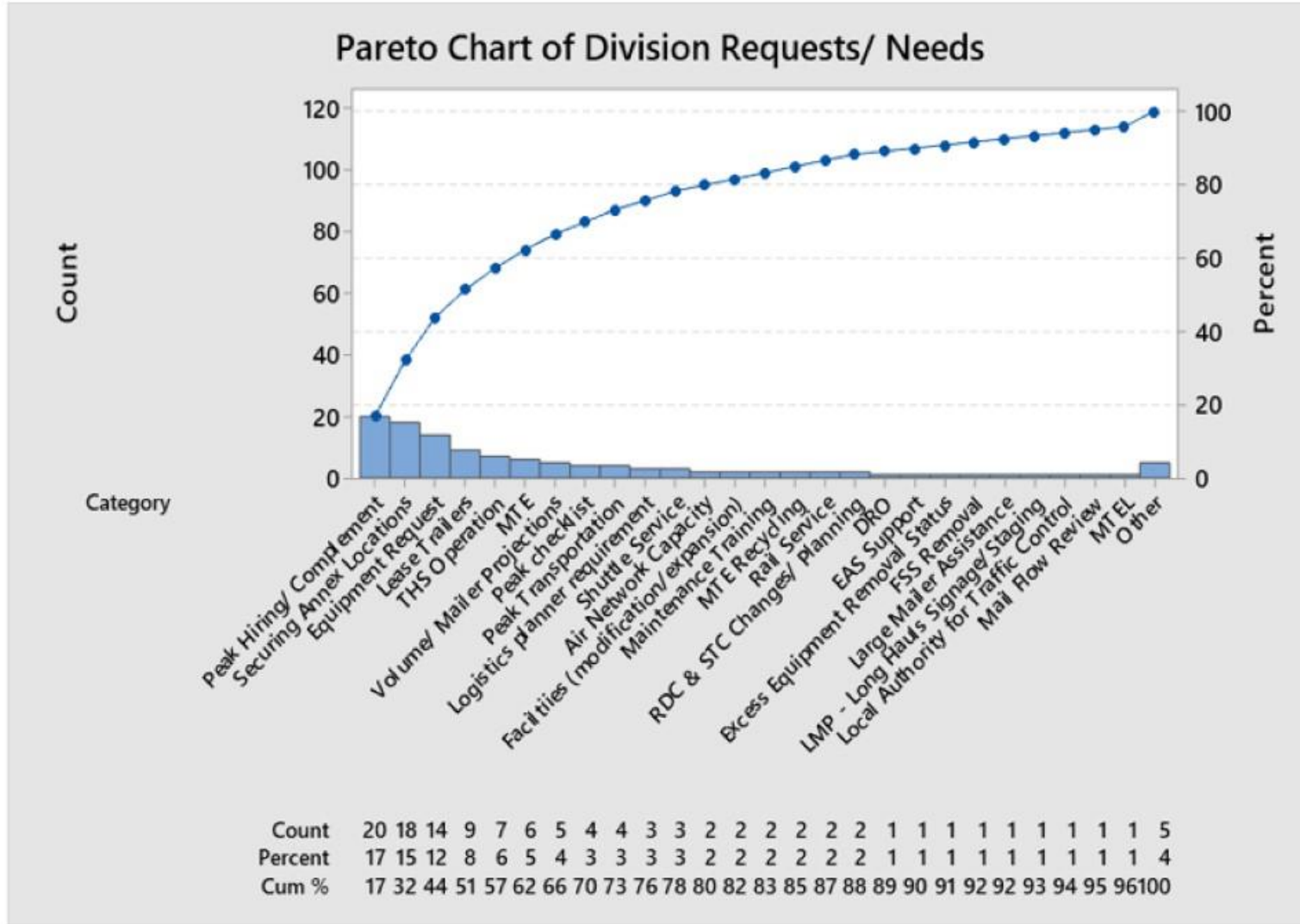
- *NDC to RDC*
- *STCs*
- *18 mail moves*
- *46 new annexes*
- *FSS*
- *Peak preparation*
- *Mail Movement file*

Surface Transfer Centers (STCs)



● STC operating within NDC

After Action Review – Processing and Logistics



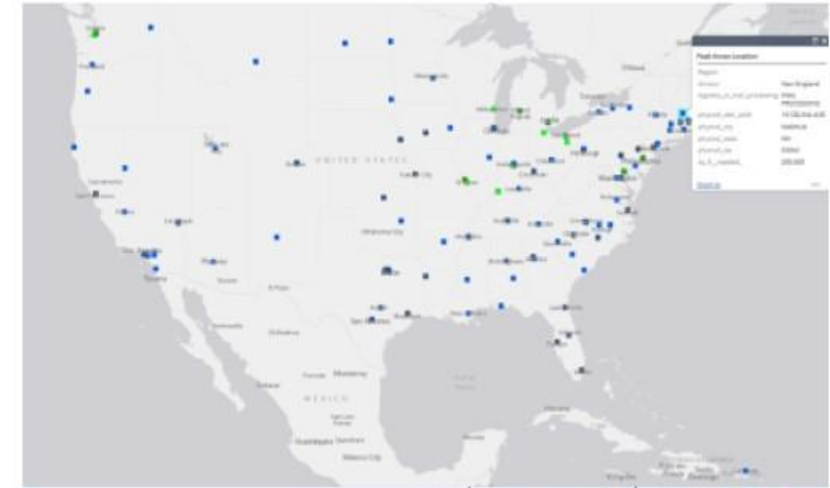
Top 4 Opportunities/Needs

- Complement
- Space
- Package processing capacity
- Network and trailers



Package Support Annex (PSA) and Peak Annex

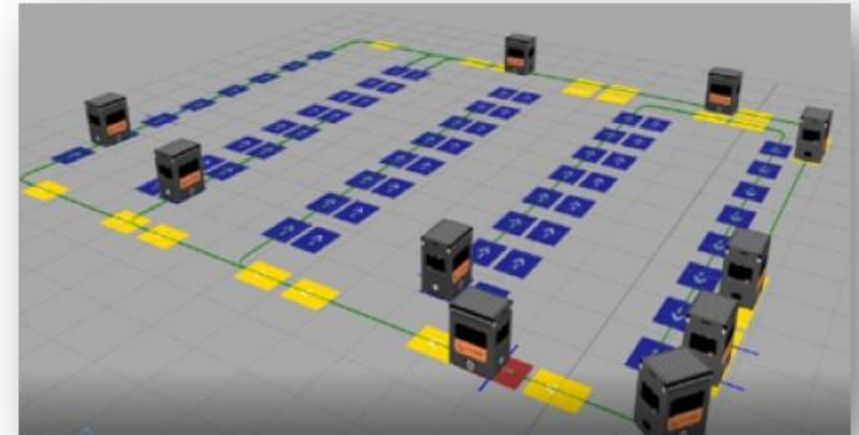
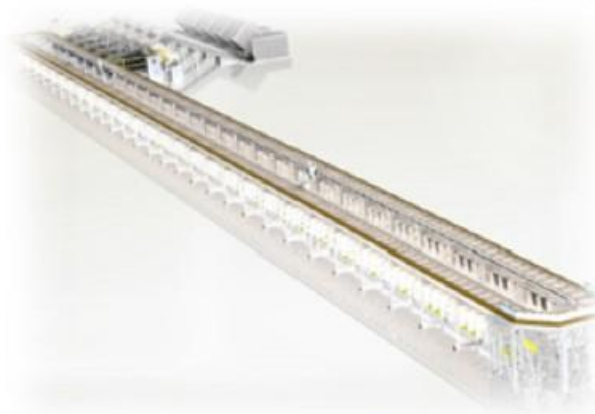
- Package Support Annexes (PSA)
 - 46 PSAs – 2 years or more lease
 - Reducing space impact from change in product mix
 - Operational throughout the year
 - Focus on package operations
 - Operations equipment need
 - Machinable - SIPS, Spider
 - Non Machinable - FRS, PSS
 - Scanning Equipment
- Peak Annexes
 - 51 Mail Processing
 - 9 Mail Processing and Logistics
 - 5 Logistics



Annex Type	Count of Type of Use	Sum of Sq Ft (Needed)
LOGISTICS	5	550,000
MAIL PROCESSING	51	4,543,291
PACKAGE SUPPORT ANNEX	46	7,056,119
MAIL PROCESSING AND LOGISTICS	9	1,733,000
LOGISTICS - LOT SPACE	13	-
Grand Total	124	13,882,410

Package Sorter Deployment

- **Package Sorter Deployments – 4.5M Daily Capacity Increase**
- **ADUS** (Automated Delivery Unit Sorter) – 25
- **SPSS** (Small Parcel Sorter System) – 13
- **SIPS** (Single Induction Package Sorter) – 51
 - 43 machines at PSAs (Package Support Annexes)
 - 7 machines at current facilities
- **FRS** (Flex Rover Sorter) – 605 units
 - 20-30 PSAs
 - Process machinable and non-machinable packages
- **PSS** (Plant Scanning System)

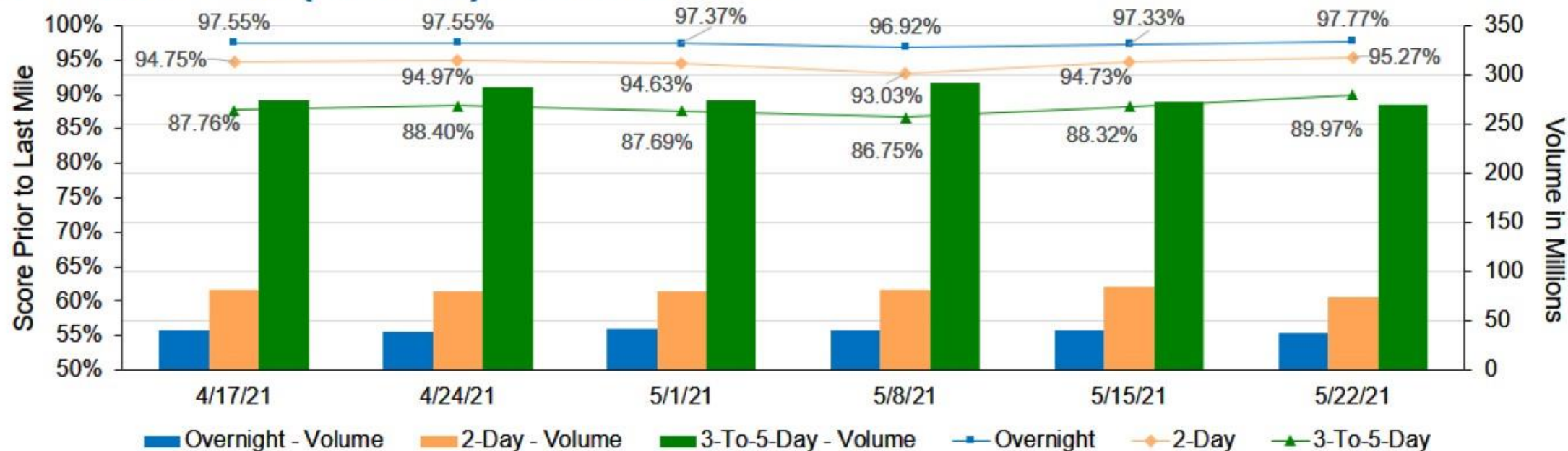


Service Performance

Service Performance

First-Class Mail®

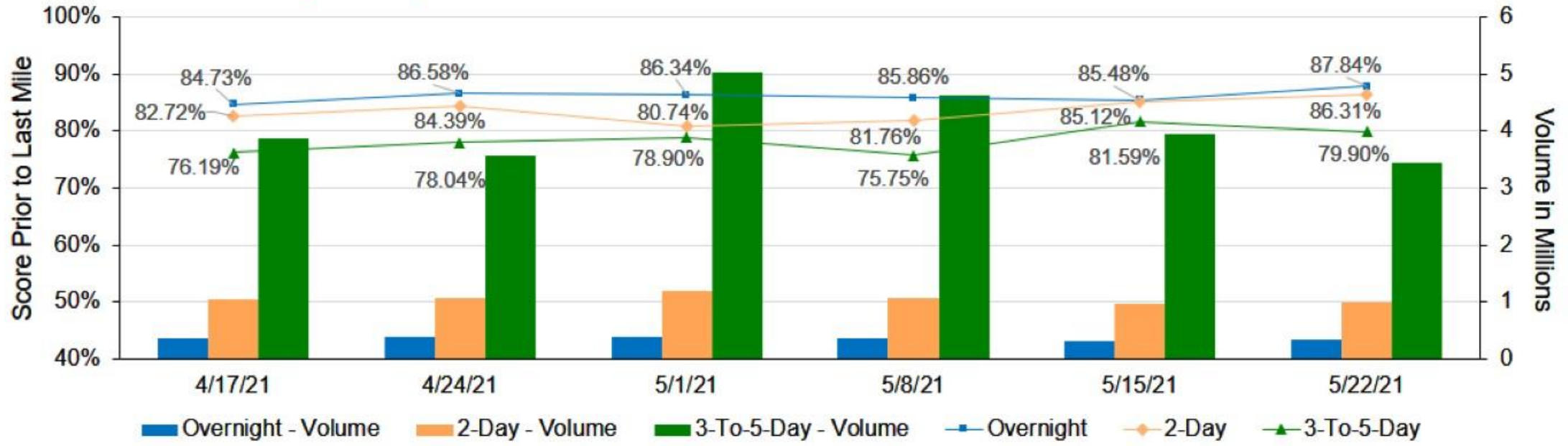
First-Class Mail® (Letters) – Score Trend



FY2021 Q3TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Presort Overnight	344,436,212	97.42%	-1.99%	95.42%	96.80%	371,209,329	-7.21%	95.91%	-0.49%
Presort 2-Day	682,276,988	94.46%	-2.25%	92.21%	96.50%	729,716,639	-6.50%	93.19%	-0.98%
Presort 3-to-5-Day	2,333,044,785	87.75%	-1.85%	85.89%	95.25%	2,499,747,411	-6.67%	90.89%	-4.99%
3-Day	2,319,473,036	87.75%	-1.86%	85.89%	91.80%	2,486,451,305	-6.72%	90.88%	-4.99%
4-Day	13,025,135	90.06%	-1.24%	88.82%	91.80%	12,798,575	1.77%	92.91%	-4.09%
5-Day	546,614	42.20%	-1.93%	40.27%	91.80%	497,531	9.87%	82.55%	-42.28%
Presort Total	3,359,757,985			88.15%	96.00%	3,600,673,379	-6.69%	91.87%	-3.72%

Note: Preliminary FY21 Q3 results through May 28, 2021. FY21 data sourced from Internal SPM.

First-Class Mail® (Flats) – Score Trend

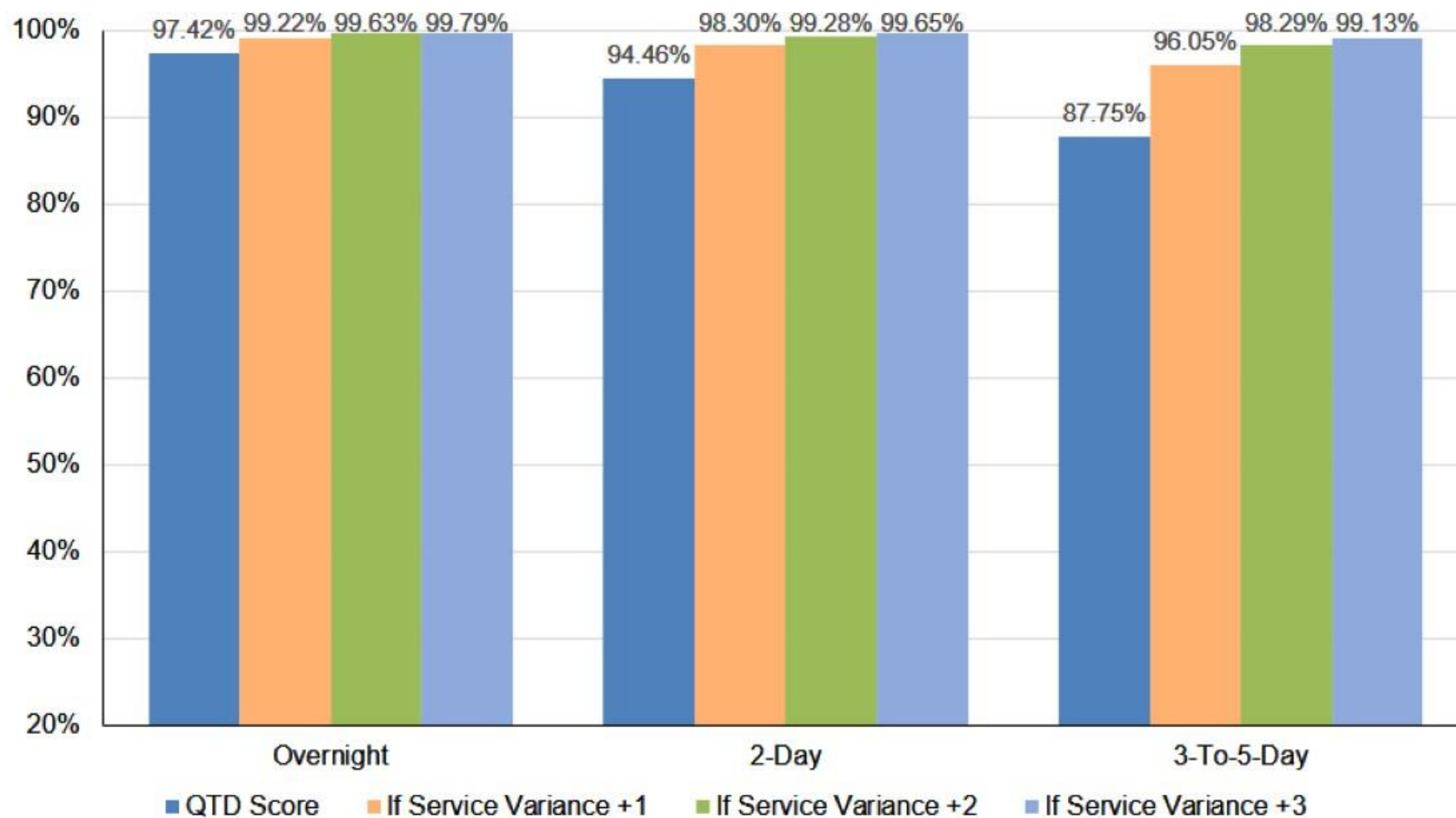


FY2021 Q3TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Presort Overnight	3,074,386	85.60%	-7.42%	78.18%	96.80%	2,619,179	17.38%	81.05%	-2.86%
Presort 2-Day	9,179,668	83.25%	-7.49%	75.76%	96.50%	8,476,846	8.29%	72.45%	3.31%
Presort 3-to-5-Day	34,952,324	78.30%	-6.49%	71.81%	95.25%	30,164,402	15.87%	72.14%	-0.34%
3-Day	34,786,417	78.28%	-6.50%	71.78%	91.80%	30,037,921	15.81%	72.11%	-0.33%
4-Day	162,662	81.77%	-4.56%	77.21%	91.80%	124,235	30.93%	79.92%	-2.70%
5-Day	3,245	84.19%	-2.21%	81.98%	91.80%	2,246	44.48%	86.55%	-4.57%
Presort Total	47,206,378			72.99%	96.00%	41,260,427	14.41%	72.77%	0.22%

Note: Preliminary FY21 Q3 results through May 28, 2021. FY21 data sourced from Internal SPM.

First-Class Mail® (Letters) – Service Variance

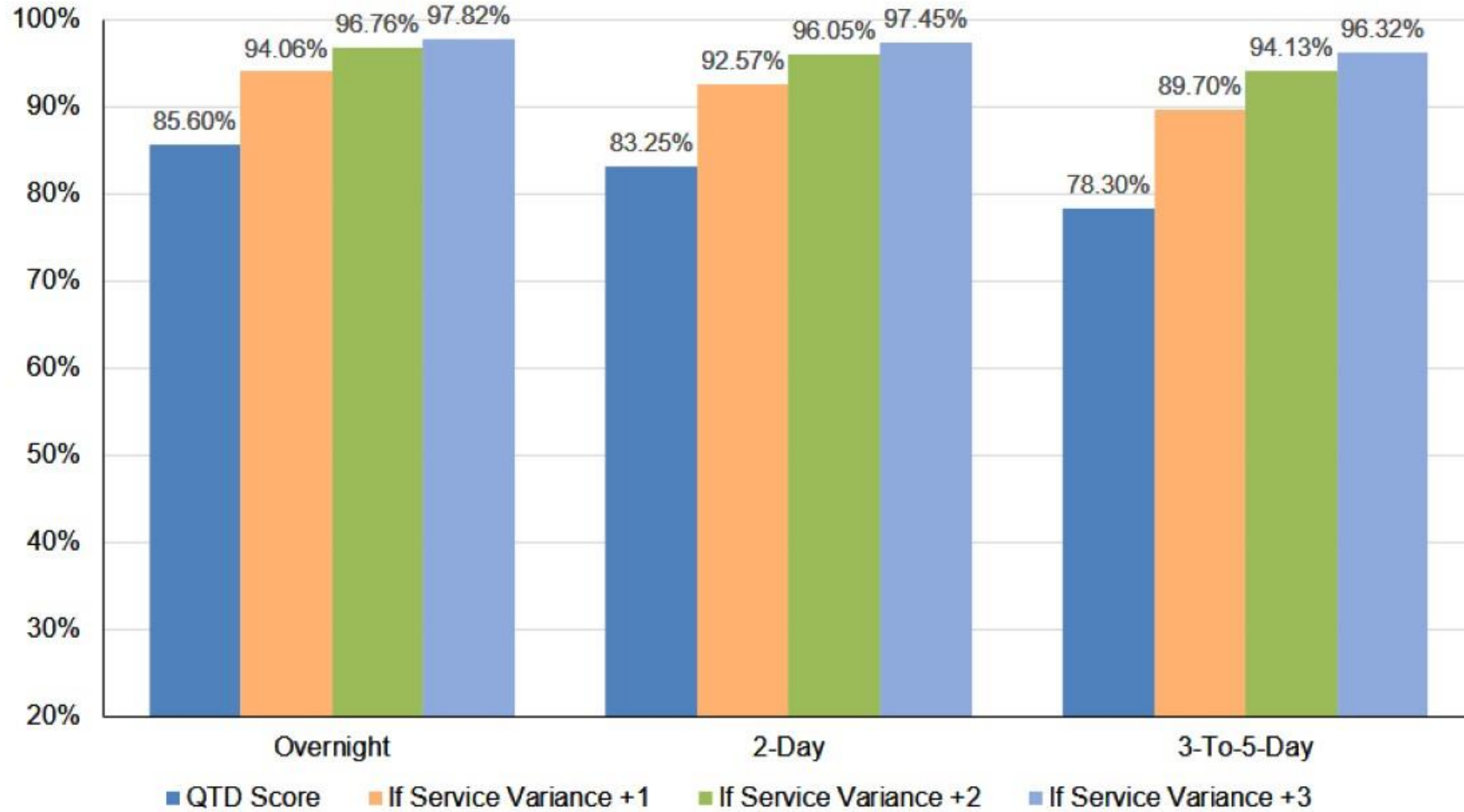
All FY2021 Q3 FCM Letters scores would be above 96.05% (prior to last mile), if pieces that failed by 1 day passed



Note: Preliminary FY21 Q3 results through May 28, 2021. FY21 data sourced from Internal SPM.

First-Class Mail® (Flats) – Service Variance







All FY2021 Q3 FCM Flats scores would be above 89.70% (prior to last mile),
if pieces that failed by 1 day passed



Note: Preliminary FY21 Q3 results through May 28, 2021. FY21 data sourced from Internal SPM.

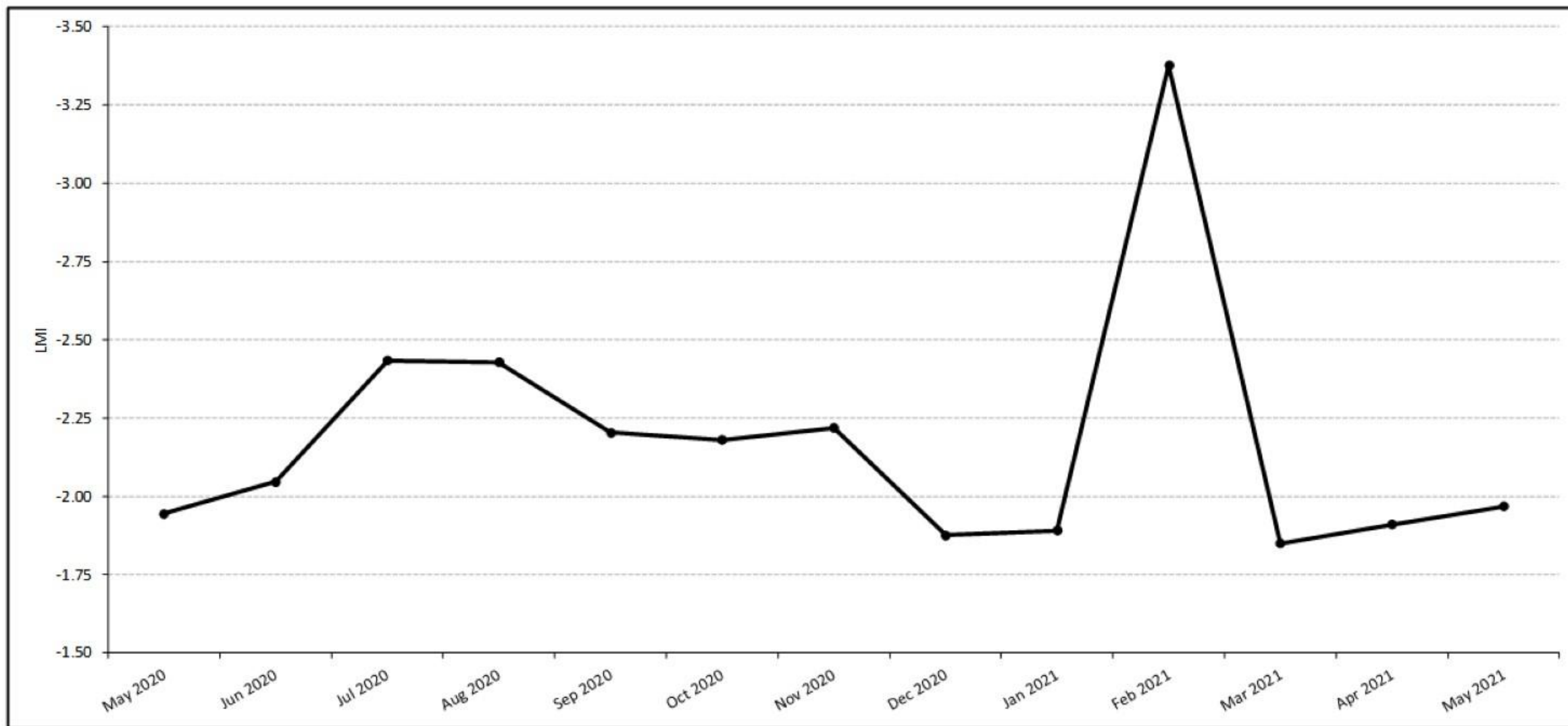
FY2021 Q3 Through April Commercial Mail Volume – Mail In Measurement

In FY2021 thru April, ~77% of Full-Service mail was in Measurement

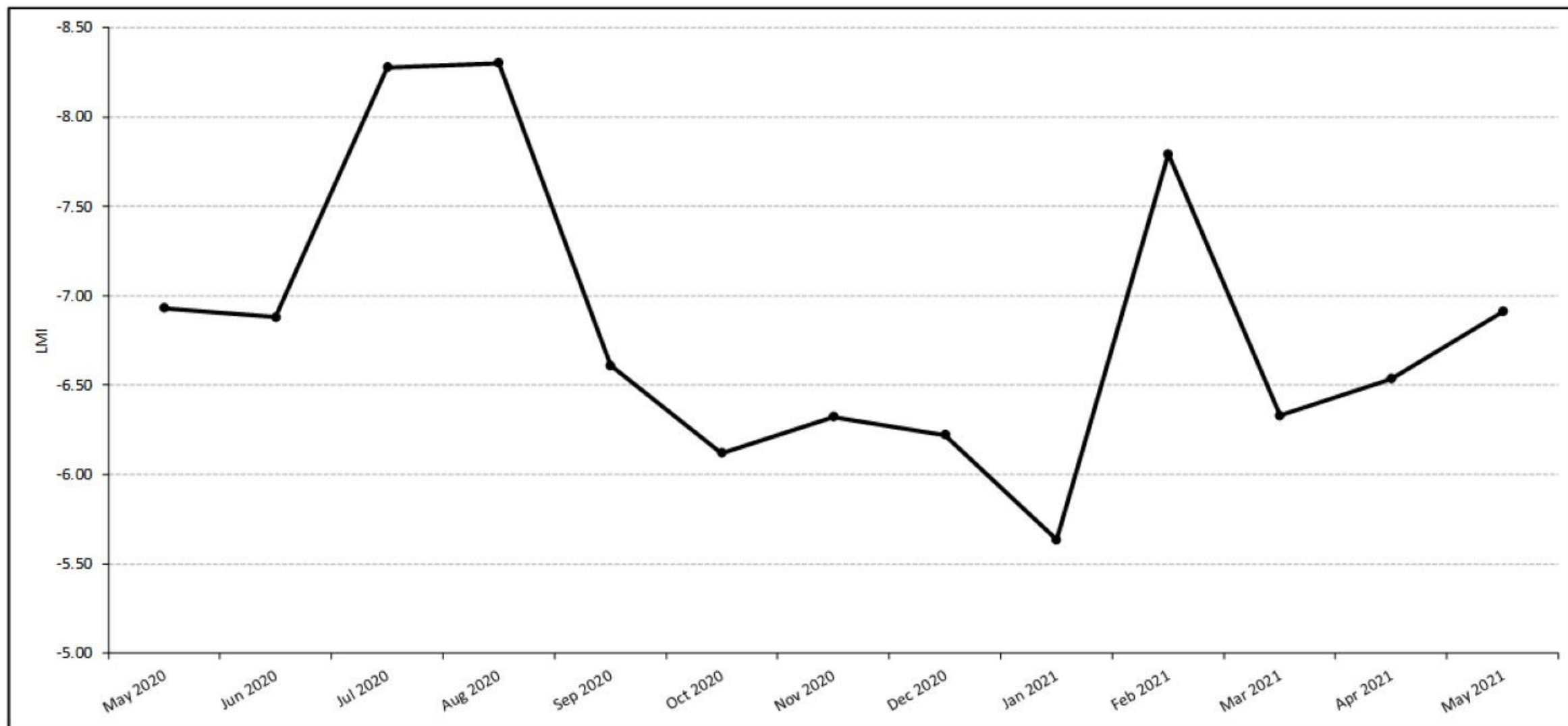
Mail Class	Mail Shape	Commercial	Full-Service Eligible	Full-Service	In Measurement	% of Full-Service In Measurement	Compared to SPLY
First Class Presort	Letter/Card	21,384,376,245	20,663,838,909	19,644,631,149	14,002,601,887	71.28%	-2.28% 
First Class Presort	Flat	360,354,587	325,326,824	295,989,779	189,479,245	64.02%	-4.70% 
USPS Marketing	Letter	27,954,980,507	27,354,490,786	26,326,474,511	22,006,123,005	83.59%	0.10% 
USPS Marketing	Flat	9,658,832,761	6,830,878,811	6,262,875,563	4,391,857,235	70.13%	-6.15% 
Periodicals	Flat	2,019,360,471	1,952,481,177	1,831,590,349	1,227,692,390	67.03%	-0.83% 
Total		61,377,904,571	57,127,016,507	54,361,561,351	41,817,753,762	76.93%	-1.46% 

Metrics are for Mailing Dates 10/01/2020 – 04/30/2021
Commercial and Full-Service Eligible Volumes sourced from PostalOne!

Last Mile Impact Trend – First-Class Presort Letters



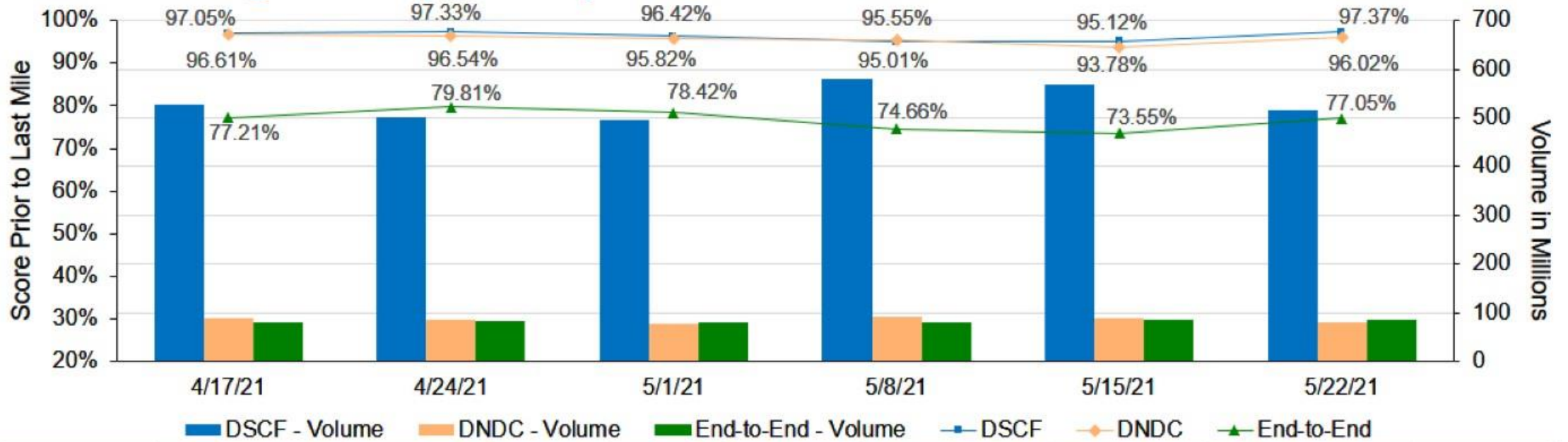
Last Mile Impact Trend – First-Class Presort Flats



Service Performance

USPS Marketing Mail[®]

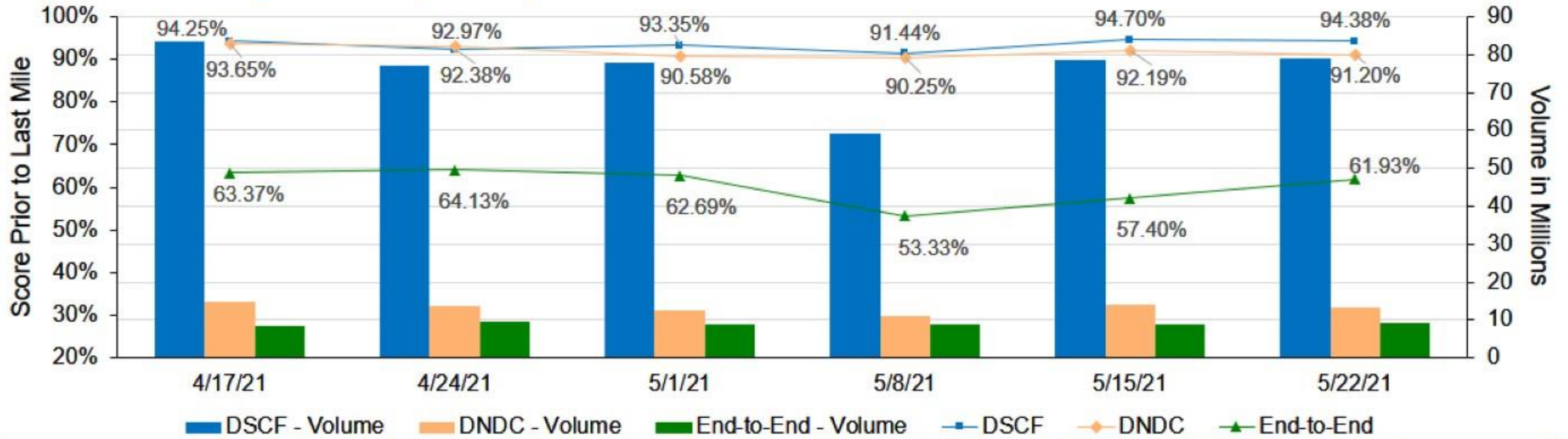
USPS Marketing Mail® (Letters) – Score Trend



FY2021 Q3TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	4,415,332,562	96.34%	-1.14%	95.20%	91.80%	2,801,295,840	57.62%	94.61%	0.59%
NDC Letters	693,348,595	95.99%	-0.62%	95.37%	91.80%	399,606,949	73.51%	90.73%	4.64%
E2E Letters	679,995,126	76.71%	-0.79%	75.92%	91.80%	460,871,180	47.55%	72.46%	3.46%
3-Day	3,123,477,935	96.02%	-1.10%	94.91%	91.80%	1,920,751,101	62.62%	94.54%	0.37%
4-Day	1,424,565,253	96.47%	-1.21%	95.25%	91.80%	973,234,650	46.37%	94.37%	0.89%
5-Day	792,333,959	95.29%	-0.63%	94.66%	91.80%	464,175,472	70.70%	90.15%	4.50%
6-10 Day	428,607,878	69.27%	-0.77%	68.50%	91.80%	289,507,238	48.05%	63.03%	5.47%
11+ Day	19,691,258	80.13%	-0.54%	79.59%	91.80%	14,105,508	39.60%	82.00%	-2.41%
Total	5,788,676,283			92.95%	91.80%	3,661,773,969	58.08%	91.40%	1.56%

Note: Preliminary FY21 Q3 results through May 28, 2021. FY21 data sourced from Internal SPM.

USPS Marketing Mail®(Flats) – Score Trend

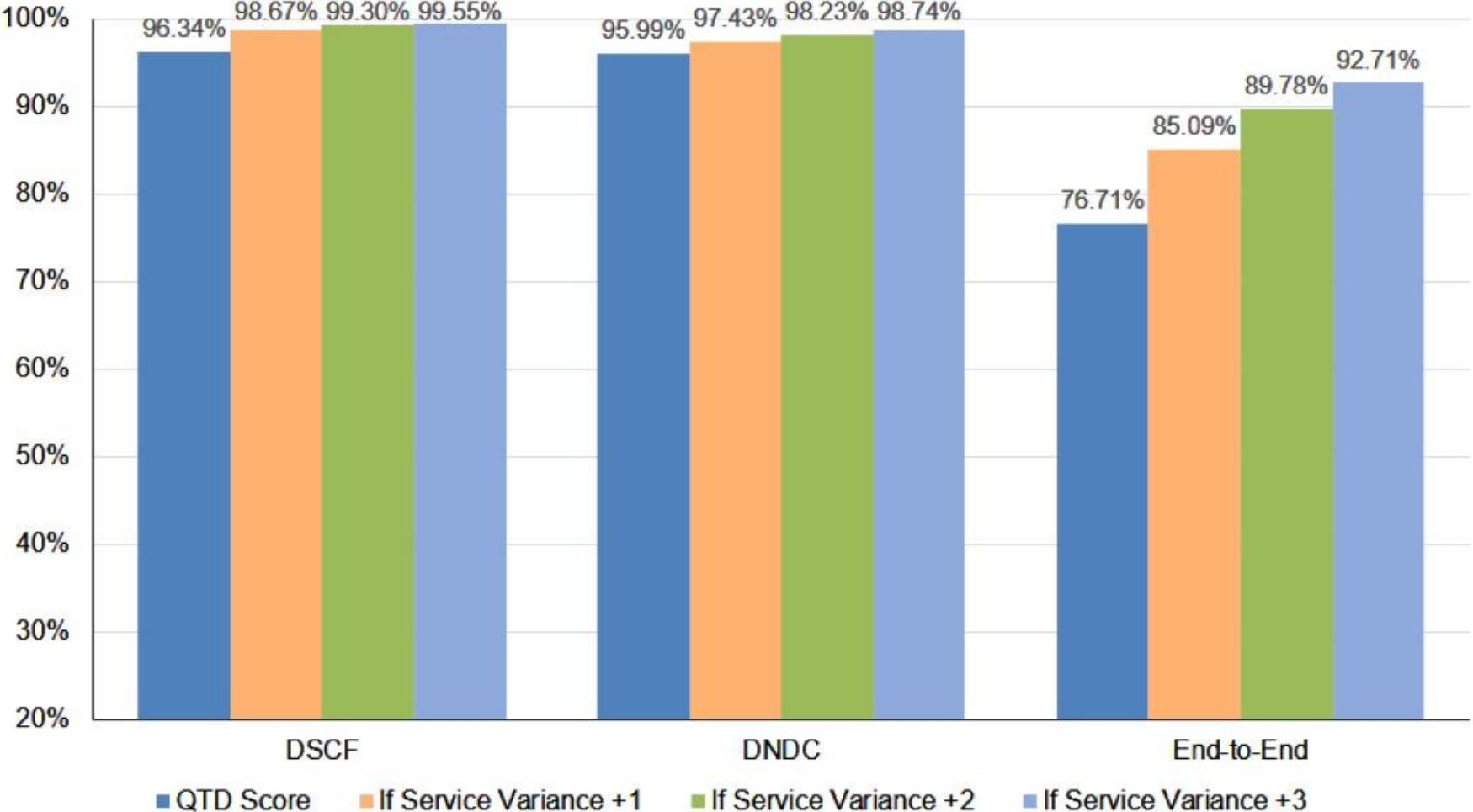


FY2021 Q3TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	625,812,690	93.33%	-4.04%	89.29%	91.80%	514,302,067	21.68%	83.07%	6.22%
NDC Flats	107,389,469	91.88%	-2.75%	89.13%	91.80%	86,212,040	24.56%	80.50%	8.64%
E2E Flats	73,970,037	60.56%	-2.66%	57.90%	91.80%	64,402,589	14.86%	53.30%	4.60%
3-Day	382,914,341	92.95%	-4.00%	88.94%	91.80%	278,004,936	37.74%	83.51%	5.43%
4-Day	255,281,641	93.05%	-4.07%	88.98%	91.80%	246,511,591	3.56%	82.20%	6.78%
5-Day	117,428,796	90.56%	-2.75%	87.81%	91.80%	93,769,268	25.23%	79.28%	8.53%
6-10 Day	48,774,089	52.14%	-2.30%	49.84%	91.80%	44,198,277	10.35%	45.60%	4.24%
11+ Day	2,773,329	84.27%	-4.94%	79.33%	91.80%	2,432,624	14.01%	68.02%	11.30%
Total	807,172,196			86.39%	91.80%	664,916,696	21.39%	79.85%	6.54%

Note: Preliminary FY21 Q3 results through May 28, 2021. FY21 data sourced from Internal SPM.

USPS Marketing Mail®(Letters) – Service Variance

FY2021 Q3 DSCF and DNDC Marketing Letters scores would be above 97.43% (prior to last mile), if pieces that failed by 1 day passed

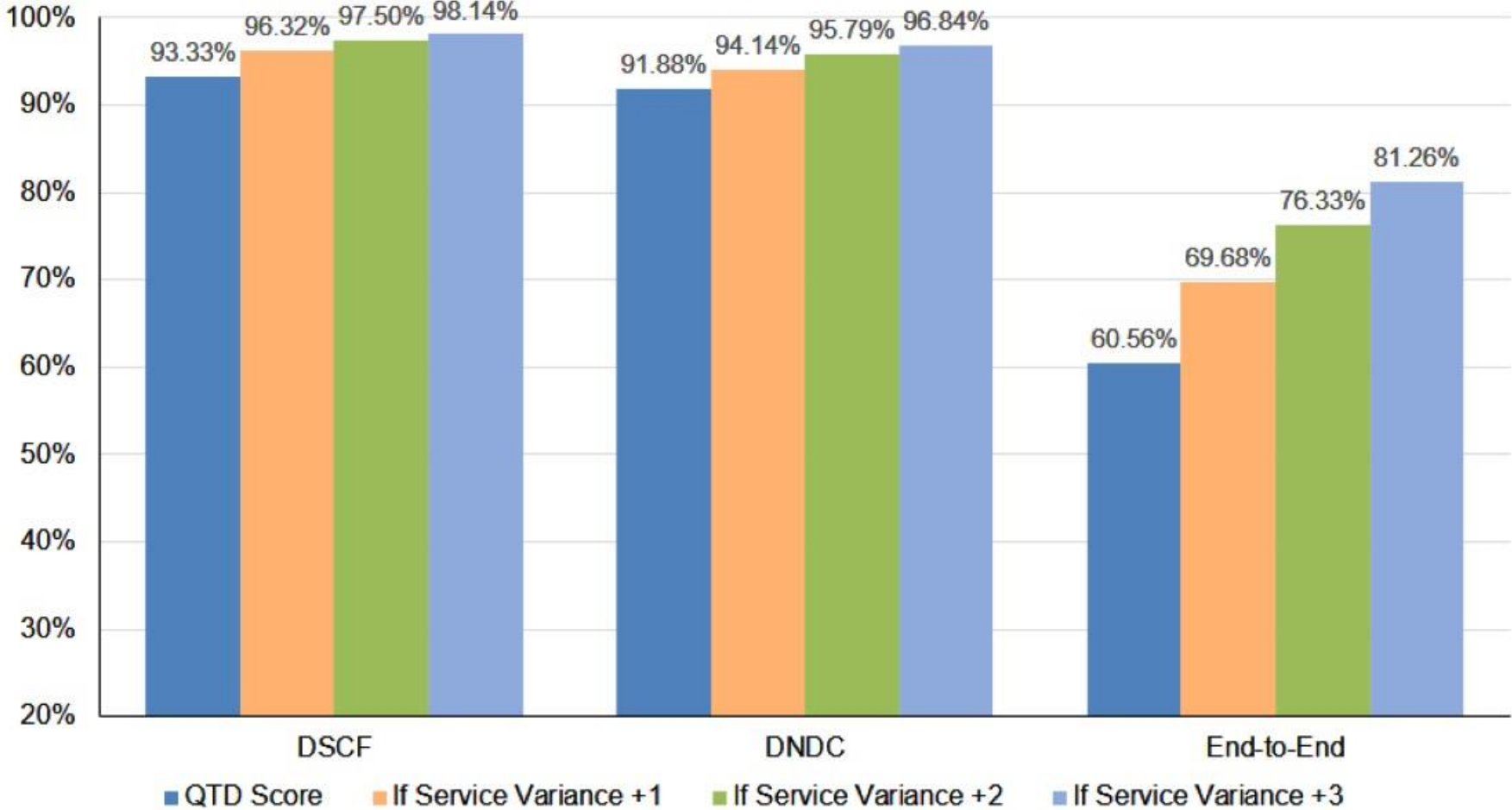


*Note: Preliminary FY21 Q3 results through May 28, 2021. FY21 data sourced from Internal SPM.



USPS Marketing Mail®(Flats) – Service Variance

FY2021 Q3 DSCF and DNDC Marketing Flats scores would be above 94.14% (prior to last mile), if pieces that failed by 1 day passed









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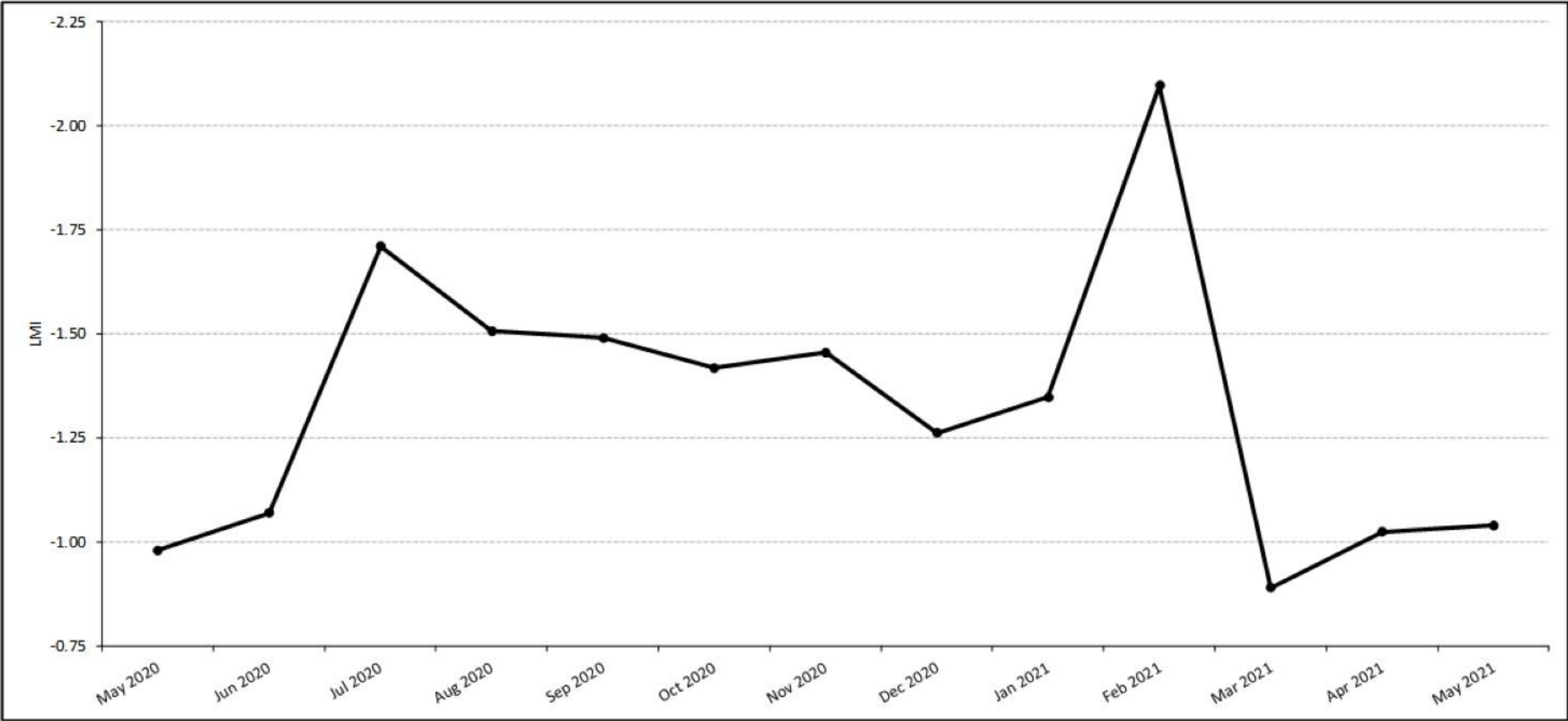
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In FY2021 thru April, ~77% of Full-Service mail was in Measurement

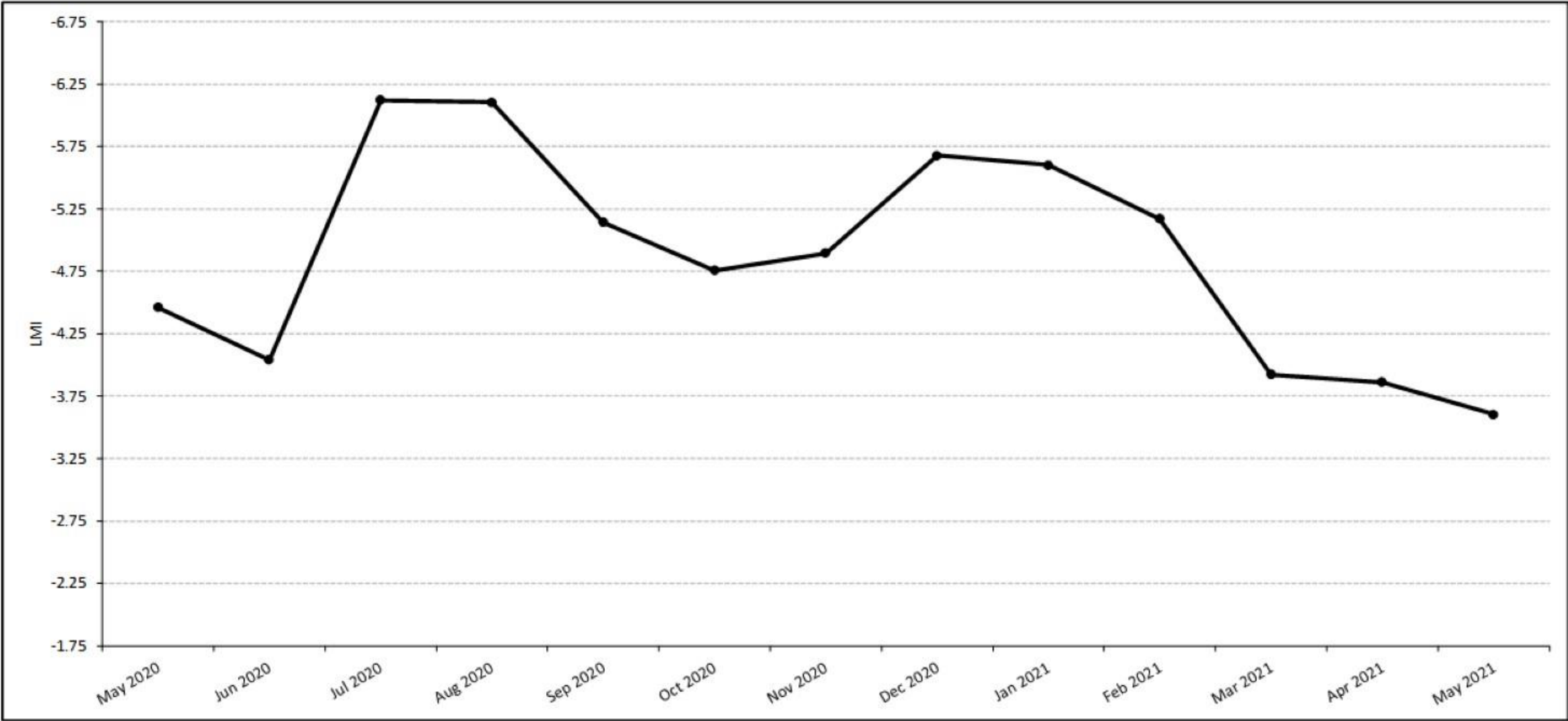
Mail Class	Mail Shape	Commercial	Full-Service Eligible	Full-Service	In Measurement	% of Full-Service In Measurement	Compared to SPLY
First Class Presort	Letter/Card	21,384,376,245	20,663,838,909	19,644,631,149	14,002,601,887	71.28%	-2.28% 
First Class Presort	Flat	360,354,587	325,326,824	295,989,779	189,479,245	64.02%	-4.70% 
USPS Marketing	Letter	27,954,980,507	27,354,490,786	26,326,474,511	22,006,123,005	83.59%	0.10% 
USPS Marketing	Flat	9,658,832,761	6,830,878,811	6,262,875,563	4,391,857,235	70.13%	-6.15% 
Periodicals	Flat	2,019,360,471	1,952,481,177	1,831,590,349	1,227,692,390	67.03%	-0.83% 
Total		61,377,904,571	57,127,016,507	54,361,561,351	41,817,753,762	76.93%	-1.46% 

Metrics are for Mailing Dates 10/01/2020 – 04/30/2021
Commercial and Full-Service Eligible Volumes sourced from PostalOne!

Last Mile Impact Trend – USPS Marketing Mail Letters



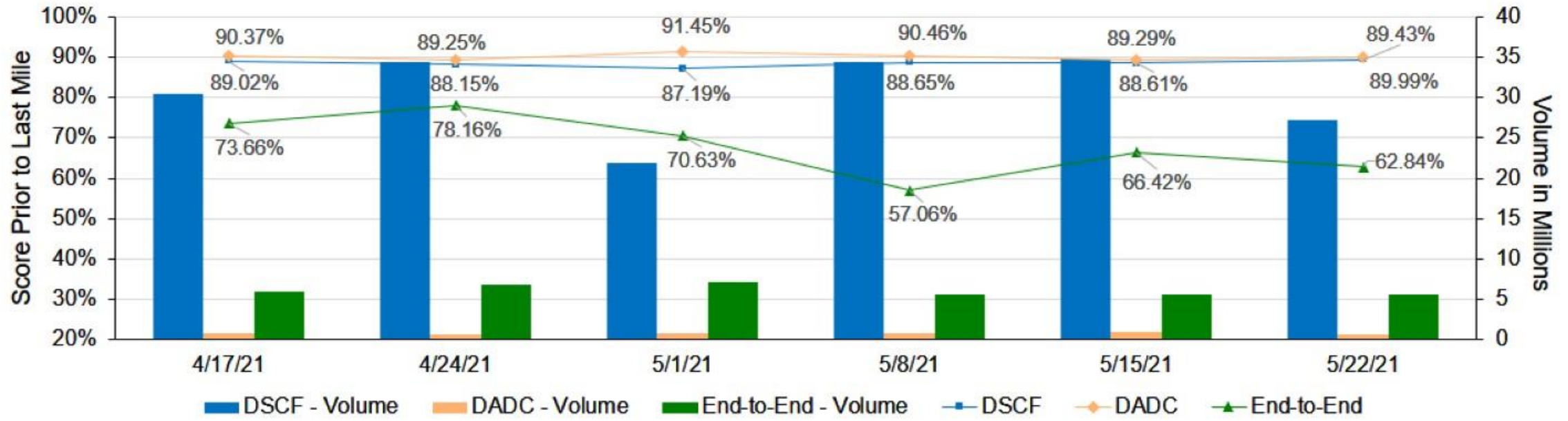
Last Mile Impact Trend – USPS Marketing Mail Flats



Service Performance

Periodicals

Periodicals – Score Trend



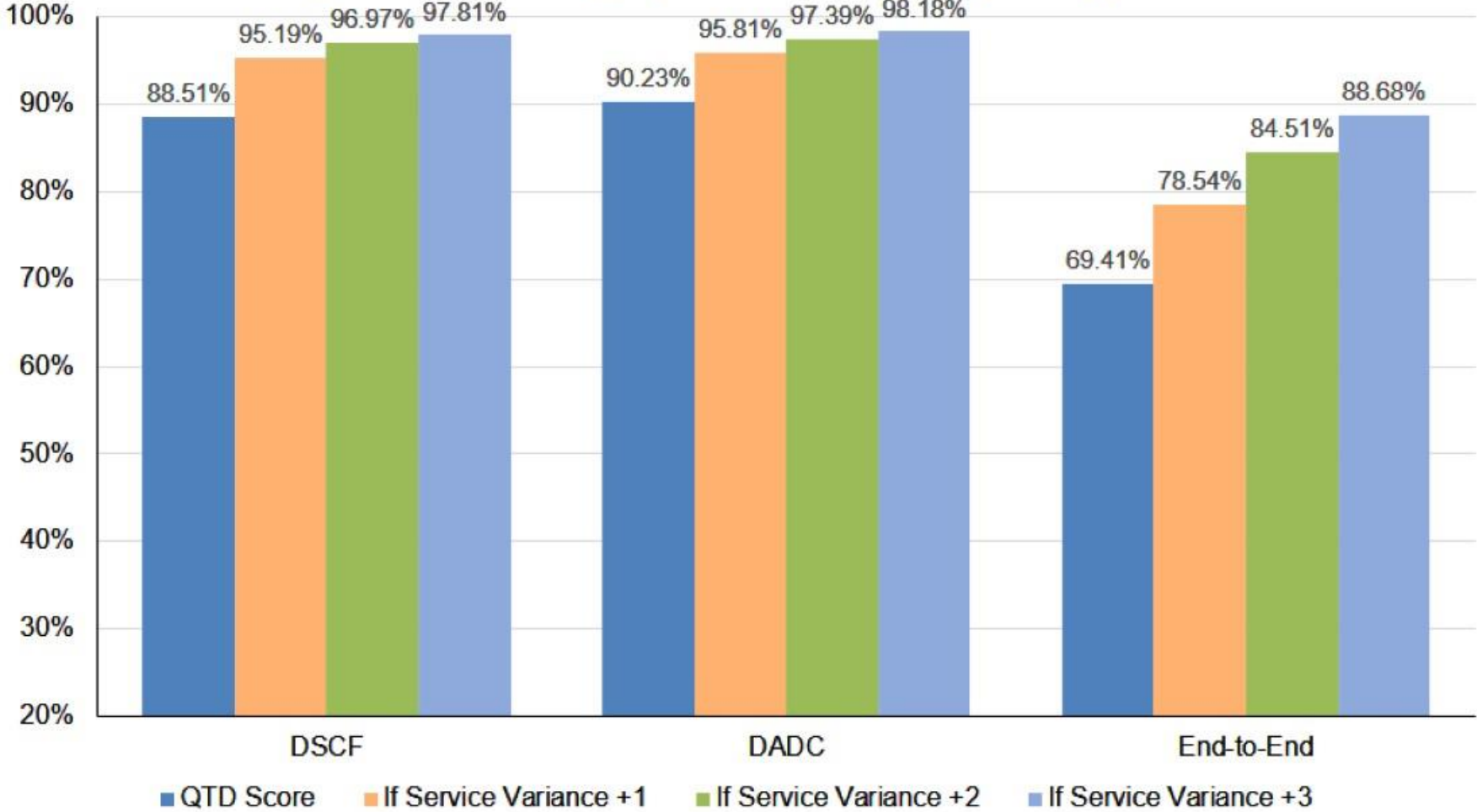
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SCF Flats	243,102,484	88.51%	-6.36%	82.16%	91.80%	280,722,697	-13.40%	78.60%	3.55%
ADC Flats	6,604,417	90.23%	-4.84%	85.39%	91.80%	6,986,095	-5.46%	83.34%	2.06%
E2E Flats	51,215,073	69.41%	-2.74%	66.66%	91.80%	56,580,621	-9.48%	66.37%	0.29%
2-Day	10,950,636	88.55%	-5.00%	83.54%	91.80%	12,122,798	-9.67%	86.14%	-2.59%
3-Day	35,483,380	88.43%	-3.27%	85.16%	91.80%	33,936,936	4.56%	80.22%	4.93%
4-Day	37,463,774	72.70%	-3.50%	69.21%	91.80%	43,948,574	-14.76%	70.74%	-1.54%
5-Day	3,207,228	87.68%	-2.73%	84.95%	91.80%	2,255,850	42.17%	74.84%	10.11%
6+ Day	9,208,653	59.21%	-1.75%	57.46%	91.80%	11,357,844	-18.92%	54.50%	2.96%
Total	300,921,974			79.59%	91.80%	344,289,413	-12.60%	76.69%	2.90%

Note: Preliminary FY21 Q3 results through May 28, 2021. FY21 data sourced from Internal SPM.



Periodicals – Service Variance

FY2021 Q3 DSCF and DADC Periodicals scores would be above 95.19% (prior to last mile), if pieces that failed by 1 day passed









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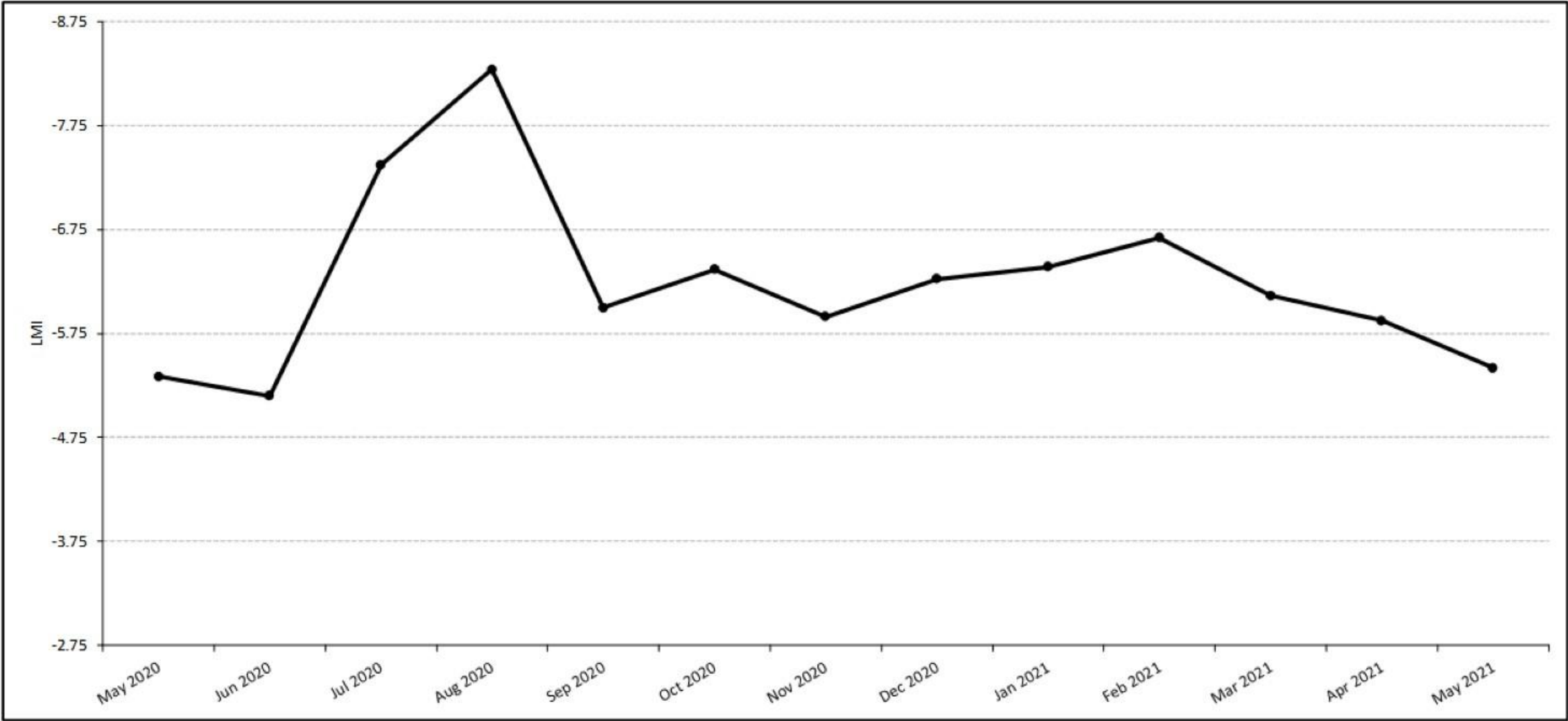
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Last Mile Impact Trend – Periodical Flats



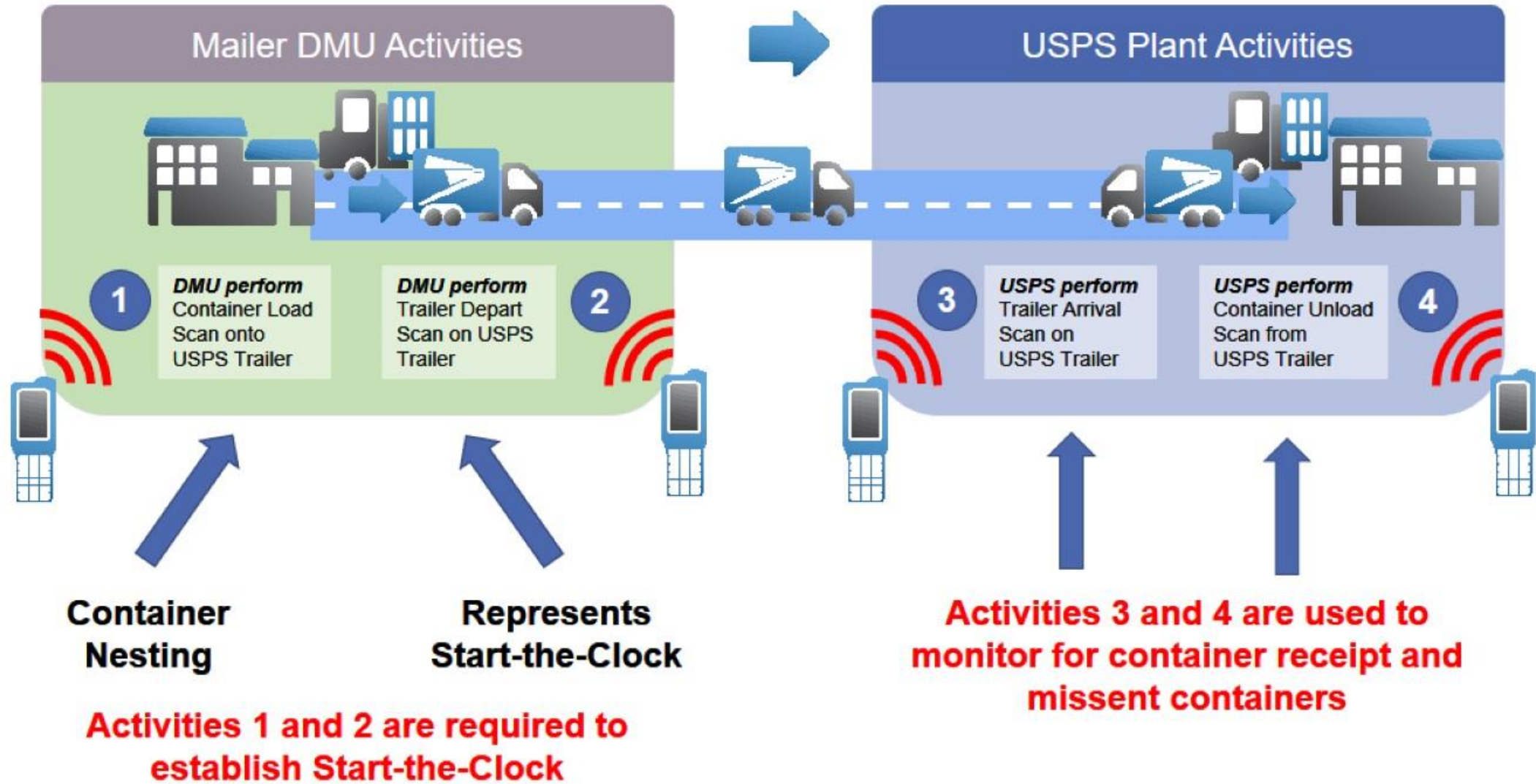
Question from Industry

SPM Exclusion for High Delivery Days

- When the number of days it takes to deliver a mailpiece is greater than 30 days for First-Class Mail and 45 days for all other commercial mail, then the mailpiece is excluded.
- The rule is based on the inability to uniquely identify pieces after the above thresholds are reached which prevents accurate measurement due to lack of or inconsistent visibility data.

Start-the-Clock at DMU for Long Haul

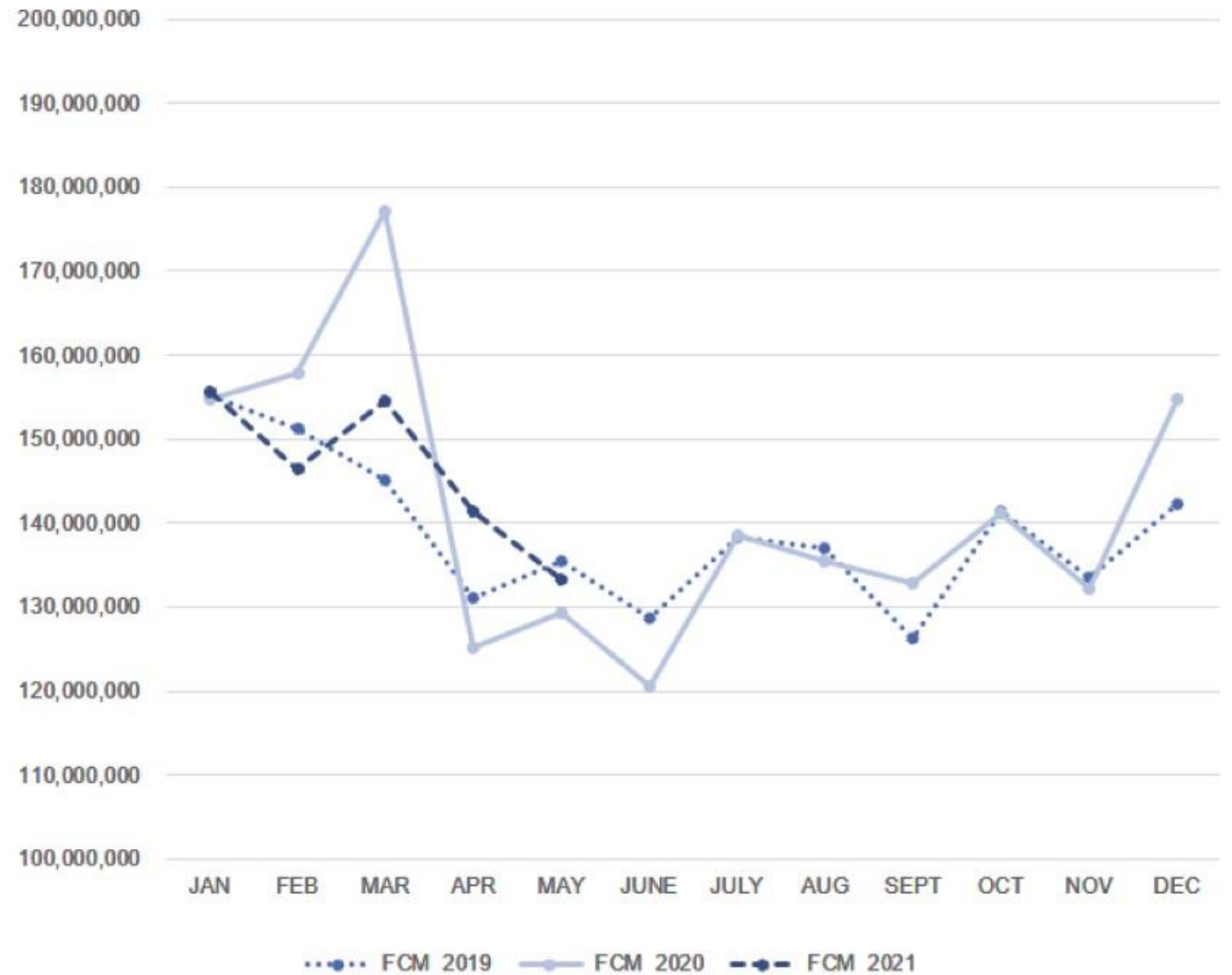
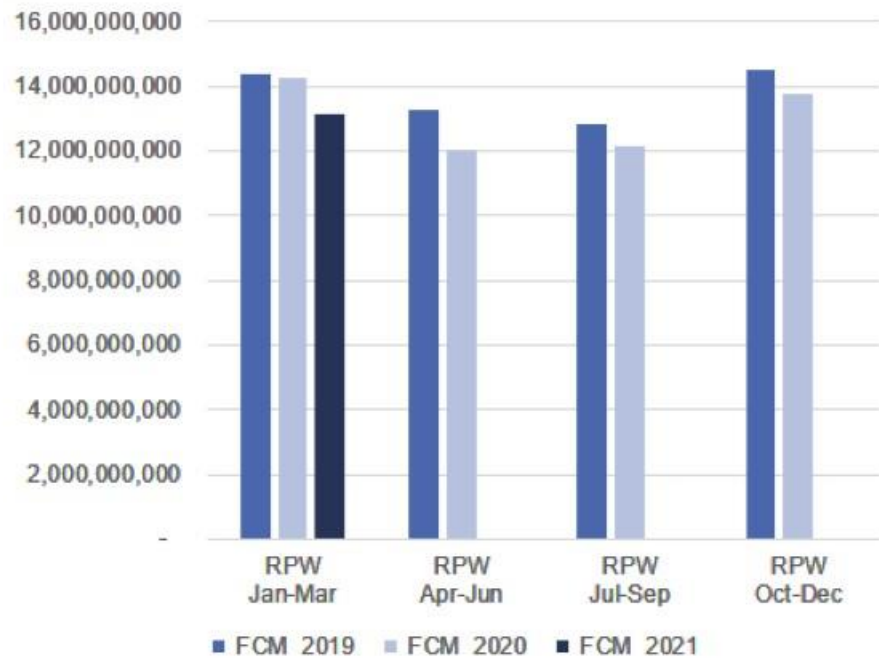
DMU Start-the-Clock for Long Haul (Proposed Business Rules)



Addressing / Undeliverable As Addressed (UAA)

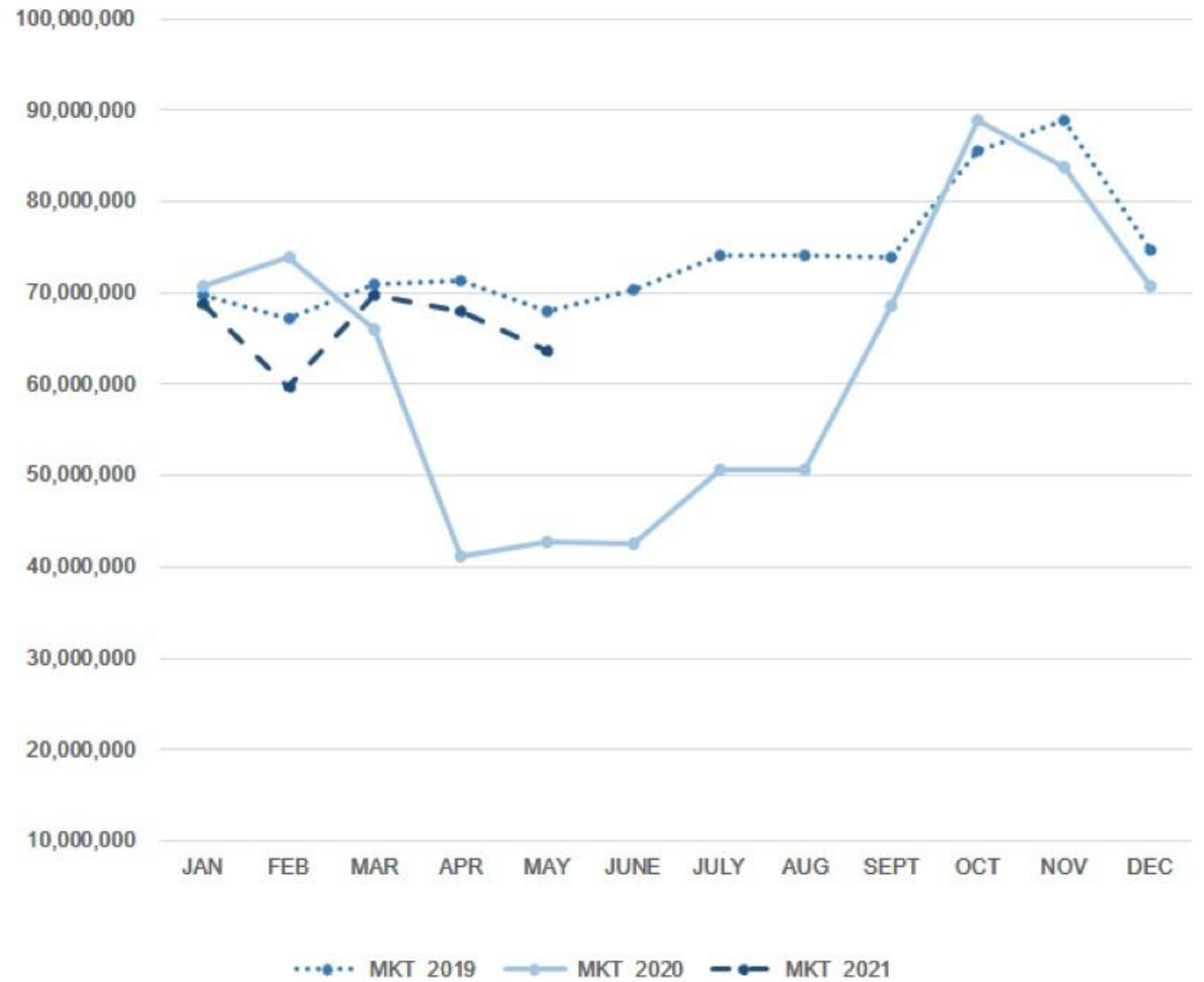
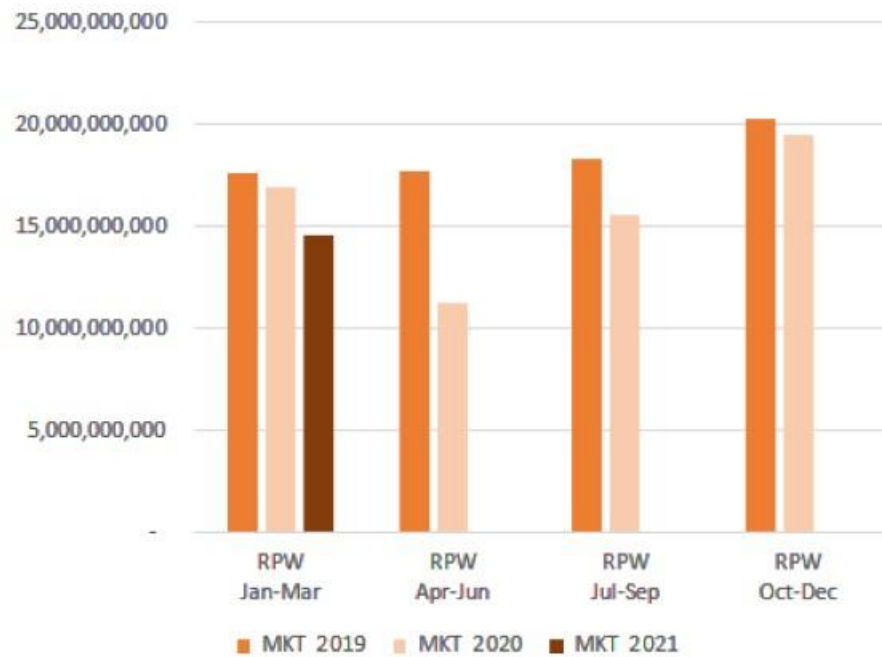
First-Class Mail UAA by Month 2019 – 2020 – 2021 [YTD March]

First-Class Mail Volume by Quarter



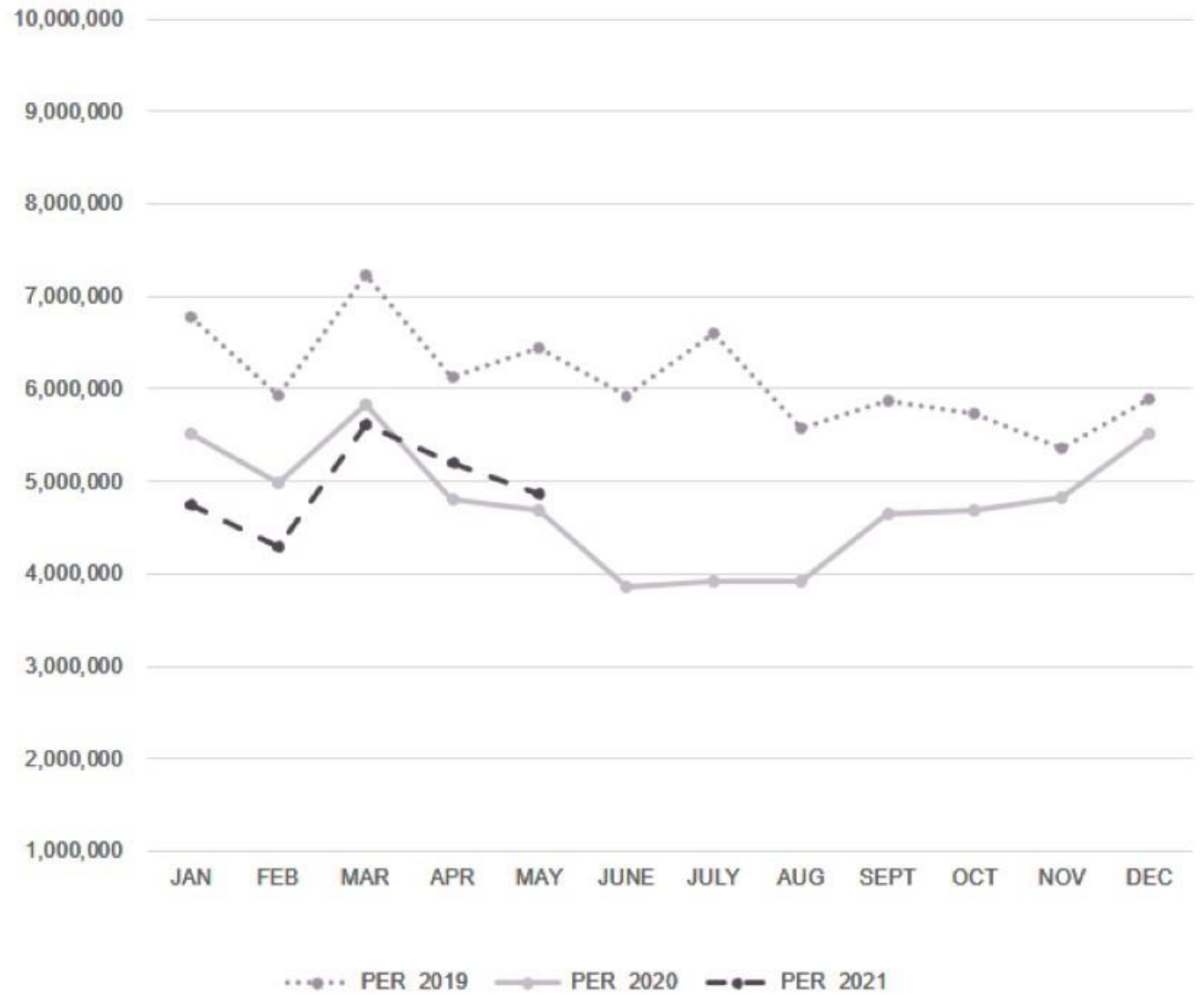
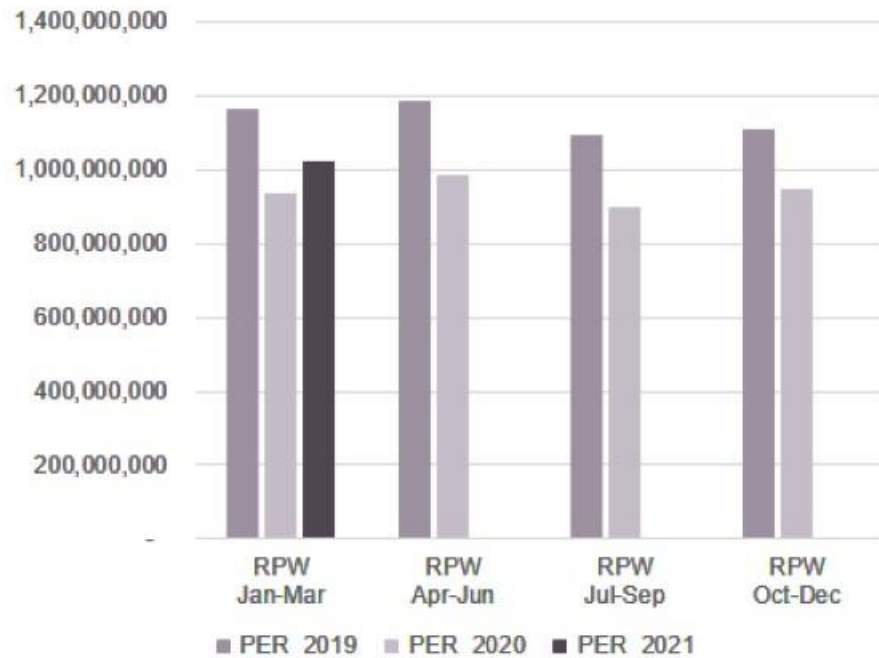
USPS MKTG Mail UAA by Month 2019 – 2020 – 2021 [YTD March]

USPS Marketing Mail Volume by Quarter



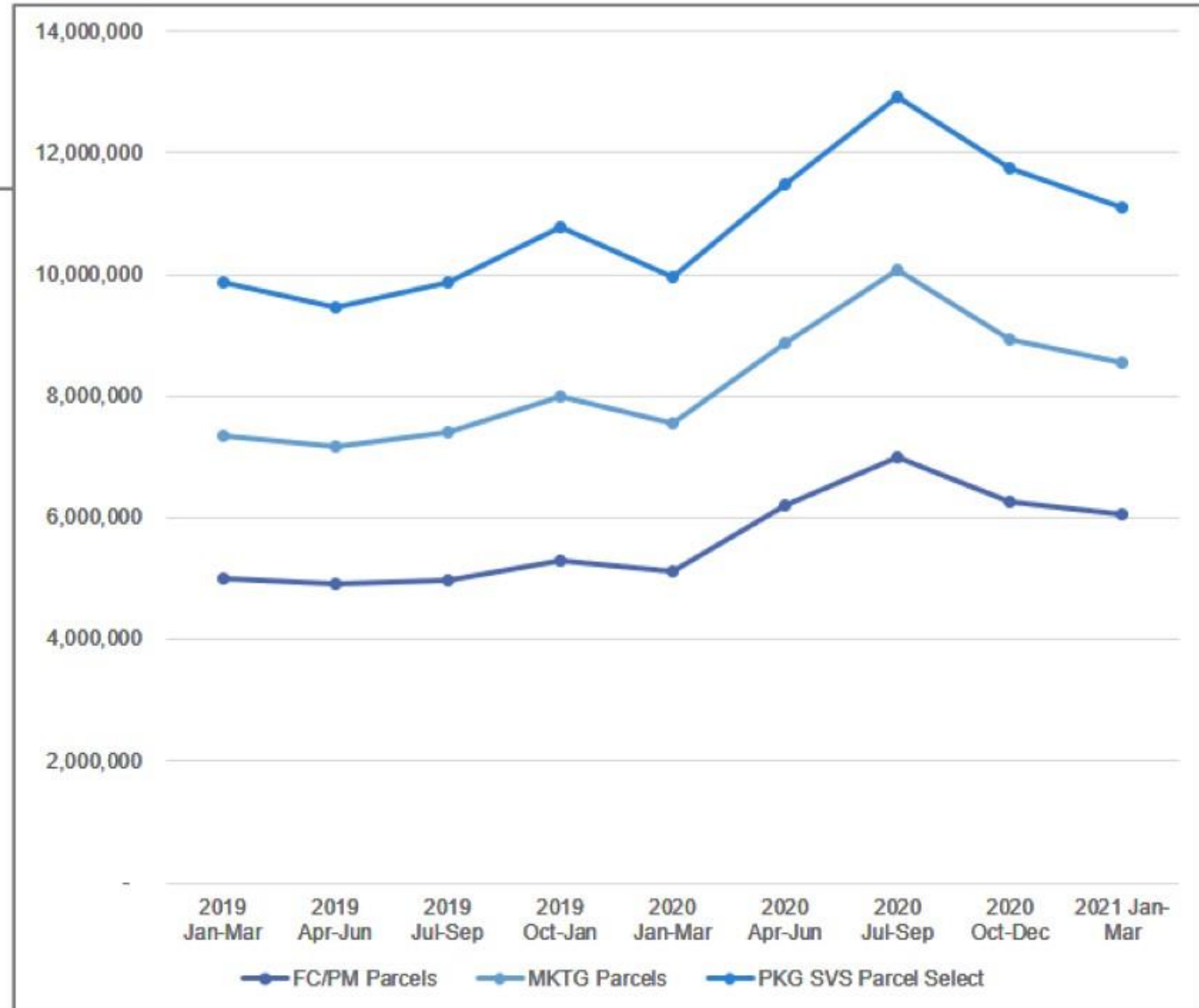
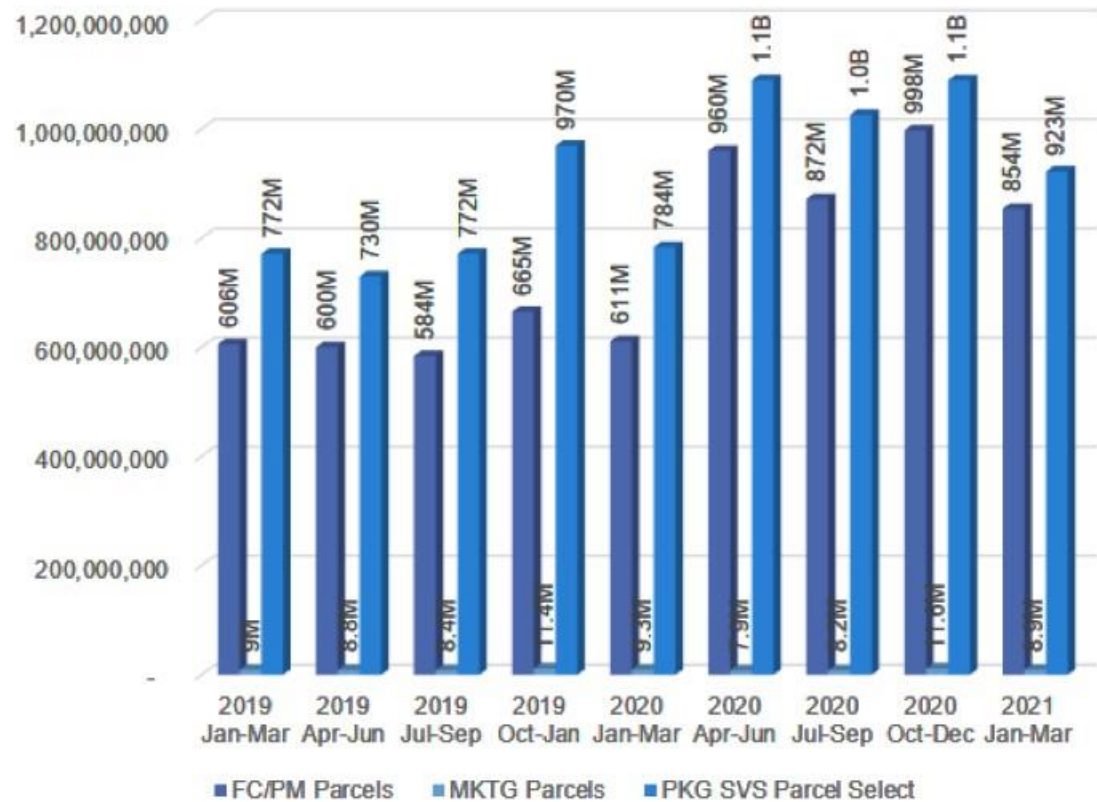
PERIODICAL Mail UAA by Month 2019 – 2020 – 2021 (YTD March)

USPS Periodical Mail Volume by Quarter



PARCELS UAA by Quarter 2019 – 2020 – 2021 (Oct-Mar)

RPW Parcel Volume by Quarter



CASS Cycle O Impacts for NCOA^{Link}

Language to clarify requirements for MID & CRID reporting have been included in the June 2 UG5 *meeting notes and are as follows:

The updated requirements for NCOA^{Link} reporting is to reallocate current filler space to accommodate MID & CRID information. NCOA^{Link} reporting will include these fields so they can be populated when the data is available. The MID and CRID field in NCOA^{Link} reporting may become required at some time in the future. At this time entry will be optional but should be populated if the MID/CRID information is known. The current PAF format already has a field allocated for the MID. The field is currently optional and will remain so at this time.

https://postalpro.usps.com/mnt/glusterfs/2018-12/PAF_Guide.pdf

**June 2nd UG 5 meeting notes will be sent later this week.*

PROCESSING
ACKNOWLEDGEMENT
FORM
(PAF) GUIDE

United States Postal Service
National Customer Support Center (NCS3)
December 19, 2018

Secured Destruction Update

- *On Monday, June 14th USPS was provided 1167 ACS notices that were reported as not receiving the expected matching Secure Destruction Notices.*
 - *493 of those were generated in CFS. CFS processes rejects from PARS and will not generate a Secure Destruction Notice as documented.*
 - *The remaining 674 ACS notices are being evaluated and a response will be provided once the review has been completed.*
- ❖ Ineligible mail pieces (e.g. letters or flats that are rejected from PARS) with an SD STID will be handled as ASR-Option 2 (i.e. forwarded if possible or returned to sender).

FACT SHEETS 03/18/2019	Secure Destruction Mail Service - How It Works!
PRESENTATIONS 03/14/2019	Secure Destruction - A Primer for Mailers - March 2019 This document provides information on the Secure Destruction, a Primer for Mailers webinar.

❖ Reference:

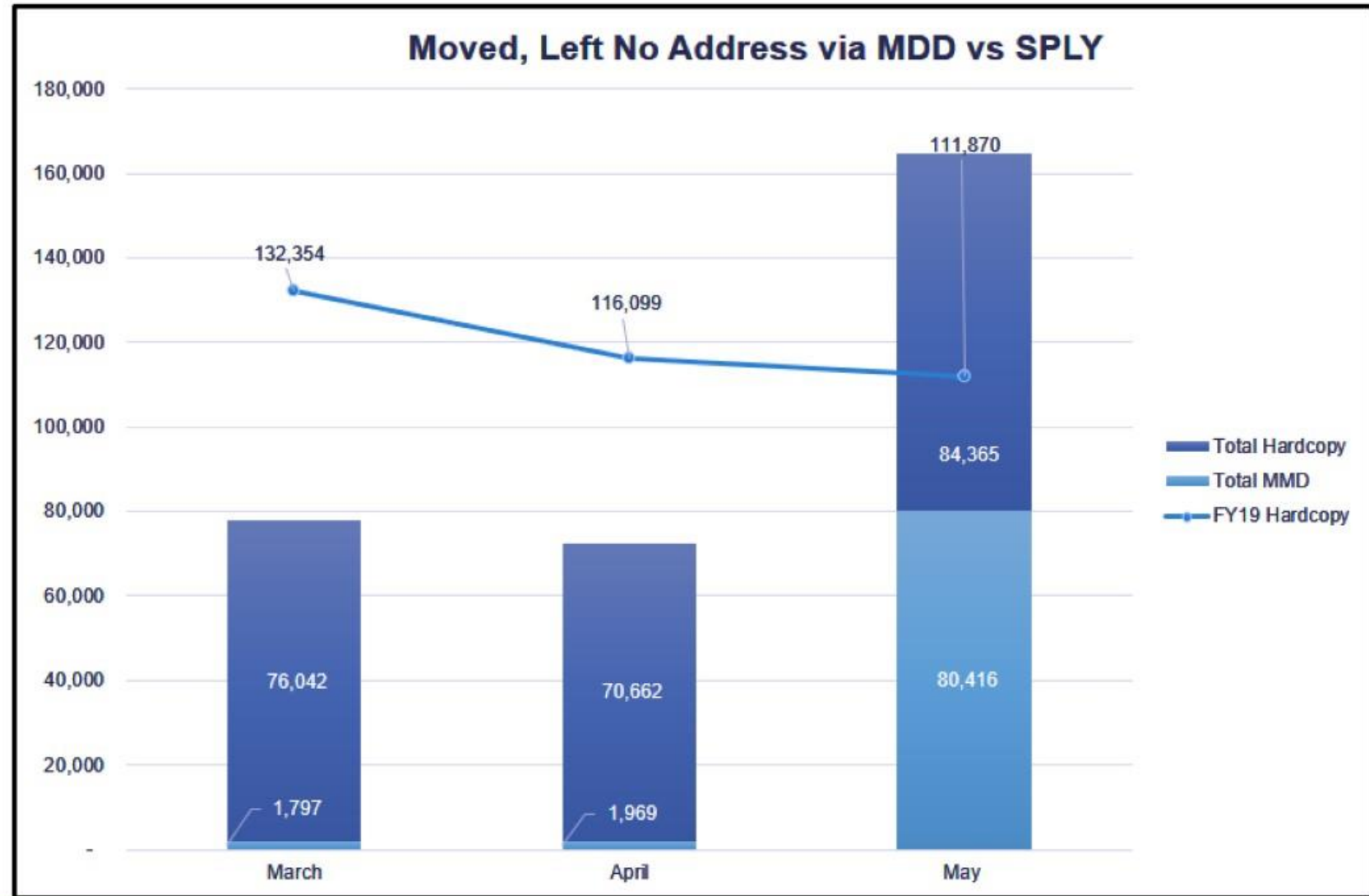
@ <https://postalpro.usps.com/mailing/secure-destruction>

Mobile Delivery Device & Moved, Left No Address Submissions

National Deployment
May 1, 2021

47%
Increase over May 2019

63%
Filed via MDD in last
weekly report



thank you!