

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

Minutes by Agenda Item

****Reminder: The weekly Thursday meetings are now 1.5 hours ****

✚ Welcome and Opening Remarks – USPS

Reminder: *PostalOne!*[®] Release 35.0.1 — A release to repair known issues in *PostalOne!*[®] Release 35.0.1 will be deployed during the scheduled maintenance window from 4 a.m. through 8 a.m. CDT on Sunday, July 28, 2013. This will be done in a rolling fashion and there will be no planned outage during the software deployment. **There is a new, required Mail.dat[®] client with this release.** This release will address known issues including display and reporting issues. Additional details will be posted on RIBBS under: https://ribbs.usps.gov/intelligentmail_schedule2013/releases/July2013/releasenotes.cfm

Question: When will the CAT MDR client be deployed?

Answer: USPS is actively working on this. The new one is available (but incorrect) and therefore will be redeployed tonight (per Jackie). The only thing it does not include is the new validation for the Business Only delivery.

✚ Final *PostalOne!* Contingency Plan – Chris Simone

Chris Simone shared the final document (pending Management Approval). This document includes language on the following:

- All communications will go out through the *PostalOne!* Help Desk
- Mailers who normally submit eDoc will now have an alternative method aside from submitting a Hardcopy postage statement (in lieu of submitting an eDoc)
 - Mailers can provide an alternative method
- Once a system is restored, eDocs should be sent within 3 business days
 - If a mailer needs more time, the request will go up to the manager of MEPT for resolution
 - Linda addressed an issue with re-running once a system is up – this would require 7 days
 - Steve expressed it could go even longer in certain cases
 - Chris to take comments back and draft up language to address these issues
- Mailers have the ability to now submit a Customer Mailing Log rather than a Hardcopy postage statement
 - This is being communicated to clerks
- Reconciliation process
 - Employees will validate Hardcopies or mailings on List of Mailings to ensure all necessary information is included and matches up with what is in the system
 - Linda expressed that there is no way to document many jobs as they go into a queue when they are submitted

- Chris expressed that the Internal Plan addresses issues like this, where jobs are unable to be identified
- Mailers will have access to **both** the Internal and External Contingency Plans
- System Restoration Process – actions to take once system is restored

→ The Contingency Plan will be sent out to the group for review/feedback ASAP

Help Desk Process & Procedures – Ed Wanta

Ed was contacted by the reporting subgroup for MTAC UG1 to share documentation for the overall issue resolution process when technical issues are identified for a number of different applications. Ed shared an Issue Reporting document that was sent out with the Agenda and is also posted on RIBBS.

Systems that are covered under this process include:

- *PostalOne!* system
- Business Customer Gateway
- Customer Registration
- Mailer ID Tool
- eDoc processing via Mail.dat and Mail.XML
- Seamless Acceptance and Service Performance (SASP)
- Micro Strategy Reports
- Intelligent Mail for Small Business (IMSB)
- Postal Wizard
- Every Door Direct Mail (EDDM)
- Test Environment for Mailers (TEM)

Issue Identification:

When a USPS customer identifies a technical related issue with any of the applications listed on the previous page, the *PostalOne!* Help Desk should be contacted. The Help Desk utilizes a tool called Remedy to escalate USPS technical issues. When appropriate the Help Desk escalates issues from the Tier 1 Support, located at the National Customer Support Center (NCSC) in Memphis TN to various Tier 2 support functions located across the USPS infrastructure. When the Help Desk staff is able to resolve the issue with the customer or when the issue is clearly traced to a customer-induced issue, a Remedy ticket is not created. When the issue is a USPS technical issue that cannot be resolved by the Help Desk staff, a Remedy ticket is created and the issue resides with this ticket and is escalated to the appropriate IT Tier 2 or Tier 3 destination.

→ When an issue exists on the customer's end, a USPS Help Desk ticket is not created.

Issue Reporting:

When a customer reports an issue to the *PostalOne!* Help Desk, the customer will be requested to provide certain information to begin the analysis of the issue. Customers are asked to provide the following information when contacting the *PostalOne!* Help Desk to report a USPS technical issue:

- Mail.dat or Mail.XML code base or version
- **Job ID** (The Job ID is the unique key field contained in the Header File, the first eight characters of their mail.dat file.
- **OR Mailing Group ID** (for mail.xml)
- **OR Postage Statement ID** (for Postal Wizard)

- **mail.dat files/mail.xml files** (not presort files, but the exact files that get uploaded to PostalOne!, zipped up)
- **Debug logs, Client files**
- **Screenshot/Excel/Full Text of the error**
- **CRID** (The unique, numeric number that identifies the company and location. For the purposes of troubleshooting, the CRID that is relevant is the one that identifies the entity that submitted the job)
- **Previous Ticket Relevance**
- **Description of what they would like solved** (with emphasis on specificity)
- **User ID** (The User ID is the alphanumeric code created by the user that has requested access to the Business Customer Gateway).

Issue Tracking:

Customers who have reported issues to the *PostalOne!* Help Desk and received a Remedy ticket number can contact the Help Desk to request current status of the open issue or issues. The Help Desk staff may need to forward the request to the IT Tier 2 group who is investigating the issue.

Requesting Changes:

Changes to existing functionality can be requested by contacting the *PostalOne!* Help Desk or by making the request to the MTAC User Group 1. When the change in functionality request is submitted, it will be presented to the Manager, Mailer Enterprise Integration, for consideration. A Comments (COM) item is entered into the SBM tool upon agreement that the change makes sound business sense. The COM is ranked according to severity.

Performance Updates – Jackie Engelman

Jackie went over the updated deck that was sent out with the Agenda. The following was discussed in detail:

Performance Metrics - Full Mailing Life Cycle

- eDoc processing
 - Mail.dat End to End Processing Time has significantly improved
 - Mailers expressed that some times seemed higher or lower than the typical
 - These are averages – the min/max is more telling, as it skews the averages
 - Slide 14 displays jobs from week to week, which provides more detailed data
 - A mailer asked a question regarding whether jobs that take much longer than they should are addressed in the Contingency Plan? (Sometimes 4 to up to 24 hours just to get through the first step of validation)
 - What is the business process for data transfer performance?
→ Chris Simone expressed that she is taking notes of mailer concerns for follow-up
 - Linda requested the IT team look at ways to streamline and reduce the time of larger jobs
 - Mailers expressed that one large file delayed acts as a bottleneck, which delays every job behind it as well
- ***→ Request to enhance the batch so that jobs run in parallel*****

- This Agenda item will be discussed on MTAC UG1 once a month (as was previously done)

Issues List / Action Items from last week – Josefina Cabatu

The following **new** issues were discussed:

- 119800 – Reversing a VAR refund incorrectly increases the permit's balance (the balance is the amount of the refund)
 - Priority: Critical
 - Workaround: None
- 119788 – On the Postal Wizard Mailer Dashboard, the Cancel link is not available for some UPD statements. Mailer was unable to Cancel some statements.
 - Priority: Medium
 - Workaround: The statement can be Cancelled via BMEU Dashboard or via Dormant Job link.
 - **Question:** If the BMEU clerk cancels, will a receipt file still be sent as it would have if the mailer had cancelled?
 - **Answer:** Josefina to test in CAT and follow-up
- 119774 – Emails from the CAPS SC are incorrectly being sent to CAPS and non-CAPS mailers.
 - Priority: Critical
 - Workaround: Ignore the e-mail
 - This issue requires a Data Repair and will go out in the October Release
- 119735 – Mail.dat - Internal error occurs when debug message is too long
 - Priority: Critical
 - Workaround: The mailer can ensure they use fewer than 56 MIDS in their mailing.

→ **This issue has been fixed and dealt with an Internal error. It has been closed.**

****There are a few eVS issues as well that mailers can review in the document****

The most recent Patch Release Notes will be posted on RIBBS today.

Linda addressed a few issues additional issues (all of which have ticket numbers):

1. The number of packages within the Qualification Report are being doubled
2. Within the Qualification Report, the total copies and/or pieces does not match what is within the statement (Ticket number 6283362)
3. The Reconciliation Report is also not showing the right number of copies and/or pieces

→ Mailer request for more information on 64bit Java issues

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 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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