



# MTAC Workgroup Update

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## Task Team 6 –Mailpiece Design Support

*Industry Leader*

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- The USPS proposes to implement a new national process to assist customers in mailpiece design. The goals for the process are to promote higher levels of customer service, standardized response methodology; reasonable and predictable response time to customer inquiries; process accountability; process standardization and simplification; consistent responses supported by a strong knowledge base and reduced overall operational costs. The task team will review the proposed implementation plan and communication elements, suggest modifications as appropriate and assist in pilot testing the new approach to ensure achievement of goals.

- Reviewed the implementation plan of the new centralized process for mailpiece design support and recommended changes that would help the USPS achieve their goals.
- Reviewed the communication elements for the new centralized process to include the fact sheet, RIBBS web pages, letter to Permit holders, communication messaging and any other support materials.
- Engaged industry to pilot test and validate processes and recommend improvements as necessary.
  - Process for MDA Support Center
  - ABRM Tool



## Task Team 6 – Mailpiece Design Support *Next Steps*

- Sunset Workgroup