

<b>Meeting Title</b>	User Group 10- Mail Acceptance and Payment		
<b>Date</b>	10/27/2015	<b>Time</b>	10:00 am – 11:00 am EST
<b>Location</b>	WebEx		
<b>Attendees</b>			
Heather Dyer	Barbara Wachholz	Jason Desplechin	Mike Tate
Angelo Anagnostopoulos	Catherine Rose	James Duffy	Monica Lundquist
Angela Dyer	Charley Howard	Dennis Kaylor	Mark Williams
Barbara WACHLOZ	Chip Brown	Jim Morton	Rich Domagala
Anna Klein	Chris Simone	John Nabor	Richard
Alice Manack	Danielle Aleman	Mitchel A Carpenter	Rose Flanagan
Anne Skroch	Debbie Watson	Kurt Ruppel	Sharon Harrison
Annette Rekowski	Denise Revell	Lynda Hurley	Sherry Burbach
Amanda Paduchik	Doug Frischmann	Nancy Garrison	Shontese McBride
Beth Bigelow	David Gorham	Mitchell A Carpenter	Tim Nigbur
Bob Rosser	DR M	Meredith Ortiz	Tom Glassman
Bob Schimek	George Papadopoulos	Mina Kwon	Ty Inman

\*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

### A Quick Announcement (Heather D.)

- Face to face meeting at MTAC on Thursday 19<sup>th</sup>, November at 11 am – 12:30 PM EST in 1P410, a separate invite with WEbex and dial-in number will be made available
- One Time Combined UG 10/UG 3 Meeting - A walkthrough session on the logic behind errors that get logged, assessments in greater details, then session on concern on eInduction and scorecard (to address concerns raised in previous meetings i.e. amount of time it takes to research issues)
  - Encouraged to send a list of concerns/issues you want address to the leadership before the meeting – Charles (Chip) Brown for UG1 MicroStrategy, Angela Dyer for MTAC UG 1. Anyone who's not on UG 3 can have opportunities to join the call. Kerry Hecker sent out– eInduction Deep Dive meeting Nov 4<sup>th</sup> 3pm eastern, but will get rescheduled due to conflicts.

### Mialer Scorecard Update (Heather D.)

- Down to limited number of items in ALM
- Releases Nov 15<sup>th</sup>- primarily focus on existing FS items, move update & eInduction ALM items
- Working through TT23, industry volunteers to look at the scorecard and do testing – officially beginning December 1<sup>st</sup> for correction after the 15<sup>th</sup>. Anyone who's identified for volunteering to test will be contacted to start reviewing the test scripts and plan to move forward
- Release Dec 15<sup>th</sup> – primarily existing items on Seamless tab of the Scorecard. Expected test date – Jan 1<sup>st</sup>. Allowing a couple of weeks to internal test the ALM items, then turning over to industry volunteers.

## Review Full-Service Assessment Examples (Heather D.)

- Question #1 from Sherry: at a recent PCC meeting, it was announced that on April 1 2016, Full Service assessment will begin. What will be the official communication?
  - Answer: the official communication will be sent out soon by MEPT. Look out for upcoming webinars which will be held to officially notify what the plans are going forward.
- Full Service Postage Assessment
  - For any pieces exceeding threshold, FS discount will be removed
  - There's a possibility of one piece with multiple errors logged against it – but Full Service discount will be removed only once per piece. Later errors that are logged will be assessed
  - Error Percentage Determination
    - Question #2 on Uniqueness: if there are two containers that are duplicate – would that count as 2 or 1 error?
      - Answer: First one is logged as a Warning, and then the second one will be an error. If there is a third one, that one will be an error as well.
- Various calculation examples shared using real-life data
  - Calculation Example 1
    - Scorecard – sometimes when you do have errors, but total error percentage is less than 0.01%, so it rounds down to zero %.
    - Question #3: Would this be for non-Seamless mailers or for all?
      - Answer: doesn't distinguish non-Seamless or Seamless. This is for ALL full service -- FS electronic tab of the scorecard.
      - The 11<sup>th</sup> of the following month automated email assessment will go out for eDoc submitter CRID – total additional postage due will be included.
      - Clarification from a question from Steve: if one physical container within logical has an error, all logical pieces will get the discount removed.
  - Calculation Example 2
    - By/For – from the total number of pieces
    - Uniqueness – multiple error codes – automatically removes FS discount from pieces – adjusted for pieces that have multiple error codes so discount is removed once
    - Question #4: How do we validate the system?
      - Answer: you can drill down to the error codes. Look at the barcodes that received the errors in different error codes then you can compare with the total pieces that were assessed.
    - Question #5 from Rose: what happens if Barcode uniqueness falls as same as by/for
      - Answer: we only remove the FS discount one time
  - Calculation Example 3
    - Question #5 from Steve: entry facility – is Full Service validating?
      - Answer: Full Service requires that it has a valid entry facility. FS – service measurements – a critical part for all mail pieces – understanding where it's coming to USPS, so if a valid entry point is not provided, no discount can be applied. The location identified in eDoc must be a valid USPS facility (has to exist on the list of USPS facilities). It's not necessarily validating where it should be entered according to mail direction file.
      - Question #6 from David: if an eDoc doesn't match where the mail should be entered and it gets entered at the wrong location, it wouldn't be an error?
        - Answer: Not for Full Service verification metric. This is JUST verifying you have a valid entry. Doesn't matter if you're on Seamless or eInduction. FS is just ensuring all requirements are

met to receive FS discount. Correctness of facility is a separate verification – either in eInduction if you're participating, or in the Exclusions tab

- Question #7 from Bob: are only the by/for error but still unique Full service IMBs used by USPS Operations for service performance measurements or are they excluded?
  - Answer: I don't think full service errors automatically exclude from SPM. By/For errors does not. The Exclusions tab on mailer Scorecard will show why your mail is not included in the measurement.
- Question #8 from Rich: eInduction show up at wrong facility - does the carrier have the option to take it to the right facility?
  - Answer: You have an option on eInduction – to set a flag to say accept misshipped and pay the difference later. If not flagged, the transportation has to take it back.
  - If you're enrolled in continuous MID, your mail will always be accepted
- Question #9: For multiple errors within a job, then the invoice is generated – is the invoice looking at all of the errors? When it comes time to assess, and if there's a piece with by/for, barcode uniqueness, and MID errors, is there an order of precedence?
  - Answer: In this scenario, the discount is removed once only. Each error assessed on a piece goes into the appropriate metric then contributes to the error percentage. If at the end of the month, if it's over the category threshold, then it'll be assessed. It could contribute to an errors are at error level, not piece level.
- Comment from David: this way, all error information is still provided to correct the problem
- Question #10 from Linda: if it's determined an error (i.e. by/for) is not valid, would the entire invoice be regenerated?
  - Answer: we manually credit it back based on what we see on the backend system, the dollar amount is associated for each metric to determine the credit.
- Question #11 from David: when are we anticipating the letter – where's the larger communication going out?
  - Timeline on any communication on any assessments beginning – will be coming out from MEPT- Pritha's group via webinars.
- Question #12 from Linda:
  - The live examples were very helpful. At some point before we get close to going live – would it be possible to distribute the calculation examples in the invoice, so we can see how the assessment will be shown?
    - Answer: Yes, we can. Will do after Nov 15<sup>th</sup> after testing is complete.
- Question #13 from Bob R.: Also agree that these examples are very helpful. Can we also share some examples of faulty data and what the full dispute & resolution process can look like?
  - Answer: Examples show substantial financial impact to business.
  - Heather: Yes, probably pull one together for the MTAC meeting – a snapshot of scorecard, total number of errors, how it's calculated, and how it shows in the assessment report.

### Wrap-up (Heather D.)

- Question for the group: do we need more FS examples? Or walk through Move Update as it stands in current environment (since it's still pending regulatory approval)? Or eInduction? Or Seamless (will take up multiple meetings)?
  - Response from the group: Would like to see the Move Update and eInduction next.
- eInduction Deep Dive session – as soon as the date is determined, will send out to the group

### **Action Items**

None identified