

MTAC 143 – General Session Meeting Notes for 7/21/2011

- Reviewed the IDEAlliance paper.
- Group reviewed USPS, mailer, and RBV SA benefits generated from previous projects and workgroups.
- Mailers want to know what are the goals of MTAC 143. Currently, everything communicated to the group about SA model is vague.
- Mailers want to know – what are the monetary savings moving into a SA bssn model.
- Mailers are worried SA will cost them \$5 for every \$1 worth of savings.
- What are the USPS SA goals and cost savings?
 - USPS wanted to work with mailers to define the SA bssn model.
 - It seems the group wants USPS to present a conceptual model to the mailers to see if they agree to it.
- Mailers ask how are we going to define the MTAC 143 objectives and goals. Joe Bailey thought the purpose of the SA roadmap team was to define the business needs and associated value propositions. The SA POC subgroup was to measeUSPS allow more continuous mailing, remove gate keeper, standardize process -> more automated process -> remove BME clerks individual options -> trending model.
- Mailers would like to see mailpc images that have mail quality issues -> how will USPS incorporate the images into your process -> most costly capability for the USPS. Burden of proof can't be all on the mailer.
 - SA model moves from single point (acceptance clerk) monitoring mail quality to a network of points monitoring mail quality. Mailers want to know - how will all the data/images be aggregated to determine assessments and reporting.
 - USPS engineering is correctly moving forward with image capturing capabilities.
 - Need to define
 - Prior MTAC group said there might be privacy issues. We'll need to address those issues
- Mailers are confused about the concept.
- USPS prematurely presented a SA POC that describes USPS conceptual model. Don't take it as a set SA bssn model. USPS SA bssn model is produce mail, eDoc, and epstg for the mail being inducted. For example mail produced in multi-locations but payment/edoc produced at one site -> pstg/edoc is sent to USPS prior to induction to give USPS time to process data. Pstg automatically deducted – auto finalized. Mail inducted into USPS EP fac. Perform minimal verifs mail using the handheld scanners. Mail moved into processing -> collect data from MPE -> analyze SV and MPE data -> relay data back into reporting process -> highlight issues found in the mailing and trending mail quality over time.
- The DMM has a lot of different mail preps -> where does someone look at the mail in the SA process to determine mail was prepared correctly.
- USPS believes we can use some MPE capabilities to make some assumptions about the mail to determine some degree of mail quality with comparison made back to the eDoc. USPS has determined all the business rules. It was not USPS intentions to have clerks manually inspect/verify the mail to see if you had 150 pc for a specific 5 digit presort. USPS doesn't want to bring traditional verif methods -> USPS wants to

use new ways to determine the mail properly prepared and paid for at a level of confidence.

- SA model is removing the current single point of verification – and distributing across multiple locations -> subjecting the mail to multiple interpretations of the mail.
- SA needs to start at the front-end to examine the current DM-109 to identify the value-added verifications and eliminate wasteful verifications.
- Mailer seem to be concerned about the assessments of verification errors. Simple model -> assume there's a cost savings when mailers convert over to SA model. USPS will save X. Allow mail preparer to earn credits of $Y = X/2$ if mail goes through the process find. As mail goes thru the mailstream after a period of time – mailers/USPS settles. Depending of amount of good and bad mail – MP either earns credit or gets debated.
- A mailer suggested we should develop the capabilities of SA. Then run SA model in parallel with the current verification process. Once we have tested that SA model works then we can remove the DMU clerks. This transition would remove fears of mailers being assessed big assessment fees.
- USPS won't deploy the SA model and remove DMU clerks without fully testing the system.
- We need to throw the current process away – need develop the new process and identify the benefits.
- 1st we need to prove the concept and identify the savings to report/validate the savings.
- The SA project scope should be redefined. It seems like the scope is bigger than the current project charter goals. What's the value? What's the overall concepts? It's not just shutting down DMUs and associated savings.
- Shutting down DMUs might save the USPS money. But how does the industry recover their investments and mitigate their risks? How does the USPS recover their investments
- How much bad mail do acceptance clerks prevent going into the mail stream?
- Perhaps we walk to through a couple of scenarios to see how we can use IMb, eDoc, and MPEs to scan mail -> develop metrics -> determine mail quality -> walk through what the vision looks like -> then discuss cost savings.
- Maybe the MTAC 143 leadership group needs to go back to the executive sponsor – pilot of current capabilities – then figure out value propositions.
- Maybe time to get off the cow path -> make investments in technology – that make all processes better. Time mailer makes investments in a solution to handle all the different instances of mail prep -> the mail is going to be gone. If we're going to make investments – we should make investments in things that improve the supply-chain.
- The group should initiate a brainstorming session that addresses/identifies all different possibilities and savings. Identify the business needs/capabilities that provide big value at low costs -> then assign these tasks to subgroups.