

Detailed Error Data Request Process

The Detailed Error Reports for Full-Service Electronic, Move Update, and Seamless Errors in the Mailer Scorecard are currently limited to 100 records per error code, mail owner and job segment. As a result, mailers are only able to retrieve a representative sample of their errors to perform root cause analysis but are unable to obtain all of the details for all errors that are included in the error counts on the Mailer Scorecard. Until an automated solution is developed a manual process will be facilitated through the *PostalOne!* Help Desk to send this data to mailers.

Detailed Error Data Request Process Flow

The process for requesting additional error data is as follows:

1. Mailer contacts *PostalOne!* Help Desk by sending an email to postalone@usps.gov with the completed Detailed Errors Data Request Form found on RIBBS to the *PostalOne!* Help Desk with the subject line of "Detailed Error Data Request [CRID] [Company Name]"
2. Customer will be contacted for username and password for Secure File Transmission
3. *PostalOne!* Help Desk agent logs remedy ticket and includes Detailed Errors Data Request Form
4. *PostalOne!* Help Desk agent assigns Remedy ticket to Full Service HQ and sends email to SASP_Func_Support@accenture.com.
5. SASP support team completes and sends data to mailer within 3 business days via the preferred method on the request form
6. Once data transmission is provided to mailer, SASP assigns ticket back to the *PostalOne!* Help Desk
7. *PostalOne!* Help desk agent notifies mailer that data was transmitted and request permission to close the ticket.

If there are any issues or questions during the query or data transmission process the SASP support team will notify the *PostalOne!* Help Desk to contact the mailer. For any requests that have an ongoing frequency the SASP team will create the remedy ticket copying the *PostalOne!* Help Desk and follow the process above starting with step 6.

Data Request Types

- Monthly: Monthly data requests will be provided within 3 business days¹ of the 11th (or next business day) of the following month.
- Weekly: Weekly data requests will be provided within 3 business days of the Tuesday (or next business day) of the following week.
- One-time: One time requests will be provided within 3 business days of receiving the request. However, if the request is for a week or month that is not yet closed it will follow the normal timeline listed above.

Error Types

Full Service

- Barcode Uniqueness Errors (Container)
- Barcode Uniqueness Errors (Handling Unit)
- Barcode Uniqueness Errors (Piece)
- By/For Errors
- STID Errors (Piece)
- MID Errors (Container)
- MID Errors (Handling Unit)
- MID Errors (Piece)
- Entry Facility Errors (Container)
- Entry Facility Errors (Handling Unit)
- Unlinked Copal Tray Errors

Seamless (Census)

- Undocumented Errors (MPE)
- Nesting/Sortation Errors (MPE)
- Delivery Point Verification Errors
- Barcode Quality PAF Errors

Seamless (Sampling)

- Undocumented Errors
- Piece Weight Errors
- Nesting/Sortation Errors
- Postage Errors
- Mail Characteristic Errors

¹ Due to potentially high volume, please allow up to 72 hours for processing

eInduction²

- Undocumented/Extra Container Errors
- Payment Errors
- Duplicate Errors
- Misshipped Errors
- Entry Point Discount Errors
- Zone Discount Errors

Other

- Move/Update Errors

Non-Error Types

Seamless (Sampling) Scans

- Container Scans
- HU Scans
- Piece Scans

² eInduction errors are provided by the PO! eInduction team