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MTAC Focus Group Session Notes

Wednesday, August 12, 2015

MAIL PREPARATION AND ENTRY (OPERATIONS)

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

Session 1: STANDARD MAIL (Wanda Senne, MTAC Industry Leader)

Discussion Items

- Plan for maintaining service standards and not delaying service; too much volume being held for day three processing and delivery patterns are inconsistent/unpredictable
- Availability of FAST drop shipments and not closing or limiting appointments
- Staffing concerns due to OWC and anticipated network rationalization closures; belief of not enough staffing or only temporary/untrained employees
- Need a contact for Industry issues – 24 hour lines are unanswered or outdated
- Although trucks are arriving prior to CET, delayed drop ship unloads cause mail to be color-coded based on start-the-clock of next day
 - Industry is looking for a way to confirm if their driver arrived on time, then second, if they did arrive on time, but unloading was delayed to after the CET that their mail is still properly color coded to reflect arrival on time.
 - Industry also desires an ability to track facilities that are consistently have long wait times between arrival and unload
- Requesting processing volumes for election years
- Need better communication to Industry to include operational impacts, not just catastrophic events
 - Propose a potential auto-feed from LOC to avoid delays/no input from local office
 - Propose a notification system for high WIP facilities, network and/or transportation issues, etc.
 - Facility service disruptions due to weather-related events and other natural disasters is currently posted online: <http://about.usps.com/news/service-alerts/welcome.htm>
- Phase II of Network Rationalization is still currently deferred at this time. The Postal Service is focused on stabilizing service and will communicate with the Industry when the decision is made to move forward
- MTE – USPS drivers refuse to take returns, stating they are not authorized
- Pallets are not being scanned (7-13% of DSCF letters) and specific offenders are identified in report, but it covers multiple mailings over a period of time
 - New SV system will be deployed and make user interface simpler
- Mis-shipped containers – there are scanner configuration issues (SCF vs. DDU, locale, etc.) which costs the Industry money and counts against the mailer scorecard
- Consistent service is needed, eliminate variation, and smooth the peaks/valleys
- SPSS (Small Parcel Sorting Systems) - Industry has requested a list of the 21 sites for the new SPSS machines

Action items

- Update FAST contact information to include the 24-hour numbers and local contacts
- Update color code policy on RIBBS
- Share election year data volume for Peak weeks (Dale Kennedy to work with Govt. Relations)

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- Follow up on pilot for tracking of truck arrival at all facilities (similar to YMS Yard Management Systems at NDC Network Distribution Center)
- Look at communications systems and methods for possible service disruptions
- Monitor first piece scan on Day 2 versus Day 3 for at risk containers
- Provide locations for SPSS Small Parcel Sorting Systems sites
- Surface visibility
 - Will new system allow for multiple Locale keys at one facility?
 - What is the time frame for the new system?
 - Provide a list of Non-SV sites

Session 2: PACKAGE SERVICES (John Medeiros, MTAC Industry Leader)

Discussion Items

- Concern for air capacity overall, but service degradation for Priority and First-Class specifically noted last year the week prior and after Christmas (air to surface conversions)
- Industry has interest in gaining knowledge of Peak planning for operations within the USPS Plants
- Increased work share and costs to Industry as rates continue to rise, but combined costs (of USPS and Industry) should be considered; cheaper to use regional carriers in metro areas for Parcel Select deliveries
- Labeling Lists
 - Labeling lists do not direct the shipper to the correct processing facility, since Labeling Lists are not shape-based; if shipper drops at the processing facility they are charged by eVS (parcels)
 - Will the frequency of Labeling Lists publication be reconsidered, perhaps moving back to quarterly?
 - Need to have csv output for Labeling Lists (pending change around 9/20)
 - Need to include change document highlighting additions/deletions of the 5 digit ZIP's to the city-state file
- Phase II of Network Rationalization is still currently deferred at this time. The Postal Service is focused on stabilizing service and will communicate with the Industry when the decision is made to move forward
- Request video of SPSS processing
- Request push/pull of arrival profile for multiple facilities by shipper from FAST
- Status of ADUS at JFK – what's the results and will it be pursued
- Industry would like to see arrival profile by MSP/Shipper in FAST

Action Items

- Update on Peak capacity for November meeting
- Create change file for city state file
 - Add to Postal Bulletin and EPF Electronic Product Fulfillment
- Add CSV file download option for labeling list and FAST
- Share video SPSS Small Parcel Sorting System
- Look into options for pulling arrival profile data for multiple facilities by shippers and MSP Mail Service Providers out of FAST

Session 3: FIRST-CLASS MAIL (Sharon Harrison, MTAC Industry Leader)

Discussion Items

- Delivery variability concerns - too much volume being held for day three processing and delivery patterns are inconsistent/unpredictable (eg. Midwest to Southwest)
- Lack of July 4 back-end staffing for Industry issues such as air assignments; difficult to contact, especially after hours
- Impact of labeling lists changes for fall mailing season, specifically 5-digit scheme changes for letters; Industry belief that ability to make 5-digit scheme will be impacted since fewer ZIPs will be included in each scheme
 - FCM requests a 5-digit scheme for flats
- Concern of long-hauls, air to ground, and the lack of communication; mailers prefer at least 30 days' notice of change, but sometimes get a week's notice
- Lack of air lift causes FCM pallets to be unassigned because Priority bumps FCM, therefore service is degraded
 - Discussion on TSA screening and ability of FCM to fly commercial air lines
 - Request from Industry for 14-15 oz. flats rather than using Priority
- Request for adhesive label test update
- CSAs
 - Current DMM palletization is only required when certain volumes are exceeded, this proposal would be major change and investment for non-CSA users; how would this change be communicated and what would be the timeline for implementation and compliance; due to the major impact, would this be part of a rate case?
 - Minimum volume of 72 linear feet should be reconsidered
 - Some mailers are currently using "courtesy separations" so compliance to Tier 1 would increase the number of pallets, causing USPS to pay more for transportation, and also increase costs for the mailers
 - 55% of FCM are using CSAs, but what communication is planned for the 45% non-users
 - No analysis has been completed on other mailers; still a concept proposal
 - Local field involvement is needed as they desire other separations
 - Need to have a labeling lists for surface destinations and share with the Industry
 - Huge impact to some mailers and concern that costs are being passed to the industry, although they've already sacrificed service changes; belief this is a work share and mailers are burdened with additional costs in order for USPS to gain efficiencies
 - Consider forming MTAC WG
 - Desire to have exception process
- Concern of OIG audit and USPS evaluating work share discounts and preparations
- Remittance mail needs improvement and update to Industry; slides in pre-MTAC webinar were inconsistent with Pulse of the Industry
- Phase II of Network Rationalization is still currently deferred at this time. The Postal Service is focused on stabilizing service and will communicate with the Industry when the decision is made to move forward

Action Items

- Increase lead time for mode changes for the Transportations Management Systems (TMS) mailers
- Revisit 5-digit schemes for First-Class Mail flats
- Share data around 5-digit scheme changes for letters for October 1, 2015
- Look at First Class Mail flats over 13 ounces for air transit regulations and pricing

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- Follow up on adhesive label test
- Status update on OIG audit response regarding work share discounts
- Remittance mail update regarding inconsistencies with Pulse of the Industry Reports

Session 4: PERIODICALS

(John Stark, MTAC Industry Leader)

Discussion Items

- Industry wants push report for Periodicals (Containers At Risk)
 - Lack of real time data
- 24/7 command center during the holiday
 - What happens when Industry unable to contact a Postal person at 3:00 PM? Who do they call?
 - FAST will be updated and should have contact names for 24 hour coverage.
- WG #168 (FSS multi-scheme pallets)
 - Industry wants to know how long will it take to roll out if the SAMP is able to successfully process multi-scheme pallets
 - Industry also would like to know if the roll out would be Nationally all at the same time or individual sites
 - USPS believes it would be at the minimum of a year if the SAMP is successful and roll out would be all at the same time
 - It could take longer if this is tied to price change
- Bundle Breakage
 - Industry would like an update on the Bundle breakage and where Postal Service stand and what is the next step
 - Industry have visited some sites that are not using SIM on the APPS, what is being done with that
 - Postal – continue discussion with Industry for collaboration on the next step
- Industry are seeing scans on APPS/AFSM on bundles that were on FSS scheme pallets, why
 - Does the USPS have data showing this situation or is it being addressed
 - Postal – yes
- Label list
 - Industry have seen a major shift on ADC labeling list, more and more ADC are becoming SCF which cause issue with their bottom line
 - USPS stated that when Network Rationalization is done the ADC's essentially go away because they will be the same service area as the SCF

Action items

- Follow up on container at risk push report for Periodicals.