

MTAC 137 “Full Service Feedback” Minutes

Tuesday, August 10, 2010

The meeting and teleconference was held at Headquarters in Room 11228. The meeting started with introduction of attendees.

Agenda Items

- ✚ Review Charter
- ✚ Review Ground Rules
- ✚ Review Group Participation/Stakeholder List
- ✚ MicroStrategy Reports
- ✚ Upcoming Release Items
- ✚ Proposed/New Release Items
- ✚ Reporting Issues Feedback

Review of Charter

- ✚ Sue Redman reviewed Charter (handout)

✚ Question

What is assessment feedback?

Answer

Assessment feedback are reports generated by *PostalOne!* for full service jobs that quantify the loss of full service discount of a job due to full service non-compliance. Current business rules limit assessment to jobs that calculate $\geq \$150$ or 70% of the mailing is in non-compliance.

✚ Question

When will we be able to view the assessment feedback?

Answer

It is schedule for CAT sometime after August 23, 2010. We will confirm the exact date the function will appear in CAT.

- ✚ Our goal is to get everyone ready for upcoming changes.
- ✚ A recommendation was put forth to re-focus the issue statement to include “Awareness.”
- ✚ A recommendation was put forth to include Business Service Network and the PostalOne Help Desk.

Review of Ground Rules

- ✚ Please mute phone unless speaking.
- ✚ Please do not put your phone on hold with music.
- ✚ Please inform the group if you are experiencing any problems hearing speaker.

Review Group Participation/Stakeholder List

- ✚ Todd Black and Sue Redman want to ensure all Stakeholders are a part of group and ask members to provide names via email of any missing stakeholders.
- ✚ A list of desired stakeholder roles will be distributed to the group.
- ✚ If anyone did not receive the invite and would like to get added to the member’s list, please send Todd Black or Sue Redman an email.

MicroStrategy Reports

- ✚ The industry has concerns about the short amount of time allotted to get acclimated to upcoming changes.
- ✚ The group requests a presentation to view services and understand the impact to their companies.
- ✚ The Business Mailer Support Group wants to review MicroStrategy Reports and errors.
- ✚ The reports will identify all levels of postage.

- ✚ Clarification is needed on assessment level – does it include anything less than \$150.00 and less than 30% of job.
- ✚ Question
What is the dispute process if you disagree with assessment?
Answer
This should be addressed at User Group's meeting and reported.
- ✚ Question
When are we going to be notified about Full Service eDoc?
Answer
The current quality and verification reports are available.
- ✚ November 7, 2010 – will see errors 30 days.
- ✚ We will broadcast dates when everyone will be able to view data and reports.
- ✚ We will get an example of reports shared at the Task 18 meeting.
- ✚ Screens from CAT will be available sometime after August 23, 2010.
- ✚ Group states that Job IDs are almost impossible to track because they change with mailers.

Upcoming Release Items

- ✚ Verification Assessment Evaluator (VAE) – a service required of BSA. It allows them to restrict manage mailing activity functionality.
- ✚ The BSA/VAE Administrator will be the contact responsible for payment and reconciliation.
- ✚ Can allow BSA to opt out of messages
- ✚ Contacts profile – BSA will maintain and assign various areas or services.
- ✚ *Question*
Is there a list of assessments?
Answer
Matrix for Mail.dat and Mail.XML
Guide for Letters and Flats / Appendix D

Proposed/New Release Items

- ✚ Release 5.1 – Non Price Change
- ✚ Release 6.0 – Price Change
- ✚ We will review release changes at future meetings.

Reporting Issues Feedback

- ✚ Please review issues from MTAC 122 and handout to ensure they belong with this group.

Other

- ✚ Frequency of meetings
Weekly
Thursdays, 4:00pm - 5:00pm EST

Next Meeting

- ✚ **Thursday, August 19, 2010, 4:00pm -5:00pm**
- ✚ Reach out to stakeholders
- ✚ Re-communicate our focus
- ✚ User Group
- ✚ MicroStrategy Presentation