



UNITED STATES
POSTAL SERVICE

MTAC Mail Prep & Entry Focus Group Webinar

July 31, 2015

To listen to a recording of the presentation: [Click here](#)

- Follow up from May MTAC Meeting – Action Items
 - CSA Communications
 - Data on the construction / testing of the perfect bundle
- FAST Update
- Bundle Breakage Data & Information
- Service Hubs Update
- User Group 9 Update
- External Labeling List Update
- Remittance Mail Update
- MTE Update
- Engineering & Technology Update

Action Items from May MTAC Meeting

- **CSA communications**
- **Share the data on the construction of the perfect bundle and the testing data of the perfect bundle.**

CSA Communications

What is the process for changing a CSA? As an example, when a P & DC is ‘closed ‘ through Network Rationalization, what would the Mailer do in terms of dropping the mail that was a part of the CSA at the Closing Plant?

Local operations and transportation will be evaluating the impacts of any Network changes on the CSA

BSN will contact the mailer to get the CSA updated

How will the gaining Plant be made aware of the old CSA?

Area and local transportation/operations will work together to get the new site up to speed

What can be done when this is not happening?

Work with your local BME representative. They will contact their operations counterpart to resolve.

What happens at the gaining facility with a CSA that was in place at the old facility?

The old CSA will be deactivated and a new one created with the appropriate mail flows to align with our network

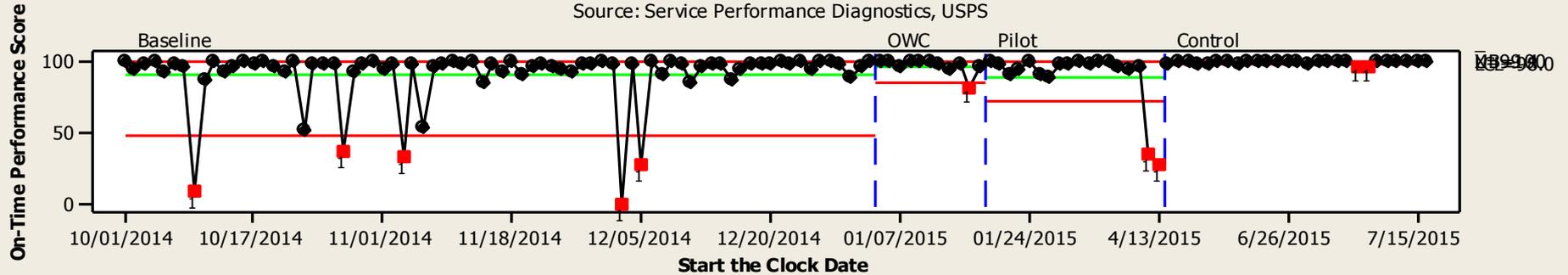
****Contact your local BSN if you have any questions****

- Pilots continuing at Los Angeles and Hartford
- Metrics tracked and reported out to UG3
- Parallel CSA cleanup effort being led by HQ Network Operations team

Hartford DST Pilot Site Metrics

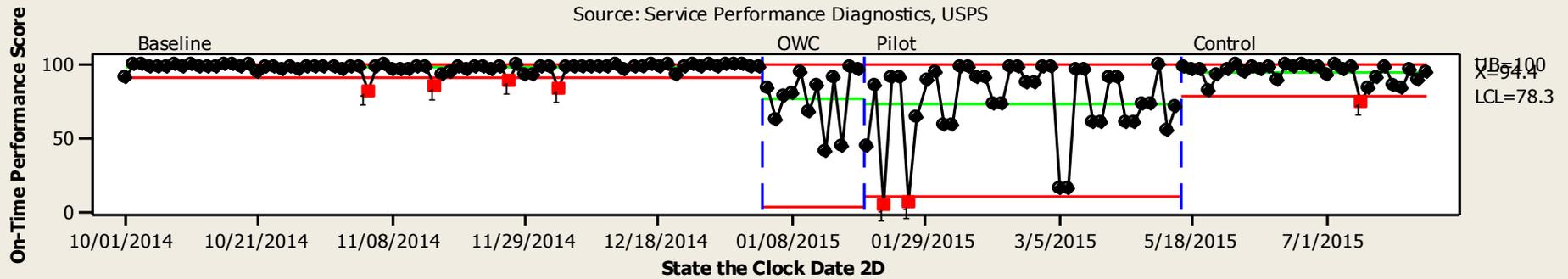
DST Hartford Overnight Service Score

Source: Service Performance Diagnostics, USPS



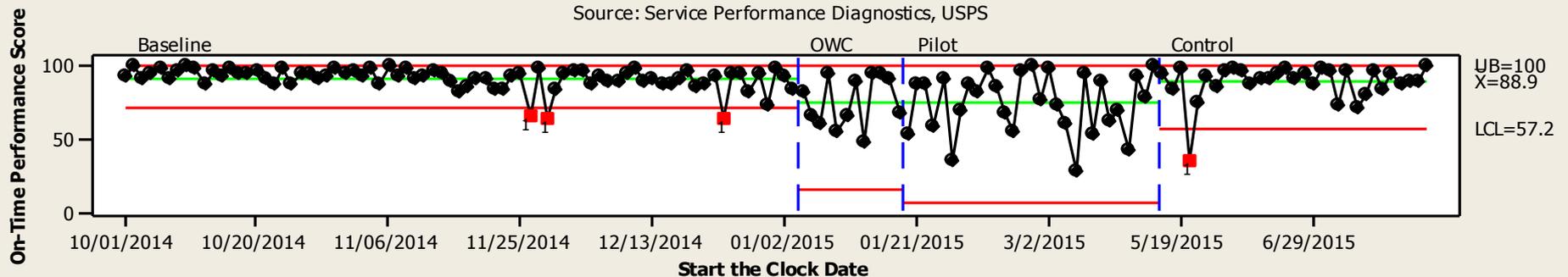
DST Hartford 2 Day Service Score

Source: Service Performance Diagnostics, USPS



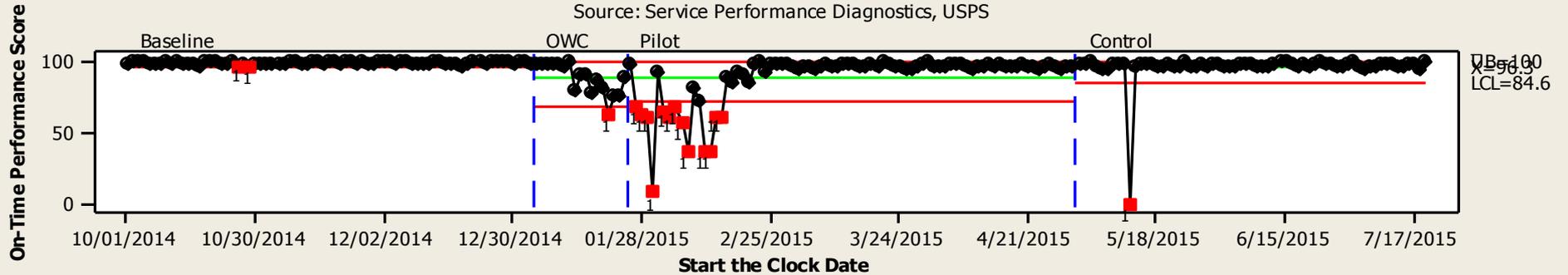
DST Hartford 3 Day Service Score

Source: Service Performance Diagnostics, USPS



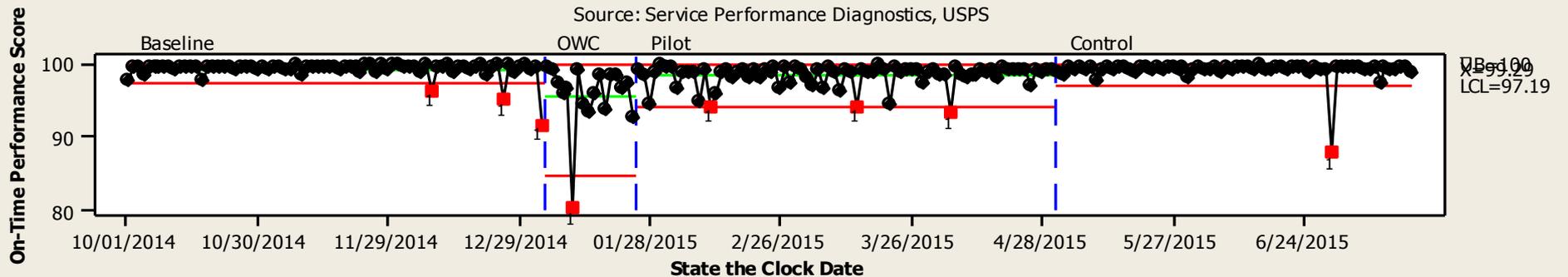
PSI Los Angeles Overnight Service Score

Source: Service Performance Diagnostics, USPS



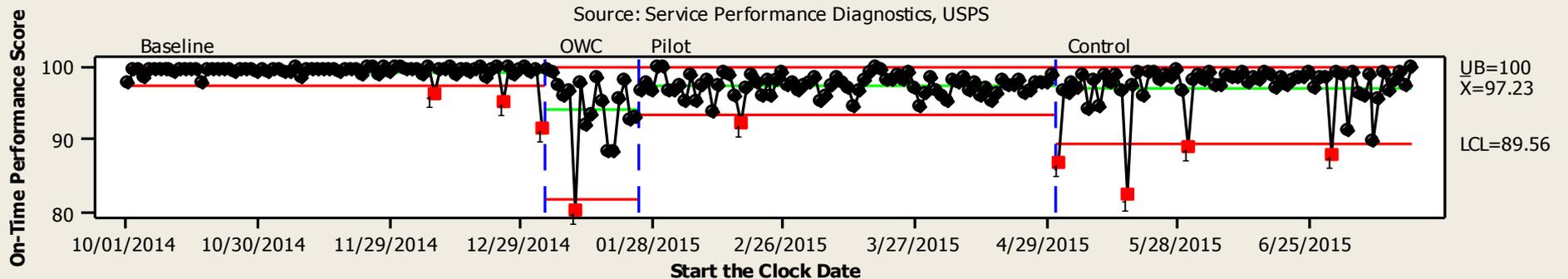
PSI Los Angeles 2 Day Service Score

Source: Service Performance Diagnostics, USPS



PSI Los Angeles 3 Day Service Score

Source: Service Performance Diagnostics, USPS



Facility Access & Shipment Tracking FAST

Plant, NDC, and Annex Appointments: 05/01/15 - 07/10/15

Area	Total Sched. Appts.	No-Show		Late Arrival		Open		Closed		Rejected		Unscheduled Count
		Count	%	Count	%	Count	%	Count	%	Count	%	
CM	34,887	13,033	37.36%	9,484	27.18%	0	0.00%	21,836	62.59%	18	0.05%	939
EA	40,475	13,600	33.60%	10,741	26.54%	0	0.00%	26,651	65.85%	224	0.55%	1,263
GL	32,369	9,363	28.93%	8,431	26.05%	0	0.00%	22,572	69.73%	434	1.34%	1,071
NE	35,335	12,258	34.69%	9,725	27.52%	0	0.00%	22,970	65.01%	107	0.30%	555
PA	28,986	10,706	36.94%	7,540	26.01%	0	0.00%	18,252	62.97%	28	0.10%	986
SA	51,376	18,226	35.48%	11,228	21.85%	0	0.00%	33,035	64.30%	115	0.22%	1,447
WE	46,173	15,694	33.99%	9,394	20.35%	0	0.00%	30,401	65.84%	78	0.17%	1,371
National	269,601	92,880	34.45%	66,543	24.68%	0	0.00%	175,717	65.18%	1,004	0.37%	7,632

Appointment Cancellation

- If cancelled 1 hour before scheduled time
 - Slot becomes available for another mailer
 - Expected volume updates
 - Will not generate no-show

- If not cancelled 1 hour before scheduled time
 - Locks at 1 hour prior
 - Slot held 24 hours awaiting possible late arrival
 - No volume update
 - Generates no-show, if no late arrival

Continually Missed Recurring Appointments

- Normally handled at local level
- Rated as no-show
- Can be revoked at local level
- Normally no Area or HQ intervention unless requested

Facility Changes Since OWC

- **MTAC FAST User Group 3**
 - Track changes in profile, constraints, etc.
 - Request Industry utilize FAST Remedy Tickets
 - Track by site and type issue
 - Identify facilities with repeated difficulties at entry
 - Identify issues that may be systemic

Facility Changes Since OWC

Area	Sites	New/ Change	No Change	% New/ Change
Capital Metro	30	9	21	30.0%
Eastern	86	61	25	70.9%
Great Lakes	60	29	31	48.3%
Northeast	40	15	25	37.5%
Pacific	24	5	19	20.8%
Southern	99	50	49	50.5%
Western	148	80	68	54.1%
Total	487	249	238	51.1%

Facility Changes Since OWC

Action	CM	EA	GL	NE	PA	SA	WE	TOT
Change in Hours	1	4	0	0	0	0	0	5
Facility closed	0	4	0	1	0	2	1	8
Increase constraints	6	9	8	4	5	9	6	47
No Changes	21	25	31	25	19	49	68	238
Profile Change	1	0	1	0	0	0	0	2
Service Hub activated	1	43	20	10	0	39	73	186
Decrease Constraints	0	1	0	0	0	0	0	1
Total	30	86	60	40	24	99	148	487

Bundle Breakage Data & Information

- ***New “Perfect” Bundle***

Bundle Packing Construction

Shrink wrap
1 mil

Girth white
waffle strap
5 mm



Head to foot
clear strap
5 mm

Universal Dumper



Load pallet into dumper to test breakage.

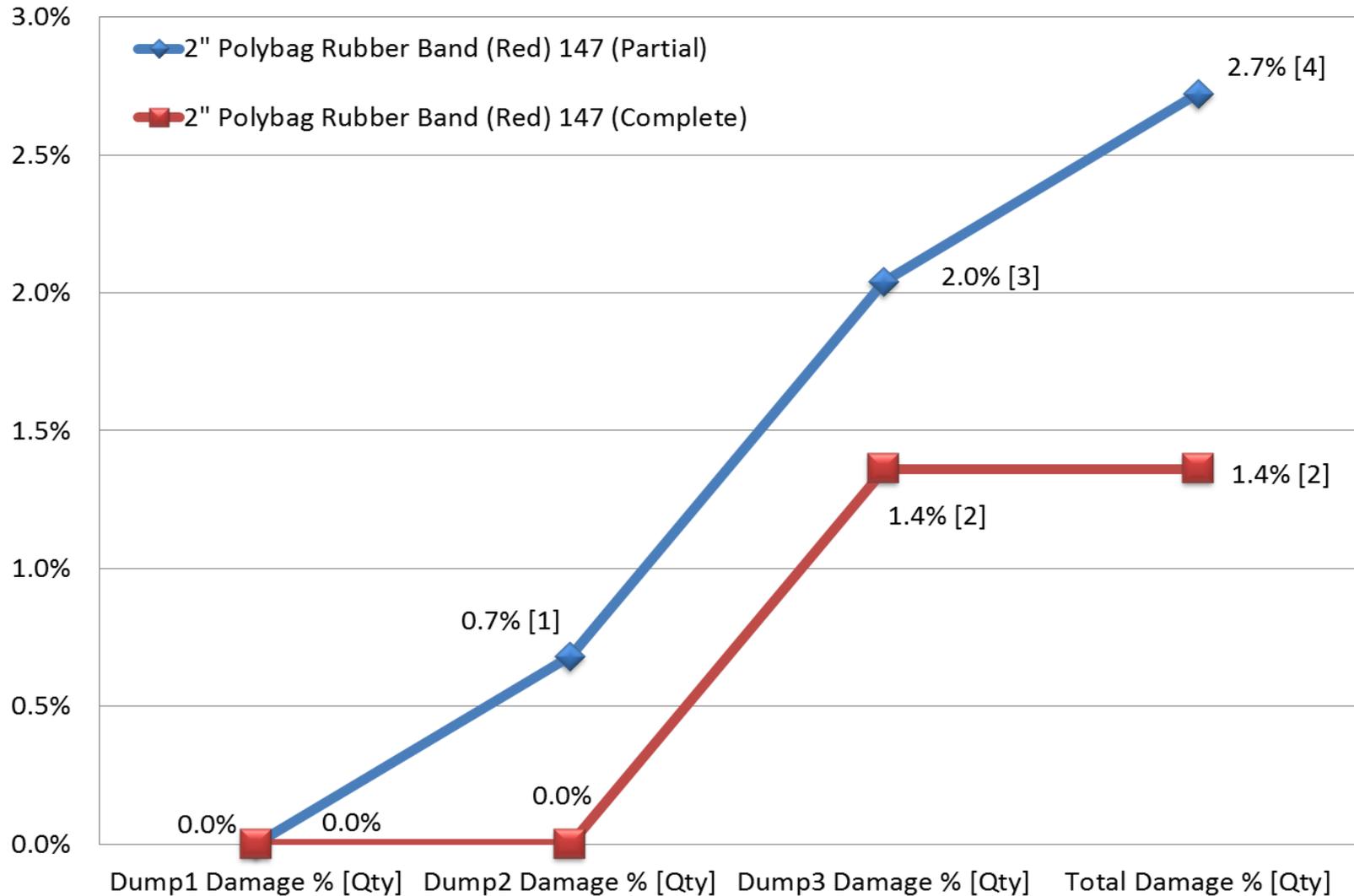
Universal Dumper

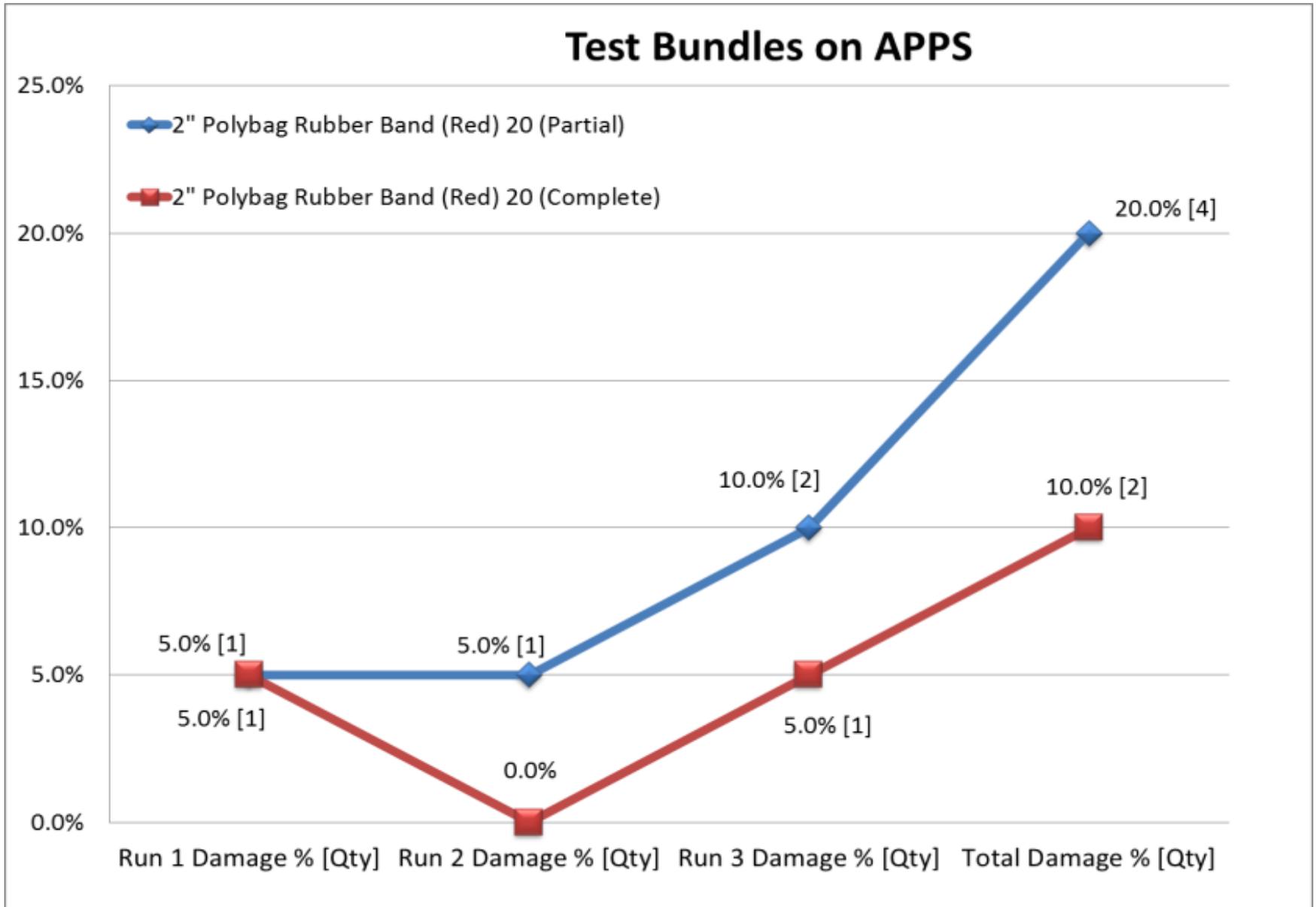


Bundles dump onto feed conveyor.

- Flat pieces were used to construct 1” high, 2” high, 4” high, 6” high bundles (one construction with 7” high bundles). If bundles from mailers were available for the a particular bundle construction, we would select the bundles with the appropriate sizes.
- Bundle construction was either one-tier (i.e. just shrink wrap), two-tier (i.e. strap along the girth then shrink wrap or cross strap (girth then head-to-foot), or three-tier (i.e. cross strap then shrink wrap or girth strap then shrink wrap then head-to-foot strap)
- The test method attempts to correlate to bundle breakage on the APPS process (one or two times)
- Bundles (usually 100 down to 50 bundles (for larger sizes) were tested at the APBS Universal Dumper three times (Dump from pallet, remove from conveyor, toss into a wiretainer, and redump two more times)
- Complete Failure (mail pieces completely dislodge from packaging, i.e. bundle broke where pieces are loose) & Partial Failure (one of the packaging construction tier fails, i.e. outer strap broke, bundle still intact) were recorded
- Complete Failure bundles are removed; Partial Failure bundles are left in; No double counting of failures
- 20 bundles of certain construction were tested at the APPS on a live run one to three times (from Universal Dumper to Output Container) to validate the correlation

Test Bundles on APBS Dumper





Control Test – Existing mailer bundles modified into “Perfect” Bundles



Control Test – Existing mailer “Perfect” Bundles



➤ Control Summary:

- 6/15-6/19/2015
- Springfield NDC
- APPS 1
- Deploy new improved unloader tool, and Universal Dumper button mounted assembly on all four induction areas
- Tested over 3,600 “perfect” bundles on APPS with very good results.



➤ Next Steps:

- Need to review data and discuss with Mailing Industry

Service Hubs Update

- Hub concept was formed in 2012
 - Mailers were going to be negatively impacted by Network Rationalization
 - Provides alternative to dropping mail at new SCF which may be less convenient
 - Utilizes existing transportation from former SCFs to downstream DDUs
- Most notably impacted were newspaper mailers

- Criteria used for Hub facility candidates
 - Formerly an SCF
 - Currently has transportation to downstream delivery units
 - No current plans to close facility

- Hubs will accept cross-dock containers only
 - 5-Digit ZIP, 5-Digit CRRT (non-FSS zones) pallets, bundles, sacks or containers of
 - Standard
 - Periodical
 - Bound Printed Matter
 - Parcels
- Hubs will NOT accept
 - FSS prepared mail
 - Any containers that require bundle sort
 - Letters

- Hub drops qualify for the DSCF rate
 - Mail must be prepped according to Hub guidelines
- CET is 1600 for Hubs
- Hours of Operation will vary by facility
 - Hours available in FAST and mail direction file
- FAST appointments will be required

- Pilot – January 1, 2015
 - 4 Hub sites active
- Phase I – April 1, 2015
 - 46 Hubs active
- Phase II – May 23, 2015
 - 187 Hubs active
 - Includes all eligible candidates
- Additional candidates will be assessed
 - Facilities impacted by future consolidations
 - Specific requests submitted to Network Ops

- USPS to review former SCFs for eligibility to become Service Hubs
 - Facilities will be continually reviewed for eligibility
- Identify additional Service Hubs for July update cycle
 - 141 additional Service Hubs were added to the master list which became effective on 5/23
- Add eligibility for DSCF discount and preparation requirements to DMM
 - Scheduled to coincide with the January price change
- Create standard labeling list for Service Hubs
 - Transferred to User Group 9 – Presort Reference Data

- Information is posted in RIBBS
 - Service Hub Facilities list
 - Service Hubs – Mail Prep and Entry guidelines
<https://ribbs.usps.gov/index.cfm?>
- Service Hub Facilities can be found in FAST
 - HUB Site List
<https://fast.usps.gov/fast/fastApp/resources/dropShipFileDownload.action>
 - When creating appointments, Service Hub NASS codes will end with “HF”

User Group # 9 Update

Collaborate to create and discuss the efficient communication, deployment, and accuracy of USPS presort reference data. Creating visibility into any issues around this presort reference data distribution and usage will lead to recommendations for improvements.

- Communication
 - Continued development of more robust Presort Reference Data Issue Log (PRDIL)
 - Posted in RIBBS <https://ribbs.usps.gov/index.cfm?>
 - Modified communication plan based on failures that occurred during last major update

- Deployment
 - Centralized publication of labeling lists to FAST
 - Implemented multiple versions of labeling lists in FAST (for all active lists)
 - Fixed direct link from Postal Explorer to FAST labeling lists and DMM
 - Aligned publication of files as much as possible to coincide with monthly publication cycle
 - Developing publication cycle mapping file for presort reference data files

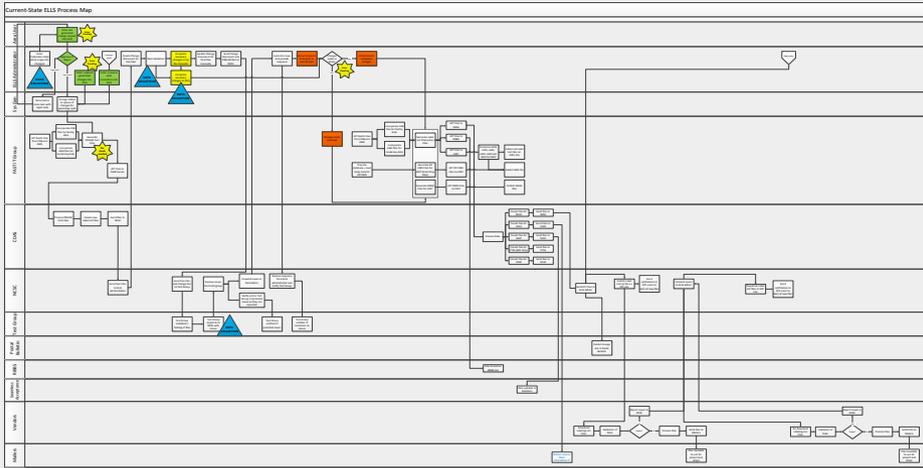
- Accuracy
 - Continued development of USPS validation tool to prevent errors in labeling lists
 - Based on PRDIL issues and categorization of root causes
 - PRDIL Issue tracking system
 - Issues listed, root causes identified, resolutions tracked
 - Issues categorized by type of file, type of error
 - Each issue is assigned a unique tracking number
 - Allows for trend data – utilized to focus improvement efforts on common root causes

External Labeling Lists Update

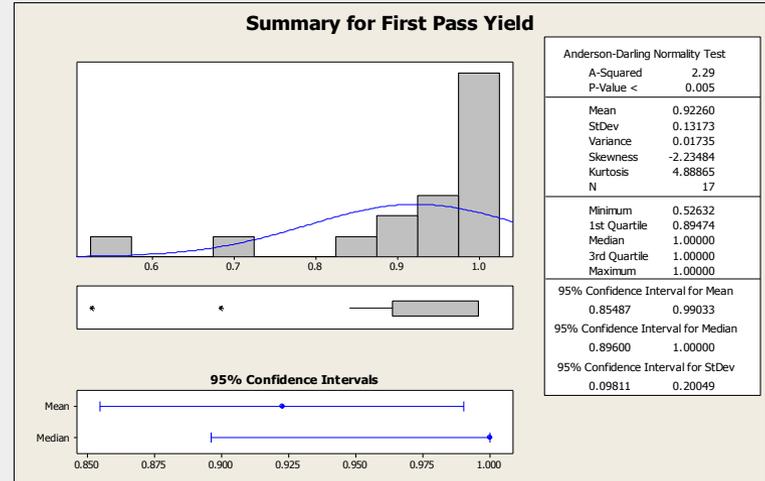
- Improve Labeling List Accuracy – Lean Six Sigma Project, *Abby Martin*
- Shape-based Labeling Lists – Kaizen Project, *Kristina Obeldobel/Paul Mitchell*
- Service Hub Labeling List
- External Label List System Changes
 - Interim solution to system issues
 - Long-term overhaul of ELLS

- Completed define and measure phase
 - Analyzed all 3-digit and 5-digit label lists over last two years for errors and issues
 - Defined metrics around label list publication
 - Quality: First Pass Yield/Label Lists Published with Errors
 - Time: Process Lead Time/Days Past Due Date
- Analyze phase
 - Identifying common errors
 - Identifying root causes of errors
 - Validating impact of root causes on errors

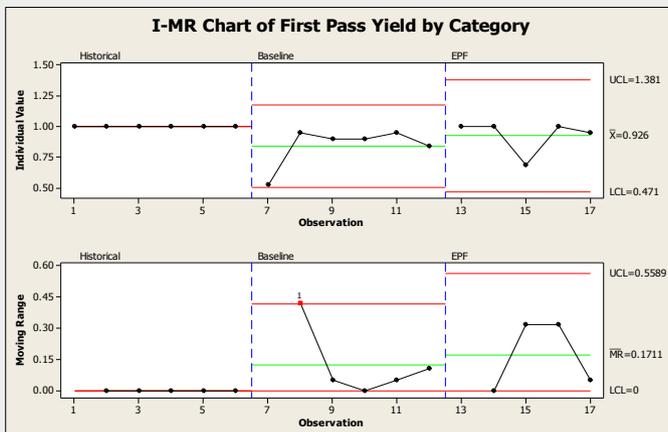
Current Process Map



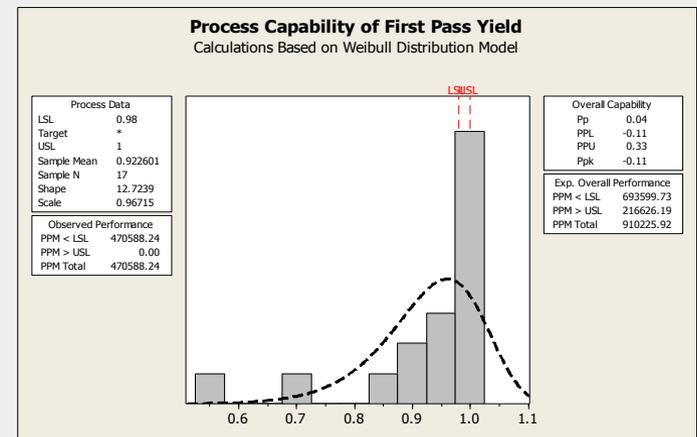
Baseline Statistics



I-MR Control Chart



Process Capability



- Kaizen project scheduled for week of August 24th
- Determine labeling list needs based on today's processing operations
- Review current processes for creating labeling lists
- Identify opportunities for improvement

- List structure already created
- Update capability already in place
- Identify all necessary steps for creating official Service Hub labeling list
- Update DMM to accommodate official list
 - 2016 price change

- Interim Solution – to be piloted for 10/1 update
 - Developed tool that checks for common errors as changes are entered
 - Uses drop-down menus vs free form fields to eliminate typos
 - Contains locale keys, associated ZIPs, etc. for verification
- Long-term Solution – target April 2016
 - Master file maintained for all processing locations and ZIP separations
 - All network/processing changes entered into master file
 - Labeling Lists updated automatically
 - Sort program data pulled to verify ZIP combinations for automation scheme lists
 - L006, L007, L012 updated automatically based on processing operations

Remittance Mail Update

RMAC Board Meeting – 09/03/2015 (tentative)
RMAC Member Webinar – 09/17/2015 (tentative)

- **COMMUNICATIONS**

- Updated national Remittance operations contact list
- Remittance Operations contact list and remittance sort program site list posted on RIBBS at:
<https://ribbs.usps.gov/importantupdates/remittanceemail.htm>

- **NEW PRODUCTS/Ventures**

- Earned Value Promotion
 - Promotion evaluation currently underway
- Remittance Mail Redirect (RMR)

- **OPERATIONAL PERFORMANCE**
 - OWC impacts- Improved availability
 - Operational Kaizens replicated
 - Remittance mail flows streamlined
 - Reduced handlings
 - Focus on handoff to customer
 - Partnering with customers
 - Targeted focus
 - Internal and external data

MTE Update

- **Actions Taken in 2015**
- **New Buys**
- **Demand & Inventories**
- **Misuse of MTE**

MTE Management

- Lean Six Sigma Projects
 - Lean Mail Processing
- HQ weekly monitoring of Demand and Inventories
- New Management of Atlanta & Chicago MTEsCs
- Addition of Label Holders to MTEOR 

\$96,000,000



Almost 32M pieces of MTE purchased in FY15

EIRS Number	Description	FY14 Purchased Qty
01VM	#1 Sack	4,700,000
74E	EMM Trays	5,800,000
75E	EMM Sleeves	4,700,000
78P	Flat Tubs	2,500,000
78	Cardboard Flat Tubs	2,900,000
79P	Flat Tub Lids	900,000
01VF/01FE	International Sacks	4,100,000
74	MM Trays	4,000,000
75	MM Sleeves	1,000,000
65PL	Plastic Pallet	1,200,000
Total		31,800,000

* Quantities are provided in pieces. Total quantity will be delivered by 9/30/15

MTE Inventory Status

As of 07/29/15	Current MTE SC On-Hand Inventory	1-Week Safety Inventory	Pieces +/- Safety Level	Percent +/- Safety Level	Demand vs SPLY	Inventory vs SPLY
Pallets	1,887,885	292,170	1,595,715	546%	27%	-28%
EMM Trays	3,881,280	1,690,107	2,191,173	130%	-5%	24%
Half Trays	1,503,500	1,257,848	245,652	20%	-5%	-50%
MM Trays	2,391,060	2,222,923	168,137	8%	4%	-48%
EMM Sleeves	5,840,307	1,690,107	4,150,200	246%	10%	106%
Half Sleeves	1,601,496	1,257,848	343,648	27%	2%	-59%
MM Sleeves	2,311,686	2,222,923	88,763	4%	2%	-57%
Flat Tubs	2,995,692	476,947	2,518,745	528%	-8%	203%
#1 Sacks	4,076,000	1,423,942	2,652,058	186%	0%	-33%

Fall Mailing Season Readiness

MTE is Ready for Fall Mailing Season!

Inventories are Strong!



How Industry Partners Can Help:

- MTEOR weekly inventory



- Place equipment orders just-in-time based on production

- Never store MTE outside



- Maintain equipment within postal supply chain

- Misuse of MTE



Mail Transport Equipment (MTE)

Theft or misuse of USPS equipment is a federal crime.
Penalties of up to 3 years in prison and a fine.

 Letter Trays

 Plastic Pallets

 Wood Slat Pallets

 Presswood Pallets

 Flat Tubs

 Tray Sleeves

Got it? **RETURN IT!**

Got MTE you don't need? Send it to the Mail Transport Equipment Service Center (MTESC). Report all unauthorized use of MTE to the MTE Hotline at 866-330-3404 or email hqmtc@usps.gov.



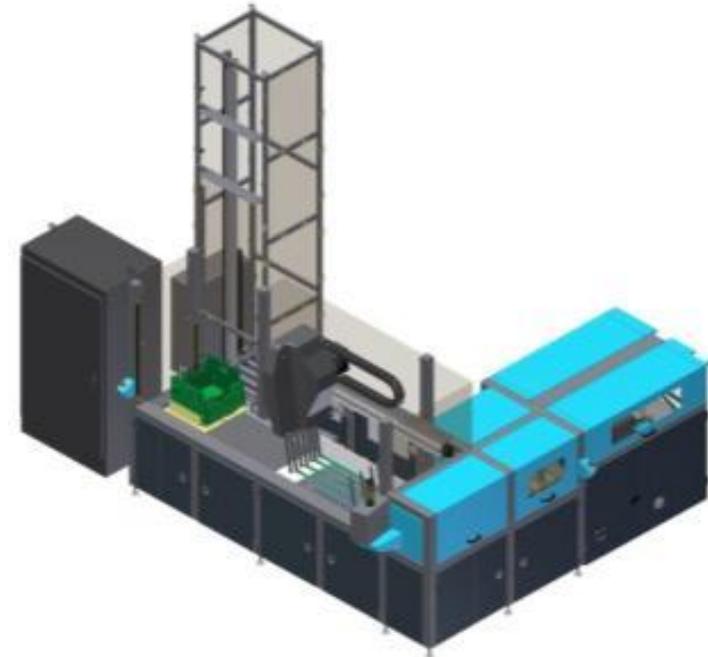
Utilize MTE only for mail transport
not for any private business use

Engineering Technology Update

- ***Engineering Topics***
 - High Speed Flats Feeder (HSFF)
 - SAMP Sorter R&D

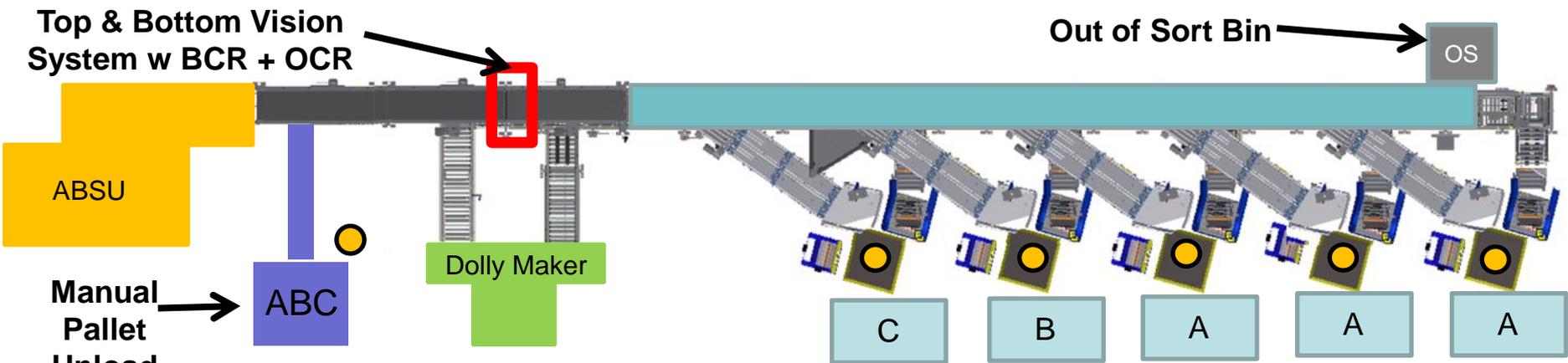
HSFF FY15/16 Plan Forward

- Continue processing “live” mail
 - Dulles and Philadelphia P&DC”s
 - Provided HSFF maintenance training
- Production Support
 - HSFF TDP
 - HSFF Installation and Assembly Manual’s
 - Support “build to print” contract
 - Royal Palm P&DC effort
 - 3 FSS systems upgraded – Summer 2015
 - **Installation begins early August**
 - Contract Award complete
 - In process of manufacturing HSFF’s
 - Data collection – Business Case
- **Production Forward Plan (Decision Timeline)**
 - TBD



R&D Effort Status

- Phase 1: “Sort to Prep” SAMP Sorter (*complete*)
 - “Out of Sort” bundles only
 - Add top & bottom vision system w BCR & OCR and add Out of Sort “bin”
 - Provided a demo of prototype system in Linthicum; system is currently in Philadelphia PA P&DC
- Phase 2: “Sort to Prep” SAMP Sorter (*100% complete*)
 - Add “bundle sort” capability & sort bundles to prep stations
 - Manual Pallet Unload solution (avoid bundle overlap and on edge)
 - Not desirable – need Pallet Unloader solution at ABSU
 - Allow for multi-scheme pallets (3 schemes on same pallet)
 - **Demonstrated early June with MTAC – complete**



R&D Effort Schedule

- Phase 2 - **100%** complete
 - **Demonstrated early June with MTAC at Philadelphia PA P&DC**
- **Multi-scheme pallet volume migration modelling underway by Mailing Industry**
- **Challenges**
 - Bundle overlap and bundle on edge from dumping (decreases read rate)
 - Current solution: Manual Pallet Unload
 - Not desirable – need Pallet Unloader solution at ABSU or add culler operator (requires major mod to SAMP to conform to safety and ergonomics requirements)
 - Bundle packaging greatly affects read rate

Questions