

# **MTAC Mail Prep & Entry Focus Group Sessions August 23, 2017**

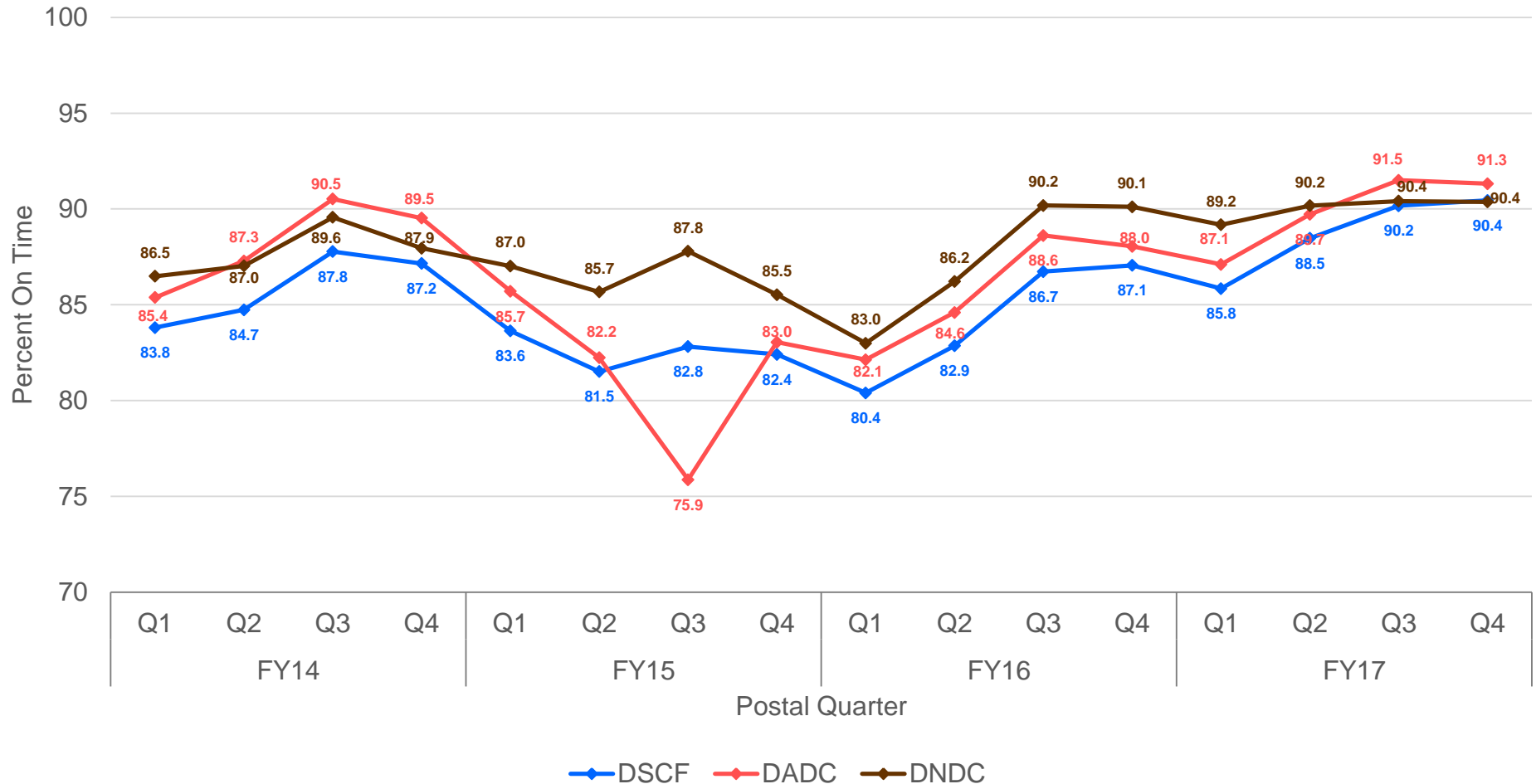
# **MTAC Mail Prep & Entry Periodicals Session**

- **Periodicals Session**
  - Opening Remarks
  - Service Performance
  - Pre-MTAC Webinar
  - Bundle Breakage
  - Work Group #180 Update
  - Work Group #168 Update
  - Open Discussion

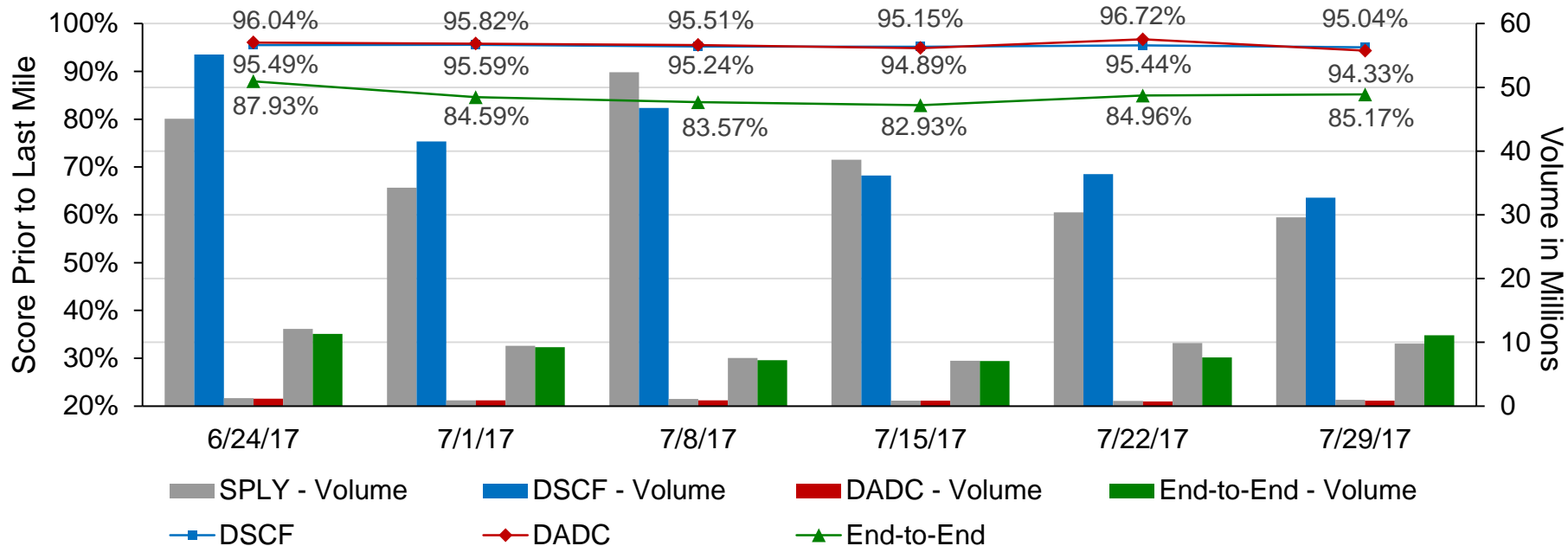
# Opening Remarks

# Service Performance Update

## Destination Entry IMB® Periodicals FY14 thru FY17 Performance By Quarter (End to End)

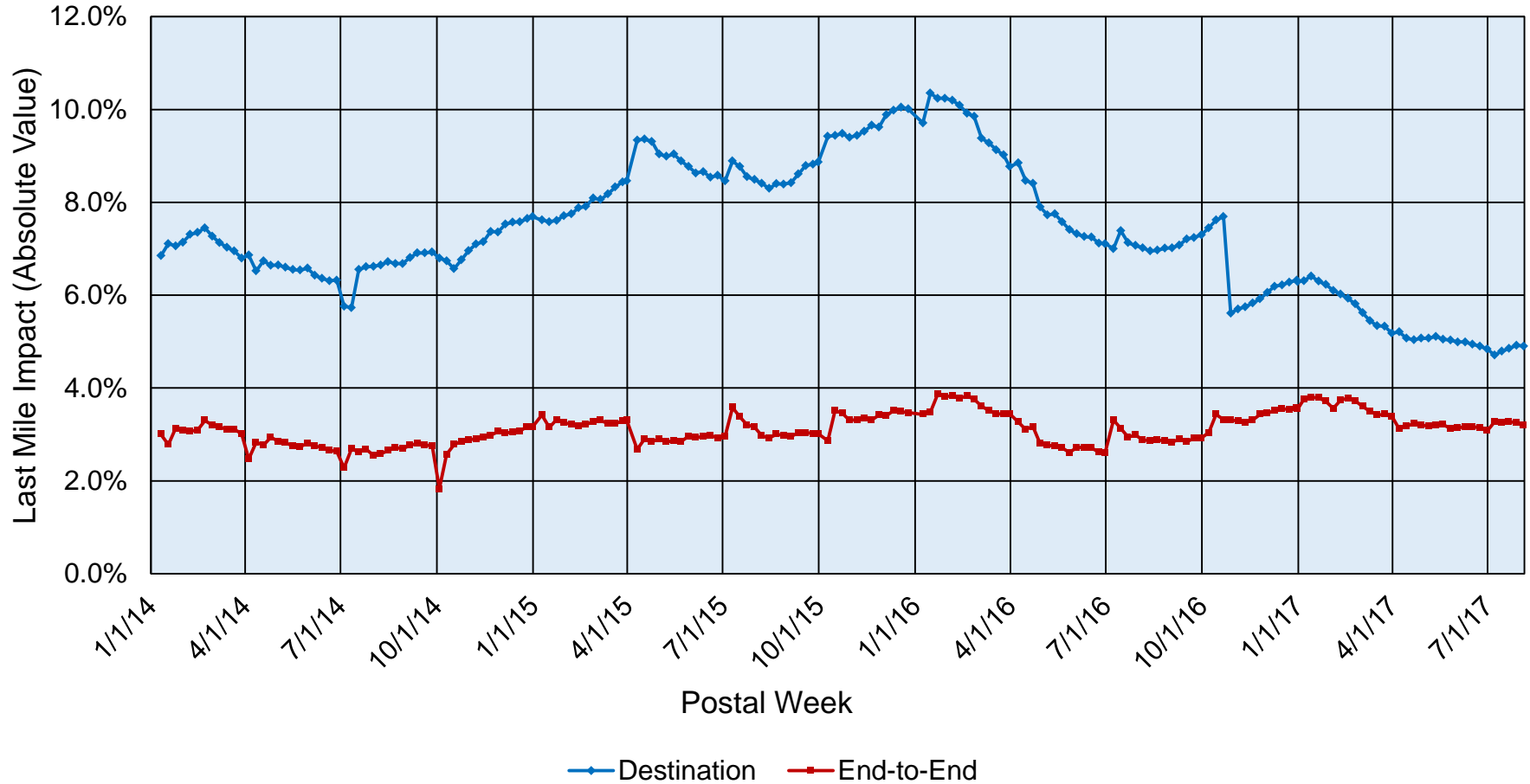


Note: Preliminary FY17 Q4 through 07/21/17. Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach.



Q4TD thru 08/04/17	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	193,543,146	95.30%	-4.93%	90.37%	91.00%	192,905,133	0.33%	88.00%	2.37%
ADC Flats	4,219,476	95.43%	-4.13%	91.30%	91.00%	4,915,832	-14.17%	89.25%	2.05%
E2E Flats	42,235,345	84.36%	-3.20%	81.16%	91.00%	45,546,098	-7.27%	74.82%	6.34%
2-Day	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3-Day	13,764,230	91.65%	-3.25%	88.40%	91.00%	15,916,309	-13.52%	88.53%	-0.13%
4-Day	18,552,991	82.06%	-3.14%	78.92%	91.00%	18,414,733	0.75%	70.01%	8.91%
5-Day	417,326	75.71%	-2.75%	72.96%	91.00%	793,067	-47.38%	67.38%	5.58%
6+ Day	9,500,798	78.64%	-3.21%	75.43%	91.00%	10,421,989	-8.84%	62.97%	12.46%
<b>Total</b>	<b>239,997,967</b>			<b>88.15%</b>	<b>91.00%</b>	<b>243,367,063</b>	<b>-1.38%</b>	<b>84.75%</b>	<b>3.40%</b>

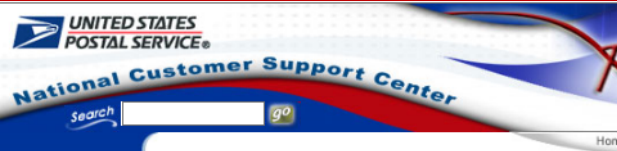
## Last Mile Impact Trend



Note: Results starting week ending 10/28/16 are based on Days Left Group (DLG) approach, whereas all prior weeks' results are based on Last Processing Operation (LPO) approach.



# Pre-MTAC Webinar



## Industry Outreach

### The National Postal Forum (NPF)

The National Postal Forum is the Service Executives and Industry L... Industry. With the rapidly progress... learn about current and future tec... of the curve. The Exhibit Hall at th... Make plans to attend the 2017 N... the Baltimore Convention Cente...

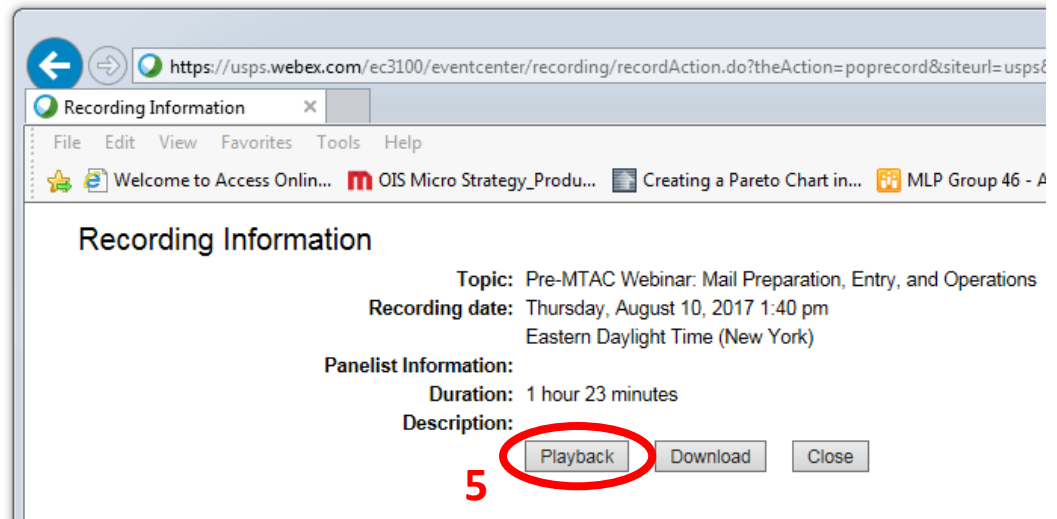
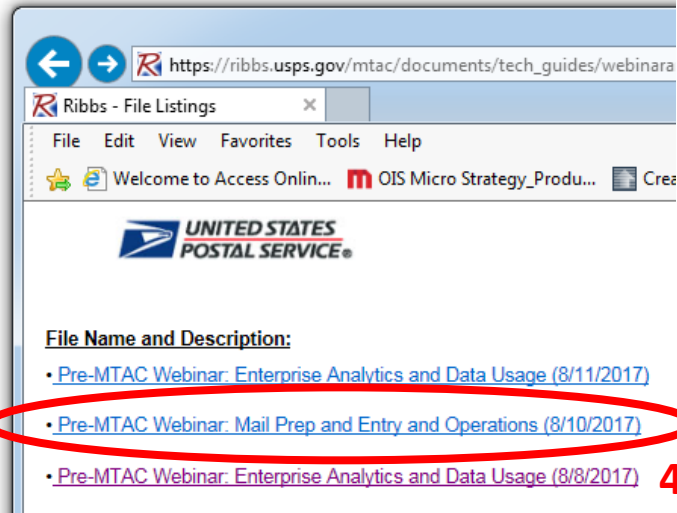
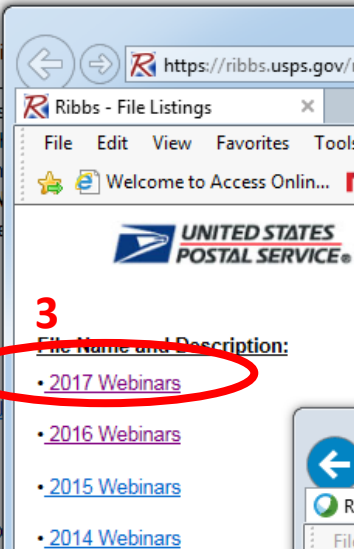
### USPS Webinars and Workshops

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- Mailing and Shipping
- Operations
- Industry Forum**
- Certifications

- MAILERS' TECHNICAL ADVISORY COMMITTEE (MTAC)**
- POSTAL CUSTOMER COUNCIL (PCC)
- AREAS INSPIRING MAIL MEETINGS
- ABOUT MTAC
- Admission Statement
- Calendar of Events
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- MTS Login

Webinars and Presentations | Industry Resource Guide

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[MTAC Meetings](#) | 
 [MTAC Membership Information](#) | 
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### MTAC Meetings

The **Postmaster General's Mailers' Technical Advisory Committee (MTAC)** is a venue for the United States Postal Service (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.

### MTAC Meeting Agendas, Notes and Presentations (Current Year)

Current Year MTAC Agendas, Notes and Presentations

#### 2017 MTAC Meeting Agendas

PUBLICATIONS 08/07/2017	<a href="#">August 2017 MTAC Open Session Meeting Agenda</a> Open Session Meeting Agenda
<b>August 2017 Pre-MTAC Webinars</b>	
PRESENTATIONS 08/08/2017	<a href="#">August Pre-MTAC Webinar: Payment, Acceptance and Education - PPT</a>
PRESENTATIONS 08/16/2017	<a href="#">August Pre-MTAC Webinar: Payment, Acceptance and Education - Audio Link</a>
PRESENTATIONS 08/15/2017	<a href="#">August Pre-MTAC Webinar: Mail Prep and Entry Focus Group (Operations) - PPT</a>
PRESENTATIONS 08/16/2017	<a href="#">August Pre-MTAC Webinar: Mail Prep and Entry Focus Group (Operations) - Audio Link</a>
PRESENTATIONS 08/15/2017	<a href="#">August Pre-MTAC Webinar: Enterprise Analytics and Data Usage - PPT</a>
PRESENTATIONS 08/16/2017	<a href="#">August Pre-MTAC Webinar: Enterprise Analytics and Data Usage - Audio Link</a>

## August Pre-MTAC Webinar: Mail Prep and Entry Focus Group (Operations) - Audio Link

August 16, 2017

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[Download](#)

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Recording Information

Topic: Pre-MTAC Webinar: Mail Preparation, Entry, and Operations

Recording date: Thursday, August 10, 2017 1:40 pm Eastern Daylight Time (New York)


Panelist Information:

Duration: 1 hour 23 minutes

Description:


[Playback](#) [Download](#) [Close](#)

Meeting Number: 999 180 851 | Date: Thursday, August 10, 2017 | Time: 2:06 PM, Local Time (GMT -05:00)



## Pre-MTAC Mail Prep & Entry Focus Group Webinar


August 10, 2017



- **Bundle Breakage**
  - Dumper Modifications
  - New Bundle Unloader Rake

- **FAST:**
  - Morgan Station Update and Corrective Actions
  - No-Show and Recurring Appointments Update and Improvements
- **Parcel Return Service**
  - Pickup Security Options

Date: Thursday, August 10, 2017 | Time: 2:06 PM, Local Time (GMT -05:00)

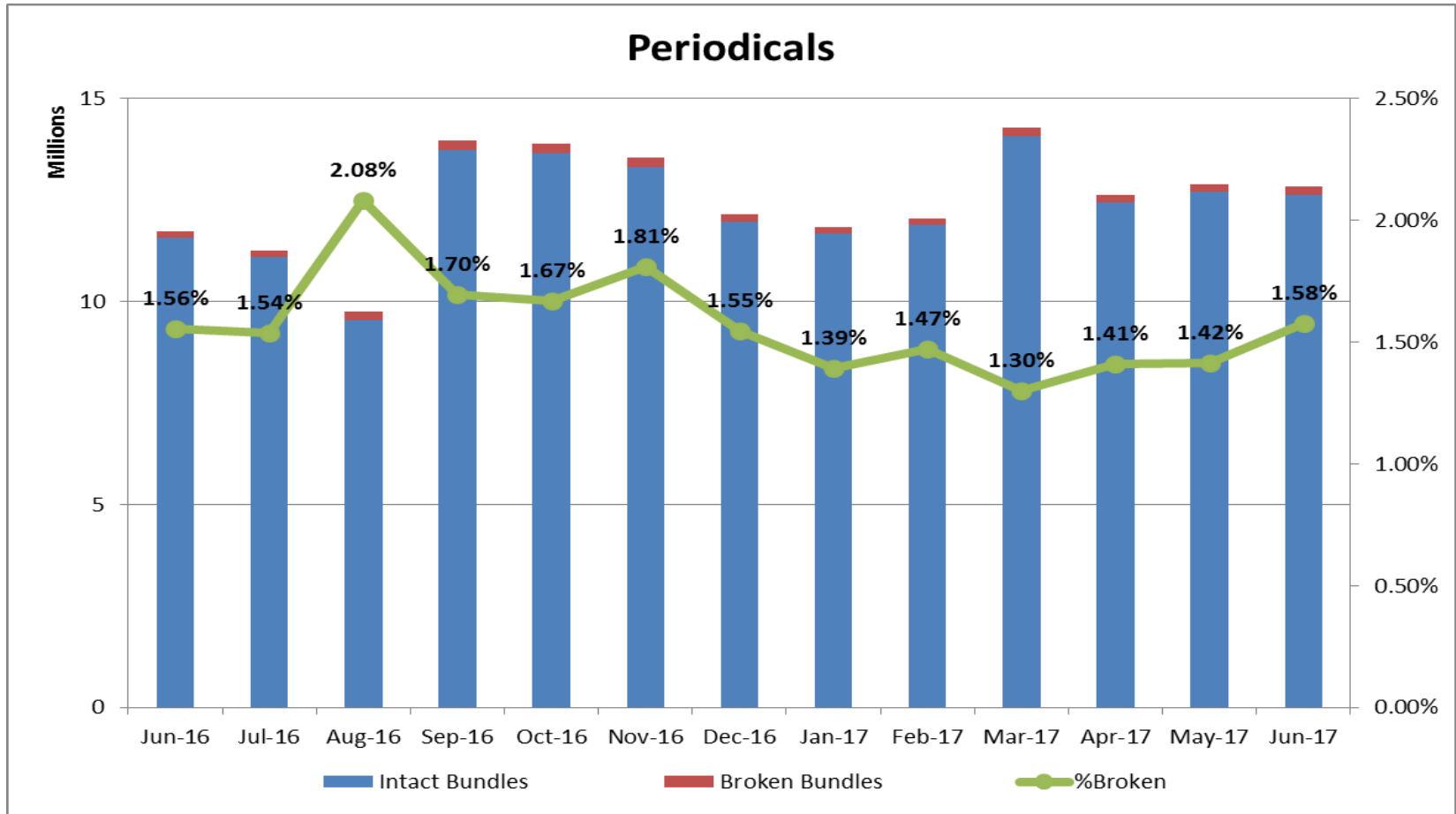


## Agenda

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

# Bundle Breakage

- **Broken Bundle Data**
  - Additional attributes (Job ID, Locations, Presort)
  - USPS Marketing Mail & Periodicals, including co-mail
  - Bundle is “broken” when three (3) or more IMbs within a bundle are scanned during bundle processing
  - Actual breakage is higher than reported
    - Bundles that are repaired
    - Manual intervention
    - At risk construction
    - Found in Flats processing



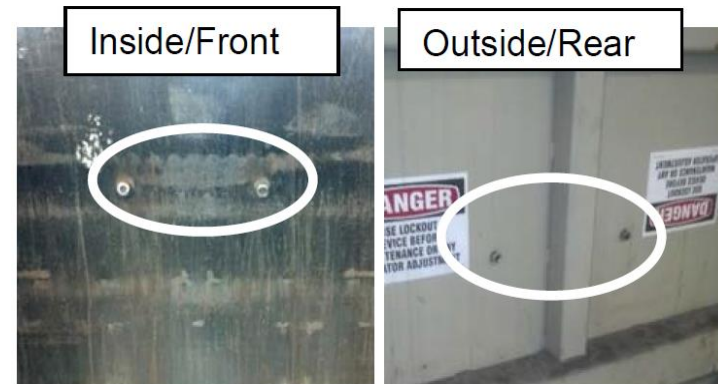
- **Ongoing Broken Bundle Reporting**
  - Continue to provide summary reporting for Bundle Breakage – Industry and Processing Operations
  - Continue to provide individual reporting based on top opportunity Bundle Breakage
  - Reporting with attributes, daily data by week
    - Job ID / CRID / Preparer Location / Start the Clock & First Scan Facilities



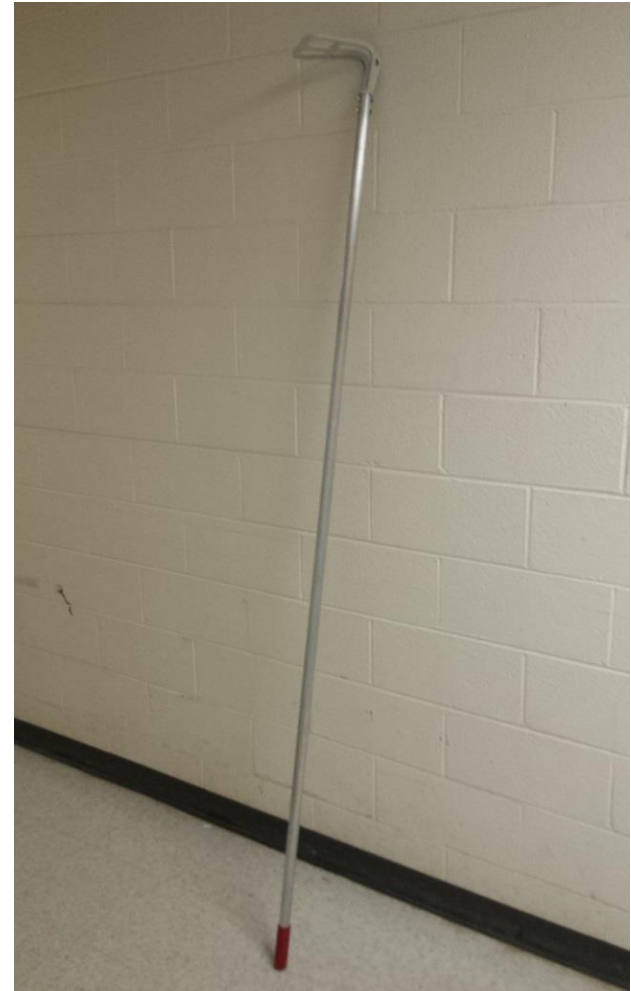
- Piloted data provisioning with added attributes
  - Breakage by Mailer by Start The Clock Facility, by First Scan Facility, by Day of the Week, related to industry average
  - Mailer ID / Mail owner CRID / Job ID
  
- Engineering projects improving bundle operations
  - New shepherds hook design that is an ~8ft long metal tube with a newly designed hook is complete, deployed, and can be ordered via Topeka.
  - Unloader Roller Bearing modification deployed
  
- APPS and APBS pallet stabilization dump-box button modifications are complete and deployed

MAILING DATE	Job ID	MAIL PREPARER CRID	MAIL PREPARER (ROLLUP)	MAIL PREPARER LOCATION (ROLLUP)	MAILER CRID	MAILER	STC FACILITY	FIRST SCAN FACILITY	MAIL CLASS	BUNDLE COUNT	BROKEN BUNDLE 3 SCAN LOGIC	% BROKEN (3 SCAN LOGIC)
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	123456	MAILER 1	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	1302	711	54.6%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	584321	MAILER 2	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	1209	689	57.0%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A - OPENCITY (LOG) <OPENCITY, BB>	607890	MAILER 3	OPEN MARKET	OPEN MARKET NDC	MAIL CLASS ABC	4984	675	13.5%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	109876	MAILER 4	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	939	640	68.2%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	132435	MAILER 5	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	967	592	61.2%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	546576	MAILER 6	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	860	573	66.6%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	645342	MAILER 7	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	828	515	62.2%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	675645	MAILER 8	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	756	506	66.9%
6/2/2017	LMNO5678	2008008	MAIL PRP 008	PREP COMPANY B-FREELAND <FREELAND, AA>	978675	MAILER 10	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	790	496	62.8%
6/2/2017	LMNO5678	2008008	MAIL PRP 008	PREP COMPANY B - OPENCITY (LOG) <OPENCITY, BB>	978679	MAILER 11	OPEN MARKET	OPEN MARKET NDC	MAIL CLASS ABC	3248	485	14.9%
6/2/2017	LMNO5678	2008008	MAIL PRP 008	PREP COMPANY B - OPENCITY (LOG) <OPENCITY, BB>	142536	MAILER 12	OPEN MARKET	OPEN MARKET NDC	MAIL CLASS ABC	3394	481	14.2%

- APPS and APBS pallet stabilization buttons within dumpers:
  - Modification of all dumpers were completed by Mid-Nov 2016
  - Buttons replaced with “plate/roller bearing” modification
  - All “raised” pallet stabilization surfaces now “flat”
  - Smooth roller bearing facilitates bundle passage



- Rake Assembly Package Unloader deployed to Modified Dumpers
- Uniform shepherds hook design
- ~8ft long metal tube
- Newly designed slightly flexible “hook”
- Available now to all dumper locations

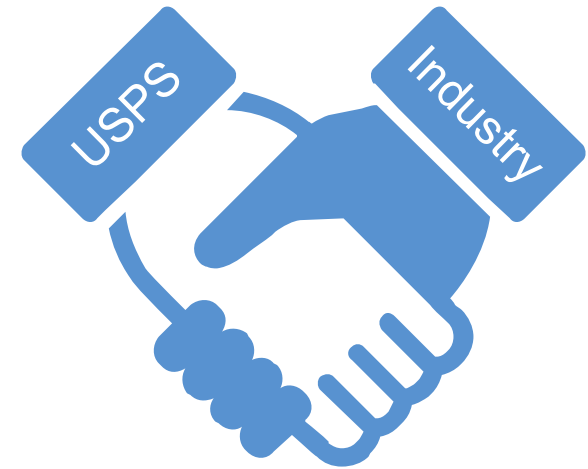


**Work Group 180**  
**Presort & Prep Optimization**  
**Work Group (PPOWG)**

## 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



## 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 resolution*
  - d. Allied Activity *resolved*
  
3. **Group 3** *in progress as a grouped item*
  - 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:

- Collected / evaluated modeling data from Industry. Jointly agreed insufficient candidate volume, and costs to Industry and in other areas outweigh savings

#### Key

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



## Draft Schedule:

**September 12**

WebEx

**September 26**

WebEx

**October 10**

WebEx

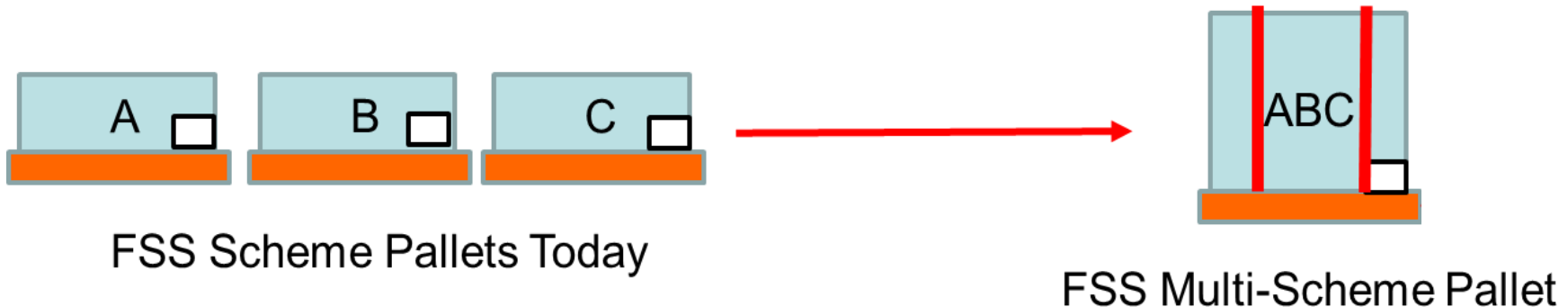
**October 24**

WebEx

# **Work Group 168**

## **Multi – Scheme Pallets**

- **Timeline:** February 2015 – July 2017
- **Leaders:** Susan Pinter, Paul Mitchell
- **Issue statement:** Opportunity identified to reduce quantity of low volume scheme pallets resulting from the 250 pound minimum under FSS preparation rules. Modifications to the FSS Stand Alone Mail Prep (SAMP) are being tested which would facilitate sorting and prepping multiple schemes from a single pallet. Impacts and opportunities must be evaluated from all perspectives to ensure successful implementation.



- Eliminate the FSS pure scheme pallet
- Eliminate FSS facility pallet
  - Flats not presorted to multi-scheme would sort to SCF pallet
- Require multi-scheme pallets at 500 pounds, optional at 250 pounds
- Conduct further discussions on labeling lists for multi-scheme
  - Modify L006 or create new list for scheme bundle vs. pallet
  - Maintain current labeling list release schedule
- Investigate opportunities to combine multi-scheme and High Speed Flats Feeder (HSFF)

# Open Discussion

# **MTAC Mail Prep & Entry Packages Session**

- **Packages Session**
  - Opening Remarks
  - Peak Season Readiness
  - Delivery Discussion
  - Pre-MTAC Webinar
  - Pallet Safety
  - Open Discussion

# Opening Remarks



# Peak Season Readiness

## The Postal Service is prepared for this Peak Season

- Busiest week for Shipping and Delivery projected to be Monday, December 18<sup>th</sup> through Monday, December
- 28 Automated Package and Bundle Sorters (APBS) expanded for a total of 1,344 additional separations
- 2 Automated Package Processing Systems (APPS) expanded for a total of 144 additional separations
- 7 Small Package Sorter Systems (SPSS)
- Queens NY: High Throughput Parcel Sorter (HTPS) with 400+ separations and bulk induction. Dispatch uses pallet elevator and AGVs
- 3 New Universal Sorters (USS), 3 LCUS induction upgrades, 3 LCUS bin upgrades

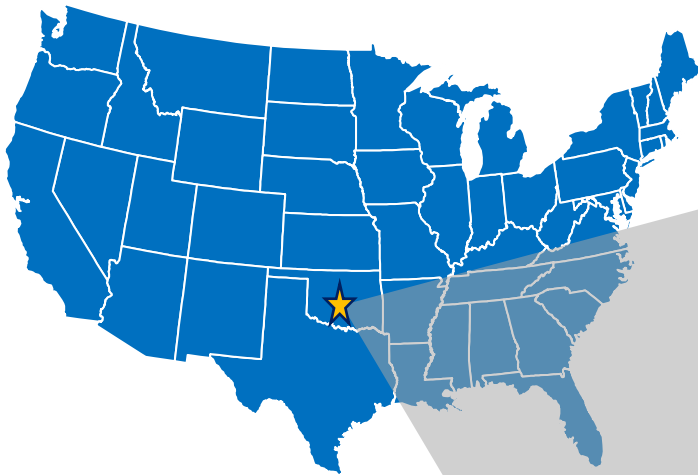
## Surface Transportation

- **HQ and Area Peak Planning completed**
  - 2017 Air to surface diversions planned
    - Peak core period → November 25th - December 23rd
      - High volume lanes to start earlier and run later
    - HCR stand-by go anywhere contracts expanded for 2017
      - Team drivers on standby at key Network facilities
      - Real time response to eliminate volume delays
    - Additional regular go anywhere contracts procured for contingency
  - Peak Annex facilities established
    - Dates of Operation → November 25th - December 24th
    - Annexes to be equipped for Surface Visibility (SV) scanning

## National Operations Control Centers (NOCC)

- HQ and Area Network Operation Centers continue to leverage near real-time data allows for informed decision-making to address issues as they occur
  - Empowers problem-solvers in the field who are better able to meet the needs of the customer
  - Staffed 24 hours / 7 days through Peak
  - Staffing includes Air, Surface, and Processing Operations
  - Monitors National Transportation network and coordinate mode shifts, delays, and weather impacts with local facilities
  - Respond in real-time to air and surface transportation issues
  - Facilitates Daily Mail Conditions reporting for proactive analysis, planning, and responsiveness

## ***Maintenance Technical Support Center (MTSC) in Norman, OK***



- Monitors mail processing equipment status nationally
- Coordinates maintenance support for mail processing operations
- Provides support for Field Sites



# Delivery Discussion

- Both USPS Clerks and Carriers identify mail as Undeliverable As Addressed (UAA)
- There are 25 potential categories of UAA (DMM 507) that may result in mail being returned to sender. Most common:
  - Unable to forward
    - No forwarding address on file or a previous forwarding order has expired
  - Vacant
    - No known forwarding information for address on file
  - Insufficient address
    - Frequently a missing suite or apartment number
    - Carriers not familiar with the route may hold these pieces for a day pending potential resolution by a knowledgeable carrier (name recognition)
  - No such number
  - Attempted Not Known
    - Mail piece is addressed to a name where the carrier has previously attempted delivery and was informed that addressee does not reside at the address and no forwarding address is on file

- UAA pieces may be identified and captured in the office or street
  - Office
    - Regular Carriers most likely to capture these mail types in the office
      - Manually sorted letters and flats
      - Parcels (while loading or sorting)
  - Street
    - Mail returned to the carrier by the recipient
      - “does not live here”
      - “these people moved”
    - Mail pieces found in automated mail
      - DPS, FSS
    - Packages
      - Usually substitute carriers



## UAA Process

Mail piece is identified as UAA by USPS employee

Employee endorses the mail piece with reason for the return

Some pieces are all endorsed individually

- Deceased, Refused, No Mail Receptacle, others

For some return categories only the top piece of a group of like pieces are endorsed and bundled

- Attempted Not Known, No Such Number, Insufficient Address, others

Employee provides mail to a specialized clerk who groups mail from multiple employees by reason for return

Uses specialized divider cards that contain each endorsement

Mail is sent to a centralized processing facility for Postal Automated Redirect System (PARS) processing

- Automated equipment reads the separator card, applies a label with the return reason and a barcode with the return address for all following pieces until the next card is detected

- Mail is then processed with other outbound mail

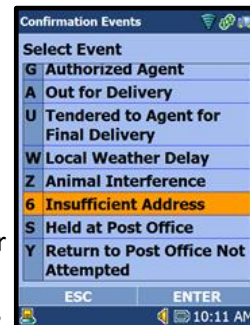
Parcels are endorsed similarly but may also receive a scan from the carrier

The specialized clerk will make a more specific scan with the reason for the return

- Manually prepares the package for return or forwarding and place with other outbound parcels

## Insufficient Address (I.A.)

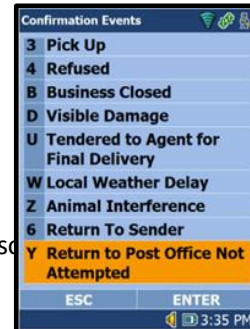
- Any incorrect or bad address related issue
  - No apt/suite number
  - Incorrect / missing house number
  - Incorrect Route number or Box number
    - If these apply and the correct address is known, scan and deliver the piece
    - Carriers not familiar with route may bring back to confer with other carriers prior to returning to sender
    - If correct address cannot be determined:
      - These piece should be endorsed with the proper UAA event and placed with carrier mark-ups



## Return To Post Office – Not Attempted *(this results in a service delay to the customer)*

- Instructed to return to office
- Missort discovered on the street
- Forgotten, found, left in satchel or back of truck with instructions not to return to street to deliver

**This action should be a RARE event.** The piece is scanned as RETURNED TO POST OFFICE - NOT ATTEMPTED and given to a supervisor or manager for review



## Other

- Illegible
- Vacant
- Returned for postage
- No mail receptacle
- Refused
- Attempted - not known

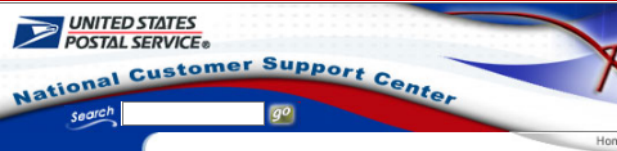
These piece should be marked up with the appropriate reason code and given to a clerk to scan with the proper return event

NO SCAN –  
MARK UP  
MAIL PIECE  
and RETURN  
TO CLERK FOR  
PROPER  
HANDLING

- Looping Events for Package Automation
  - Tool identifies parcels looping in processing centers as indicated by the pattern of enroute scans
  - Looping: Defined to be 5 or more consecutive enroute scans at a single location over a period of 24 hours or more
  - When preceding criteria are met: Piece reported as looping at a given location for each day of an enroute event at that location
  - Any device information reported for piece for a given day is captured from last enroute scan for that day
  - Looping Events Package Automation report is distributed through email to managers weekly

- **ExD**  
2 Hour Delivery Window still in pilot – window is established when the carrier departs the facility – email or text to customer
- **Scanning events**  
Working to make events more intuitive for carriers while adding clarity to customers – evolving process. Perfect Package report to identify potential customer pain points
- **Geofence/Logical Delivery Events**  
LDE event compared to geofence. ExD
- **Package Routes**  
Estimate: 1314 Combo, 1170 Package.

# Pre-MTAC Webinar



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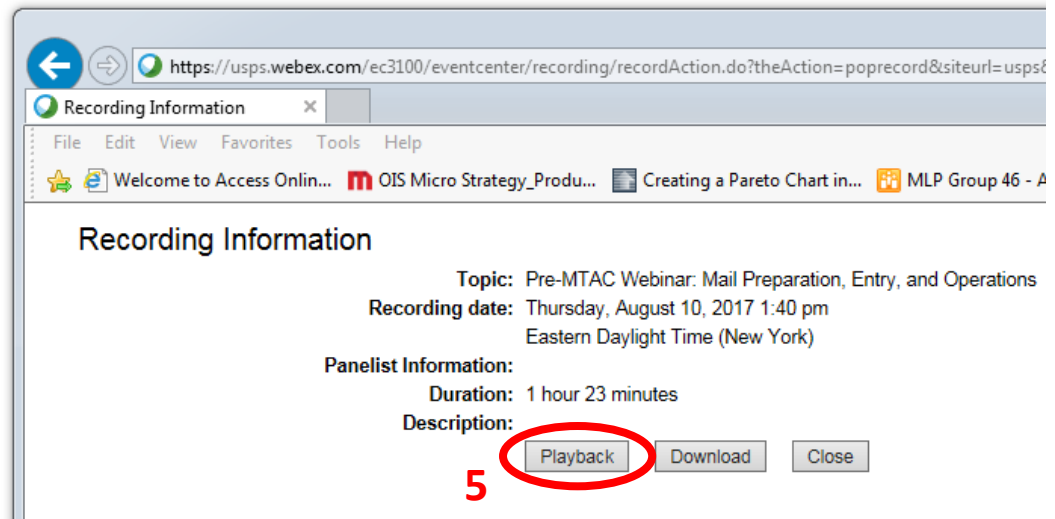
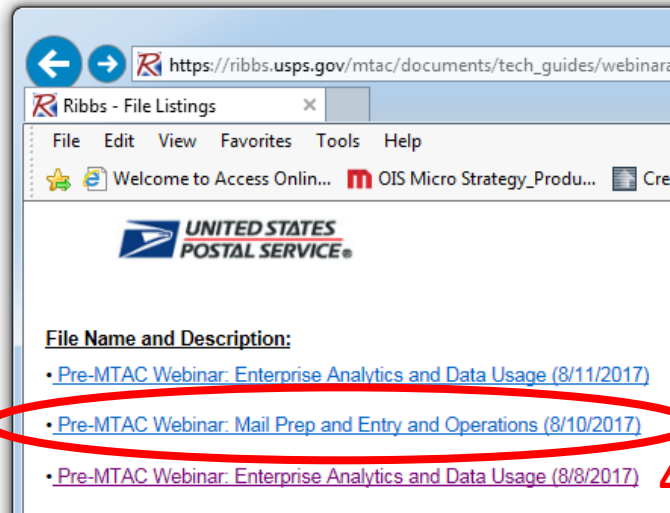
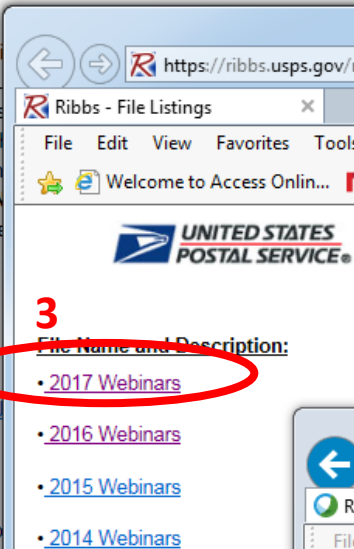
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 [MTAC Meeting Agendas, Notes and Presentations \(Current Year\)](#) | 
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## August Pre-MTAC Webinar: Mail Prep and Entry Focus Group (Operations) - Audio Link

August 16, 2017

3

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Recording Information

Topic: Pre-MTAC Webinar: Mail Preparation, Entry, and Operations

Recording date: Thursday, August 10, 2017 1:40 pm Eastern Daylight Time (New York)

Panelist Information:

Duration: 1 hour 23 minutes

Description:

4

Playback | Download | Close

## MTAC Meetings

The **Postmaster General's Mailers' Technical Advisory Committee (MTAC)** is a venue for the United States Postal Service (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.

## MTAC Meeting Agendas, Notes and Presentations (Current Year)


Current Year MTAC Agendas, Notes and Presentations

### 2017 MTAC Meeting Agendas

PUBLICATIONS 08/07/2017	<a href="#">August 2017 MTAC Open Session Meeting Agenda</a> Open Session Meeting Agenda
<b>August 2017 Pre-MTAC Webinars</b>	
PRESENTATIONS 08/08/2017	<a href="#">August Pre-MTAC Webinar: Payment, Acceptance and Education - PPT</a>
PRESENTATIONS 08/16/2017	<a href="#">August Pre-MTAC Webinar: Payment, Acceptance and Education - Audio Link</a>
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Collapse

Meeting Number: 999 180 851 | Date: Thursday, August 10, 2017 | Time: 2:06 PM, Local Time (GMT -05:00)



## Pre-MTAC Mail Prep & Entry Focus Group Webinar


August 10, 2017



- **Bundle Breakage**
  - Dumper Modifications
  - New Bundle Unloader Rake

- **FAST:**
  - Morgan Station Update and Corrective Actions
  - No-Show and Recurring Appointments Update and Improvements
- **Parcel Return Service**
  - Pickup Security Options

Date: Thursday, August 10, 2017 | Time: 2:06 PM, Local Time (GMT -05:00)



## Agenda

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



# Pallet Safety

- **Pallet Requirements – Safety Saves Service**
  - Poor & improper pallet make up not only harms service but could harm personnel



## • Pallet Requirements – Aids

- Quick Service Guides - QSG 705a
- DMM 705.8.0 “Preparing Pallets”
  - Secure individual pallets with straps or stretchable/shrinkable plastic
  - Secure with at least two straps or bands; height not to exceed 84 inches (stacked pallets)
  - Heaviest items at bottom of pallet
  - Preparing stacked pallets – heaviest pallets at the bottom, lightest on top
  - Stacked Pallets not to exceed 2,200 pounds, six tiers high
  - Top surface of pallet(s) are to be flat, sturdy, parallel to pallet base
  - Top Caps – must be capped for pallets of sacks, trays, parcels, bundles, or pallet boxes if stacked

# Open Discussion

# MTAC Mail Prep & Entry USPS Marketing Mail™ Session

- **USPS Marketing Mail™ Session**

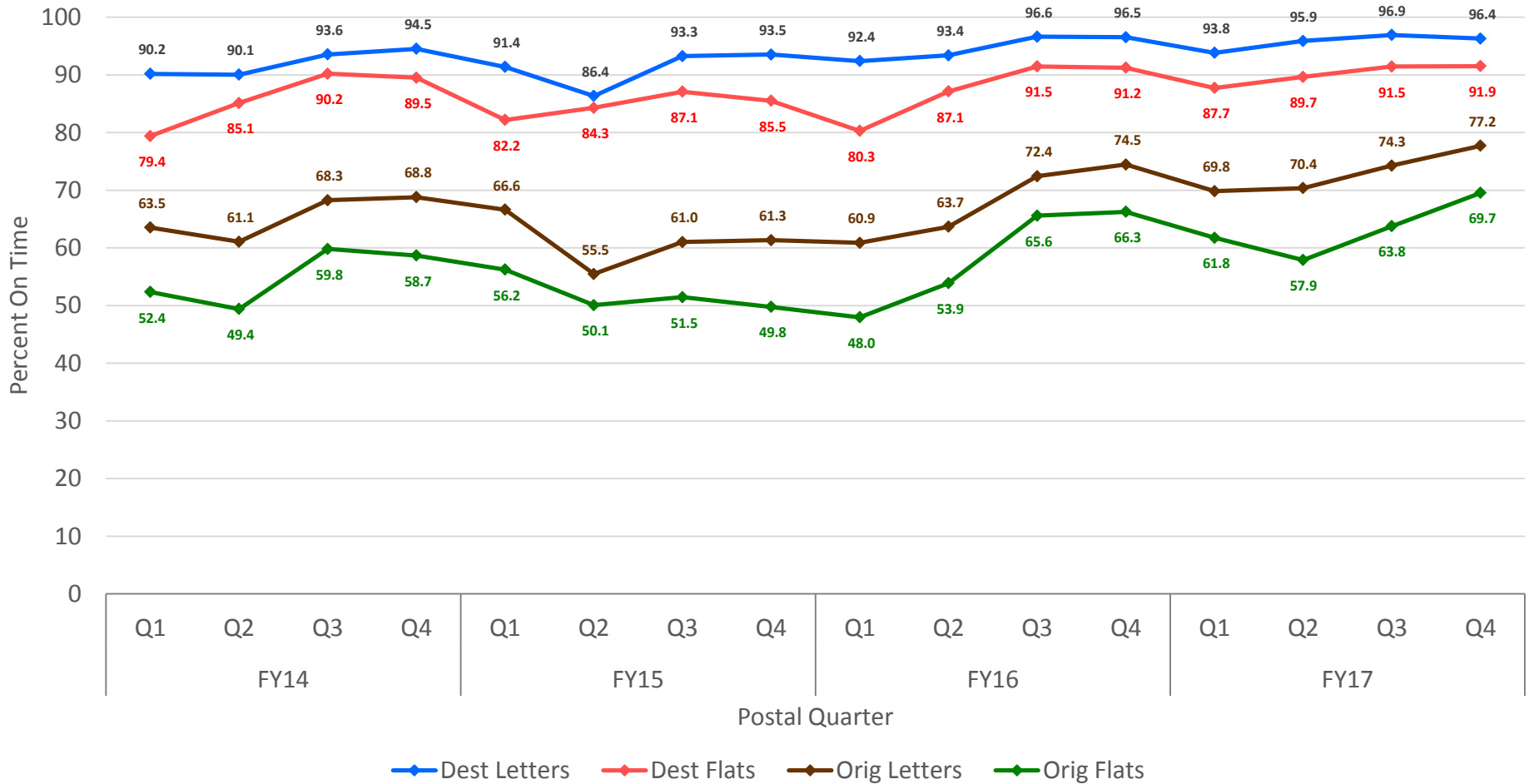
- Opening Remarks
- Service Performance
- Pre-MTAC Webinar
- Bundle Breakage Update
- Work Group #180 Update
- Work Group #168 Update
- Open Discussion

# Opening Remarks

# Service Performance Update



## USPS Marketing Mail™ FY14 thru FY17 Performance By Quarter (End to End)

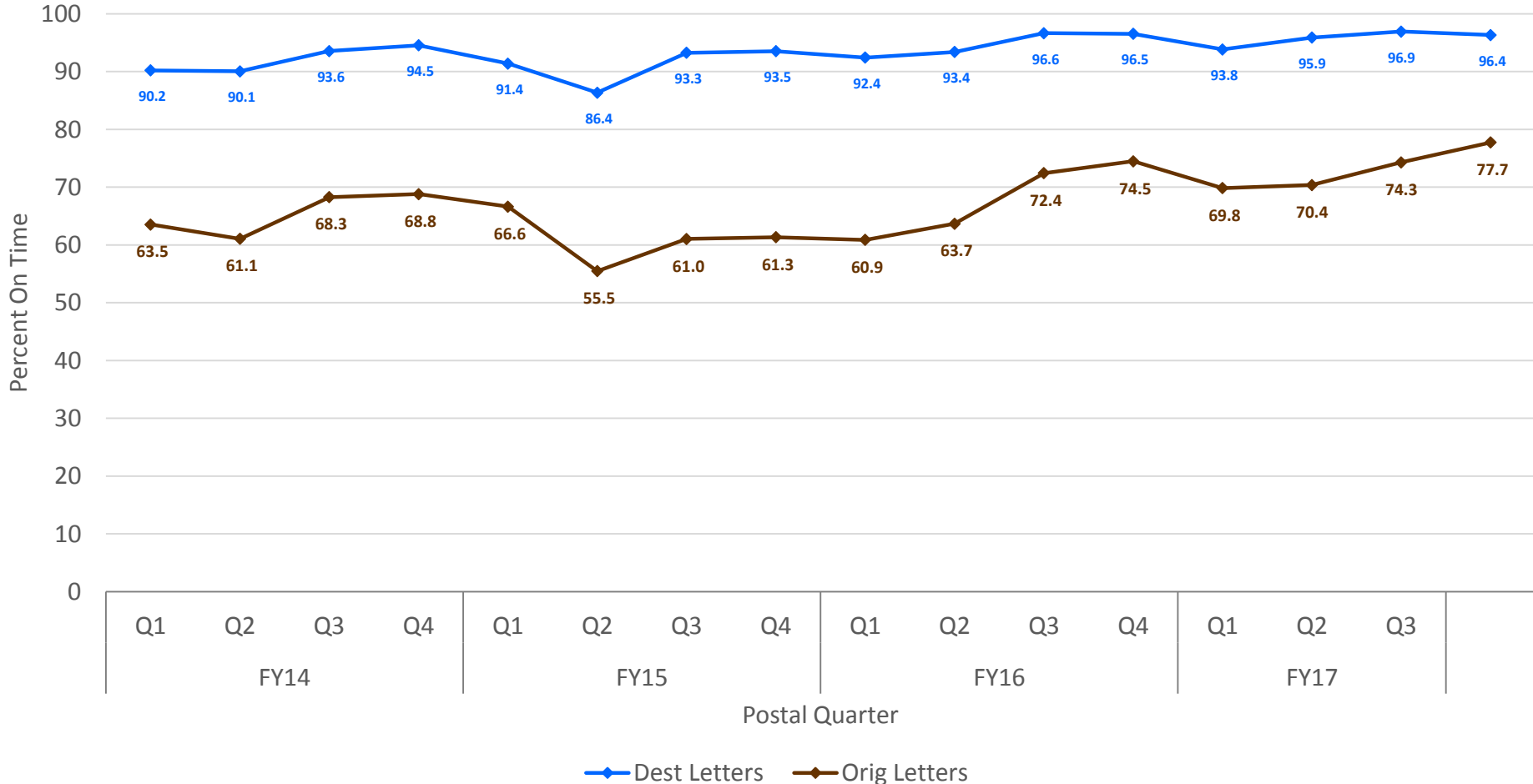


Note: Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach.

Note: Preliminary FY17 Q4 through 08/04/17.

Note: Prior to FY17 Q2, USPS Marketing Mail™ was referred to as Standard Mail®.

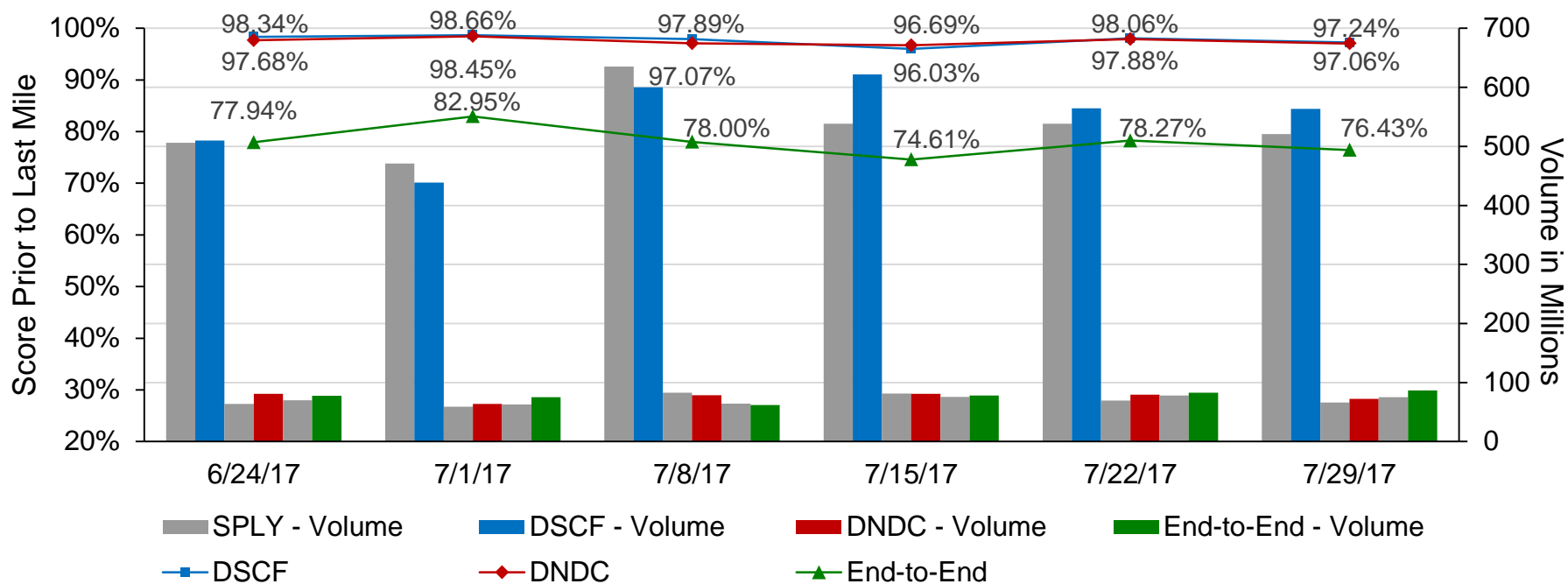
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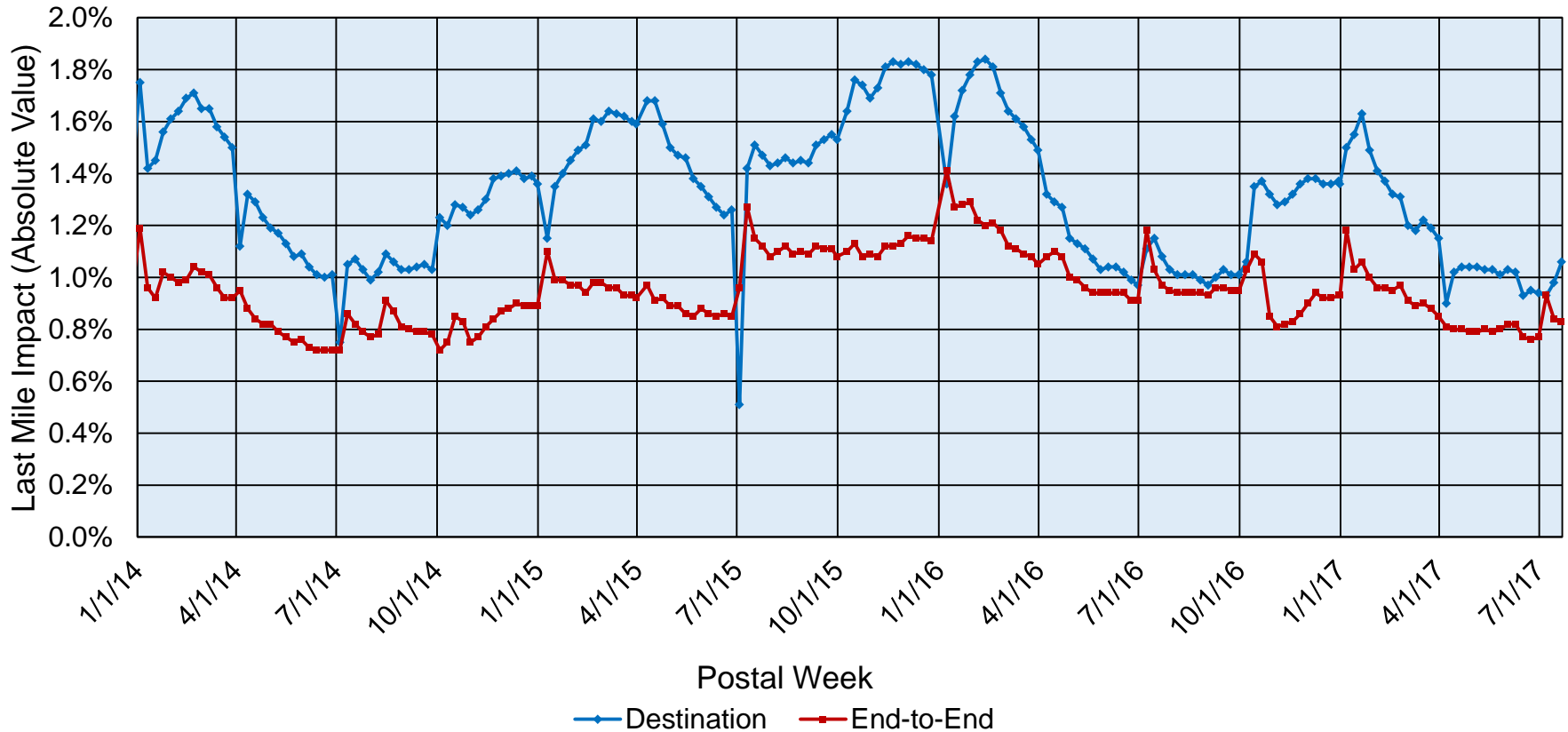
Note: Preliminary FY17 Q3 through 08/04/17.

Note: Prior to FY17 Q2, USPS Marketing Mail™ was referred to as Standard Mail®.



Q4TD thru 08/04/17	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	2,788,354,564	97.50%	-1.09%	96.41%	91.00%	2,779,082,942	0.33%	96.50%	-0.09%
NDC Letters	374,974,444	97.39%	-0.73%	96.66%	91.00%	367,014,384	2.17%	95.78%	0.88%
E2E Letters	384,112,606	77.98%	-0.82%	77.16%	91.00%	364,816,401	5.29%	74.70%	2.46%
3-Day	83,111,730	90.22%	-0.89%	89.33%	91.00%	93,571,200	-11.18%	89.31%	0.02%
4-Day	2,612,042	90.76%	-0.64%	90.12%	91.00%	1,954,340	33.65%	85.50%	4.62%
5-Day	52,154,592	89.45%	-0.70%	88.75%	91.00%	51,110,601	2.04%	87.42%	1.33%
6-10 Day	236,455,306	70.70%	-0.83%	69.87%	91.00%	209,235,424	13.01%	64.77%	5.10%
11+ Day	9,778,936	85.48%	-0.79%	84.69%	91.00%	8,944,836	9.32%	79.02%	5.67%
<b>Total</b>	<b>3,547,441,614</b>			<b>93.90%</b>	<b>91.00%</b>	<b>3,510,913,727</b>	<b>1.04%</b>	<b>93.48%</b>	<b>0.42%</b>

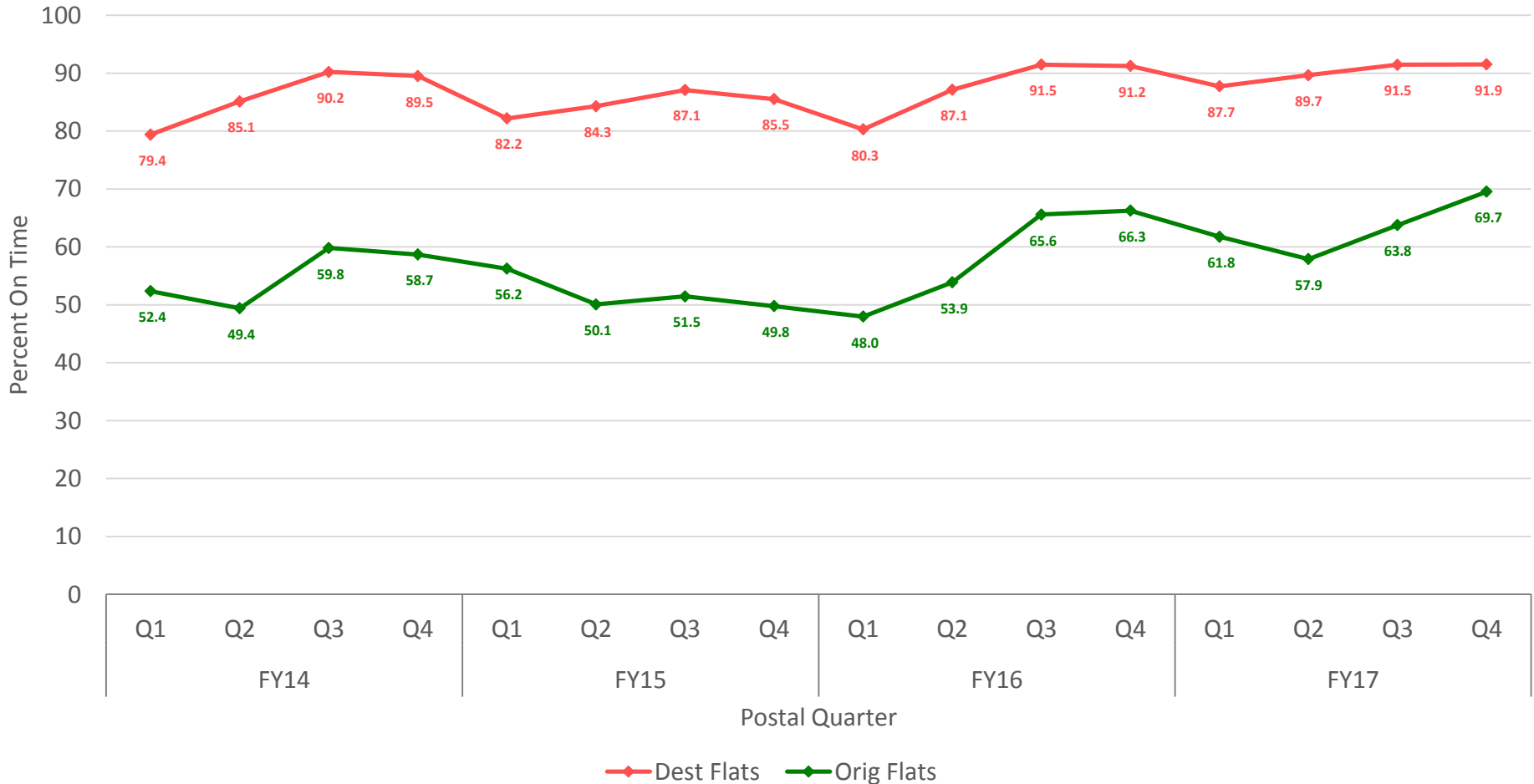
## Last Mile Impact Trend



Note: Results starting week ending 10/28/16 are based on Days Left Group (DLG) approach, whereas all prior weeks' results are based on Last Processing Operation (LPO) approach.

Note: Prior to FY17 Q2, USPS Marketing Mail™ was referred to as Standard Mail®.

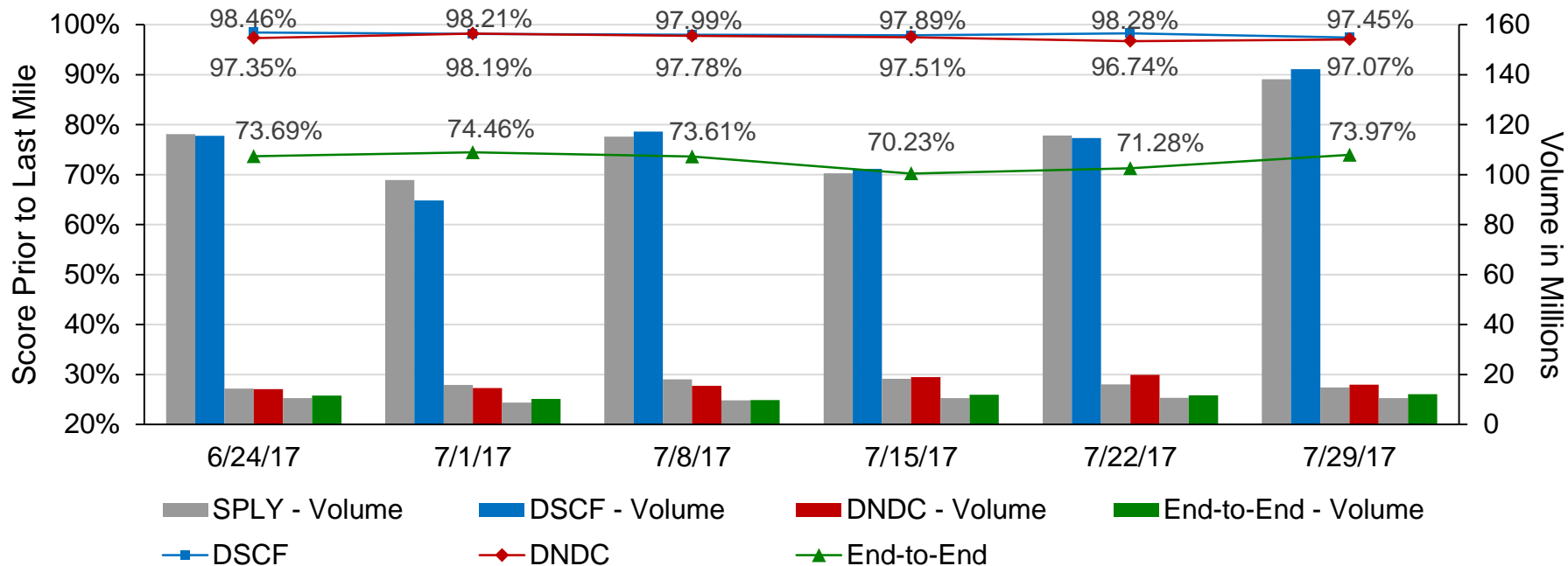
## USPS Marketing Mail™ FY14 to FY17 Performance By Quarter (End to End)



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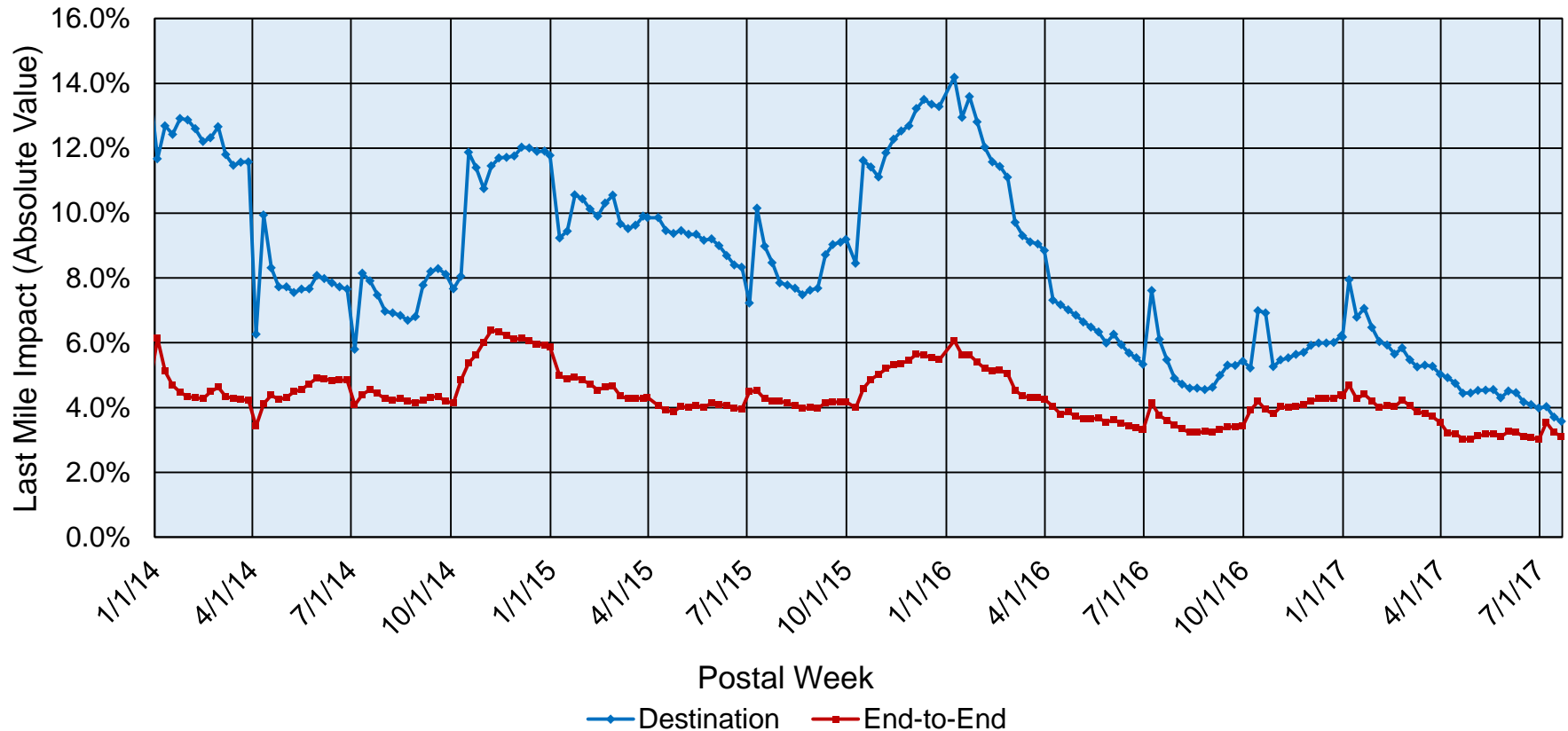
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Note: Preliminary FY17 Q4 through 08/04/17.



Q4TD thru 08/04/17	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	566,107,740	97.93%	-3.41%	94.52%	91.00%	579,921,945	-2.38%	92.97%	1.55%
NDC Flats	85,011,217	97.42%	-2.66%	94.76%	91.00%	85,860,464	-0.99%	94.66%	0.10%
E2E Flats	55,748,917	72.63%	-2.97%	69.66%	91.00%	51,983,602	7.24%	68.82%	0.84%
3-Day	8,733,744	83.66%	-3.08%	80.58%	91.00%	10,561,647	-17.31%	82.62%	-2.04%
4-Day	248,245	87.23%	-2.80%	84.43%	91.00%	260,898	-4.85%	81.93%	2.50%
5-Day	6,621,606	83.30%	-3.14%	80.16%	91.00%	6,100,018	8.55%	80.06%	0.10%
6-10 Day	38,278,150	67.25%	-2.71%	64.54%	91.00%	33,882,054	12.97%	61.86%	2.68%
11+ Day	1,867,172	91.57%	-7.15%	84.42%	91.00%	1,178,985	58.37%	84.10%	0.32%
<b>Total</b>	<b>706,867,874</b>			<b>92.07%</b>	<b>91.00%</b>	<b>717,766,011</b>	<b>-1.52%</b>	<b>90.64%</b>	<b>1.43%</b>

## Last Mile Impact Trend



Note: Results starting week ending 10/28/16 are based on Days Left Group (DLG) approach, whereas all prior weeks' results are based on Last Processing Operation (LPO) approach.

Note: Prior to FY17 Q2, USPS Marketing Mail™ was referred to as Standard Mail®.

# Pre-MTAC Webinar





## Industry Outreach

### The National Postal Forum (NPF)

The National Postal Forum is the Service Executives and Industry L... Industry. With the rapidly progress... learn about current and future tec... of the curve. The Exhibit Hall at th... Make plans to attend the 2017 N... the Baltimore Convention Cente...

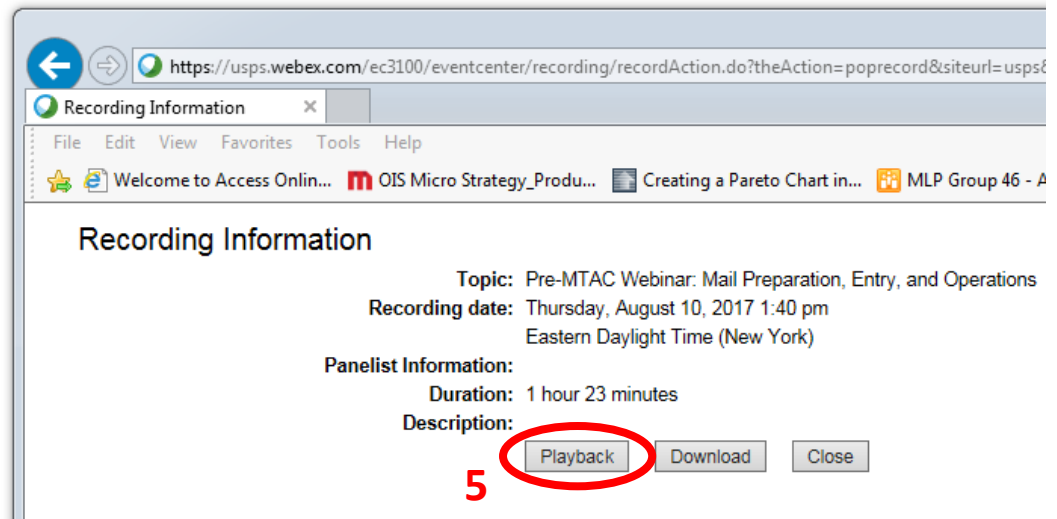
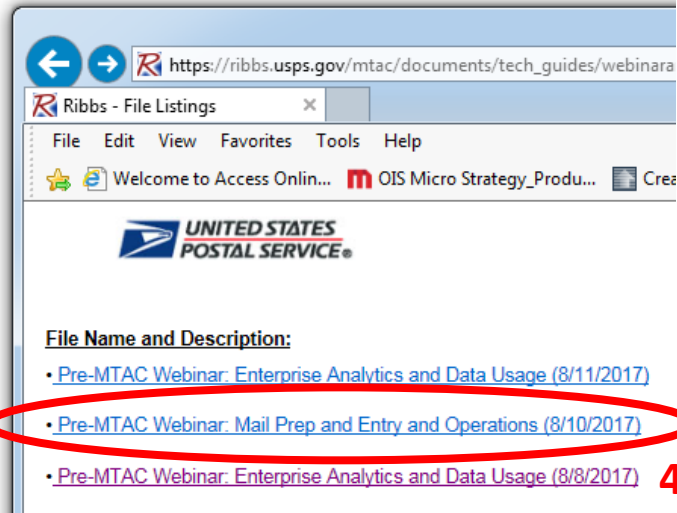
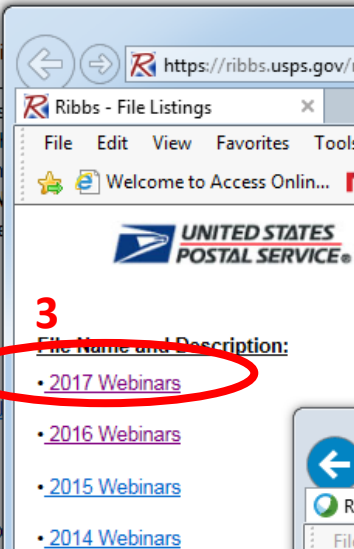
### USPS Webinars and Workshops

- [USPS Webinar Schedule](#)
- [Webinar Archives](#)
- [National Postal Forum \(NPF\)](#)
- [Government Mail Education Day \(GME\)](#)

### Industry Alerts and Notices

- [Industry Alert Archives](#)

Those ordering MTE are also reminded to continue to place equi... time based on production; and to please contact your BSN to ret... excess to your needs. Additional information on ordering MTE ca...



**NOTE: Posting of new content to RIBBS targeted to cease in early-Fall of 2017**

1

- Mailing and Shipping
- Operations
- Industry Forum**
- Certifications

- MAILERS' TECHNICAL ADVISORY COMMITTEE (MTAC)**
- POSTAL CUSTOMER COUNCIL (PCC)
- AREAS INSPIRING MAIL MEETINGS
- ABOUT MTAC
- Admission Statement
- Calendar of Events
- Membership Roster
- PCC Program Policies (Pub 286)
- Calendar of Events
- Continuing PCC Education
- Meeting Archives
- MITS Login

Webinars and Presentations | Industry Resource Guide

This document describes the data attributes available in the external-facing IV Mail Tracking & Reporting application.

## Mailers' Technical Advisory Committee (MTAC)

With 50 years of unmatched performance, MTAC and the Postal Service have been instrumental in helping make mail processes and programs work better. On behalf of the MTAC Executive Committee, thank you for your interest and involvement in MTAC.

MTAC Issue Tracking System (MITS) Login

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Current Year MTAC Agendas, Notes and Presentations

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## August Pre-MTAC Webinar: Mail Prep and Entry Focus Group (Operations) - Audio Link

August 16, 2017

3

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Recording Information

Topic: Pre-MTAC Webinar: Mail Preparation, Entry, and Operations

Recording date: Thursday, August 10, 2017 1:40 pm Eastern Daylight Time (New York)


Panelist Information:

Duration: 1 hour 23 minutes

Description:


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Meeting Number: 999 180 851 | Date: Thursday, August 10, 2017 | Time: 2:06 PM, Local Time (GMT -05:00)



## Pre-MTAC Mail Prep & Entry Focus Group Webinar


August 10, 2017



- **Bundle Breakage**
  - Dumper Modifications
  - New Bundle Unloader Rake

- **FAST:**
  - Morgan Station Update and Corrective Actions
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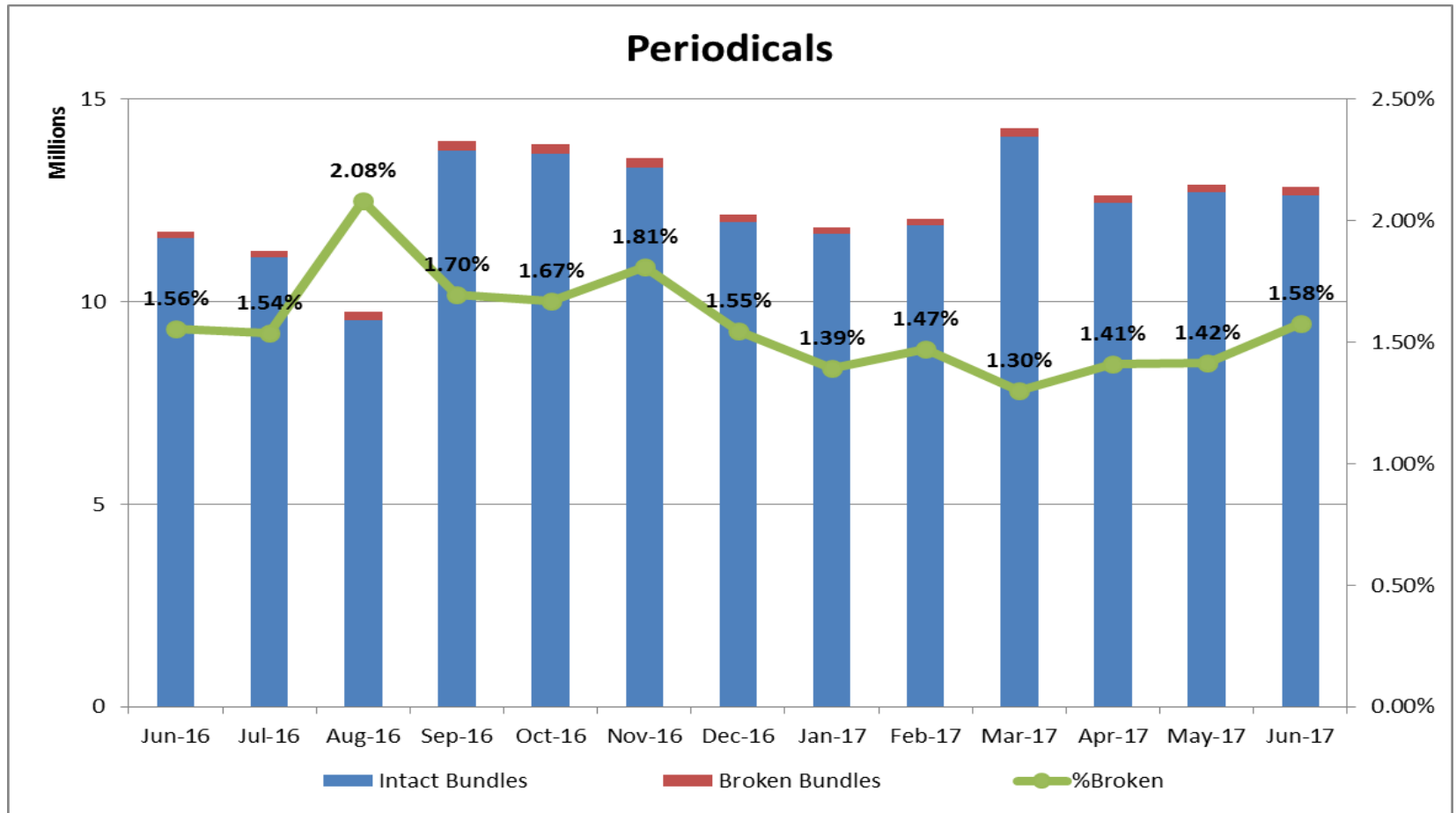


## Agenda

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

# Bundle Breakage

- **Broken Bundle Data**
  - Additional attributes (Job ID, Locations, Presort)
  - USPS Marketing Mail & Periodicals, including co-mail
  - Bundle is “broken” when three (3) or more IMbs within a bundle are scanned during bundle processing
  - Actual breakage is higher than reported
    - Bundles that are repaired
    - Manual intervention
    - At risk construction
    - Found in Flats processing



- **Ongoing Broken Bundle Reporting**
  - Continue to provide summary reporting for Bundle Breakage – Industry and Processing Operations
  - Continue to provide individual reporting based on top opportunity Bundle Breakage
  - Reporting with attributes, daily data by week
    - Job ID / CRID / Preparer Location / Start the Clock & First Scan Facilities

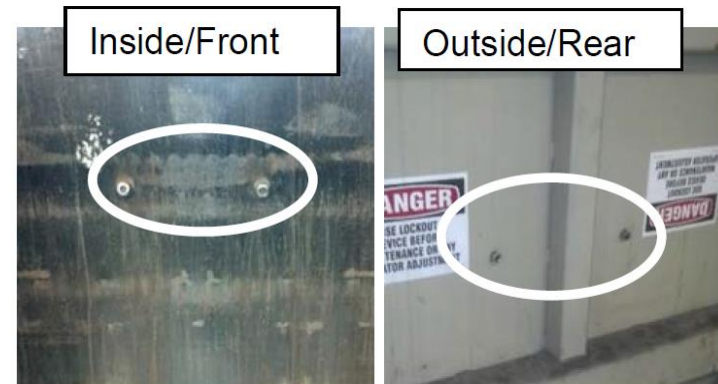
- Piloted data provisioning with added attributes
  - Breakage by Mailer by Start The Clock Facility, by First Scan Facility, by Day of the Week, related to industry average
  - Mailer ID / Mail owner CRID / Job ID
  
- Engineering projects improving bundle operations
  - New shepherds hook design that is an ~8ft long metal tube with a newly designed hook is complete, deployed, and can be ordered via Topeka.
  - Unloader Roller Bearing modification deployed
  
- APPS and APBS pallet stabilization dump-box button modifications are complete and deployed



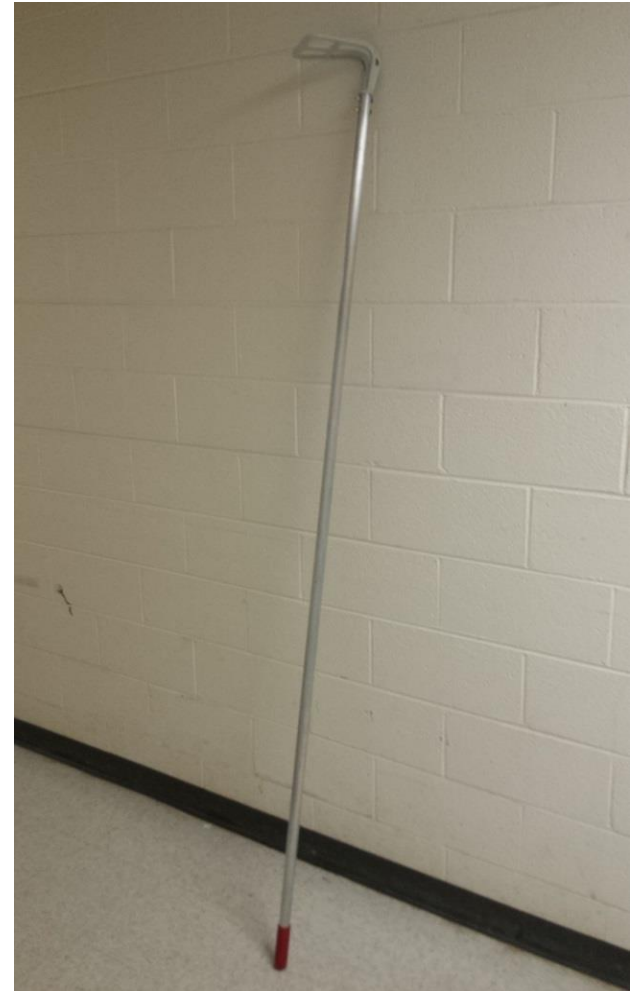
MAILING DATE	Job ID	MAIL PREPARER CRID	MAIL PREPARER (ROLLUP)	MAIL PREPARER LOCATION (ROLLUP)	MAILER CRID	MAILER	STC FACILITY	FIRST SCAN FACILITY	MAIL CLASS	BUNDLE COUNT	BROKEN BUNDLE 3 SCAN LOGIC	% BROKEN (3 SCAN LOGIC)
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	123456	MAILER 1	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	1302	711	54.6%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	584321	MAILER 2	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	1209	689	57.0%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A - OPENCITY (LOG) <OPENCITY, BB>	607890	MAILER 3	OPEN MARKET	OPEN MARKET NDC	MAIL CLASS ABC	4984	675	13.5%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	109876	MAILER 4	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	939	640	68.2%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	132435	MAILER 5	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	967	592	61.2%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	546576	MAILER 6	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	860	573	66.6%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	645342	MAILER 7	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	828	515	62.2%
6/2/2017	ABCD1234	1007007	MAIL PRP 007	PREP COMPANY A-FREELAND <FREELAND, AA>	675645	MAILER 8	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	756	506	66.9%
6/2/2017	LMNO5678	2008008	MAIL PRP 008	PREP COMPANY B-FREELAND <FREELAND, AA>	978675	MAILER 10	FREE MARKET	FREE MARKET PDC	MAIL CLASS ABC	790	496	62.8%
6/2/2017	LMNO5678	2008008	MAIL PRP 008	PREP COMPANY B - OPENCITY (LOG) <OPENCITY, BB>	978679	MAILER 11	OPEN MARKET	OPEN MARKET NDC	MAIL CLASS ABC	3248	485	14.9%
6/2/2017	LMNO5678	2008008	MAIL PRP 008	PREP COMPANY B - OPENCITY (LOG) <OPENCITY, BB>	142536	MAILER 12	OPEN MARKET	OPEN MARKET NDC	MAIL CLASS ABC	3394	481	14.2%

Data by the Week

- APPS and APBS pallet stabilization buttons within dumpers:
  - Modification of all dumpers were completed by Mid-Nov 2016
  - Buttons replaced with “plate/roller bearing” modification
  - All “raised” pallet stabilization surfaces now “flat”
  - Smooth roller bearing facilitates bundle passage



- Rake Assembly Package Unloader deployed to Modified Dumpers
- Uniform shepherds hook design
- ~8ft long metal tube
- Newly designed slightly flexible “hook”
- Available now to all dumper locations

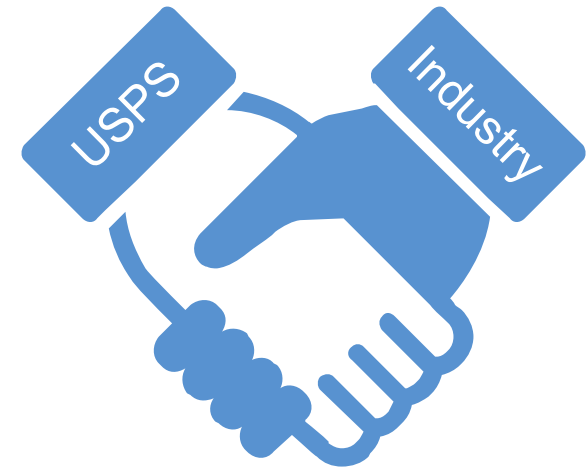


**Work Group 180**  
**Presort & Prep Optimization**  
**Work Group (PPOWG)**

## 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



## 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 resolution*
  - d. Allied Activity *resolved*
  
3. **Group 3** *in progress as a grouped item*
  - 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:

- Collected / evaluated modeling data from Industry. Jointly agreed insufficient candidate volume, and costs to Industry and in other areas outweigh savings

#### Key

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

## Draft Schedule:

**September 12** WebEx

**September 26** WebEx

**October 10** WebEx

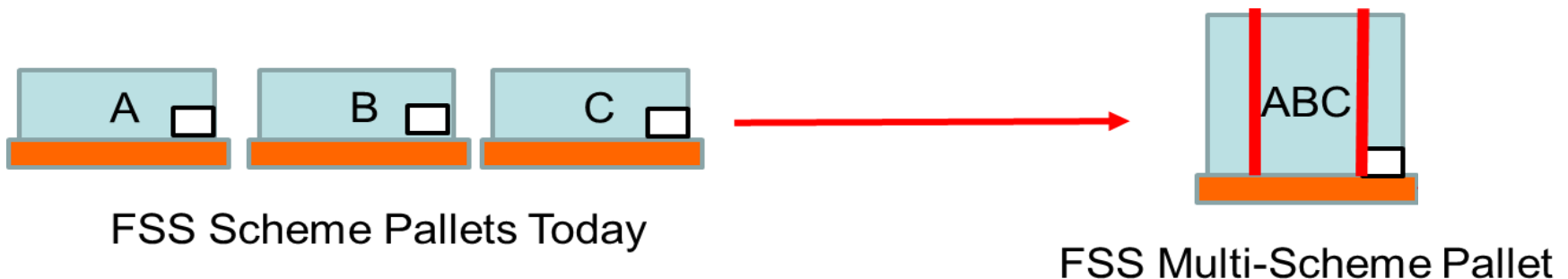
**October 24** WebEx



# **Work Group 168**

## **Multi – Scheme Pallets**

- **Timeline:** February 2015 – July 2017
- **Leaders:** Susan Pinter, Paul Mitchell
- **Issue statement:** Opportunity identified to reduce quantity of low volume scheme pallets resulting from the 250 pound minimum under FSS preparation rules. Modifications to the FSS Stand Alone Mail Prep (SAMP) are being tested which would facilitate sorting and prepping multiple schemes from a single pallet. Impacts and opportunities must be evaluated from all perspectives to ensure successful implementation.



- Eliminate the FSS pure scheme pallet
- Eliminate FSS facility pallet
  - Flats not presorted to multi-scheme would sort to SCF pallet
- Require multi-scheme pallets at 500 pounds, optional at 250 pounds
- Conduct further discussions on labeling lists for multi-scheme
  - Modify L006 or create new list for scheme bundle vs. pallet
  - Maintain current labeling list release schedule
- Investigate opportunities to combine multi-scheme and High Speed Flats Feeder (HSFF)

# Open Discussion

# MTAC Mail Prep & Entry First Class Mail Session

- **First Class Mail Session**

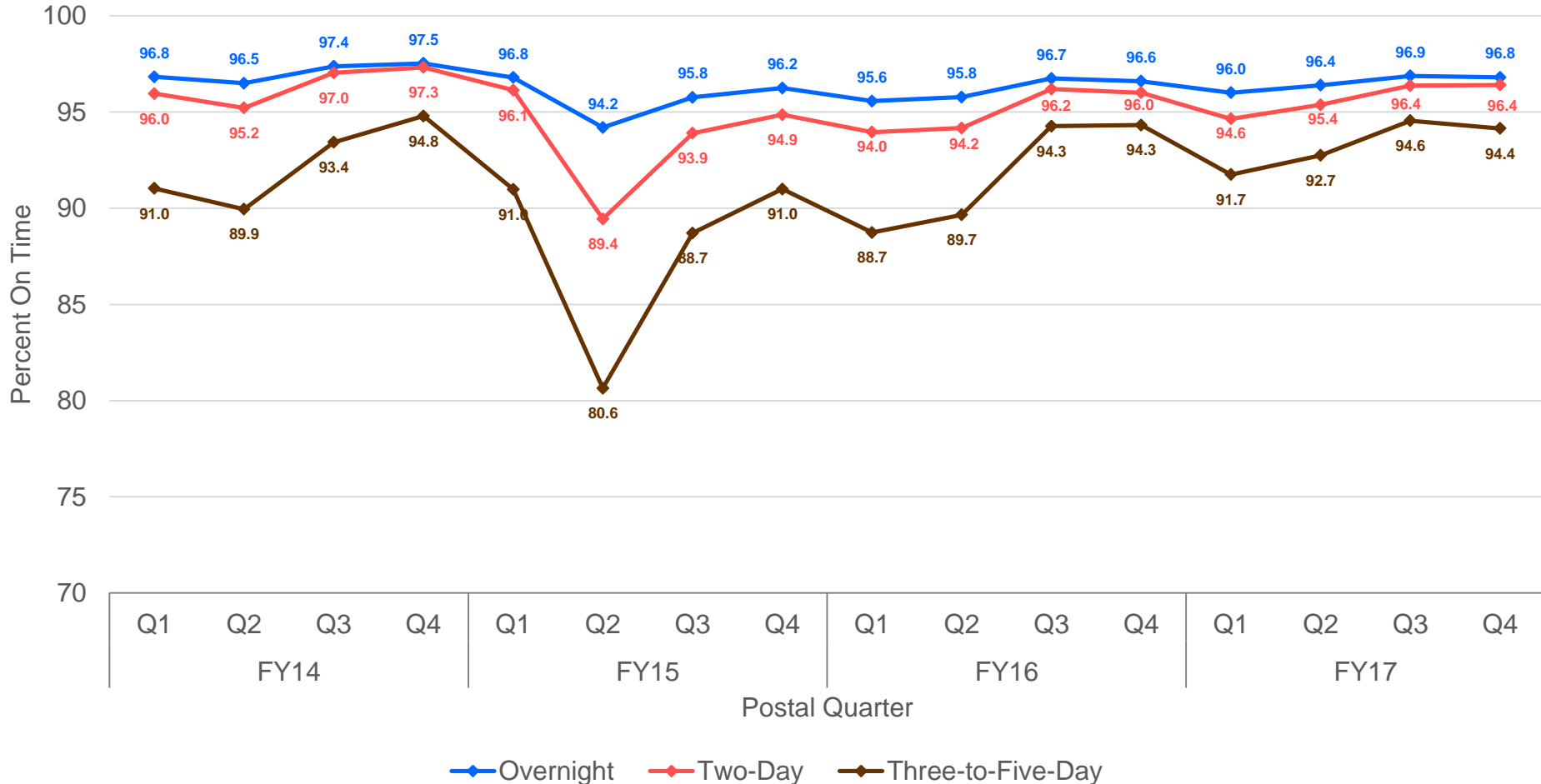
- Opening Remarks
- Service Performance
- Remittance Mail Performance Results
- CSA Update
- Open Discussion

# Opening Remarks

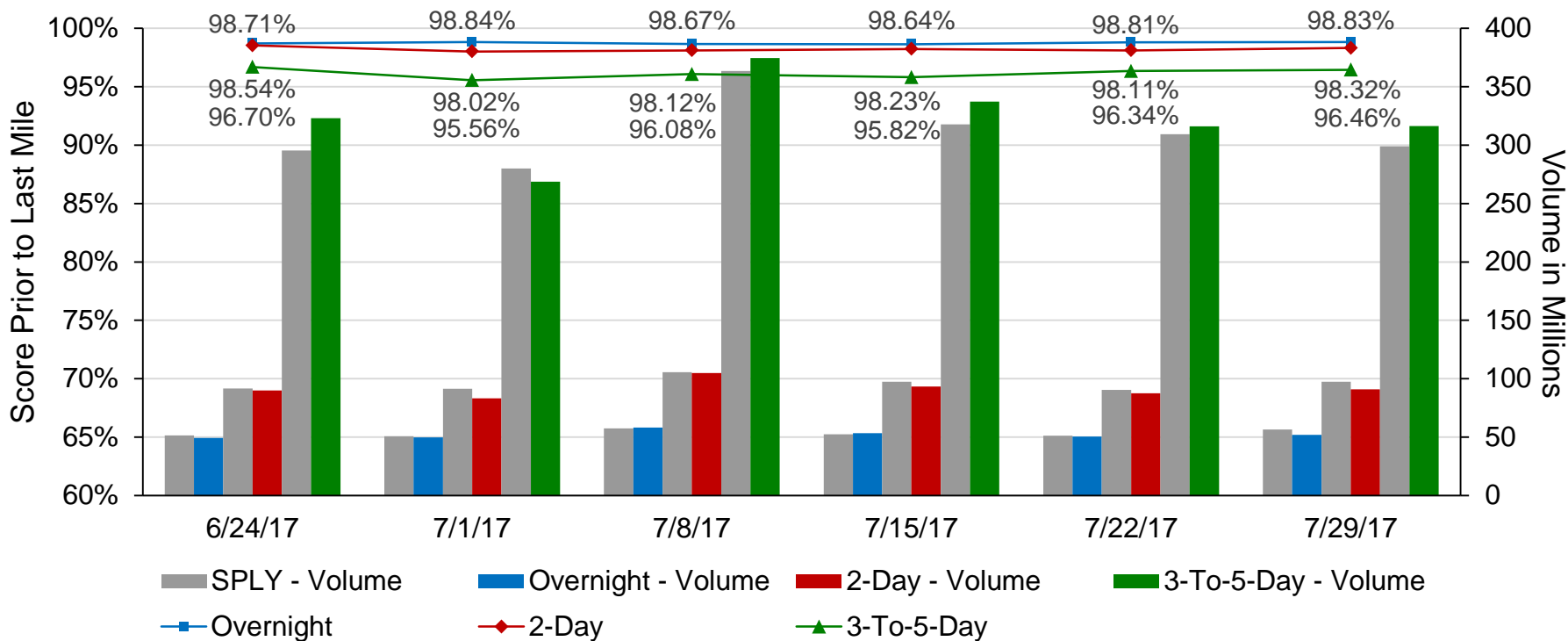
# Service Performance Update



## Commercial First-Class Mail® FY14 thru FY17 Performance By Quarter (End to End)

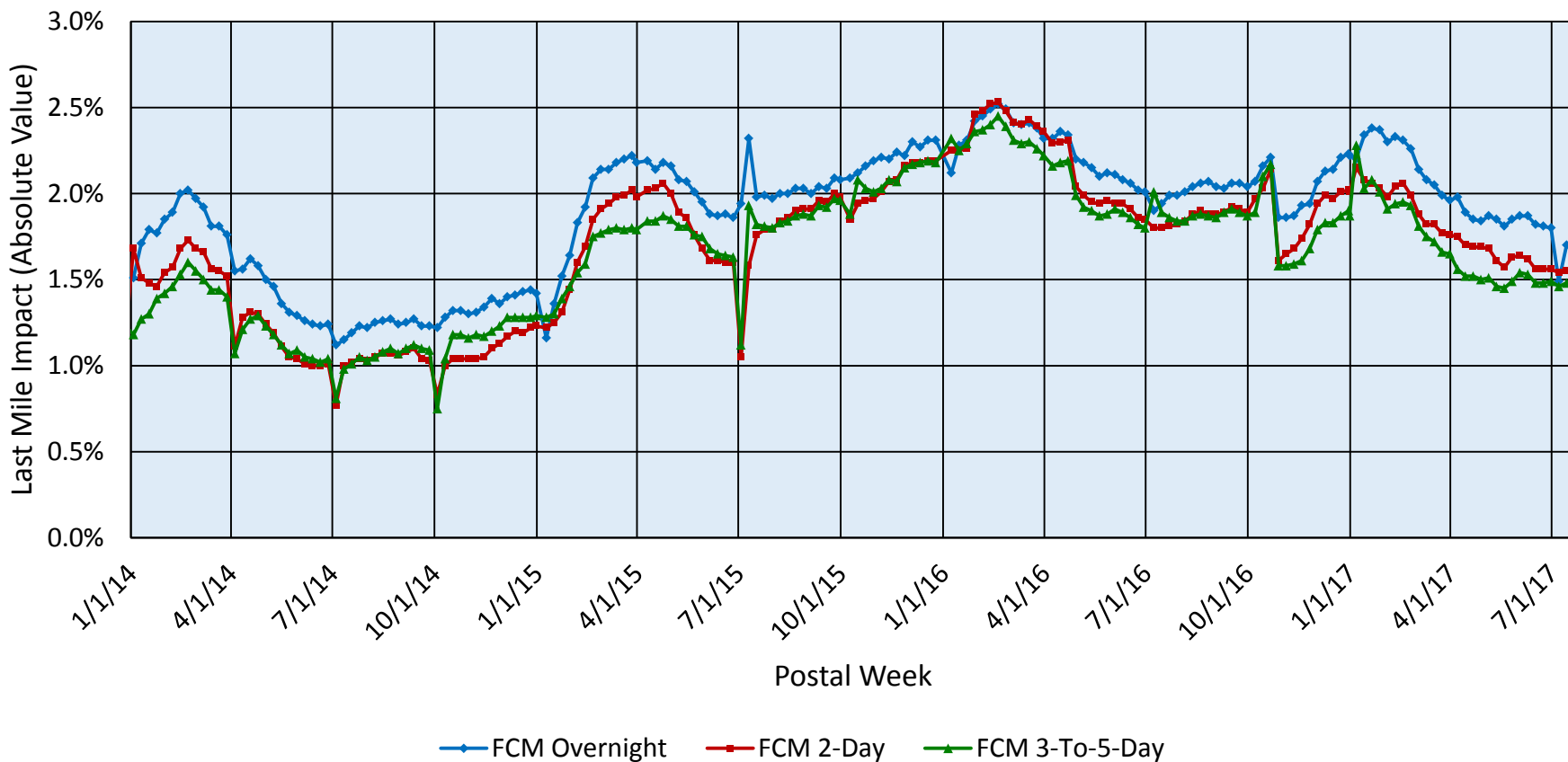


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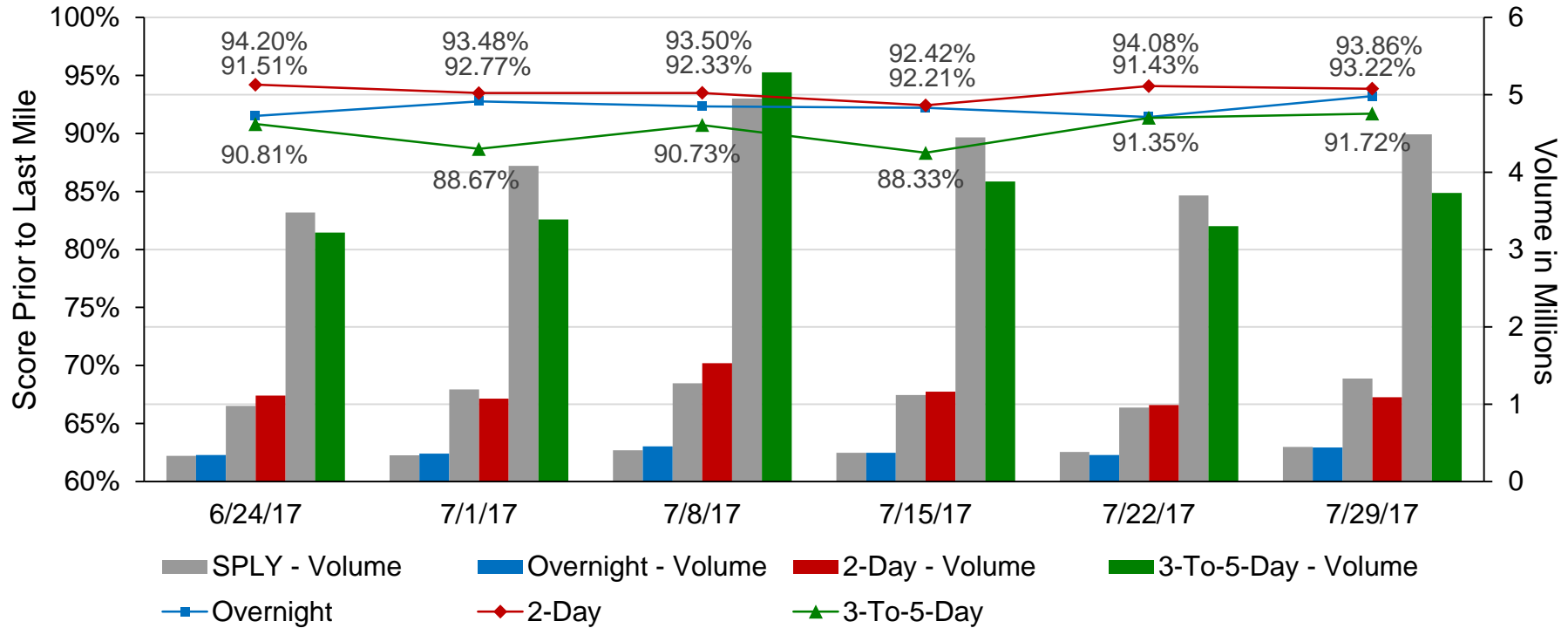


Q4TD thru 08/04/17	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	263,633,344	98.75%	-1.84%	96.91%	96.80%	279,762,450	-5.77%	96.83%	0.08%
2-Day	459,777,567	98.16%	-1.61%	96.55%	96.50%	500,881,979	-8.21%	96.27%	0.28%
3-to-5-Day	1,612,918,062	96.06%	-1.52%	94.54%	95.25%	1,620,602,803	-0.47%	94.49%	0.05%
3-Day	1,603,692,861	96.06%	-1.54%	94.52%	95.25%	1,611,199,864	-0.47%	94.48%	-0.04%
4-Day	8,849,784	98.17%	-1.34%	96.83%	95.25%	9,011,599	-1.80%	97.05%	-0.22%
5-Day	375,417	84.67%	-1.35%	83.32%	95.25%	391,340	-4.07%	66.18%	17.14%
<b>Total</b>	<b>2,336,328,973</b>			<b>95.20%</b>	<b>96.00%</b>	<b>2,401,247,232</b>	<b>-2.70%</b>	<b>95.13%</b>	<b>0.07%</b>

## Last Mile Impact Trend

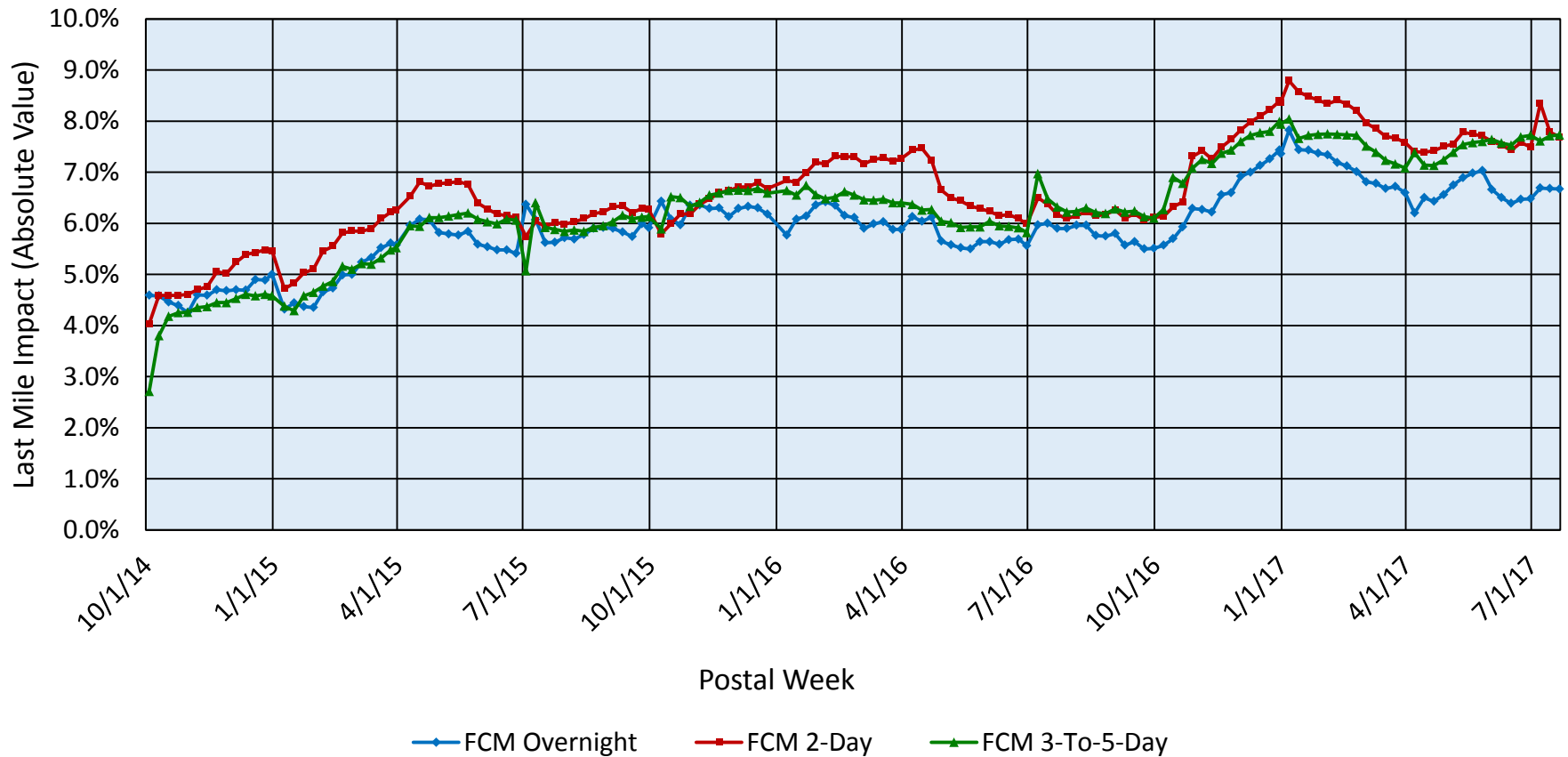


Note: Commercial mail results starting week ending 10/28/16 are based on Days Left Group (DLG) approach, whereas all prior weeks' results are based on Last Processing Operation (LPO) approach.



Q4TD thru 08/04/17	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	1,966,169	92.43%	-6.30%	86.13%	96.80%	2,012,273	-2.29%	87.75%	-1.62%
2-Day	5,833,299	93.45%	-7.54%	85.91%	96.50%	6,036,147	-3.36%	87.62%	-1.71%
3-to-5-Day	19,599,430	90.19%	-7.67%	82.52%	95.25%	22,246,874	-11.90%	84.65%	-2.13%
3-Day	19,509,979	90.17%	-7.59%	82.58%	95.25%	22,157,681	-11.95%	84.63%	-2.05%
4-Day	86,931	94.73%	-25.20%	69.53%	95.25%	86,798	0.15%	90.15%	-20.62%
5-Day	2,520	98.02%	-37.99%	60.03%	95.25%	2,395	5.22%	74.25%	-14.22%
<b>Total</b>	<b>27,398,898</b>			<b>83.50%</b>	<b>96.00%</b>	<b>30,295,294</b>	<b>-9.56%</b>	<b>85.45%</b>	<b>-1.95%</b>

## Last Mile Impact Trend



Note: Commercial mail results starting week ending 10/28/16 are based on Days Left Group (DLG) approach, whereas all prior weeks' results are based on Last Processing Operation (LPO) approach.

# **Remittance Mail Performance Results**

1. April 2017-01 Spring Phoenix Hecht Remittance Survey Results
  - Survey was 04/24/2017 – 05/01/2017
  - Best Overall Site – **Boston P&DC**; Most Improved Site – **Santa Clarita P&DC**
  - 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. Caller Service Visibility
  - 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
  
3. Continue Emphasis >> Caller Handoff
  - Communicate Handoff data with USPS processing sites
  - Site/Customer Meetings
  - Utilize Mail Availability tool
  - Align Courier Pickup Times with USPS Availability

# **Customer/Supplier Agreements (CSA) Update**



1. Process of validating CSAs
2. Changing the approval structure

## Next Steps

### Current approvers:

1. Mailer
2. District Manager
3. P&DC Manager
4. Area Manager, Dist. Network Ops
5. Area Manager, In-Plant Support
6. HQ Manager, Processing Ops
7. HQ Manager, Network Ops

### Proposed approvers:

1. Mailer
2. District Manager
3. Area Manager, Operations
4. HQ Manager, Processing Ops

# Open Discussion