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MTAC Focus Group Session Notes

Wednesday, February 18, 2014

MAIL PREPARATION AND ENTRY (OPERATIONS)

Linda Malone, USPS VP-Network Operations
Robert Schimek, MTAC Industry Leader, Entry & Preparation

Session 1: PACKAGE SERVICES

(John Medeiros, MTAC Industry Leader)

Action Items from Last Meeting

- Define and formalize process for communicating Presort Reference Data (PRD) issues and sharing resolutions – *Webinar – 2/5*
- Utilize webinar forum to highlight resolved issues escalate open issues and share measurements and improvements – *Webinar – 2/5*
- Label list Change document published in .csv or excel for easier manipulation – *Webinar - 2/5*
- John Medeiros to provide file on issue with L606 mis-shipped records at a SCF that's within the scheme sortation to mine and determine root cause analysis. – *Further update to be provided at next MTAC meeting.*
- VP Delivery and Customer Service (Randy Stines and Aaron Lawson) or delegate to participate in MP&E Focus Group session for Packages - *Members invited*
- Mailer Service Impacts website review and update – *Action - Constantly being addressed and reviewed. Most recent storm was successful.*
- Follow up with VP Mail Entry & Payment Technology's group regarding DNDC Full Service exceptions entered at DSCF – Further update to be provided at next meeting

Open Discussion

- Concerns regarding surcharge applied due to mis-routes on volumes expected at NDC but dropped at SCF that serve as cross-docks location to the final destination.
- The Industry reported that there were Priority Mail capacity issues in Northern New Jersey around the Christmas holiday. In many cases, it took a week to eight days to deliver the packages. Three to four days after Christmas would have been acceptable.
- Many mailers were not aware of the new requirements regarding the shipment of lithium batteries – March 2, 2015 effective date. New requirements information was in the *Federal Register*, but industry did not receive an *Industry Alert*.
- A pharmaceuticals company is still experiencing damaged packages.
- The National Association of College and University Mail Services (NACUMS) raised the concern that better communication is needed regarding the reporting of IMpb problems.

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Action Items

- Review DNDC Full Service exceptions entered at DSCF – physical flow/entry vs. data verification (work with Pritha)
- Mail directional file potential data discrepancy – 03103 (example); MDF vs Mailer Scorecard (eVS)
- A request for 2016 to establish touch point/cadence for larger Priority mailers during peak period
- Investigate opportunity to extend March 2 compliance deadline for new lithium battery mailing standards
- Improve process for communicating information in Federal Register notices (decision needed as soon as possible)
- Are specifications around new warning labels for lithium batteries sufficient?
- Notify industry when Hub pilot sites (4) have updated date in FAST to make appointments - update by Monday (02/23/2015)
- NACUMS (National Association of College and University Mail Services): Follow-up on IMpb communication to field and field to customers (BSN, Local postmasters, etc.)
- API developed for eVS – Is this moving towards USPS requiring eVS?

Session 2: FIRST-CLASS MAIL

(Sharon Harrison, MTAC Industry Leader)

Action Items from Last Meeting

- Explore procedures to determine if quality controls are in place at Plants or PO to replace tray labels. – Labels / Pockets / reinforce SOP – *Message went out and will continue to reinforce*
- Invite HQ USPS Engineering and label suppliers to next meeting and report out on adhesive tray labels. *Presentation / demonstration – 2/18/15*
- After consolidation, there will be a need to revalidate 5D scheme lists - Top / Down > Sort Programs – *Presented on webinar - 2/5/15*

CSA Project Update

- Cyndi Muldoon provided the update. Key topics included:
 - Project Structure
 - Potential Future State Process – HQ CSA Design and Reduced Approvers
 - Improvements In Process
 - Tactical A3 One: CSA Separation Design Standardization
 - Pilot Sites (PSI – Los Angeles and DST – Hartford) Results
- Next Steps:
 - Continue monitoring pilots sites
 - Expand to additional pilot sites
 - Conduct Kaizen to reduce the cycle time for HQ CSA creation: February 23 – 27, 2015
 - Decide on Future State approval process

Updated: _____

Self-Adhesive Tray Labels

- Update provided, including the following:
 - Recent Tray Scanning Issues
 - Improvement Efforts
 - Adhesive Labels
- In 2012, there were 800M tray scans of which 125M trays were rejected, representing 15.6%. On a weekly basis, the largest no-reads were Automated Tray Unsleevers (ATUs).
- Universal scanner solution developed in 2013, resulting in improved read rates, reduced maintenance, improved reliability, and improved reporting/visibility. Improvement schedule in progress includes:
 - ATUs – March 2015
 - Tray Systems – Fall 2015/Spring 2016
 - Airline Systems – Fall 2015/Spring 2016
- Benefits range from reduces manual cost to improved label barcode quality. Issues/concerns range from reliability of adhesives to label removal costs. Testing to continue to further assess the benefits.
- Presentation provided by Pitney Bowes regarding the application of adhesive labels, including a video that showed the process.

Open Discussion

- Frequent meetings are taking place with Remittance Mail customers. Pilot project update is needed.

Action Items

- Provide date for tray labels to be added to MTEOR (**Industry Alert**)
- CSAs Presentation
 - Control charts: Identify mean, mark OWC (Operational Window Change)
 - Report out on pilot updates at next MTAC meeting
 - Bin codes Dispatch & Routing (D&R) tags (TMS)
- Tray labels
 - Report out on Pareto for root causes of non-reads once scanners are upgraded
 - Share stills from videos for auto tray and labeler
- **Industry Alert** to notify Remittance mailers of resources on *RIBBS*
- Report out on Remittance Mail re-direct pilot and program status (before next MTAC at NPF)

Session 3: PERIODICALS

(John Stark, MTAC Industry Leader)

Action Items from Last Meeting

- Follow up to determine business rules for MPE for bundle scan and mapping to eDoc – keyed vs. scanned. – Business rules on eDoc on key vs. scanned (results) – *92% of bundles are expected to be bundle sorted; better than 68% of those bundled received a bundle scan: Standard Mail (73%) and Periodicals (63%). (Based on analysis of Full-Service flats mailings with mailing dates of October 10-18, 2014.)*

Updated: _____

- Create a mission statement for a multi- scheme pallets FSS pallet workgroup – *Work Group #168 developed (FSS Multi-Scheme Pallets)*
- Need for workgroup to refine mail piece characteristics – *Work Group # 169 developed (Refining Package Machinability Standards)*
- Review EMIR process and leverage technology to improve process – *Further update at next meeting*
- FAST User group to explore options to improve data on unload times – *Update provided on webinar – 2/5/25*
- Gather input on bundle requirements and materials prior to federal register

Open Discussion

- FSS Leakage (broken bundles): Encouraged mailers to sign-up for WG #168
- Concerns about FSS machines used for letter mail
- Is a new Productivity Rate Study going to be conducted for Periodicals?
- 24-Hour Clock: What is the impact on meeting the service standards (CETs)?
- Hubs: Posted on *RIBBS* and not in DMM (DSCF discount)

Action Items

- EMIR Process Improvements: Further update at next meeting
- New parcel machines – impact on bundles (including industry involvement)
- USPS will share how FSS DPS percentage is calculated. What is the FSS DPS percentage and what is the plan to increase the percentage?
- Information on pallet productivity rate in costing models (Standard vs Periodicals)
- Share flat specification changes from 7-8 years ago (if available)
- Share data from Steve Dearing on Periodical entry and delivery (bundle scanning pilot)
- Documentation of DSCF discount for entry at Hubs
- Confirm if recurring or standing appointments will work for Hubs (FAST)
- *Splash* on *RIBBS* when Hub data files are published

Session 4: STANDARD MAIL

(Wanda Senne, MTAC Industry Leader)

Action Items from Last Meeting

- Add pallet volume % decrease to deck prior to distribution - Cathy (done) on *RIBBs* – *posted on RIBBS*
- Create a mission statement for a multi- scheme pallets FSS pallet workgroup – *Work Group # 168 developed (FSS Multi-Scheme Pallets)*

Updated: _____

- Review EMIR and leverage technology to improve process – *Further update at next meeting*
- Evaluate monthly label list cycle after Network Rationalization – *Presented on webinar – 2/5/15*
- FAST User Group 3 to explore options to improve unload times – *Presented on webinar 2/5/15*
- Follow up on MTAC participant recruitment messaging for User Group 3 – *Waiting to hear from leaders/sponsors to determine if the mission has changed or to understand the need to recruit additional members*
- Follow up on press release on status of ADVANCE and ePUBWATCH – *Webinar on 1/9/15, Notification of program status is posted on RIBBS*

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Open Discussion

- Regarding Network Rationalization Phase II implementation around the holidays, customers' experience ranged from bumpy to major problems with First-Class Mail: Standard Mail (Northeast Area) was reported by the Industry as very bad; Industry reported that Miami was horrible; additionally, the Industry reported that the Western Area also bad. There is a need for clarity on how to report problems.

Action Items

- EMIR Process Improvements: Further update at next meeting
- Industry to share cycle time data with Linda, Dale and Cathy to address areas of concern with OWC (Operational Window Change)

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- Dale Kennedy (Dale.e.kennedy@usps.gov) will communicate further updates around new issue submission process and training (eService/Panorama)
- Flow charts to show current vs. future FSS pricing and options (industry)
- Invite Pricing representatives to hear discussion around pricing
- Additional discussion on high-density and high-density plus impacts