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MTAC Focus Group Session Notes Wednesday, November 2, 2016

MAIL PREPARATION & ENTRY, OPERATIONS

Robert Cintron, USPS VP-Network Operations
Bob Rosser, MTAC Industry Leader, Mail Prep, Entry & Operations

Session 1: FIRST-CLASS MAIL (Michael Tate, MTAC Industry Leader)

DELIVERY

- **LAST MILE IMPACT**
 - Overall service performance is impacted by Last Mile delivery
Performance in the following categories:
 - -2.1% impact for All Pieces:
 - -1.8% impact for FCM Letters
 - -3.9% impact for FCM Flats
 - The preceding impact percentages do not include Mail Processing and First Mile Carrier Pick-up impacts.

- **UAA**
 - UAA attribute data is still not being retained. USPS is looking into being able to provide data, and will provide an update as progress is attained.
 - Industry and USPS agreed on the need for the creation of a permanent “non-delivery” address and scan event to address issues where animal interference or a locked outside gate prevent a delivery, but carriers scan UAA as a reason code and deliver the following day. Additional carrier training will occur when development is complete.
 - WIMP (Where Is My Package), UAA % to Volume, Misdelayed Mail, and Total eCC Case Count were discussed; with each showing modest improvement.
 - Package performance data has helped with understanding UAA issues and USPS has added more items to the scanner to have better information.

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SERVICE PERFORMANCE

- USPS reemphasized the focus on targeting “goal” over a comparison to the previous year’s performance.
- USPS stated 3-pronged focus is First Mile, Processing Mile, and Last Mile; and assured Industry that target can be achieved in spite of the 2.1% (all pieces), 1.8% First Class Letters), and 3.9% (First Class Flats) Last Mile impacts.

WORK GROUP 175

- The work group shared that they have tested the viability of CSAs using all mailer types – large, medium and small by using their eDoc volume as the database. Initial conclusions are that job based mailer types would be unique in comparison to all other mailer types.
- Industry asked if there was any analysis around smaller volume mailers who have a CSA. The current model that was used for the analysis was not as effective with small mailers.
- The work group concluded that although the business rules of the CSA concept are valid, the CSA process still needs improvement. The new business rules are 95% valid, but there needs to human intervention.
- The group wants to look into how to work with that 95%. The work group committed to finding a solution regarding CSAs nonetheless.

NETWORK INTEGRATION SUPPORT

- Industry asked if USPS had thoroughly investigated whether the elimination of the three digit scheme L003 would impact the flats mailers. USPS explained that L003 only pertains to letters. Industry further asked the USPS to investigate whether or not the elimination of L003 would impact palletization.

MTEOR

- Industry asked whether half trays might be discontinued since they were not shown to have any orders. USPS responded that half trays are not being discontinued; and the reason for not ordering half trays is that there is sufficient stock on hand at this time.
- USPS asking for help from the Industry regarding the important partnership in completing weekly inventory self-reporting. USPS Plants

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are at 100% compliance in completing the weekly inventory reporting, but industry compliance percentage is seriously low at less than 30%

OPEN DISCUSSION

- Industry acknowledged and thanked representatives from Delivery for their presence and participation in the Focus Group, and asked for Delivery's ongoing presence in future Focus Group meetings.

ACTION ITEMS

- Investigate the impact of the elimination of L003 LTR scheme list on Palletization

Session 2: STANDARD MAIL (Rose Flanagan, MTAC Industry Leader)

PULSE OF THE INDUSTRY

- Standard Mail Industry members expressed their appreciation for Delivery and Processing collaborating together in the Focus Group session
- Industry asked about scanning percentages for the new SV sites. USPS responded that scanning activity is very high, but as training completes for each expansion site, these locations will be online, and a more complete scanning performance picture will be obtained.
- Industry stated that there still appears to be facilities at which it is hard to obtain a FAST appointment. USPS advised Industry to always use FAST to obtain appointments, and to always contact the FAST Help Desk rather than a local contact at the plant when issues arise.

DELIVERY

- The UAA attribute data is still not being retained. USPS is looking into being able to provide this data, and will provide an update as progress is attained.
- Industry and USPS agreed on the need for the creation of a permanent "non-delivery" address and scan event to address issues where animal interference or a locked outside gate prevent a delivery, but carriers scan UAA as a reason code and delivery the following day. Additional carrier training will occur when development is complete.

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- WIMP (Where Is My Package), UAA % to Volume, Misdelayed Mail, and Total eCC Case Count were discussed; which each showing modest improvement.

SERVICE PERFORMANCE

- USPS reemphasized the focus on targeting “goal” over a comparison to the previous year’s performance.
- USPS stated 3-pronged focus is First Mile, Processing Mile, and Last Mile; and assured Industry that Target can be achieved in spite of the 2.1% (All pieces), 1.2% (Standard Letters) and 5.2% (Standard Flats) Last Mile impacts.

NETWORK INTEGRATION SUPPORT

- **LABELING LIST CHANGES**
- USPS explained that the local units can submit changes to HQ and HQ will decide if the change is approved
- Three digit lists are published quarterly

BROKEN BUNDLE

- Industry asking for clarification as to why USPS now uses three individual piece scans instead of two individual piece scans to indicate a broken bundle. USPS explained that the two scan methodology had too much noise within the data.
- Industry asked to know the overall increase or decrease in the percentage of broken bundles since the USPS reduction effort was initiated. USPS committed to looking-back as far as possible historically to obtain reduction percentage for bundle breakage
- Industry asked USPS if there is a target goal that is being pursued regarding bundle breakage reduction. USPS stated that the goal for Bundle Breakage would be in the high 90percentil range.

MTEOR

- USPS requested for assistance from all mailers regarding the important partnership in completing weekly inventory self-reporting. USPS Plants are at 100% compliance in completing the weekly inventory reporting, but industry compliance percentage is seriously low at less than 30%

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OPEN DISCUSSION

- Industry asking why the “out for delivery” scan still has a gap that they believe has remained unchanged for the past two months. USPS stated that while progress is being achieved, there are still opportunities being pursued to take care of the gaps.

ACTION ITEMS

- Share bundle visibility and surface visibility with industry
- Industry would like to have an disaggregated bundle breakage report instead of the high level report they receive
- Provide bundle breakage monetary calculation to industry

Session 3: PACKAGE SERVICES Leader)

(John Medeiros, MTAC Industry

PULSE OF THE INDUSTRY

- **FAST**
- USPS data shows that only ~60% of appointments are closed correctly
- USPS data has also driven an emphasis on addressing reoccurring appointment no-shows in an effort to free-up appointment opportunities
- Industry is requesting information about times of unloads and loads and does USPS have the ability to track the time from the load being finished till they actually pull off the dock. At this time USPS does not have that ability.
- Industry requested that USPS explain how time for early arrivals is calculated. USPS explained that early arrival unload times are based on the actual start time or the appointment time; whichever is earliest
 - Scans are from the first item taken off truck to the last. Does not count paperwork time.

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DELIVERY

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- WIMP (Where Is My Package), UAA % to Volume, Misdelayed Mail, and Total eCC Case Count were discussed; which each showing modest improvement.
- Package performance data has helped with understanding UAA issues and USPS has added more items to the scanner to have better information.
- Industry is asking since USPS has the address files, would it be possible to make it impossible to do a UAA scan if it is a correct address. USPS goal is that scanners will be able to address all the needs of industry.

MTEOR

- USPS asking for help from all mailers regarding the important partnership in completing weekly inventory self-reporting. USPS Plants are at 100% compliance in completing the weekly inventory reporting, but industry compliance percentage is seriously low at less than 30%
- Weekly email reminders to MTEOR users will be started back up in a few weeks

OPEN DISCUSSION

- Industry asking for better communication when it comes to PRS - RDUs
- Industry wants information on Returns scanning and performance to have a focus throughout peak and the month of January; which is peak for returns.

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ACTION ITEMS

- Investigate issue where parcel shipment appointment is marked as a “no show” or “late” due to site requiring an 8125 for an EVS appointment.
- Industry wants that score added to the Scanning Performance part of the Packages Focus Group deck.

Session 4: PERIODICALS Leader)

(Randy Stumbo, MTAC Industry

PULSE OF THE INDUSTRY

- National Weekly Unit Recorded percentage is showing what was called leakage in the past. The red shows this. USPS mentioned that the rise for this year was due to political mail
- Early arrivals unload time is based on the actual start time or the appointment time, whichever is earliest
- Scans are from the first item taken off truck to the last. Does not count paperwork time

DELIVERY

- Industry expressed concern that Enterprise Analytics’ Last Mile Impact Percentage was different from what Delivery is stating in this session where the Periodical flats the last mile is an impact of 3.7%. Delivery stated that the 3.7 impact percentage is derived from the USPS Service Performance Measurement system; which is an internal measurement that includes all impacts to service, and is a superior indicator.
- Industry asked about mail being dumped and theft of mail, and what is USPS doing for these issues. USPS is not seeing that new employees and theft and is a trend. USPS Inspection Service data shows that mail theft from the outside after delivery is a trend; and particularly a problem in California. The Inspection Service is looking into this and USPS has plans that will help address the problems.

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BROKEN BUNDLES

- USPS expressed the desire to migrate away from utilizing data via an excel model into a dashboard format
- USPS investigating the use of scanners to obtain better information and visibility on broken bundles

MTEOR

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OPEN DISCUSSION

- Industry discussed the challenge of the “news” designation, where a piece bearing that designation may sometimes flow through a less desirable mail processing channel, and become delayed. Industry is questioned whether the correct use of the endorsement, and whether that use should be based upon mail class or to the desired processing
- Multi-scheme pallets evaluation was discussed. The work group is on the final stages and they hope to come up with a recommendation soon.
- Mapping for bundle scans is being fixed so that all the facilities that need training are identified.
- Once all the facilities are identified USPS will be training everyone with new and improved training

ACTION ITEMS

- Can reoccurring appointments utilize the rescheduling process? And if so, then how?
- Further discussion on the regarding the “news” designation