

MTAC 138 - eInduction Meeting Notes

10.09.2013

Agenda

- Update
- Other issues

Key Discussions

- Attendees:
 - Kelly Lorchick - eInduction
 - Jesse Davidson – eInduction
 - Anna Klein
 - Annette Rekowski
 - Anthony Frost
 - Bob Schimek
 - Charles Brown
 - Charley Howard
 - Kathleen Gordee
 - Kurt Ruppel
 - Neil Dean
 - Randy Holt
 - Rich Domagala
 - Lisa Bowes
 - Luis Padilla
 - Anne SKroch
 - Beth Lavati
 - Bob Rosser
 - Chris Armstrong
 - Deb Damore
 - Michelle Koman
 - Mike O’Leary
 - Tom Glassman
 - Tony Cheever
 - Anthony Frost

Update

- Total of 1311 appointments
 - 33 had both eInduction and non-eInduction appointments
- Employees accepting PVDS 100% eInduction felt like they were missing something
 - Helpdesk couldn’t understand how to help them, because there was no issues with it
- Majority of calls we received were more process issues
- No pallets were returned
- Duplicate Containers: 47
 - Resulted from scanning the pallets twice and answering the question wrong on the scanner
 - Were identified on the scanner as reject, but nothing was turned away
- Undocumented Containers: 40

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- Not sure what happened with these
- Accepted containers: 6212
 - eInduction: 3391
 - Misshipped: 41
- Sending out a one page job aid to cover the whole process
- Problem with few sites that said they could not locate the job aids
 - Has been resolved
- Calls to Helpdesk have been less than a dozen each day
- Positive feedback received from eInduction inbox last week
 - Employees embracing new process
- eInduction Onboard Checklist
 - Currently under review with BMS
 - Checklist doesn't require approval
 - Used as a check that eDoc submitted correctly and a snapshot of the eInduction guidelines
- Origin site process
 - Need to understand what they are doing with the acceptance/verification portion
 - Customer participating in eInduction need to ensure they have their containers marked accordingly
 - No issues currently with not being able to accept the mail
 - Make sure these employees get trained
- Right now only pilot customers are participating
 - Mid-November will be the national roll out of eInduction to all customers
- PostalOne! Outage
 - For local outages
 - FAST Helpdesk will be able to assist with these

Questions/Comments

- Tom: Can we add additional pilot mailers at the end of October?
 - Kelly: I'll look into that.
- Charley Howard: From the user end, I think eInduction went pretty well.
- Kelly: We didn't anticipate the calls from the Helpdesk with the SV sites regarding paid, non-expected containers.
- Bob Schimek: For sites, that are not drop shipping to Non-SV sites, are they expected to split the pallets so the verification person is looking at one group with 8125 and one without?
 - Kelly: It differs by facility; however the customer wants to present the mail we can look at it that way. We are not expecting the containers to be split up between eInduction and not eInduction.
 - Bob: Are you checking to see if the site I have as eInduction is SV capable?
 - Kelly: No we are not looking to see if the site is SV or non-SV.
 - Bob: That could potentially be a problem.
 - Kelly: At this point, very few customers have appointments set up; we won't see any of that information.
 - Bob: We might want to do a check to see if the entry point itself is SV capable and suggest to customer if they would want to go to another drop off location.

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- Guest: Mailers should do the checks themselves, and not rely on the postal clerk to do it for them.
 - Kelly: Actual verification of the pallet is done randomly. We will work with however the customer is staging the mail.
- Don: We had a problem yesterday at 1 am, the employee wasn't able to scan one of the pallet going to Columbia from Charolette; the driver didn't take it until 4 hours later.
 - Kelly: Individuals are thinking that if they're using an 8125 - nothing is going to change— however, the process on the SV device is changing regardless if the container is eInduction or coming in with an 8125. This is why it's showing up as unexpected – any pallets coming in with an 8125 should come as unexpected.
- Bob Schimek: How many pilot customers are providing us with eInduction?
 - Kelly: There are 4 companies with multiple facilities. There were other pilot customers than were on our orginial list, and there is going to be more added on. A couple non-SV haven't received anything from eInduction yet but they will eventually.
- Bob: When did the pilot program start?
 - Kelly: November of 2011

Action Items