

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

Minutes

August 28, 2014

Minutes by Agenda Items

All meeting documentation has been posted to the MTAC Issue Tracking System (MITS) located at <https://ribbs.usps.gov/mits/>. Please see instructions at the end of this document for access to the site.

Welcome and Opening Remarks (Kathryn Mackey)

R 38 Known Issues (Uni Han-Norton, HQ MEI)

A data repair will be ran to ensure monies are returned to CAPS account for missing incentives after R 38.1 Patch Release, September 7, 2014

Uni reviewed the R 38 Post-Deployment known issues list posted on RIBBS at https://ribbs.usps.gov/intelligentmail_schedule2014/releases/aug_sept2014/issues.cfm.

Release Notes Status and Review (Kathryn Mackey, HQ MEI)

Patch Release 38.1.0 Notes were reviewed and are posted to RIBBS at https://ribbs.usps.gov/intelligentmail_schedule2014/releases/aug_sept2014/issues.cfm

The following patch release notes will be posted to RIBBS by Friday, August 29, 2014.

- Release 38.1.0.1, August 26, 2014
- Release 38.1.0.2, August 28, 2014
- Release 38.1.1 v 1, September 7, 2014 (Post on September 2, 2014)
- Release 38.1.1 Post deployment v 2 (Post on September 9, 2014)

Seamless Acceptance Service Performance (SASP) Issues List (Jennifer Howard, HQ Mail Entry)

The issues from the list not reviewed at the previous meeting were presented. This list was distributed to the group last week and will be included with the meeting documentation sent with minutes.

MicroStrategy Mailer Scorecard Changes (Arlene Zisow, HQ BMS)

The Mailer Scorecard presentation was reviewed and will be sent along with the meeting documentation.

Release 38 Internal and External Helpdesk Tickets (Uni Han-Norton, HQ MEI)

Uni reviewed all open and closed issues created from Release 38.0 deployment.

Status of Nonprofit Quality Data Cleanup (Josefina Cabatu, HQ MEI)

Due to time, this will be presented September 4, 2014.

R 39 Postage Statement Mail Owner Generation and Display (Uni Han-Norton)

Due to time, this will be presented September 4, 2014.

UG1 Issues List (Kathryn Mackey)

The list was sent to the group for review.

▪ **Action Items**

Incentive amounts subtracted from CAPS accounts will be returned to and how will mailers know it has been corrected.

Item 1433

Invalid "Same Owner and Preparer" By/For errors being logged due to improper updates on Admin CRID table.

There was a question if it will the fix correct existing data or for new data coming in.

Mailer Scorecard

- There was discussion regarding the logic of the Barcode Scanned Rate. Arlene will take the issue to Garrett Hoyt and recommended to bring the issue with rate to Work Group 143.
- There was a concern regarding the removal of the invoicing amount, additional postage due amounts from the scorecard. This was taken as an action item.
- There was a question about tickets that failed and never finalized due. Should the items get paid manually and affect the mailer scorecard. Uni will get the communication out regarding critical issues not allowing mailers to finalize jobs.

Item 4985

- Incentives - *PostalOne!* transactions do not take into account incentive discount amounts. Scheduled for R 38.1.1 September 7, 2014
- 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!*. Scheduled for R 38.1.1 September 7, 2014

External Helpdesk Ticket Item: There is an issue with Error Code 7022 that USPS will review - 'Currently, investigated by Tier 2 as of 8/29

On August 29 2014: defect 4978: Mail.dat Job: Internal error on Update submission which generates a master or consolidated statement corrected on August 29, 2014

- The issue looks to be resolved now after the deployment. Mailers can upload eDOC files.

On August 29, 2014: Email Notification for critical defect 4971 - Unable to make an appointment for FAST using Mail.XML 10.0

Attention Business Customer Gateway Users:

Please be advised that the Facility Access and Shipment Tracking (FAST) system is now available to receive and process Mail.XML 10.0 messages. The Mail.XML 10.0 message types include creating and updating appointments. Note that FAST continues to process messages supported in Mail.XML 12.0A, 12.0B, and 14.0.

FAST users should contact the FAST Help Desk via eMail (FAST@usps.com) or telephone (1-877-569-6614) if there are any questions or if any problems are incurred.

On August 28, Email notification for critical defect 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.

On August 25, Email notification for critical defect 4940- This is being resolved by placing the *PostalOne!* Internal & external dashboard jobs on hold until we can implement a permanent fix to the data base query causing the performance problem.

- The issue looks to be resolved now after the deployment. Mailers can upload eDOC files.

Attention *PostalOne!*® Users

PostalOne! Emergency Release 3.1.0.0.2 has been deployed to Production now to resolve the following issue:

PostalOne! Dashboard job locked other transactions.

The issue looks to be resolved now after the deployment.

To subscribe to the DMM Advisory, send an e-mail to dmmadvisory@usps.com. Simply indicate "subscribe" in the subject line.

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. Send an email to MTAC_UG1@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 MTAC_UG1@usps.gov with subject line Subscribe MTAC UG 1 or Unsubscribe MTAC UG 1.