

November MTAC Leadership Meeting

November 4, 2021

November 2021 MTAC Leadership Meeting Agenda

Roll Call

Chairman Opening Remarks

Steve Monteith/Bob 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 – Garrett Hoyt & Tom Foti**

Action Items:

- Post IT/EPS roadmap for calendar year 2022- **James Lee**
- Timeline on when functionality of Informed Delivery and PTR will move to the cloud- **Garrett Hoyt**
- FAQ/Fact sheet overview of FAST Helpdesk- hours of operation, after hours, weekend phone number and email. Distribute via Industry Alert.- **Janine**
- What is status of IV/EPS data delegation opportunities (brought up to WG 195) – need to understand prioritization – **John Byrne/Crystal Newman**

Session: *Packages*

(Senne)

Action Items:

- Cover new DIM requirements in upcoming WG 182 meetings – **Vicki Bosch**

- INC 5742943 ticket- missing flag on consolidated payment page- need update- **Mike Filipski**
- Enhancement request for DOA Mail process – add a DOA Mail Process event in IV feeds – **Dale Kennedy**
- Randy Stumbo to share industry analysis on proposed Pending Periodical calculations – **Lisa Wurman**

Processing & Delivery Operations/Enterprise Analytics Focus Group Action Items

Industry Leader - Adam Collinson
Postal Leaders – Mike Barber,
Angela Curtis, Jeff Johnson

Action Items:

- MTE – in routine reporting, need regional reporting on MTE availability. And, on any areas with issues, what is the plan to resolve. - **Joe McPherson**
- Rose Flanagan – send pictures of MTE that should be thrown away that their sites return to USPS to Joe McPherson with site info for investigation – **Joe McPherson**

Action Items:

- Provide communication policy/process to ensure redirections (especially local agreements) are communicated timely to the industry and shared across postal systems so mailers are not incorrectly penalized for misships; when redirections occur, validate which facility will show first scan and how to avoid misships at SCF and DDUs – **Fontell Peart / Delivery**
- Request to add delivery time impacts from redirects to industry alerts – **Fontell Peart**
- What changes/enhancements does the international industry need to prepare for? – Alvin asked the USPS to over-communicate during peak, more than a weekly update - **Claire Perez-Redondo**

Action Items:

- Related to the overall industry request for finer performance data by region / facility: Todd Black to provide data on break down for plant to facility level Periodicals scores to Fontell Peart to locate where opportunities for improvement are – as some are seeing performance of 60-70% to standard. **Fontell Peart**
- Issue introduced by Deb Damore' to Chip Brown on how to get more mail into DDUs and where this discussion can happen? **Fontell Peart** (need Network Ops, Delivery and Processing Ops)
- Carol requested we ensure Delivery always has a presence on this MTAC Call – **Lindsey Taylor, Judy de Torok**

Action Items:

- Operational Changes and Timelines – Dave Marinelli requested this be provided to industry with as much lead time as possible. Mike Barber mentioned the plans per current notification schedule can be shared post peak but there are no changes scheduled through peak. Industry requested communications on this asap to discuss the USPS’s “current notification schedule”. Mike Barber is looking for industry to provide amount of advanced notice needed by type of change (i.e., entry points)– **Fontell Peart**
- Dave Marinelli – mailers are not being contacted by USPS to discuss CSA changes needed due to service standards and network changes – Mike Barber requested Fontell work with Dave to address questions and get more details on what’s requested. Dave also mentioned he’d include customers that are affected by this – **Fontell Peart**

Action Items:

- Kurt Ruppel – Network Changes – USPS reported new STCs are online and asked how they are being used? Fontell answered that they are used internally but will share details post peak for how they could affect the industry – **Fontell Peart**
- Question was asked that of the new annexes being opened for peak, will they be staffed by contractors, USPS employees or a combination of both? – **Fontell to ask Logistics Team**
- Service performance measurement: Is it possible to create “logical” start-the-clock events similar to logical delivery events? Steve Dearing mentioned this would require regulator to agree – Mike Plunkett mentioned the PRC is looking to launch a docket on service performance so this would be the right time to investigate, and Kurt Ruppel is happy to support – **Steve Dearing**

Prior MTAC Action Items (Not covered on the call)

- July 2021 Action Item: Request to provide the customized 24-hour clock information for processing facilities – **Fontell Peart**
- July 2021 Action Item: Have a larger discussion in UG 5 to brainstorm the addressing opportunities that are available with carrier scanning. – **Linda Malone**

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

Industry Leader - Rose Flanagan
Postal Leaders – Marc McCrery, Tom Foti, Gary Reblin

ACTION ITEMS: In reference to USPS Holiday Peak Calls

- 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
- Asking for a documented contingency plan when facilities run short of MTE (**Marc McCrery**)

Session: *Parcels*

(Senne)

ACTION ITEMS:

- 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)**

Session: *Flats*

(Smith/Kliewer)

ACTION ITEMS:

None

Session: *Letters*

(Marinelli, Ruppel)

ACTION ITEMS:

- Several Industry members noted in the recent weeks, mailers are having First-Class letters and flats return for insufficient postage. **Industry will supply samples to Linda Malone and Tom Foti (email addresses were supplied to Cathy Rupard and David Stover)**