

R 38 Release Known Issues Helpdesk Tickets

SASP								
Item ID	August 2014 Release Issues	Business Impact	Impact Type	Target Release	Priority	Date Opened	Date Closed	Notification (PostalOne! Helpdesk/BMA Advisory)
1887	Job Error Aggregation Process not Recalculating for Pieces tied only to Logical Handling Units.	Some Full-Service and Seamless verification errors not being displayed to mailers, limited impact No Workaround.	Production Issues	8/26/2014	Critical	8/24/2014		
1890	Undocumented Categorization Deactivation Unable to Complete	Undocumented pieces will be shown to mailers if re-associated after 3 days. No Workaround.	Production Issues/Internal	8/26/2014	Critical	8/24/2014		
1889	Tray Scan Presort unable to Create Reconstructed Trays due to new Seamless MID CRID mapping	Tray Presort errors not being sent to PO! for display on the mailer scorecard. No Workaround.	Production Issues	9/2/2014	High	8/24/2014		
1892	Non Full Service Undocumented Scans unable to extract to BIDS	Undocumented categorizations not updated when non FS pieces associate. No Workaround.	Production Issues	9/2/2014	High	8/24/2014		
1880	Pieces at Risk Failing to Complete We currently are not able to execute the revenue at risk calculations (new internal functionality) due to a field	Seamless Piece at risk metrics not calculated. No Workaround.	Production Issues/Internal	9/2/2014	High	8/24/2014		
FAST								
Item ID	August 2014 Release Issues	Business Impact	Impact Type	Target Release	Priority	Date Opened	Date Closed	
331	The Add/Edit Content Information page reflects an error when linking or associating a Web Services created Parcel Select stand-alone content to an appointment	This will prevent mailers from associating Stand Alone Web Services created content to an appointment if they specifically attempt to associate the content through the 'Associate Stand-Alone Content' process.  Workaround: User can navigate to the 'Manage Stand-Alone Content' link and associate content to the Appointment by entering in the Appointment ID. Another option is associating the content to an appointment through Web Services.	External	R 38.1.1 Sept. 7, 2014	Medium	8/14/2014		
332	Online Origin Entry (OE) One-Time and Recurring Parcel Select Appointments cannot be created or updated with selected Entry Type of 'ONDC' and selected Presort Type of 'Presort'.	For online only, Mailers will be unable to create or update Parcel Select OE One-Time and Recurring appointments when the selected Entry Type of 'ONDC' and Presort Type is marked as 'Presort'.  Workaround: Users need to select the Entry Type of 'NONE', and on the Create New JIT Appointment page, enter in the Comments field "Entry Type = ONDC". Then on the Add/Edit Content page, select Presort Type of 'Presort'.	External	R 38.1.1 Sept. 7, 2014	Medium	8/18/2014		
333	Online Origin Entry (OE) One-Time and Recurring Parcel Select Appointments cannot be created or updated with selected Entry Type of 'ONDC' and selected Presort Type of 'Presort'.	This prevents the recurring appointment from becoming active after it is updated by an external user  Workaround: The external user will need to request local entity (Facility, Area or System Admin) to update the appointment so it becomes active.	External	R 38.1.1 Sept. 7, 2014	Medium	8/19/2014		
140	Incorrect Default Start Date populated on Create Publication Exclusions page	An error will appear on the page if user leaves the default start date on the Publication Exclusion page Workaround: the user will need to manually update the start date to reflect one day later than the default date	Production Issues	TBD	Medium	6/11/2014		

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292	Rejected content is not removed from the Stand-Alone Content Summary table	An error will appear on the page if user leaves the default start date on the Publication Exclusion page. Workaround: The user will need to manually update the start date to reflect one day later than the default date	Production Issues	TBD	Medium	7/11/2014		
<b>Item ID</b>	<b>August 2014 Release Issues</b>	<b>Business Impact</b>	<b>Impact Type</b>	<b>Target Release</b>	<b>Priority</b>	<b>Date Opened</b>	<b>Date Closed</b>	
169	Create Recurring Appointment allows content to be created with an invalid facility	If a facility is chosen by the user and then changed, the page may progress with the original facility. Workaround: User should return to the previous screen and re-select the correct facility.	Production Issues	TBD	Low	6/13/2014		
170	CIN List page drop-down box contains multiple instances of the same label(s) with no significant differentiation	This issue creates confusion. Workaround: Ignore duplicate entries in drop-down menu (same response will be provided for all duplicates).	Production Issues/Internal	TBD	Low	6/13/2014		
254	Publication names on Manage Existing Appt/Search by Publication are not fully visible due to length of drop-down menu	Some long publication names may not be entirely visible. Workaround: Sufficient characters are provided to determine publication name.	Production Issues	TBD	Low	6/30/2014		
294	FAST does not respond appropriately to end-user instruction for associating Stand-Alone Content	User confusion. Workaround: If no contents for specified facility are available, don't attempt to associate	Production Issues	TBD	Low	7/15/2014		
<b>Program Reg</b>								
<b>Item ID</b>	<b>August 2014 Release Issues</b>	<b>Business Impact</b>	<b>Impact Type</b>	<b>Target Release</b>	<b>Priority</b>	<b>Date Opened</b>	<b>Date Closed</b>	
84	Currently mailers are experiencing performance degradation when accessing the Business Customer Gateway to utilize the Incentives and Online enrollment functions. We have identified the root cause of the performance issue and are working to resolve this at our earliest.	Updates will be provided as they become available. The "Known Issues" list is posted on RIBBS/Major/Minor Releases. We apologize for the inconvenience caused.	Production Issues/External	8/28/2014	Critical	8/26/2014		BMA Advisory 8/25 and PostalOne! FAST Helpdesk sent an email notification and known issue posted on RIBBS  Helpdesk users can't access some profiles (MSPs experience freezes). Impacts Online enrollment and program registration.
<b>PostalOne! / BIDS/ MicroStrategy</b>								
new ticket (EXT)	Mail.XML Job: - (Prod) PostalOne Mail.XML 15.0A Production Problems Encountered - Error# 9598. (First-Class Mail processing categories of Cards and Letters)  Currently, If a mailer submits a first class mail.xml job with a combination of 'CD' for 'Cards' and 'LT' 'Letters' for the Processing Category and the PriceType is non-identical, the job is failing with a client error of 9598 (ProcessingCategory in the PostageStatementLineItemData block of PostageStatementCreateRequest message, must be the same throughout the entire mailing, when FormType is not FC = First Class, ProcessingCategory is not a combination of CD = Cards and LT = Letters, and PriceType is non-identical) due to a defect in the code logic that checks conditions of validation incorrectly. Code logic should check that all three conditions are true and if so then the error should be thrown. <b>Remedy Ticket #INC00001441954</b>	<b>Only Work Around - PostalOne! Contingency Plan</b>	External/Internal	Targeting for 8/28/2014	<b>Critical</b>	8/27/2014		

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new ticket (EXT)	<p>Mail.DAT - PostalOne! Production Package Services BPM Flat UPD 3605 Pound Calculation Issue</p> <p>The Pounds Subtotal Postage figures do not appear to be correct for the 8/29 &amp; 9/5 Release UPD 3605's.</p> <p>\$19,672.06 = PostalOne! 8/29 Release UPD 3605</p> <p>\$19,674.31 = Mailer Software PostageDB 8/29 Release 3605</p> <p>\$7,145.45 = PostalOne! 9/5 Release UPD 3605</p> <p>\$7,146.26 = Mailer Software PostageDB 9/5 Release 3605</p> <p>We have not sent the 9/12 Release UPD 3605 pay file to PostalOne! yet.</p> <p>Note: We typically only find a one to two cents rounding difference between Monticello and PostalOne!.</p>	Investigating by Tier 1	External/Internal/Financial	TBD	Critical	8/27/2014		
Item ID	August 2014 Release Issues	Business Impact	Impact Type	Target Release	Priority	Date Opened	Date Closed	
4978	<p><b>Mail.dat Job:</b> : Internal error on Update submission which generates a master or consolidated statement MDX is throwing internal errors during postage statement processing when a mailer submits an update job that creates an additional postage statement in the mailing. MDX is not correctly limiting the records inserted to the table to the current mail.dat submission. This causes the mailer to receive the generic internal error 7024.</p>	<b>Only Work Around - PostalOne! Contingency Plan</b>	External/Internal	R 38.1.0.2 Aug 28, 2014	Critical	8/26/2014		BMA Advisory, Known Issue for Internal and External (RIBBS) - Tuesday, Aug 26, 2014
4971	<p>Mail.XML 10.0 for FAST Appointment: Unable to make an appointment for FAST using Mail.XML 10.0</p> <p>The Facility Access and Shipment Tracking® (FAST) application, Release 28 deployed on Sunday August 24, 2014. Release 28 introduced updates to messages supported in Mail.XML 12.0A, 12.0B and 14.0A. <b><u>These updates impacted specific Mail.XML messages for Appointment Create Requests and the Appointment Close Out. The updates were not made to Mail.XML 10.0.</u></b></p>	<p>The system is preventing mailers using Mail.XML 10.0 from making appointments.</p> <p>Workaround: The USPS is currently working toward reverting to support Mail.XML 10.0.</p> <p>The recommended workaround is for mailers to schedule an Appointment using the FAST on-line system. Mailers can also contact the FAST Help Desk via eMail (FAST@usps.com) or telephone (1-877-569-6614).</p>	External	Targeting for R 38.1.0.2 Aug 28	Critical	8/25/2014		<p>PostalOne! &amp; FAST Helpdesk sent an email notification and known issue posted on RIBBS.</p> <p>FAST Release 28 Known Issue</p> <p>The Facility Access and Shipment Tracking® (FAST) System, Release v28.0 was deployed on Sunday August 24, 2014. Release 28 introduced updates to messages supported in Mail.XML 12.0A, 12.0B and 14.0A. These updates impacted specific Mail.XML messages for Appointment Create requests and the Appointment Close-Out Data Report. The updates were not made to Mail.XML 10.0 which prevented mailers from making appointments using Mail.XML 10.0. The USPS is currently working towards reverting to support Mail.XML10.0 Appointment Create requests.</p> <p>The recommended workaround is for mailers to schedule an Appointment using the FAST on-line system. Mailers can also contact the FAST Help Desk via eMail (FAST@usps.com) or telephone (1-877-569-6614). We are working to resolve these issues as soon as possible. Updates will be provided as they become available. The "Known Issues" list is posted on RIBBS/Major/Minor Releases.</p>
RSS System (Non-Postal One issue)	<p>Short Description: Cannot finalize statement because deposits aren't flowing Click here to view Incident: INC000000073092</p>	<p>Work around:</p> <p>Uni Comment: Check Capture feature in PostalOne system then process mailings with negative balance (2nd concurrence)</p>	External/Internal/Financial	Targeting for 8/27/2014 or 8/28/2014	Critical	8/26/2014		BMA Advisory 8/27 and PostalOne!Helpdesk sent an email notification and known issue posted on RIBBS
4975	MicroStrategy Reports - Some Mailer's Scorecards do not include all applicable data	Wide Impact. Data is incorrectly reported from only one center resulting in the monthly metrics being incorrect.	External	R 38.1.0.2 Aug 28, 2014	Critical	8/26/2014		

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4976	MicroStrategy Reports - Mail Owner Scorecard: mail owners cannot find the report due to their CRID not being found in the prompt Mail owner CRID reference data is not being refreshed, so some CRID's that are used as a mail owner CRID may not show up in mail owner CRID prompts. As a result, reports cannot be accessed for this CRID's including the Mail Owner Scorecard and Mail Quality (Mail Owner & Preparer) reports.	CRID reference data was failing do to slow performance	External	R 38.1.0.2 Aug 28, 2014	<b>Critical</b>	8/27/2014		
4978	Mail.dat Job: : Internal error on Update submission which generates a master or consolidated statement MDX is throwing internal errors during postage statement processing when a mailer submits an update job that creates an additional postage statement in the mailing. MDX is not correctly limiting the records inserted to the table to the current mail.dat submission. This causes the mailer to receive the generic internal error 7024 PostalOne! Delayed File Transmission - two jobs submitted by mailer and the Client showed both as complete, but the mailing information is not appearing on the PostalOne! dashboard. Error message for update job - first update passed but 2nd update failed	Two jobs submitted by the mailer and the Client showed completed but the jobs do not show on the Dashboard. Workaround: While under investigation the mailer and acceptance unit should follow the PostalOne! Delayed File Transmission in the PostalOne! Contingency Plan	External /Internal	R 38.1.0.2 Aug 28, 2014	<b>Critical</b>	8/26/2014		Communication needed
4978	Mail.dat Job: : Internal error on Update submission which generates a master or consolidated statement MDX is throwing internal errors during postage statement processing when a mailer submits an update job that creates an additional postage statement in the mailing. MDX is not correctly limiting the records inserted to the table to the current mail.dat submission. This causes the mailer to receive the generic internal error 7024 Company ##### Tier 2 - Server Validation Error <b>Ticket: 1483153</b>	Need additional information from Helpdesk & MDR team	External	R 38.1.0.2 Aug 28, 2014	<b>Critical</b>	8/26/2014		Server Validation Error 1483153. Pending
4978	Mail.dat Job: : Internal error on Update submission which generates a master or consolidated statement MDX is throwing internal errors during postage statement processing when a mailer submits an update job that creates an additional postage statement in the mailing. MDX is not correctly limiting the records inserted to the table to the current mail.dat submission. This causes the mailer to receive the generic internal error 7024 'Customer is getting server validation failed on her jobs. Error 7024 <b>Ticket: 1484769</b>	Tier 1	External	R 38.1.0.2 Aug 28, 2014	<b>Critical</b>	8/26/2014		
4978	Mail.dat Job: : Internal error on Update submission which generates a master or consolidated statement MDX is throwing internal errors during postage statement processing when a mailer submits an update job that creates an additional postage statement in the mailing. MDX is not correctly limiting the records inserted to the table to the current mail.dat submission. This causes the mailer to receive the generic internal error 7024 Jobs indicate complete upon submission, but when clicking on the job ID an error message is displayed (error message not provided). Applies to Job IDs . <b>Ticket 1484070</b> (submitted by ##### - Tier 2)		External	R 38.1.0.2 Aug 28, 2014	<b>Critical</b>	8/26/2014		

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4985	Incentives - PO! transactions do not take into account incentive discount amounts Internal reconciliation of CAPS or non-CAPS transactions for 8/25 did not apply the discount to FCM Color Promotion. However, discount was correctly applied in PostalOne. The situation was encountered with mailings associated to permit ##### ) <b>Ticket 1483988</b> (submitted by #####2)- all submission type (HD_PW .dat/xml)	There is currently no workaround 2 Incentive programs (data repair) - ALM (Mailer and clerks can view the incentive amounts but when we finalize no incentive amount has been applied  Data Repair: Adhoc query for this Friday for this week / after Patch release Sept 7, 2014: What about the CAPS refund process?	Internal/External / Financial	R 38.1.1 Sept. 7, 2014	<b>Critical</b>	8/26/2014		BMA Advisory, Known Issue for Internal and External (RIBBS) - Thursday, Aug 28, 2014
new ticket (EXT)	Postal One not allowing to input information in section D for bundles for Full Service Mailings. Mailer can only do so when the Full Service option is not checked. <b>Ticket 1485794</b> (Submitted by ##### - Tier 2)	Tier 2	Internal/External	TBD	<b>Critical</b>	8/27/2014		
4761	Auto Finalization Not Working. Seamless Acceptance mailer (CRID #####) is no longer able to auto finalize. <b>Ticket 1485813</b> (Submitted by Wilen Direct - Tier 2)  Statements are not auto finalizing (Jobs IDs are 00328971 and 00328972) <b>Ticket 1485818</b> (Submitted by IWCO)  Jobs are not auto-finalizing <b>Ticket 1485952</b> (Submitted by Jetson Specialty)	Null Facility ID to Finance Number  Workaround: Manual finalization by Acceptance clerks	Internal/External	R 38.1.1 Sept. 7, 2014	<b>Critical</b>	8/27/2014		BMA Advisory, Communication. Known Issue Internal & External
new ticket (EXT)	Postal Wizard. Online form 3541 Periodicals On line C38 Nonadv % is not calculating correctly. The screen shot shows amount of \$796.7429 and it should be \$914.64. The difference of \$117.8971. So the 3541 is charging more postage than it should. Business Customer Gateway Login: <b>Ticket 1486203</b> (Submitted by ##### Tier 2)	Tier 2 (C 38)	Internal/External	TBD	<b>Critical</b>	8/27/2014		
5006	Mailer fails to search by periodical number in Postal Wizard Form 3541. Error message indicates that the publication number is not being found in the finance number. <b>Ticket 1483982</b> (submitted by ##### - Tier 2)	Mailers select radio box as a mailing agent then select PS 3541 periodicals then try to enter the publication PE number on the first Entry page without using Search link  Workaround: Always use a search link to enter periodicals # and Permit type of PE	External	TBD	High	8/26/2014		BMA Advisory, Known Issue for External (RIBBS) - Tuesday, Aug 26, 2014
5000	PS 3600 PM CPP not apply to non-identical Permit Imprint for Hardcopy / Postal wizard	Workaround: Submit a separate statement for each identical piece weight	Internal/External	R 38.1.0.2 Aug 28	High	8/26/2014		
4981	Commercial Plus Pricing - Issue identified affecting Commercial Plus Pricing Priority Mail (Line A21). Permit Reply Mail is not working	Need additional status - run data query to obtain last year data for Line A 21	Internal/External / Financial	R 38.1.0.2 Aug 28, 2014	High	8/26/2014		

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4933	<p>Master Postage Statements - Display Issue</p> <p>A display issue has been identified on the Master Postage Statement when a job/mailling contains pieces prepared with a precancelled stamp or metered postage. The system is correctly displaying the "Postage Affixed" amount however the system is incorrectly adding that amount to the 'Total Postage from All Parts' line. This is causing an incorrect 'Total Postage' amount to be displayed.</p>	<p>Financial Impact: None: PO! does not calculate transaction amounts from the Master Statement. The individual child statements are calculated correctly and that is what PO! uses to drive transaction amounts.</p> <p>Potential business impact: Acceptance employees may reject mailings if Master Statement values do not equal the summation of the individual statement parts. Additionally, the root cause defect manifests itself on the dashboard by showing inconsistent postage values for combined statements.</p> <p><b>Workaround:</b>  <b>There is no financial impact associated to this issue. The correct postage amounts are being charged to the customer. Acceptance Employees should disregard the master statement postage amounts when performing acceptance of combined statements using postage affixed.</b></p>	Internal/External	R 38.1.1 Sept. 7, 2014	High	8/25/2014		BMA Advisory, Known Issue for Internal and External (RIBBS) - Tuesday, Aug 26, 2014
new ticket (INT)	eInduction I Issue opening the Register Link inside the postage statement to compare the number of eInduction pallets. Internal Helpdesk Ticket # 120540	Acceptance Employee advised to compare the total number of containers on the postage statement to the number of eInduction containers reflected on the Shipping Summary Report. The difference between the two is the non-eInduction containers that require an 8125.	External/ Internal	TBD	High	8/25/2014		
new ticket (EXT)	R 38 Price Change Statement Mailing Date Reminder: An error message is being generated for all eDoc submission types when postage statement mailing dates, within a job, are not all either before or all after a price change date. For example, the Postage Statement Mailing date for each postage statement within the job must all be before or after the price change date of September 7, 2014.	1. Master job for EST and start "Ready to Pay" from prior to Aug 24 - Sept 7 2. Master job for EST and start "Ready to pay" from Aug 25 - after Sept 7 (Andrew Thompson's team is Testing)	External/ Internal	TBD	High	8/25/2014		
4985	The second issue is with incentive discounts, they do not display them correctly on the master statements, is this correct? We have our first mailing using this discount today (since the update). <b>Ticket # 1483482</b>		External	R 38.1.1 Sept. 7, 2014	High	8/26/2014		
5006	Postal Wizard for PS 3541 Submission: 'Mailer is failing to submit mailing under Periodicals Permit ##### System indicates that Permit is not valid permit out of Finance #####, although external verification confirms that the Permit permit is assigned to Nashville (Finance # 476144). <b>Ticket 1484011</b> (submitted by @@@@ - Tier 2)	Mailers select radio box as a mailing agent then select PS 3541 periodicals then try to enter the publication PE number on the first Entry page without using Search link Workaround: Always use a search link to enter periodicals # and Permit type of PE	External	TBD	High	8/26/2014		

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4933	<p>Master statements within combined mailings</p> <ul style="list-style-type: none"> <li>A display issue has been identified on the Master Postage Statement when a job/ mailing contains pieces prepared with a precancelled stamp or metered postage. The system is correctly displaying the "Postage Affixed" amount however the system is incorrectly adding that amount to the 'Total Postage from All Parts' line. This is causing an incorrect 'Total Postage' amount to be displayed.</li> </ul> <p>'Master statement missing - 'On meter/stamp permit numbers the total postage due is the total postage rather than the net postage due since postage was affixed to each piece. (Screenshots provided for before and after the SW upgrade) Ticket 1484169 (submitted by ##### Tier 2)</p>	<p>Workaround: There is no financial impact associated to this issue. The correct postage amounts are being charged to the customer. Acceptance Employees should disregard the master statement postage amounts when performing acceptance of combined statements using postage affixed.</p>	Internal/External	R 38.1.1 Sept. 7, 2014	High	8/26/2014		BMA Advisory, Known Issue for External (RIBBS) - Tuesday, Aug 26, 2014
new ticket (EXT)	<p>When submitting Mail.dat file, mailers are getting a Server Validation Failed (MDR client). The mailing job was uploaded on to PostalOne, but doesn't create a postage statement. There is another job out there , which is the same job (different number). <b>Ticket: 1484511</b></p>	researching by Tier 3 as of Aug 27	External	TBD	High	8/27/2014		
new ticket (EXT)	<p>Mailer is encountering issues with Permit Imprint account ####. A deposit was made on 8/25 at AMC post office 1 check for 7400 and another check for 7500. When mailer presented his mailings to North Texas Post office clerk at that location, the clerk cannot mailer's transaction due to insufficient funds. The mailer made another deposit on 8/26 at 8:00am, the mailer's beginning balance shows -\$ 13316.62 negative. The mailer made another deposit on 8/26 at 2:00pm for \$10,500.00 and postal one still showing negative numbers. The mailer is concerned that his mailing will be rejected. <b>Ticket: 1484402</b></p>	List of Finance number of POS/RSS - pending 8/27	External	TBD	High	8/26/2014		
new ticket (EXT)	<p>Mailer is inquiring to understand why the Subtotal, Postage Affixed and Net Postage Due totals show negative amounts. <b>Ticket: 1484705</b></p>	MDR Tier 2	External	TBD	High	8/26/2014		
new ticket (EXT)	<p>Customer is unable to view the error details in mail.dat application (TEM), The error details section is blank. <b>Ticket: 1484745</b></p>	MDR Tier 3	External	TBD	High	8/26/2014		
New Ticket	<p>Mailer reported that emerging technology discount not showing. The customer is not getting the Incentive Discount. He can see the discount on the Master Statement, but not on the total Postage statement. <b>Ticket: 1484744</b></p>	Working with Mailer, Andrew Thompson 8/28	External	TBD	High	8/26/2014		
4929	<p>Uploaded an estimate with partial pays, the first UPD went in without any problems, the second and third UPD are not uploading. <b>Ticket 1486168</b> (Submitted by ##### - Tier 2)</p>	Postalone Helpdesk to contact mailer to see this has been corrected by last night fix	Internal/External	R 38.1.0.1 Aug 26, 2014	High	8/27/2014	8/26/2014	
new ticket (EXT)	<p>Mail.dat file items are being assigned to A4 when they should go to A8 <b>Ticket 1486238</b> (Submitted by Andrew Associates, Tier 2)</p>		Internal/External	TBD	High	8/27/2014		
new ticket (EXT)	<p>Internal server error code #7024 with upload (job ID is F1435T1) <b>Ticket 1486403</b> (Submitted by Farrington Tier 2)</p>	(Submitted by Farrington Tier 2)	Internal/External	TBD	High	8/27/2014		

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new ticket (EXT)	Getting Error from service: "5102 ErrorUnauthorized - User does not have access to specified SubmittingParty.Please submit the request again with valid SubmittingParty block or contact PostalOne! Help Deskda0aa8671e374c78b0c115.0A625"  <b>Ticket 1486439</b> (Submitted by #####, Tier 2)		Internal/External	TBD	High	8/27/2014		
new ticket (EXT)	Receiving a validation error on PO! (7024) <b>Ticket 1486532</b> (Submitted by #####)		Internal/External	TBD	High	8/27/2014		
new ticket (EXT)	TEM - 'Submission of a Standard Flat Mail.xml job to TEM generates error 8809 (Line Block did not map to a valid rate) which seems to be incorrect. The Mail.xml file was supposed to populate Lines D24, D25, D27, E24, E25, E27, F51, F52, F55, and F57. <b>Ticket 1483652</b>	Standard Mail Flats Part D (Auto)/Part E (nonAUto) Part (Carrier Route) over 3.3 oz but less than 16 oz section (piece and pound price)	Internal/External	TBD	Medium	8/26/2014		
4861	REG Test - eVS Record is not taken out and put in the Dropped Duplicate Packages	The duplicate exception engine does not remove existing PICS in the duplicate report and doesn't put PICs that were existing and then dropped or newly dropped, in the dropped duplicate report. When the report goes live, HQ would put in current exceptions, the existing duplicate report would be cleaned, and any new pics that meet the exception criteria would be filtered and all PICs dropped will go to the dropped duplicate report. There is no business impact until the patch on the 7th when the issue is fixed and then put the current	Production Issue/Internal	R 38.1.1 Sept 7 <sup>th</sup>	Medium	8/19/2014		
new ticket (EXT)	Finalization failed on ##### JOB with 9/12 Mailing Date. However, when Mail Arrival Date was changed 9/7 it worked. <b>Ticket:1484720</b>	need further discussion	External	TBD	Medium	8/26/2014		
new ticket (EXT)	NPI Technical Support fails to replicate upload error encountered by a customer (Mailer: A#####). <b>Ticket 1486323</b>		Internal/External	TBD	Medium	8/27/2014		
4169	We have notice 2 main issues so I am sending these screen shots for your review. The first view shows a master statement with no link to siblings.		External	Known Issue	Low	8/26/2014		
4913	MSTR - BME & BMA and Microstrategy Reports, Empty folders should be hidden	Empty folders should be ignored. BMA (internal): Shared Reports\Mail Quality (Mail Owner) Shared Reports\Mail Quality (Mail Preparer)  MQR (external): Shared Reports\Mail Quality (Mail Owner) Shared Reports\Mail Quality (Mail Preparer)	Internal/External	3-Sep-14	Low	8/24/2014		

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new ticket (EXT)	Summary: Mail.dat file uploaded to the MDR client. Error Code 7061. The Pbc barcode must be unique below the configurable threshold (2%) when the .csm container status is R=Ready to Pay. <b>Helpdesk # 1481504</b>	Mailer issue with their eDOC file	External	TBD	N/A	8/25/2014		
new ticket (EXT)	Files submitted by mailer fail to appear on the dashboard although the submission was successful. <b>Ticket 1485430</b> (Submitted by #####- Tier 2) <b>1488269</b>	Tier 3 (used Pre-Prod MDR C- requested them to use the latest on the BCG Prod MDR C. - confirm PostalOne! helpdesk	External	TBD	N/A	8/27/2014 8/28/2014		
new ticket (EXT)	sASP - 'BY/FOR errors. Ghost, Non-Profit and CRIDS are provided, but not the MIDS for any of these jobs. Jobs seem to 'kick out' randomly. Mailer is confirming that all jobs are showing up on the BCG. The mailer intends to use MIDS in the future, but needs to address the current issue of random jobs getting kicked out. <b>Ticket 1485479</b> (Submitted by #### - Tier 2)	Mailer eDOC issue - wait for final confirmation from Tier 1	External	TBD	N/A	8/27/2014		
new ticket (EXT)	<b>Exnteral Ticket: 1486703</b> , 'I am providing you with Job IDs for jobs submitted from early July, throughout all of the month of July, and much of the month of August for the client in question. This customer has been accustomed to receiving Full Service ACS records, provisioned through xx Systems. Prior to talking with you, I spoke with Uni – Han Norton. She had someone check to ensure that the delegation on the Business Customer Gateway was set as expected. The Customer has the delegation set for Full / and Basic ACS to be delegated to XX's MID, which translates to our CRID at our Omaha facility. We've also validated that we are receiving records through Postal One on a daily basis for other clients. We did not receive any records through the Full Service path for this customer, and have not received any for the month of August. I believe you were planning to pull the records on these jobs so we can provision these records for the customer, in order to keep them compliant. Other research has shown that in fact, the USPS is provisioning data for this customer. The MID is XXXXXX However, it does not appear to be provisioned according to the profile set up on the gateway. I believe there is a Postal One ticket to attempt to locate where this data is being provisioned. Perhaps you can also follow up on that, because our hope would be to correct this	New ticket today at 8 am	External	TBD	N/A	8/28/2014		
new ticket (EXT)	<b>External Ticket</b> '1487041 'Problem Summary: Error code 3822. Our CRID is #####, we submitted a mailing for a customer, whose permit number is #### We've been submitting mailing (Full Service) for this customer for at least last 3-4 weeks without any issue. When we submitted a mailing yesterday PostalOne gave us an error I've attached	New ticket today at 8 am	External	TBD	N/A	8/28/2014		
new ticket (EXT)	<b>External Ticket 1487019</b> 'Problem Summary: This morning when we downloaded the COA changes for Full-Service ACS, we noticed that the NewStreetName field is truncating the new address at 10 characters. Please look at the attachment to see the NewStreetName field towards the bottom. Did something change for us not to get the whole	New ticket today at 8 am	External	TBD	N/A	8/28/2014		

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new ticket (EXT)	<b>External Ticket 1486998</b> 'Please see the attach file for Maildat Error Code 3719 to assist customer.	New ticket today at 8 am	External	TBD	N/A	8/28/2014		
new ticket (EXT)	<b>External Ticket 1487944</b> 'On around August 21st I checked our Emerging Technologies activity report in Postal One and there was about \$121,000 in savings. I checked again yesterday and there is zero activity showing (no volume and no \$\$ savings).	New ticket today at 8 am	External	TBD	N/A	8/28/2014		

**Closed Items**

Item ID	August 2014 Release Issues	Business Impact	Impact Type	Target Release	Priority	Date Opened	Date Closed	
4940	Reference CI 1481565 critical incident. This is being resolved by placing the <i>PostalOne!</i> Internal & external dashboard jobs on hold until we can implement a permanent fix to the data base query causing the performance problem.	The current plan is the have the data base query implemented within the next by 4:00PM EST. We will send another note once the updated query has been implemented.	External	8/25/2015	<b>Critical</b>	8/25/2014	8/25/2015	Closed
4914	Mail.dat files, the PostalOne! system doesn't recognize the price change date of Sept 7, 2014 for jobs submitted prior to Aug 24th, Clerks cannot finalize any of postage statements today (Aug 24, 2014)	None. Item fixed in post-deployment patch.	Internal/External /Financial	38.1.0.0.1 8/24/2014	<b>Critical</b>	8/24/2014	8/24/2014	Closed BMA Newsletters, PostalOne! Helpdesk eMail Notification on Aug 25 2015
4915	Commercial Plus Pricing mailer authorizations were to migrate to Program Registration. Previously, BMEUs could define the Commercial Plus Pricing and the line items on the postage statement that were eligible for Commercial Plus Pricing. With this release, BMEUs no longer have this ability. Although BMEU/PSW no longer have the option to select Commercial Plus as Price Type, they can see the Price Type - Commercial Plus (after we determine the eligibility from Program Registration), on second screen.	The system is incorrectly calculating postage for mailers who receive Commercial Plus Pricing using Postal Wizard or hard copy postage statements. Work Around Business Mail Entry Units have been advised to not finalize the postage statement/ mailing in the PostalOne! system until notified the issue is resolved.  Defect 4981 (will be addressed separately). Manual adjustment will be required as a workaround. Applies only for permit reply PM	Internal/External /Financial	38.1.0.1 8/26/2014	<b>Critical</b>	8/24/2014	8/26/2014	BMA Advisory, Known Issue for Internal and External (RIBBS) - Tuesday, Aug 26, 2014
4924	MSTR - Drill down to validate changes to the Microstrategy Scorecard is not responding <b>Ticket 1483822</b> (submitted by #####- Tier 2)	Is this related to 4924	External	R 38.1.0.1 Aug 26, 2014	<b>Critical</b>	8/26/2014 (please confirm)	8/27/2014	
4939	Customer is unable to view information on screenshot. Internally and externally, the all fields on the scorecard are populated with "N/A"	unlink Copal is not showing on the scorecard "N/A" (B	External	TBD	<b>High</b>	8/25/2014	8/26/2014	Closed
BMS	Mailer scorecard Seamless Acceptance tab color coding is not working	Additional information from Matt c will create a defect in ALM (BMSAs verified and passed)	External	TBD	<b>High</b>	8/25/2014	8/26/2014	Closed
BMS	MSP changed from Yes or No on the Mailer Scorecard under mailer profile tab	Additional information from Matt c will create a defect in ALM (BMSAs verified and passed)	External	TBD	<b>High</b>	8/25/2014	8/26/2014	Closed
4936	Multiple mailers reported- Mail.dat files and screenshot of the issue we had in validating our upload. Error Code 3818. Problem summary: Mailing Agreement Type Field in the seg file can't be uploaded for a MLOCR job. 13.0 / 14. (This has already been resolved)	Wait for Lara H for additional information > turn off Error code: Mailers must resubmit, postalone helpdesk will notify mailers - regression test	External	Targeting for today or Aug 26	<b>High</b>	8/25/2014 8/26/2014	8/26/2014	Closed

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4929	7106: For Seamless, the .csm Label: IM Container Or IM Tray Barcode field must be unique within the submitted job and amongst all physical pallets associated to the .seg eDoc Sender CRID value that were finalized within the last 45 days of the Postage Statement Mailing Date.  7108: For Seamless, the .csm Label: IM Container Or IM Tray Barcode field must be unique within the submitted job and amongst all physical handling units associated to the .seg eDoc Sender CRID value that were finalized within the last 45 days of the Postage Statement Mailing Date.	The error is throwing because of an error in the code where we are comparing all containers from the job, instead of just those from the current submission. - contact ##### to retest in preprof	External	38.1.0.1 8/26/2014	High	8/25/2014	8/26/2014	BMA Advisory issued 8/26/14 Known Issue for Internal and External (RIBBS) - Tuesday, Aug 26, 2014
4938	MSTR -Populate historical Mailer Scorecard monthly data New mailer scorecard monthly aggregate tables are only populated with 45 days of historical data. A data repair is needed to populate 13 months worth of historical data.	No workaround	Internal/External	38.1.0.1 8/26/2014	High	8/25/2014	8/26/2014	
4911	Live Animal Transport Fee - When Mail.dat files are submitted with version 14.1 & 14.2, the system is unable to collect the Live Animal Transport Fee Zones 5-9	Postal/One! IT will provide the BMEUs with the amount to be collected once the issues is resolved. The BMEU will then perform a manual adjustment.	Internal/External /Financial	38.1.0.1 8/26/2014	High	8/24/2014	8/26/2014	BMA Advisory issued 8/25/14 Known Issue for Internal and External (RIBBS) - Tuesday, Aug 26, 2014
4948	The data for the MicroStrategy reports is not available at this time. This includes the Mailer Profile, Electronic Verification, eInduction, and Seamless tabs of the scorecard.	Impact: None We will provide an update when the data is available.	External	38.1.0.1 8/26/2014 tonight	High	8/25/2014	8/26/2014	BMA Advisory issued 8/25/14 Known Issue for Internal and External (RIBBS) - Tuesday, Aug 26, 2014
New Ticket (EXT)	Earned Value promotion doesn't seem to be applied. Discount was not reflected for CRID##### Ticket 1484120 (submitted by ##### - Tier 2)	User error - Earned Value credit applied to two separate permits and mailer tried to apply to only one permit number.	External	TBD	High	8/26/2014	8/27/2014	
new ticket (EXT)	Problem Summary: The customer is getting error code 2632.		External		High	41876	closed	Closed
4910	Postal Wizard Mailing with a Preprice date, unable to print the "Printer Friendly Version" or "EMail" with the barcode confirmation page for all Domestic Statements.	Postal Wizard Mailing with a Preprice date, unable to print the "Printer Friendly Version" or "EMail" with the barcode confirmation page for all Domestic Statements.	Internal/External	38.1.0.0.1 8/24/2014	High	8/24/2014	8/24/2014	Closed
335	Mailers are experiencing issues viewing their appointments in the Closeout Data Report due to new functionality introduced in FAST Release v28.	Mailers are not able to view the status of their appointments in the FAST Closeout Data Report due to issues with new functionality introduced in FAST Release version 28. We expect this issue to be resolved later today.  To view the status of their appointments, mailers will need to: 1. Log into FAST 2. Navigate to the Appointment Status Report 3. Enter their Customer Registration ID (CRID) and their Appointment ID	External	Tonight, Aug 25, 2014	High	8/25/2014	8/25/2014	BMA Advisory, Known Issue for Internal and External (RIBBS) - Tuesday, Aug 25, 2014

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4924	MSTR Performance issues - Detailed Error Report in MSTR Mail Quality Detailed Error Report Timeout  The Mail Quality Detailed Error Report and drill takes a long time to execute and may time out. As a result detailed error information may not be available.  An issue with the view BI_MSTR_STREAMLINED_DTL_V used by this report is causing full table scans rather than utilizing indexes.	Backend fix scheduled for Aug 26, 2014	Internal/External	38.1.0.1 8/26/2014	High	8/25/2014	8/26/2014	
eMail from Quad	TEM - MDR Client communication requiring new MDR Client, no communication has been sent to mailers	IT team will prepare an email notification for TEM New MDR Client today at 8.27	External	27-Aug-14	High	8/27/2014	8/27/2014	PostalOne! sent an email notification to PostalOne! users 8/27/2014
New Ticket (EXT)	Mailer receiving error code 652 when submitting Mail.dat files to production <b>Ticket 1484001</b> (Submitted by #####- Tier 2)	Data issue, .csm recording missing container dest ZIP	Internal/External	TBD	N/A	8/26/2014	8/26/2014	
New Ticket	When submitting Mail.dat or Mail.xml mailings the print page is not found on the Dashboard's Confirmation Page. <b>Ticket 1483562</b>	New Confirmation page feature for only R 38 (new price but nothing for Preprice date for all Mail.dat/MailXML)	External	N/A	N/A	8/26/2014	8/26/2014	