

# User Group 1 “Mail Anywhere/Payment Modernization/ BCG Changes/CSA Verifications”

## Minutes

September 3, 2015

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### Mail Anywhere

A review of Permit Fee Waiver and the Full Service Fee Waiver eligibility was discussed. MEPT will be updating Mail Anywhere Fact Sheet to post to RIBBS. There will be a CR to repair any outstanding issues on September 20, 2015 to enhance the following for both Internal and External customers on Full Service Cumulative Total will display on:

- The balance and fees page
- The on final screen

On the Internal screens the Full Service Cumulative Total will display on:

- Permit Number Column on dashboard
- Customer Assistance Look-up screen

In addition the Calculation will have a consistent logic which will be used across all systems PostalOne!, SASP, and Mailer Scorecard.

Deliverable: Heather Dyer will provide screen views to display the above views and a request was made to remove the yellow highlighting on postage statements “Not Finalized” under the Seamless Scorecard as this is not a metric which a threshold has been exceeded (David Gorham).

### Payment Modernization

The Payment Modernization was reviewed with the group.

### Business Customer Gateway Changes

A presentation on the Business Customer Gateway (BCG) changes was provided. The industry provided the following feedback:

- Industry was not appraise of the enhancements made to the Favorites section on the BCG and was not noted in the Release Notes.
- Industry was not included in the final redesign of enhancement that now has additional clicks to select the item and industry would like to be involved and provide feedback with any additional enhancements made prior to USPS changing.
- Industry would like the links to be returned to the original links and considered as a “High Priority”.

Deliverable: MEPT contacted BCG group to provide an update on Task Team 123 call. Provide an update on these changes on the next UG 1 call.

### CSA Verifications

A presentation on CSA Verifications procedures was provided. A discussion was held on was what validations are done through this verification. CSA Group is working on streamlining the CSA process.

### R 41.3 Release Notes

A review of the R41.3 Release Notes was completed. Release Notes will be posted Monday or Tuesday (9/7/2015 or 9/8/2015).

Deliverables: Industry would like more information on Outages that recently occurred. What actions are being taken to prevent further outages from re-occurring? Industry would like further discussion on whether the Contingency Plan is working efficiently when paper documents are involved.

### Issues List

Reviewed the External Issues List.

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### 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](mailto: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

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