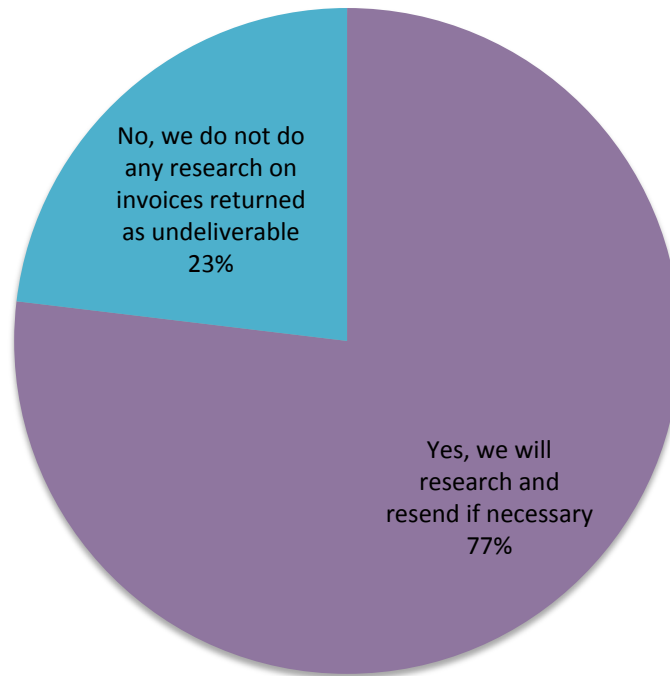


January 2017 QotM (PL Only)

When direct bill invoices are returned as undeliverable, do you do any research to determine whether the address needs to be updated?



Value	Percent	Count
Yes, we will research and resend if necessary	76.9%	10
No, we do not do any research on invoices returned as undeliverable	23.1%	3
	Totals	13