

Meeting Details:

Date: 3/25/2014
Location: Telecom

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- Attendance not taken but 9 industry representatives attended the meeting

MEETING NOTES

Nancy Paradise provided an overview of the survey results from the MTEOR for Local Mailers Launch Southern Pacific Area, the recent launch in the Northern Pacific Area and MTEOR enhancements

- Survey Results
 - In the beginning, people struggles with registration, but since we have automated the registration process, people have been very positive about the launch
 - The majority of Mailers are satisfied with the application citing the following:
 - Ease of use
 - Ability to get requested equipment
 - Reliability
- Northern Pacific Area Launch
 - We took the lessons learned from the Southern Area to improve the system and better prepare Mailers and Plants for the Northern Pacific Area launch on March 3rd
 - Over 128 requests have been made to date through MTEOR by over 68 Mailers
 - **Feedback from Mailer:** We like the system, but would like to be able to replicate an order
 - **Sarah Rudy** - This is planned for April 13th
 - **Question from Mailer**– When are you planning to do standing orders?
 - **Sarah Rudy** - This is something we are thinking about, but we are still trying to work through the details
 - **Feedback from Mailer:** Contact information for who Mailers should contact if all their equipment has not been delivered should be listed in MTEOR
 - **Sarah Rudy** – Mailers should be able to contact their BSN or the MTEOR Help Desk if they do not receive all of their equipment
 - Deliveries are organized through the transportation office
- MTEOR for Local Mailers will launch in the Eastern Area on the April 7th
- MTEOR Informational Videos
 - We have posted some informational videos on the Local Mailer Learning Laboratory on the MTEOR RIBBS page (<http://ribbs.usps.gov/mteor>) to help you get started using MTEOR
 - The three topics include:
 - Registering for MTEOR
 - MTEOR Dashboard Overview (*will be released April 7th*)
 - Placing a Request (*will be released April 7th*)

- MTEOR Enhancements
 - We have expanded ordering history to 30 days, and we are looking into the 13 months, but it takes a lot of data to do this
 - We are looking at standing orders
 - We continue to apply lessons learned to make sure that the transition is smooth for all new Mailers
- MTEOR Questions
 - **Mailer Feedback** – I wanted to be able to easily see my current orders on one tab, but I have to scroll down to find my most recent requests. Can the current week's orders just show up as a pop up
 - **Mailer Feedback** - Great job with MTEOR!
 - **Question from Mailer** - How are inventory reports going?
 - There are a handful of users that are not reporting, but things have been going well so far
 - We should highlight the importance of inventory reporting and the role it plays in helping us manage our inventory

NEXT MEETING

Date: 4/29/2014

Location: Telecom
