

Meeting Title	User Group 10- Mail Entry and Payment		
Date	03/15/2016	Time	10:00am – 11:00 am EST
Location	WebEx		
Attendees			
James Duffy	Holly Kozlencer	Monica Lundquist	
Randy Workman	Jamie Freeman	Nancy Garrison	
Alice Manack	Janine	Paula Stoskopf	
Angelo Anagnostopoulos	Jim Morton	Pete Arsenault	
Angela Dyer	John	Phil	
Anna Klein	Judy Kalus	Randy Holt	
Arlene Zisow	Kerry Hecker	Randy Randall	
Bob Rosser	Kurt Ruppel	Rhonda	
Bob Schimek	Lisa Wurman	Rich Domagala	
Chip Brown	Lynda	Sharon Harrison	
Daniel Myrum	Linda Gustason	Steve Krejcek	
Danielle Hobart	Lisa Bowes	Susan Pinter	
David Propst	Mike T	Tom Glassman	
Debbie Watson	Mark Kolb	Ty Inman	
Doug Frischmann	Mark Rheume	Watt Bryan	
George Papadoloulos	Michael Patterson		
Heather Dyer	Mina Kwon		

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

Purpose of Meeting	To provide update on Mailer Scorecard, publication and discuss concerns on undocumented process
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Topics Discussed

Undocumented (Randy Workman)

- Shared about the Deep dive that occurred – 31 mailers total, all seamless (currently there are ~90 mailers on Seamless). Made sure multiple sites were represented.
- Objectives for Deep Dive and undocumented exercise
 - Try to determine operational variability
 - Current threshold is set to 0.3%
 - What is the threshold intended to capture? Why do we have it?
 - Mailer is expected to pay for every piece of the mail
 - A few mailers who were slightly over the threshold, number of pieces for undocumented, they didn't feel to go back to do analysis, but they just wanted to pay the bill, which is not the intent, because USPS can't capture loss revenue
 - Because nothing is perfect, we're allowing a buffer – what we considered to fall under is 'operational variability'
 - Root cause of operational variability was discussed (e.g. looping mail)

- There's still the 'unknown' category
- Mailers between the operational variability ceiling and the undocumented threshold will be asked to establish a process for USPS to validate the reasons for undocumented pieces. USPS will work with the mailer to establish a cadence for validation
- Parallel mailers – need to document the undocumented using the Undocumented Reasons Template in order to bucket out the mail to understand 'what are the factors on your side?'
- Parallel mailers will have to demonstrate they have something to assist on understanding where the threshold should be
- Question #1 from Tom Glassman: Pritha was speaking about a reporting threshold, assessment threshold. Is it going to be just one threshold?
 - Randy: Ultimately, the goal would be getting down to one threshold, that's fair across aboard to everyone.
 - Question #2 from David: Is that in the postal service's strategic plan or is that just your answer?
 - Randy: Right now, the book says it's 0.3%, so we're managing it that way, but once we have piloted this and set a better threshold that's statistically set, that's just truly noise, it will be our strategic plan
 - Steve: The variability would be different from mailer to mailer depending on what type of mail they handle
 - Question #3 from Bob: The pilot is right now saying—"what can you document in your known unpaid documented and how can you get close to 0.05%?" This is looking at establishing customized threshold on how close you can get to the number. So after the pilot, what will happen?
 - Randy: We looked at the data, and we definitely saw that 31 sites didn't conform similarly. That's why we're piloting and trying to understand the operation enough to agree with you on what is operational noise. Then, we ask the question, how do we apply the threshold?
 - Bob: we're still not at threshold as to how and when Seamless undocumented assessment charges are assessed. It's to be determined.
 - Randy: yes, right now it's 0.3%. But you may still receive phone calls from the BMS to look into the reason. And if this was found that it was mail that was unpaid for, you'll be asked to pay.
 - Question #4 from Mark Kolb: As we operate today, 0.3% threshold is still active. As we move forward, 0.05% is basically no-call, no-question threshold. So if we're over 0.05% threshold, we still have to put process in place to explain what's undocumented in between 0.05% and 0.3%. But if we don't have explanation, and we think the mail isn't ours to pay for, and we can't get into agreement on what that mail is, then what happens?
 - Randy: It'll be situation by situation—there's going to be a lot of discussion if you don't agree with an invoice. Before we collect the \$, we're going make sure we have the confidence to say that the mail was truly unpaid for and it should be.
 - Mark: Concerned about scenarios where we're not agreeing on – think it's very important in the pilot process on what the appeal process to an invoice we don't agree to can look like.
 - Randy: Agreed

- Question #5 from Steve K: What about the rest of the industry, who just wants to pay the penalty? We had a mailer using our MID-- A mailer who doesn't have the experience for appeal will just pay for the penalty
- Question #6 from Call in User – 8: Same problem over in eInduction-- it's going to be a big challenge. How do we say my system/data is better than yours?
- Sharon Harrison: It's going to come down to image of the piece. Mailer will feel forced to take image of pieces
- Randy: We also have images. It's been discussed at MTAC level to provide images, which we'd like to get to in the future
- Question #7 from Sharon H: USPS is putting a lot of onus to mailers on what the undocumented is. In case that it's determined the fault is on the Postal side, is there a way to refund the expense that was spent for analyzing that turned out to be the Postal side?
 - Randy: There's nothing out there right now at this point in the process, but will take the concern to Pritha.
- Question #8 from Jaime: Can you share about the Seamless parallel data in undocumented pallets and what's been discussed so far? Concerns are raised specifically those using MLOCRs-- if you're in eInduction, then don't need to be in Seamless. If you are in both, one of the eInduction metrics not subject to is undocumented containers – because we do it at the piece level for Seamless. However, in MLOCR, you're working under a logical environment. So in order for eInduction to work properly, all physical pieces have to be correctly mapped back to logical separation—which are prone to issues. At NAPM conference, Pritha stated that if you're a MLOCR mailer and not Seamless, then maybe you don't want to come on to eInduction since there's not a fix for this issue. So if you're on eInduction already and not on Seamless, what should you do? They're being tasked with to do deep dive assessment and go through an expensive process.
 - USPS is currently discussing but don't have answer right now. Working with developers to leverage Seamless Parallel data we collect for undocumented and do a manual cleanse of errors to see if we can make something work, a workaround, until we can fix this on the software, so would suggest putting a hold on going through the expensive process.

Wrap-Up

- DMM Drop Shipment Advisory was briefly mentioned at the end of the call.

Action Items

- No new actions