

**Mailer Technology Advisory Council (MTAC)  
Meeting Report  
04/13/2016 12:30 PM - 1:30 PM**

**USER GROUP 4 (UG4) SESSION**

**AGENDA**

- 1) Review of revised 1<sup>st</sup> message introducing IV™
- 2) Review of draft Technical User Guide
- 3) 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.

- **Revised First Message Introducing IV™**
  - Amy Cradic presented revisions to the first draft message below that was intended to go out this week.

**NCSC and PostalOne!® Email Cover Message**

**Coming Soon: IMb Tracing® and PostalOne!® is migrating to Informed Visibility™**

**Attention IMb Tracing® and PostalOne!® Customers:**

In the summer of 2016, the Postal Service is migrating from IMb Tracing® and PostalOne!® to Informed Visibility™ (IV™). The attached message provides you with the following:

1. What is IV and what does IV mean to your business?
2. When will current tracking functionality be migrated to IV?
3. What changes need to be made and what are the impacts?
4. How to prepare for IV?

Migration efforts will commence in May and will run through July 2016. We will keep you fully informed of all migration efforts. To learn more about IV and the upcoming migration, visit the [IV RIBBS page](#).

If you have any questions, please contact the IMb Tracing or PostalOne! Help Desks at 1-800-522-9085.

- **Questions and Comments from the User Group**
  - **User Migration**
    - Amy confirmed that the migration efforts should be completed by July, 2016.
    - Lisa – the Help Desk should be staffed as they will likely be flooded with questions; recommend emphasizing what the impact would be if customers do nothing. Judy would like to see the impact clearly stated at the beginning of the communication.
    - Amy – USPS' intention is to migrate all IMb Tracing customers' subscriptions to IV™ and use IV™ as the new database instead of using the IMb Tracing database. The email will include what the impact will be if customers do nothing.
    - There was a question about how many people currently use IMb Tracing on the Mail Tracking Web site. Amy estimated a relatively small number of users who go on line to download data and manage subscriptions. Most users go through the Help Desk to manage

subscriptions and to set up Push subscriptions.

- Lisa – The e-mail needs to explain what will happen, what you need to do, and who it impacts. It also needs to include an option for doing nothing.
- Sharon – How long can a user do nothing? What will the migration timeframe be?
- Amy – A user's subscription will be migrated for them if they do nothing, and it would come from the IV™ database. The user's option will be to sign up for a user account (or not).

- **First Messaging Package**

- What are we trying to achieve?
  - Overview of IV, benefits, changes, timeline of events, how long a customer has to take action and what happens when they do nothing.
  - Mail Tracking & Reporting timeline
  - Communications timeline
- Materials will be sent to the group through the Help Desk – industry alert, attachments – what IV™ means to you, changes, migration, impacts and how to prepare.
- A draft of the entire first messaging package, addressing any changes that were provided in today's meeting will be sent to all of UG4 for comments/feedback. The message will give an overview of IV™, the changes to the Mail Tracking & reporting timeline, the Communication timeline, and communication about what happens if a user does nothing.
- It was agreed to include in the messaging that if you are using a 3<sup>rd</sup> Party Service Provider, to coordinate with them about the IV™ migration.
- Judy – Who is the audience and who is getting this communication?
  - Audience: IMb Tracing and the PostalOne! container and tray visibility users
  - Who is getting communication: IMb Tracing and PostalOne! customers
- The idea of sending two separate messages, one that is business oriented and another that is technical was considered.
- Himesh emphasized that there may be serious gaps in receiving the proper communication if the messages were separate. Rather a comprehensive message should go out so business folks can see what the business impacts are and the technical users can understand the technical requirements and impacts, and so that both parties are aware of the entire messaging contents.
- It was agreed to create a link in the communication to the attachments - a link to the RIBBS webpage.
- Once the comments are received from UG4 on the draft communication, the first finalized message will come out from the Help Desk as an email. In addition, we will send an Industry Alert. The goal is to have this go out the week of April 18, 2016.

#### **Draft Technical Guide**

- The Tech Guide Table of Contents was reviewed, as were the figures and tables through section 4.
- Mail.XML Push/Pull:
  - Shawn – Re: Push/Pull messages, are there any changes mailers will need to make?
    - Amy – For IMb Tracing, the Help Desk will contact the customers and request a date – on that date we will migrate the customer over. Customers should expect to get data from both IMb Tracing and IV™ for a six hour period of time. Once the customer has been migrated, data will be received only from IV™.
  - For Mail.XML Push customers – If you have Mail.XML Push, then you would still receive Push data as normal.

- The user will contact the Help Desk, as Push will be migrated to IV™. IV™ will ask the customer when they would like to receive their Push data from IV™ instead of PostalOne!
- For Mail.XML Pull – customers will need to direct the endpoint to IV™.
  - For either PostalOne! or IMb Tracing – it is up to the mailer to see when they want to switch over. During the migration period of June 10 – July 8, everyone needs to be pointed to IV™.
- Shawn – Are there any issues with other messages in the data distribution model besides those listed in the guide? Will there be technical difficulties, i.e., for the users to gain access?
  - Mailers may need to point to different modules depending upon how they have had this implemented in the past. Amy will review alternatives to see what workarounds are available.

### **Takeaways**

- 1) The draft of the first messaging packet will be sent out to UG4 from Himesh. Feedback will be requested by Monday, 4/18/16.
- 2) Changes will be incorporated into the final messaging after all feedback is received on Monday.
- 3) Reggie to follow up with Judy and use her company as an example to provide contact names as the targeted audience.

The meeting was adjourned.