

Meeting Report
5/14/2013 10:30 AM -12:00 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. Update on modifications to the Business Customer Gateway (Susan Redman)
2. Update on MID usage for Tray Labels and Container Placards (Garrett Hoyt)
3. Review of ongoing work
 - a. Review Action Item Log – All
 - b. Review Issues Log – All
4. New Issue – Reply Mail delays (Angelo Anagnostopoulos)
5. Continuing work effort - Define data requirements for piece-level visibility
6. Feedback
 - a. Updates on RIBBS site:
 - i. Container, Tray, Bundle Visibility Guides
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ContainerTrayBundleVisibilityUserGuide.pdf
 - ii. Updates to Service Type Identification (STID) Table (July 2013)
https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/NewStidPreNotice.pdf
 - b. Identify other issues for Group to follow
7. Next meeting Date & Time: May 29, 2013; 10:30 am to 12:00 pm
8. 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.

Update on Modifications to the Business Customer Gateway (BCG)

- Modifications to BCG have been completed to make the Gateway more user friendly and easier to navigate. It will be released on June 9, 2013.
- BCG was deployed to support Full Service (FS) and originally designed for users with a significant number of customers.
- Overview
 - External Landing Page
 - The banner at the top is a promotional area with content that can be changed.
 - The lower section of the display is divided into three categories: Mailers, Shippers and Business.
 - The style is very similar to the usps.com website.

- The Intelligent Small Business (IMsb) Tool link takes users to the static IMsb website.
 - The “Sign Up” feature allows customers to register and then enter the Small Business tool rather than being rerouted back to the external landing page as before.
 - To register, a user must establish a username and password as well as provide answers to two security questions.
 - Upon registering, a customer can obtain a Mailer ID (MID) if one is not already assigned.
 - By entering a Customer Registration Identification (CRID) or MID, it is possible to find the name of an entity or user address.
 - There is enabled functionality to verify Mail Service Providers (MSP).
 - Permit linkage is a functionality that still needs to be added.
- Internal Landing Page
 - The banner across the top and the vertical bar on the right of the screen are promotional areas with content that can be changed.
 - Users' favorites can be set and saved in the upper right hand corner.
 - This area is preset to contain links to the Dashboard, Incentive Programs, Mailer ID, Mailing Reports, Online Enrollment and Postal Wizard links.
 - On the left-hand side, there a vertical menu bar containing links for the following web pages: Welcome, Inbox, Mailing Services, Shipping Services, Other Services, Support, and Manage Account.
 - The inbox allows for email and text messages to be sent to the user from within the tool.
 - The customer support page allows easy access to the Help Desk, Business Service Network (BSN), National Customer Support Center (NCSC), etc.
 - Manage Profile
 - Customers can manage preferences and services.
 - If there are multiple users on an account, or if a Business Service Administrator (BSA) is involved, then multiple tabs will appear.
 - If a customer is registering, the system will check to see if there are other customers already assigned to the account. If not, the user will be designated as a BSA.
 - Manage Location tab available.
 - Manage Users tab available.
 - It is possible to manage service by differing locations.
- A Mailer Briefing webinar is scheduled for May 30, 2013 to provide a demonstration of the Gateway.
 - Additional demonstrations will be scheduled.
 - Recommendation: The Mailer Briefing link should be posted on the home page so customers can access the recorded demonstration at a later time.
- Attendee Feedback
 - Static Page Updates
 - A website update schedule is needed to ensure all posted information is current.
 - Discussions are ongoing about the inclusion of update checks as part of a Release Change Process for whenever changes are made to the Gateway.
 - Recommendation: Create a change log comparable to the one posted on RIBBS.
 - Business Mail Entry Unit (BMEU) Clerks
 - Internal users are aware of the changes made to the Gateway.
 - Feedback is welcomed to continue improving usability and can be sent to Susan Redman.

Update on MID usage for Tray Labels and Container Placards

- Requests were made to create a MID/CRID fact sheet that provides an overview of what MID/CRID are and how to acquire them.
 - MID/CRID are used for By/For services and data delegation.
 - Recommendation: Indicate on the sheet that the information shown applies to only letters and flats.
- Policy for Containers and Handling Units
 - Like container MID, the person that controls the MID should be able to control the serialization.
 - The concern with this association is that it occurs after the payment has been tendered.

- **Recommendation:** May want to illustrate the importance of correct MID/CRID associations to highlight the ramifications of mis-associations to mailers and Mail Service Providers (MSP). This would likely help raise the level of external sensitivity.
 - **Action Item:** Ellie Alexander will assist Garrett Hoyt in modifying the FS MID/CRID fact sheet to provide greater detail in support of MID/CRID usage (added to Action Item 2).

Review of Ongoing Work

- Refer to Action Item log.

Issues

- New Issue: Reply Mail Delays
 - A number of concerns have been raised regarding the timeliness of delivery on various types of Reply Mail.
 - **Action Item:** Steve Monteith will investigate the concerns regarding the timeliness of Reply Mail delivery.
- Refer to Issue Log.

Continuing work effort - Define data requirements for piece-level visibility

- This topic will be discussed during the May 29 meeting.

Feedback

- Container, Tray, Bundle Visibility Guide and Update
 - No feedback has been received thus far.
 - This new guide is long so this agenda topic will remain open.
- Updates to STID table (July 2013)
 - No feedback has been received thus far.

Other Business

- For the new STID identifiers, the new levels of ACS are defined on the RIBBS page.
 - **Action Item:** Himesh Patel will get investigate highlighting the added groupings of STID on the RIBBS page.
- STID change effective date will occur in July.
 - The change to the STID is part of the Secure Destruction (SD) program and the change impacts the program.

Next Meeting

- The next meeting will occur on Wednesday, 5/29, via Meeting Place.

ACTION ITEM TRACKING

Action Item Description:	Status:	Assigned To:	Due Date:
Ellie Alexander will assist Garrett Hoyt in modifying the FS MID/CRID fact sheet to provide greater detail in support of MID/CRID usage (added to Action Item 2).	Open	Ellie Alexander Garrett Hoyt	5/29/2013
Steve Monteith will investigate the concerns regarding the timeliness of Reply Mail delivery (Action Item 17).	Open	Steve Monteith	5/29/2013
Himesh Patel will get investigate highlighting the added groupings of STID on the RIBBS page (Action Item 18).	Open	Himesh Patel	5/29/2013