Product Performance Reports
Quick Start Guide

External Users

Table of Contents

Overview

Purpose of the Quick Start Guide

This Quick Start Guide provides basic information for customers on accessing and working with the Product Performance Reports. This document is organized in a Frequently Asked Questions (FAQ) format, so that users will be able to quickly begin accessing and using the data contained within the reports.

For more detailed information on these reports, refer to the Product Performance Reports User Guide (External).

Product Performance Reports Background

Product Performance Reports provide service and delivery performance information. These reports provide information regarding acceptance, receipt, processing and delivery of mail in the Postal distribution and delivery networks. The reports are available to both participating customers and internal Postal users, providing a common view of performance.

Enterprise Data Warehouse Overview

The United States Postal Service (USPS) Enterprise Data Warehouse (EDW) provides a single repository for managing all of the Postal Service's data assets for reporting and analysis. The EDW provides a single source of accurate data across organizations to a wide variety of users. The data can be manipulated in a variety of ways, both within and across functions.

Product Performance Reports available in the EDW allow drilling and provide greater flexibility to select range of dates and day of week for report results. This deeper analysis can lead to additional revenue and improved business practices.

MicroStrategy Reporting Tool Overview

MicroStrategy is the reporting tool used to display and manipulate the Mail Tracking and Reporting (MT&R) data stored in the EDW. MicroStrategy software enables users to query and analyze detailed, transaction-level databases, turning data into business intelligence and delivering reports and alerts about the users' business processes. MicroStrategy Web is the front-end portion of the Reporting software, which provides users with a highly interactive environment for building and analyzing reports.

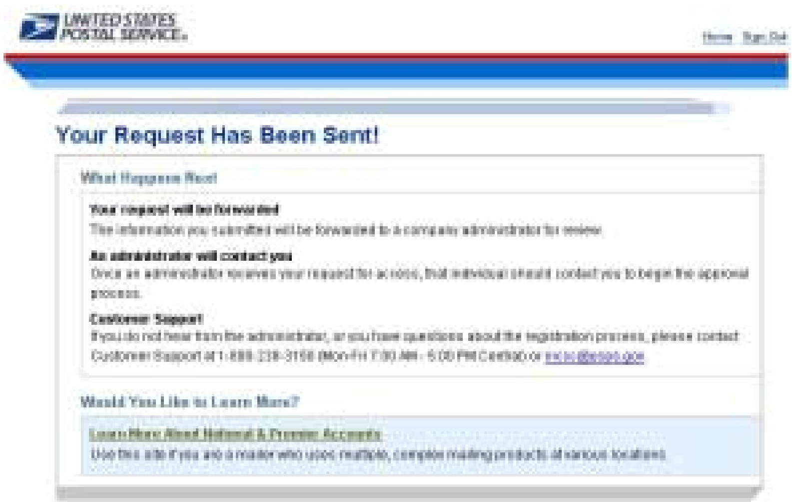
How Do I Access Reports?

New Users: Request Access through Mail Tracking & Reporting

If you do not already have access to the Product Performance Reports, you will need to request it through the Mail Tracking & Reporting (MT&R) website. To request access complete the following steps:

1. Navigate to MT&R by entering the following URL into your browser window: https://mailtracking.usps.com.
2. The MT&R landing page displays. Click on *Product Performance.*
3. The Product Performance Report Landing page displays. Click on *Apply for Product Performance*
4. The Apply for Product Performance Reports page displays. Click *Sign Up* under New Users.

5. Enter New User Sign up information and click *Continue.*
6. Enter User Profile information and click *Continue.*
7. Review the User Profile Summary information and edit if necessary (using the *Edit* button) or click *Continue.*
8. Search for company by entering your company name and clicking the Search button.
9. If your company name does appear, select the company. If you do not see your company, click on *Add Company* and enter company information.
10. Search for a company address and click on *Select This Address* if company address exists. If company address does not exist, add a company address by clicking *Add Address*.
11. Review Company Information and edit if necessary using the *Back* button or click *Submit Request*.
12. A confirmation screen noting your request has been sent will display.



Note: Registration does not give immediate access. An administrator will contact you to begin the approval process.

If you do not hear from the administrator, or have questions about the registration process, please contact Customer Support at 1-800-238-3150 (Mon – Fri 7:00 AM – 5:00 PM Central) or incsc@usps.gov.

Existing Users: Access Product Performance Reports

To access Product Performance Reports, complete the following steps:

1. Navigate to MT&R by entering the following URL into your browser window: https://mailtracking.usps.com.
2. The MT&R landing page displays. Click on *Product Performance.*
3. The Product Performance Landing page displays. Click on *Apply for Product Performance*.
4. The Product Performance Report page displays. Click *Sign In* under *Existing Users.*
5. Enter your username and password and click *Sign In*.

6. Upon logging into the MT&R site the MT&R Welcome Page displays. Click on *Product Performance.* l

7. The EDW screen displays as shown below. Click on the *Product Performance Reporting* link to access the reports.

What Shared Reports are Available?

The following types of reports are available within the Shared Reports folder:

Delivery Success (Customer Data)

This delivery report monitors USPS and mail recipient behavior by showing how quickly “left notice” items are picked up. This report provides details to the 5-digit ZIP level of total pieces scanned, pieces delivered on the first attempt, days between attempt and delivery by day, unclaimed, and pieces with no delivery or return scan.

Cumulative Delivery Success (Customer Data)

The Cumulative Delivery Success report contains attributes similar to the Delivery Success report except that data in each day’s column includes the pieces redelivered/picked up in the previous days.

An example of the Delivery Success (Customer Data) report is shown below:

Metrics Destination Area	Total Pieces Scanned	Delivery 1st Attempt	% Pieces Delivered 1st Attempt	% of Pieces Redelivered/Picked Up Same Day	% of Pieces Redelivered/Picked Up on Day 1	% of Pieces Redelivered/Picked Up on Day 2	% of Pieces Redelivered/Picked Up on Day 3	% of Pieces Redelivered/Picked Up on Day 4	% of Pieces Redelivered/Picked Up on Day 5	% of Pieces Redelivered/Picked Up on Day 6	% Unclaimed	% No Delivery No Return
CAPITAL METRO	939,427	875,033	93.15%	35.48%	24.59%	17.60%	6.77%	3.87%	2.51%	9.19%	0.09%	0.55%
EASTERN	3,099,237	2,892,181	93.32%	39.48%	25.09%	15.30%	6.38%	3.48%	2.37%	7.91%	0.05%	0.34%
NORTHEAST	1,589,070	1,446,385	91.02%	46.83%	24.03%	12.88%	5.15%	2.90%	1.89%	6.32%	0.04%	0.63%
Total	5,627,734	5,213,599	92.64%	41.39%	24.65%	14.82%	6.02%	3.34%	2.22%	7.56%	0.06%	0.46%

Days to Deliver (Customer Data)

This service performance report provides service information from originating location by on time percentage and percentage delivered by day. This report provides details on volume, volume within standard and volume delivered by day.

Cumulative Days to Deliver (Customer Data)

The Cumulative Days to Deliver (Customer Data) report contains attributes similar to the Days to Deliver (Customer Data) except that the data in each day's column includes the pieces delivered in the previous days.

An example of the Days to Deliver (Customer Data) report is shown below:

Origin National	Product Category Metrics	Count of all Delivered Mail Pieces	Volume Within Service Standard	% of Volume within Service Standard	% Delivered on Same Day	% Delivered on Day 1	% Delivered on Day 2	% Delivered on Day 3	% Delivered on Day 4	% Delivered on Day 5	% Delivered on Day 6	% Delivered on Day 7	% Delivered on Day 8 or more
NATIONAL	Priority Mail - Commercial - Other	2,272,348	2,068,996	91.05%	6.33%	43.91%	39.29%	6.09%	2.09%	1.11%	0.50%	0.23%	0.44%
	Priority Mail - Commercial - DropShip	15,369	13,937	90.68%	13.59%	41.94%	34.87%	4.37%	1.98%	1.23%	0.55%	0.35%	1.13%
	Priority Mail - Retail - All	4,471,890	3,866,414	86.46%	0.09%	11.97%	62.64%	18.96%	3.57%	1.52%	0.60%	0.27%	0.38%
Total		6,759,607	5,949,347	88.01%	2.22%	22.78%	54.73%	14.60%	3.07%	1.38%	0.57%	0.26%	0.40%

Days to Deliver – Parcel Select (Customer Data)

This service performance report provides service information for Parcel Select by on time percentage and percentage delivered by day. It allows a user to gain an understanding of performance by service standard within their location and see how many days it took to deliver.

Cumulative Days to Deliver – Parcel Select (Customer Data)

The Cumulative Days to Deliver – Parcel Select (Customer Data) report contains attributes similar to the Days to Deliver – Parcel Select (Customer Data) report except that the data in each day's column includes the pieces delivered in the previous days.

An example of the Days to Deliver – Parcel Select (Customer Data) report is shown below. Though not shown, this report continues up to 8 or more days.

Destination Area	Service Standard Metrics	Count of all Delivered Mail Pieces	Volume within Service Standard	% of Volume within Service Standard	% Delivered on Same Day	% Delivered on Day 1	% Delivered on Day 2	% Delivered on Day 3	% Delivered on Day 4	% Delivered on Day 5	% Delivered on Day 6
PACIFIC	Package Services - Commercial - ParcelSelect DBMC - 3 Day	16	3	18.75%	6.25%	0.00%	12.50%	0.00%	12.50%	12.50%	31.25%
Total		16	3	18.75%	6.25%	0.00%	12.50%	0.00%	12.50%	12.50%	31.25%

How Do I Generate Reports?

Generate Created Reports

The Shared Reports folder contains the Product Performance Reports. To run a report, follow these steps:

1. Click on the *Shared Reports* folder.
2. Click the name of the report. The report begins executing and the wait page opens. When the report is done executing, the selection prompts will appear.
3. Identify selection criteria.
4. Execute report.

Re-Prompt Feature

This feature allows you to modify your prompt selections in order to re-run a report.

To use the re-prompt feature, select *Re-Prompt* from the *Data* menu or click the re-prompt button.

The first prompt for the report will appear, and you can change any of your selections prior to re-executing the report.

If you have drilled in the report, the re-prompt feature will not be available.

Note: Once you re-prompt a report, your newly generated report will replace the old report in your History folder.

Concurrent Reporting Feature

This feature allows a user to execute multiple reports at the same time. A user can begin one report and can go back and create another report while the first report is being built. All reports will be available via the user's History List upon completion.

How Do I Customize Report Data?

Data Pivoting

You can use this feature to rearrange the columns and rows in your report so that you can view the data from different perspectives.

To use data pivoting, select *Show Pivot Buttons* from the *View* menu. Data pivoting buttons will appear on your grid, and you can use them to rearrange your columns and rows.

These pivot buttons will appear on your report:

 Page By—Move this column to the Page By table

 Move to Rows—Change this column to a row in the report

 Move to Columns—Change this row to a column in the report

  Move Left/Move Right—Shift this column horizontally

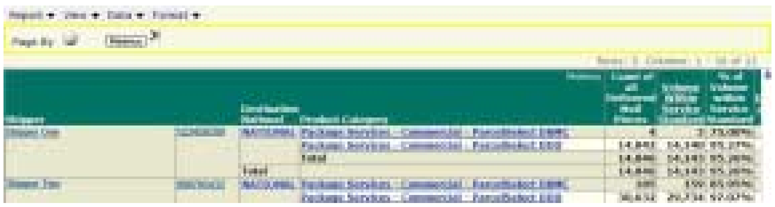
  Sort Data—Arrange column data in ascending or descending order

Page-By

You can use this feature to select and display subsets of your data as separate pages. This is most useful for extremely long reports.

To create page-by fields on a report, drag and drop the header of the column(s) by which you want to separate your pages into the Page By panel. You can place more than one object in the Page By field.

Use the drop-down menu to select the specific data you wish to see on the page.

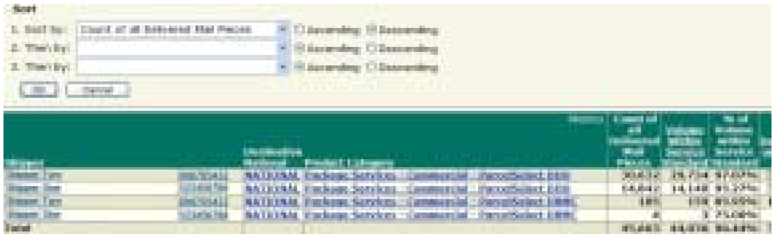


Note: You can place more than one attribute in the Page By panel. The order of the objects in this panel can influence the list of elements displayed for subsequent columns that you add to the Page By panel.

Sort Feature

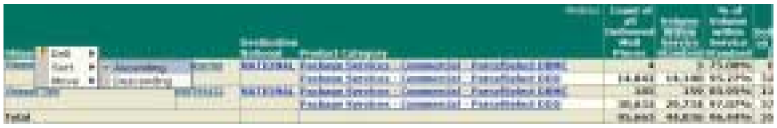
You can use this feature to sort your data in ascending or descending order.

To sort your data, select *Sort* from the *Data* menu. In the Sort panel, select your desired sorting attributes from the *Sort By* drop-down menu, then select the *Ascending* or *Descending* radio button. Repeat this process for the *Then By* fields, and click *Apply.*



Quick Sort

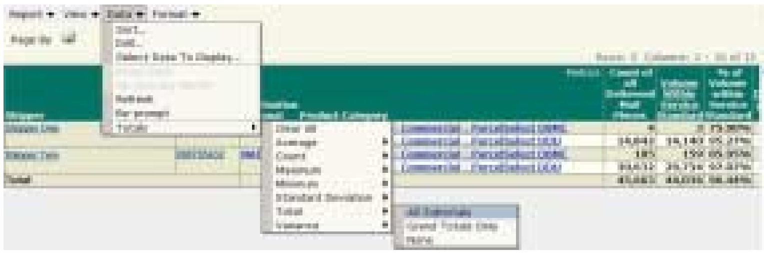
You can also quick-sort columns by right-clicking on the header and selecting *Sort* > *Ascending* or *Descending.*

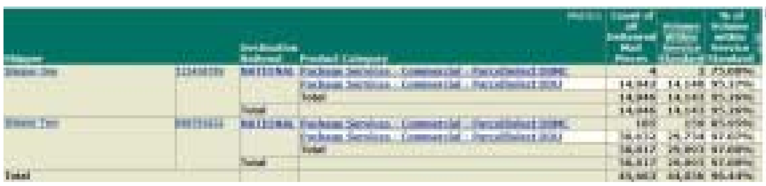


Totals Feature

You can use this feature to reflect accumulations at selected attribute levels. There are various totals available, such as count, minimum, maximum, standard deviation, etc.

To display totals on a report, select *Totals* from the *Data* menu, then select the desired category of Totals from the list. Select *Subtotal* or *Grand Totals Only* for the type of total you choose.





Note: If your report has only one attribute, Subtotals and Grand Totals will produce the same result since totals are calculated across levels in you report.

How Do I Drill In My Report?

Drilling

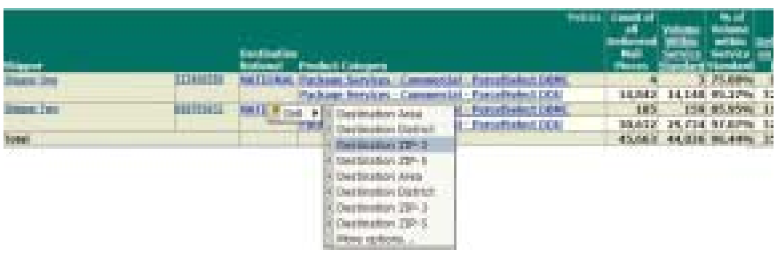
Drilling allows you to see data at levels other than that of an original report. It allows you to quickly and easily investigate the data in your report.

Available drilling options include:

1. Left-Click and Right-Click Drill: Allows a user to quickly drill on data elements and attributes within the hierarchies that are present on the report
2. Simple Drill: Allows a user to drill on attributes within the hierarchies that are present on a report
3. Advanced Drill: Allows a user to drill on attributes within hierarchies that are not present on the report

Option 1: Left-Click and Right-Click Drill

Left-click on a hyperlinked element in your report to drill down one level, or right-click on a hyperlinked element in your report to display a pop-up menu from which you can select a drill level. The resulting data set will be filtered with only data for the element you select.



You may also right-click on a header in your report to display a pop-up menu from which you can select a drill level. In this case, your data set will not be filtered, and will include all values found underneath the header you select.

Option 2: Simple Drill

You can use this feature to drill in a similar manner to the right-click drill methods, within the hierarchies displayed on your report.

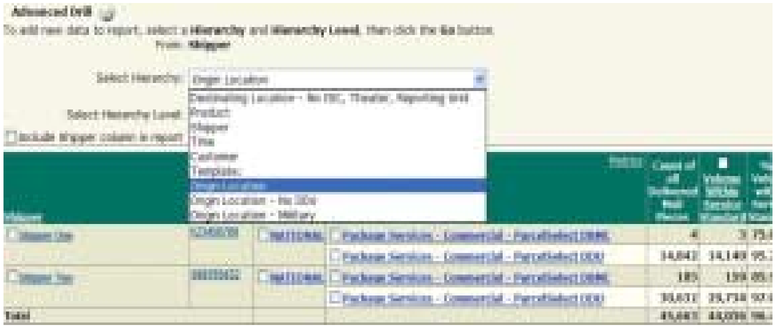
To display the Simple Drill panel, select *Drill* from the *Data* menu.

Select the level to which you want to drill in the *To* drop-down menus, and click the *Go* button to display your report. Check the boxes of the rows on which you want to drill.

Option 3: Advanced Drill

You can use this feature to drill to a completely different hierarchy than those currently included in the report.

To display the Advanced Drill panel, right-click on your report and select *Drill* > *More Options*.

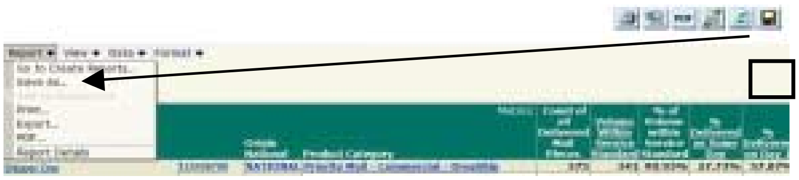


Select the hierarchy in which you want to drill from the list in the *Select Hierarchy* box, then select the hierarchy level to which you want to drill in the *To Hierarchy* drop-down menu. Click the *Go* button to display your report.

How Do I Save Reports?

Save Report

To save your report, select *Save As* from the *Report* menu or click the *Save* button. The Save Report window will appear; type a name and description for your report in the *Save Report As:* and Description boxes, and click *Save.*

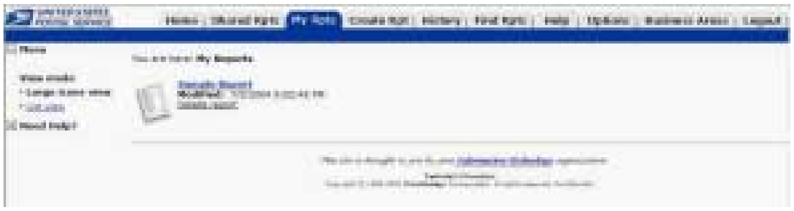


You have the following options when saving your report: Save report in Report format (prompt selections cannot be changed), save report in Prompt format (prompt selections can be changed), and save report with all the embedded prompts.

Your report will be saved to the My Reports folder. After saving, be sure to delete your report from the History folder. There are a maximum number of 25 reports that can be kept in the History folder so it is good practice to periodically clean out any unused reports from the History folder.

Delete Saved Reports

To delete your report from the My Reports folder, select the *My Reports* tab and click the *Delete report* link for the report that you wish to delete.



Click *Delete* again on the Delete Confirmation screen, and your report is permanently deleted from the My Reports folder.

How Do I Use Saved Reports?

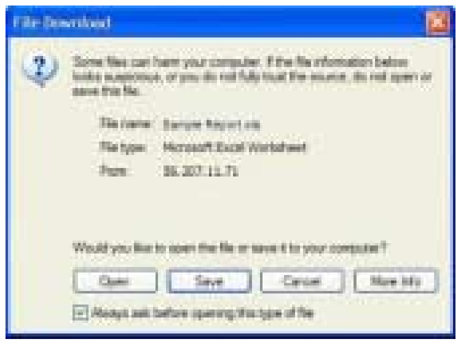
All of your saved reports are placed in the My Reports folder. You can access reports that have been saved to the My Reports folder by clicking on the My Reports tab and clicking the link of the report that you wish to view.

How Do I Export Reports?

Export Report to Excel

To export your report to Excel, select *Export* from the *Report* menu or click the export button.

You will be asked whether you want to open the report immediately or save it; make your selection and click the appropriate button.

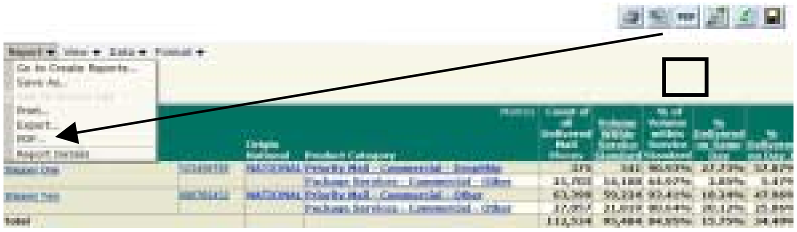


Clicking *Open* will open your report in Excel format in a pop-up window. You may then make any modifications and save your report.

Clicking *Save* will open a pop-up window and you can save your report without opening it.

Portable Document Format (PDF) Feature

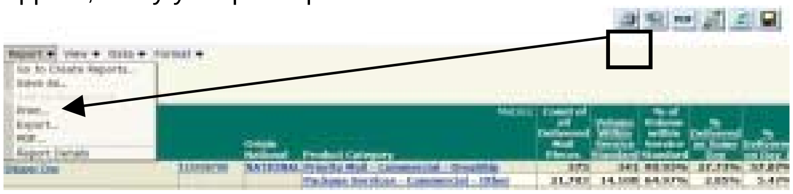
This feature allows you to export your report to Portable Document Format (PDF), which makes it a read-only file. To export your report to PDF, select *PDF* from the *Report* menu or click the PDF button.



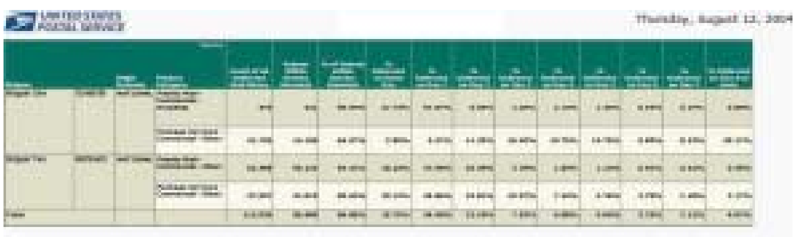
Note: To view PDF files, you must have Adobe's Acrobat Reader software (version 4 or greater) installed on your computer.

How Do I Print Reports?

To print your report, select *Print* from the *Report* menu or click the print button. A pop-up Print Options window will appear; verify your print options and click *Print.*



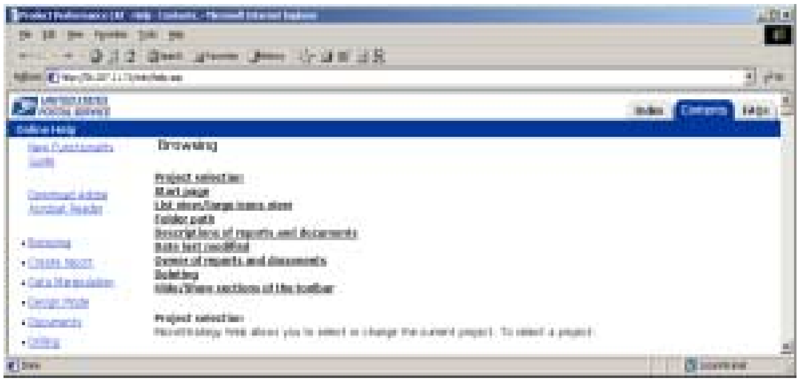
Your selections will print on the first page and your report will follow.



Where Can I Get Help?

Help Folder

To access the Help folder, click the Help link on the Home page. A separate browser window will launch, and you will be able to search for help topics using the three tabs (Index, Contents and FAQs) at the top of the screen. Use the Index tab for alphabetical searching, the Contents tab for topical searching, or the FAQs tab for Frequently Asked Questions.



Context Sensitive Help

The Context Sensitive Help buttons allow direct access to the section of the Online Help menu that is specific to the action being performed by the user. Users can click the question mark button to view the Online Help Window for feature selected. To return to the report, users will close the Online Help window by clicking the X.

National Customer Support Center

If you need help or have questions about your account or registration process, please contact Customer Support at 1-800-238-3150 (Mon – Fri 7:00 AM – 5:00 PM Central) or forward an email to incsc@usps.gov.

If you have questions or comments about the Product Performance reports forward an email to: rfisher1@email.usps.gov.