

Meeting Report
6/12/2013 12:30 PM -1:30 PM

USER GROUP 4 (UG4) SESSION

USPS Attendees: Bill Barcheck, Amy Cradic, Steven Monteith, Himesh Patel, Alice Vangorder, Cindy Venable, John Wertz

Non-USPS Attendees: Ellie Alexander, Angelo Anagnostopoulos, Lisa Bowes, Willie DeVold, Pete Gjerness, Brad Hill, Charlie Howard, Bill Jamieson, Judy Klaus, Kim Mauch, Bob Rosser, Kurt Ruppel, John Sexton, Phil Thompson

AGENDA

1. Define data requirements for piece-level visibility (20 minutes)
2. Updates on Issues and Action Items (20 minutes)
 - a. Review Action Item Log – All
 - b. Review Issues Log – All
3. Feedback (10 minutes)
 - 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 STID table (July 2013)
https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/NewStidPreNotice.pdf
 - b. Identify other issues for Group to follow
4. Next meeting Date & Time: June 12, 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.

Updates on Issues and Action Items

- Refer to Issues Log and Action Items Logs for more information.
- Randy Randall volunteered to participate in the Reply Mail subgroup.

Educational Opportunities

- Ellie Alexander drove discussion on opportunities to promote the value of Mail Visibility (MV) and Informed Visibility (IV).
 - She stressed that the workgroup must ensure that all guides and resources are kept up-to-date. Need testimonials, fact sheet, and/or best practices. Need to answer the question: "What can IV do for them?"
 - Recommended PCC Day presentations and webinars
 - Need to define the terminology being used
 - Need to explain how going to Full=Service enables or unlocks mail visibility data
 - Need to make sure that we link to sites that are actually up and running for live demos

PRODUCT INFORMATION

- PCC week is the 3rd week in September and Lisa will take the lead for pulling together a subgroup to work on constructing a presentation for the webinar.
- Lisa Bowes reported that the Business Customer Gateway (BCG) does not have an IMb Tracing or IV link. Additionally, Lisa reported that she did not believe that that *Informed Visibility Guide* had never been publicly posted. Himesh Patel and Amy Cradic explained that the *Informed Visibility Guide* had been rolled into what is now called the *Container, Tray, and Bundle Visibility Guide* and referenced the following link on RIBBS: (https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/ContainerTrayBundleVisibilityUserGuide.pdf)
- Angelo Anagnostopoulos agreed with Lisa's criticism of the BCG and communicated that the Performance Reports were buried in an obscure location. Angelo suggested adding a link on the main page and pointed out that much of the *IMb Tracing* information was still branded as *CONFIRM*.
- Himesh will check with Garrett Hoyt, Sue Redman, and Uni Han-Norton to see what other materials have been developed that speak not just to Full-Service requirements, but to the value of MV and IV.

Other Business – Low Scan Rates in Alaska & Hawaii

- Lisa Bowes raised the issue of scan rates in Alaska and Hawaii being extremely low. Himesh acknowledged that USPS is aware of, and USPS Operations is investigating the issue. Himesh offered that preliminary findings were that there is no Surface Visibility (SV) scanning or other established standard operating procedure (SOP) requiring container scanning in these locals. Additionally, there seems to be lower utilization of material handling equipment (MHE) to process trays. Still have not figured out why we are not seeing IMb scans on MPE. Hope to have more for the next meeting.

Next Meeting

- The next meeting will occur on Wednesday, July 10, via MeetingPlace.
 - Topics for discussion can be sent to Himesh Patel for inclusion in the UG4 agenda.
 - Topics are likely to be centered on requirements gathering efforts.
 - Team members are encouraged to start thinking about the various handling units (i.e., trays, sacks and tubs).

ACTION ITEM TRACKING

Action Item Description:	Status:	Assigned To:	Due Date:
Action Item 15.	Open	Kevin, Reggie, Lisa	6/12/13