

## MTAC Focus Group Session Notes

Governor Ballroom D, Level 2

Monday, March 21<sup>st</sup>, 2016 3:00pm – 4:00pm

### PAYMENT AND ACCEPTANCE, EDUCATION

Pritha Mehra, USPS VP-Mail Entry and Payment Technology

Bob Schimek, MTAC Industry Leader, Payment and Acceptance, Education

#### 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

#### Mailer Scorecard Testing and Training

Task Team 23 has worked closely with MEPT on four tests; Full Service, Seamless Acceptance, Move Update and eInduction. While MEPT has almost completed all of their tests, the next step is to open the testing up to mailers.

- A webinar to explain the Mailer Scorecard and how it is used will be hosted by MEPT. Date: TBD
- Notification that the Mailer Scorecard is available for testing will be extended to the MTAC membership first using the MTAC email distribution list. If no major issues are reported by the MTAC group, testing will then be expanded to the entire "Industry Alert" email distribution list.
- Mailer Scorecard testing will begin in 1-2 weeks. A hotline will be established for customers who experience any issues during testing. An open line call will be held each Monday, Wednesday and Friday during the test period to discuss testing as a group.

#### Changing Thresholds

- MEPT will publish an explanation of the process the USPS follows when it changes thresholds. Ms. Mehra stated that the process used to determine new compliance thresholds will be included in the new *Streamlined Mail Entry for Letters and Flats publication*. **Note:** There will be a 90 day period before implementation of any new thresholds. Garrett Hoyt, Manager Mail Entry will lead this initiative.

#### Updated -Streamlined Mail Entry for Letters and Flats publication

- The updated version of the *Streamlined Mail Entry for Letters and Flats publication* will be published in April. There will be a 30-day comment period open for comments, recommendations and suggestions to improve the publication.

Updated: 3/30/2016

### **Development of a single source for obtaining data**

- The Industry asked if there is a way that data can be combined so that mailers can find information quickly. Ms. Mehra stated that MEPT and Enterprise Analytics are involved in discussions about improving data accuracy. They are discussing how to merge information. Informed Visibility, an online system that provides access to reports and performance metrics is being considered for use as a single source of information for USPS and our customers.

### **ALL ACTION ITEMS:**

- Host a webinar to explain the Mailer Scorecard
- Schedule Mailer Scorecard testing for the industry
- Establish a hotline for mailers who are testing the scorecard
- Publish an explanation of the criteria and processes used to change thresholds
- Post *Streamlined Mail Entry for Letters and Flats* with another a new 30-day comment period
- Future Seamless Acceptance Site Testing