

MDA Task Team

Meeting Minutes

Thursday, July 21, 2011
3:00 - 4:00 pm / EST

TOPICS FOR DISCUSSION

- Review planned enhancements for January
- Review ABRN Issues List
- Pending Issues / Concerns
- Next Meeting

Review planned enhancements for January

Goal for this call is to discuss how we want the ABRM tool to operate in the future (January release). Existing bugs are anticipated to be fixed prior to January release.

- Currently ABRM is a manual system within usps.com and requires manual entry. The Postal Wizard (external version of PostalOne! available via BCG) will be enhanced and have the ability for mailers to open accounts.
- No more 3615 needed; our system will identify customer as long as they indicate their role (mailer or 3rd party provider opening on behalf of customer). The system will collect information, send information in real time to PostalOne!, generate an account, retrieve permit numbers and send this back to the customer before the customer enters the tool.
- Before customers can access the ABRM tool they will need to make their pre-payment online. Customers can make pre-payment using credit card or CAPs account.
- Once new mailers have paid for permits they will be directed to the ABRM tool. They can view all their active permits and can access ABRM tool at any time.
- Mail piece dimension is a visual tool that will assist customers.
- Before customers access the ABRM tool the system will confirm that the customer has an active MID.
- ABRM will generate artwork and maintain artwork associated to the permit number, the artwork will be available internal and external.
- Goal is for customers to use this tool rather than reaching out to an MDA to create artwork. With this tool there will still be an option for a 3rd party to create artwork on behalf of customers. There is an agreement that needs to be completed before using that option.

ABRM Issues List review

Ana provided overview of some of the issues that the group has experienced. Note: If issues are experienced while using the tool, users will need to contact MDA help desk so that we can ensure we're tracking issues to resolution. The team Ana is working with is deciphering how they're going to resolve these issues.

Recap of the ABRM Issues List (Excel Spreadsheet) and the next steps:

- No business account

- Solution identified: temporary communication issue between ABRM and Customer Registration, team is going to contact customer to collection more information
- No associated MID
 - Solution identified: customers will be forced to enter their MID and it will validated against MID system to ensure it is a valid MID
- Address not recognized
 - Solution identified: new API will need to be created to resolve issue, and team is working with AMS to improve process
- Incorrect permit error
 - Team following up with customer to collect more information about the issue
- Images unrelated to customer account
 - Team following up, more information is needed
- Unauthorized BRM Zip+4 creation
 - Solution identified:
- Unable to view mail piece
 - Solution identified: issue occurred due to glitch when customers did not have .jpeg uploaded into the system and glitch is being fixed

Pending Issues / Concerns

N/A

Next Meeting

Thursday, August 4, 2011 @ 3PM Eastern

Help Desk Information:

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