

MTAC #140: Enterprise Payment Meeting Minutes
Monday, August 15, 2011
3:00pm-4:00pm EST

1. Review Minutes – July 25, 2011
 2. BSA Input (from the BSA Questionnaire Document)
 3. Group Input
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1. Review Minutes from July 25, 2011 - no comment
2. BSA Input
 1. What do you like about the current user access definitions?
 - i. Current user access definitions are fine, based upon feedback received, especially from a large company.
 - ii. Like the email messaging request and in-box approval, but believe that if a BSA is on vacation the process is delayed as delegation is not available for the BSA to delegate the responsibility while the primary BSA is away. This indicates a need for better education and awareness if in fact this function is already available.
 2. How do you think access definitions could be improved?
 - i. For clients with multiple permits or multiple CRIDs, the functionality could be more robust to allow a global look for the strategic group in charge of total postage and definitions specific to each line of business that may only need to view certain characteristics of their spend or products
 3. Should the website Business Service Administrator (BSA), who grants access to view site content, be the same person as the payments administrator, who grants access to conduct financial transactions?
 - i. That depends on the role the BSA plays. Some BSA's are elected to manage the operations side of the product while other may handle the transactional side of the mailing (Finance). A BSA of one product may not know what the other is doing. It was recommended that the product should be set up as a parent child relationship for a Master BSA to look over the process if needed, but allow others to be admin/users that have their responsibility for their given area. These functions need to be separated, with the option to grant both functions to one person if desired.
 - ii. Dropdown lists were recommended to eliminate confusion when creating anything new, so as not to duplicate existing information with only minor differences in spelling, etc., and also to provide visibility into what information, users, BSA's, CRIDs, etc. already exist.

4. Should the BSA have delegation options? If so, what do you suggest?
 - i. Yes. Just because a person has been elected to be the BSA, does not necessarily mean they actually manage all of the products, transactions and services. It would be nice to have a delegate function so the central BSA can monitor the actions of others, but not be required to handle the entire action surrounding every facet of daily activity.
5. Describe any other significant pain points with granting user access, particularly new vs. existing locations, new vs. existing CRIDs, accessibility and/or visibility of BSA contact information, etc.
 - i. The in-box message sent to the BSA in charge requires specifically that that person grant access approval. On occasion, the BSA could be out of the office and delay granting access to a person who needs to move forward on an issue. The ability to delegate to others the authority to take action would eliminate the delay.
 - ii. Setup of a new location is cumbersome to navigate to as the current business customer gateway assumes the current location is the only location you are working in. This is especially cumbersome for new acquisitions and linking existing to new ownership of the business under another entity. Linking in the current state is not an easy task.
 - iii. Redirect the email from the Requestor Inbox of the Business Customer Gateway to the BSA/Delegate and Payment Admin/Delegate personal email identified in the Customer Registration system

3. Group Input/Other

1. The final requirements recommendations list will be sent out to the workgroup for review at the next meeting.

4. Next Meeting

Monday, August 29 at 3pm EST
Telecom Number: 866-966-6305
Meeting ID: 4355481

- Agenda
 - Review Minutes
 - Review Recommendations list

MTAC Issues Tracking - Steps to Accessing Documents in RIBBS:

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 140 and password: Train!Frogleg3

Click on Work Group

Search on User Group Issue Number 140

Click on View Minutes