



*UNITED STATES*  
*POSTAL SERVICE*

# MTAC Mail Prep & Entry Focus Group Webinar

November 5, 2015

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

- Follow up from August MTAC Meeting – Action Items
- USPS Communications for Service Disruptions
- FAST Update
- Surface Visibility & Drop Shipments
- Work Group / User Group Updates
- Engineering & Technology Update

# Action Items from August MTAC Meeting

- Peak Planning – Support
- Headquarters personnel will be assigned to key field locations during the period of Nov 30 through Jan 8
- Locations:

<b>Dallas</b>	<b>Phoenix</b>
<b>South Florida</b>	<b>Seattle</b>
<b>San Francisco</b>	<b>Oakland</b>
<b>Los Angeles</b>	<b>Ontario</b>
<b>Philadelphia</b>	<b>Newark</b>
<b>Brooklyn</b>	<b>Des Moines</b>
<b>Houston</b>	<b>Columbus</b>
<b>Indianapolis</b>	

# USPS Communications for Service Disruptions

- ▶ **The BSN and Operations teams have established protocols to:**
  - Proactively notify customers of potential or real service impacts
  - Provide timely information as service is impacted via USPS Service Alerts
  - Escalate issues to HQ BCSS and Operations, when warranted
  
- ▶ **Contingency Planning established using:**
  - FEMA – Incident Command System protocols
  - HQs National Preparedness and Inspections Service input
  - Collaboration between cross-functional USPS teams at all levels
  - MTAC Work Group recommendations
  
- ▶ **Information communicated via :**
  - USPS Service Alerts posted online daily
  - Industry and Service Alerts via email
  - IMb planning tool - enhancements forthcoming
  - BSN phone calls, emails to impacted local customers
  - Media releases
  - Webinars
  - 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

Local News

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Service Alerts

## USPS Service Alerts

Last updated September 9, 2015, 4 p.m. ET

*USPS Service Alerts* 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.

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.

### Residential customers



**Severe weather updates**  
 Will I receive mail delivery?  
 Is my Post Office open?  
 Change of address  
 Holding mail  
 Contact us

### Business mailers



**Severe weather updates**  
 Delivery units not accepting drop shipments  
 Mail Service Disruption Report  
 USPS facilities status  
 Mailer information  
 Contact us

### International mailers



Libya  
 Syria  
 Yemen  
 Russia  
 Ukraine  
 Lithium battery shipping regulations

Now: Service  
Disruption Alerts

Now: Service  
Disruption Alerts

- ▶ **Why does the USPS only report large wide-spread impacts?**
  - Isolated impacts happen everyday and actions are taken as soon as they are identified
  - Isolated impacts can create false impressions of an issue and lead to actions creating more significant/negative impacts
- ▶ **How can customers become aware of service impacts not related to a significant event?**
  - IMb Planning tool to look at recent performance by plant and by product trend over time
  - Use IMb Tracing to obtain container, tray, and piece level data to monitor performance of individual mailings or to trend multiple mailings
  - Use IMb Planning and IMb Tracing data to engage local/District and Area USPS contacts about identified trends

# Facility Access & Shipment Tracking FAST

- **FAST facility constraints at normal levels – no reduced contingencies approved for Veteran’s Day holiday period**
- **FAST Help Desk provided additional facility emergency contact numbers for Plant Managers**
- **Additional Help Desk support added for FAST escalation on holidays and weekends**

- 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

## *Facility Changes Since OWC – through 11/02/15*

- **Reduction**
  - Deactivated 8 facilities in FAST
- **Expansion**
  - Expanded FAST operational hours in 3 facilities
  - Expanded FAST facility constraints in 69 facilities
  - Expanded FAST facility constraints & hours in 1 facility
  - Expanded FAST facility constraints & changed profile in 1 facility
  - Expanded FAST Drop Ship hours & changed profile in 2 facilities
  - 186 service hubs active

<b>Area</b>	<b>Sites</b>	<b>New/ Change</b>	<b>No Change</b>	<b>% New/ Change</b>
<b>Capital Metro</b>	<b>30</b>	<b>17</b>	<b>13</b>	<b>56.7%</b>
<b>Eastern</b>	<b>86</b>	<b>66</b>	<b>20</b>	<b>76.7%</b>
<b>Great Lakes</b>	<b>60</b>	<b>34</b>	<b>26</b>	<b>56.7%</b>
<b>Northeast</b>	<b>40</b>	<b>19</b>	<b>21</b>	<b>47.5%</b>
<b>Pacific</b>	<b>24</b>	<b>5</b>	<b>19</b>	<b>20.8%</b>
<b>Southern</b>	<b>99</b>	<b>56</b>	<b>43</b>	<b>56.6%</b>
<b>Western</b>	<b>148</b>	<b>93</b>	<b>55</b>	<b>62.8%</b>
<b>Total</b>	<b>487</b>	<b>290</b>	<b>197</b>	<b>59.5%</b>

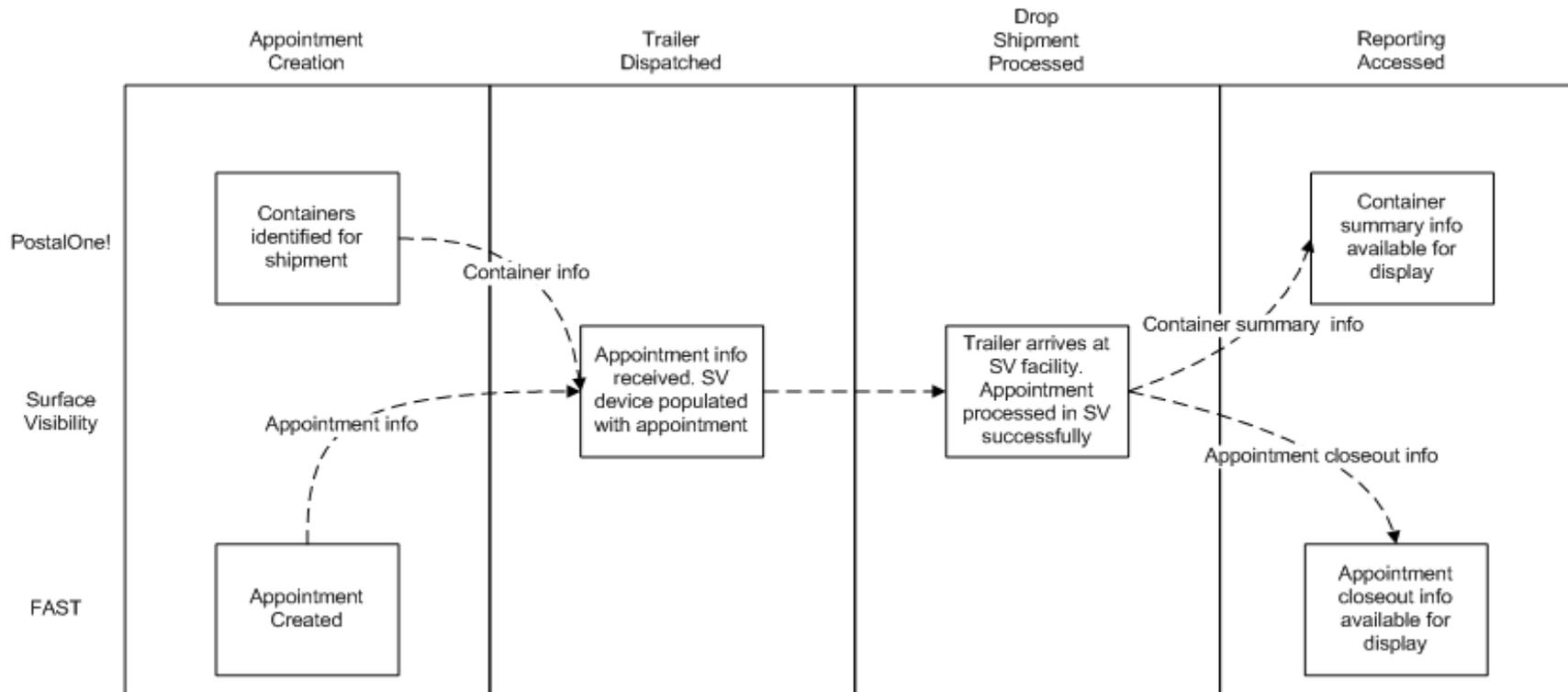
Action	CM	EA	GL	NE	PA	SA	WE	TOT
Change in hours	1	2	0	0	0	0	0	3
Facility closed	0	4	0	1	0	2	1	8
No changes	13	20	26	21	19	43	55	197
Profile change	3	2	4	0	0	0	11	20
Service Hub activated	1	43	20	10	0	39	73	186
Expanded constraints	12	12	10	7	5	15	8	69
Expanded constraints & hours	0	1	0	0	0	0	0	1
Expanded constraints & change profile	0	0	0	1	0	0	0	1
Expanded DS hours & profile change	0	2	0	0	0	0	0	2
<b>Total</b>	<b>30</b>	<b>86</b>	<b>60</b>	<b>40</b>	<b>24</b>	<b>99</b>	<b>148</b>	<b>487</b>

# Surface Visibility

- Drop Shipments in SV – Current vs Redesign
  - Purpose
  - Current Drop Shipment Process Overview
  - Roadblocks to Existing Process
  - Redesign Improvements

- Purpose
  - Gain an understanding of some current roadblocks to capturing drop shipment data and how the redesigned application will better support the acceptance of mail.

## Current Drop Shipment Process



## Improvements

### Current Screens

**Drop Shipment Search**

Search By:  Appt ID  Ctr ID

Appointment ID: 400--19869

Shipper:

Scheduled Arrival: 04/24 12:58

Arrival:

Dock Assign:

Unload Start:

Unload End:

Status:

13:08

**Appt Container Status**

Appointment: 400--19869

All Ctrs  Unresolved Ctrs

Sts	A/R	Smpl	Irreg	Updt	Plac
✓	A	N	N		99M106855000
●		N	Y		99M1000000
●	A	N	Y		99M434400000

Select All Containers

13:18

### New Screens

**SVmobile**

**Drop Shipments**

🔍

15Z--45307 04/23 11:45

11:44

**SVmobile**

**Container Scanning**

Appointment 15Z--45307

Status Unloading

Scan or Enter 99M 3

A/R	Sts	99M Barcode
A	✓	99M901602041022175422
	✗	99M000000AAASH3012016
A	✗	99M4344000000000434924

11:48

## Capturing Yard Arrival

### Current Screens

**Drop Shipment Search**

Search By:  Appt ID  Ctr ID

400--19869

Appointment ID: 400--19869  
Shipper:

Scheduled Arrival: 04/24 12:58  
Arrival:

Dock Assign:  
Unload Start:  
Unload End:  
Status:

13:08

**Drop Shipment Search**

Search By:  Appt ID  Ctr ID

400--19869

**Appointment Arrived**

Do you want to record the arrival time of Appointment #400--19869 now?

13:08

### New Screens

**SVmobile**

**Drop Shipments** +

Arrive Appointment

15Z--45309 04/24 12:41

**SVmobile**

**Drop Shipments** +

Enter Appt ID

Arrive Appointment

Do you want to record the arrival time of Appointment #15Z--45309 now?

Unloading Door Z

15Z--45309 04/24 12:41

- Questions & Communications
- SV Headquarters Team: [SVHQSupport@usps.gov](mailto:SVHQSupport@usps.gov)
- SV Accenture Team:  
[AreaLeadSVSupport@accenturefederal.com](mailto:AreaLeadSVSupport@accenturefederal.com)
- eInduction (PVDS in SV) : [eInduction@usps.gov](mailto:eInduction@usps.gov)

# Work Group / Service Hubs Update

# **Work Group 168**

## **FSS Multi-Scheme Pallets**

## **WG # 168: *FSS Multi-scheme Pallets***

**Initial Meeting : 2/20/15 - Webinar**

**Target Completion Date: June 2016**

### **INDUSTRY LEADER**

**Susan Pinter**

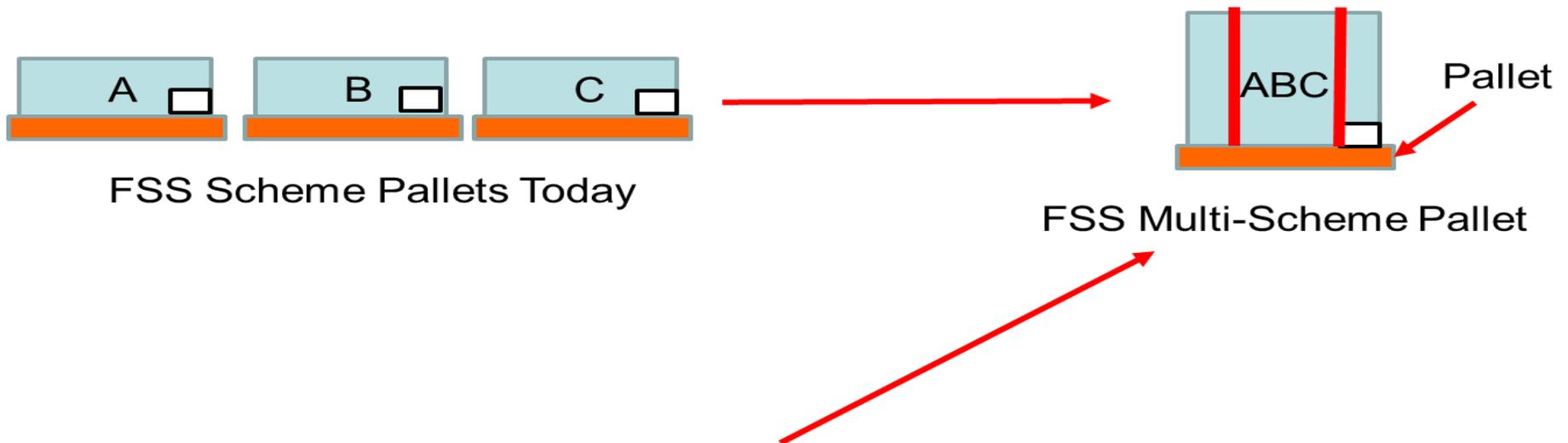
[sgpinter@arandell.com](mailto:sgpinter@arandell.com)

### **POSTAL LEADERS**

**Paul Mitchell**

[paul.r.mitchell@usps.gov](mailto:paul.r.mitchell@usps.gov)

- Work group began February 2015
- Bi-Weekly meetings
- Currently evaluating industry modeling
  - No more than 3 FSS Schemes
  - Modeling was conducted 250 lbs. thru 500 lbs.



Would combine three FSS Schemes on a pallet.

- Goal is to reduce overall pallets while shifting to FSS Scheme pallets
  - Early indication of data shows shift from SCF/NDC to FSS Scheme pallets
- Engineering and Operations evaluating current single scheme requirement

Still need to evaluate:

- Do we still need a FSS Facility pallet?
- Do we still need a FSS Single Scheme pallet?
- What will the minimum weight requirement be for the new FSS Multi Scheme pallet?

# **Work Group 169**

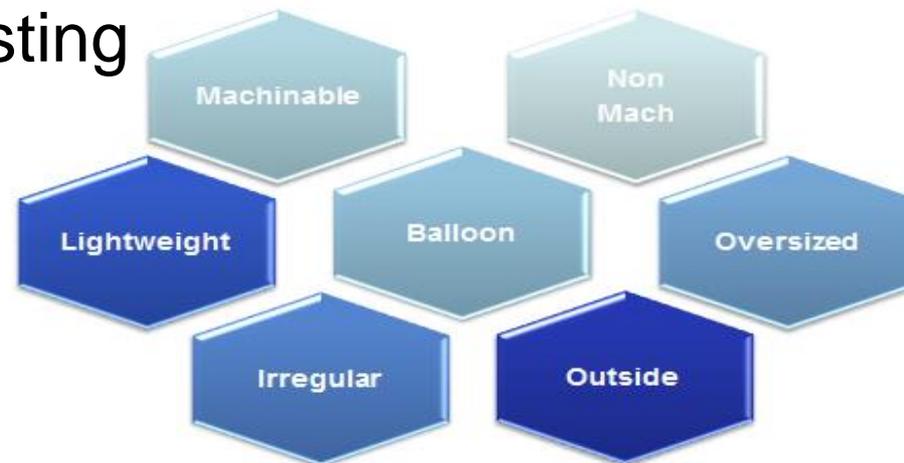
## **Refine Parcel/Machinability Standards**

## **WG 169: Refine Parcel Machinability Standards**

- Kickoff meeting: 2/19/15
- Target completion: 1/31/16
- Meeting time: Mondays 2:00 – 3:00 EST
- Leaders: Richard Porras, Christian Rivera
  
- Issue statement: Some mail currently qualifying as machineable is not compatible with processing on USPS automated equipment. The lack of compatibility results in manual handlings which drive up costs attributed to these products.

## Parcel Structure Simplification

- Established subgroup to discuss complexities
- Identified potential changes to existing structure
  - Potential elimination of “outside”
  - Discussing “irregular” since price change announcement
- Exploring ideas for new structure rather than modifications to existing



Varies by Mail Class



## Poly Bags

- Subgroup to begin in December to address concerns such as poor readability, missents, damage, etc.

Exposed adhesive



Excess packaging



Lightweight materials



Tackiness of poly

# **Work Group 175**

## **Streamlining CSA Mail Preparation**

***Work Group Mission Statement:*** This workgroup will identify an approach to automate First-Class Mail container preparation from being based on CSAs to using software driven by labeling lists and the DMM.

***Desired Results:***

- Define set of software, labeling lists, and business rules to automate First-Class container preparation
  - Develop a plan to automate the ability to control the numbers of separations based on the capabilities of an individual mailers' facility
- Define a plan for pilot testing and establish a schedule for industry migration

**Expected Date of Completion:** 12/31/15

*Change the DMM separations to mirror real-world First-Class pallets (CSAs)*

## Current DMM

Minimal Usage Today

### Required

- *Origin SCF (no minimum)*
- *Mixed ADC Air (no minimum)*
- SCF
- AADC/ADC
- Origin Mixed ADC Surface

### Optional

- 5-digit

## Proposed Palletization Rules

### **Tier 0: (If total volume below a threshold)**

1. Origin SCF + single piece + Non-Auto + Machinable
2. Mixed Air + Machinable

### **Tier I (All): 3 Required Separations with no min.**

1. Origin SCF + single piece + Non-Auto
2. Mixed Surface + Machinable
3. Mixed Air + Machinable

### **Tier II: Based on volume and negotiated # of container separations**

- Direct Surface (SCF/STC) [finer depth of sort for Mixed Surface (#3)] + Machinable for destination
- 5-digit [finer depth of sort for Origin SCF (#2)]

### **Tier III: Mailers with TMS/SWYB**

- Air and Mixed Surface pallets based on TMS assignments not labeling list [finer depth of sort for Mixed Air (#4)]

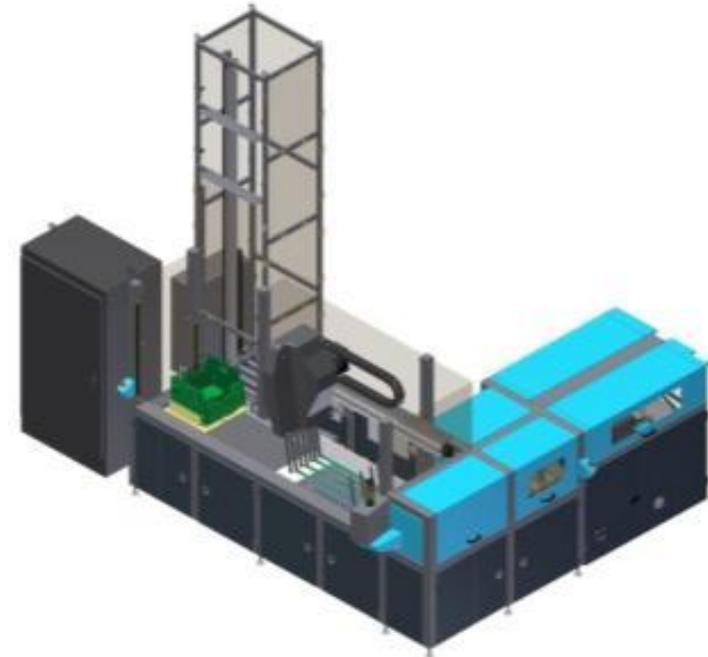
- Currently working with 4 mailers to conduct Pilot Test of business rules
- Bi-weekly team meetings
  
- Contact Leaders to join:
  - Industry: Mury Salls, DST + Todd Haycock, TransCentra
  - USPS: Nadya Barnes + Denise Revell

# Engineering Technology Update

- ***Engineering Topics***
  - High Speed Flats Feeder (HSFF)
  - SAMP Sorter R&D

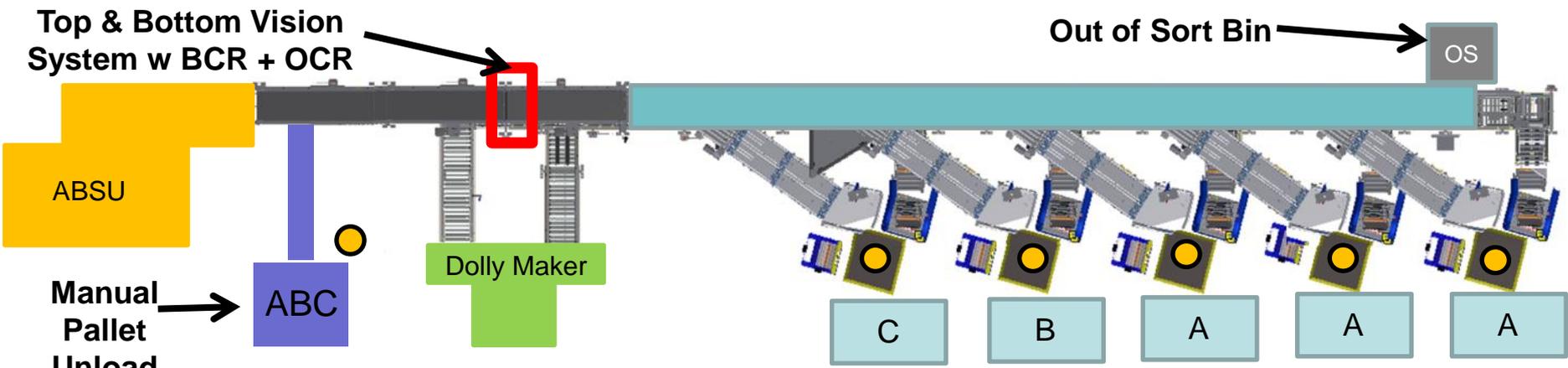
## ***HSFF FY16 Plan Forward***

- Continue processing “live” mail
  - Dulles and Philadelphia P&DC’s
  - Provided HSFF maintenance training
  - Royal Palm P&DC (as of mid Sept)
- Production Support
  - HSFF TDP
  - HSFF Installation and Assembly Manual’s
    - Support “build to print” contract
- **Production Forward Plan (Decision Timeline)**
  - TBD



## R&D Effort Status

- Phase 1: “Sort to Prep” SAMP Sorter (*complete*)
  - “Out of Sort” bundles only
  - Add top & bottom vision system w BCR & OCR and add Out of Sort “bin”
  - Provided a demo of prototype system in Linthicum; system is currently in Philadelphia PA P&DC
- Phase 2: “Sort to Prep” SAMP Sorter
  - Add “bundle sort” capability & sort bundles to prep stations
  - Manual Pallet Unload solution (avoid bundle overlap and on edge)
    - Not desirable – need Pallet Unloader solution at ABSU
  - Allow for multi-scheme pallets (3 schemes on same pallet)
  - Demonstrated early June with MTAC – complete



## R&D Effort Schedule

- Multi-scheme pallet volume migration modelling close to completion by Mailing Industry
  - Preliminary analysis indicate up to three schemes on a pallet is acceptable
  - Weight minimum still needs to be determined
  - System simulation on handling three-scheme pallet is underway
  - Preliminary system design is complete but awaits system simulation to complete the system design for any additional hardware/software requirements
- Challenges
  - Bundle overlap and bundle on edge from dumping (decreases read rate)
    - Current opportunity: Manual Pallet Unload
    - Not desirable – need Pallet Unloader solution at ABSU or add culler operator (requires major mod to SAMP to conform to safety and ergonomics requirements)
  - Bundle packaging greatly affects read rate
    - Efforts are being made to the camera and OCR to improve read rate

# Questions