UNITED STATES POSTAL SERVICE®

Network Rationalization Implementation Update

June 2012

Network Rationalization Implementation Update

Agenda

- Mail Move Plans
- CustomerFirst! System
- Network Rationalization Integration
  - Integration overview
  - Issues
  - System view
  - Sample Reports
- BSN eService overview

Mail Move Plans

Network Rationalization Implementation Update

- Provides Industry summer move schedule
- Excel Format
  - Consolidation site listing by Area
  - Posted on RIBBS
  - Updates provided moving forward

Network Rationalization Implementation Update

- **Spreadsheet Elements include:**
  - **Consolidation Sites scheduled for this summer**
  - **Address, locale key, and the name of the gaining facility**
  - **Workload migration “target” dates**
  - **Shape based (letters, flats, parcels/bundles)**
  - **Process step/entry level (originating, destinating, and DPS)**

Network Rationalization Implementation Update

AREA	De-Activation Plant	Mail								Activation Plant
		Originating			Destinating			DPS		
		O-Letter	O-Flat	O-Package	D-Letter	D-Flat	D-Package	DPS-Letter	DPS-Flat	
CM	Hickory PDF	N/A	N/A	N/A	8/11/12	3/10/12	7/31/12	8/11/12	N/A	Greensboro P&DC
CM	Waldorf DDC	N/A	N/A	N/A	N/A	N/A	N/A	7/1/12	N/A	Southern Maryland P&DC
EA	Altoona PDF	8/11/12	8/11/12	8/11/12	TBD	TBD	N/A	N/A	N/A	Johnstown P&DF
EA	Greensburg CSMPC	N/A	N/A	N/A	7/28/12	7/28/12	N/A	7/28/12	N/A	Pittsburgh P&DC
EA	Mansfield PDF	8/30/12	8/30/12	8/30/12	TBD	TBD	TBD	TBD	N/A	Cleveland P&DC
EA	Monmouth PDC	N/A	N/A	N/A	7/1/12	7/1/12	7/1/12	2013	N/A	Trenton P&DC
EA	New Castle PDF	N/A	N/A	N/A	8/11/12	8/11/12	N/A	8/11/12	N/A	Pittsburgh P&DC
EA	Pleasantville DDC	N/A	N/A	N/A	N/A	N/A	N/A	6/19/12	N/A	South Jersey P&DC
EA	Southeastern PDC	7/30/12	7/30/12	N/A	TBD	TBD	TBD	TBD	N/A	Pittsburgh P&DC
EA	Steubenville CSMPC	7/7/12	7/7/12	7/7/12	8/11/12	8/11/12	8/11/12	TBD	N/A	Pittsburgh P&DC
EA	Washington CSMPC	N/A	N/A	N/A	7/14/12	N/A	N/A	7/14/12	N/A	Pittsburgh P&DC
GL	Bloomington IL P&DF (613)	8/11/12	8/11/12	8/11/12	8/11/12	8/11/12	8/11/12	N/A	N/A	Peoria P&DF
GL	Bloomington IL P&DF (617)	8/17/12	8/17/12	8/17/12	N/A	N/A	N/A	N/A	N/A	Champaign P&DF
GL	Bloomington IL P&DF (609)	N/A	N/A	N/A	7/7/12	7/7/12	7/7/12	N/A	N/A	Champaign P&DF
GL	Bloomington IN P&DF	N/A	N/A	N/A	7/21/12	7/21/12	7/21/12	N/A	N/A	Indianapolis P&DC
GL	Cardiss Collins PDC	5/16/12	5/16/12	5/16/12	N/A	N/A	N/A	N/A	N/A	Carol Stream P&DC
GL	Columbus CSMPC	N/A	N/A	N/A	7/7/12	7/7/12	7/7/12	N/A	N/A	Indianapolis P&DC
GL	Detroit P1 Annex	N/A	N/A	8/31/12	N/A	N/A	N/A	N/A	N/A	Detroit NDC
GL	Effingham CSMPC	7/2/12	7/2/12	7/2/12	7/2/12	7/2/12	7/2/12	N/A	N/A	Champaign P&DF
GL	Gaylord PDF	6/18/12	6/18/12	6/18/12	N/A	N/A	N/A	N/A	N/A	Traverse City P&DF
GL	Kenosha CSMPC	N/A	N/A	N/A	6/19/12	6/19/12	6/19/12	N/A	N/A	Milwaukee P&DC
GL	Lansing PDC	6/9/12	6/9/12	6/9/12	6/9/12	6/9/12	6/9/12	N/A	N/A	Grand Rapids P&DC - Saturday ONLY
GL	Portage CSMPC	N/A	N/A	N/A	7/17/12	7/17/12	7/17/12	N/A	N/A	Madison P&DC
GL	Rockford PDF	7/31/12	7/31/12	7/31/12	N/A	N/A	N/A	N/A	N/A	Carol Stream P&DC
GL	Terre Haute PDF	6/25/12	6/25/12	6/25/12	N/A	N/A	N/A	N/A	N/A	Indianapolis P&DC
NE	Lowell DDU	N/A	N/A	N/A	N/A	N/A	N/A	7/16/12	N/A	Middlesex Essex P&DC
NE	Northwest Boston PDF	N/A	N/A	N/A	N/A	N/A	N/A	7/31/12	N/A	Boston P&DC
NE	Springfield PDC (010-012)	7/16/12	7/16/12	N/A	6/15-8/29/12	6/15-8/29/12	N/A	7/16-8/10/12	N/A	Hartford P&DC
NE	Springfield PDC (013)	7/9/12	7/9/12	7/9/12	7/9/12	7/9/12	7/9/12	7/9/12	7/9/12	Central MA P&DC
NE	Utica PDF	6/25/12	N/A	N/A	7/9/12	6/11/12	8/6/12	7/16-8/10/12	6/11/12	Syracuse P&DC
PA	Midway PDF	N/A	N/A	8/30/12	N/A	N/A	8/30/12	1/30/14	1/30/14	ML Sellers (San Diego)
PA	Modesto CSMPC	N/A	N/A	N/A	8/1/12	N/A	N/A	8/1/12	N/A	Stockton, West Sacramento
PA	North Peninsula DDC	N/A	N/A	N/A	N/A	N/A	N/A	7/16/12	N/A	San Francisco P&DC
PA	North Bay PDC	7/16/12	7/16/12	8/1/12	1/30/14	1/30/14	1/30/14	1/30/14	1/30/14	Oakland P&DC
PA	Pasadena PDC	7/7/12	7/7/12	7/7/12	7/7/12	7/7/12	7/7/12	7/7/12	7/7/12	Los Angeles P&DC
SA	Anniston CSMPC	N/A	N/A	N/A	8/11/12	8/11/12	8/11/12	N/A	N/A	Birmingham P&DC
SA	Fort Lauderdale PDC	6/30/12	6/30/12	N/A	8/11/12	6/30/12	N/A	8/11/12	N/A	Miami P&DC
SA	Fort Worth PDC	8/11/12	8/11/12	N/A	N/A	N/A	N/A	N/A	N/A	North Texas P&DC
SA	Mid-Florida PDC	8/11/12	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Orlando P&DC
SA	Tuscaloosa CSMPC	N/A	N/A	N/A	8/11/12	8/11/12	8/11/12	8/11/12	N/A	Birmingham P&DC
SA	Waycross CSMPC	N/A	N/A	N/A	7/28/12	7/28/12	N/A	7/28/12	N/A	Jacksonville P&DC
WE	Alliance CSMPC	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	N/A	North Platte P&DF
WE	Carroll CSMPC	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	N/A	Des Moines P&DC
WE	Creston CSMPC	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	N/A	Des Moines P&DC
WE	Devils Lake CSMPC	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	N/A	Grand Forks CSMPC
WE	Hutchinson CSMPC	N/A	N/A	N/A	7/15/12	7/15/12	7/15/12	7/15/12	N/A	Wichita P&DC
WE	Socorro CSMPC	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	N/A	Albuquerque P&DF
WE	Wheatland CSMPC	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	7/1/12	N/A	Cheyenne P&DC

CustomerFirst! System

Network Rationalization Implementation Update

CustomerFirst! System

- **Function**
  - Collection point for customer issues
  - Issues tracked as Service Requests (SR)
  - SRs handled as open tickets that need resolution in order to be closed

- **Current Users**
  - BSN employees who field customer calls
  - Established BSN customers registered for use
    - Access CustomerFirst! through BSN eService Portal

Network Rationalization Integration

Network Rationalization Implementation Update

Network Rationalization Integration

- **Goals**
  - Use established channel to collect customer issues related to Network Rationalization
  - Track problem resolution
  - Use as an early-alert system to provide visibility to potential problem spots
  - Allow for preemptive action at identified locations
  - Improve the customer experience

Network Rationalization Implementation Update

Network Rationalization Integration

- **Planned Use**
  - Add Network Rationalization related issues to available choices in CustomerFirst! Issues
    - Monitor consolidation locations for consolidation related issues
    - Monitor all sites for issues related to service standard or operating plan changes
  - Use standard issue categories and dispositions
    - Provide extended description field for additional details

Network Rationalization Implementation Update

Network Rationalization Integration

- **Planned Use**
  - Generate standard and ad-hoc reports specific to Network Rationalization by site/issue
    - Reports specific to consolidation issues and service standard/operating plan change issues
  - Use customer feedback to identify site/network issues
    - Identify potential hot spots
    - Act quickly to resolve current issues
    - Use data to preemptively address similar issues in other locations

Network Rationalization Issues:

Issue:	Disposition:
NR - Arrival Issue	Delay in clearing/signing 8125
	Late arrival - yard congestion
	Late off-load after arrival
	No PIV/personnel for offload
	No supervisor/expeditor onsite
	No visual directions posted
	Not accepted 8125 discrepancy
	Old 8125 facility address
	Unplanned re-directs
NR - BMEU/DMU Conditions	Inadequate staffing
	Late acceptance due to backlog
	MERLIN equipment unavailable
	No clerk avail. for clearance

Network Rationalization Issues:

Issue:	Disposition:
NR - Customer Satisfaction Issue	Ease of use
	Employee attitude
	Employee availability
	Employee helpfulness
	Slow/no responses to questions
NR - FAST Appointment Issue	FAST System unavailable
	No appointment at desired time
	No appointment available
	No appointment prior to CET

Network Rationalization Issues:

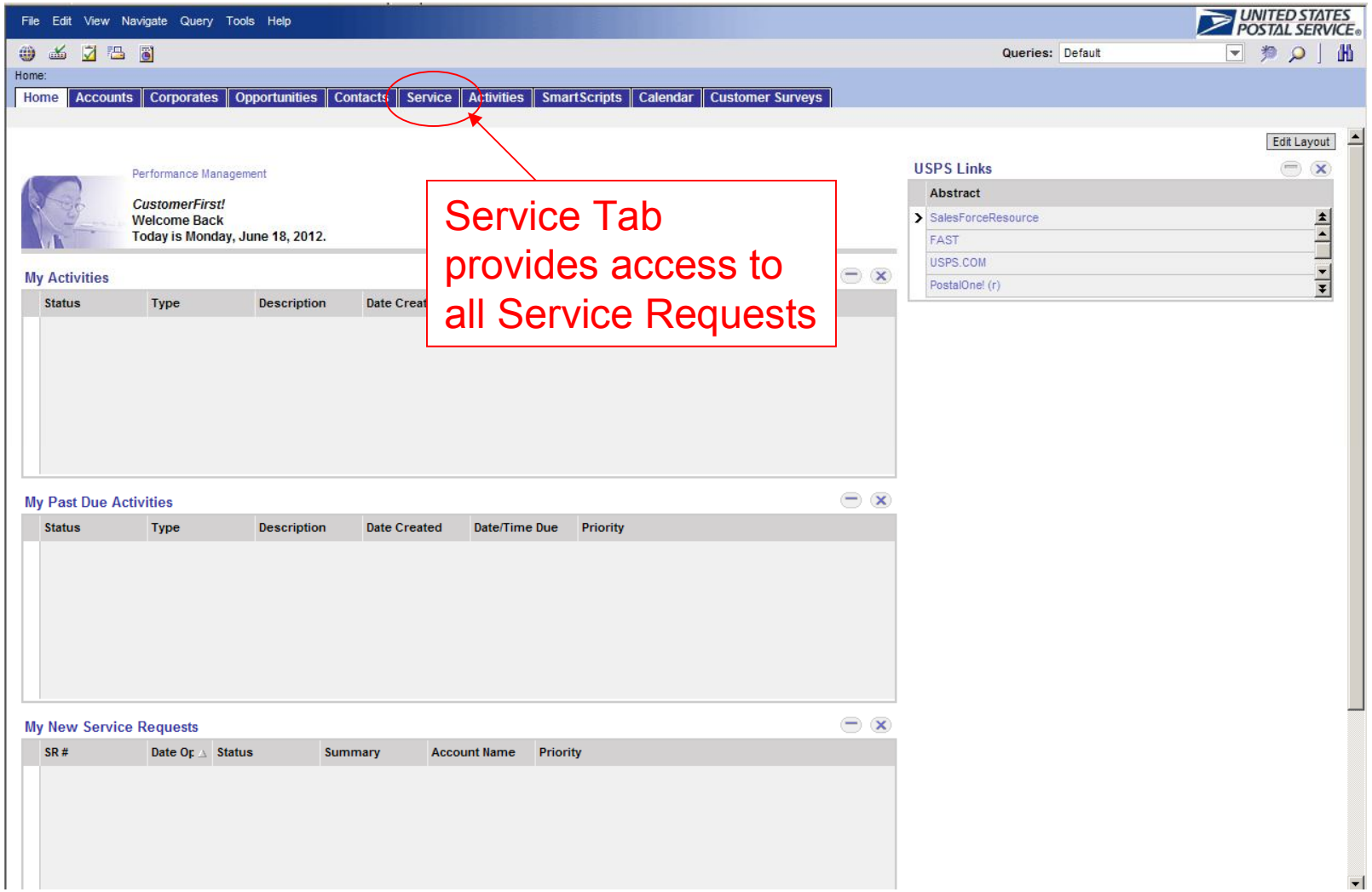
Issue:	Disposition:
NR - MTE Issue	Incomplete shipment
	No response to request
	Not received as scheduled
	Order canceled
	Order not fulfilled
NR - Service Issue	Customer Supplier Agreement
	Mail delivered late
	Mail mis-delivered
	Mail not delivered
	Mail reported damaged

Network Rationalization Implementation Update

CustomerFirst! Login Page:

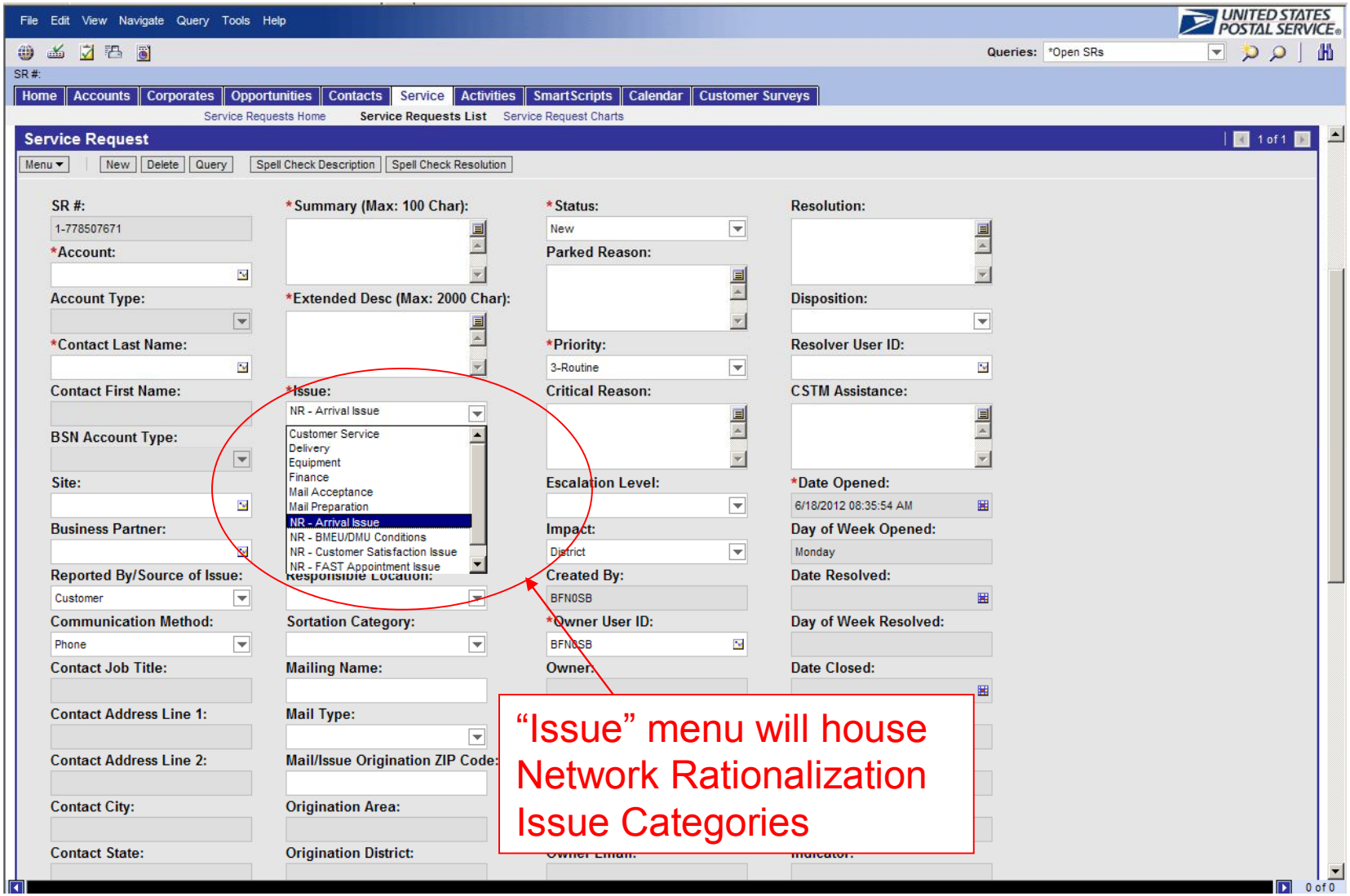
Network Rationalization Implementation Update

Home Page:



Network Rationalization Implementation Update

Service Request Entry Page:



Network Rationalization Implementation Update

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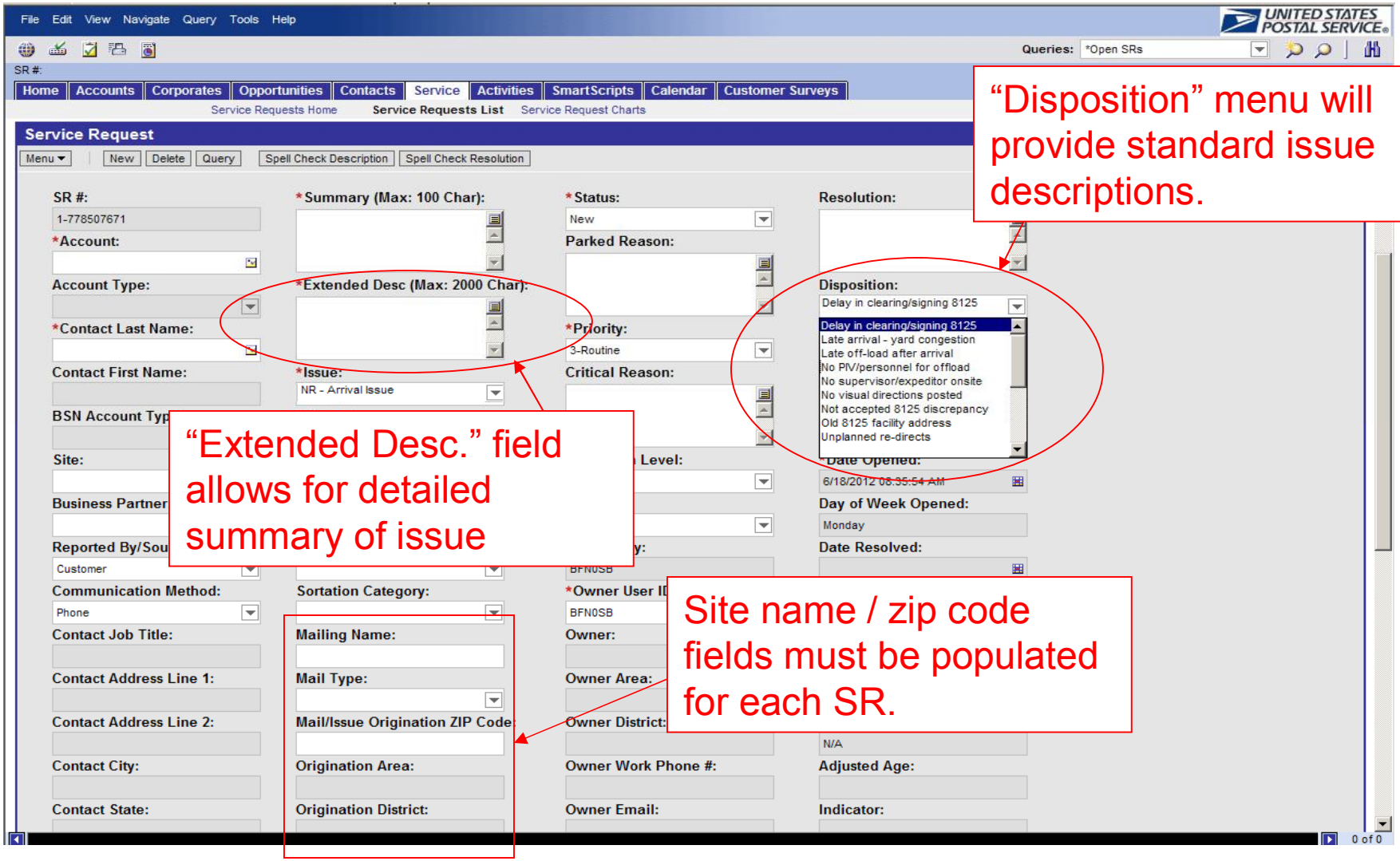


Sample Reports

Issue Totals by Area:

Issue	Area							Nation
	CM	EA	GL	NE	PA	SA	WE	
Network Optimization - Arrival Issue	10	11	6	4	11	14	19	75
Network Optimization - BMEU/DMU Conditions	5	21	14	1	19	21	16	97
Network Optimization - Customer Satisfaction Issue	6	6	9	15	0	25	34	95
Network Optimization - FAST Appointment Issue	7	8	13	12	23	15	31	109
Network Optimization - Service Issue	9	9	17	6	4	34	22	101
Network Optimization Total	37	55	59	38	57	109	122	477

Issue Totals by Area: Drill-down by Issue

Network Optimization - Arrival Issue	Area							Nation
	CM	EA	GL	NE	PA	SA	WE	
Unplanned re-directs	1	0	1	1	2	1	4	10
Not accepted 8125 discrepancy	0	3	2	0	1	0	3	9
old 8125 facility address	0	0	1	0	1	4	1	7
Late arrival at dock due to congestion	2	1	0	1	0	3	2	9
Late off-load after arrival	4	2	0	1	0	0	5	12
Delay in clearing and signing 8125	1	1	0	0	1	2	1	6
Supervisor or expeditor availability	0	1	1	0	2	1	2	7
PIV or personnel not available for timely offload	2	0	0	1	3	1	0	7
Visual directions to appropriate location	0	3	1	0	1	2	1	8
Total	10	11	6	4	11	14	19	75

BSN eService Overview

Network Rationalization Implementation Update

What is BSN eService?

- State of the Art, web based program that enables BSN customers to receive seamless, national customer support from a dedicated team of Business Service Network employees

Why Self Service?

- Providing multiple touch points is a way to enhance a customer's overall experience
- Offering electronic support allows customers to access information and perform routine tasks over the Internet
- Customer Satisfaction = Customer Loyalty and Retention

Network Rationalization Implementation Update

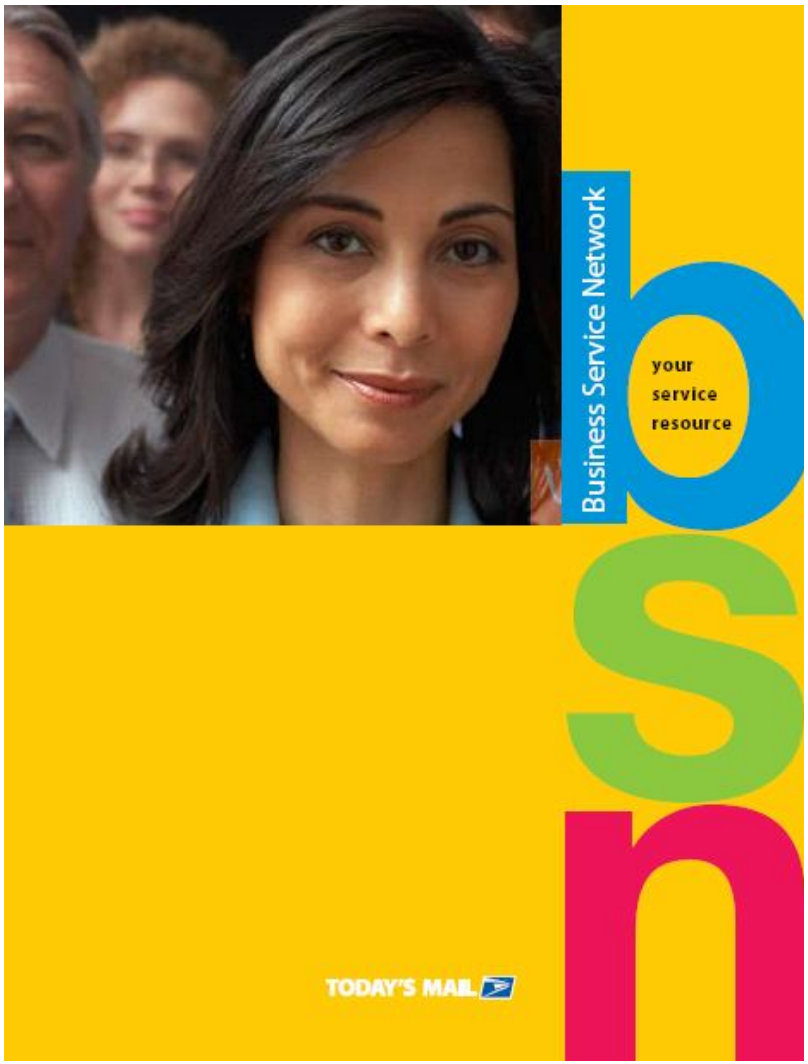
BSN eService

Customer Benefits

- 24/7 Availability
- Self-service
- Starts the clock
- Review service requests & status on-line
- Enhanced relationship
- Increased customer satisfaction

Network Rationalization Implementation Update

How to get customer started…

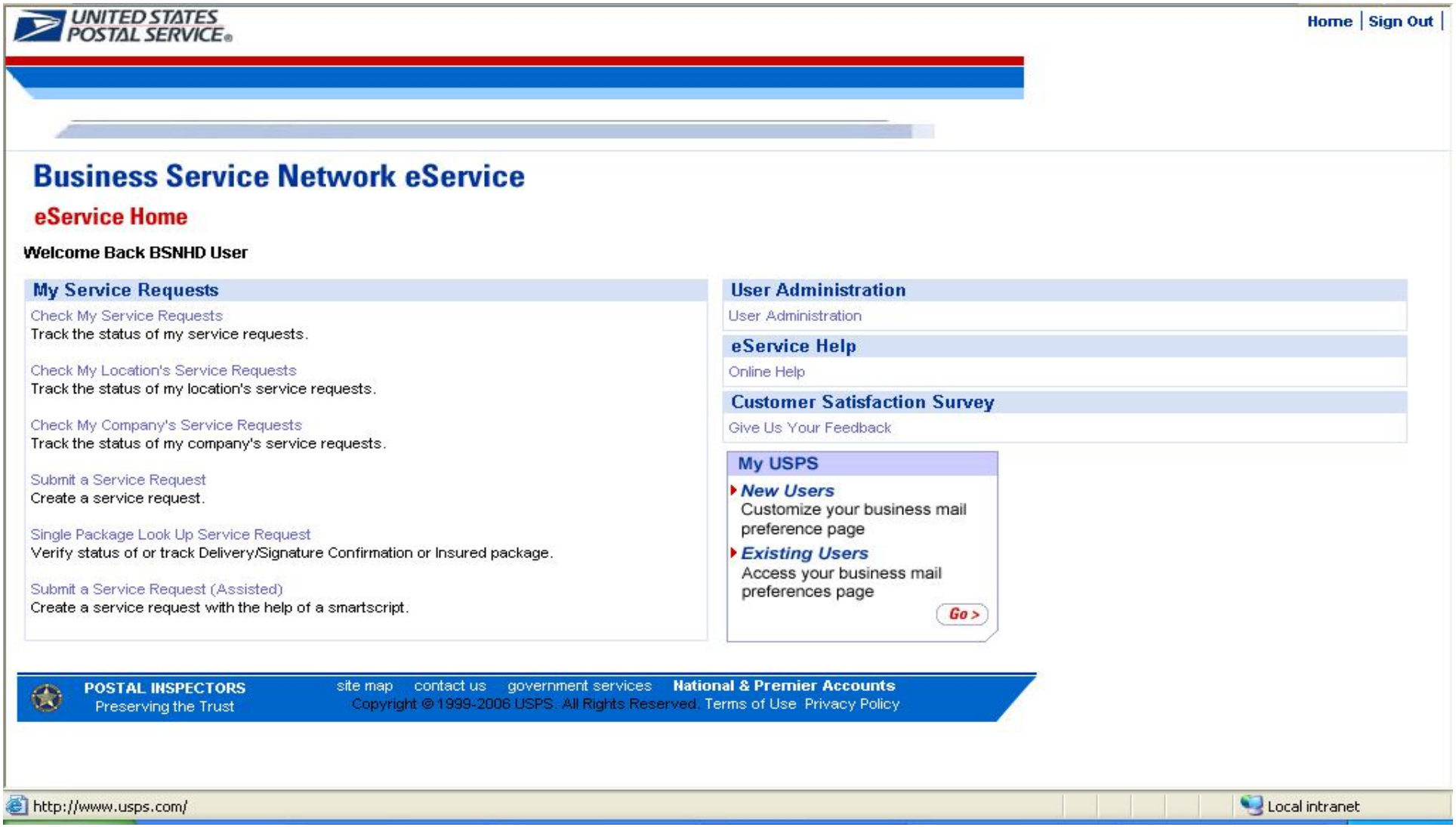


- Customer MUST be an active CF contact
- Go to www.usps.com
- Click on Business Customer Gateway
- Click on Business Service Network (BSN) eService
- New Users – Register for BSN eService

Once on the site…

- Create a User ID and Password
- Follow the prompts to complete the online application
- The customer will receive a confirmation upon approval

Network Rationalization Implementation Update



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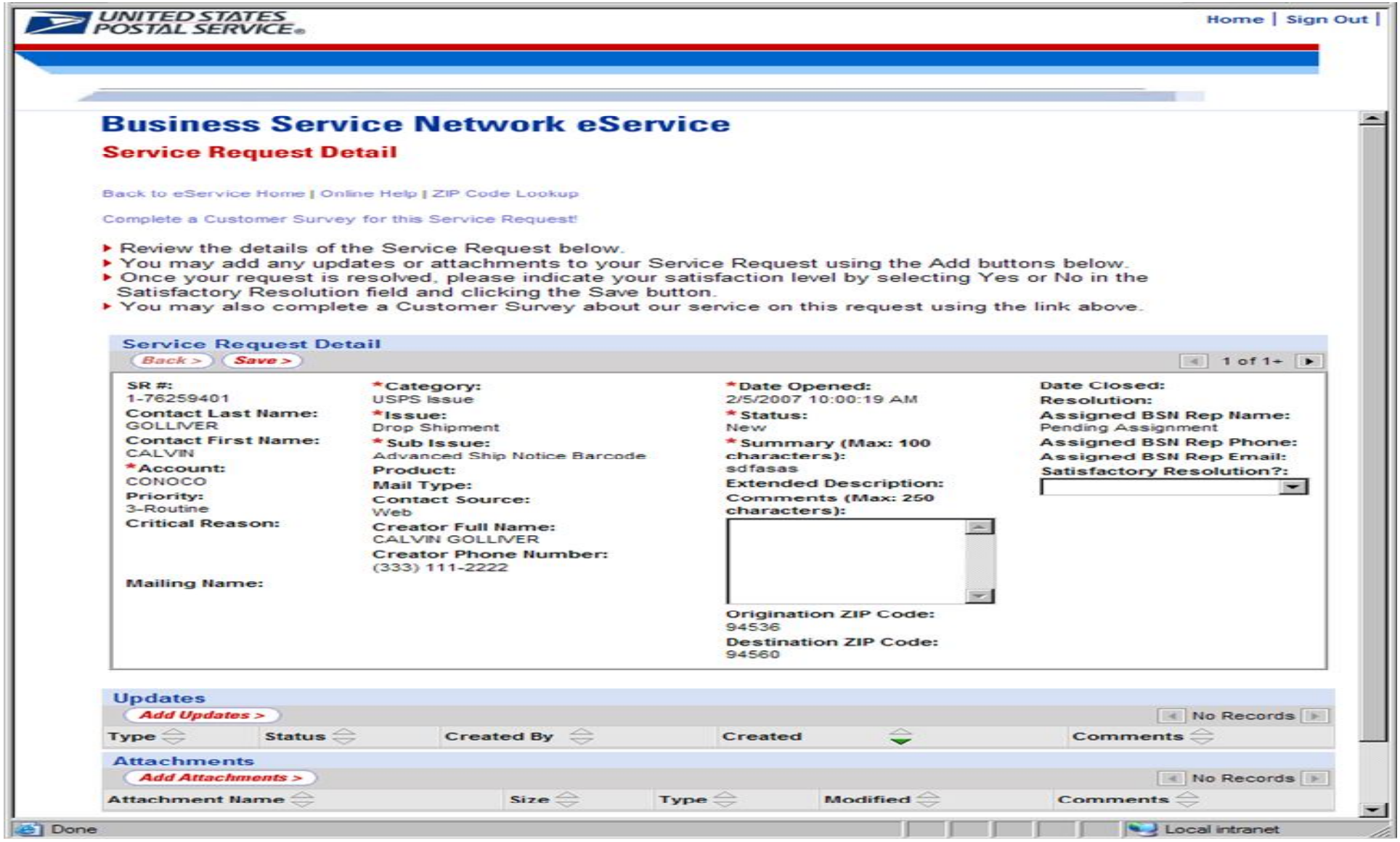

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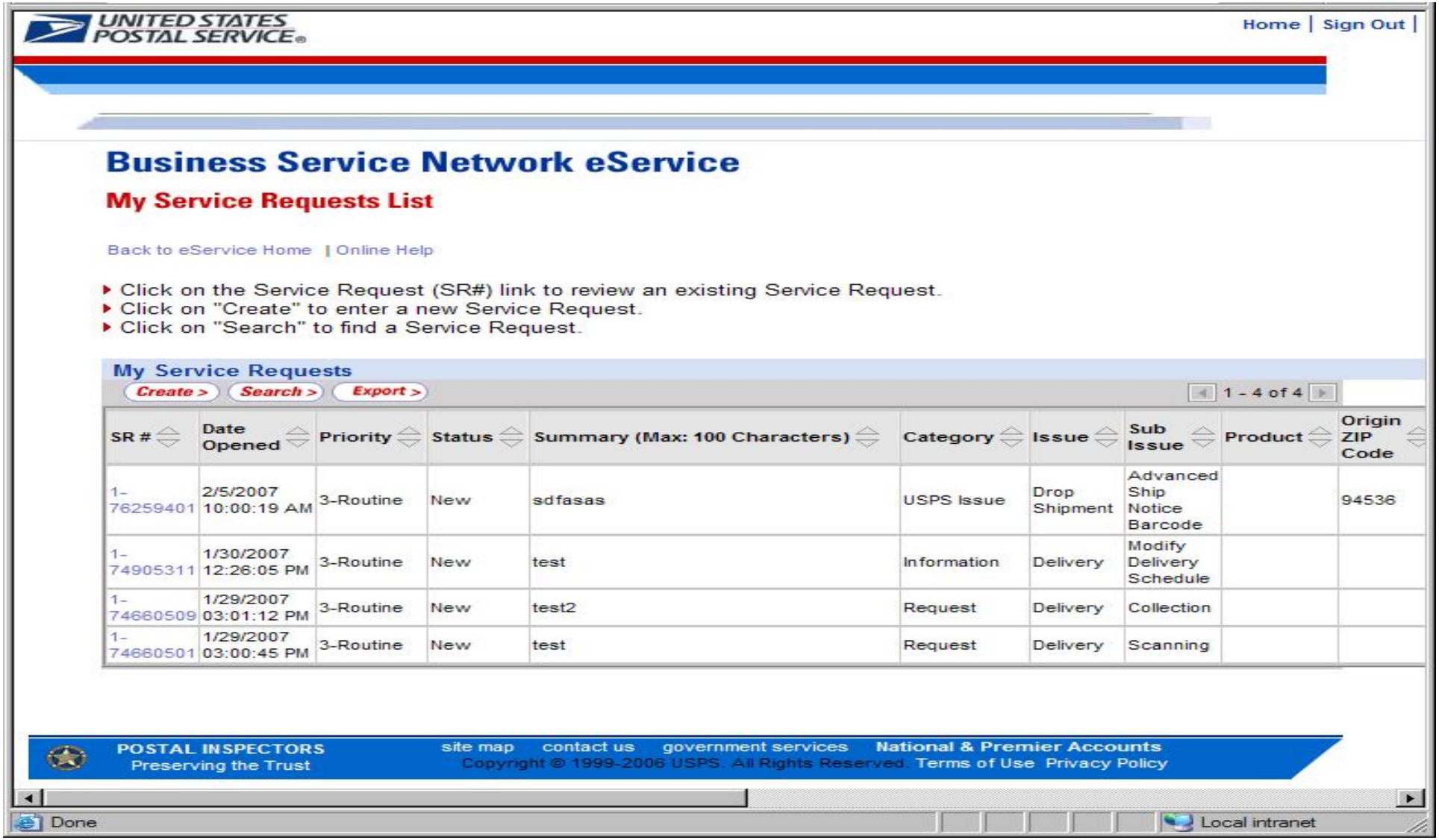

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Business Service Network eService

My Service Requests List

Back to eService Home | Online Help

- Click on the Service Request (SR#) link to review an existing Service Request.
- Click on "Create" to enter a new Service Request.
- Click on "Search" to find a Service Request.

My Service Requests

Create > Search > Export > 1 - 4 of 4

SR #	Date Opened	Priority	Status	Summary (Max: 100 Characters)	Category	Issue	Sub Issue	Product	Origin ZIP Code
1-76259401	2/5/2007 10:00:19 AM	3-Routine	New	sdfasas	USPS Issue	Drop Shipment	Advanced Ship Notice Barcode		94536
1-74905311	1/30/2007 12:26:05 PM	3-Routine	New	test	Information	Delivery	Modify Delivery Schedule		
1-74660509	1/29/2007 03:01:12 PM	3-Routine	New	test2	Request	Delivery	Collection		
1-74660501	1/29/2007 03:00:45 PM	3-Routine	New	test	Request	Delivery	Scanning		

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Done Local intranet

Network Rationalization Implementation Update

Thank you for your attendance today.

If you have additional questions, please contact your local BSN representative

or email our Industry Engagement Team at IndustryFeedback@usps.gov.

On your emails, please use the subject line: "Network Rationalization Feedback"