

MTAC FAST UG 3

12.10.2014

Action Items

Action Item	Owner	Date Due
1) Follow up on multi stop appointments and whether appointments must be linked and if a mailer has to have Accept_Misship= "Y"	eInduction team; Jesse Davidson	1/07/2014
2) Rich wants more discussion into the appeals process regarding multi stop loads	Jesse Davidson	TBD
3) In regards to how USPS finds the discount level (potentially at a collocated site), Jesse will find a special case and will pull a drop site locale key reference (look into the mapping)	Jesse Davidson	TBD
4) Follow up with Bob Rosser regarding the discussion around small mailers (minimum 2 pallet bundle or, like what is being discussed in WG #163, who gets the assessment)	eInduction team	TBD
5) Pick up on slide 23 next meeting		

Agenda

- Leadership Introduction
- UG 3 Mission Statement
- Overview of FAST UG 3 Topics
- eInduction Warnings & Verifications
- Wrap-up: Questions & Action Items

Reference Material: FAST_UG3_12102014

Attendees

- Lance Bell
- Alvin Serrano
- Alice Manack
- Ammar Zakiullah
- Angelo
- Anna Klein
- Aron Chowanec
- Bill Yusavage
- Carl Schindler
- Charley Howard
- Cheryl Diaz
- Chet King
- Chris Tenny
- Craig Howles
- D Propst
- Danielle Aleman Rojas
- Dave Meyers
- David Glowny
- Deb Williston
- Dennis Kaylor
- DeWitt Crawford
- Diane Smith
- Don
- Doris Cochran
- Doris Norman
- Gail Milton
- Jason Kiefer
- Jesse Davidson
- Joe Jockisch
- John Whittington
- Kelly Lorchick
- Kerry Hecker
- Kevin Bray
- Kim Mauch
- Kurt Ruppel
- Linda Gustason
- Linda Malone
- Lloyd Moss
- Lorrie Damerau
- Lynda Hurley
- Lynn
- Mark Fox
- Mary Beth Ramey
- Melissa Scheidler
- Michelle Zalewski
- Miguel Barriga
- Nancy
- Nancy Garrison
- Paul Giampolo
- Peter Arsenault
- Phil Thompson
- Randy Randall
- Rich Domagala
- Robert Weismiller
- Shaun Nicholson
- Shawn Baldwin
- Sue S

- Tim Svoboda
- Tom Glassman
- Tony Cheever
- Ed Wanta
- Bob Rosser
- Peter Arsenault

Notes

Mission Statement

The mission of the FAST User Group will be to address and resolve issues identified and to define and review improvements in functionality across the FAST system as well as drop ship acceptance issues at the facility level. The FAST User Group scope of focus will include but not be limited to; eInduction, Mail Direction, Facility Acceptance, CSA, FAST Help Desk and FAST system/application. The User Group will create ad hoc subgroups to address specific issues as necessary.

Overview of FAST UG 3 Topics

Topic	Presenter	Date Presented
eInduction	Jesse Davidson, Kelly Lorchick, Kevin Bray, Tom Glassman	12/10 & 1/07
Mail Direction	System Side: Kristina Obeldobel Operational Side: Linda Malone	
CSA	Lance Bell and Nadia Ramel-Barnes	
Facility Acceptance	Linda Malone	
Help Desk Issues	Kevin Bray, Linda Malone, Ed Wanta	
FAST system	Alexis Broadhurst-Ross	

- If you have suggestions for future topics copy the leadership team

eInduction Warnings & Verifications

Background

- There was a request from Tom Glassman to cover eInduction verifications and warnings centered on error codes. A decision was made to push this topic from WG #138 to the first two meetings of User Group 3
- This presentation is current through *PostalOne!* release 40 (Jan 2015)
 - It reflects all changes up to this point but does not reflect changes to *PostalOne!* going forward

Introduction and goal

- The eInduction application both validates mailer eDocs and performs verifications using scan data to provide mailers with visibility into mail quality data

Verification versus warnings

- The application displays verifications and warnings to mailers via *PostalOne!* reporting and the mailer scorecard
- **Warnings:** eDoc Upload or when updated; Still allows container shipment; Advises mailer or logistics provider about containers at risk of failing verification
- **Verifications:** Logged after induction if a container fails a verification; count against mailer's error threshold for the calendar month
- Any Questions? No

Detailed Review of eInduction Verifications and Warnings

- There are 12 verifications and warnings
- There are 4 that are obsolete and covered under other items in the mailer scorecard
- Verifications
 - We will review the 6 verifications today. They show up on the mailer scorecard and eInduction tab
 - Payment (E11P), Undocumented Container (E7P), Duplicate Container (E17P), Misshipped Container (E29), Entry Point Discount (E4P), Zone Discount (E13)
 - The Postal Service recently split payment and undocumented out so there is granularity in the error
 - Prior to Release 40 the Postal Service decided to stop tracking EPD until changes are finalized
- Warnings
 - We will get to them in the next meeting
 - USPS Transported on Appointment (E14), Barcode Uniqueness (E10P), Duplicate Within Appointment (E45P), Entry Facility Warning (E29), Entry Point Discount Warning (E4), Zone Discount Warning (E13)

Payment Verification (E11P)

- The eInduction payment verification checks that the payment status is FIN or FPP for a scanned and inducted container that is matched to an eDoc
- This is only run when a container is matched to an eDoc
- USPS is looking at the postage statement payment status for this container. To pass one wants it to be FIN or FPP on or within 10 days of unload scan date/time
- If the container is not associated to a paid postage statement an error occurs (E11P)
- Timing
 - The verification occurs post- induction (after USPS receives the container)
- Applies To
 - All eInduction Containers
- Exclusions
 - It does exclude container scan records not matched to an eDoc and unload status of “rejected”
- Unless one is a Seamless mailer, the Postal Service would have to finalize postage statements with a manual process; with Seamless it would be automatic
 - Once a mailer indicates the container is ready for USPS processing there is a step needed for finalized postage
 - USPS has seen there are occasions when the mailer took all actions and the container was not finalized, but USPS works to figure these out before the end of the month
- Overlaps: A mailer is not required to do Full Service to do eInduction. If one uses Mail.XML then the line items have to link back
- **Q:** What is FIN and FPP?
 - **A:** Finalized postage statement is the status the postage statement goes into on the dashboard
 - FPP are centralized postage statements for periodical mailers. The statement gets finalized but the payment is not completed until the end of the month. As an interim status it is a CPP eDoc and becomes FPP

Undocumented Container Verification (E7P)

- The eInduction Undocumented Container Verification checks that an eDoc has been submitted for a scanned and inducted container
- To pass, the IMcB from the Container Unload Scan must equal an IMcB listed in an eDoc file submitted before or within 10 days after Unload Scan Date/Time
- Timing
 - All the verifications are all post induction
- Applies to
 - Today (release) only applies to continues MID containers and container inducted at non-SV sites
- Exclusions
 - Anything that is rejected is not verified with this
- It won't end up on the eInduction tables unless it has an "R" or "P" status
- The 5 messages listed (slide 14) are the core messages. A mailer has to get these responses back to ensure the eDoc has been recorded and it is a sign everything has been uploaded correctly
- **Q:** Is there a validation against trays, so if SKID is not, will it show as documented or undocumented?
 - **A:** If a mailer is a seamless mailer (only): you do not get payment done; it will look to seamless to override. There is nothing done off of trays; only container types that map to a pallet
- **Q:** For undocumented containers, will it be indicated in the Seamless tab or eInduction?
 - **A:** If you are Seamless mailer one should look to the Seamless tab (undocumented tab)
 - If mailers are seeing undocumented logged in eInduction the USPS team will look in this
 - USPS is still discussing whether to show errors knowing they will ultimately be attributed to Seamless

Duplicate Container Verification (E17P)

- The eInduction Duplicate Container Verification checks that a scanned and accepted container has not been accepted on a different appointment in the previous 45 days
- This is sometimes referred to as between duplicates
- For verification USPS is looking across all containers scanned
- There are some errors that are pre and post induction
- Timing
 - Post Induction
- Applies to
 - All eInduction containers
- Exclusions
 - Unload Status of "Rejected"
- **Q:** What is the difference between this and the previous one?
 - **A:** This is the same one
 - There are 2 or 3 slides for each of these verifications
- **Q:** Situation: We are showing a duplicate. Given this was a multi stop appointment and the skid comes off, the clerk does not take it off to scan and the container gets scanned at the next facility, will BMS have access to the data so the mailer can dispute?
 - **A:** Yes, for invoicing disputing. USPS would be able to see scan data through the HQ team or BMS to see what is going on

Misshipped Container Verification (E29P)

- The eInduction Misshipped Container Verification checks that a mailer shipped an eInduction container to the correct facility per the active version of the Mail Direction File

- There is an additional misshipped verification that occurs on the SV device
- It checks that a mailer shipped an eInduction container to the correct facility per the active version of the mail direction file
- USPS compares a locale key from the mail direction file (see slide 17)
- Timing
 - Post-Induction
- Applies to
 - Continuous MID containers and containers inducted at non-SV sites
- Exclusions
 - Unload status of “rejected”
 - Reason being ones container is going to be returned to the driver if it is mis-shipped (unless one has Accept_Misship= “Y”)
 - Containers with an Entry Discount of NONE, marked Accept_Misship=“N” in eDoc, container scan records not matched to eDoc, containers unloaded from the wrong stop on a multi-stop appointment
 - USPS only matches container scans to an eDoc
 - If containers are linked to a multi stop and containers are unloaded at the wrong stop, the error for this will be overwritten
- Mailer Inputs and Reference Data (slide 19)
 - There are 4 data elements from the mailer side (Mail Class, Processing Category, Container Destination ZIP, Entry Facility Type)
 - The right most column is the field the Postal Service goes to in the MDF to look for this information to match up and/or pull the right info
 - USPS is using the unload scan date/time
- **Q:** Is USPS just using zip code and processing category, not at the discount the mailer is claiming?
 - **A:** No. USPS is looking at the discounts. The last row on the table gets into the discounts at the container level
- There is a change in the CSM file. Previously it looked at the piece level and tried to sort out if it is at the right facility. Instead, there is a new warning in place that advises mailers that one is claiming the wrong discounts:
 - USPS is just looking at the container level
 - **EDIT:** For Mail.XML Column and Processing Category Row (pg 19) it should read “ContainerInforData/DestinationZIP” in that block
- **Q:** In the situation where a mailer uses collocated, as long as one uses the right code (taking DDU to an SCF) the Postal Service is not checking individuals, the Postal Service is just checking SCF, correct?
 - **A:** Yes.
- **Q:** Does a mailer have to select misship yes if one is a continuous mailer or going to a non-SV site?
 - **A:** No. If one is a continuous mailer (separate from a continuous mail site), not all continuous mid mailers are continuous mail sites: ex: Netflix
 - It is for the other mailers who may want to do that so they check accept mis-ship=Y
- **Q:** In the scenario when one takes a stack to Saint Louis and the site takes everything but the stacks above it to Kansas City. Kansas City then gets it and scans it and it says St. Louis. What do we have to link (containers to appt: do we have to have multi stop appointments linked to that load?) and what do we have to have as accept mis-ship “Y” or “N” to accept it and have it transported back so the mailer is not charged and it is on USPS?

- Clarification: In this case, due to USPS error, St. Louis didn't take a clearly marked pallet, does the Kansas City appointment have to be linked as a multi stop and does a mailer have to have accept mis-ship= "Y" in order for them to take it (or can it be accept mis-ship no)?
 - **A: USPS Action Item:** Jesse Davidson needs to follow
 - It would have to be multi stop with containers linked to that multi stop, and then yes the containers would have to be accept mis-ship= Y
- **Q:** So linking to an appointment on multi stop is not enough?
 - **A:** No. This is intended to prevent mailers from being charged from what is potentially a Postal error
- USPS has always asked the load be prepared sequenced according to the stop. USPS needs to identify the mail at a specific stop and USPS has asked in WG #138 to work with the mailing industry to get this in place
 - The best way is to sequence the mail and to not put them on the same stack unless they are clearly marked
 - Mailer: Normally they are
- **Q:** If the container is linked to the appointment then shouldn't one know how many appointments should be taken off at the dock so when an employee scans the containers they would know?
 - **A:** The number of containers in the FAST appointment is not necessarily what USPS sees on the dock. USPS does not think they are using this as a key feature
- **Q:** Are you banding those?
 - **A:** Not all of those. Mailers band the ones to the facilities that want them banded
- **USPS Action:** Rich wants more discussion. When you get into the appeals process if you get an invoice from USPS, just what is an acceptable appeal? A mailer has to link the appointment to show it is a multi stop load, but what if you cannot do that. Is it enough to say it was just a multi stop load?
 - This needs to be addressed later on

Entry Point Discount Verification (e4P)

- Checks that the claimed entry discount is valid at the actual entry location
- Key things to look at: deepest entry discount claimed for pieces linked to container = the deepest entry discount available at unload scan location
- Timing
 - Post-Induction
- Applies to
 - All eInduction Containers
- Exclusions
 - Unload status of "rejected," containers with an entry discount of NONE, containers marked Accept_Misship = "N" in eDoc, container scan records not matched to eDoc, containers unloaded from the wrong stop on a multi-stop appointment
- Container should not be taken in if it is mis-shipped (slide 21)
- If a container is undocumented it will not have any other errors logged against it
- If a container is mis-shipped USPS will not run EPD verifications against it
- From DDU (greatest discount) to the ASF (least discount)
- This DOES ACCOUNT for Collocated facilities
- **Q:** How do you find that?

- **A:** Given one logs an error and there is a discount claimed. For the discount level (may be collocated) USPS goes into the drop site key (last six characters are the locale key). There is a lead character that pertains to collocated facilities specifically
 - **Q:** So you don't look at carrier route?
 - **A:** No. USPS does not go down to that level
 - **USPS ACTION:** Jesse to find special case here (it goes back to Rich's appeals; Jesse will pull drop site key reference). Look and see if you can see the mapping
 - Are we at a point where we can break?
 - Yes
- Next Meeting: Pick up on Slide 23
- Discuss: Review on the pilot for non-SV and discuss the issue of 1 misship causing a violation of the thresholds which is dissuading smaller mailers from participating

Pilot Update

- USPS is piloting the non-SV scanner process in about 12 facilities. USPS experienced a few technological issues in deployment and is currently working through these (ex: configuration of scanner so USPS can perform mis-ship validations). USPS is going through the sites to ensure the configuration is correct
 - USPS does not want the configuration to be the issue
 - The 12 sites love the process as it is expediting the process
 - It transitioned into...
 - There are limitations: USPS will not have container status available at non SV sites (the mis-ship indicator). USPS is relying on that data as we go forward to tell us how often mis-ship occurs at the Non-SV sites
 - **Q:** What is the Expected roll off date?
 - **A:** It will occur nationally January 26th, we have a software patch for the scanner and told the facilities to set up the scanner
 - USPS wants to tell the mailing industry then they can flag every container as EIN

Small Mailer Threshold

- USPS has set the thresholds for 1% contact and 2% egregious initially. USPS realized that mailers participating now might represent larger mailers and that this might not work with smaller mailers
 - What the USPS does not want to do is set up a threshold that prevents smaller mailers from joining. The eInduction team has had commitment from the VP of MEPT that when mailers on-board, USPS will look at the data for the first 2-3 months to determine if we are seeing more mis-ship or if it is from the Postal side. USPS will give commitment that the assessment won't happen
 - It is about making the process right and setting thresholds based on what is happening in the field. The Postal service needs additional smaller mailers to join to get a better sense of the population. Once this occurs the Postal service will work the thresholds out and present its findings at a future date
 - **Q:** Because the USPS changed the scheduler to eDoc submitter, is the Postal Service looking to change the tolerance to a minimum 2 pallet bundle or will the Postal Service still have to try something else?
 - **A:** USPS needs to look into this. USPS has had some discussions on how we can do that. If you have a suggestion please let us know

- If we want the smaller mailers to join we have to make sure they aren't injured, or like what is being discussed in WG #163, we need to decide who gets the assessment
 - **USPS ACTION:** Follow up with Bob Rosser regarding this discussion around small mailers (minimum 2 pallet bundle or, like what is being discussed in WG #163, who gets the assessment)
 - This meeting will occur twice a month (WED 3PM Eastern). The next meeting will be on January 7th
 - If anybody has question or topics to discuss, send in to use, Phil has had one and it will be addressed
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Wrap-up: Questions & Action Items

Meeting Summary and Major Outcomes

- Introduction to FAST UG 3, its leadership, and its topic scope
- eInduction Warnings & Verifications
 - Verification vs. Warnings
 - Payment Verification
 - Undocumented Container Verification
 - Duplicate Container Verification
 - Misshipped Container Verification
 - Entry Point Discount Verification
- eInduction Pilot Update
- eInduction Small Mailer Threshold

Agenda for next meeting

- Continue eInduction Warnings & Verifications discussion from slide 23
-