# Full-Service Intelligent Mail Answers Meeting Minutes – 07/16/10

**Sunset of Intelligent Mail Answers Meeting**
The Intelligent Mail Answers meeting has ended effective July 16. With respect to the customers time we would like to direct all to the MTAC *PostalOne!* /SASP/Intelligent Mail User Group that can serve and provide the various resources needed for assistance. Information regarding the MTAC *PostalOne!* SASP/Intelligent Mail User Group will be sent out in a separate email.

If it is determined during the user group meetings that Intelligent Mail becomes a priority we will re-evaluate to reconsider reconvening the Intelligent Mail Answers Meeting.

Please continue to contact the Help Desk when experiencing issues in TEM and production at 1-800-522-9085 or send an email to [www.postalone@usps.gov](www.postalone@usps.gov). A remedy ticket will be created for the issue and escalated to Tier II for investigation. If Tier II can not resolve the problem, the issue will be escalated to Tier III (IT Support) who will analyze the problem, determine if there is or is not an issue within the system. If there is, they will create an ETR where the issue will be fixed and schedule for a release. Tier II and III will notify Help Desk who will update the customer with the appropriate information.

**Issues List**
An external systemic issues list is posted on RIBBS each week on Thursday's. It can be accessed at the following URL: [http://ribbs.usps.gov/index.cfm?page=intellmaillatestnews](http://ribbs.usps.gov/index.cfm?page=intellmaillatestnews). Once accessed, please go to 'Important links' and select '*PostalOne!*® Issues List' link.

Please inform USPS if there is an issue you believe should be included on the list. This will not circumvent the Help Desk process.

***PostalOne!* Release Schedule**
Maintenance Release 24.1.2 – August 15, 2010
Release 25.0 – November 7, 2010

## Open Issues

None

## Issues Not Yet Scheduled for a Release

1. **Question** – It seems the MDR client lost some features. For example:
   - ordering of the display on the screen
   - can not copy and paste into client
   - can not filter for just failed files
   - not windows compatible – can not sort details (date/files);
   - when doing a search on the dashboard, the wildcard is implied but it is not implied when doing a Metric search.
   - The job ID filter is also case sensitive.

Is there anyway we can get this fixed?

**Answer** – Remedy ticket # HD0000004053030 was created for the ordering of the display on the screen.
**Updated Answer:**
- Remedy Ticket #HD0000004053030 is closed (ordering of the display on the screen).
- The MDR client allows for the job ID to be copied and pasted into the job id search field. You must use the short keys: Control C for copy and Control V for paste.
- COM 56472 has been created to address the filtering of jobs by status, sortation by date and file name, and wildcard feature for the Metric Search and case sensitivity of the job ID filter. It has not been scheduled for a release as of yet.

2. **Question** - We are doing tray copal for standard mail, and the guide lines say we have to break out the Copal from the non Copal (Origin). But to do this we have to send two pay postage files, which means there are two statements. Is there any way we could get this to make a Master Statement for these two statements? When printing out the statements for accounting, a Master Statement would be more accessible, rather than printing out two statements.

   **Answer** - A Guide to Intelligent Mail Letters and Flats says in section 3.3.4 Standard Mail in Trays Scenario: "For copalletization of trays on pallets, the origin site shall send the Mail.dat file for the entire job using ready-to-pay container status or submit Postage Statement Create Requests for Mail.XML. This job will be verified and paid at the origin site." The *PostalOne!* system will generate postage statements according to Key Fields listed in the Postal Service Mail.dat Technical Specification.
   **Updated Answer** – Remedy ticket # HD0000004323106 was created by the Help Desk and is now closed. COM # 57335 has been created to address having an indicator to specify whether the statement is Copalletization. It is not yet scheduled for a release.

3. **Question** – What is the status of remedy ticket # HD0000004446267 where I am receiving an error that is involving the permit ZIP+4 not being recognized by the system when submitting a mail.dat file in TEM?

   **Answer** – Remedy Ticket #4446267 has been closed. This problem is caused when using a ZIP Code that is mapped to multiple finance numbers. ETR #59559 has been created to address the issue and is not scheduled for a release as of yet.

4. **Question** - What is the status of Remedy Ticket #4489546? We ran the MDR client to retrieve status receipt files, but there are no files on the TEM system.

   **Answer –** Ticket #4489546 was closed. The developer found that multiple instances of the receipt poller with the same username are being run.  A receipt is only downloaded once per username, regardless of the machine downloading.  To avoid this, each user should have a separate username. A new ticket #4518762 was created by the Help Desk and escalated to Tier 2 for further analysis on this issue.
   **Updated Answer -** COM #61053 has been created to address this issue.

# Issues Scheduled for a Release

1. **Question** – What is the status of ETR 47642? (The MDR Mail.dat 09-1 will not allow update jobs to insert new records)

**Answer** – This is scheduled for Release 25.0.

2. **Question** - What is the status of COM 30122 where more than 30 Customer Ref IDs are not allowed?

   **Answer** – SCR 53716 has been created to allow 9999 Customer Ref IDs in a Mail.dat job. This is scheduled for Release 25.0.

3. **Question** – What is the status of ETR 50635? This issue is with the new client where the job is lost but is not reported on the metrics and there is no receipt file. A lot of jobs may have been lost and not detected.

   **Answer** – This is scheduled for Release 25.0.

4. **Question** – What is the status of ETR 39273? (Mail.dat Master Statements are generated for a single postage statement for MLOCR or non-MLOCR mailings; Master Statements are not showing in the same status (UPD, FIN, CAN) as the associated child statements; the total piece counts for the Dashboard page do not add up; the system allows the total of the child statements to be more than the associated Master Statement.

   **Updated Answer** – ETR 39273 is broken out into separate ETRs.
   - ETR 56487 **-** is in reference to the Mail.dat master statements that are generated for a single postage statement for MLOCR or non-MLOCR mailings. This is scheduled for Release 25.0.
   - ETR 39307 is in reference to fixing the root cause of what triggers the master statement to generate for one single statement: This was deployed in Release 24.0.
   - ETR 39314 addresses the issue where the master statements are not showing in the same status (UPD, FIN, CAN) as the associated child statements, and the total piece counts not adding up on dashboard. This was deployed in Release 21.0.
   - ETR 39321 addresses the issue where the piece counts from the child statements are more than the associated master statement. This was deployed in Release 20.1.

5. **Question** - It appears that the new MDR client is writing the Info messages to standard error output when we successfully upload a Mail.dat file to TEM. It should post only the Error message to the output. Error messages need to be properly posted in the system and information messages need to be properly posted to a different log file.

   **Answer** – The help desk created remedy ticket #4393984 and has escalated it to Tier II for analysis.
   **Updated Answer** – ETR 59376 has been created to address this issue and is scheduled for Release 25.0.

6. **Question** – For 08-2 Mail.dat, *PostalOne!* is showing the palletized portion of each mailing separate from the non-palletized portion. The non-palletized portion is not showing on the Master Statement. It is doing the same as 09-1 files which is assigned to ETR 58688.

   **Answer** – The Help Desk has created remedy ticket #HD0000004457172 and has escalated it to Tier 2 for analysis. The developers will determine if this is the same issue as ETR 58688.
   **Updated Answer –** Remedy ticket #4457172 has been closed. It is related to ETR 58688.

   **Question** - What is the status of ETR 58688? For 09-1 Mail.dat files, the child statements that are left out of a master statement do not have a carrier route sequence date and because of a bug the statements are not being properly grouped to the master statement.

**Answer** –The workaround for 09-1 Mail.dat is to provide a carrier route sequence date even when not applicable to include all postage statements in the update.
**Updated Answer** – ETR 58688 is scheduled for Release 25.0.


# Work Status Definitions


| | |
|---|---|
| **Requirement Review:** | Issue submitted to Tracker and ready for review - fix not yet determined |
| **Deployed to CAT:** | Ready to be tested by the CAT team. |
| **Ready for Prod Build:** | Passed CAT testing - approved to be moved into production |
| **Ready for SYST Build:** | Developer code is in the SIT environment |
| **Failed Test:** | Failed, was not fixed and developers need to review and continue to work on the issue |
| **In Test:** | Being tested to verify the issue or the fix |
| **Re_Test:** | Going through the process of being tested again |
| **Construction:** | The developers know what needs to be fixed, and are preparing the software |


# Closed Items


1. **Question** – We have just discovered that the *PostalOne!* production system First Class Summary Zip Destination Report does not include Post Cards. The cumulative total count is off by the number of post cards in the mailing. It seems that the other totals are correct.

   This is a major problem because the acceptance clerks will use this report to audit mailings. If the counts don't match, they will charge us a huge postage adjustment.

   **Answer –** The Help Desk has created remedy ticket #4144115 and escalated to Tier II for analysis.
   **Updated Answer –** ETR # 52192 was created to address this issue and it was deployed to production in Release 22.0.2.

2. **Question** - Since the new release of TEM, when I've uploaded files to the TEM environment I received an error during the postage generation process after my files have been successfully validated and uploaded. Has this been resolved so that I may resume TEM testing for Full-Service?

   **Answer** – The Help Desk has created remedy ticket # 4123768 and has escalated to Tier II for analysis. The November patch resolved this issue and it is now closed. You can resume TEM testing for Full-Service.

3. **Question** – What is the status of ETR # 46967/remedy ticket # 3903716 where there was an issue with the non-profit files being submitted to PostalOne?

   **Answer** – This was deployed to production in release 22.0.

4. **Question** – What is the status of the double debit of CAPS account where the master statement was created and the child statement was not connected to the master? The master was finalized and then the child statements were finalized.

   **Answer** – The Help desk created ticket #4091434. ETR #36615 addresses this issue and the solution was implemented in Release 22.0.

5. **Question** - We have an issue loading consolidated jobs into TEM (09-1). We consolidate 20 similar version jobs and loaded into TEM. On the job detail screen, the postage statement is displayed for only 1 of the 20 jobs, although the qualification report is created for all 20 jobs. Any help you give is greatly appreciated.

   **Answer** –The Help Desk created Remedy Ticket #3935940. ETR 48032 addresses this Issue and the solution was deployed in Release 22.0.

6. **Question** - TEM is limited in the size files it can successfully upload compared to Production (applet and batch).  TEM is delaying our ability to complete testing and reach Full Service ACS.

   Would the production environment create the same result?
   What makes this issue classified as "medium" versus any other rank?

   **Answer** – The Help desk has created Remedy #HD0000003983902. USPS is working a plan to increase capacity within the TEM environment. ETR 48705 – System enhancements will be done on Sunday, September 20.
   **Updated Answer** – This was deployed in Release 22.0. Medium is the ranking classified by the Help Desk when entering the ticket information.

7. **Question** - What is the status of ETR 38569? (The job is lost but is not reported on metrics and no receipt file. The Upload Server has many network connection problems; a lot of jobs may have been lost and not detected for the old client).

   **Answer** – This issue is closed for the old client.

8. **Question** – What is the status of ETR 39217? (The version report generates an error when trying to review the information)

   **Answer** – This was deployed in Release 22.0.

9. **Question** - What is the status of ETR 47874? (When the mailer updated the field 'Date Mailer Notified' and received a message "The difference between the Original Mailing Date and the New Mailing Date is more than 3 days." When the clerk selects 'ok' and continue, another message appears: "The original mailing date and the new mailing date cannot span a rate case. To proceed with the modified mailing date, cancel this postage statement and resubmit the postage statement with the new mailing date." Is the fix for this issue particular issue or for all situations?

   **Answer** – This was deployed in Release 22.0 and addresses all situations.

10. **Question** - I am encountering a new validation error in *PostalOne!* on both the TEM site and the Production site. I am using a valid Mail.Dat that was actually part of my TEM certification and was approved for PostalOne! at the end of October.  When I try to upload this same file in either TEM or Production, I am getting an error that no such container with an ID is found in the Original job. I first encountered this error 11/17/09 with my 1st production file when validating/uploading to *PostalOne!* Has this problem been encountered by others, and if so, when is the estimated date of resolution?

**Answer** – The help desk has created remedy ticket #4133500 and has escalated it to Tier II for analysis. You will need to remove the OCI file and resubmit the job.
**Updated Answer** – This ticket is closed per the customer.


11. **Question** – I submitted a Mail.XML postage statement but I do not see the full service discounts in the postage summary. Why?

    **Answer** – The Help Desk has created remedy ticket #4156725 and has escalated to Tier II for analysis. Please ensure that in the Postage Statement Line Item Detail sections, the Full Service Participation Indicator field is populated with "F" for any of these line items that are Full Service (PostageGrouping is "Mixed). If one of these line items represent both FS and non-FS mail, you would have to create additional line items to break out the mail. This issue is closed.

12. **Question** - For Mail.XML mailers, when will the mailers be required to update their software to accommodate the change in the 5-digit zip code fields to remove the trailing space (the problem was the result of a typo in the Mail.XML xsd spec guide in which messages using 5 digit zip codes will not pass specification validation unless they include a trailing space.

    **Answer** - There was a change introduced to the Production environment on the March 14 release where 2 versions of the Mail.XML xsd will be supported- 7.0c which suffers from this typo, and 8.0 which corrects it. Mailers who are submitting messages after March 14 will have their choice of either submitting Mail.XML messages in conformance with the 7.0c spec (in which case you must add the trailing space yourself), or in conformance with the 8.0 spec (in which case, you must NOT have the trailing space). You will have the option to use either version of the spec with the only caveat that all messages for a particular mailing group must use the same version of the spec.

13. **Question** - I am testing the ePayment process in TEM for a CPP publication that prints at multiple locations, which is why there are multiple permit records to select from. The system does not provide enough information for the user to see the actual permit location. The Finance number and related City, State and Zip must be added to the screen or the user has no way to select the correct permit.

    **Answer** – The Help Desk created remedy # HD0000003984128 and escalated to Tier II for analysis. COM 48835 addresses this issue.
    **Updated Answer** – Software Requirements Specification (SRS) #50608 was created for this issue and was deployed in Release 24.0.

14. **Question** – I have a Centralized Periodical Payment (CPP) publication that prints each issue at 7 regional locations. When doing a search for the publication, the system does not include any information about the acceptance locations from the dashboard; therefore the user cannot confirm which of the 7 locations have been submitted by the printer. This disables a mail owner's ability to manage their workflow. The Acceptance City, State, and ZIP must be added to this view.

    **Answer** – The Help Desk created Remedy # HD0000003984293. COM #48835 addresses this issue. The dashboard results do not display acceptance sites; however you may filter on the page prior to you getting the results.
    **Updated Answer** – SRS #50608 was created for this issue and was deployed in Release 24.0.

15. **Question** - What is the status of ETR 47990 (Error handling for server failures)? This problem occurs in production with larger files. The customer receives server type errors and timeouts. During process, the files are lost and there is not any notification of receipt.

    **Answer** – This was deployed in Release 24.0.
    **Updated Answer** - The developers could not recreate this issue. A workaround has been issued to customer. The developers will contact the customer to see if it was successful and will attempt to retrieve and analyze the debug log.

16. **Question** - What is the status of ETR 48120? – (Issue where the second ready to pay fileset is sent before the first ready to pay fileset has completed the statement. It will either never complete or be moved to the reject folder).

    **Answer** – This was deployed in Release 24.0.

17. **Question** – What is the status of ETR 48077? (No receipt files are being created and sent when statements/jobs are reversed for 08-2 and 09-1 files submitted through MDR)

    **Answer** – This was deployed in release 24.0.

18. **Question** – What is the status of ETR 48621? (The mailer received a finalized receipt file but the postage statement actually failed to finalize).

    **Answer** – This was deployed in Release 24.0. The particular issue reported was in reference to Standard Mail but it could affect all classes of mail.

19. **Question** – Bound Printed Mail Flats are not handled by USPS for full service. The customer does not receive discounts. Why?

    **Answer** – SCR 54141 addresses this issue and will be fixed in a future release. USPS will revisit with IT to consider for a fix in the near future. Full-Service Basic Presort does not work but the Full-Service carrier route level sorted does work. Full-Service does not work if it is mixed: carrier route and basic presort.
    **Updated Answer** – This was deployed in Release 24.0.

20. **Question** - Is there any information available concerning the status of this problem which is still occurring today, December 21, 2009?

    It could become a serious issue since it prevents some carrier route letters and flats from being processed through *PostalOne!*. Is it possible that the Line of Travel direction code should be left blank when the LOT sequence number is 0000?

    **Answer** - The Help Desk created remedy ticket # 3987422. ETR #48758 addresses this issue and it was deployed in Release 24.0.

21. **Question** – What is the status of ETR #51977? When an update job is submitted a validation error is being thrown for the FAST Scheduler ID field. This is an issue with MDR leading zero for Scheduler ID in MLOCR mailings- One PASS. I tested the MLOCR file without the scheduler ID for our origin mail and the files passed. If this file is left blank then pay postage works. The plan file contained the reoccurring appointment reservation number and the FAST Content ID.

    Will the transportation update require the scheduler ID in order for the FAST link? We are putting the Origin Mail with a Re-Occurring appointment with a USPS pickup of Yes - a transportation update through Mail.dat. It contains the FAST Content ID and the reservation number.

**Answer** –FAST Scheduler ID is not required to update content for recurring appointments through Mail.dat Transportation updates. The fix for this issue was deployed in Release 24.0.

22. **Question** – I tested a One Pass job and if I apply shortages, I receive the error message for commingle weight 'Total weight field can not be updated for a MLOCR One Pass job'.

    **Answer** – Remedy ticket #4347353 was created to address this issue.
    **Updated Answer** – This remedy ticket has been closed. Spoilages are not allowed for MLOCR presorted jobs.

23. **Question** - There seems to be an issue with the receipt files that we are getting since Sunday's deployment.  The MPU_EDIT status is missing.  The PS-FIN is followed by the Error code.

    **Answer** – The Help Desk has created remedy ticket # HD0000004345430 and has escalated to Tier II for analysis.
    **Updated Answer** – Remedy Ticket #4345430 has been closed. The MPU_EDIT field has been removed with release 24.0.0 as it was never used in MDR – it was always blank.  ETR 57403 has been created to add the MPU Edit field back to the ASCII, XML, and enhanced XML receipts. It was deployed in Release 24.0.1.

24. **Question** - ETR 48758 was implemented in Release 14.0 but error 0584 still occurs when the LOT sequence number is 0000 and the LOT Direction code is populated.

    **Answer** – The Help Desk has created remedy ticket #4370910 and is closed. The developers have reviewed the issue and found that the mailer is receiving the error because the .pdr LOT Sequence Number is blank not 0000 and the LOT Direction Code field is populated. When the .pdr LOT Sequence Direction Code field is populated, the .pdr LOT Sequence Number field must be populated.

    The customer will need to either populate the .pdr LOT Sequence Number field where the pdr LOT Direction Code field is populated or unpopulate the LOT Direction Code field where the .pdr LOT Sequence Number is blank.

25. **Question** - Why does the 3541 Periodical job in TEM show an incorrect price for line C19 – ADC Barcode?

    **Answer** – The Help Desk created remedy ticket #4295556 and has escalated it to Tier II for analysis.
    **Updated Answer** – Remedy ticket #4295556 has been closed. ETR #57059 has been created to address this issue and was deployed in Release 24.0.1.

26. **Question** - What is the status of ETR 54377? The system is not showing the Customer Supplier Agreement (CSA) information from FAST nor scan data for the containers for a Full-Service job.

    **Answer** –.Mapping information is needed to map container level code for CSA association. If CSA associations do not occur, no Start the Clock date is calculated. This ETR was deployed in Release 24.0.1

27. **Question** - In the Microstrategy Reports, *PostalOne!* is detecting repeats of mailpiece barcode IDs with the 45 day timeframe.  We cannot detect any repeat barcodes in our files. Another error showing is a mailpiece with a Mailer ID that is not ours.  We only use one MID

and cannot find any instance where a different one is used.  Can this be investigated and reported back to us?

**Answer** – The Help Desk has created remedy ticket # 4335302 and has escalated to Tier II for analysis.
**Updated Answer** – This remedy ticket is closed. The developers have investigated the issue and found that two different facilities share the same Mailer ID, Service Type ID, and Serial Number.  It is valid for these pieces show up on the error report.

28. **Question** - A customer uses our presort software and is currently using a basic IMb with traditional ACS and is looking to move to a full service IMb; but has received some conflicting information from the Guide to Intelligent Mail Guide to Letters and Flats.

     When doing a full service mailing; the ECR flat pieces qualify for the full service discount but do not qualify for the free ACS.  What Service Type ID would you use? In the guide to Intelligent Mail for letters and flats it seems to have conflicting information (see below).

     **Answer** - The correct STID should be 261 for Standard Full Service mail requesting no address correction and no Confirm.

29. **Question** – Since the delivery point in the IMB can be '00' on a Zip+4, should the zeros be in the IMB string of data?

     **Answer** – Yes, the zeroes can be in the IMB string.

30. **Question** – For IMb Full Service mail that is being transported to the BMEU, do we need a CSA and should we create the pallet placards? If placards are not needed how do we update the Mail.dat?

     **Answer** - If the mail is being transported to the BMEU during normal Postal business hours, a CSA is not required and you do not need pallet placards if there is no required pallet sortation either by DMM standards or a CSA. If placards are not needed, you do not need to create a pallet record.
     **Updated Answer** – You might prepare pallets because you are required to by DMM standard or a CSA.  You may also *choose* to make pallets under DMM options.  If you create pallets of Full-Service mail for any reason, placards are required and must be part of the nesting in the eDoc.

31. **Question** - Why are we are receiving validation errors that Label: Destination Line 2 field in the .csm file can not be updated for an MLOCR job?

     **Answer** – The Help Desk created remedy ticket # 4428171 and has escalated it to Tier 2 for analysis. ETR 59070 addresses this issue and was deployed in Release 24.1.

32. **Question -** The postage statement in *PostalOne!* is calculating for all pieces then removes postage for wasted pieces, however it does not remove the Full service discount given to those wasted pieces.

     **Answer** – The Help Desk has created remedy ticket # 4448856 and has escalated it to Tier 2 for analysis. Please refer to the Guide for Intelligent Mail Letters and Flats, section 3.7 Spoilage and Shortage which is located on RIBBS at:
     http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailLettersandFlats.pdf
     **Updated Answer** – Remedy Ticket #448856 has been closed. ETR 57721 addresses this issue and was deployed in Release 24.1.