



As a part of our analytics-based approach, RevSpring provides a total of 36 standard reports across six categories for clients. This robust and user-friendly feature stands out for its ease of use and extensive depth of reporting capabilities. Reports are available 24/7 on myEasyView® and can be narrowed down by location, group, LOB, and date range. In addition, reports can be exported via .CSV file and saved. Custom reports and automatic reporting via FTP are available too.

The following lists the report categories and individual reports, in addition to a brief summary of each report.

## Address Processing Reports

### NCOA Report

The NCOA Report contains addresses that have been updated through the USPS's National Change of Address database with corresponding correct addresses to which the documents were mailed. The "verified" column means the USPS has validated this address as a valid delivery point/address.

### Updated Bad Addresses

The Updated Bad Addresses report contains addresses that came in the original file incomplete, but were fixed with updated addresses to which the documents were mailed. (Example: City and State are in the file; ZIP code is missing but could be identified.)

## Outstanding Bad Addresses

The Outstanding Bad Addresses report contains addresses that came in the file incomplete and it was not possible to fix the missing data. The related documents in this report are handled based on the customer's preference - they can be mailed, suppressed, or held based on the client's preference in the initial setup. (Example: City is in the file but no state or ZIP.)

## Cleansed Addresses

The Cleansed Addresses report contains addresses that came in the file with minor flaws and were updated based on USPS delivery format guidelines during the CASS process. (Example: "Street" to "St."). Note that almost every address we receive will show up the Cleansed Address report. If an address fails to be cleansed, it cannot be run against the NCOA database.

## DPV Failures

The DPV Failures report contains addresses where the delivery point could not be validated. In other words, these documents were not successfully run through the CASS process. Documents on this report are still mailed.

## IMB Remit

The IMB Remit Report contains all remit coupons that have been scanned at the USPS within the selected date range. RevSpring can only report what the USPS scans, so reporting of all pieces is not guaranteed. There will always be a portion of records that were mailed back but cannot be reported.

## e-Statement Reports

### User Listing

The User Listing report is a summary report that contains mySecureBill® registration information for users as well as the delivery status for eStatements and text messaging (if applicable).

### Electronic Enrollments

The Electronic Enrollment report contains information for all users that have registered for a mySecureBill® account and enrolled in eDelivery of their statement(s).

### Electronic Withdrawals

The Electronic Withdrawal report contains information for all users that have unenrolled in eDelivery of their statement(s).

### User Activity

The User Activity report tracks all users who have received an eStatement and viewed the document(s).

### e-Statement Summary

Summarizes user behavior for all e-Statement accounts on mySecureBill® during the requested date range, including payments, logins and electronic statement viewing.

### e-Statement Activity

The e-Statement Activity report contains, by file, the list of eStatement notifications sent to users.

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## Email and Text Delivery Failures

The Email and Text Delivery Failure report contains all details surrounding electronic delivery failures. A valid NDR email account is necessary in order for this report to display any information. Note that the primary cause for email delivery failures is an invalid email address.

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## Secure Emails

The Secure Emails report contains all statements and receipts sent through the secure email button in myEasyView®.

## Total Document Summary

The Total Document Summary report contains all information for a single document sent including created date, sent date, and whether or not the document was printed, emailed, or suppressed.

## Print and Processing Reports

### Document Counts by LOB

The Document Counts by LOB report contains the number of documents for each Line of Business across any date range, with document totals separated by electronic, mailed, suppressed, etc.

### Document List by File

The Document List by File report contains individual document details such as addressee, total amount due, and pages for all documents within each file.

### File List

The File List report contains all files sent, including the date, time, file name, number of documents, and total dollar amount of all documents within each file.

## Security Reports

### Audit Logins

The Audit Logins report contains a list of all administrators' logins in myEasyView®.

### Audit Access

The Audit Access report contains a list of all documents accessed by each administrator while in myEasyView®.

### myEasyView User Access

The myEasyView User Access report summarizes all users who have access to the site, what role they have, what LOBs they can access, and some other critical information. Note: there is no date picker - every user that has ever existed up until the time the report is run will appear.