

# User Group 1 “*PostalOne!* / SASP / Intelligent Mail”

## Minutes

### Thursday, May 17, 2012

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#### Agenda Items

- ✚ Welcome and Opening Remarks
  - ✚ Task Team #14 Status Update
  - ✚ Help Desk Ticket Concern of Issues
  - ✚ *PostalOne!* Improvement Team
  - ✚ Group Input
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#### Welcome and Opening Remarks – Kathryn Mackey

- ✚ Uni Han-Norton is now acting in the position of Postal Co-Lead for User Group 1.

#### Task Team #14 Status Update – Tariq Mirza

- ✚ The overview was presented and sent to the group for review.

#### Help Desk Ticket Concern of Issues – Uni Han-Norton

- ✚ The document was presented and sent to the group for review.

#### *PostalOne!* Improvement Team – Thomas Long

- ✚ The *PostalOne!* Improvement Team was created to review and address *PostalOne!* performance issues.
- ✚ Anyone interested in participating on the team should contact [thomas.c.long@usps.gov](mailto:thomas.c.long@usps.gov)

#### MTAC Issues Tracking System (MITS)

- ✚ To see the previous postings of minutes and other user group documents, the steps are:
  1. Business Customer Gateway
  2. National Customer Support Center - RIBBS (listed under "Customer Support")
  3. MTAC (next to the last tab on left menu) MTAC Issues Tracking System Login (listed under "Important Links"  
<http://ribbs.usps.gov/index.cfm?page=mtac>)
  4. Sign on with user name UG 1
  5. Email Kathryn Mackey at [Kathryn.r.mackey@usps.gov](mailto:Kathryn.r.mackey@usps.gov) to obtain a password.
  6. Click on User Group
  7. Search on User Group Issue Number 1
  8. Click on View Minutes

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