

MDA Task Team

Meeting Minutes

Thursday, June 16, 2011
3:00 - 4:00 pm / EST

TOPICS FOR DISCUSSION

- Review Communications Plan
- Mailpiece Evaluation Standardization Process
- Outstanding Issues
- ABRM Subgroup
- ABRM System Update
- Pilot Status
- Next Meeting

Review Communications Plan

DMM Advisory

The DMM Advisory regarding the new MDA Help Desk was reviewed with the Task Team. The following suggestions were mentioned by the group:

- Remove the term Help Desk from the phone number's name. The name "Help Desk" indicates to the customer that they will receive direct mailpiece support when calling in. The Help Desk's sole purpose is to facilitate customer contact with an MDA and record a summary of customer issues.
- Removing the QBRM tool notations from the Help Desk DMM advisory. This information should be sent out in a separate advisory to avoid any confusion.

Letter to Permit Holders

- This letter provides contact information to customers and overviews the benefits of the Help Desk.

Mailpiece Evaluation Standardization Process

MDA Request Information

- This document ensures that MDA completely understands the customer's request and provides the appropriate answer.
- This form will help to ensure that every MDA is performing the same analysis. The form is simplified to prevent additional work and checkboxes have been added to ensure that all fields are answered by the MDA.

- Wanda Senne called the Help Desk to question cover weight for paper. She was assigned an MDA from a different ZIP Code, and called shortly thereafter. If possible she would like to be connected to her local MDA, who has a better knowledge of her specific area.
 - This is an example of why this Information Request must be accurate and thorough in terms of problem descriptions.
- Is there a frequently asked questions repository or topic tracking system?
 - Our current system has a very limited capability to track issues (Remedy). We are tracking question categories in FAQ format in order to create specific training sessions.

Mailpiece Evaluation Checklists

- The checklists will allow standardization of the mailpiece evaluation for specific processing categories and other diagnostic tests . The form was well received by Task Team.
- These forms are for Mailpiece evaluation and problems that are regularly encountered. They will also share the DMM reference with the customer.

Outstanding Issues

- Has anyone had an issue with a MDA ticket resolution?
 - One customer mentioned a good experience when calling the phone number. They received a ticket number for their issue. They are still waiting to hear from an MDA to resolve their issue.
 - Another customer sent an email and received a response with a 24 hour turnaround time estimate. It has been 48 hours and the customer has received no response. Ana will follow-up on this issue.
 - After calling the Help Desk, Michelle Hilston received a resolution for artwork problems within 24 hours.

ABRM Subgroup

- A Task Team subgroup for the ABRM tool will be created shortly. This group will address any specific problems with this tool. This group will be led by Veleana Hurd Whitaker.
- In the meantime, please notify janine.m.kalthoff@usps.gov of any problems with the ABRM tool.

ABRM System Update

An update to the ABRM system will be released tomorrow and should address the following problems:

- Previously when logged in, users were constrained to their customer profiles (permit number, mid, etc). This was creating problems for customers with incomplete profiles and has been fixed with tomorrow's release.
- Many customers have reported the system not recognizing permits and will not allow for artwork creation. This problem should be solved tomorrow as well.

Pilot Status

As of today the Help Desk has received the following tickets:

	Closed/Resolved	Open	Total Tickets
Access Direct	1	0	1
Boston University Mail Services	1	0	1
Consolidated Graphics	3	0	3
Global Business Services	1	0	1
Quad-Sussex WI	0	1	1
Riverside West Salem Inc	1	0	1
Ropson & Associates LLC	1	0	1
Voluforms	0	1	1
World Marketing	3	0	3
Edelman	1	0	1
Missing Customer Info	3	2	5
All Customers	15	4	19

Next Meeting

- The Task Team will take a look at the language for clarifying Help Desk responsibilities.
- Review updated forms for Artwork analysis / requests / common requests / evaluation / DMM references.
- Please continue to call the Help Desk / Email with any mailpiece problems. Your continued testing is appreciated.
- Our next meeting will be held on Thursday, June 23, 2011 @ 3PM Eastern.

Help Desk Information:
Phone: 855-593-6093
Email: mda@usps.gov