

Meeting Title	Weekly MicroStrategy Reporting Subgroup Meeting		
Date	10/10/2014	Time	9:45am – 11:00am
Location	Webex		

Attendee	Attendee	Attendee	Attendee
David Rhiel	Brad Lammers	Ty Inman	Vicki Bosch
Arlene Zisow	Beth Bigelow	Michael Filipski	Jennifer Howard
Randy Randall	Angelo	Peter Furka	Rhonda M
Wanda Senne	Annette Rekowski	Garrett Hoyt	Leanne
Sherri	Tad Wolfe	Jim	Don King
Sherry	Chris Moning	Jackie Engleman	Linda Gustason
Matt Chaplin	Monica Lundquist	Joe Cullen	Neil Dean
Mury Salls	Warren Bordeau	John Whittington	Anna Klein
Ed Dougherty	Lina Kelly	Rosemarie Riggs	David Horton
Brad – Interlink	Holly Kozlencer	Dave Meyers	Jarita Norman
Parth Shah	Denise Austin	Paula Stoskopf	Lisa
Michael Patterson	Dennis Kaylor	Heather Dyer	Steve Krejcik

Purpose of Meeting	To discuss the Reporting content and to fix and regain confidence in the Microstrategy reports.
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Meeting Minutes

Issue Validation

- *PostalOne!* ALM #4938
 - Randy validated that the fix was working
 - Data seems fairly correct
- *PostalOne!* ALM #4924
 - Both drill down reports are working properly
- *PostalOne!* ALM #5065
 - Randy is still reporting negative values on the profile
 - Steve is impacted by ALM 4527, preventing him from fully validating this fix
 - **Action item:** Parth Shah will research if the other validating sub-group members are also impacted by ALM #4527
 - Steve has not had the time to fully validate, but non-full service pieces are positive
 - Holly checked earlier in the week and there were negative numbers
 - IT needs an mailer other than Steve, Randy, Holly or Dave Gorham to validate that 5065 is fixed

- Joe Cullen is not seeing any negative counts on the scorecard, but the data is fluctuating
- Lina Kelly is seeing negative numbers on mailer profile
 - Her total number of pieces is lower than our total number of full service pieces
- Beth believes that the sub-group members are also most likely to be impacted by 4527
- **Action Item:** IT needs to identify a mailer who is not impacted by 4527 so s/he can confirm whether or not 5065 is fixed
- *PostalOne!* ALM #5066
 - Last meeting Steve said that it looked like the boundaries were good
 - Seb also confirmed that the boundaries were good
 - This issue is resolved
- *PostalOne!* ALM #12371
 - The denominator is seamless acceptance pieces plus undocumented pieces
 - According to Steve, the number of pieces is within 100,000 of 15 million
 - Pretty darn close, but not exact
 - The percentage uses only two decimal places (NN.NN%)
 - Steve is happy with this and thinks we can close it
 - This issue is resolved
- *PostalOne!* ALM #5166
 - Lina Kelly says that she is seeing expected values
 - 4527 would mask this fix
 - This issue is resolved
- SASP ALM ID #2027
 - Arlene says that data is there, she was in it all day on 9 October
 - Joe Cullen is seeing undocumented
 - **Action Item:** Randy will continue to research this issue for his company
 - Beth says there is some latency and that Randy should would wait until Monday or Tuesday to validate
- *PostalOne!* ALM #5082
 - The issue Randy should look for data in Mail.dat in lines B5 & B6 weren't getting into SASP
 - **Action Item:** Randy will continue to validate this issue
- *PostalOne!* ALM #5199
 - **Action item:** Arlene will follow up with Tom Glassman
- *PostalOne!* ALM #5238
 - Joe Cullen has seen undocumented pieces since 24 Aug
 - This item is resolved
- Wildly fluctuating piece counts were captured in the new issues on 8 October

Review of unresolved Issues

- Mury Salls - Existing data is under reported in the scorecard
 - According to Beth, no additional information is required for this issue

- Mury Salls – eDoc delayed and pieces marked as undocumented after eDoc submitted under count did not reduce
 - According to Beth, no additional information is required for this issue
- Randy Randall – Move/Update error are not available for months prior to August 2014
 - According to Beth, no additional information is required for this issue
- Seb – Customer is getting “job expired” messages moving up from drill down within the “View Error Details by Error Type”
 - No additional data need, customer already provided it
 - ~6 October the administrators made a configuration change to address job expired message
 - **Action Item:** Steve will send Seb asking him to check for this error since the configuration change
- Seb – the following error codes are showing “No Data” upon drill down: 7508, 7832, 7847, 7848, UC2, UC3, UH2, 7901, UP3, UP2
 - No additional data need, customer already provided it
 - IT is waiting for the data load and catch-up has completed and should resolve this issue shortly
- Randy Randall – Both Scorecards (eDoc Submitter and Mail Owner) totals column is showing “N/A” but has data values in the COA metric for individual CRIDs
 - Postal Service needs to check if this error is by design
 - IT does not need additional information from the mailer
 - John Whittington sees the same issue
 - Matt Chaplin believes that this is by design
 - This metric is supposed to be N/A if the full service percentage is below 75 percent
 - This is per CRID at the month level
 - Is not being evaluated at the total across CRIDs, which is why it’s never displayed at the level
 - Mailers would like the USPS to include language describing how the logic works
 - N/A here is confusing because N/A also appears under some the mail service provider volumes even though there are volumes there
 - There is separate issue logged where zero values are displaying as N/A
- Randy Randall – Seamless Tab is showing less volume related to Delivery Point erro the drill down reports
 - Mailer was looking at TBV errors on his scorecard and drilled down there was a discrepancy
 - When mailer dumped the scorecard into a .PDF the numbers matched
 - Mailer is extremely dismayed at the refresh delay
 - **Action Item:** Matt Chaplin will contact the MicroStrategy Administrators about the caching delay
- Dave Horton – Mail Owner Scorecard piece counts (Full Service and Non-full Service) are not being associated with the appropriate CRIDs for September 2014
 - No additional data need, customer already provided it

Review of Mailer Scorecard – External Issues

- Mark thinks the spreadsheet is a “pretty good message”
- Steve says it was really hard to associate the spreadsheet with an error on the scorecard
- Recommendations:
 - Have the spreadsheet show how the error code is wrong for different kinds of mailing
 - Example: this error code is incorrect buy only if you’re doing a co-palletized mailing
 - This has support from multiple mailers
 - Don’t be afraid to use as many words as necessary to make column “D” clear
 - Add a column with an issue number (unique identifier)
 - Easy for power users to understand this spreadsheet, but might be difficult for the regular users
 - The spreadsheet has a lot of good information but is intimidating
 - Include error numbers to help regular users to understand the spreadsheet with exceptions
 - Create a filtering method that shows only applicable issues to each mailer type/profile
 - Additional mailers support this idea
- Question: is the intent of the worksheet to help those in the middle of this understand where we may not have to pay attention to an error?
 - No, it’s to help the regular users to understand the issues that impact them and to try to the sub-group that the Postal Service knows what the issues are and have a plan in place to address them
- Question: will this sheet always be needed or will it be phased out over time?
 - Garrett believes that this sheet will always be needed to inform users of errors in the reports
- Question: Please explain “impacted metrics” column
 - The items on the left hand side of the scorecard

Questions Still Outstanding	
#	Question
1	None
2	
3	

Action Items			
#	Accountable Person	Action Item	Date
1	Parth Shah	Research if the other validating sub-group members are also impacted by ALM #4527	10/24/2014
2	Beth Bigelow	Identify a mailer who is not impacted by 4527 so s/he can confirm whether or not 5065 is fixed	10/24/2014
3	Randy Randall	Continue to research whether ALM #2027 is an issue for his company	10/24/2014
4	Randy Randall	Continue to research whether ALM #5082 is an issue for his company	10/24/2014
5	Arlene Zisow	Follow-up with Tom Glassman on ALM ID #5199	10/24/2014
6	Steve Krejcik	Send Seb asking him to check for this error since the configuration change	10/24/2014
7	Matt Chaplin	contact the MicroStrategy Administrators about the caching delay	10/24/2014