



QCS Finance

Quick Start Guide

version 2019

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About this guide


Intended audience

This guide is intended to help business partners become familiar with the basic functions of the QCS Finance application.

How to use this manual

For information on:

- how to display a report in QCS Finance, see "[Display reports in QCS Finance](#)" on page 11
- the types of reports that are available to business partner users, see "[Appendix](#)" on page 20

 This guide does not describe the details of each individual report produced in QCS Finance. For a detailed description of each report, see the QCS Finance Online help.

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Introduction

Overview

Quality Control System Finance, or **QCS Finance**, is a web based application to monitor the performance of the IFS network. It is built on a **Big Data** platform (Apache Hadoop) which takes the form of a distributed file system over several machines.

With **QCS Finance**, you can:

- measure the traffic on the IFS network
- check the postal payment tracking events that are transmitted
- measure point to point performance (delays between each tracking event)
- permit measurements against quality standards
- track a particular file or postal payment
- create customized reports by writing queries against the raw data (in conjunction with the PTC)

The information for the quality metrics generated in QCS Finance is derived from all EDI exchanges occurring in the IFS network. EDI exchanges consist of:

- **Monord** - These are the messages that the issuing organization sends to the organization paying the postal payment. These messages contain full details of new postal payments or cancellation requests.
- **Resord** - These are the messages that the receiving and paying organization sends to the issuing organization. The receiving organization sends tracking information back to the organization that issued the money order.

IFSack and **IFSErr** messages are also used in quality measurements. An **IFSack** message confirms the receipt and successful processing of a Monord or Resord message. An **IFSErr** message, on the other hand, is sent when a Monord or Resord message is received but was rejected by the receiving organization.

Types of users

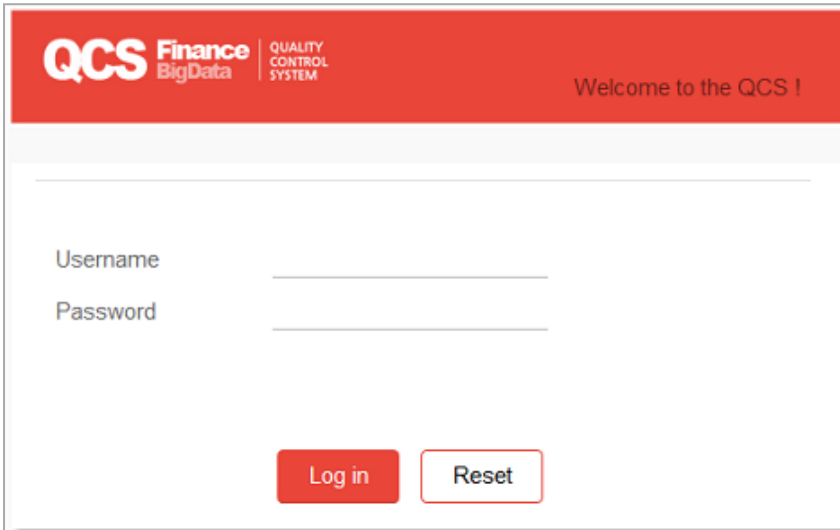
QCS Finance has three types of users:

- **QCS Finance Master Administrator (PTC administrator)** - Manages all users registered in the application.
- **PTC/Operations user** - Accesses the statistical information for all business partners and corridors.
- **Business partner user** - Accesses the statistical information for its own organization only and its partners, for example, all the measurements for the EDI flow entering or leaving their organization.

Get started with QCS Finance

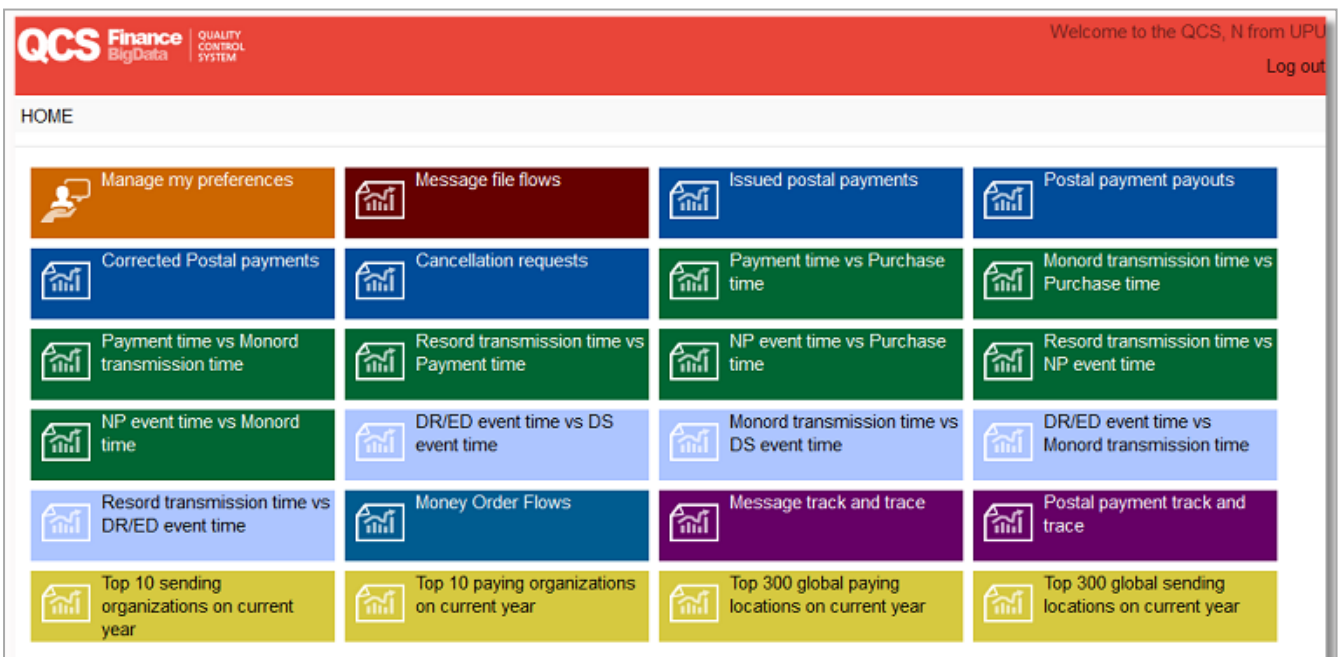
Log in

QCS Finance is available at <https://qcsfinance.ptc.post>. To log into QCS Finance, enter the user name and password provided by your QCS Finance Master Administrator then click **Log in**.



The QCS Finance Home page


After you log in, the **Home** page is displayed showing the functions and reports that are relevant to your profile as a business partner user.



The colors are used to group similar reports or functions together. For example, reports that measure payment KPIs are green, reports that represent Track and Trace functions are purple, etc.

The following table lists the icon colors, the functions or reports that they represent, and their corresponding description.

| Icon color | What they represent... | Function |
|------------|--|---|
| Dark red | Details of all EDI message files that have transited the FTP network | - Message file flows |
| Dark blue | Postal payment events reports | - Issued postal payments - Postal payment payouts - Corrected Postal payments - Cancellation requests |
| Light blue | Cancellation Requests Performance KPIs | - DR/ED event time vs DS event time - Monord transmission time vs DS event time - DR/ED event time vs Monord transmission time - Resord transmission time vs DR/ED event time |
| Blue | Money Order Flows | - Money Order Flows |
| Green | Payment performance KPIs | - Payment time vs Purchase time - Monord transmission time vs Purchase time - Payment time vs. Monord transmission time - Resord transmission time vs. Payment time - NP event time vs Purchase time - Resord transmission time vs NP event time - NP event time vs Monord time |
| Orange | Function to manage settings associated to current user's profile | - Manage my preferences |
| Purple | Track and Trace | - Message track and trace - Postal payment track and trace |
| Yellow | Customized reports (user-defined) | Examples: |

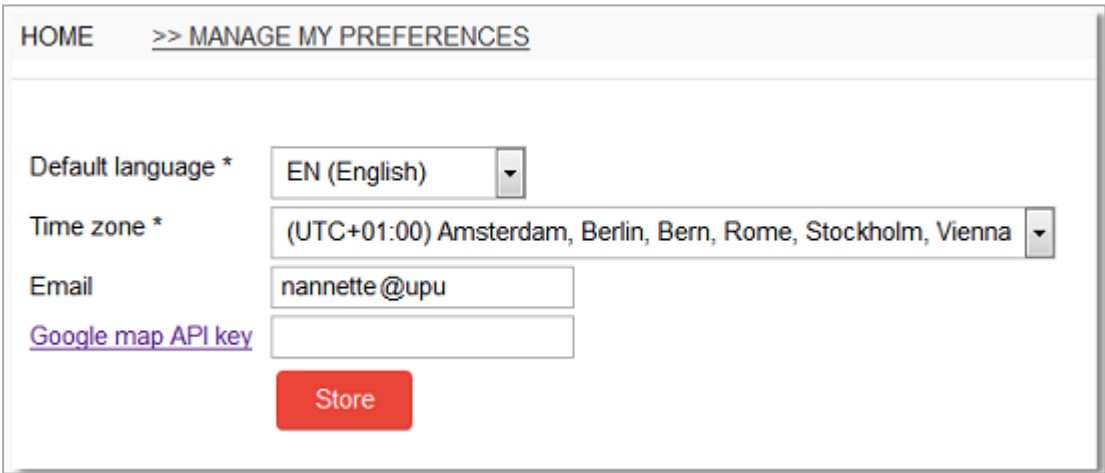
| Icon color | What they represent... | Function |
|------------|---|--|
| |  Customized reports are created by writing queries against the Hive tables that store the data being transferred via the IFS network. Accessibility may be restricted to certain user groups or business partners. | <ul style="list-style-type: none"> - Top 10 sending countries (user-defined) - Top 100 sending organizations (user-defined) - Top 300 global sending locations (user-defined) |

Manage your preferences

Use the **Manage my preferences** function to change your default language, time zone and email. You can also use this function to access the page for requesting a Google map API key if you experience problems displaying maps in some of your reports.

Procedure

1. From the **Home** page, click the **Manage my preferences** icon. The **Manage my preferences** page is displayed.



2. To change your default language, select the desired language from the **Default language** drop-down list.
3. To change to a different time zone, select the time zone from the **Time zone** drop-down list.
4. To change your email address, enter a new email address in the **Email** field.
5. To access the page for requesting a Google map API key, click the **Google map API key** link.
6. Click **Store** to save the changes.
7. Click the **Home** link to go back to the **Home** page.

The report layout

All reports in QCS Finance are presented in a tabular format. By default, the report statistics are displayed as absolute values.

In the displayed report, you can click any of the hyperlinks to drill down to the details of the selected value. The following example shows the cancellation requests statistics for the year 2016. You can click any of the values in green.

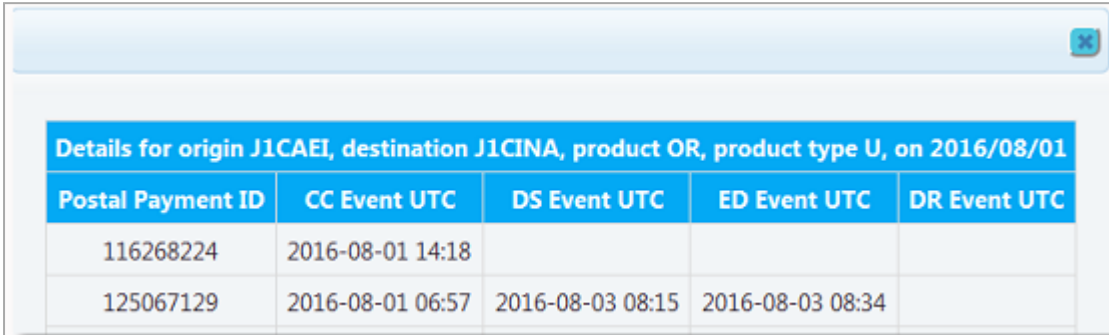
| Cancellation requests | | | | | | | | | | | | | | | | |
|-----------------------|-------------|----------|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| Origin | Destination | Year | KPI | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | |
| J1CAEA | J1CINA | 2016 | Total | | | | 2 | | | | | | | | | |
| | | | Canceled | | | | | | | | | | | | | |
| | | | Accepted | | | | | | | | | | | | | |
| | | | Rejected | | | | | | | | | | | | | |
| | | | Pending | | | | | | | | | | | | | |
| | J1CTNA | 2016 | Total | 2 | 2 | 1 | 2 | 2 | 4 | | | | | | | |
| | | | Canceled | | | | | | | | | | | | | |
| | | | Accepted | | | | | | | | | | | | | |
| | | | Rejected | | | | | | | | | | | | | |
| | | | Pending | | | | | | | | | | | | | |
| J1CEGA | 2016 | Total | 5 | 324 | 5 | 5 | 4 | 4 | 1 | 3 | 6 | 1 | 8 | 5 | | |
| | | Canceled | 1 | 1 | | | | | | 1 | | 1 | 1 | | | |
| | | Accepted | 1 | | | | | | | | 1 | | 1 | 1 | | |
| | | Rejected | | | | | | | | | | | | | | |
| | | Pending | | 1 | | | | | | | | | | | | |

Click on a value to open a table showing the distribution of the selected value over a one-month period. QCS Finance also presents the data as a graph.

| Canceled postal payments | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------|-------------|------|-------|---------|--------------|-------|---|---|---|-----|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Origin | Destination | Year | Month | Product | Product Type | KPI | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| J1CAEI | J1CEGA | 2016 | Feb | OR | U | Total | 1 | 1 | 1 | 320 | | | | | | | | | | | | | | | | | | | | | | | | | |


| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------|--------|------|----------|-----|-----|-----|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| J1CAEI | J1CIDA | 2016 | Canceled | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Accepted | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Rejected | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Pending | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | J1CINA | 2016 | Total | 187 | 162 | 195 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Canceled | 24 | 24 | 35 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Accepted | 23 | 21 | 34 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Rejected | 1 | 3 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | J1CKEA | 2016 | Total | 190 | 209 | 225 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Canceled | 8 | 9 | 17 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Accepted | 7 | 9 | 17 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Rejected | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

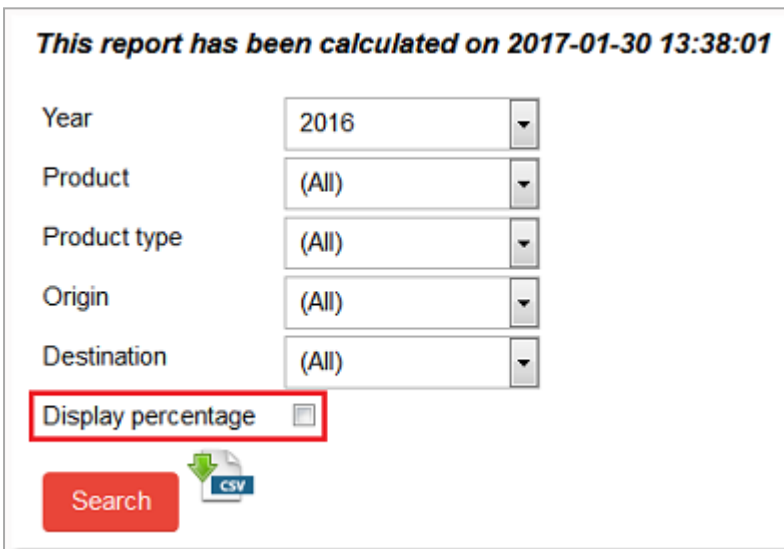
Click on a value for a particular day to open a table showing the details of all events associated with the postal payment cancellation - the date and time the cancellation request (DS event) was created, and the date and time the cancellation request was accepted or rejected (ED/DR event).



The screenshot shows a window titled "Details for origin J1CAEI, destination J1CINA, product OR, product type U, on 2016/08/01". It contains a table with the following data:

| Postal Payment ID | CC Event UTC | DS Event UTC | ED Event UTC | DR Event UTC |
|-------------------|------------------|------------------|------------------|--------------|
| 116268224 | 2016-08-01 14:18 | | | |
| 125067129 | 2016-08-01 06:57 | 2016-08-03 08:15 | 2016-08-03 08:34 | |

 When defining your search criteria for a report, you have the option of showing the results as percentages by checking the **Display percentage** checkbox.



The screenshot shows a search criteria form with the following fields and options:


- Year: 2016
- Product: (All)
- Product type: (All)
- Origin: (All)
- Destination: (All)
- Display percentage: (highlighted with a red box)
- Search button
- CSV export icon

At the top of the form, it states: "This report has been calculated on 2017-01-30 13:38:01".

Display reports in QCS Finance

Report criteria

You must define the criteria for extracting information in QCS Finance. Regardless of the type of report you are displaying, the input parameters remain the same.

| Parameter | Description |
|--------------------|---|
| Year | Select the year for the search from the drop-down list. |
| Month | Select the month for the search from the drop-down list.  This field is not displayed for Message File Flows and any Monord and Resord message report functions such as Issued postal payments, Postal payment payouts , etc. |
| Product | Select a particular postal payment product or all products. Your product options include: <ul style="list-style-type: none"> • GT - Giro transfers • IN - Cash-to-account money orders • OR - Ordinary cash-to-cash money orders • OT - Account-to-cash money orders |
| Product type | Select a particular product type or all product types. The product type options include: <ul style="list-style-type: none"> • Urgent (U) • Normal (N) |
| Origin | Select a particular origin business partner or all business partners. |
| Destination | Select a particular destination business partner or all business partners. |
| Display Percentage | Check this box if you want to display the totals as percentages. |

After specifying your criteria, click the **Search** button. QCS Finance displays the results.

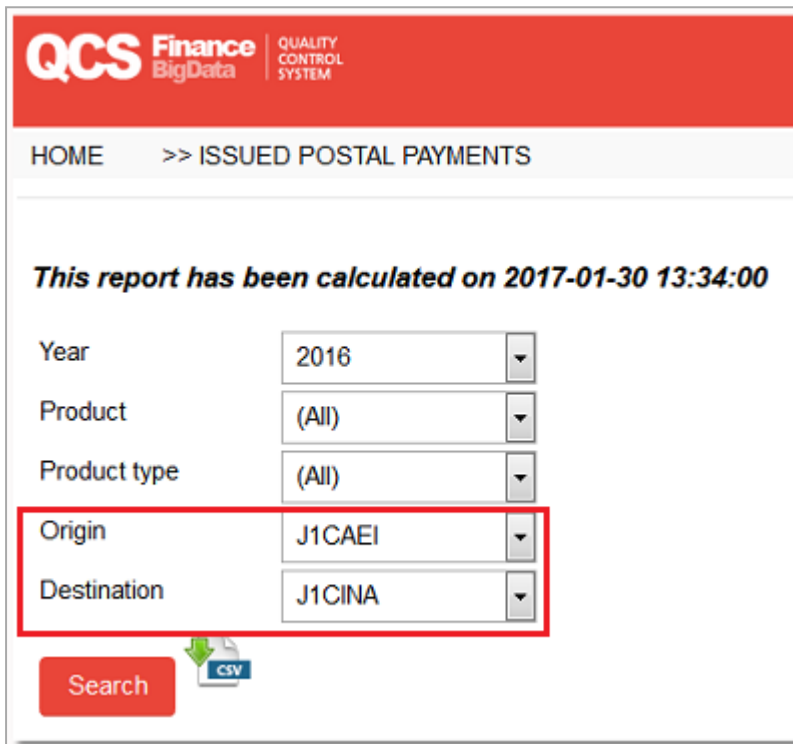
Display a sample report

The procedure for displaying a report in QCS Finance is the same for all reports, regardless of the type of report or quality measurement information to be extracted.

In this section, we will generate a sample report for all issued postal payments (CC events) from business partner **J1CAEI** to business partner **J1CINA** for all products and product types for year 2016. We will view the details of the report and save the extracted information in **Comma Separated Values (CSV)** format to our local drive.

Procedure

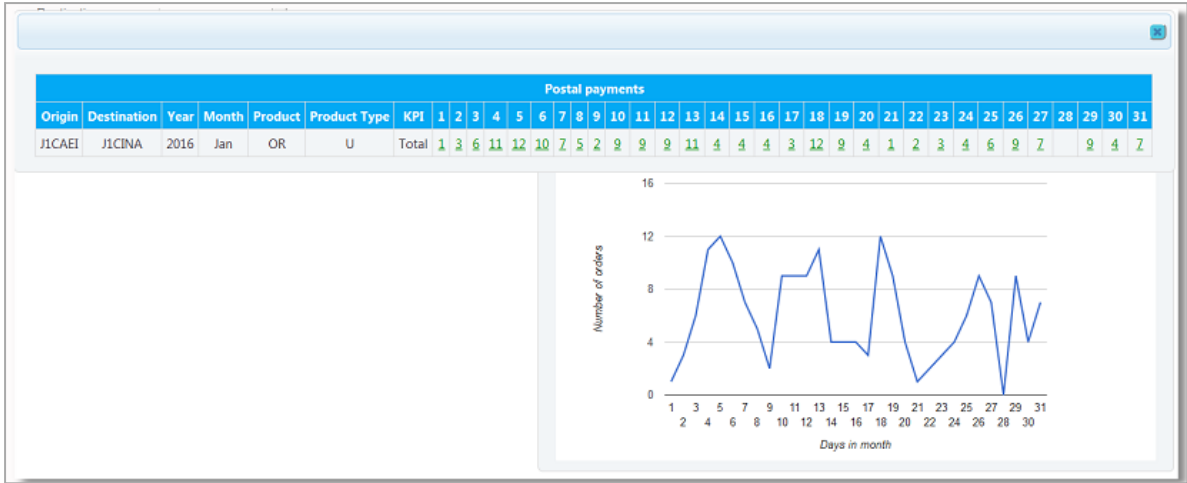
1. From the **Home** page, click the **Issued postal payments** icon.
2. Specify the search criteria. See "[Report criteria](#)" on the previous page for a description of the fields. In this example, the **Origin** field must show **J1CAEI** and the **Destination** field must show **J1CINA**.



3. Click **Search**.
4. QCS Finance displays the results in a table, showing for each month of the selected year the total number of postal payments issued from J1CAEI to J1CINA.

| Issued postal payments | | | | | | | | | | | | | | | |
|------------------------|-------------|------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Origin | Destination | Year | KPI | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| J1CAEI | J1CINA | 2016 | Total | 187 | 162 | 195 | 169 | 98 | 160 | 100 | 170 | 135 | 178 | 96 | 120 |

5. Click on the value corresponding to a particular month to view its breakdown. In this example, click **187** to display the breakdown for January.
6. A table opens showing the distribution of postal payments issued over the month per day between the two business partners. QCS Finance also displays the distribution of postal payments issued over the month as a graph.

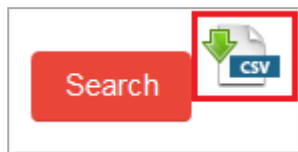


- Click on the value corresponding to a particular day to show the details of the postal payments issued that day. In this example, we will click **10**, the total for January 6th. QCS Finance shows the postal payment IDs issued that day and the date and time the postal payment events (CC events) were captured in the system.

Details for origin J1CAEI, destination J1CINA, product OR, product type U, on 2016/01/06

| Postal Payment ID | CC Event UTC | Status | Ack/Err UTC |
|-------------------|------------------|--------|-------------|
| 113907017 | 2016-01-06 14:05 | | |
| 113882288 | 2016-01-06 06:51 | | |
| 113885759 | 2016-01-06 07:51 | | |
| 103451898 | 2016-01-06 14:03 | | |
| 103451899 | 2016-01-06 15:09 | | |
| 113921844 | 2016-01-06 18:09 | | |
| 113919060 | 2016-01-06 17:22 | | |
| 113907022 | 2016-01-06 14:06 | | |
| 113887473 | 2016-01-06 08:20 | | |
| 113892037 | 2016-01-06 09:43 | | |

8. After viewing the details, we can now export and save the raw data of the report in CSV format. Click the **CSV** icon to export and download. (📄 This icon is displayed only if QCS Finance finds information that matches your search criteria).



You have just displayed a report in QCS Finance, exported and saved the report's raw data. For information on the QCS Finance reports that you have access to, see ["Appendix" on page 20](#).

Perform Track and Trace

Message Track and Trace

Use the **Message track and trace** function to search for a message file (Monord or Resord) containing the postal payment that is the subject of the inquiry.


Procedure

1. From the **Home** page, select the **Message track and trace** icon.
2. Define your search criteria. You can use "[Report criteria](#)" as a guide. In the **Message type** field, specify whether you are searching for a Monord or Resord.

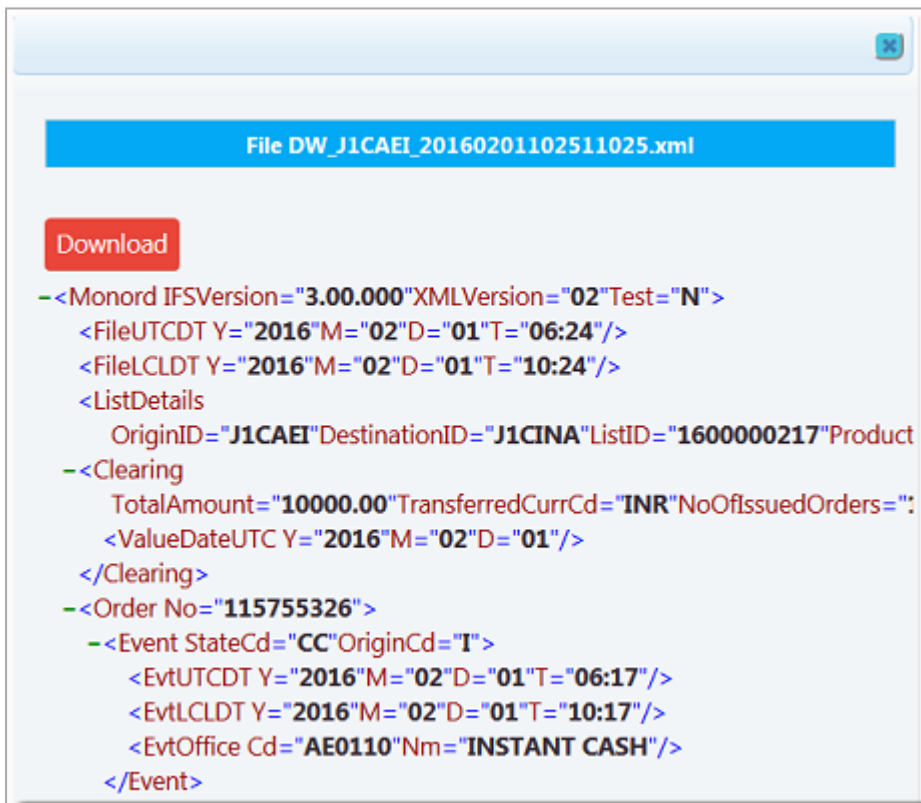
| | |
|---------------------------------------|--------|
| HOME >> MESSAGE TRACK AND TRACE | |
| Year | 2016 |
| Month | 02 |
| Product | OR |
| Product type | U |
| Origin | J1CAEI |
| Destination | J1CINA |
| Message type | Monord |
| <input type="button" value="Search"/> | |

3. Click **Search**.
4. QCS Finance displays the results that match your criteria. To filter the results further, use the **Day** or **List Id** drop-down lists.

| Day | List Id | Msg Type | File UTC | Ack UTC | Error UTC |
|---------|------------|----------|----------------------------------|----------------------------------|-----------|
| (All) ▼ | (All) ▼ | | | | |
| 01 | 1600000217 | Monord | 2016-02-01 06:24 | 2016-02-01 06:30 | |
| 01 | 1600000218 | Monord | 2016-02-01 06:48 | 2016-02-01 07:00 | |
| 01 | 1600000219 | Monord | 2016-02-01 07:19 | 2016-02-01 07:30 | |
| 01 | 1600000220 | Monord | 2016-02-01 08:19 | 2016-02-01 08:30 | |
| 01 | 1600000221 | Monord | 2016-02-01 08:54 | 2016-02-01 09:00 | |
| 01 | 1600000222 | Monord | 2016-02-01 11:34 | 2016-02-01 11:45 | |
| 01 | 1600000223 | Monord | 2016-02-01 12:24 | 2016-02-01 12:30 | |
| 01 | 1600000224 | Monord | 2016-02-01 20:24 | 2016-02-01 20:30 | |
| 01 | 1600000225 | Monord | 2016-02-01 20:34 | 2016-02-01 20:45 | |
| 02 | 1600000226 | Monord | 2016-02-02 09:59 | 2016-02-02 10:15 | |

 The search results may consist of several pages. Scroll down to the bottom of the page then use the page numbers to navigate between pages.

- Click any of the hyperlinks to display the XML file message in a new window, as in the image below.



File DW_J1CAEI_20160201102511025.xml

Download

```

- <Monord IFSVersion="3.00.000" XMLVersion="02" Test="N">
  <FileUTC DT Y="2016" M="02" D="01" T="06:24"/>
  <FileLCLDT Y="2016" M="02" D="01" T="10:24"/>
  <ListDetails
    OriginID="J1CAEI" DestinationID="J1CINA" ListID="1600000217" Product
  - <Clearing
    TotalAmount="10000.00" TransferredCurrCd="INR" NoOfIssuedOrders="":
    <ValueDateUTC Y="2016" M="02" D="01"/>
  </Clearing>
  - <Order No="115755326">
    - <Event StateCd="CC" OriginCd="I">
      <EvtUTC DT Y="2016" M="02" D="01" T="06:17"/>
      <EvtLCLDT Y="2016" M="02" D="01" T="10:17"/>
      <EvtOffice Cd="AE0110" Nm="INSTANT CASH"/>
    </Event>
  
```

- To download the XML message, click the **Download** button.

Postal payment track and trace

Use the **Postal payment track and trace** function to search for the details of a postal payment by directly entering the postal payment Id or the postal payment characteristics such as product, period, etc.

Procedure

1. From the **Home** page, select the **Postal payment track and trace** icon.
2. Specify the option to use for the search:
 - **Search by characteristics** - Check this box then specify values for the fields that you want to use as criteria.
 - **Search by Postal payment Id** - Check this box then enter the **Postal payment Id**.

HOME >> POSTAL PAYMENT TRACK AND TRACE

Search by characteristics:

Year: 2016

Month: 01

Product: OR

Product type: N

Origin: J1CAMA


Destination: J1CRUA

Search by Postal payment Id:

Postal payment Id:

3. Click **Search**.
4. QCS Finance displays the results that matched your criteria. To filter the results further, use the **Purchase date UTC** and **Deposited currency** drop-down lists.


| Postal payment Id | Purchase date UTC | Deposited currency | Transferred currency | Payment date UTC |
|--|-------------------|--------------------|----------------------|------------------|
| | (All) ▾ | (All) ▾ | | |
| J20AAMARUAORN6010000017696 | 2016-01-08 05:02 | | | 2016-01-13 12:44 |
| J20AAMARUAORN6010000017697 | 2016-01-08 08:17 | | | 2016-01-25 23:40 |
| J20AAMARUAORN6010000017698 | 2016-01-08 08:43 | | | 2016-01-12 12:14 |
| J20AAMARUAORN6010000017700 | 2016-01-08 10:31 | | | 2016-01-12 08:15 |
| J20AAMARUAORN6010000017701 | 2016-01-08 11:17 | | | |
| J20AAMARUAORN6010000017699 | 2016-01-08 11:18 | | | 2016-01-12 02:40 |
| J20AAMARUAORN6010000017702 | 2016-01-08 12:03 | | | 2016-01-13 05:24 |
| J20AAMARUAORN6010000017703 | 2016-01-09 11:12 | | | 2016-01-11 12:28 |
| J20AAMARUAORN6010000017708 | 2016-01-11 05:20 | | | 2016-01-15 08:30 |
| J20AAMARUAORN6010000017704 | 2016-01-11 07:05 | | | 2016-01-13 14:30 |
| J20AAMARUAORN6010000017711 | 2016-01-11 08:08 | | | 2016-01-15 08:21 |
| J20AAMARUAORN6010000017709 | 2016-01-11 08:27 | | | 2016-01-16 10:25 |
| J20AAMARUAORN6010000017705 | 2016-01-11 09:21 | | | 2016-01-16 07:38 |
| J20AAMARUAORN6010000017706 | 2016-01-11 11:48 | | | 2016-01-18 11:58 |
| J20AAMARUAORN6010000017710 | 2016-01-11 12:13 | | | 2016-01-12 13:25 |

 The search results may consist of several pages. Scroll down to the bottom of the page then use the page numbers to navigate between pages.

- Click any of the **Postal payment Id** hyperlinks. Details of the history of the selected postal payment at various stages are shown. The event code, the creation date of each event, the event office code, the event office name, and the name of the file containing the postal payment event are displayed.

| Postal payment Id | Event code | Event UTC | Event LTC | Event office code | Event office name | Event File |
|----------------------------|--------------------|------------|------------|-------------------|-------------------|-------------------------------|
| J20AAMARUAORN6010000017697 | CC | 1601081119 | 1601081519 | 0220000 | HayPost | J1CAMA#J1CRUA#2016#0000000007 |
| J20AAMARUAORN6010000017697 | EP | 1601260747 | 1601261047 | 4000200 | Обмен с IFS IFS | J1CRUA#J1CAMA#2016#0000067035 |
| J20AAMARUAORN6010000017697 | FP | 1602050832 | 1602051132 | 106000 | Обмен с IFS IFS | J1CRUA#J1CAMA#2016#0000067148 |

- To view the Monord or Resord message containing the postal payment, click the **Event code** associated with the desired postal payment. The XML message is displayed in a new window.



The screenshot shows a web interface with a blue header bar containing the file name "File DW_J1CRUA_2016012610505901611.xml". Below the header is a red "Download" button. The main content area displays the XML structure of the message, including elements like Resord, FileUTC, FileLCL, ListDetails, Order, Event, and Payment.

```
-<Resord IFSVersion="3.00.000"XMLVersion="02"Test="N">  
  <FileUTC Y="2016" M="01" D="26" T="07:47"/>  
  <FileLCL Y="2016" M="01" D="26" T="10:47"/>  
  <ListDetails  
    OriginID="J1CRUA"DestinationID="J1CAMA"ListID="0000067035"Produ  
  -<Order  
    No="J20AAMARUAORN6010000017697"LocalNo="0001010001">  
    -<Event StateCd="EP"OriginCd="I">  
      <EvtUTC Y="2016" M="01" D="26" T="07:47"/>  
      <EvtLCL Y="2016" M="01" D="26" T="10:47"/>  
      <EvtOffice Cd="4000200"Nm="Обмен с IFS IFS"/>  
    </Event>  
    -<Payment>  
      <UTC Y="2016" M="01" D="25" T="23:40"/>  
      <LCL Y="2016" M="01" D="26" T="05:40"/>  
      <Office Cd="0190104"Nm="г.Новосибирск
```

7. To download the XML message, click the **Download** button.

Appendix

List of reports available to business partner users

As an QCS Finance business partner user, you have access to the reports listed in the following table. The reports display details of exchanges between your organization and your partners of exchange. Use the color-coded icons on your **Home** page to display any of these reports.

 For information on how reports are classified, see "[The QCS Finance Home page](#)" on page 6.

| Report | Description |
|---|---|
| Message file flows | This report displays the total number of EDI message files that have transited the IFS network and the central FTP server. The total is further broken down into the number of acknowledged files (IFSack) and files returned in error (IFSErr) for the Monord or Resord message. |
| Issued postal payments | This report displays all postal payments issued (CC events created) from the sending business partners to their payout business partners. |
| Postal payment payouts | This report displays the number of postal payments paid out (EP events created) in relation to all postal payments sent (CC events created). |
| Corrected Postal payments | This report displays the number of corrections made to paid postal payments (EC events vs. EP events). |
| Cancellation requests | This report displays the number of cancellation requests (DS events) sent for all issued postal payments (CC events). The number is broken down into the number of cancellation requests that were accepted (ED events), rejected (DR events) or pending. |
| Payment time vs Purchase time | This report measures the time it takes (time interval) to pay out a postal payment from the time the postal payment was purchased. The distribution of postal payments paid out is indicated over the life cycle of a postal payment (0 to 10 days and 10+ days). |
| Monord transmission time vs Purchase time | This report measures the performance of the origin organization in terms of the time it takes (time interval) |

| Report | Description |
|---|--|
| | <p>to transmit a Monord message to the destination organization from the time the postal payment was purchased.</p> <p>The distribution of postal payments is indicated over the life cycle of a postal payment (0 to 10 days and 10+ days).</p> |
| Payment time vs Monord transmission time | <p>This report measures the performance of the destination organization in terms of the time it takes (time interval) to pay out the postal payment from the time the Monord message was transmitted.</p> <p>The distribution of postal payments paid out is indicated over the life cycle of a postal payment (0 to 10 days and 10+ days).</p> |
| Resord transmission time vs Payment time | <p>This report measures the performance of the destination organization in terms of the time it takes (time interval) to transmit the Resord message to the sending organization from the time the postal payment was paid out.</p> <p>The distribution of postal payments is indicated over the life cycle of a postal payment (0 to 10 days and 10+ days).</p> |
| NP event time vs Purchase time | <p>This report measures the speed of customer service in terms of the time it takes (time interval) to register a notification (NP event) in IFS from the time the postal payment was purchased.</p> <p>The distribution of postal payments is indicated over the life cycle of a postal payment (0 to 10 days and 10+ days).</p> |
| Resord transmission time vs NP event time | <p>This report measures the performance of the destination organization in terms of the time it takes (time interval) to transmit a Resord message to the sending organization from the time the notification (NP event) was registered in IFS.</p> <p>The distribution of postal payments is indicated over the life cycle of a postal payment (0 to 10 days and 10+ days).</p> |

| Report | Description |
|--|---|
| NP event time vs Monord time | <p>This report measures the performance of the destination organization in terms of the time it takes (time interval) to register a notification (NP event) in IFS from the time the Monord message was transmitted.</p> <p>The distribution of postal payments is indicated over the life cycle of a postal payment (0 to 10 days and 10+ days).</p> |
| DR/ED event time vs DS event time | <p>This report measures the customer service speed in terms of how long it takes (time interval) to generate a cancellation reply (DR/ED event) from the time the cancellation request (DS event) was generated.</p> <p>The distribution of postal payments is indicated over the life cycle of a postal payment (0 to 10 days and 10+ days).</p> |
| Monord transmission time vs DS event time | <p>This report measures the reactivity of the sending organization in terms of the transmission delay between the generation of a cancellation request and the generation of a Monord message containing the cancellation request (DS).</p> |
| DR/ED event time vs Monord transmission time | <p>This report measures the reactivity of the receiving organization in terms of generating a response to a cancellation request on reception of the corresponding Monord.</p> |
| Resord transmission time vs DR/ED event time | <p>This report measures the reactivity of the receiving organization in terms of the transmission delay between the generation of the response to the cancellation request (DR or ED event) and the transmission of the corresponding Resord.</p> |
| Money Order Flows | <p>This report displays trends in terms of postal payments issued/received over time from an origin to a destination business partner for a given period and indicates the service development over time.</p> |
| Accessibility by type of service | <p>This a Quality of Service KPI report which displays, per designated operator, the number of access points (post offices branches or other agents) providing postal payment services.</p> |

| Report | Description |
|---------------------------------|---|
| Customer Satisfaction | This is a Quality of Service KPI report which displays data on the number of FEIS inquiries raised relative to the total number of postal payments issued or received. |
| Development of Service | This is a Quality of Service KPI report which displays the percentage change in the number of postal payments issued and paid out. |
| Efficiency of Service | This is a Quality of Service KPI report which displays data on the number of postal payments paid out, relative to the total number of postal payments issued. |
| On-Time Processing of Inquiries | This is a Quality of Service KPI report which displays the number of inquiries resolved within an acceptable period of time. The acceptable period of time is a number of days defined in the FEIS system. |
| Total Payout Time | This is a Quality of Service KPI report which displays the number of postal payments paid out within an acceptable period of time (in-time payments). This time limit, or number of days, is set in QCS Finance by an administrator. The time limit can differ for urgent and normal postal payments. |
| Customized reports, if any | These are user-defined reports indicated by yellow icons on your Home page. These reports are developed by writing custom Hive queries on the Hadoop tables from which the reports are produced. |