

<b>Meeting Title</b>	User Group 10- Mail Entry and Payment		
<b>Date</b>	02/16/2016	<b>Time</b>	10:00am – 11:00 am EST
<b>Location</b>	WebEx		
<b>Attendees</b>			
James Duffy	David Gorham	Monica Lundquist	
Randy Workman	David Propst	Mina Kwon	
Adam Racine	David Schilkoski	Nancy Garrison	
Angela Dyer	Doug Frischmann	Paula Stoskopf	
Angelo Anagnostopoulos	George Papadopoulos	Pete Arsenault	
Anna Klein	Heather Dyer	Rose Flanagan	
Arlene Zisow	Holly Kozlencer	Sebastian Aguiari	
Beth Bigelow	Jamie Freeman	Sharon	
Bob Rosser	Jason Desplechin	Shontese McBride	
Bob Schimek	Jim Morton	Steve Krejcek	
Catherine Rose	John Wittington	Tom Glassman	
Charles Brown	Linda Gustason	Trista Niswander	
Daniel Myrum	Mark Rheaume	Ty Inman	
Danielle Aleman	Mike Tate	Watt Bryan	
Danielle Hobart	Mitchell A Carpenter		

\*Attendance was captured at the beginning of the meeting. Call-in Users who did not identify their names were not captured.

<b>Purpose of Meeting</b>	To provide update on Mailer Scorecard, publication and discuss concerns on undocumented process
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## Topics Discussed

### Undocumented Update (Randy Workman)

- Undocumented Process - the control that USPS takes to identify mail not paid for. Currently, the threshold for Undocumented is set at 0.3%. However, even if you're under the threshold, the analysts will still reach out to you in order to reconcile the number shown as undocumented vs. pieces that are paid, so we can distinguish what is truly not been paid.
- Process from USPS for Undocumented - Barcoded Pieces not in eDoc:
  - For any barcoded pieces that can't be included in eDoc, the USPS and mailer will have a joint process to identify the reasons and piece count
    - Mailer: Document the pieces with IMb that have not been included in eDoc
    - USPS: Validate mailer process to identify barcoded pieces not in eDoc
      - Review sample of physical mailpieces
      - Observe process to count barcoded pieces not in eDoc
      - Confirm mailer provided count is accurate

- USPS has taken a few mailers at random –look at the undocumented mail (operation code and scan pattern), and segment out what types of undocumented there is. The “other” bucket of undocumented represents what’s captured from the nature of mail processing where it is out of control of the mailer as well as postal service.
- Question 1 from David Gorham: Is threshold really 0% then?
  - Randy: That is true for Seamless mailers today
- Question 2 from Sharon: This process encourages the mailers to simply remove IMb and go with the metered option. How does this solve the problem?
  - Randy: We do not want to encourage the removal of IMb. We’re encouraging to the best of your ability, to have all your pieces with IMb in eDoc.
  - Randy: David and Sharon –don’t you at the end of the day, already have the information of how many pieces you ran through the metered machine and # of pieces that went through hard copy postages statements? Can we have that data in a centralized location, so at the end of the month, USPS can do due diligence on reconciling undocumented.
- Is customized threshold going to solve the problem of having to reconcile every month?
  - No
- Question 3 from Randy Randall – how many pieces are we talking about for undocumented?
  - Randy – this is not an audit to the piece level. It’s about how many mail pieces did you have IMb on but not in eDoc, but they were paid for?
- Question 4 from Jaime (call in user 2) – I think we understand what you’re proposing – but from operational stand point, we have to spend significant money. We have to add a whole layer of processes to support the audit. The data is there, but having to stand up to an audit is the expensive part. To us, it doesn’t seem to have the return on investment other than covering us up for the audit.
  - Comment from Dennis Kaylor – we have a lot of small customers, and we had a very high undocumented number, so as the solution, we decided to remove the barcode with no eDoc
- Is this for every class of mail?
  - Yes
- Comment from Dennis Kaylor – anything we put a stamp on or meter on it, and it has barcode, when it’s going through the scan – it’s unfortunate that it doesn’t pick it up as paid.
- Comment from Ty – as a vendor, we created software for users to find missing pieces, and we want to see if USPS can tell us what type of report we need to generate to help win an appeal process.
  - Randy: We’ll take this offline and discuss further \* **Action Item**
- Comment from Bob Rosser – This is very difficult, every single mailing environment is unique and varies day to day, with some analysis, they can tell you that my undocumented is coming from these areas – proposal: why not have the DMU clerk do a sample scan from each of the known areas that will generate undocumented, and then look at scorecard and verify those sample scans (e.g.3606 statement). If we force DMU to do the extra scans, it won’t put the burden on the mailer and we can use the system to verify that known undocumented was paid for.

#### Testing Update (Randy Workman)

- With Task Team 23, we did a “rehearsal” right before Jan 31<sup>st</sup> release, looked at FS and eInduction, where everyone was paired with an analyst and looked at the scorecard. We had no significant findings, no new ALM created.

- We have a sheet; we listed capability factors based on type of mail. As you validate that job, it turns your capability green on your grid. We have a nice database set up, where each mailer can test the job on your scorecard. At the end of this week hopefully, the entire grid can be turned on green.
- Once we get through this and gain the confidence from TT23, next step is opening to the rest of the industry.
  - Bob: Further timeline for Seamless and Move Update?
    - Currently the focus is on FS and eInduction, but the next one planned is Seamless as soon as FS and eInduction are done
  - Steve Krejcik: First Class Mail – We had 5-6 bugs on eInduction that we reported and Diane Smith confirmed them as bugs
    - **\*Action Item** for Randy W to also follow up with Heather.

#### Action Items

- See Action Items in \* in the notes above under **Topics Discussed**