Good Afternoon Everyone,

Today's topic is "Full Service Feedback", which includes accessing and understanding mail quality reporting. If you were using Microstrategy reports in the past to review mailing performance or maybe diagnose mail quality issues, I think you will enjoy the restructured design and improved functionality of the next generation of Microstrategy reports.

Before we begin, let me take care of some administrative things. First, please be sure to have your phone on mute. Next, if you have questions during the webinar, please submit them through the Q&A chat box. We will try to answer as many as we can. If we don't get to all of the questions, we are capturing them and we will created an FAQ sheet that will be posted on RIBBS. The path to the recorded sessions begins at the RIBBS website, to "Intelligent Mail Services", then to "Educational Links".

Today's Agenda

- What is Mailer Scorecard
- Full Service Mailer Scorecard
- Investigating Full-Service Issue
- Tips & Tricks
- Additional Reports

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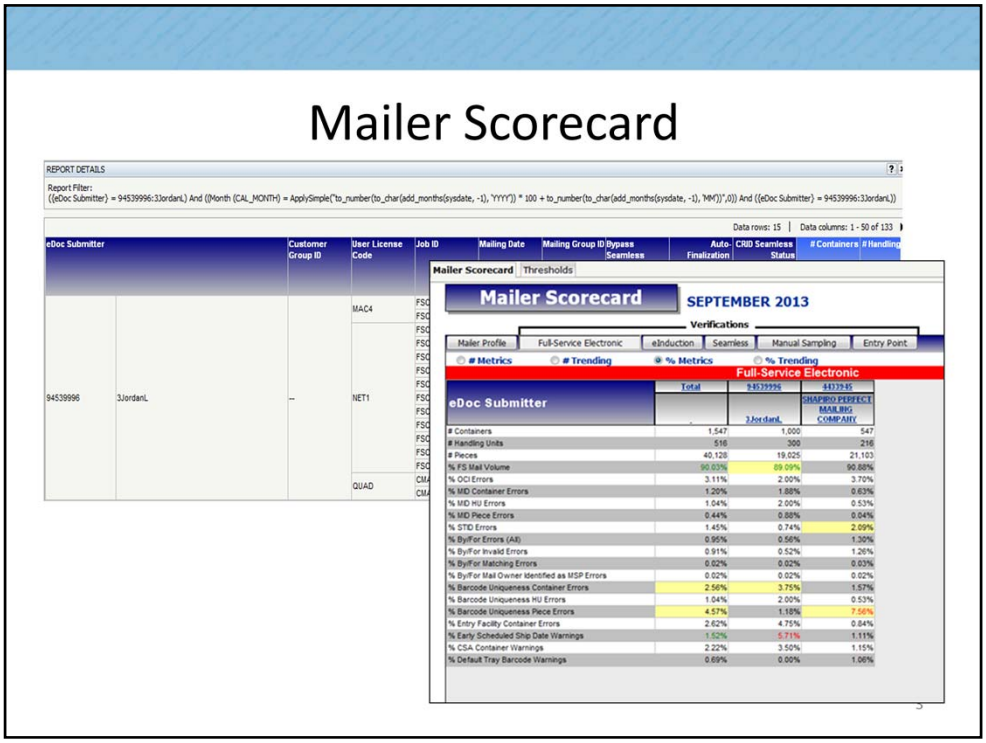
Let's begin! Today you will be introduced to our newest report, called Mailer Scorecard. You will learn how to access this report, as well as others currently available. We're going to talk about the Full Service Mailer Scorecard and take a deep dive into how to identify and investigate issues that arise within Full Service mailings. And, we're going to share some tips and tricks we've learned along the way that you might find beneficial.



The Postal Service has created a new set of Microstrategy reports that are specifically designed to provide customers with key information about their company's mail performance.

What you see on your screen right now is our new Mailer Scorecard. Now customers have a very nice summary shot of the overall performance of their company, from an "enterprise" perspective. Notice there are two mailing sites listed on this report. The report will generate data collected on a monthly basis. In this example, data shown is for September 2013.

The Mailer Scorecard has a series of tabs across the top that allow you to see different summary views of your information. The Mailer Profile tab will provide a summary of your volume, total postage paid, and breakdown across classes and processing categories. The Full-Service Electronic tab is the focus of this presentation and will provide compliance information for full-service. The eInduction tab is only for mailers participating in the eInduction program. The Seamless, Manual Sampling, and Entry Point tabs can be ignored.

In the background of Mailer Scorecard is a glimpse of a more detailed report that supports the data shown in Scorecard. You'll be able to see a much better view of a report's details as we move along in the presentation.

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
  - No view for mail owners at this time

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Mailer Scorecard is the next generation of reports that both USPS and the mailing industry will use to make informed business decisions.

In just one screenshot, we see that Mailer Scorecard displays robust information about the performance of either one, or several mailing locations in a vertical column format.

The dashboard type view of data displays key metrics such as “Full Service Volume”, “Container MID’s Not In Error”, “% By/For Matching Not In Error”, “% Container Barcode Uniqueness Not In Error” and the corresponding performance to the right, and again, presented as site-specific data all at one time!

In terms of trending performance, the data outputs are color coded. The intent is to show the user specific performance trends within the respective metric. Numbers displayed in green indicate that the metric value has improved by more than 5% from the previous month. Numbers displayed in yellow mean the value exceeds a threshold. And numbers displayed in red indicate a decline by more than 5% from the previous month. There are also graphs and trend charts showing performance across months.

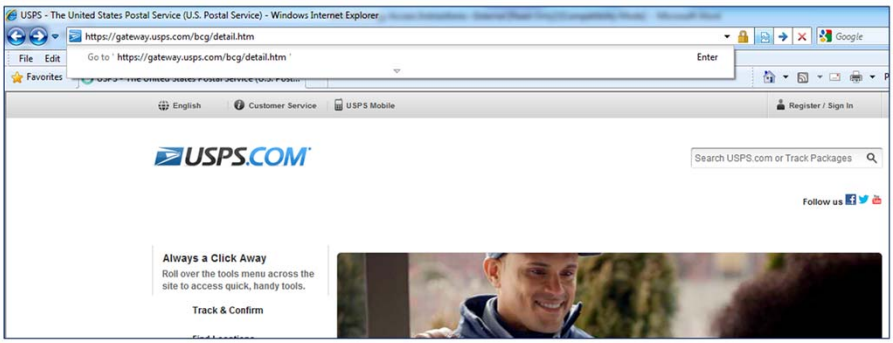
Mailer Scorecard has hyperlinks built in, so users can easily navigate to supporting detailed reports without having to go through the report prompting exercise to generate a different report.

So moving forward, any customer submitting electronic documentation, not necessarily claiming full service, will have a scorecard. In order to submit electronic documentation, customers must have a customer registration ID assigned to their business location, also known as a CRID. The data displayed on Mailer Scorecard is generated by CRID.

The Mailer Scorecard is not currently available for mail owners who use mail service providers to prepare and present their mailings. There are other reports that are available for these mail owners to review their mailing information.

How Are the Reports Accessed

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



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So how do we get to our scorecards?

First, you will have to get to the USPS website as www.usps.com

Then, scroll to the bottom of our homepage, and at the right corner under “Other USPS Sites” you’ll need to click on Business Customer Gateway”.

How Are the Reports Accessed

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

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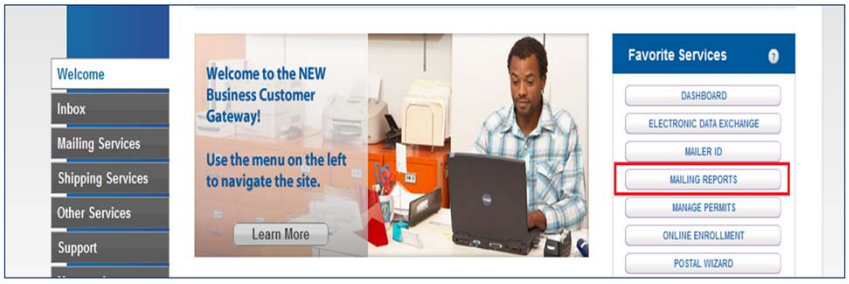
The picture you see on your screen right now is the Business Customer Gateway login page. If you've never requested a username and password, there is a link called "New User Registration", and once completed, you will have immediate access.

If you have your login already established, simply enter your information and go!

How Are the Reports Accessed

- Scroll down to the Tools & Wizard section
  - Select Mailing Reports



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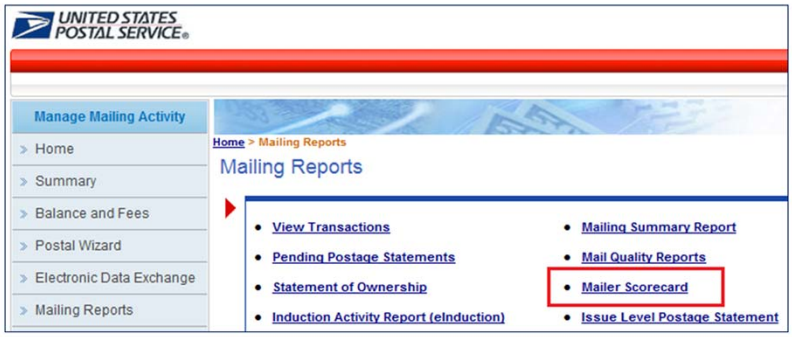
Customers will know they've successfully logged in when they see this screen.

Now we are going to navigate to Mailer Scorecard. Simply look to the right side of the screen and click on the button titled "Mailing Reports".

How Are the Reports Accessed

- Select Mailer Scorecard



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Next, click on the link titled “Mailer Scorecard”.

You will be prompted to choose a month, and then click on “Run Report”.

That’s it!

Now that we know how to generate Mailer Scorecard, let's talk about one of the specific scorecards: 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

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You might be asking yourself “what is being measured and where is the data coming from”?

Well, the answer is that there are lots of data types that will be validated, and the validation takes place at a variety of levels. You can see on this slide that, for example, mailer ID is a data type that will be validated at three different edoc record levels: at the container, tray, and piece levels.

The data is available within 48 hours of mail induction and is populated in the corresponding key metrics on Mailer Scorecard.

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

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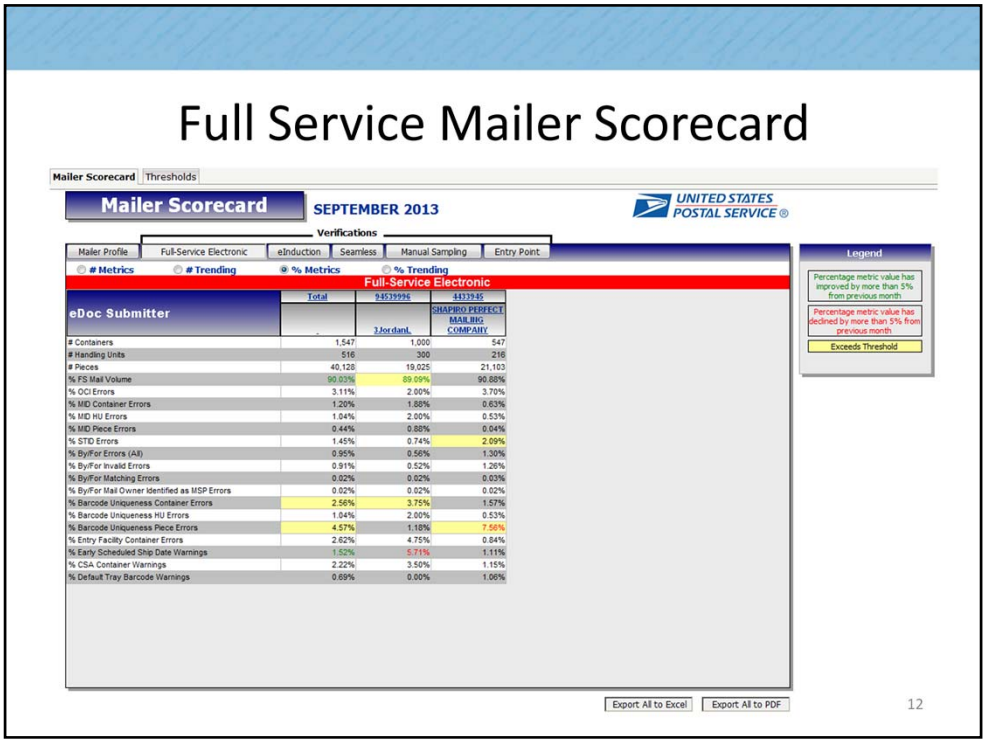
Here are some of the validations performed and a description of each. For example, let's look at the validation for "Entry facility". We all know how critical it is to have data reflecting exactly where mail containers were inducted. So, it's important that we perform a system check to ensure the values populated in a customer's edoc represent a valid USPS facility.

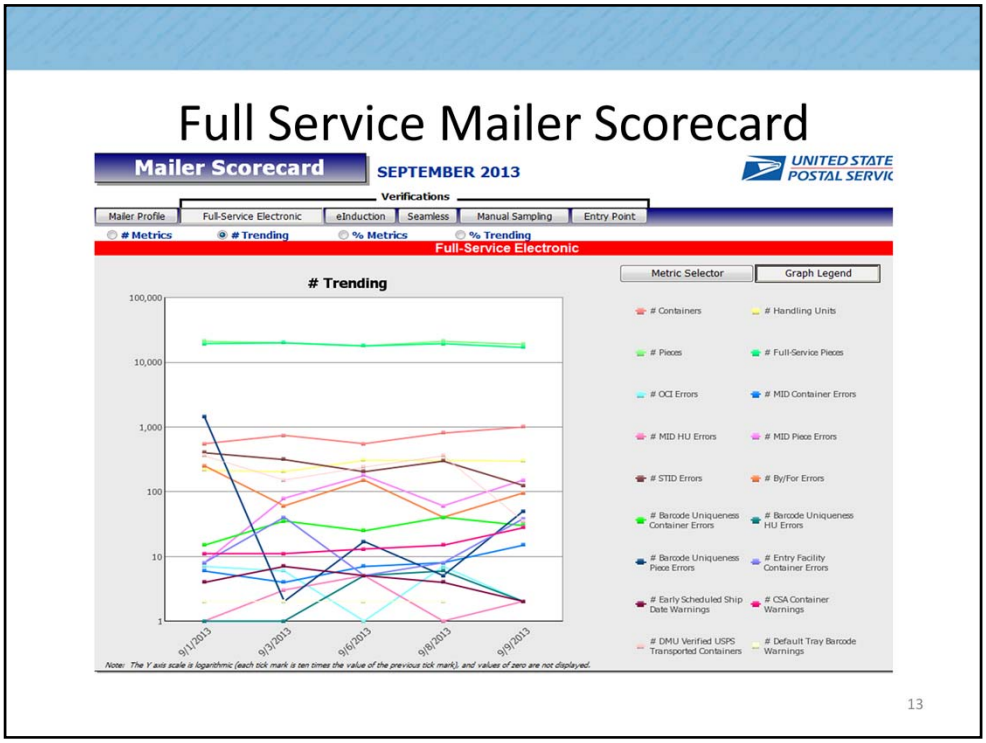


Let's continue our analysis of the construct of Mailer Scorecard.

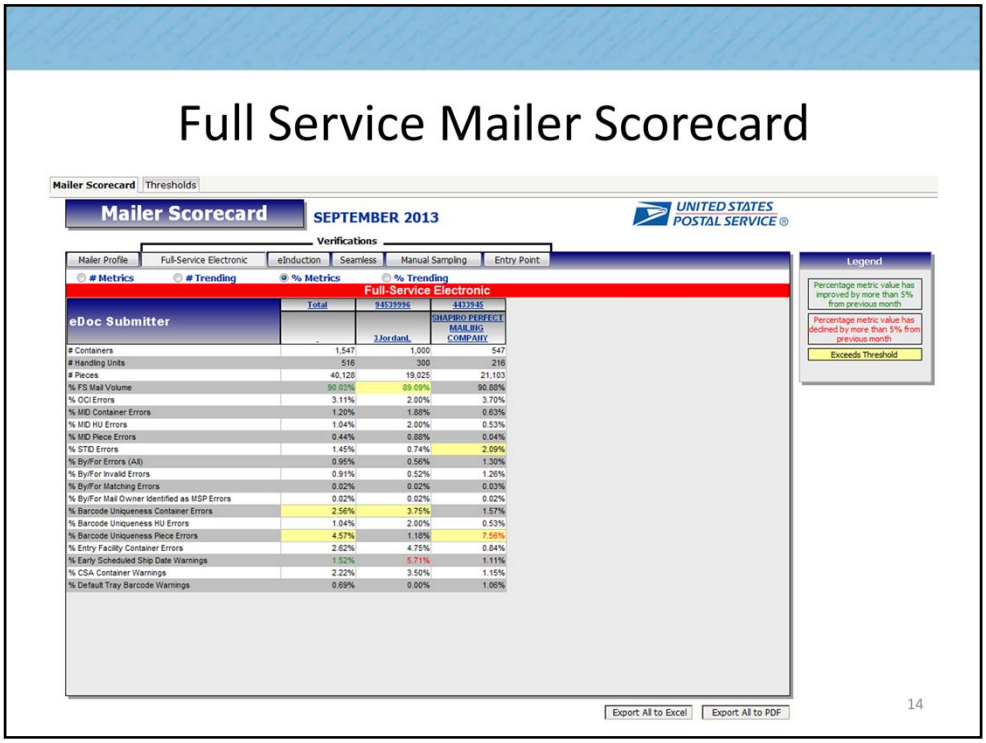
Please take a moment to look at the data metrics listed in the left column and note that the presentation of data currently reflects "errors only". There are "warnings" provided on the tab which can be clearly identified. Warnings do not result in a postage impact.

Now if I may direct your attention to the area of Mailer Scorecard underneath the month/year display please notice the macro tabs titled "Mailer Profile, Full Service Electronic, eInduction, Seamless, Manual Sampling, and Entry Point Verification". These are known as "perspectives". All customers submitting eDoc will have data populated in their mailer profile tab. You will see volume by CRID, volume by class of mail (also by CRID), how many mail.dat or mail.xml jobs were submitted per CRID, total discounts received, and lots more.

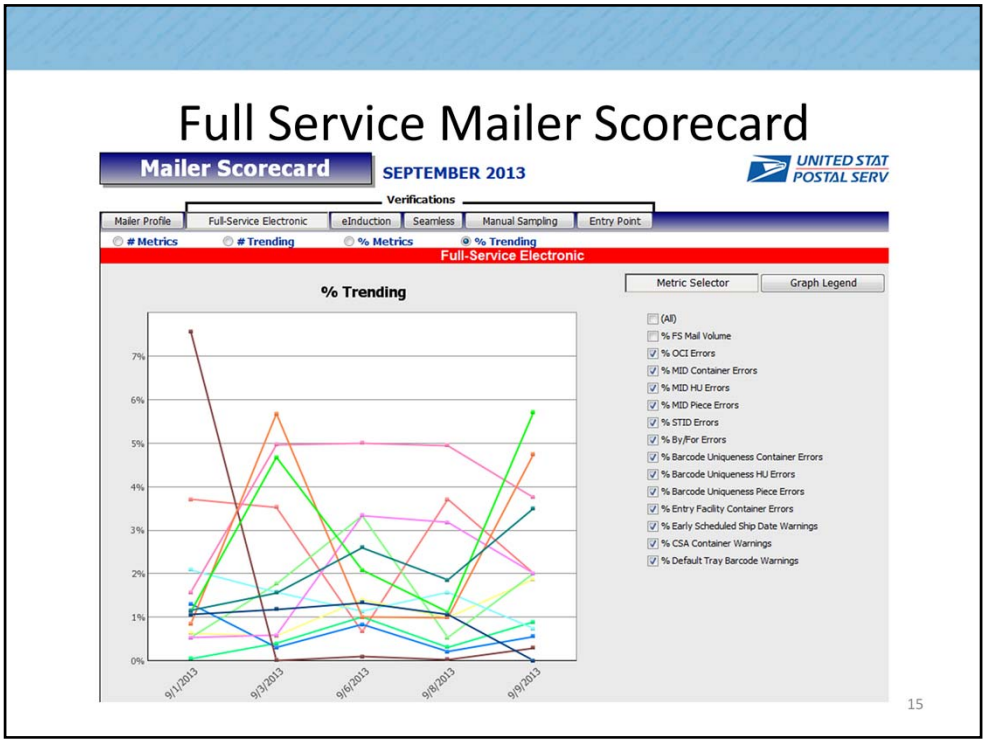
The remainder of this presentation will go into the Full-Service Electronic tab in more detail.



When users click on the "#Trending" radio button, the report displays trends based on actual count data for the month. There are filters available to supress data that populates on the display. There is also a color-coded legend on the right side that explains multiple trends on the same display.



The third radio button will display data in terms of percent. We've learned that different levels of a mailer's enterprise prefer displays in percentages rather than actual numerics.



If the user clicks on the last radio button, another trending report will be generated, but the values will be in percentages. On the right side, please notice there are options to supress data from populating on the report. And of course, there is a color-coded legend to help define the various metrics.

Full Service

Mailer Scorecard SEPTEMBER 2013

Verifications

Mailer Profile | Full-Service Electronic | eInduction | Seamless | Manual Sampling | Entr

Metrics | # Trending | % Metrics | % Trending

Full-Service Electronic

eDoc Submitter	Total	94539996	4433945
		JJordanL	SHAPIRO PERFECT MAILING COMPANY
# Containers	1,547	1,000	547
# Handling Units	516	300	216
# Pieces	40,128	19,025	21,103
% FS Mail Volume	90.03%	89.09%	90.88%
% OCI Errors	3.11%	2.00%	3.70%
% MD Container Errors	1.20%	1.88%	0.63%
% MD HU Errors	1.04%	2.00%	0.53%
% MD Piece Errors	0.44%	0.88%	0.04%
% STD Errors	1.45%	0.74%	2.09%
% By/For Errors (All)	0.95%	0.56%	1.30%
% By/For Invalid Errors	0.91%	0.52%	1.26%
% By/For Matching Errors	0.02%	0.02%	0.03%
% By/For Mail Owner Identified as MSP Errors	0.02%	0.02%	0.02%
% Barcode Uniqueness Container Errors	2.56%	3.75%	1.57%
% Barcode Uniqueness HU Errors	1.04%	2.00%	0.53%
% Barcode Uniqueness Piece Errors	4.57%	1.18%	7.56%
% Entry Facility Container Errors	2.62%	4.75%	0.84%
% Early Scheduled Ship Date Warnings	1.52%	5.71%	1.11%
% CSA Container Warnings	2.22%	3.50%	1.15%
% Default Tray Barcode Warnings	0.69%	0.00%	1.06%

- 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

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Another feature of Mailer Scorecard is the display of color-coded values. If a value is displayed in “green”, this means that the monthly performance within a metric has improved by more than 5%.

If the value is displayed in “red”, the monthly performance within the metric has declined by more than 5%.

If the value is displayed in “yellow”, the monthly performance exceeds a USPS threshold.

Thresholds

Mailer Scorecard | Thresholds

Thresholds

UNITED STATES POSTAL SERVICE

Full-Service Electronic

Metric Name	Threshold
% FS Mail Volume	Greater than or Equal to 90.00%
% OCI Errors	Less than or Equal to 5.00%
% MID Container Errors	Less than or Equal to 2.00%
% MID HU Errors	Less than or Equal to 2.80%
% MID Piece Errors	Less than or Equal to 2.80%
% STID Errors	Less than or Equal to 2.00%
% By/For Errors	Less than or Equal to 5.00%
% Barcode Uniqueness Container Errors	Less than or Equal to 2.00%
% Barcode Uniqueness HU Errors	Less than or Equal to 2.80%
% Barcode Uniqueness Piece Errors	Less than or Equal to 2.80%
% Entry Facility Container Errors	Less than or Equal to 5.00%
Additional Postage Due (Full-Service Electronic)	Equal to $0.00
% Early Scheduled Ship Date Warnings	Less than or Equal to 10.00%
% CSA Container Warnings	Less than or Equal to 10.00%

eInduction

Metric Name	Threshold
Total Additional Postage Due	Equal to $0.00
Additional Postage Due (Misshipped/EPD/Zone)	Equal to $0.00
Additional Postage Due (Undocumented)	Equal to $0.00
Additional Postage Due (Duplicate Barcode)	Equal to $0.00

Seamless

Metric Name	Threshold
% Seamless Acceptance Jobs not Auto-Finalized	Equal to 0%
Postage Adjustment Factor (PAF)	Less than or equal to PAF Threshold (1.015)
Additional Postage Due (Through Manual Sampling)	Equal to $0.00
Additional Postage Due (Through Content Errors)	Equal to $0.00
Additional Postage Due (Through MPE)	Equal to $0.00
Additional Postage Due (Undocumented Pieces)	Equal to $0.00
% Nesting/Sortation Errors (MPE)	Less than or Equal to 5.00%
% Nesting/Sortation Errors (Manual Sampling)	Less than or Equal to 10.00%
% Nesting/Sortation Errors (eDoc)	Less than or Equal to 2.80%
% Entry Facility Errors	Less than or Equal to 5.00%
% COA Errors	Less than or Equal to 2.00%
% DPV Errors	Less than or Equal to 2.00%
% Mail Characteristic Errors	Less than or Equal to 10.00%
% Postage Errors	Less than or Equal to 3.00%
% Weight Errors	Less than or Equal to 2.00%

Manual Sampling

Metric Name	Threshold
% Mail Characteristic Container Errors	Less than or Equal to 10.00%
% Mail Characteristic HU Errors	Less than or Equal to 10.00%
% Mail Characteristic Piece Errors	Less than or Equal to 10.00%
% Nesting/Sortation Container Errors	Less than or Equal to 10.00%
% Nesting/Sortation HU Errors	Less than or Equal to 10.00%
% Nesting/Sortation Piece Errors	Less than or Equal to 10.00%
% Barcode Quality Container Errors	Less than or Equal to 5.00%
% Barcode Quality HU Errors	Less than or Equal to 5.00%
% Barcode Quality Piece Errors	Less than or Equal to 5.00%
% Weight Piece Errors	Less than or Equal to 2.00%
% Postage Piece Errors	Less than or Equal to 3.00%

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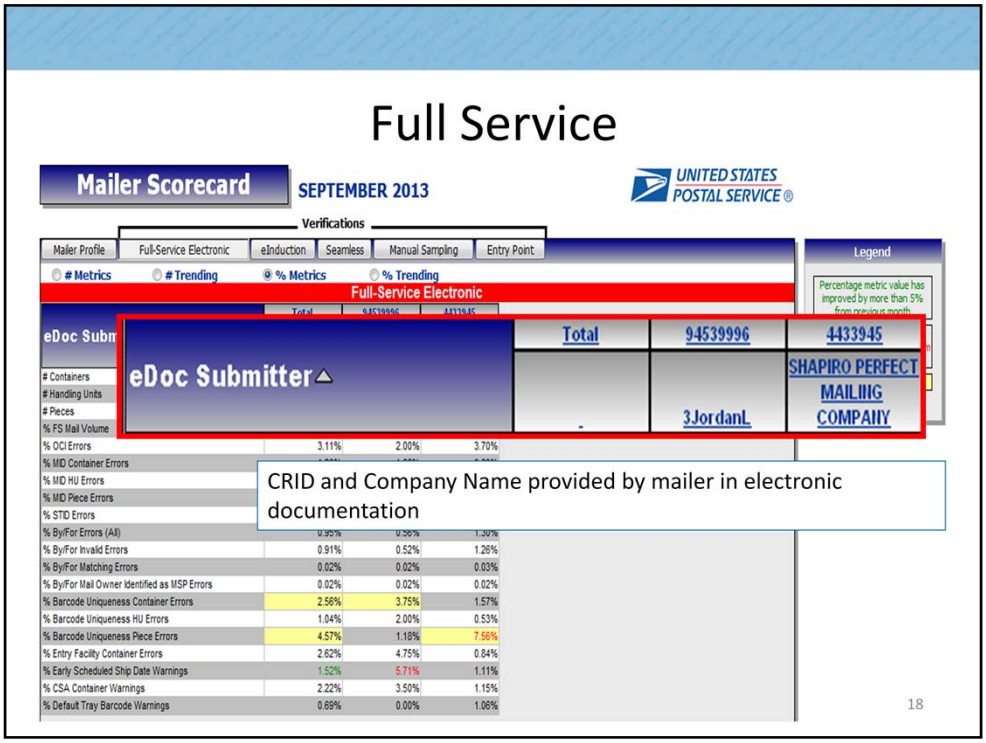
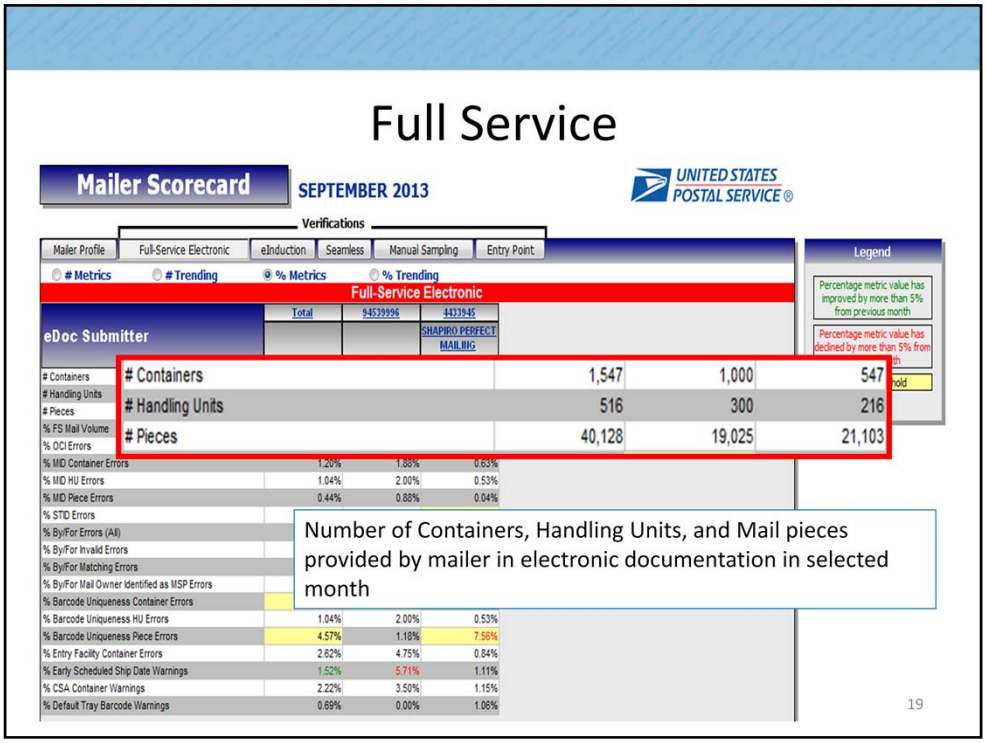
Here is a listing of current validations and their respective thresholds.

There is no need to keep a copy of this chart: when you generate the Microstrategy reports, you will see each threshold is displayed appropriately in its own column.

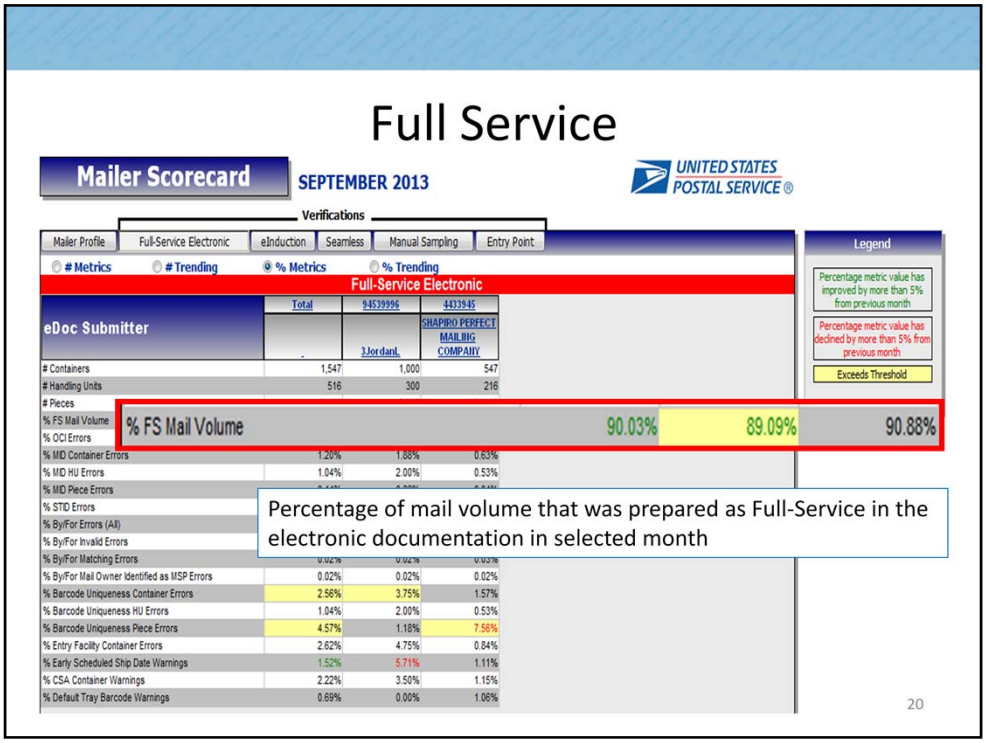


The first row is the eDoc Submitter, this is the Customer Registration ID (or CRID) and the Name of the company that sent the electronic documentation to PostalOne!. The Mailer Scorecard groups all submissions from the same mailer into a single column.

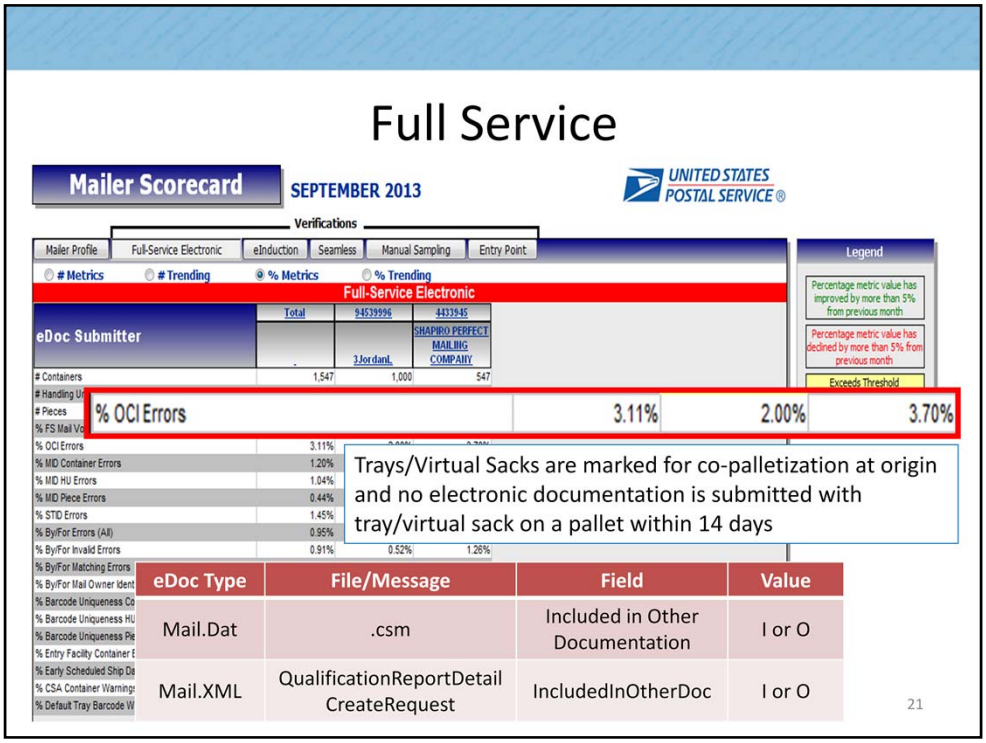
You'll notice that the first column is a total. This will provide the total number of errors across all eDoc submitters displayed on the Mailer Scorecard



Next are the total number of containers (or pallets), handling units (trays and sacks), and mail pieces submitted by the mailer for the selected month. This count is from the electronic documentation sent to PostalOne!.



The % FS Mail Volume shows the percent of mailpieces that were prepared as full-service in the selected month.

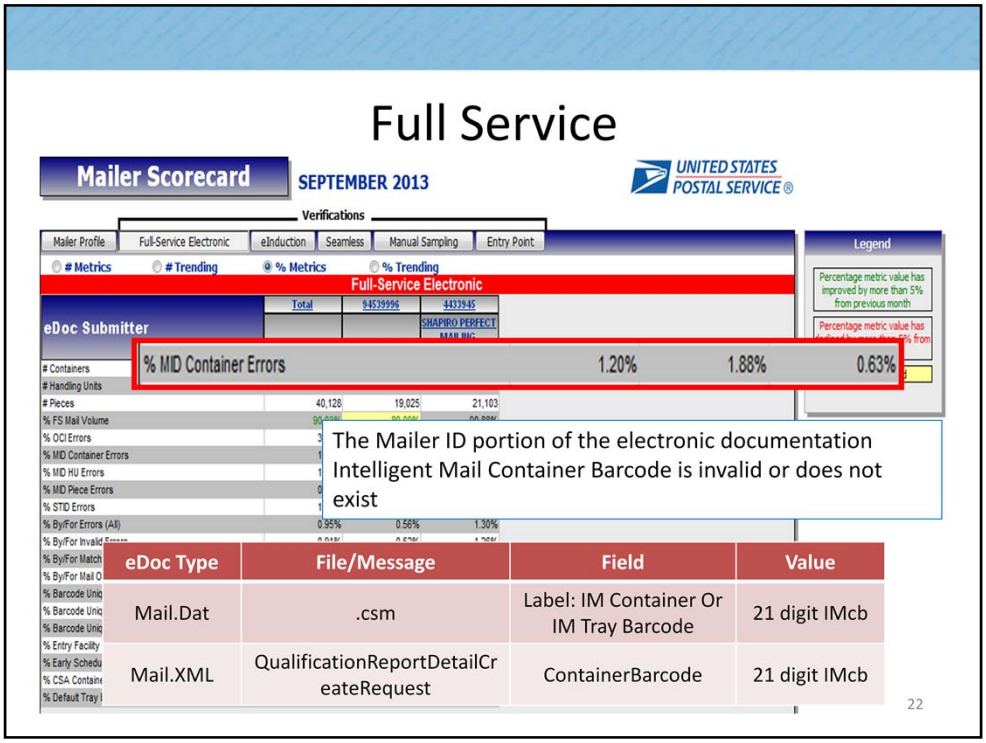


The % OCI errors will only be populated for mailers who participate in co-palletization. Co-palletization is when trays, sacks, or bundles from multiple mailings are placed on the same pallet or other container for entry to the USPS. This relationship must be included in the electronic documentation. An OCI error occurs when a mailer marks a tray or sack for co-palletization, indicating that a second set of electronic documentation will be submitted and will include pallet information for the tray/sack, but does not submit the second set of electronic documentation.

OCI errors can be logged for internal co-palletization (when you combine multiple mailings onto a single pallet within your own mail production facility) and third-party co-palletization (when you send your trays/sacks to a consolidator to be placed on a pallet and entered with the USPS). If using a third-party, check with the third-party consolidator to confirm that they are submitting electronic documentation with an .oci file. If using internal co-palletization, check with your production facility to confirm they are submitting the second set of electronic documentation with pallet information.

There are two types of co-palletization: tray-based and bundle-based. In tray-based co-palletization, letter trays or flat tubs are placed on a pallet. This mail is paid for and verified at the origin facility. In bundle-based co-palletization, bundles of mail are placed on a pallet. These bundles are represented as a virtual sack in the electronic documentation from the origin facility. For bundle-based co-palletization, the mail is

paid for and verified at the consolidation facility.



The next three errors are all related to the Mailer ID. The USPS checks that the Mailer ID in the Intelligent Mail Container Barcode, Intelligent Mail tray barcode, and Intelligent Mail barcode are all valid. Valid simply means that it was created by the USPS.

To confirm that you are using a valid Mailer ID (MID), go to the business customer gateway and check the mailer ID. For additional instructions on how to check that a MID exists, attend the Business Customer Gateway session or listen to the recording available on RIBBS.

Mailer IDs can have two lengths 6 digits or 9 digits. A 6-digit MID will begin with 0-8 while a 9-digit MID will begin with 9.

Full Service

Mailer Scorecard SEPTEMBER 2013

UNITED STATES POSTAL SERVICE®

Verifications

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

Metrics | # Trending | % Metrics | % Trending

Full-Service Electronic

eDoc Submitter	Total	94539996	4433945 SHAPIRO PERFECT MAILING
# Containers			
# Handling Units			
# Pieces	40,128	19,025	21,103
% FS Mail Volume	90.03%	89.09%	90.88%
% OCI Errors	3.11%	2.00%	3.70%
% MID Container Errors			
% MID HU Errors			
% MID Piece Errors			
% STID Errors			
% By/For Errors (All)	0.95%	0.56%	1.30%
% By/For Invalid Errors			
% By/For Matching E			
% By/For Mail Owner			
% Barcode Uniquene			
% Barcode Uniquene			
% Barcode Uniquene			
% Entry Facility Cont			
% Early Scheduled S			
% CSA Container Wa			
% Default Tray Barco			

% MID HU Errors	1.04%	2.00%	0.53%

Legend

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

Percentage metric value has declined by more than 5% from

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

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This checks that the Mailer ID in the Intelligent Mail Tray Barcode or IMtb exists.

Full Service

Mailer Scorecard SEPTEMBER 2013

UNITED STATES POSTAL SERVICE®

Verifications

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

Metrics | # Trending | % Metrics | % Trending

Full-Service Electronic

eDoc Submitter	Total	94539996	4433945 SHAPIRO PERFECT MAILING
# Containers			
# Handling Units			
# Pieces	40,128	19,025	21,103
% FS Mail Volume	90.03%	89.09%	90.88%
% OCI Errors	3.11%	2.00%	3.70%
% MID Container Errors			
% MID HU Errors			
% MID Piece Errors			
% STID Errors			
% By/For Errors (All)	0.95%	0.56%	1.30%
% By/For Invalid Errors	0.91%	0.52%	1.26%
% By/For Mail O			
% Barcode Uniq			
% Barcode Uniq			
% Barcode Uniq			
% Entry Facility			
% Early Schedu			
% CSA Containe			
% Default Tray			

% MID Piece Errors	0.44%	0.88%	0.04%

Legend

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

Percentage metric value has declined by more than 5% from

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

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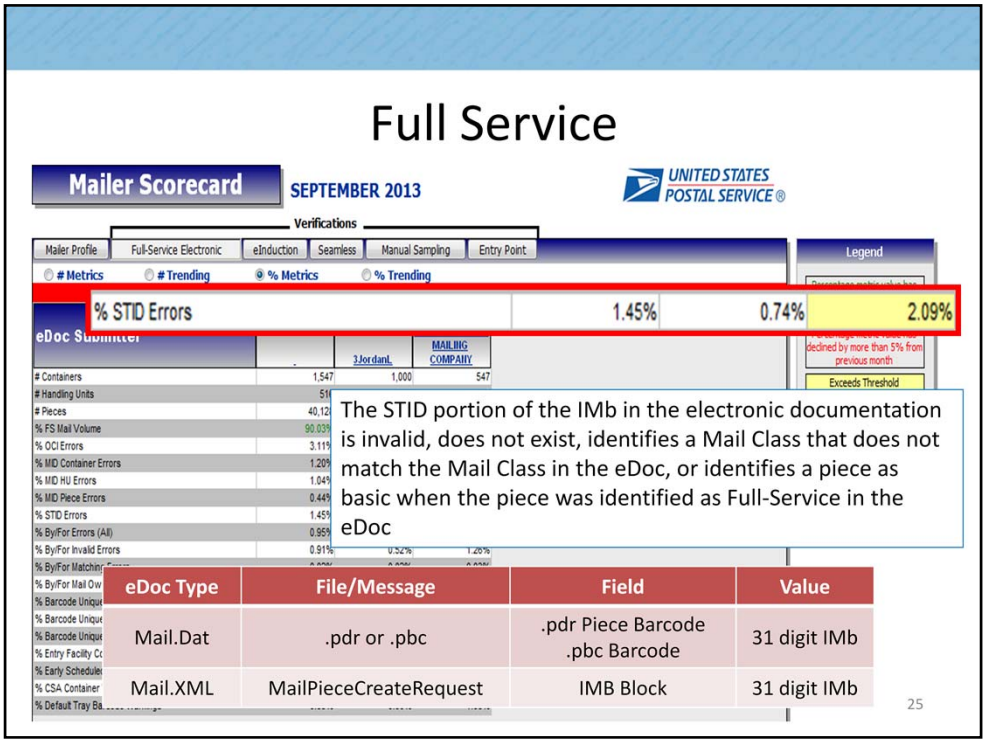
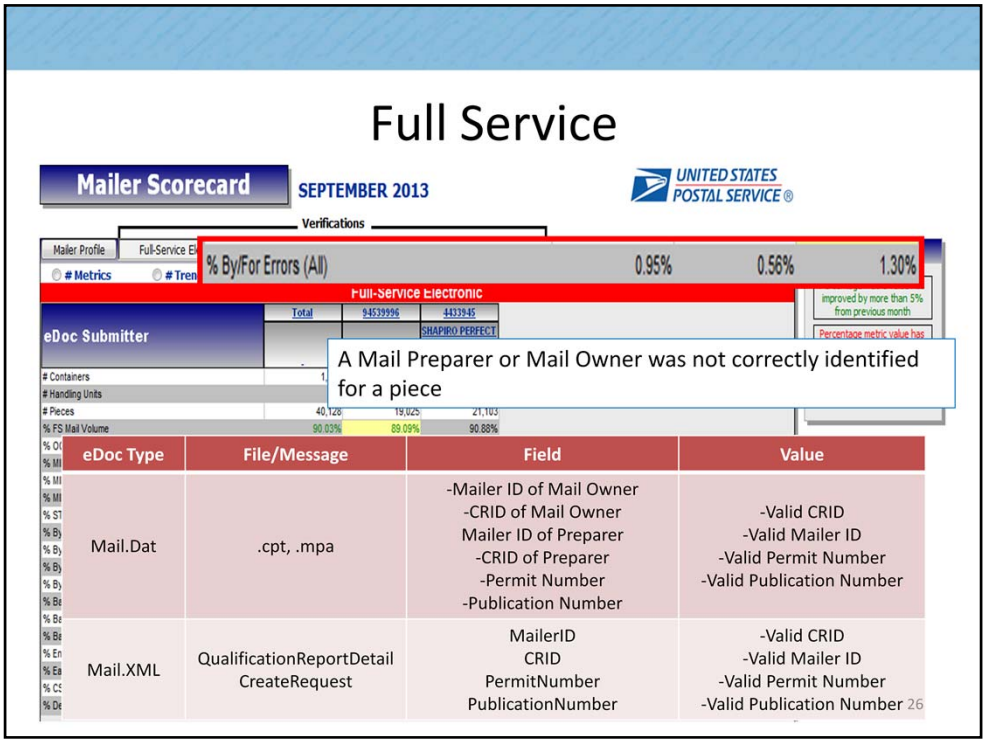
This is the check that the Mailer ID in the Intelligent Mail barcode exists.



The STID Error, or Service Type ID Error, is logged when the Service Type ID in the Intelligent Mail barcode is incorrect. It can be incorrect in three ways:

- The STID does not exist
- The STID represents the wrong class of mail (for example, a first-class STID was placed in the barcode on a periodicals mailpiece)
- Or, the STID represents the wrong service level (for example, a basic STID was placed in the barcode on a full-service mailpiece)

A list of valid Service Type IDs can be found on RIBBS under the Barcode For Mailpieces, Table of Service Type Identifiers (https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/stid.pdf).

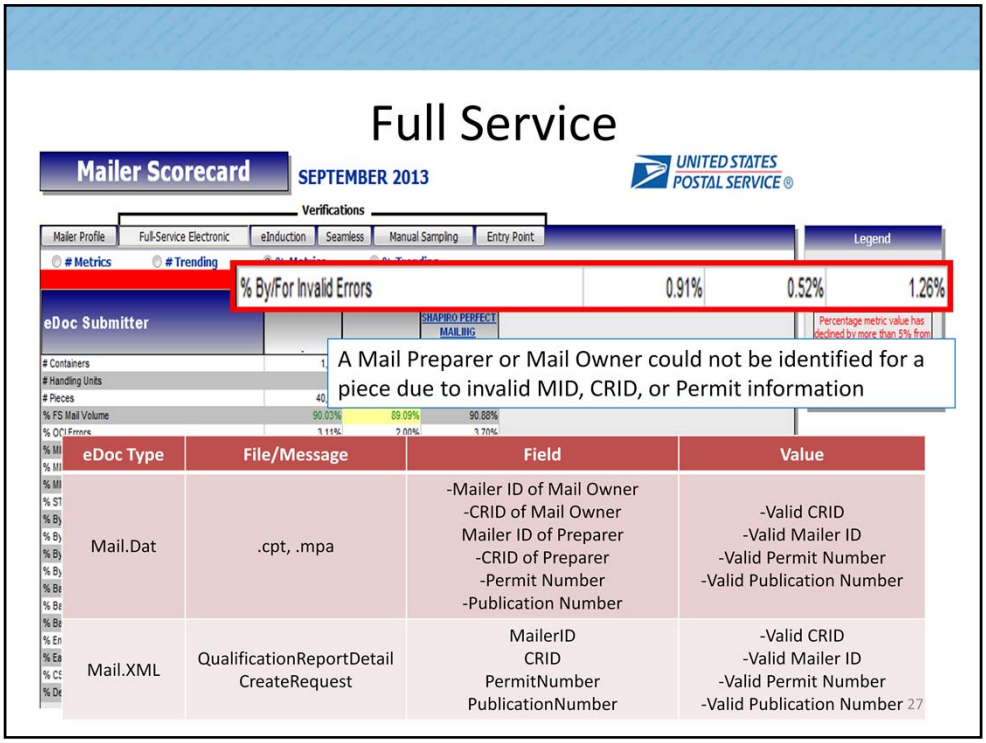


One of the requirements for full-service is identifying the mail owner and mail preparer. The mail preparer must be identified in all mailings. The mail owner must be identified for all mailpieces when the mail owner provided more than 5,000 pieces in the mailings.

The mail owner is the business entity, organization, or individual who makes business decisions regarding the mailpiece content, directly benefits from the mailing, and ultimately pays for postage on the mailpiece directly or by way of a mailing agent.

The mail preparer and mail owner are identified in different fields of the Mail.dat and Mail.XML files but the same type of information is populated regardless of the type of electronic documentation. The mail preparer can be identified through a Mailer ID or a Customer Registration ID. The mail owner can be identified through a Mailer ID, CRID, Permit or Publication Number.

There are three potential by/for errors that the USPS will log. This field provides the total across all three types of By/For error.

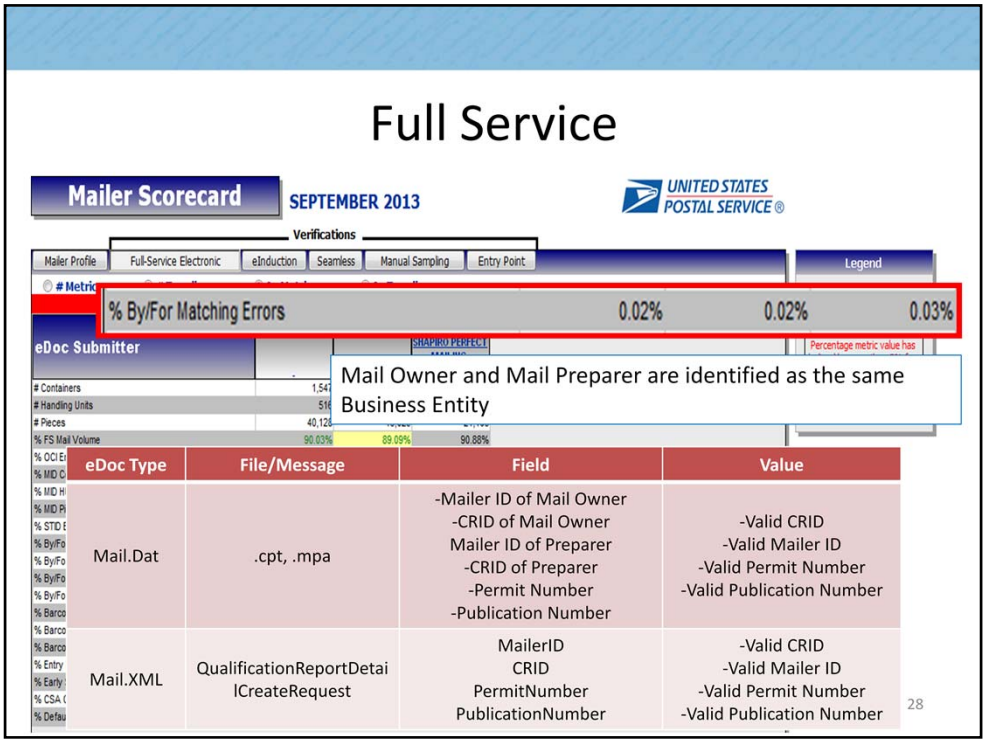


As a reminder mail owners and preparers can identify themselves in the eDoc by using the MID, CRID or Permit number.

The first of the three by/for sub-errors is the By/For Invalid Error. A By/For Invalid error is logged when there is the mail owner or mail preparer provided in the electronic documentation or the MID, CRID or Permit provided was not a valid number.

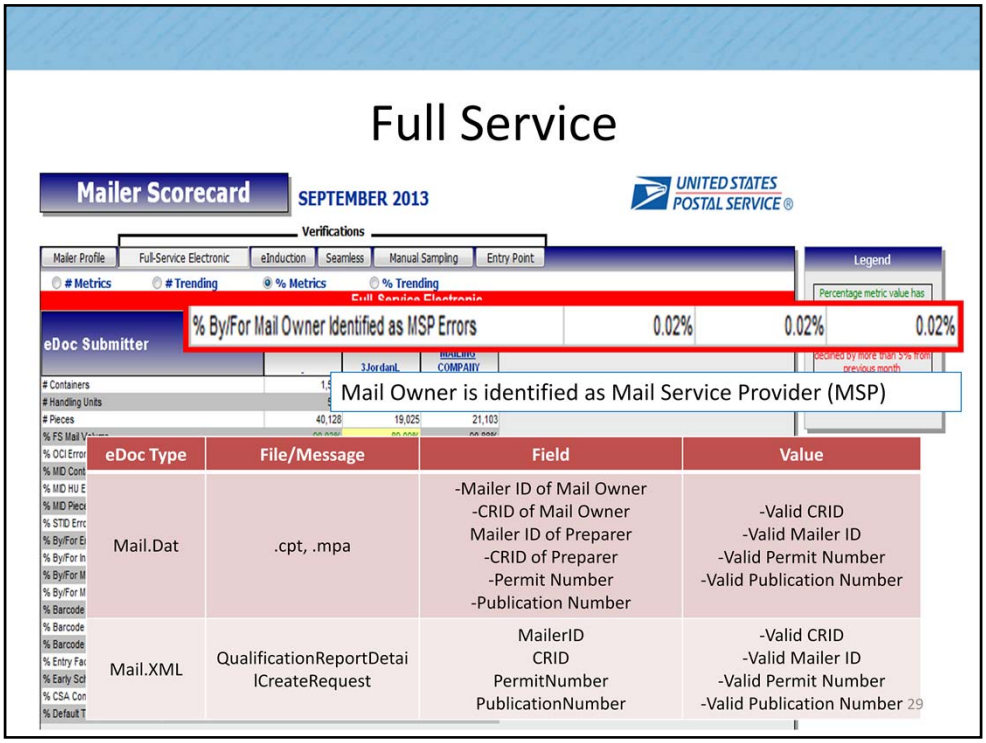
The mail preparer and mail owner are identified in different fields of the Mail.dat and Mail.XML files but the same type of information is populated regardless of the type of electronic documentation. The mail preparer can be identified through a Mailer ID or a Customer Registration ID. The mail owner can be identified through a Mailer ID, CRID, Permit or Publication Number.

To confirm that a Mailer ID or CRID are invalid, you can check them on the Business Customer Gateway. A permit or publication number can be checked in PostalOne!.

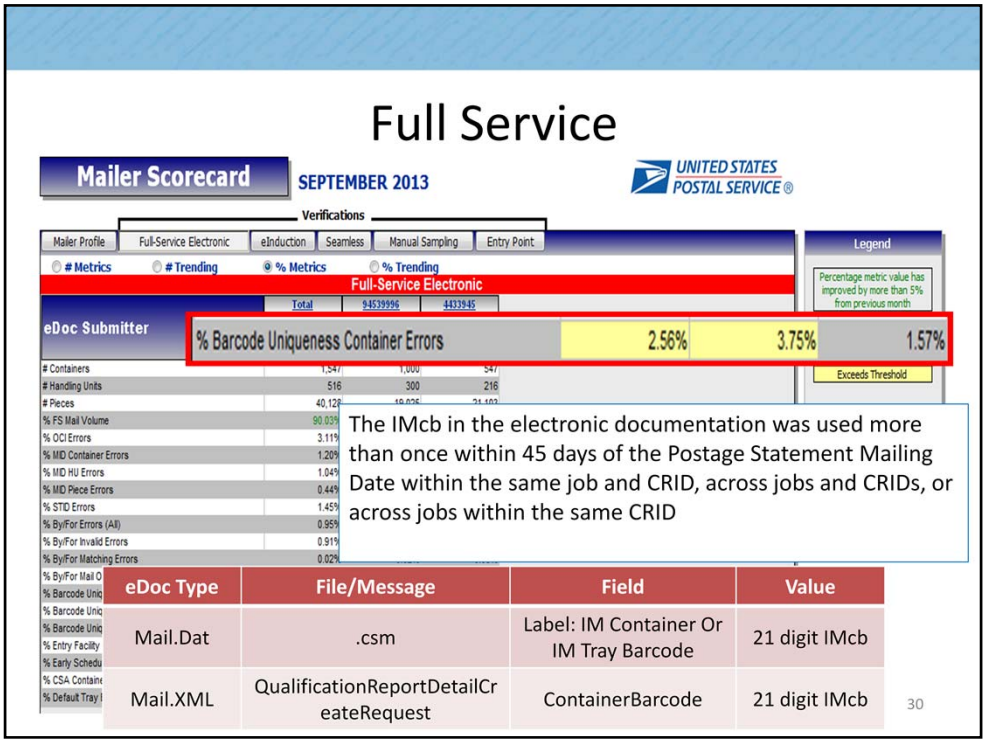


The second type of By/For error is a By/For Matching Error. This error is logged when the mail owner and mail preparer are both the same company. Most mail owners do not prepare their own mailings (presort and enter the mail with USPS). The USPS does track exceptions, companies that meet the definition of a mail owner and who prepare and enter their own mail. These exception are tracked within PostalOne! and these mailers will not receive a By/For Matching Error. This exception is for companies who exclusively prepare their own mailings, not mail service providers who mostly prepare mail for other companies and occasionally mail for themselves.

If you believe you are receiving this error incorrectly, please contact your BMS analyst or the PostalOne! Help Desk.

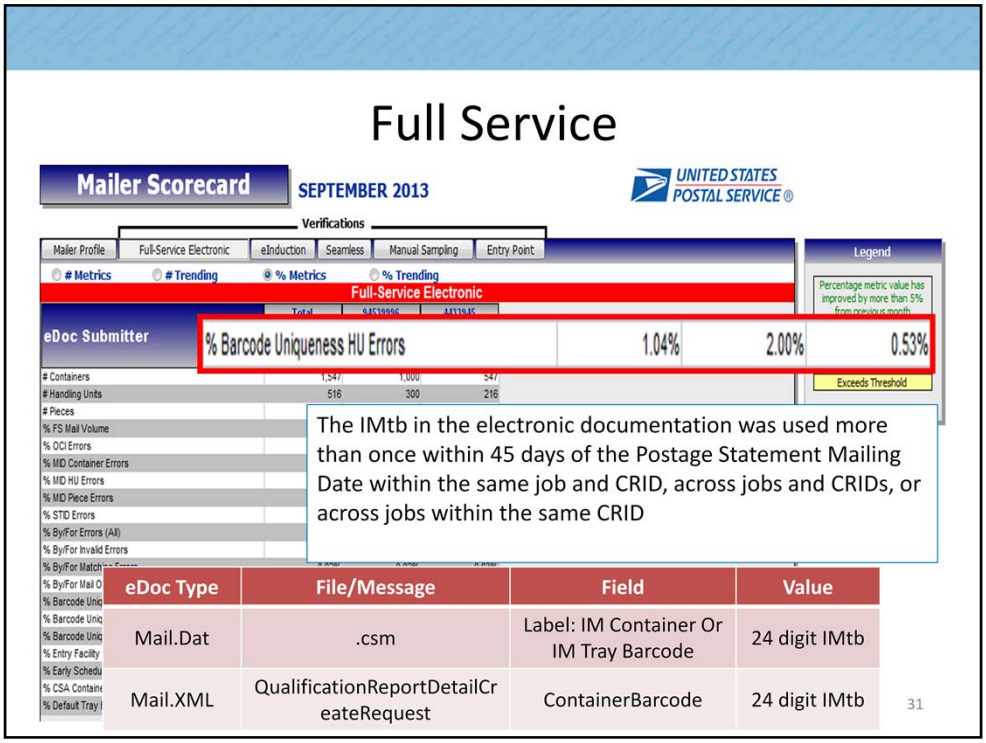


The third type of by/for error is “Mail Owner identified as MSP”. This error is generated when the mail owner in the electronic documentation is a mail service provider and does not meet the definition of a mail owner. These errors are most often logged when mailpieces are handed-off multiple times during the production process and the final submitter of the electronic documentation does not track the original mail owner.



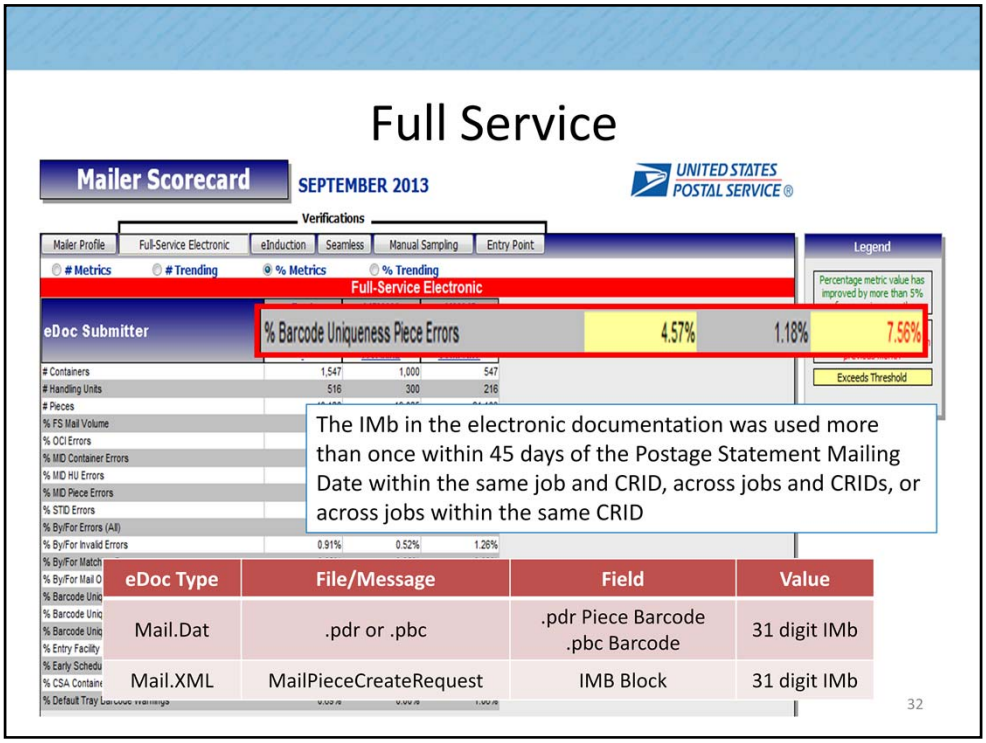
Another requirement of full-service is that all barcodes, container, tray, and mailpiece, must be unique for 45 days. The 45 day period starts on the Postage Statement Mailing Date of the electronic documentation. The USPS checks to make sure that all three types of barcodes are unique across all mailings and mailers within the 45 day window. If a duplicate barcode is found in the electronic documentation, a barcode uniqueness error will be generated.

There are three separate rows in the mailer scorecard to track barcode uniqueness errors, the first is for the Intelligent Mail Container Barcode.

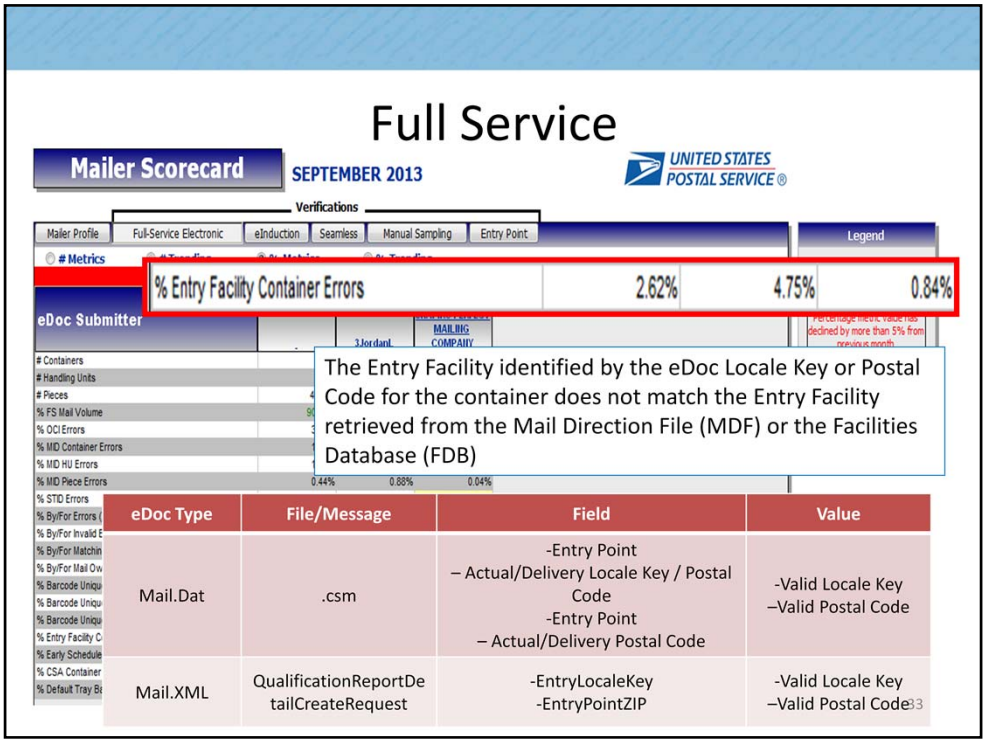


The second barcode uniqueness error is for the Intelligent Mail tray barcode.

Barcode uniqueness errors can be found with in the same mailing, across multiple mailings but all submitted from the same mailer, or across multiple mailers.



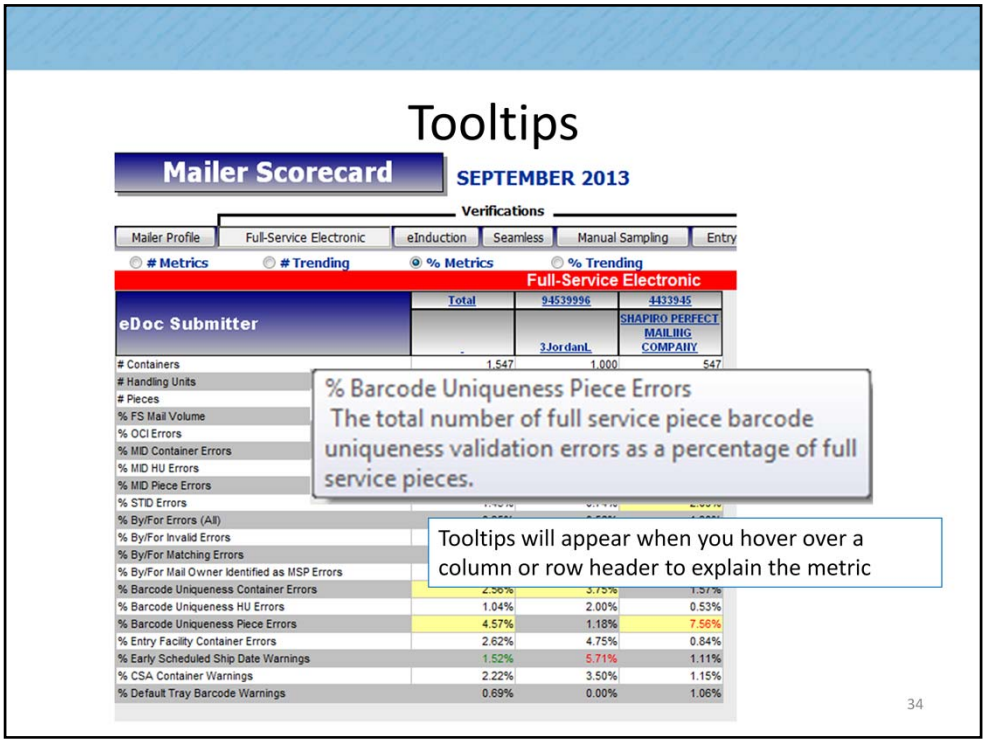
The third barcode uniqueness error is for the Intelligent Mail barcode on mailpieces.



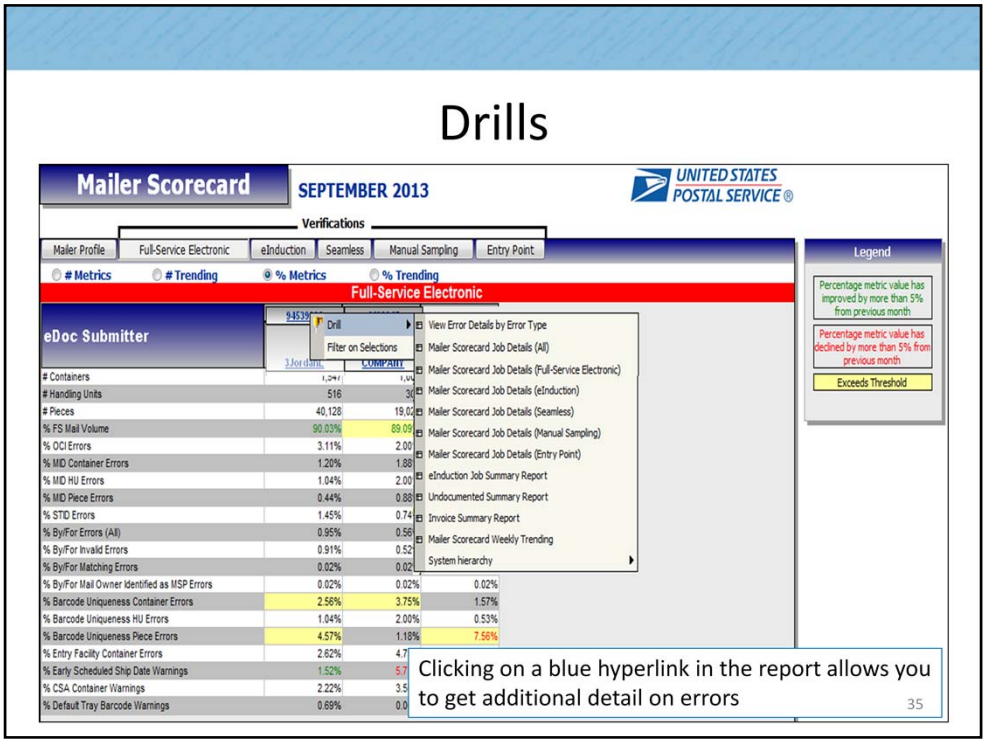
Providing a valid USPS entry facility in the electronic documentation is important to receive accurate Start-the-Clock information. The USPS entry facility is the USPS location where you are planning to drop and leave the mail. A single mailing can have multiple entry facilities, for example if you are doing a drop-shipment. An entry facility can be identified through the ZIP code or the locale key (a unique USPS facility identifier).

The list of valid USPS entry facilities can be found on the FAST website (fast.usps.com). You can look up an individual facility on the website through the facilities list or you can download a file set containing all USPS facilities through the Drop-Ship Product available on the FAST resources page. The Drop Ship product is designed to be used in coordination with software, it is not a human readable file.

To look up a facility, click on the link to Facilities and then the link to Facility Profile. Once on the Facility Profile search profile, choose between searching by Area, District, or Facility. If searching by facility, you can search by city and state, NASS code, or facility name. The search results screen will show a list of facilities including the ZIP Code and Locale Key (Dropsite Key).



If you forget what a specific row means while using the mailer scorecard or any other Mail Quality report, you can hover over the row (or column) header to get a description that explains that metrics.



If you would like to get additional details on the specific errors that the mailer scorecard has summarized, you can click on the blue hyperlink to link into a more detailed reports. If you right click on the hyperlink that is the column header, you will see the full list of reports that you can choose to drill to. If you left click on the hyperlink, you will automatically be taken to the default report: “View Error Details by Error Type”.

Investigating Full-Service Issue

Mailer Scorecard SEPTEMBER 2013

UNITED STATES POSTAL SERVICE®

Verifications

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

Metrics | # Trending | % Metrics | % Trending

Full-Service Electronic

eDoc Submitter	Total	94539996 3JordanL	4433945 SHAPIRO PERFECT MAILING COMPANY
# Containers	1,547	1,000	547
# Handling Units	516	300	216
# Pieces	40,128	19,025	21,103
% FS Mail Volume	90.03%	89.09%	90.88%
% OCI Errors	3.11%	2.00%	3.70%
% MID Container Errors	1.20%	1.88%	0.63%
% MID HU Errors	1.04%	2.00%	0.53%
% MID Piece			
% STID Erro			
% By/For Er			
% Barcode Uniqueness Container Errors	2.56%	3.75%	1.57%
% Barcode Uniqueness HU Errors	1.04%	2.00%	0.53%
% Barcode Uniqueness Piece Errors	4.21%	0.41%	7.56%
% Entry Facility Container Errors	2.62%	4.75%	0.84%
% Early Scheduled Ship Date Warnings	1.52%	5.71%	1.11%
% CSA Container Warnings	2.22%	3.50%	1.15%
% Default Tray Barcode Warnings	0.69%	0.00%	1.06%
% By/For Invalid Errors	0.94%	0.56%	1.27%
% By/For Matching Errors	0.01%	0.00%	0.02%
% By/For Mail Owner Identified as MSP Errors	0.01%	0.00%	0.02%

% Barcode Uniqueness Piece Errors 4.21% 0.41% 7.56%

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

36

Now we are going to walk through how to investigate a full-service electronic verification quality issue to demonstrate how to use the drill report to find the root cause of an error.

In this report, the mailer has a barcode uniqueness error in their Intelligent Mail barcodes on the mailpieces. The mailer would like to investigate further and identify if this is a problem within a specific mailing or a problem across mailings.

View Error Details by Error Type

eDoc Submitter		Level	Error Type	Threshold	# Errors	% Errors	% Errors National Average
4433945	SHAPIRO PERFECT MAILING COMPANY	Container	Entry Facility	5.00%	40	0.84%	0.36%
			Nesting/Sortation	10.00%	102	6.52%	0.54%
		Piece	Barcode Uniqueness	2.80%	1,450	7.56%	4.97%

Mail Quality Job Error Type

eDoc Submitter		Mailing Group ID	Customer Group ID	Job ID	User License Code	Date	Level
4433945	SHAPIRO PERFECT MAILING COMPANY	60112825		FSCS2701	B2B1	9/2/2013	Piece
		60113005		FSCS2706	B2B1	9/9/2013	Piece

Error Type	Mail Class	Processing Category	Threshold	# Errors	% Errors	% Errors National Average
Barcode Uniqueness	First Class	Letters and Cards	2.80%	860	6.28%	4.97%
Barcode Uniqueness	Standard	Letters and Cards	2.80%	590	8.64%	4.97%

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To start the investigation, the mailer left clicks on the blue hyperlink to go to the “View Error by Error Type” report. This report provides a tabular view of each error type, threshold, number of errors, and percent of errors.

From the “View Error by Error Type” report, the mailer clicks on the blue Barcode Uniqueness hyperlink. This takes the mailer to the “Mail Quality Job Error Type” report. This report lists out every mailing with the specific error type clicked on from the “View Error by Error Type” report. In this case, it shows all mailings with a mailpiece barcode uniqueness error. This report will provide the number of errors in each job.

From the “Mail Quality Job Error Type” report, the mailer clicks on the blue Barcode Uniqueness hyperlink for one of the mailings to look at the individual errors.

Mail Quality Detailed Error Report

eDoc Submitter		Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type
4433945	SHAPIRO PERFECT MAILING COMPANY	9/9/2013	00141665544541417201930363611 0	Piece	eDoc Verification		Barcode Uniqueness

Error Code	Error Description	Sub-Error	Error Data	eDoc Job ID	eDoc User License Code
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 = FSC1647, DUPLICATE MAILING GROUP ID = 6072342	FSCS2701	B2B1

eDoc Mailing Group ID	eDoc Customer Group ID	eDoc Type	eDoc Mail Class	eDoc Processing Category	Mailer ID	Mailer	
60112825		MAIL_DAT	First Class	Letters and Cards	301428	4433945	SHAPIRO PERFECT MAILING COMPANY

Container Level	Container Type	Container Destination ZIP	Container ID	Handling Unit ID	Piece ID	Piece Range ID	Lower Piece Range	Upper Piece Range	Mail Preparer	Mail Owner
					00000000000000000463				94539993 - 1Jordan (22201-4914)	94539993 - 1Jordan (22201-4914)

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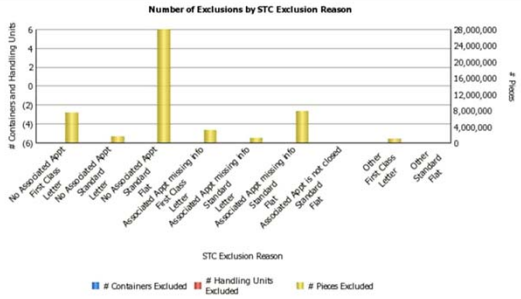
That hyperlink from the “Mail Quality Job Error Type” report takes the mailer to the “Mail Quality Detailed Error” report. This is finest level of detail available in the Microstrategy reports and provides a single row for each error.

The total number of errors that can be viewed on this report is capped at 100 errors per error type per mailing. This cap is in place to improve report performance and still provide a representative sample of the error details needed for root cause investigation.

In this case, the mailer can see the barcode that was in the electronic documentation more than once and that it was used multiple times by different mailers.

Start-the-Clock Exception Report

The Start-the-Clock Exception Report provides reasons why mailpieces did not receive a Start-the-Clock and will not be included in service performance measurement



STC Exclusion Reason	Mail Class	Processing Category	# Containers Excluded	# Handling Units Excluded	# Pieces Excluded
No Associated Appt	First Class	Letter			7,407,687
No Associated Appt	Standard	Letter			1,585,698
No Associated Appt	Standard	Flat			27,962,679
Associated Appt missing info	First Class	Letter			3,059,024
Associated Appt missing info	Standard	Letter			1,111,044
Associated Appt missing info	Standard	Flat			7,891,007
Associated Appt is not closed	Standard	Flat			20,549
Other	First Class	Letter			1,062,132
Other	Standard	Flat			26,856

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There is one other report that we wanted to discuss today. The Start-the-Clock Exception Report provides reasons why mailpieces did not receive a Start-the-Clock and will not be included in service performance measurement.

Start-the-Clock is one of the benefits of full-service and is the day when the USPS takes possession of the mail to start processing. Mail may not receive a Start-the-Clock date if the USPS can not determine when it was entered into the mailstream.

This report can be accessed through the STC folder under Shared Reports. Then click the 'STC Yield Reporting Dashboard'. From the dashboard, you can drill into the detailed report to get information on each container that did not receive a Start-the-Clock.

Mail Owner Reports

Folder	Report	Available
Shared Reports	Mailer Scorecard	Jan-14
	User Guides	Y
Shared Reports > Mail Preparation Quality	Address Quality Report	Y
	Mail Acceptance Verifiction Report (Mail Owner)	Y
	Mail Exception Bulletin Board	Y
	Trend Analysis	Y
Shared Reports > Mail Quality	Full Service Percentage by Permit Report	Y
	Mail Preparation and Data Quality Dashboard	Y
Shared Reports > Mail Quality > Mail Quality (Mail Owner)	Mail Quality Dashboard (Mail Owner)	Y
	Mail Quality Detailed Error Report (Mail Owner)	Y
	Mail Quality Error Type Report (Mail Owner)	Y
	Mail Quality Summary Report (Mail Owner)	Y
Shared Reports > Postage and Volume Reports	Postage and Volume Summary Report	Y
Shared Reports > STC	STC Yield Reporting Dashboard	Y

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While Mail Owners do not currently have access to the Mailer Scorecard, they do have access to other Mail Quality reports that provide the same information that is summarized in the Mailer Scorecard. The Mail Quality (Mail Owner) reports can be used to view full-service electronic verification results that are available to eDoc submitters on the Full-Service Electronic tab of the Mailer Scorecard.

These reports will show information for all mailpieces where your company was identified as the Mail Owner in the electronic documentation. If your company was not identified as the mail owner, the “For”, you will not be able to see results.

How to Access Mail Owner Reports

- To access the mail owner Mail Quality reports, log in through the Business Customer Gateway
  - https://gateway.usps.com/bcg/detail.htm

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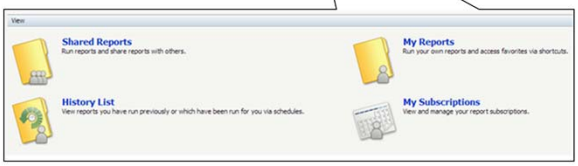
To access Mail Owner's must log-in with their Username and Password into the Business Customer Gateway (BCG) in order to access and view their mailing reports.

Accessing Mail Owner Reports

In the BCG, select 'Mail Quality Reports'

Next, select 'Shared Reports'



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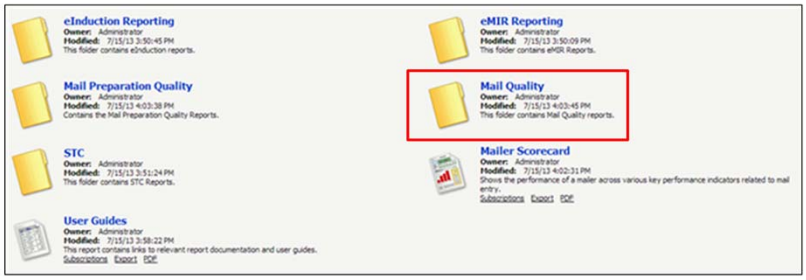
Once they are logged into the BCG, the Mail Owner should navigate to Manage Mailing Activity section, and under Mailing Reports select 'Mail Quality Reports'. In the next screen, they must then select 'Shared Reports.'

Accessing Mail Owner Reports

- Next, the Mail Owner will select 'Mail Quality'

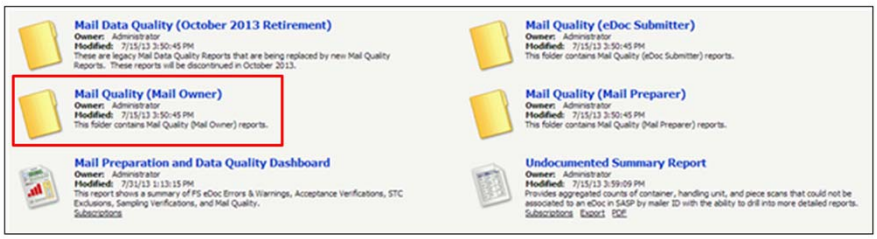


43

Next, the Mail Owner must select the 'Mail Quality' folder on the preceding screen.

Accessing Mail Owner Reports

- It is key on the next screen, that the Mail Owner selects the 'Mail Quality (Mail Owner) folder



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In the next screen, there are several different Mail Quality Folders available. It is important that the Mail Owner selects the 'Mail Quality (Mail Owner)' folder to continue.

Accessing Mail Owner Reports

- Mail Owners may choose from one of the available Mail Owner reports available to them, including:
  - Mail Quality Dashboard
  - Mail Quality Summary Report
  - Mail Quality Error Type Report

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Mail Owners may choose from one of the available Mail Owner reports, including the Mail Quality Dashboard, Mail Quality Summary Report, as well as the Mail Quality Error Type Report.

These reports allow users to investigate Full-Service issues similar to what is described in the earlier slides (36-38) for eDoc submitters. The user will start by running the Mail Quality Error Type Report (Mail Owner) or by drilling to this report from the Mail Quality Dashboard (Mail Owner).

Mail Quality Dashboard

- If the Mail Owner selects the Mail Quality Dashboard, they can view Error Type Percentages as well as Barcode Scan Rates
  - Mail Owners can then drill down to Error Type, Metric and Month

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The Mail Quality Dashboard allows the Mail Owner to see Error Type Percentages at an aggregated level. This report is dynamic and allow the user to make selections within the reports to view different errors. This report is useful when you are looking for a trend over time since it provides a display by date. To investigate an issue, the user would click on the Mail Quality Error Type report hyperlink for more detail.

Mail Quality Error Type Report

- The Mail Quality Error Type Report provides Mail Owners with detailed views of all errors, including:
  - Error Type
  - Threshold
  - % of Errors
  - % of Errors National Average

PAGE-BY: Source: eDoc Verification Errors/Warnings: Errors

Mail Owner		Level	Error Type	Threshold	# Errors	% Errors	% Errors National Average
654321	Midwest Mailer	Container	Barcode Uniqueness	2.00%	9	4.74%	4.74%
			Entry Facility	5.00%	3	1.58%	1.58%
			Mailer ID	2.00%	5	2.63%	2.63%
		Handling Unit	Barcode Uniqueness	2.00%	15	2.63%	2.63%
			Entry Facility	5.00%	3	0.53%	0.53%
			Mailer ID	2.00%	12	2.11%	2.11%
			OCI	5.00%	10	1.75%	1.75%
		Piece	Barcode Uniqueness	2.00%	3,735	19.66%	19.66%
			By/For	5.00%	372	1.96%	1.96%
			Mailer ID	2.00%	1,985	10.45%	10.45%
			Service Type	2.00%	8,352	43.96%	43.96%

- If Mail Owners wish to see metrics similar to those on the Mailer Scorecard Full-Service perspective, they can select 'eDoc Verification' from the Source drop-down selector

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The Mail Quality Error Type Report provides Mail Owners with detailed views of all mailing errors including: Error Type; Threshold; % of Errors; and, % of Errors of the National Average. This is the recommended starting point for a mail owner who wants to investigate full-service electronic verification errors.

If Mail Owners wish to see metrics similar to those on the Mailer Scorecard Full-Service perspective, they can select 'eDoc Verification' from the Source drop-down selector. Mail Owners will not see metrics displayed by mail service providers, they will see results from multiple mail service providers aggregated into a single line by Mail Owner CRID.

There a couple of differences from the Mailer Scorecard that it is important to note:

- The Mail Quality Error Type report shows metrics from all mail, not just full-service mail. This may skew the % errors if a significant portion of your mail is not full-service.
- For full-service compliance invoicing, the threshold is checked against all full-service mail from an eDoc Submitter, not by mail owner. Comparing your % in error against the threshold may not be an accurate reflection of your mail service providers errors.

From the Mail Quality Error Type Report (Mail Owner) [equivalent to the View

Error Details by Error Type drill on slide 37], users can drill to see a breakdown by job [equivalent to Mail Quality Job Error Type report on slide 37] and individual errors [same as Mail Quality Detailed Error Report on slide 38].

Mail Quality Error Type Report

Container

Barcode Uniqueness	2.00%	9	4.74%	4.74%		

		Level	Error Type	Threshold	# Errors	% Errors	% Errors National Average
654321	Midwest Mailer	Container	Barcode Uniqueness	2.00%	9	4.74%	4.74%
			Entry Facility	5.00%	3	1.58%	1.58%
			Mailer ID	2.00%	5	2.63%	2.63%
		Handling Unit	Barcode Uniqueness	2.00%	15	2.63%	2.63%
			Entry Facility	5.00%	3	0.53%	0.53%
			Mailer ID	2.00%	12	2.11%	2.11%
			OCI	5.00%	10	1.75%	1.75%
		Piece	Barcode Uniqueness	2.00%	3,735	19.66%	19.66%
			By/For	5.00%	372	1.96%	1.96%
			Mailer ID	2.00%	1,985	10.45%	10.45%
			Service Type	2.00%	8,352	43.96%	43.96%

% Barcode Uniqueness Container Errors	2.56%	3.75%	1.57%

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

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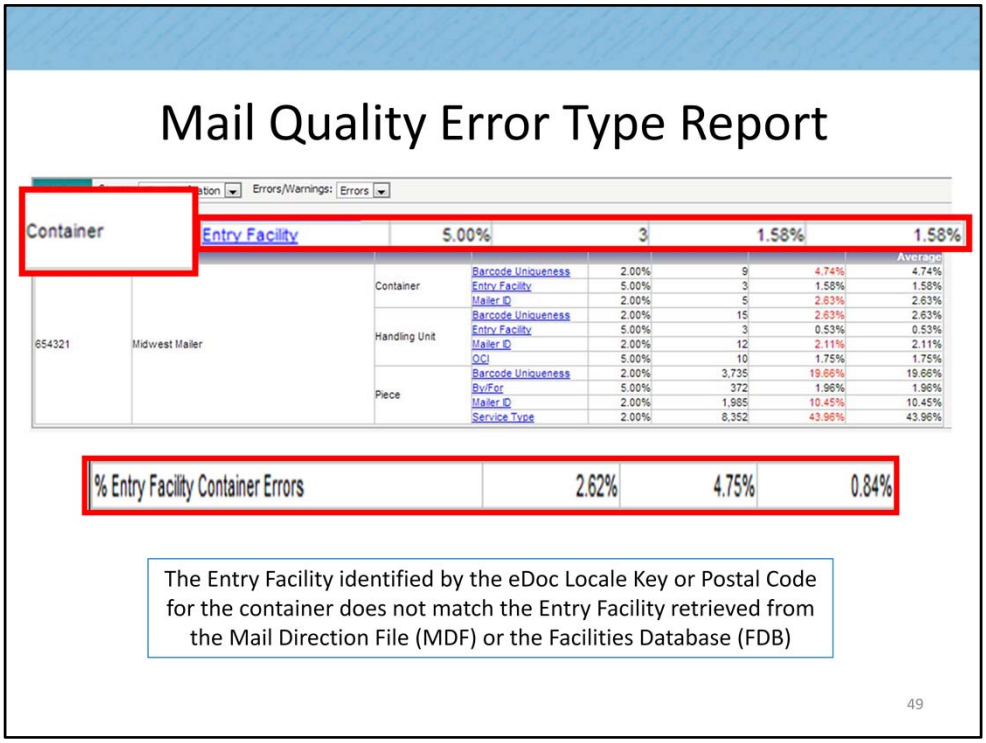
Another requirement of full-service is that all barcodes, container, tray, and mailpiece, must be unique for 45 days. The 45 day period starts on the Postage Statement Mailing Date of the electronic documentation. The USPS checks to make sure that all three types of barcodes are unique across all mailings and mailers within the 45 day window. If a duplicate barcode is found in the electronic documentation, a barcode uniqueness error will be generated.

There are three separate rows in the mailer scorecard to track barcode uniqueness errors, the first is for the Intelligent Mail Container Barcode.



Providing a valid USPS entry facility in the electronic documentation is important to receive accurate Start-the-Clock information. The USPS entry facility is the USPS location where you are planning to drop and leave the mail. A single mailing can have multiple entry facilities, for example if you are doing a drop-shipment. An entry facility can be identified through the ZIP code or the locale key (a unique USPS facility identifier).

The list of valid USPS entry facilities can be found on the FAST website (fast.usps.com). You can look up an individual facility on the website through the facilities list or you can download a file set containing all USPS facilities through the Drop-Ship Product available on the FAST resources page. The Drop Ship product is designed to be used in coordination with software, it is not a human readable file.

To look up a facility, click on the link to Facilities and then the link to Facility Profile. Once on the Facility Profile search profile, choose between searching by Area, District, or Facility. If searching by facility, you can search by city and state, NASS code, or facility name. The search results screen will show a list of facilities including the ZIP Code and Locale Key (Dropsite Key).

Mail Quality Error Type Report

Errors/Warnings: Errors

Container

			Mailer ID	2.00%	5	2.63%	2.63%
654321	Midwest Mailer	Container	Entry Facility	5.00%	3	1.58%	1.58%
			Mailer ID	2.00%	5	2.63%	2.63%
		Handling Unit	Barcode Uniqueness	2.00%	15	2.63%	2.63%
			Entry Facility	5.00%	3	0.53%	0.53%
			Mailer ID	2.00%	12	2.11%	2.11%
			OCI	5.00%	10	1.75%	1.75%
		Piece	Barcode Uniqueness	2.00%	3,735	19.66%	19.66%
			By/For	5.00%	372	1.96%	1.96%
			Mailer ID	2.00%	1,985	10.45%	10.45%
			Service Type	2.00%	8,352	43.96%	43.96%

% OCI Errors	3.11%	2.00%	3.70%

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

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The next three errors are all related to the Mailer ID. The USPS checks that the Mailer ID in the Intelligent Mail Container Barcode, Intelligent Mail tray barcode, and Intelligent Mail barcode are all valid. Valid simply means that it was created by the USPS.

To confirm that you are using a valid Mailer ID (MID), go to the business customer gateway and check the mailer ID. For additional instructions on how to check that a MID exists, attend the Business Customer Gateway session or listen to the recording available on RIBBS.

Mailer IDs can have two lengths 6 digits or 9 digits. A 6-digit MID will begin with 0-8 while a 9-digit MID will begin with 9.

Mail Quality Error Type Report

PAGE-BY: Source: eDoc Verification Errors/Warnings: Errors

Mail Owner		Level	Error Type	Threshold	# Errors	% Errors	% Errors National
Handling Unit	Barcode Uniqueness			2.00%	15	2.63%	2.63%
	ailer	Handling Unit	Mailer ID	2.00%	5	2.63%	2.63%
			Barcode Uniqueness	2.00%	15	2.63%	2.63%
			Entry Facility	5.00%	3	0.53%	0.53%
			Mailer ID	2.00%	12	2.11%	2.11%
			OCI	5.00%	10	1.75%	1.75%
		Piece	Barcode Uniqueness	2.00%	3,735	19.66%	19.66%
			By/For	5.00%	372	1.96%	1.96%
			Mailer ID	2.00%	1,985	10.45%	10.45%
			Service Type	2.00%	8,352	43.96%	43.96%

% Barcode Uniqueness HU Errors	1.04%	2.00%	0.53%

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

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The second barcode uniqueness error is for the Intelligent Mail tray barcode.

Barcode uniqueness errors can be found with in the same mailing, across multiple mailings but all submitted from the same mailer, or across multiple mailers.

Mail Quality Error Type Report

PAGE-BY: Source: eDoc Verification Errors/Warnings: Errors

Mail Owner	Level	Error Type	Threshold	# Errors	% Errors	% Errors National Average
		Barcode Uniqueness	2.00%	9	4.74%	4.74%
Handling Unit	Entry Facility	5.00%	3	0.53%	0.53%	
	Handling Unit	Entry Facility	5.00%	3	0.53%	0.53%
		Mailer ID	2.00%	12	2.11%	2.11%
		OCI	5.00%	10	1.75%	1.75%
	Piece	Barcode Uniqueness	2.00%	3,735	19.66%	19.66%
		By/For	5.00%	372	1.96%	1.96%
		Mailer ID	2.00%	1,985	10.45%	10.45%
		Service Type	2.00%	8,352	43.96%	43.96%

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An error will be triggered if the entry facility identified by the Locale Key in the eDoc for the handling unit within the eDoc was unknown

Mail Quality Error Type Report

PAGE-BY: Source: eDoc Verification Errors/Warnings: Errors

Mail Owner	Level	Error Type	Threshold	# Errors	% Errors	% Errors National Average
Handling Unit	Container	Barcode Uniqueness	2.00%	9	4.74%	4.74%
		Entry Facility	5.00%	3	1.58%	1.58%
		Mailer ID	2.00%	5	2.63%	2.63%
Mailer ID			2.00%	12	2.11%	2.11%
	Piece	Mailer ID	2.00%	12	2.11%	2.11%
		OCI	5.00%	10	1.75%	1.75%
		Barcode Uniqueness	2.00%	3,735	19.66%	19.66%
		By/For	5.00%	372	1.96%	1.96%
		Mailer ID	2.00%	1,985	10.45%	10.45%
		Service Type	2.00%	8,352	43.96%	43.96%

% MID HU Errors	1.04%	2.00%	0.53%

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

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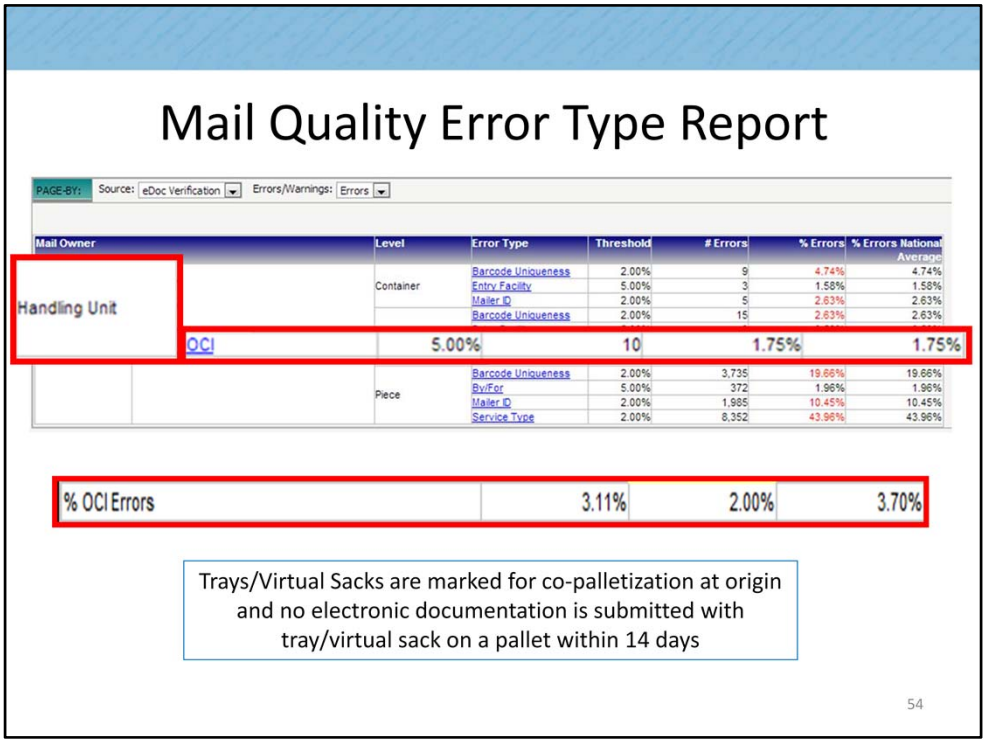
This is check that the Mailer ID is in the Intelligent Mail Tray Barcode or IMtb exists.



The % OCI errors will only be populated for mailers who participate in co-palletization. Co-palletization is when trays, sacks, or bundles from multiple mailings are placed on the same pallet or other container for entry to the USPS. This relationship must be included in the electronic documentation. An OCI error occurs when a mailer marks a tray or sack for co-palletization, indicating that a second set of electronic documentation will be submitted and will include pallet information for the tray/sack, but does not submit the second set of electronic documentation.

OCI errors can be logged for internal co-palletization (when you combine multiple mailings onto a single pallet within your own mail production facility) and third-party co-palletization (when you send your trays/sacks to a consolidator to be placed on a pallet and entered with the USPS). If using a third-party, check with the third-party consolidator to confirm that they are submitting electronic documentation with an .oci file. If using internal co-palletization, check with your production facility to confirm they are submitting the second set of electronic documentation with pallet information.

There are two types of co-palletization: tray-based and bundle-based. In tray-based co-palletization, letter trays or flat tubs are placed on a pallet. This mail is paid for and verified at the origin facility. In bundle-based co-palletization, bundles of mail are placed on a pallet. These bundles are represented as a virtual sack in the electronic documentation from the origin facility. For bundle-based co-palletization, the mail is

paid for and verified at the consolidation facility.

Mail Quality Error Type Report

PAGE-BY: Source: eDoc Verification Errors/Warnings: Errors

Mail Owner	Level	Error Type	Threshold	# Errors	% Errors	% Errors National Average
	Container	Barcode Uniqueness	2.00%	9	4.74%	4.74%
		Entry Facility	5.00%	3	1.58%	1.58%
		Mailer ID	2.00%	5	2.63%	2.63%
		Barcode Uniqueness	2.00%	15	2.63%	2.63%
Piece	Barcode Uniqueness		2.00%	3,735	19.66%	19.66%
	Piece	UDI	5.00%	10	1.75%	1.75%
		Barcode Uniqueness	2.00%	3,735	19.66%	19.66%
		By/For	5.00%	372	1.96%	1.96%
		Mailer ID	2.00%	1,985	10.45%	10.45%
		Service Type	2.00%	8,352	43.96%	43.96%

% Barcode Uniqueness Piece Errors	4.57%	1.18%	7.56%

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

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The third barcode uniqueness error is for the Intelligent Mail barcode on mailpieces.

Mail Quality Error Type Report

PAGE-BY: Source: eDoc Verification Errors/Warnings: Errors

Mail Owner	Level	Error Type	Threshold	# Errors	% Errors	% Errors National Average
	Container	Barcode Uniqueness	2.00%	9	4.74%	4.74%
		Entry Facility	5.00%	3	1.58%	1.58%
		Mailer ID	2.00%	5	2.63%	2.63%
	Handling Unit	Barcode Uniqueness	2.00%	15	2.63%	2.63%
		Entry Facility	5.00%	3	0.53%	0.53%
		Mailer ID	2.00%	12	2.11%	2.11%
Piece	By/For	5.00%	372	1.96%		1.96%
	Piece	By/For	5.00%	372	1.96%	1.96%
		Mailer ID	2.00%	1,985	10.45%	10.45%
		Service Type	2.00%	8,352	43.96%	43.96%

% By/For Errors (All)	0.95%	0.56%	1.30%

A Mail Preparer or Mail Owner was not correctly identified for a piece

56

One of the requirements for full-service is identifying the mail owner and mail preparer. The mail preparer must be identified in all mailings. The mail owner must be identified for all mailpieces when the mail owner provided more than 5,000 pieces in the mailings.

The mail owner is the business entity, organization, or individual who makes business decisions regarding the mailpiece content, directly benefits from the mailing, and ultimately pays for postage on the mailpiece directly or by way of a mailing agent.

The mail preparer and mail owner are identified in different fields of the Mail.dat and Mail.XML files but the same type of information is populated regardless of the type of electronic documentation. The mail preparer can be identified through a Mailer ID or a Customer Registration ID. The mail owner can be identified through a Mailer ID, CRID, Permit or Publication Number.

There are three potential by/for errors that the USPS will log. This field provides the total across all three types of By/For error.

Mail Quality Error Type Report

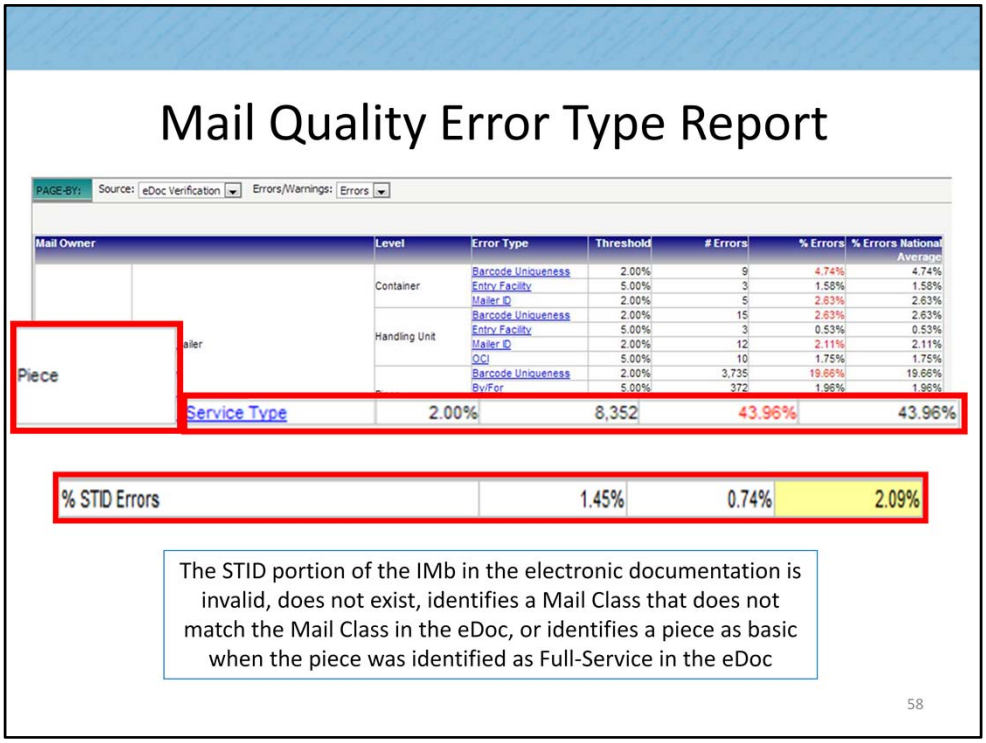
PAGE-BY: Source: eDoc Verification Errors/Warnings: Errors

Mail Owner	Level	Error Type	Threshold	# Errors	% Errors	% Errors National Average
	Container	Barcode Uniqueness	2.00%	9	4.74%	4.74%
		Entry Facility	5.00%	3	1.58%	1.58%
		Mailer ID	2.00%	5	2.63%	2.63%
	Handling Unit	Barcode Uniqueness	2.00%	15	2.63%	2.63%
		Entry Facility	5.00%	3	0.53%	0.53%
		Mailer ID	2.00%	12	2.11%	2.11%
		OCI	5.00%	10	1.75%	1.75%
Piece	Mailer ID		2.00%	1,985	10.45%	10.45%
		Service Type	2.00%	8,352	43.96%	43.96%
% MID Piece Errors			0.44%		0.88%	0.04%

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

57

This is the check that the Mailer ID in the Intelligent Mail barcode exists.



The STID Error, or Service Type ID Error, is logged when the Service Type ID in the Intelligent Mail barcode is incorrect. It can be incorrect in three ways:

- The STID does not exist
- The STID represents the wrong class of mail (for example, a first-class STID was placed in the barcode on a periodicals mailpiece)
- Or, the STID represents the wrong service level (for example, a basic STID was placed in the barcode on a full-service mailpiece)

A list of valid Service Type IDs can be found on RIBBS under the Barcode For Mailpieces, Table of Service Type Identifiers (https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/stid.pdf).

Mailer Scorecard Metrics for Mail Owners

Mailer Scorecard Metric(s)	Where mail owners can find in Mail Quality reports
Number of containers, handling units, and pieces	Mail Quality Summary Report (Mail Owner)
% FS Mail Volume	Not currently available
Number and percentage of errors for the following error types: • OCI • Mailer ID (MID) • Service Type (STID) • By/For • Barcode Uniqueness • Entry Facility	Mail Quality Error Type Report (Mail Owner). Select 'eDoc Verification' from the Source selector and 'Errors' from the Errors/Warnings selector. The report will display the number and percentage of Full-Service Electronic errors for each error type and level.

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This chart outlines how to map from the earlier Mailer Scorecard metrics to the equivalent data in the Mail Owner reports.

All error descriptions and tips from the earlier slides on the Mailer Scorecard (slides 21-33) apply to the same errors on the Mail Quality Error Type report.

Error data presented in Mail Quality reports may not match data reported in the Full-Service tab of the Mailer Scorecard because it may contain non-Full Service mail volume.

If an error type is not listed in the Mail Quality Error Type Report (Mail Owner), this indicates that no errors for this type were recorded for the selected date range and CRID(s).

View Mail Quality Error Type

eDoc Submitter		Level	Error Type	Threshold	# Errors	% Errors	% Errors National Average
4433945	SHAPIRO PERFECT MAILING COMPANY	Container	Entry Facility	5.00%	40	0.84%	0.36%
			Nesting/Sortation	10.00%	102	6.52%	0.54%
		Piece	Barcode Uniqueness	2.80%	1,450	7.56%	4.97%

Mail Quality Job Error Type

eDoc Submitter		Mailing Group ID	Customer Group ID	Job ID	User License Code	Date	Level
4433945	SHAPIRO PERFECT MAILING COMPANY	60112825		FSCS2701	B2B1	9/2/2013	Piece
		60113005		FSCS2706	B2B1	9/9/2013	Piece

Error Type	Mail Class	Processing Category	Threshold	# Errors	% Errors	% Errors National Average
Barcode Uniqueness	First Class	Letters and Cards	2.80%	860	6.28%	4.97%
Barcode Uniqueness	Standard	Letters and Cards	2.80%	590	8.64%	4.97%

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To start the investigation, the mailer left clicks on the blue hyperlink to go to the “View Error by Error Type” report. This report provides a tabular view of each error type, threshold, number of errors, and percent of errors.

From the “View Error by Error Type” report, the mailer clicks on the blue Barcode Uniqueness hyperlink. This takes the mailer to the “Mail Quality Job Error Type” report. This report lists out every mailing with the specific error type clicked on from the “View Error by Error Type” report. In this case, it shows all mailings with a mailpiece barcode uniqueness error. This report will provide the number of errors in each job.

From the “Mail Quality Job Error Type” report, the mailer clicks on the blue Barcode Uniqueness hyperlink for one of the mailings to look at the individual errors.

Mail Quality Detailed Error Report

eDoc Submitter		Mailing Date	IM Barcode	Error Level	Source	Verification Type	Error Type
4433945	SHAPIRO PERFECT MAILING COMPANY	9/9/2013	00141665544541417201930363611 0	Piece	eDoc Verification		Barcode Uniqueness

Error Code	Error Description	Sub-Error	Error Data	eDoc Job ID	eDoc User License Code
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 = FSC1647, DUPLICATE MAILING GROUP ID = 6072342	FSCS2701	B2B1

eDoc Mailing Group ID	eDoc Customer Group ID	eDoc Type	eDoc Mail Class	eDoc Processing Category	Mailer ID	Mailer	
60112825		MAIL_DAT	First Class	Letters and Cards	301428	4433945	SHAPIRO PERFECT MAILING COMPANY

Container Level	Container Type	Container Destination ZIP	Container ID	Handling Unit ID	Piece ID	Piece Range ID	Lower Piece Range	Upper Piece Range	Mail Preparer	Mail Owner
					00000000000000000463				94539993 - 1Jordan (22201-4914)	94539993 - 1Jordan (22201-4914)

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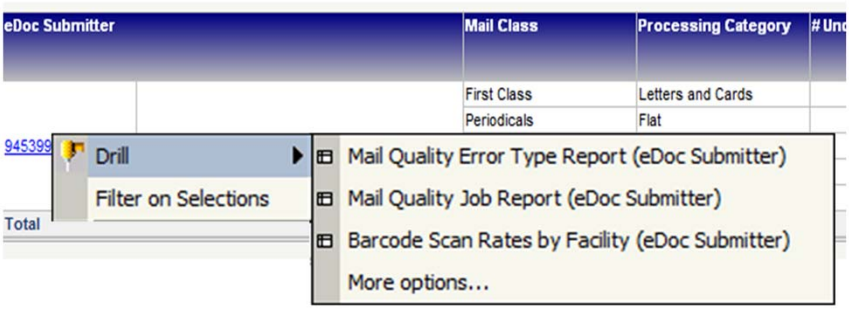
That hyperlink from the “Mail Quality Job Error Type” report takes the mailer to the “Mail Quality Detailed Error” report. This is finest level of detail available in the Microstrategy reports and provides a single row for each error.

The total number of errors that can be viewed on this report is capped at 100 errors per error type per mailing. This cap is in place to improve report performance and still provide a representative sample of the error details needed for root cause investigation.

In this case, the mailer can see the barcode that was in the electronic documentation more than once and that it was used multiple times by different mailers.

Tips & Tricks - Drill

To drill down to a lower-level report, you can left-click the blue hyperlink in the report. If you want to see if the report has multiple drill paths, **right-click** the blue hyperlink to view all drill options.



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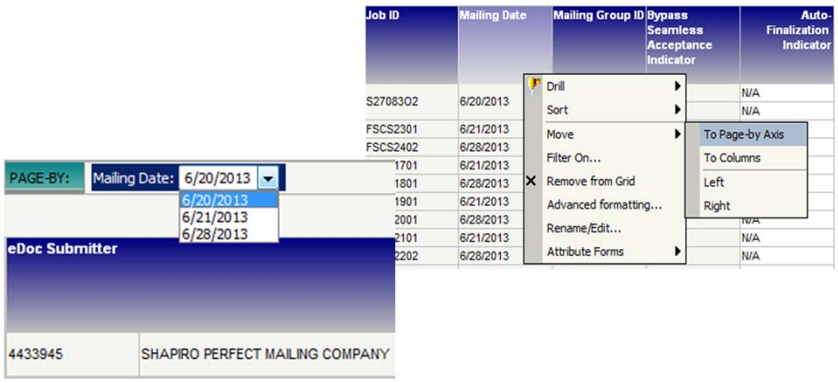
Now, we will through some tip and tricks to improve your experience while using the Mailer Scorecard and Mail Quality Reports.

All columns which provide the ability to drill into a more detailed report will be indicated with a blue hyperlink. If you want to see if there is more than one option and which report to go to next, right-click on the blue hyperlink to get a complete list of the available options.

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'



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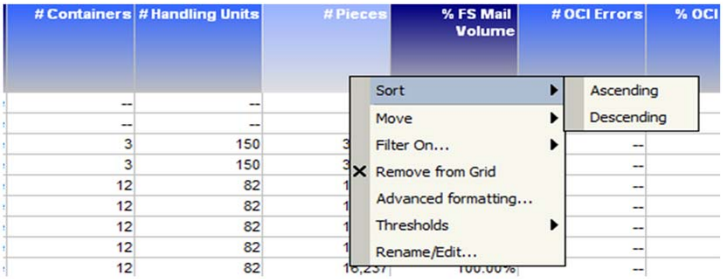
If you want to filter the data on the report to see information from a specific date or job, similar to the capability that excel provides, right-click on the column that you want to filter your data on. Click 'Move', then clock 'To Page-by Axis'.

This will remove the column from the report and move it to the top of the data set as a drop-down list of options to filter the data. In this example, you would now be able to view information from all mailings on a single date without seeing data from other days.

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



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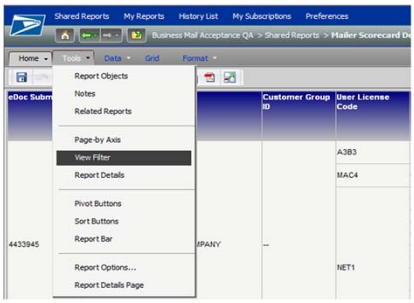
If you would like to sort the data, you can right-click the column header that has the information you wanted to sort by. Then click on 'Sort', and select to either sort by Ascending order (values get larger as you move down the report) or Descending (values get smaller as you move down the report).

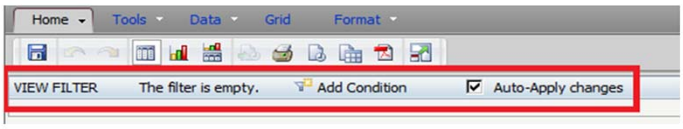
Tips & Tricks – Filter

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



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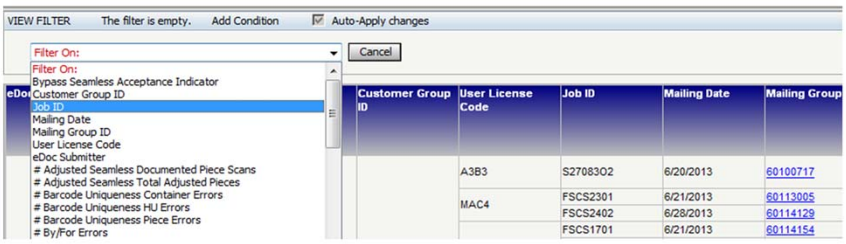
You can add a filter to any report, this is a more advanced feature than the page-by and lets you customize a report to view a very data set. For example, you can set up a filter to show any error types with more than 100 errors. Any errors with less than 100 errors would not be displayed.

To use the filter, after the report is generated, click on the arrow next to Tools. Now click on 'View Filter'. You will now see an empty filter 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



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

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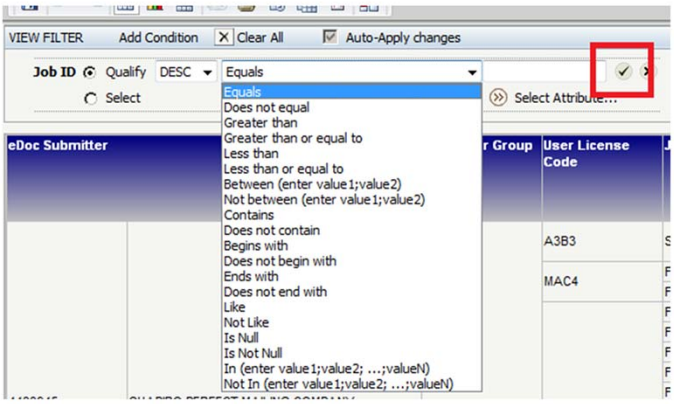
To add a filter, select 'Add Condition'. Now you can select any field in the report that you want to filter your information by, for example Number of By/For Errors.

Tips & Tricks

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



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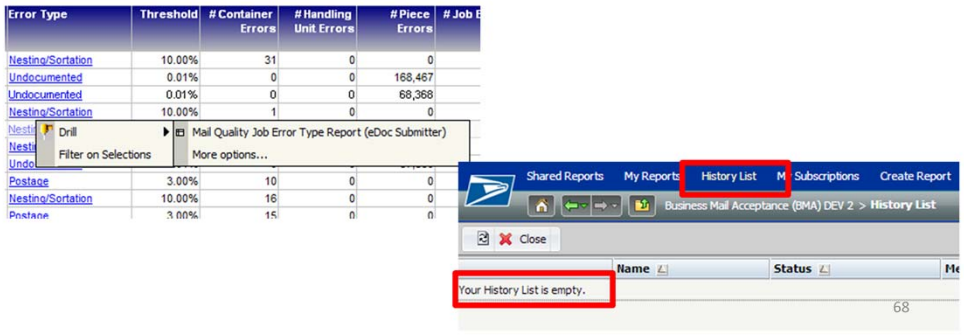
Next you will need to select how you would like to filter the selected column. For example, by Greater Than or Equal To and then entering the value 100.

Click the Checkmark to apply the filter to the report.

Tips & Tricks - Performance

- Make prompt selections as specific as possible (i.e. a single month or small number of locations selected)
- Clear History List to ensure there are no pending reports that may impact current executions
- Set subscriptions of long running reports to execute overnight and avoid wait time
- Drill on specific records instead of column headers



There are a few things you can do as a user to reduce the amount of time spent waiting for reports to return results. Here are some best practices.

Make your prompt selections a specific as possible. You will have faster performance if you run a report for a single month than for a year or if you run the report for 3 CRIDs instead of 35.

Clear your History List (link available at the top of every page) to delete out any old reports that may impact your current performance.

Select the most specific drill path available. Click on an individual row to drill instead of the column header. This will limit the amount of information that is being reported on and should speed performance.

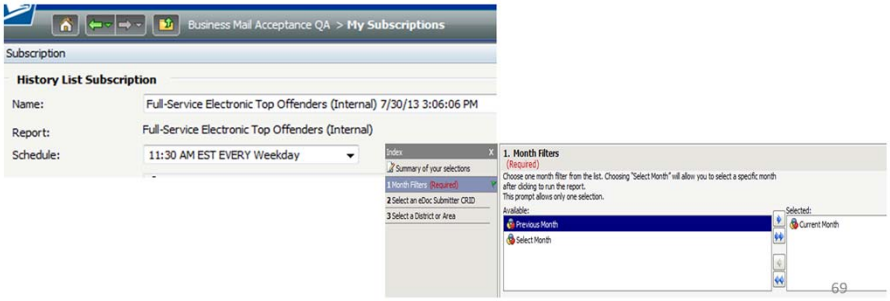
And finally, if you have a report that normally takes a long time to run, consider setting up a subscription so the report can generate overnight and be waiting for you in the morning. We will next cover how to generate a subscription.

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



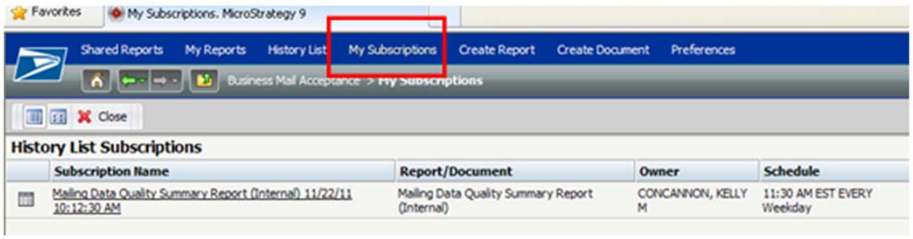
Setting up a recurring subscription for report that you look at often, will minimize the amount of time that you spend waiting for a report to return.

To set up a subscription, click on the subscription link at the bottom of every report icon. This link is available before you select a report to run it.

Next pick how often you would like the report to run (daily, weekly) and the time you want it to run. Then you will need to select the date range and CRID for the report.

Subscriptions

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



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To access the reports available through the subscriptions that you've set up, click the my subscriptions link at the top of every page.

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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There is a user guide to the mailer scorecard available on RIBBS that provides detailed information on every tab in the mailer scorecard.

The path to find the user guide is RIBBS, Intelligent Mail, Guides and Specs and look under important links in the blue box on the right.

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Included in the Appendix of the User Guide in a description of every error type.

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: • 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: • 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)

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The Error Type listing will provide additional information on every error found in the mailer scorecard.

There are additional Mail Quality report that were not discussed today that provide additional information on your mail quality.

Additional Reports

Report Name	Description
Mailer Scorecard Job Details	Users will access the Mailer Scorecard Job Details drills to review Full-Service Electronic Verification 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.
Mail Quality Error Type Report	Users will access the Mail Quality Error Type Report to see the details of errors grouped by error type.
Mail Quality Job Error Type Report	Users will access the Mail Quality Job Error Type Report to see the details by job and error type.

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Mailer Scorecard Job Details provide ability to view the exact same metrics that are reported in the mailer scorecard for each mailing within the month.

Mailer Scorecard Weekly Trending allows users to see how percentage metrics that are reported on the Mailer Scorecard have been trending week-by-week.

Mail Quality Error Type Report allows users to see the details of errors grouped by error type.

Mail Quality Job Error Type Report provides ability to see the details by job and error type.