

Postmaster Meeting
3-5-15

- KW Introduction, Yesterday, Today, & Tomorrow
 - How the tools, technology and metrics are changing
 - Want the PM's to be able to share the message with the workforce
 - You need to stay ahead of the organization, because of the smaller scale we can move faster and get there sooner than the whole organization
 - Our macro strategies
 - Plant has focused on packages and getting dispatches to AO's sooner
 - Process is now being replicated
 - Expand F4 window, work mail in PM
 - Right size route structure, add routes if necessary
 - Adjust compliment, create RLC's and NTFT's, convert, add more non-career
 - Leverage technology to produce better business results
 - Want to look at what's ahead, away from what has happened in the past
 - Halfway through the year, we are well positioned for the rest of the year
 - Want to focus on becoming a more customer focused business
 - How do we say yes, historically have hid behind saying no
- Ramela – Customer insights “CI”
 - Formally CEM it's the Voice of the Customer
 - Part of NPA we are cell 2, was cell 3 last week. Need 86% for cell 6
 - POS Diagnostic Report, Everyone should take the survey. Employees are uncomfortable with asking the customer to take the survey. Need to make sure every employee takes the survey so they know what the customer will experience.
 - Customers rate Knowledge and courtesy as most important, than efficiency and finally WTIL
 - Satisfied and Very Satisfied are combined to make score
 - Delivery Survey 4 million postcards sent out by HQ to small and medium businesses
 - Score 73.93 low response rate
 - Mis-deliveries are a big issue, Carrier Friendly and Courteous are also performing poorly
 - Need to share local information with the carriers
 - To get score
 - Blue Page
 - Public outreach
 - Consumer...
 - Customer engagement
 - Reports
 - POS report
 - Delivery diagnostic report
 - The communication trend
 - Yesterday
 - Phone Mail Fax
 - Today
 - eMail
 - Phone

- Tomorrow
 - Social media
 - USPS has a presence on 18 social media outlets
 - We cannot ignore the posts
 - Since last November, over 40,000 posts
 - Average 4.1 posts per issue
 - Customers want a response in minutes but an hour at the most
 - 140 Postal volunteers are responding to social media
 - Looking for 20 districts to pilot
 - Within two years, each PM will have their own Facebook and twitter page.
 - Once there is a response, 90% go away, otherwise they continue post unpleasant comments
 - EDDM
 - Unbroken bundles being retruned
 - Customers finding their mail in the trash
 - Hazmat
 - Sierra Coastal is the works in the Area
 - One SSA used stylist to answer question for the customer
 - SOP Clerk must not answer for customer
 - Video...UPS and DIM weight
 - Brian Regan on U-Tube
- Heather Business Connect
 - Every lead must go into business connect, do not bypass
 - Sales and BDS will get the appropriate credit, no more competition between the two
 - Everyone should have received training on MISSCOF
 - Make the call or visit
 - Introductions
 - Schedule Appointment
 - Start Business Connect Activity
 - Commitment
 - Offer Assistance
 - Follow Up
 - What is a business connect activity?
 - Face to face
 - Listen to customer needs
 - Suggest products and services
 - Quality BC Activity
 - Positive solution for the customer
 - Potential revenue transaction for USPS
 - One activity does not tell the whole story
 - Enter multiple activity updates
 - Must be follow up
 - Looking for quality entries, must be meaningful
 - Give details
 - Click need help if you need help with follow up from BDS
 - Goal 4 activities a month
 - Schedule a specific day of the week for activities

- Build relationship with customers
 - EEP / Customer Connect
 - Monterey Park Post Office was recognized by HQ for participation
 - They used candy bars to entice carriers to participate
 - Management must enter lead on the same day received
 - Leads go to a call center
 - Inside Sales Group contacts the customers
 - HQ working on fixing the problems with the program
 - Customers want face to face, lead will be forwarded to BDS
 - Be sure to enter the comment in CC that customer wants a face to face meeting
 - Do not make Customer Connect a Business Connect
- KW
 - Single most important thing that you can do is to talk to your employees that you were just shared.
 - It's a whole lot harder if you try to do all the work yourself
 - You are the chief sales person, talk to your customers, build it into your schedule
 - WTIL was the definition of success, moving to knowledgeable, courteous and efficient.
 - Share yelp responses with employees
 - Accurate delivery, parcels in good shape, friendly employees
 - On time does not matter as much as good service
 - Starting LSS project about answering the phone
 - Want to incentivize business connect for PM's.
- Rosie
 - DIM Weight
 - Length x width x height / 166
 - Customer pays whichever is more, the actual or the DIM weight
 - Other carriers new pricing took effect on January 5th
 - FedEx + UPS = FedUp
 - Highest price increase on lighter packages
 - 30% of their revenue from surcharges
 - They increased their surcharges
 - Biggest increase for residential ground
 - Net minimum is now \$6.61, no package shipped for less than minimum
 - Customers don't know that, buried in statements
 - For 12 x 12 x 4 UPS Ground Package
 - \$10.20 (net minimum plus extra charges)
 - USPS is very competitive
 - Rate Increase
 - April 26th
 - Only on market dominate products
 - Forever stamps remain at 49 cents
 - Pre-sorted letters and postcards will go up 2.4%
 - Pending is a request by USPS to transfer First Class Mail retail parcels to the competitive product list. Should PRD approve increase will be 22%
 - <http://ipchecker/USPSTV/DIMweight.wmv>
- KW
 - The business is getting a little smarter

- Increase are substantial, on products that are in high demand
 - Our tactic
 - Start low, when customer becomes dependent on us, we can safely raise rates without losing market share
 - USPS is working on starting a second day turn network
 - FedEx is shorting us on cube space for us
 - UPS will start taking some of our volume
 - Rosie
 - Pick-ups
 - We were created to deliver, we're not built for pick-ups
 - USPS would like to own the market up to 20 lbs.
 - Our parcel volume and revenue is growing
 - Waffle House
 - Roadie
 - Small app based delivery service
 - You can pick up your parcels at a Waffle Hous
 - \$\$\$ support from UPS
 - Amazon explored Drone delivery
 - FAA rules restricted drone
 - Google is also driving drone use with FAA
 - Pick-ups are tracked on-line
 - Sales follows up with customer pick-up issues
 - Need help from PMs to ensure pick-ups are handled correctly
- KW
 - Pick-ups are big opportunity for us
 - We own 95% of retail package market
 - Only a sliver of the pick-up market
 - Moved last drop-off time to 4:00 pm in some of the 932 offices
 - Figure out how to say yes to the customer
 - Keep thinking about how we can gain more revenue.
 - New batch of 2-tons coming after December
 - 25,000 more packages a day, six days a week after the Others went to DIM weight pricing
 - KW met with Postal Inspectors about external crime
 - We have to be better about making it more difficult to be an easy target.
- Postal Inspector Dave Foche
 - Mail theft is vastly different among different geographical locations
 - We can arrest ourselves out of this
 - Tweakers are meth addicts who stay up for 6 or 7 days at a time...they steal mail
 - Fishing
 - Devices are low tech
 - New design of boxes being tested to defeat fishing
 - Due to Prop 47, mail theft is a non-violent crime, slap on the wrist
 - Finding a devise in a box is a good thing, they got caught
 - The glue is a problem for the office
 - Tweakers don't like light, move boxes to lighted areas
 - Apartment panels are a problem in the San Fernando Valley
 - Arrow locks are getting stolen to reverse engineer a key
 - NDCBUs have reached zero life in Lancaster, targeted because they can be easily pried open from the front.

- \$5 bill scam, \$5 bills are washed, and reprinted with \$100. Paper is good using a pen doesn't catch it. Must hold bills up to the light to check hologram
- Money Orders
 - Counterfeit are usually victims of crooks
 - Raised or modified money orders are the crooks
- USPS wants to start with the perimeter, replace access locks with MAL
 - MAL key has not been duplicated
- KW Collecting information for Mail Theft, counterfeit and other issues
 - Liaison has been put in place to interact with USPS and PI's (Keith from Santa Paula)
 - New website
 - Sierra Coastal
 - Ops
 - Crime reporting
 - Want to collect data, look for trends and patterns
 - Reporting break-in's will generate email to PI's and all those concerned
 - Victims need to contact PI's, use the 877 number
 - They are equipped to deal with customers
 - Copy and distribute hand-outs as necessary
 - Going to analyze 91367 crime data, replace arrow locks with MAL locks and see if it is effective.
 - We need to figure out how to replace compromised NBU's quickly. Keith will assist with this process as it evolves.
- Ralph \$\$\$\$\$
 - A brief history of our district
 - MSC's / Divisions / PCs
 - PSDS w/ Transactor Cards / ETC time keeping system
 - Timekeepers
 - TACS – centralized Timekeepers, at first 8 now none
 - Accounting Clerks used to have 22 staff, now none
 - Systems Compliance was 3 people, now gone
 - Revenue Assurance gone
 - Admin Services gone
 - Purchasing / Contracting gone
 - Facilities: Architect / Facility Engineer gone
 - Supply Management gone
 - Finance almost gone
 - Budget only one left
 - Stats only department that has grown
 - No Purchasing or Supply Mgt
 - Only contract clerks
 - No Facility Presence
 - No Accounting
 - No TACS
 - Tomorrow
 - Budget – Centralized or Gone
 - Stats – Centralized
 - No Ralph
 - Our numbers
 - F1 +26,767 (2.55%)
 - Rank 4 / 45 Out of 8 / 67

- F2B
 - 5 / 56
 - F4
 - 7 / 40
 - TTT
 - 2 / 43
 - Total OT
 - 5 / 39
 - Total SL
 - 2 / 30
 - TOE
 - 2 / 40
 - Total Retail Rev
 - 7 / 67
 - Total Revenue
 - 3 / 37
 - Budget Adj
 - F1
 - Feb getting 28, 000 -.9 sply
 - March additional 33,000 plan greater than sply
 - F2
 - Over sply
 - F2b
 - Getting 75,000
 - At end of March plan greater than sply
 - F4
 - End of March 1.3 over sply
 - NPA
 - Corporate Score 3.60 (4.40)
 - Rank 5 / 61
 - PFP
 - No change
 - Salary schedules
 - There was an increase (available on the web)
- KW
 - Postal Service plan for this year is a \$1.8 billion increase
 - It's been since the 80 since we had a budget greater than sply
 - Recognition that it takes more time to process packages
- Neri MDD scanners
 - New features March 1st.
 - In the past
 - Pay phone
 - The present
 - Personal cell phone
 - This week
 - Limited Two-Way Texting
 - Supervisor to MDD only
 - Real time
 - Disabled the viewing and or response when set speed has been exceeded (5 mph)

- Sign on glass feature enabled
- Gearing to no more hard copy of 3849
 - Clearing accountables will change
- For MDD scanning
 - In RIMS go to Messaging tab
 - Emphasize appropriate messaging
 - Prohibited to use scanner when it is not save, SOP coming soon
 - Carriers can initiate messaging, but supervisor must be logged into RIMS to get message.
 - If sign on glass does not work, go to ps3849 and scan
- To clear accountables delivery report
 - Carrier can select view or print, then cradle scanner
 - Will have to add printer IP address to RIMS
- KW
 - Meeting with Union presidents about this technology on Monday
 - Give KW feedback via email before Monday
 - How it helps, what's wrong with it, how best to use it
 - This can be an electronic tool to monitor performance all day long as necessary.
- Michael Madrigal – RSS (Retail Systems Software)
 - Currently 3 platforms three different software providers
 - POS
 - SSK
 - CARS – Contract Stations
 - RSS will replace all three platforms
 - Quicker to deploy
 - Will save millions
 - Piloting phase has ended
 - Phase 1 deployment began in Jan
 - Phase 2 Sierra Coastal begins June 15
 - Upgrades software, no new hardware needed
 - All SSA's need 2 hour LMS course
 - 14 day window
 - HQ will fund training hours unless office fails to complete all preparations
 - 45 Day Checklist
 - Verify current access / roles
 - Audit unit Res and Floor stock
 - MGR / Stock custodian needs to be there 2- hrs before deployment
 - All SSA's one hour early to complete hands-on course
 - There will be a bridge telecon on first day of operation
 - RSS District Coordinator Melissa Johnson
 - Some New RSS Features
 - Real time software updates
 - Training mode
 - Suspend Transaction function
 - Some new printers coming
 - Will be real time tracking and money order validation
- KW
 - Didn't get to:

- CDRAAP information will get out
 - OII – stink, cell zero. Weighted very heavy in NPA.
 - Postal Pulse coming, all employees. Administer similar to VOE. March 16th fifteen minutes
 - Survey developed by Gallop, used industry wide.
 - Questions are written to the extreme
 - PowerPoint will be sent out
- Conversation about shifting F4 Operating Plan and NTFT jobs
 - Jing -- Agoura Temp switch NTFT to 2:00 am M-S. Sunday PSE to use PASS Monday, clerk in one hour early to do the rest. Operation is ready at 6:30 FSS arrives at 6:30 start carriers at 6:30 in a couple of weeks.
 - Shawn – Northridge Abolished all clerks. Mail worked in the PM
 - Fernando – La Canada Sunday's 2 PSE 2 hours each. Still not making up time, need to get last AM truck a little earlier. Can't move carriers earlier than 7:30 now.
 - KW your priority is packages first then letters and flats.
- Dave Vance
 - How F4 is changing
 - In the past made little changes instead of starting from scratch
 - In Porterville
 - Carriers start at 6:00 am
 - Most carriers do a no lunch and go home by 2:00
 - In the first two hours of the day, all major decisions have been made
 - Getting ready to do the third redo of clerk schedule
 - 3 regulars
 - 4 NTFTS – PSE's
 - 1 lead
 - Local allows for moving times without reposting if clerk is in agreement
 - Need 3 in am and 3 in PM
 - Why can't it be the same folks
 - 2 NTFTs 10 hours days, etc.
 - Backed last dispatch up one hour.
- KW
 - NTFT's hate six day schedules
 - Is there an opportunity to create 4 10's for clerks, work the window all day then throw in the PM
 - Let the clerks help design the schedule, create win wins
 - Can still do 4 10's with supervisors
 - All of today's presentations will be made available
 - You have to share all of this stuff with you employees
 - Share all presentations will All employees
 - Continue to act and think like an entrepreneur
 - Have fun, be positive,
 - The want a vision from you where the organization is going and how are they a park of it.
 - Be the role model you should be.