

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

Minutes

Thursday, August 1, 2013

Minutes by Agenda Item

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

Welcome and Opening Remarks – USPS

- **Contingency Plan** – Chris Simone is still working on the contingency plan. The current version of the document was circulated on 7/25/13.
- **BCG update** – Maintenance upgrade will be taking place from 4 am to 8 am in a rolling fashion, so that there is no outage.

Patch Release 35.0.1 Upgrade Update – Ruth Stock

- Ruth Stock provided an update regarding 35.0.1 release.
- Release notes for 35.0.1 release were discussed:
 - 1.4 – Dashboard issue has been fixed.
 - 1.5 – CAPS issue – Refunds can now be done from Trust to Customer.
 - 1.6 – Postage statement wizard displays the correct postage statement lines in TEM.
 - 1.7 – Admin Module – Issue related to adding a new permit for an existing company has been fixed. CRID is now updated.
 - 1.8 – Non Profit Letter – now displays correct address.
 - 1.9 – Obsolete report has been removed.

Contingency Plan Updates – Chris Simone

- Chris Simone is still working on the contingency plan.
- Feedback is requested from the industry.
- Feedback can be sent up to a week from today.

Issues List / Action Items from last week – Josefina Cabatu

- Josefina shared a pivot table snapshot for issues dated from 1/5/12 to 7/29/13.
- Various issues from 2009 were reviewed by Business leads in terms of criticality.
- Out of 166 issues in all, 67 have not been scheduled for a release.
- Mailers can inform if there is a discrepancy in the issue severity level.
- A snapshot of issues with respect to functional subsystems was also shared.
- The following issues were discussed in detail:
 - 120033 – Back office procedure for CAPS. Balance amount incorrect.
 - 119998 – Qual report displays duplicate counts. Ticket is under investigation.
 - 119899 – Related to piece count issue on Qual Report. This issue impacts all mail classes. Under investigation. IT is unable to replicate this issue. Mailers are requested to log remedy tickets.
 - Linda discussed that the production jobs still had this issue.
 - Other entities affected – RR Donnelly, World Marketing, Data Mail.

- Related Remedy ticket numbers – 6283362, 6287086
 - IT unable to replicate in lower (Internal IT only) environments, TEM or in CAT.
 - More updates about environment or scenario needed from IT.
 - 119894 – Issue related to Record of Mailings report, displaying duplicate records for some finance numbers. Impacts internal users more than external users. Internal users can use either the Transaction History or Transaction Summary Report
 - 119867 – Excel download option not available. As a workaround, csv or pdf option can be used. Easy Fix - It will be included in an unscheduled patch.
- Other issues discussed :
 - **ECR 119883** – Performance issue. This issue regards slow performance on Mail Owner CRID by/for for large periodical jobs. It is considered a critical issue. Scheduled for a patch release on August 18th. Mailers informed that jobs are taking up to 48 hours. Related remedy ticket – 6284427.
 - Other ECRs for 18th August
 - **119986** - Mail.dat - Slow performance on client side full service check
 - **119838** - Mail.dat - Client side validation causing slow processing of jobs
 - **119884** - Mail.dat - Query Performance Improvement For Periodicals w/ Consolidated Statements
 - **General comments about performance issues**
 - More visibility and investigation on performance issues needed.
 - A script needs to be created that can add up to 100 permits to simulate larger file sizes.
 - Client side also needs to be tested along with the server side.
 - USPS to put up a plan with CAT Team and CAT distribution list.
 - Dependence on performance will increase in Jan 2014; hence it is a critical issue.
 - Testing needs to be done from a range of 4GB to 16GB of memory.
 - Load, Stress and Performance scenarios to be built across many variables.
 - Issue also noticed for Mail.xml First class jobs.

Group Input

- **Jan Release notes** - Jo announced that release notes for January 2014 will be posted today. Update: New target date is set for August 9, 2013. Release Notes undergoing significantly new format.
- **PO_CAT Email** - Mailers would like to get a prompt response during the current CAT testing phase. PO_CAT email address to be manned more frequently.
- **Mixed mailings on hardcopy postage statements** – CR has been submitted for this issue. Currently scheduled to be fixed in Jan 2014. The scenario requires BMEU to enter full service pieces on one statement and non full service pieces on another. Jo to follow up on a different workaround with industry to have the issue fixed at the Presort level.

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.