

**Mailer Technology Advisory Council (MTAC)  
Meeting Report  
08/21/2013 12:30 PM -1:30 PM**

**USER GROUP 4 (UG4) SESSION**

**AGENDA**

1. Recent Scan Record Issues (Lisa Bowes/Angelo Anagnostopoulos)
2. Update on Webinar (Ellie Alexander)
3. Updates on Issues and Action Items
  - a. Review Action Item Log – All
  - b. Review Issues Log – All
4. Identify other issues for Group to follow
5. Next meeting Date & Time: September 4, 2013; 12:30 pm to 1:30 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.

**Recent Scan Record Issues**

- Lisa opened the discussion by articulating the problem statement – there are inconsistent delays with data provisioning that is raising concerns with their clients. Angelo reiterated that they are seeing similar issues.
- Data is being provisioned hours, and sometimes, a day later than the scan events. This is being noted by customers that receive push service multiple times a day.
- Himesh noted that the USPS was made aware of the issue and it is being investigated. At present, the root cause is not clearly known, other than a Linux patch update that was implemented in the same timeframe.
- Himesh and Reggie noted that the issue is being mitigated on a case by case basis for now, as the issue is being reported by the customers to the HelpDesk.
- Angelo also noted that they are seeing a trend in the latent data – it appears that most of the latencies are occurring in the Northeast (Angelo mentioned specific states that he will share with USPS).
- Himesh noted that updates will be provided to the group as the USPS works through the issue.

**Update on Webinar**

- Judy provided a quick update on the progress of the webinar development:
  1. Content has been identified
  2. Contributors have been identified
  3. Development is on target for October PCC's.

**Updates on Issues and Action Items**

- Refer to Issues Log and Action Items Logs for more information. Two additional action items added to the list – numbers 25 and 26.