

User Group 1 “*PostalOne!* / SASP / Intelligent Mail” Minutes Wednesday, October 17, 2012

Agenda Items

- ✚ Welcome and Opening Remarks – Kathryn Mackey
 - ✚ *PostalOne!* October 2012 Release Update – Michael Haskin
 - ✚ SASP October 2012 Release Update – Valerie Yates
 - ✚ Mobile Barcode Incentive Update – Josefina Cabatu
 - ✚ User Group 1 Subgroup Update (Performance and Reporting) – Steve Krecjik
 - ✚ New Issues – Uni Han-Norton
 - ✚ Group Input
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1. Welcome and Opening Remarks – Kathryn Mackey

2. *PostalOne!* October 2012 Release Update – Jackie Engelman

Jackie Engelman provided an update on *PostalOne!* October 2012 Release. The delayed deployment was due to the issue with the business intelligence data stored for the MicroStrategy reporting. Additional CAT builds are related to items originally planned for Release 32.0.1 on 10/28 that have now been included in the R32 major release. The release is scheduled for Sunday, October 28, 2012.

3. SASP October 2012 Release Update – Valerie Yates

Valerie Yates and the SASP team provided updates on the following:

- ✚ Recent production issues and effect on report/data availability
 - Some technical issues with the environment that houses eDoc, *PostalOne!* Mailer data quality feedback and MicroStrategy reports, required the environment to be offline to be able to diagnose the issue. Environment was back online on Monday 10/15. There were also some technical issues with SASP database which affected the SLAs. Notifications went out that included details on what data was unavailable. As a result, the data that was impacted by this issue during the 10/01 to 10/14 timeframe will not be recovered or replaced.
- ✚ Communications plan for outages
 - Outages/Service Interruptions that affect external customer – messages will be sent via Help desk, DMM advisory, MTAC User Group distribution and other user group distribution.
 - Customers may receive multiple messages.
 - Messages are sent when outage identified and impact known. Will send updates when change in status and also final notice is sent out when resolution is done.
- ✚ October Release deferment
 - The planned Full Service Release 11 deployments for *PostalOne!*, eVS, FAST, Program Registration, and SASP is postponed. Production

deployments originally scheduled to occur on Sunday, October 14, 2012 is now planned for Sunday, October 28, 2012. The deployment to the "Test Environment for Mailers (TEM)" is now planned for Monday, Oct 29, 2012.

✚ Blocked mailer overview

- Full Service requires IMb uniqueness across jobs. Multiple duplicate IMbs in jobs affects SASP processing. Blocked jobs from mailers with duplicate IMbs. Mailers are notified if their jobs are blocked. When duplicate IMb situation resolved, mailer's jobs are unblocked.

4. Mobile Barcode Incentive Update – Josefina Cabatu

Josefina provided an update on Mobile Barcode Incentive refund.

- The Mobile Barcode Incentive refund occurred on Friday 10/12/12. If you or your customers have not received a refund by now, your mailings were not identified as impacted by one of the identified issues. If you see a discrepancy with the amount that was noted in the courtesy notifications that you had received, or you think you or your customers were entitled to receive a refund but have not received one, please send emails to mobilebarcode@usps.gov.
- Withdrawals from CAPS accounts are planned to occur on 10/29. Notifications and courtesy emails were sent out to the primary point of contact, captured during the Incentive Programs registration.

5. Final Announcement - Kathryn Mackey

A notification message was sent to *PostalOne!* users regarding Full Service Reports Status. The message noted:

"Due to technical issues, reporting data for the time period Wednesday, October 3, 2012 to Sunday, October 14, 2012 will not be available for the below reports. This data will not be recovered and reprocessed:

- MicroStrategy reports for Mail Data Quality and Start-the-Clock
- Container Visibility and Tray Visibility reports"

If you have not received this message, please contact Kathryn Mackey:
kathryn.r.mackey@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 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 kathryn.r.mackey@usps.gov with subject line Subscribe MTAC UG 1 or Unsubscribe MTAC UG 1.