Pre-MTAC
Mail Prep & Entry Focus Group Webinar

August 10, 2017

- Work Group 180: *Presort & Prep Optimization*
- FAST / UG#3
- Remittance Mail
- Pre-Peak MTE Update
- Parcel Return Service
- Bundle Breakage Update
- Questions

**Work Group 180
Presort & Prep Optimization
Work Group (PPOWG)**

- WG 180 discussed several analyses thus far that showed promise of changing prep rules for Marketing Mail and Periodicals Flats CR-RT bundles to a 5 piece minimum for non-FSS Zones. Any updates on the modeling efforts that can be shared by on what USPS potential cost avoidance opportunity looks like would be welcome news.

- The 5 piece minimum generated more qualification to CR-RT which would enable volume to avoid bundle sorting and handling in the plants vs the trade-off of handling at letter carrier case

- Update on printer 5-digit pallet analysis - bundles of 4's and 5's

- Improve 5DG CRRT pallet incentive to by-pass sortation

WG180 Issue Statement

USPS and Industry members jointly address key mail preparation ideas and improvements, then prioritize and identify the most promising, high priority innovations. Also, the WG will:

- Identify integrated information needs and technical demands stemming from future changes
- Find solutions to issues raised in the Mail Prep and Entry and Flats Ad Hoc committees
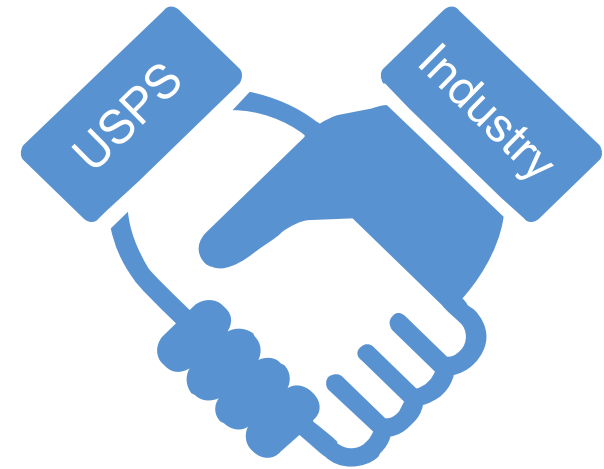
USPS · Industry

WG Leaders

- Industry: Bob Rosser, Focus Area Leader Mail Prep, Entry, and Operations
- USPS: Lisa Adams, A/Manager, Operations Integration and Support

78
WG Members from both USPS and Industry

4
Topics/groups remaining from original list of 109

18
Meetings since Oct. 4 Kick-Off Call

1. **Process/Cost Map** *in progress*

2. **Group 1**
    a. Pallet Weight Minimums *resolved*
    b. 5D CR Pallets to Hubs *resolved*
    c. Incentivize Pure CR *pending additional FY17 Q2 data*
    d. Allied Activity *resolved*

3. **Group 3** *on Aug. 22 agenda*
    a. Manual vs. Automation
    b. Bundles Keyed in APBS

4. **Group 2**
    a. Strings and Rubber Bands
    b. Hand Feed At-Risk Bundles
    c. Customer Assistance

5. **Customer Dashboard**

Considerations for new 5-Piece minimum CRs bundle offering

Hypothesis:

- Mail in 5DG pallets with 100% CRRT bundles can bypass bundle and PC processing (cross-docking only)
- 5-PC bundles that are currently processed through APPS>>AFSM100 would go straight to the carrier at the DDU

Current Bundle Size:

- Periodicals: 6-PC
- Marketing Mail: 10-PC

Status:

- Collect modeling data from industry and USPS groups to test hypothesis that bypassed Function 1 activities (savings) would outweigh the costs in other areas

Key

Function 1: Mail Processing
Function 2: Delivery
Function 3: Maintenance / Transportation
Function 4: Customer Service

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Draft Schedule:

RSVP: Next in-person meeting August 22, 9 am to noon, EST

September 12 WebEx
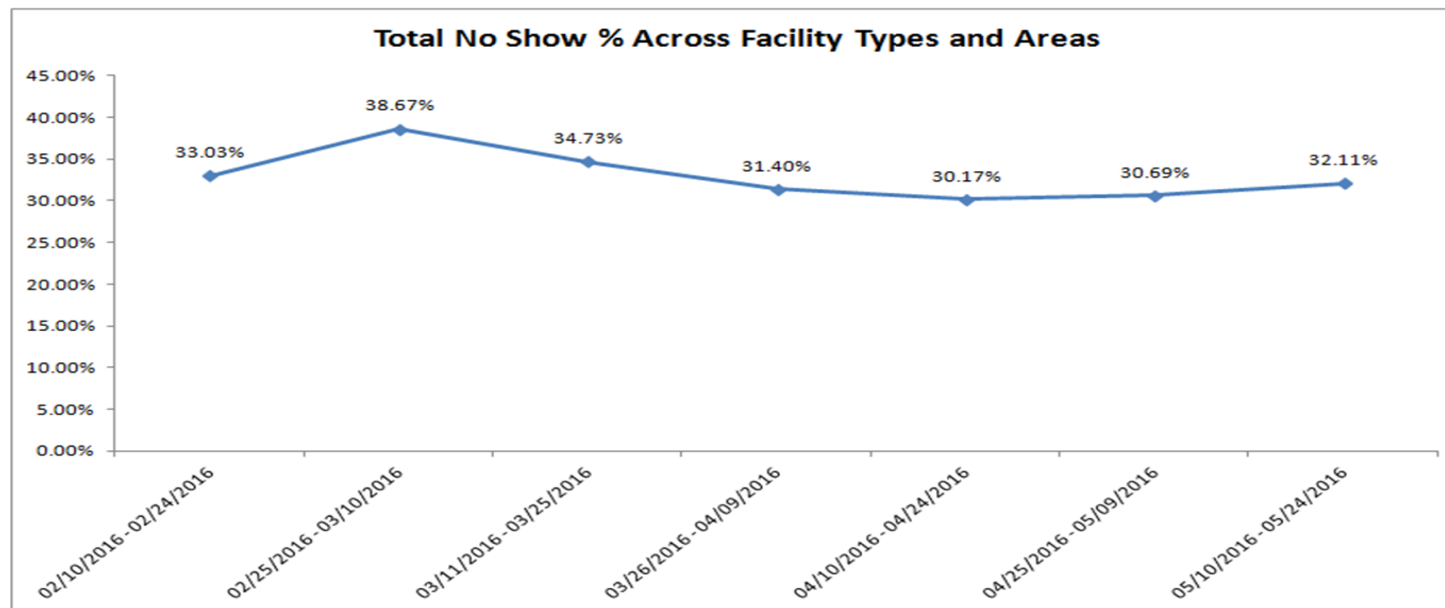
September 26 WebEx

October 10 WebEx

October 24 WebEx

FAST / UG#3
Update

No-Show Updates

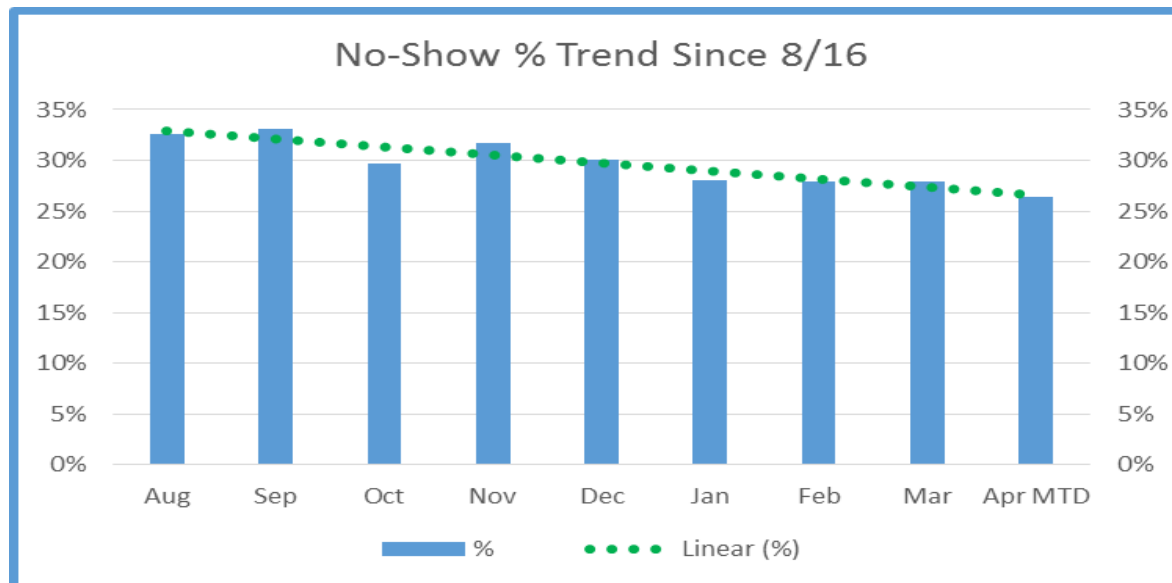August 2017

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- No-show baselines from 2016

Facility Type	No-Show Baseline 2/10/2016 - 2/24/2016		No-Show Current 5/10/2016 - 5/24/2016		No Show Trend from Baseline
	# of Total Schd. Appts.	% No Shows	# of Total Schd. Appts.	% No Shows	
Annex	5,873	30.9%	5,620	30.4%	-0.55%
Delivery Unit	26	100.0%	20	100.0%	0.00%
Service HUB	90	68.9%	97	68.0%	-0.85%
NDC	8,682	33.8%	8,143	33.6%	-0.18%
Plant	44,770	33.1%	43,770	31.9%	-1.11%
Total	**59,441**	**33.0%**	**57,650**	**32.1%**	**-0.92%**

Total No Show % Across Facility Types and Areas

Data points:
- 02/10/2016 - 02/24/2016: 33.03%
- 02/25/2016 - 03/10/2016: 38.67%
- 03/11/2016 - 03/25/2016: 34.73%
- 03/26/2016 - 04/09/2016: 31.40%
- 04/10/2016 - 04/24/2016: 30.17%
- 04/25/2016 - 05/09/2016: 30.69%
- 05/10/2016 - 05/24/2016: 32.11%

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- **No-Show Clean-up Steps**

  - Industry Outreach began **8/25/2016**

  - FAST Appointment "Reschedule" Enhancement implemented **9/25/2016**

  - Manual No-Show Cleanup completed **10/25/2016**

No-Show % Trend Since 8/16

  - *From August 2016 to April 18, 2017 there has been a 19% decrease in the national No Show percentage*

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- **Recurring No Show Data from Past 90 days**

Appointment Creation	Count of No Show Appointments	Count of No Show Recurring Appointments	Recurring Appt No Show %
Online	63971	39628	61.9%
Phone	137	0	0
Webservices	25557	0	0
Grand Total	**89665**	**39628**	**44.2%**

44.2% of No Shows in the past 90 days were Associated to a Recurring Appointment

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Recurring Appointment One-Time Solution

- FAST IT ran a one-time script on Wednesday, June 14th at 12pm CDT
- Removed Drop Ship Recurring Appointment IDs with no appointment activity for over a 60 day period.

Industry Communication

- USPS communicated this solution to the Industry through:
  - FAST message board
  - UG 3/FAST Email Distribution Blast
  - Industry Alert via Customer Engagement & Outreach
  - PCCs
  - MTAC UGs & WGs
  - PostCom
  - NAPM
  - IDEAlliance

- No-show % prior to manual script

Appointment Summary Report

< Back

Selected Criteria

Area Summary
Date Range: 05/21/2017 - 06/15/2017
Area Name: All Areas
Area ID: All Areas

Export options: Download into Excel | 📄 View Printable Version

Last updated: 07/19/2017 09:30:34 CT

Facility Type	Total Schd. Appts.	No-Show Count	No-Show %	Late Arrival Count	Late Arrival %	Open Count	Open %	Closed Count	Closed %	Rejected Count	Rejected %	eInduction Count	eInduction %	Unscheduled Count
Annex	7,692	2,077	27.00%	1,916	24.91%	0	.00%	5,612	72.96%	3	.04%	397	4.23%	207
NDC	13,421	4,237	31.57%	3,251	24.22%	0	.00%	9,167	68.30%	17	.13%	762	4.89%	199
Plant	64,861	18,972	29.25%	17,054	26.29%	0	.00%	45,690	70.44%	199	.31%	3,690	5.18%	4,640
Total	85,974	25,286	29.41%	22,221	25.85%	0	.00%	60,469	70.33%	219	.25%	4,849	5.64%	5,046

Total (3 results)

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- No-show % 30 days after manual script

Appointment Summary Report

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Selected Criteria

Area Summary
Date Range: 06/16/2017 - 07/17/2017
Area Name: All Areas
Area ID: All Areas

Export options: Download into Excel | View Printable Version

Last updated: 07/18/2017 05:30:33 CT

Facility Type	Total Schd. Appts.	No-Show Count	No-Show %	Late Arrival Count	Late Arrival %	Open Count	Open %	Closed Count	Closed %	Rejected Count	Rejected %	eInduction Count	eInduction %	Unscheduled Count
Annex	8,943	2,160	24.15%	2,414	26.99%	70	.78%	6,702	74.94%	11	.12%	457	3.54%	313
NDC	15,358	4,408	28.70%	3,715	24.19%	174	1.13%	10,757	70.04%	19	.12%	924	5.36%	198
Plant	73,439	18,859	25.68%	19,891	27.09%	694	.95%	53,763	73.21%	123	.17%	4,245	4.98%	5,511
Total	97,740	25,427	26.01%	26,020	26.62%	938	.96%	71,222	72.87%	153	.16%	5,626	5.76%	6,022

Total (3 results)

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Recurring Appointment Automatic Solution

- Our new Recurring No Show batch program ran for the first time in production on 8/1/2017.

- Result was 85 recurring appointment sequences and 626 one-time appointments had not been used for 60 days and were cancelled.

- Next batch run scheduled for 9/1/2017.

- No Shows since auto script ran
  - Script will run every 1st of Month

Appointment Summary Report

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Selected Criteria

Area Summary
Date Range: 08/01/2017 - 08/08/2017
Area Name: All Areas
Area ID: All Areas

Export options: Download into Excel | View Printable Version

Last updated: 08/09/2017 09:30:36 CT

Facility Type	Total Schd. Appts.	No-Show		Late Arrival		Open		Closed		Rejected		eInduction		Unscheduled Count
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
Annex	2,181	467	21.41%	578	26.50%	41	1.88%	1,671	76.62%	2	.09%	109	3.04%	70
NDC	4,129	991	24.00%	1,053	25.50%	120	2.91%	3,012	72.95%	6	.15%	221	4.23%	55
Plant	18,893	4,301	22.77%	5,159	27.31%	481	2.55%	14,072	74.48%	39	.21%	996	4.78%	1,455
Total	25,203	5,759	22.85%	6,790	26.94%	642	2.55%	18,755	74.42%	47	.19%	1,326	5.26%	1,580

Total (3 results)

Morgan Station Update

August 2017

- **Morgan Station in NYC Investigation**
  - The yard is very congested
  - Construction seems to be year-round
  - Held telecom with the Morgan Team
    - Discussed issues/resolutions

- **Morgan Station in NYC Investigation (Cont'd)**
  - Corrective Actions Taken
    - Stretch out appointment Times in attempt to thin out congestion

Current Schedule for Morgan Monday through Saturday

	4am	5am	6am	7am	8am	9am	10am	11am	12pm	1300	1400	1500	1600	1700	1800	1900	2000
Pallet			1	1	16	16	16	16	16	16	16	16	16	16			
Speedline					8	8	8	8	8	8	8	8	8	8			
Bedload					8	8	8	8	8	8	8	8	8	8			
Drop and Pick																	

Proposed Schedule for Morgan Monday through Saturday

	4am	5am	6am	7am	8am	9am	10am	11am	12pm	1300	1400	1500	1600	1700	1800	1900	2000
Pallet	1	1	1	1	14	14	14	14	14	14	14	14	14	14	8	6	6
Speedline			1	1	7	7	7	7	7	7	7	7	7	7	3	3	2
Bedload					7	8	8	8	8	8	8	8	8	7	1	1	
Drop and Pick																	

- Follow-up telecom next month to discuss results.

- **Evaluate mismatch between FAST, dropship product file, and mail direction file:**

  - *Need more information from Industry to clarify*

- **Provide instructions for FAST driver check-in process (aid to reduce no-shows, particularly for eVS/Seamless Customers w/o 8125s):**

  - *Driver Check-In process is available at PostalPro website under:* https://postalpro.usps.com/operations/FAST

- **Progress developing process to report driver check-in and wait times:**
  - *Still in discussion and review*

- **Update on Unique arrival code to identify driver check-in vs. arrival generated from unload:**
  - *Has proved to be difficult and expensive*

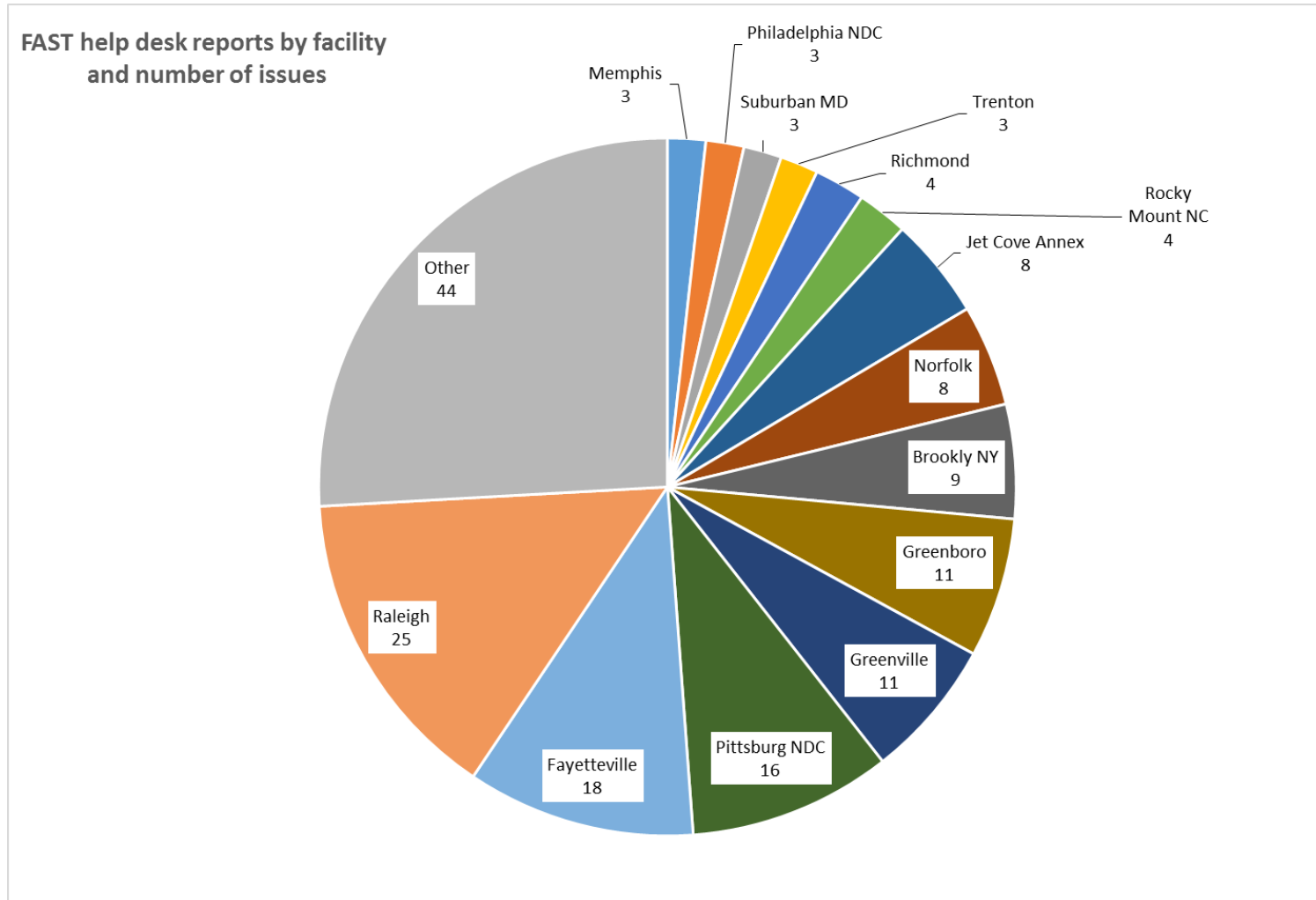 - *Focus and funding is being directed to the Mailer Visibility Application*

- **Update on start-the-clock measurement based on in-yard truck arrival:**

    - *Focus is on Mailer Visibility Application (MVA) process*

- **Update on Mailer Visibility Application (MVA) development and pilot status:**

    - *Enterprise Analytics planning provide update during MTAC week*

- **Recalibrating start-the-clock when multi-stop trailers are unloaded late:**

    - *Costly change to FAST, but still looking into possibility*

- **Request to see FAST help desk reports by facility and issue:**

FAST help desk reports by top 3 issue types

- All Others: 8
- Unload delay/Detention Issue: 35
- Volume increase request: 129

- **Request to see FAST help desk reports by facility and issue:**

FAST help desk reports by facility and number of issues

- Other 44
- Raleigh 25
- Fayetteville 18
- Pittsburg NDC 16
- Greenville 11
- Greenboro 11
- Brookly NY 9
- Norfolk 8
- Jet Cove Annex 8
- Rocky Mount NC 4
- Richmond 4
- Trenton 3
- Philadelphia NDC 3
- Suburban MD 3
- Memphis 3
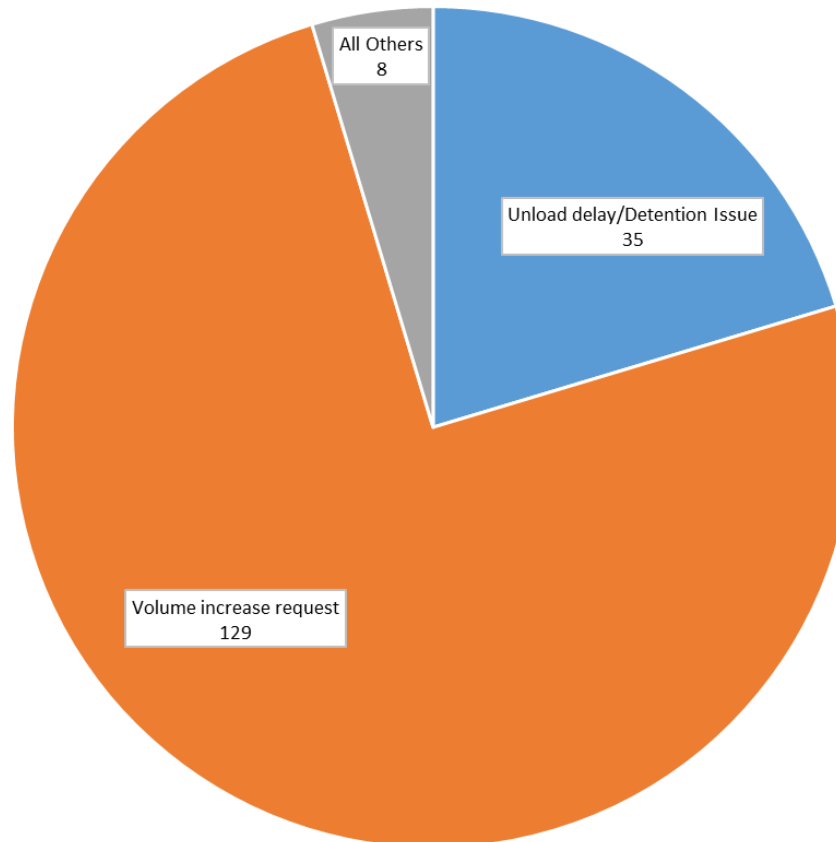
Remittance Mail Performance Results

1. <u>April 2017-01 Spring Phoenix Hecht Remittance Survey Results</u>
   - Survey was 04/24/2017 – 05/01/2017
   - Improved by approximately 1.3 hours
   - Approx. half of sites improved by over 3 hours, nationally vs regionally
   - Ratio of 5:1 Improve vs Deterioration
   - Caller handoff improved by < ½ hour

2. <u>Caller Service Visibility</u>
   - Initiated On-site Proof of Concept test in Early June
   - Proof of Concept data collection through August
   - Leverage Scanning Technology
   - Data Evaluation and Pilot testing

1. <u>Continue Emphasis >> Caller Handoff</u>

   ▪ Communicate Handoff data with USPS processing sites

   ▪ Site/Customer Meetings

   ▪ Utilize Mail Availability tool

   ▪ Align Courier Pickup Times with USPS Availability

Pre-Peak MTE Update

MTEOR Release 07/16/2017

- New MTEOR Check-out process – no longer linked to the USPS Store check-out process
- Modifications to the detail screen to show:
  - Line Number,
  - MTE Type,
  - Quantity Ordered,
  - Quantity Shipped, and Quantity Pieces
- Ability to view/print Order detail in pdf format

MTEOR Release 08/20/2017

- Provide Local Mailers the option to modify their orders prior to Postal Plant approval

MTE Inventory Status

As of 08/08/17	Current MTESC Inventory on hand	1-Week Safety Inventory	Pieces Above / Below Safety	Percent Above / Below Safety	Weekly Demand Var to SPLY	% Var Inventory to SPLY
PALLETS	1,527,405	503,236	1,024,169	204%	10%	7%
EMM TRAY	6,157,728	1,570,983	4,586,745	292%	-1%	39%
1/2 TRAY	2,565,560	1,244,644	1,320,916	106%	-20%	-36%
MM TRAYS	6,515,460	2,389,025	4,126,435	173%	-15%	17%
MM SLEEVE	4,979,682	3,588,062	1,391,620	39%	-7%	11%
EMM SLEEVE	8,371,989	2,214,024	6,157,965	278%	-9%	15%
1/2 SLEEVE	4,065,945	1,637,231	2,428,714	148%	-25%	-4%
FLAT TRAY (Cardboard & Plastic)	4,095,280	584,343	3,510,938	601%	-18%	-22%
FLAT TRAY LIDS	1,612,800	330,491	1,282,309	388%	26%	-14%
#1 SACK	3,659,000	1,765,712	1,893,288	107%	4%	40%

2.09M pieces of MTE ordered for PQ 4 of FY17

MTE Type	July	August	September	Total
Pallets	318,600	345,600	247,050	911,250
EMM Trays	0	0	0	0
Half Trays	0	0	0	0
MM Trays	0	0	0	0
EMM Sleeves	0	0	0	0
Half Sleeves	0	0	0	0
MM Sleeves	438,750	303,750	101,250	843,750
Flat Tubs	0	0	0	0
#1 Sacks	330,000	0	0	330,000
Total	1,087,350	649,350	348,300	2,085,000

Quantities are provided in pieces

Weekly Mailer Orders at MTESCs

Total MTESC Mailer Orders by Week
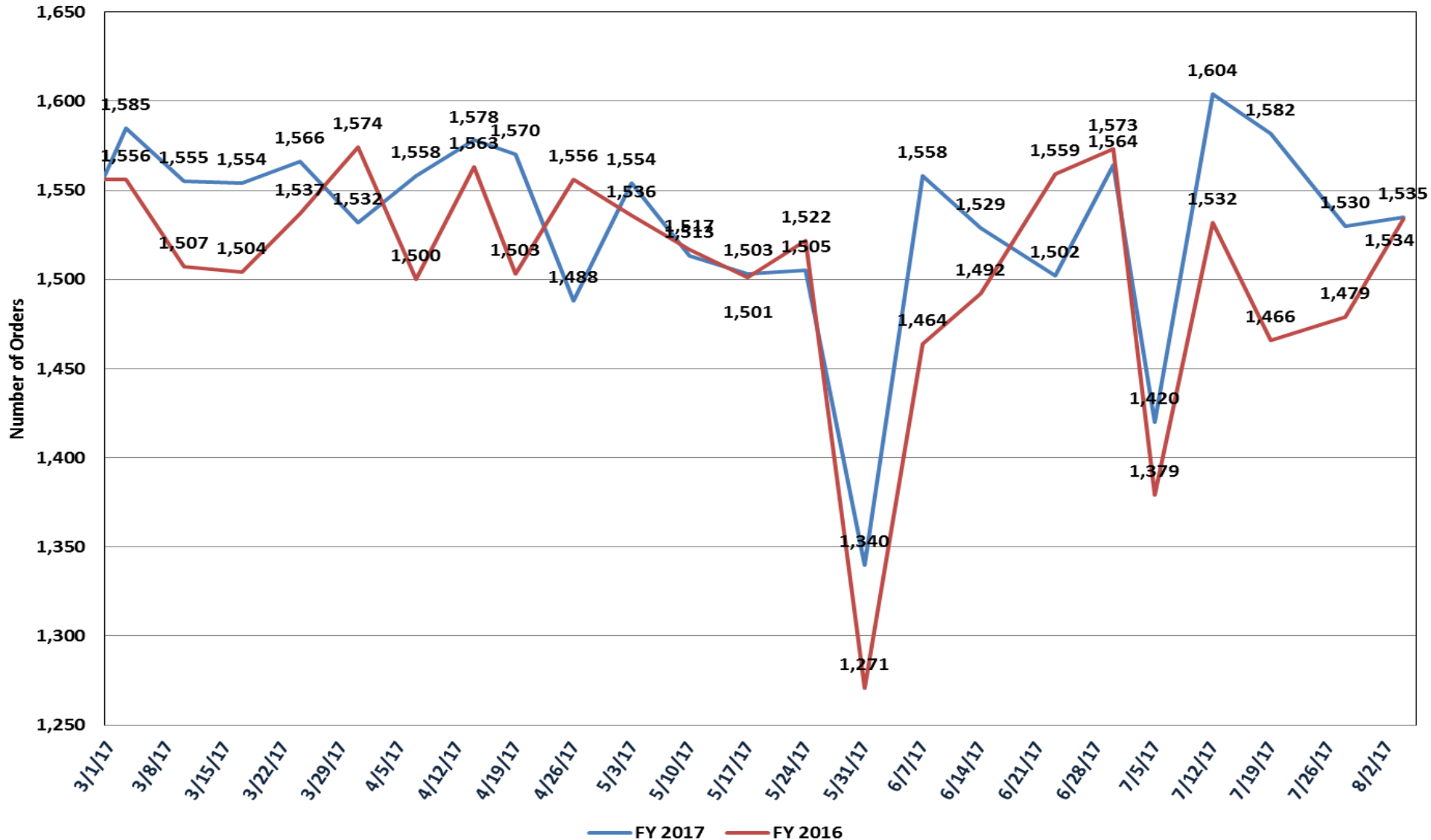
How Industry Partners Can Help:

❑ MTEOR weekly inventory

❑ Order trays & sleeves in like quantities (pieces not pallets)

   ❑ Refer to graphics at:

   https://ribbs.usps.gov/index.cfm?page=industryoutreach

   or   https://ribbs.usps.gov/index.cfm?page=mteor

❑ Continue to place equipment orders just-in-time based on production

❑ Contact your BSN to return MTE excess to your needs.

❑ Contact MTEOR helpdesk for order issues:

   ❑ (866) 330-3404 or *MTEOR @usps.gov*

Parcel Return Service (PRS)

- Evaluate 3801 for PRS pickup security options

- Provide update on PRS-RDU improvements

Bundle Breakage Update

- *APPS and APBS pallet stabilization buttons within dumpers:*
  - *Covered with plate/roller bearing modification*
  - *APPS and APBS All Purpose Container Unloader (APCU) One Button Load Retainer Assembly*

Inside/Front

Outside/Rear
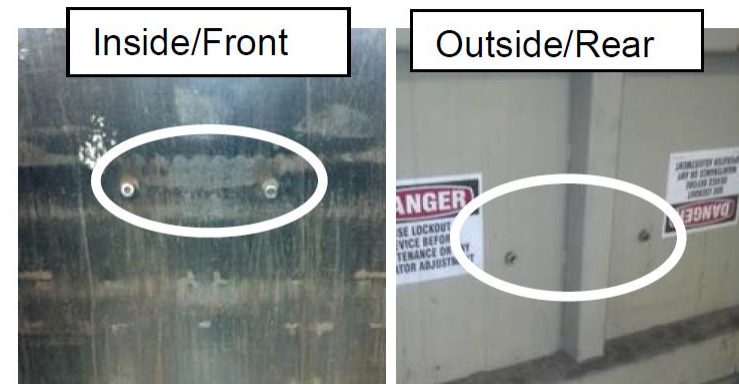
- Provide any relevant updates/status from Engineering on status of dumping modifications (shepherds hook, dump, plate, etc. to minimize bundle breakage on flats.

  - *New shepherds hook design that is an ~8ft long metal tube with a newly designed hook: Rake Assembly Pkg Unloader*

  - *1 Rake Assembly Package Unloader deployed to Modified Dumpers*