



Guide to the Mailer Scorecard

Version 1.8

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1. EXECUTIVE SUMMARY

The Postal Service has four key initiatives to streamline the acceptance, induction, and verification of commercial mailings that may result in a postage assessment: Full-Service Intelligent Mail, Move Update, eInduction, and Seamless Acceptance. Each of these initiatives evaluates mail quality and mail preparation against established thresholds. The Postal Service provides mailers with access to a mail quality tool, the Mailer Scorecard, which displays a dashboard view of the results of the letter and flat mailing activity within each of these initiatives over a calendar month. This view is available to both the mailer who submitted the electronic documentation for the mailing (eDoc submitter) and the mail owner.

The Mailer Scorecard includes five tabs:

- **Mailer Profile** – For mailers submitting letter and flat mail, this tab provides a summary of volume by mail class, eDoc types, and total revenue in a month.
- **Electronic Verification** – For mailers submitting eDoc, this tab provides results from Full-Service preparation requirements, Move Update compliance, and presort preparation requirements.
- **eInduction** – For mailers participating in eInduction, this tab provides an overview of the number of containers on eInduction and number of eInduction validation errors.
- **Seamless Acceptance** – For mailers participating in Seamless Acceptance or Seamless Parallel, this tab provides an overview of the verification results including undocumented, nesting/sortation, delivery point validation, etc.
- **Service Performance Measurement (SPM)** – For all Full-Service mailers, this tab provides an overview of the number of mailpieces that were excluded from measurement due to one or more issues.

Reports on the Mailer Scorecard provide both a high-level overview of mail preparation quality for the previous month and a drill-down view that allows mailers to view detailed error information.

Mail Owner View

Mail Owners have one path to view metrics within the Mailer Scorecard. The Mail Owner/Mail Preparer view allows the Mail Owner to view metrics against only their mailpieces across all the Mail Service Providers (MSPs) that have prepared mailings for them within a calendar month. Mail Owners can only see results for mailpieces, handling units, and containers where they are identified as the mail owner in the eDoc. If a Mail Owner is assessed additional postage by their MSP, they are able to view and validate the errors from their mailings that may have contributed to the MSP exceeding an established threshold by drilling into their reports on the Mailer Scorecard.

Mail Service Provider View

There are two ways an MSP can access data within the Mailer Scorecard. The eDoc submitter view provides a snapshot of all mailings submitted by a single Customer Registration ID (CRID) for a calendar month. If any of the established thresholds are

exceeded from this view of the Mailer Scorecard, a postage assessment is generated. This view does not provide the MSP with a breakdown of mail owners whose mail contributed to the MPS's overall monthly volume. To see which Mail Owners are contributing to exceeded thresholds that cause additional postage assessments, MSPs must log into the Scorecard from the Mail Owner/Mail Preparer view. This allows the MSP to view metrics for the Mail Owners for whom they have prepared mailings in a calendar month. MSPs will only see the results for mailpieces, handling units, and containers within the eDoc they submitted.

Mail Entry Postage Assessments and Reports

The results displayed in the Mailer Scorecard are used to determine when additional postage should be assessed. Postage Assessments are generated when the total pieces in error exceed an established threshold. For example, the full-service program uses the submitted eDoc to verify the Mailer ID (MID) in a piece's barcode. A MID error is logged for each piece in the mailing that fails this verification. When the number of MID errors exceeds the established threshold, the eDoc submitter will be assessed on those errors over threshold for the calendar month. If the percentage of error is below the established threshold or if the additional postage due is less than \$50, then no additional postage is assessed. The results of verifications performed on mailings throughout the calendar month are finalized on the 10th day of the following month.

Mail Owners can use the Mailer Scorecard to view a summary of their error counts across MSPs and to drill into detailed error reports. eDoc submitters can view assessable error information in two ways: first, the Mailer Scorecard displays results for mailpieces, handling units, and containers for the mailings they prepared. Second, the Mail Entry Postage Assessment Report lists errors by Mail Owner. Postage Assessments are generated only to the eDoc submitter.

The Mail Entry Postage Assessment Report displays the total number of invoiceable errors, in contrast to the Mailer Scorecard which displays ALL errors for the month. A hyperlink from the Assessment Detail report displays the total error count and total percentage each mail owner contributed to the overall errors, not just the invoiceable pieces displayed on the Assessment Report. This drill down matches the total errors on the Mailer Scorecard and allows MSPs to identify top offenders at the mail owner level in order to reallocate the assessment back to the mail owners.

2. MAIL ENTRY OVERVIEW

2.1 Mailer Scorecard and its Role in USPS Initiatives

The Mailer Scorecard provides a dashboard view of the results of the letter and flat mailing activity with the Postal Service over a calendar month. This view is available to both the mailer who submitted the electronic documentation for the mailing (eDoc submitter) and the mail owner/mail preparer. The Mailer Scorecard is a MicroStrategy report that displays results of mail quality verifications across key initiatives including Full-Service, Move Update, eInduction, and Seamless Acceptance. MicroStrategy reports summarize mailing performance history, allowing mailers to view trending and error information on mailings. The Mailer Scorecard includes five tabs: 'Mailer Profile', 'Electronic Verification', 'eInduction', 'Seamless Acceptance' and 'Service Performance Measurement.'

Figure 1: USPS Initiatives

	Full-Service Intelligent Mail	Move Update	eInduction	Seamless Acceptance
Definition	Full-Service Intelligent Mail verifications are performed upon eDoc upload to ensure that discounts claimed are valid for the mailing.	The Move Update verification for Full Service mailings are performed to ensure that mailpiece addresses are updated within 95 days of a change of address request.	eInduction validations are performed to ensure containers have been delivered to the right facility.	Seamless Acceptance verifications are performed to confirm proper mail preparation for the discounts claimed and postage paid.

2.2 Full-Service Verifications

The Mailer Scorecard allows the user to track metrics and trends in connection with Full-Service mailings. Full-Service Intelligent Mail verifications are performed upon eDoc upload to ensure that discounts claimed are valid for the mailing. Errors will be logged against pieces that fail any of the validations listed below. The results of this verification process are aggregated over a calendar month and measured against established thresholds. Errors over the threshold will cause the removal of the full-service discount for the pieces in error. Errors under the threshold will not be assessed.

For full-service eDoc verification, the full-service discount can only be removed once per piece (example, if a first-class piece has a STID error, a By/For error, and a barcode uniqueness the piece would only lose the discount once). Potential additional postage charges can be viewed throughout a calendar month on the Mailer Scorecard. Mailers will not be responsible for postage assessments on an exceeded threshold for any errors that were caused by a Postal Service system issue (e.g. a PostalOne! delay in posting submitted eDoc).

The following error types have been identified as being postage assessment eligible. The thresholds and a definition of each error are included in the table.

Figure 2: Full Service Verifications

Error Type	Threshold	Description
MID Container	2%	A MID Container error is logged when the Mailer ID in the Intelligent Mail container barcode was not assigned by the USPS, and is invalid, or cannot be found
MID Handling Unit	2%	A MID Handling Unit error is logged when the Mailer ID in the Intelligent Mail tray barcode was not assigned by the USPS, and is invalid, or cannot be found
MID Piece	2%	A MID Piece error is logged when the Mailer ID in the Intelligent Mail barcode was not assigned by the USPS, and is invalid, or cannot be found
STID	2%	A STID error is logged when the Service Type ID in the Intelligent Mail barcode is missing or not valid and correct for the class and service level of the mailpiece
By/For	5% *	A By/For error is logged when the mail owner and mail preparer are not identified and accurate in the eDoc Do the mail owner and mail preparer identifiers (MID, CRID, or Permit) provided in the eDoc exist in USPS reference systems? Is the mail owner also identified as the mail preparer within the same mailing? Has the mail owner been identified as a mail preparer in another mailing in the past 90 days? *A custom by/for threshold may be set for a mailer who accepts more than 5% of volume from small mailers presenting less than 5,000 pieces per day
Barcode Uniqueness Container	2%	A Barcode Uniqueness container error is logged when the Intelligent Mail container barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc

Error Type	Threshold	Description
Barcode Uniqueness Handling Unit	2%	A Barcode Uniqueness Handling Unit error is logged when the Intelligent Mail tray barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc
Barcode Uniqueness Piece	2%	A Barcode Uniqueness Piece error is logged when the Intelligent Mail barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc Note: The MID, Serial Number, and Mail Class from the STID define a unique IMb. If the same MID and Serial Number are used on two mailpieces with two different STIDs that indicate the same class of mail (for example First-Class STIDs 314 and 320), those pieces will be flagged as non-unique.
Entry Facility Container	2%	An Entry Facility Container is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of the container is not a valid Postal Service location in the Facility File of the Drop-Ship Product File
Entry Facility Handling Unit	2%	An Entry Facility Handling Unit is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of a handling unit, without a container, not a valid Postal Service location in the Facility File of Drop-Ship Product File
Unlinked Copal	5%	An Unlinked Copal error is logged when a tray/virtual sack is marked for copalletization at origin but no electronic documentation is submitted with the tray/virtual sack on a pallet This validation is logged against the handling unit (either tray or virtual sack) and is checked against the threshold by comparing the number of handling units with an unlinked copal error / total number of handling units. This was previously called an OCI error.

These errors are available on the Mailer Scorecard – Electronic Verification tab. The ‘Electronic Verification’ tab includes results generated from the validation of eDoc data against Full-Service preparation requirements, Move Update compliance, and presort preparation requirements. Prior to August 2014, the Scorecard displayed a tab called ‘Full-Service Electronic’ which displayed results of the Full-Service verification on eDoc. In August 2014, the name of the ‘Full-Service Electronic’ Tab was changed to ‘Electronic Verification’ as additional metrics were added to the report. This tab displays information from all letter and flat mailings submitted with electronic documentation.

2.3 Move Update Verifications

The Mailer Scorecard allows the user to track metrics and trends in connection with Move Update. The Postal Service will utilize Mail Processing Equipment (MPE) scans and eDoc to measure Move Update quality on mailers who submit 75% or more of their eligible volume as full-service. Electronic Change-of-Address (COA) records are created when the mailpieces are forwarded or identified as undeliverable-as-addressed due to a change of address. These electronic records include the move effective date and COA record creation. If a mailpiece received more than one COA record where the later date is between 95 days and 18 months

of the postage statement finalization date, a COA error will be generated. Results will be aggregated over a calendar month and measured against the established threshold.

Temporary, Foreign, Moved Left No Address (MLNA), Box Closed No Order (BCNO) and Single Piece Full Rate Pieces will be excluded from measurement. Mail Owners who have been authorized for an exception to Move Update through the Legal Restraint process will be excluded by using the CRID of the mail owner. For 99% customers, these have been included in the established threshold and were found to have no impact on the threshold percentage. Data from this census process are currently being displayed for information only in the Mailer Scorecard; any assessments will be communicated at a later date. The postage assessment is currently calculated at \$0.07 per piece over the threshold.

The following error type has been identified as being postage assessment eligible. The threshold and definition of the error are included in the table.

Figure 3: Move Update Verification

Error Type	Threshold	Error Type Description
Move Update	.8%	A Move/Update error is logged when the address on the mailpiece has not been updated due to a COA record where the more current of the COA Move Effective and COA Create date is between 95 days and 18 months of the postage statement finalization date.

The Move Update Threshold was defined as 0.8% based on a statistical analysis of available data. USPS will continue to monitor the Move Update mail quality metrics across all Full-Service mailers and will re-evaluate the thresholds when adequate additional mail volume is available for further analysis.

2.4 eInduction Verifications

The Mailer Scorecard allows the user to track metrics and trends related to electronic Induction (eInduction) and the quality and accuracy of drop-shipment preparation. The eInduction process streamlines the preparation and induction of drop shipments and expedited plant load mailings. It leverages existing electronic documentation (eDoc), Intelligent Mail container barcode (IMcb), and handheld scanner technologies to verify payment and preparation of commercial mail containers. Through eInduction, the Postal Service has a process to measure the quality and accuracy of drop-shipment preparation and entry-point validation. At a high-level, PostalOne! compares scans collected at the point of induction to information submitted on the eDoc.

The following error types have been identified as being postage assessment eligible. The thresholds and a definition of each error are included in the table.

Figure 4: eInduction Verifications

Error Type	Threshold	Description
(Extra) Undocumented	0.00%	An Undocumented error is logged when a scanned Intelligent Mail container barcode (IMcb) is not in any eDoc. Mailers have 10 day grace period to upload

		the eDoc after container is scanned. No additional verifications are performed on Undocumented containers.
Payment	0.0%	A Payment error is logged when the postage statements for a scanned container are not in a finalized (FIN) or finalized pending payment (FPP) status.
Duplicate	0.17%	A Duplicate error is logged when the same IMcb is used on two or more containers within 45 days of the eDoc Postage Statement Mailing Date. An error is logged for the second and any subsequent containers received on different appointments.
Misshipped	1.05%	A Misshipped error is logged when the container is scanned at an incorrect entry location, per the Mail Direction File. The correct entry location is based on the Container Destination ZIP and container-level entry facility type provided in the eDoc. Misshipped errors are only logged on containers that claim a destination entry discount.
Entry Point Discount (EPD)	TBD	An Entry Point Discount error is logged when one or more pieces on a container claim an entry discount level that is not available at the location where the container was entered. The Mail Direction File defines the available entry discount levels for each entry location. EPD errors are only logged on containers that claim a destination entry discount.
Zone Discount (Periodicals and BPM Only)	0.01%	A Zone error is logged when one or more pieces on a container claim a lower entry Zone than the Zone calculated between the location where the container was entered and the destination from the eDoc. Zones are defined using the USPS Zone chart. Zone errors are only logged on containers that claim a zone discount.

If the percentage of containers in error exceeds the egregious threshold for a given validation, the Postal Service will charge additional postage on containers in excess of the threshold. The postage assessment process will be identical to that described in the Full-Service section. The Postal Service will automate the postage assessment of eInduction errors in Summer 2015.

2.5 Seamless Acceptance

The Mailer Scorecard allows the user to track metrics and trends in connection with the Seamless Acceptance program. Seamless Acceptance leverages electronic documentation and Intelligent Mail barcodes on mailpieces, trays and sacks, and containers to automate acceptance and verification processes. Mailpiece scans collected from mail processing equipment (MPE) and hand held scanning devices are reconciled to the eDoc to confirm proper mail preparation for the discounts claimed and postage paid.

Mail is verified by reviewing data within the eDoc (called eDoc verification), the comparison of eDoc to MPE scans (called census verification), and the comparison of eDoc to scans from sampling (called sampling verification). These three verification types provide a complete view of mail preparation. The results of these Seamless Acceptance verifications are aggregated over a one-month period, measured against established thresholds, and displayed in the Mailer Scorecard under the Seamless Tab. When the mail is participating in

Seamless Acceptance or Seamless Parallel, the Seamless tab of the Scorecard is accessible to the Postal Service, Mail Preparers, and Mail Owners.

The scorecard provides aggregated results and an evaluation of whether any verification errors exceed an allowable threshold. Quality is measured against all mailings over a calendar month, not against individual mailings.

The following error types have been identified as being postage assessment eligible. The thresholds and a definition of each error are included in the table.

Figure 5: Seamless Acceptance Verifications

Error Type	Threshold	Description
Undocumented	.5%	An Undocumented errors is logged when a scanned Intelligent Mail barcode cannot be found in electronic documentation that has an associated finalized postage statement.
Delivery Point	2%	A Delivery Point Error is logged when the 5-, 9-, or 11-digit routing code portion of the Intelligent Mail barcode is invalid, the wrong length, or missing.
Nesting/Sortation (Mail Processing Equipment)	1%	A Nesting/Sortation (MPE) error is logged when the scanned Intelligent Mail barcode is found in a reconstructed tray with a different presort level or destination ZIP Code than the nested tray from the eDoc. Trays are reconstructed when 80 or more pieces from the same eDoc tray are scanned in a row on the same piece of MPE.
Nesting/Sortation (Sampling)	PAF 1.05*	A Nesting/Sortation (Sampling) error is logged when the presort level of a sampled piece was incorrectly identified in the eDoc or the presort level of the sampled piece does not match the presort level of the physical handling unit sampled.
Postage (Sampling)		A Postage error is logged when the postage affixed amount, or the postage payment method, of the sampled piece does not match the postage information in the eDoc.
Weight (Sampling)		A Weight error is logged when the weight of the sampled piece does not match the weight in the eDoc and crosses a weight category or exceeds a threshold set for pound postage.
Mail Characteristic (Sampling)	PAF 1.05*	A Mail Characteristic error is logged when the sampled piece does not qualify as the type of mailing from the eDoc such as Processing Category, mail class, or nonprofit eligibility.
Barcode Quality (Sampling)	PAF 1.05*	A Barcode Quality error is logged when the scan of the sampled piece had an unreadable barcode or had no barcode on an automation piece.

*Three postage adjustment factors, or PAFs—General (for sampling nesting/sortation errors, postage errors, and weight errors), Mail Characteristic and Barcode Quality—are applied to Seamless Acceptance sampling verifications.

3. MAILER SCORECARD OVERVIEW

3.1 What is the Mailer Scorecard?

The Mailer Scorecard measures mail quality per mailing location. It allows both mail owners and mail preparers to track mailing performance at mailing locations by providing a summary of mailing metrics statistics based on components of electronic documentation, physical scans of containers or pieces, or both. Ultimately, information located within the Scorecard helps mailers determine if they are operating within allowable thresholds, or if they need to improve performance within specific categories. To the extent that a mailer exceeds a threshold, it might be subject to assessments by USPS until corrective action is taken. Currently, metrics related to Verifications (Full-Service Electronic, eInduction, and Seamless) are reported. A Mailer Profile that provides general information about the mailer is also available.

3.2 What information is included in the Mailer Scorecard?

There are five tabs on the Mailer Scorecard: Mailer Profile, Electronic Verification, eInduction, Seamless, and Service Performance Measurement (SPM). Each tab of the Scorecard provides a dashboard view of the results of the letter and flat mailing activity with the USPS over a calendar month. The results provide feedback on mail quality. Data for all mail sites is compiled and displayed on the Scorecard. Each time a mailing is finalized in PostalOne!, the results are added to the previous mailings for the month, based on the Mailer's Date of Mailing, resulting in a cumulative percent. The data is evaluated to determine if it is in compliance with thresholds set by the USPS. At the end of the month, the Scorecard closes and a final score for the month displays.

Note: Tool tips appear when a user hovers the mouse over a row (or column) header, which will provide a description of the metric.

Note: Another feature to note is the display of color-coded values. When a value is highlighted in yellow, the month-to-date performance for that category exceeds the USPS threshold.

When the scorecard is first opened, the default view is in number metrics. To view the same information as percentages click on the Percent Metrics, button. To view trends for the month, click on either number trending or percent trending.

3.3 How is data fed into the Mailer Scorecard?

Data appears in Mailer Scorecard reports at various intervals and from various sources, depending on the nature of the data sought (see Figure 6 for details).

Figure 6: Scorecard Data Sources and Timing

Scorecard Tab	Content	Data Source	Data Availability	
			After Postage Statement Finalization	After Scan Sampling Event
Mailer Profile	Summary of Mailings for a month for eDoc and hardcopy Postage Statement Mailings.	eDoc submitted by Mailer	Data is available the next calendar day after the Statement is finalized	N/A
Electronic Verification (Full-Service)	Provides monthly results for Full-Service preparation requirements, and presort preparation requirements.	eDoc submitted by Mailer	Data is available three calendar days after the Statement is finalized	N/A
Electronic Verification (Move Update)	Provides monthly results for Move/Update compliance.	eDoc submitted by Mailer	Data is available four calendar days after the Statement is finalized	Data is available three calendar days after the Event
eInduction	Provides an overview of the number of containers and validation errors, results of eInduction validations over a calendar month, and feedback on eInduction errors at the eDoc submitter CRID level.	eDoc submitted by Mailer, Intelligent Mail container barcodes and physical scans	Data is available the next calendar day after the Statement is finalized	Data is available the next calendar day
Seamless	Provides overview of the verification results (including any verifications that exceed thresholds) and feedback to eDoc Submitters and Mail Service Providers.	eDoc submitted by Mailer, MPE and physical scans	Data is available three calendar days after the Statement is finalized	Data is available three calendar days after the Event (Note: Undocumented is four calendar days)
SPM Exclusions	Provides a table that shows the Full-Service mailpieces that were excluded from measurement due to one or more issues. This table shows the possible preparation errors and their definitions, and can be filtered by mail product.	eDoc submitted by Mailer, MPE and physical scans	N/A	24-48 hrs after sample or MPE scan

Notably, the data that feeds the Mailer Scorecard is sourced differently than the traditional USPS model for quality control. In the past, mailing quality would be assessed by sampling pieces at the source for a singular mailing. This provided a snapshot in time for single job, but did not give a holistic picture of mail over time. The Scorecard, on the other hand, compiles data over the course of an entire month, which it uses to populate metrics and reports. Scorecard data is refreshed once per day. In light of the data update timing referenced in Figure 2, the recommended Mailer Scorecard viewing time for the eDoc Submitter view is

between 8:00 am and 8:00 pm (ET). For the Mail Owner/Preparer view, the recommended viewing time is between 12:00 pm and 8:00 pm (ET). This change in process and philosophy empowers mailers with a more comprehensive understanding of mail quality by providing high-level trend analysis supported by granular, precise metrics.

On the Mailer Scorecard, all places where the result is '0', a '- -' will be displayed. This applies to numeric, percent and invoicing metrics. All places where the result is "N/A" indicates that the mailer has no mailings that apply to that corresponding metric. All Additional Postage metrics have '-Info Only' in the name to indicate that the metric amount is not currently being invoiced by USPS.

3.4 How is the Mailer Scorecard Used to Assess for Errors?

Each month USPS will use the Scorecard to examine metrics from the previous calendar month to evaluate if the established mail quality thresholds are met. If these thresholds are surpassed, an invoice will be generated on the 11th of the month. Mailers will have an opportunity to review the invoicing reports and request a review if they feel any of the penalties is a mistake.

The Mailer Scorecard is used to derive the Mail Entry Assessment Report in PostalOne! Postage Assessments are generated only when the established thresholds are exceeded. On the Scorecard a, Mail Service Provider is able to see each Mail Owner's metrics and what percentage of their mail has contributed to each error type. Mail Owners, however, can only validate their error counts across Mail Service Providers by drilling into their reports on the Mailer Scorecard.

On the 11th of every month, Mail Entry Assessment Reports (see Figure 7 below) are generated in PostalOne! based on the Mailer Scorecard results for the previous month. The Postal Service will notify a Mail Owner when their permit is selected as the paying permit. PostalOne! will automatically send an email notification to the Verification Assessment Evaluator (VAE) identified in the Business Customer Gateway. If no VAE is assigned, the email notification will be sent to the Business Service Administrator (BSA) for the CRID. If there are multiple BSAs/VAEs assigned, a notification will be sent to each.

Mailers will not be responsible for postage assessment based on an exceeded threshold for any errors that were caused by a Postal Service system issue (e.g. a PostalOne! delay in posting submitted eDoc). For full-service eDoc verification, the full-service discount can only be removed once per piece.

Figure 7: Postage Assessment Summary

Mail Entry Invoice Summary Report

Please navigate to the [Microstrategy Reports](#) > Shared Reports > Mail Quality > Mail Quality (eDoc Submitter) > Invoice Summary Report (eDoc Submitter) to see the detailed mail entry invoice information.

Mail Entry Invoice Summary Report Search

Date From: March 2014

Date To: March 2014

eDoc CRID: 94539866 94539866 94541061 94542659

Mailing Group ID:

[Show CRID Details](#)

Mail Job:

Status: All - Include all Statuses

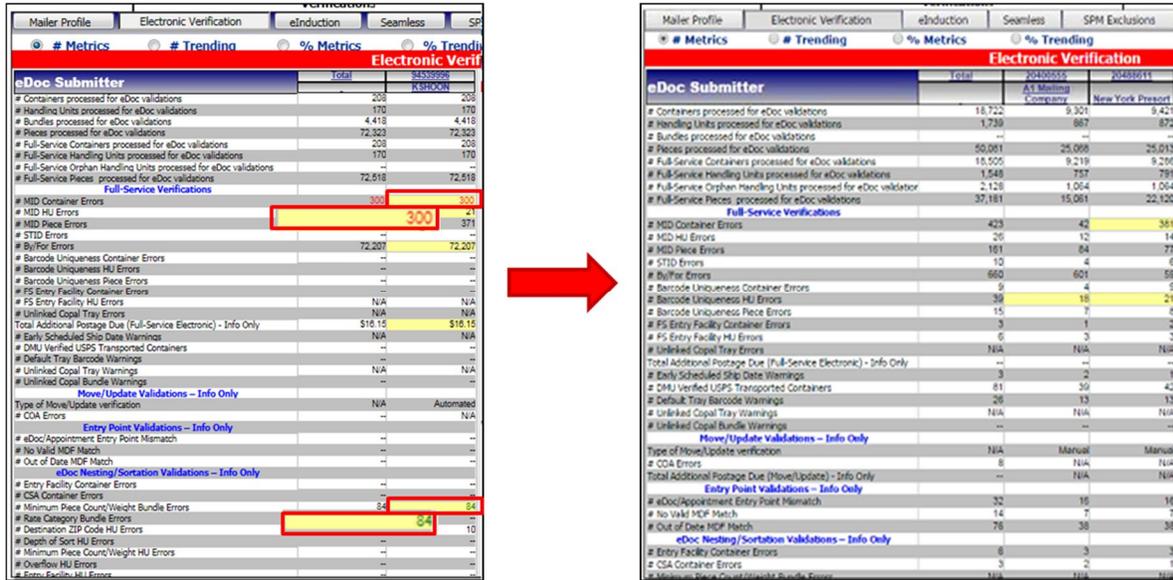
One record found.

Responsible CRID	Invoice Period	Impact from Sampling	Impact from Processing	Impact from Undocumented	Impact from Induction	Impact from Full Service Electronic Verification	Total Postage Impact	Status	Action
94539866	March 2014	\$0.00	\$0.00	\$94.36	\$0.00	\$0.00	\$0.00	Pending Review	

Future Release Enhancements to the Mailer Scorecard

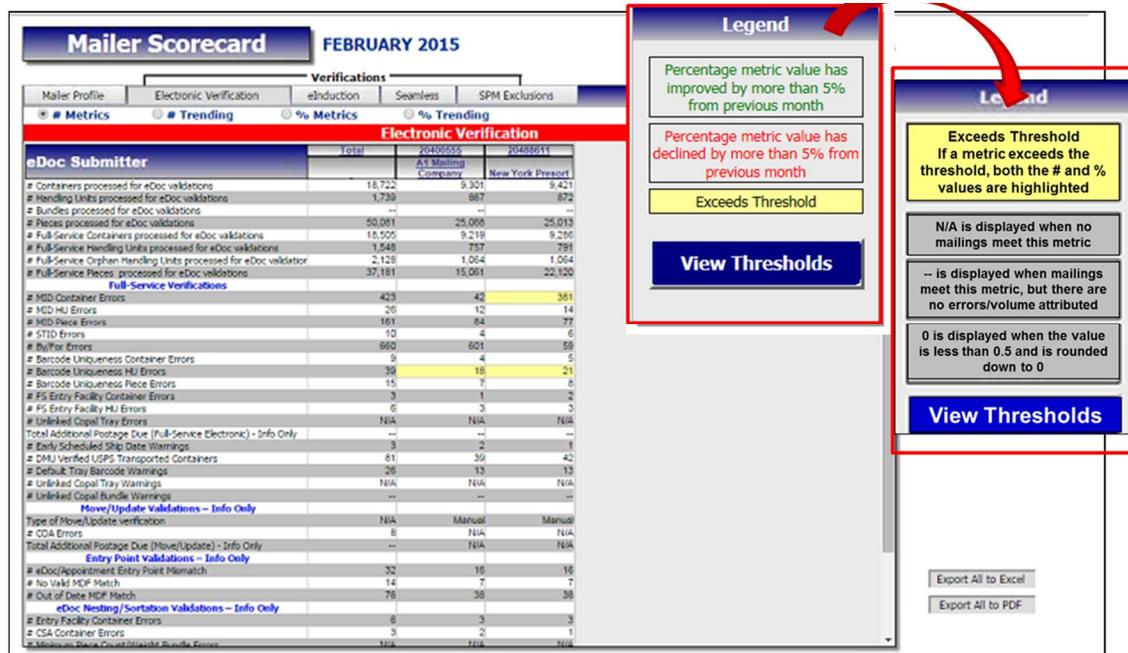
- In the next release, any metric values on the Scorecard that increase or decrease by more than 5% will no longer be shown in red or green text on the Mailer Scorecard (see figure 8 below).

Figure 8: Mailer Scorecard Enhancement to Metrics Out of Range



- The legend will be updated to reflect the removal of the red and green text and symbols and descriptions have been added as well (see figure 9 below).

Figure 9: Mailer Scorecard Enhancement to Legend



4. MAILER SCORECARD: TAB-BY-TAB

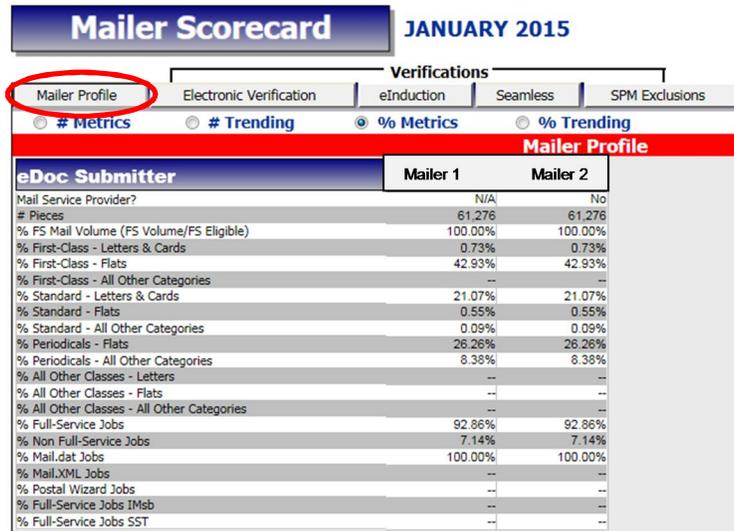
The five tabs on the Mailer Scorecard—Mailer Profile, Electronic Verification, eInduction, Seamless and Service Performance Measurement—provide a dashboard view of the results of the letter and flat mailing activity with the USPS over a calendar month.

4.1 Mailer Profile

The Mailer Profile tab displays the characteristics and volume of mail that has been processed for the selected month. To see both the percent and number metrics, users can toggle between the # Metrics and % Metrics radio buttons located on the Mailer Profile tab.

Mailers are encouraged to view the Scorecard regularly to identify areas that need attention in an effort to help improve their mail quality. For more information on how data is fed into the Scorecard please see section 3.3 in this guide.

Figure 10: Mailer Profile Tab



Mail Owners will only see results for mailpieces, handling units, and containers where they are identified as the Mail Owner. The Mail Owner view of the Scorecard will allow an owner to see all of the mail they have produced at their own mailing locations internally or at each Mail Service Provider (MSP) location that mails a portion of their volume. Additionally, Mail Service Providers can view the results for the Mail Owners for which they prepared mail.

Figure 11: Mailer Profile Fields (% view)

FIELD	DEFINITION	DATA SOURCE
Mail Service Provider?	Indicates if a CRID is a Mail Service Provider.	N/A
# of Pieces	Number of mail pieces provided by mailer in electronic documentation and manual statements.	eDoc Verification
% of FS Mail Volume (FS Volume/FS Eligible)	% of mail that was prepared as Full-Service over the number of pieces that are eligible for full-service. Contact the Help Desk if the % is low and preventing participation in a USPS program.	eDoc Verification
% First-Class - Letters & Cards	The total number of pieces with this mail class/processing category combination as a percentage of the total number of pieces.	eDoc Verification
% First-Class - Flats	The total number of pieces with this mail class/processing category combination as a percentage of the total number of pieces.	eDoc Verification
% First-Class - All Other Categories	The total number of First Class pieces (with a processing category outside of letters or flats) as a percentage of the total number of pieces.	eDoc Verification
% Standard - Letters & Cards	The total number of pieces with this mail class/processing category combination as a percentage of the total number of pieces.	eDoc Verification
% Standard - Flats	The total number of pieces with this mail class/processing category combination as a percentage of the total number of pieces.	eDoc Verification
% Standard - All Other Categories	The total number of Standard pieces (with a processing category outside of letters or flats) as a percentage of the total number of pieces.	eDoc Verification
% Periodicals - Flats	The total number of pieces with this mail class/processing category combination as a percentage of the total number of pieces.	eDoc Verification
% Periodicals - All Other Categories	The total number of periodicals pieces (with a processing category outside of flats) as a percentage of the total number of pieces.	eDoc Verification
% All Other Classes - Letters	The total number of letter pieces (with a mail class outside of first class, standard, or periodical) as a percentage of the total number of pieces.	eDoc Verification
% All Other Classes - Flats	The total number of flat pieces (with a mail class outside of first class, standard, or periodical) as a percentage of the total number of pieces.	eDoc Verification
% All Other Classes - All Other Categories	The total number of pieces (outside listed mail class/processing category combinations) as a percentage of the total number of pieces.	eDoc Verification
% Full-Service Jobs	The percentage of Full-Service jobs.	eDoc Verification
% Non Full-Service Jobs	The percentage of Non Full-Service jobs.	eDoc Verification
% Mail.dat Jobs	Total number of Mail.dat jobs as a percentage of the total number of jobs.	eDoc Verification
% Mail.XML Jobs	Total number of Mail.XML jobs as a percentage of the total number of jobs.	eDoc Verification
% Postal Wizard Jobs	Total number of Postal Wizard jobs as a percentage of the total number of jobs.	Manual
% Full-Service Jobs IMsb	The percentage of Full-Service jobs submitted using Intelligent Mail for Small Business (IMsb).	eDoc Verification
% Full-Service Jobs SST	The percentage of Full-Service jobs finalized on the Self-Service Terminal (SST).	eDoc Verification

Future Release Enhancements to Mailer Profile Tab

- **In the next release**, the tooltips definition for “# Pieces” on the Mailer Profile Tab will change from “Number of mail pieces provided by mailer in electronic documentation” to “Number of mailpieces provided by mailer in electronic documentation and manual statements” (see figure 12 below).

Figure 12: Mailer Profile #'s View Enhancement



4.2 Electronic Verification

The Electronic Verification tab provides Full-Service and Non Full-Service mail volume and verification results. The Electronic Verification tab is broken into the following five components, each of which is detailed in this section:

1. Volume Information
2. Full-Service Verification
3. Move/Update Validation
4. Entry Point Validation
5. eDoc Nesting/Sortation Validation

The results of verifications are compiled based on information in the eDoc and the results displayed are cumulative over a calendar month. Mailers are encouraged to view the Scorecard regularly to identify areas that need attention in an effort to help improve their mail quality. For more information on how data is fed into the Scorecard please see section 3.3 in this guide.

Figure 13: Electronic Verification Tab

Mailer Scorecard		FEBRUARY 2015	
Verifications			
Mailer Profile	Electronic Verification	eInduction	Seamless
# Metrics	% Trending	% Metrics	% Trending
Electronic Verification			
eDoc Submitter		Mailer 1	Mailer 2
# Containers processed for eDoc validations		9,303	9,303
# Handling Units processed for eDoc validations		1,049	1,049
# Bundles processed for eDoc validations		2,099	2,099
# Pieces processed for eDoc validations		25,433	25,433
# Full-Service Containers processed for eDoc validations		9,221	9,221
# Full-Service Handling Units processed for eDoc validations		939	939
# Full-Service Orphan Handling Units processed for eDoc validation		1,064	1,064
# Full-Service Pieces processed for eDoc validations		24,618	24,618
Full-Service Verifications			
% MID Container Errors		0.91%	0.91%
% MID HU Errors		1.26%	1.26%
% MID Piece Errors		0.34%	0.34%
% STID Errors		0.02%	0.02%
% By/For Errors		0.25%	0.25%
% Barcode Uniqueness Container Errors		0.04%	0.04%
% Barcode Uniqueness HU Errors		1.92%	1.92%
% Barcode Uniqueness Piece Errors		0.03%	0.03%
% FS Entry Facility Container Errors		0.01%	0.01%
% FS Entry Facility HU Errors		0.26%	0.26%
% Unlinked Copal Tray Errors		0.44%	0.44%
% Early Scheduled Ship Date Warnings		5.13%	5.13%
% Default Tray Barcode Warnings		0.43%	0.43%
% Unlinked Copal Tray Warnings		7.11%	7.11%
Move/Update Validations – Info Only			
Type of Move/Update verification		N/A	Automated
% COA Errors		1.27%	1.27%
Entry Point Validations – Info Only			
% eDoc/Appointment Entry Point Mismatch		---	---
% No Valid MDF Match		---	---
% Out of Date MDF Match		---	---
eDoc Nesting/Sortation Validations – Info Only			
% Entry Facility Container Errors		0.04%	0.04%
% CSA Container Errors		---	---
% Minimum Piece Count/Weight Bundle Errors		---	---
% Rate Category Bundle Errors		---	---
% Destination ZIP Code HU Errors		---	---
% Depth of Sort HU Errors		---	---
% Minimum Piece Count/Weight HU Errors		---	---
% Overflow HU Errors		---	---
% Entry Facility HU Errors		---	---
% Rate Category Piece Errors		0.10%	0.10%

Note: Since error thresholds are evaluated by percentage, it is helpful to look at the scorecard using the percent Metrics view. To do this, click on the percent Metrics button as indicated on the screen.

Figure 14: eVerification Tab -- Volume Information

FIELD	DEFINITION	DATA SOURCE
# Containers processed for eDoc validations	Includes First Class (FC)/Standard (SM)/Periodical (PE) Letters, Flats; FC Cards, Bound Printed Matter, SM/PE Co-Mail Flats.	eDoc Verification
# Handling Units processed for eDoc validations	Includes First Class (FC)/Standard (SM)/Periodical (PE) Letters, Flats; FC Cards, Bound Printed Matter, SM/PE Co-Mail Flats.	eDoc Verification
# Bundles processed for eDoc validations	Includes First Class (FC)/Standard (SM)/Periodical (PE) Letters, Flats; FC Cards, Bound Printed Matter, SM/PE Co-Mail Flats.	eDoc Verification
# Pieces processed for eDoc validations	Number of pieces processed for eDoc validations. Includes First-Class (FC)/Standard (SM)/Periodical (PE) Letters, Flats; FC Cards, Bound Printed Matter, SM/PE Co-Mail Flats.	eDoc Verification
# Full-Service Containers processed for eDoc validations	The number of containers that are full service.	eDoc Verification
# Full-Service Handling Units processed for eDoc validations	Used to calculate % OCI errors.	eDoc Verification
# Full-Service Orphan Handling Units processed for eDoc validations	The number of orphan handling units that are full service.	eDoc Verification
# Full-Service Pieces processed for eDoc validations	Number of pieces that were prepared as Full-Service in the electronic documentation.	eDoc Verification

4.2.1 [Volume Information](#)

The first component of the Electronic Verification tab provides the count of containers, handling units, and pieces that were provided in the eDoc and included in the verification results on this tab.

Note: Postage statement counts are included in the Mailer Profile tab only.

4.2.2 [Full-Service Verification](#)

The Full-Service Verification section displays the results of a comparison of the eDoc against Full-Service preparation requirements.

The following six verifications comprise the standards against which USPS will be assessing the mailer’s mailpieces. These verifications compare the mailer’s eDoc against the Full-Service preparation requirements for Full-Service mailings:

- **MID** – Verify a valid Mailer ID was used.
- **STID** – Verify the correct Service Type ID.
- **By/For** – Verify the Mail Owner and Mail Preparer were identified.
- **Barcode Uniqueness** – Verify that a unique barcode was used.
- **Entry Facility** – Verify the correct eDoc Locale Key or Postal Code.
- **Unlinked Copal** – Verify that the number of trays/virtual sacks marked for co-

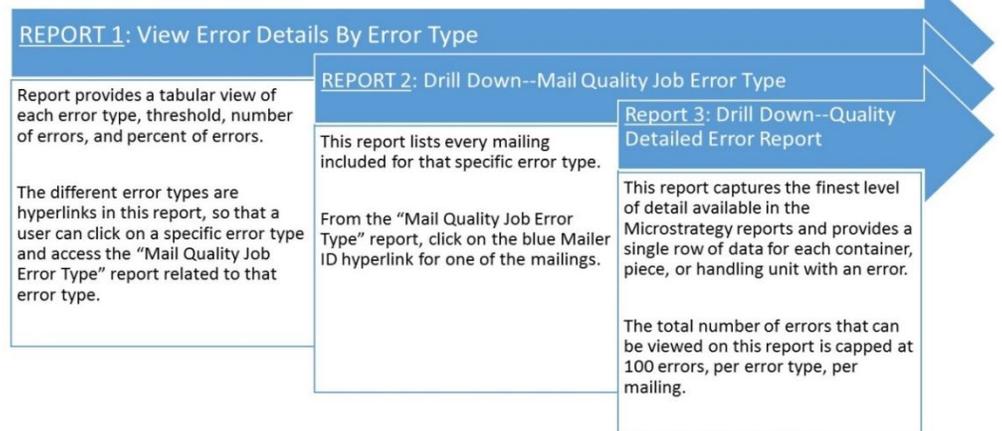
palletization at origin, that are not in the eDoc, are linked to a pallet.

Figure 15: eVerification Tab -- Full-Service

FIELD	DEFINITION	DATA SOURCE
Full-Service Verifications		
% MID Container Errors	Number of Full-Service containers where the Mailer ID portion of the electronic documentation Intelligent Mail Container Barcode is invalid or does not exist divided by total Full-Service containers.	eDoc Verification
% MID HU Errors	Number of Full-Service handling units where the Mailer ID portion of the electronic documentation Intelligent Mail Tray Barcode is invalid or does not exist divided by total Full-Service handling units.	eDoc Verification
% MID Piece Errors	Number of Full-Service pieces where the Mailer ID portion of the electronic documentation Intelligent Mail Barcode is invalid or does not exist divided by total Full-Service pieces.	eDoc Verification
% STID Errors	Number of FS pieces where the STID in the eDoc IMb is invalid, does not exist, identifies a Mail Class that does not match the eDoc Mail Class, or identifies a piece as basic when the piece was identified as FS in the eDoc divided by FS pieces.	eDoc Verification
% By/For Errors	Number of FS pieces where the Mail Preparer (MSP) or Mail Owner (MO) could not be identified due to invalid MID, CRID, or Permit, the MO and MSP are identified as the same entity, or the MO was used as an MSP in the last 90 days divided by FS pieces.	eDoc Verification
% Barcode Uniqueness Container Errors	Number of FS pieces where the IMcb in the eDoc was used more than once within 45 days of the Postage Statement Mailing Date within the same job and CRID, across jobs within the same CRID, or across jobs for any CRID divided by total FS containers.	eDoc Verification
% Barcode Uniqueness HU Errors	Number of handling units where the IMtb in the eDoc was used more than once within 45 days of the Postage Statement Mailing Date within the same job and CRID, across jobs within the same CRID, or across jobs for any CRID divided by total FS HU's.	eDoc Verification
% Barcode Uniqueness Piece Errors	Number of FS pieces where the IMb in eDoc was used more than once within 45 days of the Postage Statement Mailing Date within the same job and CRID, across jobs within the same CRID, or across jobs for any CRID divided by total FS pieces.	eDoc Verification
% FS Entry Facility Container Errors	Number of FS containers where the Entry Facility identified by the eDoc Locale Key or Postal Code does not match the Entry Facility retrieved from the Mail Direction File (MDF) or the Facilities Database (FDB) divided by total FS containers.	eDoc Verification
% FS Entry Facility HU Errors	Number of FS orphan HU's where the Entry Facility identified by the eDoc Locale Key or Postal Code does not match the Entry Facility retrieved from the Mail Direction File (MDF) or the Facilities Database (FDB) divided by total FS orphan HU's.	eDoc Verification
% Unlinked Copal Tray Errors	Number of trays/virtual sacks marked for co-palletization at origin without electronic documentation submitted to link the tray/virtual sack to a pallet within 14 days divided by total handling units.	eDoc Verification
% Early Scheduled Ship Date Warnings	Number of FS DMU Verified USPS Transported containers where the Scheduled Ship Date in the eDoc was set to two or more days prior to postage statement finalization divided by total FS DMU Verified USPS Transported containers.	eDoc Verification
% Default Tray Barcode Warnings	Number of Full-Service handling units where the eDoc tray barcode(.csm or Mail.XML QualReport) provided is 24 characters and consists entirely of the digit 9 (i.e. 999999999999999999999999) divided by total Full-Service handling units.	eDoc Verification
% Unlinked Copal Tray Warnings	Number of trays/virtual sacks marked for co-palletization at origin without electronic documentation submitted to link the tray/virtual sack to a pallet to date divided by total handling units. After 15 days, these warnings becomes errors.	eDoc Verification

When an eDoc verification fails, an error is recorded and displays on the scorecard. When investigating an error, a mailer simply selects its CRID on the Scorecard, which leads to a listing by error type. The mailer can then generate detailed reports that allow the mailer to isolate the source of an error (see Figure 16). Although the results of the Full-Service verification process are compiled over a one calendar month period and measured against established thresholds, the results are refreshed on the Mailer Scorecard on a daily basis to provide current mail quality trend information.

Figure 16: Drilling Down by Error Type



4.2.3 [Move/Update Verification](#)

This validation is based upon scans of mailpieces and not derived by comparing the Scorecard entries to the eDoc.

Figure 17: eVerification Tab -- Move Update

FIELD	DEFINITION	DATA SOURCE
Move/Update Validations -- Info Only		
Type of Move/Update verification	Indicates if move/update data was evaluated by manual or automated verification for the selected month.	SASP
% COA Errors	The number of piece change of address (COA) validation errors as a percentage of the number of move/update eligible pieces.	MPE and eDoc Verification

Traditionally Move Update verification is sample based and measured on mailpieces verified through the MERLIN process. USPS utilizes Mail Processing Equipment scans and eDoc to measure Move Update quality on mailers who submit 75% or more of their eligible volume as Full-Service.

Electronic Change-of-Address records are created when the mailpiece is forwarded or identified as undeliverable-as-addressed. These electronic records include the change effective date and date the COA was filed with the Postal Service. If the electronic COA was on file or effective between 95 days and 18 months before the date of the mailing, a COA error will be generated. Mail Processing scans are compared to the address information listed for the piece in the eDoc to measure Move Update quality. These Full-Service mailers will see the results of this verification on their Mailer Scorecard in the line titled % COA Errors. Figure 18 below summarizes the errors and warnings associated with Move Update verification.

Figure 18: Move Update Verification Warnings and Errors

Error Code	Description	Level	Warning	Error
6000	The mailpiece received more than one associated COA record where the later COA create date and COA effective date is between 95 days and 18 months of the postage statement finalization date.	Piece		x
6001	The mailpiece was undeliverable as addressed and received an associated Nixie record	Piece	x	
6002	The mailpiece was undeliverable as addressed because the lmb delivery point and USPS identified routing delivery point do not match	Piece	x	
7907	A mailpiece received an associated COA record where the later of the COA create date and COA effective date is between 95 days and 18 months.	Piece Range		x

Note: Although the results will appear on the Electronic Verification tab of Mailer Scorecard, this is a separate verification from the Full-Service eDoc verifications and thresholds mentioned earlier.

4.2.4 [Entry Point Validation](#)

The Entry Point Validation checks the correctness of the USPS entry facility in the eDoc against the Mail Direction File (MDF). This validation ensures the entry point in the eDoc is valid for the combination of container, destination, and entry discount claimed on the postage statement mailing date.

Figure 19: eVerification Tab -- Entry Point Validations

FIELD	DEFINITION	DATA SOURCE
Entry Point Validations -- Info Only		
% eDoc/Appointment Entry Point Mismatch	The number of mismatched eDoc and Appointment Entry Points as a percentage of the total number of full service Containers and full service orphan handling units.	eDoc Verification
% No Valid MDF Match	The number of invalid mail direction file match validations as a percentage of the total number of full service Containers and full service orphan handling	eDoc Verification
% Out of Date MDF Match	The number of mail direction file match validations in invalid date range as a percentage of the total number of full service Containers and full service orphan handling units.	eDoc Verification

4.2.5 [eDoc nesting/Sortation Validation](#)

Currently, presort preparation is verified through a manual presort or MERLIN verification process for any mailer not in Seamless. This validation checks if the bundles, trays, sacks, or containers in the eDoc were created as required by the Domestic Mail Manual (DMM) and

whether active labeling lists were used, based on the postage statement mailing date. This includes checks for depth-of-sort, minimum piece counts, weights, and rates paid.

Figure 20: eVerification Tab -- eDoc Nesting/Sorting Validations

FIELD	DEFINITION	DATA SOURCE
eDoc Nesting/Sortation Validations - Info Only		
% Entry Facility Container Errors	eDoc Entry Facility Container Errors, as a percentage of total number of Containers processed for eDoc validations.	eDoc Verification
% CSA Container Errors	CSA Container Errors, as a percentage of total number of Containers processed for eDoc validations.	eInduction
% Minimum Piece Count/Weight Bundle Errors	The number of Bundles that do not meet the required piece or weight minimums, as a percentage of the total number of Bundles processed for eDoc validations.	eDoc Verification
% Rate Category Bundle Errors	The number of Bundles with Pieces whose Rate Category does not match the Container Level of the parent Bundle, as a percentage of the total number of Bundles processed for eDoc validations.	eDoc Verification
% Destination ZIP Code HU Errors	Destinations ZIP Code Errors, as a percentage of total number of Handling Units processed for eDoc validations.	eDoc Verification
% Depth of Sort HU Errors	Depth of Sort HU Errors, as a percentage of total number of Handling Units processed for eDoc validations.	eDoc Verification
% Minimum Piece Count/Weight HU Errors	Minimum Piece Count/Weight Errors, as a percentage of total number of Handling Units processed for eDoc validations.	eDoc Verification
% Overflow HU Errors	Overflow Errors, as a percentage of total number of Handling Units processed for eDoc validations.	eDoc Verification
# Entry Facility HU Errors	eDoc Entry Facility HU Errors, as a percentage of total number of Handling Units processed for eDoc validations.	eDoc Verification
# Rate Category Piece Errors	Rate Category Piece Errors, as a percentage of total number of Pieces processed for eDoc validations.	eDoc Verification

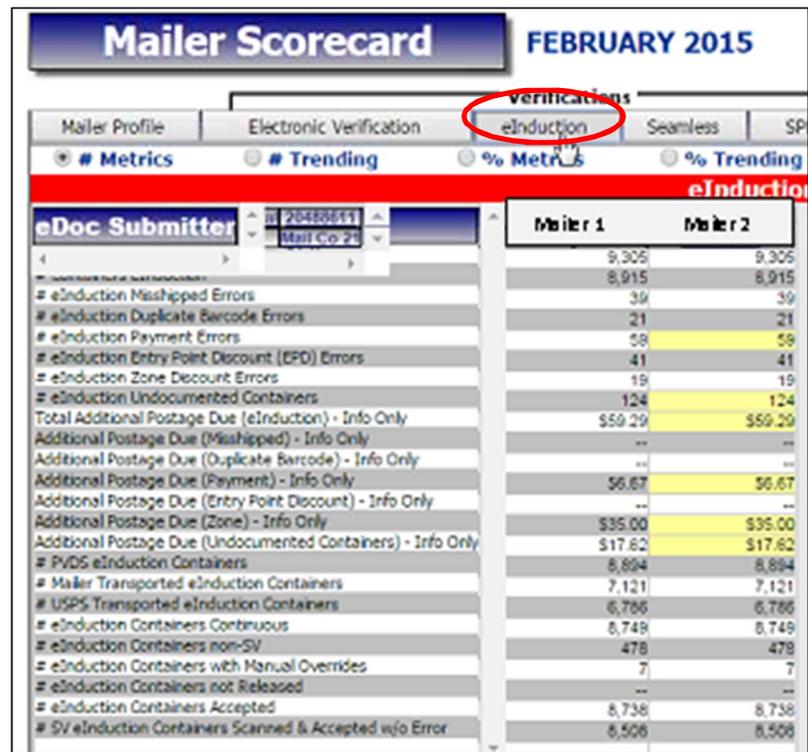
Future Release Enhancements to Electronic Verification Tab

- **In the next release**, there will be several enhancements related to Move Update to include:
 - Move Update % Change of Address (COA) errors will display on the Job Details Report on the eDoc Submitter reports.
 - Move Update % COA errors will be displayed on the % Trending View of the Electronic Verification Tab.
 - % and Count of errors will update automatically by mail owner for all Full-Service errors after reversals. The reversal of the postage statement will refund customers and deactivate any errors tied to the postage statement.
 - % and Count of errors by mail owner for Move Update errors will update automatically after reversals.
- **In the next release**, the numerical Entry Facility Containers metric will be moved from the Seamless tab to the Electronic Verification tab.

4.3 eInduction

The eInduction tab provides the number of containers processed as eInduction, the container's induction method and the eInduction verification results. The

Figure 21: eInduction Tab



eInduction tab is structured similar to the Electronic Verification tab in that it provides metrics and trends related to the quality of eInduction (Figure 21). The following validation types are used to populate the metrics in the eInduction tab:

- **Payment** – Payment status is not marked as finalized or finalized pending payment for a scanned and inducted container that was matched to an eDoc record.
- **Extra** – An eDoc has not been submitted for a scanned and inducted container.
- **Misshipped** – The mailer shipped an eInduction container to an incorrect facility per the active version of the mail direction file, based on the mail class, processing category, container destination ZIP, and entry discount claimed on a container.
- **Duplicate** – Container barcodes on scanned/inducted containers have duplicates submitted within the previous 45 days.
- **Zone** – The mailer claimed a zone discount that was invalid at the actual entry location.
- **Entry Point Discount** – The mailer claimed an entry facility discount that was invalid at the actual entry location.

Note: eInduction verifications and assessment calculations for Standard mail only perform postage assessments on pieces that have invalid EPD for actual entry facility.

Each of the data fields on the eInduction tab are defined in Figure 22 below. For more information on how data is fed into the Scorecard please see section 3.3 in this guide. Mailers are encouraged to view the Scorecard regularly to identify areas that need attention in an effort to help improve their mail quality.

Figure 22: eInduction Tab Fields (% view)

FIELD	DEFINITION	DATA SOURCE
Number of Containers Processed for eDoc Validations	Includes First Class (FC)/Standard (SM)/Periodical (PE) Letters, Flats; FC Cards, Bound Printed Matter, SM/PE Co-Mail Flats.	eDoc Verification
% Containers eInduction	Percentage of containers flagged for eInduction within the electronic documentation.	eDoc Verification
% eInduction Mis-shipped Errors	Percentage of scanned and inducted eInduction containers that were shipped to an incorrect facility.	eInduction
% eInduction Duplicate Barcode Errors	Percentage of scanned and inducted eInduction containers with barcodes that were previously inducted on a different appointment.	eInduction
% eInduction Containers Payment Errors	Percentage of scanned and inducted eInduction containers that were not associated to a paid postage statement within 10 days of induction.	eInduction
% eInduction Entry Point Discount (EPD) Errors	Percentage of scanned and inducted eInduction containers that claimed an incorrect entry point discount.	eInduction
% eInduction Zone Discount Errors	Percentage of scanned and inducted eInduction containers that claimed an incorrect zone discount.	eInduction
% eInduction Undocumented Containers	Percentage of scanned and inducted eInduction containers that were not linked to any electronic documentation.	eInduction
% PVDS eInduction Containers	Percentage of eInduction containers that were transported by a mailer containing pieces claiming an entry point discount.	eInduction
% Mailer Transported eInduction Containers	Percentage of eInduction containers that were transported by a mailer.	eDoc Verification
% USPS Transported eInduction Containers	Percentage of eInduction containers that were part of a USPS transport shipment.	eInduction
% eInduction Containers Continuous	Percentage of eInduction containers that have an approved eInduction Continuous Mailer ID within the container barcode.	eInduction
% eInduction Containers non-SV	Percentage of eInduction containers that were planned for entry at a non-SV facility.	eInduction
% eInduction Containers with Manual Overrides	Percentage of eInduction containers that were manually resolved and released by the help desk or BME user.	eInduction
% eInduction Containers not Released	Percentage of eInduction containers that failed a fatal pre-induction validation and were not released to FAST or SV.	eInduction
% eInduction Containers Accepted	Percentage of eInduction containers that were inducted at SV sites.	eInduction
% SV eInduction Containers Scanned & Accepted w/o Error	Percentage of eInduction containers that were released to SV, scanned and inducted, and have no post-induction errors.	eInduction

Future Release Enhancements to eInduction Tab

- **In the next release**, some of the metrics on the eInduction Tab will be renamed so that the terminology is consistent with the assessment reports (see figure 23).

Figure 23: Enhancement to eInduction Metrics Names

Old Name	New Name
eInduction Containers Misshipped	eInduction Misshipped Errors
eInduction Containers Duplicate Barcode	eInduction Duplicate Barcode Errors
eInduction Container Payment	eInduction Payment Errors
eInduction Containers Entry Point Discount (EPD)	Entry Point Discount (EPD) Errors
eInduction Containers Zone	eInduction Zone Discount Errors
eInduction Containers Extra	eInduction Undocumented Containers
Additional Postage Due (Extra) – Info Only	Additional Postage Due (Undocumented Containers) – Info Only

- PostalOne! currently attempts to re-rate all pieces on a container with Entry Point Discount (EPD) errors. Additionally, eInduction verifications and assessment calculations for Standard mail are updated to only perform postage assessments on pieces that have invalid EPD for actual entry facility. **In the next release**, the eInduction verifications and assessment calculations for Standard mail will be updated to only perform postage assessment calculations on pieces that have an invalid entry point discount for the actual entry facility in which the pieces were scanned. This results in a more accurate postage assessment.
- At the consolidator facility, the consolidator places handling units from multiple origin sites onto the pallets. PostalOne! currently attributes eInduction verification errors and assessments to the origin-site eDoc submitter. **In the next release**, the eInduction verifications and assessment calculations will be attributed to the consolidator-site eDoc submitter. In the co-palletization process, the consolidator is responsible for creating the pallet/container and would identify the pallets/containers as eInduction.
- PostalOne! currently does not verify the Entry Level for non-numeric values in the eDoc or properly calculate the assessment amounts for Misshipped, Entry Point Discount (EPD), and Zone verification errors. **In the next release**, the eInduction verifications and assessment calculations for periodicals mailings will update to correctly log errors and

display the correct assessment amount for Zone Discount, EPD, and Misshipped verification errors (see figure 24 below). As background information on these error codes: Error code E13P states that the Zone discount claimed for a container is incorrect for the actual entry location, which is the scan location, and the Destination ZIP, noted on the eDoc. Error code E4P states that the Entry Discount claimed for the eInduction container is incorrect for the actual entry location, which is the scan location, and the Mail Class, noted on the eDoc. Error code E29P states that the eInduction container was shipped to an incorrect facility.

Figure 24: Enhancement to eInduction Verifications for Periodicals

Mailer Scorecard		FEBRUARY 2015	
Verifications			
Mailer Profile	Electronic Verification	eInduction	Seamless
SPM Exclusions			
<input type="radio"/> # Metrics <input type="radio"/> # Trending <input checked="" type="radio"/> % Metrics <input type="radio"/> % Trending			
eInduction			
eDoc Submitter ▲	Total	20500634 AB MAILERS	
# Containers processed for eDoc validations	9,303	9,303	
% Containers eInduction	95.83%	95.83%	
% eInduction Misshipped Errors	0.51%	0.51%	
% eInduction Duplicate Barcode Errors	0.31%	0.31%	
% eInduction Payment Errors	0.77%	0.77%	
% eInduction Entry Point Discount (EPD) Errors	0.58%	0.58%	
% eInduction Zone Discount Errors	0.25%	0.25%	
% eInduction Undocumented Containers	1.72%	1.72%	
% PVDS eInduction Containers	99.76%	99.76%	
% Mailer Transported eInduction Containers	79.88%	79.88%	
% USPS Transported eInduction Containers	76.12%	76.12%	
% eInduction Containers Continuous	98.14%	98.14%	
% eInduction Containers non-SV	5.36%	5.36%	
% eInduction Containers with Manual Overrides	0.08%	0.08%	
% eInduction Containers not Released	--	--	
% eInduction Containers Accepted	98.01%	98.01%	
% SV eInduction Containers Scanned & Accepted w/o Error	98.82%	98.82%	

- Currently, containers with a non-SV (Surface Visibility) induction location are not released to SV. This presents an issue when a container originally scheduled for a non-SV site is misshipped, as SV has no data around this container. **In the next release**, all containers will be released to SV in order to be able to provide accurate data at non-SV sites for misshipped containers (see Figure 25).

Figure 25: Enhancement to eInduction Surface Visibility

Mailer Profile		Electronic Verification	eInduction	Seamless	SP
<input type="radio"/> # Metrics <input type="radio"/> # Trending <input checked="" type="radio"/> % Metrics <input type="radio"/> % Trending					
eInduction					
eDoc Submitter ▲	Total	20500634 AB MAILERS			
# Containers processed for eDoc validations	9,303	9,303			
% Containers eInduction	95.83%	95.83%			
% eInduction Misshipped Errors	0.51%	0.51%			
% eInduction Duplicate Barcode Errors	0.31%	0.31%			
% eInduction Payment Errors	0.77%	0.77%			
% eInduction Entry Point Discount (EPD) Errors	0.58%	0.58%			
% eInduction Zone Discount Errors	0.25%	0.25%			
% eInduction Undocumented Containers	1.72%	1.72%			
% PVDS eInduction Containers	99.76%	99.76%			
% Mailer Transported eInduction Containers	79.88%	79.88%			
% USPS Transported eInduction Containers	76.12%	76.12%			
% eInduction Containers Continuous	98.14%	98.14%			
% eInduction Containers non-SV	5.36%	5.36%			
% eInduction Containers with Manual Overrides	0.08%	0.08%			
% eInduction Containers not Released	--	--			
% eInduction Containers Accepted	98.01%	98.01%			
% SV eInduction Containers Scanned & Accepted w/o Error	98.82%	98.82%			

4.4 Seamless Acceptance

The Seamless tab provides the volume of mail eligible for Seamless processing and the results of Seamless verifications. The Seamless tab is broken into two main types of metrics, depending on how the data is obtained.

In the first section, data is displayed for information that is obtained from mail processing equipment (MPE) scans and eDoc. The second section displays metrics related strictly to Sampling Compliance validations; i.e., metrics that can only be obtained by sampling. For more information on how data is fed into the Scorecard please see section 3.3 in this guide.

Figure 26: Seamless Tab

Mailer Scorecard		FEBRUARY 2015	
		Verifications	
Mailer Profile	Electronic Verification	eInduction	Seamless
# Metrics		# Trending	
		% Metrics	
		% Trending	
Seamless			
eDoc Submitter ▲		Mailer 1	Mailer 2
CRID Seamless Status		95.45%	95.45%
% Seamless Acceptance Jobs		95.45%	95.45%
# Seamless Acceptance Containers		9,212	9,212
# Seamless Acceptance Handling Units		972	972
# Seamless Acceptance Pieces		23,127	23,127
% Volume Seamless Acceptance		90.93%	90.93%
Sampling Quality Score		N/A	0.00%
% Seamless Acceptance Jobs not Auto-Finalized		1.70%	1.70%
Piece Scan Rate		96.48%	96.48%
Adjusted Piece Scan Rate		98.19%	98.19%
% Undocumented Pieces		--	--
% Nesting/ Sortation Piece Errors (MPE)		0.02%	0.02%
% Delivery Point Piece Errors		0.04%	0.04%
Sampling Validations			
# Containers Sampled		8,517	8,517
# Handling Units Sampled		867	867
# Pieces Sampled		6,127	6,127
% Nesting/ Sortation Piece Errors		0.02%	0.02%
% Weight Piece Errors		0.03%	0.03%
% Postage Piece Errors		0.05%	0.05%
% Mail Characteristic Piece Errors		0.03%	0.03%
% Barcode Quality Piece Errors		0.05%	0.05%

The following verification types are used to populate the metrics in the Mailer Scorecard:

- **Undocumented** – Pieces scanned on mail processing equipment or sampling that could not be matched to eDoc.
- **Delivery Point** – The delivery point contained in the IMb is not valid for the service level of the mailpiece.
- **Nesting/Sortation (MPE)** – The mailpieces were placed in a different tray or bundle than indicated in the eDoc.
- **Nesting/Sortation (Sampling)** – The mailpieces were placed in a different tray or bundle than indicated in the eDoc OR the tray/sack was placed on a different container than indicated in the eDoc.
- **Postage** – The type of postage payment and the amount of postage affixed could not be matched to the eDoc for the mailpiece
- **Weight** – The weight of the mailpiece is different than the weight indicated in the eDoc OR the difference is enough to cause a change in the amount of postage due.
- **Mail Characteristic** – The mailpiece does not match the same mail class and processing category as indicated in the eDoc OR the mailpiece content qualify for nonprofit or standard mail rates.
- **Barcode Quality** – The mailpiece sampled did not have a scannable barcode in an automation mailing.

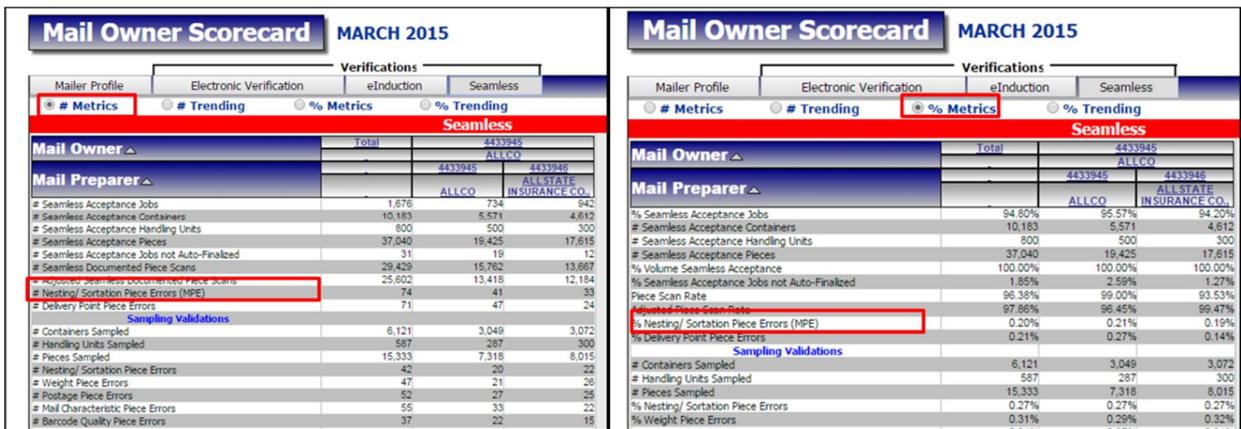
Figure 27: Seamless Tab Fields (% view)

FIELD	DEFINITION	DATA SOURCE
CRID Seamless Status	Indicates if the eDoc submitter CRID is enabled for Seamless Acceptance or Seamless Acceptance Parallel Processing.	eDoc Verification
% Seamless Acceptance Jobs	The number of Seamless Acceptance Jobs as a percentage of the total number of jobs.	eDoc Verification
# Seamless Acceptance Containers	The number of containers marked for Seamless Acceptance processing.	eDoc Verification
# Seamless Acceptance Handling Units	The number of handling units marked for Seamless Acceptance processing.	eDoc Verification
# Seamless Acceptance Pieces	The number of pieces marked for Seamless Acceptance processing.	eDoc Verification
% Volume Seamless Acceptance	The number of pieces marked for Seamless Acceptance processing as a percentage of the total number of pieces claimed in eDocumentation.	eDoc Verification
Sampling Quality Score	Mailer Quality based on a weighted average of manual sampling errors and piece barcode scan rates over the previous 3 months.	Manual, MPE
% Seamless Acceptance Jobs not Auto-Finalized	The number of Seamless Acceptance jobs that were not auto-finalized as a percentage of the number of Seamless Acceptance jobs.	eDoc Verification
Piece Scan Rate	The total number of unique piece scans as a percentage of the total number of unique pieces associated to an eDoc.	Manual
Adjusted Piece Scan Rate	Number of unique piece scans as % of number of unique pieces associated to eDoc excluding pieces where scan isn't expected based on mail class, processing category, rate category, entry type facility, non-automation zones or high reject MPE machine runs.	Manual, MPE
% Entry Facility Container Errors	eDoc Entry Facility Container Errors, as a percentage of total number of Containers processed for eDoc validations.	MPE
% Undocumented Pieces	The number of piece scans from Mail Processing Equipment and Sampling that could not be associated to an eDoc as a percentage of the total number of undocumented pieces and pieces from eDoc.	MPE, Sampling
% Nesting/Sortation Errors (MPE)	The number of piece scans from Mail Processing Equipment and Sampling that could not be associated to an eDoc as a percentage of the total number of undocumented pieces and pieces from eDoc.	Manual
% Delivery Point (DPV) Errors	The number of piece delivery point verification (DPV) validation errors as a percentage of the number of pieces processed for eDoc validations.	eDoc Verification
Sampling Validations		
# of Containers Sampled	The number of containers samples taken..	Manual
# of Handling Units (HU) Sampled	The number of handling units samples taken.	Manual
# Pieces Sampled	The number of piece samples taken.	Manual
% Nesting/Sortation Piece Errors	The total number of nesting/sortation validation errors as a percentage of the total number of piece samples.	eDoc Verification
% Weight Piece Errors	The total number of piece weight validation errors as a percentage of the total number of pieces sampled.	eDoc Verification
% Postage Piece Errors	The total number of piece postage validation errors as a percentage of the total number of pieces sampled.	Manual
% Mail Characteristics Piece Errors	The total number of mail characteristic validation errors as a percentage of the total number of piece samples.	Manual
% Barcode Quality Piece Errors	The total number of barcode quality validation errors as a percentage of the total number of piece samples.	Manual

Future Release Enhancements to Seamless Tab

- **In the next release**, the percentage and count of Seamless Acceptance errors will automatically be updated by mail owner after a postage statement is reversed by a BME Acceptance employee.
- **In the next release**, the count and percentage of Nesting/Sortation Piece Errors (MPE) will be added for both internal and external users and on the count, percentage, count trending, and percentage trending metrics (under the count and percentage Seamless Acceptance Jobs not Auto-Finalized) (see figure 28 below). The Nesting/Sortation Errors will also be added to the Mail Owner and Mail Preparer views and will also be viewable on the Error Type, Job Details, Mail Quality Job Summary, and Mail Quality Detailed Error Reports.

Figure 28: Enhancement to Seamless Metrics



- **In the next release**, the numerical Entry Facility Containers metric will be removed from the Seamless tab and moved to the Electronic Verification tab.
- **In the next release**, the barcode scan rate report will also be identified by the mail owner and the mail preparer. Currently, this report is only available by the eDoc Submitter and the Job ID. As a result, the statistics and reports will be more accurately calculated.

the possible preparation errors as found in the eDoc that may appear on the SPM tab, as well as their definitions. Remember these definitions will display on the screen if you hover over an exclusion reason.

These exclusion reasons appear on the SPM tab based on the data that is available from the mailings for the Mail Product and Month for which the scorecard was run. Note that there are no drill down or detail reports available at this time for further error investigation on the SPM tab.

Mailer attributable exclusion reasons can be categorized into two categories: 1) Issues in eDoc preparation that may result in inaccurate measurement 2) Issues in mail preparation that may impact processing or delivery. Mailer attributable exclusion reasons are listed in Figure 32 below.

Figure 32: SPM Exclusion Reasons

Exclusion Reason	Exclusion Description	Applicable Induction Method
Undeliverable-As-Addressed / PARS	Undeliverable-as Addressed (UAA) mail as indicated by ACS and/or PARS operation when mail piece is processed.	ALL
Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment.	Origin Verified Mailer Transported, Drop Ship
Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb.	ALL
Invalid Entry Point for Entry Discount (FAST MDF)	Entry Point for Entry Discount claimed in eDoc is invalid for the entry point and destination of the mail.	Drop Ship
FAST Appointment Irregularity	Irregularity with the mailing/trip captured by FAST. (e.g. contents not matching 8125)	Origin Verified Mailer Transported, Drop Ship
Inaccurate Scheduled Ship Date	eDoc scheduled ship date time is 48+ hours earlier than the postage statement finalization date time.	DMU Verified USPS Transported
Non-Unique IMtb	Non-unique IMtb or default IMtb.	ALL
Orphan Handling Unit	Mailpiece associated to an Orphan Handling Unit not inducted at a BMEU.	ALL except BMEU entered
Non-Unique Physical IMcb	Physical containers with non-unique IMcb on the placard.	ALL

Non-Unique IMcb	Non-unique 99M Container Barcode.	ALL
Invalid Delivery Point	Invalid delivery ZIP code.	ALL
Unknown Entry Facility	The entry facility provided in the eDoc is unknown.	Drop Ship
PBV Threshold Failure	Mail did not pass performance based verifications (PBV).	ALL
Invalid Origin ZIP5	Entry point 5 digit ZIP does not match a valid Area or District.	ALL
Invalid Start-the-Clock Date	Start-the-Clock date is 120 days or more before the current date.	ALL
Destination Entered FCM	First Class Mail was identified as Destination entered in the eDoc.	Drop Ship
Broken Pallet	SV identified the Container to be a broken pallet.	ALL
Inaccurate eDoc Nesting	Nesting discrepancies in mail preparation between the FS IMD sample scan and eDoc.	ALL
Invalid Container Level for Entry	DFSS container entered at non-FSS sites	Drop Ship
Incorrect Appointment	Non-matching Appointments between the eDoc and the SV unload scans associated Appointment.	Origin Verified Mailer Transported, Drop Ship
Container Overflow	Flats overflow volume from one logical or physical tray to another that's not in the same Logical/Physical Container.	ALL
Non-Compliant	Mail identified as non-compliant due to inaccuracies in mail prep.	ALL

4.5.1 How SPM Exclusion Metrics are Calculated

The following inputs are used to calculate SPM Exclusion Metric:

- Total Full Service Piece Count
- Total Excluded Piece Count (due to mailer attributable error)
- Exclusion Piece Count (per exclusion reason)
- Total Exclusion Count (count of all exclusions)

Metrics on the SPM tab are calculated as follows:

1. **Total Full Service Volume for SPM** = Total Full Service Piece Count
2. **% Excluded due to Mailer Attributable Error** = $\frac{\text{Total Excluded Piece Count}}{\text{Total Full Service Piece Count}}$
3. **% Excluded for each Exclusion Reason** = $\frac{\text{Exclusion Piece Count}}{\text{Total Exclusion Count}}$

Note: Since a piece can have more than one exclusion, Total Exclusion Count can be higher than Total Excluded Piece Count

An example of how metrics are calculated is provided below with the following inputs:

- Total Full Service Piece Count: 26,815,241 pieces
- Total Excluded Piece Count: 2,961,831 pieces
- Exclusion Piece Counts: Volumes displayed below
- Total Exclusion Count: Sum of all Exclusion Piece Counts

Figure 33: SPM Exclusion Metric Calculation Example

Exclusion Reason	Volume	Calculation	Result
Total Full Service Volume for SPM	26,815,241	---	26,815,241
% Excluded due to Mailer Attributable Error	2,961,831	$2,961,831 / 26,815,241$	11.05%
Undeliverable-as-Addressed / PARS	61,017	$[61,017 / 3,088,802] * 100$	1.98%
Incorrect Entry Facility	64,365	$[64,365 / 3,088,802] * 100$	2.08%
Non-Unique IMb	2,454,906	$[2,454,906 / 3,088,802] * 100$	79.48%
Invalid Entry Point for Entry Discount (FAST MDF)	368,213	$[368,213 / 3,088,802] * 100$	11.92%
FAST Appointment Irregularity	72,086	$[72,086 / 3,088,802] * 100$	2.33%
Non-Unique Physical IMcb	68,155	$[68,155 / 3,088,802] * 100$	2.21%
Invalid Delivery Point	60	$[60 / 3,088,802] * 100$	0.00%

Total = 100%

Total Exclusion Count = 3,088,802

5. MAILER SCORECARD FUNCTIONALITY

5.1 How can I access the Mailer Scorecard?

1. To access the Mailer Scorecards log in through the Business Customer Gateway (<https://gateway.usps.com/bcg/detail.htm>)
2. Enter the appropriate user name and password and select Sign In.
3. Select Mailing Reports from the Favorite Services right navigation bar.
4. On the Mailing Reports page, select Mailer Scorecard.
5. On the Mailer Scorecard launch page, select either “I’m an eDoc Submitter” or “I’m a Mail Owner or Mail Preparer.”

For step-by-step screenshots for accessing the scorecard, please see the Appendix.

5.2 What is the difference between eDoc Submitter and Mail Owner / Mail Preparer?

When accessing the Mailer Scorecard, a user can choose between two views: Mail Owner/Preparer and eDoc Submitter. The Mail Owner/Preparer view allows the user to view results by mail owner CRID, mail preparer CRID, or a combination of both. If only a mail owner CRID is selected, results will be returned for all mail where the selected CRID was identified as the mail owner in the electronic documentation. The results will be broken down by each mail preparer CRID that has prepared mail for the Mail Owner.

If only a mail preparer CRID is selected, results will be returned for all mail where the selected CRID was identified as the mail preparer in the electronic documentation. The results will be broken down by each mail owner CRID where mail was prepared by the Mail Preparer. If both mail owner CRID(s) and mail preparer CRID(s) are selected, results will be returned for only those combinations.

Note: If you are a mail preparer that prepares mail for many mail owners, the amount of time for results to return may be several minutes. It is recommended to limit the number of mail preparer CRIDs selected or to use the eDoc Submitter view of the scorecard.

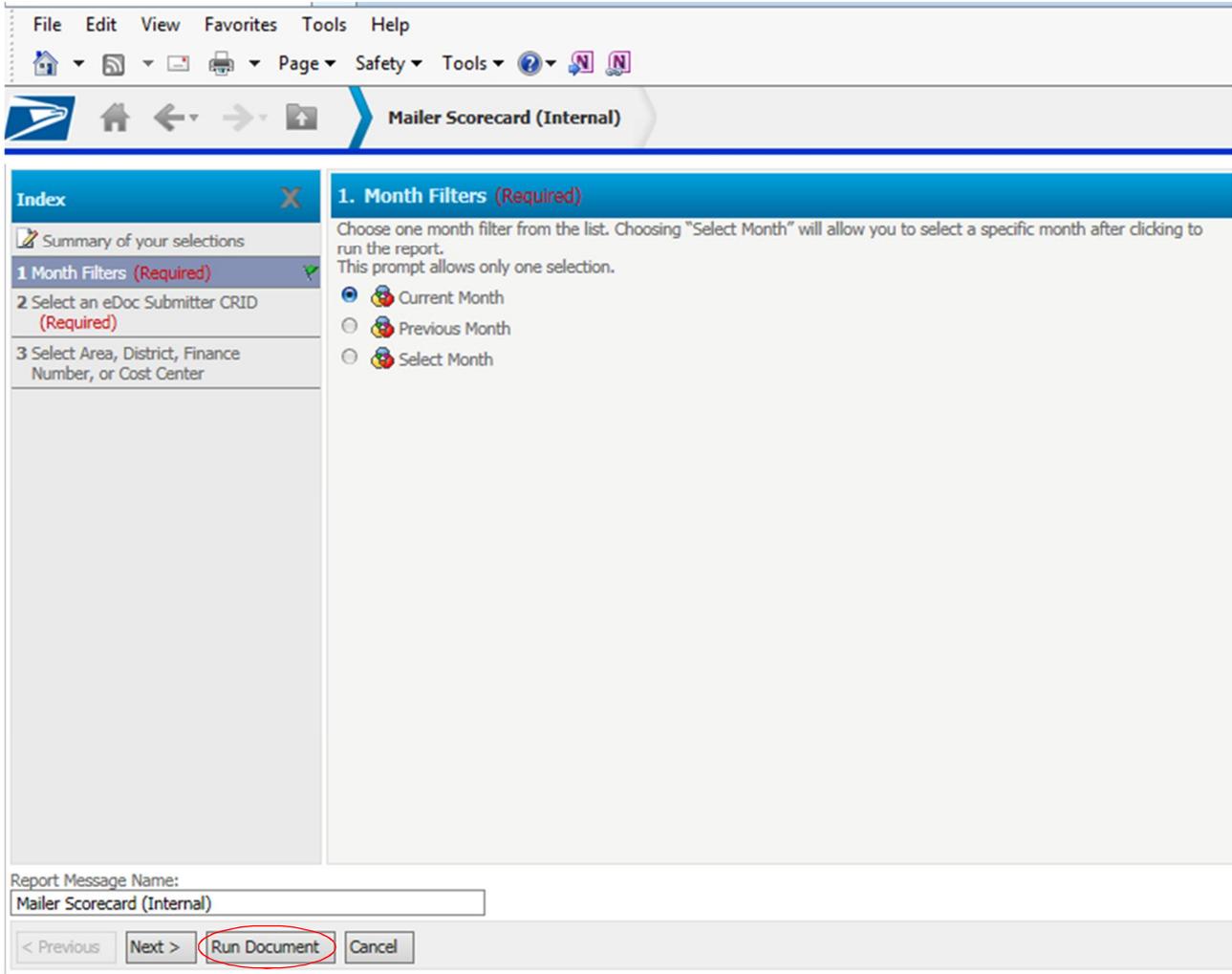
5.3 How do I navigate the Mailer Scorecard?

After logging into the Mailer Scorecard, the user will be prompted to enter CRID and a month for the data to be displayed. Search for the CRID in the initial field, and then use the arrows to move the subject CRID from the left box to the right. Upon completion, select “Run Document” at the bottom of the page. This button is circled in red in Figure 35.

Figure 34: Scorecard Login



Figure 35: Scorecard Navigation



Users have the ability to view Mailer Profile statistics for both the number and percent performance metrics on a daily trending graph. There is a radio button for Number Daily Trending (# Trending) and Percent Daily Trending (% Trending) metrics. Specific metrics are reviewed by utilizing the Metric Selector and Graph Legend. Certain metrics on the Metric Selector may be disabled by default to display only the more relevant metrics. The Graph Legend will display based upon corresponding data available in the Mailer Scorecard. There is also a CRID selector dropdown menu, which is defaulted to display the daily trending graph for all CRIDs, but also allows users to filter on one CRID.

At the top of the scorecard, the user will find five tabs: Mailer Profile, Electronic Verification, eInduction, Seamless and Service Performance Measurement. The user can toggle between each tab to view information in the respective category.

5.4 How do I access and use Mailer Scorecard Drill Reports?

Once a Scorecard has been generated, right click on any of the links for CRID, the Mail Owner, the Mail Preparer, or the eDoc submitter. A dropdown menu will appear, which will

provide the report options. Scroll to the desired report, highlight your selection, and the click. Step-by-step directions can be found in the Appendix.

Please note that data may not appear in the reports for one of three reasons:

- The mailer does not have access to the reports for the CRID
- The Mail Preparer is not identifying the Mail Owner correctly in the eDoc
- There are no mail quality errors

Note: If a Mail Owner has no errors when attempting to generate a report, a message will display that no data has been returned.

Much of the Mailer Scorecard's utility lies in its ability to allow the user to generate a variety of reports and sub-reports. The user can access the data required to monitor mail characteristics, mail and mail trends. The reports available will depend upon whether the user is accessing the system as an eDoc submitter or as a mail owner/preparer. See Figures 36 and 37 for descriptions of reports available to eDoc Submitters and mail owners/preparers.

Additionally, the Mailer Scorecard allows all data to be exported in a single PDF or Excel file by using the buttons provided at the bottom of the report. This is useful for users who want to see everything on a single page or want to perform manual calculations on the data.

Figure 36: Reports for the Mail Owner/Mail Preparer

Report Title	Report Definition	Why would a user access this report?
View Errors by Error Type	Provides a display by error type for all errors that had been logged against the edoc submitter CRID or mail owner	Mail Owner/Preparer would use this report to view all of errors by type for a calendar month
Mail Owner Scorecard Job Details (All)	Gives a listing by job of all possible error types in the Scorecard by individual job. The errors are listed individually.	Mail Owner/Preparer would use this report to view all errors in a job for a calendar month
Mail Owner Scorecard Job Details (Electronic Verification)	Gives a listing by job of all Electronic Verification errors. Each error is listed individually.	Mail Owner/Preparer would use this report to view all electronic verification errors in a calendar month
Mail Owner Scorecard Job Details (eInduction)	Gives a listing by job of all eInduction errors. Each error is listed individually.	Mail Owner/Preparer would use this report to view all eInduction errors in a calendar month
Mail Owner Scorecard Job Details (Seamless)	Gives a listing by job of all Seamless errors. Each error is listed individually.	Mail Owner/Preparer would use this report to view all Seamless errors in a calendar month

Figure 37: Reports for the eDoc Submitter

Report Title	Report Definition	Why would a user access this report?
View Errors by Error Type	Provides a display by error type for all errors that had been logged against the edoc submitter CRID or mail owner	eDoc Submitter would use this report to view all of errors by type in a calendar month
Mail Scorecard Job Details (All)	Gives a listing by job of all possible error types in the Scorecard by individual job. The errors are listed individually.	eDoc Submitter would use this report to view all errors in a job for a calendar month
Mail Scorecard Job Details (Electronic Verification)	Gives a listing by job of all Electronic Verification errors. Each error is listed individually.	eDoc Submitter would use this report to view all electronic verification errors in a calendar month
Mail Scorecard Job Details (eInduction)	Gives a listing by job of all eInduction errors. Each error is listed individually.	eDoc Submitter would use this report to view all eInduction errors in a calendar month
Mail Scorecard Job Details (Seamless)	Gives a listing by job of all Seamless errors. Each error is listed individually.	eDoc Submitter would use this report to view all Seamless errors in a calendar month
eInduction Job Summary Report	Rollup of eInduction Container counts and errors at the Job level. Drill to container-level detail	eDoc submitter uses this report to view e2e data about EIN containers
Undocumented SummaryReport	Provides a rollup of undocumented error types at the job level	eDoc submitter or mail owner would use to start investigation of undoc issues
Postage Assessment Summary Report – Information Only	Provides CRID level summary of Postage Assessments, month to date	eDoc submitters and mail owners use to track postage assessment amounts during the active month.

6. HOW TO INVESTIGATE ERRORS ON THE SCORECARD

Error percent metrics that exceed their corresponding threshold will be highlighted on the Mailer Scorecard. It is recommended that mailers investigate those errors that are above their corresponding thresholds to improve the quality of their mailings.

To generate an error report, a user would first right click on the name or the CRID to generate a link to drill into a menu of reports (Figure 38). The user would next select “Drill.” This will prompt a menu of reports accessible to the user, which will depend upon whether the user is an eDoc submitter or a Mail Owner/Mail Preparer. For this example, the user would select “View Error Details by Error Type.”

The user will next have the opportunity to sort by error type: None, Full-Service Electronic Errors, Seamless Acceptance Errors, Manual Sampling Errors, or eInduction Errors (Figure 39). This will allow the user to customize the report and isolate the source of the error. Selecting “None” will display all error types.

The Scorecard will return errors based upon the selected filters. The View Errors by Error Type Report, captures the error code, the number of errors, and the percent of errors for a mailing (Figure 40).

The next level of specificity is captured by the Mail Quality Job Error report. This report will specify the Mailing Group/Customer Group, error code and threshold for the user (Figure 41).

Figure 38: Run a Report

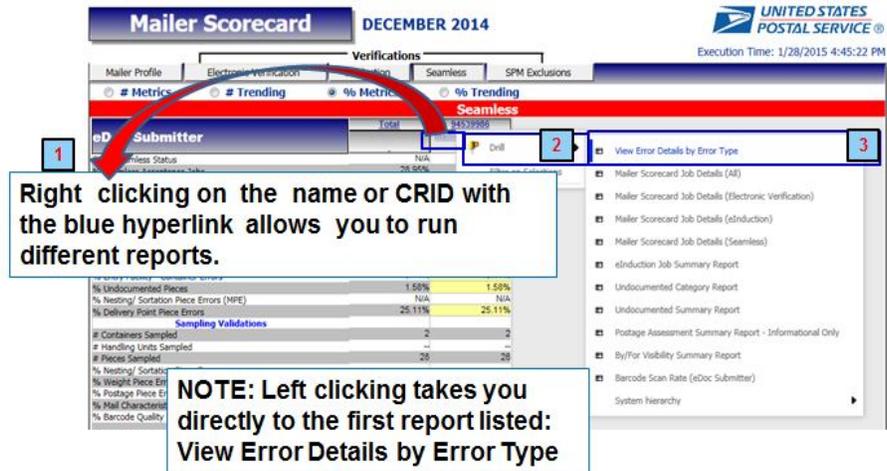


Figure 39: Choose an Error Type



Figure 40: View Errors by Error Type Report

eDoc Submitter	Level	Error Type	Error Code	Threshold	# Errors	% Errors	% Errors National Average
94539996	Container	Mailed In	7301	2.00%	2	100.00%	6.45%
		Subsequent Induction/Job	7805	2.00%	18	94.74%	0.11%
	Handling Unit	Mailer ID	7302	2.00%	4	21.05%	0.69%
		By/For	7140	5.00%	12,168	0.00%	14.26%

Figure 41: Mail Quality Job Error Report

eDoc Submitter	Mailing Group ID	Customer Group ID	Job ID	User License Code	Date	Level
94539996 Mailing Company C	60579450	SA170204			7/9/2014	Container
Error Type	Error Code	Mail Class	Processing Category	Threshold		
Mailer ID	7301	Standard	Letters and Cards	2.00%		

To drill down to the greatest level of detail, the Mail Quality Detailed Error Report (Figure 42), the user can select either the Error Type link or the Error Code link in the Mail Quality Job Error Report. This drill level provides information at the individual piece level and a full description of the Error Code. Additional information is provided in the Error Data column and in the Resolution Action column that can be utilized to help understand, investigate and resolve the error.

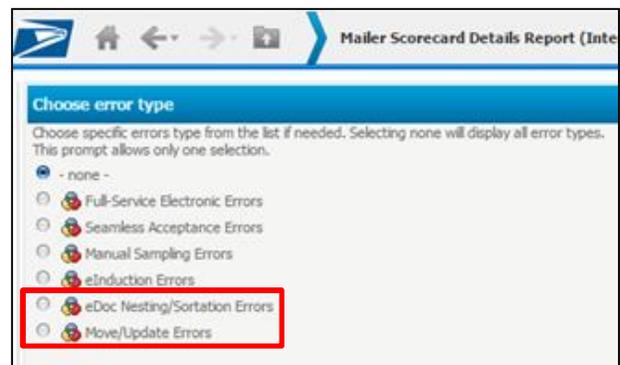
Figure 42: Mail Quality Detailed Error Report

eDoc Submitter	Mailing Date	IM Barcode	Error Level	Source			
94539996 Mailing Company C	7/9/2014	99M88666600000001326	Container	eDoc Verification			
Verification Type	Error Type	Error Code	Error Description	Error Data			
	Mailer ID	7301	The Mailer ID in the IMcb from the eDoc container record (.csm or Mail.XML QualReport) is invalid or cannot be found	MAILER ID = 666666			
Resolution Action	eDoc Job ID	eDoc User License Code	eDoc Mailing Group ID	eDoc Customer Group ID	eDoc Type	eDoc Mail Class	eDoc Processing Category
Populate the Mailer ID in the IM Container Barcode field in the .csm file of the Mail.dat or in the ContainerBarcode element in the ContainerInfoData block of Mail.XML with a valid Mailer ID.			60579450	SA170204	MAIL_XML	Standard	Letters and Cards

Future Release Enhancements

- **In the next release**, two new options will be added to the Details Report filter when drilling to from Mailer/Mail Owner Scorecard: eDoc Nesting/Sortation; Move/Update (see figure 43).

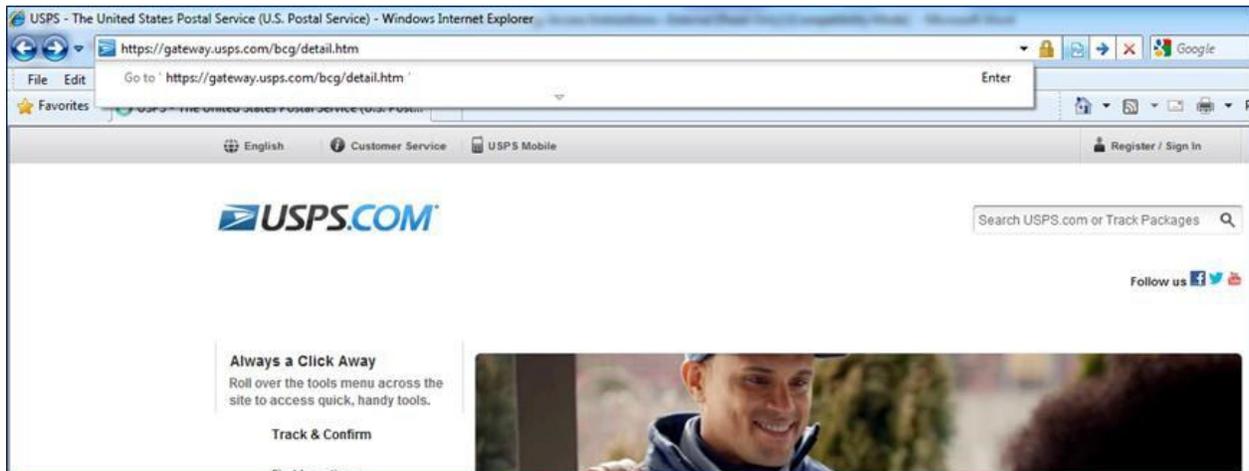
Figure 43: Enhancement to Error Type Filter



7. APPENDIX

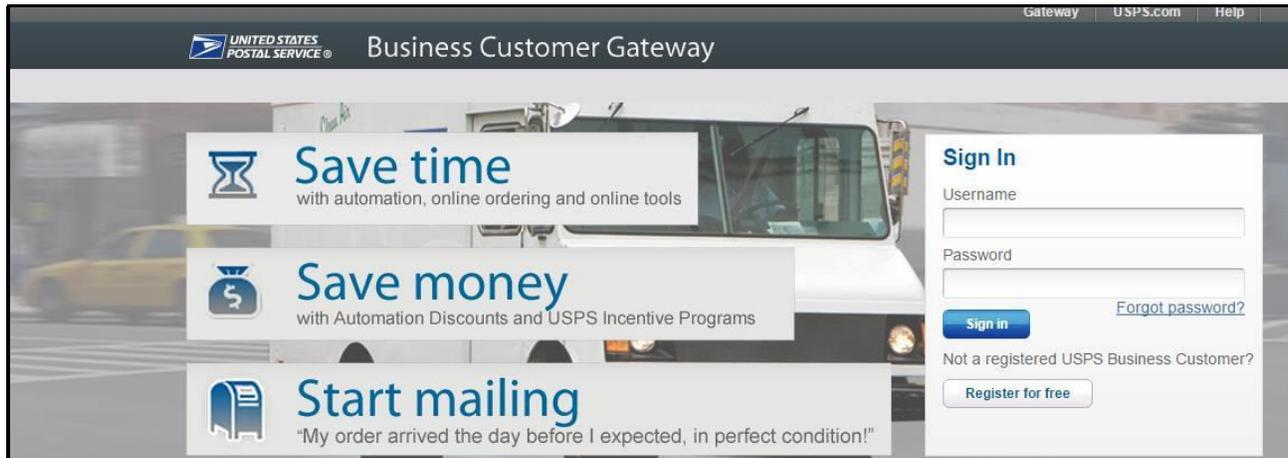
7.1 How to access the Mailer Scorecard

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



Business Customer Gateway Website Address

2. Enter the appropriate user name and password and Select Sign In.



Business Customer Gateway Website Log-In

3. Select Mailing Reports from the Favorite Services right navigation bar.



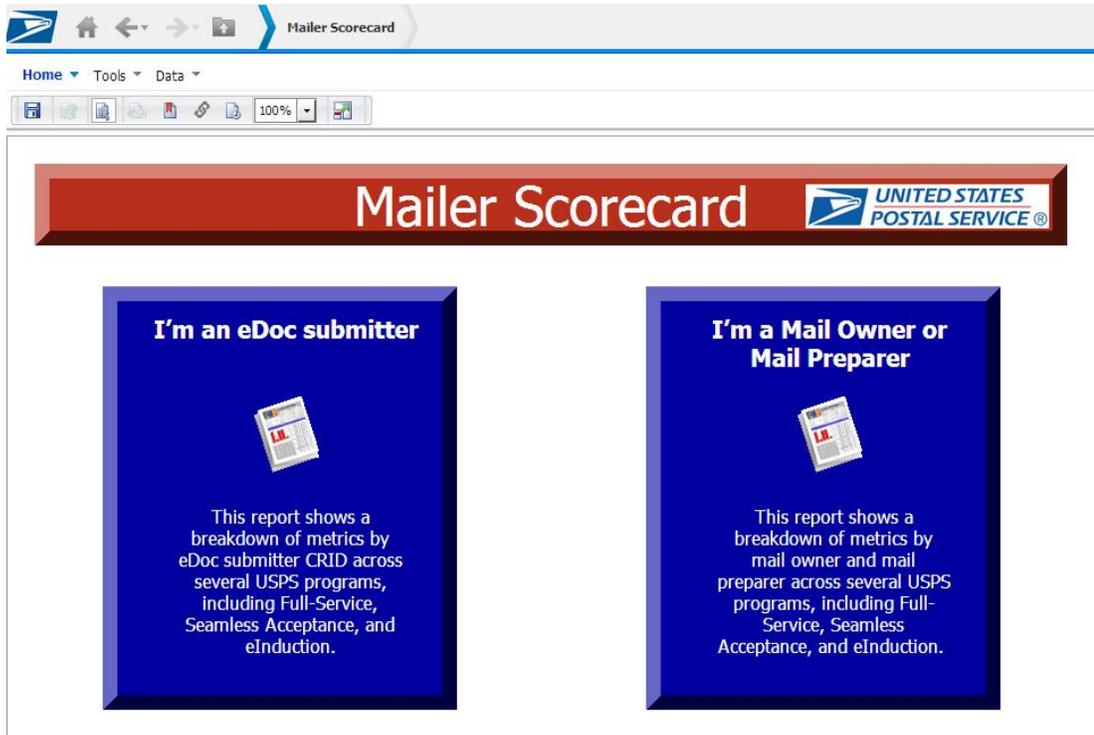
Business Customer Gateway Home Page

4. On the Mailing Reports page, select Mailer Scorecard.



Business Customer Gateway Mailing Reports

5. On the Mailer Scorecard launch page, select “I’m an eDoc Submitter”.



Mailer Scorecard Launch Page

7.2 Mailer Scorecard Tab Data Fields in “Numbers” view

Figure 44: Mailer Profile Tab Fields (# view)

FIELD	DEFINITION	DATA SOURCE
Mail Service Provider?	Indicates if a CRID is a Mail Service Provider.	N/A
# of Pieces	Number of mailpieces provided by mailer in electronic documentation and manual statements.	eDoc Verification
# of Total Full-Service Pieces	The volume of mail that was prepared as Full-Service.	eDoc Verification
# Pieces Eligible for Full-Service	The volume of mail eligible for preparation as Full-Service.	eDoc Verification
# First-Class - Letters & Cards	The total number of pieces with this mail class/processing category combination.	eDoc Verification
# First-Class - Flats	The total number of pieces with this mail class/processing category combination.	eDoc Verification
# First-Class - All Other Categories	The total number of First Class pieces (with a processing category outside of letter or flats).	eDoc Verification
# Standard - Letters & Cards	The total number of pieces with this mail class/processing category combination.	eDoc Verification
# Standard - Flats	The total number of pieces with this mail class/processing category combination.	eDoc Verification
# Standard - All Other Categories	The total number of Standard pieces (with a processing category outside of letter or flats).	eDoc Verification
# Periodicals - Flats	The total number of pieces with this mail class/processing category combination.	eDoc Verification
# Periodicals - All Other Categories	The total number of periodical pieces (with a processing category outside of letter or flats).	eDoc Verification
# All Other Classes - Letters	The total number of letter pieces (with a mail class outside of first class, standard, or periodical).	eDoc Verification
# All Other Classes - Flats	The total number of flat pieces (with a mail class outside of first class, standard, or periodical).	eDoc Verification
# All Other Classes - All Other Categories	The total number of pieces (outside listed mail class/processing category combinations).	eDoc Verification
# of Full-Service Jobs	The total number of Full-Service jobs submitted.	eDoc Verification
# of Non Full-Service Jobs	The total number of Non Full-Service jobs submitted.	eDoc Verification
# Mail.dat Jobs	The total number of Mail.dat jobs.	eDoc Verification
# Mail.XML Jobs	The total number of Mail.XML jobs.	eDoc Verification
# Postal Wizard Jobs	The total number of Postal Wizard jobs.	Manual
# Full-Service Jobs IMsb	The total number of Full-Service jobs submitted using Intelligent Mail for Small Business (IMsb).	eDoc Verification
# Full-Service Jobs SST	The total number of Full-Service jobs finalized on the Self-Service Terminal (SST).	eDoc Verification
Postage Paid	The total postage paid by the mailer to USPS.	eDoc Verification
Total Discounts Received	The total discount received through incentives.	Total Discounts

Figure 45: Electronic Verification Tab Fields (# view)

FIELD	DEFINITION	DATA SOURCE
# Containers processed for eDoc validations	Includes First Class (FC)/Standard (SM)/Periodical (PE) Letters, Flats; FC Cards, Bound Printed Matter, SM/PE Co-Mail Flats.	eDoc Verification
# Handling Units processed for eDoc validations	Includes First Class (FC)/Standard (SM)/Periodical (PE) Letters, Flats; FC Cards, Bound Printed Matter, SM/PE Co-Mail Flats.	eDoc Verification
# Bundles processed for eDoc validations	Number of bundles processed for eDoc validations.	eDoc Verification
# Pieces processed for eDoc validations	Includes First Class (FC)/Standard (SM)/Periodical (PE) Letters, Flats; FC Cards, Bound Printed Matter, SM/PE Co-Mail Flats.	eDoc Verification
# Full-Service Containers	Number of containers that are full-service.	eDoc Verification
# Full-Service Handling Units	Number of Full-Service Handling Units. Used to calculate % OCI Errors.	eDoc Verification
# Full-Service Orphan Handling Units	Number of Orphan Handling Units that are Full-Service.	eDoc Verification
# Full-Service Pieces	Number of pieces that were prepared as Full-Service in the electronic documentation.	eDoc Verification
Full-Service Verifications		
# MID Container Errors	Number of Full-Service containers where the Mailer ID portion of the electronic documentation Intelligent Mail Container Barcode is invalid or does not exist.	eDoc Verification
# MID HU Errors	Number of Full-Service handling units where the Mailer ID portion of the electronic documentation Intelligent Mail Tray Barcode is invalid or does not exist.	eDoc Verification
# MID Piece Errors	Number of Full-Service pieces where the Mailer ID portion of the electronic documentation Intelligent Mail Barcode is invalid or does not exist.	eInduction
# STID Errors	Number of FS pieces where the STID in the eDoc IMb is invalid, does not exist, identifies a Mail Class that does not match the eDoc Mail Class, or identifies a piece as basic when the piece was identified as FS in the eDoc.	eDoc Verification
# By/For Errors	Number of FS pieces where the Mail Preparer (MSP) or Mail Owner (MO) could not be identified due to invalid MID, CRID, or Permit, the MO and MSP are identified as the same entity, or the MO was used as an MSP in the last 90 days.	eDoc Verification
# Barcode Uniqueness Container Errors	Number of FS pieces where the IMcb in the eDoc was used more than once within 45 days of the Postage Statement Mailing Date within the same job and CRID, across jobs within the same CRID, or across jobs for any CRID.	eDoc Verification
# Barcode HU Errors	Number of Handling Units where the IMtb in the eDoc was used more than once within the last 45 days of the Postage Statement Mailing Date within the same job or CRID, across jobs within the same CRID, or across jobs for any CRID.	eDoc Verification
# Barcode Uniqueness Piece Errors	Number of FS containers where the Entry Facility identified by the eDoc Locale Key or Postal Code does not match the Entry Facility retrieved from the Mail Direction File (MDF) or the Facilities Database (FDB).	eDoc Verification
# FS Entry Facility Container Errors	Number of FS containers where the Entry Facility identified by the eDoc Locale Key or Postal Code does not match the Entry Facility retrieved from the Mail Direction File (MDF) or the Facilities Database (FDB).	eDoc Verification
# FS Entry Facility HU Errors	Number of FS orphan HU's where the Entry Facility identified by the eDoc Locale Key or Postal Code does not match the Entry Facility retrieved from the Mail Direction File (MDF) or the Facilities Database (FDB).	eDoc Verification

# Unlinked Copal Tray Errors	Number of trays/virtual sacks marked for co-palletization at origin without electronic documentation submitted to link the tray/virtual sack to a pallet within 14 days.	eDoc Verification
Total Additional Postage Due (Full-Service Electronic) - Info Only	The additional postage due as a result of Full-Service Electronic, taking into account only assessable error types that exceeded USPS-defined thresholds and not double counting pieces across error types.	eDoc Verification
# Early Scheduled Ship Date Warnings	Number of FS DMU Verified USPS Transported containers where the Scheduled Ship Date in the eDoc was set to two or more days prior to postage statement finalization. Error only logged when SV scan data was not used to Start-the-Clock.	eDoc Verification
# DMU Verified USPS Transported Containers	The total number of full service containers that have an induction method of detached mail unit (DMU) verified USPS transported.	eDoc Verification
# Default Tray Barcode Warnings	Number of Full-Service handling units where the eDoc tray barcode(.csm or Mail.XML QualReport) provided is 24 characters and consists entirely of the digit 9 (i.e. 999999999999999999999999).	eDoc Verification
# Unlinked Copal Tray Warnings	Number of trays/virtual sacks marked for co-palletization at origin without electronic documentation submitted to link the tray/virtual sack to a pallet to date. After 15 days, these warnings becomes errors.	eDoc Verification
# Unlinked Copal Bundle Warnings	Number of trays/virtual sacks marked for co-palletization at origin without electronic documentation submitted to link the tray/virtual sack to a pallet to date. After 15 days, these warnings becomes errors.	eDoc Verification
Move/Update Validations -- Info Only		
Type of Move/Update verification	Indicates if move/update data was evaluated by manual or automated verification for the selected month.	eDoc Verification
# COA Errors	The number of piece change of address (COA) validation errors.	eDoc Verification
Entry Point Validations -- Info Only		
# eDoc/Appointment Entry Point Mismatch	The number of mismatched eDoc and Appointment Entry Points.	eDoc Verification
# No Valid MDF Match	The number of invalid mail direction file match validations.	eDoc Verification
# Out of Date MDF Match	The number of mail direction file match validations in invalid date range.	eDoc Verification
# Entry Facility Container Errors	The number of Containers with unknown Locale Key or Postal Codes in the eDoc.	eDoc Verification
# CSA Container Errors	Number of CSA Container Errors.	eDoc Verification
# Minimum Piece Count/Weight Bundle Errors	The number of Bundles that do not meet the required piece or weight minimums.	eDoc Verification
# Rate Category Bundle Errors	The number of Bundles with Pieces whose Rate Category does not match the Container Level of the parent Bundle.	eDoc Verification
# Destination ZIP Code HU Errors	The number of Handling Units with mismatches between the Destination ZIP Code in the eDoc and the ZIP Code in the IMTB, or that have a Destination ZIP Code that is not valid on its CSA Container.	eDoc Verification
# Depth of Sort HU Errors	The number of HUs that should have been included on a Container prepared at a finer presort level, and the number of supplemental HUs that were not one level less finely sorted than its sibling HU.	eDoc Verification
# Minimum Piece Count/Weight HU Errors	The number of Handling Units that do not meet the required piece or weight minimums.	eDoc Verification
# Overflow HU Errors	The number of Overflow Handling Units that were prepared incorrectly based on other HUs and Pieces within the mailing.	eDoc Verification
# Entry Facility HU Errors	The number of Handling Units with unknown Locale Key or Postal Codes in the eDoc.	eDoc Verification
# Rate Category Piece Errors	The number of Pieces that were incorrectly nested within a Handling Unit based on the Sortation Level of the HU and the Rate Category of the Piece.	eDoc Verification

Figure 46: eInduction Tab Fields (# view)

FIELD	DEFINITION	DATA SOURCE
# Containers processed for eDoc Validations	Includes First Class (FC)/Standard (SM)/Periodical (PE) Letters, Flats; FC Cards, Bound Printed Matter, SM/PE Co-Mail Flats.	eDoc Verification
# Containers eInduction	Number of containers marked for eInduction in electronic documentation.	eDoc Verification
# eInduction Containers Mis-shipped	Number of eInduction containers that have not been flagged as misshipped by SV.	eInduction
# eInduction Containers Duplicate Barcode	Number of scanned and inducted eInduction containers with barcodes that were previously inducted on a different appointment.	eInduction
# eInduction Containers Payment Errors	Number of scanned and inducted eInduction containers that were not associated to a paid postage statement within 10 days of induction.	eInduction
# eInduction Containers Entry Point Discount Errors	Number of scanned and inducted eInduction containers that claimed an incorrect entry point discount.	eInduction
# eInduction Containers Zone Discount Errors	Number of scanned and inducted eInduction containers that claimed an incorrect zone discount.	eInduction
# eInduction Containers Extra	Number of scanned and inducted eInduction containers that were not linked to any electronic documentation.	eInduction
# PVDS eInduction Containers	Number of eInduction containers that were transported by a mailer containing pieces claiming an entry point discount.	eInduction
# Mailer Transported eInduction Containers	Number of eInduction containers that were transported by a mailer.	eDoc Verification
# USPS Transported eInduction Containers	Number of eInduction containers that were transported by USPS.	eInduction
# eInduction Containers Continuous	Number of eInduction containers that have an approved eInduction Continuous Mailer ID within the container barcode.	eInduction
# eInduction Containers non-SV	Number of eInduction containers that were planned for entry at a non-SV facility.	eInduction
# eInduction Containers with Manual Overrides	Number of eInduction containers that were manually resolved and released by the help desk or BME user.	eInduction
# eInduction Containers not Released	Number of eInduction containers that failed a fatal pre-induction validation and were not released to FAST or SV.	eInduction
# eInduction Containers Accepted	Number of eInduction Containers that were scanned and accepted.	eInduction
# SV eInduction Containers Scanned & Accepted w/o Error	Number of eInduction containers that were released to SV, scanned and inducted, and have no post-induction errors.	eInduction

Figure 47: Seamless Tab Fields (# view)

FIELD	DEFINITION	DATA SOURCE
CRID Seamless Status	Indicates if the eDoc submitter CRID is enabled for Seamless Acceptance or Seamless Acceptance Parallel Processing.	eDoc Verification
# Seamless Acceptance Jobs	The number of jobs submitted by a Seamless Acceptance eDoc submitter.	eDoc Verification
# Seamless Acceptance Containers	The number of containers marked for Seamless Acceptance processing.	eDoc Verification
# Seamless Acceptance Handling Units	The number of handling units marked for Seamless Acceptance processing.	eDoc Verification
# Seamless Acceptance Pieces	The number of pieces marked for Seamless Acceptance processing.	eDoc Verification
# Seamless Acceptance Jobs not Auto-Finalized	The number of Seamless Acceptance jobs that were not auto-finalized.	eDoc Verification
# Seamless Documented Piece Scans	The number of piece scans associated to an eDoc.	MPE
# Adjusted Seamless Documented Piece Scans	The number of unique pieces scans.	MPE
# Entry Facility Container Errors	The number of Containers with unknown Locale Key or Postal Codes in the eDoc.	eDoc Verification
# Undocumented Pieces	The number of piece scans from Mail Processing Equipment and Sampling that could not be associated to an eDoc. Details of Undocumented Pieces can be found by drilling to the Undocumented Summary Report.	MPE
# Nesting/Sortation Piece Errors (MPE)	The number of piece nesting/sortation from mail processing scanning errors.	MPE
# Delivery Point Piece Errors	The number of piece delivery point verification (DPV) validation errors.	eDoc Verification
Sampling Validations		
# of Containers Sampled	The number of containers samples taken.	Manual
# of Handling Units (HU) Sampled	The number of handling units samples taken.	Manual
# Pieces Sampled	The number of piece samples taken.	Manual
# Nesting/Sortation Piece Errors	The total number of nesting/sortation validation errors.	MPE
# Weight Piece Errors	The total number of piece weight validation errors.	Manual
# Postage Piece Errors	The total number of piece postage validation errors.	Manual
# Mail Characteristics Piece Errors	The total number of mail characteristic validation errors.	Manual
# Barcode Quality Piece Errors	The total number of barcode quality validation errors.	Manual

7.3 System Requirements for Accessing the Mailer Scorecard

This section provides detailed information on system requirements to use the MicroStrategy reports in the Mailer Scorecard. There are two categories of system requirements:

1. **Certified:** The third-party component has been actively tested with the current release. All tests were passed with no significant issues that would prevent the use of any applicable MicroStrategy features. MicroStrategy expects any certified third-party component to be used successfully with any and all applicable MicroStrategy functionality.
2. **Supported:** A third-party component that has been listed as supported is expected to be used successfully with any and all applicable MicroStrategy functionality. A third-party component that is supported rather than certified means that its testing meets one or more of any of the following conditions:
 - o Testing of a given version of the third-party component has been lowered in priority to focus testing efforts on newer versions of the third-party component. Proper functionality is implied through the comprehensive testing executed during a relevant previous release of MicroStrategy, along with some basic coverage using the current release. This transition period provides a migration path to the newer versions of the component.
 - o The third-party component was put through full certification testing, but an issue was found, which caused a significant loss of functionality or degradation in performance, for at least one applicable MicroStrategy feature or functionality set.

7.3.1 [Microstrategy Web Client](#)

Certified*	
Windows 2003	Windows 2003 SP2 all editions (on x64)
	Windows 2003 R2 SP2 all editions (on x64)
Windows Vista	Windows Vista SP2 all editions (on x86 or x64)
Windows 7	Windows 7 SP1 all editions (on x86 or x64)
Windows 8	Windows 8 all editions (on x86 or x64)
Windows 2008	Windows Server 2008 R2 SP1 all editions (on x64)
	Windows Server 2008 SP2 all editions (on x64)
Windows 2012	Windows 2012 all editions (on x64)
Supported*	
Max OS	Mac OS X
Windows 2003	Windows 2003 SP2 all editions (on x86)
	Windows 2003 R2 SP2 all editions (on x86)

Windows RT	Windows RT (on ARM)
Red Hat Enterprise Linux	Red Hat Enterprise Linux 5.2-5.7, 6.0, 6.2, and 6.3 (on x86-64)
SUSE Linux Enterprise Server	SUSE Linux Enterprise Server 11.0x, 11.1x, and 11.2x (on x86-64)
CentOS	CentOS 5.x and 6.x (on x86-64)
Ubuntu	Ubuntu 12.x (on x86-64)
Ubuntu LTS	Ubuntu LTS 10.04 (on x86-64)
	Ubuntu LTS 12.04 (on x86-64)

7.3.2 [Web Browser \(Windows Client\)](#)

Certified	
Microsoft Internet Explorer	Microsoft Internet Explorer 8.x, 9.x, 10.x Standards mode only, certification testing is not performed for compatibility view mode.
Firefox	Firefox 16.x – 22.x
Google Chrome	Google Chrome 22.x-28.x
Supported	
Microsoft Internet Explorer	Microsoft Internet Explorer 7.x

7.3.3 [Web Browser \(Non Windows Client\)](#)

Web Browser (Linux Client)	Supported
Firefox	Firefox 16.x – 22.x
Web Browser (Mac OS Client)	Supported
Firefox	Firefox 16.x – 22.x
Safari	Safari 5.x – 6.x
Google Chrome	Google Chrome 22.x – 28.x

7.3.4 [Export Applications and Devices](#)

Export Application	Certified
Adobe Acrobat Reader	Adobe Acrobat Reader 10.x – 11.x
Microsoft Office	Microsoft Office for Mac 2011, SP2
	Microsoft Office 2013
	Microsoft Office 2010 SP1
	Microsoft Office 2007 SP2
	Microsoft Office 2003 SP3
OpenOffice.org Calc	OpenOffice.org Calc 3.3.0
Export Device	Certified
Export Devices can open a PDF file created by using MicroStrategy to export an object as a PDF. You can load a PDF file exported from MicroStrategy onto an export device in a couple of different ways. You can connect the export device directly to the machine that stores the PDF to load it onto the export device. You can also email the PDF file to the email account for the export device.	
Nook	Nook firmware version 1.1x
Kindle	Kindle Fire
	Kindle firmware version 6.x
	Kindle firmware version 2.x

7.3.5 [Adobe Flash Player](#)

Certified Adobe Flash Player
Adobe Flash Player 11.x
Adobe Flash Player 10.3x
Supported Adobe Flash Player
Adobe Flash Player 10.1.x