MTAC WORK GROUP #161 **October 28, 2013**

Leaders:
Kevin Bray –Business Mail Entry, USPS, Postal Lead
John Whittington, Time Inc., Industry Lead

Attending Members:
Lisa West – Mgr. Address Quality Programs, USPS
Adam Racine – SASP, USPS
Delisa Barr, AT&T, Industry
Lisa Bowes, Intelisent, Industry
Adam Collinson, GrayHair, Industry
Bret Freeman, TC Delivers, Industry
Tom Kaled, Cummings Printing, Industry
Judy Kalus, Pitney Bowes- Trackmymail, Industry
Lina Kelly, Time Customer Service, Industry
Mark Rheaume, AccuZip Inc., Industry
John Starke, Conde Nast, Industry
Charles Arnette, Electronic Consulting, USPS

Agenda:

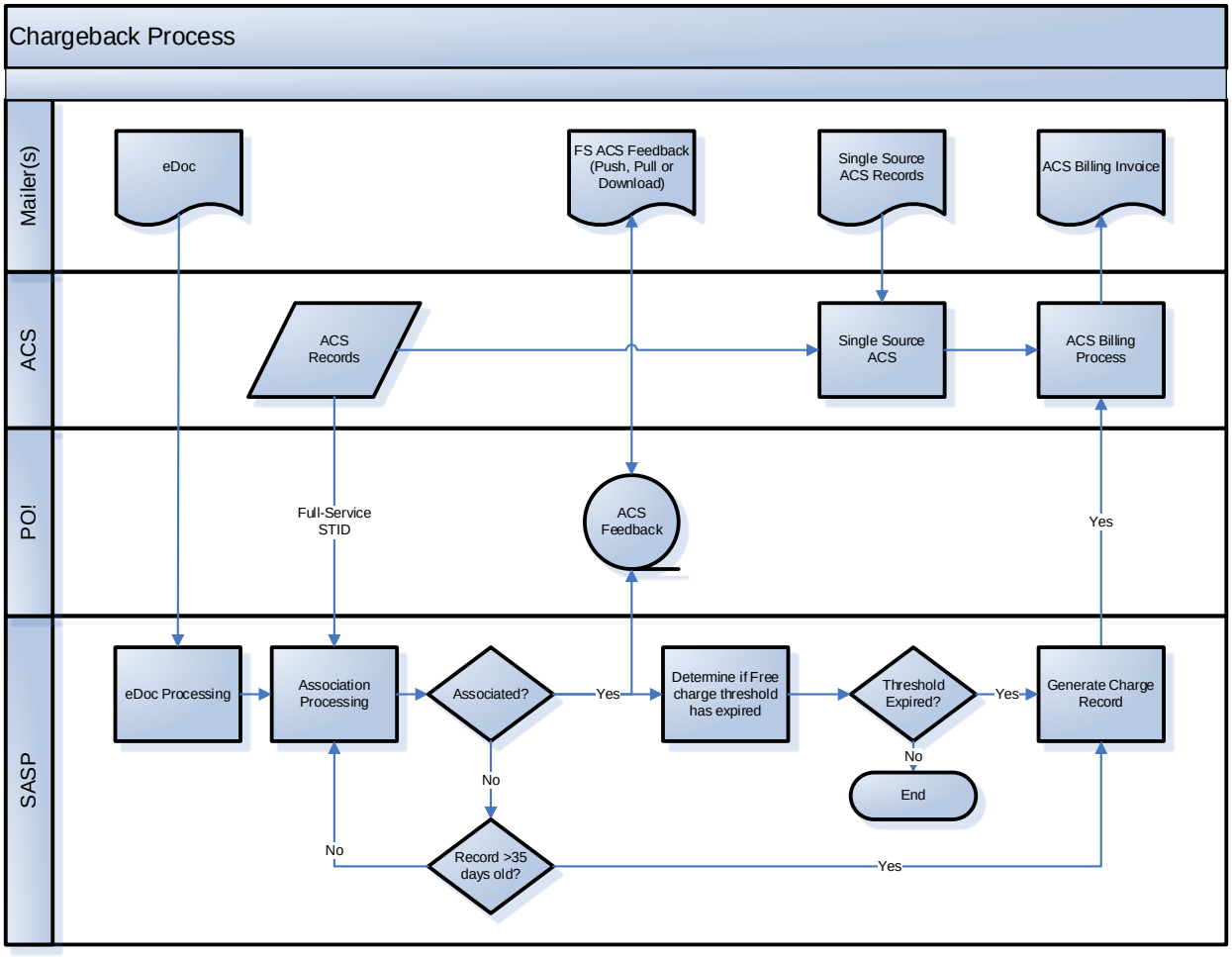
1- **Issue Statement**
2- **ACS Billing Credits**
3- **Chargeback Process Flow**
4- **Chargeback Reasons**
5- **Issues/Next Steps**

Agenda Topics / Discussion Notes:

1. **Issue Statement- Work Group charter and specifically addressed the items within the scope. Introduction of the team members and sharing of the contact information was provided. John Whittington did provide that more industry members may want to join once we started to publish the groups meeting notes. All members agreed that more were welcomed.**

2. **ACS Billing Credits- Lisa West discussed the ACS billing and the credits. The credits were mailed out by 10/28/2013. The credits were provided based on the analysis performed by the SASP group on the records in the database.**

3. **The ACS Chargeback flows were discussed at some length. The flow chart is provided below:**



4. **There are 10 "buckets" that define a reason for an ACS record charge. Adam provided an in-depth description of each for the industry and provided some examples based on his prior analysis. The specific reasons are provided below**

Factors that would lead to Single Source ACS Chargebacks		
REASON	**DEFINITION**	**COMMENTS**
Short IMb	The IMb on the ACS notice is less than 31 digits.	No change. IMb must be 31 characters
Invalid By/For	The Mail Owner was not identified in eDoc.	
Duplicate IMb	The IMb is not unique across all mailings from all eDoc submitters for the past 45 days.	SASP has data for 120 days
Invalid MID	The Mailer ID in the IMb is not registered with the USPS Mailer ID system.	Very few pieces seen in data analysis for ACS. Invalid MID does not seem to be a high contributor. SASP does not associate records with an invalid MID in the barcode.
Non Full-Service	The piece contains a Full Service STID and is not included in a Full Service eDoc.	
Piece/eDoc Mismatch	The IMb in the eDoc does not match the IMb printed on the piece.	
Delayed ACS	The ACS record was received more than 35 days from the postage statement mailing date in eDoc. Will continue to associate for 45 days.	Is 35 days the right metric? Group to provide recommendation
eDoc Failure	eDoc failed to load into SASP and/or PO!.	
Undocumented	The IMb from the ACS record could not be found in any eDoc.	timing again may be a contributor to the Undocumented pieces
Threshold Expired	The ACS records were received after the free charge threshold expired for the mailer to that delivery point.	

a. **The industry requested that we provide a more detailed explanation of the timing associated with the retention of data in SASP.**

5 **Issues/Next Steps closed the meeting. Based on the technical nature of the information and time needed to research, we requested that the members call the PO! Help Desk if specific information needed research. This would allow time for Adam to research and provide specific feedback. The ticket tracking would also be helpful for determining priorities for his staff. The meeting for the group will continue to be 3:00 PM EST each Monday. We may decide to skip dates based on availability of members. This is to be decided each week and messaging to be sent to the group.**

Next steps are to provide more detailed examples of some of the data from John Whittington. The leadership thought that more details with examples of timing for data retention would be helpful to industry representatives.

MTAC meeting is scheduled for November 21st at 08:30. We will have a laptop and projector to share information as well as meet face-to-face with the team members. A WebEX call-in will be provided to those who cannot attend MTAC in person.