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|----------------------|--|----------------------|-------------------------|
| <b>Meeting Title</b> | User Group 10- Mail Acceptance and Payment |                      |                         |
| <b>Date</b>          | 9/29/2015                                  | <b>Time</b>          | 10:00 am – 11:00 am EST |
| <b>Location</b>      | WebEx                                      |                      |                         |
| <b>Attendees</b>     |  |                      |                         |
| Heather Dyer         | Dennis Kaylor                              | Lisa Bowes           | Paul Kovelakas          |
| Adam Racine          | Doug Frischmann                            | Lisa Wurman          | Paula Stoskopf          |
| Alice Manack         | DR M                                       | Lynda Hurley         | Rich Domagala           |
| Amanda Paduchik      | George Papadopoulos                        | Maribeth Duff        | Rose Flanagan           |
| Andy Phillips        | Holly Kozlencer                            | Malaki Gravely       | Shannon Marceau         |
| Beth Bigelow         | Jennifer Howard                            | Mark Kolb            | Sherry Burbach          |
| Bob Rosser           | Janine Wicks                               | Mark Rheaume         | Shontese McBride        |
| Catherine Rose       | Jason Desplechin                           | Mark Williams        | Steve Krejcik           |
| Charles Sardina      | Jesse Davidson                             | Meredith Ortiz       | Tom Glassman            |
| Charley Howard       | James Duffy                                | Michael Patterson    | Travis Hayes            |
| Christine Simone     | Jim Morton                                 | Michelle Hilston     | Ty Inman                |
| Daniel Myrum         | John D Thackray                            | Mike Tate            | Verdonna Hudson         |
| Danielle Aleman      | John Whittington                           | Mina Kwon            | Watt Bryan              |
| David Gorham         | Leanne Herman                              | Mitchell A Carpenter |                         |
| David Schillkoski    | Linda Gustason                             | Monica Lundquist     |                         |

\*Attendance was captured at the beginning of the meeting

|                           |   |
|---------------------------|---|
| <b>Purpose of Meeting</b> | To discuss User Group #10 recent updates, issues, and clarification items and address questions or concerns |
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## Topics Discussed

### eInduction EPD Threshold Change Notification (Heather D.)

- The overview of eInduction EPD Threshold Evaluation Methodology was provided
- Mean Error %, St. Deviations, and Thresholds were provided
  - Question #1: when is this being implemented?
    - 90 days – effective December 1<sup>st</sup> for the assessment in January
  - Question #2: Are these negotiable?
    - Further discussion can happen in User Group 3
  - For the Mis-ship errors – need to check if the errors logged from co-located facilities. If they're not from co-located facilities, need to escalate it to the BMS analyst.
  - Concern was raised regarding data problems on the postal service side i.e. scanner procedural issue - Postal service scanning pallets twice and showing up as duplicate barcodes, CRID – showing as undocumented – having to go through the “guilty until proven not-guilty” process
    - Any postal service issues will be backed out to be excluded from assessment. The thresholds that are implemented will not be an automated assessment
    - There are still concerns that it takes up a significant amount of time to determine these errors on the part of the eDoc Submitter

- Will set up a separate discussion with FAST User Group to address the concern around this. Heather to take the **action item** with the list of challenges and concerns. Will coordinate with Lance and Diane to schedule the meeting
- UG 3, 10, and 1 should be on the same page to discuss eInduction, perhaps create a parking lot list of issues

#### Discuss Assessable Metrics Document and Identify Deeper Dive (Heather D.)

- The document is posted on RIBBS and have been sent out as well
- There's has been a lot of work in developing this as part of TT 23
- Will identify the metrics that are more complex to provide live examples
- FS Intelligent Mail – still doing internal testing of the scorecard, have not turned over to industry to start testing yet. Have a few more very small known issues that need to be fixed. Once industry and Postal agree that the data is accurate, will set a date for assessment.
  - Question #3: How do we identify which errors are avoid threshold when there are multiple containers with different number of duplicates?
    - Determined based on the order in which the errors are logged. Errors that are logged later in the month will be over the threshold.
  - The numbers for national average were shared (Beth) – 6,000 participated FS evaluated for compliance
- There are customized thresholds that BMS analyst can set
- Question #4: When will the set thresholds be published?
  - There has been some discussions with Randy Workman on this. Heather to take an **action item** to find out more information.
- Question #5: Regarding issues when the mailer is both the mailer owner and provider – is there any talk about how to resolve the issue?
  - There's a way to flag it in PostalOne – need to call helpdesk and open a ticket to set the flag. Once flagged at the individual CRID, it doesn't have to be re-flagged going forward. For the error that occurred before the flag was set, it can be handled through the dispute process.
  - Dennis K. raised a concern about an issue – a unique situation where his company is both a mail owner and a MSP. - that he has encountered and had been working with Randy Workman on. Dennis to send Heather an email on the issue and Heather will take an **action item** to look into it.
- By/For: The current problem is that we display number of errors, and not pieces when there can be multiple errors on one single piece. However, this is going to change so that threshold is calculated based on the number of pieces with errors, not the number of errors.
  - This change is coming, scheduled for November 15<sup>th</sup>.
  - Question #6: Is there any date for when FS will be assessed?
    - A date has not been set, yet. We'll still go through the process of validating the data with industry and TT 23, and after concurrence, we'll set a date. There will be plenty of notice on it ahead of time.
- Unique barcode:
  - Concerned raised around the issue where a file has to be taken down, then re-uploaded, the postal system does not clear the original file. This shows as duplicate in pieces and containers. The advice was to wait 3 hours before reloading, but it's very time consuming. This is a known issue and being discussed but needs to come to a resolution.
    - There are variety of discussion on how much one should wait between re-uploading statement – take **action item** for deeper discussion for proper way to do reversal –

this is related to ALM 3433 bar code uniqueness fix (set to go in for November) - original duplicate is not being cleared

- ALM 670 - another issue caused by when a job doesn't get fully completed before uploading

Wrap Up

- No other questions or concerns raised aside from Barcode, Uniqueness Reversal, By/For which have been raised in the earlier part of the meeting
- Will continue with Seamless and eInduction

**Action Items**

| # | Accountable Person            | Action Item  | Open Date | Due Date | Status (New, In-Progress, Closed) |
|---|-------------------------------|--|-----------|----------|-----------------------------------|
| 1 | Heather Dyer                  | Set up a separate discussion with FAST User Group to address the concern around issues and errors caused by the postal service side. <ul style="list-style-type: none"> <li>• Will coordinate with Lance and Diane to schedule the meeting</li> <li>• Consolidate a parking lot list of challenges and concerns for the discussion</li> <li>• Ensure UG 1, 3, and 10 are on the same page</li> </ul> | 9/29/15   | 10/12/15 | New                               |
| 2 | Heather Dyer                  | Find out more from Randy Workman when the FS thresholds will be published  | 9/29/15   | 10/12/15 | New                               |
| 3 | Dennis Kaylor<br>Heather Dyer | Dennis to send Heather an email on the unique issue he's been working on. Heather will investigate further once she obtains more details around the situation.   | 9/29/15   | 10/12/15 | New                               |
| 4 | Heather Dyer                  | Set up deeper discussion for proper way to do reversal when loading files –related to ALM 3433 bar code uniqueness fix and ALM 670 - another issue caused by when a job doesn't get fully completed before uploading   | 9/29/15   | 10/12/15 | New                               |