



UNITED STATES
POSTAL SERVICE

MTAC

Mail Prep & Entry Focus Group

August 12, 2015



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Mail Prep & Entry Focus Group

Standard Track

August 12, 2015

- **Standard Track**
 - Labor Day Holiday Planning
 - Fall Mailing Season Preparation
 - Work Group Update
 - Work Group #168 – FSS Multi Scheme Pallets
 - Work Group #169 – Refine Parcel Machinability Standards
 - Open Discussion

Labor Day Holiday Planning



- Labor Day is the critical kickoff for a successful Fall Mailing Season
- Holiday staffing will be optimized based on lessons learned from recent holidays
- Regular management will be in the Plants throughout the weekend to ensure operational excellence
- Special sort with the air network will be in place to expedite volume through the weekend
- Systematic monitoring of the 24 Hour clock and WIP cycle times in advance of Labor Day to ensure fluid inventories
- HQs will have teams deployed in critical locations

Fall Mailing Season Preparation



Sufficient capacity in our networks



Peak days/weeks identified and resource plans in place



Comprehensive contingency planning (weather impacts)



Timely dispatches from our processing facilities



Industry partnership / communication

- Additional cubic feet of air capacity compared to Fall season of 2014

Matrix	TUE	WED	THU	FRI	SAT	SUN
Difference (Cube)	115,484	57,484	88,870	50,870	64,410	77,157

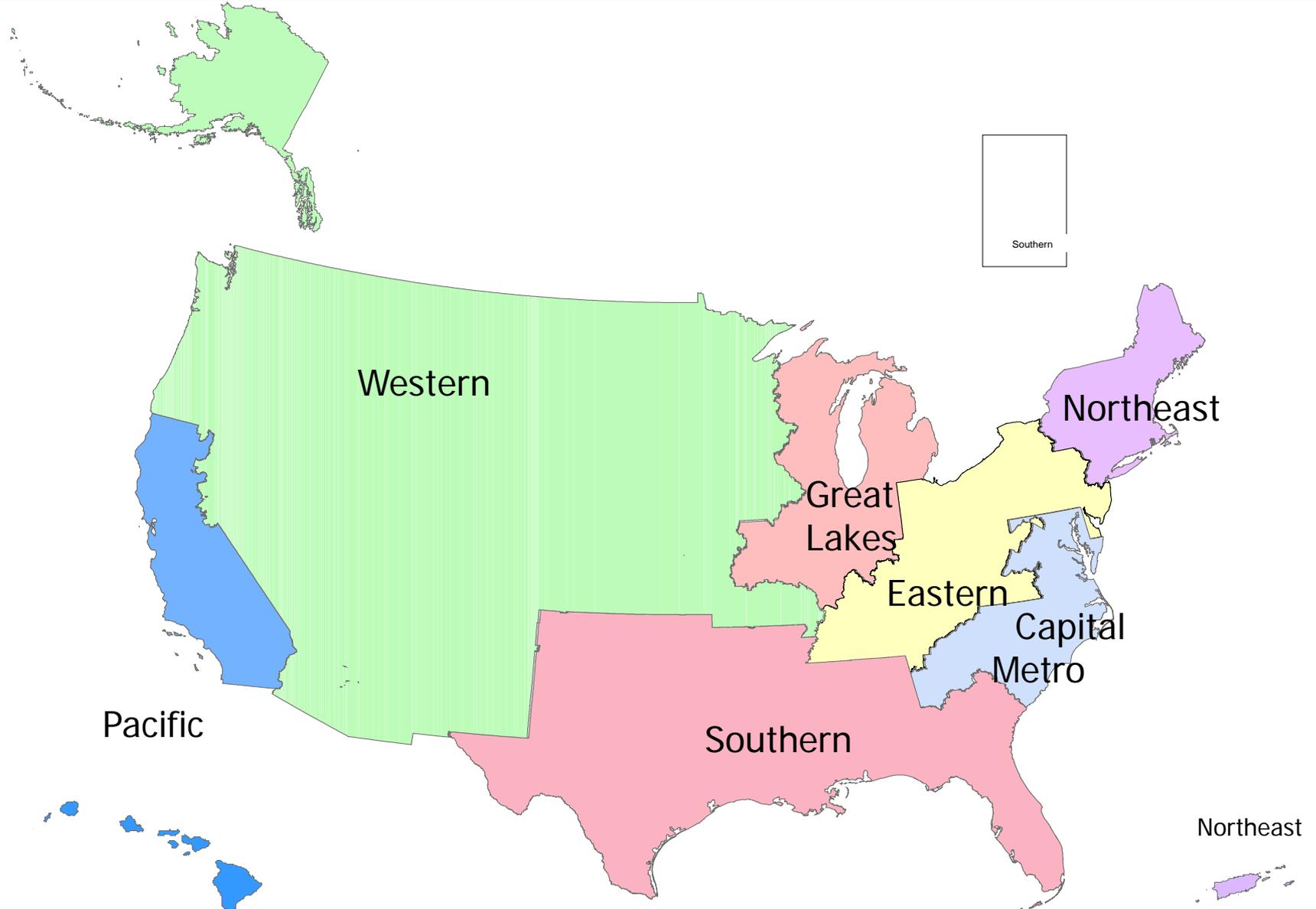
- 124 automated package and bundle sorters expanded since last Fall mailing season
 - Utilize space created by the change in operating window
 - 5,488 additional separations added to the fleet
 - An average of 44 per machine

- **New data analysis tools and reports (SPD)**
 - Tracking leading Key Performance Indicators

- **Lean Mail Processing implemented in every plant**

- **Expanded mailer access to the new network**
 - FAST Appointments expanded
 - Activated 187 service hubs

- Key Actions
 - After Action Review
 - Equipment Moves
 - Finalized equipment run plans / staffing requirements
 - Implemented Lean Mail Processing program
 - Supplemented workforce increase
 - Enhanced Industry communications
- Oversight
 - Established 24/7 HQ Command Center
 - Watch List developed from last years “vital few”
 - Early Warning System in place
 - Expanded use of robust diagnostic tools



- Each Area complete Fall Mail Season Check List by July 31, 2015

- Comprehensive check list contains the following:
 - Customer Communications
 - Mail Processing, Volume & Capacity
 - Complement
 - Equipment / Sort Programs
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Mail Transport Equipment >>

- MTE Label Holder ordering is now available in MTEOR
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Work Group #168

FSS Multi-scheme Pallets

WG # 168: *FSS Multi-scheme Pallets*

Initial Meeting : 2/20/15 - Webinar

Target Completion Date: 8/31/2015

INDUSTRY LEADER

Susan Pinter

sgpinter@arandell.com

POSTAL LEADERS

Paul Mitchell

paul.r.mitchell@usps.gov

- FSS Multi-scheme Pallets

Work Group Issue Statement:

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- FSS Multi-scheme Pallets
 - Demonstration of possible concepts of SAMP operations at Philadelphia P & DC on 6/4/15
 - Reviewing the L006 Label List with FSS Site Sort Scheme
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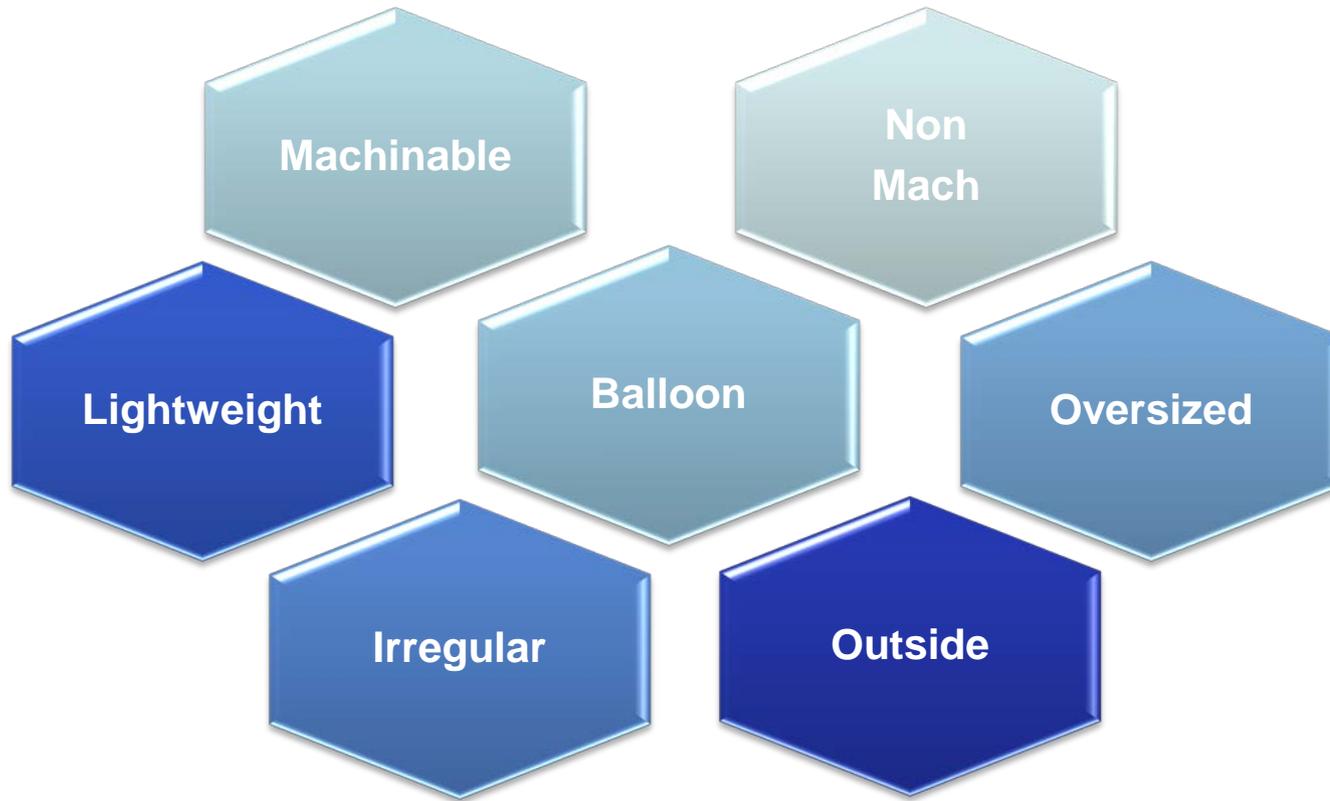
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WG 169: Refine Parcel Machinability Standards

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- Target completion: 1/31/16
- Meeting time: Mondays 2:00 – 3:00 EDT
- Leaders: Richard Porras, Christian Rivera

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Varies by Mail Class

Dimensions by Machine Type

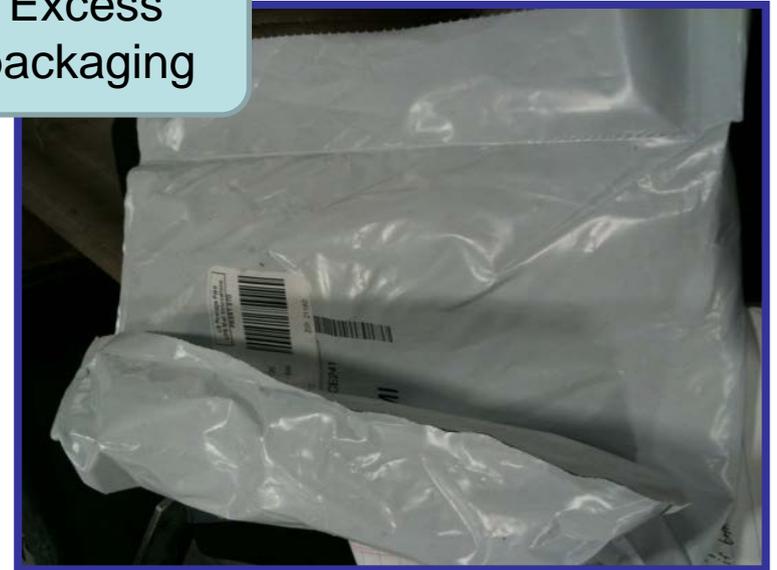
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Excess packaging



Lightweight materials



Tackiness of poly

- Processing concerns:
 - Poor readability
 - Missents
 - Potential damage

- Better packaging results in:
 - Reduced additional/manual handlings
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- Examine the parcel structure and seek opportunities for improvement
- Evaluate poly bag characteristics and methods to improve processing

Open Discussion



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Packages Track

August 12, 2015

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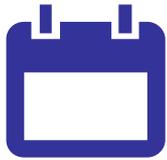


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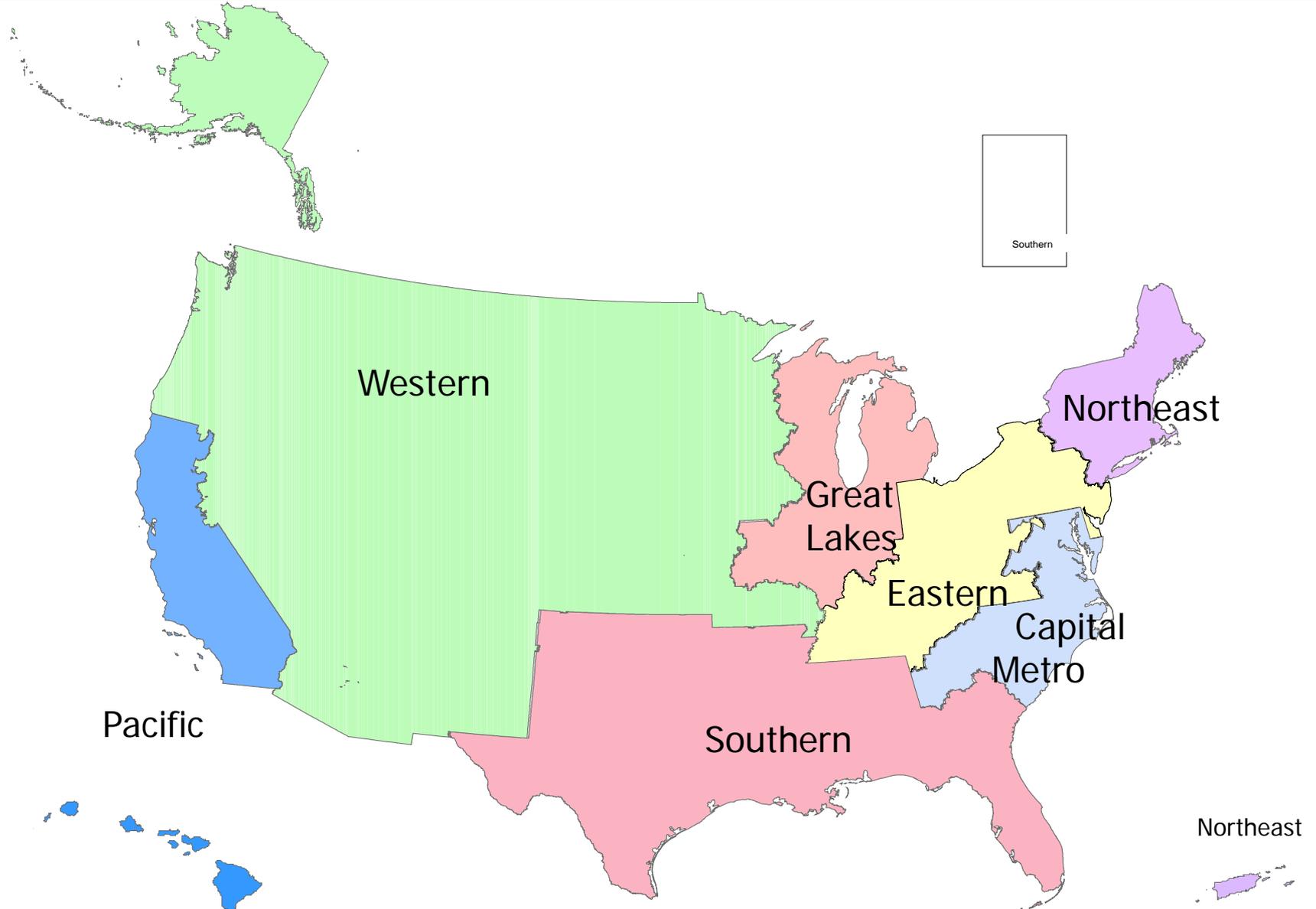
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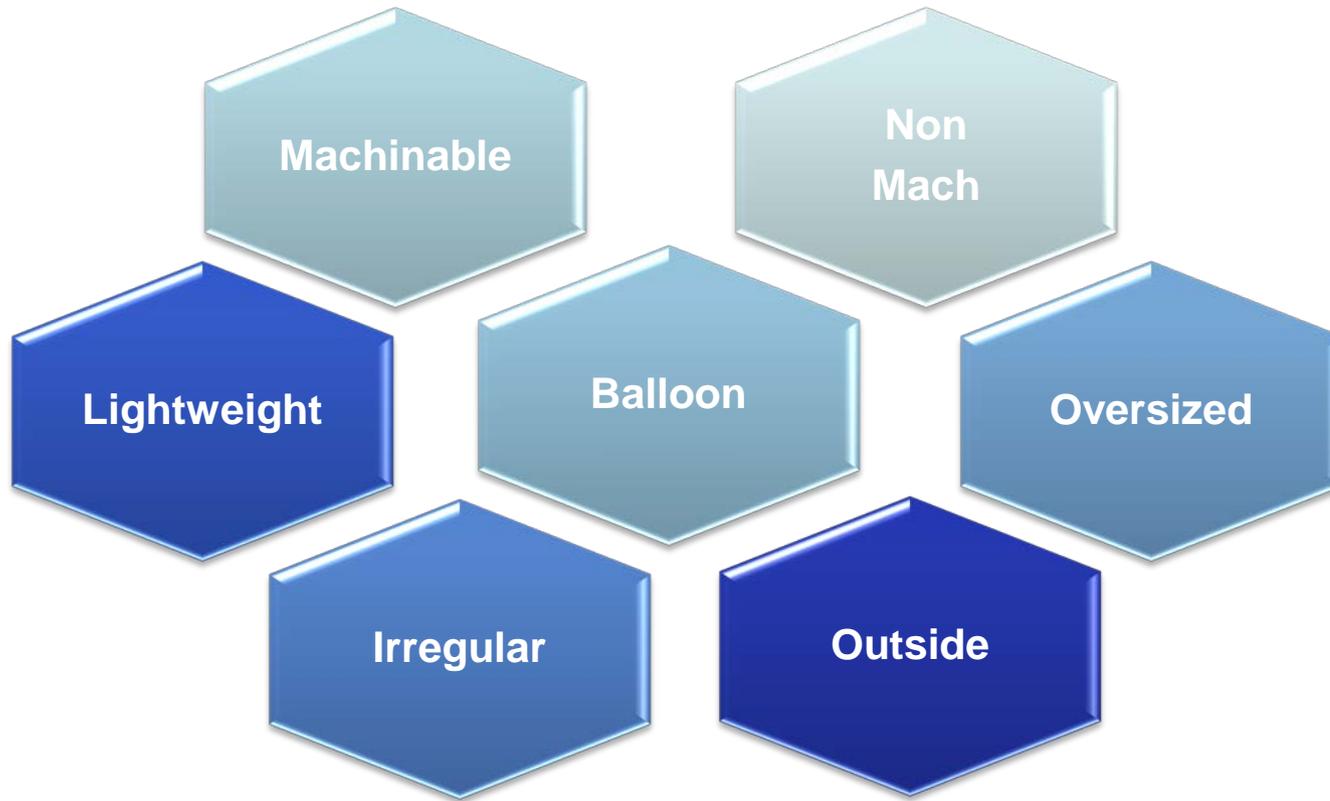
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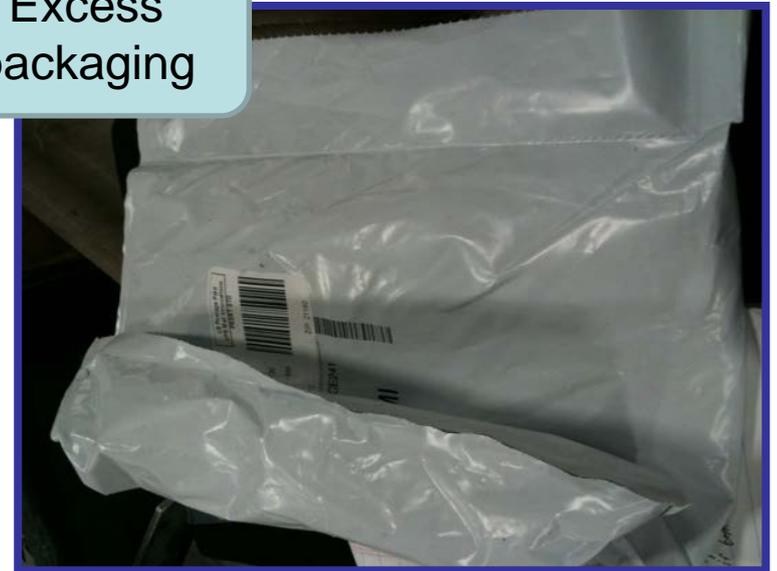
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First-Class Track

August 12, 2015

- **First-Class Track**
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 - CSA Simplification
 - Work Group Update
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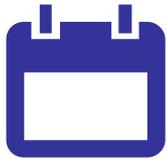


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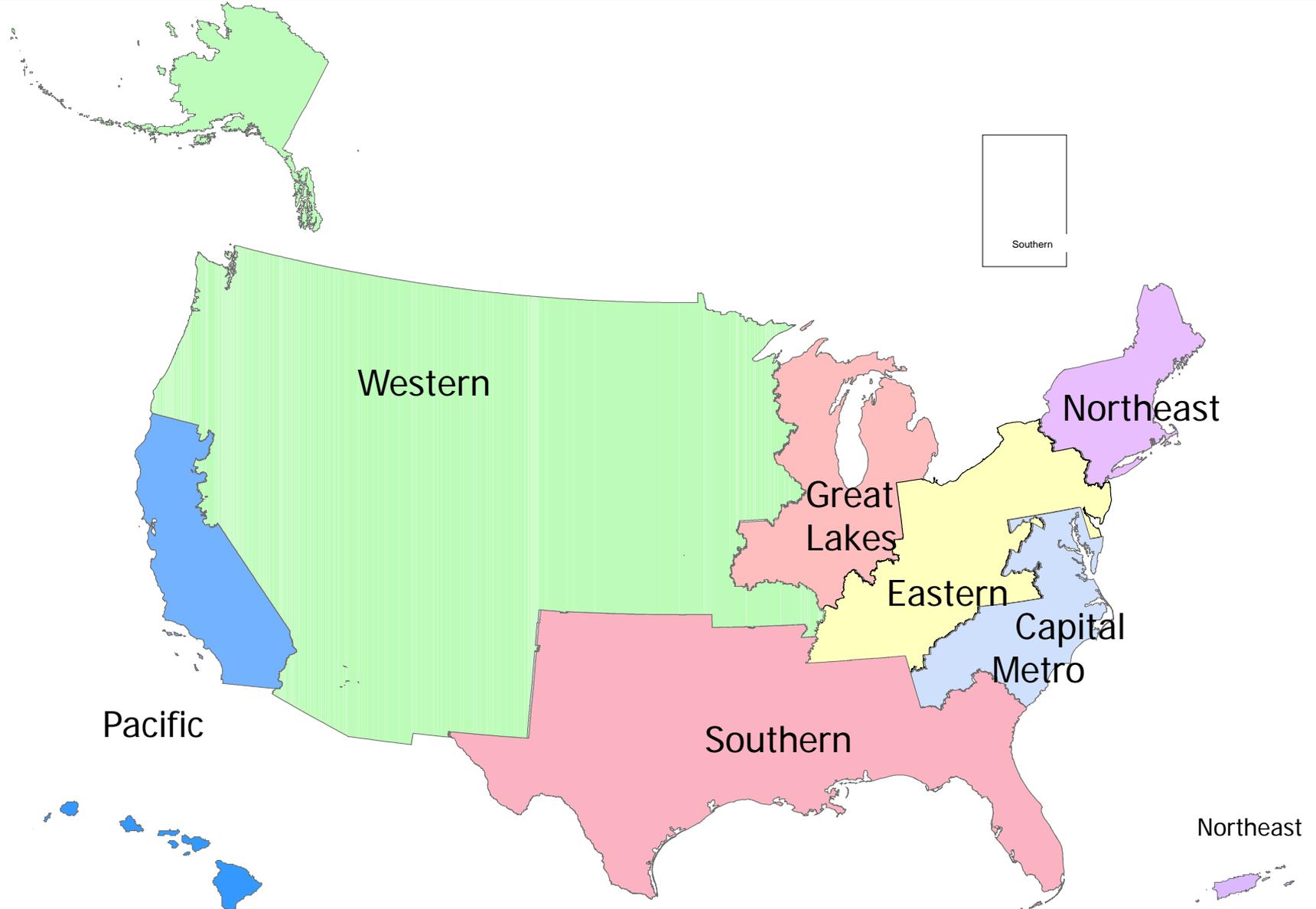
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CSA Simplification

- ✓ Retire mailer-specific CSA

- ✓ Update DMM rules for First-Class pallets
 - Required for direct entry at USPS processing facility instead of BMEU
 - Change the separations to mirror CSA preparation
 - Standardize rules for national network optimization, reduce local processing prioritization
 - Current separations for origin entered FCM minimally used

- ✓ Update national CETs to align with new separations

Change the DMM separations to mirror real-world First-Class pallets (CSAs)

Current DMM

Minimal Usage Today

Required

- Origin SCF (no minimum)
- Mixed ADC Air (no minimum)
- SCF
- AADC/ADC
- Origin Mixed ADC Surface

Optional

- 5-digit

Proposed DMM

Standardized based on CSA

Tier I (All): 4 Required Separations with no min.

1. Working (single piece)
2. Origin SCF
3. Mixed Surface
4. Mixed Air

Tier II: Based on volume and negotiated # of container separations

- Direct Surface (SCF/STC) [finer depth of sort for Mixed Surface (#3)]
- 5-digit [finer depth of sort for Origin SCF (#2)]

Tier III: Mailers with TMS/SWYB

- Air and Mixed Surface pallets based on TMS assignments not labeling list [finer depth of sort for Mixed Air (#4)]

- Retain Minimum of 72 linear feet (pallets) or 48 linear feet (APCs)

Required Separations with no Minimum

- Origin SCF (Determined from L005)
 - All mail destinating at the Origin Facility where mail is entered
- Working (Determined from L005)
 - Mixed AADC/ADC Trays + Single Piece + Machinable (Non-Auto)
- Mixed Surface
 - Automation presort mail going to known surface destinations
 - Mail that never flies as listed in L201
- Mixed Air
 - Automation presort mail going to possible air destinations
 - Mail that may always fly or may sometimes fly as listed in L201

Mailers with In-Plant Transportation Management System

- Tray assignment to a Mixed Air versus Mixed Surface pallet based on TMS routing, not labeling list
- Require carrier specific separation (Air pallet) at linear foot minimum

Optional separations

- Mailer required to make as many separations as floor space will allow
 - Different than rules for Standard and Periodicals
 - Later CET available for Surface and 5-digit separations
- Surface
 - Create SCF Directs and/or Surface Transfer Center pallets
 - Destinating STC pairing will be pre-established
 - Pallets are created in descending order of volume from the mailer; SCF/STC with the most volume is created first
- 5-digit/5-digit scheme
 - 5-digit and 5-digit schemes for ZIP Codes serviced by Origin SCF
 - Pallets are created in descending order of volume from the mailer

Entry Facility

- Default – Origin SCF
- Separations to be entered at a facility other than the Origin SCF will need to be included on a file similar to the Mail Direction File (used for Standard Mail)
 - Optimize direct entry to STC/AMF to meet transportation

Service Measurement Rules Today

- First-Class 2+ day mail CETs:
 - Co-located BMEU has CET of 1800
 - Detached BMEU CET = 1500
- All other mail classes follow the National CETs used for measurement
- These CETs are dependent on the mailer palletizing their mailer
- Without a pallet, they will not receive the later times to receive same-day Start-the-Clock
- ❖ **Recommend keeping this rule in place**

National CET's Today

Mailer and USPS Transported	First-Class Overnight	Any separation other than 5DS	0800
		5-Digit Scheme	1200
	First-Class 2+ Day	No Separation	1900
		Working	2000
		Presort	2100
		Presort Assigned	2200
		Hub – STC	2400
		Hub - THS	0200P

Proposed

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		Origin SCF	0800
		Surface: SCF/STC	2400
		Air/Mixed Air – TMS Assigned	0200

- Review rules with Areas for feedback
- Review rules with MSDG (mailing software vendor group)
- Develop updated CETs to reflect new separations
- Develop new/revised labeling lists
 - Destinating STC pre-established
 - Update header for L201 to include First Class Mail
 - Investigate value add of leaving mailer mode static by day of week
 - Investigate if MDF file can be used to define entry facility for a specific origin
 - Develop cadence to update labeling lists to mirror changes in transportation
 - Changing transportation methods from an origin for a destination ZIP from surface to air
- Work with Mailing Standards to draft new DMM requirements
- Update mailer CSAs to mirror new preparation rules
 - Remove separations that would not exist under new rules like sub-SCF splits
 - Minimize changes for operations and mailers when CSA are retired
- Develop system rules to check:
 - Optional separations are being created in the order of volume
 - Mailer is creating expected number of optional separations

Work Group Update # 169

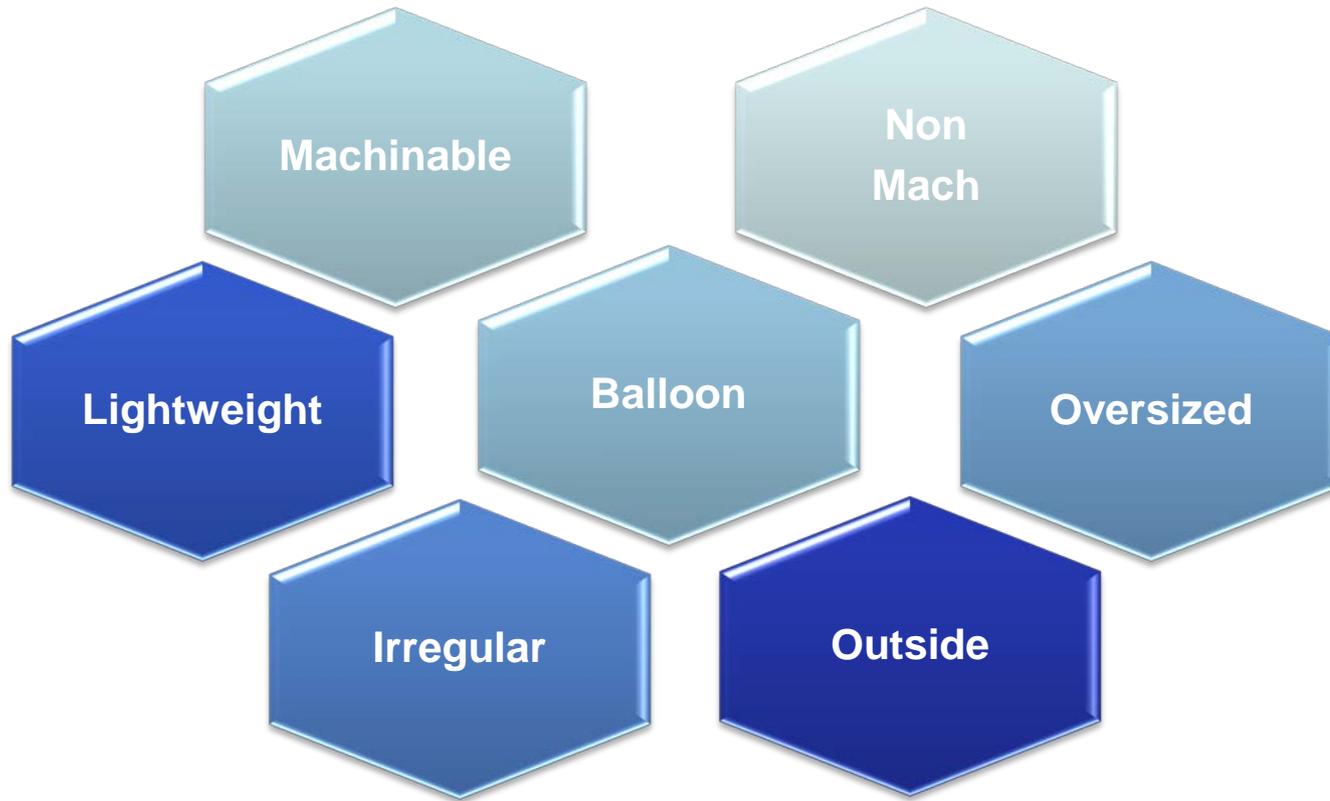
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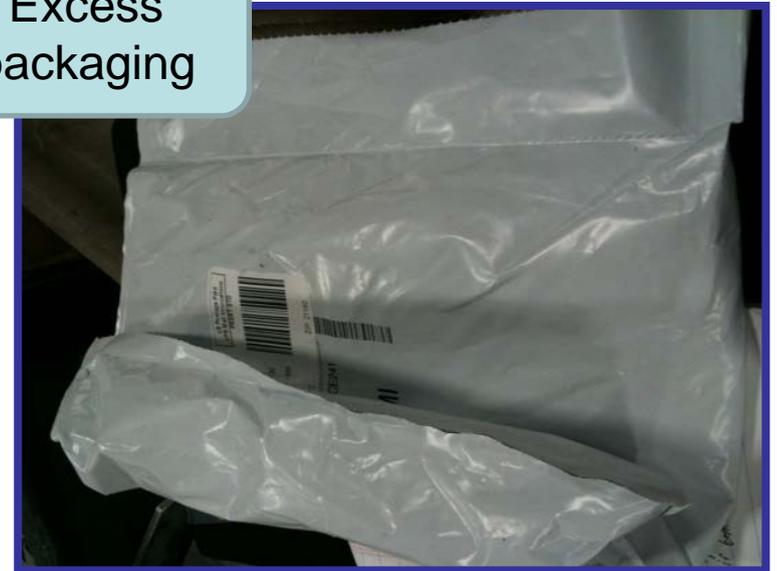
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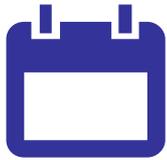


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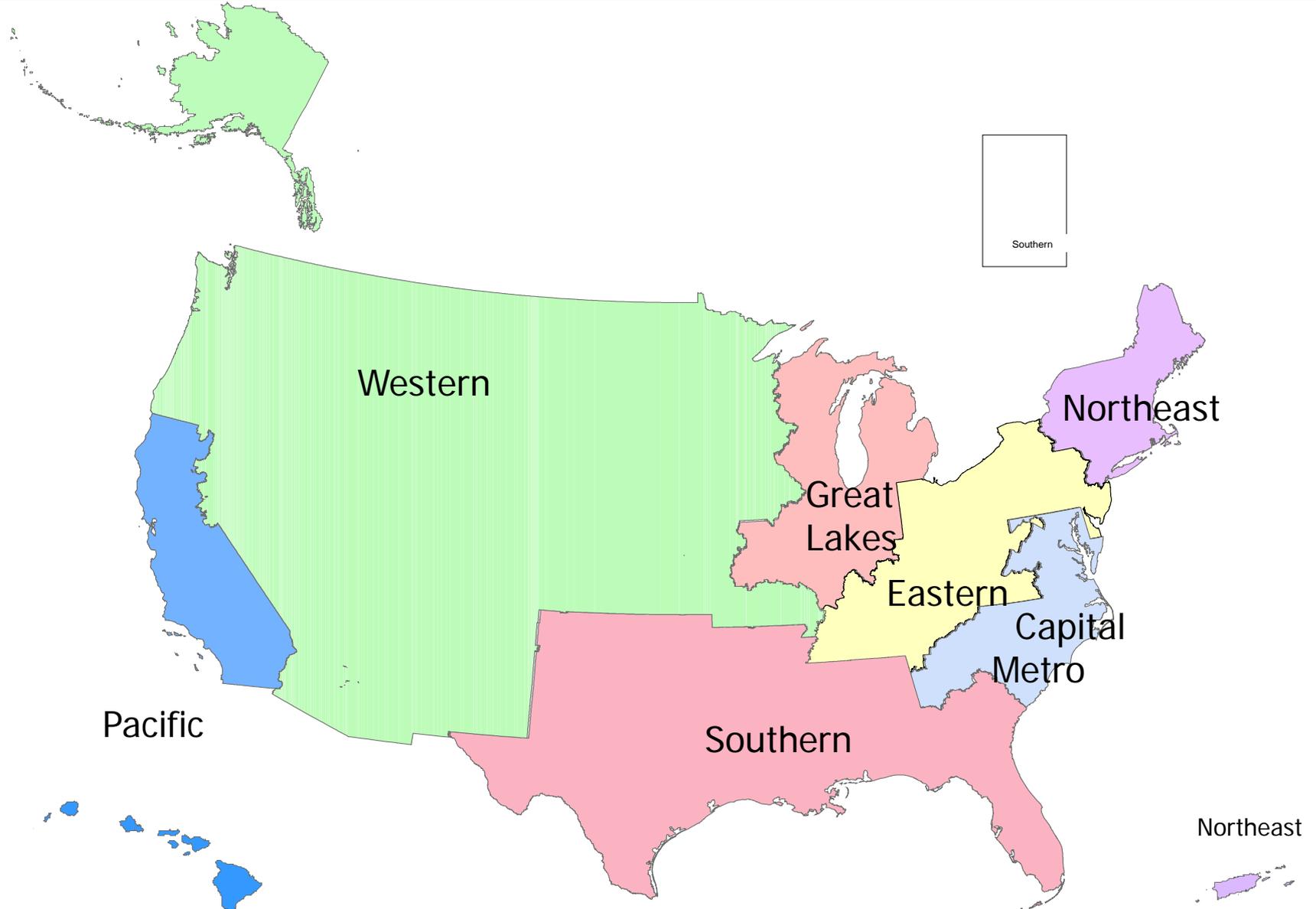
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Newspaper Update

- **VP Network Operations requested an operational review of newspapers**
- **Industry (NNA) was contacted for list of candidate publications experiencing high customer complaints**
- **Team sent to North Carolina and Ohio to follow a weekly publication from printing through the Mail Processing Operations**
- **Used LSS tools**
 - **Kaizen Method**
 - **Value Stream Map**

Mail Preparation – North Carolina

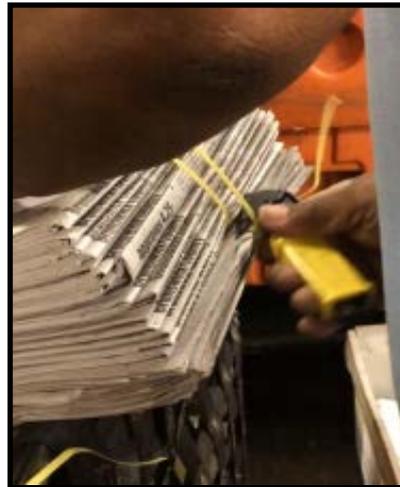
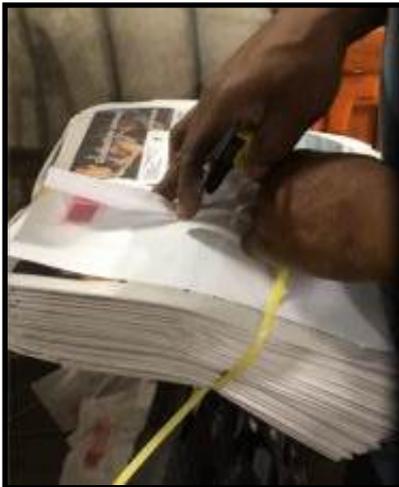
- **Issues with software logic**
 - 3 Bundles of 3-Digit/5-Digit in Greensboro container
 - 17 Bundles of 3-Digit/5-Digit of Greensboro ZIPs labeled as “**OMX Charlotte NC 280**”
- **Bundling of bundles and claiming as a sack**
 - Cover sheet with out dated labels
 - Probability of missent

2C Stats Report --		Labels	Papers	ISSUE Edition Package
Package Description				
List Section 1				
SCH 3-DIGIT 270	B	15	15	77
*** Sack OMX 280		15	15	
SCH 3-DIGIT 270	B	15	15	78
*** Sack OMX 280		15	15	
SCH 3-DIGIT 270	B	15	15	79
*** Sack OMX 280		15	15	
SCH 3-DIGIT 270	B	15	15	80
ALL FOR ADC 270	B	7	7	81
*** Sack OMX 280		22	22	
SCH 5-DIGIT 27104	B	10	10	82
SCH 5-DIGIT 27106	B	12	12	83
*** Sack OMX 280		22	22	
5-DIGIT 27203	B	6	6	84
5-DIGIT 27205	B	15	15	85
*** Sack OMX 280		21	21	
5-DIGIT 27215	B	14	14	86
*** Sack OMX 280		14	14	
SCH 5-DIGIT 27260	B	15	15	87
SCH 5-DIGIT 27260	B	7	7	88
*** Sack OMX 280		22	22	
5-DIGIT 27292	B	6	6	89
5-DIGIT 27295	B	6	6	90
*** Sack OMX 280		12	12	
5-DIGIT 27317	B	13	13	91
5-DIGIT 27320	B	6	6	92
*** Sack OMX 280		19	19	
5-DIGIT 27330	B	10	10	93
5-DIGIT 27332	B	11	11	94
*** Sack OMX 280		21	21	
5-DIGIT 27344	B	6	6	95
5-DIGIT 27360	B	12	12	96
*** Sack OMX 280		18	18	
SCH 5-DIGIT 27403	B	8	8	97
SCH 5-DIGIT 27405	B	10	10	98
*** Sack OMX 280		18	18	
SCH 5-DIGIT 27408	B	15	15	99
SCH 5-DIGIT 27408	B	2	2	100
*** Sack OMX 280		17	17	
5-DIGIT 27410	B	15	15	101
*** Sack OMX 280		15	15	



Recommendation

- **Re-evaluate the software logic and container separation to improve service performance**
 - Reduce OMX bundles
 - Increase the bundle size
- **Use Flat tubs for OMX preparations**
 - Reduce cost, handling and probable missents



Plant Operations – Fayetteville

- **Transportation**

- 3 ½ hour trip from Fayetteville to Charlotte
- News must meet the 18:00 connection from Fayetteville to make the sort

Transportation schedule

Origin	Dest	Route	Trip	Scheduled Departure	Scheduled Arrival
Fayetteville P&DC	Charlotte P&DC	28011	2	0400	0800
Fayetteville P&DC	Charlotte P&DC	28011	21	1800	2130
Fayetteville P&DC	Charlotte P&DC	28011	23	1930	2300
Fayetteville P&DC	Charlotte P&DC	28011	2	2110	0040

Recommendations

- **Placard created to clearly identify mail and transfer time**
- **Container staged on dock by Charlotte dispatch bay door**



Plant Operations – Charlotte

- **No placards used to identify when the container was accepted and cleared**
- **Cover sheet not removed after processing**
 - Probability of the bundle looping back to Charlotte

Recommendations

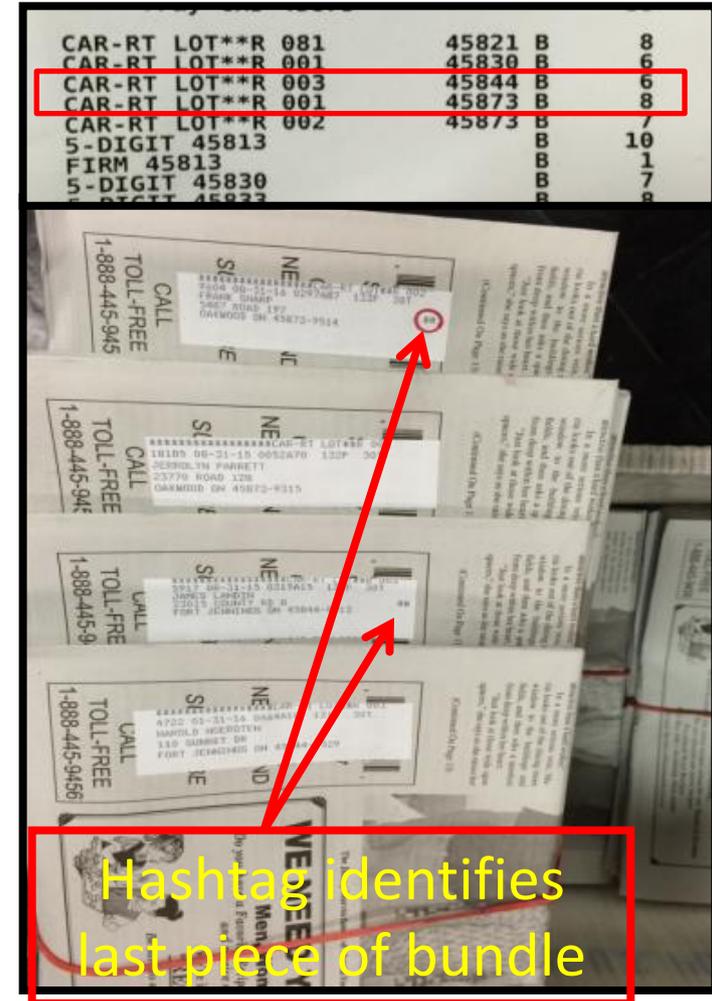
- **Adhere to National Policy on proper placarding and acceptance procedures**
- **Cover sheet to be removed at time of processing**

Mail Preparation - Ohio

- **Identified discrepancy**
 - Two different 5-Digit zones in the same bundle
 - Total of 4 were identified
 - Human error at printing plant – missed “Hashtag”

Recommendation

- Establish internal/external audits

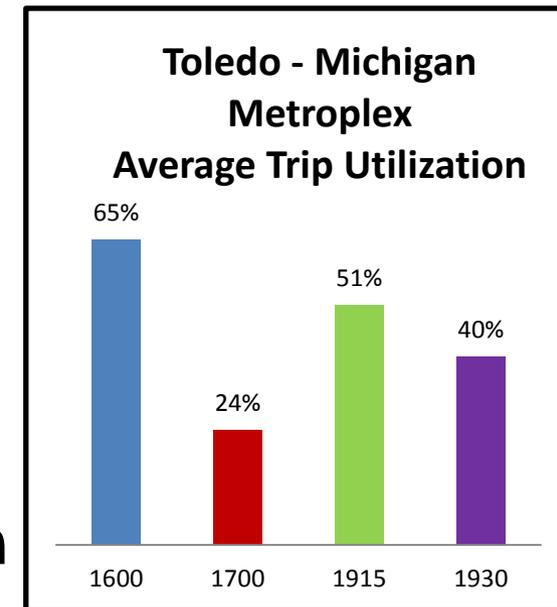


Plant Operations – Toledo

- **News are dispatched on 19:30 trip to Michigan Metroplex (last trip)**
 - OMX volumes being consolidated
 - Miscommunication between Plants

Recommendations

- **Dispatch News on every trip to Michigan Metroplex**
- **Short Term – Adjust 17:00 trip to leave 30 minutes later**
- **Long Term – Initiate LSS Green Belt Project to optimize transportation utilization for Toledo OH**

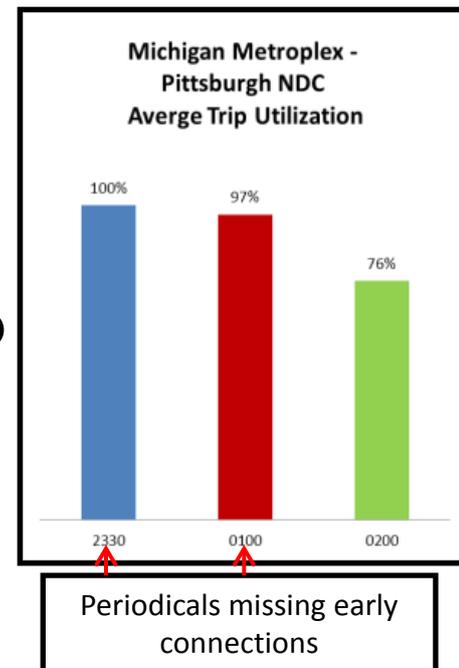


Plant Operations – Michigan Metroplex

- **MXD volumes missing early transportation to Pittsburgh NDC**
 - Not maximizing the cube space on trucks

Recommendations

- **Consolidate containers on existing trips to maximize space**
- **All MXD volume must be dispatched on the 23:30 and 01:00 Pittsburgh trips**



- **USPS – Periodical Processing Policy**
 - Comprehensive guide so that efficient standardized process will be in place for periodical mail flows, processing handling steps and appropriate placarding
- **USPS – Further evaluation is needed between Machineable and Non-Machineable for Newspapers (DMM)**
- **USPS/Industry – Follow up with the recommendations**

Open Discussion