

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

Agenda Items

- + Review of Minutes
- + Mailer ID Survey
- + VAE – Discount Removal scheduled January 2, 2011
- + Training and Guides for VAE and Reports

Review of Minutes

- + Minutes reviewed
- + VSA Agreement
 - o Comments have been forwarded to the Legal Department. They are working to shorten and simplify the agreement. We hope to be able to provide an update at the next meeting.
 - o Please forward all questions and comments to Josefina Cabatu at Joanne.L.Cabatu@usps.gov

Mailer ID Survey

- + The Postal Service will be making upgrades to the Mailer ID system for deployment in the early August timeframe. Phase I Requirements are currently being written and are due at the end of January 2011. Pages and access to existing features will be restructured to accommodate a new look and feel. A select number of new functionality is also being considered. The USPS seeks feedback to help prioritize what to place in Phase 1 and 2. A survey is posted on RIBBS at <http://ribbs.usps.gov/index.cfm?page=intellmailmailidapp> and will be used to help identify the improvements which Mailer ID system end-users consider most valuable. The survey takes about ten minutes to complete. USPS will accept the survey through 1/7/2011. Email it to survebox@us.ibm.com.

VAE Discount Removal – January 2, 2011

- + Concerns were sent to the leadership regarding the January 2, 2011 discount removal. The implementation of the assessment has been delayed to a future date that has yet to be determined. We will inform you of the date as soon as it becomes available. You will continue to receive the email notifications. We will review Help Desk tickets for data quality and provide additional education for customers.
- + The group would like to see the following:
 - o DMM Advisory regarding change
 - o VAE instructions
 - o Instructional Video
 - o A link in the email going directly to the Error Report

Training and Guides for VAE Report

- + There is a prototype in PowerPoint.
- + We want to update guides and are looking for feedback.
- + Webinars have been added after the January 2nd Release.

Other

Blocked Mailer List

Mailers expressed concerns about jobs being blocked from SASP due to a large number of duplicates.

Next Meeting

📅 Thursday, January 6, 2011 – 4:00 PM to 5:00 PM EST

📅 **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