

Full-Service Report Testing

Date of Test: _____

Unlinked Copal Errors

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

In this test, we will validate that the # Unlinked Copal 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 Unlinked Copal 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 "eInduction" 	The Mailer Scorecard holds all Full-Service errors, including Unlinked Copal errors.
2. Navigate to the Unlinked Copal errors fields	<ul style="list-style-type: none"> eDoc Submitter Scorecard will display Select the "Electronic 	The Unlinked Copal errors field displays a count/% of Unlinked Copal errors for the selected CRID

<p>_____ # of Unlinked Copal errors reported</p> <p>_____ % of Unlinked Copal errors reported</p>	<p>Verification” tab located at the top of the Scorecard view (should default to this tab)</p> <ul style="list-style-type: none"> Record number of errors reported for Unlinked Copal Select % Metric and record the percentage for Unlinked Copal Errors 	<p>over the selected timeframe.</p>
<p>3. Navigating to the "Error Details by Error Type" report</p> <p>_____ # of Unlinked Copal 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 “eInduction 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 Unlinked Copal errors reported</p> <p>_____ Job ID of Select Job</p> <p>_____ # of Unlinked Copal errors reported for selected job</p>	<ul style="list-style-type: none"> Record the sum of the Unlinked Copal errors displayed on Error Type Report Select a job and record the number of Unlinked Copal 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. Validate that errors reported on each report level are consistent</p>	<ul style="list-style-type: none"> Check that Unlinked Copal errors counts logged in steps 2, 3,4 are same across all report levels 	<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</p>

		reporting group to investigate.
7. Validate to ensure the error is accurate	<p>If you believe the trays were properly linked to an Original Container Information (OCI) file, you can contact your consolidator to verify whether the OCI file was submitted.</p> <p>Note: All Copal trays must be linked within 14 days to an OCI file (if an OCI file is used).</p>	<p>Use this test if you identify an Unlinked Copal error where you believe the OCI file was properly submitted.</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>

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Unlinked Copal [Errors](#)

Postage Assessment Report Testing

In this test we will validate that the #Unlinked Copal, % Unlinked Copal 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 the CRID to the right box under “Selected” Select “Run Document” 	<p>We will identify the count of Unlinked Copal errors logged in the previous month.</p>

	located at bottom left of screen.	
<p>2. Open Postage Assessment Summary Report – Informational Only</p> <p>_____ # of Unlinked Copal Tray Errors</p> <p># HUs with Unlinked Copal Errors</p> <p>_____ % HUs with Unlinked Copal Errors</p> <p>\$_____ Additional Postage Amount for total FS errors</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 Electronic Verification metrics/percentages/postage are viewable. • Record the number of Payent errors reported • Record number of Unlinked Copal errors, % Metric and postage amount <p>Do the totals match for # of Unlinked Copal 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 responsible edoc submitter CRID with Unlinked Copal • Select Execute Search 	<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>
<p>4. Open Mail Entry Postage Assessment Detailed Report</p>	<ul style="list-style-type: none"> • Left Click on eDoc Submitter CRID 	<p>The Postage Assessment Summary Report lists all of the Postage Assessment details per assessable metric.</p> <p>Compare the additional postage for Full Service Electronic Verification on Scorecard when the display becomes available.</p>
<p>5. Mail Entry Invoice Summary Detailed Report (Internal Users Only)</p> <p>Copalletization</p> <p>\$_____ Additional Postage Amount</p>	<ul style="list-style-type: none"> • 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 	<p>Invoice Detail Report provides the additional postage impacts for each error type measured within Full Service Electronic Verification.</p> <p>Compare the Assessed Error Count to the number of Unlinked Copal errors above threshold on the</p>

<p>\$_____ Adjusted Additional Postage amount</p> <p>_____ Assessed Error Count</p> <p>_____ Assessed Error or PAF %</p>	<p>Assessed Error or PAF (%)</p> <ul style="list-style-type: none"> Record the amounts/Count/% 	<p>Scorecard.</p>
<p>6. Compare error counts per eDoc Submitter on the Scorecard and Postage Assessment Detail Report</p>	<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>