

**Mailer Technology Advisory Council (MTAC)  
Meeting Report  
10/28/2015 12:30 PM - 1:30 PM**

**USER GROUP 4 (UG4) SESSION**

**AGENDA**

- 1) Update on rIMb issues
- 2) Planning for face-to-face meeting at MTAC
- 3) Logical Delivery Events – questions/feedback
- 4) Status of new BPM and Reply Mail STIDs
- 5) AOB

**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.

**rIMB Issues**

The first topic of the meeting was an update on rIMb issues.

- It was noted that delays in receiving piece scan data were experienced over the weekend.
- The IDS upgrade was cited as a possible cause of data coming in late to IMb Tracing while migration is being performed to new platforms.
- Engineering will be consulted to clarify the actual areas of the data latency.
- Questions about how long the upgrade lasts, and the affected locations will be communicated.
- A list of scheduled upgrades will be shared when it is made available.
- Lisa – suggested that pro-active communication would economize on mailers' time as they would not have to investigate data latency issues.
- There were no further updates from Kai Fisher on rIMb other than she is moving forward with the mitigation strategy previously shared with UG4.
- Undocumented Pieces – Heather Dyer continues investigating PostalOne! and making sense of the nine different Ops codes - 91 thru 99 - as seen in the data from a PARS operation.
- Planning for MTAC face-to-face meeting: Members were asked to provide potential discussion topics for the in-person meeting to be held on November 19<sup>th</sup> @ 8:00 a.m. at Postal headquarters.
- The general conclusion was that a single roundtable discussion on IV should be anticipated.
  - Lisa and Judy to confirm discussion topics with Himesh
  - Room, Agenda and a Teleconference number will be sent out
  - Industry asked if they had guest speakers in mind
- Judy – The fine tuning of a timeline for implementation of select features in IV is a priority discussion topic. This timeline would be helpful to IT teams writing scope changes to the tracking of product/processes.
- Lisa – encouraged participation from the whole group, and asked others to consider speaking up.
- Bob Rosser – suggested the topic of unforeseen issues that would disrupt data flow or increase latency, i.e., pallet scans, handling unit scans, or improvements that USPS may be concerned about.
- It was confirmed that there are no other planned upgrades that would potentially impact IV other than the recently conducted IDS upgrade. Industry will be informed as more information becomes available.

- Jody – inquired about the purpose of the IDS upgrade, and whether an upgrade for the real mail system could cause such a disruption.
- Himesh – The IDS upgrade was done to put new servers in place. As IV moves towards a more wide spread monitoring mechanism, USPS will be in a better position to define expectations.
- The IDS upgrade was a catalyst to ensure data will be pushed to IV, and included changes with business logic, design of packet sizes, addition of capacity, and the move to a different CPU platform that processes data faster. These changes support moving data to downstream systems capable of reporting in near real time.
- It was confirmed that Lisa is the Industry representative for Real Mail notification, now being called *Informed Visibility App*, which is thought to have certain capabilities or interfaces to build web applications.
- More information will be provided about IV App to determine its use as a tool to perform data capture, scanning in the field, or barcode parsing.
- Jody – inquired if there was a way to eliminate the need for keeping a log of changes following scan data delays in an effort to reconcile invoices at the end of the month.
- To confirm with Amy: A system monitoring capability in IV would cover most system delays across the critical interfaces.
- Bob – suggested an additional topic for discussion would be the differences in diagnostics between Postal services, Operations and eDoc, and what Postal is able to view vs. Industry.
- Himesh – Confirmed that the data in eDoc is used in conjunction with the scan data.
- All barcoded data becomes transparent, and as long as eDoc is complete with barcoded information, Operations will get alerts as mail moves thru the supply chain.
- Data in the to-be environment will be timelier and more accurate.
  - IV will provide SV scans for every mail aggregate and mail piece. There will be visibility into all arrival scans, load scans, and departure scans, as well as nesting information and mail that flows into a manual bullpen.
  - Many improvements in workload planning and inventory management are currently being built; these include monitoring WIP (work in process) for mail that is in staging and mail that is en route to a facility.
  - Also underway is the reporting of departure scans from the origin plant to help predict arrival at the next plant; the destination plant will have greater visibility into mail on the trailer, and be able to pinpoint exactly what operation the mail will go into and when it needs to be worked on to meet critical dispatch times for downstream processes.
- IV is currently working on the timeline for achieving the above mentioned visibility.

### **Logical Delivery Events**

The group was given the opportunity to ask questions about the previously presented material on Logical Delivery Events.

- No new questions were raised.

### **BPM & Reply Mails STIDS Update**

BPM STIDs the Reply Mail STIDS have already been identified; coding will take a few more weeks to complete. New STIDs for non-automation IMb Tracing have been identified, and are going through the internal CCB.

- USPS funding is in place for BPM and Reply Mail STIDs.
- The group reviewed the new non-automation STIDs without IMb Tracing, and the non-automation STIDS with IMb Tracing.

**PRODUCT INFORMATION**

- The six new Reply Mail STIDs previously sent out to UG4 are currently under review in Marketing.
- The slide of new Reply Mail STIDs will be sent out to the group.
- It was confirmed that all new STIDs are being put in place at the same time. It is estimated that the whole process will take approximately 3-4 weeks to complete due to SIT and CAT (testing) and extensive coding in IMb Tracing.
- Origin IMb logic for both 9-digit ZIPs, and that of conventional IMb with six new STIDs is being modified.

There were no additional comments.

The meeting was adjourned.

**ACTION ITEM:** Himesh to confirm with Amy – what are IV monitoring capabilities?

**ACTION ITEM:** Himesh to check with Engineering on IDS upgrade schedule.

**ACTION ITEM:** Himesh to investigate potential uses for IV App.