

# MAST Training: Job Aid

## View and Manage a Mail Tracking Request



### Objective

To provide supervisors steps on how to view and manage a mail tracking request.



### Audience

SSD Supervisor

### Instructions

**Pre-Step:** Access the MAST Homepage via <https://va.my.salesforce.com/>

1. **Select** the **SSD Mail Trackings** tab from the MAST dashboard on the top of the page.
2. **Select** the list view filters black **drop-down arrow** on the top left-hand side of the SSD Requests dashboard screen.
3. **Select** the desired **filter** in the list view options.

The screenshot shows the MAST dashboard interface. At the top, there is a navigation bar with the following items: MAST, Home, SSD Requests, SSD Facilities, SSD Mail Trackings (highlighted with a red box and a '1' in a black circle), and Reports. Below the navigation bar, the main content area is titled 'SSD Mail Trackings' and 'Recently Viewed' (with a dropdown arrow highlighted by a red box and a '2' in a black circle). A search bar is visible below the title. The 'RECENT LIST VIEWS' section contains the following options: All, MAST Station 340 Supervisors, Recently Viewed (Pinned list) (checked with a blue checkmark), and ALL OTHER LISTS. The 'ALL OTHER LISTS' section contains the following options: MAST Continental District Managers, MAST Northeast District Managers, MAST Pacific District Managers, MAST Southeast District Managers, MAST SSD National Directors, MAST Station 301 Specialists, and MAST Station 304 Specialists. A red box highlights the entire list view options area, and a '3' in a black circle is placed next to it.



# MAST Training: Job Aid


## View and Manage a Mail Tracking Request

- Click on the column headers across the top of the requests section to organize the populated **SSD Mail Trackings** by alphabetical and numerical order.
  - Ex. Clicking on the “Station” column header will organize the stations by alphabetical and numerical order.
- Click on the **tracking #** in the **SSD Mail #** column to select the desired mail tracking request.

|   | 4 <input type="checkbox"/> SSD Mail # ↑ | Facility   | Station         | Date     |   |
|---|---|------------|-----------------|----------|---|
| 1 | <input type="checkbox"/> M - 0007       | Las Cruces | 340 Albuquerque | 9/4/2020 | ▼ |
| 2 | 5 <input type="checkbox"/> M - 0008     | Las Cruces | 340 Albuquerque | 9/4/2020 | ▼ |

- Click the grey **pencil icon** next to each field under the **General Request Information** section to make corrections.

Ex: Click the grey pencil icon next to “Station” to make edits to the **Station** field.

| Details                              | History  | Related                               |
|--------------------------------------|--|---------------------------------------|
| ▼ General Request Information        |  |                                       |
| SSD Mail #<br>M - 0007               | Facility<br><a href="#">Las Cruces</a>   | Date<br>9/4/2020                      |
| Station<br>340 Albuquerque           | 6 <input type="checkbox"/>  | Outgoing USPS Mail - Number<br>10     |
| Incoming USPS Mail - Number<br>11    |  | Outgoing USPS Mail - Amount<br>\$45   |
| Incoming Bulk Mail - Weight<br>67    |  | Express Mail Shipped - Number<br>89   |
| Express Mail Received - Number<br>22 |  | Express Mail Shipped - Amount<br>\$23 |
| Incoming Courier - Number<br>678     |  | Outgoing Courier - Number<br>123      |
|                                      |  | Outgoing Courier - Amount             |
| Incoming Claims Files - Number<br>12 |  |                                       |
| Return Mail - Weight                 |  | Check Receipt - Number                |
| Stamps Issued - Number               |  | Stamps Used - Number                  |
| Stamps Issued - Amount               |  | Stamps Used - Amount                  |
| Burial Flag Request - Number         |  | Other                                 |
| Status<br>Complete                   |  | Comments                              |
| Completed Date<br>9/10/2020          |  |                                       |



# MAST Training: Job Aid

## View and Manage a Mail Tracking Request

7. Click **Save** at the bottom of the screen to save any changes once edits and corrections have been made.

**Note:** Steps 6 and 7 are only necessary if corrections need to be made to the selected Mail Tracking request.

**Details** History Related

General Request Information

SSD Mail #  
M - 0007

\* Facility  
Las Cruces

\* Station  
340 Albuquerque

\* Date  
9/4/2020

Incoming USPS Mail - Number  
20

Outgoing USPS Mail - Number  
22

Incoming Bulk Mail - Weight  
66

Outgoing USPS Mail - Amount  
\$46

Express Mail Received - Number  
21

Express Mail Shipped - Number  
88

Express Mail Shipped - Amount  
\$24

Incoming Courier - Number  
679

Outgoing Courier - Number  
129

Outgoing Courier - Amount

Incoming Claims Files - Number

**7** Save

8. Click on the **History** tab to see all previous actions taken on the request.

**Note:** To expand the history information, click the “View All” icon located at the bottom of the history window.

Det **8** History Related

SSD Mail Tracking History (2)

| Date              | Field    | User            | Original Value | New Value |
|-------------------|----------|-----------------|----------------|-----------|
| 8/21/2020 9:24 AM | Status   | David Rodriguez | Draft          | Complete  |
| 8/21/2020 9:24 AM | Created. | David Rodriguez |                |           |

View All

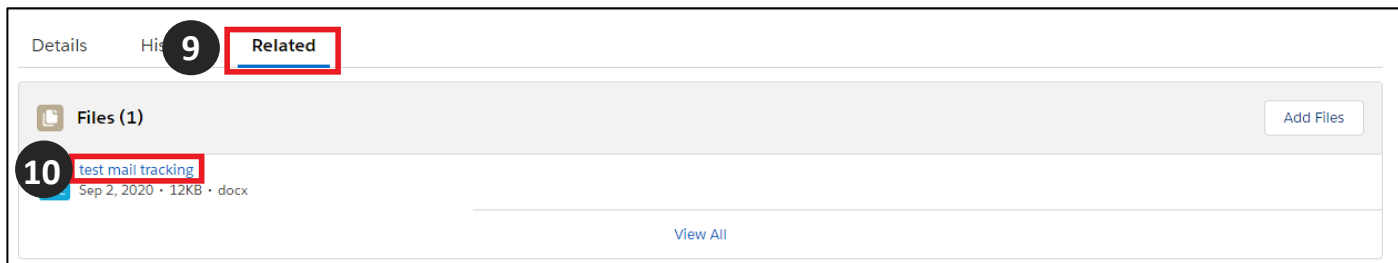
# MAST Training: Job Aid

## View and Manage a Mail Tracking Request

9. Click on the **Related** tab to view any associated documents or notes.

10. To view an associated document, click the **Document Title**.

**Note:** Click the **View All** icon located at the bottom of the history window to expand the related documents information.



The screenshot shows a web interface with a top navigation bar containing 'Details', 'His', and '9 Related' (the 'Related' tab is highlighted with a red box and a circled '9'). Below the navigation bar is a section titled 'Files (1)' with an 'Add Files' button on the right. A single file is listed: 'test mail tracking' (the title is highlighted with a red box and a circled '10'), with a date of 'Sep 2, 2020', a size of '12KB', and a file type of 'docx'. At the bottom of the file list is a 'View All' link.

✓ You have completed viewing and managing a mail tracking request in MAST!

