

**User Group 1 “PostalOne! / SASP / Intelligent Mail”
Minutes
Thursday, August 8, 2013**

Minutes by Agenda Item

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

✚ Welcome and Opening Remarks – USPS

✚ Issues List / Action Items from last week – Josefina Cabatu

The following **new** issues were discussed:

- **120197** – Mail.dat - Remove permit validations for co-pal mailings with only 1 MPA record and no additional containers added in the CSM
 - Priority: Medium
 - Workaround: Mailers will need to ensure they use valid permits for all MPA records.
 - **Mailer Issue:** This shouldn't be a validation on Copal Bundles. Standard Copal Bundle and Standard Copal Tray validations are not logically consistent. This is a COM where requirements will need to be submitted to change the system behavior.

- **120058** – Mail.dat - After consolidator submission in tray based copal job, updates to origin jobs resetting linked origin job data throwing Mailer Quality Data Scorecard error.
 - Priority: Medium
 - Workaround: Submit all updates to origin jobs before consolidator is submitted.
 - Mailers expressed that this may not be a practical workaround, as there are so many people using copal that it would be very difficult to get all submitted prior to consolidator is submitted.
 - Suggestion: Redesign of copal validations.
 - Reverse the statements from the original job? Some are at a 3rd party site and getting them reversed would be difficult.
 - Ruth Stock to follow up.

✚ Group Input

→ **Two items request from mailers:**

- 1.) Haven't been receiving notifications (outside of the CAT testing period) of any changes to MDR clients for either CAT or Pre-Prod. Could this become the normal operating procedure? – Per Jackie Erwin: yes. Ruth stated that a DMM Advisory should have gone out.
- 2.) Due to recent update, mailers requested standardized notification and documentation indicating the changes and what updates were made.

USPS to follow up and take action.

→ **Copal Issue Update:**

- 119899 – Discrepancies with piece counts on Qual and Reconciliation Reports. USPS working on the ability to replicate the problem in order to fix the issue.
- IT conveyed that the USPS Oracle archiving process may be the root cause.
 - The archive process deletes container data in the production environment
 - The process was shut off for a few days. IT has not experienced or been able to see any data being deleted since it has been turned off.
 - IT requested support from mailers to check and confirm if they are still having issues with jobs/ Qual and Reconciliation Reports in the last few days.
 - Mailer conveyed that Version Summary Report is also not displaying correct information. IT to add this to the issue description or create new issue.
 - Mailer conveyed that the additional validations will further impede file upload times.
 - Mailer conveyed that with the Full-Service mandate in January 2014, the anticipated eDoc will require a greater throughput, and assurance that the USPS is planning for this.
 - Mailer followed-up with idea on whether the batch process could be changed to enable multiple jobs to upload in parallel. Jackie Engleman has this action to respond.

→ **Update on ETR 119718** The shortage and/or spoiled pieces/postage is being deducted from the Total Postage although the pieces are not part of the calculations:

- Postage Processing – High Priority
- Currently not scheduled for a Release
- Josefina to move this to a higher severity and work with IT to make sure this ETR scheduled
- **Question:** How will mailers get client's funds adjusted once this issue is fixed?
 - USPS will communicate the date the issue is scheduled for fix and the approach for making adjustments to mailers' client accounts will be based on number of mailers impacted, and whether combined mailing and permit holder information conducive for a data repair opposed to a BME manual adjustment. USPS will outreach to customers that are identified as impacted.

→ **Mailers are concerned about current file upload times are very long – this is especially difficult when mailers are up against deadlines.**

- **Per Linda:** What the industry and current SLA thresholds convey do not match up with the present experience. Current SLAs are no longer acceptable and there needs to be a focus on bringing times down, as they are negatively impacting business.

- **Request:** Industry/Development plan going forward to work together on communicating and reconciling these processing time issues.
- **USPS will work toward more communication/reporting and collaboration with the Industry regarding performance metrics and concerns.**

Two Main Take Aways Mailers Addressed:

- 1.) What is happening today (regarding performance problems)?
- 2.) If development is working based off of previous SLAs, this needs to be revisited to see what SLAs are still valid/relevant. USPS IT/Industry needs to set a mutually agreeable framework to derive system performance expectations.

→ **USPS requested two weeks to allow USPS IT to summarize and report back UG1, compiling all performance issues tracked by either Remedy or ETRs. This item will be addressed on August 22, 2013. This meeting will be primarily devoted to performance issues.**

→ **The Agenda for August 15, 2013 will not include performance issues (these will be held off until 8/22). The USPS *PostalOne!* team will be offsite and therefore limited postal facilitators will be able to join.**

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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