

Service Performance Processing Visualization Tool

Report Notes

Overview

The Processing Visualization Tool provides insight into processing failures by week, month, or quarter. A processing failure is a mailpiece that did not meet the service standard for its mail product type.

Processing duration is measured from first processing operation or Start-the-Clock to last processing operation. Processing duration is measured for all mail for which there is the necessary information to measure performance accurately.

Within the tool, you can filter processing failures by several attributes. These attributes include Area, District, Facility, mailer, mail class, mail shape, service standard, and entry mode, among others. These filters allow you to quickly identify opportunities to correct processing issues.

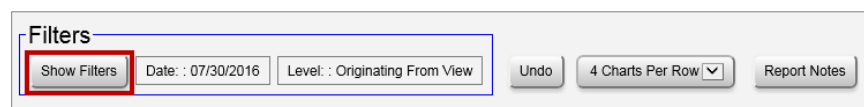
When certain filters are selected, you can also view individual failed pieces. This allows you to view processing scan records for individual failed pieces. Each scan record contains several data fields, including operation code (opcode), scan date and time, route ID, Start-the-Clock date, and root cause of failure.

Using the Tool

The following sections provide information about the functionality available in this tool.

Initial Filters

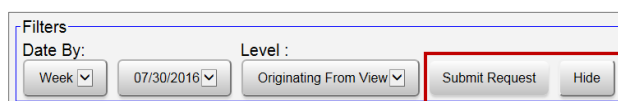
The initial filters for the tool are located at the top-left. By default, the tool displays data for the most recently measured Postal week in the **Originating From** view. To change these selections, click **Show Filters**.



You may choose to view data by week or month and then select the week or month to view. You may also change the view from **Originating From** to **Destinating To**:

- **Originating From:** Charts display data for where the mail originated
- **Destinating To:** Charts display data for where the mail destined

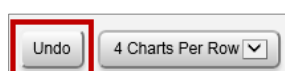
After changing the selections, click **Submit Request** to update the tool to show the data for your selected filters. Click **Hide** to exit the filters without saving your selections.



Note: In the **Originating From** view, one of the displayed charts is Destination ZIP3. In the **Destinating To** view, this chart changes to display Origin Facility.

Additional functions are available in this area of the tool:

- A quick way to undo a filter and return to a previous view is to click **Undo**. You may click **Undo** multiple times to step back further.

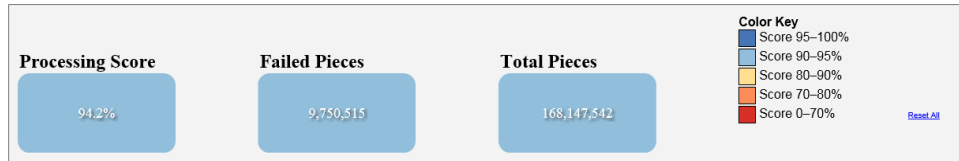


- By default, the tool displays four charts per row. You may choose to display anywhere from one to seven charts per row by making a selection from drop-down menu to the right of the **Undo** button.



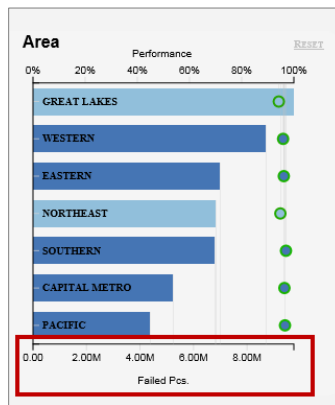
Top Area

The top area of the tool displays the summary Processing Score, Failed Pieces, and Total Pieces for the mailpieces included in the selected filters. The color key shows the processing score range represented by each color throughout the tool. To reset filters on all of the charts at the same time, click **Reset All** in this area of the tool.

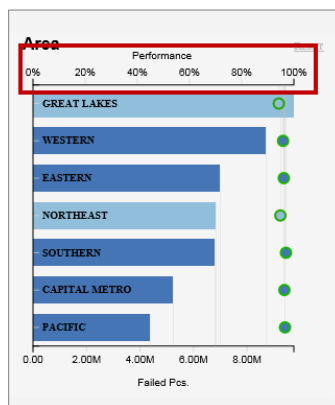


Charts

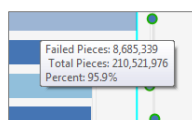
Each chart displays processing failures by a different attribute (e.g., Facility). Each chart has two X-axes. The X-axis on the bottom of the chart shows the number of failed pieces. The bars on the chart represent processing failures, with the length of the bar representing the number of failed pieces (with respect to the bottom X-axis) and the color of the bar representing the processing score.



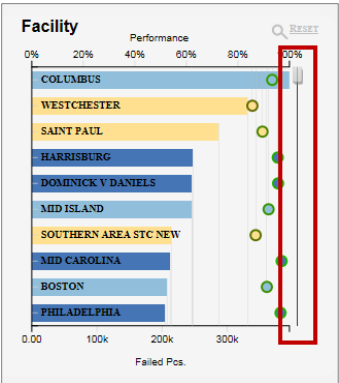
The X-axis on the top of the chart shows the processing score. The circles on the right-hand side of each chart represent the processing score. The location of the circle (with respect to the top X-axis) as well as the fill color represent the processing score value.



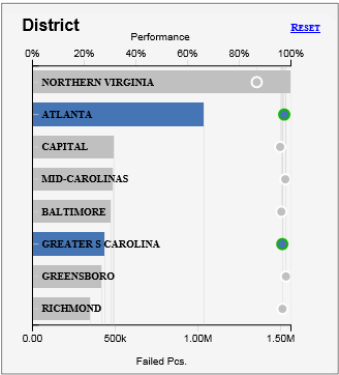
Hover over a bar or circle on the chart to view the failed pieces, total pieces, and processing score percentage.



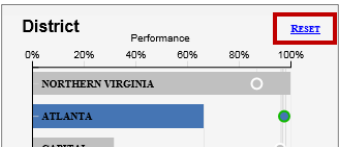
The charts display processing failures for up to 10 categories or locations at one time. To see additional categories or locations, use the scroll bar OR hover your mouse over the chart and scroll down or up with your mouse wheel. Additional categories or locations appear as you scroll. (**Note:** You may also click and drag to scroll.)



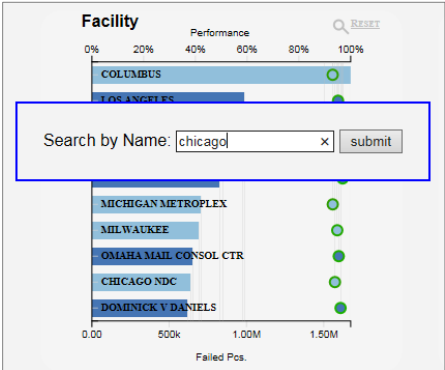
The bars on each chart are display in descending order from the top according to the number of failed pieces. The bars serve as filters. Clicking a bar filters that chart and the other charts to display data according to the selection. Multi-select is available. Click an additional bar on the same chart to include an additional category or location to include in the selection.



To reset filters on a chart, click **Reset** in the top-right area of the chart OR click a selected bar on the chart to de-select that category or location.



The charts with several categories or locations have a search capability, which brings an item of interest into the displayed area of the chart. To use search, click the magnifying glass icon in the top-right area of the chart. A search window opens. Enter text for the search, and then click **submit** OR press **Enter**. The chart scrolls such that the category or location most closely matching the search text appears at the top of the chart or in the displayed area of the chart.



Note: On the Mailer chart, the search capability also acts as a filter. When you search, the mailer or mailers matching the search text are selected as filters, and the other charts update to display data specific to the mailer. To search for a different mailer, you must first reset the filters on the Mailer chart by clicking **Reset**. Then, search for the different mailer.

Drill to Individual Failed Pieces

By selecting certain filters, you can drill to view failures by origin-destination ZIP3 pairs or individual failed pieces. There are two ways to access this functionality:

1. Select one or more locations on the Facility chart.

OR

2. Select one or more locations on the District chart **and** one or more locations on the Destination ZIP3 chart.

Notes:

- This initial filter helps limit the amount of data processed so the tool can provide the data quickly.
- The Destination ZIP3 chart is only displayed in the **Originating From** view.
- You may filter on additional criteria after the initial filter for Facility OR District and Destination ZIP3. Each filter further limits the amount of data processed so the tool can provide the data more quickly.

When you have filtered the data in one of these ways, the Failed Pieces box in the top area of the tool becomes a button to drill to the individual failed pieces for the selected filters. To view the failed pieces, click this button.



A window opens displaying a table. The table lists origin-destination ZIP3 pairs by delivery date. The table is in descending order by Failed Pieces.

USE MOUSE WHEEL TO SCROLL OR PAGE-UP/PAGE-DOWN							
ACTUAL DLVRY DATE	ORIGIN FACILITY	ORGN FAC ZIP 3	DESTN FACILITY	IMB DLVRY ZIP 3	FAILED PIECES	TOTAL PIECES	PER
09/12/2016	MACON	312	SAN JUAN	009	110	110	0.0%
09/10/2016	MACON	312	PENSACOLA	325	69	1,323	94.8%
09/10/2016	MACON	312	PENSACOLA	324	35	458	92.4%
09/10/2016	MACON	312	WEST PALM BEACH	334	33	921	96.4%
09/10/2016	MACON	312	BROOKLYN	110	32	32	0.0%
09/12/2016	MACON	312	MIDDLESEX ESSEX	018	31	31	0.0%
09/12/2016	MACON	312	RICHMOND	232	28	28	0.0%
09/10/2016	MACON	312	DOMINICK V DANIELS	088	28	30	6.7%
09/10/2016	MACON	312	DOMINICK V DANIELS	070	27	30	10.0%
09/13/2016	MACON	312	WEST PALM BEACH	334	26	28	7.1%
09/10/2016	MACON	312	SUBURBAN MARYLAND	208	24	24	0.0%
09/13/2016	MACON	312	TALLAHASSEE	316	24	24	0.0%

Within this table:

- Click and drag the table to move it on your screen.
- To view additional rows, hover your mouse over the table and scroll down or up with your mouse wheel. Additional rows appear as you scroll. (**Note:** You may also use the **Page Down** and **Page Up** keys of your keyboard.)
- To sort a column in ascending or descending order, hover your mouse over the column heading. Arrows appear on the heading. Click the left arrow to sort in ascending order, and click the right arrow to sort in descending order.
- To close the window, click the **X** icon at the top-right OR press **Escape**.

From this table, you can drill further to view individual failed pieces. Click a row on the table. A second window opens displaying a table. The table lists processing scans for the individual failed pieces for the selected origin-destination ZIP3 pair.

Excel		USE MOUSE WHEEL/PAGE-DOWN/TO SCROLL CLICK ON TITLES TO FILTER																									X
REG NO	ORIGIN FAC ZIP	FAC ZIP CODE	PLT FACILITY NAME	OP CODE	MFE ID	DECLARED TRAY CONTENT	SORT PLAN	SCAN DATE/TIME	IMB CODE	SORT ZIP	ROUTE ID	IT TAG	START TRK CLK/DAT	IMB CODE	ACTUAL ENTRY DATE/TIME	CRITICAL ENTRY TIME	CLEARANCE TIME	INSTRCT MTHD	OP CODE DESC	MAILER NAME	EBDC CRCD	MAIL CLASS	MAIL SHAPE	SVS STD	ROOT CAUSE		
1	312	33416	WEST PALM BEACH	893	DBCS-021	FCM LTR AADC BC	CV340007	09/08/2016 10:01	003610660302018	3347501222	-		09/08/2016	Logical Control	09/05/2016 21:27	2200	1030	DMCUTV	DBCS DIOBS BCS MA	TSYS - MAIL CENTE	3527799	First Class	Letters	3	Insufficient Data		
1	312	33416	WEST PALM BEACH	918	DBCS-028	FCM LTR AADC BC	L3734355A	09/09/2016 18:09	003610660302018	3347501222	-		09/08/2016	Logical Control	09/05/2016 21:27	2200	1030	DMCUTV	DBCS DIOBS BCS DP	TSYS - MAIL CENTE	3527799	First Class	Letters	3	Insufficient Data		
1	312	33416	WEST PALM BEACH	918	DBCS-028	FCM LTR AADC BC	L3734355A	09/10/2016 02:41	003610660302018	3347501222	-		09/08/2016	Logical Control	09/05/2016 21:27	2200	1030	DMCUTV	DBCS DIOBS BCS DP	TSYS - MAIL CENTE	3527799	First Class	Letters	3	Insufficient Data		
2	312	33416	WEST PALM BEACH	893	DBCS-021	FCM LTR AADC BC	CV340007	09/08/2016 09:48	0036106603104835	3347501222	-		09/08/2016	Logical Control	09/04/2016 21:32	2200	1030	DMCUTV	DBCS DIOBS BCS MA	TSYS - MAIL CENTE	3527799	First Class	Letters	3	Insufficient Data		
2	312	33416	WEST PALM BEACH	918	DBCS-028	FCM LTR AADC BC	L3734355A	09/09/2016 18:09	0036106603104835	3347501222	-		09/08/2016	Logical Control	09/04/2016 21:32	2200	1030	DMCUTV	DBCS DIOBS BCS DP	TSYS - MAIL CENTE	3527799	First Class	Letters	3	Insufficient Data		
2	312	33416	WEST PALM BEACH	918	DBCS-028	FCM LTR AADC BC	L3734355A	09/10/2016 02:41	0036106603104835	3347501222	-		09/08/2016	Logical Control	09/04/2016 21:32	2200	1030	DMCUTV	DBCS DIOBS BCS DP	TSYS - MAIL CENTE	3527799	First Class	Letters	3	Insufficient Data		
3	312	33416	WEST PALM BEACH	893	DBCS-021	FCM LTR AADC BC	CV340007	09/08/2016 09:53	0036106909773370	3347517772	-		09/08/2016	Logical Control	09/04/2016 21:32	2200	1030	DMCUTV	DBCS DIOBS BCS MA	TSYS - MAIL CENTE	3527799	First Class	Letters	3	Insufficient Data		
3	312	33416	WEST PALM BEACH	918	DBCS-028	FCM LTR AADC BC	L3734355A	09/09/2016 18:09	0036106909773370	3347517772	-		09/08/2016	Logical Control	09/04/2016 21:32	2200	1030	DMCUTV	DBCS DIOBS BCS DP	TSYS - MAIL CENTE	3527799	First Class	Letters	3	Insufficient Data		
3	312	33416	WEST PALM BEACH	918	DBCS-028	FCM LTR AADC BC	L3734355A	09/10/2016 03:15	0036106909773370	3347517772	-		09/08/2016	Logical Control	09/04/2016 21:32	2200	1030	DMCUTV	DBCS DIOBS BCS DP	TSYS - MAIL CENTE	3527799	First Class	Letters	3	Insufficient Data		

Within this table:

- Processing scans for the same mailpiece are grouped by both the color of the rows and Record Number (see the **Rec No** column).
- Click and drag the table to move it on your screen.
- Zoom in/out by hovering your mouse in the header row of the table and scrolling up or down with your mouse wheel.
- To view additional rows, hover your mouse over the table and scroll down or up with your mouse wheel. Additional rows appear as you scroll. (**Note:** You may also use the **Page Down** and **Page Up** keys of your keyboard.)
- To sort a column in ascending or descending order, hover your mouse over the column heading. Arrows appear on the heading. Click the left arrow to sort in ascending order, and click the right arrow to sort in descending order.
- To filter a column, click the column heading. A drop-down menu appears. Make a selection from the drop-down menu to filter the table based on that selection. (**Note:** You may only filter one column at a time.)
- Hovering over a value in the **IMb Code** or **ID Tag** column enables a hyperlink that goes to the Mail History Tracking System (MHTS).
- To close the window, click the **X** icon at the top-right OR press **Escape**.
- Export the table to a workbook by clicking **Excel** at the top-left. (**Note:** The export will contain the entire contents of the table – not just what is displayed on the screen.)
- If you want to print the table, it is recommended you export the table to a workbook, apply any desired filters, and print the results.

Additional Information

- The tool shows data for the most recent processing day (e.g., data from 9/21 should be available in the report on 9/22).
- If you have any questions or need assistance, please contact the IV Tier 1 Help Desk at 1-800-USPS-HELP. When prompted, say “Technical Assistance.” When asked to select an application, system, or product, say “Informed Visibility.” Press 1 to select the option for Service Performance Measurement.