

<b>Meeting Title</b>	User Group 10- Mail Entry and Payment (MTAC Face-to-Face Meeting)		
<b>Date</b>	11/19/2015	<b>Time</b>	11:00am – 12:30 pm EST
<b>Location</b>	USPS Headquarters		

<b>Purpose of Meeting</b>	To discuss User Group #10 Seamless Acceptance concerns on undocumented
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## Topics Discussed

### Seamless Acceptance Overview:

- Mailers are initiated into Seamless through the Seamless Parallel process
- Mailers must do the following to transition into Seamless Acceptance
  - Meet eDoc and barcoding requirements
  - Achieve verification thresholds
  - Work with BME to transition
- Currently trying to work on the undocumented problems the mailers are having to get them onboard Seamless

### Benefits to Seamless: (Reviewed slide 4 in deck)

### Undocumented Issues:

- Error logged using the FS IMD cannot link to eDoc.
- MPE processing could not be associated to any eDoc submitted by any eDoc Submitter over the past 45 days
- Threshold: 0.3%, postage rate calculated by average rate by mail class by mail submitter
- Causes of undocumented:
  - Barcoded mail pieces are not included for single piece volume, miscellaneous statements, 3606, and other scenarios. No eDoc records for the scans to associate to as they are received, resulting in undocumented pieces.
    - **Resolution:** Any mail piece with a barcode must be included in eDoc in order to prevent them from being identified as undocumented.
  - If the eDoc for a piece is imported 10 or more days after the scan occurs due to operational timing issues, these scans will not be associated to any eDoc records and will be identified as undocumented.
    - **Resolution:** A process has been implemented as part of the reconciliation performed by BMS/BME personnel at the end of the mailing month to associate late-imported jobs to pieces that are already outside of the association window.
  - Manual environment: If auto-finalization is not successful, a USPS acceptance employee must manually finalize the job. If the job is not finalized, there will be no eDoc records for the scans to associate to within SASP.
    - **Resolution:** if eDoc is not finalized, Acceptance employees will manually finalize it in order to be imported into SASP.

- Wasted pieces: After being damaged during the production process, some pieces are identified as wasted in their original eDoc. However, these pieces are then mailed at a later date without being included in a new eDoc, resulting in undocumented pieces.
  - **Resolution:** Any pieces that were originally identified as wasted must be resubmitted in a new eDoc before being mailed.
- Multiple Barcode Mail: Pieces with multiple barcodes
  - MIDs: we are getting both scans in the order that's coming in
  - Garrett: there's a discussion, allowing to provide both barcodes in the eDoc, address barcodes + piece barcode) seems to be a viable solution
    - Inside an eDoc, can see primary and secondary barcodes, showing pre and post
    - Clear zone vs address zone, hence the undocumented
    - You always have a possibility having a piece 2 records
      - Usually the address vs clear zone are unique
    - Is the approach documented?
      - Mark Kolb: We can document in CR but has a ripple effect
        - **Get this documented – Action Item #1**
  - Unless you have the 2 barcodes, you cannot track that this piece is documented
  - The reason that the scanner is not picking up the primary is because there might be a smudge
  - Garrett: Is this the necessary solution for multiple barcodes? Seems to be consensus
    - Mark Kolb: Long term- build what we need for the server. Short term solution- provide all the issues and causes for these problems to show proof.
  - Garrett: as the next step, we need to deep dive into this and come up with a proposal
    - Action Item: Have a vetting discussion in the next meeting Add this as a topic as the agenda at the next UG10 Meeting
  - **Brian will have something to Garrett, a week from Monday 11/23 about this pilot program – Action Item #2 by 11/30**
- 93 barcodes
  - Mail piece losing visibility once the 93 is sprayed on
  - We are reading the barcode including the 93, but that's not on the eDoc, hence undocumented
  - Effective 1/3/2016, the new logic will fix the 93 problem. It will match to the original barcode (without the 93)
- High Scan Counts: mail with unusual high scan count, over 10 scans (Investigating)
- Loop Mail: loops outside of the 45day barcode uniqueness period (Investigating)

Undocumented Process: Seamless Parallel Phase (Slides 9-11)

- The BMS will work with the customers that truly wants to move to Seamless and want to fix undocumented issues
  - Work with select mailers:
    - Short term: get a process started
    - Long term: get everything in to eDoc

- Find out why some pieces cannot be included in eDoc and make adjustments
  - Question: If this is undocumented, and cannot be tied to an eDoc, how do you know who owes you postage?
    - What is the MID on piece if it's assigned to 3<sup>rd</sup> party, and has nothing to do with the provider and mailer?
    - Booking ending process
    - Phil Thompson is impacted: he uses the same MID in multiple plants
      - Same issue with ATT
    - Melissa: She know who has the MID, but don't know who is associated with in the eDoc
      - Garrett's response: if you are not supporting the mail piece, we cannot collect postage the only information we have is from the MID
    - Mailer: Besides from the MID, postal have images of the mail pieces and can be used for visibility.
      - Garrett: That will export millions of mail piece images
    - Problem: For anyone who's not already on seamless, the undocumented will be a nightmare. Are we going to be responsible for non-compliance?
      - Garrett: Prior to going to seamless, we wouldn't force you to go on if this was the issue.
    - Develop a process to remove the pieces,
      - Validated that you paid postage for
      - Continue to run through the reconciliation
        - Undocumented tripled
- **Is Seamless really optional?** Postal has tied a lot of benefits in Seamless and has created a lot of anxiety for people. Mailers are worried that Postal will slowly take away benefits if they are not on Seamless
  - The larger, more complex mailers have more difficulty dealing with undocumented
  - Mailers disagree with the statement that Seamless is an optional. They feel forced to go on to Seamless.
- Before moving to Seamless, Postal needs to make sure it's clear and figure out how to deal with MIDS
  - Mark Kolb : that's why we created the server: Hired a full time for Full Service and Seamless to look at scorecards and review server
  - Mail concern: Has it reduced cost in verification? How many plants does Mark have? It requires more overhead for mailers with more plants
    - Has added cost to all mailers for the check of quality and assurance. Mark has 5 plants
    - Garrett: Are you seeing the benefits on seamless?
    - Mark: Going after the future benefits (in order to compete in the industry)
    - IWCO Direct:
      - Difficulty in undocumented
      - Is this something we produced or sent back (AC)?
      - Commercial off the shelf package, we had to use workarounds

- Operations no longer dependent,
  - Have to look at the mailing environment
- Mailer Concern: There needs to be a list of things that the Postal tracks before going to Seamless and Garrett agrees
  - Workflow
  - Scenarios
  - Identify challenges
- Garrett: There are people successfully using Seamless and we need to figure out how to help the others resolve their issues
  - If there's a way to look at the mailing piece dates (submitted one day, rejected,)
  - If there's a different approach when it does not categorize mail piece as undocumented
- Rose: Wants to go Seamless but expresses concern about changing the process internally.
  - She needs to take a person internally making sure looking at the report every day, sending out checks,
  - Getting the pieces 300 days old is hard to track
- Garrett: need some help to push forward with seamless
  - Finding some mailer who are willing to move to Seamless in parallel phase,
  - Postal (BMS) will work with mailer to reduce undocumented, share best practices, solve data related issues
  - Rose: is working with someone right now
  - Mailers to send Angela Dyer if they want to participate
    - Several mailers maybe interested
    - Send emails for participation
    - **Steve Krjcik: suggested calling Pam at Allstate- Action item #3**
  - Bob: expressed several mailers are waiting for things to be fixed, or waiting to show on the scorecard
    - Maybe it needs to be reemphasized the concern for a process
- 2 takeaways from the meeting:
  - Do the deep dive of proposal (putting barcodes in mail.dat)- Multiple barcodes
  - Start looking for people, reporting individual issues, find solutions
- Next meeting is scheduled for 12/1/15