

UG1 MicroStrategy Reporting & Performance Subgroup Meeting Minutes

Date: June 20, 2014

Time: 9:45 AM to 11:00 AM

Location: WebEx

Next Meeting Date: June 27, 2014

Meeting Agenda

- Introduction
- Resolution to Action Items from Previous Meeting
- MicroStrategy Reporting: (9:45am – 11:00am EST)
 - Finalize Continuation: Establish General Guidelines for Error Code Updates and Re-evaluate the language & error data in the error codes descriptions (cont.) (Andrew White)
 - Data Retention: Update to Posting on RIBBS
 - Retirement of Specific Reports: Final Discussion
 - IMB “Mis-Read” Reporting Issue
 - Open Discussion
- MicroStrategy Performance:
 - Status of ETRs/Upcoming Performance Enhancements
 - MicroStrategy Performance Metrics
 - Next Meeting’s Discussion Items

Meeting Minutes

- Error codes
 - Steve: send out error codes by next Tuesday (stated near the end of the recording) for people to go through
 - Sanity check next week
 - Who will go through excel sheet of errors
 - **Action Item:** Linda G. will skim the error code list
 - Today (20 June) is Andrew White’s last day
 - His replacement POC’s are:
 - Primary:
 - Secondary: Adam Racine
- Data Retention Discussion for MicroStrategy (Arlene)
 - There is confusion round retention policy
 - RIBBS is not entirely accurate
 - Data is archived after 13 Months
 - RIBBS directs users to Call U. Han-norton or V. Bosch for a copy of the archive
 - The data is actually purged from MicroStrategy
 - Data stays in the *PostalOne!* system for 4 years
 - Can be accessed by USPS internal users only after the 13 months
 - Question (Linda):
 - Why is the data purged?
 - What about invoicing?
 - *PostalOne!* Dashboard uses the previous 13 months of data
 - Dialing *PostalOne!* down to 3 months is not good enough
 - This issues needs to be presented in front of the larger group

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- Ken Yang
 - To view errors outside of what is available in Microstrategy, users have 45 days to access data from *PostalOne!*
 - **Action Item:** Ken Yang
 - Determine exactly when 45 day counter starts
 - Raw data in *PostalOne!* is retained for 4 years
 - The 13 months in the dashboard is based its business rules
 - Data can be viewed by external users
 - Access is based on permits and interfaces
 - To view data, users need to access the data outside of the dashboard
- MicroStrategy Error Text Changes
 - Go through each error types, what we'll display in reports
 - Changes are not reflected in the current Excel spreadsheet embedded in slide 9
 - **Action Item:** Andrew White
 - Changes will be included in the next meeting
 - Slides will be provided to Steve & Arlene next week
 - **Action Item:** Matt Chaplin
 - Add 3 pieces of information from slide 10 (MicroStrategy Error Text Changes)
 - Change wording for Appointment errors
 - Change wording for Barcode errors
 - Change wording for Barcode Uniqueness errors
 - Question: How can we give feedback if IMB is bad/How do you know whose piece it is?
 - **Action Item:** Andrew White
 - Check with Matt Chaplin for how the IMB error is displayed in the report
 - Research whether these errors are sent to MicroStrategy
 - Barcode Uniqueness
 - Question: if a tray or HU uniqueness handling issue would that also kick into the level and destination zip?
 - Yes, USPS provides the sort level of that tray and the destination zip of that tray
 - eInduction
 - This covers a wide variety of errors
 - Some are captured under appointments
 - Other errors are:
 - Container inducted in the correct entry facility
 - If the entry discount claim is valid
 - Recommend providing:
 - the eDoc container information

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- Entry Point location
 - The appointment scheduler and ID information
 - Question: if you had a duplicate showing up on eInduction appointments are you going to show how that error is duplicated
 - Answer: yes, this will show both appointments information
- Nesting/Sortation
 - Going to make a recommendation to always show HU and container information (this only applies to eDoc)
 - **Action Item:** Andrew White
 - Add the CSA separation number to Nesting/Sortation error
 - MPE Errors
 - Question: Will the MPE Errors create a virtual handling unit?
 - Yes, the virtual HU is compared to the eDoc
 - Question: by default, is the eDoc information already in the report?
 - Yes, all the errors are in the scorecard as MPE
 - Question (Bob): What postal operation was being performed
 - Answer: The first scan is the operation being performed
 - Beth Bigelow addressing Bob's points:
 - Andrew is just here to provide information about the error codes
 - Any disagreement with the logic used is more appropriate for the MTAC 143 group where the business logic is worked through
 - It also shouldn't matter where the tray is run, because the location of the scan is not part of the business logic behind the operation
 - Discussion is tabled until MTAC 143
 - Question: does the nesting/sortation error logic that is currently designed for MTAC 143 work the same whether it is a physical sibling container, a logical handling unit, and is it also interrogating for advanced carrier route high density walk sequence trays as well?
 - Yes, this has been taken into account in developing the error reports
- Postage
 - **Action Item:** Andrew White
 - Add the Mail Owner CRID & Name in the By/For Relationship
- Undocumented
 - Sampling Undocumented errors are different than MPE undocumented errors
 - Question: If you were to construct a try how would you know what container it's in, by the eDoc?

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- Yes, it reconstructs the tray and assigns it what the tray is and ultimately what container
 - Question: Is it possible to research how much further past 45 days can you report on undocumented errors?
 - Yes, USPS has 120 days of piece level data but uniqueness of information is only for 45 days
 - This discussion is tabled until MTAC 143 (Tom Glassman)
- Weight
 - No notes
- MicroStrategy Error Text Changes Next Steps
 - IT to continue to review error list and associated error text
 - Kenrick Kennedy or Kaelynn Koch will send out specific recommendations next week based on industry feedback
 - Work with Micro Strategy team to design the reports
 - Implement recommendations in future release
 - Make sure that for any future release error information is evaluated prior to a release and taken into account prior to implementation
 - Participants to review and ask for additions or changes next week, then work with MicroStrategy to get them slated for release (open discussion next week)
- Performance metrics (Randy Randall)
 - More users = slower performance
 - 239,680 total users
 - ~1,500 active users
 - 92% - 94% reports returned within 1 minutes, down from 96% - 98%
 - Audit mailing permissions
 - Of 2,717 mailer scorecard requests, 13 failed (bothersome)
 - This seems to be a trend in recent weeks
 - This may have something to do with more people using the scorecard
 - Question: what does a job mean?
 - It means accessing the file or running the scorecard
 - As we move to Seamless Parallel, not as much traffic as we would like
 - The more users the worse the system performance
- The meeting next (27 June) is to review the Error Codes and Text supplied by IT

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Action Item	Owner	Due Date
Linda G. will skim the error code list	Linda G.	27 June
Determine exactly when 45 day counter starts	Ken Yang	27 June
Update the excel spreadsheet with the correct error codes and text that is embedded in slide 9	Andrew White/Kenrick Kennedy	27 June
Update error text to: <ul style="list-style-type: none">• Change wording for Appointment errors• Change wording for Barcode errors• Change wording for Barcode Uniqueness errors	Matt Chaplin	27 June
Answer the following question: How can we give feedback if IMB is bad/How do you know whose piece it is? <ul style="list-style-type: none">• Check with Matt Chaplin for how the IMB error is displayed in the report• Research whether these errors are sent to MicroStrategy	Andrew White/Kenrick Kennedy	27 June
Add the CSA separation number to Nesting/Sortation error	Matt Chaplin	27 June
Add the Mail Owner CRID & Name in the By/For Relationship for Postage Errors	Matt Chaplin	27 June