



## Frequently Asked Questions (FAQs)

**“Accessing and Understanding Mail Quality Reporting (Mailer Scorecard)” Webinar  
May 13, 2014**

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### Background

The “**Accessing and Understanding Mail Quality Reporting (Mailer Scorecard)**” webinar was presented in collaboration with Mail Entry and Payment Technologies – Business Mailer Support on May 13, 2014. The webinar provided an in-depth and detailed presentation regarding the newest Intelligent Mail report, called Mailer Scorecard. The presentation also discussed how to access this report – as well as others currently available – and took a deep dive into how to identify and investigate issues that arise within Full Service mailings.

### Summary of the questions and answers from the webinar:

**1. Are all start the clock scans really pallet scans?**

No; not always. If we don't get actual scans on containers, the system reverts to eDoc "scheduled ship dates".

**2. Where are the "start the clock" pallet scans located?**

STC "near real-time" data can be found in the "Full Service Feedback/Visibility Dashboard" section. Click on "Mailing Reports" to navigate to this spot.

**3. Who do you contact if you get an access denied?**

Call Help Desk, give them your user ID and request access to the reports. Usually takes up to, but generally not longer, than 48 hours.

- 4. Can I use this scan data as a proof of delivery in place of the 8125 and feedback from my carrier?**

Scan data will provide tracking through the plant operations, and then there is an expectation the mailpiece will be delivered timely, though this doesn't provide "proof of delivery".

- 5. Our *Sunday Visitor* falls into a situation where most times we are an eDoc Submitter but sometimes the Mail Owner and do have MSP for other parts of our mail. Which scorecard will the USPS invoice off of in July - the eDoc Submitter or Mail Owner?**

The eDoc submitter only.

- 6. I used the Postal Wizard to find a CRID for a mail owner and plugged that into my MAIL.DAT software. A week later I got a by/for error on my scorecard for using this CRID. I could still see that CRID attached to the mail owner under the wizard. Why was this an error?**

Not sure why there would be an error unless the CRID was invalid.

- 7. How do I gain access to MicroStrategy?**

The business system administrator (BSA) can grant a user access to the reports. If the user has been granted access but cannot generate the report, please call Help Desk and ask them to link the reporting to your user ID.

- 8. When I hover over the Columns it does not give an option to click, are there certain web setting that I should be using?**

The user must click on items highlighted in blue: these are hyperlinks that will navigate to other reports and/or data in Scorecard.

- 9. Will you get this information if you submit your full service mailings via Postal Wizard?**

Since there is no eDoc associated with Postal Wizard, details about a job will not be available.

**10. Why can't a Mail Owner also be identified as a Mail Preparer? Does the Mail Owner need to get Postal One to identify them as also being a Mail Owner to get this error to stop?**

If the eDoc submitter is also the mail owner, the profile must be setup as such. Please call your Business Mailer Support Analyst or the Help Desk.

**11. Do you have to be a mail provider or mail owner to have access to this data, or can a USPS employee access it?**

Mail Service Providers have the "eDoc submitter" Scorecard and mail owners have the "mail owner" Scorecard. USPS employees can also access the reports.

**12. I keep getting error 7140 saying that mail presenter is same as mail owner, we do our own mailings, and we upload via mail.dat, what is the problem?**

The root cause could be that the profile in Business Customer Gateway is not set up correctly. Please call either your Business Mailer Support Analyst or Help Desk.

**13. Is there a way in the scorecard to toggle between the reports without going back to the beginning?**

Yes, next to the arrow keys in Scorecard there is a small triangle pointing downwards. If the user clicks on this triangle, they can select a previously generated report.

**14. How many days after close of month will data continue to come in?**

Up to 8-10 days.

**15. My seamless is yellow due to I am not in seamless at this time on the scorecard, right?**

If cells are highlighted in yellow, this means thresholds have been exceeded for the respective metric/validation.

**16. I tried going online to see our company's scorecard but no information is showing except for N/A thru all the columns. What is the reason for that? We mail using optional procedure; we use mail.dat files, and are a full service mailer.**

It is possible that no permits are linked to the CRID. Please go to Business Customer Gateway (BCG) and navigate to "manage accounts". Ensure permits are linked to the CRID. If everything looks correct, then please call Help Desk for support.

**17. Who do I call about a mail preparer/mail owner issue, by/for error 7140?**

Customers may call their Business Mailer Support Analyst, the Help Desk, or the district BMEU where they present mailings. HQ is currently rolling out training at the district level, but is not completed at this time.

**18. We are a mail service provider. When trying to get to these reports, the page is empty when we get there.**

If the user is unable to populate Scorecard, please call Help Desk for resolution.

**19. Are there any notifications setup for the scorecard? (e.g. to get notified if my mailings are not meeting thresholds)**

Unfortunately there are not, users must go through BCG to pull reports. However, users may set up subscriptions, whereby reports will be available at user request.

**20. Is there an API to access some of this information?**

Currently there is no automated way to get information "pushed" to users. Access to the data must be "pulled" via the BCG. For ease of use, subscriptions may be set up.