

# MTAC 137 Work Group “Full Service Feedback” Minutes

Thursday, January 27, 2011

4:00 PM – 5:00 PM EST

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

---

## Agenda Items

- ✚ Review of Minutes
- ✚ DPV Error Update (immediate action taken, long-term action to come, timing)
- ✚ VAE Update – Will emails continue to be sent as requested by Work Group 137
- ✚ Issues List
- ✚ Other
- ✚ Next Meeting

## Review of Minutes

Minutes reviewed

- No corrections

## DPV Error Update

A preliminary meeting was held which resulted with a short term solution to convert the error to a warning. A warning will not trigger an email, but will appear on the Data Quality reports. A second meeting will be held next week to determine a long term solution. We will message the results to User Group 1. Please continue to forward your concerns to Valerie Yates at [Valerie.d.yates@usps.gov](mailto:Valerie.d.yates@usps.gov).

## VAE Update

It was recommended that errors continue to trigger emails and prompt users to review the invoice report. Prior to implementing the complete process, the review portion will begin, giving mailers opportunity to test scenarios. Various options are still being considered.

## Issues List

We will publish the Issues List by next week.

## Other

MicroStrategy Reports

The delay with eDoc data posting to the MicroStrategy reports was due to a bug within software code. A fix was implemented and data should post within 48 hours. There was also a concern regarding volumes gradually appearing on the report. Mailers will monitor reports to determine if volumes stabilize and the turnaround of finalized mailings appearing on reports.

## Next Meeting

- ✚ Thursday, February 3, 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