

MTAC Focus Group Session Action Items

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MAIL PREPARATION & ENTRY, OPERATIONS

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Session 1: STANDARD MAIL

(Rose Flanagan, MTAC Industry Leader)

ACTION ITEMS

- Need for a Label List - L601 to be updated. The Mid – Hudson was provided as an example.
- USPS will evaluate service performance on all Label List changes and provide to Industry.
- USPS will investigate changing the current 24 hour FAST rule for current appointments to a 72 hour window
- USPS will also investigate giving mailers the ability to re-assign the appointment number to another day when needed.
- USPS will check with USPS Help Desk Leadership on how many open tickets exist in FAST specifically identifying as an example - the 24 hour telephone numbers not answered, or invalid phone numbers at Plants, etc.
- There seems to be confusion concerning how the Carrier Rating System works. Schedulers are rated based on the scheduled appointments, accuracy of content and being on-time for appointments (if there is another item please confirm). Ratings of 90+ allow schedulers to access Tier 1 appointments, 80-89 = Tier 2, continuing to Tier 4. Ratings are by facility however it is unclear whether Tiers are by facility or national. Part of the program contains the USPS requirement that if a carrier is held up at a facility and the appointment is linked to a multi-stop load that facility is supposed to call downstream so the carrier is expedited at subsequent drops. Questions include:
 - Is the Tiering based on a facility rating or the national rating?
 - What does the USPS use to determine if the load is multi-stop? In FAST, that is a check box option, but is that used/accessed? Is some other method used and if so what is it?
 - Does the USPS call downstream currently as the program states?
 - How are late carriers identified and processed at downstream facilities?

- What happens if the last drop on the load goes beyond a 24-hour window?
- Flat Mail. USPS will review that cost models that are used in making improvements to flats processing efficiencies.
- USPS will investigate potentially running Priority Flats on the FSS instead of the SPSS
- USPS will further breakdown and define for Industry FSS percentages. Unit recorded vs auto case.

Session 2: PACKAGE SERVICES

(John Medeiros, MTAC Industry Leader)

ACTION ITEMS

- Investigate the possibility of adding “Day of the week “for the SV sample reports. Additionally, also consider adding the number of trucks per day to the report.
- Review how the 5 Digit changes - to the City/State file in order to make them in a more visible format and let Industry know how they can get to it to see. -- Example: through possibly RIBBS and/or Postal Bulletins
- Investigate conflicts between L606 Label list and the Parcel file. Example: The possible conflict with the Locale Key.

Session 3: FIRST-CLASS MAIL

(Michael Tate, MTAC Industry Leader)

ACTION ITEMS

- Does the data that the CSA work group uses identify the First Class Mail Flats by mailer? If so, potentially use to in the model for collecting data for the 5 -Digit First Class scheme.
- Provide Industry a deeper look into reasons for UAA volumes. USPS will possibly consider a First Class Mail webinar to provide answers.
- Revisit Remittance Mail Redirect procedures & policies
- Request to have Delivery personnel included in the Operations Focus Group sessions.

Updated 1.19.2016

- Request that the Industry Outreach consider a new layout for First Class Group in the Ben Franklin Room
- Provide Industry an overview on how Operations uses Enterprise Analytics' visibility data in order to improve service.

Session 4: PERIODICALS

(Randy Stumbo, MTAC Industry Leader)

ACTION ITEMS

- Determine for Industry if there is a shift in mailer behavior regarding NDC drops vs SCF drops; particularly during Peak Season versus Non-Peak Season. Is there any type of a trend to this possible shift?
- What is the validation process for distribution of Label List changes
- For the new SV reports , evaluate the ability to filter by “tour” for the SV reporting
- Share USPS machine performance regarding Bundle Breakage with Industry and Mail Owner