

**Mailer Technology Advisory Council (MTAC)  
Meeting Report  
08/07/2013 12:30 PM -1:30 PM**

**USER GROUP 4 (UG4) SESSION**

**AGENDA**

1. Bundle Scanning Pilot
2. Reply Mail Subgroup Update (Steve Monteith/Paula Stoskopf)
3. Update on educational/outreach opportunities (Ellie Alexander)
4. Updates on Issues and Action Items (20 minutes)
  - a. Review Action Item Log – All
  - b. Review Issues Log – All
5. Identify other issues for Group to follow
6. Next meeting Date & Time: August 21, 2013; 12:30 pm to 1:30 pm
7. Any Other Business

**DISCUSSION POINTS**

The purpose of this meeting is to provide an ongoing forum to facilitate communications between the Postal Service and users, define and review improvements in process/production functionality and address and resolve issues.

**Bundle Scanning Pilot**

- Robert Raines from USPS presented an overview of the Bundle Scanning Pilot. Pilot is being conducted at four sites – two in Maryland and two in northern Virginia. The goal is to get Stop-The-Clock (STC) scans for pieces that do not get run individually on MPE. The pilot will collect data that will be used to evaluate the impact, if any, on service of the manual bundle scanning. Also trying to determine the cost in terms of workhours. Carriers were receiving 8/9 bundles that were taking about 8 seconds each to scan – so the cost/impact to Delivery Operations nationally could be significant. Robert may have more data to share in 6-8 weeks.
- Lisa Bowes and Phil Thompson reiterated their past comments that USPS articles seem to be overstating the availability of Bundle Scanning which is creating confusion with their customers. There needs to be clarification that for the most part bundle visibility/scans are only from scans on MPE. Lisa will provide links to several of the articles that she is referring too.

**Overview of Initial (8/6) BRM Subgroup Meeting**

- The initial meeting of the BRM subgroup was held on 8/6. The following topics were covered:
  1. Using ID Tag to count mail
  2. How to count non-unique reply mail
  3. Develop a streamlined reply process (shared resource center)
  4. Does USPS have a stance on Full-Service uniqueness for BRM/CRM
  5. Review of Pritha's project
  6. Next meeting is 8/27, but likely will reschedule during MTAC week

**Low Scan Rates On Originating BRM**

- Lisa Bowes reported that some of her customers are seeing abnormally low origin scan rates on BRM on some days followed by abnormally large volume on the following day. Lisa will provide data to USPS.
- Judy indicated that TrackMyMail was also seeing low scan rates, but not necessarily seeing the bounce-back

on the following day. She will begin keeping a closer eye on the data to see if they are seeing the same fluctuations.

**Educational Opportunities**

- Ellie Alexander provided an overview of her plan for the webinar to promote the value of Mail Visibility (MV) and Informed Visibility (IV).
  - Planning on having a panel of industry representatives conduct a 30-minute webinar facilitated by a moderator that can be recorded and shared via PCC events.
  - Webinar Topics:
    - INTRO
      - Start with a short overview of the IMb and Full-Service program requirements
      - Explanation of MIDs and CRIDs
      - Need to explain how going to Full-Service enables or unlocks mail visibility data
    - CASE STUDIES
      - Testimonials on how you have used the mail visibility data
      - Need to include real case studies (even if they are shared anonymously)
      - Review of the importance of the accuracy of nesting information
      - Benefits seen as a result of migration
      - Best Practices / Lessons Learned
  - Ellie has received several emails from people volunteering to participate
  - Looking to have the presentation ready for October

**Non-SV and Non-Automation Site Lists**

- Lisa Bowes reported that the list of non-Surface Visibility (SV) locations being reported on RIBBS is not accurate. Customers want to know where and why they are not getting scans everywhere. Lisa also mentioned that the list of sites that do not have automation is not up to date. This needs to be updated on the IMb Tracing website

**Other Business**

- Himesh asked the group whether they wanted to meet in-person during MTAC week. The group decided that the calendar was already quite full and would have the next meeting on 8/21 as planned.

**Updates on Issues and Action Items**

- Refer to Issues Log and Action Items Logs for more information.