

Network Rationalization Update Industry Webinar

January 28, 2013

To listen to a [recording](#) of this presentation please visit:

<https://usps.webex.com/usps/lsr.php?AT=pb&SP=EC&rID=16156142&rKey=32925b1f73733880>

Network Rationalization

Objective

Define and implement an efficient and affordable network and supporting infrastructure that corresponds to reduced volume of mail by adjusting the workforce and disposing of facilities, vehicles, and equipment to support the reduction in network infrastructure.

Comprised of
Service
Standards
Changes & 2
Phases

1. **Service Standard Change** – July 1, 2012
2. **Phase 1 Consolidation**
 - a. Summer 2012: Phase 1 – August 2012 (completed)
 - b. 2013: Phase 1: Started January 2013
3. **Phase 2 Consolidation**
 - a. 2014: Phase 2: Starts February 2014

Interim Service Standard Change Effective July 1, 2012

- Final Rule published in *Federal Register*, May 2012

- Maintains overnight First-Class Mail service for areas served by local mail processing facility

- Preserves 80% of overnight First-Class Mail delivery volume

- Post-2014: Plan revised entry times for overnight

CURRENT NETWORK RATIONALIZATION TIMELINE

2012

2013

2014

**Self-Imposed
Moratorium**

Phase 1: Aug. 2012
Complete

Phase 1: 2013
Jan. – July 2013

Phase 2: Feb.
2014

| Full | Originating Only | Destinating Only | Total |
|------|------------------|------------------|-------|
| 40 | 12 | 48 | 100 |

- **Full** – Consolidation of both originating and destinating operations
- **Originating** – Mail that is dropped in a collection box or at the local post office served by that particular processing center.
- **Destinating** – Mail that originated across the country and is destined for addresses serviced by that particular processing center.
- **Consolidations will take place between January and July 2013**

***Number of Consolidations as of Mail Move Plan
published January 25, 2013***

Mail Move Plan is updated and posted weekly on RIBBS

<https://ribbs.usps.gov>

RIBBS

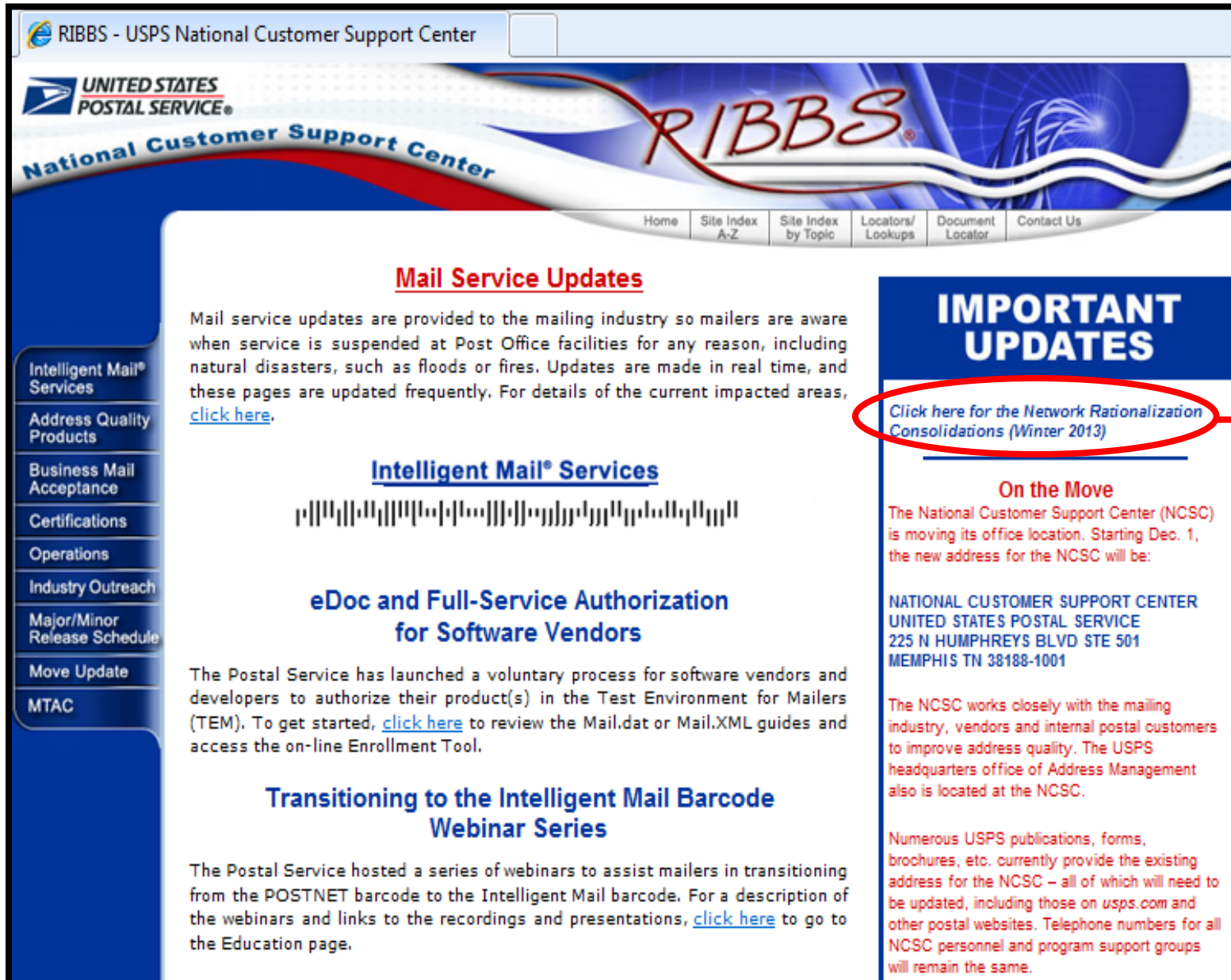
- Enables mailers to plan consolidation implementation progress



Mail Move Plan File

- File provides targeted mail move information, type, and date

| AREA | De-Activation Plant | Mail | | | | | | | | Activation Plant | |
|------|----------------------|-------------|---------|-----------|----------|-------------|-----------|------------|---------|----------------------|-----|
| | | Originating | | | | Destinating | | | | | DPS |
| | | O-Letter | O-Flat | O-Package | D-Letter | D-Flat | D-Package | DPS-Letter | | | |
| SA | Jonesboro CSMP | 1/22/13 | 1/22/13 | 1/22/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | Little Rock P&DC | |
| SA | Jonesboro CSMP | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | Memphis P&DC | |
| WE | Tucson P&DC | 2/25/13 | 2/25/13 | N/A | N/A | N/A | N/A | N/A | N/A | Phoenix P&DC | |
| PA | Long Beach P&DC | N/A | N/A | N/A | 7/1/13 | 7/1/13 | 7/1/13 | 7/1/13 | 7/1/13 | Los Angeles P&DC | |
| PA | Stockton P&DC | N/A | N/A | N/A | 5/11/12 | 3/9/13 | 3/9/13 | 5/11/12 | 5/11/12 | West Sacramento P&DC | |
| SA | Gainesville P&DC | 2/23/13 | 2/23/13 | 2/23/13 | N/A | N/A | 2/23/13 | N/A | 2/23/13 | Jacksonville P&DC | |
| SA | Panama City P&DC | N/A | N/A | N/A | 1/26/13 | 1/26/13 | 1/26/13 | 1/26/13 | 1/26/13 | Pensacola P&DC | |
| SA | South Florida P&DC | N/A | N/A | N/A | 2/23/13 | N/A | N/A | N/A | 2/23/13 | Miami P&DC | |
| CM | Aconorth GA CSMP | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 6/7/13 | Atlanta P&DC | |
| SA | Albany GA CSMP | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | Tallahassee P&DC | |
| CM | Athens GA P&DC | N/A | N/A | N/A | 2/8/13 | N/A | N/A | N/A | N/A | North Metro P&DC | |
| CM | Atlanta GA P&DC | 4/19/13 | 4/19/13 | N/A | N/A | N/A | N/A | N/A | N/A | North Metro P&DC | |
| CM | Cartersville GA CSMP | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 2/22/13 | Atlanta P&DC | |
| SA | Columbus GA CSMP | N/A | N/A | N/A | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | Macon P&DC | |
| CM | Douglasville GA CSMP | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 1/22/13 | Atlanta P&DC | |
| CM | Marietta GA DDC | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 3/22/13 | North Metro P&DC | |
| SA | Savannah P&DC | 2/2/13 | 2/2/13 | 2/2/13 | 2/4/13 | 2/4/13 | 2/4/13 | 2/4/13 | 2/4/13 | Charleston P&DC | |
| SA | Savannah P&DC | 2/2/13 | 2/2/13 | 2/2/13 | 2/2/13 | 2/2/13 | 2/2/13 | 2/2/13 | 2/2/13 | Macon P&DC | |
| SA | Savannah P&DC | 2/2/13 | 2/2/13 | 2/2/13 | 2/2/13 | 2/2/13 | 2/2/13 | 2/2/13 | 2/2/13 | Jacksonville P&DC | |
| GL | Bloomington IL P&DC | N/A | N/A | N/A | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | Champaign P&DC | |
| GL | Rockford P&DC | N/A | N/A | N/A | 1/25/13 | 1/7/13 | 1/25/13 | 1/25/13 | 1/25/13 | Palatine P&DC | |
| GL | Gary P&DC | 3/30/13 | 3/30/13 | N/A | N/A | N/A | N/A | N/A | N/A | So Suburban P&DC | |



RIBBS - USPS National Customer Support Center

**UNITED STATES
POSTAL SERVICE®**
National Customer Support Center


RIBBS®

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Mail Service Updates

Mail service updates are provided to the mailing industry so mailers are aware when service is suspended at Post Office facilities for any reason, including natural disasters, such as floods or fires. Updates are made in real time, and these pages are updated frequently. For details of the current impacted areas, [click here](#).

Intelligent Mail® Services



eDoc and Full-Service Authorization for Software Vendors

The Postal Service has launched a voluntary process for software vendors and developers to authorize their product(s) in the Test Environment for Mailers (TEM). To get started, [click here](#) to review the Mail.dat or Mail.XML guides and access the on-line Enrollment Tool.

Transitioning to the Intelligent Mail Barcode Webinar Series

The Postal Service hosted a series of webinars to assist mailers in transitioning from the POSTNET barcode to the Intelligent Mail barcode. For a description of the webinars and links to the recordings and presentations, [click here](#) to go to the Education page.

IMPORTANT UPDATES

[Click here for the Network Rationalization Consolidations \(Winter 2013\)](#)

On the Move

The National Customer Support Center (NCSC) is moving its office location. Starting Dec. 1, the new address for the NCSC will be:

**NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
225 N HUMPHREYS BLVD STE 501
MEMPHIS TN 38188-1001**

The NCSC works closely with the mailing industry, vendors and internal postal customers to improve address quality. The USPS headquarters office of Address Management also is located at the NCSC.

Numerous USPS publications, forms, brochures, etc. currently provide the existing address for the NCSC – all of which will need to be updated, including those on [usps.com](#) and other postal websites. Telephone numbers for all NCSC personnel and program support groups will remain the same.

Click on the link for Latest Mail Move Plan

Mail Move Plan File Includes:

- Consolidation sites scheduled for 2013
- Site address, locale key, and the name of the activation (gaining) facility
- Workload migration “target” dates
- Mail shape effected (e.g. letters, flats, parcels/bundles)
- Process step/entry level (e.g. originating, destinating, and DPS)

| AREA | De-Activation Plant | Mail | | | | | | | Activation Plant |
|------|-----------------------|-------------|---------|-----------|-------------|---------|-----------|------------|----------------------|
| | | Originating | | | Destinating | | | DPS | |
| | | O-Letter | O-Flat | O-Package | D-Letter | D-Flat | D-Package | DPS-Letter | |
| SA | Jonesboro CSMPC | 1/22/13 | 1/22/13 | 1/22/13 | 1/22/13 | 2/16/13 | 2/16/13 | 1/22/13 | Little Rock P&DC |
| SA | Jonesboro CSMPC | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | Memphis P&DC |
| WE | Tucson P&DC | 2/25/13 | 2/25/13 | N/A | N/A | N/A | N/A | N/A | Phoenix P&DC |
| PA | Long Beach P&DC | N/A | N/A | N/A | 7/1/13 | 7/1/13 | 7/1/13 | 7/1/13 | Los Angeles P&DC |
| CA | Stockton P&DC | N/A | N/A | N/A | 5/11/12 | 3/9/13 | 3/9/13 | 5/11/12 | West Sacramento P&DC |
| SA | Gainesville P&DF | 2/23/13 | 2/23/13 | 2/23/13 | N/A | N/A | 2/23/13 | N/A | Jacksonville P&DC |
| SA | Panama City P&DF | N/A | N/A | N/A | 1/26/13 | 1/26/13 | 1/26/13 | 1/26/13 | Pensacola P&DC |
| SA | South Florida P&DC | N/A | N/A | N/A | 2/23/13 | N/A | N/A | 2/23/13 | Miami P&DC |
| CM | Acworth GA CSMPC | N/A | N/A | N/A | N/A | N/A | N/A | 6/7/13 | Atlanta P&DC |
| SA | Albany GA CSMPC | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | Tallahassee P&DF |
| CM | Athens GA P&DF | N/A | N/A | N/A | 2/8/13 | N/A | N/A | N/A | North Metro P&DC |
| CM | Atlanta GA P&DC | 4/19/13 | 4/19/13 | N/A | N/A | N/A | N/A | N/A | North Metro P&DC |
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| GL | Bloomington IL P&DF | N/A | N/A | N/A | 2/23/13 | 2/23/13 | 2/23/13 | 2/23/13 | Champaign P&DF |
| GL | Rockford P&DF | N/A | N/A | N/A | 1/23/13 | 1/7/13 | 1/7/13 | 1/23/13 | Palatine P&DC |
| GL | Gary P&DC | 3/30/13 | 3/30/13 | N/A | N/A | N/A | N/A | N/A | So Suburban P&DC |

| AREA | De-Activation Plant | Mail | | | | | | | Activation Plant |
|------|---------------------|-------------|---------|-----------|-------------|---------|-----------|------------|------------------|
| | | Originating | | | Destinating | | | DPS | |
| | | O-Letter | O-Flat | O-Package | D-Letter | D-Flat | D-Package | DPS-Letter | |
| SA | Jonesboro CSMPC | 1/22/13 | 1/22/13 | 1/22/13 | 1/22/13 | 2/16/13 | 2/16/13 | 1/22/13 | Little Rock P&DC |
| SA | Jonesboro CSMPC | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | 2/16/13 | Memphis P&DC |



**30 Day
Grace Period**

FOUR TIME A YEAR (QUARTERLY) FREQUENCY - 2013

| # | Publication Date | Start Notification Date | End Notification Date | Start Mail Verification | End Mail Induction | Label List Expires | Service Standards |
|---|------------------|-------------------------|-----------------------|-------------------------|--------------------|--------------------|-------------------|
| 1 | 12/15/2012 | 12/15/2012 | 12/31/2012 | 1/1/2013 | 4/30/2013 | 4/30/2013 | 1/1/2013 |
| 2 | 3/15/2013 | 3/15/2013 | 3/31/2013 | 4/1/2013 | 7/31/2013 | 7/31/2013 | 4/1/2013 |
| 3 | 6/15/2013 | 6/15/2013 | 6/30/2013 | 7/1/2013 | 10/31/2013 | 10/31/2013 | 7/1/2013 |
| 4 | 9/15/2013 | 9/15/2013 | 9/30/2013 | 10/1/2013 | 1/31/2014 | 1/31/2014 | 10/1/2013 |

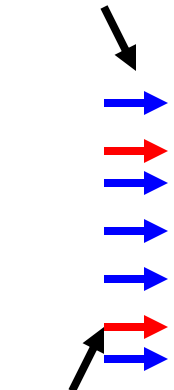
- **Publications occur 15 days prior to the start of a postal quarter**
- **Mailers can begin using the data for mail being inducted beginning at the start of a postal quarter**
- **30-day grace period to use the old or the new labeling list**

**30 Day
Grace Period**

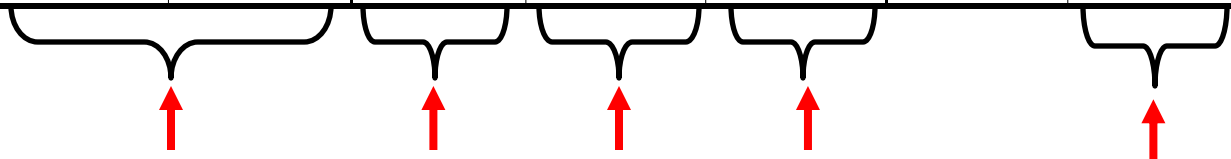
SIX TIME A YEAR FREQUENCY - 2013

| # | Publication Date | Start Notification Date | End Notification Date | Start Mail Induction | End Mail Induction | End of Old Address on 8125 | Label List Reference | Service Standards |
|---|------------------|-------------------------|-----------------------|----------------------|--------------------|----------------------------|----------------------|-------------------|
| 1 | 12/15/2012 | 12/15/2012 | 12/31/2012 | 1/1/2013 | 3/30/2013 | 5/14/2013 | 12/15/2012 | 1/1/2013 |
| 2 | 2/13/2013 | 2/13/2013 | 2/28/2013 | 3/1/2013 | 4/30/2013 | 6/14/2013 | 12/15/2012 | 1/1/2013 |
| 3 | 3/15/2013 | 3/15/2013 | 3/31/2013 | 4/1/2013 | 7/31/2013 | 9/14/2013 | 3/15/2013 | 4/1/2013 |
| 4 | 6/15/2013 | 6/15/2013 | 6/30/2013 | 7/1/2013 | 10/31/2013 | 12/15/2013 | 6/15/2013 | 7/1/2013 |
| 5 | 9/15/2013 | 9/15/2013 | 9/30/2013 | 10/1/2013 | 12/31/2013 | 2/14/2014 | 9/15/2013 | 10/1/2013 |
| 6 | 11/15/2013 | 11/15/2013 | 11/30/2013 | 12/1/2013 | 1/31/2014 | 3/17/2014 | 9/15/2013 | 10/1/2013 |
| 7 | 12/15/2013 | 12/15/2013 | 12/31/2013 | 1/1/2014 | 4/30/2014 | 6/14/2014 | 12/15/2013 | 1/1/2014 |

Coincides with labeling list changes



Out of cycle with labeling list changes



15 day period to receive and prepare files for usage

Date mailer can begin to **induct** mail using mail direction file

Last date mail can be **inducted** using mail direction file

Last date **old address** on 8125 can appear

Mail Direction File changes align with quarterly **service standard** changes

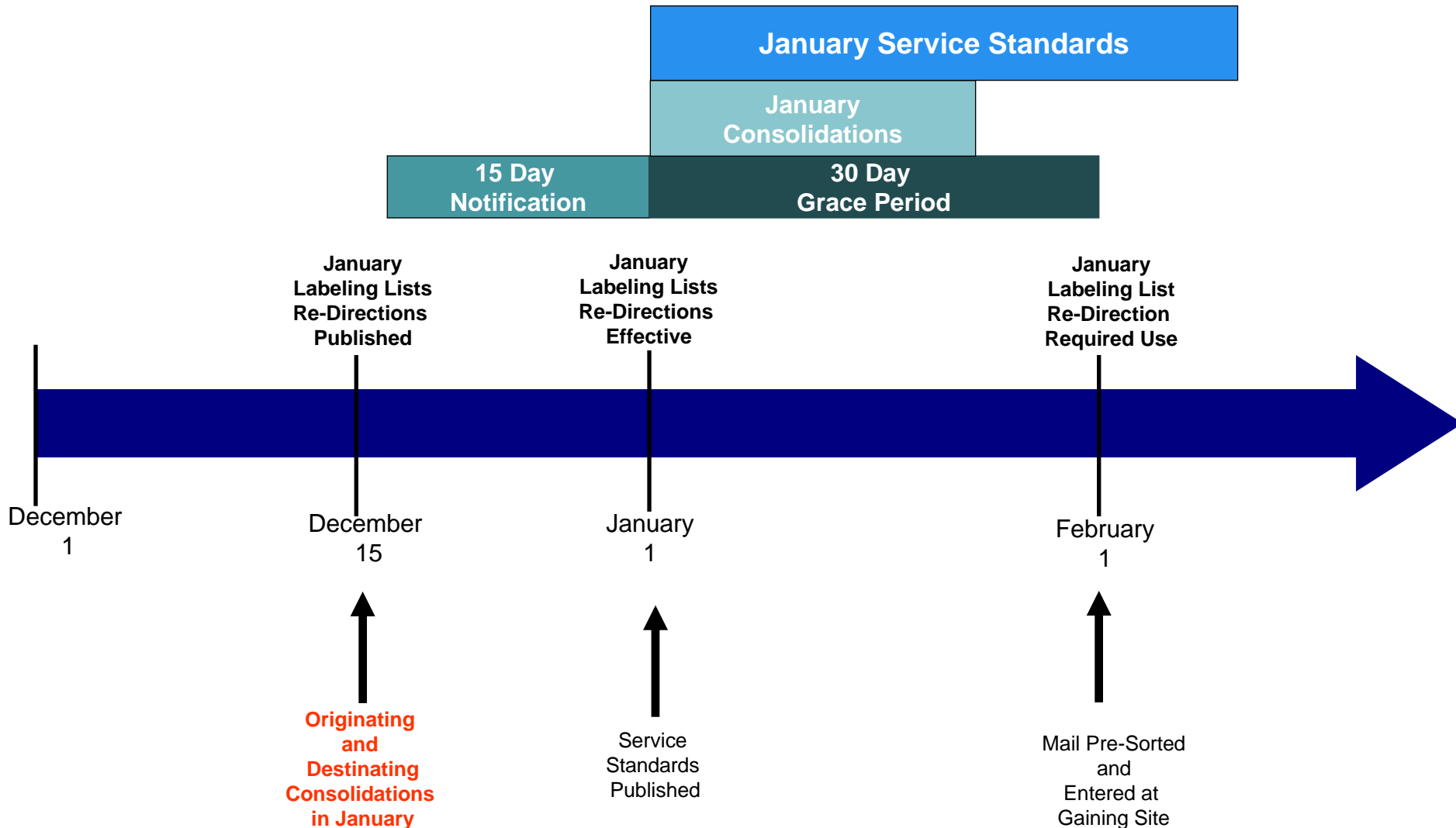
Review mail move dates for 2013 consolidations

- In November 2012, postal headquarters began review of mail move dates for 2013 consolidations

Developed three categories for 2013 consolidations

- Consolidations began January 2013
 - Implemented labeling list changes
 - Implemented mail direction file changes
 - Implemented service standard changes
- Consolidations beginning February 2013
 - Implement mail direction file changes, March 1, 2013
 - Implement labeling list changes, April 1, 2013
- Consolidations where site's 3-digits are being split across multiple gaining plants
 - Implemented labeling list changes, January 1, 2013
 - Implemented service standard changes, January 1, 2013
 - Implement mail direction file changes, March 1, 2013
 - Implement labeling list changes, April 1, 2013
 - Implement service standard changes, April 1, 2013

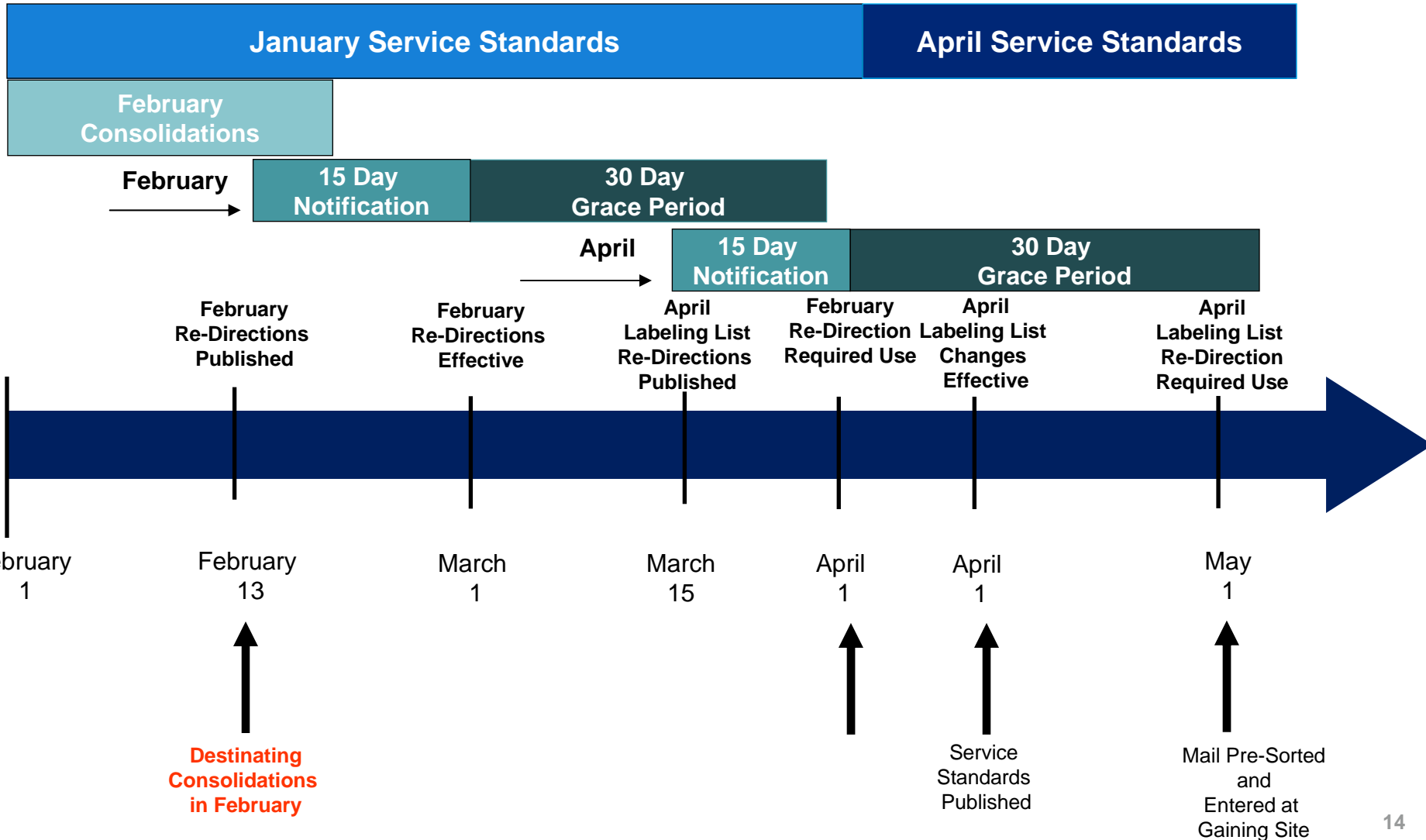
January Consolidations



Example: January Consolidation

- **Liberal, KS into Amarillo, TX**
 - Implement labeling list changes – January 1, 2013
 - SCF Liberal, KS (679,739) into SCF Amarillo, TX (790 - 792)
 - New labeling list entry (SCF Amarillo, TX (679, 739, 790 – 792)
 - Service Standards updated - January 1, 2013
 - SCF Liberal, KS (679,739) overnight to SCF Amarillo, TX (790-792)
 - Implement mail direction file changes - January 1, 2013
 - All drop ship entry for SCF Liberal, KS must be made in Amarillo, TX
 - Required February 1

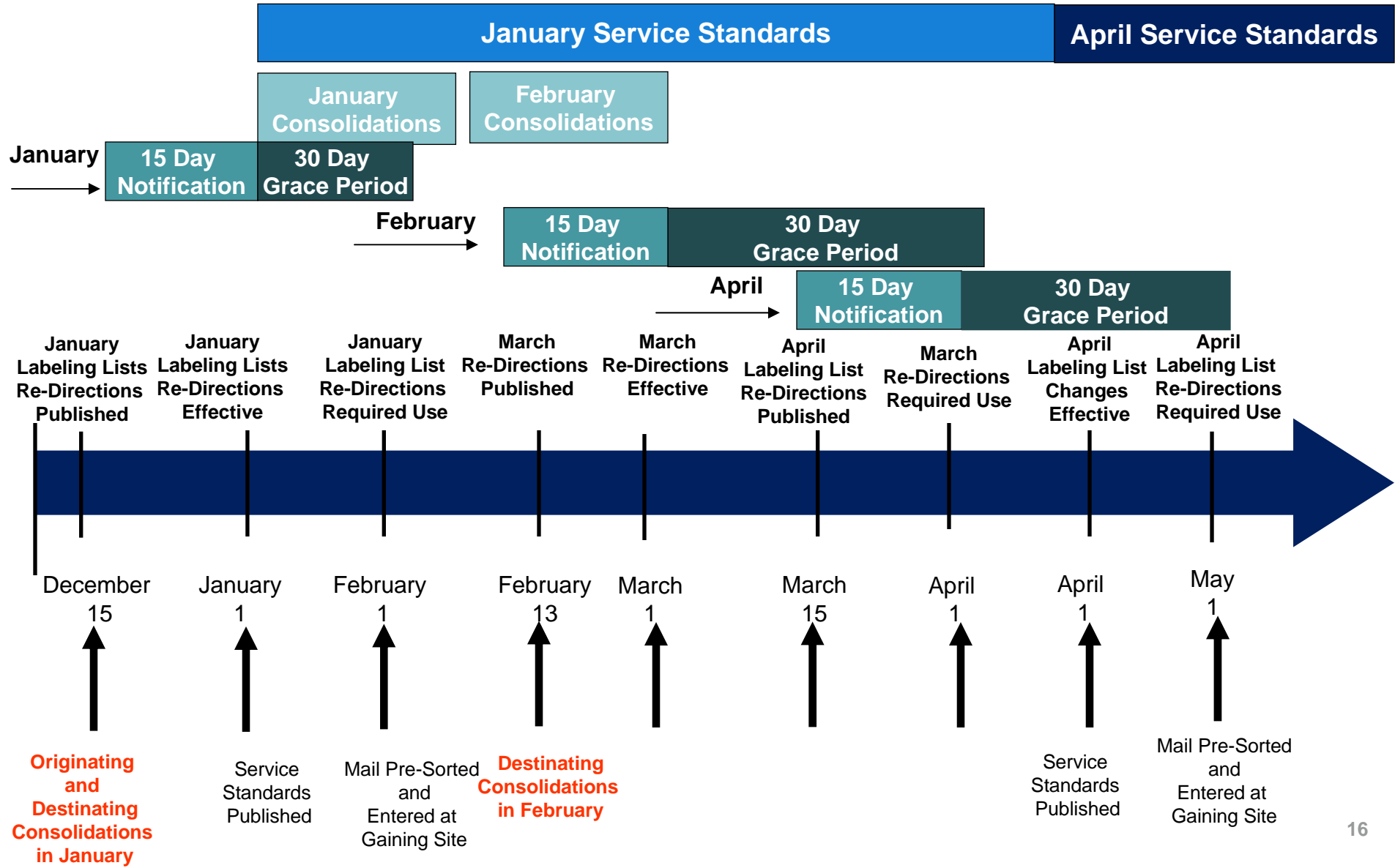
February Consolidations



Example: February Consolidation

- **Albany, GA into Tallahassee, FL**
 - Implement re-directions in FAST – March 1, 2013
 - SCF Albany, GA (317, 398) re-directed to SCF Tallahassee, FL
 - Service standards remain in effect as of January 1, 2013
 - SCF Albany, GA (317, 398) overnight to itself only (FCM)
 - SCF Tallahassee, FL (323) overnight to itself only (FCM)
 - Delete L005 SCF entry for Albany, GA (317, 398) – April 1, 2013
 - FAST will expire re-directions implemented on March 1, 2013
 - Update L005 SCF entry for Tallahassee, FL (317, 323, 398) – April 1, 2013
 - All mail pre-sorted and entered at Tallahassee, FL by May 1, 2013
 - Service standards will be updated based on new 3-digit ZIP Codes in Tallahassee, FL – April 1, 2013
 - SCF Tallahassee, FL will be overnight to/from 317, 323, 398

Site Consolidated into Two Different Gaining Sites



Example: Site into Multiple Gaining Sites

- **Jonesboro, AR into Little Rock, AR and Memphis, TN**
 - Create a new labeling list entry to split Jonesboro into two separate SCF entries on the L005 – January 1, 2013
 - SCF NE Arkansas (724) and SCF Batesville (725)
 - Maintain same drop ship location in FAST for both default SCFs
 - Service Standards updated based on new SCFs – January 1, 2013
 - Implement re-directions in FAST – March 1, 2013
 - SCF NE Arkansas (724) re-directed to SCF Memphis, TN
 - SCF Batesville (725) re-directed to SCF Little Rock, AR
 - Delete labeling list entries for SCF NE Arkansas (724) and SCF Batesville (725) in L005 – April 1, 2013
 - Will expire all re-directions implemented on March 1, 2013
 - All mail presorted and entered at gaining sites by May 1, 2013
 - Service standard updates based on new SCF designations – April 1, 2013

Flawless Execution

Early Warning System

Recovery “Tiger Team”

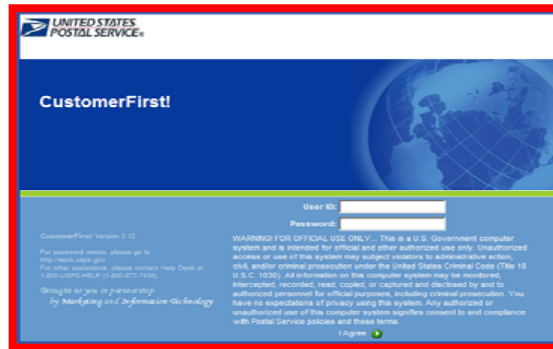
Tools &
Processes in
place to
ensure
Seamless
Service
Performance

- Early Warning System (EWS) well established
- Mail move plan updated weekly and posted on RIBBS
- Continued communication with the mailing industry
- Site Intervention based on EWS
- Feedback system in place to address customer issues:
 - CustomerFirst! System
 - BSN eService

Available Tools



EWS Reports



CustomerFirst! System



BSN eService

▪Daily Monitoring of plant inventory levels

- First Class
- Periodicals
- Standard Letters
- Standard Flats

▪Weekly Monitoring of:

- Work in Process (WIP) cycle time
- Pieces processed after clearance time
- STD on-hand

▪Business Service Network's (BSN) repository of mailer customer issues

▪Issues tracked as Service Requests (SR)

▪SRs handled as open tickets needing resolution in order to be closed

▪Customer-facing access point for CustomerFirst!

▪BSN customers can submit electronic inquiries and can learn status of inquiry from web account

▪Non-BSN customers may contact a local BSN representative by phone or email for support

Industry Engagement is Imperative

- USPS remains committed to continued information sharing
- Mailers continue planning based on Mail Move plan schedule
- Review Mail Move plan file for up to date information
- Mail Move plan published weekly on the USPS Rapid Information Bulletin Board (RIBBS) at: <https://ribbs.usps.gov>
- Report issues/concerns through available tools