

**MTAC 137 Work Group “Full Service Feedback”**  
**Minutes**  
**Thursday, October 28, 2010**  
**4:00 PM – 5:00 PM**

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**Agenda Items**

- ✚ Review of Minutes
- ✚ Full Service Feedback Review

**Review of Minutes**

- ✚ Minutes reviewed

**Full Service Feedback Review**

- ✚ There was confusion around what the data would look like for mail owners verses mail preparers and what should be displayed. (This resulted in some sort of differentiated view-- like tabs-- for each perspective.)
- ✚ There was confusion around the relationship between the pie charts--which display information for the whole mailing--and the top reason percentages--which are calculated from the mail with errors. (Percentages were changed to represent percent of the whole mailing.)
- ✚ Mailers wanted a more accurate and definite picture of absolute mail volume for the data displayed in the pie charts. (Absolute numbers were given in addition to percentages.)
- ✚ Mailers wanted filtering of the dashboard data by job. (There are technical limitations at this time that make that very difficult.)
- ✚ Mailers were confused about data delegation profiles and whose errors would be aggregated into which views.
- ✚ Mailers wanted trending and historical data. (Adding absolute volumes and changing the percentages to be of total mail will help make trending easier.)
- ✚ Where do we go or who can we contact to request future items or recommendations for the dashboard (MicroStrategy)?  
Answer: The current forum is the place to voice request and recommendations. We will update and record requests in the issues list.

**Other**

- ✚ Prohibitory Orders
  - What is a prohibitory order?  
Answer: If a customer finds a company is mailing something offensive, the customer completes a request on the company. The Postal Service issues a prohibitory order to the company that created the offensive mail piece and sends the legal document to address of company on the mail piece.
  - There was a request/recommendation to have all issued prohibitory orders visible to mailers. They are currently kept at the district; however this is not effective for companies. The Postal leadership will inquire about having a link posted on the Business Customer Gateway as a centralized location for this type of information.

#### ✚ CSA Errors

- Will CSA errors be used for all classes of mail?  
Answer: Containers CSA Association error will be used for discount removal. The Postal Service does not look at class of mail; therefore all classes of mail are included.

#### ✚ BSA / VAE Acceptance

- Are all users required to go into Business Customer Gateway and accept the BSA / VAE role?  
Answer: No, only the person assuming the BSA or BSA/VAE role.
- If a person is the BSA or BSA/VAE for multiple services/activities, will they have to accept under each activity?  
Answer: Yes.
- The date for acceptance has been extended beyond December 15, 2010.
- How is the Postal Service handling customer's legal concern with the written agreement?  
Answer: We have and will continue to forward feedback to our legal department. The Postal Service will not customize the agreement for individual companies. Please continue to forward concerns and questions to Josefina Cabatu at joanne.l.cabatu@usps.gov.

#### Next Meeting

- ✚ Wednesday, November 17, 2010 – 9:00 PM to 10:00 PM
  - Room 1P410
  - Telecom information will be sent to members.

#### ✚ November Schedule

- **November 4, 2010**  
Canceled
- **November 11 – Veteran's Day**  
Canceled
- **November 17, 2010 – MTAC Meeting (Headquarters with Dial-in)**  
9:00 AM – 10:00 AM
- **November 18, 2010**  
Canceled
- **November 25, 2010 - Thanksgiving**  
✚ Canceled

#### ✚ 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