



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

# Peak Season

## USPS – Mailing Industry Call

### December 11, 2015

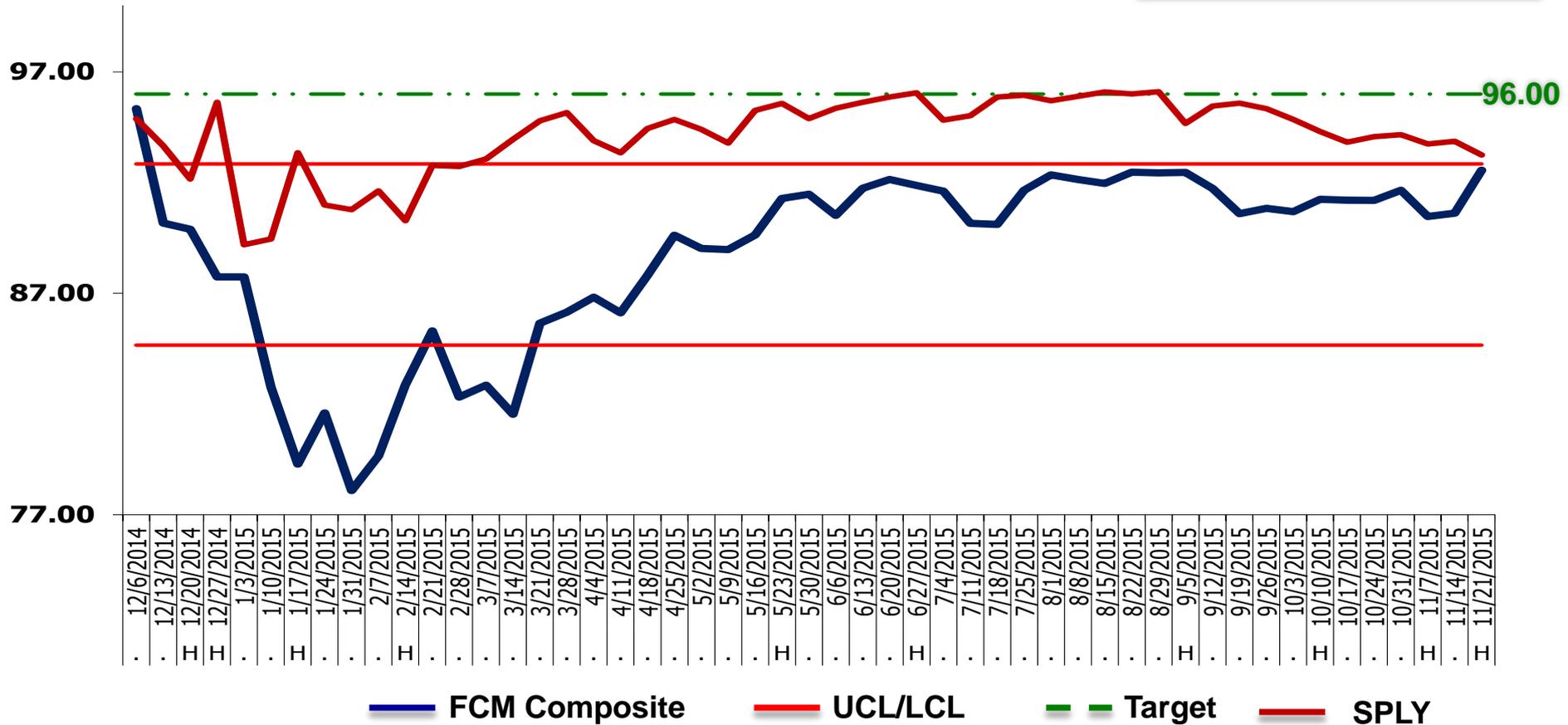
To view/listen to the audio of this presentation: [Click here](#)

- Service Performance
- Current Network Conditions
  - Weather, Volume, Air/Surface Support, FAST
- MTE Update
- USPS Continued Commitment
- Next Steps

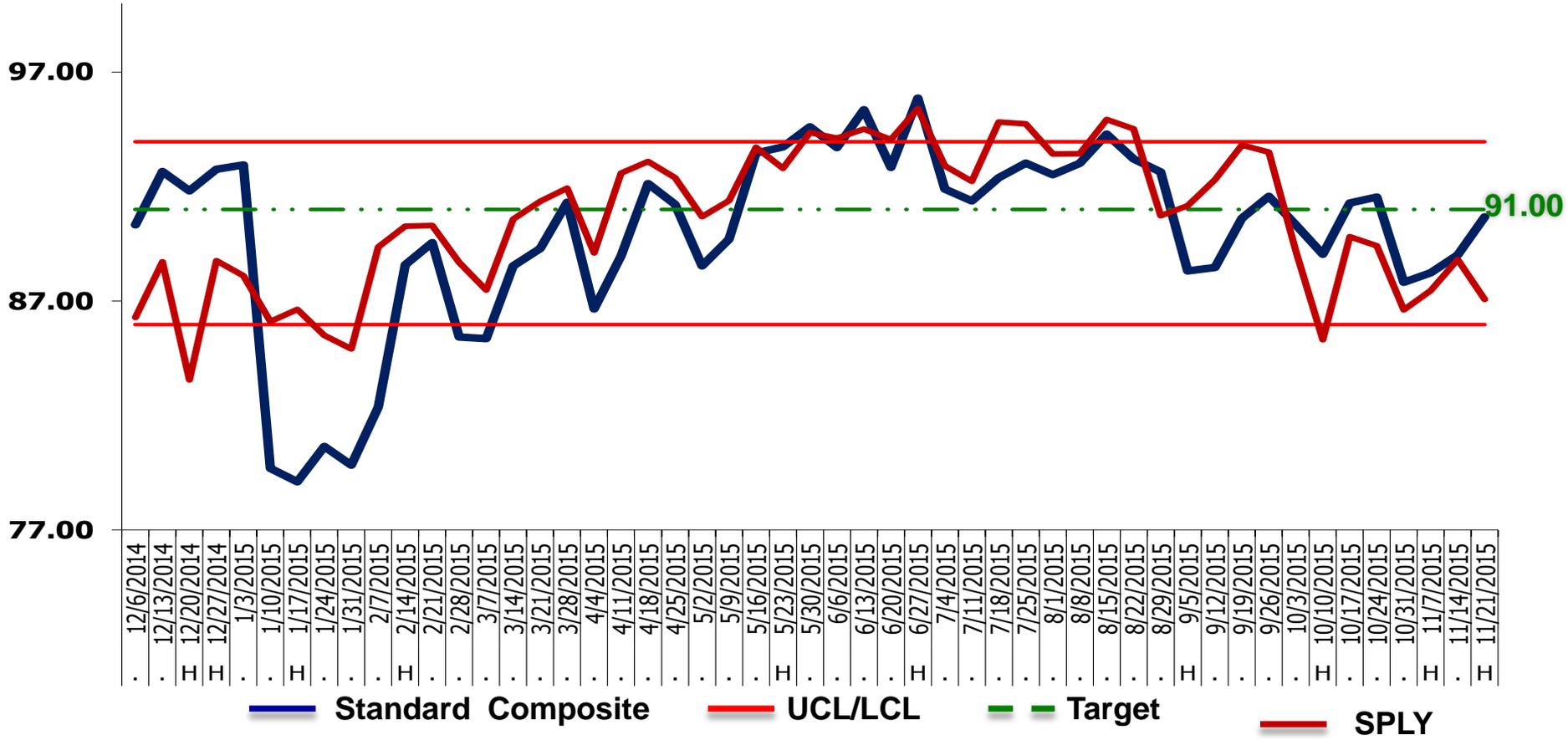
# Service Performance

**Actual  
SPLY Var**

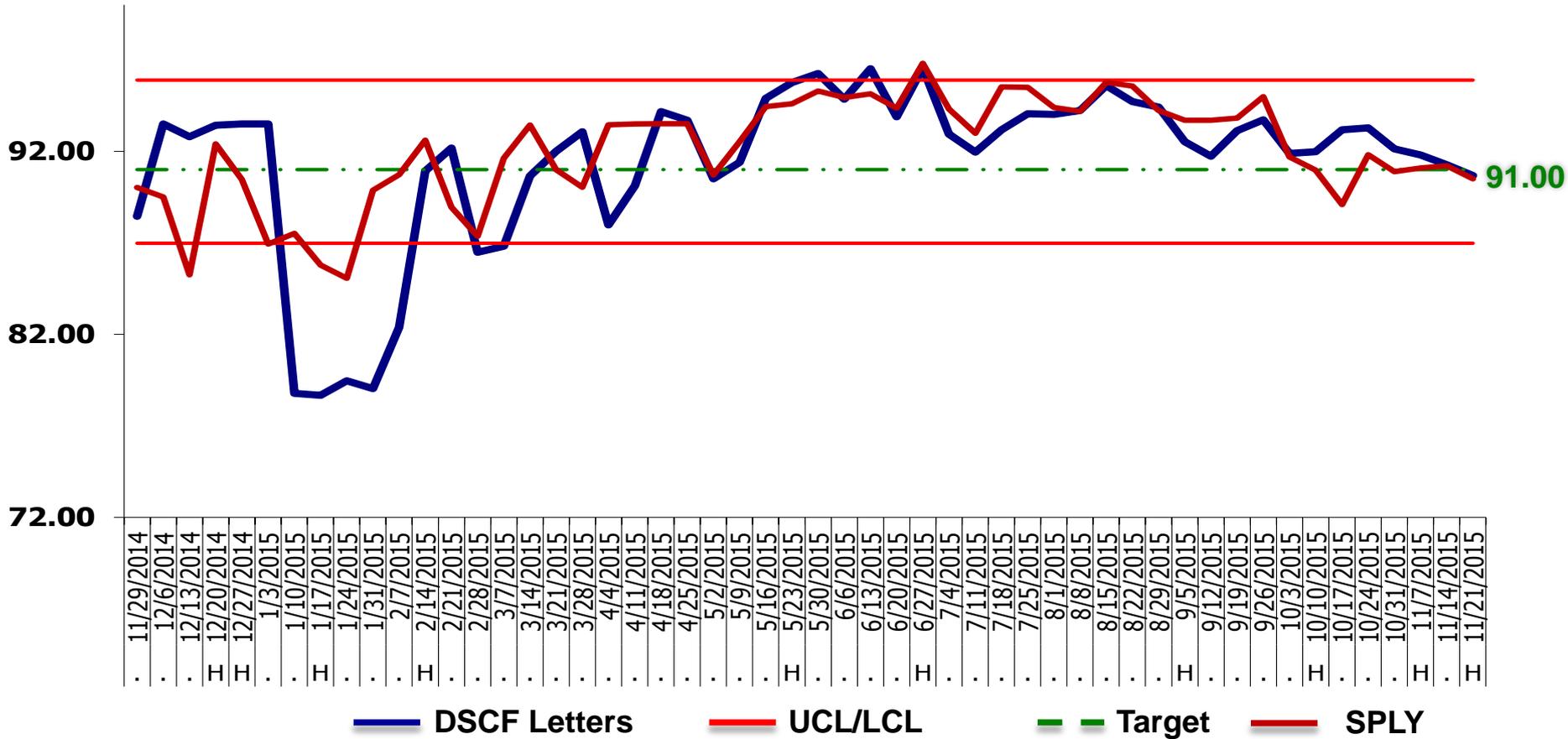
YTD	Q1TD
<b>91.58</b>	<b>91.40</b>
<b>(2.55)</b>	<b>(2.73)</b>



	YTD	Q1TD
<b>Actual</b>	<b>89.12</b>	<b>89.12</b>
<b>SPLY Var</b>	<b>+0.96</b>	<b>+0.96</b>

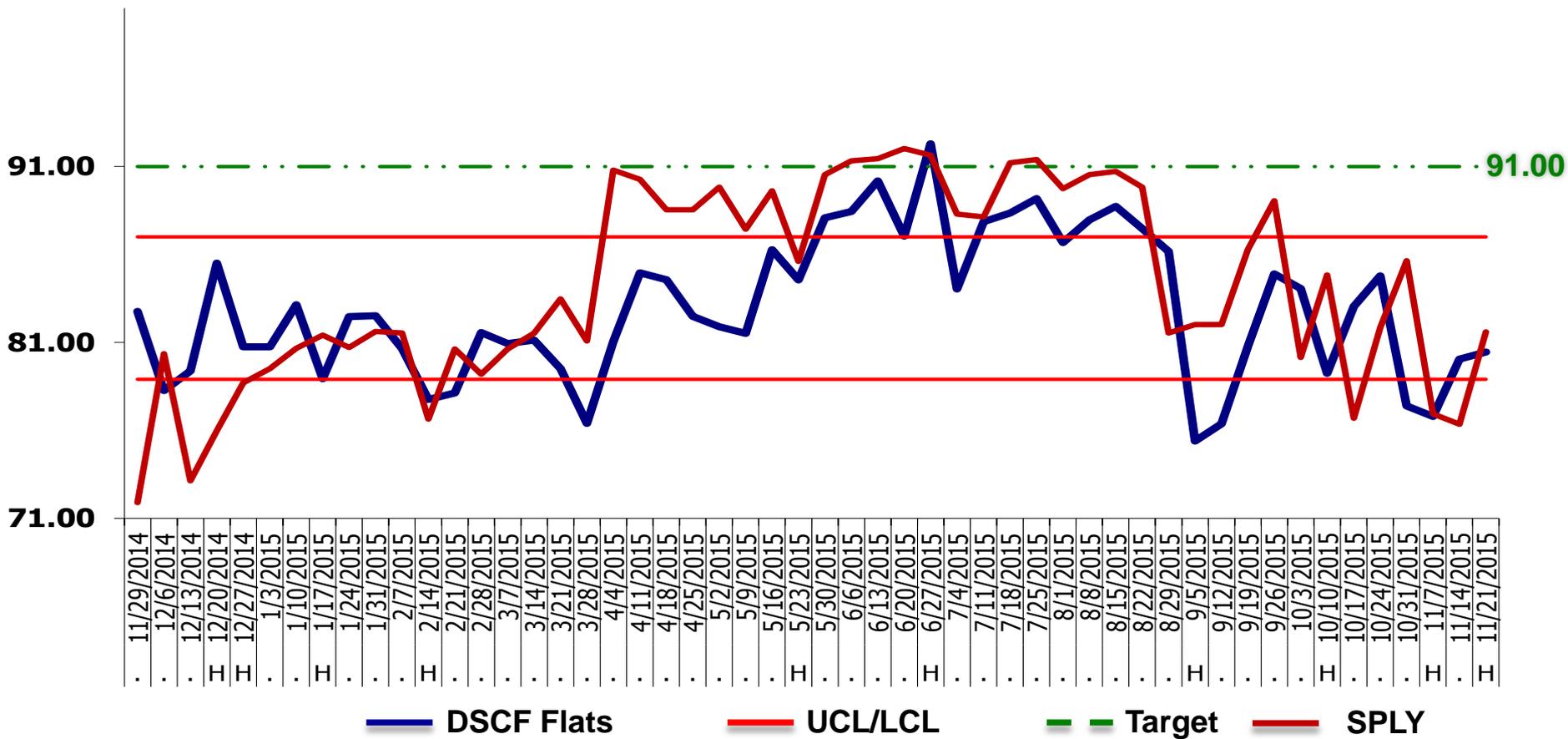


	YTD	Q1TD
<b>Actual</b>	<b>92.03</b>	<b>92.03</b>
<b>SPLY Var</b>	<b>+1.45</b>	<b>+1.45</b>

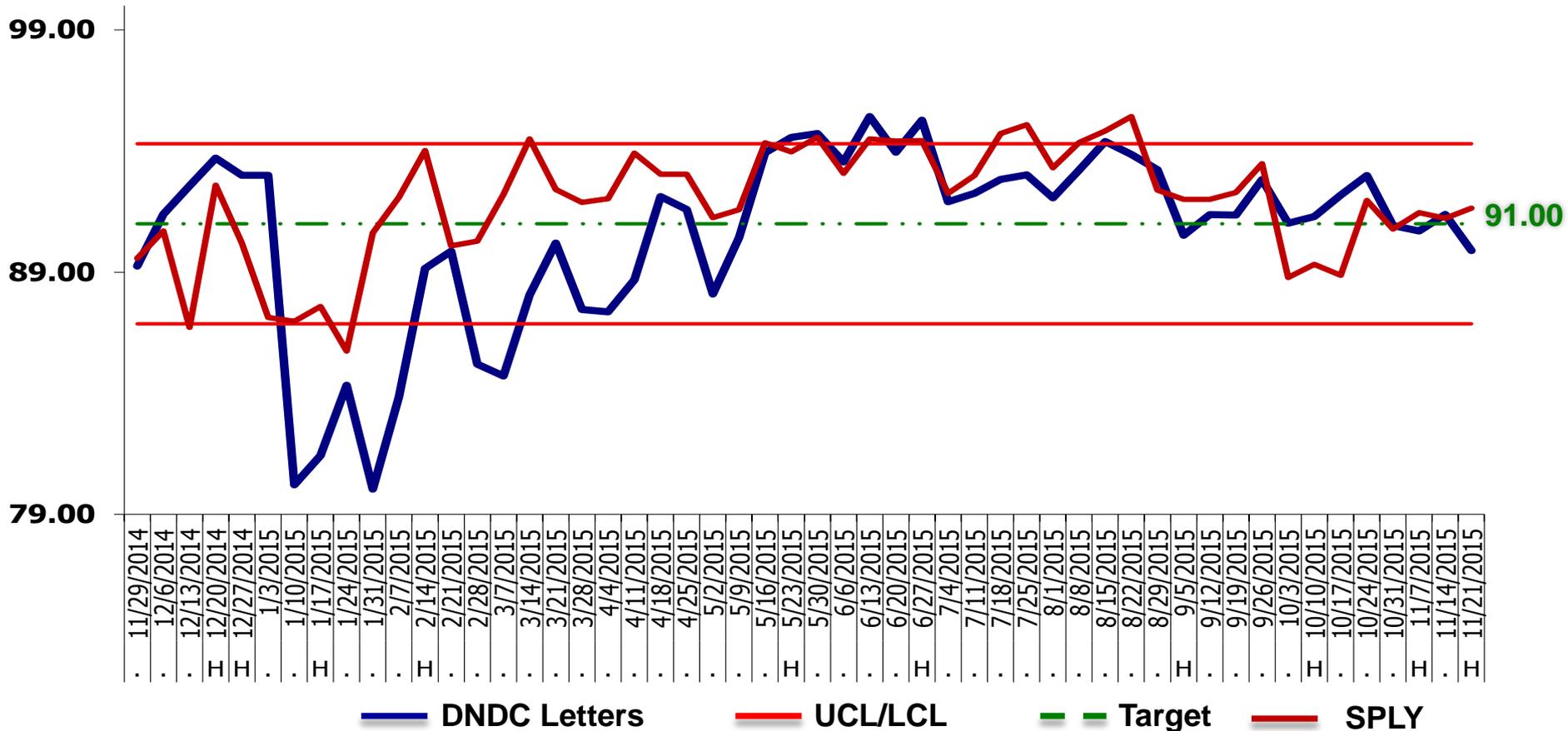


**Actual  
SPLY Var**

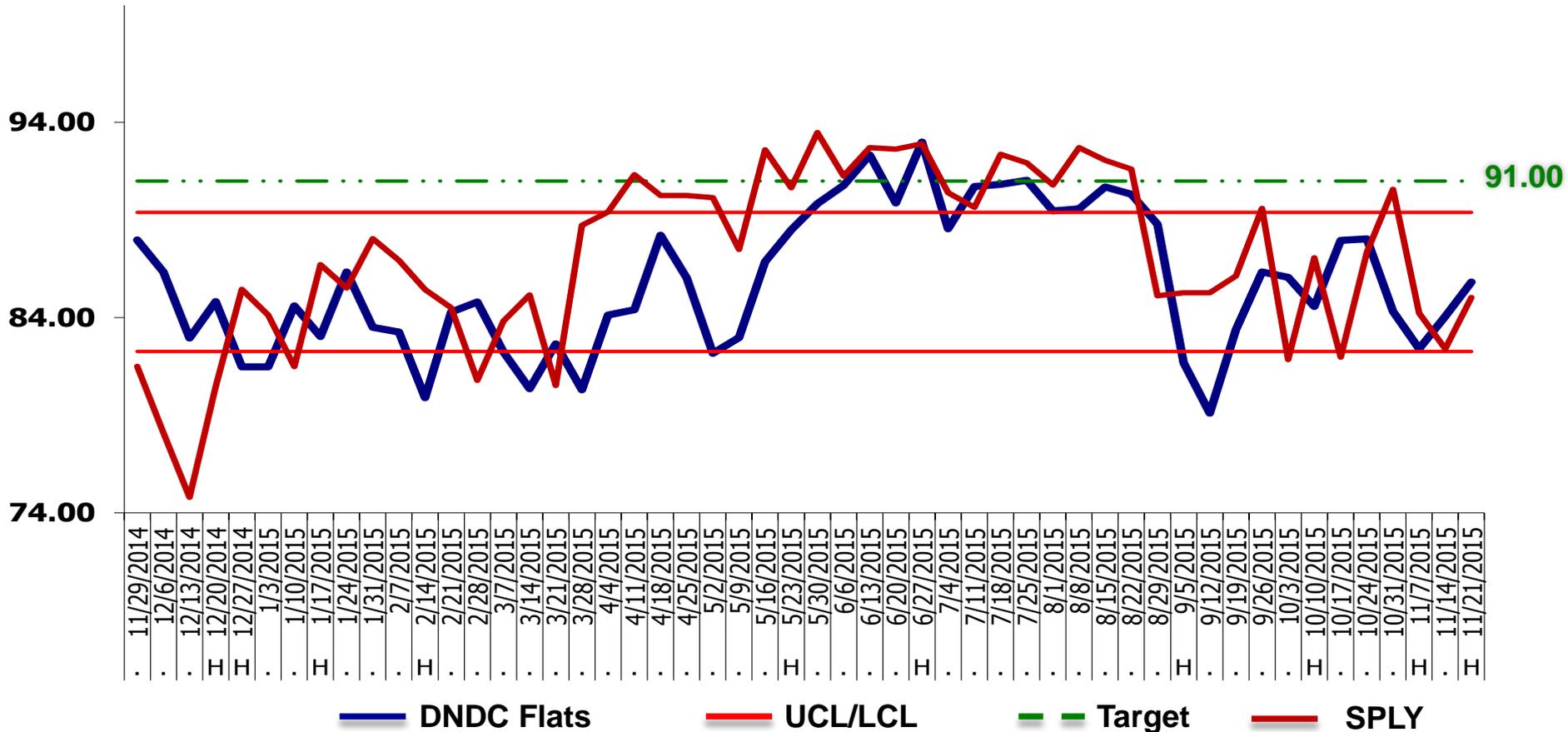
YTD	Q1TD
<b>79.07</b>	<b>79.07</b>
<b>(0.56)</b>	<b>(0.56)</b>



	YTD	Q1TD
<b>Actual</b>	<b>91.27</b>	<b>91.27</b>
<b>SPLY Var</b>	<b>+0.70</b>	<b>+0.70</b>

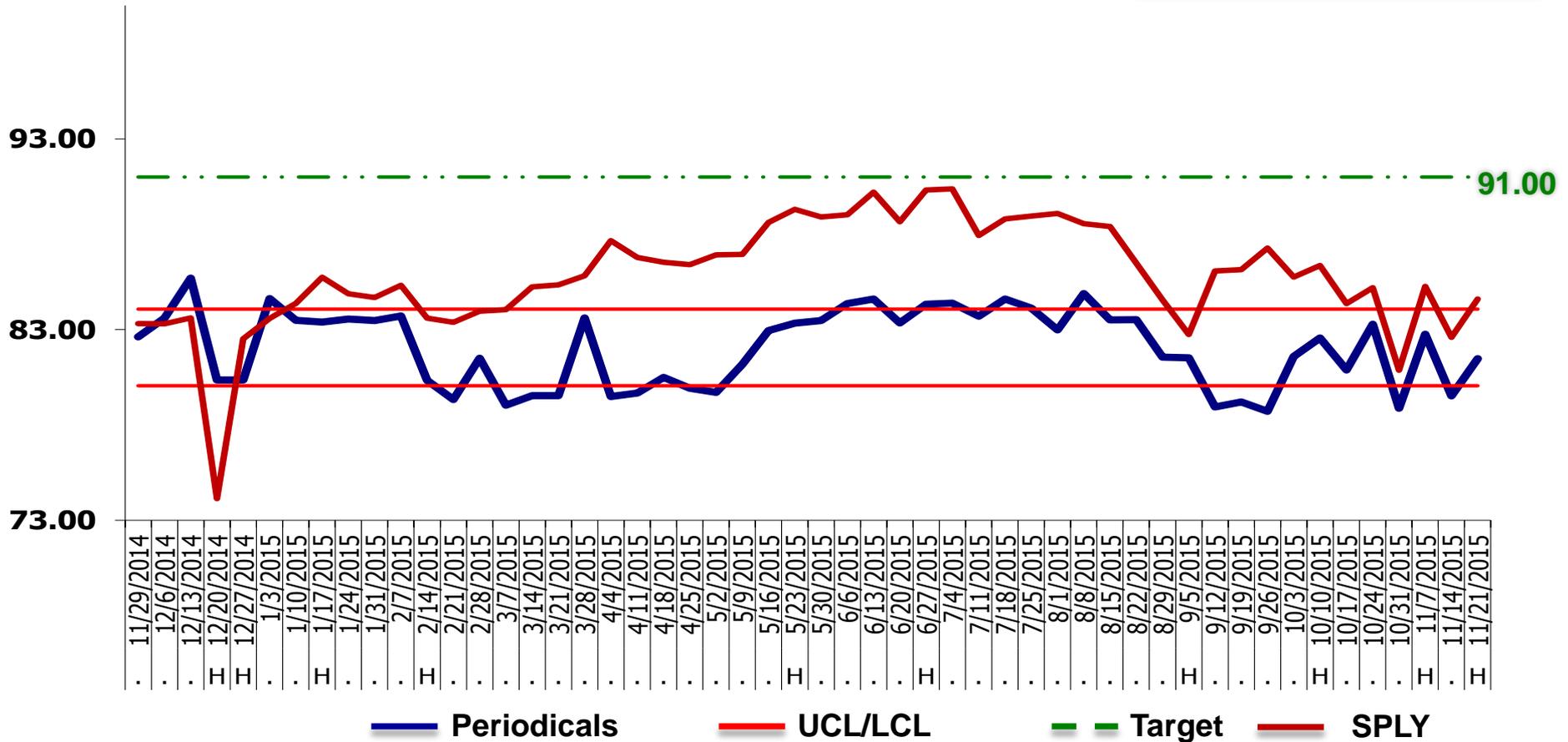


	YTD	Q1TD
<b>Actual</b>	<b>84.46</b>	<b>84.46</b>
<b>SPLY Var</b>	<b>(0.64)</b>	<b>(0.64)</b>

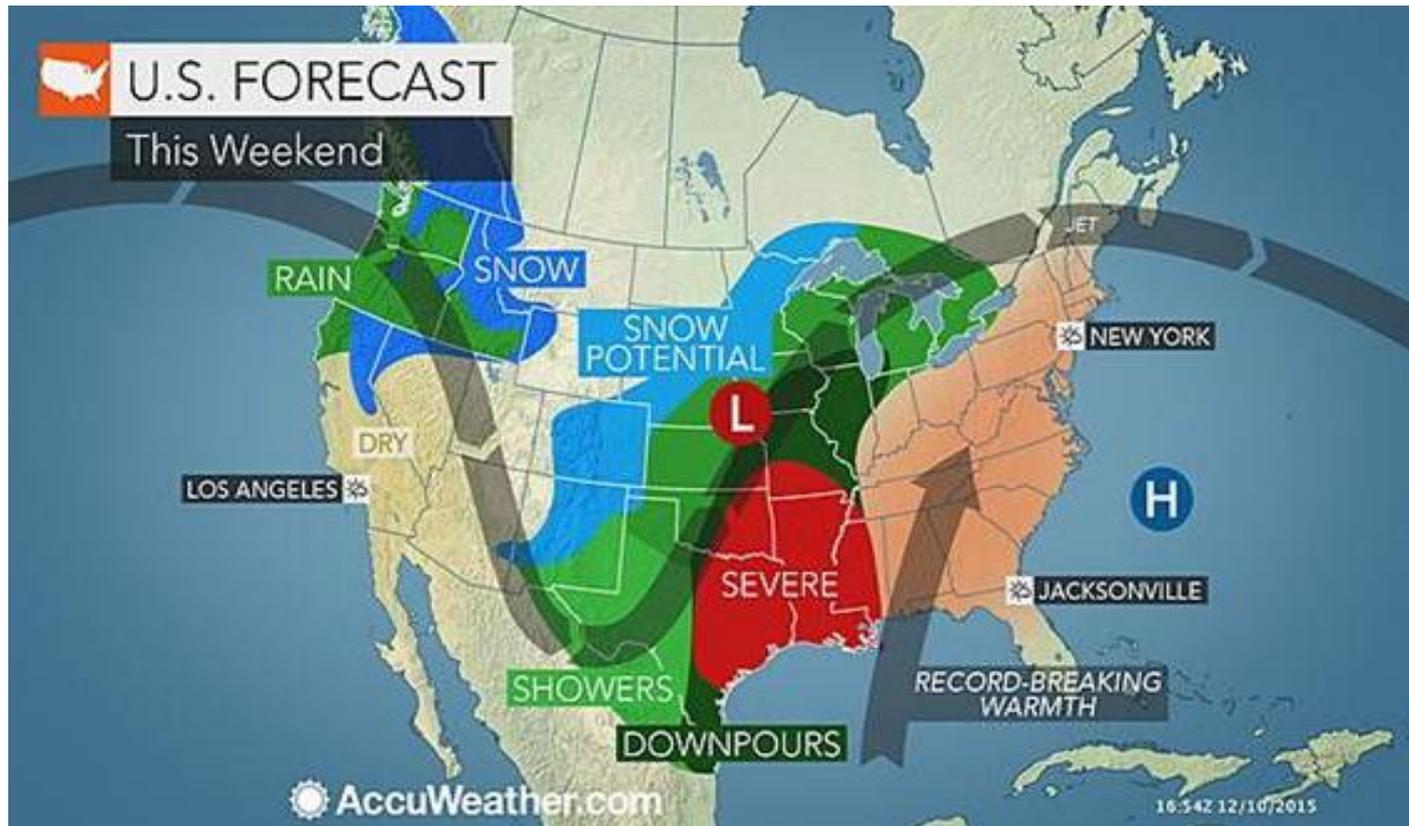


**Actual  
SPLY Var**

YTD	Q1TD
<b>81.21</b>	<b>81.21</b>
<b>(3.09)</b>	<b>(3.09)</b>



# Current Network Conditions



- **Today:** The threat for locally heavy rain and flash flooding will persist from central California into the Northwest, while the eastern US is experiencing record breaking warmth.
- **This Weekend:** Severe thunderstorms may develop in parts of Texas, Oklahoma, Kansas, Missouri, Arkansas, and northwestern Louisiana. Damaging wind gusts and a few tornadoes are the main threats. Flash flooding will also be a threat in the above mentioned areas. On Sunday, a line of strong or severe storms will advance east through parts of the lower Mississippi Valley, lower Ohio Valley and northern Gulf Coast states. The main threats will be damaging wind gusts and a few embedded tornadoes.

- 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

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Service Alerts

## USPS Service Alerts

Last updated Nov. 30, 2015, 5:30 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



#### Service disruption alerts

Will I receive mail delivery?

Is my Post Office open?

Change of address

Holding mail

Contact us

### Business mailers



#### Service disruption alerts

Delivery units not accepting drop shipments

Mail Service Disruption Report

USPS facilities status

Mailer information

Contact us

### International mailers



Australia

Germany

Peru

Syria

Yemen

Lithium battery shipping regulations

Finland

Libya

Russia

Ukraine

*United States Postal Service®*

## **INDUSTRY*****ALERT***

### **Spokane WA P&DC Closed Due to Storm Damage**

Due to storms on the Pacific Coast, the Spokane P&DC has sustained roof damage to the facility and has been evacuated. Operations have been discontinued at that location and the facility has been secured. All employees are safe and accounted for.

Contingency plans have been activated to continue providing service to the customers service by this facility. Processing operations have been moved to the Seattle P&DC. All drop shipments should be redirected to the Post Falls, ID Post Office (83854) located at 405 S. Greensferry Road, Post Falls, ID until further notice. The dock at the facility can accommodate 53' trailers.

As this situation progresses, we will provide additional updates.

*United States Postal Service®*

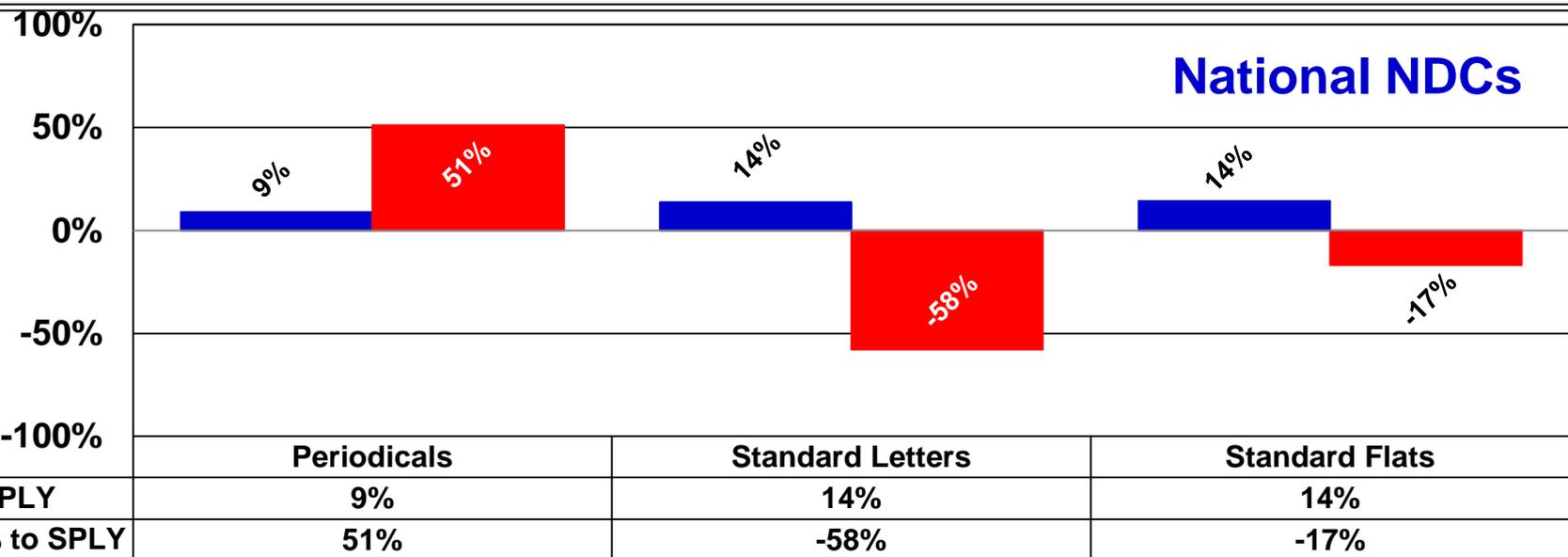
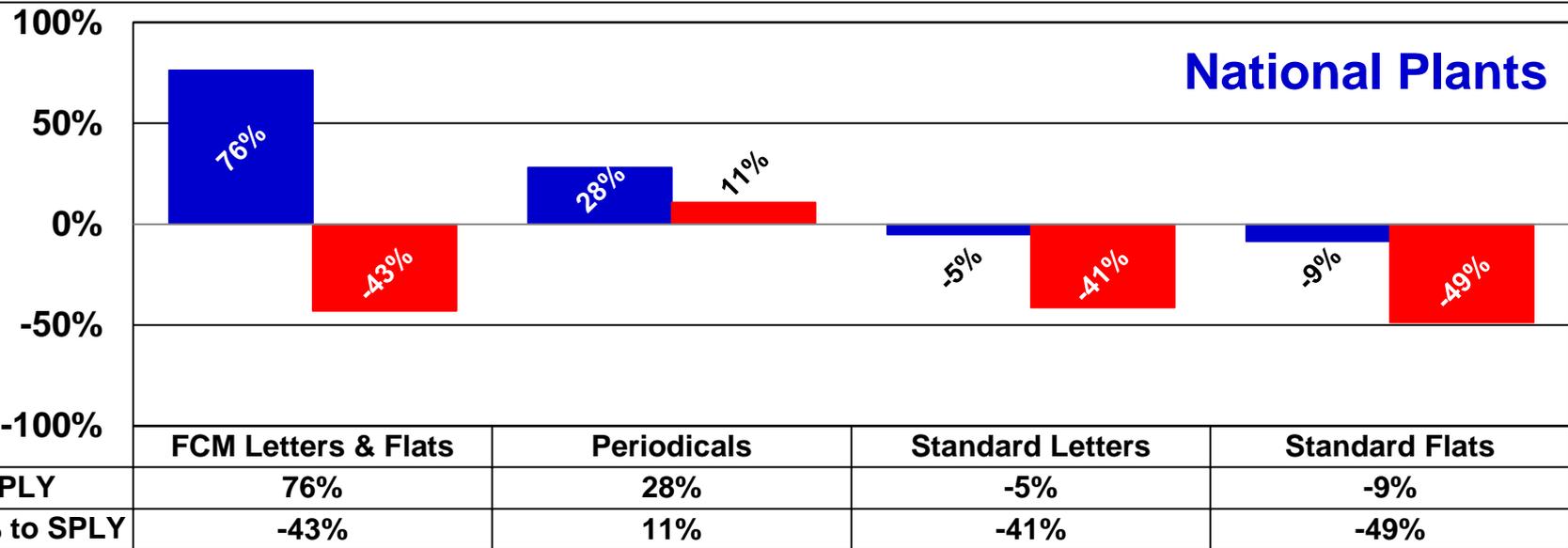
## **INDUSTRY*****ALERT***

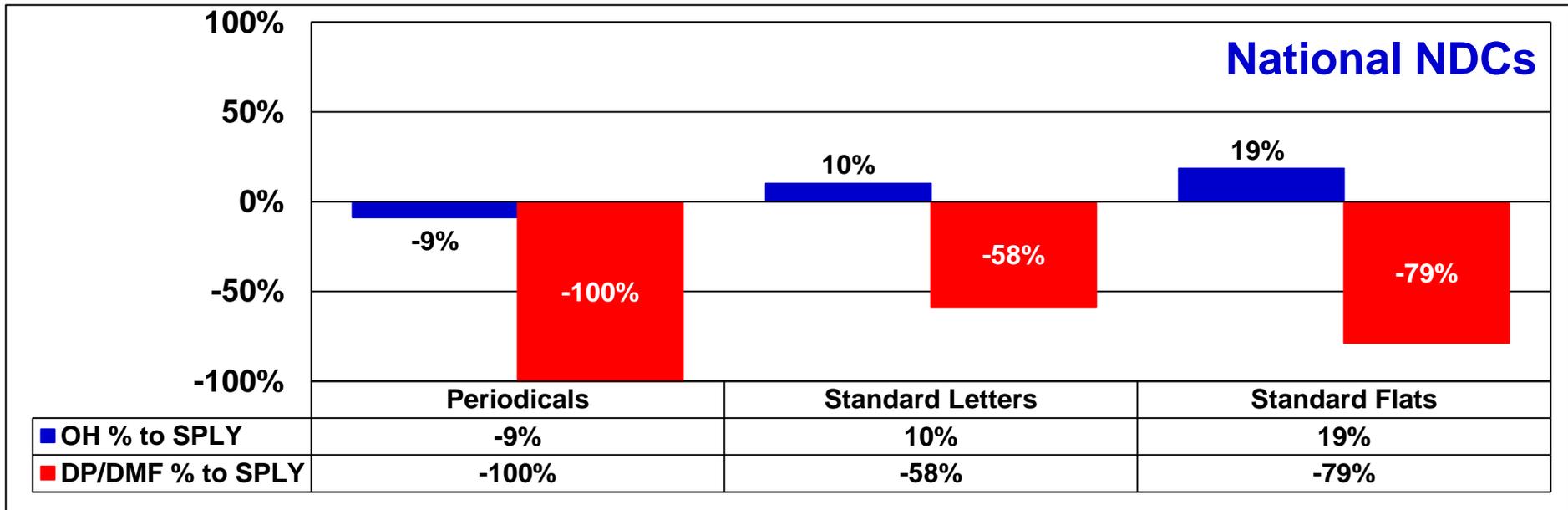
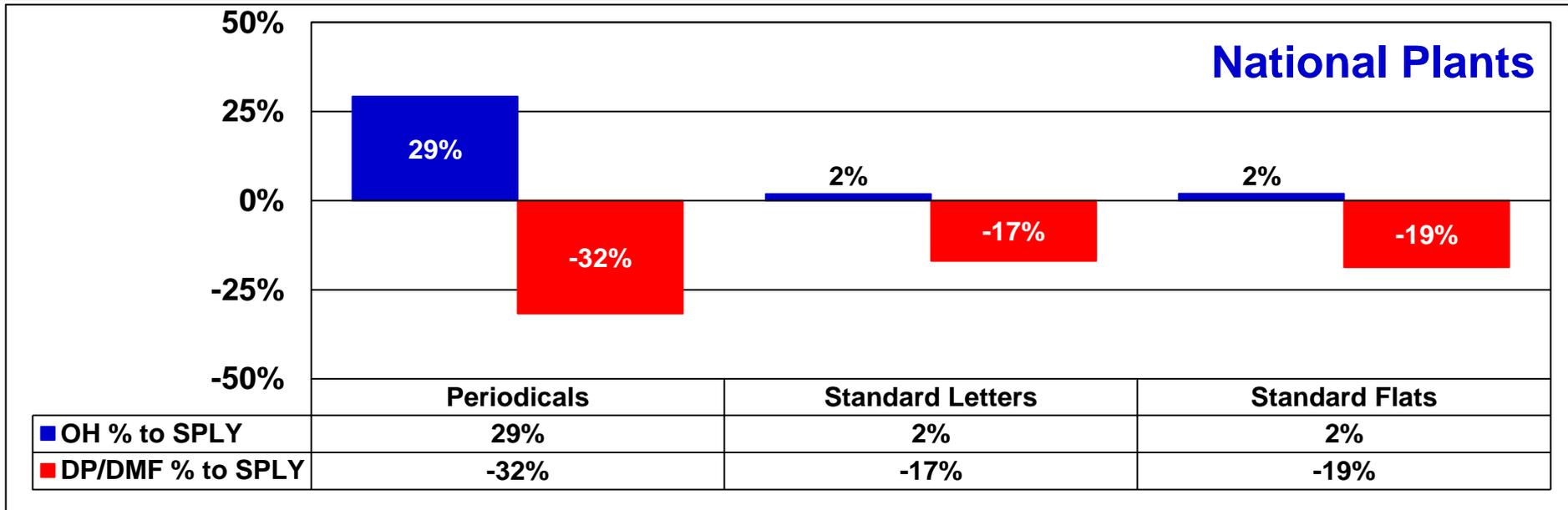
### **Orlando P&DC - Power Outage**

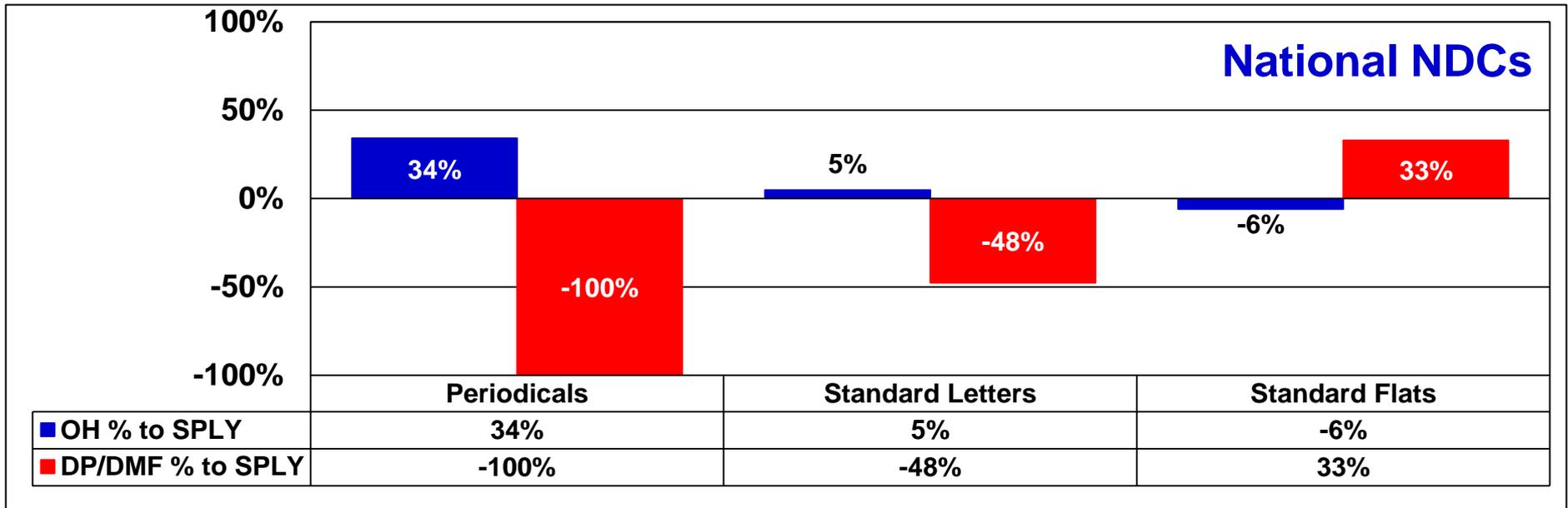
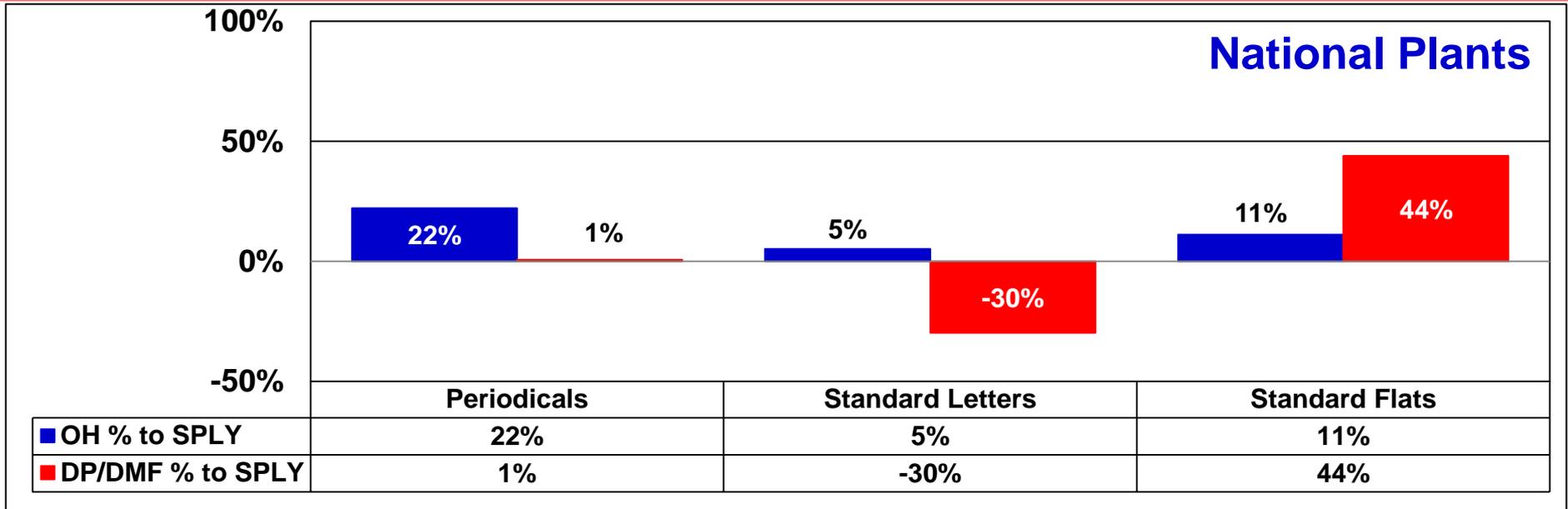
***Wednesday, December 9, 2015***

The Orlando P&DC is currently experiencing a power outage. Portable generators are being used on the docks so that we can continue to accept dropships. As a result, the dropships may take longer to unload. We thank you for your patience. The USPS is implementing its contingency plans to restore power. Please watch for further updates.

- Spokane P&DC is shut down due to weather damage – destinating volumes are diverted to Seattle for processing**
- Orlando P&DC lost power for 6 hours on 12/09/2015 due to electrical switchgear failure.**
- Cancellations – single piece First-Class Mail volume down 7.98%**
- Double-digit increase in parcel/package volume this peak season**







- **Daily National Teleconferences**
  - Immediate adjustments to Run Plans, Equipment and Facility allocations based on each morning's mail inventories
  - Additional Air and Surface Transportation launched
  - Communicate National strategies and process improvement
  - 4 hour reports for critical locations
  
- **Service Improvement**
  - Efficiently Advancing Standard and FCM
    - Utilizing existing capacity and resources to advance volume
    - Reduce delays and on-hand volumes
    - Mitigate system or process anomalies

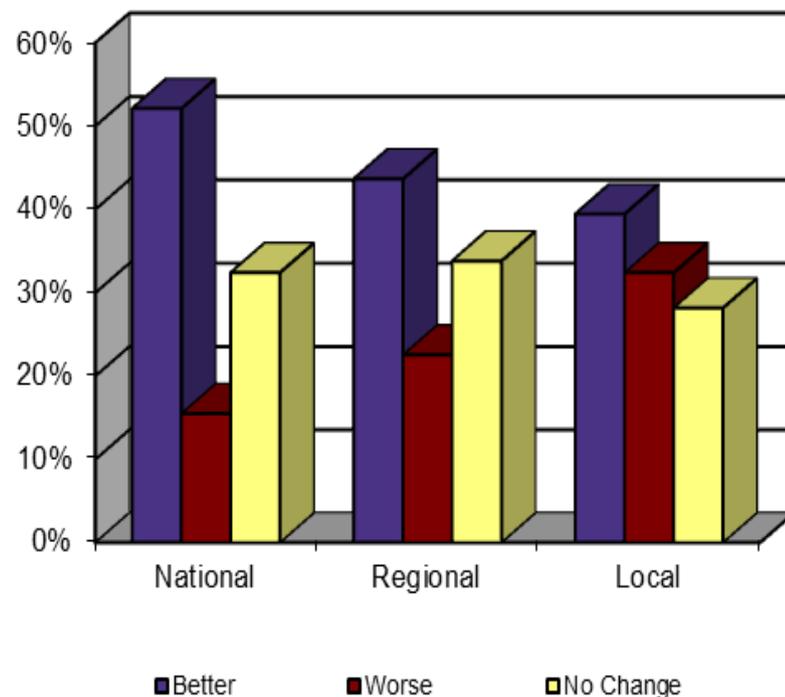
- **Expanded Peak Season**
  - November 21<sup>st</sup> – January 8<sup>th</sup>
  
- **Headquarters Peak Season Field Support**
  - **Dallas**
  - **Newark**
  - **Los Angeles**
  - **Oakland**
  - **Ontario**
  - **Indianapolis**
  - **Miami**
  - **Houston**
  - **Memphis**
  - **Philadelphia**
  - **Phoenix**
  - **Seattle**
  - **San Francisco**
  - **Chicago**
  - **Columbus**

### *Healthy Transportation Allows Operating Plan to Shine*

“The October Phoenix-Hecht Postal Survey™ (2015-2) produced the improvements that had been anticipated, but not realized, for the previous April survey. That survey, we commented that the USPS operating plan was clearly producing benefit for remittance mail but was being offset by transportation system challenges missing First Class delivery targets. We based that observation upon the USPS overall First Class Mail delivery statistics for October 2014 versus late April and early May 2015. USPS put exceptional effort and focus into eliminating pinch points within the transportation system, culminating in a return by October of overall First Class performance to levels the previous year. We believe this has allowed the operating plan, in which delivery operations start in the morning (target eight a.m.), to produce full benefit for remittance. Thus the October survey indeed looks like the survey we anticipated in April.”

– *Lex Litton Senior Vice President Phoenix-Hecht*

**Site Trends 2015-2 Postal Survey**



- ❑ Nationally improved by 1.8 hours
- ❑ Improved in 22 out of the 28 cities measured
  - 11 Cities achieved below 50 hours
  - 10 cities improved by 4 or more hours versus the previous survey
- ❑ Caller handoff metric improved by 1.5 hours

# FAST Update

- FAST facility constraints at normal levels – no reduced contingencies approved for Columbus Day, Veteran’s Day, Thanksgiving Day, or New Year’s Day holiday periods
- FAST Facility constraint reductions approved for Christmas Eve after 17:00, and Christmas Day
- Holiday Constraints may be viewed in FAST Reports under the Holiday Contingency and Constraint Report option
- FAST Help Desk provided additional facility emergency contact numbers for Plant Managers

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
    - FAST Help Desk has been provided additional emergency contact numbers for Plant Managers and will assist if local issues are not resolved through local contact

## Drop Shipment Appointment Arrival Standard Work



The purpose of this standard work is to provide visibility on adherence to appointment schedules and drop shipment unload wait time.

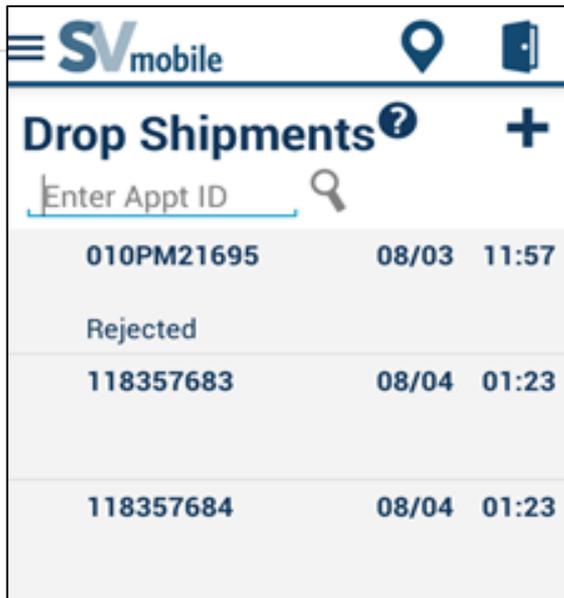
The SV Mobile Appointment Arrive is intended to record actual drop shipment yard arrival time separately from the trailer unload scan and acceptance process.

New SV Mobile easily allows switching between appointments, making it convenient to pause the unload/acceptance process to arrive appointments.



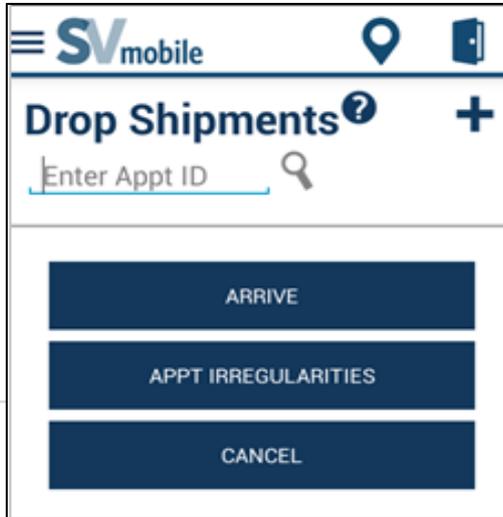
## Drop Shipment Driver Arrival

1. Drop Shipment Driver checks in at Drop Shipment/Expediter desk
2. Driver must provide USPS with proper Appointment Number



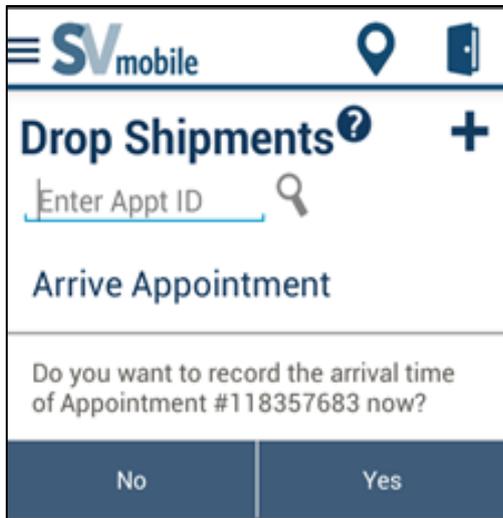
## Select Appointment

1. USPS records information on Drop Shipment Appointment Log
2. Look for Appointment in SV Mobile and Select



## Arrive Appointment

1. In SV Mobile, Tap “Arrive” to arrive Appointment



## Record Yard Arrival Time

1. In SV Mobile, select YES to question “Do you want to record arrival time of appointment XXXXX?”
2. USPS advises driver of status of position in queue or provides a door assignment



# MTE Update

- ❑ On 9/27 a software update on the USPS Postal Store impacted MTEOR:
  - ❑ Empty trailers could not be ordered
  - ❑ Extra trips could not be ordered
  
- ❑ On 10/6 a software patch was deployed to correct the issue of ordering empty trailers.
  
- ❑ On 12/8 a software patch was deployed to correct the problem of ordering extra trips.
  
- ❑ Please contact the MTEOR Help Desk if you experience any issues.

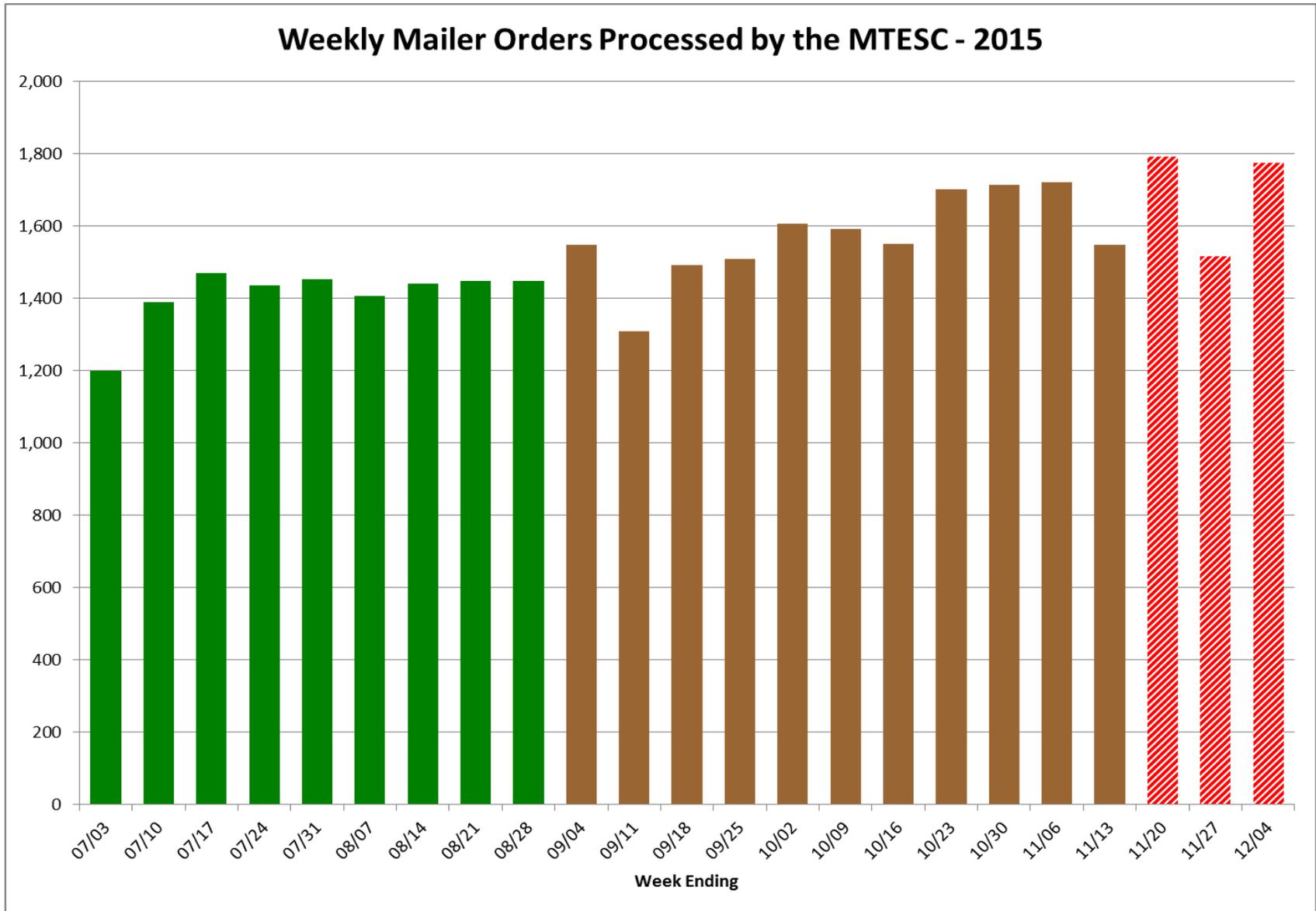
# MTE Inventory Status

As of 12/09/15	Current MTE SC On-Hand Inventory	1-Week Safety Inventory	Pieces +/- Safety Level	Percent +/- Safety Level	Demand vs SPLY	Inventory vs SPLY
Pallets	685,890	399,700	286,190	72%	27%	-52%
EMM Trays	3,317,184	1,532,545	1,784,639	116%	-5%	140%
Half Trays	1,104,530	1,280,000	-175,470	-14%	-5%	-42%
MM Trays	2,376,360	2,451,000	-74,640	-3%	4%	174%
EMM Sleeves	6,109,149	2,139,000	3,970,149	186%	10%	233%
Half Sleeves	1,104,530	1,713,000	-608,470	-36%	2%	-50%
MM Sleeves	2,535,462	3,660,000	-1,124,538	-31%	2%	7%
Flat Tubs	2,430,540	575,000	1,855,540	323%	-8%	455%
#1 Sacks	1,071,000	1,543,000	-472,000	-31%	0%	38%

## 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.*



## How Industry Partners Can Help:

MTEOR weekly inventory



Order trays & sleeves in like quantities (pieces not pallets)

Continue to place equipment orders just-in-time based on production

Contact your BSN to return MTE excess to your needs.

## MTEOR Help Desk:

Phone – (866) 330-3404

Email – [MTEOR@usps.gov](mailto:MTEOR@usps.gov)



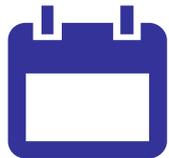
# USPS Continued Commitment



## Commitment



**Sufficient capacity in our networks**



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



**Comprehensive contingency planning (weather impacts)**



**Timely dispatches from our processing facilities**



**Industry partnership/communication**



## Next Steps

- **Wrap-up**
  
- **Peak Season Recap Webinar:**
  - **Wednesday, December 23, 2015**
  - **2:00 – 3:00pm EST**
  
- **Additional questions and concerns:**  
Contact [dane.a.coleman@usps.gov](mailto:dane.a.coleman@usps.gov)