

**MTAC Focus Group Sessions**  
Wednesday, February 20, 2013

**MAIL PREPARATION AND ENTRY (OPERATIONS)**

Dave Williams, USPS VP-Network Operations  
Todd Black, MTAC Industry Leader, Entry & Preparation

**Notes for each Focus Group Session for Mail Preparation and Entry (Operations):**

First-Class Mail.....p. 1  
Periodicals.....p. 4  
Standard Mail.....p. 7  
Package Services.....p. 10

**Session 1: FIRST-CLASS MAIL (Sharon Harrison, MTAC Industry Leader, First-Class Mail)**

**ACTION ITEMS FROM LAST MEETING:**

- Distribute material / link on how to sign up for BSN eService
  - Some people have not received training and would like further communication
- RIBBS updated format implemented
- Hurricane Sandy feedback – good discussion to date / kicked off a new Work Group
- Network Rationalization mail move and labeling list communication - implemented
- Educate plants on MTE prep standards – Poster sent to mail processing facilities
- Update on remittance earned value trial
- Update on SOX BRM policies
- Mailflow Optimization Matrix (MOP) – industry feedback provided to Todd Black / WG#156

**WORKGROUP UPDATES:**

- Work Group #152 – Explore Moving to 5-Digit File Structure
  - Deemed that in order to move to a 5-Digit structure, the effort outweighed the benefits
  - WG “sunset” in February 2013
  - Propose another WG to evaluate class- and/or shape-based labeling lists, which may have greater benefit
- Work Group #153 – Mailer MTE Inventory Tracking and Reporting Process
  - Next steps: evaluate testing results, modify tools based on feedback; anticipated completion May 2013
  - Should be an alert system for mailers – e.g., an issue with the next order, why an order was canceled, etc.
  - Future enhancements can only be made in the new fiscal year (FY 2014)
  - Propose new MTEOR User Group to discuss potential future enhancements, reporting requirements
- Work Group #155 – Communication Processes and Procedures During Emergency Situations

- Kickoff webinar : March 1, 2013
- Build on learnings and feedback from Hurricane Sandy
- Goal to complete by first hurricane season – May 1, 2013
- Work Group #156 – Utilizing the MOP to Identify and Organize Improvement Opportunities
  - Utilize the MOP to identify and organize improvement opportunities
  - Benefits: create efficiencies, reduce costs, reduce cycle times
  - Primary subgroups: letters, flats, parcels
  - Goal to complete all mail-flows by May 31, 2013

#### **MTEOR UPDATE**

- Phase 2 MTEOR enhancements are designed to:
  - Increase transparency between USPS and Mailers
  - Improve mailer and Plant MTE planning
  - Expand MTEOR scope to broader audience
  - Plants using MTEOR begin April 15, 2013
  - September 30, 2013: system ready for mailers obtaining MTEs from Plants
- Snapshot inventory reporting begins April 15, 2013:
  - New BSA Agreement

#### **MAIL PREP & ENTRY STEERING COMMITTEE UPDATE**

- New industry outreach link on RIBBS page outlining steering committee updates
  - Hyperlinks to *Mail Prep and Entry Steering Committee* collateral, other information important to mailers
- 75 ideas submitted to date:
  - 16 ideas closed; 11 ideas completed; 29 ideas included in Benefit/Effort matrix; 19 open ideas need Change/Improvement Analysis template submitted
- DMM revisions implemented for multiple projects
- 2 key subgroups:
  - Evaluate increasing max PER weight to 24-oz for co-mail pools
  - Explore changing the FSS bundle prep standard from optional to required
- Next steps:
  - Continue to develop potential solutions for 29 ideas in Benefit/Effort matrix
  - Decide status of 19 open ideas
  - Continue to assign subgroups to move committee work forward
  - Continue periodic meetings: webinars and on-site

#### **REMITTANCE MAIL – EARNED VALUE INITIATIVE**

- Earned Value:
  - Registration begins January 15, 2013
  - Registration ends March 31, 2013
  - Program period April 1, 2013 to June 30, 2013
  - Controlled tests were conducted, followed by live tests with customers
- BRM SOX Compliance:
  - 3 key controls –
    - Revenue recognition

- BRM Management Overview
- BRM Released Prior to Management Overview

### **NETWORK RATIONALIZATION – OPEN DISCUSSION**

- 100 consolidations planned – evaluating opportunities to potentially advance approximately 58 consolidations from 2014 to 2013 (i.e., would occur this year rather than next)
- Reports that some consumers are not getting their mail on Mondays or are getting very late delivery, causing influx in consumer complaints
  - Concerns that these issues may increase with 5-day mail delivery schedule
- Robust USPS communication plan for 5-day mail delivery is critical

### **ACTION ITEMS**

- Further communication on eService; send to MTAC industry leadership
- Launch new Work Group to evaluate shape-based Labeling Lists
- MTEOR: cancellation messaging (“Why are things being canceled? What’s the process for auto cancel? Has the back order feature impacted cancellations?”)
- MTEOR: kick-off of User Group to discuss MTEOR system enhancements – develop charter/recruit UG leadership
- Need Industry participants for Hurricane Sandy (WG#155) / MOP (WG#156) Work Groups
- MTEOR: clarify end of business cut-off time for reporting
- Industry to provide feedback to Cathy Moon on MTEOR Business Service Agreement (BSA)
- DMM Advisory: use it as an additional tool for requesting comments
- Evaluate Monday late delivery
- RIBBS posting of the Mail Move file: incorporate/highlight changes made since previous week
- Full-Service Requirements: palletization requirements for First-Class (work with BME group)
- Provide an update on CFS/PARS consolidations
- Expand communication distribution lists for *Mail Prep & Entry steering committee* updates

### **AGENDA ITEMS FOR NEXT MEETING**

- Share drop profile by day-of-week analysis (F-C mail in network vs. other classes, and the impact of 5-day mail delivery)
- Provide update on CFS/PARS consolidations

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## **Session 2: PERIODICALS (John Stark, MTAC Industry Leader, Periodicals)**

### **ACTION ITEMS FROM LAST MEETING**

- Hurricane Sandy feedback: good discussions to date; kicked off a new Work Group
- Network Rationalization Mail Move and Labeling List communication: implemented
- Mailflow Optimization Matrix (MOP): industry feedback provided to Todd Black/WG#156

### **ENGINEERING TECHNOLOGY UPDATE**

- From November 2012 Focus Session meeting:
  - Mail stack quality at feeder: tests conducted
  - Infeed line injector: field tests completed
  - ITC unload of RCT: tests scheduled for March 2013
  - Mail stack quality at RCT output tray: new RCT insert designed
- Good mail stack at feeder (vertical against the pick-off) resulted in no additional damage
- FSS Mail Study Help Now:
  - FSS SW v3.0.8 – Dynamic Separation Lite – released to field; all machines installed
  - 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
  - Service talks being reinforced by Operations
- Bundle prep: semi-automated process requiring low capital investment; did some field tests; will be taking that design forward to more fully test
- APPS bundle tumbling modification: developed a simple modification to prevent tumbling; in process of “production-izing” this functionality

### **MAIL PREP & ENTRY STEERING COMMITTEE UPDATE**

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### **NETWORK RATIONALIZATION OPEN DISCUSSION**

- 100 consolidations planned: evaluating opportunities to potentially advance approximately 58 consolidations from 2014 to 2013 (i.e., would occur this year rather than next)
- Appointment-making for periodicals is an issue recently; probably an education issue
- Discussion around alignment of Mail Move files/Label lists with the shift to a structured release cycle

### **MTEOR UPDATE**

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  - Plants using MTEOR begins April 15, 2013
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### **WORKGROUP UPDATES**

- Work Group #152 – Explore Moving to 5-Digit File Structure
  - Deemed that in order to move to a 5-Digit structure, the effort outweighed the benefits
  - WG “sunset” in February 2013
  - Propose another WG to evaluate class- and/or shape-based labeling lists, which may have more benefit
- Work Group #153 – Mailer MTE Inventory Tracking and Reporting Process
  - Next steps: evaluate testing results; modify tools based on feedback; anticipated completion date May 2013
  - Should be an alert system for mailers – e.g., may be an issue with the next order, why an order was canceled, etc.
  - Future enhancements can only be made in the new fiscal year (FY 2014)
  - Propose new MTEOR User Group to discuss potential future enhancements, reporting requirements.
- Work Group #155 – Communication Processes and Procedures During Emergency Situations
  - Kickoff webinar: March 1, 2013
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- Work Group #156 – Utilizing the MOP to Identify and Organize Improvement Opportunities
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### **ACTION ITEMS**

- Engineering and Operations: Defining the perfect flat
- Conduct a root cause analysis on damaged pieces, leverage the capturing of images
- Dynamic Lite: industry will provide feedback to Linda Malone if there have been issues since January 2013 deployment
- Provide national volumes/ZIP codes potentially gained by FSS “Flat Feeder” (ballpark % goal)

- Close gap for FSS candidate volume not on FSS, through technology or other methods
- Provide FSS move plan; schedule interactive webinar
- Address policy on Periodicals' FAST appointments
- Additional communication with field on Mail Move/Label List changes, grace period policies to ensure transportation is in place through the grace period
- Evaluate adding Locale Key to Labeling Lists (LL)
- Mail Move file lists: make them consistent (dropsite key vs. locale key) to only have locale keys
- Launch new MTEOR User Group to discuss future enhancements

**AGENDA ITEMS FOR NEXT MEETING**

- Engineering to provide update on APPS Bundle breakage technology

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**Session 3: STANDARD MAIL (Wanda Senne, MTAC Industry Leader, Standard Mail)**

**ACTION ITEMS FROM LAST MEETING**

- High Speed Flats Feeder impacts on FSS Phase 2
- Hurricane Sandy feedback: good discussions to date/kicked off a new Work Group

- Network Rationalization Mail Move/Labeling List communications: implemented
- 8125 requirements as a result of FSS scheme redirections
  - FAST Enhancement: FSS re-directions – January 14, 2013, software enhancement released to incorporate FSS re-directions into mail direction file
- Distribute Structured Release Schedule through DMM Advisory and BSN channels
- Clarify verification procedures for recording tare weights/updating mail.dat files: sent to Payment & Acceptance track (Pritha Mehra/Dale Miller/Angelo Anagnostopoulos)
- Mailflow Optimization Matrix (MOP) – industry feedback provided to Todd Black/WG#156

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### **NETWORK RATIONALIZATION OPEN DISCUSSION**

- 100 consolidations planned: evaluating opportunities to potentially advance approximately 58 consolidations from 2014 to 2013 (i.e., would occur this year rather than next)
- Overall everything seems to be going well

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### **OPEN DISCUSSION**

- USPS needs to provide consistent, reliable service in alignment with service standards so that mailers can better plan for time-sensitive mailings

### **ACTION ITEMS**

- The end mail induction date should be deleted from the structured release schedule posted on RIBBS

- Mail Direction File: evaluate adding SV indicator in V1 and associated files
- Verify FSS notation and location information on 8125 – coordinate with Pritha Mehra
- 5-day mail delivery communication plan to include:
  - DDU – hours of operation on Saturdays
  - Operation plan for P&DCs – what is going to remain on Saturdays?
- Launch Work Group on Impacts on service standards/service delivery calculation
- Evaluate FAST appointments: field is reducing/eliminating acceptance hours during holidays
- Provide FSS move plan, schedule interactive webinar
- Establish new MTEOR User Group to discuss future enhancements
- Post current Flat Strategy online

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**Session 4: PACKAGE SERVICES (John Medeiros, MTAC Industry Leader, Package Services)****ACTION ITEMS FROM LAST MEETING**

- Distribute material/link on how to sign up for BSN eService
- Evaluate L606 accuracy
- Hurricane Sandy feedback: good discussions to date/kicked off a new Work Group
- Evaluate and provide recommendation on feasibility of developing a list to do package drops directly at APPS locations
  - DMM currently allows SCF entry of machineable parcels in 3-Digit containers per L607 (zones not sorted to 5-Digit at NDC)
  - Operations is conducting a survey with NDCs to validate whether L607 is updated to reflect all zones and 3-Digit destinations
  - Next stop: determine if creation of a separate/modified list and corresponding presort level is warranted and feasible
- Research and update eVS: Destination Entry validation exceptions sent to Payment & Acceptance track
- Distribute and post meeting minutes for Work Group #153 (MTE inventory tracking & reporting process)
- Mailflow Optimization Matrix (MOP): industry feedback provided to Todd Black/WG#156

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**NETWORK RATIONALIZATION OPEN DISCUSSION**

- 100 consolidations planned: evaluating opportunities to potentially advance approximately 58 consolidations from 2014 to 2013 (i.e., would occur this year rather than next)
- All USPS presentations have been updated with latest network rationalization information/source of truth is the Mail Move file posted on RIBBS every Friday

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  - Future enhancements can only be made in the new fiscal year (FY 2014)
  - Propose new User Group to discuss potential future enhancements/reporting requirements when the existing WG sunsets (probably May 2013)
- Work Group #154 – Alignment of Parcel Dropship Files and Labeling Lists
  - Kicked off early January 2013
  - Identify data files used to presort and enter parcels into USPS mailstream
  - Identify single source to provide updates based on changes to delivery units
  - Identify optimal frequency for updating data files based on activity around delivery unit changes
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## **ACTION ITEMS**

- Reconcile AMP lists posted online (notate AMP vs. non-AMP moves)
- Include return services in Mail Move file (designate successor RCF)/Tier 2 NDC issue
- Evaluate developing Delivery Unit Hub List
- Launch new Work Group to evaluate shape-based Labeling Lists
- Launch new MTEOR User Group to discuss future enhancements

3-1-13

- Evaluate collaboration with industry during disasters
- Industry to provide MOP-Package leader/participants
- 5-day mail delivery Communication Plan should address Saturday acceptance hours at DDU

**-END-**