



**UNITED STATES**  
**POSTAL SERVICE**

# **MTAC**

## **Mail Prep & Entry Focus Group**

### **Standard Track**

**November 28, 2012**

- **Standard Track**
  - Action Items from Last Meeting
  - Engineering Technology Update
  - Sandy After Action Thoughts & Learning
  - Mail Prep & Entry Steering Committee Update
  - Structured Release Schedule
  - MTEOR
  - Mail Optimization Matrix Brainstorm
  - Open Discussion

- Action Items from Last Meeting
  - eService Update
  - Industry Outreach Information
  - New MTAC Workgroups

- eService Update
  - Over 100 training sessions were held nationwide
    - 2 were done from HQs with 190 participants
  - 68 customer users activated since October 1
  - Over 400 new users in last 12 months
  - 33% of current BSN issues originate from eService compared to 19.9% for the same period last year.

## Mail Service Updates

Mail service updates are provided to the mailing industry so mailers are aware when service is suspended at Post Office facilities for any reason, including natural disasters, such as floods or fires. Updates are made in real time, and these pages are updated frequently. For details of the current impacted areas, [click here](#).

## Intelligent Mail® Services



### October 14, 2012 Full-Service/PostalOne! Release Delayed

**Full-Service Release** – The Full-Service Release 11 for *PostalOne!*®, eVS, FAST®, Program Registration, and SASP and *PostalOne!* Release 32.0 will deploy on Sunday, October 28, 2012. The deployment will require an extended maintenance window to complete all software updates. There will be a *PostalOne!* outage from 8 p.m. CDT, Saturday, October 27, 2012, through 9 a.m. CDT, Sunday, October 28, 2012. A mandatory Mail.dat® client download will be available immediately following the software update.

**PostalOne! Release 32.0 Deployment to Test Environment for Mailers (TEM)** – will occur on Monday, October 29, 2012, and *PostalOne!* TEM will be unavailable from 4 a.m.

The Postal Service has launched a voluntary process for software vendors and developers to authorize their product(s) in the Test Environment for Mailers (TEM). To get started, [click here](#) to review the Mail.dat or Mail.XML guides and access the on-line Enrollment Tool.

### Transitioning to the Intelligent Mail Barcode Webinar Series

The Postal Service hosted a series of webinars to assist mailers in transitioning from

## IMPORTANT UPDATES

[Click here for the Network Rationalization Consolidations \(Winter 2013\)](#)

### On the Move

The National Customer Support Center (NCSC) is moving its office location. Starting Dec. 1, the new address for the NCSC will be:

**NATIONAL CUSTOMER SUPPORT CENTER  
UNITED STATES POSTAL SERVICE  
225 N HUMPHREYS BLVD STE 501  
MEMPHIS TN 38188-1001**

The NCSC works closely with the mailing industry, vendors and internal postal customers to improve address quality. The USPS headquarters office of Address Management also is located at the NCSC.

Numerous USPS publications, forms, brochures, etc. currently provide the existing for the NCSC – all of which will need to be updated, including those on [usps.com](#) or postal websites. Telephone numbers for NCSC personnel and program support will remain the same.

### POSTNET Barcode Discontinuation Proposed

On Thursday, May 3, the POSTNET™ Barcode Discontinuation *final rule* was posted on the *Federal Register* website and it is posted on the *Postal Explorer*® website under *Federal Register Notices*.

- Intelligent Mail® Services
- Address Quality Products
- Business Mail Acceptance
- Certifications
- Flats Sequencing Strategy
- Major/Minor Release Schedule
- Move Update
- MTAC

**INDUSTRY  
OUTREACH**

**New Page on left tab**



## MP&E Steering Committee

- Description / Charter
- Presentations
- Notes
- Idea Log / Tools

## Industry Alerts

## Remittance Mail Advisory Council

- Description / Charter
- Presentations
- Notes / Scores

## Webinars

MTAC – hyperlink to MTAC page

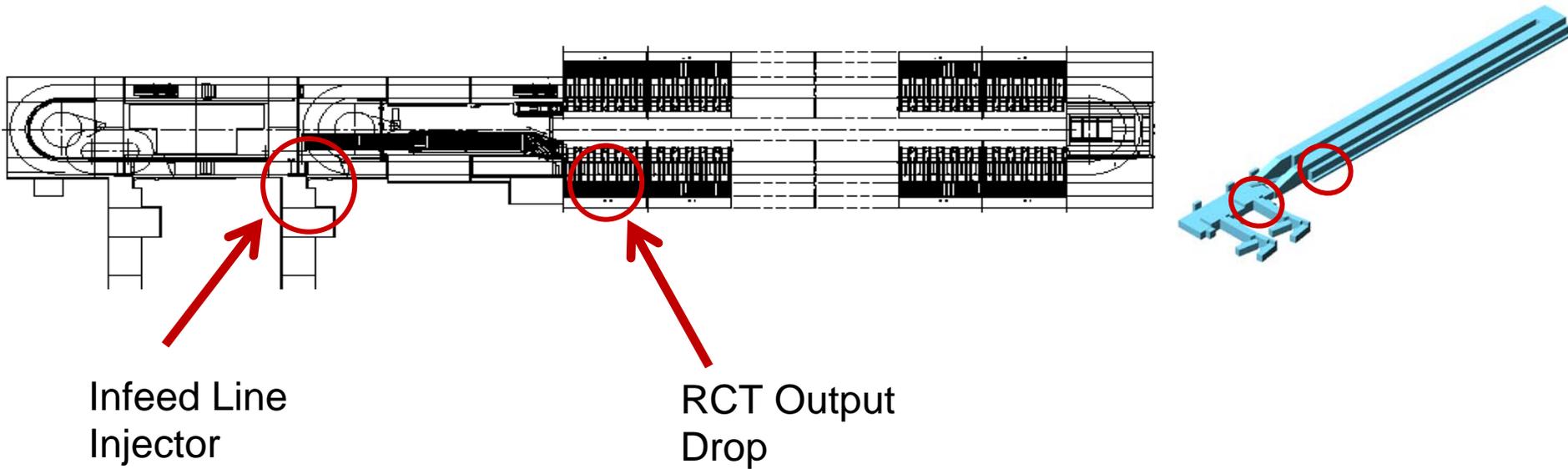
- **New MTAC Workgroups**
  - 152: Explore Moving to 5-Digit File Structure
    - Kicked off November 13
  - 153: Mailer MTE Inventory Tracking and Reporting Process
    - Introductory Web Meeting 11/15/12
    - Bi-weekly Standing Web Meetings Begin 12/6/12
  - 154: Parcel Labeling List with DUO Process
    - Kicks off early of January

# Engineering Technology Update FSS Mail Study

## Further In-Depth Analysis

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

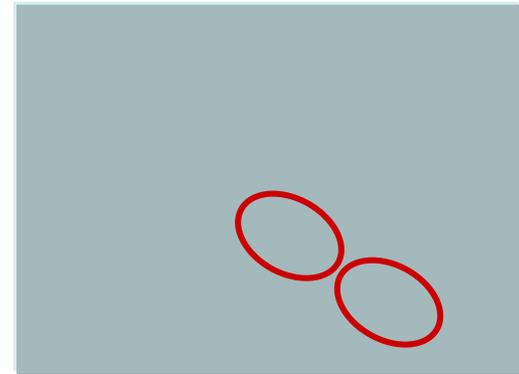
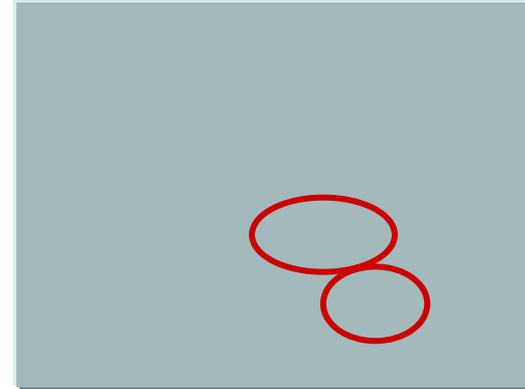
- Before the DOE experiments, mounted High Speed Cameras at Injector (2 cameras) & RCT Output Drop (1 camera)



- Fed mail pieces through 1 Feeder into 1 RCT tray and examine mail pieces inside RCT tray for mail damage

## ▪ Observations

- No damage seen from feeding
- Saw flipped mail (misfaced), curled mail, nested pieces (one mail piece inside another mailpiece) and foldovers
- If the RCT tray were refed in a “2nd Pass”, damage may result in other parts of the machine (namely, ITC and feeder)



- **Goal is to create good mail stack in RCT tray using Design of Experiments**

- LSS Methods: Design of Experiments (DOE)

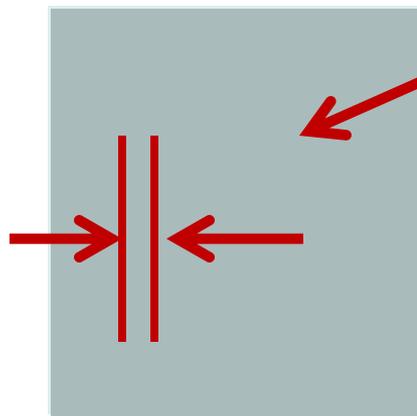
<b>Factors</b>	<b>Level 1</b>	<b>Level 2</b>
<b>Offset</b>	<b>Baseline</b>	<b>Small</b>
<b>Injection</b>	<b>Baseline</b>	<b>Late</b>
<b>Plate</b>	<b>Baseline</b>	<b>Short</b>
<b>Finger</b>	<b>Baseline</b>	<b>One/Two</b>

- $2^4$  combos

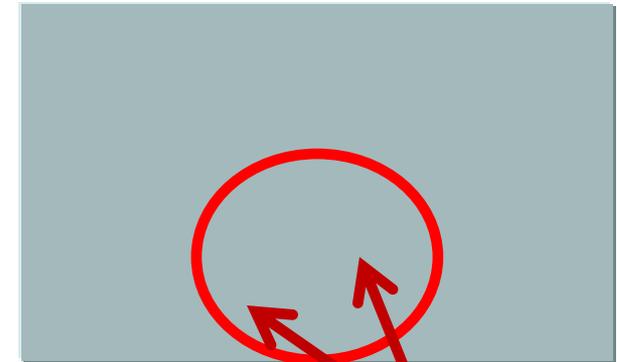
- Used test mail left over to have 9 mail mixes

- DOE: 16 combinations x 9 mail mix = 144 experiments

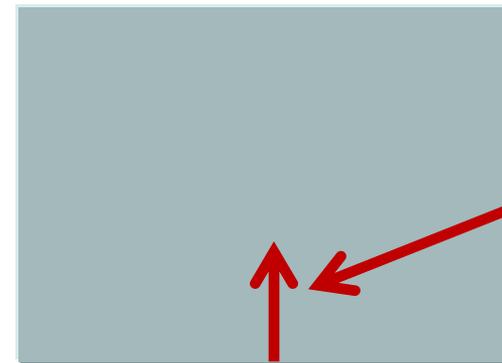
Factors	Level 1	Level 2	Result
Offset	Baseline	Small	Small = Good
Injection	Baseline	Late	Late = Good
Plate	Baseline	Short	Short = Good
Finger	Baseline	<del>One</del> Two	Two = Fair



Short Plate  
(Top View – mini-carousel removed for clarification)



2 Fingers  
(Front View)



Late Injection  
(Top View)

- Good mail stack at Feeder (vertical against the pick-off) resulted in no damage observed

- **Mail Stack Quality at Feeder**
  - Experimenting with additional sensors at Feeder to better control mail stack quality of thin or less stiff mailpieces
  - Experimenting with “softer” acceleration profiles for thin or less stiff mailpieces
  
- **Infeed Line Injector**
  - Field Test Late injection, Small Offset
  - Incorporate change in future SW release (Spring 2013)
  
- **ITC Unload of RCT**
  - Experimenting with additional sensors at ITC to stop device if mail can be damaged
  - Experimenting with different motion profile to improve handling of full spectrum of mail
  
- **Mail Stack Quality at RCT Output Tray**
  - Experimenting with different RCT inserts for improve mail stack

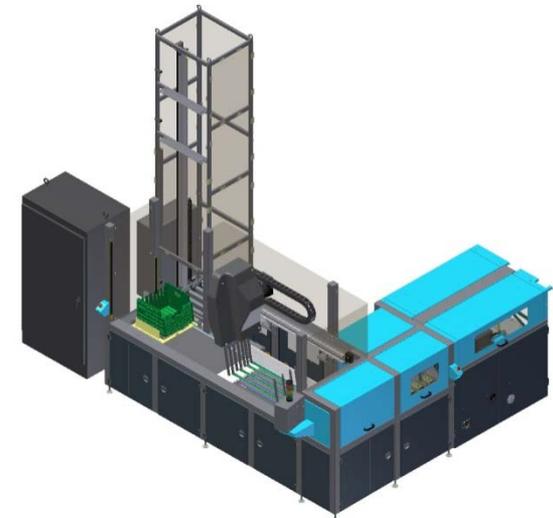
- **FSS SW v3.0.8 - Dynamic Separation Lite**
  - Reduces flyouts and Mail Piece damage from “Separating Fingers” at the ITC Separation
  - Schedule
    - Released to Field 11/9/12 (30 days to complete)
    - As of 11/25/12:
      - 76 of 100 machines installed, 41 of 47 sites
  
- **SERVICE TALKS issued to all FSS Sites to address good stack quality at Prep and at Feeder and to handle foldover/upside down mail pieces during feeding:**
  - FSS SAMP ACT Prep issued 10/19/12
  - FSS Feeder Operation Pass 1 issued 11/23/12
  - FSS Feeder Operation Pass 2 issuing 11/30/12

# 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 mail piece at a time)
  - less than 0.5 %
- Mail damage rate
  - Category 2 - less than 1 piece in 2000 (.05%)
  - Category 3 - 1 in 4 (.025%)



## □ Performance Data Summary

Data Summary - Two HSFFs were tested during IPT					
Test Run	Runs Performed	Pieces Fed	Throughput	Doubles Rate	Jam Rate
UBBM – Mixed Mail (500 pcs/run)	10	5005	5.823	0.0998%	0.0000%
UBBM – Card Deck (Doubles Deck – 500 pcs/run)	10	4944	5.984	1.1200%	0.0202%
UBBM – Uniform Open Mail (Damage Stress – 500 pcs/run)	10	5009	5.599	0.0000%	0.0000%
UBBM – Open Mail (Volume Test – 2500 pcs/run)	2	4979	5.669	0.3800%	0.0603%
<b>Target</b>	-	-	<b>5.400</b>	<b>0.5000%</b>	-

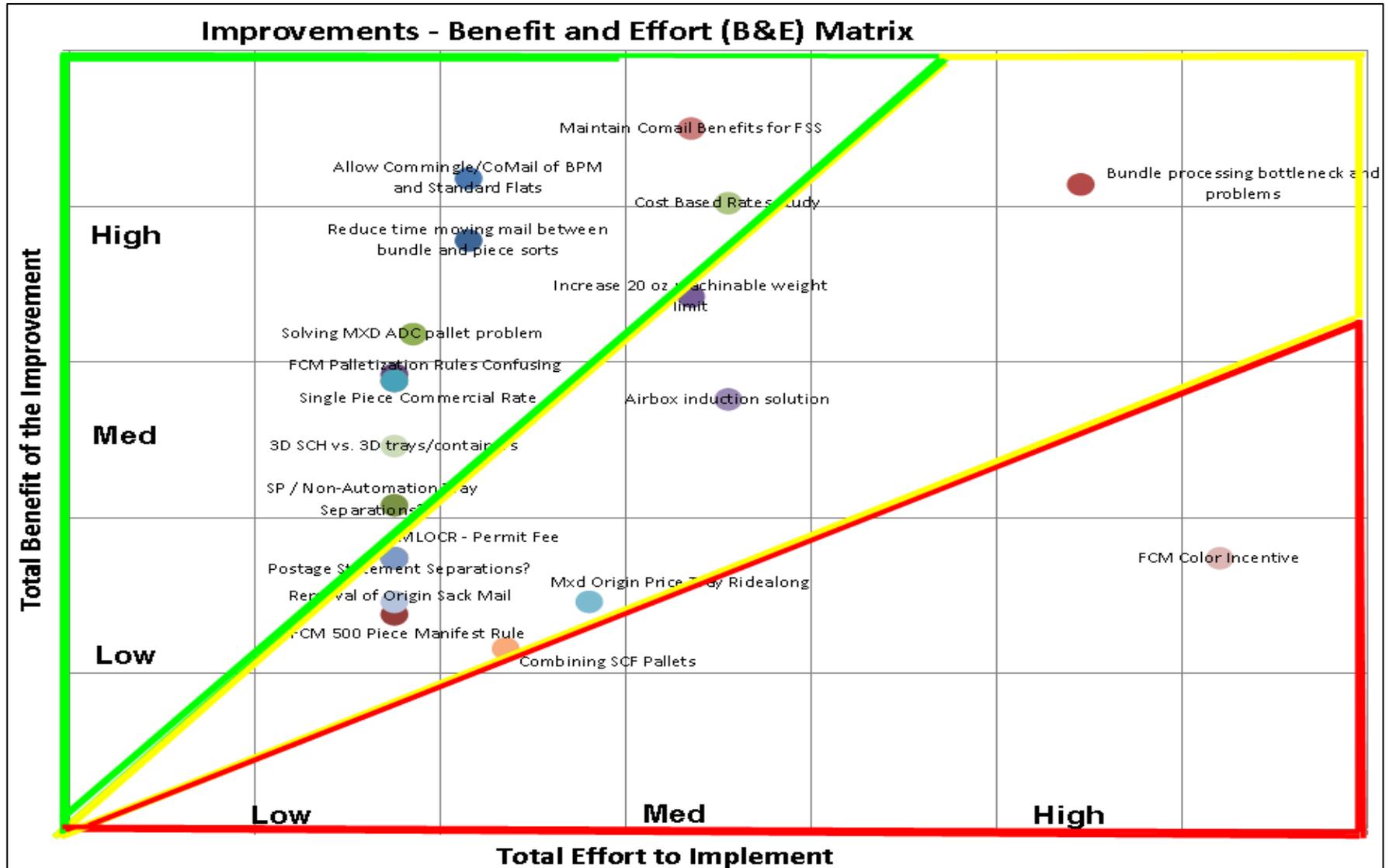
- ❑ Current Activities
  - ❑ Two Pre-production HSFF systems are currently integrated with the FSS system at Linthicum IMF
  - ❑ FSS/HSFF Software Integration
  - ❑ Life Cycle testing
  
- ❑ Future Activities
  - ❑ Full Integration testing – December 2012
  - ❑ HSFF/FSS Integration Round 2 – January 2013
  - ❑ Live Mail testing – February 2013
  - ❑ HSFF Production TDP – April 2013

# **Sandy After Action Thoughts & Learning**

# **Mail Prep & Entry Steering Committee Update**

- 75 ideas submitted to date
  - 12 ideas closed
    - Out of scope, withdrawn or re-assigned
  - 8 ideas completed
    - Postal Bulletin articles and DMM revisions announced
  - 23 ideas included in benefit/effort matrix
  - 32 ideas need Change/Improvement Analysis template submitted

# Benefit/Effort Matrix Results - Example



	Federal Register Proposed Rule	Federal Register Final Rule	Postal Bulletin article	DMM revision effective
<b>OMX/Mixed ADC</b> Require separation / containerization of OMX (L201) and MADC (L009); required at 100 lbs if palletizing	6/29/12	9/24/12	10/18/12 Optional	1/27/13 Required
<b>DSCF Eligibility</b> AADC/ADC pieces eligible for DSCF price if same range as DSCF	NA	NA	8/23/12	9/4/12
<b>Single Piece Unit Handling &amp; Containerization</b> FCM and STD single piece price trays may be placed on existing pallet level; Origin Entry (FCM) or MXD NDC (STD)	10/23/12	TBD Comments closed 11/23/12	8/23/12 Optional	9/4/12 Optional 1/27/13 Required

	Federal Register Proposed Rule	Federal Register Final Rule	Postal Bulletin article	DMM revision effective
<p><a href="#">Eliminate QSG 601</a> Hazardous, Restricted, and Perishable Materials</p>	NA	NA	10/18/12	10/1/12
<p><a href="#">Eliminate QSGs 201b, 703, 705a-f, 707a</a> Removal of advanced mail prep and brief DMM section guides</p>	NA	NA	10/18/12 Comments close 12/31/12	3/4/13
<p><a href="#">Change 24 Piece Sack Rule for Periodical</a> Increase minimum requirement to 72 pieces; optional at 24</p>	NA	NA	11/1/12	1/27/13

- Clarify 3D SCH vs 3D trays/handling units as applicable
  - 3D SCH must be prepared before 3D; all classes/shapes
  - Evaluate and replicate for 5D
  - Standard Mail DMM 245, 345; other sections as applicable
- Enable DSCF price for 5D (FSS zone) pallet entry at FSS sites
- Evaluate increasing max PER weight to 24oz for co-mail pools

- Prioritize 23 ideas in Benefit/Effort Matrix
- Submit Change/Improvement Analysis template for remaining 32 ideas in log
- Assign subgroups to move committee work forward as needed
- Continue periodic meetings
  - Webinars and face-to-face meetings
    - Next webinar – Dec 13, 2012 & Jan 10, 2013
    - Next on-site meeting – February 19, 2013

# Structured Release Schedule

## Labeling List Structured Release Cycle



### FOUR TIME A YEAR (QUARTERLY) FREQUENCY - 2013

#	Publication Date	Start Notification Date	End Notification Date	Start Mail Verification	End Mail Induction	Label List Expires	Service Standards
1	12/15/2012	12/15/2012	12/31/2012	1/1/2013	4/30/2013	4/30/2013	1/1/2013
2	3/15/2013	3/15/2013	3/31/2013	4/1/2013	7/31/2013	7/31/2013	4/1/2013
3	6/15/2013	6/15/2013	6/30/2013	7/1/2013	10/31/2013	10/31/2013	7/1/2013
4	9/15/2013	9/15/2013	9/30/2013	10/1/2013	1/31/2014	1/31/2014	10/1/2013

- Publications occur 15 days prior to the start of a postal quarter
- Mailers can begin using the data for mail being **inducted** beginning at the start of a postal quarter
- 30 day grace period to use the old or the new labeling list

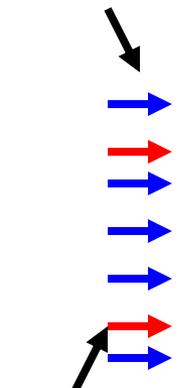
## Mail Direction File Structured Release Cycle -2013



### SIX TIME A YEAR FREQUENCY - 2013

#	Publication Date	Start Notification Date	End Notification Date	Start Mail Induction	End Mail Induction	End of Old Address on 8125	Label List Reference	Service Standards
1	12/15/2012	12/15/2012	12/31/2012	1/1/2013	3/30/2013	5/14/2013	12/15/2012	1/1/2013
2	2/13/2013	2/13/2013	2/28/2013	3/1/2013	4/30/2013	6/14/2013	12/15/2012	1/1/2013
3	3/15/2013	3/15/2013	3/31/2013	4/1/2013	7/31/2013	9/14/2013	3/15/2013	4/1/2013
4	6/15/2013	6/15/2013	6/30/2013	7/1/2013	10/31/2013	12/15/2013	6/15/2013	7/1/2013
5	9/15/2013	9/15/2013	9/30/2013	10/1/2013	12/31/2013	2/14/2014	9/15/2013	10/1/2013
6	11/15/2013	11/15/2013	11/30/2013	12/1/2013	1/31/2014	3/17/2014	9/15/2013	10/1/2013
7	12/15/2013	12/15/2013	12/31/2013	1/1/2014	4/30/2014	6/14/2014	12/15/2013	1/1/2014

Coincide with labeling list changes



Out of cycle with labeling list changes

15 day period to receive and prepare files for usage

Date mailer can begin to **induct** mail using mail direction file

Last date mail can be **inducted** using mail direction file

Last date **old address** on 8125 can appear

Mail Direction File changes align with quarterly **service standard** changes

## Mail Direction File Structured Release Cycle -2013

SIX TIME A YEAR FREQUENCY - 2013								
#	Publication Date	Start Notification Date	End Notification Date	Start Mail Induction	End Mail Induction	End of Old Address on 8125	Label List Reference	Service Standards
1	12/15/2012	12/15/2012	12/31/2012	1/1/2013	3/30/2013	5/14/2013	12/15/2012	1/1/2013
2	2/13/2013	2/13/2013	2/28/2013	3/1/2013	4/30/2013	6/14/2013	12/15/2012	1/1/2013

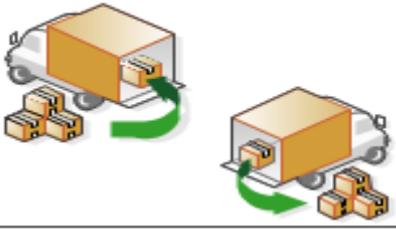


**Supports  
Winter  
Consolidations**

- February publication of mail direction file will accommodate winter consolidations
- 15 day notification and 30 day grace period will remain
- Increased number of re-directions will be in file due to winter consolidations

# MTEOR Update

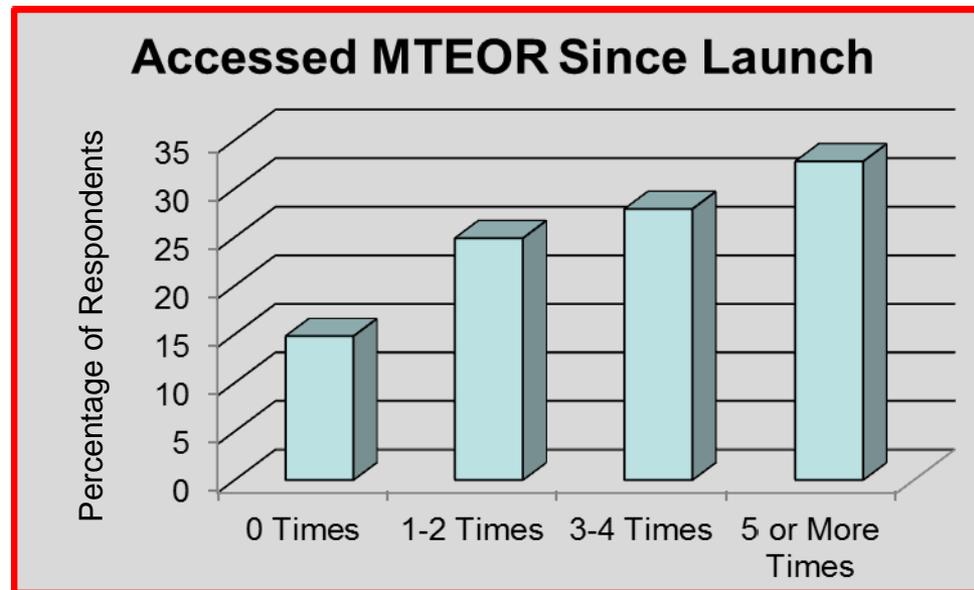
- **MTEOR Phase 1 launched September 5, 2012 and enabled end users to:**

Functionality Component	Core Features
<p data-bbox="233 579 529 608"><b>Place New Order</b></p> 	<ul style="list-style-type: none"> <li>• <b>Catalog</b> – Mailers can view a catalog to see MTE by type</li> <li>• <b>Ordering Template:</b> <ol style="list-style-type: none"> <li>1. <b>Type</b></li> <li>2. <b>Quantity</b> – Define order amount</li> <li>3. <b>Dispatch Date</b> – Choose desired dispatch date</li> <li>4. <b>Transportation</b> – Select transportation based on availability</li> </ol> </li> </ul>
<p data-bbox="204 1022 548 1051"><b>View 'Order Status'</b></p> 	<p data-bbox="678 986 1016 1022"><u><b>View Order History</b></u></p> <ul style="list-style-type: none"> <li>• <b>Placed</b> – Order sent by Mailer to MTEESC</li> <li>• <b>In process</b> – Order waiting to be sourced by the MTEESC</li> <li>• <b>Shipped</b> – MTE has been shipped</li> <li>• <b>Withdrawn</b> – MTE order is no longer needed by the Mailer or is not able to be sourced at the time</li> </ul>

- Registration Statistics (As of November 26, 2012)
  - All BSAs for Phase 1 MTEOR are registered
- MTEOR Order Statistics (As of November 20, 2102)
  - Since MTEOR's launch, **6,863** MTE orders have been placed with a value of over **\$82 million**
  - On average, 38 Mailers place orders per day
  - On average, 91 orders are placed by Mailers

- In Mid-September, we distributed a survey to Mailers to request their feedback on Phase 1
  - 61 Mailers responded between September 17-30
- Feedback indicated:
  - Respondents have registered and placed multiple orders in MTEOR
  - Mailers are overall satisfied with the MTEOR system
  - Mailers often use existing reference materials and Help Desk Support
  - Some Mailers have experienced ordering and access issues

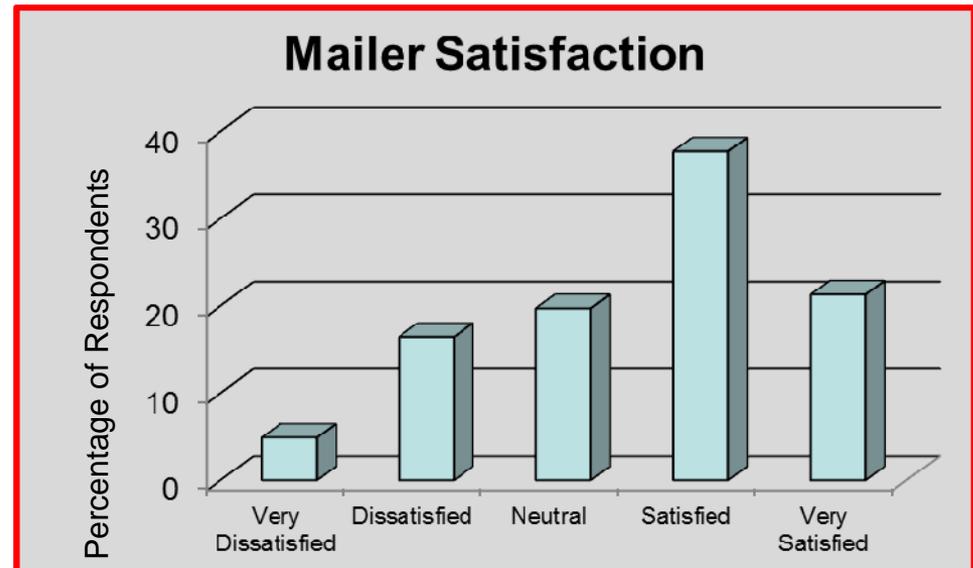
- 86.8% of the Mailers who responded logged into MTEOR to place MTE orders and
  - Of these **32.8%** had logged in 5 or more times since the launch



- 59% of Mailers who responded categorized themselves as satisfied or very satisfied with MTEOR

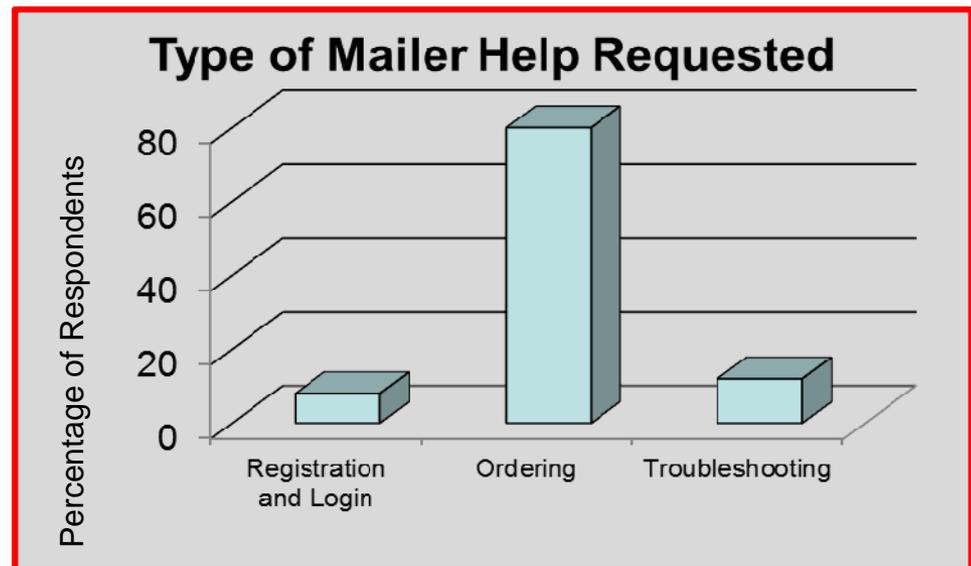
- **52.5%** of Mailers responded positively citing the following:

- Ease of use
- Ability to control order
- Accuracy of orders

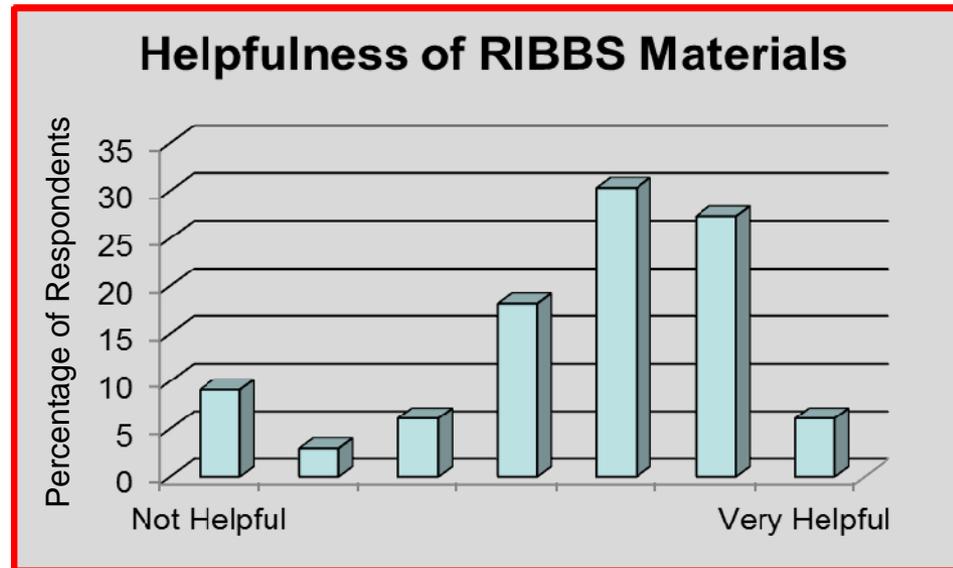


- **32.8%** of Mailers responded negatively citing the following:
  - Process issues with ordering MTE
  - Lack of communications when orders are canceled by MTEOR
    - *Backorder process will eliminate most cancellations*
    - *Reason codes have been revised*

- 39.3% of Mailers who responded said they had issues with MTEOR
  - Mailers requested help from the Help Desk, reference materials, and USPS employees
- Based on calls and emails to the Help Desk, types of ordering issues experienced include:
  - Transportation availability
  - Dispatch and arrival times
  - Reasons for withdrawn orders



- 54.1% of Mailers who responded to the survey accessed the reference materials on RIBBS
  - The majority of respondents found the reference materials helpful



- Mailer provided commentary feedback on system enhancements including:
  - Reorder MTE on order screen to have trays first then sleeves
    - Complete
  - Set default to pieces or pallets
    - *Complete*
  - Place multiple orders at the same time
    - *Complete*
  - Receive emails/notification when orders are withdrawn
    - *MTEOR will continue to store this information*

- On October 25, 2012 we released new system features that enhance Mailers' MTE order experience including:

Functionality	Mailer/User Impact
<b>New Order Form Enhancements</b>	<ul style="list-style-type: none"> <li>Choose the most expedient and cost-effective transportation option using a categorized selection box</li> <li>Select “pieces” or “pallets” as a general default to have flexibility for building orders specific to your needs</li> <li>View the entire MTE catalog with one mouse click</li> <li>Replicate prior orders to save time and quickly place a new order without having to re-enter order details</li> <li>Auto-populate contact name and phone number to save time and avoid manually entering information for each new order</li> </ul>
<b>Dashboard Enhancements</b>	<ul style="list-style-type: none"> <li>View specific order details quickly from the dashboard with one mouse click</li> <li>View current and historical status of your order at any given time, in one location</li> <li>View the date orders were placed on the Order History Screen</li> </ul>

- Planning and development is underway for MTEOR Phase 2
- Our primary focuses for the next iteration of MTEOR are:
  - Creating backorder functionality available December 11, 2012
    - Training will be provided through a webinar
  - Stabilizing the MTEOR system to allow new Mailers to register
  - Increasing MTEOR access to USPS plants
  - Integrating an inventory management component
    - RFID is potentially an option to help increase overall visibility and understand MTE flow

- Industry MTE Inventory Count – MTEOR Participants 9/25/12
- Learning Process
- Process Changes as a Result
- Inventory Management for the Future
  - MTAC Workgroup Forming
    - Provide MTEOR tool useful for industry and USPS

MTE Type	Mailer Reported	MTE SC Inventory	Plant Reported
#1 sacks	1,013,260	2,555,500	2,528,103
Flat Tubs	228,241	1,109,976	976,744
Pallets	<b>361,662</b>	379,550	209,692
Flat Tubs Lids	651,083	1,046,016	2,125,234
MM Trays	1,939,490	7,378,104	2,736,650
MM sleeves	2,656,738	6,083,244	2,721,443
EMM Trays	<b>1,257,751</b>	3,048,874	1,001,229
EMM Sleeves	<b>1,912,182</b>	3,670,368	1,580,212
Half Trays	1,193,681	1,269,760	1,438,241
Half Sleeves	<b>2,642,935</b>	1,438,632	2,236,595
Hampers	71	543	22,622
APC's / GPC's	2,066	27,607	77,190

	# per pallet
MM trays	210
MM sleeves	666
EMM trays	96
EMM sleeves	519
Half trays	310
Half sleeves	1,131
Flat tubs	84
Tub lids	1,152

1 mailer location has more ½ trays than 4 of the MTE SC's.  
Only 1 MTE SC has more ½ sleeves than 1 mailer location

# Mail Optimization Matrix Brainstorm

# Open Discussion