

MTAC 138 – eInduction Face-to-Face Notes

01.16.2014

Agenda

- Mailer Onboarding Update
- Mailer Management Process
- FAST Helpdesk and Processing Issues
- DSMS Audits
- eInduction Indicator on Pallets
- IM-DAS: Non-SV Solution

Key Discussions

- Attendees:
 - Kelly Lorchick
 - Anna Klein
 - Anne Skroch
 - Annette Rekowski
 - Gary Kisker
 - Joe Bailey
 - John Graham
 - Kathleen Gordee
 - Kurt Hoffman
 - Linda Gustason
 - Melissa Scheidler
 - Monica Lundquist
 - Peter Arsenault
 - Rose Flanagan
 - Sonja Twombly
 - Tom Glassman
 - Toni Kellner
- Onboarding
 - Reviewing customer data for last 30 days to check that eDocs would be accepted and containers set to eInduction status
 - Goal is to avoid getting an 8125 with an eInduction pallet included in the count
- Mailer Management Process
 - When customer exceeds the thresholds they will be contacted
 - Threshold metrics are based on CRID, it is accumulated across the month, but will be monitored throughout the month
 - Will receive a notice on the second week of the month if you are failing to meet a threshold
 - If you are not continuous, you should not be seeing any errors for undocumented containers
- FAST Helpdesk and Processing Issues
 - Reviewing issues to determine if the problem is with the device/system or someone on the dock made a mistake
 - Reviewing the errors before letting customers onboard
 - Ensuring customers know the requirements
 - Still have customers submitting 8125 form with the eInduction pallet
 - We do not want the 8125 when having an eInduction pallet
 - Confuses the driver - often thinking there should be more pallets
- DSMS Audits
 - Make sure there is not an 8125 on the audit list
 - If they get an expected scan and see it on the 8125, we know there is a problem
 - Bill of lading is not required – it is encouraged if you have one to put the appointment number on there, but it is not required for the containers to be accepted
 - We want you to match the pallets to the one appointment
- eInduction Indicator

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- Customers marking the pallets that are eInduction
- Would like a consistent place to mark that the pallets are eInduction
 - Easily tell which pallets are eInduction
- As we transition to this it may be more helpful to mark the exception eInduction pallets and change that later
- For mailer software users there is the ability to mark containers as eInduction on the bottom
- IM-DAS: Non-SV Solution
 - If there is no 8125 then we are identifying that in the appointment information
 - Containers are determined to the “documented” by linking them to an eDoc using the CRID
 - Not looking at the MID due to the problems that were occurring with Seamless
- eInduction Mandate
 - Should be using these whether the mail is FS or not

Questions/Comments

eInduction Mailer Management

- As a service provider, I am using a consolidator. Do I need to go through the onboarding process?
 - eDoc submitters need to be activated, if consolidator is also planning on upgrading containers, they would also need to be activated. Only containers or updates from CRIDs that are included in the filter will be able to make it into eInduction.
- Are the error percentages that are compared against thresholds calculated by CRID? What is the timeframe used to calculate the errors for thresholds?
 - Errors will be displayed by CRID and will be cumulative throughout the month. BMS will contact mailers throughout the month if any metrics are over thresholds until that point.
- Do these metrics/thresholds tie to the mail quality reports?
 - Yes, these metrics are the same as displayed in the mail quality reports.
- Is the eInduction EPD validation the same as the Full-Service entry point validation?
 - No, the Full-Service validation only verifies that the entry facility is a valid location. The eInduction EPD validation checks to see if the entry facility is a valid location for the discount claimed.
 - Is there a plan to move the eInduction EPD validation to a Full-Service level to prevent issues happening after the fact?
 - There is no plan to move the validation to eDoc, mailers should use the correct version of the MDF to prevent this from happening.

eInduction Indicator on Pallets

- Mailers agreed that eInduction pallet indicator should be located somewhere in the USPS area
 - Next to Human Readable IMcb
 - Next to “USPS SCAN REQUIRED” above the IMcb

IM-DAS: Non-SV Solution

- Why would they need to input the # containers on 8125?

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- This would only be done when non-eInduction containers are presented with an 8125 (Mixed or 100% Paper appointments)
- Why is zone being performed?
 - Zone validation checks that zone discount was correctly claimed based on actual induction location
 - It looks at the deepest zone discount among all pieces on pallet
 - Compares discount claimed against discount that mail qualified for.
- Which appointment scheduler are you going back to for invoicing?
 - The scheduler who created the appointment
 - Mailers concerned that there might be multiple appointments and then only one appointment that is entered will be charged, even though it might be from different mailers.
 - Group seems to like more the idea of using the MID for invoicing instead of the appointment scheduler.
- When will we be able to associate one time appointments the same way we are able to associate recurring appointments?
 - This will be coming in the July release.

Action Items

- **eInduction Team:** Report back on if documented containers can be linked by MID
- **eInduction Team:** Share proposed location of "eInduction" mark on placard with mailing standards
- **eInduction Team:** Communicate requirement for pallets to container IMcB to Operations