

Meeting Details:

Date: 10/29/2013
Location: Telecom

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- Attendance not taken but 12 industry representatives attended the meeting

MEETING NOTES

Nancy Paradice provided an overview of Phase 2a, MTEOR enhancements, and the proposed Inventory Reports

- MTEOR Phase 2a launched on October 7th at the Santa Ana, Indianapolis, and South Jersey P&DCs
 - 130 requests have been made so far and we have received positive feedback
 - Do the people who request MTE from the plant see a different screen?
 - There is a new tab called Plant Request History, but the process does not really change. The only thing that really changes is the method of making requests
 - We also hosted two trainings before the system launched to help Mailers better understand this new application
 - Mailer indicated that they received positive feedback from a facility in Santa Ana
 - We will begin to roll out MTEOR across the nation using a phased approach by Area, beginning with the Pacific Area
 - There will be additional trainings and communications forthcoming
- MTEOR Enhancements – Level of Effort
 - Customer Reports
 - TBD LOE– Will be determined once reports are more defined
 - Messaging Module on Homepage
 - Medium LOE
 - This can possibly be rolled out in January or before
 - Order History
 - 30 Days History– Low LOE
 - This can possibly be rolled out in January
 - 13 Month History – Medium LOE
 - This will be rolled out Mid-Summer
 - Withdrawal
 - High LOE
 - This will probably be rolled out Late-Summer
- We want to make sure that we stay on schedule so we do not want to rush the enhancements
 - Suggested Enhancement – Mailers would like to be able to order 3 months out and look at Order History up to 3 months back. This is especially important as they move into peak season.

- ACTION: Nancy will check into this
- Inventory Reports
 - The Mailers will have the ability to look at all the inventory reports for all of their sites
 - The suggested data points are on listed in the presentation
 - Suggested Enhancement – Allow Mailers to get notifications if delivery truck will be more than a half hour late
 - In Dallas, they had a situation where the truck was late and everyone was gone so there was nobody there to unload it
 - If truck is running late, but is still going to come the Mailers needs to know so someone will be there
 - If it is dispatched at certain time periods, could they get updated arrival times
- Appreciation for feedback

NEXT MEETING

Date: 12/03/2013

Location: Telecom
