

**Meeting Report**  
**5/1/2013 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. Upcoming Events and Actions**

- a. Reminder: DMM Advisory on Full Service (FS) Major Outage
- b. May Mailers' Technical Advisory Committee (MTAC) Meeting

**2. Updates on Issues and Action Items**

- a. Update on Op Code list: Where it stands, what is needed to move it forward, frequency of updates
- b. STID activation and data provisioning issue
- c. Review Action Item Log
- d. Review Issues Log

**3. Define data requirements for piece-level visibility**

**4. Feedback**

- a. Updates on RIBBS site:
  - i. Container, Tray, Bundle Visibility Guides  
[https://ribbs.usps.gov/intelligentmail\\_guides/documents/tech\\_guides/ContainerTrayBundleVisibilityUserGuide.pdf](https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ContainerTrayBundleVisibilityUserGuide.pdf)
  - ii. Updates to STID table (July 2013)  
[https://ribbs.usps.gov/intelligentmail\\_mailpieces/documents/tech\\_guides/NewStidPreNotice.pdf](https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/NewStidPreNotice.pdf)
- b. Identify other issues for Group to follow

**5. Next meeting Date & Time:** MTAC In-Person, May 14, 2013; 10:30 am to 12:00 pm

**6. 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.

**• Upcoming Events**

- Reminder: DMM Advisory on FS Major Outage
  - A three day outage is expected, May 4-6, due to a system upgrade and is expected to affect tray and container visibility data.
    - Mail Data Quality and visibility data will not be provisioned May 5 – 7.
    - Address Change System (ACS) will not be provisioned May 4 – 6.
    - All data will be provisioned after the indicated dates and will be current by May 13 for ACS and May 14 for rest.
    - No impact is expected on Intelligent Mail barcode (IMb) tracing.
- MTAC Meeting – May 14, 2013
  - An in-person meeting will be held on Tuesday, May 14, from 10:30 am to noon.
    - Jim Cochrane will not be able to attend.
    - Discussion items can be sent to Himesh Patel, Ellie Alexander and Angelo

Anagnostopoulos in Room 1P410.

- For non-regular MTAC meeting members, there may be access issues. Those planning to attend should inform Himesh Patel ahead of the meeting so that Security personnel can be made aware.
  - **Action Item:** Himesh Patel will provide dial-in information for the 5/14 UG4 in-person meeting.
  - **Action Item:** Himesh Patel will provide an attendance list to Security Personnel for those needing access into the Postal Building for the UG4 meeting.
- **Operations (“Ops”) Codes List Updates**
    - USPS Operations is working to cleanse Ops Codes list so as to continue retiring outdated Ops Codes. A process has also been established to monitor code usage.
    - A queue exists for the Ops Codes to be posted on the Mal Tracking Repository (MTR) website. In the near future, a link to the queue is expected to be posted on the IMb tracing page.
  - **Service Type Identification (STID) Activation**
    - Lisa Bowes recently contacted the IMb Tracing Help Desk regarding missing scan information for a specific Mailer ID (MID).
      - It is troublesome to have missing scans after STID information has already been provided/updated in profile. Generally, occurs when customer is establishing profile.
      - This is related to an issue that occurred on April 23 for customers that had transitioned over to FS.
        - Customers are not aware that they need to request a STID and scans are being missed as a result.
      - The rejection file, which is monitored on a daily basis, was reviewed and the customer’s MID did not appear there.
        - The STID is sent to the rejection file, it is entered into a table. It is then added to a schedule and pushed to a server. Active MID, when paired with an inactive/unrecognized STID, is stored in the rejection file.
        - If MID is not active but is instead associated with a separate or different STID then it would not be stored in the rejection file.
    - An automated clean-up process exists to remove unused STID by looking at scan analyses over a period of several months. However, this effort has not been recently re-visited.
    - Currently, STID are not removed unless requested by the account holder. If a customer asks for a change to his/her profile, an email is sent back to the customer confirming the requested changes were made.
      - In one instance, a customer’s STID was removed and scans were not received as a result of an error. Data from several days was missing because the investigation to determine the problem took longer than the data was stored. No alert was sent out as this was done in error.
      - There is no monitoring mechanism in place for the USPS or the customer to prevent such accidents. Emails can be sent to the Help Desk for investigations into problems and as long as the profile exists before and after an incident occurs, information can be quickly provided to the customer.
      - Adding a monitoring mechanism to the roadmap for IMb tracing for STID, which is a small subset, could ultimately cause capacity and latency issues.
        - Whenever a schedule is established, though there may be no scans set up for the MID/STID combination, the system has to cycle through them.
        - If there are no scans set up for a MID/STID combination, it can cause a delay in the processing of the activated MID/STID.
      - This topic will be added to the Issues Log as well as the Requirements Log upon its creation – current and future states will be taken into consideration.
        - The two entities that identified similar data issues will work with the IMb Tracing helpdesk to further investigate the issue.

- **Issues**
  - Issue 25 – “Establish mechanism to disseminate IMb Tracing changes on RIBBS and MTR”
    - This issue is about message distribution. Messages should be distributed regarding changes to existing information, such as the addition of new tables or references to uploaded data.
    - The person that identified this issue is not a registered user of the Mail Tracking Repository (MTR) website and needs a mechanism by which to communicate outside of the site.
      - Registered users of MTR are able to access and use the bulletin board to broadcast information. The audience is limited in comparison to RIBBS and contains more specific information. Furthermore, those that use IMb tracing often rarely access MTR.
      - RIBBS is open to the general public and the full Op Code listing has not been posted here in the past.
  - Issue 26 – “Ease of access to distributed information”
    - Regardless of which site is used, communications should be sent to inform the public of what information is distributed.
      - It is recommended to properly post such an announcement in one place. This way, synchronization issues and the existence of stale information is minimized.
      - RIBBS has a process for making such updates. MTR and RIBBS maintenance procedures may need to be compared.
    - Issue 25 and 26 will be added as an agenda items for the in-person meeting.
- **Data Requirements for Piece Level Visibility**
  - Item level data attributes that are currently provisioned to IMb tracing include:
    - TimeStamp (mm-dd-yyyy hh:mm:ss)
    - Facility ZIP (5-digit ZIP)
    - Operation Number (3-digit operation number)
    - TrackingCode (20-digit number)
    - RoutingCode(0, 5, 9, or 11-digit number)
  - Additional attributes identified by industry include:
    - Timestamp to include milliseconds
    - MPE ID
    - ID Tag or FICS ID Tag
    - WFOVSeqNumber or MailpieceID or PkgID or EventNum, etc.
  - Additional attributes for consideration include:
    - IMb Routing Code
    - MPESortPlanName
    - Bin or ActualPocket or PocketNum
  - There is currently open IMb tracing for all STID but some way of identifying when a mail piece is re-labeled through the Postal Automated Redirection System (PARS) or other returning components is needed to for provisioning through piece level data.
  - One way to gather piece level attributes would be to set up a survey mechanism, either online or through a form. The purpose would be to document use cases and only high-level information is requested.
    - Suggestions are welcome.
    - Other requirements are expected to be identified in the subgroup to be led by Angelo Anagnostopoulos.
    - Requirements for handling units, trays and containers will be gathered in the future.
- **Agenda Items for the MTAC Meeting**
  - Issues 1, 22, 25 and 26
  - Data Requirements for Piece Level Visibility (including Issues 7/17)
- **Other Business**
  - The Container, Tray and Bundle Visibility Guides and an updated STID table (July 2012) were posted to RIBBS.

**PRODUCT INFORMATION**

- Feedback from the UG4 group is welcomed and will be distributed to the meeting group accordingly.
- The next meeting will be held in-person on Tuesday, 5/14, from 10:30 am to noon, in room 1P410 of the Postal Headquarters building in Washington, D.C. A dial-in number will also be provided.

**ACTION ITEM TRACKING**

<b>Action Item Description:</b>	<b>Status:</b>	<b>Assigned To:</b>	<b>Due Date:</b>
Himesh Patel will provide dial-in information for the 5/14 UG4 in-person meeting.	Open	Himesh Patel	5/14/13
Himesh Patel will provide an attendance list to Security Personnel for those needing access into the Postal Building for the UG4 meeting.	Open	Himesh Patel	5/14/13
Himesh Patel will verify that a communication was sent out with regard to establishing guidelines regarding MID usage on trays and placards (Issue 22)	Open	Himesh Patel	5/14/13