

Meeting Title	User Group 10- Mail Acceptance and Payment		
Date	1/19/2016	Time	10:00 am – 11:00 am EST
Location	WebEx		
Attendees			
Heather Dyer	James Duffy	Alice Manack	Angelo
Bob Rosser	Bob Schimek	Daniel Myrum	Danielle Hobart
Darrell Anthony	David Gorham	David Propst	George Papadopoulos
Angela Dyer	Holly Kozlencer	Jim	Judy Kalus
Ken Metroff	Kurt Ruppel	LeanneHerman	Linda Gustason
Lisa Bowes	Lisa Wurman	Margo Petrachek	Mark Rheaume
Mark Williams	Michelle Hilston	Monica Lundquist	MT
Nancy Garrison	Paul Felber	Paul Kovlakas	Paula Stoskopf
Phil	Pjarsena	Rachel Valenzuela	Rhonda M
Sharon	Steve Krejcik	Debbie Watson	Ty Inman
Susan Pinter	Tom Glassman	Lily Chen	

*Attendance was captured at the beginning of the meeting

Purpose of Meeting	To discuss MTAC updates, and agenda topics for the next UG10 meeting.
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Topics Discussed:

MTAC (Heather Dyer)-

First class:

- Action items from the November session:
 - **IMb Shared mail:** Check with Gary Reblin to ensure IMb Shared Mail will not have an impact or create undocumented pieces. **Answer is no impact.**
 - Undocumented are identified by using the MID in the IMb
 - MIDs for Shared Mail are unique
 - No undocumented piece will be attributed to mail owners or MSPs
 - **Streamlined Mail Entry for Letters and Flats Publication:**
 - Industry feedback period extended to January 23rd 2016
 - We want people to respond to us
 - Met with IdeAlliance and they provided valuable feedback. In the current version, we throw everything into pub. This becomes lengthy.
 - IdeAlliance's request:
 - Break pub into 4 diff overall pub and dive.
 - DMM- Requirements
 - Tech Spec
 - Streamline Publication- policy and process for accepting mail for the different categories
 - CIO Roadmap

- **Question from David Gorham:** is the intent to publish a separate pub?
 - **Answer: Yes**
 - User guide for reporting: looking for feedback on the naming of the documentation
 - Goal is to keep them simple (current name is lengthy)
 - Error codes will be added to appendix (in one spot), instead of including it in different sections of publication,
 - **The CIO Roadmap will retire:** Guide to seamless acceptance, einduction, mail entry roadmap
 - The **CIO roadmap** will provides timeline for key initiatives within the CIO group.
 - **Question from Bob Rosser:** For the new change, in map and assessment, how do you update the pub to educate the industry?
 - **Answer:** Anytime there is a policy change, we do verification, threshold in the assessment amount and allow for a 30 day comment period. Same as the FRN. Then publish the final notice. Then, you have 90 days before the new policy takes place.
- **Mailer Scorecard Enhancement:** showed eInduction tab on the scorecard
 - Show total additional postage due
 - Display Postage Assessment for Seamless on the eDoc Submitter view, the earliest we were going to show this change will be February 1st. (However, we still have fixes going through). Hope to show the change in March. **Confirm enhancement date for automated- Action Item**
 - Full service should be visible now: July 1st
 - **Question from Steve Krejcik:** When will the PAF be implemented?
 - **Answer:** Feb 1st but holding off to March 1st. Technically for seamless mailers, you are getting assessed from sampling (manually). We don't have a date for the automated process yet
- **Enterprise Payment:** Workgroup with Jennifer Howard (Email Heather if anyone is interested in joining this group)
 - Bring the PO boxes online and pull in the BCG and customer registration
 - Multiple PO boxes: getting all boxes consolidated. **If mailers want to participate in this, send Heather and James email**
 - **Send meeting invite out for mailers who want to join the work group - Action Item**
 - Bob Rosser: this is definitely moving in the right direction.
- **By/For 5,000 Piece Exception:**
 - Mail Service Providers (MSPs) that provide mail volume to other MSPs are still required to meet the By/For requirement if the mail volume provided to the second MSP is part of a mailing over 5,000 pieces prepared by the first MSP
 - **Discussion about Nonprofit: Heather will reach out to those who have concerns- Action Item**
 - Want the mail owner info populated in the file for nonprofits
- **eInduction:**

- Mailers who want to do a partial cancellation: not supported by mail.dat, will not pick up the upload
- Have implemented a change to support the partial cancellation for job and container
- Support for partial cancellations added in Jan 3 release
- Resubmit can now start 10min after cancellation (before it was 1hr)
- Improved eInduction errors
- **Automated Assessment:**
 - Internal USPS testing phase I complete, phase II ongoing
 - Limited mailer testing starts this month
 - Have decided some members of industry to start testing with the knowledge that we have remaining issues to be fixed (minor issues, timing issues to bring the drill and summary on 1/31st)
 - Not the official testing: hope to open up to industry to testing on 1/31. **We will inform the industry on testing**
 - eInduction: Sunday fix around calculation of the postage
 - select mailers are looking at the eInduction stuff so we can get the all clear at the end of the month
 - Intent is that new mailers would be using the automated process after 6/1, because they will have a clean Scorecard
 - Mailers on eInduction on a later date for automated process
- **Move Update:**
 - FRN: Jim Wilson: hopefully release it before Pritha's
 - FRN: Pritha: held up right now in discussion
 - Exigency Rollback:
 - Evaluating Q1 results
 - Targeting in April
 - Will have at least 45days notice
 - Price change only
- **A/B testing:**
 - eDoc requirements for A/B Testing will be covered on special session of UG1 on 1/21
 - **Send meeting invite to the group –Action Item**
- **UnDoc Process (James Duffy):**
 - Mailers should have heard from BMS or will be, on Seamless
 - BMS will work with you to look into why you have undoc, and how to validate that process
 - Mailers have volunteered to look into undoc. We are looking at the data, setting test reviews and process.
 - IMB: backup proactive, make sure eDoc, confirm with mailers that the count is accurate, and ensure it is accounted for, periodical audit mailers process to count barcoded pieces not in eDoc.
 - **Question from Steve Krejcik:** Is this the same process with mailers who are underthreshold?
 - We want the process put in place, working with BMS down to zero. Yes, even though if mailers are under threshold, we want a process in place

- Heather: main goal is documentation and we want to see a long term solution getting into eDoc
- **Systems Issues:** How does Seamless Acceptance handle undocumented pieces caused by outages or upload failures?
 - Seamless Language for undoc changed
 - We have the ability to do the manual recap, but won't do this unless there's an outage or upload failure.
 - We have people to do this within 10days
 - Language change: If a file is uploaded outside of 30 days or past the 10th data cannot be recast. A list of job numbers, including piece counts, will be provided to a BMS Analyst by the *PostalOne!* team. The analyst will work with individual mailers to reduce assessment charges (i.e. undocumented). These pieces would not be removed from the Mailer Scorecard or the Postage Assessment report
 - Analyst will work with the mailer
 - Analyst Have all the job info upfront, and reduce the charges,
 - If there's any issues, call Helpdesk and create a ticket
 - In the event sys goes out, say Feb 7, and last 2 days, we hold sys being generated, hold assessment, and send notification about the delay
 - **Question from Linda Gustason:** Any ideas how long this will take until the assessment are caught up?
 - **Answer:** In December, PO! Outage lasted 2 days, the SASP part took longer and it took 2 extra days to catch up. It depends on the time of the outage.
 - Once the outage occurs, we will get an expected date to get caught up and give an anticipated new assessment date
 - **Question from David Gor:** This impedes customer's ability to review, if for some reason, I want to challenge an invoice, can it throw the 10day window in jeopardy for customers? Will this be extended because it takes time to catch up?
 - **Answer:** 10 business day from the time the assessment is generated. So even if the assessment is delayed, you have 10 days after its being generated
- **Start the clock:**
 - 2 changes to improve:
 - Use facility arrived time vs. unload start time
 - Address the impact of delays on multi-Stop appointments
- **ABRM:** Business reply mail, concerns about how long it takes to get ZIP+4 back
 - Delay is due to form not filled out correctly, fields missing from the customer or route adjustment. Then, the automated Zip+4 is locked, causing manual assignment of the ZIP+4,
 - Heather is working with Jim Wilson to develop something that allows you to get to application and fill out the required field. So you are not skipping fields. There will be no wiggle room for missing field when sent to AMS electronically.
- **FS Enhancement 1/31:**
 - **ALM 3630:** The assessment amount will reflect the number of pieces/HUs/containers in error of errors

- **ALM 3694:** Detailed full-service errors are missing in the detailed error report for all but one postage statements in a combined mailing.
 - All errors are included in the mailer scorecard, errors by error type report, and job error type report.
- **ALM 3633:** Mail owner information is missing in the detailed error report and full-service errors are missing on the Mail Owner scorecard when a mailing receives By/For Error 7110 and did not have any Mail Owner information on the mail.dat .mpa file.
- **ALM 3675:** Mail Owner/Mail Preparer scorecard is missing full-service errors for a mailing when the mailing was processed on multiple threads within SASP. These errors will be visible on the eDoc submitter scorecard.
- **ALM 3579:** Postage assessment incorrectly counts partial errors over threshold. The system should only include full errors to determine how many errors exceeded the threshold and should be included in the postage assessment calculation
 - Ex: if you have 10,011 piece/ threshold, if that comes out to 10.75 pieces in error, currently we would be assessing for 11 error but 10 error (assess first full piece not partial piece), assess one extra piece with current)
- **ALM 3711:** Mail Owner scorecard does not include STID and MID errors when the mail owner is identified using a publication number. On the eDoc Submitter scorecard, the Mail Owner will not be displayed at the detailed error level for STID and MID errors when the mail owner was identified using a publication number
 - Rare error
- **Seamless Enhancements**
 - Task Team 23 discussion: important for the mailers to do the testing, have more people digging in to error logins
 - **Question from Sharon:** Is this the official notice to industry that we are ready to validate?
 - **Answer:** Not yet. We will open up to industry the 1st week of February. Currently , we have select mailers pair up 1:1 with BMS
 - **If there are any scorecard errors, send it helpdesk, copy to James and Heather to send it to the correct BMS to get it addressed**
 - **Question from Sharon:** How will we know the official date?
 - Mark Kolb: not heard how we will communicate but mailers have to use the test scripts to test.
 - Heather: we have a meeting this week and we will discuss this. It is most likely that we will announce it in the special UG meetings, Microstrategy user group
 - **Share communication process for official testing date with the group –Action Item**
- **Bob Rosser- Start the clock:** talked about heavily in operations during MTAC
 - In standard class: someone suggested that Linda Malone look into it
 - Extend 24hrs to 72 hrs, during that time frame, breakdown, chance to modify SASP appointment, internal rolling SV- still evolving- Isaac, shared with user group, truck drivers that frequently go to the facility vs not frequently, (process need to be in place

Agenda Topic for Next UG Meeting:

- **Question from Linda Gustason:** Invoice, haven't seen one yet, when we can view something in pre-june/july deadline, so we can start evaluate the FS invoicing?
 - **Heather: meet with the team to discuss this. Check to see if we can show that it is a test. Share this next meeting- Action Item**

- **Evaluate FS Invoicing**
- **Table of Content of the Publication**
- **Talk about the SPM exclusion, visibility, have discussion of what is excluded and why**

#	Accountable Person	Action Item
1	Heather Dyer	Confirm enhancement date for automated (Display Postage Assessment for Seamless on the eDoc Submitter view)
2	Heather Dyer	Send meeting invite out for mailers who want to join the work group with Jennifer Howard (Enterprise Payment/PO Box)
3	Heather Dyer	By/For 5,000 Piece Exception: Reach out to Nonprofit stakeholders who have concerns
4	Heather Dyer	Send invite for UG1 on 1/21
5	Heather Dyer	Share communication process for official testing date (Seamless enhancement) with the group
6	Heather Dyer	Check to see if mailers can start evaluating the FS Invoice before Pre June/July Deadline