

**User Group 1 “PostalOne! / SASP / Intelligent Mail”  
Minutes  
Thursday, May 2, 2013**

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**Minutes by Agenda Item**

**🚧 Welcome and Opening Remarks – USPS**

**🚧 Full Service System Infrastructure Upgrade – Niket Phatak / Adam Racine**

**Infrastructure Upgrade Update**

**Full Service Major Outage** — The Full-Service application will undergo a major system upgrade from Saturday, May 4 through Monday, May 6, 2013, requiring a major outage that will affect Full-Service mailers’ ability to access new data (ACS Feedback Reports, Container and Tray Visibility reports, Mail Data Quality reports). On May 7, 2013, Full-Service mailers will again be able to access this data, but the data will not be current until Tuesday May 14, 2013.

What is Impacted?	How is it impacted?
Address Change (ACS COA and NIXIE)	<ul style="list-style-type: none"> <li>No new data provisioned 5/4 – 5/6</li> <li>Data provisioning delayed and not current until 5/13</li> <li><b>NO impact to existing reports or data</b></li> </ul>
Mail Data Quality	<ul style="list-style-type: none"> <li>No new data provisioned 5/5 – 5/7</li> <li>Data provisioning delayed and not current until 5/14</li> <li><b>NO impact to existing reports or data</b></li> </ul>
Start-the-Clock Visibility	
Container/Tray/Bundle Visibility	

Updates will be provided daily through DMM Advisories, as well as another update in next week’s MTAC UG1 meeting.

**Question (Steve):** Will more notification be sent out tomorrow?

**Answer (Niket):** Reminder will be sent through the Help Desk

**Question (Steve):** Will piece count/IMb data be impacted?

**Answer:** No, it will not.

**🚧 ACS Data Issues (Single Sources) / SASP – Lisa West / Adam Racine**

**Issue (Linda G):** Customers haven’t been able to receive proper ACS data since January 2013.

**Issue (Steve K):** 2-3 weeks ago customers stopped receiving data. Help Desk tickets were filed, but no response.

**Per Lisa:** Need to know if the issue is associated with Full Service ACS, OneCode, or Traditional ACS—as they are completely different solutions.

**Per Steve:** It appears to be affecting Full Service ACS customers

### **Single Source (Lisa West):**

This is basically just a fulfillment method to enable Full Service OneCode and Traditional ACS data all in one file, one place, and one format.

ACS set out to provide a solution that would allow all records to be delivered in a single file and in the same format. The caveat to this is that when SASP notifies ACS that records did not qualify for free Full Service ACS, the charge back is on Single Source. At the same time records are sent for documentation, they are also sent immediately to the customers.

### **Challenges Addressed:**

- SSACS was developed in response to mailers concerns that they were not receiving all of the Full Service ACS notices generated from their UAA Full Service mail.
  - Full Service ACS is only fulfilled for mail pieces that qualify for Full Service discounts and benefits.
  - ACS data from non-qualifying pieces is discarded.
- Until SSACS, mailers would have to change the STID on non-qualifying pieces to a Basic/Nonauto STID so they could receive OneCode ACS.
  - ACS notices from Full Service and those via OneCode are fulfilled from different resources.
  - Although much of the data provided is the same, the file type and format is different.
  - Mailers were required to program so that they could process the files separately, or merge the two files into one before they could apply the changes to their mailing lists

**Question:** How are fees associated with records that are returned?

**Answer (Linda):** ACS provides a charge back file that tells exactly what the customer is charged for.

**Question (Steve):** How do you obtain Single Source ability?

**Answer (Linda):** You have to apply for this delivery/fulfillment option.

### **Solutions Provided:**

- Resolve the requirement to change the STID on non-qualifying mail included in a Full Service mailing. All ACS notices that are generated for mail requesting ACS will be provided, regardless of whether it contains a Full Service ACS or a Basic/Nonauto ACS STID.
- Eliminate the need to wait for the Full Service electronic documentation (eDoc) to clear before the Full Service ACS reports for a mailing are made available. Single Source ACS notices will be fulfilled within 24 hours of its receipt at the USPS National Customer Support Center (NCSC).
- Resolve the concern that Full Service ACS notices will not be provided when a container, a mailpiece, or an entire mailing is disqualified for Full Service discounts and benefits. The ACS notice will have been provided regardless of the disqualification.

### **ACS Fees & Invoicing**

- SingleSource ACS will provide a detailed "Shipping Notice" and Full Service ACS "Chargeback" file with each fulfillment. These Excel CSV files will include the count of each type of ACS notice provided and what charges (if any) will be applied to their next invoice.

- Full Service ACS will only be charged the automated or electronic fees when:
  - The IMb contains less than 11 digits in the routing code (charges will be applied immediately)
  - The IMb in the ACS notice could not be matched to an eDoc (charges will be applied when feedback is provided by *PostalOne!*)
  - The IMb has not maintained uniqueness for the required 45 days (charges will be applied when feedback is provided by *PostalOne!*)
  - An eDoc deficiency has been identified that disqualified the mailing or mail pieces within the mailing (charges will be applied when feedback is provided by *PostalOne!*)
  - A container or the entire mailing was disqualified for Full Service discounts and benefits (charges will be applied when feedback is provided by *PostalOne!*)

**ACS Single Source Technical Guide:** <https://ribbs.usps.gov/acs> → found in the “Important Links” box on the main page.

Questions can be sent to: [Lisa.West@usps.gov](mailto:Lisa.West@usps.gov)

**Action:** Lisa West will send out the PowerPoint deck that was displayed during the meeting to the mailers.

**SASP (Adam Racine):**

The SASP team has seen a pick-up in tickets that have come through where mailers are not receiving ACS data. This has taken place in two main forms:

- 1.) eDoc Issue
  - Initial eDoc wasn’t uploaded or downloaded into SASP.
  - These issues are handled case by case.
- 2.) Mail preparers switched over to identifying mail owners without setting up profile for those owners (Mail Preparer and Mail Owner discrepancies in the system).
  - To solve the issue, data distribution profiles are used to delegate data to a receipt other than the mail owner.

\*Data distribution profiles can only be used when the mail owner is identified in eDoc using the MID.

\*Data profiles can be setup on the BCG

\*Profiles must be set up by the owner of the mail owner MID or the Mail Owner’s delegate.

**Additional detail on data distribution profiles can be found on RIBBS:**  
[https://ribbs.usps.gov/intelligentmail\\_guides/documents/tech\\_guides/user\\_access/user\\_access.htm](https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/user_access/user_access.htm)

→A meeting will be set up offline to discuss individual issues discussed on the call. Issues should also be sent to Ed Wanta

** Patch Release Update – Jackie Engelman / Josefina Cabatu**

Patch Release 34.0.1 is scheduled for Sunday, May 5. Release Notes will be posted later today (Thursday, 5/2) or tomorrow (Friday, 5/3).

The following issues are scheduled to be fixed:

- ETR 116250 (related to Master Statements) - Unable to view child statements for master statements in UPD statement where Mail Prep or Agent is not Mailing Holder.  
**Question (Linda G):** Will these be retroactively fixed?  
**Answer** Jackie will take this question as a note and follow up.
- ETR 116245: Qual Report showing error saying listing is not found even when it is available
- No ETR # given: Mail.dat mailings for those using the receipt file. Server tag in XML format does not include error code and error message tag pair. Those should be included and populated with "0" or "empty" and that is not currently happening.
- ETR 116317: Issue with receipt files specific to Internal Errors are experiencing server validation issues
- ETR 116232: Mailer View PDF: Organization for which mailing is prepared on the PDF is showing "null"
- ETR 116233: Mail preparer not able to see customers PS on PDF download (related to master child issue)

 **Open ETRs Status Update / Helpdesk (Post-April Release) – Josefina Cabatu**

The following **new** issues were discussed:

- **116386** - Mail Entry Invoice Report: Calculation for MPE Census error is not including a percentage of the errors
  - Priority: None
  - Workaround: None
- **116343** - Mailer View: Mailing Summary Report display issue of "Pieces" for some transactions
  - Priority: High
  - Workaround: View report in Dashboard
- **116317** - Mail.dat - Internal Errors should result in a Server Validation Failed status in the receipts, currently the result is a Passed status.
  - Priority: Medium
  - Workaround: Use the dashboard to find if the job passed and appears there.
- **116274** - PSW & BMEU – Statement Processing with a Permit does not have an associated CRID will cause timestamp error after Continuing on Permit Entry page
  - Priority: High
  - Workaround: Associate the permit with a CRID and resubmit the postage statement
  - Appears to be related to Release 34
- **116246** - Mail.XML - Create validation that requires users to include container postage information for Full Service nonperiodicals postage requests.
  - Priority: High
  - Workaround: None
  - This is for periodicals and is more of a COM

- Impact to ACS information feedback
- **116245** - Qualification Report shows Report Listing not Found even when there should be some listing
  - Priority: High
  - Workaround: None
  - Will be in May 5 Patch
- **116233** - Mailer View PDF: Preparer can't see their customers' postage statements on the PDF download
  - Priority: High
  - Workaround: Display of master/child statements should be on the Dashboard screen for the transaction.
  - Appears to be related to Release 34
- **116232** - Mailer View PDF: Organization for which mailing is prepared on the PDF is showing "null"
  - Priority: High
  - Workaround: User can view postage statement receipt on the screen.
  - Appears to be related to Release 34
- **116113** – Access to mail entry invoice report currently not working (Microstrategy)
  - Priority: High
  - Workaround: Use Microstrategy Link in another location in *PostalOne!*
  - Scheduled for May 5 Patch

**Issue (Charley Howard):** CRID for California plant was somehow wiped out during the last update. USPS has been trying to assign a new CRID to this site, but it is a CRID already used for another site in the country. 3 remedy tickets have been logged for this issue already.

**Action:** Josefina to follow-up.

**Issue (Rose):** Auto-enrolling client for mobile incentive the Monday after the update (the 22<sup>nd</sup>), and the client has not received any of the mobile incentives for 7 days.

**Action:** Josefina to follow-up.

**Issue (Jean):** Single piece residual on standard jobs when sent to TEM can only see the 3602, but in Prod, Rose is seeing 3602 and 3600. Which is correct? No remedy ticket has been logged yet.

**Action:** Jean to open a remedy ticket and Josefina to follow-up.

**Issue (Jean):** Postage section on first page is populating incentive dollar amount section, but it is not being subtracting from the subtotal in the net postage due, but it is being subtracted out elsewhere.

**Per Uni:** Help Desk Ticket: 113621 – display issue only.

### **Parcel Tracking and Visibility Update – Uni Han-Norton / Shariq Mirza**

**Currently proposed for October** and the only focus is eDocs for Mail.dat for BPM processed by PTS.

#### **Currently planned for January:**

1. The processing of Priority Mail through eDocs.
  - The idea of this requirement is for users to receive tracking data through existing BCG download and existing Mail.XML processes

2. Conversion of the shipping services file into a format that can be processed by *PostalOne!* for Full Service.
  - The team needs to make sure all FS needs can be met, but this is what is being proposed now.

**Question (Linda G):** When will we be able to see this in a document and laid out in a grid format?

**Answer (Uni):** The Excel Spreadsheet will be sent out with the Meeting Minutes and Materials.

#### **2014 Calendar – Uni Han-Norton**

USPS is switching to **three** releases per year instead of **four**:

- Two Structural/Price changes: January and July.
- One Non-Structural Change: October

**Action:** Uni will send out the 2014 calendar to the mailers today.

**Question (Steve):** When will CAT Testing take place? And Release Notes/Deployment? Can you provide us with this information a few weeks in advance in the future?

**Action (Uni):** Update the calendar to include CAT information. Release Notes and Deployment info are in the Internal document. USPS will notify the mailers accordingly and send out an updated document.

#### **Group Input**

##### **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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