MTAC

Kristin Seaver
USPS Chief Information Officer,
Executive Vice President

December 5, 2017

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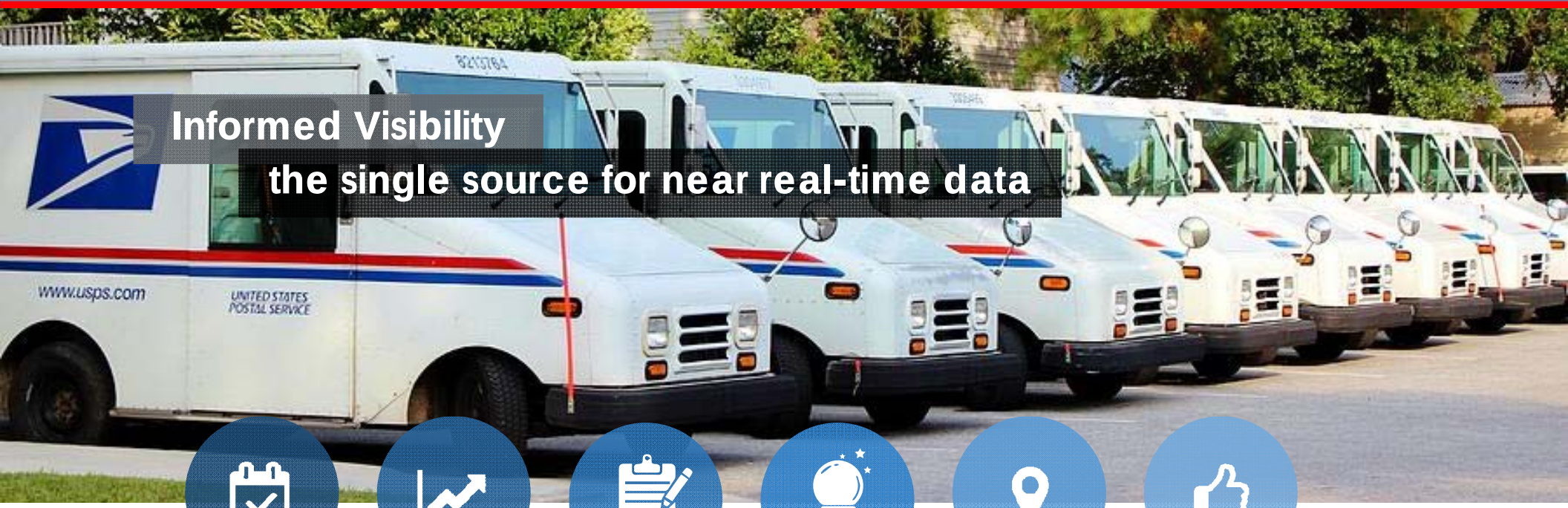

Informed Visibility

the single source for near real-time data

- Event-Driven Internal Measurement of Mail
- Near Real-Time Service Performance Diagnostics
- Mail Inventory Management of Mail and Packages
- Predictive Workloads on Mail and Packages
- End-to-End Tracking of Mail
- Ease of Use

Near real-time enterprise system that is the single source of all mail visibility information, leveraging data to provide business intelligence for USPS and the Mailing Industry.

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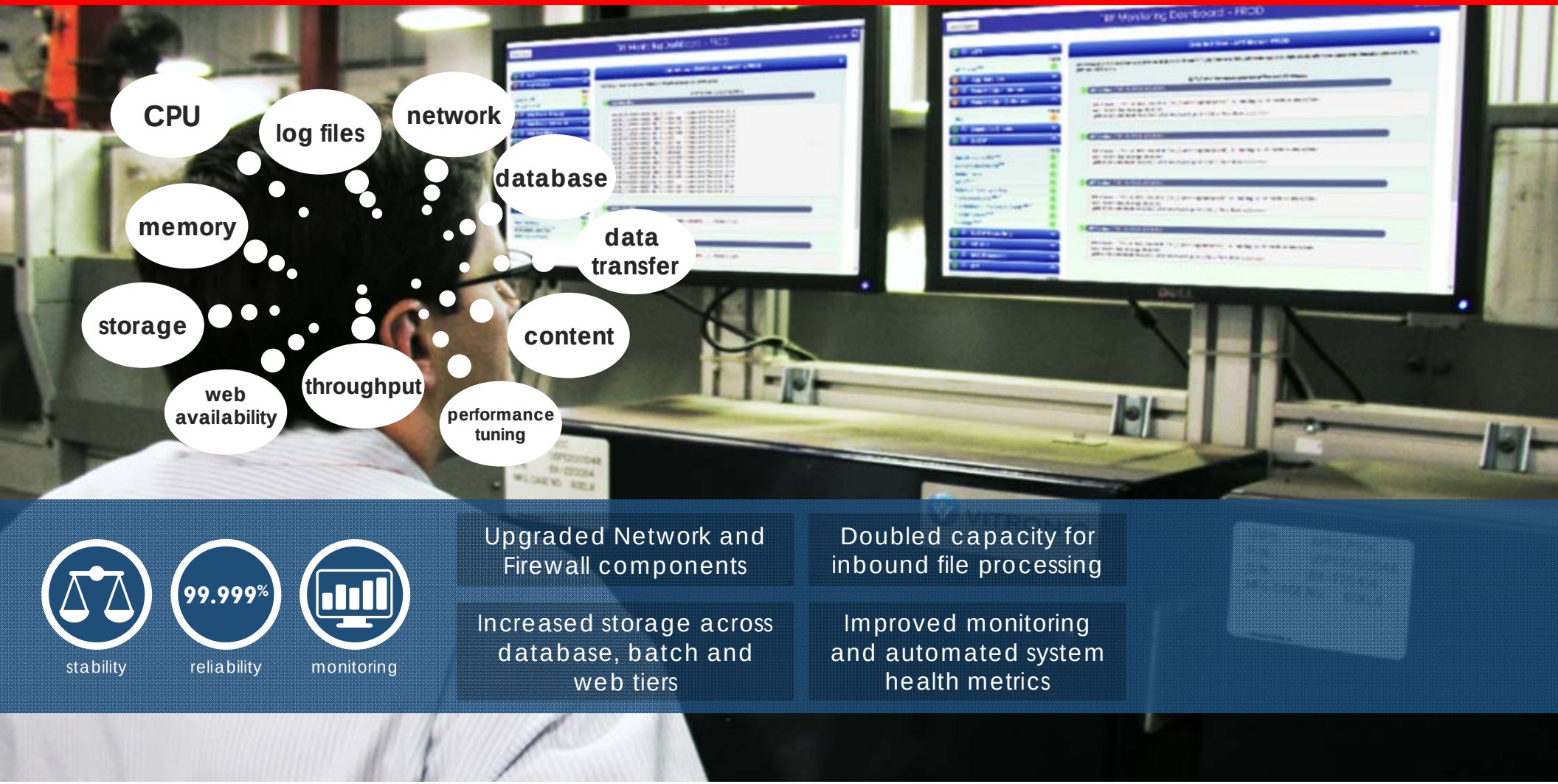
System Stability, Reliability and Monitoring



stability

99.999%
reliability

monitoring

Upgraded Network and Firewall components

Doubled capacity for inbound file processing

Increased storage across database, batch and web tiers

Improved monitoring and automated system health metrics

Puerto Rico USPS Restoration of Services

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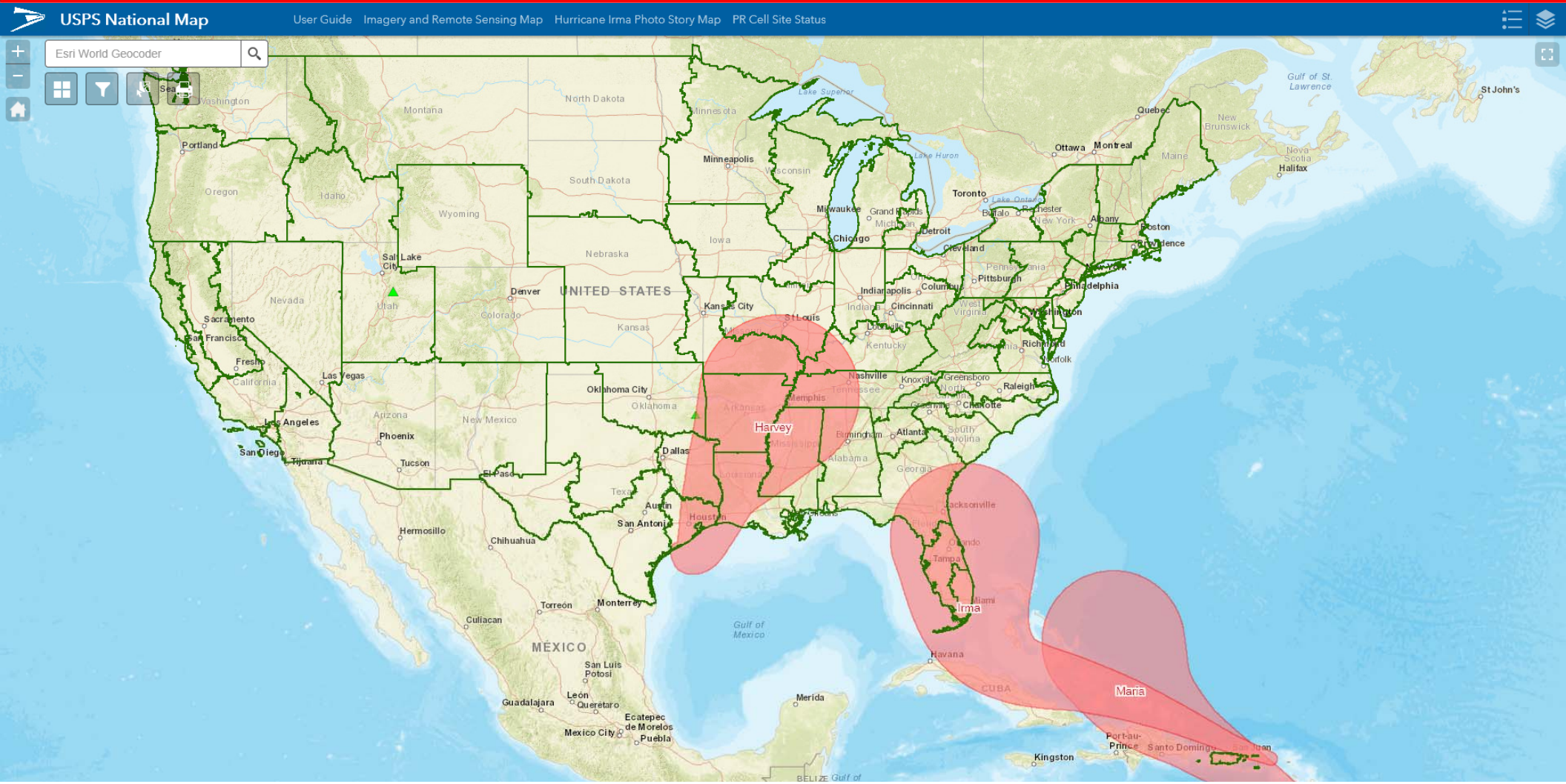
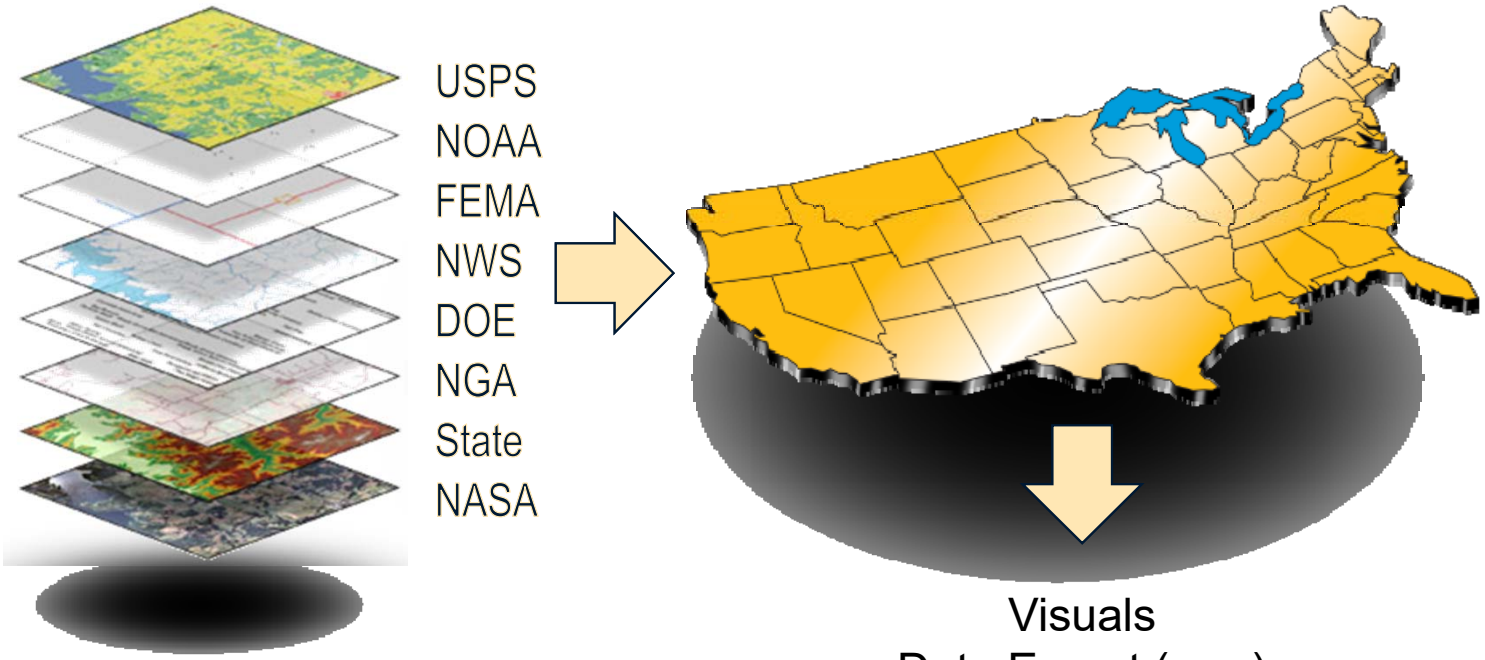
Hurricane/Storm Response



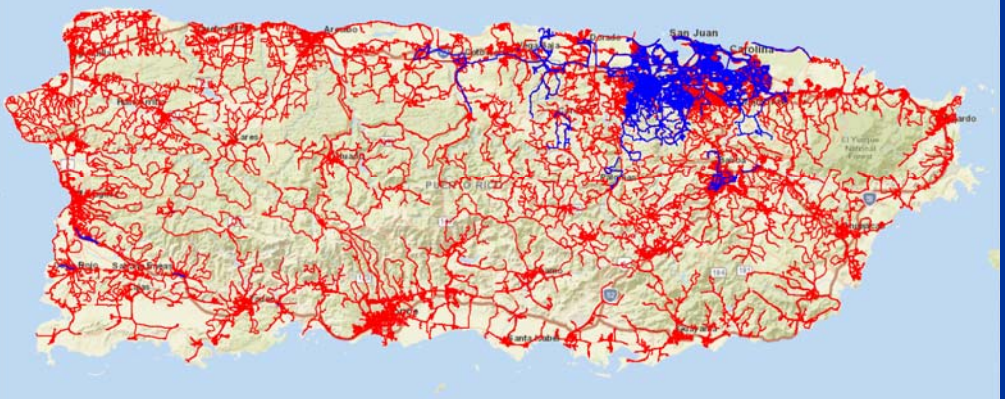
USPS National Map



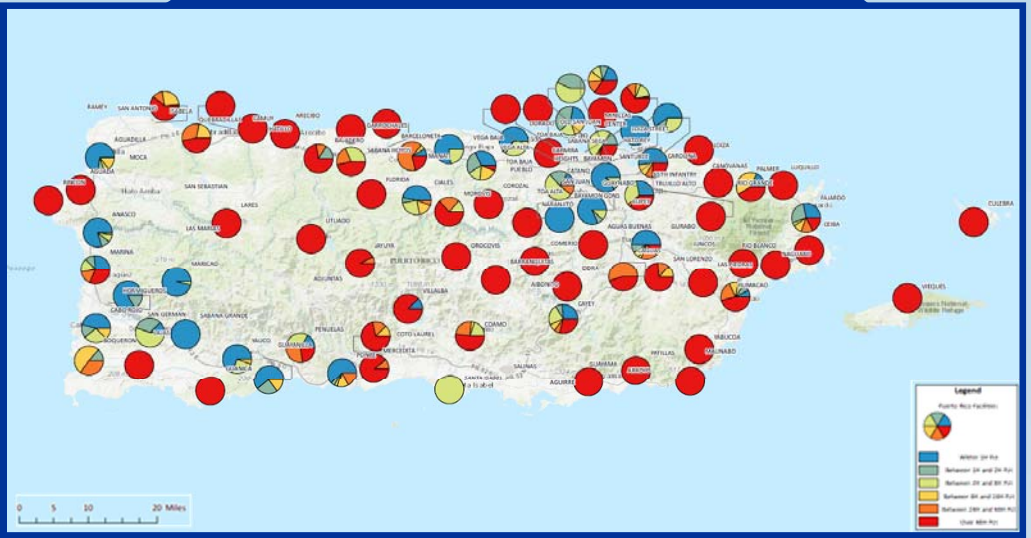
Puerto Rico USPS Restoration of Services

Delivery Restoration

October 2, 2017

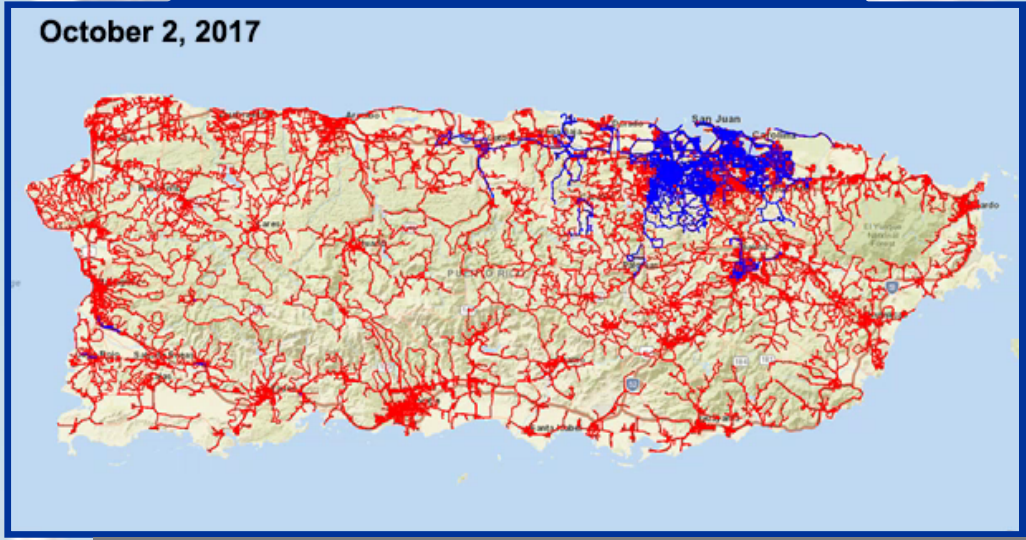


Post Office Connectivity Restoration

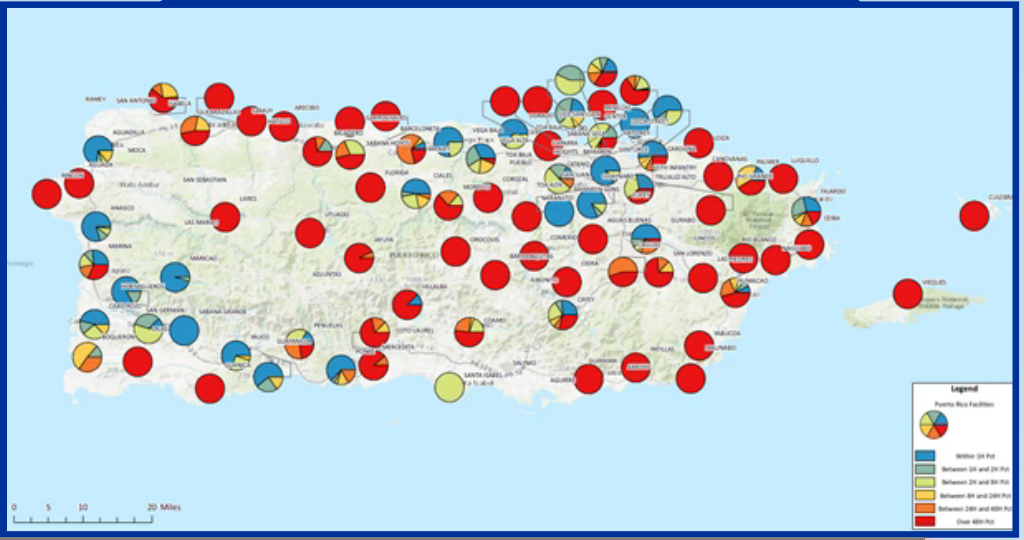


Puerto Rico USPS Restoration of Services

Delivery Restoration



Post Office Connectivity Restoration

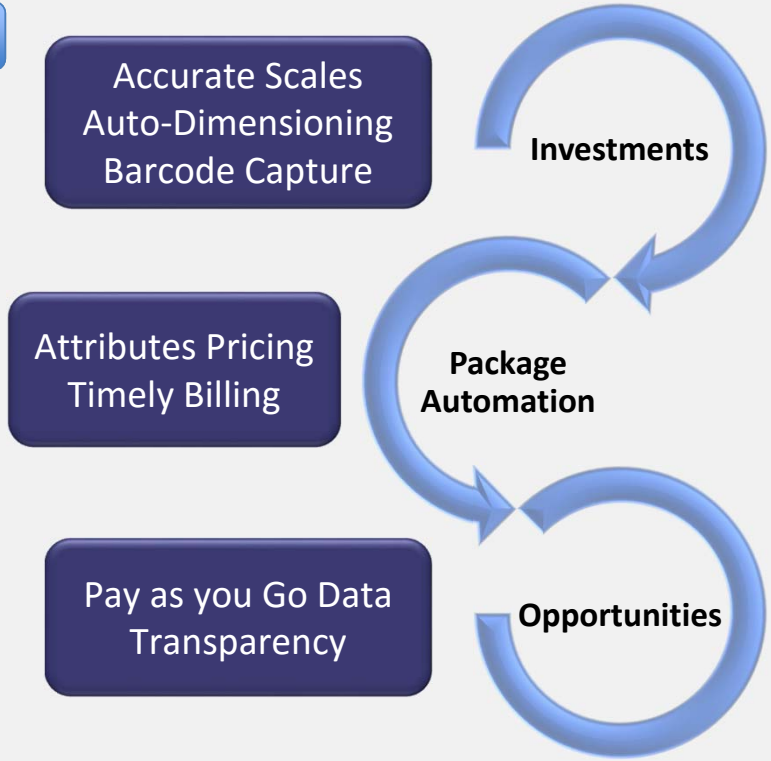


Automated Package Verification (APV)

Deployed for PC Postage August 2017

Future Value Adds:

- Simplified Shipping Experience
- Automated Billing
- Automated Returns
- Pay as you go
- Manifest Improvements
- Eliminate delivery delays associated with postage due



Package Platform

Pilot Automated Invoicing for Returns in March 2018

Resilient | Service Oriented | Highly Available | Stable

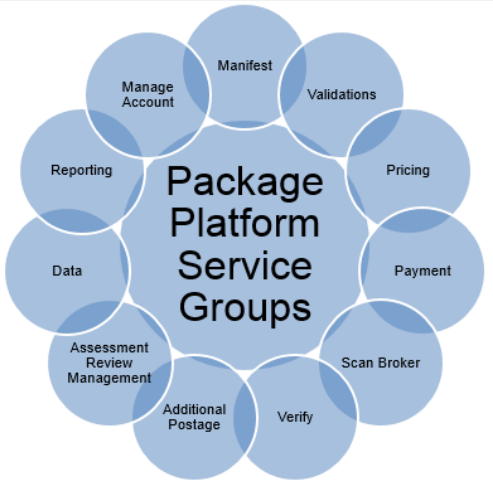
Business Needs/Issues	Solutions	Services

Package Mailers

- Performance concerns around ingest and feedback
- Verification and reconciliation challenges for Packages
- Reports are not configurable, actionable, or detailed
- System performance

Package Mailers

- Create new package platform
  - Timely manifest ingest and feedback
  - Leverage scan architecture and analytical reporting
  - Payment: Flexible, Self-Service
  - Reports/Data: Timely & Actionable
- Create resilient platform on modern architecture



Payment Modernization

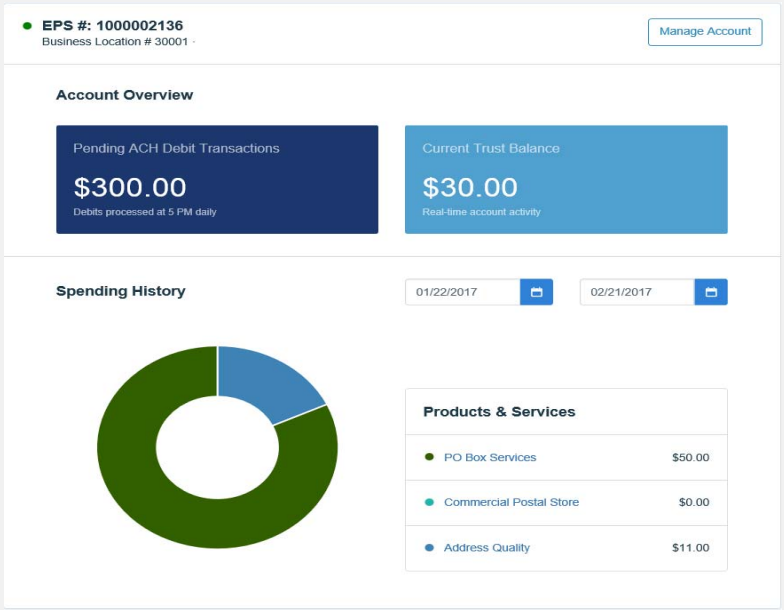
Pilot Testing *PostalOne!* Transactions

Centralized Reporting

Improved Security

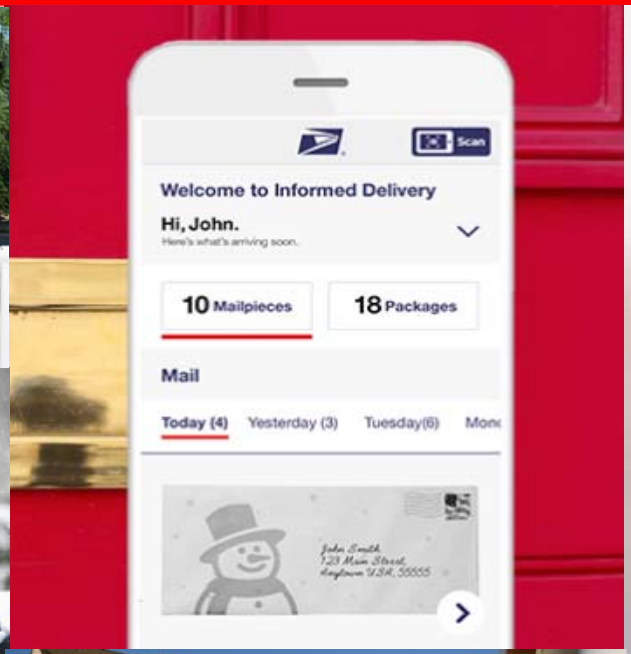
Self-Service

Single Account



PO Boxes & Caller Services | **Address Correction Services** | **PostalOne!** | **Bulk Stamps** | **PC Postage**

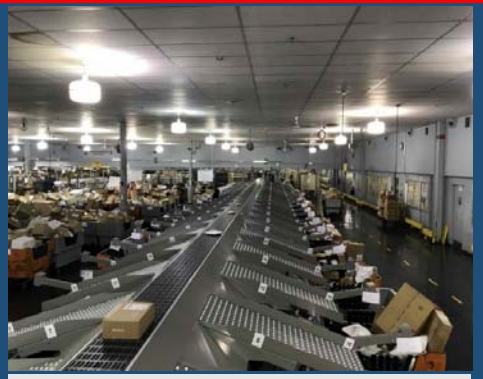
Peak Season Readiness



Peak Season Readiness

Expanded System Monitoring and Response

High Throughput Package Sorter



Automated Delivery Unit Sorter

Small Package Sorting System

75.2 Billion Scan Events Expected

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Questions

Thank you for your business

Thank you for your partnership