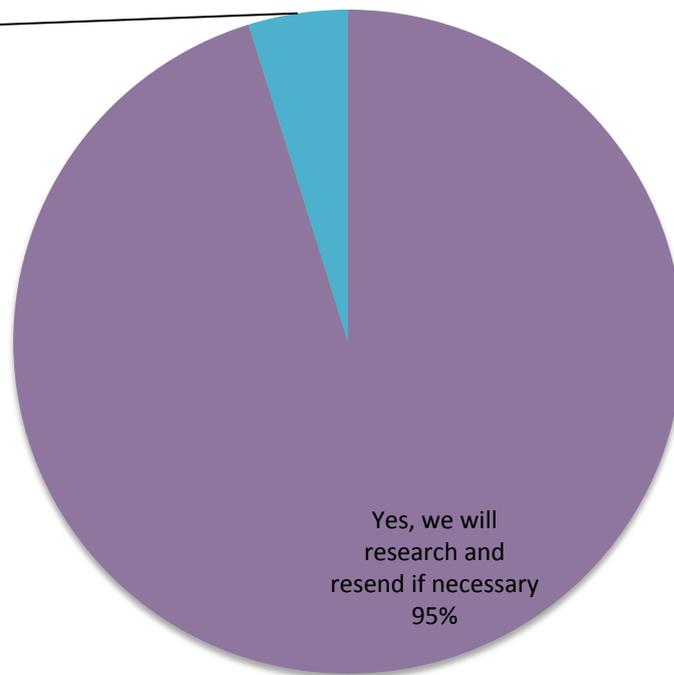


# January 2017 QotM (CL Only)

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

No, we do not do any research on invoices returned as undeliverable  
5%



Yes, we will research and resend if necessary  
95%

Value	Percent	Count
Yes, we will research and resend if necessary	95.2%	20
No, we do not do any research on invoices returned as undeliverable	4.8%	1
	Totals	21