

# User Group 1 “PostalOne! / SASP / Intelligent Mail” Minutes Tuesday, January 15<sup>th</sup>, 2013

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The purpose of this meeting was to review Release 33.0.0 Known Issues from January 13<sup>th</sup>, 2013 deployment. Uni Han-Norton reviewed the issues. Key points captured from this meeting are:

- USPS will start providing a report of all ETRs in addition to the Pivot tables. The report will talk about the new issues that occurred from one week to the next. Therefore, we need to create a baseline.
- USPS will provide the ETRs for the following date ranges:
  - Prior to January 12<sup>th</sup>, 2013
  - Between January 12<sup>th</sup> and January 26<sup>th</sup>, 2013
  - Effective January 27<sup>th</sup>, 2013
- USPS will provide you with the work around.
- Uni Han-Norton asked what information and in what format the group would like to see. Pivot table continues to be there.
- We will need some help with identifying whether there is a Full Service impact
- Known Issues from Sunday, January 13<sup>th</sup> Deployment are going to be fixed in a patch release
- Linda G raised an issue related to CAPS account transactions not reflecting the correct postage amount. Customers are being shown only the transaction number which is not convenient and does not provide any information to us.
  - Action Item for Uni: Call CAPS Center to get more information on this issue and follow up with Linda on Thursday's call.
- ETR 110316 impacts both Mail.dat and Mail.XML Standard mail Single Piece and Residual Single Piece letters.
  - Action Item for Uni: To follow up on the error message 9527 displayed to a customer. Error message is a warning so it is not prohibiting the user from proceeding. The issue is planned to be fixed in a patch release. This issue is not displayed in the Known Issues List because it was reported the day before this meeting. However, it should be displayed on the Issues List which will be reviewed on Thursday, January 17<sup>th</sup>. Issue is external.
- ETR 107789 – Additional postage incorrectly adds incentive to adjustment amount.
  - Ruth Stock is experiencing the same issue. She stated that statements were never posted on dashboard. Issue was not experienced during November promotions. Josefina Cabatu and Ruth Stock to discuss offline.
- Linda G raised her concerns about ETRs that have been submitted long time ago and were ranked as High priority. However, these ETRs are still not fixed and are still displayed on the Issues List. What is the schedule guideline based on the priority?
  - Frances Byrd stated in response that once priorities are determined, we would review the financial impacts while assessing many release schedules going on to assess when and how issues can be fixed.
  - Linda G offered that a solution could be that once issues are identified as critical, they should be fixed within the next patch release. She suggested if there could be a guideline to identify what release the ETRs will be fixed in based on their priorities.
  - Steve Krejcik also agreed in having a guideline to communicate the schedule for the ETRs to be fixed based on the priority.

- Linda G also suggested that if MEI could provide the average turnaround on handling and fixing each ETR. Linda also suggested having, for example, a scorecard could be very helpful.
- Josefina stated that we also need to streamline the process of ETR prioritization. She stated that we can review the ETRs line by line and determine the priority. However, ETRs are generated on a daily basis and it would be more efficient to create/improve the process by which we determine the priority of the ETRs.

#### **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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