

Full Service Report Testing

Date of Test: _____

Mailer ID(MID) Errors

The below test process will allow a tester to verify that an MID errors reported on the Electronic Verification tab of the mailer scorecard is a valid error. MID errors are logged at the container level.

In this test, we will validate that the # MID errors reported matches between summary and drill views for the eDoc submitter scorecard, Mail Owner Scorecard, Mail Preparer Scorecard and within the Mail Owner/Preparer scorecards. We are also testing that MID errors are logged correctly.

This test will also validate that errors reporting above threshold are reporting correctly on the Mail Entry Additional Postage Assessment Report and Mail Entry [Additional Postage Postage Assessment Report](#) (Internal Users only at this time).

eDoc Submitter Scorecard

Major Step	Key Points	Reasons
1. Open eDoc Submitter Scorecard View _____ eDoc Submitter CRID used	<ul style="list-style-type: none"> Select "I'm an eDoc submitter" Enter information in the (Required) filter fields: <ul style="list-style-type: none"> Select Timeframe: <ul style="list-style-type: none"> Current Month Previous Month Select Month Enter the eDoc Submitter CRID in the Search Box Click on the magnifying glass to search for the CRID Highlight the eDoc Submitter name Click on the arrow to move the CRID to the right box under "Selected" Select "Run Document" located at bottom left of screen. Next screen will request to select "Error Type" Select "FS Electronic Errors" 	The Mailer Scorecard holds all Full-Service errors, including MID errors.

<p>2. Navigate to the MID errors fields</p> <p>_____ # of MID Container Errors Reported</p> <p>_____ # of MID Handling Units (HUs) Errors Reported</p> <p>_____ # of MID Piece Errors Reported</p> <p>_____ % of MID container errors Reported</p> <p>_____ % of MID HU errors Reported</p> <p>_____ % of MID piece errors Reported</p>	<ul style="list-style-type: none"> • eDoc Submitter Scorecard will display • Select the “Electronic Verification” tab located at the top of the Scorecard view (should default to this tab) • Record number of errors for container, HUs and pieces reported for MID. • Select % Metric and record the percentage for MID errors for containers, HUs, and pieces. 	<p>The MID errors field displays a count/% of MID errors for the selected CRID over the selected timeframe.</p> <p>New: Scorecard now displays additional lines with the number of containers, HUs or pieces with at least one distinct MID error.</p>
<p>3. Navigating to the "Error Details by Error Type" report</p> <p>_____ Sum of MID Container Errors Reported</p> <p>_____ Sum of MID Handling Units (HUs) Errors Reported</p> <p>_____ Sum of MID Piece Errors Reported</p>	<p>The user may drill to the Error Details by Error Type Report in one of two ways:</p> <ul style="list-style-type: none"> • Left-click on the eDoc Submitter CRID at the top of the column <p>Or the user may</p> <ul style="list-style-type: none"> • Right-click on the mailer name then select “Drill” and a fly out box will appear to select “View Error Details by Error Type” • On the next screen, select the “FS Electronic Errors” filter • Click the “Run Report” button left of the screen 	<p>The drill reports show a rollup of all errors for the CRID, for the program that was selected in the filter.</p> <p>The count of errors on the drill should match to the count of errors on the scorecard.</p>

<p>4. Open the Mail Quality Job Error Type Report</p> <p>_____ sum of MID Container Errors Reported</p> <p>_____ Sum of MID Handling Units (HUs) Errors Reported</p> <p>_____ Sum of MID Piece Errors Reported</p> <p>_____ Job ID of selected Job</p> <p>_____ MID or CRID of Mail Owner</p> <p>_____ # of MID errors reported for job selected</p>	<ul style="list-style-type: none"> • Record the sum of the MID errors displayed on Error Type Report • Select a job and reord the number of MID errors for the specific job selected 	<p>This report will show the errors rolled up to each job.</p> <p>The sum count of errors from each job should match to the count of errors on the Error Details by Error Type drill and the scorecard.</p>
<p>5. Verify that all correct fields are populated</p>	<p><u>Note: Some data may not be included if it is not available</u></p>	<p>Ensure that there is no required data missing from the report</p>

<p>6. Open Mail Quality Detailed Error Report</p> <p>Select 5 errors and review the error details (if fewer than 5 errors validate all)</p> <p>_____ MID</p> <p>_____ MID</p> <p>_____ MID</p> <p>_____ MID</p> <p>_____ MID</p>	<ul style="list-style-type: none"> • Select the Error Code link for the selected job • The incorrect MID is listed in the "Error Data" field • Record the incorrect MID for the 5 errors • For missing Mail Owner/Mail Preparer error, verify the completion of these fields in your original eDoc files (.mpa or .cpt) 	<p>The key data is displayed in the "Error Description" field</p> <p>External Users: To validate a MID used to identify Mail Owner or Mail Preparer, is valid use the Customer Validation Tool in the Business Customer Gateway</p> <p>Internal Users: Use the MID Tool to validate a valid MID</p> <p>Note: A MID Error may be valid as there is a timing discrepancy between BCG and SASP for newly created MIDs which may be logged as errors. There is a 24 to 48 hour</p>
<p>7. Open Customer Validation Tool in BCG (External Users)</p> <p>(Internal Users) Open MID Tool on RIBBS https://ribbs.usps.gov/</p>	<p>External Users</p> <ul style="list-style-type: none"> • Open in a new window browser • Log onto BCG • Locate the Customer Validation Tool • Enter MID <p>Internal Users</p> <ul style="list-style-type: none"> • Open in a new window browser • Access MID Tool at: https://mid.usps.gov/ • Log on using User ID and password • Enter the MID to validate 	<p>External Users: The MID lookup tool is located on the BCG under the Customer Validation Tool.</p> <p>Internal Users Only: MID lookup can also be located by typing MID or SPM in an internet Browser and looking up in those systems.</p>
<p>8. Search the MID or CRID noted in step 6.</p> <p>_____ # valid MID errors</p> <p>_____ # invalid MID errors</p>	<ul style="list-style-type: none"> • Log the number of valid MID errors • Log the number of invalid MID errors 	<p>Use this test if you identify any MID errors.</p> <p>External Users should report invalid errors which require a Help Desk ticket to investigate a possible system issue.</p> <p>Internal Users should report any</p>

		discrepancies to the applicable reporting group to investigate.
9. Validate that errors reported on each report level are consistent	<ul style="list-style-type: none"> • Check that MIDerror counts logged in steps 2, 3, and 4 are consistent across all report levels • Check that MIDErrors logged in step 6 matches the errors for the selected job 	<p>Use this test if you identify an Entry Facility errors.</p> <p>External Users should report invalid errors which require a Help Desk ticket to investigate a possible system issue.</p> <p>Internal Users should report any discrepancies to the applicable reporting group to investigate.</p>

Mail Preparer Scorecard (Mail Preparers Only)

In this test, we will validate that the # of MID errors reported matches between summary and drill views for the Mail Preparer scorecard. We are also testing that MID errors are logged correctly.

Major Step	Key Points	Reasons
1. Open Mailer Preparer Scorecard _____ Mail Preparer CRID used	<ul style="list-style-type: none"> Select "I'm a Mail Owner or Mail Preparer" Enter information in the (Required) filter fields: <ul style="list-style-type: none"> Select Timeframe: <ul style="list-style-type: none"> Current Month Previous Month Select Month Click Select Preparer CRID box Select "Run Document" located at bottom left of screen. 	The Mailer Scorecard holds all Full-Service errors, including MID errors.
2. Navigating to Mail Preparer Scorecard View	<ul style="list-style-type: none"> Enter CRID of mail preparer in the "Search for:" box Click on the magnifying glass to search for the CRID Highlight the Mail Preparer name Click on the arrow to move the Mail Preparer to the right box under "Selected" Select "Run Document" located at bottom left of screen. 	
3. Mail Preparer Scorecard View _____ # of MID Container Errors Reported _____ # of MID Handling Units (HUs) Errors Reported _____ # of MID Piece Errors Reported _____ % of MID container errors Reported _____ % of MID HU errors Reported _____ % of MID piece	<ul style="list-style-type: none"> Mail Preparer Scorecard will display Select the Electronic Verification tab at the top of the Scorecard view (should default to this tab) Record number of errors reported for MID in the "Total" column Select % Metric and record the percentage for MID errors in the "Total" column 	The MID errors field displays a count/% of MID errors for the selected CRID over the selected timeframe.

errors Reported		
<p>4. Drill to the "Error Details by Error Type" report</p> <p>_____ Sum of MID Container Errors Reported for the Mail Preparer</p> <p>_____ Sum of MID Handling Units (HUs) Errors Reported for the Mail Preparer</p> <p>_____ Sum of MID Piece Errors Reported for the Mail Preparer</p>	<p>The user may drill to the Error Details by Error Type Report in one of two ways:</p> <ul style="list-style-type: none"> • Left-click on the "Mail Preparer CRID" at the top of the column <ul style="list-style-type: none"> • This view only display MID errors logged for a specific Mail Owner by the Mail Preparer <p>Or the user may</p> <ul style="list-style-type: none"> • Right-click on "Mail Preparer" then select "Drill" and a fly out box will appear to select "View Error Details by Error Type" <ul style="list-style-type: none"> • This view will display every Mail Owner the Mail Preparer prepared mail for with MID errors logged • The next screen select "FS Electronic Errors" as the Error type • Click "Run Report" located on the bottom left of screen 	<p>The drill reports show a rollup of all errors for the CRID, for the program that was selected in the filter.</p> <p>The count of errors on the drill should match to the count of errors on the scorecard.</p>
<p>5. Open the Mail Quality Detailed Error Report</p> <p>_____ Selected Job ID</p> <p>_____ MID or CRID of Mail Owner</p> <p>_____ # of MID errors reported for selected job</p>	<ul style="list-style-type: none"> • Left-click on the "Error Type" <p>or</p> <ul style="list-style-type: none"> • Left click on the "Error Code" for the selected MID error reported for a job • Select a specific job to validate errors at a more detailed level 	<p>This report shows full details for each error in the selected job.</p> <p>The count of errors here should match the count of the selected job on the previous Mail Quality Job Error Type report (capped at 100 at the piece level).</p>
<p>6. Open Mail Quality Detailed Error Report</p> <p>Select 5 errors and review the error details (if fewer than 5 errors validate all)</p> <p>_____ MID</p> <p>_____ MID</p>	<ul style="list-style-type: none"> • The incorrect MID is listed in the "Error Data" field • Record the incorrect MID for the 5 errors • External Users: To validate a MID or CRID used to identify Mail Owner or Mail Preparer, is valid use the Customer Validation Tool in the Business Customer Gateway 	<p>The key data is displayed in the "Error Description" field.</p>

<p>_____ MID</p> <p>_____ MID</p> <p>_____ MID</p>	<ul style="list-style-type: none"> • Internal Users: Use the MID Tool to validate a valid MID <p>For missing Mail Owner/Mail Preparer error, verify the completion of these fields in your original eDoc files (.mpa or .cpt)</p>	
<p>7. Open Customer Validation Tool in BCG (External Users)</p> <p>(Internal Users) Open MID Tool on RIBBS https://ribbs.usps.gov/</p>	<ul style="list-style-type: none"> • The incorrect MID is listed in the "Error Data" field <p>External Users</p> <ul style="list-style-type: none"> • Open in a new window browser • Log onto BCG • Locate the Customer Validation Tool • Enter MID <p>Internal Users</p> <ul style="list-style-type: none"> • Open in a new window browser • Access MID Tool at: https://mid.usps.gov/ • Log on using User ID and password • Enter the MID to validate <p>For missing Mail Owner/Mail Preparer error, verify the completion of these fields in your original eDoc files (.mpa or .cpt)</p>	<p>External Users: The MID lookup tool is located on the BCG under the Customer Validation Tool.</p> <p>Internal Users Only: MID lookup can also be located by typing MID or SPM in an internet Browser and looking up in those systems.</p>
<p>8. Search the MID noted in step 6</p> <p>_____ # valid MID errors</p> <p>_____ # invalid MID errors</p>	<ul style="list-style-type: none"> • Log the number of valid MID errors 	<p>A mailer is responsible for all valid errors.</p> <p>External Users should report invalid errors which require a Help Desk ticket to investigate a possible system issue.</p> <p>Internal Users should report any discrepancies to the applicable reporting group to investigate.</p>
<p>9. <u>Validate that errors reported on each report level are consistent</u></p>	<ul style="list-style-type: none"> • <u>Check that MID error counts logged in steps 2, 3, 4 are consistent across all report levels</u> 	<p>External Users should report invalid errors which require a Help Desk ticket to investigate a possible system issue.</p> <p>Internal Users should report any discrepancies to the applicable reporting group to investigate.</p>

Mail Owner Scorecard (Mail Owners Only)

In this test, we will validate that the # of MID errors reported matches between summary and drill views for the Mail Owner scorecard. We are also testing that MID errors are logged correctly.

Major Step	Key Points	Reasons
1. Open Mail Owner Scorecard _____ Mail Owner CRID used (From previously identified Mail Preparer SC review)	<ul style="list-style-type: none"> Select "I'm a Mail Owner or Mail Preparer" Enter information in the (Required) filter fields: <ul style="list-style-type: none"> Select Timeframe: <ul style="list-style-type: none"> Current Month Previous month Select a month Click Select Owner CRID box <ul style="list-style-type: none"> Select "Run Document" located at bottom left of screen. 	The Mailer Scorecard holds all Full-Service errors, including MID errors.
2. Navigating to Mail Owner Scorecard View	<ul style="list-style-type: none"> Enter CRID of Mail Owner in the "Search for:" box Click on the magnifying glass to search for the CRID Highlight the Mail Owner name Click on the arrow to move the Mail Owner to the right box under "Selected" Select "Run Document" located at bottom left of screen. 	
3. Mail Owner View of Scorecard	<ul style="list-style-type: none"> Located on the Electronic Verification tab Select the "Electronic Verification" tab located at the top of the view (should default to this tab) 	This will display FS errors for the Mail Owner for which the the Mail Preparer is responsible for preparing the mailings.

<p>4. Navigate to the MID errors fields</p> <p>_____ # of MID Container Errors Reported</p> <p>_____ # of MID Handling Units (HUs) Errors Reported</p> <p>_____ # of MID Piece Errors Reported</p> <p>_____ % of MID Container Errors Reported</p> <p>_____ % of MID HU Errors Reported</p> <p>_____ % of MID Piece Errors Reported</p>	<ul style="list-style-type: none"> • Mail Owner Scorecard will display • Select the Electronic Verification tab at the top of the Scorecard view (should default to this tab) • Record number of errors reported for MID in the “Total” column • Select % Metric and record the percentage for MID errors in the “Total” column 	<p><u>The MID errors field displays a count/% of MID errors for the selected CRID over the selected timeframe.</u></p>
<p>5. Drill to the "Error Details by Error Type" report</p> <p>_____ # of MID errors reported</p>	<p>The user may drill to the Error Details by Error Type Report in one of two ways:</p> <ul style="list-style-type: none"> • Left-click on the “Mail Owner” <ul style="list-style-type: none"> • This report will display MIDerrors for that Mail Owner by Mail Preparer <p>Or the user may</p> <ul style="list-style-type: none"> • Right-click on the mailer name then select “Drill” and a fly out box will appear to select “View Error Details by Error Type” • This view will display all MIDerrors for the mail owner by mail preparer • The next screen select “eInduction” as the Error type • Click “Run Report” located on the bottom left of screen • Record the number of Entry 	<p>The drill reports show a rollup of all errors for the CRID, for the program that was selected in the filter.</p> <p>The count of errors on the drill should match to the count of errors on the scorecard.</p>

	Facilityerrors reported	
<p>6. Open the Mail Quality Job Error Type Report</p> <p><u> sum of MID Errors Reported</u></p> <p><u> # of MID errors reported for selected job.</u></p> <p>_____ Selected Job ID</p>	<ul style="list-style-type: none"> • Left-click on the "Error Type" or "Error Code" link for the selected MIDError 	<p>This report will show the errors rolled up to each job.</p> <p>The sum count of errors from each job should match to the count of errors on the Error Details by Error Type drill and the scorecard.</p>
<p>7. Open Mail Quality Detailed Error Report</p> <p>Select 5 errors and review the error details (if fewer than 5 errors validate all)</p> <p>_____ MID</p> <p>_____ MID</p> <p>_____ MID</p> <p>_____ MID</p> <p>_____ MID</p>	<ul style="list-style-type: none"> • The cause of the MID errors are displayed in the "Error Description" field • Record 5 MIDs for errors selected • For invalid MID or CRID used to identify Mail Owner or Mail Preparer, validate the MID/CRID using the Customer Validation Tool in the Business Customer Gateway • For missing Mail Owner/Mail Preparer error, verify the completion of these fields in your original eDoc files (.mpa or .cpt) • Was the Mail Owner properly identified in their profile? 	<p>The key data is displayed in the "Error Description" field</p> <p>We will confirm that the MID is in correct in the next step</p>
<p>8. Open Customer Validation Tool in BCG (External Users)</p> <p>Open MID Tool on RIBBS https://ribbs.usps.gov/</p>	<ul style="list-style-type: none"> • The incorrect MID is listed in the "Error Data" field <p>External Users</p> <ul style="list-style-type: none"> • Open in a new window browser • Log onto BCG • Locate the Customer Validation Tool • Enter MID <p>Internal Users</p> <ul style="list-style-type: none"> • Open in a new window browser • Access MID Tool at: https://mid.usps.gov/ 	<p>External Users: The MID lookup tool is located on the BCG under the Customer Validation Tool.</p> <p>Internal Users Only: MID lookup can also be located by typing MID or SPM in an internet Browser and looking up in those systems.</p>

	<ul style="list-style-type: none"> Log on using User ID and password Enter the MID to validate <p>For missing Mail Owner/Mail Preparer error, verify the completion of these fields in your original eDoc files (.mpa or .cpt)</p>	
<p>9. <u>Validate that errors reported on each report level are consistent</u></p>	<ul style="list-style-type: none"> <u>Check that MID error counts logged in steps 2, 3, 4 are consistent across all report levels</u> 	<p>External Users should report invalid errors which require a Help Desk ticket to investigate a possible system issue.</p> <p>Internal Users should report any discrepancies to the applicable reporting group to investigate.</p>

Full-Service Report Testing

MID [Errors](#)

Postage Assessment Report Testing

In this test we will validate that the # MID, % MID and \$ amount for Full-Service errors match between the Postage Assessment Summary Report on the eDoc Submitter scorecard and the Postage Assessment Summary Report – Information Only Mail Entry Invoice in PostalOne! (Currently only viewable by Internal Users).

This test will also validate that errors reporting above threshold are reporting correctly on the Mail Entry [Additional Postage Assessment Report](#) (Internal Users only at this time) and Postage Assessment Summary Report – Information Only Report.

Scorecard-eDoc Submitter view to Postage Assessment Detail Report

Major Step	Key Points	Reasons
<p>1. Open eDoc Submitter Scorecard View</p> <hr/> <p>eDoc Submitter CRID used</p>	<ul style="list-style-type: none"> Select “I’m an eDoc submitter” <p>Enter information in the (Required) filter fields:</p> <ul style="list-style-type: none"> Select Timeframe: <ul style="list-style-type: none"> Current Month Previous Month Select Month Enter the eDoc Submitter CRID in the Search Box Click on the magnifying glass to search for the CRID Highlight the eDoc Submitter name Click on the arrow to move 	<p>We will identify the count of MID errors logged in the previous month.</p>

	<p>the CRID to the right box under “Selected”</p> <ul style="list-style-type: none"> • Select “Run Document” located at bottom left of screen. • 	
<p>2. Open Postage Assessment Summary Report – Informational Only</p> <p>_____ # MID Container Errors</p> <p>_____ # Containers with MID Errors</p> <p>_____ % Containers with MID Errors</p> <p>_____ # MID HU Errors</p> <p>_____ # HUs with MID Errors</p> <p>_____ % HUs with MID Errors</p> <p>_____ # MID Piece Errors</p> <p>_____ # Pieces with MID Errors</p> <p>_____ % Pieces with MID Errors</p> <p>\$_____ Total Additional Postage Due Full-Service Electronic – Info Only</p>	<ul style="list-style-type: none"> • Right Click on the eDoc Submitter CRID • Drill to the Postage Assessment Summary Report • Continue to scroll using the arrow located to the right of the page until FS metrics/percentages/postage are viewable. • Record the number of Payent errors reported • Record number of MID errors, % Metric and postage amount <p>Do the totals match for # of MID errors</p>	<p>The Postage Assessment Job Report shows errors by error type.</p> <p>External Users should open a Help Desk ticket if the error count is incorrect.</p> <p>Internal Users should report any discrepancies to the applicable reporting group to investigate.</p>
<p>3. Postage Assessment validation in PostalOne!</p> <p>Confirm “Impact from Full Service Electronic Verification” report reflects errors from the previous drills.</p> <p>\$_____ Impact from Full Service Electronic Verification</p>	<p>Internal Users only</p> <ul style="list-style-type: none"> • Log onto PostalOne! • Select the Mail Entry Additional Postage Assessment Report • Enter edoc submitter CRID • Select Execute Search <p>Note this report is not yet available to external users.</p>	<p>Does the information on the Postage Assessment Summary Report match the Mail Entry Assessment Report for eDoc submitter.</p> <p>Internal Users should report any discrepancies to the applicable reporting group to investigate.</p>

**4. Open Mail Entry
Additional Postage
Assessment Summary
Report**

Mailer ID Container Errors

**\$_____ Additional
Postage Amount**

**\$_____ Adjusted
Additional Postage
Amount**

**_____ Assessed Error
Count**

**_____ Assessed Error
or PAF (%)**

Mailer ID Tray Errors

**\$_____ Additional
Postage Amount**

**\$_____ Adjusted
Additional Postage
Amount**

**_____ Assessed Error
Count**

**_____ Assessed Error
or PAF (%)**

Mailer ID Piece Errors

**\$_____ Additional
Postage Amount**

**\$_____ Adjusted
Additional Postage
Amount**

**_____ Assessed Error
Count**

**_____ Assessed Error
or PAF (%)**

- Left Click on eDoc Submitter CRID
- After the 11th of the month, generate Mail Entry Invoice Summary Report for previous month
- Review Additional Postage Amount, Adjusted Additional Postage Amount, Assessed Error Count and Assessed Error or PAF (%)
- Record the Additional Postage Amount, Adjusted Additional Postage Amount, Assessed Error Count and Assessed Error or PAF (%)
Record the amounts/Count/%

The Postage Assessment Summary Report lists all of the Postage Assessment details per assessable metric.

Compare the additional postage for Full-Service Electronic Verification on Scorecard when the display becomes available.

Invoice Detail Report provides the additional postage impacts for each error type measured within Full Service Electronic Verification.

Compare the Assessed Error Count to the number of MID errors above threshold on the Scorecard.

6. Compare error counts per eDoc Submitter on the Scorecard and Postage Assessment Detail Report	<ul style="list-style-type: none">• Locate the eDoc Submitter CRID on both reports• Verify that error counts are equal	<p>Does the information on the Postage Assessment Summary Report match the Mail Entry Assessment Report for eDoc submitter.</p> <p>Internal Users should report any discrepancies to the applicable reporting group to investigate.</p>