

**Entry, Payment, Product Focus Area  
Pre-MTAC Webinar  
Monday, July 11, 2022@1:00 – 2:00 pm**

Facilitators: Dean Davis, Randy Workman & Tom Foti

Attendees: 82

A blue rectangular slide with white text. The text is centered and reads: "Mailers Technical Advisory Committee", "Entry, Payment, Product Focus Area", "Pre-MTAC Webinar", and "July 11, 2022". There are two vertical grey bars on either side of the text. In the bottom right corner, there is the United States Postal Service logo.

**Mailers Technical Advisory Committee  
Entry, Payment, Product  
Focus Area  
Pre-MTAC Webinar  
July 11, 2022**

 UNITED STATES  
POSTAL SERVICE®

## **Agenda**

- 1. Permit Balance Look-up Tool (API) – Foti/Hoyt**
- 2. WG 195: Update on obtaining postage statements via IV. (Project Plan timeline) - Duffy**
- 3. New Task Team 36: eDoc Submission, Data Delegation - Duffy**
- 4. Industry Concerns:**
  - **Promotions Reporting (need additional info from Industry) - Heather**
  - **Undocumented Warning/CAT 14 - Chip**
- 5. Action Items**

Permit Balance Look-up Tool (API) – we are not prepared to take this on at this point (Workman/Foti)

Rose Flanagan – Ask is to use an API for permit balance check itself. (Workman/Foti) take it back and put it for a later answer/discussion (will get with Garrett and his team on this)

Kurt Ruppel – it's very manual – is there any way to automate?

WG 195 – they are working on it, no specific updates currently, there is a timeline that we'll share at MTAC (Tom Foti)

New Task Team 36 – in establishment

Promotions- Heather Lewis needs sample of why (Rose will send to her)

- Tom Foti asked for more detail, score card reports total savings is not correct, contacted USPS about issue.
- Tom Foti- is this product specific or promotions, looking for gaps (Rose stated she will get details from Carol Kliewer and that Steve Krejcik is looking at this too)
- Heather asked how many mailers this issue effects (Rose will follow up with Heather Lewis)
- Undocumented Warning – Chip Brown

### Undocumented Warning/CAT 14

- **Category 14 Undoc is reassigned when a 1:1 MID relationship has been established via eDoc to an eDoc Submitter. Initially deployed January 2022.**
- **Phase I enhancement to the logic occurred on 5/23/2022.**
- **Phase II enhancement to the logic scheduled for 8/28/2022.**
- **Category 14 Undocumented is scheduled to become an assessable error for Seamless eDoc Submitters on January 1, 2023**



Tom Foti – we appreciate all the feedback; we think enhancements were made from the feedback Encourage everyone to continue the feedback sooner rather than later to move forward on adding this after the new year.

## ACTION ITEMS

### Action Items

Undocumented Warning 14 -- possibly a threshold set due to the assignment errors? Is the update for assessments starting? Can we have an discussion at MTAC explaining what this Warning is. In person discussion	Entry, Payment, Product	Scorecard	Previous Pulse Report	July 2022	Update on when to be implemented
Item from 195 Workgroup - is there a project plan which would allow eDoc submitters the ability to obtain their postage statement data via IV as opposed to individually pulling statements down one at a time	Entry, Payment, Product	eDoc ease of access to statement data	Previous Pulse Report	July 2022	Duffy
Item from 195 Workgroup -- request to change a list approximately 10 plus considering updating data delegation. Is there a timeline? Understanding resources are tight.	Entry, Payment, Product	Open Items from 195	Previous Pulse Report	July 2022	Duffy -- need clarity
Certified Mail - challenges still receiving final delivery signatures from the field. Additionally, the Bulk Refund system needs to be updated eliminating the requirement for one at a time disputes.	Entry, Payment, Product	Postalone!	Pulse Call	April 2022	Pepe/Marano

### Certified Mail – Pepe/Marano

- Have committee to address delivery and signature scans
- COVID temp of not signing – changed back 4 months ago
- Bulk upload – can only do 1,000 pcs at a time, disputes can only be done one at a time instead of entire sheet
- Bulk Dispute is the issue – we’ll investigate with Thomas Andrews (Foti)

Promotions reporting: (1) Promotional savings reflected in the Mailers Scorecard does not always tie out to actual savings. (2) Industry would like access to enhanced reporting to track participation in promotions at an aggregate level.	Entry, Payment, Product	Postalone!	Pulse Call	July 2022	Report continues to be incorrect - is there an update on when the report will be accurate?
eDoc submitters are unable to see & verify promotion discounts are properly applied if the postage is being paid by the customers EPS account. eDoc submitters should have/are expected to have (by their client) the ability to confirm the dollars are being correctly applied	Entry, Payment, Product	PostalOne! - Promotions	Pulse Call	July 2022	Duffy
The permit balance look-up tool is very useful for Mail Service Providers; the next step should be creating an API to allow MSPs to create push reports and automate the process. <b>Any updates since April meeting?</b>	Entry, Payment, Product	EPS	Marketing Letters	July 2022	USPS lead: Hoyt
Mailers experiencing sporadic SEU4 error - connection server error - when uploading files to P1 -- 2 mailers have reported the issue continues. Both are working with the PostalOne Help Desk Tier II. Customers who have this error are also incurring hours to prove undocumented pieces. If this error is happening shouldn't undocumented pieces automatically be wiped away.	Entry, Payment, Product	Postal One!		July 2022	Is anyone still experiencing this issue?

### eDoc submitters action item

- James Duffy – not on the call
- Rose – this applies to everyone, when it comes of the clients’ account they are unable to verify it was credited from right promotions
- Tom Foti – we are looking into this as it’s become an issue more industry wide, there is a slide, but he will talk it through with Rose.

- Timing is the issue if it is included or not included

SEU4 error action item

- Randy Workman – is anyone experiencing this issue (Rose, yes – Deb Damore saw it last Friday)
- Tom Foti – we need the specifics from Deb to understand what is happening.
- Rose will send specifics

Good news, actions items are not lengthy - We will ensure they are on the agenda in two weeks (MTAC)

Tom Foti asked that Rose get any items they need talked about to him – Rose had nothing else to add

CHAT BOX:

From Shoshana Grove to Everyone 01:03 PM

Hi dean. Did you say you would send out the recording at the end? And the slides?

From Dean Davis to Everyone 01:04 PM

We'll post to postal pro and Hi Sho!!

From Shoshana Grove to Everyone 01:05 PM

Thank you, Dean! 🌻

From Rose Flanagan to Everyone 01:06 PM

Hi. I believe the ask is to use an API for the permit balance check itself  
(Discussed and USPS will investigate further)

From David Janecek to Everyone 01:12 PM

Folks, when it comes to promotions our ability to get things signed off for Full Color has not gone smoothly for CSG. I can provide more detailed information on to Dean and Heather on specifics - Rose

From David Janecek to Everyone 01:19 PM

CSG has a lot of these instances and would be willing to help on this one. Please reach out to us and we can provide some live samples. We are putting in refunds every month.

From David Janecek to Everyone 01:27 PM

Promotions: When our clients went to put a promotion code there was nothing there. Followed next step to request a code and still don't have it. Still not approved from USPS BSN as of today, ADT is a client example: Just for Heathers information

From Heather Lewis to Everyone 01:27 PM

Got it. David. Thank you

From Kathleen Siviter, NAPM to Everyone 01:28 PM

Can we get an update on the meter requirements changing? Others may be interested in knowing more about that...At the MTAC meeting, not now

(Tom Foti said we'll discuss during MTAC)