

Detailed Error Data Request Process

The Detailed Error reports for Full Service Electronic, Move Update, Seamless Acceptance, and eInduction in the Mailer Scorecard provide a by-CRID view of detailed verification results. The Detailed Error Reports are limited to 100 records per error code, mail owner, and job segment. As a result, mailers are unable to view errors across all CRIDS and are only able to retrieve a representative sample of their errors. Both limit a mailer's ability to perform root-cause analysis for all errors included in the error counts on the Mailer Scorecard. Until an automated solution is developed, a manual process will be facilitated through the *PostalOne!* Help Desk to send this data to mailers.

Detailed Error Data Request Process Flow

The process for requesting additional error data is as follows:

1. Mailer contacts *PostalOne!* Help Desk by sending an email to postalone@usps.gov with the completed Detailed Errors Data Request Form found on RIBBS to the *PostalOne!* Help Desk with the subject line of "Detailed Error Data Request [CRID] [Company Name]"
2. Customer will be contacted for username and password for Secure File Transmission
3. *PostalOne!* Help Desk agent creates ServiceNow incident and includes Detailed Errors Data Request Form
4. *PostalOne!* Help Desk agent assigns ServiceNow Incident:
 - a. Seamless, Full Service, and Move Update: Send incident to Full Service HQ and send email to SASP_Func_Support@accenture.com
 - b. eInduction: Send incident to SDS PostalOne! Internal and send email to PostalOne-Tier-II-SupportSTL@usps.gov
5. IT support team completes and sends data to mailer within 3 business days via the preferred method on the request form
6. Once data transmission is provided to mailer, IT support team assigns incident back to the *PostalOne!* Help Desk
7. *PostalOne!* Help Desk agent notifies mailer that data was transmitted and request permission to close the incident

If there are any issues or questions during the query or data transmission process the IT support team will notify the *PostalOne!* Help desk to contact the mailer. For any requests that have an ongoing frequency the IT support team will create the remedy ticket copying the *PostalOne!* Help Desk and follow the process above starting with step 6.