

<b>Meeting Title</b>	User Group 10- Mail Acceptance and Payment		
<b>Date</b>	11/10/2015	<b>Time</b>	10:00 am – 11:00 am EST
<b>Location</b>	WebEx		
<b>Attendees</b>			
Heather Dyer	Debbie Watson	Linda Gustason	Rich Domagala
Adam Racine	Daniel Myrum	Mark Kolb	Peter Arsenault
Angelo Anagnostopoulos	David Gorham	Mark Rheaume	Rhonda Mitchell
Angela Dyer	Doug Frischmann	Nancy Garrison	Sharon Harrison
Anna Klein	DR M	Meredith Ortiz	Randy Randall
Anne Skroch	Dennis Kaylor	Mina Kwon	Steve Krejcik
Alice Manack	Erv Drewek	Lisa Wurman	Shontese McBride
Annette Rekowski	George Papadopoulos	Maribeth Duff	Travis Hayes
Arlene Zisow	Jason Desplechin	Malaki Gravely	Tom Glassman
Bob Rosser	John Wittington	Mark Williams	Ty Inman
Bob Schimek	James Duffy	Michael Patterson	Vicky
Catherine Rose	John D Thackray	Michelle Hilston	Watt Bryan
Chip Brown	Ken Metroff	Monica Lundquist	
Danielle Aleman	Kurt Ruppel	Paul Kovelakas	

\*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

### Mailer Scorecard Update (Heather D.)

- Patch release this weekend 11/15 (Changes will be implemented for 12/1)
  - Full Service existing ALMs- unlinked copal warnings and errors, spoilage pieces (pieces that are marked as wasted or spoiled), issue with reversing a job and not removing duplicate error, and one of the undocumented fixes
  - By/for and barcode uniqueness for FS will now display number of unique pieces in error
  - SASP issue between 9/29 – 10/29 – failing to import piece level information in some jobs processed in SASP that had impact on some CRIDS. No issues found again since 10/29
    - Because of this, the Oct count can be highly inflated – Helpdesk has the list of CRIDS that were impacted. Send Heather or BMS an email for the list of CRIDS.
  - We'll start our internal testing specific ALMs that have been fixed on 11/15, reaching out to mailers that volunteer to test through the Microstrategy Reporting Subgroup and Task Team 23. Through the month of December continue, and then targeting Jan 1, to announce that there are no more issues.
  - Undocumented fixes– issue with number on scorecard being inflated for logging an undocumented scan that's not attached to an eDoc, on the 3<sup>rd</sup> day check, then and deactivate on 7<sup>th</sup> and 10<sup>th</sup> day.

## Review Move Update Assessment Examples

- Question #1 from David Gorham:
  - Is FRN document published?
    - Answer: Proposed FRN will publish next month (targeting). Thresholds won't change at this point. For any threshold change, it'll go through the same communication process for threshold changes
      - \*\*Action for an outline of the threshold change communication process per request from Steve Krejcek
  - USPS Federal Register Notice published on December 2014 – there was a concern on going through the proper regulatory approval to move forward. The delay is due to internal discussion.
- Publication update: TT23 first go around review- FS section in review currently. Hoping to share the document at next week at MTAC.
- Question #2 from Steve: Concern around some address blocks still containing old address in MLOCR. It reads address block and put correct move routing zip and spray the new address above the clear zone. New address is on the piece but not address block. Is it looking at barcode or address?
  - Answer: Looks at barcode and name of the address block and 11 digit. Don't think it's an issue. \*\*Action for Adam Racine to double-check with NCSC
- Question #3 from Sharon: Does USPS backdate input of an update of Change of Address?
  - Logs both move date and effective date. We use the later date of the two.
- Question #4 from Peter Arsenault – Total Move Update eligible pieces is not displayed?
  - Answer: Not displayed on the scorecard due to exclusions
- Electronic verification tab, drill down to Move Update errors, filter warning – error code 6002 – show undeliverable due to address, not due to change of address.
- Question #5 from Steve: the monthly trending report for move update for Dec 2014 – April 2015 shows it went up 300% but we do same mail every day. Is USPS changing something in the background? Will this stabilize before billing starts?
  - Changes were made until March/April time frame, but anything after that should've been stabilized. If you are seeing big spikes after that, please send an example to Heather
    - Mail quality group – eDoc submitter – monthly trending report – will send the example to Heather
    - List of fixes up to April
      - Periodical mailer jobs – issues with importing
      - Included periodicals, excluded legal restraint mailers for move updates (2/9)
      - Basic jobs with Seamless – eDoc submitter CRIDS – piece information
    - Concern raised from Sharon: Move Update issues - it's a lot of work to dig in and look at the root causes of the issues.
      - Move Update volume % could be thrown off in Oct with issue with importing piece level data. Suggest waiting until Full Service testing after the 15<sup>th</sup>. Everything is fairly stable except piece range and everything should be by Dec 1<sup>st</sup>.

## Undocumented Concerns

- More mailers wanting to go “live” on Seamless once the moratorium is lifted. We have discussed some scenarios and environments for undocumented solutions but did not fully flesh out or implemented. Undocumented is still an outstanding issue that we want to understand, especially as it relates to postage assessment from Seamless environment. We need to go through the existing issues and talk about environments assuming the release on 11/15 and testing will be successful, and next release with Seamless testing will prove out.

- Opportunity to spend time face-to-face next week with group and share the process for undocumented assessment and go through examples. Also discuss the problems, and solutions we need to start building to address those problems.
- We have 11/15 fix for undocumented, 12/13 and 1/3 for other remaining Seamless issues. Once we can validate that system is up and running, we want to open up Seamless again. Not every mailer is over the threshold, so it would be great to share with the group, if anyone who has best practice on what you're doing for undocumented.
- Angela and James have been tasked with validating the count of undocumented.
- We have removed the minimum piece count in a mailing as far as uploading eDoc.
- USPS wants to understand the challenges-- If you know the barcodes, what challenges are you facing to get back into eDoc? What are common issues for undocumented?
- Question #6 from Sharon: is USPS going to address the metered mail approach? Or is it going to be pushed for mailers to manually figure out?
  - A situation where a lot of FCM that have a lot of metered mail creates a risk. It's been a known problem.
  - Heather: BMS analyst can help. It could be different for every seamless mailer. If you don't have the capability to put the pieces back into eDoc, we're taking an active role to validate those together and spend time identifying the process.
  - Angela: our group has been proactively working with groups on Seamless parallel. The situations they're facing, it's fallen out of presort, so they have other options looking into software that are already available. Right now we're validating on a monthly basis.
- Heather: Encourage anyone who has low undocumented % to share how to account for those pieces in eDoc. If you have software and report that can be validated by BMS, perhaps that's the solution.
- Question to Sharon: Of the discussions and proposed alternatives, did you have any that can be least burdensome?
  - Sharon: analysis – we proposed we can provide reporting that can be periodically compared and validated, but didn't see the value in continuing after a few months. Then we felt there should be an adjustment in the Scorecard for whatever mailer type was, and that's part of the process.
  - Randy: validation process for USPS to do that was excessive so we have not been able to come up with good process.
- \*\*Action for Heather/Angela to share next week about the Metered solution. Dial-in for webex is set up. \*\*Action for Leaders - make sure the group has the webex info.
- Comment from Sharon: Allstate had a significant concern around metered approach – they represent a specific mailer type and solution need.
- Mark Kolb: co-minglers – we're using a process to use an offline service to capture barcodes and cross reference with undocumented to show where undocumented came from and whether reported undocumented were created or not. Also figure out to see if we're responsible or not. The process is getting created currently at our facility. May or may not work for some mail types.
- Bob: IMb assignment as a third party, the challenge there is you may not be able to know what the end mail owner is doing with the pieces. That's some of the concerns that are falling out for BMS analyst analyzing undocumented. Another outstanding issue – was it assigned by the third party company and provided in the first place?
- Mark Kolb: co-minglers point of view - we built a server for primary and secondary barcode collection. If we see a barcode and it's not utilized, we would still put it in the server, and marry it to the eDoc.
- Bob: will share how the current assessment process is designed for Undocumented next week.

- Heather: if anyone didn't want to speak up on the call today, but have specific undocumented concerns to include in the discussion; please send them to the group leaders and your BMS analyst. Angela and I will review and share those examples.
- Ken Metroff: State Farm – the biggest pain is distinguishing “what’s a postal problem” vs. “what’s our problem”. Those are the things we spend a lot of resources figuring out only to find out it’s a software upgrade and known problem on USPS.
- Question #7 from Mark K.: Even if you are below the threshold but you know you still have undocumented, it’s expected to be paid -- How is this determined?
- Question #8 from Sharon: At previous MTAC – issue with undocumented related to presort use – some issue with USPS not recognizing the correct IMb on the piece -- was this problem solved?
  - Wellsfargo brought it up – address block issue
  - IT would be helpful to have the face-to-face issue addressed before the MTAC.

### Action Items

#	Accountable Person	Action Item	Open Date	Due Date	Status (New, In-Progress, Closed)
1	Heather Dyer	Share an outline of the threshold change communication process	11/10/15	11/23/15	New
2	Adam Racine	Double check with NCSC on the concern raised from Steve around some address blocks still containing old address in MLOCR (see meeting notes above for details)	11/10/15	11/23/15	New
3	Heather Dyer, Angela Dyer	Share next week at MTAC about the Metered solution.	11/10/15	11/23/15	New
4	Heather D, Bob R, James D.	Ensure the group has the webex info for next week’s MTAC	11/10/15	11/16/15	New