Full Service Report Testing

Date of Test:_____

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

In this test, we will validate that the # By/For errors reported matches between summary and drill views for the eDoc submitter scorecard, Mail Owner Scorecard, Mail Preparer Scorecard and within the Mail Owner/Preparer scorecards. We are also testing that By/For errors are logged correctly.

This test will also validate that errors reporting above threshold are reporting correctly on the Mail Entry Additional Posage Assessment Report and Mail Entry Additional Postage Postage Assessment Report (Internal Users only at this time).

eDoc Submitter Scorecard

Major Step	Key Points	Reasons

1. Open eDoc Submitter Scorecard View
 	
_____ **eDoc Submitter CRID used**
	• Select "I'm an eDoc submitter"
	Enter information in the (Required) filter fields:
	 • Select Timeframe:
	  • Current Month
	  • Previous Month
	  • Select Month
	 • Enter the eDoc Submitter CRID in the Search Box
	 • Click on the magnifying glass to search for the CRID
	 • Highlight the eDoc Submitter name
	 • Click on the arrow to move the CRID to the right box under "Selected"
	  Select "Run Document" located at bottom left of screen.
	 • Next screen will request to select "Error Type"
	  Select "FS Electronic Errors"
		The Mailer Scorecard holds all Full-Service errors, including By/For errors.

2. Navigate to the By/For errors fields _____ **# of By/For Errors Reported** _____ **# Pieces with By/For Errors Reported** _____ **% of By/For Errors Reported** _____ **% Pieces with By/For Errors Reported**	• eDoc Submitter Scorecard will display • Select the "Electronic Verification" tab located at the top of the Scorecard view (should default to this tab) • Record number of errors reported for By/For • Select % Metric and record the percentage for By/For errors	The By/For errors field displays a count/% of By/For errors for the selected CRID over the selected timeframe. **New:** Scorecard now displays additional lines with the number of pieces with at least one distinct By/For error.
3. Navigating to the "Error Details by Error Type" report _____ **# of By/For Errors Reported**	The user may drill to the Error Details by Error Type Report in one of two ways: • Left-click on the eDoc Submitter CRID at the top of the column Or the user may • Right-click on the mailer name then select "Drill" and a fly out box will appear to select "View Error Details by Error Type" • On the next screen, select the "FS Electronic Errors" filter • Click the "Run Report" button left of the screen	The drill reports show a rollup of all errors for the CRID, for the program that was selected in the filter. The count of errors on the drill should match to the count of errors on the scorecard.
4. Open the Mail Quality Job Error Type Report _____ **sum of By/For Errors Reported** _____ **Job ID of selected Job** _____ **MID or CRID of Mailer Owner** _____ **# of By/For errors reported for job selected**	• Click the Error Code • Record the sum of the By/For errors displayed on Error Type Report • Select a job and reord the number of By/For errors for the specific job selected	This report will show the errors rolled up to each job. The sum count of errors from each job should match to the count of errors on the Error Details by Error Type drill and the scorecard.

5. Verify that all correct fields are populated	Note: Some data may not be included if it is not available	Ensure that there is no required data missing from the report
6. Mail Quality Detailed Error Report **Select 5 errors and review the error details (if fewer than 5 errors validate all)** _____ ____MID or CRID _____ MID or CRID _____ MID or CRID _____ MID or CRID _____ MID or CRID	• The incorrect By/ForLocale Key is listed in the "Error Data" field • Record the incorrect By/Forfor the 5 errors • **External Users:** To validate a MID or CRID used to identify Mail Owner or Mail Preparer, is valid use the Customer Validation Tool in the Business Customer Gateway • **Internal Users:** Use the MID Tool to validate a valid MID or CRID • For missing Mail Owner/Mail Preparer error, verify the completion of these fields in your original eDoc files (.mpa or .cpt)	The key data is displayed in the "Error Description" field
7. Open Customer Validation Tool in BCG (External Users) **(Internal Users) Open MID Tool on RIBBS** **https://ribbs.usps.gov/**	**External Users** • Open in a new window browser • Log onto BCG • Locate the Customer Validation Tool • Enter MID or CRID **Internal Users** • Open in a new window browser • Access MID Tool at: https://mid.usps.gov/ • Log on using User ID and password • Enter the MID or CRID to validate	
8. Search the MID or CRID noted in step 7	• Log the number of valid MID errors	Use this test if you identify an By/For errors.

_____ # valid MID errors _____ # valid CRID errors	• Log the number of MID or CRID errors	External Users should report invalid errors which require a Help Desk ticket to investigate a possible system issue. Internal Users should report any discrepancies to the applicable reporting group to investigate.
9. Validate that errors reported on each report level are consistent	• Check that By/Forerror counts logged in steps 2, 3,and 4 are consistent across all report levels • Check that By/ForErrors logged in step 5 matches the errors for the selected job	Use this test if you identify an By/For errors. **External Users** should report invalid errors which require a Help Desk ticket to investigate a possible system issue. **Internal Users** should report any discrepancies to the applicable reporting group to investigate.

Mail Preparer Scorecard (Mail Preparers Only)

In this test, we will validate that the # of By/For errors reported matches between summary and drill views for the Mail Preparer scorecard. We are also testing that By/For errors are logged correctly.

Major Step	Key Points	Reasons

1. Open Mailer Preparer Scorecard
 	
_____ **Mail Preparer CRID used**
	• Select "I'm a Mail Owner or Mail Preparer"
	Enter information in the (Required) filter fields:
	• Select Timeframe:
	  • Current Month
	  • Previous Month
	  • Select Month
	• Click Select Preparer CRID box
	• Select "Run Document" located at bottom left of screen.
		The Mailer Scorecard holds all Full-Service errors, including By/For errors.

2. Navigating to Mail Preparer Scorecard View	• Enter CRID of mail preparer in the "Search for:" box • Click on the magnifying glass to search for the CRID • Highlight the Mail Preparer name • Click on the arrow to move the Mail Preparer to the right box under "Selected" • Select "Run Document" located at bottom left of screen.	

3. Mail Preparer Scorecard View _____ # of By/For Errors Reported _____ % of By/For Errors Reported	• Mail Preparer Scorecard will display • Select the Electronic Verification tab at the top of the Scorecard view (should default to this tab) • Record number of errors reported for By/For in the "Total" column • Select % Metric and record the percentage for By/For errors in the "Total" column	The By/For errors field displays a count/% of By/For errors for the selected CRID over the selected timeframe.

4. Drill to the "Error Details by Error Type" Report
 	
_____ **Record the sum of By/For errors reported for the Mail Preparer**
	The user may drill to the Error Details by Error Type Report in one of two ways:
	• Left-click on the "Mail Preparer CRID" at the top of the column
	   • This view only display By/For errors logged for a specific Mail Owner by the Mail Preparer
	Or the user may
	• Right-click on "Mail Preparer" then select "Drill" and a fly out box will appear to select "View Error Details by Error Type"
	   • This view will display every Mail Owner the Mail Preparer prepared mail for with By/For errors logged
	• The next screen select "FS Electronic Errors" as the Error type
	• Click "Run Report" located on the bottom left of screen
		The drill reports show a rollup of all errors for the CRID, for the program that was selected in the filter.
		
		The count of errors on the drill should match to the count of errors on the scorecard.

5. Open the Mail Quality Job Error Type Report _____Selected Job ID _____ # of By/For errors reported for selected job _____ MID or CRID of Mail Owner	• Left-click on the "Error Type" or • Left click on the "Error Code" for the selected By/For error reported for a job • Select a specific job to validate errors at a more detailed level	This report shows full details for each error in the selected job. The count of errors here should match the count of the selected job on the previous Mail Quality Job Error Type report (capped at 100 at the piece level).
6. Mail Quality Detailed	• The incorrect By/For is listed	The key data is displayed in the

Error Report	in the "Error Data" field	"Error Description" field.
Select 5 errors and review the error details (if fewer than 5 errors validate all) _____ ___MID or CRID _____ MID or CRID _____ MID or CRID _____ MID or CRID _____ MID or CRID	• Record the incorrect By/Forfor the 5 errors • **External Users:** To validate a MID or CRID used to identify Mail Owner or Mail Preparer, is valid use the [Customer Validation Tool](#) in the Business Customer Gateway • **Internal Users:** Use the MID Tool to validate a valid MID or CRID • For missing Mail Owner/Mail Preparer error, verify the completion of these fields in your original eDoc files (.mpa or .cpt)	
7. Open Customer Validation Tool in BCG (External Users) **(Internal Users) Open MID Tool on RIBBS** **https://ribbs.usps.gov/**	• The incorrect By/For is listed in the "Error Data" field • Record the incorrect By/For for the 5 errors • **External Users:** To validate a MID or CRID used to identify Mail Owner or Mail Preparer, is valid use the Customer Validation Tool in the Business Customer Gateway • Open in a new window browser • Log onto BCG • Locate the Customer Validation Tool • Enter MID or CRID • **Internal Users:** Use the MID Tool to validate a valid Mid or CRID • Open in a new window browser • Access MID Tool at: **https://mid.usps.gov/** • Log on using User ID and password • Enter the MID or CRID to validate • For missing Mail Owner/Mail Preparer error, verify the completion of these fields in your original eDoc files (.mpa or .cpt)	

8. Search the MID or CRID noted in step 7 _____ # valid MID errors _____ # valid CRID errors	• Log the number of valid MID errors • Log the number of CRID errors	A mailer is responsible for all valid errors. **External Users** should report invalid errors which require a Help Desk ticket to investigate a possible system issue. **Internal Users** should report any discrepancies to the applicable reporting group to investigate.
7. Validate that errors reported on each report level are consistent	• Check that By/For error counts logged in steps 2, 3, 4 are consistent across all report levels	**External Users** should report invalid errors which require a Help Desk ticket to investigate a possible system issue. **Internal Users** should report any discrepancies to the applicable reporting group to investigate.

Mail Owner Scorecard (Mail Owners Only)

In this test, we will validate that the # of By/For errors reported matches between summary and drill views for the Mail Owner scorecard. We are also testing that By/For errors are logged correctly.

Major Step	Key Points	Reasons
1. Open Mail Owner Scorecard _____ **Mail Owner CRID used (From previously identified Mail Preparer SC review)**	• Select "I'm a Mail Owner or Mail Preparer" Enter information in the (Required) filter fields: • Select Timeframe: • Current Month • Previous month • Select a month • Click Select Owner CRID box • Select "Run Document" located at bottom left of screen.	The Mailer Scorecard holds all Full-Service errors, including By/For errors.
2. Navigating to Mail Owner Scorecard View	• Enter CRID of Mail Owner in the "Search for:" box • Click on the magnifying glass to search for the CRID • Highlight the Mail Owner name • Click on the arrow to move the Mail Owner to the right box under "Selected" • Select "Run Document"	

	located at bottom left of screen.	
3. Mail Owner View of Scorecard	• Located on the Electronic Verification tab • Select the "Electronic Verification" tab located at the top of the view (should default to this tab)	This will display FS errors for the Mail Owner for which the the Mail Preparer is responsible for preparing the mailings.
4. Navigate to theBy/For errors fields _____ # of By/For Errors Reported **Validate % Metric on Electronic Verification tab** _____% of By/For Errors Reported	• Mail Owner Scorecard will display • Select the Electronic Verification tab at the top of the Scorecard view (should default to this tab) • Record number of errors reported for By/For in the "Total" column • Select % Metric and record the percentage for By/For errors in the "Total" column	The By/For errors field displays a count/% of By/For errors for the selected CRID over the selected timeframe.
5. Drill to the "Error Details by Error Type" report _____ # of By/For errors reported	The user may drill to the Error Details by Error Type Report in one of two ways: • Left-click on the "Mail Owner" • This report will display By/Forerrors for that Mail Owner by Mail Preparer Or the user may • Right-click on the mailer name then select "Drill" and a fly out box will appear to select "View Error Details by Error Type" • This view will display all By/Forerrors for the mail owner by mail preeparer • The next screen select "eInduction" as the Error type • Click "Run Report" located on the bottom left of screen • Record the number of Entry Facilityerrors reported	The drill reports show a rollup of all errors for the CRID, for the program that was selected in the filter. The count of errors on the drill should match to the count of errors on the scorecard.
6. Open the Mail Quality	• Left-click on the "Error Type" or "Error Code" link	This report will show the errors

Job Error Type Report _____ **sum of** **By/For** **Errors R****eported** _____ **# of** **By/For** **errors r****eported for selected job.** _____ **Selected Job ID** _____ **MID or CRID of Mail Owner**	for the selected By/Forerror	rolled up to each job. The sum count of errors from each job should match to the count of errors on the Error Details by Error Type drill and the scorecard.
7. Mail Quality Detailed Error Report **Select 5 errors and review the error details (if fewer than 5 errors validate all)** _____ **MID or CRID** _____ **MID or CRID** _____ **MID or CRID** _____ **MID or CRID** _____ **MID or CRID**	• The cause of the By/For errors are displayed in the "Error Description" field • For invalid MID or CRID used to identify Mail Owner or Mail Preparer, validate the MID/CRID using the Customer Validation Tool in the Business Customer Gateway • For missing Mail Owner/Mail Preparer error, verify the completion of these fields in your original eDoc files (.mpa or .cpt) • Was the Mail Owner properly identified in their profile?	The key data is displayed in the "Error Description" field
8. Open Customer Validation Tool in BCG (External Users) **(Internal Users) Open MID Tool on RIBBS** **https://ribbs.usps.gov/**	• The incorrect By/For is listed in the "Error Data" field • Record the incorrect By/For for the 5 errors • **External Users:** To validate a MID or CRID used to identify Mail Owner or Mail Preparer, is valid use the Customer Validation Tool in the Business Customer Gateway • Open in a new window browser • Log onto BCG • Locate the Customer Validation Tool • Enter MID or CRID	

	• **Internal Users:** Use the MID Tool to validate a valid Mid or CRID • Open in a new window browser • Access MID Tool at: https://mid.usps.gov/ • Log on using User ID and password • Enter the MID or CRID to validate • For missing Mail Owner/Mail Preparer error, verify the completion of these fields in your original eDoc files (.mpa or .cpt)	
9. Validate that errors reported on each report level are consistent	• Check that By/Forerror counts logged in steps 2, 3, 4 are consistent across all report levels	**External Users** should report invalid errors which require a Help Desk ticket to investigate a possible system issue. **Internal Users** should report any discrepancies to the applicable reporting group to investigate.

Full-Service Report Testing

By/For Errors

Postage Assessment Report Testing

In this test we will validate that the # By/For, % By/For and $ amount for Full-Service errors match between the Postage Assessment Summary Report on the eDoc Submitter scorecard and the Postage Assessment Summary Report – Information Only Mail Entry Invoice in PostalOne! (Currently only viewable by Internal Users).

This test will also validate that errors reporting above threshold are reporting correctly on the Mail Entry Additional Postage Assessment Report (Internal Users only at this time) and Postage Assessement Summary Report – Information Only Report.

Scorecard-eDoc Submitter view to Postage Assessment Detail Report

Major Step	Key Points	Reasons

1. Open eDoc Submitter Scorecard View
 	
_____
eDoc Submitter CRID used
	• Select "I'm an eDoc submitter"
	Enter information in the (Required) filter fields:
	• Select Timeframe:
	  • Current Month
	  • Previous Month
		We will identify the count of By/For errors logged in the previous month.

	• Select Month • Enter the eDoc Submitter CRID in the Search Box • Click on the magnifying glass to search for the CRID • Highlight the eDoc Submitter name • Click on the arrow to move the CRID to the right box under "Selected" • Select "Run Document" located at bottom left of screen.	
2. Open Postage Assessment Summary Report – Informational Only _____# of By/For Errors _____ # Pieces with By/For Errors _____% of By/For with Errors $_____ Additional Postage Amount for total FS errors	• Right Click on the eDoc Submitter CRID • Drill to the Postage Assessment Summary Report • Continue to scroll using the arrow located to the right of the page until FS metrics/percentages/ postage are viewable. • Record number of By/For errors, % Metric and postage amount • Do the totals match for # of By/For errors	The Postage Assessment Job Report shows errors by error type. **External Users** should open a Help Desk ticket if the error count is incorrect. **Internal Users** should report any discrepancies to the applicable reporting group to investigate.
Internal Users only **3. Postage Assessment validation in PostalOne!** **Confirm "Impact from Full Service Electronic Verification" report reflects errors from the previous drills.** $_____ Additional Postage Amount for total Full Service errors	**Internal Users only** • Log onto PostalOne! • Select the Mail Entry Additional Postage Assessment Report • Enter edoc submitter CRID • Select Execute Search Note this report is not yet available to external users.	Does the information on the Postage Assessment Summary Report match the Mail Entry Assessment Report for eDoc submitter. **Internal Users** should report any discrepancies to the applicable reporting group to investigate.
4. Mail Entry Postage Assessment Detailed Report **(Internal Users Only)**	• Left Click on eDoc Submitter CRID • After the 11th of the month, generate Mail Entry Invoice Summary Report for	The Postage Assessment Summary Report lists all of the Postage Assessment details per assessable metric.

$_____ Additional Postage Amount for By/For errors **$_____ Adjusted Additional Postage Amount for By/For** **_____ Assessed Error Cout for By/For** **_____ Assessed Error or PAF % for By/For**	previous month • Review Additional Postage Amount, Adjusted Additional Postage Amount, Assessed Error Count and Assessed Error or PAF (%) • Record the amounts/Count/%	Compare the additional postage for Full Service Electronic Verification on Scorecard for By/For errors when the display becomes available.
5. Compare error counts per eDoc Submitter on the Scorecard and Postage Assessment Detail Report	• Locate the eDoc Submitter CRID on both reports • Verify that error counts are equal	Does the information on the Postage Assessment Summary Report match the Mail Entry Assessment Report for eDoc submitter. **Internal Users** should report any discrepancies to the applicable reporting group to investigate.