



MTAC Packages

February 2018



Packages

Shipping partner service files for advanced notice opportunities

IMpb address quality including secondary info

Shipping partner events for intercept and redirect

Destination entry ZIP corrections

MTAC Pulse of the Industry Updates Packages

USPS to provide Facility IDs for DDU Return Packages

PTR is evaluating this request, working with other systems to document requirements and determine what changes would be needed to implement this functionality.

Status of the Federal Register Notice for IMpb compliance?

IMpb Federal Register Notice published 02/27/2018

If USPS determines t destination entry ZIP Code provided by shippers is incorrect, USPS promise to provide the correct ZIP Code as part of a concession to include this element as a component of IMpb Quality Compliance?

For packages with the Destination Rate Indicator equal "D" (Destination Delivery Unit) PTR compares the **first 3 digits** of the **Event ZIP Code** from the **first Arrival-At-Unit (07 Event)** to the **first 3 digits** of the **Entry Facility ZIP Code provided in the Manifest Header Record** from the shipper.

USPS is updating event descriptions in Customer Scan Event Extract Files to simplified language used on USPS.com, Informed Delivery, and in email and text messages to better communicate package status to customers.

- These changes will be implemented March 11, 2018.

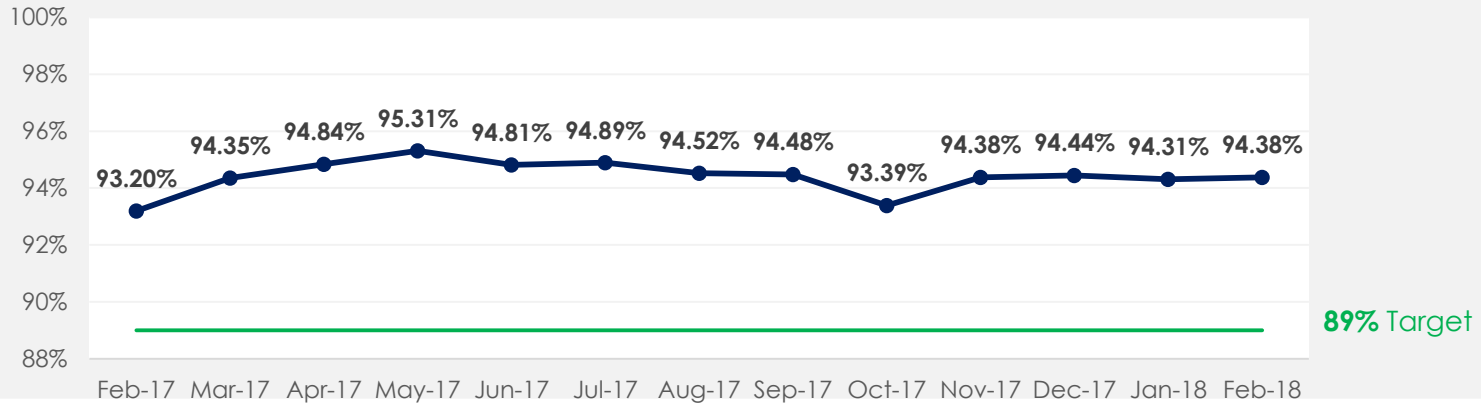
| Event | Current | New |
|-------|---------------------------------|--|
| 71 | DELIVERY DELAY | RESCHEDULED TO NEXT DELIVERY DAY |
| 05 | UNDELIVERABLE AS ADDRESSED | UNABLE TO DELIVER PROBLEM WITH ADDRESS |
| 03 | ACCEPT OR PICKUP | USPS IN POSSESSION OF ITEM |
| 27 | UNCLAIMED/MAX HOLD TIME EXPIRED | UNCLAIMED/BEING RETURNED TO SENDER |
| TM | SHIPMENT ACCEPTANCE | SHIPMENT RECEIVED ACCEPTANCE PENDING |



IMpb Compliance

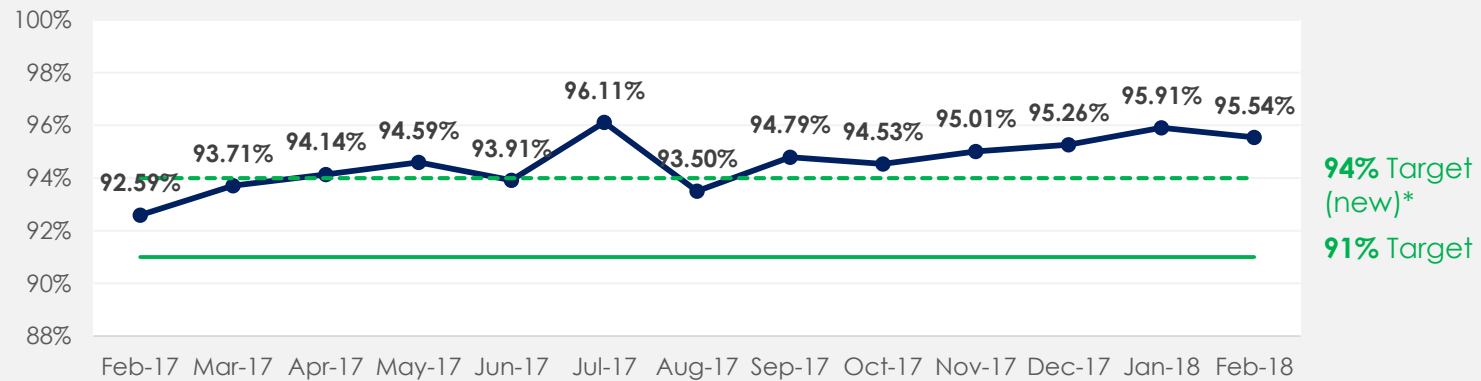
Destination Delivery Address (AQ)

Top 4 AQ +
Projected Merger DZ
(Effective July 1, 2017)



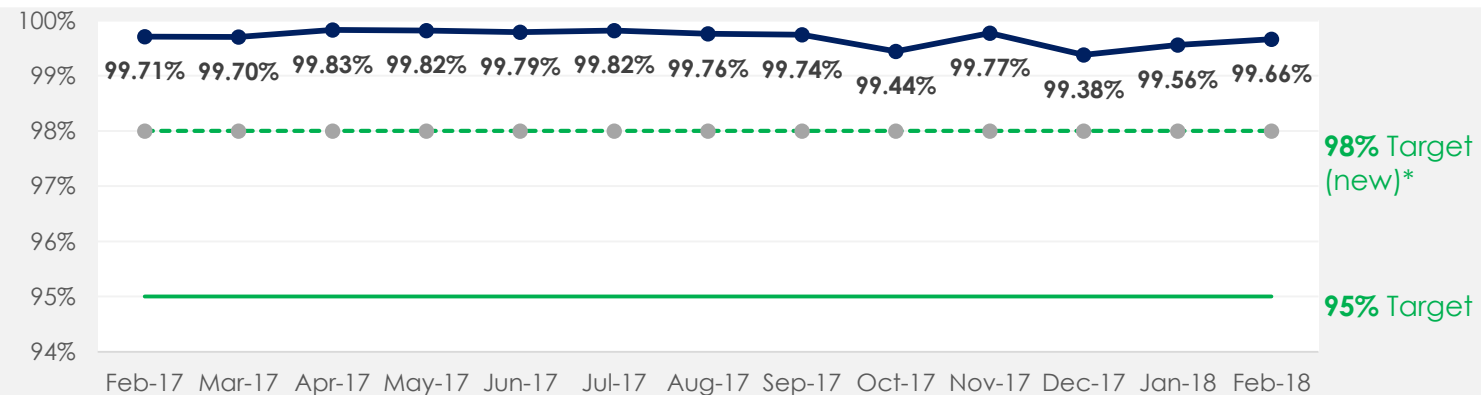
Shipping Services File (MQ)

Top 4 MQ +
Projected Merger UN
(Effective July 1, 2017)



IMpb Barcode (BQ)

Top 2 BQ



* Effective July 2018

The objective of WG 185 was to determine a reasonable, achievable threshold target for Address Quality metric to be implemented in January 2018.

Recommendation Summary:

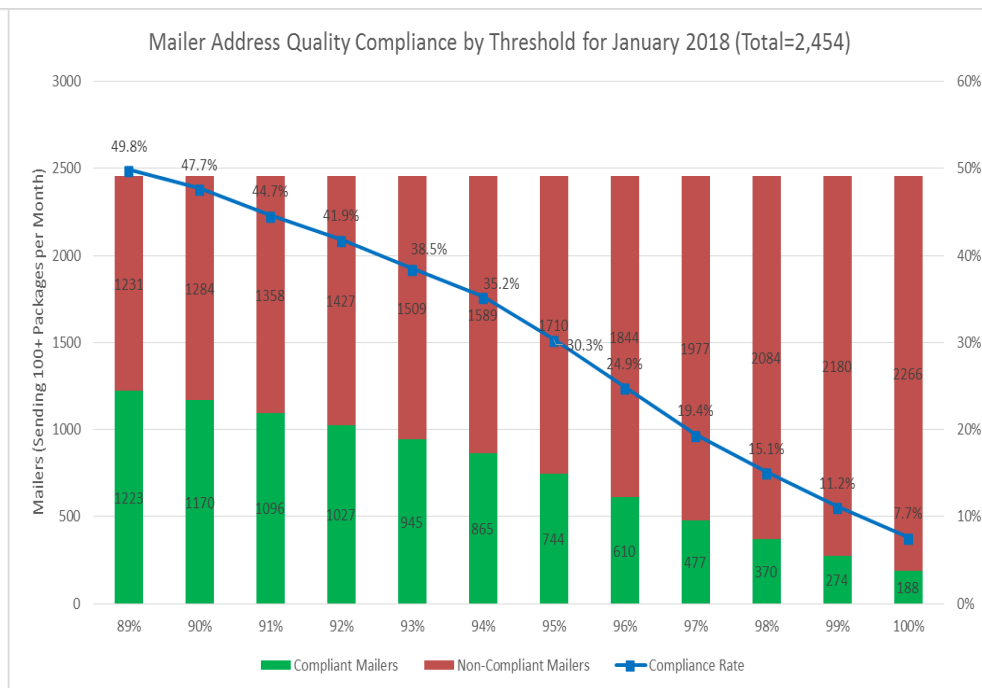
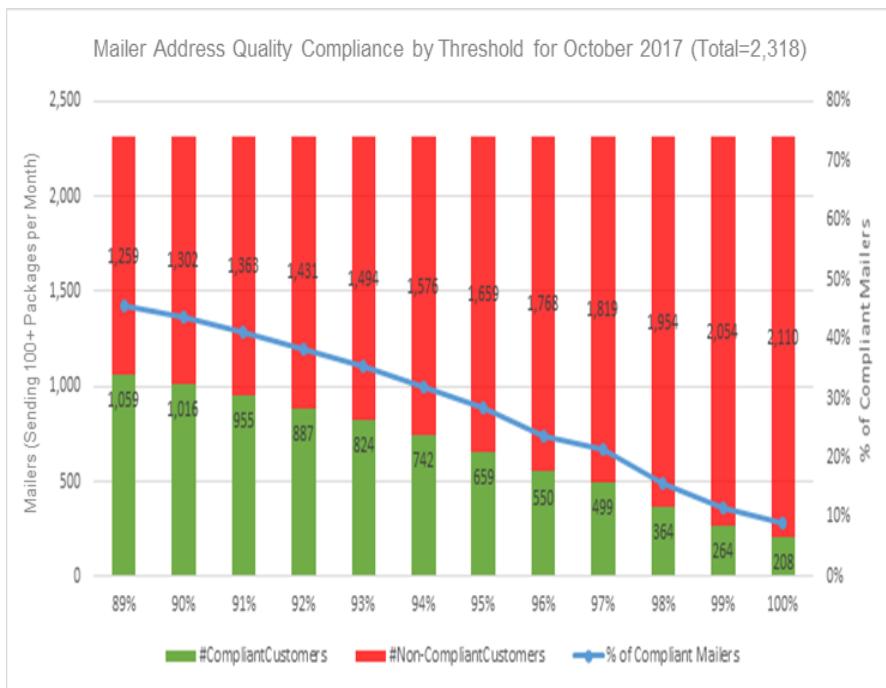
MTAC Work Group #185 recommends that the threshold for Address Quality (AQ) remain 89%, to allow industry awareness and adoption of the validation rules before raising the threshold level. The workgroup would like to continue working to set the overall AQ threshold for January 2019.

Next Steps:

Continue the current WG 185 to determine a threshold recommendation for Address Quality to be implemented January 2019.



When looking to make a justification for not raising the Address Quality threshold, it was determined that more than half of the shippers who shipped more than 100 packages were unable to meet the 89% threshold for the Month of October 2017 and January 2018.



October 2017 metrics:

Mailers who shipped 100 or more packages in October 2017 = 2,318

Mailers who met the 89% Address Quality Threshold = 1,059

Mailers who fell under the 89% threshold = 1,259

January 2018 metrics:

Mailers who shipped 100 or more packages in January, 2018 = 2,454

Mailers who met the 89% Address Quality Threshold = 1,223

Mailers who fell under the 89% threshold = 1,231

The following items are the concerns that Industry would like USPS to improve before raising the current threshold for Address Quality in January 2019:

- USPS to provide examples to the industry that illustrate the complexity of the various delivery address information formats, and to communicate the standard to not fail the validation criteria elements.
 - This will include the Delivery Address Line 1 and 2 differentiation
 - File format guidance and limitations when delivery address form has two lines and the file format has one line (field).
- USPS should consider creating additional fields in the Shipping Services File and/or the Shipping Partner file to provide additional space to accommodate delivery addresses that exceed the current character limit, providing 2 address lines.
- USPS to monitor and provide data analysis on numbers of the affected mailers and what elements are causing them to fail the AQ validation criteria.
- USPS to monitor and provide data analysis that shows what is on the label versus what is available in the file (relative to secondary information)
 - To host IMpb Quality customer educational webinars –targeted at smaller customers/infrequent shippers and have provided IMpb Quality Deep Dives surrounding Address Quality improvements and standards.

Explore the possibility of providing a way for mailers to see quality metrics through a D3? Visualization:

- The current visualization will display a summary of the monthly IMpb Compliance Indicators (AQ, MQ, & BQ)
- Mailers will be able to drill down to view compliance data at a state level which highlights IMpb compliance issues by geographic location

http://56.72.7.32:9100/YK/Project_VII/version_20180222/app/

IMPB DASHBOARD DEMO

Timely, high quality, digitized address information is critical to enhancing the customer experience and leveraging operating efficiencies to increase the value and competitiveness for USPS package products

USPS will move forward with other strategies to electronically capture and correct Address Information for packages with:

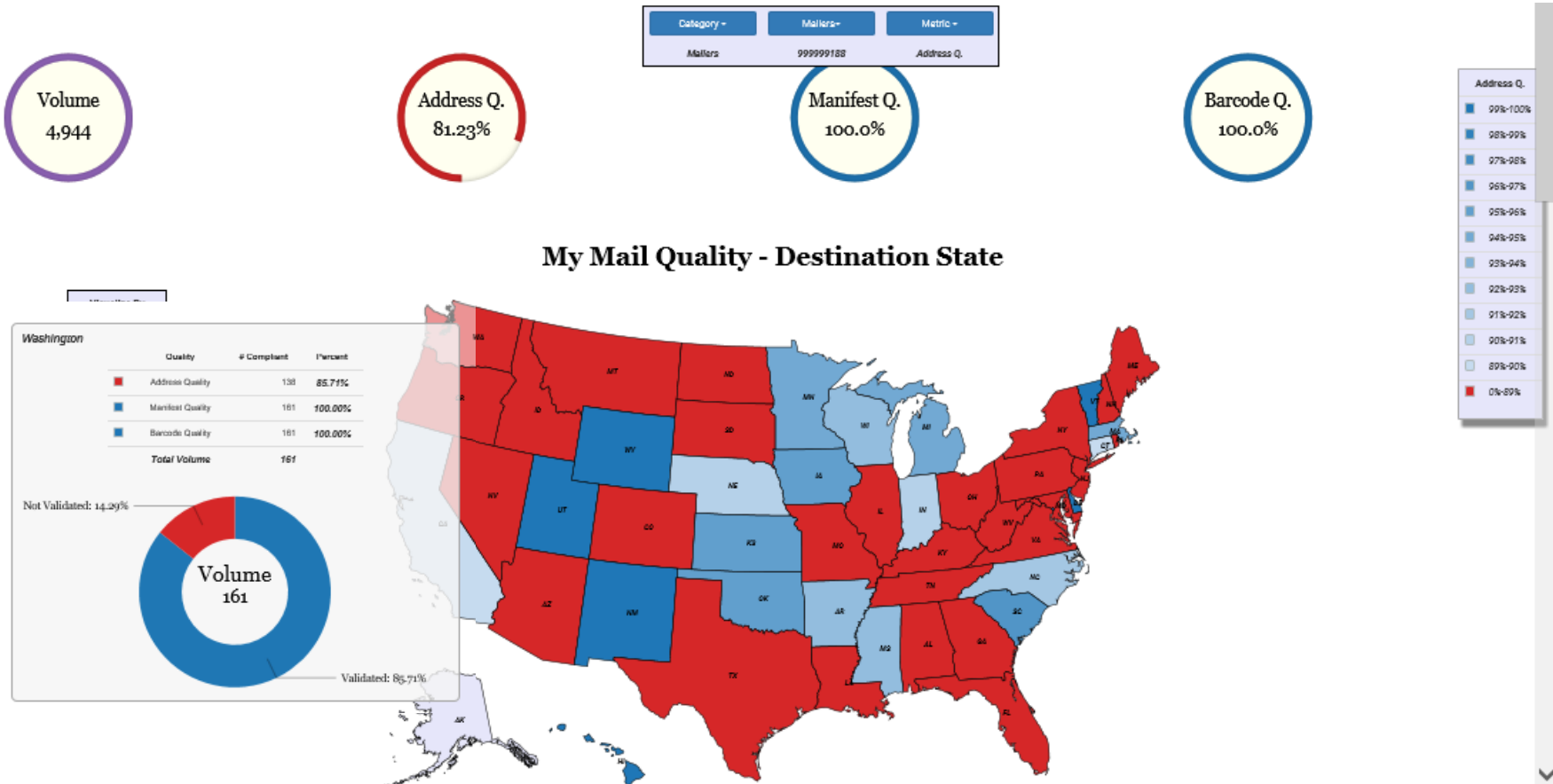
- Missing Secondary Information elements
- Incomplete or incorrect street elements
- Untimely Data



IMpb Dashboard Demo Back Up Slides

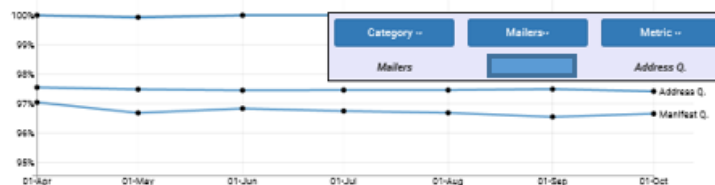
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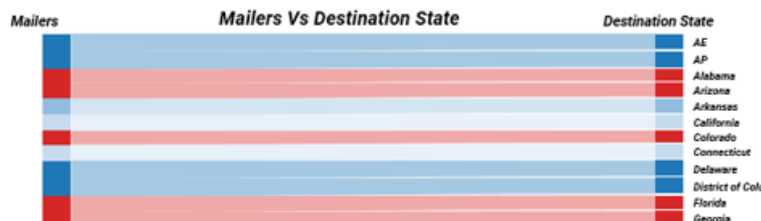
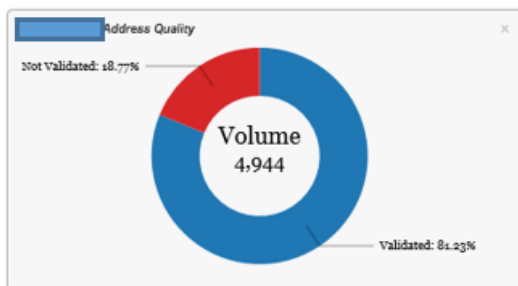
- The dashboard will also show the monthly IMpb Compliance performance for a 6 month period to allow mailers to see trends.
- Compliance scores can also be broken down by individual mailer for closer analyses.

My Mail Quality For The Last 6 Months



| The Last 6 Months | | Volume | AQ % | MQ % | BQ % | Monthly Volume Comparison |
|-------------------|----------|--------|---------|---------|---------|---------------------------|
| ■ | Oct-2017 | 16 | 100.00% | 100.00% | 100.00% | 6 |
| ■ | Sep-2017 | 771 | 81.32% | 100.00% | 100.00% | 4 |
| ■ | Aug-2017 | 1,027 | 81.01% | 100.00% | 100.00% | 2 |
| ■ | Jul-2017 | 711 | 81.15% | 100.00% | 100.00% | 5 |
| ■ | Jun-2017 | 1,005 | 77.91% | 100.00% | 100.00% | 2 |
| ■ | May-2017 | 1,414 | 83.52% | 100.00% | 100.00% | 1 |

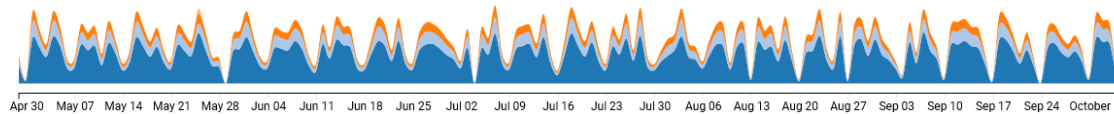
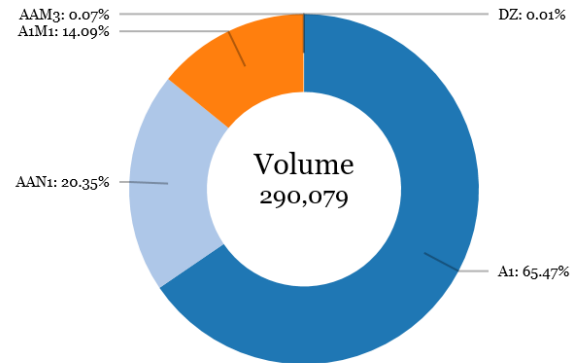
My Mail Quality - Categories Vs States



- The dashboard will also breakdown AQ compliance by DPV Footnotes to help mailers identify address issues.

Address Quality Errors Distribution

| Address Quality Errors | | |
|------------------------|---------|--|
| A1 | 189,916 | |
| AAN1 | 59,043 | |
| A1M1 | 40,882 | |
| AAM3 | 208 | |
| DZ | 30 | |
| Other | | |



- The dashboard will allow mailers to drill down and export piece level data for any IMpb Compliance issues, this will help mailers quickly identify root causes of problems.

Non Compliant Piece Level View

Filter By:

Reason ▾

Mail Class ▾

: *Address Quality*

: *Parcel Select Lightweight*

Destination State ▾


Mail Shape ▾

: *All*

: *All*

Available Date:

04/29/2017-10/05/2017



Submit

322 pieces

*** Not all columns are displayed in the preview below but will be included in the final export.

Data Preview - Sample 100

[Export Dataset ▾](#)

| Barcode | Transaction ID | Parcel MID | Mailing Date | Arrival Date | Class | Shape | Route | State | Zip Code | Reason |
|------------|----------------|------------|--------------|--------------|---------------------------|-----------|-------|-------|----------|--------|
| [REDACTED] | 201710052027 | 699017 | 10/05/2017 | 10/05/2017 | Parcel Select Lightweight | IRREGULAR | | OH | 45732 | AQ |
| [REDACTED] | 201710051144 | 699016 | 10/05/2017 | 10/05/2017 | Parcel Select Lightweight | IRREGULAR | | IN | 46580 | AQ |
| [REDACTED] | 201710052027 | 699017 | 10/05/2017 | 10/05/2017 | Parcel Select Lightweight | IRREGULAR | | FL | 34240 | AQ |
| [REDACTED] | 201710052027 | 699017 | 10/05/2017 | 10/05/2017 | Parcel Select Lightweight | IRREGULAR | | NY | 13032 | AQ |
| [REDACTED] | 201710052027 | 699017 | 10/05/2017 | 10/05/2017 | Parcel Select Lightweight | IRREGULAR | | VA | 20176 | AQ |
| [REDACTED] | 201710052027 | 699017 | 10/05/2017 | 10/05/2017 | Parcel Select Lightweight | IRREGULAR | | MA | 02466 | AQ |
| [REDACTED] | 201710051144 | 699016 | 10/05/2017 | 10/05/2017 | Parcel Select Lightweight | IRREGULAR | | IL | 60452 | AQ |
| [REDACTED] | 201710051235 | 699016 | 10/05/2017 | 10/05/2017 | Parcel Select Lightweight | IRREGULAR | | AZ | 85705 | AQ |
| [REDACTED] | 201710052027 | 699017 | 10/05/2017 | 10/05/2017 | Parcel Select Lightweight | IRREGULAR | | NY | 10460 | AQ |
| [REDACTED] | 201710051144 | 699016 | 10/05/2017 | 10/05/2017 | Parcel Select Lightweight | IRREGULAR | | WA | 98665 | AQ |

Addressing & Geospatial Technology

CASS / MASS Cycle O

Informed Delivery

Address Authority Data Exchange

Cycle O Highlights



Cycle O – Highlights

Enhanced Identification of:

- PO Box only delivery ZIP Codes
- R777 phantom route & “No-Stat” addresses
- Door Not Accessible, No Secure Location, & Non-Delivery Days

Standardization & DPV® confirmation of:

- PBSA – PO Box street address
- CMRA – PMB identifier & DPV confirmation
- Single trailing alpha on a primary number
- New military addresses “OMC” & “UMR”



No-Stat Reason Codes

- The USPS® has added a new table to the DPV/DSF2Hash Product called No-Stat Reason Code Table.
- This table will provide details as to why the records are flagged as No-Stats.
- This table is **optional** and will be available beginning in the May product, which will be posted to the Electronic Product Fulfillment (EPF) website on Monday, April 23.
- During CASS™ Cycle O certification if a 'Y' is received on the DPV No-Stat table, the N-Stat Reason code must be correctly returned.

No-Stat Reason Code Definitions

| Reason Code | Code Description |
|--|--|
| 0 – Regular No-Stat | Indicates addresses not receiving delivery and the addresses are not counted as possible deliveries. |
| 1 – IDA (Internal Drop Address) | These are addresses that do not receive mail delivery directly from the USPS, but are delivered to a drop address that services them. |
| 2 – CDS No-Stat | These are addresses that have not yet become deliverable. For example, a new subdivision where lots and primary numbers have been determined, but no structure exists yet for occupancy. |
| 3 – Collision | These addresses do not actually DPV confirm. In this case, the 'Y' should be set to an 'N' on the DPV 'A' table and all other table values should be blank. |
| 4 – CMZ (College, Military and other types) | These are ZIP + 4® records USPS has incorporated into the data as logical delivery points but not serviced directly by USPS. |

DPV® Return Code Enhancements

Redefine DPV Codes to better indicate the reason an address did not produce a “Y” return code.

Current Definitions:

“Y” – Address was DPV confirmed for both primary and (if present) secondary numbers

“D” – Address was DPV confirmed for the primary number only and **the secondary number is required but missing.**

“S” – Address was DPV confirmed for the primary number. A secondary number was **present but unconfirmed.**

- *(This led to confusion as whether a secondary was required or not.)*


New Definitions: (Codes to be determined)

“S” – Address had a secondary number that **was not confirmed and was not needed** with the primary address number.

“New¹” – Address had a secondary number that **was not confirmed but a valid secondary number was needed** with the primary address number.

“New²” – Address was confirmed (ex: R777) but **USPS mail delivery is not made to this address.**

Tentative Schedule

| | |
|--|--|
| <i>CASS Cycle “O” Pre-Meeting</i> | February 23 2018  |
| <i>Partnership In Tomorrow (PIT) Meeting</i> | May 1 2018 |
| <i>NCOA^{Link®} PIT</i> | May 8 2018 |
| <i>Official Rules Release</i> | June 1 2018 |
| <i>Send Static Data</i> | September 30 2018 |
| <i>CASS & NCOA^{Link} Stage I Release</i> | October 31 2018 |
| <i>CASS & NCOA^{Link} Stage II Release</i> | February 28 2019 |
| <i>MASS Test Decks Available</i> | September 30 2019 |
| <i>CASS Developers Certification Completed</i> | December 31 2019 |
| <i>MASS Manufacturers Certification Completed</i> | January 31 2020 |
| <i>Software Released to End-users NLT</i> | March 31 2020 |
| <i>Expiration of CASS™ Cycle N</i> | July 31 2020 |
| <i>Implementation of CASS Cycle O</i> | August 1 2020 |

Informed Delivery



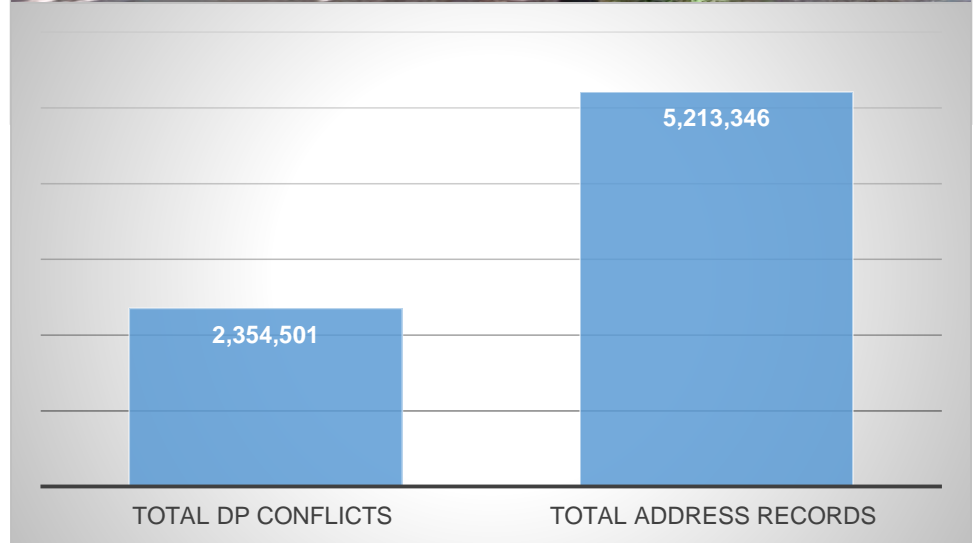
11-Digit De-conflicts

Definition

Address records that are currently coded in the AMS database that share the same 11-digit delivery point. These addresses are currently ineligible for participation in the Informed Delivery program.

Objective

Resolve the 11-digit conflicts to allow address records to become eligible to participate in the Informed Delivery program.



11-Digit De-conflicts Resolutions

Option 1:

Crosswalk: Leverage existing geo-seg +4 even/odd ranges for the generation of a unique 11-digit. It limits the use of available ZIP+4 and potential ZIP Code saturation. Also limits impact on address matching software.

Option 2:

Convert records to a High-Rise; uniquely assigning a ZIP+4 to colliding deliveries. Potentially, 96% of the collisions can be corrected by using this method in conjunction with option 1.

Option 3:

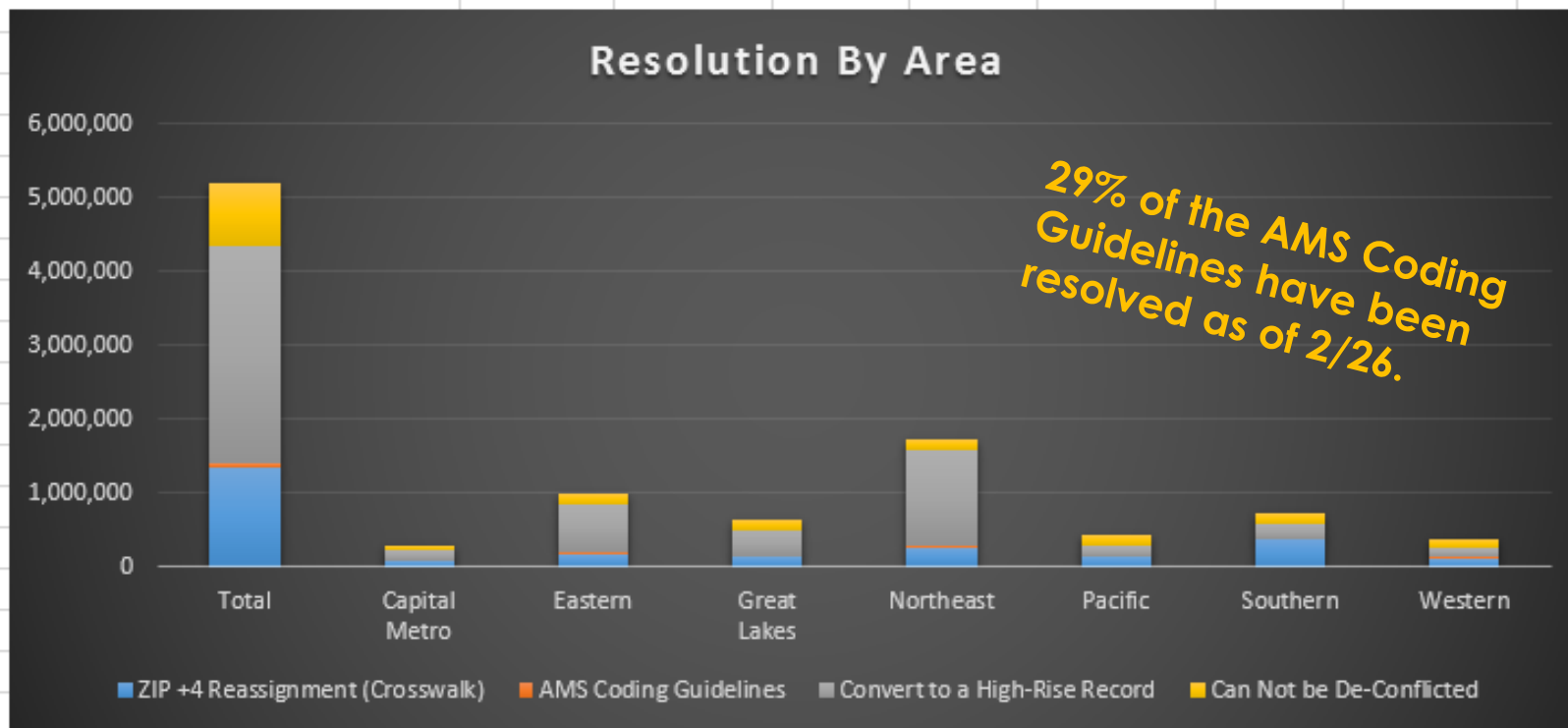
Create a derivative linkage table similar to LACS that will allow software to query the table to search for an equivalent but unique 11-digit to be applied to the mail-piece. This method will be considered if necessary after options 1 and 2.

Option 4:

No Resolution; conflict can't be broken.

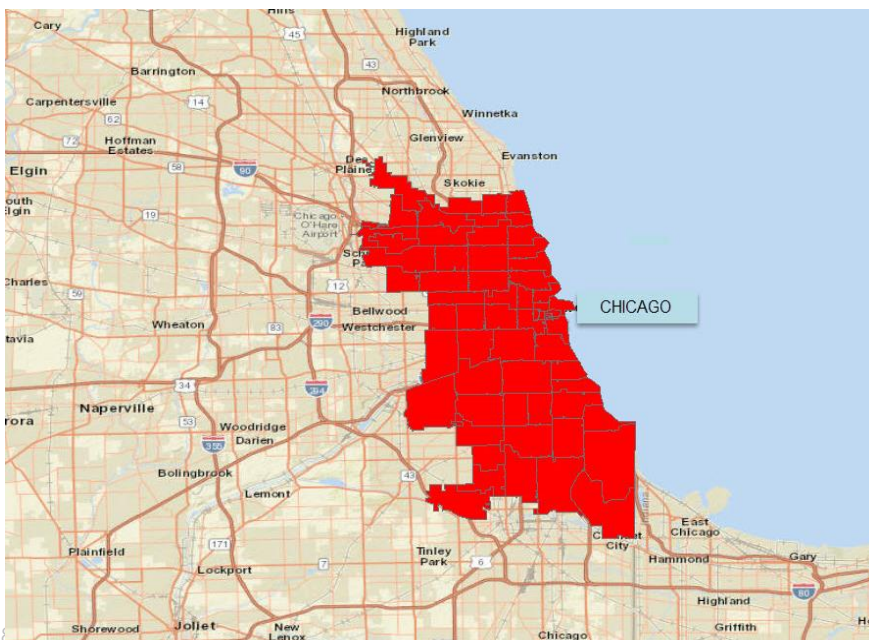
11-Digit De-conflicts Resolutions and Breakdown

| Resolution Description | Total | Capital Metro | Eastern | Great Lakes | Northeast | Pacific | Southern | Western |
|--|------------------|---------------|---------|-------------|-----------|---------|----------|---------|
| ZIP +4 Reassignment (Crosswalk) | 1,338,591 | 97,545 | 187,660 | 134,824 | 264,406 | 154,772 | 370,470 | 128,914 |
| AMS Coding Guidelines | 56,508 | 1,643 | 6,980 | 3,043 | 30,196 | 1,303 | 10,555 | 2,788 |
| Convert to a High-Rise Record | 2,936,756 | 128,983 | 650,235 | 368,037 | 1,301,085 | 136,348 | 208,809 | 143,259 |
| Can Not be De-Conflicted | 874,015 | 52,684 | 163,224 | 127,920 | 121,731 | 153,375 | 146,776 | 108,305 |



ZIP Codes with Highest Percentage of Conflicts

There are 64 ZIP Codes with 11-Digit Conflicts in the Chicago District. These ZIPs have the highest potential for implementing ZIP splits as a result of the de-conflicting effort if using the unique ZIP+4 assignment effort.

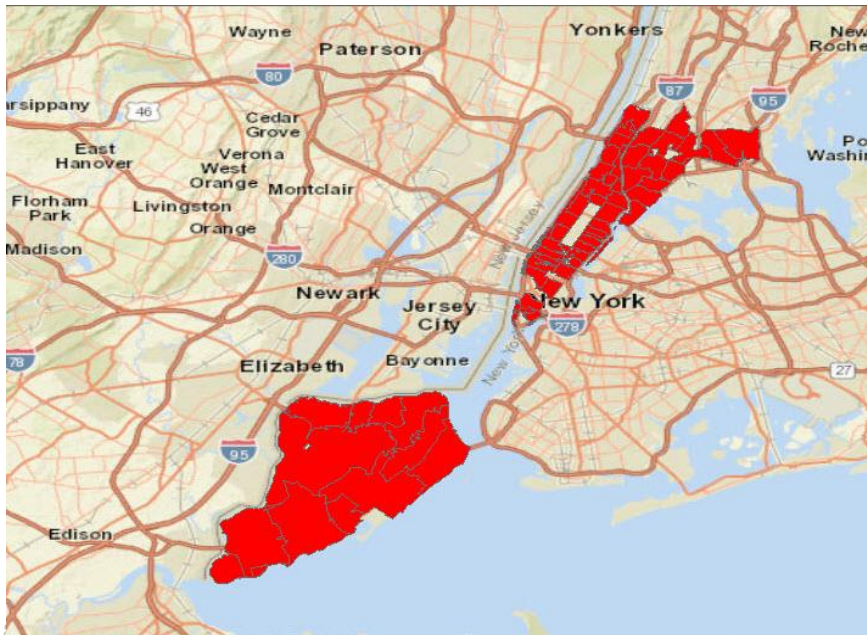


Seven largest ZIP Codes with Conflicts for Chicago District

| ZIP CODE | TOTAL CONFLICTS |
|----------|-----------------|
| 60618 | 13,814 |
| 60647 | 11,802 |
| 60625 | 9,632 |
| 60629 | 8,972 |
| 60639 | 8,757 |
| 60623 | 7,844 |
| 60619 | 7,729 |

ZIP Codes with Highest Percentage of Conflicts

There are 159 ZIP Codes with 11-Digit Conflicts in the New York Metro Area. These ZIPs have the highest potential for implementing ZIP splits as a result of the de-conflicting effort if using the unique ZIP+4 is assignment effort.



Seven Largest ZIP Codes with Conflicts for New York Metro Area

| ZIP CODE | TOTAL CONFLICTS |
|----------|-----------------|
| 11236 | 12,222 |
| 11234 | 9,141 |
| 11214 | 8,768 |
| 11221 | 7,321 |
| 11219 | 6,923 |
| 11208 | 6,575 |
| 11233 | 6,060 |

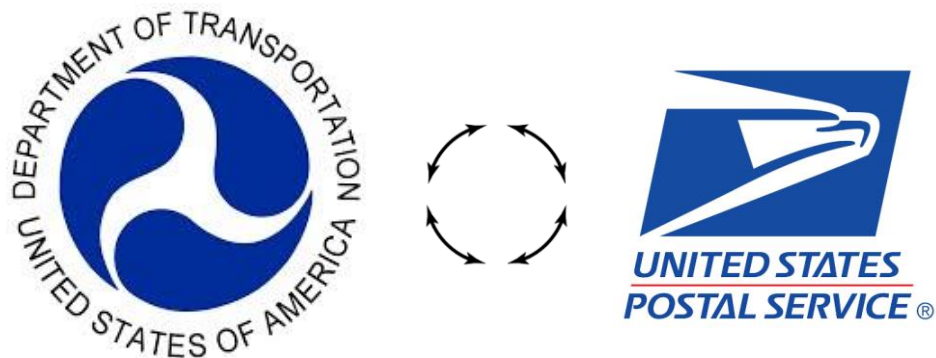
Address Authority Data Exchange (AADE)



Objective

Partner with the Department of Transportation, and their efforts, to create the National Address Database.

Compare address data received from the DOT National Address Database (NAD) to the USPS® Delivery Point File (DPF) database. Unmatched records will be researched and validated to be potentially added to AMS as a valid delivery point.



NAD Data Breakdown Currently representing 13 States

Total Addresses Received from NAD **42,281,449**

| | | |
|----------------------|---------------------------------------|-------------------|
| with DPF | DPF Match before AME and AEC | 30,965,575 |
| | DPF Match after AME | 4,789,352 |
| | DPF Match after AEC | 949,918 |
| | Total DPF | 36,704,845 |
| Match w/o DPF | AME Match w/o DPF match | 2,816,331 |
| | AEC Match w/o DPF Match | 342,078 |
| | Total Match w/o DPF | 3,158,409 |
| No Match | AEC no match (could not resolve) | 2,418,195 |
| | Bad Address (Missing ZIP and Address) | 956,764 |

Phase I – ZIP + 4® Matches

Targeted 80% validation by 9/30

- Research and validate records that match a current ZIP + 4 range, but do not match to DPF

| Match w/o DPF: | |
|----------------------------|------------------|
| AME Match w/o DPF match | 2,816,331 |
| AEC Match w/o DPF Match | 342,078 |
| Total Match w/o DPF | 3,158,409 |

- Leverage enhanced geo coordinate to determine if an address match can be made.
- Unmatched records will be loaded into GMT for verification and acceptance into AMS by the local AMS office.
- 6 Districts are currently piloting the validation process to ensure records are received and being updated in AMS appropriately.
- Status updates will be provided monthly that shows how many records have been successfully added to the AMS database.



Thank You!



MTAC First-Class Mail

February 2018



All Classes

Bundle breakage data

Two sets of service data for disasters

Report that shows volume of automation flats in manual

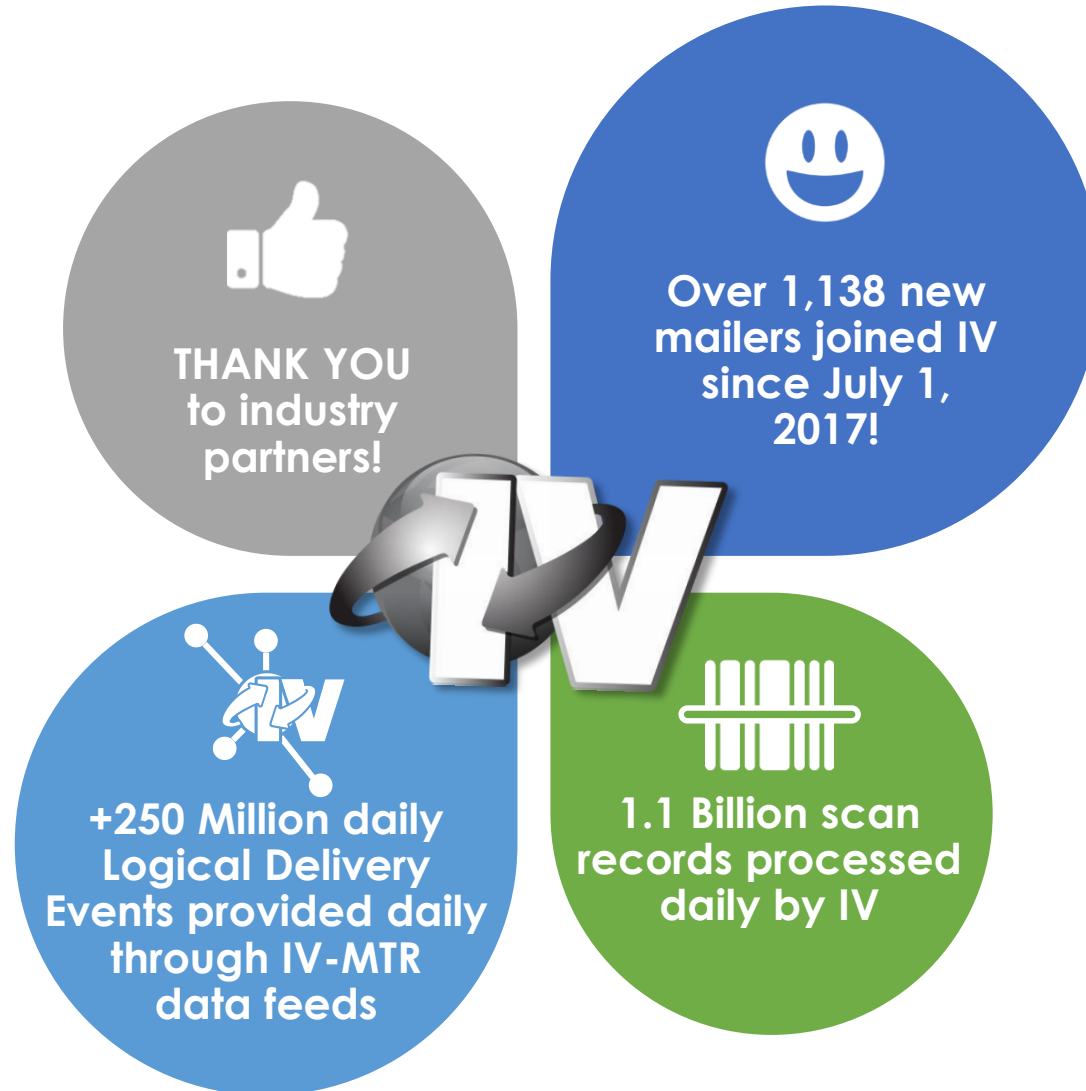
The Future of Informed Visibility

Mail in Measurement Scorecard



Informed Visibility Update

IV – our single source for near real-time data



Proposed Cadence of Application

Scope Review will be provided 4 weeks prior and will include:

Web changes – review wireframes

Data changes – review new fields that will be available

Demo and Documentation Preview will provided 1 - 2 weeks prior and include:

- Updates to User Guide
- Updates to Data Feed Specifications:
 - Data Dictionary
 - Sample Files / xml Messages,
 - any new Op Codes

| Scope Review | Demo & Documentation Preview | Release Date |
|--------------|------------------------------|--------------|
| 1/19/18 | 2/2/18 | 2/17/18 |
| 3/2/18 | 3/16/18 | 4/1/18 |
| 4/13/18 | 4/27/18 | 5/12/18 |
| 5/25/18 | 6/8/18 | 6/23/18 |



No Piece Scan

In FY18 Q1, about 4% of Letters had No Visibility

| Mail Class | Mail Shape | Entry Discount | Volume with Visibility | No Visibility Volume | % No Visibility |
|---------------------|---------------|----------------|------------------------|----------------------|-----------------|
| Presort First Class | Letters/Cards | ORIGIN | 5,486,453,698 | 155,762,025 | 2.76% |
| USPS Marketing Mail | Letters | DSCF | 6,926,570,710 | 310,289,152 | 4.29% |
| | | ORIGIN | 903,892,831 | 127,372,459 | 12.35% |
| | | DNDC | 844,055,360 | 50,541,148 | 5.65% |
| | | ASF | 60,850,551 | 2,676,122 | 4.21% |
| | | DDU | 61,992 | 3,453 | 5.28% |
| Total | | | 14,221,885,142 | 646,644,359 | 4.35% |

In FY18 Q1, about 15% of Flats had No Visibility

| Mail Class | Mail Shape | Entry Discount | Volume with Visibility | No Visibility Volume | % No Visibility |
|---------------------|------------|----------------|------------------------|----------------------|-----------------|
| USPS Marketing Mail | Flat | DSCF | 1,814,330,379 | 254,281,697 | 12.29% |
| | | ORIGIN | 221,069,753 | 45,966,052 | 17.21% |
| | | DNDC | 140,035,415 | 45,231,647 | 24.41% |
| | | DDU | 36,369,958 | 5,280,498 | 12.68% |
| | | ASF | 2,354,093 | 5,022,337 | 68.09% |
| | | ADC | 12,931 | 3,153 | 19.60% |
| Periodicals | Flat | DSCF | 467,176,575 | 100,184,638 | 17.66% |
| | | ORIGIN | 103,774,942 | 33,116,484 | 24.19% |
| | | DNDC | 13,109,306 | 8,022,938 | 37.97% |
| | | ADC | 10,194,590 | 3,810,830 | 27.21% |
| | | DDU | 1,220,505 | 1,716,064 | 58.44% |
| | | ASF | 53,753 | 17,426 | 24.48% |
| Total | | | 2,809,702,200 | 502,653,764 | 15.18% |

Periodicals

Deep Dive on No Piece Scan by Entry Type

- In FY18 Q1, about 20% of Periodicals did not have any visibility at the piece level
- DDU Entry had the highest % of Periodicals which did not have any piece level visibility
- Breakdown by Entry Type:

| Entry Discount Type | % with No Visibility | % with Bundle Visibility | % with FSS Visibility | % with AFSM Visibility | % with Other Visibility |
|---------------------|----------------------|--------------------------|-----------------------|------------------------|-------------------------|
| DSCF | 17.66% | 46.21% | 18.64% | 17.37% | 0.13% |
| ORIGIN | 24.19% | 28.46% | 10.97% | 35.75% | 0.62% |
| DNDC | 37.97% | 35.68% | 7.05% | 19.20% | 0.10% |
| ADC | 27.21% | 28.77% | 6.51% | 37.39% | 0.12% |
| DDU | 58.44% | 33.87% | 0.04% | 0.07% | 7.58% |
| ASF | 24.48% | 20.25% | 1.43% | 53.66% | 0.18% |
| Total | 19.78% | 42.26% | 16.59% | 21.12% | 0.25% |



Manual Bullpen Scanning Mail & Package Visibility

Manual Operation Numbers

Operation 110 – Initial Breakdown

Operation 126 – Dispatch

Nesting and Visibility

Proof-Of-Concept testing underway in two plants (Two scanner solutions)

- **Scanning Container Placards or Tray/Sack Labels > Nesting**

Dependencies:

- Full Service Mailings
- eDoc Accuracy and Barcode Readability

Challenges relative to “Turnaround” Mail – Mailer is dropping Handling Units from eDoc at Delivery Units as well as origin plant



Mail Visibility Applications (MVA)



Two internal mobile applications launched in September 2017:

- **Mail History Application**

- Employees can use their USPS mobile devices to retrieve near real-time delivery information by scanning barcodes for containers, mail handling units, and single mail pieces

- **Enhanced Barcode Diagnostics Application**

- Employees can use their USPS mobile devices to scan barcodes to retrieve diagnostic data of the visible elements of the barcodes scanned and highlight invalid data elements

USPS is currently considering how to address long hauls.

Addressing & Geospatial Technology

CASS / MASS Cycle O

Green & Secure

Informed Delivery

Address Authority Data Exchange

Cycle O Highlights



Cycle O – Highlights

Enhanced Identification of:

- PO Box only delivery ZIP Codes
- R777 phantom route & “No-Stat” addresses
- Door Not Accessible, No Secure Location, & Non-Delivery Days

Standardization & DPV® confirmation of:

- PBSA – PO Box street address
- CMRA – PMB identifier & DPV confirmation
- Single trailing alpha on a primary number
- New military addresses “OMC” & “UMR”



No-Stat Reason Codes

- The USPS® has added a new table to the DPV/DSF2Hash Product called No-Stat Reason Code Table.
- This table will provide details as to why the records are flagged as No-Stats.
- This table is **optional** and will be available beginning in the May product, which will be posted to the Electronic Product Fulfillment (EPF) website on Monday, April 23.
- During CASS™ Cycle O certification if a 'Y' is received on the DPV No-Stat table, the N-Stat Reason code must be correctly returned.

No-Stat Reason Code Definitions

| Reason Code | Code Description |
|--|--|
| 0 – Regular No-Stat | Indicates addresses not receiving delivery and the addresses are not counted as possible deliveries. |
| 1 – IDA (Internal Drop Address) | These are addresses that do not receive mail delivery directly from the USPS, but are delivered to a drop address that services them. |
| 2 – CDS No-Stat | These are addresses that have not yet become deliverable. For example, a new subdivision where lots and primary numbers have been determined, but no structure exists yet for occupancy. |
| 3 – Collision | These addresses do not actually DPV confirm. In this case, the 'Y' should be set to an 'N' on the DPV 'A' table and all other table values should be blank. |
| 4 – CMZ (College, Military and other types) | These are ZIP + 4® records USPS has incorporated into the data as logical delivery points but not serviced directly by USPS. |

DPV® Return Code Enhancements

Redefine DPV Codes to better indicate the reason an address did not produce a “Y” return code.

Current Definitions:

“Y” – Address was DPV confirmed for both primary and (if present) secondary numbers

“D” – Address was DPV confirmed for the primary number only and **the secondary number is required but missing.**

“S” – Address was DPV confirmed for the primary number. A secondary number was **present but unconfirmed.**

- *(This led to confusion as whether a secondary was required or not.)*


New Definitions: (Codes to be determined)

“S” – Address had a secondary number that **was not confirmed and was not needed** with the primary address number.

“New¹” – Address had a secondary number that **was not confirmed but a valid secondary number was needed** with the primary address number.

“New²” – Address was confirmed (ex: R777) but **USPS mail delivery is not made to this address.**

Tentative Schedule

| | |
|--|---|
| <i>CASS Cycle “O” Pre-Meeting</i> | <i>February 23 2018</i>  |
| <i>Partnership In Tomorrow (PIT) Meeting</i> | <i>May 1 2018</i> |
| <i>NCOA^{Link®} PIT</i> | <i>May 8 2018</i> |
| <i>Official Rules Release</i> | <i>June 1 2018</i> |
| <i>Send Static Data</i> | <i>September 30 2018</i> |
| <i>CASS & NCOA^{Link} Stage I Release</i> | <i>October 31 2018</i> |
| <i>CASS & NCOA^{Link} Stage II Release</i> | <i>February 28 2019</i> |
| <i>MASS Test Decks Available</i> | <i>September 30 2019</i> |
| <i>CASS Developers Certification Completed</i> | <i>December 31 2019</i> |
| <i>MASS Manufacturers Certification Completed</i> | <i>January 31 2020</i> |
| <i>Software Released to End-users NLT</i> | <i>March 31 2020</i> |
| <i>Expiration of CASS™ Cycle N</i> | <i>July 31 2020</i> |
| <i>Implementation of CASS Cycle O</i> | <i>August 1 2020</i> |

Green & Secure



Green & Secure – Mail Disposition Options

Intelligent Mail barcode is **REQUIRED!**

First-Class Mail®

- Change Service Requested Option 1
- Change Service Requested Option 2
- Secure Destruction Service Option 1
- Secure Destruction Service Option 2

USPS Marketing Mail®

- Change Service Requested Option 1
- Change Service Requested Option 2
(Forwarded USPS Marketing Mail Fees are charged for forwarded pieces)

Option 1 recycles ALL UAA

Option 2 forwards if possible, recycles the rest

Secure Destruction shreds before recycling

Informed Delivery



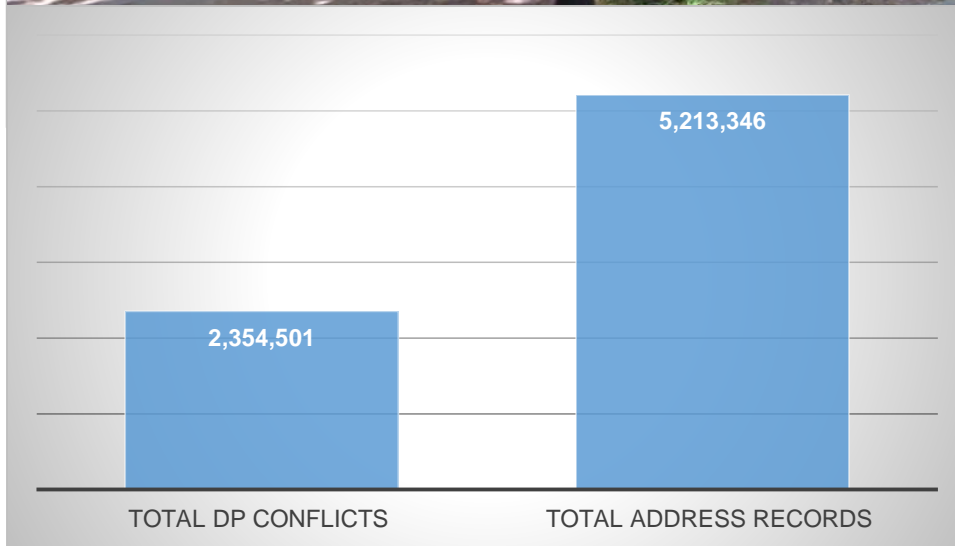
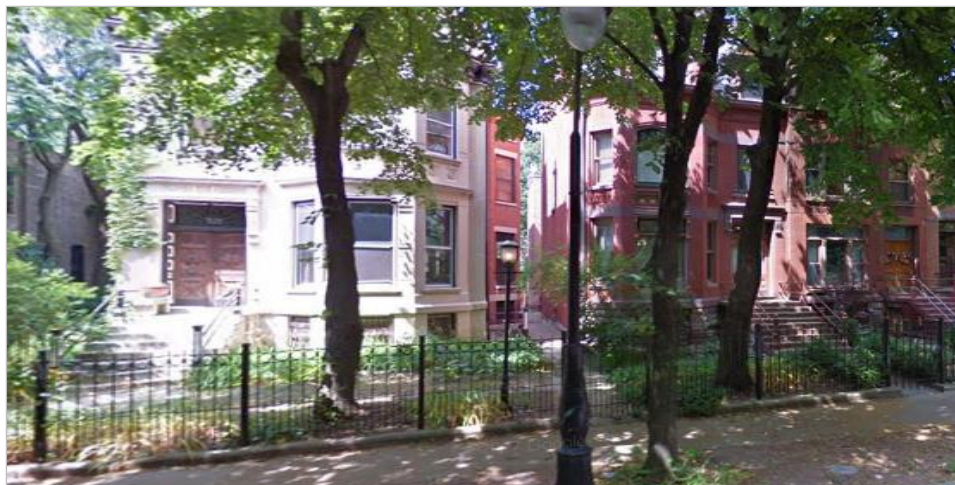
11-Digit De-conflicts

Definition

Address records that are currently coded in the AMS database that share the same 11-digit delivery point. These addresses are currently ineligible for participation in the Informed Delivery program.

Objective

Resolve the 11-digit conflicts to allow address records to become eligible to participate in the Informed Delivery program.



11-Digit De-conflicts Resolutions

Option 1:

Crosswalk: Leverage existing geo-seg +4 even/odd ranges for the generation of a unique 11-digit. It limits the use of available ZIP+4 and potential ZIP Code saturation. Also limits impact on address matching software.

Option 2:

Convert records to a High-Rise; uniquely assigning a ZIP+4 to colliding deliveries. Potentially, 96% of the collisions can be corrected by using this method in conjunction with option 1.

Option 3:

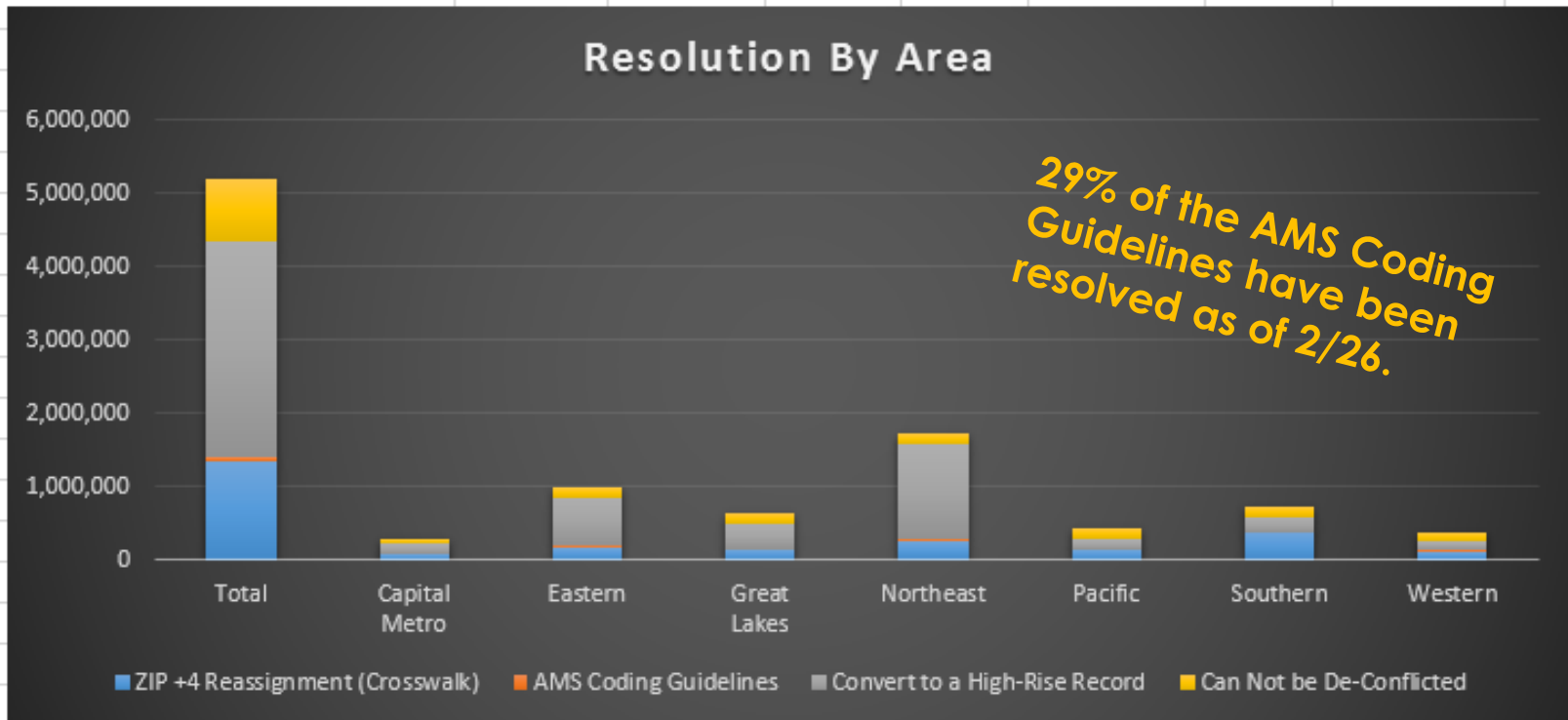
Create a derivative linkage table similar to LACS that will allow software to query the table to search for an equivalent but unique 11-digit to be applied to the mail-piece. This method will be considered if necessary after options 1 and 2.

Option 4:

No Resolution; conflict can't be broken.

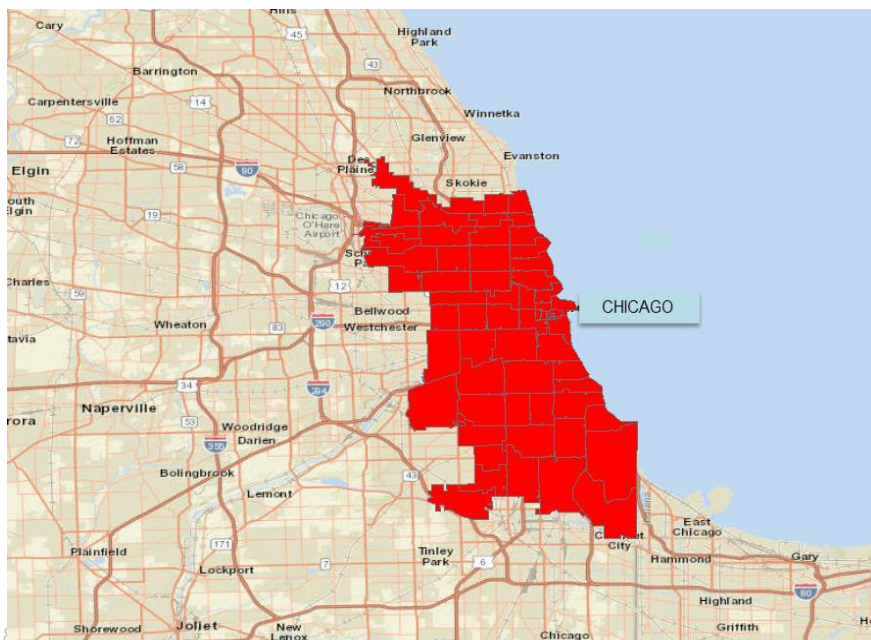
11-Digit De-conflicts Resolutions and Breakdown

| Resolution Description | Total | Capital Metro | Eastern | Great Lakes | Northeast | Pacific | Southern | Western |
|--|------------------|---------------|---------|-------------|-----------|---------|----------|---------|
| ZIP +4 Reassignment (Crosswalk) | 1,338,591 | 97,545 | 187,660 | 134,824 | 264,406 | 154,772 | 370,470 | 128,914 |
| AMS Coding Guidelines | 56,508 | 1,643 | 6,980 | 3,043 | 30,196 | 1,303 | 10,555 | 2,788 |
| Convert to a High-Rise Record | 2,936,756 | 128,983 | 650,235 | 368,037 | 1,301,085 | 136,348 | 208,809 | 143,259 |
| Can Not be De-Conflicted | 874,015 | 52,684 | 163,224 | 127,920 | 121,731 | 153,375 | 146,776 | 108,305 |



ZIP Codes with Highest Percentage of Conflicts

There are 64 ZIP Codes with 11-Digit Conflicts in the Chicago District. These ZIPs have the highest potential for implementing ZIP splits as a result of the de-conflicting effort if using the unique ZIP+4 assignment effort.

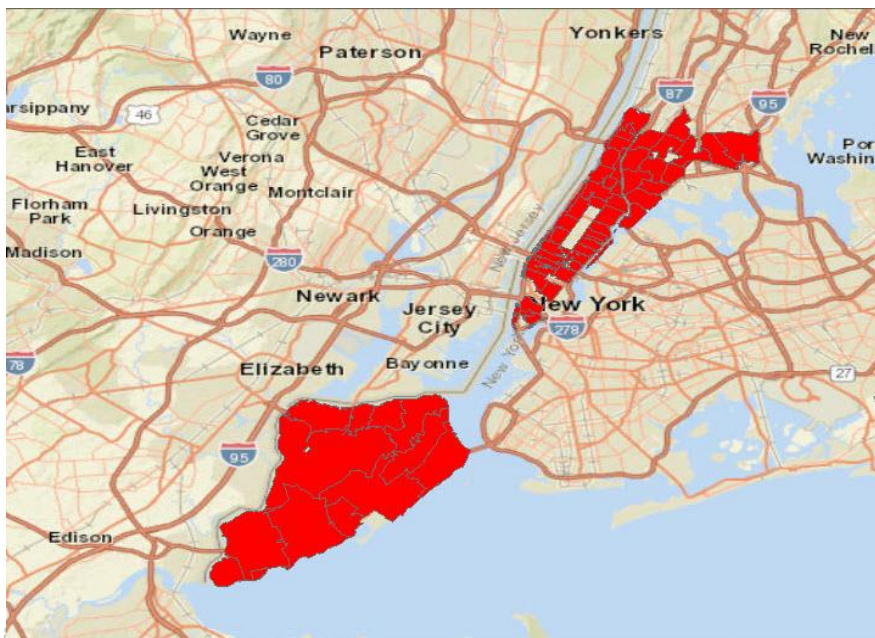


Seven largest ZIP Codes with Conflicts for Chicago District

| ZIP CODE | TOTAL CONFLICTS |
|----------|-----------------|
| 60618 | 13,814 |
| 60647 | 11,802 |
| 60625 | 9,632 |
| 60629 | 8,972 |
| 60639 | 8,757 |
| 60623 | 7,844 |
| 60619 | 7,729 |

ZIP Codes with Highest Percentage of Conflicts

There are 159 ZIP Codes with 11-Digit Conflicts in the New York Metro Area. These ZIPs have the highest potential for implementing ZIP splits as a result of the de-conflicting effort if using the unique ZIP+4 is assignment effort.



Seven Largest ZIP Codes with Conflicts for New York Metro Area

| ZIP CODE | TOTAL CONFLICTS |
|----------|-----------------|
| 11236 | 12,222 |
| 11234 | 9,141 |
| 11214 | 8,768 |
| 11221 | 7,321 |
| 11219 | 6,923 |
| 11208 | 6,575 |
| 11233 | 6,060 |

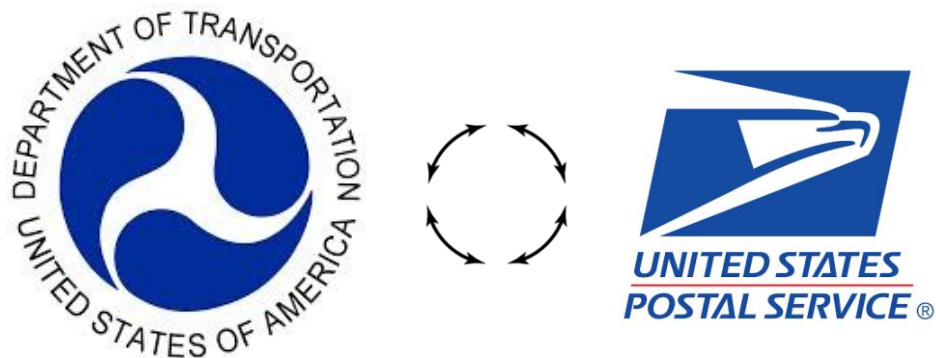
Address Authority Data Exchange (AADE)



Objective

Partner with the Department of Transportation, and their efforts, to create the National Address Database.

Compare address data received from the DOT National Address Database (NAD) to the USPS® Delivery Point File (DPF) database. Unmatched records will be researched and validated to be potentially added to AMS as a valid delivery point.



NAD Data Breakdown Currently representing 13 States

Total Addresses Received from NAD **42,281,449**

| | | |
|----------------------|---------------------------------------|-------------------|
| with DPF | DPF Match before AME and AEC | 30,965,575 |
| | DPF Match after AME | 4,789,352 |
| | DPF Match after AEC | 949,918 |
| | Total DPF | 36,704,845 |
| Match w/o DPF | AME Match w/o DPF match | 2,816,331 |
| | AEC Match w/o DPF Match | 342,078 |
| | Total Match w/o DPF | 3,158,409 |
| No Match | AEC no match (could not resolve) | 2,418,195 |
| | Bad Address (Missing ZIP and Address) | 956,764 |

Phase I – ZIP + 4® Matches

Targeted 80% validation by 9/30

- Research and validate records that match a current ZIP + 4 range, but do not match to DPF

| Match w/o DPF: | |
|----------------------------|------------------|
| AME Match w/o DPF match | 2,816,331 |
| AEC Match w/o DPF Match | 342,078 |
| Total Match w/o DPF | 3,158,409 |

- Leverage enhanced geo coordinate to determine if an address match can be made.
- Unmatched records will be loaded into GMT for verification and acceptance into AMS by the local AMS office.
- 6 Districts are currently piloting the validation process to ensure records are received and being updated in AMS appropriately.
- Status updates will be provided monthly that shows how many records have been successfully added to the AMS database.

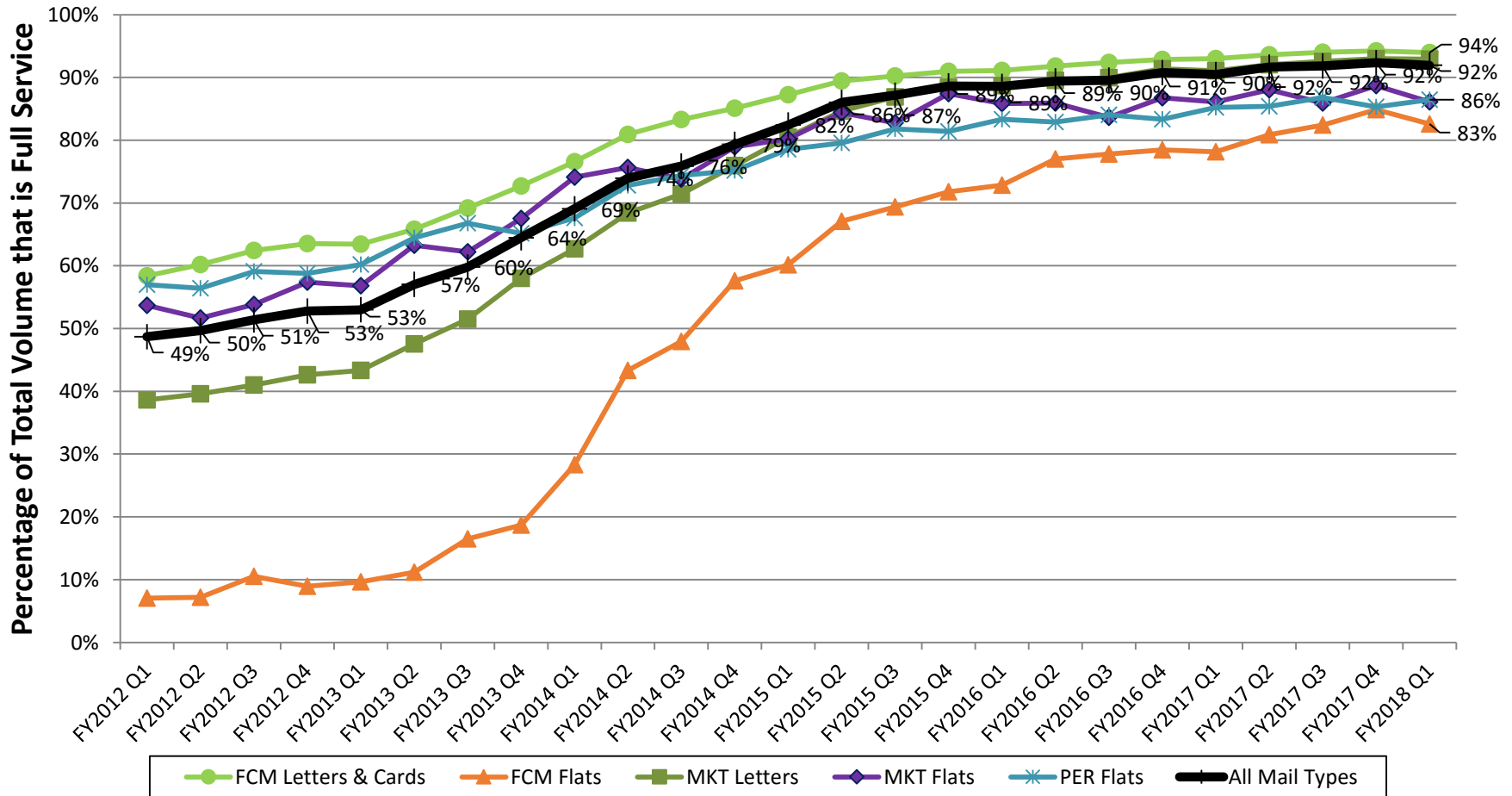
MTAC Pulse of the Industry
Service performance Measurement

Mail In Measurement

Approach to Increasing Mail in Measurement

In December 2017, 92% of Commercial mail eligible for Full-Service was Full-Service

Note: Below graph depicts FS Adoption % as an avg. for the quarter; Slide title depicts the % for the latest month.



In FY18 Q1, over 78% of Full-Service mail was in Measurement

| Mail Class | Mail Shape | Commercial | Full-Service Eligible | Full-Service | In Measurement | % of Full-Service In Measurement |
|---------------------|-------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|
| First Class Presort | Letter/Card | 9,749,483,116 | 9,372,407,989 | 8,977,992,193 | 6,635,144,431 | 73.90% |
| First Class Presort | Flat | 169,899,657 | 151,348,578 | 126,977,479 | 87,698,212 | 69.07% |
| USPS Marketing | Letter | 14,499,209,464 | 14,209,168,816 | 13,338,299,049 | 11,056,692,101 | 82.89% |
| USPS Marketing | Flat | 5,817,237,048 | 3,998,819,735 | 3,566,993,218 | 2,751,423,015 | 77.14% |
| Periodicals | Flat | 1,250,121,841 | 1,206,914,247 | 1,093,896,536 | 755,828,711 | 69.10% |
| Total | | 31,485,951,126 | 28,938,659,365 | 27,104,158,475 | 21,286,786,470 | 78.54% |

M-in-M Network

- **HQ Team**
 - SPM – Priyanka Misri, John Nabor, Wayne Palmiter
 - Accenture – Beau Rauch, Lisa Leu
 - Marketing – Chip Brown III (MMS), Frank Montemayor (BMS), Phillip Parrish (MEPT)
 - Networks – Prat Shah
- **Area Co-Coordinator**s (Mail Acceptance, Operations)
 - CM – Danny Luc, Dmetrius Alexander
 - EA – Barry Gilbert, Regis Curtin
 - GL – Linda Bergeland, Drew Mason
 - NE – Michelle Saracusa, Carla Edmonds
 - PA – Claudia Munoz, Kelly Porter
 - SO – Beth Baughman, Rick Bay
 - WE – Ray Cordova, Jon Hummel

Resolution Chronology

- 03/2017 to 07/2017 – identify top 3 exclusion reasons for each mail class/shape and HQ team investigate high volume site/mailler pairs for root cause and resolution
- 07/2018 – publish of HQ team results in Resolution Guide
- 08/2017 onward – investigate Field inquiries regarding published resolutions and update the Guide
- 11/2017 – complete L601 correction for LA, NJ, KC, and STL NDC's for Invalid EPFED
- 11/2017 – complete Southern Area STC correction to FDB locale key and CSA's for No Start-the-Clock
- 01/2018 – eliminate Incorrect Entry Facility exclusion
- 02/2018 – initiate Field collaborations as method to develop resolutions for unresolved exclusions
- 03/2018 – implement resolution for Seamless BMEU entry for No Start-the-Clock
- Pending – Long Haul exclusion dependent on completion of MVA Trailer Visibility application

Field Communications

- 07/2018 – publish Improved SPM Exclusions webpage
- 08/2018 onward – initiate and continue national focus on exclusion volume and resolution efforts through monthly Area Co-Coordinator checkpoints. HQ team participate in Area facilitated District Co-Coordinator checkpoints.

Field Tools

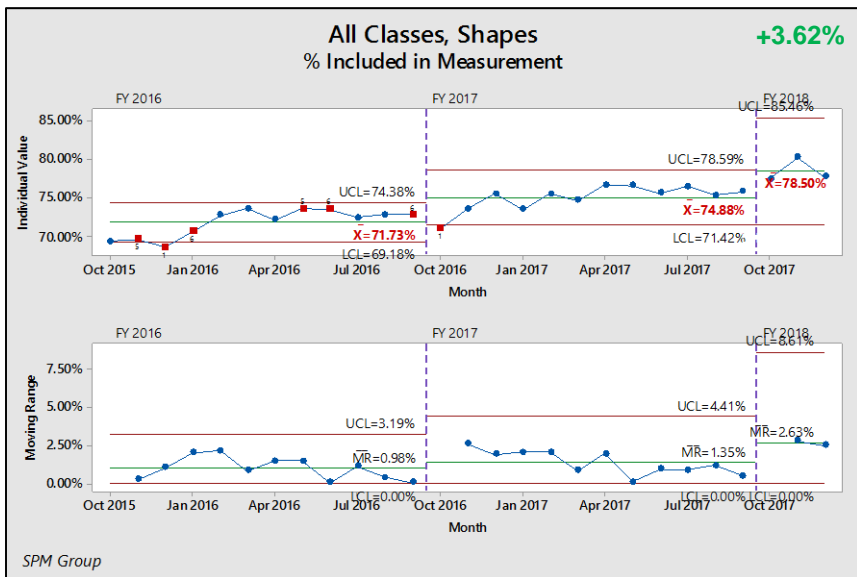
- 07/2018 – publish Resolution Guide for Commercial Mail Excluded from Measurement (on 4th revision)
- 07/2018 – improve SPM Exclusions by Area analysis files (on 3rd revision)

Current Resolution Efforts

- Ongoing – Field analysis of exclusions and application of resolutions w/ HQ team support
- 02/2018 – Field apply new resolution for SCF entry mail entered at co-located BMEU
- 02/2018 – HQ/Field collaboration w/ Omaha P&DC and North Texas P&DC to develop resolutions for Inconsistent SPM Data and No Piece Scan exclusions for letters
- 02/2018 – initiate investigation into No Piece Scan exclusion for BPM

Results

- Mail in Measurement by FY: FY16 = **71.73%**, FY17 = **74.88%**, FY18 YTD = **78.50%**
- 04/2017 – initiate I-MR charts to track monthly % included by mail class/shape
- 01/2018 – initiate national chart to track FY % and volume included by mail class/shape



Acronyms & Symbols

I = Individual Values (top chart)

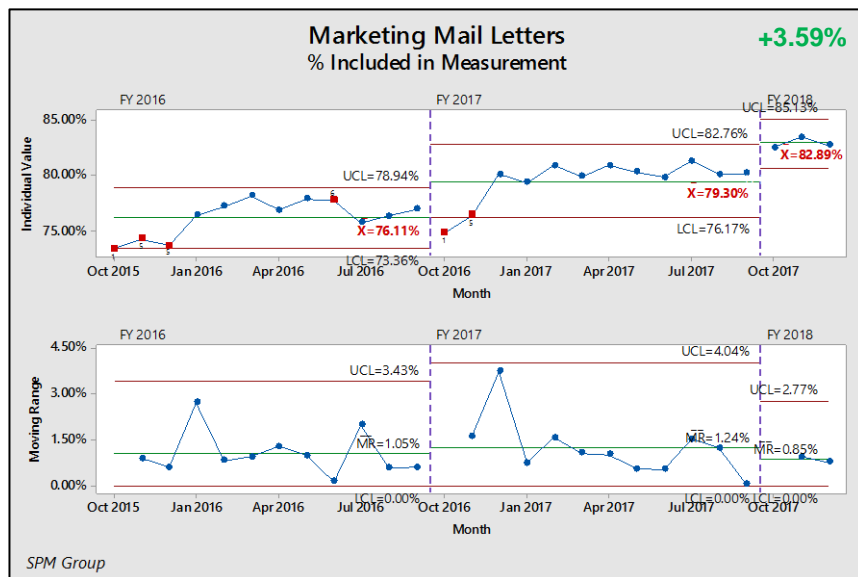
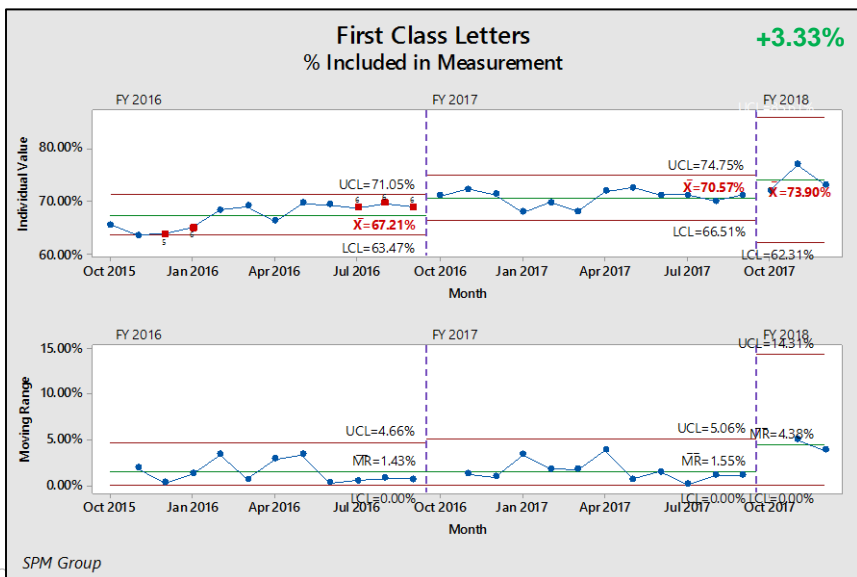
MR = Moving Range (bottom chart)

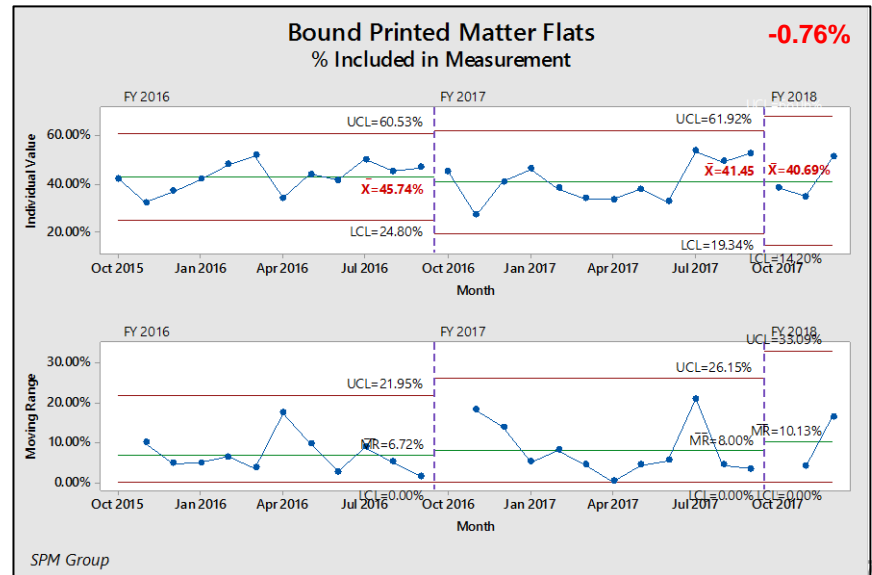
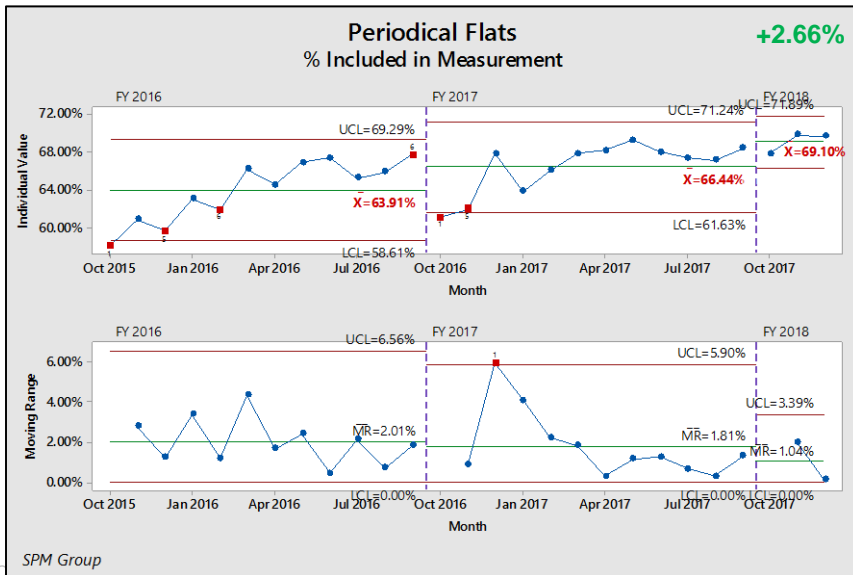
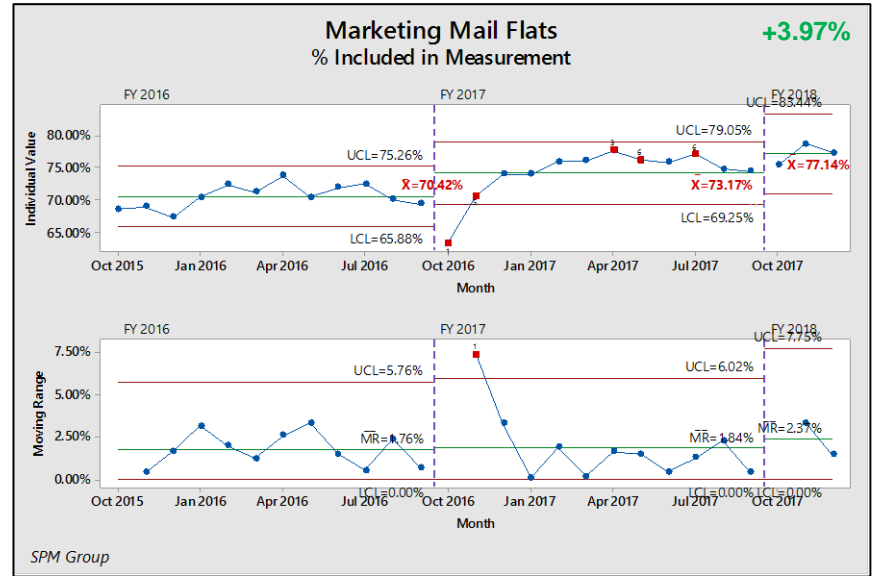
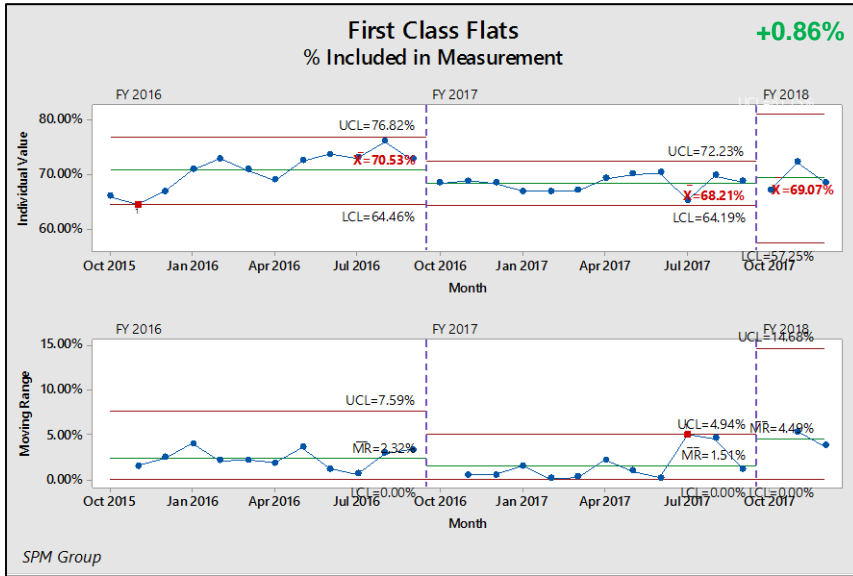
\bar{X} = average I for the period

\overline{MR} = average MR for the period

UCL = upper control limit

LCL = lower control limit

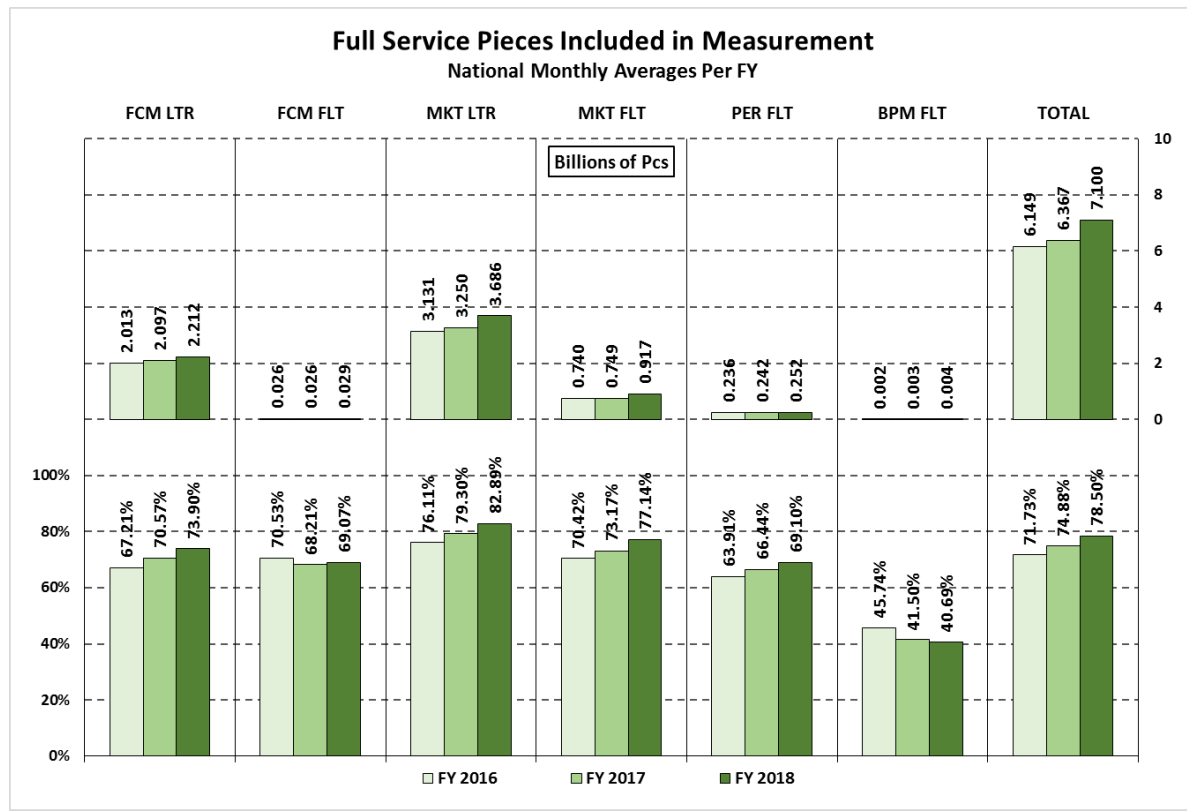




District Exclusion Results (YTD Dec)

| AREA | DISTRICT | FY 2017 | FY 2018 | | | | | | |
|---------------|----------|-------------|---------|----------|----------|----------|----------|----------|----------|
| | | 07/08-09/30 | YTD | Oct 2017 | Nov 2017 | Dec 2017 | Jan 2018 | Feb 2018 | Mar 2018 |
| NATIONAL | | 23.89% | 21.98% | 22.59% | 21.22% | 22.14% | | | |
| CAPITAL METRO | | 24.07% | 22.54% | 22.52% | 21.96% | 23.31% | | | |
| EASTERN | | 22.90% | 21.96% | 21.00% | 20.72% | 24.84% | | | |
| GREAT LAKES | | 26.64% | 25.56% | 26.45% | 23.47% | 27.02% | | | |
| NORTHEAST | | 25.74% | 22.87% | 24.79% | 20.65% | 23.16% | | | |
| PACIFIC | | 21.12% | 18.24% | 20.88% | 16.93% | 16.54% | | | |
| SOUTHERN | | 27.35% | 22.46% | 23.25% | 22.19% | 21.83% | | | |
| WESTERN | | 19.39% | 19.95% | 19.91% | 21.43% | 18.18% | | | |

FY Trends – National (YTD Dec)





Service Diagnostics

GEOGRAPHY IMPACTS TO THE NATION (BASED ON CENSUS DATA) ⓘ

View By: Pieces

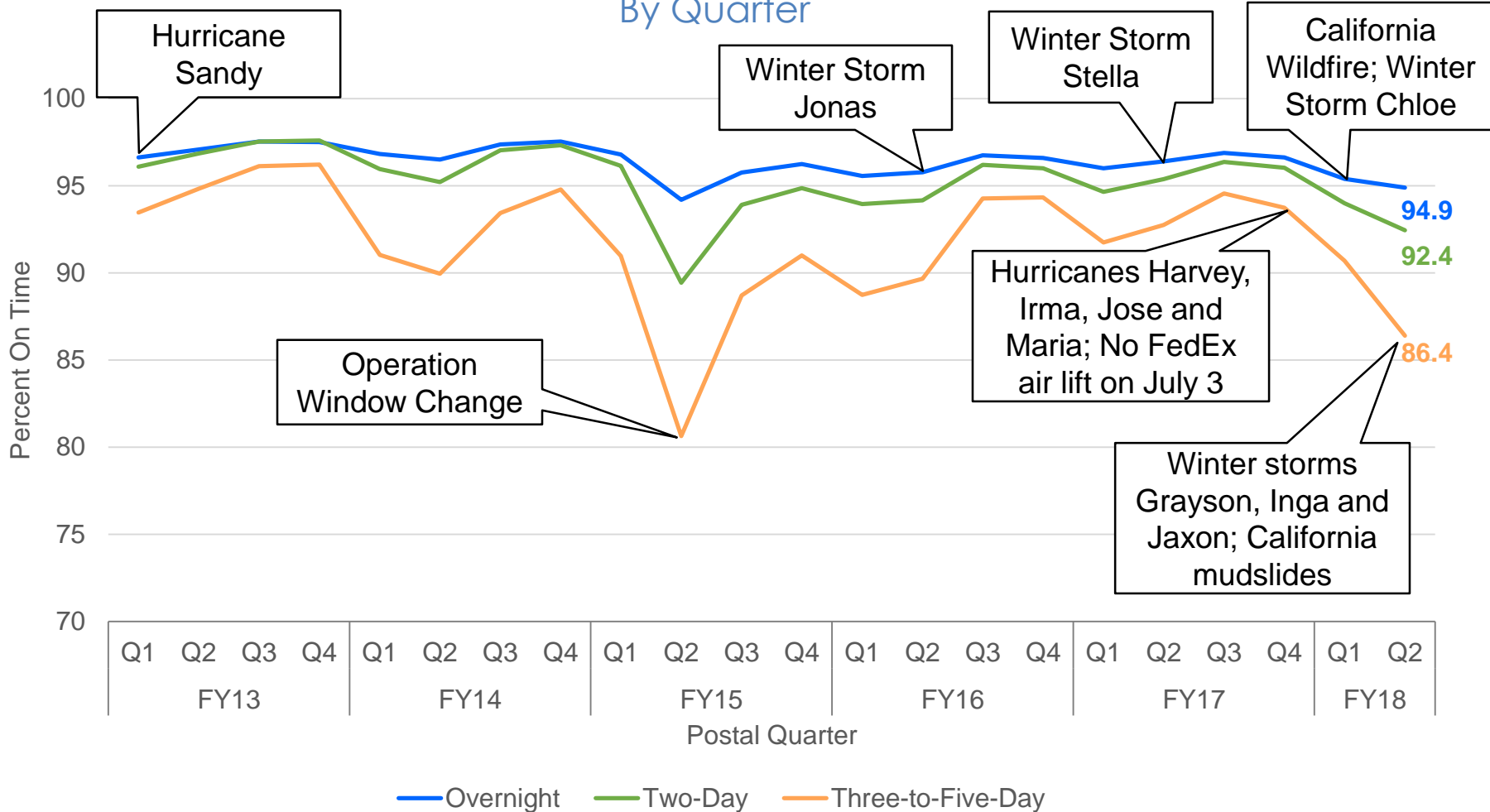




Enterprise Analytics Service Performance

First-Class Mail

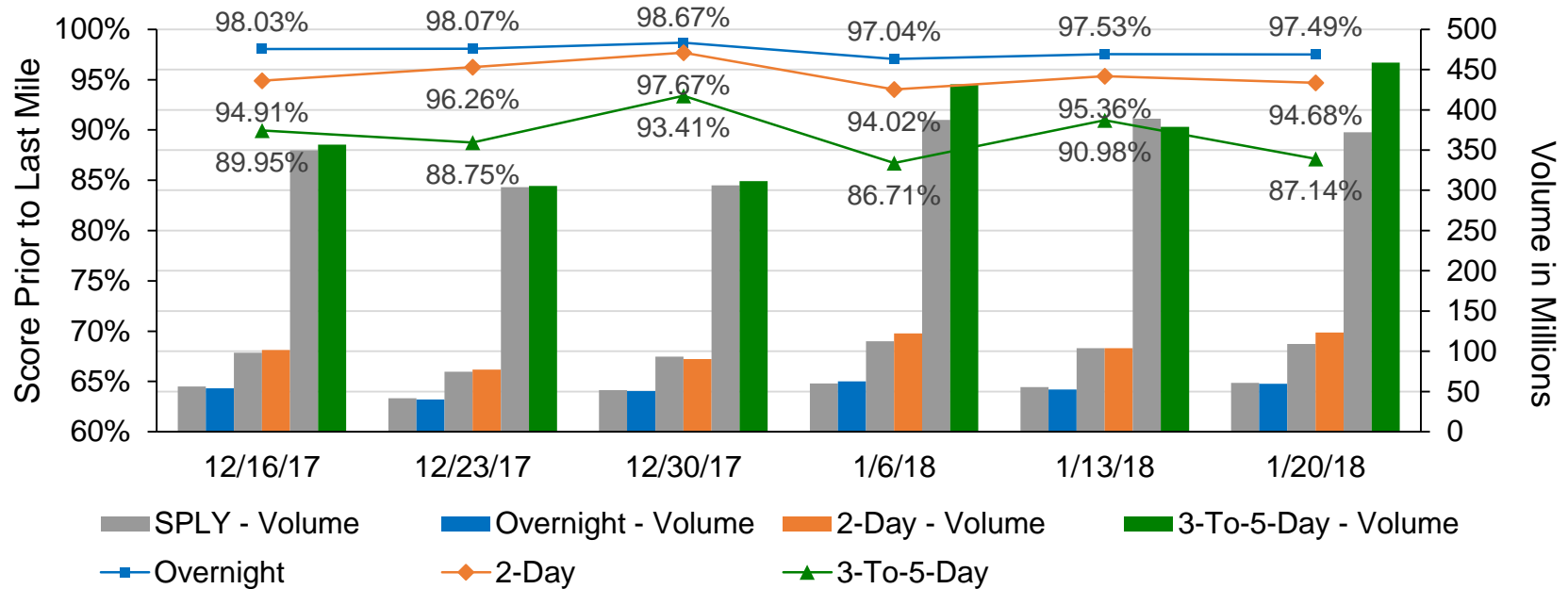
Commercial First-Class Mail® FY13 thru FY18 Performance By Quarter



Note: Preliminary FY18 Q2 through 1/26/18. Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting 9/16/17 due to the devastating impacts of Hurricanes Irma and Maria.

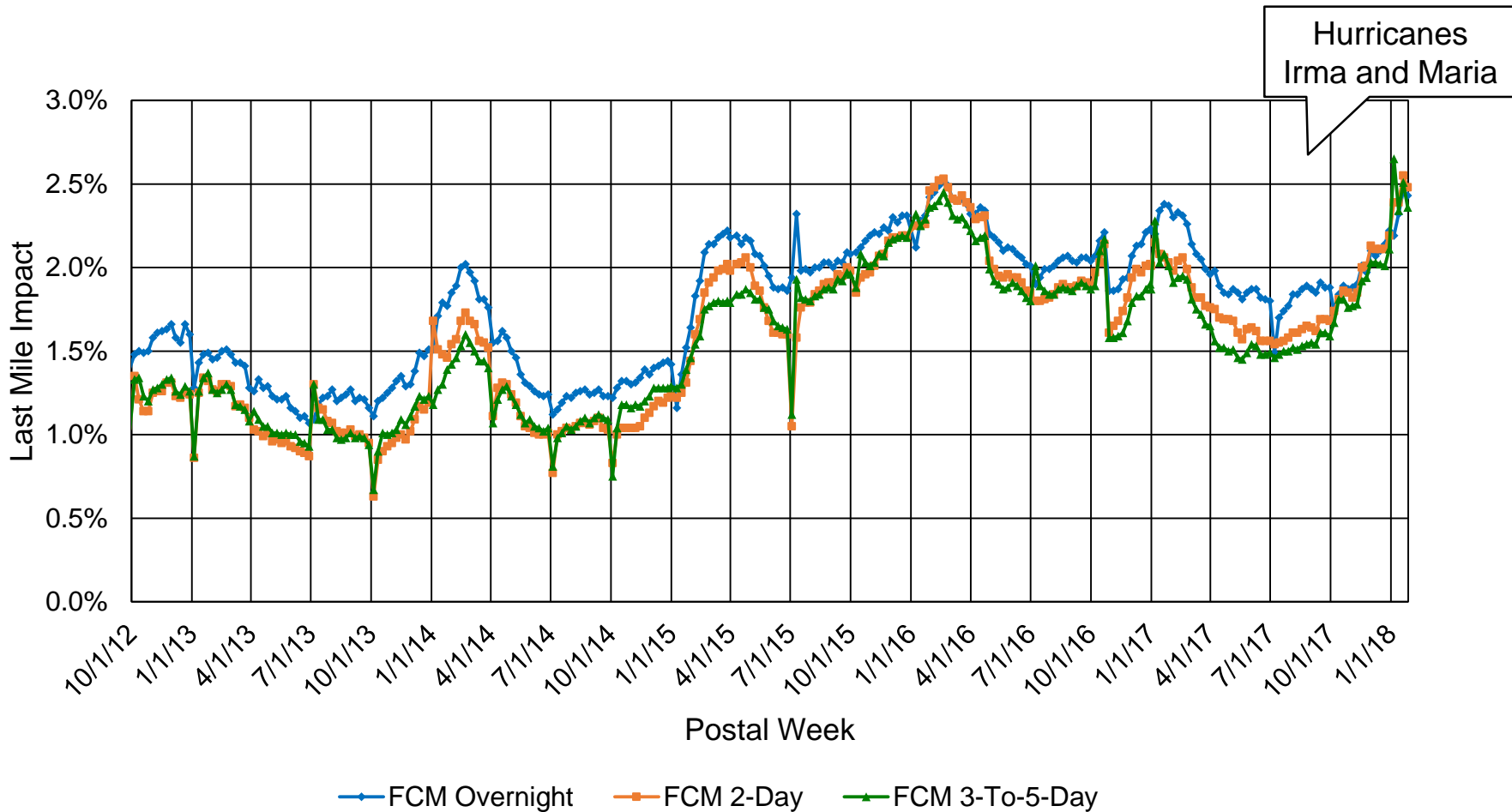
Enterprise Analytics Service Performance

First-Class Mail
Letters



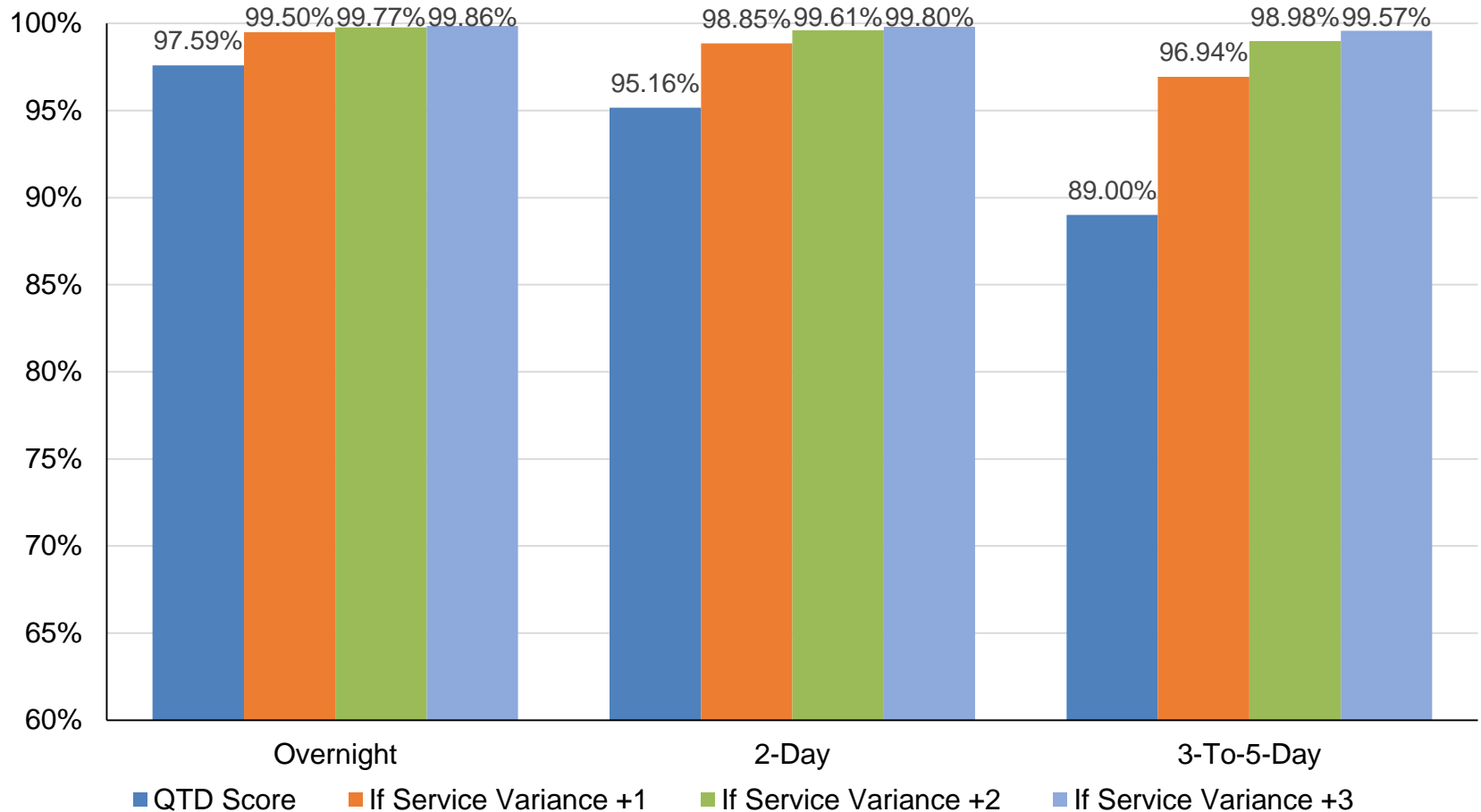
| Q2TD thru 1/26/18 | Total Pieces Measured | Processing On-Time | Last Mile Impact | Overall Score | Target Score | SPLY Pieces Measured | Volume Change | SPLY Overall QTD Score | SPLY Change |
|----------------------|-----------------------|--------------------|------------------|---------------|---------------|----------------------|---------------|------------------------|---------------|
| Presort Overnight | 214,684,469 | 97.59% | -2.43% | 95.16% | 96.80% | 217,477,591 | -1.28% | 96.06% | -0.90% |
| Presort 2-Day | 421,620,516 | 95.16% | -2.48% | 92.68% | 96.50% | 399,218,500 | 5.61% | 95.01% | -2.33% |
| Presort 3-to-5-Day | 1,518,700,548 | 89.00% | -2.36% | 86.64% | 95.25% | 1,393,810,826 | 8.96% | 91.00% | -4.36% |
| 3-Day | 1,510,592,823 | 88.98% | -2.36% | 86.62% | 95.25% | 1,385,423,086 | 9.03% | 91.00% | -4.37% |
| 4-Day | 7,759,516 | 93.02% | -1.68% | 91.34% | 95.25% | 8,004,002 | -3.05% | 92.78% | -1.44% |
| 5-Day | 348,209 | 75.26% | -1.80% | 73.46% | 95.25% | 383,738 | -9.26% | 84.07% | -10.61% |
| Presort Total | 2,155,005,533 | | | 88.67% | 96.00% | 2,010,506,917 | 7.19% | 92.35% | -3.68% |

Last Mile Impact Trend



Note: Commercial mail results starting week ending 10/28/16 are based on Days Left Group (DLG) approach, whereas all prior weeks' results are based on Last Processing Operation (LPO) approach. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting 9/16/17 due to the devastating impacts of Hurricanes Irma and Maria.

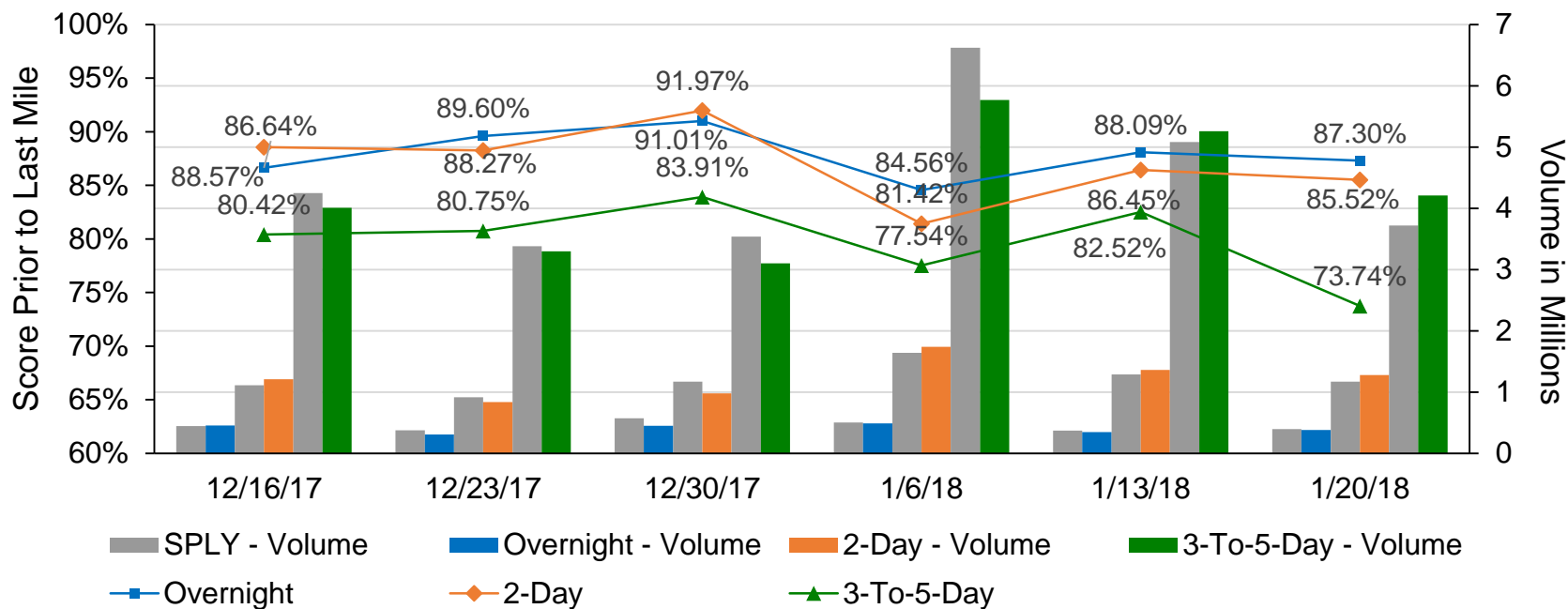
All Q2TD FCM Letters scores would be above 96.94% (prior to last mile), if pieces that failed by 1 day passed



Enterprise Analytics Service Performance

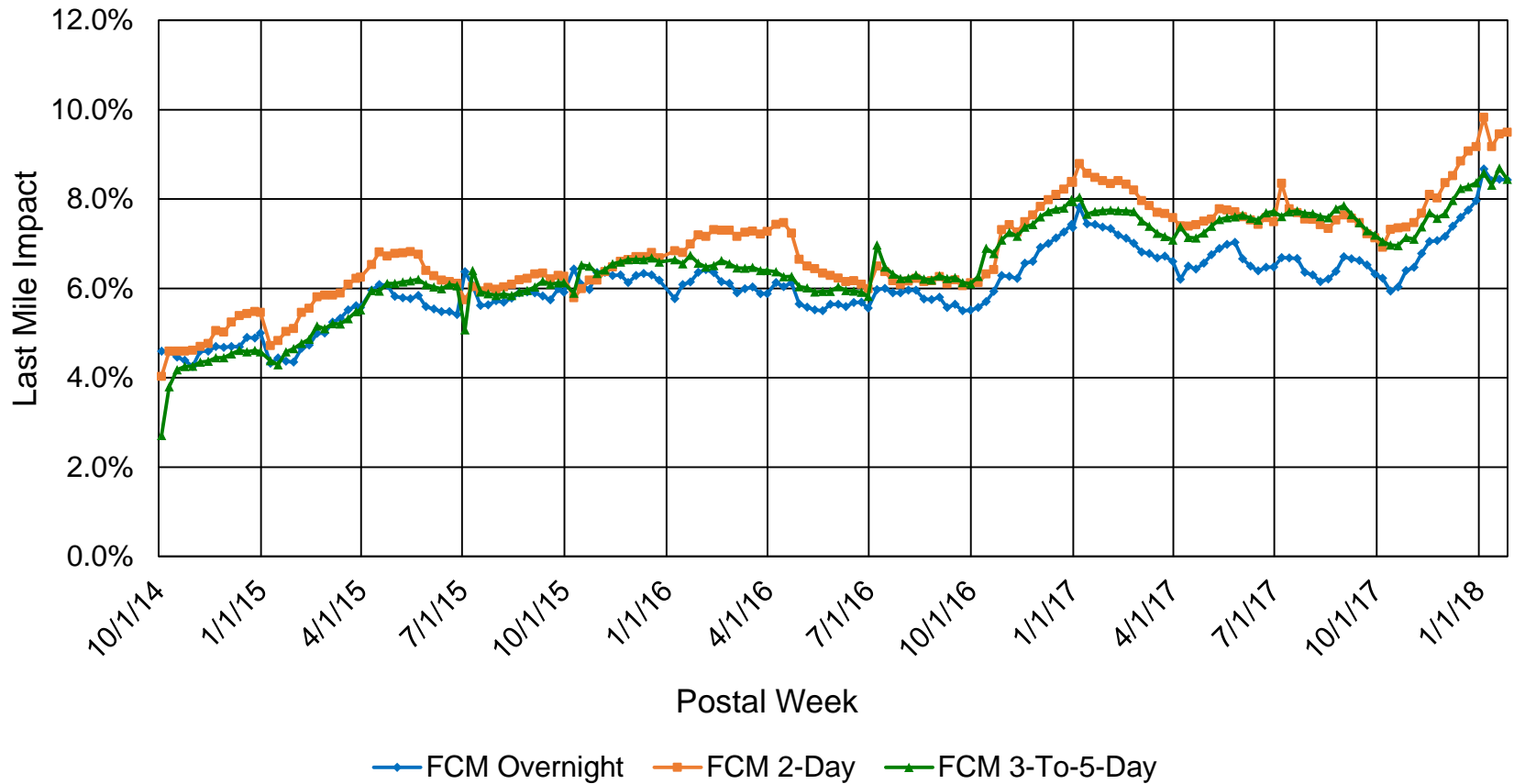
First-Class Mail

Flats



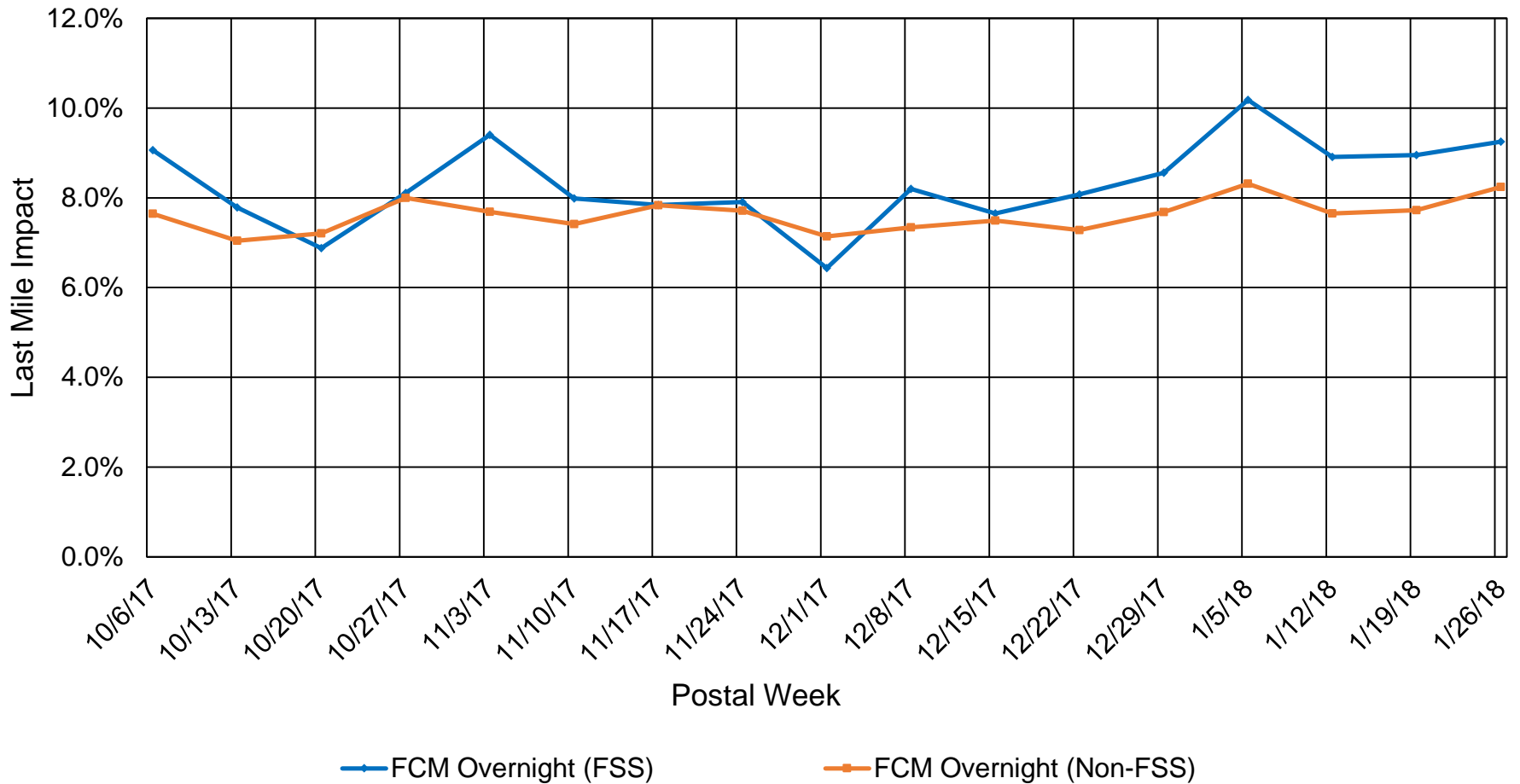
| Q2TD thru 1/26/18 | Total Pieces Measured | Processing On-Time | Last Mile Impact | Overall Score | Target Score | SPLY Pieces Measured | Volume Change | SPLY Overall QTD Score | SPLY Change |
|----------------------|-----------------------|--------------------|------------------|---------------|---------------|----------------------|---------------|------------------------|---------------|
| Presort Overnight | 1,529,036 | 87.14% | -8.43% | 78.71% | 96.80% | 1,646,100 | -7.11% | 83.28% | -4.57% |
| Presort 2-Day | 5,186,814 | 85.44% | -9.49% | 75.95% | 96.50% | 5,085,167 | 2.00% | 82.25% | -6.30% |
| Presort 3-to-5-Day | 17,820,120 | 78.93% | -8.44% | 70.49% | 95.25% | 18,233,208 | -2.27% | 76.53% | -6.04% |
| 3-Day | 17,752,746 | 78.91% | -8.44% | 70.47% | 95.25% | 18,152,049 | -2.20% | 76.50% | -6.02% |
| 4-Day | 65,219 | 84.57% | -8.00% | 76.57% | 95.25% | 78,445 | -16.86% | 83.70% | -7.13% |
| 5-Day | 2,155 | 84.18% | -8.22% | 75.96% | 95.25% | 2,714 | -20.60% | 82.76% | -6.80% |
| Presort Total | 24,535,970 | | | 72.16% | 96.00% | 24,964,475 | -1.72% | 78.14% | -5.98% |

Last Mile Impact Trend



Note: Commercial mail results starting week ending 10/28/16 are based on Days Left Group (DLG) approach, whereas all prior weeks' results are based on Last Processing Operation (LPO) approach. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting 9/16/17 due to the devastating impacts of Hurricanes Irma and Maria.

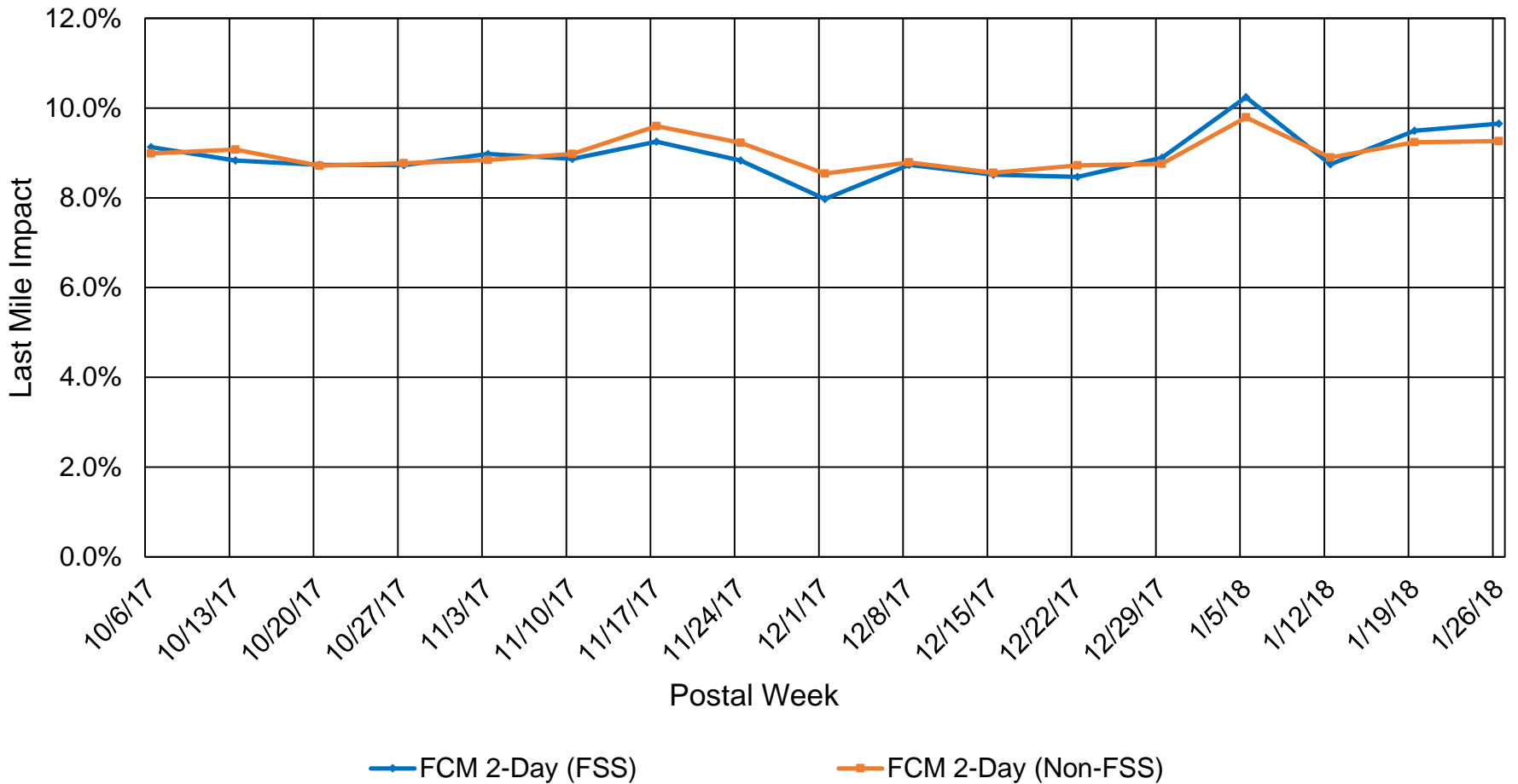
Overnight Last Mile Impact



Note: Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria.

Mail destined to FSS Zone and Non-FSS Zone is determined based on L006 Labeling List.

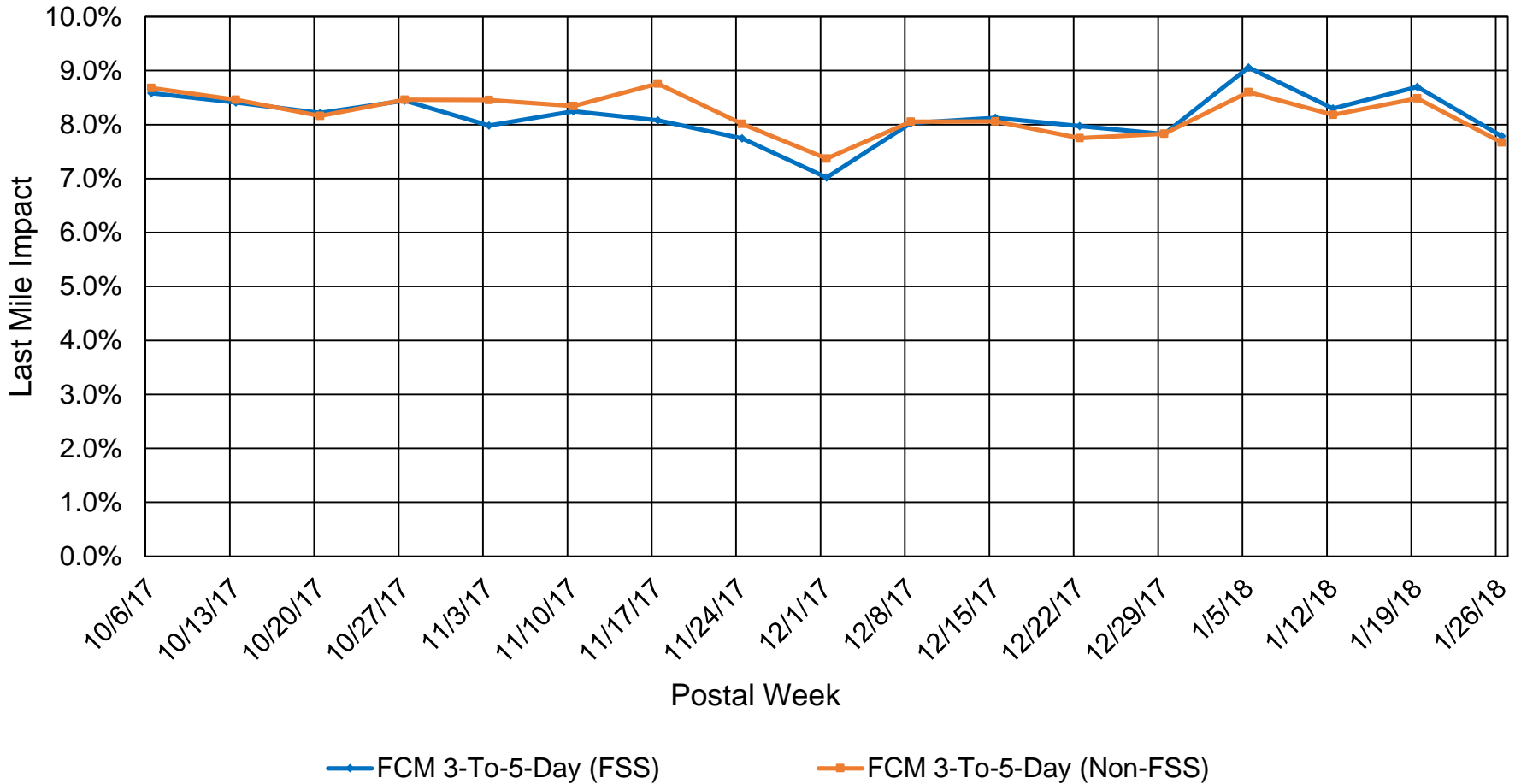
Two-Day Last Mile Impact



Note: Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria.

February Mail destined to FSS Zone and Non-FSS Zone is determined based on L006 Labeling List.

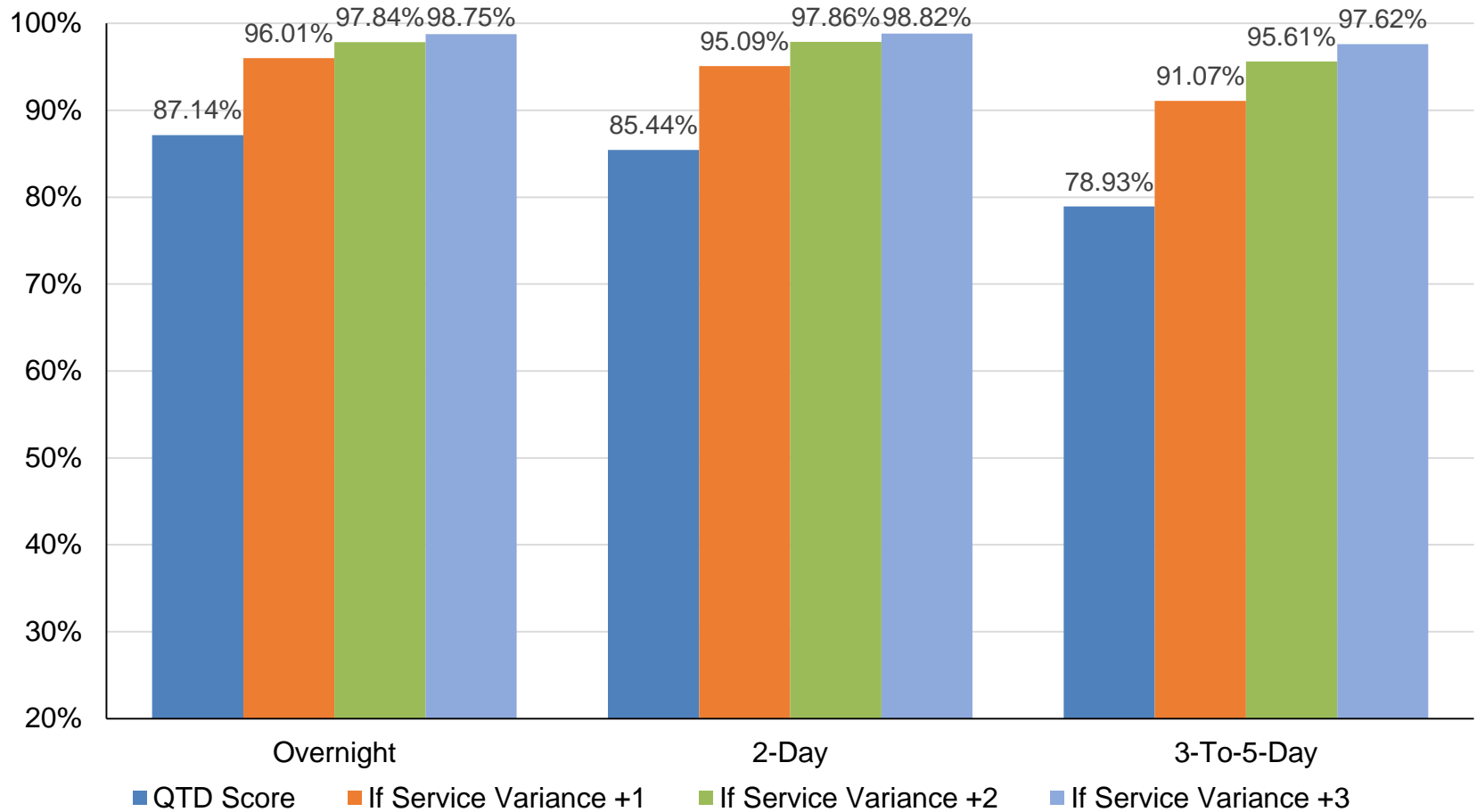
Three-to-Five-Day Last Mile Impact



Note: Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria.

Mail destined to FSS Zone and Non-FSS Zone is determined based on L006 Labeling List.

All Q2TD FCM Flats scores would be above 91.07% (prior to last mile), if pieces that failed by 1 day passed



Note: Service performance results before Last Mile. Q2TD scores through 1/26/18. Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q2 due to the devastating impacts of Hurricanes Irma and Maria.



Thank You!



Appendix

Explore the possibility of providing a way for mailers to see quality metrics through a D3? Visualization:

- The current visualization will display a summary of the monthly IMpb Compliance Indicators (AQ, MQ, & BQ)
- Mailers will be able to drill down to view compliance data at a state level which highlights IMpb compliance issues by geographic location

http://56.72.7.32:9100/YK/Project_VII/version_20180222/app/

IMPB DASHBOARD DEMO



MTAC Periodicals

February 2018



All Classes

Bundle breakage data

Two sets of service data for disasters

Report that shows volume of automation flats in manual

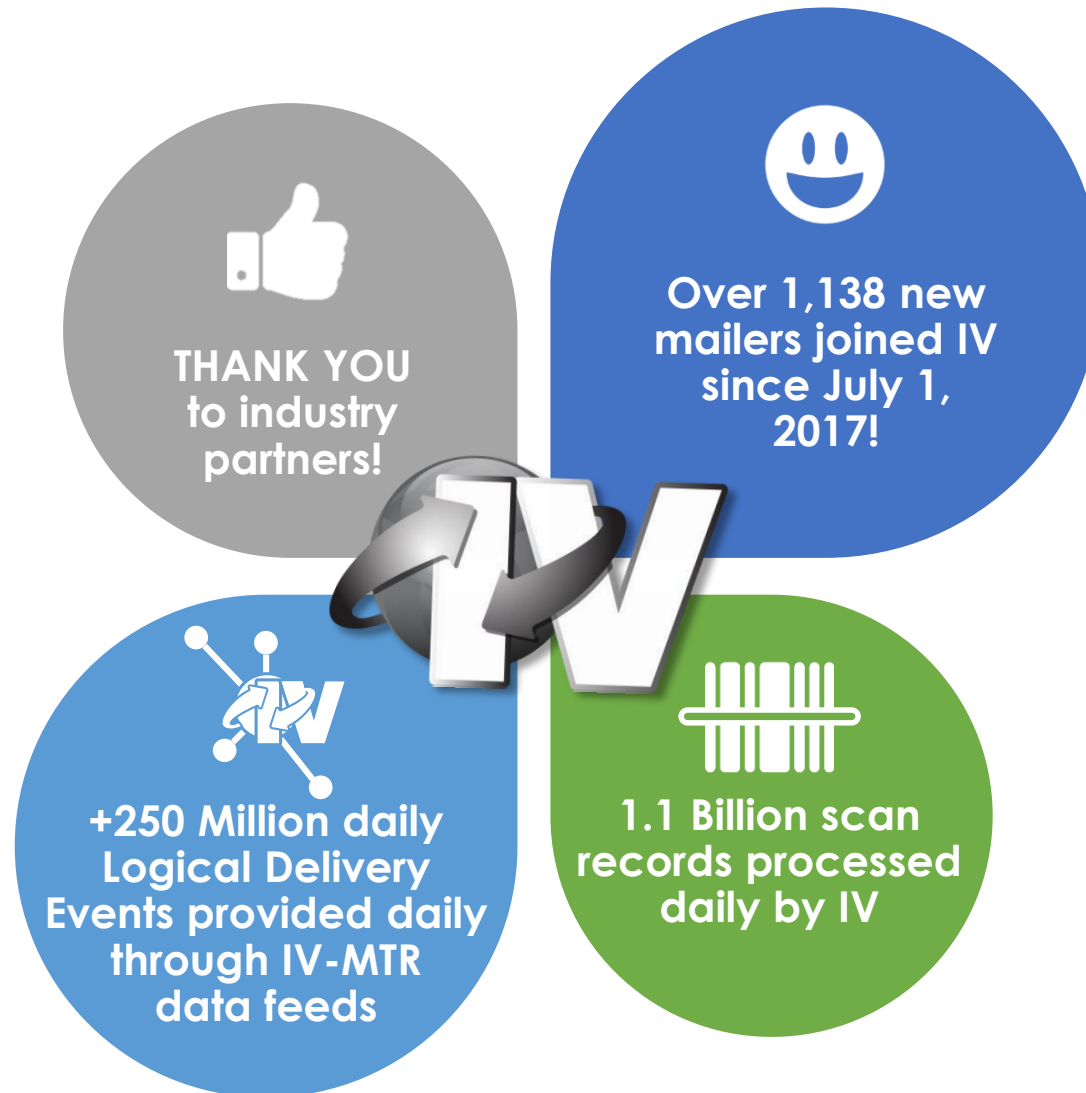
The Future of Informed Visibility

Mail in Measurement Scorecard



Informed Visibility Update

IV – our single source for near real-time data



Proposed Cadence of Application

Scope Review will be provided 4 weeks prior and will include:

Web changes – review wireframes

Data changes – review new fields that will be available

Demo and Documentation Preview will provided 1 - 2 weeks prior and include:

- Updates to User Guide
- Updates to Data Feed Specifications:
 - Data Dictionary
 - Sample Files / xml Messages,
 - any new Op Codes

| Scope Review | Demo & Documentation Preview | Release Date |
|--------------|------------------------------|--------------|
| 1/19/18 | 2/2/18 | 2/17/18 |
| 3/2/18 | 3/16/18 | 4/1/18 |
| 4/13/18 | 4/27/18 | 5/12/18 |
| 5/25/18 | 6/8/18 | 6/23/18 |



No Piece Scan

In FY18 Q1, about 4% of Letters had No Visibility

| Mail Class | Mail Shape | Entry Discount | Volume with Visibility | No Visibility Volume | % No Visibility |
|---------------------|---------------|----------------|------------------------|----------------------|-----------------|
| Presort First Class | Letters/Cards | ORIGIN | 5,486,453,698 | 155,762,025 | 2.76% |
| USPS Marketing Mail | Letters | DSCF | 6,926,570,710 | 310,289,152 | 4.29% |
| | | ORIGIN | 903,892,831 | 127,372,459 | 12.35% |
| | | DNDC | 844,055,360 | 50,541,148 | 5.65% |
| | | ASF | 60,850,551 | 2,676,122 | 4.21% |
| | | DDU | 61,992 | 3,453 | 5.28% |
| Total | | | 14,221,885,142 | 646,644,359 | 4.35% |

In FY18 Q1, about 15% of Flats had No Visibility

| Mail Class | Mail Shape | Entry Discount | Volume with Visibility | No Visibility Volume | % No Visibility |
|---------------------|------------|----------------|------------------------|----------------------|-----------------|
| USPS Marketing Mail | Flat | DSCF | 1,814,330,379 | 254,281,697 | 12.29% |
| | | ORIGIN | 221,069,753 | 45,966,052 | 17.21% |
| | | DNDC | 140,035,415 | 45,231,647 | 24.41% |
| | | DDU | 36,369,958 | 5,280,498 | 12.68% |
| | | ASF | 2,354,093 | 5,022,337 | 68.09% |
| | | ADC | 12,931 | 3,153 | 19.60% |
| Periodicals | Flat | DSCF | 467,176,575 | 100,184,638 | 17.66% |
| | | ORIGIN | 103,774,942 | 33,116,484 | 24.19% |
| | | DNDC | 13,109,306 | 8,022,938 | 37.97% |
| | | ADC | 10,194,590 | 3,810,830 | 27.21% |
| | | DDU | 1,220,505 | 1,716,064 | 58.44% |
| | | ASF | 53,753 | 17,426 | 24.48% |
| Total | | | 2,809,702,200 | 502,653,764 | 15.18% |

Periodicals

Deep Dive on No Piece Scan by Entry Type

- In FY18 Q1, about 20% of Periodicals did not have any visibility at the piece level
- DDU Entry had the highest % of Periodicals which did not have any piece level visibility
- Breakdown by Entry Type:

| Entry Discount Type | % with No Visibility | % with Bundle Visibility | % with FSS Visibility | % with AFSM Visibility | % with Other Visibility |
|---------------------|----------------------|--------------------------|-----------------------|------------------------|-------------------------|
| DSCF | 17.66% | 46.21% | 18.64% | 17.37% | 0.13% |
| ORIGIN | 24.19% | 28.46% | 10.97% | 35.75% | 0.62% |
| DNDC | 37.97% | 35.68% | 7.05% | 19.20% | 0.10% |
| ADC | 27.21% | 28.77% | 6.51% | 37.39% | 0.12% |
| DDU | 58.44% | 33.87% | 0.04% | 0.07% | 7.58% |
| ASF | 24.48% | 20.25% | 1.43% | 53.66% | 0.18% |
| Total | 19.78% | 42.26% | 16.59% | 21.12% | 0.25% |



Manual Bullpen Scanning Mail & Package Visibility

Manual Operation Numbers

Operation 110 – Initial Breakdown

Operation 126 – Dispatch

Nesting and Visibility

Proof-Of-Concept testing underway in two plants (Two scanner solutions)

- **Scanning Container Placards or Tray/Sack Labels > Nesting**

Dependencies:

- Full Service Mailings
- eDoc Accuracy and Barcode Readability

Challenges relative to “Turnaround” Mail – Mailer is dropping Handling Units from eDoc at Delivery Units as well as origin plant



Mail Visibility Applications (MVA)



Two internal mobile applications launched in September 2017:

- **Mail History Application**

- Employees can use their USPS mobile devices to retrieve near real-time delivery information by scanning barcodes for containers, mail handling units, and single mail pieces

- **Enhanced Barcode Diagnostics Application**

- Employees can use their USPS mobile devices to scan barcodes to retrieve diagnostic data of the visible elements of the barcodes scanned and highlight invalid data elements

USPS is currently considering how to address long hauls.

Addressing & Geospatial Technology

CASS / MASS Cycle O

Informed Delivery

Address Authority Data Exchange

Periodicals

Cycle O Highlights



Cycle O – Highlights

Enhanced Identification of:

- PO Box only delivery ZIP Codes
- R777 phantom route & “No-Stat” addresses
- Door Not Accessible, No Secure Location, & Non-Delivery Days

Standardization & DPV® confirmation of:

- PBSA – PO Box street address
- CMRA – PMB identifier & DPV confirmation
- Single trailing alpha on a primary number
- New military addresses “OMC” & “UMR”



No-Stat Reason Codes

- The USPS® has added a new table to the DPV/DSF2Hash Product called No-Stat Reason Code Table.
- This table will provide details as to why the records are flagged as No-Stats.
- This table is **optional** and will be available beginning in the May product, which will be posted to the Electronic Product Fulfillment (EPF) website on Monday, April 23.
- During CASS™ Cycle O certification if a 'Y' is received on the DPV No-Stat table, the N-Stat Reason code must be correctly returned.

No-Stat Reason Code Definitions

| Reason Code | Code Description |
|--|--|
| 0 – Regular No-Stat | Indicates addresses not receiving delivery and the addresses are not counted as possible deliveries. |
| 1 – IDA (Internal Drop Address) | These are addresses that do not receive mail delivery directly from the USPS, but are delivered to a drop address that services them. |
| 2 – CDS No-Stat | These are addresses that have not yet become deliverable. For example, a new subdivision where lots and primary numbers have been determined, but no structure exists yet for occupancy. |
| 3 – Collision | These addresses do not actually DPV confirm. In this case, the 'Y' should be set to an 'N' on the DPV 'A' table and all other table values should be blank. |
| 4 – CMZ (College, Military and other types) | These are ZIP + 4® records USPS has incorporated into the data as logical delivery points but not serviced directly by USPS. |

DPV® Return Code Enhancements

Redefine DPV Codes to better indicate the reason an address did not produce a “Y” return code.

Current Definitions:

“Y” – Address was DPV confirmed for both primary and (if present) secondary numbers

“D” – Address was DPV confirmed for the primary number only and **the secondary number is required but missing.**

“S” – Address was DPV confirmed for the primary number. A secondary number was **present but unconfirmed.**

- *(This led to confusion as whether a secondary was required or not.)*


New Definitions: (Codes to be determined)

“S” – Address had a secondary number that **was not confirmed and was not needed** with the primary address number.

“New¹” – Address had a secondary number that **was not confirmed but a valid secondary number was needed** with the primary address number.

“New²” – Address was confirmed (ex: R777) but **USPS mail delivery is not made to this address.**

Tentative Schedule

| | |
|--|---|
| <i>CASS Cycle “O” Pre-Meeting</i> | <i>February 23 2018</i>  |
| <i>Partnership In Tomorrow (PIT) Meeting</i> | <i>May 1 2018</i> |
| <i>NCOA^{Link®} PIT</i> | <i>May 8 2018</i> |
| <i>Official Rules Release</i> | <i>June 1 2018</i> |
| <i>Send Static Data</i> | <i>September 30 2018</i> |
| <i>CASS & NCOA^{Link} Stage I Release</i> | <i>October 31 2018</i> |
| <i>CASS & NCOA^{Link} Stage II Release</i> | <i>February 28 2019</i> |
| <i>MASS Test Decks Available</i> | <i>September 30 2019</i> |
| <i>CASS Developers Certification Completed</i> | <i>December 31 2019</i> |
| <i>MASS Manufacturers Certification Completed</i> | <i>January 31 2020</i> |
| <i>Software Released to End-users NLT</i> | <i>March 31 2020</i> |
| <i>Expiration of CASS™ Cycle N</i> | <i>July 31 2020</i> |
| <i>Implementation of CASS Cycle O</i> | <i>August 1 2020</i> |

Informed Delivery



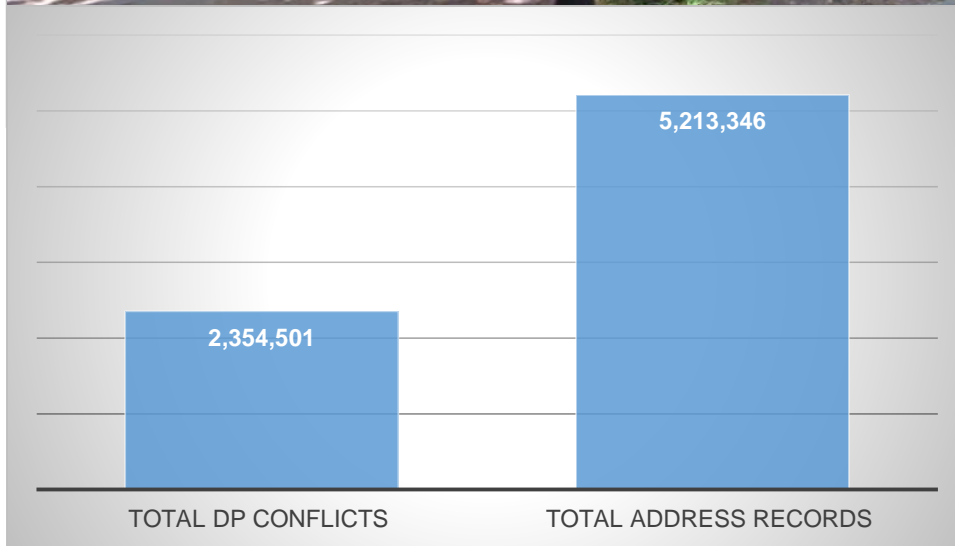
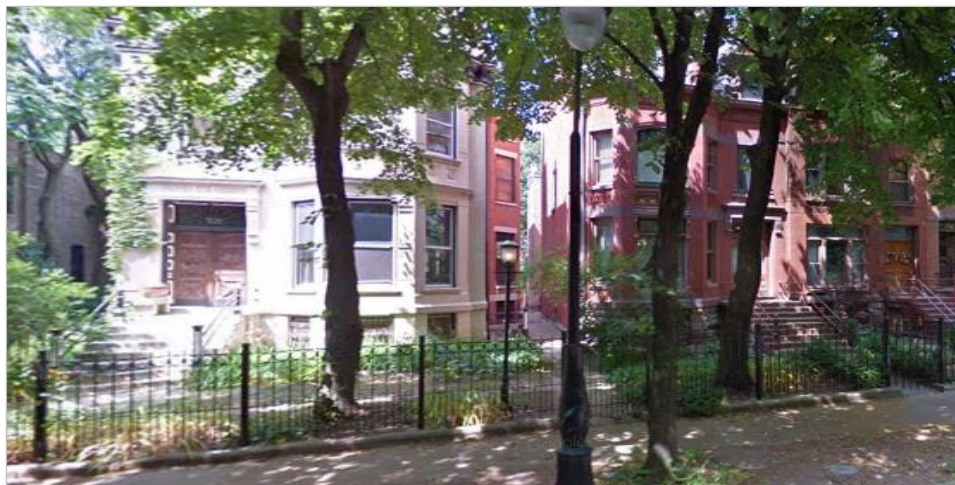
11-Digit De-conflicts

Definition

Address records that are currently coded in the AMS database that share the same 11-digit delivery point. These addresses are currently ineligible for participation in the Informed Delivery program.

Objective

Resolve the 11-digit conflicts to allow address records to become eligible to participate in the Informed Delivery program.



11-Digit De-conflicts Resolutions

Option 1:

Crosswalk: Leverage existing geo-seg +4 even/odd ranges for the generation of a unique 11-digit. It limits the use of available ZIP+4 and potential ZIP Code saturation. Also limits impact on address matching software.

Option 2:

Convert records to a High-Rise; uniquely assigning a ZIP+4 to colliding deliveries. Potentially, 96% of the collisions can be corrected by using this method in conjunction with option 1.

Option 3:

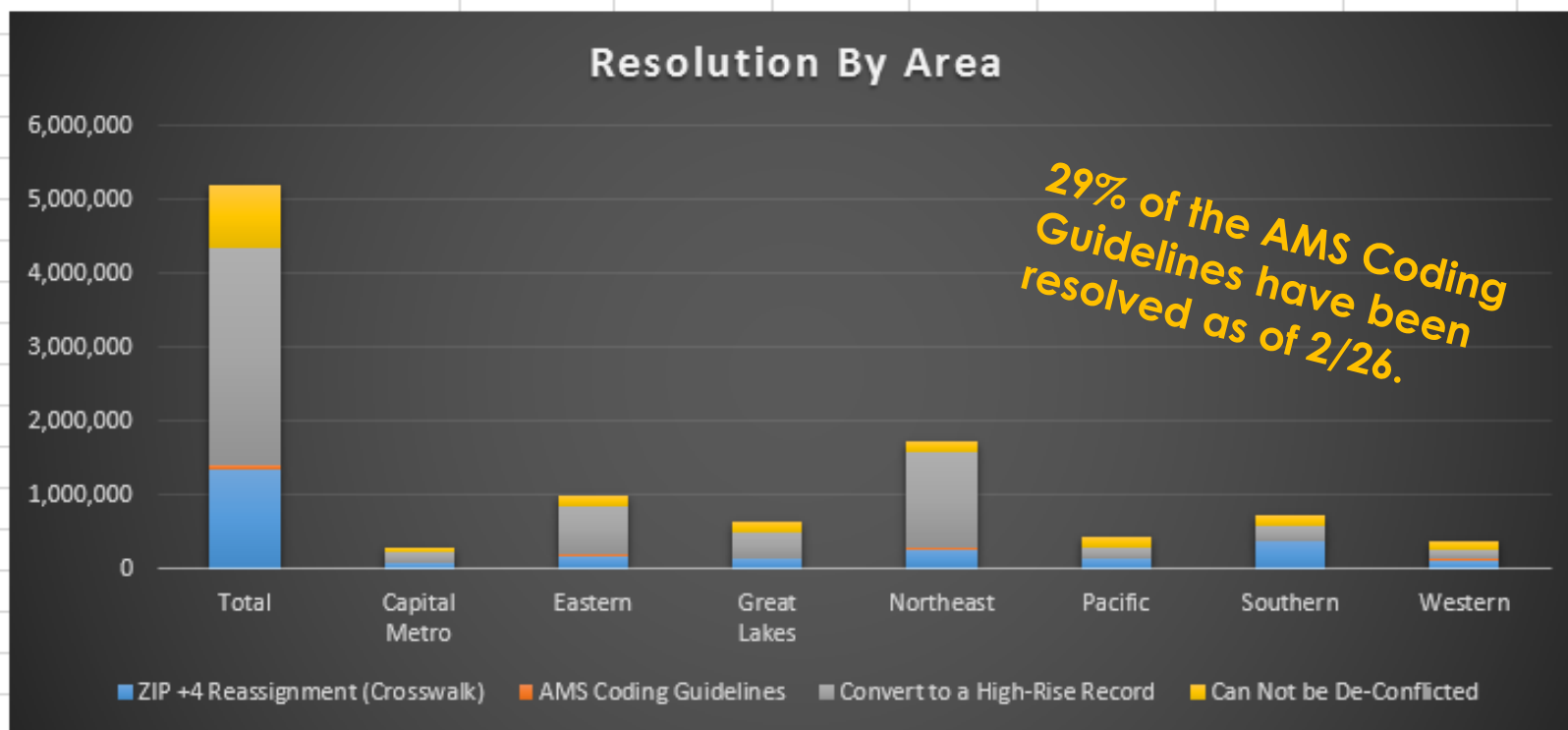
Create a derivative linkage table similar to LACS that will allow software to query the table to search for an equivalent but unique 11-digit to be applied to the mail-piece. This method will be considered if necessary after options 1 and 2.

Option 4:

No Resolution; conflict can't be broken.

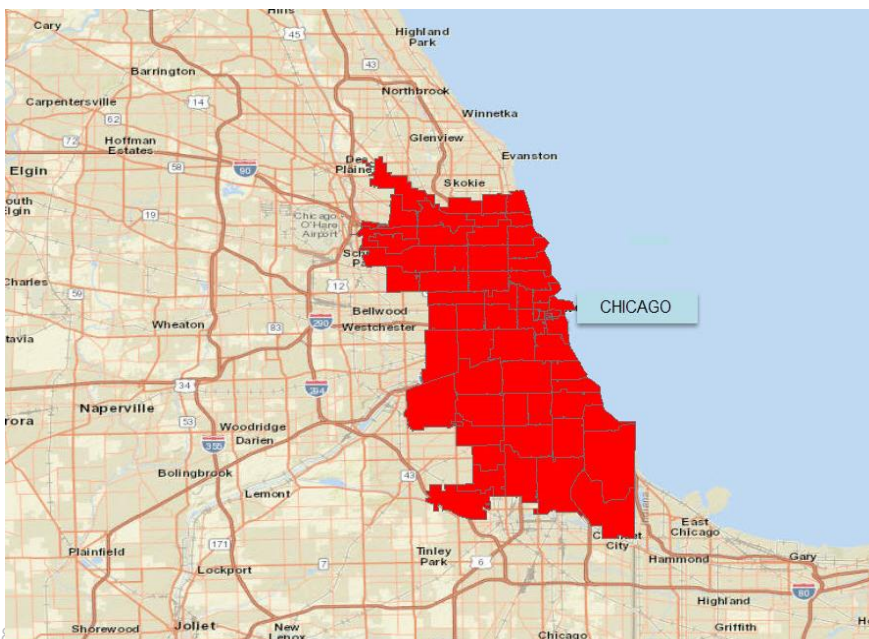
11-Digit De-conflicts Resolutions and Breakdown

| Resolution Description | Total | Capital Metro | Eastern | Great Lakes | Northeast | Pacific | Southern | Western |
|--|------------------|---------------|---------|-------------|-----------|---------|----------|---------|
| ZIP +4 Reassignment (Crosswalk) | 1,338,591 | 97,545 | 187,660 | 134,824 | 264,406 | 154,772 | 370,470 | 128,914 |
| AMS Coding Guidelines | 56,508 | 1,643 | 6,980 | 3,043 | 30,196 | 1,303 | 10,555 | 2,788 |
| Convert to a High-Rise Record | 2,936,756 | 128,983 | 650,235 | 368,037 | 1,301,085 | 136,348 | 208,809 | 143,259 |
| Can Not be De-Conflicted | 874,015 | 52,684 | 163,224 | 127,920 | 121,731 | 153,375 | 146,776 | 108,305 |



ZIP Codes with Highest Percentage of Conflicts

There are 64 ZIP Codes with 11-Digit Conflicts in the Chicago District. These ZIPs have the highest potential for implementing ZIP splits as a result of the de-conflicting effort if using the unique ZIP+4 assignment effort.

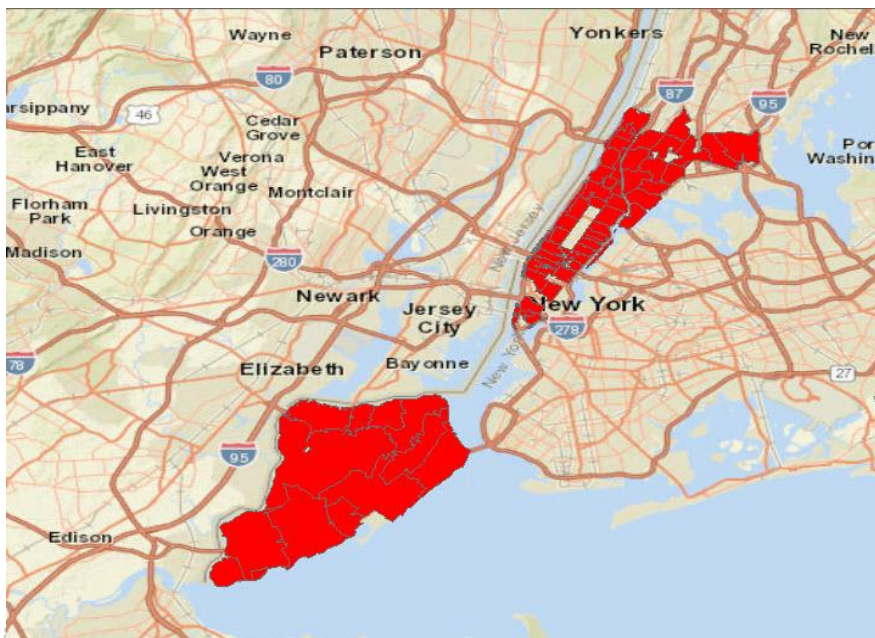


Seven largest ZIP Codes with Conflicts for Chicago District

| ZIP CODE | TOTAL CONFLICTS |
|----------|-----------------|
| 60618 | 13,814 |
| 60647 | 11,802 |
| 60625 | 9,632 |
| 60629 | 8,972 |
| 60639 | 8,757 |
| 60623 | 7,844 |
| 60619 | 7,729 |

ZIP Codes with Highest Percentage of Conflicts

There are 159 ZIP Codes with 11-Digit Conflicts in the New York Metro Area. These ZIPs have the highest potential for implementing ZIP splits as a result of the de-conflicting effort if using the unique ZIP+4 is assignment effort.



Seven Largest ZIP Codes with Conflicts for New York Metro Area

| ZIP CODE | TOTAL CONFLICTS |
|----------|-----------------|
| 11236 | 12,222 |
| 11234 | 9,141 |
| 11214 | 8,768 |
| 11221 | 7,321 |
| 11219 | 6,923 |
| 11208 | 6,575 |
| 11233 | 6,060 |

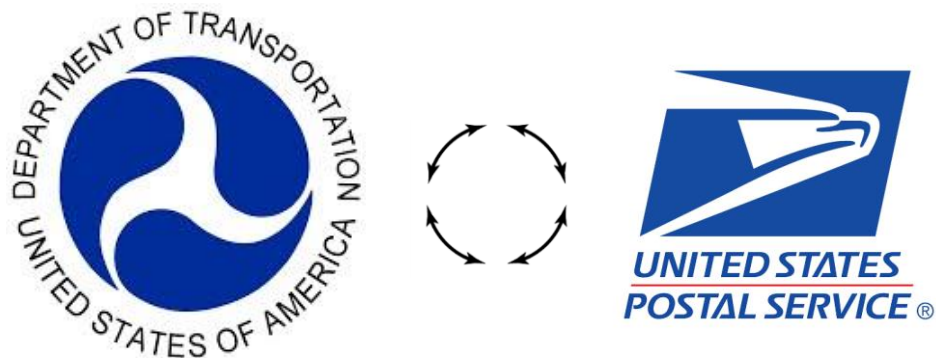
Address Authority Data Exchange (AADE)



Objective

Partner with the Department of Transportation, and their efforts, to create the National Address Database.

Compare address data received from the DOT National Address Database (NAD) to the USPS® Delivery Point File (DPF) database. Unmatched records will be researched and validated to be potentially added to AMS as a valid delivery point.



NAD Data Breakdown Currently representing 13 States

Total Addresses Received from NAD **42,281,449**

| | | |
|----------------------|---------------------------------------|-------------------|
| with DPF | DPF Match before AME and AEC | 30,965,575 |
| | DPF Match after AME | 4,789,352 |
| | DPF Match after AEC | 949,918 |
| | Total DPF | 36,704,845 |
| Match w/o DPF | AME Match w/o DPF match | 2,816,331 |
| | AEC Match w/o DPF Match | 342,078 |
| | Total Match w/o DPF | 3,158,409 |
| No Match | AEC no match (could not resolve) | 2,418,195 |
| | Bad Address (Missing ZIP and Address) | 956,764 |

Phase I – ZIP + 4® Matches

Targeted 80% validation by 9/30

- Research and validate records that match a current ZIP + 4 range, but do not match to DPF

| Match w/o DPF: | |
|----------------------------|------------------|
| AME Match w/o DPF match | 2,816,331 |
| AEC Match w/o DPF Match | 342,078 |
| Total Match w/o DPF | 3,158,409 |

- Leverage enhanced geo coordinate to determine if an address match can be made.
- Unmatched records will be loaded into GMT for verification and acceptance into AMS by the local AMS office.
- 6 Districts are currently piloting the validation process to ensure records are received and being updated in AMS appropriately.
- Status updates will be provided monthly that shows how many records have been successfully added to the AMS database.

Periodicals



ACS™ Reconciliation Process

Retirement of the Periodical Reconciliation process effective with implementation of the Address Quality Census Assessment

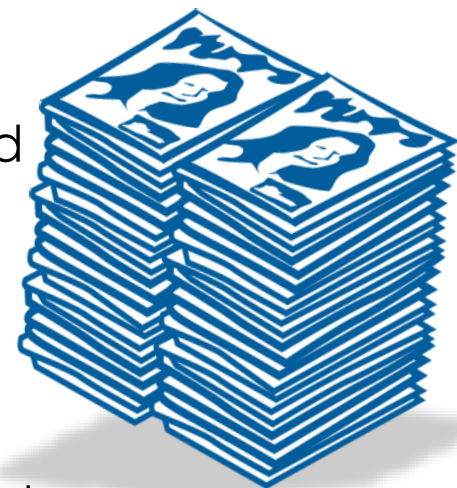
Discontinuation of Reconciliation Reports & Scan Rates

Shipping Notice will report Traditional ACS counts & fees

- Traditional ACS notices will be charged unless:
 - Full Service publisher meet the 95% volume threshold
 - and includes an ACS STID in the IMb

Traditional ACS notices will be charged when:

- Traditional ACS STID is used in IMb
- Publisher does not meet Full Service volume threshold



PS Form 3579

Effective with the Address Quality Census Measurement & Assessment Process implementation:

- PS Forms 3579 will be charged when Manual Corrections are requested or required
- PS Form 3579 notices are generated when:
 - IMb™ contains a Manual Corrections Service Type ID (STID)
 - Invalid IMb, No IMb, or IMb Unreadable
 - IMb contains a Traditional ACS STID but:
 - No Participant ID
 - Invalid Participant ID &/or Keyline
 - Unreadable Participant ID &/or Keyline



The font* used for the Participant ID & Keyline is critical

PARS & FPARS Form 3579

| Quarter 1 2018 | | |
|--|------------------|-------|
| COA | 652,079 | (44%) |
| Nixie | 726,544 | (49%) |
| Early COA (Form 3579 before day 60 - suppressed) | 103,532 | (7%) |
| IMb™ Not Present | 205,354 | (14%) |
| IMb Present | 1,276,801 | (86%) |
| Manual Correction STID in IMb | 1,085,359 | (85%) |
| Invalid STID in IMb | 18,779 | (1%) |
| * Traditional ACS STID in IMb | 115,143 | (14%) |
| No Participant ID | 103,138 | (90%) |
| Invalid Participant ID | 12,005 | (10%) |
| Forms 3579 Generated | 1,482,155 | |
| Forms 3579 Sent | 1,373,461 | |

* Prior to FPARS, CFS Operators could "override" a Manual STID and generate Traditional ACS if present.

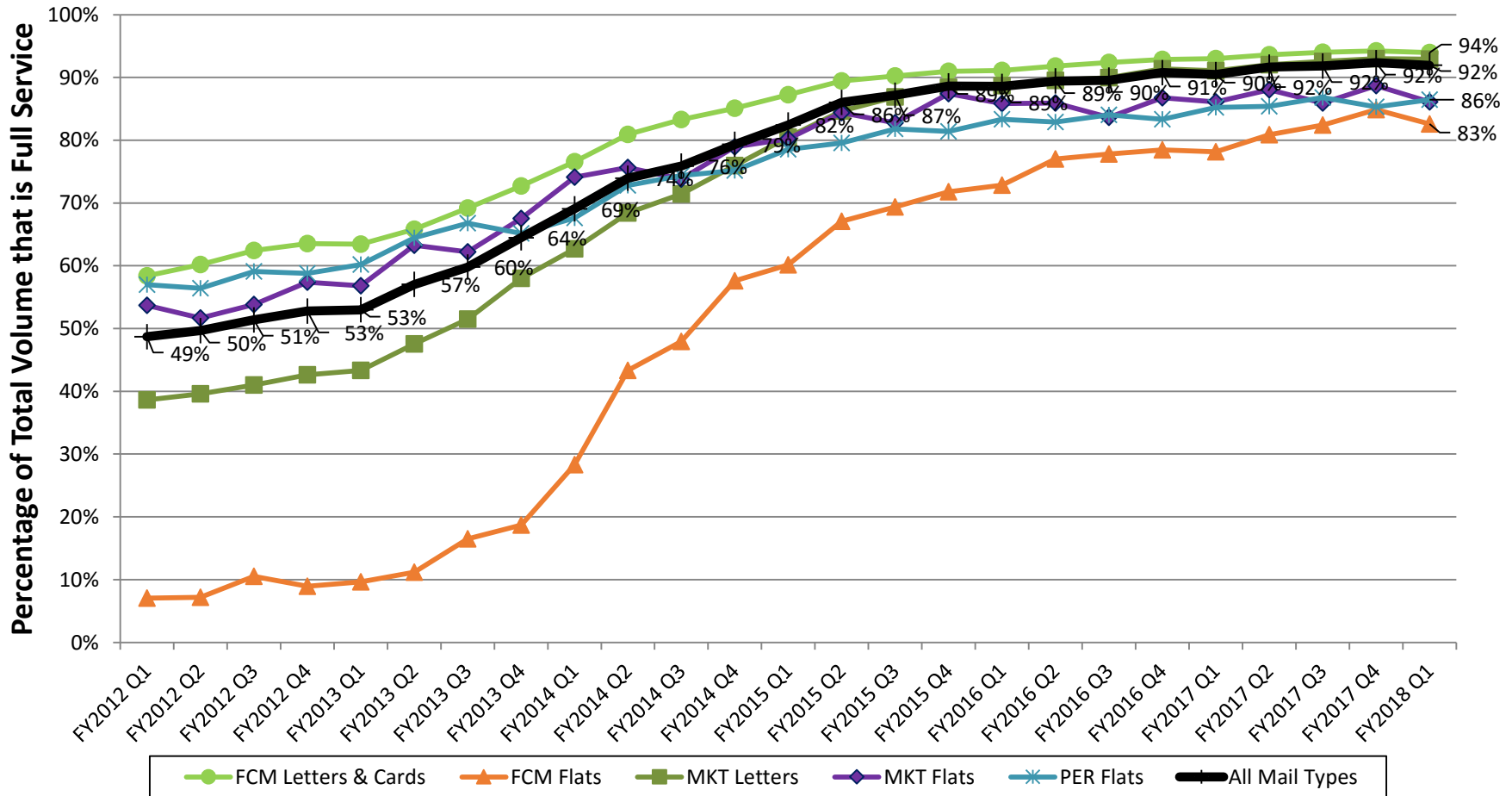
MTAC Pulse of the Industry
Service performance Measurement

Mail In Measurement

Approach to Increasing Mail in Measurement

In December 2017, 92% of Commercial mail eligible for Full-Service was Full-Service

Note: Below graph depicts FS Adoption % as an avg. for the quarter; Slide title depicts the % for the latest month.



In FY18 Q1, over 78% of Full-Service mail was in Measurement

| Mail Class | Mail Shape | Commercial | Full-Service Eligible | Full-Service | In Measurement | % of Full-Service In Measurement |
|---------------------|-------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|
| First Class Presort | Letter/Card | 9,749,483,116 | 9,372,407,989 | 8,977,992,193 | 6,635,144,431 | 73.90% |
| First Class Presort | Flat | 169,899,657 | 151,348,578 | 126,977,479 | 87,698,212 | 69.07% |
| USPS Marketing | Letter | 14,499,209,464 | 14,209,168,816 | 13,338,299,049 | 11,056,692,101 | 82.89% |
| USPS Marketing | Flat | 5,817,237,048 | 3,998,819,735 | 3,566,993,218 | 2,751,423,015 | 77.14% |
| Periodicals | Flat | 1,250,121,841 | 1,206,914,247 | 1,093,896,536 | 755,828,711 | 69.10% |
| Total | | 31,485,951,126 | 28,938,659,365 | 27,104,158,475 | 21,286,786,470 | 78.54% |

M-in-M Network

- **HQ Team**
 - SPM – Priyanka Misri, John Nabor, Wayne Palmiter
 - Accenture – Beau Rauch, Lisa Leu
 - Marketing – Chip Brown III (MMS), Frank Montemayor (BMS), Phillip Parrish (MEPT)
 - Networks – Prat Shah
- **Area Co-Coordinator**s (Mail Acceptance, Operations)
 - CM – Danny Luc, Dmetrius Alexander
 - EA – Barry Gilbert, Regis Curtin
 - GL – Linda Bergeland, Drew Mason
 - NE – Michelle Saracusa, Carla Edmonds
 - PA – Claudia Munoz, Kelly Porter
 - SO – Beth Baughman, Rick Bay
 - WE – Ray Cordova, Jon Hummel

Resolution Chronology

- 03/2017 to 07/2017 – identify top 3 exclusion reasons for each mail class/shape and HQ team investigate high volume site/mailler pairs for root cause and resolution
- 07/2018 – publish of HQ team results in Resolution Guide
- 08/2017 onward – investigate Field inquiries regarding published resolutions and update the Guide
- 11/2017 – complete L601 correction for LA, NJ, KC, and STL NDC's for Invalid EPFED
- 11/2017 – complete Southern Area STC correction to FDB locale key and CSA's for No Start-the-Clock
- 01/2018 – eliminate Incorrect Entry Facility exclusion
- 02/2018 – initiate Field collaborations as method to develop resolutions for unresolved exclusions
- 03/2018 – implement resolution for Seamless BMEU entry for No Start-the-Clock
- Pending – Long Haul exclusion dependent on completion of MVA Trailer Visibility application

Field Communications

- 07/2018 – publish Improved SPM Exclusions webpage
- 08/2018 onward – initiate and continue national focus on exclusion volume and resolution efforts through monthly Area Co-Coordinator checkpoints. HQ team participate in Area facilitated District Co-Coordinator checkpoints.

Field Tools

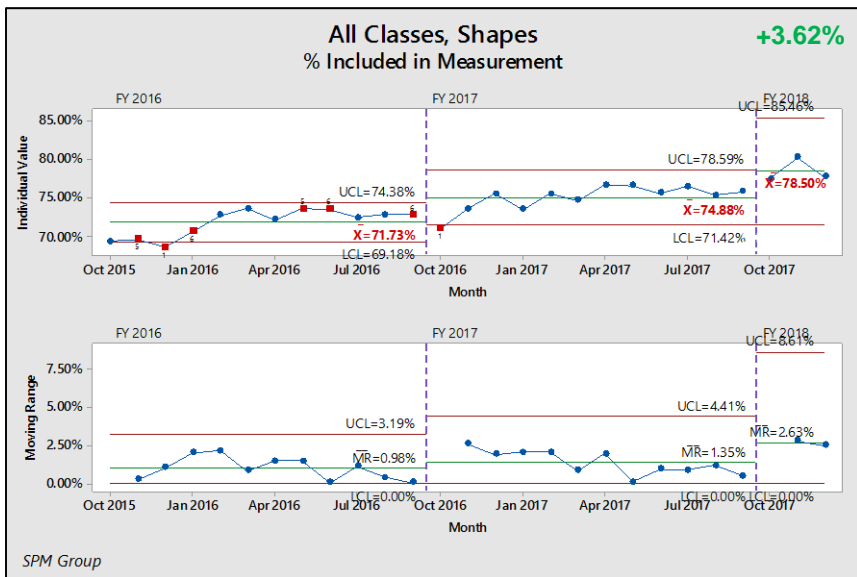
- 07/2018 – publish Resolution Guide for Commercial Mail Excluded from Measurement (on 4th revision)
- 07/2018 – improve SPM Exclusions by Area analysis files (on 3rd revision)

Current Resolution Efforts

- Ongoing – Field analysis of exclusions and application of resolutions w/ HQ team support
- 02/2018 – Field apply new resolution for SCF entry mail entered at co-located BMEU
- 02/2018 – HQ/Field collaboration w/ Omaha P&DC and North Texas P&DC to develop resolutions for Inconsistent SPM Data and No Piece Scan exclusions for letters
- 02/2018 – initiate investigation into No Piece Scan exclusion for BPM

Results

- Mail in Measurement by FY: FY16 = **71.73%**, FY17 = **74.88%**, FY18 YTD = **78.50%**
- 04/2017 – initiate I-MR charts to track monthly % included by mail class/shape
- 01/2018 – initiate national chart to track FY % and volume included by mail class/shape



Acronyms & Symbols

I = Individual Values (top chart)

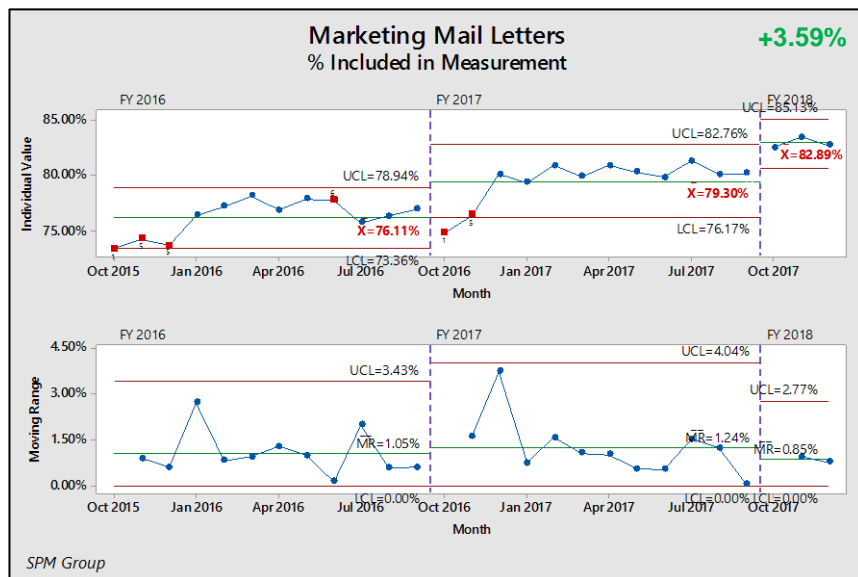
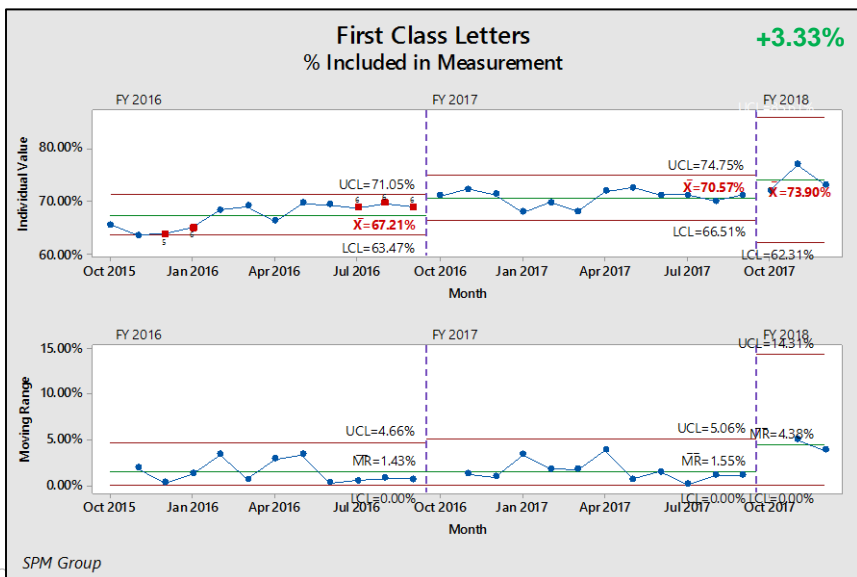
MR = Moving Range (bottom chart)

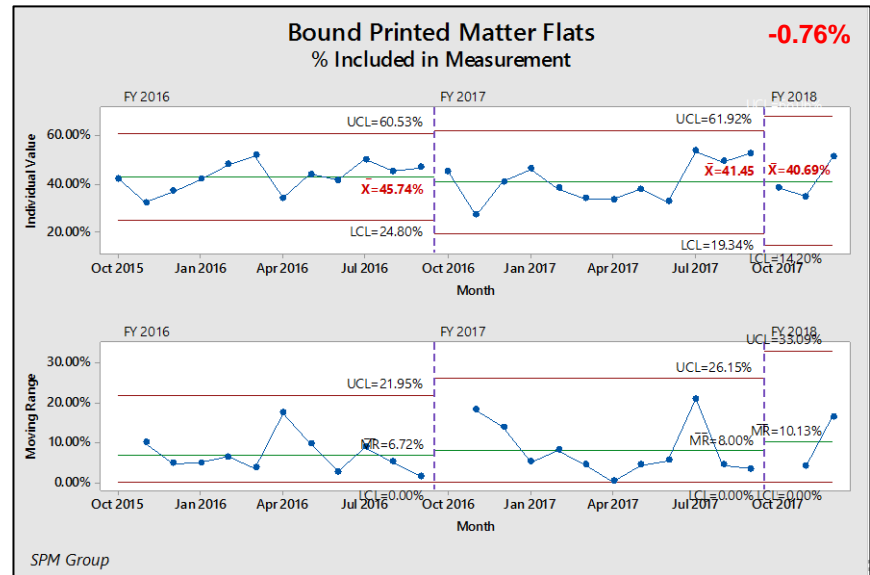
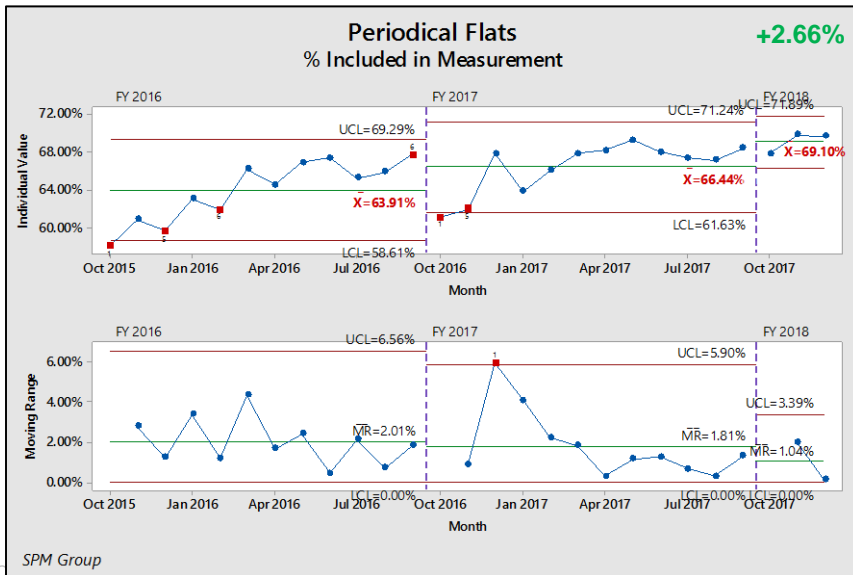
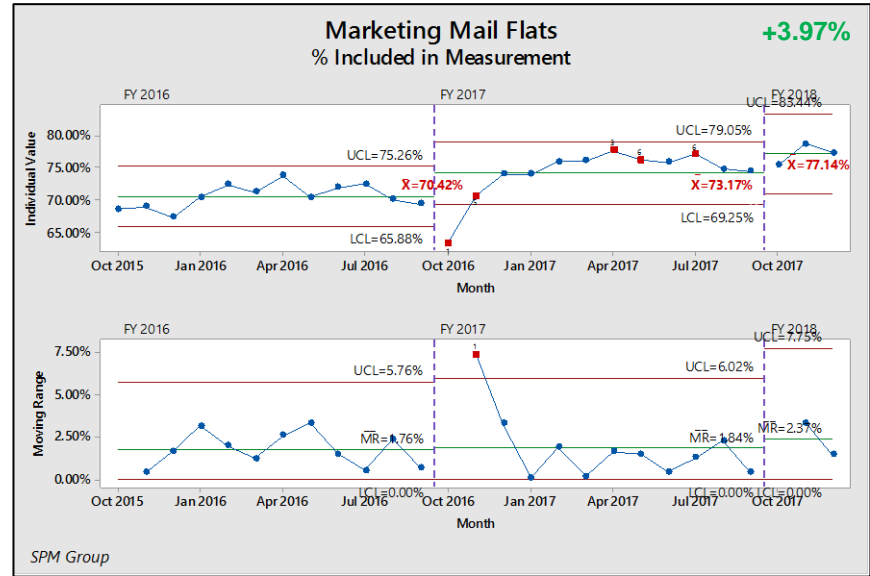
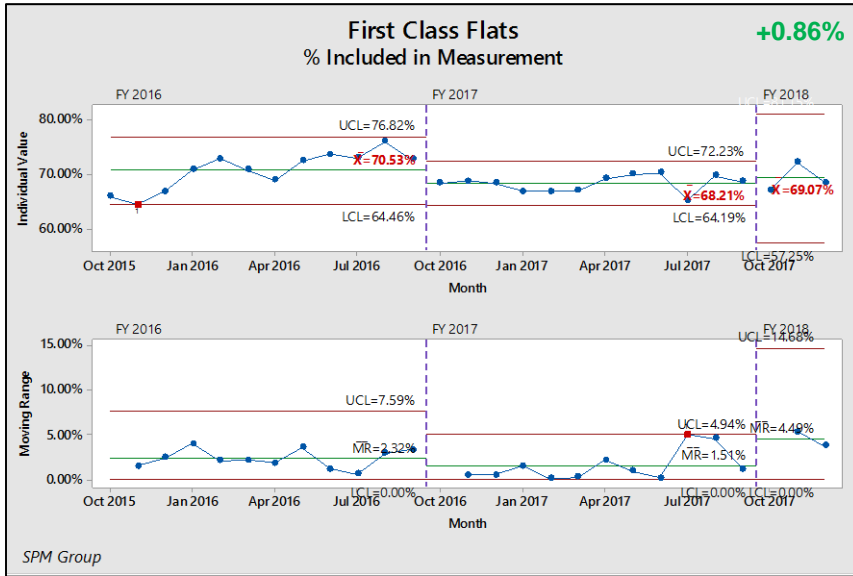
\bar{X} = average I for the period

\overline{MR} = average MR for the period

UCL = upper control limit

LCL = lower control limit

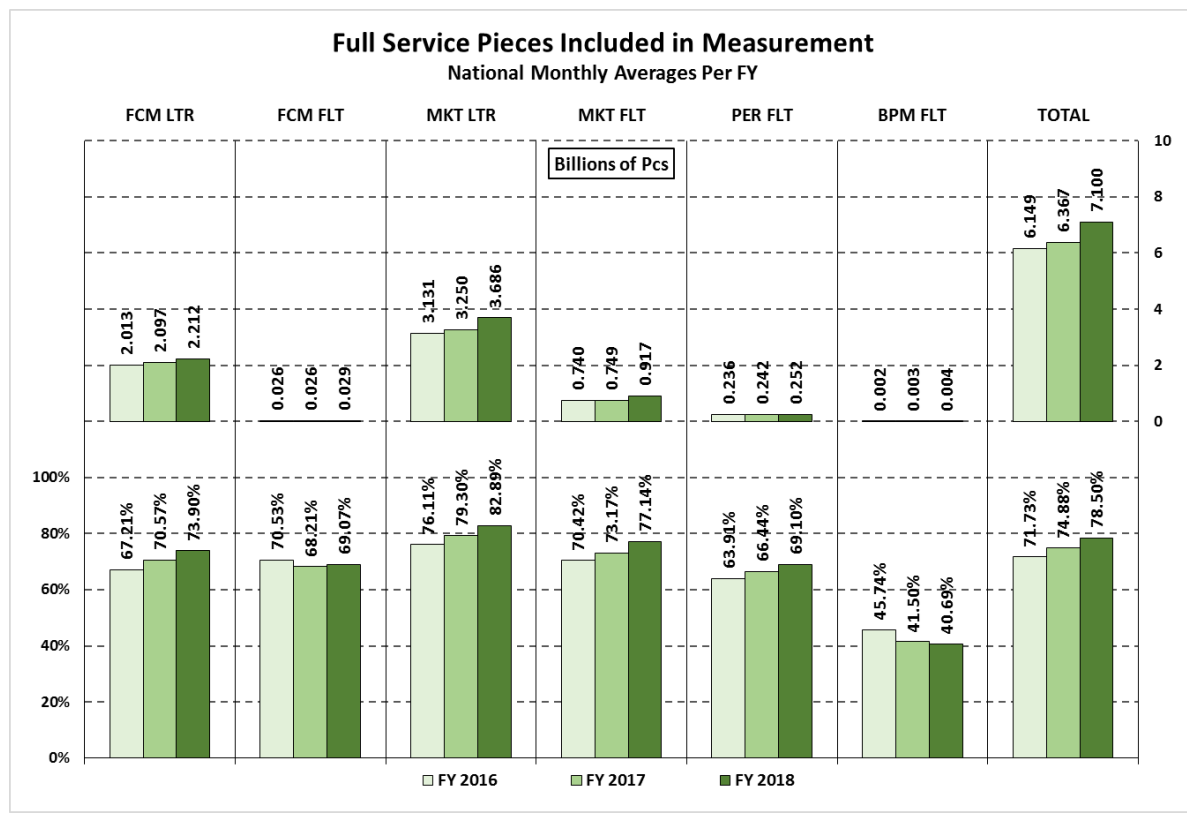




District Exclusion Results (YTD Dec)

| AREA | DISTRICT | FY 2017 | FY 2018 | | | | | | |
|---------------|----------|-------------|---------|----------|----------|----------|----------|----------|----------|
| | | 07/08-09/30 | YTD | Oct 2017 | Nov 2017 | Dec 2017 | Jan 2018 | Feb 2018 | Mar 2018 |
| NATIONAL | | 23.89% | 21.98% | 22.59% | 21.22% | 22.14% | | | |
| CAPITAL METRO | | 24.07% | 22.54% | 22.52% | 21.96% | 23.31% | | | |
| EASTERN | | 22.90% | 21.96% | 21.00% | 20.72% | 24.84% | | | |
| GREAT LAKES | | 26.64% | 25.56% | 26.45% | 23.47% | 27.02% | | | |
| NORTHEAST | | 25.74% | 22.87% | 24.79% | 20.65% | 23.16% | | | |
| PACIFIC | | 21.12% | 18.24% | 20.88% | 16.93% | 16.54% | | | |
| SOUTHERN | | 27.35% | 22.46% | 23.25% | 22.19% | 21.83% | | | |
| WESTERN | | 19.39% | 19.95% | 19.91% | 21.43% | 18.18% | | | |

FY Trends – National (YTD Dec)





Service Diagnostics

GEOGRAPHY IMPACTS TO THE NATION (BASED ON CENSUS DATA) ⓘ

View By: Pieces

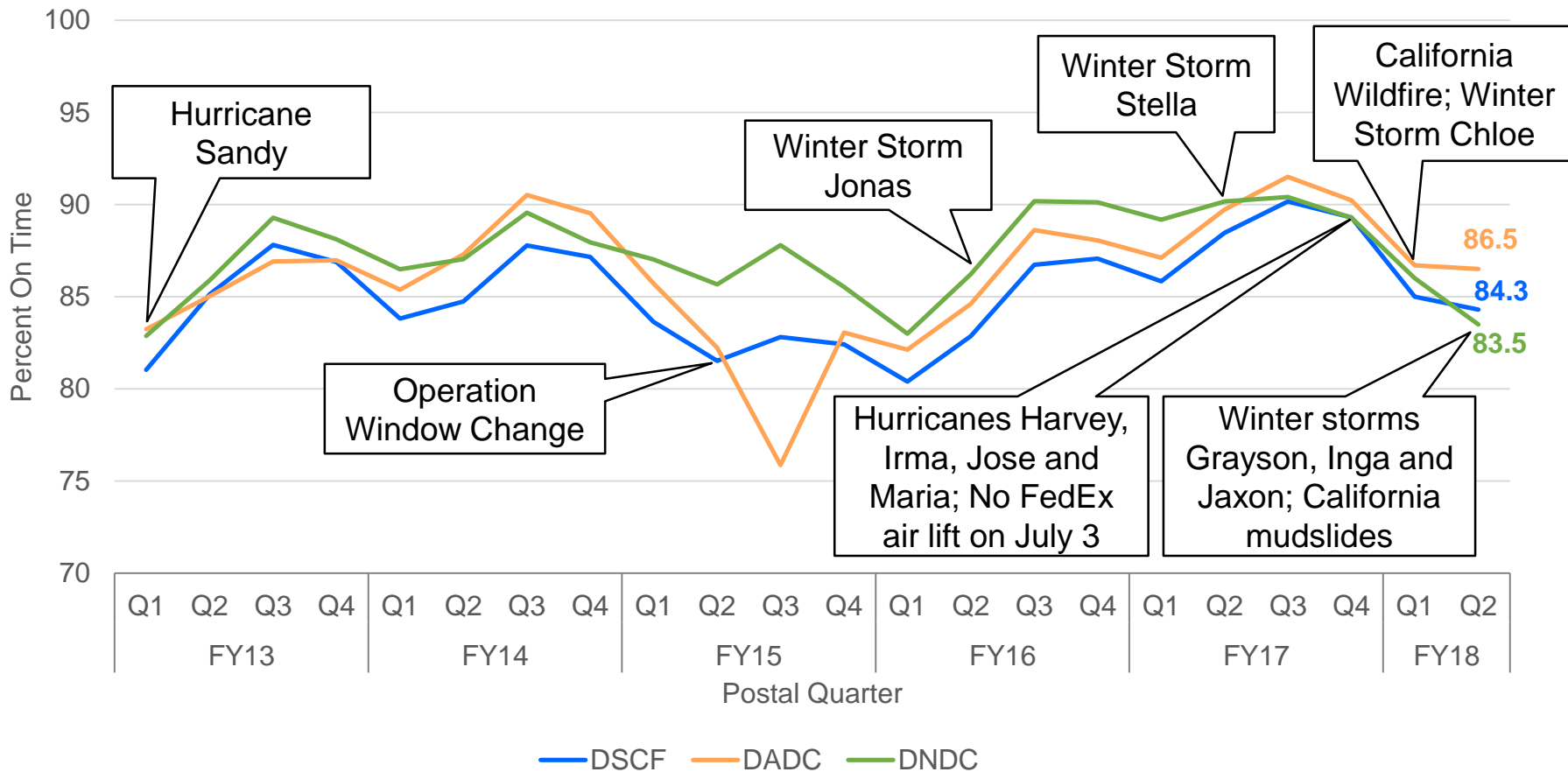


Enterprise Analytics Service Performance

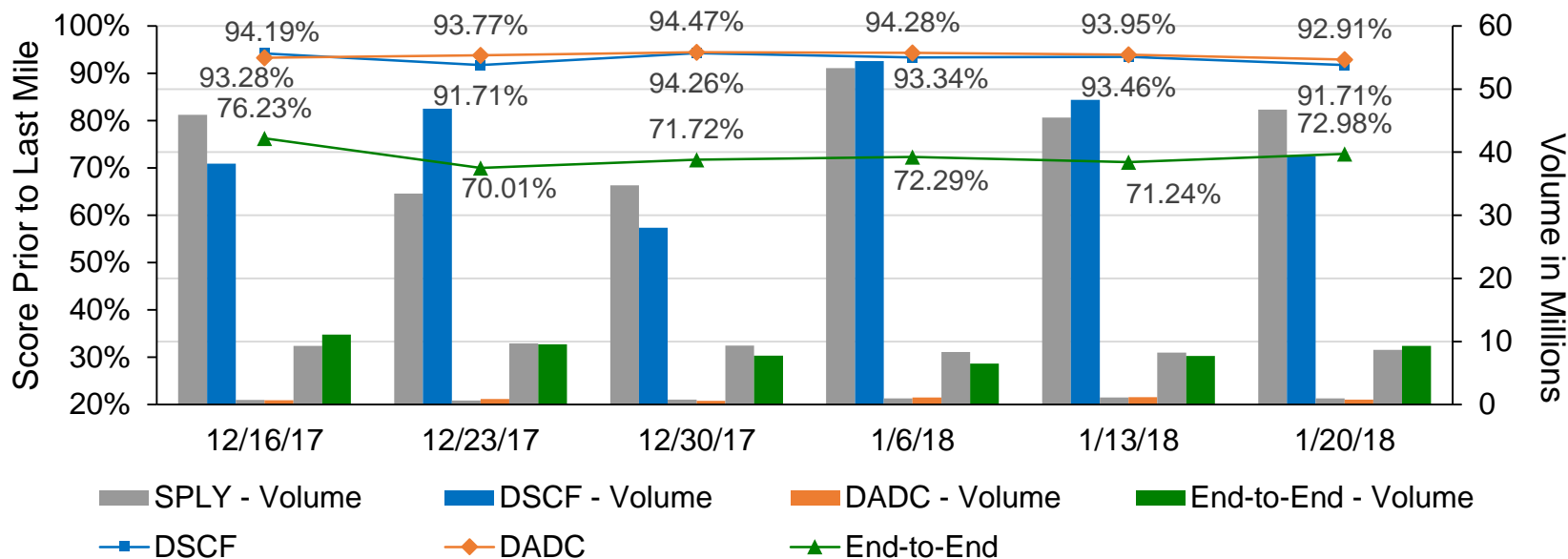
Periodicals

Flats

Destination Entry IMB® Periodicals FY13 thru FY18 Performance By Quarter

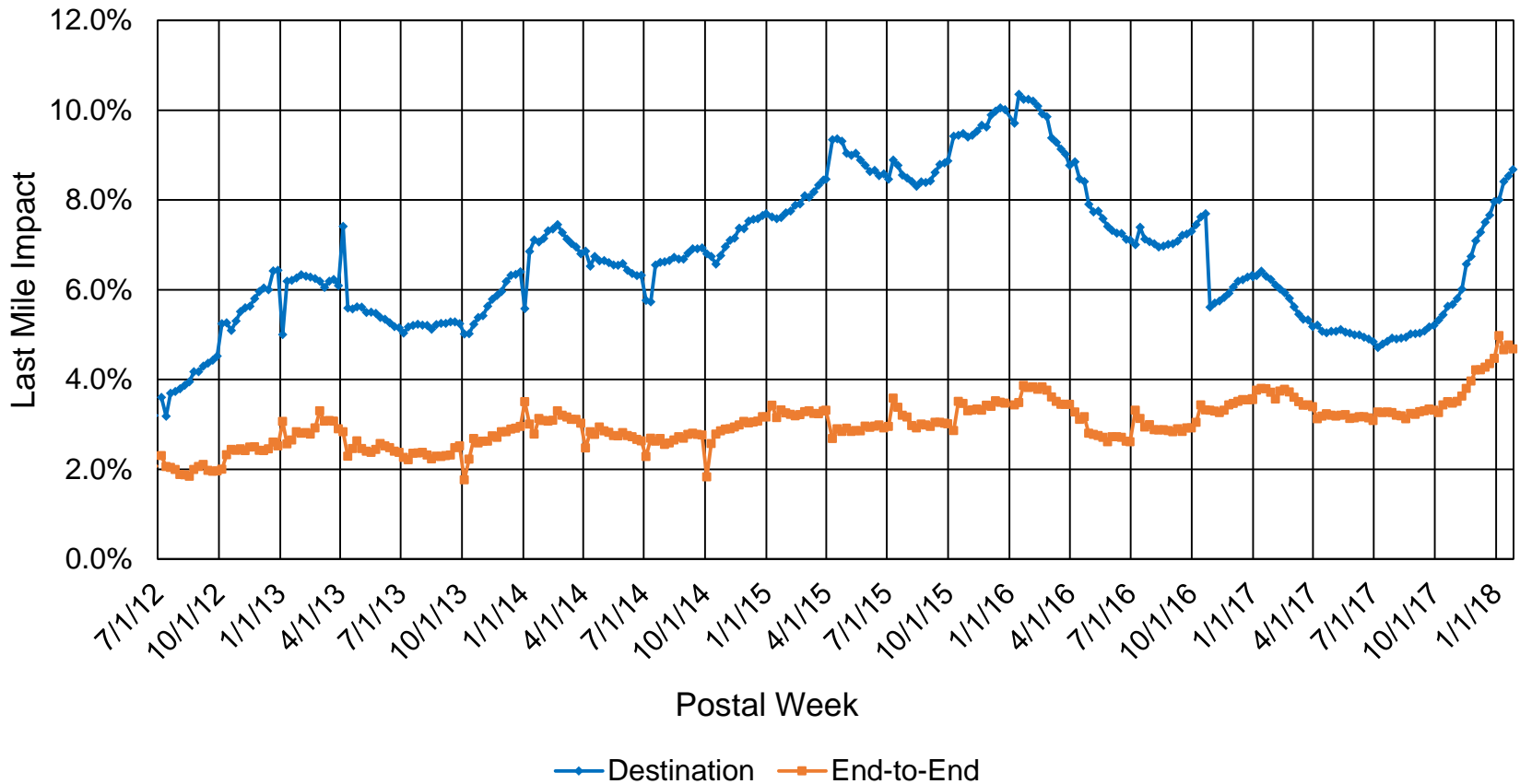


Note: Preliminary FY18 Q2 through 1/26/18. Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting 9/16/17 due to the devastating impacts of Hurricanes Irma and Maria.



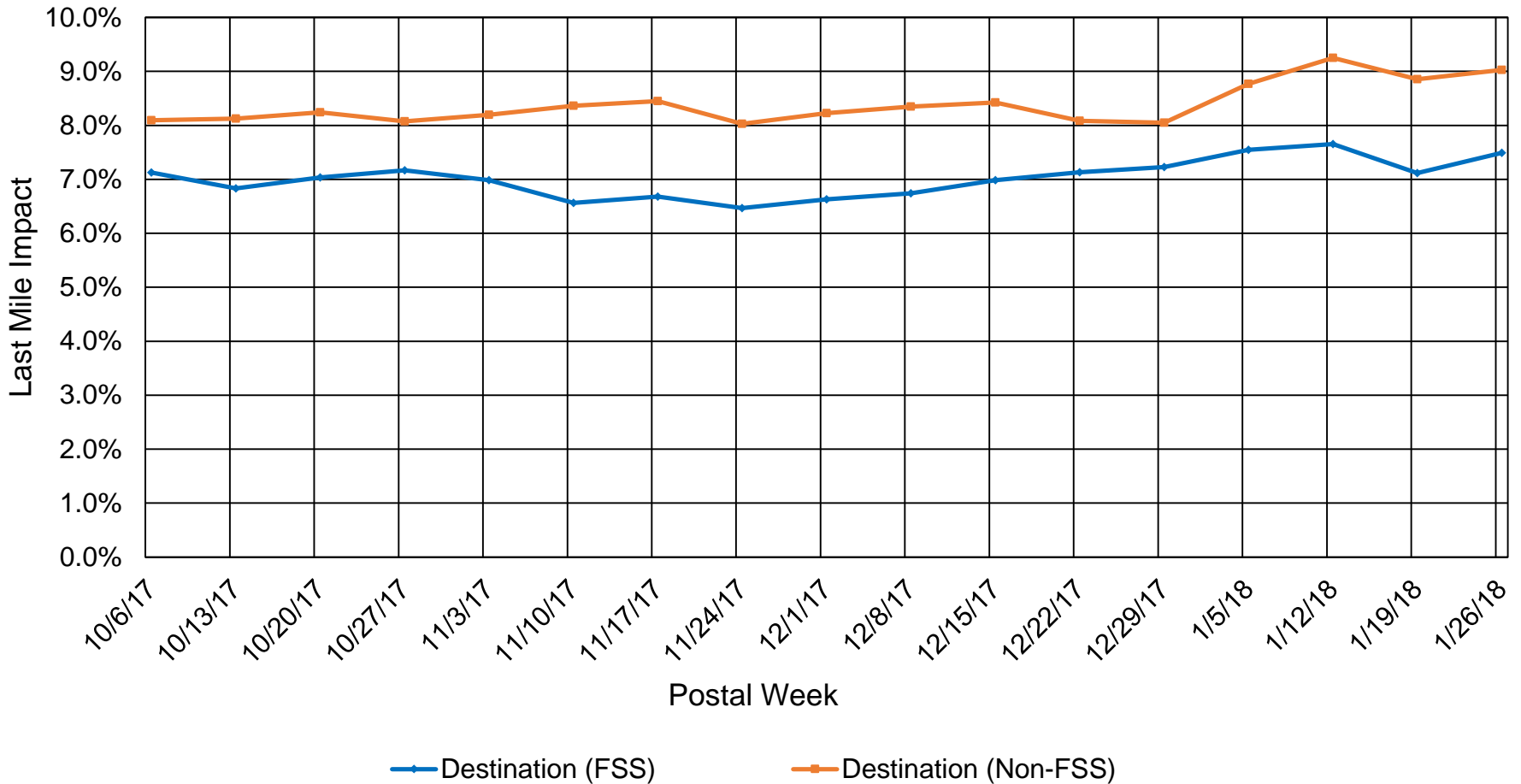
| Q2TD thru 1/26/18 | Total Pieces Measured | Processing On-Time | Last Mile Impact | Overall Score | Target Score | SPLY Pieces Measured | Volume Change | SPLY Overall QTD Score | SPLY Change |
|-------------------|-----------------------|--------------------|------------------|---------------|---------------|----------------------|---------------|------------------------|---------------|
| SCF Flats | 162,691,105 | 93.07% | -8.75% | 84.32% | 91.80% | 173,208,597 | -6.07% | 86.59% | -2.27% |
| ADC Flats | 3,604,967 | 93.82% | -7.36% | 86.46% | 91.80% | 3,662,792 | -1.58% | 88.49% | -2.03% |
| E2E Flats | 29,542,544 | 71.64% | -4.68% | 66.96% | 91.80% | 32,942,683 | -10.32% | 68.87% | -1.91% |
| 2-Day | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 3-Day | 8,531,085 | 84.66% | -5.12% | 79.54% | 91.80% | 11,509,381 | -25.88% | 84.16% | -4.63% |
| 4-Day | 13,688,668 | 69.98% | -4.88% | 65.10% | 91.80% | 12,695,526 | 7.82% | 67.66% | -2.56% |
| 5-Day | 277,773 | 64.53% | -4.90% | 59.63% | 91.80% | 656,393 | -57.68% | 57.18% | 2.45% |
| 6+ Day | 7,045,018 | 59.38% | -3.77% | 55.61% | 91.80% | 8,081,383 | -12.82% | 49.93% | 5.68% |
| Total | 195,838,616 | | | 80.56% | 91.80% | 209,814,072 | -6.66% | 82.31% | -1.75% |

Last Mile Impact Trend



Note: Results starting week ending 10/28/16 are based on Days Left Group (DLG) approach, whereas all prior weeks' results are based on Last Processing Operation (LPO) approach. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting 9/16/17 due to the devastating impacts of Hurricanes Irma and Maria.

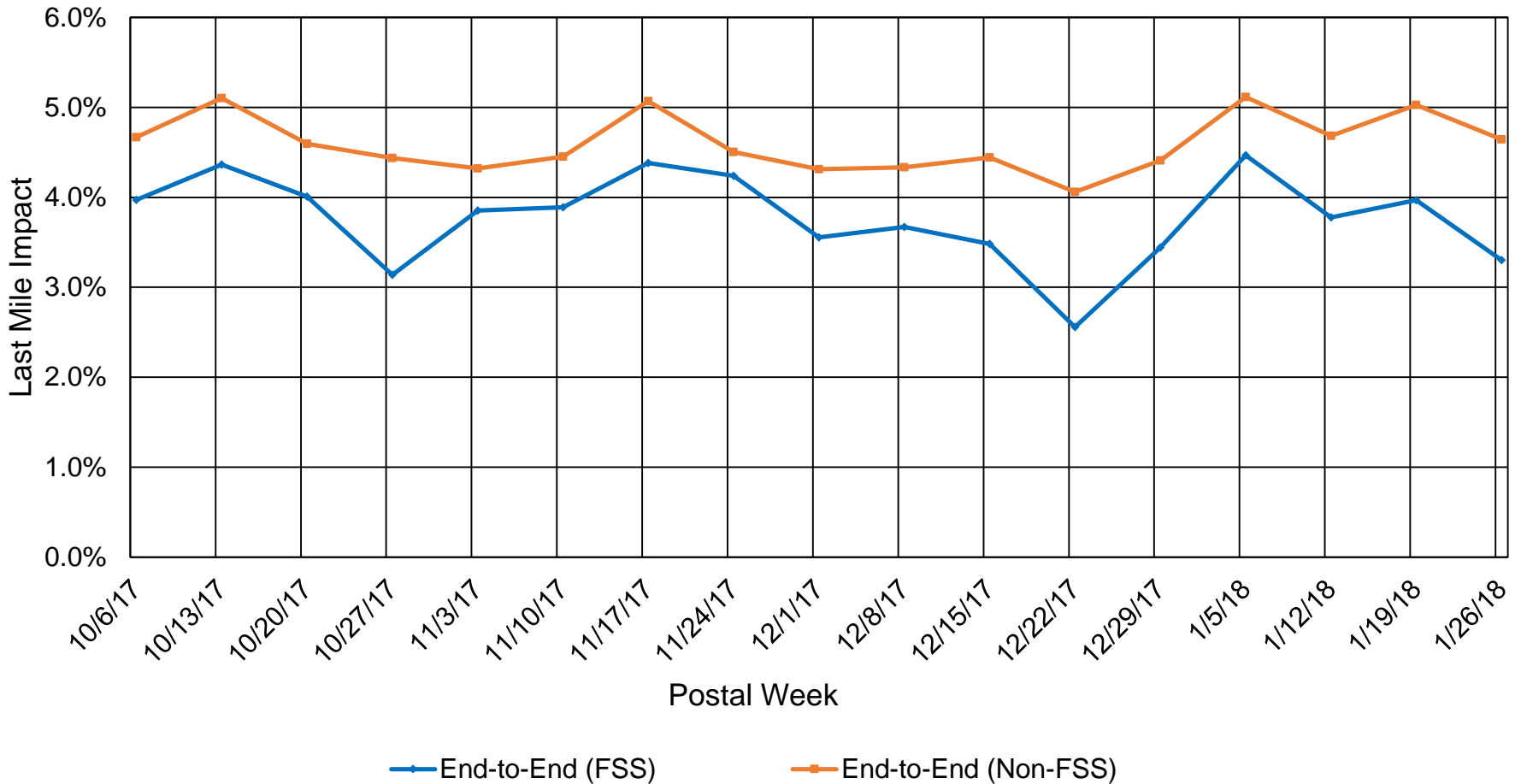
Destination-Entry Last Mile Impact



Note: Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria.

Mail destined to FSS Zone and Non-FSS Zone is determined based on L006 Labeling List.

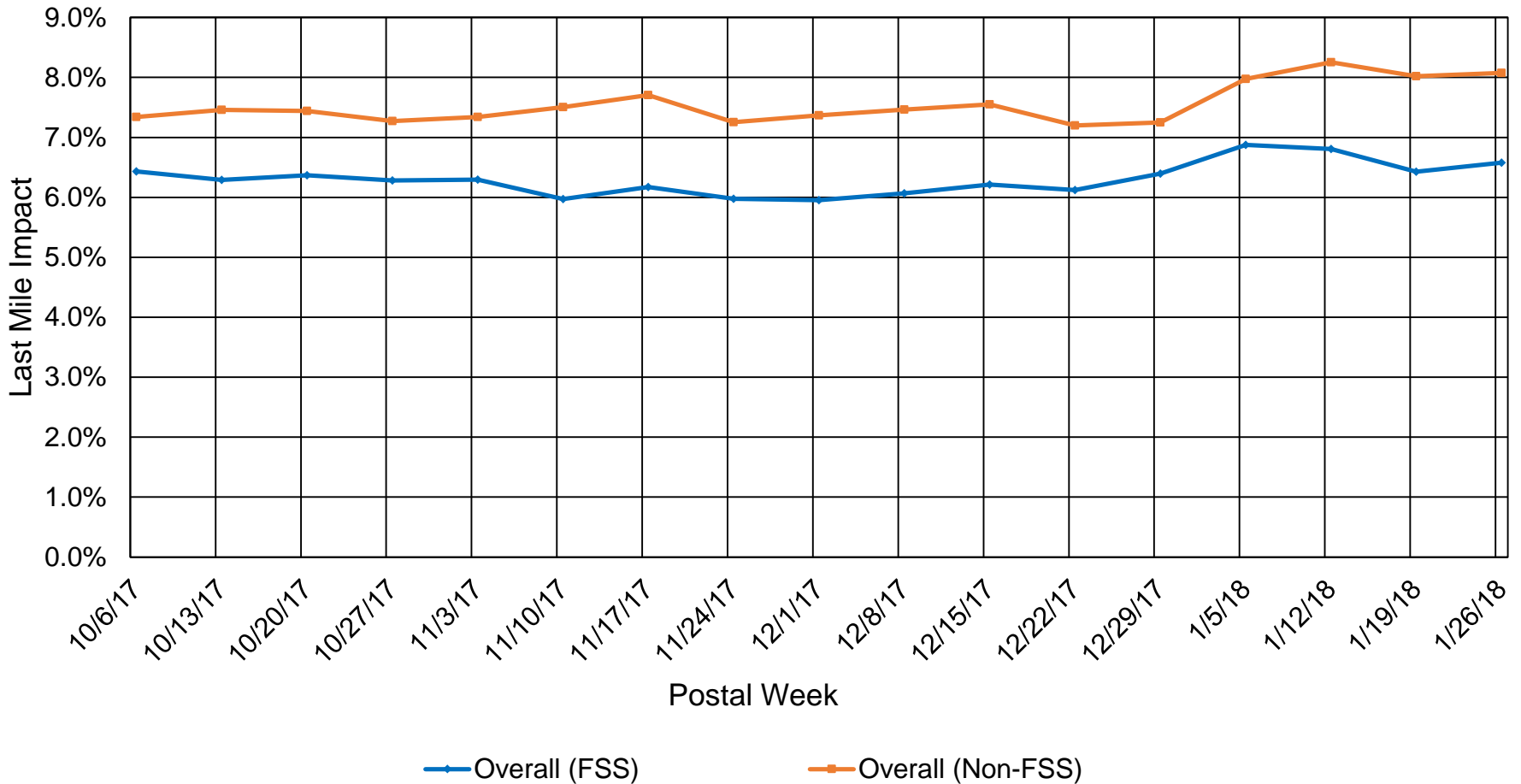
End-to-End Last Mile Impact



Note: Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria.

Mail destined to FSS Zone and Non-FSS Zone is determined based on L006 Labeling List.

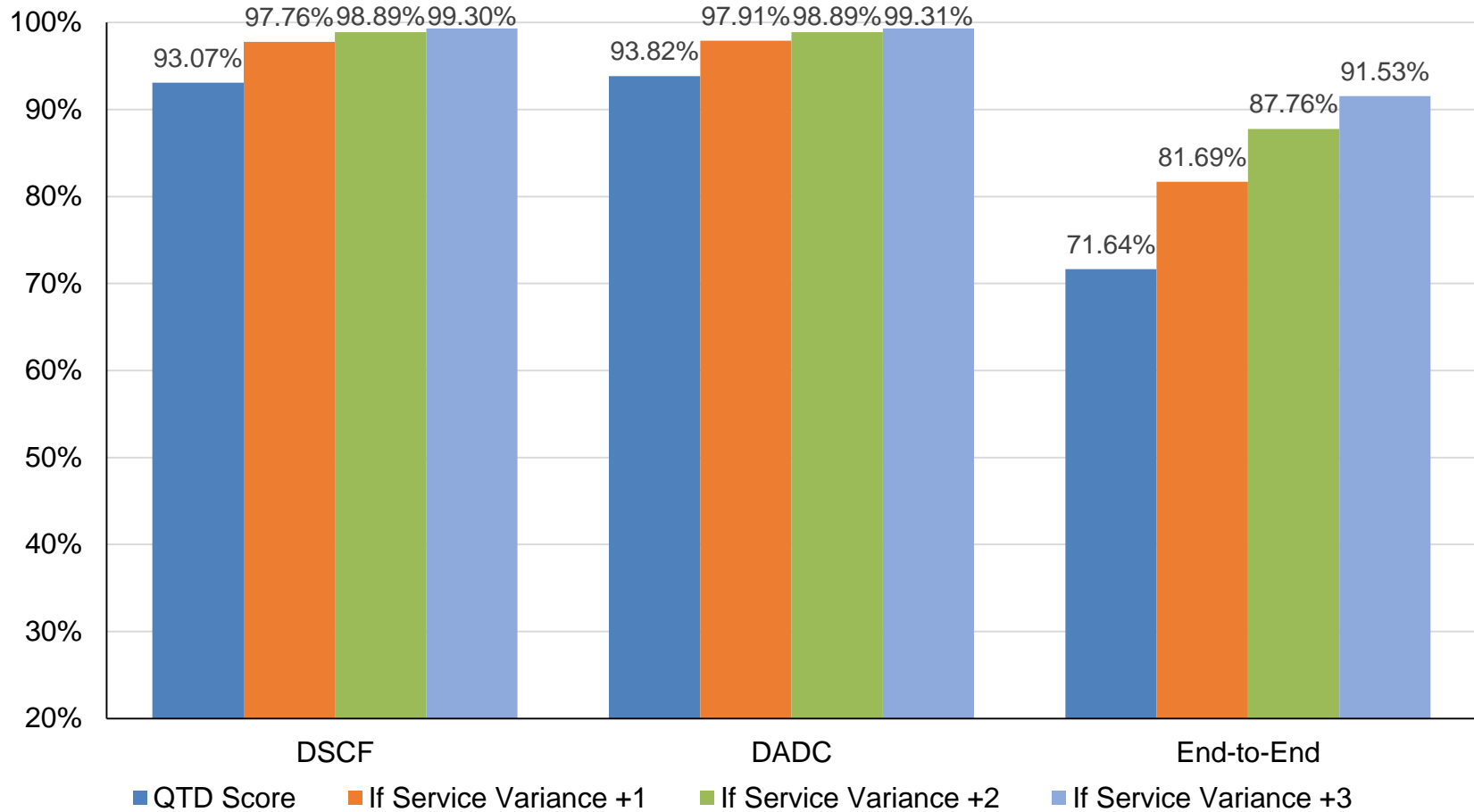
Overall Last Mile Impact



Note: Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria.

Mail destined to FSS Zone and Non-FSS Zone is determined based on L006 Labeling List.

Q2TD DSCF and DADC Periodicals scores would be above 97.76% (prior to last mile), if pieces that failed by 1 day passed



Note: Service performance results before Last Mile. Q2TD scores through 1/26/18. Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q2 due to the devastating impacts of Hurricanes Irma and Maria.



Thank You!



Appendix

Explore the possibility of providing a way for mailers to see quality metrics through a D3? Visualization:

- The current visualization will display a summary of the monthly IMpb Compliance Indicators (AQ, MQ, & BQ)
- Mailers will be able to drill down to view compliance data at a state level which highlights IMpb compliance issues by geographic location

http://56.72.7.32:9100/YK/Project_VII/version_20180222/app/

IMPB DASHBOARD DEMO



MTAC Marketing Mail

February 2018



All Classes

Bundle breakage data

Two sets of service data for disasters

Report that shows volume of automation flats in manual

The Future of Informed Visibility

Mail in Measurement Scorecard



Informed Visibility Update

IV – our single source for near real-time data



**THANK YOU
to industry
partners!**



**Over 1,138 new
mailers joined IV
since July 1,
2017!**



**+250 Million daily
Logical Delivery
Events provided daily
through IV-MTR
data feeds**



**1.1 Billion scan
records processed
daily by IV**



Proposed Cadence of Application

Scope Review will be provided 4 weeks prior and will include:

Web changes – review wireframes

Data changes – review new fields that will be available

Demo and Documentation Preview will provided 1 - 2 weeks prior and include:

- Updates to User Guide
- Updates to Data Feed Specifications:
 - Data Dictionary
 - Sample Files / xml Messages,
 - any new Op Codes

| Scope Review | Demo & Documentation Preview | Release Date |
|--------------|------------------------------|--------------|
| 1/19/18 | 2/2/18 | 2/17/18 |
| 3/2/18 | 3/16/18 | 4/1/18 |
| 4/13/18 | 4/27/18 | 5/12/18 |
| 5/25/18 | 6/8/18 | 6/23/18 |



No Piece Scan

In FY18 Q1, about 4% of Letters had No Visibility

| Mail Class | Mail Shape | Entry Discount | Volume with Visibility | No Visibility Volume | % No Visibility |
|---------------------|---------------|----------------|------------------------|----------------------|-----------------|
| Presort First Class | Letters/Cards | ORIGIN | 5,486,453,698 | 155,762,025 | 2.76% |
| USPS Marketing Mail | Letters | DSCF | 6,926,570,710 | 310,289,152 | 4.29% |
| | | ORIGIN | 903,892,831 | 127,372,459 | 12.35% |
| | | DNDC | 844,055,360 | 50,541,148 | 5.65% |
| | | ASF | 60,850,551 | 2,676,122 | 4.21% |
| | | DDU | 61,992 | 3,453 | 5.28% |
| Total | | | 14,221,885,142 | 646,644,359 | 4.35% |

In FY18 Q1, about 15% of Flats had No Visibility

| Mail Class | Mail Shape | Entry Discount | Volume with Visibility | No Visibility Volume | % No Visibility |
|---------------------|------------|----------------|------------------------|----------------------|-----------------|
| USPS Marketing Mail | Flat | DSCF | 1,814,330,379 | 254,281,697 | 12.29% |
| | | ORIGIN | 221,069,753 | 45,966,052 | 17.21% |
| | | DNDC | 140,035,415 | 45,231,647 | 24.41% |
| | | DDU | 36,369,958 | 5,280,498 | 12.68% |
| | | ASF | 2,354,093 | 5,022,337 | 68.09% |
| | | ADC | 12,931 | 3,153 | 19.60% |
| Periodicals | Flat | DSCF | 467,176,575 | 100,184,638 | 17.66% |
| | | ORIGIN | 103,774,942 | 33,116,484 | 24.19% |
| | | DNDC | 13,109,306 | 8,022,938 | 37.97% |
| | | ADC | 10,194,590 | 3,810,830 | 27.21% |
| | | DDU | 1,220,505 | 1,716,064 | 58.44% |
| | | ASF | 53,753 | 17,426 | 24.48% |
| Total | | | 2,809,702,200 | 502,653,764 | 15.18% |

Periodicals

Deep Dive on No Piece Scan by Entry Type

- In FY18 Q1, about 20% of Periodicals did not have any visibility at the piece level
- DDU Entry had the highest % of Periodicals which did not have any piece level visibility
- Breakdown by Entry Type:

| Entry Discount Type | % with No Visibility | % with Bundle Visibility | % with FSS Visibility | % with AFSM Visibility | % with Other Visibility |
|---------------------|----------------------|--------------------------|-----------------------|------------------------|-------------------------|
| DSCF | 17.66% | 46.21% | 18.64% | 17.37% | 0.13% |
| ORIGIN | 24.19% | 28.46% | 10.97% | 35.75% | 0.62% |
| DNDC | 37.97% | 35.68% | 7.05% | 19.20% | 0.10% |
| ADC | 27.21% | 28.77% | 6.51% | 37.39% | 0.12% |
| DDU | 58.44% | 33.87% | 0.04% | 0.07% | 7.58% |
| ASF | 24.48% | 20.25% | 1.43% | 53.66% | 0.18% |
| Total | 19.78% | 42.26% | 16.59% | 21.12% | 0.25% |



Manual Bullpen Scanning Mail & Package Visibility

Manual Operation Numbers

Operation 110 – Initial Breakdown

Operation 126 – Dispatch

Nesting and Visibility

Proof-Of-Concept testing underway in two plants (Two scanner solutions)

- **Scanning Container Placards or Tray/Sack Labels > Nesting**

Dependencies:

- Full Service Mailings
- eDoc Accuracy and Barcode Readability

Challenges relative to “Turnaround” Mail – Mailer is dropping Handling Units from eDoc at Delivery Units as well as origin plant



Mail Visibility Applications (MVA)



Two internal mobile applications launched in September 2017:

- **Mail History Application**

- Employees can use their USPS mobile devices to retrieve near real-time delivery information by scanning barcodes for containers, mail handling units, and single mail pieces

- **Enhanced Barcode Diagnostics Application**

- Employees can use their USPS mobile devices to scan barcodes to retrieve diagnostic data of the visible elements of the barcodes scanned and highlight invalid data elements

USPS is currently considering how to address long hauls.

Addressing & Geospatial Technology

CASS / MASS Cycle O

Green & Secure

Informed Delivery

Address Authority Data Exchange

Cycle O Highlights



Cycle O – Highlights

Enhanced Identification of:

- PO Box only delivery ZIP Codes
- R777 phantom route & “No-Stat” addresses
- Door Not Accessible, No Secure Location, & Non-Delivery Days

Standardization & DPV® confirmation of:

- PBSA – PO Box street address
- CMRA – PMB identifier & DPV confirmation
- Single trailing alpha on a primary number
- New military addresses “OMC” & “UMR”



No-Stat Reason Codes

- The USPS® has added a new table to the DPV/DSF2Hash Product called No-Stat Reason Code Table.
- This table will provide details as to why the records are flagged as No-Stats.
- This table is **optional** and will be available beginning in the May product, which will be posted to the Electronic Product Fulfillment (EPF) website on Monday, April 23.
- During CASS™ Cycle O certification if a 'Y' is received on the DPV No-Stat table, the N-Stat Reason code must be correctly returned.

No-Stat Reason Code Definitions

| Reason Code | Code Description |
|--|--|
| 0 – Regular No-Stat | Indicates addresses not receiving delivery and the addresses are not counted as possible deliveries. |
| 1 – IDA (Internal Drop Address) | These are addresses that do not receive mail delivery directly from the USPS, but are delivered to a drop address that services them. |
| 2 – CDS No-Stat | These are addresses that have not yet become deliverable. For example, a new subdivision where lots and primary numbers have been determined, but no structure exists yet for occupancy. |
| 3 – Collision | These addresses do not actually DPV confirm. In this case, the 'Y' should be set to an 'N' on the DPV 'A' table and all other table values should be blank. |
| 4 – CMZ (College, Military and other types) | These are ZIP + 4® records USPS has incorporated into the data as logical delivery points but not serviced directly by USPS. |

DPV® Return Code Enhancements

Redefine DPV Codes to better indicate the reason an address did not produce a “Y” return code.

Current Definitions:

“Y” – Address was DPV confirmed for both primary and (if present) secondary numbers

“D” – Address was DPV confirmed for the primary number only and **the secondary number is required but missing.**

“S” – Address was DPV confirmed for the primary number. A secondary number was **present but unconfirmed.**

- *(This led to confusion as whether a secondary was required or not.)*


New Definitions: (Codes to be determined)

“S” – Address had a secondary number that **was not confirmed and was not needed** with the primary address number.

“New¹” – Address had a secondary number that **was not confirmed but a valid secondary number was needed** with the primary address number.

“New²” – Address was confirmed (ex: R777) but **USPS mail delivery is not made to this address.**

Tentative Schedule

| | | |
|--|----------------------|---|
| CASS Cycle “O” Pre-Meeting | February 23 2018 |  |
| Partnership In Tomorrow (PIT) Meeting | May 1 2018 | |
| NCOA ^{Link®} PIT | May 8 2018 | |
| Official Rules Release | June 1 2018 | |
| Send Static Data | September 30 2018 | |
| CASS & NCOA ^{Link} Stage I Release | October 31 2018 | |
| CASS & NCOA ^{Link} Stage II Release | February 28 2019 | |
| MASS Test Decks Available | September 30 2019 | |
| CASS Developers Certification Completed | December 31 2019 | |
| MASS Manufacturers Certification Completed | January 31 2020 | |
| Software Released to End-users NLT | March 31 2020 | |
| Expiration of CASS™ Cycle N | July 31 2020 | |
| Implementation of CASS Cycle O | August 1 2020 | |

Green & Secure



Green & Secure – Mail Disposition Options

Intelligent Mail barcode is **REQUIRED!**

First-Class Mail®

- Change Service Requested Option 1
- Change Service Requested Option 2
- Secure Destruction Service Option 1
- Secure Destruction Service Option 2

USPS Marketing Mail®

- Change Service Requested Option 1
- Change Service Requested Option 2
(Forwarded USPS Marketing Mail Fees are charged for forwarded pieces)

Option 1 recycles ALL UAA

Option 2 forwards if possible, recycles the rest

Secure Destruction shreds before recycling

Informed Delivery



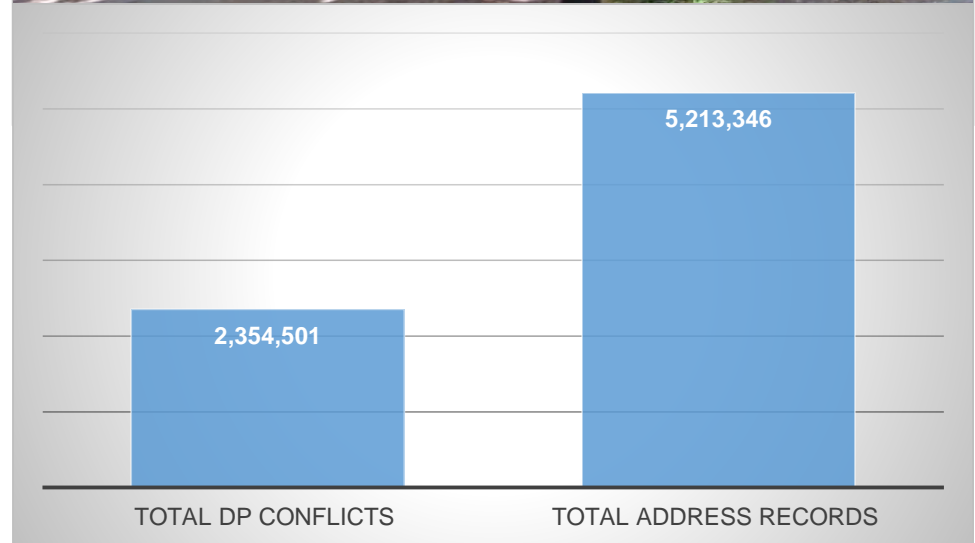
11-Digit De-conflicts

Definition

Address records that are currently coded in the AMS database that share the same 11-digit delivery point. These addresses are currently ineligible for participation in the Informed Delivery program.

Objective

Resolve the 11-digit conflicts to allow address records to become eligible to participate in the Informed Delivery program.



11-Digit De-conflicts Resolutions

Option 1:

Crosswalk: Leverage existing geo-seg +4 even/odd ranges for the generation of a unique 11-digit. It limits the use of available ZIP+4 and potential ZIP Code saturation. Also limits impact on address matching software.

Option 2:

Convert records to a High-Rise; uniquely assigning a ZIP+4 to colliding deliveries. Potentially, 96% of the collisions can be corrected by using this method in conjunction with option 1.

Option 3:

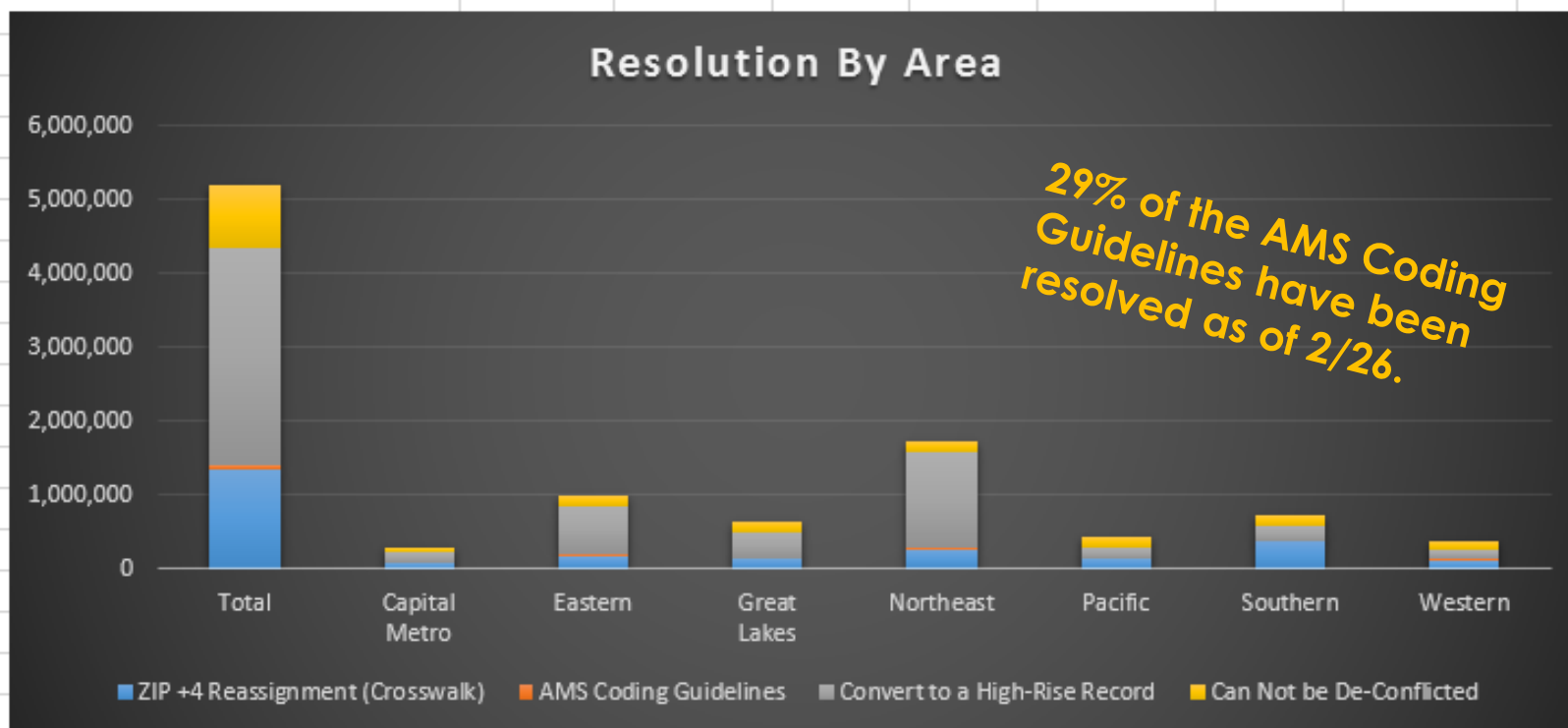
Create a derivative linkage table similar to LACS that will allow software to query the table to search for an equivalent but unique 11-digit to be applied to the mail-piece. This method will be considered if necessary after options 1 and 2.

Option 4:

No Resolution; conflict can't be broken.

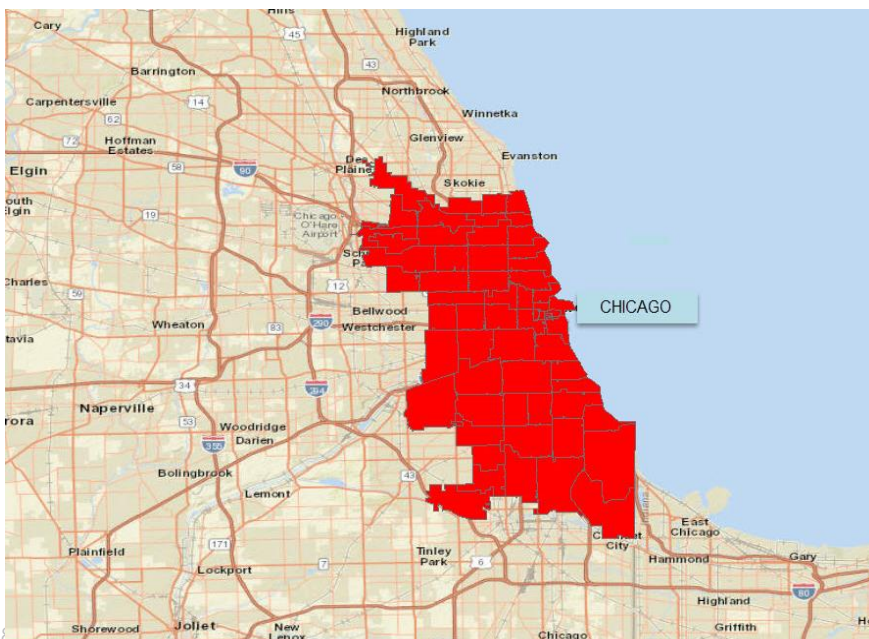
11-Digit De-conflicts Resolutions and Breakdown

| Resolution Description | Total | Capital Metro | Eastern | Great Lakes | Northeast | Pacific | Southern | Western |
|--|------------------|---------------|---------|-------------|-----------|---------|----------|---------|
| ZIP +4 Reassignment (Crosswalk) | 1,338,591 | 97,545 | 187,660 | 134,824 | 264,406 | 154,772 | 370,470 | 128,914 |
| AMS Coding Guidelines | 56,508 | 1,643 | 6,980 | 3,043 | 30,196 | 1,303 | 10,555 | 2,788 |
| Convert to a High-Rise Record | 2,936,756 | 128,983 | 650,235 | 368,037 | 1,301,085 | 136,348 | 208,809 | 143,259 |
| Can Not be De-Conflicted | 874,015 | 52,684 | 163,224 | 127,920 | 121,731 | 153,375 | 146,776 | 108,305 |



ZIP Codes with Highest Percentage of Conflicts

There are 64 ZIP Codes with 11-Digit Conflicts in the Chicago District. These ZIPs have the highest potential for implementing ZIP splits as a result of the de-conflicting effort if using the unique ZIP+4 assignment effort.

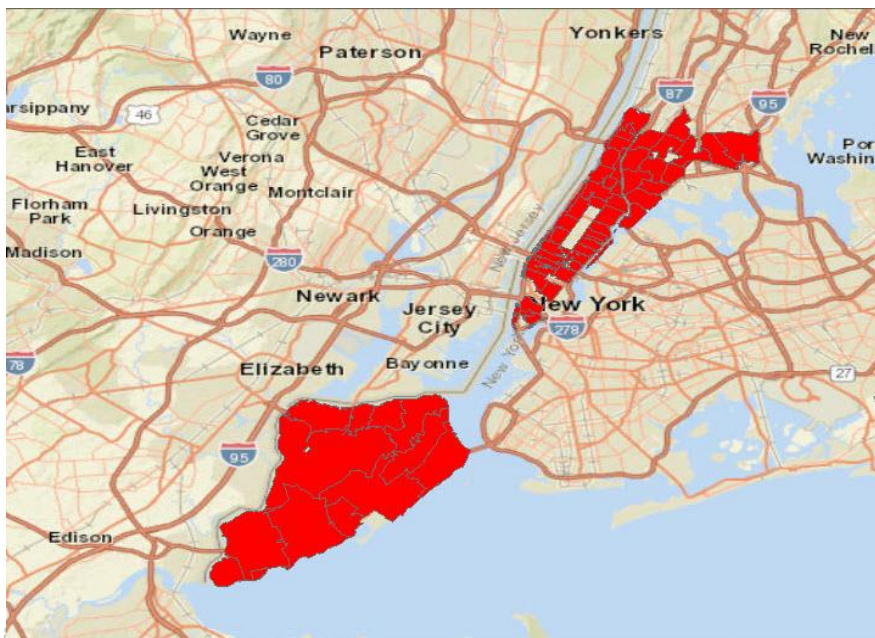


Seven largest ZIP Codes with Conflicts for Chicago District

| ZIP CODE | TOTAL CONFLICTS |
|----------|-----------------|
| 60618 | 13,814 |
| 60647 | 11,802 |
| 60625 | 9,632 |
| 60629 | 8,972 |
| 60639 | 8,757 |
| 60623 | 7,844 |
| 60619 | 7,729 |

ZIP Codes with Highest Percentage of Conflicts

There are 159 ZIP Codes with 11-Digit Conflicts in the New York Metro Area. These ZIPs have the highest potential for implementing ZIP splits as a result of the de-conflicting effort if using the unique ZIP+4 is assignment effort.



Seven Largest ZIP Codes with Conflicts for New York Metro Area

| ZIP CODE | TOTAL CONFLICTS |
|----------|-----------------|
| 11236 | 12,222 |
| 11234 | 9,141 |
| 11214 | 8,768 |
| 11221 | 7,321 |
| 11219 | 6,923 |
| 11208 | 6,575 |
| 11233 | 6,060 |

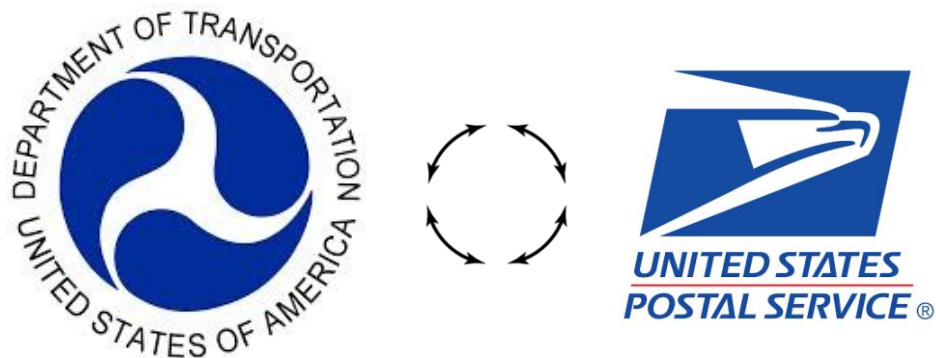
Address Authority Data Exchange (AADE)



Objective

Partner with the Department of Transportation, and their efforts, to create the National Address Database.

Compare address data received from the DOT National Address Database (NAD) to the USPS® Delivery Point File (DPF) database. Unmatched records will be researched and validated to be potentially added to AMS as a valid delivery point.



NAD Data Breakdown Currently representing 13 States

Total Addresses Received from NAD **42,281,449**

| | | |
|----------------------|---------------------------------------|-------------------|
| with DPF | DPF Match before AME and AEC | 30,965,575 |
| | DPF Match after AME | 4,789,352 |
| | DPF Match after AEC | 949,918 |
| | Total DPF | 36,704,845 |
| Match w/o DPF | AME Match w/o DPF match | 2,816,331 |
| | AEC Match w/o DPF Match | 342,078 |
| | Total Match w/o DPF | 3,158,409 |
| No Match | AEC no match (could not resolve) | 2,418,195 |
| | Bad Address (Missing ZIP and Address) | 956,764 |

Phase I – ZIP + 4® Matches

Targeted 80% validation by 9/30

- Research and validate records that match a current ZIP + 4 range, but do not match to DPF

| Match w/o DPF: | |
|----------------------------|------------------|
| AME Match w/o DPF match | 2,816,331 |
| AEC Match w/o DPF Match | 342,078 |
| Total Match w/o DPF | 3,158,409 |

- Leverage enhanced geo coordinate to determine if an address match can be made.
- Unmatched records will be loaded into GMT for verification and acceptance into AMS by the local AMS office.
- 6 Districts are currently piloting the validation process to ensure records are received and being updated in AMS appropriately.
- Status updates will be provided monthly that shows how many records have been successfully added to the AMS database.

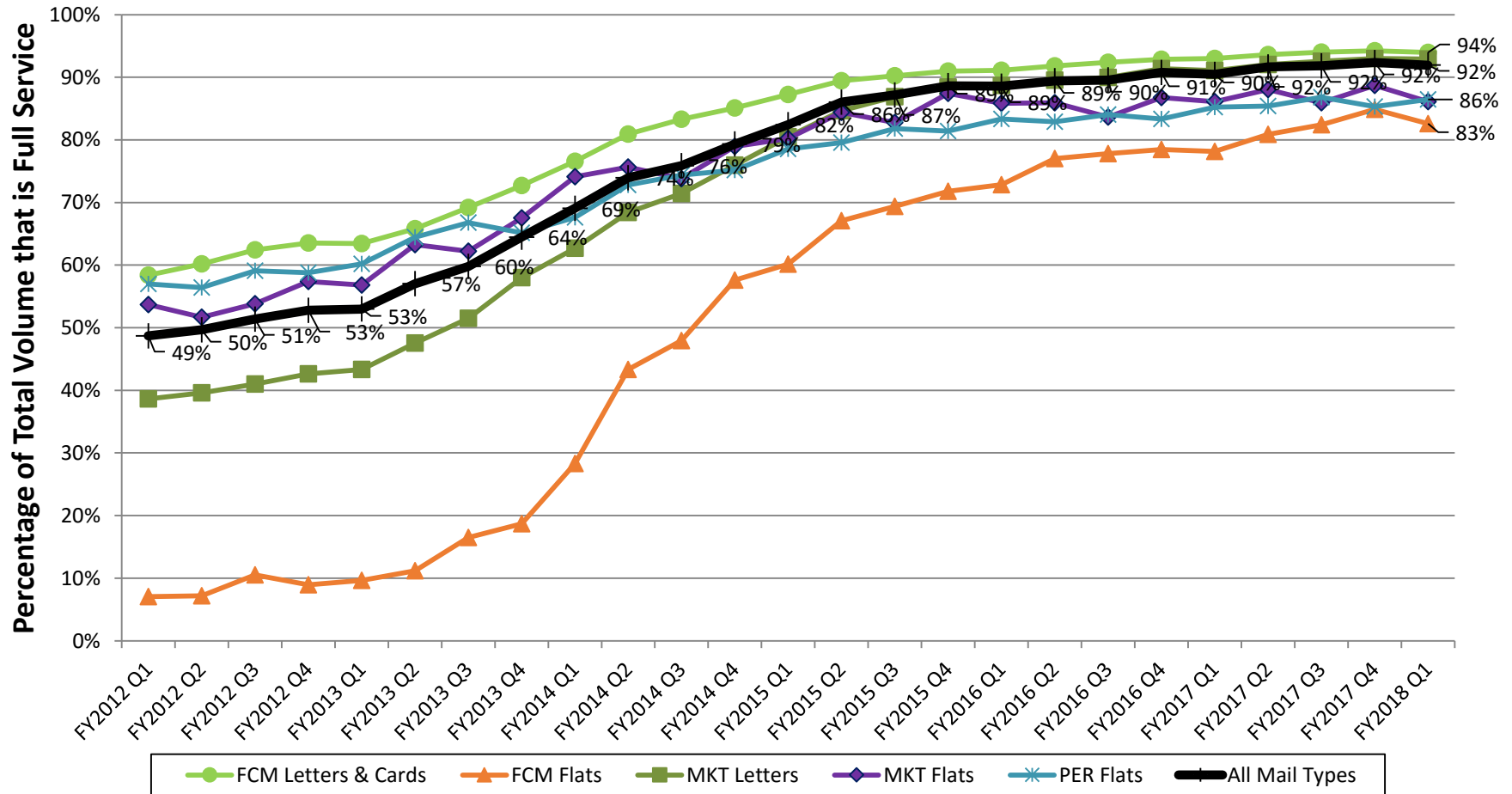
MTAC Pulse of the Industry
Service performance Measurement

Mail In Measurement

Approach to Increasing Mail in Measurement

In December 2017, 92% of Commercial mail eligible for Full-Service was Full-Service

Note: Below graph depicts FS Adoption % as an avg. for the quarter; Slide title depicts the % for the latest month.



In FY18 Q1, over 78% of Full-Service mail was in Measurement

| Mail Class | Mail Shape | Commercial | Full-Service Eligible | Full-Service | In Measurement | % of Full-Service In Measurement |
|---------------------|-------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|
| First Class Presort | Letter/Card | 9,749,483,116 | 9,372,407,989 | 8,977,992,193 | 6,635,144,431 | 73.90% |
| First Class Presort | Flat | 169,899,657 | 151,348,578 | 126,977,479 | 87,698,212 | 69.07% |
| USPS Marketing | Letter | 14,499,209,464 | 14,209,168,816 | 13,338,299,049 | 11,056,692,101 | 82.89% |
| USPS Marketing | Flat | 5,817,237,048 | 3,998,819,735 | 3,566,993,218 | 2,751,423,015 | 77.14% |
| Periodicals | Flat | 1,250,121,841 | 1,206,914,247 | 1,093,896,536 | 755,828,711 | 69.10% |
| Total | | 31,485,951,126 | 28,938,659,365 | 27,104,158,475 | 21,286,786,470 | 78.54% |

M-in-M Network

- **HQ Team**
 - SPM – Priyanka Misri, John Nabor, Wayne Palmiter
 - Accenture – Beau Rauch, Lisa Leu
 - Marketing – Chip Brown III (MMS), Frank Montemayor (BMS), Phillip Parrish (MEPT)
 - Networks – Prat Shah
- **Area Co-Coordinator**s (Mail Acceptance, Operations)
 - CM – Danny Luc, Dmetrius Alexander
 - EA – Barry Gilbert, Regis Curtin
 - GL – Linda Bergeland, Drew Mason
 - NE – Michelle Saracusa, Carla Edmonds
 - PA – Claudia Munoz, Kelly Porter
 - SO – Beth Baughman, Rick Bay
 - WE – Ray Cordova, Jon Hummel

Resolution Chronology

- 03/2017 to 07/2017 – identify top 3 exclusion reasons for each mail class/shape and HQ team investigate high volume site/mailer pairs for root cause and resolution
- 07/2018 – publish of HQ team results in Resolution Guide
- 08/2017 onward – investigate Field inquiries regarding published resolutions and update the Guide
- 11/2017 – complete L601 correction for LA, NJ, KC, and STL NDC's for Invalid EPFED
- 11/2017 – complete Southern Area STC correction to FDB locale key and CSA's for No Start-the-Clock
- 01/2018 – eliminate Incorrect Entry Facility exclusion
- 02/2018 – initiate Field collaborations as method to develop resolutions for unresolved exclusions
- 03/2018 – implement resolution for Seamless BMEU entry for No Start-the-Clock
- Pending – Long Haul exclusion dependent on completion of MVA Trailer Visibility application

Field Communications

- 07/2018 – publish Improved SPM Exclusions webpage
- 08/2018 onward – initiate and continue national focus on exclusion volume and resolution efforts through monthly Area Co-Coordinator checkpoints. HQ team participate in Area facilitated District Co-Coordinator checkpoints.

Field Tools

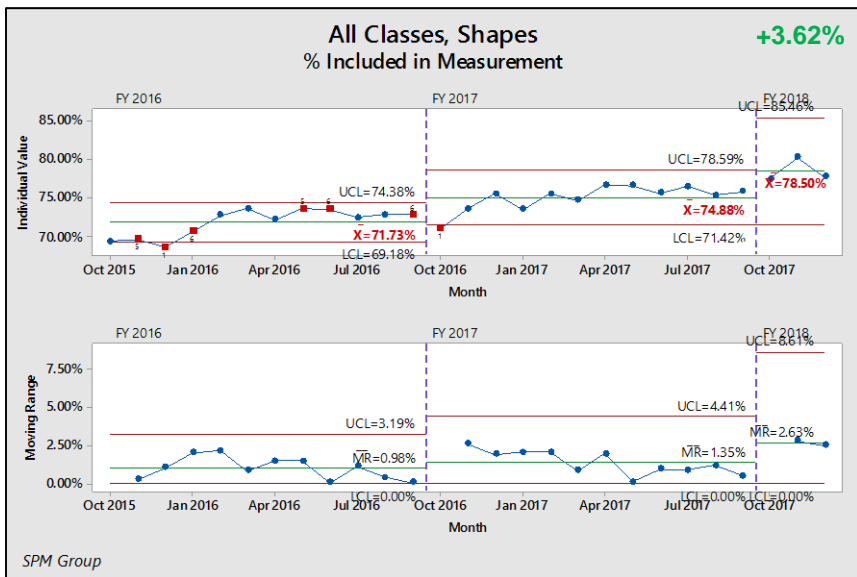
- 07/2018 – publish Resolution Guide for Commercial Mail Excluded from Measurement (on 4th revision)
- 07/2018 – improve SPM Exclusions by Area analysis files (on 3rd revision)

Current Resolution Efforts

- Ongoing – Field analysis of exclusions and application of resolutions w/ HQ team support
- 02/2018 – Field apply new resolution for SCF entry mail entered at co-located BMEU
- 02/2018 – HQ/Field collaboration w/ Omaha P&DC and North Texas P&DC to develop resolutions for Inconsistent SPM Data and No Piece Scan exclusions for letters
- 02/2018 – initiate investigation into No Piece Scan exclusion for BPM

Results

- Mail in Measurement by FY: FY16 = **71.73%**, FY17 = **74.88%**, FY18 YTD = **78.50%**
- 04/2017 – initiate I-MR charts to track monthly % included by mail class/shape
- 01/2018 – initiate national chart to track FY % and volume included by mail class/shape



Acronyms & Symbols

I = Individual Values (top chart)

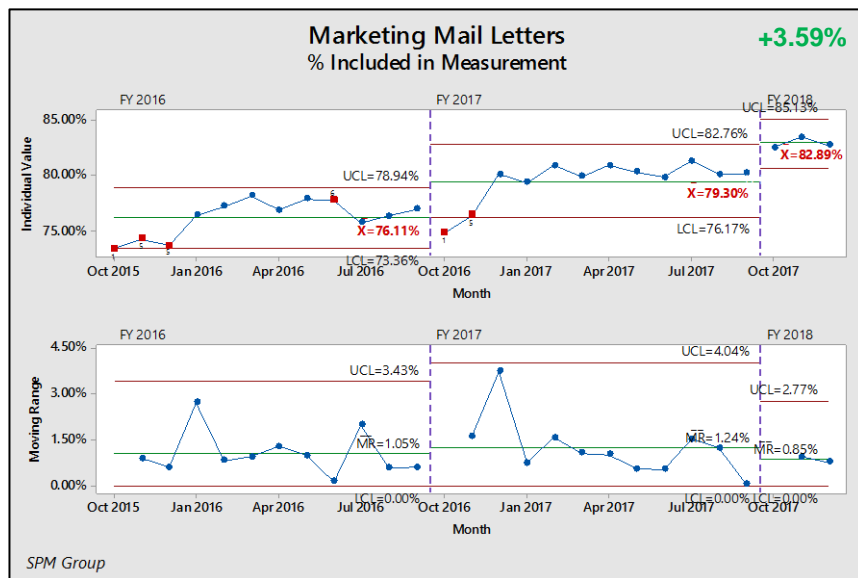
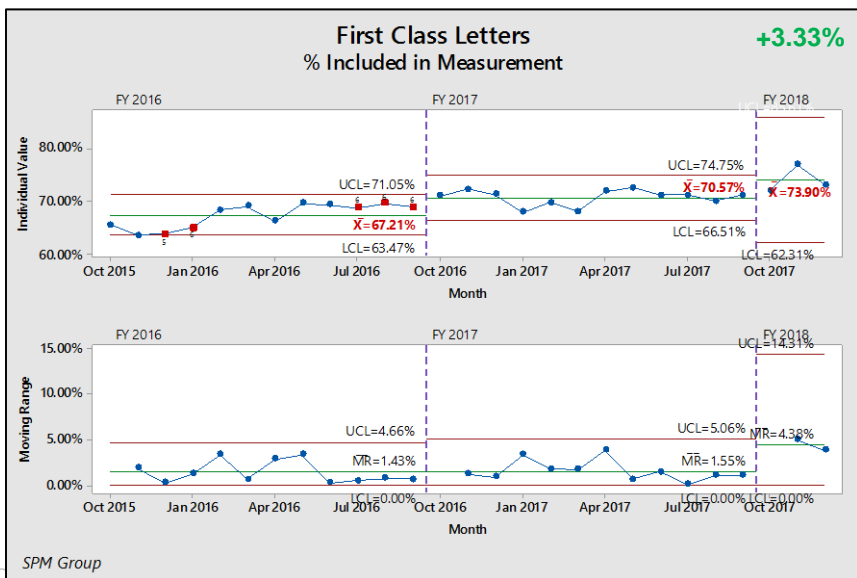
MR = Moving Range (bottom chart)

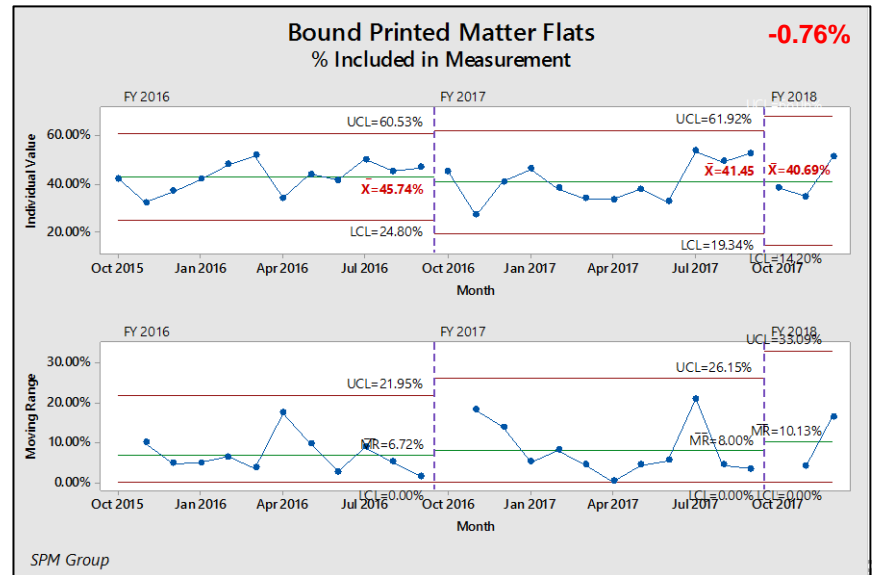
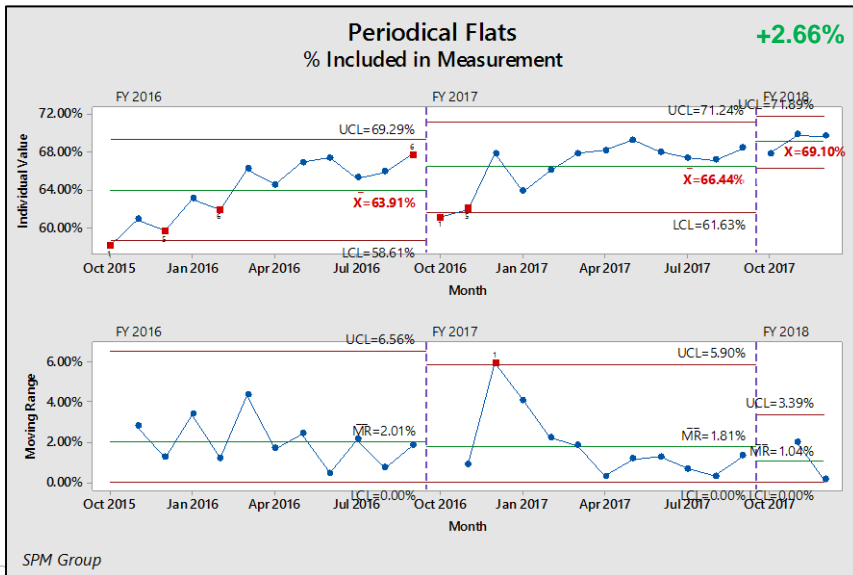
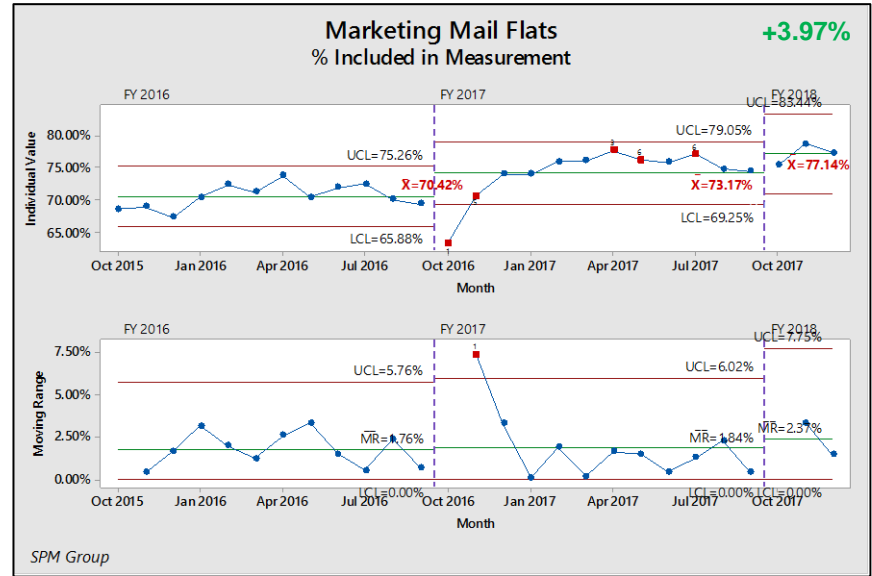
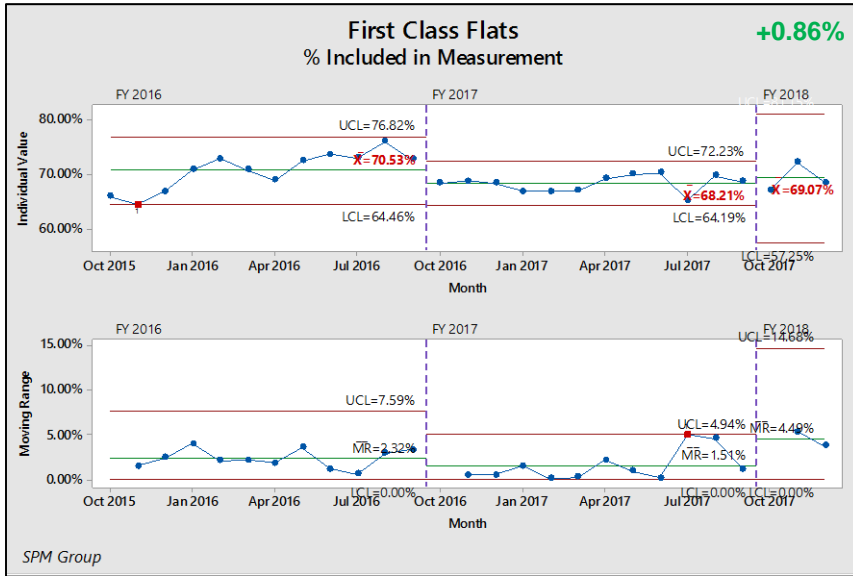
\bar{X} = average I for the period

\overline{MR} = average MR for the period

UCL = upper control limit

LCL = lower control limit

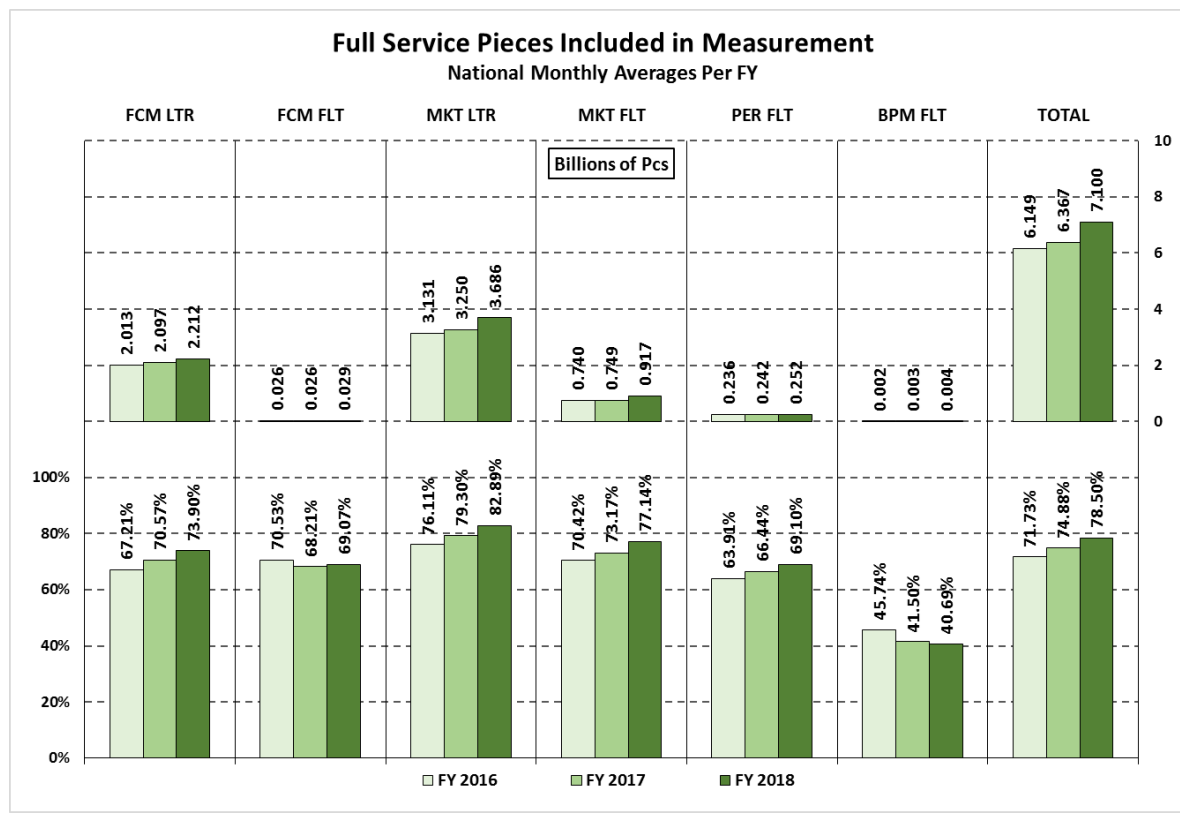




District Exclusion Results (YTD Dec)

| AREA | DISTRICT | FY 2017 | FY 2018 | | | | | | |
|---------------|----------|-------------|---------|----------|----------|----------|----------|----------|----------|
| | | 07/08-09/30 | YTD | Oct 2017 | Nov 2017 | Dec 2017 | Jan 2018 | Feb 2018 | Mar 2018 |
| NATIONAL | | 23.89% | 21.98% | 22.59% | 21.22% | 22.14% | | | |
| CAPITAL METRO | | 24.07% | 22.54% | 22.52% | 21.96% | 23.31% | | | |
| EASTERN | | 22.90% | 21.96% | 21.00% | 20.72% | 24.84% | | | |
| GREAT LAKES | | 26.64% | 25.56% | 26.45% | 23.47% | 27.02% | | | |
| NORTHEAST | | 25.74% | 22.87% | 24.79% | 20.65% | 23.16% | | | |
| PACIFIC | | 21.12% | 18.24% | 20.88% | 16.93% | 16.54% | | | |
| SOUTHERN | | 27.35% | 22.46% | 23.25% | 22.19% | 21.83% | | | |
| WESTERN | | 19.39% | 19.95% | 19.91% | 21.43% | 18.18% | | | |

FY Trends – National (YTD Dec)





Service Diagnostics

GEOGRAPHY IMPACTS TO THE NATION (BASED ON CENSUS DATA) ⓘ

View By: Pieces

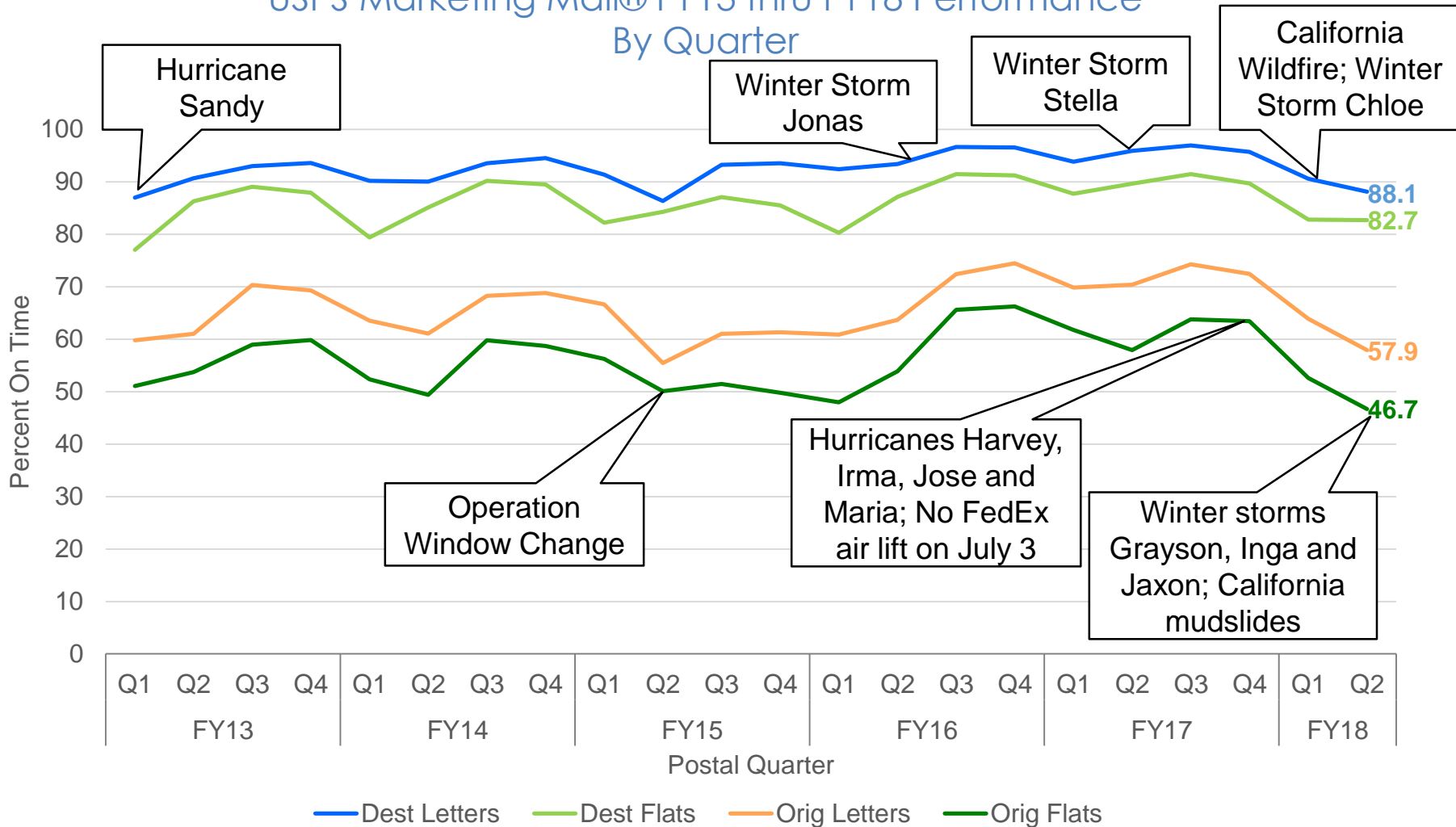




Enterprise Analytics Service Performance

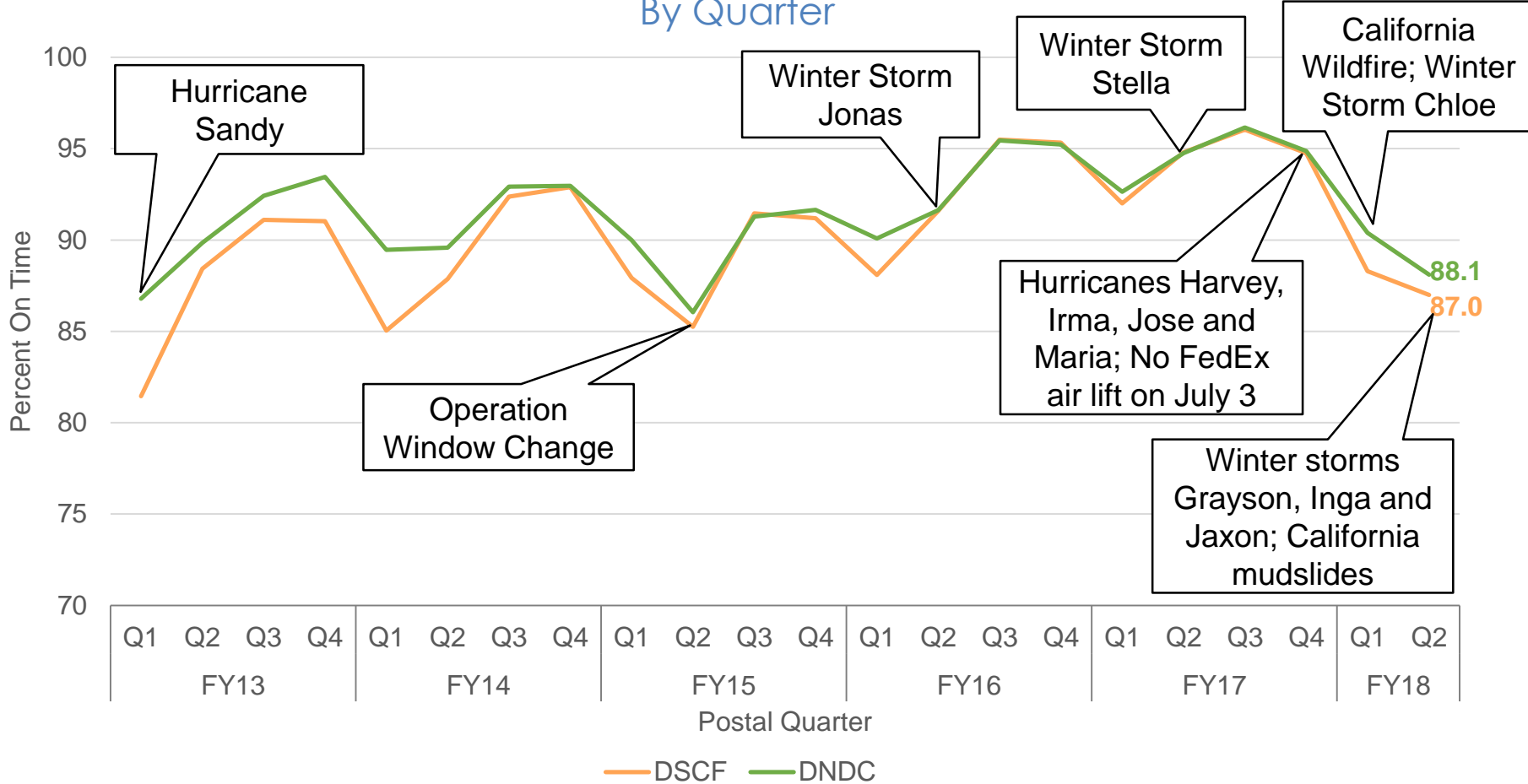
USPS Marketing Mail®

USPS Marketing Mail® FY13 thru FY18 Performance By Quarter



Note: Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Preliminary Feb FY18 Q1 through 1/26/18. Prior to FY17 Q2, USPS Marketing Mail® was referred to as Standard Mail®. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting 9/16/17 due to the devastating impacts of Hurricanes Irma and Maria.

USPS Marketing Mail® Destination Entry FY13 to FY18 Performance By Quarter



Note: DDU-Entry = Two Day, DSCF = Three-To-Five-Day, DNDC = Five-Day-And-Above

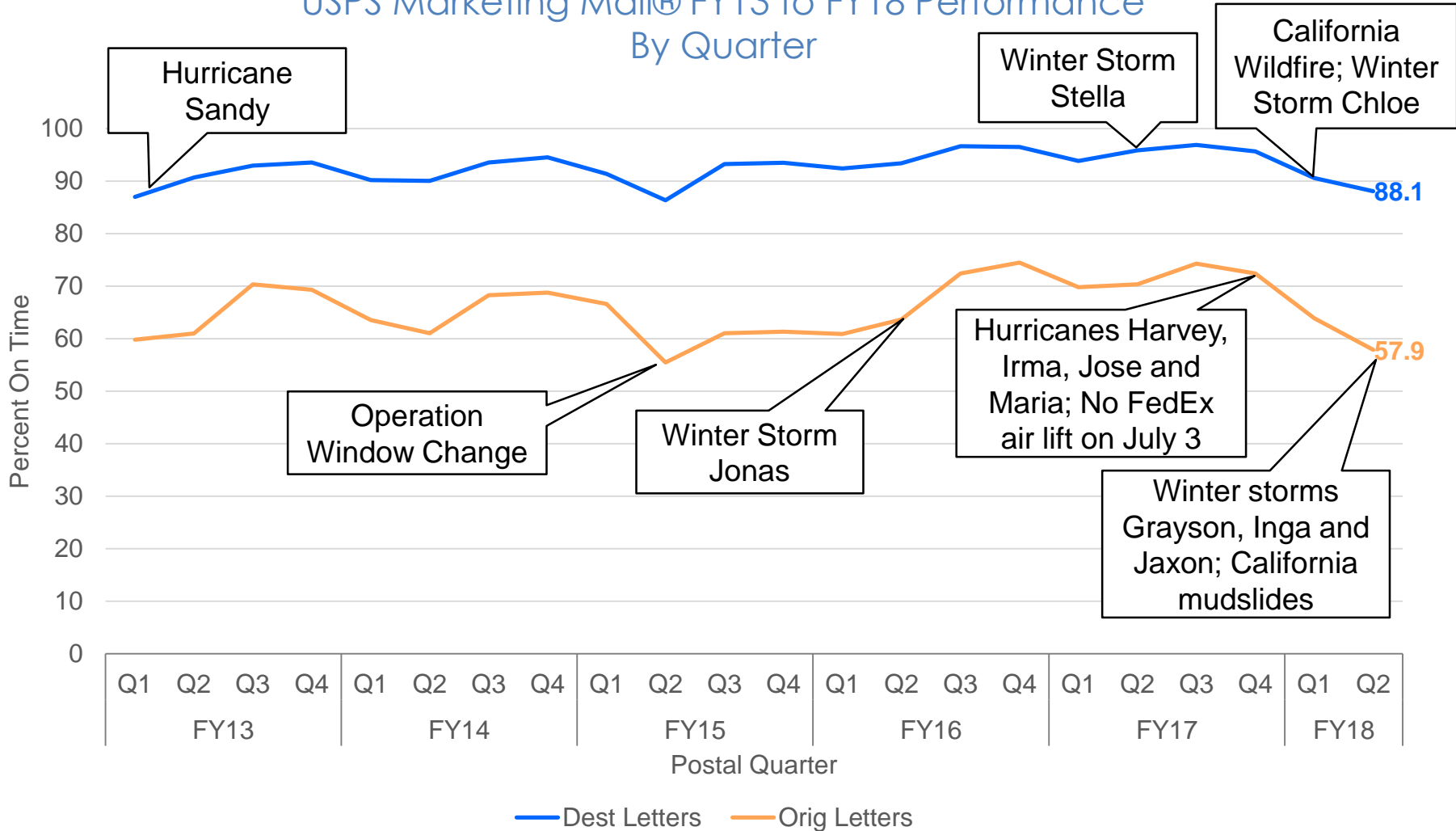
Note: Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Preliminary FY18 Q1 through 1/26/18. Prior to FY17 Q2, USPS Marketing Mail® was referred to as Standard Mail®. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting 9/16/17 due to the devastating impacts of Hurricanes Irma and Maria.

Enterprise Analytics Service Performance

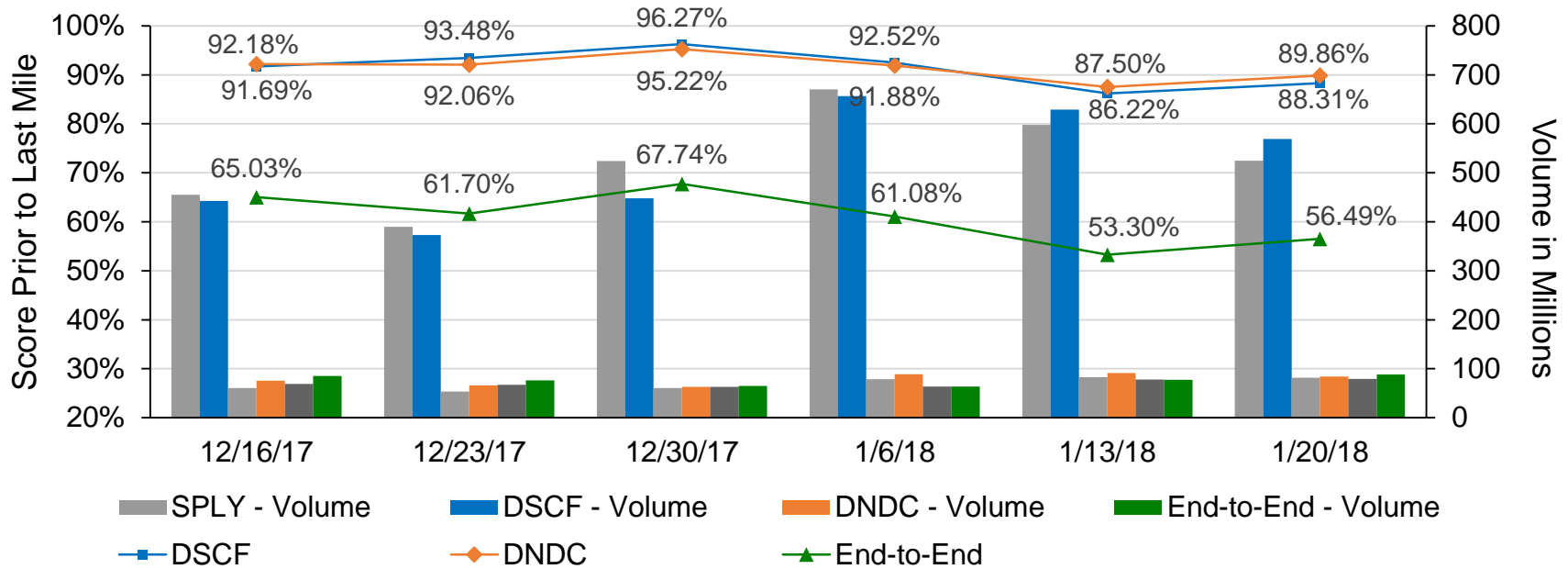
USPS Marketing Mail®

Letters

USPS Marketing Mail® FY13 to FY18 Performance By Quarter

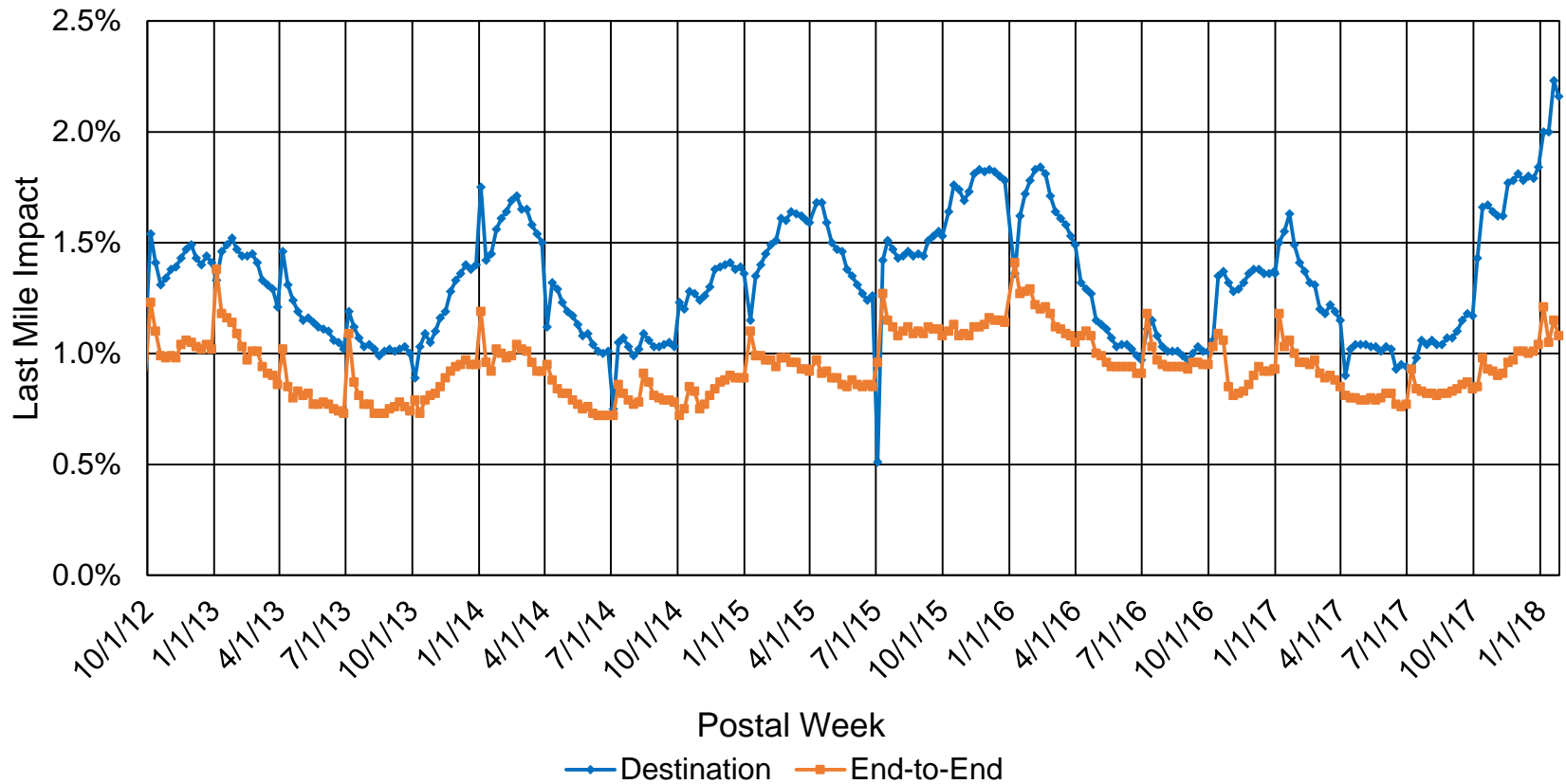


Note: Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Preliminary Feb FY18 Q2 through 1/26/18. Prior to FY17 Q2, USPS Marketing Mail® was referred to as Standard Mail®. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting 9/16/17 due to the devastating impacts of Hurricanes Irma and Maria.



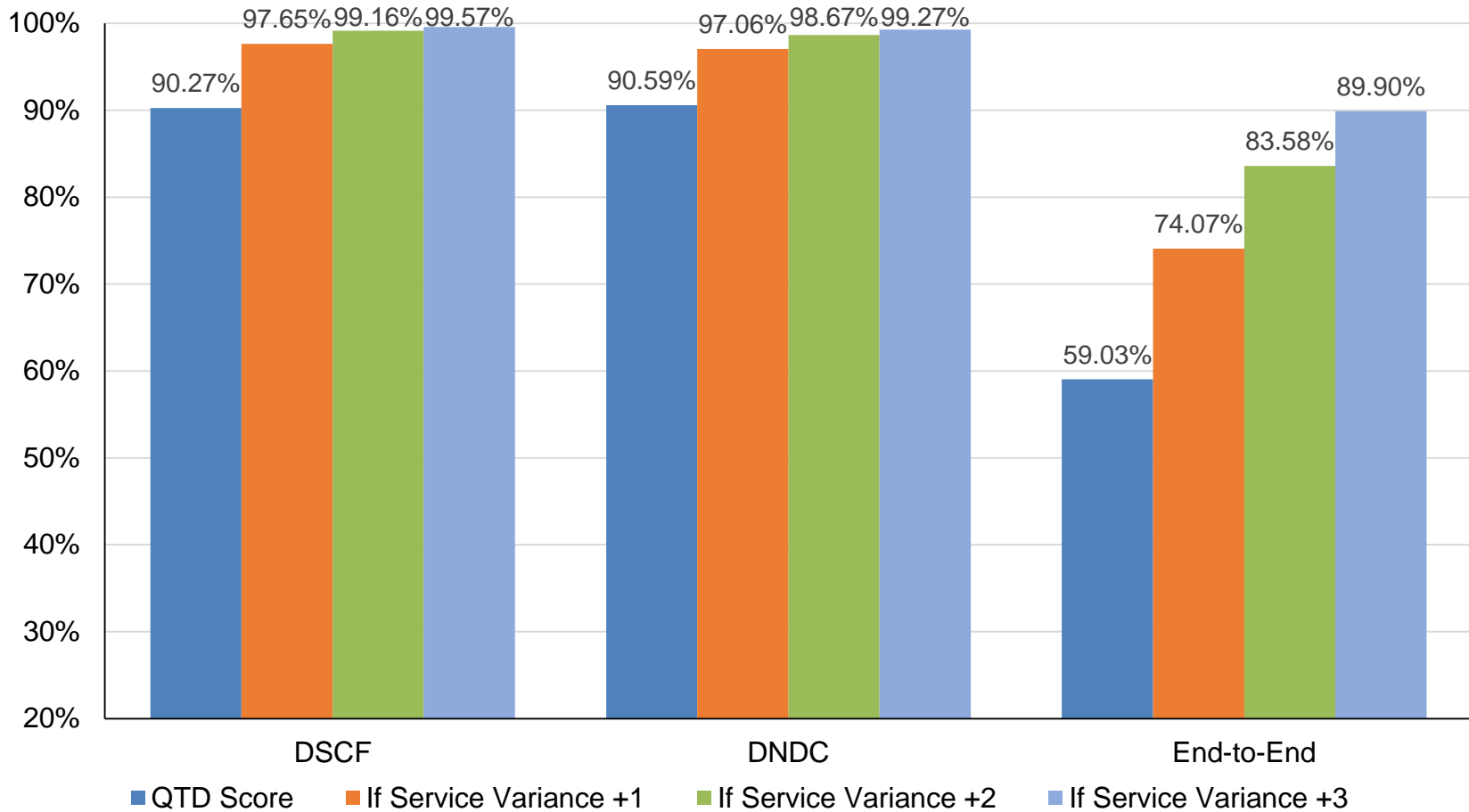
| Q2TD thru 1/26/18 | Total Pieces Measured | Processing On-Time | Last Mile Impact | Overall Score | Target Score | SPLY Pieces Measured | Volume Change | SPLY Overall QTD Score | SPLY Change |
|-------------------|-----------------------|--------------------|------------------|---------------|---------------|----------------------|---------------|------------------------|---------------|
| SCF Letters | 2,240,565,374 | 90.27% | -2.25% | 88.02% | 91.80% | 2,248,485,390 | -0.35% | 94.82% | -6.80% |
| NDC Letters | 317,843,276 | 90.59% | -1.57% | 89.02% | 91.80% | 294,884,613 | 7.79% | 94.26% | -5.24% |
| E2E Letters | 285,617,632 | 59.03% | -1.08% | 57.95% | 91.80% | 274,037,583 | 4.23% | 64.49% | -6.54% |
| 3-Day | 52,631,343 | 82.16% | -1.43% | 80.73% | 91.80% | 55,207,392 | -4.67% | 87.29% | -6.57% |
| 4-Day | 2,126,281 | 88.85% | -1.03% | 87.82% | 91.80% | 1,704,928 | 24.71% | 87.29% | 0.53% |
| 5-Day | 41,169,885 | 78.37% | -1.23% | 77.14% | 91.80% | 36,199,401 | 13.73% | 81.48% | -4.34% |
| 6-10 Day | 182,490,480 | 47.33% | -0.96% | 46.37% | 91.80% | 173,683,027 | 5.07% | 53.40% | -7.02% |
| 11+ Day | 7,199,643 | 67.04% | -0.86% | 66.18% | 91.80% | 7,242,835 | -0.60% | 66.53% | -0.35% |
| Total | 2,844,026,282 | | | 83.99% | 91.80% | 2,817,407,586 | 0.94% | 90.85% | -6.86% |

Last Mile Impact Trend



Note: Results starting week ending 10/28/16 are based on Days Left Group (DLG) approach, whereas all prior weeks' results are based on Last Processing Operation (LPO) approach. Prior to FY17 Q2, USPS Marketing Mail® was referred to as Standard Mail®. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting 9/16/17 due to the devastating impacts of Hurricanes Irma and Maria.

Q2TD DSCF and DNDC Marketing Letters scores would be above 97.06% (prior to last mile), if pieces that failed by 1 day passed



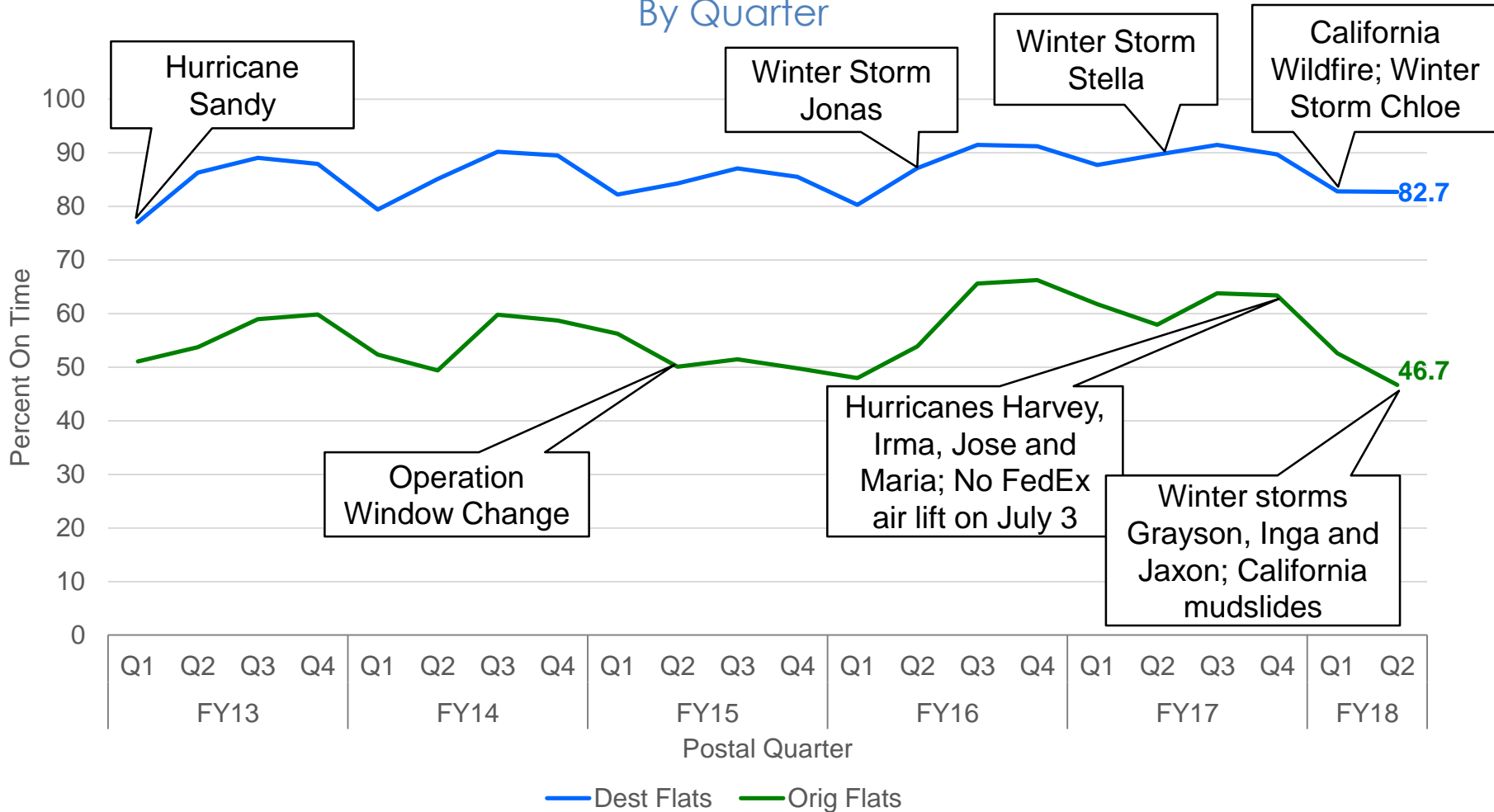


Enterprise Analytics Service Performance

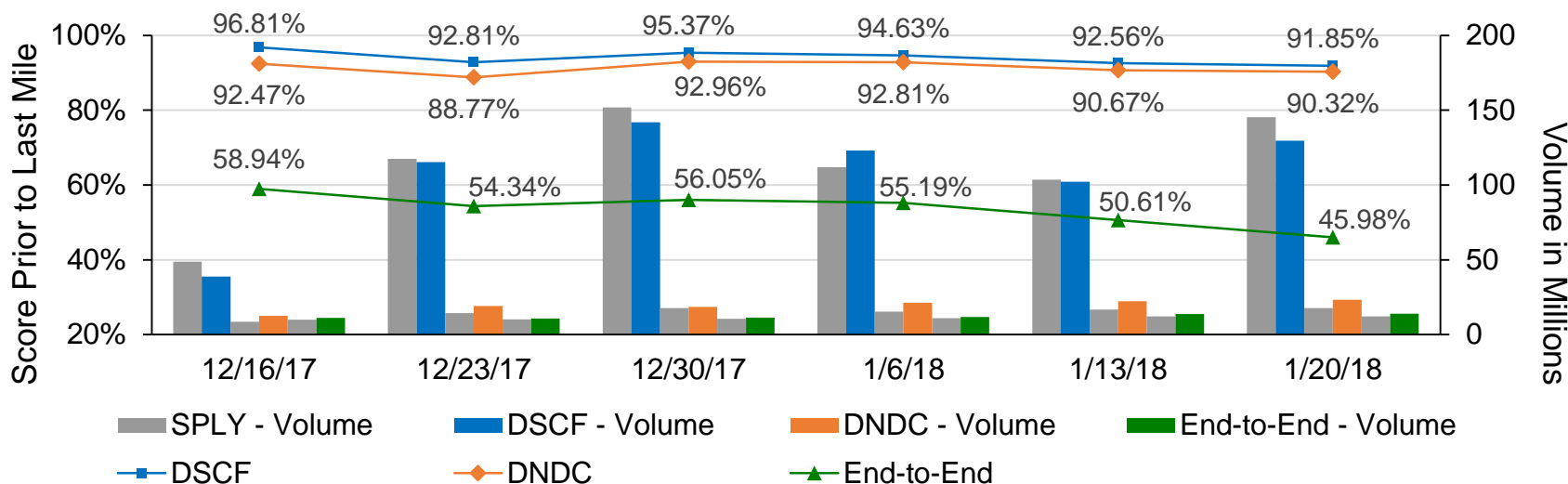
USPS Marketing Mail®

Flats

USPS Marketing Mail® FY13 to FY18 Performance By Quarter



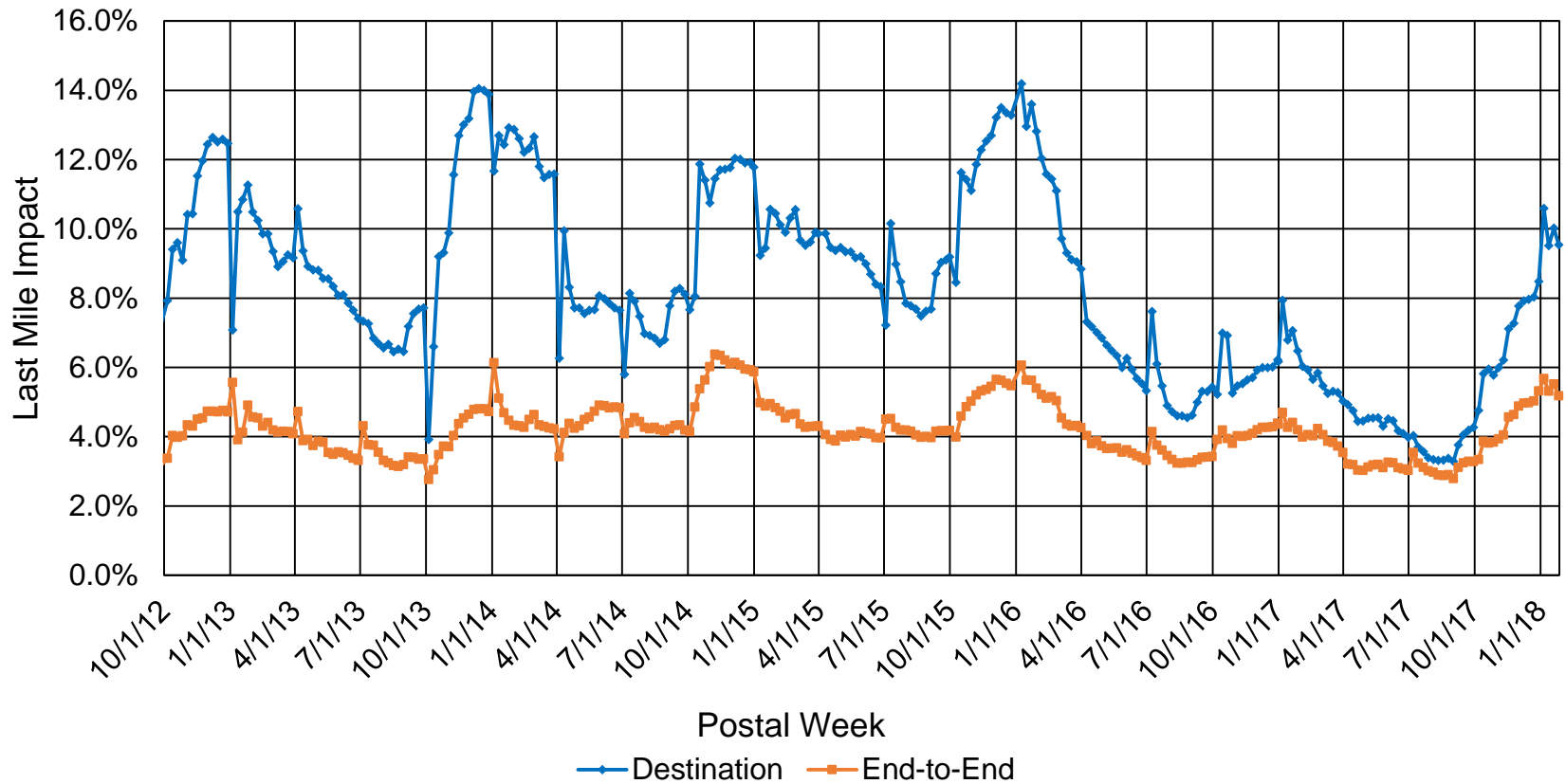
Note: Results starting FY17 Q1 are based on Days Left Group (DLG) approach, whereas all prior quarters' results are based on Last Processing Operation (LPO) approach. Preliminary Feb FY18 Q2 through 1/26/18. Prior to FY17 Q2, USPS Marketing Mail® was referred to as Standard Mail®. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting 9/16/17 due to the devastating impacts of Hurricanes Irma and Maria.



| Q2TD thru 1/26/18 | Total Pieces Measured | Processing On-Time | Last Mile Impact | Overall Score | Target Score | SPLY Pieces Measured | Volume Change | SPLY Overall QTD Score | SPLY Change |
|-------------------|-----------------------|--------------------|------------------|---------------|---------------|----------------------|---------------|------------------------|---------------|
| SCF Flats | 476,645,768 | 93.57% | -9.80% | 83.77% | 91.80% | 488,176,337 | -2.36% | 89.25% | -5.48% |
| NDC Flats | 82,583,390 | 91.61% | -7.32% | 84.29% | 91.80% | 64,774,274 | 27.49% | 89.36% | -5.07% |
| E2E Flats | 49,368,283 | 51.93% | -5.18% | 46.75% | 91.80% | 44,593,878 | 10.71% | 53.70% | -6.95% |
| 3-Day | 6,425,074 | 75.64% | -8.06% | 67.58% | 91.80% | 5,457,800 | 17.72% | 69.30% | -1.72% |
| 4-Day | 166,982 | 77.08% | -5.63% | 71.45% | 91.80% | 208,423 | -19.88% | 78.34% | -6.89% |
| 5-Day | 5,436,981 | 65.34% | -6.18% | 59.16% | 91.80% | 4,995,016 | 8.85% | 66.21% | -7.05% |
| 6-10 Day | 35,781,475 | 44.86% | -4.48% | 40.38% | 91.80% | 32,110,235 | 11.43% | 47.78% | -7.40% |
| 11+ Day | 1,557,771 | 67.17% | -6.24% | 60.93% | 91.80% | 1,822,404 | -14.52% | 74.28% | -13.36% |
| Total | 608,597,441 | | | 80.06% | 91.80% | 597,544,489 | 1.85% | 85.62% | -5.56% |
| FSS Zone* | 129,477,600 | 86.07% | -4.95% | 81.12% | 91.80% | 122,970,736 | 5.29% | 86.22% | -5.11% |
| Non-FSS Zone* | 479,119,841 | 90.01% | -10.04% | 79.97% | 91.80% | 466,466,195 | 2.71% | 85.47% | -5.50% |

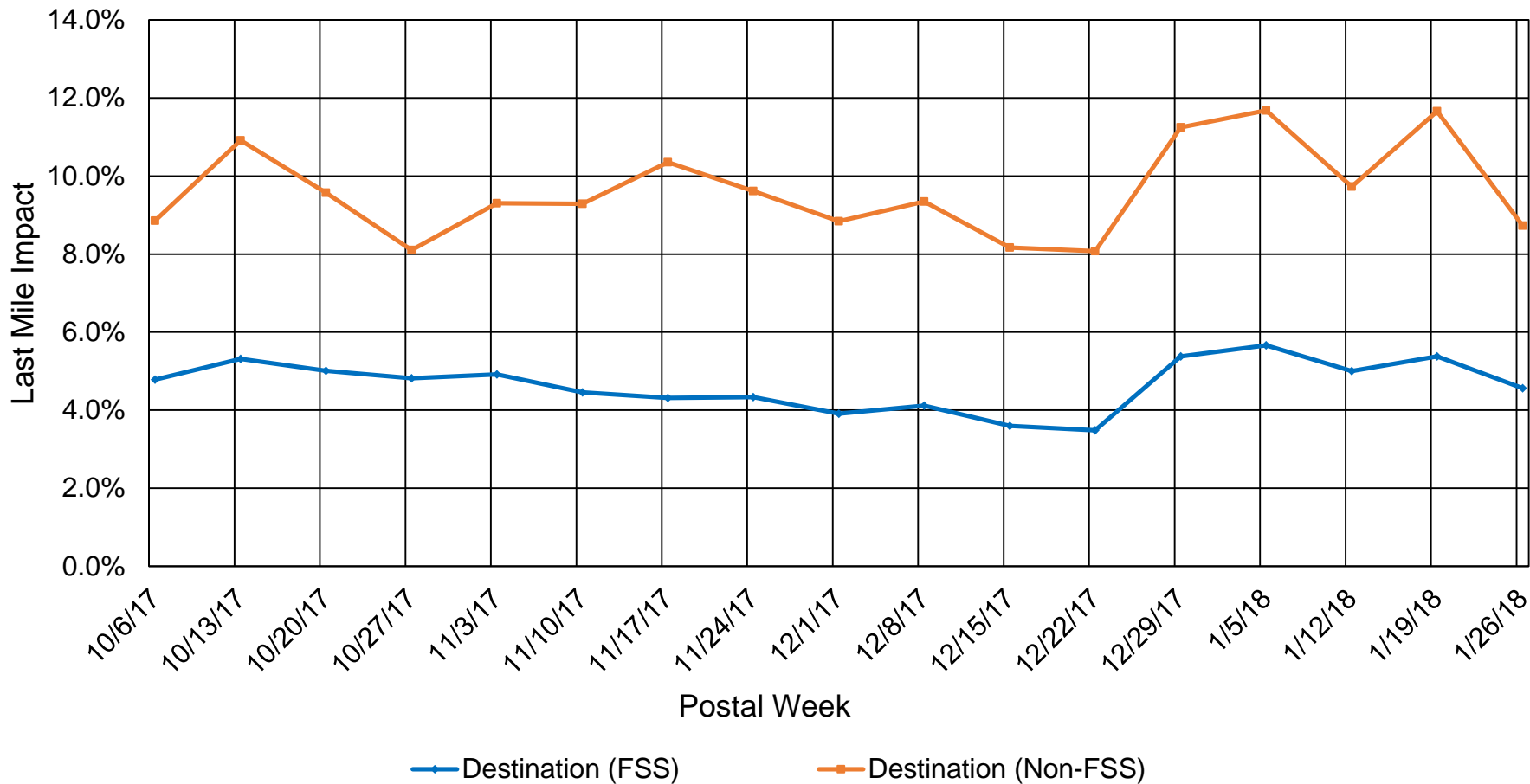
Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q2 due to the devastating impacts of Hurricanes Irma and Maria.
 * Mail destined to FSS Zone and Non-FSS Zone is determined based on L006 Labeling List, excluding EDDM and Saturation Mail. SPLY FSS and Non-FSS Zone scores and volumes are calculated using cleansed end of quarter data, while rest of SPLY data was based on pre-cleansed data.

Last Mile Impact Trend



Note: Results starting week ending 10/28/16 are based on Days Left Group (DLG) approach, whereas all prior weeks' results are based on Last Processing Operation (LPO) approach. Prior to FY17 Q2, USPS Marketing Mail® was referred to as Standard Mail®. Service performance measurement was suspended for mail originating from or destined to Caribbean District starting 9/16/17 due to the devastating impacts of Hurricanes Irma and Maria.

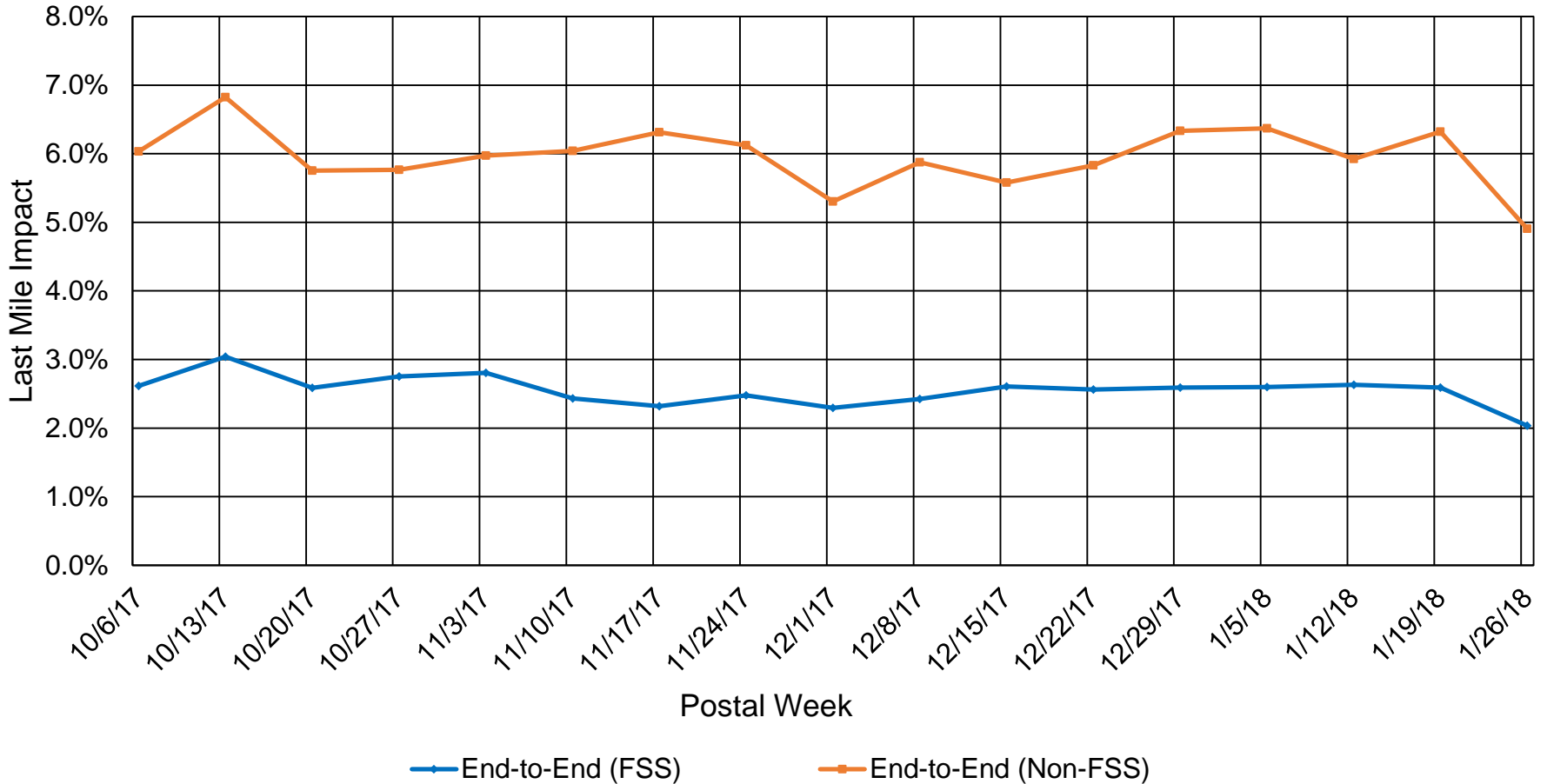
Destination-Entry Last Mile Impact



Note: Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria.

Mail destined to FSS Zone and Non-FSS Zone is determined based on L006 Labeling List, excluding EDDM and Saturation Mail.

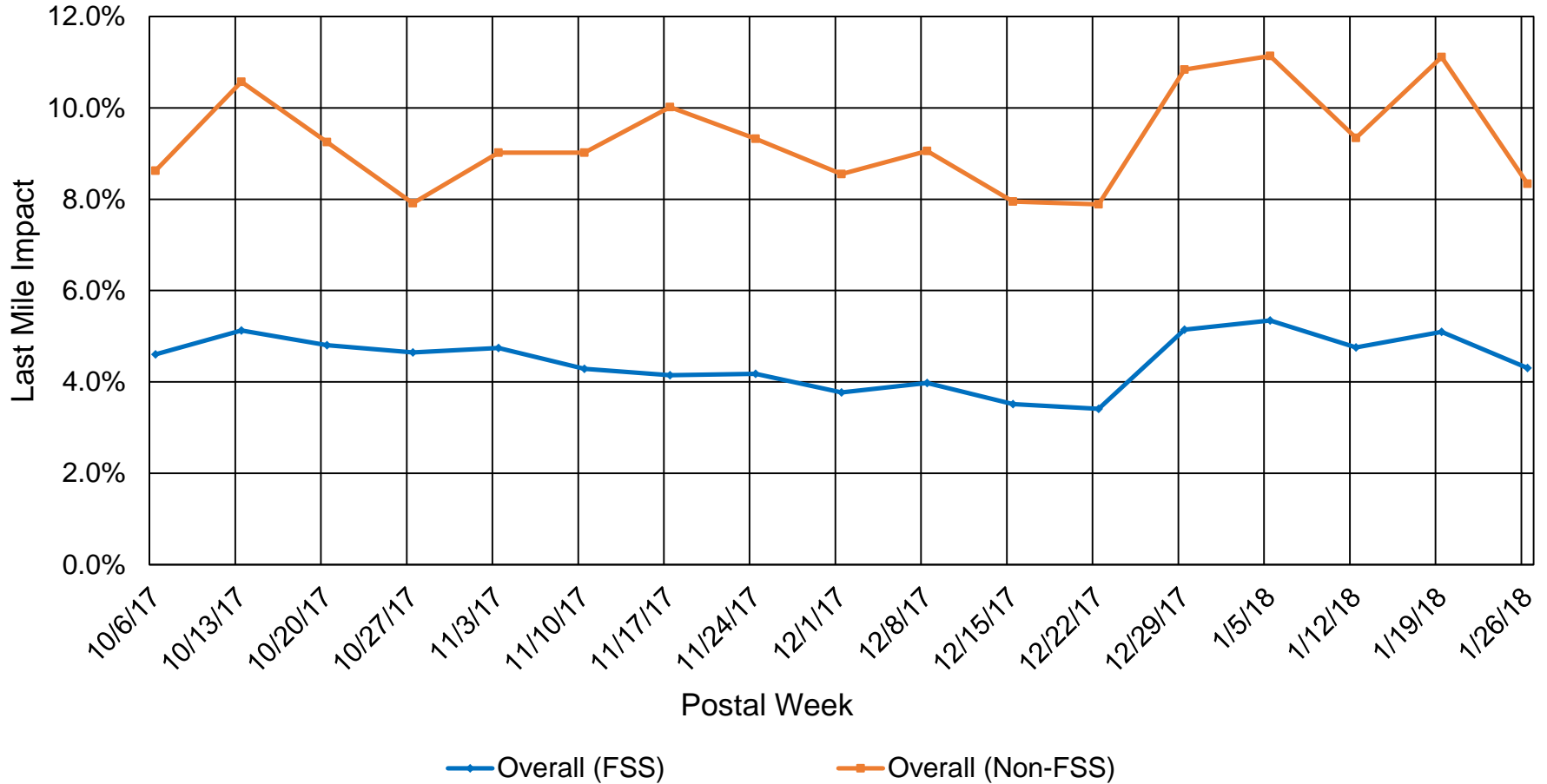
End-to-End Last Mile Impact



Note: Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria.

Mail destined to FSS Zone and Non-FSS Zone is determined based on L006 Labeling List, excluding EDDM and Saturation Mail.

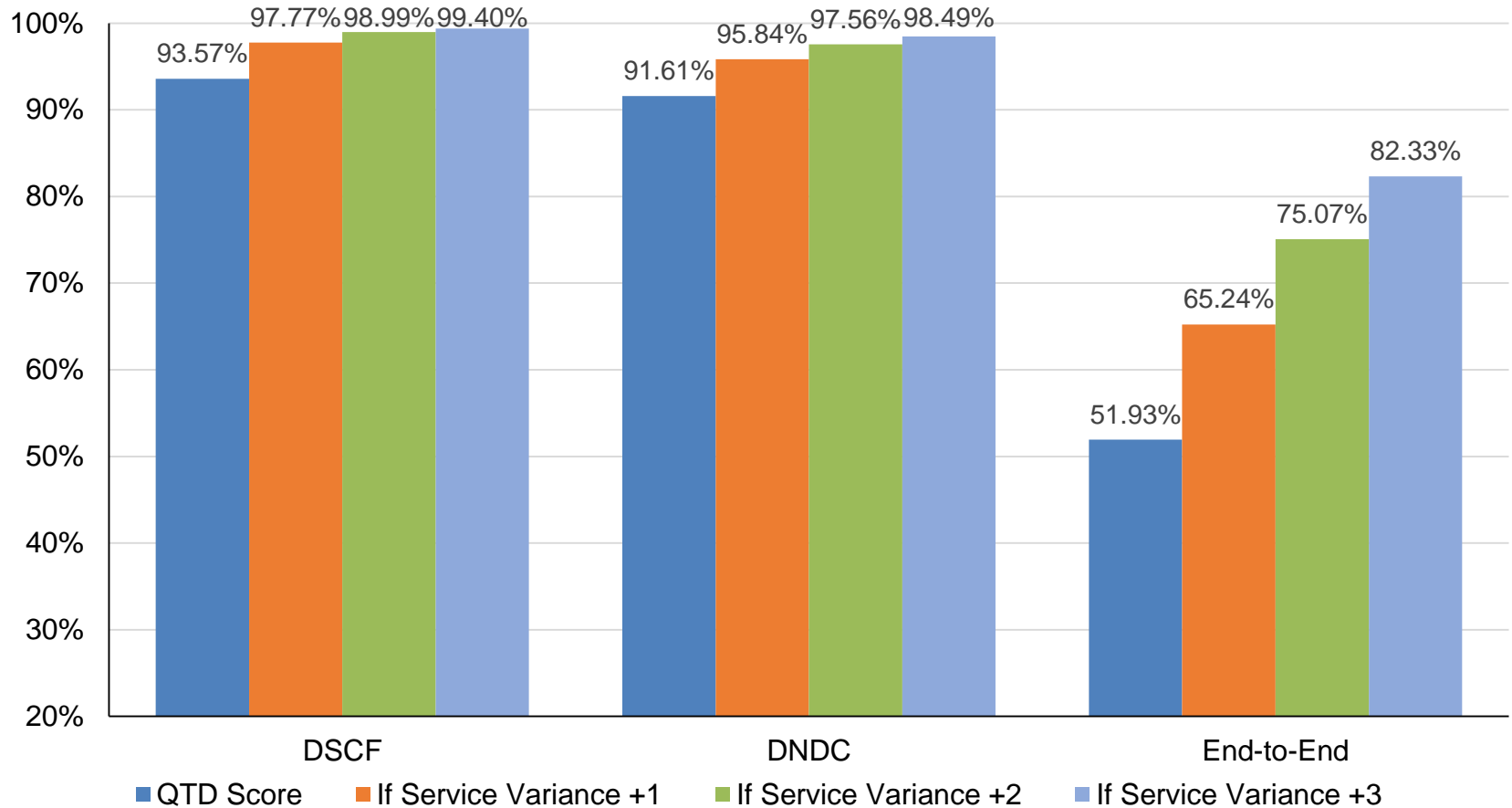
Overall Last Mile Impact



Note: Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q1 and Q2 due to the devastating impacts of Hurricanes Irma and Maria.

Mail destined to FSS Zone and Non-FSS Zone is determined based on L006 Labeling List, excluding EDDM and Saturation Mail.

Q2TD DSCF and DNDC Marketing Flats scores would be above 95.84% (prior to last mile), if pieces that failed by 1 day passed



Note: Service performance results before Last Mile. Q2TD scores through 1/26/18. Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY18 Q2 due to the devastating impacts of Hurricanes Irma and Maria.



Thank You!



Appendix

Explore the possibility of providing a way for mailers to see quality metrics through a D3? Visualization:

- The current visualization will display a summary of the monthly IMpb Compliance Indicators (AQ, MQ, & BQ)
- Mailers will be able to drill down to view compliance data at a state level which highlights IMpb compliance issues by geographic location

http://56.72.7.32:9100/YK/Project_VII/version_20180222/app/

IMPB DASHBOARD DEMO