

MTAC 143 Face-To-Face Meeting Notes From 2/16/2012

- At the face-to-face meeting Garrett presented the SA project plan. Below is a high-level summary of the project plan.
 - Seamless Acceptance Proof of Concept
 - POC Site Visits: Lean Six Sigma VSM in DMUs for Large Mailers
 - Report Generation & Reviews
 - Finalize Undocumented Reporting
 - Mail Quality Thresholds
 - Parallel Run
 - Sampling at Induction
 - Visit sites: Harrisburg, Hamburg, Madison and Milwaukee to identify sampling at induction business processes, technology, and resources.
 - Define sampling at induction pilot
 - Update VSMS with sampling process to define end-state
 - Engineering Proof of Concept
 - Currently BMA is working with USPS engineering to determine a handling units presort level, mailiece readability, and how to capture/evaluate tray scans
 - Next steps – determine how to perform payment method/weight verifications and capture mailpiece images
- When discussing sampling at induction – Bob Galaher raised the question “What do you mean performing verifications to determine if a piece is paid for?”
 - USPS responded – the pc bc is readable, mail was entered at correct location, and mailer paid pstg for pc on manifest.
- Focus Track
 - Jim Cochran service performance/visibility project currently rejects 60% of the data collected used for service performance measurements. Most of the reasons due to eDoc.
 - Bob Galaher suggest to the workgroup leadership – we should work with Jim Cochran to identify the root-cause of the problems where eDoc data can't be used for service performance measurements, create verifications to detect those problems, and incorporate them into the SA model. (Mail Data Quality (MDQ)).
- Members asked how will Non-FS mailings produced at an active SA mailer's site be accepted, verified, and pstg collected in the Streamline Acceptance business model?

- Members want the workgroup to document issues that will never qualify a mailing for FS.
- Members want to know if a mailer produces FS mailings – will the USPS eliminate the manifest mailing process i.e. keyline, mailpc weight, etc?
- How does USPS plan to get small mailers into eDoc?
 - Current task teams are only focused on developing software. No marketing/communications campaigns.
 - Need to create a task team to develop strategies, marketing, and communication campaigns to get small mailers to use eDoc.
- USPS sees creating the following mail quality threshold categories:
 - Container scan rate
 - Pc scan rate
 - Entry errors
 - Nesting errors
 - Pc wgt errors
 - Pstg payment method errors
- USPS realizes the SA verification activities can't interfere with service performance. Maybe the SA verifications need to be performed closer to the processing machines.
- When USPS is determining the verifications and the business processes to perform those verifications – USPS should not perform verifications, design business processes, and develop supporting IT infrastructure based on the old 25 year old verification process.
- The members want MTAC 143 or a new workgroup focus on the low hanging fruit (quick/low cost improvements to see savings now).
- Members want to know how USPS is going to verify pc weight?
 - USPS should look at PostalOne! data to see how many instances by mail class/shape and weight quartiles where the clerk has changed the mailer's pc wgt.
- Currently the SA PoC team is reviewing reports with pilot mailers. USPS sees value in this exercise because mailers tell USPS what's useful, non-valuable, or areas that need change.
- Members want USPS to validate the eInduction process for non-SV sites where mailers will need to print the 8017/8125 shipment manifest.
- The workgroup decided to create two task teams: "Postage Auto-Finalization" and "Undocumented Containers"
 - Postage Auto-Finalization – Rose Flanagan will help co-chair this task team.
 - Need to include – identifying PostalOne!'s root causes for pstg miscalculations.

- Should we use dates to trigger payment in eDoc because of the variability in transportation?
- Undocumented Containers
 - Steve Krejcik will help co-chair this task team.
- Leadership needs to create a problem statement for each task team.
- Members would like to have a copy of the SA project plan.
 - Members would like for USPS to have less aggressive dates.