

**MTAC FOCUS GROUP SESSIONS**  
**MAIL PREPARATION & ENTRY (OPERATIONS) TRACK**  
**November 28, 2012**

**PERIODICALS GROUP**

**9:00 AM-10:30 AM**

**Leaders:** David Williams – VP Network Operations, USPS  
Todd Black – MTAC Industry Leader for Entry and Preparation  
John Stark – MTAC Industry Leader for Periodicals  
**Facilitator:** Ernie Harris – USPS Industry Engagement & Outreach  
**Scribe:** Debbie Branagan – USPS Industry Engagement & Outreach

**Agenda:**

- 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

*Note:* The airboxes issue previously slated for agenda was addressed as a topic in the Payment & Acceptance Focus Group.

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**Agenda Topics / Discussion Notes:**

**1. Action Items from Last Meeting:**

- **BSN eService Update: (Dale Kennedy)**
  - ❖ Over 100 training sessions held nationwide
  - ❖ 68 new customer users since last meeting and over 400 new users in last 12 months
  - ❖ Now account for 33% of current BSN issues vs. 19.9% same period last year
  - ❖ BSN personal contact is still acceptable; the eService application is another tool that offers 24/7 access for reporting, regardless of time zone.
  - ❖ Important consideration for eService is that the customer has a view into the service issue and whether issue is closed.
- **Mail Prep and Entry Steering Committee Communications: (Krista Finazzo)**
  - ❖ New tab (Industry Outreach) will be added to RIBBS main page for posting relevant information (e.g. Mail Prep & Entry Steering Committee; Remittance Mail Advisory Council; webinars; etc)
  - ❖ Industry Outreach landing page will centralize info for mailers in one location
  - ❖ Plan is for web page to be live within 2 weeks
- **New MTAC WorkGroups: (Lauren Zalewski)**
  - ❖ WG # 152 Explore Moving to 5 Digit File Structure – postal co-chair Alexandra Robleto and industry co-chair Bob Schimek
  - ❖ WG # 153 Mailer MTE Inventory Tracking & Reporting Process – postal co-chair Cathy Moon and industry co-chair Michelle Zalewski
  - ❖ WG # 154 Parcel Labeling List with DUO Process - postal co-chair Shibani Gambhir and industry co-chair John Medeiros

**2. Engineering Technology Update (Scott Bombaugh):**

- **FSS Flats Mail (Damage) Study --- High Speed camera evaluation conducted**

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- ❖ Observations identified no damage from feeding; but revealed flipped mail (misfaced) or curled, nested (interweaved) and fold-overs  
Design of Experiments illustrated the various methods tested and potential software and hardware enhancements
  - ❖ FSS Mail Study Next Steps – include various experiments to better control stack quality, infeed injector, ITC & unload of the RCT (tray) along with evaluating different insert for RCT
  - ❖ Update on Separation Lite software – released to the Field November 9, with expectation of all sites/machines loaded within 30 days. New software will reduce flyouts and mailpiece damage from “separating tines” at the ITC
- **High Speed Flats Feeder Testing**
    - ❖ Update on efforts to replace 4 FSS feeders with 2 High Speed Flats Feeders (HSFFs)
    - ❖ Implementation is anticipated by late 2013
    - ❖ USPS is committed to processing the full spectrum of flats and will work with the Industry to provide guidelines to mitigate impacts in processing
3. **Hurricane Sandy After Action Thoughts & Learning: (Industry Feedback)**
- ❖ Begin communication with stakeholders as earlier as possible
  - ❖ Post information/presentations on RIBBS
  - ❖ Couple redirect info between Mail Direction File and RIBBS Mail Services Updates
  - ❖ Drop ship appts – communicate offload sites accepting appts
  - ❖ Relax or suspend SOX entry requirements
  - ❖ Promote value of mail during crisis; no internet, no phones but mail gets delivered
4. **Mail Prep & Entry Steering Committee Update: (Krista Finazzo)**
- ❖ Reviewed Committee completed activities to date and timelines for implementation; also reviewed items in development based on ideas submitted to date
  - ❖ Next Steps – prioritize 23 ideas in benefit /effort matrix and complete Change/Improvement analysis for pending 32 items
  - ❖ Provided schedule for upcoming webinars and face-to-face meeting
5. **Structured Release Schedule: (Shibani Gambhir)**
- ❖ Labeling List release cycle is four times per year with 15-day notification and 30-day grace period
  - ❖ Mail Direction release cycle is six times a year
  - ❖ February 13, 2013 Mail Direction File release will support winter consolidations and includes several mail redirections as a result of Network Rationalization
6. **MTEOR: (Sarah Rudy / Cathy Moon)**
- ❖ Phase 1 launched September 5, 2012
  - ❖ Conducted survey to gather initial mailer feedback on system satisfaction and for potential enhancements
  - ❖ Mailer usage
    - Since 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
  - ❖ Currently working on further enhancements and development of Phase 2
  - ❖ Encouraged mailers to join the new MTAC workgroup established to evaluate “*the inventory tracking and reporting process*”
7. **Mail Optimization Matrix (MOP) Brainstorm**
- ❖ MTAC Mail Preparation & Entry Industry co-chairs reviewed an IDEAlliance developed template identified to minimize unit and container handlings; and drive opportunities by functional area

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- ❖ Will evaluate submitted ideas through MTAC, the Mail Prep & Entry Steering Committee or other forums
- ❖ The framework is useful for gathering and documenting opportunities; however the Postal Service may not endorse all ideas submitted – matrix provides another mechanism for sharing information
- ❖ MTAC Mail Preparation & Entry Industry co-chairs requested MTAC representatives to ask for their associations and/or members input

**Action Items: Periodicals/News**

Item	Summarized Issue	Summarized Action/Consideration
1-PE	Hurricane Sandy – After action thoughts and learnings  Key action considerations that should occur during/after natural disaster or crisis	<ul style="list-style-type: none"> <li>• Begin communication with stakeholders as earlier as possible</li> <li>• Post information/presentations on RIBBS</li> <li>• Couple redirect info between MDF/RIBBS, as feasible</li> <li>• Drop ship appts – communicate offload sites accepting appts</li> <li>• Relax or suspend SOX entry requirements</li> <li>• Promote value of mail during crisis – no internet/phone but mail delivers</li> </ul>
2-PE	Network Rationalization communication should include label list and Mail Direction File (MDF) changes	Evaluate modifying mail move file on RIBBS to include Label List/MDF changes
3-PE	Industry Mailflow OPTimization Matrix (MOP)	Industry to send ideas for MOP matrix to Todd Black who will consolidate and provide to Dave Williams

**MTAC FOCUS GROUP SESSIONS**  
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**STANDARD MAIL GROUP**  
**10:45 AM-12:15 PM**

**Leaders:** David Williams – VP Network Operations, USPS  
Todd Black – MTAC Industry Leader for Entry and Preparation  
Wanda Senne – MTAC Industry Leader for Standard  
**Facilitator:** Tonya Dodson – USPS Industry Engagement & Outreach Facilitator  
**Scribe:** Debbie Branagan – USPS Industry Engagement & Outreach Facilitator

**Agenda:**

- 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
- 

**Agenda Topics / Discussion Notes:**

**1. Action Items from Last Meeting**

- **BSN eService Update: (Dale Kennedy)**
  - ❖ Over 100 training sessions held nationwide
  - ❖ 68 new customer users since last meeting and over 400 new users in last 12 months
  - ❖ Now account for 33% of current BSN issues vs. 19.9% same period last year
  - ❖ BSN personal contact is still acceptable; the eService application is another tool that offers 24 / 7 access for reporting, regardless of time zone.
  - ❖ Important consideration for eService is that the customer has a view into the service issue and whether issue is closed.
- **Mail Prep and Entry Steering Committee Communications: (Krista Finazzo)**
  - ❖ New tab (Industry Outreach) will be added to RIBBS main page for posting relevant information (e.g. Mail Prep & Entry Steering Committee; Remittance Mail Advisory Council; webinars; etc)
  - ❖ Industry Outreach landing page will centralize info for mailers in one location
  - ❖ Plan is for web page to be live within 2 weeks
- **New MTAC Workgroups: (Lauren Zalewski)**
  - ❖ WG # 152 Explore Moving to 5 Digit File Structure – postal co-chair Alexandra Robleto and industry co-chair Bob Schimek
  - ❖ WG # 153 Mailer MTE Inventory Tracking & Reporting Process – postal co-chair Cathy Moon and industry co-chair Michelle Zalewski
  - ❖ WG # 154 Parcel Labeling List with DUO Process - postal co-chair Shibani Gambhir and industry co-chair John Medeiros

**2. Engineering Technology Update (Scott Bombaugh):**

- **FSS Flats Mail (Damage) Study --- High Speed camera evaluation conducted**

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- ❖ Observations identified no damage from feeding; but revealed flipped mail (misfaced) or curled, nested (interweaved) and fold-overs  
Design of Experiments illustrated the various methods tested and potential software and hardware enhancements
  - ❖ FSS Mail Study Next Steps – include various experiments to better control stack quality; infeed injector, ITC & unload of the RCT (tray) along with evaluating different insert for RCT
  - ❖ Update on Separation Lite software – released to the Field November 9, with expectation of all sites/machines loaded within 30 days. New software will reduce flyouts and mailpiece damage from “separating tines” at the ITC
  - ❖ Industry questioned whether damage was more prone to bound flats or envelope flats?  
Answer: Open, non-enveloped or enclosed, mail is more challenging to handle and process
  - ❖ USPS is committed to processing the full spectrum of flats and will work with the Industry to provide “perfect flat” guidelines to mitigate impacts in processing
- **High Speed Flats Feeder Testing**
    - ❖ Update on efforts to replace 4 FSS feeders with 2 High Speed Flats Feeders (HSFFs)
    - ❖ Implementation is anticipated by late 2013
    - ❖ HSFF will allow you to get more mail in sequence on machine, with same throughputs as 4 feeders
    - ❖ Potential to add more FSS ZIP Codes
- 3. Hurricane Sandy After Action (Industry Feedback)**
- ❖ Informational webinars were really helpful
  - ❖ Provide more information on redirections – consider more redirect sites
  - ❖ Notify industry on backlog, driver unload times through FAST, Alerts, etc
  - ❖ Provide more descriptive information on status of facilities in MSU file
  - ❖ Ensure 3-digit offloads are communicated both externally and internally
  - ❖ Remove ability to make FAST appointments at closed facilities
  - ❖ Refresh facility status information on RIBBS as frequently as possible
  - ❖ Update Mail Services Update on RIBBS timely
  - ❖ Re-evaluate time to bring facilities back up to ensure site is really ready
  - ❖ Start communication messaging earlier
  - ❖ Relax or suspend SOX entry requirements
  - ❖ Consider using Mail Direction File (MDF) to communicate redirections
  - ❖ Overall, communication from Postal Service was very good
- 4. Mail Prep Steering Committee Update (Krista Finazzo)**
- ❖ Reviewed Committee completed activities to date and timelines for implementation; also reviewed items in development based on ideas submitted to date
  - ❖ Next Steps – prioritize 23 ideas in benefit /effort matrix and complete Change/Improvement analysis for pending 32 items
  - ❖ Provided schedule for upcoming webinars and face-to-face meeting
- 5. Structured Release Schedule: (Shibani Gambhir)**
- ❖ Labeling List release cycle is four times per year with 15-day notification and 30-day grace period
  - ❖ Mail Direction release cycle is six times a year

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- ❖ February 13, 2013 Mail Direction File release will support winter consolidations and includes several mail redirections as a result of Network Rationalization

**6. MTEOR Updates (Sarah Rudy and Cathy Moon)**

- **MTEOR launched September 5, 2012**

- ❖ Conducted survey to gather initial mailer feedback on system satisfaction for potential enhancements
- ❖ Orders are close to 'Real Time'
- ❖ MTEOR Phase 2 planning and development underway
- ❖ Benefits to Phase 2
  - Smaller mailers will be able to order on line
  - Ability to track MTE
  - Order MTE directly from plant
  - Back order functionality

- **MTE Inventory**

- ❖ Work group 153
- ❖ Being aware of inventory may change ordering behavior
- ❖ Wooden Pallets
  - October 2012 Postal Service orders 1.1M plastic pallets
  - Postal Service will be phasing out wood pallets
    - Wood pallets will recycle until they phase out completely
    - Pressed Wood Pallets are already gone

**7. Mail Optimization Matrix (MOP) Brainstorm (Group)**

- ❖ MTAC Mail Preparation & Entry Industry co-chairs reviewed an IDEAlliance developed template identified to minimize unit and container handlings; and drive opportunities by functional area
- ❖ Will evaluate submitted ideas through MTAC, the Mail Prep & Entry Steering Committee or other forums
- ❖ The framework is useful for gathering and documenting opportunities; however the Postal Service may not endorse all ideas submitted – matrix provides another mechanism for sharing information. MTAC Mail Preparation & Entry Industry co-chairs requested MTAC representatives to ask for their Associations and/or members input

**8. Additional agenda item:**

- ❖ Wooden Pallets – some acceptance units are requiring mailers to identify tare weight and mark each pallet for accuracy in verification process. Will hand off concern to Payment & Acceptance Focus Group to clarify verification procedures for recording tare weights & updates in mail.dat files.
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**Action Items: Standard Mail**

Item	Summarized Issue	Summarized Action/Consideration
1-SM	Engineering Technology update – FSS enhancements What are the potential impacts enhancements, such as High Speed Flats Feeder, may have on phase 2 of flats sequencing	Determine whether integration of HSFF will alter plans for investing in future flats sequencing technology
2-SM	Hurricane Sandy – After action thoughts and learnings  Key action considerations that should occur during/after natural disasters or crisis	<ul style="list-style-type: none"> <li>• Provide more information on redirections – consider more redirect sites</li> <li>• Notify industry on backlog, driver unload times through FAST, Alerts etc</li> <li>• Provide more descriptive information on status of facilities in MSU file</li> <li>• Ensure 3-digit offloads are communicated both externally and internally</li> <li>• Remove ability to make FAST appointments at closed facilities</li> <li>• Refresh facility status information on RIBBS as frequently as possible</li> <li>• Update Mail Services Update on RIBBS timely</li> <li>• Re-evaluate time to bring facilities back up to ensure site is really ready</li> <li>• Start communication messaging earlier</li> <li>• Relax or suspend SOX entry requirements</li> <li>• Consider using Mail Direction File (MDF) to communicate redirections</li> </ul>
3-SM	Network Rationalization communication should include label list and Mail Direction File changes	Evaluate modifying mail move file on RIBBS to include Label List/MDF changes
4-SM	FSS redirections require changes to 8125 requirements	Assess whether there are any changes needed to 8125 (address) requirements for redirecting FSS scheme or 5-digit FSS zone pallets to FSS sites
5-SM	Structured Release Schedule – compliance with 30-day grace period	Distribute link for Structured Release Cycle schedule
6-SM	Concern with Mail Acceptance requirements for wood slat pallets	Clarify verification procedures for recording tare weights/updating mail.dat files
7-SM	Industry Mailflow OPTimization Matrix (MOP)	Industry to send ideas for MOP matrix to Todd Black who will consolidate and provide to Dave Williams

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**PACKAGE SERVICES GROUP**

**1:30 PM-3:00 PM**

**Leaders:** David Williams – VP Network Operations, USPS  
Todd Black – MTAC Industry Leader for Entry and Preparation  
John Medeiros – MTAC Industry Leader for Packages  
**Facilitator:** Neena Dhuria – USPS Industry Engagement & Outreach  
**Scribe:** Debbie Branagan – USPS Industry Engagement & Outreach

**Agenda:**

- Action Items from Last Meeting
- Sandy After Action Thoughts & Learning
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- Mail Optimization Matrix Brainstorm
- Open Discussion

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**Agenda Topics / Discussion Notes:**

**1. Action Items from Last Meeting**

- **BSN eService Update: (Dale Kennedy)**
  - ❖ Over 100 training sessions held nationwide
  - ❖ 68 new customer users since October 1 and over 400 new users in last 12 months
  - ❖ Now account for 33% of current BSN issues recorded vs. 19.9% same period last year
  - ❖ BSN personal contact is still acceptable; the eService application is another tool that offers 24 / 7 access for reporting, regardless of time zone.
  - ❖ Important consideration for eService is that the customer has a view into the service issue and whether issue is closed.
  - ❖ Overall, feedback has been positive
- **Mail Prep and Entry Steering Committee Communications: (Krista Finazzo)**
  - ❖ New tab (Industry Outreach) will be added to RIBBS main page for posting relevant information (e.g. Mail Prep & Entry Steering Committee; Remittance Mail Advisory Council; webinars; etc)
  - ❖ Industry Outreach landing page will centralize info for mailers in one location
  - ❖ Plan is for web page to be live within 2 weeks
- **New MTAC Workgroups: (Lauren Zalewski)**
  - ❖ WG # 152 Explore Moving to 5 Digit File Structure – postal co-chair Alexandra Robleto and industry co-chair Bob Schimek
  - ❖ WG # 153 Mailer MTE Inventory Tracking & Reporting Process – postal co-chair Cathy Moon and industry co-chair Michelle Zalewski
  - ❖ WG # 154 Parcel Labeling List with DUO Process - postal co-chair Shibani Gambhir and industry co-chair John Medeiros

**2. Hurricane Sandy After Action Thoughts & Learning (Industry Feedback)**

- ❖ Overall positive feedback; some recommendations include:
- ❖ Start communications messaging earlier
- ❖ Update Mail Services Update on RIBBS timely
- ❖ Coordinate Field/HQ communication on status of facilities, for one consistent message
- ❖ Update MTAC 105 recommended guidelines based on learnings from Katrina and Sandy – to ensure Industry is aware how to handle contingency plans and what (and when) to expect during contingency
- ❖ Identify & post locations where pay phone still exist
- ❖ Lift internal embargoes prior to external to control mailer drop backlogs

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- ❖ Publish specific alternate delivery mode in affected areas, by delivery point and/or zone
- ❖ Identify destroyed mail and report where applicable
- ❖ Share positive stories e.g. people received mail before electricity was back on; and USPS and Industry employees continued to work despite conditions

**3. Mail Prep & Entry Steering Committee Update (Krista Finazzo)**

Reviewed Committee completed activities to date and timelines for implementation; also reviewed items in development based on ideas submitted to date

- ❖ 75 ideas submitted to date
- ❖ 12 ideas closed
- ❖ 8 ideas completed
- ❖ 23 ideas included in benefit/effort matrix
- ❖ 32 ideas still need to be evaluated
- ❖ Briefly reviewed DMM revisions in development
  - Comment period ends 12/31/12 for elimination of certain QSGs
- ❖ Next steps – prioritize 23 ideas, develop Change/Improvement template for 32 ideas or remove; assign subgroups to move committee work forward
- ❖ Provided upcoming webinar and meeting schedule
- ❖ Encouraged package mailers/providers to submit ideas to remove non-value added requirements, reduce costs and improve the overall experience

**4. Structured Release Schedule (Shibani Gambhir)**

- ❖ TT #11 started in 2011 and was closed in March – recommended that lists would be issued 4 times per year and dates for structured release cycles changed
- ❖ Provided overview of label list and mail direction file structured release cycle for 2013
- ❖ Labeling List release cycle is four times per year with 15-day notification and 30-day grace period
- ❖ Mail Direction release cycle is six times a year
- ❖ February 13, 2013 Mail Direction File release will support winter consolidations and includes several mail redirections as a result of Network Rationalization

**5. MTEOR Updates (Sarah Rudy and Cathy Moon)**

- ❖ Phase I launched September 5, 2012
- ❖ Respondents have started ordering in the system
- ❖ Initial survey feedback shows satisfaction with the system (55% satisfied to v satisfied); 39.3% of mailers who responded said they had an issue with MTEOR 9/25/12
- ❖ Industry has provided feedback for system enhancements
- ❖ On Oct 25, 2012 new system features were released to enhance Mailers' MTE order experience
- ❖ Planning and development is underway for MTEOR Phase 2
- ❖ Initial Industry MTE Inventory Count will enable future inventory management

**6. Mail Optimization Matrix Brainstorm (Group)**

- ❖ MTAC Mail Preparation & Entry Industry co-chairs reviewed an IDEAlliance developed template identified to minimize unit and container handlings; and drive greater efficiencies by functional area – organizes ideas according to Optimization Objectives vs. Functional Area of Supply Chain – effective way of organizing multiple ideas / concepts / thoughts
- ❖ Will evaluate submitted ideas – through MTAC, the Mail Prep & Entry Steering Committee or through other forums
- ❖ The framework is useful for gathering and documenting opportunities; however the Postal Service may not endorse all ideas submitted – matrix provides another mechanism for sharing information and ideas
- ❖ MTAC Mail Preparation & Entry Industry co-chairs requested MTAC representatives to ask for their Associations and/or members input

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**7. Open Discussion**

- ❖ Mailers pleased over the APO/FPO lithium battery rulings. On Nov 15, approval was given to send items containing lithium batteries to the military.

**Action Items: Package Services**

Item	Summarized Issue	Summarized Action/Consideration
1-PS	BSN eService process should be more broadly distributed	Distribute material and/or link on how to sign up for BSN eService
2-PS	DUO Process – concern with facilities lists impacted and accuracy of L606; can scanning and/or eVS system alert	Evaluate L606 accuracy, update as needed. Determine ability for systems such as eVS and PTS based on handheld scans captured (e.g. mis-ship) and update files and/or eVS mitigation passively
3-PS	Hurricane Sandy – After action thoughts and learnings  Key action considerations that should occur during/after natural disasters or crisis	<ul style="list-style-type: none"> <li>• Start communications messaging earlier</li> <li>• Update Mail Services Update on RIBBS timely</li> <li>• Coordinate Field/HQ communication on status of facilities, for one consistent message</li> <li>• Update MTAC 105 recommended guidelines based on learnings from Katrina and Sandy – to ensure Industry is aware how to handle contingency plans and what (and when) to expect during contingency</li> <li>• Identify &amp; post locations where pay phone still exist</li> <li>• Lift internal embargoes prior to external to control mailer drop backlogs</li> <li>• Publish specific alternate delivery mode in affected areas, by delivery point and/or zone</li> <li>• Identify destroyed mail and report where applicable</li> </ul>
4-PS	Mail Prep and Entry Steering Committee should explore creating list for drop shipping packages directly at APPS locations	Evaluate and provide recommendation on feasibility of developing a list
5-PS	eVS – Destination entry validation – concerns with who has authority to grant “exceptions” for dropping at entry location (e.g. NDC vs downstream SCF) and prices claimed. Rather than facility or district level approval, DMM language should be updated to align with Mail Direction File and other policies	Research and update language as appropriate
6-PS	MTAC WG 153 - Mailer MTE Inventory Tracking & Reporting Process	Distribute and post meeting minutes; ensure posted in MITS system
7-PS	Industry Mailflow OPTimization Matrix (MOP)	Todd Black will distribute electronic version of matrix to focus group attendees  Industry to send ideas for MOP matrix to Todd Black who will consolidate and provide to Dave Williams

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**FIRST-CLASS MAIL GROUP**

**3:15 PM-4:45 PM**

**Leaders:** David Williams – VP Network Operations, USPS  
Todd Black – MTAC Industry Leader for Entry and Preparation  
Sharon Harrison – MTAC Industry Leader for First-Class  
**Facilitator:** *Lewis Johnson – USPS Industry Engagement & Outreach*  
**Scribe:** *Debbie Branagan – USPS Industry Engagement & Outreach*

**Agenda:**

- Action Items from Last Meeting
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- Mail Prep & Entry Steering Committee Update
- Structured Release Schedule
- MTEOR
- Remittance Mail Discussion
- Mail Optimization Matrix Brainstorm
- Open Discussion

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**Agenda Topics / Discussion Notes:**

**1. Action Items from Last Meeting:**

- **BSN eService Update: (Dale Kennedy)**
  - ❖ 100 training sessions were conducted, including two headquarters.
  - ❖ 68 new customer users since last meeting and over 400 new users in last 12 months
  - ❖ 33% of current BSN issues originate via e-Service compared to 19.9% SPLY.
  - ❖ BSN personal contact is still acceptable; the eService application is another tool that offers 24 / 7 access for reporting, regardless of time zone
  - ❖ Important consideration for eService is that the customer has a view into the service issue and whether issue is closed
  - ❖ Industry requested written instructions on how to sign up and use the site. Information will be distributed and also made available on the new RIBBS Industry Outreach information page
- **Mail Prep and Entry Steering Committee Communications: (Krista Finazzo)**
  - ❖ New tab (Industry Outreach) will be added to RIBBS main page for posting relevant information (e.g. Mail Prep & Entry Steering Committee; Remittance Mail Advisory Council; webinars; etc)
  - ❖ Industry Outreach landing page will centralize info for mailers in one location
  - ❖ Plan is for web page to be live within 2 weeks
- **New MTAC Workgroups (Lauren Zalewski)**
  - ❖ WG # 152 Explore Moving to 5 Digit File Structure – postal co-chair Alexandra Robleto and industry co-chair Bob Schimek
  - ❖ WG # 153 Mailer MTE Inventory Tracking & Reporting Process – postal co-chair Cathy Moon and industry co-chair Michelle Zalewski
  - ❖ WG # 154 Parcel Labeling List with DUO Process - postal co-chair Shibani Gambhir and industry co-chair John Medeiros

**2. Hurricane Sandy After Action Thoughts & Learning (industry Feedback)**

- ❖ Mailers need a list of out-of-service ZIP codes much earlier to make key business decisions (i.e., hold mailings to impacted ZIP Code area, etc.)
- ❖ Need to know not only which ZIP Codes are impacted, but how impacted
- ❖ Provide timely communication of impacted sites and ZIP codes, in centralized source
- ❖ Post potential impacted areas by 3-digit
- ❖ Leverage USPS knowledge for other company business needs

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- ❖ Ensure joint effort with all FEMA divisions to support questions raised on (FEMA) conference calls regarding postal issues
  - ❖ Create handbook or checklist for what to expect when disaster hits
  - ❖ In Mail Service Update file notate whether delivering or accepting mail
  - ❖ Explore creating an alert posting/messaging board on *RIBBS* that provides real-time critical information for mailers, including list of out-of-service ZIP codes
  - ❖ Technology rocks – IMB scans – many mailers wanting to know where their mail was and it was invaluable to us to have that data on scans available
- 3. Mail Prep & Entry Steering Committee Update (Krista Finazzo)**
- ❖ Reviewed Committee completed activities to date and timelines for implementation; also reviewed items in development based on ideas submitted to date
  - ❖ 75 ideas submitted
  - ❖ 12 ideas closed
  - ❖ 8 ideas completed
  - ❖ 23 ideas included in benefit/effort matrix
  - ❖ 32 ideas still need to be evaluated
  - ❖ Next Steps – prioritize 23 ideas in benefit /effort matrix and complete Change/Improvement analysis for pending 32 items
  - ❖ Provided schedule for upcoming webinars and face-to-face meeting
- 4. Structured Release Schedule (Shibani Gambhir)**
- ❖ Provided overview of label list and mail direction file structured release cycle for 2013
  - ❖ Labeling List release cycle is four times per year with 15-day notification prior to the effective cycle dates and 30-day grace period
  - ❖ Mail Direction file release cycle is six times a year
  - ❖ Mailers will be given a grace period of 30 days versus 75 days.  
February 13, 2013 Mail Direction File release will support winter consolidations and includes several more mail redirections as result of Network Rationalization
  - ❖ Need to evaluate impact of network rationalization on Labeling Lists 3-digit / 5-digit schemes
- 5. MTEOR (Sarah Rudy and Cathy Moon)**
- ❖ Phase 1 launched September 5, 2012
  - ❖ Conducted survey to gather initial mailer feedback on system satisfaction for potential enhancements
  - ❖ Phase 2 funding has been approved.
  - ❖ Survey results show a wide gap between on-hand inventory and inventory reported by mailers.
  - ❖ Work Group #153 has two desired results: 1) Determine optimal methodology for tracking MTE inventory flow at mail preparation sites, and 2) Determine timeline for implementation. Encourage mailers to join workgroup.
  - ❖ Mailers should visit *RIBBS* for current information before calling the MTE hotline.
- 6. Remittance Mail Discussion (Prat Shah)**
- ❖ Information about the location of remittance sites, including contact persons, will also be posted on *RIBBS* Industry Outreach page
  - ❖ Currently experiencing a 98.0% on-time delivery rate
  - ❖ Industry requested update on remittance mail redirect. From an Operations perspective process works in all test locations. We will continue to refine processes as product grows. Interest in the Earned Value Remittance Trial (operations aspect) briefing at next MTAC focus group meeting.
  - ❖ Will provide an update on SOX and BRM requirements at next focus group meeting

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**MAIL PREPARATION & ENTRY (OPERATIONS) TRACK**  
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**7. Mail Optimization Matrix Brainstorm (Group)**

- ❖ MTAC Mail Preparation & Entry Industry co-chairs reviewed an IDEAlliance developed template identified to minimize unit and container handlings; and drive opportunities by functional area
- ❖ Will evaluate submitted ideas – through MTAC, the Mail Prep & Entry Steering Committee or through other forums
- ❖ The framework is useful for gathering and documenting opportunities; however the Postal Service may not endorse all ideas submitted – matrix provides another mechanism for sharing information
- ❖ MTAC Mail Preparation & Entry Industry co-chairs requested MTAC representatives to ask for their Assns or members input
- ❖ Mail flow by class of mail and shape will differ; will need to revise template based on mail class and shape

**Action Items: First-Class Mail**

Item	Summarized Issue	Summarized Action/Consideration
1-FC	BSN eService process should be more broadly distributed	Distribute material and/or link on how to sign up for BSN eService
2-FC	MTAC WG 150 should provide a briefing on RIBBS update efforts	Brief group on current RIBBS plans
3-FC	MTAC WG 152 – 5-Digit file architecture – title should be updated to better define workgroup -- Also concerned that postal Pricing reps should be represented in group	<ul style="list-style-type: none"> <li>• WG leaders will evaluate title and will update as needed</li> <li>• Verify Pricing has representation in workgroup</li> </ul>
4-FC	MTAC WG 154 – All are not familiar with what “DUO” means title should be revised	Update to spell out Delivery Unit Optimization (DUO) in workgroup title
5-FC	Hurricane Sandy – After action thoughts and learnings  Key action considerations that should occur during/after natural disasters or crisis	<ul style="list-style-type: none"> <li>• Provide timely communication of impacted sites and ZIP codes, in centralized source</li> <li>• Post potential impacted areas by 3-digit</li> <li>• Leverage USPS knowledge for other company business needs</li> <li>• Ensure joint effort with all FEMA divisions to support questions raised on (FEMA) conference calls regarding postal issues</li> <li>• Create handbook or checklist for what to expect when disaster hits</li> <li>• In Mail Service Update file notate whether delivering or accepting mail</li> <li>• Explore creating an alert posting/messaging board</li> </ul>
6-FC	Based on Network Rationalization – are 3-digit and 5-digit schemes increasing – label lists should begin to reflect?	Evaluate labeling list files to see if scheme lists are growing
7-FC	MTE (MTEOR) online ordering system, broader USPS facility awareness needed	Educate plants on MTE prep standards
8-FC	Need briefing of affects from Remittance Mail – Earned Value Trail and how operations manages	USPS will present operational aspects of Remittance Earned Value Trial in next quarterly MTAC focus group
9-FC	Need update on SOX BRM policies	USPS will brief update in next quarterly MTAC focus group
10-FC	Industry Mailflow OPTimization Matrix (MOP)	Todd Black will distribute electronic version of matrix to focus group attendees; Industry to send ideas for MOP matrix to Todd Black who will consolidate and provide to Dave Williams

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