

eInduction MTAC 138 09.17.2014

Agenda

- Roll Call + Meeting Minutes
- eInduction Status
- IMDAS Pilot Status
- Shipment Issue Notification
- Industry Issues List
- Action Items
- Questions

Reference Material: EIN_MTAC138_2014_09_17.pptx; MTAC138_IndustryIssuesList_09162014.xls



MTAC138_2014_09_MTAC138_IndustryIs
17.pptx suesList_09162014.x

Attendees

- Alice Manack
- Andy Phillips
- Andy Taylor
- Annette Rekowski
- Beth Bigelow
- Beth Lavati
- Bob Galaher
- Bob Rosser
- Bob Schimek
- Charley Howard
- Cheryl Overfield
- Chris Sedita
- Craig Howles
- Dave Higgins
- Doug Gamroth
- Eduardo Suarez
- Gary Kisker
- Jack Widener
- Jason Kiefer
- Jeff Graham
- Jesse Davidson
- Jim Strasser
- Joy Franckowiak
- Joyce McGarvy
- Kris Larson
- Kurt Hoffman
- Lloyd Moss
- Lori Snyder
- Lynda Hurley
- Michael Patterson
- Michael Tickle
- Mike Seidel
- Nancy Garrison
- Patricia Pizzutillo
- Peter Arsenault
- Rich Domagala
- Richard Schmidt
- Rob Dorre
- Tom Glassman
- Tony Allighen
- Angelo Anagnostopoulos
- 'John Whittington
- 'Kurt Ruppel
- 'Lisa Bowes'
- 'Phil Thompson'
- 'Rob Fentner'
- 'Steve Colella'
- Andy Moyer
- Anita Pursley
- Anne Skroch
- Braden McCollum
- Gail Breed
- Brian Smith
- Alexis Broadhurst-Ross
- Cathy Irvin
- Danielle Capalite
- Debbie Cooper
- Don Prentice
- David Gorham
- Debbie Cooper
- Ellen Kern
- Anthony Frost
- Grant Dudinsky
- Uni Han-Norton
- Jennifer Howard
- Garrett Hoyt
- Jacqueline Chen
- James Whitcomb
- Judy Arkenau
- Kevin Elkin
- Katherine Murphy
- Ann Klein
- Linda Gustason
- Mark Porter
- Mack Kelsey
- Michele DeGuido
- Michelle Zalewski
- Mike Smith
- Dilip Patel
- Rose Olmsted
- Saline Jiang
- Sean Dick
- Melissa Scheidler
- Dian Smith
- Laurie Staker
- Krejcik Steven
- Tony Cheever
- Sonja Twombly
- Bryan Watt
- Lauren Zalewski
- Arlene Zisow
- Kevin Bray
- Dewitt Crawford
- Shawn Graves
- Lindsay Ewy
- Edward Wanta

Notes

Roll Call + Review Minutes from Previous Meeting

- USPS is running time tests from when clerks cradle the scanners to when the data shows up in Shipping Summary Report in *PostalOne!*. USPS sees the data show up 30 minutes after cradle for Proof of Delivery
- **Q:** Is there a maximum memory on the scanners? Is there any potential to lose data?
 - **A:** There is a maximum. The scanners were designed for carriers to make scans during an 8-hour day and then to make it back to the office to cradle the scanner
 - In the process Kevin made a note that the scanners should be cradled after every delivery so as to speed the process and data uploads
- Items Confirmed Closed
 - Explain how SASP and *PostalOne!* interact
 - Mail.xml test case
 - Schedule webinar with mailers on eInduction reports
 - Provided description of the requirements for the production flow at the plant for non-SV sites from a mailer perspective
 - Share August 2014 release notes with a focus on ORIGIN locale key language

eInduction Status

Notes

- The decline since the end of August results from the most recent release. The release has impacted the percentage of eInduction, which is fewer than 29%. Some of the other issues impacted the number of 100% eInduction appointments. 18.3% of appointments are now 100% eInduction containers.
- The PVDS Scan compliance % by area has dropped to 88%. The biggest impact has been when SV sites are down and USPS can't scan the containers. The scan compliance reports are based on surface visibility sites
- USPS reports process compliance issues the following day (for ex: misshipped). USPS reports back to the sites to make sure that what is reported is truly, for example, non-expected eInduction containers that were accepted, containers that were rejects but should have been accepted, duplicate containers or misshipped containers that were accepted.

IMDAS Pilot Status

- The IMDAS pilot is for the Non-SV sites and it takes away the requirement to link appointments to pallets
- USPS is at 5 sites conducting the pilot, which began this week. The pilot runs until the end of next week
- The full rollout is expected to occur in November

Shipment Issue Notification

- Issues around refused/delayed shipments at entry points due to process compliance
- If the industry is running into eInduction issues, such as sites not accepting shipments, the USPS is asking for the industry to provide specific information to resolve these issues. Please provide:
 - Facility, Appointment #, Description of issue, Date/Time, Status/Resolution
- Timely information will help the USPS improve process compliance and the sooner the information is provided, the sooner the issue will be resolved.
- **Q:** One mailer has many issues that are overnight and not during the day. Is the helpdesk the preferred route for overnight issues?

- **A:** There is no requirement to provide a bill of lading or any document to support eInduction containers. The Postal Service is working with the areas and facilities in the field to reiterate the process. The field has to rely on scanners to accept the scan.
- If a mailer does not get an answer for the FAST helpdesk then the mailer may call individual USPS contacts to get the issues resolved

Industry Issues List

- Issue #1
 - This issue is based around misship at the time of entry.
 - The solution to flag misship accept or not. USPS will open a new issue in regards to data sharing
 - **USPS Action Item:** The industry wants information and data to figure out differences between misship reporting from SV and non SV as the Postal Service starts to collect this information. Mailers want an addition to the weekly/biweekly reporting
- Issue #2
 - In addition to calling the helpdesk mailers can call the eInduction team if they are available
 - This issue is closed and fragments will be kept open and moved to a new issue, like the MicroStrategy Report demonstration. The issue tracking will carry forward to the FAST user group. This WG is for development and the reporting and issues reporting will end up in the FAST user group.
 - **Q:** Is the USPS really being successful in training the field?
 - **A:** Training is provided on an ongoing basis. With the USPS process in place we can close the issues knowing we will continue to work in the field.
 - **Q:** Why would we close the issue?
 - **A:** It is like ongoing issue. We are aware there are some issues with the acceptance sites (whether it's a facility or an employee). The USPS does not see this as an open issue.
 - The industry is concerned that if the USPS closes this item then the issues will not be resolved and will not be visible to upper management.
 - **Q:** Would this issue ever totally be resolved? How long will you keep it open?
 - **A:** From Industry: There are too many refusals happening to close this issue.
 - **Q:** How are we going to measure when it isn't too many refusals? Is there some measurement with the Helpdesk? We should monitor and have a report on the helpdesk calls on this issue.
 - **A:** The Helpdesk does have a daily log. Measuring is a continued process and the USPS relies on mailers for feedback and calls to the helpdesk.
 - **USPS Action Item:** Use the Helpdesk log and files to share with the FAST User Group to track whether or not this issue is being resolved or not
- Issue #3
 - Closed
- Issues #4
 - A contingency plan has been created for local outages. Mailers using Mail.dat are asking to provide a CSM file. Mailers are asked to provide an excel sheet with relevant information (facility, local key, 99M barcode) for the containers in question if they do not use CSM files.
 - **USPS Action:** Write and Finalize Contingency Plan
 - Issue will be closed when we have provided this in the next meeting
- Issue #5
 - Mailer Issues
 - Mailers: This issue should not be closed. It should have a monitor/update status so as to ensure the issue is monitored.

- Mail.XML will be ready for the November release
- **USPS Action Item:** Leave open and propose closing with the November release
- Issue #6
 - **Q:** You say that people are misusing the eInduction flag. What is the reason for misusing it?
 - **A:** Mailers are flagging eInduction when their CRID is not activated. The filter is created so only those active CRIDS will show the Shipping Summary report and scan as accepted.
 - **Q:** Have you talked to the mailers who are actually creating this issue?
 - **A:** Yes USPS has a weekly report and reached out to the mailers creating the issues. Well over 50% have stopped after contact but there are some mailers who have not.
 - **Q:** What, on the industry side, is the issue of leaving the flag? What is it doing to the industry side?
 - **A:** With the flagging it can be harder to move 100% eInduction.
 - Issue 6 is closed
- Issue #7
 - **Q:** IS ALM ID 5055 part of November release?
 - **A:** This ALM ID is for the January release.
 - The logistics provider wouldn't be invoiced at this time. Right now all the invoicing is going to the submitter CRID
 - With our non SV process it will take away the requirement for linking pallets to appointments. If someone will be charged it will be based on misshipped
 - Even if it comes in on the wrong appointment, if it is an eInduction container it will scan as accepted and there will not be an impact. If it is misshipped it will give a warning regardless of what appointment it comes in on.
 - Action: Issue will move over to the other user group. Keep it open with reference to November release.

Open Items

- Provide updated SV site list based on network consolidation
 - Provide draft of eInduction Certification to industry
 - Review and discuss the value of incentive for 100% eInduction
 - For non-SV solution: Confirm if there is no content available in FAST if an error will occur
 - No earlier than August 8 – August 2014 Release
 - Provide a 1-page guide on enabling barcode-content association via eDoc for one-time appointments after CAT testing
 - Explain how data from non-SV sites verification are shown on report
 - Confirm *PostalOne!* data comparison for a paid container
 - Confirm there will be an Excel download option for 3rd party report
 - Provide industry feedback to *PostalOne!* regarding 3rd party report
 - Review feasibility of including error information on Mailer Scorecard around the number of eInduction containers incorrectly included on 8125 counts
 - Review IT system design to ensure that eInduction containers included on 8125 counts will not result in system failure(s)
 - Work with IT Teams to develop date range functionality for Shipping Summary Report
 - Work with SV Team to determine potential impacts of entry point scan information alignment error
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Meeting Summary and Major Outcomes

- Review IMDAS Pilot Status
- Explain Shipment Issue Notification
- Review Issues List Items

Action Items: 9/17 Meeting

| Date Created | Action Item | Task Owner |
|---------------------|--|-------------------|
| 9.17 | Reference #1: Provide Industry with information and data to figure out differences between misship reporting from SV and non SV as the Postal Service starts to collect this information. Mailers want an addition to the weekly/biweekly reporting | USPS |
| 9.17 | Reference #2: Use the Helpdesk log and files to share with the FAST User Group to track whether or not this issue is being resolved or not | USPS |
| 9.17 | Reference #4 Write and finalize Contingency Plan. Issue will be closed when we have provided this in the next meeting | USPS |

Action Items: 9/10 Meeting

| Date Created | Action Item | Task Owner |
|---------------------|---|-------------------|
| 9.10 | USPS to double check if the 48 hours is an SLA | USPS |
| 9.10 | USPS to look into the case of permanently deleting some containers | USPS |
| 9.10 | Industry to provide examples of versions CSM files from Mail.dat | Industry |
| 9.10 | USPS and Industry to revisit verifying payment from a third party standpoint | USPS/Industry |
| 9.10 | Revisit mailers submitting the same remedy ticket versus submitting a new ticket. | USPS/Industry |
| 9.10 | Finalize Issues List for open and close issues | USPS |