



UNITED STATES
POSTAL SERVICE

MTAC

Mail Prep & Entry Focus Group

July 13, 2016



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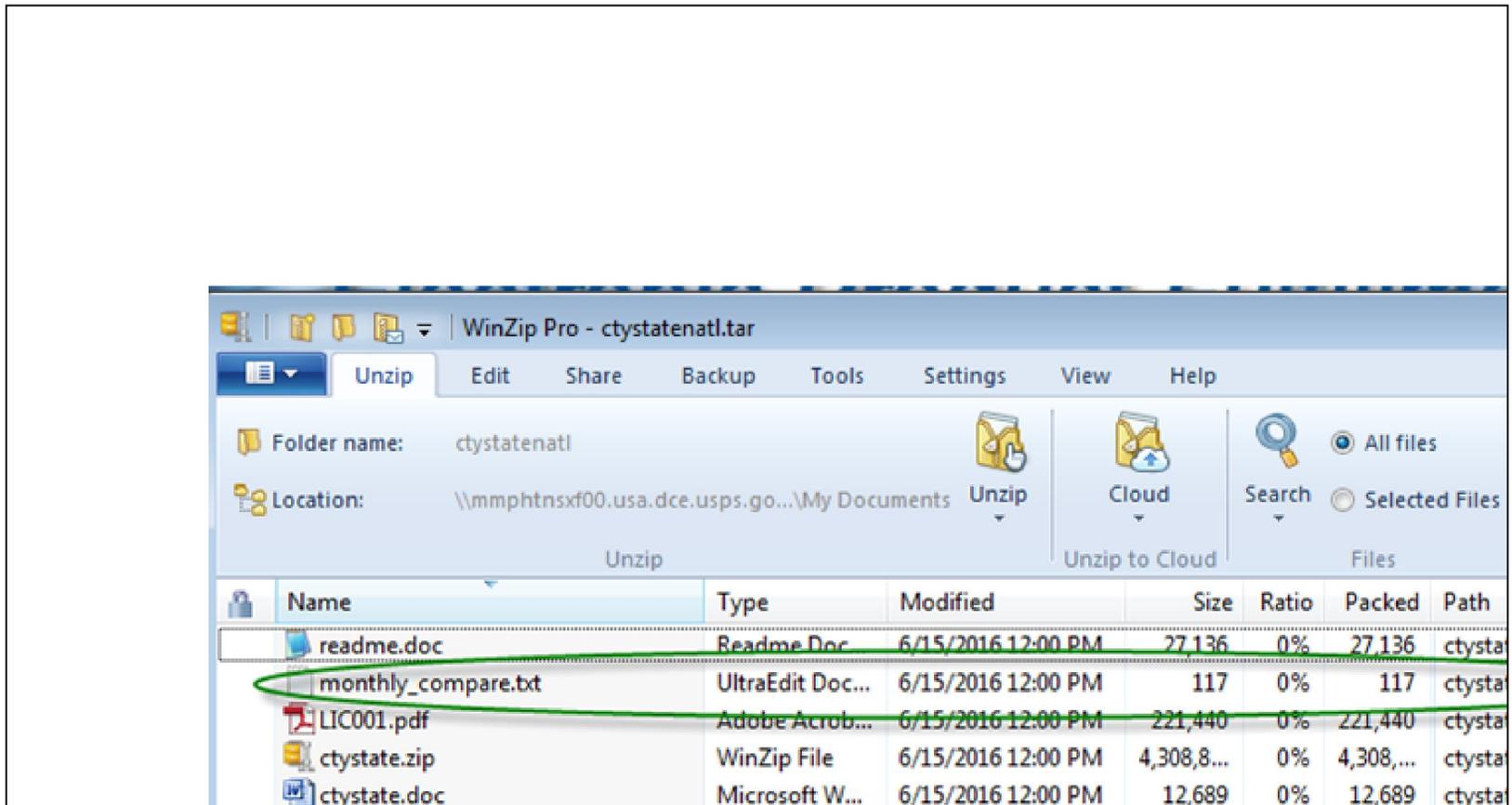
Packages Track

July 13, 2016

- Packages Track
 - Opening Remarks
 - Work Group Updates
 - Delivery Issues
 - Plant & NDC Conditions
 - Political and Election Mail Update
 - Peak Season Readiness
 - MTE Update
 - Open Discussion

Opening Remarks

- 5 digit ZIP code change summary to City / State file – are they posted anywhere in Postal Bulletins or RIBBs?
 - Summary File currently sent to Electronic Product Fulfillment
 - Began sending this file in January 2016
 - All subscribers receive this information



- Notification on Redirections warrant consideration for improvement
 - Updates sent via FAST

Work Group Updates

Work Group 169 Parcel Machinability Standards



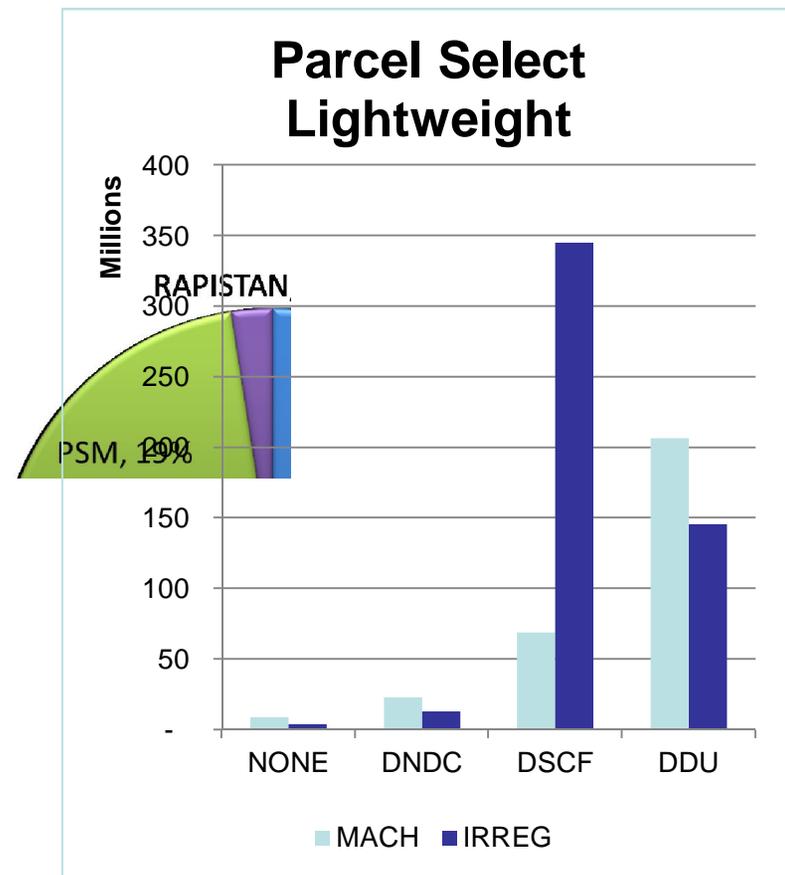
Workgroup Formation

- ❑ **MTAC workgroup 169 formed February 2015**
- ❑ **Leaders: Richard Porras, Christian Rivera**
- ❑ **Issue statement: Some mail currently qualifying as machineable is not compatible with processing on USPS automated equipment. The lack of compatibility results in manual handlings which drive up costs attributed to these products.**



Workgroup Activities

- ❑ Evaluated parcel volume data by mail class, machine, entry, etc.





Workgroup Activities

- ❑ Examined current DMM standards
- ❑ Reviewed prior engineering studies on how parcel dimensions were derived

	Length (inches)	Width (inches)	Height (inches)	Weight (pounds)	Machines Nationwide
DMM min	6	3	0.25	0.375	--
DMM max	27	17	17	25 or 35*	
APBS min	5	3.5	0.25	0.25	200+ in 130+ sites (44% volume)
APBS max	15	12	12	20	
APPS min	3.5	3	0.05	0.1	74 in 60+ sites (35% volume)
APPS max	22	18	15	25	
PSM min	6	3	0.25	0.5	42 in 21 sites (19% volume)
PSM max	27	17	17	35	
SPSS min					31 in 31 sites
SPSS max	22	16	10	20	
Rapistan min					5 in 3 sites (2% volume)
Rapistan max	40	20	18	70	
ADUS min					1 in 1 site
ADUS max	15	13	12	30	



Workgroup Activities

- Discussed parcel issues and opportunities for both the industry and USPS**
- Formed two subgroups**
 - **Parcel structure simplification**
 - **Poly bags**



Parcel Structure



Parcel Structure

- ❑ **Discussed complexities of parcel structure**
- ❑ **Explored ideas for all new structure or changes to existing structure**
- ❑ **Prepared recommendations**
 - **Eliminate the term “outside”**
 - ◆ **Definition of outside is similar to a non-machinable parcel**
 - ◆ **Implemented with Postal Bulletin 22431 dated 12/24/15**
 - **Review the term “irregular”**
 - ◆ **Definition of irregular combines lightweight mail that can be automated on an APPS/APBS/SPSS with rolls/tubes which are processed manually**
 - ◆ **Primarily preparation category, not pricing**
 - ◆ **Industry needs ability to enter “irregular” parcels at SCF**

- ❑ Established subgroup to address concerns such as poor readability, missents, damage, etc.

Exposed adhesive



Excess packaging

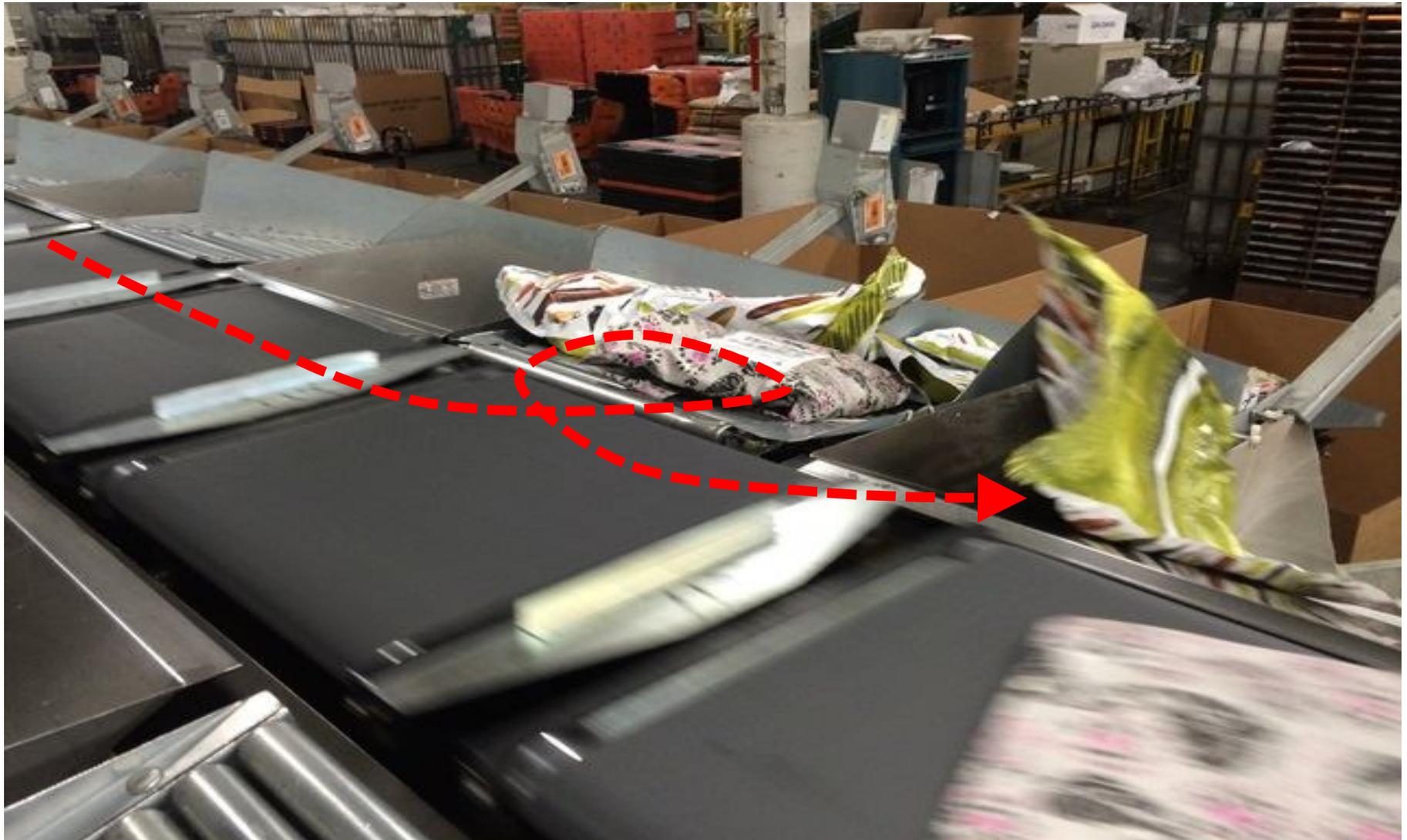


Lightweight materials



Tackiness of poly

When run-out is blocked and not cleared = MISSENT





- ❑ **Determined additional root cause analysis is needed**
 - **USPS to work one-on-one with mailers for improvements**
 - **New workgroup may be formed in future to address specific industry-wide issues**

- ❑ **Created a list of “Polybag Best Practices”**
 - **Align contents with bag sizes to minimize selvage**
 - **Avoid overfilling the bag**
 - **Ensure a smooth, flat surface is available for the barcode and address**
 - **Maintain acceptable print quality for barcodes**
 - **Eliminate exposed adhesive**
 - **Ensure adhesive is sufficient for mail processing**
 - **Utilize adequate packaging materials**
 - **Ensure proper coefficient of friction**



Questions



Delivery Issues

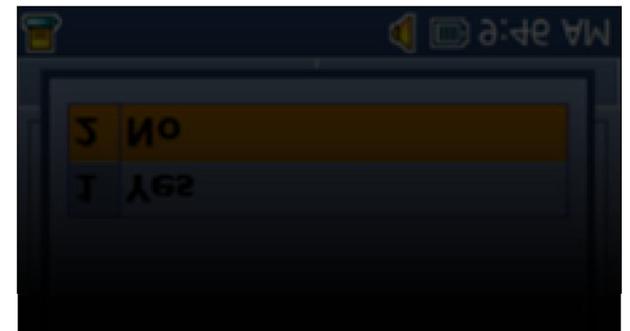
Vice President – Delivery

Kevin McAdams

- Delivery Unit Supervisors assess the workload daily for each route and make a determination if mail will be curtailed due to:
 - Leveling the workload
 - Weather impacts that will expand street time
- Unforeseen circumstances
 - Power failure
 - Mechanical failure
- This data is recorded in pieces and class of mail in CSDRS and reviewed daily

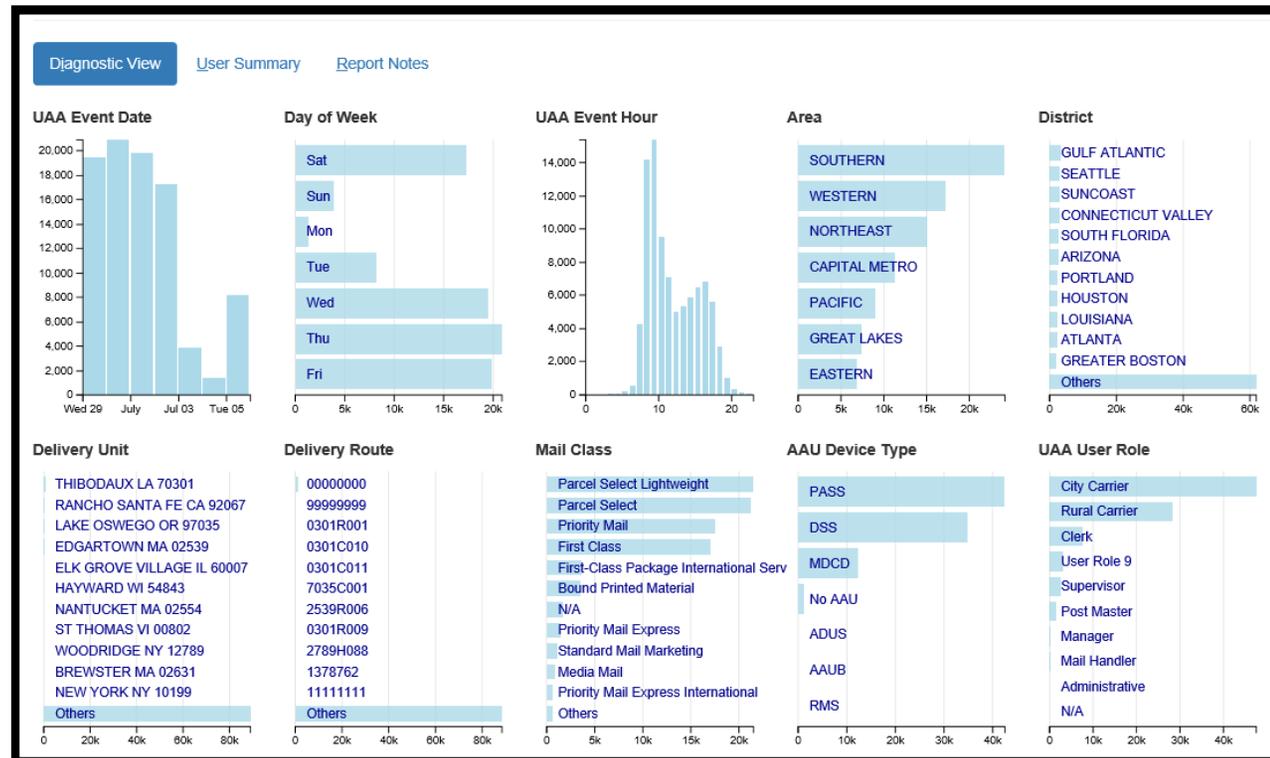
7/7/2016			
Sum of Cur Dlv Std Ltrs	Sum of Cur Dlv Std Flts	Sum of Cur CS Std Ltrs	Sum of Cur CS Std Flts
52957	13662	6219	28261

- Currently in Pilot Phase
- Establishes a radius around delivery point
- Carrier must acknowledge delivery
- Positive feedback from field

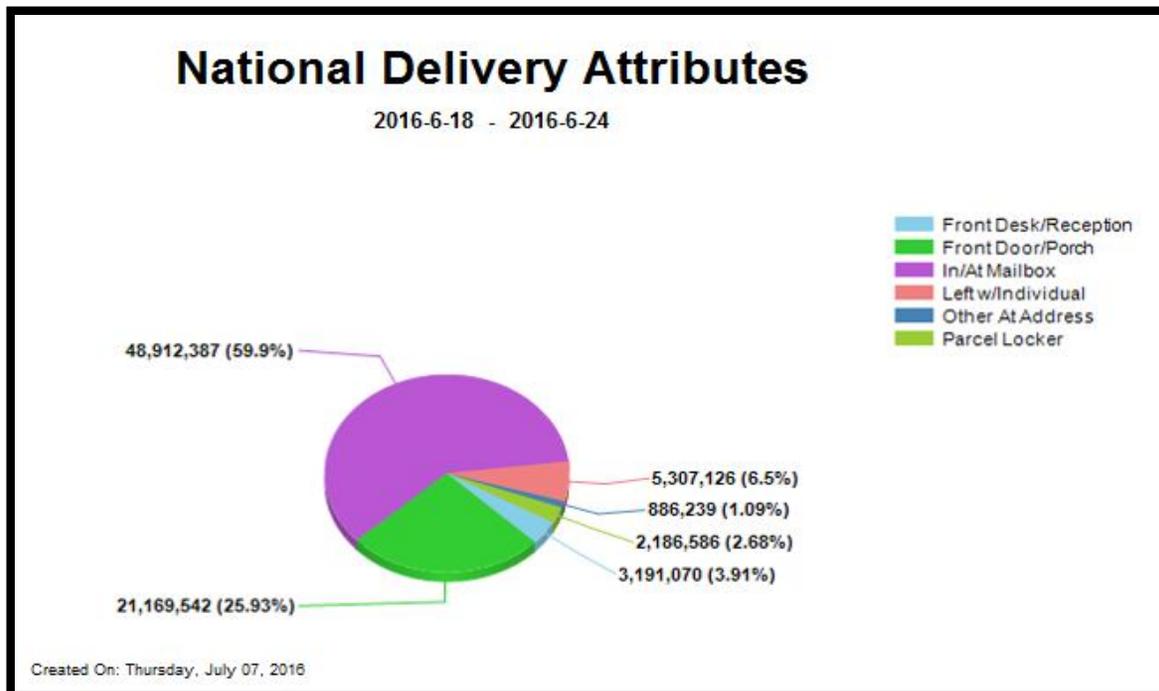


- Mail is considered UAA/RTS for the following reasons:
 - Customers Change of address order has expired or was not provided
 - Insufficient, illegible or incorrect address information
 - Physical inability to deliver (no mail receptacle, customer refused, etc.)

- Website created to analyze UAA scans
- Database provides:
 - Carrier route
 - Product type
 - Day of the week
 - Time of day



- We provided individual delivery location attributes for mail pieces that require a scan. This provides better visibility and accurate information for our customers.
- Delivery attribute data used internally to improve customer experience.



Delivered Location

1	In/At Mailbox
2	Front Door/Porch
3	Parcel Locker
4	Left w/Individual at Address
5	Front Desk/Reception
6	Garage Or Other At Address
7	Neighbor
8	Delivered to Agent
9	To Mailroom

ESC ENTER

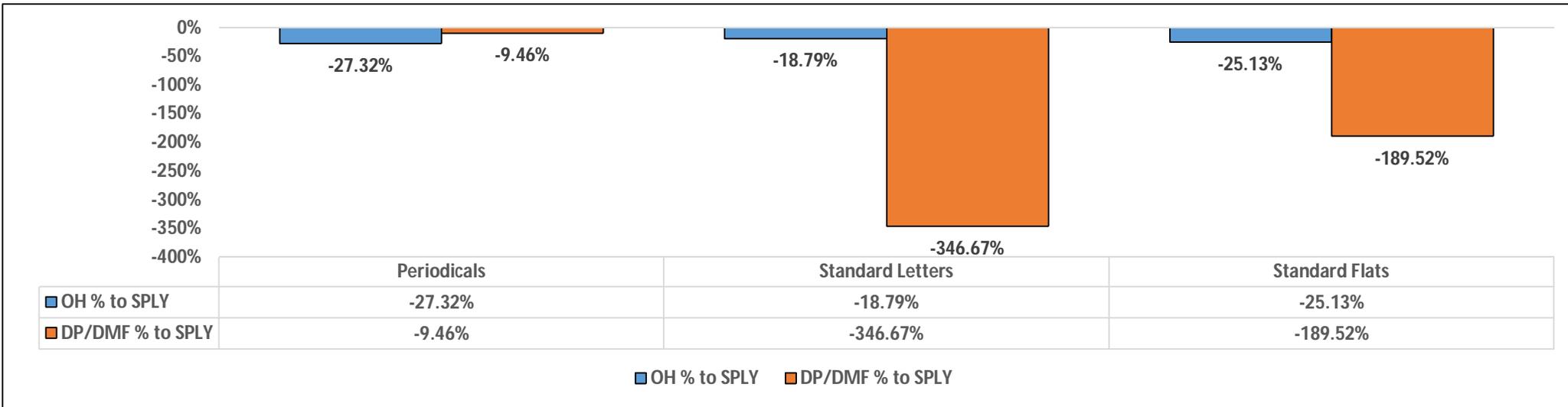
10:43 AM

- Internal Measurement tracking
- Dashboard created
- Area / District drill downs
- Identify mail flow and delivery issues

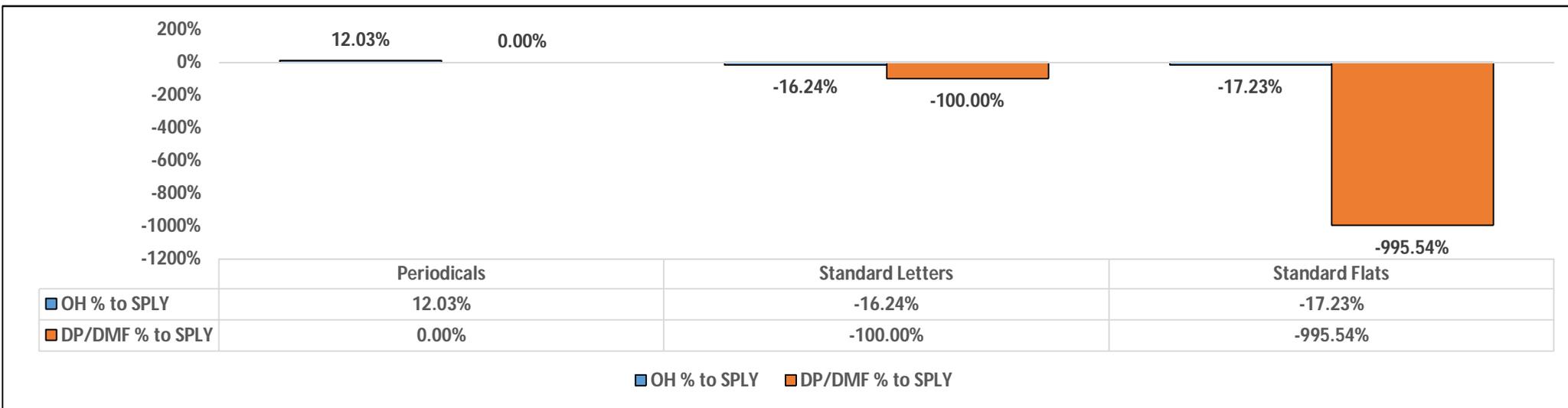
Area	District	MPOO	Delivery Unit
SOUTHERN	DAKOTAS	Manhattan Stations	FORT DEARBORN
NORTHEAST	WESTCHESTER	Area 0	SOUTHEAST
WESTERN	NORTHERN NEW ENGLAND	MPOO Area 1	MUSKOGEE
EASTERN	CENTRAL PENNSYLVANIA	MPOO 206 - 207	WATFORD CITY
CAPITAL METRO	ALBANY	POOM 3: NORTHERN (18 & AB	PLANETARIUM
GREAT LAKES	NEW YORK	Bronx Stations	TUNICA
PACIFIC	TENNESSEE	North	KINGSBRIDGE
	CONNECTICUT VALLEY	POOM 1: WESTERN	BOZEMAN
	DETROIT	MPOO - N	CATHEDRAL
	GREATER BOSTON	POOM 2: SOUTHERN	BETHLEHEM AIRPORT
	OKLAHOMA	PFC-481 - 4 MPOO (254800-	LENOX HILL
	CENTRAL PLAINS		

Plant & NDC Conditions – Post July 4th

Plant Conditions vs. SPLY



NDC Conditions vs. SPLY



Election & Political Mail Update



Political Mail informs voters and drives them to the polls



Increased voter turnout can create long poll lines

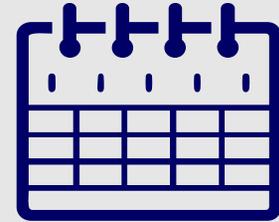


In the 2014 midterm election, 25% of voters cast ballots by mail – an increase of 3.5% over 2012

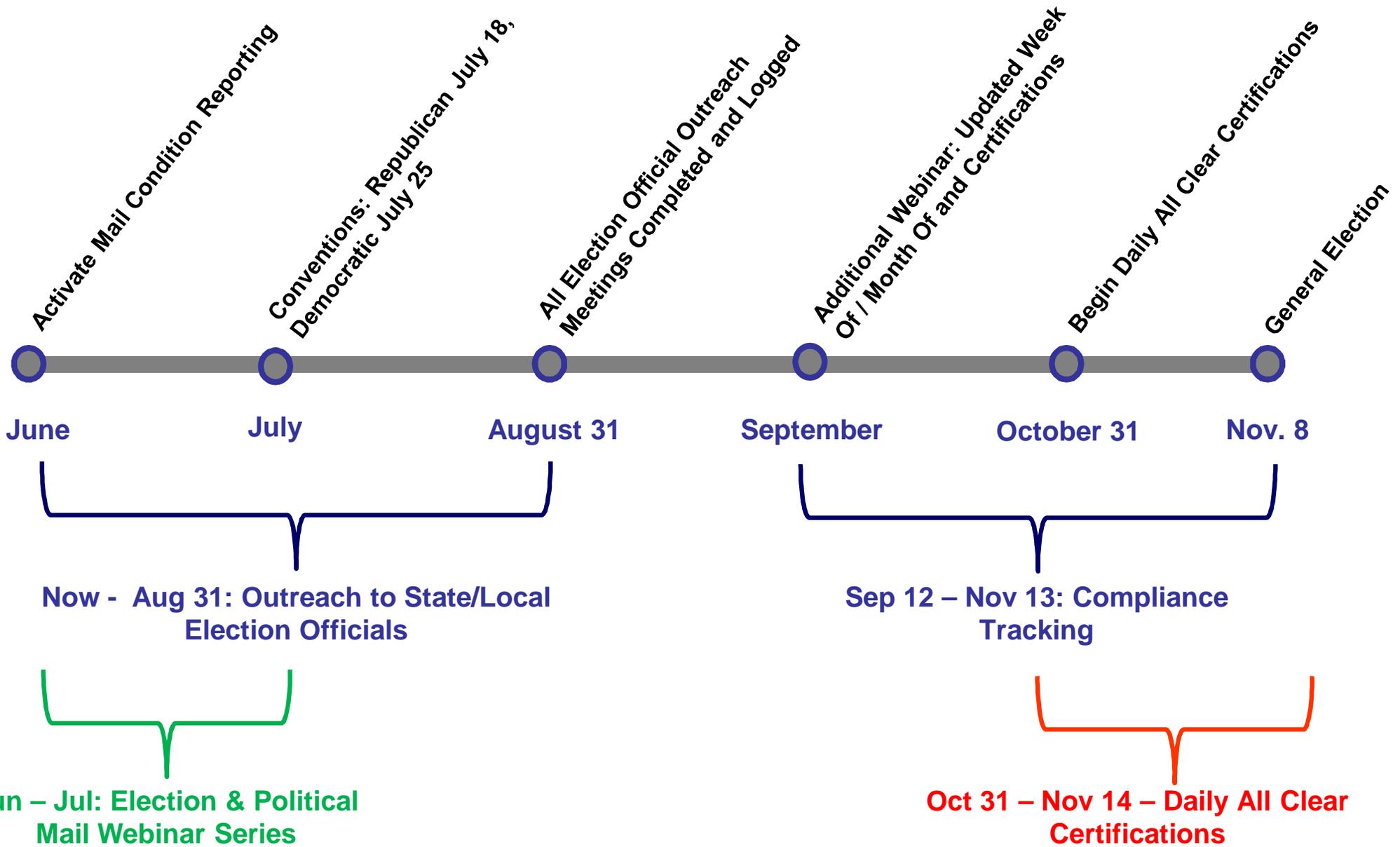


USPS employees are on the front lines and are working hard to provide excellent service to political and election mail customers

- **General Election:** Tuesday, November 8th, 2016
- **Presidential Election:**
 - Primaries started February 1st: Iowa
 - Super Tuesday: March 1st
 - Primaries completed June 14th: District of Columbia
- **Conventions:**
 - Republican National Convention: July 18th
 - Democratic National Convention: July 25th
- **469 Seats in US Congress**
 - 34 Senate seats
 - 435 House seats
- **12 Gubernatorial**
- **State & Local Elections**



2016 Election Cycle Milestones

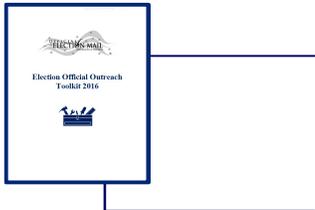


Legend

LEAD COORDINATOR (BOLD)
MAIL PROCESSING
DELIVERY/OPS PROG SUPP
BUSINESS MAIL ENTRY
CIC
MARKETING

Lead and Functional Political and Election Mail Coordinators have been designated for every Area and District

- Responsible for ensuring direct, two-way interaction with State and Local Election Officials



Extensive information and tools have been provided to help Coordinators prepare for these meetings

- Official Election Outreach Toolkit
- BlueShare page with additional collateral in response to issues reported – Cancellation Postmarks, Short Paid Ballots, Vote by Mail Ballots

Interactive maps to help Election Officials determine their correct USPS points of contact and to help USPS stakeholders access key District and state voting information



Webinar Series throughout June and July, 2016

- Series of 7 webinars focused on various Political and Election Mail subjects targeted at key stakeholder groups in the Field



- BlueShare Issue Log allows field and HQ employees to enter all issues related to Political and Election Mail so they can be tracked and resolved
- BlueShare Meeting Log tracks, to the District level, progress on completion of required Election Official meetings
- Political and Election Mail Scorecard is published weekly to report on issues and meeting progress



The screenshot shows two instances of a 'State Primary Certification' form. The top form has a 'Plant #' field and two checkboxes: 'I certify that this facility has been validated and is clear of political mail and political mail.' and 'I certify that this facility has implemented procedures to detect, identify and report on political mail, voter utilization and other prohibited activities.' The bottom form has an 'Address #' field and a similar checkbox: 'I certify that this office is clear of political mail and is clear of political mail.'

- Daily Certifications at facilities leading up to and following the primary elections and general election
- Facilities must certify that they are “All Clear” of Political and Election Mail
- Certifications are logged on the BlueShare and will be reflected in the weekly Scorecard



- Additional reporting and tracking is ongoing:
 - AFSM Cancellations
 - Election and Political Mail Logs at plants and BMEUs
 - MCRS Reporting
 - Political Mail Service Performance

Peak Season Readiness

Peak Season

- Week 1 12/05/16 – 12/11/16
- Week 2 12/12/16 – 12/18/16
- Week 3 12/19/16 – 12/25/16
- Week 4 12/26/16 – 01/01/17

- **National Operations Center**

- **Open November 29th – December 24th**
 - **Air Transportation Operations**
 - **Surface Transportation Operations**
 - **Processing Operations**
 - **Area Staff (Pacific and Western)**

- **Air Networks Capacity**
 - **Peak day 1.9M cft forecasted**
 - **Peak days December 13th and December 20th**
 - **Monday December 19th, extra FedEx operation**
 - **Additional flights for offshore locations**
 - **Additional flights for heavy origin markets**
 - **Last Priority Mail Express night operation on Friday, December 23rd**
 - **Last Priority Mail day operation on Saturday, December 24th**

Surface Transportation

- HQ and Area Peak meeting held June 7-9
 - ❑ 2015 Peak lanes and utilization evaluated
 - ❑ Air to surface diversion plan discussed
 - ❑ Peak period November 29th - December 23rd
 - High volume lanes to start earlier and run later
 - ❑ 2016 preliminary lanes planned
 - ❑ HCR stand-by go-anywhere contracts to be expanded
 - Key Network facilities
 - Team drivers report to facility ready to operate
 - Eliminate volume delays

Surface Transportation

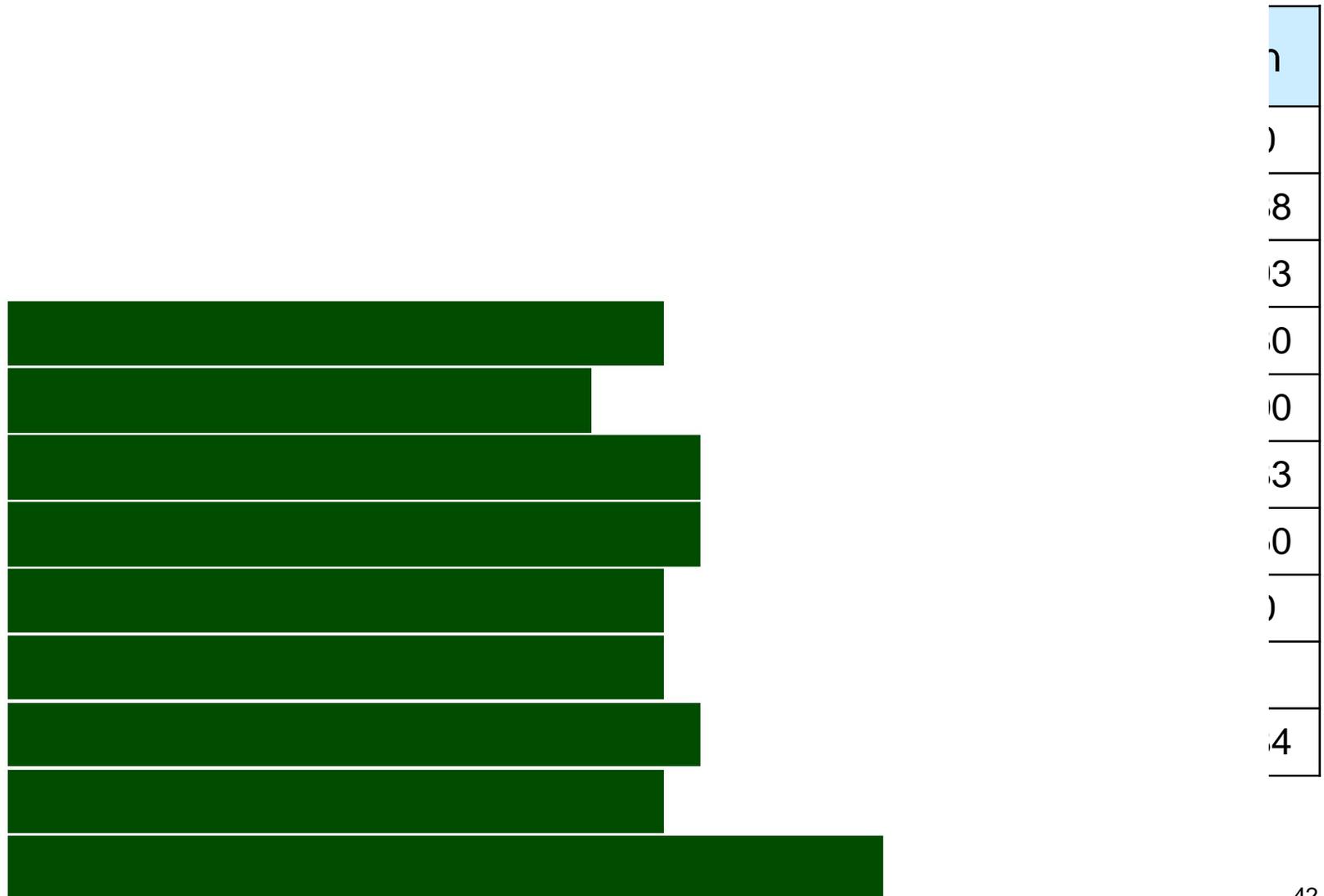
- ❑ Expansion of GPS tracking for HCR's
- ❑ HQ and Area 24/7 Network Operation Centers to “go live” starting Nov 29th or earlier if deemed necessary
- ❑ Peak leased trailer deployment and drayage schedule being developed
 - Lease period Nov 15 – Jan 14
 - All leased Peak trailers to be equipped with GPS

MTE Update

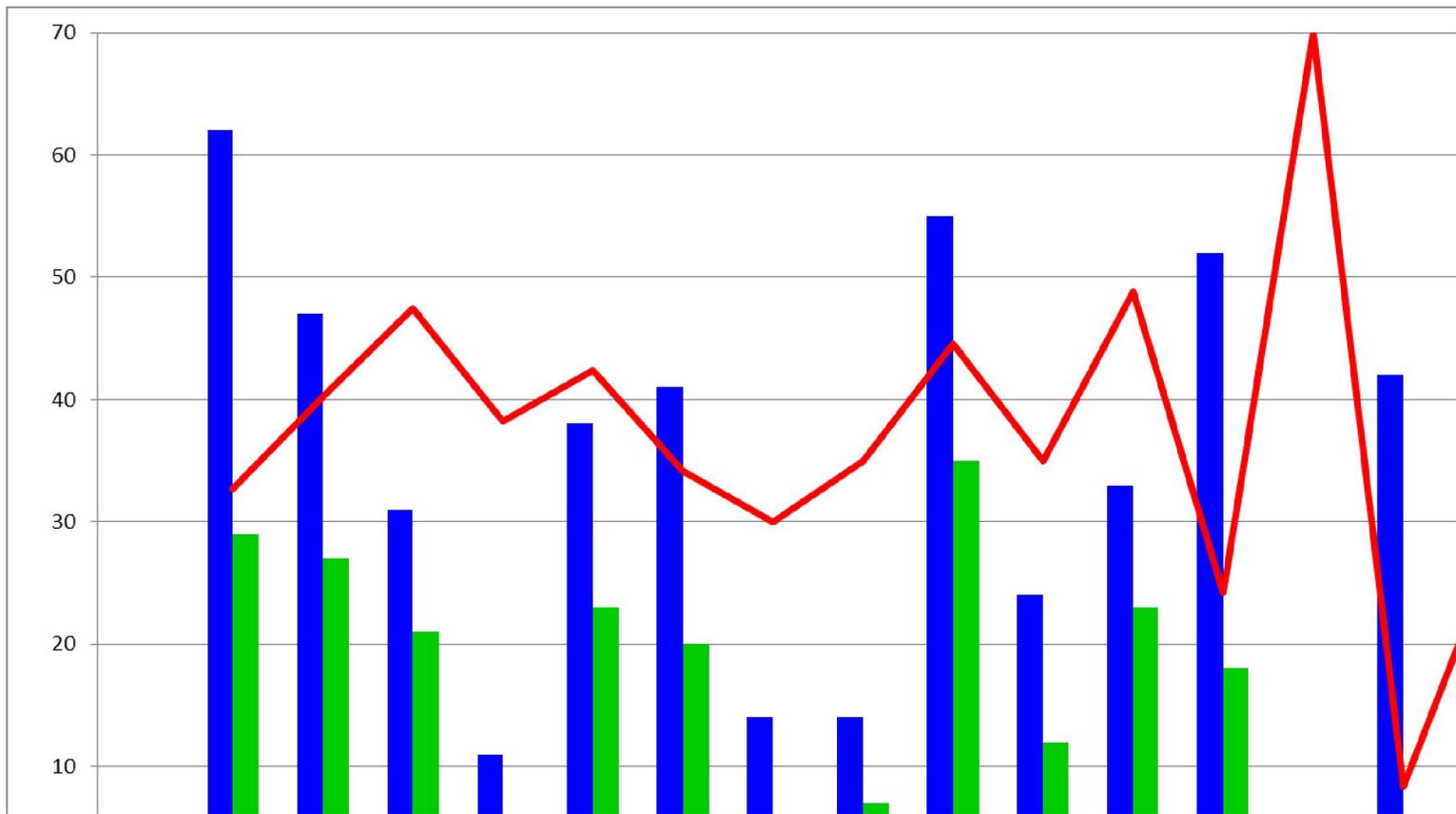
- ❑ April MTEOR update enabled ordering of label holders in cases as well as boxes.
- ❑ April MTEOR update enabled ordering of label holders for mailers serviced by local plants as well as MTESCs
- ❑ User Group 7 – Next meeting scheduled for July 21 at 13:00 EDT
- ❑ Currently working with Surface Visibility group to connect with MTEOR

MTE Inventory Status

As of 07/11/16	Current MTE SC On-Hand Inventory	1-Week Safety Inventory	Pieces +/- Safety Level	Percent +/- Safety Level	Demand vs SPLY	Inventory vs SPLY
Pallets	1,503,450	500,000	1,003,450	201%	13%	-25%
EMM Trays	4,872,640	2,000,000	2,872,640	144%	-5%	3%
Half Trays	3,692,410	1,500,000	2,192,410	146%	2%	71%
MM Trays	5,570,460	3,250,000	2,320,460	71%	-2%	99%
EMM Sleeves	6,902,700	2,500,000	4,402,700	176%	3%	7%
Half Sleeves	3,325,140	1,750,000	1,575,140	90%	7%	55%
MM Sleeves	3,812,184	4,500,000	-687,816	-15%	5%	28%
Flat Tubs	5,028,576	750,000	4,278,576	570%	-11%	36%
#1 Sacks	3,526,000	1,500,000	2,026,000	135%	16%	-21%



Mailer Inventory in MTEOR – Week ending July 8, 2016



MTE is ready for Fall Mailing Season



How Industry Partners Can Help:

- MTEOR weekly inventory

- Order trays & sleeves in like quantities (pieces not pallets)
 - Refer to graphics at:
<https://ribbs.usps.gov/index.cfm?page=industryoutreach>
or <https://ribbs.usps.gov/index.cfm?page=mteor>

- Continue to place equipment orders just-in-time based on production

- Contact your BSN to return MTE excess to your needs.

Open Discussion



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Periodicals Track

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Opening Remarks

Work Group Updates

Work Group 168

FSS Multi-Scheme Pallets

WG # 168: *FSS Multi-scheme Pallets*

Initial Meeting : 2/20/15 - Webinar

Target Completion Date: September 2016

INDUSTRY LEADER

Susan Pinter

sgpinter@arandell.com

POSTAL LEADERS

Paul Mitchell

paul.r.mitchell@usps.gov

- Work group began February 2015
- Monthly meetings
- Currently evaluating industry modeling
 - No more than 3 FSS Schemes
 - Modeling was conducted 250 lbs. thru 500 lbs.

- Goal is to reduce overall pallets while shifting to FSS Multi Scheme pallets
 - Early indication of data shows shift from SCF/NDC to FSS Scheme pallets
- Engineering and Operations evaluating current single scheme requirement

Continuing Actions:

- Near completion of modeling for the HSFF
- Future pricing structures are being evaluated
- R&D continuing in Philadelphia and Linthicum sites



Delivery Issues / Updates

Vice President – Delivery

Kevin McAdams

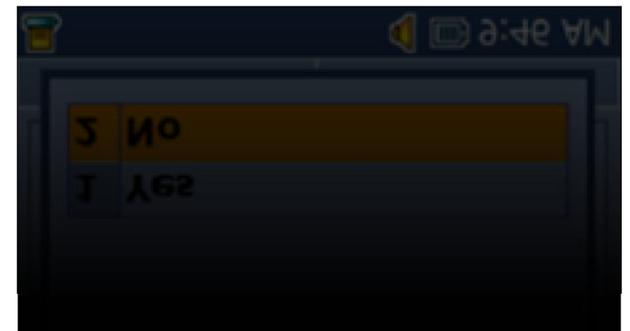


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- ❑ **Establishes a radius around delivery point**
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- ❑ **Positive feedback from field**





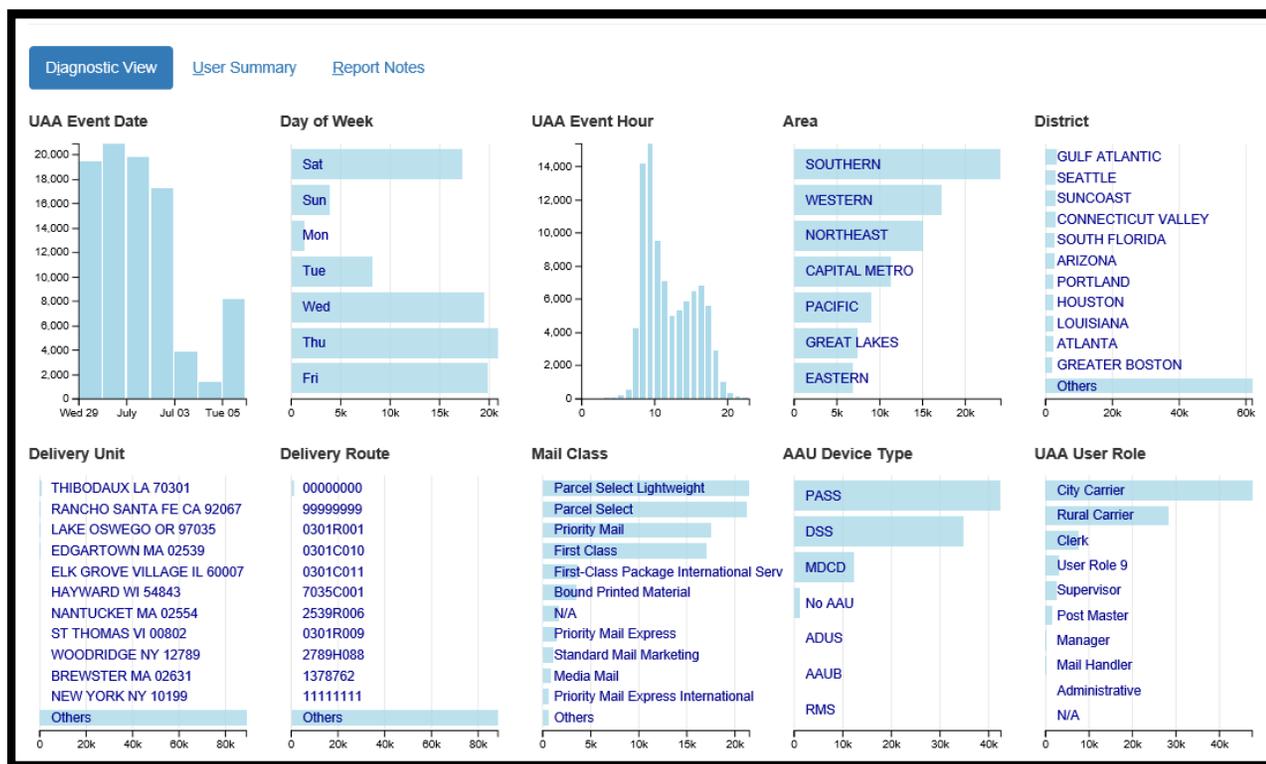
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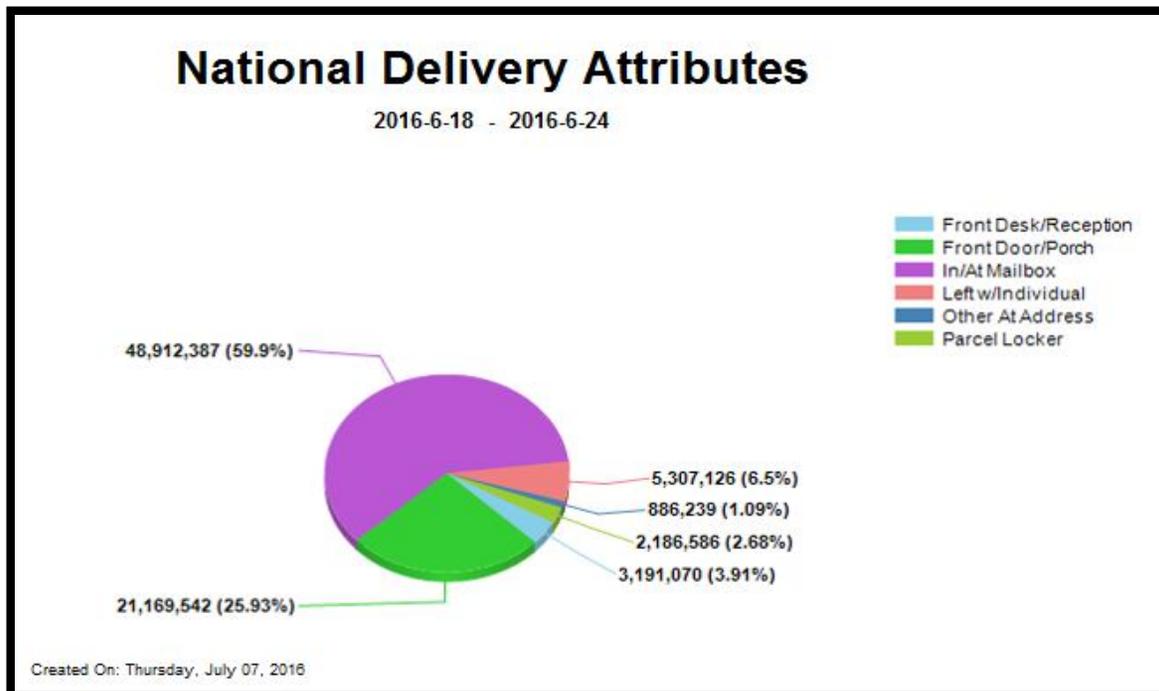
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Delivered Location	
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3	Parcel Locker
4	Left w/Individual at Address
5	Front Desk/Reception
6	Garage Or Other At Address
7	Neighbor
8	Delivered to Agent
9	To Mailroom

ESC ENTER

10:43 AM



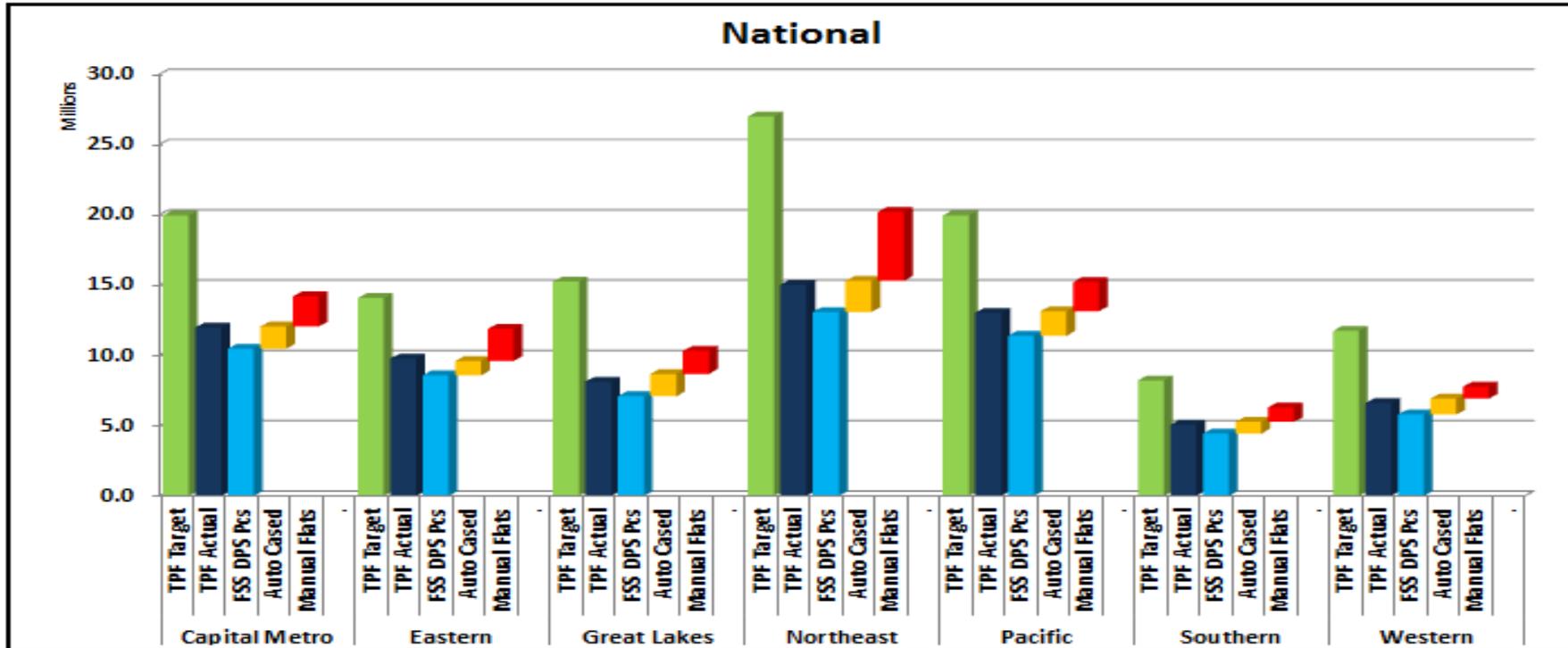
- ❑ Internal Measurement tracking
- ❑ Dashboard created
- ❑ Area / District drill downs
- ❑ Identify mail flow and delivery issues

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NORTHEAST	WESTCHESTER	Area 0	SOUTHEAST
WESTERN	NORTHERN NEW ENGLAND	MPOO Area 1	MUSKOGEE
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	CENTRAL PLAINS		

FSS Update

- Increase FSS machine utilization
- 238 new zones added in April
 - 1072 Rural Routes added
 - 1858 City Routes added
- FSS percentage
 - Leakage opportunities
 - Bundle breakage and handling
 - SPR impact

- WK 40



Area	TPF Target	TPF Actual	FSS DPS Pcs	Auto Cased	Manual Flats
Capital Metro	19,941,000	11,966,308	10,471,273	1,573,290	2,143,471
Eastern	14,076,000	9,750,760	8,580,258	1,019,390	2,278,204
Great Lakes	15,249,000	8,119,096	7,083,930	1,588,359	1,628,777
Northeast	26,979,000	15,019,574	13,080,328	2,210,953	4,899,842
Pacific	19,941,000	13,022,732	11,384,302	1,743,089	2,075,244
Southern	8,211,000	5,062,180	4,429,786	825,816	1,033,452
Western	11,730,000	6,601,456	5,783,815	1,127,994	857,764
Grand Total	116,127,000	69,542,106	60,813,692	10,088,891	14,916,753

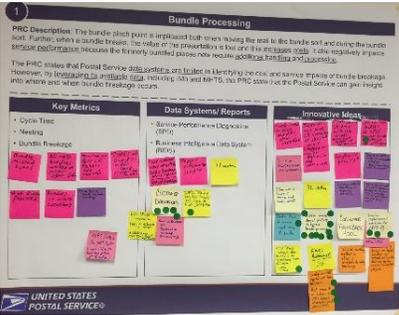
- Industry leaders and USPS leaders worked together to brainstorm ideas around:
 - What are key metrics USPS should use to measure cost and service performance?
 - What data systems / reports should USPS use to track key metrics?
 - What are some actionable and innovative ideas that can assist USPS in meeting service performance targets?

Brainstorming Session: Priority Outputs

Teams generated solutions for each of the 6 Pinch Points and then voted on the best ideas. The following solutions are what the group determined to be the most actionable at this time:

1

Bundle Processing

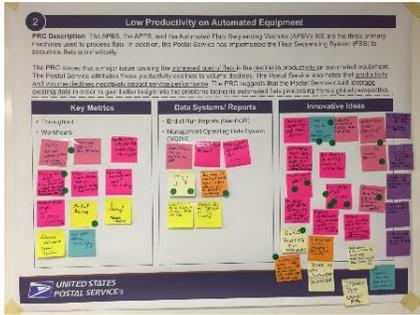


Priority Solutions:

- Customer Dashboard**
 - Standardize the process to provide key data to customers
- Better incentivize (i.e. direct pallets) to bypass bundle processing**
 - Part of MTAC workgroup 168, multi-scheme pallets
- Develop an eMIR app for real-time feedback**
 - Under review for development
- Develop replacement for APPS**
 - Next generation initiatives are being explored

2

Low Productivity on Automated Equipment

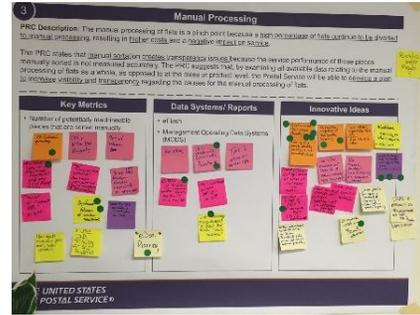


Priority Solutions:

- Report on how many flats are being keyed on APBS that should have been scanned**
 - Work method will be reviewed internally
- Improve transition times between sort schemes**
- Eliminate controllable leakage in FSS mail flow**
- Multi-scheme pallet**
 - Part of MTAC workgroup 168
- High-speed flats feeder**

3

Manual Processing



Priority Solutions:

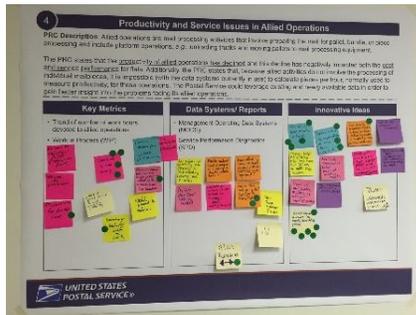
- eMIR is broken – need better communication back to mailers**
 - eMIR app
- Find a better way to identify committed and non-committed volume**
- Work to lower cost to handle mail not in FSS zones (75% of volume)**
 - Current initiative: Pure carrier route pallets dropped at DDU

Brainstorming Session: Priority Outputs

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4

Productivity and Service Issues in Allied Operations

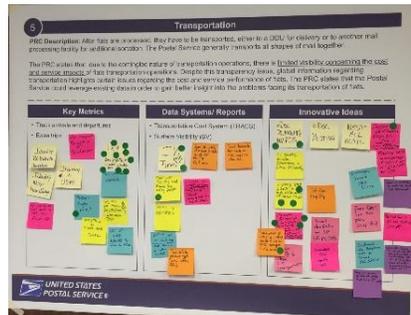


Priority Solutions:

1. **Identify volume by allied activity**
 - Reviewing ways to incorporate into Informed Visibility
2. **Fork drivers to have a PC with scanning capability on board**
 - Scanning devices are currently being used
3. **Decision by computer direction**
 - Part of Informed Visibility
4. **Incentivize Industry to create less overall/consolidated pallets**
 - Part of incentivize bundle processing

5

Transportation

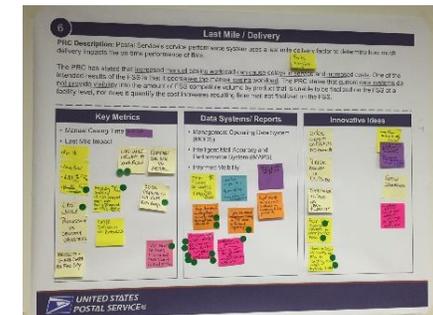


Priority Solutions:

1. **Surface Visibility**
 - Part of Informed Visibility
2. **eDOC**
 - Upgrade eDOC into an actionable system that communicates with the plant floor (i.e. volume/drop mail)

6

Last Mile/ Delivery



Priority Solutions:

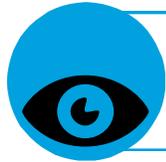
1. **Curtailed Mail**
 - Exploring ways to track how much curtailed mail fails to meet service standards
 - Developing methods to track flats left at DDU daily: by class curtailed/delayed
2. **Informed Visibility**
3. **FSS**
 - Ways to push real-time leakage updates to plants is being explored
 - Exploring possibility of identifying each FSS event by op codes

Brainstorming Session: Key Focus Areas

Numerous innovative ideas and solutions were generated during the brainstorming session. Many of these fell into the following high-level groupings:



Bundle Breakage. A dashboard is currently being developed that will allow both internal and industry stakeholders to see relevant data around bundle breakage



Informed Visibility. Focus on real-time, predictive, actionable data and predictive workload



Elimination of Controllable Leakage. Focus on pushing out live leakage updates to plants/Districts/Areas



High Speed Flats Feeder. Multi-scheme pallet / direct pallets to bypass bundle processing

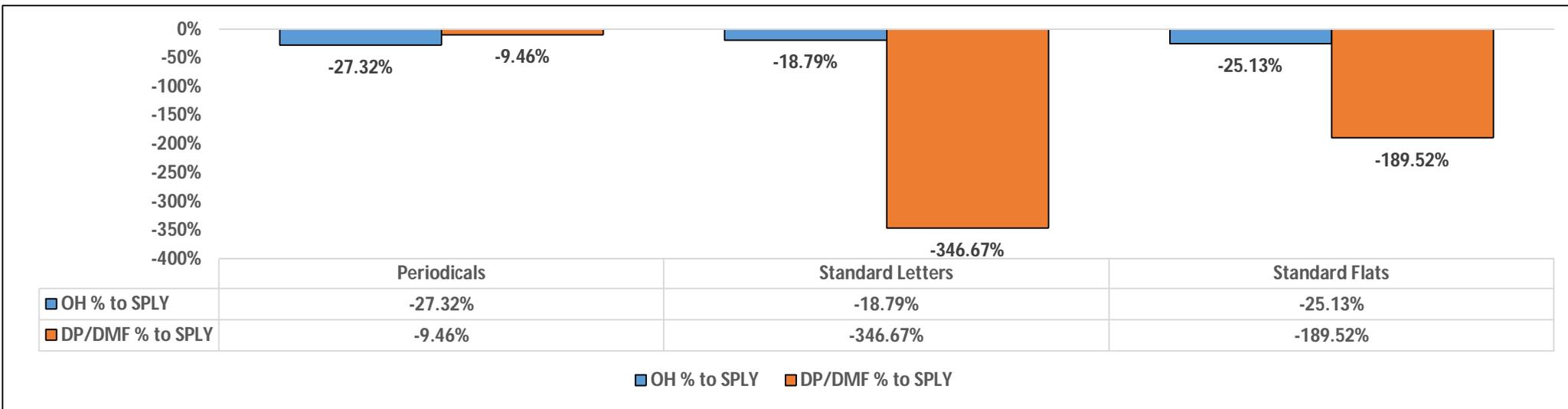


eDOC. Improving the flow of data between customers and the workroom floor

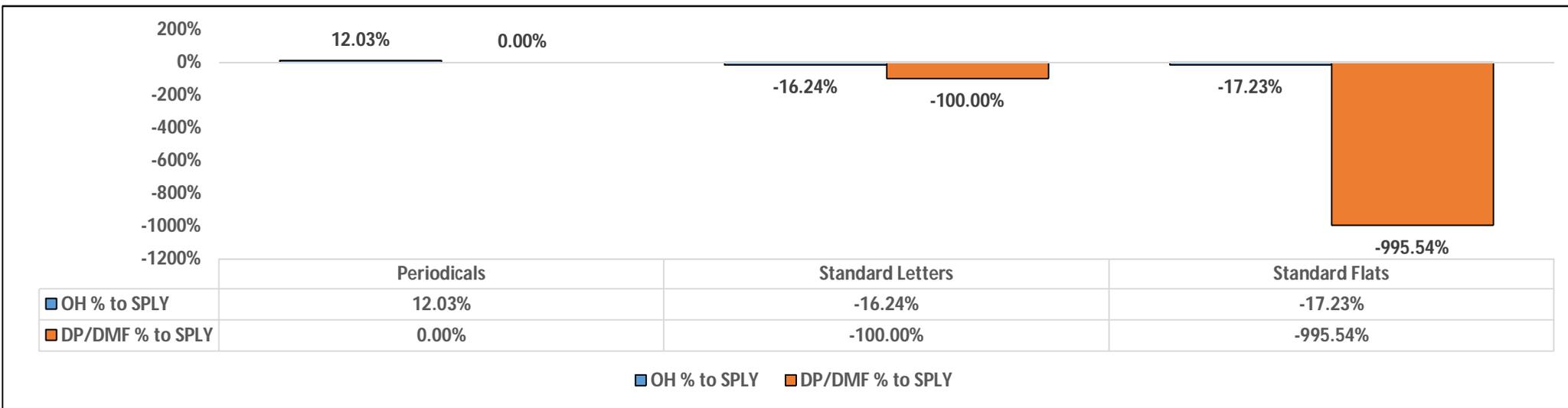
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Plant Conditions vs. SPLY



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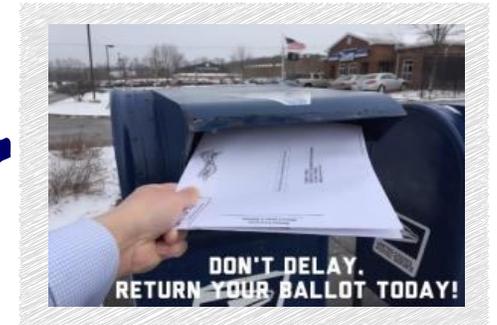
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Political Mail informs voters and drives them to the polls



Increased voter turnout can create long poll lines

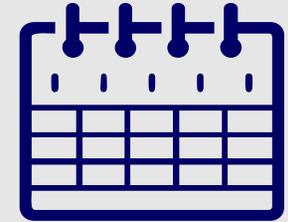


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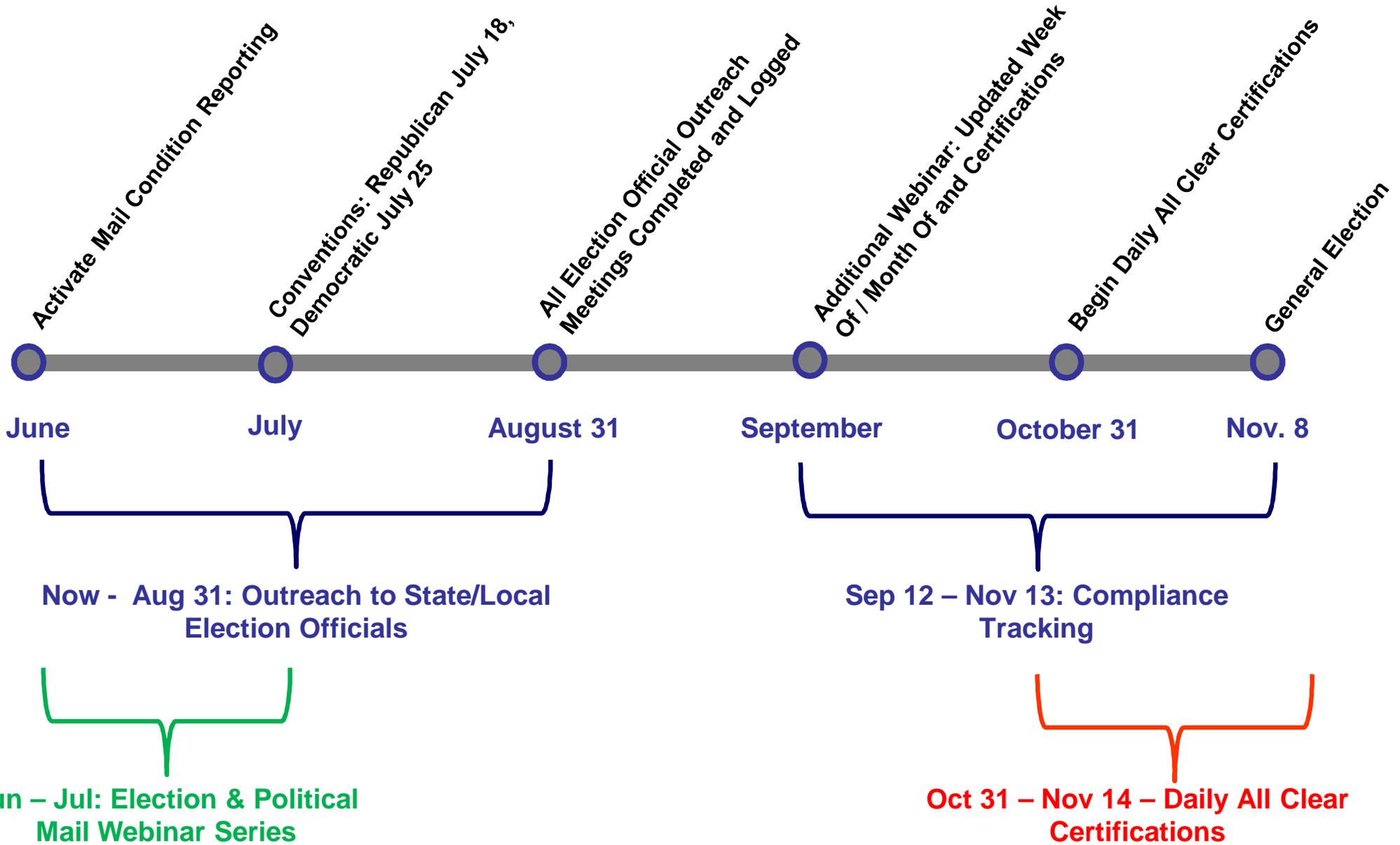


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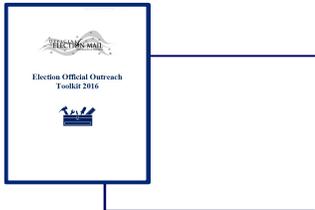


Legend

LEAD COORDINATOR (BOLD)
MAIL PROCESSING
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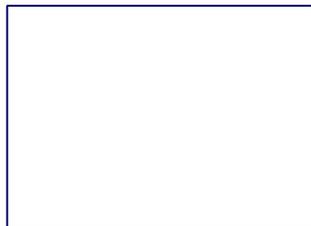
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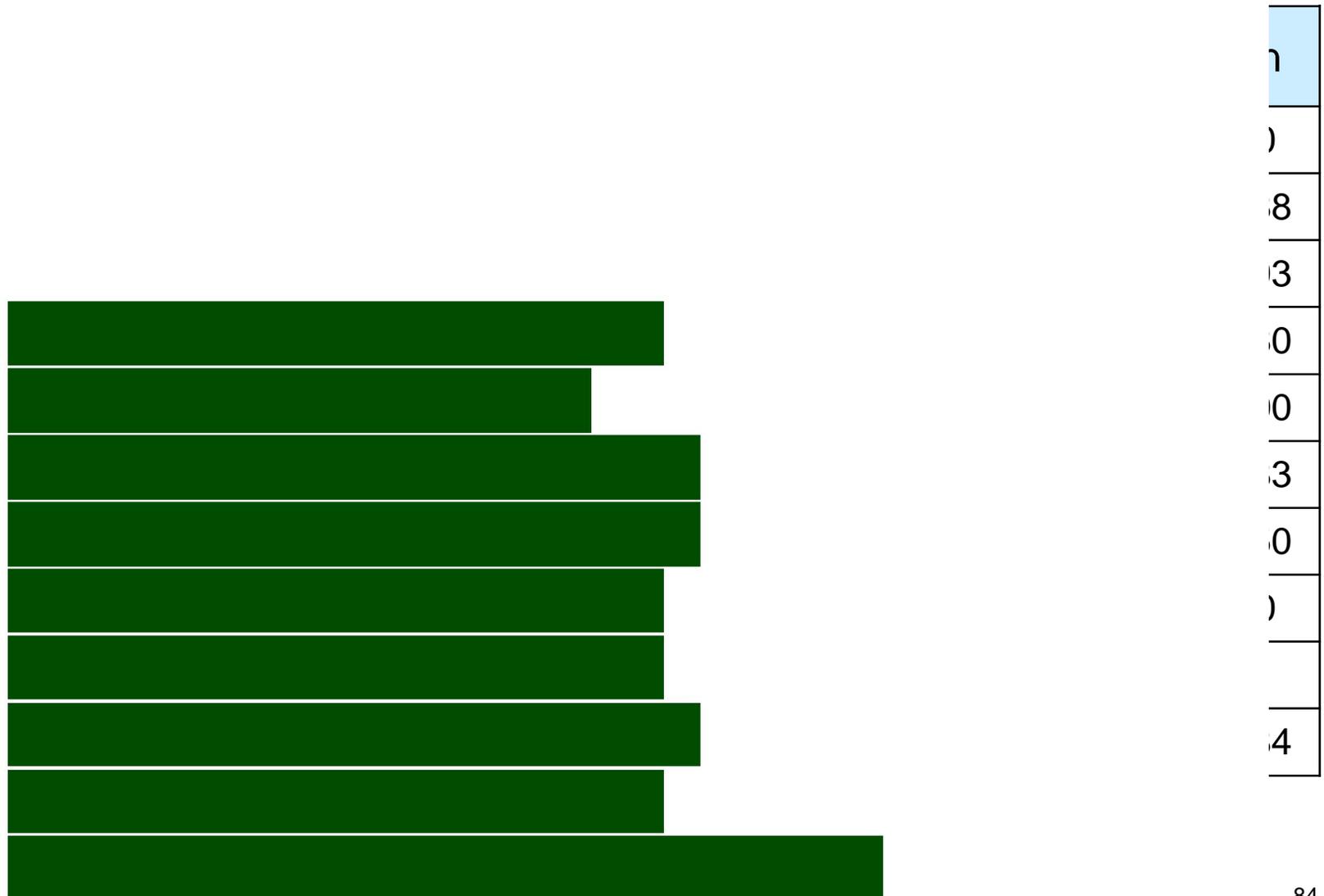
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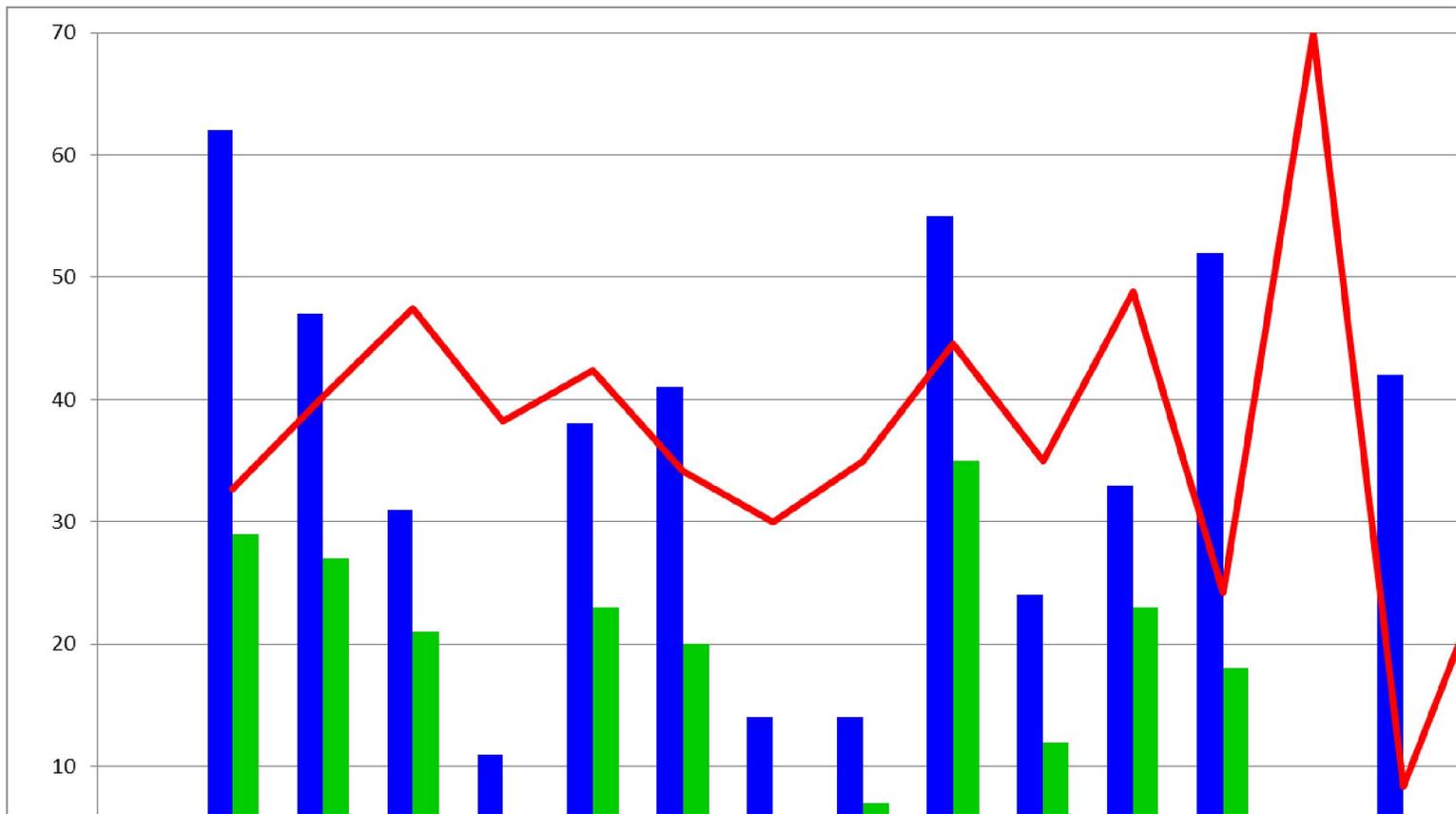
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Open Discussion



UNITED STATES
POSTAL SERVICE

MTAC

Mail Prep & Entry Focus Group

Standard Track

July 13, 2016

- Standard Track
 - Opening Remarks
 - Work Group Updates
 - Delivery Issues
 - FSS Update
 - Plant & NDC Conditions
 - Political and Election Mail Update
 - Peak Season Readiness
 - MTE Update
 - Open Discussion

Opening Remarks

Work Group Updates

Work Group 168

FSS Multi-Scheme Pallets

WG # 168: *FSS Multi-scheme Pallets*

Initial Meeting : 2/20/15 - Webinar

Target Completion Date: September 2016

INDUSTRY LEADER

Susan Pinter

sgpinter@arandell.com

POSTAL LEADERS

Paul Mitchell

paul.r.mitchell@usps.gov

- Work group began February 2015
- Monthly meetings
- Currently evaluating industry modeling
 - No more than 3 FSS Schemes
 - Modeling was conducted 250 lbs. thru 500 lbs.

- Goal is to reduce overall pallets while shifting to FSS Multi Scheme pallets
 - Early indication of data shows shift from SCF/NDC to FSS Scheme pallets
- Engineering and Operations evaluating current single scheme requirement

Continuing Actions:

- Near completion of modeling for the HSFF
- Future pricing structures are being evaluated
- R&D continuing in Philadelphia and Linthicum sites



Delivery Issues / Updates

Vice President – Delivery

Kevin McAdams

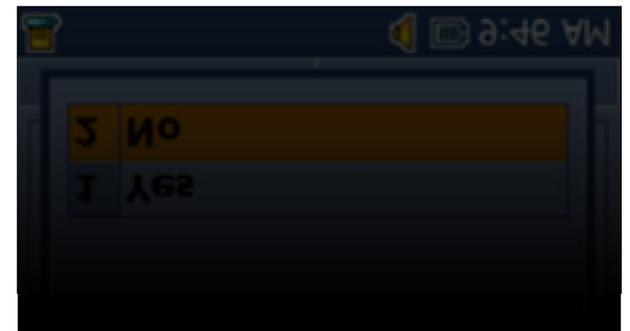


- Delivery Unit Supervisors assess the workload daily for each route and make a determination if mail will be curtailed due to:**
 - **Leveling the workload**
 - **Weather impacts that will expand street time**
- Unforeseen circumstances**
 - **Power failure**
 - **Mechanical failure**
- This data is recorded in pieces and class of mail in CSDRS and reviewed daily**

7/7/2016			
Sum of Cur Dlv Std Ltrs	Sum of Cur Dlv Std Flts	Sum of Cur CS Std Ltrs	Sum of Cur CS Std Flts
52957	13662	6219	28261



- ❑ **Currently in Pilot Phase**
- ❑ **Establishes a radius around delivery point**
- ❑ **Carrier must acknowledge delivery**
- ❑ **Positive feedback from field**





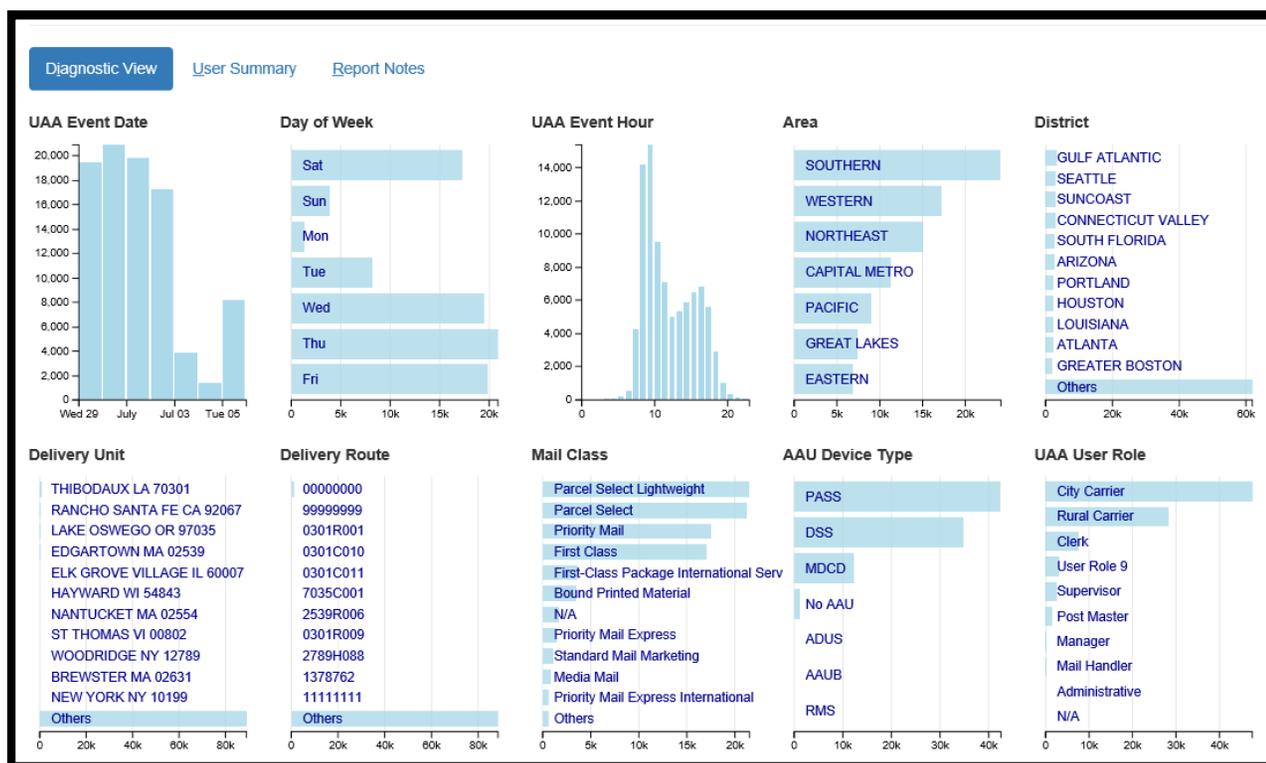
Mail is considered UAA/RTS for the following reasons:

- Customers Change of address order has expired or was not provided
- Insufficient, illegible or incorrect address information
- Physical inability to deliver (no mail receptacle, customer refused, etc.)

Website created to analyze UAA scans

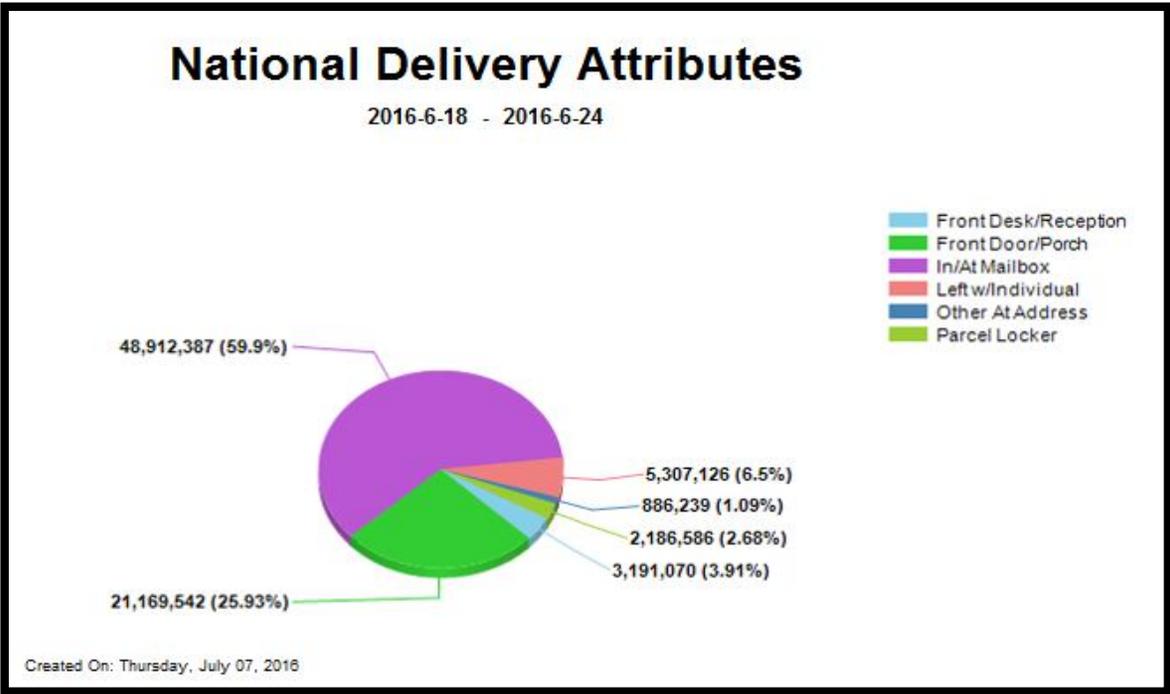
Database provides:

- Carrier route
- Product type
- Day of the week
- Time of day





- ❑ We provided individual delivery location attributes for mail pieces that require a scan. This provides better visibility and accurate information for our customers.
- ❑ Delivery attribute data used internally to improve customer experience.



Delivered Location	
1	In/At Mailbox
2	Front Door/Porch
3	Parcel Locker
4	Left w/Individual at Address
5	Front Desk/Reception
6	Garage Or Other At Address
7	Neighbor
8	Delivered to Agent
9	To Mailroom

ESC ENTER

10:43 AM



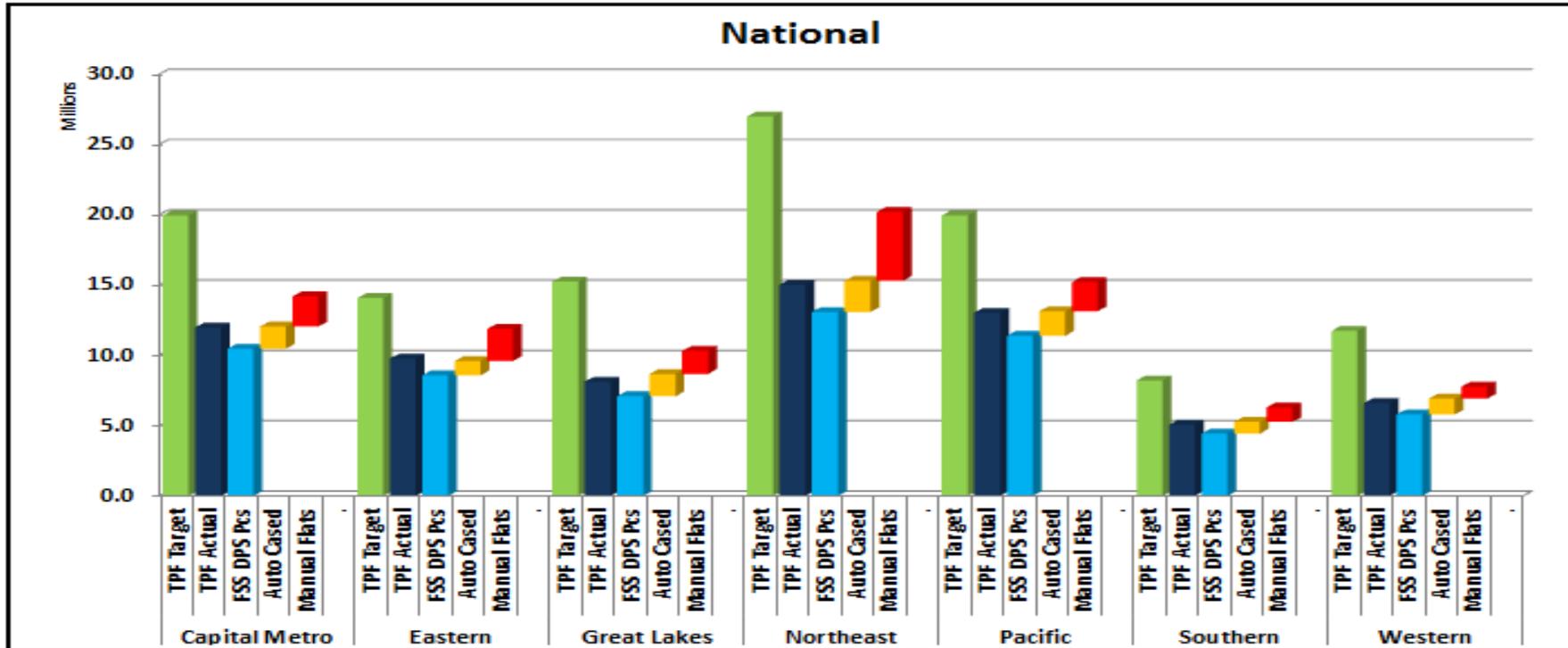
- ❑ Internal Measurement tracking
- ❑ Dashboard created
- ❑ Area / District drill downs
- ❑ Identify mail flow and delivery issues

Area	District	MPOO	Delivery Unit
SOUTHERN	DAKOTAS	Manhattan Stations	FORT DEARBORN
NORTHEAST	WESTCHESTER	Area 0	SOUTHEAST
WESTERN	NORTHERN NEW ENGLAND	MPOO Area 1	MUSKOGEE
EASTERN	CENTRAL PENNSYLVANIA	MPOO 206 - 207	WATFORD CITY
CAPITAL METRO	ALBANY	POOM 3: NORTHERN (18 & AB	PLANETARIUM
GREAT LAKES	NEW YORK	Bronx Stations	TUNICA
PACIFIC	TENNESSEE	North	KINGSBRIDGE
	CONNECTICUT VALLEY	POOM 1: WESTERN	BOZEMAN
	DETROIT	MPOO - N	CATHEDRAL
	GREATER BOSTON	POOM 2: SOUTHERN	BETHLEHEM AIRPORT
	OKLAHOMA	PFC-481 - 4 MPOO (254800-	LENOX HILL
	CENTRAL PLAINS		

FSS Update

- Increase FSS machine utilization
- 238 new zones added in April
 - 1072 Rural Routes added
 - 1858 City Routes added
- FSS percentage
 - Leakage opportunities
 - Bundle breakage and handling
 - SPR impact

- WK 40



Area	TPF Target	TPF Actual	FSS DPS Pcs	Auto Cased	Manual Flats
Capital Metro	19,941,000	11,966,308	10,471,273	1,573,290	2,143,471
Eastern	14,076,000	9,750,760	8,580,258	1,019,390	2,278,204
Great Lakes	15,249,000	8,119,096	7,083,930	1,588,359	1,628,777
Northeast	26,979,000	15,019,574	13,080,328	2,210,953	4,899,842
Pacific	19,941,000	13,022,732	11,384,302	1,743,089	2,075,244
Southern	8,211,000	5,062,180	4,429,786	825,816	1,033,452
Western	11,730,000	6,601,456	5,783,815	1,127,994	857,764
Grand Total	116,127,000	69,542,106	60,813,692	10,088,891	14,916,753

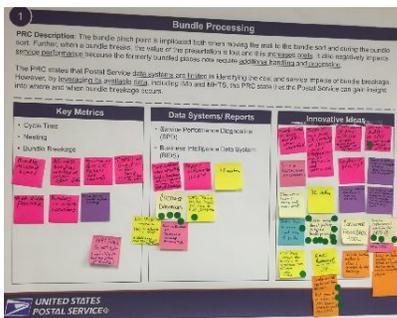
- Industry leaders and USPS leaders worked together to brainstorm ideas around:
 - What are key metrics USPS should use to measure cost and service performance?
 - What data systems / reports should USPS use to track key metrics?
 - What are some actionable and innovative ideas that can assist USPS in meeting service performance targets?

Brainstorming Session: Priority Outputs

Teams generated solutions for each of the 6 Pinch Points and then voted on the best ideas. The following solutions are what the group determined to be the most actionable at this time:

1

Bundle Processing

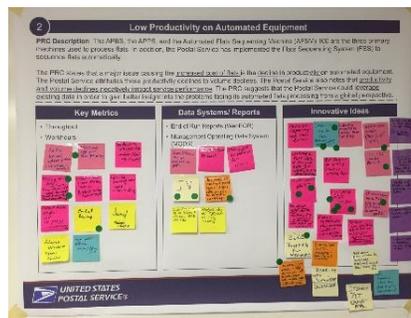


Priority Solutions:

1. **Customer Dashboard**
 - Standardize the process to provide key data to customers
2. **Better incentivize (i.e. direct pallets) to bypass bundle processing**
 - Part of MTAC workgroup 168, multi-scheme pallets
3. **Develop an eMIR app for real-time feedback**
 - Under review for development
4. **Develop replacement for APPS**
 - Next generation initiatives are being explored

2

Low Productivity on Automated Equipment

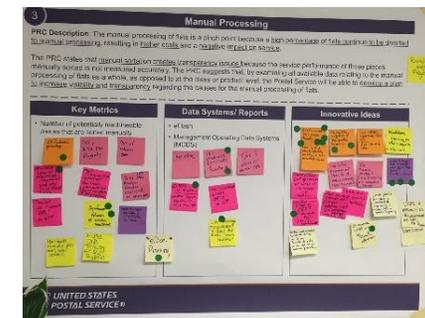


Priority Solutions:

1. **Report on how many flats are being keyed on APBS that should have been scanned**
 - Work method will be reviewed internally
2. **Improve transition times between sort schemes**
3. **Eliminate controllable leakage in FSS mail flow**
4. **Multi-scheme pallet**
 - Part of MTAC workgroup 168
5. **High-speed flats feeder**

3

Manual Processing



Priority Solutions:

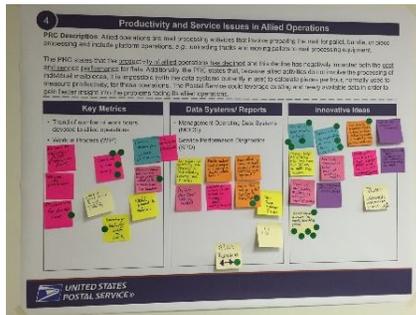
1. **eMIR is broken – need better communication back to mailers**
 - eMIR app
2. **Find a better way to identify committed and non-committed volume**
3. **Work to lower cost to handle mail not in FSS zones (75% of volume)**
 - Current initiative: Pure carrier route pallets dropped at DDU

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Productivity and Service Issues in Allied Operations

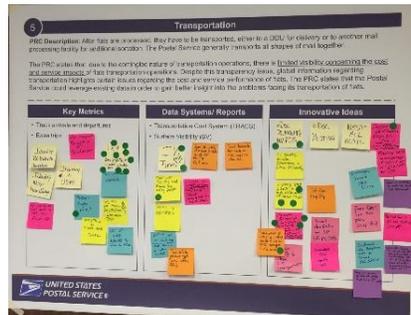


Priority Solutions:

1. **Identify volume by allied activity**
 - Reviewing ways to incorporate into Informed Visibility
2. **Fork drivers to have a PC with scanning capability on board**
 - Scanning devices are currently being used
3. **Decision by computer direction**
 - Part of Informed Visibility
4. **Incentivize Industry to create less overall/consolidated pallets**
 - Part of incentivize bundle processing

5

Transportation

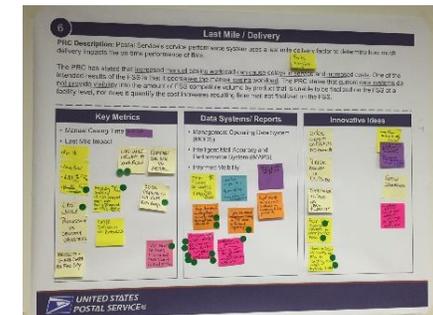


Priority Solutions:

1. **Surface Visibility**
 - Part of Informed Visibility
2. **eDOC**
 - Upgrade eDOC into an actionable system that communicates with the plant floor (i.e. volume/drop mail)

6

Last Mile/ Delivery



Priority Solutions:

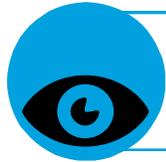
1. **Curtailed Mail**
 - Exploring ways to track how much curtailed mail fails to meet service standards
 - Developing methods to track flats left at DDU daily: by class curtailed/delayed
2. **Informed Visibility**
3. **FSS**
 - Ways to push real-time leakage updates to plants is being explored
 - Exploring possibility of identifying each FSS event by op codes

Brainstorming Session: Key Focus Areas

Numerous innovative ideas and solutions were generated during the brainstorming session. Many of these fell into the following high-level groupings:



Bundle Breakage. A dashboard is currently being developed that will allow both internal and industry stakeholders to see relevant data around bundle breakage



Informed Visibility. Focus on real-time, predictive, actionable data and predictive workload



Elimination of Controllable Leakage. Focus on pushing out live leakage updates to plants/Districts/Areas



High Speed Flats Feeder. Multi-scheme pallet / direct pallets to bypass bundle processing

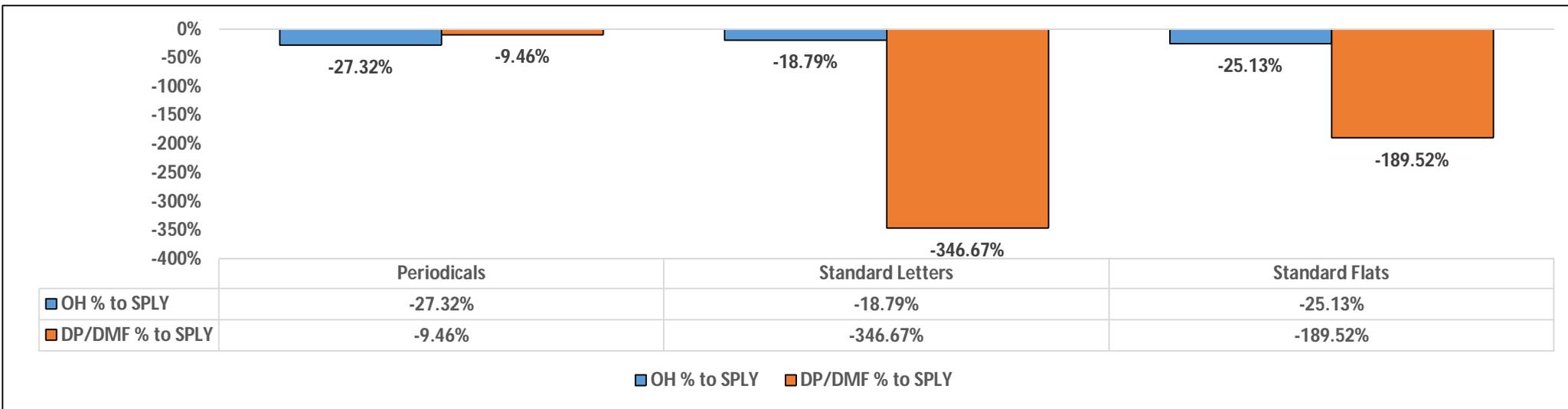


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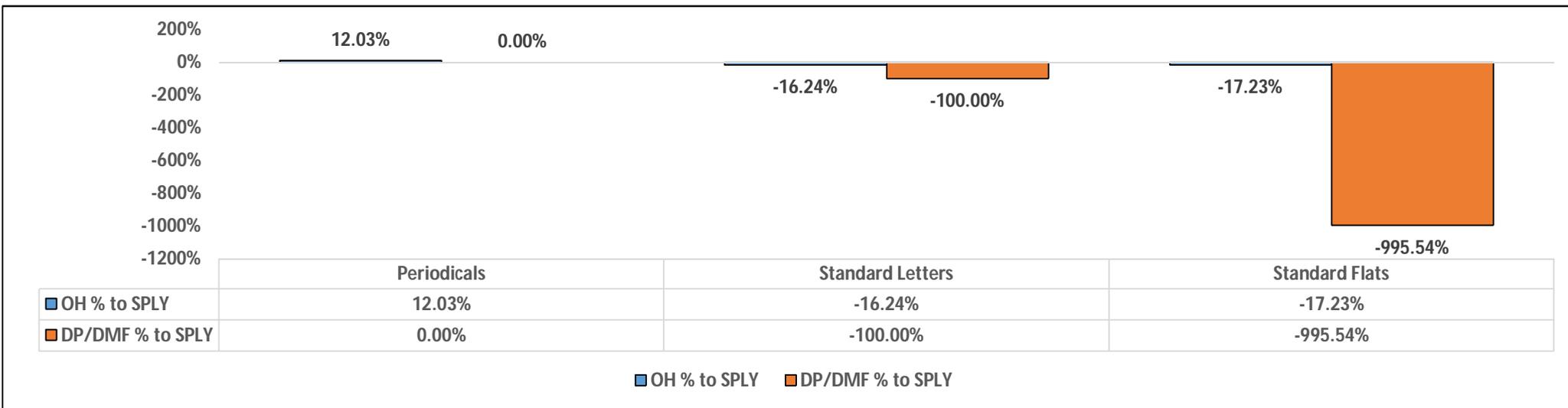
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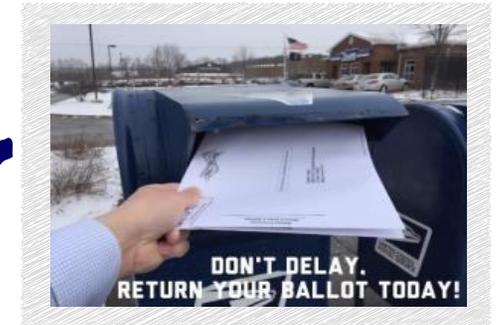
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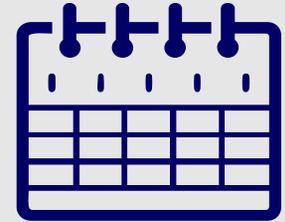


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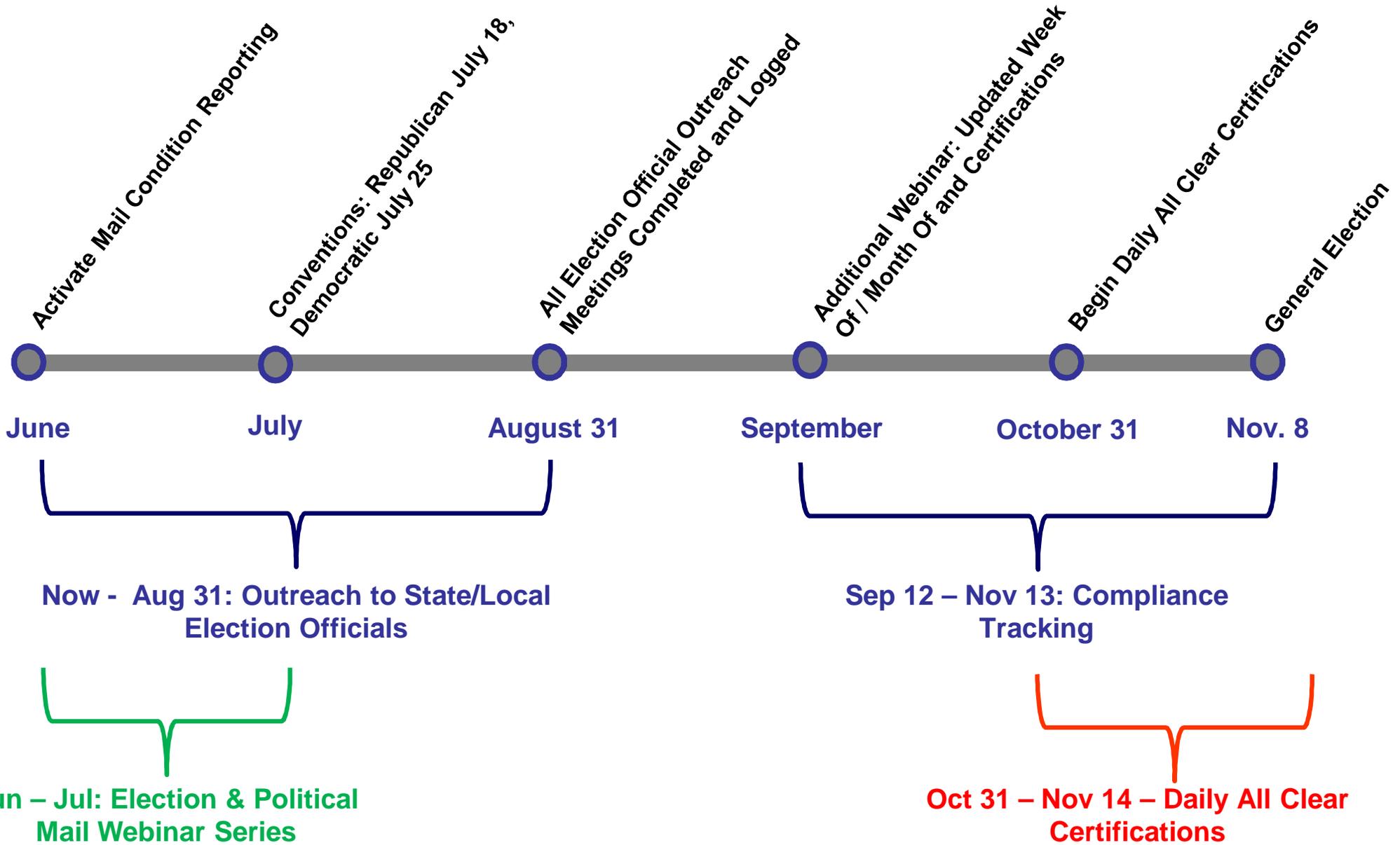


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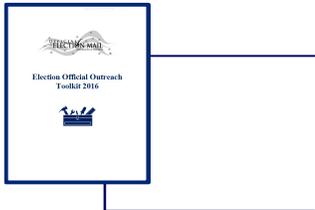


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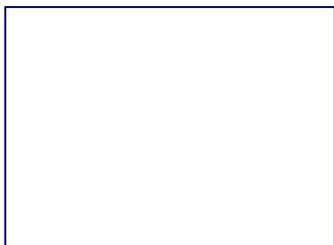
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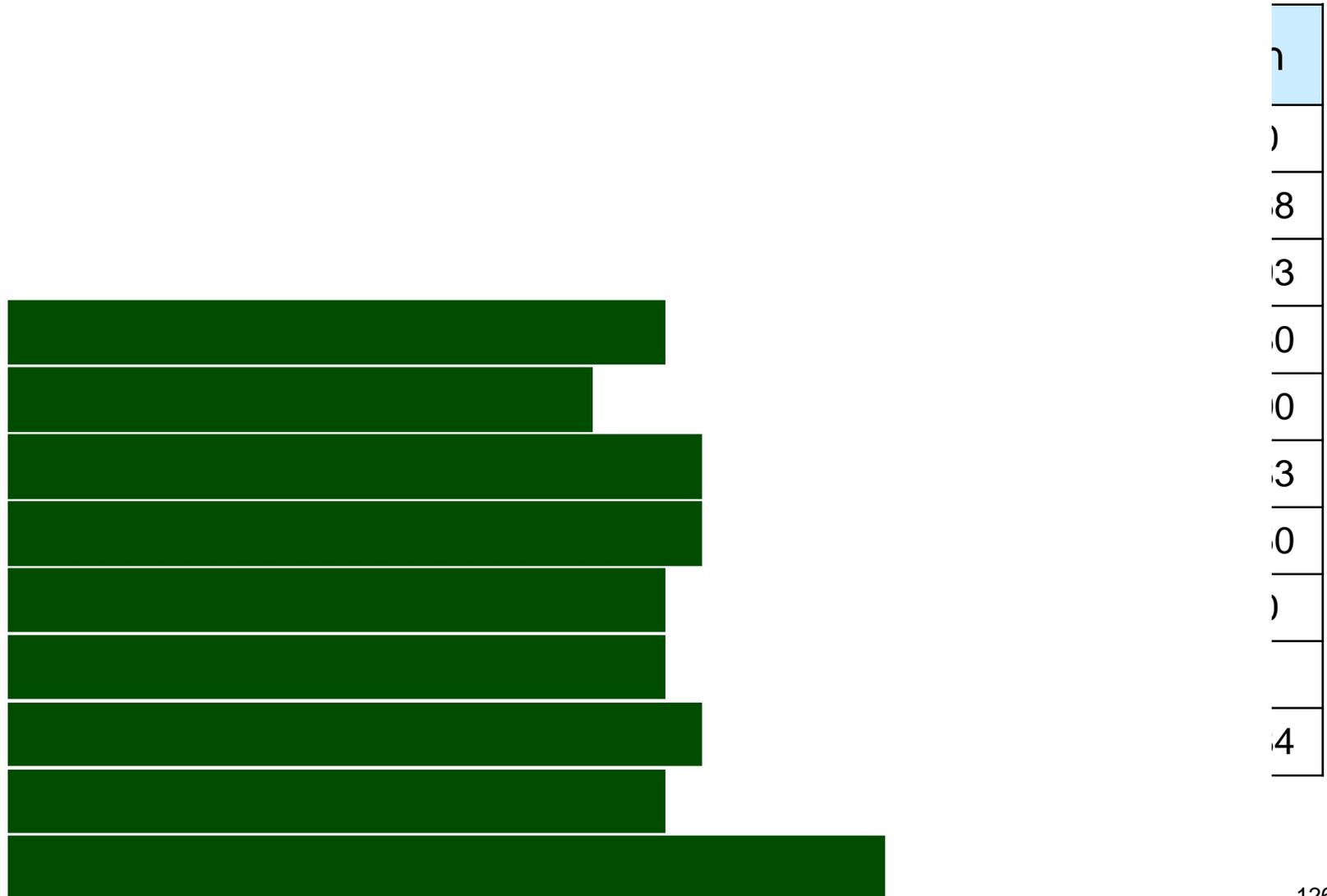
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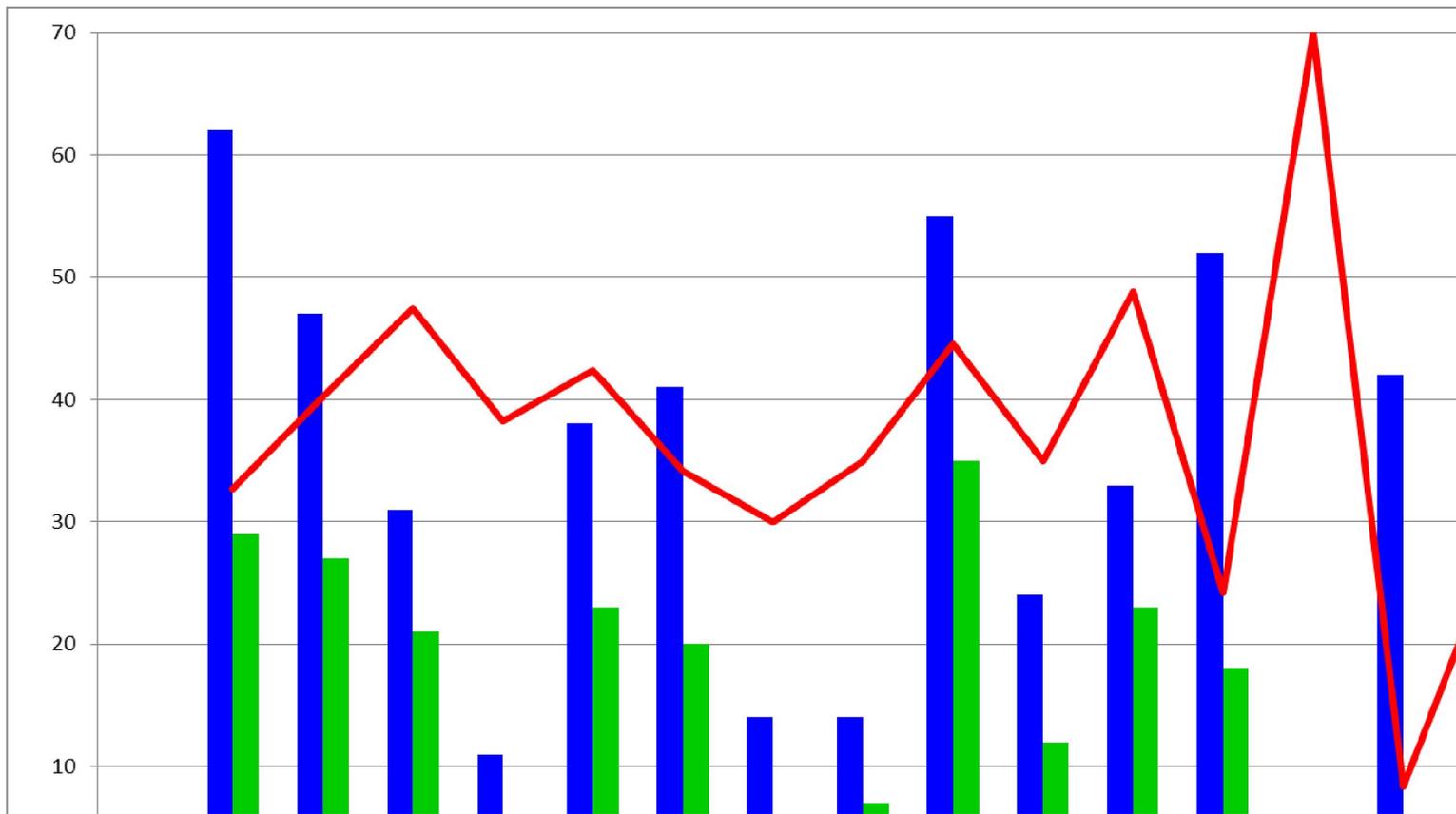
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July 13, 2016

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 - Work Group Updates
 - Delivery Issues
 - FSS Update
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 - Political and Election Mail Update
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Opening Remarks

Work Group Updates



Work Group 175 Customer Supplier Agreement (CSA)



- ❑ **Goal: Develop universal business rules to optimize First-Class separations for National Network**
 - Separations determined by Modeling Mailers current preparation
 - Improve service by directly taking the mail closer to the destination and reduce tray handling
 - Pallets can be cross-docked to destination

- ❑ **Industry Concerns:**
 - More space needed at Mailer Facilities due to increased separations

- ❑ **USPS Concerns:**
 - Ensure change benefits mail processing and has a positive impact on service scores
 - Ability to customize specific sites
 - ◆ Key sites that may not fit a National Model Plan



❑ **Current Activities:**

- **Model and Validate operational impact of business rules on selected mailers**

❑ **Next Steps:**

- **Share Results with Industry**
- **Discuss results and changes with USPS Operations**
- **Adjust current CSA to mimic the Model**
- **Pilot the proposed rules for a period of 4 weeks**



Delivery Issues / Updates

Vice President – Delivery

Kevin McAdams

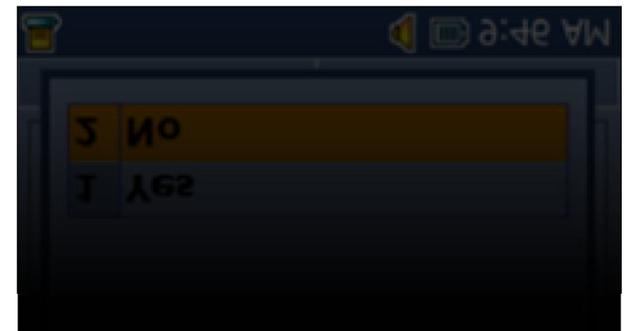


- Delivery Unit Supervisors assess the workload daily for each route and make a determination if mail will be curtailed due to:**
 - **Leveling the workload**
 - **Weather impacts that will expand street time**
- Unforeseen circumstances**
 - **Power failure**
 - **Mechanical failure**
- This data is recorded in pieces and class of mail in CSDRS and reviewed daily**

7/7/2016			
Sum of Cur Dlv Std Ltrs	Sum of Cur Dlv Std Flts	Sum of Cur CS Std Ltrs	Sum of Cur CS Std Flts
52957	13662	6219	28261



- ❑ **Currently in Pilot Phase**
- ❑ **Establishes a radius around delivery point**
- ❑ **Carrier must acknowledge delivery**
- ❑ **Positive feedback from field**





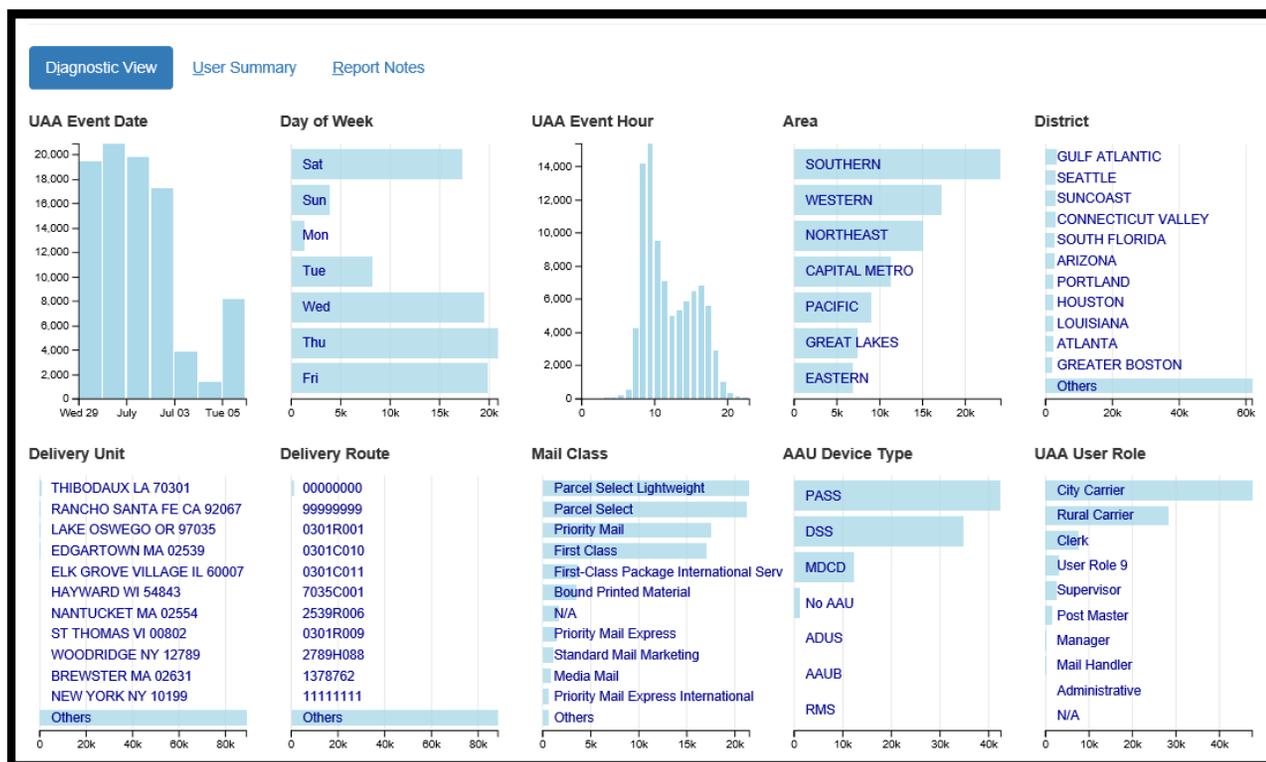
Mail is considered UAA/RTS for the following reasons:

- Customers Change of address order has expired or was not provided
- Insufficient, illegible or incorrect address information
- Physical inability to deliver (no mail receptacle, customer refused, etc.)

Website created to analyze UAA scans

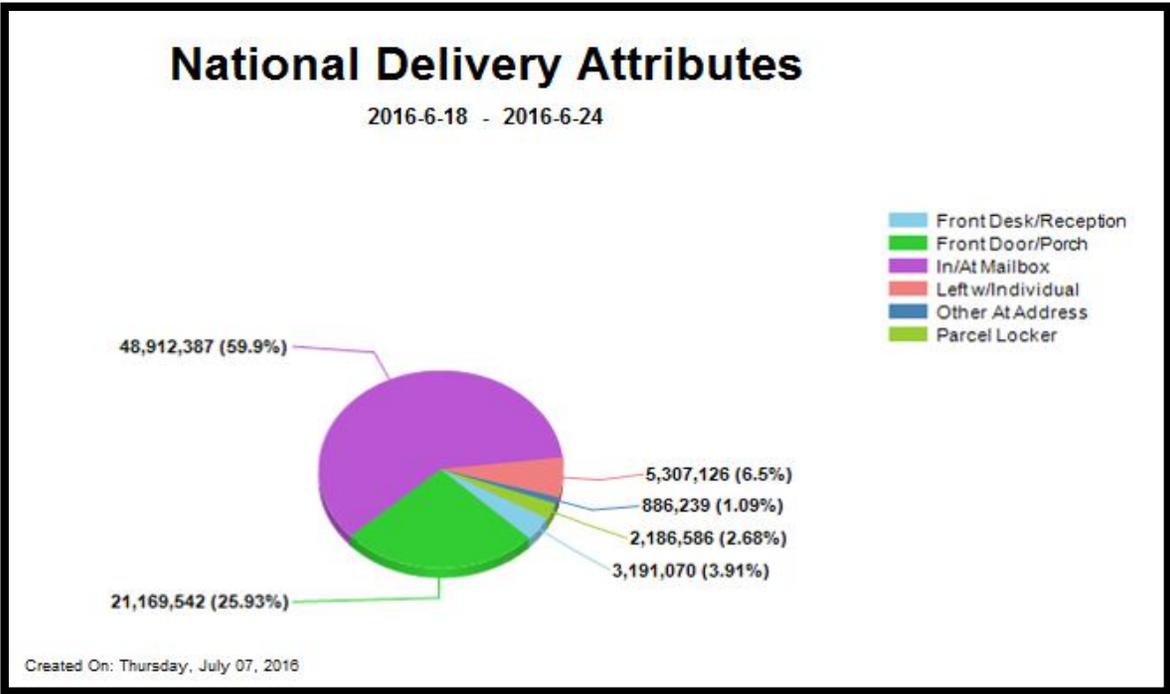
Database provides:

- Carrier route
- Product type
- Day of the week
- Time of day





- ❑ We provided individual delivery location attributes for mail pieces that require a scan. This provides better visibility and accurate information for our customers.
- ❑ Delivery attribute data used internally to improve customer experience.



Delivered Location

1	In/At Mailbox
2	Front Door/Porch
3	Parcel Locker
4	Left w/Individual at Address
5	Front Desk/Reception
6	Garage Or Other At Address
7	Neighbor
8	Delivered to Agent
9	To Mailroom

ESC ENTER

10:43 AM



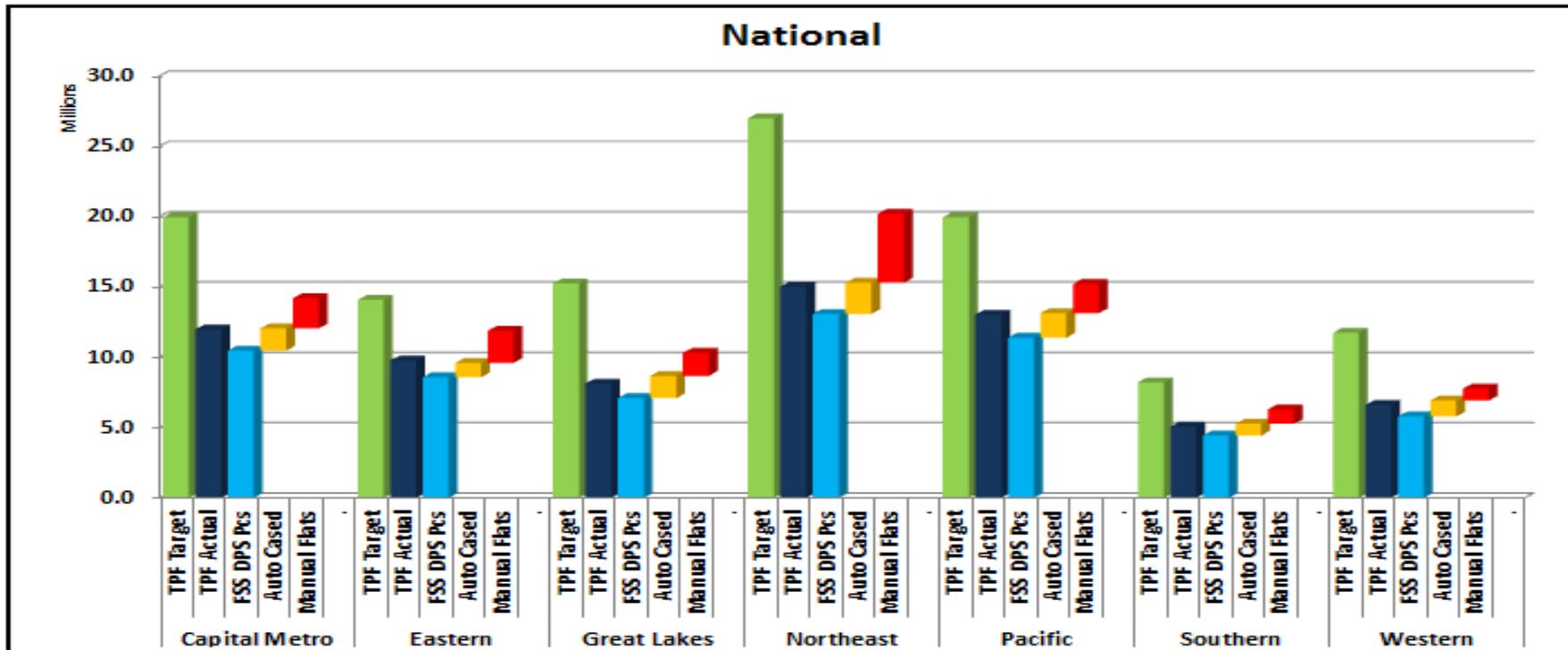
- ❑ Internal Measurement tracking
- ❑ Dashboard created
- ❑ Area / District drill downs
- ❑ Identify mail flow and delivery issues

Area	District	MPOO	Delivery Unit
SOUTHERN	DAKOTAS	Manhattan Stations	FORT DEARBORN
NORTHEAST	WESTCHESTER	Area 0	SOUTHEAST
WESTERN	NORTHERN NEW ENGLAND	MPOO Area 1	MUSKOGEE
EASTERN	CENTRAL PENNSYLVANIA	MPOO 206 - 207	WATFORD CITY
CAPITAL METRO	ALBANY	POOM 3: NORTHERN (18 & AB	PLANETARIUM
GREAT LAKES	NEW YORK	Bronx Stations	TUNICA
PACIFIC	TENNESSEE	North	KINGSBRIDGE
	CONNECTICUT VALLEY	POOM 1: WESTERN	BOZEMAN
	DETROIT	MPOO - N	CATHEDRAL
	GREATER BOSTON	POOM 2: SOUTHERN	BETHLEHEM AIRPORT
	OKLAHOMA	PFC-481 - 4 MPOO (254800-	LENOX HILL
	CENTRAL PLAINS		

FSS Update

- Increase FSS machine utilization
- 238 new zones added in April
 - 1072 Rural Routes added
 - 1858 City Routes added
- FSS percentage
 - Leakage opportunities
 - Bundle breakage and handling
 - SPR impact

- WK 40



Area	TPF Target	TPF Actual	FSS DPS Pcs	Auto Cased	Manual Flats
Capital Metro	19,941,000	11,966,308	10,471,273	1,573,290	2,143,471
Eastern	14,076,000	9,750,760	8,580,258	1,019,390	2,278,204
Great Lakes	15,249,000	8,119,096	7,083,930	1,588,359	1,628,777
Northeast	26,979,000	15,019,574	13,080,328	2,210,953	4,899,842
Pacific	19,941,000	13,022,732	11,384,302	1,743,089	2,075,244
Southern	8,211,000	5,062,180	4,429,786	825,816	1,033,452
Western	11,730,000	6,601,456	5,783,815	1,127,994	857,764
Grand Total	116,127,000	69,542,106	60,813,692	10,088,891	14,916,753

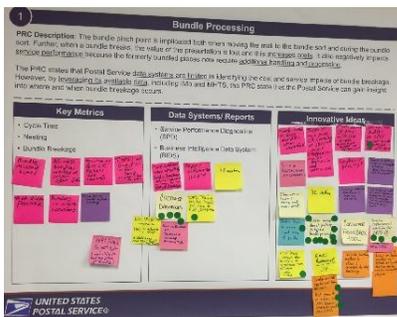
- Industry leaders and USPS leaders worked together to brainstorm ideas around:
 - What are key metrics USPS should use to measure cost and service performance?
 - What data systems / reports should USPS use to track key metrics?
 - What are some actionable and innovative ideas that can assist USPS in meeting service performance targets?

Brainstorming Session: Priority Outputs

Teams generated solutions for each of the 6 Pinch Points and then voted on the best ideas. The following solutions are what the group determined to be the most actionable at this time:

1

Bundle Processing

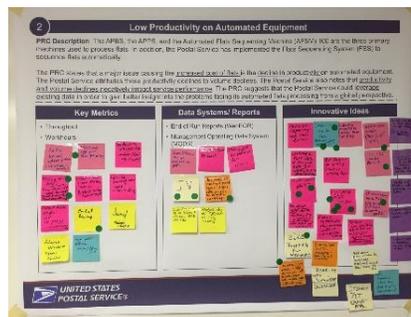


Priority Solutions:

1. **Customer Dashboard**
 - Standardize the process to provide key data to customers
2. **Better incentivize (i.e. direct pallets) to bypass bundle processing**
 - Part of MTAC workgroup 168, multi-scheme pallets
3. **Develop an eMIR app for real-time feedback**
 - Under review for development
4. **Develop replacement for APPS**
 - Next generation initiatives are being explored

2

Low Productivity on Automated Equipment

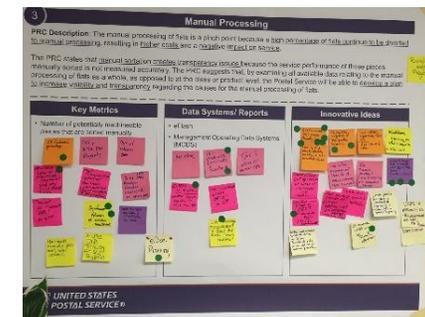


Priority Solutions:

1. **Report on how many flats are being keyed on APBS that should have been scanned**
 - Work method will be reviewed internally
2. **Improve transition times between sort schemes**
3. **Eliminate controllable leakage in FSS mail flow**
4. **Multi-scheme pallet**
 - Part of MTAC workgroup 168
5. **High-speed flats feeder**

3

Manual Processing



Priority Solutions:

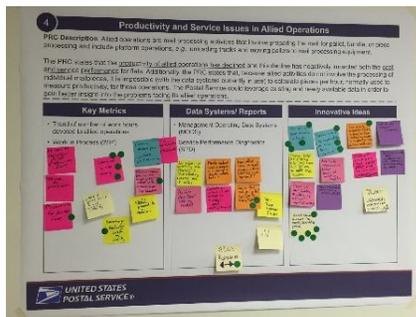
1. **eMIR is broken – need better communication back to mailers**
 - eMIR app
2. **Find a better way to identify committed and non-committed volume**
3. **Work to lower cost to handle mail not in FSS zones (75% of volume)**
 - Current initiative: Pure carrier route pallets dropped at DDU

Brainstorming Session: Priority Outputs

Teams generated solutions for each of the 6 Pinch Points and then voted on the best ideas. The following solutions are what the group determined to be the most actionable at this time:

4

Productivity and Service Issues in Allied Operations

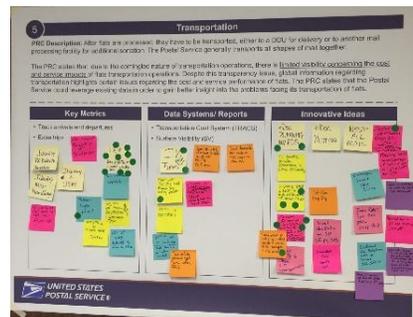


Priority Solutions:

1. **Identify volume by allied activity**
 - Reviewing ways to incorporate into Informed Visibility
2. **Fork drivers to have a PC with scanning capability on board**
 - Scanning devices are currently being used
3. **Decision by computer direction**
 - Part of Informed Visibility
4. **Incentivize Industry to create less overall/consolidated pallets**
 - Part of incentivize bundle processing

5

Transportation

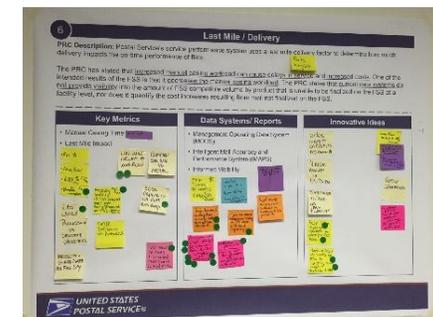


Priority Solutions:

1. **Surface Visibility**
 - Part of Informed Visibility
2. **eDOC**
 - Upgrade eDOC into an actionable system that communicates with the plant floor (i.e. volume/drop mail)

6

Last Mile/ Delivery



Priority Solutions:

1. **Curtailed Mail**
 - Exploring ways to track how much curtailed mail fails to meet service standards
 - Developing methods to track flats left at DDU daily: by class curtailed/delayed
2. **Informed Visibility**
3. **FSS**
 - Ways to push real-time leakage updates to plants is being explored
 - Exploring possibility of identifying each FSS event by op codes

Brainstorming Session: Key Focus Areas

Numerous innovative ideas and solutions were generated during the brainstorming session. Many of these fell into the following high-level groupings:



Bundle Breakage. A dashboard is currently being developed that will allow both internal and industry stakeholders to see relevant data around bundle breakage



Informed Visibility. Focus on real-time, predictive, actionable data and predictive workload



Elimination of Controllable Leakage. Focus on pushing out live leakage updates to plants/Districts/Areas



High Speed Flats Feeder. Multi-scheme pallet / direct pallets to bypass bundle processing

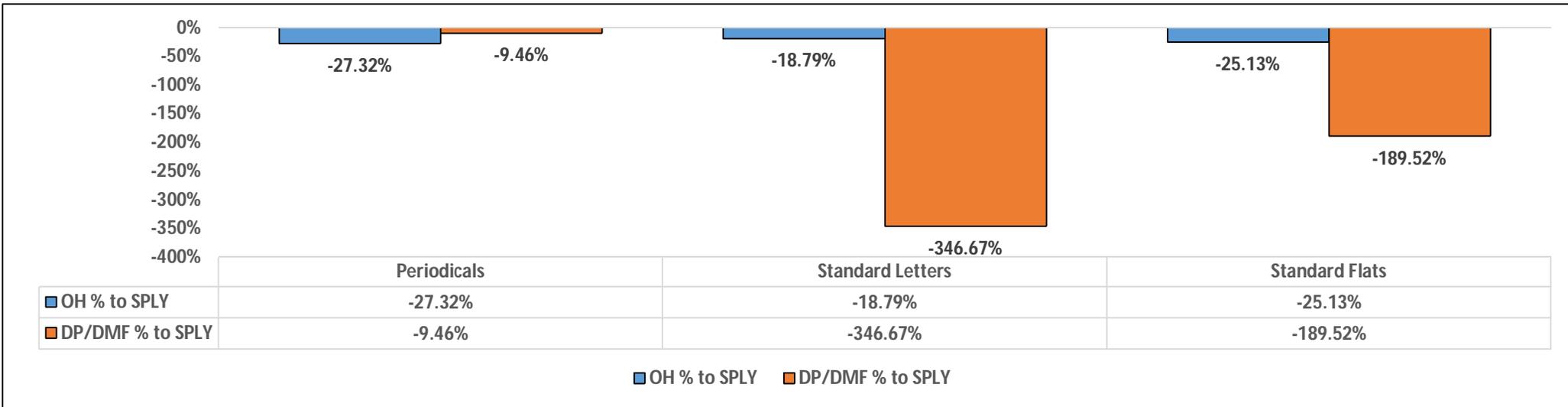


eDOC. Improving the flow of data between customers and the workroom floor

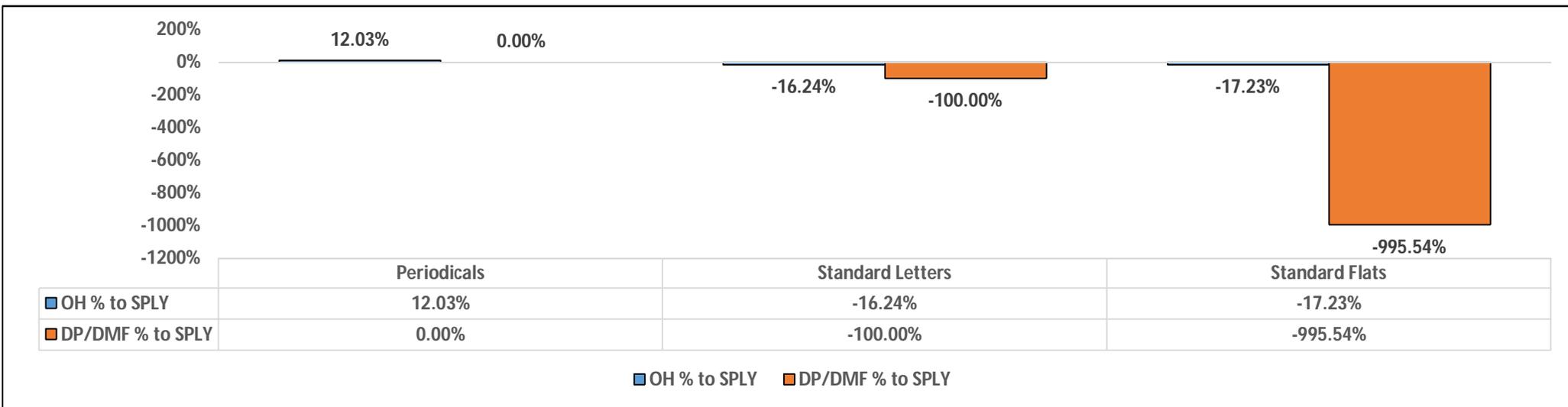
- As a result of the brainstorming session, teams identified:
 - 70 key metrics
 - 55 data systems/reports
 - 98 innovative ideas
- Some ideas are currently in development
- Others will be evaluated in more detail with a focus on communicating progress with Industry leaders

Plant & NDC Conditions – Post July 4th

Plant Conditions vs. SPLY



NDC Conditions vs. SPLY



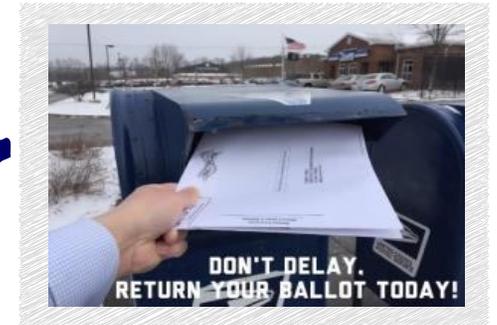
Election & Political Mail Update



Political Mail informs voters and drives them to the polls



Increased voter turnout can create long poll lines

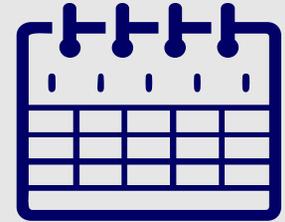


In the 2014 midterm election, 25% of voters cast ballots by mail – an increase of 3.5% over 2012

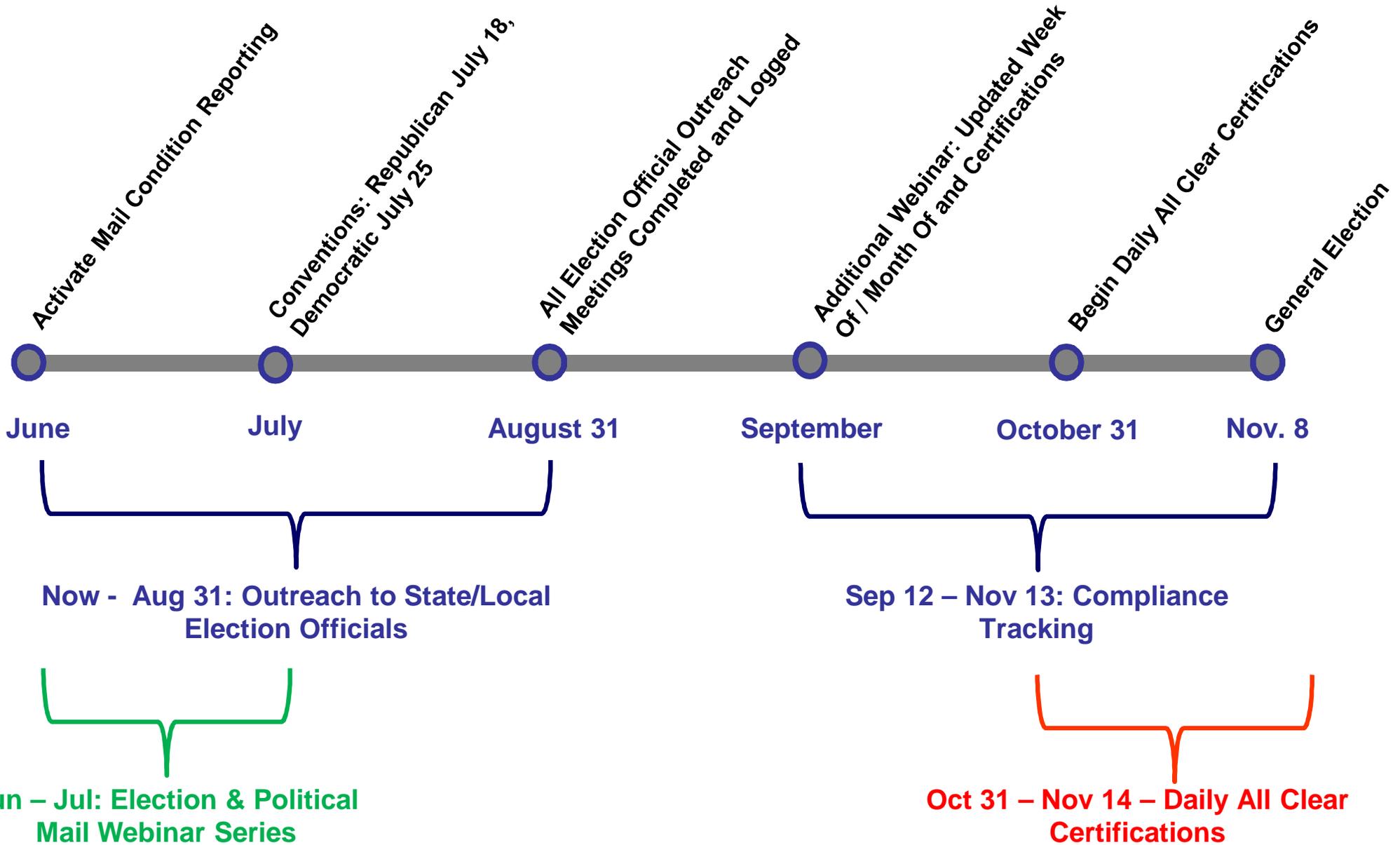


USPS employees are on the front lines and are working hard to provide excellent service to political and election mail customers

- **General Election:** Tuesday, November 8th, 2016
- **Presidential Election:**
 - Primaries started February 1st: Iowa
 - Super Tuesday: March 1st
 - Primaries completed June 14th: District of Columbia
- **Conventions:**
 - Republican National Convention: July 18th
 - Democratic National Convention: July 25th
- **469 Seats in US Congress**
 - 34 Senate seats
 - 435 House seats
- **12 Gubernatorial**
- **State & Local Elections**



2016 Election Cycle Milestones

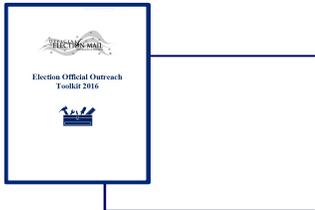


Legend

LEAD COORDINATOR (BOLD)
MAIL PROCESSING
DELIVERY/OPS PROG SUPP
BUSINESS MAIL ENTRY
CIC
MARKETING

Lead and Functional Political and Election Mail Coordinators have been designated for every Area and District

- Responsible for ensuring direct, two-way interaction with State and Local Election Officials



Extensive information and tools have been provided to help Coordinators prepare for these meetings

- Official Election Outreach Toolkit
- BlueShare page with additional collateral in response to issues reported – Cancellation Postmarks, Short Paid Ballots, Vote by Mail Ballots

Interactive maps to help Election Officials determine their correct USPS points of contact and to help USPS stakeholders access key District and state voting information



Webinar Series throughout June and July, 2016

- Series of 7 webinars focused on various Political and Election Mail subjects targeted at key stakeholder groups in the Field



- BlueShare Issue Log allows field and HQ employees to enter all issues related to Political and Election Mail so they can be tracked and resolved
- BlueShare Meeting Log tracks, to the District level, progress on completion of required Election Official meetings
- Political and Election Mail Scorecard is published weekly to report on issues and meeting progress



- Daily Certifications at facilities leading up to and following the primary elections and general election
- Facilities must certify that they are “All Clear” of Political and Election Mail
- Certifications are logged on the BlueShare and will be reflected in the weekly Scorecard



- Additional reporting and tracking is ongoing:
 - AFSM Cancellations
 - Election and Political Mail Logs at plants and BMEUs
 - MCRS Reporting
 - Political Mail Service Performance

Peak Season Readiness

Peak Season

- Week 1 12/05/16 – 12/11/16
- Week 2 12/12/16 – 12/18/16
- Week 3 12/19/16 – 12/25/16
- Week 4 12/26/16 – 01/01/17

- **National Operations Center**

- **Open November 29th – December 24th**
 - **Air Transportation Operations**
 - **Surface Transportation Operations**
 - **Processing Operations**
 - **Area Staff (Pacific and Western)**

- **Air Networks Capacity**
 - **Peak day 1.9M cft forecasted**
 - **Peak days December 13th and December 20th**
 - **Monday December 19th, extra FedEx operation**
 - **Additional flights for offshore locations**
 - **Additional flights for heavy origin markets**
 - **Last Priority Mail Express night operation on Friday, December 23rd**
 - **Last Priority Mail day operation on Saturday, December 24th**

Surface Transportation

- HQ and Area Peak meeting held June 7-9
 - ❑ 2015 Peak lanes and utilization evaluated
 - ❑ Air to surface diversion plan discussed
 - ❑ Peak period November 29th - December 23rd
 - High volume lanes to start earlier and run later
 - ❑ 2016 preliminary lanes planned
 - ❑ HCR stand-by go-anywhere contracts to be expanded
 - Key Network facilities
 - Team drivers report to facility ready to operate
 - Eliminate volume delays

Surface Transportation

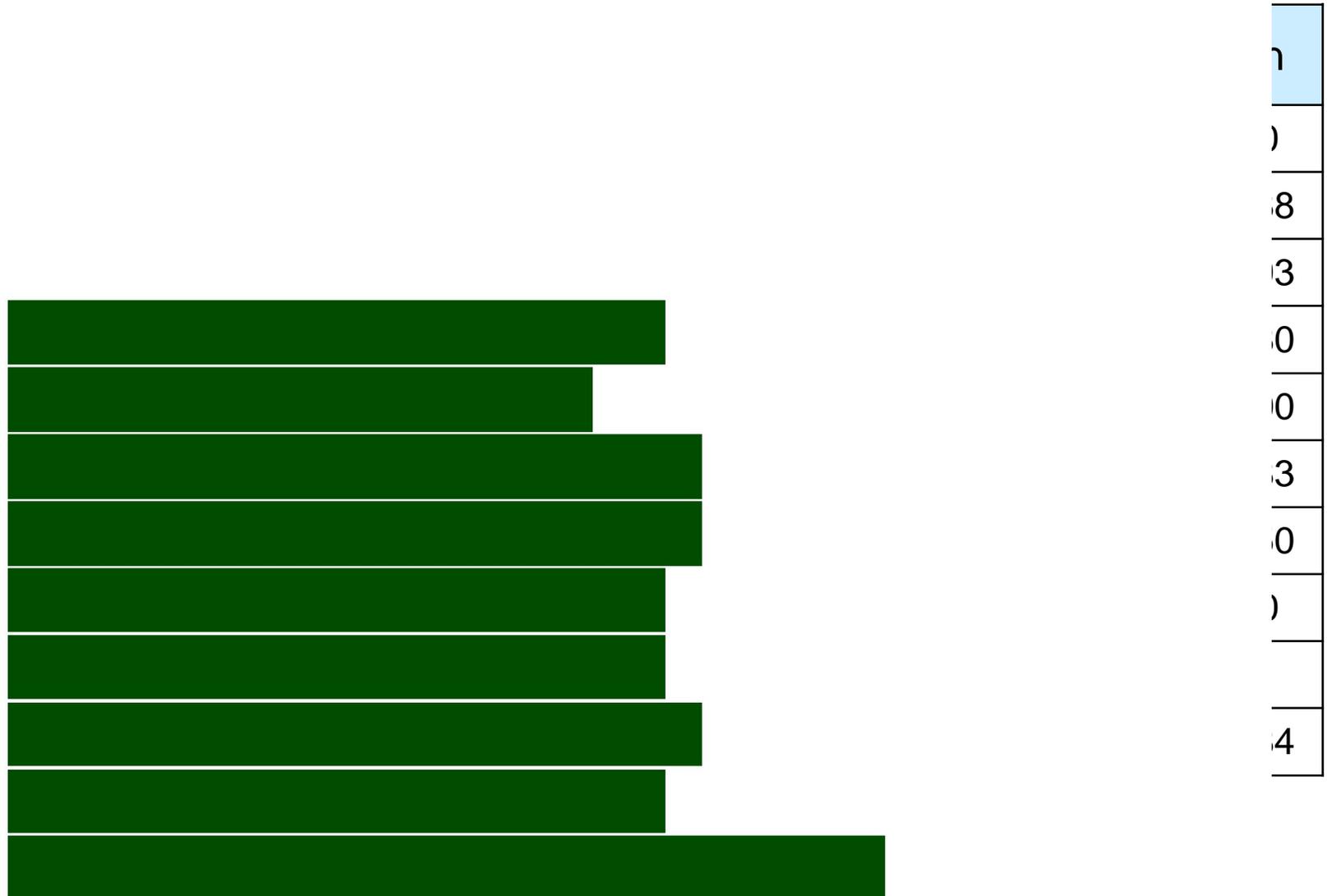
- ❑ Expansion of GPS tracking for HCR's
- ❑ HQ and Area 24/7 Network Operation Centers to “go live” starting Nov 29th or earlier if deemed necessary
- ❑ Peak leased trailer deployment and drayage schedule being developed
 - Lease period Nov 15 – Jan 14
 - All leased Peak trailers to be equipped with GPS

MTE Update

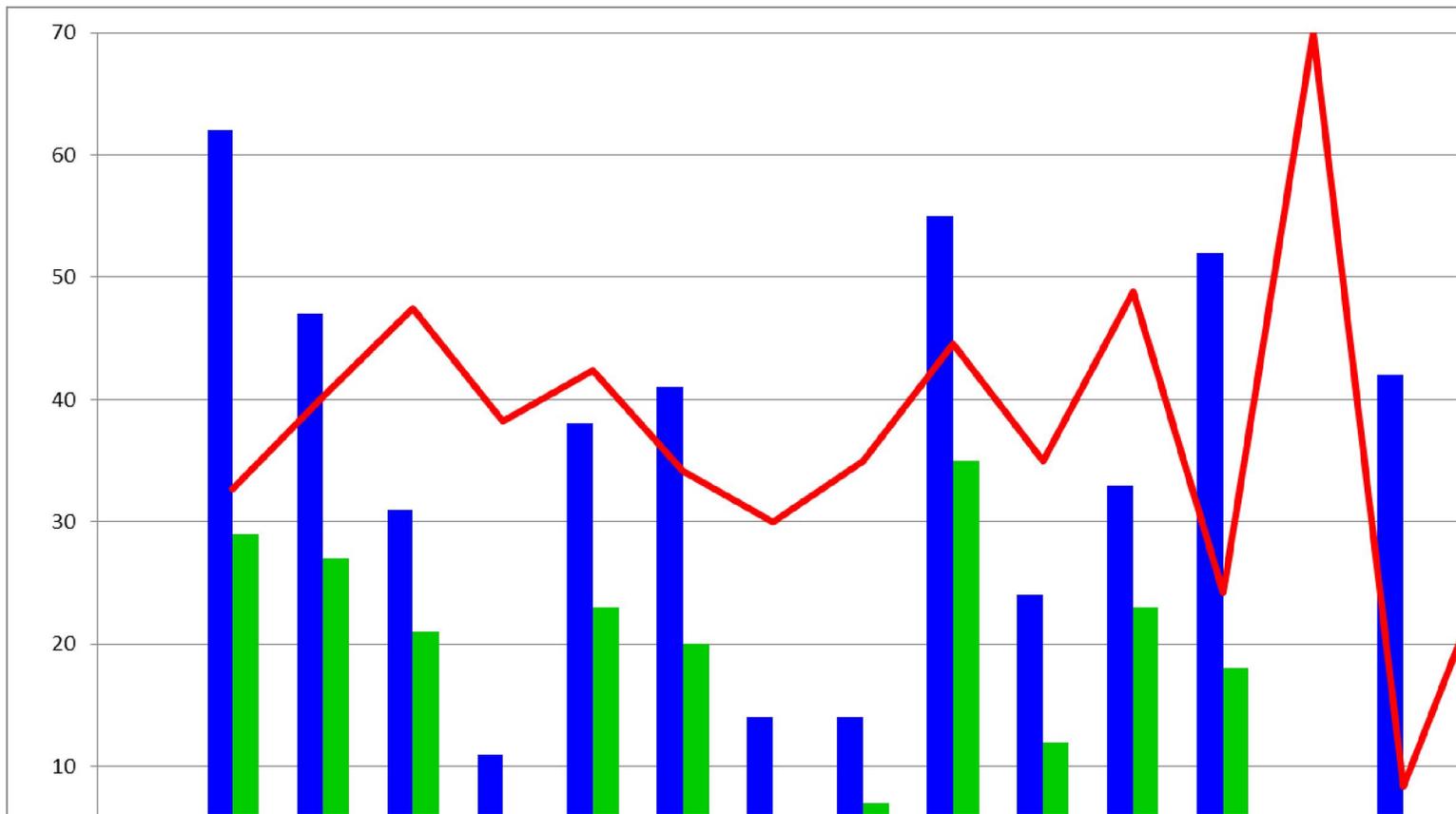
- ❑ April MTEOR update enabled ordering of label holders in cases as well as boxes.
- ❑ April MTEOR update enabled ordering of label holders for mailers serviced by local plants as well as MTESCs
- ❑ User Group 7 – Next meeting scheduled for July 21 at 13:00 EDT
- ❑ Currently working with Surface Visibility group to connect with MTEOR

MTE Inventory Status

As of 07/11/16	Current MTE SC On-Hand Inventory	1-Week Safety Inventory	Pieces +/- Safety Level	Percent +/- Safety Level	Demand vs SPLY	Inventory vs SPLY
Pallets	1,503,450	500,000	1,003,450	201%	13%	-25%
EMM Trays	4,872,640	2,000,000	2,872,640	144%	-5%	3%
Half Trays	3,692,410	1,500,000	2,192,410	146%	2%	71%
MM Trays	5,570,460	3,250,000	2,320,460	71%	-2%	99%
EMM Sleeves	6,902,700	2,500,000	4,402,700	176%	3%	7%
Half Sleeves	3,325,140	1,750,000	1,575,140	90%	7%	55%
MM Sleeves	3,812,184	4,500,000	-687,816	-15%	5%	28%
Flat Tubs	5,028,576	750,000	4,278,576	570%	-11%	36%
#1 Sacks	3,526,000	1,500,000	2,026,000	135%	16%	-21%



Mailer Inventory in MTEOR – Week ending July 8, 2016



MTE is ready for Fall Mailing Season



How Industry Partners Can Help:

- MTEOR weekly inventory

- Order trays & sleeves in like quantities (pieces not pallets)
 - Refer to graphics at:
<https://ribbs.usps.gov/index.cfm?page=industryoutreach>
or <https://ribbs.usps.gov/index.cfm?page=mteor>

- Continue to place equipment orders just-in-time based on production

- Contact your BSN to return MTE excess to your needs.

Open Discussion