

**MTAC 137 Work Group “Full Service Feedback”  
Minutes  
Thursday, September 23, 2010  
4:00 PM – 5:00 PM**

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**Agenda Items**

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

**Review of Minutes**

- ✚ Release 25 will trigger VAE email notification.
- ✚ Release 26 customers are subject to loss of discount, however the threshold may change.
- ✚ A request was made to add a tutorial to assist customers with report navigation. This request will be taken into advisement.

**Full Service Feedback Webinars**

- ✚ Posted to RIBBS and DMM Advisory.
- ✚ Dates
  - September 30, 2010
  - October 14, 2010
  - October 28, 2010
- ✚ Presentation available on RIBBS under Intelligent Mail – Guides & Specs
  - Full Service eDoc Verification Reports Prototype

**MicroStrategy Reports**

- ✚ The error messages are unclear and need to be revised.
- ✚ New error message definitions will be added to “The Guide to Intelligent Mail” with Release 25.
- ✚ Kevin Elkin will review and provide assistance with the rewrite of error messages.
- ✚ A list of new error messages will be provided at the next meeting.

**Next Meeting**

- ✚ Thursday, September 30, 2010 – 4:00 PM to 5:00 PM
- ✚ MicroStrategy Reports
  - Availability after Finalization
- ✚ **MTAC Meeting Calendar**

The meeting schedule for Work Group 137 is now posted on MTAC Issues Tracking System (MITS) under “**Meeting Calendar.**” To view Meeting Calendar, 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>

Sign on with user name WG 137 and password fsfb345

Click on “Work Group”

Click on “Meeting Calendar”

Click on desired “Issue Title” to view schedule information.

**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