

MTAC 137 Work Group “Full Service Feedback” Minutes

Thursday, January 20, 2011

4:00 PM – 5:00 PM EST

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

Agenda Items

- + Review of Minutes
- + New Issues
- + Other/Comments
- + Next Meeting

Review of Minutes

- + Minutes reviewed
- + Addition to minutes (blue/bold)
 - o Full-Service Discount Removal for eDoc Errors
 - Postponed – no new date
 - Working with MTAC 137 for options to turn off functionality (CR will be submitted)
 - **Options are being considered based on the feedback from MTAC Work Group 137.**
 - Mailers would like to continue receiving Verification Assessment Evaluator (VAE) notifications.

New Issues

- + Delivery Point Validation
 - o Mailers questioned whether this should be an error or a part of the MicroStrategy Reports in the Full Service environment. This issue was discussed in MTAC User Group 1 and suggested it become a warning instead of an error.
 - o Mailers would like the database defined and matched for a valid check.
 - o Address Management System (AMS) is the source file updated every Tuesday.
 - o Mailers proposed to have the Delivery Point Validation turned off. This issue will be taken to postal leadership/stakeholders for feedback and resolution.
- + Issues List
 - o The Issues List should be available by next week’s meeting.

Other/Comments

- + MicroStrategy Reports
 - o Mailers are still experiencing delays retrieving data from jobs finalized on MicroStrategy Full Service Reports. The data should be available 48 hours after finalization, however in some cases it is taking from 72 to 146 hours to retrieve data.
 - o Jobs are appearing in the Full Service EDoc Verification Invoice Report, but not in the Detailed Report.
 - o These issues will be taken to postal leadership/stakeholders for review and resolution.

Next Meeting

- + Thursday, January 27, 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