

MARCH MTAC MEETING

Tuesday, March 28, 2023

1:00 PM – 5:00 PM



1:00 PM – 1:05 PM	<i>Welcome and Introductions Chairman Remarks</i>	Steve Monteith – MTAC USPS Co-Chair Bob Rosser – MTAC Industry Co-Chair
1:05 PM – 2:05 PM	<i>PMG Remarks</i>	Louis DeJoy Postmaster General and Chief Executive Officer
2:05 PM – 2:40 PM	<i>Electric Vehicles</i>	Justin Glass Director, Fleet Management
2:40 PM – 2:55 PM	<i>Break (15 mins)</i>	
2:55 PM – 3:30 PM	<i>S&DC Update</i>	Dr. Joshua Colin Chief Retail & Delivery Officer and Executive Vice President
3:30 PM – 3:40 PM	<i>NPF Update</i>	Maureen Goodson Executive Director, National Postal Forum
3:40 PM – 3:55 PM	<i>WG/UG/TT Closeout & Special Recognition</i>	MTAC Leadership
3:55 PM- 4:10 PM	<i>Break (15 mins)</i>	
4:10 PM – 4:45 PM	<i>CIO Update</i>	Pritha Mehra Chief Information Officer and Executive Vice President
4:45 PM – 4:55 PM	<i>Vice Chair Nomination Announcement</i>	Bob Schimek MTAC - Immediate Past Industry Chair
4:55 PM – 5:00 PM	<i>Closing Remarks</i>	Steve Monteith – MTAC Postal Co-Chair Bob Rosser – MTAC Industry Co-Chair
5:00 PM – 7 :00 PM	<i>MTAC Networking Reception</i>	

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Wednesday, March 29, 2023

9:00 AM – 4:00 PM

WEDNESDAY SPECIAL SESSIONS

9:00 AM – 10:15 AM	Session #1- Customer Experience Deep Dive
Marc McCreary	What customer experience data is shared with other functional departments?
	How is data used internally?
	What do you measure?

15-minute break

10:30 AM – 11:30 AM	Session #2-Leaders Connect/Mentoring Program Update
Bob Rosser	Leaders Connect Progress Update
Dina Kessler	Working demo session on Mentorship Platform site
Kim Waltz	How attendees in room can help the effort?

Lunch 11:30 AM – 12:45 PM

12:45 PM – 1:45 PM	Session #3-Remittance Mail/BRM/Certified Mail Deep Dive
Tom Foti and all functional organizations affiliated	Remittance Mail process flow
	Business Reply Mail process flow
	Certified Mail process flow

15-minute break

2:00 PM – 3:00 PM	Session #4-Price Change Timeline Deep Dive
Tom Foti and Garrett Hoyt	Walkthrough the price change process
	Timing from a planning perspective
	Structural changes
	DMM updates

15-minute break

3:15 PM – 3:45 PM	Session #5-Action Item Follow up
Rose Flanagan	Entry Payment Product
Tom Glassman	Network Operations
Adam Collinson	Data Technology Addressing

3:45 PM – 4:00 PM	Wrap Up and Close Out
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**Industry MTAC Business Meeting at 4 pm,
Ben Franklin Room (Members Only Closed Session)**