

MTAC 137 Work Group “Full Service Feedback”
Minutes
Tuesday, February 15, 2011
3:00 PM – 4:00 PM EST

Agenda Items

- ✚ Review of Minutes
- ✚ Delivery Point Validation (DPV) Follow-up
- ✚ Other
- ✚ Next Meeting

Review of Minutes

- ✚ Minutes reviewed
- ✚ Corrections (In red)
 - Delivery Point Validation (DPV) Presentation
 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 .pdr pieces.

Delivery Point Validation (DPV) Follow-up

- ✚ Presentation reviewed
 1. Delivery Points for validation
 - Mailers request terminology change from
 - 9 digit delivery point to 9 digit zip plus four or routing code
 - 5 digit delivery point to 5 digit zip code or routing code
 2. Can USPS provide the Job ID and 31 digits to enable mailer to work with sort vendor and correct errors? Answer: The Postal Service will work with mailers.
 3. How should a mailer proceed when they discover a discrepancy and cannot identify the error? Answer: Mailers should call the Help Desk and open a remedy for escalation the SASP.
 4. The mailing industry questioned the value of receiving warnings and if they can opt out of receiving warning emails? Mailer also requests to view the data through xml.
 5. What is the misscan probability?
 6. Question: What can't certification be conducted during the TEM process? Answer: Certification is done on live mailings to ensure mailer is accurately populating information correctly.
 7. Each CRID will get tested during certification process at each location to determine how mail is inducted into the mail stream.
 8. Who can mailer contact to determine if and when their name appears on list for certification process? Answer: The certification process is conducted at the local level.

Next Meeting

- ✚ Thursday, March 3, 2011 – 4:00 PM to 5:00 PM EST
 - Dial in: 866 567-8049
 - Meeting ID: 9943294

✚ **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