

Updated: __3/23/16__

MTAC Focus Group Session Notes

Governor Ballroom D, Level 2

Wednesday, March 23rd, 2016 2:00pm – 3:00pm

MAIL PREPARATION & ENTRY, OPERATIONS

Linda Malone, USPS VP-Network Operations

Bob Rosser, MTAC Industry Leader, Mail Prep, Entry & Operations

All Mail Classes

- Randy Stumbo, Periodicals MTAC Industry Leader
- Rose Flanagan, Standard Mail MTAC Industry Leader
- John Medeiros, Package Services MTAC Industry Leader
- Mike Tate, First-Class Mail MTAC Industry Leader

Bob Rosser (PostCom) and Linda Malone welcomed all and reviewed today's agenda:

Agenda:

FSS Update
Quarter 2 Plant Conditions
FAST Update
Remittance Update
Pre-Peak Planning Strategy
Data Analytics and Visibility Tools
Newspaper Update
Political Mail Season
Exigent Rollback
Open Discussion.

FSS Update:

FSS volumes are declining. The FSS is a capital asset, and USPS will make appropriate changes and improvements to improve productivity and service to our customers.

USPS reviewed FSS enhancement opportunities

- High speed flats feeder
- HD staging
- Multi-Scheme SAMP

USPS will do a FSS webinar. Industry stated the following concerns:

- USPS needs to rethink sending more volume to FSS
- A price increase and losing Carrier Route
- FSS enhancement is an issue since it is a high cost for the Industry

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USPS stated that Network Operations does not perform the costing, but will forward a request on behalf of Industry for an FSS costing review follow-up. Industry is looking at expanding alternate delivery if there are not changes in the FSS program.

Industry asked what ZIP Codes are included for FSS zones. USPS stated that it should have this information within a week or so.

Industry re-stated that there is a big Industry issue on FSS; stating that it is a higher price for the industry and yet the Postal Service is driving more volume to the FSS machines.

Quarter 2 Plants Conditions:

USPS provided update on QTR 2 Plant Conditions for Periodicals, Standard Flats and Standard Letters.

FAST Update:

USPS reviewed the FAST facility expansion initiative; stating that constraints were relaxed in 16 sites. Isaac also reviewed the following:

- Drop Shipment Hour Review
- Facility Drop Shipment Hours (representative of One Sample Day)

Remittance Update:

USPS provided a Remittance Update including the following:

- Remittance Mail re-direct (RMR) - customer needs and USPS solutions were reviewed
- Key market opportunities
 - Industries:
 - Financial
 - Telecommunications
 - Remittance Mail Processors
 - Uses:
 - Seamless re-direction of payments
 - Reduce time in transit for payment and reduce float
 - Disaster Contingency Planning
- Market Pilot Test conducted (2013 – 2014)
- Open Items including a MMA meeting to be held at 4 pm today after this meeting.

Pre peak Planning Strategy:

USPS provided an update of the following:

- Air Operations including the additional capacity plan
- Surface operations including surface transportation.

Data Analytics and Visibility Tools:

USPS reviewed visibility and analytical tools for service improvement; including service pair analysis, First-Class Mail on-hand at 1500 hours, Priority & First-Class Mail processing profile, First-Class Mail delayed at origin, package platform utilization, Political Mail conditions and service performance, originating & destinating en-route scanning, and percent of advanced Standard Mail.

Regarding the advancing of Standard Mail, Industry said that when USPS advances the mail, this it is not what the customer wants in some cases. USPS stated the need to communicate better when mail is being advanced; and Industry agreed. Industry stated that it is not just political mailers but also nonprofit mailers which need to meet a target date. USPS asked for more sharing of data so the Postal Service can better meet service expectations.

Newspaper Update:

USPS reviewed the 13 Kaizen projects implemented this past year, including 10 projects with community newspapers; and how all of those projects generated best practices that are providing a positive learning opportunity for both USPS and the Industry. A joint workshop was held at USPS Headquarters with members of the National Newspaper Association on March 16, and Industry was very appreciative. USPS stated that – in addition to the newspaper segment – the USPS wants to expand this collaborative effort to other Industry segments as well.

Political and Election Mail:

USPS reviewed the political and election mail resources and the key milestones for both political and election mail. USPS restated its commitment to ensuring partnership, provision and providing of sufficient MTE inventory, etc. Industry asked for the names of the district coordinators for political and election mail. USPS stated that those names are on the USPS website, and also committed to the action item of sharing a list of the political mail contacts by USPS Districts.

Industry asked about the data on political mail being shared in the Deliver the Win dashboard.

Industry stated that there is also a big concern with the USPS Deliver the Win Dashboard just announced for political mail - in that it is providing data reports for free which private Industry makes a living on - and this is an issue for the industry.

Exigent Rollback:

USPS reviewed the Exigent Rollback plan; saying USPS expects volumes to drop prior to the price decrease and increase after the rollback, and that USPS will adjust as necessary. USPS welcomed input from the industry regarding potential volume shifts.

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ACTION ITEMS:

- **USPS Network Operations will forward a request on behalf of Industry for an FSS costing review follow-up.**
- **Share candidate zones for FSS**
- **List by Districts of political mail contacts**
- **Sample of aggregate political reports**
- **Status update of political mail dashboard**