

United States Postal Service®

INDUSTRY **ALERT**

February 14, 2022

[UPDATE: KNOWN ISSUES] MAILER SCORECARD: *Undocumented Detailed Data*

As previously shared, the United States Postal Service identified two (2) issues impacting **Mailer Scorecard** functionality.

Please reference the template below which describes both issues and provides an “update” to the associated customer impact.

**USPS COMMERCIAL SYSTEM
Mailer Scorecard - Undocumented Detail Data**

Two (2) Known Issues

Incident No. Date Reported	Functionality	Issue	Status	Target Resolution Date
06539781 02.14.2022	Mail Entry Invoice Assessment Reporting / Invoicing [Customers can view "current" Undocumented Detail Data contained in their Mailer Scorecard;]	However, data for January 2022 is not included in the invoices generated in the Mail Entry Assessment screens and assessment eMail messages.	Root cause analysis Completed. [Data for January 2022 also available via MicroStrategy.]	RESOLVED <i>February 14, 2022</i>
6534299 02.07.2022	Mailer Scorecard Reporting [Customers can view "current" Undocumented Detail Data contained in their Mailer Scorecard;]	However, data prior to January 2022 is not visible at this time.	Root cause analysis Completed.	February 18 , 2022 At that time, the full 13-month dataset will reflect via MicroStrategy Reports.

WorkAround

Customers with an IMMEDIATE requirement to access **Undocumented Detailed Data** prior to resolution of the cited issue should:

- > **Option 1:** Contact the Manager of their local Business Mail Entry Unit (BMEU).
- > **Option 2:** During normal business hours (**7:00 AM CT – 7:00 PM CT**), direct any inquiries or concerns to the Mailing and Shipping Solutions Center (MSSC) via eMail [MSSCAdmin@usps.gov] or telephone [(877) 672-0007].

Review

Customers may receive a corrected assessment based on January's Mailer Scorecard once the issue(s) has been identified and resolved.

The timeframe to submit a review request will be extended for these mailers.

NOTE: Periodic updates will continue to be provided.

All Business Service Administrators (BSAs) should alert their impacted stakeholders.

We apologize for any inconvenience.

Thank you.

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