



Peak Planning A Peak Like No Other

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Overview

- ❑ Ensure the hiring process begins timely
- ❑ Ensure vehicle rentals are completed timely (if needed)
- ❑ Ensure every manager is following the Parcel Plays
 - 15% or greater delivered before 9 AM
 - Advanced processing of parcels
 - High density routes established
 - Double/ Triple usage of vehicles
 - ✓ Am parcel runs
 - ✓ Line of travel (AMS route delivery)
 - ✓ Pm parcel runs
- ❑ Ensure every station practices First in First Out (FIFO) process

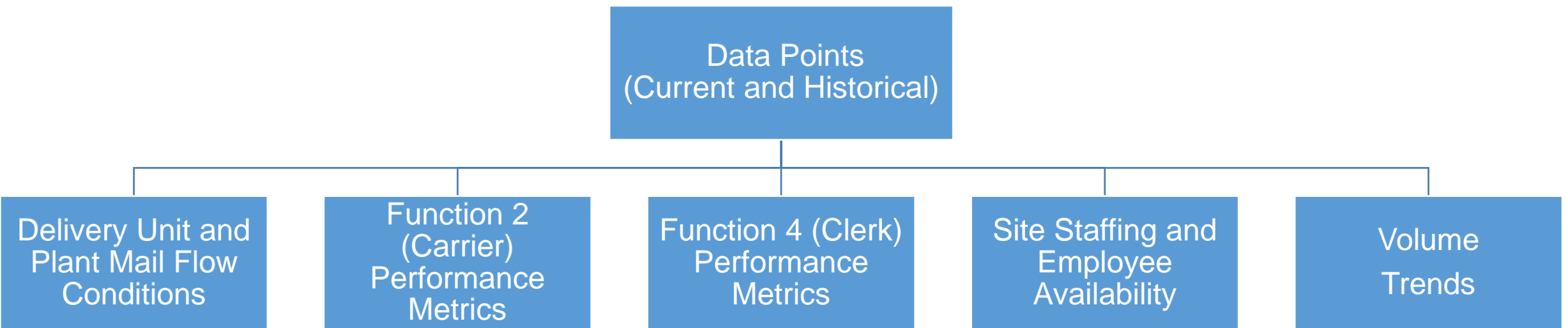
Parcel Delivery Plays

- ❑ AM Parcel Overflow Routes with CCA/HCA's on Targeted Routes
 - >15% of total volume delivered by 9:00 AM
- ❑ Regular Carriers begin routes by 9:00 AM
 - All small parcels and rolls (SPRs) sorted and distributed by 9:00 AM
 - Static AMS Routes with Hub Relays with CCA/HCA's
 - Additional parcel delivery at 5:00 PM to Double Utilize Vehicles
- ❑ PM Parcel AMS/Overflow delivery with CCA/HCA's on Targeted Routes
- ❑ Fulltime XP Density Routes established
 - Highrise, Firms, Apartments, & Business
- ❑ Monitor same day performance



Additional Measures

- ❑ Plan leverages several data sources (including some previously unavailable), looking at historical and current information, and triangulates over twenty-four data points to identify top opportunity offices and ensure service responsive workload solutions
- ❑ Headquarters has a dedicated team who will work alongside Field leadership to provide additional support and resources to those identified opportunity offices to support Peak operations



Carrier Action Plan

All Peak season plays begin November 8, 2021, and continue through December 31, 2021

All Offices	Top Opportunity Offices
<ul style="list-style-type: none">❑ 6am to 9am parcel delivery<ul style="list-style-type: none">➤ Deliver a minimum of 15% of total parcels during this timeframe❑ 6pm to 9pm parcel delivery❑ Utilizing Parcel Overflow tool to maximize productivity in the street❑ Daily touchpoints between Field operations and Headquarters	<ul style="list-style-type: none">❑ Leveraging Annexes for parcel post routes for Top 55 offices:<ul style="list-style-type: none">➤ Establishing local dynamic routes to deliver parcels➤ Carriers in the adjacent station will deliver just letters, flats, and small parcels➤ Parcels will be directly sent to the Annexes➤ Customer Pickup will be available at the annex➤ Full time supervisor will be on site

Clerk Action Plan

All Peak season plays begin November 6, 2021, and continue through December 31, 2021

All Offices	Top Opportunity Offices	Selected Offices
<ul style="list-style-type: none"><input type="checkbox"/> Sunday, Early AM, and Late PM parcel pickup<input type="checkbox"/> Adjustment of retail hours to capture customer demand<input type="checkbox"/> Lobby Assistance<input type="checkbox"/> Daily touchpoints between Field operations and Headquarters	<ul style="list-style-type: none"><input type="checkbox"/> Additional customer messaging<input type="checkbox"/> Leverage other access points within and on postal property to service our customers including:<ul style="list-style-type: none">➤ Dutch Door➤ Dedicated Line➤ Drive Thru Parcel Drop-off service	<ul style="list-style-type: none"><input type="checkbox"/> Deployment of Generation 7 Mobile Point of Sale (mPOS) at 495 offices<input type="checkbox"/> Realignment of Self-Service Kiosk (SSK) Deployment at 85 offices