UG1 MicroStrategy Reporting & Performance Subgroup Meeting Minutes

Date: 19 September 2014
Time: 9:45 AM to 11:00 AM
Location: WebEx
Next Meeting Date: 26 September 2014

Meeting Agenda

- General Overview of Process Flow
- VAE Request Workflow
- VAE Approval Flow for Mailer BSA
- Walkthrough of Invoice
- Mailer VAE Review & Action Workflow
- Mailer VAE Payment Workflow
- Error Thresholds
- Open Quesitons

Meeting Minutes

General Overview of Process Flow

- The plan for today is to walk through where we are with mail invoicing report and what it will be like on Oct. 11, which is when the first informational only invoices will be generated for Full Service mailing
- The invoices are generated 10 days after the month closes, which works out to the 11th of each month
- Throughout the month you will be able to access running potential invoice amount on mailer scorecard or MicroStrategy report
    - This will be a cut of the data and will change as you send additional mail
    - Mailers can fluctuate over/under a threshold throughout the month
- Invoice email will be sent to Verification Assessment Evaluator (VAE) designated in Business Customer Gateway
- VAE is responsible for reviewing and paying the request due at the ned of the calendar month OR submitting a dispute through the review process
- October 11th is the first informational invoice, but January 11th will be the first payable invoice for mail sent in December
- **Question:** Who is the VAE? Are they an accounting person? A clerk?
    - Steve: Each company will need to decide for themselves who the VAE will be. If none are setup, then the invoice will go to the BSA for that CRID
    - Multiple VAEs can be assigned per CRID
- **Question**: Is there a separate release in October to support this change?
    - Beth: No, all of the invoices have already been built, but are hidden from external users
    - Beth: A data repair on the Postal side will make it publicly available

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VAE Request Workflow

- Steps to request VAE status:
  - Where is the VAE request?
    - Under Manage Account →Manage Services → Verification Assessment Evaluator (at the bottom of the page)
    - VAE requests will be approved by BSA
      - BSA must navigate to Manage Account → Manage Users
- **Question:** Are VAEs the only ones who can see the report?
  - Only VAEs can see the report. Non-VAEs can view the same information by viewing the mailer scorecard on the 10^{th} of the month
  - If there is no VAE set up, then the BSA or any delegate can view the report
  - This is true, but the VAE role allows a user to see the payable invoice within *PostalOne!* and take action on the payment
  - This clarification will be added to the deck going forward
- **Question:** Linda reports that when she goes in a non-BSA user and is the first person to request VAE at a given location, a message pops up and asks that because she is the first person to request access, would she like to become the BSA.
  - **Action Item:** Beth will look into this logic
  - **Action Item:** Linda to report the issue to the helpdesk

VAE Approval flow for Mailer BSA

- Within the Business Customer Gateway, the BSA should then navigate to Manage Account → Manage Users
  - They will see a list of all of the requests and can either Approve or Decline
  - Once the BSA makes their decision, they will need to reach out to that person and inform them of the decision

Walkthrough of Invoice

- There is a difference between the Mail Entry Roadmap and name of the actual invoice. The roadmap calls this invoice a Mail Entry Postage Assessment Report, whereas the current name is the **Mail Entry Invoice Report**
  - Change request open to update the name in the roadmap
- VAE gets automated email on the 11^{th} of the month, unless no invoices were generated for the previous month

- None of the CRIDs I am VAE for actually had an invoice generated

- Since the last time the automated email was shared in March, the CRID, CRID Name, Total Postage Due and the Due Date have been added
- **Question:** Are follow-up emails followed up on if the mailer does not click through on the email link?
  - There is a follow-up only if there is an overdue amount that is not under dispute
  - No reminder is sent before due date
    - A reminder could be added as a future requirement if there is demand from the mailers
- **Question**: Is there a way to go online for the months when no automated email generated to verify that the mailer shouldn't have gotten an invoice?
  - You can always go directly to the invoice itself and search for the CRID, and if there is no result then no automated email should have been sent
    - Mailer could also check the scorecard
  - Sharon suggested that a communication also be made for those months when no invoice is generated, as a negative confirmation
- **Question:** Can we put a timeline in the email for pay and dispute?
  - Beth notes this as a possible future enhancement
  - The Due Date included in the screenshot within the deck is the 19th of the month, but that is due to the test environment configuration
  - Screen grab in is from the test environment, in production you will have more than 1 day to pay
- The invoice comes out on the 11th, the mailer will have 10 business days to decide whether to pay or dispute the charges
  - If the mailer disputes, then a new timeline is created for the mailer to provide additional documentation to support their claim
    - Once a consensus is determined on the dispute, then a new timeline is created for payment
- **Question**: Can we please add more instruction about the possible actions to the email?
  - Beth: Would anyone be interested in providing sample language that we can build from?
  - **Action Item:** Everyone please think about additional content that could be added to the email this week and we will revisit the verbiage next week
- After clicking the link in the email, you are taken to the BCG
  - Enter Other Services → Link to VAE → Link to Mail Entry Invoice Report

        - Link test was incorrect at time of meeting. Beth will correct the screenshot to say Mail Entry Invoice Report
    - Once the mailer clicks the link, they can filter by Time Period, CRID(s), Status, and Job ID
        - Filtering by Job would return the invoice for the month that that Job occurred
- **Question**: What does Show CRID details link mean? Can we add the name of the CRID in addition to the ID?
    - We don't have that column in the screenshot, but Beth believes that it does
        - Beth to confirm
    - It would be helpful to add the CRID name to the report too
        - Beth will take that as a request for future enhancement
- **Question:** What about Mailer ID? Does it drill down that far for what is being invoiced?
    - Beth: No, not on this report. Everything is rolled up into the CRID that submitted the eDoc
- In October, the only report that will be active is the Full Service Electronic Verification. Other programs are not being invoiced on at this time
- Clicking on a CRID hyperlink will drill down to a higher level of detail
- **Question:** How are undocumented issues that are invoiced to the eDoc submitter's CRID handled?
    - **Action Item:** Beth to follow-up and confirm
    - Once you get an invoice there is a link to the MicroStrategy invoice report where you can drill all the way down to individual errors
    - A future enhancement could be to include how MIDs rollup to CRIDs, etc.

Mailer VAE Review & Action Workflow

- When reviewing the invoice, the mailer has a choice. They can either Request Review or Pay
- When the mailer selects Request Review of invoice
    - Email will be sent confirming that mailer has asked for review. Status of invoice automatically changed and USPS employee will contact
    - When the Mailer requests a review, they can choose which specific errors they would like reviewed and must provide contact information of the person the USPS should reach out to
- **Question**: Is there any way to select which specific error codes that are being disputed, or only the error type (which include multiple error codes)?
    - Beth: We were planning to leave the selection to the error type level. That information can be added to the Reason for Requesting Review field

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- **Question**: Could we add the CRID name in the future wherever there is a CRID number?
  - Beth notes this as a possible future enhancement
- **Question**: Could we pre-populate the contact information fields with VAE info?
  - Beth notes this as a possible future enhancement
- **Question:** Can mailers attach files to the review request?
  - No, not until USPS contacts the mailer can the mailer provide their supporting information
- **Question:** Are all of the errors that caused extra fees included in the report, or only the errors that came after threshold was exceeded?
  - Beth: In the MicroStrategy detailed report, all errors are shown regardless of when they were triggered
- **Question:** Is the USPS employee who contacts the mailer during dispute a customer service rep or are they technically knowledgeable about mailer process and terms?
  - USPS rep will be fully informed of terms and issues before call
- Depending on level of detail in Reason For Requesting Review, it is possible that the Postal employee may make a correction without contacting mailer
- The mailer's invoice cannot go into overdue status while USPS is reviewing at mailer's request, it goes into a pending status
- **Question**: Are there only 5 days for the review process?
  - Beth: Target SLA for reviewing the invoice is going to be revised
- **Question:** Does the mailer have 3 days to pay the invoice after a dispute is resolved?
  - Beth: That timeline will not change with this invoicing workflow

Mailer VAE Payment Workflow

- If mailer agrees with invoice and agrees to pay the full amount, they select a Location, an Amount and can pay across multiple permits or just one permit at a time
- To confirm/submit the payment flow, the total amount due must be distributed across the selected permits
- **Question**: If a mailer owes $5000 in bills but wants to dispute 1000, how much of the invoice will be due within standard window?
  - Beth: The entire invoice will put into a review status. It will not be broken down into disputed vs. non-disputed
- **Question:** If the mailer agrees to pay the full amount and successfully hits confirm to initiate the payment, what happens next?

    - Beth: This is a *PostalOne!* adjustment transition. Once the mailer hits confirm the funds are taken from the selected permits
    - This is a mailer controlled and initiated transaction
- **Question**: What is the location field on the payment screen?
    - **Action Item:** Beth to check the location and permit fields on the confirm payment screen
- **Question**: How does a mailer de-select all permits and pay for it themselves?
    - On initial payment screen, mailer adds one Permit at a time to make payments on
- Several mailers voice concerns over the amount of permits that would be in the drop down
    - **Action Item:** Beth will need to check to see what the default sortation of the permit list is
- Linda believes that the permit selection should be defaulted based on the eDoc instead of manually cross-referencing
    - While the USPS could tell which individual pieces have errors against them, we don't want to assume that would necessarily tie back to the paying permit for those pieces
    - The eDoc submitter has the ability to select their own permit when confirming a payment
    - Linda suggested that at least limiting the permit drop down to those permits which had errors on that particular invoice would be helpful
- All of the permits owned by the selected eDoc submitter CRID are currently listed in the drop down plus any permits that they paid postage from in that month
    - **Question**: Could a permit be manually added to the drop down at the request of the mail owner?
        - Beth: That is not a currently supported piece of functionality, but it could be considered for a future enhancement
- There are concerns over giving the eDoc submitter the ability to submit payments without consulting the mail owner
    - Does the Mail Owner get any type of notification in case they disagree?
        - **Action Item:** Beth will need to get confirmation on this point by next week
- **Question:** What if the MSP is not using the Mail Owner's permit?
    - Beth: Then the MSP would need to pay with their own permit and settle with the mail owner's separately
- MTAC 163 is the subgroup of invoicing, which is where these types of questions and concerns can be fully addressed, this conversation should focus more on the fundamental functionality

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- There is a notification on the *PostalOne!* site warning the mailer if there is an overdue invoice. An email is also sent.
- A summary MicroStrategy report is available
    - **Action Item:** Beth to add screenshots to be added to deck to show fuller capabilities of the drill downs for this report

Error Thresholds

- This invoicing is only for the electronic verifications program
- If thresholds are met or exceeded, and invoice is generated 10 days after the end of the calendar month
    - No invoice is generated if the thresholds are not met

Other Questions

- How will this change impact the currently pending balances where the MSP doesn't have insight into what balance is on hand? There could be issues with insufficient funds being available.
    - Understanding the to-be invoicing solution is critical establishing business process with MTAC 163
        - Steve agrees with this approach
- The only people that can look at the Mailer Invoices report are the VAEs. If there is no VAE then the BSA(s) will get notification
- Access levels for VAE? What do the different levels mean?
    - "Access" gives the ability to see reports
    - **Action Item:** Beth to add screenshots of exactly which roles the user can see what

Action Item	Owner	Due Date
Look into Linda's issue about a message pops up and asks that because she is the first person to request access, would she like to become the BSA	Beth Bigelow	26 Sep 2014
Linda Gustason to report her issue to the Help Desk	Linda Gustason	26 Sep 2014

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Action Item	Owner	Due Date
think about additional content that could be added to the email this week and we will revisit the verbiage next week	Sub-group Members	26 Sep 2014
Confirm that the name of the CRID is visible as well as the CRID number	Beth Bigelow	26 Sep 2014
Confirm that undocumented issues are invoiced to the eDoc submitters CIRD	Beth Bigelow	26 Sep 2014
Check and confirm the location of the permit fields on the confirm payment screen	Beth Bigelow	26 Sep 2014
Check to see what the default sortation of the permit list is	Beth Bigelow	26 Sep 2014
Confirm whether or not the Mail Owner gets any type of notification in case they disagree	Beth Bigelow	26 Sep 2014
Add screenshots to the deck that show the fuller capabilities of the drill downs for the Summary MicroStrategy Report (Mailer VAE Payment)	Beth Bigelow	26 Sep 2014
Add screenshots of exactly which roles the user can see what	Beth Bigelow	26 Sep 2014