Exhibit 39
OPENING REMARKS – SMART MOMENTS

DAVE WILLIAMS

FUNCTION 2B BUSINESS PLAN

SAL VACCA

FUNCTION 1 BUSINESS PLAN

LARRY MUNOZ

HOLIDAY READINESS

ROBERT CINTRON
KEVIN MCADAMS
JOSHUA COLIN

CLOSING COMMENTS

DAVE WILLIAMS
Flash Flooding

Turn around, don’t drown.

Flash floods are the No. 1 cause of weather-related deaths. Water can rise fast as a result of heavy rains, melting snow or breaks in dams or levees. It can happen anywhere at any time with little or no warning.

If there’s a chance of flash flooding, move to higher ground immediately. Don’t walk or drive through flood waters — 6 inches of moving water can knock you down and 2 feet of water can sweep your vehicle away.

Knowing what to do and acting quickly could save your life during a flash flood.

And that’s smart safety!
For additional information or guidance, contact your safety office.
Which Area do you work in? (select one)

<table>
<thead>
<tr>
<th>Area</th>
<th>Count</th>
<th>Percent</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>HQ (and all HQ-related facilities)</td>
<td>121</td>
<td>8.51%</td>
<td></td>
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</tr>
<tr>
<td>Eastern</td>
<td>176</td>
<td>12.38%</td>
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<tr>
<td>Northeast</td>
<td>181</td>
<td>12.73%</td>
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<td></td>
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</tr>
<tr>
<td>Capital Metro</td>
<td>98</td>
<td>6.89%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Southern</td>
<td>130</td>
<td>9.14%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Great Lakes</td>
<td>295</td>
<td>20.75%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Western</td>
<td>293</td>
<td>20.6%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pacific</td>
<td>128</td>
<td>9%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>1422</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
Protecting personal information.

The Privacy Act restricts the disclosure of customers’ and employees’ personal information within the Postal Service unless the disclosure is to employees who need the information in order to do their jobs.

For example, IT employees would not have a need to access employee medical records in order to do their jobs. Similarly, the medical team would not have a need to access IT insider threat records in order to do their jobs.

Protect personal privacy by limiting disclosure to those employees with a need to know

And that’s smart business.
Protecting Mail

Every Mailpiece Counts

• Protect mail from being damaged by water, dirt, crumpling and other mishaps.
• Each piece of mail is a symbol of our business and its safe handling shows that the Postal Service values its customers.
• Keep mail looking good from acceptance to delivery. When it is damaged by the elements or machinery, take the extra steps of caring for these pieces as well.
• Customers trust the Postal Service to deliver their letters and packages quickly, accurately and safely.

Providing the service customers paid for and meeting their expectations help us increase revenue.

And that’s a Smart Customer Experience.
ALL IN

VS

OPT IN
FUNCTION 2 DELIVERY OPERATION
FY21 STRATEGIES

Salvatore Vacca
Vice President Great Lakes Area Operations (A)
<table>
<thead>
<tr>
<th>LDC</th>
<th>Description</th>
<th>Strategies</th>
<th>Actions</th>
<th>Variance to Plan / Earned (YTD Week 36)</th>
<th>EOY Projected</th>
<th>Annual Opportunity (Hours)</th>
<th>Daily Per Route (Min)</th>
<th>FY 21 Target (Capture Rate)</th>
<th>Daily Mins/Route</th>
</tr>
</thead>
</table>
| 20  | Carrier Supervisor              | Supervisor Hours Over Authorized  
DM Approval >8 hours >40 Hours  
DM Approval on All Details (Route Inspections)  
Utilize e1723 for Tracking | • Schedule Supervisor to SWCS Earned  
DM Approval > 8 hours > 40 Hours  
DM Approval on All Details (Route Inspections)  
Utilize e1723 for Tracking | 998 K (P)  
1.4 M (P) | 1.4 M | ----- | 1.0 M (71%) | ----- |
| 21  | Carrier Office Hours            | Leave on Time  
PM Office Time  
Carriers Leave @ Earned  
Start Times No Earlier < 30 Minutes of DUT  
1838-C Carrier Productivity  
Eliminate Standby/Pre-Tour OT  
PS Form 1813-Leave Time Expectation  
OEI Daily Target  
No PM Casing - 5 Minute Expectation | • Carriers Leave @ Earned  
Start Times No Earlier < 30 Minutes of DUT  
1838-C Carrier Productivity  
Eliminate Standby/Pre-Tour OT  
PS Form 1813-Leave Time Expectation  
OEI Daily Target  
No PM Casing - 5 Minute Expectation | 6.2 M (E)  
9 M (E) | 25 M (AM) | 35 | 7.1 M (27%) | 10 min |
| 22  | Carrier Street Hours            | Reduction in Street Expansion  
Loading Efficiency – Load Tool / DMS  
Stationary Time Reduction – 1564 A/B by End Q4  
Geo Fence-Travel to Travel From  
3996 Process/1017B | • Loading Efficiency – Load Tool / DMS  
Stationary Time Reduction – 1564 A/B by End Q4  
Geo Fence-Travel to Travel From  
3996 Process/1017B | 11.9 M (E)  
17.1 M (E) | 36.3 M | 51 | 14.5 M (40%) | 20 min |
| 23  | Carrier Other (Dedicated Parcels) | Leverage Technology  
Utilize Static/Parcel Overflow – Turn by Turn Utilization  
Update all 3998’s and Establish Base | • Utilize Static/Parcel Overflow – Turn by Turn Utilization  
Update all 3998’s and Establish Base | 307 K (P)  
443 K (P) | 11.4 M* | Target = 20 | 2.9 M* (25%) | ----- |
| 24  | Sunday Delivery                 | DRT to Earned  
Start Time, Load Feature / Turn by Turn Usage  
Management Expectation / DRT Parcels per Hours  
Tool (IMSOT) 4584 | • Start Time, Load Feature / Turn by Turn Usage  
Management Expectation / DRT Parcels per Hours  
Tool (IMSOT) 4584 | 1.6 M (P)  
2.3 M (P) | 1.4 M | 1:20 | 1.2 M (85%) | 1 min |
| Total |                                |                              |                                         | 21 M (P/E)  
30.2 M | 76.9 M | 26.7 M (35%) |
## Review Handbooks and Manuals

<table>
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<tr>
<th>Controls Forms</th>
<th>System Forms</th>
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<tr>
<td>1838C</td>
<td>3998</td>
</tr>
<tr>
<td>3996</td>
<td>3997</td>
</tr>
<tr>
<td>1813</td>
<td></td>
</tr>
<tr>
<td>1564 A/B</td>
<td></td>
</tr>
<tr>
<td>3999</td>
<td></td>
</tr>
<tr>
<td>1017 A/B</td>
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## Work Hour Reduction Targets FY21

<table>
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<tr>
<th>Area</th>
<th>Supervisor Hours Over Authorized</th>
<th>Leave on Time PM Office Time</th>
<th>Reduction in Street Expansion</th>
<th>Leverage Technology</th>
<th>DRT to Earned</th>
<th>Total Saving Projected</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>LDC 20</td>
<td>LDC 21</td>
<td>LDC 22</td>
<td>LDC 23</td>
<td>LDC 24</td>
<td></td>
</tr>
<tr>
<td>Capture Rate</td>
<td>71%</td>
<td>27%</td>
<td>40%</td>
<td>25%</td>
<td>85%</td>
<td>35%</td>
</tr>
<tr>
<td>CAPITAL METRO</td>
<td>150 K</td>
<td>590 K</td>
<td>1.21 M</td>
<td>512 K</td>
<td>103 K</td>
<td>2.57 M</td>
</tr>
<tr>
<td>EASTERN</td>
<td>78 K</td>
<td>1.09 M</td>
<td>2.23 M</td>
<td>501 K</td>
<td>182 K</td>
<td>4.08 M</td>
</tr>
<tr>
<td>GREAT LAKES</td>
<td>98 K</td>
<td>920 K</td>
<td>1.88 M</td>
<td>432 K</td>
<td>117 K</td>
<td>3.45 M</td>
</tr>
<tr>
<td>NORTHEAST</td>
<td>340 K</td>
<td>1.16 M</td>
<td>2.37 M</td>
<td>412 K</td>
<td>230 K</td>
<td>4.51 M</td>
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<tr>
<td>PACIFIC</td>
<td>188 K</td>
<td>1.01 M</td>
<td>2.05 M</td>
<td>399 K</td>
<td>184 K</td>
<td>3.83 M</td>
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<tr>
<td>SOUTHERN</td>
<td>76 K</td>
<td>1.09 M</td>
<td>2.23 M</td>
<td>347 K</td>
<td>188 K</td>
<td>3.93 M</td>
</tr>
<tr>
<td>WESTERN</td>
<td>70 K</td>
<td>1.24 M</td>
<td>2.53 M</td>
<td>297 K</td>
<td>196 K</td>
<td>4.33 M</td>
</tr>
<tr>
<td>NATIONAL</td>
<td>1 M</td>
<td>7.1 M</td>
<td>14.5 M</td>
<td>2.9 M</td>
<td>1.2 M</td>
<td>26.7 M</td>
</tr>
</tbody>
</table>

*LDC 23 Hours May Include Non-Static/Dynamic Volume Delivery*
<table>
<thead>
<tr>
<th>LDC</th>
<th>Strategies</th>
<th>Description</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>Fiscal Year 21</th>
</tr>
</thead>
<tbody>
<tr>
<td>21 - Carrier Office Hours</td>
<td>Expedited to the Street Afternoon Sortation</td>
<td>Eliminate 60% of same day overtime</td>
<td>Test</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td></td>
<td>Caseless</td>
<td>Square footage savings from redundant casing equipment</td>
<td>Test</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>22 - Carrier Street Hours</td>
<td>Route Inspection</td>
<td>Right sizing route structure</td>
<td>200 Routes</td>
<td>$5 M</td>
<td>1,800 Routes</td>
<td>$5 M</td>
<td>$50 M</td>
</tr>
<tr>
<td></td>
<td>Mode of Delivery</td>
<td>Major Metro Street Efficiency</td>
<td>Test</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>27 – Carrier Collections</td>
<td>Collection Box Optimization</td>
<td>Eliminating low volume and multiple pickup boxes (7.5 minutes per box/day)</td>
<td>7,404 Boxes</td>
<td>$3 M</td>
<td>7,405 Boxes</td>
<td>$6 M</td>
<td>7,405 Boxes</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
FUNCTION 1 MAIL PROCESSING OPERATION

FY21 STRATEGIES

Larry Munoz
Vice President Pacific Area Operations
LDC 10 – Supervisory Mail Processing

- Reduce T-Time to 10%, all operations, use plant-specific Target

LDC 11 Automation Letters/LDC12 Automation Flats

Target MPV: LDC 11 = 75%, LDC 12 = 60%

- Eliminate Saturday 918/146 Operations

- Start all Letters & Flats Automation on-time

- Zero out Penalty Overtime in LDC 11 & 12
Reduce T-Time to 10%, all operations

• Capture reduction in T-time due to reduction in volume and equipment

• Streamline SDO and MDO works

• Drive opportunity sites through daily heat map

• Utilize lead clerk in automation letter operations

• Control & manage 1723
Eliminate Saturday 918 Operations

• Identify opportunity sites by comparing current weekend volume to pre-COVID peak weekday

• Develop Standard Work/Play Book using Santa Clarita process

• Determine amount of Marketing mail needed to be advanced prior to weekend and daily DPS goal

• Run tray sorters all day long – Measure Cycle Time

• Reschedule of Saturday flexible employees
• Plants currently demonstrate a sufficient capacity to process all weekend DPS mail in a single day
**APPLICATION (YOKOTEN)**

**What is Yokoten?**
Yokoten means “horizontal deployment,” or specifically learning from others and applying what you learned. This Application package is used to help us share our experiences with others and allow you to apply what others have learned.

**Application Topic:** Saturday 918 146 Flats Sequencing System (FSS) Reduction

**Date:** 06/24/2020

**Who (Functional group that the information pertains to):**
- Delivery Barcode Sorter (DBS) Operations
- Automated Flat Sorting Machine (AFSM) Operations
- FSS Operations

**What is the problem?** (What is the potential issue)
- Nationally, there is a high cost associated with Saturday Non-Scheduled Day (NSD)
- There is excess staffing built into the weekend that can be reduced and shifted throughout the week
- Staffing has not been adjusted to account for the volume reduction in letters and flats

**Why does this matter?** (Why is this important to you?)
- There is an opportunity to account for the volume decrease and decrease the costs associated with NSD on Saturday

**How can you fix this?** (What needs to be addressed)
- Adjust Delivery Point Sequence (DPS) to start earlier in the day, advancing as much as possible, depending on volume in order to create continuous flow
- Run little to no DPS, Operation 146, or FSS on Saturday (this volume is advanced earlier in the week)
  - Reduce Operation 140 on Saturday
- Use Saturday excess resources to reduce NSD throughout the week via bid management and flexible resource shifts
- Communication/Performance Management:
  - Assess Saturday opportunity and track capture throughout the week
  - Floor level (Work cell) Huddle talking points: Provide clarity in schedule and expectations of what needs to be accomplished each tour throughout the week, use data and show the why by connecting available volume to hours
  - Huddle board: Post opportunity capture expectations
  - Management Operating Data System (MODS) data for workhours
  - webCE Shifts (webCE) for run charts to identify opportunities
  - Informed Visibility Employee Scheduler (IVES) for staffing
Start all Letters & Flats Automation on-time

- Plant Manager, MIPS, MM, MDO complete RPG Agreement weekly
- Utilize huddle board, visual aids, and daily huddle to engage employees
- Minimize used of Pre-tour OT – Daily Tracking using heat map.
- Minimize sort program changeover, reduce setup and pull down time
- Daily push using heat map report on RPG compliance
Zero out Penalty Overtime in LDC 11 & 12

• Penalty over time approved by Plant Manager only

• Utilize IVES on all operations and in all plants

• Daily push on opportunity plants / operations using heat map reports

• Modify IVES to flag all POT.

• All IVES plans required concurrence from Plant Manager, Maintenance Manager, Manager In-plant Support and MDO
143 & 893 Processing

- RPG review to ensure planning in place for
  - Continuous 143/893 processing Saturday into Sunday morning
  - Achieve 70% clearance @ 0700 of expected total MMP #
- Ensure that flat & letter LCTS/RCS/HSTS stay current
  - Timely finalization of 5-digit product prior to 146 & 918 Sunday start
- Utilize freight house tool to monitor air network arrival
  - Align transportation to ensure committed mail is:
    - Picked up Sunday morning for primary processing
    - On-time induction for Monday delivery
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>LDC 10 T-Time Reduction</td>
<td>• Create heat-map report</td>
<td>• Finalize heat-map report</td>
<td>• Implement</td>
<td>• Implement</td>
</tr>
<tr>
<td></td>
<td>• HQ starts Weekly Meeting</td>
<td>• HQ and Area track T-Time usage with heat map</td>
<td>• All sites on board</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Area meet with all Plant Managers</td>
<td>• Implement heat-map report</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eliminate Saturday 918/146 Operations</td>
<td>• HQ determines opportunity sites, % advanced, daily DPS target, and KPIs</td>
<td>• HQ develops implementation plan</td>
<td>• Sites finalize weekend RPG</td>
<td>• First weekend of pilot sites 7/11/2020</td>
</tr>
<tr>
<td></td>
<td>• Create SWI/SUT</td>
<td>• HQ creates Yokoten</td>
<td>• Sites start advancing mail</td>
<td>• All sites submit RPG and staffing plan with Implementation date 7/15/2020</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• HQ finalizes heat-map report</td>
<td>• HQ and Area track DPS volume vs. goal daily with heat map</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Each Area determines 5 pilot sites for letters and flats</td>
<td>• Area requests RPG and staffing plan for the rest</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sites develops new RPG</td>
<td>• SUT in all pilot sites</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Area reviews weekend staffing plan</td>
<td>• Meet with SDO/MDO</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• SUT in all pilot sites</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Meet with SDO/MDO/Unions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start all Letters &amp; Flats Automation on-time</td>
<td>• Finalize heat-map report</td>
<td>• HQ shares tracking heat map with the field</td>
<td>• Implemented</td>
<td>• Implemented</td>
</tr>
<tr>
<td></td>
<td>• Create SWI/SUT/Visual Aids for each tour</td>
<td>• Plant ID opportunity</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Plant gives out SUT and expectation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zero out Penalty Overtime in LDC 11 &amp; 12</td>
<td>• Finalize heat-map report</td>
<td>• HQ shares tracking heat map with the field</td>
<td>• Implemented</td>
<td>• Implemented</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Areas develop plan and put process in place.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Meet with SDO/MDO</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HOLIDAY READINESS

Robert Cintron
Vice President
Logistics

Kevin McAdams
Vice President
Delivery & Retail Operations

Joshua Colin PhD
Vice President
Processing & Maintenance Operations (A)
• Must finish OG Friday night – no Saturday delivery

• Mitigation Saturday AM – if needed

• Expanded Network Sunday - based on data/projections

• Limited Monday network if needed (Pacific)

• Need as much area intel as possible—Mailers, processing plans
**Parcel Select Package Volume Projection 2020**

<table>
<thead>
<tr>
<th>Area</th>
<th>Projected July 4 &amp; 5 2020</th>
<th>Memorial Holiday Sunday 2020</th>
<th>Package Per DRT Route Increase from 6/21/20</th>
<th>Projected July 6 2020</th>
<th>Memorial Holiday Tuesday 2020</th>
<th>Parcel/SPR Increase Per AMS Route from 5/26/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAPITAL METRO</td>
<td>729 K</td>
<td>394 K</td>
<td>57</td>
<td>552 K</td>
<td>400 K</td>
<td>3/3</td>
</tr>
<tr>
<td>EASTERN</td>
<td>1.03 M</td>
<td>496 K</td>
<td>78</td>
<td>833 K</td>
<td>555 K</td>
<td>3/4</td>
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<tr>
<td>GREAT LAKES</td>
<td>684 K</td>
<td>353 K</td>
<td>66</td>
<td>667 K</td>
<td>438 K</td>
<td>3/4</td>
</tr>
<tr>
<td>NORTHEAST</td>
<td>1.16 M</td>
<td>573 K</td>
<td>91</td>
<td>783 K</td>
<td>517 K</td>
<td>4/5</td>
</tr>
<tr>
<td>PACIFIC</td>
<td>932 K</td>
<td>486 K</td>
<td>89</td>
<td>571 K</td>
<td>461 K</td>
<td>2/3</td>
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<tr>
<td>SOUTHERN</td>
<td>1.14 M</td>
<td>577 K</td>
<td>62</td>
<td>1.02 M</td>
<td>671 K</td>
<td>3/4</td>
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<tr>
<td>WESTERN</td>
<td>947 K</td>
<td>506 K</td>
<td>67</td>
<td>924 K</td>
<td>712 K</td>
<td>2/3</td>
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<tr>
<td>NATIONAL</td>
<td>6.62M</td>
<td>3.3 M</td>
<td>71</td>
<td>5.4 M</td>
<td>3.8 M</td>
<td>3/4</td>
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**Last Mile - Marketing Mail Bundles Failures FY 2019**

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Capital Metro</td>
<td>-0.50%</td>
<td>-2.40%</td>
<td>-1.20%</td>
<td>3.50%</td>
<td>-6.60%</td>
<td>-4.70%</td>
<td>-2.80%</td>
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<tr>
<td>Eastern</td>
<td>-0.30%</td>
<td>-2.10%</td>
<td>-1.10%</td>
<td>-1.10%</td>
<td>-2.60%</td>
<td>-2.20%</td>
<td>-1.60%</td>
</tr>
<tr>
<td>Great Lakes</td>
<td>-1.10%</td>
<td>-1.70%</td>
<td>-0.90%</td>
<td>-1.10%</td>
<td>5.70%</td>
<td>-2.70%</td>
<td>-1.60%</td>
</tr>
<tr>
<td>Northeast</td>
<td>-1.10%</td>
<td>-2.40%</td>
<td>-1.20%</td>
<td>-4.50%</td>
<td>-7.50%</td>
<td>-7.50%</td>
<td>-3.20%</td>
</tr>
<tr>
<td>Pacific</td>
<td>-2.90%</td>
<td>-1.90%</td>
<td>-0.30%</td>
<td>-2.00%</td>
<td>2.80%</td>
<td>-2.70%</td>
<td>-1.90%</td>
</tr>
<tr>
<td>Southern</td>
<td>-0.90%</td>
<td>-2.00%</td>
<td>-1.40%</td>
<td>-2.10%</td>
<td>-4.30%</td>
<td>-2.80%</td>
<td>-2.00%</td>
</tr>
<tr>
<td>Western</td>
<td>-1.10%</td>
<td>-1.80%</td>
<td>-0.60%</td>
<td>-1.30%</td>
<td>-5.30%</td>
<td>-1.30%</td>
<td>-1.60%</td>
</tr>
<tr>
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<td>-1.00%</td>
<td>-2.00%</td>
<td>-1.00%</td>
<td>-2.20%</td>
<td>-4.90%</td>
<td>-2.00%</td>
<td>-2.00%</td>
</tr>
</tbody>
</table>

- Friday 07/03/2020- Delivered all Flat Bundles- No Curtailment
- 100% current – ALL Packages by COB Sunday 07/05/2020
Processing Operations

• Use Variance Tools and RPG to staff operations efficiently
• Plan to advance as much Blue and Orange for Friday Delivery
• Inhibit DPS Sort Program regeneration priority to the Holiday
• Capture committed volume arriving Sunday for Monday Delivery
• Normal processing and assignment of outgoing package on Friday
• Ensure all Surface Priority and SPRs are dispatched on Saturday
### Increasing Day 0 Volume Advancement

#### Processing Day – Daily Advanced

<table>
<thead>
<tr>
<th></th>
<th>Mon 6/29</th>
<th>Tue 6/30</th>
<th>Wed 7/1</th>
<th>Thu 7/2</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURRENT</td>
<td>36%</td>
<td>31%</td>
<td>24%</td>
<td>30%</td>
</tr>
<tr>
<td></td>
<td>32%</td>
<td>40%</td>
<td>32%</td>
<td>30%</td>
</tr>
<tr>
<td>NEXT WEEK</td>
<td>46%</td>
<td>20%</td>
<td>25%</td>
<td>40%</td>
</tr>
<tr>
<td></td>
<td>50%</td>
<td>54%</td>
<td>48%</td>
<td>60%</td>
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</tbody>
</table>

#### Total Advanced

<table>
<thead>
<tr>
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<th>NEXT WEEK</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>36%</td>
<td>46%</td>
</tr>
<tr>
<td></td>
<td>63%</td>
<td>70%</td>
</tr>
<tr>
<td></td>
<td>64%</td>
<td>79%</td>
</tr>
<tr>
<td></td>
<td>62%</td>
<td>88%</td>
</tr>
<tr>
<td></td>
<td>30%</td>
<td>60%</td>
</tr>
</tbody>
</table>
AVP GO AROUND

Area Vice Presidents
THINGS THAT BOTHER ME
CLOSING COMMENTS
APPENDIX
## Work Hour Reduction Target – Do It Now

<table>
<thead>
<tr>
<th>LDC</th>
<th>Description</th>
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<th>Actions</th>
<th>Variance to Plan / Earned (YTD Week 36)</th>
<th>EOY Projected</th>
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<th>Daily Min/Route</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>Carrier Supervisor</td>
<td>Supervisor Hours Over Authorized</td>
<td>• Schedule Supervisor to SWCS Earned</td>
<td>998 K (P)</td>
<td>1.4 M (P)</td>
<td>1.4 M</td>
<td>-----</td>
<td>1.0 M (71%)</td>
<td>-----</td>
</tr>
</tbody>
</table>

### Area suggested actions
- Eliminate unfunded positions (EA)
- DM approval of hours over earned (EA)
- Eliminate 204B Usage in Sites Above SWCS Earned (GL)
- Combine LDC 20/40 – to one LDC for Delivery/Customer Service Supervisor (CM)
- Daily expectations set between Postmaster/Manager and Supervisor (SA)
- Utilize Supervisor Checklists/Time Management sheets (SA)
- Quarterly Audit of Supervisors daily activities/time management (SA)
- Postmaster/Manager to cover the gap between AM and PM Supervisors (SA)
- Use average daily carrier return time to identify the work schedule for the PM Supervisor (SA)

### HQ additional suggestions
- Permanent schedules to include Opening/Closing/Sunday
  - 2 into 1 casing (less supervisors needed to manage carriers office)
  - PM/Managers Close office
- Ensure all lunch breaks are reflected in TACS
- Leverage lower level Postmasters to assist with ancillary duties (observations, DMS, etc.)
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<tbody>
<tr>
<td>21</td>
<td>Carrier Office Hours</td>
<td>Leave on Time</td>
<td>• Carriers Leave @Earned</td>
<td></td>
<td></td>
<td>25 M (AM)</td>
<td>7.1 M (27%)</td>
<td>10 min</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Start Times No Earlier &lt; 30 Minutes of DUT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• 1838-C Carrier Productivity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Eliminate Standby/Pre-Tour OT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• PS Form 1813-Leave Time Expectation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• OEI Daily Target</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PM Office Time</td>
<td>• No PM Casing - 5 Minute Expectation</td>
<td>6.2 M (E)</td>
<td>9 M (E)</td>
<td>1.4 M (PM)</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Area suggested actions
- PET tool usage, office deficiency checklist \((EA) (WA)\)
- DUT Improvement – EAS with First Clerk (1st Hour Efficiency) \((GL)\)
- Expectations based on cased volume – Pulldown prior to DUT \((GL)\)
- Pulldown Observations on Highest Opportunity Routes \((GL)\)
- Minimize Workload – 96% DPS \((CM)\)
- Routes with >2 cases, reduce to (2) or less \((CM/SA)\)
- ALL available management walking the floor for the first 20 minutes after carriers clock on \((SA)\)
- PM casing of non-committed manual mail \((SA)\)
- HOPY (1838C Enhancement)- \((WA)\)
- Routers / Tertiary Distribution at plants (3 or 6 to 1)- \((WA)\)

HQ additional suggestions
- Office Package Handling
  - Separate SPRS & Parcels (clerk function)
  - No parcel work in office
- Manage office break time (if applicable) and stand up talks
- Additional FSS Zones Opportunities
- Follow flow chart-No mail retrieval at clock in
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| 22  | Carrier Street Hours             | Reduction in Street Expansion                  | • Loading Efficiency – Load Tool / DMS  
• Stationary Time Reduction – 1564 A/B by End Q4  
• Geo Fence-Travel to Travel From  
• 3996 Process/1017B | 11.9 M (E) | 17.1 M (E) | 36.3 M | 51 | 14.5 M (40%) | 20 min |

Area suggested actions

- Require the use of RIMS MGR sheet every 3999 for stationary time (EA)
- Reduce Park Points on Park & Loop routes (EA)
  - Reduce Park points to 4 per route
  - Combine relays (EA)
- Track allied time reduction on 3999 for potential minor (EA)
- 3999 Routes with Highest Variance to Earned (GL,CM)
- Street Observations (GL/SA)
  - Highest MSP Interval Variance
  - Stationary Opportunity (CM)
- Monday – 1900 Carrier Return (PM VAP) (CM)
- Square up territory to eliminate routes crossing over each other (SA)
- Prioritize all pivoted/split routes to be cased and pulled down first to ensure carriers take assignments with them (SA)

- Count all routes in July / August- Adjust and establish baselines, no complaint performance- aux assigned Sept-Dec, routes fall into adjustment in January with volume drops. (WA)
- P(EE)BLES (Prior Day Evaluation and demonstrations- consolidates DOIS and other performance tools) (WA)
- BAM (3999 Data and Coverage Performance) (WA)
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| 23  | Carrier Other (Dedicated Parcels) | Leverage Technology | • Utilize Static/Parcel Overflow – Turn by Turn Utilization  
• Update all 3998’s and Establish Base | 307 K (P) | 443 K (P) | 11.4 M* | Target = 20 | 2.9 M* (25%) | ---- |

### Area suggested actions
- Delimit static runs in units without LDC 23 base outside of peak (EA)
- District approval for use of Parcel Overthrow/static route usage (EA)
- LDC 23 Authorization Log of District-level Authorized Activities (GL)
- Enhance technology to eliminate DDI failures causing package runs (EA)
- Leverage Technology (CM)
  - Specific Address Targeting – Parcel Overflow Tool
- Parcel concentration centers (High Density – Multiple Zones) (WA)
- Letters, Flats, SPRs to Regular carrier- Parcels to flex routes (WA)

### HQ additional suggestions
- Set expectations and review packages per hour on routes
- Review and higher level authorization on all interstation runs/hubs
- Deviation on express for AMS routes—do not run special express runs
## Work Hour Reduction Target – Do It Now

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| 24  | Sunday Delivery | DRT to Earned | • Start Time, Load Feature / Turn by Turn Usage  
• Management Expectation / DRT Parcels Per Hour  
• Tool (IMSOT) 4584 | 1.6 M (P) | 2.3 M (P) | 1.4 M | 1:20 | 1.2 M (85%) | 1 min |

### Area suggested actions
- Review and control size of Static route built (200 pieces max) (EA)
- Require Copilot use, enhance GPS functionality (EA)
- Establish a Sunday Scheduling Model based on Amazon & UPS projections & Prior DRT Routes Created (GL)
- Sunday Street Supervision on Carriers who Perform in Excess of DRT Projections (GL)
- Reduce Static Route Usage on Sunday (GL)
- SPR delivery to the mailbox / SPRs to Regular Carrier for Monday delivery (WA)
- Establish High Density Routes as Static- multiple zones, parcels only (WA)
- Supervisor to monitor stationary events throughout the delivery day (SA)
- Schedule management to accept drops to limit F4 hours (SA)
- Organization of carrier routes, vehicles, route sheets, and supplies before carriers begin time (SA)
- Pivot routes closest to the Hub for any uncovered assignments (SA)

### HQ additional suggestions
- Management set expectation for return time with all carriers
- Proper loading
  - Supervisor in parking lot monitoring loading
  - No parcel prep in office
  - Use Load Truck Feature
- Management Preparation
  - Proper vehicle assignment (Promaster/2-ton or vehicle with shelving)
  - Vehicles gassed up previous day/Keys & scanners available
- On street observations
  - In person (20% of carriers)
  - Utilize RIMS to ensure carrier line of travel is effective (SEAT tool)
  - Monitor RIMS for lunches and breaks (if applicable)