

Meeting Details:

Date: 4/29/2014
Location: Telecom

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- Attendance not taken but 9 industry representatives attended the meeting

MEETING NOTES

Nancy Paradice and Sarah Rudy provided an overview of the survey results from the MTEOR for Local Mailers Launch in the Northern Pacific Area, the recent launch in the Eastern Area, and MTEOR enhancements. MTEOR for Local Mailers is a system that allows Mailers to request MTE from the local plant.

- Survey Results from Mailers in the Northern Pacific Area who have used the system
 - Mailers feel that MTEOR has allowed them to get their equipment faster
 - Additional requested enhancements include:
 - Add additional MTE types in MTEOR (e.g. rolling stock)
 - Currently we have an “Other MTE” request option that allows Mailers to write in their unique MTE requests
 - Add “delivery” button in MTEOR so Mailers can indicate whether they want to pick up or have their equipment delivered
 - General policy is that MTE is not delivered from Local Plants, but some plant managers may have some existing agreement with Mailers. They should continue request MTE as they have done so in the past
 - In the beginning, people struggled with registration, but since USPS automated the registration process, people have been very positive about the launch
- Eastern Area Launch
 - We launched MTEOR for Local Mailers in the Eastern Area on April 7th
 - We will launch the Great Lakes Area on May 5th at about 30 plants
 - We continue to communicate with the Mailers through the Postal Customer Councils, Business Service Networks, through the drivers
 - **Feedback from Mailer:** I request from the Fort Wayne P&DC on the STAR Route, but we have not been contacted yet about MTEOR
 - **Sarah Rudy** – You will not be able to place an order until May 5th, but you can register now. Feel free to contact your POC at the Fort Wayne plant and ask them to send you the MTEOR flyer. We have been handing out fliers at the docks as well
- Inventory Reporting
 - Allows us to know where MTE is in the system and allows us to plan our supply for demand
 - Started inventory reporting last April and so far our key statistics are as follows:
 - 97% of Mailers reported their inventory at least once
 - 75% of Mailers reported at least 50 percent of the time

- 4% of Mailers reported every week
 - We need to get Mailers in the habit of reporting every week
 - There is a pop up reminder in MTEOR to complete the inventory report, but we send out reminders emails every Wednesday
 - We also send emails every Thursday indicating who has not completed their report for the week
 - **Mailer Feedback:** Since we started put out the inventory enhancement the numbers have probably increased so we should look at the numbers since the enhancement was put in place
 - **Nancy Paradice:** We have an impact meeting coming up and we can start to look at the percentages since the enhancement was implemented
- MTEOR Enhancements
 - Many Mailers have indicated that they would like to see standing orders for MTEOR for Local Mailers, but we are still looking into how we will implement that
 - Replicate Request
 - In the interim we have implemented the replicate request functionality
 - You just open up the request and hit replicate request button. Once you confirm the new pick up date you hit submit
 - Read-only access
 - BSNs now have read-only access to the plant's MTEOR dashboard. They will not be able to see the Mailer's dashboard because it is outside of the USPS firewall
 - There are still a lot of enhancements we are working on and we will release a bulletin to inform you about those enhancements when they are implemented
- Next Steps
 - We will have a Fall Mailing Webinar on MTE as we move forward. It is scheduled for the first or second week of August
 - **Mailer Question:** How many wooden pallets do you have left?
 - We have not purchased any in the last year and a half so we do not have very many left. We do receive some from internal processes, but we do no ship those out
 - **Mailer Feedback:** It would be nice to be able to order label holders through MTEOR
 - This is not an MTE product so we do not have the infrastructure to manage this
 - Dallas MTEESC uses probably a case a week
 - In Florida they replace all of their trays. Is this what you are replacing all of your label holders?
 - The label holders are either torn, you can't see through them, or the equipment does not have any. They are also used for defective label holders
 - **Nancy Paradice:** Let us know if you are having issues getting label holders supplied from local plants
 - **Action:** Work with the HQ BSN and Processing to see if we can identify a contact at the plant
 - **Feedback from Mailer:** Appeal to the industry to get their inventory reports done
 - MTAC Meeting is on May 21st at L'Enfant Plaza

MTAC User Group 007 - Meeting Summary – 4/29/2014

Date: 6/24/2014
Location: Telecom

