Full Service Report Testing

Date of Test:_____

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

In this test, we will validate that the # STID 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 STID 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 STID errors.

2. Navigate to the STID errors fields _____ **# of STID Piece Errors Reported** _____ **% of STID piece 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 for pieces reported for STID. • Select % Metric and record the percentage for STID errors for pieces.	The STID errors field displays a count/% of STID 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 STID error.
3. Navigating to the "Error Details by Error Type" report _____ **Sum of STID Piece 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 STID Piece Errors Reported** _____ **Job ID of selected Job** _____ **# of STID errors reported for job selected**	• Record the sum of the STID errors displayed on Error Type Report • Select a job and reord the number of STID 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. Open Mail Quality Detailed Error Report **Select 5 errors and review the error details (if fewer than 5 errors validate all)** _____ ___STID _____ STID _____ STID _____ STID _____ STID	• Select the Error Code link for the job selected • The incorrect is listed in the "Error Data" field • Record the incorrect STID for the 5 errors	We will confirm that the STID is incorrect in the next step
7. Open the Service Type Identifier (STID) Table	• Open in a new window browser • Located on RIBBs https://ribbs.usps.gov/intelligent mail_guides/documents/tech_gui des/AncillaryServices_STID_Detai led_Explanation.pdf	The STID Table lists the valid STIDs for each class of mail.
8. Search the STID noted in step 6. _____ # valid STID errors _____ # invalid STID errors	• Check each STID against the reference • The error is valid if the STID is not located on the reference, or the STID is not valid for the mail class.	Use this test if you identify any STID 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 STID error counts logged in steps 2, 3,and 4 are consistent across all report levels • Check that STID errors logged in step 6 matches the errors for the selected job	Use this test if you identify an Entry Facilityerrors. **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 STID errors reported matches between summary and drill views for the Mail Preparer scorecard. We are also testing that STID 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 STID 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 **_____ # STID Piece Errors Reported** **_____ % STID 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 STIDin the "Total" column • Select % Metric and record the percentage for STID errors in the "Total" column	The STID errors field displays a count/% of STID errors for the selected CRID over the selected timeframe.
4. Drill to the "Error Details by Error Type" report **_____ Sum of STID Piece 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 STID errors	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.

	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 STID errors logged • The next screen select "FS Electronic Errors" as the Error type • Click "Run Report" located on the bottom left of screen	
5. Open the Mail Quality Job Error Type Report _____Selected Job ID _____ MID or CRID of Mail Owner _____ # of STID errors reported for selected job	• Left-click on the "Error Type" or • Left click on the "Error Code" for the selected STID 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. Open Mail Quality Detailed Error Report **Select 5 errors and review the error details (if fewer than 5 errors validate all)** _____ ____STID _____ STID _____ STID _____ STID _____ STID	• Select the Error Code link of the selected job • The incorrect STID is listed in the "Error Data" field • Record the incorrect STID for the 5 errors • **External Users:** To validate a STID 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 STID Tool to validate a valid STID	We will confirm that the STID is incorrect in the next step
7. Open the Service Type Identifier (STID) Table	• Open in a new tab/window • Located on RIBBs https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/stid.pdf	The STID Table lists the valid STIDs for each class of mail.

8. Search the STID noted in step 6 _____ # valid STID errors _____ # invalid STID errors	• Check each STID against the reference • The error is valid if the STID is not located on the reference, or the STID is not valid for the mail class.	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.
9. Validate that errors reported on each report level are consistent	• Check 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 STID errors reported matches between summary and drill views for the Mail Owner scorecard. We are also testing that STID 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 STID 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 theSTID errors fields **_____ # STID Piece Errors Reported** **_____** **_____ % STID 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 STID in the "Total" column • Select % Metric and record the percentage for STID errors in the "Total" column	The STID errors field displays a count/% of STID errors for the selected CRID over the selected timeframe.
5. Drill to the "Error Details by Error Type" report **_____ # of STID 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 STIDerrors 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 STIDerrors 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 STID	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.

	errors reported	
6. Open the Mail Quality Job Error Type Report **_____ sum of STID Errors Reported** **_____ # of STID errors reported for selected job.** **_____ Selected Job ID**	• Left-click on the "Error Type" or "Error Code" link for the selected STID error	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.
7. Open Mail Quality Detailed Error report **Select 5 errors and review the error details (if fewer than 5 errors validate all)** **_____ STID** **_____ STID** **_____ STID** **_____ STID** **_____ STID**	• Select the Error Code link for the selected job • The incorrect STID is listed in the "Error Data" field • Record the incorrect STID for the 5 errors	We will confirm that the STID is incorrect in the next step
8. Open the Service Type Identifier (STID) Table	• Open in a new tab/window • Located on RIBBs https://ribbs.usps.gov/intelligentmail _mailpieces/documents/tech_guides /stid.pdf	The STID Table lists the valid STIDs for each class of mail.
9. Validate that errors reported on each report level are consistent	• Check that STIDerror 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

STID Errors

Postage Assessment Report Testing

In this test we will validate that the # STID, % STID 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 • 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.	We will identify the count of STIDerrors logged in the previous month.
2. Open Postage Assessment Summary Report – Informational Only _____ # STID Piece Errors Reported	• 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 Postage Assessment Job Report shows errors by error type. **External Users** should open a Help Desk ticket if the error count is incorrect.

_____ % STID Errors Reported **$_____ Additional Postage Amount for total FS errors**	the page until FS metrics/percentages/ postage are viewable. • Record the number of STID errors reported • Record number of STID errors, % Metric and postage amount Do the totals match for # of STID errors	**Internal Users** should report any discrepancies to the applicable reporting group to investigate.
3. Postage Assessment validation in PostalOne! **Confirm "Impact from Full Service Electronic Verification" report reflects errors from the previous drills** **_$_____ Impact from Full Service Electronic Verification**	**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.
Interal Users Only **4. Open Mail Entry Postage Assessment Detailed Report**	**Internal Users Only** • Left Click on eDoc Submitter CRID	The Postage Assessment Summary Report lists all of the Postage Assessment details per assessable metric. Compare the additional postage for Full Serive Electronic Verification on Scorecard when the display becomes available.
5. Mail Entry Invoice Summary Detailed Report (Internal Users Only) **$_____ Additional Postage Amount** **$_____ Adjusted Additional Postage Amount** **_____ Assessed Error Count** **_____ Assessed Error or PAF (%)**	• After the 11th of the month, generate Mail Entry Invoice Summary Report for previous month • Review Additional Postage Amount, Adjusted Additional Postage Amount, Assessed Error Count and Assessed Error or PAF (%) • Record Additional Postage Amount, Adjusted Additional Postage Amount, Assessed Error Count and Assessed Error or PAF (%)	Invoice Detail Report provides the additional postage impacts for each error type measured within Full Serive Electronic Verification. Compare the Assessed Error Count to the number of STID errors above threshold on the Scorecard.
6. Compare error counts per eDoc Submitter on the Scorecard and Postage	• Locate the eDoc Submitter CRID on both reports • Verify that error counts are	Does the information on the Postage Assessment Summary Report match the Mail Entry

| Assessment Detail Report | equal | Assessment Report for eDoc submitter.

Internal Users should report any discrepancies to the applicable reporting group to investigate. |
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