Areas Inspiring Mail
Baltimore, MD

January 2018

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Business Mailer Support Analyst- HQ

Move Update Overview

Nearly 40+ million people change their address each year

Keeping mailing address lists current mailers can…

- Continue to reach their customers after they move
- Significantly reduce the loss of **time**, **effort** and **money** due to undeliverable mail

Move Update Standard is used to help mailers:

- Reduce number of mailpieces that forwarded or returned
- Periodically match mailer's address records with COA orders maintained by USPS

Source: MelissaData.com

Move Update Overview

Requirements

- First-Class Mail presorted or automation prices
- First-Class Package Service presorted parcel prices
- Parcel Select® Lightweight Prices
- All USPS Marketing Mail

Mailers who present mixed mailings that pertain to at least one of these categories are still subjected to the Move Update standard

Mailers must reconcile their mailing address list within 95 days prior to the postage statement finalization date with one of the Postal Service-approved methods or a surcharge is assessed

Move Update Approved Methods

To meet the Move Update standard, mailers must use at least one of the USPS approved methods

PRE MAILING: updating mailing address list before you mail	NCOA^{Link} National Change of Address Link	Verifies a mailer submitted mailing address list against the USPS NCOA database
	NCOA^{Link} MPE National Change of Address Link Mail Processing Equipment	Uses Mail Processing Equipment (MPE) technologies to match the printed address from a mailpiece against the NCOA Database
POST MAILING: updating mailing address list after you mail	ACS* Address Change Service	Allows mailers to receive COA information and other reasons for non-delivery electronically *Free for Full-Service and basic automation/non-automation mailers meeting set requirements
	ASE Ancillary Service Endorsements	Allows mailers to receive COA information via hardcopy notice provided by USPS Mailer must print an endorsement on mailpieces

Move Update Approved Methods

NCOA^Link

- USPS approved **pre-mailing** address correction service that a mailer uses to process their mailing list through the USPS National Change Of Address (NCOA) database to determine if a change of address (COA) is on file
- If a match to a COA is found, it will update to the new address prior to mailing

Before NCOA^Link

	A	B
	Customer Name	**Mailing Address**
	Laurita Hamilton	1640 Simpson RD Framingham, MA 12345

After NCOA^Link

	A	B
	Customer Name	**Mailing Address**
	Laurita Hamilton	209 Washington St. Arlington, TX 12345

Move Update Approved Methods

NCOA^Link

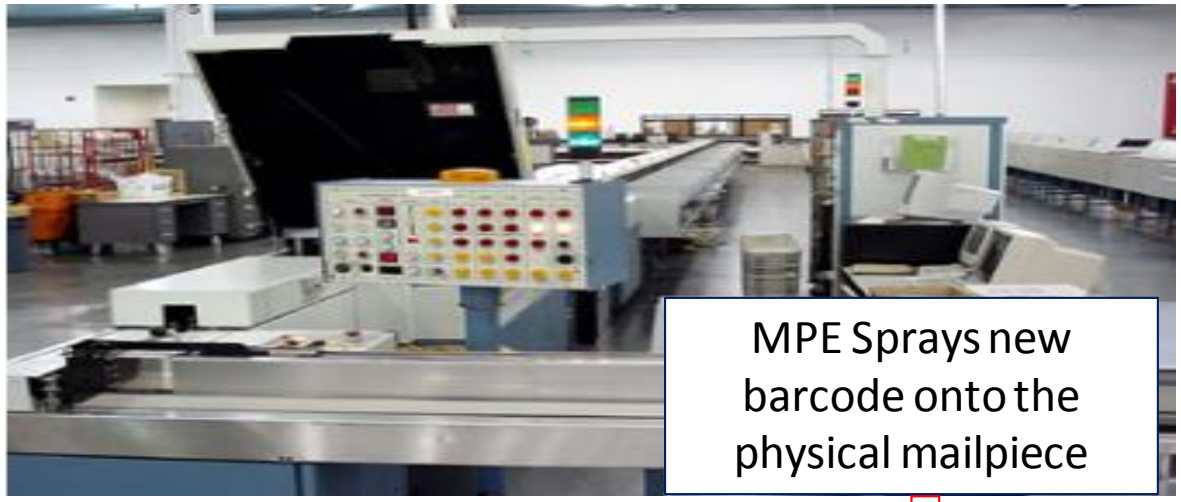
- Easy to ensure address files compared to COA database
- Addresses updated prior to mailing
- Not required to send mailpiece to newly identified address
  - Piece can be removed from presort mailing
  - Sent at single-piece prices to avoid Move Update error

Ensure NCOA^LINK software is set-up to check for COA within a minimum of the previous 18-months from the postage statement mailing date

Move Update Approved Methods

NCOA^{Link} MPE (MLOCR Users)

- Subset of NCOA^{Link} that uses Mail Processing Equipment (MPE) technologies to match the printed address from a mailpiece against the NCOA Database



MPE Sprays new barcode onto the physical mailpiece

Before NCOA^{Link} MPE

ABC Company
123 Main St
Memphis TN 38101-1234

JOHN DOE
456 ELM ST STE 201
MEMPHIS TN 38188-0001

After NCOA^{Link} MPE

ABC Company
123 Main St
Memphis TN 38101-1234

JOHN DOE
456 ELM ST STE 201
MEMPHIS TN 38188-0001

COAAA- 1000 SE 17TH ST 33316

Address Change Service (ACS)

- **Post-mailing** address correction service that allows mailers to receive COA information and other reasons for non-delivery electronically

Four service options:

1) Full-Service (Free for FS qualifying pieces)
2) OneCode
3) Intelligent Mail Package Barcode (IMpb)
4) Traditional

Effective January 21, 2018: No-fee Full-Service ACS will be extended to qualifying Basic automation and non-automation mailpieces for mailers who enter at least 95% of their mail as Full-Service in a calendar month.

Ancillary Service Endorsement (ASE)

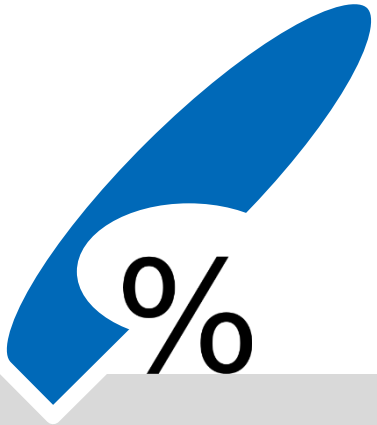
- **Post-mailing** service that allows mailers to receive COA information via hardcopy notice provided by USPS
- Mailer must print an approved endorsement on a mailpiece

Mailpiece disposition depends on the following endorsement options:

1) Address Service Requested
2) Return Service Requested
3) Change Service Requested
   - For *First Class Mail*, this endorsement cannot be used as a stand-alone method to comply with Move Update
4) Temp-Return Service Requested
   - For *Standard Mail*, this endorsement is not available

Move Update 99% Accuracy and Legal Restraint

99% Accuracy



Available to mailers who can demonstrate they have a highly effective method of keeping their addresses current

**Note: Mailers must obtain an approval letter from the NCSC to be eligible for an alternative method

Legal Restraint

When a legal restriction prevents mailers from updating their customer's address without direct contact from the customer, they can be authorized to use the Legal Restraint Method

Two alternatives for meeting the USPS move update standard

Move Update Exceptions

Two exceptions to Move Update methods

EXCEPTION 1

Mailpieces that use an alternative address format, which have the recipient listed as:

Simplified addresses	Occupant Addresses	Exceptional Addresses
"Postal Customer", "Residential Customer", "Business Customer"	"Occupant", "Householder", "Resident"	"Jane Doe or Current Resident", "Jane Doe or Current Occupant"
Example: Postal Customer 2711 ORDWAY ST NW APT 204 WASHINGTON DC 20008-5036	Example: Occupant 2711 ORDWAY ST NW APT 204 WASHINGTON DC 20008-5036	Example: Jane Doe or Current Resident 2711 ORDWAY ST NW APT 204 WASHINGTON DC 20008-5036

EXCEPTION 2

Mailers may directly acquire current addresses from their customers.

NOTE:	The addresses must be used within 95 days of direct acquisition from the customer to meet this requirement.

Move Update Validation: Current MERLIN Process

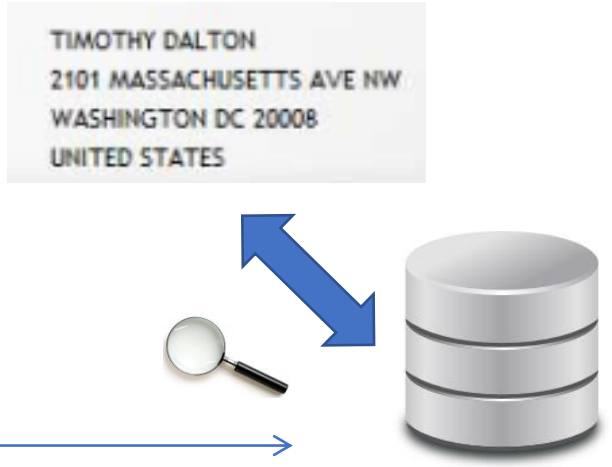
- Move Update validations are performed based on a sampling at the job level on Mail Evaluation Readability Lookup Instrument (MERLIN)
- Mailers are assessed additional postage on pieces not meeting the Move Update requirements above threshold

ASSESSMENT PROCESS

Step 1: Mailpieces are randomly sampled.

Step 2: Sampled mailpieces go through Merlin Machine.

Step 3: Merlin assess address list quality with the sampled mailpieces against COA records.



NCOA Database

Step 4: Merlin generates report based on assessment.

Move Update Validation: New Census Process

- Census based verification replaces MERLIN
- Data collected as mail is processed through MPE
- Applies to ANY eDoc Submitter with Full-Service volume the month after first mailing Full-Service
- Free ACS for basic automation/non-automation (95% FS volume)
- Compliance measured across a calendar month
- Results displayed on the Electronic Verification tab of the Mailer Scorecard

Assessments begin March 11th, 2018 using February 2018 data

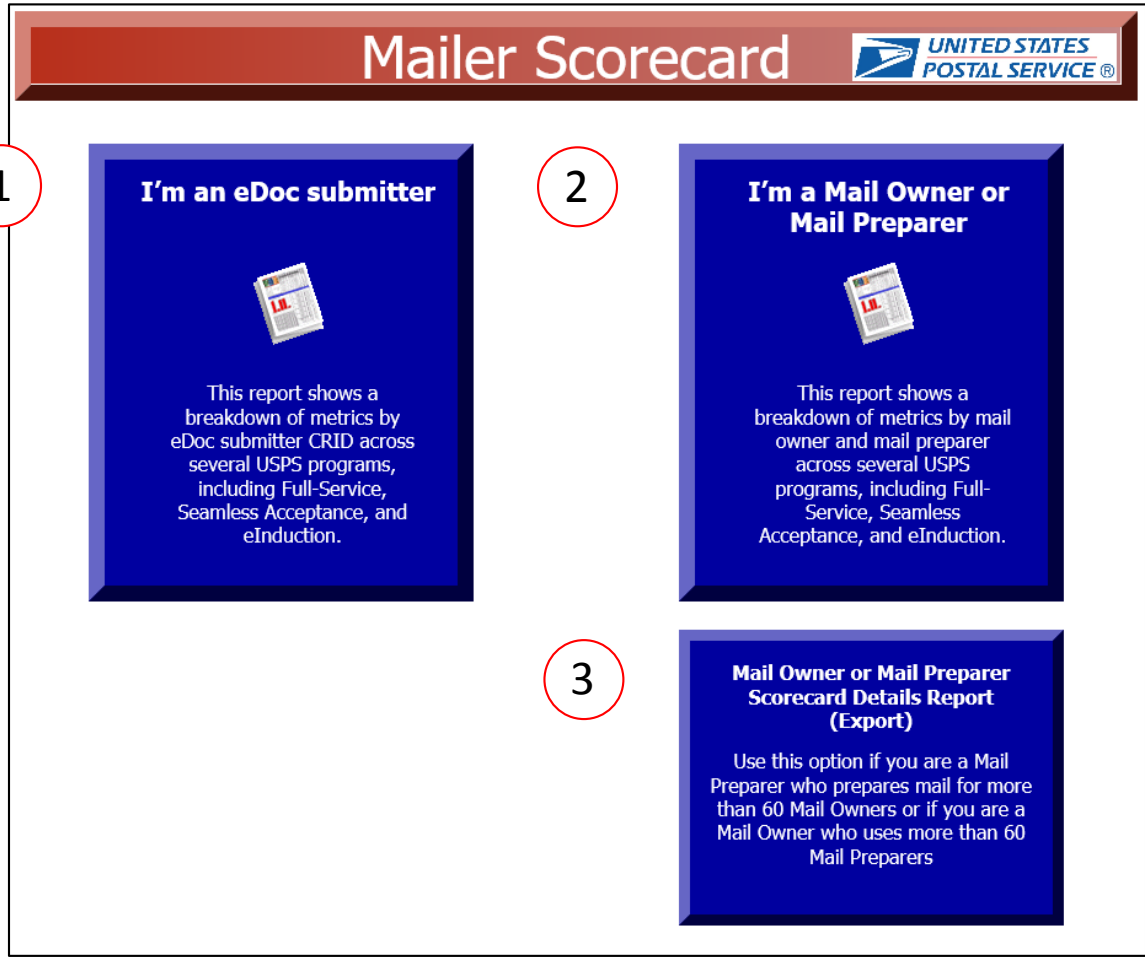
MAILER SCORECARD AND ASSESSMENTS

Navigate Mailer Scorecard

1. **Select eDoc Submitter view if:**
   - Mailer mails only their own material

2. **Select Mail Owner or Mail Prepare if:**
   - Mail Service Provider (MSP) mails for multiple Mail Owners

3. **Select Mail Owner or Mail Preparer Scorecard Details if:**
   - MSP has a large number of Mail Owners (MO)
   - If want to see the percent and count of errors in the same view



Benefits of Mailer Scorecard

- Mailer Scorecard provides summary of mail preparation and eDoc quality
- Drill down features allow a mailer to view detailed error and warning information
- Mailer Scorecard is accessible through the Business Customer Gateway for customers
- Allows mailers to preemptively and proactively adjust quality on mailings before being assessed

Mailer Scorecard **July 2017**

Verifications

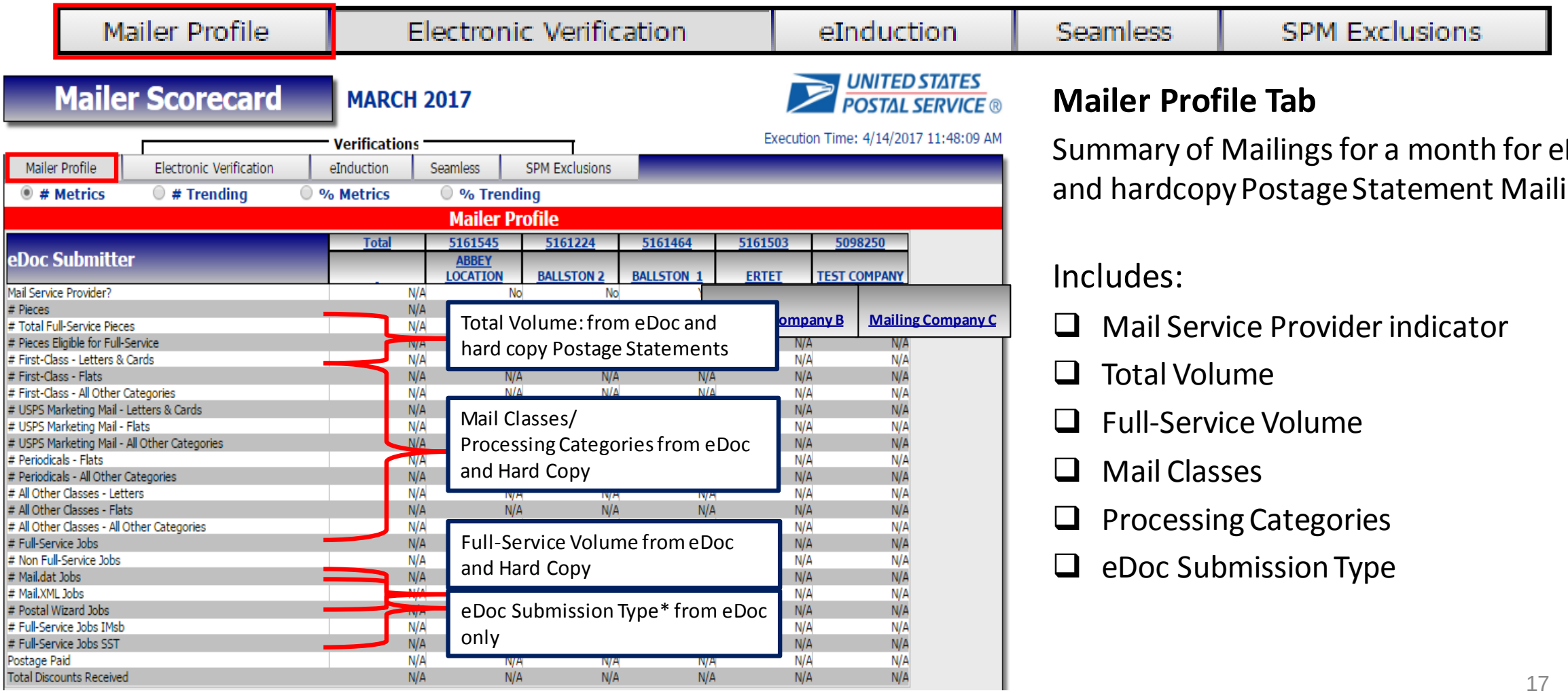
Mailer Profile | Electronic Verification | eInduction | Seamless | SPM Exclusions

○ # Metrics ○ # Trending ◉ % Metrics ○ % Trending

Electronic Verification

eDoc Submitter	Total	20548194 Mailer One	5161545 Mailer Two	20488611 Mailer Three
Full-Service Verifications				
% Containers with MID Errors	0.2%	0.2%	--	0.2%
% HU with MID Errors	0.1%	--	0.4%	--
% Pieces with MID Errors	--	--	--	--
% Pieces with STID Errors	0.3%	0.1%	0.4%	0.1%
% Pieces with By/For Errors	4.2%	3.9%	1.7%	50.0%
% Containers with Barcode Uniqueness Errors	1.1%	0.4%	0.4%	1.9%
% HUs with Barcode Uniqueness Errors	0.1%	0.1%	--	0.1%
% Pieces with Barcode Uniqueness Errors	1.6%	1.1%	--	1.1%
% Containers with Entry Facility Errors	--	--	--	--
% HUs with Entry Facility Errors	--	--	--	--
% HUs with Unlinked Copal Errors	0.2%	0.1%	0.3%	--
% Early Scheduled Ship Date Warnings	--	--	--	--
% Default Tray Barcode Warnings	--	--	--	--
% Unlinked Copal Tray Warnings	--	--	--	--

Mailer Scorecard



Mailer Profile Tab

Summary of Mailings for a month for eDoc and hardcopy Postage Statement Mailings

Includes:

- ❑ Mail Service Provider indicator
- ❑ Total Volume
- ❑ Full-Service Volume
- ❑ Mail Classes
- ❑ Processing Categories
- ❑ eDoc Submission Type

Mailer Scorecard

Mailer Profile	Electronic Verification	eInduction	Seamless	SPM Exclusions

Volume Data

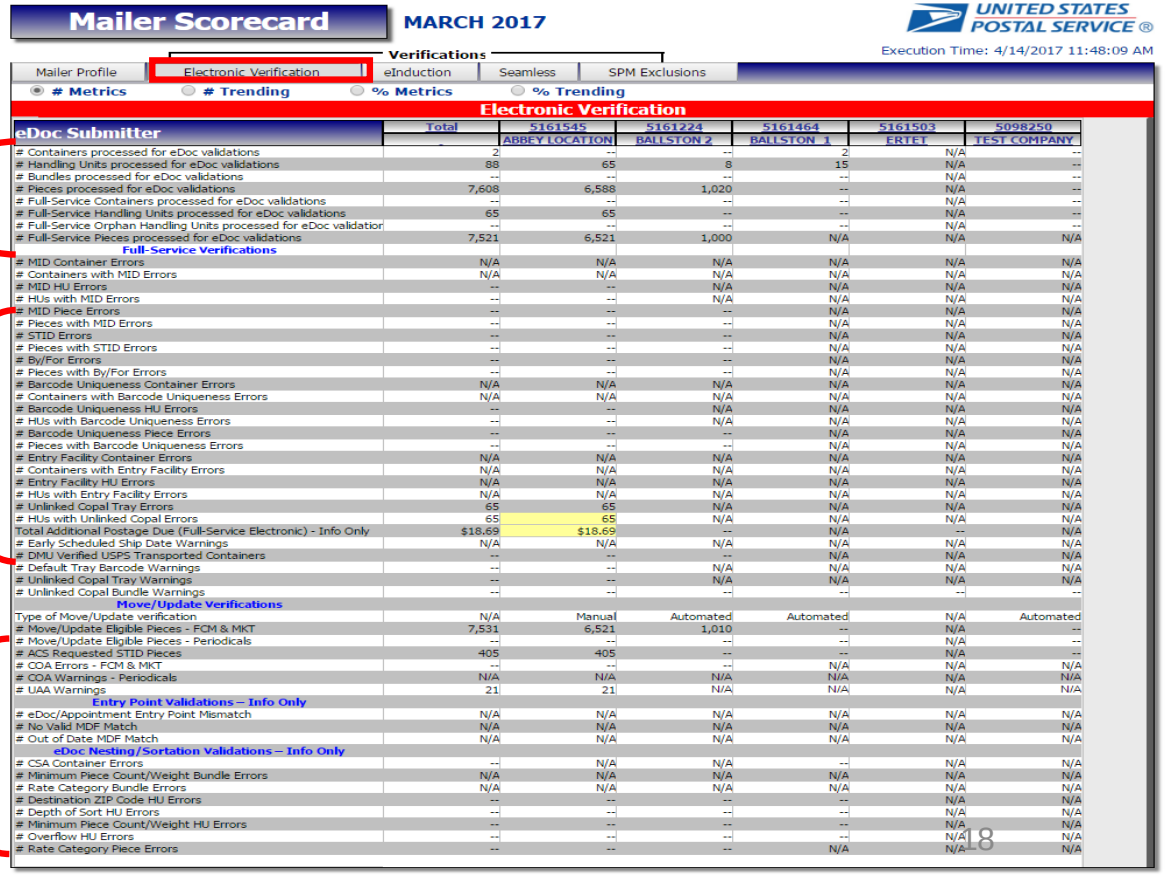
Container, handling unit, and piece count provided in eDoc

Full-Service Verifications

Results of verifications performed on information provided in Full-Service eDoc for compliance

Other Electronic Verification Metrics

Additional program validations that are information only



Mailer Scorecard — MARCH 2017

UNITED STATES POSTAL SERVICE®

Execution Time: 4/14/2017 11:48:09 AM

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless | SPM Exclusions

Metrics | # Trending | % Metrics | % Trending

Electronic Verification

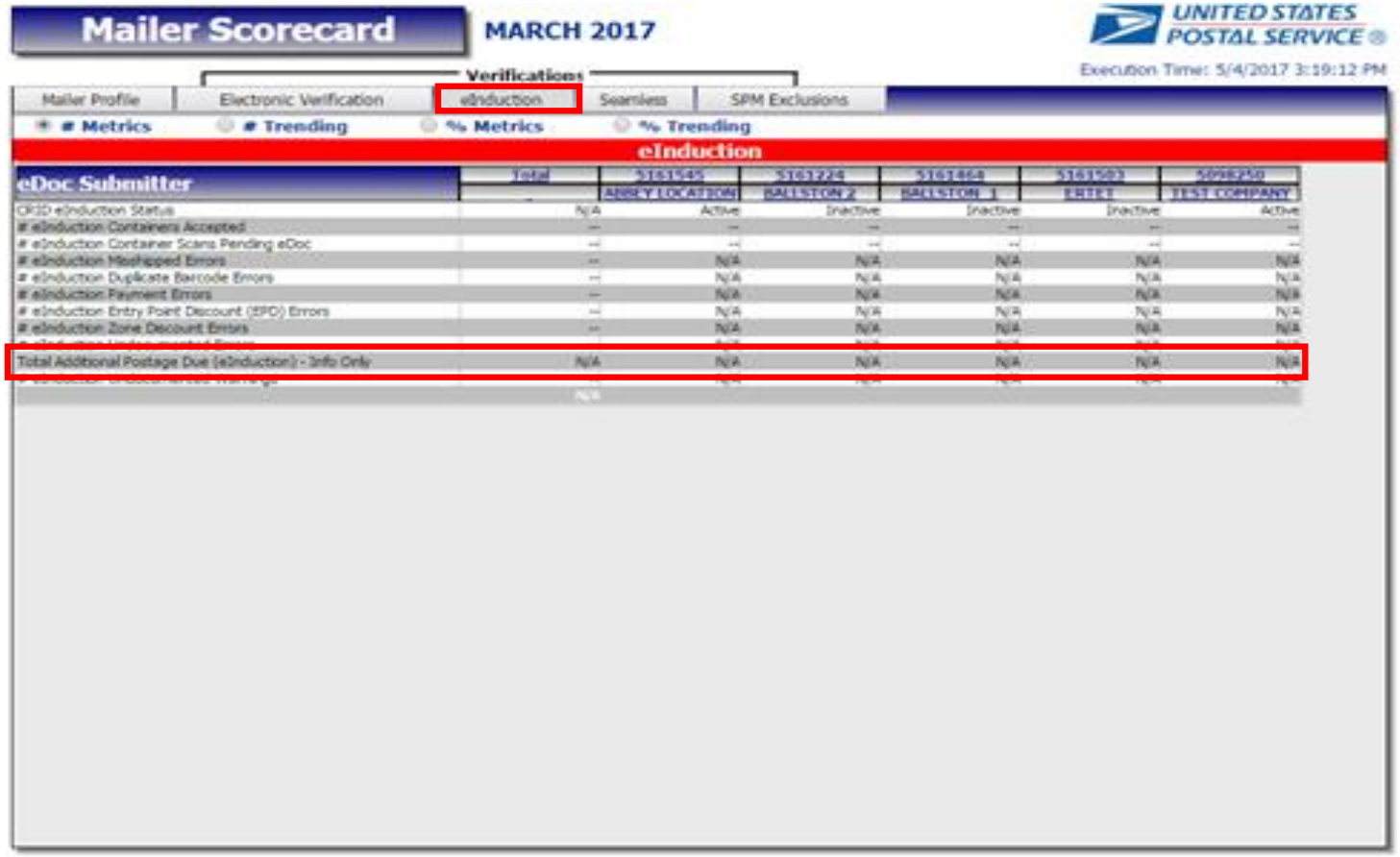
eDoc Submitter	Total	5161545 ABBEY LOCATION	5161224 BALLSTON 2	5161464 BALLSTON 1	5161503 ERTET	5098250 TEST COMPANY
# Containers processed for eDoc validations	2	--	--	2	N/A	--
# Handling Units processed for eDoc validations	88	65	8	15	N/A	--
# Bundles processed for eDoc validations	--	--	--	--	N/A	--
# Pieces processed for eDoc validations	7,608	6,588	1,020	--	N/A	--
# Full-Service Containers processed for eDoc validations	--	--	--	--	N/A	--
# Full-Service Handling Units processed for eDoc validations	65	65	--	--	N/A	--
# Full-Service Orphan Handling Units processed for eDoc validation	--	--	--	--	N/A	--
# Full-Service Pieces processed for eDoc validations	7,521	6,521	1,000	N/A	N/A	N/A
Full-Service Verifications						
# MID Container Errors	N/A	N/A	N/A	N/A	N/A	N/A
# Containers with MID Errors	N/A	N/A	N/A	N/A	N/A	N/A
# MID HU Errors	--	--	N/A	N/A	N/A	N/A
# HUs with MID Errors	--	--	N/A	N/A	N/A	N/A
# MID Piece Errors	--	--	--	N/A	N/A	N/A
# Pieces with MID Errors	--	--	--	N/A	N/A	N/A
# STID Errors	--	--	--	N/A	N/A	N/A
# Pieces with STID Errors	--	--	--	N/A	N/A	N/A
# By/For Errors	--	--	--	N/A	N/A	N/A
# Pieces with By/For Errors	--	--	--	N/A	N/A	N/A
# Barcode Uniqueness Container Errors	N/A	N/A	N/A	N/A	N/A	N/A
# Containers with Barcode Uniqueness Errors	N/A	N/A	N/A	N/A	N/A	N/A
# Barcode Uniqueness HU Errors	--	--	N/A	N/A	N/A	N/A
# HUs with Barcode Uniqueness Errors	--	--	N/A	N/A	N/A	N/A
# Barcode Uniqueness Piece Errors	--	--	--	N/A	N/A	N/A
# Pieces with Barcode Uniqueness Errors	--	--	--	N/A	N/A	N/A
# Entry Facility Container Errors	N/A	N/A	N/A	N/A	N/A	N/A
# Containers with Entry Facility Errors	N/A	N/A	N/A	N/A	N/A	N/A
# Entry Facility HU Errors	N/A	N/A	N/A	N/A	N/A	N/A
# HUs with Entry Facility Errors	N/A	N/A	N/A	N/A	N/A	N/A
# Unlinked Copal Tray Errors	65	65	N/A	N/A	N/A	N/A
# HUs with Unlinked Copal Errors	65	65	N/A	N/A	N/A	N/A
Total Additional Postage Due (Full-Service Electronic) - Info Only	$18.69	$18.69	--	N/A	--	N/A
# Early Scheduled Ship Date Warnings	N/A	N/A	N/A	N/A	N/A	N/A
# DMU Verified USPS Transported Containers	--	--	--	N/A	N/A	N/A
# Default Tray Barcode Warnings	--	--	N/A	N/A	N/A	N/A
# Unlinked Copal Tray Warnings	--	--	N/A	N/A	N/A	N/A
# Unlinked Copal Bundle Warnings	--	--	--	--	--	--
Move/Update Verifications						
Type of Move/Update verification	N/A	Manual	Automated	Automated	N/A	Automated
# Move/Update Eligible Pieces - FCM & MKT	7,531	6,521	1,010	--	N/A	--
# Move/Update Eligible Pieces - Periodicals	--	--	--	--	N/A	--
# ACS Requested STID Pieces	405	405	--	--	N/A	--
# COA Errors - FCM & MKT	--	--	--	N/A	N/A	N/A
# COA Warnings - Periodicals	N/A	N/A	N/A	N/A	N/A	N/A
# UAA Warnings	21	21	N/A	N/A	N/A	N/A
Entry Point Validations – Info Only						
# eDoc/Appointment Entry Point Mismatch	N/A	N/A	N/A	N/A	N/A	N/A
# No Valid MDF Match	N/A	N/A	N/A	N/A	N/A	N/A
# Out of Date MDF Match	N/A	N/A	N/A	N/A	N/A	N/A
eDoc Nesting/Sortation Validations – Info Only						
# CSA Container Errors	--	N/A	N/A	--	N/A	N/A
# Minimum Piece Count/Weight Bundle Errors	N/A	N/A	N/A	N/A	N/A	N/A
# Rate Category Bundle Errors	N/A	N/A	N/A	N/A	N/A	N/A
# Destination ZIP Code HU Errors	--	--	--	--	N/A	N/A
# Depth of Sort HU Errors	--	--	--	--	N/A	N/A
# Minimum Piece Count/Weight HU Errors	--	--	--	--	N/A	N/A
# Overflow HU Errors	--	--	--	--	N/A	N/A
# Rate Category Piece Errors	--	--	--	N/A	N/A	N/A

Mailer Scorecard

Mailer Profile	Electronic Verification	eInduction	Seamless	SPM Exclusions

Mailer Scorecard: eInduction Tab

- Provides an overview of the number of eInduction containers
- Number and percent of verification errors
- Shows dashboard view of the results of eInduction verifications over a calendar month
- Provides feedback on eInduction errors at the eDoc Submitter CRID level

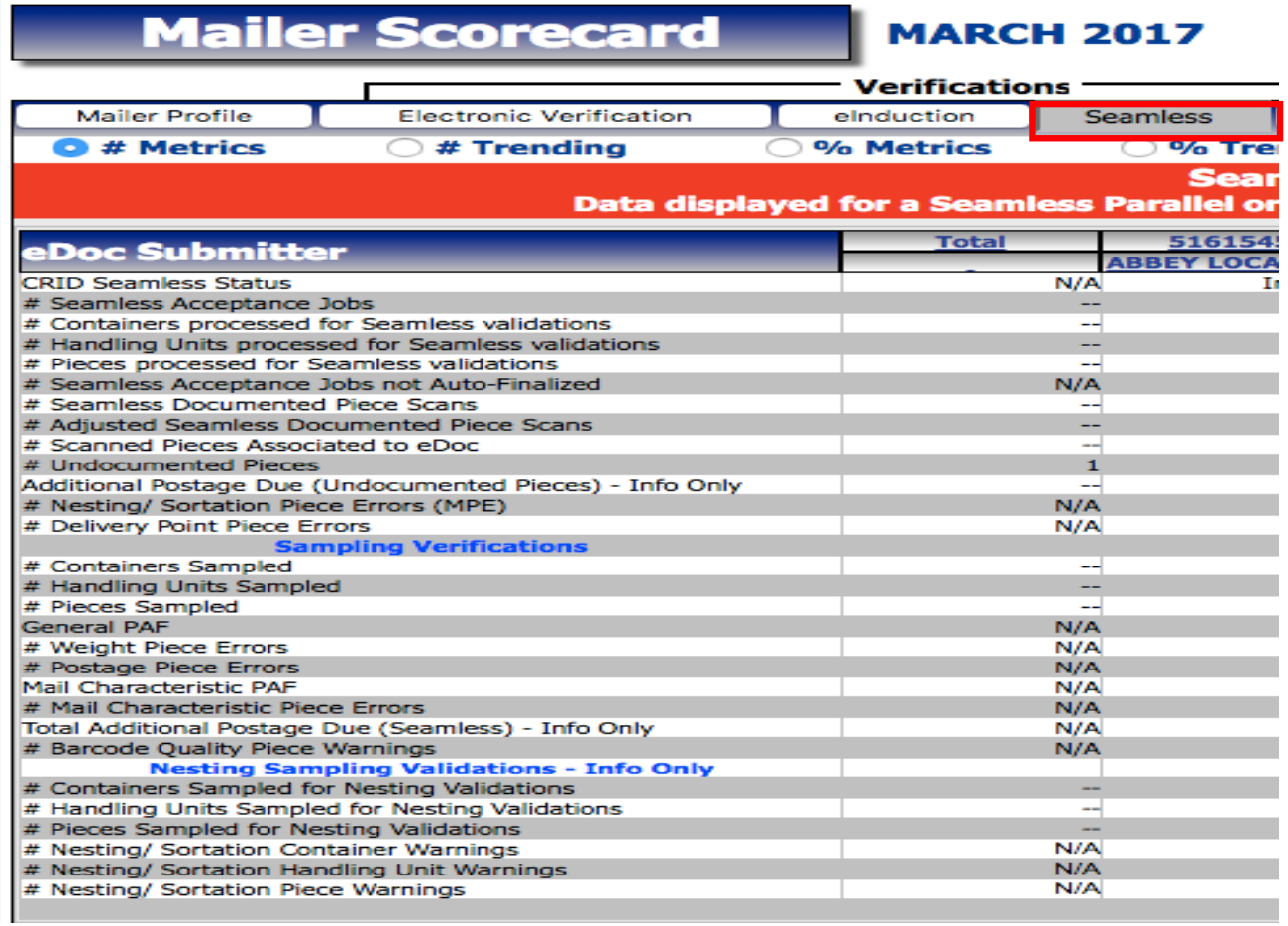


Mailer Scorecard

Mailer Profile | Electronic Verification | eInduction | Seamless | SPM Exclusions

Mailer Scorecard: Seamless Tab

- The Seamless tab provides an overview of the verification results, Indicates any verification problems exceeding an allowable threshold
- Only for mailers on Seamless Acceptance or Seamless Parallel



Mailer Scorecard MARCH 2017

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless

Metrics | # Trending | % Metrics | % Tre

Sear

Data displayed for a Seamless Parallel or

eDoc Submitter	Total	516154
		ABBEY LOCA
CRID Seamless Status	N/A	I
# Seamless Acceptance Jobs	--	
# Containers processed for Seamless validations	--	
# Handling Units processed for Seamless validations	--	
# Pieces processed for Seamless validations	--	
# Seamless Acceptance Jobs not Auto-Finalized	N/A	
# Seamless Documented Piece Scans	--	
# Adjusted Seamless Documented Piece Scans	--	
# Scanned Pieces Associated to eDoc	--	
# Undocumented Pieces	1	
Additional Postage Due (Undocumented Pieces) - Info Only	--	
# Nesting/ Sortation Piece Errors (MPE)	N/A	
# Delivery Point Piece Errors	N/A	
Sampling Verifications		
# Containers Sampled	--	
# Handling Units Sampled	--	
# Pieces Sampled	--	
General PAF	N/A	
# Weight Piece Errors	N/A	
# Postage Piece Errors	N/A	
Mail Characteristic PAF	N/A	
# Mail Characteristic Piece Errors	N/A	
Total Additional Postage Due (Seamless) - Info Only	N/A	
# Barcode Quality Piece Warnings	N/A	
Nesting Sampling Validations - Info Only		
# Containers Sampled for Nesting Validations	--	
# Handling Units Sampled for Nesting Validations	--	
# Pieces Sampled for Nesting Validations	--	
# Nesting/ Sortation Container Warnings	N/A	
# Nesting/ Sortation Handling Unit Warnings	N/A	
# Nesting/ Sortation Piece Warnings	N/A	

Move Update Validation: New Census Process

Mailer Scorecard

- First-Class Mail presorted or automation prices and USPS Marketing Mail (with a unique IMb included in eDoc)
- Mailer Scorecard contains Move Update compliance metric, which the tolerance is currently set to be **0.5%**
- In March 2018, USPS will assess a charge of $0.08* per mailpiece in error beyond the 0.5% threshold for February Scorecards

Mailer Scorecard APRIL 2017

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless | SP

(•) # Metrics ( ) # Trending ( ) % Metrics ( ) % Trending

Electronic Verif

eDoc Submitter	Total	[redacted]
# Containers processed for eDoc validations	444	444
# Handling Units processed for eDoc validations	4,438	4,438
# Bundles processed for eDoc validations	13,312	13,312
# Pieces processed for eDoc validations	2,252,008	2,252,008
# Full-Service Containers processed for eDoc validations	435	435
# Full-Service Handling Units processed for eDoc validations	4,360	4,360
# Full-Service Orphan Handling Units processed for eDoc validation	190	190
# Full-Service Pieces processed for eDoc validations	1,890,652	1,890,652
Full-Service Verifications		
# MID Container Errors	--	--
# Containers with MID Errors	--	--
# MID HU Errors	--	--
# HUs with MID Errors	--	--
# MID Piece Errors	--	--
# Pieces with MID Errors	--	--
# STID Errors	--	--
# Pieces with STID Errors	--	--
# By/For Errors	--	--
# Pieces with By/For Errors	--	--
# Barcode Uniqueness Container Errors	--	--
# Containers with Barcode Uniqueness Errors	--	--
# Barcode Uniqueness HU Errors	--	--
# HUs with Barcode Uniqueness Errors	--	--
# Barcode Uniqueness Piece Errors	648	648
Move/Update Verifications		
Type of Move/Update verification	N/A	Automated
# Move/Update Eligible Pieces - FCM & MKT	2,129,531	2,129,531
# Move/Update Eligible Pieces - Periodicals	102,824	102,824
# ACS Requested STID Pieces	684,663	684,663
# COA Errors - FCM & MKT	1,495	1,495
# COA Warnings - Periodicals	13	13
# UAA Warnings	2,790	2,790
Total Additional Postage Due (Move/Update) - Info Only	--	--

Move Update Census Process: Mailer Scorecard

Mailer Scorecard APRIL 2017

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless | SP

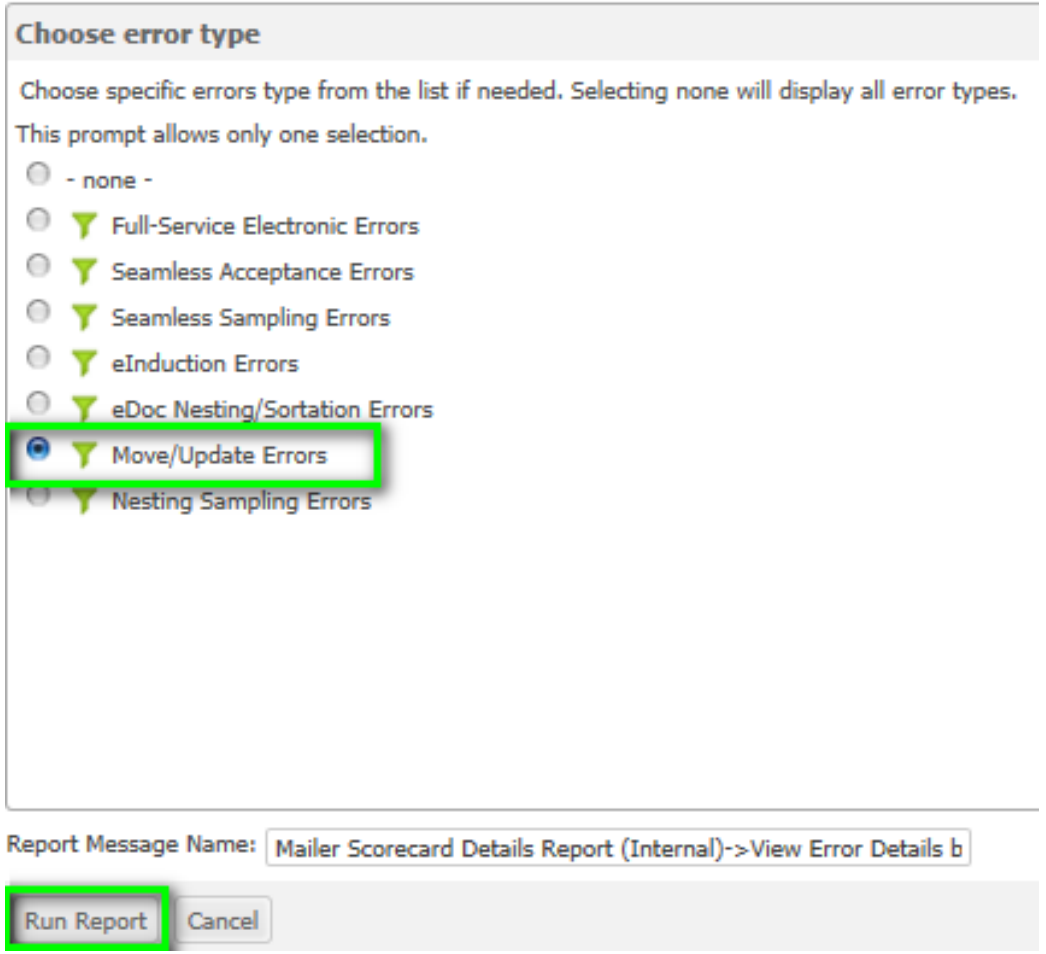
(•) # Metrics ( ) # Trending ( ) % Metrics ( ) % Trending

Electronic Verif

eDoc Submitter	Total	[redacted]
# Containers processed for eDoc validations	444	444
# Handling Units processed for eDoc validations	4,438	4,438
# Bundles processed for eDoc validations	13,312	13,312
# Pieces processed for eDoc validations	2,252,008	2,252,008
# Full-Service Containers processed for eDoc validations	435	435
# Full-Service Handling Units processed for eDoc validations	4,360	4,360
# Full-Service Orphan Handling Units processed for eDoc validation	190	190
# Full-Service Pieces processed for eDoc validations	1,890,652	1,890,652
Full-Service Verifications		
# MID Container Errors	--	--
# Containers with MID Errors	--	--
# MID HU Errors	--	--
# HUs with MID Errors	--	--
# MID Piece Errors	--	--
# Pieces with MID Errors	--	--
# STID Errors	--	--
# Pieces with STID Errors	--	--
# By/For Errors	--	--
# Pieces with By/For Errors	--	--
# Barcode Uniqueness Container Errors	--	--
# Containers with Barcode Uniqueness Errors	--	--
# Barcode Uniqueness HU Errors	--	--
# HUs with Barcode Uniqueness Errors	--	--
# Barcode Uniqueness Piece Errors	648	648

Move/Update Verifications		
ype of Move/Update verification	N/A	Automated
Move/Update Eligible Pieces - FCM & MKT	2,129,531	2,129,531
Move/Update Eligible Pieces - Periodicals	102,824	102,824
ACS Requested STID Pieces	684,663	684,663
COA Errors - FCM & MKT	1,495	1,495
COA Warnings - Periodicals	13	13
UAA Warnings	2,790	2,790

1. Click on Mailer Name or Mailer CRID
2. Click Move/Update Errors radio button
3. Click on Run Report



Navigate Mailer Scorecard: MSP

Option 2 view: May not see all Mail Owners if they mail for many customers. Will have to toggle between screens to see both count of errors and percentage.

Mail Owner Scorecard — NOVEMBER 2017

UNITED STATES POSTAL SERVICE®

Execution Time: 12/7/2017 7:54:24 AM

Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless

(•) # Metrics ( ) # Trending ( ) % Metrics ( ) % Trending

Electronic Verification

Mail Owner	Total	2299236 Bank Of America	11347296 BAYVIEW MORTGAGE	19163162 Ditech Financial LLC	11347346 EVERHOME MORTGAGE	10207083 GARDEN CITY GROUP LLC	16995309 MIDFLORIDA Credit Union	11348775 NAVY FEDERAL
Mail Preparer		4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS
# Pieces processed for eDoc validations	1,661,445	1,152,783	N/A	N/A	N/A	100,431	116,659	N/A
# Full-Service Containers processed for eDoc validations	304	147	N/A	N/A	N/A	12	48	N/A
# Full-Service Handling Units processed for eDoc validatic	6,831	4,862	N/A	N/A	N/A	331	434	N/A
# Full-Service Orphan Handling Units processed for eDoc	172	71	N/A	N/A	N/A	--	21	N/A
# Full-Service Pieces processed for eDoc validations	1,626,336	1,148,887	N/A	N/A	N/A	85,561	1	
Full-Service Verifications								
# MID Container Errors	--	--	N/A	N/A	N/A	--		
# MID HU Errors	--	--	N/A	N/A	N/A	--		
# MID Piece Errors	--	--	N/A	N/A	N/A	--		
# STID Errors	--	--	N/A	N/A	N/A	--		
# By/For Errors	--	--	N/A	N/A	N/A	--		
# Barcode Uniqueness Container Errors	1	1	N/A	N/A	N/A	--		
# Barcode Uniqueness HU Errors	--	--	N/A	N/A	N/A	--		
# Barcode Uniqueness Piece Errors	--	--	N/A	N/A	N/A	--		
# Entry Facility Container Errors	--	--	N/A	N/A	N/A	--		
# Entry Facility HU Errors	--	--	N/A	N/A	N/A	N/A		
# Unlinked Copal Tray Errors	--	--	N/A	N/A	N/A	--		
# Early Scheduled Ship Date Warnings	--	--	N/A	N/A	N/A	--		
# DMU Verified USPS Transported Containers	116	70	N/A	N/A	N/A	8		
# Default Tray Barcode Warnings	--	--	N/A	N/A	N/A	--		
# Unlinked Copal Tray Warnings	--	--	N/A	N/A	N/A	--		
# Unlinked Copal Bundle Warnings	--	--	--	--	--	--		
Move/Update Verifications								
# Move/Update Eligible Pieces - FCM & MKT	477,449	--	N/A	N/A	N/A	85,561	1	
# Move/Update Eligible Pieces - Periodicals	--	--	N/A	N/A	N/A	--		
# ACS Requested STID Pieces	1,083,717	1,083,717	N/A	N/A	N/A	--		
# COA Errors - FCM & MKT	5,527	N/A	N/A	N/A	N/A	2,881		
# COA Warnings - Periodicals	N/A	N/A	N/A	N/A	N/A	N/A		
# UAA Warnings	2,946	2,937	N/A	N/A	N/A	N/A		
Entry Point Validations – Info Only								
# eDoc/Appointment Entry Point Mismatch	--	--	N/A	N/A	N/A	--		
# No Valid MDF Match	--	--	N/A	N/A	N/A	--		

Mail Owner Scorecard — NOVEMBER 2017

UNITED STATES POSTAL SERVICE®

Execution Time: 12/7/2017 7:54:24 AM

Verifications: Mailer Profile | Electronic Verification | eInduction | Seamless

( ) # Metrics ( ) # Trending (•) % Metrics ( ) % Trending

Electronic Verification

Mail Owner	Total	2299236 Bank Of America	11347296 BAYVIEW MORTGAGE	19163162 Ditech Financial LLC	11347346 EVERHOME MORTGAGE	10207083 GARDEN CITY GROUP LLC	16995309 MIDFLORIDA Credit Union	11348775 NAVY FEDERAL
Mail Preparer		4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS	4770220 NCP SOLUTIONS
# Containers processed for eDoc validations	304	147	N/A	N/A	N/A	12	48	N/A
# Handling Units processed for eDoc validations	6,831	4,862	N/A	N/A	N/A	331	434	N/A
# Bundles processed for eDoc validations	--	--	N/A	N/A	N/A	--	--	N/A
# Pieces processed for eDoc validations	1,661,445	1,152,783	N/A	N/A	N/A	100,431	116,659	N/A
# Full-Service Containers processed for eDoc validations	304	147	N/A	N/A	N/A	12	48	N/A
# Full-Service Handling Units processed for eDoc validations	6,831	4,862	N/A	N/A	N/A	331	434	N/A
# Full-Service Orphan Handling Units processed for eDoc validation	172	71	N/A	N/A	N/A	--	21	N/A
# Full-Service Pieces processed for eDoc validations	1,626,336	1,148,887	N/A	N/A	N/A	85,561	109,354	N/A
Full-Service Verifications								
% MID Container Errors	--	--	N/A	N/A	N/A	--	--	N/A
% MID HU Errors	--	--	N/A	N/A	N/A	--	--	N/A
% MID Piece Errors	--	--	N/A	N/A	N/A	--	--	N/A
% STID Errors	--	--	N/A	N/A	N/A	--	--	N/A
% By/For Errors	--	--	N/A	N/A	N/A	--	--	N/A
% Barcode Uniqueness Container Errors	0.33%	0.68%	N/A	N/A	N/A	--	--	N/A
% Barcode Uniqueness HU Errors	--	--	N/A	N/A	N/A	--	--	N/A
% Barcode Uniqueness Piece Errors	--	--	N/A	N/A	N/A	--	--	N/A
% Entry Facility Container Errors	--	--	N/A	N/A	N/A	--	--	N/A
% Entry Facility HU Errors	--	--	N/A	N/A	N/A	N/A	--	N/A
% Unlinked Copal Tray Errors	--	--	N/A	N/A	N/A	--	--	N/A
% Early Scheduled Ship Date Warnings	--	--	N/A	N/A	N/A	--	--	N/A
% Default Tray Barcode Warnings	--	--	N/A	N/A	N/A	--	--	N/A
% Unlinked Copal Tray Warnings	--	--	N/A	N/A	N/A	--	--	N/A
Move/Update Verifications								
% COA Errors - FCM & MKT	1.16%	N/A	N/A	N/A	N/A	3.37%	1.68%	N/A
% COA Warnings - Periodicals	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
% UAA Warnings	0.27%	0.27%	N/A	N/A	N/A	N/A	N/A	N/A
Entry Point Validations – Info Only								
% eDoc/Appointment Entry Point Mismatch	--	--	N/A	N/A	N/A	--	--	N/A
% No Valid MDF Match	--	--	N/A	N/A	N/A	--	--	N/A
% Out of Date MDF Match	--	--	N/A	N/A	N/A	--	--	N/A

For MSP: Identify Recurring Problem Mail Owners

Option 3 view: Presents data by column for Mail Owners and shows <u>both</u> the percent and count to help identify Mail Owners with Move Update errors above threshold

Business Mail Acceptance > Shared Reports > [...] > [...] > [...] > [...] > **Mail Owner Scorecard Details Report (Internal)**

REPORT HOME | TOOLS | DATA | GRID | FORMAT

REPORT DETAILS

Report Filter:
(Month (CAL_MONTH) = ApplySimple("to_number(to_char(add_months(sysdate, -1), 'YYYY')) * 100 + to_number(to_char(add_months(sysdate, -1), 'MM'))",0)) And ({[Mail Preparer} = 4770220:NCP SOLUTIONS)

PROMPT DETAILS

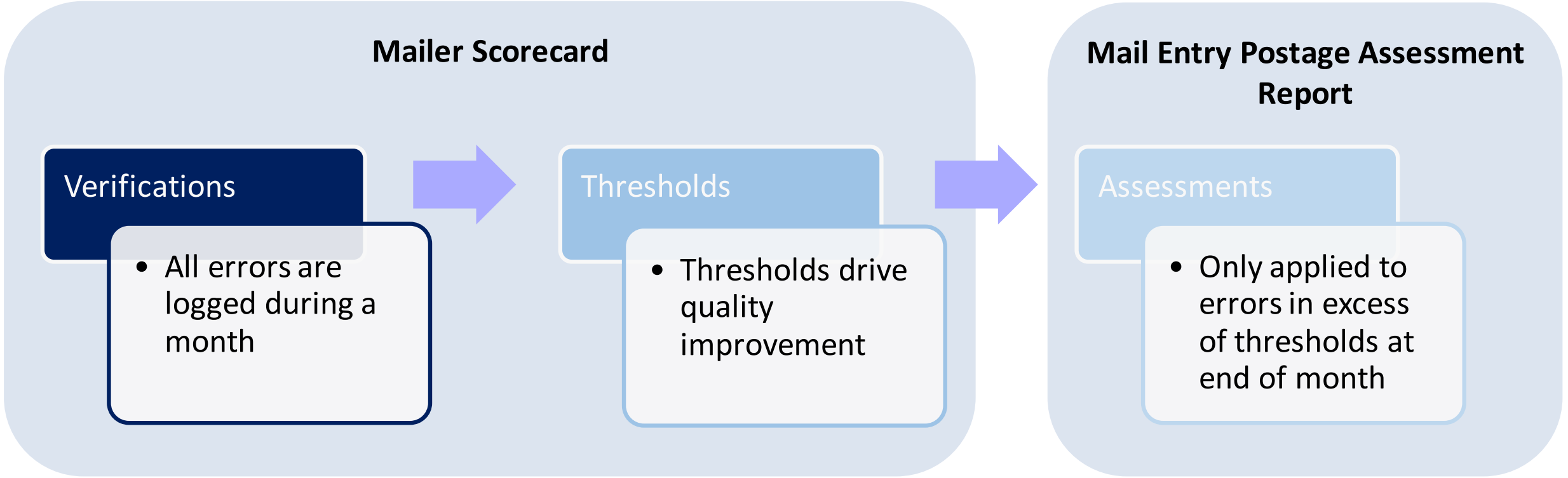
Prompt 1: Month Filters
Previous Month
Prompt 2: Select Owner and/or Preparer CRIDs
Select Preparer CRID
Prompt 3: Select a Preparer CRID
4770220:NCP SOLUTIONS

1 2 of 2 pages

Mail Owner	Total	2299236	11347296	19163162	11347346	10207083	16995309	11348775	6467281	2696139	15185288	2469658
	-	Bank Of America	BAYVIEW MORTGAGE	Ditech Financial LLC	EVERHOME MORTGAGE	GARDEN CITY GROUP LLC	MIDFLORIDA Credit Union	NAVY FEDERAL	RUSHMORE LOAN MANAGEMENT SERVI	SANTANDER	Umpqua Bank	VYSTAR CREDIT UNION
Mail Preparer	-	4770220	4770220	4770220	4770220	4770220	4770220	4770220	4770220	4770220	4770220	4770220
	-	NCP SOLUTIONS	NCP SOLUTIONS	NCP SOLUTIONS	NCP SOLUTIONS	NCP SOLUTIONS	NCP SOLUTIONS	NCP SOLUTIONS	NCP SOLUTIONS	NCP SOLUTIONS	NCP SOLUTIONS	NCP SOLUTIONS
% Barcode Uniqueness HU Errors	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
# Barcode Uniqueness Piece Errors	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
% Barcode Uniqueness Piece Errors	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
# Entry Facility Container Errors	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
% Entry Facility Container Errors	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
# Entry Facility HU Errors	--	--	N/A	N/A	N/A	N/A	--	N/A	N/A	N/A	N/A	--
% Entry Facility HU Errors	--	--	N/A	N/A	N/A	N/A	--	N/A	N/A	N/A	N/A	--
# Unlinked Copal Tray Errors	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
% Unlinked Copal Tray Errors	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
# Early Scheduled Ship Date Warnings	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
% Early Scheduled Ship Date Warnings	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
# DMU Verified USPS Transported Containers	116	70	N/A	N/A	N/A	8	14	N/A	N/A	N/A	N/A	24
# Default Tray Barcode Warnings	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
% Default Tray Barcode Warnings	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
# Unlinked Copal Tray Warnings	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
% Unlinked Copal Tray Warnings	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
# Unlinked Copal Bundle Warnings	--	--	--	--	--	--	--	--	--	--	--	--
Move/Update Verifications												
# Move/Update Eligible Pieces - FCM & MKT	477,449	--	N/A	N/A	N/A	85,561	109,354	N/A	N/A	N/A	N/A	282,534
# Move/Update Eligible Pieces - Periodicals	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
# ACS Requested STID Pieces	1,083,717	1,083,717	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--
# COA Errors - FCM & MKT	5,527	N/A	N/A	N/A	N/A	2,881	1,835	N/A	N/A	N/A	N/A	811
% COA Errors - FCM & MKT	1.16%	N/A	N/A	N/A	N/A	3.37%	1.68%	N/A	N/A	N/A	N/A	0.29%
# COA Warnings - Periodicals	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
% COA Warnings - Periodicals	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
# UAA Warnings	2,946	2,937	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
% UAA Warnings	0.27%	0.27%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Entry Point Validations – Info Only												
# eDoc/Appointment Entry Point Mismatch	--	--	N/A	N/A	N/A	--	--	N/A	N/A	N/A	N/A	--

Mailer Scorecard

Additional postage assessments are generated only for mailers and errors that exceed quality thresholds across an entire month



Questions?