



QCS Finance

Quick Start Guide

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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 "[Displaying reports in QCS Finance](#)" on page 12
- 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

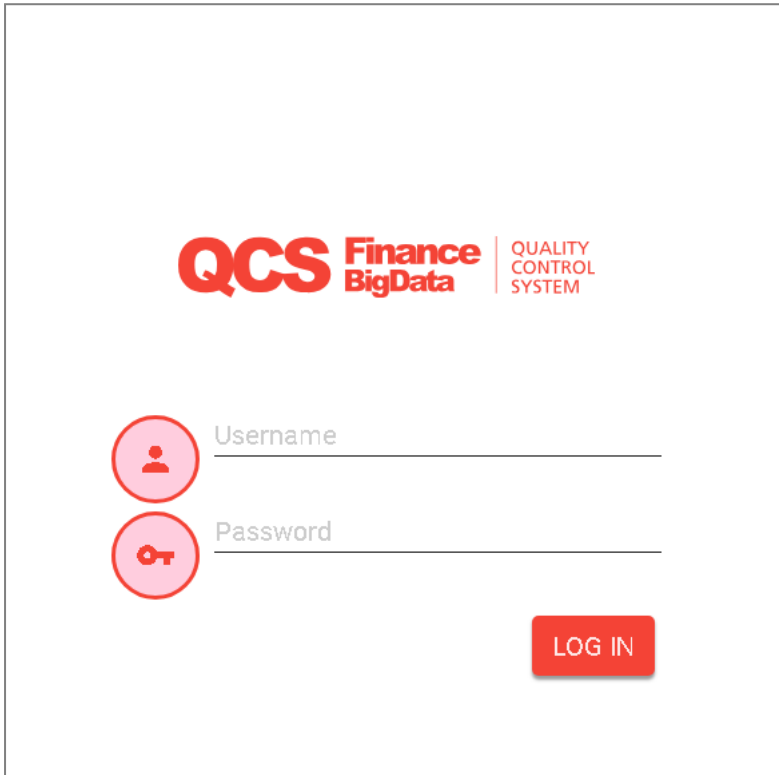
QCS Finance has three types of users:

- **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.

Getting started with QCS Finance

Logging in

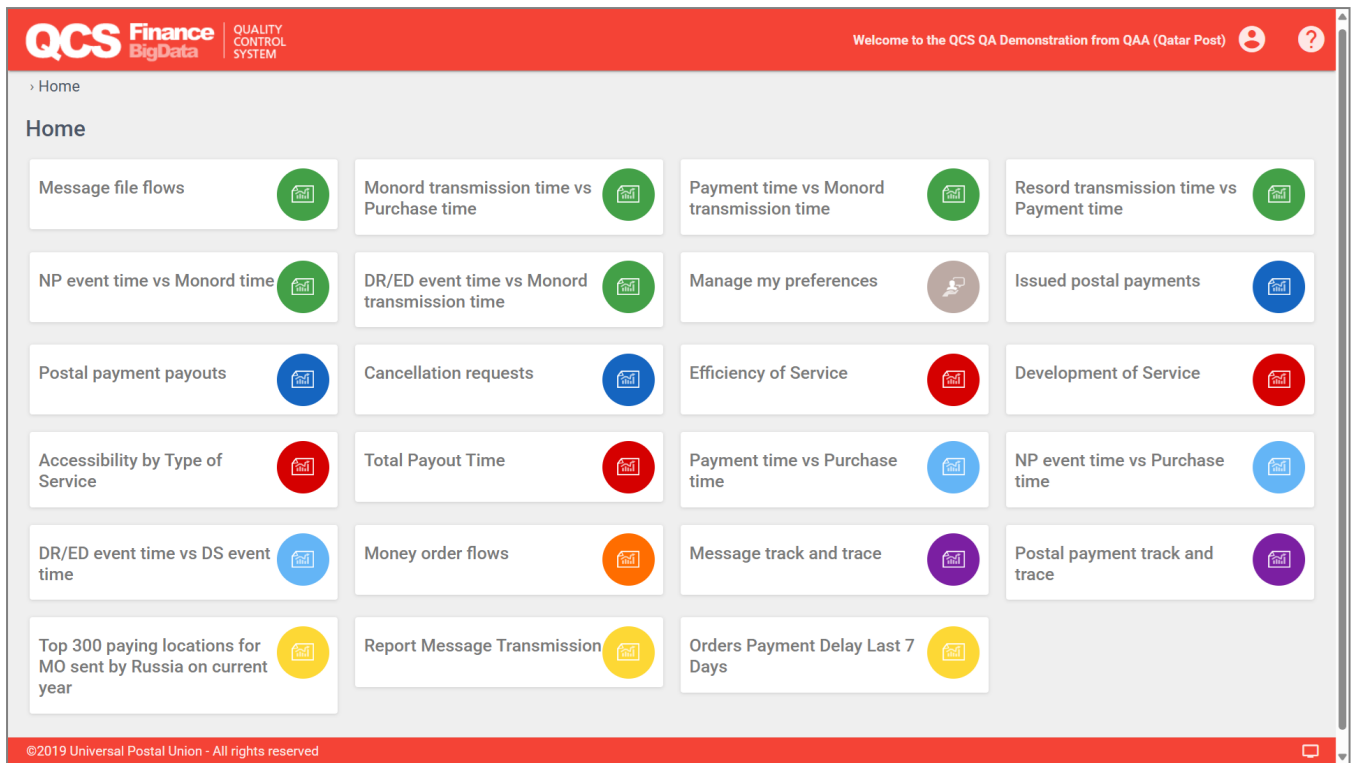
QCS Finance is available at <https://qcsfinance.ptc.post>. To log into QCS Finance, enter the user name and password provided by your QCS Finance Master Administrator then click **LOG IN**.



The image shows a login form for QCS Finance. At the top left, there is a logo for "QCS Finance BigData" in red, with "QUALITY CONTROL SYSTEM" written in smaller text to its right. Below the logo, there are two input fields. The first field is labeled "Username" and has a red circular icon with a white person silhouette to its left. The second field is labeled "Password" and has a red circular icon with a white key silhouette to its left. Below the password field, there is a red rectangular button with the text "LOG IN" in white capital letters.

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
Red	Quality of service standard reports	<ul style="list-style-type: none"> - Efficiency of service - Development of service - Accessibility by type of service - Total payout time
Dark blue	Postal payment events reports	<ul style="list-style-type: none"> - Issued postal payments - Postal payment payouts - Cancellation requests
Light blue	Detailed Performance KPIs	<ul style="list-style-type: none"> - Payment time vs Purchase time - DR/ED event time vs DS event time - NP event time vs purchase time

Icon color	What they represent...	Function
Orange	Money Order Flows	- Money Order Flows
Green	Details of all EDI message files that have transited the FTP network, transmissions KPIs (only for EDI partners)	<ul style="list-style-type: none"> - Message file flows - Monord transmission time vs DS event time - DR/ED event time vs Monord transmission time - Monord transmission time vs Purchase time - Payment time vs. Monord transmission time - Resord transmission time vs. Payment time - NP event time vs Monord time
Light gray	Function to manage settings associated to current user's profile	- Manage my preferences
Purple	Track and Trace	<ul style="list-style-type: none"> - Message track and trace - Postal payment track and trace
Yellow	<p>Customized reports (user-defined)</p> <p> 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.</p>	<p>Examples:</p> <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)

Managing 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.

QCS Finance BigData | QUALITY CONTROL SYSTEM

> Home > Manage my preferences

Manage my preferences

Default language * EN (English) ▼

Time zone * (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vien... ▼

Email

Google map API key

Test space

Date format (only used in some reports) DD-MM-YYYY MM-DD-YYYY YYYY-MM-DD

STORE

2. To change your default language, select the desired language from the **Default language** drop-down list. This field is mandatory.
3. To change to a different time zone, select the time zone from the **Time zone** drop-down list. This field is mandatory.
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. Select the **Date format**.
7. Click **STORE** to save the changes.
8. 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 2026. You can click any of the values in green.

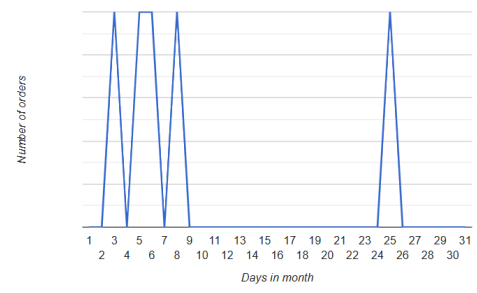
Cancellation requests																	
Origin	Destination	Year	KPI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
J1CJOA	J1CQAA	2026	Total				4										
			Canceled				1										
			Accepted														
			Rejected														
			Pending				1										
J1CQAA	J1CEGA	2026	Total	86	86	62	64	16									
			Canceled	5		7	5										
			Accepted	5		7	5										
			Rejected														
			Pending														
	J1CJOA	2026	Total				2										
			Canceled														
			Accepted														
			Rejected														
			Pending														
J1CMAA	2026	Total		1		1											
		Canceled															
		Accepted															
		Rejected															
		Pending															


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.


QUALITY CONTROL SYSTEM

Welcome to the QCS QA Demonstration from QAA (Qatar Post)  


Cancellation requests																	
Origin	Destination	Year	KPI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
J1CJOA	J1CQAA	2026	Total														
			Canceled														
			Accepted														
			Rejected														
			Pending														
J1CQAA	J1CEGA	2026	Total	86	86	62											
			Canceled	5		7											
			Accepted	5		7											
			Rejected														
			Pending														
	J1CJOA	2026	Total														
			Canceled														
			Accepted														
			Rejected														
			Pending														
J1CMAA	2026	Total		1													
		Canceled															
		Accepted															
		Rejected															
		Pending															
J1CRSA	J1CQAA	2026	Total		1												
			Canceled														



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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).

Details for origin J1CQAA, destination J1CEGA, product OR, product type U, on 2026/01/18				
Postal Payment ID	CC Event UTC	DS Event UTC	ED Event UTC	DR Event UTC
J20AQAAEGAORU6010000000050	2026-01-18 07:08			
J20AQAAEGAORU6010000000051	2026-01-18 07:15			
J20AQAAEGAORU6010000000052	2026-01-18 14:11			

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

This report has been calculated on 2026-05-06 03:49:00

Year 2026



Product (All)

Product type (All)

Origin (All)

Destination (All)


Display percentage

SEARCH
 

Displaying reports in QCS Finance

Report criteria

You must define the criteria for extracting information in QCS Finance. The input parameters remain consistent regardless of the type of report being generated; however, the items listed in the table are not presented in any particular order.

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.

Displaying 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 **J1CQAA** to business partner **J1CEGA** for all products and product types for 2026. 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 **J1CQAA** and the **Destination** field must show **J1CEGA**.

This report has been calculated on 2026-05-06 03:49:00

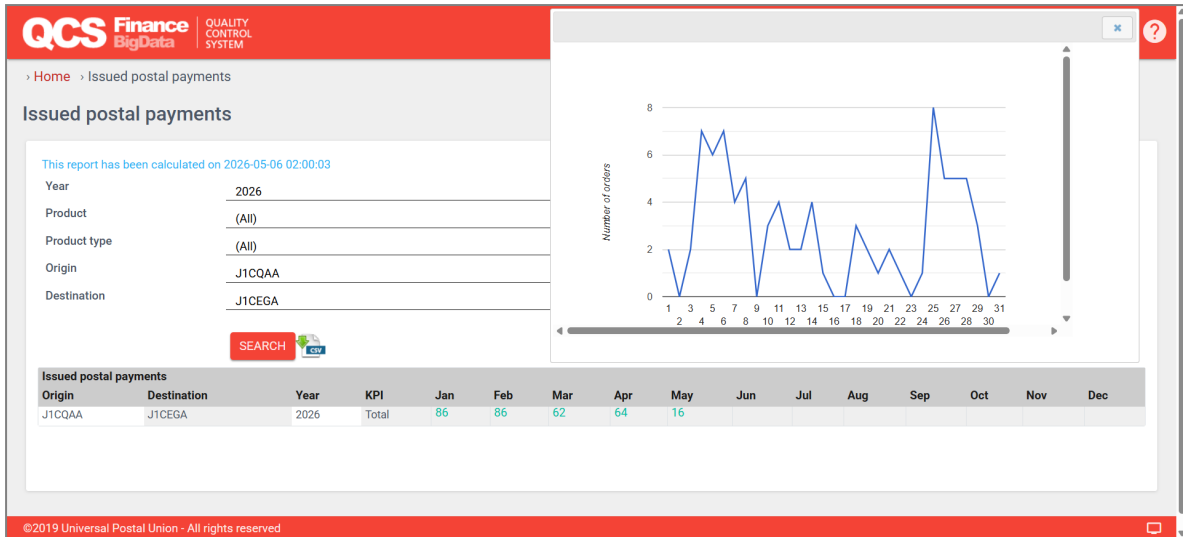
Year	2026	▼
Product	(All)	▼
Product type	(All)	▼
Origin	J1CQAA	▼
Destination	J1CEGA	▼
Display percentage	<input type="checkbox"/>	

SEARCH

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 J1CQAA to J1CEGA.

Issued postal payments															
Origin	Destination	Year	KPI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
J1CQAA	J1CEGA	2026	Total	86	86	62	64	16							

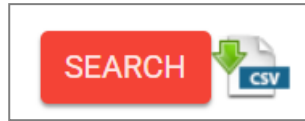
5. Click on the value corresponding to a particular month to view its breakdown. In this example, click **86** to display the breakdown for January.
6. A table opens showing the distribution of postal payments issued over the month per day between the two business partners. QCS Finance also displays 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 **7**, 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.

Postal Payment ID	CC Event UTC	Status	Ack/Err UTC
J20AQAEGAORU601000000020	2026-01-06 08:07	Ack	2026-01-06 08:15
J20AQAEGAORU601000000021	2026-01-06 08:44	Ack	2026-01-06 09:00
J20AQAEGAORU601000000024	2026-01-06 15:24	Ack	2026-01-06 15:30
J20AQAEGAORU601000000022	2026-01-06 10:11	Ack	2026-01-06 10:15
J20AQAEGAORU601000000023	2026-01-06 11:37	Ack	2026-01-06 11:45
J20AQAEGAORU601000000018	2026-01-06 06:54	Ack	2026-01-06 07:00
J20AQAEGAORU601000000019	2026-01-06 07:48	Ack	2026-01-06 08:00

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](#).

Performing Track and Trace functions

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

Message track and trace

Year	2026	▼
Month	04	▼
Product	OR	▼
Product type	U	▼
Origin	J1CJOA	▼
Destination	J1CQAA	▼
Message type	Monord	▼

SEARCH

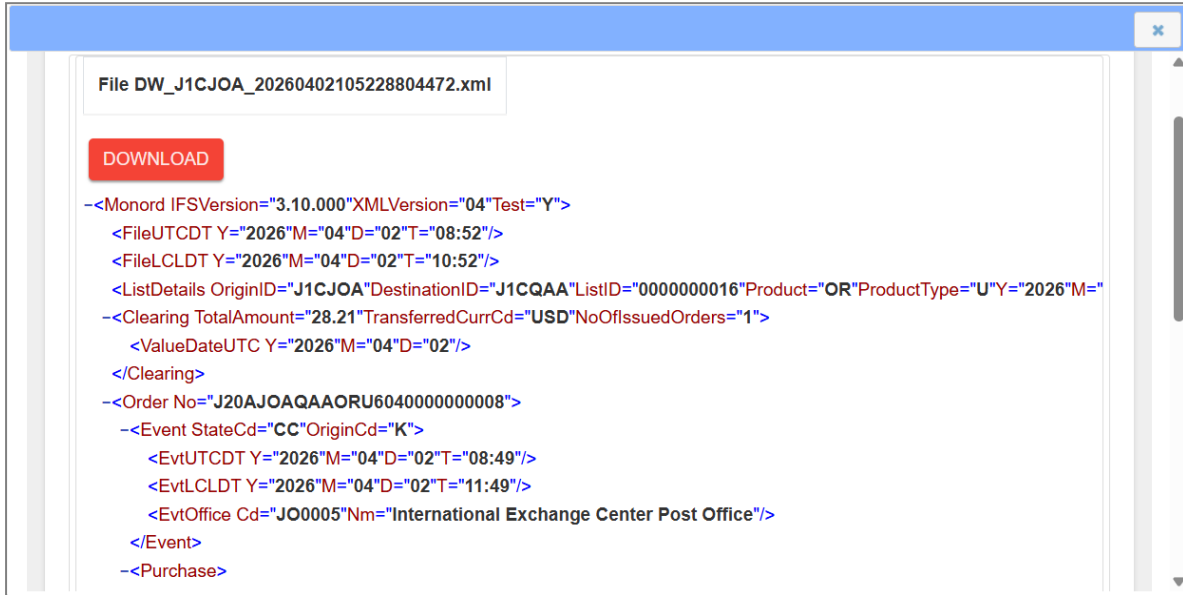
3. Click **SEARCH**.
4. QCS Finance displays the results that match your criteria. To filter the results further, use the **Day** or **List Id** drop-down lists.

Day	List Id	Msg Type	File UTC	Ack UTC	Error UTC
(All) ▼	(All) ▼				
02	0000000016	Monord	2026-04-02 08:52	2026-04-02 08:55	
02	0000000017	Monord	2026-04-02 09:17	2026-04-02 09:20	
06	0000000018	Monord	2026-04-06 09:52	2026-04-06 09:55	
07	0000000019	Monord	2026-04-07 08:47	2026-04-07 08:51	
08	0000000020	Monord	2026-04-08 07:57	2026-04-08 08:00	
09	0000000021	Monord	2026-04-09 11:33	2026-04-09 11:35	
09	0000000022	Monord	2026-04-09 11:57	2026-04-09 12:00	
09	0000000024	Monord	2026-04-09 12:03	2026-04-09 12:05	
13	0000000026	Monord	2026-04-13 08:57	2026-04-13 09:00	
14	0000000027	Monord	2026-04-14 07:12	2026-04-14 07:16	
22	0000000028	Monord	2026-04-22 08:03		2026-04-22 08:05
22	0000000031	Monord	2026-04-22 15:47	2026-04-22 15:50	
23	0000000033	Monord	2026-04-23 06:52	2026-04-23 06:55	
26	0000000034	Monord	2026-04-26 07:33	2026-04-26 07:35	
27	0000000037	Monord	2026-04-27 15:21	2026-04-27 15:25	
27	0000000038	Monord	2026-04-27 15:26	2026-04-27 15:30	



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.



- 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

- From the **Home** page, select the **Postal payment track and trace** icon.
- 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

Postal payment track and trace

Search by characteristics:

Year: 2026

Month: 04

Product: OR

Product type: U

Origin: J1CCMA

Destination: J1CBFA


Search by Postal payment ID:

Postal Payment ID: _____

SEARCH

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) ▾		
J20ACMABFAORU604000000191	2026-04-01 09:05	XAF	XOF	2026-04-02 09:31
J20ACMABFAORU604000000192	2026-04-01 09:08	XAF	XOF	2026-04-02 09:35
J20ACMABFAORU604000000193	2026-04-01 09:09	XAF	XOF	2026-04-02 09:38
J20ACMABFAORU604000000194	2026-04-01 11:55	XAF	XOF	2026-04-02 10:36
J20ACMABFAORU604000000195	2026-04-10 11:48	XAF	XOF	2026-04-15 14:50
J20ACMABFAORU604000000196	2026-04-14 10:53	XAF	XOF	2026-04-15 15:15
J20ACMABFAORU604000000197	2026-04-15 12:03	XAF	XOF	2026-04-17 12:03
J20ACMABFAORU604000000198	2026-04-15 12:07	XAF	XOF	2026-04-17 12:06
J20ACMABFAORU604000000199	2026-04-15 13:18	XAF	XOF	2026-04-16 09:29
J20ACMABFAORU604000000200	2026-04-15 13:42	XAF	XOF	2026-04-16 09:32
J20ACMABFAORU604000000201	2026-04-15 14:56	XAF	XOF	2026-04-16 13:16
J20ACMABFAORU604000000202	2026-04-15 14:59	XAF	XOF	2026-04-16 13:19
J20ACMABFAORU604000000203	2026-04-15 15:00	XAF	XOF	2026-04-16 13:21
J20ACMABFAORU604000000204	2026-04-15 15:01	XAF	XOF	2026-04-16 13:27
J20ACMABFAORU604000000205	2026-04-15 15:05	XAF	XOF	2026-04-16 13:30
J20ACMABFAORU604000000206	2026-04-15 15:07	XAF	XOF	2026-04-16 13:33
J20ACMABFAORU604000000207	2026-04-15 15:32	XAF	XOF	2026-04-16 13:35
J20ACMABFAORU604000000208	2026-04-15 15:38	XAF	XOF	2026-04-16 13:39

 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.

5. 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
J20ACMABFAORU6040000000191	CC	2026-04-01 09:08	2026-04-01 10:08	12020	BETARE OYA	J1CCMA#J1CBFA#2026#0000000144
J20ACMABFAORU6040000000191	EP	2026-04-02 09:34	2026-04-02 09:34	14000	CAPTF Centre d'Appel Postal de Transferts de Fonds	J1CBFA#J1CCMA#2026#0000000152
J20ACMABFAORU6040000000191	FP	2026-04-02 12:47	2026-04-02 12:47	DUMMY	DUMMY	J1CBFA#J1CCMA#2026#0000000154

- 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.

File DW_J1CBFA_20260402120202719278.xml

DOWNLOAD

```

- <Resord IFSVersion="3.10.000"XMLVersion="04"Test="N">
  <FileUTC DT Y="2026" M="04" D="02" T="10:02"/>
  <FileLCLDT Y="2026" M="04" D="02" T="12:02"/>
  <ListDetails OriginID="J1CBFA"DestinationID="J1CCMA"ListID="0000000152"Product="OR"ProductType="U"Y="2026" M="04" D="02" T="12:02"/>
  <Order No="J20ACMABFAORU6040000000191">
    <Event StateCd="EP"OriginCd="K">
      <EvtUTC DT Y="2026" M="04" D="02" T="09:34"/>
      <EvtLCLDT Y="2026" M="04" D="02" T="09:34"/>
      <EvtOffice Cd="14000"Nm="CAPTF Centre d'Appel Postal de Transferts de Fonds"/>
    </Event>
  </Order>
  <Payment>
    <UTC DT Y="2026" M="04" D="02" T="09:31"/>
    <LCLDT Y="2026" M="04" D="02" T="09:31"/>
    <Office Cd="14-024-1"Nm="KOUPELA">
      <Address City="KOUPELA"Country="BF"/>
      <Contacts Phone="+226 40 70 00 28"Mobile="+226 70 71 44 73"/>
    </Office>
    <PaymentDetails
      Id="312">AQ28NIBFde7pDWYpOHLQJ+5eybVH8uX0CVmxURZAedi3PUzFvBkEQ0GH/PW2TdiFzJzrLpc3gRk
    </PaymentDetails>
  </Payment>
</Resord>

```

- 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).
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) to transmit a Monord message to the destination organization from the time the postal payment was pur-

Report	Description
	<p>chased.</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>
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 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>

Report	Description
Money Order Flows	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.
Accessibility by type of service	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.
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.
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.