Simplified Mail Accountability Reporting Tool (SMART)

User Guide

Office of Asset and Transportation Management
Office of Government-wide Policy
General Services Administration
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Introduction

This section explains the purpose of the tool and its goal.

The Simplified Mail Accountability Reporting Tool (SMART) was developed in 2007 to capture mail expenditure information about federal agency mail programs. Title 44 of Public Law 94-575, section 2904, requires the Administrator of General Services to report activities conducted on mail management to oversight appropriation committees of the Congress, the Director of the Office of Management and Budget (OMB) in January and such other times as the Administrator deems desirable. SMART was also designed for Agency Mail Managers to better manage their mail program.

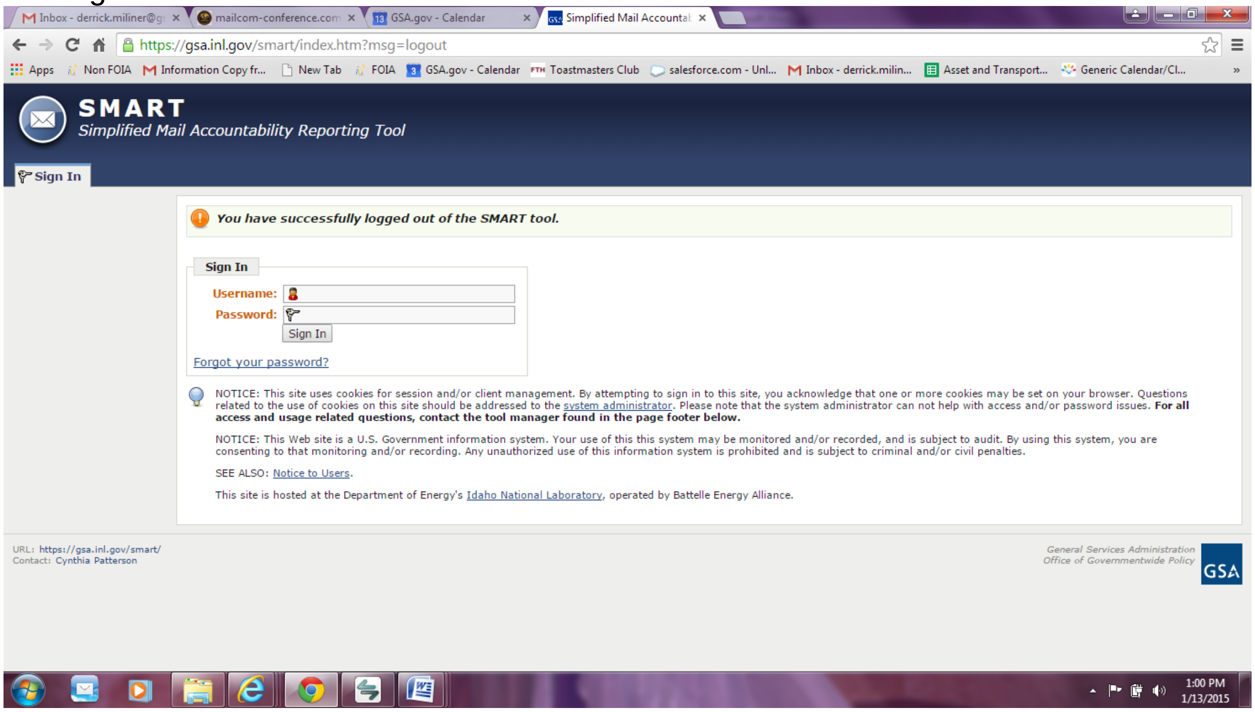
The tool has 3 functions. These are: data entry, reports, and tools. We will cover all of the basics and each of these 3 capabilities in this user guide. It is best to review this guide while logged into the SMART tool. The SMART data explanations are also in Appendix A of this users guide.

Tool Login Procedures

This section explains the login procedures.

All users will be entered into the tool by the Agency Mail Manager. After you are entered in the tool, you will receive an email from webapps@inl.gov. This email will have your username (email address) and a temporary password to login to https://gsa.inl.gov/smart. Please DO NOT email this address to reset your password.

The login screen:



Once you login, you have the option to:

1. Update information to your account
2. Reset your password
3. Accept the system usage agreement

Note on Passwords:

All users will be forced to change the password upon first successful sign in and all passwords must be updated every 90 days or sooner.

Several aspects of how SMART handles user passwords and signing in on the application were changed to bring this tool into alignment with GSA's current cyber-security policies. The following changes went into effect on Tuesday, January 13, 2015:

- If your password has not been updated within the required 90 day period, you will be required to change your password when you next sign into SMART.

- Temporary passwords are valid for 24 hours after creation. Temporary passwords are established when new user accounts are created or when an administrative user resets a user's password (presumably because they have been requested by the user to do). When a temporary password has expired, an administrative user will be required to reset it again in order for the corresponding user to sign into SMART.

Passwords for this system must meet the following requirements:

- Minimum password length is 16 characters and may be as long as 128 characters. No specific requirements regarding use of special characters, upper/lower case characters, or digits (although their use is encouraged).

First character of the password must be an alphabetic character.

- Passwords may also now include blank spaces.
- Passwords should not be based upon your name, family names, or familiar words (i.e., words that might appear in a dictionary). Passwords should also not be based upon passwords used for access to another computer system.
- User accounts will be "locked" (rendering the account unusable) if either 10 consecutive sign-in failures are detected or if a total of 10 sign-in failures occur within a 30-minute window (regardless of the occurrence of successful sign-in attempts during that period). When a user account has been locked, only GSA SMART Tool managers are authorized to unlock user accounts.

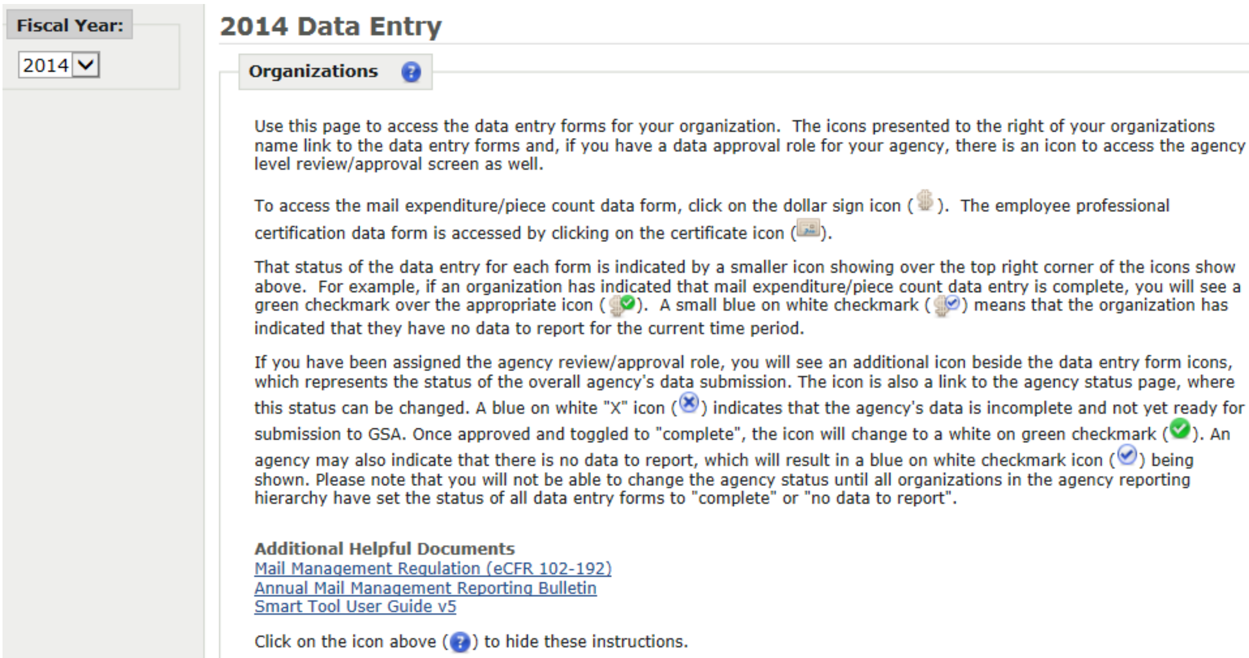
Forgotten password: If you have an active user account for this system and have forgotten your password, you can request that your password be reset. Requesting a Password reset will send a notification to an individual responsible for your account. All email password resets should be sent to your Agency Mail Manager and that person will evaluate the request before resetting your password, if appropriate.

Note: All such password reset requests are logged and audited; abuse of this capability may result in loss of access to the system and may result in civil and/or criminal penalties. Once you receive the email, follow the instructions on resetting your password. If you do not receive the email in your inbox, check your spam folder.

Data Entry Procedures

This section explains how to enter Expenditure/Piece data.

When you are logged onto the tool, click on the Data Entry tab on the upper left side of the page to begin entering your data by your organization.



Fiscal Year:

2014

2014 Data Entry

Organizations

Use this page to access the data entry forms for your organization. The icons presented to the right of your organizations name link to the data entry forms and, if you have a data approval role for your agency, there is an icon to access the agency level review/approval screen as well.

To access the mail expenditure/piece count data form, click on the dollar sign icon ( ). The employee professional certification data form is accessed by clicking on the certificate icon ( ).

That status of the data entry for each form is indicated by a smaller icon showing over the top right corner of the icons show above. For example, if an organization has indicated that mail expenditure/piece count data entry is complete, you will see a green checkmark over the appropriate icon ( ). A small blue on white checkmark ( ) means that the organization has indicated that they have no data to report for the current time period.

If you have been assigned the agency review/approval role, you will see an additional icon beside the data entry form icons, which represents the status of the overall agency's data submission. The icon is also a link to the agency status page, where this status can be changed. A blue on white "X" icon ( ) indicates that the agency's data is incomplete and not yet ready for submission to GSA. Once approved and toggled to "complete", the icon will change to a white on green checkmark ( ). An agency may also indicate that there is no data to report, which will result in a blue on white checkmark icon ( ) being shown. Please note that you will not be able to change the agency status until all organizations in the agency reporting hierarchy have set the status of all data entry forms to "complete" or "no data to report".

Additional Helpful Documents
Mail Management Regulation (eCFR 102-192)
Annual Mail Management Reporting Bulletin
Smart Tool User Guide v5

Click on the icon above ( ) to hide these instructions.

After reading the information in the paragraph, click on the dollar sign ($) to access the Mail Expenditure/Piece Count data form.

The Mail Expenditure/Piece Count form has Service Provider information.

	Domestic			International		
Service Provider	Expenditures	No. Pieces	Cost/Piece	Expenditures	No. Pieces	Cost/Piece
United States Postal Service						
USPS Single Piece (Meter/Stamps)						
Priority Mail Express	$		$ 0.00	$		$ 0.00
Priority Mail	$		$ 0.00	$		$ 0.00
First-Class Mail	$		$ 0.00	$		$ 0.00
Package Services	$		$ 0.00	$		$ 0.00
Consolidated Mail Packages	$		$ 0.00	$		$ 0.00
Consolidated Mail - Number of Pieces Inside						
Postage Due	$		$ 0.00	$		$ 0.00
Other	$			$		
USPS Permit Mail						
Priority Mail	$		$ 0.00	$		$ 0.00
First-Class Mail	$		$ 0.00	$		$ 0.00
Business Reply Mail	$		$ 0.00	$		$ 0.00
Periodicals	$		$ 0.00	$		$ 0.00
First-Class Mail Presort	$		$ 0.00	$		$ 0.00
Package Services	$		$ 0.00	$		$ 0.00
Other Permit Mail	$		$ 0.00	$		$ 0.00
USPS Undeliverable As Addressed						
Undeliverable as Addressed	$		$ 0.00	$		$ 0.00
Expedited Services - FedEx						
Sameday	$		$ 0.00	$		$ 0.00
First Overnight	$		$ 0.00	$		$ 0.00
Overnight	$		$ 0.00	$		$ 0.00
Second Day	$		$ 0.00	$		$ 0.00
Express Saver	$		$ 0.00	$		$ 0.00
Ground	$		$ 0.00	$		$ 0.00
Other	$			$		
Undeliverable as Addressed	$		$ 0.00	$		$ 0.00
Expedited Services - UPS						
Express Critical (Sameday)	$		$ 0.00	$		$ 0.00
Next Day Air	$		$ 0.00	$		$ 0.00
Second Day Air	$		$ 0.00	$		$ 0.00
Three Day Select	$		$ 0.00	$		$ 0.00
Ground	$		$ 0.00	$		$ 0.00
Other	$			$		
Undeliverable as Addressed	$		$ 0.00	$		$ 0.00
Other Couriers						
Other Couriers	$			$		
Fees: Contract fees, vendor fees, etc.						
Equipment and Operations	$			$		
Other	$			$		
Total	**$ 0**	**0**	**$ 0.00**	**$ 0**	**0**	**$ 0.00**

Step 1: Enter the expenditures for each service provider and the number of pieces. The tool will automatically calculate the cost per piece. Please remember to add whole numbers; <u>the system does not use decimal places</u>. If you need an explanation for each category, place your mouse over the question mark after each class of mail or service category.

Step 2: Once you have entered all of your data, click on save button at the bottom of the screen. You must save your data as the system does not automatically save.

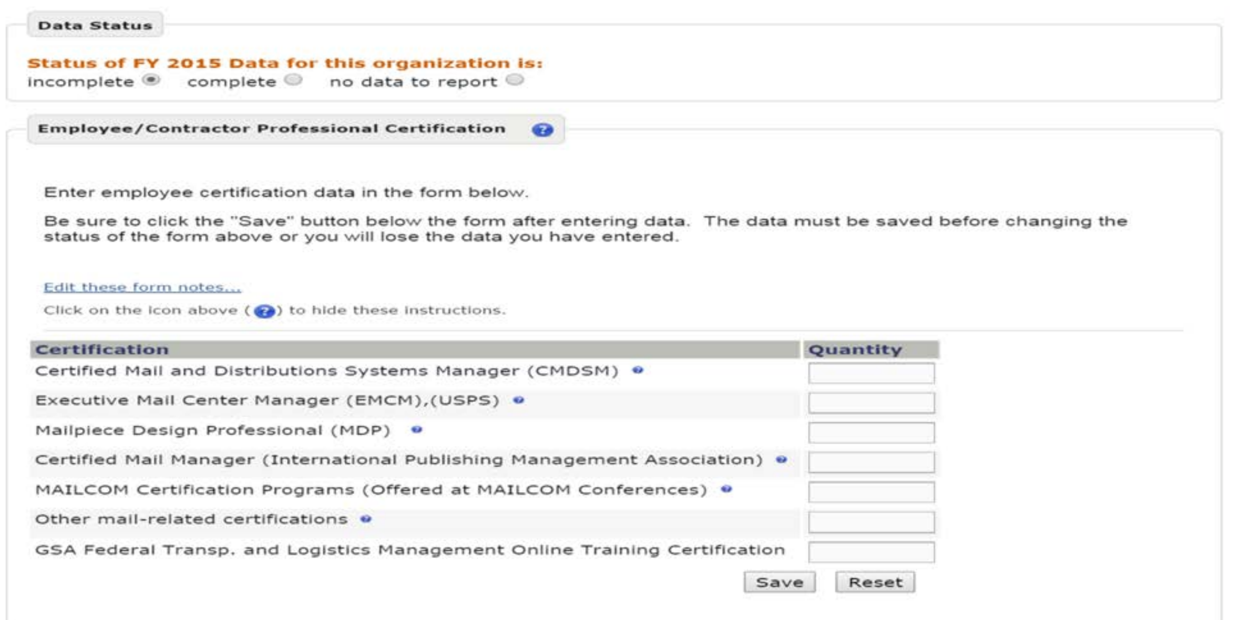
Step 3: Once you have saved all your data, you must change your agency status at the top of the screen to either incomplete, complete, or no data to report. If your data is complete, please make sure that you have clicked the “complete” radio button on the top of the screen.

Employee Professional Certification

This section explains how to enter employee professional certification data.

Step 1: Return back to the Data Entry tab.

Step 2: Click on the paper icon ( ) to the right of the dollar sign ($) to access the Employee Professional Certification. You will see this screen:


Data Status

Status of FY 2015 Data for this organization is:
incomplete complete no data to report

Employee/Contractor Professional Certification

Enter employee certification data in the form below.

Be sure to click the "Save" button below the form after entering data. The data must be saved before changing the status of the form above or you will lose the data you have entered.

Edit these form notes...

Click on the icon above ( ) to hide these instructions.

Certification	Quantity
Certified Mail and Distributions Systems Manager (CMDSM)	
Executive Mail Center Manager (EMCM),(USPS)	
Mailpiece Design Professional (MDP)	
Certified Mail Manager (International Publishing Management Association)	
MAILCOM Certification Programs (Offered at MAILCOM Conferences)	
Other mail-related certifications	
GSA Federal Transp. and Logistics Management Online Training Certification	

Save Reset

Step 3: Enter the number of professional certifications for each category listed. Please note that we have added a new training certification that includes the GSA Mail and Transportation. If you need an explanation for each certification, place your mouse over the question mark after certification.

Step 4: Once you have entered all of the certifications, click on the Save button at the bottom of the screen.

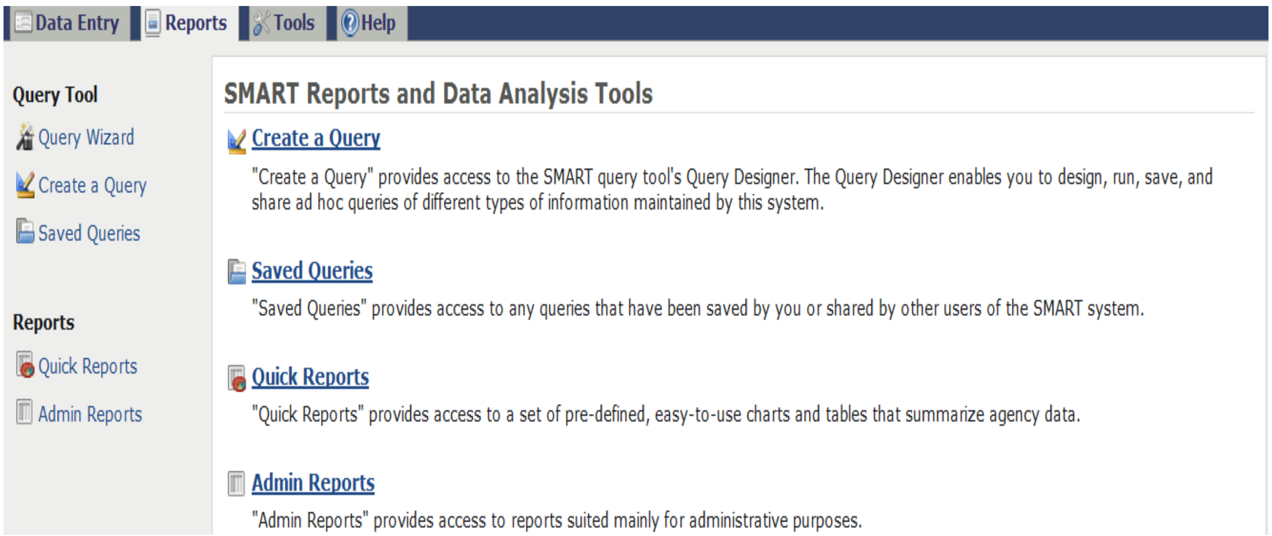
Step 5: Change your agency status at the top of the screen to either incomplete, complete, or no data to report. If your data is complete, please make sure that you have clicked the “complete” radio button on the top of the screen. Please note: the same goes for “no data to report.”

Reports

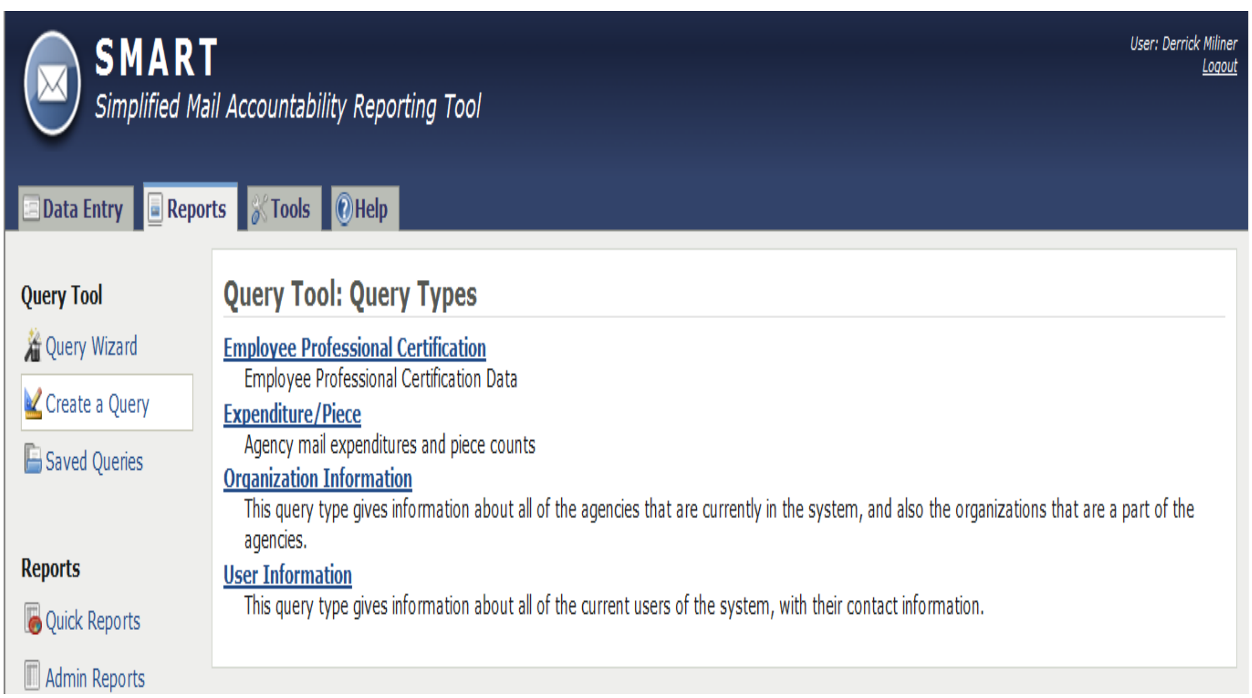
This section explains how to generate reports.

The SMART tool will allow you to create, save a query, access quick reports, and have access to administrative reports.

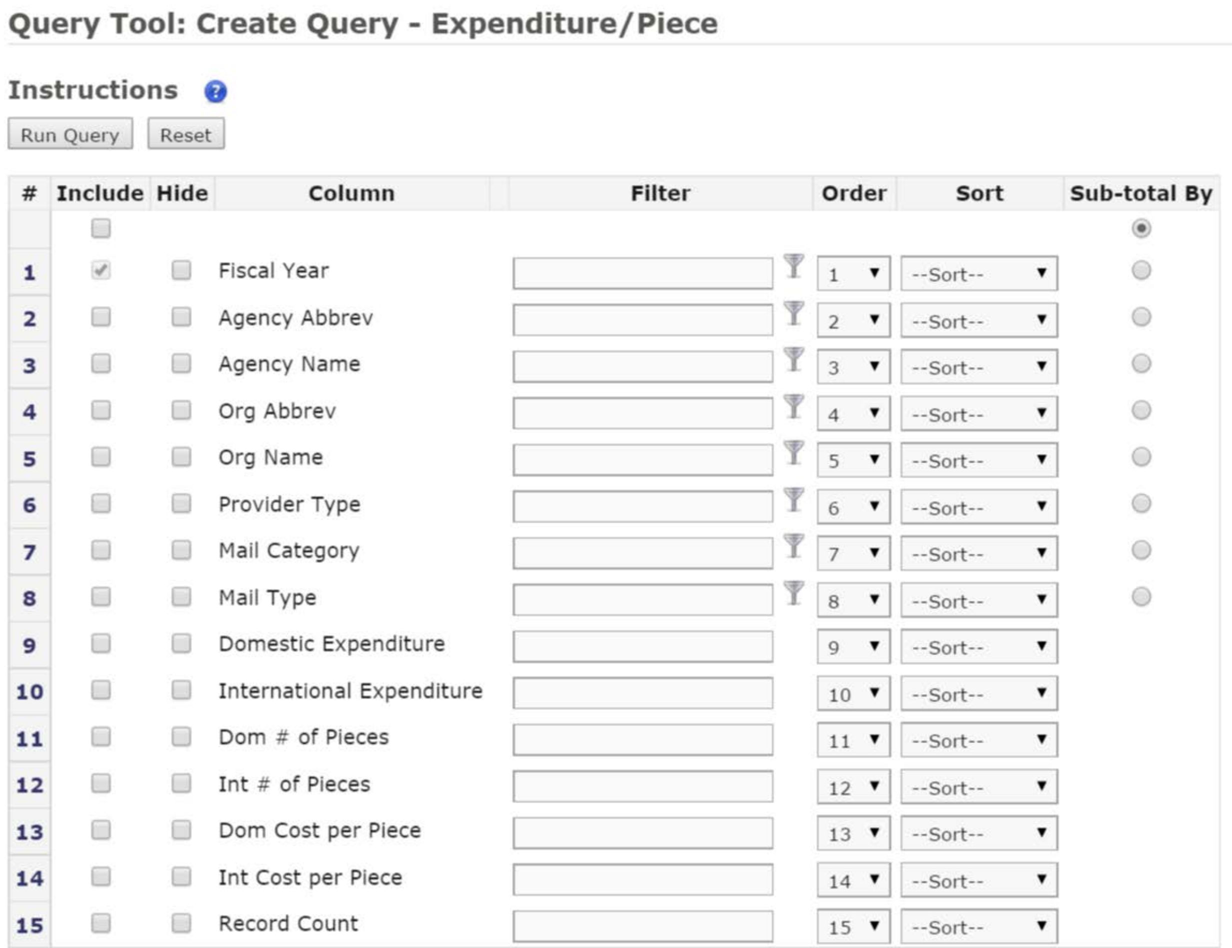
Step 1: Click on the reports tab and you will see this screen:



Step 2: Click on create a query link and you will come to this screen:



Create a Query provides access to the SMART Query Designer. The Query Designer enables you to design, run, save, and share ad hoc queries of different types of information maintained by this system. To get started, first Click on Expenditure/Piece information link and you will come to this screen:



Query Tool: Create Query - Expenditure/Piece

Instructions

Run Query | Reset

#	Include	Hide	Column	Filter	Order	Sort	Sub-total By
1			Fiscal Year		1	--Sort--	
2			Agency Abbrev		2	--Sort--	
3			Agency Name		3	--Sort--	
4			Org Abbrev		4	--Sort--	
5			Org Name		5	--Sort--	
6			Provider Type		6	--Sort--	
7			Mail Category		7	--Sort--	
8			Mail Type		8	--Sort--	
9			Domestic Expenditure		9	--Sort--	
10			International Expenditure		10	--Sort--	
11			Dom # of Pieces		11	--Sort--	
12			Int # of Pieces		12	--Sort--	
13			Dom Cost per Piece		13	--Sort--	
14			Int Cost per Piece		14	--Sort--	
15			Record Count		15	--Sort--	

Select the fields you desire to query, run, and you will be able to use the data results for managing your mail centers. Please note: clicking on the icon with the ( ) will help to filter specific information as desired. Example query:

Query Tool: Query Results - Expenditure/Piece

Instructions

Save Query

Type: Expenditure/Piece

Name:

Description:

Save Query

Modify Query | Run Query | Reset

View:	○ Simple ◉ Expert					
Order:	1	2	3	4	5	6
Sort:	--Sort--	--Sort--	Ascending	Ascending	--Sort--	--Sort--
Subtotal:						
Include:	✔	✔	✔	✔	✔	✔
Hide:						
Filter:	= 2014	= 'GSA'				
Auto Filter:			--ALL--	--ALL--		

Row	Fiscal Year	Agency Abbrev	Provider Type	Mail Type	Domestic Expenditure	International Expenditure
1	2014	GSA	Expedited Services - FedEx	Ground	$ 505,375.00	
2	2014	GSA	Expedited Services - FedEx	Overnight	$ 300,754.00	$ 43,750.00
3	2014	GSA	Expedited Services - UPS	Ground	$ 3,049,611.00	$ 617.00
4	2014	GSA	Expedited Services - UPS	Next Day Air	$ 708,989.00	
5	2014	GSA	Expedited Services - UPS	Other	$ 28,755.00	$ 13,510.00
6	2014	GSA	Expedited Services - UPS	Second Day Air	$ 206,301.00	
7	2014	GSA	Fees: Contract fees, vendor fees, etc.	Equipment and Operations	$ 97,000.00	
8	2014	GSA	United States Postal Service	Business Reply Mail	$ 2,880.00	
9	2014	GSA	United States Postal Service	First-Class Mail Presort	$ 2,273.00	
10	2014	GSA	United States Postal Service	Other	$ 315,788.00	
11	2014	GSA	United States Postal Service	Other Permit Mail	$ 153,752.00	
12	2014	GSA	United States Postal Service	Postage Due	$ 2,104.00	
13	2014	GSA	United States Postal Service	Priority Mail Express	$ 7,917.00	
Total:					***$ 5,381,499.00***	***$ 57,877.00***

You can either Save or choose not to Save your query in this tool. If you choose to download the query to a Microsoft Excel spreadsheet, it will download it in a portable document format (pdf) file, or build a chart, for easier viewing and modifying the data.

If you are looking for specific information to query select the filter function in the Mail Type and Provider Type as shown in the screen shot on Page 10.

The Mail Type filter can now be queried on all the mail categories as noted in the Data Entry section for all the service providers.

Saved queries can be updated at any time and are very useful when sharing data with others.

Quick Reports provides access to a set of pre-defined, easy-to-use charts and tables that summarize agency data.

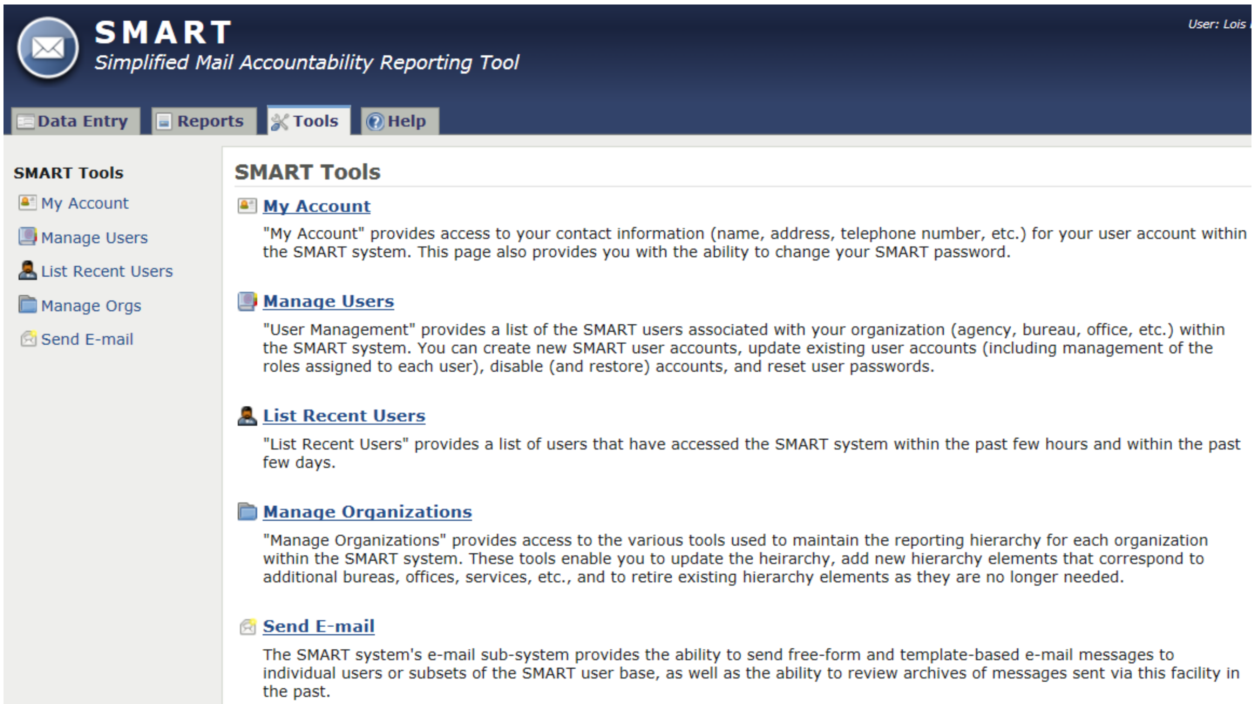
This report shows the last 5 years of mail expenditure data, aggregated at the agency level.

Query Wizard provides 5 simple steps in creating a query.

- Step 1 of 5: Select Query Type
  - Instructions: Select the type of data you would like to see by clicking on the radio button next to your choice.
- Step 2 of 5: Select Data Element
  - Instructions: Check the box next to each data element that you would like to include in your results.
- Step 3 of 5: Specify Filters
  - Instructions: You may create filters to limit the data returned in your results. Move your cursor over the balloon icons for examples of filter syntax. Use the text boxes below to construct filters, or click on the "Filter" buttons for help in building the filters. Filtering the results is optional. To see all results, do not enter anything on this page, and proceed to the next step.
- Step 4 of 5: Sort Results
  - Instructions: Use the drop down boxes on this page to control how your results will be sorted. Sorting the results is optional. To use default database sorting, do not enter anything on this page, and proceed to the next step.
- Step 5 of 5: Select Run Query
  - You can now Title and Save your query, Modify your query, and Reset your query.

Tools

This section explains the tools available in SMART.



My Account

"My Account" provides access to your contact information (name, address, telephone number, etc.) for your user account within the SMART system. This page also provides you with the ability to change your SMART password.

Manage Users

"User Management" provides a list of the SMART users associated with your organization (agency, bureau, office, etc.) within the SMART system. You can create new SMART user accounts, update existing user accounts (including management of the roles assigned to each user), disable (and restore) accounts, and reset user passwords.

List Recent Users

"List Recent Users" provides a list of users that have accessed the SMART system within the past few hours and within the past few days.

Manage Organizations

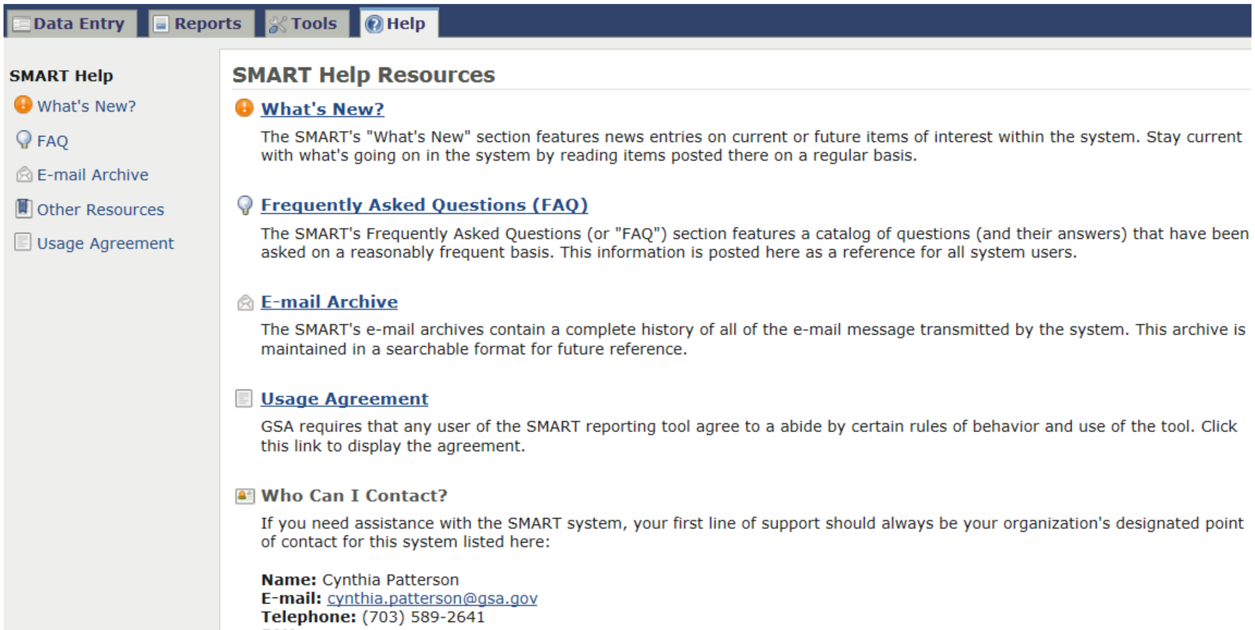
"Manage Organizations" provides access to the various tools used to maintain the reporting hierarchy for each organization within the SMART system. These tools enable you to update the hierarchy, add new hierarchy elements that correspond to additional bureaus, offices, services, etc., and to retire existing hierarchy elements as they are no longer needed.

Send E-mail

The SMART system's e-mail sub-system provides the ability to send free-form and template-based e-mail messages to individual users or subsets of the SMART user base, as well as the ability to review archives of messages sent via this facility in the past.

Help

This section explains how to use the help feature in SMART.



What's new?

This page presents information about new features, changes, and other timely items related to the SMART system. You will see this page whenever new information is published. If you no longer wish to see a particular news item when you return to this page, you can dismiss that item by clicking the "Dismiss Item" icon at the bottom of that news item.

Frequently asked questions

The SMART's Frequently Asked Questions (or "FAQ") section features a catalog of questions (and their answers) that has been asked on a reasonably frequent basis. This information is posted here as a reference for all system users.

Email archive

The SMART's e-mail archives contain a complete history of the entire e-mail message transmitted by the system. This archive is maintained in a searchable format for future reference.

Usage agreement

GSA requires that any user of the SMART reporting tool agree to abide by certain rules of behavior and use of the tool. Click this link to display the agreement.

Who can I contact?

If you need assistance with the SMART system, your first line of support should always be your organization's Agency Mail Manager.

For questions about SMART at General Services Administration, please contact:

Name: Cynthia Patterson
E-mail: cynthia.patterson@gsa.gov
Telephone: (703) 589-2641
Federal.mail@gsa.gov

Appendix A Data Definitions

This section explains the definitions used for data entry.

Expenditure/Piece Data

United States Postal Service Category

Single Piece – Meter/Stamps

Priority Mail Express- Total Piece Count AND all expenses associated with sending USPS Priority Mail Express. Expenses include ANY Extra Services (i.e. return receipt, additional insurance, etc.). NOTE: DO NOT include shipments sent via other commercial Express carriers (i.e. FedEx or UPS).

Priority Mail- Total Piece Count AND all expenses associated with sending USPS Priority Mail. Expenses include ANY Extra Services (i.e. Certified, Return Receipt, Insurance, Delivery Confirmation, etc.).

First-Class Mail- Total Piece Count AND all expenses associated with sending First-Class Mail. Expenses include ANY Extra Services (i.e. Certified, Return Receipt, Insurance, Delivery Confirmation, etc.).

Package Services- Total Piece Count AND all expenses associated with sending Packages Services Mail. Expenses include ANY Extra Services (i.e. Insured, Return Receipt, etc.). NOTE: Packages Services is a class of mail that comprises four subclasses: Bound Printed Matter, Library Mail, Media Mail, and Standard Post Mail (formerly known as Parcel Post).

Consolidated Mail Packages- Total Piece Count (number of consolidated mail packages) AND all expenses associated with sending consolidated mail packages.

Consolidated Mail inside pieces- Total number of pieces consolidated ~into~ the consolidated mail package(s). Two or more pieces consolidated into one package going to the same address. The number of pieces and costs should be calculated to show cost avoidance for monitoring and tracking purposes.

Postage Due- Total number of pieces AND charges the Postal Service has assessed for articles received with insufficient postage (Postage Due).

USPS Permit Mail

Business Reply Mail- Total number of PERMIT pieces AND charges associated with Business Reply Mail. This information can be obtained from OMAS Reports or Postage Statements.

First-Class Mail- Total number of PERMIT pieces AND charges associated with First-Class Mail. This information can be obtained from OMAS Reports or Postage Statements.

Priority Mail- Total number of PERMIT pieces AND charges associated with Priority Mail. This information can be obtained from OMAS Reports or Postage Statements.

First-Class Mail Presort- All of the pieces going to the SAME DESTINATION get grouped into the same bundle or tray. A nonautomation category for a mailing that consists of at least 500 addressed mailpieces and is sorted and prepared according to USPS standards. This mail may bear a barcode. FOR EXAMPLE: 3 DIGIT AND 5 DIGIT MAILINGS.

Standard Mail- Total number of PERMIT pieces AND charges associated with Standard Mail. This information can be obtained from OMAS Reports or Postage Statements. Also referred to as “Bulk Mail” and All Standard Mail prices are bulk prices, and each mailing must meet a minimum quantity of 200 pieces or 50 pounds of mail.

Periodicals- Total Piece Count and all expenses associated with sending Periodical Mail. NOTE: Periodicals are a class of mail consisting of magazines, newspapers, or other publications formed of printed sheets that are issued 4 times a year at regular, specified intervals (frequency) from a known office of publication.

Packages services- Total number of PERMIT pieces AND charges associated with Package Services. This information can be obtained from OMAS Reports or Postage Statements.

Other Permit Mail- Total number of PERMIT pieces AND charges associated with "Other" permit categories not listed above such as Merchandise Return, Penalty Mail and Pre-Printed Stamp Envelopes, etc. This information can be obtained from OMAS Reports or Postage Statements.

USPS – Undeliverable-As-Addressed

Undeliverable-As-Addressed (UAA) - Total Piece Count AND all expenses associated with UAA Mail. NOTE: This category is for pieces and expenses associated with USPS mail that YOUR activity sent, and was returned to your activity because the USPS could not deliver the article as addressed (or the article was refused by the intended recipient).

Expedited Services- FedEx Category

SameDay- Total Piece Count AND all expenses associated with FedEx SAMEDAY services shipments.

Overnight- Total Piece Count AND all expenses associated with FedEx OVERNIGHT services shipments. This category includes those shipments made as FedEx FIRST, PRIORITY, and/or STANDARD OVERNIGHT shipments.

Second Day- Total Piece Count AND all expenses associated with FedEx SECOND DAY services shipments. This category includes those shipments made as FedEx SECOND DAY AM shipments

Express Saver- Total Piece Count AND all expenses associated with FedEx EXPRESS SAVER services shipments.

Ground- Total Piece Count AND all expenses associated with FedEx GROUND services shipments.

Undeliverable-As-Addressed- Total Piece Count AND all expenses associated with FedEx UAA shipments. NOTE: This category is for pieces and expenses associated with FedEx shipments that YOUR activity sent, and was returned to your activity because FedEx could not deliver the shipment as addressed (or the shipment was refused by the intended recipient).

Expedited Services-UPS Category

Express Critical- Total Piece Count AND all expenses associated with UPS EXPRESS CRITICAL and SAME DAY delivery service shipments.

Next Day Air- Total Piece Count AND all expenses associated with UPS NEXT DAY AIR service shipments. This category includes those shipments made as UPS NEXT DAY AIR 8:30AM, 10:30AM, and/or 3:00PM services shipments.

Second Day Air- Total Piece Count AND all expenses associated with UPS 2ND DAY AIR services shipments. This category includes those shipments made as UPS 2ND DAY AIR 10:30AM and/or 3:00PM service shipments.

Three Day Select- Total Piece Count AND all expenses associated with UPS 3 DAY SELECT service shipments.

Ground- Total Piece Count AND all expenses associated with UPS GROUND services shipments.

Undeliverable-As-Addressed- Total Piece Count AND all expenses associated with UPS UAA shipments. NOTE: This category is for pieces and expenses associated with UPS shipments that YOUR activity sent, and was returned to your activity because UPS could not deliver the shipment as addressed (or the shipment was refused by the intended recipient).

Other Couriers Category

All Other Couriers- All expenses paid to other couriers other than FedEx/UPS to include transportation charges, delivery and pickup fees, and other accessorial charges.

Equipment and operations- All expenses paid on additional contracts for mail service; such as: vendors fees, contract fees supporting your mail operation as well as Meter expenses associated with establishing a new meter, contract fees, and maintenance fees, etc.

Employee Professional Certification

Certified Mail and Distributions Systems Manager (CMDSM) - Any federal or contract employee who has achieved or renewed the CMDSM certification in the past fiscal year.

Executive Mail Center Manager (EMCM) - Any federal or contract employee who has achieved or renewed the EMCM certification in the past fiscal year.

Mailpiece Design Professional (MDP) - Any federal or contract employee who has achieved the MDP certification in the past fiscal year.

Certified Mail Manager (CMM) - Any federal or contract employee who has achieved or renewed the CMM in the past fiscal year.

MAILCOM Certification Programs- Any federal or contract employee who has achieved a certification at a MAILCOM conference in the past fiscal year.

Other mail-related certifications- Any federal or contract employee who has achieved any mail related certification, logistics related college course, or mail supply chain related certification in the past fiscal year.