

**MTAC 137 Work Group “Full Service Feedback”  
Minutes  
Thursday, February 10, 2011  
4:00 PM – 5:00 PM EST**

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**Agenda Items**

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

**Review of Minutes**

- + Minutes reviewed
  - o No corrections

**Delivery Point Validation (DPV) Presentation**

- + Presentation reviewed
  1. A mailer reported they are receiving multiple scans on same pieces, sometimes with different results. The Postal Service requested mailers to provide examples. The process intended to match MPE scan, match to eDoc and validate that active delivery point exists in past 195 or 290 days.
    - Users requesting verification be done only on eDoc.
    - Provide feedback that will allow some diagnostic process by mailer to see why DP bc is not matching against AMS database.
  2. There is a cost to the mailer to conduct the investigation.
    - If invalid DPV, the piece won't be delivered causing additional expense.
    - The Postal Service acknowledges this may not be feasible for each mailer to look at each piece, but those that do will assist in determining solution.
    - .01 of 1% has an issue with .imr pieces.
  3. The .imr reporting (if one piece in range faulty, then all pieces in range considered faulty) skews true number of errors.
    - When you drill down into the detail report, you will be able to see true number of pieces with the errors.
    - Question: What is the value for .01 of 1%? Mailers stated that the process seems like a real exercise in "Obsessive Compulsion" and a lot of work for a little return.
    - The information is available; mailers do not have to react to it.
  4. Question: Why go through certification/recertification to participate for service performance measurement? Answer: Initial certification was to ensure files were received and passed in the Test Environment for Mailers (TEM). The current certification involves detailed specific elements of the eDoc.
  5. The process was likened to EXFC measurements; challenged with economic condition and getting all pieces measured. It avoids sampling methods.
  6. Your concerns will get communicated up to Postal leadership; if you do not wish to act on data as a warning, it is provided information.
  7. The concern is not with what or how DPV warnings are generated; but why?
  8. Question: Is this a mailer issue or postage issue? Answer: Mailers should investigate errors reported and what may have happened in the matching process to assist in determining nature of issue.

**Other**

If anyone has feedback for “Full Service Partial ACS Matches” please send to Beth Bigelow at [beth.a.bigelow@accenture.com](mailto:beth.a.bigelow@accenture.com).

## Attendance

109 Members

## Next Meeting

- ✚ Tuesday, February 15, 2011 – 3:00 PM to 4:00 PM EST
  - Postal Service Headquarters, Room 1P629
  - Dial in: 866 567-8049 Meeting ID: 7610856

## ✚ 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