

**MTAC Focus Group Meetings  
May 16, 2012**

**Visibility/Service Performance Measurement**  
**Key Comments and Questions**

**Jim Cochrane, VP, Product Information, USPS**

**Lisa Bowes, MTAC Industry Leader for Service Performance**

*USPS Industry Engagement & Outreach Facilitator for Visibility/Service Performance: Paula McCollum*

**FG 2: Periodicals 9:00 am – 10:30 am**

**John Stark, MTAC Industry Leader for Periodicals**

*USPS Industry Engagement & Outreach Facilitator: Ernie Harris*

**Discussion Notes:**

1. Service Standards in Honolulu and other Pacific Islands were discussed; Industry expressed concerns.
2. Periodicals tubs not supposed to be curtailed, but 3% - 4% are. Improvements expected.
3. With 52% of Periodicals in full service, Industry expects better; 10% of Periodicals are being measured - getting information back to mail owners is important. Would like to measure all.
4. Incentives and the requirement for Full Service for 2014 is creating much interest in the industry. USPS needs to model this to ascertain how to get more small and medium Periodicals mailers into Full Service.
5. PBC (Piece barcode) was discussed; there is now a robust diagnostic tool available for the field.
6. USPS scans top piece of bundles on the APPS machine; also wants to scan at the carrier's case for out for delivery scan. Structured for it but the challenge is that only 1 out of 5 bundles have PDR/PBC nesting. Math doesn't work for rural end.
7. Incentives, awareness and the importance of PDR and PBC were discussed.
8. What is the Postal Service doing to educate mailers to move from IMR to either PDR to PBC? It is complex; return on investment is always an issue for the customer. Agreed more in-depth webinars are called for.
9. Reviewed recent enhancements for the Service Performance Diagnostics tool.
10. As consolidation proceeds, service expected to improve with more processing operations under one roof. Periodicals scores showed positive trend; still striving toward target of 90%.

**Action Items:**

1. **Jim Cochrane** to review departmental study undertaken on service standards in the Hawaiian Islands (example: Honolulu taking a week vs. service standard of 2 days)
  2. What are the service standards end-to-end from LA to Honolulu and other Pacific Islands for Periodicals? [Follow up is this: The current end-to-end service standards for Q3 are 10 days to ZIP Codes 967 and 968 (Honolulu and the rest of the Hawaiian islands), and 11 days to ZIP Code 969 (Guam) from Los Angeles area.]
  3. **Industry** proposed putting together a "best practices" guide for **Jim Cochrane's** review.
  4. IDEAlliance education webinars for this summer -- will put on agenda for July 2012 meeting.
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**FG 6: Standard Mail 10:45 pm – 12:15 pm****Wanda Senne, MTAC Industry Leader for Standard Mail***USPS Industry Engagement & Outreach Facilitator: Tonya Dodson***Discussion Notes:**

1. USPS measures by presort level. FSS is outperforming AFMS 100 for Standard mail. Now getting tray data and pallet data
2. Piece-to-bundle will be available in the IMb tracing environment in June 2012.
3. Periodicals are less than 15%; PDR 95% FC; Standard Flats is 45%; PBC is only 2% - have to grow that.
4. PostalOne! – continuing to invest in this technology. USPS wants to be able to give data back to industry. Advance notice would allow industry to work with transportation
5. Have not run this tool in the fall mailing season. 40 hours may work for June, but may not be the correct threshold for October
6. Working on a dashboard that not only will show the medians, but also will identify outliers. It will show when things are getting out of control in a certain area (i.e., transportation)
7. DSCF is 80% of Standard mail
8. Need to proactively share the data with industry as Fall gets closer. USPS needs an entire Fall mailing season to understand the data. May end up with different medians for letters and flats
9. BSN reps are giving information that is a week late. Cycle time is 24 hours. If USPS gives a discount for 50 million standard pieces of mail, then want to be able to track 50 million pieces of mail
10. There are mailers in Full Service who don't know why they are not in measurement. Apparently there are filters preventing them from getting into measurement. This is being addressed.

**Action Items:**

1. Industry asked if there is a location they can go to see facility conditions. Some industry members have put together their own Facilities Database report
  2. USPS needs to better communicate, and host webinars around full service measurement
  3. Commingle operations when Mail Service Provider (MSP) is paying postage. Industry wants to limit mail owner's ability to see postage payments. Suggest mail owners and MSPs discuss. USPS is sensitive about sharing data. **Wanda Senne** (Industry) will follow up to see if there is a need for a Task Team or User Group on this.
  4. User Group formed to share information with Industry of all FS in measurement
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**FG 10: Package Services 1:30 pm – 3:00 pm****John Medeiros, MTAC Industry Leader for Package Services***USPS Industry Engagement & Outreach Facilitator: Neena Dhuria***Discussion Notes:**

1. Tracking/Visibility – pretty good; nesting/logic – continue on machines; 5 key events that map the flow– 94%; people notice increase in scans and see better visibility.
2. IMpb – many are ready to transition. January deadline seems good. There is some concern with regard to 3-digit service type codes.
3. Service performance – what is latest on getting the reports online - working on an internal report for MID level data. Informed visibility – bring info into portal where can go to one site and get whatever needed in package reporting. Currently reach out to sales folks – they can generate those for industry.
4. Looking to get 99Ms on packages like mail. 82-83% of all packages have barcodes on them. Want 100%. Use barcode to drive carrier route.

5. Rebuilding PTS – a little behind schedule. Processing millions of events. Shooting for below a minute in open pipe scenario. Sunset PTS1 – Aug 19, 2012. Won't turn on new system until new system does everything old system did. Won't see any difference until USPS starts pushing data. August – true parallel mode and if find it is ok – will shut down PTS1.
6. Testing real-time scanning - haven't delivered yet in marketplace but testing in Northern VA and results are good.
7. Service diagnostics - using 99Ms and seeing when on a package sorter. Should be less than 8 hours. 1500 is the time, should get by 2300. Measure transportation lanes, help operations understand what is going on. Look at cycle time, lane assignments, weight tendering, etc. Put big spotlights on these things to react in better way.
8. ACS - in January, planning on bringing out new services for packages using IMb. Return service ACS. Collecting return postage through ACS Accounts. Forwarding and returns – simpler. Shipper paid forwarding options.
9. Picked up 15 million packages in 2011

#### **Action Items:**

1. Logistics issue in colleges – e.g. tracking system said it was delivered but not distributed –packages delivered to campus but then not distributed further. We have something called Firm Workbooks that could help us – maybe flag colleges akin to process used for military – look at a solution for this (**Juliaann Hess, USPS**)
2. *Issue* – Prohibition against mailing international packages containing lithium batteries; APO and FPO addresses are included, meaning US military can't order smart phones or computers. Talk with **Giselle Valera** (VP Global Business) or **Brent Raney** (USPS).
3. Information on RIBBS, handbooks, and publications need to be regularly updated (**Steve Dearing, USPS**)

### **FG 14: First-Class Mail 3:35 pm – 4:30 pm**

#### **Sharon Harrison, MTAC Industry Leader for First-Class Mail**

*USPS Industry Engagement & Outreach Facilitator for First-Class Mail: Lewis Johnson*

#### **Discussion Notes:**

1. Who is in measurement and who isn't?  
Industry reports eDoc and service issues. 30 billion events have been in Full Service; only 8 billion are measured. Using only 60% of First-Class through measurement. It takes over a year to get through the test environment
2. Who is growing? Shrinking? Why? Concern around trying to balance USPS and Industry – way off. Need collective focus on why this is occurring.
3. What does USPS need to do to get mailers ready for 100% Full Service?  
Industry would like an IMb FS on every piece of mail. Concerned that Mail Service Providers (MSP) can't register until 2 weeks before Full Service IMb goes live. Request more webinars on pulling the reports using the tool. Want to see the value of the data; unsure of its accuracy.
4. *PostalOne!* challenges continue. eDoc is a struggle in First-Class. Putting the barcode on is easy; the pallet placard is not. If this is driving the wrong behavior, or making two different pallets, need to change it. Why making that many separations? Revisit the rules?

**Note:** *The majority of the time for this session was spent showing the live Product Visibility system.*

#### **Action Items:**

1. Industry requests more webinars on pulling the reports using the tool. Would like to see the report made more user friendly and accurate.
2. VP **Jim Cochran** will share with VP **Pritha Mehra** the concerns of First-Class mailers regarding the instability of the *PostalOne!* system.