



2014 FALL MAILING SEASON Update for the Mailing Industry

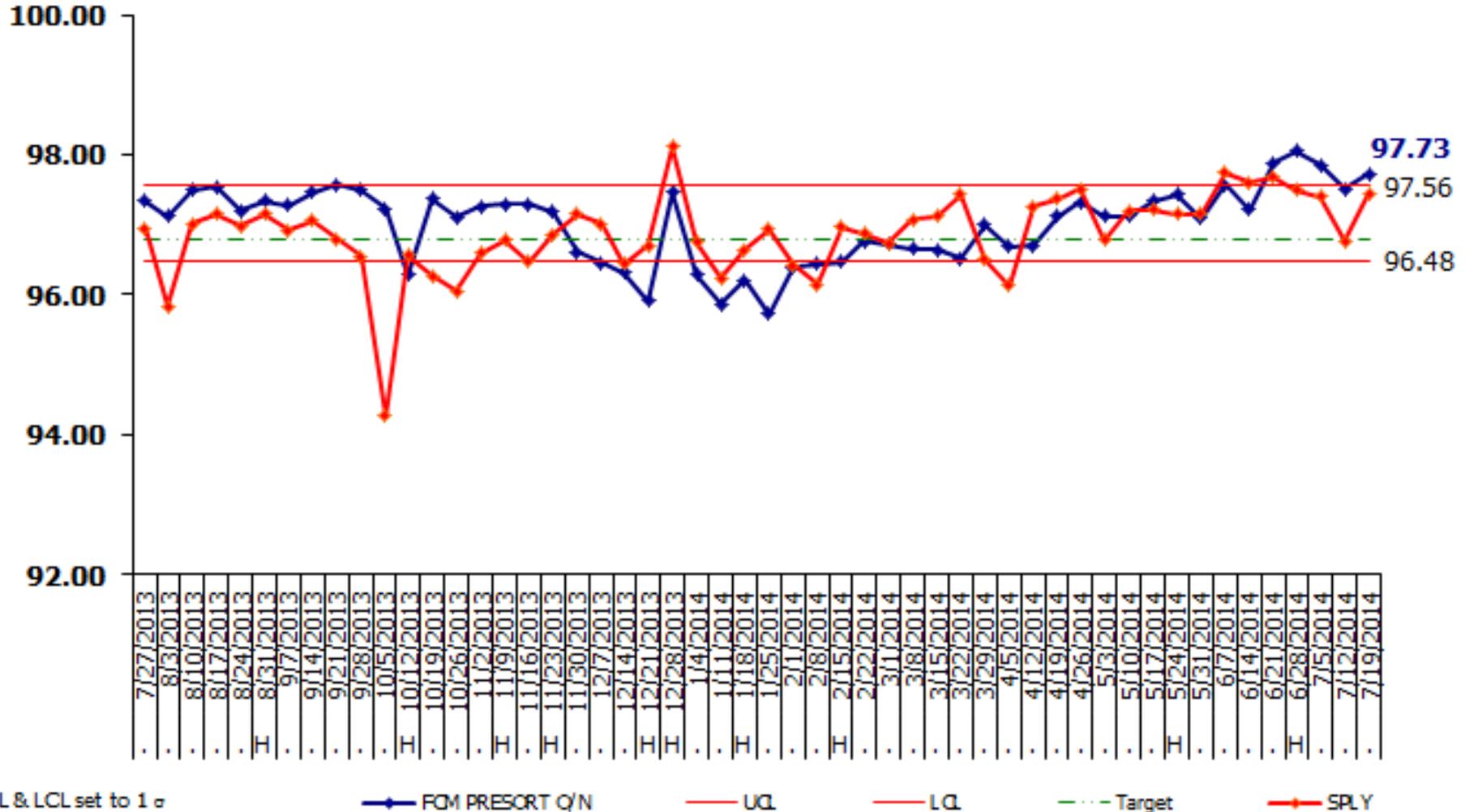
August 18, 2014

- Service**
- Actions Taken in 2014**
- Fall Mailing Season 2013 Review**
 - Drop Ship Profile**
 - Machine Utilization**
- FSS**
- Holiday Preparedness**
- Impact of Load Leveling**

Service

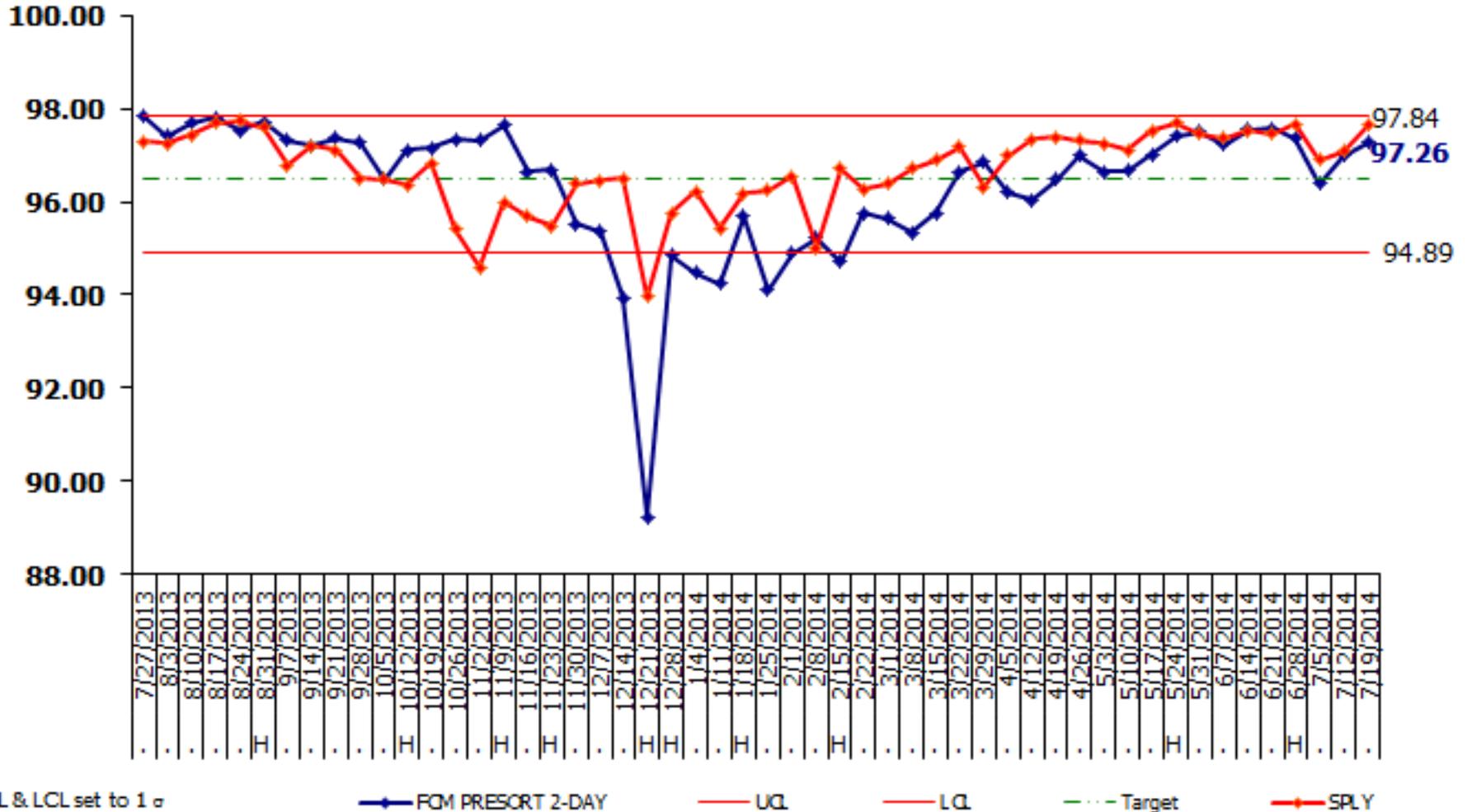
FCM Commercial O/N

Service Trend Control Chart



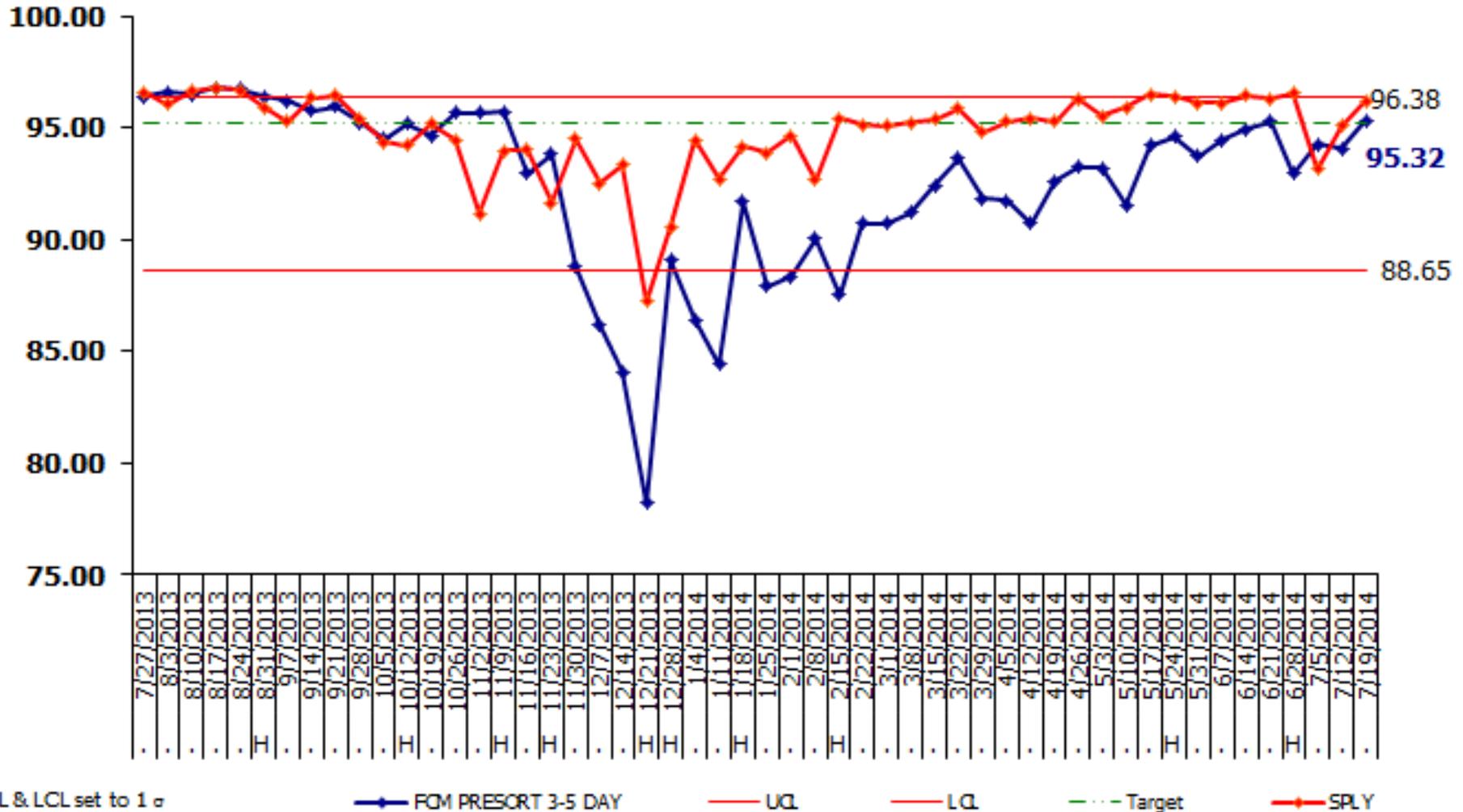
FCM Commercial 2-Day

Service Trend Control Chart



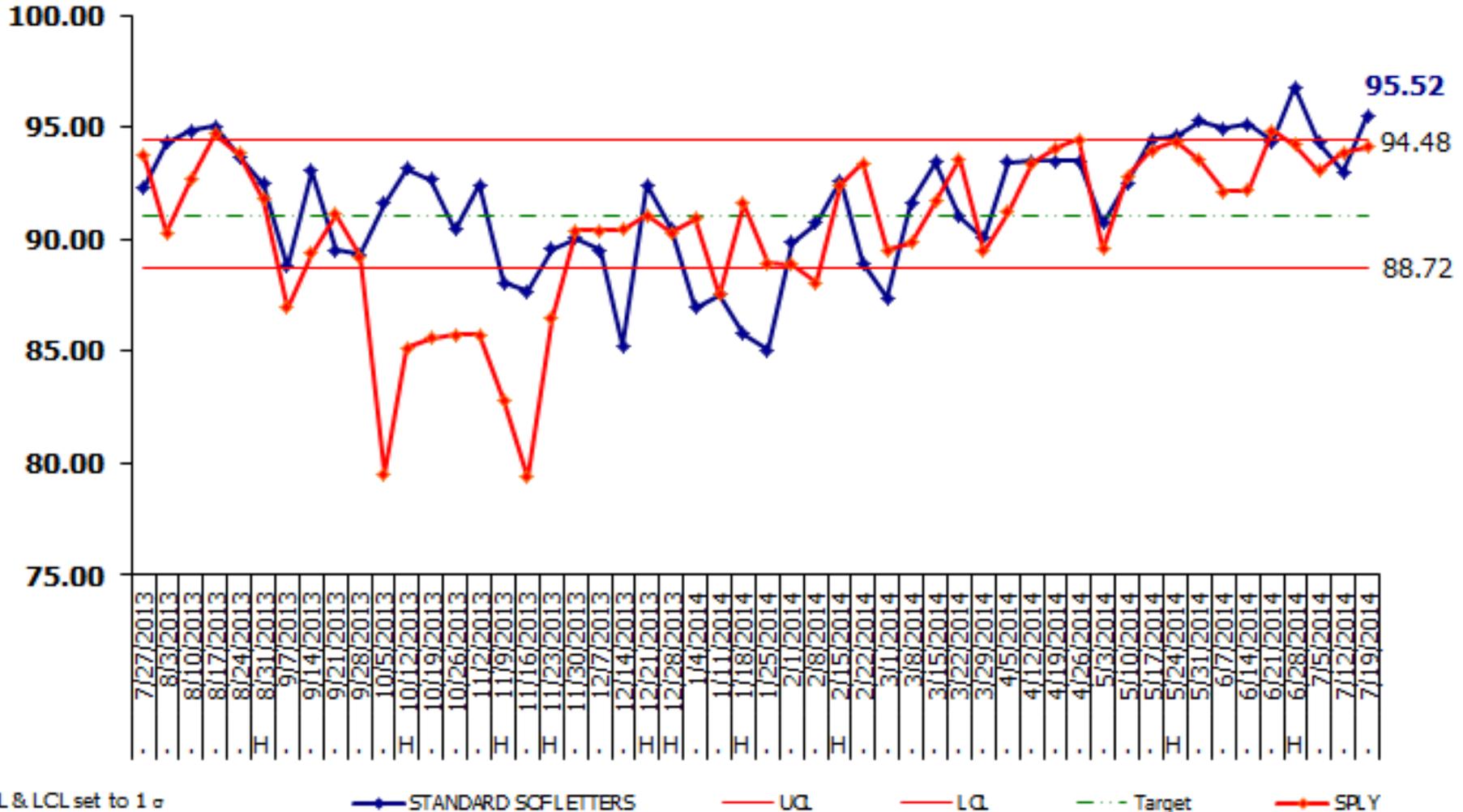
FCM Commercial 3-5 Day

Service Trend Control Chart



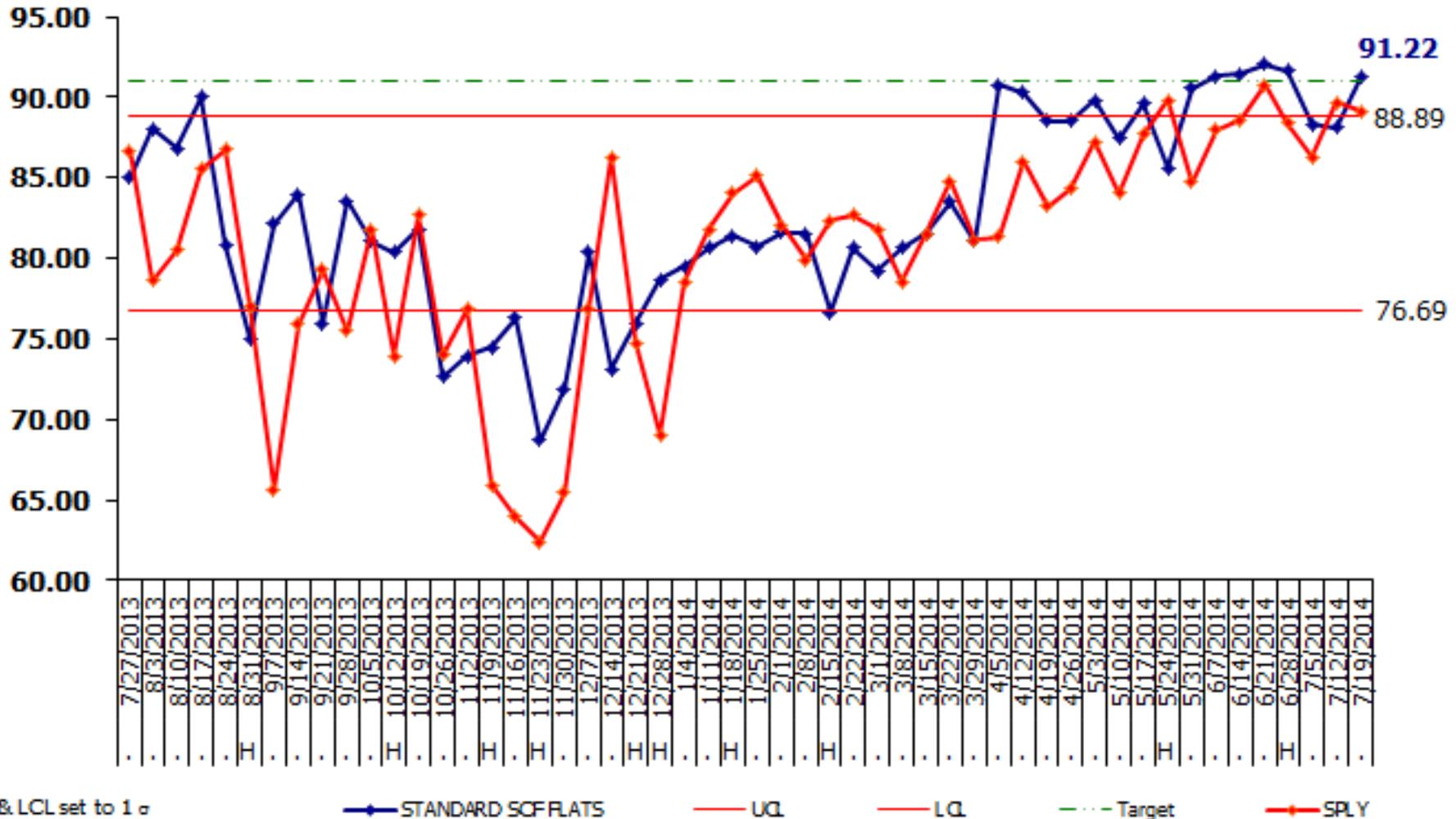
Standard SCF Letters

Service Trend Control Chart



Standard SCF Flats

Service Trend Control Chart



UCL & LCL set to 1 σ

STANDARD SCF FLATS

UCL

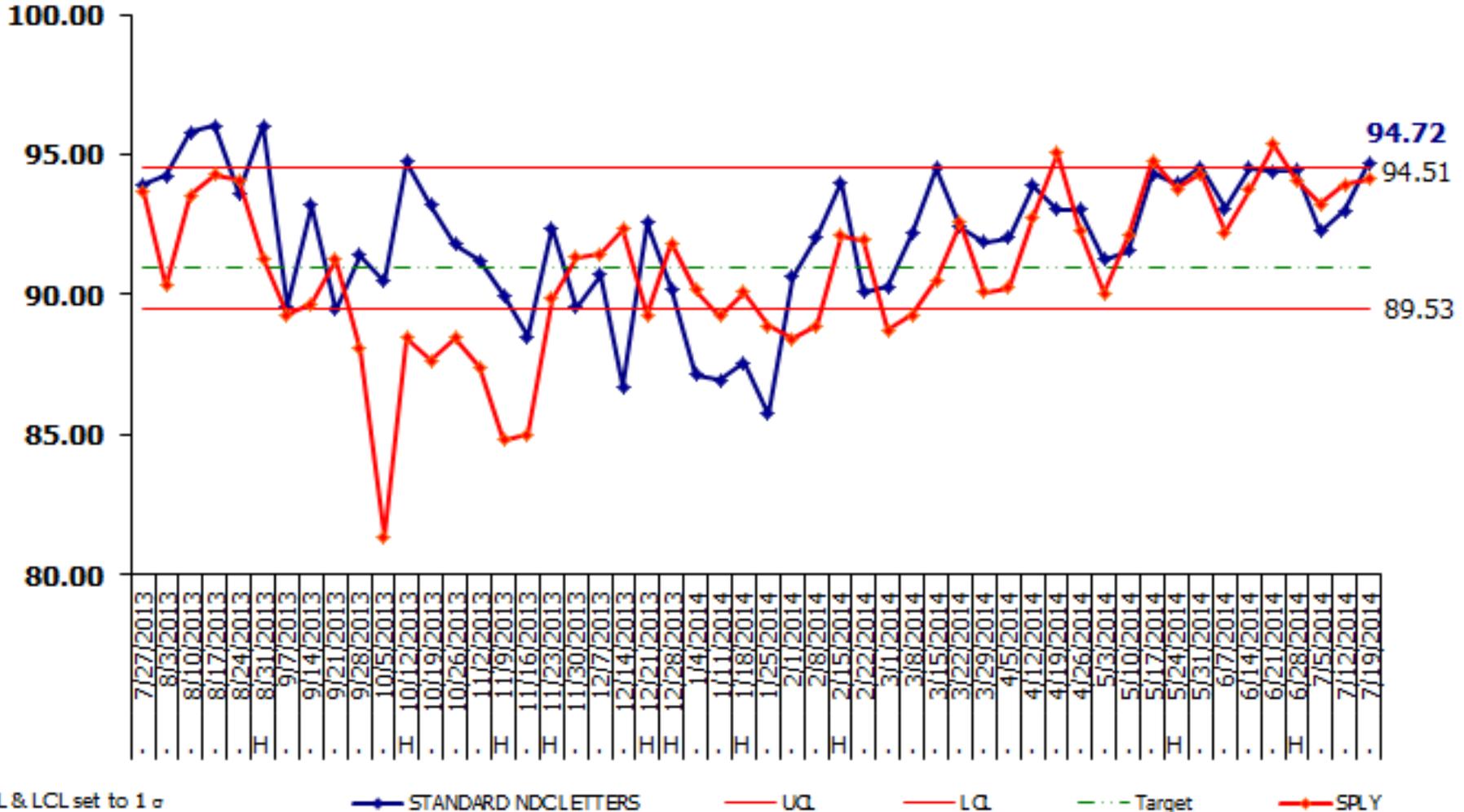
LCL

Target

SPLY

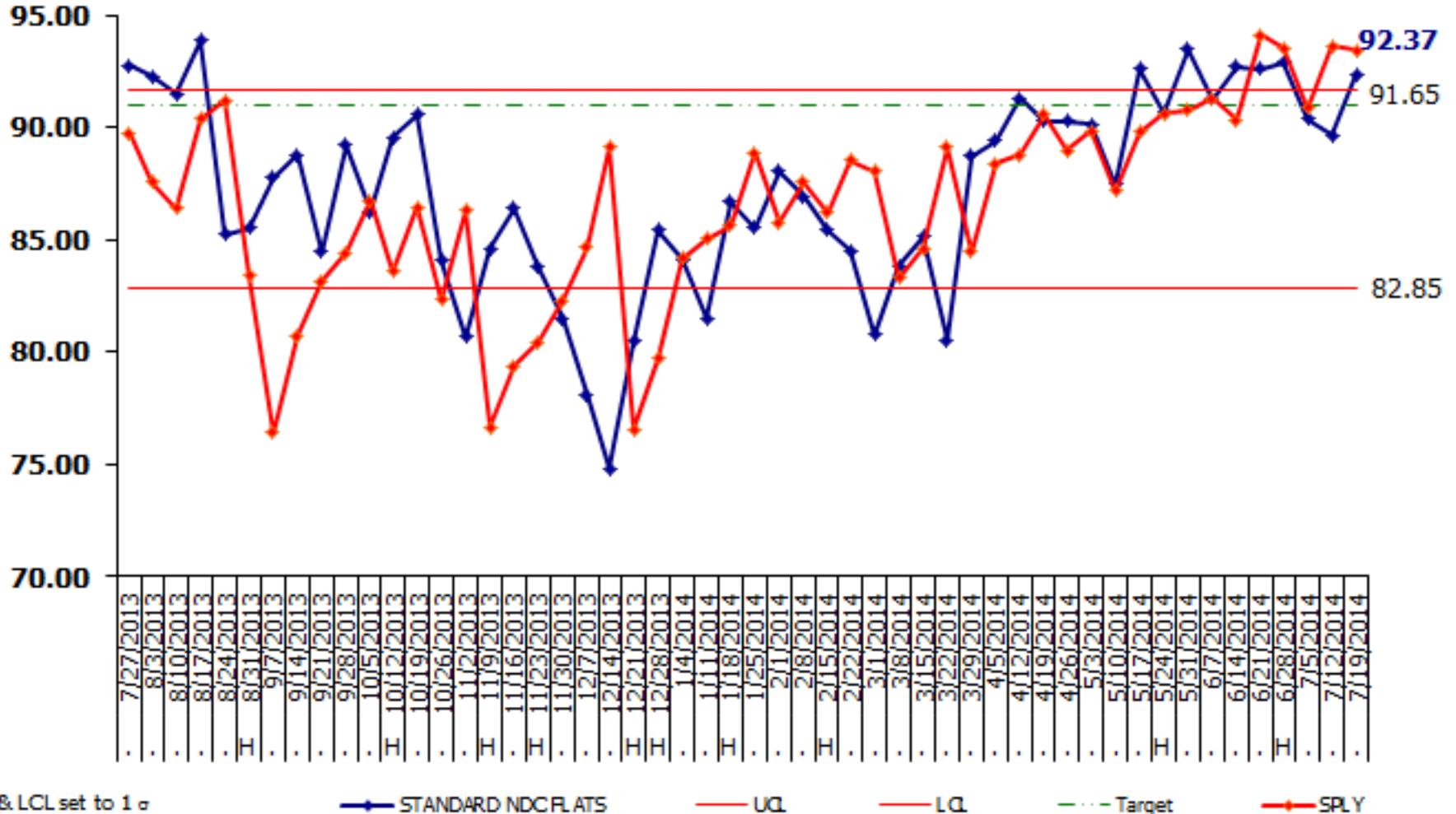
Standard NDC Letters

Service Trend Control Chart



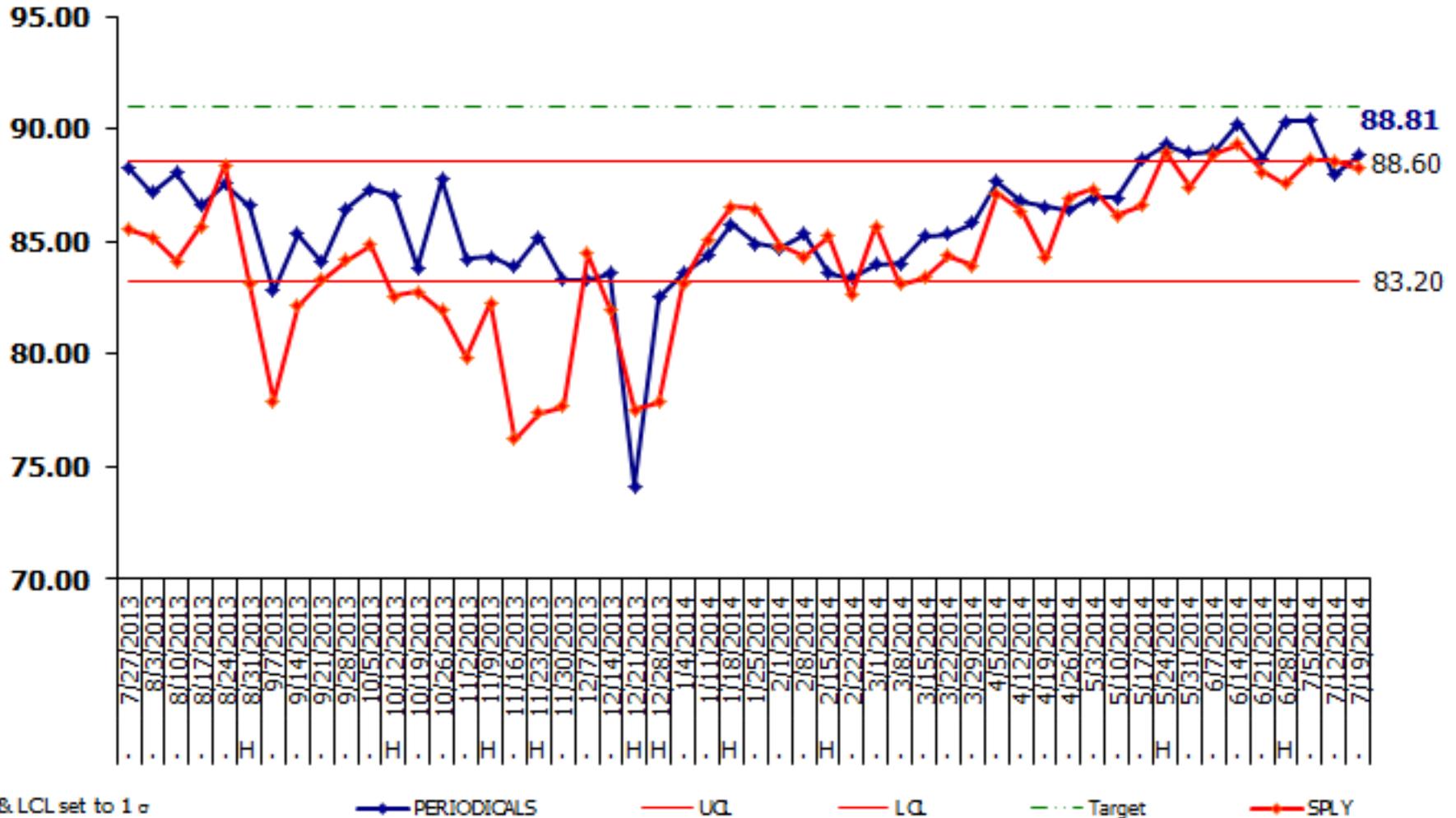
Standard NDC Flats

Service Trend Control Chart



Periodicals

Service Trend Control Chart



UCL & LCL set to 1 σ

PERIODICALS

UCL

LCL

Target

SPLY

Actions Taken in 2013

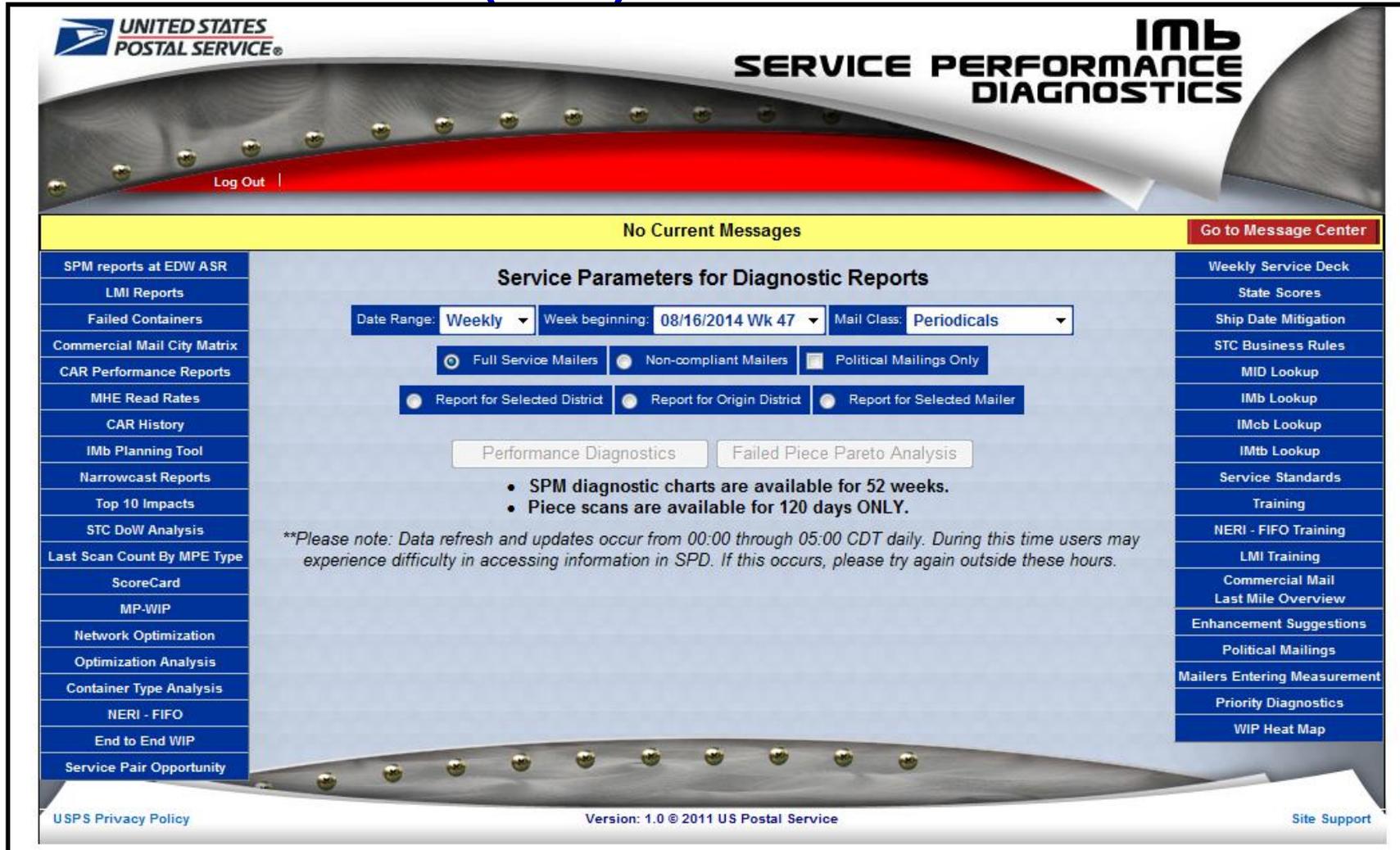
- ❑ 141 Facility Consolidations**
- ❑ Equipment moves to support consolidations and to prepare for Fall Mailing Season**
- ❑ Finalized equipment run plans and staffing plans for Fall Mailing Season around historical heavy drop days**
- ❑ Enhanced communications with the Industry**

- ❑ **Leveraging use of Customer Connect**

- ❑ **Watch list developed for last Fall Mailing Season's "vital few"**

- ❑ **"Early Warning System" developed for consolidation sites**
 - ❑ **Service performance**
 - ❑ **Mail conditions**

❑ Expanded use of the Service Performance Measurement (SPM) tool



The screenshot displays the 'Service Performance Diagnostics' (SPD) web application interface. At the top left is the USPS logo and 'UNITED STATES POSTAL SERVICE®'. The main header area features the text 'SERVICE PERFORMANCE DIAGNOSTICS' and 'IMb' in a stylized font. A 'Log Out' link is visible in the top left corner of the application area.

A yellow banner across the top of the main content area reads 'No Current Messages' with a 'Go to Message Center' button on the right.

The central section is titled 'Service Parameters for Diagnostic Reports' and includes several interactive elements:

- Date Range:** Weekly (selected)
- Week beginning:** 08/16/2014 Wk 47
- Mail Class:** Periodicals
- Report Type Selection:**
 - Full Service Mailers
 - Non-compliant Mailers
 - Political Mailings Only
- Report Scope Selection:**
 - Report for Selected District
 - Report for Origin District
 - Report for Selected Mailer
- Analysis Options:** Performance Diagnostics (selected), Failed Piece Pareto Analysis

Below these options, a list of bullet points states:

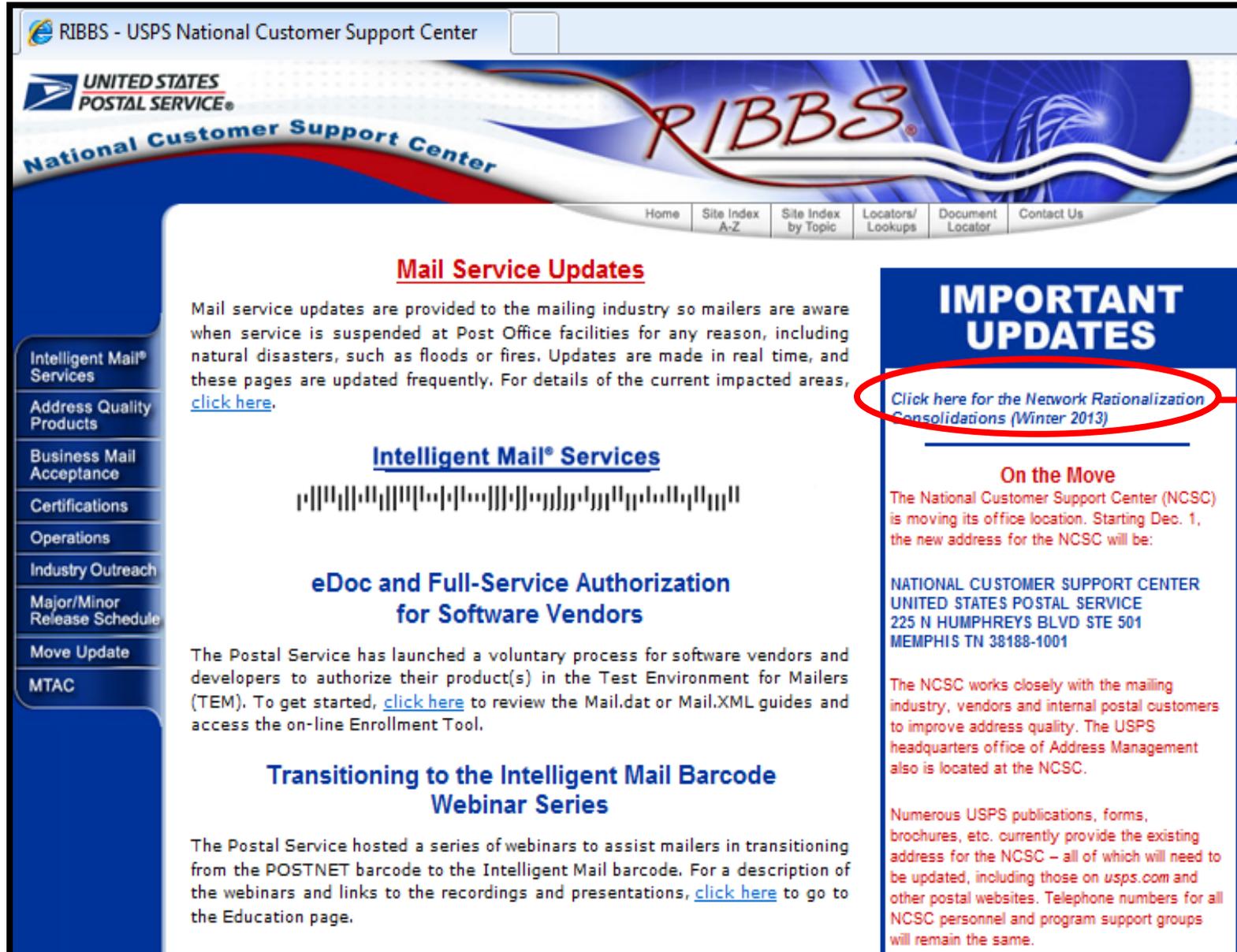
- SPM diagnostic charts are available for 52 weeks.
- Piece scans are available for 120 days ONLY.

A note below the bullet points reads: ***Please note: Data refresh and updates occur from 00:00 through 05:00 CDT daily. During this time users may experience difficulty in accessing information in SPD. If this occurs, please try again outside these hours.*

The interface is flanked by two vertical navigation menus:

- Left Menu:** SPM reports at EDW ASR, LMI Reports, Failed Containers, Commercial Mail City Matrix, CAR Performance Reports, MHE Read Rates, CAR History, IMb Planning Tool, Narrowcast Reports, Top 10 Impacts, STC DoW Analysis, Last Scan Count By MPE Type, ScoreCard, MP-WIP, Network Optimization, Optimization Analysis, Container Type Analysis, NERI - FIFO, End to End WIP, Service Pair Opportunity.
- Right Menu:** Weekly Service Deck, State Scores, Ship Date Mitigation, STC Business Rules, MID Lookup, IMb Lookup, IMcb Lookup, IMtb Lookup, Service Standards, Training, NERI - FIFO Training, LMI Training, Commercial Mail Last Mile Overview, Enhancement Suggestions, Political Mailings, Mailers Entering Measurement, Priority Diagnostics, WIP Heat Map.

At the bottom of the page, there are three footer elements: 'USPS Privacy Policy' on the left, 'Version: 1.0 © 2011 US Postal Service' in the center, and 'Site Support' on the right.



RIBBS - USPS National Customer Support Center

**UNITED STATES
POSTAL SERVICE®**

National Customer Support Center

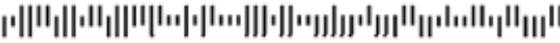
RIBBS®

Home | Site Index A-Z | Site Index by Topic | Locators/ Lookups | Document Locator | Contact Us

Mail Service Updates

Mail service updates are provided to the mailing industry so mailers are aware when service is suspended at Post Office facilities for any reason, including natural disasters, such as floods or fires. Updates are made in real time, and these pages are updated frequently. For details of the current impacted areas, [click here](#).

Intelligent Mail® Services



eDoc and Full-Service Authorization for Software Vendors

The Postal Service has launched a voluntary process for software vendors and developers to authorize their product(s) in the Test Environment for Mailers (TEM). To get started, [click here](#) to review the Mail.dat or Mail.XML guides and access the on-line Enrollment Tool.

Transitioning to the Intelligent Mail Barcode Webinar Series

The Postal Service hosted a series of webinars to assist mailers in transitioning from the POSTNET barcode to the Intelligent Mail barcode. For a description of the webinars and links to the recordings and presentations, [click here](#) to go to the Education page.

IMPORTANT UPDATES

[Click here for the Network Rationalization Consolidations \(Winter 2013\)](#)

On the Move

The National Customer Support Center (NCSC) is moving its office location. Starting Dec. 1, the new address for the NCSC will be:

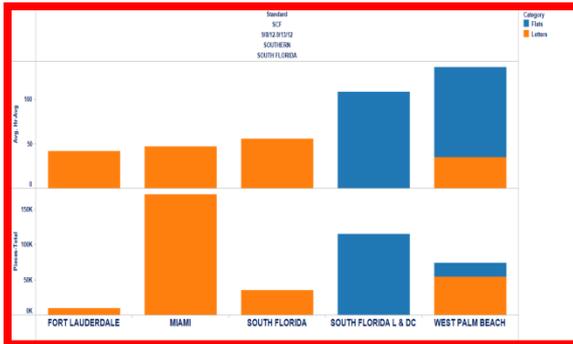
**NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
225 N HUMPHREYS BLVD STE 501
MEMPHIS TN 38188-1001**

The NCSC works closely with the mailing industry, vendors and internal postal customers to improve address quality. The USPS headquarters office of Address Management also is located at the NCSC.

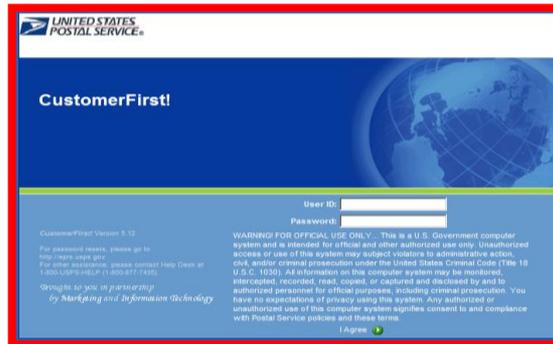
Numerous USPS publications, forms, brochures, etc. currently provide the existing address for the NCSC – all of which will need to be updated, including those on [usps.com](#) and other postal websites. Telephone numbers for all NCSC personnel and program support groups will remain the same.

Click on the link for Latest Mail Move Plan

Available Tools



EWS Reports



CustomerFirst! System



BSN eService

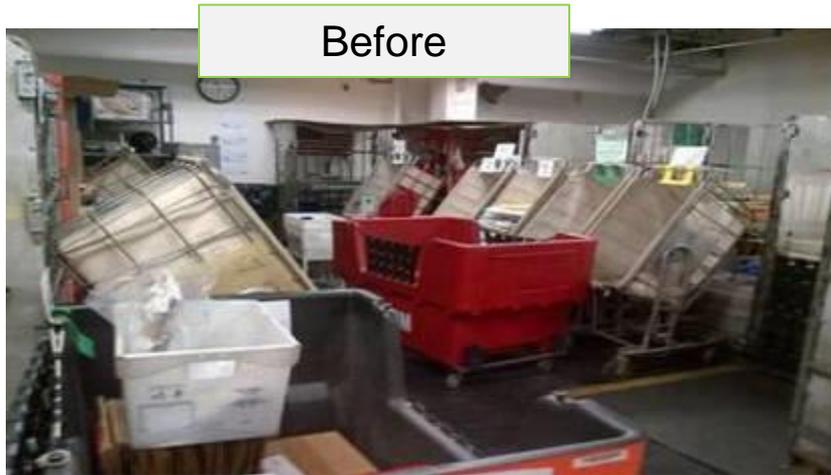
- **Daily Monitoring of plant inventory levels**
 - First Class
 - Periodicals
 - Standard Letters
 - Standard Flats
- **Weekly Monitoring of:**
 - Work in Process (WIP) cycle time
 - Pieces processed after clearance time
 - STD on-hand
- **Business Service Network's (BSN) repository of mailer customer issues**
 - Issues tracked as Service Requests (SR)
 - SRs handled as open tickets needing resolution in order to be closed
- **Customer-facing access point for CustomerFirst!**
 - BSN customers can submit electronic inquiries and can learn status of inquiry from web account
 - Non-BSN customers may contact a local BSN representative by phone or email for support

- ❑ Lean Mail Processing Principles**
 - ❑ Reduce cycle time**
 - ❑ Reduce waste**
 - ❑ Improve efficiency**

- ❑ Projects initially piloted at South Jersey P&DC**

- ❑ Implementation to be completed at Senior Plants by October 1st**

- Before and After Pictures



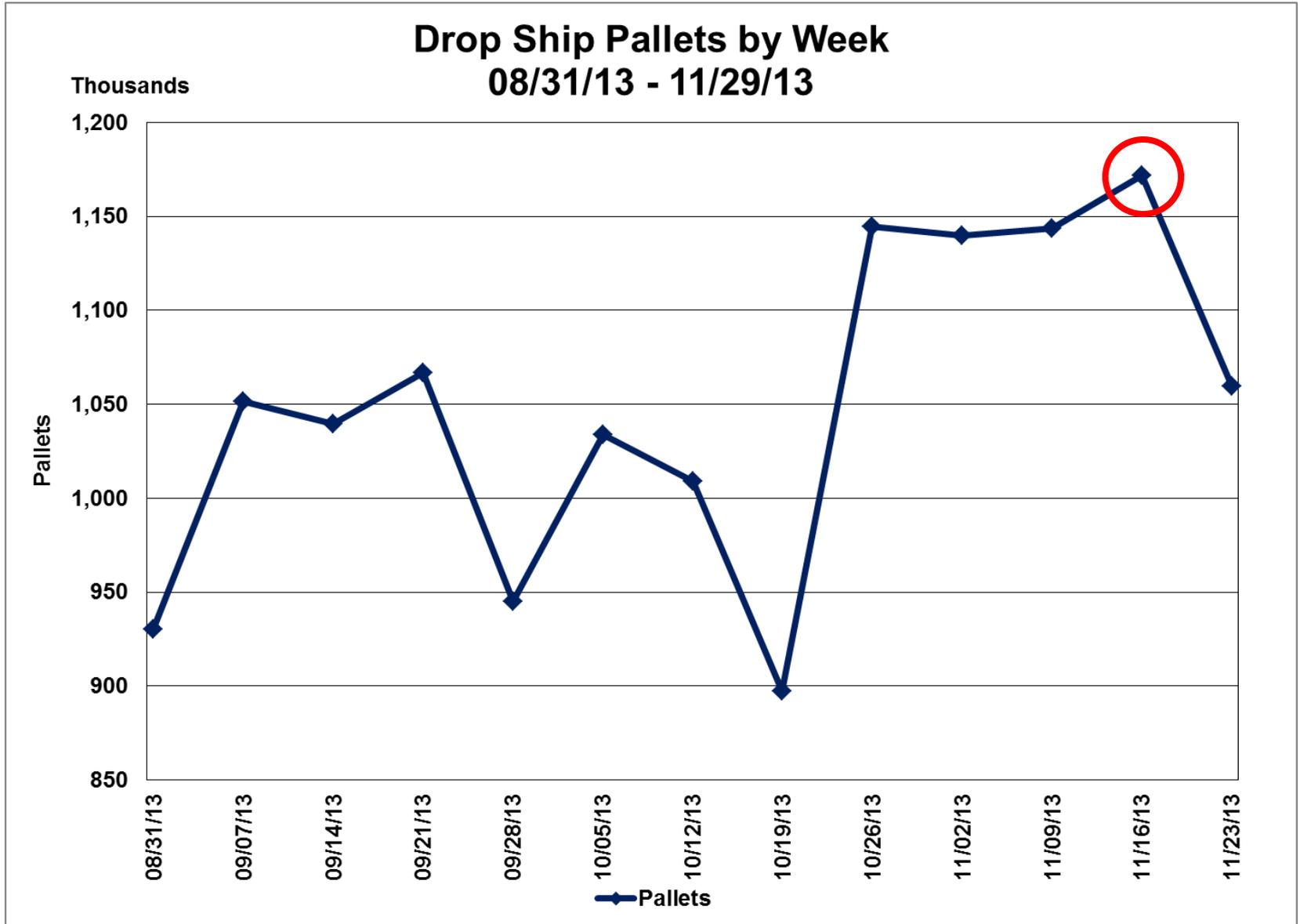
Nixie in Flats was relocated to an existing Nixie operation on the 1st floor. No additional space was required in the unit on the 1st floor.



Unused racks were being stored in the Flats operation. The items were cleared out, making room for a tray line that will be relocated to provide better mail flow.

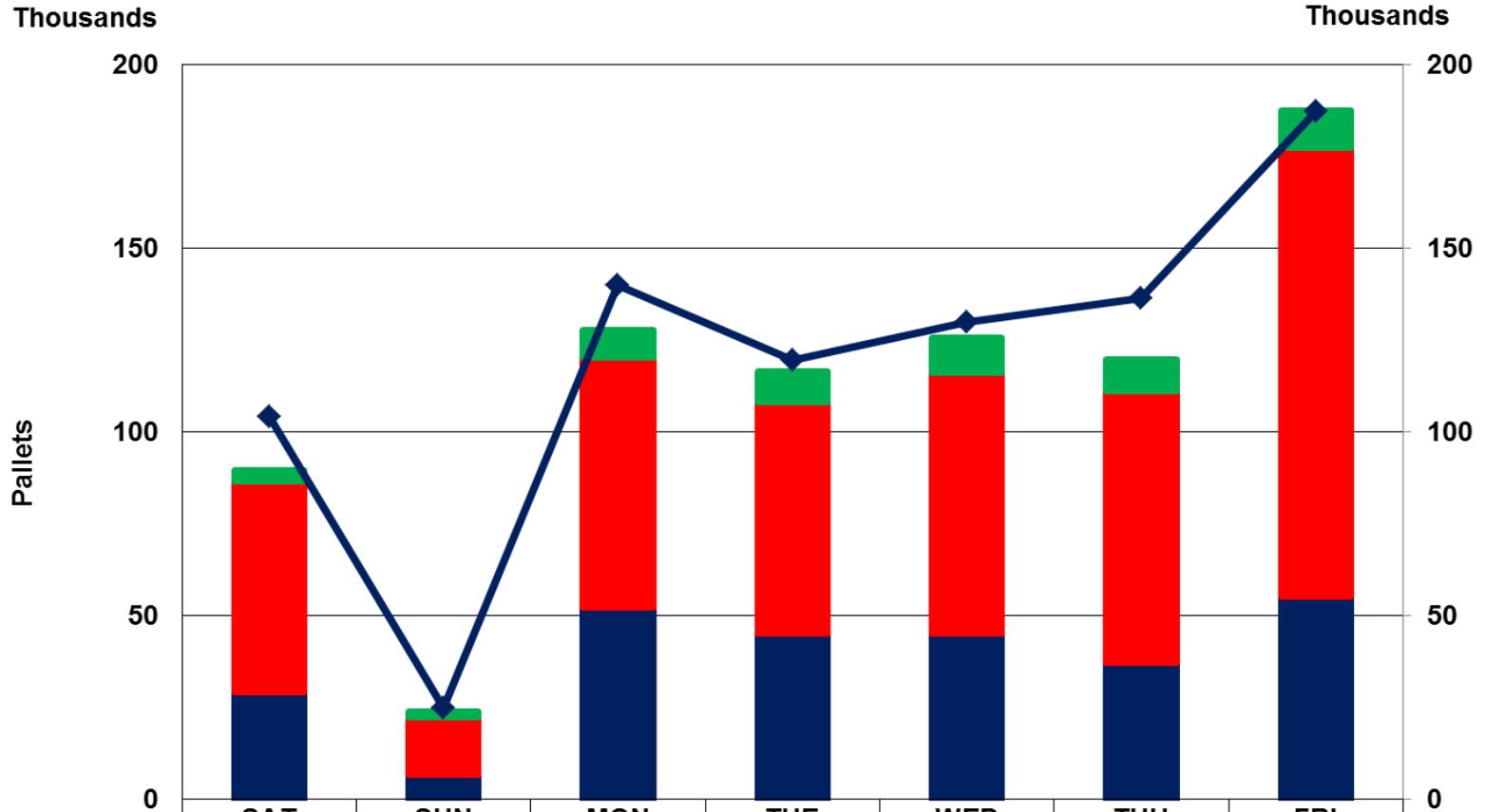
2013 Fall Mailing Season Review

Drop Ship Profile



Average Daily Periodicals & Standard Pallets by Day of Week

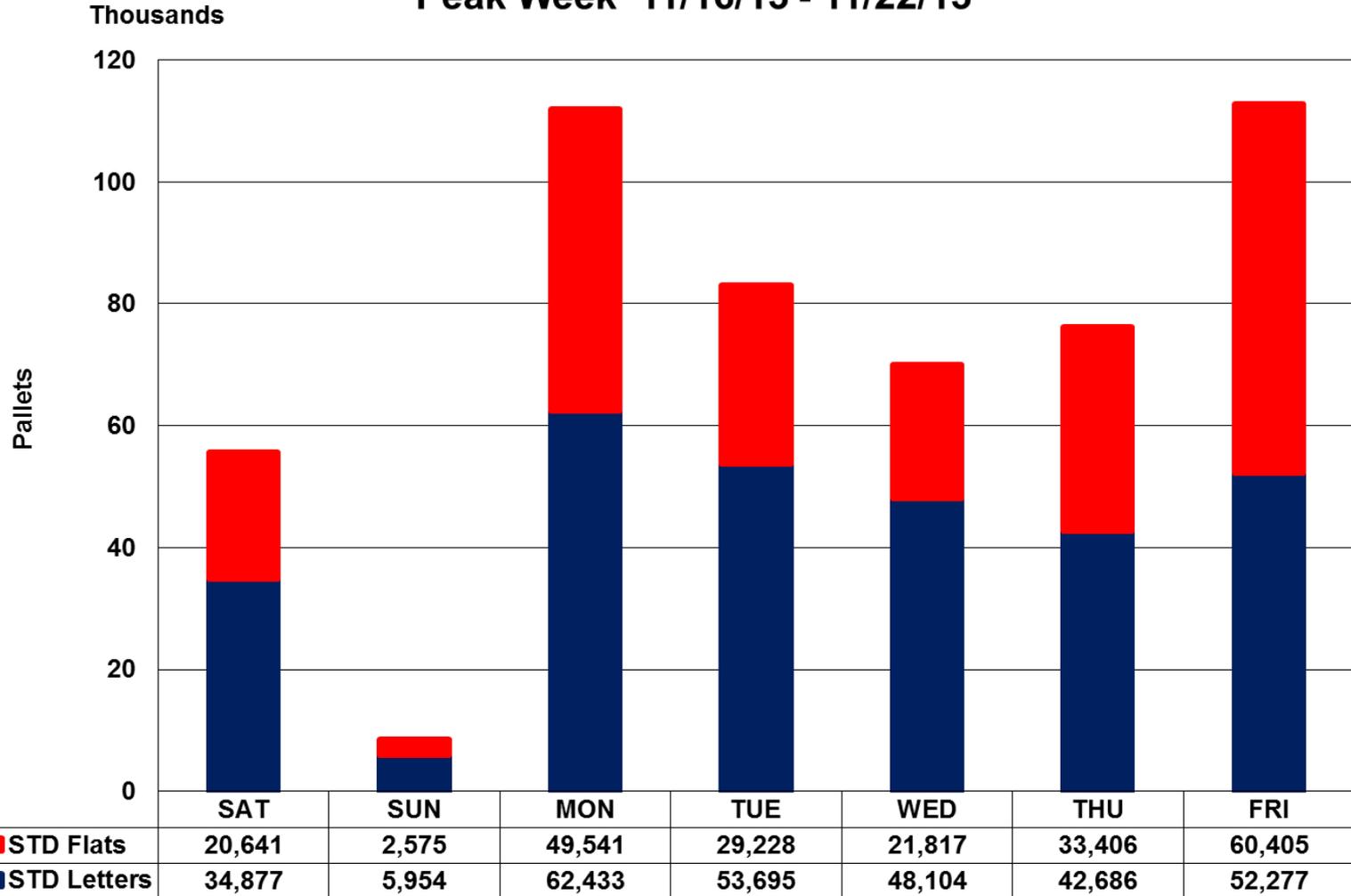
Average Daily Periodicals & Standard Drop Ship Pallets by Day of Week 08/31/13 - 11/29/13

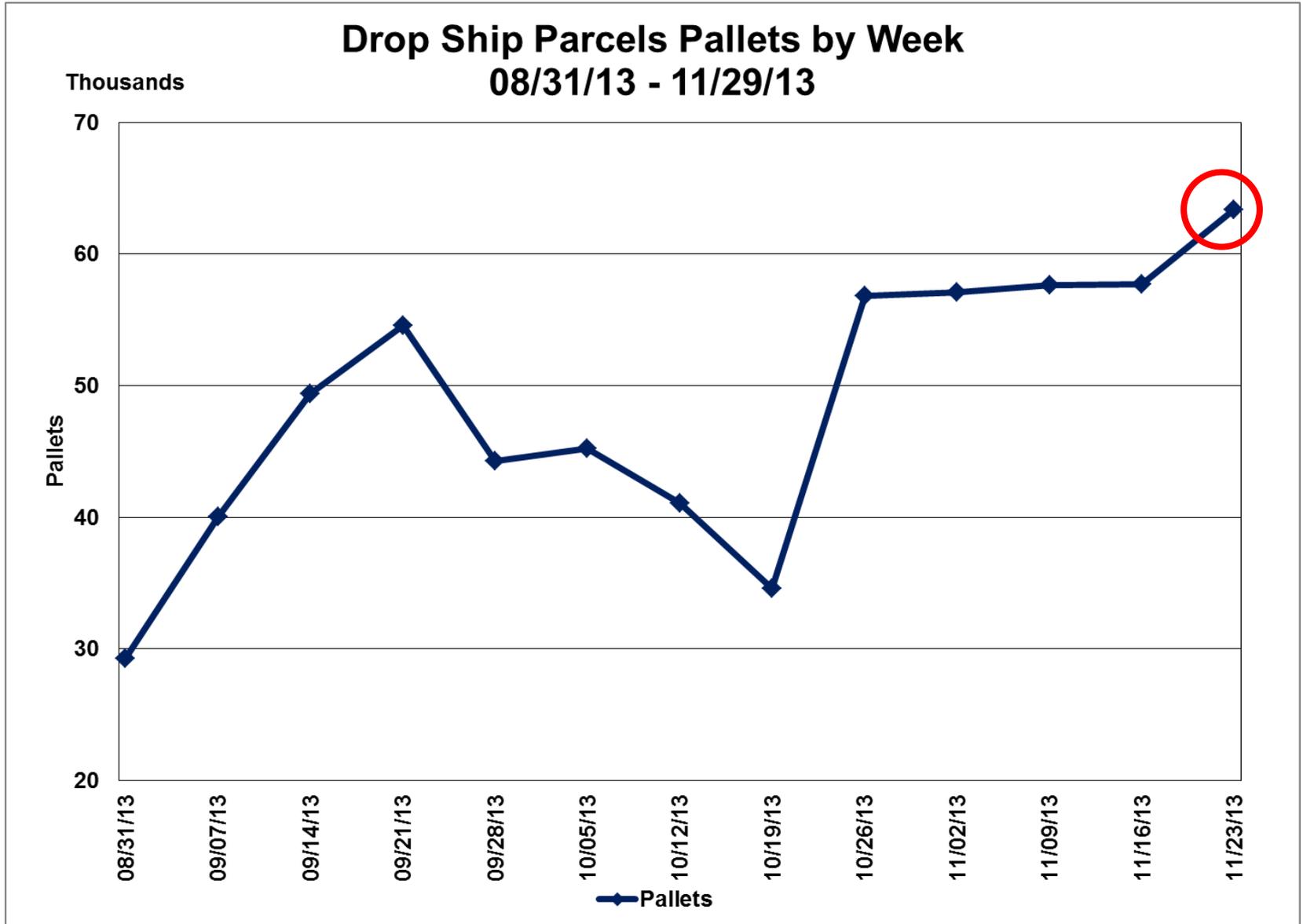


	SAT	SUN	MON	TUE	WED	THU	FRI
Fall Parcels	3,032	1,513	7,513	8,089	9,498	8,724	10,177
Fall Flats	57,360	15,771	67,984	63,007	70,754	73,781	121,963
Fall Letters	29,208	6,657	52,272	45,273	45,287	37,274	55,386
Mar 2014 All	104,076	24,851	139,865	119,480	130,034	136,410	187,247

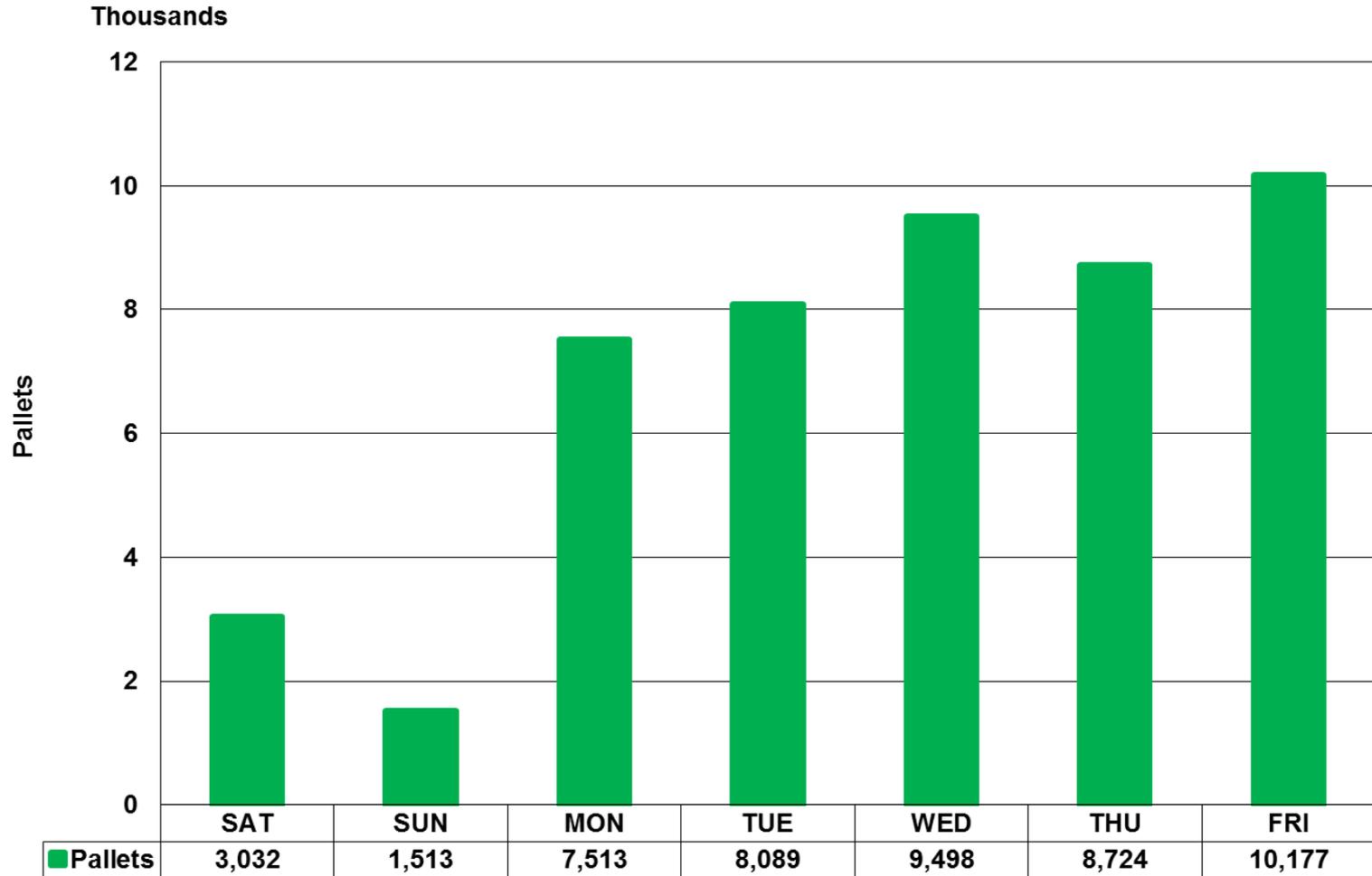
Standard Mail Pallets by Day During Fall Mailing Season Peak Week

**Average Daily Standard Letters and Standard Flats
Drop Ship Pallets
Peak Week 11/16/13 - 11/22/13**



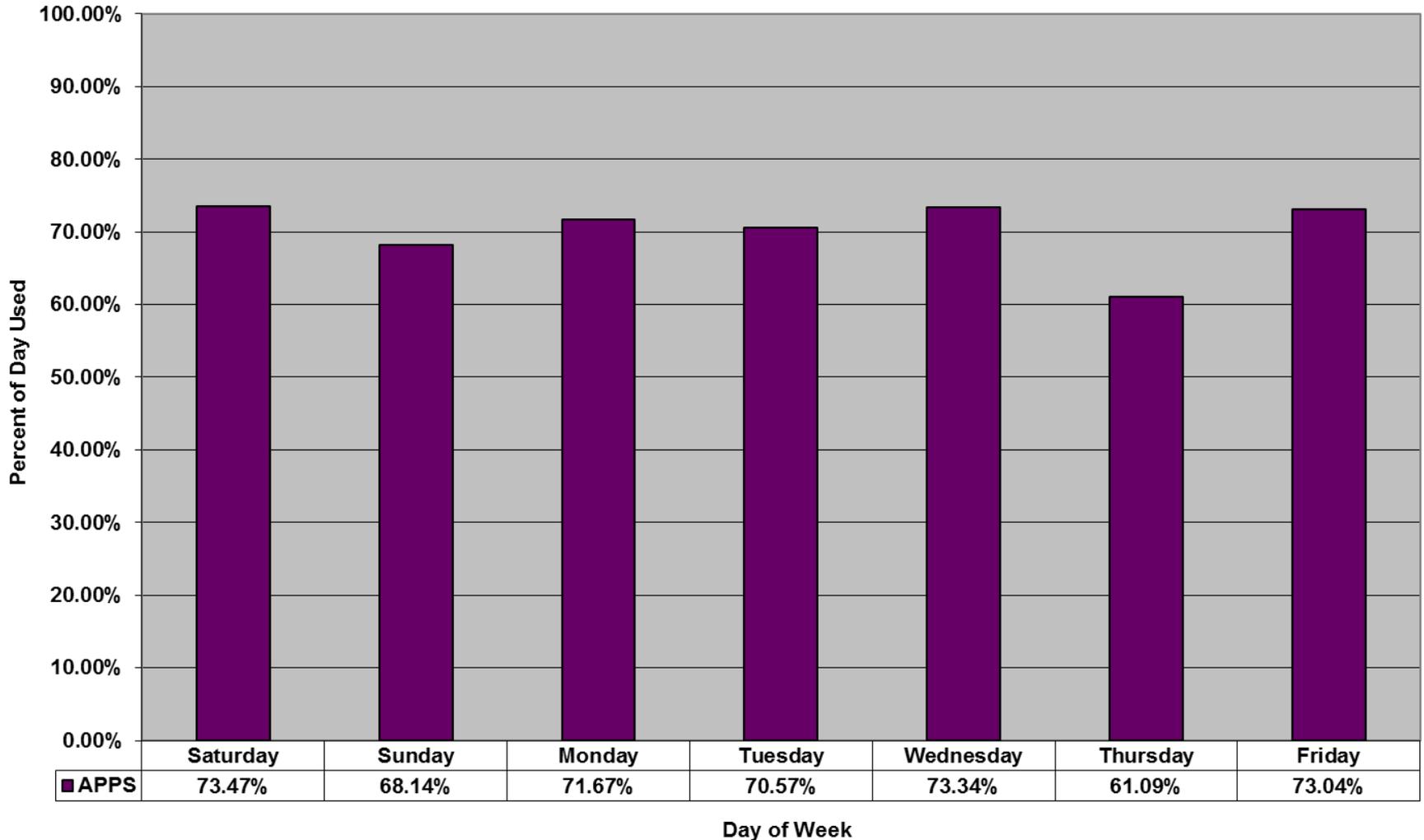


**Average Daily Parcels Drop Ship Pallets
Peak Week 11/16/13 - 11/22/13**

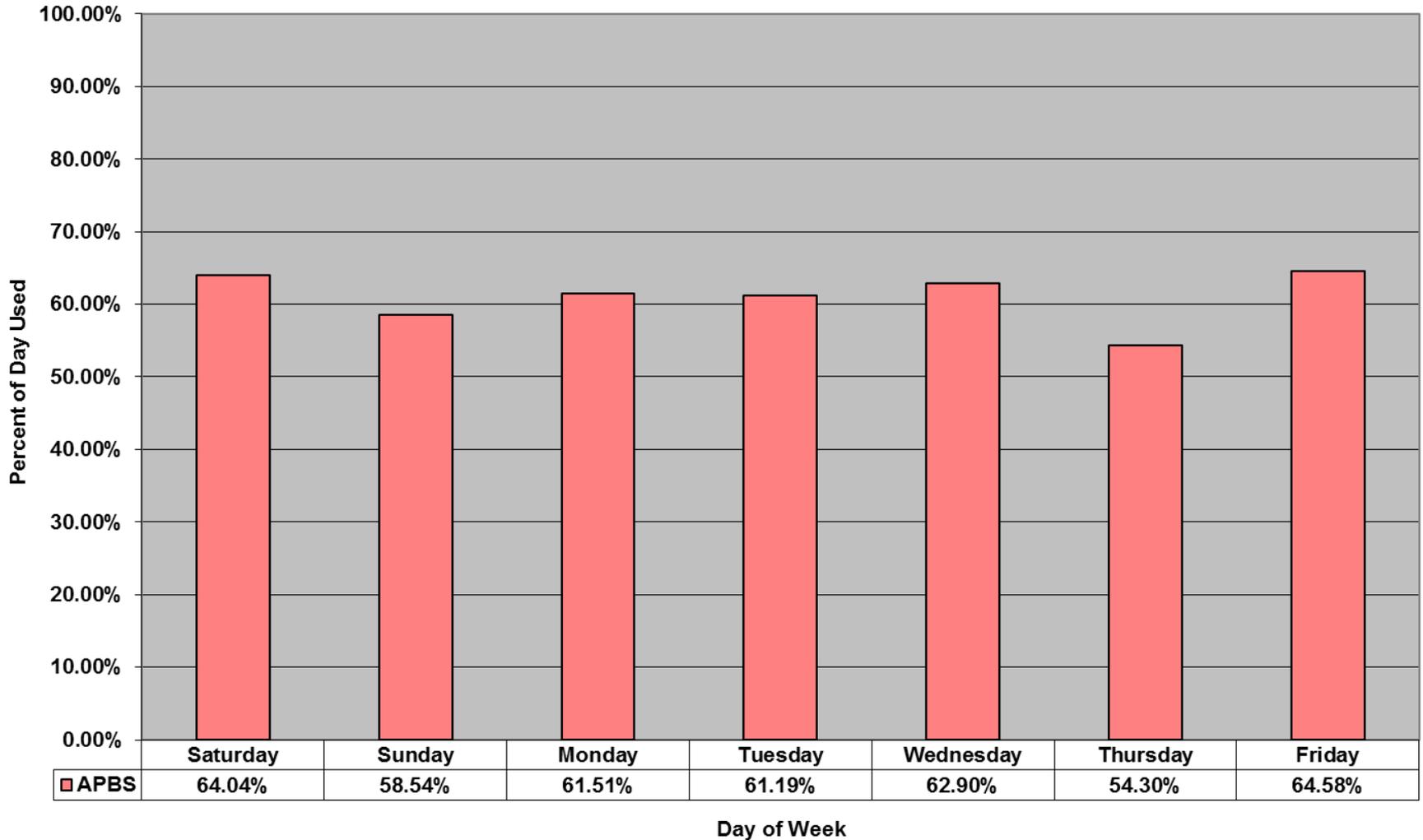


Machine Utilization

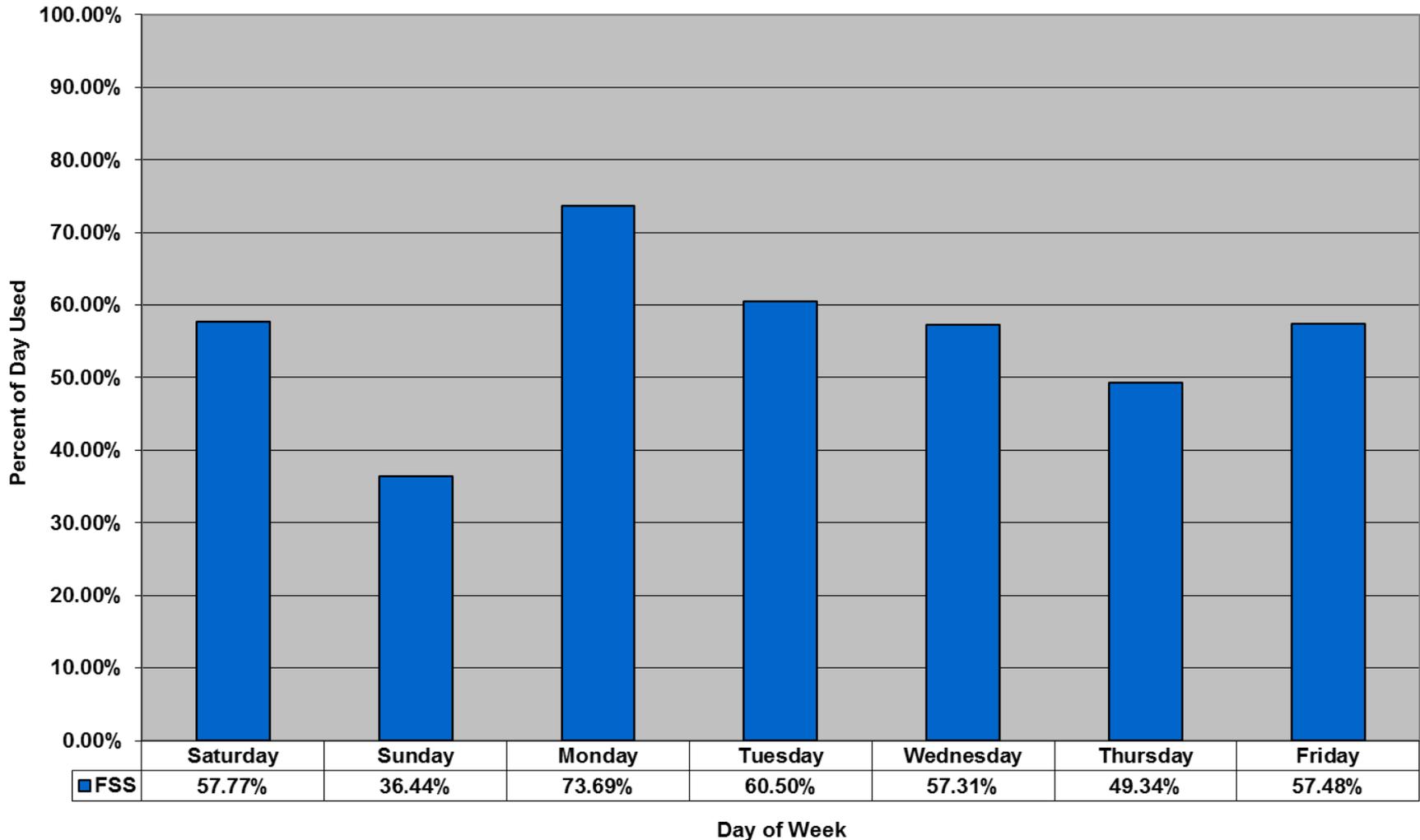
Average APPS Utilization by Weekday



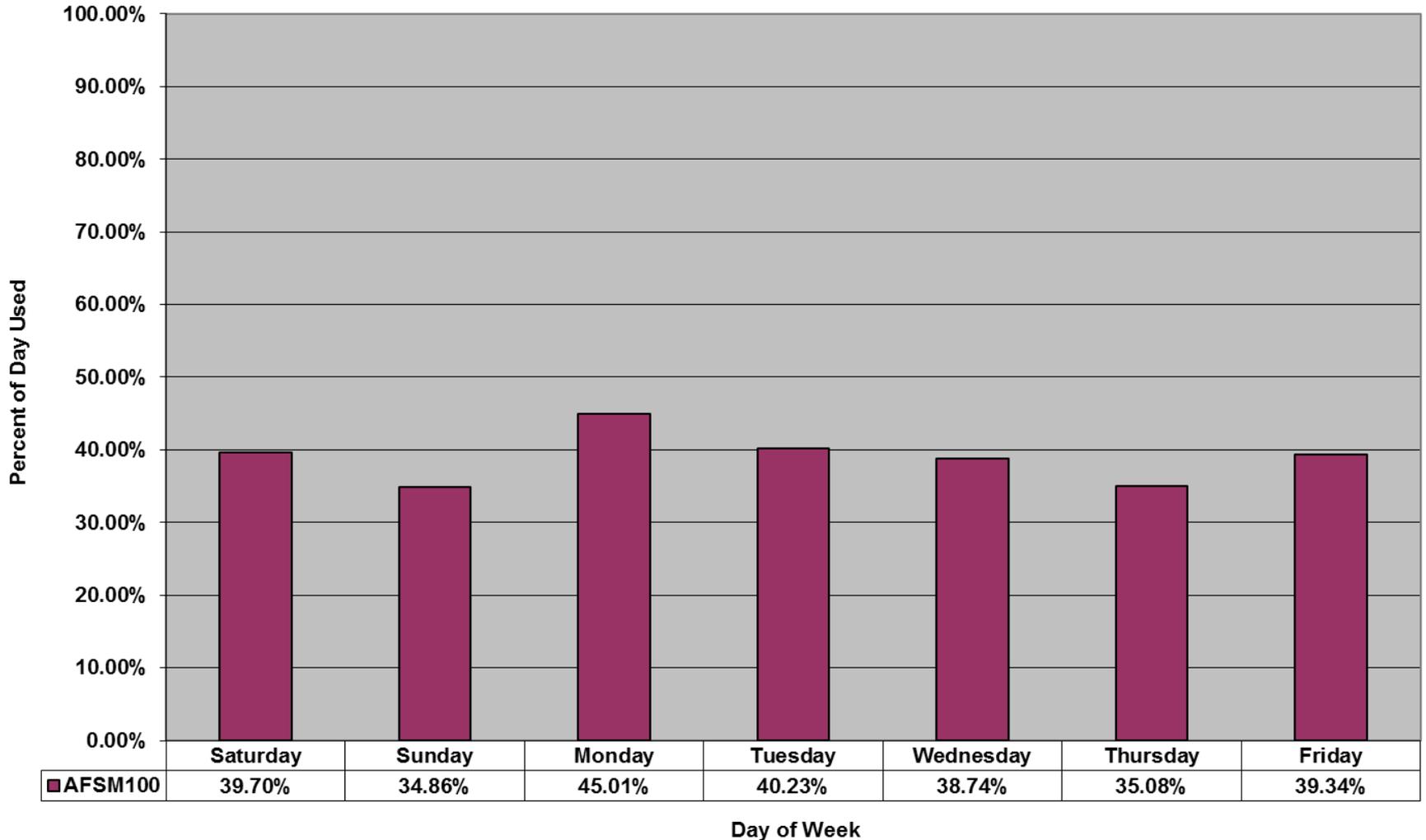
Average APBS Utilization by Weekday



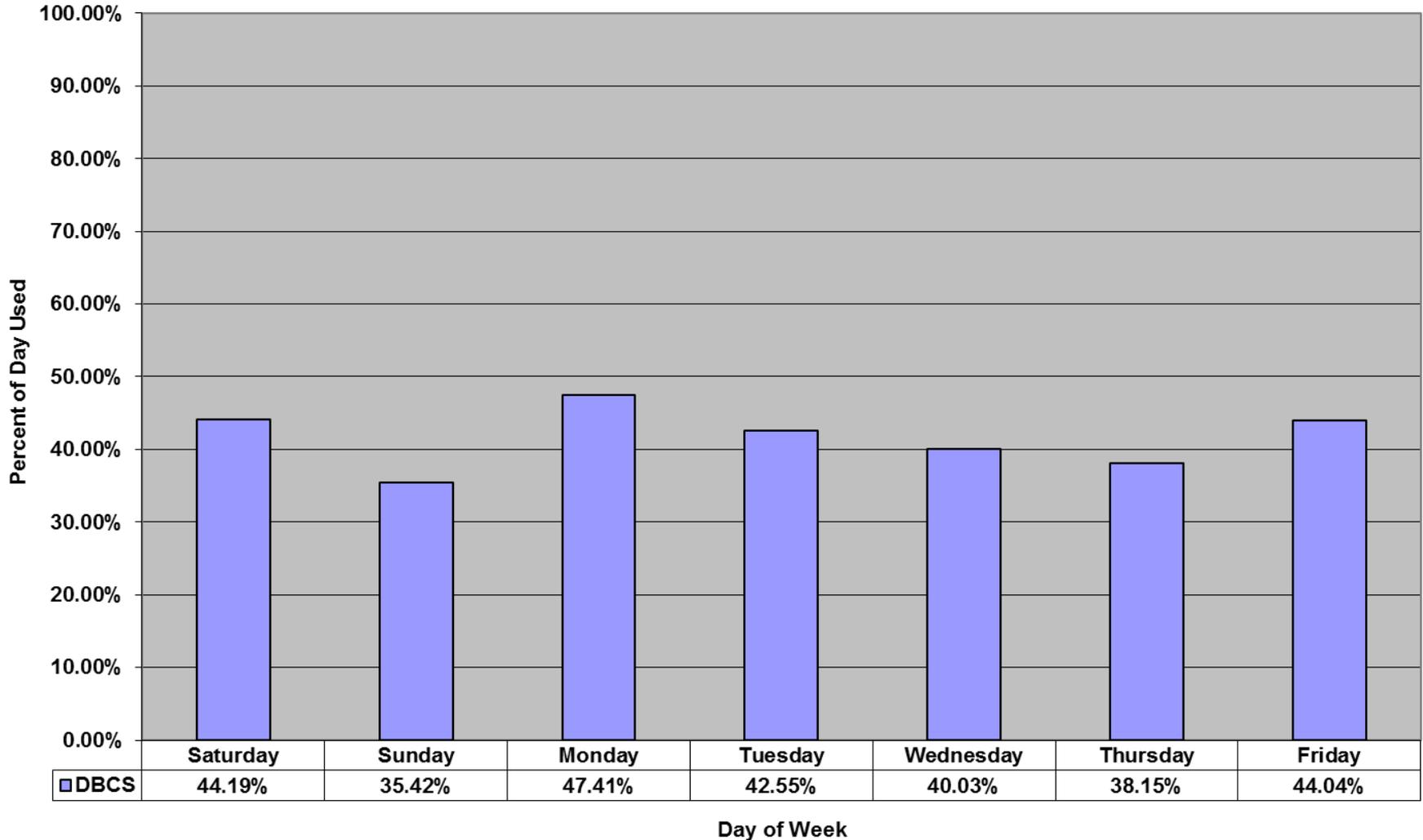
Average FSS Utilization by Weekday



Average AFSM100 Utilization by Weekday

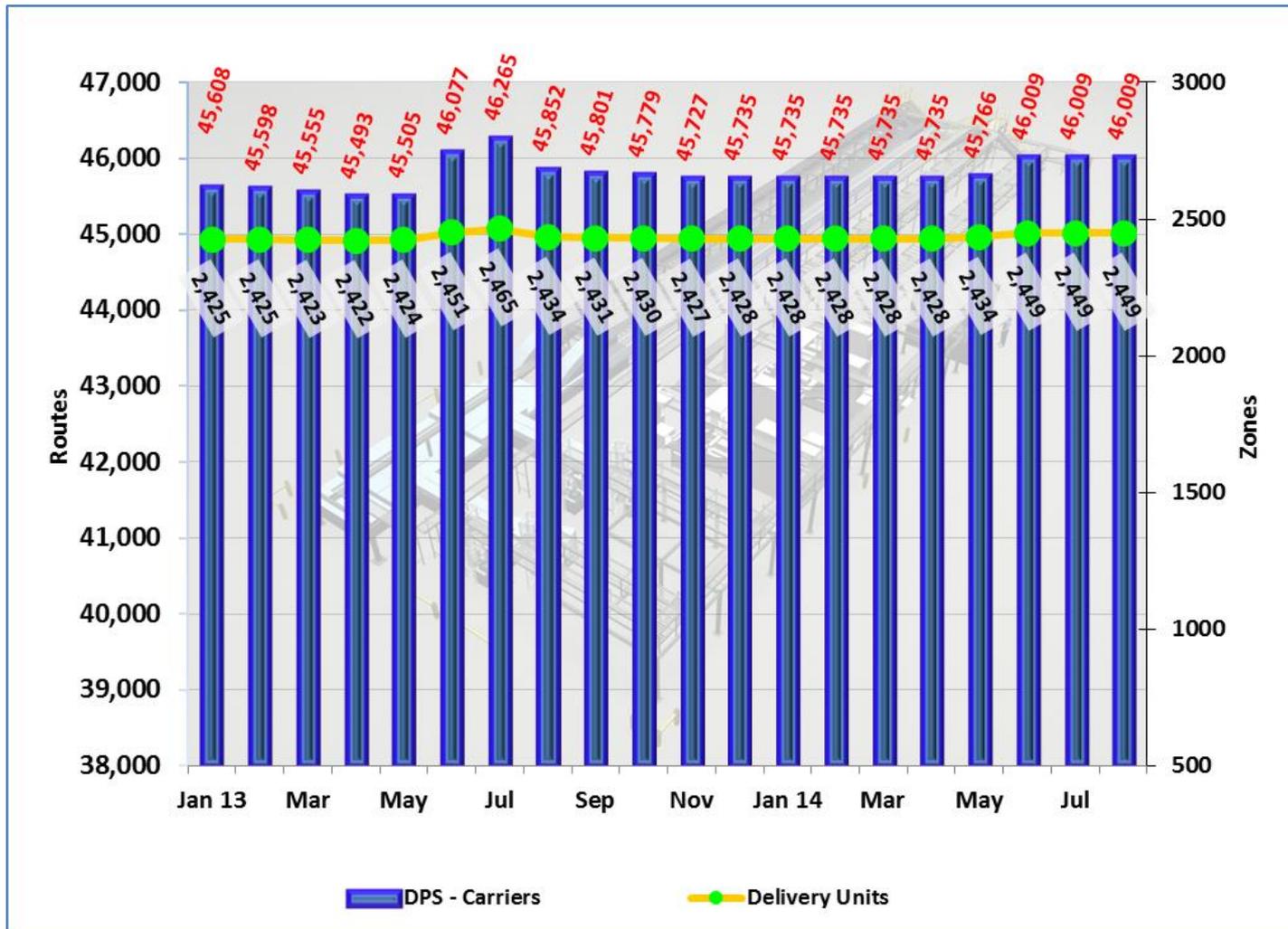


Average DBCS Utilization by Weekday



FSS

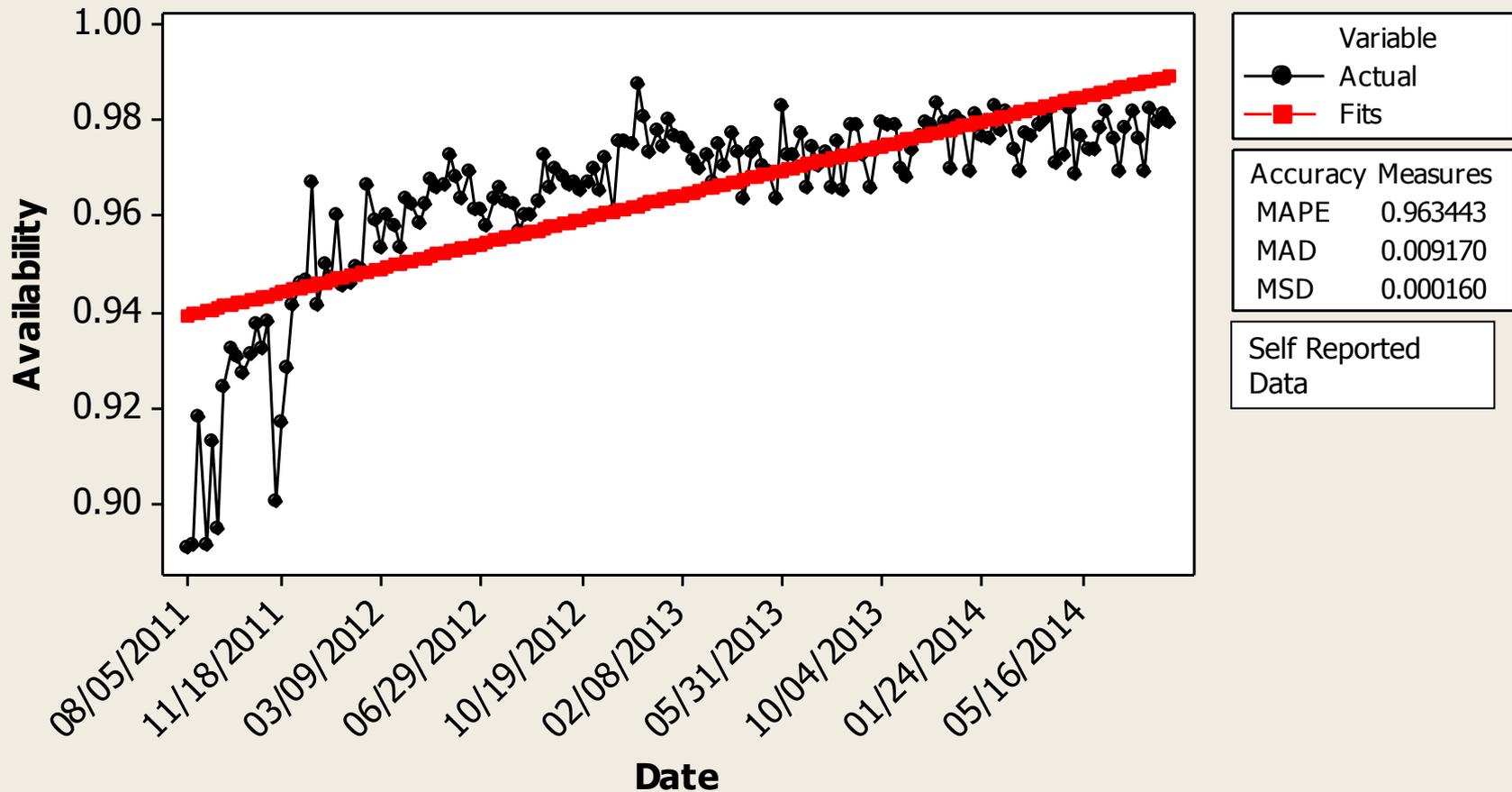
FSS Carriers and Delivery Units



Trend Analysis Plot for Availability

Linear Trend Model

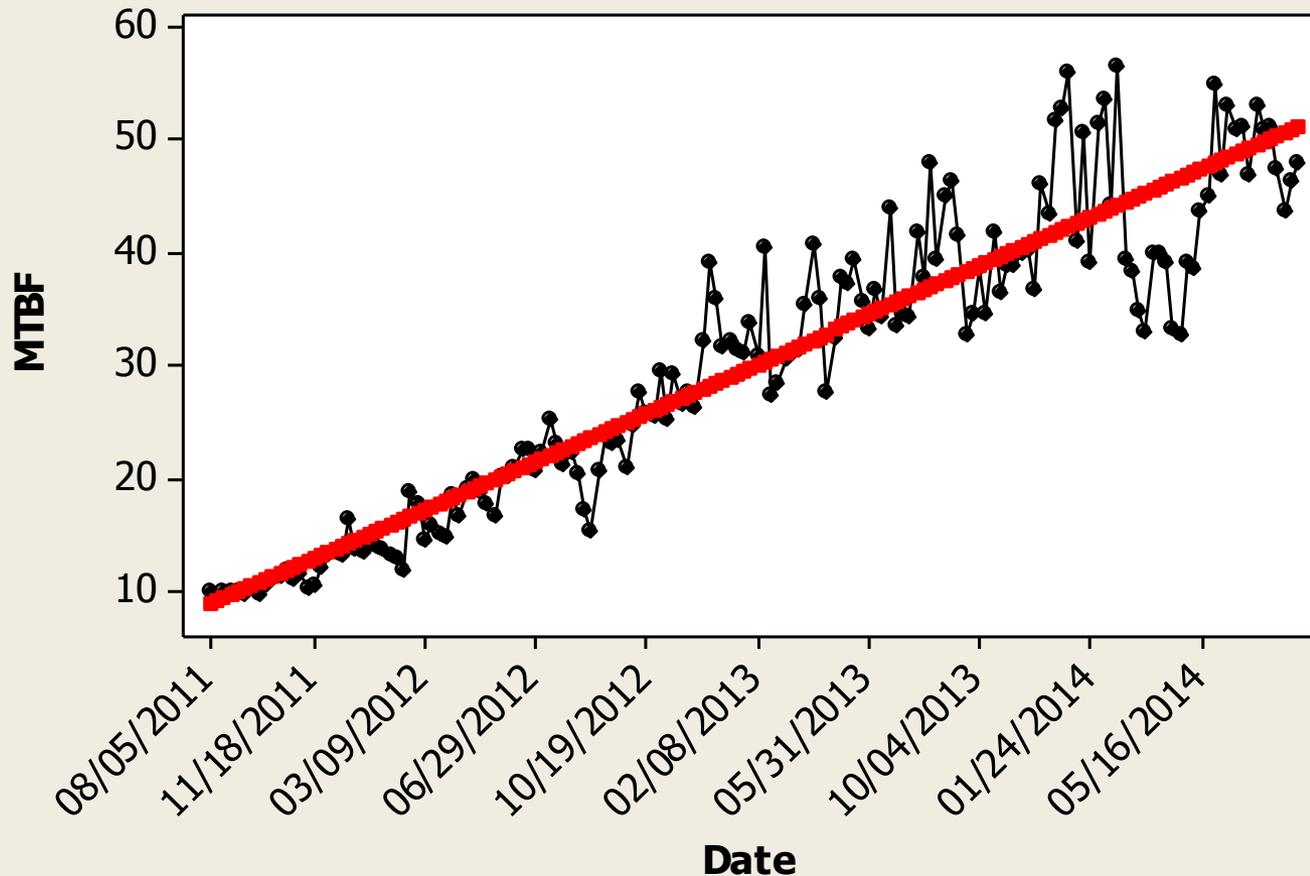
$$Y_t = 0.93903 + 0.000316 * t$$



Trend Analysis Plot for MTBF

Linear Trend Model

$$Y_t = 8.650 + 0.269 * t$$



Variable	
—●—	Actual
—■—	Fits
Accuracy Measures	
MAPE	10.3701
MAD	3.2112
MSD	20.7428
Self Reported Data	

2013 Holiday Readiness

- Labor Day – Monday September 1st**
- Columbus Day - Monday October 13th**
- Veteran's Day - Tuesday November 11th**
- Thanksgiving – Thursday November 27th**
- Christmas – Thursday December 25th**

- ❑ Policy set by HQ Network Operations & Delivery Post Office Operations prior to holiday**
- ❑ Fall Mailing Season - Columbus Day and Veteran's Day Holidays**
- ❑ Plants coordinate with BSN Managers, and BMEU/DMU Managers**

- Notify commercial mailers of holiday hours**
- Adjust plant holiday operating plans to include anticipated commercial mailer volumes**
- Assure mail entered will be processed and dispatched on scheduled transportation on the holiday night and the following morning**

Standard Mail Load Leveling

Purpose

- ❑ **Improve delivery efficiency and reduce traditionally heavy Monday workloads**
- ❑ **Spread delivery of DSCF Standard Mail across days of the week by changing the processing and dispatch of Destination Sectional Center Facility (DSCF) Standard Mail**

Prior Color Coding Application and Expectation

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Sat 16:01 - Sun 16:00	Sun 16:01 - Mon 16:00	Mon 16:01 - Tue 16:00	Tue 16:01 - Wed 16:00	Wed 16:01 - Thu 16:00	Thu 16:01 - Fri 16:00	Fri 16:01 - Sat 16:00
Color Code for Wednesday until 16:00	Color Code for Thursday until 16:00	Color Code for Friday until 16:00	Color Code for Saturday until 16:00	All day is color coded for Monday	Color Code for Monday until 16:00	Color Code for Tuesday until 16:00
16:01 - Thu Violet	16:01 - Fri Yellow	16:01 - Sat Pink	16:01 - Mon Blue	Stays Blue	16:01 - Tue Orange	16:01 - Wed Green

Color Code Application and Expectation Under Load Leveling

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Sat 16:01 - Sun 16:00	Sun 16:01 - Mon 16:00	Mon 16:01 - Tue 16:00	Tue 16:01 - Wed 16:00	Wed 16:01 - Thu 16:00	Thu 16:01 - Fri 16:00	Fri 16:01 - Sat 16:00
Color Code for Wednesday until 16:00	Color Code for Thursday until 16:00	Color Code for Friday until 16:00	Color Code for Saturday until 16:00	Color Code for Monday until 16:00	Color Code for Tuesday until 16:00	All day is color coded for Wednesday
16:01 - Thu Violet	16:01 - Fri Yellow	16:01 - Sat Pink	16:01 - Mon Blue	16:01 - Tue Orange	16:01 - Wed Green	Stays Green

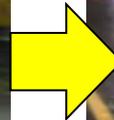
- DSCF Friday Entry goes from Monday to Tuesday
- DSCF Saturday Entry goes from Tuesday to Wednesday

Keys to Success

- ❑ **Reduce disproportionate Monday Standard Mail delivery volumes**
- ❑ **Plants complete and dispatch mail one hour earlier Monday**
- ❑ **RPGs updated regularly to manage changes**

Keys to Success

- ❑ **Change in carrier expectations**
- ❑ **Carriers back by 1700**
- ❑ **Improved Monday VAP to Plant**
- ❑ **Timely clearance of Outgoing Monday night and turn to Secondary Tuesday morning**

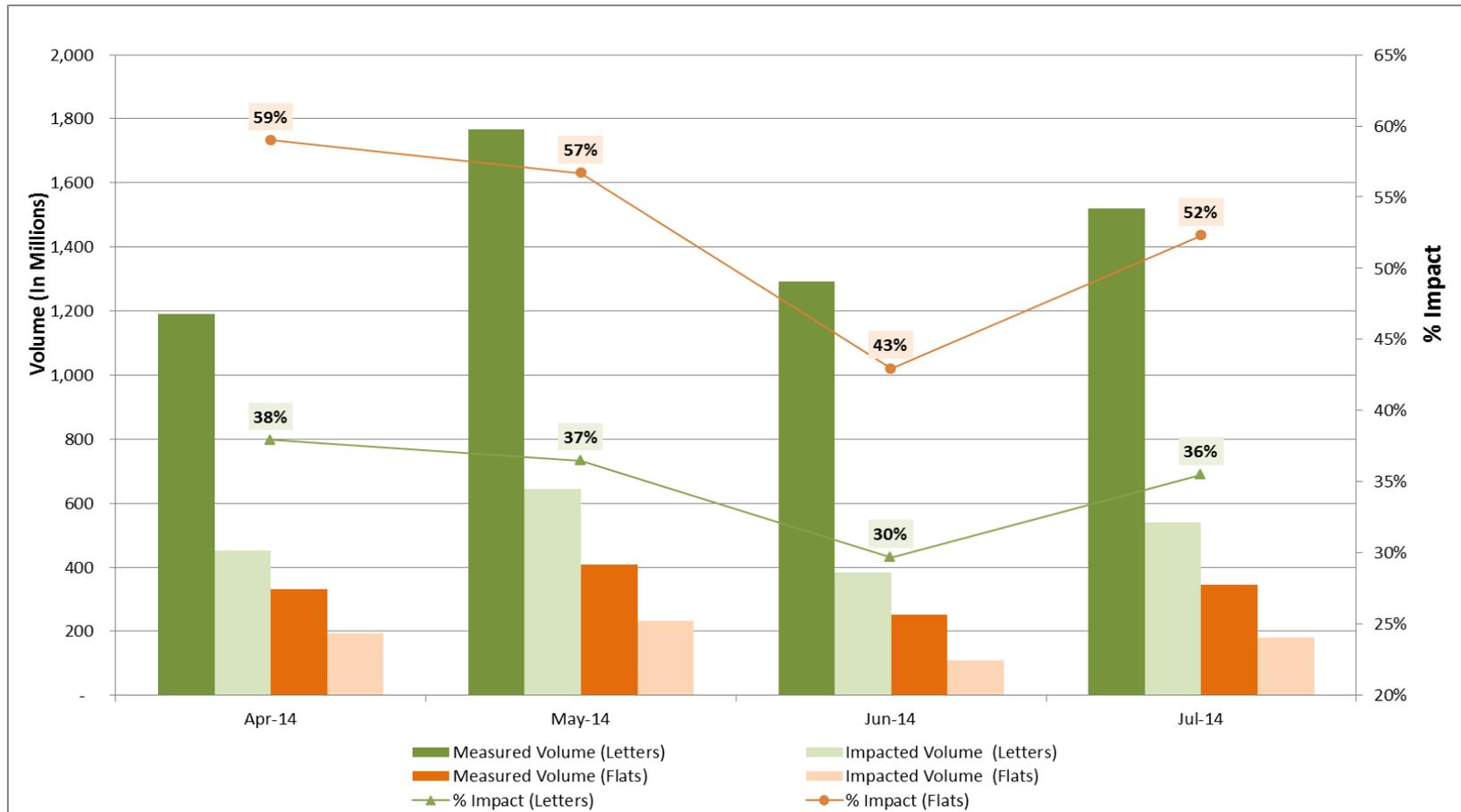


Timeline

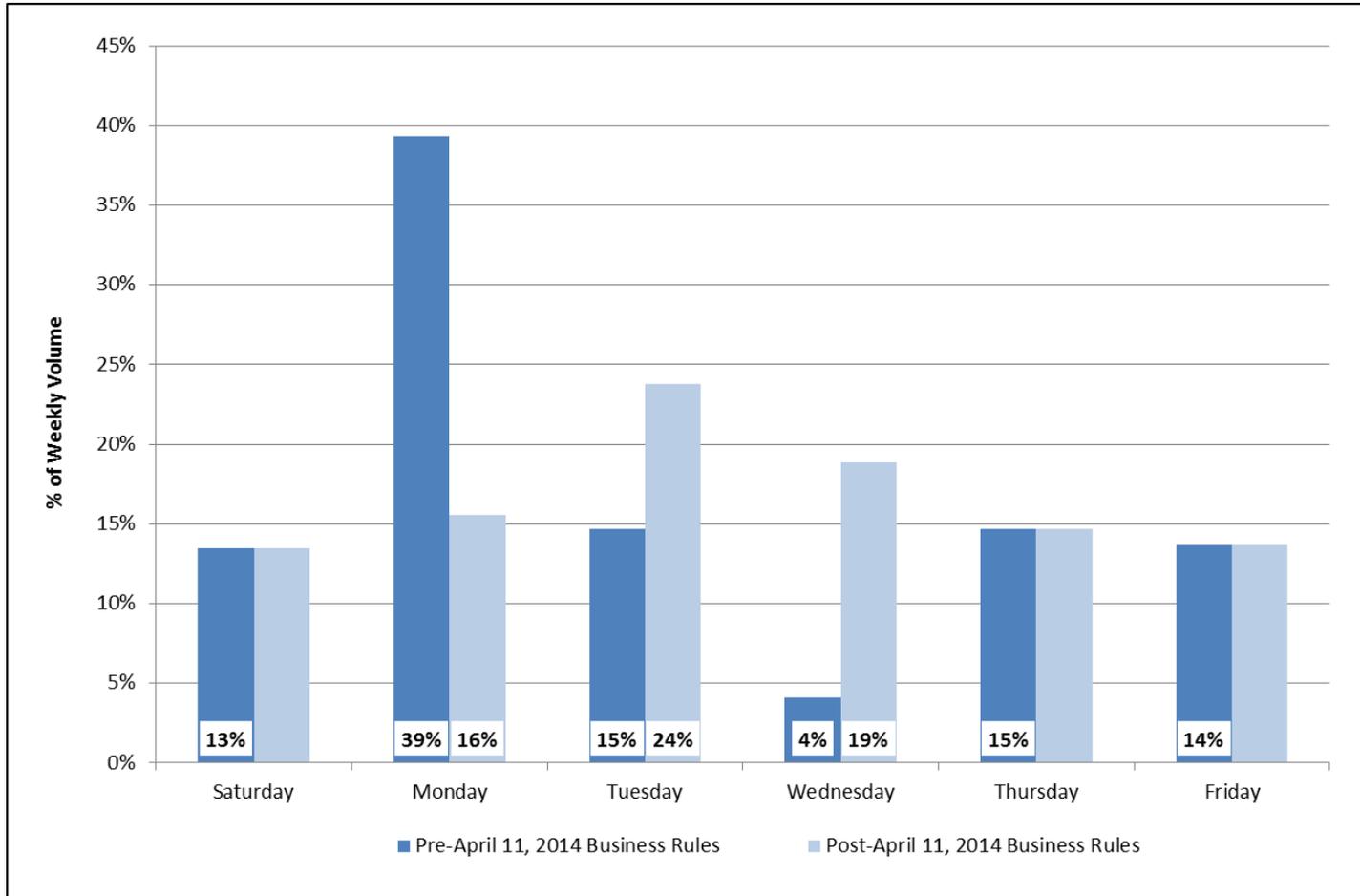
- ❑ **South Jersey proof of concept September 2013**
- ❑ **National Load Level webinars March 13-14, 2014**
- ❑ **25 pilot sites in 7 Areas active by March 2014**
- ❑ **DSCF Standard Mail final rule change effective April 10, 2014**
- ❑ **Remaining sites implemented May 10, 2014**

**Based on measurement data from April 11, 2014 to August 1, 2014,
~38% of Standard DSCF Mail has been load-levelled**

- **Letters: ~35%; Flats: ~54%**



Since April 11 2014, the variation in Standard DSCF mail volume by expected day of delivery has decreased from 12% to 4%



% of week's volume expected to be delivered on:

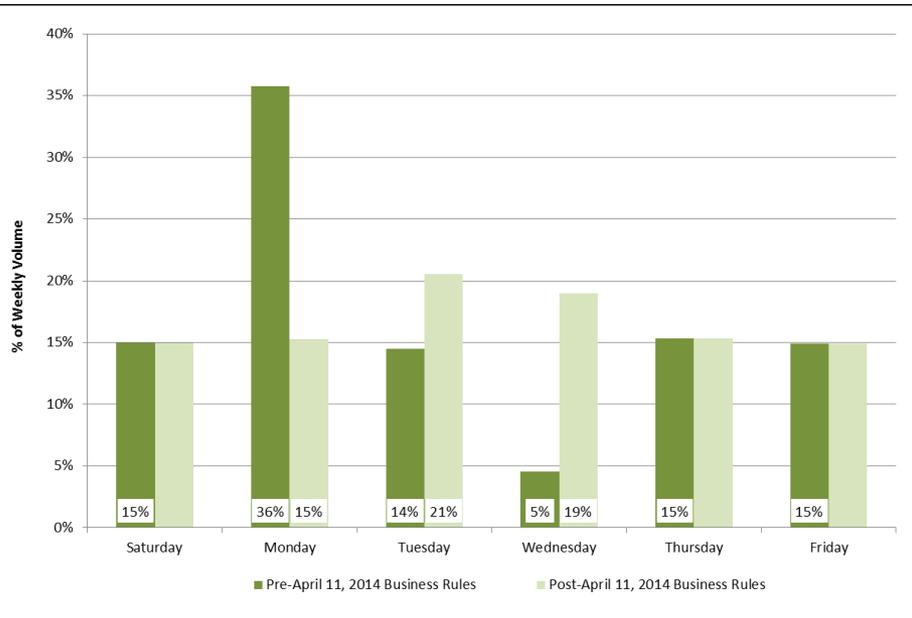
- Monday has **decreased** from 39% to 16%
- Tuesday has **increased** from 15% to 24%
- Wednesday has **increased** from 4% to 19%
- No change on other days of the week

**Variation in Letters mail volume by day of week has decreased from 10% to 2%;
For Flats, it is has decreased from 19% to 11%**

Standard DSCF Letters

% of week's volume expected to be delivered on:

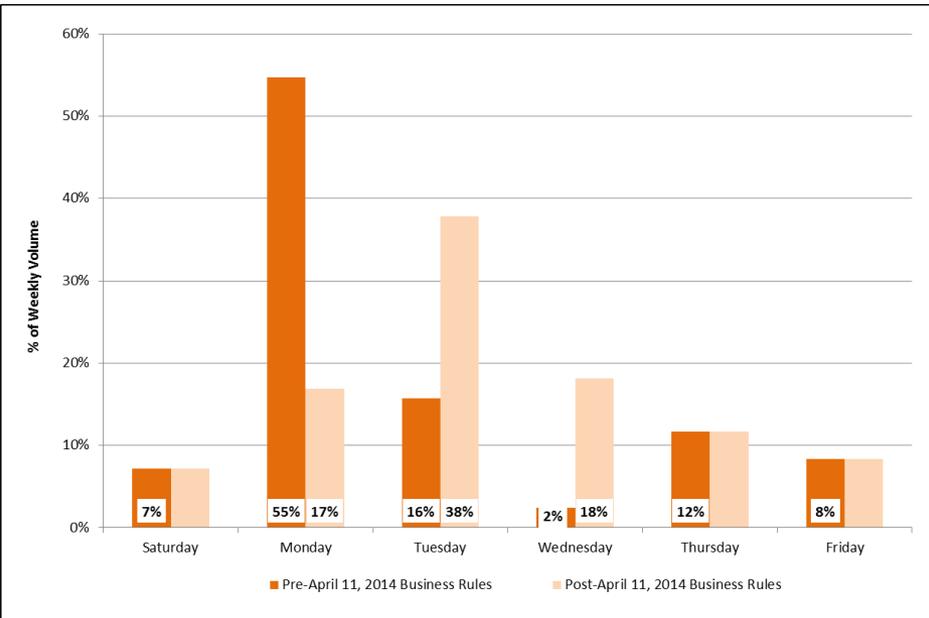
- Monday has **decreased** from 36% to 15%
- Tuesday has **increased** from 14% to 21%
- Wednesday has **increased** from 5% to 19%



Standard DSCF Flats

% of week's volume expected to be delivered on:

- Monday has **decreased** from 55% to 17%
- Tuesday has **increased** from 16% to 38%
- Wednesday has **increased** from 2% to 18%



- We are prepared for Fall Mailing / Peak Seasons**
- We have plenty of capacity in our Networks**
- We have planned for peak days and peak weeks and have matched resources against forecasted volumes**
- We have developed comprehensive contingency planning in the event of weather to minimize impacts to the mail**
- We have partnered with the Industry to establish open lines of communication**



End of Presentation