

MTAC 137 Work Group “Full Service Feedback” Minutes

Thursday, February 3, 2011

4:00 PM – 5:00 PM EST

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

Agenda Items

- + Review of Minutes
- + Delivery Point Validation (DPV)
- + Issues List
- + Other
- + Next Meeting

Review of Minutes

- + Minutes reviewed
- + Addition to minutes
 - o MicroStrategy Reports
 - Mailers continue to experience 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.
- + Changes to minutes (In Red)
 - o **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 **Work Group 137**. Please continue to forward your concerns to Valerie Yates at Valerie.d.yates@usps.gov.

Delivery Point Validation (DPV)

Mailers requested the status of the timing of the DPV errors. They were concerned their customers will view errors that are not valid. They also inquired as to when SASP updates the directory. The Postal Service will assemble an explanation with regard to how the process works, vet and ensure they are covering all issues and bring it back to the group.

Full Service Partial ACS Matches

The SASP team is preparing an SRS based on a proposal to rectify the issue with Periodicals mailers (specifically flats) and the incorrect ACS charges being assessed. Feedback from the meetings will be considered in finalizing the requirements. Please send your feedback to Beth Bigelow at beth.a.bigelow@accenture.com.

Issues List

- + Issues List reviewed.
- + Suggested format additions/changes to Issues List
 - o Columns
 - Name of Submitter
 - Workaround
 - Status
 - o Tab for Closed Issues

- ✦ It was recommended to prioritize the enhancements from the Issues List for future Releases and label as “High, Medium or Low.” Please send your list to Kathryn Mackey at Kathryn.r.mackey@usps.gov.

Other

- ✦ **MicroStrategy Reports Update**
The mail is now posting to the Full Service Invoice Report within the 48 hour window; however the final counts are taking up to 96 hours to post.

Next Meeting

- ✦ Thursday, February 10, 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