

**MTAC  
Delivery and Processing  
Operations &  
Enterprise Analytics  
Focus Session  
Nov 3, 2021**

- Adam pulled data and reviewed the USPS UG5 and SD personnel regarding open questions which have been answered as well as seeing additional, interesting data. Will report out on next UG5 call
- Peak Readiness and Current Performance - more than use national status:
- Staffing:
  - Nationally - where at relative to goal (80%, 90%,??)
  - Regionally - areas where less than 80% of goal

- Performance:
  - Nationally - you reported the performance numbers in the Pre-MTAC, no need to see again
  - Regionally - where are the local areas that are struggling - especially related to the areas the mailers have been reporting (noted in the pulse report)
    - Mainly looking for acknowledgement that USPS upper management is seeing data that shows impact in the same areas with the same type of mail
      - FYI: on the delays to the NW reported - this is a good example of USPS working with mailers: have an update from the mailer after they meet with Presort Shop and USPS. USPS indicated that multiple mailers from the Atlanta GA area reporting the same delay to the NW - but - each of those mailers are using the same Presort Shop.
- MTE:
  - Nationally - USPS has been reporting overall volume readiness
  - Regionally - mailers have been reporting for months of issues with availability in the MidWest (including as recently as Monday in the chat of the USPS Peak Season Network call.
  - Also - Information on USPS reporting, review, and improvement efforts on MTE Quality

## Parcels

MTE: Pallets (primarily)

What is the status of the MTE provisioning?

Redirects during Peak: Develop plan to provide better communication to package shippers for future DDU redirects during Peak to Annexes.

Peak preparation update

1. Is operations prepared for shippers to be “inflexible” to changes without formal changes in MDF (or other direction files)? Without formal changes, additional charges could be billed to shippers.
2. Update on automation moves/purchases to improve throughput?

## Parcels Cont.

### Network improvements Peak 2021:

1. Investment and installation of 138 package processing sorters
2. The locating, securing, and leasing of an additional strategically located 45 facilities called “annexes”
3. The retrofitting of the NDCs which ultimately means some changes to the Processing and Distribution Centers
4. More information needed for the Hub entry (e.g., labeling lists/sortation)

### International Peak preparation update

1. What changes/enhancements does the international industry need to prepare for?
2. Last peak, ISC were used to process domestic mail, which impacted International service. Is this planned for Peak 2021?

### Service Performance – First-Class and Priority Package Service:

1. Experiencing poor on-time parcel performance to USPS extended SLA's. Transit times were extended on both First-Class and Priority Mail, yet USPS fails to consistently achieve even 90% on-time delivery for either product.
2. The planned degradation of First-Class Packages with elimination of air, combined with poor on-time for ground services will result in a poor customer experience, further reducing the competitiveness of First-Class Packages.

## Flats - Periodicals

MTE - Quality On Hand and Availability. Recovery Cycle Estimates On New Delivery Standard Now On Trucking.	Delivery & Network
Service Performance - Continued Periodical Delays - Drop Shipping and Origin Entry	Delivery & Network
Peak International Planning - AED & STOP Act Compliance ISC Delays	Delivery & Network
Informed Delivery For Flats - PERIODICALS	Delivery & Network
Induction Scan Rates Nationwide - Firm Bundle Scans Reports 30-60% Range. Individual testing/reporting shows 'pockets' needing improvement.	Delivery & Network
FSS Operations - Update On Sites Taken Off Line. Proposed 2022 Schedule.	Delivery & Network

## Flats - Marketing Mail & BPM

Service Transparency: The Fast User Group Industry Leadership and mailers in general are pushing for a weekly or more frequent meeting to review and discuss problem facilities. As Partners, if mailers know USPS is in jeopardy in a certain facility perhaps we can redirect. Need more than a day notice, but transparency is needed.	Delivery & Network
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## Flats - Marketing Mail & BPM Cont.

<p>Mailers Scorecard: Piece Scan Rates declining. Low scan rate percentages are an issue and factor into assessment calculations. More clarity and discussion on accurate information on scorecard and improving scan rates. Example: One business reported their scan rate as of 9/30, across all their facilities was at 41.73%. One plant with a Piece Scan Rate of 16.26%, the “# Pieces processed for Seamless validations” was over 38 M (6.2 M Associated to eDoc). If it was just a number, but that scan rate factors into assessment calculations. The lower the scan rate, the more it lowers the threshold that the mailer has available before penalties have to be paid.</p>	<p>Delivery &amp; Network</p>
<p>Share low performing facilities, causes and plan.</p>	<p>Delivery &amp; Network Operations, Enterprise Analytics</p>
<p>UPDATE on FSS Decommissioning progress. How many machines have been decommissioned and how many left before year end 2021? Provide list of locations and dates for 2021.</p>	<p>Delivery &amp; Network</p>
<p>UPDATE on this June item: Delivering mail to a DDU and obstacles mailers face. Mailers need to be able to take DDU rate if they drop at DDU. The capability exists for the DDU to scan a container barcode which helps with the eInduction side of things. It seems to me that Operations or the folks that dictate the MDF and FAST would need to allow use of what I will term a “transportation pallet”. This would allow the mailer the ability to allow the software to accept this pallet in the planning of her loads and claim the discounts, but then if the site cannot accept a physical pallet then the driver needs to offload the sacks into another container when they arrive. This sounds simple enough, but I suspect getting the driver to re-handle this volume at delivery may be another matter. And I’m sure may cause some discussion between the driver and the Postal folks at a site that cannot handle pallets. Need further discussion on best approaches.</p>	<p>Delivery &amp; Network Operations, Enterprise Analytics</p>

## Flats - Marketing Mail & BPM Cont.

UPDATE: Provide update on peak season plans to include all network changes completed, in progress, planned. List facilities (location addresses, supported zips), timing, impacted products.	Delivery & Network Operations, Enterprise Analytics
UPDATE on progress of Annexes being "stood up". What products impacted? Timing? What can MM Flats and BPM mailers expect on delivery?	Delivery & Network Operations, Enterprise Analytics
UPDATE : With NDCs being repurposed to parcels only, when can MM Flats & BPM expect to see FAST information updated? Redirects outlined? Will BSNs communicate changes and not depend on mailers recognizing FAST appointment information has changed?	Delivery & Network Operations, Enterprise Analytics



## First Class Letters

MTE - Mailers are reporting shortages, quality issues and unprocessed/undelivered mail found in MTE Provided to mailers.	Delivery & Network Operations; Enterprise Analytics
Review of operational changes and timelines. The PMG has stated that it will be an 18-24 month ramp up to make changes, Mailers would like to review the plan and timeline to understand when they can expect changes to impact their mail.	Delivery & Network Operations; Enterprise Analytics
Mailers are reporting that they have not been contacted by Postal to discuss CSA changes needed due to the service standards and network changes.	Delivery & Network Operations; Enterprise Analytics
Mailers request that Postal reestablish the weekly calls on Network issues and delays for Peak Season, starting in October as mailers are reporting issues in Ohio, NY, IL, CA etc. This year we request it be open to all mailers with the information made available post meeting for mailers cannot attend.	Delivery & Network Operations; Enterprise Analytics

# Marketing Mail Letters

<p>Need for peak season transparency:</p> <p>1. We need to restore weekly calls on network status and make them available to all who want to participate. As of early October, industry was already seeing issues with wait times at several facilities. Need a platform to discuss so we are all on the same page.</p> <p>2. Industry is concerned about the delays in launching the online Industry Connect Dashboard. Piloting is only scheduled to start in late October, so concerned this tool won't be ready until after peak. (This dashboard has been an action item since the January meeting.)</p>	<p>Delivery &amp; Network Operations; Enterprise Analytics</p>
<p><b>Action Item:</b> What is the latest on network changes? Will all new annexes be in-place in time for peak? Will any changes happen during peak?</p>	<p>Delivery &amp; Network Operations; Enterprise Analytics</p>
<p>MTE: industry seeing shortages, especially of pallets, especially in the midwest (Chicago/Milwaukee); appreciate USPS response and communication to date, but need to keep focus on keeping the supply flowing and providing accurate, timely information on status.</p>	<p>Delivery &amp; Network Operations; Enterprise Analytics</p>
<p><b>Action Item:</b> Industry is still seeing quality issues with MTE, which seem to be increasing. Need a status update on MTE preparation – removing old tags, making sure MTE is in good repair, removing unsorted mail, etc.</p>	<p>Delivery &amp; Network Operations; Enterprise Analytics</p>
<p>Mailers are reporting issues with the Help Desk/MSSC. Mailers report having to wait weeks for responses, not receiving actionable/helpful responses and issues being closed without resolution.</p>	<p>Delivery &amp; Network Operations; Enterprise Analytics</p>
<p><b>Action Item:</b> Service performance measurement: is it possible to create "logical" start-the-clock events, just like we have logical delivery events? This could be based on GPS tracking of mail to show departure from mailer facility and/or arrival at USPS facility.</p>	<p>Delivery &amp; Network Operations; Enterprise Analytics</p>

## Action Items & Pulse List

<p>2 Action Item July 2021</p>	<p>July 2021 Action Item: Request to provide ongoing updates of facilities with staffing issues so industry can take actions to adjust operations/expectations – Fontell Peart (Adam will contact Fontell and Christian Rivera)</p>	<p>Delivery &amp; Network Operations; Enterprise Analytics</p>	<p>Communicaion</p>
<p>3 Action Item July 2021</p>	<p>July 2021 Action Item: Request to provide the customized 24-hour clock information for processing facilities – Fontell Peart</p>	<p>Delivery &amp; Network Operations; Enterprise Analytics</p>	<p>Communicaion</p>

<p>5 Action Item (Jan '21)</p>	<p>- Request recurring meeting to discuss where USPS and mailers are seeing hotspots, delivery performance issues. UPDATE (as of 6/3): Adam reached out for active participants Update (as of 10/8): list of participants provided, no meetings scheduled</p> <p>Current Industry reported items:</p> <ul style="list-style-type: none"> <li>- Packages: Transit times extended on both First-Class and Priority Mail, yet USPS fails to consistently achieve even 90% on-time delivery for either product.</li> <li>- Anything through Philadelphia unreliable performance</li> <li>- - Bulk First-Class Package mailing in Sept: some good, but also 3 days to go 4 blocks, 5 days to cross half the country, and 10 days to go cross country</li> <li>- Issues continue across products in Chicago / Northern IL</li> <li>- - Biweekly periodicals arriving 13 days late - with subsequent publication arriving the next day, on time.</li> <li>- Issues getting mail into the Philadelphia area, as well as some locations in Maryland. Westchester NY and Springfield MA continue to be a challenge with Periodicals as well as Marketing mail flats.</li> <li>- Multiple customers in the Northwest experiencing delays in receiving claims mail (including the SD and ND Areas). In some of these instances the delay is up to 30 days after check is issued out to them.</li> <li>- Also reports in Ohio, NY, and CA</li> </ul>	<p>Delivery &amp; Network Operations; Enterprise Analytics</p>	<p>Performance</p>
<p>7</p>	<p>MTE: Update on USPS investigation and improvement efforts. Mailers seeing:</p> <ul style="list-style-type: none"> <li>- MTE quality issues increasing</li> <li>- - Mailer received MTE with their own mail- tracking showed as delivered</li> <li>- USPS reporting good quantity for peak (overall), but regionally, mailers reporting issues getting MTE</li> </ul>	<p>Delivery &amp; Network Operations; Enterprise Analytics</p>	<p>MTE</p>

9	Mailers are reporting that they have not been contacted by Postal to discuss CSA changes needed due to the service standards and network changes.	Delivery & Network Operations; Enterprise Analytics	First Class Letters
10	Mailers Scorecard: Piece Scan Rates declining. Low scan rate percentages are an issue and factor into assessment calculations. More clarity and discussion on accurate information on scorecard and improving scan rates. Example: One business reported their scan rate as of 9/30, across all their facilities was at 41.73%. One plant with a Piece Scan Rate of 16.26%, the “# Pieces processed for Seamless validations” was over 38 M (6.2 M Associated to eDoc). If it was just a number, but that scan rate factors into assessment calculations. The lower the scan rate, the more it lowers the threshold that the mailer has available before penalties have to be paid.	Delivery & Network	Timely Client Communication
11	Service performance measurement: is it possible to create "logical" start-the-clock events, just like we have logical delivery events? This could be based on GPS tracking of mail to show departure from mailer facility and/or arrival at USPS facility.	Delivery & Network Operations; Enterprise Analytics	Marketing Letters
13 Action Item (Jan '21)	Partner with limited (at this time) industry representatives to provide feedback on Industry Connect dashboard development (Fontell Peart) UPDATE (as of 6/3): the 2 industry reps identified: Steve Krejcik and Bob Rosser What is the status of the dashboard?	Delivery & Network Operations; Enterprise Analytics	Connect Dashboard
15	Industry requests a discussion about establishing a temporary measure for mail which is not currently in measurement in order to understand the impact of Service Standard Changes - Logical Start the Clock? - Mail in USPS system over 45 days (if removed from measurement, why not removed from undocumented?)	Delivery & Network Operations; Enterprise Analytics	In Measurement