

MTAC Focus Group Session Notes

Wednesday, November 3, 2021

Customer Experience, Product Solutions, Innovative Business Technology

Marc McCrery, VP Customer Experience

Tom Foti, VP Product Solutions

Gary Reblin, VP Innovative Business Technology

Rose Flanagan, MTAC Industry Leader

SESSION 1: All Shapes

(Flanagan, MTAC Industry Leader)

DISCUSSION TOPIC – First Industry Service Call/MTE Workarounds

- Too scripted
- Industry was not able to provide feedback and have discussion on topic
- Industry wanted copies of presentations
- MTE was not discussed
 - Want rep added to call to answers questions on the Monday, Tuesday Wednesday call moving forward.
- Payment system problem was not addressed
 - Want rep added to call from PostalOne! on Monday, Tuesday Wednesday call to answer questions moving forward.
- Would like watch list for hot spots added to meeting presentations (employee availability, equipment shortages, etc.)

DISCUSSION TOPIC – 2022 Density adder & 2022 Rates

- Market Dominant products prices will not change in January 2022
- Next Market Dominant products price change expected in July 2022
- Starting in 2023 Market Dominant products prices expected to change in January and July each year
- Competitive Product prices are changing for a limited time in October 2021 through December 2021
- No decisions have been made for additional Competitive Product price changes
- Projected Density-Based and Retirement-Based Rate Authorities - July 2022
 - Density Authority accounts for declining volumes and growing delivery points
 - Retirement Authority must be used for payment of liabilities and if not taken each year will not be available for future price changes (Revenue due to this authority must be remitted to OPM the following year)
 - Rough Estimate of Total Authority for First-Class Mail, Marketing Mail, and Special Services is ~5.91%
 - Periodicals and Package Services allowed additional 2% since currently underwater

DISCUSSION TOPIC – DOA Mail-high level review and industry questions

- Dale Kennedy covered in general session

ACTION ITEMS

- A method which will allow better back and forth communication – the chat box does not really allow this. Not only do we want to hear information the postal service has but often last year headquarters was reporting sites were fine when in fact the industry was reporting the sites were indeed backed up **(Marc McCrery)**
- Watch list of hot spots so industry is aware of:
 - reason why mail is impacted
 - classification of mail impacted
 - what is the plan of action
 - is this a new situation
- Request to possibly separate structural changes from price changes to allow programming time. In general, corporations will not begin programming until final specifications are issued. **(Sharon Owens/Marc McCrery)**
- Would like a schedule or timeline of release cycle be made available. **(Sharon Owens)**
- Asking for a documented MTE contingency plan when facilities run short **(Marc McCrery)**

SESSION 2: Parcels

(Senne, MTAC Industry Leader)

DISCUSSION TOPIC – Proposed fees for non-standard parcel sizes for certain domestic products – extensive programming with not enough time to complete during peak season

- Vicki Bosch shared new DIM charges that are supposed to go in January 9, 2022, industry doesn't have firm details yet and we are at November 3.
 - Will be a lot of development needed at a time where they are in a lockdown for peak
 - Is USPS aware of the impact on shippers?
 - If it is in the pre-release notes, pretty good indication that it may happen but that doesn't mean that the Governor's are going to approve it (ie. zoning was pulled back). The pre-release notes gives 6 month's notice.
 - Industry however doesn't start writing and putting resources on changes until it is fully locked down.

DISCUSSION TOPIC – Update on new zone changes – 3 to 5 digit and zone 10

- Not imminent.

SESSION 3: Flats

(Kliewer/Smith, MTAC Industry Leader)

DISCUSSION TOPIC- When can MM Flats and BPM expect to see FAST information updates for entries? Understand there are no changes expected in 1st quarter however would still like to see future plans.

- Don't expect anything in the 1st quarter. When the network gets further refined, we will share with the industry
- Still working with operations team to understand the implementation timeline

DISCUSSION TOPIC – Update on BPM move to competitive

- Still with the PRC-no update

SESSION 4: Letters	(Marinelli/Ruppel, MTAC Industry Leader)
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DISCUSSION TOPIC – General discussion on communication and how to partner more effectively to move faster to resolve issues

- Industry appreciates Sharon Owens’ and Randy Workman’s transparency and answering tough questions. Sees lack of transparency from the USPS overall
- Have industry calls but feel that when concerns are express there is really no follow up action. Need to look at how we talk to each other and try to build trust and communication between industry and postal executives.
- Want to state that Sharon, Marc and Tom are your advocates within the organization and although doesn’t seem like we are saying enough, behind the scenes they are working hard for the industry.
- Hard not being in person. Knows that there is work to get the industry leader meetings back with the PMG, would like that direct interaction with him.
- Several Industry members noted in the recent past weeks mailers are having First-Class letters and flats return for insufficient postage.

ACTION ITEMS

- Industry will supply samples of FCM returned for insufficient postage to **Linda Malone** and **Tom Foti** (email addresses were supplied to Cathy Rupard and David Stover)
- Work with retail partners to re-issue service talks about postage **(Margaret Pepe)**

SESSION 5: Promotions	Krista Becker
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- Shared new collateral Tom Foti mentioned in general session
 - Industry encouraged to look on Postal Pro and provide on new format
- Updates for 2022 promotions
 - Target is to have all requirements up by the 26th of the month, Tactile Sensory is coming up-high priority
 - Emerging Tech promotion
 - New meter mail prices are in the document, since it’s a 4% discount-need to ensure that they are applying the new meter mail price and aren’t metering the mail too high to be applied
 - Based on feedback from User Group 8, plan is not to touch meter mail prices for at least a couple of years-really not any need to do so.