

MTAC Visibility and Service Performance



Jim Cochrane
Moderator

August 28, 2013



Periodicals

3:15 - 4:45 PM



**UNITED STATES
POSTAL SERVICE®**

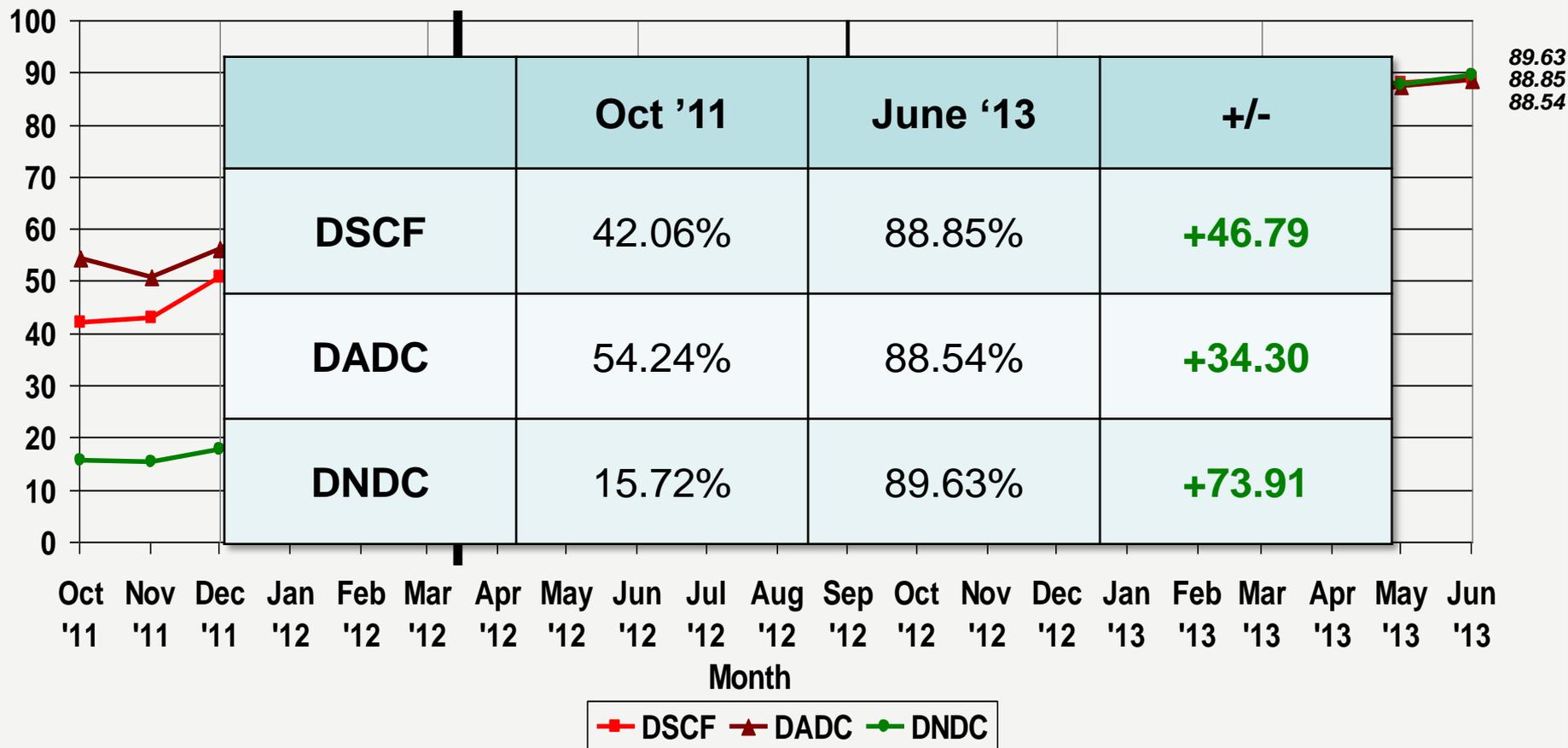
Agenda

- **Service levels**
- **Carrier bundle scan test update**
- **Informed Visibility**
- **Last mile impact levels**
- **Discussion/update - Single Source ACS™ chargebacks**

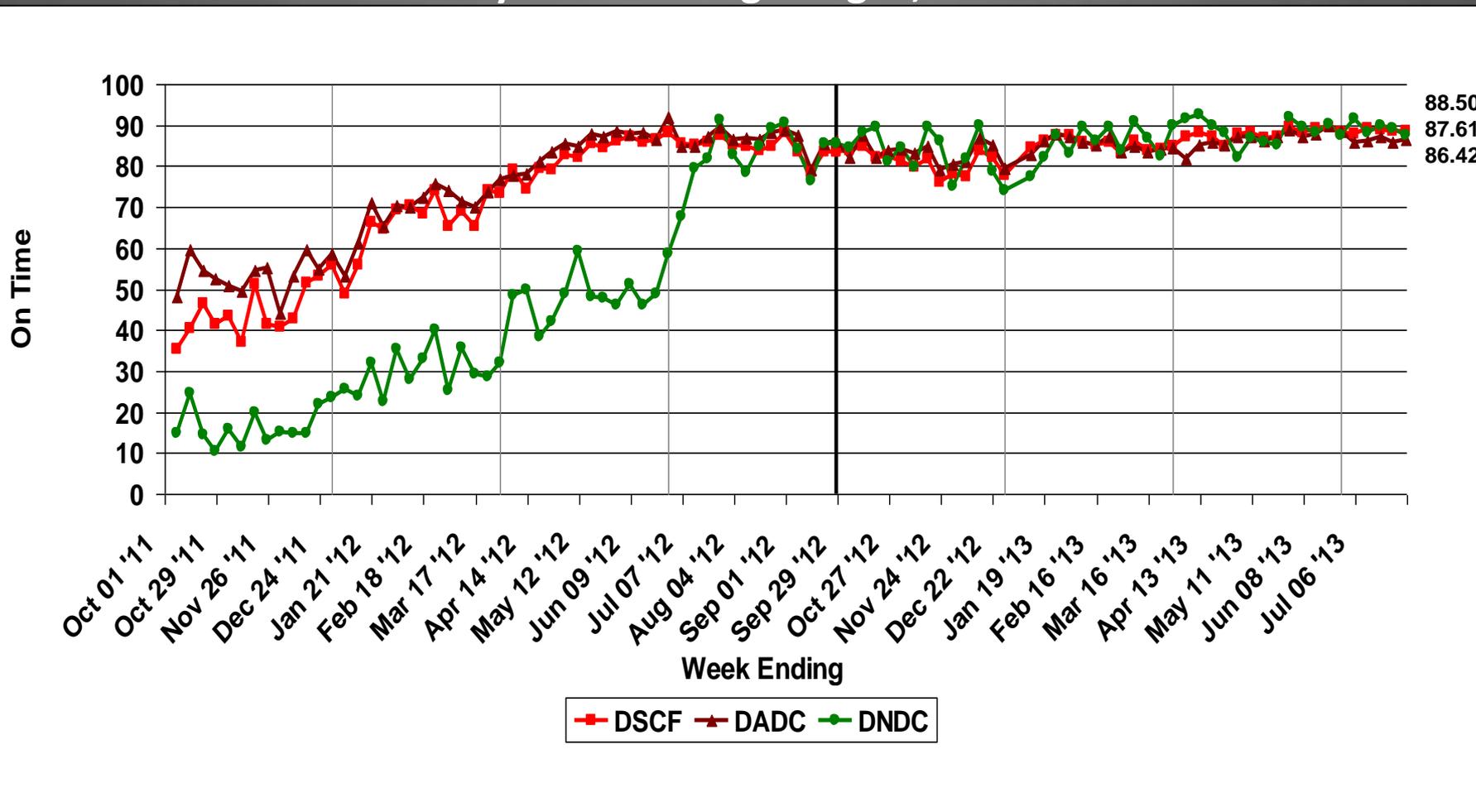
Focus on end-to-end periodical performance

- **Current Metrics**
- **Enhancing End-to-End WIP**

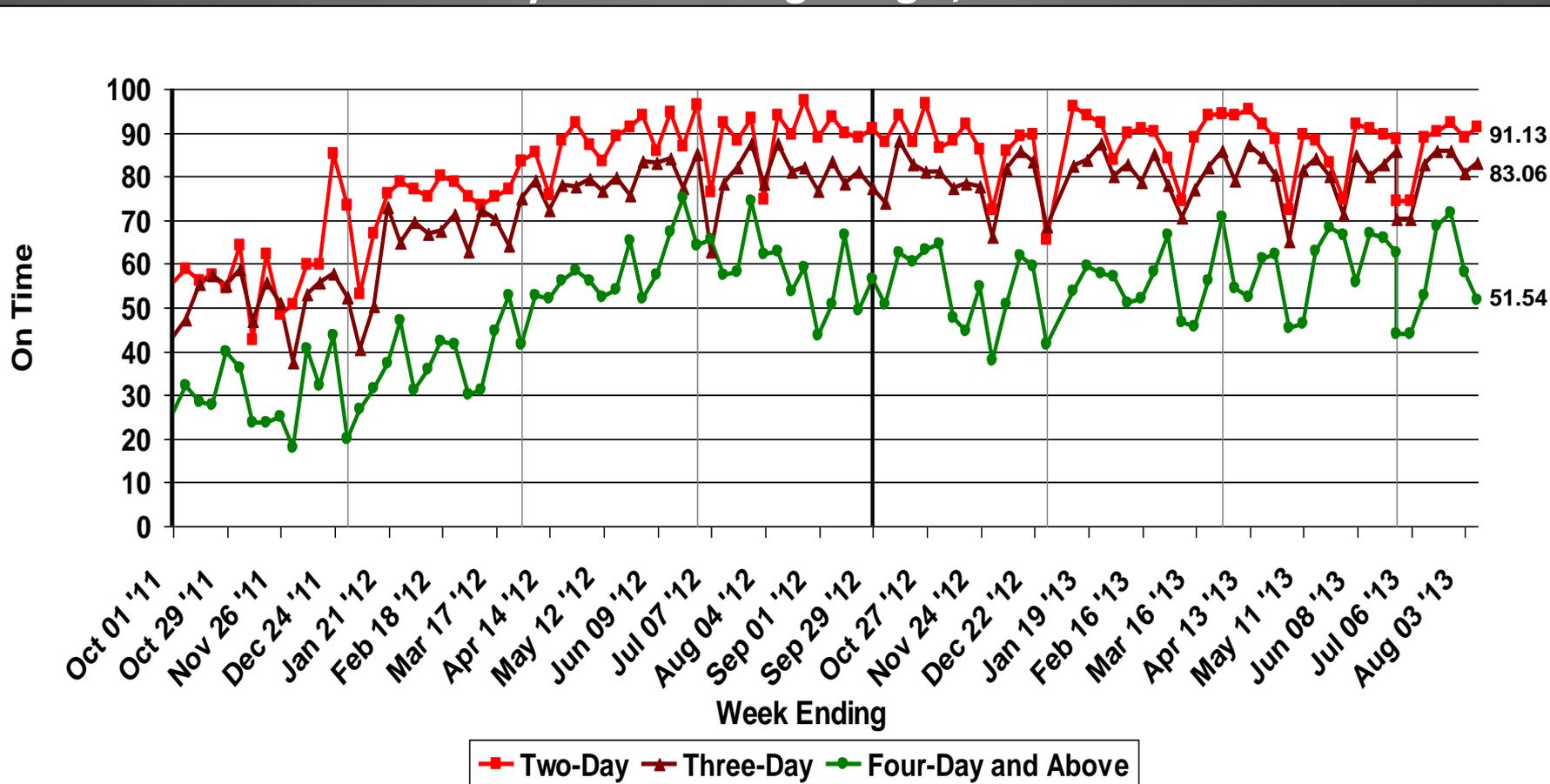
Destination Entry IMb™ Periodicals FY12 and FY13 Performance By Month

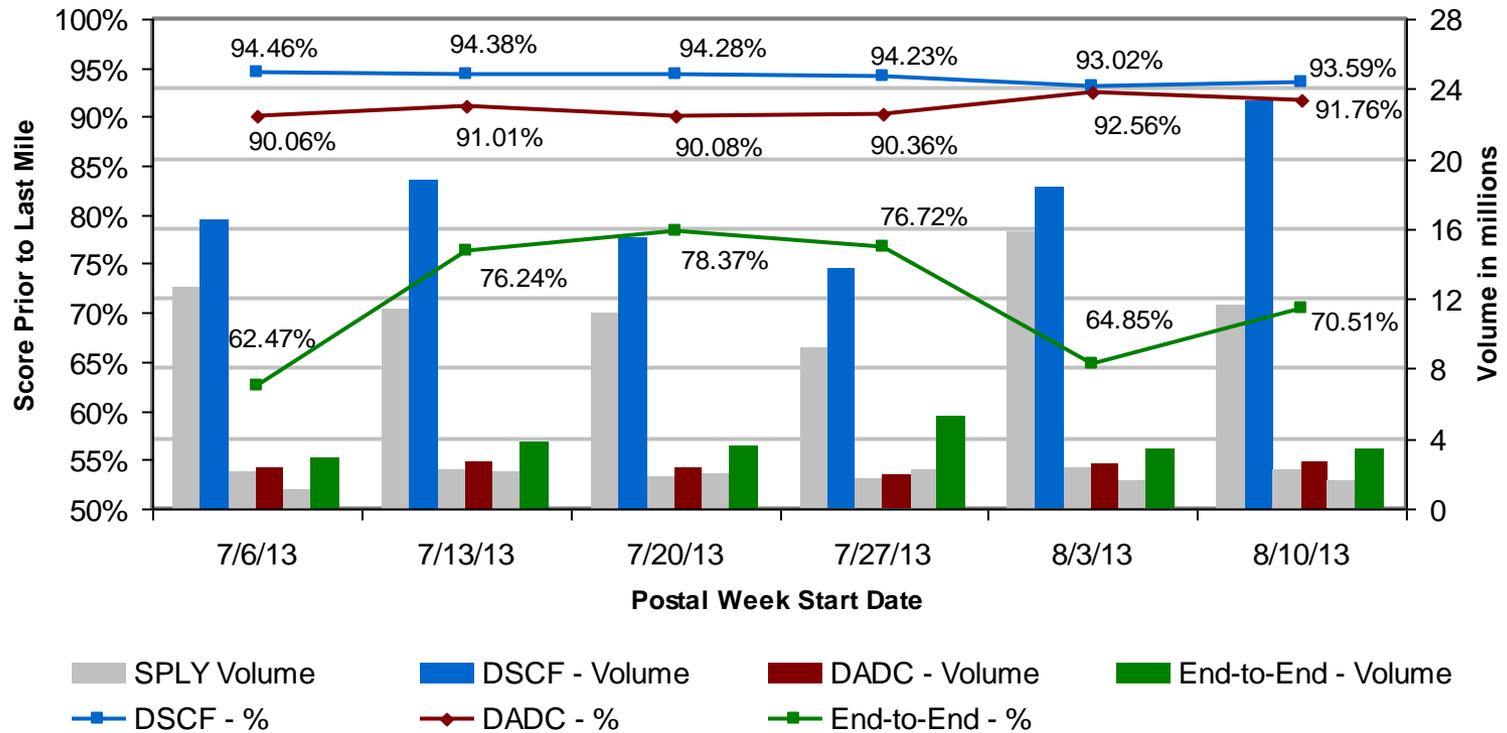


Destination Entry IMb™ Periodicals FY12 to FY13 Performance By Week through Aug. 2, 2013



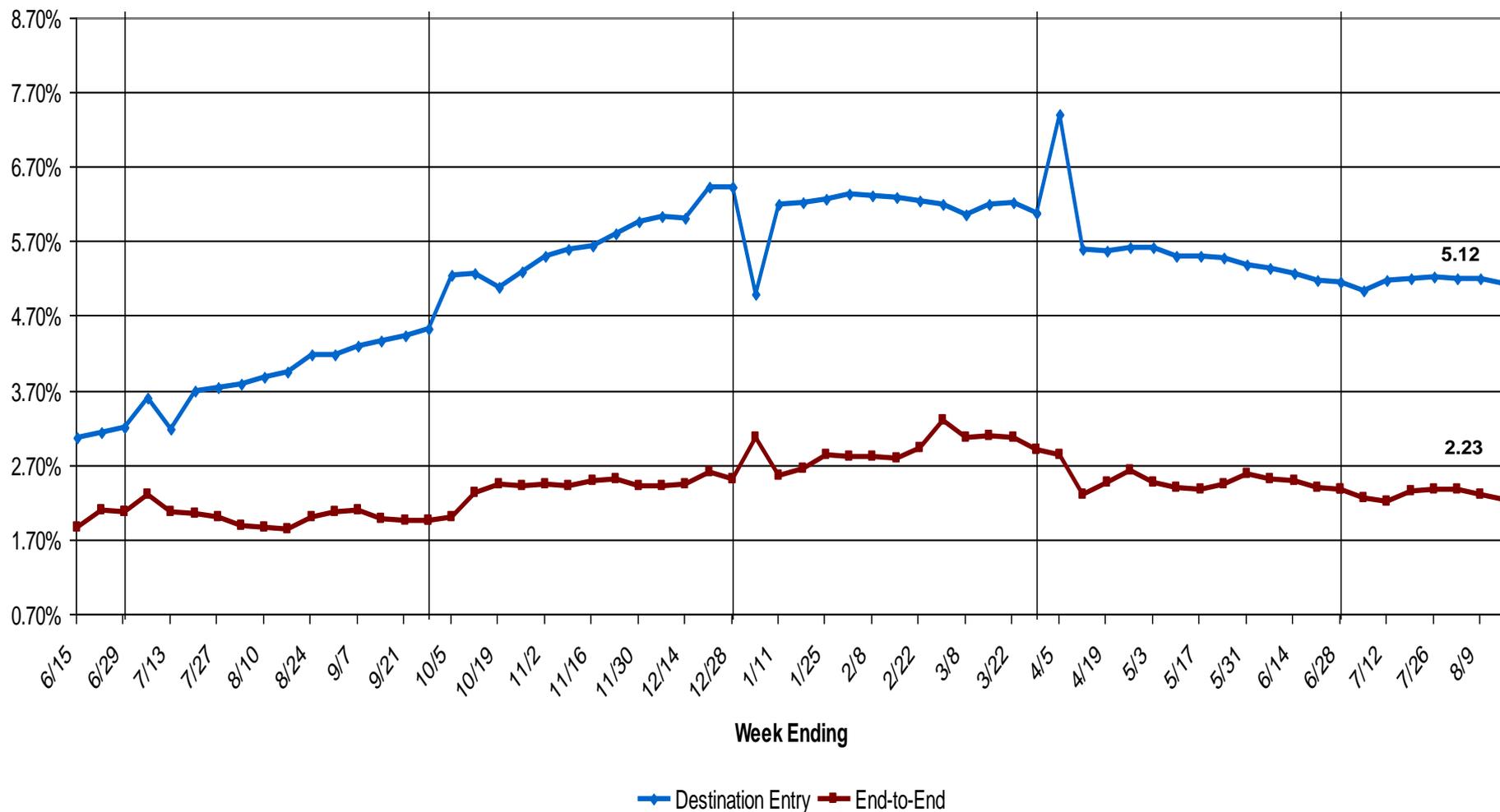
End-to-End Entry IMb™ Periodicals FY12 to FY13 Performance By Week through Aug 3, 2013



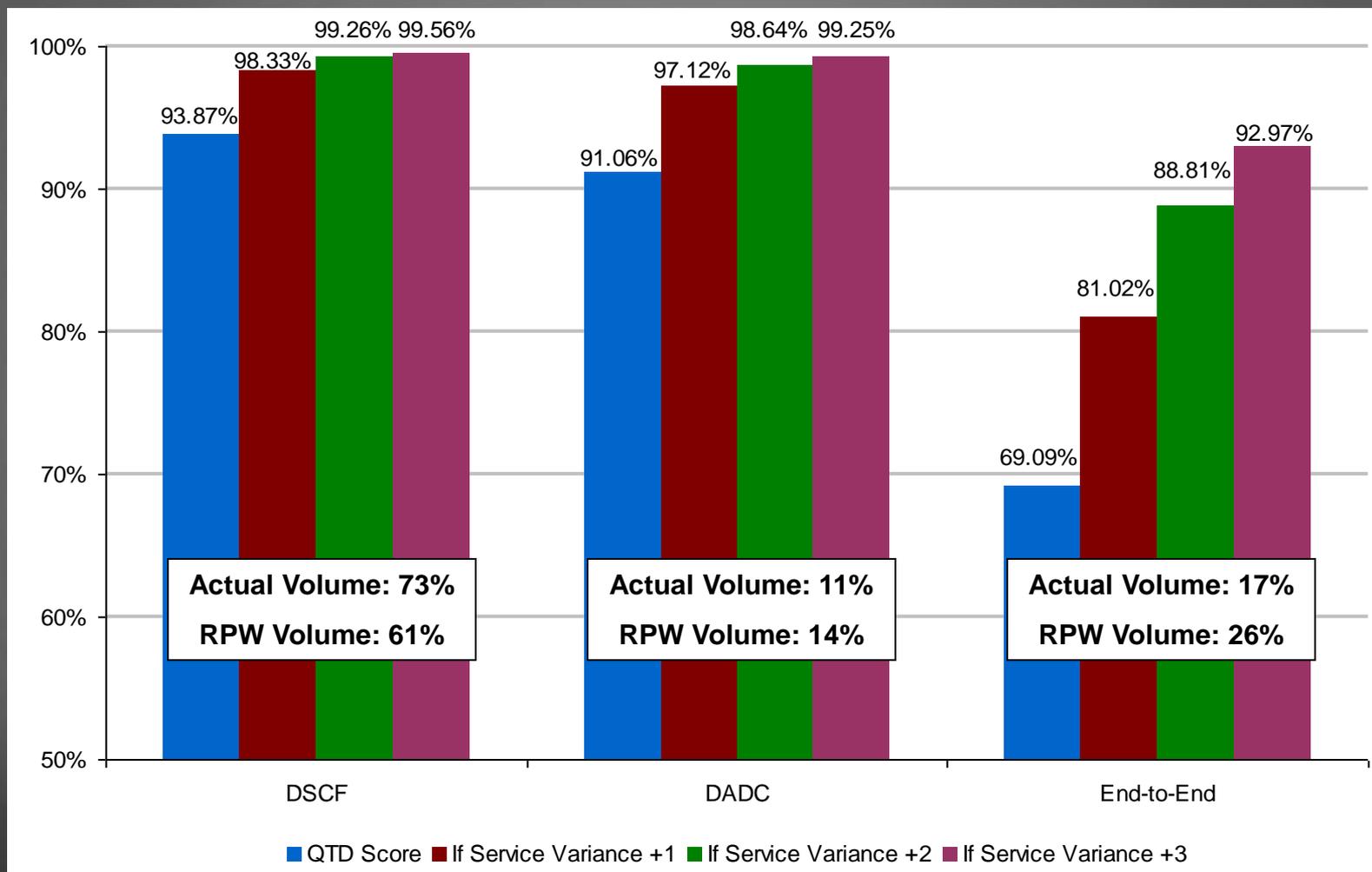


Q4 TD	Total Pieces Measured	Part 1 % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score
SCF Flats	115,978,110	93.87%	-5.29%	88.58%	91.00%	78,879,572	47.0%	85.27%
ADC Flats	16,733,915	91.06%	-4.15%	86.91%	91.00%	13,908,572	20.3%	86.68%
E2E Flats	26,735,310	69.09%	-2.23%	66.86%	91.00%	12,833,769	108.3%	68.90%
Total	159,447,335			82.98%		105,621,913	51.0%	83.61%

Destination Entry and End-to-End Last Mile Impacts decreased



QTD DSCF and DADC Periodicals scores would be above 97.12% (prior to last mile), if pieces that failed by 1 day passed



Note: Volumes may not sum to 100% due to rounding. - **Note:** RPW Volumes were estimated using basic entry type proportions obtained from Pricing.

SCF Flats – Q4 7/01 – 8/16

Facility	% On-time	% of Total failures	% Score impact
CHICAGO METRO SURFACE HUB	89.81%	5.27%	0.40%
DOMINICK V DANIELS	84.85%	3.20%	0.25%
CHICAGO NDC	89.01%	3.10%	0.24%
CENTRAL MA	91.01%	3.00%	0.23%
OAKLAND	85.78%	2.85%	0.22%
SPRINGFIELD LDC	90.26%	2.82%	0.22%
MID ISLAND	86.68%	2.82%	0.22%
PHILADELPHIA	91.23%	2.66%	0.20%
LOS ANGELES ‡	91.23%	2.62%	0.20%
BOSTON	91.18%	2.39%	0.18%
DENVER MAIL PROCESSING ANNEX	93.96%	2.37%	0.18%
ORLANDO LDC	91.21%	2.19%	0.17%
MICHIGAN METROPLEX ‡	91.20%	1.87%	0.14%
KANSAS CITY	94.14%	1.71%	0.13%
BROOKLYN	87.21%	1.69%	0.13%
SOUTH FLORIDA L & DC	93.78%	1.64%	0.13%
COLUMBUS	91.61%	1.61%	0.12%
SEATTLE	84.15%	1.51%	0.12%
CLEVELAND	91.33%	1.41%	0.11%
NORTH TEXAS ‡	91.08%	1.34%	0.10%

SCF Flats – 8/10 – 8/16

Facility	% On-time	% of Total failures	% Score impact
CHICAGO METRO SURFACE HUB	84.29%	6.22%	0.52%
OAKLAND	75.61%	5.02%	0.42%
CENTRAL MA	86.80%	3.90%	0.32%
MID ISLAND	80.93%	3.26%	0.27%
DOMINICK V DANIELS	82.75%	3.17%	0.26%
MICHIGAN METROPLEX	85.60%	3.10%	0.26%
CHICAGO NDC	88.23%	2.78%	0.23%
DENVER MAIL PROCESSING ANNEX	93.03%	2.77%	0.23%
MILWAUKEE PRIORITY ANNEX	68.78%	2.31%	0.19%
ORLANDO LDC	90.55%	2.08%	0.17%
SPRINGFIELD LDC	92.29%	2.06%	0.17%
PHILADELPHIA	92.99%	2.00%	0.17%
BROOKLYN	78.42%	1.89%	0.16%
SEATTLE	84.22%	1.63%	0.14%
SANTA ANA	86.63%	1.59%	0.13%
PITTSBURGH LDC	91.79%	1.47%	0.12%
LOS ANGELES	93.89%	1.45%	0.12%
PORTLAND	85.84%	1.45%	0.12%
BOSTON	93.39%	1.41%	0.12%
SACRAMENTO	92.65%	1.30%	0.11%

Bottom 20 Impact National Score by 4.23%

ADC Flats – Q4 7/01 – 8/16

Facility	% On-time	% of Total failures	% Score impact
SEATTLE	72.92%	8.90%	0.90%
PITTSBURGH LDC	75.10%	6.72%	0.68%
SAN ANTONIO	85.43%	4.28%	0.43%
NASHVILLE	71.68%	4.08%	0.41%
MINNEAPOLIS SAINT PAUL NDC	86.42%	3.95%	0.40%
DETROIT	83.63%	3.14%	0.32%
MILWAUKEE PRIORITY ANNEX	91.71%	3.13%	0.32%
PORTLAND	89.80%	2.94%	0.30%
SPRINGFIELD LDC	87.98%	2.93%	0.30%
DES MOINES	87.81%	2.85%	0.29%
CHICAGO METRO SURFACE HUB	89.84%	2.83%	0.29%
BOSTON	87.65%	2.35%	0.24%
DOMINICK V DANIELS	86.31%	2.29%	0.23%
SAINT LOUIS METRO ANNEX	89.92%	2.26%	0.23%
BILLINGS	87.42%	1.78%	0.18%
OMAHA	86.09%	1.72%	0.17%
SANTA ANA	92.95%	1.63%	0.16%
NORTH HOUSTON	95.04%	1.62%	0.16%
SOUTH FLORIDA L & DC	89.21%	1.61%	0.16%
FARGO LOG DIS	81.53%	1.53%	0.15%

ADC Flats – 8/10 – 8/16

Facility	% On-time	% of Total failures	% Score impact
DES MOINES	74.55%	8.00%	0.77%
PITTSBURGH LDC	75.39%	7.01%	0.68%
MILWAUKEE PRIORITY ANNEX	83.91%	6.29%	0.61%
SEATTLE	76.79%	4.50%	0.43%
PORTLAND	85.86%	4.01%	0.39%
MINNEAPOLIS SAINT PAUL NDC	90.27%	4.01%	0.39%
CHICAGO METRO SURFACE HUB	88.79%	3.69%	0.36%
DOMINICK V DANIELS	80.91%	3.00%	0.29%
OMAHA	81.22%	2.97%	0.29%
SAN ANTONIO	92.63%	2.85%	0.27%
QUEENS	88.06%	2.23%	0.21%
BILLINGS	88.13%	2.09%	0.20%
FARGO LOG DIS	78.32%	2.07%	0.20%
SPRINGFIELD LDC	92.13%	1.86%	0.18%
SAINT LOUIS METRO ANNEX	91.88%	1.80%	0.17%
DENVER NDC	84.54%	1.71%	0.16%
DENVER MAIL PROCESSING ANNEX	94.54%	1.62%	0.16%
OAKLAND	44.51%	1.60%	0.15%
SACRAMENTO	87.46%	1.58%	0.15%
BOSTON	90.02%	1.58%	0.15%

Bottom 20 impact National Score by 6.21%

Task Team 13 Results

- Headquarters directed delivery units to send all undeliverable mail to Postal Automated Redirection System (PARS) or Computerized Forwarding System (CFS) for processing in September 2012 and August 2013
- Optional language approved for inclusion in ID statement for ACS™ users
- CFS software modified to force barcode scan attempt
- Team members report a 2/3 reduction in hardcopy address corrections since these actions were taken

Full Service ACS™ Chargebacks in SingleSource ACS Fulfillment

- MTAC Task Team requested to investigate and review FS business rules that generate chargeback records to SingleSource ACS
- FS Chargeback billing deferred as of 7/25 until review is complete and affected customers identified
- Billing for barcodes containing <11 digit delivery points is not deferred and will continue
- Adjustments will be made as appropriate after any changes are deployed

ACS™ Updates

- IMpb ACS is available for parcel mailers of all mail classes.
- IMpb ACS with Shipper Paid Services is planned for January 2014.
- An update will be provided to the members of Task Team #20 soon.



Note: Shipper Paid Forwarding is currently available via Traditional ACS. Access the SPF Technical Guide at

https://ribbs.usps.gov/acs/documents/tech_guides/

Zone 9 – Zone Chart

- New “Zone 9” for Freely Associated States (FAS)
- New indicators to identify exceptions
- Exception file contains 5-digit exceptions to 3-digit Zones
- Meeting scheduled to discuss change (Sept)
- New format Sample Zone Chart available (Sept)

Electronic Product Fulfillment Products Available for Download

- AIS Products
- AEC
- ACS™
- CDS
- CASS™ stage files
- Labeling Lists
- RDI™
- NCOA^{Link}® daily deletes
- Suite^{Link}®
- LACS^{Link}®
- Zone Charts



Now includes...

- AMS API
- DPV®
- DSF2®
- NCOA^{Link}

Electronic Product Fulfillment

Transition from CD/DVDs to electronic download is underway

- Customers can begin transition now
- May receive CD/DVD and electronic fulfillment for 3 months to make transition
- Must complete by 10/2014



AIS Product Changes

City State Changes

- New Record Type
- Identifies ZIP Codes where only form of addressing is P.O. Box™
- Beta testing has completed
- Data will continue to fulfilled in parallel
- Jan 2014 product will contain this new record type

Scheme ZIP Combo record removed 7/2013



Questions