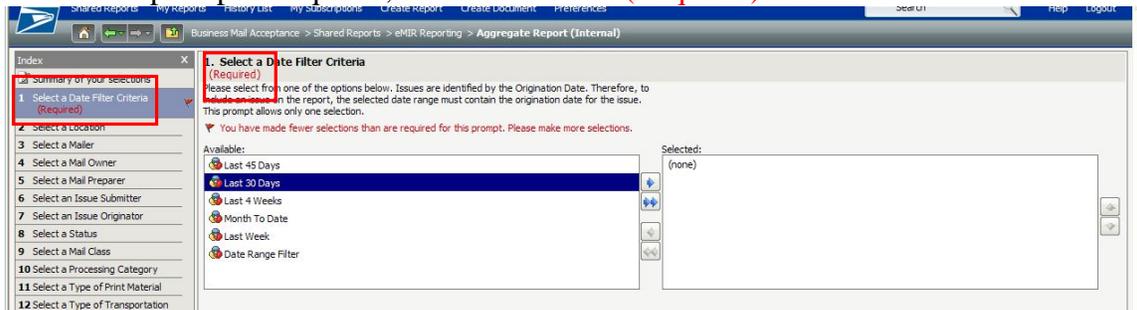
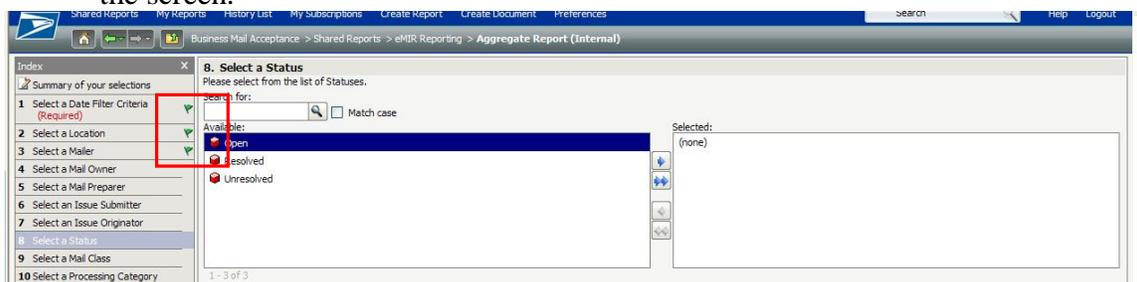


MicroStrategy Tips and Tricks

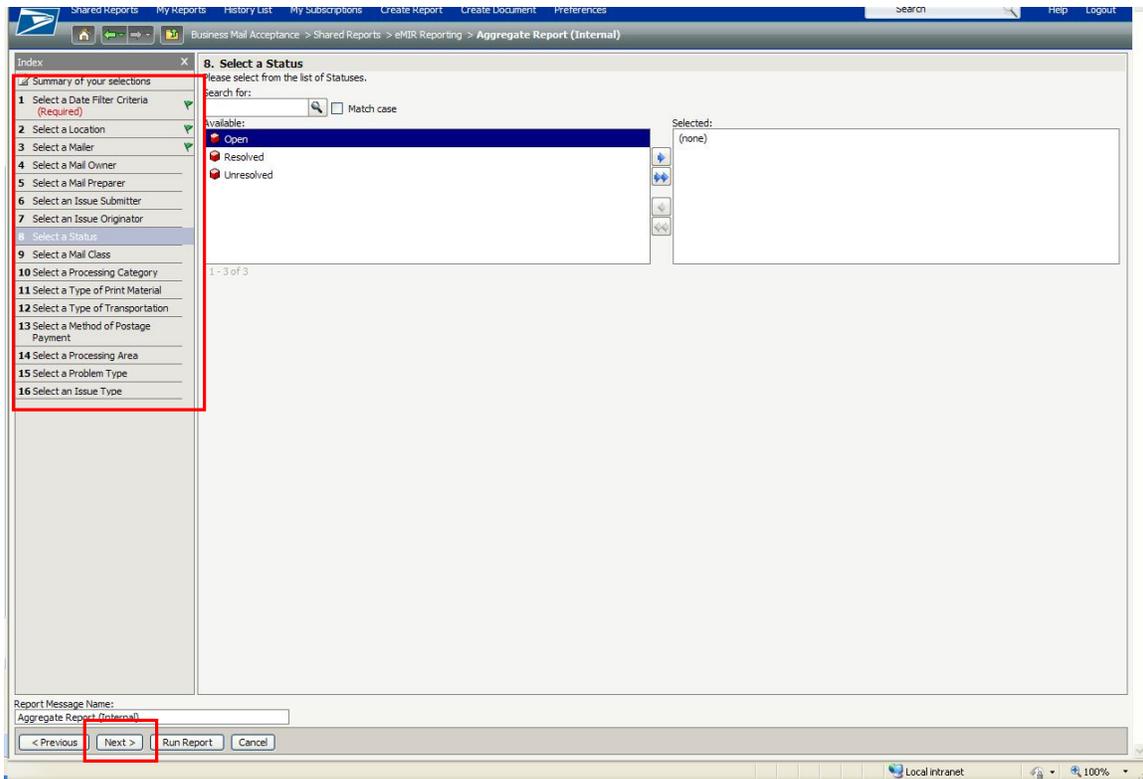
1. If a prompt is required, it will have a red **(Required)** note.



2. If a prompt has been answered, it will have a green flag on the left-hand side of the screen.

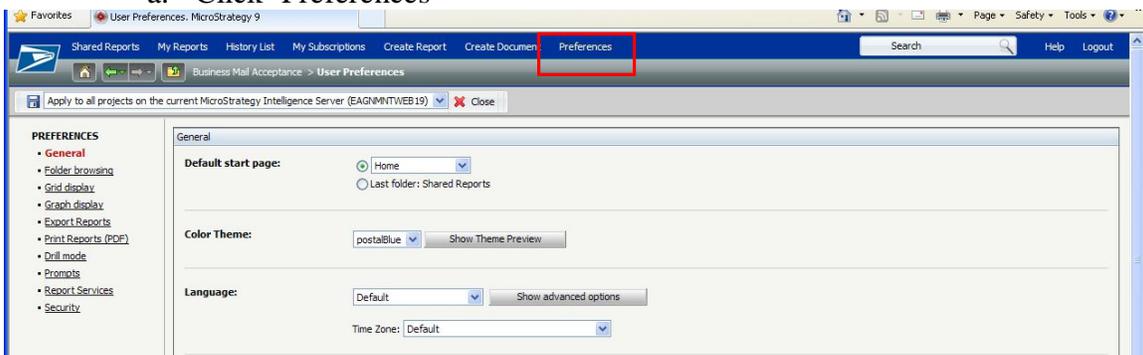


3. You can navigate through prompts by clicking the prompt titles on the left-hand side of the screen or by clicking the 'Next' button on the bottom left-hand side of the screen.

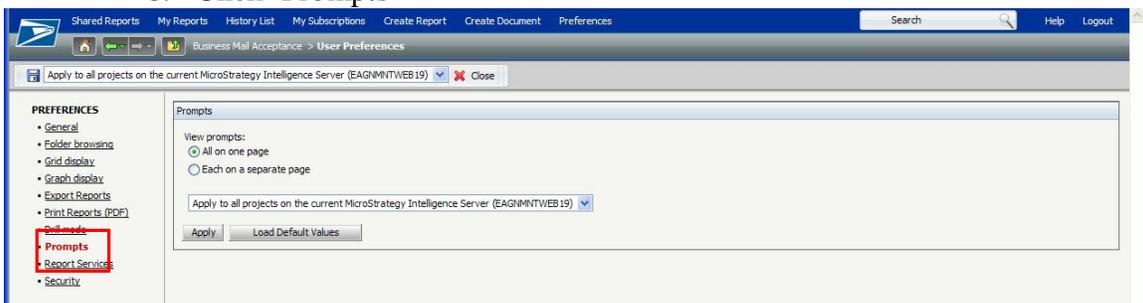


4. To update your prompt visibility to view all prompts on one page (instead of displaying each prompt on a separate page):

a. Click 'Preferences'

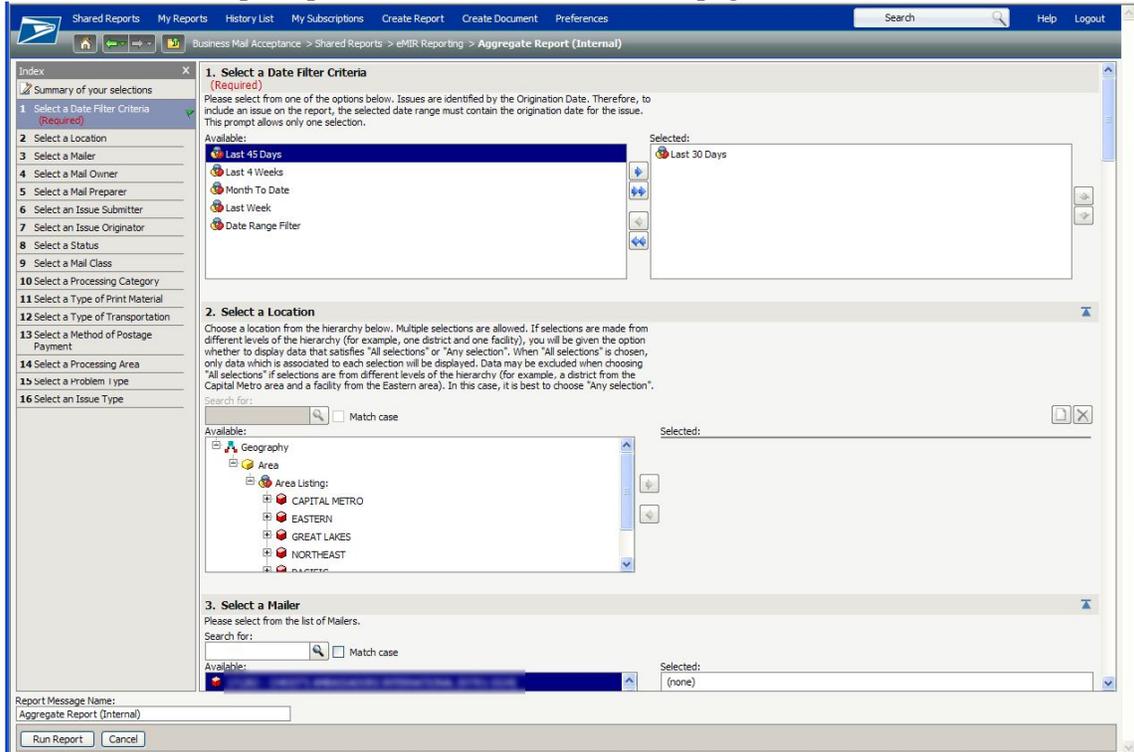


b. Click 'Prompts'

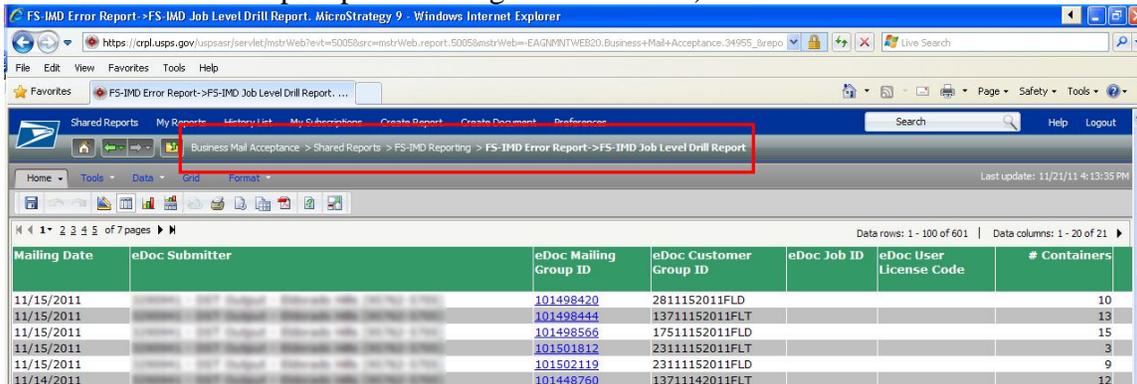


c. Select 'All on one page' radio button

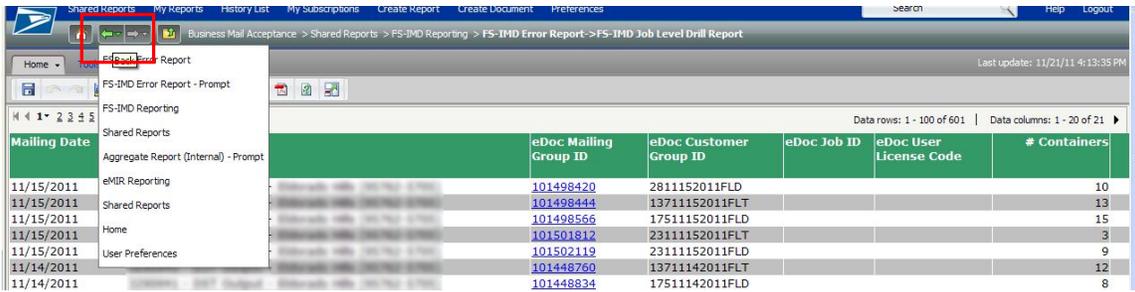
- d. Click 'Apply'
- e. All prompts will now be visible on one page



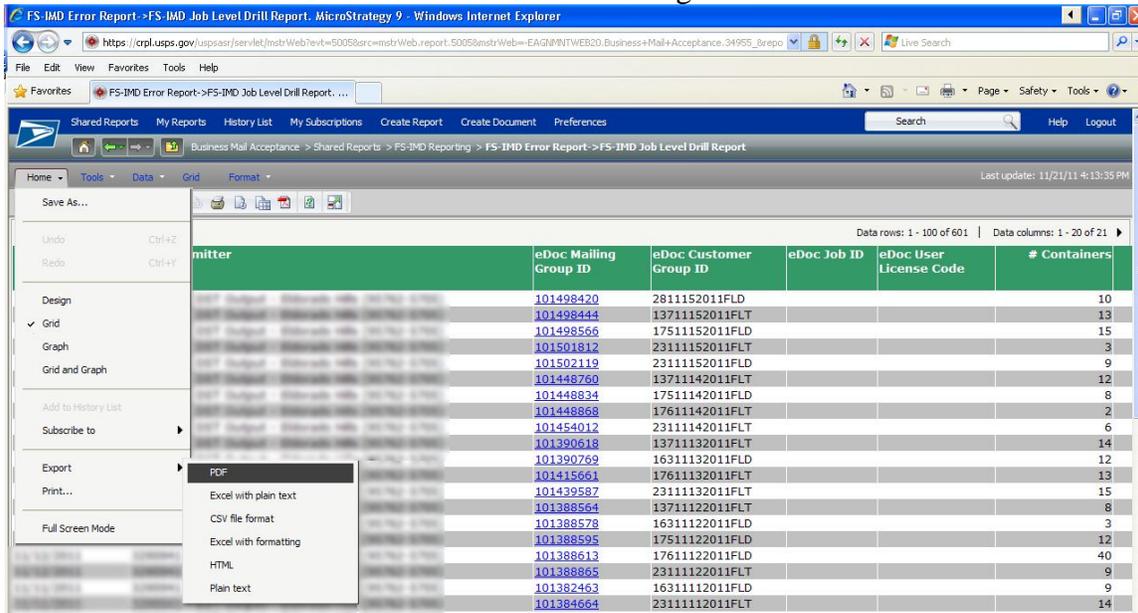
5. When in a report, the top navigation pane will tell you the name of the report you are currently viewing as well as the path you took to get there. (Note: You can click on the report path to navigate backwards.)



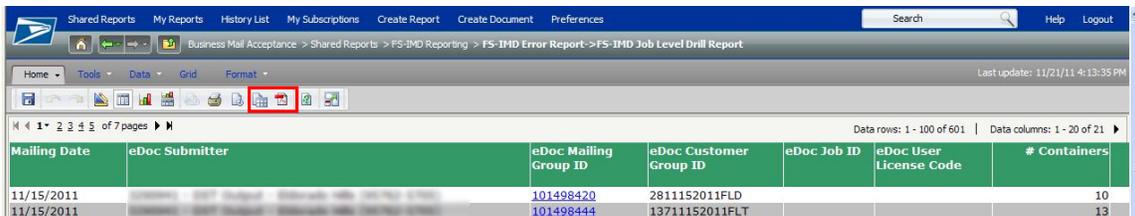
6. The green navigation arrows will allow you to navigate between reports when not drilling. You can also click the small green down arrow to select from past screens that you wish to return to. (Note: These arrows work much better than using your internet browser arrows.)



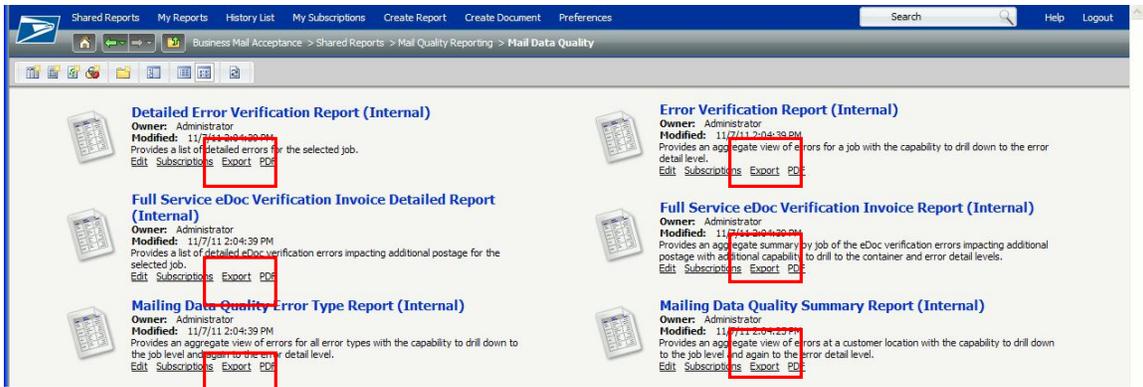
7. To export a report into Excel or PDF format, you may do either of the following:
 - a. Click the arrow next to 'Home'
 - b. Click 'Export'
 - c. Select 'PDF' or 'Excel with formatting'



- d. -OR-
- e. Click 'Home'
- f. Click the PDF or Excel icon as desired



8. To export a report into excel format without running the report in MicroStrategy web first:
 - a. Click the 'Export' link below the report icon



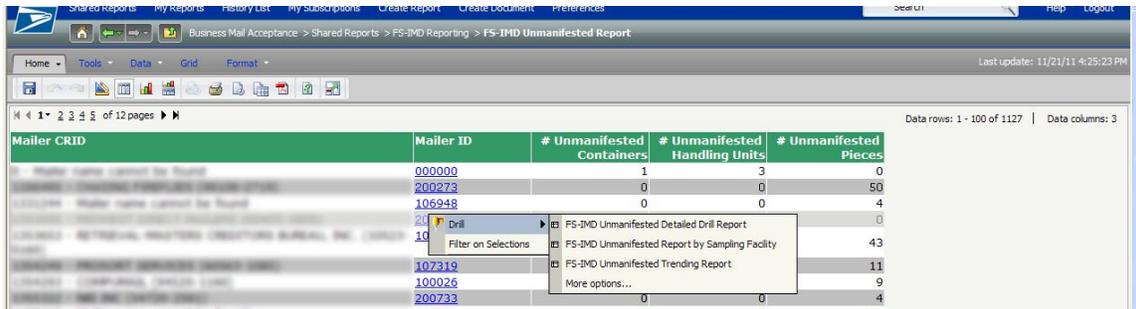
- b. Answer prompts as desired
- c. Click 'Export'
- d. The report results will be displayed directly into Excel format. (Note: You can also run a report directly into PDF format by clicking the 'PDF' link below the report icon.)

Area	Open Issues	Aged Issues	Issues Aged 4-5 Days	Issues Aged 6-10 Days	Issues Aged 11-20 Days	Issues Aged Over 20 Days
CAPITAL METRO	195	173	16	30	77	50
EASTERN	676	559	49	96	236	178
GREAT LAKES	231	216	21	29	95	71
NORTHEAST	231	207	25	35	81	66
PACIFIC	454	402	22	75	187	118
SOUTHWEST	807	745	73	151	268	253
WESTERN	579	525	63	85	203	174
National	3,173	2,827	269	501	1,147	910

9. To return to the prompt screen and re-prompt on your current report, click the green question mark icon. (Note: This re-prompt icon will only work if you answered prompts to access the report. So, for example, if you drilled through another report to access your current report, you will not be allowed to re-prompt, since you didn't answer prompts to access the current report.)

Mail Preparer / Location	Mail Owner	Job Mailing Date	Mailing Group ID	Customer G
		11/1/2011	100977725	
		10/25/2011	100707540	
		10/26/2011	100752173	
		10/29/2011	100882947	

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



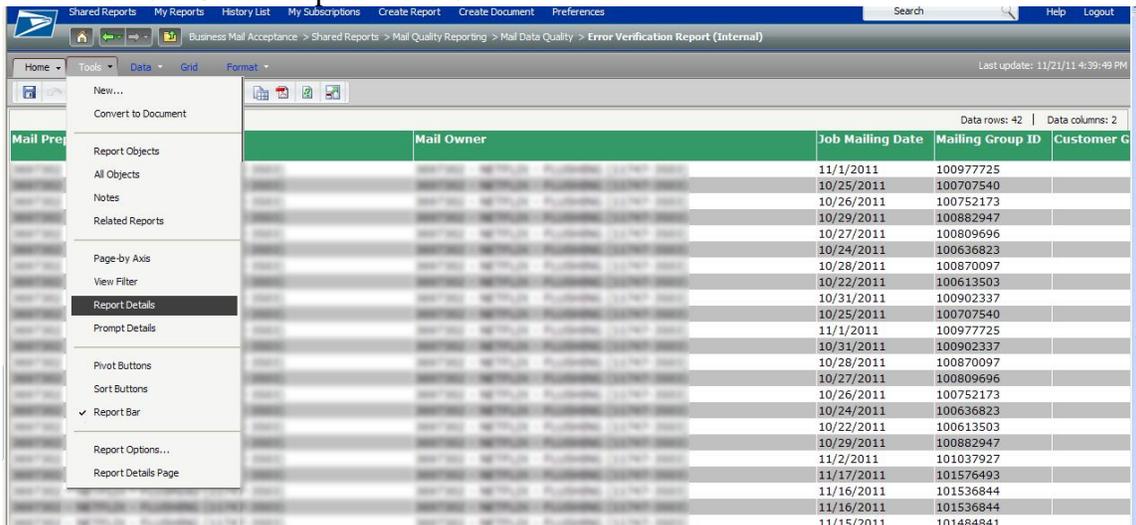
11. If you want to drill to the next report on *everything* (as opposed to one individual blue hyperlink) you can right-click the column header to drill on all rows by clicking 'Drill' and drilling to next report.

Mailing Group ID	Customer Group ID	Job ID	User License Code	Submission Type	Error Type	Total Errors	Total Warnings
57025925		DSC70802	ACC1		Error Verification Detail Drill	261	0
57496703		POR80602	FRST		More options...	255	0
57015188		POR70302	FRST	MAIL_DAT		255	0
58225554	AAR90302			MAIL_XML		97	0

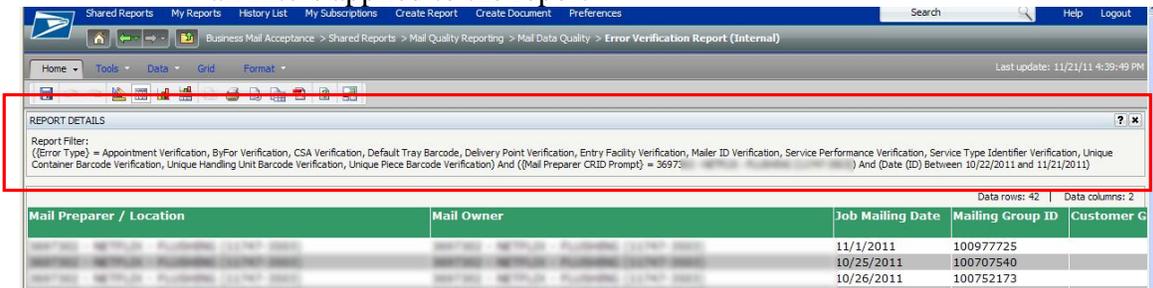
12. To view the filters that have been applied to the report (prompts, drills, etc):

a. Click the arrow next to 'Tools'

b. Click 'Report Details'

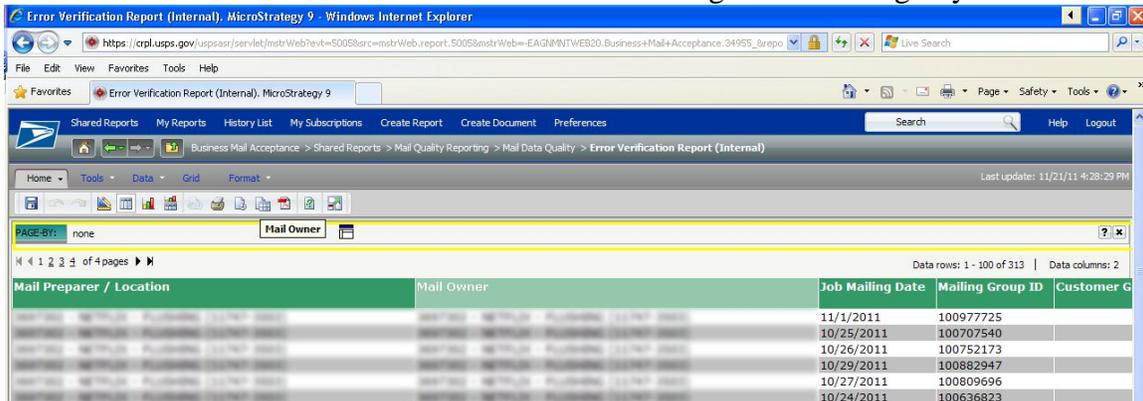


c. A 'Report Details' section will display above the report that will include all filters applied to the report

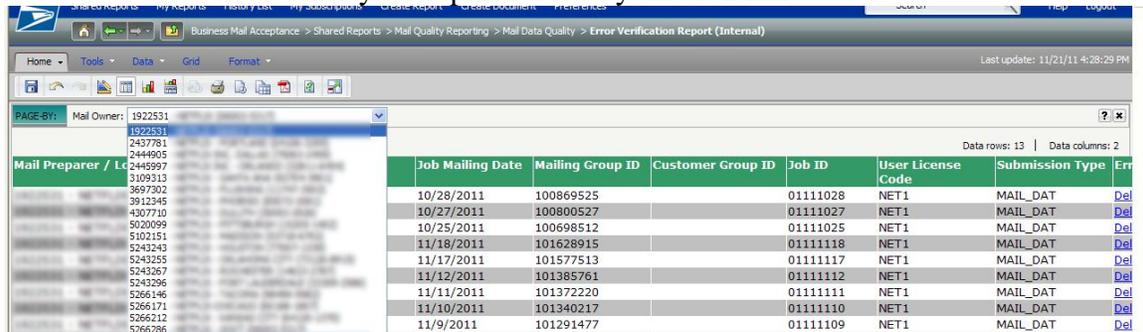


13. To move a report column into the Page-By axis, which will allow you to filter your report results, you may do either of the following:

- a. Click the arrow next to 'Tools'
- b. Click 'Page-by Axis'
- c. Click the desired column header and drag it into the Page-by Axis

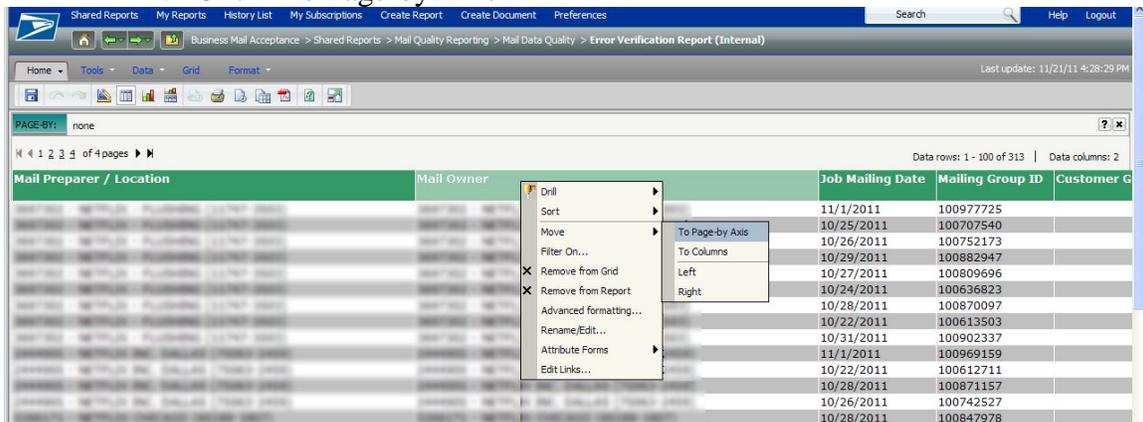


d. Release the desired column header in the Page-by Axis. You will now be able to filter your report results by this column



e. –OR–

- f. Right-click the desired column header
- g. Click 'Move'
- h. Click 'To Page-by Axis'



i. You will now be able to filter your report results by this column

Job Mailing Date	Mailing Group ID	Customer Group ID	Job ID	User License Code	Submission Type	Err
10/28/2011	100869525		01111028	NET1	MAIL_DAT	Del
10/27/2011	100800527		01111027	NET1	MAIL_DAT	Del
10/25/2011	100698512		01111025	NET1	MAIL_DAT	Del
11/18/2011	101628915		01111118	NET1	MAIL_DAT	Del
11/17/2011	101577513		01111117	NET1	MAIL_DAT	Del
11/12/2011	101385761		01111112	NET1	MAIL_DAT	Del
11/11/2011	101372220		01111111	NET1	MAIL_DAT	Del
11/10/2011	101340217		01111110	NET1	MAIL_DAT	Del
11/9/2011	101291477		01111109	NET1	MAIL_DAT	Del

14. To filter on any attribute or metric on the report:

- a. Enable the view filter by clicking the arrow next to 'Tools'
- b. Click 'View Filter'

Job Mailing Date	Mailing Group ID	Customer
11/1/2011	100977725	
10/25/2011	100707540	
10/26/2011	100752173	
10/29/2011	100882947	
10/27/2011	100809696	
10/24/2011	100636823	
10/28/2011	100870097	
10/22/2011	100613503	
10/31/2011	100902337	
10/25/2011	100707540	
11/1/2011	100977725	
10/31/2011	100902337	
10/28/2011	100870097	
10/27/2011	100809696	

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

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

Mail Preparer / Location	Mail Owner	Job Mailing Date	Mailing Group ID	Customer
		11/1/2011	100977725	
		10/25/2011	100707540	
		10/26/2011	100752173	
		10/29/2011	100882947	
		10/27/2011	100809696	

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

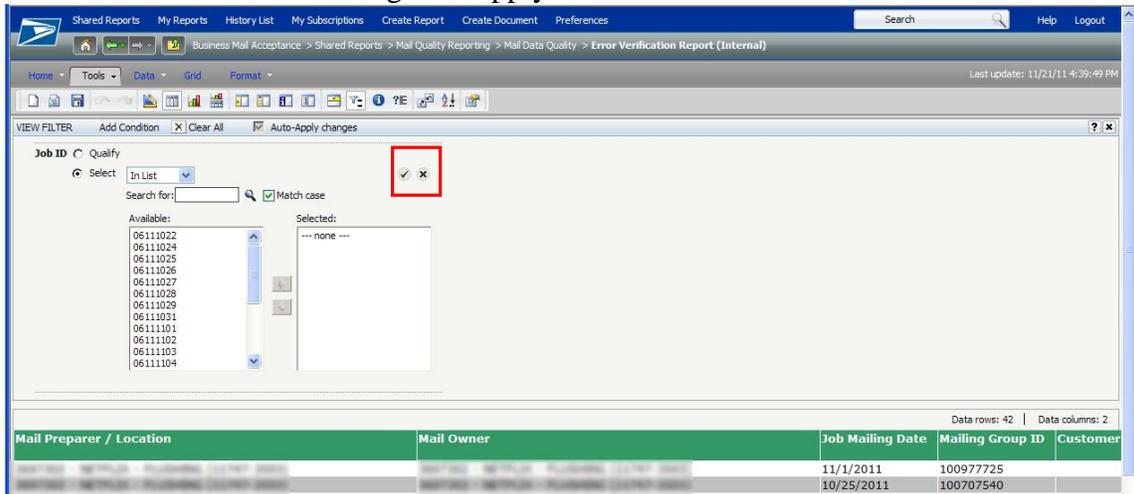
Filter On: [Dropdown] Cancel

Filter On:

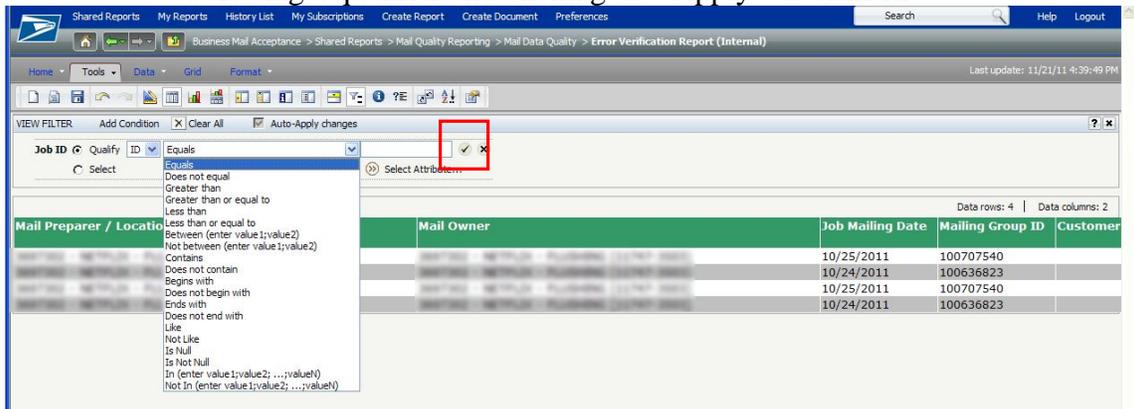
- Customer Group ID
- Error Type
- Job ID
- Job Mailing Date
- Mail Owner
- Mail Preparer / Location
- Mailing Group ID
- Submission Type
- User License Code
- Total Errors
- Total Warnings

Mail Preparer / Location	Mail Owner	Job Mailing Date	Mailing Group ID	Customer
		11/1/2011	100977725	
		10/25/2011	100707540	
		10/26/2011	100752173	
		10/29/2011	100882947	
		10/27/2011	100809696	
		10/24/2011	100636823	

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



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



15. To sort report results by a specified column:

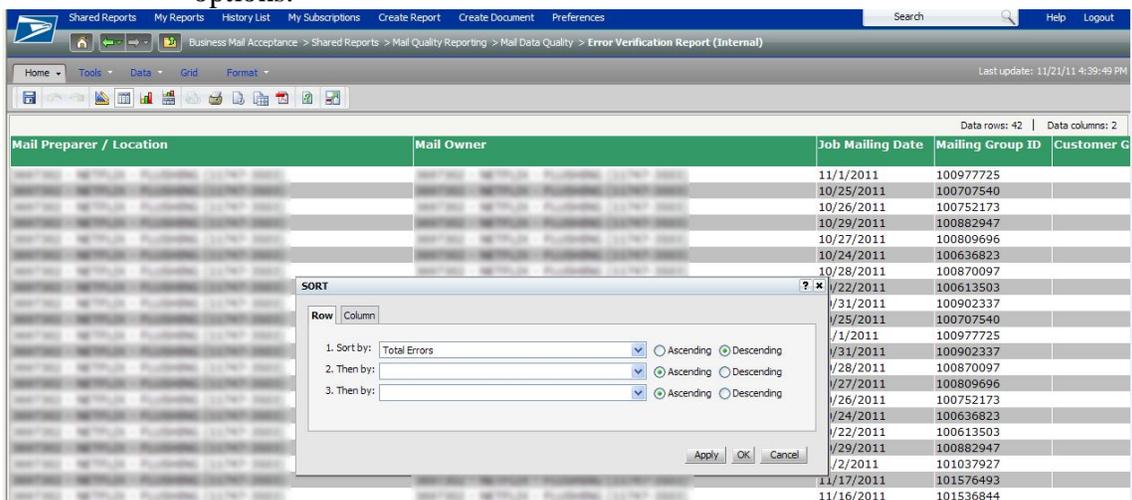
- Right-click the column header
- Click 'Sort'
- Select either 'Ascending' or 'Descending'. The report will update based on selection

Mailing Group ID	Customer Group ID	Job ID	User License Code	Submission Type	Error Type	Sort	Total Errors	Total Warnings
100977725		06111101	NET1	MAIL_DAT	Delivery Point Veri	Ascending		
100707540		06111025	NET1	MAIL_DAT	Delivery Point Verification	Descending	700	0
100752173		06111026	NET1	MAIL_DAT	Delivery Point Verification		652	0
100882947		06111029	NET1	MAIL_DAT	Delivery Point Verification		424	0
100809696		06111027	NET1	MAIL_DAT	Delivery Point Verification		343	0
100636823		06111024	NET1	MAIL_DAT	Delivery Point Verification		340	0
100870097		06111028	NET1	MAIL_DAT	Delivery Point Verification		314	0
100613503		06111022	NET1	MAIL_DAT	Delivery Point Verification		277	0
100902337		06111031	NET1	MAIL_DAT	Delivery Point Verification		270	0
100707540		06111025	NET1	MAIL_DAT	CSA Verification		201	0
100977725		06111101	NET1	MAIL_DAT	CSA Verification		12	0
							8	0

16. To perform multiple sorts on a single report:

- Click the arrow next to 'Data'

- b. Click 'Sort...'
- c. A 'Sort' window will open to allow you to choose multiple sorting options.



17. If you would like to rearrange the columns in order to better understand the information:

- a. Click and hold the column header you wish to move
- b. Drag it to the desired location
- c. Drop (unclick) the column header

The screenshot shows a data table with the following columns: Mailing Group ID, Customer Group ID, Job ID, User License Code, Error Type, Submission Type, Total Errors, and Total Warnings. A red box highlights the 'Submission Type' column header. The table contains data for various mailing groups and error types.

Mailing Group ID	Customer Group ID	Job ID	User License Code	Error Type	Submission Type	Total Errors	Total Warnings
100977725		06111101	NET1	Delivery Point Verification	MAIL_DAT	700	0
100707540		06111025	NET1	Delivery Point Verification	MAIL_DAT	652	0
100752173		06111026	NET1	Delivery Point Verification	MAIL_DAT	424	0
100882947		06111029	NET1	Delivery Point Verification	MAIL_DAT	343	0
100809696		06111027	NET1	Delivery Point Verification	MAIL_DAT	340	0
100636823		06111024	NET1	Delivery Point Verification	MAIL_DAT	314	0
100870097		06111028	NET1	Delivery Point Verification	MAIL_DAT	277	0
100613503		06111022	NET1	Delivery Point Verification	MAIL_DAT	270	0
100902337		06111031	NET1	Delivery Point Verification	MAIL_DAT	201	0
100707540		06111025	NET1	CSA Verification	MAIL_DAT	12	0
100977725		06111101	NET1	CSA Verification	MAIL_DAT	8	0
100902337		06111031	NET1	CSA Verification	MAIL_DAT	8	0
100870097		06111028	NET1	CSA Verification	MAIL_DAT	8	0
100809696		06111027	NET1	CSA Verification	MAIL_DAT	8	0

- d. -OR-
- e. Right-click the column header you wish to move
- f. Click 'Move'
- g. Select 'Left' or 'Right'. (Note: MicroStrategy reports will always display attributes to the left of metrics. Therefore you will not be able to move metrics to the left of attributes. An attribute is a non-calculable field such as User License Code or Error Type. A metric is a calculable field such as Total Errors or Total Additional Postage.)

The screenshot shows the same data table as above, but with a context menu open over the 'Submission Type' column header. The menu options are:

- Drill
- Sort
- Move
- Filter On...
- Remove from Grid
- Remove from Report
- Advanced formatting...
- Rename/Edit...
- Attribute Forms
- Edit Links...

 The 'Move' option is highlighted, and a sub-menu is visible with 'Left' and 'Right' options.

18. If there are certain columns/rows you are not interested in, and they are causing too much clutter:
- Right-click the column/rows header you wish to remove
 - Click 'Remove from Grid'. (Note: Clicking 'Remove from **Report**' can modify the actual SQL behind the report which may unintentionally update the report results.)

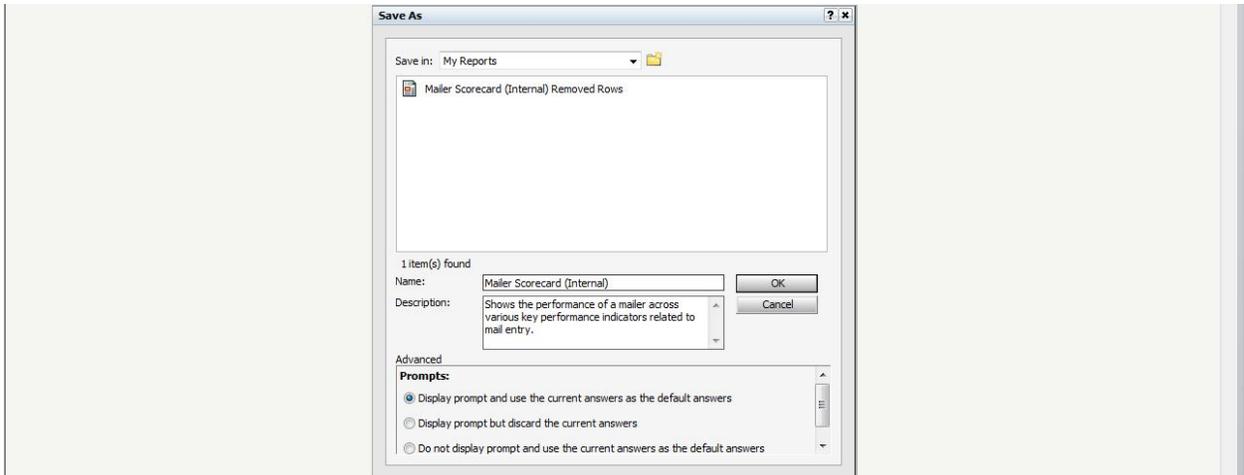
Mailing Group ID	Customer Group ID	Job ID	User License Code	Submission Type	Error Type	Total Errors	Total Warnings
100977725		06111101	NET1		Delivery Point Verification	700	0
100707540		06111025	NET1		Delivery Point Verification	652	0
100752173		06111026	NET1		Delivery Point Verification	424	0
100882947		06111029	NET1		Delivery Point Verification	343	0
100809696		06111027	NET1		Delivery Point Verification	340	0
100636823		06111024	NET1		Delivery Point Verification	314	0
100870097		06111028	NET1		Delivery Point Verification	277	0
100613503		06111022	NET1		Delivery Point Verification	270	0
100902337		06111031	NET1		Delivery Point Verification	201	0
100707540		06111025	NET1		CSA Verification	12	0
100977725		06111101	NET1		CSA Verification	8	0
100902337		06111031	NET1	MAIL_DAT	CSA Verification	8	0

19. After you have removed columns/rows you are not interested in, you can save the report. This will allow you to return to the saved report and the items you removed will remain absent from the report.

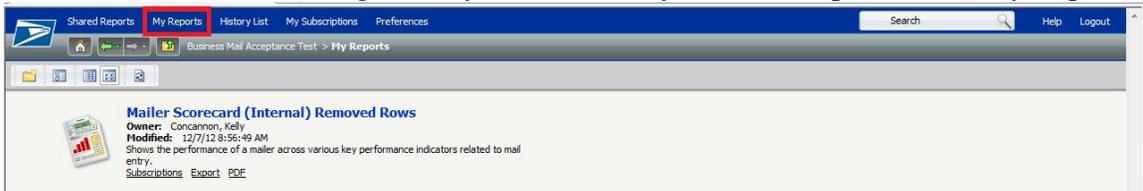
- Click 'Save As' icon

		20163414	20163526	20164742	20164754
eDoc Submitter	MDX TESTERS	162155 99831	28924 21691	28924 21131	28924 21711
	SASP TESTERS				

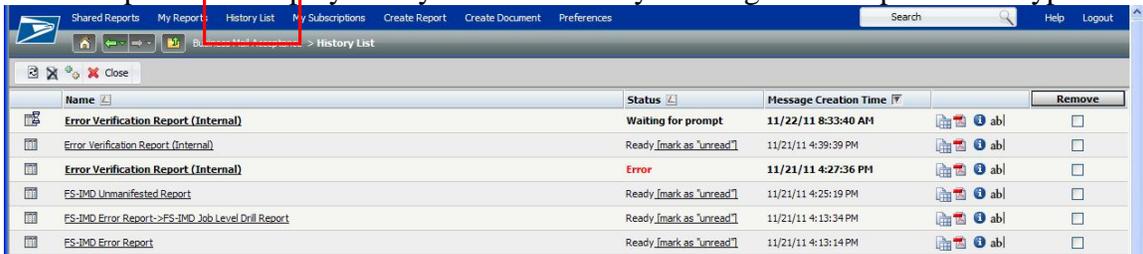
- 'Save As' pop-up will appear, allowing you to make the following specifications:
 - Name
 - Description
 - Prompts
 - Display prompt and use the current answers as the default answers
 - Display prompt but discard the current answers
 - Do not display prompt and use the current answers as the default answers



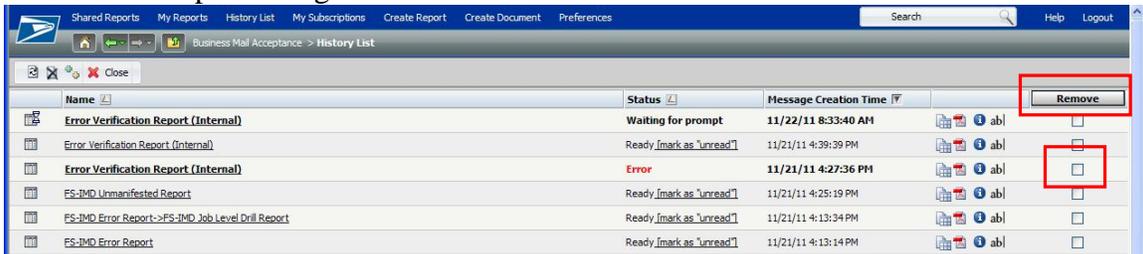
c. After clicking 'OK', you can access your saved report under 'My Reports'



20. To view a list of recently run reports, click 'History'. A list of recently run reports will display. They can be re-run by clicking on the report name hyperlink.



a. If a report resulted in error (did not run for whatever reason), click the checkbox on the right-hand side and click 'Remove' to discontinue processing.

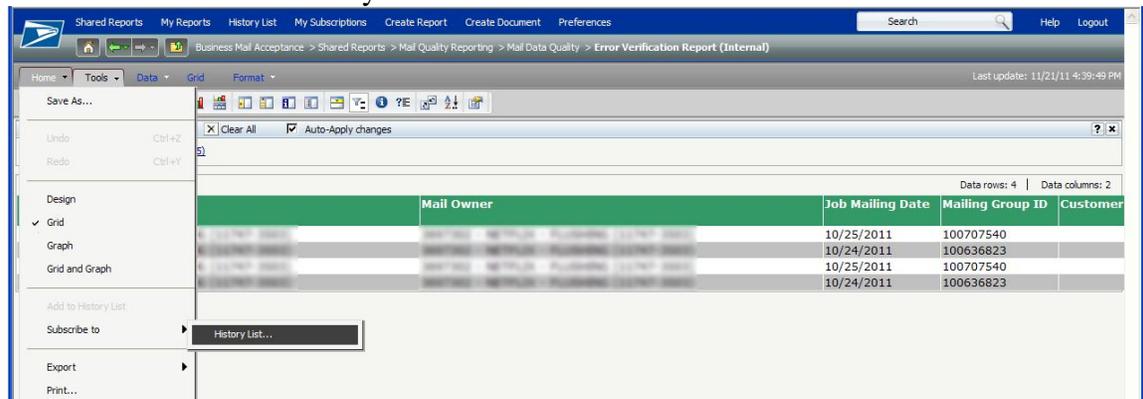


21. If there is a report to plan to continually run, you can schedule a subscription to that report:

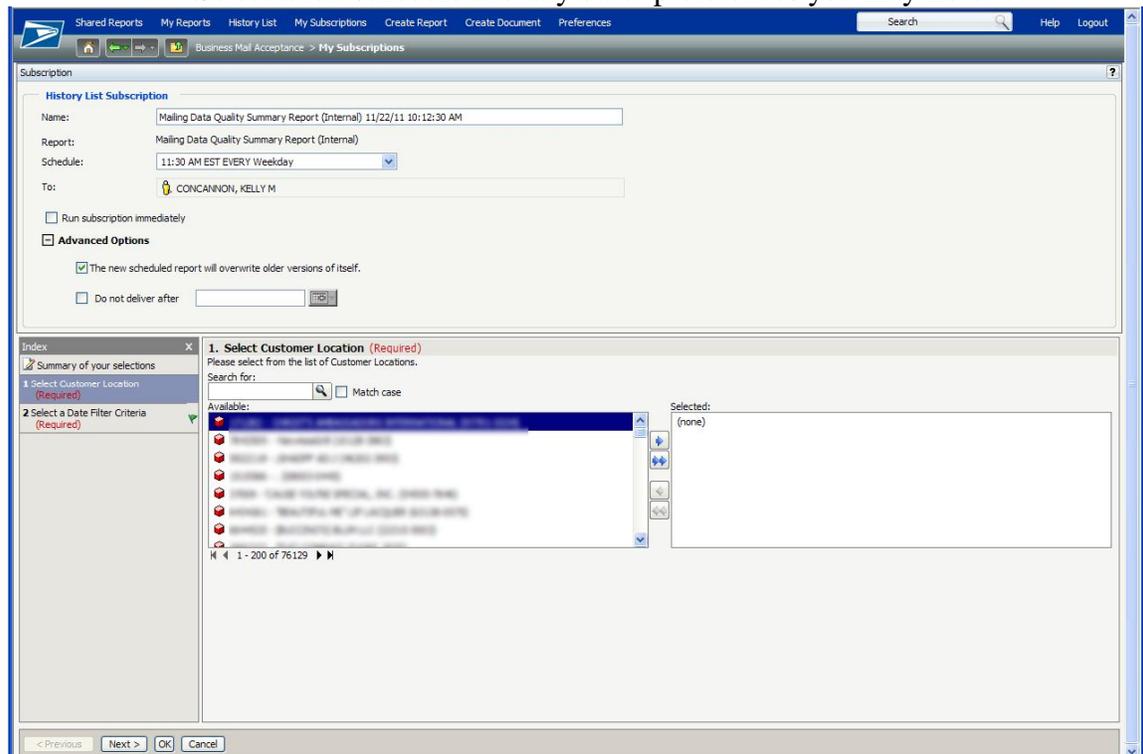
a. Click the 'Subscriptions' link under the report icon



- b. -OR-
- c. When in the report, click the arrow next to 'Home'
- d. Click 'Subscribe to'
- e. Click 'History List...'



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



- g. Click 'OK'
- h. You can access your subscriptions by clicking 'My Subscriptions'



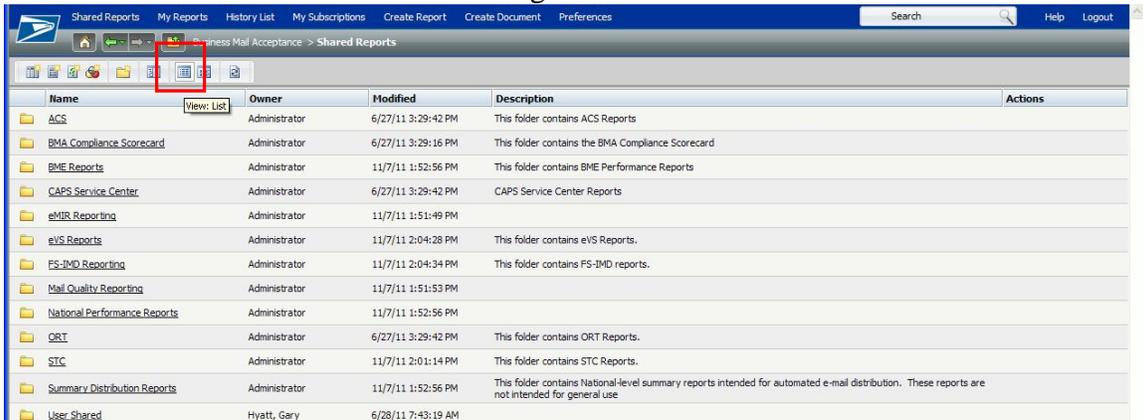
22. To modify the way you view folders in folder navigation:

a. Click the 'View: Icon' image to view folders as icons



b. -OR-

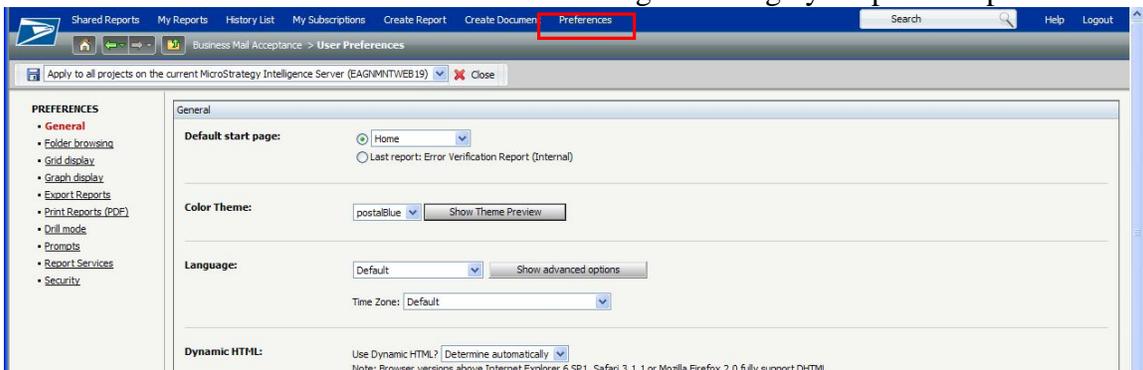
c. Click the 'View: List' image to view folders in list format



23. To view or modify your personal MicroStrategy preferences:

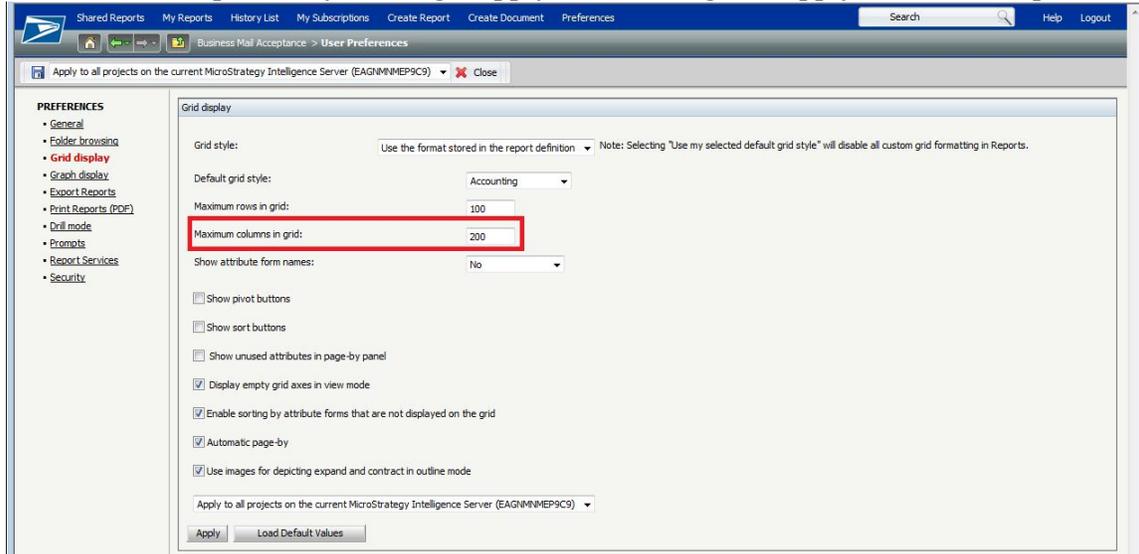
a. Click "Preferences"

b. Use list on left-side toolbar to navigate through your personal preferences

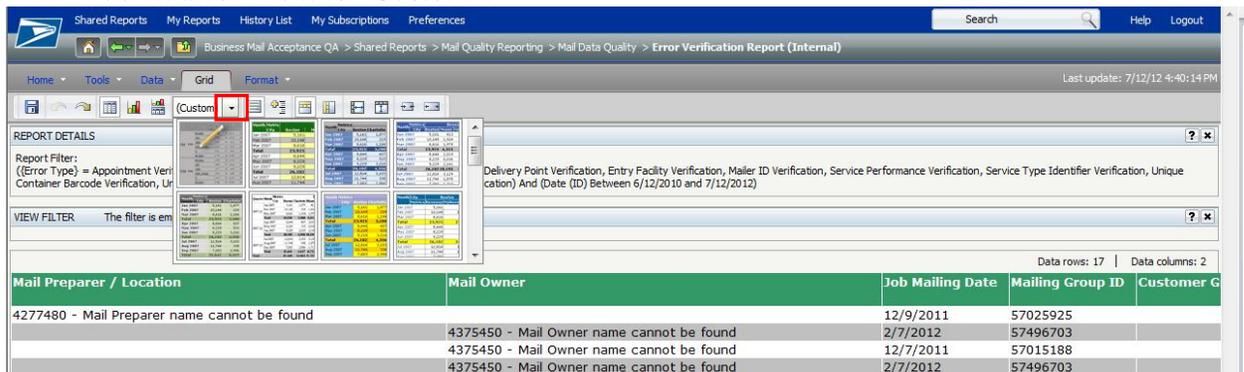


c. MicroStrategy defaults to displaying the first 20 columns in any report, with the ability to arrow-over to view additional columns. As some reports have more than 20 columns, you can expand your default setting

by clicking “Grid display” and increasing the “Maximum columns in grid” option. By clicking “Apply”, this setting will apply itself to all reports.



24. If you would like to adjust the template (coloring & formatting) of a report (and are tired of Kelly green!) you can modify the template by clicking “Grid” then the down arrow next to “Custom”.



a. Here you can view various template formats that will adjust the coloring of your report.

Business Mail Acceptance QA > Shared Reports > Mail Quality Reporting > Mail Data Quality > Error Verification Report (Internal)				
Home Tools Data Grid Format Last update: 7/12/12 4:40:14 PM				
REPORT DETAILS				
Report Filter: ((Error Type) = Appointment Verification, ByFor Verification, CSA Verification, Default Tray Barcode, Delivery Point Verification, Entry Facility Verification, Mailer ID Verification, Service Performance Verification, Service Type Identifier Verification, Unique Container Barcode Verification, Unique Handling Unit Barcode Verification, Unique Piece Barcode Verification) And (Date (ID) Between 6/12/2010 and 7/12/2012)				
VIEW FILTER The filter is empty. Add Condition Auto-Apply changes				
Data rows: 17 Data columns: 2				
Mail Preparer / Location	Mail Owner	Job Mailing Date	Mailing Group ID	Customer Gr
4277480 - Mail Preparer name cannot be found		12/9/2011	57025925	
	4375450 - Mail Owner name cannot be found	2/7/2012	57496703	
		12/7/2011	57015188	
		2/7/2012	57496703	
		3/8/2012	58223575	
4433945 - SHAPIRO PERFECT MAILING COMPANY (22209-6027)	2131934 - AUTOMATED MAILING SYSTEMS INC (24012-8023)		58243326	
		3/7/2012	58225554	AAR90302
4277480 - Mail Preparer name cannot be found	4375450 - Mail Owner name cannot be found	1/20/2012	57498879	
4433945 - SHAPIRO PERFECT MAILING COMPANY (22209-6027)	2131934 - AUTOMATED MAILING SYSTEMS INC (24012-8023)	4/27/2012	58592981	
		1/5/2012	57498880	
4277480 - Mail Preparer name cannot be found	4375450 - Mail Owner name cannot be found	11/30/2011	57062989	
4433945 - SHAPIRO PERFECT MAILING COMPANY (22209-6027)	2131934 - AUTOMATED MAILING SYSTEMS INC (24012-8023)	3/7/2012	58225554	AAR90302
	4375450 - Mail Owner name cannot be found	12/7/2011	57015188	
		1/5/2012	57496702	
4277480 - Mail Preparer name cannot be found	4375450 - Mail Owner name cannot be found	12/21/2011	57015189	
4433945 - SHAPIRO PERFECT MAILING COMPANY (22209-6027)	2131934 - AUTOMATED MAILING SYSTEMS INC (24012-8023)	3/7/2012	58225554	AAR90302