



Accessing and Understanding Mail Quality Reporting

June 20, 2013

Agenda

- What is Mailer Scorecard
- How Are the Reports Accessed
- Full Service Mailer Scorecard
- Investigating Full-Service Issue
- Tips & Tricks
- Additional Reports

Mailer Scorecard

REPORT DETAILS

Report Filter:
 (Date (ID) Between 10/11/2011 and 11/10/2012) And (ApplyComparison("#0 in (select CRID from PR_MSTR_SECURITY_CRID_ALL_V where upper(MS_USER_NAME) = #1)", {Mail Owner CRID}: (CRID_NUMERIC), Upper("MQR_SASP", ApplyComparison("#0 in (select CRID from PR_MSTR_SECURITY_CRID_ALL_V where upper(MS_USER_NAME) = #1)", {Mail Preparer CRID}: (CRID_NUMERIC), Upper("MQR_SASP_Sub_2"))))

Data rows

Customer Location	# of Container Errors	# of Container Warnings	# of Containers	# of Handling Unit Errors	# of Handling Unit Warnings
-------------------	-----------------------	-------------------------	-----------------	---------------------------	-----------------------------

[4433945 - SHAPIRO PERFECT MAILING COMPANY \(22209-6027\)](#)

Total

# of Handling Units	# of Piece Errors	# of Piece Warnings	# of Containers
224	255	0	
12	289	0	
236	544	0	

Mailer Scorecard

FEBRUARY 2013

Metrics
 % Metrics

Full-Service Compliance

eDoc Submitter	20400555	123456
	Chicago Presort Company	St. Louis Mailing Management Inc.
# Containers	157	12,427
# Handling Units	3,461	182,875
# Pieces	1,352,849	47,471,183
% FS Mail Volume	100.00%	99.38%
% OCI Not in Error	100.00%	91.33%
% Container MID Not in Error	100.00%	100.00%
% HU MID Not in Error	100.00%	100.00%
% Piece MID Not in Error	100.00%	99.98%
% STID Not in Error	100.00%	100.00%
% By/For Not in Error	99.84%	83.55%
% By/For Matching Not in Error	82.62%	77.69%
% Container Barcode Uniqueness Not in Error	100.00%	100.00%
% HU Barcode Uniqueness Not in Error	99.83%	100.00%
% Piece Barcode Uniqueness Not in Error	10.07%	99.99%
% Container Entry Facility Not in Error	100.00%	100.00%
% Container CSA Not in Error	100.00%	100.00%
% Early Scheduled Ship Date Not in Error	N/A	100.00%

What is Mailer Scorecard

- The Mailer Scorecard provides a dashboard view summarizing performance
- Allows comparison across facilities
- Conditional formatting provides a trending view across months
- Drill reports provide a way to determine specific mail preparation errors
- Available for any company that submits electronic documentation
 - Data grouped by eDoc submitter CRID

How Are the Reports Accessed

- To access the Mailer Scorecards log in through the Business Customer Gateway
 - <https://gateway.usps.com/bcg>

English Customer Service USPS Mobile Register / Sign In

USPS.COM Search USPS.com or Track Packages

Quick Tools

Always a Click Away
Roll over the tools menu across the site to access quick, handy tools.

- Track & Confirm
- Find Locations
- Calculate a Price
- Look Up a ZIP Code™

Ship Online Now

Ship a Package Send Mail Manage Your Mail Shop Business Solutions

Create Certified Mail® Online
Get Proof of Delivery, Return Receipt, and view signature of recipient online.
Visit Click2Mail.com

Popular Links

- Change of Address
- Mailing & Shipping Prices
- Passports
- PO Boxes™
- Contact Us

News & Information

- USPS® Named One of the Most Trusted U.S. Companies
- Music Icons Stamp Series Launches Johnny Cash Forever® Stamp
- 2013 Postal Holidays
- Learn More in the USPS Newsroom

Village Post Office
We've expanded access to our products & services

OTHER USPS SITES

- Business Customer Gateway
- PostNet® Centers
- Inspector General
- Postal Explorer

LEGAL

- Privacy Policy
- Terms of Use
- FOIA
- No FEAR Act EEO Data

ON USPS.COM

- Government Services
- Buy Stamps & Shop
- Print a Label with Postage
- Customer Service
- Delivering Solutions to the Last Mile
- Site Index

ON ABOUT.USPS.COM

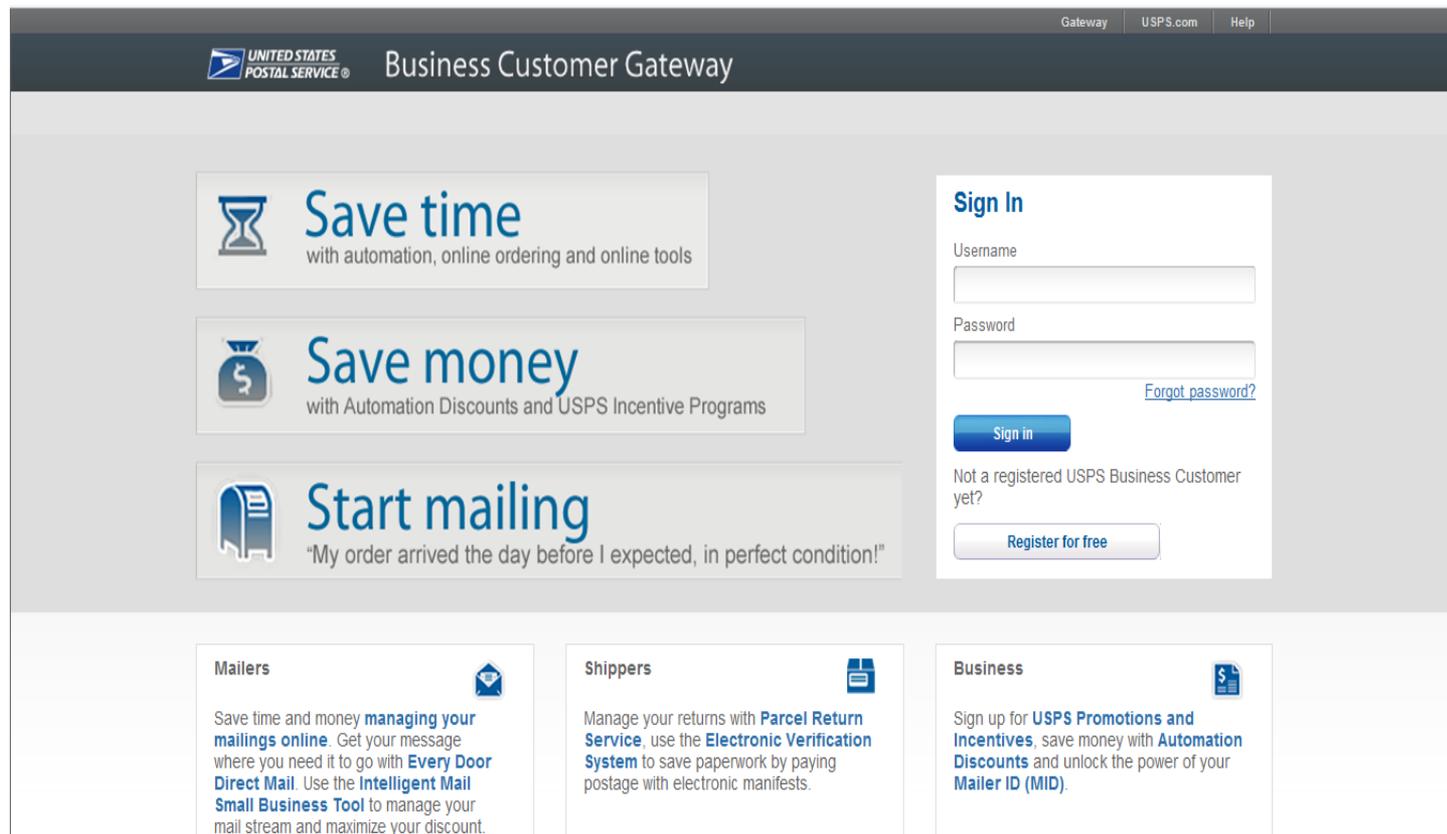
- About USPS Home
- Newsroom
- USPS Service Alerts
- Forms & Publications
- Careers

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f t p YouTube

How Are the Reports Accessed

- Enter the appropriate user name and password
 - Select Sign In



The screenshot displays the USPS Business Customer Gateway interface. At the top, there is a navigation bar with links for "Gateway", "USPS.com", and "Help". The main header features the USPS logo and the text "Business Customer Gateway".

The main content area is divided into three primary sections:

- Save time**: Accompanied by an hourglass icon, with the subtext "with automation, online ordering and online tools".
- Save money**: Accompanied by a money bag icon, with the subtext "with Automation Discounts and USPS Incentive Programs".
- Start mailing**: Accompanied by a mail icon, with the subtext "My order arrived the day before I expected, in perfect condition!".

On the right side, there is a "Sign In" section containing a form with fields for "Username" and "Password", a "Forgot password?" link, a "Sign in" button, and a "Register for free" button. Below the sign-in form, it asks "Not a registered USPS Business Customer yet?".

At the bottom, there are three columns of service information:

- Mailers**: Includes an envelope icon and text about managing mailings online, Every Door Direct Mail, and the Intelligent Mail Small Business Tool.
- Shippers**: Includes a shipping icon and text about Parcel Return Service, Electronic Verification System, and electronic manifests.
- Business**: Includes a document icon and text about USPS Promotions and Incentives, Automation Discounts, and Mailer ID (MID).

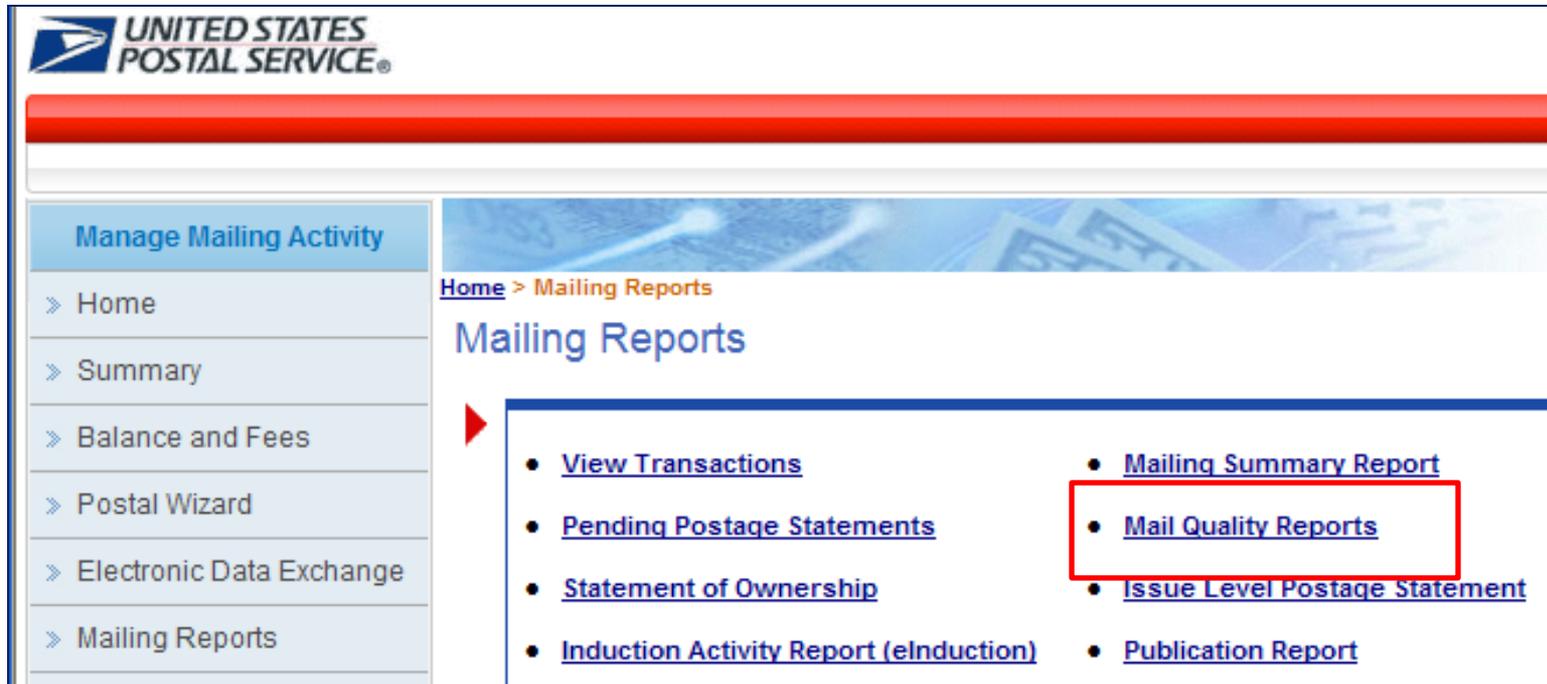
How Are the Reports Accessed

- Scroll down to the Tools & Wizard section
 - Select Mailing Reports (PostalOne!)

The screenshot shows the USPS Business Customer Gateway interface. On the left is a navigation menu with options: Welcome, Inbox, Mailing Services, Shipping Services, Other Services, Support, and Manage Account. The main content area features a welcome message for 'Bill' and a banner for the 'NEW Business Customer Gateway' with a 'Learn More' button. Below the banner is a description: 'The Business Customer Gateway is your central hub for managing your USPS activity for your Business.' On the right, the 'Favorite Services' section contains buttons for DASHBOARD, MAILER ID, MAILING REPORTS, and POSTAL WIZARD, along with an 'EDIT FAVORITES' button. The 'MAILING REPORTS' button is highlighted with a red rectangular box.

How Are the Reports Accessed

- Select Mail Quality Reports



UNITED STATES POSTAL SERVICE®

Manage Mailing Activity

- › Home
- › Summary
- › Balance and Fees
- › Postal Wizard
- › Electronic Data Exchange
- › Mailing Reports

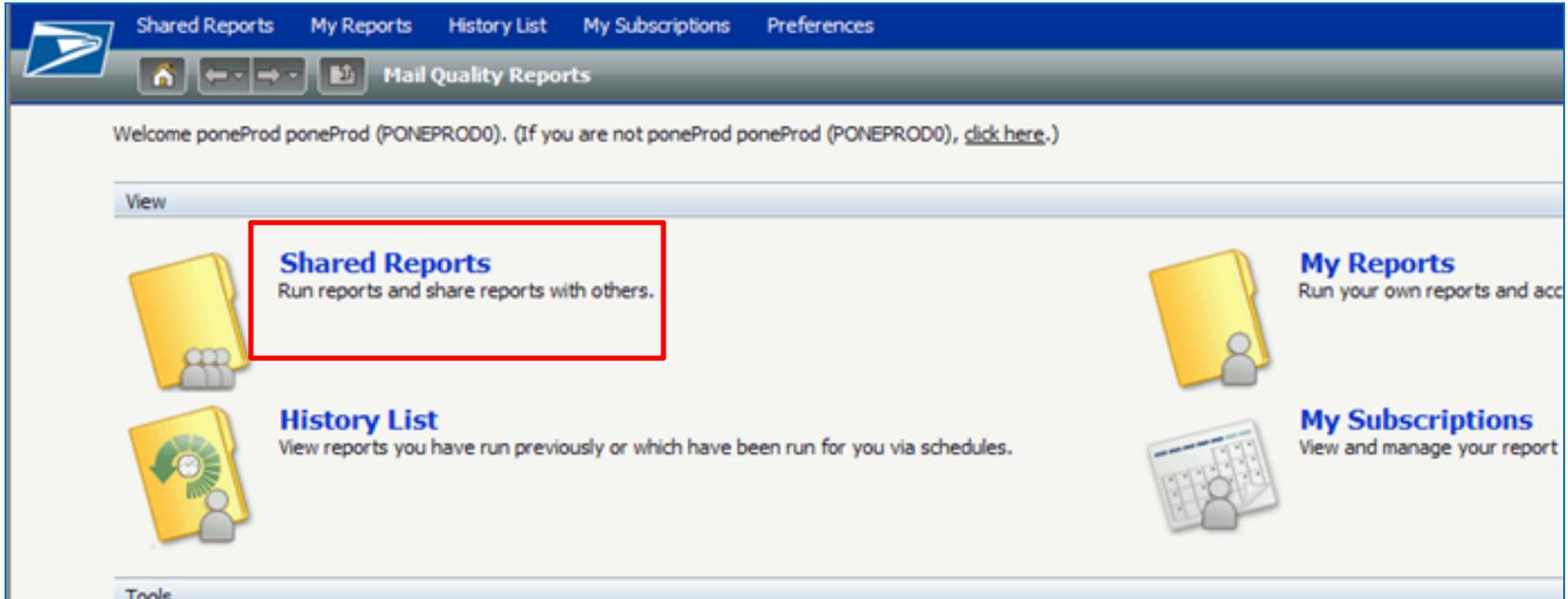
Home > Mailing Reports

Mailing Reports

- [View Transactions](#)
- [Pending Postage Statements](#)
- [Statement of Ownership](#)
- [Induction Activity Report \(eInduction\)](#)
- [Mailing Summary Report](#)
- [Mail Quality Reports](#)
- [Issue Level Postage Statement](#)
- [Publication Report](#)

How Are the Reports Accessed

- Select the Shared Reports folder



How Are the Reports Accessed

- Select Mailer Scorecard folder to access the reports



The screenshot displays a web application interface for report management. The top navigation bar includes links for 'Shared Reports', 'My Reports', 'History List', 'My Subscriptions', and 'Preferences'. A search bar and 'Help'/'Logout' options are also present. The main content area shows a list of report folders under the 'Shared Reports' section. The folders are:

- eInduction Reporting**
Owner: Administrator
Modified: 12/12/12 2:14:06 PM
This folder contains eInduction reports.
- Mail Quality Reporting**
Owner: Administrator
Modified: 12/12/12 2:27:30 PM
This folder contains Mail Quality Reports
- Seamless Acceptance**
Owner: Administrator
Modified: 12/13/12 12:44:48 PM
This folder contains Seamless Acceptance reports.
- eMIR Reporting**
Owner: Administrator
Modified: 12/13/12 11:01:47 AM
This folder contains eMIR Reports.
- Mailer Scorecard** (highlighted with a red box)
Owner: Administrator
Modified: 12/12/12 2:40:33 PM
This folder contains the Mailer Scorecard report
- STC**
Owner: Administrator
Modified: 12/12/12 2:28:37 PM
This folder contains STC Reports.



Full Service Mailer Scorecard

What Validations Are Performed

- Within 48 hours after the mailing is processed the following occurs:
 - Full-Service eDoc verification
 - Check every container, handling unit and piece in electronic documentation and evaluate for specific errors
 - Trend results are monitored for at least one month

Data Type	eDoc record level
Mailer ID	Container, Tray, Piece Barcode
Service Type ID	Piece Barcode
By/For	Piece
Unique Container Barcode	Container Barcode
Unique Tray Barcode	Tray Barcode
Unique Piece	Piece Barcode
Co-Palletization	Tray/Sack
Entry Facility	Container
Scheduled Ship Date	Container

What Validations Are Performed

- All validations are performed by checking against values provided in the eDoc

Validation	What is it?
Mailer ID	Mailer ID provided in the IMb, IMtb, or IMcb is valid and registered with the USPS Mailer ID system
Service Type ID	Service Type ID provided in the IMb is valid, appropriate for the class of mail, and appropriate for the service level of the mailpiece
By/For	Mail Owner and Mail Preparer are provided for each mailpiece
Unique Container Barcode	IMcb is unique across all mailings from all eDoc submitters for the past 45 days
Unique Tray Barcode	IMtb is unique across all mailings from all eDoc submitters for the past 45 days
Unique Piece	IMb is unique across all mailings from all eDoc submitters for the past 45 days
Co-Palletization	Co-palletization files are submitted within 14 days for trays/virtual sacks marked for co-palletization at origin
Entry Facility	Entry facility provided in eDoc (Locale key or ZIP Code) is a valid USPS facility
Scheduled Ship Date	For USPS Transported containers that do not receive scan at arrival to USPS facility, scheduled ship date/time is within 48 hours of finalization date/time.

Full Service Mailer Scorecard

Mailer Scorecard

FEBRUARY 2013

Full-Service Compliance		eInduction	Seamless	Manual Sampling	Entry Point Verification	Mailer Profile
<input type="radio"/> # Metrics		<input checked="" type="radio"/> % Metrics				
Full-Service Compliance						
eDoc Submitter	20400555	123456				
	Chicago Presort Company	St. Louis Mailing Management Inc.				
# Containers	157	12,427				
# Handling Units	3,461	182,875				
# Pieces	1,352,849	47,471,183				
% FS Mail Volume	100.00%	99.38%				
% OCI Not in Error	100.00%	91.33%				
% Container MID Not in Error	100.00%	100.00%				
% HU MID Not in Error	100.00%	100.00%				
% Piece MID Not in Error	100.00%	99.98%				
% STID Not in Error	100.00%	100.00%				
% By/For Not in Error	99.84%	83.55%				
% By/For Matching Not in Error	82.62%	77.69%				
% Container Barcode Uniqueness Not in Error	100.00%	100.00%				
% HU Barcode Uniqueness Not in Error	99.83%	100.00%				
% Piece Barcode Uniqueness Not in Error	10.07%	99.99%				
% Container Entry Facility Not in Error	100.00%	100.00%				
% Container CSA Not in Error	100.00%	100.00%				
% Early Scheduled Ship Date Not in Error	N/A	100.00%				

Full Service

Mailer Scorecard

FEBRUARY 2013

Full-Service Compliance		eInduction	Seamless	Manual Sampling	Entry Point Veri
<input type="radio"/> # Metrics		<input checked="" type="radio"/> % Metrics			
Full-Service Cor					
eDoc Submitter	20400555	123456			
	Chicago Presort Company	St. Louis Mailing Management Inc.			
# Containers	157	12,427			
# Handling Units	3,461	182,875			
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% STID Not in Error	100.00%	100.00%			
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% HU Barcode Uniqueness Not in Error	99.83%	100.00%			
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% Container Entry Facility Not in Error	100.00%	100.00%			
% Container CSA Not in Error	100.00%	100.00%			
% Early Scheduled Ship Date Not in Error	N/A	100.00%			

- Changes in metrics since previous month are highlighted
 - **Green:** metric has improved by more than 5%
 - **Red:** metric as declined by more than 5%
 - **Yellow:** metric exceeds USPS threshold

Full Service

Mailer Scorecard Thresholds

Mailer Scorecard

FEBRUARY 2013



Full-Service Compliance

eInduction

Seamless

Manual Sampling

Entry Point Verification

Mailer Profile

Legend

Metrics % Metrics

eDoc Submitter	20400555	123456
	Chicago Presort Company	St. Louis Mailing Management Inc.

CRID and Company Name provided by mailer in electronic documentation

# Containers		
# Handling Units		
# Pieces		
% FS Mail Volume		
% OCI Not in Error		
% Container Label		
% HU MID Not in Error	100.00%	100.00%
% Piece MID Not in Error	100.00%	99.98%
% STID Not in Error		
% By/For Not in Error		
% By/For Matching Not in Error		
% Container Barcode Uniqueness Not in Error		
% HU Barcode Uniqueness Not in Error		
% Piece Barcode Uniqueness Not in Error		
% Container Entry Facility Not in Error	100.00%	100.00%
% Container CSA Not in Error	100.00%	100.00%
% Early Scheduled Ship Date Not in Error	N/A	100.00%

Export All to Excel Export All to PDF

Full Service

Mailer Scorecard Thresholds

Mailer Scorecard

FEBRUARY 2013



Full-Service Compliance

eInduction

Seamless

Manual Sampling

Entry Point Verification

Mailer Profile

Legend

Metrics

% Metrics

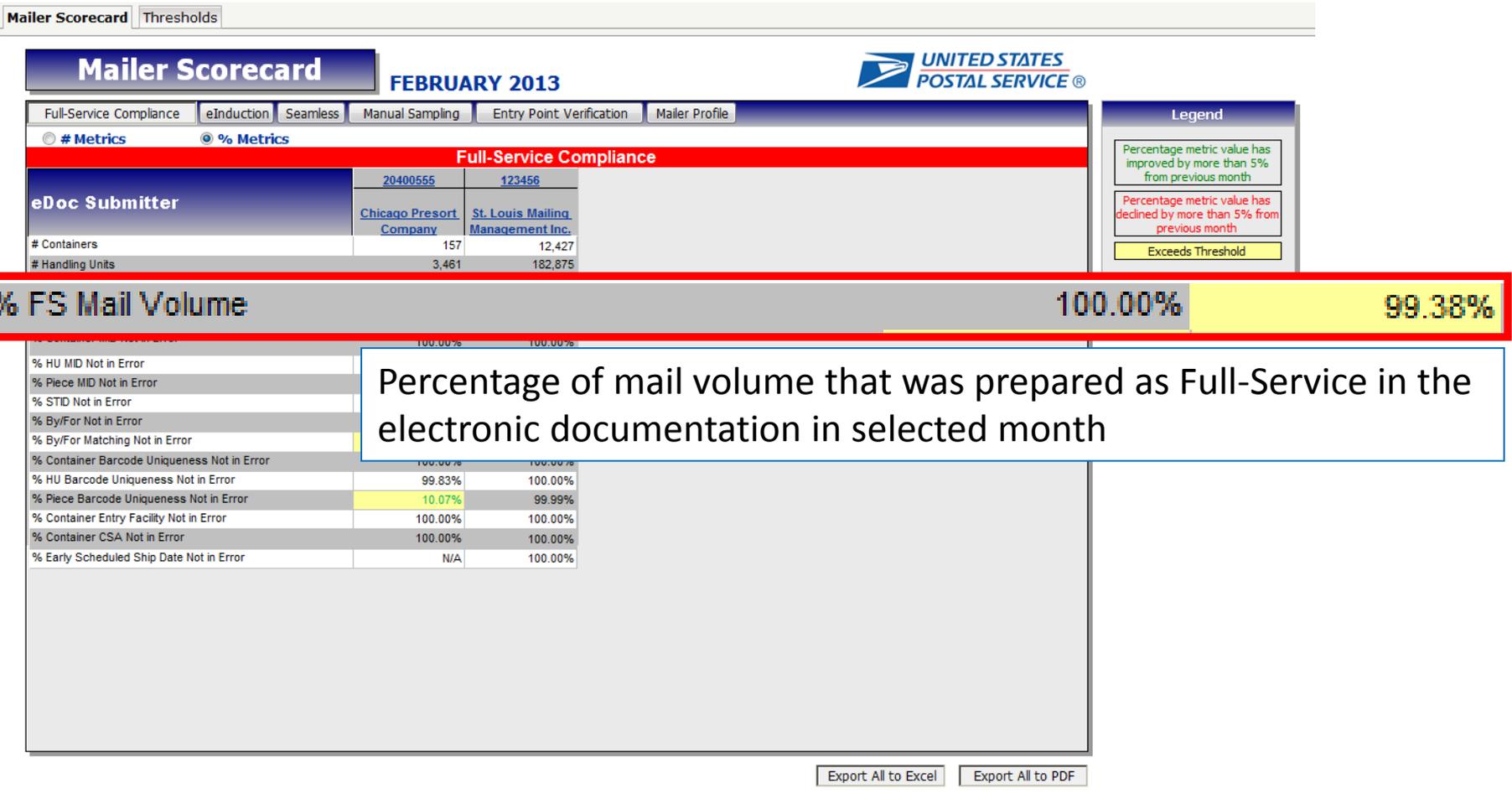
eDoc Submitter				
# Containers			3,364	157
# Handling Units			378,011	3,461
# Pieces			77,793,865	1,352,849
% FS Mail Volume		100.00%	99.38%	
% OCI Not in Error		100.00%	91.23%	
% Container MID Not in Error				
% HU MID Not in Error				
% Piece MID Not in Error				
% STID Not in Error				
% By/For Not in Error				
% By/For Matching Not in Error				
% Container Barcode Uniqueness Not in Error				
% HU Barcode Uniqueness Not in Error				
% Piece Barcode Uniqueness Not in Error		10.07%	99.99%	
% Container Entry Facility Not in Error		100.00%	100.00%	
% Container CSA Not in Error		100.00%	100.00%	
% Early Scheduled Ship Date Not in Error		N/A	100.00%	

Number of Containers, Handling Units, and Mailpieces provided by mailer in electronic documentation in selected month

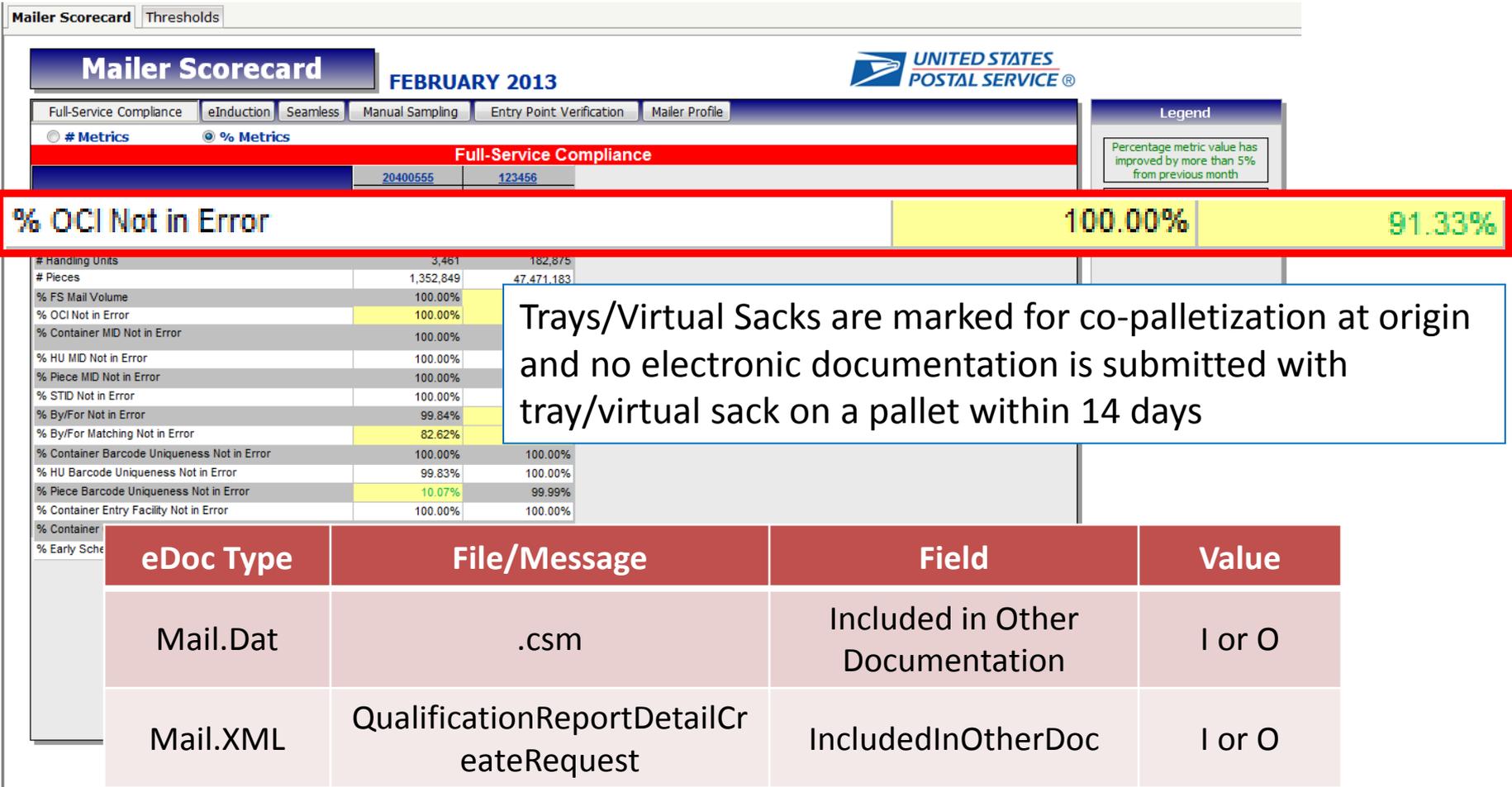
Export All to Excel

Export All to PDF

Full Service



Full Service



Full Service

Mailer Scorecard

Thresholds



MAILER SCORECARD

FEBRUARY 2013

Full-Service Compliance
eInduction
Seamless
Manual Sampling
Entry Point Verification
Mailer Profile

Legend
 Percentage metric value has improved by more than 5% from previous month

Metrics
% Metrics

Full-Service Compliance

eDoc Subm

20400555

123456

% Container MID Not in Error	100.00%	100.00%
# Containers		
# Handling Units		
# Pieces	1,352,849	47,471,183
% FS Mail Volume	100.00%	99.38%
% OCI Not in Error	100.00%	
% Container MID Not in Error	100.00%	
% HU MID Not in Error	100.00%	
% Piece MID Not in Error	100.00%	
% STID Not in Error	100.00%	
% By/For Not in Error	99.84%	
% By/For Matching Not in Error	82.62%	
% Container Barcode Uniqueness Not in Error	100.00%	
% HU Barcode Uniqueness Not in Error	99.83%	100.00%
% Piece Barcode Uniqueness Not in Error	10.07%	99.99%
% Container Entry Facility Not in Error	100.00%	100.00%
% Container CSA Not in Error	100.00%	100.00%
% Early Sche		

The Mailer ID portion of the electronic documentation Intelligent Mail Container Barcode is invalid or does not exist

eDoc Type	File/Message	Field	Value
Mail.Dat	.csm	Label: IM Container Or IM Tray Barcode	21 digit IMcb
Mail.XML	QualificationReportDetailCreateRequest	ContainerBarcode	21 digit IMcb

Full Service

Mailer Scorecard
Thresholds



Mailer Scorecard

FEBRUARY 2013

Full-Service Compliance
eInduction
Seamless
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Entry Point Verification
Mailer Profile

Metrics
% Metrics

Full-Service Compliance

eDoc Submitter	20400555	123456	
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# Containers	157	12,427	
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% FS Mail V			
% OCI Not in Error			
% HU MID Not in Error			100.00%
% Container Barcode Uniqueness Not in Error			100.00%
% HU MID Not in Error	100.00%	100.00%	
% Piece MID Not in Error	100.00%	99.98%	
% STD Not in Error	100.00%		
% By/For Not in Error	99.84%		
% By/For Matching Not in Error	82.62%		
% Container Barcode Uniqueness Not in Error	100.00%		
% HU Barcode Uniqueness Not in Error	99.83%		
% Piece Barcode Uniqueness Not in Error	10.07%		
% Container Entry Facility Not in Error	100.00%	100.00%	
% Container CSA Not in Error	100.00%	100.00%	
% Early Scheduled Ship Date Not in Error	N/A	100.00%	

The Mailer ID portion of the electronic documentation Intelligent Mail Tray Barcode is invalid or does not exist

eDoc Type	File/Message	Field	Value
Mail.Dat	.csm	Label: IM Container Or IM Tray Barcode	24 digit IMtb
Mail.XML	QualificationReportDetailCreateRequest	ContainerBarcode	24 digit IMtb

Legend

Percentage metric value has improved by more than 5% from previous month

Percentage metric value has declined by more than 5% from previous month

Exceeds Threshold

Full Service

Mailer Scorecard
Thresholds



Mailer Scorecard

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Full-Service Compliance
eInduction
Seamless
Manual Sampling
Entry Point Verification
Mailer Profile

Metrics
 % Metrics

Full-Service Compliance

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	Chicago Presort Company	St. Louis Mailing Management Inc.	
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# Pieces	1,352,849	47,471,183	
% FS	100.00%	100.00%	
% OC	100.00%	100.00%	
% Cor	100.00%	100.00%	
% Piece MID Not in Error	100.00%	99.98%	100.00% 99.98%
% HU	100.00%	100.00%	
% Piece MID Not in Error	100.00%	99.98%	
% STD Not in Error	100	100	
% By/For Not in Error	99	99	
% By/For Matching Not in Error	82	82	
% Container Barcode Uniqueness Not in Error	100	100	
% HU Barcode Uniqueness Not in Error	99	99	
% Piece Barcode Uniqueness Not in Error	100.00%	99.99%	
% Container Entry Facility Not in Error	100.00%	100.00%	
% Container CSA Not in Error	100.00%	100.00%	
% Early Scheduled Ship Date Not in Error	N/A	100.00%	

The Mailer ID portion of the electronic documentation Intelligent Mail Barcode is invalid or does not exist

eDoc Type	File/Message	Field	Value
Mail.Dat	.pdr or .pbc	.pdr Piece Barcode .pbc Barcode	31 digit IMb
Mail.XML	MailPieceCreateRequest	IMB Block	31 digit IMb

Legend

Percentage metric value has improved by more than 5% from previous month

Percentage metric value has declined by more than 5% from previous month

Exceeds Threshold

Full Service

Mailer Scorecard
Thresholds

Mailer Scorecard

FEBRUARY 2013



Full-Service Compliance
eInduction
Seamless
Manual Sampling
Entry Point Verification
Mailer Profile

Legend
Percentage metric value has improved by more than 5% from previous month

Metrics
% Metrics

Full-Service Compliance

eDoc Su
20400555
123456

% STID Not in Error	100.00%	100.00%

# Containers		
# Handling Units		
# Pieces	1,352,849	47,471,183
% FS Mail Volume	100.00%	
% OCI Not in Error	100.00%	
% Container MID Not in Error	100.00%	
% HU MID Not in Error	100.00%	
% Piece MID Not in Error	100.00%	
% STID Not in Error	100.00%	
% By/For Not in Error	99.84%	
% By/For Matching Not in Error	82.62%	
% Container Barcode Uniqueness Not in Error	100.00%	
% HU Barcode Uniqueness Not in Error	99.83%	
% Piece Barcode Uniqueness Not in Error	10.07%	
% Container Entry Facility Not in Error	100.00%	
% Container CSA Not in Error	100.00%	
% Early Scheduled Ship Date Not in Error	N/A	100.00%

The STID portion of the IMb in the electronic documentation is invalid, does not exist, identifies a Mail Class that does not match the Mail Class in the eDoc, or identifies a piece as basic when the piece was identified as Full-Service in the eDoc

eDoc Type	File/Message	Field	Value
Mail.Dat	.pdr or .pbc	.pdr Piece Barcode .pbc Barcode	31 digit IMb
Mail.XML	MailPieceCreateRequest	IMB Block	31 digit IMb

Full Service

MAILER SCORECARD

Full-Service Compliance

% By/For Not in Error 99.84% 83.55%

Percentage metric value has improved by more than 5%

A Mail Preparer or Mail Owner could not be identified for a piece due to invalid MID, CRID, or Permit information

eDoc Submitter	20400555	Chicago Presort Company	
# Containers	157		
# Handling Units	3,461		
# Pieces	1,352,849		
% FS Mail Volume	100.00%	99.38%	
% OCI Not in Error	100.00%	91.33%	
% Container MID Not in Error	100.00%	100.00%	
% HU MID Not in Error	100.00%	100.00%	

eDoc Type	File/Message	Field	Value
Mail.Dat	.cpt, .mpa	-Mailer ID of Mail Owner -CRID of Mail Owner Mailer ID of Preparer -CRID of Preparer -Permit Number -Publication Number	-Valid CRID -Valid Mailer ID -Valid Permit Number -Valid Publication Number
Mail.XML	QualificationReportDetail CreateRequest	MailerID CRID PermitNumber PublicationNumber	-Valid CRID -Valid Mailer ID -Valid Permit Number -Valid Publication Number

Full Service

Mailer Scorecard | Thresholds

MAILER SCORECARD FEBRUARY 2013 

Full-Service Compliance | eInduction | Seamless | Manual Sampling | Entry Point Verification | Mailer Profile | Legend

% By/For Matching Not in Error 82.62% 77.69%

declined by more than 5% from previous month

Chicago Presort Company | St. Louis Mailing Management Inc.

# Containers	157
# Handling Units	3,461
# Pieces	1,352,849
% FS Mail Volume	100.00%
% OCI Not in Error	100.00%
% Container MID Not in Error	100.00%
% HU MID Not in Error	100.00%
% Piece MID Not in Error	99.98%

Mailer Owner and Mail Preparer are identified as the same Business Entity

eDoc Type	File/Message	Field	Value
Mail.Dat	.cpt, .mpa	-Mailer ID of Mail Owner -CRID of Mail Owner Mailer ID of Preparer -CRID of Preparer -Permit Number -Publication Number	-Valid CRID -Valid Mailer ID -Valid Permit Number -Valid Publication Number
Mail.XML	QualificationReportDetailCreateRequest	MailerID CRID PermitNumber PublicationNumber	-Valid CRID -Valid Mailer ID -Valid Permit Number -Valid Publication Number

Full Service

Mailer Scorecard Thresholds

Mailer Scorecard

FEBRUARY 2013



Full-Service Compliance

eInduction

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Mailer Profile

Metrics
 % Metrics

Legend

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Full-Service Compliance

eDoc Submitter	20400555	123456
# Container Barcode Uniqueness Not in Error	100.00%	100.00%
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% FS Mail Volume	100.00%	99.38%
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% Piece MID Not in Error	100.00%	100.00%
% STID Not in Error	100.00%	100.00%
% By/For Not in Error	99.84%	100.00%
% By/For Matching Not in Error	82.62%	100.00%
% Container Barcode Uniqueness Not in Error	100.00%	100.00%
% HU Barcode Uniqueness Not in Error	99.83%	100.00%
% Piece Barcode Uniqueness Not in Error	10.07%	100.00%
% Container Entry Facility Not in Error	100.00%	100.00%
% Container CSA Not in Error	100.00%	100.00%
% Early Scheduled Ship Date Not in Error	N/A	N/A

The IMcb in the electronic documentation was used more than once within 45 days of the Postage Statement Mailing Date within the same job and CRID, across jobs and CRIDs, or across jobs within the same CRID

eDoc Type	File/Message	Field	Value
Mail.Dat	.csm	Label: IM Container Or IM Tray Barcode	21 digit IMcb
Mail.XML	QualificationReportDetailCreateRequest	ContainerBarcode	21 digit IMcb

Full Service

Mailer Scorecard | Thresholds

Mailer Scorecard FEBRUARY 2013 

Full-Service Compliance | eInduction | Seamless | Manual Sampling | Entry Point Verification | Mailer Profile

Metrics % Metrics

Full-Service Compliance

eDoc Submitter: 20400555 | 123456
Chicago Presort | St. Louis Mailing

# Containers			
# Handling Units	% HU Barcode Uniqueness Not in Error		99.83% 100.00%
# Pieces			
% FS Mail Volume	100.00%	99.38%	
% OCI Not in Error	100.00%	99.38%	
% Container MID Not in Error	100		
% HU MID Not in Error	100		
% Piece MID Not in Error	100		
% STID Not in Error	100		
% By/For Not in Error	99		
% By/For Matching Not in Error	82		
% Container Barcode Uniqueness Not in Error	100		
% HU Barcode Uniqueness Not in Error	99		
% Piece Barcode Uniqueness Not in Error	10		
% Container Entry Facility Not in Error	100		
% Container CSA Not in Error	100		
% Early Scheduled Ship Date Not in Error			

Legend

- Percentage metric value has improved by more than 5% from previous month
- Percentage metric value has declined by more than 5% from previous month

The IMtb in the electronic documentation was used more than once within 45 days of the Postage Statement Mailing Date within the same job and CRID, across jobs and CRIDs, or across jobs within the same CRID

eDoc Type	File/Message	Field	Value
Mail.Dat	.csm	Label: IM Container Or IM Tray Barcode	24 digit IMtb
Mail.XML	QualificationReportDetailCreateRequest	ContainerBarcode	24 digit IMtb

Full Service

Mailer Scorecard Thresholds

Mailer Scorecard

FEBRUARY 2013



Full-Service Compliance

eInduction

Seamless

Manual Sampling

Entry Point Verification

Mailer Profile

Metrics
 % Metrics

Full-Service Compliance

Legend
Percentage metric value has improved by more than 5% from previous month

eDoc	20400555	123456	
% Piece Barcode Uniqueness Not in Error	10.07%	99.99%	
# Containers			
# Handling Units	3,461	182,875	
# Pieces	1,352,849		
% FS Mail Volume	100.00%		
% OCI Not in Error	100.00%		
% Container MID Not in Error	100.00%		
% HU MID Not in Error	100.00%		
% Piece MID Not in Error	100.00%		
% STID Not in Error	100.00%		
% By/For Not in Error	99.84%		
% By/For Matching Not in Error	82.62%		
% Container Barcode Uniqueness Not in Error	100.00%		
% HU Barcode Uniqueness Not in Error	99.83%		
% Piece Barcode Uniqueness Not in Error	10.07%	99.99%	
% Container Entry Facility Not in Error	100.00%	100.00%	
% Container CSA Not in Error	100.00%	100.00%	
% Early Scheduled Ship Date Not in Error	N/A	100.00%	

The IMb in the electronic documentation was used more than once within 45 days of the Postage Statement Mailing Date within the same job and CRID, across jobs and CRIDs, or across jobs within the same CRID

eDoc Type	File/Message	Field	Value
Mail.Dat	.pdr or .pbc	.pdr Piece Barcode .pbc Barcode	31 digit IMb
Mail.XML	MailPieceCreateRequest	IMB Block	31 digit IMb

Tooltips

Mailer Scorecard | Thresholds

Mailer Scorecard

FEBRUARY 2013



Full-Service Compliance
eInduction
Seamless
Manual Sampling
Entry Point Verification
Mailer Profile

Metrics % Metrics

Full-Service Compliance

eDoc Submitter	20400555	123456
	Chicago Presort Company	St. Louis Mailing Management Inc.
# Containers	157	12,427
# Handling Units	3,461	182,875
# Pieces	1,352,849	47,471,183
% FS Mail Volume	100.00%	99.38%
% OCI Not in Error	100.00%	91.33%
% Container MID Not in Error	100.00%	100.00%
% HU MID Not in Error	100.00%	100.00%
% Piece MID Not in Error	100.00%	99.90%
% STID Not in Error	100.00%	100.00%
% By/For Not in Error	99.84%	83.50%
% By/For Matching Not in Error	82.62%	77.60%
% Container Barcode Uniqueness Not in Error	100.00%	100.00%
% HU Barcode Uniqueness Not in Error	99.83%	100.00%
% Piece Barcode Uniqueness Not in Error	10.07%	99.90%
% Container Entry Facility Not in Error	100.00%	100.00%
% Container CSA Not in Error	100.00%	100.00%
% Early Scheduled Ship Date Not in Error	100.00%	100.00%

Legend

■ Percentage metric value has improved by more than 5% from previous month

■ Percentage metric value has declined by more than 5% from previous month

■ Exceeds Threshold

Export All to Excel
Export All to PDF

% Piece Barcode Uniqueness Not in Error
 The total number of full service piece barcode uniqueness validations not in error as a percentage of full service pieces.

Tooltips will appear when you hover over a column or row header to explain the metric

Drills

The screenshot displays a 'Mailer Scorecard' interface with a 'Thresholds' tab. The main area shows a table of metrics for 'eDoc Submitter'. A 'Drill' menu is open over the table, listing options like 'Drill', 'Filter on Selections', 'Create Group', and 'Create Calculation'. A secondary menu is also open, listing various drill-down options such as 'Mailer Scorecard Job Details (All)', 'Mailer Scorecard Job Details (Full-Service Compliance)', 'Mailer Scorecard Job Details (eInduction)', 'Mailer Scorecard Job Details (Seamless)', 'Mailer Scorecard Job Details (Manual Sampling)', 'Mailer Scorecard Job Details (Entry Point Verification)', 'eInduction Job Summary Report', 'View Error Details by Error Type', 'Undocumented Summary Report', and 'Mailer Scorecard Weekly Trending'. At the bottom, there are buttons for 'Export All to Excel' and 'Export All to PDF'.

Metric	Value
# Containers	0.00%
# Handling Units	100.00%
# Pieces	100.00%
% FS Mail Volume	
% OCI Not in Error	
% Container MID Not in Error	
% HU MID Not in Error	N/A
% Piece MID Not in Error	N/A
% STD Not in Error	
% By/For Not in Error	
% By/For Matching Not in Error	N/A
% Container Barcode Uniqueness Not in Error	
% HU Barcode Uniqueness Not in Error	N/A
% Piece Barcode Uniqueness Not in Error	
% Container Entry Facility Not in Error	100.00%
% Container CSA Not in Error	
% Early Scheduled Ship Date Not in Error	100.00%

Drill

- Drill
- Filter on Selections
- Create Group
- Create Calculation

- Mailer Scorecard Job Details (All)
- Mailer Scorecard Job Details (Full-Service Compliance)
- Mailer Scorecard Job Details (eInduction)
- Mailer Scorecard Job Details (Seamless)
- Mailer Scorecard Job Details (Manual Sampling)
- Mailer Scorecard Job Details (Entry Point Verification)
- eInduction Job Summary Report
- View Error Details by Error Type
- Undocumented Summary Report
- Mailer Scorecard Weekly Trending

System hierarchy

Export All to Excel | Export All to PDF

Clicking on a blue hyperlink in the report allows you to get additional detail on errors

Investigating Full-Service Issue

Mailer Scorecard

FEBRUARY 2013

Full-Service Compliance

eInduction

Seamless

Manual Sampling

Entry Point Verification

Mailer Profile

Metrics

% Metrics

Full-Service Compliance

eDoc Submitter	20400555	123456
	Chicago Presort Company	St. Louis Mailing Management Inc.
# Containers	157	12,427
# Handling Units	3,461	182,875
# Pieces	1,352,849	47,471,183
% FS Mail Volume	100.00%	99.38%
% OCI Not in Error	100.00%	91.33%
% Container MID Not in Error	100.00%	100.00%
% HU MID Not in Error	100.00%	100.00%
% Piece MID Not in Error	100.00%	99.98%
% STID Not in Error	100.00%	100.00%
% By/For Not in Error	99.84%	83.55%
% By/For Matching Not in Error	82.62%	77.69%
% Piece Barcode Uniqueness Not in Error		10.07%
% Container Entry Facility Not in Error	100.00%	100.00%
% Container CSA Not in Error	100.00%	100.00%
% Early Scheduled Ship Date Not in Error	N/A	100.00%

99.99%

View Error Details by Error Type

eDoc Submitter	Error Type	Threshold	# Container Errors	# Handling Unit Errors	# Piece Errors	# Projected Container Errors	# Projected Handling Unit Errors
20400555 Chicago Presort Company	Barcode Uniqueness	97.80%	0	0	69,047	0	0
20400555 Chicago Presort Company	By/For	94.20%	0	0	11,160	0	0

# Projected Piece Errors	% Containers Not in Error	% Handling Units Not in Error	% Pieces Not in Error	% Containers Not in Error National Average	% Handling Units Not in Error National Average	% Pieces Not in Error National Average
0	100.00%	100.00%	10.07%	100.00%	100.00%	0.00%
0	100.00%	100.00%	82.62%	99.96%	100.00%	83.84%

Seamless Acceptance Job Error Type

eDoc Submitter	Mailing Group ID	Customer Group ID	Job ID	User License Code	Date	Error Type	Mail Class	Processing Category
20400555 Chicago Presort Company	53467512		KMM0511	KMM	2/26/2013	Barcode Uniqueness	First Class	Letters and Cards
20400555 Chicago Presort Company	53467513		KMM0720	KMM	2/14/2013	Barcode Uniqueness	Standard	Letters and Cards

Threshold	# Container Errors	# Handling Unit Errors	# Piece Errors	# Projected Container Errors	# Projected Handling Unit Errors	# Projected Piece Errors	% Containers Not in Error	% Handling Units Not in Error	% Pieces Not in Error
97.80%	0	0	60,047	0	0	60,047	100.00%	100.00%	10.07%
97.80%	0	0	9,000	0	0	9,000	100.00%	100.00%	82.62%

% Containers Not in Error National Average	% Handling Units Not in Error National Average	% Pieces Not in Error National Average
99.98%	100.00%	100.00%
100.00%	100.00%	100.00%

Seamless Acceptance Detailed Error Report

eDoc Submitter	Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type
20400555	Chicago Presort Company	2/26/2013	001416655445414172019303636110	Piece	eDoc Verification	Barcode Uniqueness

20400555	Chicago Presort Company	2/26/2013	0014166554415341417201930369650	Piece	eDoc Verification	Barcode Uniqueness
----------	-------------------------	-----------	---------------------------------	-------	-------------------	--------------------

Error Code	Error Description	Sub-Error	Error Data
7702	The same Piece Barcode (IMb) from the eDoc (.csm or Mail.XML MailPiece) was used more than once across all eDoc Sender CRIDs within the 45 days based on the Postage Statement Mailing Date (.csm or Mail.XML QualReport)		DUPLICATE JOB ID = KMM228, DUPLICATE MAILING GROUP ID = 1209876
7703	The same Piece Barcode(IMb) from the eDoc(.pdr or Mail.XML MailPiece) was used more than once within the 45 days from the Postage Statement Mailing Date, across Jobs and eDoc Sender CRIDs		DUPLICATE JOB ID = KMM228, DUPLICATE MAILING GROUP ID = 1209876

eDoc Job ID	eDoc User License Code	eDoc Mailing Group ID	eDoc Customer Group ID	eDoc Type	eDoc Mail Class	eDoc Processing Category	Mail
KMM0511	KMM	53467512		MAIL_DAT	First Class	Letter	
KMM0511	KMM	53467513		MAIL_DAT	First Class	Letter	

User Guide (RIBBS)

outs of Intelligent Mail services.

A Guide to Intelligent Mail for Letters and Flats [\(PDF\)](#)

A Guide to Intelligent Mail for Letters and Flats provides guidance on how to prepare your mail and electronic documentation and identifies the data that will be provided at no additional charge for Full-Service compliance. In addition, the Guide also describes what will be available in the first release of Intelligent Mail services.

[Postal Service Mail.dat Technical Specification](#)

The Postal Service Mail.dat Technical Specification provides detailed

specifications for how to populate your Mail.dat files to comply with the requirements for

[Postal Service™ Mail.dat® Specific Documents](#)

[Postal Service™ Mail.XML® Specific Documents](#)

[Guide to Customer Supplier Agreements \(PDF\)](#)

[eInduction Guide for Mailers \(PDF\)](#)

[MicroStrategy Seamless Acceptance User Guide \(PDF\)](#)

[MicroStrategy eInduction User Guide \(PDF\)](#)

[Mailer Scorecard User Guide \(PDF\)](#)

[MicroStrategy Tips and Tricks \(PDF\)](#)

[PostalOne! Transportation Management \(TMS\) Guide \(PDF\)](#)

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User Guide Error Type Appendix

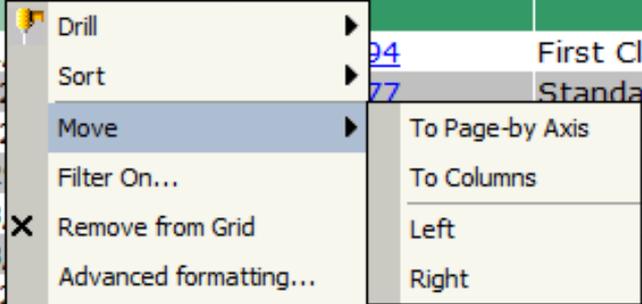
Error Type	Seamless Verifications	Additional Reported Validations
Barcode Uniqueness	A Barcode Uniqueness error will be logged if the following condition is met: <ul style="list-style-type: none">• Container Barcode in eDoc is not unique when compared to all the eDocs submitted within 45 days of the Postage Statement Mailing Date (across all jobs submitted for all mailers)	A Barcode Uniqueness error will be logged if any of the following conditions are met: <ul style="list-style-type: none">• Container/HU/Piece Barcode from sample scan is not unique when compared to all the eDocs submitted within 45 days of the Postage Statement Mailing Date (across all jobs submitted for all mailers)• HU/Piece Barcode in eDoc is not unique when compared to all the eDocs submitted within 45 days of the Postage Statement Mailing Date (across all jobs submitted for all mailers)

Tips & Tricks – Filter

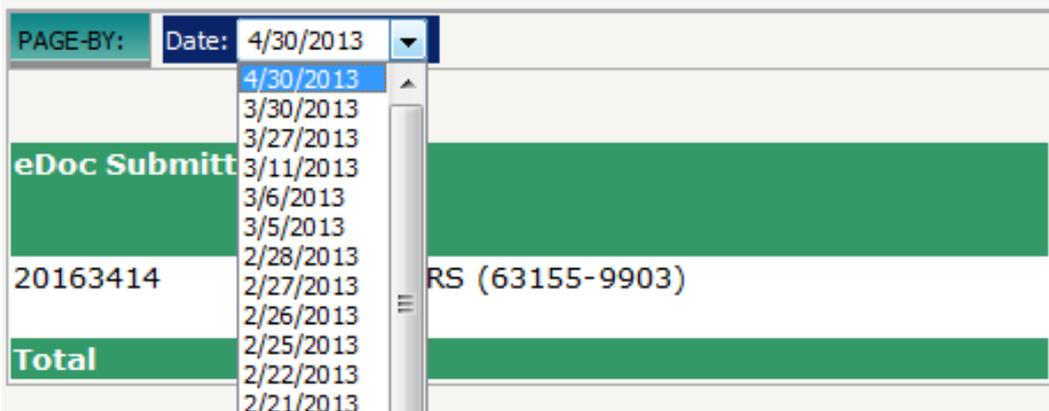
To move a report column into the Page-By axis, which will allow you to filter your report results:

1. Right-click the desired column header
2. Click 'Move'
3. Click 'To Page-by Axis'

User License Code	Date	Mailing Group ID	Mail Class
UABC	2/11/2013	94	First Class
B106	2/8/2013	77	Standard
UABC	2/8/2013		
	11/2/2012		
BCSL	2/13/2013		
PHI1	2/13/2013		
	2/5/2013		
	2/5/2013	86	



PAGE-BY:	Date:
	4/30/2013
	4/30/2013
	3/30/2013
	3/27/2013
eDoc Submitt	3/11/2013
	3/6/2013
	3/5/2013
20163414	2/28/2013
	2/27/2013
	2/26/2013
Total	2/25/2013
	2/22/2013
	2/21/2013

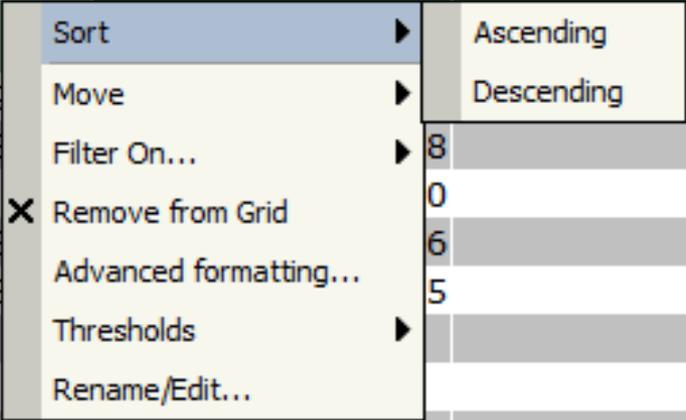


Tips & Tricks - Sort

To sort report results by a specified column:

1. Right-click the column header
2. Click 'Sort'
3. Select either 'Ascending' or 'Descending'. The report will update based on selection

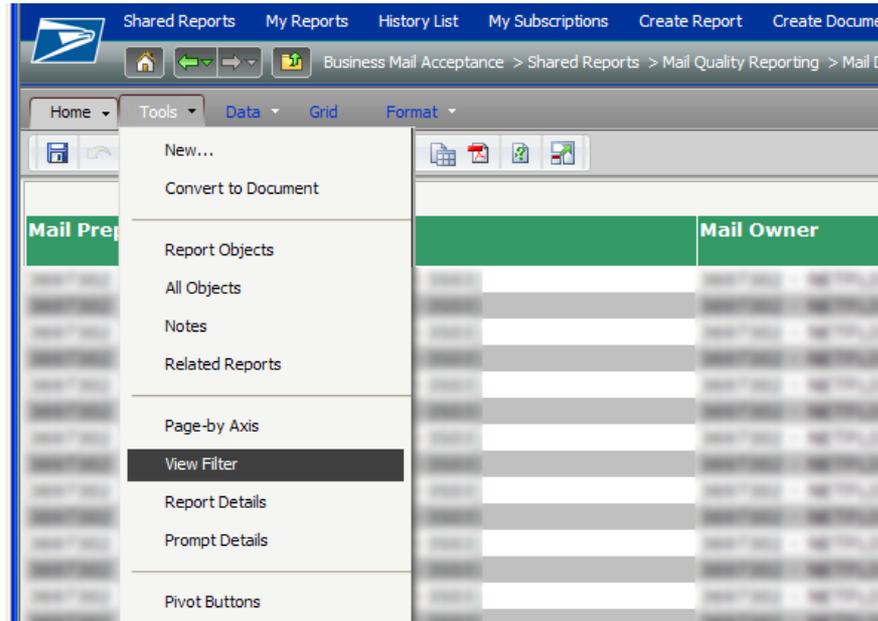
Container Scan Rate	Adjusted Container Scan Rate	# Pieces	# Handling Units	# Containers
0.00%	0.00%	29		505
		35		24
		8		0
		23		53
				10
		6,000		10



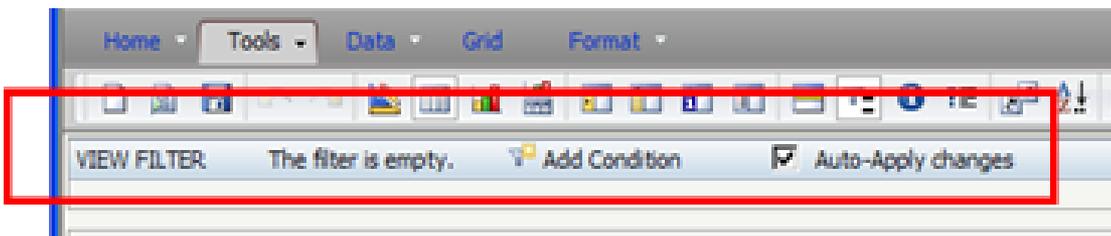
Tips & Tricks – Filter

To filter on any attribute or metric on the report:

1. Enable the view filter by clicking the arrow next to 'Tools'
2. Click 'View Filter'



The view filter is now displayed at the top of the report



Tips & Tricks

3. Click 'Add Condition' to add a filter criteria to the report
4. Select any attribute or metric you wish to filter on

VIEW FILTER The filter is empty. Add Condition Auto-Apply changes

Filter On:

Filter On:

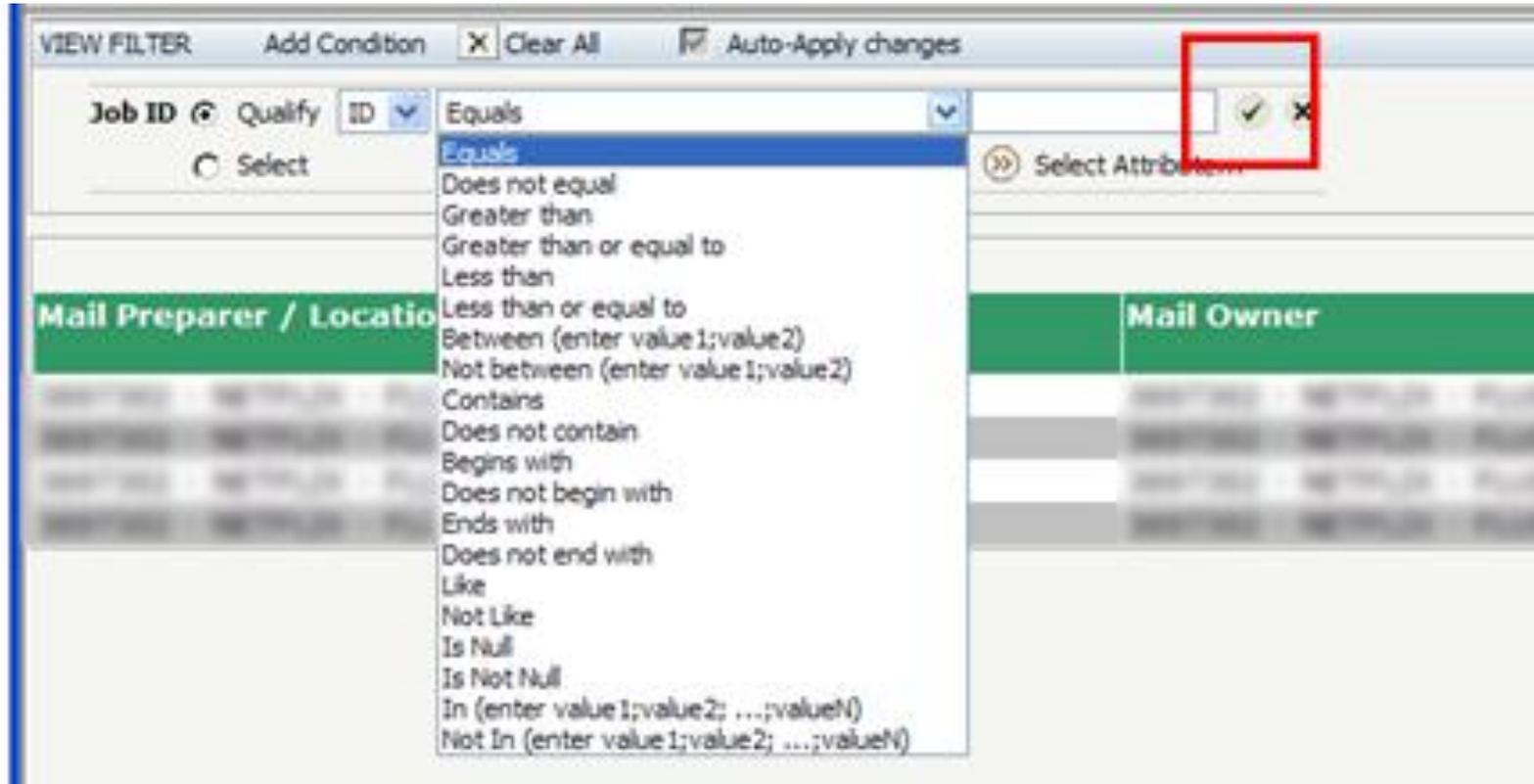
- Customer Group ID
- Error Type
- Job ID
- Job Mailing Date
- Mail Owner
- Mail Preparer / Location
- Mailing Group ID
- Submission Type
- User License Code
- Total Errors
- Total Warnings

Mail	Mail Owner	Job Mailing Date	Total Errors
		11/1/2011	100
		10/25/2011	100
		10/26/2011	100
		10/29/2011	100
		10/27/2011	100

5. The attribute or metric values can be selected using prompt (with search) by moving selections from the 'Available' box to the 'Selected' box and clicking the 'Apply' checkmark

Tips & Tricks

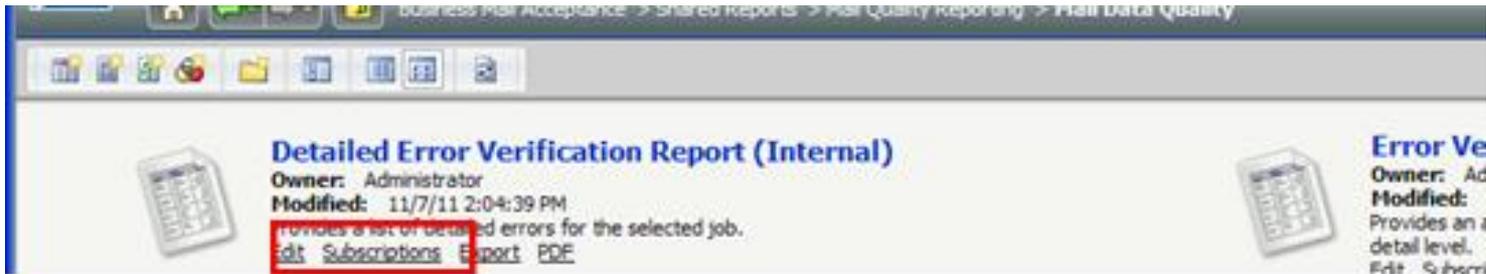
The attribute or metric values can also be selected by inputting a value and selecting a qualifier and clicking the 'Apply' checkmark



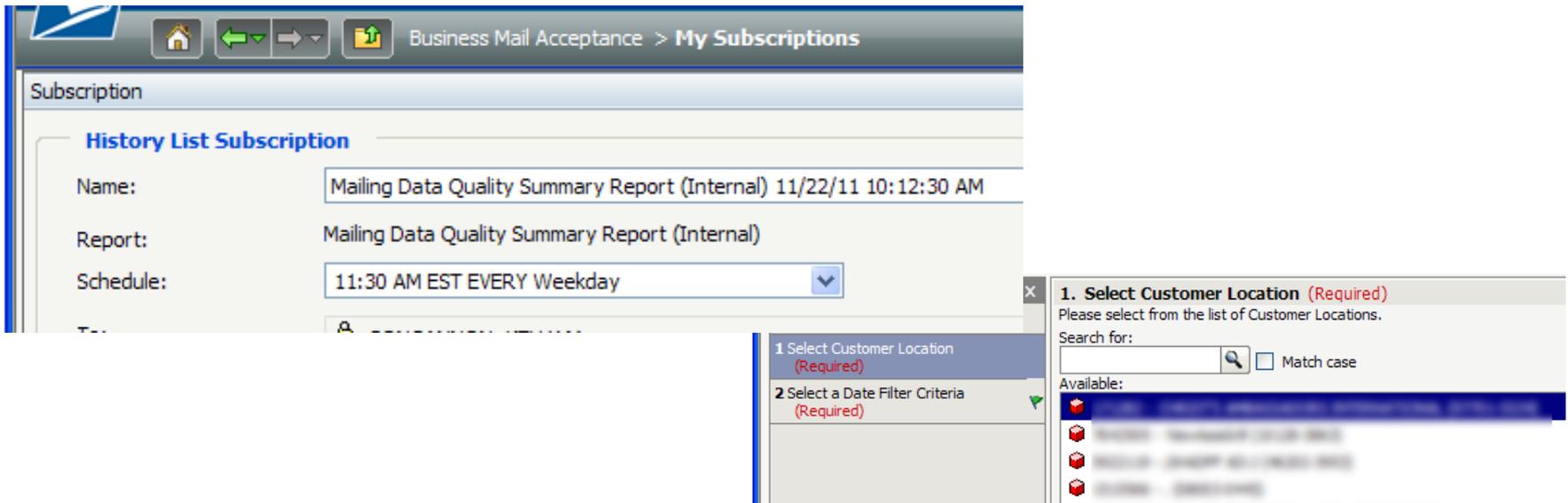
Subscriptions

If there is a report to plan to repeatedly run, schedule a subscription:

1. Click the 'Subscriptions' link under the report icon

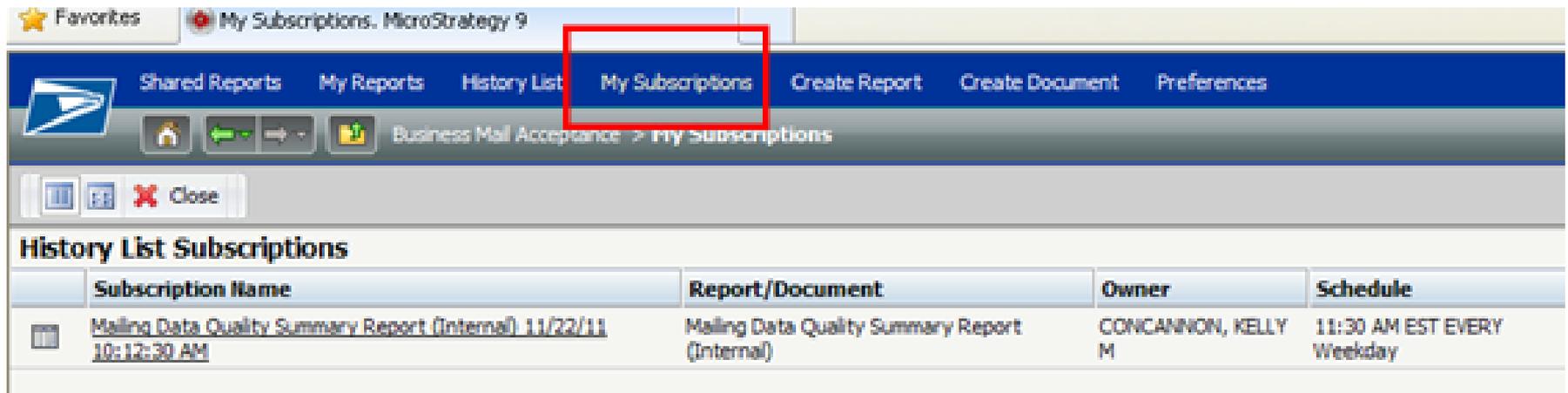


2. Select a run schedule and any other preferences you may have



Subscriptions

3. Click 'OK'
4. You can access your subscriptions by clicking 'My Subscriptions'



The screenshot shows the MicroStrategy user interface. At the top, there is a navigation bar with several menu items: 'Shared Reports', 'My Reports', 'History List', 'My Subscriptions', 'Create Report', 'Create Document', and 'Preferences'. The 'My Subscriptions' menu item is highlighted with a red rectangular box. Below the navigation bar, there is a secondary bar with icons for home, back, forward, and refresh, along with the text 'Business Mail Acceptance > My Subscriptions'. Below this, there is a 'Close' button. The main content area is titled 'History List Subscriptions' and contains a table with the following data:

	Subscription Name	Report/Document	Owner	Schedule
	<u>Mailing Data Quality Summary Report (Internal) 11/22/11 10:12:30 AM</u>	Mailing Data Quality Summary Report (Internal)	CONCANNON, KELLY M	11:30 AM EST EVERY Weekday



Additional Reports

The following reports provide access to the detail data that is compiled to produce the Mailer Scorecards.

Additional Reports

Report Name	Description
eInduction Job Summary Report	Users will access the eInduction Job Summary Report to see data associated to eInduction metrics by job.
Mailer Scorecard Job Details	Users will access the Mailer Scorecard Job Details drills to review Full-Service Compliance, eInduction, Seamless Acceptance, Manual Sampling, or Entry Point Verification data by job.
Mailer Scorecard Weekly Trending	Users will access the Mailer Scorecard Weekly Trending report to see how percentage metrics that are reported on the Mailer Scorecard have been trending week-by-week.
Seamless Acceptance Error Type Report	Users will access the Seamless Acceptance Error Type Report to see the details of Full-Service, Seamless Acceptance, Manual Sampling or Entry Point Verification errors by error type.
Seamless Acceptance Job Error Type Report	Users will access the Seamless Acceptance Job Error Type Report to see the details of Full-Service, Seamless Acceptance, Manual Sampling or Entry Point Verification errors by job and error type.
Undocumented Summary Report	Users will access the Undocumented Summary Report in order to investigate the details of undocumented piece counts.

Additional Reports

Drill Name	Drill Description
Mailer Scorecard Job Details (All)	Drill to this report to see metrics from the Full-Service Compliance, eInduction, Seamless, Manual Sampling and Entry Point Verification panels of the Mailer Scorecard broken down by job.
Mailer Scorecard Job Details (Full-Service Compliance)	Drill to this report to see metrics from the Full-Service Compliance panel of the Mailer Scorecard broken down by job.
Mailer Scorecard Job Details (eInduction)	Drill to this report to see metrics from the eInduction panel of the Mailer Scorecard broken down by job.
Mailer Scorecard Job Details (Seamless)	Drill to this report to see metrics from the Seamless panel of the Mailer Scorecard broken down by job.
Mailer Scorecard Job Details (Manual Sampling)	Drill to this report to see Manual Sampling metrics at the job level.
Mailer Scorecard Job Details (Entry Point Verification)	Drill to this report to see Entry Point Verification metrics at the job level.
eInduction Job Summary Report	Drill to this report to see eInduction errors broken down by job.

Additional Reports

Drill Name	Drill Description
View Error Details by Error Type	Drill to this report to see Manual Sampling or Entry Point Verification errors broken down by eDoc Submitter.
View Error Details by Job and Error Type	Drill to this report from any job detail report by clicking on the Mailing Group ID to see individual Full-Service Compliance, eInduction, Seamless Acceptance, Manual Sampling and Entry Point Verification errors.
Undocumented Summary Report	Drill to this report to see Undocumented errors broken down by Mailer ID.
Mailer Scorecard Weekly Trending	Drill to this report to see how metrics reported on the Mailer Scorecard have been trending week by week.