



**QCS** Mail  
BigData | QUALITY  
CONTROL  
SYSTEM

# *Quality Control System Big Data*

## *PRIME Reports User Guide*

*version 2020*

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# About this document

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## *Intended audience*

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This user guide is intended for staff of designated postal operators who are responsible for generating the monthly ITMATT reports for their organization.

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## *How to use this manual*

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This guide describes the steps to generate PRIME-sponsored reports. For help on:

- generating the ITMATT PRIME declaration level report, see "Generating declaration-level reports" on page 8
- generating the ITMATT PRIME file level report, see "Generating file-level reports" on page 16
- downloading and saving the flat files for ITMATT reports with errors, see "Downloading the flat files for ITMATT reports " on page 20

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# Getting started

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## Overview

Welcome to QCS Mail Big Data, a web-based, quality control system for monitoring and reporting the performance of ITMATT transmission between postal operators. With QCS Mail Big Data, you can generate ITMATT monthly batch reports.

 **Note:** This guide focuses only on the PRIME-sponsored reports.

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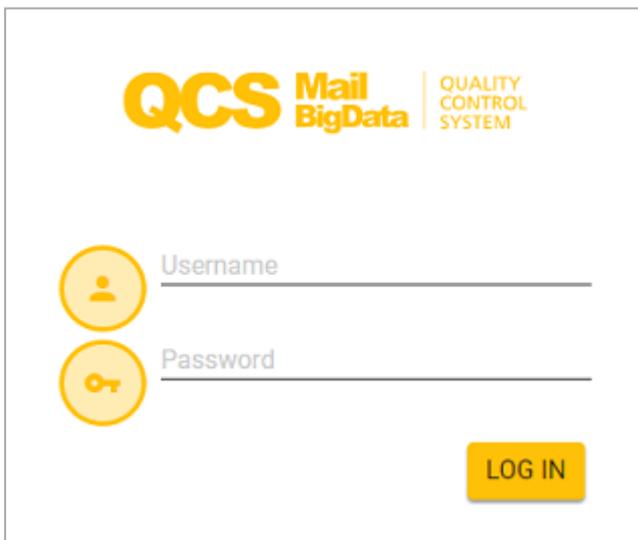
## Logging in

Before logging in, you must already have a QCS Mail Big Data user account created for you. To request for an account, email the PTC support at [ptc.support@upu.int](mailto:ptc.support@upu.int).

To log into QCS Mail Big Data, you need to have access to a machine with an internet browser, as well as the login credentials from your QCS Mail Big Data administrator.

### Procedure

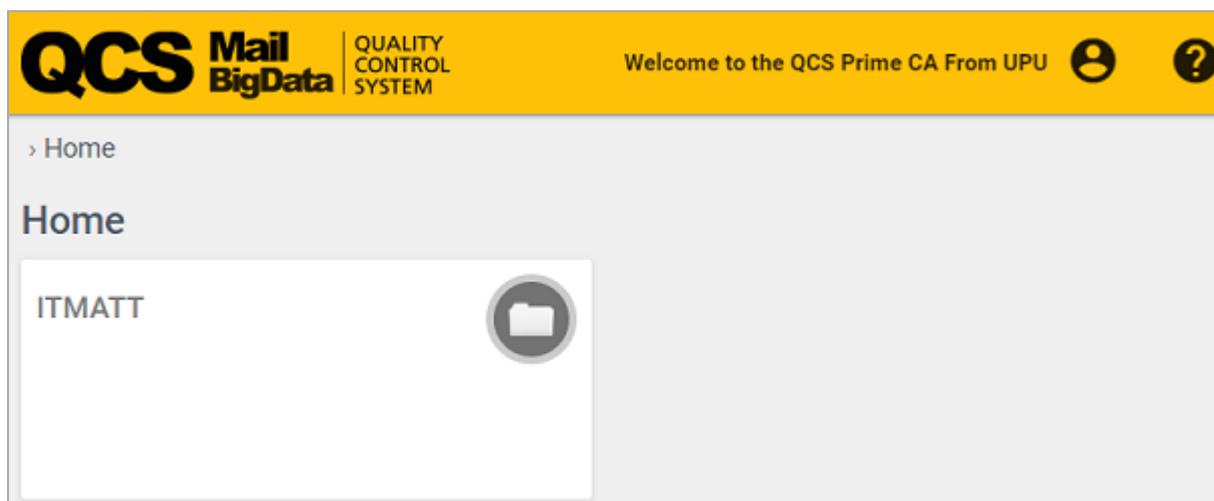
1. Go to <https://qcsmailbd.ptc.post/hQCS.Web>.



2. Enter your **Username** then your **Password**.
3. Click **LOG IN**.

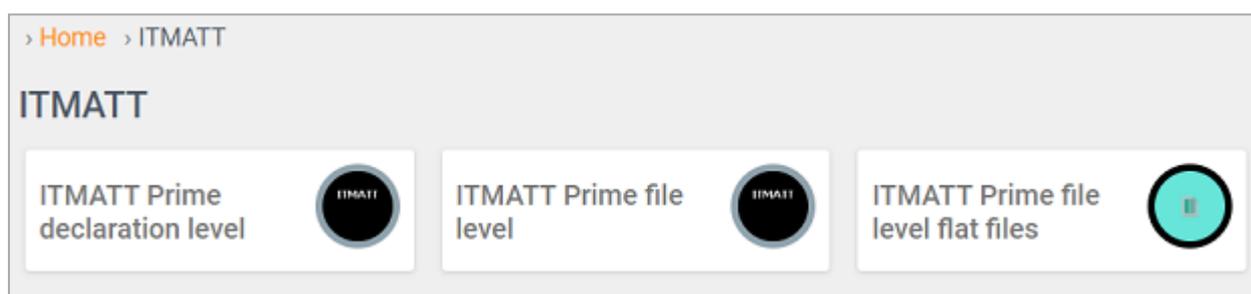
QCS Mail Big Data automatically logs you out after 20 minutes of inactivity.

After logging in, the Home page is displayed. The folders that are available to the user depend on the user's role.



The application bar shows useful information, such as the current user and organization, and the link for accessing Help for the application. At the top left below the application bar are the Breadcrumbs displaying the path of the current folder or function.

Click the folder to display the available functions.



To start using a function, click on it.

To log out from QCS Mail Big Data, click the **User account** icon from the application bar then select **Log off** from the pull-down menu.

You can generate two types of reports in QCS Mail Big Data:

1. ITMATT PRIME declaration level report: A monthly report based on the number of Customs declarations exchanged between the origin and destination operators, and for a specified criteria. The report provides details about the inbound Electronic Advanced Data (EAD) coverage and ITMATT quality.

2. ITMATT PRIME file level report: A monthly report based on the ITMATT files exchanged between the origin and destination operators. The report shows the number of files that generated errors at the time of import. To download the flat files for the file-level reports per month for your organization, use the **ITMATT Prime file level flat files** function.

 **Note:** The origin/destination operator can be a single operator or all partner operators.

QCS Mail Big Data keeps a copy of the generated reports for an unlimited period.

# Generating declaration-level reports

## Generating the ITMATT PRIME declaration level report

Use the **ITMATT Prime declaration level** function to generate a report based on the number of Customs declarations exchanged monthly.

### Procedure

1. From the Home page, click the **ITMATT Prime declaration level** button. The ITMATT Prime declaration level page appears.

This report has been calculated on 2020-04-21 15:27:01

Hide criteria

Direction  
I (Inbound) ▼

year  
2020 ▼

Month  
02 ▼

Mail class  
( All) ▼

product  
( All) ▼

Mail subclass

- CC (PARCELS - E-COMMERCE)
- CD (PARCELS - DIRECT ACCESS)
- CE (PARCELS - EPG)
- CF (PARCELS - CONSIGNMENT SERVICE)
- CN (PARCELS - ORDINARY)
- CR (PARCELS - MERCHANDISE RETURNED)
- CU (PARCELS - RESERVED FOR BILATERALLY AGREED USAGE)

Sub-product

- ( All)
- AA
- AB
- AC
- AD
- AE
- AF

Origin  
( All) ▼

Destination  
CAA (Canada Post) ▼

SEARCH

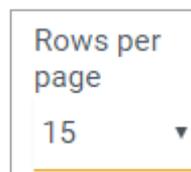
2. Specify the **Direction** of the Customs declaration. Select from the drop-down list:
  - I (Inbound) - for declarations received from the partner operator
  - O (Outbound) - for declarations sent to the partner operator
3. Select the **year** and the **Month** of the report from the drop-down list.
4. Select the **Mail class** from the drop-down list. For example, to generate a report for PRIME products, select **U-PRIME**.

5. Select the type of **Product** from the drop-down list. The code for the product type is derived from the first character of the S10 identifier.
6. Select the **Mail subclass** and **Sub-product** by checking the relevant check boxes. The sub-product is the first two characters of the S10 identifier. Multiple selections are allowed.
7. Select the **Origin** or **Destination** operator from the drop-down list. By default, QCS Mail Big Data displays your operator country code in the relevant field depending on the Customs declaration direction you select in step 1. If you select:
  - I (Inbound) - the **Destination** field displays your operator country code
  - O (Outbound) - the **Origin** field displays your operator country code
8. Click **SEARCH**. QCS Mail Big Data displays the report in your screen.

 **Tip:** If you want to change quickly your search criteria without leaving the current page, click the **Show criteria** link to display your criteria then make the necessary changes.



By default, the generated report displays 15 rows per page. To change this number, select a value from the **Rows per page** drop-down list.



## Exporting and saving the report

You can download and save the generated report as a Comma Separated Values (CSV) file, or as a Portable Document Format (PDF), to your local drive or to another location in your network by clicking the relevant button.



## Understanding the ITMATT PRIME declaration level report

The ITMATT PRIME declaration level report is presented in tabular format. QCS Mail Big Data displays the report statistics in absolute values, decimal values, and percentages. The report is calculated on a predefined date, typically the 21st day of the following month.

**ITMATT Prime declaration level**

This report has been calculated on 2020-04-21 15:27:01

Show criteria



Rows per page: 15

Origin	Destination	year	Month	Mail class	Mail subclass	product	Sub-product	Volume received	PREDES	% PREDES	ITMATT	% ITMATT	ITMATT and PREDES	% ITMATT and PREDES	With recipient name
AEA	CAA	2020	02	C	CN	C	CP	171	171	100.0					
AEA	CAA	2020	02	E	EN	E	EE	309	309	100.0					
AFA	CAA	2020	02	C	CN	C	CP	28	28	100.0					
AFA	CAA	2020	02	E	EN	E	EE	19	19	100.0					
AGA	CAA	2020	02	C	CN	C	CP	1	1	100.0					
AGA	CAA	2020	02	C	n/a	C	CH	1							
AIA	CAA	2020	02	E	n/a	E	EE	1							
ALA	CAA	2020	02	C	CN	C	CP	10	10	100.0					
ALA	CAA	2020	02	C	n/a	C	CP	1							

This report shows, for a pair of origin and destination operators, and for specified criteria, the following information in columns:

Origin	ISO two-character code of the origin country
Destination	ISO two-character code of the destination country
year	Year of the report
Month	Month of the report
Mail class	Mail class of the report
Mail subclass	Mail subclass of the report, e.g. UX, UN, UR, etc.
product	Product type code, e.g. L, U, R, etc.
Sub-product	First two characters of the barcode prefix, e.g. LA, LB, etc., for Product L
Volume received	Number of items with <b>received date</b> in the reporting month. Received date means the earliest event date for the following inbound events: EMD, EMH, EMI and EDH
PREDES	Volume of mail items with PREDES network timestamp before the received date, calculated based on the <b>Volume received</b> column
% PREDES	Percentage of <b>PREDES</b> volume out of <b>Volume received</b> , calculated using the formula: (PREDES/Volume received) * 100
ITMATT	Volume of mail items with ITMATT network timestamp before the received date, calculated based on the <b>Volume received</b> column
% ITMATT	Percentage of <b>ITMATT</b> volume out of <b>Volume received</b> , calculated using the formula: (ITMATT/Volume received) *100
ITMATT and PREDES	Volume of mail items with ITMATT and PREDES timestamps before the received date, calculated based on the <b>Volume received</b> column
% ITMATT and PREDES	Percentage of mail items with ITMATT and PREDES, calculated using the formula: (ITMATT and PREDES/Volume received) * 100. The values shown are color-coded relative to the threshold value. <ul style="list-style-type: none"> <li>• Green: more than 90%</li> </ul>

	<ul style="list-style-type: none"> <li>• Yellow: 50-90%</li> <li>• Orange: 30-50%</li> <li>• Red: less than 30%</li> </ul>
With recipient name	Volume of mail items with recipient name, calculated based on the <b>ITMATT</b> column
% with recipient name	Percentage of mail items with recipient name, calculated using the formula: $(\text{With recipient name}/\text{ITMATT}) * 100$
With recipient postcode	Volume of mail items with recipient postcode information, calculated based on the <b>ITMATT</b> column
% with recipient postcode	Percentage of mail items with recipient postcode information, calculated using the formula: $(\text{With recipient postcode}/\text{ITMATT}) * 100$
With recipient city	Volume of mail items with recipient city information, calculated based on the <b>ITMATT</b> column
% with recipient city	Percentage of mail items with recipient city information, calculated using the formula: $(\text{With recipient city}/\text{ITMATT}) * 100$
With recipient email	Volume of mail items with recipient email address, calculated based on the <b>ITMATT</b> column
% with recipient email	Percentage of mail items with recipient email address, calculated using the formula: $(\text{With recipient email}/\text{ITMATT}) * 100$
With recipient phone	Volume of mail items with recipient telephone number, calculated based on the <b>ITMATT</b> column
% with recipient phone	Percentage of mail items with recipient telephone number, calculated using the formula: $(\text{With recipient phone}/\text{ITMATT}) * 100$
Declared as gift	Volume of mail items declared as gift, calculated based on the <b>ITMATT</b> column
% declared as gift	Percentage of mail items declared as gift, calculated using the formula: $(\text{Declared as gift}/\text{ITMATT}) * 100$
With postage	Volume of mail items with postage, calculated based on the <b>ITMATT</b> column
% with postage	Percentage of mail items with postage, calculated using

With declared HS	the formula: (With postage/ITMATT) * 100
% with declared HS	Volume of mail items with declared HS code (Harmonized Commodity Description and Coding System), calculated based on the <b>ITMATT</b> column. The HS code is the international product nomenclature standard developed by the World Customs Organization (WCO) to describe the type of commodity.
	Percentage of mail items with declared HS code, calculated using the formula: (With declared HS/ITMATT) * 100

The report may run into several pages, depending on the criteria you specify. To navigate between pages, click the page number.



**Sorting and viewing details**

To sort in ascending or descending order based on the column-heading criterion, click the relevant column heading.

The generated report contains hyperlinks to drill down to the details of the selected value. For example, the report below shows that there are 21 declarations received from the origin partner operator containing the recipient name.

Mail subclass	product	Sub-product	Volume received	PREDES	% PREDES	ITMATT	% ITMATT	ITMATT and PREDES	% ITMATT and PREDES	With recipient name	% with recipient name
n/a	C	CM	4								
EN	E	EE	22	22	100.0	21	95.5	21	95.5	21	100.0
n/a	E	EE	9								
CN	C	CA	674	674	100.0						
CN	C	CC	91	91	100.0						
CN	C	CG	233	233	100.0						
n/a	C	CA	6								
n/a	C	CC	1								
n/a	C	CS	1								
CN	C	CF	1077	1077	100.0	77	7.2	77	7.2	77	100.0
CN	C	CG	82	82	100.0	71	86.6	71	86.6	71	100.0
CN	C	CH	1156	1156	100.0	985	85.2	985	85.2	985	100.0
CN	C	CP	1	1	100.0						
CN	C	CS	2	2	100.0						
CN	C	CT	194	194	100.0						

Clicking the number displays the attributes of the 21 items and their item IDs.

Items matching: Origin: ARA, Destination: CAA, year: 2020, Month: 02, Mail class: E, Mail subclass: EN, product

Item ID
<a href="#">EE005723840AR</a>
<a href="#">EE005901443AR</a>
<a href="#">EE005595139AR</a>
<a href="#">EE004601822AR</a>
<a href="#">EE005630520AR</a>
<a href="#">EE005901341AR</a>
<a href="#">EE005884847AR</a>
<a href="#">EE004433571AR</a>
<a href="#">EE005308924AR</a>
<a href="#">EE005925025AR</a>
<a href="#">EE005887295AR</a>
<a href="#">EE005852212AR</a>
<a href="#">EE005021957AR</a>
<a href="#">EE005308941AR</a>
<a href="#">EE005920796AR</a>

1 2

Clicking any of the item IDs displays a historical list of events captured for the selected item.

Events of item EE005723840AR

Message	Event	Date	Location	Receptacle ID	Sender	Recipient
Total 17 events						
<a href="#">EMSEVT</a>	EMA - Posting/ Collection	Mon,03-02-2020 10:57	ARSTD2		AR001	CA001
<a href="#">EMSEVT</a>	EMB - Arrival at outward office of exchange	Mon,03-02-2020 23:50	ARBUEA		AR001	CA001
<a href="#">ITMATT</a>	Customs declaration	Tue,04-02-2020 02:28			AR501	CA501
<a href="#">ITMATT</a>	Customs declaration	Tue,04-02-2020 02:43			AR501	US501
<a href="#">EMSEVT</a>	EMC - Departure from outward office of exchange	Tue,04-02-2020 03:20	ARBUEA	ARBUEACAYMQAAEN00017001100024	AR001	CA001
<a href="#">PREDES</a>	Dispatch closed	Tue,04-02-2020 03:20		ARBUEACAYMQAAEN00017001100024	AR101:UP	CA101:DL
<a href="#">EMSEVT</a>	EDB - Item presented to import Customs	Sun,23-02-2020 14:40	CAYMQA		CA001	AR001
<a href="#">EMSEVT</a>	EMD - Arrival at inward office of exchange	Sun,23-02-2020 14:40	CAYMQA		CA001	AR001
<a href="#">EMSEVT</a>	EDC - Item returned from import Customs	Mon,24-02-2020 07:40			CA001	AR001
<a href="#">EMSEVT</a>	EMF - Departure from inward office of exchange	Mon,24-02-2020 07:41	CAYMQA		CA001	AR001
<a href="#">EMSEVT</a>	EDD - Item into sorting centre	Mon,24-02-2020 10:55			CA001	AR001
<a href="#">EMSEVT</a>	EDD - Item into sorting centre	Tue,25-02-2020 01:57			CA001	AR001
<a href="#">EMSEVT</a>	EMG - Arrival at delivery office	Tue,25-02-2020 06:26	M6M		CA001	AR001
<a href="#">EMSEVT</a>	EDG - Item out for physical delivery	Tue,25-02-2020 09:16	M6M		CA001	AR001
<a href="#">EMSEVT</a>	EMH - Unsuccessful delivery	Tue,25-02-2020 10:24	M6M		CA001	AR001

1 2

Clicking further the message hyperlink displays the actual content of the message.



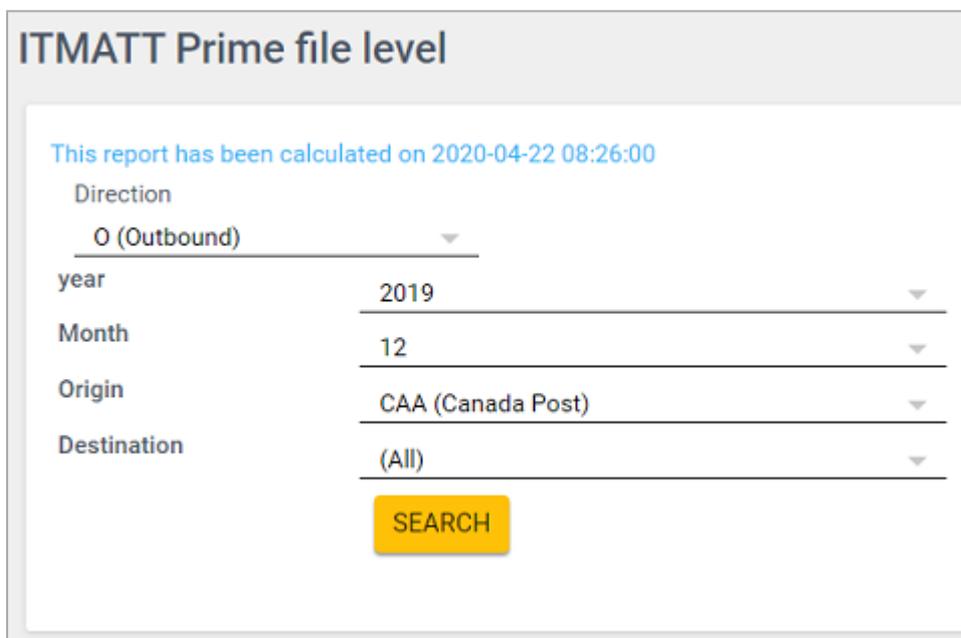
# Generating file-level reports

## Generating the ITMATT PRIME file level report

Use the **ITMATT Prime file level** function to generate a report about ITMATT messages sent from one operator to its partner operator(s) or ITMATT messages received by one operator from its partner operator(s).

### Procedure

1. From the Home page, click the **ITMATT Prime file level** button. The ITMATT Prime file level page appears.



The screenshot shows the 'ITMATT Prime file level' configuration page. At the top, it states 'This report has been calculated on 2020-04-22 08:26:00'. Below this, there are four dropdown menus for configuration: 'Direction' set to 'O (Outbound)', 'year' set to '2019', 'Month' set to '12', and 'Origin' set to 'CAA (Canada Post)'. The 'Destination' dropdown is set to '(All)'. A yellow 'SEARCH' button is located at the bottom of the form.

2. Select the **year** from the drop down-list.
3. Select the **Month** from the drop-down list.
4. Select the **Origin** operator from the drop-down list. The default value is [All](#). Select your operator code if you want to generate a report for the ITMATT messages you sent to your partner operator(s).
5. Select the **Destination** operator from the drop-down list. The default value is [All](#). Select your operator code if you want to generate a report for the ITMATT messages you received from your partner operator(s).
6. Click **SEARCH**.

## Exporting and saving the report

You can download and save the generated report as a Comma Separated Values (CSV) file, or as a Portable Document Format (PDF), to your local drive or to another location in your network by clicking the relevant button.



## Understanding the ITMATT PRIME file level report

The ITMATT PRIME file level report is presented in tabular format. Similar to the ITMATT PRIME declaration level report, QCS Mail Big Data displays the report statistics in absolute values, decimal values, and percentages.

Origin	Destination	year	Month	Total files	with import errors	% with import errors	with code
CAA	ARA	2019	12	92			
CAA	AUA	2019	12	2822			
CAA	AZA	2019	12	13			
CAA	BRA	2019	12	2			
CAA	BTA	2019	12	1			
CAA	CIA	2019	12	13			
CAA	CLA	2019	12	217			
CAA	CNA	2019	12	1270			
CAA	CRA	2019	12	61			
CAA	CZA	2019	12	357			
CAA	DKA	2019	12	642			
CAA	EEA	2019	12	119			
CAA	GBA	2019	12	3270	2	0.1	
CAA	GEA	2019	12	9			
CAA	GIA	2019	12	9			

1 2 3

This report shows, for a pair of origin and destination operators, and for specified criteria, the following information in columns:

- The total number of ITMATT messages sent or received (as applicable)
- The number and percentage equivalent of ITMATT messages that generated import errors, for example, incorrect format
- The number and percentage equivalent of ITMATT messages that generated code list violation errors, for example, wrong document type

The report may run into several pages, depending on the criteria you specify. To navigate between pages, click the page number.

## Viewing details

The generated report contains hyperlinks to drill down to the details of the selected value. For example, the report below shows that for a given month, there are two ITMATT files received from the origin partner operator that generated errors at the time of import.

Origin	Destination	year	Month	Total files	with import errors	% with import errors	with code
CAA	ARA	2019	12	92			
CAA	AUA	2019	12	2822			
CAA	AZA	2019	12	13			
CAA	BRA	2019	12	2			
CAA	BTA	2019	12	1			
CAA	CIA	2019	12	13			
CAA	CLA	2019	12	217			
CAA	CNA	2019	12	1270			
CAA	CRA	2019	12	61			
CAA	CZA	2019	12	357			
CAA	DKA	2019	12	642			
CAA	EEA	2019	12	119			
CAA	GBA	2019	12	3270	<a href="#">2</a>	0.1	
CAA	GEA	2019	12	9			
CAA	GIA	2019	12	9			

1 2 3

Clicking this number displays the date the import errors occurred.

Details for origin: CAA, destination: GBA, year: 2019, month: 12	
Day	with import errors
17	<a href="#">2</a>

1

Clicking on the value in the **with import errors** column displays the actual import error message.

Files with import errors	
For origin: CAA, destination: GBA, year: 2019, month: 12, day: 17	
INTREF	Error
INTREF92748	<p>The element 'postal-address' in namespace 'm30' has invalid child element 'locality' in namespace 'm30'. List of possible 'premises' in namespace 'm30', at line number 691</p> <p>The element 'item' in namespace 'm30' has invalid child element 'total_declared_value' in namespace 'm30'. List of possible 'additional_fees; nature_of_transaction_code' in namespace 'm30', at line number 703</p> <p>Extract of the XML document:</p> <pre> line: 681; &lt;contact&gt; line: 682; &lt;telephone&gt;403 715 5466&lt;/telephone&gt; line: 683; &lt;/contact&gt; line: 684; &lt;/sender&gt; line: 685; &lt;addressee&gt; line: 686; &lt;role&gt;CN&lt;/role&gt; line: 687; &lt;identification&gt; line: 688; &lt;name /&gt; line: 689; &lt;/identification&gt; line: 690; &lt;postal-address&gt; line: 691; &lt;locality&gt; line: 692; &lt;code /&gt; line: 693; &lt;/locality&gt; line: 694; &lt;country_cd&gt;GB&lt;/country_cd&gt; line: 695; &lt;/postal-address&gt; line: 696; &lt;/addressee&gt;                     </pre>

# Downloading the flat files for ITMATT reports

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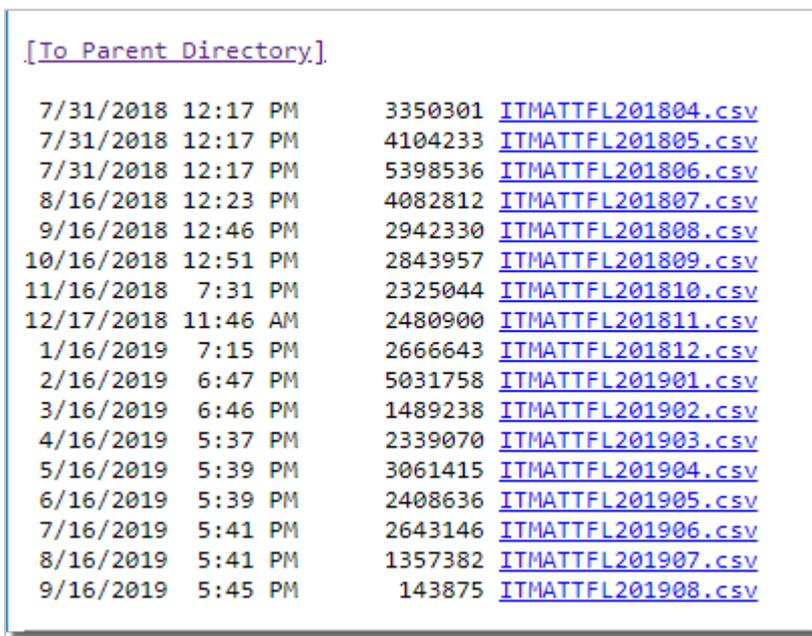
## Procedure

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Use the **ITMATT Prime file level flat files** function to download and save the flat files of ITMATT reports containing errors in CSV format.

### Procedure

1. From the Home page, click the **ITMATT Prime file level flat files** function. A link to the directory containing the reports is displayed.
2. Click the link to display the list of ITMATT reports with errors for your organization.



<a href="#">[To Parent Directory]</a>			
7/31/2018	12:17 PM	3350301	<a href="#">ITMATTFL201804.csv</a>
7/31/2018	12:17 PM	4104233	<a href="#">ITMATTFL201805.csv</a>
7/31/2018	12:17 PM	5398536	<a href="#">ITMATTFL201806.csv</a>
8/16/2018	12:23 PM	4082812	<a href="#">ITMATTFL201807.csv</a>
9/16/2018	12:46 PM	2942330	<a href="#">ITMATTFL201808.csv</a>
10/16/2018	12:51 PM	2843957	<a href="#">ITMATTFL201809.csv</a>
11/16/2018	7:31 PM	2325044	<a href="#">ITMATTFL201810.csv</a>
12/17/2018	11:46 AM	2480900	<a href="#">ITMATTFL201811.csv</a>
1/16/2019	7:15 PM	2666643	<a href="#">ITMATTFL201812.csv</a>
2/16/2019	6:47 PM	5031758	<a href="#">ITMATTFL201901.csv</a>
3/16/2019	6:46 PM	1489238	<a href="#">ITMATTFL201902.csv</a>
4/16/2019	5:37 PM	2339070	<a href="#">ITMATTFL201903.csv</a>
5/16/2019	5:39 PM	3061415	<a href="#">ITMATTFL201904.csv</a>
6/16/2019	5:39 PM	2408636	<a href="#">ITMATTFL201905.csv</a>
7/16/2019	5:41 PM	2643146	<a href="#">ITMATTFL201906.csv</a>
8/16/2019	5:41 PM	1357382	<a href="#">ITMATTFL201907.csv</a>
9/16/2019	5:45 PM	143875	<a href="#">ITMATTFL201908.csv</a>

3. Click the relevant link to save the file to your local drive or to a network directory.