

# User Group 1 “PostalOne! / SASP / Intelligent Mail” Minutes Thursday, April 25, 2013

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## Minutes by Agenda Item

### ✚ Welcome and Opening Remarks – USPS

Tanya Perry joined the call to announce that Task Team 18 is going to start next week and is looking for mailers to be a part of the team. In addition, the team will be discussing the new BCG redesign and would like mailer feedback. If mailers are interested in joining the team and/or aiding the efforts, please contact Tanya Perry by phone or e-mail ([Tanya.m.perry@usps.gov](mailto:Tanya.m.perry@usps.gov) – (202) 268-3633).

### ✚ April Release Update – Jackie Engelman

#### April Patch Update:

#### Incentives / Promotions

The discount will now apply and display when a mailer uploads an updated ready to pay postage statement without the .ccr file, when the original submission correctly claimed the incentive. Prior to this release, the discount was not applied or displayed for an updated submission uploaded without a .ccr file. Original submissions with ready to pay postage statements and the .ccr file included were not impacted. **116106**

- Update submissions were not correctly showing mobile barcode incentive
- This issue was corrected Tuesday evening (April 23, 2013 Patch\_34.0.0.1)

#### Postage Statement / Cancel

Mailers canceled postage statements will now display as canceled on the dashboard and receipts will generate. Prior to the release, when mailers canceled a postage statement via the dashboard, the postage statements did not show as canceled and receipts (canceled) were not generated. **116136**

- A receipt file event was not correctly generating, nor were resubmissions of containers
  - This issue was also corrected Tuesday evening (April 23, 2013 Patch **34.0.0.1**)
  - Data Repair will be scheduled to address existing jobs that have not been cancelled correctly (May 5, 2013 – Release 34.0.1).

#### **Large non-profit Mail.dat jobs are failing due to defect in non-profit status validation.**

The issue is limited to mailings where the number of nonprofit mail piece unit (mpu) or component (cpt) records is large. It is specific to Mail.dat origin submissions. The fix is scheduled for Release 34.0.1. Note: Unscheduled release or patch may typically occur two weeks after a planned release on an as-needed-basis. The rest of content for Release 34.0.1 is still being defined and will be sent out to the mailers when it is complete. **116151**

- No work-around except for hard copy submission or splitting large job into smaller portions.

### ✚ New Help Desk Ticket / ETR Issues – Uni Han-Norton

ETR numbers have not been generated for these yet, but an update on the issues was provided. Previous communication has been sent out by Chris Simone.

1. **Incorrect Location Code Displaying – HIGH: Negative impact to both Internal & External**
  - Internal Impact - When processing a postage statement, the incorrect location code is being displayed. This results in confusion for the BMEU clerk, even though it's a display issue only. This does not affect postage.
  - External Impact – Mailer view of finalized postage statement, location code of “OMAS or other Mailer's DMU or # of location code” is displaying on the bottom of postage statement. This results in confusion for the mailers.
  - Workaround – A communications plan has been sent out to the BMEUs
2. **Mailers cannot view multiple job's child postage statement link to view postage statement (RRD, QUAD opened HP tickets )**
  - Impact – Unable to view the postage statement mailing information
  - Workaround – This issue is still under verification (Helpdesk #6167138)
  - The priority of this issue should be critical
  - Per Jackie, this issue was opened on Sunday—it has been responded to already (per Jackie)
  - Master Statement is still incorrect—can only see Mail Preparer's permit customers
  - The ticket has been reviewed and IT is not seeing the same thing that the Mailers are seeing
    - Per Linda G, this is the same issue she previously brought up in Release 34.0.0 CAT testing
3. **Mailers cannot view Qualification Report for “EST” statement status**
  - Impact – Unable to verify the Qual Report for “EST” statement status job
  - Workaround – This issue is still under investigation (Helpdesk #6168390)
  - Per Uni, USPS is working closely with the Help Desk and daily updates are taking place to ensure that this is escalated and resolved.
4. **Mailers cannot view mailpiece counts in Mailing Summary Report**
  - Impact – Unable to verify the mailpieces in Mailing Summary Report
  - Workaround – This issue is still under investigation (Helpdesk #6168589)
5. **Error when processing large CoPal jobs**
  - Impact - Large CoPal jobs are not being processed. This issue was expected to be corrected in the Release 34.0.0.
  - Workaround - BMS contingency plan implemented.
6. **Unable to submit Precancelled mailings**
  - Impact - Mailers are unable to submit Precancelled mailings through Postal Wizard.
  - Workaround – Issue still under investigation

 **New Issues List / Action Items from last week – Kathy Mackey**

The following **new** issues were discussed:

- **116136**
  - Corrected with 34.0.0.1
- **116106**
  - Corrected with 34.0.0.1
- **116102**
  - Mail.dat/XML—new server validation tag does not include error codes and error tags.
  - No workaround
  - Medium priority
- **115618**

- Samples for the flat rate box patches—being calculated using weight and zone rates
- Critical
- Not scheduled for a release yet
- **115558**
  - Non FS mailing not exposed to seamless process
  - Priority: Critical
- **115529**
  - The Detached Marketing Label (DML) surcharge is not being applied to the pieces with rate category of 'C' for 'High density Plus -ECR' for Standard Mail Flats. If a mailer uses Rate Category 'C '(High Density Plus - ECR), the system does not apply the surcharge (\$0.031) to those associated pieces. The statement does not reflect the correct postage.

The system is coded to apply a surcharge to pieces with rate categories of 'A' for 'Saturation – ECR', 'B' for ' High Density – ECR' and 'D' for 'Carrier Route'. Logic will be corrected to include Rate Category 'C '(High Density Plus - ECR) for applying the DML surcharge. This affects flats and parcels. Marked as Critical.

Work around: Postal clerk to make an adjustment transaction to collect the postage for the DML charge and manually select the mobile barcode incentive from the drop down menu for mailing claiming the Click-to-Call mobile incentive.

- **Question (Linda G):** If it is a manual adjustment are the clerks able to log it in and manually include the incentive information so that the mobile barcode incentive is still given?

**✚ UPDATE – Follow-Up Comments From Bob Schimek Regarding the “July 2013 Release Status Update” led by Tariq Mirza / Uni Han-Norton from last week**

When the task team was created to do the mapping between Mail.dat and the Shipping Services File for BPM Parcels it was the recommendation of that task team that the requirement implementation date to submit a shipping services file for BPM Parcels should be extended until this capability is made available via *Posta/One!*

If the USPS doesn't see this capability as a priority item for *Posta/One!* (with the proposed change being rejected) then they need to delay the requirement for the shipping services file to be provided.

Jim C. has noted the importance of getting the shipping services file information (in particular the ZIP+4) so parcel sorting can be done by carriers that don't have the current domain knowledge required to be able to look at an address and know what route it belongs to. Teams were also looking ahead to the possible future need for dynamic routing if Saturday Parcel only delivery were to ever occur.

**✚ Group Input**

**Question (Linda G): Will Tariq be reviewing the packaging and tracking issue?**

- USPS will have an internal meeting to discuss outstanding items and topics that will be addressed next week. In addition, a grid will be provided that covers all of the issues.

**\*\*Please note that a “Face-to-Face” UG1 Meeting is scheduled for next Thursday, May 2 at 9:00 am (this meeting will replace the normal 10:00 am MTAC UG1 meeting).**

**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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