

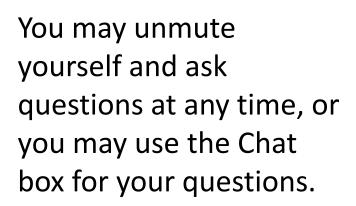
News You Need to Know from the Mailers Technical Advisory Committee

April 13, 2023 Presented by: Dina Kessler, Suzi Oswald, and Rob Hanks

Judy Caldwell, USPS Jeff Hilliard , USPS











PPT presentation along with the recording will be posted on Postal Pro.

Please ensure you are muted when you are not asking questions or participating with the presentation.



MTAC and PCCAC

MTAC - Mailers' Technical Advisory Committee

MTAC is a venue for the United States Postal Service to share technical information with mailers, and to receive their advice and recommendations on matters concerning mail-related products and services, in order to enhance customer value and expand the use of these products and services for the mutual benefit of Mailing Industry stakeholders and the Postal Service.

PCCAC - Postal Customer Council Advisory Committee

Their role is to function as an oversight body, providing guidance on PCC best practices and bringing PCCs together for mutual gain in accomplishing the Mission.

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 - Marketing
 - US Postal Service 475 L'Enfant Plz SW
 - Washington DC 20260-4411
- Email Address: MTAC@USPS.GOV
- Web Site: postalpro.usps.com/mtac
- PCC Email: PCC@usps.gov





MTAC – Overview

Open Session (Tuesday) March 28:

- PMG Remarks
- Electric Vehicles
- Service & Delivery Update
- NPF Update
- WG/UG/TT Closeout
- Chief Information Officer Update
- Closing Remarks

Focus Groups (Wednesday) March 29:

- Customer Experience Deep Dive
- Leaders Connect/Mentoring ProgramUpdate
- Remittance Mail/BRM/Certified Mail Deep Dive
- Price Change Timeline Deep Dive

Session Contributors

Dina Kessler, Suzi Oswald, Rob Hanks



MTAC Tuesday Open Session



PMG Remarks

- Visits out in communities
- 95% of the country delivery at 3 days or less for mail and packages
- Delivering for America
- Environmental Council



MTAC Open Sessions

Electric Vehicles



The Need For Vehicles

Benefits & Capabilities of New Electric Vehicles



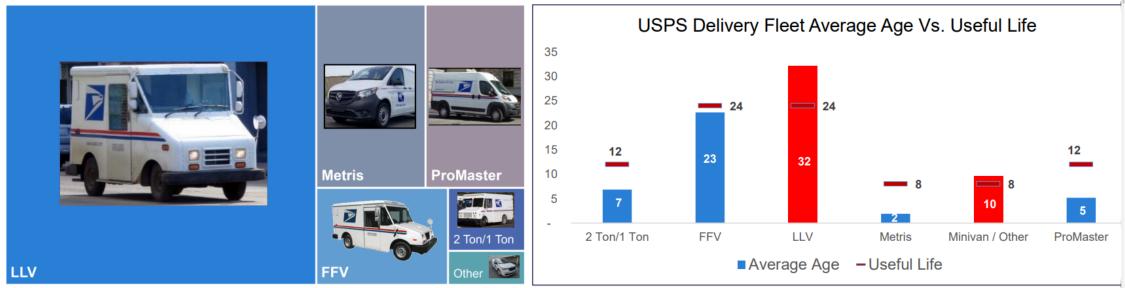
Acquisition & Deployment of BEVs



The Need for New Vehicles

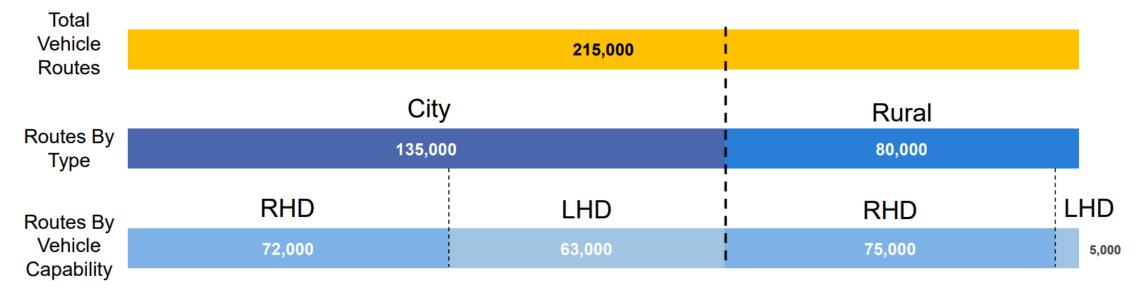
Current USPS Delivery Fleet

USPS Delivery Fleet By Quantity



Current USPS Delivery Routes

USPS Delivery Route Distribution



Electric Vehicle Benefits and Capabilities



Greening the Fleet

Reducing fuel consumption, greenhouse gas emissions, and overall carbon footprint

Leading the charge on green initiatives through electrification of the world's largest civilian fleet

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Up-Time & Maintenance

Improved vehicle up-time due to reduced mechanical complexity

Further improvements in up time thanks to insight from telematics



Achieving the USPS Mission

Provides safer, more efficient, an more capable vehicles for Carrie

Enabling continued delivery to 163 million addresses six days p week

Ford E-Transit: Overview







Cargo Capacity: 357 ft³ (LLV = 136 ft³)





Interior Cargo Height: 72 in



Battery: 68 kWh Range: 75 miles*

*Based on manufacturer estimate with degradation to account for battery warranty tolerance



Next Generation Delivery Vehicle (NGDV): Overview



Vehicle Acquisition Plan Through 2028

- Minimum of 60,000 NGDVs (at least 45,000 BEVs) by 2028
- 21,000 additional BEVs through 2028
 - Includes 9,250 E-Transits
 - <u>66,000</u> total BEVs
- Feasibility of achieving 100% electrification for the overall Postal Service delivery vehicle fleet will continue to be explored
- Total investment expected to reach \$9.6 billion including \$3 billion from Inflation Reduction Act funds



NPF Update



USPS Opening General Session

USPS Opening General Session

Monday, May 22: 8:00 AM - 9:30AM

Louis DeJoy, Postmaster General of the United States will deliver remarks centered around the *Delivering for America* plan, for putting USPS on a positive trajectory with new opportunities for the mailing and shipping industry. The Postmaster General will update attendees on the progress to dramatically improve on time delivery, the road to USPS financial sustainability and the multitude of strategies underway to change and improve the USPS delivery network. This engaging talk will showcase some of the organization's highlights over the past several months, and the upcoming priorities to position USPS, and its customers, well for the future.



Who Should Attend

Multiple Industries Benefit from Attending the NPF

- ★ Associations
 ★ Banking
 ★ Catalog
- ★ Colleges/Universities
- Credit Card Credit Union

+

- 🛧 Database Marketing
 - Advertising/Marketing
- Federal Government
- Financial Services
- ★ Fullfillment
- 🛨 Health Care

- Hotel/Travel
- Insurance
- Lettershop Mail Order
- 🖌 Manufacturing

- Military
- Nonprofit
- Parcel Shipping
- 🛧 Publishing

NPF Workshop Tracks

NPF attendees have exclusive access to educational content that translates into best practices and more cost-effective ways of doing business. The following 2023 tracks were designed especially for the mailing and shipping professional to offer a variety of workshops that will help better navigate the future and increase the opportunity of their success.

Data, Technology and Visibility

Leadership and Professional Development

Mailing Solutions

Mailing/Shipping Prep and Entry

Shipping Solutions

PMG Q&A



Exhibit Hall



Innovation in Action

Explore over 100 top industry companies serving the mailing and shipping industry. Discover expert services and state-of-theart products ranging from automation support to web print and more. Take advantage of the largest mailing and shipping trade show event and find the solutions that will work for you.



USPS Sales Booth

This is your opportunity to explore technology and engage with USPS leaders in their premier exhibit booth. This booth has been recognized as one of the favorite exhibits at the CES conference! Discover all that the USPS has to offer to help you grow your business.



Consultation Center

Meet postal representatives offering insights on mailing and shipping with the USPS. Bring a sample mailpiece and a Mailpiece Design Analyst will provide technical assistance to ensure your mailpieces meet discount eligibility requirements. Make an appointment, or simply stop by and meet with a postal advisor.

NPF Fun

Making Connections

The NPF is a target-rich environment for building professional relationships within the mailing and shipping industry. Enjoy special networking events where like-minded attendees exchange ideas, learn, and inspire each other. It's a chance to make new friends. Reunite with those you already know. And come away with winning strategies designed to accelerate your company into the future.

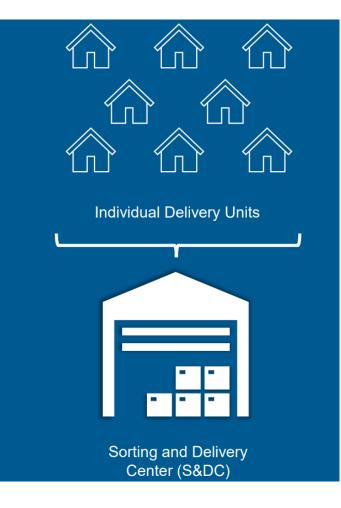


Sorting and Delivery Centers Updates

Sorting and Delivery Centers

Phase 1 Goals:

- Allows for easier standardization and management of operations
- Improve building and operating conditions for employees
- Enables customer service and local commerce opportunities
- ✓ Gain efficiencies in transportation and mail handling costs



Sorting and Delivery Centers – Activations

Athens, GA Gainesville, FL Utica, NY Bryan, TX Panama City, FL Woburn, MA



New Carrier Cases

New Package Sorter

Sorting and Delivery Centers – Future Phases

- Electric vehicle hub
- Capitalize on greater delivery points reach with USPS Connect
- Improved collection process
- Versatility in driver and vehicle
- Other products and services



MTAC Task Team 36

MTAC TT #36 – Electronic Data Delegation for Postage Statement Data to eDoc Submitter

Recommendations and User Story Sumary

Recommendations

- 1. The TT developed a User Story for creating postage feeds for postage transactions submitted by eDoc sub
- 2. A document outlining this procedure was provided to PostalOne, IV MTR and EPS for consideration and m

User Story Summary

1. IV "Create a New Feed" Set up page - Request a field add for eDoc Submitter

Select CRID(s) eDoc Submitter		Your selected CRID(s)	CRID	eDoc Submitter Transactions
COMPANY NAME A CRID	CRIDs	eDoc Submitter	1234567 -REMOVE	

User Story Summary Continued

2. (Option 2) IV "Select Entity" Set up page.

Using the creation of a Mail Quality Data feed as an *example*, select eDoc Submitter in the dropdown allowing the eDoc submitter to receive ALL transactions selected on the next screen in which they are the eDoc submitter.

Create a New Feed	Visibility [®]						
Subscription Owner CRID	EEDS		DATA DELEG/	ATION		ADDRESS BOOK	
8283503 (Intelisent) •							
Feed Data Type						Dete D	elegation Requests Pending Approval for N
Mail Quality Data -		View Data	Create & Manage Data Feeds				elegation Requests Pending Approvalion
Scan Data Mail Quality Data Package Attributes	1	. SELECT ENTITY	2. DEFINE FIELDS				
Package Errors and Warnings							
Payment Transactions Informed Delivery Post-Campaign		Select CRID(s)	iet heleur	Your selected CRID(s)	CRID		
Select - M Unline		Search for a GRUD from the	st below		CRID		
download Add a server Go to address book		COMPANY NAME	CRID				
File Transfer Format			+ ADD ALL CRIDs				
Un-zipped •		Intelisent	8283503				
TEST SERVER CONNECTION							
Daily							
Frequency							
4 Hours -							
Start Time / Time Zone						J	
12:00 AM - Central (UTC-6) -		Mailer Role:	Select -				
Name This Feed			Check All				
Untitled Feed			eDoc Submitter				
		PREVIOUS STEP	Mail Preparer				NEXT STEP
CONTINUE			Mail owner				

User Story Summary

User Story Summary

- 3. IV "Define Fields" Set up page
 - If "eDoc Submitter Transactions" is chosen on the previous screen, all options should be grayed out except "Transactions/Commercial Mailings" and "Postage Statement Details"

MANTED STATES POSTAL SERVICE • Informed Visi	bility®	
	SELECTED CRID(s): 8283503	
	Data Type Transactions Bank Account Withdrawals Postape Statement Details ICAPS Invoices Commercial Postal Store Order Item Detaili Credit Card Payments	Address Quality I Commercial Mailings Network Returns PC Postage PO Boxes Deposits & Trust Corrections Commercial Postal Store Transaction Details Outbound Transactions
	Data Fields:Commercial Mailings Cony /	Include Transactions with ACH Withdrawal /D
	Data Fields:Postage Statement Details	Container Level Destination Type DIM Weight Price Drop Shipment Per Sack Full Service Full Service Full Service the Service

Task Team 36 Benefits

- For the eDoc Submitter
 - The ability to collect postage statement details using IV MTR vs. downloading individual postage statements from PO!
 - The opportunity to collect postage information in a data-base environment for numerous analytical purposes
- For the USPS
 - Streamlines the data to internal and external stakeholders
 - Reduces a significant amount of CPU time in PO!
 - Saves the USPS time and resources by limiting the amount of customer requests

Task Team 36 Recommendations & Conclusion

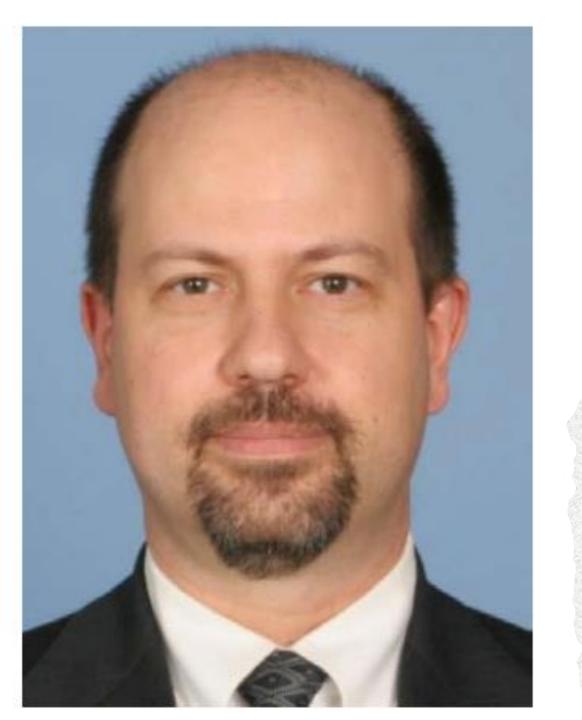
During the final weeks of the TT, an idea developed that the delegation of the postage data could be delegated to the eDoc Submitter in the same workflow developed for the Mail Quality Data to eDoc submitters through IV. Use Cases were created and the USPS stakeholders from the different areas, IV, EPS, and PO! agreed this is a workable solution. The Rough Order of Magnitude (ROM) and Level of Effort (LOE) both appear reasonable and the only outstanding issue is when it will be scheduled.

This was an extremely collaborative TT. The final output based upon the collective brainstorming and contributions of everyone in this group will be something extremely valuable for both the Industry and the USPS.

Chief Information Office Update

- Transform the Network
- Redefine Sales and Marketing Strategies
- Stabilizing/Empower
- Unlock Actions





New Position for Steve Dearing

 Steve Dearing is now the Chief Data Analytics Officer



Counterfeit Postage

- High Quantity of Counterfeit Postage
- Intercept Software

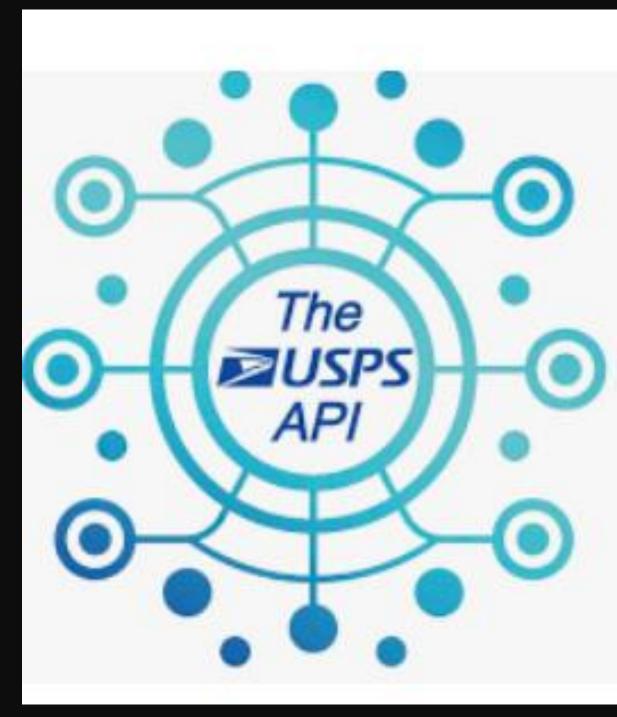
Integrated Logistic Ecosystem (ILE)

- New Data Platforms
- Contract Management
- Transportation
- Payment
- Visiability Yard Management Programs



USPS API

- Next Generation API Platform
- Getting Real Time Analytics
- USPS Ship Manifester
- Informed Visibility Tracking
- Cass Cycle O UpDate



Close Out Task Force 191-Informed Addressing

• Informed Addressing Task Force 191 Update.





MTAC Special Sessions





Customer Experience Deep Dive Marc McCrery

- USPS Customer Experience
- USPS Customer Experience Departments Customer Relations (Field) Consumer Advocate Customer Care Centers Business Service Network





Customer Experience

Business Service Network

- Area Business Service Network Managers (4)
- Senior Business Service Network Specialists (46)
- Business Service Network Representatives (161)

The Business Service Network services over 12,000 accounts





Customer Experience

Business Service Network

- One Call for all your needs
- Live Chat with a BSN through the BSN eService Portal
- Email2Case Sending an email
- eService Secure process to manage your service requests
- MTE BSN support and resource for MTEOR Customers





Customer Experience

- Monthly Business Service Network Plus Reporting
- Identifies pain points and improvements
- Tracks the BSN Survey Performance
- Reporting Issues to identify areas of concern or improvement

BRIDGING GENERATIONAL GAPS



The Leaders Connect program aims to bridge the gaps between different generations and facilitate knowledge sharing, skill development, and networking opportunities.

Our new logo design features four individual pillars, each representing one of the four generations that influence our program.

The four generations represented in the logo are the Baby Boomers, Generation X, Millennials, and Generation Z. We believe that the four generations that make up our community each have valuable skills and knowledge to share, and we look forward to continuing to facilitate meaningful connections and learning opportunities through our program.

Why be a Mentee



Gain practical advice, unique understanding, support , encouragement and career guidance Build confidence Improve communication skills Networking opportunities Create Industry /USPS connections Realistic goal setting knowledge Grow personally and professionally

Why be a mentor



Help create new leaders of the Industry keep our Industry strong

Retain Industry knowledge and experience

Help keep your organization strong

Improve your listening skills , improve your job performance

Provides an opportunity to gain unique insight into another (younger) generation improving your leadership skills

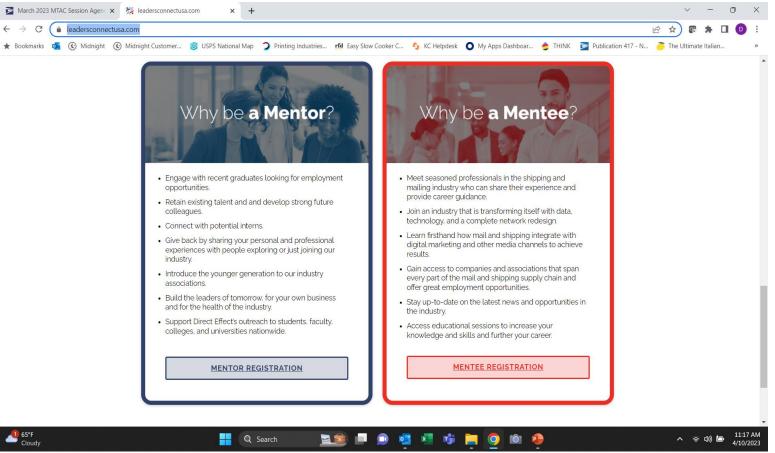
Shape and guide the leaders of tomorrow

Make a difference

Feels good to give back



https://www.leadersconnectusa.com/







Remittance Mail/BRM/Certified Mail Deep Dive Tom Foti

- Remittance Mail
- Business Reply Mail
- Certified Mail





Remittance Mail/BRM/Certified Mail

Pain Points

Remittance mail not being processed daily in some offices

Processing cycle time

Lack of mail piece visibility to final delivery

Performance was once measured by Phoenix Hecht –an outside group –who discontinued the service in FY21





Remittance Mail/BRM/Certified Mail Deep Dive Keys to Success

- Staffing and training
- A 'Stop-the-Clock' event for Remittance Mail directs and mail that is nested
- An Expected Delivery Date (EDD) that is visible for Remittance Mailers
- Note: Both 'Stop the Clock' and Expected Delivery Date are being evaluated by Enterprise Analytics and Operations
- Continued support from MTAC User Group 15 (UG 15) in response to customer concerns





Recent Accomplishments and Improvements in Progress

- Created MTAC User Group (UG 15) in response to customer concerns on service standard changes
- Established a local escalation process that includes the Business Service Network and locally, District Manager, Customer Relations. Headquarters maintains a mailboxRMAC@usps.gov
- Keeping the members aware of network changes as they occurred, (i.e., First-Class Mail Air to Ground transportation changes)
- Educating the Industry on the difference between cycle times for Business Reply Mail and Courtesy Reply Mail
- Holding sessions on Informed Visibility and Mail Tracking and Reporting, Mail Flows, Intelligent Mail barcode accounting (IMba) for Qualified Business Reply Mail





Certified Mail

- Fee-based Service
- High Visibility
- High Priority for Product Management and Associated Stakeholders





Pain Points and Keys to Success

- Customers expect items to be delivered on-time and accurately
- Stop-the-Clock' delivery or attempted delivery scan rates are low, and customers can request a refund if a piece does not have visibility or is delivered after 30 days
- Refunds do not cover business impact





Price Change Timeline Deep Dive Tom Foti and Garrett Hoyt

- Walkthrough the price change process
- Timing from a planning perspective
- Structural change
- DMM Updates





Price Change

Challenges & Pain Points to Overcome and Actions

- Version Control
- File Comparison
- Earlier Statement Finalization
- Manual Processes
- Price File Availability
- Resource Availability
- Project Prioritization
- DMM Language





Price Change

- DMM language will be finalized when Federal Register Notice and Price Case is filed with Postal Regulatory Commission.
- Create links on Postal Explorer
- Working cross-functionally to update DMM/IMM processes for timely updates to live publications.



Wednesday

Q Search

COM Postal Explorer

PE Tools

Publications

Business Solutions

Archives

Help

Domestic Mail

Domestic Mail Manual (DMM) HTML | PDF DMM Subject Index HTML | PDF DMM Summary of Changes HTML | PDF Quick Service Guides HTML | PDF Customer Support Rulings (CSR) HTML Postal Addressing Standards (PUB 28) HTML | PDF Nonprofit USPS Marketing Mail Eligibility (PUB 417) HTML | PDF A Customer's Guide to Mailing (DMM 100) HTML | PDF Hazardous, Restricted, and Perishable Mail (PUB 52) HTML | PDF HAZMAT Search Tool

International Mail

International Mail Manual (IMM) HTML | PDF IMM Subject Index HTML | PDF Individual Country Listings HTML | PDF Country Price Groups and Weight Limits HTML | PDF

Prices

Price List (Notice 123) HTML | PDF

DMM and IMM Pending Updates

PACT Act Information and Forms (Including ENDS/Vaping Requirements)





Next Steps:

Work with IT support to modernize systems to eliminate opportunities for human errors. (Long term)

Establish a working timeline similar to the proposal from the industry

Potential streamlining of DMM (long term)

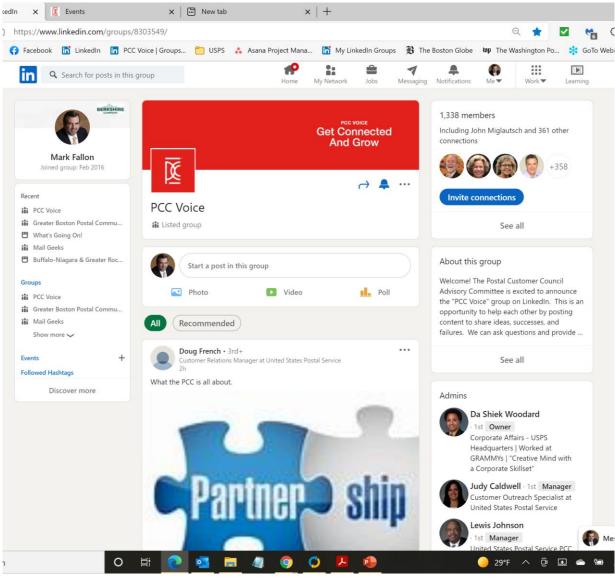


PCC Voice on LinkedIn

How to Join:

- **Step 1**: Sign up for a LinkedIn account:
 - <u>https://www.linkedin.com/signup/cold-join?trk=guest_homepage-basic_directory</u>
- Step 2: Use this link to join the group:
 - https://www.linkedin.com/groups/8303549
 - Or click on this QR Code using your smartphone:





Partnership

USPS – Industry Collaboration Opportunities



MTAC – Meet Quarterly July 18 – 20, 2023 <u>https://postalpro.usps.com/mtac</u>

□ PCCAC News You Need to Know – August 3, 2023

Areas Inspiring Mail
<u>https://postalpro.usps.com/AreasInspiringMailing/Calendar</u>

Postal Customer Council Events (Monthly Lists) <u>https://postalpro.usps.com/node/11482</u>

GROWING TOGETHER







For Joining Us