



**UNITED STATES**  
**POSTAL SERVICE**

# Fall Mailing Season

## USPS – Mailing Industry Call

September 28, 2015

To listen/view a recording of this presentation: [Click here](#)

- New in 2015
- Service Performance
- Labor Day Weekend Takeaways
- MTE Status
- Key 2015 Elections
- Moving Forward: Fall Mailing to Peak Season
- Communications with Mailing Industry
- USPS Commitment



## New in 2015

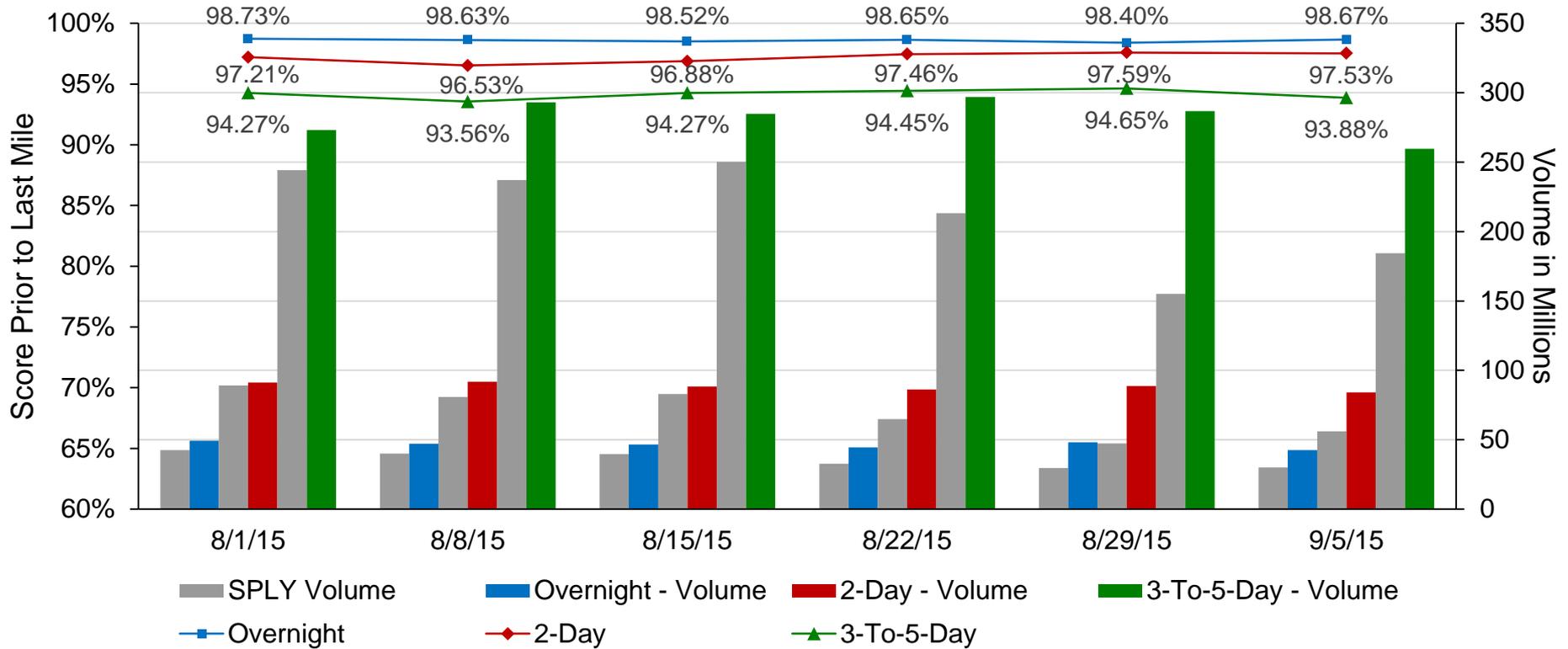
- **124 automated package and bundle sorters expanded since last Fall Mailing Season**
  - **5,488 additional separations added (avg of 44 per machine)**
- **21 Small Package/Bundle Sorter Systems by Peak**
- **75,000 cubic feet of additional air capacity per day**
- **Expanded access to the network**
  - **FAST appointments extended**
  - **Activated 187 Hubs**
- **Lean Mail Processing implemented in every plant**
- **New data analysis tools and reports (SPD)**



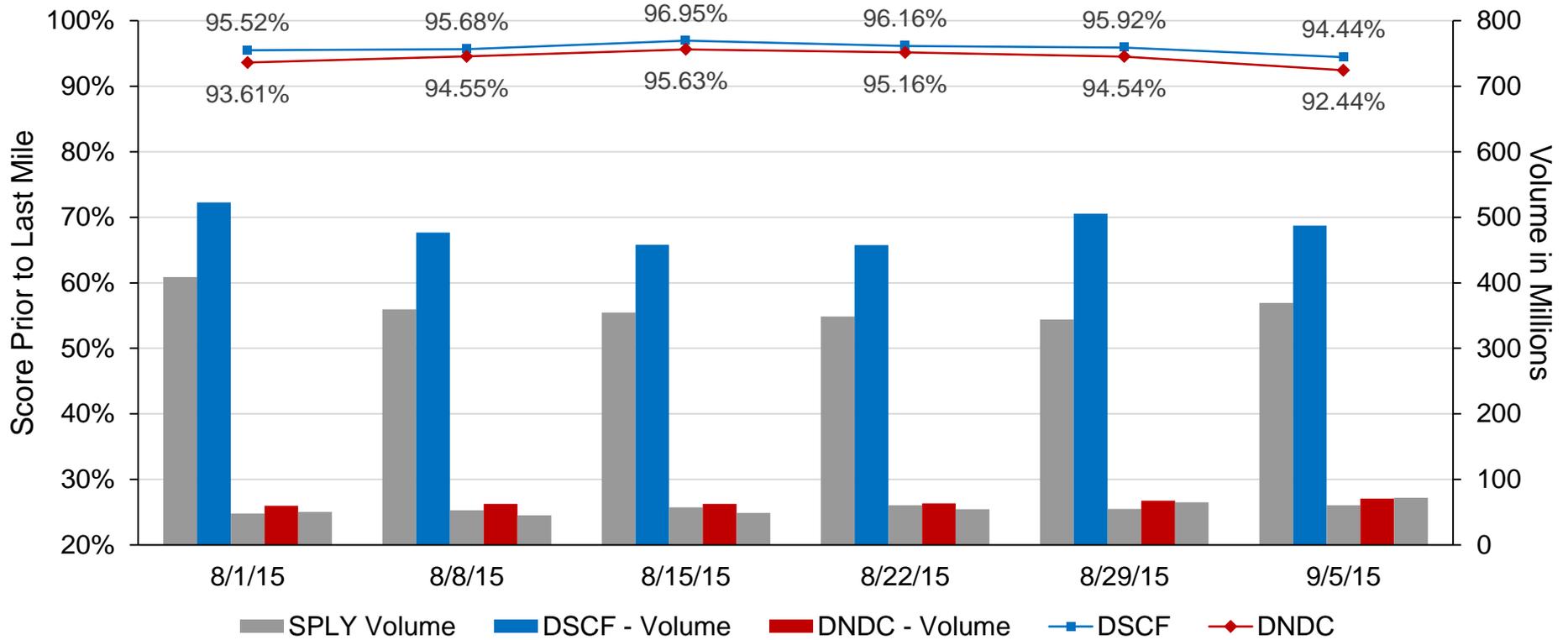
## **New in 2015**

- **Mobile Delivery Device deployment complete Sept. 2015**
- **DSS enhancements**
- **Indoor Parcel lockers – Complete deployment of ~1,300 units by 10/15 with installation in lobbies by 11/1**
- **Lean Delivery – Phase I implemented in every unit**
- **Leverage Local Operations Centers**

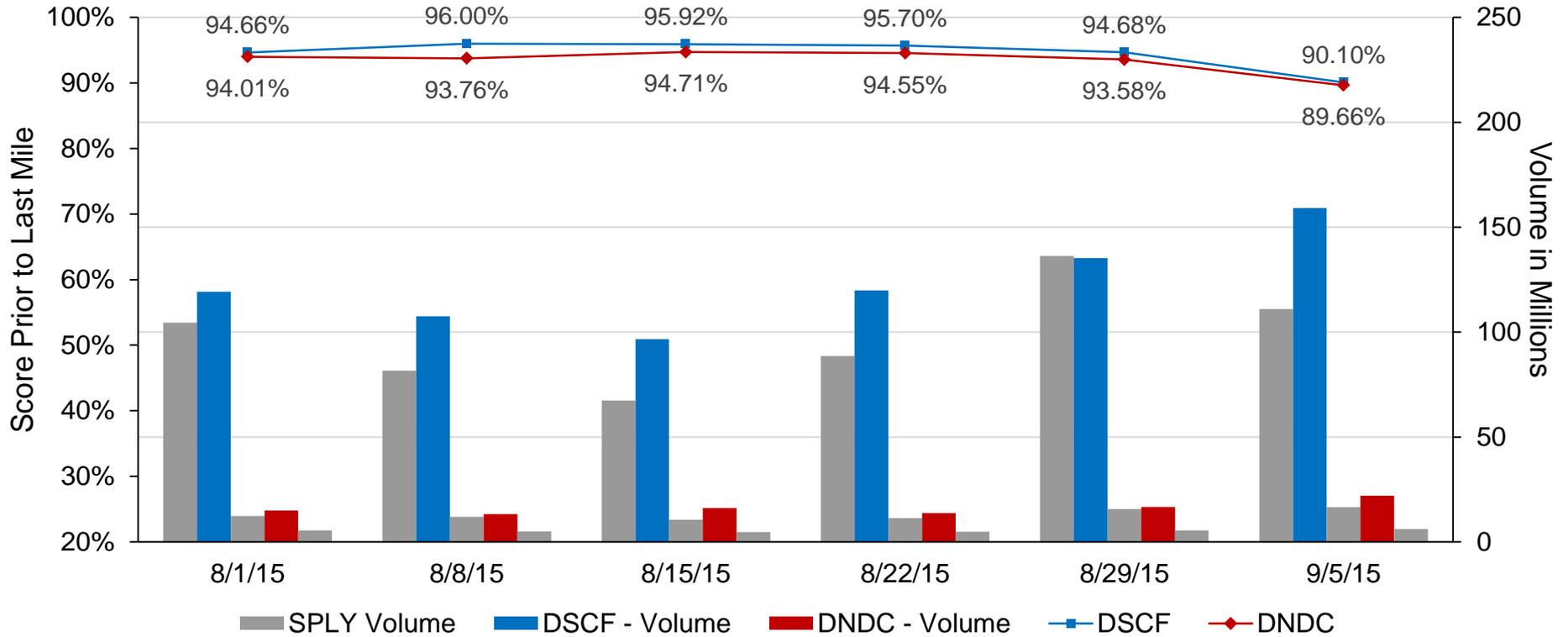
# Service



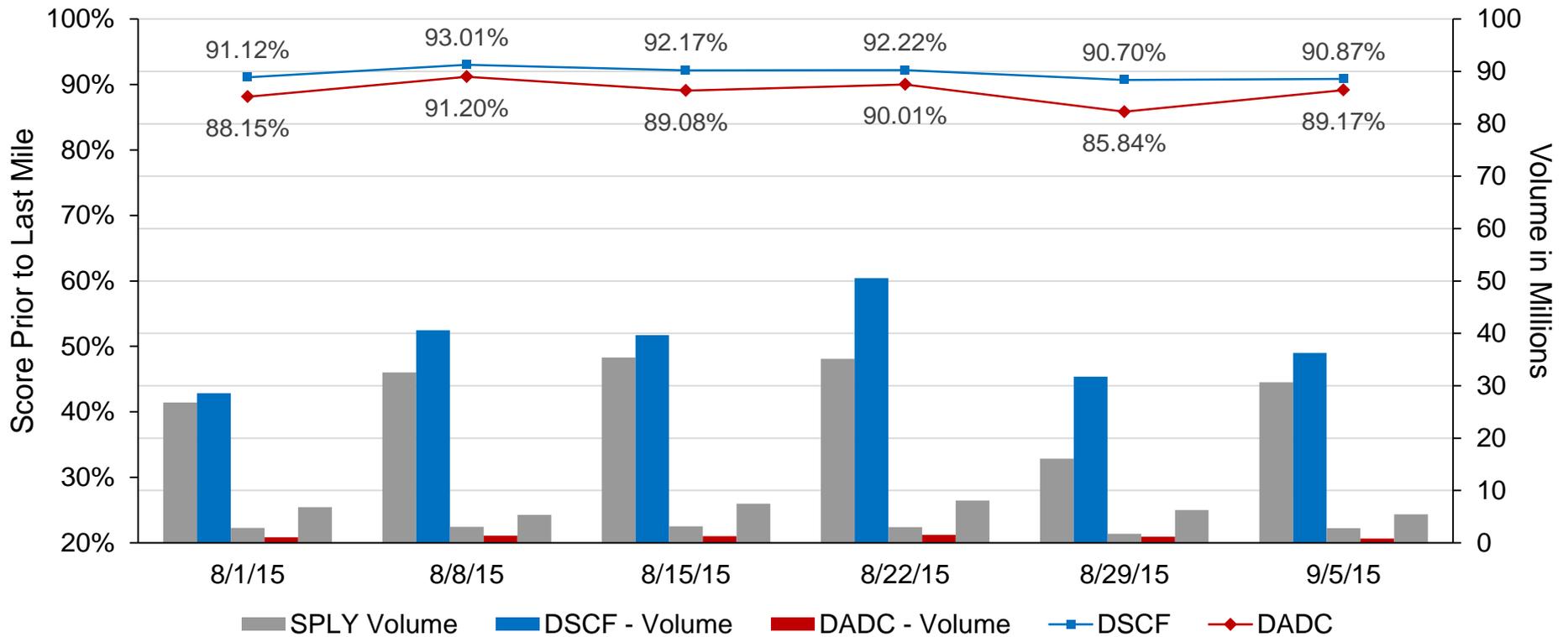
Q4 TD	Total Pieces Measured	SPLY Pieces Measured	Volume Change
Overnight	472,380,605	400,891,912	17.80%
2-Day	921,513,193	799,721,930	15.20%
3-to-5-Day	2,974,291,425	2,433,329,392	22.20%
<b>Total</b>	<b>4,368,185,223</b>	<b>3,633,943,234</b>	<b>20.20%</b>



Q4 TD	Total Pieces Measured	SPLY Pieces Measured	Volume Change
SCF Letters	5,069,929,928	3,825,295,548	32.50%
NDC Letters	663,744,392	565,732,861	17.30%
<b>Total</b>	<b>6,318,849,000</b>	<b>4,900,378,871</b>	<b>28.90%</b>



Q4 TD	Total Pieces Measured	SPLY Pieces Measured	Volume Change
SCF Flats	1,193,100,692	945,639,014	26.20%
NDC Flats	167,809,999	126,427,934	32.70%
<b>Total</b>	<b>1,436,497,218</b>	<b>1,123,088,700</b>	<b>27.90%</b>



Q4 TD	Total Pieces Measured	SPLY Pieces Measured	Volume Change
SCF Flats	397,443,819	310,275,093	28.10%
ADC Flats	12,007,105	30,010,086	-60.00%
<b>Total</b>	<b>494,481,608</b>	<b>410,433,966</b>	<b>20.50%</b>

# Labor Day Holiday Weekend Takeaways



## Labor Day Weekend Takeaways

- ❑ **Advanced Monday Committed Volume into Saturday delivery to load level Monday volume**
- ❑ **Wednesday morning Priority and FCM SPRS delays**
  - ❑ Reduction of Priority rollover to SPLY
  - ❑ Air Network Special Sort achieved 76% utilization
  - ❑ Engage our FCM and Priority Customers to advance on Saturday, Sunday and Monday
- ❑ **Improved Communication**
  - ❑ Require certification that scheduled MDOs understand plans
- ❑ **Readiness for Weekend Network Conditions Telecons**
  - ❑ IPS representative prepared to discuss all issues and conditions
  - ❑ Daily report-out on Standard on-hand volumes starting a week prior to Columbus Day weekend

- 1. FAST questions email at [FAST@usps.gov](mailto:FAST@usps.gov)**
- 2. FAST, eInduction, or CSA issues Call FAST Help Desk at 1-877-569-6614,**
  - Option 2 during normal hours Mon-Fri 7:00am-7:00pm, central time
  - Option 7 after normal hours, weekends, or holidays for after hours support
- 3. Local Facility Drop Shipment Issues**
  - Call facility coordinator in FAST Facility Profile page
  - Call 24 hour facility number in FAST Facility Profile page
  - Call FAST Help Desk at 1-877-569-6614, option 2 normal hours, and option 7 after hours
- 4. Weekend and Holiday escalation for local contact issues**
  - Procedures listed in # 3 first
  - If no response, escalate to MTSC Help Desk at 405-573-2402 for facility contact information

# Mail Transport Equipment (MTE)



## MTE

- **MTE Label Holder ordering is now available in MTEOR**
- **USPS purchased \$85M in New Buys for FY 2015**
  - **Plastic Pallets, Plastic Trays, Plastic Flat Tubs and Sleeves**
  - **Quarter 4 purchases still being received through September**
- **MTE Inventory is available to meet fall demand**
  - **3.9 Million EMM Trays & Sleeves**
  - **2.3 Million MM Trays & Sleeves**
  - **1.5 Million Half-Trays & Sleeves**
  - **2.0 Million Pallets**
  - **2.7 Million Flat Tubs**





## MTE: 6.3M Pieces of MTE Ordered for PQ I of FY16

MTE Type	October	November	December	Total
Pallets	0	0	0	0
EMM Trays	91,392	569,856	338,688	999,936
Half Trays	0	0	0	0
MM Trays	513,240	393,120	425,880	1,332,240
EMM Sleeves	504,000	336,000	336,000	1,176,000
Half Sleeves	0	0	0	0
MM Sleeves	607,500	270,000	303,750	1,181,250
Flat Tubs	549,360	45,360	25,200	619,920
#1 Sacks	500,000	300,000	200,000	1,000,000
<b>Total</b>	<b>2,765,492</b>	<b>1,914,336</b>	<b>1,629,518</b>	<b>6,309,346</b>

*Quantities are provided in pieces.*



## MTE is Ready for Fall & Peak Seasons





## MTE: How Industry Partners Can Help

- MTEOR weekly inventory 
- Place equipment orders just-in-time based on production
- Never store MTE outside 
- Maintain equipment within postal supply chain
- Report misuse of MTE



## MTE

Use MTE only for mail transport not for private business use.



## Mail Transport Equipment (MTE)

Theft or misuse of USPS equipment is a federal crime.  
Penalties of up to 3 years in prison and a fine.



Letter Trays



Plastic Pallets



Wood Slat Pallets



Presswood Pallets



Flat Tubs



Tray Sleeves

# Got it? RETURN IT!

Got MTE you don't need? Send it to the Mail Transport Equipment Service Center (MTESC). Report all unauthorized use of MTE to the MTE Hotline at 866-330-3404 or email [hqmtc@usps.gov](mailto:hqmtc@usps.gov).



# Key 2015 Election Dates

**October Election Dates:**

- **October 6**
  - Albuquerque, NM - City Council
  - Durham, NC - Mayor & City Council (Primary)
  - Greensboro, NC - Mayor & City Council (Primary)
  - Raleigh, NC - Mayor & City Council
  - Massachusetts State Senate Second Plymouth & Bristol District (primary)
  
- **October 8**
  - Memphis, TN- Mayor & City Council
  
- **October 16**
  - Washington Legislative, Judicial and Municipal ballots mailed out
  
- **October 20**
  - South Carolina State Senate District 45
  
- **October 24**
  - Louisiana Gubernatorial and other Statewide Office

**November Election Dates:**

- **November 3**
  - Kentucky and Mississippi Gubernatorial and other Statewide Office
  
  - Virginia Legislature
  
  - New Jersey General Assembly
  
  - Washington Legislature, Judicial and Municipal
    - Seattle, WA - City Council
  
  - **Ballot Initiatives – Statewide**
    - Colorado
    - Maine
    - Mississippi
    - Ohio
    - Texas
    - Washington

## November Election Dates:

- **November 3 - Municipal**
  - Aurora, CO - Mayor & City Council
  - Boise, ID - Mayor & City Council
  - Boston, MA - City Council
  - Buffalo, NY - City Council
  - Charlotte, NC - Mayor & City Council
  - Columbus, OH - Mayor & City Council
  - Cleveland, OH - City Council
  - Durham, NC - Mayor & City Council
  - Fort Wayne, IN - Mayor & City Council
  - Greensboro, NC - Mayor & City Council
  - Houston, TX - Mayor & City Council
  - Hialeah, FL - City Council (Primary)
  - Indianapolis, IN - Mayor & City Council
  - Miami, FL - City Council
  - Orlando, FL - Mayor & City Council
  - Philadelphia, PA- Mayor & City Council
  - Pittsburgh, PA - City Council
  - Raleigh, NC - Mayor & City Council (Runoff)
  - San Francisco, CA- Mayor & City Council
  - Seattle, WA - City Council
  - St. Paul, MN - City Council
  - St. Petersburg, FL - City Council
  - Toledo, OH - Mayor & City Council
  - Tucson, AZ - Mayor & City Council

## November Election Dates:

- **November 10**
  - Miami, FL - City Council (Runoff)
- **November 17**
  - Hialeah, FL - City Council
- **November 19**
  - Memphis, TN - City Council (Runoff)

## December Election Dates:

- **December 1**
  - Orlando, FL - Mayor & City Council (Runoff)
- **December 12**
  - Houston, TX - Mayor & City Council (Runoff)

# ***Moving Forward:***

**Fall Mailing Season  
To  
Peak Season**

- **Daily Network and Mail Condition Teleconferences**
  - Immediate adjustments to Run Plans, Equipment and Facility allocations based on each morning's mail inventories
  - Additional Air and Surface Transportation launched
  
- **Non-Widely Observed Holidays**
  - Columbus Day: Monday October 12<sup>th</sup>
  - Veterans Day: Wednesday November 11<sup>th</sup>
  - HQ, Area Leadership status calls throughout the weekend
  - HQ staff deploy to 10 key sites across the country

## ■ **Kaizen Teams**

- Identify and implement “quick win” solutions while leveraging “lean” Quality principles
- Providing rapid response to mail conditions/service issues
- Field conducting 27 Kaizen events to improve WIP Cycle Time
- Kaizen events for 10 Newspaper publications by Oct 12<sup>th</sup>

# Communications with Industry

- **USPS contingency planning for severe weather, disasters, or national security events, includes establishing communication plans for:**
  - Proactively notify customers of potential or real service impacts
  - Provide timely information as service is impacted via USPS Service Alerts
  - Escalation of issues to HQ BCSS and Operations, when warranted.
  
- **Contingency plans are established according to:**
  - FEMA – Incident Command System protocols,
  - Prepared at Post Office, District, Area, and Headquarters levels,
  - Collaboration between cross-functional USPS teams,
  - Push all information from the lowest level upward to HQs via the Area.
  
- **Information communicated via :**
  - USPS Service Alerts posted online daily,
  - Industry and Service Alerts via email,
  - BSN phone calls/ emails to impacted local and national customers,
  - Media releases,
  - Others: hard-copy phone lists, phone trees, social media, toll free numbers, and text messages (as needed).

- USPS Service Alerts are posted to <http://about.usps.com/news/service-alerts/welcome.htm>. There is also a link on RIBBS at [ribbs.usps.gov](http://ribbs.usps.gov)

National News	<h2>USPS Service Alerts</h2>		
Local News	<p>Last updated September 9, 2015, 4 p.m. ET</p>		
Electronic News Kits	<p><i>USPS Service Alerts</i> provide information to consumers, small businesses and business mailers about postal facility service disruptions due to weather-related and other natural disasters or events. Service alerts are done in near real time.</p>		
Testimony & Speeches	<p>Residential customers and small businesses can use this website to learn if mail is being delivered, or if their Post Offices are open. Business mailers are provided more detailed information about USPS mail processing facilities, and the operating status of postal delivery units.</p>		
Broadcast Downloads			
Audio Downloads			
Events Calendar			
Photo Gallery			
Service Alerts	<p><b>Residential customers</b></p>  <ul style="list-style-type: none"> <li>Severe weather updates</li> <li>Will I receive mail delivery?</li> <li>Is my Post Office open?</li> <li>Change of address</li> <li>Holding mail</li> <li>Contact us</li> </ul>	<p><b>Business mailers</b></p>  <ul style="list-style-type: none"> <li>Severe weather updates</li> <li>Delivery units not accepting drop shipments</li> <li>Mail Service Disruption Report</li> <li>USPS facilities status</li> <li>Mailer information</li> <li>Contact us</li> </ul>	<p><b>International mailers</b></p>  <ul style="list-style-type: none"> <li>Libya</li> <li>Syria</li> <li>Yemen</li> <li>Russia</li> <li>Ukraine</li> <li>Lithium battery shipping regulations</li> </ul>

**Now: Service Disruption Alerts**

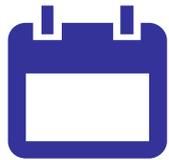
# USPS Commitment



## Commitment



**Sufficient capacity in our networks**



**Peak days/weeks identified and resource plans in place**



**Comprehensive contingency planning (weather impacts)**



**Timely dispatches from our processing facilities**



**Industry partnership/communication**



## Next Calls

- **Next Fall Mailing Season Webinars**
  - Friday, October 23 from 2:30 PM – 3:30 PM EDT
  - Friday, November 20 from 2:30 PM – 3:30 PM EDT
  
- **Wrap-up**
  
- **Additional questions and concerns:**  
Contact [dane.a.coleman@usps.gov](mailto:dane.a.coleman@usps.gov)