



# MTAC USER GROUP GUIDELINES

## DESCRIPTION

The purpose of a User Group is to serve as an ongoing forum for the Postal Service and users of a particular postal product or process. The User Group facilitates communications, helps to define and review improvements in functionality, and addresses/works to resolve issues pertaining to the particular product or process. Thus, unlike a Work Group or Task Team set up to deal with a specific issue within a certain period, a User Group is ongoing for as long as the particular postal product or process and its users may benefit from it. User Group participants are users of the product/process, related industry suppliers, and appropriate Postal Service managers.

## CREATION OF NEW USER GROUPS

Any MTAC representative or Postal Service executive or manager may propose the formation of a new User Group. The proposal should be submitted to the MTAC Program Manager and/or MTAC Program Team Leader for consideration by the MTAC Executive Committee. The Executive Committee may approve or reject the proposal, or determine that further research is needed. The Executive Committee generally approves proposals for User Groups that:

- Are directed at a clearly defined, specific postal product or process.
- Do not conflict with or duplicate an existing User Group.
- Are focused on a product or service having a sufficient number of users to warrant the creation of a User Group.
- Will have ongoing value and relevance.
- Support the stated purpose of MTAC, as defined in the MTAC Charter:

The Postmaster General's Mailers Technical Advisory Committee (MTAC) is a venue for the United States Postal Service (the Postal Service) to share technical information with mailers, and to receive advice and recommendations from mailers on matters concerning mail-related products and services, to enhance customer value and expand the use of these products and services for the mutual benefit of the Mailing Industry and the Postal Service. *[From the MTAC Charter.]*

Upon approval of the User Group, the Industry Vice-Chair will determine whether it falls clearly under an existing Focus Area, or covers a broader range. Depending on its determination, the Industry Vice-Chair will assign oversight of the User Group to either a single Focus Area, or to a group of Focus Area Leaders (both postal and Industry). When the User Group is approved, the MTAC Program Manager will notify the entire Leadership Committee, and send a request to [MTAC@USPS.GOV](mailto:MTAC@USPS.GOV) to have the User Group entered into the MTAC Issue Tracking System (MITS).

The Industry Vice-Chair will conduct an annual review of the User Group issue statement to ensure it is still relevant and that the User Group is still providing mutual benefit and actionable information to the USPS and the mailing industry. Should the User Group issue statement require modification, the Industry Vice-Chair must review and approve the requested changes and then present the updated version to the MTAC Executive Committee.

## **USER GROUP LEADERSHIP**

The Executive Committee (or appropriate Focus Area Leaders) will appoint industry and Postal Service co-leaders for the User Group. The first set of User Group leaders will serve a two-year term. On the second anniversary of the User Group, the original leaders will be succeeded by a new set of leaders (and so on, every two years, for the duration of the User Group). User Group co-leaders are jointly responsible for directing the User Group's activities:

- They assume primary responsibility for ensuring that the direction of User Group efforts and recommendations meet the stated objectives, and are acceptable to both Industry and the Postal Service.
- They schedule User Group meetings and ensure that those meetings are conducted in a professional and constructive manner.
- They ensure meeting minutes are taken and promptly posted to MITS within 10 days from the date of the meeting. Meeting minutes should be distributed to all User Group participants, and must also be entered into MITS by appointed postal scribe.
- They must keep the Industry Vice-Chair (or appropriate Focus Area Leaders) up to date on the User Group's activities.

- If they determine that there are obstacles to the User Group's progress (e.g., lack of resources, significant delays, unusual conflicts), the co-leaders will report the situation to the Industry Vice-Chair (or appropriate Focus Area Leaders) and request guidance/assistance.
- They may be called upon to provide formal progress reports at MTAC Membership Assembly or other meetings.
- User Group leaders who are non-MTAC Members are permitted to attend the quarterly MTAC meetings as a guest of the MTAC Leadership Committee and shall act as a liaison to the User Group they are leading.

## **MEMBERSHIP AND PARTICIPATION**

Any industry or postal user of the User Group's specified product/process may participate in the User Group, including suppliers who directly service the product/process. Solicitation for User Group participants can be accomplished by having the MTAC Program Manager send an invitation to the MTAC email distribution list, by announcement at an MTAC Membership Assembly or other MTAC meeting, and through other relevant venues. While individuals who are not MTAC representatives may participate in a User Group, approval must be obtained in advance from the MTAC Executive Committee, as required in Section XII of the MTAC Charter.

By joining a User Group, participants agree to attend User Group meetings (in person when possible), take part in conference calls, share their experiences and those of their associations' members and/or companies, and participate in test or pilot projects.

The User Group's postal co-leader will arrange for participation by postal staff with the appropriate skills and expertise to benefit the User Group's mission.

## **COMMITTEES**

The User Group may create User Group Committees and Sub-Groups as it deems necessary and desirable, so long as they do not expand the approved scope of the User Group. Any expansion of the scope of matters covered by the User Group must be approved in advance by the MTAC Executive Committee.

## OBJECTIVES

User group leaders should ensure that the members understand the goals of the group and should develop a work plan that will accomplish the objectives.

## MEETINGS

User Group meetings and conference calls should be scheduled as needed between quarterly MTAC meetings. Complete information regarding User Group-related meetings should be noted in MITS (User Group leaders should send it to [RIBBS@USPS.GOV](mailto:RIBBS@USPS.GOV) for inclusion on the MTAC calendar maintained by PostalPro).

A User Group's postal co-leader(s) will be responsible for making all necessary arrangements for meetings located at Postal Service headquarters. Arrangements must be made in advance for headquarters conference room reservations, audio-visual or conference call equipment, and building access for meeting participants. At least two days prior to an on-site User Group meeting, the postal co-leader will provide all participants' names to headquarters building security to minimize delays at the security desks. Postal co-leaders are also responsible for making sure a sufficient number of escorts\*\* are available to walk User Group members to and from the 1P/Lobby level security desks and the meeting room. The MTAC Program Manager and/or Team Leader should be contacted as early in the process as possible regarding requests or plans for meetings at Postal service headquarters so that the MTAC Program Team can assist with these requirements.

*\*\*[Note: The Postal Service headquarters security policy requires all visitors – including User Group participants – **who do not have active, unexpired Badges issued by the U.S. Postal Inspection Service** to be escorted at all times while on headquarters premises by a postal employee or MTAC member with an active Badge.]*

## INTERIM REPORTS

Status reports from User Groups are provided during the MTAC Membership Assembly (or other) meeting when requested by the MTAC Executive Committee. The industry Vice-Chair or the appropriate Focus Area Leaders should be prepared to provide status updates to the full Leadership Committee at its quarterly meetings.

## **TERMINATION OF THE USER GROUP**

If there are remaining outstanding items the MTAC Executive Committee, will determine if the User Group should remain open for a period of time until such items may be completed or the User Group should be closed with the MTAC Executive Committee determining where outstanding items should be transferred for further review and completion. Sponsors and leaders may make recommendations; however, the Executive Committee will have final approval.

If they determine that it is no longer productive/useful, a User Group's leaders may request that the Executive Committee terminate the User Group. Only the Executive Committee has the authority to terminate a User Group.

## **RESOLUTION PROCESS FOR PARTICIPANT ETIQUETTE**

All MTAC User Group participants (USPS, MTAC Representative, or non-MTAC participant) are expected to follow the MTAC Meeting Etiquette Guidelines as outlined in the current MTAC Membership Guide. In the event that a User Group participant's actions are outside of the Meeting Etiquette Guidelines, the following progressive escalation process will be followed, which may lead up to the dismissal of the User Group participant from future meetings of the related MTAC User Group.

1. The User Group co-leaders (both USPS and Industry) will speak to the participant to remind them of the MTAC Meeting Etiquette Guidelines and encourage them to follow them. The User Group co-leaders will also notify the MTAC Focus Area Leadership of the situation.
2. The User Group co-leaders will ask the MTAC Focus Area Leadership (both USPS and Industry) to speak with the participant to remind them of the MTAC Meeting Etiquette Guidelines and encourage them to follow them.
3. The MTAC Focus Area Leaders will ask the MTAC Executive Committee co- chairs (both USPS and Industry) to speak with the participant to remind them of the MTAC Meeting Etiquette Guidelines and encourage them to follow them.
4. Should the User Group participant continue to refuse to follow the MTAC Meeting Etiquette Guidelines, the MTAC Executive Committee will exercise its authority pursuant to Articles XI and XII of the MTAC Charter, and issue a formal letter to the User Group participant dismissing them from further meetings of the User Group.

5. Re-admittance to the User Group by a formally dismissed participant will be at the discretion of the User Group co-leaders with approval by the MTAC Executive Committee and MTAC Focus Area Leaders

## **QUESTIONS?**

Questions and suggestions regarding these guidelines may be directed to the MTAC Program Manager or Team Leader, or sent to [MTAC@USPS.GOV](mailto:MTAC@USPS.GOV), for prompt response and/or referral to the Executive Committee.