

## Entry, Payment and Product Pre-MTAC meeting Jan 10, 2023

Tom Foti – reviewed Agenda

**e-Doc Adoption** - Roshonda Jackson - Pushing to eliminate hard copy statements

End of FY22 ended adoption at 83.5% - Sunset Jan 2024

Weekly training offered - Customer outreach training – EAS Ambassadors at District level

Manager, Business Acceptance Performance – new title

Hard copy cut off Feb 28 – We will not refuse mail during this transition

Bob Shimek – will USPS maintain postage statements? PostalOne continue to generate them or move to receipt files – process won't change from what's done today

Erik Kisgen – certain classes of mail, the receipt is the final statement – will the statements still be available? We stopped printing and round date stamping postage statements years ago – Customers can still go to dashboard and print receipts as they do today

Bob Shimek – 3600. 3541. 3602 – will continue to exist and USPS will maintain those templates – YES

Steve Colella – 3606 – small pieces of FC mail – still round stamped today – will that go away? That's a different process and we're working to automate but it will stay the same for now.

Tom – we will continue to work with customers who haven't converted – Trying to get out of hard copies but also build better relationships with customers  
We'll continue to work through this and address questions as they come

**Special Services** – Sheila Marano

UAA – TT35 – working with Ops to help clerks understand how to set up postage due accounts  
Many training sessions scheduled – also establishing a WG

Parcel Select light weight – to remove UAA – as we work with address validation and flag vacant address or addresses not found – these all add to UAA and will create flags for carriers  
Will remove guest check out and customers will be required to set up an account  
FY23 – customers will be able to order EPS when creating a label on Click N Ship

Certified Mail Improvement – large effort to get scanning up to par and evaluate some process flows from acceptance to delivery

Team meets weekly – Retail, Plan, Delivery, E.A. and Operations

Deep dive into scanning issues and will update all SOPs within the next 6 months

Working with Rose on a specific mailing tracking from start to finish and explore any challenges

Tom – we have a lot of focus on this to improve the product overall throughout the field

Certificate of Mailing – automate the forms

We're creating a survey that will go out asap

Cost, prioritization, and funding. Once identified, we'll map out a schedule

Mark Fallon – how do we get on the list for the survey? We can certainly help

Send email to Sheila Marano

Tom – I think this is the right thing to do but we may need help to push the business case to get this done

Sheila – John Gullo – on the call?? Blast from the Past!!

**Ted-C** - Janine Egloff – Trailing Edge Die-Cut

Remove PCSC approval process effective 2/1/23

Working to finalize requirements and post them by the end of this week

### **Pulse Action Items**

Promotions – James Duffy – will be updated March 12 – CR112

Negative EPS Balances – James – Also in March release – will not suspend until 10 days

Undocumented – Tom – (Chip Brown) Still risks creating the certification process and it may not make it easier – not a priority for us to pursue – Chip – current mailer processes, that is the process – must work with assessment reviewer just on a monthly cadence

Mailpiece images – James – Working with ID – fell through and still investigating how to restore and review images – hope to have another update in a few weeks. Lisa Wurman – not there yet but if mailers struggle to ID undoc – is there any way to see images or confirm they are the same piece? Yes, reach out to USPS with images and it's hit or miss but we might be able to get an image on our side to compare.

Wanda Senne – not just mail pieces but also parcels – James, must defer to PTR, it's a different system that stores images, but we can find out...

SEU4 – James - Have not seen issues since mid-Dec – continuing to investigate

Tom – let us know – every instance helps us learn more

### **Letters**

Chip – IV feeds – working with IV team to modify feed set ups to exclude undoc

Chip – sampling errors – we have some logic already built in to exclude these errors but it's hard to include exclusions in all environments – worked with SASP to ID mailers that have received a PVS strike, and we investigate if sampling was identified incorrectly – Staged and deactivated through SASP.

Vicki – API receive permit balance info – working to identify a solution

## **Flats**

James – child statements – scheduled March 12

Mike Filipski – Form 3526 - CR to ensure postdate 3510 – this will be fixed by next statement of ownership

## **Packages**

Vicki – TEM – available now – if you want to utilize TEM contact Leider Chang

Autocorrection logic – discuss in WG182 – reach out for invite

9/18 DIM language added to release notes – deployed 9/18

Scale tolerance – Kellie P – redoing samples – analysis by end of this week and will review with industry and create a dashboard to continue to investigate and id issues

Incorrect packaging report – mock up report available by MTAC

Tom will work with Rose and Lisa to ensure everything is addressed for MTAC

## **Questions or comments?**

Steve Colella – additional stamp? 40cents – was released last week – the Red Fox  
Didn't see an alert – send something to clients – notice link was added to chat

Eric Kisgen – open new permit, Periodicals – changes name of CRID to name of title of the magazine – they must go back and change names of CRIDs back to company name – Tom – we did hear of this recently – James Duffy – system issue, looking to correct – issue for a few years – not sure what happened in Oct to become a bigger issue – instructed clerks not to change accounts – **still investigating**

MDAs notified? Allan Kramer – getting messages that CRIDs don't match – YES, they were

Glen Swyers – we had project for extension of EPS – connecting EPS to a permit with negative balance or balance other than zero – **still in the works? James Duffy** – if you go negative, we will not suspend for 10 days but we are still working on the other issue

Robert Lindsay – Discussion about converting to tubs from sacks – Mail.dats pre-Jan 2022 vs after? Dale Kennedy – we gave an extension – mail will not be rejected after 22<sup>nd</sup> for 30 days – time for mailers to get up to speed.

Bob Shimek – P1 is not accepting sacks in edoc – Dale – sack pricing is the same so we may need to list sacks temporarily as parcels – **should have an answer by the end of this week – will industry be notified via an Industry Alert? YES**

