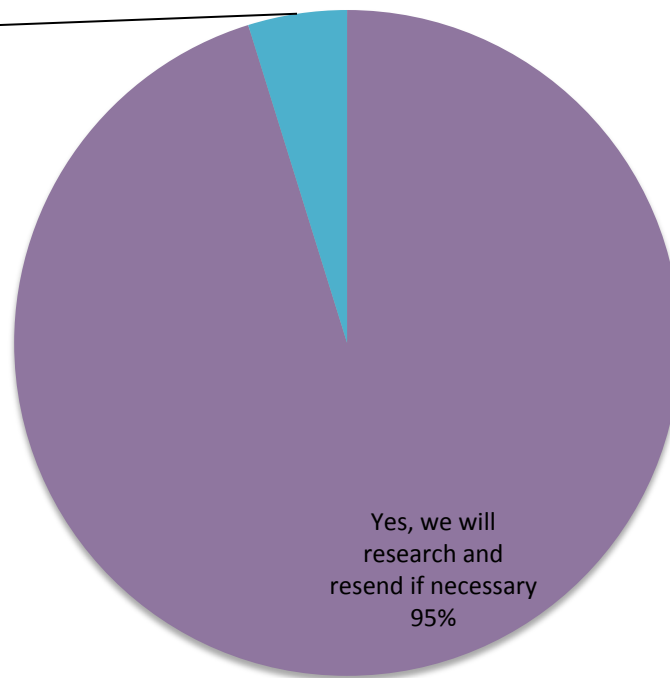


# January 2017 QotM (CL Only)

**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%



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