

***PostalOne!* Help Desk**
Issue Resolution Process

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Overview:

The purpose of this document is to provide clarity to the process of reporting and escalating USPS related technical issues to the *PostalOne!* Help Desk for issue resolution. This document describes a subset of the function(s) of the *PostalOne!* Help Desk to set expectations regarding closure of reported technical issues by USPS customers who use USPS systems.

The *PostalOne!* Help Desk is available by Phone, 1-800-522-9085, or eMail, PostalOne@usps.gov. Hours are 7:00 am – 7:00 pm (Central Time Zone) Mon-Fri. After hour's telephone support is available weeknights, weekends and Federal Holidays by selecting the after hour's option on the phone menu.

Systems that are covered under this process include:

- *PostalOne!* system
- Business Customer Gateway
- Customer Registration
- Mailer ID Tool
- eDoc processing via Mail.dat and Mail.XML
- Seamless Acceptance and Service Performance (SASP)
- Micro Strategy Reports
- Intelligent Mail for Small Business (IMSB)
- Postal Wizard
- Every Door Direct Mail (EDDM)
- Test Environment for Mailers (TEM)

For issues related to specific applications the following service areas should be directly contacted.

<u>Application/Service</u>	<u>Phone #</u>	<u>eMail</u>
IMb Tracing Support	800 238-3150	imbtracing@usps.gov
Package Services Support	877 264-9693	delivery.confirmation@usps.gov
eVS Technical Support	877 264-9693	evs@usps.gov
FAST Support	877 569-6614	fast@usps.gov
MDA Support	855 593-6093	mda@usps.gov
Incentive Program Offices		
• Mobile barcode promotions:		mobilebarcode@usps.gov
• Earn Value Program:		earnedvalue@usps.gov
• Picture Permit		picturepermit@usps.com

Issue Identification:

When a USPS customer identifies a technical related issue with any of the applications listed on the previous page, the *PostalOne!* Help Desk should be contacted. The Help Desk utilizes a tool called Remedy to escalate USPS technical issues. When appropriate the Help Desk escalates issues from the Tier 1 Support, located at the National Customer Support Center (NCSC) in Memphis TN to various Tier 2 support functions located across the USPS infrastructure. When the Help Desk staff is able to resolve the issue with the customer or when the issue is clearly traced to a customer-induced issue, a Remedy ticket is not created.

When the issue is a USPS technical issue that cannot be resolved by the Help Desk staff, a Remedy ticket is created and the issue resides with this ticket and is escalated to the appropriate IT Tier 2 or Tier 3 destination.

When the IT Tier 2/3 team is able to identify an issue on the customer side or identify and resolve an issue on the USPS side, the ticket is reassigned to Tier 1. Tier 1 will notify the customer and ensure the defined issue/resolution is acknowledged by the customer. The Remedy ticket is then closed.

When Tier 2/3 identifies an issue on the USPS side that cannot be readily resolved, the issue is moved from the Remedy tracking tool to the tracking system used by Mail Entry and Payment Technologies (MEPT), the Serena Business Manager system (SBM). SBM captures the Remedy number and is designed to report, monitor defects and enhancements, and other necessary software changes to the applications (Refer to Appendix B). The customer is notified that the resolution will now be tracked in the MEPT tracking system. The Help Desk staff communicates the description provided by Tier 2/3 to ensure the description in SBM addresses the customer's original issue. With concurrence, the Remedy ticket is then closed. If the customer does not respond to the notification within three business days, the Remedy ticket is closed. The software changes to fix the issue are scheduled for a future release, with joint concurrence by the USPS IT and USPS MEPT leadership. All issues submitted into the SBM tool are ranked according to severity e.g., Critical, High, Medium and Low. Selection and scheduling of issues to be fixed in a future release are dependent on the severity ranking of the issue.

A graphic depiction of this process is located in Appendix A, in this document.

When contacting the *PostalOne!* Help Desk by telephone, a Remedy ticket will be created (when appropriate) during or at the immediate conclusion of the telephone call. The ticket number will be communicated to the customer on the phone (when able) and by email once the ticket is created.

When contacting the *PostalOne!* Help Desk by email, Remedy ticket will be created (when appropriate) by the next business day. The ticket number will be communicated to the customer by email once the ticket is created.

Issue Reporting:

When a customer reports an issue to the PostalOne! Help Desk, the customer will be requested to provide certain information to begin the analysis of the issue. Customers are asked to provide the following information when contacting the *PostalOne!* Help Desk to report a USPS technical issue:

- Mail.dat or Mail.XML code base or version
- **Job ID** (The Job ID is the unique key field contained in the Header File, the first eight characters of their mail.dat file.
- **OR Mailing Group ID** (for mail.xml)
- OR **Postage Statement ID** (for Postal Wizard)
- **mail.dat files/mail.xml files** (not presort files, but the exact files that get uploaded to PostalOne!, zipped up)
- **Debug logs, Client files**
- **Screenshot/Excel/Full Text of the error**
- **CRID** (The unique, numeric number that identifies the company and location. For the purposes of troubleshooting, the CRID that is relevant is the one that identifies the entity that submitted the job)
- **Previous Ticket Relevance**
- **Description of what they would like solved** (with emphasis on specificity)
- **User ID** (The User ID is the alphanumeric code created by the user that has requested access to the Business Customer Gateway).

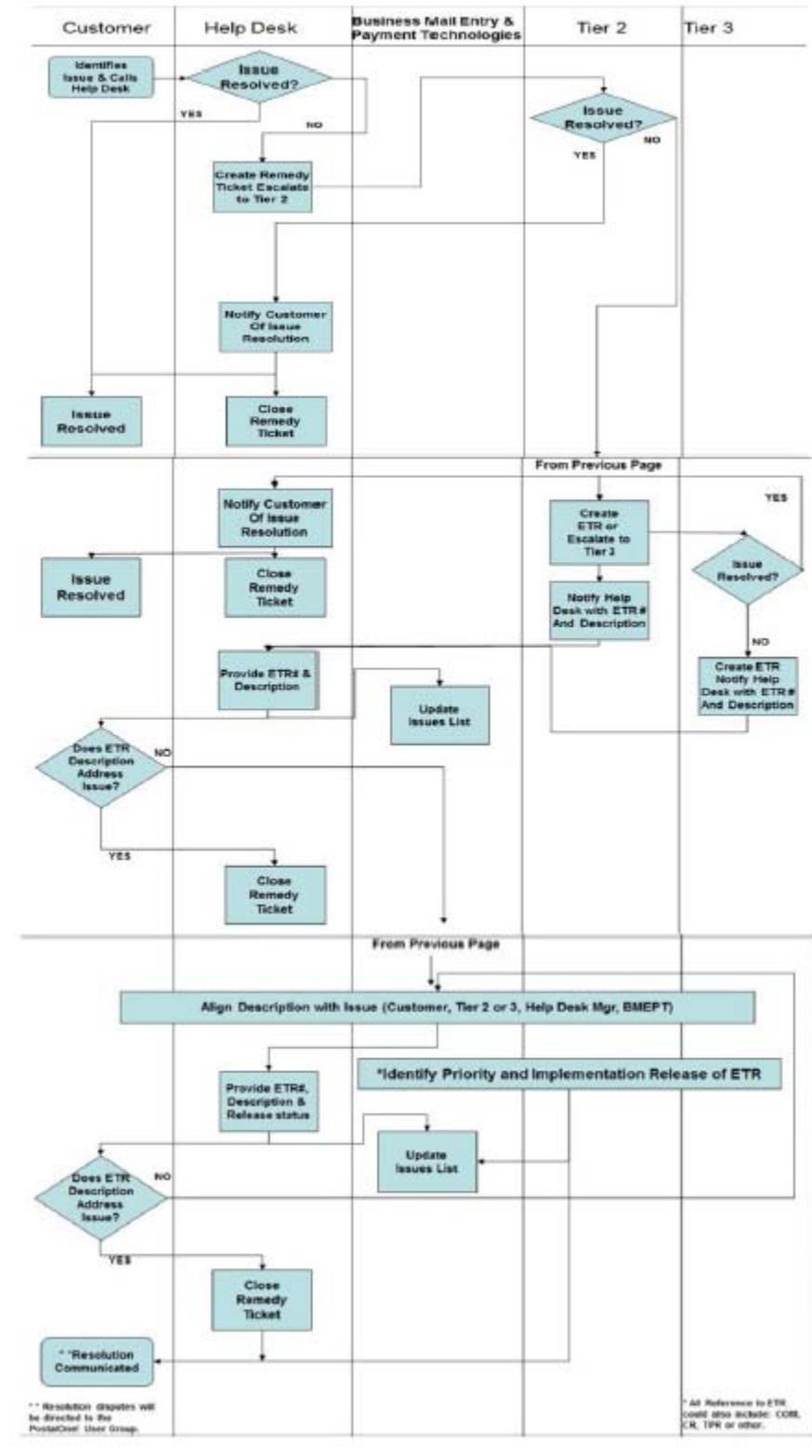
Issue Tracking:

Customers who have reported issues to the *PostalOne!* Help Desk and received a Remedy ticket number can contact the Help Desk to request current status of the open issue or issues. The Help Desk staff may need to forward the request to the IT Tier 2 group who is investigating the issue.

Requesting Changes:

Changes to existing functionality can be requested by contacting the PostalOne! Help Desk or by making the request to the MTAC User Group 1. When the change in functionality request is submitted, it will be presented to the Manager, Mailer Enterprise Integration, for consideration. A Comments (COM) item is entered into the SBM tool upon agreement that the change makes sound business sense. The COM is ranked according to severity.

Appendix A: Process Flow



Appendix B: Glossary

CAT: Customer Acceptance Testing	Customer Acceptance Testing is a process to obtain confirmation by the customer that the system meets mutually agreed-upon requirements. This is the final stage of a project and occurs after System Integration Testing.
CCB: Change Control Board	The Change Control Board Management (CCBM) is a committee that makes decisions regarding whether or not proposed changes should be implemented.
Client Logs	The Client Logs are accessed through the <i>PostalOne!</i> Mail.dat Client (see definition below). The Client Log file will contain informational messages, warnings and errors that the Mail.dat Client outputs while running.
COM: Comment	The Comment (COM) is initiated by external Customer, Tester, or a Developer when they have a suggestion on how the documented and approved functionality of an application could be improved.
CR: Change Request	A Change Request is a request to make modifications or enhancements to the agreed scope of the project.
Critical Incident	A Critical Incident is situation that threatens confidentiality, integrity or availability of <i>PostalOne!</i> system with high impact, high threat involving high risk and great vulnerability. The <i>PostalOne!</i> system critical incident response team support a well-defined process flow for incident management and includes response activities and communications to external customers.
Data Repair	A Data Repair is an IT procedure that corrects records within <i>PostalOne!</i> systems database
Debug Log	The Debug Logs are accessed through the <i>PostalOne!</i> Mail.dat Client (see definition below). The Debug Log file contains the same information as the Client log file, but also includes debugging level information. The Debug Log is used by the <i>PostalOne!</i> Help Desk while investigating issues.
ETR: External Trouble Report	The External Trouble Report (ETR) Initiated by the Program Management Office when an application user has identified a perceived problem with the developed and approved functionality of an application. Any problem found in production or any problem reports created by system users found in CAT is entered as a TPR and then verified against production. If the problem exists in production (an ETR is already open), then the TPR is changed to an ETR with customer agreement.
ECR: Engineering Change Request	The Engineering Change Request (ECR) is initiated by a Project Manager or Team Lead to suggest a software or engineering change to the implementation of approved functionality of an application (ex. operating system update). Any changes to the system that are more design-oriented, help with maintenance of the system, etc. are ECRs.
Mail.dat Client (<i>PostalOne!</i>)	The <i>PostalOne!</i> Mail.dat Client is USPS software that is used to validate and upload Mail.dat files to the <i>PostalOne!</i> system. It gives mailers an early indication of problems with their Mail.dat files so errors can be corrected before uploading. Refer to the USPS Mail.dat Technical Specification for getting access to the Client.

	https://ribbs.usps.gov/intelligentmail_schedule2013/releases/jan2013/techspecs.cfm
MTAC UG1	Mailers Technical Advisory Council (MTAC) User Group 1. This is an open forum led by Postal and Industry leadership. Participants include postal employees, members from the mailing industry and end users of the <i>PostalOne!</i> systems. The group primarily focuses on <i>PostalOne!</i> and SASP development. UG1 meets weekly to discuss issues, share information and ideas, and also collaborates special topics which may be of interest to UG1 members.
MEPT	Mail Entry and Payment Technology is group within the USPS who is responsible for technologies associated with mail entry and payment technologies.
SRS: System Requirements Statement	The Software Requirements Statement (SRS) is a complete description of the behavior of the system to be developed. The SRS contains functional and non-functional requirements – not design work.