

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

Minutes

Thursday, January 17th, 2013

Agenda Items

- ✚ **Welcome and Opening Remarks – Kathryn Mackey**
- ✚ **UG1 Reporting Subgroup Update – Steve Krejcik**
- ✚ **Seamless Acceptance Service Performance (SASP) Update – SASP Team**
- ✚ **GAP / MLOCR Subgroup – David Glowny**
- ✚ **Direct Mail Mobile Coupon/Click-to-Call Promotion – Josefina Cabatu / Krista Becker**
- ✚ **Release 33.0.0 Known Issues – Ruth Stock / Jeff Brooks**
- ✚ **Issues List – Uni Han-Norton**
- ✚ **Group Input**

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✚ **Welcome and Opening Remarks – Josefina Cabatu**

✚ **UG1 Reporting Subgroup Update – Steve Krejcik**

The Reporting Subgroup is reviewing the new MicroStrategy Mailer Scorecard this past week. Collected great feedback and putting together recommendations for USPS.

✚ **Seamless Acceptance Service Performance (SASP) Update – SASP Team**

January Release was deployed smoothly with no major issues on Sunday, January 13th 2013 Release. The following are the fallouts from the release. The detailed description of the errors is not available yet. The SASP team will provide the description of the issues within one of the next patch release. Date is not finalized yet:

- ETR 110435
- ETR 110437

Seamless Mailer Scorecard is available to all external users?

Action item for USPS and the SASP Team: to follow up with *PostalOne!* MicroStrategy team to find the answer to the question above.

✚ **GAP / MLOCR Subgroup – David Glowny**

MLOCR Subgroup meets every two weeks to identify Full Service gaps. The group has only had one meeting to this date. However, next meeting is happening on January 22nd, 2013 at 3:00 pm.

There are currently five issues on the agenda to discuss in the upcoming meetings:

- MLOCR Bundle-based Flats with eDoc/Full Service
- Better handling of Residual Single Piece mail from an MLOCR environment
- Unsupported MLOCR scenario, copal after paid as origin
- 3rd Part Copal for Logical Mailers
- VAR on flats for MLOCR mailers

Direct Mail Mobile Coupon/Click-to-Call Promotion – Josefina Cabatu / Krista Becker

Direct Mail Mobile Coupon/Click-to-Call Promotion is open for registration starting January 15th, 2013. Promotion runs March 1st to April 30th of 2013.

Direct Mail Mobile Coupon and Click-to-Call

Registration: January 15 – April 30, 2013

Promotion runs March 1 – April 30, 2013

Use: “MI” for Mobile Interactive

Mail.dat Characteristic Type “I” and Incentive value

- 12-2: **MI** = Mobile Interactive
- 13-1: **MI** = Mobile Interactive, **ME** = Emerging Technologies

Mail.XML

Characteristic Content Type

- 12.0A: **MI** = Mobile Interactive

Characteristic Incentive Type

- 13.0A **MI** = Mobile Interactive, **ME** = Emerging Technologies

Note: “MI” retained as a ContentType

Release 33.0.0 Known Issues – Uni Han-Norton

USPS reviewed all Release 33.0.0 Known Issues with MTAC UG1 members on Tuesday January 15th, 2013. USPS will create a new column on the Issues List “Business Impact Ranking” to determine the importance of the business impact caused by the issue.

Uni Han-Norton also reviewed 33.0.0 Known Issues, work-around and the issues that were opened during the past week along with the scheduled fix release.

All the ETRs except for the ones with LOW priority are scheduled to be fixed. If UG1 members think that the priority of any of the “Low” ETRs is incorrect, they should raise the issue to the UG1 Leadership.

It was also discussed during Tuesday’s meeting to create a scoreboard metric. There seems not be any correlation between when USPS creates a ticket and when they close that ticket. Also, UG1 and USPS jointly should decided on the ranking of an issue. There also needs to be a process and/or guideline that explains how tickets are going to be scheduled for fix based on the priority that they are being assigned.

MTAC UG1 is also going to consider the fourth/last MTAC UG! of every month to review the Issues List.

USPS is also gathering lessons learned from the January 2013 Release. USPS would like to know if the MTAC UG1 members have any suggestions for reviewing the kind of issues they find informative and helpful. USPS is open to reviewing TPRs in addition to ETRs.

PostalOne!® Release 33.0.0.2: This patch release to repair known issues in PostalOne!® will be deployed during the scheduled maintenance window from 8:00PM CT through 11:00PM CT on Thursday, January 17 , 2013. This will be done in a rolling fashion and there will be no planned outage during the software deployment.

PostalOne!® Release 33.0.1: This patch release to repair known issues in PostalOne!® will be deployed during the scheduled maintenance window from 4:00AM CT through 8:00AM CT on Sunday, January 27 , 2013. This will be done in a rolling fashion and there will be no planned outage during the software deployment.

There is no new Mail.dat Client.

If you have any additional questions, please contact the help desk at 800-522-9085.

Group Input

- One UG1 member mentioned that on the Publication Report Results screen on the dashboard, an error exists when the system summarizes the results and statistics, the key metrics calculations and percentages seem to always be inaccurate. The issue needs to be fixed as it has been reported for longer than one year now. UG1 member mentioned that this issue should have been fixed last week on 1/13 deployment.

Action Item for Josefina Cabatu: to follow up on this issue to find out whether the issue has been dropped or it has been already fixed. If the issue was accidentally dropped, we need to submit another remedy ticket for it.

- Another item that members did not see on the Issues List was related to postage statement download. When you download 3541 postage statement to a spreadsheet, not all the data gets transferred and downloaded.

Action Item Uni Han-Norton: to follow up on this issue

- ETR 107789: This issue is a duplicate issue. One issue was reported for July Release for Summer Mobile Barcode and it was again reported during November.
- USPS will continue provide updates of Plan to improve the production schedules to correct the all issues (ETRs with priority of Critical, High, Med and Low)

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.