



# MTAC

## Mail Prep & Entry Focus Group

### First-Class Track

August 15, 2012

- **First-Class Track**
  - Deliverables from Last Meeting
  - Remittance Mail Service Performance
  - Political & Election Mail Update
  - MTEOR Rollout Process
  - Open Discussion

- Deliverables from Last Meeting
  - BSN eService Network Rationalization Customer Channel
  - Mail Prep & Entry Steering Committee Update
  - Network Rationalization Update
  - Service Standard Maps



**Deliverable from Last Meeting:**

**Network Rationalization  
Customer Issue Tracking**

## CustomerFirst! System

### ▪ Function

- Collection point for customer issues
- Issues tracked as Service Requests (SR)
- SRs handled as open tickets that need resolution in order to be closed

### ▪ Current Users

- BSN employees who field customer calls
- Established BSN customers registered for use
  - Access CustomerFirst! through BSN eService Portal

## Network Rationalization Integration

### ▪ Goals

- Use established channel to collect customer issues related to Network Rationalization
- Track problem resolution
- Use as an early-alert system to provide visibility to potential problem spots
- Allow for preemptive action at identified locations
- Improve the customer experience

## Network Rationalization Integration

- Planned Use

- Add Network Rationalization related issues to available choices in CustomerFirst! Issues
  - Monitor consolidation locations for consolidation related issues
  - Monitor all sites for issues related to service standard or operating plan changes
- Use standard issue categories and dispositions
  - Provide extended description field for additional details

## Network Rationalization Integration

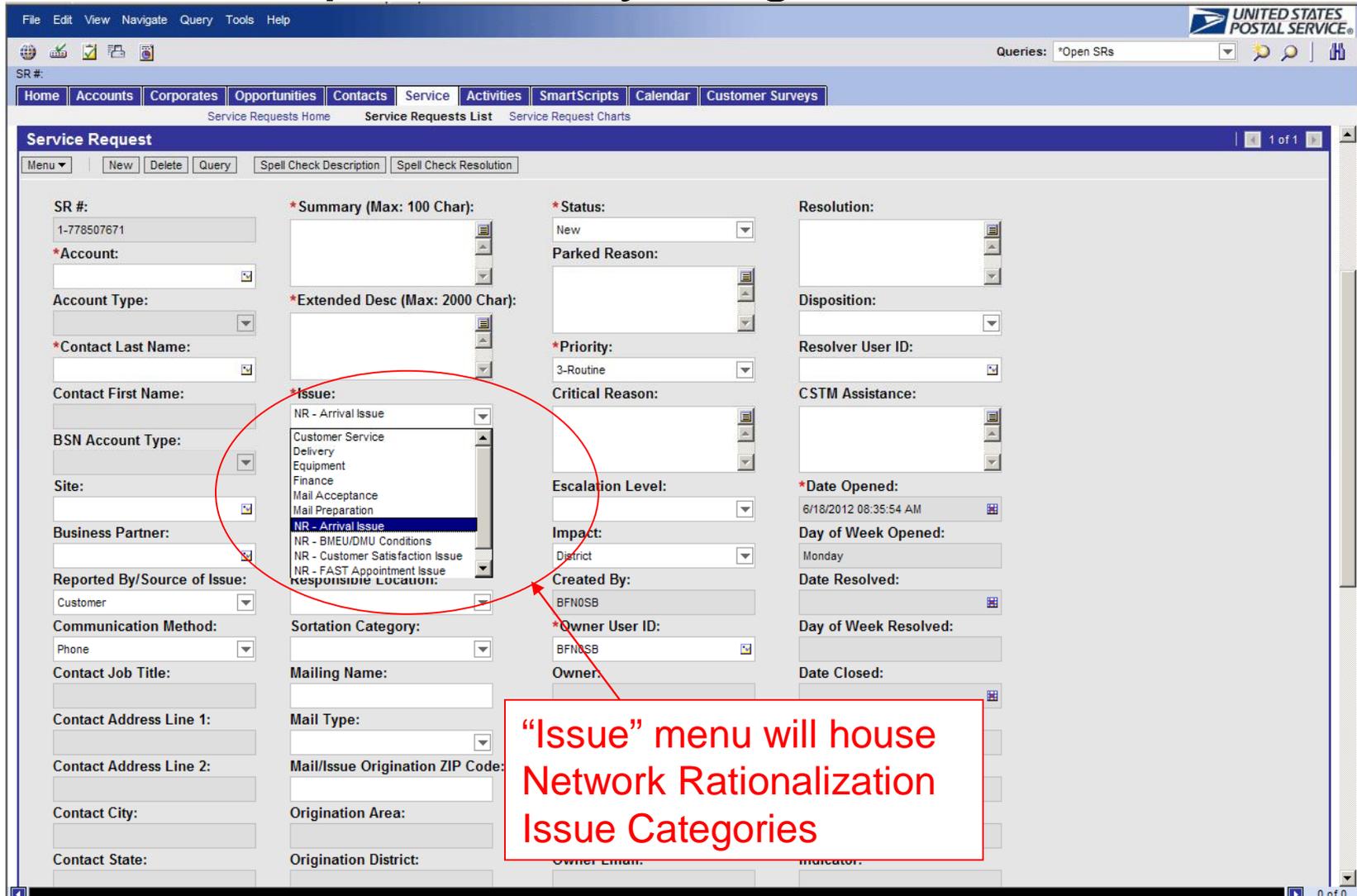
### ▪ Planned Use

- Generate standard and ad-hoc reports specific to Network Rationalization by site/issue
  - Reports specific to consolidation issues and service standard/operating plan change issues
- Use customer feedback to identify site/network issues
  - Identify potential hot spots
  - Act quickly to resolve current issues
  - Use data to preemptively address similar issues in other locations

## Network Rationalization Issues:

Issue:	Disposition:
NR - Arrival Issue	Delay in clearing/signing 8125
	Late arrival - yard congestion
	Late off-load after arrival
	No PIV/personnel for offload
	No supervisor/expeditor onsite
	No visual directions posted
	Not accepted 8125 discrepancy
	Old 8125 facility address
	Unplanned re-directs
NR - BMEU/DMU Conditions	Inadequate staffing
	Late acceptance due to backlog
	MERLIN equipment unavailable
	No clerk avail. for clearance

## Service Request Entry Page:



File Edit View Navigate Query Tools Help

UNITED STATES POSTAL SERVICE®

Queries: \*Open SRs

SR #: 1-778507671

Home Accounts Corporates Opportunities Contacts Service Activities SmartScripts Calendar Customer Surveys

Service Requests Home Service Requests List Service Request Charts

Service Request

Menu New Delete Query Spell Check Description Spell Check Resolution

SR #: 1-778507671

\*Account:

Account Type:

\*Contact Last Name:

Contact First Name:

BSN Account Type:

Site:

Business Partner:

Reported By/Source of Issue: Customer

Communication Method: Phone

Contact Job Title:

Contact Address Line 1:

Contact Address Line 2:

Contact City:

Contact State:

\*Summary (Max: 100 Char):

\*Extended Desc (Max: 2000 Char):

\*Issue:

- NR - Arrival Issue
- Customer Service
- Delivery
- Equipment
- Finance
- Mail Acceptance
- Mail Preparation
- NR - Arrival Issue
- NR - BMEU/DMU Conditions
- NR - Customer Satisfaction Issue
- NR - FAST Appointment Issue
- Responsible Location:

Sortation Category:

Mailing Name:

Mail Type:

Mail/Issue Origination ZIP Code:

Origination Area:

Origination District:

\*Status: New

Parked Reason:

\*Priority: 3-Routine

Critical Reason:

Escalation Level:

Impact: District

Created By: BFNOSB

\*Owner User ID: BFNOSB

Owner:

Resolution:

Disposition:

Resolver User ID:

CSTM Assistance:

\*Date Opened: 6/18/2012 08:35:54 AM

Day of Week Opened: Monday

Date Resolved:

Day of Week Resolved:

Date Closed:

“Issue” menu will house Network Rationalization Issue Categories

0 of 0

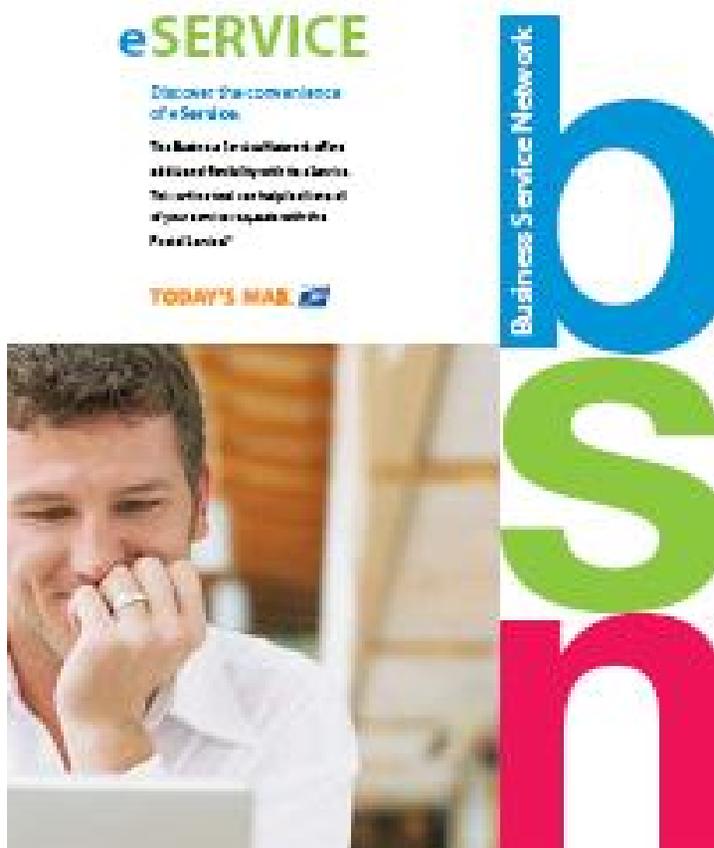
## What is BSN eService?

- State of the Art, web based program that enables BSN customers to receive seamless, national customer support from a dedicated team of Business Service Network employees

## Why Self Service?

- Providing multiple touch points is a way to enhance a customer's overall experience
- Offering electronic support allows customers to access information and perform routine tasks over the Internet
- Customer Satisfaction = Customer Loyalty and Retention

## How to get customer started...



- Customer MUST be an active CF contact
- Go to [www.usps.com](http://www.usps.com)
- Click on Business Customer Gateway
- Click on Business Service Network (BSN) eService
- New Users – Register for BSN eService

### Once on the site...

- Create a User ID and Password
- Follow the prompts to complete the online application
- The customer will receive a confirmation upon approval

## Business Service Network eService

### eService Home

Welcome Back BSNHD User

#### My Service Requests

[Check My Service Requests](#)

Track the status of my service requests.

[Check My Location's Service Requests](#)

Track the status of my location's service requests.

[Check My Company's Service Requests](#)

Track the status of my company's service requests.

[Submit a Service Request](#)

Create a service request.

[Single Package Look Up Service Request](#)

Verify status of or track Delivery/Signature Confirmation or Insured package.

[Submit a Service Request \(Assisted\)](#)

Create a service request with the help of a smartscrip.

#### User Administration

[User Administration](#)

#### eService Help

[Online Help](#)

#### Customer Satisfaction Survey

[Give Us Your Feedback](#)

#### My USPS

##### ▶ **New Users**

[Customize your business mail preference page](#)

##### ▶ **Existing Users**

[Access your business mail preferences page](#)

[Go >](#)



**POSTAL INSPECTORS**

Preserving the Trust

[site map](#)

[contact us](#)

[government services](#)

[National & Premier Accounts](#)

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Home | Sign Out |

---

## Business Service Network eService

### Service Request Detail

[Back to eService Home](#) | [Online Help](#) | [ZIP Code Lookup](#)  
[Complete a Customer Survey for this Service Request!](#)

- ▶ Review the details of the Service Request below.
- ▶ You may add any updates or attachments to your Service Request using the Add buttons below.
- ▶ Once your request is resolved, please indicate your satisfaction level by selecting Yes or No in the Satisfactory Resolution field and clicking the Save button.
- ▶ You may also complete a Customer Survey about our service on this request using the link above.

Service Request Detail
1 of 1+

**SR #:**  
1-76259401

**Contact Last Name:**  
GOLLIVER

**Contact First Name:**  
CALVIN

**\*Account:**  
CONOCO

**Priority:**  
3-Routine

**Critical Reason:**

**Mailing Name:**

**\*Category:**  
USPS Issue

**\*Issue:**  
Drop Shipment

**\*Sub Issue:**  
Advanced Ship Notice Barcode

**Product:**

**Mail Type:**  
Contact Source:  
Web

**Creator Full Name:**  
CALVIN GOLLIVER

**Creator Phone Number:**  
(333) 111-2222

**\*Date Opened:**  
2/5/2007 10:00:19 AM

**\*Status:**  
New

**\*Summary (Max: 100 characters):**  
sdfasas

**Extended Description:**

**Comments (Max: 250 characters):**

**Origination ZIP Code:**  
94536

**Destination ZIP Code:**  
94560

**Date Closed:**

**Resolution:**  
Assigned BSN Rep Name:  
Pending Assignment

**Assigned BSN Rep Phone:**

**Assigned BSN Rep Email:**

**Satisfactory Resolution?:**

**Updates**

No Records

Type	Status	Created By	Created	Comments
No Records				

**Attachments**

No Records

Attachment Name	Size	Type	Modified	Comments
No Records				

Done
Local intranet



**Deliverable from Last Meeting:**

**Mail Prep & Entry Steering  
Committee Update**



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# Mail Prep & Entry Steering Committee

- **Committee Members**
  - 18 Industry Reps (e.g. mail owners, MSPs, Assn Execs, etc.)
  - 21 Postal Reps (e.g. Operations, Pricing, Acceptance, Product Marketing, Product Classification, etc.)
- **Committee Charter**
  - Identify and implement mail preparation & entry solutions to eliminate non-value added mailing requirements, increase efficiencies to contain costs and drive service improvements for the mailing industry and Postal Service.



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# Mail Prep & Entry Steering Committee

- Objectives
  - Assess and prioritize short-term solutions that can be implemented quickly
  - Identify and strategically consider forward-thinking, long-term solutions
  - Seek most efficient, lowest combined cost solutions that will lead to on-time service and overall customer satisfaction
- Ideas evaluated based on 3 primary criteria
  - Benefit (service, costs) to industry and USPS
  - Impact on industry and USPS
  - Level of effort (costs, time, software, etc) to implement solutions



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## Mail Prep & Entry Steering Committee

- 73 total ideas submitted to date
  - Utilize standardized template for submissions to assess range of benefit and effort
  - Quantified in a benefit/effort matrix tool based on criteria provided in template
  - More complex ideas may spin off to task teams or other groups



- Solutions/ideas completed
  - Single piece unit handling and containerization
    - Addresses FCM residual pieces
    - STD mail paid at single piece FCM price
    - Publish in Postal Bulletin 8/23/12; DMM revision 9/4/12
  - DSCF eligibility
    - AADC/ADC eligible for DSCF discount
    - DSCF discount for FSS Scheme pallets dropped at FSS site
    - Publish in Postal Bulletin 8/23/12; DMM 9/4/12
  - OMX/MADC Federal Register Notice
    - Separation required at 100 pounds if palletizing
    - Separation required in sacks below 100 pounds
    - Proposed rule published 6/29/2012, one comment received
    - FR final rule expected in early September with effective date of January 28, 2013



- Frequency of Meetings
  - Meet quarterly to coincide with MTAC
  - Webinar every 3 weeks or as needed
- Meetings to Date
  - June 7<sup>th</sup> and August 14<sup>th</sup>
  - Meetings as required with impacted stakeholders
- Next Steps
  - Further define joint communication process and expectations with industry participants
  - Flesh out cost/benefit and level of effort on ideas submitted to date
  - Explore new concepts submitted



**Deliverable from Last Meeting:**

**Network Rationalization  
Update to MTAC**

## ▪ National Rationalization Update

### EARLY WARNING SYSTEM

#### Flawless Execution

Early Warning System

Recovery "Tiger Team"

Tools &  
Processes in  
place to ensure  
Seamless  
Service  
Performance

- Early warning system in place
- Mail move plan updated bi-weekly and posted on RIBBS
- Constant communication with the mailing industry
- Site Intervention based on EWS
- Feedback system in place to address customer issues

## ▪ National Rationalization Update

### Implementation to Date

	Full Consolidation	Originating Only	Destinating Only	Total Completed
Completed by August 11 <sup>th</sup>	16	8	18	42
Remaining for August 12 <sup>th</sup> - 31 <sup>st</sup>	2	1	1	4
<b>Total</b>	<b>18</b>	<b>9</b>	<b>19</b>	<b>46*</b>

*\*Count based on plant and not zip codes.*

- **Network Rationalization Customer Feedback**
  - Minimal Impact - 7 reported nationwide
    - MTE Backflow Stabilization
    - Transition Of Postal Supplied Transportation For Customer Mail Pickup
    - Customer Implementation Of Specific Label List Changes
    - Customer Transitional Issue With New Drop Shipment Locations

Source: Customerfirst!

Log Out

No Current Messages

Go to Message Center

SPM reports at EDW ASR

Failed Containers

Commercial Mail City Matrix

CAR Performance Reports

CAR Political Mailing  
Performance

Top 10 Impacts

STC DoW Analysis

Last Scan Count By MPE Type

ScoreCard

MP-WIP

Network Optimization

Optimization Analysis

### Service Parameters for Diagnostic Reports

Date Range: **Weekly** Week beginning: **08/11/2012** Mail Class: **First Class**

Full Service Mailers  Non-compliant Mailers  Political Mailings Only

Report for Selected District  Report for Origin District  Report for Selected Mailer

Performance Diagnostics

Failed Piece Pareto Analysis

- SPM diagnostic charts are available for 52 weeks.
- Piece scans are available for 120 days ONLY.

*\*\*Please note: Data refresh and updates occur from 00:00 through 05:00 CDT daily. During this time users may experience difficulty in accessing information in SPD. If this occurs, please try again outside these hours.*

STC Business Rules

MID Lookup

IMb Lookup

IMCb Lookup

IMTb Lookup

Service Standards

Training

Commercial Mail  
Last Mile Overview

Enhancement Suggestions

Political Mailings

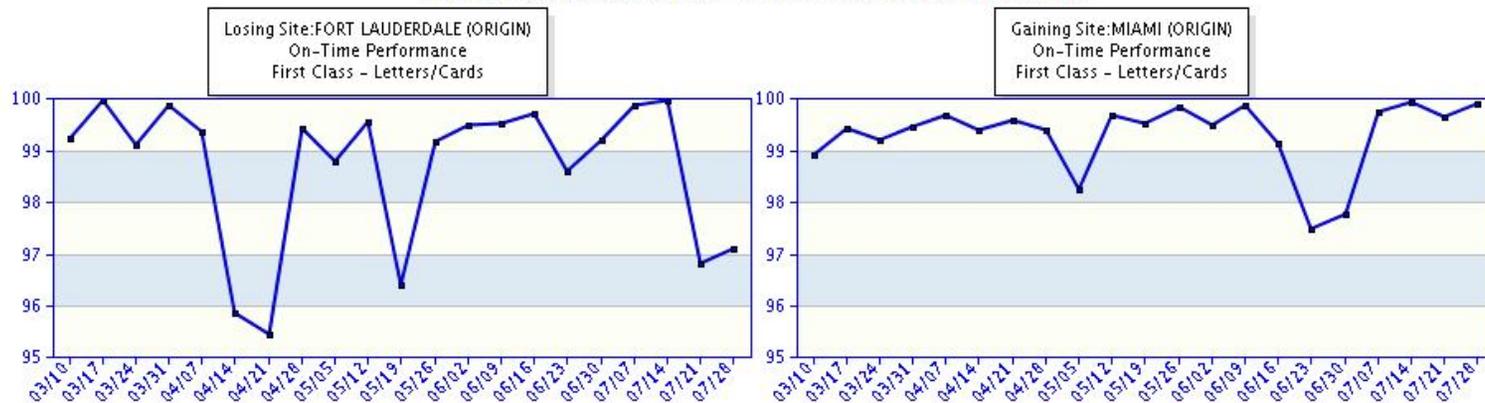
Documents: Network Optimization Checklist.ppt

### ON-TIME PERFORMANCE - CONSOLIDATION PAIRS TREND

[Excel](#)

Letters/Cards ▾ First Class ▾  
 NATIONAL ▾ ALL Districts ▾ From: FORT LAUDERDALE FL To: MIAMI FL ▾  
 Service Standard: Overnight ▾

Label List Add Date: 06/15/2012 Mailer Grace Period Thru: 08/29/2012



- Service performance trends at Consolidation Pairs (Activating & Deactivating sites) by:
  - Mail Shape
  - Mail Class
  - Delivery Service Standards

[Log Out](#)

No Current Messages

[Go to Message Center](#)[SPM reports at EDW ASR](#)[Failed Containers](#)[Commercial Mail City Matrix](#)[CAR Performance Reports](#)[CAR Political Mailing  
Performance](#)[Top 10 Impacts](#)[STC DoW Analysis](#)[Last Scan Count By MPE Type](#)[ScoreCard](#)[MP-WIP](#)[Network Optimization](#)[Optimization Analysis](#)

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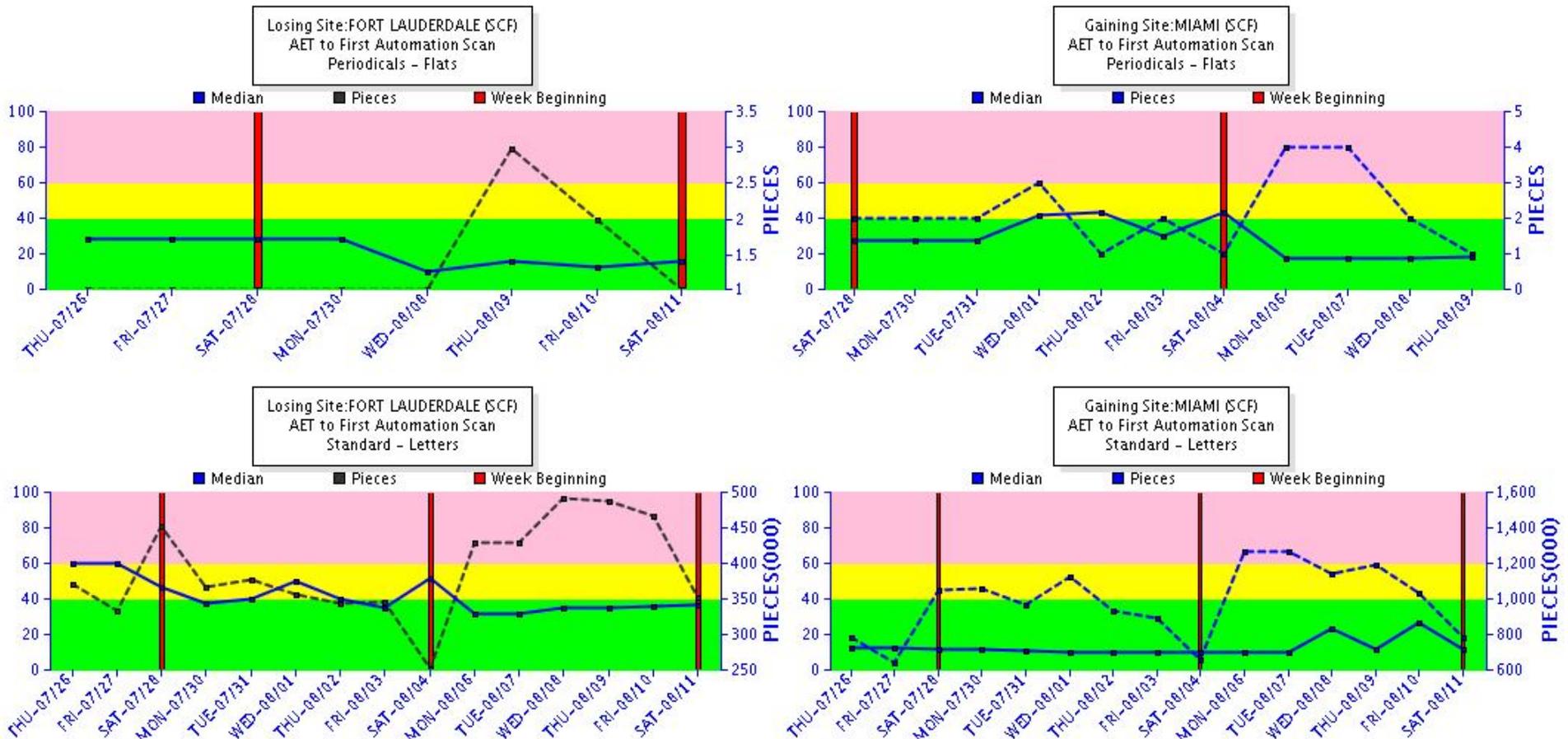
[STC Business Rules](#)[MID Lookup](#)[IMb Lookup](#)[IMcb Lookup](#)[IMtb Lookup](#)[Service Standards](#)[Training](#)[Commercial Mail  
Last Mile Overview](#)[Enhancement Suggestions](#)[Political Mailings](#)

## CONSOLIDATION FACILITY PAIRS PERFORMANCE ANALYSIS

NATIONAL | ALL Districts | From: FORT LAUDERDALE FL To: MIAMI FL

From: 04/07/2012 To: 07/28/2012 Threshold (Green Bar) 40

Trend:  Overnight  2-Day  3-5 Day



- Combined service performance analysis for all categories by consolidation pair



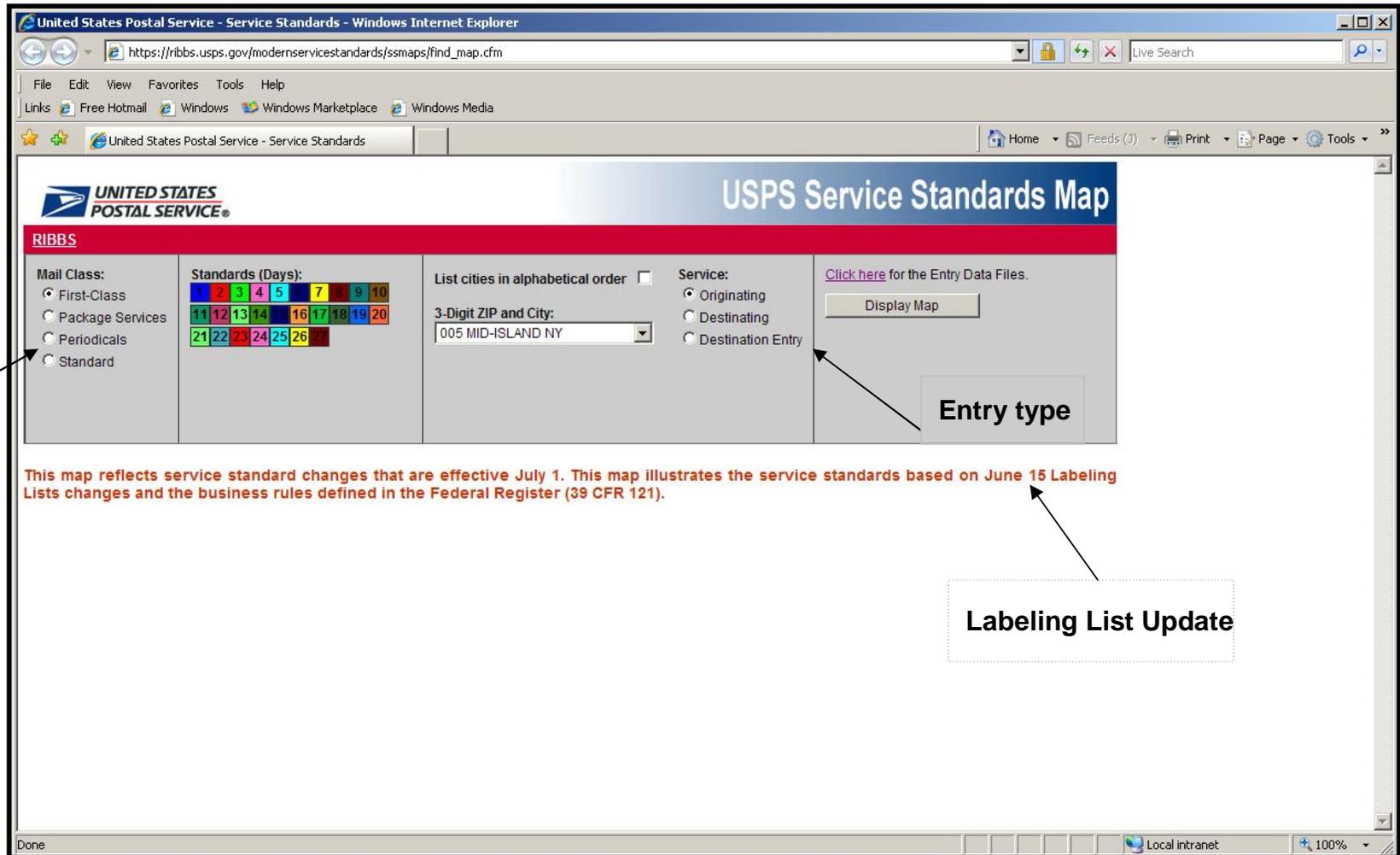
**Deliverable from Last Meeting:**

**Service Standard Maps**

- **Service Standard Maps**
  - July 2012
    - Updated originating service standard maps
      - Based on new business rules
      - June 15 labeling list changes
    - Created new destination entry service standard maps
      - Based on new business rules
      - June 15 labeling list changes
  - October 2012
    - Update maps based on August 15 labeling list changes
    - Maps will be updated one day after start of postal quarter
  - **Interactive Maps**
    - Continuing to work on a solution

## ■ Service Standard Maps

[https://ribbs.usps.gov/modernservicestandards/ssmaps/find\\_map.cfm](https://ribbs.usps.gov/modernservicestandards/ssmaps/find_map.cfm)



**Mail class**

**Entry type**

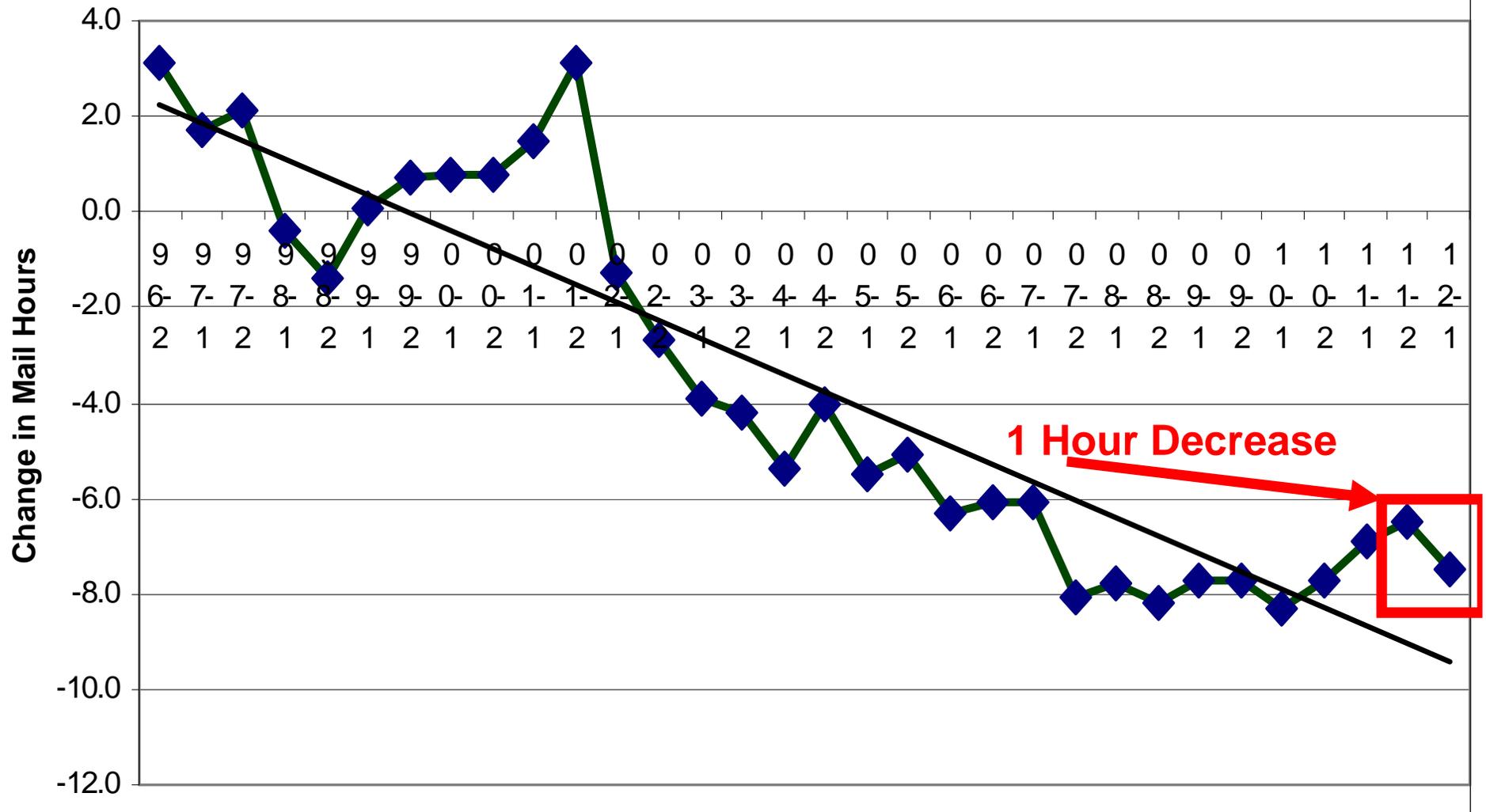
**Labeling List Update**

This map reflects service standard changes that are effective July 1. This map illustrates the service standards based on June 15 Labeling Lists changes and the business rules defined in the Federal Register (39 CFR 121).



# Remittance Mail Service Performance Processing Operations

Trend of Average Site in Nationwide Hours Mail



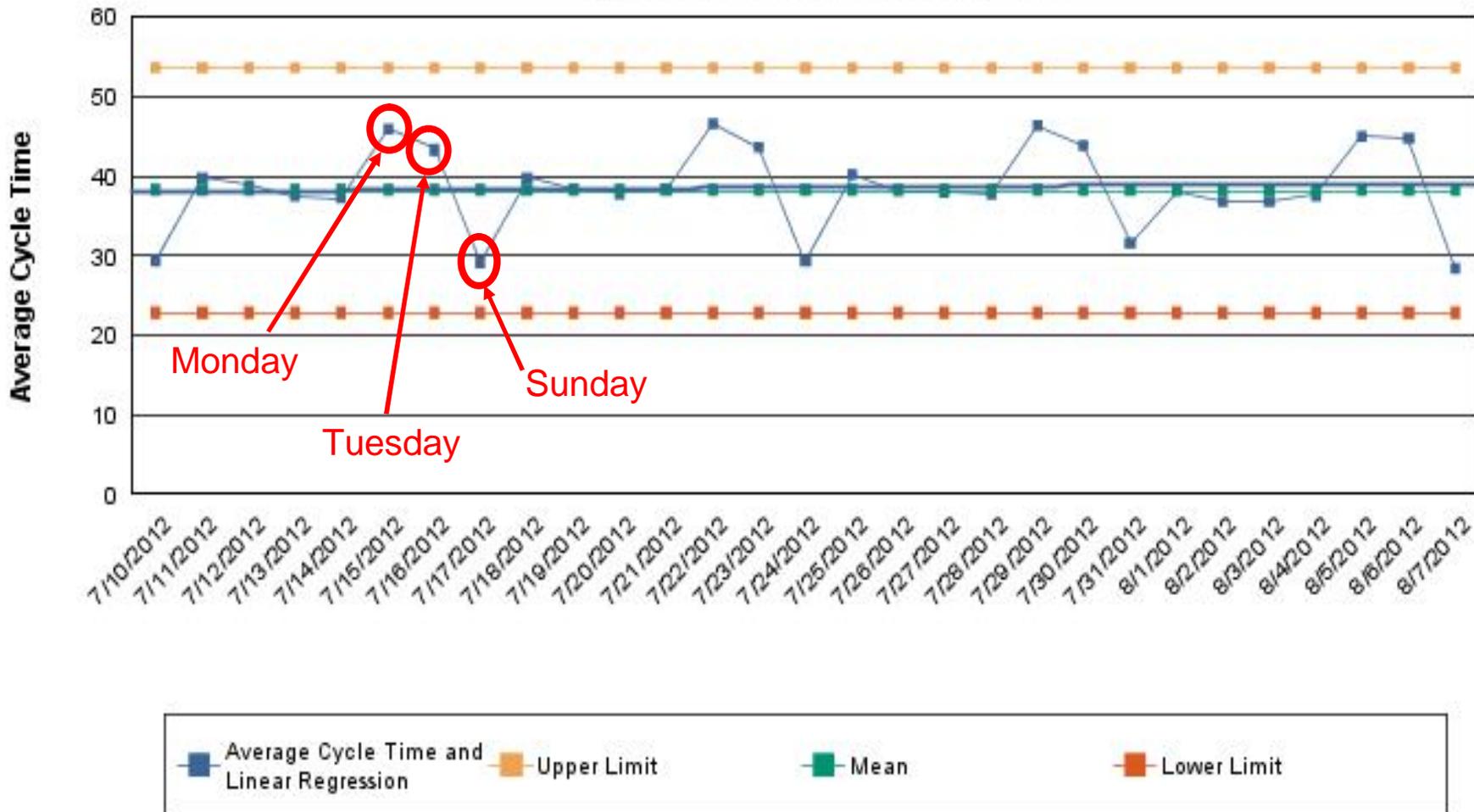
# Remittance Processing Cycle Time

Printed On 8/9/2012 9:04:42AM CT  
PRODUCTION: MIRS v 3.0.104

## Remittance Cycle Time Destinating Control Chart Report

FY: 2012 MODS Date: 7/10/2012 - 08/08/2012

Originating: NATIONAL , Destinating NATIONAL



- Remittance POC at each major Postal Remittance processing site
- Email blasts – Urgent communication
- Postal and customer site visits
- Problem escalation hierarchy
  - District Business Service Network
  - Site Remittance Coordinator
  - Site Plant Manager
  - District Manager
- One on One customer meeting

- Monthly or Quarterly local RMAC Meeting
- Postal and Industry Co-Chair
- Postal processing updates/enhancements
  - Plant and Customer Service Operations
  - Business Mail Entry
  - Business Service Network
- Industry issues and concerns
- Postal and Industry service performance
  - Remittance mail time
  - Courier performance
- PO BOX Management
- Issues for escalation



# Major Remittance Cities

NATIONAL MAJOR DESTINATING REMITTANCE CITIES (45)

## Remittance Processing Center Site List

SITE	HOST PLANT	SITE	HOST PLANT
<b>1 CAPITAL METRO AREA</b>		<b>5 PACIFIC AREA</b>	
Atlanta	ATLANTA P&DC	Los Angeles	LOS ANGELES P&DC
Charlotte	CHARLOTTE P&DC	San Francisco	SAN FRANCISCO P&DC
Baltimore	BALTIMORE P&DC	San Jose	SAN JOSE P&DC
Richmond	RICHMOND P&DC	Sacramento	SACRAMENTO P&DC
Southern Maryland	SoMd P&DC	Pasadena	LOS ANGELES P&DC
		City of Industry	INDUSTRY P&DC
<b>2 EASTERN AREA</b>		<b>6 SOUTHERN AREA</b>	
Buffalo	BUFFALO P&DC	Dallas	DALLAS P&DC
Cincinnati	CINCINNATI P&DC	Houston	HOUSTON P&DC
Cleveland	CLEVELAND P&DC	San Antonio	SAN ANTONIO P&DC
Columbus	COLUMBUS P&DC	Fort Worth	FORT WORTH P&DC
Louisville	LOUISVILLE P&DC	Birmingham	BIRMINGHAM P&DC
Philadelphia	PHILADELPHIA P&DC	Ft Lauderdale	FT LAUDERDALE P&DC
Pittsburgh	PITTSBURGH P&DC	Oklahoma City	OKC P&DC
Wilmington	WILMINGTON P&DC		
Memphis	MEMPHIS P&DC		
<b>3 GREAT LAKES AREA</b>		<b>7 WESTERN AREA</b>	
Chicago	CHICAGO P&DC	Salt Lake City	SALT LAKE CITY P&DC
Milwaukee	MILWAUKEE P&DC	Phoenix	PHOENIX P&DC
Carol Stream	CAROL STREAM P&DC	Minneapolis	MINNEAPOLIS P&DC
Detroit	DETROIT P&DC	Seattle	SEATTLE P&DC
Saint Louis	SAINT LOUIS P&DC	Denver	DENVER P&DC
		Las Vegas	LAS VEGAS P&DC
<b>4 NORTHEAST AREA</b>		Omaha	OMAHA P&DC
Boston	BOSTON P&DC	Portland	PORTLAND P&DC
Newark	DVD P&DC	Des Moines	DES MOINES P&DC
New York - Morgan	MORGAN STATION P&DC	Kansas City	KANSAS CITY P&DC



# Election and Political Mail Update

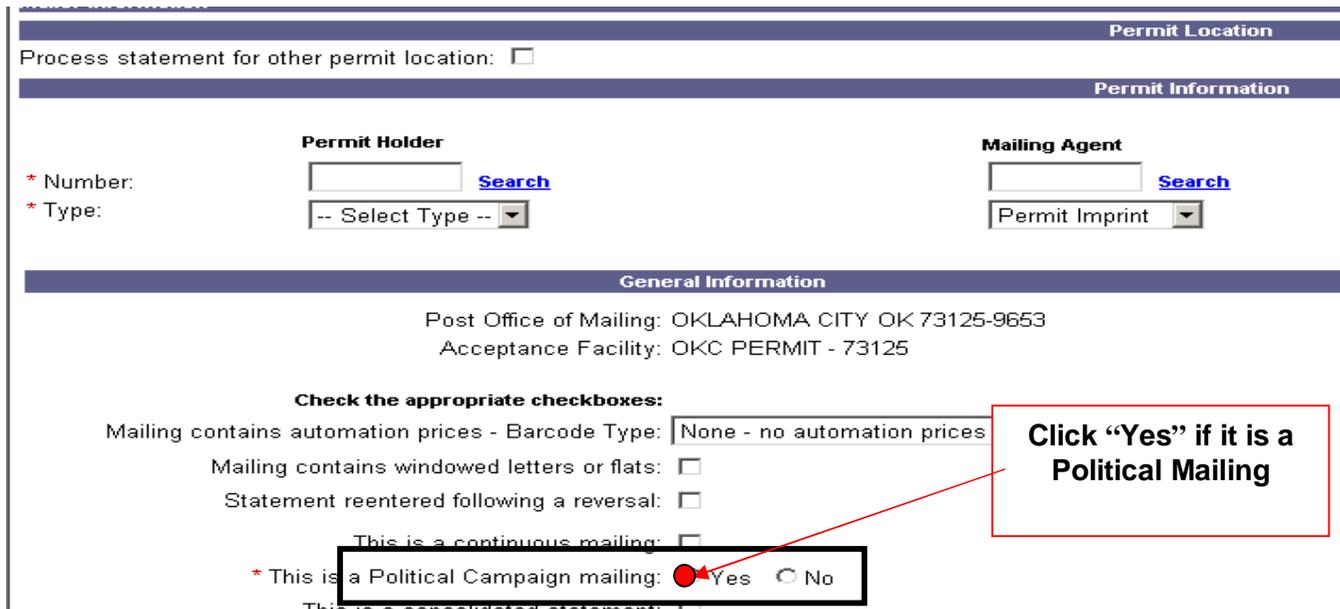
- **Established Political Mail teams in each Area and District**
  - Coordinators are local points of contact for mailers
- **Communication**
  - Conducting national webinars for each functional area of USPS
  - Issuing standardized messaging to employee
- **Implementing standard operating procedures (SOPs)**
  - Utilizing past, best practices
  - Refining processes where needed
- **Ongoing monitoring of inventories**
  - Tracking entered volumes to ensure on-time delivery
  - Ensuring inventory meets required delivery dates in accordance with service standards

- Network Rationalization Phased plan announced May 17
  - Phase 1 began July 2012
  - Phase 2 begins February 2014
  
- Phase 1 included consolidating 140 processing centers
  - 46 processing center consolidations scheduled for July – August
  
- Summer consolidations on schedule

- Election and Political Mail Kick-Off Webinar – April 25, 2012.
  - Vision
  - Expectations
  - Tasks
  
- Election and Political Mail Training Webinars for Mail Processing – May 11, August 17, and September 21.
  
- Distribution of Election and Political Mail collateral to Mail Processing.

- Political Message Mail – Tag 57 Use Eligibility
  - Effective June 26, 2012, the use of Tag 57 is expanded to include Political Action Committees (PACS), Super PACS, and other organizations engaging in issue advocacy or voter mobilization
  - Provides visibility to Political Message Mail while in the mail stream
  - Improve tracking of revenue and volume
- Bi-weekly webinars with Area Managers of In-Plant Support (MIPS)

- **Key BME activities:**
  - Acceptance
  - Tagging
  - PostalOne! identification
  - Verification
  - Staging



The screenshot shows a web form for creating a permit. It is divided into several sections: Permit Location, Permit Information, and General Information. The Permit Information section includes fields for Permit Holder (Number and Type) and Mailing Agent (Name and Imprint). The General Information section includes the Post Office of Mailing and Acceptance Facility. A section titled "Check the appropriate checkboxes:" contains several options, including "This is a Political Campaign mailing:" with radio buttons for "Yes" and "No". A red box highlights the "Yes" radio button, and a red arrow points from a text box that says "Click 'Yes' if it is a Political Mailing" to the "Yes" radio button.

Permit Location

Process statement for other permit location:

Permit Information

Permit Holder

\* Number:  [Search](#)

\* Type:

Mailing Agent

[Search](#)

Permit Imprint

General Information

Post Office of Mailing: OKLAHOMA CITY OK 73125-9653  
Acceptance Facility: OKC PERMIT - 73125

**Check the appropriate checkboxes:**

Mailing contains automation prices - Barcode Type:

Mailing contains windowed letters or flats:

Statement reentered following a reversal:

This is a continuous mailing:

\* This is a Political Campaign mailing:  Yes  No

This is a consolidated statement:

Click "Yes" if it is a Political Mailing

- New Reports & Tools to Track Political Mail in the Service Performance Diagnostics Tool enable us to:
  - Daily Political Mail Container At Risk report to plant managers
  - Daily Service Performance Reports
  - Start-the-Clock Day of the Week Analysis Reports
  - Political Mail Scorecard Reports by class and category (letters, flats, cards, etc.)
  - Top 10 Originating Failures Reports by class and category

- Tracking Enhancements for Local Level
  - Mail Condition Reporting System (MCRS),
  - Customer Service Daily Reporting System (CSDRS),
  - Cycle time tracking utilizing IMb
- Data input of On-Hand and Delayed Political Mail volumes is required from September 1 through November 13, 2012

- **Political Mail Coordinators available at**  
<https://www.usps.com/gov-services/election-mail-contacts.htm>



Quick Tools

Ship a Package

Send Mail

Manage Your Mail

## Government Services

Creating Election Mail

Election Mail Contacts

APO/FPO Ballot Procedures

Penalty Mail

## USPS® Election Mail Contacts by Region

Find USPS® election mail contacts by the first 3 digits of your ZIP Code™.

**2012 USPS Election and Political Mail Coordinators**

Or locate the closest Mailpiece Design Analyst or Business Mail Entry Unit.

[Find a Mailpiece Design Analyst >](#)

[Find a Business Mail Entry Unit >](#)

### New York Metro Area

ZIP Code Prefixes 005 to 009, 070 to 079, 085 to 089, 100 to 119, and 124 to 127

[Show Details](#)

### Northeast Area

ZIP Code Prefixes 010 to 069, 120 to 123, and 128 to 149

[Show Details](#)

### Eastern Area



# MTEOR Rollout Process

- Phase 1 begins September 5, 2012
  - For Mailers who receive MTE directly from MTESCs
- Phase 2 begins in 2013
  - For Postal Plants and other Mailers

- August
  - USPS Employee Training
  - Mailer registration on Business Customer Gateway
- August 24
  - Mailer Informational Webinar #1
- August 27
  - MTEOR Registration Begins for BSAs
- September 5
  - Mailer Informational Webinar #2

**MTEOR LIVE!**  
**September 5, 2012**

- CSA
- Single Piece Palletization Separation Status
- Area Focus Group Meetings Status



# MTAC

## Mail Prep & Entry Focus Group

### Periodicals Track

August 15, 2012

- Periodicals Track
  - Deliverables from Last Meeting
  - Flats Sequencing Update
  - MTEOR Rollout Process
  - Open Discussion

- Deliverables from Last Meeting
  - BSN eService Network Rationalization Customer Channel
  - Mail Prep & Entry Steering Committee Update
  - Network Rationalization Update
  - Service Standard Maps
  - Enable FSS Entry at non-collocated DSCFs and claim DSCF Prices



**Deliverable from Last Meeting:**

**Network Rationalization  
Customer Issue Tracking**

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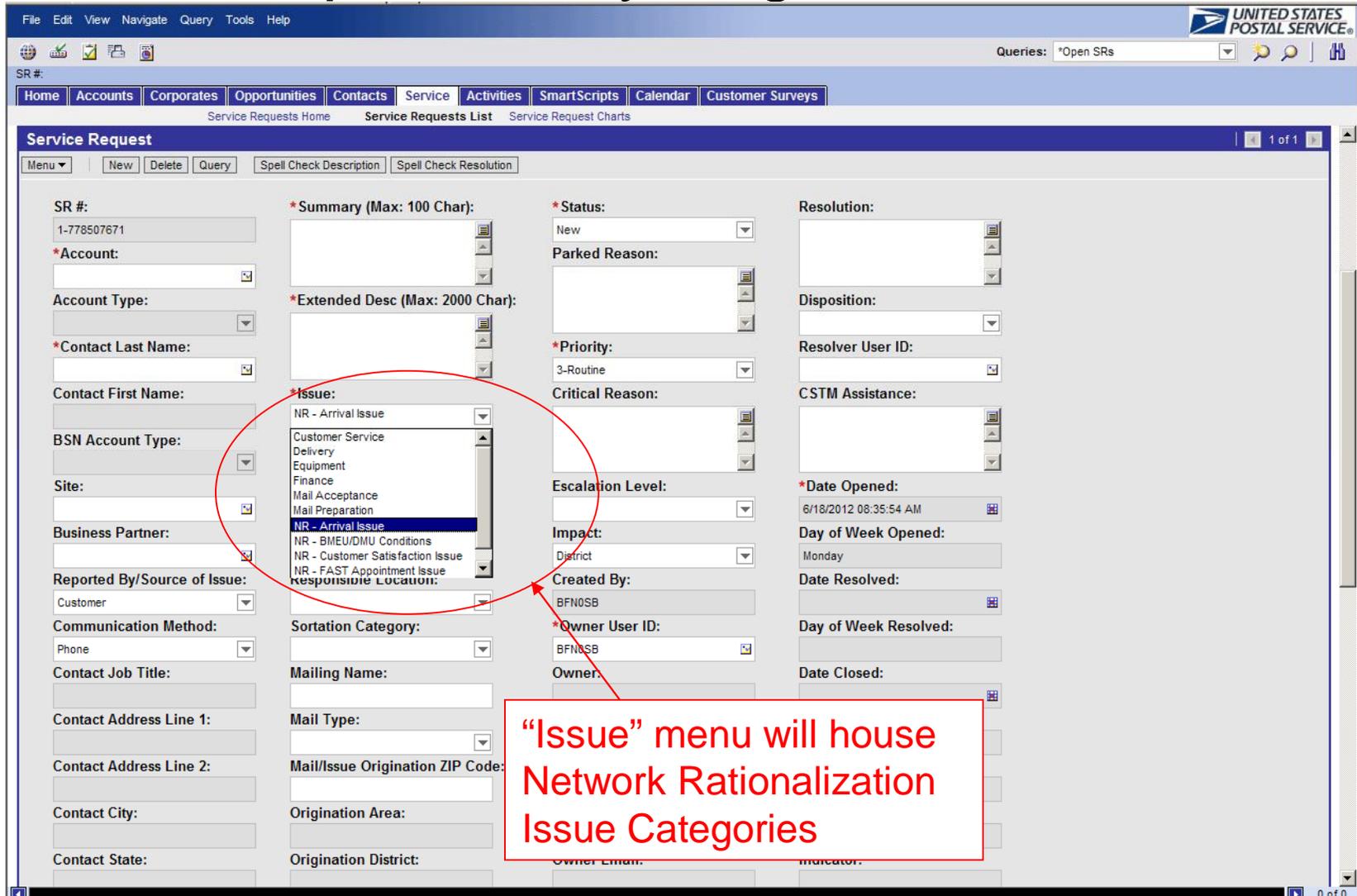
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Issue:	Disposition:
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	Late arrival - yard congestion
	Late off-load after arrival
	No PIV/personnel for offload
	No supervisor/expeditor onsite
	No visual directions posted
	Not accepted 8125 discrepancy
	Old 8125 facility address
	Unplanned re-directs
NR - BMEU/DMU Conditions	Inadequate staffing
	Late acceptance due to backlog
	MERLIN equipment unavailable
	No clerk avail. for clearance

## Service Request Entry Page:



File Edit View Navigate Query Tools Help

UNITED STATES  
POSTAL SERVICE®

Queries: \*Open SRs

SR #:

Home Accounts Corporates Opportunities Contacts Service Activities SmartScripts Calendar Customer Surveys

Service Requests Home Service Requests List Service Request Charts

Service Request

Menu New Delete Query Spell Check Description Spell Check Resolution

SR #: 1-778507671

\*Account:

Account Type:

\*Contact Last Name:

Contact First Name:

BSN Account Type:

Site:

Business Partner:

Reported By/Source of Issue: Customer

Communication Method: Phone

Contact Job Title:

Contact Address Line 1:

Contact Address Line 2:

Contact City:

Contact State:

\*Summary (Max: 100 Char):

\*Extended Desc (Max: 2000 Char):

\*Issue:

- NR - Arrival Issue
- Customer Service
- Delivery
- Equipment
- Finance
- Mail Acceptance
- Mail Preparation
- NR - Arrival Issue
- NR - BMEU/DMU Conditions
- NR - Customer Satisfaction Issue
- NR - FAST Appointment Issue
- Responsible Location

Sortation Category:

Mailing Name:

Mail Type:

Mail/Issue Origination ZIP Code:

Origination Area:

Origination District:

\*Status: New

Parked Reason:

\*Priority: 3-Routine

Critical Reason:

Escalation Level:

Impact: District

Created By: BFNOSB

\*Owner User ID: BFNOSB

Owner:

Resolution:

Disposition:

Resolver User ID:

CSTM Assistance:

\*Date Opened: 6/18/2012 08:35:54 AM

Day of Week Opened: Monday

Date Resolved:

Day of Week Resolved:

Date Closed:

“Issue” menu will house Network Rationalization Issue Categories

0 of 0

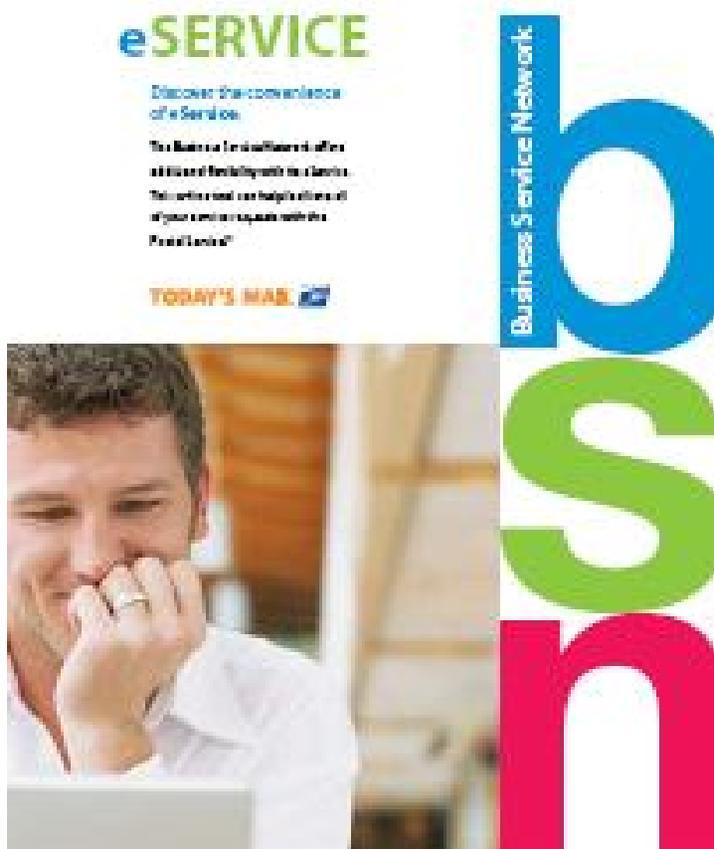
## What is BSN eService?

- State of the Art, web based program that enables BSN customers to receive seamless, national customer support from a dedicated team of Business Service Network employees

## Why Self Service?

- Providing multiple touch points is a way to enhance a customer's overall experience
- Offering electronic support allows customers to access information and perform routine tasks over the Internet
- Customer Satisfaction = Customer Loyalty and Retention

## How to get customer started...



- Customer MUST be an active CF contact
- Go to [www.usps.com](http://www.usps.com)
- Click on Business Customer Gateway
- Click on Business Service Network (BSN) eService
- New Users – Register for BSN eService

### Once on the site...

- Create a User ID and Password
- Follow the prompts to complete the online application
- The customer will receive a confirmation upon approval

## Business Service Network eService

### eService Home

Welcome Back BSNHD User

#### My Service Requests

[Check My Service Requests](#)

Track the status of my service requests.

[Check My Location's Service Requests](#)

Track the status of my location's service requests.

[Check My Company's Service Requests](#)

Track the status of my company's service requests.

[Submit a Service Request](#)

Create a service request.

[Single Package Look Up Service Request](#)

Verify status of or track Delivery/Signature Confirmation or Insured package.

[Submit a Service Request \(Assisted\)](#)

Create a service request with the help of a smartscrip.

#### User Administration

[User Administration](#)

#### eService Help

[Online Help](#)

#### Customer Satisfaction Survey

[Give Us Your Feedback](#)

#### My USPS

##### ▶ **New Users**

[Customize your business mail preference page](#)

##### ▶ **Existing Users**

[Access your business mail preferences page](#)

[Go >](#)



**POSTAL INSPECTORS**

Preserving the Trust

[site map](#)

[contact us](#)

[government services](#)

[National & Premier Accounts](#)

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Home | Sign Out |

---

## Business Service Network eService

### Service Request Detail

[Back to eService Home](#) | [Online Help](#) | [ZIP Code Lookup](#)  
[Complete a Customer Survey for this Service Request!](#)

- ▶ Review the details of the Service Request below.
- ▶ You may add any updates or attachments to your Service Request using the Add buttons below.
- ▶ Once your request is resolved, please indicate your satisfaction level by selecting Yes or No in the Satisfactory Resolution field and clicking the Save button.
- ▶ You may also complete a Customer Survey about our service on this request using the link above.

Service Request Detail
1 of 1+

**SR #:**  
1-76259401

**Contact Last Name:**  
GOLLIVER

**Contact First Name:**  
CALVIN

**\*Account:**  
CONOCO

**Priority:**  
3-Routine

**Critical Reason:**

**Mailing Name:**

**\*Category:**  
USPS Issue

**\*Issue:**  
Drop Shipment

**\*Sub Issue:**  
Advanced Ship Notice Barcode

**Product:**

**Mail Type:**  
Contact Source:  
Web

**Creator Full Name:**  
CALVIN GOLLIVER

**Creator Phone Number:**  
(333) 111-2222

**\*Date Opened:**  
2/5/2007 10:00:19 AM

**\*Status:**  
New

**\*Summary (Max: 100 characters):**  
sdfasas

**Extended Description:**  
**Comments (Max: 250 characters):**

**Origination ZIP Code:**  
94536

**Destination ZIP Code:**  
94560

**Date Closed:**

**Resolution:**  
Assigned BSN Rep Name:  
Pending Assignment

**Assigned BSN Rep Phone:**

**Assigned BSN Rep Email:**

**Satisfactory Resolution?:**

#### Updates

No Records

Type	Status	Created By	Created	Comments
No Records				

#### Attachments

No Records

Attachment Name	Size	Type	Modified	Comments
No Records				

Done
Local intranet



**Deliverable from Last Meeting:**

**Mail Prep & Entry Steering  
Committee Update**



UNITED STATES  
POSTAL SERVICE®

# Mail Prep & Entry Steering Committee

- **Committee Members**
  - 18 Industry Reps (e.g. mail owners, MSPs, Assn Execs, etc.)
  - 21 Postal Reps (e.g. Operations, Pricing, Acceptance, Product Marketing, Product Classification, etc.)
- **Committee Charter**
  - Identify and implement mail preparation & entry solutions to eliminate non-value added mailing requirements, increase efficiencies to contain costs and drive service improvements for the mailing industry and Postal Service.



- Objectives
  - Assess and prioritize short-term solutions that can be implemented quickly
  - Identify and strategically consider forward-thinking, long-term solutions
  - Seek most efficient, lowest combined cost solutions that will lead to on-time service and overall customer satisfaction
- Ideas evaluated based on 3 primary criteria
  - Benefit (service, costs) to industry and USPS
  - Impact on industry and USPS
  - Level of effort (costs, time, software, etc) to implement solutions



- 73 total ideas submitted to date
  - Utilize standardized template for submissions to assess range of benefit and effort
  - Quantified in a benefit/effort matrix tool based on criteria provided in template
  - More complex ideas may spin off to task teams or other groups



- Solutions/ideas completed
  - Single piece unit handling and containerization
    - Addresses FCM residual pieces
    - STD mail paid at single piece FCM price
    - Publish in Postal Bulletin 8/23/12; DMM revision 9/4/12
  - DSCF eligibility
    - AADC/ADC eligible for DSCF discount
    - DSCF discount for FSS Scheme pallets dropped at FSS site
    - Publish in Postal Bulletin 8/23/12; DMM 9/4/12
  - OMX/MADC Federal Register Notice
    - Separation required at 100 pounds if palletizing
    - Separation required in sacks below 100 pounds
    - Proposed rule published 6/29/2012, one comment received
    - FR final rule expected in early September with effective date of January 28, 2013



- Frequency of Meetings
  - Meet quarterly to coincide with MTAC
  - Webinar every 3 weeks or as needed
- Meetings to Date
  - June 7<sup>th</sup> and August 14<sup>th</sup>
  - Meetings as required with impacted stakeholders
- Next Steps
  - Further define joint communication process and expectations with industry participants
  - Flesh out cost/benefit and level of effort on ideas submitted to date
  - Explore new concepts submitted



**Deliverable from Last Meeting:**

**Network Rationalization  
Update to MTAC**

## ▪ National Rationalization Update

### EARLY WARNING SYSTEM

#### Flawless Execution

Early Warning System

Recovery "Tiger Team"

Tools &  
Processes in  
place to ensure  
Seamless  
Service  
Performance

- Early warning system in place
- Mail move plan updated bi-weekly and posted on RIBBS
- Constant communication with the mailing industry
- Site Intervention based on EWS
- Feedback system in place to address customer issues

## ▪ National Rationalization Update

### Implementation to Date

	<b>Full Consolidation</b>	<b>Originating Only</b>	<b>Destinating Only</b>	<b>Total Completed</b>
<b>Completed by August 11<sup>th</sup></b>	<b>16</b>	<b>8</b>	<b>18</b>	<b>42</b>
<b>Remaining for August 12<sup>th</sup>- 31<sup>st</sup></b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>
<b>Total</b>	<b>18</b>	<b>9</b>	<b>19</b>	<b>46*</b>

*\*Count based on plant and not zip codes.*

- **Network Rationalization Customer Feedback**
  - Minimal Impact - 7 reported nationwide
    - MTE Backflow Stabilization
    - Transition Of Postal Supplied Transportation For Customer Mail Pickup
    - Customer Implementation Of Specific Label List Changes
    - Customer Transitional Issue With New Drop Shipment Locations

Source: Customerfirst!

[Log Out](#)

No Current Messages

[Go to Message Center](#)

[SPM reports at EDW ASR](#)

[Failed Containers](#)

[Commercial Mail City Matrix](#)

[CAR Performance Reports](#)

[CAR Political Mailing  
Performance](#)

[Top 10 Impacts](#)

[STC DoW Analysis](#)

[Last Scan Count By MPE Type](#)

[ScoreCard](#)

[MP-WIP](#)

[Network Optimization](#)

[Optimization Analysis](#)

### Service Parameters for Diagnostic Reports

Date Range:  Week beginning:  Mail Class:

Full Service Mailers  Non-compliant Mailers  Political Mailings Only

Report for Selected District  Report for Origin District  Report for Selected Mailer

[Performance Diagnostics](#)

[Failed Piece Pareto Analysis](#)

- SPM diagnostic charts are available for 52 weeks.
- Piece scans are available for 120 days ONLY.

*\*\*Please note: Data refresh and updates occur from 00:00 through 05:00 CDT daily. During this time users may experience difficulty in accessing information in SPD. If this occurs, please try again outside these hours.*

[STC Business Rules](#)

[MID Lookup](#)

[IMb Lookup](#)

[IMCb Lookup](#)

[IMTb Lookup](#)

[Service Standards](#)

[Training](#)

[Commercial Mail  
Last Mile Overview](#)

[Enhancement Suggestions](#)

[Political Mailings](#)

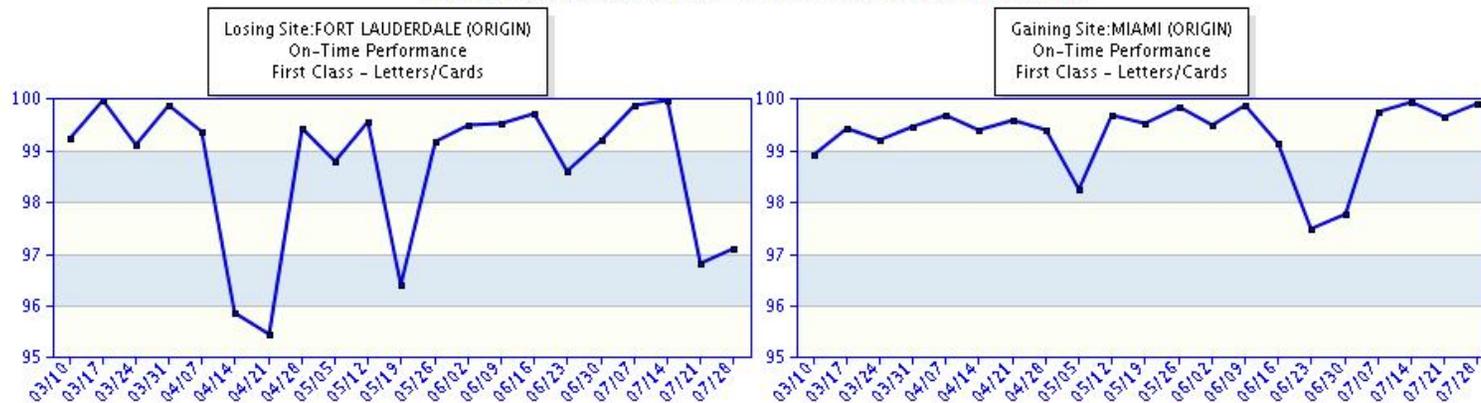
Documents: Network Optimization Checklist.ppt

### ON-TIME PERFORMANCE - CONSOLIDATION PAIRS TREND

[Excel](#)

Letters/Cards ▾ First Class ▾  
 NATIONAL ▾ ALL Districts ▾ From: FORT LAUDERDALE FL To: MIAMI FL ▾  
 Service Standard: Overnight ▾

Label List Add Date: 06/15/2012 Mailer Grace Period Thru: 08/29/2012



- Service performance trends at Consolidation Pairs (Activating & Deactivating sites) by:
  - Mail Shape
  - Mail Class
  - Delivery Service Standards

[Log Out](#)

No Current Messages

[Go to Message Center](#)

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Last Mile Overview](#)

[Enhancement Suggestions](#)

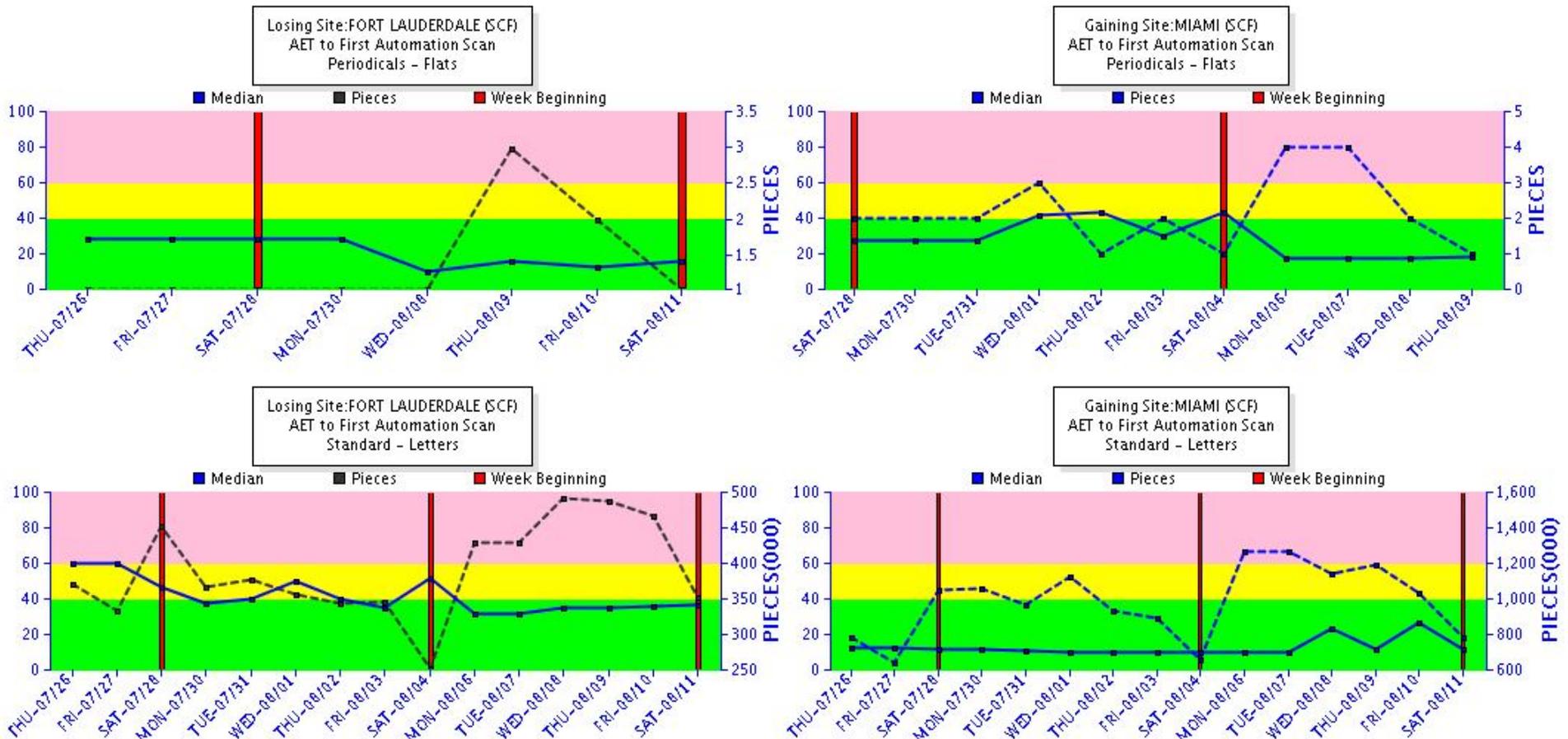
[Political Mailings](#)

## CONSOLIDATION FACILITY PAIRS PERFORMANCE ANALYSIS

NATIONAL | ALL Districts | From: FORT LAUDERDALE FL To: MIAMI FL

From: 04/07/2012 | To: 07/28/2012 | Threshold (Green Bar) 40

Trend:  Overnight  2-Day  3-5 Day



- Combined service performance analysis for all categories by consolidation pair



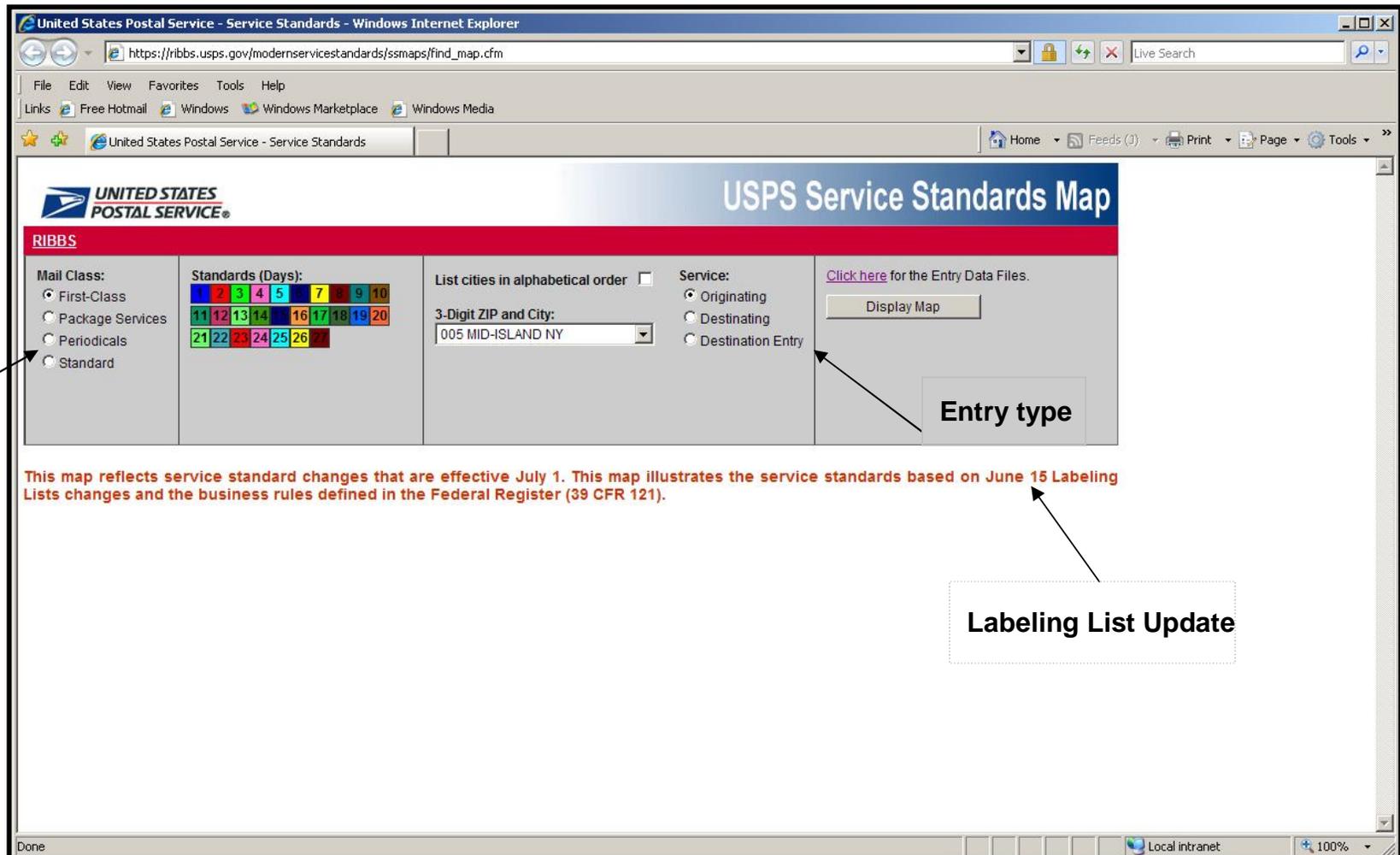
**Deliverable from Last Meeting:**

**Service Standard Maps**

- Service Standard Maps
  - July 2012
    - Updated originating service standard maps
      - Based on new business rules
      - June 15 labeling list changes
    - Created new destination entry service standard maps
      - Based on new business rules
      - June 15 labeling list changes
  - October 2012
    - Update maps based on August 15 labeling list changes
    - Maps will be updated one day after start of postal quarter
  - Interactive Maps
    - Continuing to work on a solution

## ■ Service Standard Maps

[https://ribbs.usps.gov/modernservicestandards/ssmaps/find\\_map.cfm](https://ribbs.usps.gov/modernservicestandards/ssmaps/find_map.cfm)



**Mail class**

**Entry type**

**Labeling List Update**

**USPS Service Standards Map**

**RIBBS**

UNITED STATES  
POSTAL SERVICE®

Mail Class:  
 First-Class  
 Package Services  
 Periodicals  
 Standard

Standards (Days):  
1 2 3 4 5 6 7 8 9 10  
11 12 13 14 15 16 17 18 19 20  
21 22 23 24 25 26 27

List cities in alphabetical order

3-Digit ZIP and City:  
005 MID-ISLAND NY

Service:  
 Originating  
 Destinating  
 Destination Entry

[Click here for the Entry Data Files.](#)

Display Map

This map reflects service standard changes that are effective July 1. This map illustrates the service standards based on June 15 Labeling Lists changes and the business rules defined in the Federal Register (39 CFR 121).

Done Local intranet 100%

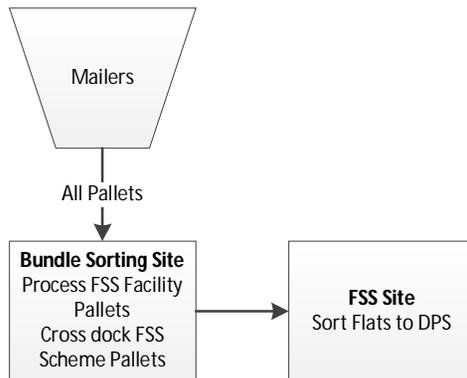


**Deliverable from Last Meeting:**

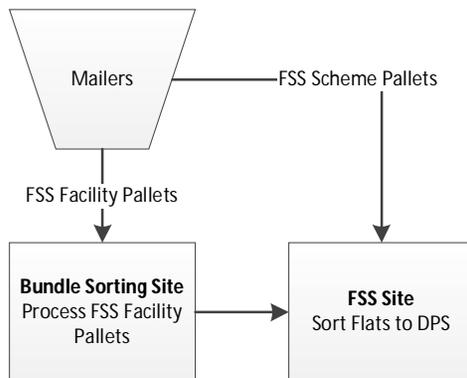
**Enable FSS Entry at Non-  
Collocated DSCFs and Claim  
DSCF Prices**

## Enable FSS Entry at Non-Co-located DSCFs and claim DSCF Prices

**Current Flow when Bundle Sorting Site is different than FSS Site**



**Proposed Short Term Flow when Bundle Sorting Site is different than FSS Site**



- Short Term Proposal – January 2013
  - Modified DMM language to allow mailers to claim DSCF discounts for FSS scheme pallets dropped at FSS locations
    - Postal Bulletin: 8/23
    - Domestic Mail Manual: 9/4
  - Create three new Mail Classes in FAST and MDF Layout per L006 Column B
    - Periodical FSS Scheme
    - News FSS Scheme
    - Standard FSS Scheme
  - Direct FSS mail to appropriate facility using new Mail Classes
- Long Term Proposal
  - Creation of 5-digit redirection capability for SCFs



# Flats Sequencing Update

- Flats Sequencing Update
  - Operational Performance Update
  - Flats Prep Solutions (Presentation from Engineering Systems)
  - FSS Damage Study
  - Mailer Issues – John Stark



# FSS Operational Performance Update

## FSS Operational Performance

### Ongoing Implement Process Improvements

- **Utilizing LSS Replication Process**
  - **Upstream Bundle Operations Reviewed for Bypass Mail**
  - **Methods on Bundle Preparation Techniques**
  - **Staging Lanes Clearly Identified for First in First Out Processing**
  - **Just in Time Mail Preparation Within 2 Hrs of Running Sort Program**

### Ongoing Daily Scorecard Reports

- **Monitor Key Performance Metrics**
  - **Flats Processed/Hr, Delayed Flats, Automation to Manual**
- **Maintenance**
  - **Machine Availability, Failures, Repair and At-risk Root Cause Analysis**
  - **Effective Preventive Maintenance Windows**

## FSS Operational Performance

### Ongoing Bi-weekly FSS Performance Telecoms

- *Vital Few Plants Identified*
- *Engagement*
  - Plant Managers / Area and District Staff
- *Review Previous Two-Week Performance*
  - Score Card Indicators / Maintenance Indicators
  - Run Plan Compliance

### Ongoing Deploy Tiger Teams

- *Provide On-site Assistance & Support*
- *All 47 FSS Facilities to be Reviewed in FY 2012*

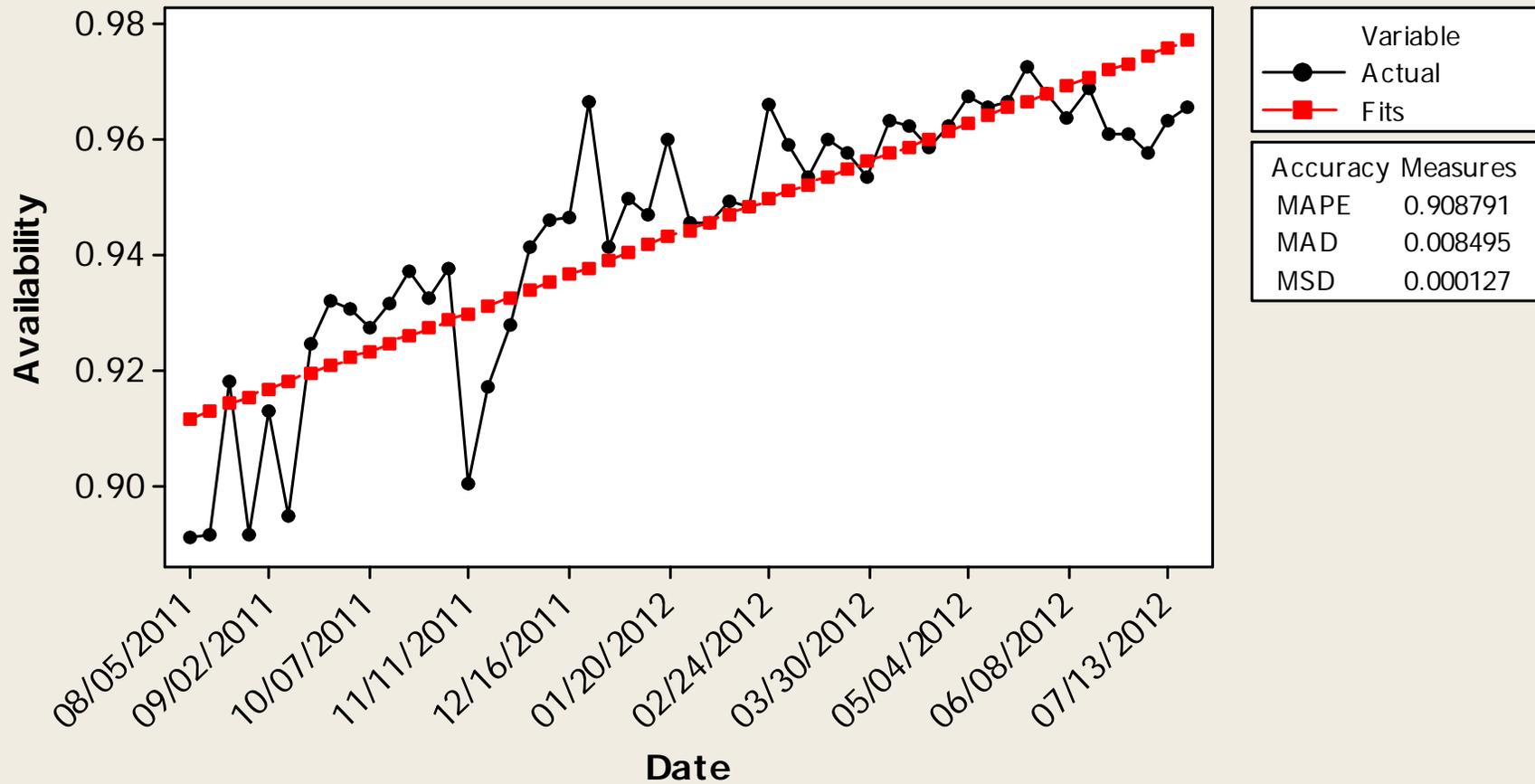
## FSS Operational Performance

- Equipment Stability
  - Machine Availability
  - Mean Time Between Failures
- Flats Automation Trends
- Quality
  - Damaged Mail Reduction Efforts

## Trend Analysis Plot for Availability

Linear Trend Model

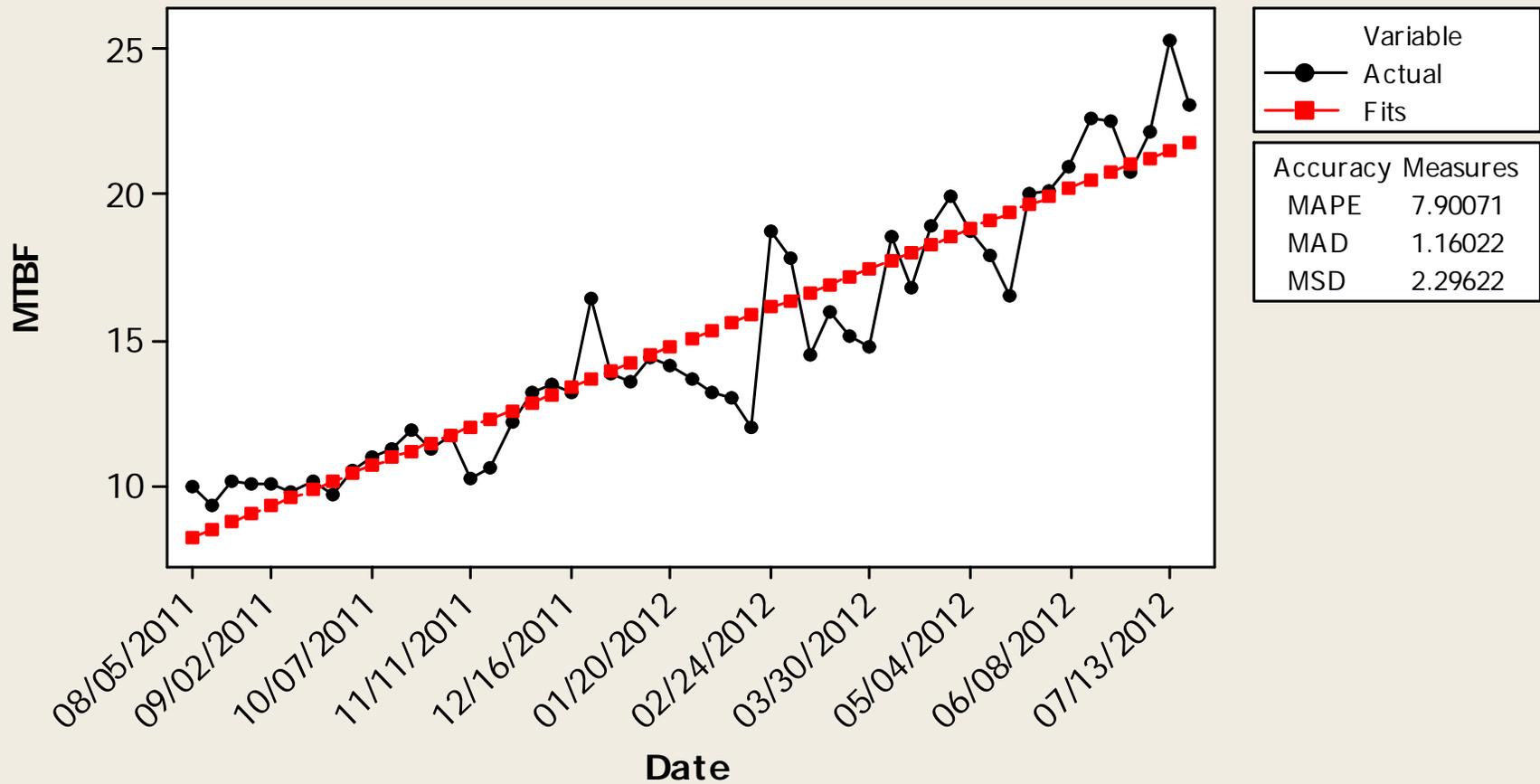
$$Y_t = 0.91057 + 0.00131 * t$$



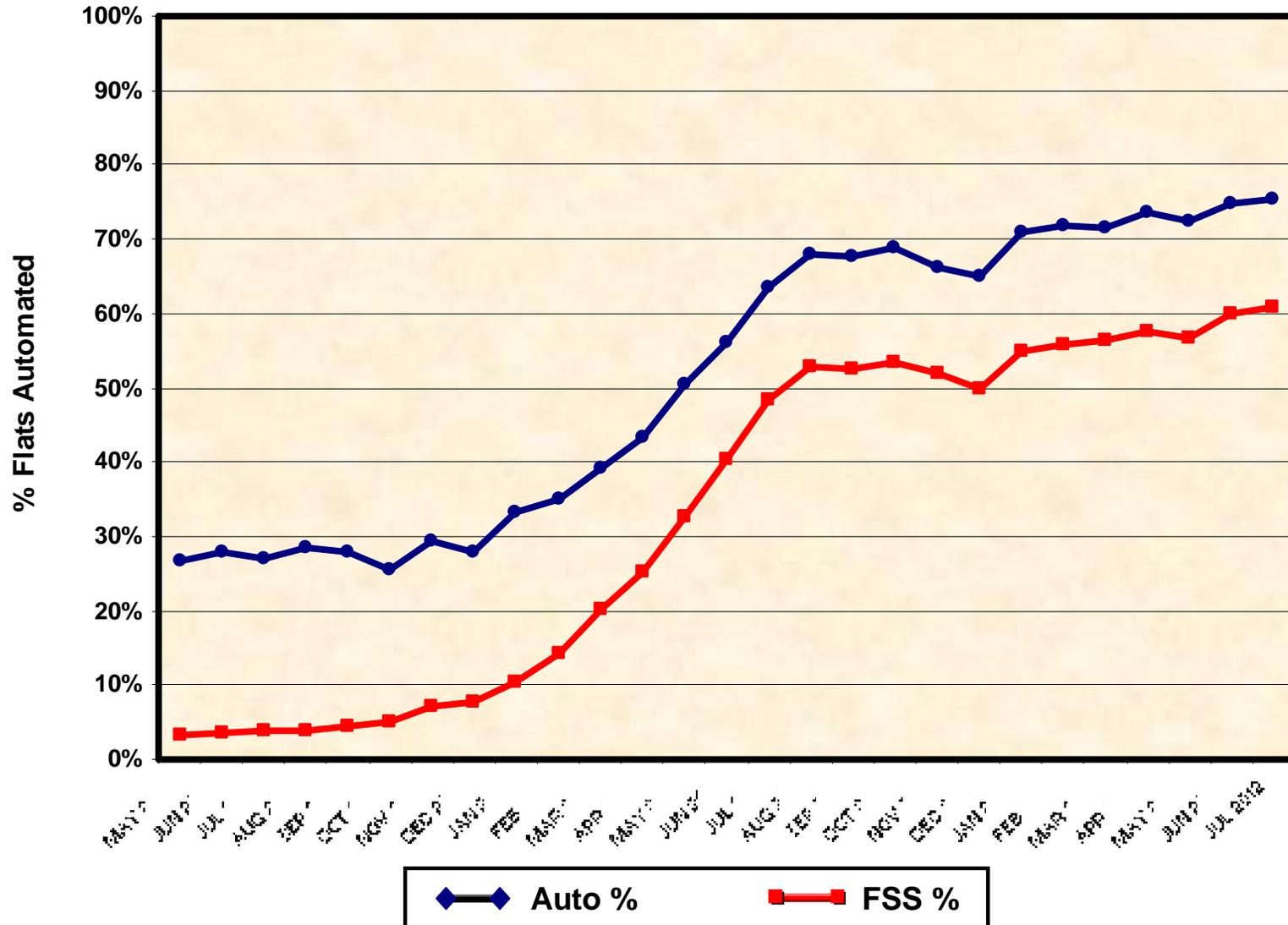
## Trend Analysis Plot for MTBF

Linear Trend Model

$$Y_t = 7.964 + 0.273 * t$$



## Flats Automation Trend



- Tiger Team Reviews
  - Completed 43 full reviews and 22 follow-up reviews
  - 4 sites remaining to be completed in August, 2012

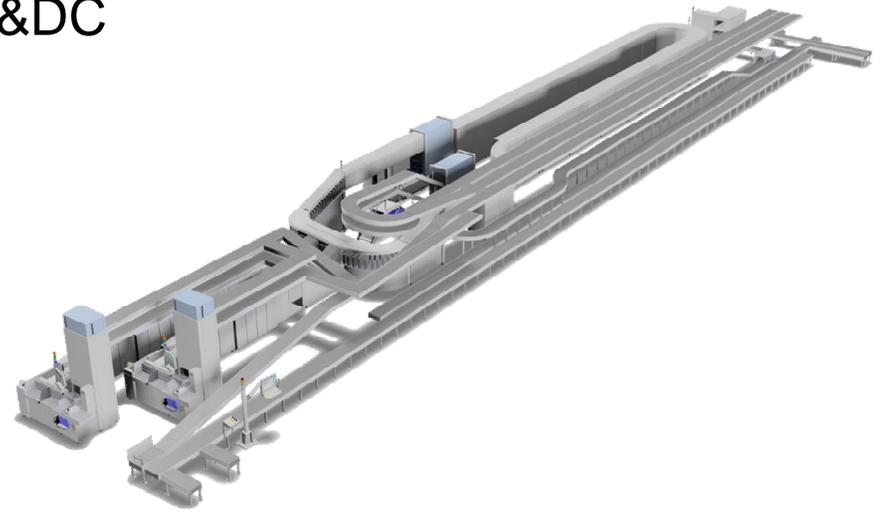


# Flats Sequencing Phase 2

## Continue Market Research

- **FedBizOps - Releases**
  - April 8, 2011
    - Led to Siemens OMS Evaluation
    - Lancaster P&DC selected as evaluation site
  - July 18, 2012
    - Solicit solutions available for evaluation
    - Responses due by August 31, 2012
  
- **FedBizOps – Highlights**
  - Smallest Footprint Possible
  - Consistent Throughput - Independent of Volume Per Delivery Point Processed, Maximize Delivery Points

## Siemens OMS Evaluation – Lancaster P&DC



## Siemens OMS Evaluation – Lancaster P&DC

### Schedule

- Began Live Mail Evaluation

August

2011

### Scheme Information

Scheme Statistic	LO17401U	LO17601U	LO17603U	LO19605U	TOTAL
Number of zones	4	5	6	4	19
Number of routes (city, rural and box)	103	80	81	71	335
Number of delivery-points (city, rural, and box)	62,564	43,288	48,589	31,263	185,704

### Volume Processed

- Volumes processed as of August 15 (291 days of mail processing):

Pieces sequenced: 22,621,676

Highest daily volume : 166,469

Highest weekly volume: 935,777

- System Op Throughput:

Accumulated Avg 8,614 mpcs/h

Plan to complete testing in Lancaster

September 2012



# High Speed Flats Feeder

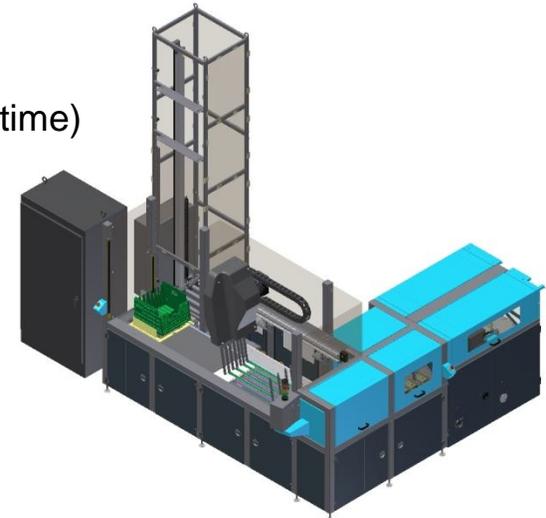
## Background

- Replace 4 FSS Feeders with 2 HSFF

	<b>Configuration</b>	<b>Delivery Points</b>	<b>Throughput</b>
Current FSS	VM4	32,400	16,500
	VM2	<b>64,800</b>	<b>12,100</b>
FSS w/HSFF	VM2	<b>64,800</b>	<b>16,500</b>

- **Goals**

- Feed rate of 6 pieces per second
  - Current FSS Feeder – 3 pieces per second
- Mail double rate (miss-feed of more than one mailpiece at a time)
  - less than 0.5 %
- Mail damage rate
  - Category 2 - less than 1 piece in 2000 (.05%)
  - Category 3 - 1 in 4000 (.025%)



## Current Activities

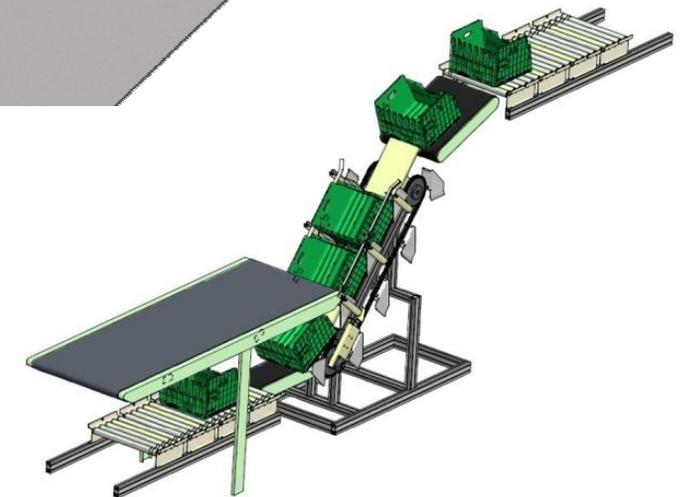
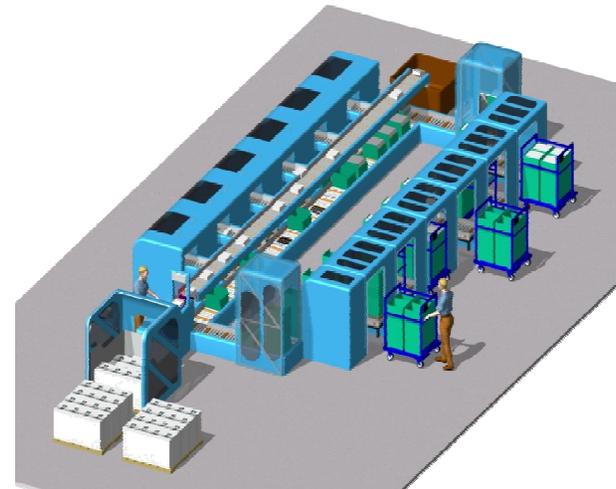
- HSFF stand alone (mock-up) field testing
  - UBBM mail testing February 2012.
  - Live mail testing April - June 2012.
- FSS/HSFF Software Integration
- Pre-production parts released for manufacturing
- Pre Production HSFF currently in assembly
- Full System Integration – October 2012
- Extended Field Test – Spring 2013
- Deployment – Fall 2013



# Flats Prep Solutions

## Flats Prep Initiatives

- Automated Flats Prep
  - Evaluated Fall 2007
  - Large Capital Investment
  - Requires “Perfect” Pallet
    - Bundles Non Compensated
    - 4” or 6” Bundles
    - No Polywrapped Bundles
- ACT Loader
  - Evaluated Fall 2011
  - Works with bundles or logs
  - Requires upstream technology
    - Stream Feeder
- Prep Assist Alternatives
  - Works with existing SAMP & AFSM-ai
  - Productivity Improvement
  - Low Capital Investment
  - Short Payback





# FSS Damage Study

## Mailer Supplied Test Material

- **Thirteen total titles submitted - PER and STD**
  - Unenclosed flats – perfect bound and saddle-stitch spine
  - Varied size, weight, thickness, paper basis weights
- **Test - simulate the 2-pass FSS process**
  - Mail processed into ACTs at SAMP; damage assessed
  - Total volume divided to two groups
    - Run 1: FSS baseline version
    - Run 2: FSS baseline with software and hardware enhancement
- **Review Process**
  - Visual review at varied processing points
  - 100% review of pieces in Carrier Street Trays (CST)
  - Damage type (Foldovers and Tears ) and level ( D2, D3) assessed

## ▪ **Foldovers account for majority of damage**

- Most foldovers were minor creases / folds to the cover and/or internal pages
- Remaining damaged pieces almost even between minor and major damage
- 80% of damage pieces discovered during review of Carrier Street Trays
- Tiger Team reviews finding less damage than test
  - Mail mix in field more robust; includes enclosed pieces

**D2  
Foldover**



**D2 Tear**



**D3 Tear**



- Pieces with more overall stiffness incurred less damage
- Pieces >70 lbs cover paper weight processed better, incurred less damage

## Further In-Depth Analysis

- **Determine – How, When & Where**
  - High Speed Camera
  
- **Use LSS Methods**
  - Design of Experiments (DOE)



# MTEOR Rollout Process

- Phase 1 begins September 5, 2012
  - For Mailers who receive MTE directly from MTESCs
  
- Phase 2 begins in 2013
  - For Postal Plants and other Mailers

- August
  - USPS Employee Training
  - Mailer registration on Business Customer Gateway
- August 24
  - Mailer Informational Webinar #1
- August 27
  - MTEOR Registration Begins for BSAs
- September 5
  - Mailer Informational Webinar #2

**MTEOR LIVE!**  
**September 5, 2012**

- Air Box
- MXD ADC Pallet Solution Update



# MTAC

## Mail Prep & Entry Focus Group

### Standard Track

August 15, 2012

- **Standard Track**
  - Deliverables from Last Meeting
  - Flats Sequencing Update
  - Political & Election Mail Update
  - MTEOR Rollout Process
  - Open Discussion
    - Palletization issue at BMEU
    - Dropship issues at Destination

- Deliverables from Last Meeting
  - BSN eService Network Rationalization Customer Channel
  - Mail Prep & Entry Steering Committee Update
  - Network Rationalization Update
  - Service Standard Maps
  - Enable FSS Entry at non-collocated DSCFs and claim DSCF Prices



**Deliverable from Last Meeting:**

**Network Rationalization  
Customer Issue Tracking**

## CustomerFirst! System

- Function
  - Collection point for customer issues
  - Issues tracked as Service Requests (SR)
  - SRs handled as open tickets that need resolution in order to be closed
  
- Current Users
  - BSN employees who field customer calls
  - Established BSN customers registered for use
    - Access CustomerFirst! through BSN eService Portal

## Network Rationalization Integration

- Goals
  - Use established channel to collect customer issues related to Network Rationalization
  - Track problem resolution
  - Use as an early-alert system to provide visibility to potential problem spots
  - Allow for preemptive action at identified locations
  - Improve the customer experience

## Network Rationalization Integration

- Planned Use
  - Add Network Rationalization related issues to available choices in CustomerFirst! Issues
    - Monitor consolidation locations for consolidation related issues
    - Monitor all sites for issues related to service standard or operating plan changes
  - Use standard issue categories and dispositions
    - Provide extended description field for additional details

## Network Rationalization Integration

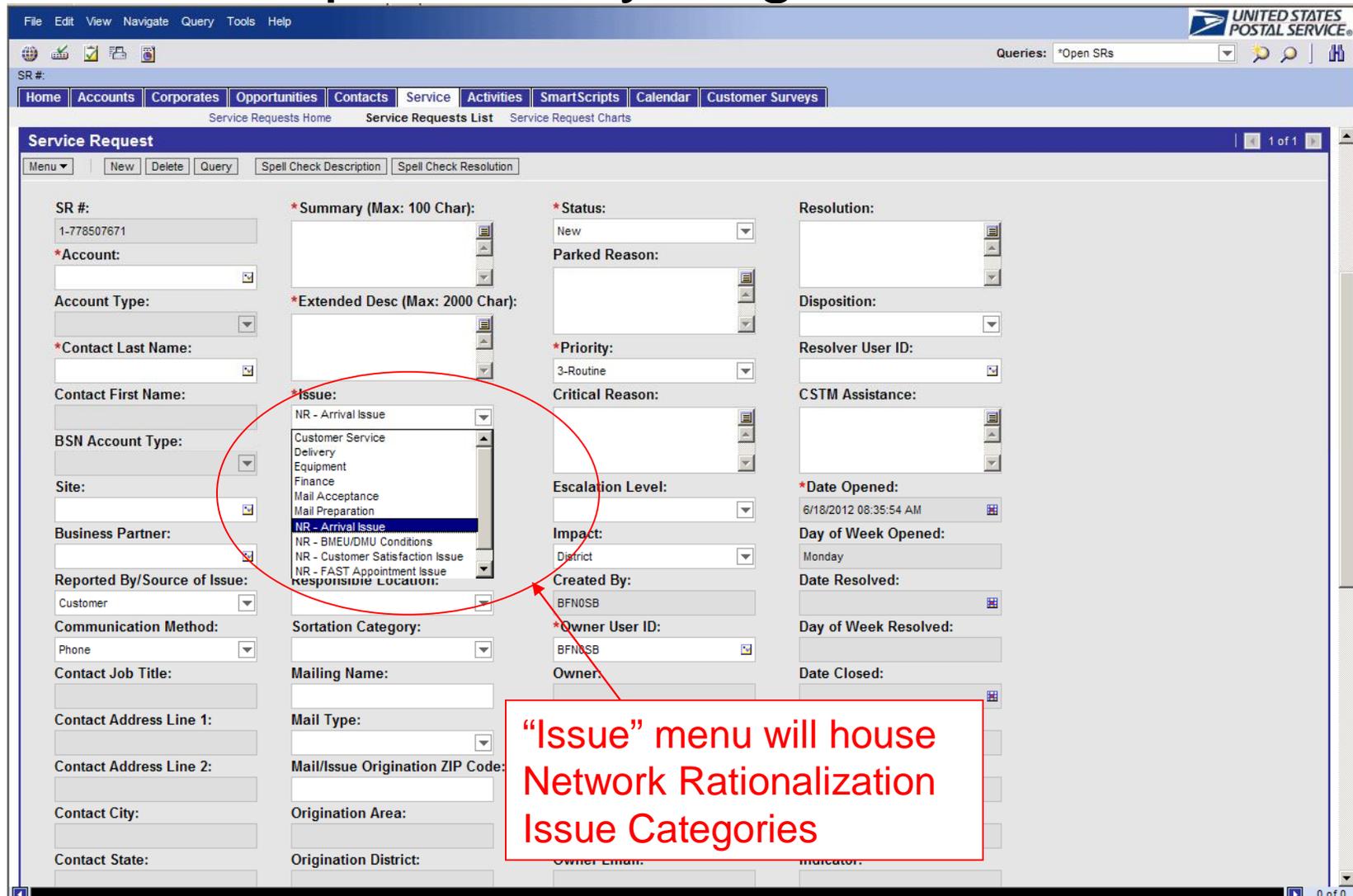
### ▪ Planned Use

- Generate standard and ad-hoc reports specific to Network Rationalization by site/issue
  - Reports specific to consolidation issues and service standard/operating plan change issues
- Use customer feedback to identify site/network issues
  - Identify potential hot spots
  - Act quickly to resolve current issues
  - Use data to preemptively address similar issues in other locations

## Network Rationalization Issues:

Issue:	Disposition:
NR - Arrival Issue	Delay in clearing/signing 8125
	Late arrival - yard congestion
	Late off-load after arrival
	No PIV/personnel for offload
	No supervisor/expeditor onsite
	No visual directions posted
	Not accepted 8125 discrepancy
	Old 8125 facility address
	Unplanned re-directs
NR - BMEU/DMU Conditions	Inadequate staffing
	Late acceptance due to backlog
	MERLIN equipment unavailable
	No clerk avail. for clearance

## Service Request Entry Page:



File Edit View Navigate Query Tools Help

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Queries: \*Open SRs

SR #:

Home Accounts Corporates Opportunities Contacts Service Activities SmartScripts Calendar Customer Surveys

Service Requests Home Service Requests List Service Request Charts

Service Request

Menu New Delete Query Spell Check Description Spell Check Resolution

SR #: 1-778507671

\*Account:

Account Type:

\*Contact Last Name:

Contact First Name:

BSN Account Type:

Site:

Business Partner:

Reported By/Source of Issue: Customer

Communication Method: Phone

Contact Job Title:

Contact Address Line 1:

Contact Address Line 2:

Contact City:

Contact State:

\*Summary (Max: 100 Char):

\*Extended Desc (Max: 2000 Char):

\*Issue:

- NR - Arrival Issue
- Customer Service
- Delivery
- Equipment
- Finance
- Mail Acceptance
- Mail Preparation
- NR - Arrival Issue
- NR - BMEU/DMU Conditions
- NR - Customer Satisfaction Issue
- NR - FAST Appointment Issue
- Responsible Location

Sortation Category:

Mailing Name:

Mail Type:

Mail/Issue Origination ZIP Code:

Origination Area:

Origination District:

\*Status: New

Parked Reason:

\*Priority: 3-Routine

Critical Reason:

Escalation Level:

Impact: District

Created By: BFNOSB

\*Owner User ID: BFNOSB

Owner:

Resolution:

Disposition:

Resolver User ID:

CSTM Assistance:

\*Date Opened: 6/18/2012 08:35:54 AM

Day of Week Opened: Monday

Date Resolved:

Day of Week Resolved:

Date Closed:

“Issue” menu will house Network Rationalization Issue Categories

0 of 0

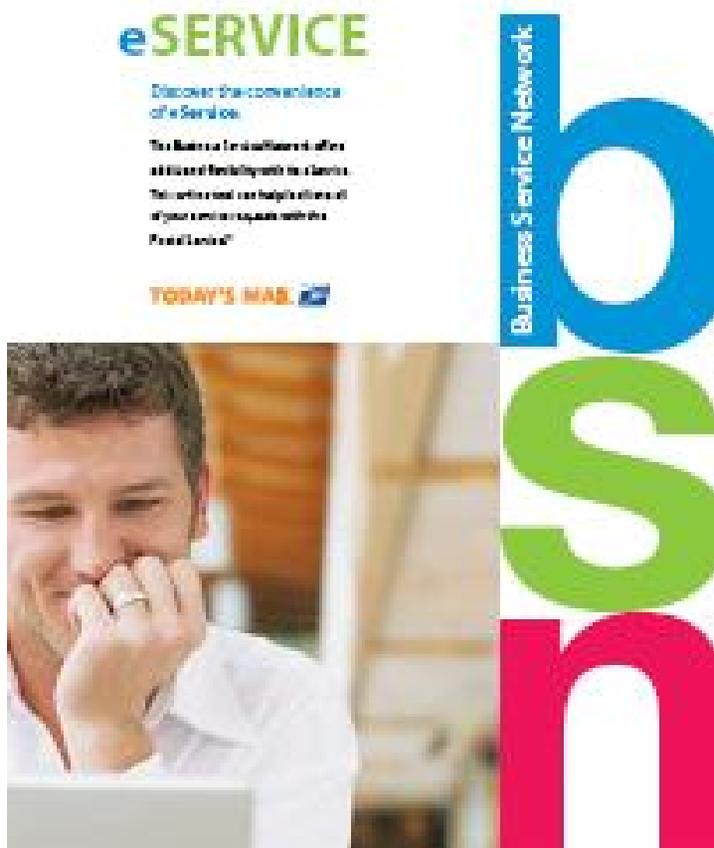
## What is BSN eService?

- State of the Art, web based program that enables BSN customers to receive seamless, national customer support from a dedicated team of Business Service Network employees

## Why Self Service?

- Providing multiple touch points is a way to enhance a customer's overall experience
- Offering electronic support allows customers to access information and perform routine tasks over the Internet
- Customer Satisfaction = Customer Loyalty and Retention

## How to get customer started...



- Customer MUST be an active CF contact
- Go to [www.usps.com](http://www.usps.com)
- Click on Business Customer Gateway
- Click on Business Service Network (BSN) eService
- New Users – Register for BSN eService

### Once on the site...

- Create a User ID and Password
- Follow the prompts to complete the online application
- The customer will receive a confirmation upon approval

## Business Service Network eService

### eService Home

Welcome Back BSNHD User

#### My Service Requests

[Check My Service Requests](#)

Track the status of my service requests.

[Check My Location's Service Requests](#)

Track the status of my location's service requests.

[Check My Company's Service Requests](#)

Track the status of my company's service requests.

[Submit a Service Request](#)

Create a service request.

[Single Package Look Up Service Request](#)

Verify status of or track Delivery/Signature Confirmation or Insured package.

[Submit a Service Request \(Assisted\)](#)

Create a service request with the help of a smartscrip.

#### User Administration

[User Administration](#)

#### eService Help

[Online Help](#)

#### Customer Satisfaction Survey

[Give Us Your Feedback](#)

#### My USPS

##### ▶ **New Users**

[Customize your business mail preference page](#)

##### ▶ **Existing Users**

[Access your business mail preferences page](#)

[Go >](#)



**POSTAL INSPECTORS**

Preserving the Trust

[site map](#)

[contact us](#)

[government services](#)

[National & Premier Accounts](#)

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Home | Sign Out |

---

## Business Service Network eService

### Service Request Detail

[Back to eService Home](#) | [Online Help](#) | [ZIP Code Lookup](#)  
[Complete a Customer Survey for this Service Request!](#)

- ▶ Review the details of the Service Request below.
- ▶ You may add any updates or attachments to your Service Request using the Add buttons below.
- ▶ Once your request is resolved, please indicate your satisfaction level by selecting Yes or No in the Satisfactory Resolution field and clicking the Save button.
- ▶ You may also complete a Customer Survey about our service on this request using the link above.

Service Request Detail
1 of 1+

**SR #:**  
1-76259401

**Contact Last Name:**  
GOLLIVER

**Contact First Name:**  
CALVIN

**\*Account:**  
CONOCO

**Priority:**  
3-Routine

**Critical Reason:**

**Mailing Name:**

**\*Category:**  
USPS Issue

**\*Issue:**  
Drop Shipment

**\*Sub Issue:**  
Advanced Ship Notice Barcode

**Product:**

**Mail Type:**  
Contact Source:  
Web

**Creator Full Name:**  
CALVIN GOLLIVER

**Creator Phone Number:**  
(333) 111-2222

**\*Date Opened:**  
2/5/2007 10:00:19 AM

**\*Status:**  
New

**\*Summary (Max: 100 characters):**  
sdfasas

**Extended Description:**  
**Comments (Max: 250 characters):**

**Origination ZIP Code:**  
94536

**Destination ZIP Code:**  
94560

**Date Closed:**

**Resolution:**  
Assigned BSN Rep Name:  
Pending Assignment

**Assigned BSN Rep Phone:**

**Assigned BSN Rep Email:**

**Satisfactory Resolution?:**

**Updates**

No Records

Type	Status	Created By	Created	Comments
No Records				

**Attachments**

No Records

Attachment Name	Size	Type	Modified	Comments
No Records				

Done
Local intranet



**Deliverable from Last Meeting:**

**Mail Prep & Entry Steering  
Committee Update**



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# Mail Prep & Entry Steering Committee

- **Committee Members**
  - 18 Industry Reps (e.g. mail owners, MSPs, Assn Execs, etc.)
  - 21 Postal Reps (e.g. Operations, Pricing, Acceptance, Product Marketing, Product Classification, etc.)
- **Committee Charter**
  - Identify and implement mail preparation & entry solutions to eliminate non-value added mailing requirements, increase efficiencies to contain costs and drive service improvements for the mailing industry and Postal Service.



- Objectives
  - Assess and prioritize short-term solutions that can be implemented quickly
  - Identify and strategically consider forward-thinking, long-term solutions
  - Seek most efficient, lowest combined cost solutions that will lead to on-time service and overall customer satisfaction
- Ideas evaluated based on 3 primary criteria
  - Benefit (service, costs) to industry and USPS
  - Impact on industry and USPS
  - Level of effort (costs, time, software, etc) to implement solutions



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## Mail Prep & Entry Steering Committee

- 73 total ideas submitted to date
  - Utilize standardized template for submissions to assess range of benefit and effort
  - Quantified in a benefit/effort matrix tool based on criteria provided in template
  - More complex ideas may spin off to task teams or other groups



- Solutions/ideas completed
  - Single piece unit handling and containerization
    - Addresses FCM residual pieces
    - STD mail paid at single piece FCM price
    - Publish in Postal Bulletin 8/23/12; DMM revision 9/4/12
  - DSCF eligibility
    - AADC/ADC eligible for DSCF discount
    - DSCF discount for FSS Scheme pallets dropped at FSS site
    - Publish in Postal Bulletin 8/23/12; DMM 9/4/12
  - OMX/MADC Federal Register Notice
    - Separation required at 100 pounds if palletizing
    - Separation required in sacks below 100 pounds
    - Proposed rule published 6/29/2012, one comment received
    - FR final rule expected in early September with effective date of January 28, 2013



- Frequency of Meetings
  - Meet quarterly to coincide with MTAC
  - Webinar every 3 weeks or as needed
- Meetings to Date
  - June 7<sup>th</sup> and August 14<sup>th</sup>
  - Meetings as required with impacted stakeholders
- Next Steps
  - Further define joint communication process and expectations with industry participants
  - Flesh out cost/benefit and level of effort on ideas submitted to date
  - Explore new concepts submitted



**Deliverable from Last Meeting:**

**Network Rationalization  
Update to MTAC**

## ▪ National Rationalization Update

### EARLY WARNING SYSTEM

#### Flawless Execution

Early Warning System

Recovery "Tiger Team"

Tools &  
Processes in  
place to ensure  
Seamless  
Service  
Performance

- Early warning system in place
- Mail move plan updated bi-weekly and posted on RIBBS
- Constant communication with the mailing industry
- Site Intervention based on EWS
- Feedback system in place to address customer issues

## ▪ National Rationalization Update

### Implementation to Date

	Full Consolidation	Originating Only	Destinating Only	Total Completed
Completed by August 11 <sup>th</sup>	16	8	18	42
Remaining for August 12 <sup>th</sup> - 31 <sup>st</sup>	2	1	1	4
<b>Total</b>	<b>18</b>	<b>9</b>	<b>19</b>	<b>46*</b>

*\*Count based on plant and not zip codes.*

- **Network Rationalization Customer Feedback**
  - Minimal Impact - 7 reported nationwide
    - MTE Backflow Stabilization
    - Transition Of Postal Supplied Transportation For Customer Mail Pickup
    - Customer Implementation Of Specific Label List Changes
    - Customer Transitional Issue With New Drop Shipment Locations

Log Out

No Current Messages

[Go to Message Center](#)

SPM reports at EDW ASR

Failed Containers

Commercial Mail City Matrix

CAR Performance Reports

CAR Political Mailing  
Performance

Top 10 Impacts

STC DoW Analysis

Last Scan Count By MPE Type

ScoreCard

MP-WIP

Network Optimization

Optimization Analysis

### Service Parameters for Diagnostic Reports

Date Range:  Week beginning:  Mail Class:

Full Service Mailers  Non-compliant Mailers  Political Mailings Only

Report for Selected District  Report for Origin District  Report for Selected Mailer

Performance Diagnostics

Failed Piece Pareto Analysis

- SPM diagnostic charts are available for 52 weeks.
- Piece scans are available for 120 days ONLY.

*\*\*Please note: Data refresh and updates occur from 00:00 through 05:00 CDT daily. During this time users may experience difficulty in accessing information in SPD. If this occurs, please try again outside these hours.*

STC Business Rules

MID Lookup

IMb Lookup

IMCb Lookup

IMTb Lookup

Service Standards

Training

Commercial Mail  
Last Mile Overview

Enhancement Suggestions

Political Mailings

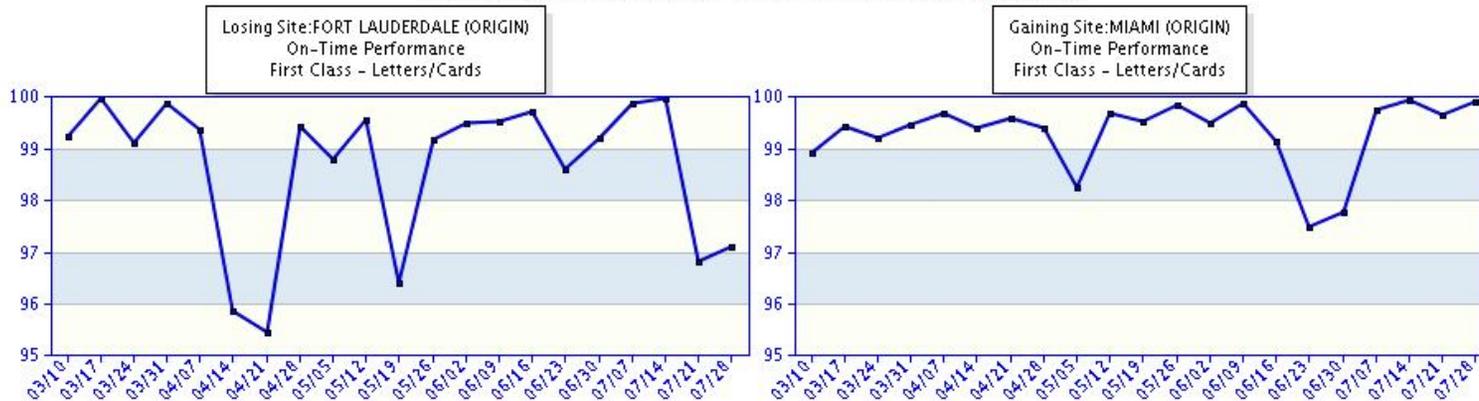
Documents: Network Optimization Checklist.ppt

### ON-TIME PERFORMANCE - CONSOLIDATION PAIRS TREND

[Excel](#)

Letters/Cards  First Class   
 NATIONAL  ALL Districts  From: FORT LAUDERDALE FL To: MIAMI FL   
 Service Standard:  Overnight

Label List Add Date:06/15/2012 Mailer Grace Period Thru:08/29/2012



- Service performance trends at Consolidation Pairs (Activating & Deactivating sites) by:
  - Mail Shape
  - Mail Class
  - Delivery Service Standards

[Log Out](#)

No Current Messages

[Go to Message Center](#)

[SPM reports at EDW ASR](#)

[Failed Containers](#)

[Commercial Mail City Matrix](#)

[CAR Performance Reports](#)

[CAR Political Mailing  
Performance](#)

[Top 10 Impacts](#)

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[STC Business Rules](#)

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[IMTb Lookup](#)

[Service Standards](#)

[Training](#)

[Commercial Mail  
Last Mile Overview](#)

[Enhancement Suggestions](#)

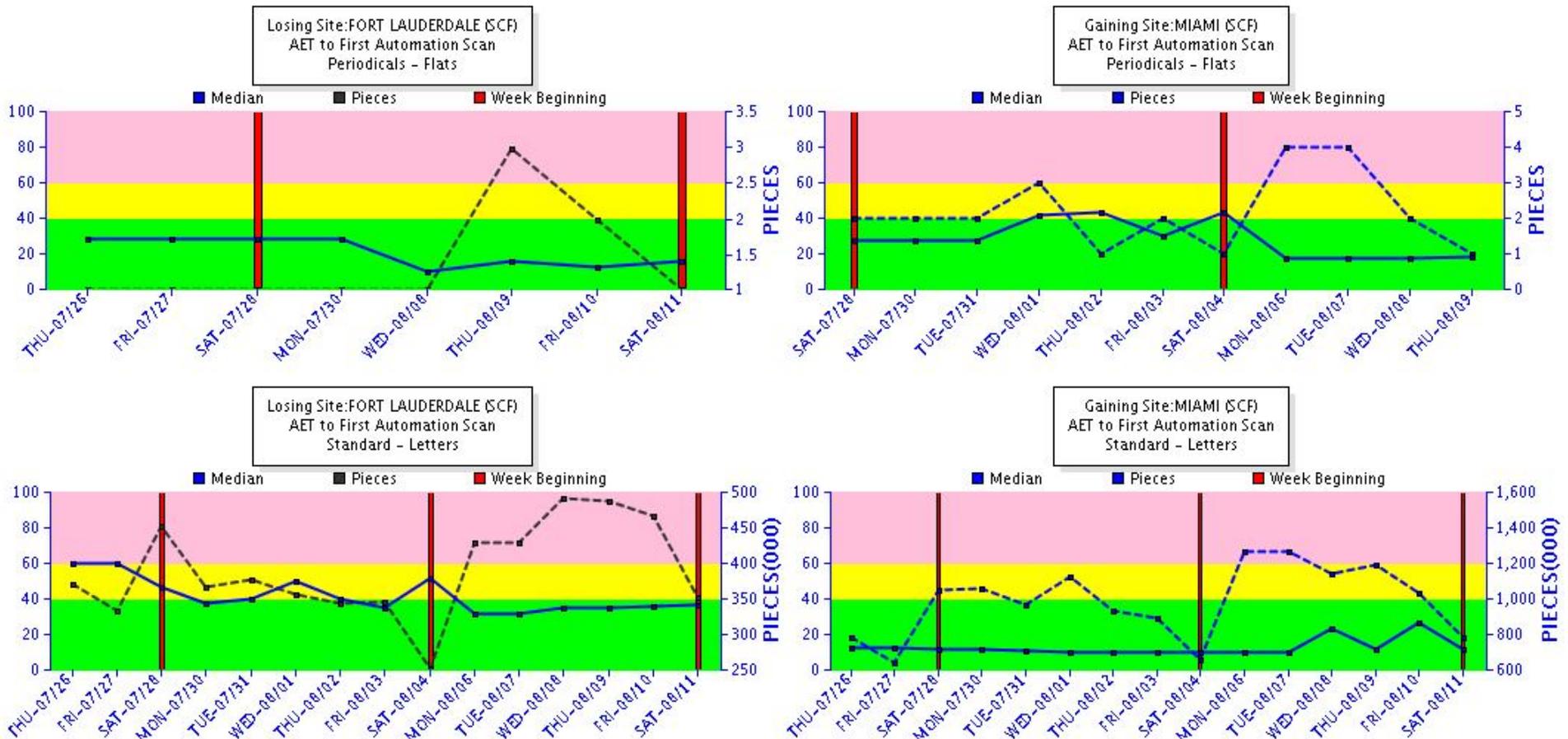
[Political Mailings](#)

## CONSOLIDATION FACILITY PAIRS PERFORMANCE ANALYSIS

NATIONAL | ALL Districts | From: FORT LAUDERDALE FL To: MIAMI FL

From: 04/07/2012 To: 07/28/2012 Threshold (Green Bar) 40

Trend:  Overnight  2-Day  3-5 Day



- Combined service performance analysis for all categories by consolidation pair



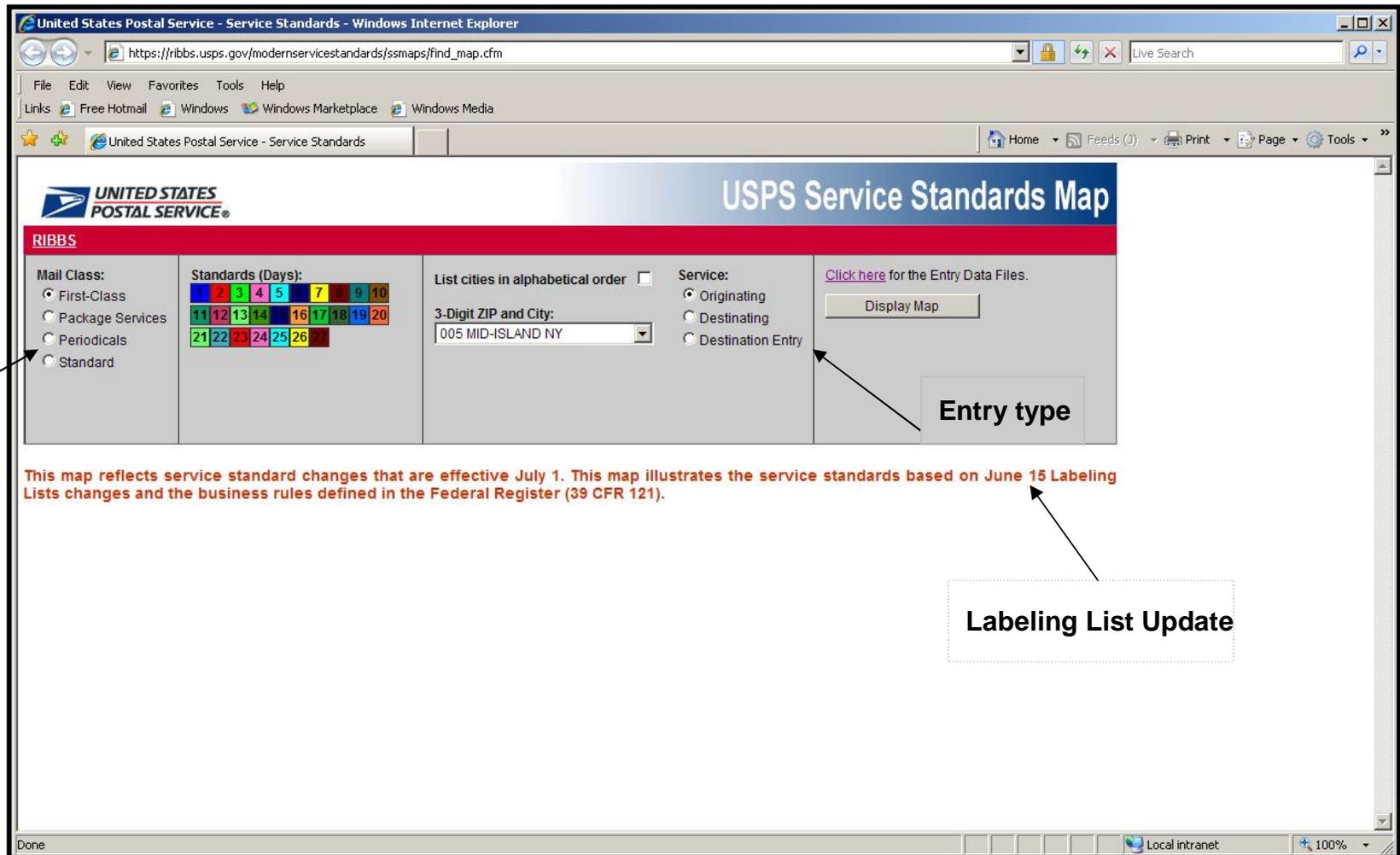
**Deliverable from Last Meeting:**

**Service Standard Maps**

- **Service Standard Maps**
  - July 2012
    - Updated originating service standard maps
      - Based on new business rules
      - June 15 labeling list changes
    - Created new destination entry service standard maps
      - Based on new business rules
      - June 15 labeling list changes
  - October 2012
    - Update maps based on August 15 labeling list changes
    - Maps will be updated one day after start of postal quarter
  - **Interactive Maps**
    - Continuing to work on a solution

## ■ Service Standard Maps

[https://ribbs.usps.gov/modernservicestandards/ssmaps/find\\_map.cfm](https://ribbs.usps.gov/modernservicestandards/ssmaps/find_map.cfm)



**Mail class**

**Entry type**

**Labeling List Update**

This map reflects service standard changes that are effective July 1. This map illustrates the service standards based on June 15 Labeling Lists changes and the business rules defined in the Federal Register (39 CFR 121).

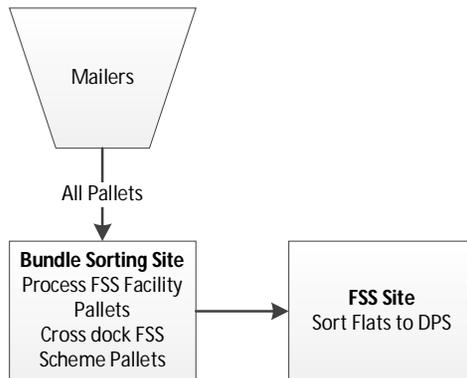


**Deliverable from Last Meeting:**

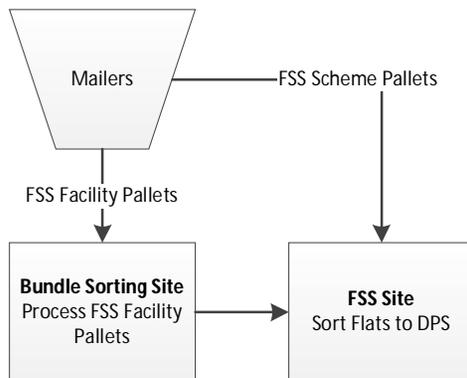
**Enable FSS Entry at Non-  
Collocated DSCFs and Claim  
DSCF Prices**

## Enable FSS Entry at Non-Co-located DSCFs and claim DSCF Prices

**Current Flow when Bundle Sorting Site is different than FSS Site**



**Proposed Short Term Flow when Bundle Sorting Site is different than FSS Site**



- Short Term Proposal – January 2013
  - Modified DMM language to allow mailers to claim DSCF discounts for FSS scheme pallets dropped at FSS locations
    - Postal Bulletin: 8/23
    - Domestic Mail Manual: 9/4
  - Create three new Mail Classes in FAST and MDF Layout per L006 Column B
    - Periodical FSS Scheme
    - News FSS Scheme
    - Standard FSS Scheme
  - Direct FSS mail to appropriate facility using new Mail Classes
- Long Term Proposal
  - Creation of 5-digit redirection capability for SCFs



# Flats Sequencing Update

- Flats Sequencing Update
  - Operational Performance Update
  - Flats Prep Solutions (Presentation from Engineering Systems)
  - FSS Damage Study
  - Mailer Issues – Wanda Senne



# FSS Operational Performance Update

## FSS Operational Performance

### Ongoing Implement Process Improvements

- ***Utilizing LSS Replication Process***
  - ***Upstream Bundle Operations Reviewed for Bypass Mail***
  - ***Methods on Bundle Preparation Techniques***
  - ***Staging Lanes Clearly Identified for First in First Out Processing***
  - ***Just in Time Mail Preparation Within 2 Hrs of Running Sort Program***

### Ongoing Daily Scorecard Reports

- ***Monitor Key Performance Metrics***
  - ***Flats Processed/Hr, Delayed Flats, Automation to Manual***
- ***Maintenance***
  - ***Machine Availability, Failures, Repair and At-risk Root Cause Analysis***
  - ***Effective Preventive Maintenance Windows***

## FSS Operational Performance

### Ongoing Bi-weekly FSS Performance Telecoms

- *Vital Few Plants Identified*
- *Engagement*
  - Plant Managers / Area and District Staff
- *Review Previous Two-Week Performance*
  - Score Card Indicators / Maintenance Indicators
  - Run Plan Compliance

### Ongoing Deploy Tiger Teams

- *Provide On-site Assistance & Support*
- *All 47 FSS Facilities to be Reviewed in FY 2012*

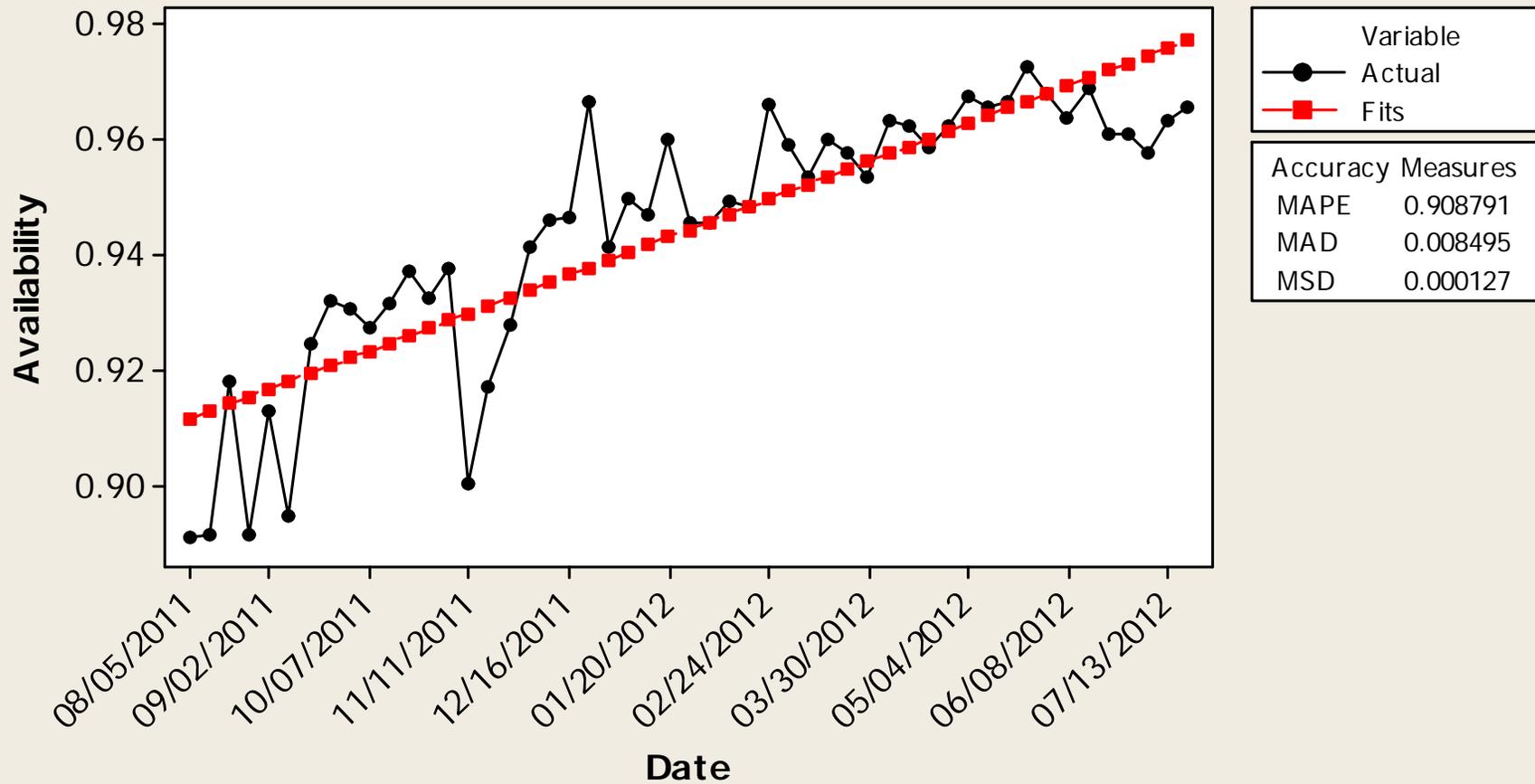
## FSS Operational Performance

- Equipment Stability
  - Machine Availability
  - Mean Time Between Failures
- Flats Automation Trends
- Quality
  - Damaged Mail Reduction Efforts

## Trend Analysis Plot for Availability

Linear Trend Model

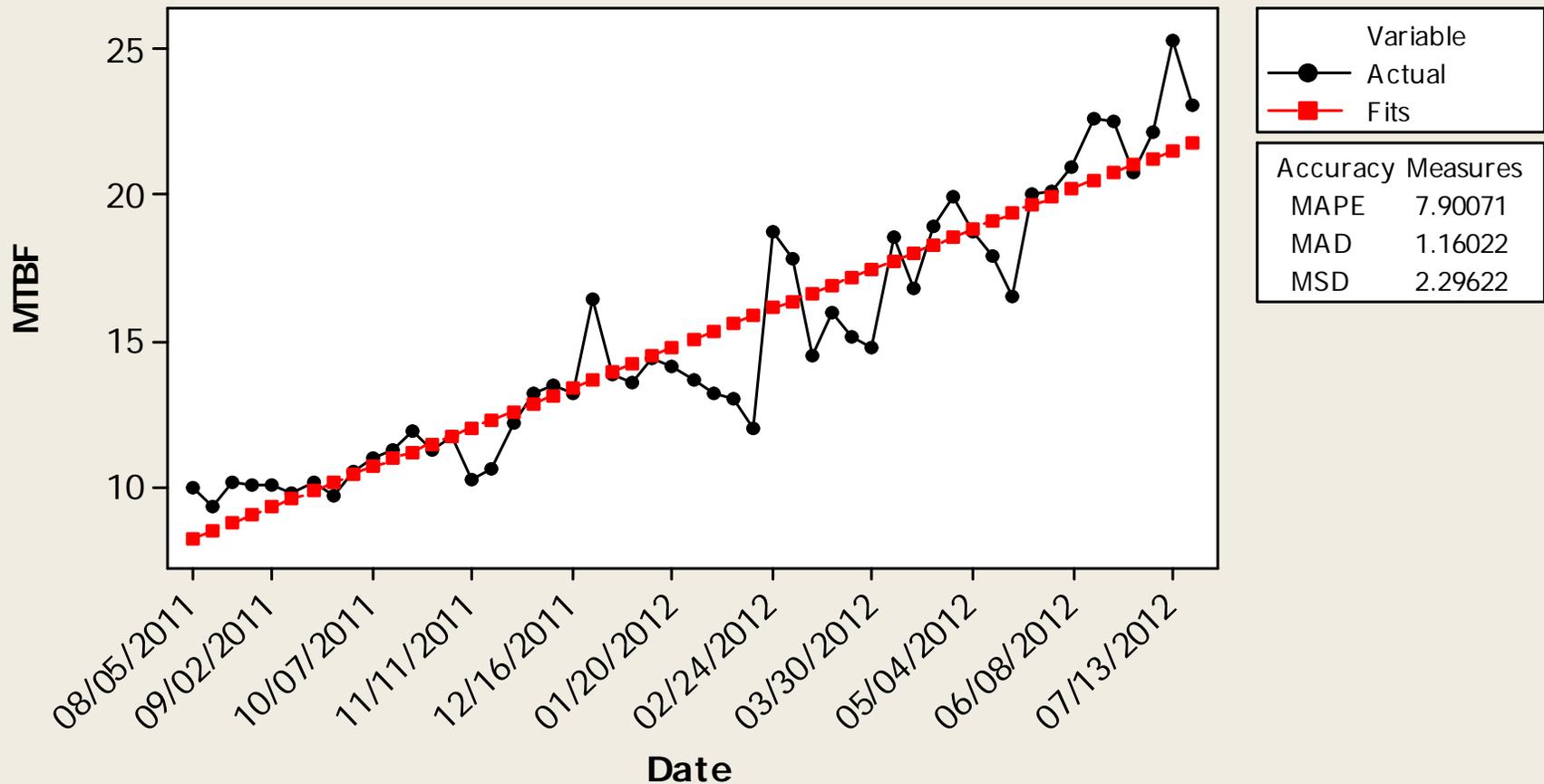
$$Y_t = 0.91057 + 0.00131 * t$$



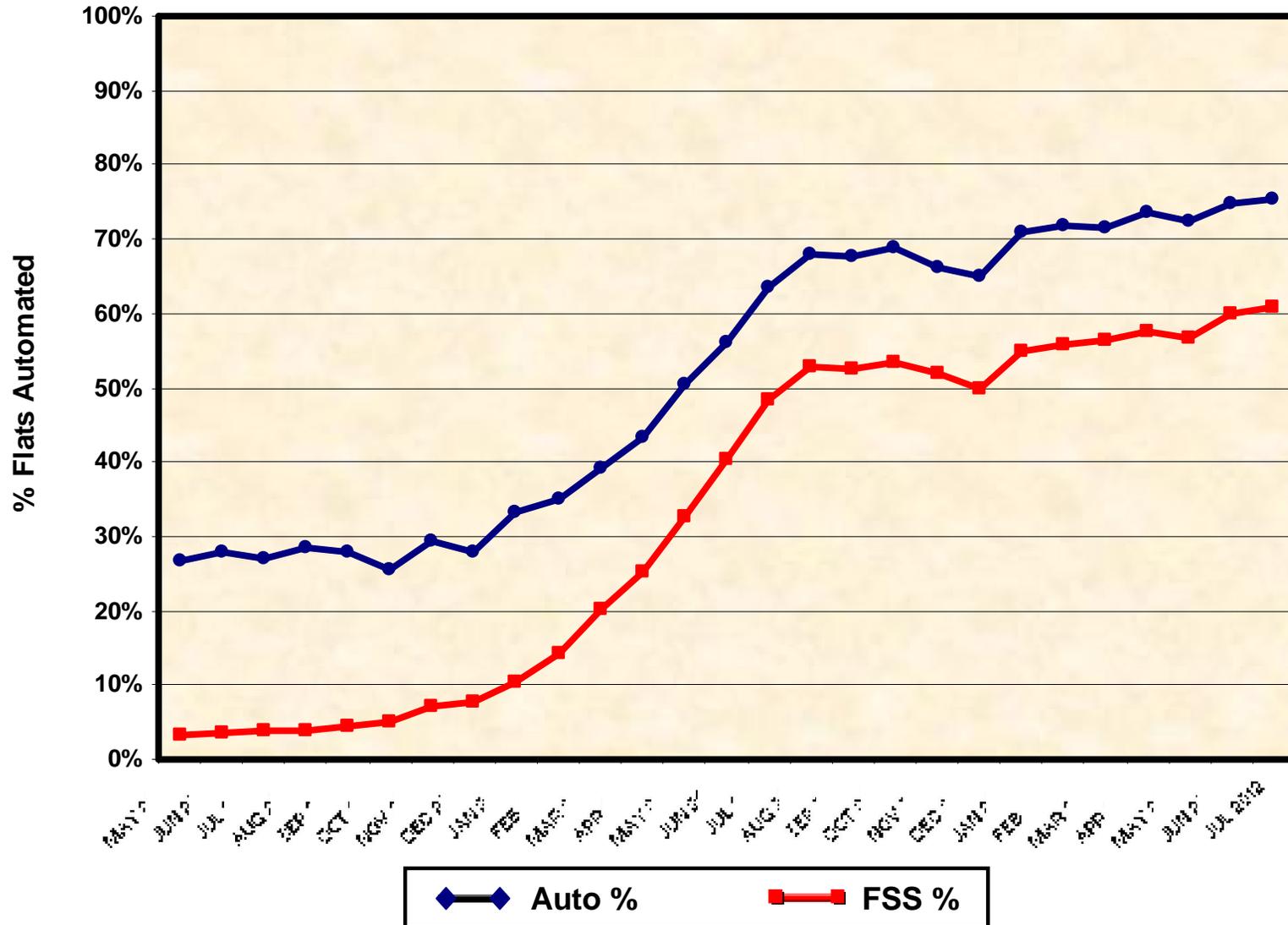
## Trend Analysis Plot for MTBF

Linear Trend Model

$$Y_t = 7.964 + 0.273 * t$$



## Flats Automation Trend



- Tiger Team Reviews
  - Completed 43 full reviews and 22 follow-up reviews
  - 4 sites remaining to be completed in August, 2012

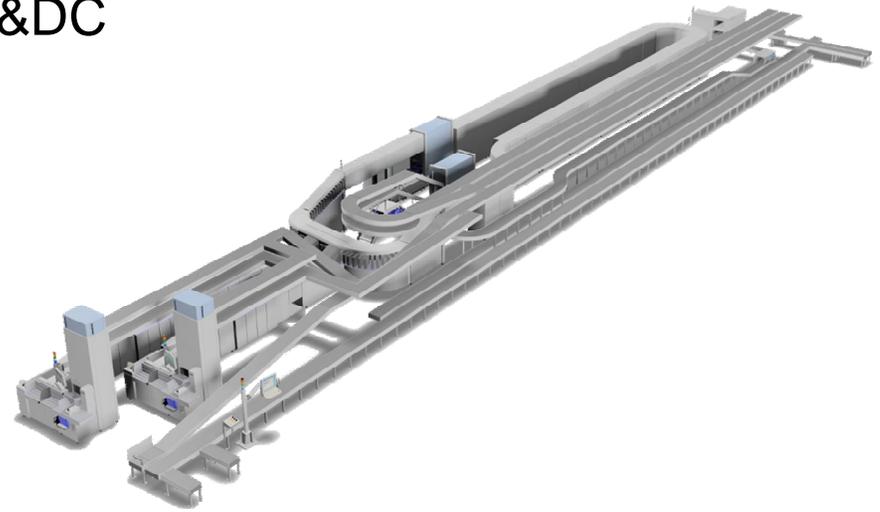


# Flats Sequencing Phase 2

## Continue Market Research

- **FedBizOps - Releases**
  - April 8, 2011
    - Led to Siemens OMS Evaluation
    - Lancaster P&DC selected as evaluation site
  - July 18, 2012
    - Solicit solutions available for evaluation
    - Responses due by August 31, 2012
  
- **FedBizOps – Highlights**
  - Smallest Footprint Possible
  - Consistent Throughput - Independent of Volume Per Delivery Point Processed, Maximize Delivery Points

## Siemens OMS Evaluation – Lancaster P&DC



## Siemens OMS Evaluation – Lancaster P&DC

### Schedule

- Began Live Mail Evaluation

August

2011

### Scheme Information

Scheme Statistic	LO17401U	LO17601U	LO17603U	LO19605U	TOTAL
Number of zones	4	5	6	4	19
Number of routes (city, rural and box)	103	80	81	71	335
Number of delivery-points (city, rural, and box)	62,564	43,288	48,589	31,263	185,704

### Volume Processed

- Volumes processed as of August 15 (291 days of mail processing):

Pieces sequenced: 22,621,676

Highest daily volume : 166,469

Highest weekly volume: 935,777

- System Op Throughput:

Accumulated Avg 8,614 mpcs/h

Plan to complete testing in Lancaster

September 2012



# High Speed Flats Feeder

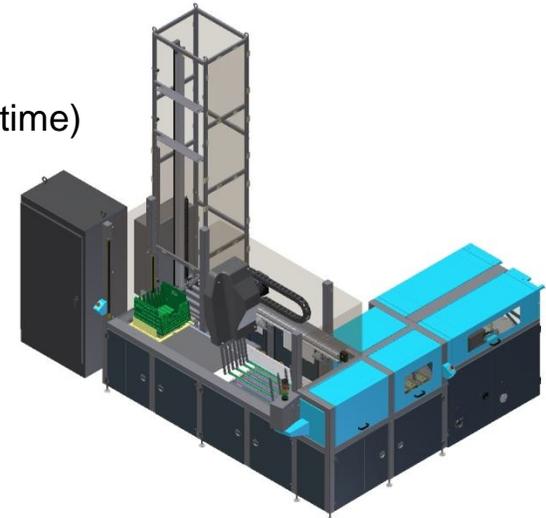
## Background

- Replace 4 FSS Feeders with 2 HSFF

	<b>Configuration</b>	<b>Delivery Points</b>	<b>Throughput</b>
Current FSS	VM4	32,400	16,500
	VM2	<b>64,800</b>	<b>12,100</b>
FSS w/HSFF	VM2	<b>64,800</b>	<b>16,500</b>

- **Goals**

- Feed rate of 6 pieces per second
  - Current FSS Feeder – 3 pieces per second
- Mail double rate (miss-feed of more than one mailpiece at a time)
  - less than 0.5 %
- Mail damage rate
  - Category 2 - less than 1 piece in 2000 (.05%)
  - Category 3 - 1 in 4000 (.025%)



## Current Activities

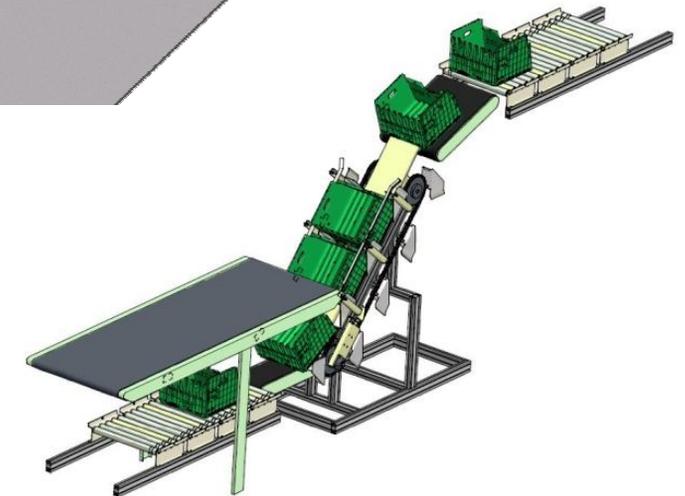
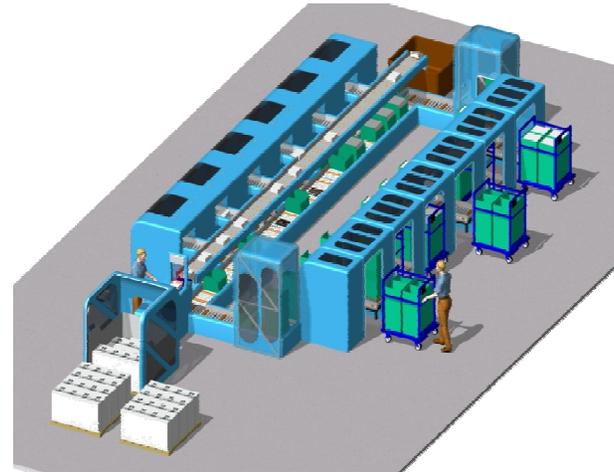
- HSFF stand alone (mock-up) field testing
  - UBBM mail testing February 2012.
  - Live mail testing April - June 2012.
- FSS/HSFF Software Integration
- Pre-production parts released for manufacturing
- Pre Production HSFF currently in assembly
- Full System Integration – October 2012
- Extended Field Test – Spring 2013
- Deployment – Fall 2013



# Flats Prep Solutions

## Flats Prep Initiatives

- Automated Flats Prep
  - Evaluated Fall 2007
  - Large Capital Investment
  - Requires “Perfect” Pallet
    - Bundles Non Compensated
    - 4” or 6” Bundles
    - No Polywrapped Bundles
- ACT Loader
  - Evaluated Fall 2011
  - Works with bundles or logs
  - Requires upstream technology
    - Stream Feeder
- Prep Assist Alternatives
  - Works with existing SAMP & AFSM-ai
  - Productivity Improvement
  - Low Capital Investment
  - Short Payback





# FSS Damage Study

## Mailer Supplied Test Material

- **Thirteen total titles submitted - PER and STD**
  - Unenclosed flats – perfect bound and saddle-stitch spine
  - Varied size, weight, thickness, paper basis weights
- **Test - simulate the 2-pass FSS process**
  - Mail processed into ACTs at SAMP; damage assessed
  - Total volume divided to two groups
    - Run 1: FSS baseline version
    - Run 2: FSS baseline with software and hardware enhancement
- **Review Process**
  - Visual review at varied processing points
  - 100% review of pieces in Carrier Street Trays (CST)
  - Damage type (Foldovers and Tears ) and level ( D2, D3) assessed

## ▪ **Foldovers account for majority of damage**

- Most foldovers were minor creases / folds to the cover and/or internal pages
- Remaining damaged pieces almost even between minor and major damage
- 80% of damage pieces discovered during review of Carrier Street Trays
- Tiger Team reviews finding less damage than test
  - Mail mix in field more robust; includes enclosed pieces

**D2  
Foldover**



**D2 Tear**



**D3 Tear**



- Pieces with more overall stiffness incurred less damage
- Pieces >70 lbs cover paper weight processed better, incurred less damage

## Further In-Depth Analysis

- **Determine – How, When & Where**
  - High Speed Camera
- **Use LSS Methods**
  - Design of Experiments (DOE)



# Election and Political Mail Update

- **Established Political Mail teams in each Area and District**
  - Coordinators are local points of contact for mailers
- **Communication**
  - Conducting national webinars for each functional area of USPS
  - Issuing standardized messaging to employee
- **Implementing standard operating procedures (SOPs)**
  - Utilizing past, best practices
  - Refining processes where needed
- **Ongoing monitoring of inventories**
  - Tracking entered volumes to ensure on-time delivery
  - Ensuring inventory meets required delivery dates in accordance with service standards

- Network Rationalization Phased plan announced May 17
  - Phase 1 began July 2012
  - Phase 2 begins February 2014
  
- Phase 1 included consolidating 140 processing centers
  - 46 processing center consolidations scheduled for July – August
  
- Summer consolidations on schedule

- Election and Political Mail Kick-Off Webinar – April 25, 2012.
  - Vision
  - Expectations
  - Tasks
  
- Election and Political Mail Training Webinars for Mail Processing – May 11, August 17, and September 21.
  
- Distribution of Election and Political Mail collateral to Mail Processing.

- Political Message Mail – Tag 57 Use Eligibility
  - Effective June 26, 2012, the use of Tag 57 is expanded to include Political Action Committees (PACS), Super PACS, and other organizations engaging in issue advocacy or voter mobilization
  - Provides visibility to Political Message Mail while in the mail stream
  - Improve tracking of revenue and volume
- Bi-weekly webinars with Area Managers of In-Plant Support (MIPS)

- **Key BME activities:**
  - Acceptance
  - Tagging
  - PostalOne! identification
  - Verification
  - Staging

Permit Location

Process statement for other permit location:

Permit Information

<b>Permit Holder</b>	<b>Mailing Agent</b>
* Number: <input type="text"/> <a href="#">Search</a>	<input type="text"/> <a href="#">Search</a>
* Type: <input type="text" value="-- Select Type --"/>	Permit Imprint <input type="text"/>

General Information

Post Office of Mailing: OKLAHOMA CITY OK 73125-9653  
Acceptance Facility: OKC PERMIT - 73125

**Check the appropriate checkboxes:**

Mailing contains automation prices - Barcode Type:

Mailing contains windowed letters or flats:

Statement reentered following a reversal:

This is a continuous mailing:

\* This is a Political Campaign mailing:  Yes  No

This is a consolidated statement:

**Click "Yes" if it is a Political Mailing**

\* This is a Political Campaign mailing:  Yes  No

- New Reports & Tools to Track Political Mail in the Service Performance Diagnostics Tool enable us to:
  - Daily Political Mail Container At Risk report to plant managers
  - Daily Service Performance Reports
  - Start-the-Clock Day of the Week Analysis Reports
  - Political Mail Scorecard Reports by class and category (letters, flats, cards, etc.)
  - Top 10 Originating Failures Reports by class and category

- Tracking Enhancements for Local Level
  - Mail Condition Reporting System (MCRS),
  - Customer Service Daily Reporting System (CSDRS),
  - Cycle time tracking utilizing IMb
- Data input of On-Hand and Delayed Political Mail volumes is required from September 1 through November 13, 2012

- **Political Mail Coordinators available at**  
<https://www.usps.com/gov-services/election-mail-contacts.htm>



Quick Tools

Ship a Package

Send Mail

Manage Your Mail

## Government Services

Creating Election Mail

Election Mail Contacts

APO/FPO Ballot Procedures

Penalty Mail

## USPS® Election Mail Contacts by Region

Find USPS® election mail contacts by the first 3 digits of your ZIP Code™.

**2012 USPS Election and Political Mail Coordinators**

Or locate the closest Mailpiece Design Analyst or Business Mail Entry Unit.

[Find a Mailpiece Design Analyst >](#)

[Find a Business Mail Entry Unit >](#)

### New York Metro Area

ZIP Code Prefixes 005 to 009, 070 to 079, 085 to 089, 100 to 119, and 124 to 127

[Show Details](#)

### Northeast Area

ZIP Code Prefixes 010 to 069, 120 to 123, and 128 to 149

[Show Details](#)

### Eastern Area



# MTEOR Rollout Process

- Phase 1 begins September 5, 2012
  - For Mailers who receive MTE directly from MTESCs
  
- Phase 2 begins in 2013
  - For Postal Plants and other Mailers

- August
  - USPS Employee Training
  - Mailer registration on Business Customer Gateway
- August 24
  - Mailer Informational Webinar #1
- August 27
  - MTEOR Registration Begins for BSAs
- September 5
  - Mailer Informational Webinar #2

**MTEOR LIVE!**  
**September 5, 2012**

- Palletization issue at BMEU
- Dropship issues at Destination



# MTAC

## Mail Prep & Entry Focus Group

### Packages Track

August 15, 2012

- Packages Track
  - Deliverables from Last Meeting
  - MTEOR Rollout Process
  - Open Discussion
    - Delivery Unit Optimization Process & Delivery Issues

- Deliverables from Last Meeting
  - BSN eService Network Rationalization Customer Channel
  - Mail Prep & Entry Steering Committee Update
  - Network Rationalization Update.
  - Service Standard Maps



**Deliverable from Last Meeting:**

**Network Rationalization  
Customer Issue Tracking**

## CustomerFirst! System

- Function
  - Collection point for customer issues
  - Issues tracked as Service Requests (SR)
  - SRs handled as open tickets that need resolution in order to be closed
  
- Current Users
  - BSN employees who field customer calls
  - Established BSN customers registered for use
    - Access CustomerFirst! through BSN eService Portal

## Network Rationalization Integration

### ▪ Goals

- Use established channel to collect customer issues related to Network Rationalization
- Track problem resolution
- Use as an early-alert system to provide visibility to potential problem spots
- Allow for preemptive action at identified locations
- Improve the customer experience

## Network Rationalization Integration

### ▪ Planned Use

- Add Network Rationalization related issues to available choices in CustomerFirst! Issues
  - Monitor consolidation locations for consolidation related issues
  - Monitor all sites for issues related to service standard or operating plan changes
- Use standard issue categories and dispositions
  - Provide extended description field for additional details

## Network Rationalization Integration

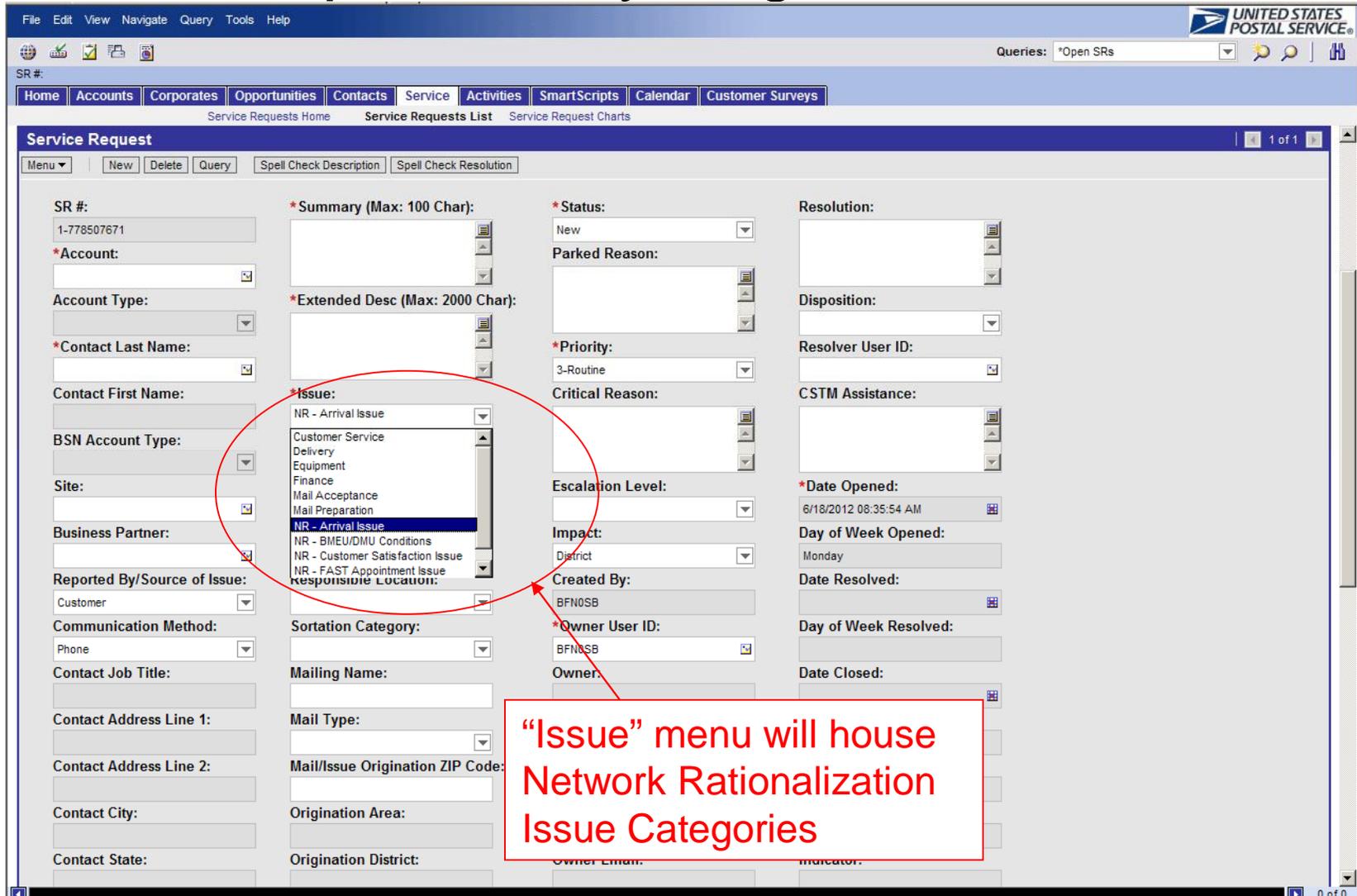
### ▪ Planned Use

- Generate standard and ad-hoc reports specific to Network Rationalization by site/issue
  - Reports specific to consolidation issues and service standard/operating plan change issues
- Use customer feedback to identify site/network issues
  - Identify potential hot spots
  - Act quickly to resolve current issues
  - Use data to preemptively address similar issues in other locations

## Network Rationalization Issues:

<b>Issue:</b>	<b>Disposition:</b>
NR - Arrival Issue	Delay in clearing/signing 8125
	Late arrival - yard congestion
	Late off-load after arrival
	No PIV/personnel for offload
	No supervisor/expeditor onsite
	No visual directions posted
	Not accepted 8125 discrepancy
	Old 8125 facility address
NR - BMEU/DMU Conditions	Unplanned re-directs
	Inadequate staffing
	Late acceptance due to backlog
	MERLIN equipment unavailable
	No clerk avail. for clearance

## Service Request Entry Page:



File Edit View Navigate Query Tools Help

UNITED STATES POSTAL SERVICE®

Queries: \*Open SRs

SR #: 1-778507671

Home Accounts Corporates Opportunities Contacts Service Activities SmartScripts Calendar Customer Surveys

Service Requests Home Service Requests List Service Request Charts

Service Request

Menu New Delete Query Spell Check Description Spell Check Resolution

SR #: 1-778507671

\*Account:

Account Type:

\*Contact Last Name:

Contact First Name:

BSN Account Type:

Site:

Business Partner:

Reported By/Source of Issue: Customer

Communication Method: Phone

Contact Job Title:

Contact Address Line 1:

Contact Address Line 2:

Contact City:

Contact State:

\*Summary (Max: 100 Char):

\*Extended Desc (Max: 2000 Char):

\*Issue:

- NR - Arrival Issue
- Customer Service
- Delivery
- Equipment
- Finance
- Mail Acceptance
- Mail Preparation
- NR - Arrival Issue
- NR - BMEU/DMU Conditions
- NR - Customer Satisfaction Issue
- NR - FAST Appointment Issue
- Responsible Location:

Sortation Category:

Mailing Name:

Mail Type:

Mail/Issue Origination ZIP Code:

Origination Area:

Origination District:

\*Status: New

Parked Reason:

\*Priority: 3-Routine

Critical Reason:

Escalation Level:

Impact: District

Created By: BFNOSB

\*Owner User ID: BFNOSB

Owner:

Resolution:

Disposition:

Resolver User ID:

CSTM Assistance:

\*Date Opened: 6/18/2012 08:35:54 AM

Day of Week Opened: Monday

Date Resolved:

Day of Week Resolved:

Date Closed:

“Issue” menu will house Network Rationalization Issue Categories

0 of 0

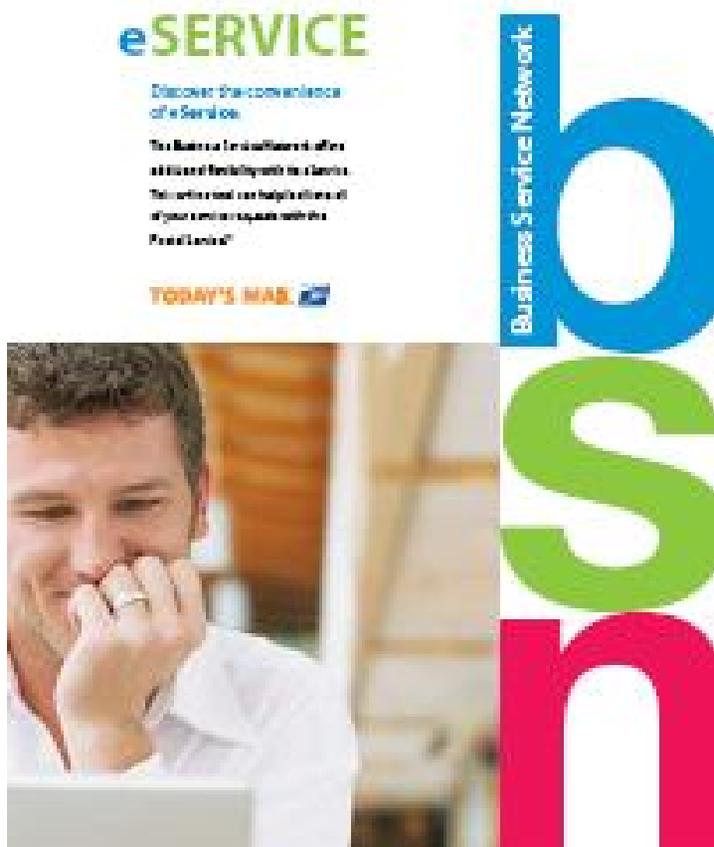
## What is BSN eService?

- State of the Art, web based program that enables BSN customers to receive seamless, national customer support from a dedicated team of Business Service Network employees

## Why Self Service?

- Providing multiple touch points is a way to enhance a customer's overall experience
- Offering electronic support allows customers to access information and perform routine tasks over the Internet
- Customer Satisfaction = Customer Loyalty and Retention

## How to get customer started...



- Customer MUST be an active CF contact
- Go to [www.usps.com](http://www.usps.com)
- Click on Business Customer Gateway
- Click on Business Service Network (BSN) eService
- New Users – Register for BSN eService

### Once on the site...

- Create a User ID and Password
- Follow the prompts to complete the online application
- The customer will receive a confirmation upon approval

## Business Service Network eService

### eService Home

Welcome Back BSNHD User

#### My Service Requests

[Check My Service Requests](#)

Track the status of my service requests.

[Check My Location's Service Requests](#)

Track the status of my location's service requests.

[Check My Company's Service Requests](#)

Track the status of my company's service requests.

[Submit a Service Request](#)

Create a service request.

[Single Package Look Up Service Request](#)

Verify status of or track Delivery/Signature Confirmation or Insured package.

[Submit a Service Request \(Assisted\)](#)

Create a service request with the help of a smartsript.

#### User Administration

[User Administration](#)

#### eService Help

[Online Help](#)

#### Customer Satisfaction Survey

[Give Us Your Feedback](#)

#### My USPS

##### ▶ **New Users**

[Customize your business mail preference page](#)

##### ▶ **Existing Users**

[Access your business mail preferences page](#)

[Go >](#)



**POSTAL INSPECTORS**

Preserving the Trust

[site map](#)

[contact us](#)

[government services](#)

[National & Premier Accounts](#)

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Home | Sign Out |

---

## Business Service Network eService

### Service Request Detail

[Back to eService Home](#) | [Online Help](#) | [ZIP Code Lookup](#)

Complete a [Customer Survey](#) for this Service Request!

- ▶ Review the details of the Service Request below.
- ▶ You may add any updates or attachments to your Service Request using the Add buttons below.
- ▶ Once your request is resolved, please indicate your satisfaction level by selecting Yes or No in the Satisfactory Resolution field and clicking the Save button.
- ▶ You may also complete a Customer Survey about our service on this request using the link above.

Service Request Detail
1 of 1+

**SR #:**  
1-76259401

**Contact Last Name:**  
GOLLIVER

**Contact First Name:**  
CALVIN

**\*Account:**  
CONOCO

**Priority:**  
3-Routine

**Critical Reason:**

**Mailing Name:**

**\*Category:**  
USPS Issue

**\*Issue:**  
Drop Shipment

**\*Sub Issue:**  
Advanced Ship Notice Barcode

**Product:**

**Mail Type:**  
Contact Source:  
Web

**Creator Full Name:**  
CALVIN GOLLIVER

**Creator Phone Number:**  
(333) 111-2222

**\*Date Opened:**  
2/5/2007 10:00:19 AM

**\*Status:**  
New

**\*Summary (Max: 100 characters):**  
sdfasas

**Extended Description:**  
**Comments (Max: 250 characters):**

**Origination ZIP Code:**  
94536

**Destination ZIP Code:**  
94560

**Date Closed:**

**Resolution:**  
Assigned BSN Rep Name:  
Pending Assignment

**Assigned BSN Rep Phone:**

**Assigned BSN Rep Email:**

**Satisfactory Resolution?:**

Updates
No Records

[Add Updates >](#)

Type	Status	Created By	Created	Comments
No Records				

Attachments
No Records

[Add Attachments >](#)

Attachment Name	Size	Type	Modified	Comments
No Records				

Done
Local intranet



**Deliverable from Last Meeting:**

**Mail Prep & Entry Steering  
Committee Update**



- **Committee Members**
  - 18 Industry Reps (e.g. mail owners, MSPs, Assn Execs, etc.)
  - 21 Postal Reps (e.g. Operations, Pricing, Acceptance, Product Marketing, Product Classification, etc.)
- **Committee Charter**
  - Identify and implement mail preparation & entry solutions to eliminate non-value added mailing requirements, increase efficiencies to contain costs and drive service improvements for the mailing industry and Postal Service.



- Objectives
  - Assess and prioritize short-term solutions that can be implemented quickly
  - Identify and strategically consider forward-thinking, long-term solutions
  - Seek most efficient, lowest combined cost solutions that will lead to on-time service and overall customer satisfaction
- Ideas evaluated based on 3 primary criteria
  - Benefit (service, costs) to industry and USPS
  - Impact on industry and USPS
  - Level of effort (costs, time, software, etc) to implement solutions



- 73 total ideas submitted to date
  - Utilize standardized template for submissions to assess range of benefit and effort
  - Quantified in a benefit/effort matrix tool based on criteria provided in template
  - More complex ideas may spin off to task teams or other groups



- Solutions/ideas completed
  - Single piece unit handling and containerization
    - Addresses FCM residual pieces
    - STD mail paid at single piece FCM price
    - Publish in Postal Bulletin 8/23/12; DMM revision 9/4/12
  - DSCF eligibility
    - AADC/ADC eligible for DSCF discount
    - DSCF discount for FSS Scheme pallets dropped at FSS site
    - Publish in Postal Bulletin 8/23/12; DMM 9/4/12
  - OMX/MADC Federal Register Notice
    - Separation required at 100 pounds if palletizing
    - Separation required in sacks below 100 pounds
    - Proposed rule published 6/29/2012, one comment received
    - FR final rule expected in early September with effective date of January 28, 2013



- Frequency of Meetings
  - Meet quarterly to coincide with MTAC
  - Webinar every 3 weeks or as needed
- Meetings to Date
  - June 7<sup>th</sup> and August 14<sup>th</sup>
  - Meetings as required with impacted stakeholders
- Next Steps
  - Further define joint communication process and expectations with industry participants
  - Flesh out cost/benefit and level of effort on ideas submitted to date
  - Explore new concepts submitted



**Deliverable from Last Meeting:**

**Network Rationalization  
Update to MTAC**

## ▪ National Rationalization Update

### EARLY WARNING SYSTEM

#### Flawless Execution

Early Warning System

Recovery "Tiger Team"

Tools &  
Processes in  
place to ensure  
Seamless  
Service  
Performance

- Early warning system in place
- Mail move plan updated bi-weekly and posted on RIBBS
- Constant communication with the mailing industry
- Site Intervention based on EWS
- Feedback system in place to address customer issues

## ▪ National Rationalization Update

### Implementation to Date

	<b>Full Consolidation</b>	<b>Originating Only</b>	<b>Destinating Only</b>	<b>Total Completed</b>
<b>Completed by August 11<sup>th</sup></b>	<b>16</b>	<b>8</b>	<b>18</b>	<b>42</b>
<b>Remaining for August 12<sup>th</sup>- 31<sup>st</sup></b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>
<b>Total</b>	<b>18</b>	<b>9</b>	<b>19</b>	<b>46*</b>

*\*Count based on plant and not zip codes.*

- **Network Rationalization Customer Feedback**
  - Minimal Impact - 7 reported nationwide
    - MTE Backflow Stabilization
    - Transition Of Postal Supplied Transportation For Customer Mail Pickup
    - Customer Implementation Of Specific Label List Changes
    - Customer Transitional Issue With New Drop Shipment Locations

[Log Out](#)

No Current Messages

[Go to Message Center](#)

[SPM reports at EDW ASR](#)

[Failed Containers](#)

[Commercial Mail City Matrix](#)

[CAR Performance Reports](#)

[CAR Political Mailing  
Performance](#)

[Top 10 Impacts](#)

[STC DoW Analysis](#)

[Last Scan Count By MPE Type](#)

[ScoreCard](#)

[MP-WIP](#)

[Network Optimization](#)

[Optimization Analysis](#)

### Service Parameters for Diagnostic Reports

Date Range:  Week beginning:  Mail Class:

Full Service Mailers  Non-compliant Mailers  Political Mailings Only

Report for Selected District  Report for Origin District  Report for Selected Mailer

[Performance Diagnostics](#)

[Failed Piece Pareto Analysis](#)

- SPM diagnostic charts are available for 52 weeks.
- Piece scans are available for 120 days ONLY.

*\*\*Please note: Data refresh and updates occur from 00:00 through 05:00 CDT daily. During this time users may experience difficulty in accessing information in SPD. If this occurs, please try again outside these hours.*

[STC Business Rules](#)

[MID Lookup](#)

[IMb Lookup](#)

[IMCb Lookup](#)

[IMtb Lookup](#)

[Service Standards](#)

[Training](#)

[Commercial Mail  
Last Mile Overview](#)

[Enhancement Suggestions](#)

[Political Mailings](#)

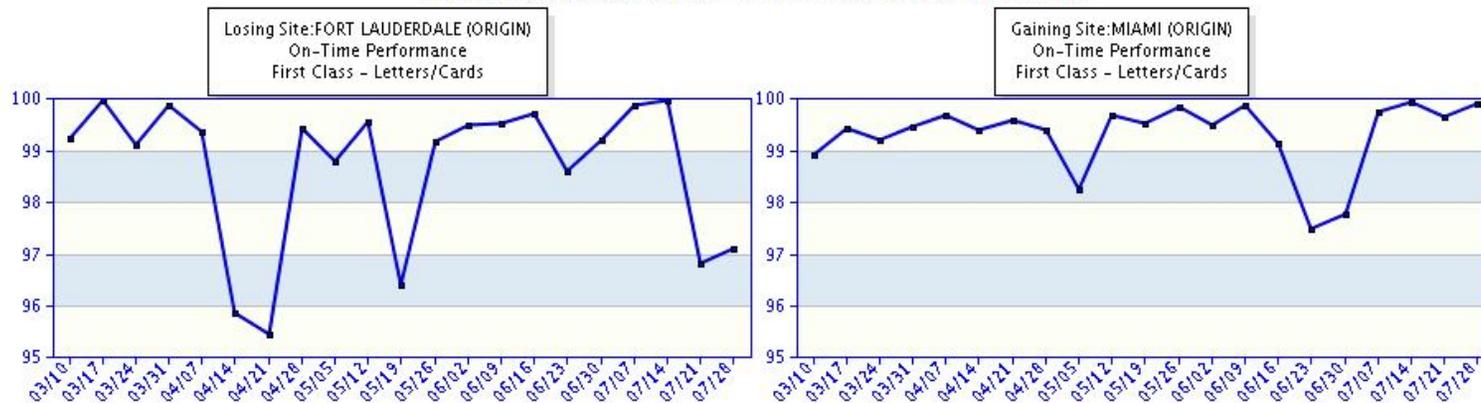
Documents: Network Optimization Checklist.ppt

### ON-TIME PERFORMANCE - CONSOLIDATION PAIRS TREND

[Excel](#)

Letters/Cards ▾ First Class ▾  
 NATIONAL ▾ ALL Districts ▾ From: FORT LAUDERDALE FL To: MIAMI FL ▾  
 Service Standard: Overnight ▾

Label List Add Date: 06/15/2012 Mailer Grace Period Thru: 08/29/2012



- Service performance trends at Consolidation Pairs (Activating & Deactivating sites) by:
  - Mail Shape
  - Mail Class
  - Delivery Service Standards

[Log Out](#)

No Current Messages

[Go to Message Center](#)[SPM reports at EDW ASR](#)[Failed Containers](#)[Commercial Mail City Matrix](#)[CAR Performance Reports](#)[CAR Political Mailing  
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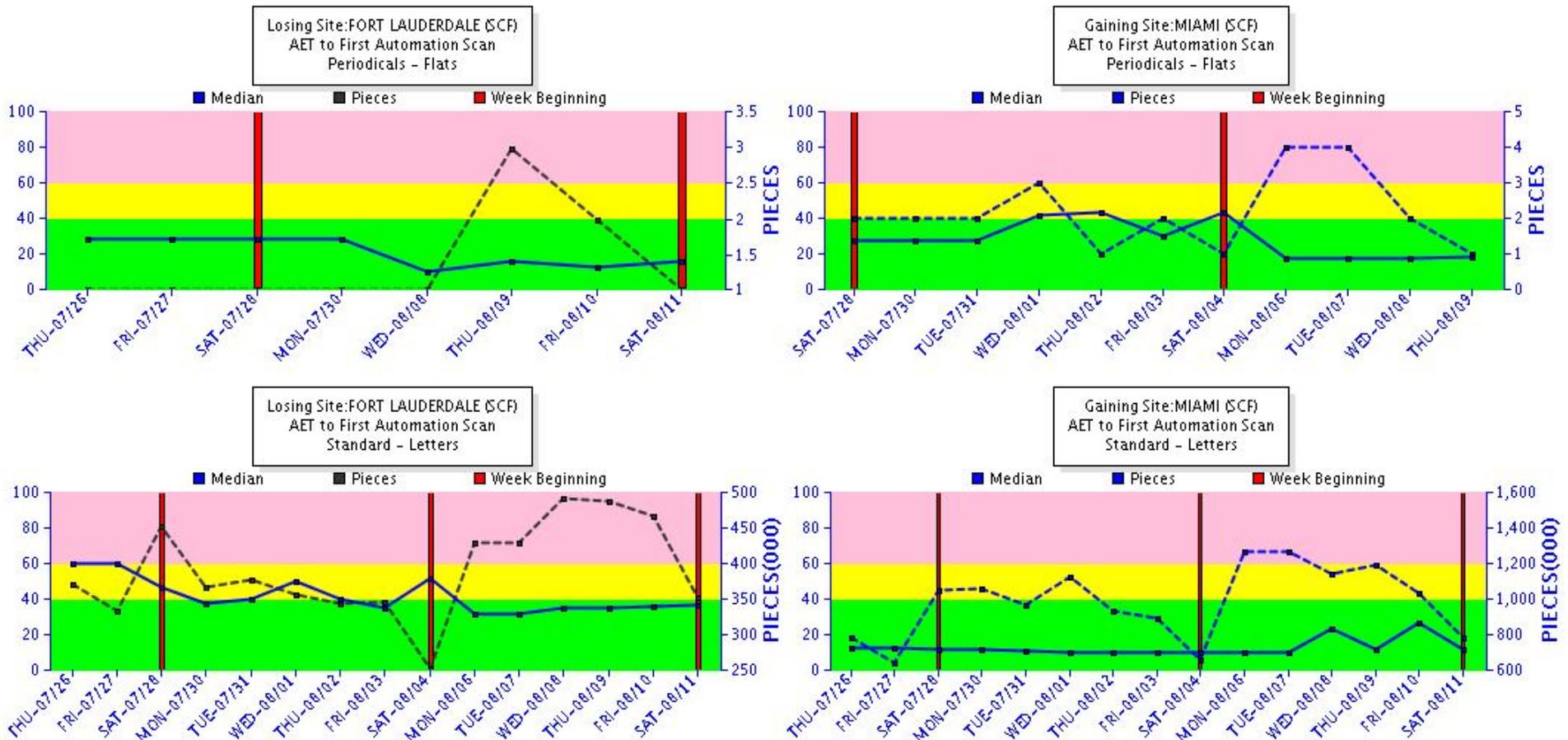
[STC Business Rules](#)[MID Lookup](#)[IMb Lookup](#)[IMCb Lookup](#)[IMTb Lookup](#)[Service Standards](#)[Training](#)[Commercial Mail  
Last Mile Overview](#)[Enhancement Suggestions](#)[Political Mailings](#)

## CONSOLIDATION FACILITY PAIRS PERFORMANCE ANALYSIS

NATIONAL | ALL Districts | From: FORT LAUDERDALE FL To: MIAMI FL

From: 04/07/2012 To: 07/28/2012 Threshold (Green Bar) 40

Trend:  Overnight  2-Day  3-5 Day



- Combined service performance analysis for all categories by consolidation pair



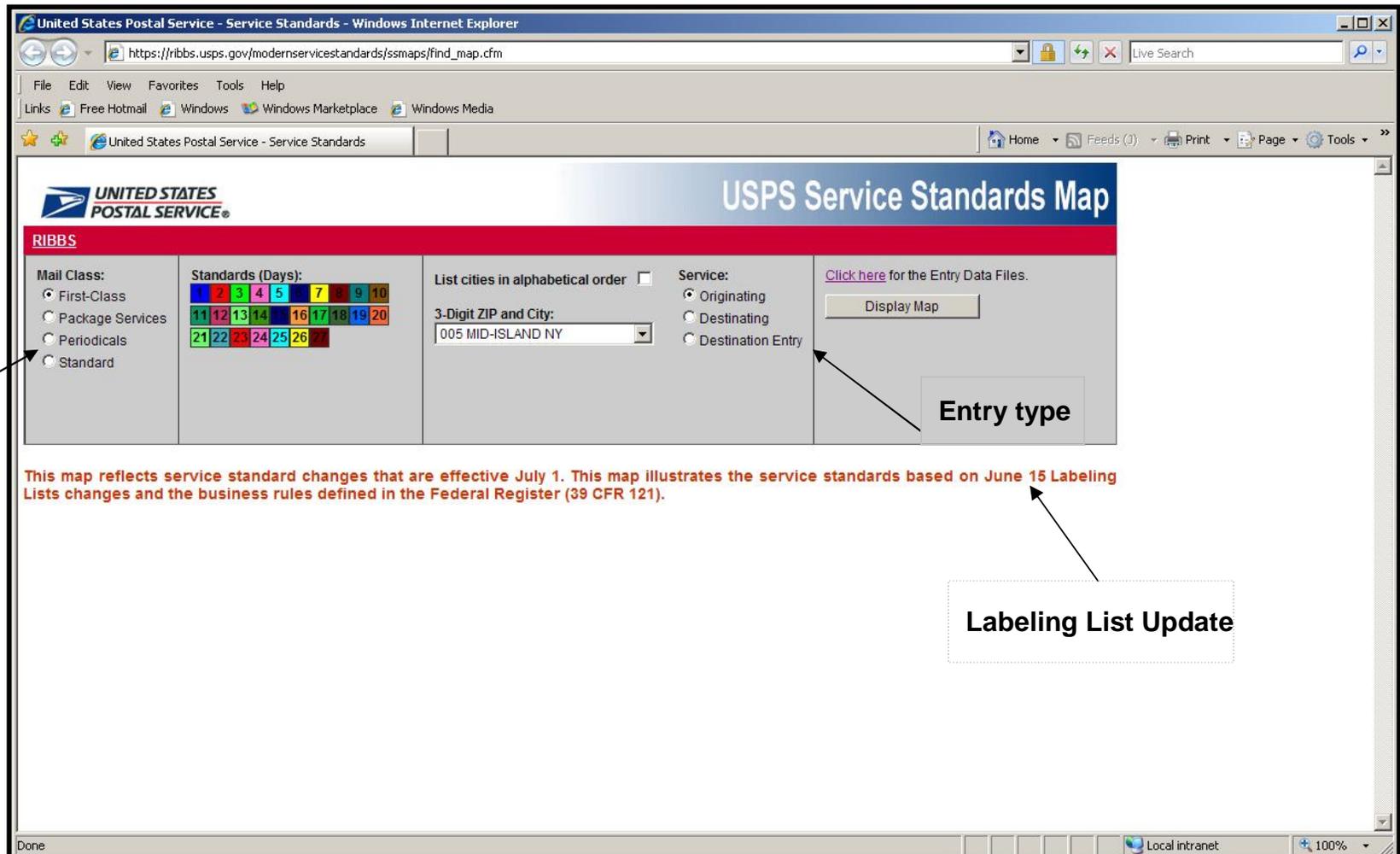
**Deliverable from Last Meeting:**

**Service Standard Maps**

- Service Standard Maps
  - July 2012
    - Updated originating service standard maps
      - Based on new business rules
      - June 15 labeling list changes
    - Created new destination entry service standard maps
      - Based on new business rules
      - June 15 labeling list changes
  - October 2012
    - Update maps based on August 15 labeling list changes
    - Maps will be updated one day after start of postal quarter
  - Interactive Maps
    - Continuing to work on a solution

## ■ Service Standard Maps

[https://ribbs.usps.gov/modernservicestandards/ssmaps/find\\_map.cfm](https://ribbs.usps.gov/modernservicestandards/ssmaps/find_map.cfm)



**Mail class**

**Entry type**

**Labeling List Update**

This map reflects service standard changes that are effective July 1. This map illustrates the service standards based on June 15 Labeling Lists changes and the business rules defined in the Federal Register (39 CFR 121).



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**MTEOR LIVE!**  
**September 5, 2012**

- Delivery Unit Optimization Process & Delivery Issues