

**MTAC Focus Group Sessions**  
**Wednesday, January 15, 2014**

**MAIL PREPARATION AND ENTRY (OPERATIONS)**

Dave Williams, USPS VP-Network Operations  
Robert Schimek, MTAC Industry Leader, Entry & Preparation

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

Package Services.....	p. 1
First-Class Mail.....	p. 4
Periodicals.....	p. 9
Standard Mail.....	p. 14

**Session 1: PACKAGE SERVICES**

(John Medeiros, MTAC Industry Leader)

**Action Items from Last Meeting**

- Look at non-machineable issue.
  - End-to-end versus destination drop (NDC) (**Linda/Dane Coleman**): Pricing is aware of situation and the best approach is for the mailer to price shop.
- Look at DDU mis-shipped 5D on labeling list versus DDU entry. (**Shibani**)
  - John M. to provide data to Shibani: Data was not provided. Conflict still exists today. Labeling list and mail directional files have been updated, effective 01/26/2014.
- Expand communication to other HQ functional areas regarding emergency situations and penalty exception process so mailers are not penalized when mail drops are temporary redirected (**Dale**): Adding new contacts on distribution list for updates sent out. Vicky Bosch and team are included on notifications (eVS). Pritha Mehra gets copied as well. Cathy Moon's staff, Sales, CCC, and FAST is copied. Will also add Garrett Hoyt, Product Information, and Retail. Delivery unit updates are distributed in addition to major facilities if they are impacted over two hours.

**Workgroup Updates**

- **WG 159 – HUBs**
  - Worked with field personnel to establish a list of HUBs entry points.
  - There are approximately 100 HUBs. Field needs to update list.
  - March 2014 – Identify mailers interested in testing HUB concept.
  - July 2014 – Start the implementation of the HUB concept.
  - Data will be collected behind the scenes.

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- Next meeting will be held within two weeks.

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➤ **UG 7 – MTEOR**

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### Mail Prep & Entry Steering Committee Update

#### ➤ Idea Log

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#### ➤ Benefits/Effort Matrix

- High Priority – 11 Items
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### Network Rationalization Service Standard Changes Phase II Status

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### Open Discussion

#### **ACTION ITEMS**

- More lead time (at least 14 days) needed to announce webinars **(Dale)**
- Make change to verbiage regarding Structure Release Cycle **(Shibani)**
- Industry is looking for a list that identifies 2014 consolidations without service standard changes **(Linda)**
- Define what mail classes/subclasses (Shapes are part of load leveling) **(Linda)**
- Are HUBs included in load leveling? **(Shibani)**

Updated: \_\_\_\_\_

- Look into capability to open additional FAST appointments as it relates to Load Leveling **(Linda)**

## Session 2: FIRST-CLASS MAIL

(Sharon Harrison, MTAC Industry Leader)

### Action Items from Last Meeting

- Incorporate Secure Destruction in MOP flow **(Linda/Abby)**
  - Decision tree related to PARS flow (FCM): Update will be provided during slide presentation.
- Communication on overnight service standard changes to general public **(Dave)**
  - Direction on operational changes for mail entry based on service standard changes: Update provided on January 14, 2014.
  - Lead from Operations side on drop ship endorsements/re-date metered mail **(Linda)**: Action was handed off to Mail Prep and Entry Steering Committee. Bob Gallagher will submit the appropriate template information.
- Clarification/communication on simplification of DMM **(Becky)**:
  - Basically every FRN that is published has sections identified, which have been streamlined or heavily edited.
  - Each chapter is being edited to remove redundancy or stale language.
  - Anything that is in another publication (Publication 52 for example, HAZMAT) is being removed from the DMM.
  - Trademarks lists, or other similar “reference” lists are being added to usps.com or RIBBS and pulled from the DMM.
  - Other publications are being updated to include DMM language that is owned by that Publication (Delivery Standards for example).
  - All changes are published in Postal Bulletin for easy reference.
  - A crosswalk will be developed later in 2014 if needed. The goal is to simplify, not transfer unless necessary.
- Tray Label Holders **(Nancy/Pratt)**: Planning site visits to a couple of mailers’ plants to review the operational tray label process. Need another volunteer site. Mailer in Tallassee FL area agreed to volunteer.

### Workgroup Updated

- **WG 157 – Load Leveling**
  - Next Steps:
    - Continue stakeholder engagement.
    - Add additional sites to test implementation approach.
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- Publish Final Rule – February 28, 2014.
- Receive PRC advisory opinion.

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### **PARS Decision Tree**

- The PARS Mail Flow chart was shown, including PARS Identification through delivery or destruction.
- Secure Destruction (SD) is currently in early pilot testing at one Processing & Distribution Center.
- Seven (7) sites by February 2014.
- SD is directed at First Class letters containing Privacy Protected Information (PPI) which are normally returned at the mailer's request.
- Limited number of mailers participating in the pilot.
- USPS will determine whether SD is successful and moves to national deployment
- If USPS moves to national deployment of SD:
  - Mailers sign-up to participate in the program
  - Use assigned STIDs in IMb to enable sortation of SD mail during PARS processing on CIOSS.

### **CFS/PARS Consolidation**

- Since November 2013, no changes have been made

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## Flats Strategy & FSS Prep

- FSS prep requirements do not apply to First-Class Mail
- Flat Strategy Executive Summary was handed out, which included:
  - Product Growth Strategies
  - Cost Reduction and Efficiency Improvements Strategies
  - Service Improvement Strategies

## Remittance Mail – Earned Value Initiative

### ➤ RMAC

- Communications Committee is working on the following:
  - BSN Customer Gateway
  - Create a LinkedIn Group
  - Establish a RMAC section on RIBBS
- New Products Committee is working on the following:
  - Remittance Mail Redirect
  - Earned Value Promotion
- Operational Performance Committee is working on the following:
  - Network rationalization impacts/new operational plan
  - Return to sender policies/procedures for remittance mail
  - PO Box rental process/annual renewals/billing, etc.

### ➤ RMR

- Pilot Test
  - Started August 2012 with a major financial institutions
  - Operational and technical capabilities tested and proven
  - Looking for additional Remittance mailer seeking participation

Updated: \_\_\_\_\_

- **Status Update**
  - Business case and presentation planned for CMSO and ELT
  - Awaiting industry input with volume “guesstimates” to buttress business case
- **Tier and Discounted Pricing Structure**
  - Fee structure based on annual candidate volume levels
  - Projected to be of tiered levels based on volume
  - Tiers will have a specific discount factor

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#### **Open Discussion**

- Nadia’s war room was available for MTAC members to visit.
- Tour of FSS at Dulles Plant: Leaves HQ Building at 6:30pm. Seats are still available.

#### **ACTION ITEMS**

- DMM Simplification and communication approach. **(Cathy)**
- Industry concern with organizational responsibility/integration with DMM changes. **(Cathy)**
- PARS mail flow diagram by mail class. **(Linda)**
- Education on FCM palletization rules: **(Product Classification/Becky)**
  - Webinar
  - Work with Mailing Standards
- Communicate facility consolidations that could be implemented without overnight service standard change. **(Linda)**

Updated: \_\_\_\_\_

## Session 3: PERIODICALS

(John Stark, MTAC Industry Leader)

### Action Items from Last Meeting

- Setup another field trip to visit FSS for January 2014 MTAC meeting: Scheduled for January 15, 2014.
- Update at next MTAC meeting on AFSM FPARS (**Linda**): Will be discussed during presentation.
- Update on APPS enhancement (**Leon Shiu**): Will be discussed during presentation.
- Flats Strategy – At next MTAC meeting share some of the plans (bundle assist, etc.) (**Cathy**): Handout provided.

### Engineering Technology Update

- FSS Mail Handling Improvements:
  - New Separation Belts planned for January 2014.
  - Mail Stack Quality at Feeders Deployed in January 2014.
  - Infeed Line Injector planned for January/February 2014.
- AFSM Mail Handling Improvements:
  - Updated Procedure for Carousel Track Alignment planned for February 2014.
  - Carousel Improvement Modifications planned April to July 2014.
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- FPARS Update
  - Critical Design Review
    - 10/28/2013-11/1/2013
  - FPARS First Article Test
    - 1/5/2015-2/2/2015
  - Deployment Schedule
    - 2/19/2015 - 4/28/2015
  - 18 FPARS Sites
  - 22 AFSM100's will be modified for PARS processing.
- High Speed Flats Feeder
  - HSFF FY14 Plan Forward
    - Continue processing mail at the Dulles P&DC
    - Production Support – Assembled two additional HSFFs

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- Expect to install two additional HSFF's in "live" environment
- 
- APPS Singulation Enhancement Module (SEM)
  - Current status
    - Assembly of SEM onto Production APPS machine required some redesigns for manufacturability and ease of field assembly.
      - Cause for delay but ultimately better design and quicker install in the field.
    - Generate install manual and finalize – December 2013 / January 2014.
    - Start building production quantities – December 2013.
    - First Article installation at KCMO P&DC completed January 7, 2014.
  - Next steps
    - Start to ship: week of January 27, 2014.
      - Priority is sites with FSS co-located with APPS.
      - Followed by APPS sites feeding FSS.
      - Followed by remaining APPS sites.
    - Ramp-up to 20 kits per week in February 2014.
    - Deployment plan is 130 kits in approximately eight (8) weeks
    - Deployment completion in March 2014.
- Smart Stack
  - Development Effort:
    - Two RFI's recently released (Fed Biz Ops)
    - Smart Stack Bundle Making System
    - Smart Stack Loading and Unloading System
  - Development Goals:
    - For Smart Stack Bundle Making
      - Standardized bundles supporting automation
    - For Smart Stack Loading and Unloading System
      - Potential solution for creating and handling automation compatible bundles
  - Smart Tag Features Possible :
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**Open Discussion**

**ACTION ITEMS**

- Determine if software can handle backup procedure for sending electronic data of address information. **(Ed Houston/Leon Shiu)**
- HUB list published outside of FAST. **(Shibani)**
- Scan data on bundles being worked manually. **(Linda to work with Steve Dearing's group)**

Updated: \_\_\_\_\_

## Session 4: STANDARD MAIL

(Wanda Senne, MTAC Industry Leader)

### Action Items from Last Meeting

- Schedule tour for FSS Facility in January 2014 (MTAC Week) (**Linda/Dale**): Tour scheduled for 01/15/2014 – Completed.
- Provide cost to run flat across FSS (**Ginny Mays**): Analysis was included in Annual Compliance report provided to the PRC. Costs are in line with last year.
- Ballots mailed as Standard Mail (some states do this) and would this be affected by loading leveling (**Linda**): The service standard would change for all standard mail entered at the destination SCF, but our practice of segregating and logging political mail and ballots would not.
- Last Mile reporting and load leveling (**Linda**): No change. Need mailers to volunteer for test.
- More coordination communication on FSS entry at facility (Webinar) (**Cathy**): Completed December 30, 2013.

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### **ACTION ITEMS**

- CIN codes (FAST & MDF) – FSS Facility and FSS Scheme Pallets **(Shibani & Cathy)**
- Load Leveling – Explore options for obtaining better visibility data (work with Product Information (CIO) **(Linda)**
- Obtain list of sites for load leveling **(Linda)**
- FAST for FSS: Need ability to drop FSS scheme/Facilities sacks at FSS sites **(Shibani)**