

Meeting Report
4/3/2013 12:30-1:30 PM
USER GROUP 4 (UG4) SESSION

USPS Attendees: Himesh Patel, John Wertz, Steven Monteith, Alice Vangorder, Adam Racine

Non-USPS Attendees: UG4 Roster

AGENDA

1. New Member Updates
2. Outstanding Issues and Past Action Items
 - a. Update on Op Code list: Where it stands, what is needed to move it forward, frequency of updates
 - b. Update on IV system status
 - c. Update on recent Postal/Industry Engagement meetings
 - d. Review Action Item Log
3. New issues
 - a. Identify piece-level data requirements
 - b. Identify other issues for Group to follow
4. Next meeting Date & Time: April 17, 2013; 12:30 pm to 1:30 pm
5. Any Other Business

DISCUSSION POINTS

The purpose of this meeting is to provide an ongoing forum to facilitate communications between the Postal Service and users, define and review improvements in process/production functionality and address and resolve issues.

- General Discussion
 - After the meeting minutes are sent out, an opportunity will be provided at the beginning of the following meeting to receive feedback and determine if there are any needed omissions/corrections.
 - The minutes from the March 14 meeting were ratified.
- New member updates
 - User groups are open to more than just the Mailers' Technical Advisory Committee (MTAC) members.
 - The following individuals have been welcomed into UG4: Peter Gjerness (US Bank), Glen Swyers (Know Classic), José Murillo (UPS), Alvin Serrano (UPS), Rocco Pozzulo (Lazarus Marketing), Kenneth Sewell (Database), Ron Baker (Amsterdam Printing) and Bob Rosser (IWCO Direct).
- Action Item Review
 - A new action item log will be sent out in addition to the issues log. Refer to the Action Items log for updates to the previous meeting's actions as well as
 - Angelo, Ellie and Himesh agreed upon the below Mission Statement wording:

“To provide an ongoing forum for collaboration between the Postal Service and Industry to facilitate the use and value of Informed Visibility. By identifying, addressing and resolving issues as they arise, we hope to continue to add value to the mail. The scope of this group will include the development and implementation of the data framework for Informed Visibility, including education and development of related materials, so all may better understand and appreciate the power of business intelligence.”

 - Originally, much of the Mission Statement was related to just the CONFIRM program.
 - The charter can now also be used as supporting material for Informed Visibility (IV) as well as training for any use of Business Intelligence (BI).
 - In past efforts, significant time was spent updating RIBBS and other specific sites dedicated to the CONFIRM program. Workshops were created and a workshop-in-the-box was delivered to the PCC, which is now offering webinars.
 - The workshops could be consolidated and posted on the RIBBS and MTR sites.
 - Items for posting should first be sent to Ellie, Angelo or Himesh who will then ensure it is posted for the group access.
- Review Issues Log

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- Issue 1
 - During the National Postal Forum (NPF), Steve Dearing remarked that signing up for IMb tracing is a simple process. It is cumbersome to subscribe and needs to be simplified and the process better documented. Although the action item is latent, Angelo suggested leaving it open for the preceding reason.
 - The root of this comment refers to the ease of establishing piece-level tracing but it is related to the entire Business Customer Gateway (BCG) sign-on process, regardless of whether it is Intelligent Mail barcode (IMb) tracing.
- Issue 2
 - Since the Help Desk is open 24/7 so the specific issue stated needs to be better defined.
 - PostalOne! and IMb tracing systems do not have an adequate tracing methodology in place but trouble tickets are sent through email.
 - The USPS may want to consider implementing additional issue tracking measures.
 - Ed Wanta is analyzing alternatives.
 - **Action Item:** Himesh will send Wanda Senne a separate email to obtain clarification regarding issue verbiage.
- Issue 4
 - Per Angelo's recommendation, Himesh will work with Dale Kennedy to obtain information related to the Business Service Network (BSN).
- Issue 7
 - When forwarding a mail piece, the tracking ends with the Computer Forwarding System (CFS) site.
 - The USPS is trying to internally bridge the gap between the original IMb applied and any subsequent one. Discussions are ongoing with engineering so as to identify measurements and volumes going through the CFS.
 - Future updates will be provided but additional suggestions are welcome.
- Issue 10
 - Delivery exception codes are related to Undeliverable-As-Addressed (UAA) codes.
 - The originator of this issue is still unknown so it will be closed.
 - Someone may have wanted to ensure that the delivery exception codes could be used and expanded to provide better updates and service.
- Issues 11 and 12
 - To continue providing tracking data so visibility does not end at the CFS site when an IMb is applied, a new barcode is used. When the piece goes through the Postal Automated Redirection System (PARS), the original operation ("op") code is there.
 - Visibility is lost when an IV sort tag is added to the back of the mail piece and is the only barcode scanned onward from that point.
 - Flat pieces go through a different process - a fixed code is used but it does not replace the originally applied IMb.
 - Issues 11 and 12 will be closed and Issue 24 will be created on the topic of Letters and, especially, Flat pieces that have loss of visibility due to re-routing.
- Issue 15
 - This issue was added to the log around the time of POSTNET retirement and migration of IMb tracing.
 - The USPS is in the process of establishing a new mechanism to do a broadcast through multiple communication channels.
 - For IMb tracing on MTR, there is also a message board for the CONFIRM program
 - On Thursday, 3/28, the extended Ops Codes list was posted on RIBBS.
 - This issue will be closed and a new one will be defined on the topic of establishing a messaging mechanism for alerting group members of changes on RIBBS and MTR in relation to IV
- Issue 18
 - Judy Kalus was identified as the owner.
 - This will be included as an agenda topic during the next meeting
- Issue 20
 - Only one subscriber is capable of registering to get data: The person who controls the data

PRODUCT INFORMATION

flow is not necessarily the person with the zip to whom it was associated. The root of this issue is based in how the database was originally created/constructed during the early stages of the CONFIRM program.

- For IMb piece-level data, the system looked for POSTNET or the routing zip versus the Mailer ID (MID).
- Agreements between multiple companies to capture route scanning data have become a maintenance nightmare.
- Enhancements are needed.
 - The system is currently limited to “Zip + 4 structure,” so a full routing zip is not used and the last two digits do not really carry any meaning.
 - Adding the last two digits would introduce approx. 99 other combos.
 - Handling of large volumes of mail may actually be a separate area to be addressed in Remittance mail.
 - During previous discussions, Tim Moran indicated that there really was no easy solution to rectify this.
 - The issue was identified as one that the Reply Mail sub-group could address.
 - **Action Item:** Angelo to establish the Reply Mail sub-group. Those interested in participating were asked to contact either Angelo, Ellie or Himesh.
- Issue 22
 - Guidelines have been established and are pending.
- Issue 23
 - **Action Item:** Angelo to include this issue as part of the Reply Mail sub-group discussions on how to account for visibility.
- Issue 24
 - Added during the 4/3 meeting in replacement of Issues 11 and 12.
- The identification of piece-level data requirements will be discussed during the next meeting.
- Action Item: Himesh Patel will send out a reminder that piece level data requirements will be discussed at the next meeting so as to obtain feedback from meeting participants.

ACTION ITEM TRACKING

Action Item Description:	Status:	Assigned To:	Due Date:
Himesh will send Wanda Senne a separate email to obtain clarification regarding issue verbiage.	Open	Himesh Patel	4/17/2013
Angelo to establish Reply Mail sub-group. Those interested in participating are requested to contact either of them to join.	Open	Angelo Anagnostopoulos	4/17/2013
Himesh Patel will send out a reminder that piece level data requirements will be discussed at the next meeting so as to obtain feedback from meeting participants.	Open	Himesh Patel	4/17/2013