

eInduction MTAC 138 09.24.2014

Agenda

- Roll Call + Meeting Minutes
- eInduction Status
- IMDAS Pilot Status
- Driver Responsibilities during Appointments
- Industry Issues List
- Action Items
- Questions
- Appendix
 - Shipment Issue Notification

Reference Material: [EIN_MTAC138_2014_09_24.pptx](#); [MTAC138_IndustryIssuesList_09242014.xls](#)



Open Issues with MTAC138_2014_09_24.pptx
WG#138 - Industry A

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

eInduction Status

- USPS goal was to hit 40%. USPS has had a gradual climb but then a dip due to the *PostalOne!* Release
- **Q:** Is the first chart 100% eInduction?
 - **A:** It is the percent of PVDS containers that are eInduction. There could be one EIN container out of 20 containers
- 10% of USPS PVDS appointments are 100% eInduction
 - Attribute the drop to Mail.XML appointments dropped
- 20% of containers are mixed
- Regarding scan compliance the SV software release was a rolling release to download the software. It rendered the scanners inoperable for at least a day so that is why there was a drop in scan compliance
- USPS process compliance items are daily items the Postal Service sees (ie EIN pallets scanned as duplicate etc)
- USPS had 20 issues in Eastern and Western, constituting a spike from recent weeks
- **Q:** Is the data starting to reflect the Non-SV sites?
 - **A:** The Postal Service is working the data into the daily information now. It will not show up in this chart until the non-SV sites go live. There are two metrics USPS is looking at for non-SV (scan compliance and appointment compliance)
- **Q:** Per the industry, not one location is pushing 90% on scans. Why is the report from a BMA to a mailer different from what USPS is presenting in the slide deck?
 - **A:** This chart in the presentation is limited to SV sites only, and it is only targeted for mailer provided transportation. This report only includes the containers that the Postal Services knows are scanned at the facility (pieces from that container are scanned) that the Postal Service is attributing those scans to.
- **Q:** Why does the USPS have a scan on the pieces?
 - **A:** The Postal Service has pallets reported in documentation, but if USPS did not get a scan nor did not get a piece scan related to that pallet, then the Postal Service cannot confirm the pallet. But if the USPS sees pieces that are scanned (but the pallet is not scanned), USPS knows that the container is scanned
- **Q:** Is the USPS just measuring the “good” sites?
 - **A:** This chart is being sent out to the field to look at the different areas. USPS knows that there are problems out there. There are situations where the USPS gets files for pallets never created.
 - The USPS filters this to make sure that “yes we did get this pallet but we didn’t get this other one”
 - 1) work with our entry facilities to make sure they scan
 - 2) to make sure this is giving us correct information on jobs etc.
- Action: Regarding IMb Full Service mailings, every pallet placard and container is a unique barcode. It will be helpful for the USPS to demonstrate the value of eInduction to all mailers that are Full Service by sharing what USPS’s overall IMb scan rate per facility is and what the scan rate is for eInduction.
 - For the mailer they can trouble shoot if it is data issues, is it a barcode issue etc. by comparing these scan rates.
- **Q:** Would the Industry like to see scan percentages by facility?
 - **A:** Yes. Currently, all these Full Service mailings have unique barcodes. A mailer could compare scan rates on all the EIN pallets versus those that are not. In theory a mailer should be getting a higher scan rate on EIN pallets. It will be a useful statistic.

IMDAS Pilot Status

- The Postal Service started piloting the IMDAS pilot solution for non-SV sites. This is another solution to provide appointment
- The use of the scanner will provide visibility as well as streamline the acceptance of the mail at the dock
- There are 5 pilot sites along with selected DDU entry sites
- For an example, in Charleston a 42 pallet load was offloaded using the normal process. This took one hour and ½
- With the non-SV solution the pilot site completed a 60 pallet offload in 38 minutes from start to finish. It is good for both parties.
- USPS does have things to improve the data flow and the process flow on the dock to be able to expand nationally
- The employees on the dock like the process
- USPS is asking the driver to assist in the process
 - USPS needs to make sure it is not taking mail off that is not intended to be at that site (for misship and entry point discount from the mailer site)
 - There needs to be coordination with the mailers
 - Partner mailers to get drivers on how to get the mail offloaded
- **Q:** Per the industry, the drivers do not know where all the pallets should be.
 - **A:** The Postal Services process guide asks its employees to ask the driver to make sure the drop is properly sequenced
- **Q:** Do they know how many pallets come off?
 - **A:** The driver could not answer any questions in one of the pilot site drops
- The drivers should know how many pallets come off, but they do not know
- **Q:** How would you expect a facility to know when to stop offloading?
 - **A:** they look at the pallet placard
- All the mailers can provide to the driver is the bill of lading and that is all
- **Q:** Regarding mixed loads. Is this helping at all in this non-SV situation? Does using this non SV process help at all?
 - **A:** Yes. If there are 40 to offload (20 EIN and 20 non EIN) then USPS will offload all of them.
- **Q:** Do they still have to match the paperwork?
 - **A:** USPS personnel offload mail, scan the barcodes and if the paperwork covers the number of non barcoded containers then the mail is accepted
 - USPS personnel collect the total number of containers and then the number of containers authorized by the 8125. On the back end the USPS can look at the barcoded containers
 - Any non barcoded containers have to essentially be accounted for 1 for 1

Driver Responsibilities during Appointments

- USPS requires that the drivers let us know how many pallets are coming off and if it is a multi stop load then all the pallets for one location need to be there. USPS personnel cannot sort extensively.
- **Q:** Situation: Mailer has a multi stop load and because of what a mailer is fitting on the load, not everything can be sequenced correctly. What is the Postal Services expectation of the driver in this situation?
 - **A:** USPS cannot speak for every plant, but if it is communicated to personnel then it should not be an issue from the USPS side to find the correct pallets for that location. The USPS has run into some issues that it wanted to bring to the mailers attention. The majority of the loads USPS gets are grouped together by entry point and do have information on the bill of lading as to the total number of pallets and if the shipment is a multi stop load.

Industry Issues List

- Issue #1
 - Closed this issue. Moved misship data to a new issue
 - It will be moved to another work group
- Issue #2
 - Issue tracking going to FAST user group. USPS will share helpdesk daily log and files with the FAST UG
- Issue 3
 - Closed
- Issue 4
 - USPS shared the updated Contingency Plan for local outages.
 - Local outage is where a customer or facility is having trouble getting a mailing file on the dashboard
 - USPS is working with helpdesk to maintain these logs.
 - **Q:** Is the USPS going to publish this plan so the Industry can provide it to their respective customers?
 - **A:** *PostalOne!* Contingency is on RIBBS and the Postal Service will add this updated Contingency Plan.
- Issue 5
 - Kevin: USPS was asked to come to the User Group tomorrow to talk about this one
- Issue 6
 - Closed
- Issue 7
 - Moving out of 138, there will be a follow up
- Issue 8
 - Providing we do not have undocumented pieces USPS will not change for undocumented containers
 - **Q:** Is that also applicable to those Full Service mailers that are only on Seamless Parallel?
 - **A: Action:** USPS to double check on this
- Issue 9
 - USPS opened up a new issue to work towards sharing the logistics CRID rather than the eDoc submitter CRID
- Issue 10
 - From all of the facilities USPS is seeing data from 35-40 minutes at both SV and non SV sites
 - At the non SV sites USPS is somewhat limited because data cannot be wirelessly uploaded like in the SV sites
 - IMDAS captures the data and saves the data until the scanners are cradled. Data is then sent to *PostalOne!*
 - Industry concern: It is great from a mailer owner/ preparer when they know the JOB and have access to *PostalOne!* and can look up the Shipping Summary report. The concern is for the broader supply chain that does not know the Job number and does not have access to *PostalOne!* Mailers want all the (99M's) to be equivalent in real time status.
 - **Q:** Regarding an issue from a mailer about real time status, is this in the *PostalOne!* interface or MicroStrategy?
 - **A:** One does not work at all and the other is not consistent but Phil.
 - **Action:** USPS to have an offline conversation with Phil Thompson related to him not being able to see the same timing in the *PostalOne!* and MicroStrategy reports
- Issue 11
 - No issues
- Issue 12
 - No issues
- Issue 13
 - No issues. Ended issues list here

- Action: Kelly to send out the issues list after this call (14-17) we recommend closing

Open Items

- See slidedeck

Meeting Summary and Major Outcomes

- Meeting minutes, slides and Industry Issues List will be posted to MITTS
- Reviewed and agreed upon the updated Contingency Plan. It will be posted to RIBBS
- Discussed driver responsibilities during appointments
- Reviewed Issues List through Reference #13

Action Items: 9/24 Meeting

<i>Date Created</i>	<i>Action Item</i>	<i>Task Owner</i>
9.24	USPS to look into providing overall IMb scan rate per facility and the scan rate for eInduction	USPS
9.24	Regarding the USPS not charging undocumented containers (provided there are no undocumented pieces), USPS will look to see if this is applicable to those Full Service mailers that are only on Seamless Parallel	USPS
9.24	Kelly to send out the Issues List	USPS
9.24	Contingency Plan to be uploaded into RIBBS	USPS
9.24	Finish reviewing Issues List in next meeting	USPS/Industry
9.24	Offline Conversation with Quad regarding real time status in <i>PostalOne!</i> and MicroStrategy reports	USPS/Quad

Action Items: 9/17 Meeting

<i>Date Created</i>	<i>Action Item</i>	<i>Task Owner</i>
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