

MTAC 137 Work Group “Full Service Feedback”
Minutes
Thursday, September 16, 2010
4:00 PM – 5:00 PM

Agenda Items

- + Review of Minutes
- + New Functionality
- + Presentation – “Mail Quality Reporting – *Full Service Errors and Warnings*”

Review of Minutes

- + Minutes reviewed
- Clarification VAE
 - o Need 70% to be compliant
- Start date of invoice vs. verification
 - o Any jobs completed after January 2nd is subject to loss of discount. Anything completed prior to January 2nd at a job level is not subject to loss of discount.
- The release notes will be updated to include various scenarios.

New Functionality

- + Mail Quality Errors/Warnings
 - o Unlinked copalletized trays with virtual sacks (error)
 - o Informational item identifying when the date of mail actually arrives for FAST appointment vs. date in documentation. (warning)
 - o Informational message for when a container receives an unload scan at a different location. (warning)
 - o Handling unit – trays or sacks that do not get a pallet. (warning)
- + Enhancement
 - o Container handling unit and error by week. Update to include all errors and filter by eDoc submitter CRID.
 - o Data Distribution Analysis will identify all mailer and preparers and who is sent ACS Start the Clock data feedback.
- + Recommended New Reports
 - o Microstrategy Report with an indicator flag for over \$150/70% threshold and quantity of job to enable customer’s awareness of how close to threshold.
- + Microstrategy Reports - errors are reported within 48 hours of finalized postage statement.

Presentation – “Mail Quality Reporting – Full Service Errors and Warnings”

- + Currently all charges will appear on the report regardless of amount. The industry would ultimately like to see only those requiring payment on report or a zero balance for charges not requiring payment.

Anyone who is not an eDoc submitter and is a VAE may not have access to view, track or reconcile reports. This can lead to problems identifying who and where to collect payment due to downstream mailing. The group leadership will take offline for discussion.

Next Meeting

- + **Thursday, September 23, 2010 – 4:00 PM to 5:00 PM**
- + Presentation - “Mail Quality Reporting – *Full Service Errors and Warnings*” (continued)
 - o Screens from CAT

MTAC Issues Tracking System (MITS)

- + To view previous postings of minutes and other Work Group documents, the steps are:
 - Business Customer Gateway

- National Customer Support Center – RIBBS (listed under “Customer Support”)
- MTAC (last tab on left menu)
- MTAC Issues Tracking System Login (listed under “Important Links”)
<http://ribbs.usps.gov/index.cfm?page=mtac>
- Login:
Username = WG 137
Password = fsfb345
- Click on “Work Group”
- Input “137” in Work Group Issue Number and click “Search”
- Click on “View Minutes”
- Click on desired filename