

MTAC 138 - eInduction Meeting Notes

08.29.2013

Agenda

- Update
- Improvements since July implementation
- Container Update Manifest
- PostalOne! Outage
- Contacts to appointments
- Other issues

Key Discussions

- Attendees:
 - Kelly Lorchick - eInduction
 - Jesse Davidson – eInduction
 - Beth Bigelow - eInduction
 - Garrett Hoyt
 - Anthony Frost
 - Lynda Hurley
 - Bob Rosser
 - Joe Bailey
 - Etc.

Update

- Deployment Status:
 - Weekly meeting with Area coordinator and Facility coordinator which started on Aug 12th
 - Weekly task sheet track status
 - All training available in LMS starting this week
 - 5 courses (1 for BME/BMEU and 4 for mail entry)
 - Goal: training completed by Sept. 13th
 - List of contacts for coordinators in facilities will be made incase issues occur

Improvements Since July Implementation

- Major issue: paid containers not showing up as expected
 - Significant number of pallets that were not getting scanned
- 100% of containers since August 15th has passed

Container Update Manifest

- For any issues employee should notify us and we can directly contact the facility and help them
 - Goal to turn this into a helpdesk process, if there's a issue – call this number

PostalOne! Outage

- Localize outage options:
 - Use 8125 hardcopy when outage
 - Have helpdesk ticket provide information to the driver on dispatch and give the driver that ticket number
- Bring up at next MTAC call to expand the conversation and come to a solution

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Other Issues

- Transportation update for one time appointments
 - Not available right now
 - Write CR to get moving with this
- In July, shipping mail.dat content will go to sent content to shipper – won't need process of XML
 - Map this process out.

Conclusion

- Follow up on:
 - PostalOne! Outage
 - Training – multiple containers
 - Future on EPD logic
 - Transportation update and process mapping
- Meet every week for next couple of week instead of bi-weekly

Questions/Comments

- How many pilot customers will go LIVE on Sept. 16?
 - Kelly: 9 facilities will be the ones to go LIVE at first, and on Sept. 16th we will be going national with it
- Where will we be posting the contact list for the coordinators at the facilities? (Kelly)
 - The list will not be posted it will be sent directly to pilot mailers
- One of the major challenges that I see is trying to understand the volume to keep employees fresh to understand. Employees need to get familiar that if there is no paper then its eInduction. (Bob)
- Regarding to the helpdesk ticket option, I feel it will introduce a huge disconnect into the process, how will you be able to communicate this with someone that had to get the container on a truck? (Lynda)
 - Garrett: In your environment, would mail even be released?
 - Lynda: Yes, we have to provide the ticket number to the clerk for them to release mail. It's the standard contingency plan at PostalOne!.
- Is there a way to have a ticket with a Job ID level?
 - FAST helpdesk doesn't get notified of localized level.
- Aren't the shipment dismissed and therefore Lynda wouldn't have to be involved in this?
 - Lynda: Most of them are dismissed but it's not guaranteed.
- How often is this problem occurring?
 - Lynda: It happens every week with PostalOne! Issues, we need an answer with how to deal with them.
 - If its happening all the time, we need to fix the process so it becomes an exception process
- Shouldn't the clerk realize that the ZIP code is at the wrong place?
 - Kelly: On the scanner invoice it is just telling the clerk to accept this ballet. Although they may think that it is odd to have that ZIP code there, most clerks will just accept it anyways because the scanner says to do so.
- How are duplicate and continuous mid handled? The same way? (Kelly)

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- Beth: If something is scanned twice it is a new continuous. In continuous mid, it is uploaded finalized within 10 days and shows up in the invoice as an extra pallet.
- What happens when multiple pallet placards are on a container? The container will be paid for twice and not getting automation discount for the 2nd time.
 - Kelly: The clerk should be able to know what placard should actually be on the pallet.
- Will full service scanners be available on the dock?
 - Kelly: There is a scanner on the dock but it performs different functions than the full service scanner. It collects the information and reports it.
 - Beth: We don't have the full service scanners on dock right now.
- Is the invoicing process for this the same as invoicing for the full service?
 - Kelly: Yes.
- For future entry point discount can you identify where your going to take it in the eDoc claiming?
 - Jesse: There's a failure in the entry level discount.
 - Beth: Discount claiming will not prevent you from finalizing your postage statement.
- Long term objective is to not let you release any containers that are incorrect, however while the errors are happening still we have a warning be displayed.
- After looking over the data, the entry level discount wasn't that big of a deal. Service measurement is a bigger deal. On the pre induction warning, industry says postage might not be final when there is a change of postage amount of change entry.
- On a pallet with tray, are we looking at the tray qualifications or the overall pallet?
 - Sometimes we're allowed to look at the pallet and sometimes not.
 - Beth: Lets look back at this later.
- What should we do with the zone discount? (Kelly)
 - Beth: Treat as mis-shipment or loses drop ship discount.
- Can a T-Update happen even after postage is paid?
 - Beth: Today the update can't happen after postage paid and does not have to be after finalization.

Action Items