



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**



# *Network Rationalization Implementation Update*

## *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



# *Network Rationalization Implementation Update*

# ***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 Implementation Update*

# ***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 Implementation Update

## 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 Implementation Update

## 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 Implementation Update

## 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:



### CustomerFirst!

User ID:

Password:

CustomerFirst! Version 5.12

For password resets, please go to <http://eprs.usps.gov>  
For other assistance, please contact Help Desk at 1-800-USPS-HELP (1-800-877-7435).

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I Agree 





# Network Rationalization Implementation Update

## Home Page:

The screenshot shows the USPS Home Page interface. At the top, there is a navigation bar with tabs: Home, Accounts, Corporates, Opportunities, Contacts, **Service**, Activities, SmartScripts, Calendar, and Customer Surveys. The **Service** tab is circled in red, and a red arrow points from a callout box to it. The callout box contains the text: "Service Tab provides access to all Service Requests".

Below the navigation bar, the page is divided into several sections:

- Performance Management:** A section with a profile picture and the text: "CustomerFirst! Welcome Back Today is Monday, June 18, 2012."
- My Activities:** A table with columns: Status, Type, Description, Date Created.
- My Past Due Activities:** A table with columns: Status, Type, Description, Date Created, Date/Time Due, Priority.
- My New Service Requests:** A table with columns: SR #, Date Of, Status, Summary, Account Name, Priority.

On the right side, there is a "USPS Links" section with an "Abstract" header and a list of links: SalesForceResource, FAST, USPS.COM, and PostalOne! (r).



# Network Rationalization Implementation Update

## Service Request Entry Page:

The screenshot displays the 'Service Request' entry page. The 'Issue' dropdown menu is highlighted with a red circle, and a red box with an arrow points to it, containing the text: "Issue menu will house Network Rationalization Issue Categories".

The form includes the following fields and options:

- SR #:** 1-778507671
- \*Account:** [Empty]
- Account Type:** [Empty]
- \*Contact Last Name:** [Empty]
- Contact First Name:** [Empty]
- BSN Account Type:** [Empty]
- Site:** [Empty]
- Business Partner:** [Empty]
- Reported By/Source of Issue:** Customer
- Communication Method:** Phone
- Contact Job Title:** [Empty]
- Contact Address Line 1:** [Empty]
- Contact Address Line 2:** [Empty]
- Contact City:** [Empty]
- Contact State:** [Empty]
- \*Summary (Max: 100 Char):** [Empty]
- \*Extended Desc (Max: 2000 Char):** [Empty]
- \*Issue:** NR - Arrival Issue, Customer Service, Delivery, Equipment, Finance, Mail Acceptance, Mail Preparation, NR - Arrival Issue (highlighted), NR - BMEU/DMU Conditions, NR - Customer Satisfaction Issue, NR - FAST Appointment Issue, Responsible Location
- Sortation Category:** [Empty]
- Mailing Name:** [Empty]
- Mail Type:** [Empty]
- Mail/Issue Origination ZIP Code:** [Empty]
- Origination Area:** [Empty]
- Origination District:** [Empty]
- \*Status:** New
- Parked Reason:** [Empty]
- \*Priority:** 3-Routine
- Critical Reason:** [Empty]
- Escalation Level:** [Empty]
- Impact:** District
- Created By:** BFNOSB
- \*Owner User ID:** BFNOSB
- Owner:** [Empty]
- Resolution:** [Empty]
- Disposition:** [Empty]
- Resolver User ID:** [Empty]
- CSTM Assistance:** [Empty]
- \*Date Opened:** 6/18/2012 08:35:54 AM
- Day of Week Opened:** Monday
- Date Resolved:** [Empty]
- Day of Week Resolved:** [Empty]
- Date Closed:** [Empty]



# Network Rationalization Implementation Update

## Service Request Entry Page:

The screenshot shows the Service Request Entry Page in the United States Postal Service system. The page is titled "Service Request" and contains various input fields and dropdown menus. Three red callout boxes highlight specific features:

- Disposition menu:** A dropdown menu titled "Disposition" is open, showing a list of standard issue descriptions such as "Delay in clearing/signing 8125", "Late arrival - yard congestion", and "No PIV/personnel for offload". A red box with the text "Disposition menu will provide standard issue descriptions." points to this menu.
- Extended Desc. field:** A large text area labeled "\*Extended Desc (Max: 2000 Char):" is highlighted with a red box and the text "Extended Desc. field allows for detailed summary of issue".
- Site name / zip code fields:** A group of fields including "Mailing Name:", "Mail Type:", "Mail/Issue Origination ZIP Code:", "Origination Area:", and "Origination District:" is highlighted with a red box and the text "Site name / zip code fields must be populated for each SR."

Other visible fields include SR # (1-778507671), Account, Account Type, Contact Last Name, Contact First Name, BSN Account Type, Site, Business Partner, Reported By/Sour, Communication Method, Contact Job Title, Contact Address Line 1, Contact Address Line 2, Contact City, Contact State, Status (New), Parked Reason, Priority (3-Routine), Critical Reason, Level, Owner User ID (BFN0SB), Owner, Owner Area, Owner District, Owner Work Phone #, Owner Email, Date Opened (6/18/2012 08:35:54 AM), Day of Week Opened (Monday), Date Resolved, and Indicator (N/A).



# Network Rationalization Implementation Update

## 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



# *Network Rationalization Implementation Update*

## ***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

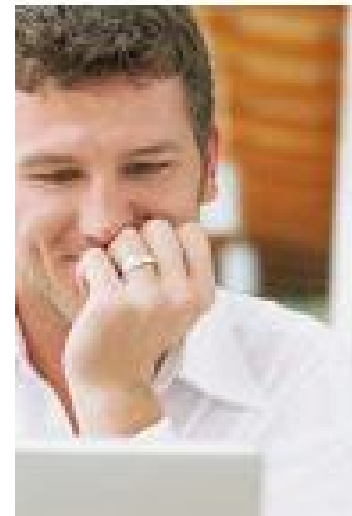
eSERVICE

Discover the convenience  
of eService.

The Business Service Network offers  
additional functionality to eService.  
This service can help streamline all  
of your service requests with the  
Postal Service®.

TODAY'S MAIL 

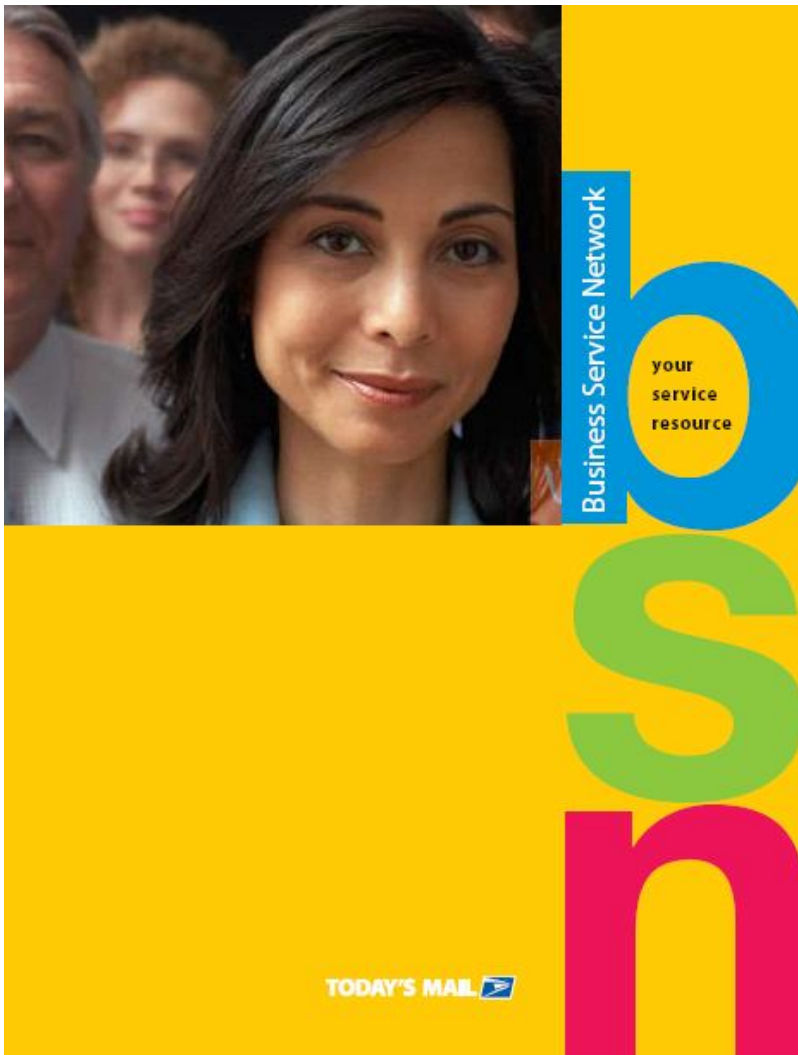
Business Service Network  
bsn





# Network Rationalization Implementation Update

## How to get customer started...



- Customer **MUST** be an active CF contact
- Go to [www.usps.com](http://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



[Home](#) | [Sign Out](#)

## Business Service Network eService

### eService Home

Welcome Back BSNHD User

#### My Service Requests

Check My Service Requests  
Track the status of my service requests.

Check My Location's Service Requests  
Track the status of my location's service requests.

Check My Company's Service Requests  
Track the status of my company's service requests.

Submit a Service Request  
Create a service request.

Single Package Look Up Service Request  
Verify status of or track Delivery/Signature Confirmation or Insured package.

Submit a Service Request (Assisted)  
Create a service request with the help of a smartsript.

#### User Administration

User Administration

#### eService Help

Online Help

#### Customer Satisfaction Survey

Give Us Your Feedback

#### My USPS

▶ **New Users**  
Customize your business mail preference page

▶ **Existing Users**  
Access your business mail preferences page

[Go >](#)



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# Network Rationalization Implementation Update

UNITED STATES POSTAL SERVICE® Home | Sign Out |

## Business Service Network eService

### Service Request Detail

[Back to eService Home](#) | [Online Help](#) | [ZIP Code Lookup](#)  
Complete a [Customer Survey](#) for this Service Request!

- ▶ Review the details of the Service Request below.
- ▶ You may add any updates or attachments to your Service Request using the Add buttons below.
- ▶ Once your request is resolved, please indicate your satisfaction level by selecting Yes or No in the Satisfactory Resolution field and clicking the Save button.
- ▶ You may also complete a Customer Survey about our service on this request using the link above.

#### Service Request Detail

[Back >](#) [Save >](#) 1 of 1+

<b>SR #:</b> 1-76259401	<b>*Category:</b> USPS Issue	<b>*Date Opened:</b> 2/5/2007 10:00:19 AM	<b>Date Closed:</b>
<b>Contact Last Name:</b> GOLLIVER	<b>*Issue:</b> Drop Shipment	<b>*Status:</b> New	<b>Resolution:</b>
<b>Contact First Name:</b> CALVIN	<b>*Sub Issue:</b> Advanced Ship Notice Barcode	<b>*Summary (Max: 100 characters):</b> sdfasas	<b>Assigned BSN Rep Name:</b> Pending Assignment
<b>*Account:</b> CONOCO	<b>Product:</b>	<b>Extended Description:</b>	<b>Assigned BSN Rep Phone:</b>
<b>Priority:</b> 3-Routine	<b>Mail Type:</b> Web	<b>Comments (Max: 250 characters):</b>	<b>Assigned BSN Rep Email:</b>
<b>Critical Reason:</b>	<b>Contact Source:</b> Web	<input type="text"/>	<b>Satisfactory Resolution?:</b> <input type="text"/>
<b>Mailing Name:</b>	<b>Creator Full Name:</b> CALVIN GOLLIVER	<input type="text"/>	
	<b>Creator Phone Number:</b> (333) 111-2222	<b>Origination ZIP Code:</b> 94536	
		<b>Destination ZIP Code:</b> 94560	

#### Updates

[Add Updates >](#) No Records

Type	Status	Created By	Created	Comments
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#### Attachments

[Add Attachments >](#) No Records

Attachment Name	Size	Type	Modified	Comments
-----------------	------	------	----------	----------

Done Local intranet



# Network Rationalization Implementation Update



[Home](#) | [Sign Out](#) |

## 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
<a href="#">1-76259401</a>	2/5/2007 10:00:19 AM	3-Routine	New	sdfasas	USPS Issue	Drop Shipment	Advanced Ship Notice Barcode		94536
<a href="#">1-74905311</a>	1/30/2007 12:26:05 PM	3-Routine	New	test	Information	Delivery	Modify Delivery Schedule		
<a href="#">1-74660509</a>	1/29/2007 03:01:12 PM	3-Routine	New	test2	Request	Delivery	Collection		
<a href="#">1-74660501</a>	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](mailto:IndustryFeedback@usps.gov).**

**On your emails, please use the subject line:  
“Network Rationalization Feedback”**