

## Meeting Details:

<b>Date:</b> 10/28/2014
<b>Location:</b> Telecom

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- Attendance not taken but 22 industry representatives attended the meeting

## MEETING NOTES

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Nancy Paradice provided an overview of the presentation and an update on the Fall Mailing Season. Sarah Rudy provided an overview of the survey results and 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.

- **Nancy Paradice:** Fall Mailing is going very well. We are working very hard to address any issue and we monitor daily to make sure no one is missing orders. Although we had some glitches last week, we addressed those glitches in a timely manner and made sure all demands were met. Contact me via email at [nancy.s.paradice@usps.gov](mailto:nancy.s.paradice@usps.gov) or via phone at (202) 268-5065 for any question or concern.
  - **Mailer question:** Do we foresee any issues going forward?
  - **Nancy Paradice:** We are in a great shape in maintaining healthy inventory and transparency in operation. We are nowhere near the shortage debacle that happened in 2011.
  - **Nancy Paradice:** Nov 6<sup>th</sup> is the MTAC Industry Day and Nov 17<sup>th</sup> is the next MTAC meeting. I will provide the latest update on MTEOR and the Fall Mailing Season.
- Survey Results from Mailers in the MTEOR For Local Mailers Full Launch
  - Over 4,300 Mailers have placed over 39,000 requests from 212 Postal Plants through MTEOR
  - Over \$45 million worth of MTE have been requested through MTEOR
  - Mailers feel that MTEOR is easy to use and guarantees availability of MTEs
  - 80% of all Mailers are either neutral, satisfied or very satisfied with MTEOR
  - 20% of all Mailers are dissatisfied with MTEOR due to bugs within the system, no option for standing request and same-day ordering
  - Additional requested enhancements include:
    - Allow Mailers to place standing orders
      - **Sarah Rudy:** We are implementing the standing order in Spring 2015.
    - Allow same-day and next-day ordering
      - **Sarah Rudy:** Same-day or next-day orders are dependent on each Plant's preference and capability.
- MTESC Mailers need to report inventory weekly to ensure MTE visibility and prevent MTE shortage
  - On average, 73% of all MTESC Mailers reported inventory each week
  - Since the March 2014 enhancements, only 16% of Mailers submit an inventory report each week

- **Nancy Paradice:** It is important that MTEESC Mailers report inventory to ensure a healthy inventory and a successful Fall Mailing Season. We send out weekly reminders to MTEESC Mailers and we want to make sure that Mailers are getting proper quantity of MTEs to meet their needs.
- MTEOR Enhancements
  - Reporting Suite for Internal and External users
    - Implement more types of reports 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
    - Allow Mailers to make changes to a request instead of requiring the Mailer to withdraw the order first
    - This enhancement will be delivered in FY 15
  - Standing Requests from Postal Plant
    - Allow Mailers to create standing requests from Postal Plants
    - This enhancement will be delivered tentatively in 2015
  - Label Holders
    - Allow Mailers request Label Holders through MTEOR
    - This enhancement will be delivered tentatively in 2015
    - Trainings will be available for Mailers
      - **Mailer Question:** How will Label Holders orders fulfilled in MTEOR?
      - **Sarah Rudy:** MTEESC Mailers can place Label Holder orders in MTEOR, and then they will be directed to another system for fulfillment. Once the fulfillment is complete, an MTEESC will ship Label Holders directly to the MTEESC Mailer site. Local Mailers can request Label Holders via MTEOR, and then be directed to another system for fulfillment. After the fulfillment is complete, Local Mailers will need to pick up the orders at a Postal Plant.
      - **Mailer Question:** If Label Holder ordering functionality is implemented, how long will take an order to be fulfilled?
      - **Sarah Rudy:** We will be finalize the ordering process and provide guidance during the actual deployment in 2015.
  - Delivery Units – FY 15
    - Allow Delivery Units to request MTE from Postal Plants
    - Allow Local Mailers to request MTE from Delivery Units
    - This enhancement will be delivered tentatively in 2015

#### Discussion & FAQs

- **Mailer Question:** Can we order Label Holders by case or by box?
  - **Nancy Paradice:** It will depend on Mailers' needs. Local Mailer and MTEESC Mailer have different needs; therefore, different rules will apply on Label Holder ordering.

- **Sarah Rudy:** We will touch base with Postal Plants to ensure that we give the proper quantity of Label Holders to Local Mailers.
- **Sarah Rudy:** We will implement the standing request for Local Mailers functionality before rolling out the Delivery Units. We plan to first onboard Delivery Units to request MTEs from Postal Plants, and then to onboard Mailers to request MTEs from Delivery Units.
  - **Nancy Paradice:** We have to priority on what we want to accomplish first and we want to make sure our current users are satisfied with the system before expanding to a new user group
- **Steve Colella:** MTEESC Mailers, be sure to report inventory weekly in order to help us avoid MTE shortage in the future.
- **Mailer Feedback:** Concerns on landing pads and how to address this issue
  - **Nancy Paradice:** We will double check and get back to you later. We have to think out of the box and be innovative to meet our number one goal which is customer satisfaction
- **Nancy Paradice:** What is the next step of this user group? What is the proper time for us to meet in the future?
  - **Steve Colella:** This user group can meet quarterly instead of monthly in the future.
  - **Nancy Paradice:** Our next meeting will be January 13<sup>th</sup>, 2015.
- **Local Mailer Question:** I have an issue when ordering MM Sleeves; our drive had to count the sleeves during pick-up.
  - **Sarah Rudy:** Please follow up with me on this issue. We'd like to know the details and address it in a timely fashion.

**NEXT MEETING**

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<b>Date:</b> 01/13/2015
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