DIGITAL MAIL AUTOMATED SOLUTION IMPLEMENTATION

FEDERAL FACILITY MAIL CENTERS

Presented By:
William (Sonny) Biddix
DIGITAL MAIL PROCESS SUMMARY

MAIL SORTER
PROCESSING 10,000
MAIL PIECES PER
HOUR

DIGITAL IMAGE
“COLOR” CAPTURED
ENVELOPE
FRONT AND BACK

ACCOUNTABILITY
AUTOMATED
MAIL PIECE ONE FOR
ONE TRACKING

CUSTOMER MAIL
NOTIFICATION
AUTOMATED

CUSTOMER MAIL
DETERMINATION
AUTOMATED

MAIL CENTER
AUTOMATED
PROCESSING
CUSTOMER ACTION
DETERMINATION

CUSTOMER AUTOMATED
MAIL DETERMINATIONS

SCAN THE
MAIL CONTENTS

CUSTOMER PICK UP

RECYCLE

NOT MY MAIL

CUSTOMER PICK UP
DIGITAL MAIL PROCESSING USING THREE SORT PLANS

1) PRIMARY MAIL SORT
   1) Identifies sender, recipient and applies unique bar code number

2) SECONDARY MAIL SORT
   2) Creates mail piece tracking record and processes envelope image

3) ACTION MAIL SORT
   3) Sorts pending mail by the customers action request /recycle, scan, etc.
COLOR IMAGE CAPTURE

300 dpi

THE PRIMARY MAIL SORT PROCESS CAPTURES A COLOR DIGITAL IMAGE OF EACH MAIL PIECE, FRONT & BACK OF EVERY ENVELOPE

SECONDARY MAIL SORT

AUTOMATED MAIL RECORD CREATED FOR EVERY PIECE OF MAIL

SORTS MAIL TO PROGRAMED BIN

MAIL PIECE ACCOUNTABILITY DATA CAPTURE

- SENDER INFORMATION
- RECEIPIENT INFORMATION
- BAR CODE # IDENTIFIER
- VISIT IDENTIFICATION NUMBER
- OPERATOR
- MAIL STATUS EVENT
- DATE & TIME STAMP
- BIN_TUB ASSIGNMENT
CUSTOMER DIGITAL IMAGE ROADMAP

CUSTOMER DIGITAL ENVELOPE RECEIPT

CUSTOMER OUTLOOK (email) MESSAGE
You’ve Got Mail
Click on the Software Link
Customer Logs-In to Software
Views Front & Back of COLOR Digitally Imaged Mail Envelope

CUSTOMER MAKES AUTOMATED MAIL DETERMINATION

UNWANTED MAIL
RECYCLE
NOT MY MAIL
SCAN MAIL CONTENTS
SCAN & FORWARD MAIL CONTENTS
DELIVER HARD COPY
PICK-UP HARD COPY

Tell Us - How would you like it....

FINAL MAIL SORT: ACTION SORT
CUSTOMER DETERMINATION - SCAN ENVELOPE CONTENTS

ENVELOPE IS OPENED
ENVELOPE CONTENTS ARE SCANNED
CUSTOMER RECEIVES DIGITAL IMAGES OF ENVELOPE AND CONTENTS
STREAMLINE MAIL CENTER
MANUAL OPERATIONS

• Converts hard copy mail envelops, (front & back), into a deliverable digital format - (300 dpi color)
• Converts hard copy mail contents into a deliverable digital format - (300 dpi color)
• Automated tracking and accountability records for each piece of incoming mail
• Automated historical documentation - cradle to grave
• Tracks mail status and location progression in a real time arena
• Provides the customer with the tools and ability to determine the outcome of owned mail pieces, both hard copy and digital format
• Identifies customers unwanted mail prior to hard copy delivery
• Reduces the amount of mail from the daily delivery mail stream
• Automated tracking and accountability reports of metric measurements for Service Levels (SLA)
• Reduces hard copy mail manual processing timelines
• Enables the customer (recipient) to receive mail in a digital format from compatible electronic devices
• Identifies and processes the incoming mail on a priority customer base level
• Identifies and processes the incoming mail on a priority Agency/Division base level
• Enables workload visibility and employee ownership
REALIZED BENEFITS

- Reduce the processing timelines of USPS hard copy mail
- Gain digital mail automated tracking and reporting features
- Eliminate duplicated hard copy mail processing and handling efforts
- Route and track digital mail images from your desktop
- Reduce the receipt and processing of hard copy customer unwanted mail
- Eliminate the middle-man mail handling efforts
- Contribute to the Go-Green mission
### Manual to Automated Realized Benefits

#### Mail Processing and Delivery

<table>
<thead>
<tr>
<th>Manual Mail Process</th>
<th>Personnel Mail Pieces Average Time</th>
<th>Automated Mail Process</th>
<th>Hardware Software Mail Pieces Average Time</th>
<th>Operating Personnel</th>
<th>Manual to Automated Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manual Mail Sort INCOMING MAIL OUTGOING MAIL</td>
<td>Personnel = 01 1,000 pieces = 01 hr.</td>
<td>Incoming Mail Automated Mail Sort</td>
<td>Mail Sorter = 01 10,000 pieces = 01 hr.</td>
<td>Mail Sorter Processing Personnel = 02 to 03</td>
<td>Human Capital and Mail Processing Time Reductions</td>
</tr>
<tr>
<td>Manual Mail Customer Delivery ENVELOPE</td>
<td>Personnel = 01 1,000 pieces = 02 to 03 hours</td>
<td>Digital Mail Customer Delivery ENVELOPE (ELECTRONIC DELIVERY)</td>
<td>Mail Sorter = 01 10,000 pieces = 01 hr.</td>
<td>Mail Sorter Processing Personnel = 02 to 03</td>
<td>No Manual Mail Customer Delivery Instant Delivery</td>
</tr>
<tr>
<td>No Manual Process ENVELOPE CONTENTS DELIVERY</td>
<td>N/A</td>
<td>Digital Mail Customer Delivery ENVELOPE (ELECTRONIC DELIVERY)</td>
<td>Image Scanner = 01 5,000 pieces = 01 hr.</td>
<td>Mail Content Scanning Station Processing Personnel = 01</td>
<td>No Manual Mail Customer Delivery Instant Delivery</td>
</tr>
<tr>
<td>No Manual Process IDENTIFICATION OF CUSTOMERS UNWANTED MAIL</td>
<td>N/A</td>
<td>Customers Automated Response UNWANTED MAIL</td>
<td>Mail Sorter = 01 10,000 pieces = 01 hr. Software = Instant</td>
<td>Mail Sorter Processing Personnel = 02</td>
<td>No Manual Delivery of Unwanted Mail to the Customer. Recycle Processing</td>
</tr>
<tr>
<td>No Manual Process ACCOUNTABILITY TRACKING FOR 1ST AND 3RD CLASS INCOMING MAIL</td>
<td>N/A</td>
<td>Mail Sorter Processed Mail Receives Unique Identifier number and Individual Material Tracking Record</td>
<td>Mail Sorter = 01 10,000 pieces = 01 hr. Software = Instant</td>
<td>Mail Sorter Processing Personnel = 02 to 03</td>
<td>Sorter Processed Mail becomes Accountable Mail with Electronic Tracking Records</td>
</tr>
</tbody>
</table>
## DIGITAL MAIL SYSTEM
### ESTIMATED INITIAL COST FACTORS

<table>
<thead>
<tr>
<th>EQUIPMENT / HARDWARE</th>
<th>$ ESTIMATED COST $ EACH</th>
<th>SOFTWARE ENTERPRISE LICENSE FEE</th>
<th>$ ESTIMATED COST $</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MAIL SORTER</strong></td>
<td>550,000</td>
<td>MATERIAL TRACKING</td>
<td>90,000</td>
</tr>
<tr>
<td><strong>CONTENT SCANNING STATION</strong></td>
<td>140,000</td>
<td>DIGITAL PROCESSING</td>
<td>170,000</td>
</tr>
<tr>
<td><strong>PERSONAL DIGITAL ASSISTANT (PDA)</strong></td>
<td>3,000 each X10 = 30,000</td>
<td>SERVICE SUPPORT One Year</td>
<td>115,000</td>
</tr>
<tr>
<td><strong>ELECTRONIC SECURITY LOCKERS</strong></td>
<td>35,000</td>
<td>MAIL SORTER</td>
<td>115,000</td>
</tr>
<tr>
<td><strong>MISC ADDITIONAL HARDWARE / SERVICE</strong></td>
<td>45,000</td>
<td>CONTENT SCANNING STATION One Year</td>
<td>25,000</td>
</tr>
<tr>
<td><strong>TOTAL ESTIMATED INITIAL $ COST $</strong></td>
<td><strong>800,000</strong></td>
<td><strong>TOTAL ESTIMATED INITIAL $ COST $</strong></td>
<td><strong>285,000</strong></td>
</tr>
<tr>
<td><strong>EQUIPMENT / HARDWARE</strong></td>
<td></td>
<td><strong>SOFTWARE ENTERPRISE LICENSE FEE</strong></td>
<td></td>
</tr>
<tr>
<td><strong>MISC ADDITIONAL HARDWARE</strong></td>
<td></td>
<td><strong>SERVICE SUPPORT</strong></td>
<td></td>
</tr>
<tr>
<td><strong>GRAND ESTIMATED TOTAL</strong></td>
<td></td>
<td><strong>$1,085000.00</strong></td>
<td></td>
</tr>
</tbody>
</table>
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