

Meeting Details:

Date: 9/16/2014
Location: Telecom

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- Attendance not taken but 14 industry representatives attended the meeting

MEETING NOTES

Nancy Paradice provided an overview of the presentation. Sarah Rudy provided an overview of the survey results from the MTEOR for Local Mailers Launch in the Capital Metro Area, the success of MTEOR's launch across the country, and MTEOR enhancements. MTEOR for Local Mailers is a system that allows Mailers to request MTE from Local Plants.

- Survey Results from Mailers in the Capital Metro Area who have used the system
 - Mailers feel that MTEOR is very easy to use
 - Additional requested enhancements include:
 - Allow Mailers to place standing orders
 - **Sarah Rudy:** We are implementing the standing order enhancement in October
 - Allow same-day and next-day ordering
 - **Sarah Rudy:** Same-day or next-day orders are dependent on each Plant's preference and capability
 - Receive automated emails/notification when the request has been received by the plant and is ready for pick up
 - **Sarah Rudy:** We will keep the automated email suggestion in our enhancement backlog for the future
 - Allow Mailers to cancel orders
 - **Sarah Rudy:** Interesting suggestion, and we will keep this in mind and have a discussion with our group
- MTEOR successfully launched across the country
 - Over 3,700 Mailers have placed over 32,000 requests from 212 Postal Plants through MTEOR
 - Over \$37 million worth of MTE have been requested through MTEOR
 - MTEOR Mailers are doing an excellent job on inventory reporting
 - 96% of MTEOR Mailers reported inventory at least once a week
 - **Sarah Rudy:** Keep encouraging MTEOR Mailers to report inventory each week
 - **Nancy Paradice:** It is important that MTEOR Mailers report inventory to ensure a healthy inventory and a successful Fall mailing season
 - **Sarah Rudy:** The MTEOR for Local Mailer launch is now complete. We are continuing to improve the system by adding new enhancements in FY 15
- MTEOR Enhancements
 - Inventory Summary Report
 - Implement more types of reports in FY 15

- Messaging ‘Module’ on MTEOR Homepage
 - Additional messaging for custom groups in FY 15
- Order History
 - If implemented, users will be able to export up to 13 months of order history in MTEOR
 - We plan to deliver this enhancement in FY 15
- Modify/withdraw capabilities
 - This enhancement will be delivered in FY 15
- Standing Requests from Postal Plant
 - This enhancement will be delivered on October 26th
- Delivery Units – FY 15
 - Allow Delivery Units to request MTE from Postal Plants
 - Allow Local Mailers to request MTE from Delivery Units
 - Connect MTEOR to other USPS logistics system
 - Reduce cost
 - Increase transportation visibility

Discussion & FAQs

- **Nancy Paradice:** We plan to allow Mailers to order tray label holders in MTEOR in FY 15. The label holders will be shipped to MTEESC Mailers’ facilities. Local Mailers can also request label holders, but they will have to pick them up at Postal Plants
 - **Mailer Feedback:** Thank you for listening to our voice and adding this enhancement
- **Nancy Paradice:** What are your expectations from this group in the future? What is our next step?
 - **Attendee Answer:** To reevaluate MTEOR’s business case and communicate the benefits of MTEOR to all stakeholders
 - **Nancy Paradice:** We’ve received enormous positive feedbacks from Postal Plants, because they are now able to monitor and control on-hand inventory effectively
- **Mailer Question:** Can MTEOR add an enhancement to allow users see the availability of requested MTE when ordering?
 - **Sarah Rudy:** We have a weekly manual inventory reporting mechanism and there is a 24 hour lag. A daily inventory reporting for Postal Plants would be very arduous. We will brainstorm around this idea and discuss it with our team
- **Mailer Feedback:** Concerns on landing pads and how to address this issue
 - **Sarah Rudy:** Please take pictures and notify us when you see excess amount of landing pads/landing strips come off sacks. We will do a deeper dive on the origin of the issue
- **Mailer Question:** If an MTEESC cancels a trip, should there be an email notification to alert the Mailer?
 - **Sarah Rudy:** We have added “automated notification” in our enhancement backlog. Normally, the Transportation Manager/ Order Manager needs to notify the Mailer if there is a transportation issue

- **Nancy Paradice:** We will review the process internally, there should be a process to prevent and resolve the transportation issue

- **Mailer Question:** Are we predicating a possible shortage of MTE during the fall mailing season?
 - **Nancy Paradice:** No, we have a very healthy inventory and we are prepared for the fall mailing season. We've done great analysis on supply and demand, and we are in a better shape than last year

NEXT MEETING

Date: 10/28/2014
Location: Telecom
