

MTAC 137 Work Group “Full Service Feedback” Minutes

Thursday, January 6, 2011

4:00 PM – 5:00 PM EST

Dial In: 866-567-8049 Meeting ID: 9943294

Agenda Items

- + Review of Minutes
- + Review of Issues
- + New Issues
- + VAE Training Updates
- + Other Communication Updates
- + Next Meeting

Review of Minutes

- + Minutes reviewed
 - o No corrections

Review of Issues

- + Enhancement for Data Quality Reports
 - o Break out error counts and warnings for better insight
 - o Remove mail owner information except at the mail piece level
 - o Full Service Error Report displaying job multiple times – a fix has been identified for a future Release.
- + Postal Invoice Report
 - o Options to change view
- + Training materials
 - o How to correctly populate eDoc
 - o VAE Admin Role and Functionality
- + Additional Information Column
 - o Link to more detailed documentation focused on error type or code
- + View detail error code associated with detail error record
- + Recommendation
 - o To separate enhancements from problems
- + Blocked Mailer List
 - o This is being addressed and worked through MTAC User Group 1.

+ Changes in Release 26.0.0

Verification Assessment Evaluator (VAE)

- o All jobs prior to January 2, 2011 were removed since there was not a charge.
- o Only jobs that do not meet the threshold will get reported.
- o We introduced filters under the dashboard to allow better report management.

New Issues

- + Mailers should be able to pull a report for all linked CRIDS. If not, report to the Help Desk
- + Compliance percentage column
 - o A link in the email going directly to the Error Report

VAE Training Updates

- + Updates to User Guide documents posted on RIBBS
 - o Guide to Intelligent Mail for Letters and Flats
 - o User Access to Electronic Mailing Information and Reports Guide (2 Volumes)
- + VAE Role

- How to request role
- How BSA assigns role
- ✚ Reports
 - Business Customer Gateway - Full Service Verification Invoice Report
 - MicroStrategy - Detail Error Verification Report
- ✚ Error Messages
- ✚ Payment Process
 - Pay
 - Request Review
- ✚ There was a recommendation to display Job ID on all level of reports.
- ✚ Questions
 - Is a Mailing Group ID assigned when a job is submitted and what is the purpose?
Answer: It is one to one for the job.
 - When will updates get published on RIBBS? Answer: We hope by the end of next week, if not, we will let you know next week.
 - Has the webinar presentation been posted to RIBBS? Answer: We will inquire and let you know next week.
 - What is content of webinar? Answer: How to correctly populate eDoc.
- ✚ We will arrange a future presentation focused on finding, reviewing and analyzing reports.

Other Communication Updates

- ✚ Updating the MicroStrategy link to go directly to error in the document verses the guide
- ✚ Short how to video clips
- ✚ Other help features

Question

What is the date for turning on the VAE assessment? Answer: We hope to provide an update next week.

Feedback

- ✚ Questions
 - Has anyone tried to dispute an assessment to ensure the system works? Answer: Prior to January 2, 2011, there were three instances of request for reconciliation. Since the Release there should not be any impact. The report contains options to pay or request reconciliation.
A mailer attempted to retrieve a job from the Full Service Error Report and received an error page searching for the item, therefore could not input why they were disputing in MicroStrategy.
 - How are the transactions reported when performing a payment on the Full Service Discount? Answer: They will be reported as an adjustment transaction to whatever account you select.
 - Is there anything in a CAPS reference field to refer back to the job? Answer: We will notate that mailers would like to be able to input a Reference ID when using a CAPS account on invoice report.

Next Meeting

✚ Thursday, January 13, 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