

Communications Processes for Updating Customers During Crisis Events MTAC Workgroup #155

Originators: Maura Robinson – VP, Consumer & Industry Affairs and David Williams – VP, Network Operations

Industry Lead: Lisa Wurman, Quadgraphics

USPS Lead: Dale Kennedy, Business Customer Service & Support

Meeting Notes #6

April 12, 2013

Present:

Dale Kennedy, Katedra Nixon, Lisa Wurman, Bonita Brown, Cheryl Hardy, Barbara Bolwell, Christian Rivera, David West, Erv Drewek, Frank Whaley, Jared Adkins, John Sexton, Kim Waltz, Kurt Ruppel, Maureen Marion, Michael Swigart, Paul Davis, Paul Giampolo, Prathmesh Shah, Rose Flanagan, Sharon Harrison, Tim Kilcoyne, Todd Haycock, Valerie Styles, Vernon Rhames

Next meeting:

April 19, 2013 at 1:00 p.m., Webinar

Meetings will be held weekly on Friday afternoons. The schedule will be adjusted as needed. If all documents are accepted at the 4/19/13 meeting session, we will close out the workgroup. If the test version of the webpage is not available, we will extend the workgroup for further review.

I. Agenda

- Remittance Mail Contingency Plan presentation by Prathmesh Shah
- Review of the Mail Service Update mock-up.
- Next Steps

II. Discussion

- Remittance Mail Contingency Plan (Destinating centers): A presentation and walk-through of the current “manual method” of the contingency plan was presented.
 - All sites have a 2-3 plant deep back-up plan. Each site provides their level 1 and level 2 offload facilities. Level 1 represents those locations that are a short distance away, and have the capabilities of processing the mail.
 - Each contingency site is required to list the contact information for the site (the person that’s actually making decisions on the floor), along with the address and phone number.
 - When the contingency plan is activated, the first action would be to use the level 1 site. If the level 1 site is down, the mail would be redirected to the level 2 site.
 - We are in the testing phase of an automated process that would be managed from headquarters; where a sort plan can be turned on at another site, and containers/mail can be automatically programmed to go to the alternate location, without manual movement. The containers/mail would be redirected by designated barcode.
 - Q/A:
 - Question: Would the automated process be accomplished down to a P.O. Box?
Answer: No it would not.

- Question: If a facility is closed, how fast could the mailer expect that the mail would be redirected?
Answer: The target is not more than 48 hours.
 - Question: Is this standing document for the 45 remittance sites duplicated for any site?
Answer: Yes. The same kind of process is already in place at all of our sites. This is part of what Pratt monitors on an ongoing basis.
- Mail Service Update Webpage Mock-up Review:
 - Green bar: This will display current hot topic items.
 - Top Box: This section will contain static messaging for crisis events
 - Commercial Tab: This is where commercial mailers and government agencies would look for impacts to delivery of their product.
 - Residential Customer Tab: Residential customers would look under this section for specific details for their Post Office, city, 5-digit ZIP, and/or alternate locations of where they may receive their SSI checks. Government agencies can use this tab to review changes for their constituents.
 - The plan is to have the new design completed before May 1st, with the target date in the week of April 15th. A design will be completed, and a staging link will be provided for review by the workgroup.
 - The list of impacted ZIP codes will be added to the affected sites.
 - Communication
 - During a crises event, notifications will be posted/sent twice a day; by noon and by 5:00 p.m.
 - Email notifications will resume from the Mail Service Update email account. An email will be sent when there are changes to the information posted. The link to request to be added to the list will be placed by on the MSU webpage. Anyone wishing to be added or removed may send an email directly to MailServiceUpdate@usps.gov.
 - Q/A:
 - Question: Under “Delivery Unit Not Accepting” drop shipment, does this mean that they can’t deliver mail?
Answer: No it does not. It means that the particular unit on the list is not accepting drop shipments at that time. They may still be delivering to from that site, or may be delivering out of another unit
 - Question: Will Remittance Mail information be posted on the webpage in the future? If so, where will it be posted?
Answer: This language is included in the messaging whenever there is a crises event.

III. Parking Lot

- Notification process for trucks that have already been dispatched from the mailer, and are in route to a Postal site that may be impacted. Possible options are:
 - For customers that haven’t dispatched their trucks, and have dispatches scheduled for future delivery, use the FAST system to post updates.
 - For trucks that have already dispatched, Plant Manager sends information to the BSN representative, and the BSN representative notifies the mailer.
 - We are still researching ways to have the plants contact the mailers directly, in the event that a truck needs to be redirected.

IV. Action Items for Next Meeting & Beyond

- Complete, distribute and review draft "Report Out" document
- Complete, distribute and review new MSU webpage via the staging link
- Follow-up with the Operations and FAST group on the possible options for the notification process