

MTAC Focus Group Session Notes

Wednesday, July 13, 2016

MAIL PREPARATION & ENTRY, OPERATIONS

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Session 1: PACKAGE SERVICES

(John Medeiros, MTAC Industry Leader)

5 Digit ZIP code change summary file

- Industry expressed concerns and constraints regarding the fact that the City/State file change summary is available in EPF only. Industry proposed that if the summary could be listed elsewhere in the public domain, then it would be easier to access
- USPS accepted issue as an action item for follow-up toward resolution

Notification of Redirections warrant consideration for Improvement

- Industry expressed concerns regarding redirection impacts. Although updates are being communicated via FAST, the communication is not timely. Examples:
 - Mid-Hudson was not receiving this information and mailers impacted
 - Pain point was DDU network impacts
 - Normal flow to the FAST coordinators did not occur
- USPS accepted issue as an action item for follow-up toward resolution

Work Group 169

- Update shared on addressing the following issues
 - Mail currently qualifying as machinable, but is not automation compatible
 - Identify percentages of package volume by class, entry, machines
 - Review of current DMM standards and how derived per machine type

Updated: 7/15/16____

- Two subgroups identified issues/opportunities for both Industry and USPS without creating more categories of mail
- Explored ideas for entirely new parcel structure and changes to existing structure
- Eliminated terms “Irregular” and “Outside” for non-machinable parcels (NOTE: Industry needs ability to enter “irregular” parcels at SCF level)
- Identified issues/root causes regarding Poly Bag usage
- USPS will be sharing list of “Polybag Best Practices” with to Industry

Delivery Discussion

USPS discussed industry concerns raised in previous MTAC FG sessions and via June 21, 2016 Pulse of the Industry call; such as:

Curtailed Mail

- Curtailed mail versus Delayed mail definitions and handling; with Curtailed mail being managed flexibly within its expected service commitment, and monitored daily by pieces and class of mail in CSDRS

Delivery MDD Updates – Geo Fencing

- The application of geo-fencing and logical delivery events created with Mobile Delivery Device/IV
- Industry inquired if when geo fencing coordinates may be inaccurate, does the MDD update itself so that the problem is fixed. USPS responded that it is in Pilot phase and that issues are being worked as they occur, but that very positive feedback is being received from the field. USPS stated that the primary reason for the geo-fencing feature is to provide carriers a second look regarding the delivery point.
- Industry inquired about carriers loading their trucks in order of delivery, and if package’s delivery is missed, how does USPS get the package delivered. USPS responded that carriers are instructed to deliver all packages before coming back to the office. USPS pointed out that dynamic delivery is used as well.

Delivery Undeliverable As Addressed Discussion

- Industry inquired whether all undeliverable information is coming back to the Industry. USPS responded that currently, only the mailpieces that are actually undeliverable flows back to Industry. Error information regarding mailpieces that are undeliverable is handled internally by USPS and does not flow back to Industry.
- USPS discussed mail carrier SOPs and practices for determining UAA, and mixed results reported by FCM mailers regarding good/deliverable addresses being identified as UAA
- Standard and Periodical Flats mailers expressed a need to understand logical events, bundle scans, and deferred/curtailed letter carrier mail practices better
- Industry inquired how USPS is using delivery data and monitoring its accuracy? USPS discussed how it is using data to monitor, track, and improve both service and customer experience; such as:
 - USPS internal Delivery Location Attributes derived from scan data used to provide better visibility and accurate delivery information to improve customer experience that delivery should have taken place.
 - Examples are: In/At Mailbox, Parcel Locker, Neighbor, Front Desk/Reception, Left with Individual at Address
- End to End performance improvement examples of process improvements initiatives in the field
 - Last Mile Dashboard capable of identifying mail flow and delivery issues at varying levels of granularity; Area and District levels, and employee/scanner
- Industry expressed deep appreciation and interest in USPS Delivery presence in Focus Group.

Additional Topics Discussed

- **Post July 4th Plant and NDC Conditions**
 - USPS shared very positive performance and absence of on-hand volume delays

- **Political and Election Mail Update**
 - Processes and Readiness were shared by USPS; along with the USPS internal performance Dashboard
 - Regarding readiness, Industry expresses a desire to attend the weekly USPS readiness webinar. USPS accepted request as an action item for follow-up
- **Peak Season Readiness**
 - USPS shared information on:
 - Air and Surface peak capacity readiness
 - Lane evaluation and Air to Service diversion strategy
 - HCR stand-by go-anywhere contract expansion, and GPS equipped trucks
 - 24/7 National Operations Center “go live” period
- **Mail Transport Equipment (MTE)**
 - USPS shared very positive equipment readiness
 - USPS expressed concern and an appeal to Industry regarding Industry’s self-reporting compliance of MTE in the MTEOR system. USPS shared supporting data revealing compliance levels of as low as ~13% and 40%

ACTION ITEMS

- Industry request to post City/State file change summary publicly; currently available in EPF only.
- Industry requests timely communication of FAST redirections.
- Industry requests that potential Mail Direction File errors be investigated and resolved. MDF issues are impacting the 30 day grace period for labeling list changes. Are customers being charged based on the mandatory date or the effective date in the system?

Updated: 7/15/16____

- Industry requests that USPS share delivery attribute information with them
- Industry requests that USPS determine whether Political/Election Mail webinars are open to the Industry; and if so, that USPS communicate the dates/times to Industry.
- USPS will be sharing list of “Polybag Best Practices” with to Industry

Session 2: PERIODICALS

(Randy Stumbo, MTAC Industry Leader)

WORK GROUP 168 (FSS Multi-scheme Pallets)

- Industry inquired whether all volumes of sacks being schemed were looked into when the modeling was done.
- Industry inquired whether USPS will continue accepting single scheme pallets. USPS responded that current single scheme requirement is still being evaluated by Engineering and Operations, but will accept recommendations from the steering committee.
- USPS stated that HSFF modeling is nearing completion, and is evaluating future pricing structures
- Industry inquired about how USPS is ensuring the scanning and visibility of periodical bundles, and whether there is a training focus on working these bundles.

FSS Update

- USPS discussed current machine utilization, new FSS zones, FSS leakage opportunities, bundle breakage, and service performance impacts.
- USPS shared results from the FSS Brainstorming Session, and key concerns that were discussed; such as:

- Key metrics USPS should use to measure cost and service performance?
- Data systems / reports should USPS use to track key metrics?
- Actionable and innovative ideas that can assist USPS in meeting service performance targets?
 - USPS shared the session's 21 most actionable of 98 innovative ideas pertaining to the 6 flats related pinch points identified by the Postal Regulatory Commission (PRC).
 - The majority of ideas fell into 5 Key Focus Areas; Bundle Breakage, Informed Visibility, Elimination of Controllable Leakage, High Speed Flats Feeder, and eDoc
- Industry asked that USPS share how new FSS zones would be handled. USPS responded that it looks at the volume and how transportation was already being used.
- Industry wondering when USPS will be looking at cost for the FSS and share. USPS referred to information that was shared during the MTAC General Session: That all FSS costs will fall under carrier route pricing.
- Industry expressed a hope that the USPS will keep their rural areas in the western part of the country in mind when calculating zip codes.
- Industry asked how last mile data is being used. USPS discussed ability to drill down to the pinch points and better identify ways to address those issues.
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ACTION ITEMS

- Determine if new SV sites are populated in the address file and fed to FAST; if so, then how quickly does this get done (i.e. lag time).

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- Industry inquired whether increasing the utilization decreases the cost of the FSS. USPS responded that this concern is still being evaluated. Industry emphasized that it really wants to try to keep the cost down and is committed to assisting with that that goal.

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 - Industry expressed concern that political mail may receive priority processing over advertising mail. USPS confirmed that political mail will receive first in-first-out processing according to the service standard mailed. The. USPS re-emphasized that the “political mail” designation or tagging is only for identification purposes on a mailing, and doesn’t equate to priority processing over other mail that has the same service standard.
- **Peak Season Readiness**
 - USPS shared information on:
 - Air and Surface peak capacity readiness

Updated: 7/15/16____

- Lane evaluation and Air to Service diversion strategy
- HCR stand-by go-anywhere contract expansion, and GPS equipped trucks
- 24/7 National Operations Center “go live” period
- Industry inquired about USPS carriers in non-postal vehicles and whether the USPS have a way to marking/identifying those vehicles as Postal. USPS shared that magnetic “United States Postal Service” vehicle placards are used on these vehicles
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ACTION ITEMS

- None

Session 4: FIRST-CLASS MAIL	(Michael Tate, MTAC Industry Leader)
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Work Group 175 (Customer Supplier Agreement - CSA)

- **Industry asked USPS when there will be an update regarding CSAs? USPS responded that there are no updates to provide at this time; but that it is hoped that an update will be possible within the next 30 days. USPS stated that the reason is modeling and validation of the operational impacts of business rules on selected mailers is still on-going, but there is an inability to confirm results due to inconclusive data at this time.**

Delivery Discussion

USPS discussed industry concerns raised in previous MTAC FG sessions and via June 21, 2016 Pulse of the Industry call; and covered the same topics in each class session.

- **USPS shared that based upon AMS database feedback, it is currently reviewing the creation of a permanent “non-delivery” address.**
- **Industry discussed concern regarding scenarios where carriers often deliver incorrectly addressed mail to the correct address based upon their knowledge of the customer for whom that mail is intended. If these items are not captured by AMS, the incorrect address information is never corrected and mailers never receive that valuable correction feedback. USPS took this concern as an Action Item.**
- **Industry inquired whether USPS will give training and attention to the non-regular carrier in order to focus on the reduction of UAA mistakes. USPS discussed the ultimate goal of moving the UAA mail out of the carrier’s hand in the future via Geo Fencing**

ACTION ITEMS

- Industry request to reconvene Work Group 175 (CSA) and to provide status and timelines by next MTAC.
- Communicate when Delivery Attributes regarding UAA will include letters.
- Review the creation of a permanent “non-delivery” address.
- Share fixed mechanization tray scan data with industry.
- Investigate a process to use carrier knowledge on correct addressing for mailpieces that are incorrectly addressed and communicating this information back to the mailer.