

**User Group 1 “PostalOne! / SASP / Intelligent Mail”
Minutes
Thursday, May 30, 2013**

Minutes by Agenda Item

🚧 Welcome and Opening Remarks – USPS

🚧 PostalOne! Release 34.1.0 Deployment – Ruth Stock

IMb™ Services Update

PostalOne!® Release 34.1.0 Deployment — is scheduled for June 2 during the regularly scheduled maintenance window and will include several infrastructure changes. There will be a *PostalOne!*® outage from 4 a.m. to 9 a.m. CT on Sunday, June 2, 2013. During this outage, *PostalOne!* will be unavailable, including Mail.XML®, FAST® Web Services, and eDOC services. There is no new Mail.dat® client with this release.

PostalOne! Release 34.1.0 Test Environment for Mailers (TEM) Deployment — is scheduled for Monday, June 3, 2013, and *PostalOne!* TEM will be unavailable from 4 a.m. through 7 a.m. CT.

🚧 Business Customer Gateway Deployment Release 4.4 Notification for June 9 – Tara Branigan

Business Customer Gateway Release 4.4 will be deployed to Production **on Sunday, June 9 during maintenance outage window from 4:00 a.m. to 8:00 a.m. CT**. There will be an **Outage** and application **will be Unavailable** during the deployment and users may experience intermittent service.

The Business Customer Gateway has been redesigned to provide a new look and feel, simplifying the registration process.

Release Notes for the Business Customer Gateway regarding the new functionality and enhancements for the new redesign will be provided prior to deployment.

Question: When exactly will this be? Will there be a resource guide on RIBBS?

Answer: Yes, the resource document exists and will be posted

Question: Will the changes affect Dashboard?

Answer: No.

Updated: The New Business Customer Gateway (BCG) Webinars

The Business Customer Gateway has been redesigned to provide a new look and feel, simplifying the registration process. The Business Customer Gateway/eAdmin Release 4.4 will be deployed to Production on Sunday, June 9. Attend the webinar below to learn about the new features and enhancements to the BCG.

Event: The New BCG

Date/Time: May 31, 2013 11:00 am, Eastern Daylight Time (New York)

Event number: 991 654 869

Logon: <https://usps.webex.com/usps/onstage/g.php?t=a&d=991654869>

- BCG Webinars are open to the public and can be shared with constituents.

Question : Limited number of attendees to the webinar and when will the recording be available ? Will it be interactive or online chat ?

Answer : Maximum number of lines = 500. The recording will be posted no later than Tuesday, June 4. The meeting will be chat only depending on how many people attend (unless there are <50 attendees).

→ **The BCG Guide will be sent out to UG1 next Wednesday, June 5 and will be posted on RIBBS Thursday, June 6.**

Issues List / Action Items from last week – GG Dickens / Tara Branigan

The following **new** issue was discussed:

- **117500**—Mail.dat - An internal error is encountered during the by/for process when jobs have multiple postage statement types, such as Periodicals with Standard Enclosures.
 - Priority: High
 - Workaround: There is no workaround except to use Postal Wizard or hard copy.

Contingency Plan – Chris Simone

Chris Simone shared the most important section, which deals with how to submit postage statements and documentation if *PostalOne!* goes down or there is a mailer system outage. Normally under these circumstances USPS has requested hardcopy postage statement submissions. This is being changed. Mailers will now have the option to submit a hardcopy postage statement **or** a “Customer Mailing Log” which includes Permit Holder, Number, Total Pieces, Total Postage, and Mailer Job ID (this is the ID that is used by the mailer to identify the job when it goes into *PostalOne!* This could be the OP job number for OP mailings, etc.). The Mailer Job ID acts a tracking number so the mailer and USPS can affectively track the same ID.

Question: In the case of a commingled mailing, would a postage summary report be adequate? Or does it need to be in a log format?

Answer: This is still being discussed, hence the document being in draft form.

Question: When there is a *PostalOne!* outage, we have no way to determine which jobs have been affected by the outage (what the job IDs are) when jobs have already been submitted. Internal systems generate electronic data and a log to note what jobs were affected by the outage

Answer: This is a good point that is not in the document, but needs to be addressed. USPS needs to differentiate what to do if jobs have been submitted, especially during an extended outage. Chris Simone will take this back to the group to address.

If a mailer has a special postage payment system, most have a contingency plan within that agreement and that is the process the mailer should follow.

Once the system is restored, electronic documentation should be submitted. The process will be the same, but in an instance of one single outage, Full Service

mailing discounts will only be applied if the mailer includes the **Help Desk ticket** number on the hardcopy postage statement or the log. This ticket number will be included in a Critical Incident e-mail the mailer will receive. A ticket number should be sent to the mailer regardless of what end the issue is on. It was addressed by several mailers that when the outage is not on their end, the Help Desk will not give them a ticket number unless the Mail.dat file is sent. This should not be the case and this issue will be followed up on.

In the event of an extensive outage, USPS will work with the industry to communicate issues, solutions, and plans going forward. The current plan is to take the Customer Mailing Logs and wait for the system to come back up.

Uni Han-Norton will send this document out to the mailers with the MTAC meeting documentation.

→ Feedback is requested back by Wednesday, June 5.

Intelligent Mail Guide for Letters and Flats (IMGLF) Changes – Beth Bigelow

- New version scheduled for upload at the beginning of the week of June 14.
- Have been updating and identifying out of date information within the guide. What's currently available in the system
- Clarifying language in the guide to standardize the voice and move from technical speak to business language.
- Now includes information from latest FS register notice.
- Identified specific mailing scenarios that were previously not addressed in the guide.

Question: STID code charts requested to be all inclusive and put back in the guide. Will this happen?

Answer: Beth to follow-up and see what she can do.

Issue: Barcode ID section is a little confusing. Letters should be 00, but the guide gives the impression that mailers can use the Flat numeric (10,20, etc). Because this is unclear, some software companies are using 10, 20, etc for letter.

Response: This language will be updated and made clearer.

October Release Notes – Shariq Mirza / Josefina Cabatu

Shariq walked through the document section by section. The notes have been published on RIBBS for mailer review.

The document is broken down by the following SRS documents:

1. Section 1: Full-Service eDoc Enhancements (Mail.dat/Mail.XML), BMEU, and Postal Wizard Gaps SRS 990

- Regardless of presentation category, mailers will be allowed to have logical containers across all systems. When mailing with logical containers, mailers will be required to final a destination report.

Section 1.3 Concern: In a logical mailing, there is only one bundle in a tray/tub (the document suggests that there could be multiple in one tub).

Response: There can be multiple if the bundles were relocated, but there will only ever be one in the original mailing.

Section 1.12 Question: Can there be more detail as to what the receipt file is going to represent?

Answer: Shariq will work with Uni, Josefina, Jackie and Phillip to research delete flag and will work to clarify.

→ Questions to be sent to Jackie E.

2. By/For PostalOne! Enhancements

Question: What is the case with commingled mailings with multiple mail owners?

Answer: The goal is to use the By/For precedence. Shariq will follow-up with Sue Redman and ask her to join next weeks UG1 meeting to discuss this issue.

3. Bound Printed Matter Mail.dat to Shipping Services File SRS 1004

Question: Will this be testable in CAT environment for mailers to test?

Answer: Everything in this document should be available in CAT. The *PostalOne!* information should be available.

→ Processing/validating of data will be researched and addressed.

→ Shariq to follow up on UPA records/thresholds questions

4. External Trouble Reports (ETRs)

- Roughly 114 ETRs currently
- ETRs will be broken out by:
 - Those that are specific to Full-Service
 - Electronic Data Exchange
 - Postal Wizard Full Service Related Issues
 - Reporting of Full Service
- More detail will be provided on each ETR in the future

Group Input

→ It was discussed to potentially extend next week's meeting to 1.5 hours. This will be decided and announced on Monday.

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.