

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

Minutes

Thursday, July 19, 2012

Agenda Items

- ✚ Welcome and Opening Remarks
 - ✚ Issues List
 - ✚ Group Input
-

Welcome and Opening Remarks – Kathryn Mackey

Issues List

- ✚ The new issues were reviewed:
 - ETR 102240 – Mail.dat statement – Not populating “CAPS Customer Ref ID” on web CAPS report
 - Display issue
 - Internal/External impact
 - Priority: medium
- ✚ Three critical issues from last week’s meeting minutes to be fixed this Sunday, July 22, 2012.
- ✚ Status on issues regarding Metered Incentive Postage
 - A list of impacted customers is created. Incentive mobile office will contact each customer that was impacted to provide them with refund.
 - Refunds most likely happen in October.
- ✚ Status on issues with “number of total copies” in part C (C29) of the individual Periodical postage statement not accurate:
 - Two ETRs already exist on this issue
 - To create another ticket to follow up on the issue

Group Input

- ✚ Concern – Business Customer Gateway (BCG) issues multiple CRIDS for one customer (one address). The system was designed that if the customers were registering for promotions account, the system shall re-assign the same CRID once the customer address was the same. However, the BCG system tends to issue a new CRID to users instead of re-using the same CRID. This is causing problems and requires customers to clean up their profile and re-associate themselves with a new CRID. Also, USPS employees are not able to identify the correct CRID associated with the permit number when multiple CRIDS exist.
 - Mailers cited concerns regarding CAT not having a full reliable environment that mirrors production. Testers were not able to test the end to end registration process going through incentives to identify the above issues.
 - The registration process is not mirrored in the Testing Environment for Mailers (TEM).
- ✚ Action Items:
 - An internal meeting will be scheduled to review this issue and request this as an agenda item for the Performance meeting August 16, 2012.

- ✚ The *PostalOne!* Infrastructure & Performance Improvement meeting will be held Thursday, August 16, 2012 from 1:00pm to 3:00pm at Postal Headquarters in the Ben Franklin room. An invite and agenda will be sent.

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 to obtain a password.
 6. Click on User Group
 7. Search on User Group Issue Number 1
 8. Click on View Minutes

If you desire to subscribe or unsubscribe to the MTAC UG 1 distribution list, please send a separate email to ruth.s.stock@usps.gov and kathryn.r.mackey@usps.gov with subject line Subscribe MTAC UG 1 or Unsubscribe MTAC UG 1.