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MTAC Focus Group Session Notes
Wednesday, November 18, 2015, 2015

MAIL PREPARATION AND ENTRY (OPERATIONS)

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

Session 1: PERIODICALS

(John Stark, MTAC Industry Leader)

DISCUSSION TOPIC

- **Plant Mail Conditions**
 - Industry had a concern on the delayed Periodical mail. Most of the delay came from one Plant - due to new equipment. That has since been corrected
 - USPS committed to addressing the Periodicals service issues. Industry is concerned about losing out to Priority Mail with increased Periodical costs
 - A question was asked if the facilities that have the new SPSS have better service numbers for Priority and Periodical Mail. USPS confirmed that there has been service improvement at these locations
 - USPS is working on advancing any mail that they can to stay ahead of any problems that could arise during holiday seasons
- **Drop Shipments in Surface Visibility (SV) Locations**
 - Scanners at these sites can capture when a driver arrives at a facility
 - Discussed ideas on how the correct color codes can be applied to mailing according to when they arrive or were delayed at USPS facilities and to be able to let downstream USPS locations be informed
 - There was a discussion on how information in the future will be able to be pulled by customer
- **Broken Bundles**
 - Discussed reasons for why there are more broken bundles in Standard Mail than Periodical Mail
 - Operations will send out bundle information to Mail Service Providers and Mail Owners by request

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- **Newspaper Update**
 - The NNA is developing a newspaper education session for publishers in partnership with USPS. The group suggested that this information be available at the Area Focus Group Meetings and PCCs in order to get the word out to all
- **Open Discussion**
 - Discussion on FSS leakage numbers. USPS will provide the FSS DPS percentages

ACTION ITEMS

- **Deep dive into Periodical service as a whole; analyzing by Critical Entry Times, etc. Operations will coordinate with Enterprise Analytics. Network Operations will work with Industry volunteers to use their mail to see where problems may exist**
 - Red Tag volunteering to help. USPS will follow-up
- **Network Operations will provide an update on “Kaylor” solution for January MTAC**
- **Provide list of existing Surface Visibility sites**
- **Next steps for tracking truck arrivals at USPS facilities**
- **Finalize location/details around newspaper education sessions with the National Newspaper Association**
 - May be beneficial for Area Focus Group and Postal Customer Council utilization
- **Provide Industry updated FSS percentages and trends**
 - Engineering update with a focus on the high speed flat feeders
 - Broken Bundles information by Mail Owners / Mail Service Providers

Session 2: STANDARD MAIL

(Wanda Senne, MTAC Industry Leader)

DISCUSSION TOPIC

- **Plant and NDC Mail Conditions**
 - Industry discussed NDC network and Standard Mail delays
 - USPS committed to advancing mail during Thanksgiving holiday
- **Tracking Truck Arrival**
 - Discussion on who starts the clock for the arrival. Would it be USPS going to the driver or the driver going to USPS

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- Discussed when non SV sites will be operational USPS is beginning this process and will continue throughout 2016
- **Broken Bundles**
 - Industry asked if low volume mailers would be able to see the broken bundle information
- **MTE**
 - Discussion on having lids/sleeves being sent automatically with tray/tub orders
- **Open Discussion**
 - Industry asked USPS to look at ADC trays that are sent to a different location for processing and how it possibly delays mail
 - Discussion on escalation procedures to address FAST problems USPS discussed how the FAST help desk does have the ability to contact the Plant Manager when appointment issues arise

ACTION ITEMS

- **USPS will provide the following information on the new SV Yard Arrival System:**
 - Work instructions for drivers available to mailers and posted at facilities (posters)
 - Update on capturing yard arrival for January MTAC
 - Plan to share data with mailers
- **Investigate concerns regarding the average wait time when calling MTEOR help desk**
- **Operations will perform same analysis for MXD ADC/AADC that was performed for MXD/OMX. Following two areas are examples:**
 - Springfield to DVD
 - Atlanta to Chattanooga
- **USPS will communicate with Marketing/BMEU regarding January L009 and L011 updates**
 - Pursue any possible stop-gap measures to put in place for December
 - Share new EPF files with software providers
 - Continue to work with User Group 9
- **Update FAST profile contact information – 24- hour contact number in particular**
- **USPS will provide an updated Standard Mail flow with Surface Visibility scan points**

DISCUSSION TOPIC

- **Labeling List Alignment**
 - Discussion on when specific lists are available; specifically, the new L104 List. USPS is targeting availability in July 2016. Industry mentioned that they would also need time to adjust to the new list
- **Tracking Truck Arrivals**
 - Discussion on how the SV scanners would be able to provide information on drop offs and if the truck is also picking up returns
 - USPS is looking at the possibility of placing some SV information into FAST
 - Industry and USPS talked about how the driver and the scanner will work together to make sure that the clock was started at the correct time
- **SPSS**
 - USPS discussed that the acceptance rate (read rate) is better than past machinery
 - Discussion on the SPSS machine has a small maintenance window
 - SPSS also has OCR capabilities and can also weigh the package
- **MTE**
 - USPS started ordering products before the budget so USPS was able to have equipment on-hand at the beginning of the year and that has worked out better than it has in the past years
- **Open Discussion**
 - Operations will have internal calls seven days a week during the Peak period to ensure readiness in the Field. Industry indicated that regardless of mail volume at Plants, they would like to try to keep the same pick up times as they have had in the past
 - Discussion of the scanning and the cost of additional scans for the Industry
 - Discussion on Returns and how USPS processes the Returns in large facilities

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ACTION ITEMS

- Investigate reports of off-load impacts that effect packages. Industry says that if a package starts out delayed there is no way for USPS to make up the time. Pittsburgh listed as a problem site
 - USPS to follow up with workgroup currently looking at truck arrivals
- L104 update: USPS will get the information to User Group 9
- USPS to look at the logic around sack labels for DDU drops
- USPS will post the tray/sleeve ratio chart on RIBBS and send out an Industry Alert
- USPS will provide the Fall Mailing/Peak report-out at next MTAC
- USPS will provide a Peak Season industry webinar around December 12th and then again around December 22nd
- Investigate the possibility of tracking NDC miss-sent for PRS

Session 4: FIRST CLASS MAIL

(Sharon Harrison, MTAC Industry Leader)

DISCUSSION TOPIC

- **Truck Arrival**
 - Discussion on how FAST appointments are for other classes of mail, but the scan on arrival is performed for everyone and a benefit for everyone
 - USPS will be sending out information on this to the MTAC group first and would like to get feedback from Industry
- **Adhesive Labels**
 - Industry has concerns regarding the cost of adhesive labels since in the past cost were always a problem
 - Industry also has concerns with the current label holders and how long they last
- **MTE**
 - Industry did not know of the MTEOR software update issues, and asked that USPS to make sure that they are informed of problems. Operations and Engagement Outreach will in the future get the information out to the Industry
 - There was a discussion on the acceptable percentage for trays that need label holders. The number discussed is perceived to be too high of a number. USPS agreed to review this number

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- There was a discussion by the Industry of possible upgrades to MTEOR. USPS will continue to work on the MTEOR system to address the needs of the Industry
- **First Class 5-Digit Scheme**
 - Discussions on FCM Flats and how there are two different prep procedures that have different cost. Industry was wondering if there is another way to look at FCM Flats that would make sense for USPS to offer 5-Digit Scheme
- **Open Discussion**
 - Industry requested information on the undeliverable mail: specifically, that Industry would like more detail on why mail was undeliverable

ACTION ITEMS

- **Operations and Industry Engagement Outreach committed to provide information/work-arounds/updates to Industry when MTEOR issues occur; likely via “Industry Alert”**
- **More communication / deep drive from USPS into acceptable vs. non-acceptable number of trays received from MTEOR with missing label holders and replacement rate**
 - Considered 10% of pallet as threshold for issue reporting. USPS to look at this to see if it is a reasonable number.
 - Request the MTEOR User Group to resume monthly meetings to focus on label holder quality
- **USPS to look at FCM Flats 5-digit scheme cost model based on mailer prep with bundle versus trays**
- **USPS to work at getting initial data for mail pieces that are not delivered.**
 - What is the percent of mail coming back to the customer?
 - What is the percent of mail returned by mail carriers?
- **Industry would like more product visibility around remittance mail**