

User Group 1 "PostalOne!/SASP/Intelligent Mail"

Minutes

December 17, 2015

PostalOne! Mail.dat/Mail.xml Processing Delays

At approximately 2:09PM CT on December 16th the PostalOne! eDoc processing (Mail.dat/MailXML) began experiencing critical database errors causing all eDoc processing to fail. This issue is being tracked as Priority Critical Incident 982302.

The Postal Service has been working around the clock with Oracle support since this time to identify and resolve the problem. This issue primarily impacts eDoc processing. While working with Oracle support we have shutdown/restarted the complete application two times in an attempt to correct the errors. This resulted in the entire PostalOne! application being unavailable from Wednesday 12/16 4:44 PM – 6:11 PM CT and Wednesday 12/16 6:43 PM – Thursday 12/17 12:31 AM CT.

At the current time eDoc processing remains unavailable. All other PostalOne! functionality including eVS, FAST, PostalWizard, and internal BMEU access is available. We have escalated the issue within Oracle technical support and have multiple engineers working this issue along with a large technical support team within the Postal Service. We apologize for the inconvenience and will continue to work to resolve this issue as our top priority. We will provide updated communication to the industry through our normal PostalOne HelpDesk communication process.

Industry requested email notification of USPS recovery plan/industry instruction for files submitted to the system etc. USPS will set up a UG1 call once the system is restored to touch base on recovery plan and any actions needed by the industry.

Seamless Acceptance Service Performance (SASP) Processing Delay Update

Recently there were SASP processing delays in which impacted the SLA for Full-Service, Move Update and Seamless Acceptance. The normal SLA for Full-Service and Move update is 48 hours and with the delays the SLA was 72 hours. As of this morning all processing is current and the SASP system is meeting the 48 hour SLA for Full-Service and Move Update. The processing delay was due to a hardware failure and has been addressed and fixed.

Approved 2016 Promotions

A review of the Approved 2016 Promotions was provided to UG1. Presentation provided with UG1 Meeting Minutes.

Review of R42 Updated Release Notes

Version 2 of the R42 release notes have been posted to RIBBS. USPS will set up a special UG1 call to provide an indepth review of the Barcode Quality/Address Quality and Manifest Quality changes.

External Issues List

A review of the current external issues list was performed with the group. In addition 18 unscheduled items were reviewed with the group to get ensure industry and USPS are in agreement with the priority if the issue.

Next MTAC User Group 1 Meeting

The UG1 Meeting for 12/31 and 1/14 are canceled. There will be a UG1 Meeting on 1/07/2015. Calendar updates/invites will be sent out.

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)

- o 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

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